

REPORT TITLE: ENVIRONMENTAL SERVICES CONTRACT UPDATE

26 FEBRUARY 2018

REPORT OF PORTFOLIO HOLDER: ENVIRONMENT – CLLR JAN WARWICK

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WARD(S): ALL

PURPOSE

The Council has an important decision to make shortly regarding the contracts for environmental services including waste collection, grounds maintenance and street care. The report describes the options appraisal which has been carried out in relation to those contracts and explains the process and timetable by which the Council will need to determine how services should be delivered from 1 October 2019. This is a first stage report. A further and more detailed report will be made to seek a final decision early in the new municipal year.

RECOMMENDATIONS:

To Overview and Scrutiny:

1. That the Overview and Scrutiny Committee make any comments on the content of the report that it wishes to draw to the attention of Cabinet.

IMPLICATIONS:

1 COUNCIL STRATEGY OUTCOME

- 1.1 The environmental services contracts are directly associated the Council's strategic outcome of 'Improving the quality of the District's environment'. This is achieved directly through maintaining an efficient waste collection service, collecting litter and managing a wide variety of green spaces. It is also indirectly achieved through recycling and improving the enjoyment of the environment. Members have the opportunity to review the service currently offered and to make any changes or adaptations which they consider will further deliver on those outcomes.

2 FINANCIAL IMPLICATIONS

- 2.1 The current annual environmental services contract expenditure is in the region of £4million per annum and are therefore a major item in the Council's revenue budget. Contracts are let for an extended period and fluctuations in the contracted price could have a material impact on the Council's long term financial position.
- 2.2 This report does not make any recommendations of a financial nature but the information contained in the report will have important financial implications when decisions are taken in due course.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 Some aspects of the legal and procurement issues are described in the report. A greater level of detail may be required to inform the specific decisions that Members take in due course.

4 WORKFORCE IMPLICATIONS

- 4.1 There will be some workforce implications in relation to the operation of the client team which will be properly addressed at the relevant time.

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 It is unlikely that any of the options to be considered in relation to the contracts will have material implications for property or asset management.

6 CONSULTATION AND COMMUNICATION

- 6.1 The options appraisal process which is described in the report has incorporated a significant element of public consultation and engagement. This is necessary to meet the Council's obligations to consult on any significant possible change in service delivery mechanisms, even where the services themselves will not alter.

- 6.2 If the Council proposes any substantial variations to services within either contract it may have to consider whether they require any prior consultation to have been undertaken.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 The services provided have a direct bearing on the management of the environment within the District, covering a wide range of direct and indirect issues. Members will wish to consider how the operation of the contract and any changes which might be made will have a positive or negative effect on environmental outcomes.

8 EQUALITY IMPACT ASSESSMENT

- 8.1 There are no decisions contained in the report requiring an Equality Impact Assessment. An Equality Impact Assessment will be provided if necessary for the decision making process.

9 RISK MANAGEMENT

Risk	Mitigation	Opportunities
<p><i>Property</i></p> <p><i>No major risks in relation to property are considered to arise from the report</i></p>		
<p><i>Community Support</i></p> <p><i>The contracts cover services which affect almost all households in the District. A lack of support for major changes (were there to be any) could make implementation difficult.</i></p>	<p>Only consider major changes which have broad community support or can be justified for their significant benefits on behalf of the community.</p> <p>Ensure careful explanation and implementation of service changes.</p>	<p>It may be possible to reflect changes in public aspirations and Member priorities in revised services within the contracts.</p>
<p><i>Timescales</i></p> <p><i>Decision making process needs to be complete in timely manner to avoid contractual or procurement issues.</i></p>	<p>Provide sufficient time for Member briefing and communications as well as formal decision making.</p>	<p>There will be sufficient time for input from Members to be considered by Cabinet in decision making.</p>

<p><i>Project capacity</i></p> <p><i>The project capacity required will differ considerably between options. Any option can be accommodated with sufficient resources but unexpected or late changes would be problematic as with any project.</i></p>	<p>Timely decision on contract options will enable the provision of sufficient resources. Legal and project management capacity likely to be most in demand. Retendering exercise would have major resource requirement.</p>	<p>There is a considerable opportunity to consolidate and improve the detail of the existing contract arrangements with project team approach.</p>
<p><i>Financial / VfM</i></p> <p><i>Due to outside pressures the price of the contracts is likely to increase in any procurement option. This will need to be managed within the Council's overall budget.</i></p> <p><i>The Council needs to be sure that it has chosen its preferred outcome with proper consideration of value for money and its long term resource projections</i></p>	<p>Careful consideration of the value for money and service options</p> <p>Early management of any impact on the 2019/20 budget (the first financial year in which new prices will apply.</p> <p>Obtain external advice on market conditions and evaluation of existing contractors' proposals.</p> <p>Consider long term cost of service options</p> <p>Isolate and consider items of particular financial risk particularly in relation to materials income, trade waste and operation of recycling credits.</p>	<p>Securing terms for the long term will enable the Council to improve services and plan with confidence.</p>
<p><i>Legal</i></p> <p><i>Procurement and contractual issues must be carefully evaluated and assessed to reduce the risk of successful challenge to any aspect of the process.</i></p>	<p>Involvement of legal team in decision making process.</p> <p>Timely in-house and external advice</p>	<p>Contract terms may be simplified to reduce risk and complexity in the future.</p>

<p><i>Innovation</i></p> <p><i>Considering contract terms and content presents the opportunity to learn from operational experience and shape service to meet customer and Member expectations</i></p>		<p>Updating contract terms provides the opportunity to include new or revised services and service innovations, particularly in ICT and data collection for the purposes of performance management.</p>
<p><i>Reputation</i></p> <p><i>The collection of waste and maintenance of clean and tidy public areas is a basic function of a local authority. Failure to provide such services always produces justified public concern and adverse media coverage.</i></p>	<p>Ensure timely decision making allowing sufficient time for contract or negotiation processes.</p> <p>Allow sufficient time for contract mobilisation and delivery to take place</p> <p>Make informed and realistic judgements about service costs and performance to ensure public expectations are met</p>	<p>Where there are currently shortfalls in the delivery of services or performance management these can be addressed.</p>
<p><i>Other</i></p> <p><i>None</i></p>		

10 SUPPORTING INFORMATION:

Background

- 10.1 The City Council's current arrangements for domestic waste collection, and for street cleaning, grounds maintenance and litter collection, commenced on the 1st October 2011. Services are provided under two contracts, one performed by Biffa Environmental and the other by IdVerde (formerly the Landscape Group).
- 10.2 The contracts themselves were procured through a fully open EU compliant competitive process conducted jointly with East Hants District Council (EHDC) in 2010 for services across both local authority areas. EHDC is the contracting authority. The contracts with Biffa and IdVerde are between those companies and EHDC whilst Winchester has a legally binding 'inter authority agreement' (IAA) with EHDC by which it agrees to receive and pay for the

services from the contractors. A client management team is operated by EHDC which is jointly funded by the two authorities. Elected Member oversight is provided by the Joint Environmental Services Committee (JESC) which has a membership drawn from across the EHDC and WCC Cabinet members.

- 10.3 Both contracts consist of an initial term, which runs for eight years from 2011 to 2019. There is provision for an extension of either or both contracts for a further period of eight years. There is also provision for a further extension of one year if this is required to allow time for reprocurement. Any extension is at the discretion of the local authorities, but the price for the extension is subject to negotiation.
- 10.4 With the initial term due to come to an end on 30th September 2019, JESC commissioned officers to conduct a joint appraisal of the options for the two authorities. The purpose of the options appraisal is to provide an evidence base for this decision making and to provide this it examined three key issues:
- current performance and service delivery – including how these are perceived by public
 - financial performance
 - procurement options – including a consultation exercise
- 10.5 This work was conducted by an officer project team supported by external consultants, in particular White Young Green a consultancy which is highly experienced in assessing the waste and environmental services market and service delivery. The conclusion of the options appraisal was reported to JESC at its meeting on 24th January 2018. JESC decided that it would not make a single recommendation as to the way forward but would refer decision making to the Cabinet and Council of each authority. A summary of the conclusions of the options appraisal is as follows.

Performance

- 10.6 It is acknowledged that there will be many different views about the performance of contractors, some based on quite limited interactions. However, it is important to take an objective view making reasonable comparisons against benchmarks and outcomes as well as taking customer experience into account. In terms of compliance with contract terms the options appraisal found the performance of Biffa to be good. The standards for performance set by the contract are extremely high and this can lead to non-compliance, but against more reasonable terms, and taking into account the public perception of the service, officers concluded that the service meets expectations. Some difficulties have been experienced from time to time but overall bins are collected and performance standards complied with. JESC has always been satisfied with the performance reporting from the Biffa contract.

- 10.7 For IdVerde the position is more complex. Some aspects of the service, particularly grass cutting and leaf clearance have not always been of acceptable standard and the client team has had to work hard to recover service failures. Winchester's housing services have experienced particular difficulties with work on Council housing estates. These problems reflect an initial under resourcing of the contract in manpower and machinery, and organisational weaknesses. In recent months idVerde have worked to improve service delivery and have provided significant extra resources. This has begun to produce better results.
- 10.8 A survey of service users in each district was conducted for the options appraisal and a copy of the report is attached as exempt Appendix 1. The report contains detailed feed back on all aspects of the services provided and indicates good levels of customer satisfaction with some useful insight into where improvements could be made.
- 10.9 White Young Green have also reviewed the performance of both contractors and reported that they meet industry expectations – especially when the financial performance is taken into account.

Financial

- 10.10 The tendering exercise for the current contracts produced very significant savings for both Councils over their previous arrangements. For Winchester the saving was over £1million per annum. Publicly available benchmarking figures for expenditure sourced from the Local Government Association highlight that Winchester's current spend on environmental services is one of the lowest in the country (the presentation to the Members' Briefing on the 12th February contained this data). This may not be entirely due to contract costs, but since these represent by far the largest item of expenditure for all comparable districts it is likely that this does indicate how low the current contract costs are and gives some sense of where market pricing for the contracts is currently to be found. White Young Green were commissioned to review contract costs as part of the options appraisal process at the end of 2016 and confirmed that the current price on both contracts remains was then well below tenders currently being obtained. White Young Green have been retained to provide updated advice and to evaluate proposals for the extension of contract to support the decision making process.

Procurement Options

- 10.11 The options appraisal identified a range of procurement options to secure service delivery from October 2019. These are:
- to extend one or both contracts for the eight year period on terms to be agreed
 - to procure one or both contracts in the open market
 - to take the services in-house (i.e. employ staff and management directly)

- to deliver services via a Joint Venture company making use of the 'Teckal' exemption to public procurement rules. Havant Borough Council already has such an arrangement co-owning a company with NORSE, a private company owned by Norfolk County Council.

All other options or variations were ruled out as unsuitable or not representing a viable pathway.

Response to Options Appraisal

- 10.12 There is a strong argument for the benefits of joint procurement with other authorities which have similar service requirements especially for relatively straightforward and well understood services such as waste collection. Contractors can offer economies of scale and overheads such as client monitoring can be shared. The tendering exercise in 2010 achieved major savings for both authorities, securing contracts which were substantially cheaper than their previous arrangements. From a financial perspective working with EHDC has undoubtedly been a success. There have been management issues with the contract management team over the years which have limited its efficacy. These need to be addressed but they are not directly related to the options appraisal.
- 10.13 As mentioned above advice previously obtained from White Young Green advised that the terms of the joint contract compare very well with recent market tender prices. In their view if contract extensions can be secured using current prices as a baseline then even with some uplift this option would remain value for money. It would also provide continuity, consistency and opportunities for managed contract improvement based on a good understanding of the operating environment and issues. Subject to a detailed proposal from the current contractors satisfying the Councils on these points, this could offer the most cost effective way forward.
- 10.14 However, EHDC Members having considered the options appraisal have indicated that their preference is to pursue a Joint Venture (JV) option. As Members are aware, EHDC and Havant Borough Council share management resources and many aspects of service delivery. Havant Borough Council already has a joint venture company with NORSE, a company owned by Norfolk County Council which specialises in JV arrangements. NORSE would be willing to enter into some sort of three-way JV structure with Winchester as a participant but the structure and terms are uncertain.
- 10.15 If it operates successfully a JV arrangement has the potential for a return of surpluses generated from other contracts won by the JV company. It can also be flexible and have low client costs (because the company is jointly owned by a local authority it does not need to monitor itself). However, a JV arrangement must demonstrate that it is cost-effective and represents value for money just as much as any other option. NORSE indicated in correspondence with the Chief Executive that it was unwilling to conduct a full

cost analysis (the 'due diligence' exercise) for Winchester/EHDC/Havant unless it was identified as a preferred bidder and its costs underwritten – which Winchester could not agree to before Member decision making. Furthermore, prompted by the concerns raised at another Hampshire council which looked at the NORSE option, Winchester has taken external legal advice from leading Counsel which raises questions about the specific structure of the NORSE arrangement in which the Teckal exemption is used to avoid procurement. The advice is attached as exempt Appendix 2. This advice does not suggest that there is anything wrong with the principle of JVs but there may be some risk that as the NORSE approach becomes used more often, it is challenged by other contractors. A JV may be an approach to consider in the future but the arrangements for a JV involving Winchester in a relationship with EHDC, Havant Borough Council and a private company would be complex and the risks and rewards not easy to evaluate. Recent events in the commercial market have highlighted the risks of the more complex arrangements which some local authorities have entered into. This option is therefore not recommended for Winchester at this time, but if the due diligence exercise being conducted by EHDC highlights anything of significance then this can still be looked at openly.

Next Steps for Winchester

- 10.16 Based on the options appraisal, it is suggested that Winchester's preference would for the extension of both contracts jointly with EHDC provided the terms remained favourable. This would provide continuity, scope for innovation and although the costs can be expected to rise from the existing (relative to others) very low base, they could still remain lower than would be obtained from retendering, particularly on a solus basis. A proposal for the financial and service terms from each contractor has therefore been sought and is currently being finalised. However, if, as expected, EHDC resolves to pursue the JV then the options for Winchester are for an extension of the contracts on a solus basis, or open market reprocurement, also on a solus basis. Joint arrangements with a different local authority have been ruled out because no adjoining local authority is externally procuring services on a similar timetable or is able to adjust their procurement timetable.
- 10.17 EHDC will not finally decide on its approach until later in March when it has evidence of the JV costs based on a relationship with Havant Borough Council. If they were to find the joint extension option preferable to the JV, this would enable a joint contract extension to revert to the preferred approach.
- 10.18 If the City Council does proceed on a solus basis, the choice for Members will be between the best terms which are negotiable with the existing contractors and reprocurement on the open market. It is not giving away the Council's negotiating position to recognise that either is likely to result in an increase in the cost of the existing like for like service because the 'Winchester only' contract lacks some economies of scale and because of the current state of the market. Negotiations are continuing with the existing contractors to identify

the best possible terms for extending the contracts on a solus basis. This will include service developments and enhancements as well financial terms. These will be assessed by White Young Green to provide an external view on their value for money against their assessment of the outcome of a full reprocurement. It will then be for Members to determine with which option to proceed.

- 10.19 Extension of the current contracts is explicitly provided for in the contract terms and was clearly anticipated as a possible way forward when the contract was originally entered into. This was however on the assumption of a joint arrangement with EHDC. Leading Counsel has addressed this point in general terms, but more detailed advice may be required to assess specific proposals for their level of legal risk and this will be obtained in due course to assist with decision making.

Variations to the Current Service

- 10.20 Reasonable changes to the service specification can be made as part of an extended contract or contained within any new contract drawn up for open procurement. Cabinet has already indicated that a kerbside glass collection is something that it would wish to be provided from 2019 and the cost is currently being evaluated. Other less fundamental variations to service provision, such as adding a grass cut or additional litter collections, can be made at any time during the life of a contract provided there is budget provision.
- 10.21 The current performance of the client team in providing efficient oversight of the contracts and meeting expectations for performance management and reporting is not satisfactory and is also expensive, with Winchester paying approximately £350,000 per annum. Improvements to the operation of the client team are therefore essential. Whether or not a joint contract renewal is finally pursued a Winchester focussed client team will be developed and will be accommodated into the staffing structure of the regulatory services team. This will improve the quality of contract management by providing significantly more capacity to focus more effort and management activity on promoting and improving recycling rates, active participation in Project Integra and environmental improvements.

Timetable

- 10.22 If the Council wishes to undertake a full open market reprocurement exercise for either contract it must allow sufficient time for the process and for contractor mobilisation by October 2019. If it decides to extend the existing contracts then some service changes and improvements could be introduced more quickly. It would be inappropriate to complete a decision making process whilst in purdah and therefore it is proposed to present a full report decision making report to Cabinet in June 2018 and to seek final confirmation of the chosen option at the first Council meeting thereafter.

11 OTHER OPTIONS CONSIDERED AND REJECTED

11.1 The report outlines the options the Council will wish to consider in due course.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

None

Other Background Documents:-

None

APPENDICES:

Appendix 1	Essential Services Survey November 2016
Exempt Appendix 2	Legal Advice from Ms Sarah Hannaford QC



Winchester
City Council

Essential Services Survey

Results November 2016

CONTENTS

0. Executive Summary	3
1. Introduction	5
1.1. Aim and objectives	5
1.2. Methodology	5
1.3. Data Analysis Notes.....	6
1.4. Weighting.....	6
1.5. Sample	6
1.5.1. Age and gender (Figure 0.1)	7
1.5.2. Working status (Figure 0.2)	7
1.5.3. Health problems and disabilities (Figure 0.3)	7
1.5.4. Household details (Figure 0.4)	8
2. Satisfaction levels.....	9
2.1. General waste.....	9
2.2. Mixed recycling.....	10
2.3. Garden waste	11
3. Recycling	12
3.1. Importance and attitudes	12
3.2. Current rubbish disposal methods	13
3.3. Encouragement to recycle more.....	14
3.4. Kerbside recycling collection	15
4. Grounds maintenance, street cleansing and public toilets	16
4.1. Grounds maintenance and street cleansing	16
4.2. Public toilets	18
5. Keeping you informed	19
5.1. Satisfaction	19
5.2. Methods of receiving information	20
5.3. Complaints and enquiries	21

0. Executive Summary

The survey yielded a high overall response rate of 75% with 2,628 of 3,500 surveys completed

A note about sample responses:

Residents who self-selected to complete the web sample tend to be more negative towards waste collection than those from the random sample

General waste:

- The quality of general waste collection is deemed to be high overall among residents.
- They are generally fairly satisfied with their general waste collection service overall, particularly in terms of the types and sizes of the waste containers they have.
- There is a certain level of dissatisfaction with the frequency of collection of general waste, which could be improved

Mixed recycling:

- Residents also consider the quality of mixed recycling collection to be fairly high.
- And they are happier with the overall frequency of mixed recycling collection than they are with general waste collection

Garden waste:

- Residents are less able to comment on the specifics of their garden waste collection (higher proportions of 'don't know' responses)
- Of those who do comment, satisfaction is fairly high in terms of frequency, size of container and type of container, but is still lower than for the general and mixed waste recycling service

Attitudes towards recycling:

- The vast majority (95%) believe recycling is important and 65% consider it to be very important
- Women and retired residents are significantly more likely to consider recycling to be important
- The vast majority of residents say they do recycle at least some of their waste – 73% do so even if it required additional effort on their part (although younger under 35s are less inclined to make the extra effort)
- However, more could be done as there is a small group (9%) who say they would like to be able to recycle more if they could
- Behaviour seems to match attitudes with 92% using recycling banks for small items (and two-thirds doing so regularly)
- Again it is the under 35s who are least likely to be using recycling banks

Encouraging people to recycle more:

- Offering a service that collects a wider range of materials would be most likely to encourage more recycling among residents
- Also, more information about what to recycle where would also help, particularly for the retired residents
- Having more frequent emptying of bottle banks and better containers would also encourage more recycling activity, along with a better overall collection service
- It is clear that glass collection should be the priority for WCC in terms of expanding kerbside collection, particularly for the under 45s
- Following this the focus should be on plastic items and then drinks cartons

Grounds maintenance, street cleansing and public toilets:

- Maintenance of shrub and flower beds is rated quite highly among residents
- Frequency of grass cutting is also rated fairly well where it is in open spaces and parks, but not so well along roadside verges
- Opinions are slightly more polarised towards the perceived cleanliness of roads and streets (both urban and rural)

- There is strong agreement that seeding some spaces as wild flower areas would be beneficial to support biodiversity, particularly the slightly younger residents (under 65s)
- With fewer than half (43%) using public toilets frequently (monthly or more) overall opinion is quite divided among residents, although on balance slightly more are satisfied with the public toilets than are dissatisfied
- No particular area stands out as an area of focus for the toilets where overall cleanliness probably determines the overall rating

Communication & information:

- Residents are generally very happy with communication of collection dates and any changes made to these – these stand out as the best in terms of information residents receive from WCC
- Where residents would like more help or information is in understanding what happens to recycled materials, how to home compost and how to donate to charities, or potentially arrange a bulky waste collection
- Any changes to waste and recycling services should be communicated to residents via a leaflet posted through the door. Stickers or hangers on the bin would also work for some. Web/online based communication is still not the best way of keeping residents informed.

1. Introduction

EHDC and WCC have a Joint Waste Service Provision. The two councils work closely together and share some services. The Waste Services Part 1 Consultation is being conducted for both authorities.

1.1. Aim and objectives

- To undertake a bespoke piece of research into the opinions of East Hampshire District and Winchester City Council residents in relation to Waste Service Provision.
- To measure overall perceptions of the council's performance and the perceived value for money that they provide.
- To benchmark the perceptions of council residents, where possible, against national data.
- To understand the perceptions of different customer segments and build our comprehensive customer profiles in order to better target different customer groups.
- To understand any differences between key demographic subgroups for equalities purposes.
- To have an over-arching evidence base from which specific research needs might be identified.
- To analyse specific question areas.

1.2. Methodology

A questionnaire was devised to meet the objectives above in consultation with service managers and team leaders. Questionnaire themes and rationale were then signed off by the Project Sponsor and working group leads and the relevant portfolio holder.

In line with previous surveys (and budget availability) a postal self-completion methodology was selected. The mailing to households included a covering letter - and offering a prize draw - a questionnaire and a freepost envelope. Once respondents had received their survey by post they were given the opportunity to complete and return their survey by post or online. To maintain a random sample the online survey link was only be made available to those who had received a postal survey.

An independent online survey was offered to non-targeted residents, and made available to all residents on the participation councils' websites.

Questionnaire structure

- Satisfaction levels
- Recycling
- Grounds maintenance, street cleansing and public toilets
- Keeping you informed
- About you

1.3. Data Analysis Notes

- Where figures add up to more than 100%, these are multiple choice questions, where more than one answer can be chosen. These are marked in the report by an asterisk (*).
- Certain demographic groups have been highlighted within the analysis where interesting differences are displayed. Where significant differences are referenced, these are statistically significant at the 95% level of confidence.
- All charts in the report display the percentage of people giving any particular answer.
- Base sizes displayed in charts are presented in brackets ie. (800).
- All averages calculated are mean scores.

1.4. Weighting

The data was weighted by respondent age, gender and employment status. This was in accordance with the 2011 ONS census data. Due to the heavy skew toward older age groups, the data was weighted by the following categories: under 65, over 65. In terms of employment status, a similar pattern was shown here, so the data was weighted by the following categories: employed, retired, and other (which included unemployed, students etc.).

The data and results in this report are based on this weighted data.

1.5. Sample

The LGA provides a question set and guidance to help local authority's measure resident satisfaction. This guidance prescribes the conditions that must be met to enable the results to be benchmarked against other authorities who follow the same approach. This has driven the sampling plan for our surveys.

Random sampling (whereby all population members/households have a random one in 'n' chance of being selected) is the LGA's prescribed method of sampling to enable benchmark comparisons with other local authorities.

The LGA recommend a minimum sample size of 500 to enable benchmark comparisons. EHDC and WCC have always worked to a sample size of 1,000 for a statistically significant sample. Therefore to allow for weighting we will aim for 1,100 responses per authority.

The following random sample was drawn from the LLPG, with the aim of getting 1,100 responses per authority:

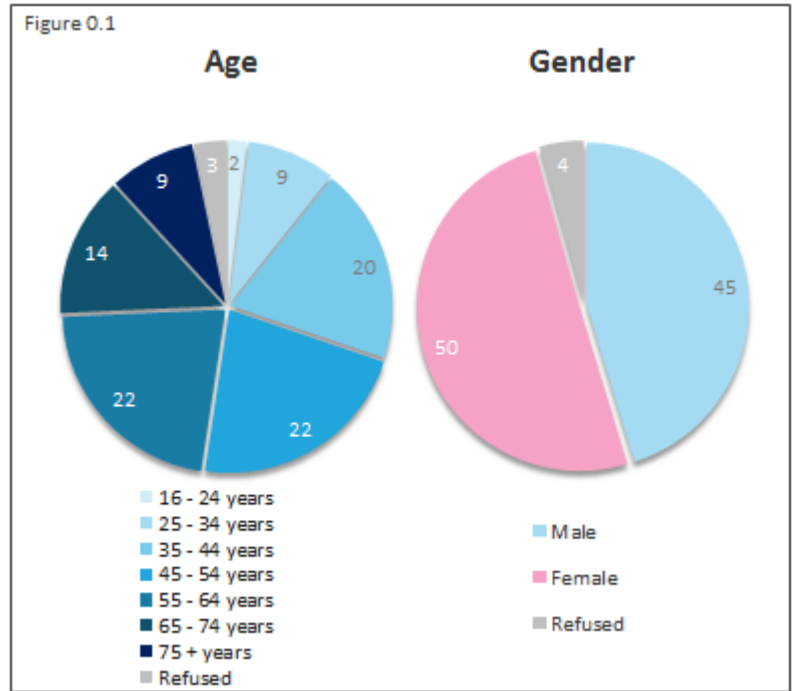
WCC	3,500
EHDC	3,500

The total samples achieved were:

WCC	2,628
EHDC	1,829

1.5.1. Age and gender (Figure 0.1)

The sample consisted of a wide spread of age ranges; from 16 to 75+ years, and a fairly equal split of males and females. 45% of the sample was aged 55+.

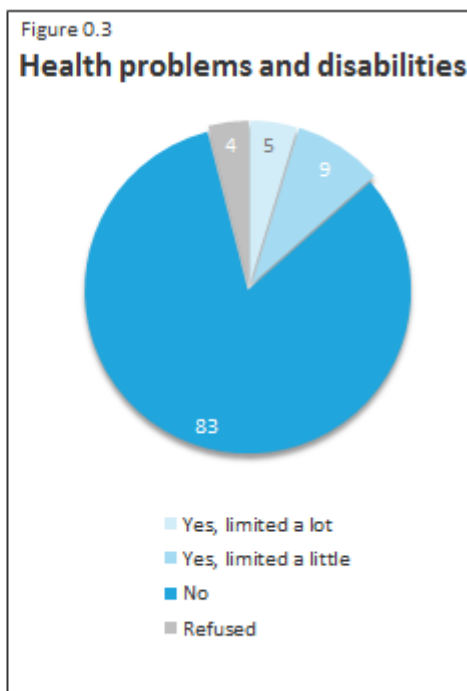
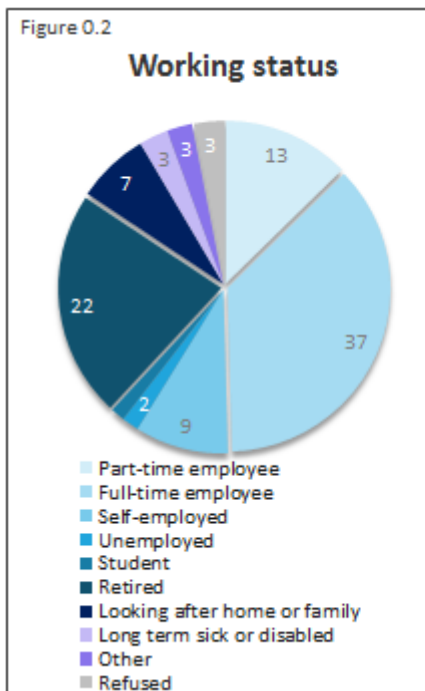


1.5.2. Working status (Figure 0.2)

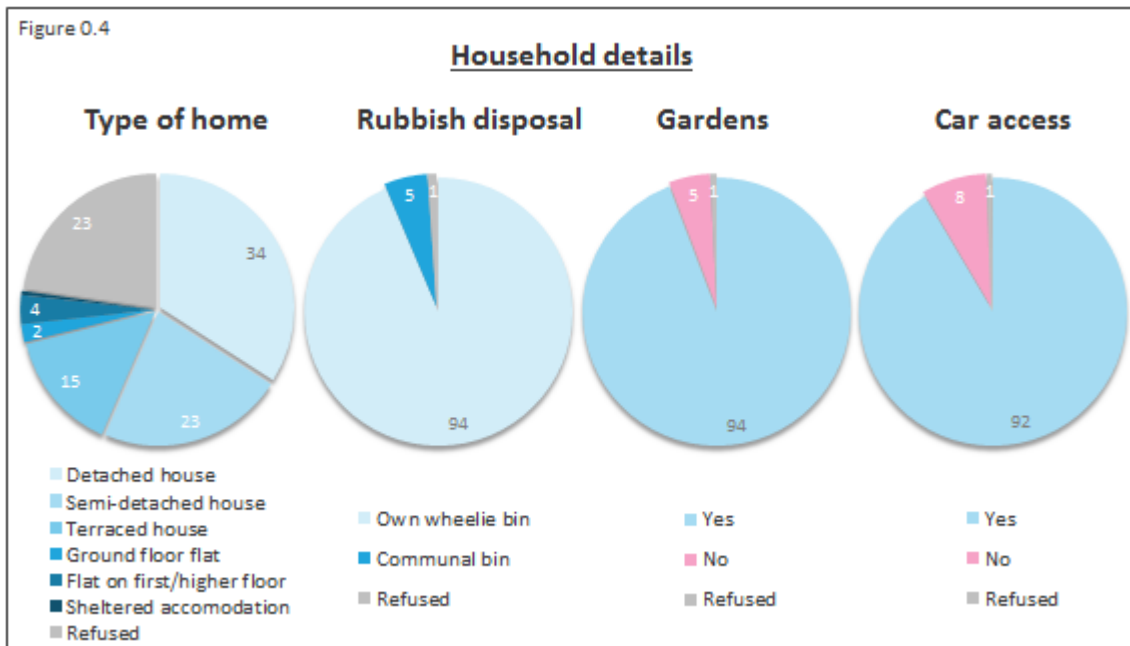
48% of the sample was currently employed. The majority of residents were part time employees (37%) or retired (22%).

1.5.3. Health problems and disabilities (Figure 0.3)

The majority (83%) of residents do not have a health problem or disability that affects their day to day activities.



1.5.4. Household details (Figure 0.4)



One third of residents are living in a detached house, and nearly a quarter are living in a semi-detached house.

Almost the entire sample (94%) has their own wheelie bin, as opposed to sharing a communal bin.

Similarly, almost the entire sample (94%) has their own garden.

92% of the sample have their own car - slightly higher at 96% among those who are self-employed.

Statistically significant differences:

- Under 35's are the significantly least likely group to have their own garden (87%).
- Over 45's are significantly more likely to be living in a detached house than those aged 16 to 44.
- Under 35's are significantly most likely to live in terraced houses (28%), semi-detached houses (34%) and flats on the first floor or higher (10%), compared with residents aged 35 and over.
- This no doubt explains why under 35's are the most likely group to share a communal bin.

2. Satisfaction levels

2.1. General waste

Thinking about general waste (rubbish) collection from your home, how satisfied or dissatisfied are you with the following...?

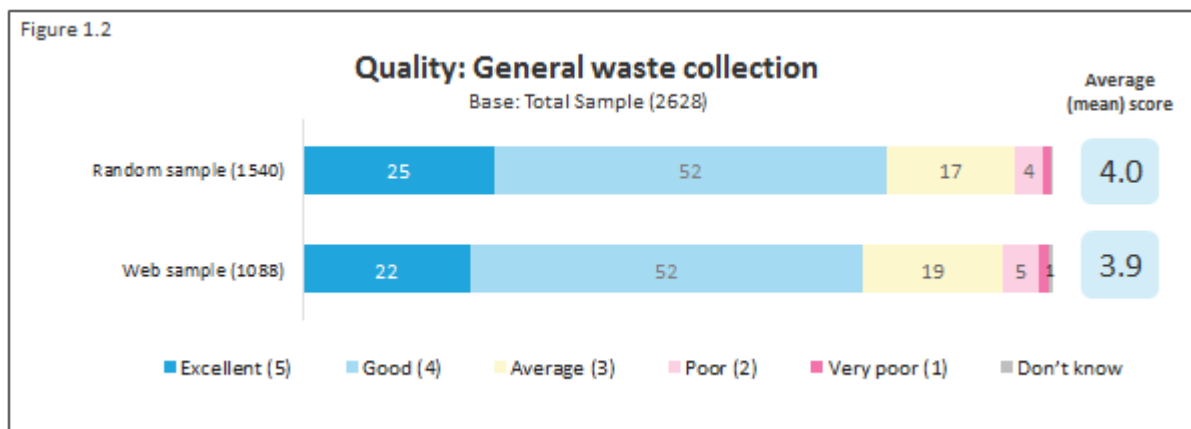


Looking at the overall picture displayed in Figure 1.1, people are generally satisfied with their general waste collection service, but particularly for the size and type of container being used.

And overall, how would you rate the quality of the general waste collection service provided by Winchester City Council?

Statistically significant differences:

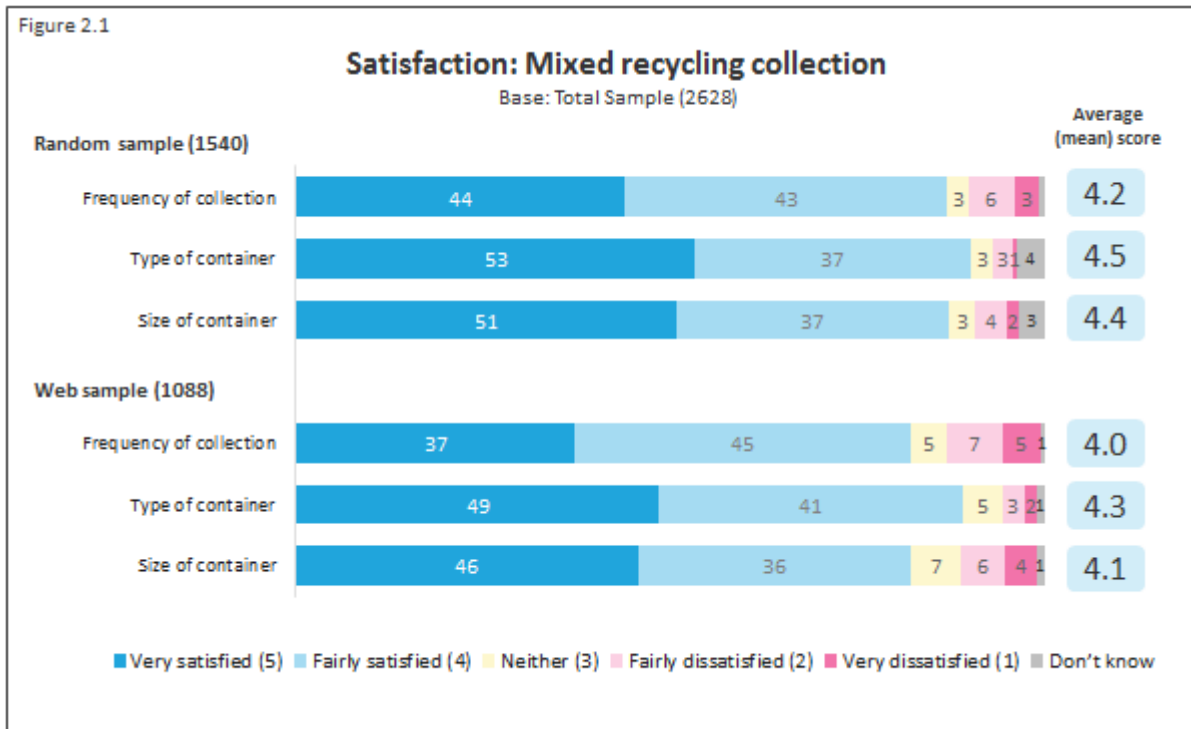
- Dissatisfaction is much higher for frequency of collection than for size or type of container being used.
- Retired residents are significantly more likely to rate the quality of general waste collection as 'excellent' (30%) compared with those in employment.



Satisfaction regarding quality of general waste collection is high among residents; with an average score of 4 out of 5.

2.2. Mixed recycling

Thinking about the collection of mixed recycling from your home, how satisfied or dissatisfied are you with the following...?

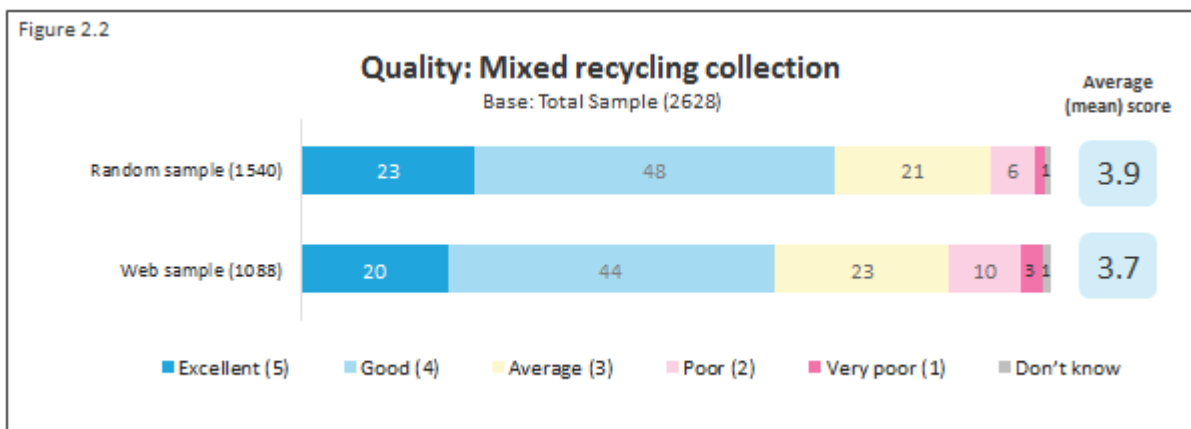


On the whole, residents are most satisfied with the type of container (90%). 10% of the total sample were dissatisfied with the frequency of collection and 8% with the size of the container.

Statistically significant differences:

- The random sample is significantly more satisfied than the web sample regarding frequency of collection and type and size of container.
- On average, retired residents are significantly most satisfied compared with other groups (4.1 out of 5).

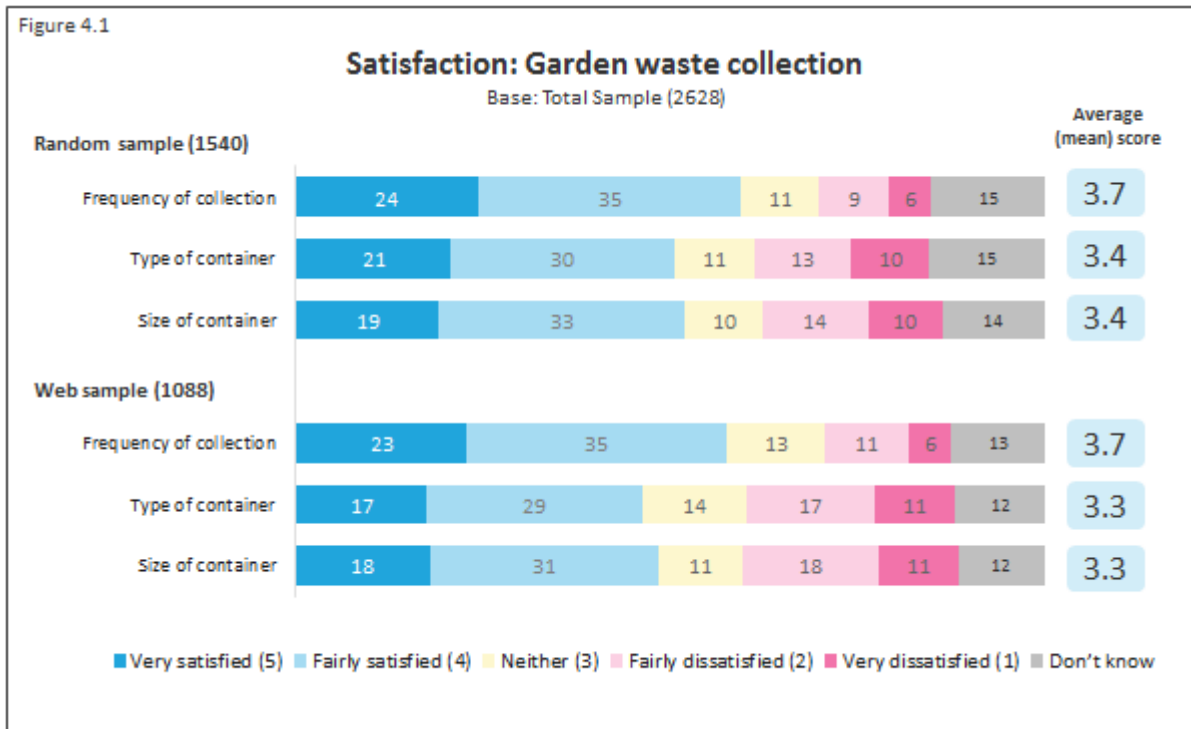
And overall, how would you rate the quality of the mixed recycling collection service provided by Winchester City Council?



68% of the total sample are satisfied with the quality of mixed recycling collection. Looking at average scores between sample types, the random sample were more satisfied than the web sample.

2.3. Garden waste

Thinking about the collection of garden waste from your home, how satisfied or dissatisfied are you with the following...?

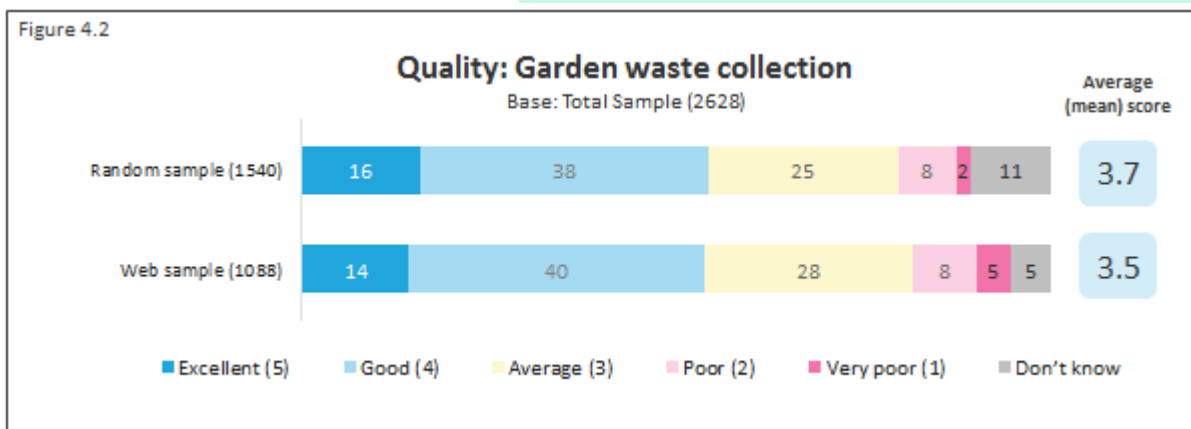


Around half of residents were satisfied with frequency of collection, size and type of container. But overall, residents are less able to comment on garden waste.

Statistically significant differences:

- Residents were significantly more satisfied with frequency of collection (59%) than with the size or type of container.
- 51% of the random sample were satisfied with the type of container, and 29% of the web sample were dissatisfied with the size of container; both significant differences between sample types.

And overall, how would you rate the quality of the garden waste collection service provided by Winchester City Council?

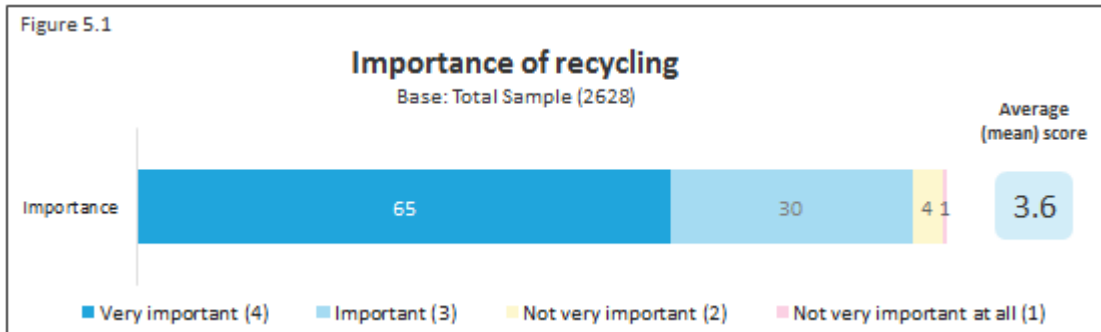


54% of the total sample are satisfied with the quality of garden waste collection, with an average rating of 3.6 out of 5. The web sample were more inclined to rate the quality as 'very poor'. Residents aged 65 and over were most likely to rate the quality as 'excellent'.

3. Recycling

3.1. Importance and attitudes

Thinking about recycling household waste, which of the statements below best describes how important recycling is to you personally?

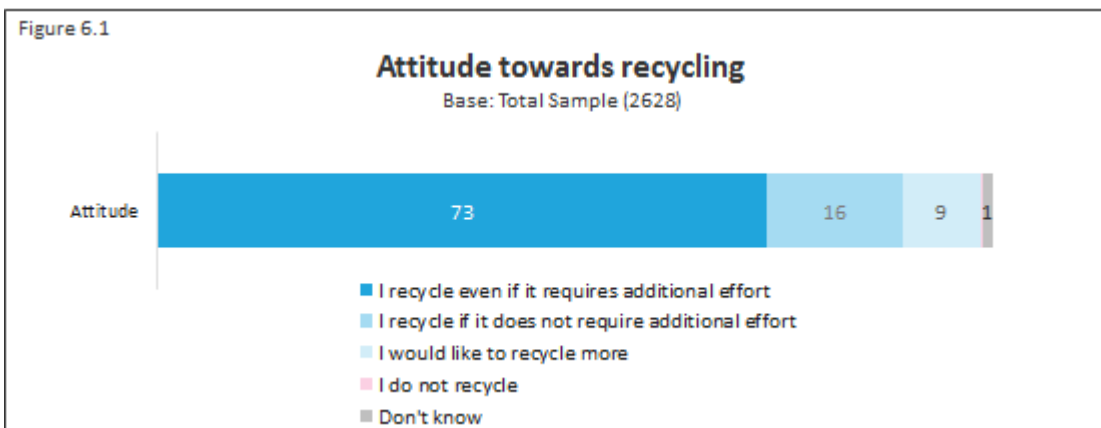


95% of the total sample rate recycling as important. Only 4% rated recycling as 'not very important' or 'not very important at all'.

Statistically significant differences:

- Females were significantly more likely to rate recycling as 'very important' (69%), compared with males (61%).
- 73% of residents over 75 rated recycling as 'very important', significantly more than under 35's.

Which of the statements below best describes your attitude to recycling?



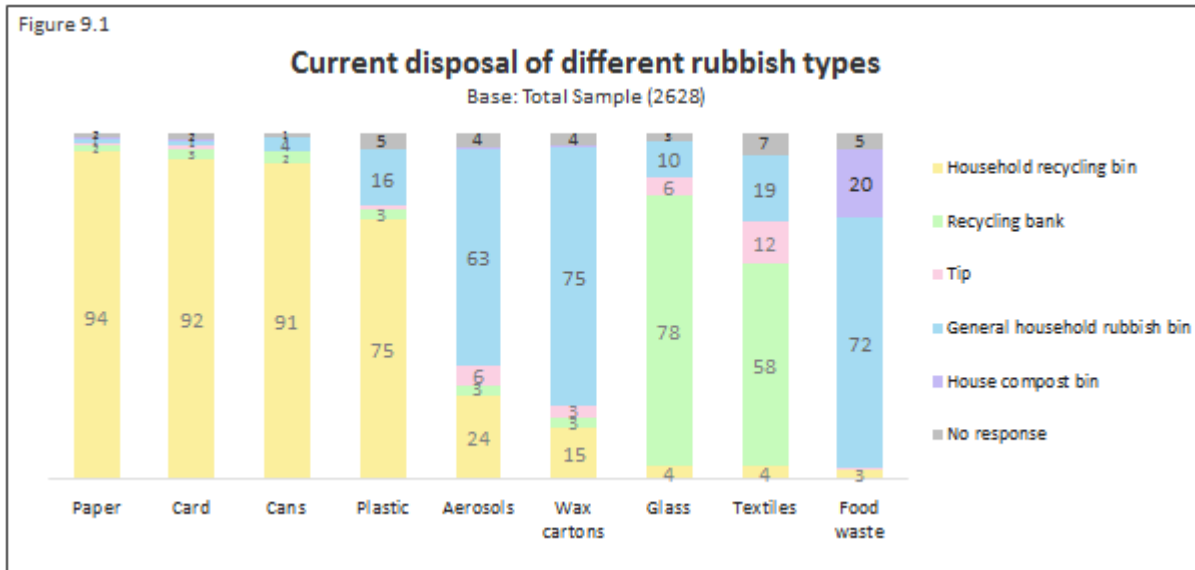
- 73% of the total sample recycle even if it requires additional effort.
- 9% would like to recycle more.
- Less than 1% do not recycle.
- 11% of residents aged 75 and over would like to recycle more.

Statistically significant differences:

- Under 35's are significantly most likely to recycle provided it doesn't require additional effort (22%).

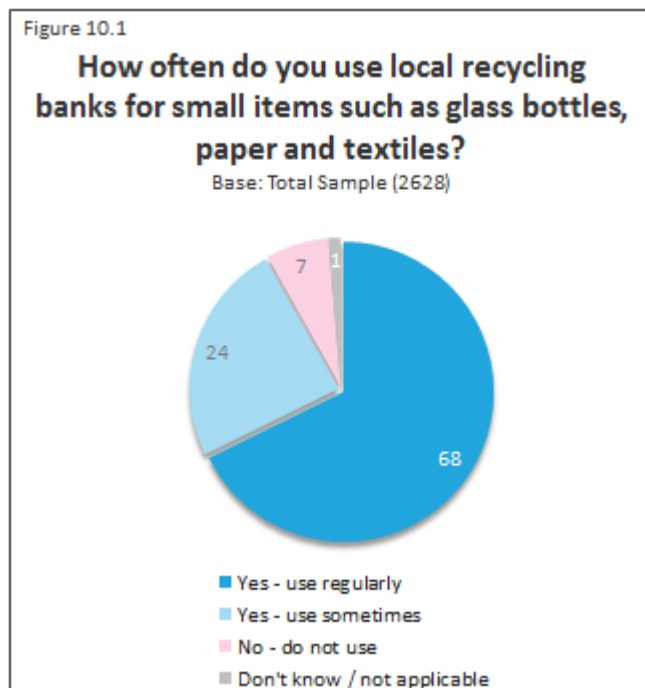
3.2. Current rubbish disposal methods

How do you currently dispose of the following rubbish?



Residents are **most** likely to dispose of each of the following types of rubbish in the following:

- Paper = Household recycling bin (94%)
- Card = Household recycling bin (92%)
- Cans = Household recycling bin (91%)
- Plastic = Household recycling bin (75%)
- Aerosols = General household rubbish bin (63%)
- Wax cartons = General household rubbish bin (75%)
- Glass = Recycling bank (78%)
- Textiles = Recycling bank (58%)
- Food waste = General household rubbish bin (72%)



And how often if at all, do you use local recycling banks (e.g. 'bottle' banks) for small items such as glass bottles, paper and textiles?

92% of the total sample use local recycling banks for small items; and 68% described their use as regular.

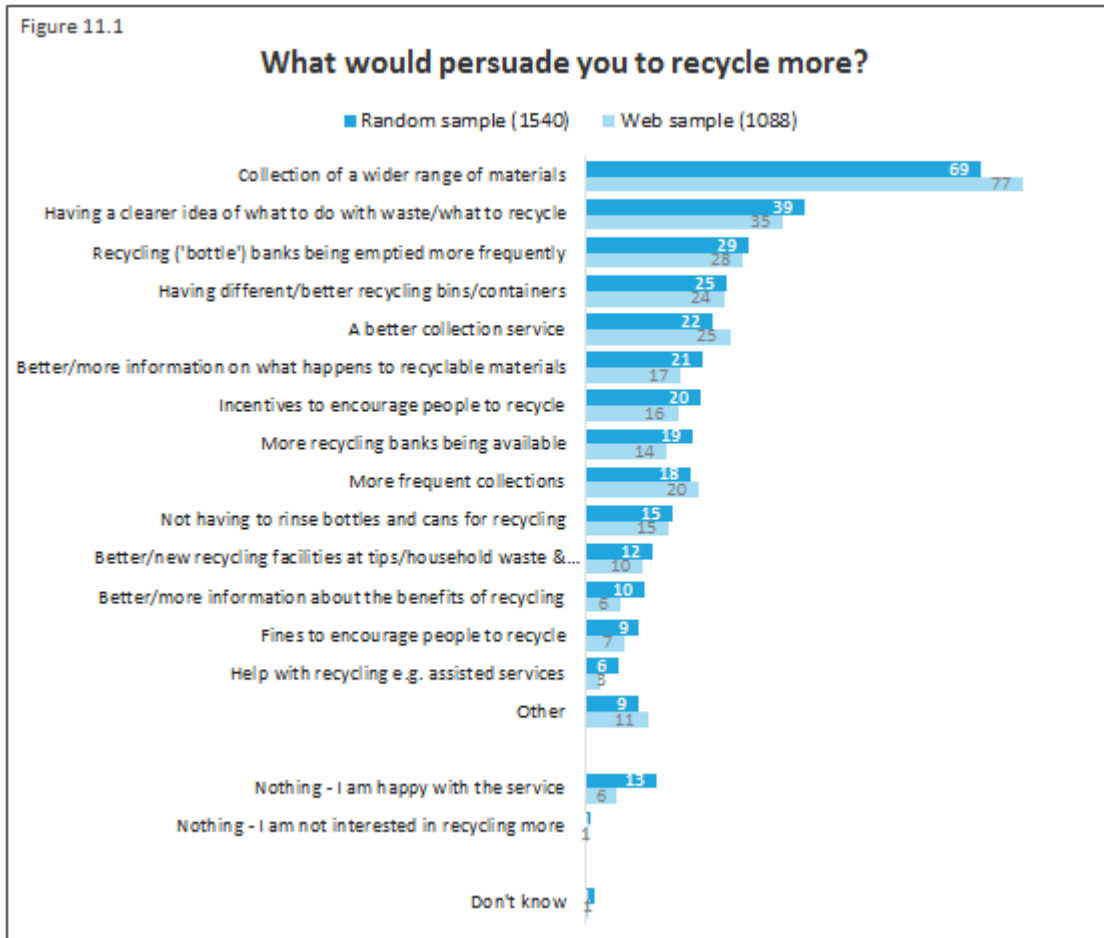
7% of the total sample does not use local recycling banks.

Statistically significant differences:

- 13% of 16-34 year olds do not use local recycling banks; a significantly higher proportion than other age groups.

3.3. Encouragement to recycle more

What, if anything, would persuade you personally to recycle more?*



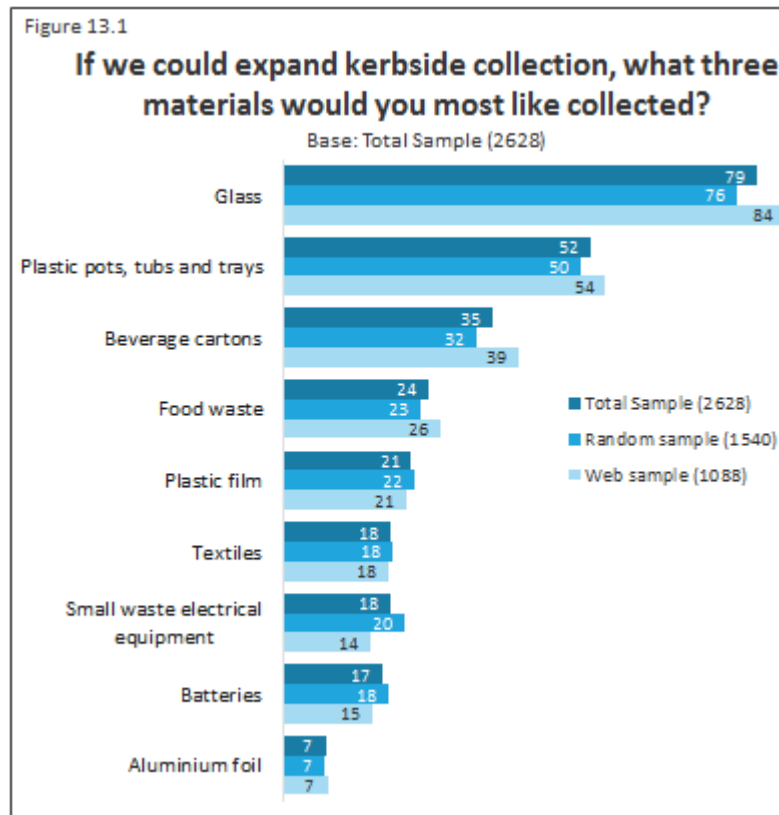
On the whole, residents would be most inclined to recycle more if a wider range of materials was collected, and if they had a clearer idea of what to do with waste and recycling banks being emptied more frequently. Residents were much less influenced by more information on the benefits of recycling, fines to encourage people to recycle, and help with recycling.

Statistically significant differences:

- The web sample were significantly more likely than the random sample to be persuaded to recycle more by collection of a wider range of materials.
- The random sample were significantly more likely than the web sample to be persuaded by:
 - Having a clearer idea of what to do with waste / what to recycle
 - Incentives to encourage people to recycle
 - More recycling banks being available
 - Better / more information about the benefits of recycling
 - Fines to encourage people to recycle
 - Help with recycling eg. assisted services
- Females are significantly more likely than males to be persuaded by:
 - Recycling banks being emptied more frequently
- Retired residents were the significantly most likely group to be persuaded by having a clearer idea of what to do with waste and what to recycle.

3.4. Kerbside recycling collection

*If we could expand the kerbside recycling collection to include more materials which three materials would you most like collected?**



There is a general consensus that residents would most like glass to be collected, followed by plastic pots, tubs and trays and beverage cartons.

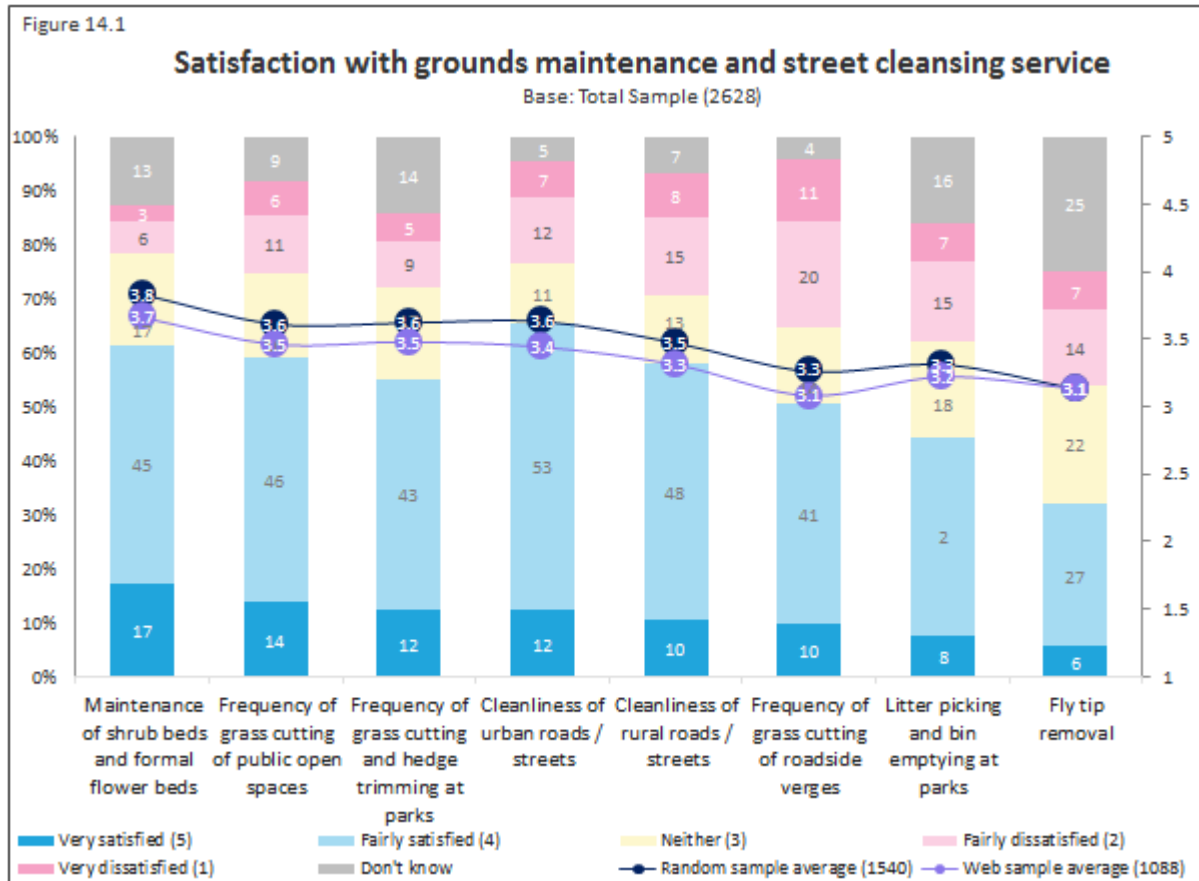
Statistically significant differences:

- 84% of the web sample would like glass to be collected; significantly more than the random sample (76%). This was also the case for beverage cartons (39% vs 32%).
- The random sample was significantly more likely than the web sample to want small waste electrical equipment to be collected (20% vs 14%).
- Females were significantly more likely than males to want plastic pots, tubs and trays and food waste collected.
- Residents aged 75+ were significantly most likely to want collection to include small waste electrical equipment (24%) and aluminium foil (12%).
- Under 45's were significantly most likely to want glass collected compared with older residents.

4. Grounds maintenance, street cleansing and public toilets

4.1. Grounds maintenance and street cleansing

Thinking about the following aspects of Winchester City Council's grounds maintenance and street cleansing service, how satisfied or dissatisfied are you with the following?



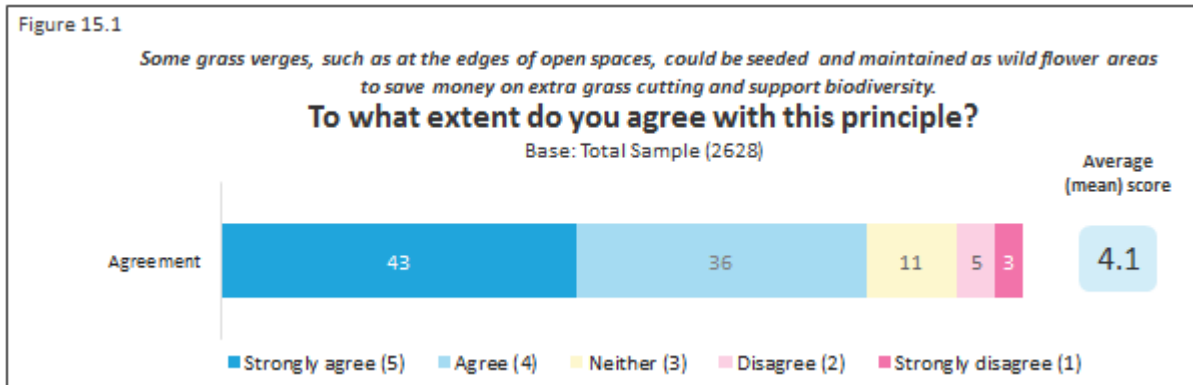
Looking at the total sample, residents are most satisfied with the maintenance of shrub beds and formal flower beds and cleanliness of urban roads.

Residents are least satisfied with the frequency of grass cutting of roadside verges.

Statistically significant differences:

- On average, the random sample are significantly more satisfied than the web sample with:
 - Cleanliness of urban roads / streets
 - Cleanliness of rural roads / streets
 - Frequency of grass cutting of roadside verges
 - Frequency of grass cutting of public open spaces
 - Frequency of grass cutting and hedge trimming at parks
 - Maintenance of shrub beds and formal flower beds
- Females are significantly more satisfied than males with:
 - Cleanliness of rural roads / streets
 - Frequency of grass cutting of roadside verges
 - Frequency of grass cutting of public open spaces
 - Maintenance of shrub beds and formal flower beds
 - Fly tip removal

Some grass verges, such as at the edges of open spaces, could be seeded and maintained as wild flower areas to save money on extra grass cutting and support biodiversity. To what extent do you agree or disagree with this principle?



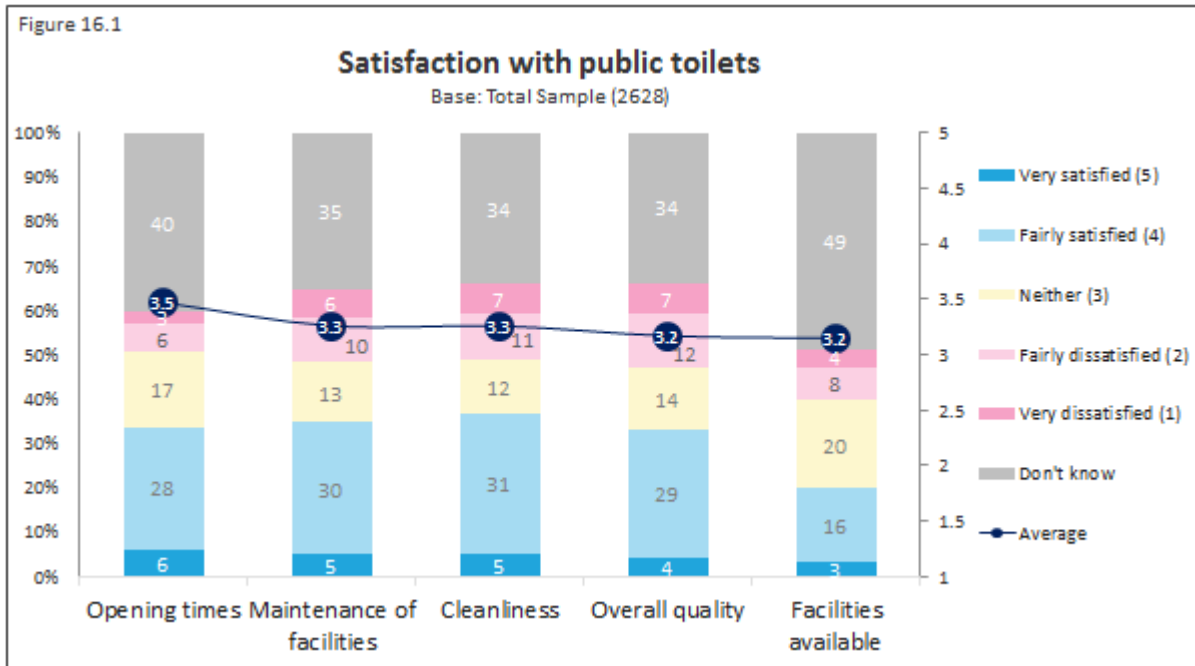
79% of the total sample agreed with this statement, and only 8% disagreed, with an average score of 4.1 out of 5. This distribution was fairly consistent across sample type and gender.

Statistically significant differences:

- Those aged 75+ were significantly less likely to 'strongly agree' with the statement.
- 82% of residents in full time work agreed with the statement; significantly more than retired residents (76%) and self-employed residents (75%).
- Over 65's were the most likely group to disagree with the statement.

4.2. Public toilets

Thinking about public toilets in your local area, how satisfied or dissatisfied are you with the following?



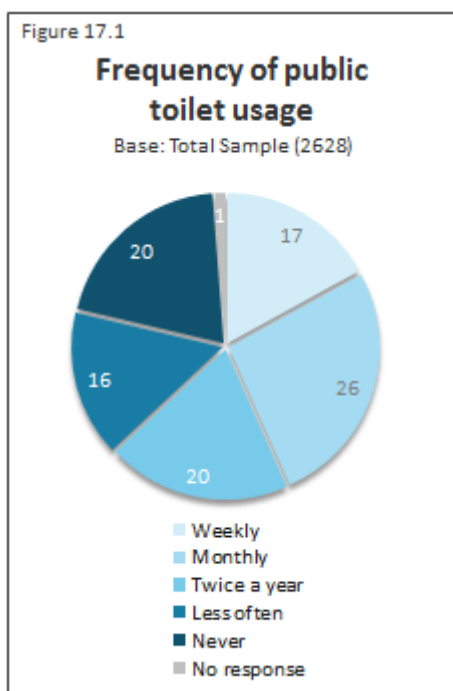
33% of the total sample are satisfied with the overall quality of public toilets. The highest average satisfaction level is regarding opening times, followed by cleanliness and facilities maintenance.

Cleanliness, facilities maintenance and overall quality both stand out as areas that divide opinion:

- Cleanliness (36% satisfied, 17% dissatisfied)
- Facilities maintenance (35%, 17%)
- Overall quality (33%, 19%)

Statistically significant differences:

- Looking at average satisfaction scores, residents aged 75+ are most satisfied with the cleanliness of public toilets, and overall quality.
- Part time workers are significantly more likely to be 'very dissatisfied' with the following compared to retired residents:
 - Cleanliness
 - Maintenance of facilities
 - Facilities available
 - Overall quality



How frequently would you say that you use public toilets?

43% of residents use public toilets monthly or more. 35% are even less frequent users and 20% never use public toilets.

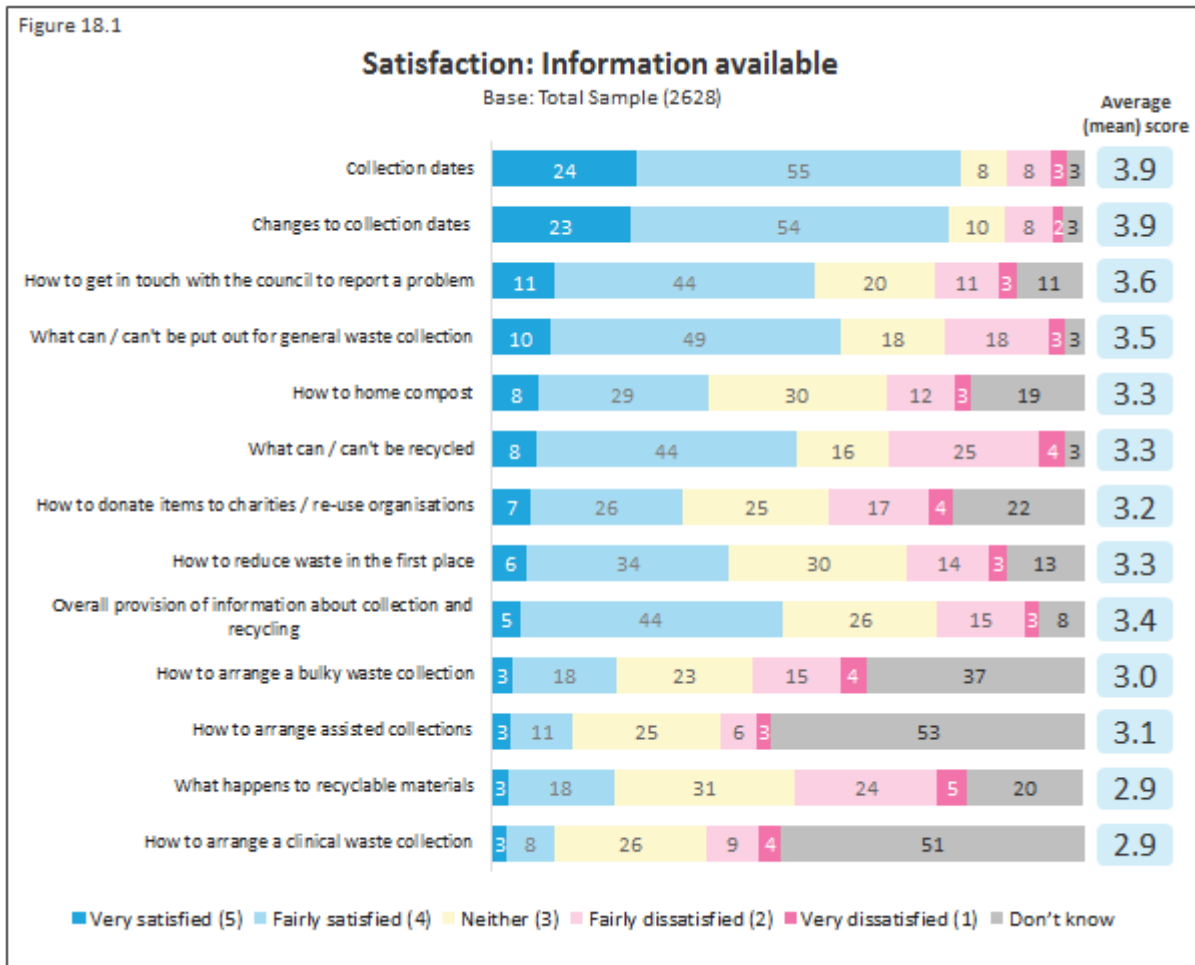
Statistically significant differences:

- 22% of females never use public toilets; a significantly higher proportion than males (18%).
- 19% of the random sample use public toilets weekly; significantly more than the web sample (14%).
- Retired residents are significantly more likely to use public toilets weekly (24%) compared with working residents.

5. Keeping you informed

5.1. Satisfaction

How satisfied or dissatisfied are you with the amount of information available about the following?



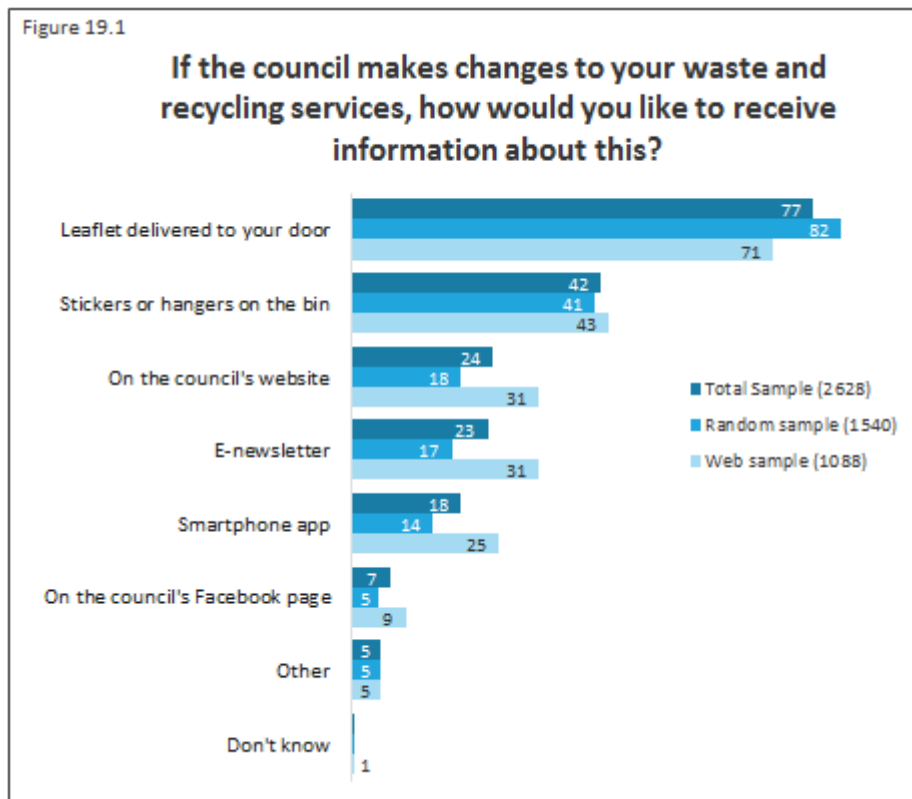
Residents are most satisfied with with the information available regarding collection dates and changes to collection dates. Residents are generally least satisfied with information available regarding what can and can't be recycled, and what happens to recyclable materials.

Statistically significant differences:

- Under 35's were the least satisfied age group with information available regarding:
 - What can and can't be put out for collection
 - What can and can't be recycled
 - Collection dates
 - Changes to collection dates
 - How to donate items to charities
 - What happens to recyclable materials
 - How to get in touch with the council
 - How to reduce waste in the first place
 - How to home compost
 - How to arrange a clinical waste collection
 - Overall provision of information
- 36% of the random sample was satisfied with information available on how to donate items; significantly more than the random sample (28%). The web sample was significantly more dissatisfied with information on how to home compost (17%).

5.2. Methods of receiving information

*If the council makes changes to your waste and recycling services, how would you like to receive information about this?**



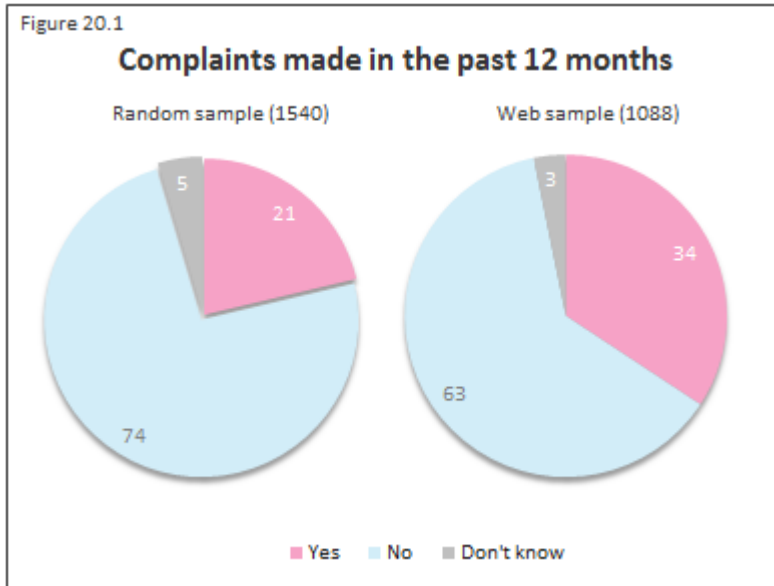
Leaflets are definitely the most popular method of receiving information (77% of total sample). Residents were generally less willing to receive information via online methods such as via a smartphone app or the council's Facebook page.

Statistically significant differences:

- The random sample was significantly more enthused about leaflets (82%) than the web sample (71%).
- The web sample was much more favourable towards online methods such as the website, e-newsletter, Facebook page, and smartphone app; reflecting their affinity with online services.
- Retired residents and those aged 75+ are most likely to want to receive their information via leaflets.
- Females are significantly more likely than males to favour leaflets (81% vs 73%), whereas males prefer e-newsletters and the council website.

5.3. Complaints and enquiries

Thinking about the past 12 months or so, have you contacted Winchester City Council to make a complaint or enquiry about waste/recycling collections from your home, street cleansing, grounds maintenance or public toilets? You might have made contact by phone, by post, email or in person.

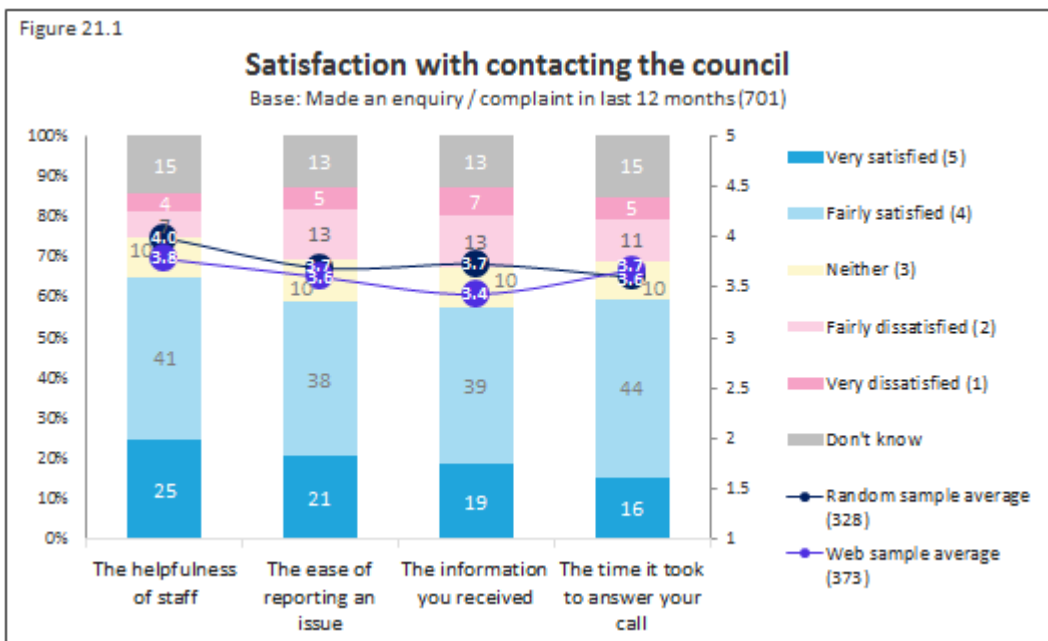


27% of the total sample had made a complaint or enquiry in the last 12 months.

Statistically significant differences:

- Unsurprisingly, the web sample were significantly more likely to have made a complaint/enquiry in the last year (34%) compared with the random sample (21%).

If yes, please think about the most recent time that you contacted the Council, how satisfied or dissatisfied were you with the following?



Around 60% were satisfied with the time it took to answer their call and the ease of reporting the issue. However, 20% were dissatisfied with the information received.

Statistically significant differences:

- Helpfulness of staff is rated significantly better than other rating factors.
- Looking at average satisfaction scores, the random sample was significantly more satisfied than the web sample with the information received and helpfulness of staff.