

# Consultation on Eastbourne waste collections

January 2021

## Contents

Background .....	2
Consultation.....	2
Who responded .....	3
Key findings .....	3
Summary of survey responses .....	5
1. Where in Eastbourne do you live? .....	5
2. Which of the following best describes the amount of waste and recycling you currently put out on your collection day:.....	6
3. Which items tend to fill up your waste bin? Please tick as many as you like... 7	7
4. How important do you think it is to recycle? .....	8
5. What positive or negative impacts would moving to fortnightly waste and recycling collections have on you and your household? .....	8
6. Which of the following would help you under the new arrangements? Please tick as many as you like. ....	9
7. Which of the following best describes your home? .....	10
8. Which of the following best describes how your bins are stored? .....	10
9. How many people currently live in your household? This is just those living in your home, not the number of people also living in a shared block of flats. ....	11
10. Do you have any other comments on the proposed changes? .....	11
Equality monitoring questions.....	12
13. What is your age? .....	13
14. What is your gender? .....	13
15. How would you describe your race/ethnic group?.....	13
16. Religion or belief .....	15
17. Disability -.....	15
18. Carer -.....	16
Next steps.....	16

## **Background**

Eastbourne Borough Council is considering changes to its waste and recycling service. This includes moving from weekly to fortnightly waste collections in most parts of the borough, known as 'alternate weekly collection'.

The aim of the changes would be to increase the amount of waste recycled in Eastbourne. The UK government has set a target for all local authorities to achieve a recycling rate of at least 50%. Eastbourne's recycle rate currently stands at about 35% and there is clear evidence from the experience of other local authorities that moving to alternate weekly collections increases recycling.

Currently Eastbourne is in the minority of local authorities in the UK which still collects waste (non-recyclable refuse) weekly. The experience in these other areas is that alternate weekly collections work well, with no detrimental impacts on the local environment.

Under the new arrangements, recycling collections would stay fortnightly and we would still offer assisted collections for anyone who needs them. Collections would still happen on the same day of the week and would alternate between waste one week and recycling the next.

We would aim to reduce the amount of waste produced in Eastbourne, and fewer waste trucks on the road would also contribute to the carbon reduction aims of the town.

There would also be a financial benefit to changing the service. The Covid-19 pandemic has created significant financial challenges for all local authorities and moving to fortnightly waste collections would, along with other measures being made across all areas of the council, help to meet these challenges.

## **Consultation**

From Monday 28 September to Monday 21 December 2020 the council invited responses to the proposals through a public consultation.

The aim of this consultation was for the council to understand how the changes would affect people in Eastbourne and what measures we might need to put in place to help residents under the new arrangements.

We provided a survey for people to send us their views which was available online via the council's website and in paper copy on request.

We offered the consultation information and survey in different languages and formats including audio, Braille and large print.

We promoted the consultation through a range of communications channels, including:

- The home page of the council website
- By email to our consultation, waste and other electronic mailing lists
- Through the local media via press release
- Through social media such as Twitter and Facebook
- Through a video interview with the relevant Lead Member to encourage participation

In addition, we wrote to the following groups inviting them to respond and share the consultation with their networks:

- Eastbourne Disability Involvement Group
- Eastbourne Faiths Forum
- Eastbourne Seniors Forum
- BourneOut LGBT
- Eastbourne Cultural Involvement Group
- 3VA (Voluntary Action)
- The proposals were presented and commented on by stakeholders at the Eastbourne Disability Involvement Group on 4<sup>th</sup> November 2020.

## Who responded

We received 1,578 responses which was one of the highest response rates of any council-run consultation in recent years.

A breakdown of respondents by ward of Eastbourne is available in the summary of responses.

Of the 57% of respondents who chose to answer the equality monitoring questions in the survey:

- 36.08% (328) of respondents were male, 62.38% (567) were female.
- 14.88% (135) of respondents identified themselves as having a disability or long-term health condition.
- 15.49% (140) of respondents identified themselves as having a caring responsibility.
- 84% of respondents were aged between 35 and 75.

88% of respondents lived in households of 4 people or fewer.

The majority of respondents were homeowners, either living in a flat 12.74% (200), or a house / bungalow 64.08% (1006).

## Key findings

When asked '*Which of the following best describes the amount of waste and recycling you currently put out on your collection day*':

- 50% of respondents stated their waste bin was generally full when collected. For those living in a property with communal bins this increased to 68.46% (204)
- 50% stated their waste bin was either a quarter, half or three quarters full at each collection.
- 82% stated their recycling bin was generally full when collected.

When asked 'Which items tend to fill up your waste bin?' the most frequently cited categories of item were:

- Food waste 75.36% (1159)
- Packaging which can't be recycled 93.11% (1432)
- Nappies / sanitary waste / other personal infectious waste 33.16% (510)

When asked '*How important do you think it is to recycle?*' 84.83% (1336) stated they considered it to be very important.

When asked '*What positive or negative impacts would moving to fortnightly waste and recycling collections have on you and your household?*' the following themes emerged:

- Concerns about hygiene, mess, smell or vermin: 463 comments
- Concerns about bins being too full or overflowing: 514 comments
- The changes would have no or very limited impact: 266 comments
- More refuse bin capacity would be needed: 137 comments
- It would cause issues with properties with shared bins: 112 comments

While understanding people's concerns, it is encouraging to note there were comments from residents who have moved to Eastbourne from areas where alternate weekly collections were the norm, that the change in service they experienced in their previous locality had very quickly become accepted once implemented and that the process was straightforward.

We then asked what would help people under the proposed new arrangements. The most frequently cited things were:

- More information about what I can recycle from home: 33.75% (464)
- A bulky waste collection: 32.07% (441)
- An additional recycling bin 33.53% (461)










There was an option to add other things that might help, through which these themes emerged:

- An extra / bigger refuse bin: 142 comments
- Keeping weekly refuse collections: 85 comments
- Food waste collections: 65 comments

In response to the issues raised: provision will be made for additional recycling bins requested; the council runs a bulky waste service; communications and engagement about what materials can be recycled is ongoing. Indeed, every household received

a leaflet from East Sussex County Council at the end of 2020 with detailed recycling information.

## Summary of survey responses

1. Where in Eastbourne do you live?				
			Response Percent	Response Total
1	Devonshire (Bourne, Princes Park, Redoubt)		10.41%	164
2	Hampden Park (Hampden Park Village, Highfield, Willingdon Trees East)		9.59%	151
3	Langney (Birds Estate, Hide Hollow, Shinewater)		10.41%	164
4	Meads (Devonshire Park, Meads Village)		7.11%	112
5	Old Town (Downside, Motcombe, Ocklynge)		23.49%	370
6	Ratton (Ratton Village, Rodmill, West Willingdon Trees)		6.22%	98
7	Sovereign (Langney Point, North Harbour, South Harbour)		15.87%	250
8	St Anthony's (Langney Village, Roselands, South Langney)		9.71%	153
9	Upperton (Gildredge, Hartfield, Tutts Barn)		7.17%	113
			answered	1575
			skipped	3

**2. Which of the following best describes the amount of waste and recycling you currently put out on your collection day:**




	<b>A quarter full</b>	<b>Half full</b>	<b>Three quarters full</b>	<b>Full</b>	<b>I don't use this bin</b>	<b>I don't have this bin at my home</b>	<b>Response Total</b>
Waste bin	17.3% (235)	16.5% (224)	15.7% (214)	49.7% (676)	0.1% (2)	0.7% (10)	1361
Recycling bin	1.7% (23)	4.1% (56)	9.7% (132)	81.9% (1112)	0.4% (6)	2.1% (28)	1357
						answered	1362
						skipped	216







If you do not have a waste bin or a recycling bin please give us your address below and we will look into providing these for you. (83 responses)

**Matrix Charts for Question 2**






<b>2.1. Waste bin</b>			<b>Response Percent</b>	<b>Response Total</b>
1	A quarter full		17.3%	235
2	Half full		16.5%	224
3	Three quarters full		15.7%	214
4	Full		49.7%	676
5	I don't use this bin		0.1%	2
6	I don't have this bin at my home		0.7%	10
			answered	1361

<b>2.2. Recycling bin</b>			<b>Response Percent</b>	<b>Response Total</b>
1	A quarter full		1.7%	23
2	Half full		4.1%	56
3	Three quarters full		9.7%	132

2.2. Recycling bin			Response Percent	Response Total
4	Full		81.9%	1112
5	I don't use this bin		0.4%	6
6	I don't have this bin at my home		2.1%	28
			answered	1357

3. Which items tend to fill up your waste bin? Please tick as many as you like.				
			Response Percent	Response Total
1	Food waste		75.36%	1159
2	Packaging which can't be recycled		93.11%	1432
3	Garden waste		2.15%	33
4	Nappies / sanitary waste / other personal infectious waste		33.16%	510
5	Things which could be recycled but my recycling bin is full		19.57%	301
6	Other (please specify):		11.18%	172
			answered	1538
			skipped	40
Other comments: 172				
Comment themes:				
<ul style="list-style-type: none"> <li>• General waste which can't be recycled: 57 comments</li> <li>• Cat litter / other pet waste: 32 comments</li> <li>• Items I would like to be able to recycle: 5 comments</li> <li>• Vacuum cleaner contents: 5 comments</li> </ul>				

#### 4. How important do you think it is to recycle?

			Response Percent	Response Total
1	Very important		84.83%	1336
2	Important		13.90%	219
3	Unimportant		0.51%	8
4	Very unimportant		0.32%	5
5	Don't know		0.44%	7
			answered	1575
			skipped	3

#### 5. What positive or negative impacts would moving to fortnightly waste and recycling collections have on you and your household?

			Response Percent	Response Total
1	100.00%	1529		
			answered	1529
			skipped	49

	Comment themes	Number of comments
1	Concerns about hygiene, mess, smell or vermin	463
2	Concerns about bins being too full or overflowing	514
3	The changes would have no or very limited impact	266
4	More refuse bin capacity would be needed	137
5	It would cause issues with properties with shared bins	112
6	More recycling capacity would be needed	98
7	General negative impact	83
8	It would have a positive impact	78
9	Particular issues in the summer with smell / hygiene	67
10	Please keep weekly refuse collections	65
11	Weekly recycling would be preferred	61
12	Issues with nappies or personal waste	42



13	Support for the proposals	40
14	Issue with storing waste in home or putting out side waste	31
15	There would be environmental / recycling benefits	30
16	It would result in more trips to the tip or bring sites	20








**6. Which of the following would help you under the new arrangements?  
Please tick as many as you like.**

			Response Percent	Response Total
1	More information about what I can recycle from home		33.75%	464
2	Advice and ideas to reduce food waste		14.91%	205
3	Garden waste collections		15.27%	210
4	A medical waste collection		3.85%	53
5	A bulky waste collection		32.07%	441
6	An additional recycling bin		33.53%	461
7	An 'assisted collection' – these are available to residents who have difficulty moving their bin to the edge of their property		3.42%	47
8	Other (please specify):		41.89%	576
			answered	1375
			skipped	203



	'Other' answers given (comment themes)	Number of comments
1	An extra / bigger refuse bin	142
2	Keeping weekly refuse collections	85

3	Food waste collections	65
4	Nothing	61
5	Being able to recycle a wider variety of items	43
6	Better tip / bring site facilities	17



### 7. Which of the following best describes your home?

			Response Percent	Response Total
1	Home owner – flat		12.74%	200
2	Home owner – house / bungalow		64.08%	1006
3	Private renter - shared house or flat		1.15%	18
4	Private renter – flat		5.80%	91
5	Private renter – house / bungalow		8.79%	138
6	Council / Eastbourne Homes Ltd tenant – flat		2.23%	35
7	Council / Eastbourne Homes Ltd tenant – house		5.22%	82
			answered	1570
			skipped	8

### 8. Which of the following best describes how your bins are stored?

			Response Percent	Response Total
1	I share my bins with other households		15.60%	246
2	I have my own bins which are stored with bins from other households		4.38%	69







### 8. Which of the following best describes how your bins are stored?

			Response Percent	Response Total
3	I have my own bins for my household only		78.19%	1233
4	Other (please specify):		1.84%	29
			answered	1577
			skipped	1

Other: 29 comments (most of which were other sharing arrangements).

- Another sharing arrangement: 27
- Bins stored in garden or on street: 2 comments

### 9. How many people currently live in your household? This is just those living in your home, not the number of people also living in a shared block of flats.

			Response Percent	Response Total
1	1		15.70%	247
2	2		37.32%	587
3	3		15.38%	242
4	4		19.71%	310
5	5		6.87%	108
6	6 or more		5.02%	79
			answered	1573
			skipped	5

### 10. Do you have any other comments on the proposed changes?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	1141
		answered	1141



## 10. Do you have any other comments on the proposed changes?

	Response Percent	Response Total
	skipped	437










	Comment themes	Number of comments
1	Keep weekly refuse collections	344
2	Concerns about mess / hygiene / vermin	179
3	Support for the proposed changes	135
4	Concerns about communal bin storage	91
5	Need for food waste collections	50
6	Weekly recycling would be preferred	49
7	More information about what can be recycled	49
8	Bins are already full at each collection	40

## Equality monitoring questions





### 12. Would you like to answer or skip the following questions about you?

		Response Percent	Response Total
1	Answer the questions 	56.96%	884
2	Skip the questions 	43.04%	668
		answered	1552
		skipped	26


### 13. What is your age?

			Response Percent	Response Total
1	Under 18		0.11%	1
2	18 - 24		1.31%	12
3	25 - 34		7.23%	66
4	35 - 44		16.98%	155
5	45 - 54		22.45%	205
6	55 - 64		21.47%	196
7	65 - 74		21.91%	200
8	75 +		7.45%	68
9	Prefer not to say		1.10%	10
			answered	913
			skipped	665

### 14. What is your gender?

			Response Percent	Response Total
1	Male		36.08%	328
2	Female		62.38%	567
3	Prefer not to say		1.43%	13
4	Other (please specify):		0.11%	1
			answered	909
			skipped	669










### 15. How would you describe your race/ethnic group?

			Response Percent	Response Total
1	White English\Welsh\Scottish\northern Irish\British		89.42%	803




## 15. How would you describe your race/ethnic group?

			Response Percent	Response Total
2	White Irish		1.45%	13
3	White Gypsy or Irish Traveller		0.00%	0
4	White: Other white		5.01%	45
5	Mixed / multiple ethnic group: White and Black Caribbean		0.45%	4
6	Mixed / multiple ethnic group: White and Black African		0.22%	2
7	Mixed / multiple ethnic group: White and Asian		0.45%	4
8	Mixed / multiple ethnic group: Other mixed		0.11%	1
9	Asian / Asian British: Indian		0.22%	2
10	Asian / Asian British: Pakistani		0.11%	1
11	Asian / Asian British: Bangladeshi		0.00%	0
12	Asian / Asian British: Chinese		0.00%	0
13	Asian / Asian British: Other Asian		0.33%	3
14	Black / African / Caribbean / Black British: African		0.11%	1
15	Black / African / Caribbean / Black British: Caribbean		0.00%	0
16	Black / African / Caribbean / Black British: Other Black		0.00%	0
17	Other ethnic group: Any other ethnic group		0.33%	3
18	Prefer not to say		1.78%	16
			answered	898
			skipped	680




**16. Religion or belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition. What is your religion?**

			<b>Response Percent</b>	<b>Response Total</b>
1	Christian		45.46%	411
2	Buddhist		0.33%	3
3	Hindu		0.11%	1
4	Jewish		0.44%	4
5	Muslim		0.11%	1
6	Sikh		0.00%	0
7	Atheist		6.53%	59
8	No religion or belief		34.96%	316
9	Prefer not to say		9.07%	82
10	Other (please specify):		2.99%	27
			answered	904
			skipped	674
Other (please specify): (27)				

**17. Disability - A person is disabled if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. Do you have a mental or physical impairment that has a substantial long-term effect on your ability to carry out normal day-to-day activities?**

			<b>Response Percent</b>	<b>Response Total</b>
1	Yes		14.88%	135
2	No		80.71%	732
3	Prefer not to say		4.41%	40
			answered	907
			skipped	671

**18. Carer - A carer provides unpaid support to family or friends who are ill, frail, disabled or have mental health or substance misuse problems. Would you consider yourself to be a carer?**

			<b>Response Percent</b>	<b>Response Total</b>
1	Yes		15.49%	140
2	No		81.64%	738
3	Prefer not to say		2.88%	26
			answered	904
			skipped	674

## Next steps

This consultation report will be considered by Eastbourne Borough Council's Scrutiny Committee on 8 February 2021. The report will be provided as a background paper to Cabinet on 10 February 2021 with recommendations on how to proceed.

We will publish this report, and any subsequent updates and decisions on our website at [www.lewes-eastbourne.gov.uk/consultations/consultation-on-eastbourne-waste-collections](http://www.lewes-eastbourne.gov.uk/consultations/consultation-on-eastbourne-waste-collections)

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To request a paper copy of this consultation email [CustomerFirst@lewes-eastbourne.gov.uk](mailto:CustomerFirst@lewes-eastbourne.gov.uk)