Garden Waste Collections
Consultation Report
January 2015
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Annex A - Questionnaire
1 Introduction

1.1 The garden waste collection service was first introduced in 1998 and expanded gradually over the years. The Council can no longer afford to provide this discretionary service and needs to look at lower cost alternatives. One way of achieving some savings is by changing the way the garden waste collection service is delivered.

1.2 The Council currently provides a free kerbside collection of garden waste to around 56,000 households, out of 72,000 properties in North East Lincolnshire. Garden waste collections currently stop at the end of November until the beginning of March each year.

1.3 The Council are currently considering 2 different options for the garden waste service:
   1) Stop the kerbside (brown bin) collection of garden waste
   2) Charge an annual fee for all garden waste collections

2 Methodology

2.1 A questionnaire was produced to capture the views of residents of North East Lincolnshire. This was designed as a self-completion questionnaire which was available as an electronic form and a paper form. The electronic form was available for completion from the consultation area on the Council’s web site and the paper form was made available in Customer Access Points in Grimsby, Cleethorpes and Immingham and also all libraries across the borough and a media release was published to raise awareness of the consultation.

2.2 Links to the electronic version of the form and a copy of the paper form were shared with all ward councillors and town and parish councillors to enable them to share the information with the residents in their ward and promote the completion of the survey at any appropriate resident groups or meetings that they attended. Waste Advisors also visited the Municipal Offices, Grimsby Central Library, Cleethorpes Library, The Civic Offices and the Grimsby Community Recycling Centre to speak to residents about the consultation and assist them to complete the form if required.

3 Key Findings

3.1 We had a total of 880 responses to the consultation and overall 52% (458) of respondents indicated that they would prefer there to be a charge for garden waste collections and 32% (282) said that they would prefer for the kerbside collection to cease. There was also 16% (140) of respondents that would prefer neither option.

3.2 38% (336) of respondents that indicated that they would be happy to pay for the garden waste service as a future method of dealing with their garden waste.

3.3 474 (54%) respondents chose to make additional comments, of these:
   - 95 (20%) indicated that they would like the service to remain the same with no charge
   - 56 (12%) indicated that a £40 charge was excessive
   - 33 (7%) indicated that they would be prepared to pay but no more than £25
   - 40 (8%) indicated that we should provide a less frequent service (monthly or less months of the year) for free or less than £40

3.4 There were a number of concerns raised in the comments received including an increase in fly-tipping (20%), people just putting their green waste in their domestic waste bin (14%), people burning their rubbish leading to air pollution (3%) and that people who don’t pay would put their garden waste in the bin of someone who does (3%).
4 Analysis

4.1 The questionnaire was designed to capture resident’s views on one of two options, stop the kerbside collection of garden waste or charge an annual fee for garden waste collections. Anyone completing the paper questionnaire or sending a letter or e-mail were able to not select either option. Therefore to balance this we considered each comment made on an electronic form to identify those which explicitly indicated that “given the opportunity” they would not have ticked either option then disregarded the option they did tick and counted it as neither, table 1 below shows the full breakdown of responses received.

<table>
<thead>
<tr>
<th>Numbers of responses</th>
<th>Neither</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic forms</td>
<td>86</td>
<td>214</td>
<td>352</td>
<td>652</td>
</tr>
<tr>
<td>Other forms/letters/emails</td>
<td>54</td>
<td>68</td>
<td>106</td>
<td>228</td>
</tr>
<tr>
<td>Total Responses</td>
<td>140</td>
<td>282</td>
<td>458</td>
<td>880</td>
</tr>
</tbody>
</table>

16% 32% 52% 100.0%

4.2 We received response from a range of people across the borough, chart 1 below shows the full breakdown of respondents. Chart 2 below shows the breakdown of responses by postcode and the map on the following page shows the geographical range. These figures show that we received responses from a good range of postcodes across the borough. We also received 1 response from a partner, Park Ward Action Group and 3 from ward councillors, all of which were from Waltham. There was a range of Parish and Town Councils that responded as follows:

- Ashby cum Fenby
- Brigsley
- Habrough
- Healing
- Humberston
- Immingham
- Irby
- Laceby
- New Waltham
- Waltham and the Wolds

![Chart 1](chart1.png)

![Chart 2](chart2.png)
Garden Waste Consultation
Postcode Locations of Respondents

495 Postcodes mapped out of 4411 postcodes in North East Lincolnshire

This product includes mapping data licensed from Ordnance Survey © Crown Copyright 2015
Licence number 100020759
4.3 Chart’s 3 to 6 below show that responses were received from a range of people across the borough. The majority of respondents were aged between 45 and 64 but the age groups of 25 – 44 and 65 – 74 were also well represented. The majority of respondents (almost 86%) did not have a long term illness or disability.

4.4 The majority of respondents live in a detached property, closely followed by semi-detached with these 2 categories account for 72% (634) of respondents. There were 25 respondents who did not have a garden.

![Age of Respondents Chart]

![Long term illness or disability Chart]

![Types of Property Chart]

![Do you have a garden? Chart]

4.5 As both age and disability are protected characteristics in the Equality Act 2010 we have considered the replies from those respondents that indicated they had a long term illness or disability that restricted their ability to do household tasks, along with those aged 65 or over in more detail. There were 243 responses from people who indicated they were 65 or over, of these 44 (18%) also stated that they had a long term illness or disability that restricted their ability to do household tasks.

4.6 With regards to the replies received from respondents who indicated that they had a long term illness or disability that restricted their ability to do household tasks (83 people) 11 concerns were raised in relation to how they would deal with any change to the service in future, as follows:

- “this is getting increasingly difficult for me because I am handicapped with arthritis and the bin men now only empty it if it is wheeled to one of the entrances to the passage, the same with the brown bin. I have to struggle to push them over badly laid flag stones and piles of rubbish. It is becoming a nightmare”.
- “How do elderly people who do not drive get rid of garden waste that cannot be recycled if they do not drive because of age or infirmity”? 
- “Being a disabled person I will have to put my brown bin waste into the green bin if the service is altered”.
- “I don’t have a car, so taking it to a community recycling centre is not an option”.
- “We have difficulty as it is to get bins and boxes to the road”.

6 of 14
• “no facility for taking my garden waste to the Recycling Centre”.
• “I do not want to lose my garden waste collections as I have no transport to the community recycling centre, my 2 home composters are full, and I won't be able to use my green bin for garden waste”.
• “without the council collection service I don’t know what we could do. We have no car and rely on my daughter for everything, she works ever so hard and looks after us both, visiting and caring for us every other day. We cannot get out and without the collection it would just be too much. Please don't take away the collection service”.
• “It would be great help if all the bins, boxes etc. were replaced correctly after they have been emptied. I am sure that the chaps all work very hard and have a lot to do in the time given to them but it is difficult to try and replace bins and boxes when you are old and disabled”.
• “I would use green bin. How will people without cars manage to dispose of garden waste at the tip”?

4.7 With regards to the replies received from respondents aged 65 or over (243 people) 7 concerns were raised in relation to how they would deal with any change to the service in future, as follows:

• “If there is not enough uptake of the fee paying service will provision be made for those not able to get to the community recycling facility”?
• “Using community waste centres is fine IF you can get it there”.
• “I would rather pay than have to take to recycling centre”!
• “The very least the council could do is provide a waste skip in the community - not everybody drives or owns a car or are they fit and capable of carrying waste far”.
• “I would also have difficulty carrying my garden waste down to the tip”
• “Garden waste collection is very important to me and worry how I would dispose of it as I get older and maybe can't drive to Gilbey Road any more”.
• “We are both in our 70s at this property and the brown bin collection is an essential service that we could not cope without as going to the Community Recycling centre would be difficult on a regular basis. Home composting is also not an easy task for people in their 70s”.

4.8 Table 2 below shows the take up of current services by all those that responded. 87% (764) of respondents indicated that they currently used the collection of green waste from home with 82% (629) of these using the service at least once a month.

<table>
<thead>
<tr>
<th>Service</th>
<th>At least once a month</th>
<th>Four times a year or more</th>
<th>Less than four times a year</th>
<th>Never</th>
<th>Blank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council collection of recyclables from home</td>
<td>713</td>
<td>29</td>
<td>20</td>
<td>55</td>
<td>63</td>
</tr>
<tr>
<td>Council collection of green waste from home</td>
<td>629</td>
<td>90</td>
<td>45</td>
<td>47</td>
<td>69</td>
</tr>
<tr>
<td>Community Recycling Centre</td>
<td>126</td>
<td>224</td>
<td>250</td>
<td>183</td>
<td>97</td>
</tr>
<tr>
<td>Home composting</td>
<td>210</td>
<td>29</td>
<td>50</td>
<td>486</td>
<td>105</td>
</tr>
</tbody>
</table>

4.9 Respondents were asked if we were to make the changes how they thought they would deal with their garden waste in the future, respondents were able to opt for more than one option and therefore there were several combinations of answers possible. There were 38% (336) of respondents that stated they would be prepared to pay for and sign up to the new service as at least one method of dealing with their garden waste. Table 3 below shows the total number of respondents that indicated that they would use that method for dealing with their garden waste in the future either as the only method or as part of a combination of methods.
Table 3

<table>
<thead>
<tr>
<th>Method of Disposal</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compost at home, or look into home composting</td>
<td>194</td>
</tr>
<tr>
<td>Pay for and sign up to the new service</td>
<td>336</td>
</tr>
<tr>
<td>Take garden waste to a Community Recycling Centre</td>
<td>197</td>
</tr>
<tr>
<td>Don’t know</td>
<td>303</td>
</tr>
<tr>
<td>Blank</td>
<td>37</td>
</tr>
</tbody>
</table>

4.10 Respondents were given the opportunity to make any comments or suggestions for improvement as part of the consultation and 474 (54%) of respondents chose to make some additional comments. Table 4 below gives a breakdown of the comments received. This shows that 95 (20%) of respondents indicated that they would like the service to remain the same with no charge and that 56 (12%) felt that a charge of £40 was excessive. There were also 33 (7%) respondents that indicated they would be prepared to pay but no more than £25.

Table 4

<table>
<thead>
<tr>
<th>Comments and Suggestions</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue the current service with no charge</td>
<td>95</td>
</tr>
<tr>
<td>Queries and suggestions relating to payment</td>
<td></td>
</tr>
<tr>
<td>The £40 charge is excessive</td>
<td>56</td>
</tr>
<tr>
<td>Should provide a less frequent service (monthly or for less months of the year) for free or less than £40</td>
<td>40</td>
</tr>
<tr>
<td>Don’t mind paying but should consider £25 or less</td>
<td>33</td>
</tr>
<tr>
<td>Cost could be added to the Council Tax bill so could pay over the year and everyone has to contribute</td>
<td>22</td>
</tr>
<tr>
<td>There should be exemptions for low income households, pensioners and those on benefits</td>
<td>9</td>
</tr>
<tr>
<td>If we have to pay you should provide a year round service</td>
<td>9</td>
</tr>
<tr>
<td>Don’t mind paying but should fix the rate for an initial 2 year period and not just increased year on year and consider reducing cost after 1st year if you exceed your target</td>
<td>5</td>
</tr>
<tr>
<td>Should considered tiered charging in line with Council Tax bands</td>
<td>3</td>
</tr>
<tr>
<td>As new service is starting late in the year can there be extra collection as a starting point</td>
<td>1</td>
</tr>
<tr>
<td>Could there be an option of a smaller sized bin at £20 per annum for those with smaller gardens</td>
<td>1</td>
</tr>
<tr>
<td>If paying have weekly collections in the summer</td>
<td>1</td>
</tr>
<tr>
<td>You should allow on-line or direct debit payments to give people more choice</td>
<td>1</td>
</tr>
<tr>
<td>The charge should be per household not per bin</td>
<td>1</td>
</tr>
<tr>
<td>Concerns</td>
<td></td>
</tr>
<tr>
<td>If you charge or cease the service this will lead to increased fly-tipping and cost more to clean it up</td>
<td>94</td>
</tr>
<tr>
<td>If you charge or cease the service people will put in their green bin and this will increase costs in that service</td>
<td>64</td>
</tr>
<tr>
<td>People will burn their rubbish in home bonfires or garden incinerators leading to air pollution</td>
<td>15</td>
</tr>
<tr>
<td>Concerned that if I pay other people who don’t will put their waste in my bin</td>
<td>13</td>
</tr>
<tr>
<td>You will need to improve the access at Gilbey Road, queuing to get in, having to climb steps carrying heavy bags</td>
<td>5</td>
</tr>
<tr>
<td>Should provide a larger or one single receptacle for recycling</td>
<td>5</td>
</tr>
<tr>
<td>Concerned that the sticker system will not work or they will be stolen</td>
<td>3</td>
</tr>
<tr>
<td>Defer the consultation and review</td>
<td>2</td>
</tr>
<tr>
<td>Saving Proposals and Suggestions</td>
<td></td>
</tr>
<tr>
<td>Could reduce the household waste collections to fortnightly to make a saving</td>
<td>19</td>
</tr>
</tbody>
</table>
5 Ward Councillor Responses
We received 3 responses from ward councillors all of which came from Waltham ward.

5.1 I feel that this should be a core service and the changes proposed just send out the wrong message to residents about re-cycling. Keep the service as at present and find the necessary savings from other budgets. I have entered a response to question 1 because the form is not accepted without a response here. This surely goes against the purpose of true consultation.

5.2 I find this questionnaire somewhat intimidating and I am appalled that the consultation is only for a month and cleverly chosen over the Christmas and New Year period. Was this time chosen to 'Hide bad news'. I am aware that the council was aware/discussed the matter several months ago and had plenty of time to consult. Stopping the scheme will clearly cause an increase in fly tipping which is already a problem in several areas. There must be other areas where savings could be made. Finally your questionnaire is badly designed as it is not possible to give a multiple choice to question 2. To the Council – rethink before imposing.

5.3 I am completing a hard copy response as I do not agree with either of the options presented and the online survey will not allow me to submit unless I tick one. This is an invalid consultation as many who have responded online have been forced to voting for an option with which they do not agree. Also, this consultation should have taken place far earlier in the year; the finances associated with garden waste collection service have been understood for a long time. Publicity associated with the consultation has been very limited and those without internet access are less likely to have taken part. The consultation could have been included with the documentation that went to ALL household prior to Xmas giving details of the Xmas and New Year collection arrangements. The assumption the public will make regarding the timing and mechanics of this consultation is that it is designed to produce the result the Council wants. Proposals to...
charge for or cease garden waste collections are ill-conceived and ill-timed. These proposals send out a very negative message about recycling. NELC already has relatively poor re-cycling rates compared to other councils and these proposals will exacerbate that situation and discourage households from taking part in other forms of recycling. Furthermore, charging for or loss of the service is likely to create the following cost INCREASES: inspections required to try to minimise the use of the domestic waste bin for garden waste; it is certain that garden waste will successfully be hidden in domestic waste bins with, potentially, additional collections rounds required for the additional volume and definitely an increase in landfill tax (currently £80/tonne) that NELC will have to pay; there may be redundancy costs associated with withdrawing or scaling down the garden waste collection service; an increase in fly-tipping and associated clearance costs; costs associated with the collection/storage/disposal of unwanted brown waste bins; additional costs of dealing with garden waste presented at Community Recycling Centres. These proposals are ill-timed because NELC is currently undertaking a strategic "Making Waste Pay" review with regard to the collection and disposal of waste. It is ridiculous to be withdrawing or scaling down a key part of the recycling service prior to this strategic review reporting back, which I understand will be happening within the next 3 months.

6 Parish/Town Councillor Responses

6.1 Ashby cum Fenby
Ashby cum Fenby Parish Council would like the consultation deferred for a year. They would also like a third option to be included; Option 3 to keep existing collections as they are.

6.2 Brigsley
Brigsley Parish Council (BPC) wish to strongly object to either of the options suggested. Option 1 – Stop kerbside collection. Option 2 – Charge an annual fee for garden waste collection.
Your consultation form does not give the applicant a choice other than either of the two mentioned above. Paying an annual fee? If that were to be the choice we understand that the idea of ‘tagging’ the brown bins to be collected would be arranged, however what would stop anyone filling up your brown bin without your knowledge? It may be a criminal offence but who would enforce the actions and it doesn’t stop it happening. If your bin becomes damaged or stolen you are suggesting the payment of £25 for a replacement, again this may not be the fault of the household concerned. Many rural homes, as in Brigsley, already compost the extra waste that they are unable to fit into the brown bin as during the summer months one bin is usually not enough for the larger gardens. The BPC are not happy with either stopping the collection or paying extra for it as we feel that our residents pay enough in council tax to warrant the continuation of the service. Perhaps NELC could consider reducing council tax bills accordingly and those who would like a collection can then pay as they are not going to lose out nor are the ones who chose not to have a collection. This is supposed to be a SERVICE provided by the council and after all, NELC do sell the compost made from the waste collections. Maybe it would be a consideration to think about using a different composting company? One who will pay more?
If the decision is made to cancel collections then maybe it would be possible to make rural waste management more sustainable by bringing a recycle dustbin lorry to the village once a fortnight for residents to put green waste in. This is better for the environment than each resident driving to the local amenity refuse tip. The BPC are sure that the two options given by yourselves will lead to an increase in fly tipping, whether illegal or not, the waste will then need to be cleared away by a community service team; making more work for the different departments involved in this process.(Reporting of, organising rotas and collection/disposal of). The views of the members of the BPC are that the garden waste (brown bin) collection should continue as it is now and that the North East Lincolnshire Council could perhaps find other ways to curb spending.

6.3 Habrough
The Parish Council would wish NELC to proceed with Option 2, thereby at least giving residents the option of paying for the provision and emptying of a garden waste bin. The Parish Council does think however that the proposed £40 cost is too high and would like to see a lower cost applied, bearing in mind the proposed increase in Council Tax for the coming financial year and taking into account the fact that NELC can sell the garden waste and thereby generate revenue.
6.4 Healing
The Parish Council feels that the consultation was flawed in that it was not widely publicised and if residents
do not have access to a computer, nor receive the Grimsby Telegraph, they would not have known about the
consultation. To undertake a consultation over the Christmas holiday period also seems inappropriate and
since the Waste and Recycling Team sent out a card for Christmas with Christmas arrangements on, by post,
to all residents in the borough, why wasn’t such a consultation included in that exercise, which would have
made far more economic sense? Also the Parish Council feels that a third option should be included in the
consultation, that being an option to continue with the current service should residents wish it.

6.5 Humberston
No more than £25, already paid for this service. May sign up depending on charge.

6.6 Immingham
Could the service be offered once a month for a smaller fee? However, I am concerned that the take up will
be so low if people are charged that it will actually not be cost effective to collect the waste at all. Will the
Council have to pay more in land fill task as a result of this? I cannot see the majority of people visiting
Community recycling centres. They are more likely to disguise green waste in the non-recyclable bin.

6.7 Irby
This may lead to more fly tipping around the area.

6.8 Laceby
When the Council cut the grass verges, the cuttings are left to blow about the street, perhaps I should throw
my grass cuttings into the street as well.

6.9 New Waltham
The Parish Council think it is a bad decision to either pay for the service or lose it as this could potentially
lead to fly tipping. However, we will support the annual charge with the caveat that it is an individual choice.

6.10 Rural Area covering Waltham and the Wolds
I feel that the rural communities are once again going to be penalised for living in a pleasant area and
question if this consultation is politically motivated by Councillors who live in Urban areas who rarely use the
brown bin service!! This decision will encourage fly tipping across the borough if there is no facility to
dispose of the waste in the normal household bins and what happens to the elderly or infirm and those who
are living on a pension with no transport to remove their cuttings and garden waste! This is a poor decision
if taken and a knee jerk reaction to the cuts in the budget from Government. Can the Local Authority not
wait until the consulting firm brought in to look at waste and recycling delivers his report on how costs can
be saved !! Surely that is what you are paying him to look at ??????

6.11 Waltham
The Parish Council were disappointed at the approach taken that would not allow consultee's to enter into
the consultation document on the website unless they agreed to either stop or pay for the service, which up
to now has been provided within the council precept. The dates the consultation were released was over a 4
week period during which Christmas and New Year were included. This did not give many families time to
complete this consultation due to a large public holiday during this time. As a Parish Council we only just
managed to fit this item in to our agenda, but I am aware that some Parish Councils would not be able to
respond due to the timescale given. We believe that a consultant has been brought in to look at Waste and
Recycling and feel that this consultation and threat of ceasing or charging for the brown waste bin is
premature if the consultant has not completed their report, as they may find that savings could possibly be
made in other areas. Finally the Parish Councils concern is that, should the brown bin collection service
change there could be a significant increase in fly tipping, not only in our parish but Borough wide, as this
will be an easy option for people to dispose of cuttings etc.

6.12 Not Stated
Neither would just put it in the house bin.
7 Partner Responses

7.1 Park Ward Action Group
What about asking for ideas from the public. For example – I pressed continue after the survey to see that the website now had a moving display. Waste of money. Bin collection is posted by envelopes containing an info card. It makes no difference to the mode of delivery – I have done it. The envelopes are a waste of money. I could go on and I am sure lots of other folk would also have simple good ideas.
Proposed Changes to North East Lincolnshire Garden Waste Collection Services

The Council faces significant financial pressures and we need to make savings to help the Council deliver our priorities.

This is your chance to have your say about the future of your kerbside garden waste collection service. No decisions have yet been made and your views would influence our decision.

Please make sure you have read all the information, including the frequently asked questions, about the proposed changes before completing this questionnaire.

The consultation will run from 15th December 2014 until 12th January 2015

1) From the following please indicate which proposal most suits your needs – please tick one box only

☐ Option 1 - Stop the kerbside (brown bin) collection of garden waste
☐ Option 2 - Charge an annual fee for garden waste collections.

We would like to get some information that will help us to understand and analyse people’s responses. This will only be used for analysis and not for any other purpose.

2) About you (Please tick one and provide the requested further information)

I am responding as a resident
I am responding as a town/parish councillor
I am responding as a ward councillor
I am responding as a partner

What is your post code?
Which town/parish?
Which ward?
Which organisation?

3) What is your age (Please tick one)

Under 25  25-44  45-64  65-74  75 or over

☐ ☐ ☐ ☐ ☐

4) Do you have any long term illness or disability that restricts your ability to do household tasks? (Please tick one)

Yes ☐  No ☐

5) What type of property do you live in? (Please tick one)

Detached House ☐
Semi Detached House ☐
Terraced House ☐
Flat or Apartment ☐
Other ☐

6) Do you have a garden? (Please tick one)

Yes ☐  No ☐
7) How often do you currently use each of these services? (Please tick one box in each row)

<table>
<thead>
<tr>
<th>Service</th>
<th>At least once a month</th>
<th>Four times a year or more</th>
<th>Less than four times a year</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council collection of recyclables from home</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Council collection of green waste from home</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Community Recycling Centre</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Home composting</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

8) Supposing that we make these changes, how do you think you will deal with garden waste in the future? (Please choose all that apply)

- Pay for and sign up to the new service
- Take garden waste to a Community Recycling Centre
- Compost at home, or look into home composting
- Don’t know

9) After reading the frequently asked questions if you feel there are any improvements we could make to the proposals please write them below

Thank you for your response. The Council is committed to working with you to create neighbourhoods that are well cared for, and your views will be taken into account when we make our decision on these proposals.

A summary of the results will be presented to Cabinet in February and posted on our website.

Please return completed questionnaires to Garden Waste Consultation, Doughty Road Depot, Grimsby, DN32 0LL

Or, if you prefer you can hand it in to reception at Municipal Offices, Town Hall Square, Grimsby or Civic Offices, Knoll Street, Cleethorpes.