

Refuse collection: Additional allowance scheme 2017 Consultation report

Date of issue: 20 October 2016

Contents

1. Overview	3
2. Introduction	3
3. Promotional tools and engagement methods.....	3
4. Response rate.....	4
5. How effective was the consultation?	4
6. Headline figures	7
7. Question and analysis - consultation survey	8
8. Conclusion	11
9. Appendices	12

1. Overview

A public consultation reviewing Bridgend County Borough Council's additional allowance scheme regarding the fortnightly two black bag collection policy was undertaken over a ten week period from 2 August 2016 to 10 October 2016. The consultation received 558 responses from a combination of the consultation survey, letters, emails and telephone calls. This paper details the analysis associated with the consultation.

2. Introduction

A public survey based on a review of Bridgend County Borough Council's additional allowance waste collection scheme was conducted over a ten week period between 2 August 2016 to 10 October 2016. The survey was available to complete online through a link on the consultation page of the council's website¹ or by visiting www.bridgend.gov.uk/consultation. The content of the page remains available online. Paper copies of the consultation were also made available at local libraries and the Civic Offices, or alternatively, they could be sent directly to the residents upon request in either English or Welsh.

Two proposals were considered across three separate questions for respondents, a final qualitative question allowed respondents to propose their own alternatives to the proposal and to share their views on the topic. All questions in the survey were optional and all survey responses offered the option of anonymity.

Comments regarding the consultation were also invited via letter, email and telephone call.

3. Promotional tools and engagement methods

Details of the consultation were sent as part of a press release emailed to the stakeholders including; councillors, town and community councils, members of the Local Service Board (LSB), neighbourhood networks, the Youth Service Cabinet (YSC), Bridgend Equality Forum (BEF) and local media outlets.

Citizens' Panel members interested in receiving additional consultations from Bridgend County Borough Council were invited to complete the survey using a link provided.

The council's corporate Facebook and Twitter accounts were used to promote the consultation throughout the live campaign period.

3.1 Social media

The council tweeted its 7,868 @BridgendCBC followers and posted to its 5,898 Facebook fans about the consultation on several occasions during the consultation period to help raise awareness.

¹<http://www.bridgend.gov.uk/services/consultation/hub/household-waste-additional-allowance-consultation.aspx>

3.2 Local press

The consultation featured consecutively in the Glamorgan Gazette and on Wales Online from 25 July 2016² and 2 Aug 2016³. The consultation also featured in the Glamorgan Gem and Seaside news also covered the topic on multiple occasions. Information on the consultation featured in members' columns in local publications also. The story was also distributed online through third parties.

4. Response rate

In total there were 558 responses received to the consultation. This included:

- 540 responses to the consultation surveys were received online – of the responses received there were 540 English online submissions and zero Welsh versions completed.
- There were six responses received by email, seven responses by post and five responses via telephone call.

Table 1 - total survey responses

Response format	#	%
Online survey responses	540	96.8
Emails	6	1.1
Paper survey responses	7	1.3
Telephone	5	0.9
Total	558	100.0

5. How

was the consultation?

The consultation was conducted over a ten week period in which a range of marketing methods were used to create awareness of the consultation and encourage members of the public to engage with the council. The social demographic data reflects a good cross section of the county borough's population (from the survey responses 538 respondents lived in Bridgend County Borough and 2 outside the area).

Table 2 – survey respondents: age categories

	Under 18	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	PNTS	Total
#	2	16	117	164	135	71	33	9	542
%	0.4	2.9	21.4	30.0	24.7	13.0	6.0	1.6	100.0

The data collection methods which include the online survey, paper survey, emailed responses and telephone responses all used plain English to increase understanding.

² <http://www.walesonline.co.uk/news/local-news/large-families-bridgend-could-avoid-11661358>

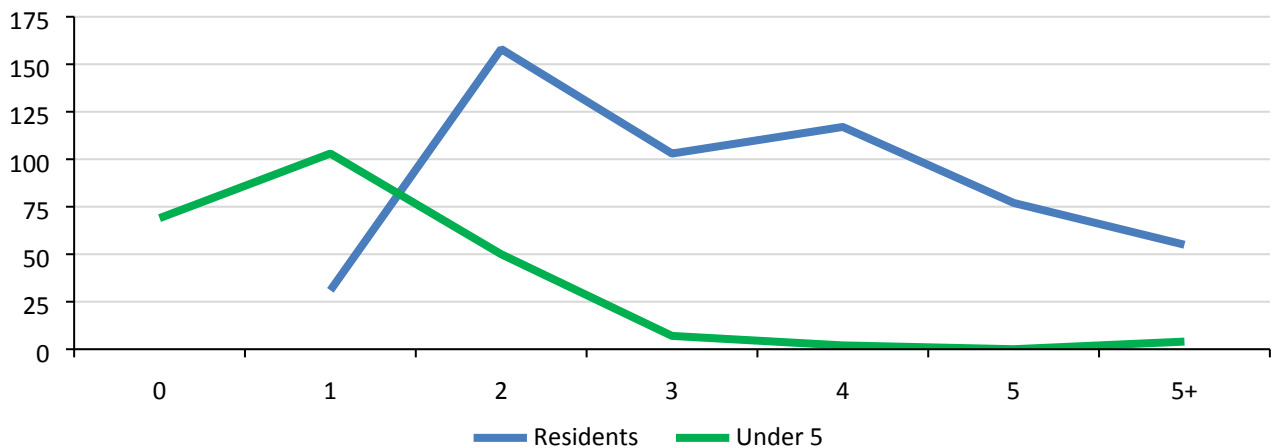
³ <http://www.walesonline.co.uk/news/local-news/time-your-say-plan-allow-11696615>

These response methods were also designed to give respondents the opportunity to reply in order to encourage consistency.

A sample of 547 is robust and is subject to a maximum standard error of ± 4.18 per cent at the 95 per cent confidence level on an observed statistic of 50 per cent. Thus, we can be 95 per cent confident that responses are representative of those that would be given by the total adult population, if a census had been conducted, to within ± 4.18 per cent of the percentages reported. This means that if the total adult population of Bridgend County Borough had taken part in the survey and a statistic of 50 per cent was observed, we can be 95 per cent confident that the actual figure lies between 45.82 per cent and 54.18 per cent.

Demographic questions were asked regarding the number of residents living within each respondent's household and the number of children at the property under five years of age.

Figure 1 - survey respondents: household dynamics



The two variables were used to understand the household dynamics of respondents, the most common household arrangement was a household size of two residents. This could be two adults or one adult and another person over the age of five years old. The table below shows the four most popular arrangements.

Table 3 - survey popular household

Household size	Children under 5	#	%
2	0	148	27.4
3	0	68	12.6
4	0	63	11.6
3	1	35	6.5

respondents: most dynamics

Weekly collections was the most popular response for all standard recycling collections. Those who do use the garden waste service typically use it on a fortnightly basis (when available) as shown in the table provided below. There were 12.8 per cent of respondents that said they 'never' use the brown container for food waste. There were four per cent of respondents who did not use any form of recycling.

	Weekly	Fortnightly	Monthly	Quarterly	Never
First black box (paper etc)	398	70	27	9	40
Second black box (glass etc)	450	51	7	4	27
Blue sack	466	40	6	1	28
Brown container	430	33	4	4	69
Garden waste	44	54	29	24	338

Table 4 - survey respondents: recycling habits

6. Headline figures

- 6.1 None of the proposals were 'agreeable' with the majority of respondents. Proposal one part one: introducing an additional allowance for households with six to eight residents was rejected by 47.6 per cent of respondents and supported by 39.3 per cent. Those with a household size between six and seven were over twice as likely to support the proposal with 80.0 per cent supporting increasing the allowance.
- 6.2 The proposal for a further allowance for households with more than eight residents was rejected by 47.1 per cent of respondents and supported by 38.0 per cent. Those who would benefit from the scheme supported the proposal with 70.0 per cent agreeing and 10.0 per cent disagreeing.
- 6.3 Proposal two for introducing a coal fire allowance was rated disagreeable by 48.8 per cent of respondents and supported by 40.4 per cent. Two in five (38.8%) residents living alone supported the proposal and this slowly declined up to households with five residents where only 21.3% supported the introduction of the proposal. In all household sizes, disagreement was higher than agreement.
- 6.4 In total there were 432 comments relating to one of 24 re-occurring themes. Concerns around fly tipping (14.7%), comments on the need for the hygiene waste collection (14.4%) and the proposal to introduce a pet waste collection (10.5%) were the top three comments thematically.

7. Question and analysis - consultation survey

Section seven of the report looks at the questions asked in the consultation survey unless stated otherwise. In total there were 558 respondents to the consultation survey.

Table 5 - survey respondents: language

Language	#	%
English	558	100.0
Welsh	0	0.0
Total	558	100.0

Respondents to the survey were initially asked which language they would like to complete the survey in. All respondents selected English with no respondent selecting to complete the survey in Welsh.

7.1 Proposal one

Proposal one was segregated into two parts. Part one asked if residents supported the concept of allowing one additional bag per fortnight for households with six or seven residents. Part two asked if households with eight or more residents should be allowed an additional two bags of refuse per fortnight.

Table 6 - survey respondents: proposal one

Proposal one		N	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Part one	#	542	188	70	71	108	105
(6-7 residents)	%	100.0	34.7	12.9	13.1	19.9	19.4
Part two	#	540	178	76	81	111	94
(8+ residents)	%	100.0	33.0	14.1	15.0	20.6	17.4

Introducing an additional allowance for households with six or seven residents was rated disagreeable by 47.6 per cent of respondents and supported by 39.3 per cent.

Those with a household size between six and seven were over twice as likely to support the proposal with 80.0 per cent supporting increasing the limitations for households with six or seven residents. However, this was most opposed by residents with a household size of five people where three in five (61.4 per cent) disagreed with the proposal.

Respondents aged 45 – 54 were more likely not to support proposal one part one as 50.3 per cent disagreed, and only 36.1 per cent agreed. Residents with children are twice as likely to support proposal one part one (45.8 per cent), against three in five (26.1%) of respondents without children.

Introducing an additional allowance for households with eight or more residents was rated disagreeable by 47.1 per cent of respondents and supported by 38.0 per cent.

There were ten respondents with a household size of eight or more, of the respondents seven of the ten strongly agreed and one strongly disagreed with the additional allowances for households with eight or more residents.

Those with children were equally split with the introduction of proposal one part two (43.0% vs 43.0%). Three in five (57.4%) respondents without children disagreed with the proposal.

Disabled respondents were more likely to disagree with the proposal with 34.1 per cent selecting agree against 41.4 per cent of non-disabled respondents. Overall, both groups were more likely to disagree than agree.

Similarly to the previous proposal 45 - 54 year olds were more likely to disagree with over half (53.5%) voting this way, over one in three (35%) of 25 - 34 year olds supported the proposal against 43.6 per cent who did not.

7.1.1 Proposal two – allowance for coal fire users

Introducing a coal fire allowance was rated disagreeable by 48.8 per cent of respondents and supported by 40.4 per cent.

Table 7 - survey respondents: proposal two

Proposal two		N	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Coal fire allowances	#	535	173	87	111	106	58
	%	100.0	32.3	16.3	20.7	19.8	10.8

Further analysis found that residents were more likely to agree if they lived in a household alone, 38.8 per cent of sole residents supported the proposal and this slowly declined up to households with five residents where only 21.3% supported the introduction of the proposal. In all household sizes, disagreement was higher than agreement, the highest level of disagreement being three in five (61.3%) for households with five residents.

7.4 Additional comments

Each response received from all methods across the survey were read and subsequently themed. Each theme was then measured to provide a quantitative figure to the qualitative responses. In total there were 432 comments relating to one of 24 re-occurring themes. 71 comments did not relate to the consultation and as such were removed from the percentages of each theme analysed.

Table 8 - survey respondents: qualitative data

Key themes	#	%
Concern identified for fly tipping	53	14.7
Nappy / incontinence / personal hygiene products collection reference	52	14.4
Facility or allowance for pet waste	38	10.5
Introduce more recycling options (i.e. in town centres and materials)	33	9.1
Increase black bag allowance for large households	32	8.9
Provide better / stronger black bags	18	5.0
Penalise non-recyclers	17	4.7
Animals attracted to bins on streets	17	4.7
Reinstate wheelie bins	15	4.2
Increase recyclable materials	12	3.3

The most referenced theme stated by respondents in the qualitative section was in respect of their concerns surrounding an increase in fly-tipping (14.7%). The majority of respondents referencing the hygiene waste collection service were also unaware of its introduction despite being included in the questionnaire. The third most referenced area was regarding the perceived difficulty for pet owners to meet the baggage limitations without having an additional allowance.

Residents voting against the additional allowances referenced the council tax charges. *“So as a retired person are you suggesting that I should subsidise the cost of larger family rubbish. If we are paying the same council tax then we should all be eligible to put out the same number of rubbish black bags.”*

Other residents looked at the change in service holistically *“...as a household of 5 I currently recycle every item possible and use on average 4 bags per fortnight. Other household may have more than the 2 suggested bags, and this could result in an increase in fly tipping...recycling needs to be easier and containers need to be bigger to help people reduce the amount of waste they are producing.”*

Just under ten percent (9.1%) supported introducing more recycling options – for example one respondent wrote *“I strongly support your recycling initiatives and recycle everything that can currently be recycled. However with a household of 6 people it is not possible to*

manage with just 2 sacks per fortnight for non-recyclable waste. If you are able to increase the amount of materials that can be recycled this may be achievable in the future.”

Other suggestions surrounding how to improve the current service was to eradicate the need for additional allowances for others, this included providing better bags (5.0%). Penalising non-recyclers was mentioned by 4.7 per cent of respondents.

8. Conclusion

A response rate of 547 to the survey questions is robust and is subject to a maximum standard error of ± 4.18 per cent at the 95 per cent confidence level. This means that if the total population of Bridgend County Borough had taken part in the survey and a statistic of 50 per cent was observed, we can be 95 per cent confident that the actual figure lies between 45.82 per cent and 54.18 per cent.

8.1 Proposals

In relation to proposal one part one, introducing an additional allowance for households with six or seven residents was disagreeable to 47.6 per cent of respondents, and supported by 39.3 per cent. Combining this response with the qualitative data suggests that the main reason for disagreeing with the proposal surrounded the fact that larger households do not pay increased council tax fees thus, respondents felt that larger households were having an additional advantage. Respondents with children and those who would be entitled to the benefit were more likely to agree with the proposal (45.8% and 80.0% respectively) than disagree.

Similarly, proposal one part two followed a similar pattern with 47.1 per cent disagreeing and 38.0 per cent agreeing with the proposal.

Proposal two regarding allowances for residents using coal fires as a main source of heating was supported by 40.4 per cent of respondents and rejected by 48.8 per cent. The proposal was more agreeable when analysing by size of household, 38.8 per cent of respondents living alone supported the proposal which slowly fell to just 21.3 per cent for those living in households of five residents.

8.2 Alternative suggestions

Residents reiterated the perceived difficulty with meeting the new two bag limitations and suggested introducing: greater recycling options (9.1 per cent), improving the strength of the bags currently provided to store more in each bag to make meeting the limitation easier and also lowering bags tearing.

Over 10 per cent (10.5%) would like to see some form of allowance for pet waste.

Introducing more recycling options was referenced by 9.1 per cent of respondents. This would make it easier for all residents and household sizes to meet the baggage limitation.

9. Appendices

Raw data.....	Appendix 1
Equality Impact Assessment.....	Appendix 2