

WASTE SERVICE REVIEW

POLICY CONSULTATION REPORT

1.0 BACKGROUND

- 1.1 This report provides the findings from the Waste Policy consultation that was open to the public for twelve weeks from 28 July 2021 until 20 October 2021.
- 1.2 The consultation aimed to gather resident feedback on proposed amendments to Tameside Council's Waste and Enforcement Policy. The proposed amendments were for Tameside Council to begin charging residents for replacement recycling bins and to adjust the collection frequency of black bins (plastic bottles, glass and cans) and blue bins (paper and cardboard) from fortnightly to every three weeks.
- 1.3 In conjunction with the public Waste Policy consultation, three neighbourhoods across Tameside were selected to pilot the adjusted collection frequency of black bins and blue bins. A separate and distinct survey was sent to residents within the pilot areas to gather their specific feedback on the impact of the collection adjustment. That feedback is summarised in a separate report.

2.0 WASTE POLICY CONSULTATION ENGAGEMENT AND COMMUNICATION

- 2.1 The Waste Policy consultation was hosted as an online survey accessible via a Tameside Council webpage which contained supporting information and a link to a draft copy of the revised strategy.
- 2.2. A link to the Waste Policy consultation webpage was sent along with supporting information to representatives of local public sector, voluntary, community, faith, social enterprise, patient participation and resident organisations via Tameside Council's three main engagement networks: the Partnership Engagement Network (418 members), Community Champions (271 members) and Information Ambassadors (200 members)
- 2.3 The Waste Policy consultation was also promoted via a Tameside Council press release which was issued to multiple local and regional paper, radio and online news organisations.
- 2.4 Supporting information about the Waste Policy consultation and a link to the webpage were posted across Tameside Council's social media channels throughout the twelve week duration of the consultation.
- 2.5 In addition to the online survey, Tameside Council offered a number of options for those who may be unable to use the survey or struggled with digital access. Residents were invited to send general feedback on the policy to wastecomplaints@tameside.gov.uk email address with the subject line "Waste Policy Consultation Feedback". For those without any digital access, residents were invited to send letters to the Tame Street Depot and paper copies of the online survey were available to be printed at, and returned to, any Tameside Library for inclusion in the results and analysis. All feedback via these routes was then added to the online survey for collation and analysis in one place.
- 2.6 Due to the rising rates of Covid-19, engagement sessions on the Waste Policy consultation were conducted virtually via Zoom with Community Champions on 1 November 2021 and with Partnership Engagement Network at the virtual PEN Conference on 11 October 2021.

3.0 WASTE POLICY CONSULTATION RESULTS AND ANALYSIS

- 3.1 The survey consisted of introductory text, supporting information, a link to the draft Waste and Enforcement Policy and single open ended question – “Once you have read the draft Waste Policy, please let us know your views in the box below”. Following this open-text question, there were twelve demographic questions which were included as per best practice, for the purposes of inclusion and equalities, and help to fulfil Tameside Council’s Public Sector Duties under s.149 of the Equality Act 2010. The demographic questions were optional and respondents were able to answer all, some or none. Irrespective of how many of the demographic questions were answered all responses have been included in the analysis.
- 3.2 There were 1,610 responses. A response rate of 1.5%. Of the 1,610 respondents to the Waste Policy Consultation, 200 did not provide a response/provided a blank response to the open-ended question asking for views on the draft policy. As such, there were 1,410 respondents who provided a response to the primary question.
- 3.3 Each of the 1,410 responses was read and thematically coded by at least two members of the project team. Some responses were short and only covered one theme, others responses were long and covered multiple themes. The top ten themes are as follows:
- Blue bins already filled every two weeks (29.9%)
 - Supportive/understanding of proposed changes to black bin collection (20.4%)
 - These changes will increase fly-tipping (19.8%)
 - Black bins already filled every two weeks (15.5%)
 - Blue bins are too small (14.7%)
 - Reducing recycling bin capacity is reducing people’s ability to recycle (13.3%)
 - Larger bins need to be provided if the policy is to go ahead (12.3%)
 - Supportive/understanding of proposed changes to blue bin collection (11.3%)
 - You have put up council tax but reduced services (10.1%)
 - Respondent identified themselves as being part of a four or more person household (9.7%)
- 3.4 In total 42 themes were identified in the coding of responses. A full list of ranked themes can be found in **Appendix (A)**.

APPENDIX (A)

SUMMARY OF THEMES FROM THE WASTE POLICY CONSULTATION RESPONSES

The table below is a full list of all the themes drawn out from the analysis of responses to the Waste Policy consultation. They are ranked in descending order with the most frequently expressed views first. Many responses included multiple views and sentiments that are relevant to more than one theme. Each individual response has been coded to as many themes that are relevant. As such the total numbers add up to more than the total of individual responses.

Themes	Count	%
Blue bins already filled every two weeks	421	29.9%
Supportive/understanding of proposed changes to black bin collection	288	20.4%
These changes will increase fly-tipping	279	19.8%
Black bins already filled every two weeks	218	15.5%
Blue bins are too small	207	14.7%
Reducing recycling bin capacity is reducing people's ability to recycle	187	13.3%
Larger bins need to be provided if the policy is to go ahead	174	12.3%
Supportive/understanding of proposed changes to blue bin collection	159	11.3%
You have put up council tax but reduced services	143	10.1%
Respondent identifies themselves as being part of a four or more person household	137	9.7%
Supportive/understanding of charging for replacement recycling bins	133	9.4%
Currently there are missed collections	121	8.6%
Policy will lead to increase in black and blue bin recyclable waste being put into different bins and contamination of other bins	106	7.5%
There should be exceptions to charging for replacement bins if current bins are stolen, lost, vandalised, accidentally damaged, not returned by the bin crew etc.	104	7.4%
Increase in rats/pests	98	7.0%
More online deliveries have led to an increase in cardboard/paper waste	92	6.5%
The changes to recycling collections will impact families or large households more	89	6.3%
Increase in street litter	73	5.2%

APPENDIX 5

Brown bin should be collected less often or brown bins should be made smaller	73	5.2%
Save money in other areas	71	5.0%
Council tax should not have increased/should be lowered	66	4.7%
I will have to go to the tip because of the proposed changes	66	4.7%
Black bins are too small	64	4.5%
I already have to go to the tip prior to the proposed changes	64	4.5%
Criticisms on limitations of usage of tips	51	3.6%
Some people can't get to the tip	45	3.2%
Will encourage bin theft	43	3.0%
Policy not cost effective, as it will increase costs through cleaning up fly-tipping and waste	42	3.0%
There needs to be less packaging on products	25	1.8%
Reduce number of councillors or councillor expenses	24	1.7%
Currently there is a poor response to Waste and Recycling related queries and customer service	21	1.5%
Reduce number of senior managers or senior manager pay	17	1.2%
Some residents abuse the system and cross-contaminate bins or request unnecessary replacement bins	17	1.2%
The decision has already been made	14	1.0%
Some people/houses have no space for additional bins	13	0.9%
Currently there are failures to deliver new or replacement bins	12	0.9%
Extra blue bin collection at Christmas will be needed	9	0.6%
There should be exceptions to the policy for people with disabilities	6	0.4%
There should be exceptions to the policy for elderly people	5	0.4%
Money does not need to be saved due to council reserves Covid-19 funding from central government or other funding streams	4	0.3%
There are too many demographic questions on the survey	4	0.3%
Sceptical of the reported tonnage and usage and/or savings estimates	4	0.3%