

22 October 2015

Alternative weekly collections of residual household waste – outcomes of public consultation

Ward(s) All

Portfolio: Councillor L Harrison – Clean and Green

Summary of report:

Walsall Council needs to make savings of £82 million over the next four years, and from October to December 2014, we asked our residents how these savings could be made.

One of the savings options put forward was to start emptying household waste (rubbish) bins every other week instead of weekly. This method of collection is widely used across the country and is shown to be effective and efficient. In February 2015 Walsall Council approved this savings option for implementation in 2016/17, and during August and September, we asked residents, no matter what type of home they live in, what they thought of the proposed options.

Two different collection options were put forward to help deliver the savings and householders were consulted on which of the two options they would prefer.

| Option | Rubbish | Recycling | Garden waste |
|---------------|-----------------------------------|-----------------------------------|-----------------------------------|
| 1 | Alternate Weekly 240 litre bin | Alternate Weekly 240 litre bin | Alternate Weekly 140 litre bin |
| 2 | Alternate Weekly 140 litre bin | Alternate Weekly 240 litre bin | Alternate Weekly 240 litre bin |

Questionnaires were sent to 10,000 households across the borough. The results presented here are based on responses from 3,043 residents. There were circa 31% of valid responses. The scientific approach to data collection means that the results are representative at the borough level and robust and accurate to within a small and predictable range, as referred to in **Appendix 1**. The consultation methodology and analysis of the data gathered from the consultation is detailed in **Appendix 2** (to follow).

After taking everything into account, when asked which option for alternate weekly collections residents preferred overall, approximately half (50%) preferred Option 2 and a third (35%) preferred Option 1. The remaining 15% preferred another option.

In terms of Option 2, more than half (57%) of residents agreed that Option 2 met their needs, the remaining 43% said this option doesn't suit their needs. Of those who do not feel Option 2 meets their needs the majority (86%) said that the 140 litre grey household waste bin is likely to be full to capacity before the next collection date.

Of those who don't feel Option 1 meets their needs, (71%) think that the garden waste bin (140 litre grey bin) would not be big enough.

Those saying they preferred another option for household waste collection (15%) were asked to outline their suggestions for how a household waste collection service might operate. Comments were wide ranging with most (19% of the 15%) who just wanted no change at all and to keep weekly household waste collections.

In summary, residents prefer Option 2, with some groups having reservations about the capacity of residual waste.

Background papers:

- Cabinet 22 July 2015: Consultation options for possible changes to the residual waste collection service
- Council 26 February 2015: Corporate Budget Plan and Treasury Management and Investment Strategy 2015/16
- Cabinet 4 February 2015: Corporate Budget Plan and Treasury Management and Investment Strategy 2015/16
- Cabinet 17 December 2014: Compliance with Waste Framework Directive and Waste Regulations 2011 - recycling collections and material streams
- Cabinet 17 December 2014: Contracts for treatment, recycling and final disposal of municipal waste
- Cabinet 17 December 2014 Financial Plan 2015/16 to 2018/19: Update on Draft Revenue Budget and Capital Programme, and outcome of budget consultation to date
- 29 October 2014: Financial Plan 2015/16 to 2018/19: Draft Revenue Budget and Capital Programme for Consultation

Reason for scrutiny:

To enable the Panel to consider the outcomes of the consultation exercise in order that any recommendations can be fed back to Cabinet for consideration, whilst the proposals are still at a formative stage.

Resource and legal considerations:

The budget approved by Council on 26 February 2015 included "Change how often we collect rubbish (the waste we can't compost or recycle) collections from weekly to fortnightly" commencing in 2016/17. The anticipated savings for Option 1 are circa £736,000 and for Option 2 are circa £921,000.

The introduction of Alternate Weekly Collections (AWC) will help to mitigate the risk of disposal costs which are expected to increase as a result of new contracts commencing on 1 April 2016.

Citizen impact:

The purpose of undertaking this consultation exercise was to better understand the

potential impact of the Options on residents generally and also on specific groups such as:

- a) households of 4+ occupants
- b) larger households 6+ occupants
- c) households with children aged under 3 years
- d) households that produce medical waste
- e) households that receive assisted bin collections

Environmental impact:

There is no environmental impact as a result of the consultation exercise itself.

Performance management:

There is no direct impact on performance management as a result of the consultation exercise itself.

Equality Implications:

The Equality Impact Assessment is being updated to reflect the outcome of the public consultation exercise. Equality Impact Assessments for service change and organisational change will be completed prior to the scheduled report to Cabinet in December 2015.


Consultation:

A wide and detailed programme of consultation on how Alternate Weekly Collections (AWC) could be delivered was undertaken between 6 August and 30 September 2015.

Consultation was mainly quantitative (questionnaire) with a lesser degree of qualitative (face to face) consultation also taking place.

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1. Report

2.0 Context

- 2.1 In December 2014, Cabinet received reports seeking approval to start the procurement process in respect of contracts for treatment, recycling and final disposal of municipal waste and reporting compliance with the Waste Framework Directive (WFD) and Waste (England and Wales) Regulations 2011 – Recycling Collections and Material Streams.
- 2.2 The procurement process for the waste disposal contracts triggered a service review as required in the WFD and approval was given for officers to undertake a service options appraisal relating to future service delivery.
- 2.3 At its meeting on 26 February 2015, Council approved the introduction of alternate weekly residual waste collections in 2016/17 to help deliver the significant savings required by the Medium Term Financial Strategy.
- 2.4 As part of the 2015/16 programme of budget consultation, residents were asked for their views on alternate weekly collections (AWC). Feedback reported to Cabinet in February 2015 showed that opinion was divided, with concerns being centred on the capacity of the 140L grey bin to enable fortnightly collections and also, to a lesser extent, the smell and vermin issues that people feel may arise as a result of rubbish being left longer between collections.

3.0 Options appraisal

- 3.1 An options appraisal on changes to the collection of non-recyclable household waste and other waste related services, part of which included planning for additional public consultation, was undertaken during the first half of 2015. This resulted in a proposal to consult on the following fortnightly residual waste collection options:
- Option 1 - Swapping garden waste and residual waste bins
 - Option 2 - 140 litre residual waste bins collected fortnightly with larger bins for larger families

4.0 Consultation exercise

- 4.1 A wide and detailed programme of consultation on how AWC could be delivered was undertaken between 6 August and 30 September 2015. The consultation was designed to gather the views of as many people as possible, from all areas of the borough and from all backgrounds. It was recognised as particularly important to understand the views of:
- a) households of 4+ occupants
 - b) larger households 6+ occupants
 - c) households with children aged under 3 years
 - d) households that produce medical waste
 - e) households that receive assisted bin collections

4.2 Consultation focussed on:

- Wheeled bin use including how often presented for collection and capacity on collection
- Disposal habits for different types of waste
- Views on options for alternate weekly collections
- Concerns about moving to alternate weekly collections
- Preferred option for alternate weekly collections or alternatives
- Type of wheeled bin ownership
- Household demographics including gender, age, ethnicity, disability/illness, accommodation type, number of people in household and car/van ownership.
- Inviting suggestions for alternative options

4.3 A sample of 10,000 addresses was drawn from the Council's database used for managing residential waste collections and these householders were sent a postal questionnaire. The questionnaire was also made available to members of the People's Panel (a 550 strong online panel), posted on the Walsall Bins webpage for anyone to complete, in libraries and handed out at Household Waste Recycling Centres (HWRCs). Data from these questionnaires was analysed separately to the random postal survey as different sampling approaches were being used.

4.4 There were 31% of valid responses from the original sample of 10,000 addresses. The scientific approach to data collection means that the results are representative at the borough level and robust and accurate to within a small and predictable range.

4.5 In order to understand views and concerns in more detail, qualitative research, (where there was an opportunity for people to express their views face to face) was undertaken at Fun Days and other community events, with Clean and Green officers answering questions and encouraging people to have their say via the use of questionnaires, comment boards and discussion.

4.7 Meetings took place, via the Disability Forum, to better understand issues that people with disabilities may experience with the waste collection service.

5.0 Key consultation outcomes

5.1 After taking everything into account, when asked which option for alternate weekly collections residents preferred overall, approximately half (50%) preferred Option 2 and a third (35%) preferred Option 1. The remaining 15% preferred another option for household waste collection.

5.2 In terms of Option 2, more than half (57%) of residents agreed that Option 2 met their needs, the remaining 43% said this option doesn't suit their needs. Of those who do not feel Option 2 meets their needs the majority (86%) said that the 140 litre grey household waste bin is likely to be full to capacity before the next collection date.

- 5.3 Those saying they preferred another option for household waste collection (15%) were asked to outline their suggestions for how a household waste collection service might operate. Comments were wide ranging with most (19% of the 15%) who just wanted no change at all and to keep weekly household waste collections
- 5.4 Household waste bin capacity was of particular concern to larger households (5+ occupancy) (94%). Option 2 includes provision for larger families to apply for a larger capacity 240 litre grey bin for their general household waste.
- 5.5 Respondents were asked if they think that households of four or more occupants should be able to apply for a larger bin for general waste with the vast majority (82%) agreeing with this; 18% did not agree with this approach.

6.0 Next steps

- 6.1 A final report detailing the outcome of the tendering of the disposal contracts, the outcome of public consultation, the compliance with WFD, service options and policy changes will be presented to Cabinet in December 2015.



Walsall Council

Clean and Green Services

My Ref: Waste Consultation 2015
Date: 6th August 2015

To The Occupier

Have your say on options for alternate weekly household waste collections (where your bins are emptied every other week).

Walsall Council needs to make savings of £82 million over the next four years, and from October to December 2014, we asked our residents how these savings could be made. One of the savings options put forward was to start emptying household waste (rubbish) bins every other week instead of weekly. In February 2015 Walsall Council approved this savings option and we are now asking residents, no matter what type of home they live in, what they think.

At the moment there are two different collection options available, that will help to deliver the savings and we would like to know which of the two options would be preferable to your household. To help us to understand how this may affect you we need to know things such as, how many people live in your household, which bins you use and how you recycle.

We are now consulting on the options and we would like to hear your views. No decision has yet been made and your response will help us to select the best solution for Walsall. Your views are very important to us.

Please take a few minutes to complete the enclosed questionnaire and return it to us in the pre paid envelope provided. Further information on these options and the consultation process can be found overleaf and on our website www.walsallbins.co.uk/waste_consultation_2015.

The closing date for responses is 30 September 2015.

Thank you in advance for taking the time to participate in the consultation. Your views will be considered carefully before the final decision is made in December 2015. Results of the consultation will also be made available on the council's website.

Yours sincerely,

Mark Holden
Head of Clean and Green Services

Important Information

About budget savings

Walsall Council needs to make savings of £82 million over four years in response to Government cuts to Local Authority funding. The public sector will have to change radically with less money and some difficult choices will have to be made. We can make a contribution towards these savings by changing how often we collect the rubbish from weekly to every other week.

If we are unable to make these savings then money may have to be found by putting up council tax, introducing fees and charges for services or by cutting or reducing other important services.

Options for alternate weekly household waste (rubbish) collections

In order to address the need to make savings the council has looked at various options. At the moment there are only two that will deliver the savings required.

Option 1 – Bin Swap

The 240 litre brown bin becomes your general waste bin. Households without a brown bin would be provided with one and would be collected every other week.

The 240 litre green recycling bin stays the same, collected every other week.

The 140 litre grey bin becomes the garden waste bin, collected every other week (currently April to November).

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected. This option would save an estimated £736,000 a year.

Option 2 – No bin change - all bins emptied every other week

General waste, recycling and garden waste bins stay the same, but all bins would be emptied every other week (garden waste currently collected April to November). Households of 4 or more would be able to apply for a larger 240 litre grey bin for general waste.

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected. This option would save an estimated £921,000 a year.

Consultation

Walsall Council is required to consult with local residents and other interested parties before making changes to the waste collection service. Included with this letter is a questionnaire that has been sent to 10,000 households in the borough.

Although the decision to adopt alternate weekly collections has been made, no decision has yet been made on how this service would operate and we are now seeking your views to help us select the best option for Walsall. Any changes made will be implemented in 2016 and the new service would only be rolled out to households in Walsall who have individual wheeled bins.

Please have your say by completing the questionnaire and returning it in the prepaid envelope provided as soon as possible or by 30 September 2015.

If you would like this information in another language or format please contact:
Clean and Green, Phone 01922 653344, Textphone 01922 654000,
Email cleanandgreen@walsall.gov.uk



Walsall Council

TOPLINE WEIGHTED RESULTS FROM POSTAL SURVEY (BASE 3,043)

Waste Consultation 2015:

Have your say on options for alternate weekly household waste collections

(where your bins would be emptied every other week)

The council needs to save approximately £82 million over the next 4 years. In February 2015 following a period of consultation on the budget, Walsall Council approved the decision to move to alternate weekly household waste collections from April 2016, making a saving of almost £1 million.

If we are unable to make these savings then money may have to be found by putting up council tax, introducing fees and charges or by cutting other important services.

We have identified two suggested options to make savings on which we are now consulting and we would like to hear your views. We also welcome your own suggestions. No decision has yet been made and your response will help use to select the best solution for Walsall.

For further information visit: www.walsallbins.co.uk/waste_consultation_2015

When answering these questions please think of your household's day to day needs in terms of what and how much waste you produce. Please select the box(es) that apply to you / your household and type in your answer where applicable.

The closing date for responses is 30 September 2015.

1. Whether you use them or not, which of these bins do you have at home?

- 2869 (96%) Standard 140 litre grey wheeled bin for general waste
- 114 (4%) Larger 240 litre wheeled grey bin for general waste
- 2715 (91%) Standard 240 litre wheeled green bin for recycling
- 2397 (80%) Standard 240 litre wheeled brown bin for garden waste
- 6 (0%) Communal / shared bin

2. Why do you have a larger grey bin?

- 57 (51%) Larger family
- 57 (51%) Medical waste

3. Do you receive an assisted bin collection service from the council?

- 115 (4%) Yes
- 2752 (96%) No

4. Normally, how often do you put your bins out for collection - Grey bin for general waste (emptied every week)

| | <i>Every collection day</i> | <i>Less often than every collection day</i> | <i>Varies</i> | <i>Do not have this bin</i> |
|-----------------------|-----------------------------|---|---------------|-----------------------------|
| Q4a - Grey bin | 2588 (88%) | 242 (8%) | 125 (4%) | 1 (0%) |
| Q4b - Green bin | 2421 (90%) | 174 (6%) | 90 (3%) | 1 (0%) |
| Q4c - Brown bin | 1291 (55%) | 563 (24%) | 504 (21%) | 6 (0%) |

5. Normally how full are your bins when you put them out for collection - Grey bin for general waste

| | <i>Full to capacity</i> | <i>More than half full</i> | <i>About half full</i> | <i>Less than half full</i> | <i>Don't know</i> | <i>Do not have this bin</i> |
|-----------------------|-------------------------|----------------------------|------------------------|----------------------------|-------------------|-----------------------------|
| Q5a - Grey bin | 1368 (46%) | 699 (24%) | 636 (21%) | 255 (9%) | 2 (0%) | 1 (0%) |
| Q5b - Green bin | 1597 (59%) | 797 (30%) | 248 (9%) | 47 (2%) | 1 (0%) | 1 (0%) |
| Q5c - Brown bin | 947 (40%) | 820 (35%) | 394 (17%) | 186 (8%) | 18 (1%) | 1 (0%) |

6. How do you normally dispose of each of the following items - Paper and cardboard

| | <i>Grey wheeled bin</i> | <i>Green wheeled bin</i> | <i>Brown wheeled bin</i> | <i>Some other way</i> | <i>Don't have this waste</i> |
|-------------------------------|-------------------------|--------------------------|--------------------------|-----------------------|------------------------------|
| Q6a - Paper & cardboard | 101 (3%) | 2887 (96%) | 19 (1%) | 25 (1%) | 21 (1%) |
| Q6b - Glass | 94 (3%) | 2894 (97%) | 9 (0%) | 22 (1%) | 18 (1%) |
| Q6c - Food cans | 354 (12%) | 2631 (89%) | 8 (0%) | 21 (1%) | 11 (0%) |
| Q6d - Plastic | 94 (3%) | 2856 (96%) | 12 (0%) | 18 (1%) | 42 (1%) |
| Q6e - Textiles | 782 (27%) | 170 (6%) | 4 (0%) | 1621 (56%) | 336 (12%) |
| Q6f - Food waste | 2769 (93%) | 31 (1%) | 47 (2%) | 97 (3%) | 59 (2%) |
| Q6g - Garden | 118 (4%) | 21 (1%) | 2576 (87%) | 137 (5%) | 165 (6%) |

7. Do you compress and flatten the waste you put in your green bin for recycling?

1512 (56%) Yes, always 1024 (38%) Sometimes 161 (6%) Never

8. Do you compost any garden waste at home in a compost bin or compost heap?

572 (19%) Yes 2138 (71%) No 300 (10%) Do not produce garden waste

The options for alternate weekly household waste collections

Option one: Bin swap

The 240 litre brown bin becomes your general waste bin. Households without a brown bin would be provided with one and would be collected every other week.

The 240 litre green recycling bin stays the same, collected every other week.

The 140 litre grey bin becomes the garden waste bin, collected every other week (currently April to November).

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected. This option would save an estimated £736,000 a year.

9. Would option one, described above, meet the needs of your household? Select ONE only.

1355 (48%) Yes

1464 (52%) No

10. Why would option one not meet your household's needs?

| | | | |
|------------|--|----------|--|
| 248 (17%) | General waste bin (240 litre brown bin) would not be big enough | 12 (1%) | Pay for a weekly service / entitled for weekly service / Council Tax |
| 142 (10%) | Would need assistance to move the bigger / heavier general waste bin (240 litre brown bin) | 18 (1%) | Confusion |
| | | 2 (0%) | Green bin is too small |
| 1069 (72%) | Garden waste bin (140 litre grey bin) would not be big enough | 27 (2%) | Do not fill current bins |
| 435 (29%) | Nowhere to compost garden waste that does not fit in the smaller bin | 25 (2%) | Don't change the current service/ meets my needs |
| 392 (26%) | Unable to get to the Household Waste Recycling Centre (the tip) to dispose of additional waste | 9 (1%) | Health conditions/ medical waste (need weekly) |
| | | 6 (0%) | Grey Bin adequate/ OK |
| 9 (1%) | Other | 16 (1%) | Bin broken/ needs replacing |
| 18 (1%) | General waste bin (240 litre brown bin) would be too big | 13 (1%) | No particular preference/ comment |
| | | 5 (0%) | No garden waste |
| 1 (0%) | Already have 240L bin for general waste | 2 (0%) | Prefer option 2 |
| 25 (2%) | Not frequent enough (need weekly) | 8 (1%) | Bins are always full |
| 4 (0%) | Not feasible for large households | 2 (0%) | Opening hours of tip not suitable for me |
| 0 (0%) | No space for extra bin | 5 (0%) | Do not have brown bin |
| 66 (4%) | Pests / vermin / hygiene / smell / food waste | | |
| | Other, please tell us | 9 (100%) | |

11. How, if at all, might option one affect you and your household?

2435 (100%)

11.a How, if at all, might option one affect you and your household?

| | | | |
|-----------|--|------------|---|
| 409 (13%) | No impact / best option | 18 (1%) | Bins cause an obstruction/ take up space / no room |
| 251 (8%) | Smell / vermin / health hazard / hygiene (warmer weather) | 10 (0%) | No Brown bin |
| 77 (3%) | Not frequent enough / weekly is needed | 22 (1%) | Don't change the current service / prefer weekly general waste collection |
| 206 (7%) | General Waste (240L Brown Bin) would not be big enough/ overflow/ always full (esp. larger households) | 19 (1%) | Bin is broken / needs to be sturdier |
| 498 (16%) | Garden Waste (140L Grey Bin) would not be big enough/ overflow / always full (esp. Summer) | 17 (1%) | Would need 2 or 3 larger bins for General & Garden waste (fortnightly collection) |
| 26 (1%) | No other way to dispose of excess waste/ unable to store garden waste that won't fit in the bin/ unable to compost | 2 (0%) | Prefer Option 2 |
| 51 (2%) | General Waste (Brown Bin) would be too big/ wouldn't fill | 1 (0%) | Large garden composter needed |
| 7 (0%) | Garden Waste (Grey Bin) would be too big/ wouldn't fill | 1 (0%) | Larger General Waste, smaller recycling & garden |
| 22 (1%) | Recycling Waste (Green Bin) not big enough/ overflow/ always full (needs to be weekly) | 0 (0%) | Service would need to be reliable |
| 13 (0%) | Access to tip difficult / impossible / cost | 46 (2%) | Medical waste (nappies, pads, incontinence) - would require weekly service / larger bin |
| 17 (1%) | Confusion / risk of contamination / incorrect use | 8 (0%) | No Garden Waste bin |
| 81 (3%) | Environmental concerns / fly tipping / additional trips to tip / people burning waste / others using bin | 20 (1%) | Would require assistance/ disabled/ elderly (family member) |
| 5 (0%) | Collect recyclables weekly (Green Bin) | 1 (0%) | No Green bin |
| 20 (1%) | Make us more careful with waste / would encourage recycling/ composting | 4 (0%) | Extend collections over Winter months |
| 24 (1%) | Too heavy / difficult to move | 26 (1%) | Holiday collections (could be 4 weeks) / Household on holiday |
| 11 (0%) | Pay for the service / entitled to the service / Council tax / Bureaucracy | 5 (0%) | General waste every week, other fine fortnightly |
| | | 6 (0%) | Bins need to be cleaned regularly |
| | | 24 (1%) | Other |
| | | 1465 (48%) | No comment |

Option two: No bin change - all bins emptied every other week

General waste, recycling and garden waste bins stay the same, but all bins would be emptied every other week (garden waste currently collected April to November). Households of 4 or more would be able to apply for a larger 240 litre grey bin for general waste.

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected.

This option would save an estimated £921,000 a year.

12. Would option two, described above, meet the needs of your household?

1554 (57%) Yes

1166 (43%) No

13. Why would option two not meet your household's needs?

| | | | |
|------------|---|-----------|--|
| 1009 (87%) | Grey bin likely to be full to capacity before the next collection date (households of 4 or more will be provided with a larger 240 litre bin) | 2 (0%) | No space for extra bin |
| | | 41 (4%) | Pests / vermin / hygiene / smell / food waste |
| 112 (10%) | Would need assistance to move bigger / heavier bins | 10 (1%) | Pay for a weekly service / entitled for weekly service / Council Tax |
| 377 (32%) | Unable to get to the Household Waste Recycling Centre (the tip) to dispose of additional general waste that does not fit in the grey bin | 4 (0%) | Confusion |
| | | 3 (0%) | Recycling should be weekly |
| | | 2 (0%) | Do not fill current bins |
| 17 (1%) | Other | 2 (0%) | Don't change the current service/ meets my needs |
| 6 (1%) | Disabled/ elderly | 3 (0%) | Health conditions/ medical waste (need weekly) |
| 2 (0%) | Already have 240L bin for general waste / overflow/ full to capacity | 3 (0%) | Environmental concerns / fly tipping / additional trips to tip / people burning waste / others using bin |
| 0 (0%) | Not frequent enough (need weekly) | | |
| 7 (1%) | No particular preference/ comment | 7 (1%) | Prefer Option 1 |
| | Other, please tell us | 17 (100%) | |

14. How, if at all, might option two affect you and your household?

2290 (100%)

14.a How, if at all, might option two affect you and your household?

| | | | |
|-----------|--|------------|---|
| 448 (15%) | No impact / best option | 10 (0%) | Pay for the service / entitled to the service / Council tax / Bureaucracy |
| 193 (6%) | Smell / vermin / health hazard/ hygiene (warmer weather) | 0 (0%) | Prefer Option 1 |
| 62 (2%) | Not frequent enough / weekly is needed | 2 (0%) | No Brown bin |
| 341 (11%) | General Waste (140L Grey Bin) is not big enough/ overflow/ always full | 11 (0%) | Don't change the current service / prefer weekly general waste collection |
| 31 (1%) | Garden Waste (240L Brown Bin) is needed/ overflow / always full (esp. Summer) | 3 (0%) | Don't need Garden Waste bin |
| 28 (1%) | No other way to dispose of excess waste/ unable to store garden waste that won't fit in the bin/ unable to compost | 5 (0%) | Would need 2 or 3 larger bins for General & Garden waste (fortnightly collection) |
| 9 (0%) | General Waste (Grey Bin) would suit needs | 79 (3%) | Larger households would need bigger 240L bin |
| 46 (2%) | All households should be entitled to 240L General Waste | 2 (0%) | Garden Waste (240L Brown Bin) don't fill/ suits my needs |
| 12 (0%) | Recycling Waste (Green Bin) not big enough/ overflow/ always full (needs to be weekly) | 24 (1%) | Already have (240L General Waste) bin - full each week/ overflows |
| 12 (0%) | Access to tip difficult / impossible / cost | 15 (0%) | General Waste (240L) would not be big enough/ overflow for fortnightly collection |
| 2 (0%) | Confusion / risk of contamination / incorrect use | 38 (1%) | Medical waste (nappies, pads, incontinence) - would require weekly service / larger bin |
| 28 (1%) | Environmental concerns / fly tipping / additional trips to tip / people burning waste / others using bin | 25 (1%) | Holiday collections (could be 4 weeks) / Household on holiday |
| 2 (0%) | Wouldn't suit my needs | 13 (0%) | Would require assistance/ disabled/ elderly (family member) |
| 12 (0%) | Make us more careful with waste / would encourage recycling/ composting | 4 (0%) | Extend collections over Winter months |
| 8 (0%) | Too heavy / difficult to move | 12 (0%) | Other |
| | | 1730 (57%) | No comment |

Under option two, households of 4 or more would be able to apply for a larger 240 litre grey bin.

15. Do you think that households of 4 or more should be able to apply for a larger bin for general waste?

2237 (82%) Yes

480 (18%) No

16. What size household do you think should be able to apply for a larger 240 litre grey bin for general waste?

101 (20%) 5 person household

137 (27%) 6 or more person household

147 (29%) No household (apart from those who produce medical waste) should be able to apply for a larger grey bin for general waste

127 (25%) Other household size

Other household size, please tell us 126 (100%)

17. To what extent, if at all, do the following concern you about moving to alternate weekly collections (every other week) for your general waste - Hygiene / smell

| | <i>Not at all concerned</i> | <i>Slightly concerned</i> | <i>Very concerned</i> | <i>Don't know</i> |
|-----------------------------|-----------------------------|---------------------------|-----------------------|-------------------|
| Q17a - Hygiene / smell..... | 384 (13%) | 883 (31%) | 1590 (55%) | 10 (0%) |
| Q17b - Vermin..... | 379 (13%) | 729 (26%) | 1702 (60%) | 17 (1%) |
| Q17c - Confusion | 1437 (54%) | 774 (29%) | 386 (15%) | 43 (2%) |
| Q17d - Bins left out | 894 (33%) | 934 (34%) | 853 (31%) | 52 (2%) |
| Q17e - Fly tipping..... | 277 (10%) | 692 (24%) | 1788 (63%) | 72 (3%) |

18. Do you have any other concerns about alternate weekly collections for general waste for you or the borough? Please tell us.

2199 (100%)

18.a Do you have any other concerns about alternate weekly collections for general waste for you or the borough?

| | |
|---|--|
| 258 (9%) No concerns | 32 (1%) Don't change the current service / weekly service |
| 11 (0%) Other | 3 (0%) Staff losing jobs |
| 3 (0%) No space for bins/ storage | 19 (1%) Enforce households to abide rules/ advise recycling etc. / encourage recycling |
| 122 (4%) Bins - overflowing/ leaving extra black bags | 0 (0%) Need weekly service in Summer months |
| 139 (5%) Environmental concerns / fly tipping / additional trips to tip / people burning waste / others using bin | 6 (0%) Issues for larger households/ would need extra bin |
| 139 (5%) Smell / vermin / health hazard/ hygiene (warmer weather) | 11 (0%) Council taking step backwards |
| 9 (0%) Bins causing obstructions/ being left out | 27 (1%) Look to make savings elsewhere |
| 22 (1%) Confusion / risk of contamination / incorrect use | 8 (0%) Pay for the service/ entitled to the service/ council tax |
| 4 (0%) Too heavy / difficult to move | 7 (0%) Need more local recycling centres/ extend hours |
| 50 (2%) Collection service - missed due bad weather / holiday season/ bank holidays | 2 (0%) No other way to dispose of excess waste |
| 8 (0%) Times of collection/ kept informed of dates | 8 (0%) More difficult for disabled/ elderly/ medical conditions |
| 0 (0%) Change needs to be reviewed, check no detrimental effects | 0 (0%) Fortnightly collection acceptable for Garden / Recycling |
| 4 (0%) Households should be responsible for cleaning bins | 0 (0%) Would still require assisted collection |
| 11 (0%) Offer all households 240L Bin | 3 (0%) Weekly collection needed for medical waste |
| 8 (0%) Unable to put bins out - holiday/ at work / forget | 4 (0%) New stickers on bins/ more awareness of changes |
| 9 (0%) Service needs to be reliable/ good/ return bins to home | 5 (0%) Waste management for Garden waste |
| 0 (0%) Replace broken bins | 2205 (73%) No comment |

19. Taking everything into account which option for alternate weekly collections (where your waste is collected every other week) do you prefer? Select ONE only.

969 (35%) **Option one: Bin swap.** The 240 litre brown bin becomes your general waste bin. Households without a brown bin would be provided with one. The green recycling bin stays the same. Both general waste and recycling bins would be emptied every other week. The 140 litre grey bin becomes the garden waste bin also collected every other week (currently April to November).

1390 (50%) **Option two: No bin change - all bins emptied every other week.** General waste, recycling and garden waste bins stay the same, but all would be emptied every other week (garden waste currently collected April to November). Households of 4 or more would be eligible for a larger 240 litre grey bin for general waste.

426 (15%) Another option for household waste collections

20. Please outline your suggestion for how a household waste collection service might operate, making savings of around £1 million a year, please tell us below.

539 (100%)

20.a Please outline your suggestion for how a household waste collection service might operate, making savings of around £1 million a year.

| | | | |
|-----------|---|---------|--|
| 216 (32%) | No suggestions | 5 (1%) | Consider needs of elderly/ disabled/ those with medical conditions - special allowances/ weekly collection/ priority |
| 30 (4%) | Other | | |
| 127 (19%) | No change/ weekly collection | 7 (1%) | Encourage Council to sell garden waste |
| 49 (7%) | All households to have option for 240L General Waste | 7 (1%) | Introduce different sizes e.g. 400L / bigger |
| 9 (1%) | Local recycling centres/ longer hours/ allow vans / 7 days a week/ bottle banks | 10 (1%) | Enforce households to abide rules/ fines |
| 44 (6%) | General Waste - weekly | 16 (2%) | General Waste - fortnightly |
| 34 (5%) | Households to pay for additional services/ charge garden waste | 11 (2%) | Pay for the service/ entitled to the service/ council tax |
| 21 (3%) | Provide larger households with a larger bin / x2 bins | 42 (6%) | Recycling - fortnightly / 3 weekly |
| 3 (1%) | Collection service - longer hours/ later in evening | 26 (4%) | Garden - fortnightly |
| 9 (1%) | Recycling - weekly | 1 (0%) | Prepared to pay more Council Tax |
| 13 (2%) | Garden Waste - monthly/ 3 weekly | 3 (0%) | Summer months weekly collection |
| 1 (0%) | Garden Waste - weekly (larger gardens / bigger bins) | 15 (2%) | All bins should be 240L |
| 1 (0%) | Households to be supplied with composter/ encourage use | 1 (0%) | Smell / vermin / health hazard/ hygiene (warmer weather) |
| 0 (0%) | Alternate collections (recycling/ garden) | 12 (2%) | Garden Waste - no change (April - Nov) |
| 39 (6%) | Save costs elsewhere/ salaries | 1 (0%) | Consider alternative solutions - charge supermarkets/ return packaging |
| 2 (0%) | Another method for food waste | 45 (7%) | Option 1 - with other considerations e.g. medical allowances/ reliable service |
| 1 (0%) | Smaller bins - single/ pensioners | 58 (9%) | Option 2 - with other considerations e.g. waste weekly summer/ coloured bags for excess/ council clean bins/ garden monthly/ medical |
| 10 (1%) | Educate household on recycling/ advise recycling etc. / encourage recycling/ composting | 7 (1%) | Environmental concerns / fly tipping / additional trips to tip / people burning waste / others using bin |
| 20 (3%) | Swap bins but keep weekly collection | | |

About you and your household

We ask these questions so we can better understand your responses and how they differ between certain groups, household types and areas of the borough.

21. What is your home postcode? 2945 (100%)

22. What was your age on your last birthday? 2879 (100%)

23. Are you...?

1430 (47%) Male

1582 (53%) Female

24. What is your ethnic group?

- 2343 (79%) White
- 91 (3%) Mixed / multiple ethnic groups
- 456 (15%) Asian / Asian British
- 61 (2%) Black / African / Caribbean / Black British
- 30 (1%) Other ethnic group, please describe below
- Other* 25 (100%)

25. Do you or anyone in your household have a long standing health problem or disability (including problems related to old age) which means you/they have substantial difficulties doing day to day activities or the work you/they can do?

- 657 (22%) Yes, myself
- 430 (15%) Yes, another member of this household
- 2023 (69%) No one with disabilities / health or age related problems in this household

26. Which of the following best describes your accommodation?

- 2110 (70%) Detached / semi-detached house or bungalow
- 708 (24%) Terraced house (including end terrace)
- 171 (6%) Flat, maisonette or apartment
- 4 (0%) Mobile home or temporary structure

27. Are there any cars or vans that are owned, or available for use, by you at this household?

- 2373 (80%) Yes
- 601 (20%) No

28. Including yourself, how many people aged 16 or over live with you at this address? State the number. 2982 (100%)

29. And how many children aged 15 or under live with you at this address? State the number, if none put 0. 2990 (100%)

30. How many of these children are aged under 3? State the number, if none put 0. 2984 (100%)

Thank you for completing this questionnaire.

Please return in the pre-paid envelope provided by 30 September 2015.



Walsall Council

TOPLINE RESULTS FROM ONLINE AND PAPER SURVEY (BASE 853)

Waste Consultation 2015:

Have your say on options for alternate weekly household waste collections

(where your bins would be emptied every other week)

The council needs to save approximately £82 million over the next 4 years. In February 2015 following a period of consultation on the budget, Walsall Council approved the decision to move to alternate weekly household waste collections from April 2016, making a saving of almost £1 million.

If we are unable to make these savings then money may have to be found by putting up council tax, introducing fees and charges or by cutting other important services.

We have identified two suggested options to make savings on which we are now consulting and we would like to hear your views. We also welcome your own suggestions. No decision has yet been made and your response will help use to select the best solution for Walsall.

For further information visit: www.walsallbins.co.uk/waste_consultation_2015

When answering these questions please think of your household's day to day needs in terms of what and how much waste you produce. Please select the box(es) that apply to you / your household and type in your answer where applicable.

The closing date for responses is 30 September 2015.

1. **Whether you use them or not, which of these bins do you have at home? Select ALL that apply.**

825 (97%) Standard 140 litre grey wheeled bin for general waste

13 (2%) Larger 240 litre wheeled grey bin for general waste

829 (97%) Standard 240 litre wheeled green bin for recycling

796 (93%) Standard 240 litre wheeled brown bin for garden waste

14 (2%) Communal / shared bin

2. **Why do you have a larger grey bin? Select ALL that apply.**

0 (0%) Larger family

1 (100%) Medical waste

8. Do you compost any garden waste at home in a compost bin or compost heap? Tick ONE only.

294 (35%) Yes

527 (63%) No

18 (2%) Do not produce garden waste

The options for alternate weekly household waste collections

Option one: Bin swap

The 240 litre brown bin becomes your general waste bin. Households without a brown bin would be provided with one and would be collected every other week.

The 240 litre green recycling bin stays the same, collected every other week.

The 140 litre grey bin becomes the garden waste bin, collected every other week (currently April to November).

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected. This option would save an estimated £736,000 a year.

9. Would option one, described above, meet the needs of your household? Select ONE only.

289 (34%) Yes

550 (66%) No

10. Why would option one not meet your household's needs? Select ALL that apply.

40 (7%) General waste bin (240 litre brown bin) would not be big enough

21 (4%) Would need assistance to move the bigger / heavier general waste bin (240 litre brown bin)

479 (87%) Garden waste bin (140 litre grey bin) would not be big enough

190 (35%) Nowhere to compost garden waste that does not fit in the smaller bin

141 (26%) Unable to get to the Household Waste Recycling Centre (the tip) to dispose of additional waste

73 (13%) Other

69 (100%)

Other, please tell us

11. How, if at all, might option one affect you and your household? Please tell us.

681 (100%)

Option two: No bin change - all bins emptied every other week

General waste, recycling and garden waste bins stay the same, but all bins would be emptied every other week (garden waste currently collected April to November). Households of 4 or more would be able to apply for a larger 240 litre grey bin for general waste.

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected.

This option would save an estimated £921,000 a year.

12. Would option two, described above, meet the needs of your household? Select ONE only.

544 (65%) Yes

295 (35%) No

13. Why would option two not meet your household's needs? Select ALL that apply.

258 (87%) Grey bin likely to be full to capacity before the next collection date (households of 4 or more will be provided with a larger 240 litre bin)

18 (6%) Would need assistance to move bigger / heavier bins

102 (35%) Unable to get to the Household Waste Recycling Centre (the tip) to dispose of additional general waste that does not fit in the grey bin

42 (14%) Other

41 (100%)

Other, please tell us

14. How, if at all, might option two affect you and your household? Please tell us.

623 (100%)

Under option two, households of 4 or more would be able to apply for a larger 240 litre grey bin.

15. Do you think that households of 4 or more should be able to apply for a larger bin for general waste? Select ONE only.

672 (80%) Yes

167 (20%) No

16. What size household do you think should be able to apply for a larger 240 litre grey bin for general waste? Select ONE only.

9 (5%) 5 person household

49 (29%) 6 or more person household

91 (54%) No household (apart from those who produce medical waste) should be able to apply for a larger grey bin for general waste

18 (11%) Other household size

Other household size, please tell us 17 (100%)

17. To what extent, if at all, do the following concern you about moving to alternate weekly collections (every other week) for your general waste? Select ONE only on each row.

| | <i>Not at all concerned</i> | <i>Slightly concerned</i> | <i>Very concerned</i> | <i>Don't know</i> |
|---|-----------------------------|---------------------------|-----------------------|-------------------|
| Hygiene / smell..... | 166 (20%) | 269 (32%) | 403 (48%) | 1 (0%) |
| Vermin / pests / flies / maggots..... | 185 (22%) | 235 (28%) | 416 (50%) | 3 (0%) |
| Confusion over which bins to put out when..... | 557 (66%) | 188 (22%) | 86 (10%) | 8 (1%) |
| People leaving bins out between collections causing an obstruction..... | 286 (34%) | 315 (38%) | 222 (26%) | 16 (2%) |
| People fly tipping..... | 60 (7%) | 182 (22%) | 581 (69%) | 16 (2%) |

18. Do you have any other concerns about alternate weekly collections for general waste for you or the borough? Please tell us.

454 (100%)

19. Taking everything into account which option for alternate weekly collections (where your waste is collected every other week) do you prefer? Select ONE only.

205 (24%) **Option one: Bin swap.** The 240 litre brown bin becomes your general waste bin. Households without a brown bin would be provided with one. The green recycling bin stays the same. Both general waste and recycling bins would be emptied every other week. The 140 litre grey bin becomes the garden waste bin also collected every other week (currently April to November).

514 (60%) **Option two: No bin change - all bins emptied every other week.** General waste, recycling and garden waste bins stay the same, but all would be emptied every other week (garden waste currently collected April to November). Households of 4 or more would be eligible for a larger 240 litre grey bin for general waste.

134 (16%) Another option for household waste collections

20. Please outline your suggestion for how a household waste collection service might operate, making savings of around £1 million a year, please tell us below.

119 (100%)

About you and your household

We ask these questions so we can better understand your responses and how they differ between certain groups, household types and areas of the borough.

21. What is your home postcode? 846 (100%)

22. What was your age on your last birthday? 827 (100%)

23. Are you...?

383 (46%) Male

457 (54%) Female

24. What is your ethnic group? Select ONE only.

- 775 (94%) White
- 6 (1%) Mixed / multiple ethnic groups
- 30 (4%) Asian / Asian British
- 4 (0%) Black / African / Caribbean / Black British
- 6 (1%) Other ethnic group, please describe below
- Other* 24 (100%)

25. Do you or anyone in your household have a long standing health problem or disability (including problems related to old age) which means you/they have substantial difficulties doing day to day activities or the work you/they can do? Select ALL that apply.

- 138 (17%) Yes, myself
- 138 (17%) Yes, another member of this household
- 595 (71%) No one with disabilities / health or age related problems in this household

26. Which of the following best describes your accommodation? Select ONE only.

- 685 (81%) Detached / semi-detached house or bungalow
- 134 (16%) Terraced house (including end terrace)
- 28 (3%) Flat, maisonette or apartment
- 0 (0%) Mobile home or temporary structure

27. Are there any cars or vans that are owned, or available for use, by you at this household? Select ONE only.

- 741 (89%) Yes
- 92 (11%) No

28. Including yourself, how many people aged 16 or over live with you at this address? State the number. 844 (100%)

29. And how many children aged 15 or under live with you at this address? State the number, if none put 0. 798 (100%)

30. How many of these children are aged under 3? State the number, if none put 0. 777 (100%)

Alternate Weekly Collection Consultation – report of findings

October 2015



Introduction

Walsall Council needs to make savings of £82 million over the next four years, and from October to December 2014, we asked our residents how these savings could be made.

One of the savings options put forward was to start emptying household waste (rubbish) bins every other week instead of weekly. In February 2015 Walsall Council approved this savings option and during August and September we asked residents, no matter what type of home they live in, what they thought of the proposed options.

Two different collection options were put forward to help deliver the savings, and between 6 August and 30 September 2015, householders were consulted on which of the two options they would prefer.

Fig. 1 Option 1 – Bin Swap

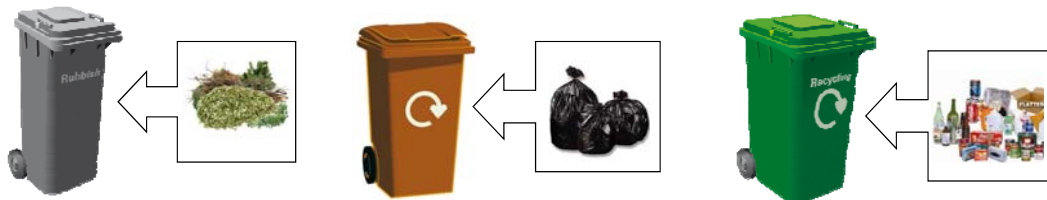
The 240 litre brown bin becomes your general waste bin. Households without a brown bin would be provided with one and would be collected every other week.

The 240 litre green recycling bin stays the same, collected every other week.

The 140 litre grey bin becomes the garden waste bin, collected every other week (currently April to November).

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected. This option would save an estimated £736,000 a year.

Option one – Bin swap



Grey bins would be used for garden waste

Brown bins would be used for general waste

Green bins stay as recyclable waste

All bins collected every other week
(garden waste currently April – November)

Fig. 2 Option 2 – No bin change - all bins emptied every other week

General waste, recycling and garden waste bins stay the same, but all bins would be emptied every other week (garden waste currently collected April to November). Households of 4 or more would be able to apply for a larger 240 litre grey bin for general waste.

In line with current policy any overfilled bins or bins with the wrong sort of waste in them would not be collected. This option would save an estimated £921,000 a year.

Option two – No bin change



Grey bins
general waste

Brown bins
garden waste

Green
recyclable waste

All bins collected every other week
(garden waste currently April – November)

This report summarises the key findings of research among a representative sample of Walsall residents aged 16+. The survey was conducted by Walsall Council with all data processing completed by Pro-Tel Fieldwork Ltd.

The research explored behaviours and attitudes towards waste disposal as well as views on two options put forward for alternate weekly collections. Ultimately, the data will be used to inform how an alternate weekly collection service will operate.

Specifically, the questionnaire examined the following:

- Type of wheeled bin ownership
- Wheeled bin use including how often present for collection and capacity on collection
- Disposal habits of different types of waste
- Views on options for alternate weekly collections
- Concerns about moving to alternate weekly collections
- Preferred option for alternate weekly collections or alternatives
- Household demographics including gender, age, ethnicity, disability / illness, accommodation type, number of people in household and car / van ownership.

The postal survey

The research took place through a postal survey of residents in the borough who receive a residential waste collection service using standard wheeled bins.

A sample of 10,000 addresses was drawn from the council's Mayrise database used for managing residential waste collections. A 6-page questionnaire and covering letter (see Appendices) were sent out to each address in the sample on 6 August 2015. No reminder was issued.

The response rate achieved from the sample was 31% which represents 3,043 valid responses.

Data were weighted back to the known population profile of Walsall to counter-act non response bias. Data are weighted by age within gender bands, ethnicity, household size as well as the proportion of households with larger bins and assisted collections. The weighting profile was based on the 2011 Census for age within gender, ethnicity, household size.

Statistical reliability and margins of error

The survey was designed to be representative at borough level and therefore analysis at this level is accurate to within 1.7%. For more information see the section 'statistical reliability' at the end of this report.

The respondents to the questionnaire are only samples of the total "population", so we cannot be certain that the figures obtained are exactly those we would have if everybody had been surveyed. But we can predict the variation between the sample results and the "true" values from knowing the size of the samples on which the results are based and the number of times that a particular answer is given.

The base size – i.e. the number of respondents providing a valid response – was different for each question answered in this survey. The number of respondents for each question is shown on the questionnaire in Appendix A.

Sub-level analysis, particularly where bases (the number of people answering the question) are low should be treated with caution when interpreting the results. Percentages based on a small number of people can be misleading. Results are available at ward level but are of insufficient size to warrant any detailed analysis, but may be used to inform the roll out of the new collection service.

Percentages may not total 100% due to questions being multiple response or computer rounding. Figures indicated with * are less than 0.5%.

Additional research

In addition to the random postal survey, anyone could have their say via an open online survey and paper questionnaires made available at various public events and venues throughout the borough. The survey was also sent to members of the People's Panel, a 500 strong online panel. As this approach is not random, i.e. there was no control over who could respond or how many times, the results may not be generalised to the wider population. The findings are therefore presented separately in the appendices of this report. In total 853 responses were received.

Summary of key findings

Executive summary

- Overall there is a preference for Option 2: No bin change and all bins are emptied every other week.
- After taking everything into account, when asked, which option for alternate weekly collections residents preferred overall; half (50%) preferred Option 2 and just over one third (35%) preferred Option 1. The remaining 15% preferred another option for household waste collection.
- Of those who do not feel Option 2 meets their needs (43%), most of those people said it was because the 140 litre grey household waste bin is likely to be full to capacity before the next collection date.
- Of those who don't feel Option 1 meets their needs (48%), most of these people think that the garden waste bin (140 litre grey bin) would not be big enough, rather than there being issues with decreasing their bin capacity for disposal of household waste and collecting this every other week.
- Other general concerns about moving to alternate weekly collections boil down to 3 key issues;
 - perceived issues with people fly-tipping,
 - hygiene/smell and
 - vermin, pests, flies, maggots.
- Generally speaking older people and smaller households (2 or less) are likely to feel Option 2 meets their needs, our assumption being that there is sufficient capacity with the existing grey and brown bins to meet their needs. 61% of the borough's households (65,979) are made up of 2 person households¹.
- Generally speaking, younger people, and smaller sized households (2 or less) are likely to feel Option 1 meets their needs, our assumption being that swapping the bins gives sufficient capacity to meet their needs.
- Most residents agree that households of 4+ should be able to apply for a bigger 240 litre capacity bin.
- The proportion of residents who say option 2 doesn't suit their needs, compared to the borough overall, rises significantly amongst households of 3 persons (of which there are 17,410 within the borough according to the 2011 census), larger

¹ 2011 Census

households of 5+ occupancy (of which there are 9,976 according to the 2011 census), households who already have a larger (240 litre) grey bin (approximately 2,000 according to current refuse collection data) and households with children. Hence there are three key issues here;

- Households of 3 people who are under the threshold for a proposed larger 240 litre grey bin.
 - Households of 5+ who are concerned about how they will cope, even though they could apply for a larger 240 litre bin.
 - Households of 6+ who already have a larger 240 litre grey bin, who are perhaps unclear about how Option 2 caters for their needs.
- Just under one fifth of residents (19%) said 'yes' Option 1 and or Option 2 met the needs of their household. Whilst, a similar proportion of residents (17%) said 'no' neither Option 1 nor Option 2 met their needs. The latter representing a hard to convince cohort of people who may not respond well to any service change and hence for which a strategy to ensure they come on board with future changes will be important.

Main findings

Preference for an overall option

Overall there is a preference for Option 2: No bin change and all bins are emptied every other week.

After taking everything into account, when asked, which option for alternate weekly collections residents preferred overall; just under half (50%) preferred Option 2 and just over one third (35%) preferred Option 1.

The remaining 15% preferred another option for household waste collection; and those saying this were asked to outline their suggestions for how a household waste collection service might operate, making savings of around £1 million a year. Of which most just wanted no change at all and to keep weekly household waste collections.

“All bins and collection stay the same”

“I think the bin service should stay as it is”

“Keep the existing collection routine, it worked fine for me. Tell the government to stop cutting budgets that affect cleanliness and hygiene.”

Further comments were low in frequency and very wide ranging in their nature, none of which would make the level of saving required. The comments can be themed as being;

Theme 1: Preferring Option 2 but with other considerations e.g. waste weekly in summer/coloured bags for excess/council clean the bins/garden monthly

“Option 2 fine in colder or cool weather but household waste needs emptying every week during hot weather.”

“Get council to clean bins out for us (at a small fee) have bin bags for food bin (inner) liners.”

“Option 2, garden waste could be collected monthly.”

Theme 2: Bin size; All households have the option of a 240 litre general waste bin, larger households to have larger bins or two bins.”

“Taking option 2, but everyone to get 240 litre grey bin. Council will still make a saving and no effect on volume of disposal.”

“Everyone to have three 240 litre bins.”

“Each household should be given larger grey bin. This way there would be no confusion as in brown now being grey etc. and alternative weekly collections would be more viable.”

Theme 3: Frequency of collection; various suggestions i.e. general waste weekly or recycling weekly or recycling less frequently or swap bins but retain weekly collection.

“General waste collection must be weekly. Other waste bins may be collected every other week.”

“I would suggest a monthly brown bin collection and leave the green and grey as they are.”

“General waste needs to be collected weekly, but cut down on green and brown collections.”

Theme 4: Better housekeeping; save costs elsewhere; salaries, we pay our council tax.

“Council tax is already too high so suggest look at reducing council bureaucracy rather than services!”

“Waste collection is an essential service and savings should be made in other areas.”

“Walsall council staff to have a pay cut to make savings and leave bin collection alone.”

Theme 5: Charge for garden waste service, sell garden waste.

“Charge for brown bin collection”

“When we lived in Nottingham, we had 3 large bins all emptied alternate weeks and the system worked fine. They introduced a £25 p.a charge for the garden bin to be emptied. We were happy to pay this to get the service we required. So why not introduce a charge for the brown bin, give everyone a large grey bin - or charge for a large grey bin.”

Theme 6: Education and enforcement; to encourage more recycling and composting and to allay concerns about increased fly-tipping.

“Making sure the bins all contain the right waste and recycle items, impose fines if not.”

“Encourage households with gardens to compost household waste and use it as fertiliser.”

“Make residents who do not recycle face prosecution. Treat with fines or court action.”

Who prefers Option 2: No Bin Change: all bins collected every other week; essentially smaller households because they can cope with the capacity and older residents because they can cope with the capacity and also retain their larger sized garden waste bins

Preference for Option 2 increases with age, and is significantly higher than the borough overall (50%) amongst older residents, with preference for this option rising to 68% for those aged 56-75 and to 78% to those aged 76+. Preference for this option is also lower than the borough overall (50%) amongst those aged 55 and below; 16-35s (31%) and slightly below for the 36-55s (46%).

Others who have a strong preference for this option includes one person and 4+ person households; 62% and 60% respectively. Those with a disability (59%), households with

children (54%) and also those living in detached/semi-detached properties (54%) or flats, maisonettes or apartments (56%).

Residents who currently don't put their grey for general waste and green for recycling bins out every collection but who do put their brown for garden waste bin out every other week are more likely to also prefer Option 2; 73%, 63% and 61% respectively, indicating that they are comfortable with alternate week collections across all bins. Especially amongst those where their grey and green bins aren't full to capacity when they are put out; 57% and 53% respectively.

Who prefers Option 1: Bin swap: all bins collected every other week; essentially younger households and smaller households because residual waste capacity is more important than garden waste capacity.

The proportion preferring option 1 decreases with age, with 47% of under 35s saying they prefer this option compared to 38% of 36-55 year olds, 23% of 56 to 75 year olds and just 12% of those aged 76+.

Others who have a strong preference for option 1 include households with 2 (38%) and 3 occupants (50%) reflecting the fact that under this option they would get a larger 240 litre bin for household waste (with the 140 litre grey bin being used for garden waste), whereas under option 2 they would not be eligible for a larger 240 litre bin.

The proportion preferring option 1 increases amongst households that are home to someone with a disability (38%) and households with children (41%) compared to households who do not have occupants of this type.

In addition the proportion of residents preferring option 1 increases amongst those whose grey bin is full on collection (50%), is collected every collection day (38%) and for those who do not put their brown bin out every collection (47%) clearly illustrating that disposal of household waste and capacity takes a priority over garden waste.

Issues of overall concern about moving to alternate weekly collections (regardless of whether Option 1 or Option 2)

Concerns about moving to alternate weekly collections boil down to 3 key issues; perceived issues with people fly-tipping, hygiene/smell and vermin, pests, flies, maggots.

Residents were asked about the extent to which certain issues associated with moving to alternate weekly collections for household waste concerned them. When looked at 'on balance' between those who were not concerned at all, compared to those showing concern (slightly/very), the resulting net score (Table 1), highlights three issues that stand out as being of greatest concern;

- People fly-tipping,
- Vermin/pests/flies/maggots, and
- Hygiene/smell.

| Table 1: Net score ('% slightly/very concerned' minus '% not at all concerned') | | | |
|--|---|--|------------------|
| Q17 Extent to which, if at all, do the following concern you about moving to alternate weekly collections (every other week) for your general waste? | | | |
| Potential concern | Not at all concerned¹ | Slightly/Very concerned² | net score |
| People fly tipping | 10% | 87% | +77 |
| Hygiene/smell | 13% | 86% | +73 |
| Vermin / pests / flies / maggots | 13% | 86% | +73 |
| People leaving bins out between collections causing an obstruction | 33% | 65% | +32 |
| Confusion over which bins to put out when | 54% | 44% | -10 |

¹⁺² Please note figures do not total 100% as 'don't know' are excluded from net score calculation

In contrast, 'people leaving bins out between collections causing an obstruction' is a much lesser concern than the three key issues, though it shows some concern about this exists. Especially amongst those aged 56-76, BME groups, larger households (5+ occupants), those with a disability, those living in terraced streets, flats/maisonettes or apartments.

Whilst 'confusion over which bins to put out when' is the least concerning issue as more people are not concerned about this issue than are concerned. This issue is also the easiest to mitigate through good communication at time of service change.

The three key concerns, fly-tipping, hygiene and vermin; are recurring issues across residents' comments, they tend to be of general concern across communities, but especially for larger families.

In terms of who in particular is concerned about people fly-tipping, it's fair to say that this is a general concern to all residents. However, there is significance in the proportion of residents from larger households being very concerned about people fly-tipping (79%) compared to the borough overall (63%). Concern is also heightened amongst those whose bins are full to capacity when they are put out.

"Fly-tying is already a problem, which will get worse. It will cost more money to clean up the rubbish which has been fly tipped."

"I think there would be a large amount of fly tipping."

"I would be worried to see an increase in fly tipping. The council would need to keep on top of this."

Similarly, residents are generally concerned about hygiene and smell issues, often allied to concerns with vermin/pests/flies/maggots with again larger households and where

household waste bins are full to capacity when put out show heightened concern for these issues.

“The smell that would ensue from a fortnightly collection.”

“Smell/hygiene - maybe increased collection during summer months.”

“Foxes and rats will be attracted by the smells.”

“I am not happy that the grey bins are going to be emptied every other week as this will cause a lot of problems such as smell, over loading and maggots.”

“We will have rats in the back garden; all bins should be collected each week.”

Other concerns about alternate weekly collections

There was an additional question that asked ‘do you have any other concerns about alternate weekly collections for general waste for you or the borough’; and most respondents (73%) didn’t provide any comments, of the 37% of that did comment just under a third said they had no further concerns or indicated they were happy (8%).

“None at all if it saves you money.”

“As long as I can get my green bin put out then I am happy.”

“I think it’s a good idea if it will save money that can be used elsewhere.”

Of the remainder providing thoughts, there were a wide range of comments, but these were spread fairly evenly across three key issues;

Theme 1: Smell, vermin, health hazard and hygiene concerns especially in the warmer weather.

“Serious risk to hygiene and pests. Nowhere to store waste which cannot fit into the bin.”

“You’ll have cats, dogs and foxes ripping bags open because people will have nowhere to store bags they can’t fit in the bins. So streets will become messy with rubbish.”

Theme 2: Environmental concerns; people fly-tipping, additional trips to the tip, people burning excess waste, other people using their bins.

“Extra fly tipping all over borough which is a burden and causing additional cost.”

“Others using your bins when they have filled their own.”

Theme 3: Overflowing bins and needing to leave extra black bags of rubbish lying around.

“I think you’ll have black bags of rubbish left all over the place when people can’t get them in bin, I think it’s a bad idea.”

“Bins will be overfilled and then the public will be putting their rubbish in additional bags which will attract vermin.”

Amongst a smattering of other comments that were wide ranging and low in frequency were:

- Collection days being missed due to bad weather/holidays.
- Requests not to change the current service,
- Make savings elsewhere,
- Confusion over bin usage caused by swapping, including the need for clear information,
- The need for enforcement and education,
- The council taking a step backwards in its service delivery,
- Offering all households 240 litre bins,
- Service needs to be reliable,
- Concerns about bin obstruction and call for operatives to return bins properly on collection days, causing issues for the elderly, those with medical conditions.

“Bank holiday periods may need to be revised or extra collections made. Never expect us to keep waste more than 2 weeks.”

“If a collection is missed it could then be a month.”

“This should not be an option, carry on as now please.” “Why change a good service.”

“Better enforcement of certain households not putting correct waste in bins/not recycling.”

“It would be harder for people with disabilities and for pensioners.”

“Put new stickers on the bins to remind people what goes in what bin and what items cant.”

How options impact the needs of individuals

When residents were taken through each option individually and the extent to which either Option 1 or 2 met their needs was explored further; results showed the following;

Generally speaking, younger people, and smaller sized households are more likely to feel Option 1 meets their needs. However where option 1 doesn't their meet needs, the greatest impact is stated as being the reduced capacity for garden waste disposal, particularly amongst older age groups.

Option 1: Bin Swap: all bins collected every other week

Residents were divided on whether or not Option 1 met their needs, with just under half saying 'yes' it does meet their needs (48%), whereas just over half (52%) said 'no' it does not.

Of those who don't feel Option 1 meets their needs, (71%) think that the garden waste bin (140 litre grey bin) would not be big enough, rather than there being issues with decreasing their bin capacity for disposal of household waste and collecting this every other week.

"To have the grey bin for garden waste would not be big enough unless collected weekly. Smaller grey bin right size currently for family of 4 who recycle."

"The smaller bin would not hold all the garden waste if emptied once a fortnight especially during the summer months."

"This option would not meet our needs. Surplus space for household waste but not enough capacity for garden waste."

Any other concerns residents have exist to a far lesser extent. However, their next concern reiterates that they have issues with the reduction in garden waste bin capacity with just under one third (29%) saying there is **'nowhere to compost garden waste that doesn't fit in the smaller bin'**.

Where residents directly comment about their composting issues, they say they haven't the space to compost, they are already composting as much as they can, or they tend to link issues with dislike of repeated trips to the tip or indeed their inability to get to the tip. The research also tells us that over two thirds of all residents (71%) do not home compost their garden waste, hence there is potential to develop this across the borough in order to alleviate reduced garden waste bin capacity as a result of the bin swap.

"Grey bin not large enough for garden waste. Nowhere to compost extra waste. No transport to visit tip."

"We would be left with more garden waste than we can compost."

“I have two compost bins but no room for more and in truth do not break down garden waste quickly enough. Therefore I have no option but to make more frequent trips to the tip, than I do now.”

One quarter (26%) also say they are **‘unable to get to the tip to dispose of additional waste’**. Of these, yet unsurprisingly, concern rises significantly amongst those who do not have access to a car (65% compared to 18% who do have a car).

A further 17% of those who did not feel Option 1 met their needs say the **‘general waste bin (240 litre brown bin) would not be big enough’**. With many of these showing concern about over-spilling waste, issues with pests/vermin, smell because of issues with food waste.

“If it is collected every other week I think the bin would smell and would not be big enough to hold all of our household waste.”

“General waste would be overflowing; extra waste would attract foxes, rats and cats to damage bags and scatter waste.”

“Two weeks waste would not fit in the brown bin. Rotting food waste on the premises for two weeks would encourage vermin.”

Finally 1 in 10 residents (10%) say that they **‘would need assistance to move the bigger/heavier general waste bin (240 litre brown bin)’**.

“Only if I can wheel bins from my back garden to outside gate I have Osteoporosis. Larger bins would be too heavy”

“I would find it difficult to move a heavy bin that has two weeks of waste in it, I live alone. I also think the grey bin would be too small for garden rubbish.”

“Overload of garden waste and not able to get rid of general waste as the bin is too heavy”

Whose needs does Option 1 (Bin Swap) suit or not suit?

Suitability of Option 1 reduces with age, so this option is more likely to suit younger residents (35s and under) (59% compared to 48% for the borough overall). Whilst those aged 36-55 are just as likely to suit Option 1 (47%), however, it is less likely to meet the needs of those aged 56 to 75 (39%) and even more so those aged 76+ (36%).

Based on comments, older residents feel the garden waste service is important to them and they can't get to the tip to dispose of excess garden waste, they also worry about managing a heavier household waste bin, that they don't really feel they need a bigger grey bin for household waste.

“As a 92 year old widow I have a normal amount of waste and recycled waste, however the garden waste is still the same and I am unable to take it to the tip.”

“The smaller grey bin is big enough for my needs. I prefer a larger brown garden waste bin.”

Those with a disability are more likely to say option 1 doesn't meet their needs (59% compared to those without a disability 49%). Those already with a larger 240 litre grey bin are significantly more likely to not like option 1 (81%) compared to those with a standard 140 litre bin (51%).

“It doesn't accommodate for people with medical issues using adult pads/nappies, in which case we would need a bigger bin and have weekly collections”

“We already have a larger grey bin and we are a family of 7 and just about manage at the moment.”

“We already have a 240 litre grey bin which is filled to capacity and emptied weekly, so option one would in effect halve rubbish space each week.”

Those not in favour of option 1 increases significantly amongst those who put their brown bin out every collection day (75%) and that it is full to capacity (76%), indicating that the crux of the issue with this option for these residents is having a smaller garden waste bin in future (140litre grey bin).

Those not in favour of option 1 are also more likely to live in detached / semi-detached accommodation (58%) compared to other types of accommodation, perhaps reflecting that these houses that are more likely to have gardens than other types of accommodation.

There is no significant difference by ethnicity or amongst households containing children or not, neither car ownership in preferences for this option.

Option 2: No bin change: all bins collected every other week

Generally speaking older people and smaller households are more likely to feel Option 2 meets their needs. However, where Option 2 doesn't meet needs, the greatest impact is stated as the 140 litre grey household waste bin will be full to capacity before the next collection date with associated concerns about storing and disposing of excess waste and hygiene/smell issues attracting vermin.

In terms of Option 2, more than half (57%) of residents agreed that Option 2 met their needs, the remaining 43% said this option doesn't suit their needs.

Of those who do not feel Option 2 meets their needs, the majority (87%) said that the 140 litre grey household waste bin is likely to be full to capacity before the next collection date.

On looking at their comments, they also worry about vermin, smell and hygiene issues, with some complaining about inconvenient tip opening hours.

“We already have the large bin and it is full to capacity every week”

“I have a 240 litre bin (grey) it is already full by next week.”

“Do not want food waste hanging round for 2 weeks. Smell will attract vermin (foxes, cats)”

“Recycling centre closes Tuesday and Wednesday when I need it”

Household waste bin capacity was of particular concern to larger households (5+ occupancy) (94%), and those who said their grey household waste bin was already full to capacity (91%). Though this was far less likely to be of concern amongst older people; those aged 76+ (58% compared to the borough overall 87%).

Of their lesser concerns, one third (33%) said that they would be ‘unable to get to the tip to dispose of additional general waste that does not fit in the grey bin’.

There was only a smattering of comments related to inability to get to the tip and comments tended to centre on a disdain of using the tip especially when already paying Council Tax for a waste collection service anyway.

“I could get to the tip but work 60-90 hour weeks and shouldn't have to.”

“Would not like to put general waste into a new car to dispose of any excess to the tip”

“Should not have to take general household waste to the tip - paying for the service”

Inability to get to the tip was significantly more of a concern amongst older (aged 76+) residents (64%), those living in one person households (40%), with a disability (46%). In addition also for those who say that they don't currently put their Grey household waste bin out every collection day (56%).

1 in 10 (10%) residents said they would need assistance to move bigger / heavier bins those comments about this were not at all prevalent.

“I am 91 and frail”

“Smells and bins too heavy”

Residents aged 76+ are significantly more likely to say that moving heavier bins was a concern (56%), as are those receiving an assisted bin collection (42%), also for single person households (28%), those with a disability (24%), residents living in a flat, maisonette or apartment (26%), and those without access to a car (22%).

The remaining (13%) of residents offered other reasons why Option 2 doesn't meet their needs, however, further comments were low in frequency and very wide ranging in their nature, but can be summarised as being;

- Concerns about vermin/ pests, hygiene and smell issues
- Frequency – needing weekly collections
- Don't want change as current service is what meets needs
- General waste bin would be too big
- Not feasible for larger households

- Paying already through council tax for a weekly service and hence expect it to remain.
- Issues regarding getting confused

Whose needs does Option 2 (No Bin Change) suit or not suit?

Suitability to Option 2 increases significantly in older age, so that those aged 56-75 and those aged 76+ are significantly more likely to say this option meets their needs; 74% and 87% respectively when compared to borough overall (57%). Younger residents (16 to 35) are far more likely to not like Option 2 (62%).

Smaller households are also more likely to prefer option 2; with one person households particularly feeling this option meets their needs (73%). However, the proportion of residents who say option 2 doesn't suit their needs is significantly higher amongst households of 3 persons (64%), household with children (61%), and larger households (5+ occupancy) (55%) and households who already have a larger (240 litre) grey bin (66%) compared to borough overall (43%). Hence there are three key issues here;

- Households of 3 people who are under the threshold for a proposed larger 240 litre grey bin.
- Households of 5+ who are concerned about how they will cope, even though they could apply for a larger 240 litre bin.
- Households of 6+ who already have a larger 240 litre grey bin, who are perhaps unclear about how option 2 caters for their needs.

Residents are more likely to say option 2 meets their needs where they are not putting their grey and green bins out every collection day (94% and 80% respectively compared to borough overall; 43%). Conversely, residents whose green bins are full to capacity when presented are significantly more likely to say option 2 doesn't meet their needs (69% compared to borough overall 43%).

Most residents agree that households of 4+ should be able to apply for a bigger 240 litre capacity bin

With Option 2 the proposal includes provision for larger households (4+) to apply for a larger capacity 240 litre grey bin for their general household waste. All respondents were asked if they think that households composing of four or more occupants should be able to apply for a larger bin for general waste; with the vast majority 82% agreeing with this; 18% did not agree with this approach.

However for those who did not agree that households with 4+ occupants should be able to apply for a larger grey bin, there was quite a mixed opinion about what the threshold should be. So that 29% said no household (apart from those who produce medical waste) should be able to apply for a larger bin for general waste, whilst (27%) said threshold should be 6 or more person households, (25%) suggesting another household size; most frequently proposing a smaller household threshold, and (20%) saying 5 person households should be the households eligible to apply.

Interestingly, looking in more detail at what residents who felt the threshold for eligibility to a larger 240 litre grey bin should be, not unsurprisingly households of 4 and 5+ were significantly more likely to agree threshold should be 4+ households (92% and 95% respectively compared to those who said yes (82%). With households of 3 people significantly more likely to disagree that the threshold for a larger bin should be 4+ households (32% compared to those who said no 18%). This reflects the larger proportion of 3 person households who say option 2 doesn't meet their needs, on the threshold of eligibility for a larger 240 litre grey bin.

Profile of bin usage

The household waste services residents have access to

The vast majority of residents currently have access to the standard range of bins for household waste management, a standard grey (140 litre) bin for general waste available to 96% of residents; collected weekly. In addition, a standard green (240 litre) bin for recycling available to 91% of residents; collected every other week, and a standard brown (240 litre) bin for garden waste available to 80% of residents also collected every other week April to November.

There are smaller proportions of residents with access to a larger grey (240 litre) bin for general waste (4%), of which there is an equal proportion, half for whom this caters for their 'larger' family needs² the other half because of medical waste purposes; these bins are currently collected weekly. There are a very small proportion of residents (0.2%) with a communal/shared bin.

4% of residents said they received an assisted bin service. Unsurprisingly, those receiving this service are predominantly older residents aged 76+ (12%), is more likely to be received by one person households (8%), and households with (5+ occupancy) (8%). Also those with a disability (10%), and with no access to a car (10%), those with a larger 240 litre grey bin (32%).

Younger people aged 16-35 are significantly less likely to say they have green (85%) and brown bins (71%), compared to the borough average (91%). BME groups are also less likely to have a green bin (83%).

BME groups are more likely to have a larger 240 litre grey bin (8%) compared to borough average (4%).

How residents use the household waste service

When asked about how often people put their bins out (regardless of whether they are full or not), overall, compared to other bins, residents are more likely to put their green recycling bins out on every collection day i.e. every other week, with the vast majority (90%) doing this. Only slightly fewer; (88%) put their grey general waste bins out every collection day; i.e. weekly. However, this proportion falls dramatically to just over half

² Households of 6+ occupancy

(55%) putting their brown garden waste bins out every collection day; i.e. every other week currently between April to November.

Resident characteristics and usage of Green bins for recycling

Characteristics of those who are less likely to put their GREEN recycling bins out every collection day compared to borough overall (90%); generally speaking are older residents in smaller households and accommodation types, BME groups, older residents, though more specifically;

- Older residents (aged 76+) (86%),
- Those from BME groups (81%)
- One person households (76%),
- Those living on flats, maisonettes or apartments (74%),
- Households with disabilities (88%)
- Households without a car (85%)
- Where their green bin is not full to capacity (85%)
- Those who also don't put their grey bins out every collection (60%)

Characteristics of those who are more likely to put their GREEN recycling bins out every collection day generally speaking are larger families, though more specifically;

- Larger families generally including; Households of 4 and 5+ (both 99%), those who have a larger 240l grey bin (96%), households with children (95%)
- Those who put their grey bins and brown bins out every collection; 95% and 97% respectively
- More likely their green bin is full (97%)
- More likely to be compressing their waste than not (93%)

Resident characteristics and usage of Grey bins for general waste

Characteristics of those who are less likely to put their GREY household waste bins out every collection day compared to the borough overall (88%) generally speaking are older residents, single person households, though more specifically;

- Older residents (aged 76+) (80%),
- One person households (70%)
- Those also not putting their green bins out every collection (47%)
- Where their green bins are not full to capacity (81%)
- Those living in flats, maisonettes or apartments (71%),

Characteristics of those who are more likely to put their GREY household waste bins out every collection day generally speaking are younger residents and larger families, though more specifically;

- Younger residents (16-35) (92%)

- Larger families generally including households (3 occupants; 93%), (4 occupants; 98%) rising to 99% for those with 5+ occupants. Households with children (96%), and those who have a larger 240 litre grey bin (95%).
- Those who also say their grey and green bins are full to capacity; 97% and 93% respectively.

Resident characteristics and usage of Brown bins

Characteristics of those who are less likely to put their BROWN garden waste bins out every collection day than the borough average (55%) generally speaking are younger to middle aged residents, BME groups, larger families, living in terraces accommodation though more specifically;

- Younger residents (16-35; 39%) and middle aged (36-55; 49%)
- Those from BME groups (39%)
- Larger (5+) households (42%)
- Households with children (46%)
- Those living in terraced housing (36%)
- Those who don't put their grey and brown bins out every collection day, 40% and 18% respectively.
- Those who have a full grey bin (48%)

Characteristics of those who are more likely to put their BROWN garden waste bins out every collection day generally speaking are:

- Older people; 56-75 (69%), 76+ (73%).
- Those with a disability (61%)
- Those with a brown bin that's full to capacity (75%)
- Those living in detached / semi-detached accommodation (60%)

How residents normally dispose of their household waste

Bearing in mind the purpose for which the various bins are provided and the guidance on what can be disposed of in each bin, it is pleasing to note that the vast majority of residents correctly dispose of their waste in the correct coloured bin (see table 2).

| Waste | Grey wheeled bin | Green wheeled bin | Brown wheeled bin | Some other way | Don't have this waste |
|-------------------------------------|------------------|-------------------|-------------------|----------------|-----------------------|
| Paper and cardboard | 3% | 96% | 1% | 1% | 1% |
| Glass bottles and jars | 3% | 97% | * | 1% | 1% |
| Food and drinks cans and foil | 12% | 89% | * | 1% | * |
| Recyclable plastic bottles and tubs | 3% | 96% | * | 1% | 1% |

| | | | | | |
|--------------------|-----|----|-----|-----|-----|
| Textiles / clothes | 27% | 6% | * | 56% | 12% |
| Food waste | 93% | 1% | 2% | 3% | 2% |
| Garden waste | 4% | 1% | 87% | 5% | 6% |

There are a small minority of residents who are either incorrectly disposing of, or could better dispose of some types of waste and hence there is potential for further advice and guidance to be targeted towards those audiences that would have the potential to increase recycling rates, release capacity in grey general household waste bins which helps mitigate changes to the frequency of collection and avoid contamination of materials.

Whilst over half of residents (56%) do not use their wheeled bins to dispose of clothes / textiles, using some other method, a large proportion (27%) dispose of textiles / clothes in their grey bin taking up valuable space. This presents an opportunity for further education and awareness raising to divert textiles away from grey bins e.g. via charity shops, clothes banks, up-cycle / reuse for a different purpose. 6% wrongly put clothes / textiles in the green bin.

Another issue that will help residents to increase the capacity of their bins is whether or not they compress and flatten the waste they put into their green bin. Only just over half (56%) said 'yes' they always do this, however a significant proportion, 38% do this only 'sometimes', or 'never' (6%) do this.

In comparison those aged 16-35 are most likely to always flatten / compress their recyclable waste (60%) and are also most likely to have a full green bin when they put it out for collection (71%).

Characteristics of those who are less likely to always compress / flatten waste before putting it in their green bin compared to borough overall (56%); generally speaking are smaller, older households, though more specifically;

- Green bin not collected every week (39%)
- Green bin not full on collection (43%)
- One person households (49%) two person households (53%)
- Older residents aged 76+ (50%)
- Have a larger bin for medical waste (52%)
- No children in household (53%)

The results reflect that smaller households tend not take measures to maximise their green bin capacity through compressing / flattening waste as lack of capacity is not an issue for them.

At borough level overall, 6% never compress / flatten their recyclable waste, specifically they include;

- Live in flat / maisonette / apartment (22%)
- Do not put green bin out every collection (21%)

- Do not put grey bin out every collection (14%)
- Single person households (12%)
- Older residents aged 76+ (8%)
- No children in household (7%)

When asked whether they compost any garden waste at home in a compost bin / heap; well over two thirds (71%) said 'no' they don't do this, (19%) said they do home compost their garden waste, whilst 10% stating 'they don't produce garden waste'. Whilst 93% of residents put their food waste in their Grey bins and 4% put garden waste in their Grey bins, there is some potential to encourage more home composting of appropriate organic garden and food waste in order to release some capacity in household waste bins.

Compared to those who do not compost in the borough overall (71%), those least likely to compost garden waste at home include:

- Households of three (80%)
- Brown bin not full on collection (80%)
- Don't put brown bin out every collection (78%)
- Those in terraced house (77%)
- Those aged 76+ (76%)

The Neither/Either viewpoint is interesting particularly the 'Neither' cohort of people who are going to be hard to please/may not respond well to any service change

An interesting perspective to explore are those people who neither prefer Option 1 nor Option 2, and also those who actually showed a preference for either Option 1 & 2; and then how this view balances in the overall opinion.

Just under one fifth of residents (19%) said 'yes' Option 1 and or Option 2 (referred to as 'Eithers'), met the needs of their household. Whilst, a similar proportion of residents (17%) said 'no' neither Option 1 nor Option 2 (referred to as 'Neithers') met their needs.

'Neithers' therefore representing a hard to convince cohort of people who may not respond well to any service change and hence for which a strategy to ensure they come on board with future changes will be important.

'Neithers' are worriers and show significantly higher levels of being 'very concerned' about moving to alternate weekly collections than the norm. Notably issues relating to hygiene, small and vermin, which are probably more so 'fears' rather than reality and issues which could be easily mitigated with advise on disposal, keeping lids down etc

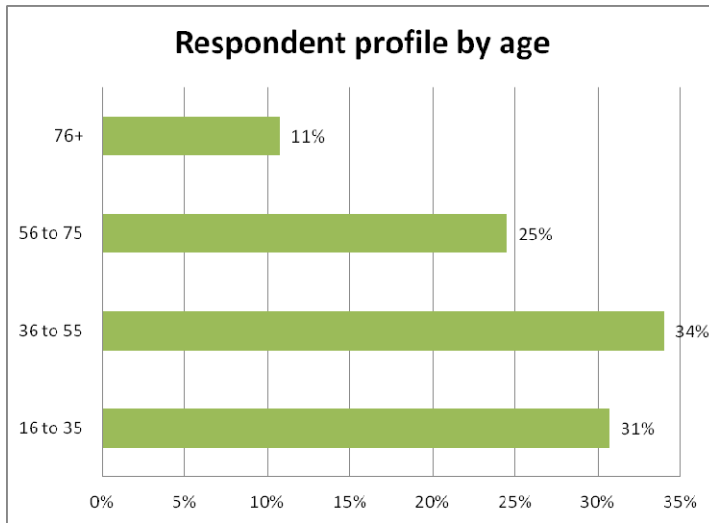
'Eithers' are more likely to prefer Option 2 than the general population as they display characteristics that mean they are adaptable to this change, younger, smaller households and have grey bin capacity to cope with the Grey bin for household waste being collected every other week.

| <p>The EITHER pleasers (19%) are happy with either option</p> | <p>The NEITHER pleasers (17%) are unhappy with either option</p> |
|---|--|
| <p>Younger age groups (under 55s)</p> <p>Males</p> <p>White ethnic groups</p> <p>Living in flats / maisonette or apartment</p> <p>Smaller households without children</p> <p>Put all bins out less often than every collection day</p> <p>Present all bins at less than full capacity</p> <p>Put textiles in grey bin</p> <p>Sometimes flatten / compress waste</p> <p>Households of 4 or more should be able to apply for a larger bin</p> <p>Prefer option 2</p> <p>In favour of raising the larger bin criteria to 6 or more in households</p> <p>Generally not concerned about moving to alternate weekly collections</p> | <p>Younger age groups (under 35s)</p> <p>Females</p> <p>Black and minority ethnic groups</p> <p>Larger sized households with children</p> <p>Living in detached/semi detached</p> <p>Slightly more likely to have an assisted bin collection</p> <p>Put all their bins out every collection day</p> <p>To dispose of textiles in some other way than in their bins</p> <p>To present their bins full to capacity</p> <p>To say that the general waste bin (240 litre brown bin) would not be big enough</p> <p>More likely to worry about pests/vermin/smell and hygiene issues</p> <p>Very concerned about moving to alternate weekly collections</p> <p>Say 'no' that households of 4 or more should not be able to apply for a larger bin for general waste</p> |

Respondent Profile

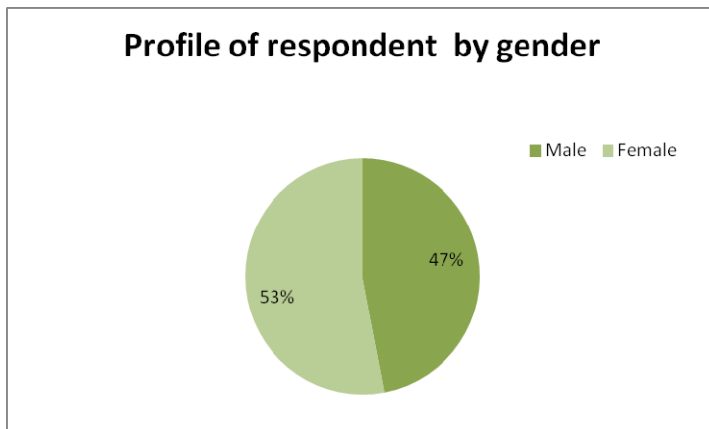
Age

Q22 What was your age on your last birthday?



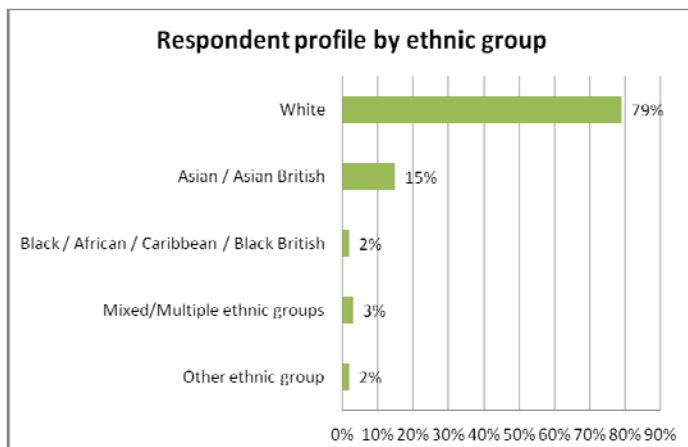
Gender

Q23. Are you male or female?



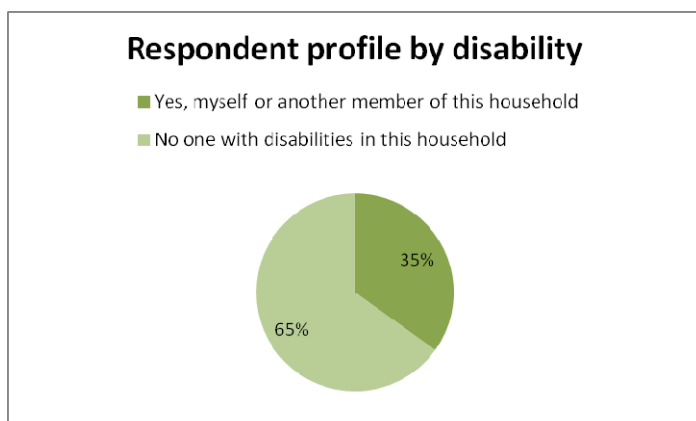
Ethnicity

Q24. What is your ethnic group?



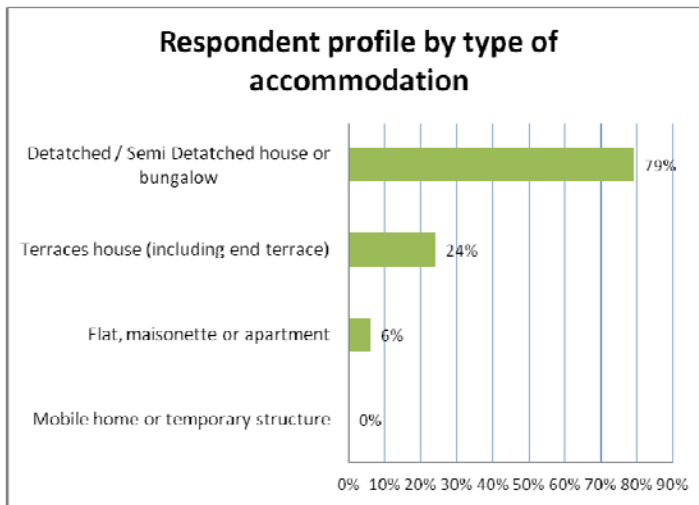
Disability

Q25. Do you or anyone in your household have a long standing health problem or disability (including problems related to old age) which means you/they have substantial difficulties doing day to day activities or the work you/they can do?



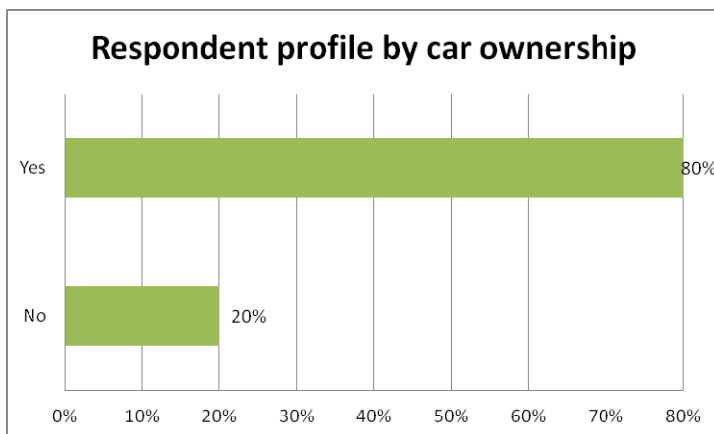
Type of accommodation

Q26. Which of the following best describes your accommodation?



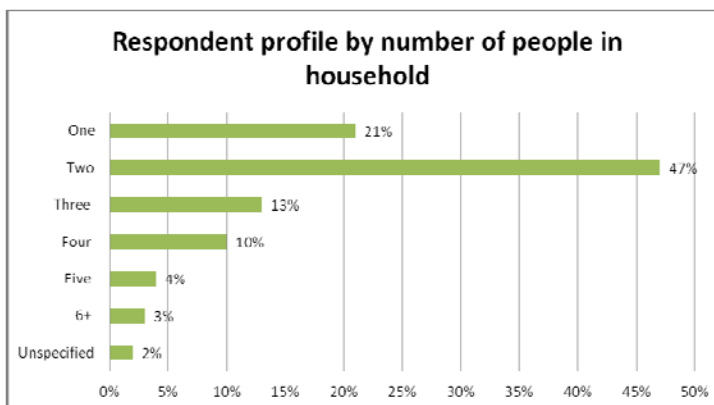
Car ownership

Q27. Are there any cars or vans that are owned, or available for use, by you at this household?

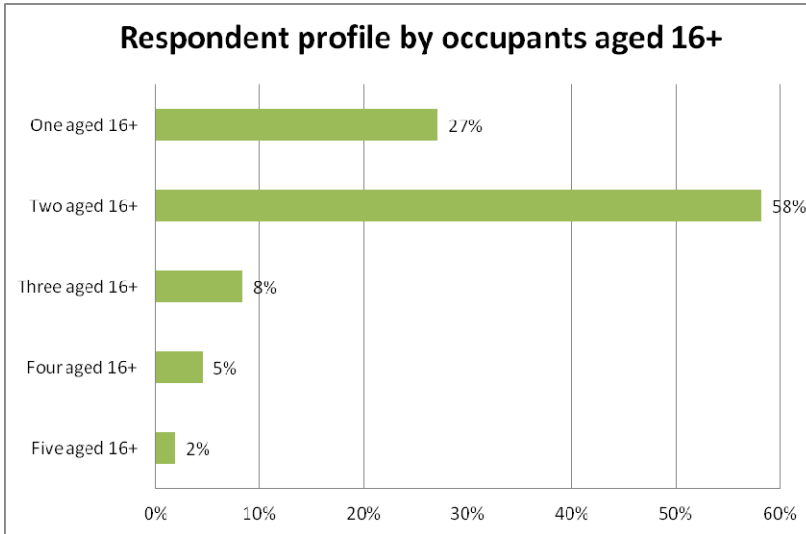


Household size and composition

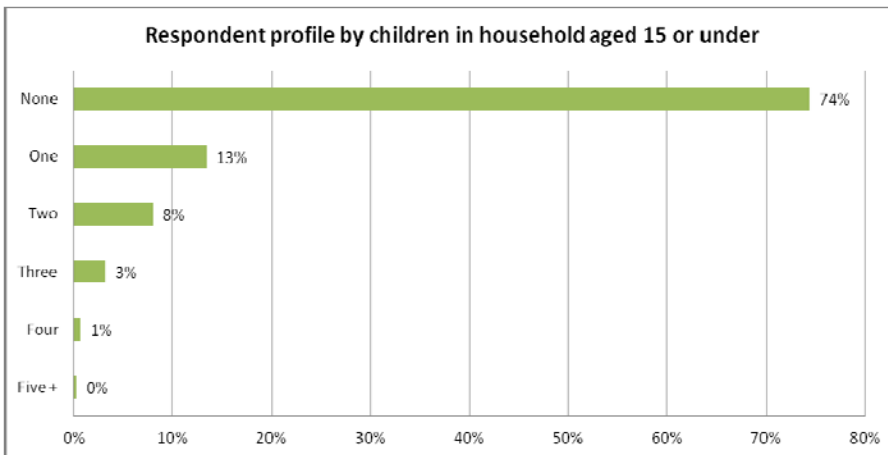
Q 28 – Q30 Including yourself how many people live in total in your household?



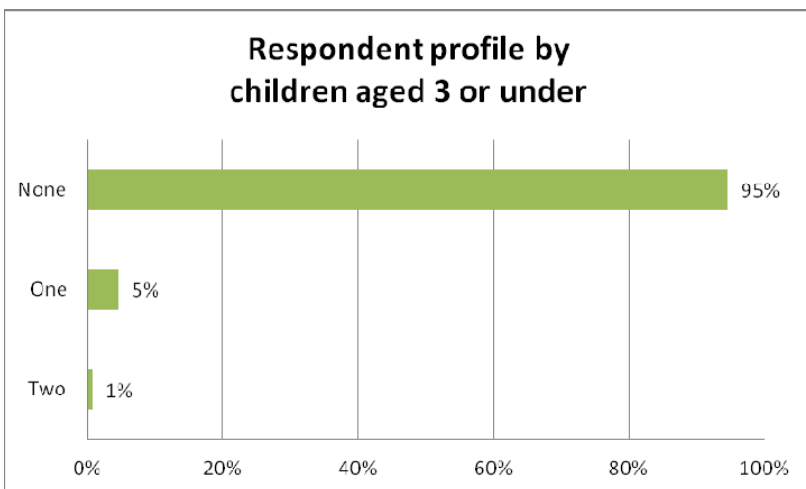
Q28 Including yourself, how many people aged 16 or over live with you at this address?



Q29 And how many children aged 15 or under live with you at this address?



Q30 How many of these children are aged under 3?



Technical report

Sample frame and design

The Clean and Green team's Mayrise database of residential waste collection addresses was used as the sampling frame. Matched against the Local Land and Property Gazetteer (LLPG), this was chosen as it comprises the most up-to-date source of addresses available (an especially important consideration given the need to cover all households in receipt of a residential waste collection service).

A sample of 10,000 addresses was drawn. First all business / commercial and communal addresses were removed from the sampling frame. All households with a larger 240 litre bin and/or those receiving assisted collections were automatically included in the sample (4,419) on the basis that they may be more adversely affected by changes to the service. The remaining sample of 5,581 was drawn at random from all remaining addresses in the database. Based on responses to similar surveys previously undertaken and local experience, an overall unadjusted response rate of around 18% was assumed.

3,043 responses were completed in total (with adults aged 16+). The response rate achieved from the sample was 31% (taking into account incorrect or nonexistent/inaccessible addresses and other invalid addresses in the sample).

Survey approach

The research took place through a postal survey of residents in the borough who receive a residential waste collection service using standard grey, green and where applicable brown wheeled bins. A 6-page questionnaire and covering letter were sent out to each address in the sample on 6 August 2015. No reminders were sent. Fieldwork closed on 30 September 2015, with late responses accepted until 1 October.

Weighting

Pro-Tel Fieldwork Ltd weighted the data back to the known population profile of Walsall to counter-act non-response bias. Data are weighted by age within gender bands, ethnicity, household size as well as the proportion of households with larger bins and assisted collections. The weighting profile was based on the 2011 Census for age within gender, ethnicity, household size and data held by the Clean and Green service.

Data analysis, editing and coding

All completed postal questionnaires were processed through manual data entry by Pro-Tel Fieldwork Ltd, entered directly into Snap Survey software. A 30% check back of questionnaires was completed through re-entry.

All open ended questions were coded according to an agreed code frame.

Statistical reliability

The survey was designed to be representative at borough level and therefore analysis at this level is accurate to within 1.7%.

The respondents to the questionnaire are only samples of the total “population”, so we cannot be certain that the figures obtained are exactly those we would have if everybody had been surveyed and responded. But we can predict the variation between the sample results and the “true” values from knowledge of the size of the samples on which the results are based and the number of times that particular answer is given. The confidence with which we can make this prediction is usually 95% - that is, the chances are 95 in 100 that the “true” value will fall within a specified range.

The table below illustrates the predicted ranges for different sample sizes and percentage results at the “95% confidence interval”. An indication of approximate sampling tolerances is given in the table below. Strictly speaking, the tolerances shown here apply only to random samples, so the comparison with postal research is indicative.

| Size of sample on which survey result is based | 10%/90% | 30%/70% | 50%/50% |
|---|----------------|----------------|----------------|
| | ± | ± | ± |
| 3,043 | 1.0% | 1.6% | 1.7% |
| 2,000 | 1.3% | 2.0% | 2.2% |
| 1,000 | 1.9% | 2.8% | 3.1% |
| 500 | 2.6% | 4.0% | 4.4% |

Population (number of residential household collections) 102,053

For example, with a sample of 3,043 where 30% give a particular answer, the chances that the “true” value (which would have been obtained if the whole population had been surveyed) will fall within the range of plus or minus 1.6 percentage points from the sample result, which is very accurate.

It is important to note that the above calculations relate only to samples that have been selected using strict random probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to this survey and the sampling approach used.

Sub-level analysis, particularly where bases (the number of people answering the question) are low should be treated with caution when interpreting the results. Percentages based on a small number of people can be misleading. Results are available at Ward level but are of insufficient size to warrant any detailed analysis, but may be used to inform the roll out of the new collection service.

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Appendix A