



Hampshire
County Council

HWRC Consultation 2016 Report of Results



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Please note: the following document serves purely as a factual analysis of the consultation results. For information on any recommendations and decisions regarding Hampshire's HWRC (Household Waste Recycling Centre) Service, please see:

<http://www3.hants.gov.uk/councilmeetings.htm>

1. Executive Summary

1.1 The County Council is proposing to reduce the annual cost of running the HWRC network by the revised savings target of £1.55million, to help meet overall 2017 savings targets. However, it is likely that additional savings will be required in the future in light of further reductions in local government funding announced by the Government in February 2016.

1.2 With the above in mind, Hampshire County Council sought the views of service users, members of the public and other interested parties, on future changes to the HWRC service, via a public consultation process which ran from 16 March to 25 May 2016.

1.3 The following paragraphs highlight some key findings, but readers are referred to the main body of the report for the full analysis.

1.4 A total of 11,497 responses were received using the consultation questionnaire that was made available both online and as paper copies that residents could request to be posted out. A further 137 responses were received by letter or email, and 5 petitions were received relating to individual HWRC sites.

1.5 Of the responses using the questionnaire, 54 were submitted on behalf of organisations. Additionally, seven of the responses received by letter or email (outside of the consultation questionnaire) were also from organisations.

1.6 Respondents were asked to consider three different proposals for reducing the cost of the HWRC network as follows:

- Proposal 1: to reduce opening days and hours

- Proposal 2: to partially close one or more HWRC sites
- Proposal 3: to fully close one or more HWRC sites

1.7 The headline results were as follows:

Table 1: Headline Results

Consultation Question	Headline Results
Options for changes to opening hours (Proposal 1)	The preferred option was to reduce hours at all sites by one hour per day, throughout the year
Options for times of day sites should open (Proposal 1)	The preferred option was that sites should open later (after 09:00) and close later.
Options for partial closure of one or more HWRC sites (Proposal 2)	The preferred option was to have up to 10 smaller and less busy sites only opening on Saturday, Sunday and Monday
Criteria for making a judgement about potential closures of one or more HWRC sites (Proposal 3)	Geographical location and distance from other sites was ranked as the preferred factor to take into account in any potential site closures. Where invited to suggest additional criteria to take into account, respondents in particular noted the likely impact upon fly-tipping.
Preferred options for full closure of one or more HWRC sites (Proposal 3)	The preferred option was to fully close up to four HWRC sites. A number of respondents disagreed with all of the options available.
Overall ranking for the three Proposals	Proposal 1, to reduce opening hours, was the preferred of the different approaches.
Other comments about the proposals	Respondents in particular highlighted a concern that fly-tipping will increase if some of the proposals are taken forward.
For information only: charging for access to HWRC sites	48% of respondents indicated they would consider paying a small charge to access HWRC sites. 46% of respondents indicated they would not. (The remainder did not select a preference either way)

2. Introduction

2.1 The amount of funding the County Council receives from central Government has more than halved in recent years. Public sector budgets are expected to remain under pressure for the foreseeable future. It is no longer feasible to deliver services at the same level, and in the same way. Therefore, the County Council is faced with

having to make some difficult decisions to achieve a balanced budget, as required by law – and provide vital public services to the people of Hampshire.

2.2 The County Council is proposing to reduce the annual cost of running the HWRC network by the revised savings target of £1.55million, to help meet overall 2017 savings targets. However, it is likely that additional savings will be required in the future in light of further reductions in local government funding announced by the Government in February 2016.

2.3 With the above in mind, Hampshire County Council sought the views of service users, members of the public and other interested parties, on future changes to the HWRC service. Specifically, views were sought during a ten week consultation process, between 16th March and 25th May 2016.

2.4 The views that were received on the proposals for the HWRC service are an important part of the evidence for future decision making. The County Council will use the feedback received to help prioritise options and inform decisions which contribute towards the savings required of the Authority.

2.5 Overview of Consultation

2.5.1 Hampshire County Council currently operates a network of 24 HWRC sites. Please note that both Southampton City Council and Portsmouth City Council additionally operate one site each, but these sites were not included in the scope of this consultation.

2.5.2 The County Council has a duty under the Environmental Protection Act 1990 to arrange “for places to be provided at which persons resident in its area may deposit their household waste and for the disposal of waste so deposited”. The duty states that each waste disposal site should be:

- within the area of the Authority and reasonably accessible to residents in its area;
- open and available to residents to bring waste for disposal at reasonable times, including at least a period of time on a Saturday; and
- available free of charge to persons resident in the area to bring waste for disposal.

2.5.3 Within this legal duty there is no set requirement for the number of HWRCs that local authorities should provide; a local authority may even decide that provision of just one site is sufficient. There is also no guidance for how much of the week sites should remain open, except for a period of time on a Saturday.

2.5.4 Hampshire County Council currently provides more HWRC sites than other local authorities. HWRC sites are also currently open for more hours, and/or for more days of the week compared with some other networks operated by other local authorities.

2.5.5 The County Council has already achieved, or is planning to achieve savings or income against the overall cost of running the HWRCs, including:

- establishment of a new, more efficient contract for management of the HWRC sites;
- managing trade waste; and
- restricting use of the sites by residents who live outside Hampshire

2.5.6 To meet the current savings target the County Council is proposing to reduce the annual cost of running the HWRC network by £1.55million. Therefore, the options proposed were to achieve savings by either reducing the number of hours or days sites are open, and/or closing down some of the smaller and less busy sites.

2.5.7 Sites are currently open seven days a week, only closing on 1 January, 25 December and 26 December throughout the calendar year.

2.5.8 Current opening hours at the 24 HWRC sites in Hampshire (as well as at the sites in Portsmouth and Southampton) are¹:

- | | |
|--|-------------|
| • Summer (1 April – 30 September) | 09:00–18:00 |
| • Winter (1 October – 28 or 29 February) | 09:00–16:00 |
| • Spring (1 March – 31 March) | 09:00–17:00 |

2.6 Accountability

2.6.1 Consultation should promote accountability and assist decision making: public bodies should give an account of their plans or proposals and they should ensure that all responses are taken into account in order to:

- Be informed of any issues, viewpoints, implications or options that might have been overlooked;
- Re-evaluate matters already known; and
- Review priorities and principles.

2.6.2 Nevertheless, a consultation is not a vote; and influencing public policy through consultation is not simply a ‘numbers game’ in which the loudest voices or the greatest numbers automatically determine the outcome. All of the evidence must be assessed.

2.7 Interpreting the Consultation

2.7.1 All types of consultation responses are important – for example, in this consultation a range of different responses were received from individuals and organisations.

¹ The exception is Efford HWRC (New Forest), which only remains open until 16:30 during Spring and Summer due to local planning conditions.

2.7.2 This report aims to identify where strength of feeling may be particularly intense while recognising that interpreting consultation is not simply a matter of counting responses.

2.7.3 Importantly, the consultation results cannot just be combined to yield a single point of view on the future changes to Hampshire's HWRC Service that reconciles everyone's differences and is acceptable to all stakeholders involved. This is especially true given that there were a number of differences in the populations that were consulted (e.g. those whose nearest HWRC was perceived as more likely to be affected by the proposed changes or those whose nearest HWRC was not).

2.7.4 The role of this report is to outline and report the opinions and arguments of those who have responded to the consultation, but not to make any recommendations as to how the Council should make use of the reported results. Whilst this report brings together a wide range of evidence for the Council to consider, the report does not provide a single, public point of view on the proposed changes for Hampshire's HWRC Services.

3. The Consultation Questionnaire

3.1 The questionnaire

3.1.1 Hampshire County Council developed a consultation questionnaire that was made available online via a link on the County Council's website. Paper copies were also made available; these could be requested using a publicised telephone number and/or email contact details for the Waste & Resource Management Team. The questionnaire and supporting information was also made available in alternative formats including large print, audio and braille.

3.1.2 Both the online questionnaire and paper copies were available from 16th March 2016 until midday on 25th May 2016. Whilst online responses could not be received after this point, paper copies were still accepted by post until close of play on the 27th May 2016, to allow individuals or organisations who had requested copies before midday on the 25th May sufficient time to post these back to the County Council.

3.1.3 Respondents were asked to consider three different proposals for reducing the cost of the HWRC network as follows:

- Proposal 1: to reduce opening days and hours
- Proposal 2: to partially close one or more HWRC sites
- Proposal 3: to fully close one or more HWRC sites

3.1.4 Respondents were also invited to consider supplementary questions regarding any potential equalities impacts which they felt should be taken account of during the decision making process, and regarding the possibility of charging for use

of HWRC sites (a “for information” only question, which did not form part of current proposals for achieving annual savings targets).

3.1.5 Additional sections were included which allowed respondents to raise any further comments (in ‘free text’ boxes) they had regarding the proposals and the wider consultation, and captured information about the type of response being submitted, as well monitoring respondents’ demographic information.

3.1.6 The consultation could be completed either by individuals or organisations. In total, 11,497 responses to the consultation were received using the questionnaire – 10,959 of these were from individuals and 54 were on behalf of organisations (the remainder did not stipulate either way).

3.2 Interpretation of the Data

3.2.1 The results of the consultation questionnaire are presented in a largely graphical format from page 7 of this report. The pie and bar charts (and other graphics) show the proportions (percentages) of respondents making relevant responses.

3.2.2 Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:

- » Green shades represent positive responses
- » Beige and purple/blue shades represent neither positive nor negative responses
- » Red shades represent negative responses

3.2.3 Additionally, where possible, an effort has been made to improve readability of charts when printed in Black and White.

3.2.4 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers.

3.2.5 The number of valid responses recorded for each question (base size), are reported throughout. As not all respondents answered every question, these base sizes vary between questions. The response to every question has been taken into consideration.

3.2.6 All responses provided to the open-ended questions have been read, and then classified (coded) using a standardised approach (code frame). This approach helps ensure consistency when classifying different comments and the resulting codes represent themes that have been repeatedly mentioned in a quantifiable manner.

3.2.7 The responses provided by a resident to a single text question may present a number of different points or arguments, therefore in many cases the overall number of coded comments counted in a particular question can actually be higher than the number of people responding to that open-ended question.

3.3 Proposal 1: to reduce opening days and hours

3.3.1 The proposal that was being consulted on was to reduce the overall opening hours across the network. This could be done in different ways. The options were as follows:

Option	Approximate Annual Saving
Reduce opening hours at all sites by one hour per day, throughout the year.	£400,000
Reduce opening hours by closing all sites on one day of the week	£450,000
Reduce opening hours by closing all sites on two days of the week, but introduce extended opening hours on one other day of the week	£800,000

Note: Respondents were informed that data on site usage would be utilised to select the most appropriate day(s) for closure, if appropriate.

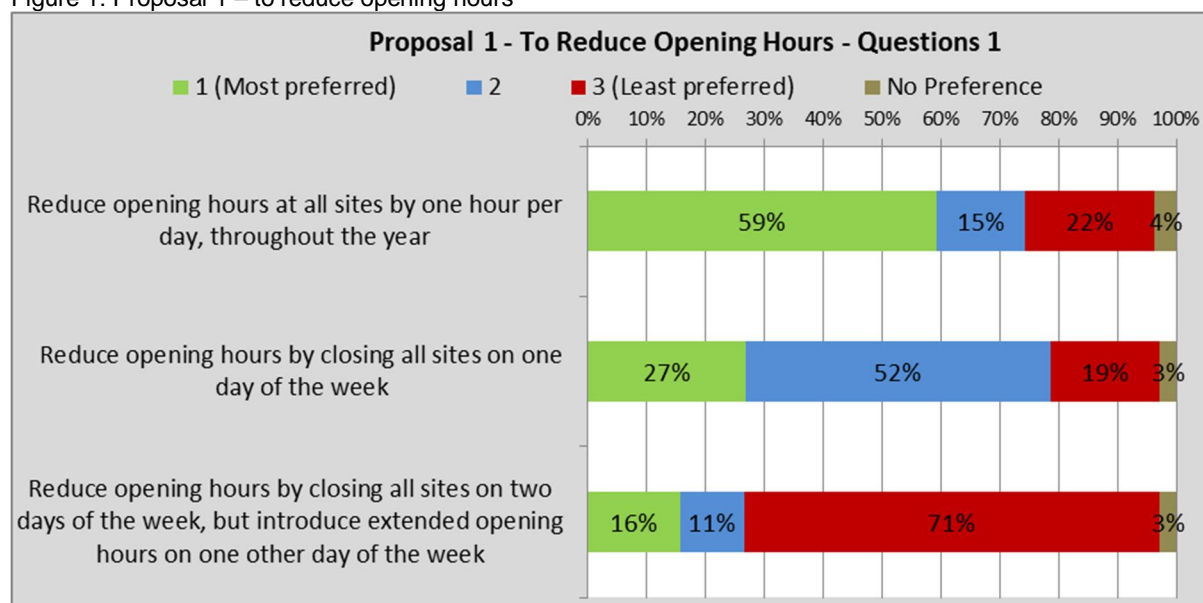
3.3.2 **Question 1** asked respondents to rank their preferred options for changes to opening hours (with 1 being most preferred and 3 being the least preferred).

3.3.3 11,096 total responses were received to Question 1, with the following results:

Table 2: Proposal 1 – to reduce opening hours

	No Preference	1	2	3
Reduce opening hours at all sites by one hour per day, throughout the year.	4%	59%	15%	22%
Reduce opening hours by closing all sites on one day of the week.	3%	27%	52%	19%
Reduce opening hours by closing all sites on two days of the week, but introduce extended opening hours on one other day of the week.	3%	16%	11%	71%

Figure 1: Proposal 1 – to reduce opening hours



3.3.4 Nearly six-tenths of respondents (59%) selected the option to reduce opening hours at all sites by one hour per day, throughout the year, as their preferred option.

3.3.5 Just over seven-tenths of respondents (71%) selected the option to reduce opening hours by closing sites all sites on two days of the week, but introduce extended opening hours on one other day of the week as their least preferred option.

3.3.6 **Question 2** asked respondents to rank their preferred options for the times of day sites should open (with 1 being most preferred and 3 being the least preferred). The options were as follows:

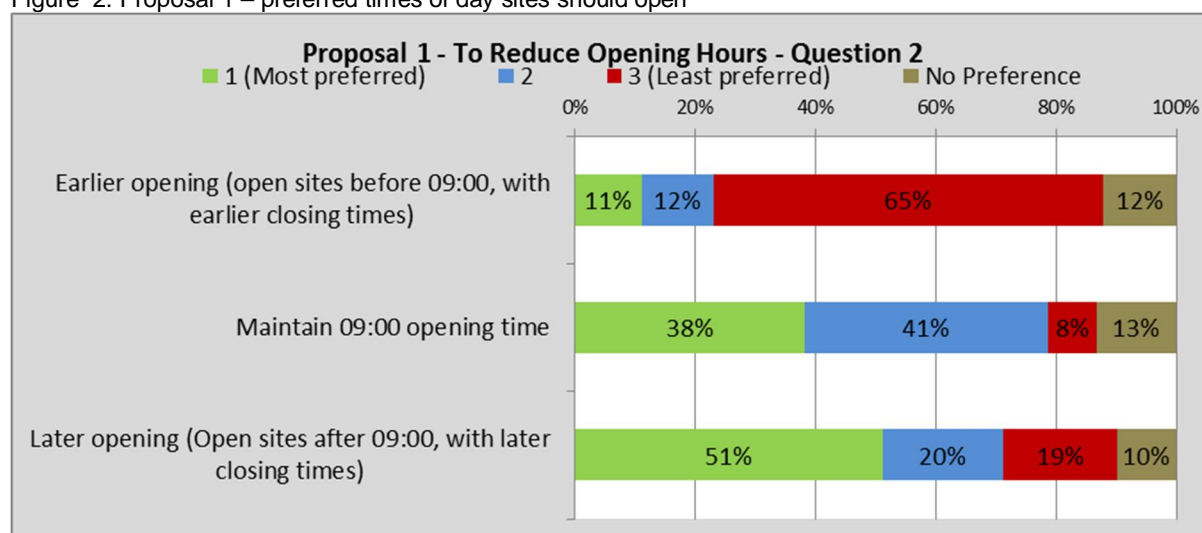
Earlier opening (open sites before 09:00) and earlier closing times
Maintain a 09:00 opening time
Later opening (open sites after 09:00) and later closing times

3.3.7 10,813 total responses were received to Question 2, with the following results:

Table 3: Proposal 1 – preferred times of day sites should open

	No Preference	1	2	3
Earlier opening (open sites before 09:00) and earlier closing times	12%	11%	12%	65%
Maintain a 09:00 opening time	13 %	38%	41%	8 %
Later opening (open sites after 09:00) and later closing times	10%	51%	20%	19%

Figure 2: Proposal 1 – preferred times of day sites should open



3.3.8 Just over half of respondents to the question (51%) most preferred the option of later opening of sites (after 09:00, with later closing times).

3.3.9 64.82% of respondents selected earlier opening (open sites before 09:00, with earlier closing times) as their least preferred option.

3.4 Proposal 2: to partially close one or more HWRC sites

3.4.1 These consultation options related to more significant reductions in the amount of time that a selected number of HWRCs are open. Other HWRC sites in the network would not be subject to the same reductions. The options being considered were, to:

Option	Approximate Annual Saving
Close up to 10 smaller sites during winter (1 October – 31 March)	£500,000
Have up to 10 smaller and less busy HWRC sites only opening on Saturday, Sunday and Monday	£650,000

Note: Respondents were informed that sites will be considered for partial closure according to a number of factors, including site usage, recycling performance, geographical considerations and operating costs. Details about these factors were made available in the consultation document.

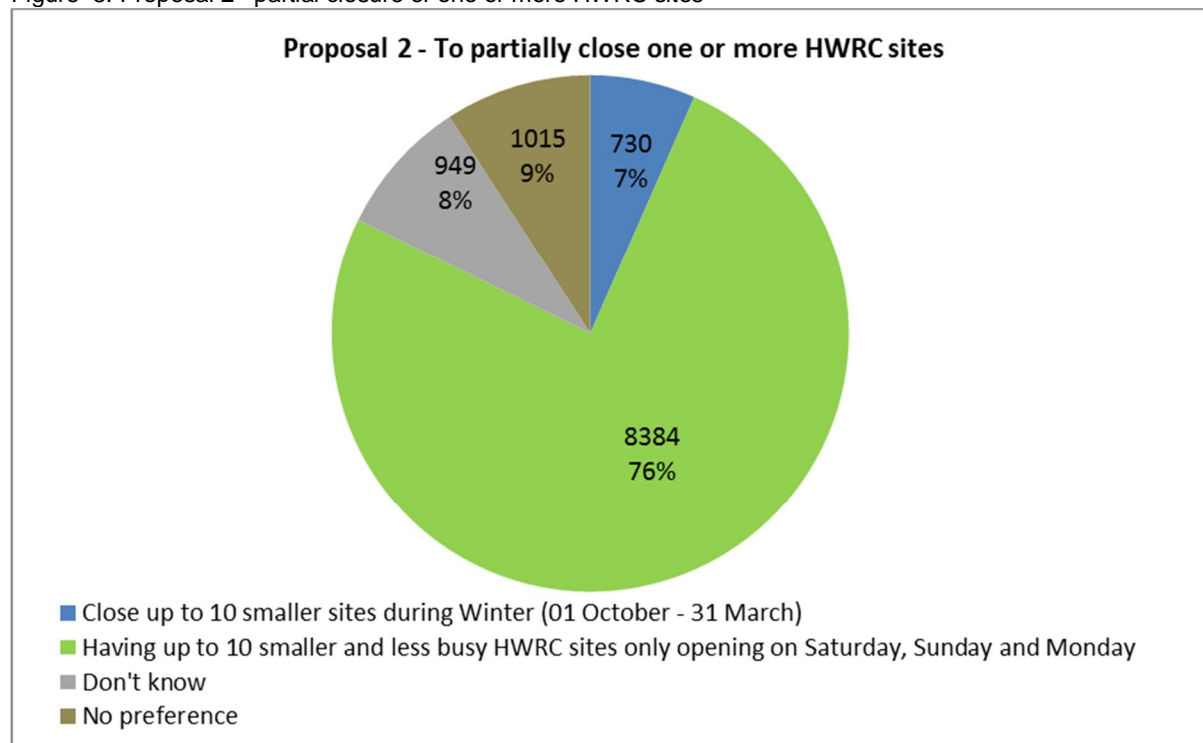
3.4.2 **Question 3** asked respondents to select their preferred option for the partial closure of one or more HWRC sites.

3.4.3 11,078 total responses were received to Question 3, with the following results:

Table 4: Proposal 2 – partial closure of one of more HWRC sites

Reduce opening hours by closing up to 10 smaller sites during winter (1 October – 31 March)	7%
Having up to 10 smaller and less busy HWRC sites only opening on Saturday, Sunday & Monday.	76%
No preference	9%
Don't know	8%

Figure 3: Proposal 2 –partial closure of one or more HWRC sites



3.4.4 Over three-quarters of respondents to the question (76%) selected having up to 10 smaller and less busy HWRC sites only opening on Saturday, Sunday and Monday as their preferred of the two options.

3.4.5 Less than one-tenth of respondents (7%) selected the option to reduce opening hours by closing up to 10 smaller sites during winter as their preferred option.

3.4.6 Nearly of 18% of respondents did not express a preference in their response to this question.

3.5 Proposal 3: to fully close one or more HWRC sites

3.5.1 The proposal being consulted upon was to permanently close one or more HWRC sites.

3.5.2 This proposal would judge the potential closure of one or more sites on the following criteria:

- site usage (tonnage of waste received);
- recycling performance;
- geographical location and distance from other sites; and
- operating costs.

3.5.3 The County Council was additionally keen to understand which of these factors residents thought are the most important to take into account in making a potential decision about site closures.

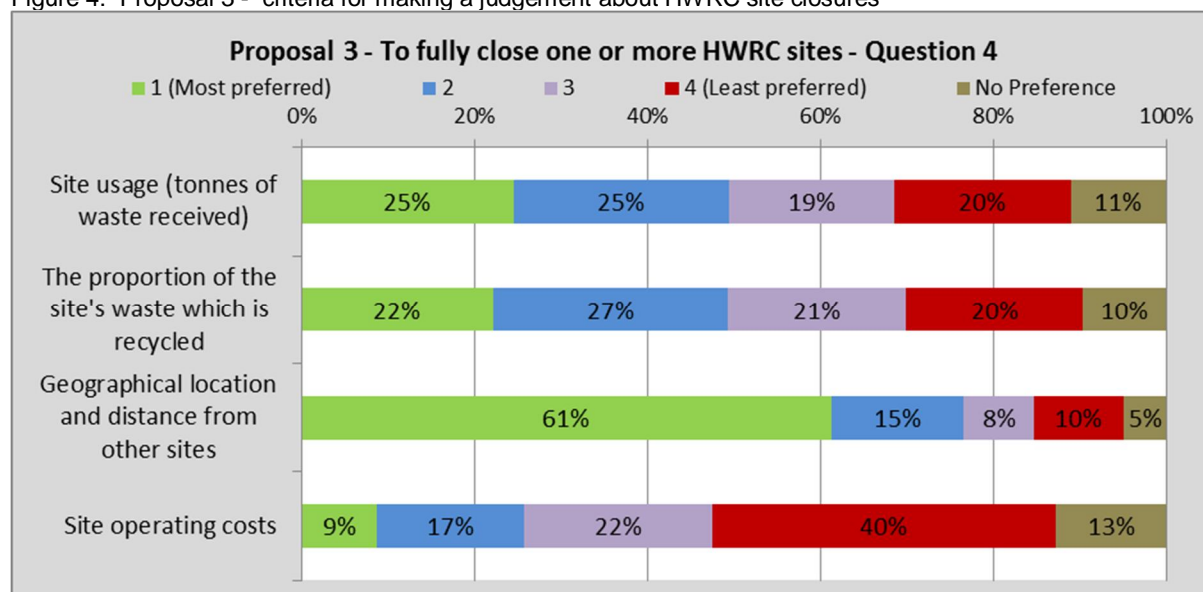
3.5.4 **Question 4** asked respondents to rank preferences for criteria for making a judgement about potential closures of one or more HWRC sites.

3.5.5 11,004 responses were received to Question 4, with the following results:

Table 5: Proposal 3 - criteria for making a judgement about HWRC site closures

	No Preference	1	2	3	4
Site usage (tonnage of waste received)	11%	25%	25%	19%	20%
Recycling performance	10%	22%	27%	21%	20%
Geographical location and distance from other sites	5%	61%	15%	8%	10%
Operating costs	13%	9%	17%	22%	40%

Figure 4: Proposal 3 - criteria for making a judgement about HWRC site closures



3.5.6 Over three-fifths of respondents to the question (61%) selected geographical location and distance from other sites as the most preferred criteria to take into account when making any judgements about potential closure of HWRC sites.

3.5.7 Two-fifths of respondents (40%) selected site operating costs as the least preferred criteria to take into account.

3.5.8 **Question 5** asked respondents to suggest any other criteria which they thought should be considered when making a judgement about potential closure of a HWRC site, utilising free text.

3.5.9 5,426 respondents provided a submission. Responses have been classified (coded) according to the key themes that they highlighted. The number of times these key themes were highlighted is listed below (noting that in numerous instances responses contained multiple themes that have been separately coded).

Table 6: Proposal 3 - other criteria for making a judgement about HWRC site closures

Coded comment	Base	% of responses
Likely impact upon fly-tipping	2456	45
Impact upon local road infrastructure	587	11
Accessibility of sites by road for local population and associated travel time	465	9
Environmental impact	447	8
Disagrees with any HWRC site closures	397	7
Distance to the nearest alternative HWRC site	365	7
Number of site users / vehicles	353	7
Planned future housing in the area	336	6
Knock on effect on the next closest HWRC site (e.g. increases in traffic/congestion)	257	5
Disagrees with the closure of their local HWRC site	212	4
Population density around HWRC sites	179	3
Ability of local population to travel to sites	167	3
Profile of local population (i.e. sociological factors)	152	3
Quality of the site staff & manager / level of customer service	149	3
Site layout & ease of use	132	2
Queuing times at sites	127	2
Alternative suggestion: increase recycling at the kerbside	118	2
Impact upon the local community	75	1
Level of income from sold items	68	1
Peak usage times	61	1
Number of site users relative to local population	58	1
Other (coded comment = ≤ 1% of total responses)	356	7

3.5.10 The most often repeated theme (45% of responses) was that the likely impact upon fly-tipping in the local area should be taken into account. Some typical responses are highlighted below:

“Consideration should be given to fly-tipping which may result from closure of sites and the resultant cost of clearing this.”

“The number of reported fly-tipping incidents in the surrounding areas.”

“Impact on potential fly-tipping if closed - many rural beauty spots could be compromised.”

3.5.11 The next most common themes were “Impact upon local road infrastructure” (11%) and “Accessibility of sites by road for local population and associated travel time” (9%). Examples of both are shown below:

“How much extra traffic on already heavily used roads will be generated by closing smaller sites, forcing us to travel further afield.”

“Please do not just consider geographic location, please consider the difficulty of the route to the next nearest if you close a site.”

3.5.12 **Question 6** asked respondents to select their preferred option for the full closure of one or more HWRC sites, with the following options.

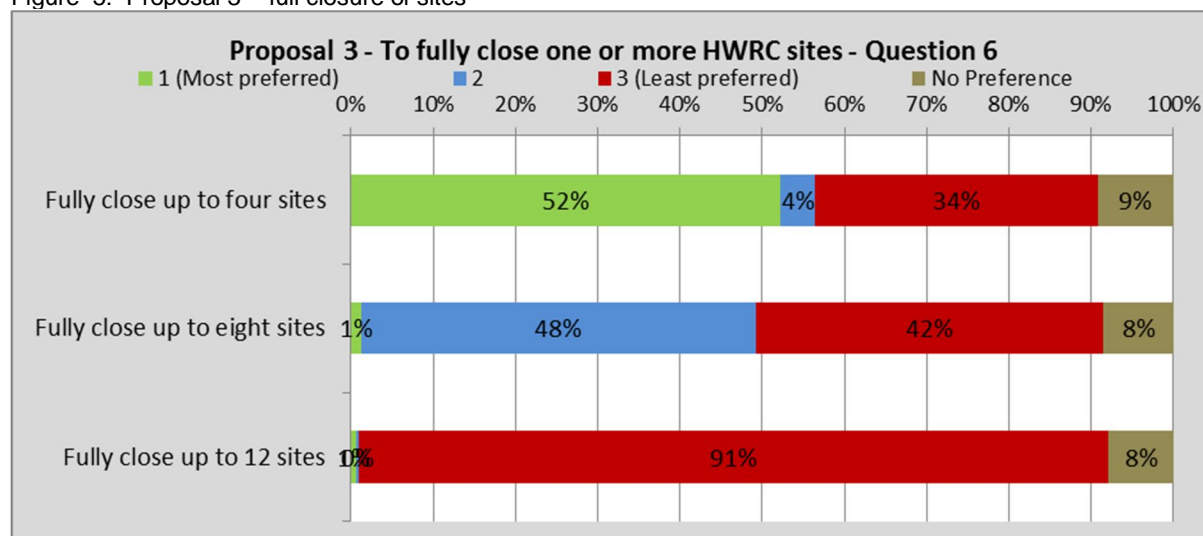
Option	Approximate Annual Saving
Fully close up to four sites	£440,000
Fully close up to eight sites	£1,050,000
Fully close up to twelve sites	£1,850,000

3.5.13 10,742 total responses were received to Question 6, with the following results:

Table 7: Proposal 3 - full closure of sites

	No Preference	1	2	3
Fully close up to four sites	9 %	52%	4%	34%
Fully close up to eight sites	8%	1%	48%	42%
Fully close up to twelve sites	8%	1%	<1%	91%

Figure 5: Proposal 3 - full closure of sites



3.5.14 Over half of respondents to the question (52%) selected the option to fully close up to four sites as their most preferred option.

3.5.15 Over nine-tenths of respondents (91%) selected the option to fully close up to 12 sites as their least preferred option.

3.5.16 It should be noted that for **Question 6** a number of respondents (30%) selected 'least preferred' for all three options, leading to relatively high percentages across the board for this answer

3.6 Ranking the proposals and further comments

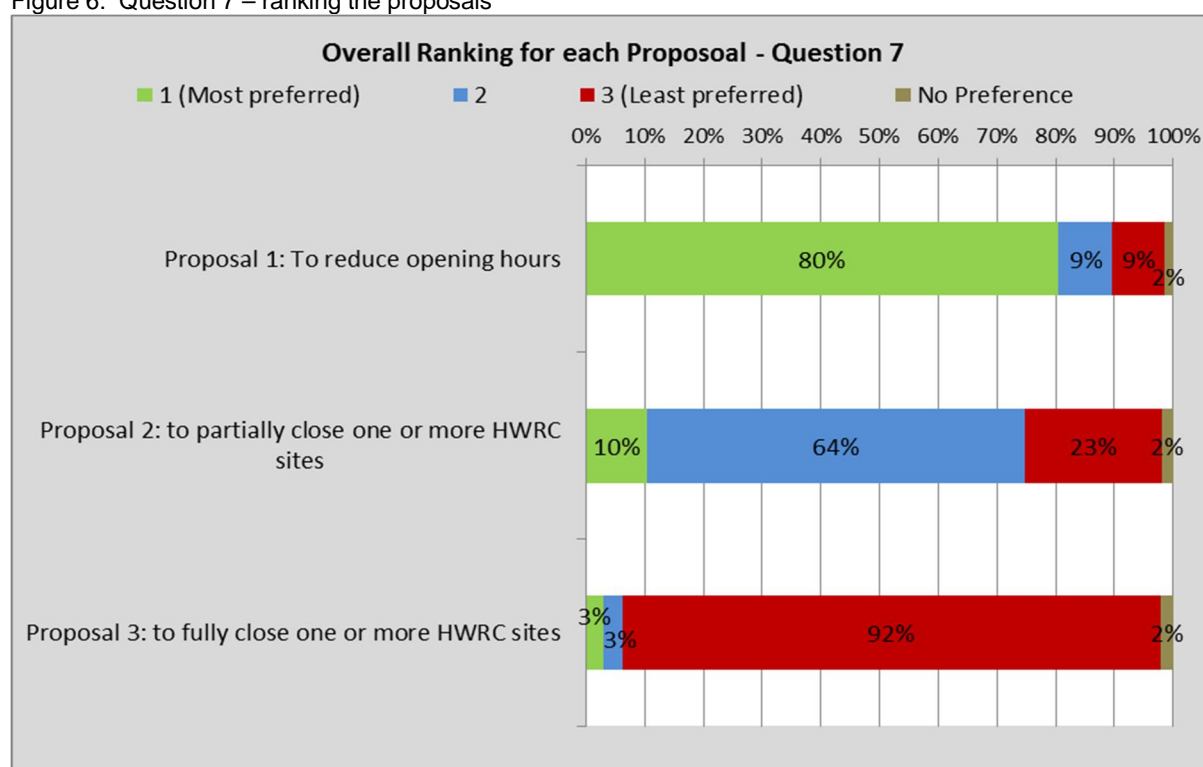
3.6.1 **Question 7** asked respondents to rank their preferences for the three proposed approaches to making savings (to reduce opening days and hours; to partially close one or more HWRC sites; to fully close one or more HWRC sites).

3.6.2 11,180 total responses were received to Question 7, with the following results.

Table 8: Question 7 – ranking the proposals

	No Preference	1	2	3
Proposal 1: To reduce opening hours	2 %	80%	9%	9%
Proposal 2: to partially close one or more HWRC sites	2%	10%	64%	23%
Proposal 3: to fully close one or more HWRC sites	2%	3%	3%	92%

Figure 6: Question 7 – ranking the proposals



3.6.3 Nearly four-fifths of respondents to the question (80%) selected Proposal 1 (to reduce opening hours) as their preferred approach.

3.6.4 Over nine-tenths of respondents (92%) ranked Proposal 3 (to fully close one or more HWRC sites) as their least preferred of the options.

3.6.5 For this particular question a number of respondents selected ‘least preferred’ for all three options, as was allowed within the consultation form (30%).

3.6.6 **Question 8** asked respondents if they had any other comments they would like to make, including any alternative suggestions they thought the County Council should consider.

3.6.7 5,216 respondents provided a submission, with the key themes highlighted as below:

Table 9: Question 8 – other comments and suggestions

Coded comment	Base	% of responses
Concerned that fly-tipping will increase	2182	42
Restated disagreement with any HWRC site closures	1017	19
Representation not to close a specific site	920	18
Restated preference for reduced opening hours as a way to achieve savings	310	6
Charge all site users	300	6
Consider impact of any decisions upon other environmental factors (CO2, air pollution etc)	292	6
Reduce other Council costs (i.e. staff, councillors, other budgets) or use reserves.	258	5
Restated disagreement with any changes to the HWRC network	221	4
Better management of sites	215	4
Opening hours suggestion: close different sites on different days of the week to ensure coverage	192	4
Disagrees with structure/content of consultation	188	4
Consider impact of any decisions upon recycling performance	166	3
Improve recycling performance at HWRC sites	166	3
Increase council tax to pay for HWRC service	163	3
Opening hours suggestion: suggestion for shorter days	160	3
Increase income at HWRC sites (increased resale/ reuse, maximising income from recycling etc.)	140	3
Opening hours suggestion: later opening of sites	134	3
Investigate alternative funding options	112	2
Ensure decisions are data driven	102	2
Disagreement with any possible charging for site users	95	2
Allow trade / commercial waste, and charge for it	91	2
Increase resale / reuse	85	2
Opening hours suggestion: suggests days of the week for closure	83	2
Opening hours suggestion: less days but longer hours	68	1
Improve Garden Waste Recycling	63	1
Representation that a specific site should be improved (make bigger, split level, etc)	57	1
Provide other/alternative recycling options such as mobile sites/skips	55	1
Any site closures should occur only where 'clusters' of HWRC sites exist	53	1
Other (coded comment = ≤ 1% of total responses)	386	7

3.6.8 The most often repeated theme (42% of responses) was that the concern that potential actions taken by the County Council would lead to an increase in fly-tipping. Some typical responses are highlighted below:

“Remember that fly-tipping may increase if people can't easily access a site.”

“I am concerned about the impact of cost-saving measures on fly-tipping, and I would urge you to consider existing levels of fly-tipping and to take a careful view on the potential impact of the options which you look at.”

“If waste disposal sites near to home are closed people will be more inclined to fly-tip than to travel further. As the proportion of recycling is on the whole good surely it is better for the environment to keep all sites open and shorten hours if that is the only solution to keeping them all functional.”

3.6.9 The next most common themes were “Restated disagreement with any HWRC site closures” (19%) and “Representation not to close a specific site” (18%). Examples of both are shown below:

“Leave the sites open. They are always busy.”

“These sites provide an excellent service, so all other options must be considered before any closures.”

“My local tip is always busy and if closed would mean a 16 mile round trip to the next nearest tip which I would not consider. I would place more waste in the bins supplied and am sure others would do the same putting more pressure on the refuse collection services.”

“Do not close Hayling Island’s HWRC. This would be the wrong thing to do for the Island. By doing this you will be putting more time and risk onto an already long slow road out towards Havant.”

3.7 Equality Considerations

3.7.1 Hampshire County Council has a duty to take into account the impact of their decisions on people with protected characteristics under the Equality Act 2010 (age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy, maternity, race, religion or belief, and sexual orientation).

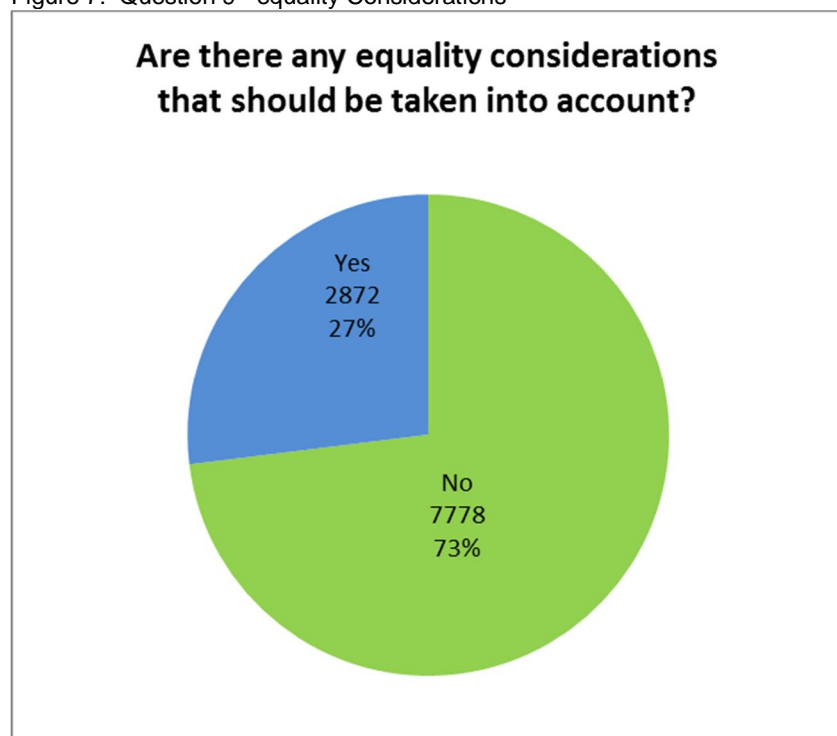
3.7.2 **Question 9** asked respondents if there were any positive or negative impacts relating to equalities that they believed that the County Council should take into account in the decision making process.

3.7.3 10,670 total responses were received to Question 9, with the following results:

Table 10: Question 9 – equality considerations.

Yes	27%
No	73%

Figure 7: Question 9 - equality Considerations



3.7.4 Just over a quarter of respondents (27%) felt that there were equalities considerations that should be taken into account in the decision making process.

3.7.5 Where the answer given to Question 9 was 'yes', respondents were further given the opportunity to provide any supporting evidence and suggest any ways to reduce or remove any potential negative impact and increase any positive impact, utilising free text.

3.7.6 2,555 respondents provided a submission, with the key themes highlighted as below:

Table 11: Question 9 – supporting evidence for equalities impacts

Coded comment	Base	% of responses
Consider fly-tipping impacts (inc. cost to council to clear up)	743	29
Accessibility for disabled or less mobile/able residents	700	27
Accessibility for elderly or older residents	450	18
Accessibility for residents without own transport	175	7
Restates or suggests how efficiencies should instead be achieved	170	7
Impact upon less well off residents (i.e. increased petrol costs)	154	6
Impact upon the local environment (incl. pollution, carbon emissions, recycling rates, dangers to wildlife)	126	5
Impact upon local traffic congestion	102	4
Accessibility for all	98	4
Mitigation of effects suggestion	94	4
Restated disagreement with closure of a specific HWRC site	93	4

Accessibility for rural / remote residents	88	3
Accessibility for working people / families	61	2
Restated disagreement with closure of any HWRC sites	61	2
Compliments local site	39	2
Consider impact of future population growth	32	1
The respondent does not agree with the question, or how it is phrased.	32	1
Impacts upon employment and skills	30	1
Access for females (incl. pregnancy issues)	26	1
Other (coded comment = ≤ 1% of total responses)	100	4

3.7.7 The most often repeated theme (29% of responses) was that the County Council should consider/ take into account possible fly-tipping impacts (including cost to council to clear up), although this is not a consideration under the Equalities Act 2010. Some typical responses are highlighted below:

“An increase in fly-tipping is my main worry.”

“Any site closure would be negative if it makes it more difficult for residents to get to a site and make them more likely to fly-tip or dump there rubbish in other people’s bins or skips”

“Closures would increase fly-tipping in rural areas.”

3.7.7 The next most common themes were “Accessibility for disabled or less mobile/able residents” (27 %) and “Accessibility for elderly or older residents” (18%), with regards to how they may be impacted upon by any reduction of the HWRC Service. Examples of both are shown below:

“The elderly and disabled will disproportionately feel the impact of having to travel farther to dispose of their waste and recyclable material.”

“Age and disability. Closure of any sites will affect less able individuals to a larger extent.”

“Those with mobility issues could be affected by reduced services.”

3.8 Charging for access to HWRC Sites

3.8.1 An additional question was included which was for the purposes of information gathering only and therefore does not form part of current proposals to make the proposed annual savings.

3.8.2 The County Council is prohibited by law from charging people to use a HWRC. With around four million visits to Hampshire HWRCs each year, such an approach would be likely to generate sufficient funds so that the requirements to either further reduce opening hours at sites, and/or close HWRC sites would be greatly reduced.

3.8.3 As a result, the County Council was interested to hear views on this, as support for such a charge could be used as evidence for a new, future approach, if the Government were to change the law to permit charging.

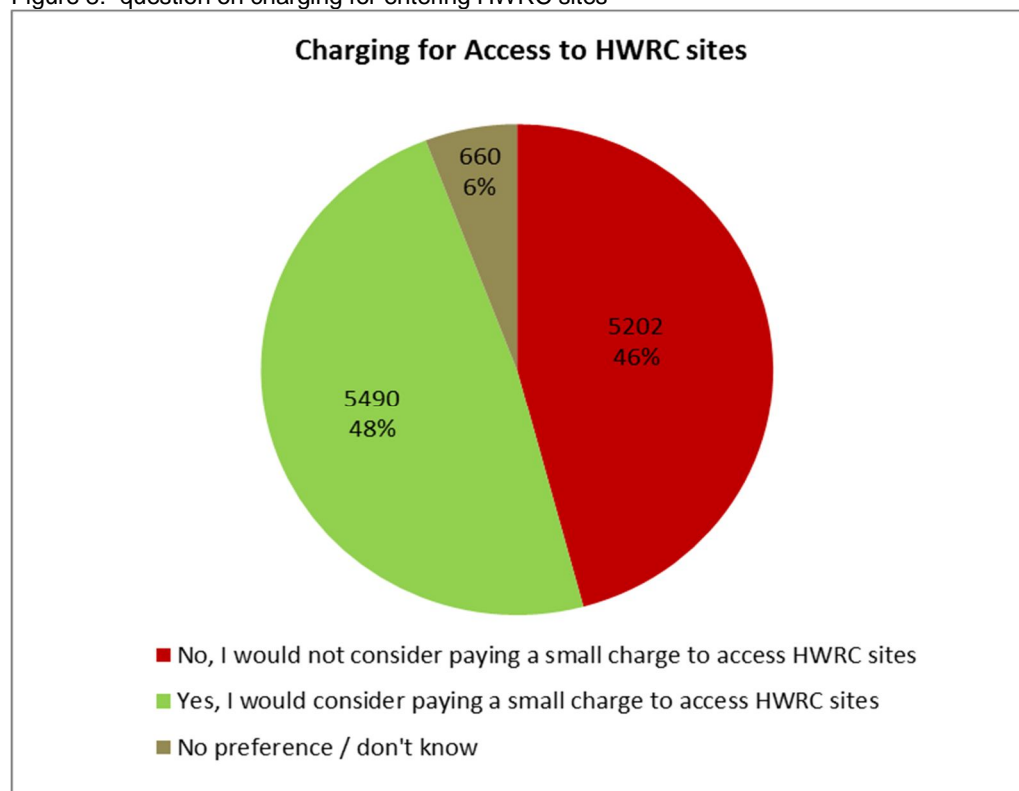
3.8.4 **The question on charging** asked if, in principle, respondents would be prepared to pay a small charge for entering HWRC sites (for example, £1 per visit).

3.8.5 11,352 number of responses were received to this question, with the following results:

Table 12: question on charging for entering HWRC sites

Yes, I would consider paying a small charge to access HWRC sites	48%
No, I would not consider paying a small charge to access HWRC sites	46%
No preference / Don't Know	6%

Figure 8: question on charging for entering HWRC sites



3.8.7 48% of those who responded to the question stated that they would consider paying a small charge to access HWRC sites, while 46% stated that they would not consider paying a small charge.

3.8.8 When removing those answers that stated no preference / don't know, of the remaining 10,692 responses who stated a clear preference, over half (51 %) stated that they would consider paying a small charge to access HWRC sites.

3.9 Respondent Details

3.9.1 Further details were sought about respondents to the questionnaire,

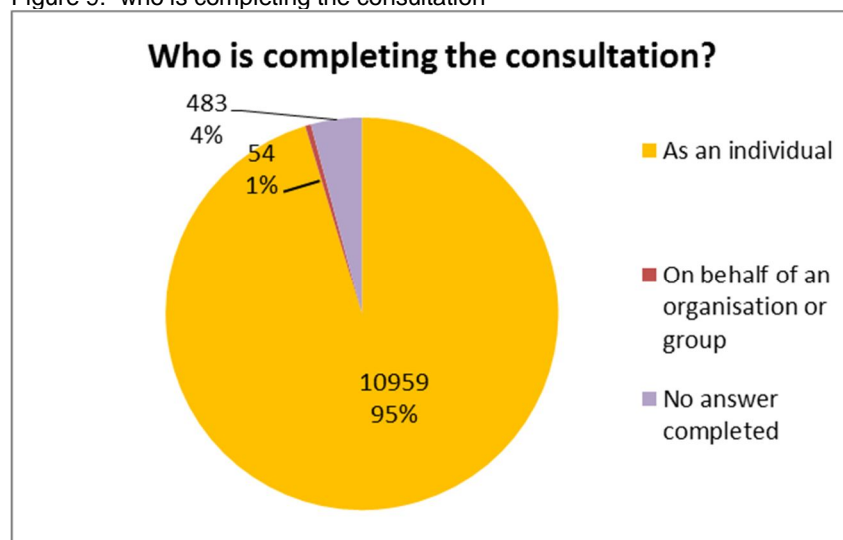
3.9.2 The County Council sought information on whether responses to the consultation were from an individual, or on behalf of an organisation, for example, a parish or town council, charity or voluntary group, borough or district council, or a local business (stipulating that while feedback from individuals would remain anonymous, feedback from organisations could potentially be published in full).

3.9.3 11,013 respondents chose to provide this information. The breakdown of results was as follows

Table 13: who is completing the consultation

Responding as an individual	95%
Responding on behalf of an organisation or group	1%
No answer completed	4%

Figure 9: who is completing the consultation

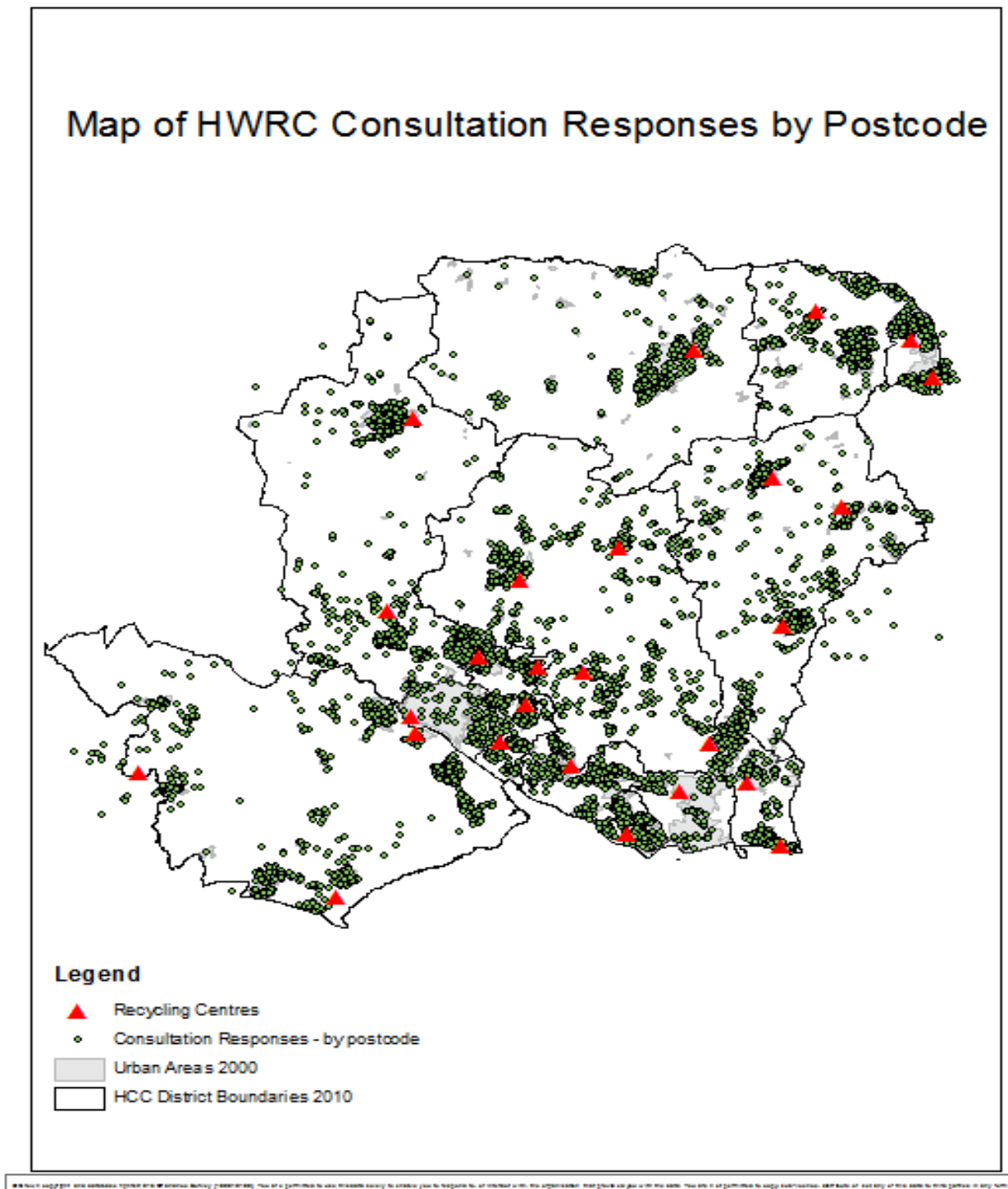


3.9.4 Less than 1% of responses were received from organisations. Further details with regards to responses from organisations can be found in Section 4 of this document.

3.9.5 The County Council also sought postcode details from respondents, for the purposes of analysis only; specifically to show coverage of the consultation. Provision of postcode details was not mandatory.

3.9.6 The below map shows where consultation responses were received from, utilising the postcode data (where provided). Please note, some responses were received from residents outside of Hampshire (no restriction was placed on this as the views of all site users were sought).

Figure 10: map of responses by postcode data.



3.9.7 Finally, respondents were asked to stipulate the HWRC they use most frequently, and any other HWRC they had used in the last twelve months.

Table 14: most frequently used HWRC, and any other HWRC used in the last month.

	Most Frequent	Last 12 months
Aldershot	336	165
Alresford	888	202
Alton	363	168
Andover	400	143
Basingstoke	424	197
Bishops Waltham	936	234
Bordon	155	112
Casbrook (Romsey)	882	188
Eastleigh	303	353
Efford (Lymington)	281	89
Fair Oak	385	305
Farnborough	319	290
Gosport	377	172
Hartley Wintney	810	197
Havant	145	332
Hayling Island	1059	267
Hedge End	432	336
Marchwood	534	190
Netley	345	178
Petersfield	590	234
Portsmouth	91	224
Segensworth	349	288
Somerley	176	39
Southampton	75	215
Waterlooville	324	206
Winchester	378	529
I do not use HWRC sites	32	

Figure 11: most frequently used HWRC site

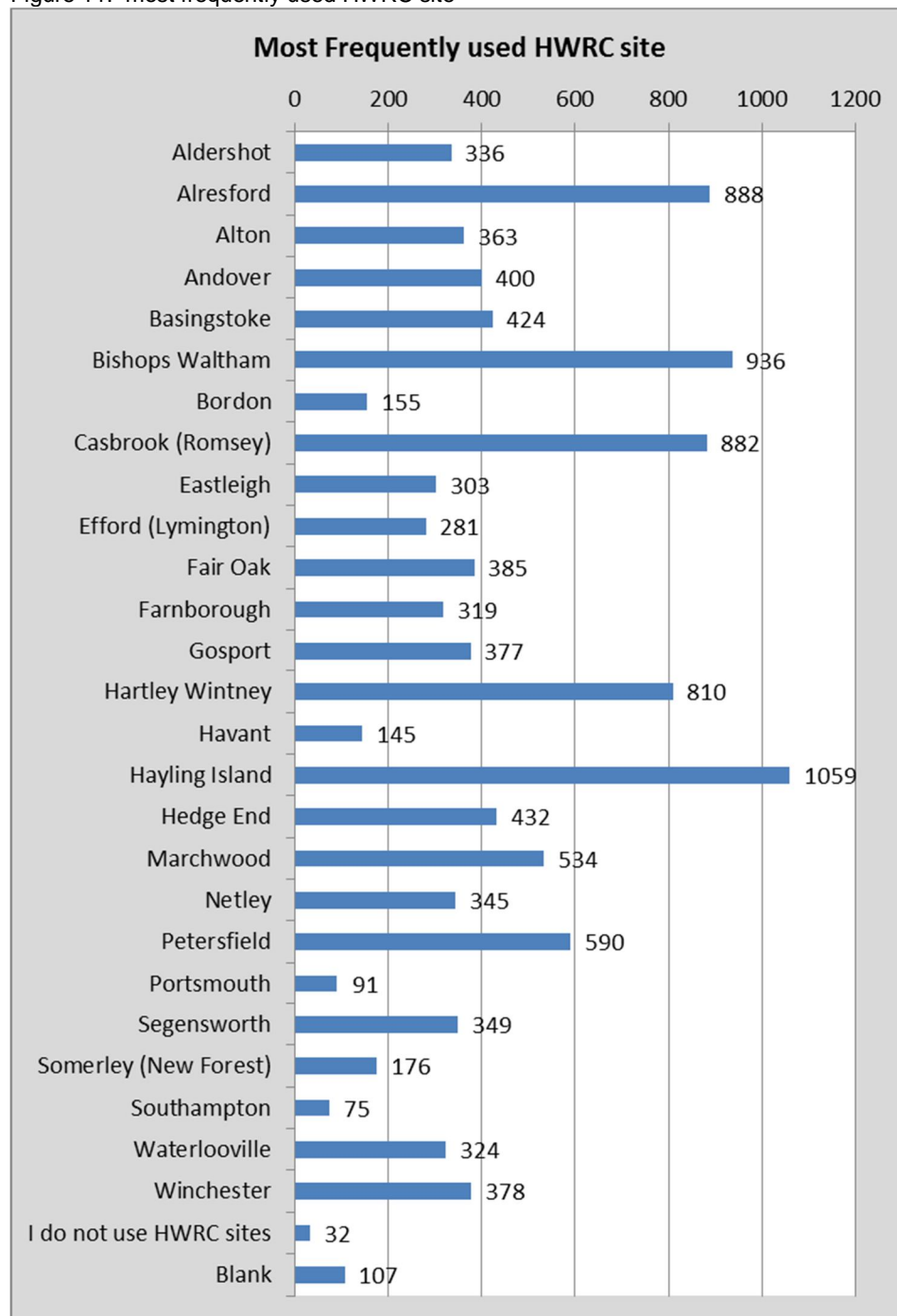
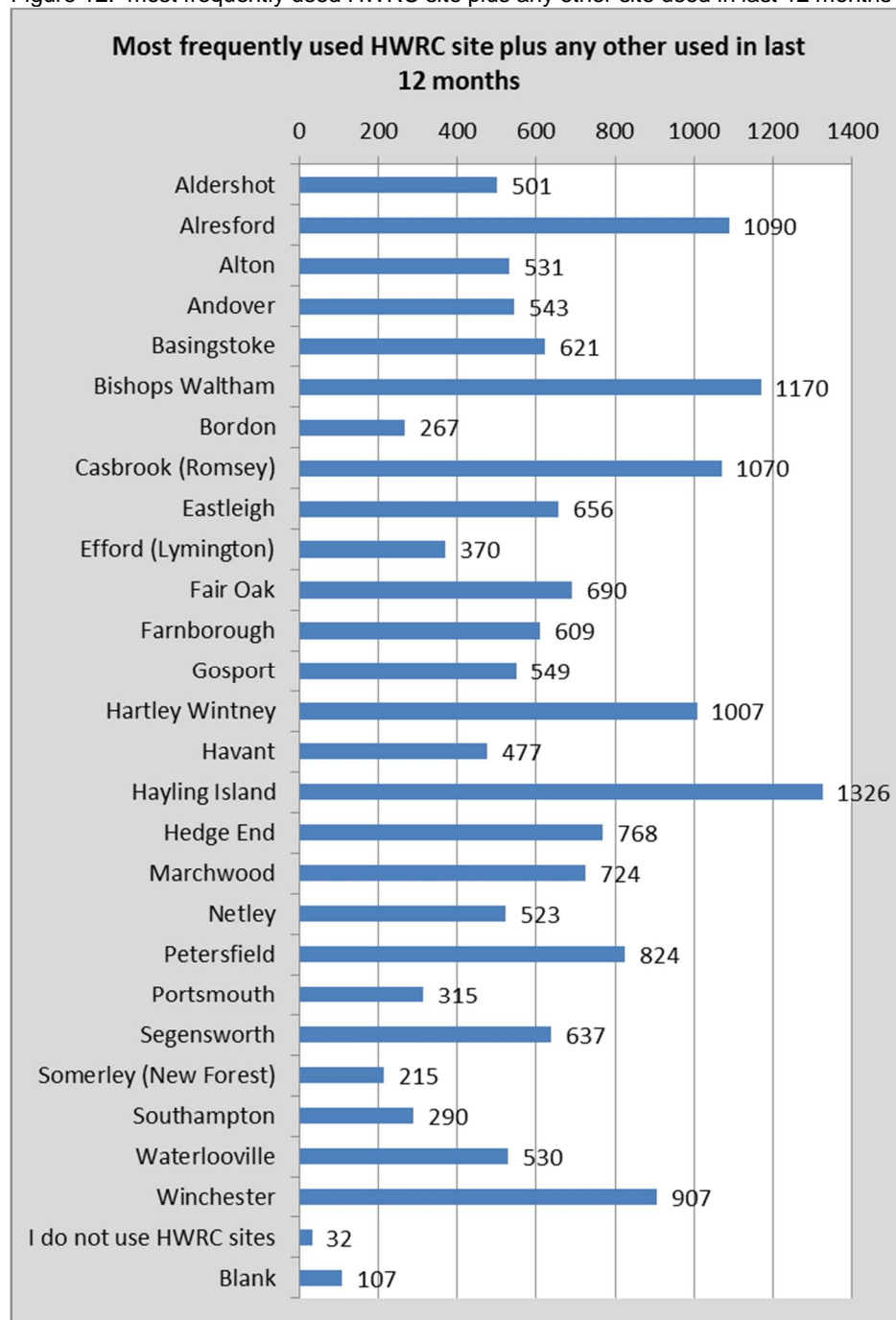


Figure 12: most frequently used HWRC site plus any other site used in last 12 months (aggregated)



3.9.8 When aggregating the number of respondents who either stipulated that they used a certain site most frequently, or had done so within the last twelve months, the sites that the highest number of consultation respondents had used were Hayling Island (1,326 respondents used this site), Bishop’s Waltham (1,170) and Alresford (1,090).

4. Organisation Responses

4.1 54 responses to the consultation questionnaire were received on behalf of organisations. Each organisational response typically represents the views of many individuals, and feedback from these organisations has therefore been reported separately in this report.

4.2 Organisations that responded were informed on the questionnaire that their views may be published in full, and were asked to stipulate the name and type of the organisation they were responding on behalf of (this was not mandatory, so is not stated in all cases). The following table lists these details:

Table 15: responses on behalf of organisations (name and type of organisation)

Name of Organisation	Type of Organisation
A Rocha UK	Charitable organisation
Abbotswood Day Nursery Ltd	Local business
As an individual, also a WCC and NATC councillor having received numerous resident representations	Not stated
Bishopstoke, Fair Oak & Horton Heath Branch Labour Party	Political group
Bramdean & Hinton Ampner Parish Council	Parish or town council
Broadway Park, Qualifying Residents Association	Residents' association
Coastguard Community Garden Volunteers Group	Local community or voluntary group
Corhampton + Meonstoke Parish Council	Parish or town council
Councillor Michael Wilson - Hayling West, Havant Borough Council	Borough, district or city council
CPRE Hampshire	Charitable organisation
East Dorset Environment Partnership	Local community or voluntary group
East Petersfield Community Group	Residents' association
Ellingham, Harbridge and Ibsley Parish Council	Parish or town council
Every local resident (location not stated)	Residents' association
Ewshot Parish Council	Parish or town council
Gosport Borough Council	Borough, district or city council
Greywell Parish Council	Parish or town council
Hayling Island Horticultural Society with a membership of 867 households	Local community or voluntary group
Hythe & Dibden Parish Council	Parish or town council
Itchen Valley Parish Council	Parish or town council
Liss Parish Council	Parish or town council
Liss Property Services	Local business
Local Charity, serving very needy people in the Borough of Eastleigh	Charitable organisation
Local neighbourhood Watch (location not stated)	Local community or voluntary group

Marchwood Parish Council	Parish or town council
Milford-on-Sea Parish Council	Parish or town council
Mountford family of 4 adults	Not stated
My family and all of the families of Alton who pay enough money in Council tax every month to run it	(Other) My family and other families who pay enough already in council tax
National Farmers Union	(Other) Trade Association
New Forest National Park Authority	(Other) National Park
New Forest West Labour Party	Local community or voluntary group
Not stated	Parish or town council
Not stated	Parish or town council
Not stated	Parish or town council
Not stated	Parish or town council
Old Alresford Parish Council	Parish or town council
Old Basing and Lychpit Parish Council	Parish or town council
On behalf of my neighbours in Oak Hill, Alresford, Hants.	(Other) Neighbours
On behalf of the Harbridge Protection Society, the membership of which covers 23 dwellings.	Residents' association
Pamber parish council	Parish or town council
Replying as an individual but taking into account comments from residents I am Borough & Parish Councillor	Parish or town council
Romsey Town Council Planning Committee under delegated powers from the Full Council	Parish or town council
Rotherwick Parish Council	Parish or town council
Rotherwick Parish Council	Parish or town council
Rushmoor Borough Council	Borough, district or city council
SO24 0BT	Local community or voluntary group
South Downs National Park Authority	(Other) National Park Authority
Sun Hill Action Group	Residents' association
The Alresford Society	Local community or voluntary group
The Friends of Brickfields Country Park	Local community or voluntary group
The Petersfield Society	(Other) Civic Society
Watercress Line Railway and Preservation Society	Local community or voluntary group
West End Parish Council	Parish or town council
Yateley Town Council	Parish or town council

4.3 Given the relatively low number of organisations that responded to the questionnaire, the usefulness of percentages in quantifying their views is limited. Therefore, the percentages presented here are intended to be indicative only, and have been included only to provide a contrast between views from organisations and those from individuals. Broadly, responses from organisations and individuals were similar throughout the consultation questionnaire.

4.4 It should be taken into account that, as with individuals, not every organisation provided a response to each question. All of the percentages listed below are percentages according to the number of responses received for the question under discussion.

4.5 On proposal one (to reduce opening hours and days), for **Question 1** 61% of organisational responses stated that to reduce opening hours at all sites by one hour per day throughout the year was their preferred option, a similar percentage to responses from individuals (58%).

4.6 For **Question 2** 57% of responses on behalf of organisations stipulated that later opening and later closing of sites was their preferred approach to opening hours. Again, this was also the preferred choice of the highest percentage of individuals (51%).

4.7 On proposal two (to partially close one or more HWRC sites), for **Question 3** the majority of organisational responses (71%) stated a preference for having up to 10 smaller and less busy sites only opening on Saturday, Sunday and Monday, compared to 76% of individuals.

4.8 On proposal three (to fully close one or more HWRC sites), for **Question 4** 61% of responses on behalf of organisations selected geographical location and distance from other sites as the most preferred criteria to take into account when making a judgement about closure of one or more HWRC sites (compared to 61% of individuals).

4.9 For **Question 5**, organisations also noted the potential for fly-tipping and as the key additional criteria to take into account. Examples are shown below:

“Southern Test Valley has countryside subject to fly-tipping. Romsey Town Council believes that the closure may generate more fly tipping which creates additional cost to Test Valley borough Council”. (Romsey Town Council)

“Our members regularly state that fly-tipping is an increasing nuisance and cost to them. Any reduction in availability or numbers of sites will inevitably have a detrimental effect on fly-tipping.” (National Farmers Union)

4.10 For **Question 6** 45% of organisational respondents stated that to fully close up to four sites would be their most preferred option, while 85% stated that too fully close up to twelve sites would be their least preferred option, again echoing the preferences expressed by individuals (52 % and 91%).

4.11 For **Question 7** 82% of responses on behalf of organisations stated that reducing opening hours (Proposal 1) was their preferred of the three proposals (compared to 80% of individuals). 94% of organisations selected full closure of one or more HWRC sites (Proposal 3) as their least preferred option (compared to 92% of individuals).

4.12 In **Question 8** organisations, when invited to provide any additional comments on the proposals, in particular reiterated a concern with regards to potential impact upon fly-tipping. Examples are given below:

“The Authority is particularly concerned that this could give rise to an increase in the number of incidents of fly-tipping both within the National Park and in its environs. Clearly this could have a detrimental impact on both the environment and on the special landscape quality of the National Park.” (New Forest National Park Authority)

“If HWRC sites are not available then there will surely be an increased risk of fly-tipping &/or more rubbish going into wheelie bins. Closure may result in reduced recycling rates as rubbish is put into grey wheelie bins.” (Pamber Parish Council)

4.13 For **Question 9**, 40% of responses from organisations stated that there were any positive or negative impacts relating to equalities that they felt that the County Council should take into account in the decision making process (as opposed to 27% of individuals. As with individuals, where organisations did provide supporting information when answering ‘yes’, this in particular related to elderly and less mobile residents:

“Hayling has a large percentage of elderly inhabitants, many of whom only drive short distances, and for whom driving to Havant HWRC would be an added burden.” (Coastguard Community Garden Volunteers Group)

“Age and disability. Longer distances to travel to recycle are a cause for concern.” (Bramdean & Hinton Ampner Parish Council)

4.14 Finally, for the **Question on charging** 45% of organisations stipulated that they would consider paying a small charge to access HWRC sites and 43% said that they would not consider paying a small charge, with the remainder (12 %) selecting don’t know / no preference.

5. Responses Received outside of the consultation form

5.1 137 responses to the consultation that did not take the form of the official questionnaire were also received (a mixture of letters and emails).

5.2 The most common themes expressed in these responses were a concern about fly-tipping (84 letters or emails), specific representations not to close a local HWRC site (65 letters or emails) and concerns about increased traffic / impact upon local road infrastructure if sites were to be closed (33 letters or emails).

5.3 Where correspondents did identify their local site as part of their letter or email, this was most commonly Hayling Island HWRC (32 letters or emails) and Alresford HWRC (22 letters or emails).

5.4 Among the 137 responses received by letter or email were seven from organisations. These are listed below:

Table 16: organisations responding by letter or email

Name of Organisation
Basingstoke and Deane Borough Council
Botley Parish Council
East Havant Borough Council
Fleet Town Council
New Forest District Council
South Downs National Park Authority
Verderers of the New Forest

6. Petitions Received

6.1 The County Council also received five petitions with regards to the consultation and the options under consideration. In each case, the petition related to a specific HWRC site, and sought to make representations that the site in question should not be closed for the purpose of achieving savings.

6.2 Hampshire County Council welcomes petitions and recognises that they are a means by which the public can bring an issue to the attention of the County Council and ask for action to be taken. The information in a petition must be submitted in good faith and comply with the law. Each petition is considered on an individual basis and it is open to the County Council to exercise discretion in how it responds.

6.3 Below is a list of petitions received:

Table 17: petitions received

Petition Title	Number of signatories
Potential Closure of Petersfield Waste Recycling Centre	57
Stop the Closure of Hayling Island's Waste and Recycling Centre	6,455
Save Our Tip – Cheriton (<i>relating to Alresford HWRC</i>)	294
Save Marchwood's Household Waste Recycling Centre	169
Save our Household Waste Recycling Centre - Alresford	526

7. Communication of the Consultation

7.1 The County Council took numerous steps both before and during the consultation process to ensure that residents were aware of the opportunity to have their say on proposals.

7.2 The following audiences were addressed as part of this process:

Table 18: organisations responding by letter or email

Audience	Actions Taken
HWRC site users & other Hampshire residents	<ul style="list-style-type: none"> • Distribution of post cards at all HWRC sites • Press releases & news content • Social media • Information/ news features on County Council website • Set up and management of dedicated consultation inbox
Hampshire County Council staff	<ul style="list-style-type: none"> • Intranet news items & features • Use of internal communication networks & plasma screens
Hampshire County Council elected members	<ul style="list-style-type: none"> • Briefing held prior to consultation commencing (all members invites) • Email sent to all members upon launch of consultation
Hampshire district councils & unitary authorities	<ul style="list-style-type: none"> • Meetings held prior to consultation process • Email sent upon launch of consultation • Provision of press releases & news content
Hampshire parish councils	<ul style="list-style-type: none"> • Notification via parish council newsletter
Media	<ul style="list-style-type: none"> • Multiple press releases

7.3 The following are among the outlets and publications that discussed details about the consultation at various points during the consultation process:

- Alton Herald
- Andover Advertiser
- Basingstoke Gazette

- Basingstoke Observer
- BBC Radio Solent
- BBC South Today
- BBC website
- Eastleigh Borough Council E-newsletter
- Get Hampshire
- Hampshire Chronicle
- Hampshire County Council website
- Hayling Islander
- New Forest Post
- Petersfield Post
- Portsmouth News
- Southern Daily Echo
- Romsey Advertiser
- Winchester News Extra

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