



GARDEN WASTE CONSULTATION 2024

Consultation Report

September 2024

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1 Introduction

1.1 Background and introduction

In December 2017, Prosperous Communities Committee resolved to introduce a subscription-based garden waste service from 1 April 2018, prior to this happening the service had been free for residents who could receive it.

The decision to introduce a charge was taken on the basis that a “user-pays” ethos was implemented and that the function should seek to fully recover its costs. Failure to do this would mean that residents who didn’t subscribe to the service would be indirectly funding it through their council tax payments.

The service has continued to grow year on year, with high levels of satisfaction. Each year our Citizen Panel are asked how satisfied they are with the garden waste collection and this satisfaction level has increased since 2020 from 67.7% to 79% in 2023.

In July 2024 a report was presented to Management Team and Prosperous Communities Committee and it was agreed to undertake a consultation with the following objectives:

- Discover what views our residents hold in relation to payment methods for this service
- Discover what views our residents hold in relation to collection schedules for this service
- Propose updates and or changes to Members which meets the needs of our residents as informed by the consultation.

This report summarises the views of residents that took part in this consultation. Views were gathered from West Lindsey residents, Parish Councillors, West Lindsey District Council Members and West Lindsey businesses through either a direct invite, events, through social media or by visiting the website.

1.2 Methods

To undertake this work we used multiple routes to consult with our stakeholders. The consultation was undertaken using an online survey, a paper survey and through stalls at Market within the district.

Surveys

To ensure we got a wide spread of responses the survey was directly sent to all those currently on the green waste service, those residents on the West Lindsey Citizen Panel and those customers who received the service in 2023 but are no longer on the service. On top of this we advertised the consultation through social media, press release, website, on newsletters to our councillors, our

resident newsletter and to parish councils. A copy of the survey distributed can be found at Appendix A.

1.3 Response

The survey had 7,352 responses received through 3 routes. The breakdown of these responses are:

	Received back	Sent out	Percentage response from those sent out
Online	6009	26482	22.7%
Paper	1316	3115	42.2%
Markets	27	27	100%
Total	7352	29624	24.8%

Figure 1: Breakdown of respondents

2 Respondent data

Respondents were asked at the end of the survey to answer some equality questions. Whilst not mandatory, 6028 respondents did give a response, and these have been broken down into gender, age, disability, ethnicity, faith/religion and sexuality.

Gender

Out of the 6136 who took part, 56% of those are Female and 43% are Male and 1% were transgender, non-binary, other or preferred not to say.

Age

To take part in the consultation it is requested that they need to be 16 or over. Age data is available for the 6121 members who took part in this question and the ages are grouped as:

Age range	Percent
16-25	0 %
26-35	4%
36-45	8%
46-55	13%
56-65	23%
66-75	26%
76+	25%
Prefer not to say	1%

Figure 2: Age ranges

Disability

Out of those who took part, 27% of those classify themselves as having a long term illness, health problems or a disability which limits their daily activities and 69% do not.

Ethnicity

The majority of respondents class themselves as White British, Irish or other with 97%. Other ethnic groups had responses but the percentage is 1% or under for each. This included Black, Black British, Caribbean or African, Asian or Asian British, Mixed or multiple ethnic group and other.

Religion/Faith/Belief

Which the Christian religion came up with the majority of responses with 62%, the no religion option had 32%. The other religions which came in under 1% were Muslim, Jewish, Hindu, Sikh, Buddhist and other faith.

Sexuality

The majority of responses came from heterosexual respondents with 91%, while those who classed themselves as Lesbian/Gay were 1% and Bisexual with 1%.

3 Results

3.1 Current versus non subscribers

As part of this consultation we need to know whether the respondents are a current subscriber or not.

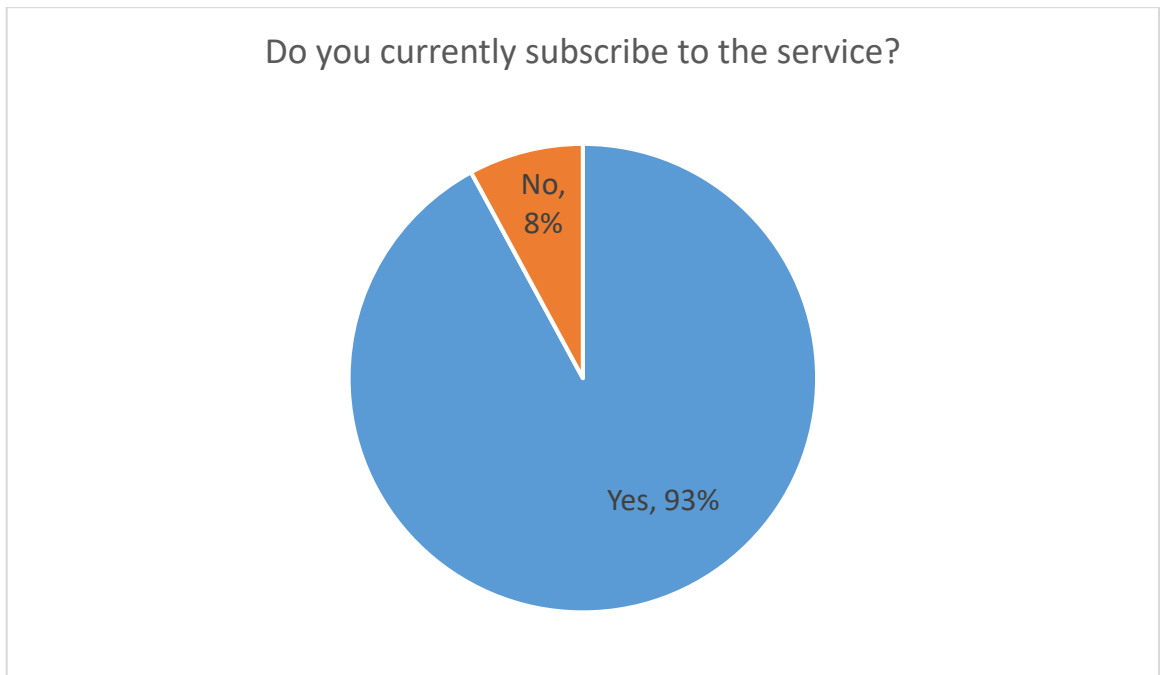


Chart 1: Subscribers vs Non Subscribers

While this looks like a small amount of respondents are not currently subscribing to the service, this does amount to 555.

3.2 Non Subscribers

From the 555 respondents who currently do not subscribe to the service we asked them why and gave a list of 6 options. Each individual could click one or up to all 6 of these options.

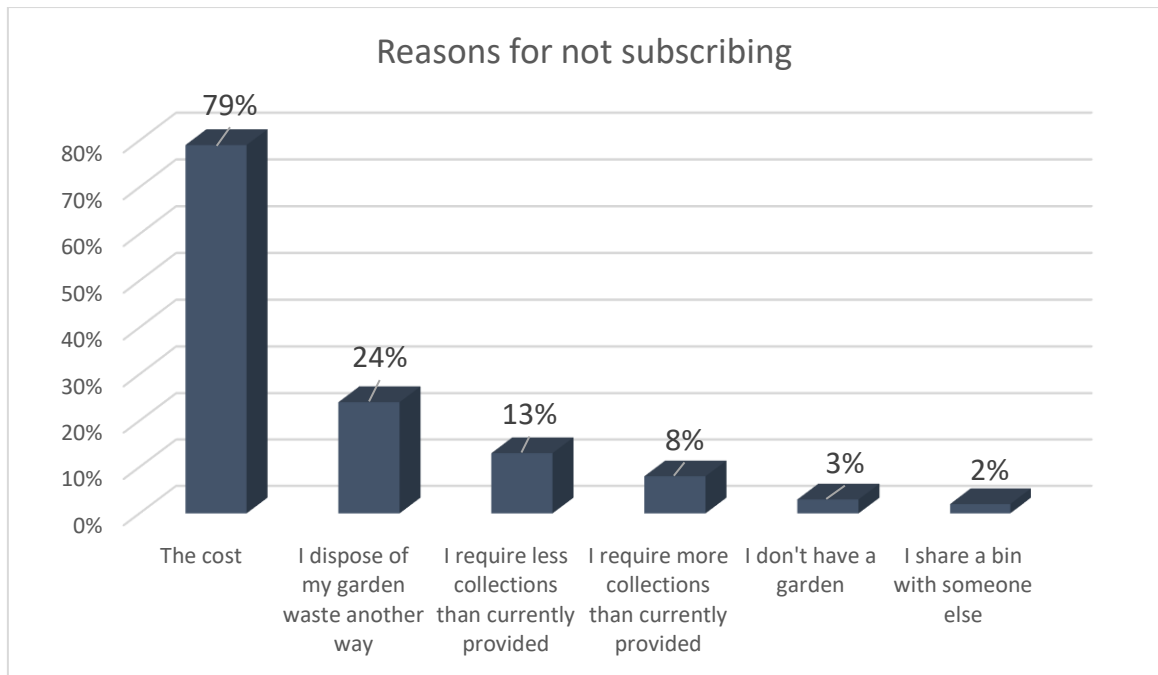


Chart 2: Reasons for not subscribing

From the 555 which do not subscribe to this service, 428 of these stated that this was due to the cost with 132 saying they dispose of their garden waste another way.

As part of this we asked the non-subscribers if there was a pay as you go scheme would they be interested. It was highlighted that this scheme would mean that residents could pay for one off collections, however this would incur an administration fee as well as the service charge.

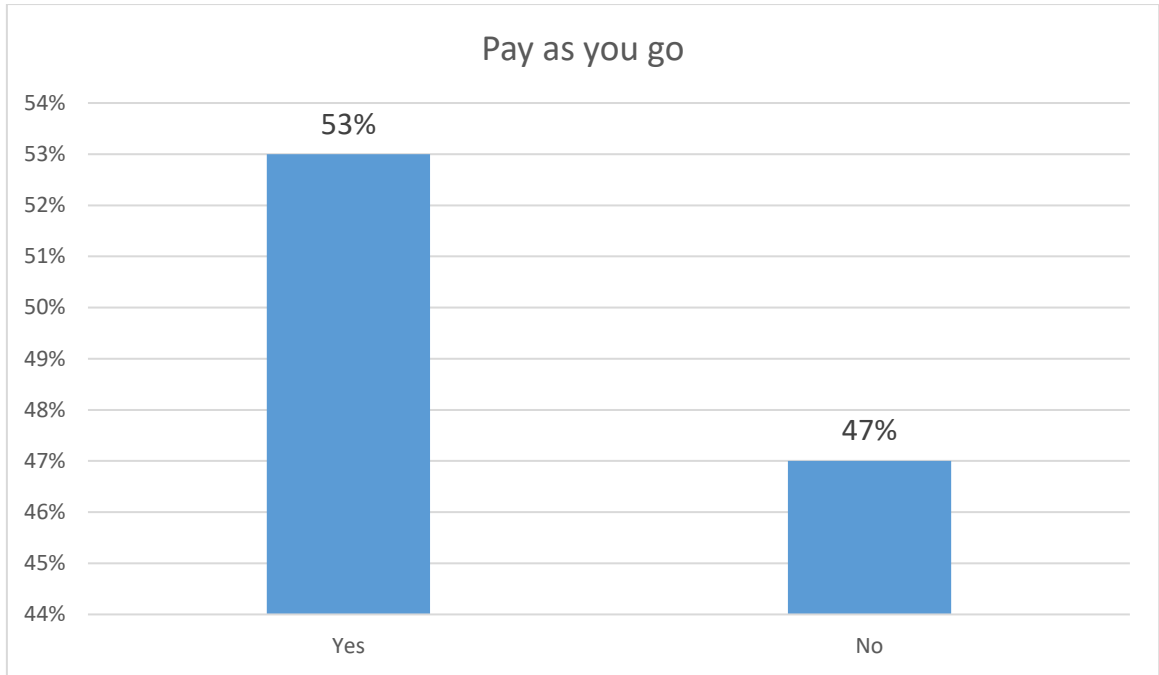


Chart 3: Pay as you go

3.3 Current Subscribers

From the current subscribers to the service we asked them, whether they believe the current level of service is value for money. Not every subscriber asked completed this question, however 6,529 did and 77% of those believe that the service is value for money.

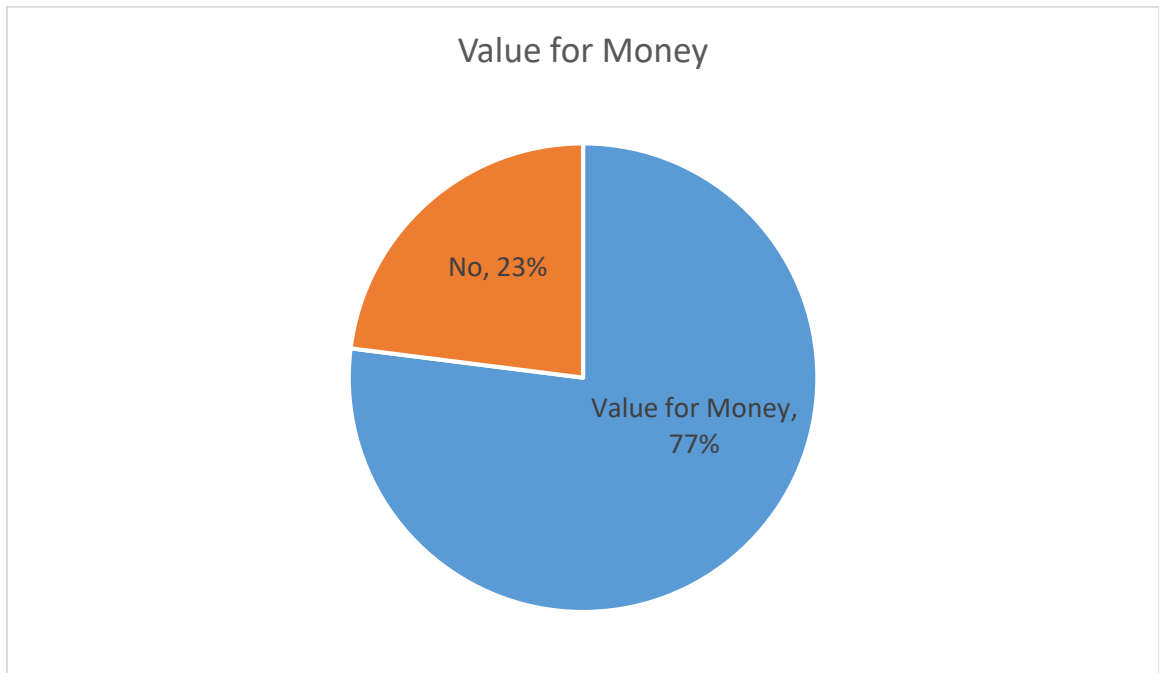


Chart 4: Value for money

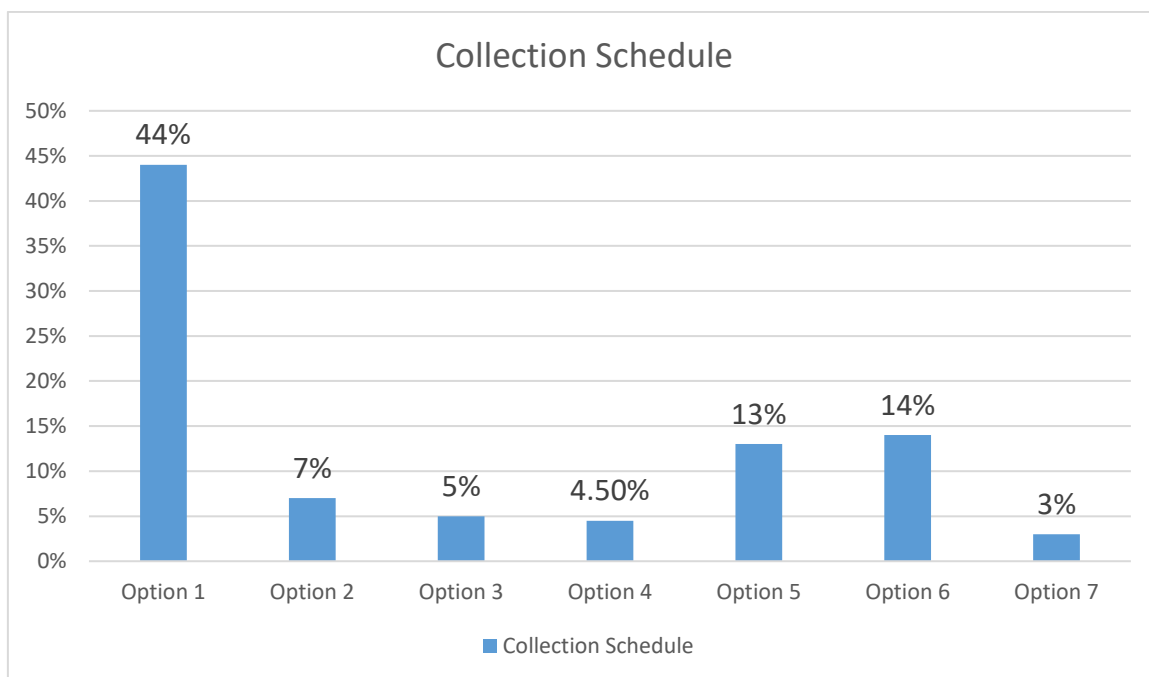


Chart 5: Collection schedules

As part of this consultation we asked those who currently subscribe whether they believe the current schedule is the best option. Where additional schedules are an option it was noted that this would be at an additional charge. The options proposed are:

Option 1: Fortnightly collections March to November (as per current collection regime, 18 Collections in total)

Option 2: Fortnightly collections early March to Early November (18 collections in total)

Option 3: Fortnightly collections April to Early December (18 collections in total)

Option 4: Fortnightly collections March to December (20 collections in total, one additional collection in March and December)

Option 5: Fortnightly collections March to November followed by monthly collections in December, January and February (21 collections in total)

Option 6: Fortnightly collections March to December followed by monthly collections in January and February (22 collections in total)

Option 7: Pay as you go (option to pay as and when you require the service within the Council's set collection regime, this option would include an administrative fee on top of the service charge)

It can be seen from chart 5 that 66% of the respondents wish to keep 18 collections. For those who wish to increase the number of collections these are 13% for 2 more, 15% for 3 more and 14% for an additional 4 collections per year.

To follow on from the schedule it was asked how the subscribers prefer to pay. The options given were:

- Option 1: Annual Card payment
- Option 2: Annual Direct Debit
- Option 3: 3 payments split monthly
- Option 4: Pay as you go for each individual collection

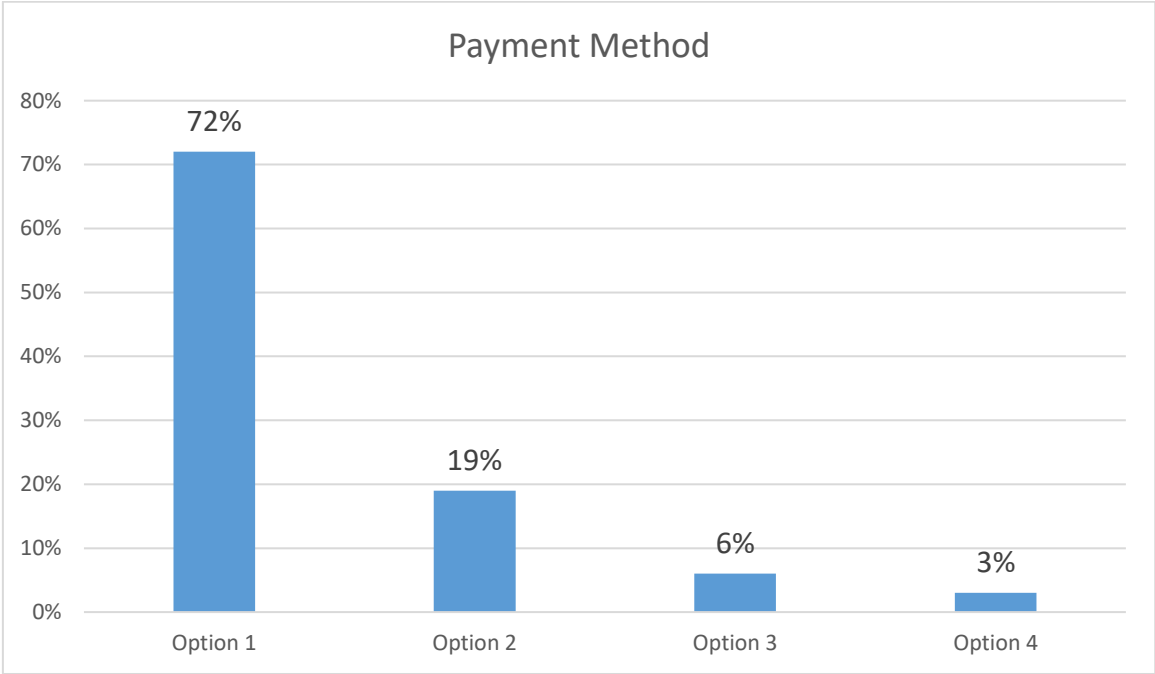


Chart 6: Payment methods

We asked our current subscribers to the service, how satisfied they are with the current service that they receive. As can be seen from chart 7, 92% of those who currently subscribe and answered this question are satisfied compared to 3% dissatisfied.

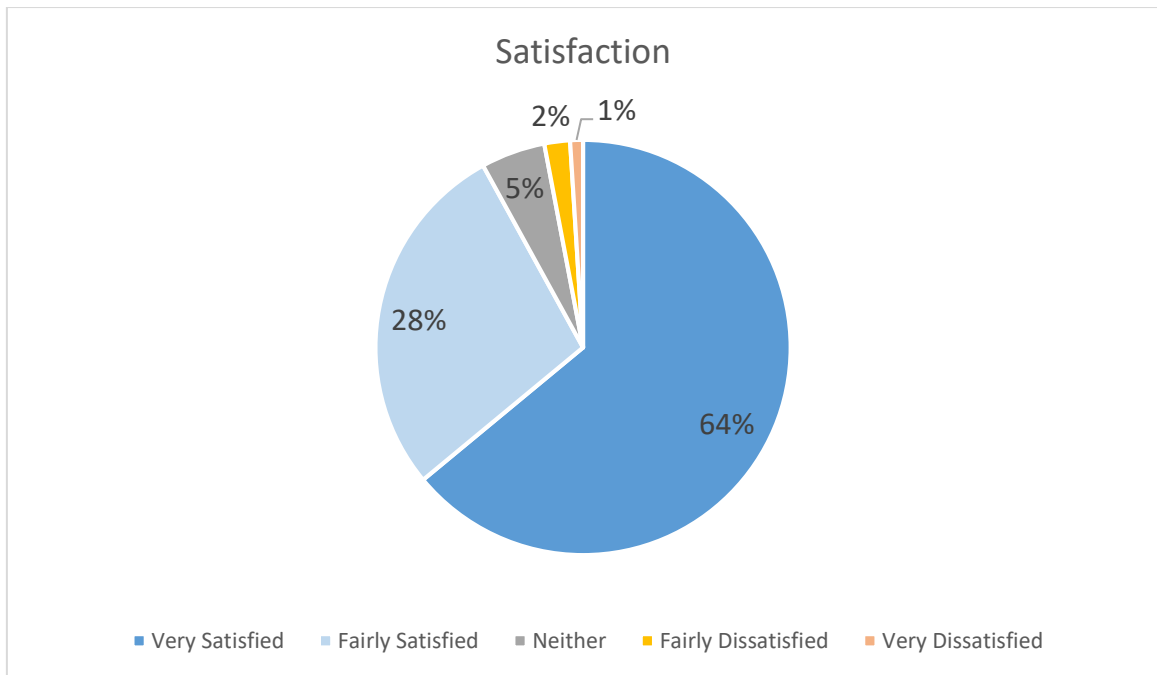


Chart 7: Satisfaction

3.4 Comments directly related to Garden Waste

During the analysis of this consultation, the comments have been summarised. A full list of the 2,605 comments received will be available separately upon request.

The main comments received during this consultation are:

- Excellent Service
- Payment for this service should be included within Council Tax
- Too expensive
- Can OAPs get a discount?
- Can we buy discounted compost if we are on this service?
- Discount for more than one bin?
- Refuse Collectors do an excellent job
- Can the bins be put back to where they were collected from?
- Collection schedule needs to be longer
- What about food waste?
- How come bins with no stickers still get collected?
- Polite and friendly staff
- Can we pay by cheque?

4 Appendices

Appendix A: Questionnaire



Garden Waste Consultation 2024 - Have your say on the future of Garden Waste Collections

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- Please read each question carefully. In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box, or write in a response.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- If you have any questions about this survey please contact the Engagement Team on engagement@west-lindsey.gov.uk.

1. Do you currently subscribe to the service?
 - Yes
 - No
2. What are your reasons for not subscribing to the service?
 - The cost
 - I don't have a garden
 - I dispose of my garden waste another way
 - I share a bin with someone else
 - I require more collections than currently provided
 - I require less collections than currently provided
3. Would you consider using the service if you were able to pay for only the collections you require?
Please note: this option would include an administration fee on top of the service charge.
 - Yes
 - No

Cost of the service

The current cost for the service is £44 per bin which equates to £2.44 per collection, per bin. The Council does not make a profit from providing this service; recent increases in staffing, vehicles, maintenance and fuel has meant an increase to the cost of subscription has been unavoidable. The current subscription level is comparable with that charged by neighbouring councils.

4. Do you feel the charge for this service is value for money?

- Yes
- No

Collection schedule

We recognise that climate change is influencing gardening trends and therefore the current schedule offered may not suit your needs. The current schedule is 18 collections from mid March – late November. Please understand if more collections are provided the charge for the service would increase accordingly.

5. Which one of the following collection schedules would you prefer?

- Fortnightly collections March to November (as per current collection regime, 18 Collections in total)
- Fortnightly collections early March to Early November (18 collections in total)
- Fortnightly collections April to Early December (18 collections in total)
- Fortnightly collections March to December (20 collections in total, one additional collection in March and December)
- Fortnightly collections March to November followed by monthly collections in December, January and February (21 collections in total)
- Fortnightly collections March to December followed by monthly collections in January and February (22 collections in total)
- Pay as you go (option to pay as and when you require the service within the Council's set collection regime, this option would include an administrative fee on top of the service charge)

Payment Methods

6. How would you prefer to pay for the service?

- Annual card payment (as per current process where you resubscribe each year)
- Annual direct debit (automatic renewal each year)
- Yearly payment split over 3 months (March, April and May)
- Pay as you go (Please note: this option would include an administration fee on top of the service charge)

Satisfaction with current garden waste service

7. How satisfied are you with the current garden waste collection service that you receive?

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

8. Do you have any other comments on this garden waste consultation

Equalities questions

By answering the equalities questions you will help us to understand how different groups of people from different areas feel about the garden waste collection service. All responses are anonymised and you do not have to answer these to take part in this consultation.

9. Are you willing to answer these questions?

- Yes
- No

10. Are you?

- Male
- Female
- Transgender
- Non-Binary
- Any other gender
- Prefer not to say

11. Do you have any long term illness, health problems or disability which limits your daily activities or the work that you do?

- Yes
- No
- Prefer not to say

12. What age are you?

- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76 or over
- Prefer not to say

13. Which of these ethnic groups do you consider you belong?

- White
- Black, Black British, Caribbean or African
- Asian or Asian British
- Mixed or multiple ethnic groups
- Any other ethnic group
- Prefer not to say

14. Which of the following best describes your faith/religion/belief?

- No religion
- Christian (all denominations)
- Muslim
- Buddhist
- Sikh
- Hindu
- Jewish
- Any other religion/faith/belief
- Prefer not to say

15. Which of the following statements best describes your sexuality?

- Heterosexual/Straight
- Lesbian/Gay
- Bisexual
- Any other sexual orientation
- Prefer not to say

Thank you for taking part in this consultation.

If you would like a copy of this in large, clear print, audio, Braille or in another language, please call 01427 676676 email customer.services@west-lindsey.gov.uk

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