

## Appendix B – Consultation Feedback

THIS IS A DRAFT DOCUMENT TO BE PRESENTED TO THE LWP ON 12<sup>TH</sup> JULY FOR THEIR CONSIDERATION. THE FINAL DOCUMENT WILL BE AN APPENDIX TO THE ADOPTED JMWMS, HENCE THE REFERENCES TO **PROPOSED** CHANGES AS THOUGH THEY HAVE ALREADY BEEN AGREED.

A formal consultation process was undertaken from 4<sup>th</sup> April to 2<sup>nd</sup> July 2018. This appendix summarises the results of that consultation and its influence on the final version of the JMWMS.

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### Summary

The draft strategy was generally well received, and responses to the consultation indicated a high level of support for the overall direction of the JMWMS. Specifically, of the 147 responses to the survey:

- 89% agreed or strongly agreed with the vision we have set out
- 75% agreed or strongly agreed that the proposed objectives can achieve that vision

Many of the comments received tied in with the vision which we have set out, agreeing that the LWP should:

- Ensure value for money;
- Care for the environment; and
- Provide customer-friendly services.

Other comments suggested areas in which the JMWMS could be strengthened or revised. Examples of how these are reflected in the revised version of the JMWMS are shown below.

Feedback received	How revised JMWMS reflects this
Specific actions need to be identified to show how the LWP will work to achieve their objectives.	An initial Action Plan has been produced and is attached as Appendix D. This Action Plan will be reviewed on an annual basis to ensure it remains up to do and effective.
Better publicity is needed to ensure that people know what to put into which collections.	The Action Plan includes: <ul style="list-style-type: none"><li>• A review to try to simplify our collection schemes; and</li><li>• A communications campaign.</li></ul>
Opinion was divided over whether food waste collections were a good idea.	The Action Plan includes undertaking a trial to assess the effectiveness of food waste collections. This trial, which actually began in June 2018, will enable decisions on possible wider collections to be based on real data.

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### Consultation process

As part of the waste strategy and SEA process there is a statutory requirement to undertake consultation. Furthermore, consultation enables the LWP to take into account the views of the public and other stakeholders in the final JMWMS.

It is recommended that the consultation period lasts for 90 days, but this is not statutory. The public were consulted on the proposed draft strategy and the draft environmental report, which presents the outcomes of the Strategic Environmental Assessment (SEA).

There are numerous consultation methods available and each authority is free to choose how their consultation is undertaken.

### **Consultation methods selected**

The LWP chose to carry out a formal consultation between 4<sup>th</sup> April and 2<sup>nd</sup> July 2018 (90 days). The documents made available during the consultation period were:

- The full draft strategy and appendices
- Summary of the strategy
- Draft environmental report and its appendices

The consultation took the following forms:

- Publicising the consultation
- Web-based consultation documents and questionnaire
- Paper documents and questionnaire (available on request)
- Libraries and LWP council offices
- Face to face briefings for Elected Members at LWP councils

### **Publicising the consultation**

In order to reach as wide an audience as possible, a variety of means were used to publicise the consultation, including:

- Press releases – These were taken up and published by a number of media outlets
- Social media advertisements – Facebook and Twitter
- Direct emails to key groups
  - Statutory SEA consultees (Environment Agency, Natural England & Historic England);
  - Parish Councils in Lincolnshire;
  - A variety of waste-related businesses in Lincolnshire; and
  - Neighbouring councils.

### **Questionnaire – Web-based approach**

In the light of the aims set out in the vision – to protect the environment and provide value for money – it was decided that the focus of the consultation should be online rather than producing large numbers of paper copies.

Local residents and any other interested parties could access all consultation documents through the Recycle for Lincolnshire area of the Lincolnshire County Council website. A web-based questionnaire

was provided to invite views on key topics, the benefit being that, as well as receiving comments, it provided statistics giving an indication of overall opinion. Also, a dedicated email account ([wastestrategy@lincolnshire.gov.uk](mailto:wastestrategy@lincolnshire.gov.uk)) was provided for other feedback and queries.

In total 147 completed questionnaires were completed, including five which were received in paper form and typed in by council staff. The results are summarised later in this appendix.

### **Questionnaire – Paper copies**

Whilst our preferred engagement method was online, the website made it clear that we were happy to send out on request paper copies of any or all of the documents. A number of items were sent out in the post but, unfortunately, only five paper questionnaires were returned.

### **Questionnaire – Libraries and LWP council offices**

Aware that not everyone has access to the internet, and in order to reach as wide an audience as possible, paper copies of key documents were sent out for display in public locations around the county:

- The main office of each of the eight LWP partner councils; and
- All 15 of the County Council's core public libraries.

In addition to a single reference copy of the full JMWMS and a poster advertising the consultation, each location received several copies of the following which could be taken away:

- A brief summary version of the JMWMS document – Essentially Chapter 1, including how to access the full documents and how to respond;
- The consultation response form; and
- A Freepost return envelope.

### **Face to face briefings for Elected Members at LWP councils**

Between them, Councillors are the elected representatives of every member of the public in Lincolnshire. In order to ensure the JMWMS captures the views of the wider Membership of each Council, representatives of the LWP visited each of the eight LWP councils to give a face to face briefing, and to invite them to submit a formal consultation response. Each council's response is attached at the end of this Appendix B.

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## **Questionnaire results**

The questionnaire consisted of 10 questions which, for clarity, are divided below into four sections. Several questions came as a pair with a selection list for the first part (to allow for statistical analysis) and a follow-up question asking for further information.

It was decided not to ask for any personal details so that answers could remain truly anonymous. This also avoids possible issues under Data Protection legislation as it would be difficult to justify that such information was necessary.

The following responses almost all were submitted online. The five paper copies received were typed into the online form by a member of council staff to allow them to be included in the statistical reporting.

## **Responder details**

### ***1. In what capacity are you responding to this survey?***

We have managed to obtain the views of a significant number of Lincolnshire residents. Unfortunately we have not heard much from other groups.

	<b>Responses</b>	<b>Notes</b>
Lincolnshire Resident	126	Also received five responses via email
County Councillor	2	The County Council also responded via formal Council submission – see later in this appendix
District Councillor	6	All seven District Councils also responded via formal Council submission – see later in this appendix
Parish/Town Councillor	5	Also received two Parish Council responses via email
Waste business employee/owner	4	Also received two responses via email
Neighbouring authority representative	0	Details sent to all neighbouring authorities. None used the survey, but two responded directly by email.
Other	4	All were formal responses from LWP partner authorities. Also received three "other" responses via email
<b>TOTAL</b>	<b>147</b>	

### ***2. In which area do you live or are you/your organisation based?***

Whilst some areas are better represented than others, we have managed to get multiple responses from every area within Lincolnshire. The two "other" responses were people who did not answer this question.

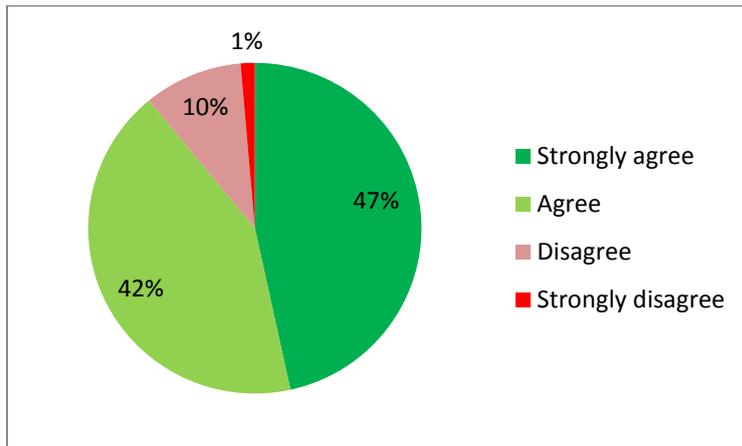


### Contents of draft JMWMS

### **3. Do you agree or disagree with the Lincolnshire Waste Partnership's vision for this Strategy?**

89% of responders agree or strongly agree with the vision as set out in the draft JMWMS:

"To seek the best environmental option to provide innovative, customer-friendly waste management solutions that give value for money to Lincolnshire"



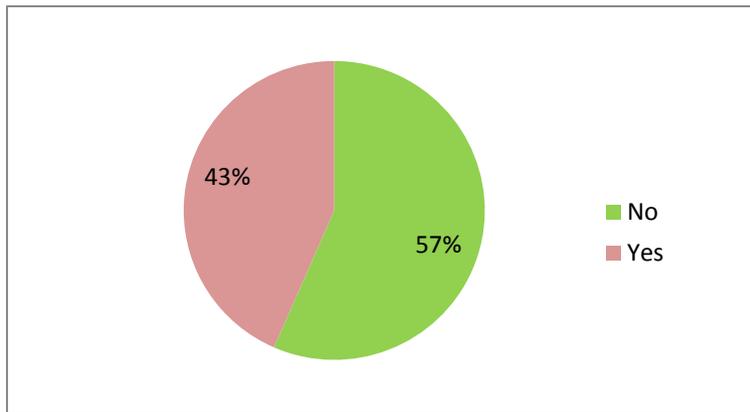
### **Why have you answered this way?**

Concern was expressed that the vision was too long, and that balancing the contrasting elements could be used as an excuse for poor performance – e.g. 'it was innovative but too expensive' or 'it was effective but not customer friendly'. It was also suggested that the vision should mention waste minimisation.

As with other questions, comments not directly related to this question will be included in the list of "comments received" given later in this Appendix.

### **4. Are there any key issues, other than those we have identified, which should be driving our Waste Strategy?**

43% of responders believed other issues should be considered.

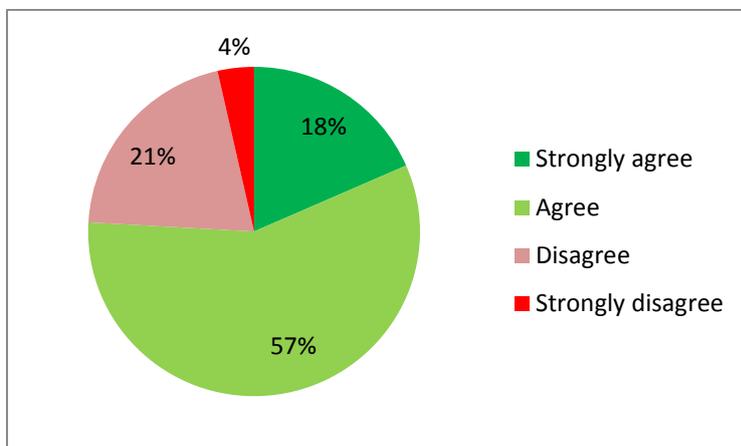


***If you answered "no", then what else should we include?***

Due to the wide range of suggestions, proposed additions are included in the list of "comments received" given later in this Appendix.

***5. Do you agree or disagree that the objectives we have set out will enable us to meet the challenges we face and therefore achieve our vision?***

75% of responders agree or strongly agree with this.



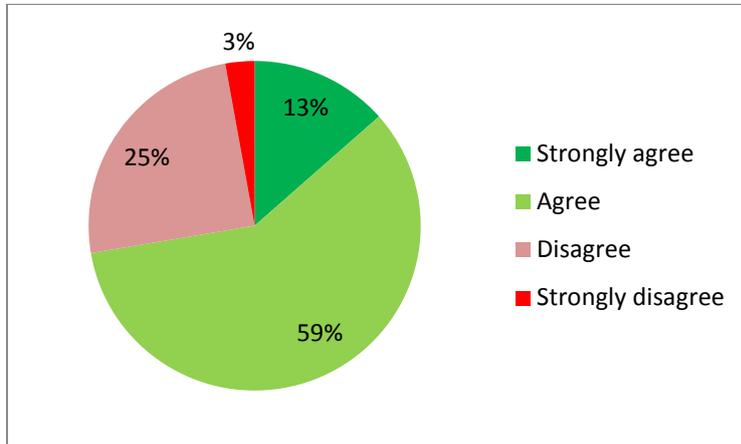
***Why have you answered this way?***

Those who disagreed expressed a variety of concerns and suggestions, including:

- Funding – Need to lobby central government for more funding
- Commit more – Should say what we'll do, not "consider" or "seek to"
- Food waste collections – Not convinced of the environmental or financial benefits
- Costs – Need to think long-term savings even if it means extra costs now
- Commercial waste – Need to consider this, not just household waste
- Education – Need better communications to educate the public

**6. Do you agree or disagree that our Forward Plan, as described in Chapter 7, contains all the actions we need to achieve our objectives?**

72% of responders agree or strongly agree with this.



**Why have you answered this way?**

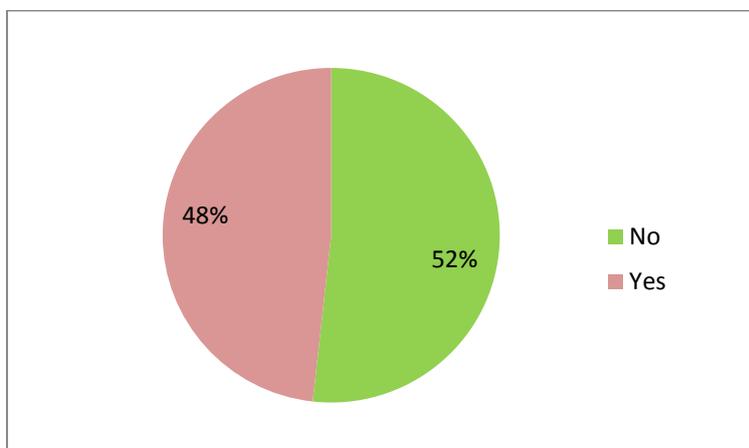
There were multiple responses along similar lines:

- We need to state a more specific list of actions
- We need to communicate better with the public

Other comments have been grouped together and included in the list of "comments received" given later in this Appendix.

**7. Do you have any specific concerns about the strategy?**

48% of responders have specific concerns.



**If you answered "yes", please tell us what concerns you have.**

Due to the wide range of concerns expressed, these are included in the list of "comments received" given later in this Appendix.

### **Equality issues**

The Equality Act 2010 places organisations under a duty to ascertain how people with 'protected characteristics' are impacted by an organisation's activity, and how steps may be taken to mitigate or eliminate adverse impact(s).

#### ***8. Do you think the draft strategy could have a positive or negative impact on you (or someone you care for or support) due to any of the following?***

	<b>Positive Impact</b>	<b>No Impact</b>	<b>Negative Impact</b>	<b>Don't Know</b>
Age	14%	47%	19%	20%
Sex (male/female)	9%	69%	6%	16%
Disability	9%	43%	21%	27%
Sexual orientation	6%	73%	2%	19%
Pregnancy and maternity	9%	55%	13%	22%
Marriage and civil partnership	8%	72%	2%	18%
Race (ethnicity)	5%	72%	4%	19%
Religion or belief	6%	73%	2%	18%
Gender reassignment	5%	73%	2%	20%

There was a general feeling that, for most people groups and particularly for future generations, the impact would be positive. However, there were three categories for which more people identified a negative impact than a positive one:

- Age
- Disability
- Pregnancy and maternity

The opportunity was given to identify other specific groups who could be impacted. The only other group suggested was residents of terraced properties, and the impact suggested has been included in the table below.

Also, some respondents expressed concern that, until the Action Plan identifies specific service changes, it is not possible to identify possible impacts.

#### ***If you have identified a potential impact, how would the proposed strategy impact you (or someone you care for or support) and how could any negative impacts be reduced?***

The comments made in this section have been added to the Equality Impact Analysis which is being undertaken to accompany the JMWMS. The below summarises the responses received, including

suggestion mitigation for negative impacts. These impacts, and appropriate mitigation, will be considered in putting the JMWMS into action.

NB – The impacts listed are those identified in consultation responses and, in some cases, it is not clear what the perceived impact actually is.

Negative Impact	Groups affected				Mitigation
	Age	Disability	Pregnancy and maternity	Other	
Confused by service changes	Y	Y	Y	Race (language)	Focussed communications through a variety of methods
Difficulty moving heavy/multiple bins	Y	Y	Y	Sex (did not specify which)	Assisted collections
Repeated emptying of kitchen caddy	Y	Y	Y		Small kitchen caddy with liner
Possible infection from decaying food	Y	Y	Y		Lidded kitchen caddy; exterior bin; weekly collections
HWRC / bring bank access	Y	Y	Y	Sex ("parents with children and single parent families being more likely to be female")	Proactive assistance from site staff
Access to plastic recycling if kerbside service removed due to Deposit Return Scheme		Y			Consideration of alternative service if this happens
Nappies & formula milk produce extra waste			Y		Response suggested: "Promote breast-feeding and reusable nappies"
Lack of space for storing multiple bins				Residents of terraced properties	Consideration of alternative service

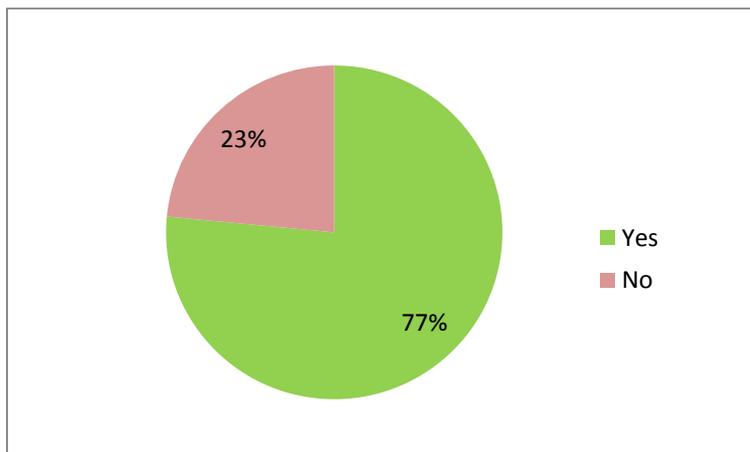
In addition to the specific negative impacts which were identified, it has also been noted that a number of other respondents also expressed, in the text of their answers to other questions, the view that age could be an issue, and that the LWP need to ensure that services are accessible to everyone.

**Strategic Environmental Assessment**

The remaining questions related to the Environmental Report which accompanies the JMWMS. This was prepared as part of the Strategic Environmental Assessment, a process which we are required to undertake alongside the development of the JMWMS itself.

**9. Does the Environmental Report correctly identify the likely significant effects of the draft Joint Municipal Waste Management Strategy?**

77% of responders said "yes".



***If you answered "no", please tell us what else you think should be included.***

Most of those who answered "no" said that the Environmental Report was too long and too complicated to read. Unfortunately the SEA process is prescribed by legislation, and the contents of the Environmental Report reflect that process. We have endeavoured to take the SEA results into account in writing the JMWMS.

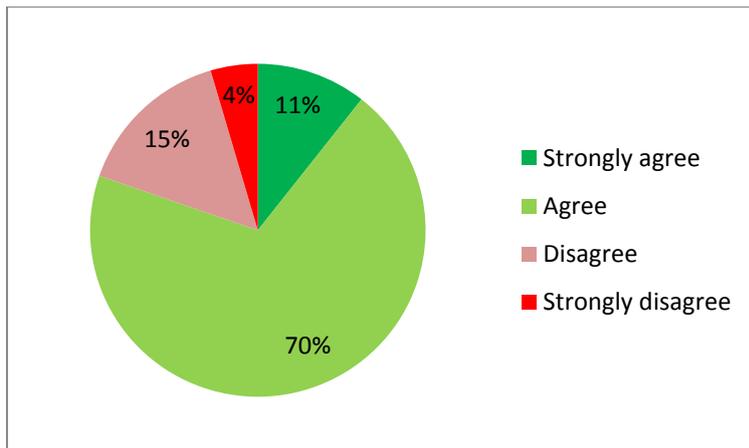
Others said that the SEA is difficult to assess without seeing the Action Plan which will accompany the JMWMS. Potential environmental impacts will indeed be considered in developing the initial and future Action Plans. This will include the location of potential new waste facilities, which was another topic raised.

One responder was concerned that there is not enough focus in the SEA on climate change and carbon emissions. This was raised in other responses with regard to the overall JMWMS, and is reflected in our objective "to seek to reduce our carbon footprint".

Other responses to this question raised concerns about the JMWMS in general, and these are included in the list of "comments received" given later in this Appendix.

**10. Do you agree or disagree that the draft JMWMS has sufficiently taken account of the information provided in the Environmental Report?**

81% of responders agree or strongly agree with this.



***If you disagree, please tell us what else you think should be taken into account.***

Those who "strongly disagree" generally expressed concern over the length and complexity of the Environmental Report, as did several of those who "disagree". As already stated, this is necessary due to how the SEA process is prescribed by legislation.

Other responses to this question mirror concerns raised in response to earlier questions, and these are included in the list of "comments received" given later in this Appendix.

## Comments received

### Formal responses from LWP partners

As previously stated, in order to ensure the JMWMS captures the views of the wider Elected Membership of each Council, representatives of the LWP visited each of the eight LWP councils to give a face to face briefing. Each council was invited to submit a formal consultation response.

The following provides a summary of those responses. Each council's full response is attached at the end of this Appendix B.

Five responses were submitted in the form of the same questionnaire as used by the public. These are included in the statistical results shown above, and are summarised below.

**ELDC ARE ONE OF THE FIVE USING THE QUESTIONNAIRE BUT, SINCE THEIR RESPONSE IS BEING FINALISED BY THEIR EXECUTIVE BOARD ON 11<sup>TH</sup> JULY, IT IS NOT YET INCLUDED IN THE BELOW SUMMARY OR ATTACHED.**

<b>3 – Do you agree or disagree with the Lincolnshire Waste Partnership's vision for this Strategy?</b>
3 x Strongly agree (1 further partner said "strongly agree" in their non-questionnaire response) 1 x Disagree – Not specific enough
<b>4 – Are there any key issues, other than those we have identified, which should be driving our Waste Strategy?</b>
2 x No 2 x Yes – Include: <ul style="list-style-type: none"> <li>Containing costs/maximising income</li> </ul>

<ul style="list-style-type: none"> <li>• Education and regular information to the public</li> <li>• Wider global picture and circular economy</li> </ul>
<b>5 – Do you agree or disagree that the objectives we have set out will enable us to meet the challenges we face and therefore achieve our vision?</b>
1 x Strongly agree 2 x Agree 1 x Disagree – Need specific actions & targets
<b>6 – Do you agree or disagree that our Forward Plan, as described in Chapter 7, contains all the actions we need to achieve our objectives?</b>
2 x Agree 2 x Disagree – Need specific action plan
<b>7 – Do you have any specific concerns about the strategy?</b>
4 x Yes – We need a specific action plan & targets
<b>8 – Do you think the draft strategy could have a positive or negative impact on you (or someone you care for or support) due to any of the following?</b>
No specific impacts identified
<b>9 – Does the Environmental Report correctly identify the likely significant effects of the draft Joint Municipal Waste Management Strategy?</b>
2 x Yes 2 x No – Need action plan first
<b>10 – Do you agree or disagree that the draft JMWMS has sufficiently taken account of the information provided in the Environmental Report?</b>
4 x Agree – Although may need reassessing when Action Plan is developed

Comments made by each partner, including those provided in the form of the questionnaire, are grouped together by theme below.

<b>Overall strategy</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Need a specific action plan with timelines</li> <li>• Strategy and actions need to be agile to react to changes</li> <li>• Be customer-friendly / customer satisfaction</li> <li>• Objectives to be more committed – "we <b>will</b>" rather than "consider"</li> <li>• Ensure we consider the future, not just the present</li> <li>• Programme in a JMWMS review</li> <li>• Need "circular economy" thinking</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• Vision to say "Lincolnshire people"</li> <li>• Vision not specific enough</li> <li>• Seek innovative ideas by looking for new ideas and technologies</li> <li>• Include section on "lessons learned" from previous JMWMS and action plan</li> <li>• Need more detailed review of previous (2008) JMWMS and lessons learned</li> </ul>
<b>Recycling collections</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Need harmonising (nationally?)</li> <li>• Simpler collection system/mix</li> <li>• Kerbside collections of batteries and WEEE</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• Collect glass separately</li> <li>• More enforcement against contamination</li> <li>• Consider how to handle textiles</li> </ul>
<b>Lobbying</b>	
Multiple similar	<ul style="list-style-type: none"> <li>• Manufacturers to reduce packaging</li> </ul>

responses	
Other responses	<ul style="list-style-type: none"> <li>• Use fewer types of plastic</li> <li>• Deposit Return Schemes for plastics are a good thing, so support them</li> </ul>
<b>Food waste</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Food waste collections a good thing</li> <li>• Trial data important</li> <li>• Food waste collections need to be backed by education campaign</li> <li>• Needs proper consideration of funding of separate collections</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• Encourage food waste minimisation</li> </ul>
<b>Education</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Need better engagement with the public</li> <li>• Promote waste hierarchy, including reduction and reuse</li> <li>• Need simple and consistent messages</li> <li>• Education through schools</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• How to reach "Houses in Multiple Occupation"?</li> <li>• Locally-targeted campaigns</li> <li>• Incentivise residents to recycle more</li> <li>• Add an objective on education</li> </ul>
<b>Disposal &amp; processing</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Consider using out-of-county facilities</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• Use anaerobic digestion for food waste and garden waste</li> <li>• Use/develop local sites</li> <li>• Consider disposal options to handle population/waste growth</li> <li>• Maximise energy use from new and existing EfW facilities</li> </ul>
<b>Funding</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Make clearer that Council funding is reducing and services need to contain costs</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• Ensure value for money to the public</li> <li>• Decide on the balance between costs and "doing the right thing environmentally"</li> </ul>
<b>Other</b>	
Multiple similar responses	<ul style="list-style-type: none"> <li>• Better partnership working (including with neighbours?)</li> <li>• Review of HWRC provision (including cross-border arrangements?)</li> <li>• Review LWP governance model</li> <li>• Regular monitoring and reporting of performance</li> </ul>
Other responses	<ul style="list-style-type: none"> <li>• Specific data needs reviewing or updating</li> <li>• On-street recycling bins</li> <li>• Healthcare waste should be NHS responsibility</li> <li>• Need to better understand why recycling rates are falling</li> <li>• Need to review equality impacts and SEA when action plan has been developed</li> <li>• Support commercial waste collections</li> <li>• Move away from a specific recycling target</li> </ul>

## Statutory Consultees

As part of the Strategic Environmental Assessment process, we are required to consult with the Environment Agency, Natural England and Historic England. None of them raised any specific concerns regarding either the draft Environmental Report or the draft JMWMS.

### From others

The following summarises the comments which were submitted to the consultation. **Every** comment has been read individually but, due to the varied nature and sometimes personal nature of the individual responses, they are here summarised into themes.

Themes mentioned by 10 or more people included:

Theme	Type(s) of response
Care for the environment	<ul style="list-style-type: none"> <li>• An important thing to include</li> <li>• Not enough mention of climate change and carbon reduction</li> </ul>
Value for money	<ul style="list-style-type: none"> <li>• An important thing to include</li> <li>• Councils need to think and act more commercially</li> <li>• Lobby national government for more funding</li> </ul>
Balancing environment and cost	Opinion was divided between: <ul style="list-style-type: none"> <li>• Take the cheapest option rather than put up Council Tax</li> <li>• Do the right thing environmentally regardless of cost</li> </ul>
Include more direct and ambitious actions	<ul style="list-style-type: none"> <li>• Draft JMWMS doesn't identify enough specific actions</li> <li>• Whole JMWMS needs to be more ambitious</li> </ul>
Improve communications/education	<ul style="list-style-type: none"> <li>• What to put in which collection</li> <li>• Especially important if services change</li> </ul>
Waste reduction/packaging	<ul style="list-style-type: none"> <li>• Not enough mention of waste reduction</li> <li>• Lobby national government for new legislation</li> <li>• Take action locally</li> </ul>
Food waste collections	Opinion was divided between: <ul style="list-style-type: none"> <li>• They are a good thing – e.g. Better environmentally</li> <li>• They are a bad thing – e.g. Smell; costly to run; inconvenient</li> </ul>
Customer friendly services	<ul style="list-style-type: none"> <li>• Simpler recycling system</li> <li>• Need consistent services across the county</li> <li>• Ensure services are accessible to all, especially the elderly and disabled</li> </ul>
HWRC improvements	<ul style="list-style-type: none"> <li>• More reuse, especially by "people in need"</li> <li>• Improve site layout</li> <li>• Open more sites and for longer hours</li> <li>• Accept extra materials – e.g. tyres; asbestos</li> <li>• Allow/arrange use of sites outside of county</li> </ul>

### Conclusion

The JMWMS has been reviewed and, where necessary, updated in line with the comments received through the consultation process. The majority of this list matches the above summary of public responses, as these are also broadly in line with responses from LWP partners. Where partners raised additional items, these are added at the foot of this table.

<b>Theme</b>	<b>How revised JMWMS reflects this</b>
Care for the environment	<ul style="list-style-type: none"> <li>• Text added to back up the objective on carbon reduction</li> <li>• Action Plan to include assessment of carbon footprint</li> </ul>
Value for money	<ul style="list-style-type: none"> <li>• Already a strong focus of the draft JMWMS so no change</li> </ul>
Balancing environment and cost	<ul style="list-style-type: none"> <li>• Given the mixed views expressed as to which should take priority, the revised JMWMS clarifies the LWP's intention to choose the best environmental option that we can afford. Any service changes will thus need to reflect this.</li> </ul>
Include more direct and ambitious actions	<ul style="list-style-type: none"> <li>• Action Plan produced to accompany JMWMS</li> </ul>
Improve communications/education	<ul style="list-style-type: none"> <li>• Included in Action Plan</li> </ul>
Waste reduction/packaging	<ul style="list-style-type: none"> <li>• Text added to make more reference to this</li> </ul>
Food waste collections	<ul style="list-style-type: none"> <li>• Action Plan includes a trial to get better information for an informed decision</li> </ul>
Customer friendly services	<ul style="list-style-type: none"> <li>• Collections under review through Action Plan</li> <li>• Any proposed service changes will consider accessibility to all</li> </ul>
HWRC improvements	<ul style="list-style-type: none"> <li>• HWRC services to be reviewed</li> </ul>
<b>Additional items raised by LWP partners</b>	
Reporting and review	<ul style="list-style-type: none"> <li>• Chapter 8 has been revised to be more specific on this</li> </ul>
Disposal and processing	<ul style="list-style-type: none"> <li>• More information added on future options to be considered</li> </ul>

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