

Waste Changes Proposal

EXECUTIVE MEMBER: Councillor Allan Holliday
LEAD OFFICER: Keith Parker, Head of Neighbourhoods
REPORT AUTHOR: Janice Carrol, Waste & Enforcement Manager

WHAT BENEFITS WILL THESE PROPOSALS BRING TO COPELAND RESIDENTS?

The proposal seeks to ensure the Council's waste collection services are delivered in the most efficient and cost effective way.

WHY HAS THIS REPORT COME TO THE EXECUTIVE?

(eg Key Decision, Policy recommendation for Full Council, at request of Council, etc.)

The report outlines amended proposals to develop the Council's waste collection service after taking account of feedback from stakeholder consultation. Executive is asked to approve a number of recommendations.

RECOMMENDATIONS: That Executive agree to:-

- a) The implementation of proposed new rounds and routes for both refuse and garden waste from 5 November 2012
- b) Proposed eligibility criteria for large bins is approved and applied to new applications with immediate effect and used to review existing service users eligibility over the next 12 months
- c) Proposed eligibility criteria for assisted collections is approved and applied to new applications with immediate effect and used to review existing service users eligibility over the next 12 months
- d) That collections for those "off-route" properties that take more than an average of one minute to collect are moved to the nearest roadside as far as it is reasonably safe and practical to do so.
- e) That where the garden waste service is provided a single brown bin collection per property is made the standard service for all from November 2012
- f) Further consultation with the broader public on the suspension of garden waste collections over the winter period be undertaken.
- g) That a budget of £10k is set aside from initial savings for the purchase of home compost bins to be offered free of charge to those who currently use more than one brown bin.

1. BACKGROUND

- 1.1 The Council in its capacity as a Waste Collection Authority has a number of statutory obligations in relation to the collection of household waste. In summary this means the Council has to:-
- a) Make arrangements to collect household refuse in the Borough (Environmental Protection Act 1990 s45).
 - b) Make arrangements to collect at least two types of recyclable household waste, except where the cost of doing so is deemed to be unreasonably high (Environmental Protection Act 1990 s45A).
 - c) Deliver the collected waste to sites as directed to us by Cumbria CC, the Waste Disposal Authority (Environmental Protection Act 1990 s48).
- 1.2 There are however no obligations on the frequency of which waste is collected nor on where waste is collected from. In carrying out its duties the Council can therefore determine where waste is to be collected from, the number and type of containers residents have to use, and how often waste will be collected. Ultimately the council has powers (EPA 1990 S46 (4)) to direct residents over these issues. These powers have only been exercised once, during the foot and mouth crisis over 10 years ago.
- 1.3 If providing bins, the council can also choose (EPA 1990 S46 (3)) to either provide them free of charge or to charge by way of a one-off charge or a periodic fee to the resident. Alternatively the council can require residents to provide a specific container.
- 1.4 In considering the proposals detailed in this report it should be noted that all of the proposals relate to areas of the service that the council is not duty bound to provide. The provision of assisted collections, large bins, direct from property collections and garden waste services are all discretionary services. These services are an important feature of the Councils Waste management services, particularly in the case of assisted collections and some larger bins which enable people in need to maintain independent living, for longer. They do however come at a cost to the efficiency of the refuse collection. The balance for the Council is one of meeting the savings required to balance its budgets whilst seeking to protect the most vulnerable people in the community in so far as possible.

2. INTRODUCTION

- 2.1 The average household (Band D) in Copeland pays £1540 per year in Council Tax, of this. :-
- £1161 goes to Cumbria County Council
 - £200 goes to the Police Authority, and
 - £180 comes to Copeland.

- Of which approximately £25 goes to fund the direct costs of waste collection. The net cost of waste services is £1.3m.
- 2.2 Executive will recall that an external service review in 2011 identified a small number of options that would enable the Council to realise further financial savings within waste services. In March this year it was reported to Executive that plans to realise savings of up to £120k per annum were being developed. However the savings, which could not be guaranteed, would only result from a fundamental redesign of the service. In addition to redesigning or re-routing all collections further efficiencies would have to be identified to enable the reduction of one vehicle and crew and make the targeted savings.
- 2.3 The March Executive gave approval to consult with stakeholders on proposed changes and asked that the outcome and final proposals be reported back in October.
- 2.4 This report details how the consultation was carried out, who was consulted and the outcome in terms of recommended changes to the service.

3. THE CONSULTATION

- 3.1 The consultation, which was carried out in 3 stages over a 12 week period, was launched at a special meeting of the Overview and Scrutiny committee on 15 June.
- 3.2 A stakeholder consultation document (Appendix 1) was used at all stages of the consultation was produced, which detailed what the current service is as well as outlining proposed changes to the following elements of the waste collection service:-
 - a) Assisted Collections
 - b) Large bins
 - c) Off-route collections, and
 - d) Multiple Brown bins
- 3.3 **Stage 1 - Stakeholder Group consultation**

The Equalities Act 2010 requires the Council to consult with and consider the views of representative groups of residents who would be affected by proposed changes. The team met with representatives from the Copeland Disability Forum before going out to consultation. This meant the CDF helped to develop the draft proposal on assisted collections prior to its use in the consultation process.
- 3.4 As waste services are provided for all residents, the Waste team contacted groups representing those with protected characteristics under the Equalities Act as well as all Town and Parish Councils. Contact was made initially to highlight the forthcoming consultation and to offer to attend any planned meetings during July and August to present and discuss the consultation. This was repeated 2 weeks later

when the consultation document was e-mailed to the same contacts and a further offer was made to attend meetings throughout the consultation period. Consequently the Head of Neighbourhoods, Waste and Enforcement Manager and Principal Waste Officer attended 15 stakeholder meetings during July and August.

3.5 The Environment Agency, Cumbria county Council and the Lake District National Park Authority were also consulted as key stakeholders. The full list of the organisations consulted as stakeholders and details of subsequent responses is shown in Appendix 2.

3.6 **Stage 2 – Service User consultation**

To ensure the consultation was appropriately targeted, in addition to the general stakeholder consultation document, service specific questionnaires specifically designed to seek views from existing users of the large bin service and off-route collection properties were produced. Both questionnaires whilst specifically tailored were also designed to gather feedback on all 4 proposals and any other general feedback. These were sent to approximately 1500 households who had applied for and were provided with a large bin since 2005 and 1300 potentially off-route properties. A consultation pack including an explanatory letter, consultation document and the relevant questionnaire were mailed to all of these households between 14 and 17 August.

3.7 Consultation on the assisted collections proposal was done through the group consultation and in particular with Age UK, Copeland Disability Forum, South Copeland Disability Forum and COSC. Existing service users who have assisted collections were not specifically contacted during this consultation to avoid undue concern to vulnerable people. That said the larger bin and off-route questionnaires and the general survey gathered a substantial amount of valuable data on this service.

The following tables show a summary of the responses to both of the specific service user questionnaires. Appendix 3

Total Responses (27% return rate)	355	Off-Route collections			
Male	134	37%			
Female	141	40%			
Prefer not to say	80	23%			
15 - 29 years	2	0.56%			
30 - 44 years	37	10.40%			
45 - 59 years	103	29%			
60 - 74 years	106	29.80%			
75 - 84 years	40	11.26%			
85 + years	14	3.94%			
Prefer not to say	53	14.92%			
Suffer From Long Term Illness / Disability					
Yes	73	20.50%			
No	224	63%			
Prefer not to say	58	16.50%			
Household Size			Total Number of Children		
1 Adult	75	21%	0	63	18%
2 Adults	187	53%	1	24	6%
3 Adults	41	11.50%	2	18	5%
4 Adults	15	4%	3	3	0.8%
5 Adults	2	0.5%	4	1	0.3%
6 Adults	2	0.5%	5	2	0.6%
Not Provided	33	9.5%	Not provided	244	69%

Total Responses (11% return rate)	150	Large Bin Proposal			
Male	50	33%			
Female	87	58%			
Prefer not to say	13	9%			
15 - 29 years	6	4%			
30 - 44 years	60	40%			
45 - 59 years	45	30%			
60 - 74 years	12	8%			
75 - 84 years	4	3%			
85 + years	0	0%			
Prefer not to say	23	15%			
Suffer From Long Term Illness / Disability					
Yes	20	13%			
No	118	79%			
Prefer not to say	12	8%			
Household Size			Total Number of Children		
1 Adult	3	2%	0	16	10%
2 Adults	59	39%	1	22	14%
3 Adults	30	20%	2	41	28%
4 Adults	26	17%	3	35	24%
5 Adults	18	12%	4	4	3%
6 Adults	5	4%	5	1	0.5%
7 Adults	1	0.6%	5	1	0.5%
Not Provided	8	5.4%	Not provided	30	20%

3.8 Stage 3 – General consultation

Press releases were issued and a significant amount of press coverage resulted from both the initial meeting of the OSC and the follow up meeting on 26 July.

3.9 A total of 5 public drop-in sessions were held across the Borough to provide the opportunity for residents to give feedback on a face to face basis or to ask for clarification on the consultation. These sessions were resourced by members of the waste team and colleagues from customer services. Over 150 people took up the opportunity to attend these lively sessions at Egremont, Seascale, Distington, Kells Whitehaven and Bootle.

3.10 An on-line general survey was designed to capture general feedback via the website using the Council's opinion suite software. This went live on 23 August and resulted in 29 responses. A dedicated consultation mail box was also set up which along with a small number of letters generated a further 60 responses. Copies of all the general responses are listed as Appendix 4:-

4. AMENDED PROPOSALS

4.1 After taking account of feedback from the wide range of stakeholders that have given their views over the course of the last 3 months, the following proposals are presented for Executives agreement.

4.2 Dedicated collection rounds for refuse and garden waste collections.

The proposal for the underpinning re-routing of the service remains unchanged from the March report. The proposed new collection rounds/routes separates refuse and green waste collections into two distinct services. This means that crews will be dedicated to either household waste or to garden waste collections. This reconfiguration of the alternate week collection service helps to balance the work across the collection teams and for each service to be resourced according to its demand over the year. A geographical zoning collection system is to be operated so that crews work in relatively close proximity enabling outstanding work from for example bank holidays or vehicle break-downs to be managed more easily.

4.3 The draft new routes/rounds have been re-designed to be as efficient as possible. Wherever it has been possible collection days have been rationalised, so that whole towns or discrete areas collections are made on the same day. This has reduced the number of different collection calendars from 170 to 119. This means information on the new service will be much easier to communicate. The reduction in calendars has also been possible because the kerbside recycling collection days have been reviewed and wherever possible these will be realigned at the same time the new refuse service is introduced.

This means that as far as is practically possible the number of different collection days per property has been minimised. Effectively the team have rescheduled black box recycling collections to correspond with waste (black or brown bin) collections.

4.4 As was anticipated in the March report, the majority of homes in the Borough will see some change to a collection day. The new rounds will mean around 75% of refuse collections will be subject to a change of day. That said in developing the new rounds, the team have worked to minimise the number of different collection days for the range of collection services. Consequently 53% of homes in the Borough will have their refuse, garden waste and recycling collections on the same day of the week (collections may be across the two week cycle but always on the same day). The majority of the remaining properties will have two different collection days and only 1.5% of households will have 3 different collection days. An information pack including a new service calendar will be provided to all households in advance of the changes being made.

4.5 **Green Waste collections**

The initial proposal was to maximise the use of resources by operating annualised hours for those working on garden waste collections. This would enable the service to adapt with the seasonal variations in demand for the service. As a result of the comments made an alternative to the proposal is suggested and discussions on annualised hours suspended.

4.6 As a result of feedback received from the consultation, in particular the number of responses that suggested garden waste collections should be reduced during the winter period, it is suggested that further consultation is carried out to seek wider public feedback on the potential for a seasonal garden waste service that operates for only part of the year.

Analysis of the feedback said:-

Response (101 respondents)	Percentage of respondents
Leave the Service as it is	9%
Increase the service	9%
Reduce the service	30%
Stop the service	11%
Promote home composting as an alternative	11%
Provide service proportional to garden	4%
Agree with proposal	21%
Other	9%

- 4.7 Only around 10% of the annual tonnage of garden waste is collected between November and February. If the service was to be operated from March to October only, additional savings could be realised. This service would be resourced through the employment of seasonal or temporary staff engaged for the 8 month period each year. This would be similar to the arrangements for seasonal staff in Open spaces employed for grass cutting.
- 4.8 **Multiple brown bins**
Although the composting of green waste has played a significant role in the improvement of the council's recycling rate since it was first introduced in 2003, the economic and regulatory drivers for local authority recycling are no longer in place. With the imminent move to statutory minimum payments from the Waste Disposal authority, the cost of collecting and processing the 5500 tonnes of garden waste from households in the Borough is expected to exceed income for the first time. On average, each vehicle collects 1200 brown bins per day. Currently, some households have more than one brown bin, which reduces the number of other brown bins and households that can be serviced each day. Should Executive not agree to standardise the garden waste service to one brown bin per property, efficiency savings cannot be made. The proposal on this element therefore remains that the garden waste service is standardised to one brown bin per property with effect from November 2012.
- 4.9 In addition as is shown in the table above, 11% of respondents suggested the council should encourage and facilitate home composting as a more environmentally friendly alternative to using multiple brown bins. Consequently in addition to agreeing to standardise the service to one brown bin per property Executive are asked to agree that a budget of £10k is set aside from initial savings from this project to fund the purchase of compost bins to be provided on request as a one-off offer.
- 4.10 **Assisted Collections**
An assisted collection service is provided for households who are unable to place their bin at the edge of their property for collection, due to disability or restricted mobility. The proposed criteria for assisted collections have been developed with the support of the Copeland Disability Forum and have received general support from the feedback received. There appears to be a consensus from stakeholders that assisted collections should continue to be provided to those in need. It should be noted whilst responses from two of the groups representing individuals with protected characteristics under the Equalities Act, Copeland Disability Forum (CDF) and Age UK express support for the proposed criteria, their view was not generally shared by the Parish and Town Council's many of whom were concerned that age was not included in the eligibility criteria .

- 4.11 The eligibility criteria have been further amended to take on board the suggestion from CDF that assistance should not be granted where a carers allowance is in place. CDF have advised that carers are employed to carry out routine household tasks for an individual and putting bins out would fall within the expected duties. Executive is therefore asked to approve the proposed eligibility criteria as detailed in Appendix 5.
- 4.12 Subject to Executive's approval it is proposed that the 1500 existing service users' applications are reviewed in accordance with the updated assistance criteria over the next 12 months on an individual basis.
- 4.13 **Off-Route collections**
Off route collections in terms of waste collections are where a refuse vehicle needs to drive off-route onto private or unadopted roads and farm linnings to collect waste. In most cases this involves the vehicle returning to the same point they left the road when collection has been completed. The most up to date GIS data shows that collections for around 1300 properties in Copeland are off route. Surveys carried out by the Waste team earlier in the year on 700 of those properties identified that refuse vehicles spend in excess of 15 hours a week travelling to and from these 700 properties.
- 4.14 The subject prompted a high response rate both as part of the specific off-route consultation and at the public drop-in sessions as well as at meetings with Town and Parish Councils.
- 4.15 Around 1300 questionnaires were sent out to potentially affected properties and 355 were completed and returned. This equates to a response rate of around 27%. Of those responding 85% stated they would have difficulty if collections were moved to the nearest roadside. Respondents were asked to state what difficulties they would expect to have and an analysis of these difficulties is illustrated in the graph (Figure 1) below.

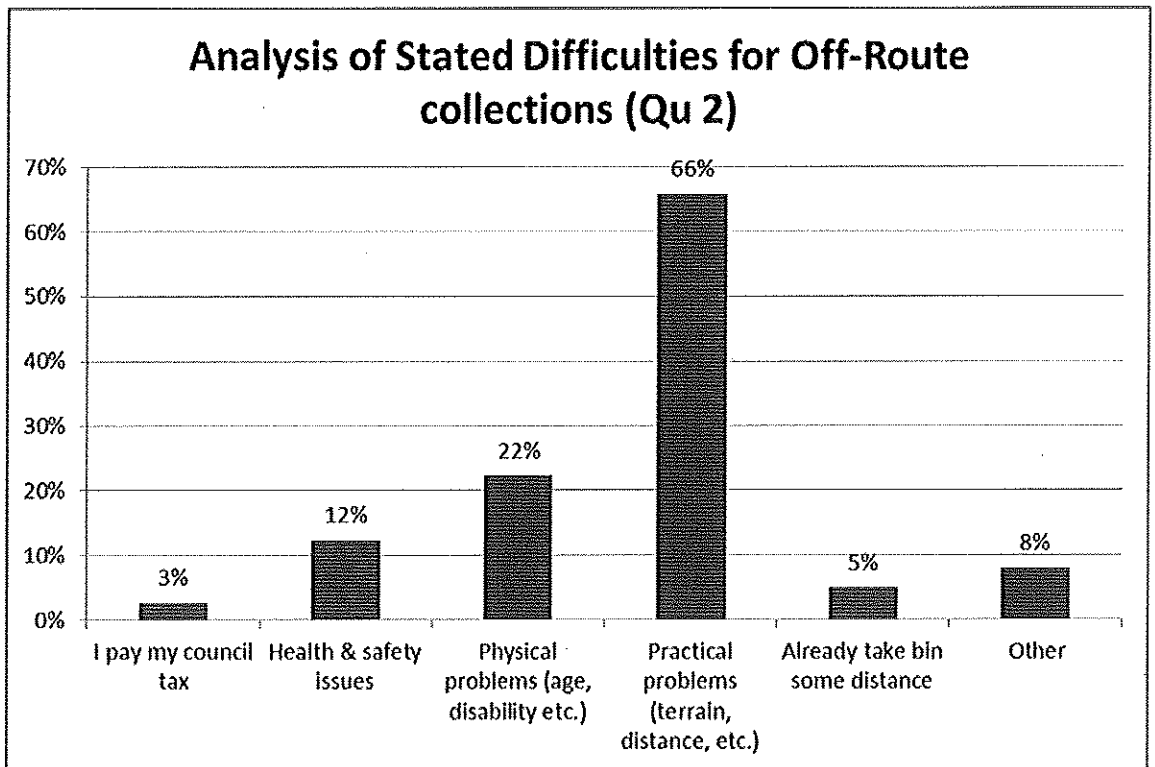


Figure 1

Further analysis has been carried out to further break down the reasons classed as practical problems, which accounted for 66% of responses and this breakdown is shown in the smaller graph (Figure 2).

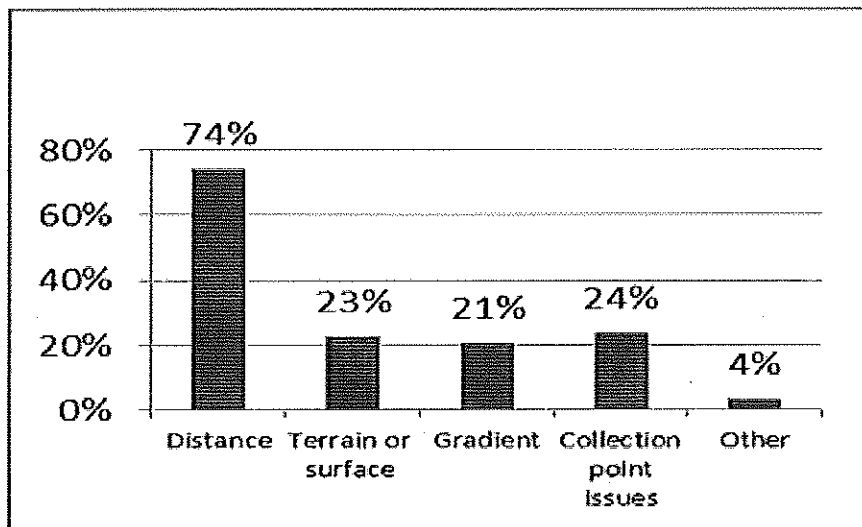


Figure 2 – Analysis of practical problems from Question 2

As some respondents stated more than 1 difficulty the total percentage is greater than 100% in both graphs above.

- 4.16 Of the remaining 15% of responses, 11% said they would not have difficulty with the proposal. When asked to state why, the majority said

they already bring their waste to the nearest roadside, others said the distance from their property was not significant and other said they would be able to transport the waste to the roadside themselves. A further 3% of respondents said they are unsure whether they would have difficulties. Reasons stated for being unsure include being able to move bins now due to being in good health but being concerned that may not be the case in the future and having concerns that while a suitable collection point exists at the lane end is it safe for our vehicle to stop at that point to collect. The remaining 1% of respondents didn't complete the question.

4.17 Throughout the consultation suggestions were made that the number of people requiring assistance who currently have their waste collected from their property would negate any benefit to the Council in moving to a nearest roadside collection. Analysis of the data implies indicates around 20% of the properties potentially affected would require some assistance. This is based on 15% of respondents being aged 75 or over and that 20% suffer from a long term illness or consider themselves disabled. Estimates suggest that if we adopt the principle of 1 minute collection time per property as recommended then the number of properties affected is likely to halve. It should be noted that assisted collections for these off-route properties will be carried out with a small caged tipper and therefore the capacity to collect is limited to around 50 properties per days. However when providing assistance for off-route properties consideration will be given to the practicalities of collecting from small numbers of properties with 2 separate collection vehicles and collections rationalised if operationally possible and more efficient.

4.18 **Large Bins**

Around 1500 questionnaires were sent out to potentially affected properties and 150 were completed and returned. This equates to a response rate of around 10%. Around 90% of responses to the questionnaire came from households of 5 or fewer and around 60% came from households of only 3 people or fewer. It appears that a number of respondents currently have a large bin because they produce non-infectious clinical waste. These would be assessed under the new criteria as exceptional circumstances. As the questionnaire asked for the number of adults separately from the number of children it is difficult to ascertain how many of the respondents would qualify under the new criteria. Initial analysis estimated that around 35% of respondents would qualify and 30% would not. Data for the remaining 35% of questionnaires was either incomplete or unclear. Given the low response rate on large bins the only amendment from the original draft criteria is the qualifying age for children which we now propose to be 5 years old instead of the original 3 years, which feedback suggests is more appropriate.

- 4.19 The response to whether a charge should be made for large bins resulted in the response shown below. Feedback from the written responses on questionnaires suggests that charging would adversely affect a significant number of families who are already struggling financially. Consequently the proposal is to not pursue the option of charging at this time.

Should a charge be made?	
Strongly Disagree	66%
Disagree	11%
Neither agree nor disagree	4%
Agree	5%
Strongly Agree	2%
Don't Know	1%
It depends	12%

- 4.20 Assuming the proposal is agreed, all new applications would be considered against the revised eligibility criteria immediately and the team would aim to review existing applications within 12 months. The intention is to provide necessary support and guidance on waste minimisation and recycling for those households who no longer qualify to assist with the transition to a standard bin. We would also ensure exceptional circumstances are considered similar to that for assisted collections and for these a waste audit would be used to determine eligibility. In light of the feedback received on this subject Executive is asked to approve the eligibility criteria as detailed in Appendix 6.

5. ALTERNATIVE OPTIONS TO BE CONSIDERED

- 5.1 Executive may choose to approve all or some of the proposals, however it is only by agreeing to all proposals that the maximum level of savings will be achieved. Agreeing to the amended proposals as outlined in this report will enable the targeted £120k savings in a full year. In 2012-13 due to vehicle termination and other set up costs the saving will be approximately £30k.

6 CONCLUSIONS

- 6.1 Executive are asked agree to the recommendations as detailed and ensure the Council's refuse and garden waste services are operated as efficiently as possible and that maximum potential savings are realised.

7. STATUTORY OFFICER COMMENTS

- 7.1 The Monitoring Officer's comments are: No comment

7.2 The Section 151 Officer's comments are: The cost of compost bin provision as per recommendation g has not been accounted for with the current year forecast savings of £30k, nor the future FYE of £120k, and therefore is an additional cost. This could be met however from the replacement bin reserve which is anticipated to have a balance of £141k at 31 March 2013. The suspension of garden waste collection following consultation (if appropriate) would realise further savings not detailed in this report.

7.3 EIA Comments: A full EIA has been completed for these proposals.

7.4 Policy Framework: The project to deliver more efficient and cost effective refuse and recycling services is a key project in the Council Plan Implementation 2012-13.

7.5 Other consultee comments, if any: None

8. HOW WILL THE PROPOSALS BE PROJECT MANAGED AND HOW ARE THE RISKS GOING TO BE MANAGED?

8.1 The implementation phase of this project as with the project to date will be sponsored by the Head of Neighbourhoods and managed by a cross service team led by the Waste and Enforcement Manager. The team includes officers from Customer Services, Communications and Performance and Transformation who all have a role to play in implementing this project.

9. WHAT MEASURABLE OUTCOMES OR OUTPUTS WILL ARISE FROM THIS REPORT?

9.1 The proposals as made will lead to:-

- Savings of approximately £120k in a full financial year and an estimated £30k in the current financial year if implemented in November.
- Additional savings if the option of a seasonal garden waste service is pursued following consultation
- A reliable service for customers as collections will be made for whole areas on a single day of the week.
- Fewer permutations for the production of calendars
- Balanced rounds and effective use of resources.
- Dedicated residual and green waste collections working independently and structured to cope with the demands of that particular service.
- Employees routinely working to core hours, without reliance on overtime.
- Fleet and other resource use optimised

List of Appendices

Appendix 1 – Stakeholder consultation document

Appendix 2 - Summary of stakeholder groups and their responses

Appendix 3 – Summary from questionnaire responses.

Appendix 4 – General consultation responses

Appendix 5 – Assisted collections eligibility criteria

Appendix 6 - Large Bin eligibility criteria

Appendix 7 - Full Equality Impact Assessment

List of Background Documents: None



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Copeland Borough Council

Proposed Waste Service Changes Consultation Document

Like all Local Authorities, Copeland Borough Council is facing challenging budgetary constraints over the next few years. Over the next four years, the Council faces a deficit of £4.5m. In 2012/13 alone, the Council has to find £1.8m in savings.

This document outlines specific proposals on changes to the Council's Waste Service which will lead to an estimated saving of £120,000. We are consulting with a range of partner organisations with regard to these proposals, including, for example: Age UK, Older Persons Forum and Copeland Disability Forum. We will also be consulting with service users in the near future.

This consultation will close on 07 September 2012.

If you have any questions regarding this consultation or would like to respond by telephone, please contact Joanne Fisher on 01946 593028.

Copeland Borough Council

Waste Services

Copeland Borough Council's Waste Services provides a number of services direct to residents. These include familiar services like bin collection, kerbside recycling and 'bring' sites. Over recent years, the Service has changed in order to reduce household-waste, increase recycling; reduce the amount of waste going to landfill; and make efficiencies. At the same time, the Service has accommodated more than 1500 new homes in Copeland.

Here are some key facts about the current Service:

- The Service collects waste from 33,000 homes in Copeland. This is equivalent to 1.7 million collections per year.
- The average collection takes 20 seconds.
- The Service is delivered by 25 full time staff and 7 refuse collection vehicles.
- The Service uses 130,000 litres of diesel each year.
- The direct cost of waste collections on average per household is £25 per year.

At a time when all councils have unprecedented savings to make, the Service is required to make further efficiencies and reduce costs. The proposed changes are likely to affect every household because we are rescheduling all our refuse collection routes. For most, it will just mean a change to their collection day. But for others the change will be more significant. Our proposals include changes to the following discretionary services:

- The Assisted Collections Service;
- Larger Wheeled Bin Provision;
- Off Route Collections; and
- Garden Waste Collections.

In this document we tell you more about these proposed changes and ask for your views.

Assisted Collections Service

This service is provided for households who are unable to place their bin at the edge of their property for collection due to disability or restricted mobility. The service involves a member of the waste crew collecting the bin from its normal storage point e.g. in the garden and returning it when emptied. 1500 households (4.5%) in the borough are in receipt of the Assisted Collection Service and our crews spend more than 8 hours a week moving bins in this way.

Our proposal

We recognise that this service is important in helping residents with particular needs to live as independently as possible. We need to ensure that those residents most in need benefit from this service. It is proposed that the Assisted Collection Service continues to be provided to those households which cannot place their refuse at the edge of the property due to permanent or temporary disability or restricted mobility irrespective of age (minimum qualifying age of 16). We also propose to introduce revised eligibility criteria to determine which households will be entitled to assistance and at what level.

You can find further details on these criteria at the end of this document.

Large Wheeled Bins

Large wheeled bins hold 360 litres of refuse. They are 50% larger than standard wheeled bins and can be 50% heavier. A refuse vehicle can service 600 standard bins/households in one load. It can only service 400 larger bins/households in one load, therefore reducing the number of households that can be serviced in a working day. They also cost more to provide. The large bins are currently available for households with 5 or more permanent residents. The original eligibility criteria were introduced in 2003, before the introduction of kerbside recycling, an important way of reducing the amount of waste going into black bins.

Our proposal

Recycling reduces the amount of waste going into black bins and avoids resources being disposed of. We recognise, however, for a small number of households, larger bins may still be required, even after recycling as much as possible. It is proposed that the provision of large bins continues for larger households (or in certain cases those with non-infectious clinical waste) but with the introduction of revised eligibility criteria.

You can find further details on these criteria at the end of this document.

Some other councils charge for Large Wheeled Bins. As part of this consultation we would also like to know your views on charging customers for larger bins. This would be a one off charge on the commencement of the service.

Off Route Collections

Off route collections mean the refuse vehicle needs to drive off-route (e.g. a main road) on private roads and side tracks to make a collection. In most cases, returning to the same point they left the road when they have completed it. Collections for around 700 properties in Copeland are off route and refuse vehicles spend at least 15 hours a week travelling to and from these properties. It takes 4.5 times longer and costs 4.5 times more to collect from off route properties.

Our proposal

There are two proposed options to reduce the time spent on off route collections. These are:

- That collections for all off-route properties be made from the edge of the nearest roadside or;
- Where collection time off route takes more than an average of 1 minute per property (the average time is 20 seconds), it is proposed that collections will change to the edge of the nearest roadside.

The choice of type of wheeled bin (or bags) used for these collections will be determined by specific circumstances and agreed locally with affected residents.

Garden Waste Collections (Brown Wheeled Bins)

The introduction of a garden waste collection has made a significant contribution to the increase in recycling of household waste in Copeland. On average, each vehicle collects 1200 brown bins per day. Currently, some households have more than one brown bin. Households which place more than one brown bin out for collection, reduces the number of other brown bins and households that can be serviced that day by the vehicle.

Our proposal

The best way of dealing with green waste is to compost it at home. It is proposed that to ensure efficient provision of the Green Waste Collection Service, one brown bin will be

serviced per property on collection day and households will be encouraged to compost at home.

Next Steps

The plan is during September we will analyse the results of this consultation and report the outcome to the Councils' Executive with a recommended way forward in October. For the majority of people where the only change will be to the day of collection we will then issue new collection calendars detailing what day of the week refuse collections will be made.

Depending upon the outcome of the consultation we would then anticipate working with affected individual householders to effect the further changes to our service over the following 12 months. If the policy of one garden bin per property is agreed, it will be implemented from the 5 November. However, the transition from the current position to the proposed new one for the other services will be managed over a period of around 12 months.

Equality Impacts

Under the Equality Act 2010, public sector bodies have a duty to eliminate discrimination, promote equality and foster good relations.

In assessing these proposed changes, there are potential implications on the following protected characteristics regarding: age and disability.

We want your views

We would welcome your views regarding:

- Proposed changes to the Assisted Collections Service
- Proposed changes to the Larger Wheeled Bins Service
- Proposed changes to the Garden Waste Service
- Proposed changes to the Off Route Collections

We would also like your feedback regarding:

- Any alternative proposals
- Any specific circumstances or needs of potential service users which we may need to mitigate for in the development of our procedures

Revised Criteria

Assisted Collection Service

The proposed revised criteria for the Assisted Collection Service are as follows:

Applications will be accepted from anyone who is over 16 years of age, is the householder and who is in receipt of at least one of the following:

- Disability Living Allowance care component at the middle or higher rate.
(or from April 2013 Personal Independence Payment - PIP)
- Higher Rate Mobility.
- Attendance Allowance

Assistance may also be granted in other exceptional circumstances; where proof of service need will be required.

It is proposed that there will be 4 levels of service, with an assessment being made to ensure that the customer receives the right level of assistance.

These levels are shown below.

	Adapted or Assisted Service	Collection Point	Return Point after emptying
Level 1	Smaller (easier to manage 120 ltr bins) or blue bags.	Edge of property	Edge of property
Level 2	Smaller (easier to manage 120 ltr bins) or blue bags.	A suitable point no further than 5 metres (or reasonably practical) within property.	Edge of property
Level 3	Standard bin	A suitable point no further than 5 metres (or reasonably practical) within property.	Edge of property
Level 4	Standard bin	A suitable point no further than 5 metres (or reasonably practical) within property.	Collection point no further than 5 metres (or reasonably practical) within property.

Revised Criteria

Large Wheeled Bins

The proposed revised criteria for the Larger Wheeled Bins Service are as follows:

Customers will be able to apply for a larger wheeled bin (or additional blue bags) where they meet the following criteria:

- 6 or more permanent residents
- 5 permanent residents including 1 under the age of 3
- 4 permanent residents including 2 under the age of 3
- A medical condition which produces non-infectious clinical waste

Joanne Fisher
Principal Waste Officer
Copeland Borough Council
Whitehaven Commercial Park
Moresby Parks
Whitehaven
Cumbria
CA28 8YD

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10 September 2012

Re. Consultation regarding revised Assisted Collection Service

Dear Joanne

Further to the consultation regarding revised criteria for the Assisted Collection Service, Age UK West Cumbria would like to respond to the proposal with the following observations and considerations.

The change in eligibility criteria from an age threshold to one of benefit recipient may help to capture vulnerable individuals aged under 70, who require assistance with waste collection. Additionally, the availability of data required for eligibility will hopefully speed up the process.

We would, however, like to make some observations regarding the proposed eligibility criteria. Although we recognise that exceptional circumstances will be considered, we have some concerns about the following issues:-

- The revised criteria may fail to highlight vulnerable individuals who are not in receipt of the benefits used as criteria.
- Individual property characteristics (steps, steep drives) may pose a problem on a seasonal basis (i.e. Autumn/Winter) for elderly individuals.
- The communal bin collection points could pose risks (e.g. traffic) to elderly residents with mobility, hearing and sight issues.

Age UK West Cumbria would hope that adequate provision will be afforded to vulnerable, elderly individuals who may not be immediately recognised as eligible within the proposed framework. We would be ready to offer practical assistance with assessments, should this be required.

Yours sincerely



Mary Bradley
Chief Executive.

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CONSULTATION ON HOUSEHOLD WASTE COLLECTION

Response from Beckermet with Thornhill parish council

Overall

Thank you for the chance to comment. This council believes that waste collection is one of the most essential services, and does not feel that the present arrangements should be reduced. The detail is set out below.

General.

Waste collection is one of the few services provided by Copeland BC that is used by all the population. The removal of waste is one of the basic needs of a civilised society, and the existing level of provision is already one of the most minimal in the UK. To reduce it further would mean that you are not fulfilling your responsibility to some households.

To restrict your service because of an arbitrary limit (convenience of vehicle, size of bin, number of bins) is inappropriate. Would you refuse to educate a family's children if there were more than 2? Would you limit the number of times the police visit a street in any year? Etc.

With any service, you have to provide it "in the round", recognising that some places are more costly than others. After all, some areas have street lighting, footpaths, road sweeping, recycle collections, etc whilst others have not. Likewise, there are huge differences in the levels of Council Tax paid to you.

This is not a topic where a single answer is suitable for everyone, as each of your customers could be in a different situation, and hence need an individual consideration.

Assisted bin collection.

Your proposals are a starting point, but any household should be able to request this help. Wherever reasonable, it should be granted.

Large Wheelie bins.

Householders are your customers, and are the best judge of what bin size they need. Restricting bin size does not reduce the waste that you have to

deal with (and hence the number of vehicle trips)- the surplus would generally be transferred to neighbours' bins; or fly tipped (which is very costly to deal with). This has been the experience elsewhere.

Off route collections

Your proposal is rather ambiguous as to what routes would be excluded in the future. Your duty should be to collect along all public highways, not just those which happen to fit easily into your desired routes. We have some sympathy with you where private tracks and drives are concerned, and householders should generally be expected to take their rubbish to the public roadside. However, there will be exceptions which will need individual solutions:

Ironically (as mainland Europe has discovered) the concept of a communal collection point for waste works best in urban areas, where the savings can be substantial- and the problems of access are most troublesome. This is the opposite of your proposal.

Garden waste collection

Again, the householder is the best judge of the quantity of material arising, and hence the number of bins needed. You should be sending a message that encourages recycling; not one that suggests it is a problem and should be limited. Specific issues are

- We don't want to encourage bonfires, with the associated nuisance and pollution
- Composting and reuse thereof is physically hard, and beyond the ability of many people
- Before the introduction of brown bins, garden waste used to be fly-tipped at what is a Site of Special Scientific Interest in Beckermeth. We don't want this kind of practice to be restarted.
- Arisings of garden waste are seasonal: just because a household has two bins for peak periods, it does not use them every fortnight.

Alternatives.

It is not clear whether you want alternatives in the waste collection area, or in general. However, you should be scrutinising every aspect of your administrative costs before you select the options to reduce services. A

reduction in the number of councillors, the location of meetings, and the sharing of services with Allerdale would be examples.

Then you could look at the non-essential areas like the Tourist Information Centre, Maritime Festival, free bus passes, etc.

The waste collection service is one of the essential services, and should remain as it is.

Bootle Parish Council

Hon Clerk
Rev James D. Thomas
E-mail parish@jdthomas.org.uk

The Manse, Beck Brow
Bootle, MILLOM
Cumbria LA19 5UJ
01229 718266

5th September 2012

Copeland Borough Council
Moresby Industrial Estate
Moresby Park
WHITEHAVEN
CA28 8YD

Our Ref:
D:\Docs\Parish\Waste Consultation response.lwp

Dear Sir

Re: PROPOSED WASTE SERVICE CHANGES CONSULTATION DOCUMENT

Bootle Parish Council objects to the Consultation Document and process. It is fatally flawed on the following grounds:

- a. There is no reference in the document as to where written submissions should be made. Indeed the only contact referenced in the document is an officer available to answer questions and take verbal responses. This does not constitute a consultation.
- b. The document does not define terms such as 'off route', 'nearest roadside' or 'main road'. These terms may well be understood by the officers in the Waste Service department, but are misleading to the ordinary citizen. People reading that their waste will be collected from 'the edge of the nearest roadside' would and do read that to mean the adopted highway, where this council has been given to understand that it actually might mean from the nearest main road - also undefined.
- c. The consultation document does not provide adequate information for the Parish Council to respond adequately. Officers came to the Parish Council meeting in July, thereby including the council in the consultation, but were unable to inform the council of which roads, lanes, and outlying settlements in the Parish might be affected if the proposals were to be carried forward. They intimated also that not thought had yet been given to how household waste would be collected for those apparently off route residents. Without that information it is impossible to have proper consultation. This information was officially requested at the meeting with officers, but was not sent. Clerk emailed a request later, and again requested the information at the drop-in session in Bootle, leaving an e-mail address with officers, but this information has still not been provided. At that drop-in meeting, several residents who came to that meeting were also promised information by e-mail, and have informed the Parish Council that they have received not received any contact.
- d. In view of the above, it is impossible for Bootle Parish Council to give full consideration to how the proposals will affect the parish as a whole.

Bootle Parish Council objects to the following proposals on the grounds set forth.

1. The revision of Off Route Collections
 - a. The proposal will affect will be totally out of proportion to the savings made.
 - b. People in rural settings are already deprived of many services which urban council tax payers enjoy, and this will adversely affect such people, many of whom in this

Parish are elderly, living in family homes they have occupied since childhood, or are lower paid agricultural workers.

- c. Copeland Borough Council has a legal duty under the Environmental Protection Act 1990 to collect household waste from every domestic property within the Borough. The only legal exception to this duty is where properties that are so isolated or inaccessible that the cost of collection would be unreasonably high. Bootle Parish Council does not consider that any property on this parish is so isolated or inaccessible, and totally rejects the concept that the concept that more than 'more than 1 minute per property' can legally be defined as unreasonable. Many of the properties which would seem might be affected are on good, though perhaps narrow, metalled roads and others only short distances on metalled ones. Bootle Parish Council does not consider any property in this parish to be so isolated or inaccessible that the cost of collection would be *unreasonably* high.
 - d. This Council objects in principle to having waste collection points at the ends of lanes, at road junctions or in fields as this will be a health hazard, a road hazard and an eyesore in the Lake District National Park.
 - e. Animal By-products Regulations require that all food waste from homes is strictly controlled to ensure that no animals may come into contact with it. To have any sort of open collection point, particularly near fields in which animals graze or where wild animals such as foxes, rabbits or deer run would contravene this and risk foot and mouth again in this beautiful part of Britain.
 - f. Bootle Parish Council considers that far greater savings could be found through reorganisation of urban rounds particularly in the south of the borough. The use of another transfer point for the onward transmission of rubbish should be considered, perhaps investigating where Barrow-in-Furness transfers its waste. If this were possible, it would mean that one vehicle could, for instance, make two collections in Millom instead of the current single journey.
2. The Revision of Assisted Collection Services
 - a. Many people who need assistance will not be on the listed benefits, being capable of independent living but frail and unable to push a wheelie bin or lift a rubbish sack.
 - b. The list of benefits is too restrictive. A person might well be on the lower rate of Disability Living Allowance yet be unable to deal with the bin or sack.
 - c. The document does not mention a level of assistance where a small bin is used but needs to be returned to a practical point within the property. This has caused some confusion for elderly residents who have small bins
 - d. There is no mention of who will make assessments and what appeals procedure there will be in case of refusal of the service.
 3. The Revision of Large Wheeled Bin Service
 - a. Bootle Parish Council believes that the age restriction should be under 5 not under 3 as there is still a lot of extra rubbish capacity needed even after the child is out of nappies.

Yours Faithfully,



James D. Thomas
Hon Clerk

Stakeholder

Copeland Disability
Forum

Joanne Fisher

From: Joanne Fisher
Sent: 02 August 2012 16:24
To: Janice Carrol
Subject: FW: Consultation response from CDF

Joanne Fisher
PRINCIPAL WASTE OFFICER

Copeland Borough Council
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Email: joanne.fisher@copeland.gov.uk



From: Anne Bradshaw [mailto:Pudding2@tinyworld.co.uk]
Sent: 19 July 2012 20:42
To: Joanne Fisher
Cc: 'Linda Wilson'; 'Eric Urquhart'
Subject: Consultation response from CDF

Hi Joanne

Firstly, on behalf of our members I would like to thank both you and Janice for attending our meeting on 17th July to give a full explanation and answer our questions on the proposed changes to the waste management service.

Copeland Disability Forum [CDF] would like to support the proposed changes, however, we do have some suggestions and comments

1 Assisted Collections Service

We would include within the criteria an additional sentence i.e. "where someone receives Carer's Allowance for looking after the disabled person, then they would not fall into the criteria for an assisted collection" – The thinking behind this suggestion is that: - a carer who gets care allowance has to help and support the disabled person for at least 35 hours a week. We felt it only takes a few minutes for the carer to take the bin to the required place and bring it in again, and would, in our view be part of their role as carer.

Also there is a sentence that does allow for exceptional circumstances: where proof of need is required. We feel this would cover anyone, even though someone receives carers allowance for them, who may still require an assisted collection.

We understand that an individual assessment will be carried out and that the level of service offered will be agreed between Waste Management and the disabled customer. As you are proposing 4 levels of assisted service instead of "a one size fits all" we are happy that this will **AGREED** and therefore the customer will be happy with whichever level they get.

We believe the criteria for being in receipt of the benefits will fit the vast majority of people requiring assisted collection, and we are pleased to see you have linked it with the new proposed PIP payment which will replace DLA as from April 2013.

You have also included the exceptional circumstances which would include people with short term disability due to e.g. a hip or knee operation or broken limbs – We are pleased to see this has been included and are happy that it will cover people with short term disability needs.

2 Large Wheeled Bins

Under the proposed criteria CDF are pleased to see you are continuing to support people in this category who have "A medical condition which produces non-infectious waste". We feel this covers people with a disability that would produce this type of waste.

3 Off Route Collections

During the discussion and question session CDF members were assured that disabled people living in "off route" areas will still be offered the assisted collection service. We welcome this and feel this will be vital for disabled people in rural areas.

4 Garden Waste Collections [Brown Wheeled Bins]

We understand the proposal and that historically there may be some households that have been given two brown bins, CDF had no comments either for or against this proposal except to say we feel it is a ludicrous situation that household vegetable matter cannot be put into the brown bin, especially where it is not practicable for people to home compost. We do understand this is not a Copeland Council rule, but H&S legislation however, we felt we needed to make our point of view known'

Regards
Anne Bradshaw
Chairman Copeland Disability Forum

CLEATOR MOOR TOWN COUNCIL
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Ms J Fisher
Copeland Borough Council
Leisure and Environment Services
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COPELAND BOROUGH COUNCIL

13 AUG 2012

NEIGHBOURHOOD SERVICES

9th August 2012

Dear Ms Fisher

Thank you for attending a recent meeting of Cleator Moor Town Council and for providing members with the opportunity to review the consultation regarding the proposed waste services changes.

There were a number of concerns raised regarding the proposals particularly how the cuts in provision of service will affect those people on assisted collection. The proposal to leave the bin after emptying on the edge of property or no further than 5 meters was not practical. If the resident needed help to get the bin to the collection point, the bin should be returned to the location it was stored in during the week.

Large Wheeled Bins, information on whether the existing large bins are full or partially full would have been helpful in deciding if it was suitable to change the criteria. In the absence of that information members would not recommend any change.

Off Route Collections. Residents of the 700 properties in Copeland who require off-route collections are paying council tax to support this work. They do not have the ease of access to many of the other services Copeland Borough Council supply in the more urban areas, so at the very least those properties should retain their doorstep collections. Members

envisage difficulty for those having to transport wheelie bins some distance and where circumstances dictate black bags are used, problems with vermin, birds and animals spreading litter from the bags will create further issues at the road side. Members also suggest that the requests for assisted collections will increase if this policy is implemented.

Garden Waste Collection. It seems reasonable to collect only one brown bin but any properties that are currently having the benefit of emptying more than one brown bin, should have the option to return the spare brown bin to Copeland Borough Council. The bin could then be reissued to another property, when required.

In summary Cleator Moor Town Council feels able to support the proposals, for changes to the garden waste collection only. While members recognise the need to save money, having household waste collected from resident's homes is a fundamental service for which residents pay a proportion of tax for. It was stated during the Town Council meeting that the waste collection service as it currently operates is a low cost, efficient service. The changes proposed would alter the levels of efficiency and create an inequality in the services provided for residents.

Yours sincerely



Mrs H Gilmour

customer focus

Joanne Fisher

From: Marissa Joyce
Sent: 07 August 2012 13:37
To: Waste Consultation
Subject: FW: Meeting today ?

Hi

Some feedback from a member of the Customer Focus Group. I'll thank him for his comments and leave it at that unless you want to respond otherwise - if so please feel free to contact him direct and copy me in for info.

Marissa

Marissa Joyce
Customer Relations Officer
Copeland Borough Council

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marissa.joyce@copeland.gov.uk

Copeland Borough Council, The Copeland Centre, Catherine Street, Whitehaven, Cumbria, CA28 7SJ. Tel: 0845 054 8600. Fax: 01946 598303. www.copeland.gov.uk, info@copeland.gov.uk

Working to improve lives, communities and the prosperity of Copeland

-----Original Message-----

From: Parr, Jonathan (MMO) [<mailto:Jonathan.Parr@marinemanagement.org.uk>]
Sent: 07 August 2012 13:12
To: Marissa Joyce
Subject: RE: Meeting today ?

Marissa,

Off-Route Collections

I have grave concerns over the issue of Off-Route Collections. All properties pay Council Tax, and many of the large off-route properties will actually pay more with them being in a higher Council Tax band. These same properties often have fewer local council services, street-lighting for example. I believe these changes could be highly discriminatory and should be resisted. The more densely populated areas should be seen to cross-subsidise the more rural areas rather than being seen as the 'real' cost of refuse collection. The 'real' cost is surely the average across the Borough and not the urban cost/time as stated.

Many thanks,
Jonathan.

-----Original Message-----

From: Marissa Joyce [mailto:Marissa.Joyce@copeland.gov.uk]
Sent: 06 August 2012 17:42
To: Parr, Jonathan (MMO)
Subject: FW: Meeting today ?

Hi Jonathon,

Sorry you can't make the meeting but did you have any feedback for us on the Waste Consultation Document attached?

Thanks,

Marissa

Marissa Joyce
Customer Relations Officer
Copeland Borough Council

Tel: 01946 598525
marissa.joyce@copeland.gov.uk

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Working to improve lives, communities and the prosperity of Copeland

Joanne Fisher

From: Russell Norman <Russell.Norman@howgill-centre.co.uk>
Sent: 02 July 2012 14:50
To: Joanne Fisher
Subject: RE: Consultation on Proposed Waste Collection Changes [html]

Hi Joanne

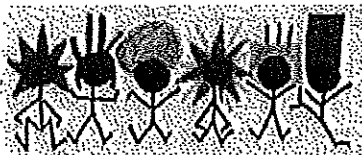
Thanks for the opportunity re the above but I am not sure we have a group who could provide a considered response.

Thanks for asking.

Regards

Russell Norman
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Howgill Family Centre
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Mob: 07729 370 955
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Empowering Families

Information from ESET NOD32 Antivirus, version of virus signature database 7264
(20120702)

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

Response from Irton with Santon Parish Council re Proposed Waste Service changes.

The Parish Council would like to thank you for your presentation to them about the above changes and have asked me to make the following response. In effect, there have been no substantive changes within the Parish since some of these changes were first mooted a little over three years ago and the feeling among the electors and Council Tax payers within the Parish remain firmly against at least one of the proposals. The points are addressed in the order laid out in your questionnaire which you sent to a selected number of parishioners (but not to all).

Off-Route Collection Service

- Your description of this service is telling – surely 'off- road' collection would be more appropriate since YOU decide the routes that your vehicles will take
- The proposals affect more than 75% of the residents of the Irton part of the Parish substantially – not a minority by any means. Those most affected do not particularly choose to live down unmade linnings. Their houses are situated on what was, till the turn of the 20th century, the ONLY road linking Irton to Santon and Eskdale.
- Both options you are offering would involve the residents moving the wheeled bins up to a mile to the nearest tarmac surface. The bins may be wheeled to facilitate moving short distances around property but the wheels would last only a short time if they were to be dragged, particularly laden, over the distances and surfaces involved.
- Whilst some residents may wish to be good citizens and attempt to move their bins it is not possible to load them into an average saloon car and not everyone has access to a suitable vehicle or trailer to accommodate them.
- If the bins were moved to the nearest roadside, they would need to be moved the previous day since the collection rules advise that the bins must be in position by 07.00 hours on the day of collection. In the hours of darkness in particular this would pose hazards. The road is unlit so both pedestrians and traffic would be at risk. On stormy nights and days, even half laden bins can be moved by the wind thus adding to the hazards.
- With so many bins amassed at the road side, there would be additional risk of fly-tipping as well as casual littering from passing motorists.
- Since so many households in the area are affected by these proposals, the roadside would be stacked with 20 or 30 bins causing problems with the visibility splay at the road end close to the post box on a road that despite being relatively straight, is nevertheless a fast road.
- The presence of large banks of wheeled bins would present an unwelcome visual impact on one of the routes to 'the best/greatest/most outstanding' view in the country (Wasdale as voted in a TV show in the last few years). Have the LDNPA and English Tourist Board been consulted about this possibility?
- It is not practicable to offer a sack as an alternative to the wheeled bins since these would quickly be scavenged by animals.
- Many residents feel very strongly that they pay relatively high rates of Council Tax whilst benefitting from very limited amenities in this area – no street lighting, no litter collection, little road sweeping etc. You make a point of demonstrating how cost-effective your refuse collection service is compared to other councils with average costs of only £25 per household per year – perhaps this is because you are already offering a less than good service in the one area that electors in the Parish do benefit from?

- This area in line with many others within Copeland has already had the service cut by going to once a fortnight refuse collection and not all households use the brown bin collection service offered. In addition there are households who wish to use the recycling service offered but cannot.
- In the Consultation document sent to those households you deem most affected, you point out that the Council is required under the Equality Act 2010 to eliminate discrimination, promote equality and foster good relations. You highlight that there are potential implications regarding age and disability but you fail to highlight any other grounds. Within the guidelines used by Cumbria County Council, officers are advised that there are grounds for discrimination in rurality, people should not be discriminated against because of where they live. Does this not apply in Copeland?

Until such time as a sensible alternative can be suggested the Council feels that, having made concessions in the past in the name of saving costs, the status quo should remain.

Proposals for Garden Waste

The Council agree that it seems unreasonable for a household to have more than one brown bin. However some people in the Parish chose to take extra brown bins in an attempt to help the service since they were told that the Garden Waste collection service gave a potential profit to the Waste Service and that it was under-utilised in this Parish.

Proposals for Assisted Collections Service

The Council is not in a position to know how many householders within Irton with Santon are eligible for this service but are concerned that the revised eligibility criteria are a great deal more stringent than the criteria currently in force.

Large wheeled bins

The Council is not in a position to know how many householders within Irton with Santon are eligible for this service but are concerned that the revised eligibility criteria are a great deal more stringent than the criteria currently in force.

The Council recognise that it is paramount that savings need to be made to stay within Central Government strictures but the simplistic cuts outlined show a lack of thought and consideration for individual areas. The Parish may be small but it deserves to have its peculiar characteristics recognised.

Enid Winter, Clerk

Irton with Santon Parish Council

Stakeholder

OutReach

Joanne Fisher

From: Joanne Fisher
Sent: 11 September 2012 09:17
To: Waste Consultation
Subject: FW: Consultation on Proposed Waste Collection Changes
Importance: High

Joanne Fisher
PRINCIPAL WASTE OFFICER

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Proud of our past, Embraced for our future

From: richard paul kavanagh [<mailto:outreachcumbria@live.co.uk>]
Sent: 10 September 2012 20:30
To: Joanne Fisher
Subject: RE: Consultation on Proposed Waste Collection Changes
Importance: High

Hello Joanne

Apologise for the late reply, we've had some internet problems.

In respect of LGBT people and Copeland Borough Councils proposals to alter waste collection, it is our opinion that any changes would only impact on individuals who are not able to physically place their bins out on the allocated days.

We are assuming that consideration will be made for residents who need assistance to have their bins emptied, such as residents who have a disability.

Similarly consider larger families there are lesbian and gay family units, these too might require larger wheellie bins, again they should be able to apply for these.

generally the issues relating to changes in collections of waste and recycling will affect LGBT people only in as much as they affect others. As such we feel that so long as adequate publicity and information regarding the proposed changes as made available, including additional services for those who require assistance with their waste collections, then this should be sufficient.

Regards

Richard Kavanagh
OutREACH Cumbria
UNIT 39
Carlisle Enterprise Centre

46

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01228 599710
07896 250662

From: Joanne.Fisher@copeland.gov.uk
To: outreachcumbria@live.co.uk
Subject: Consultation on Proposed Waste Collection Changes
Date: Wed, 27 Jun 2012 15:45:56 +0000

Dear Richard,

Copeland Borough council is currently developing plans to change the way waste rounds are undertaken, which should allow the authority to reduce the number of vehicles required to make waste collections from the 33,000 homes in the borough. These changes are not only being designed to increase efficiency, therefore reducing the cost of the service but also to ensure that collection routes are more logical and will reduce the amount of fuel required to provide the service, this will help us reduce our carbon footprint.

For the vast majority of residents (over 95 %) the only changes to their waste collection service are likely to be for the days of collection. A small minority of customers might see some other changes, when policies on certain parts of the waste collection service are changed. Those could include those who receive assisted waste collections, have larger bins or who have more than one garden waste bin.

As part of our consultation we would like to meet with the group to discuss the changes that are being proposed and I wondered if you had any meeting already scheduled within the next 4 weeks that we could attend?

If you need any further information please do not hesitate to contact me.

I look forward to hearing from you.

Yours

Joanne Fisher
PRINCIPAL WASTE OFFICER

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SEASCALE PARISH COUNCIL

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Mrs Joanne Fisher
Principal Waste Officer
Copeland Borough Council
Whitehaven Commercial Park
Moresby Parks
Whitehaven
Cumbria CA28 8YD

7 September 2012

Dear Joanne

Consultation on Proposed Changes to Waste Rounds

Thank you for the opportunity to respond to the above consultation and for attending, with Janice Carroll, Seascale Parish Council's Amenities Committee meeting on 23 August 2012. The following comments have been agreed by Seascale Parish Council at its monthly meeting on 5 September 2012.

1. Seascale Parish Council feels that waste collection is a highly visible service and one with which many residents immediately associate the payment of their council tax.
2. We are concerned over potential reductions to assisted collections. Seascale has an ageing population and the Parish Council feels strongly that vulnerable residents should be protected from cuts to the waste collection service. The Parish Council recognises the difficulty faced by some residents in physically moving waste bins and asks that Copeland Borough Council does too.
3. We are concerned that the consultation document appears to treat Copeland as a homogenous unit when there is in fact a good deal of diversity within the borough.
4. We are concerned at the proposed reduction of multiple garden bin collections if a viable and nearby alternative for disposing of garden waste is not provided. Not all garden waste is suited to home composting: for example, hedge trimmings and prunings from trees and large shrubs.

5. We are concerned that a reduction in kerb-side waste collection may lead to an increase in fly-tipping.
6. We are concerned at the possibility of means-testing against household income for entitlement to larger sized bins.
7. We are concerned that the wish to avoid a charge of predetermination has led Copeland Borough Council from disclosing specific data which might have had a meaningful impact on the consultation process. For example, Mrs Carroll was unable to disclose the number of assisted collections and off-route collections which currently take place in Seascale.

Thank you again for the opportunity of responding to this consultation.

Yours sincerely

Sonia Batten

Sonia Batten
Clerk

Clive Willoughby

From: Geraldine Pritchard <markethalloffice@btconnect.com>
Sent: 04 September 2012 09:52
To: Joanne Fisher
Subject: Waste Proposals

Hi Joanne

Each councillor was given a copy but only three have replied though some of the Town Councillors who are also Copeland Councillors have submitted their response as a Copeland Councillor.

Herewith the three responses:

One councillor states

"I feel we should look at the big society and perhaps get neighbours to help, even by putting the bins back. We already do this when our neighbours are on holiday, perhaps it would reduce time on assisted collections. There are going to have to be some difficult decisions made and we have to accept them".

Another councillor states:

Assisted collection - the proposals seem reasonable - looking closer at individual needs and ensuring that the customer does get the correct level of assistance based on needs.

Large wheeled bins - given that the old regime was prior to re-cycling, I think it is fair to review based on the needs of the customer and if necessary, charge as per other councils - this may provide incentive for some customers to recycle and for those who really need this facility, maybe a nominal fee.

Off route collections - either proposal seems reasonable, perhaps with a provision to service those who need "assisted collection".

Garden waste collections - I am very conscious of the elderly or less abled people on this point. I am aware of people with large gardens, rented or owned, who have to pay to have their gardens tended to if they can afford it. Some of these only have one bin and have to pay for waste to be taken away. To as this community group to compost I feel would not be reasonable, whether they have one bin or two. I would be more in favour of a needs based criteria.

Final Councillor states:

Assisted Collection service - It says that under the new proposal that people will qualify if on one or the stated benefits or in exceptional circumstances, again proof needed. Some people will still require assisted collections, but will fail to qualify on the benefits - What would the exceptional circumstances be? would a frail person still qualify?

Large wheeled bins - I agree with the proposal set out for this, but don't agree with charging customers a one off charge for the larger bins, customers would be asking what extra do they get for this charge.

Off route collections - Both options seem feasible but they would need to look at the elderly or less abled bodied and how this would impact on their health.

Garden Waste Collections - I am aware that some people have large gardens and would agree that composting is a way forward. Again the less abled bodied people and the elderly would have to be taken into consideration.

Regards, Geraldine

Council or organisation	Date of Meeting or response	Comments - issues or points raised	Written response
Age UK	10 September 2012	<p>Comments - issues or points raised</p> <p>Written reply received as follows:- Further to the consultation regarding revised criteria for the Assisted Collection Service, Age UK West Cumbria would like to respond to the proposal with the following observations and considerations.</p> <p>The change in eligibility criteria from an age threshold to one of benefit recipient may help to capture vulnerable individuals aged under 70, who require assistance with waste collection. Additionally, the availability of data required for eligibility will hopefully speed up the process.</p> <p>We would, however, like to make some observations regarding the proposed eligibility criteria. Although we recognise that exceptional circumstances will be considered, we have some concerns about the following issues:-</p> <ul style="list-style-type: none"> • The revised criteria may fail to highlight vulnerable individuals who are not in receipt of the benefits used as criteria. • Individual property characteristics (steps, steep drives) may pose a problem on a seasonal basis (i.e. Autumn/Winter) for elderly individuals. • The communal bin collection points could pose risks (e.g. traffic) to elderly residents with mobility, hearing and sight issues. <p>Age UK West Cumbria would hope that adequate provision will be afforded to vulnerable, elderly individuals who may not be immediately recognised as eligible within the proposed framework. We would be ready to offer practical assistance with assessments, should this be required.</p>	yes
AWAZ		No reply received	no
Bootle Parish Council	07 August 2012	<p>Written response received and is attached. Comments from meeting :- Already an inconsistent service (bins and bags in Bootle) should not look to reduce the service further (off-route collections). Large brown bins should be made available for those with large gardens as time to collect would be the same. Suggested that the consultation may not hit all those who would be affected by the proposals (elderly people living in rural areas). Some suggestions made about efficient use of vehicles (double shifting etc.) Not happy that consultation does not provide time for residents to respond through parishes. Requested that consideration be given to (Cumbria CC) land for use as a recyclign site to enable plastic & card recycling within Bootle (not currently available as site is too small) as this would assist with the loss of large bins for those not meeting the criteria. One member wanted to state that the current service is very good and the crew do a very good job.</p>	yes
Cleator Moor Town Council	10 July 2012	<p>Written response received and is attached. Comments from meeting : Questioned what communications would be done in the lead up to change particularly around additional brown bins/ asked about staff involvement with project</p>	yes
Copeland Disability Forum	17 July 2012	<p>Comments from meeting : The group liked the criteria and the levels of service but feel that those in receipt of carers allowance should not be entitled to assistance/ An individual suggested that monthly collections should be made in rural areas/thanked us for enabling them to influence the policy ahead of the formal consultation/Age should not be a qualifying criteria/suggested that written confirmation of level of assistance should be left with customer at visit.</p>	yes
COSC	31 July 2012	<p>Comments from meeting/attendance at COSC : Group were pleased to hear that Copeland Disability Forum had been involved when looking at the proposed new assisted criteria and were pleased that the age had been taken out. Some members who already have a large bin due to medical grounds had concerns, but were pleased to hear that the new proposals who not affect them.</p> <p>No reply received</p>	No
Cumbria county Council			no
Egremont town Council	13 July 2012	<p>Written response received and is attached. -Comments from meeting: General acceptance that savings need to be made, therefore understood that changes to services were going to have to be made (only able to meet with M Woodburn, a full response will be sent electronically). Responses received from 3 town councillor's and are attached.</p>	yes

Ennerdale & Kinniside Parish	11 July 2012	Recycling and composting service appear not to be valued - hierarchy stated as 1) residual 2) garden waste and 3) recycling /not all attending have all services and one stated that having previously lived in Allerdale she thought their service better.	no
Environment Agency	05 September 2012	E-mail reply as follows:- From my consultations amongst our waste EO's there are no major concerns. I guess the residents concern over the LA consulting us on the "off-route issue" is because they will effectively be temporarily storing waste on the roadside some distance from their property (the site of production) and not on land owned by or controlled by them. However, this seems to me to be normal and necessary practice and as long as they comply with their duty of care in terms of ensuring the waste is contained properly and don't leave the bins there all the time we wouldn't have any concerns. As Copeland BC have as many powers as us in terms of enforcing duty of care I am sure they will make sure this is all done properly. With regard to the reference to "non-infectious clinical waste" relating to the issue of "larger bins" I think this is "offensive/hygiene waste" (i.e. non-infectious nappy and continence waste) and that Copeland BC do a separate collection for actual healthcare waste (formerly called clinical waste) such as dressings etc from treatment by health professionals in people's homes.	yes
Haile & Wilton Parish Council	04 September 2012	Meeting held with representatives of the Parish Council at Moresby Parks to discuss proposals	No
Irton with Santon Parish Council	13 August 2012	Comments from meeting : A suggestion we change urban bags for bins so as to be able to retain lane end collections in rural areas. A suggestion only 1 in 4 brown bins are left out in the parish A suggestion we stop brown bin collections in order to be able to retain lane end collections. And a comment from the Clerk that the Parish may have a high percentage of the total number of properties (potentially) affected by the nearest roadside collection proposals.	yes
Joint Churches		E-mail acknowledged on 28th June but no further response received	no
Lake District National Park Authority		No reply received as part of this consultation however an earlier exchange of e-mails resulted in an e-mail stating LDNPA would not have an issue with the proposed roadside collections	No
Laplugh Parish council	18 July 2012	Comments from meeting : Residents believed to be from one tonning attended and therefore there were greater numbers than any other meetings. All were given copies of the consultation document (that had not been e-mailed to the parish prior to the meeting). The main issue raised was that refuse is the only service received by many rural communities and therefore Council tax is paid only for waste collection. Concern was raised that the opinions of the minority of residents affected by the proposals would not be balanced against the majority unaffected and should be weighted. Definition of "off-route" asked for. Parish Councillor queried whether CBC charges are increasing disproportionately and quoted Building Control and Planning and "scaffolding permits" as an example. parish Councillors also asked whether there would be more service cuts and KP informed them there would likely to be further consultation.	No
Millom Town council	25 July 2012	Comments from meeting : suggestion that garden waste collections could be ceased over the winter period when tonnages are low/concern raised that a reduction in fleet would lead to a less reliable service in the event of break downs - assurance given that spare capacity would be unchanged/suggestion made that small bins would be suitable for single person or two people households and more easy to manage (this supports the proposed policy on assistance at a lower level).	No
Muncaster parish Council	14 August 2012	Comments from meeting : main concern was that assistance is provided where needed particularly if the move to nearest road side collections is made. Members of the parish suggested there are a number of elderly people in the area who would need assistance. As a member of the parish council already brings his bin to the roadside the proposal was not seen as a major issue. As the village had only recently been issued with wheeled bins (and there remains a mix of bags and bins) additional bins have never been an option.	No
Older Persons forum		No reply received	no

Outreach	10 September 2012	E-mail reply received as follows:-Apologise for the late reply, we've had some internet problems. In respect of LGBT people and Copeland Borough Councils proposals to alter waste collection, it is our opinion that any changes would only impact on individuals who are not able to physically place their bins out on the allocated days. We are assuming that consideration will be made for residents who need assistance to have their bins emptied, such as residents who have a disability. Similarly consider larger families there are lesbian and gay family units, these too might require larger wheellie bins, again they should be able to apply for these. Generally the issues relating to changes in collections of waste and recycling will affect LGBT people only in as much as they affect others. As such we feel that so long as adequate publicity and information regarding the proposed changes as made available, including additional services for those who require assistance with their waste collections, then this should be sufficient.	Yes
Seascale Parish Council	23 August 2012	Comments from meeting : The group were concerned about 3 areas of the proposals, assisted collections, additional brown bins and off-route collections. Were also disappointed that we were unable to provide specific data on the properties that were affected in Seascale.	Yes
South Copeland Disability forum	09 July 2012	Comments from meeting : The group liked the different levels of service that were being offered and were happy that the proposed criteria would work. Only concern was about larger bins that had been provided for clinical reasons, the group were assured that those residents would not be affected	No
St Bees Parish Council	16 July 2012	Comments from meeting :Service quality should not be reduced - quality is valued/A suggestion was made that non-statutory services should be chargeable for service users e.g. large bins/an individual queried the issue of wheeled bins in St Bees - suggested that all suitable properties should have wheeled bins/some residents in attendance but appeared to be there for another agenda item	No
Waberthwaite	09 July 2012	Comments from meeting :Members of the Parish Council questioned the value of green waste & recycling collections in a rural area/questioned whether vehicles travelling from Moresby was an efficient use of resources / one individual would have difficulty with road side collections and would need assistance/questioned why new wheeled bins were issued to all properties when service changed in recent years	no
West House		No reply received	no
West Cumbria Society for the Blind		No reply received	no

LARGE BINS.

Table Q1

Q1. Do you regularly recycle any of your household waste (by regularly we mean at least once a fortnight)?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases, Yes, No, and Not provided.

Table Q2

Q2. Which of the following items do you recycle?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Card, Cans, Glass, Paper, Plastic, and Other.

Table Q2 95

Q2. Other please specify?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table Q3

Q3. If no, why is this?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases with reasons like 'I don't have time'.

Table Q3 95

Q3. Other please specify?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases with a value of 0.

Table Q4

Q4. Do you compost at home?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases, Yes, No, and Not provided.

Table Q5

Q5. The Council offers help and advice about recycling. Would you like more information about the advice and assistance available?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases, Yes, No, and Not provided.

Table Q6

Q6. How did you hear about the Larger Wheeled Bin service?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Friends and family, The larger bin was already there, A neighbour had one, The Council recommender, and Other.

Table Q6 95

Q6. How did you hear about the Larger Wheeled Bin service?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table Q7

Q7. How did you hear about the Larger Wheeled Bin service?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases categorized by duration: 1 year or less, 1-2 years, 2-3 years, 3-4 years, 4-5 years, and 5 years or more.

Not provided 4% 4% 3% 8% 0% 3% 4% 0% 0% 9% 0% 5% 7% 0% 0% 20% 0% 0% 6% 5% 7% 3% 0% 0% 0% 0% 0% 4% 8% 4% 0% 0%

Table Q8

Q8. Why did you decide to apply for a Large Wheeled Bin?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and various reasons for applying.

Table Q8 95

Q8. Why did you decide to apply for a Large Wheeled Bin?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table Q9

Q9. Some council's charge residents for a larger wheeled bins, the cost of which is currently around £30. How strongly do you agree or disagree about charging for the large bin and its delivery (please tick only one box)?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and various levels of agreement.

Table Q9A

Q9a. Strongly Disagree/Disagree why is this?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table Q9B

Q9b. Strongly Agree/Agree why is this?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table Q9C

Q9c. It depends why is this?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table Q10

Q10. If you would like to make some specific comments about the Larger Wheeled Bins - Service proposals set out in the letter or suggest any alternatives, please do so in the box below.

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table QGW

QGW. This document also outlines proposals regarding Green Waste. If you would like to make any comments about these please do so below.?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table QACS

QACS. This document also outlines proposals for Assisted Collections Service. If you would like to make any comments about these please do so below.?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table QORC

QORC. This document also outlines proposals for Off Route Collections. If you would like to make any comments about these please do so below.?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and Comments.

Table AGE

QAge. Providing the following information is entirely optional but if you can complete it, it will help the Council to understand more about current service users and promoting the take of services in future. Please tick the following that apply. ?

Table with columns for GENDER, AGE, TOTAL NUMBER OF ADULTS, TOTAL NUMBER OF CHILDREN, LONG TERM ILLNESS/DISABILITY, and ETHNICITY. Rows include Sample Bases and various age groups.

Not provided 15% 6% 15% 54% 0% 0% 0% 0% 0% 100% 0% 7% 10% 19% 28% 20% 0% 63% 6% 27% 7% 6% 0% 0% 0% 37% 20% 11% 50% 13% 0% 57%

Table HH 1

QHH 1. Including yourself, how many people live in your household: Total number of adults (16 years or over)?

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY							
	Total	Male	Female	Prefer not	15-29 year:	30-44 year:	45-59 year:	60-74 year:	75-84 year:	Prefer not	1	2	3	4	5	6	7	Not provid	None	1	2	3	4	5	6	Not provid	Yes	No	Prefer not	White	Mixed/ Mu	Prefer not to say/Not provided
1	150	50	87	13	6	60	45	12	4	23	3	59	30	26	18	5	1	8	16	22	41	35	4	1	1	30	20	118	12	142	1	7
2	2%	2%	2%	0%	0%	0%	0%	8%	50%	0%	100%	0%	0%	0%	0%	0%	0%	0%	19%	0%	0%	0%	0%	0%	0%	0%	5%	2%	0%	2%	0%	0%
3	39%	28%	46%	38%	67%	65%	13%	50%	0%	17%	0%	100%	0%	0%	0%	0%	0%	0%	5%	49%	83%	75%	100%	0%	17%	40%	41%	25%	40%	100%	14%	
4	20%	32%	14%	15%	17%	20%	29%	8%	0%	13%	0%	0%	100%	0%	0%	0%	0%	0%	25%	5%	37%	14%	25%	0%	0%	13%	10%	23%	8%	21%	0%	0%
5	17%	22%	16%	8%	0%	12%	27%	17%	0%	22%	0%	0%	0%	100%	0%	0%	0%	0%	13%	55%	10%	3%	0%	0%	0%	23%	15%	18%	17%	18%	0%	14%
6	12%	10%	15%	0%	17%	2%	20%	8%	25%	22%	0%	0%	0%	0%	100%	0%	0%	0%	38%	32%	2%	0%	0%	0%	0%	13%	15%	12%	8%	13%	0%	0%
7	3%	4%	3%	0%	0%	0%	9%	0%	4%	0%	0%	0%	0%	0%	100%	0%	0%	6%	5%	2%	0%	0%	0%	0%	0%	7%	0%	4%	0%	4%	0%	0%
Not provided	1%	0%	1%	0%	0%	0%	8%	0%	1%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	1%	0%	1%	0%	0%
Total	5%	2%	2%	38%	0%	2%	2%	0%	25%	22%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	100%	23%	15%	0%	42%	2%	0%	71%	

Table HH 2

QHH 2. Including yourself, how many people live in your household: Total number of children (15 years or younger)?

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY								
	Total	Male	Female	Prefer not	15-29 year:	30-44 year:	45-59 year:	60-74 year:	75-84 year:	Prefer not	1	2	3	4	5	6	7	Not provid	None	1	2	3	4	5	6	Not provid	Yes	No	Prefer not	White	Mixed/ Mu	Prefer not to say/Not provided	
None	150	50	87	13	6	60	45	12	4	23	3	59	30	26	18	5	1	8	16	22	41	35	4	1	1	30	20	118	12	142	1	7	
1	11%	6%	14%	8%	17%	2%	22%	8%	50%	4%	100%	0%	13%	8%	33%	20%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	5%	13%	0%	11%	0%	0%
2	15%	16%	15%	8%	0%	7%	22%	17%	0%	26%	0%	2%	3%	46%	39%	20%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	15%	14%	17%	15%	0%	14%	
3	27%	36%	24%	15%	17%	43%	24%	0%	0%	13%	0%	34%	50%	15%	6%	20%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	15%	31%	8%	29%	0%	0%	
4	23%	16%	28%	23%	67%	40%	9%	8%	0%	9%	0%	49%	17%	4%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	10%	26%	17%	24%	100%	0%	
5	3%	2%	3%	0%	0%	5%	0%	8%	0%	0%	0%	5%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	2%	0%	3%	0%	0%		
6	1%	0%	1%	0%	0%	2%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	1%	0%	1%	0%	0%		
7	1%	2%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%	0%	0%	0%	100%	0%	5%	0%	0%	1%	0%	0%	
Not provided	20%	22%	15%	46%	0%	2%	20%	58%	50%	48%	0%	8%	13%	27%	22%	40%	100%	88%	0%	0%	0%	0%	0%	0%	0%	100%	40%	13%	58%	17%	0%	86%	

Table DISABILITY

Do you consider yourself disabled? (a physical or mental impairment which has a long term (12 month period) or substantial adverse effects on your ability to carry out day to day activities?)

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY							
	Total	Male	Female	Prefer not	15-29 year:	30-44 year:	45-59 year:	60-74 year:	75-84 year:	Prefer not	1	2	3	4	5	6	7	Not provid	None	1	2	3	4	5	6	Not provid	Yes	No	Prefer not	White	Mixed/ Mu	Prefer not to say/Not provided
Yes	150	50	87	13	6	60	45	12	4	23	3	59	30	26	18	5	1	8	16	22	41	35	4	1	1	30	20	118	12	142	1	7
No	13%	14%	15%	0%	0%	7%	13%	25%	75%	17%	33%	14%	7%	12%	17%	0%	0%	38%	6%	14%	7%	6%	50%	0%	100%	27%	100%	0%	0%	14%	0%	0%
Prefer not to say	79%	84%	80%	46%	100%	90%	82%	58%	25%	57%	67%	81%	90%	81%	78%	100%	100%	0%	94%	77%	90%	89%	50%	100%	0%	50%	0%	100%	0%	81%	100%	29%
Not provided	2%	0%	3%	0%	0%	2%	0%	0%	4%	0%	2%	0%	4%	6%	0%	0%	0%	0%	0%	5%	0%	3%	0%	0%	0%	3%	0%	0%	25%	2%	0%	0%
Total	6%	2%	1%	54%	0%	2%	2%	17%	0%	22%	0%	3%	3%	4%	0%	0%	0%	63%	0%	5%	2%	3%	0%	0%	0%	20%	0%	0%	75%	3%	0%	71%

Table GENDER

Gender of Respondent?

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY							
	Total	Male	Female	Prefer not	15-29 year:	30-44 year:	45-59 year:	60-74 year:	75-84 year:	Prefer not	1	2	3	4	5	6	7	Not provid	None	1	2	3	4	5	6	Not provid	Yes	No	Prefer not	White	Mixed/ Mu	Prefer not to say/Not provided
Male	150	50	87	13	6	60	45	12	4	23	3	59	30	26	18	5	1	8	16	22	41	35	4	1	1	30	20	118	12	142	1	7
Female	33%	100%	0%	0%	17%	25%	49%	67%	25%	13%	33%	24%	53%	42%	28%	40%	0%	13%	19%	36%	44%	23%	25%	0%	100%	37%	35%	36%	8%	34%	100%	14%
Prefer not to say	58%	0%	100%	0%	83%	70%	47%	25%	75%	57%	67%	68%	40%	54%	72%	60%	100%	25%	75%	59%	51%	69%	75%	100%	0%	43%	65%	59%	33%	61%	0%	0%
Not provided	1%	0%	0%	8%	0%	0%	2%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%
Total	8%	0%	0%	92%	0%	5%	2%	8%	0%	30%	0%	8%	3%	4%	0%	0%	0%	63%	0%	5%	5%	9%	0%	0%	0%	20%	0%	4%	58%	4%	0%	86%

Table ETHNICITY

How would you describe your ethnic origin?

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY							
	Total	Male	Female	Prefer not	15-29 year:	30-44 year:	45-59 year:	60-74 year:	75-84 year:	Prefer not	1	2	3	4	5	6	7	Not provid	None	1	2	3	4	5	6	Not provid	Yes	No	Prefer not	White	Mixed/ Mu	Prefer not to say/Not provided
English/Welsh/Scottish	150	50	87	13	6	60	45	12	4	23	3	59	30	26	18	5	1	8	16	22	41	35	4	1	1	30	20	118	12	142	1	7
White and black Caribb	95%	96%	100%	54%	100%	95%	100%	92%	100%	83%	100%	97%	100%	96%	100%	100%	100%	38%	100%	95%	100%	97%	100%	100%	100%	80%	100%	97%	58%	100%	0%	0%
Prefer not to say	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%	0%	0%	100%	0%
Not provided	1%	0%	0%	8%	0%	0%	8%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	1%	0%	0%	0%	14%
Total	4%	2%	0%	38%	0%	3%	0%	0%	17%	0%	0%	0%	4%	0%	0%	0%	0%	63%	0%	5%	0%	0%	0%	0%	0%	17%	0%	1%	42%	0%	0%	86%

Table ADDRESS

Address

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY							
	Total	Male	Female	Prefer not	15-29 year:	30-44 year:	45-59 year:	60-74 year:	75-84 year:	Prefer not	1	2	3	4	5	6	7	Not provid	None	1	2	3	4	5	6	Not provid	Yes	No	Prefer not	White	Mixed/ Mu	Prefer not to say/Not provided
Comments	150	50	87	13	6	60	45	12	4	23	3	59	30	26	18	5	1	8	16	22	41	35	4	1	1	30	20	118	12	142	1	7
Postcode	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table POST

Postcode (Please input carefully)

Sample Bases	GENDER			AGE						TOTAL NUMBER OF ADULTS						TOTAL NUMBER OF CHILDREN						LONG TERM ILLNESS/DISABILITY			ETHNICITY		
	Total	Male	Female																								

Table Q1

Q1. Thinking about the proposal to move off route collections to the nearest roadside, do you think this would cause you or your household any particular difficulties?

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-5, 6 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Yes, No, I'm not sure, Not provided.

Table Q2

Q2. Thinking about your answer to question one, what difficulty do you think you will experience in using a nearest roadside collection service (please tell us about this in the box below)?

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-5, 6 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Comments.

Table Q3

Q3. Thinking about your answer to question one, you said that you didn't think you would experience any difficulties in using a nearest roadside collection service, why is this (please say below)?

Table with columns: GENDER (Total, Male, Female), AGE (30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-4, 5 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Comments.

Table Q4

Q4. If you said, 'I'm not sure', why is this (please say below)?

Table with columns: GENDER (Total, Male, Female), AGE (30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-4, 5 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Comments.

Table Q5

Q5. If you have specific comments about the proposals for off route collections and/or would like to suggest any alternatives, please say below.

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-5, 6 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Comments.

Table Q6

Q6. Do you regularly recycle any of your household waste (by regularly we mean at least once a fortnight)?

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-5, 6 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Yes, No, Not provided.

Table Q7

Q7. To recycle your household waste, do you?

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-5, 6 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Use the kerbside recy, Go to a 'bring to' site, A combination of bot, Other, Not provided.

Table Q7 95

Q7. Other please specify?

Table with columns: GENDER (Total, Male, Female), AGE (30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-3, 4 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Comments.

Table Q8

Q8. Which of the following items do you recycle?

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-5, 6 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Card, Cans, Glass, Paper, Plastic, Other.

Table Q8 95

Q8. Other please specify?

Table with columns: GENDER (Total, Male, Female), AGE (30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-3, 4 Not provid, None), TOTAL NUMBER OF CHILDREN (1-4, 5 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, Comments.

Table Q9

Q9. If no, why is this?

Table with columns: GENDER (Total, Male, Female), AGE (15-29, 30-44, 45-59, 60-74, 75-84, 85+), TOTAL NUMBER OF ADULTS (1-4, 5 Not provid, None), TOTAL NUMBER OF CHILDREN (1-3, 4 Not provid, None), LONG TERM ILLNESS/DISABILITY (Yes, No), ETHNICITY (Prefer not, White, Black/ Afric, Any other, Prefer not to say/Not provided). Rows: Sample Bases, I don't have time, I don't have anywhere, It's inconvenient.

I've lost my kerbside	2%	0%	6%	0%	100%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	13%	0%	0%	0%	0%	0%	4%	0%	3%	0%		
I'm not part of the ke	62%	50%	56%	83%	0%	80%	64%	67%	60%	50%	60%	40%	67%	50%	100%	0%	86%	88%	50%	100%	0%	0%	59%	44%	64%	75%	65%	50%
I have no way of takir	29%	21%	44%	17%	0%	20%	27%	17%	60%	50%	20%	40%	24%	100%	0%	14%	25%	0%	100%	0%	100%	28%	44%	32%	0%	32%	13%	
Other	40%	36%	50%	33%	0%	40%	45%	67%	40%	50%	20%	60%	38%	0%	0%	100%	29%	38%	50%	0%	0%	45%	44%	44%	25%	41%	38%	

Table Q9 95
Q9. Other please specify?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	17	5	8	4	2	5	4	2	2	2	6	8	1	2	3	1	13	4	11	2	14	3									
Comments	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table Q10
Q10. Do you compost at home?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	355	134	141	80	2	37	103	106	40	14	53	75	187	41	15	2	33	63	24	18	3	1	2	244	73	224	58	312	1	1	41
Yes	70%	71%	65%	78%	50%	57%	72%	75%	55%	64%	77%	67%	69%	73%	93%	100%	64%	78%	79%	72%	33%	100%	50%	67%	70%	69%	74%	69%	100%	100%	78%
No	26%	26%	33%	16%	50%	41%	26%	21%	38%	33%	19%	31%	28%	24%	7%	0%	24%	17%	21%	17%	67%	0%	50%	30%	25%	29%	19%	28%	0%	0%	15%
Not provided	4%	3%	3%	6%	0%	3%	2%	4%	8%	7%	4%	3%	3%	2%	0%	0%	12%	5%	0%	11%	0%	0%	0%	3%	5%	2%	7%	3%	0%	0%	7%

Table Q11
Q11. The Council offers help and advice about recycling. Would you like more information about the advice and assistance available?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	94	35	46	13	1	15	27	22	15	4	10	23	52	10	1	8	11	5	3	2	1	72	18	65	11	88	6				
Yes	17%	26%	11%	15%	100%	20%	15%	9%	20%	0%	30%	17%	17%	30%	0%	0%	36%	20%	33%	0%	0%	14%	11%	22%	0%	17%	17%				
No	77%	74%	78%	77%	0%	80%	78%	82%	80%	75%	60%	70%	79%	70%	100%	88%	64%	80%	33%	100%	100%	79%	78%	74%	91%	77%	67%				
Not provided	6%	0%	11%	8%	0%	0%	7%	9%	0%	25%	10%	13%	4%	0%	0%	13%	0%	0%	33%	0%	0%	7%	11%	5%	9%	6%	17%				

Table QGW
QGW. This document also outlines proposals regarding Green Waste. If you would like to make any comments about these please do so below.?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	355	134	141	80	2	37	103	106	40	14	53	75	187	41	15	2	33	63	24	18	3	1	2	244	73	224	58	312	1	1	41
Comments	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table QACS
QACS. This document also outlines proposals for Assisted Collections Service. If you would like to make any comments about these please do so below.?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	355	134	141	80	2	37	103	106	40	14	53	75	187	41	15	2	33	63	24	18	3	1	2	244	73	224	58	312	1	1	41
Comments	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table QLWBS
QLWBS. This document also outlines proposals for Large Wheeled Bins Service. If you would like to make any comments about these please do so below.?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	355	134	141	80	2	37	103	106	40	14	53	75	187	41	15	2	33	63	24	18	3	1	2	244	73	224	58	312	1	1	41
Comments	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table QAge
QAge. Providing the following information is entirely optional but if you can complete it, it will help the Council to understand more about current service users and promoting the take of services in future. Please tick the following that apply. ?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY						
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other	Prefer not to say/Not provided
Sample Bases	355	134	141	80	2	37	103	106	40	14	53	75	187	41	15	2	33	63	24	18	3	1	2	244	73	224	58	312	1	1	41	
15-29 years	1%	0%	1%	0%	100%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	2%	4%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	
30-44 years	10%	13%	12%	3%	0%	100%	0%	0%	0%	0%	0%	7%	14%	12%	0%	0%	3%	11%	42%	44%	33%	100%	0%	4%	4%	13%	9%	11%	0%	0%	5%	
45-59 years	29%	27%	38%	16%	0%	0%	100%	0%	0%	0%	0%	27%	30%	33%	47%	50%	6%	32%	33%	39%	67%	0%	0%	27%	12%	39%	12%	30%	0%	100%	17%	
60-74 years	30%	40%	21%	29%	0%	0%	0%	100%	0%	0%	0%	29%	36%	15%	33%	50%	9%	41%	8%	0%	0%	0%	0%	32%	29%	33%	21%	29%	0%	0%	34%	
75-84 years	11%	8%	15%	10%	0%	0%	0%	0%	100%	0%	0%	21%	10%	7%	0%	0%	6%	10%	4%	6%	0%	0%	0%	13%	25%	6%	14%	13%	0%	0%	2%	
85+ years	4%	3%	6%	3%	0%	0%	0%	0%	0%	100%	0%	12%	2%	2%	0%	0%	3%	0%	0%	0%	0%	0%	0%	6%	18%	4%	4%	0%	0%	0%	0%	
Prefer not to say	1%	1%	0%	3%	0%	0%	0%	0%	0%	0%	6%	3%	0%	0%	7%	0%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	2%	
Not provided	14%	7%	7%	38%	0%	0%	0%	0%	0%	0%	94%	1%	6%	24%	13%	0%	50%	73%	3%	8%	11%	0%	0%	100%	17%	12%	7%	43%	11%	100%	0%	39%

Table HH 1
QHH 1. Including yourself, how many people live in your household: Total number of adults (16 years or over)?

	GENDER				AGE						TOTAL NUMBER OF ADULTS					TOTAL NUMBER OF CHILDREN					LONG TERM ILLNESS/DISABILITY					ETHNICITY					
	Total	Male	Female	Prefer not	15-29 year	30-44 year	45-59 year	60-74 year	75-84 year	85+ years	Prefer not	1	2	3	4	5	6	Not provid	None	1	2	3	4	5	Not provid	Yes	No	Prefer not	White	Black/ Afric	Any other
Sample Bases	355	134	141	80	2	37	103	106	40	14	53	75	187	41	15	2	33	63	24	18	3	1	2	244	73	224	58	312	1	1	41
1	21%	15%	35%	8%	0%	14%	19%	21%	40%	64%	6%	100%	0%	0%	0%	0%	0%	29%	0%	11%	0%	0%	0%	23%	26%	22%	10%	22%	0%	100%	12%
2	53%	62%	45%	51%	100%	70%	55%	64%	48%	21%	23%	0%	100%	0%	0%	0%	0%	65%	54%	56%	100%	100%	50%	48%	53%	55%	41%	54%	100%	0%	44%
3	12%	13%	13%	8%	0%	14%	16%	6%	8%	7%	19%	0%	0%	100%	0%	0%	6%	21%	22%	0%	0%	0%	0%	11%	7%	14%	7%	13%	0%	0%	2%
4	4%	5%	4%	4%	0%	0%	7%	5%	0%	0%	6%	0%	0																		

Individual Responses to Waste Consultation Received via Email / Letter

Email 1

We apologise for the delay in responding to the consultation but we have just returned from holiday (10.9.12.) We trust that our views will be considered.

Q1. Yes

Q2. 1. The distance the wheeled bins, which will be loaded & heavy, will need to be taken from our property to the nearest roadside - over a 100m. 2. The roadside in our particular case is a blind entrance to the road within 30m of a particular dangerous bend on Gosforth Rd. 2. Three properties in total will have to leave their bins at this point AND THESE WILL HAVE TO BE LEFT ON THE MAIN ROAD (no pavement) AS THE LANE IS A WORKING LANE FOR A FARM, WITH REGULAR FARM & OTHER ASSOCIATED VEHICLE MOVEMENTS.

Q5. At an average of £25 per year cost, as quoted, the proposals seem totally unjustified given the total spend of the Council. In general the proposals will have an adverse effect on the rural community with little or no effect on urban areas. The reduction to one 'brown' bin collection, whilst affecting only a few properties, will have an effect on people with larger properties. Composting at home, as anyone who has tried it, is not a practical solution, and will lead to fly tipping of garden waste. In our view the collections should remain as they are for rural areas.

Q6. Yes

Q7. Go to a 'bring to site'.

Q8. Cans, Glass, Paper, Plastic.

Q10. No.

Q11. No. As regards composting we have tried it and found it impractical - insufficient space to do it properly.

Age. Both between 60-74 yrs.

Two adults in household.

We are not disabled.

Gender 1 Male & 1 Female

We are both White British.

Email 2

I would like to express my deep concern over the proposal to remove waste collection services from rural areas. I am a senior civil servant and I am frequently

away from home, therefore have been unable to attend your drop in sessions but I have received feedback from neighbours who did attend.

I am 55 and my husband is 59. My husband is in poor health having diabetes, depression and heart disease and has had a quadruple bypass. We live at the end of a laning which does extend through to the village via the golf course, although the refuse vehicle drives down the lane and turns in the yard of **** ***** next door. The bin men have never expressed any concerns over coming down our lane. I recycle all that I can and take it down to the village when I am at home, usually fortnightly, thus my waste is significantly reduced, that which I cannot recycle I put in the bin. I compost also. We have no garden waste collection only a black bin collection fortnightly.

I understand that it is proposed that large bins will be located near Cross Lanes Seascale. It would be very difficult for my husband to take the waste there when I am not at home. In addition I believe that this is a dangerous place to expect people to take waste to, as Cross Lanes is a notorious accident black spot, with no parking and there is constant traffic turning down towards Calder gate access to Sellafield. Much of this traffic travels at speed. There is also a large population of foxes and badgers in the area where we live and I have concerns that waste may be targeted by scavenging wild animals, creating hazards to human health if the proposal is for us to leave bags at the end of our lane.

As council tax payers and living in the outlying area of Seascale, we do not benefit from sewage systems as we are on septic tanks. We have no street lighting in our lane either. I appreciate that our council taxes also go towards roads and schools and other community benefits which I support. However I feel that we are being discriminated against because the council proposes to provide a two tier system of waste collection with the advantage going to residents in urban areas.

These proposals are about saving money and in the current economic climate we are all looking for value for money. The senior managers of Copeland Borough Council are responsible for the the Council's budget and must re-examine their strategy to provide an equal service to all taxpayers. I will be writing to my MP Jamie Reed to ask questions about how the council's budget is managed and by whom and about your proposals for the future of waste collection in rural areas.

Email 3

We have just seen the documentation delivered to my husband and, in view of the fact that he is at present ill in hospital and your deadline for response is 10th September, I am conveying an abbreviated response to your Consultation Document by email. I trust that you will be able to take account of it.

Q1 - Yes

Q2 - The proposal would be disastrous. The nearest roadside point is the crossroads between High Ground and Devoke Water. The crossroads point is used extensively by picnickers and walkers as a parking area. On summer weekends there are commonly 15 or more cars parked around this point. If rubbish bins are placed there, the tourists will use them; they would obviously not 'bag' their rubbish, the bins would be overfilled and rubbish would end up being strewn around the area. Needless to say, there would probably be no room for rubbish coming from 'Low Ground' and, of course, other relevant properties.

There are no permanent residents although the property has been owned and used by my husband's family since the 1920s. The house sleeps nine people. There are rarely that number present at any one time, although this does happen, but quite often there are between two and six adults, occasionally with children, resident between the months of April and September.

Email 4

We already provide efficiencies to the collection service

we currently wheel our bins 100 yards to the driveway gate, so that the collection vehicle does not have to come into our yard and turn round.

In addition, our neighbours at ***** also bring their bins for collection at the same location thereby saving the quarter mile off-road journey from the main road to their property for the collection vehicle.

At the same time the collection vehicle is also able to access nearby *** *****.

Physically impractical

The nearest potential 'kerbside' collection point is just over half a mile (as measured by garmin GPS) and it is physically not possible to pull/push a wheelie bin that distance up un-metalled roads. Whilst I am a reasonably fit woman, my husband is a pensioner - please take that factor into consideration.

Alternative containers

A solution utilising black plastic bags to transfer refuse for kerbside collection could be considered. However, whilst a main road, it is a rural location and foxes and feral cats are prevalent in the area, and will split open sacks to scavenge and thereby scattering refuse - requiring more time to collect this up and completely defeating the purpose of refuse collection!

Further, during the fortnight between collections, any storage in those bags again runs the same risk at domestic locations.

Safety

The potential location for 'kerbside collection' is in fact on the A595 - where the speed limit is 60mph and there is in fact no kerb.

If the refuse collection vehicle had to stop at this location, then it would put the vehicle operatives and other road users at increased risk.

We also need to consider the practicalities of transfer to the kerbside collection point. The refuse collection team are trained (I presume) in safe manual handling practices and wear appropriate safety equipment (hand protection and high visibility vests).

You need to consider the increased risk to untrained, and less capable members of the public when asking them to transfer containers of waste long distances, or lift them high enough to fit in and out of a car boot, as well as the added risk of carrying all this out on the edge of a major road.

I hope that you find these comments of use.

The service you provide now is satisfactory, and the consequences of diminishing that service whilst potentially resulting in direct cost savings, will also result in a significantly greater increase indirect costs and detriment to the community.

Email 5

My mother has filled out and returned the questioner. I have some timings and other thoughts for the CA19 *** collection, I would like to add, which includes this address.

Total return journey time from main road to last collection point 3 mins 19 secs. [Car with very hard suspension]

Total of 7 properties covered by 4 collection stops.

Using your average time per property of 1 min gives a total time of 7mins for this off route collection.

1st:- single pick up on the edge of the lane (20 secs). *[Driver gets out of van, drops of replacement black sacks, picks up waste black sacks on puts them into cage, gets back in van and drives to the next stop]*

2nd pick up: - 3 terraced houses, at right angles to lane in old stable yard. Furthest 70ft from the lane edge (1 min 15 secs).

1 detached property on lane edge (20 secs). *[Driver leaves van in lane outside detached property. Drops of replacement black sacks for this property and places waste black sacks in cage, walks to furthest detached property dropping of replacement black sacks on route and picks up waste black sacks on way back to van. Places bags in cage gets back in van and drives to next stop]*

3rd and 4th single pick-ups on edge of lane (40 secs). *[As 1st above]*

Total collection time for CA19 1UJ off route 5 mins 54 secs.

I feel these are generous timings. The actual vehicle and experienced driver would comfortable do much better, getting the total time closer to 5 mins.

My elderly mother nearly 80 and myself early 50's, suffering from chronic worsening health problems. Already take the waste bags to the lane side, 150ft from the dustbin, using a wheel barrow. Neither of us qualifies for assisted collection and we would have to make a special journey, in the car, to get the waste bags to the side of the main road, a further 570ft from the present collection point on the lane side.

I would rather see the brown bin collection stopped all together in Copeland, than door step waste collection in remote rural areas changed. This is about the only service, these council tax payers see. Couldn't the council hand the brown bin collection to a private company, who's cost are partly funded by the sale of the recycled material. I feel brown bin collection is a luxury, residents can no longer afford, during these hard economic times which at the moment, show now sign of improving for many years to come. Every one managed perfectly well before brown bin collections started. If more of this type of material went into the waste collection, the new Shanks sorting plants will deal with it, still keeping landfill costs to a minimum and any increased costs to them being covered by a saleable product.

I hope this gives the information you need and further justification to continue with this off route collection.

Email 6

Re the change proposals to refuse collections.

This is an individual concern. My name is *****. I reside at Mirehouse Whitehaven where i have been for 62 years. It is only recently that i have needed help with my bins (assisted collection) the reason..... I have 17 (seventeen) steps up to the front door from the pavement. And i am 89 years old live alone have no carers(not needed).At present the collectors take my bins up and down for me for which i am very grateful, so i request that I would be allowed to have this continue, as I will be 90 when the new rules come in force. Thank you for your time (son-in-laws e-mail, my words)

Email 7

In response to your proposal of changes to the waste collection service I would like to comment as follows;

1. I pay my Council Tax for services which include collection of my household waste from my property - not from over 350 meters away.
2. I cannot see how you can expect people to walk/drag a bin up a dirt track, lane, road or any other course.
3. You say 'for all off route properties' - why are we 'off route' when our properties should be part of 'the route' whether we are down a lane or not.
4. If this proposal goes ahead I will be forced to burn my rubbish therefore adding to the problem with the environment.
5. I feel you should look in other directions within the council to save money and not in ways which disrupt people's lives and add to their problems.
6. If this proposal goes ahead will you be lowering Council Tax bills?

Email 8

Further comments -

1. Will the Council be checking each and every household as to whether we are physically able to drag our bins up lanes/dirt tracks/roads??
2. Will the Council be responsible for bins which are lost, damaged or stolen when out of our site over 350 meters away??
3. Has the safety of each and every household been taking into account when dragging these bins up the lanes in the dark (the night before or early morning)?

I could go on and on but I can't believe we are having to justify why we should be entitled to have a bin service at our door, as it has been for decades. Waste disposal should be the last thing you are trying to make worse for people.

Email 9

I attach a statement from my parish council the content of which I wholeheartedly agree with. I vehemently oppose your proposals to downgrade the current service for waste collection in Irton with Santon Parish. Your proposals are discriminatory to this rural community and represent a truly deplorable erosion of the already minimalistic return for our council tax contribution.

Email 10

We support the position of the Irton with Santon parish council and agree with all the points that they have raised in their response to the waste consultation.

Email 11

I am e-mailing to express my wholehearted support for the submission of Irton with Santon Parish Council in response to the proposals to change the system of refuse collection in our area. Although my own property is next to the road, I am very concerned about the impact the new proposals, if implemented, would have on the visual amenity of this area of outstanding beauty within the Lake District National Park. Because of the difficulty that many householders would experience in wheeling their bins to the nearest roadside collection place every collection day, it is inevitable that bins will be left at the end of linnings on a permanent basis. Apart from being unsightly, they are likely to attract fly tippers and, if they are blown over, they will attract vermin. Irton is different from most areas within Copeland in that a very large proportion of its private dwellings are on linnings which have not been adopted or made up but which in the past were main thoroughfares. This would mean that there will be large numbers of black and brown bins permanently sitting at the end of some linnings. While one or two bins at the end of linnings might just be acceptable, twenty or thirty bins would not be. Consequently, I would urge you to reconsider the

proposals in respect of Irton with Santon and to maintain the existing service subject only to a change in collection day, if required, and to the limitation of each household to one brown bin.

Email 12

Off Route Collections

I run a self-catering business in a remote location above the Esk valley. It is accessible by a public road which is a dead end. Whether your proposals would affect my business depends on how "roadside" and "off route" are defined.

At present we are not "off route" because our rubbish is collected. If you decided to change the route, we will be "off route". "Off route" is therefore not a very helpful term to use.

Similarly, if our public road is a "roadside", your proposals won't affect us. Our property is by the side of a public road.

However I suspect ours will be one of the properties (there are in fact three or four down our dead end) which you have in mind, because it is down a side road and waste crews must open a farmer's gate to get there.

The consequences of your proposals for our visitors and neighbours would be considerable. They would have to wheel heavy bins a distance of about one mile to the nearest main road, some of the distance uphill. Some of our visitors and neighbours are elderly, and what would be a strenuous task for a fit person would become impossible for them. In fact they would have to go to the main road twice, once to put the bin out, and once to bring it back. I could not run my business on this basis.

Moreover my next door neighbour is disabled: he can only walk with sticks following a spinal abscess a few years ago. If you stop his rubbish collection I would, as a former lawyer, advise him to commence Judicial Review proceedings against you immediately. I'm pretty sure he would get Legal Aid. It cannot be reasonable for a local authority to expect a man who walks in a slow and painful shuffle to move a heavy bin, a journey that would take him hours even if only performed once.

Email 13

I would like to express my views on the issue of Garden Waste (Brown Bin) Collections.

I am the owner of a 3-bedroom semi-detached house in the middle of an estate. It has a well established garden approximately 50 x 15 yards containing several mature trees (about 50 feet in height) and many smaller trees, shrubs, hedging, etc.

The garden is maintained in good condition and at the peak of the growing season produces substantial amounts of waste, often more than two bins will hold.

Prior to brown bin collections being introduced my only option was regular trips to the refuse facility at Frizington. In fact it also occurred occasionally until I acquired a second bin. Now it is a rare occurrence. This is despite also using two large compost bins for disposal of readily compostable material. Not all material is compostable - branches from large shrubs and trees need to be chipped first which is time consuming (and requires a chipping machine).

Whilst the Council may no longer have recycling targets to meet, and waste does not go to landfill, the Council still has a duty to act in an environmentally friendly manner. Forcing domestic properties to dispose of excess garden waste themselves does not meet this objective due to the increased fuel usage.

The total amount of garden waste for collection varies with the growing season in a similar manner to the hours of daylight giving rise to a summer peak. I believe the council should plan to dispose of the material arising at this peak. Efficiencies should be found in the use of freed manpower when total collections are smaller. Time and motion studies, or accountancy techniques, which plan on the basis of average weekly collection quantity, are not appropriate.

The larger the garden the more widely dispersed the properties are likely to be. The efficiency of emptying only one bin per property is then lost as it takes seconds to use the wagons dual bin lift at the same time, but wastes time bringing two bins to the wagon.

I find the claim that "Households which place more than one brown bin out for collection reduces the number of other brown bins and households that can be serviced that day by the vehicle" ridiculous and irrelevant. The wagon must be emptied when its capacity has been reached – the number of times this happens varies with the growing season. The number of times the wagon will be filled, and how quickly, obviously varies throughout the year.

Qualifying criteria (used for large family black bins) could be considered by inspecting properties seeking to use multiple bins. The use of a single larger brown bin (as per black bins) is impractical since it would be too heavy.

If a cap on the number is required for cost saving reasons I believe TWO bins is the correct figure (being the capability of the wagon). Would a limit of one bin be applied to isolated properties? How would such a limit be enforced? Would a single building containing multiple flats be allowed multiple bins? Some common sense is required here!

Finally I understood the council received payment from the sale of this compostable material to garden suppliers – and not simply because of avoidance of landfill charges. So why limit the income?

Email 14

I live on a lane in Irton with Santon parish which like many others in the area have not been "adopted" by the authorities. They are not wholly owned by residents but it costs us considerable amounts each year to keep them passable to all-comers. The local authority are obliged by law to collect our domestic refuse from the curtilage of our properties which is not at the main road. The purpose of this collection is to obviate the unhealthy and unsafe outcomes of carrying such refuse by hand or vehicle which in my case would be approximately 400yards up the lane in all weathers. Can you imagine the semi-liquid, stinking contents of some inadequate packaging coming apart or falling over in a car? Further to that, the establishment of an unsightly facility at the main road would necessitate the regular monitoring and rectifying of an area for numerous bins after every storm and this task would obviously fall to the residents. Added to this is the likelihood of vermin from the whole area enjoying the spoils of inadequate security of these bins. Pity the people who will have them located near their property.

It seems as though it is relatively easy for Copeland BC to alight on the rural population to seek savings by denying them a proper, clean and safe collection service. Is the Executive aware of an Act of Parliament of 2010 which precludes discrimination by reason of where people live? Incidentally it is noted how many Executive members represent rural areas and therefore in which direction the decision is likely to go.

I am 69 years of age and while it may be possible for me to move waste it is certain that this will not continue for many more years and I am not prepared to go through the indignities of trying to decide if I will qualify for special treatment.

My suggestions are as follows:

Such is the importance of everyone having a healthy and clean collection service it is important to ensure CBC are not simply choosing to remove an entire vehicle and crew because the costs of a a fraction of a vehicle and crew cannot be done. If the savings required are in fact some fraction of a vehicle, say 50%, then I think CBC should look very hard at other possibilities for savings.

Secondly it seems that brown bin collections, in rural areas especially, are an anachronism and I would prefer my black bin to be collected if I can have the choice.

Black box collections are very important also but if the waste separation plants that have been bought by Cumbria CC are so sophisticated then surely they can do the

separation of recyclable material from the refuse black bin. If they are not that sophisticated then I hope that they will become so soon.

This email is written on behalf of myself of course but is applicable to many others who have less enthusiasm for writing to officialdom and to those who have no access to a computer and the internet let alone managing to get their rubbish on foot or in a car to the road in all conditions for 07.00 hours.

Email 15

Thank you for the consultation document you sent on proposed waste services changes. I have completed a questionnaire and am returning it to you by post.

We have been in correspondence about this previously when we applied for our large black bin.

First, your proposals don't seem to distinguish between **very rural** and **urban** addresses. The garden waste collection service, for example, may be very helpful in urban areas, but may be largely unnecessary in rural areas. Thus providing this collection to everyone wastes council resources.

Secondly, your proposals don't seem to recognise that there are both **permanently occupied** and **holiday** addresses - and there must be lots of the latter in the area. Where there are houses that sometimes have larger numbers of occupants, large bins become important at peak times. I would urge you to make categories that take this into account.

Where households are already reusing, composting and recycling everything possible to minimise landfill waste, then the size of the bin doesn't alter the residual amount of waste for landfill.

Email 16

I can understand the need to make cut backs in Council services provision due to the financial restraints you work under. However, I do not agree with the proposal to restrict waste collections in what are essentially rural areas. Copeland is a rural borough and it must accept that rural collections are part and parcel of the service offered, not to do so would **discriminate** against rural residents while more urban areas continue to receive the full service.

The consultation proposals are a bit vague as I do not know where the collection point would be for me but I think it could be 1/2 mile away and this would prove difficult at my age.

I have both my primary home and a second home in Copeland (a beach bungalow) so I currently pay almost full Council Tax payments. As I am already contributing my

portion of the wider services through my primary home Council Tax I feel that it is only the waste collection that I receive as a consequence of paying my £930 second home Council Tax. A very expensive service to be reduced.

Looking at the situation from a wider view point I do think it is false economy to alter the service as human nature being what it is will result in fly tipping or waste not being left for collection and building up and causing health hazards. Copeland will then still have to remove the rubbish and probably have to take legal action against culprits. The cost of continuing door to door collections is likely to be less in the long run

Email 17

You mention off route collection yet we leave our waste bag on the roadside by our house anyway. To take our waste further would be impossibility. I am in my seventies and have spondylitis of the spine plus arthritis in every joint so therefore has restricted movement. The nearest road apart from where we live is almost a mile away. How can someone elderly and physically challenged get their waste to that place? Also there are badgers and foxes round here and sometimes they break into the bags scattering the contents all over the road. It would be even worse on the through road as there would be no-one to pick up all the debris. You may say the answer is to provide a wheelie bin. That would be extra cost to the Council and even more impossible to trundle a wheelie bin for almost a mile. I would have difficulty walking that distance without carrying anything.

You say you are consulting with Age UK, Older Persons Forum and Copeland Disability Forum. No doubt they would all state that this proposal is totally unacceptable for older people. You also state that you have a duty to eliminate discrimination and to foster good relations but it seems that you, as a Council, are prepared to discriminate against those people who live in a rural community. I would also like to know, if this proposal goes ahead, what reduction will be made to our Council Tax. As it is, I am unsure what the Council does provide to our rural area. We used to get a free rail card which we used but that has been stopped and we can't catch a bus as there aren't any.

Perhaps the Council should look elsewhere to make savings rather than penalizing rural communities.

Email 18

I understand that it is proposed that all refuse bins should in future be placed at the roadside for collection to avoid "doubling back" by the collection vehicle. I have not seen a definition of "roadside" in your proposal, but now it is rumoured that effectively any household not immediately adjacent to the A595 should take their bins and place them on the side of the A595.

These comments refer particularly to the households on the Lane from the A595 down to the church at Hall Waberthwaite. There are 10 households on the lane, which is approximately 1.5 miles long. My wife and I live 0.8 miles from the main road (A595). We and many of the occupants along the lane are now ageing and are incapable of hauling the bins to the top of the lane to place them at the side of the main road, particularly since the lane has gradients of up to 20% in places. Nor do we have the facilities to move the bins mechanically (i.e. no suitable haulage vehicles). We also believe that the storage of bins (albeit temporarily) at the end of the lane will potentially give rise to road safety issues (drivers' field of view when leaving the lane to join the main road).

Therefore, we do not support this proposal, and we wish to keep the current arrangements, i.e. collection of refuse bins from the lane side outside each of the 10 households.

Email 19

I will be 85 years old in October. I have had a triple bypass and have a pacemaker. Access to the main road is about 200 yards away over rough ground.

Will I get a gold medal when this service is introduced?

There is a shorter way to a main road but you have allowed the owner of the private road near my property to fence part of it off, leaving a path which is too narrow for a refuse bin.

Email 20

Response to Copeland Borough Councils Waste services consultation document

Summary

- The need to make savings to meet budgetary constraints is clear but the projected savings arising from proposals for waste services changes for Low Mill appear miniscule and will in no way offset increases associated with the implications of the changes which do not appear to have been addressed
- Rationalising routes and challenging anomalies is appropriate but the most likely way to significantly reduce waste management costs would be to challenge the culture associated with waste generation across the whole community
- The proposal for roadside collection changes when viewed in the context of Low Mill households seems fundamentally flawed and appears to be an attempt to incentivise waste reduction by the introduction of potentially significant hardship to a small proportion of the overall community

- Irrespective of option definitions, if Low Mill properties are designated as off route and requiring road side collection, in addition to higher costs, there will be significantly higher burdens and risks placed on Low Mill householders in return for illusory savings. Such burdens and risks appear to be to be disproportionate and can hardly be portrayed as the action of a council eliminating discrimination, promoting equality and fostering good relations
- The information supporting the consultation process appears flawed, the timescales do not appear appropriate, and the mechanisms for ensuring appropriate transparency of the data informing decision making are unclear. In addition, the role of the consultation in supporting discharge of the councils' legal obligations is also unclear

Low Mill considerations

- The hamlet of Low Mill consists of 13 households; pensioners live in 7 of the households including 2 households entitled to assisted collection services because of their age/health. Neighbours currently manage their bins to the collection point within the hamlet
- Access to Low Mill is from the B5435 at Kearsy bridge along an un-adopted road for a distance of around 300 yards
- There are no large bins at the hamlet but there are implications related to the proposals for assisted, off route and garden waste collection services
- If Low Mill properties are designated as off route and requiring road side collection, and assuming this applies to black bins and garden waste, 11 households would need to move wheeled bins a further 300 yards along the un-adopted road to and from a designated collection point each week
- If the first proposal is implemented assisted collection services will be required for 2 households – it is assumed these will either be supported by the existing waste collection personnel or the provision of a separate service
- If the second proposal is adopted, a one off survey (23/08) suggests 46 seconds average per household so collections would continue at the hamlet with no assisted collection services required
- Whilst not statistically significant, indicative **total savings of around £190 per year** (0.02% ? of the budget) could be achieved by designating Low Mill for road side collection **but only if there are no additional costs**

Implications if road side collection proposals are implemented for Low Mill

- Using existing personnel to provide the additional assisted collection service would clearly be inappropriate as time costs of 300 yard walks to and from the hamlet to collect and return bins for each of the 2 households would be massively higher than the fuel costs related to using the vehicle
- Firm proposals are required to estimate the cost to provide any standalone assisted collection service, but it is inconceivable that the fuel and staff costs of such a provision could be less than the projected £190 annual saving. These services may be funded from a different departmental budget, but ignoring the implications on the overall council budget would be wholly inappropriate

- Again it is difficult to calculate additional costs associated with the other impact of the proposals without a full risk analysis and safety case, but the cost of such analysis on its own is likely to significantly exceed the projected annual savings
- Such considerations should include human and monetary costs of accidents to householders required to transfer heavy bins, significant distances, in all weathers and in the absence of even rudimentary lighting, including emergency service support and litigation response, identification, planning and approval of a suitable designated area for up to 13 bins, Environmental impact studies providing cost/benefit analysis, replacement costs of bin losses (un-attended for significant period 300 yards from habitation) and any other litigation issues such as judicial review of the consultation process

Comments about the consultation process

- The role of the consultation process is unclear and how it fits into the Councils' legal obligations is not addressed
- The data related to proposed changes is masked by averages and generic statements and real data related to the changes are not available, precluding really informed debate.
- There is nothing specific available to support the suggested savings nor is it possible to understand the relative impacts of each proposal on the savings
- The consultation, if it is to have real meaning needs to offer access to the data which will inform the decision making processes before decisions are taken. If this is not done the council will be open to legal challenge with resultant increases in costs and delays in implementation potentially negating the whole exercise.
- There is no evidence that the downside implications of the proposals have been addressed and so the data informing the decision making process are likely to be flawed. In particular there does not appear to be any cost/benefit analysis. There also seems to be a lack of analysis and indeed understanding or awareness of the risks associated with the proposed changes. The responsibilities for consequences if such risks materialise are not addressed
- The timescales of the consultation process do not appear appropriate. In particular the timing of the issue of the document to householders with the process spanning the busiest bank holiday period in the year is indefensible.
- The web based document is dated July, but despite assertions to the contrary, the information had not been shared with Lowside Quarter parish council who were provided with copies by residents
- For Low Mill residents the document was issued on the Saturday with the Egremont drop-in meetings scheduled for the following Monday afternoon. Could this be a deliberate attempt to minimise response?
- It is not possible to be comfortable with the process for the drop-in meetings which appeared unstructured, ill led and with no evidence that comments and concerns were captured to ensure that they could be addressed at a later stage

Supporting data and assumptions

- Without the actual figures, which are presumably available under the freedom of information act, the overall budget appears to be around £825000 (33000x£25) with annual fuel costs probably around £17,000 (13000 litres@£1.3/litre)
- Based on a single survey and simplistic assumptions, implementation of roadside collection at Low Mill could offer a saving of around 4 minutes driving time and say 2 minutes handling time (resulting from marginally reduced handling distances at a single road side collection point). So for 2 operatives this suggests around 12 minutes per week so saving around 11 hours per year – At an all up employment cost of say £15/hour, this equates to around £165
- Additional diesel costs at say 1 mile/litre and £1.3per litre might be around 45p per week. i.e. ~ £25/year
- **Taking both features into account the total saving might be around £190 per year (0.02% of the budget)**

Survey on 23/08/2012 @ 07:15 to 08:45 including garden waste collection

- Average vehicle travel time from Low Mill to road side ~40 seconds (10 vehicles)
- Waste collection vehicle arrived at 08:39 carrying driver plus 1 operative and left at 08:49
- The vehicle reversed from road side to Low Mill in just under 3 minutes
- It stopped beyond the entrance to Low Mill House and both operatives collected and discharged 8 bins in just under just under 4 minutes returning bins to the edge of properties. The driver then moved the vehicle forward approx. 20 yards to support the collection and discharge of 2 bins from Low Mill house and 1 from Memorial house. This took a further 2 minutes
- So 11 bins were emptied from the 13 Low Mill households in - 6 minutes
- The vehicle then drove forward to Kearsy bridge in just under 1 minute
- The total time including driving was 10 minutes road side to road side
- Thus the average collection time for each household was around 46 seconds

Email 21

I refer to your recent suggestions re. The possible reduction of the number of brown bins your workforce may be allowed to collect from houses.

My garden at ***** covers a large area and three bins can easily be filled with just one cut. This takes some 2 hours as I will be 77 next month and my wife is 73.

I understand that you can't make all decisions based on individuals but I am desperate to retain the bins which allow me to cut this large area once every 2 weeks. As my wife and I are unable (due to our age/health) to maintain flower beds,

vegetable patches etc. on a regular basis any suggestion of composting said grass is without substance.

In order to help balance your financial position I suggest you consider not sending vehicles to collect during the months of, say, December to February of any year. These savings helping to defray costs accrued during the remainder of the year.

Finally, as a last resort I would, if necessary consider paying some premium for you agreeing not to change the current number of brown bins.

This may be difficult to implement but I hope it shows how much I need the status-quo to remain.

Email 22

In answer to your request for views on the proposed changes to refuse collection, I have detailed below a number of practical disadvantages to reducing the service to end of lonning collections. The associated costs seem higher than the proposed saving to running costs on the 2% of the household you are claiming to make a saving on. Having had some experience of Local Authority budgeting, I appreciate that it is usual to hide associated costs in different cost centres when a council department wishes to "sell" their proposal. I would therefore like to ask for a full and detailed cost comparison of the proposed changes including any associated costs in overcoming the obstacles I have raised. I do not understand why you are prepared to accept an increased risk to the Health, Safety & Welfare to your employees let alone to your customers the humble council tax payer? I would like to ask how you have balanced the risks to you staff against the disadvantages to the people who pay for the service.

Health & Safety

It is not practical for to convey a 240litre wheelie bin 1 mile to end of our particular lonning so a site will have to be provided on the nearest main road. It is not practical to leave bags at side of road for any length of time, or to convey them to the end of the lonning immediately prior to collection. There is no suitable site on public land at end of the lonning (main road on double blind bend). There is not a safe to drop off refuse or a stopping place for the collection vehicle. Any council vehicle will have to manoeuvre or reverse on a double blind bend and I understand from previous correspondence you have claimed there is an unacceptable danger when your vehicles have to reverse. There is a danger to your customers in bad weather caused by unnecessary daily journeys by car, in our case 1 mile to the end of the lonning. We will have to double bag rubbish to carry to site in family car with open boot to prevent spillage of semi wet waste and the associated health risk.

Cost

There is an increased cost for all parties. The fuel and wear and tear on customer's vehicles for short daily runs to bins. Large (340 - 660litre) bins are inadequate for two weekly collections and will require weekly collection. The council will have to buy/rent/improve the proposed location for the siting of bins at the end of lonning. The council will have to provide sufficient heavy duty bags for transporting semi wet rubbish to end of lonning. In our case the council will have to provide 4 X 660 litre bins or 3 x 1100litre bins to equate to current volume of bins on lonning, this will require a different vehicle than on the standard route so added vehicle/crew/replacement costs (which seemed to be the argument the council were fighting against in their proposals?).

Environmental

I appreciate that reducing landfill is no longer a perceived priority for the council, but there will be a huge increase in plastic bags in waste. Unattended bins will be used by casual passers-by with associated littering or if locked, the bins will encourage fly tipping on site. The use of bags and associated waste around the site will encourage vermin. A row of bins on the carriage way is unsightly in an area trying to encourage regeneration through tourism. This is a hidden cost and the impact on our beautiful county is impossible to calculate

I will look forward to seeing an accurate cost benefit analysis in plain English, but unfortunately I do not think you will (be able to?) provide one.

Email 22

I currently have 2 garden waste recycling (brown) bins. I think that the proposal to restrict households to just 1 garden waste recycling bin is a bad idea because:

1 People don't fill their brown bins every fortnight, so when their single bin is full, they can just stockpile garden waste until there is space in the bin, then put it out for the next collection instead. As a result the same amount of collection work will be required. (Maybe even more work, because the collectors will not have the efficiency of picking up more than one bin from a particular stop - instead they will have to call at that address again at a future date, meaning an extra stop for the wagon.

2 There will be a temptation for people to put garden waste in their black bin if they have unused capacity - I certainly have plenty of space in mine because I use all the recycling routes offered. Surely you should be encouraging garden waste recycling not potentially tempting them to send it to landfill.

3 I have a large house and garden and this is reflected in the council tax I pay. It does not seem fair to tax someone on this basis then not provide the service which the property requires.

I hope that you are able to take account of these arguments and continue to offer as many brown bins as required.

Email 23

We completely disagree with the proposed changes to our refuse collection. The nearest roadside is a mile away and it is not feasible to drag a bin that far. Bins at the track end would be both an eyesore and a hazard. We pay very high rates of council tax and believe that the current system is an entitlement which you should not change in any way.

The Council may spend slightly more on our refuse collection but we cost them nothing in terms of street lighting, street cleaning, road maintenance etc. In terms of equality issues is rurality being considered? It would appear that we are being offered a lesser service because of location. Has Copeland done an impact assessment on this?

Email 24

I am writing in response to the council proposal to reduce the number of brown bins being collected from properties in Copeland.

I live in a property with a garden that is larger than average, as do most of my neighbours, where having more than one brown bin, collected fortnightly, is a service which we believe is necessary. Any reduction to that service is purely a cost cutting exercise by the council and one which is not environmentally friendly at all.

The proposed change to collections would certainly mean a reduction in recycling capability and it is not environmentally friendly for the household. If we are to continue recycling our garden waste we would have to transport it to the Frizington Waste Facility. By doing this we are using additional fuel for transport and plastic bags which are not bio-degradable.

I am aware that when we obtained additional brown bins the council were being given cash incentives to increase the recycling quantities and this benefit has now stopped for the council, but that is not a good enough, environmentally sound, reason for reducing the brown bin collection service to one brown bin per household. There must be many households within Copeland who never use a brown bin. Here the council must be making time savings currently. Has the council considered keeping the additional brown bin collection service but asking those households who require additional brown bins collected to pay more council tax, equivalent to that additional collection time cost? Composting at home is not the answer either as grass cuttings take many months to reduce and become mulch that serves any useful purpose.

Email 25

Please can you advise if ***** will fall into the category of off route properties – we have not received a letter advising us of this, but reading your paper on revision of waste collection arrangements, I would like clarification.

Email 26

These four rate-paying addresses are close together round the same farmyard down a 1/4 mile farm road.

It should take a hired van about the average of one minute per property - that is a total of four minutes - off the main road.

It would not be feasible for the occupant of each property to wheel a bin to the roadside for each collection and return it to the farm once it had been emptied.

If we were to ferry the rubbish in a vehicle to the A595 there would have to be a vermin-proof bin to put the bags in. Otherwise they would be trashed by foxes, rats and so on. This is what happened recently at a neighbouring property and the Council had to send someone out to clear it up.

This is part of the Lake District National Park so I guess the authority would be interested in the design of such a collection bin.

Regarding the drop-in session, I see there is not one in Millom. Could you please explain why not?

Email 27

I wish to register my strong objections to the proposal to limit brown bins to one only per household. There are many older residents like ourselves (75 & 80 yrs. old respectively) who have quite a large garden which they try to keep tidy but at certain times of the year like mid-summer really need two bins but at other times of the year do not even use one so do not put it out every collection day. It would not be possible to compost all of our garden waste because some of it is twigs and small branches from bushes and also composting requires attention to carry out the process properly which I doubt whether we could manage. At the same time we, living at Seascale are a long way from the tip at Frizington so cannot often get there with our excess waste and I believe that is also scheduled to close. The alternative of tips at Harrington and Millom are even more inaccessible for us. I also have sympathy for residents who face the prospect of having to transport their waste to a collection point as some of these are also elderly. We really are beginning to feel discriminated against yet we pay our Community Charge like everyone else but are likely to have a much inferior service compared with town-based residents.

Email 28

I am concerned by the proposed changes to 'off-route collections'.

To wheel my black wheeled bin to the nearest roadside would be a round trip of 2 miles. Followed by another round trip of 2 miles to collect it again when empty. This would be difficult along a hilly and badly maintained route as well as very time consuming for me.

I envisage at least three problems of the alternative of taking bags to the nearest roadside. The bag itself is adding to the rubbish going to landfill. Hardly in keeping with the motto I have seen on the side of your refuse lorries: Reduce, reuse, and recycle. Then there is the cost of buying the bags and transporting the rubbish. Bags are not resistant to foxes and other scavengers. Rubbish will end up scattered about the area. Not a pleasant sight for tourists and potentially dangerous to farm animals, wildlife and traffic. This would be detrimental to the local economy.

I suggest that instead of changing the black bin collection you reduce the frequency of brown bin collection and encourage people to compost more. Surely it is not necessary to continue collecting brown bins during the winter?

Email 29

These proposals are yet another kick in the teeth to rural residents! I am sick of subsidising other Copeland resident's services.....I pay the same council tax as everyone else, and yet you are now proposing to remove one of the few services you provide to this small community. We have no street lighting, no road services, and now you essentially want to remove our refuse collection service.....this feels very much like discrimination to me. It's bad enough that we only have plastic bags provided for our refuseno bins provided for us country bumpkins! How do you propose we take our refuse to a collection point half a mile away....on the back seat of my car? Very hygienic.....I don't think so! Perhaps you are expecting us to walk with our refuse bags to a collection point or wheel it down on a wheelbarrow, then walk the half mile back? I wonder how my neighbour in his 80's will manage that.

I would also like to know how you can justify this on ecological grounds. Where are your "Green Ethics"? You are proposing to replace a single van journey, with multiple resident journeys up and down country lanes. I thought there was a push towards reducing unnecessary car journeys?

I'm not sure who thought this idea up, but they clearly have never lived in a rural community, and quite frankly have shown very little respect for those of us who do.
THESE PROPOSALS ARE NOT ACCEPTABLE!!!

Email 30

I would like to add my voice to the objections to the proposed off road waste collections. Clearly it is impractical for elderly, disabled and other residents and catering for these people while ignoring others in the vicinity is neither efficient nor reasonable.

Also as it affects people on private roads and presumably higher council tax payers it has a clear political motive - I doubt any of the people who make this decision will be affected by it. But more than anything the puny amount of money it will save in comparison to the mess and inconvenience it will cause is divisive, ill-thought out and financially incoherent.

I will certainly take all steps necessary to shelve this decision including contacting the local government ombudsman, DOE and if necessary a judicial review.

Finally without wishing to personalise this I cannot avoid the conclusion that if Ms Fisher (Principle Waste Officer) has the time to come up with this idea then her position would seem an obvious opportunity to make a saving.

Email 31

I have several issues and question regarding the said proposal:

It is unclear from your proposal what is defined as boundary of property. My property boundary is down a laning that has shared ownership. I would like to know the detail of where you are defining as the property boundary and hence where you propose to collect from, collection times and what time of bin we are expected to "manoeuvre" to the said collection point.

Are you obliged to carry out a risk assessment for us transporting the bins to the collection point?

Do you propose to "train us" in the manual handling of these bins? I presume all your refuse collectors receive said training and have a suitable risk assessment.

Who owns the bins? If it is the council and if someone receives an injury transporting are you culpable?

In winter our road receives no gritting service from you adding to safety concerns.

If one of the properties receives at house collection due to disability reasons, would the other properties naturally join that collection point, one stop instead of two?

Bin collection for the 4 properties located at Catgill is already from a central location and probably takes less than your targeted time.

Council tax for our area is one of the highest in Copeland and we are expected to accept reduced services having already previously accepted a reduced service when we went to two weekly collections. The properties in this area are banded high because of their size even though there are not large numbers of people living in them.

Currently we receive a reduced waste service as no recycling is collected from us, we have to transport recyclables to our nearest recycling centre.

Can I have a breakdown of each element (in detail) of council services we receive to understand fully our contribution and what value for money we receive?

If the proposals affect us will we receive any remuneration for this reduced service?
Can I also have the details of where the proposed savings will be used in providing better services for the people who will suffer from this proposal?

Email 32

I am concerned regarding the proposed changes to the off route collections. The nearest roadside to my property is over 1/4 mile away, surely the Council doesn't expect residents to carry their waste bags or drag a large and heavy wheelie bin such large distances? Doing so would undoubtedly result in numerous personal injury claims from people who have tripped or fallen whilst taking their refuse to the roadside over uneven ground.

The consultation document makes the point that off route collections cost 4.5x the cost of a roadside collection. I would like to make the point that my property does not benefit from Recycling or Garden Waste collections. Thus all of our garden waste is composted and we take our recycling to a collection point. Surely this lesser service that we receive offsets the majority (if not all) of the increased cost of the off route collections.

Email 33

No pre-paid envelope included in the pack. Question number 9 misleading as they don't have a recycling collection but that isn't one of the questions

Email 34

I am writing to express my concerns and dissatisfaction to the proposed changes to waste collections services.

My concern is to the proposed limiting of brown bins to one per household.

My property, in a reasonably remote area at *****, has large areas of grassland which need cutting regularly and disposing of the waste.

I currently have two brown bins which only take away approx. one seventh of my total waste. The remaining considerably large amount of waste I have to transport to the tip at Frizington at my time and cost.

Considering, as a pensioner, I am paying £1900 per year in Council Tax I would like the council to reconsider the reduction of brown bins.

I have also inherited two areas of roadside grass, in front of my property, which the council / highways departments do not cut. These also contribute to amount of waste for me to dispose of.

The reduction of brown bins could result in more people fly tipping.

I appreciate that the council are making savings due to government cut backs, but as householders we are finding it hard with rises in the cost of living etc., without your proposed cut backs to the waste services.

I hope the public concerns over this issue can make you reconsider the proposed changes.

Email 35

All in all a very poor idea, poorly thought through, full of potential problems and further arguments.

Really not worth the trouble for any savings that might be made.

With the real possibility of litigation in the future.

You will only cause unrest within a loyal and dedicated workforce.

Leave the service alone it's OK as it is.

Email 36

I'm writing in response to the document I've received regarding changes to the waste collection service. I live at ***** on the edge of Egremont.

I have several concerns about this.

- Where do you consider being the edge of my property? As far as I'm concerned the bin is already kept at the edge of my property. Where are you expecting the 4 property owners in this area to drag their bins to?
- I actually don't believe it takes more than your stated 4 minutes to collect from us. 3 of the property's bins are kept near each other.
- We pay the second highest level of council tax in the area and are having our services reduced again. The properties in this area are banded high because of their size even though there are not large numbers of people living in them.
- We already have reduced waste service as no recycling is collected from us we have to take it to the nearest recycling centre ourselves. Collection of household waste and garden waste has already been reduced to every other week.
- We don't have any street lighting. We already aren't receiving the same service as those living in more built up areas?
- On looking at the list of council tax charges I notice the area's most likely to be affected apart from a few exceptions are the ones which pay the highest council tax.
- I feel you are proposing to penalise your highest tax contributors.
- Is there a proposal to cut our council tax contributions as we will be receiving even less of the service afforded town dwellers?

Email 37

There are 7 properties in total which are on a circular route so there should be no route navigation problem for the wagon. Residents take their bins now between 150-200metres down their lonnings to save the crew time and if they had to go to the road end it would work out at over half mile to take and bring back their bins. Putting their bins at the lonning end could cause theft of the bins and also fly tipping. Resident suggested that we consider doing away with brown bins instead. He said that he spends about £1500 a yr. maintaining the lonning which he knows is his own responsibility but maintaining this helps public services such as the post van, waste wagon and any emergency service vehicles that may need to use it

Email 38

Il understand that we will be required to wheel a wheelie bin at least a hundred yards from these houses along rough tarmac - some of the older residents would be unable to do that.

If your intention is to collect from the main road the wheelie wheels would be worn away in a short time.

Bags would be trashed by wildlife if they were left at the roadside, creating a dangerous mess and attracting fly tippers.

These proposals are a bad idea, you could reduce the collection time by making people leave their bins outside their gates with rubbish black-bagged inside or you won't collect it. Why don't you make the whole refuse collection system more efficient? Council tips are notorious for the number of employees doing nothing- for instance, Millom tip has improved.

Email 39

We live at *****, Egremont, CA22 *** , you are asking if we think roadside collections would cause any difficulties to us well yes we do, we already drag our bin 200 metres to the triangle, the road is half a mile further on, which would mean us having to walk 1 mile to take the bin down and 1 mile for us to bring it back up, the lane is not tarmac so the bin wheels wouldn't last long and I think this would also encourage fly tipping.

You ask if we recycle our household waste yes we do, but we have to drive a mile and a half to do so, so my suggestion is that all the towns and villages that have recycle sites should do as we have to do recycle their own and that would save you a fortune on kerbside collections!

You ask if we compost at home, that we don't do and the reason for that is rats, it costs us to keep them at bay.

I will be 65 in the year 2014, our choice to live here, but we get very little for our Council Tax Money, no street lights, no roads maintained, and now when the going gets tough for the Council you pick on rural areas, shame on you.

Email 40

It is my opinion that there should be two overarching principles – encouragement of recycling and avoiding waste and keeping our environment free of waste and rubbish and clean and healthy. If the proposals do not do this there is a problem.

If you wish to encourage more people to recycle and therefore reduce the rubbish for collection you must ensure that recycling is "close to home" and you must ensure that your contractors replace the various bins when they are full – this certainly does not happen locally which makes recycling difficult and the sites littered.

Those who live in the country and those who are handicapped should not be penalised. Yes – some choose to live in the country but many live off road because that is their homes and their livelihoods – and they are far from rich.

Brown bins – it is not possible to compost all garden waste in your garden. I have five compost heaps/bins but still need three brown bins frequently. Woody waste and certain weeds cannot be composted in home heaps. Shredders are possible but they are noisy and energy inefficient. Taking green waste to your waste sites is certainly difficult and energy inefficient (i.e. not green) compared to one of your trucks collecting many people's green waste. Similarly if you encourage fly tipping by your policies which you will this is hardly environmentally friendly – as similarly more garden bonfires will also be not.

Certainly the council composting is energy efficient and environmentally ideal – recycling waste as soil enricher. Think again – encourage the use of brown bins – do not discourage them.

Email 41

Customer disabled and he would not be able to take his bins to the nearest road. He would have to have an assisted collection. His wife is also disabled and your son has had cornea transplants and cannot do this either.

Email 42

Regarding your recent communication relating to the proposed waste service changes. I am a little unsure as to where, going forward, you are proposing that we place our bin for collection. We live at *****, and Frizington, CA26 3TG and would like clarity on the location of the 'edge of the nearest roadside' as quoted in your correspondence.

Email 43

Having been notified a couple of years ago that we were entitled to a larger refuse bin by a relative of CBC staff, she arranged for us to receive one.

I've now received a modern version of the form (link above) to reassess our requirement. As nothing has changed here, our entitlement hasn't changed.

Unfortunately, the form is not appropriate for our circumstances as it only asks about children in nappies. The form also asks a lot of questions you already have access to the answer for.

As for recycling in general, we take all reasonable steps to recycle - and that includes returning egg boxes to the shop for reuse.

If you wish to reduce the amount of refuse for land-fill, it is you that needs to do more; you could:

- introduce kerbside plastics recycling - which you have been asked to do on several occasions before
- lobby the government to deal with 'waste' properly - by insisting that containers are returnable.

Please also be aware that irrespective of entitlement, it doesn't mean to say the bin will always be full prior to collection.

I trust that clarifies the situation and that we will continue to have the facility of the larger bin.

Email 44

As Copeland residents who are currently eligible for a larger black bin and will indeed also be eligible for a black bin after the proposed changes we are concerned about the potential for charges to be applied for this service.

Could you please provide me a breakdown of the charges proposed (it seems to me you are considering a £30 levy for this service) and the current charges relating to waste collection for

Standard black bins

Larger black bins

Brown wheeled bins

Email 45

My response is quite simple, I object to the changes around the proposed potential loss of my large wheeled refuse bin. I will point out several issues that I feel should be addressed before taking action on the residents of Copeland.

One point that would be beneficial in being reviewed is the money being spent on expenses by the local council representatives.

A significant review MUST be undertaken of all operations as the only visible service the council supply is the waste management and to alter this would be shameful. The proposed changes that you mention, how are you going to enforce a special medical reason, does this have to be specifically applied for?

To set a criteria for children is also discriminatory as some learn at different stages, some may not be as efficient as the council would like at learning to control their bladder (especially at night time).

My own personal thoughts about being additionally charged for a larger bin as well as already paying my council tax is being somewhat discriminatory. Would it not be better to look at retrieving the money from the non-payers of the council tax rather than penalising the paying majority?

What the council is now proposing is to penalise those people that have children and encourage couples to remain childless.

Has this consultative document been through the legal department or been scrutinised by an independent legal institution?

If I am to be penalised and the proposed changes come in to effect and have the removal of my larger bin, even though I will probably be generating a similar amount of waste will I be penalised for overfilling my bin or leaving an additional bag at the side (by non-collection).

Email 46

I wish to object to the new bin collections regarding garden waste. When we first got our garden bin we requested another 3 which we had delivered. We have a very large garden and with the grass cuttings alone we fill 3 bins every 2 weeks. In addition to that we have to cut our edges around the property every 2 months (one of the conditions of planning permission was we must retain our hawthorn edge). Our bins are placed by the gate which is on the road making it very easy access for the bin collection. This has been an excellent service and we feel that with us paying our high poll tax it is something we should be able to retain. We don't use compost as we have no vegetable garden so what are we expected to do with the grass? I can only see a reduced service in Cumbria leading to people fly tipping or leaving

gardens to be neglected. Surely you are able to get a picture from the collections already that needs the service.

Email 47

GARDEN WASTE

We have a garden of approximately half an acre which is laid down to trees, shrubs, lawns and flower beds.

We have two compost bins.

We, here in Holmrook, were allocated 1 brown bin when the service to this area was originally begun. We were always struggling, with a large pile of garden waste which we couldn't compost, waiting for brown bin space.

After some years we managed to acquire an unwanted brown bin from a friend and are now just managing nicely.

If only 1 brown bin is collected fortnightly we will be back to square one.

We do not wish to resort to having a garden fire – we haven't space without damaging existing trees, shrubs and lawns etc. which would be greatly detrimental to the garden. In any case it would not be good for the environment, I'm not sure it is even legal.

We had understood that central composting of garden waste was to be encouraged nationally and could be economically beneficial to Copeland.

Might an additional payment to have the second brown bin collected be a possibility? I'm not sure how the properties concerned could be identified to the collection service though.

OTHER WASTE

We recycle everything we can using doorstep collections, taking other waste to designated collection points. Our black bin is rarely more than half full.

Email 48

You asked for some comments on the Copeland proposals for changes to the waste collection services.

My main concern is that the proposals disproportionately disadvantage rural communities, and that much larger potential savings could be made by modifying urban collection arrangements.

Already rural communities have poorer levels of services [e.g. no door to door collection of recyclable waste, road cleaning, grass cutting, libraries, etc.] and here is yet another proposal to further reduce the rural rate-payers' services. The concept of 'rural proofing' does not seem to have been applied to these proposals.

'Off route' collections are to be replaced by commercial size communal containers to which householders will have to carry their waste. These are likely to become overfilled and a focus for fly tipping. Far greater savings would be made if this proposal were applied to urban areas, as is the case in areas of Europe.

The provision for people less able to carry loads seems inadequate as assistance will only be offered to those in receipt of state benefits. Many people, particularly under the government's new criteria, do not qualify for disability benefits and yet will find it difficult or unduly painful to carry waste to collection points. Many rural properties are isolated and so have no neighbours to call on for assistance.

It does not seem that adequate consideration has been given to alternative cost saving measures, such as large communal collection bins in urban areas, and the consequences for isolated elderly and infirm rural dwellers have been ignored. No consideration of 'rural proofing' of the impacts has been given.

Email 49

I am fortunate to have a fairly large garden. This inevitably produces much organic waste, including pruning's of the many shrubs which will not compost. The two brown bins currently provided are therefore very necessary. The alternative would have to be burning, not an environmentally friendly solution.

Email 50

1. Consultation document has no email address
2. Document is hidden in news and views it should be in the waste management section.
3. I live off route at **** * CA28 ***. There are 7 people on this site who are retired and 4 still working. Currently I take my bin 200m to a collection point which is a further 200m from the road. At nearly 70 years of age I do not find it reasonable to have to take the bin any further and there is a likelihood that before long I will not be able to. I hope you will take this into account when considering collections. We recycle practically everything and compost the rest; I am making a positive contribution to waste minimisation so I expect you to bear that in mind.

If these changes are implemented they will only make a £0.1m saving on a requirement of £1.8 a drop in the ocean!

Email 51

I am fortunate to have a fairly large garden. This inevitably produces much organic waste, including pruning's of the many shrubs which will not compost. The two brown bins currently provided are therefore very necessary. The alternative would have to be burning, not an environmentally friendly solution.

Email 52

Presently, we have two brown bins which we really need to avoid having to revert to garden bonfires again. Our garden is just less than a third of an acre, which consists of lawn, fruit trees and vegetables. Lawn mowing is always composted, as are some smaller pruning's but cypresses, hawthorn and apple and pear cannot be composted on a domestic compost heap. Nor can I compost weeds such as thistle and brambles. The plot is completely surrounded by hedges of one variety or another, which have to be trimmed. It always concerns me that when cuts are envisaged, they always appear to be effected at the sharp end of service delivery, not at middle or senior management. It would be interesting to know how much money would be saved by losing one bin lorry but re-deploying the associated labour. No-one could object to a two bin limit as some people have a somewhat unnecessary three bins but a single bin would lead to a lot of air pollution by garden bonfires.

Email 53

With reference to the proposals to changes to the waste collection service, my problem is I have a large garden mostly lawns and trees hedges etc. . . .For me composting is not an option as the end product would be of no use. Living where I do we already pay more in our council tax for what seems very little service. I do understand the council has had its budget cut from central government, but simply can't understand how Allerdale with a larger population and a grant from central government that works out at about 12 pence per head per week more than Copeland can still maintain a weekly collection. Of course the officer in charge of these proposals is himself not affected by them. I have already discussed this matter with Mr Parker who seemed to have already made his mind up before this consultation had even taken place. So even though I am making these comments it does seem to be a waste of time.

Email 54

I would like to express my strong objection to any proposal that would limit the number of brown bins per household to less than two.

My wife and I, who are both senior citizens, live on a corner plot on the **** ***** estate which contains a number of perennial shrubs and bushes around its boundary, the maintenance of which already involves a lot of hard work (and getting harder every year!). We currently have two brown bins, as do most of the properties adjacent to us, and two compost bins. The latter we use for all household vegetable

waste, compostable shredded paper and lawn grass cuttings. Given the time required for these materials to compost satisfactorily, the second bin is full by the time the first is ready to be spread on the garden. There would be no room therefore to add further green waste to these were we to purchase a shredder and attempt to recycle further material pruned from bushes.

Already our gardening is significantly affected by there being only a fortnightly brown bin collection, and, following the collection a fortnight ago, we refilled both within 2 hours and had to wait for a further 2 weeks before attending to further unsightly bushes. We also find the cessation of brown bin collections over the Christmas period difficult to manage, but understand why this might be necessary.

If you decide to reduce the number of brown bins to one, the general result will be:-

- a) Many additional trips to the public tip, assuming everyone has a car and is able to do this.
- b) A commensurate increase in carbon dioxide emissions due to the increased car usage.
- c) Increased cost to the householder.
- d) A probable general deterioration in the appearance of many estates affecting people's perception of the town.
- e) A probable increase in fly tipping and the cost to the Council that that would entail.

As the wagons collecting the garden waste can handle two bins at a time, I can see very little manpower saving from reducing to one bin. I would urge you therefore to retain at least two brown bins and perhaps re-examine how you might be able to generate an income from all this free material. You will of course be aware that, in general, those with slightly larger gardens are paying higher Rates.

Email 55

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Already our gardening is significantly affected by there being only a fortnightly brown bin collection, and, following the collection a fortnight ago, we refilled both within 2 hours and had to wait for a further 2 weeks before attending to further unsightly bushes. We also find the cessation of brown bin collections over the Christmas period difficult to manage, but understand why this might be necessary.

If you decide to reduce the number of brown bins to one, the general result will be:-

- a) Many additional trips to the public tip, assuming everyone has a car and is able to do this.
- b) A commensurate increase in carbon dioxide emissions due to the increased car usage.
- c) Increased cost to the householder.
- d) A probable general deterioration in the appearance of many estates affecting people's perception of the town.
- e) A probable increase in fly tipping and the cost to the Council that that would entail.

As the wagons collecting the garden waste can handle two bins at a time, I can see very little manpower saving from reducing to one bin. I would urge you therefore to retain at least two brown bins and perhaps re-examine how you might be able to generate an income from all this free material. You will of course be aware that, in general, those with slightly larger gardens are paying higher Rates.

Email 54

Having read the consultation document I would like to raise the following;-

- I am worried about **how** I would get our refuse from our property to the road. I currently have a black/brown wheelie bins and it would be an impossible physical feat to push and pull them up and down the track. I think it would be unsafe to try.
- I have considered the option of switching to bin bags and depositing these at the end of the track however my experience of putting rubbish out in bags has been that foxes, deer and rats/mice break into them and scatter the contents. There are lots of animals of that sort where I live.
- From a green/recycling perspective I think reverting to bags is wrong. I would be sending over 50 plastic bags to landfill every year that shouldn't be there.
- I think you should encourage everyone to compost the contents of the brown bin. We always compost our garden waste and there is no need to provide a brown bin collection service.

Email 55

I'm not sure if this involves Bigrigg area, but I would be very much in favour of weekly black bin collections returning, I find it difficult to cope with bi-weekly connections despite using recycle facilities.

Email 56

When the bins were first distributed to our surprise the original standard size one was taken away some weeks later and a *large* one left in its place. A number of weeks later again and the large one was replaced with a standard size.

Then, again sometime later, THAT one was spirited away and we were left with a large bin...all very confusing.

So basically we have a large wheelie bin now and as you are looking to recall them to cut costs, you may wish to take ours. It's parked on the roadside and easy to find.

I would be grateful if the replacement was new or as near new as possible from a hygiene point of view.

Email 57

Your proposals will hit me badly.

I am a pensioner, 70 this month, and paying full rates. My home has nearly 200m of hedging, which I maintain largely unaided. The hedges produce huge volumes of un-compostable cuttings each year so I depend on my two brown wheeled bins to cope. I spread the work through the year, but in a day's work I fill two bins. Currently these are emptied each fortnight, so I am able to keep up with the growth, averaging one bin per week. Your proposals to collect one bin each fortnight will mean that cuttings will accumulate because I cannot stop the hawthorn from growing throughout the summer. This accumulation is impossible for me to transport to the recycling centre, so I will be forced to collect up excess for months until it is dry enough for a bonfire. My neighbours will not be pleased and I am fearful of bonfires.

As for home composting we have two large composters as well as a heap for grass cuttings. Everything that can be composted is composted and re-applied to the garden the brown bins are reserved for woody material that can be commercially composted only by your contractors.

As for the season, your assumption that brown bins are not needed for a full month around Christmas, hits me at the worst time for my hedging. I am out every week cutting down 3m Hedges and filling the bins so, weather permitting I am accumulating masses of stuff in anticipation of your resumption of brown bin collection in February.

I have always tried to comply with your rules for recycling, and believe I am a dutiful ratepayer. My garden needs two brown bins, in fact I could use more. I am determined to maintain the garden independently myself for as many years as possible, and feel the least I can expect of a local authority is to support my efforts, and remove the waste that is inevitable in a garden like mine.

I remain very fearful of your proposed reduction in service, and not a little baffled as to how it will save money, as others have pointed out: the wagons are already set up to tip two bins at each stop, so the occasional property with two bins will not take more than a few seconds to collect. The men may have to return to unload at the depot less often, but if I can cram into one bin, what I now put in two, then throughout the year, they will make just as many trips with my hedging material. As I have explained the one constant is the volume of material that grows each year. You can't change it and nor can I.

I would plead with you that withdrawing two bins for large gardens will save you little in time and money and will create great strain for people like me, leaving growing piles of uncollected material and the inevitability of smoky bonfires and nuisance to others.

Trusting you will think more carefully

Email 58

I have two brown bins which I have no difficulty in filling every two weeks with my grass cutting.

I do not think that that there can be much saving if collection is reduced to one bin. The refuse vehicle takes two at a time and mine are left very close to the highway (no pavement).

As an older person who likes to keep his garden tidy I don't want the problem of disposal of the second bin's contents.

I am a Band E council tax payer. I do not use the council's recyclables collection as I take my glass, newspapers, cardboard etc. to the facility on St. Bee's car park. To lose the second bin collection would be very inconvenient.

I understand that it is intended to reduce the number of refuse collection vehicles. Has consideration been given to the extra problems caused by a breakdown? Cutting to the bone can leave you very vulnerable.

I would like to see the council continue to provide a good service as it does at the moment rather than make marginal savings causing problems for its constituents.

Email 59

1. Would like to see the council invest in the vehicles similar to the ones he has recently seen in Australia – the vehicle is operated with a driver only and automatically collects the bin from the side of the road, if the council would then see a saving as less staff would be required.
2. Would like to see the bulky collection vehicle be done away with and twice a year for us to carry out collections from all properties, we would collect anything that people put at the kerbside free of charge, again this is something that is done in Australia. The vehicles that collect green waste in the winter could carry out these collections and in the summer maybe hire vehicles. This would reduce the cost of bulky collections and eliminate fly-tipping therefore reducing the cost of street cleansing.

Letter 1

I write to object most strongly to your proposal to refuse houses to one brown bin. I am 76 years of age and cut my large area of grass every other week and fill 2 brown bins. I could see more sense in the proposal if you reduced people with 3 or 4 brown bins down to 2.

Revised Criteria

Assisted Collection Service

The proposed revised criteria for the Assisted Collection Service are as follows:

Applications will be accepted from anyone who is over 16 years of age, is the householder and who is in receipt of at least one of the following:

- Disability Living Allowance care component at the middle or higher rate. (or from April 2013 Personal Independence Payment - PIP)
- Higher Rate Mobility.
- Attendance Allowance

Assistance may also be granted in other exceptional circumstances; where proof of service need will be required. Assistance will not be provided where the applicant is in receipt of carers' allowance.

There will be 4 levels of service, with an assessment being made to ensure that the customer receives the right level of assistance.

These levels are shown below.

	Adapted or Assisted Service	Collection Point	Return Point after emptying
Level 1	Smaller (easier to manage 120 ltr bins) or blue bags.	Edge of property	Edge of property
Level 2	Smaller (easier to manage 120 ltr bins) or blue bags.	A suitable point no further than 5 metres (or reasonably practical) within property.	Edge of property
Level 3	Standard bin	A suitable point no further than 5 metres (or reasonably practical) within property.	Edge of property
Level 4	Standard bin	A suitable point no further than 5 metres (or reasonably practical) within property.	Collection point no further than 5 metres (or reasonably practical) within property.

Revised Criteria

Large Wheeled Bins

The proposed revised criteria for the Larger Wheeled Bins Service are as follows:

Customers will be able to apply for a larger wheeled bin (or additional blue bags) where they meet the following criteria:

- 6 or more permanent residents
- 5 permanent residents including 1 under the age of 5
- 4 permanent residents including 2 under the age of 5
- A medical condition which produces non-infectious clinical waste

Copeland Borough Council

Full Equality Impact Assessment Form

Waste Collection Redesign Project

DATE September 2012

Copeland Borough Council Full Equality Impact Assessment-Valid from 1 November 2011

Directorate/Service/Area	People & Places Neighbourhoods – Waste Services	Persons undertaking the assessment Person responsible for implementation of the policy/ function/ service or proposal	Assessment: Janice Carrol Lead Officer: Janice Carrol
Name of policy/ function/ service or proposal to be assessed	Waste Collection Service changes	Date of assessment Sept 2012	New or Change to existing circumstances
<p>Positive Equality Duties</p> <p>This initial EIA will also help you identify whether there are opportunities for promoting equality. Even if there are no adverse impacts, this part of the process is essential as it will ensure we meet our equality duties.</p> <p>These equality duties are set out in a number of pieces of <u>legislation</u> but are summarised below;</p> <p>The need to eliminate unlawful discrimination, promote equality of opportunity and foster good relations between and for different groups based on:</p> <ul style="list-style-type: none"> • Gender • Gender reassignment (i.e. transgender individuals) • Age (young and old) • Disability (mental and physical) • Sexual orientation (heterosexuality, homosexuality, etc) • And religion and belief (including no belief) <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>If you require any assistance with the completion of this form please contact the Equalities Officer: Alison Walton Tel: 59 8358 Email: awalton@copeland.gov.uk</p> </div>			
<p>1. Briefly describe the aims, objective or purpose of the policy/service/ function or proposal being assessed. If this EIA is assessing the impact of a proposed change please describe the proposed change.</p>	<p>Proposed changes to waste collections to improve efficiency and reduce costs of the service in terms of:-</p> <ul style="list-style-type: none"> • Dedicated residual and garden waste services • new eligibility criteria for large bins • new eligibility for assisted collections • a standardisation of the garden waste collection service to one brown bin per property • the introduction of nearest roadside collections for properties whose collections mean the refuse vehicle is taken off-route to collect. 		
<p>2. What are the required outcomes from this policy/service/function or proposal?</p>	<p>All collection rounds re-routed to be operated as efficiently as possible Efficiency savings of around £120k as a result of reducing the vehicle fleet and crew by one A procedure in place that ensures residents who need assistance to access the refuse service get it A procedure in place to manage the provision of large bins so that waste minimisation and recycling are encouraged and only large households (6 or more permanent residents) or 5 with 1 child under 5 or 4 with 2 children under 5 or</p>		

people with medical conditions that have a need to dispose of clinical waste are issued with larger 360 litre bins.
A standard garden waste collection service is in place and is one brown bin per property
A nearest roadside collection service operating for properties whose collection takes longer than the average of one minute.

3. In your initial EIA you identified 1 or more of the following: potential adverse impact, potential mitigating actions, alternative courses of action.
(Insert conclusions from Initial EIA)

Group	Will the implementation of this policy/procedure/function or proposal have any negative impact on people from any of these equality groups?		Can the policy/procedure/ function or proposal be amended or altered to help mitigate the negative impact?		Will the implementation of this policy/procedure/ function or proposal have any positive impact on people from any of these equality groups?
	Y	N	Y	N	
Age (younger and older)		✓		N	Y
Disability (mental and physical)		✓			✓
Gender or Transgender		✓			n/a
Race		✓			n/a
Religion or Belief (inc non-belief)		✓			n/a
Sexual Orientation		✓			n/a
Human Rights Issues		✓			n/a

Describe any mitigating action you have taken to combat any negative impact identified by this process.

List alternative options you have considered.

The initial EIA indicated that there could have a negative impact on the age and disability characteristics. However these have been addressed throughout the course of the consultation and its conclusion.

Assisted collections are provided for those who physically cannot move their bin to a collection point. This service is available on proof of eligibility and we have also introduced a clause which makes it clear that other exceptional circumstances will be given full consideration as part of the application process.

This new criteria promotes equality in relation to the age characteristic. The previous criteria meant the scheme was only available to those over the age of 65. This has been removed as part of the new criteria to ensure it is available to anyone who needs it regardless of age. Also in relation to children, the qualifying child age for eligibility for larger bins we have extended to the age of 5 for qualifying households.

The introduction of nearest roadside collections for properties some distance from the nearest road is likely to affect rural areas more than urban. Some of the more isolated parishes will have a disproportionate number of affected households.

Could the implementation of this policy/service/function or proposal disproportionately affect any our Neighbourhoods i.e. Localities/Parishes. (Please give details)

<p>4. Investigating the potential adverse impacts. Please describe the evidence you have used to assess the adverse impact and any stakeholder consultation and engagement you have carried out to explore the adverse impacts and any potential mitigating actions.</p>	<p>Consultation took place with a number of groups. These were: Copeland Disability Forum; South Copeland Disability Forum; Age UK; AWAZ (no response received); COSC; Joint Churches (no response received); Older Persons Forum (no response received); Outreach; West House (no response); West Cumbria Society for the Blind (no response received) and Howgill Children's Centre (welcomed the invitation to respond but felt unable to contribute).</p> <p>Questionnaires were sent to 1300 homes identified as potentially affected by the proposals and 355 were returned. The questionnaire asked if difficulties would be encountered should the proposal be agreed and if so what those difficulties would be. Of those responding 85% stated they would have difficulty if collections were moved to the nearest roadside. Respondents were asked to state what difficulties they would expect to have and an analysis of these difficulties was carried out. 22% of those responding said they would have physical difficulties. This combined with the information we have from the age group of respondents (15% of respondents being aged 75 or over) implies that we may need to provide assistance to around 20% of the properties affected by change. It is difficult to estimate an exact figure as information is unknown on the number of neighbours or relatives that may be able to help or indeed whether the respondent lives with able bodied people. That said 21% of respondents lived alone.</p>
<p>5. Summarise the findings from 4. This should include the key messages from the consultation you have carried out.</p>	<p>See Executive report for 2 October 2012 and appendices for full details</p>
<p>Protected Characteristics</p>	
<p>Gender</p>	<p>Consultation feedback data is broken down by gender as highlighted in the appendices</p>
<p>Gender reassignment</p>	<p>n/a</p>
<p>Age</p>	<p>Consultation feedback data is broken down by age as highlighted in the appendices. Age UK welcomed the removal of age from the criteria as this would identify other vulnerable people. Age UK was concerned about the use of benefits as piece of eligibility criteria. A mitigating action has been identified. Communal points were also a concern. Site visits and individual consultation will take place before any further changes. On the larger household bins, some feedback indicated that households with young children needed greater capacity. Therefore the age for qualifying households has been extended from 3-5 years old.</p>
<p>Disability</p>	<p>Both Disability Groups gave feedback. South Copeland Disability Group welcomed assisted collection proposals but did not want to see any changes to larger bins for clinical reasons. There were proposals in relation to this. Copeland Disability Forum welcomed the proposals on assisted collections but requested that Carers Allowance be included in the criteria. Welcomed levels of service proposed rather than a standard one size fits all and continuation of assisted collections in off route areas.</p>
<p>Sexual Orientation</p>	<p>Outreach commented that changes to larger bins will only affect larger LGBT family units in the same way they</p>

	would affect others.
Religion or Belief (inc non-belief)	no responses received on this characteristic
Race	Consultation feedback data is broken down by ethnicity as highlighted in appendices.
Pregnancy and maternity	No feedback but assisted collections will be available under the exceptional circumstances where someone requires assistance.
Marriage and civil partnership	n/a
6. Through the process did you identify any gaps in data or feedback? if so, what were these and how will these be addressed.	Ref
	1.
	2.
	3.
	4.
5.	

Gaps Identified
 Data gap on households with more than one brown bin. Some data has since been gathered by the crews.
 Composting raised as a mitigating action as per the report.
 Some local arrangements for assisted collections may have been put in place by crews that we do not have a formal record of. This will be rectified.

Equality Impact Assessment Action Plan

7. Use the table below to record your findings at 5 and 6 and actions you intend to take to address any issues identified. This should include your proposed mitigating actions, any alternative courses of action and plans to fill gaps in data.

Issue	Proposed Action	Lead Officer	Milestones	Comments
Identify any 'informal' local arrangements put in place by crew	Communication and discussion with crews	Joanne Fisher	December 2012	
Inclusion of a clause in the criteria which enables anyone needing assistance to apply for it	Inclusion in criteria	Janice Carrol	October 2012	
Larger bin household criteria – child age qualification increased from 3-5 year for eligible households	Inclusion in criteria	Janice Carrol	October 2012	
Communications Plan which takes into account of needs of vulnerable households	Communication/Implementation Plan	Keith Parker/Janice Carrol Project Group	October 2012	

Completing Officer (Name)

Janice Carrol

Completing Officer (Signature)

Completing Officer (Signature)

Authorising Manager (Name)	Keith Parker
Authorising Manager (Signature)	
Date Completed	20 September 2012