

Proposed Changes to the Street Cleansing and Litter Picking Services 2018

Consultation Summary Report

Consultation Response

Number of Responses

In total, 50 responses were received.

Summary of Main Points

- Concern that litter bins will overflow and become unsightly due to unscheduled emptying.
- Litter will be left to build up before anything is done and this in turn will lead to an increase in vermin.
- Rural areas will be badly affected by this change and with many of these locations falling in Areas of Outstanding Natural Beauty; this could impact on the number of visitors and local businesses.

Summary of Responses by Question

The council's responses to comments received have been included below in *italics*.

1. Are you...?

(N.B. respondents were able to tick more than one option)

	Number	%
A resident of West Berkshire	39	78%
Employed by West Berkshire Council	1	2%
A Parish/Town Councillor	18	36%
A District Councillor	2	4%
A Service Provider	0	0%
A Partner Organisation	0	0%
Other	4	8%

2. How far do you agree with the main proposals?

Changing from a scheduled litter picking and street cleansing service to a more reactive service in Medium Intensity Areas	Number	%
Agree	7	14%
Neither agree nor disagree	6	12%
Disagree	34	68%
Don't know	2	4%
Not answered	1	2%
Total	50	100%

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Changing from a scheduled litter picking and street cleansing service to a more reactive service in Low Intensity Areas	Number	%
Agree	14	28%
Neither agree nor disagree	5	10%
Disagree	29	58%
Don't know	1	2%
Not answered	1	2%
Total	50	100%

Changing from a scheduled litter picking and street cleansing service to a more reactive service in Special Circumstance Areas	Number	%
Agree	12	24%
Neither agree nor disagree	10	20%
Disagree	25	50%
Don't know	1	2%
Not answered	2	4%
Total	50	100%

Changing from a scheduled litter bin emptying service to a more reactive service	Number	%
Agree	6	12%
Neither agree nor disagree	6	12%
Disagree	35	70%
Don't know	2	4%
Not answered	1	2%
Total	50	100%

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3. What do you think we should be aware of in terms of how these proposals might impact people? For example, do you think it will affect particular individuals more than others?

- Concern that litter bins will overflow and become unsightly due to unscheduled emptying – *Litter bins should not be left to overflow and adjustments can be made to servicing if this is found to be the case. One suggestion received was to provide a phone number on the side of litter bins so residents can easily report bins that are in need of emptying and consideration is being given to this.*
- Litter will be left to build up before anything is done and this in turn will lead to an increase in vermin – *The new service is required to keep relevant land to the required standards set out in the [EPA Code of Practice on Litter and Refuse](#).*
- Rural areas will be badly affected by this change and with many of these locations falling in Areas of Outstanding Natural Beauty; this could impact on the number of visitors and local businesses - *The new service is required to keep relevant land to the required standards set out in the [EPA Code of Practice on Litter and Refuse](#).*
- Increased risk to those with mobility issues or visual impairments, those using buggies and joggers – *The new service is required to keep relevant land to the required standards set out in the [EPA Code of Practice on Litter and Refuse](#). We also encourage the public to report any concerns about the build up of litter and detritus, or problems with litter bins.*

4. Do you think there are enough litter bins?

	Number	%
Yes	21	42%
No	22	44%
Not answered	7	14%
Total	50	100%

5. If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.

- Run an awareness campaign across the district to highlight the changes to the service with clear information regarding the expected standards and how residents can report issues if they fall below this – *We will run an awareness/anti-litter campaign in 2018.*
- Run an anti-litter campaign to encourage people not to drop litter – *We will run an awareness/anti-litter campaign in 2018.*

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- Ensure the council conducts sufficient monitoring of the revised service across the district and initiates prompt rectification action where necessary – *We will conduct regular inspections and rectification timescales will be in accordance with the [EPA Code of Practice on Litter and Refuse](#).*
 - Encourage voluntary litter picking activities – *We have loaned out litter picking kits to voluntary groups and clubs for numerous years and plan to continue this. We will be supporting The Great British Spring Clean in March 2018. We will also be signposting community groups, parish and town councils to apply for a grant to add value to their local area from the Devolution Fund <http://parish.westberks.gov.uk/>*
- 6. Is there any way that you, your community, or your organisation, can contribute in helping to alleviate the impact of this proposal? If so, please provide details of how you can help.**
- Continue/increase local litter picking activities. Work with parish councils to assist them in disposing of litter they may collect from relevant land or litter bins – *Once the revised service is up and running, this can be looked at further where required.*
 - Report in any service issues and help communicate the service change/reporting process – *It is really important that residents report in service issues. Local knowledge of local issues is always welcomed and will help to ensure the right amount of resource is provided to maintain the required service levels.*
- 7. Do you have any other suggestions as to how these savings might be achieved within this service? If so, please provide details.**
- Reduce the street cleansing services proposed within Newbury – *Within Newbury it is only the town centre area that will have a higher cleansing and litter picking schedule maintained due to the high footfall within this area. All other areas of Newbury will fall under the revised operations as per the rest of the district.*
 - Introduce more recycling facilities/bins to help reduce the amount of litter going for disposal, thereby saving money - *The tonnage collected from our litter bins in West Berkshire is relatively small. Capturing such tonnage would have little impact on the council's disposal costs or recycling income and would certainly not offset the cost of introducing new recycling bins or sourcing the right facility to sort/process the waste.*
 - Reduce the number of council staff – *The Waste Management team is a team of 12, including 4 who are part time and there are no current plans to make any further changes.*
- 8. Do you have any suggestions on how we might increase income, either in this service, or elsewhere in the council?**
- Increase the number of fly tipping prosecutions to generate income – *We pursue fly tipping prosecutions where feasible and are currently reviewing additional options under the relevant legislation.*
 - Reduce the number of council staff – *This is not a decision that can be made by the Waste Management team and would require a full council decision.*
 - Increase council tax - *This is not a decision that can be made by the Waste Management team and would require a full council decision.*

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9. Any further comments?

Some comments were received about the need to review the zones allocated to specifically named roads – *Zones have been allocated in accordance with the guidance in the [EPA Code of Practice on Litter and Refuse](#), however we will be reviewing the feedback given regarding these specific roads.*

Jackie Ward
Waste Manager
Transport and Countryside
16 November 2017

Please note: *In order to allow everyone who wished the opportunity to contribute, feedback was not sampled. Therefore this wasn't a quantitative, statistically valid exercise. It was neither the premise, purpose, nor within the capability of the exercise, to determine the overall community's level of support, or views on the proposals, with any degree of confidence.*

The feedback captured therefore should be seen in the context of 'those who responded', rather than reflective of the wider community.

All the responses have been provided verbatim as an appendix to this report. Whilst this summary seeks to distil the key, substantive points made, it should also be read in conjunction with the more detailed verbatim comments to ensure a full, rounded perspective of the views and comments are considered.