

Draft Waste Management Strategy Public Consultation: Responses Summary

Introduction

This report presents the findings of a comprehensive consultation on the Council's draft waste management strategy between 25 September and 6 November 2024. The consultation survey was completed by 5,073 respondents, including 5,039 residents, 9 parish councils, 30 businesses, 10 local organisations, and 19 visitors. No petitions were received. Respondents were able to provide answers for multiple selections e.g. one could respond as a resident and a local organisation at the same time.

The consultation was publicised through various channels, including the Council's engagement hub, social media platforms, e-newsletters, library drop-in sessions, and direct emails to all parish councils and local housing associations. Additionally, in-person drop-in sessions were organised by the Council's waste officers as follows:

Location	Times
Thatcham Library	Monday, 30 September 2024 from 9.30am to midday
Newbury Library	Wednesday, 2 October 2024 from 9am to midday
Hungerford Library	Wednesday, 9 October 2024 from 9.30am to midday
Burghfield Library	Monday, 14 October 2024 from 2pm to 5pm
Theale Library	Friday, 18 October 2024 from 2pm to 5pm
Mortimer Library	Monday, 28 October 2024 from 2pm to 5pm
Lambourn Library	Friday, 25 October 2024 from 10am to 11.30am
Pangbourne Library	Thursday, 31 October 2024 from 9.30am to midday
Newbury Library	Monday, 4 November 2024 from 9am to midday

These efforts aimed to reach a broad audience and encourage wide participation in the consultation.

The purpose of the consultation was to gather views on the Council's draft waste management strategy, which will guide waste collection and recycling services up to 2032. This timeframe aligns with the end of the current contract with our waste collection and treatment provider. The consultation also sought to ensure the Council meets the requirements of emerging government policy and captures feedback from residents and other stakeholders on proposed changes.

The survey explored various themes, including satisfaction with recycling and waste minimisation communication and engagement, barriers to increasing recycling, preferences for black bin collection frequencies, and the suitability of waste and recycling container types.

No decisions on potential services changes have been taken yet by the Council. The final strategy will be published in spring 2025, incorporating the feedback provided through this consultation.

Summary

The survey findings provide important insights into public perceptions of the Council's current waste services and the Draft Waste Management Strategy, including specific concerns and preferences.

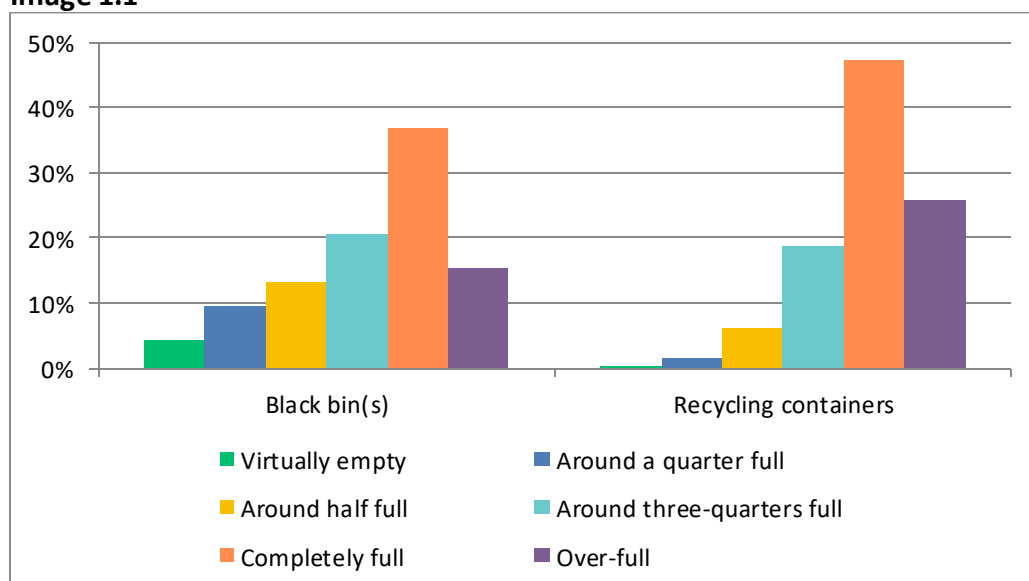
Overall people felt satisfied with the current black bin and recycling collection services. Majority of respondents do not want us to reduce the frequency of black bin collections. There was a high level of support for increasing waste types collected for recycling as well as support for a review of the receptacles we provide for recycling collections. A minority of people felt that the draft strategy was not ambitious enough.

The main messages to consider are:

1. **Black Bin Collection Frequencies:** Opinions on black bin collection schedules were divided. While some residents expressed satisfaction with the current (fortnightly) frequency, others called for more frequent collections to manage waste volumes, particularly for larger households and families.

Question 16 asked respondent who receive a kerbside collection *how full are your black bin(s) and recycling containers before they are emptied on collection day?*

Image 1.1

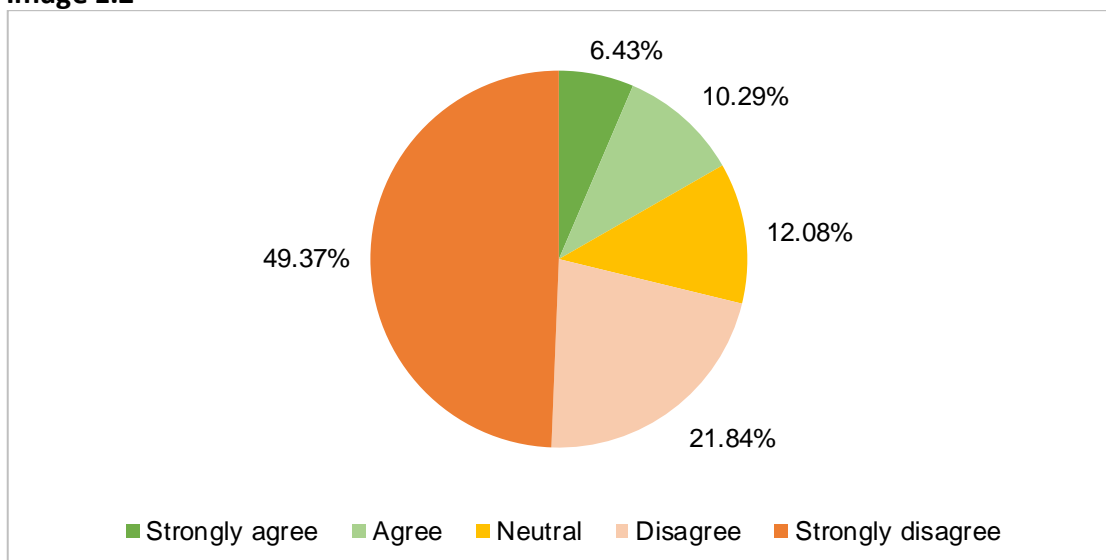


47.7% of residents who have a kerbside collection have space in their black bin on collection day with the current service we provide. Only 26.9% of residents who have a kerbside collection have space in their recycling containers.

This demonstrates that without the addition of collecting more items for recycling, nearly half of our kerbside service users have space within their black bin on collection day, arguably supporting the case for changing the collection frequency to 3-weekly. While also demonstrating a need to publicise our container delivery service, so residents have enough capacity to recycle, we provide extra containers for recycling free of charge.

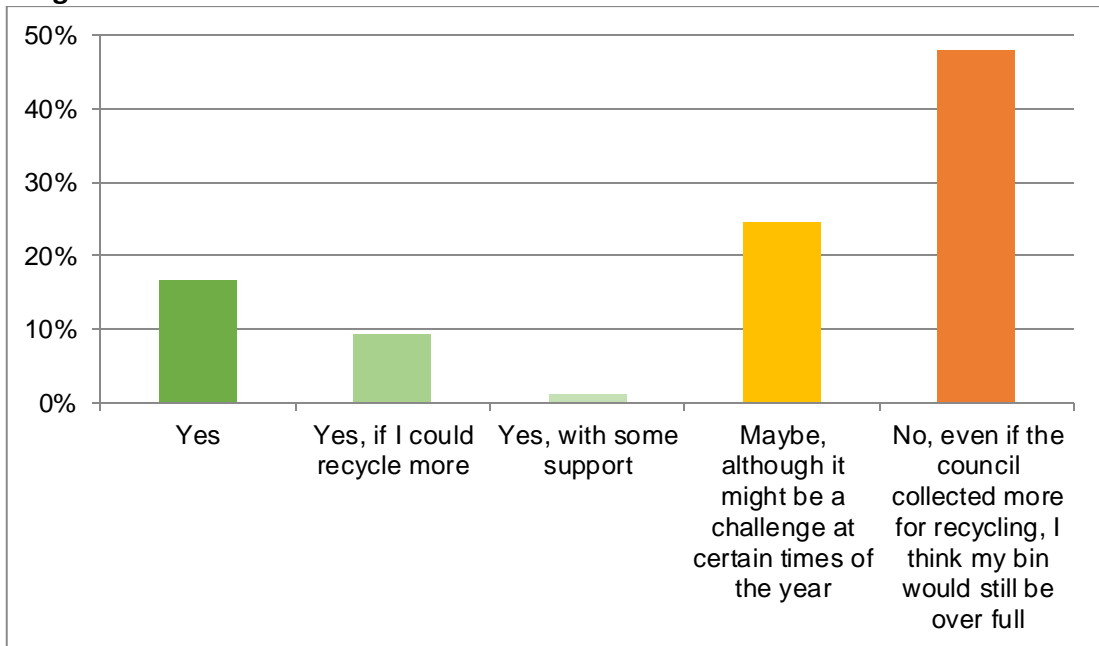
Question 36 asked residents who receive the kerbside or sack collection *service if they agreed or disagreed that three-weekly black bin collections could help increase the amount of waste the Council collects as recycling and reduce the amount of waste households produce*. **71%** disagreed or strongly disagreed that it would. The full result can be found in Image 1.2 below.

Image 1.2



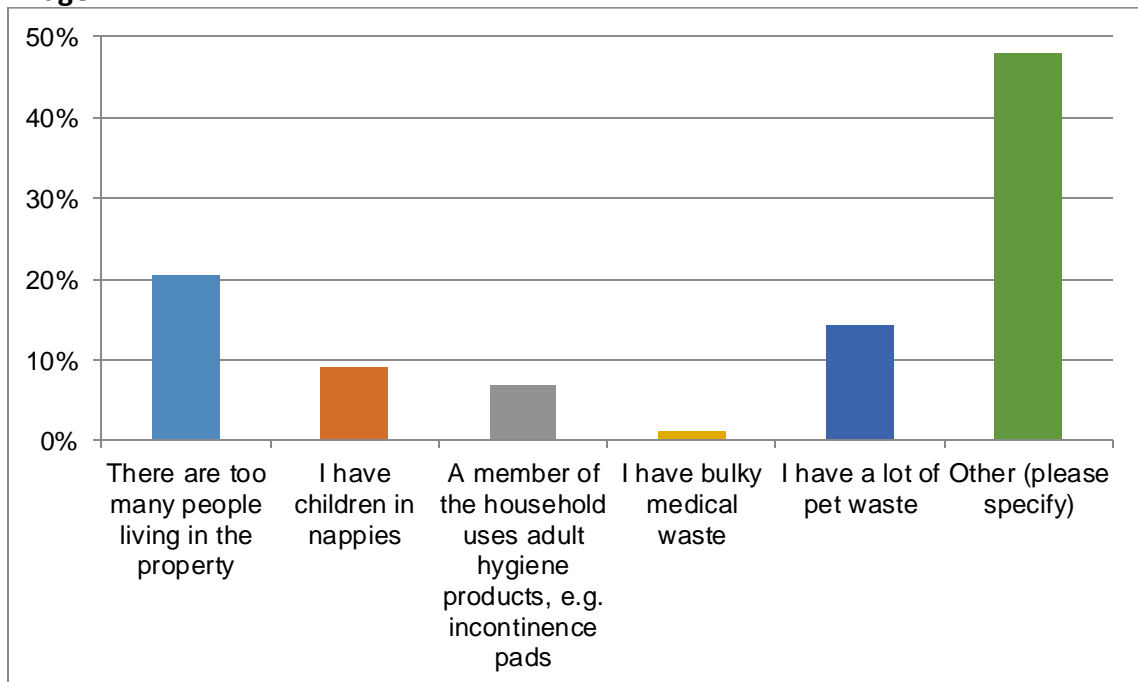
We also asked if their household *would be able to manage if their non-recyclable waste was collected every three weeks* at Question 37. Most respondents stated that they might be able to cope with a reduction to black bin frequencies with adequate support (**52%**). The full response to this question is represented in Image 1.3 below.

Image 1.3



Question 38 asked those who answered no to Question 37 “*what is the main reason that you would be unable to manage?*”. Many – 48% – gave an answer not prepopulated as an option, that is analysed below in image 1.4. Of the prepopulated answers, 21% stated that there are too many people living in the property. Image 1.4 shows the full answers.

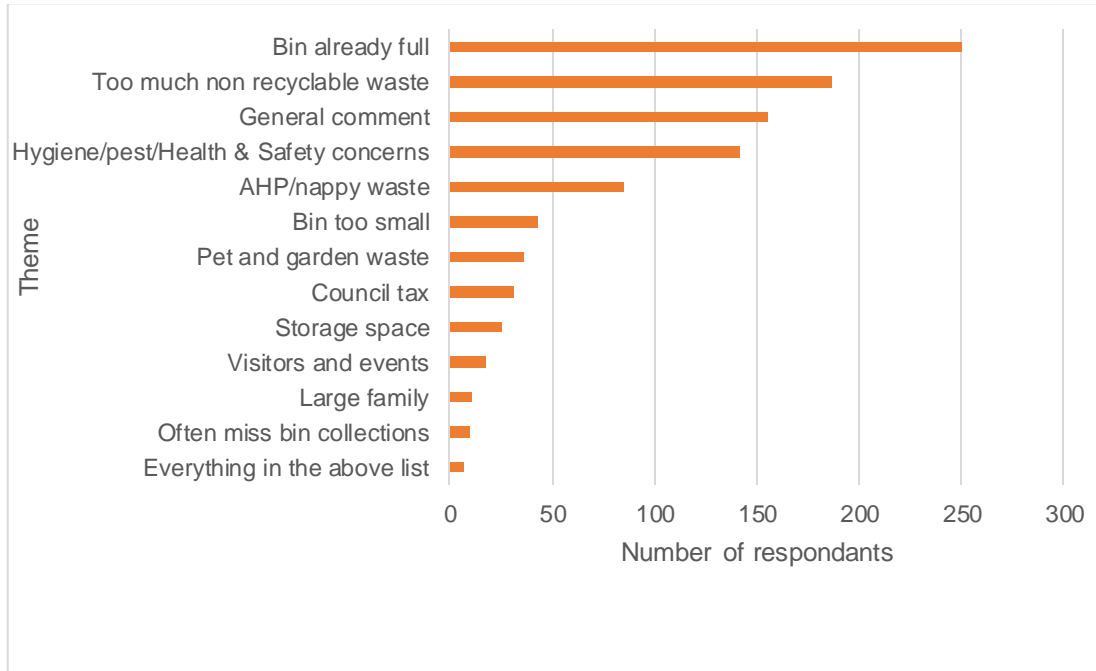
Image 1.4



Of the 48% who selected ‘other’, we categorized answers into recurring relevant themes. Most (250 number) stating that their black bin is already full on collection

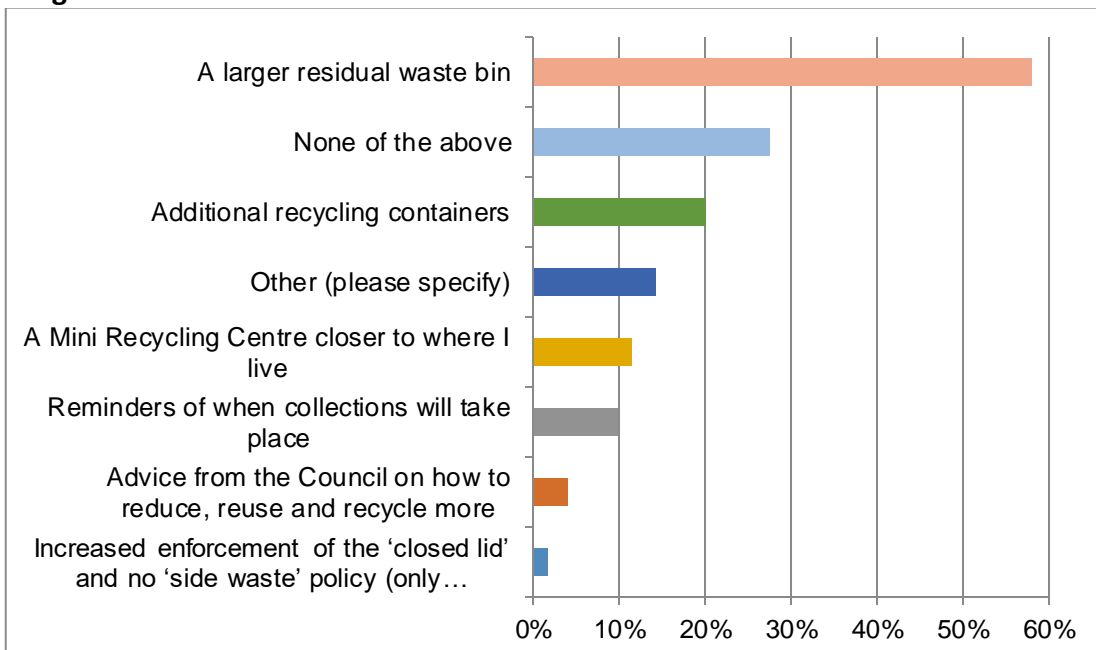
day, with 187 people stating that they have too much non-recyclable waste. 142 people stated a hygiene concern, with 85 people on top of the 144 that mentioned use of nappies or hygiene products within the household as a concern.

Image 1.5



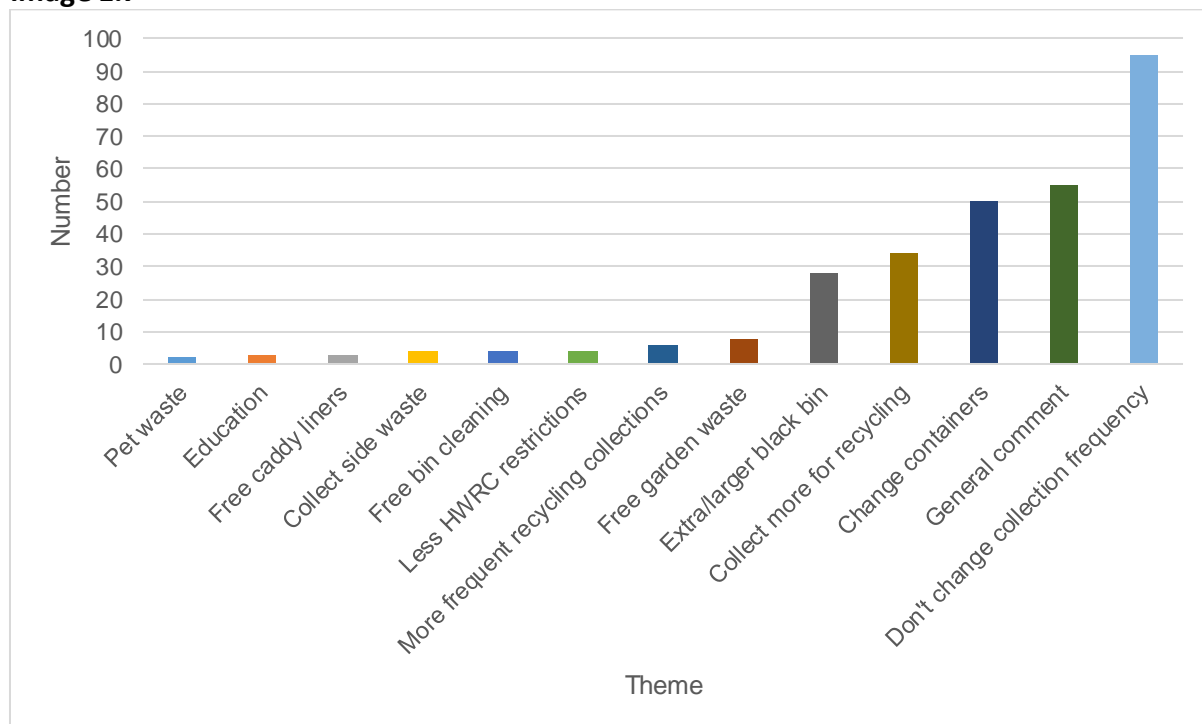
We then asked how we could help those who stated they would not be able to cope if black bin frequencies were changed (Question 39), results are shown below in Image 1.6.

Image 1.6



A larger waste bin was selected as the best option to assist those who think that they will struggle with the reduction in collection frequencies. With ‘none of the above’ following behind with 28% choosing that. 14% selected ‘other’ which you can see broken down into recurring themes in Image 1.7.

Image 1.7



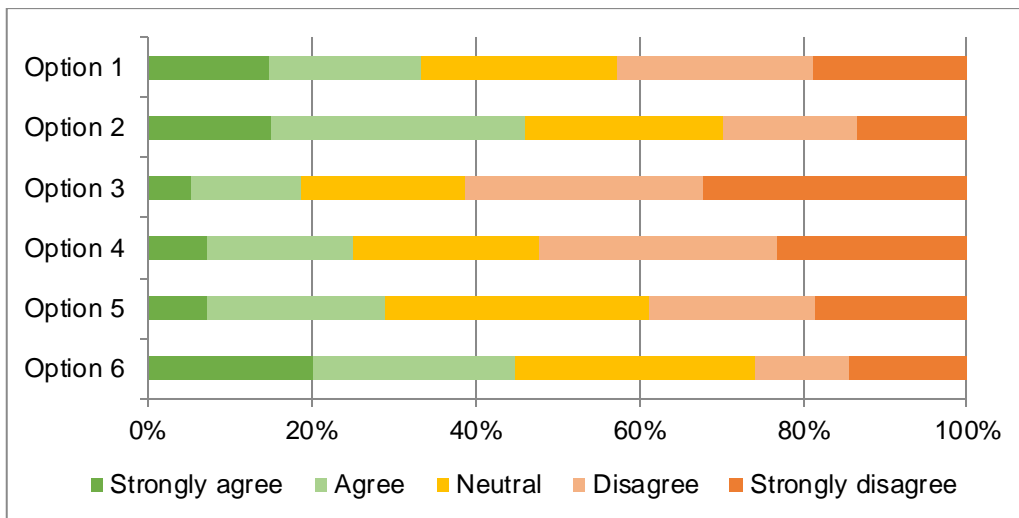
- Feedback on Container Types:** Mixed feedback was received regarding the types of containers provided for waste and recycling collections. While some respondents appreciated the durability and size of the existing bins, others highlighted issues with manoeuvrability, unsuitability for smaller households, and the need for alternative designs to improve efficiency, usability and their impact on the street scene, while there was also support for keeping them as they are.

Question 40 specifically asked residents who receive the kerbside service, what their thoughts were on 6 different options to improve the types of containers provided for the collection of recycling:

- Option 1 – No change
- Option 2 – Replace the reusable sack with a small, wheeled bin, keeping a separate box for card/paper and glass.
- Option 3 – Provide a plastic net to stretch over the current boxes
- Option 4 – Provide lids for the current boxes
- Option 5 – Replace the reusable sack with a box or weighted sack
- Option 6 – Supply residents with “Trolibloc” containers

The responses are shown in Image 2.1

Image 2.1

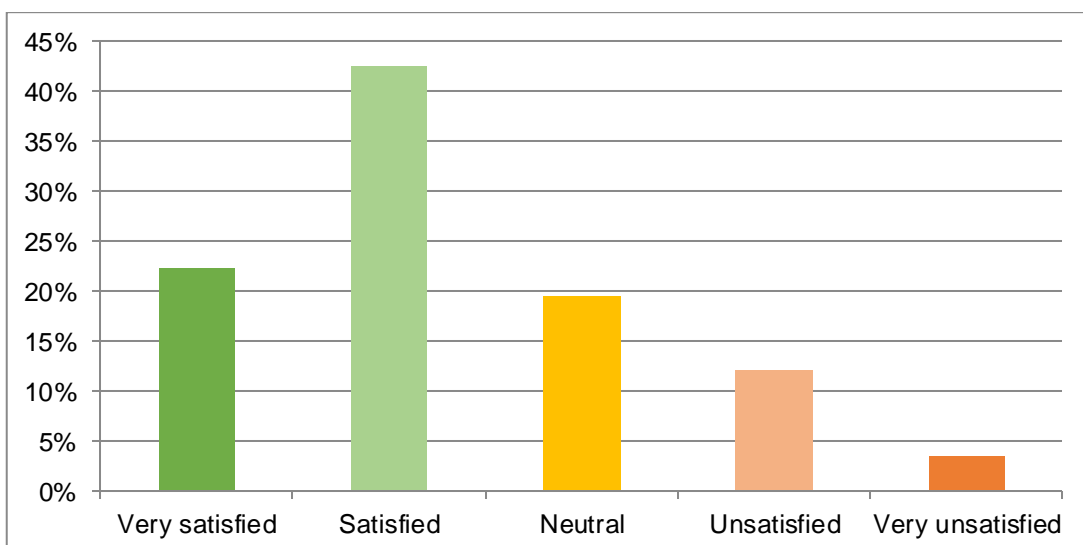


The highest scoring option provided was option 2, with **46%** of residents at least agreeing with that solution. Option 6 came a close second, with 45% at least agreeing. The 'no change' option was next, with 33% at least agreeing with it as an option to consider.

- 3. Areas of Satisfaction:** Positive feedback emphasised clear communication about recycling performance, accessible kerbside services, and regular updates on waste management practices.

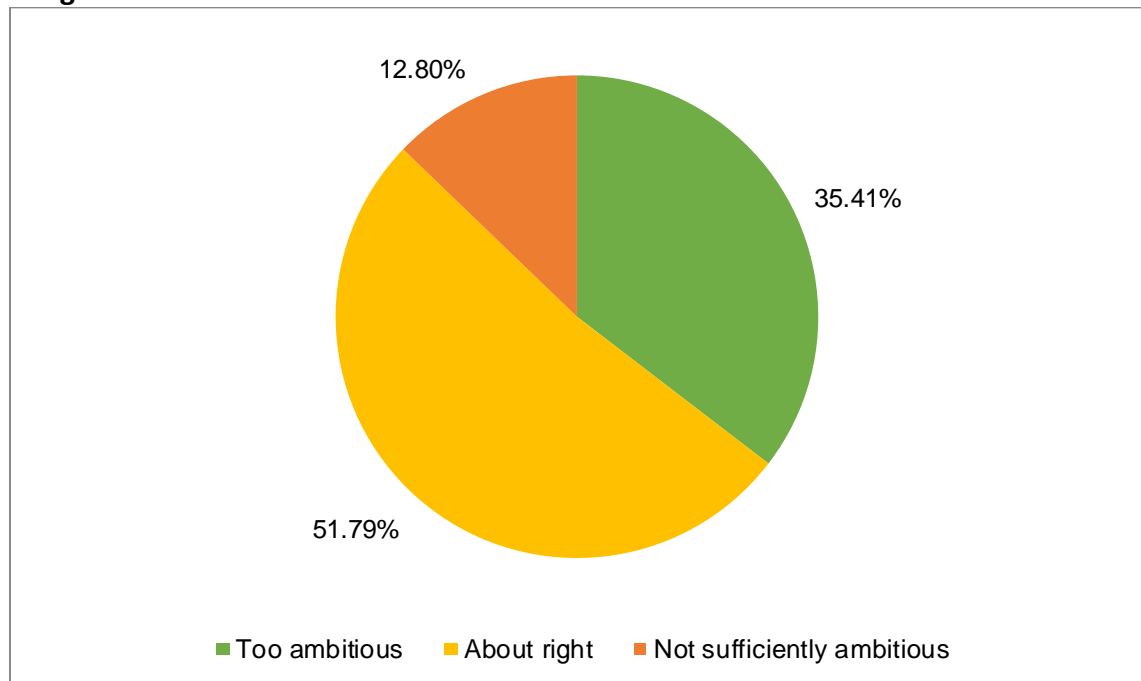
Question 19 specifically asked how satisfied residents are with the black bin/sack and recycling collection services that we provide. **65%** of respondents are at least satisfied, with 20% neutral and 15% at the most unsatisfied (see Image 3.1).

Image 3.1



As well as asking about satisfaction of our current services, we asked residents in Question 33, if they thought the aims of this strategy were suitably ambitious. The responses are shown in Image 3.2 with about 52% indicating that the ambitious were about right.

Image 3.2



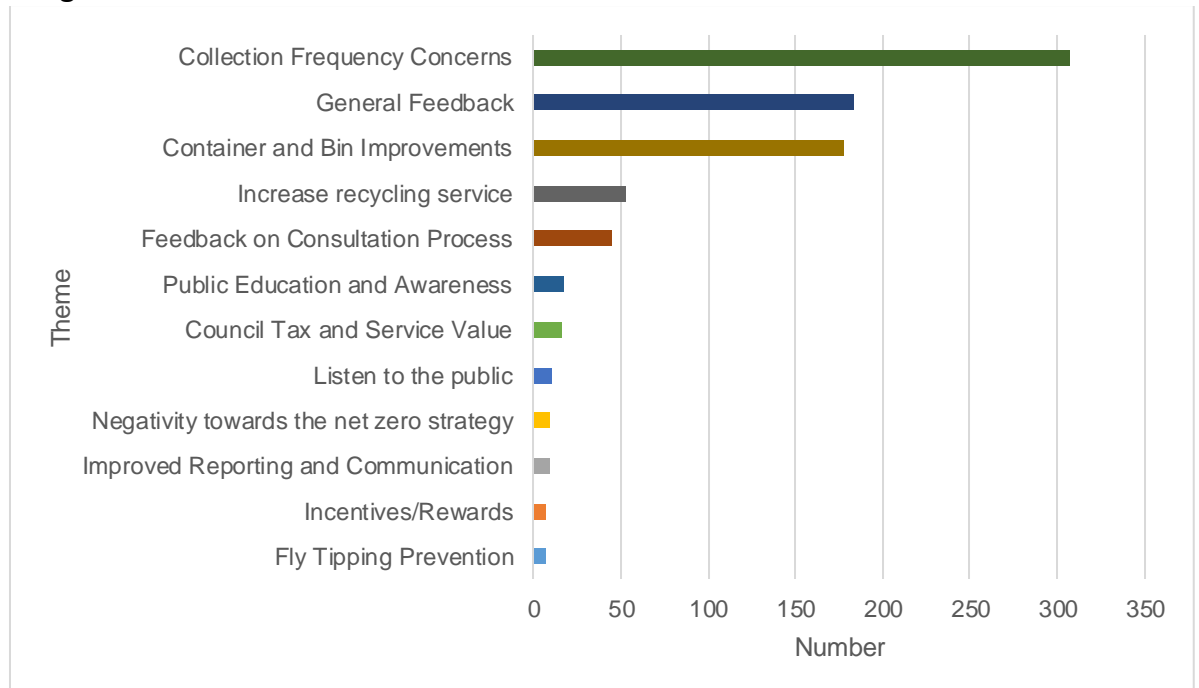
4. **Areas for Improvement:** Common themes included the need for better engagement strategies, changes to the recycling containers, more enforcement to deter littering and fly tipping, a need to collect more waste types for recycling with the concern regarding the possibility of reduced frequency of black bin collections clearly being the most mentioned ‘theme’ throughout the answers provided. Further information on suggestions can be found in Annex 1.

5. **Any other ideas**

Finally, we asked respondents if they had any other questions and/or suggestions on how we could improve the draft waste management strategy. 21% did. We analysed each answer and grouped them into recurring themes.

Most suggestions raised concerns of reducing the frequency of the black bins, with 307 (36%) stating as much. Containers were high up again. Also 45 people mentioned that this consultation was too extensive. Some examples of the general feedback received include “See previous comment”, “don’t do it”, “All excellent proposals”.

Image 5.1



A full break down of each question asked, including current recycling habits, ideas and suggestions for improvements and response to every question asked can be found in Annex 1.