

## **NHDC SURVEY ON WASTE, RECYCLING AND STREET CLEANSING CONTRACT OPTIONS**

### **CONSULTATION OUTCOMES AND DECISIONS – NOVEMBER 2017**

#### **1. Background**

In July and August 2017, North Hertfordshire District Council (NHDC) and East Herts Council carried out an online consultation, seeking residents' views on a range of potential contract options for our joint waste and recycling contract, which commences in May 2018. The consultation received a total of 8,016 responses across the two districts. In North Hertfordshire, the survey was publicised using:

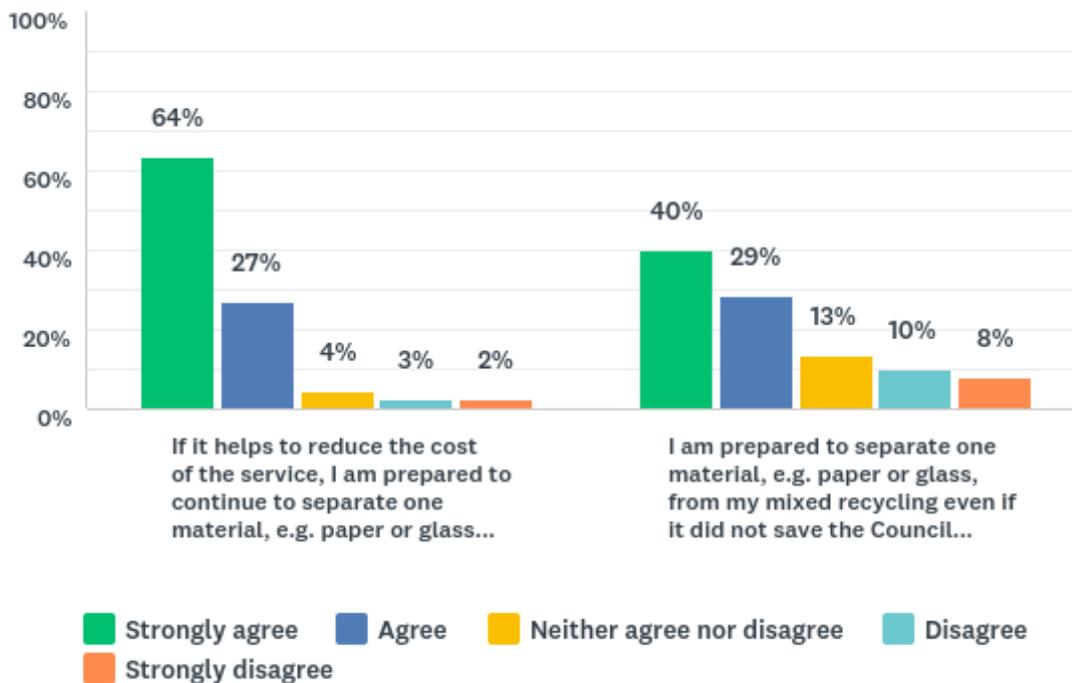
- Press release
- Twitter and Facebook
- Council website
- Postcard distribution to all households
- Email to all Citizen Panel members
- Paper surveys available from NHDC Customer Services Centre

The results of the survey were used by Councillors to inform their decisions on the contract options. The full survey results can be found on the NHDC website. Below is a summary of some of the key findings and resulting Council decisions, taken at a meeting of NHDC's Cabinet on 16 October 2016.

## 2. Key survey outcomes and Council decisions

### 2.1 Separating one material from main recycling

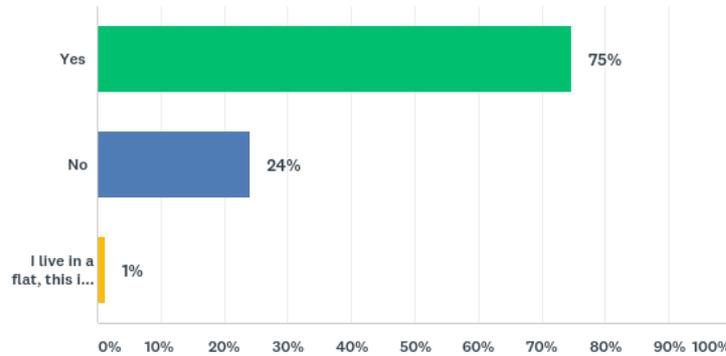
**Survey result:** Residents were asked if they would be willing to continue to separate one material from their main recycling e.g. paper or glass. 91% of residents agreed they would be willing to continue to separate one material if it helps reduce the cost of the service and 69% agreed they would be prepared to separate one material even if it didn't save additional money.



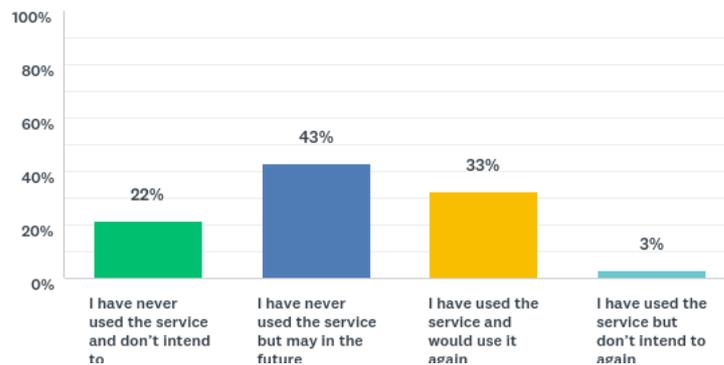
**Cabinet decision:** The vast majority of residents have expressed no issue with the separation of one material from their recycling and therefore if it is economically advantageous to separate glass rather than paper following the outcome of the Lot 2 evaluation, then we will implement this service change. If however it is not advantageous, we will continue to collect paper separately.

## 2.2 Kerbside textile collection

Are you aware that you can place textiles out, next to your bin, for recycling on your collection day?



Have you ever used the kerbside textile recycling service (please select one option)?

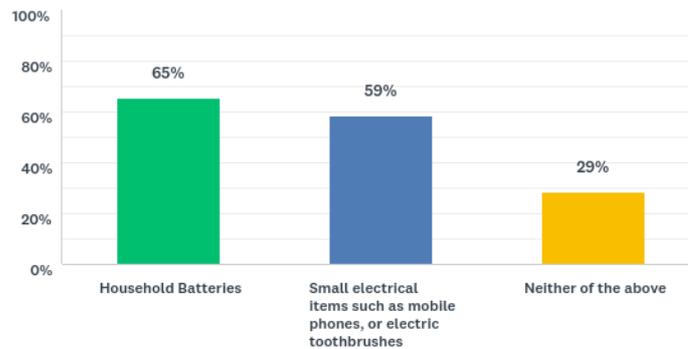


**Survey result:** Residents were asked if they were aware of the textiles collection service and whether they ever used it. 43% of residents hadn't previously used the service but said they may do in the future and 33% had used it and would use it again.

**Cabinet decision:** As the feedback from residents is positive on the value of the kerbside textiles recycling service, Cabinet agreed to continue to provide this free textiles recycling service.

### 2.3 Kerbside battery and kerbside small WEEE (waste electrical) collection

If these items were available to recycle at the kerbside, which (if any) would you recycle?  
(tick all that apply)



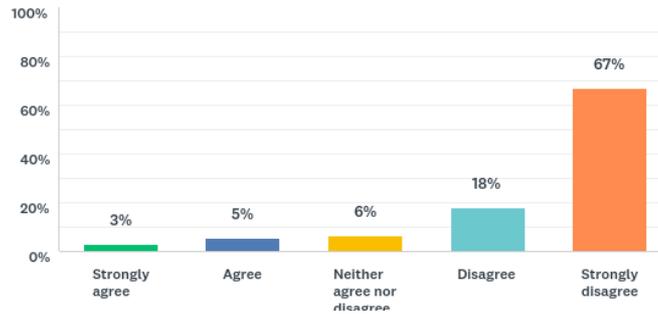
**Survey results:** Residents were asked how likely they would be to use a kerbside battery collection service if it were introduced. 65% of residents said they would use the service if it was available. 59% of respondents said they would be likely to use a small electrical items recycling service.

**Cabinet decision:** As a majority of residents have indicated they would be likely to use a kerbside battery recycling service, Cabinet agreed to introduce this free service.

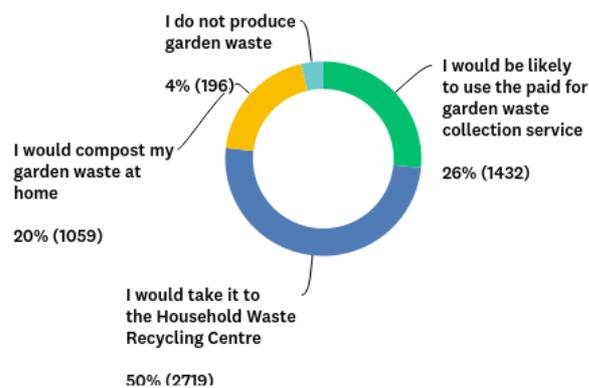
As it was agreed to continue with textiles recycling and introduce battery recycling, it was agreed not to introduce the collection of small electrical items at this stage until further discussion has taken place with the new contractor. This is to ensure that the operation of the core service will not be affected should this option be taken up.

## 2.4 Charging for green waste and weekly food waste collections

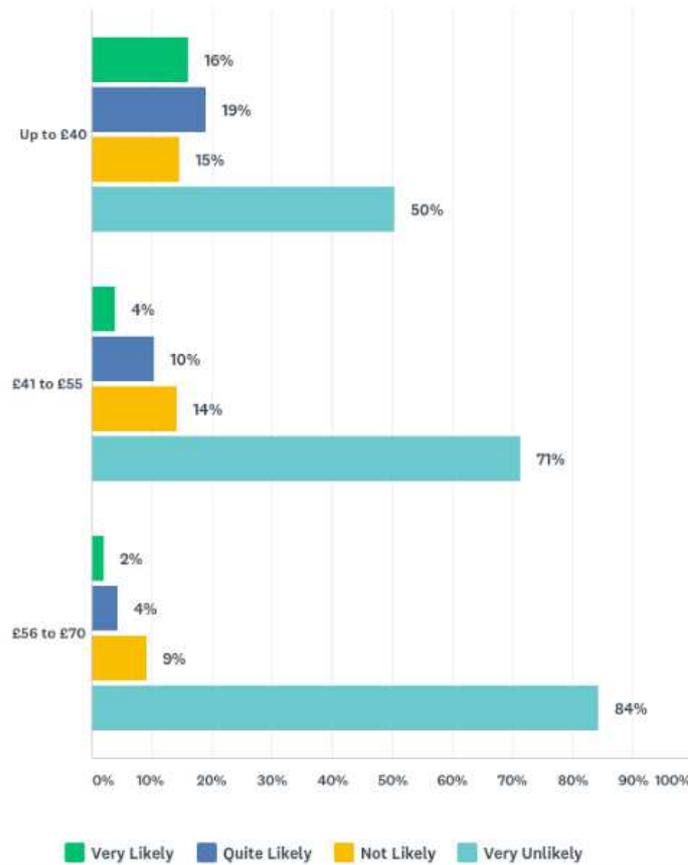
Q16 Currently the Council collects food and garden waste fortnightly in the same brown bin. Although the Council do not wish to stop this service, it has no legal obligation to collect garden waste. Bearing this in mind and the need for Councils to save money, we are considering changing the service to a more frequent (weekly) food waste collection service alongside a chargeable garden waste service. To what extent do you agree or disagree that the Council should make this change to the service?



If the paid for garden waste collection service was to be introduced, how would you dispose of your garden waste?



Please indicate how likely you would be to use a paid for garden waste collection service if the annual cost were:



**Survey results:** Residents were asked a number of questions about the possible introduction of a chargeable garden waste service alongside a weekly food waste collection. 85% of residents disagreed or strongly disagreed with introducing a chargeable garden waste service alongside weekly food waste collections. However of those who disagreed, 32% did say they would be likely to use a paid for garden waste service. Overall 26% of all residents said they would be likely to use a paid for garden waste service.

When asked what they would be likely to pay for the garden waste service, 35% of residents indicated they would be very or quite likely to pay up to £40 a year, with 15% saying they would be very or quite likely to pay £41 - £55 and 6% saying they would be very or quite likely to pay between £56 - £70.



**Cabinet decision:** At its meeting before Cabinet, Overview and Scrutiny Committee made a recommendation that Cabinet consider the views expressed in the feedback from the consultation and gave them due weight. Cabinet did consider the survey results but also considered the challenging financial environment which the Council finds itself in, with £4.2 million of savings required by 2021/22. After careful consideration, Cabinet agreed to introduce weekly food waste collections and a chargeable garden waste collection service for the new contract, commencing on 9 May 2018. Cabinet considered feedback from the consultation with regards the level of charging and as a result set the charge at £40 per year.