



Household Waste Recycling Centre Consultation

Analysis of Results



March 2023

Key Messages

- Responses predominately reflect the views of Staffordshire residents, visiting their main recycling centre to dispose of household waste.
- Half of respondents wanted to see 12 visits per year adopted, as part of introducing a van permit scheme.
- Van users had a higher than average preference for allowing 12 visits per year with a van permit - 73% compared to 38% of car users. However, this still remained the preferred option for both van and car users.
- Potential impacts with the introduction of a van permit scheme included:
 - Positive reduction in congestion & queues at sites
 - Potential unfairness as penalising residents with privately owned vans
 - Concerns of increased fly tipping
- More respondents (60%) supported the option to accept trade waste from Staffordshire businesses only, at all sites, compared with any other option. More respondents in Cannock Chase were supportive of this option - 73% compared to 60% overall.
- Respondents favoured prioritising Staffordshire's county boundary for the disposal of trade waste, however some concerns were raised regarding increased fly tipping.

Background

Introduction

A public consultation has taken place to give people in and around Staffordshire an opportunity to put forward their views on the possible introduction of free van permits at Household Waste Recycling Centres, in addition to how we manage the disposal of trade waste. This report provides a summary analysis of the consultation findings, setting out the results and key themes captured as part of the feedback received.

Methodology

The consultation period took place between 5 December 2022 and 22 January 2023. The survey was available to complete online through the Staffordshire County Council website, with a downloadable version made available for return by email, at a local library or by post. On site surveys were also carried out at two of Staffordshire's larger Household Waste Recycling Centres (Stafford and Cannock).

To promote the consultation and encourage participation, a range of communications activities took place, including advertisements at each recycling centre, a range of social media advertising targeted at both residents and local businesses, as well as news features in multiple newsletters.

Consultation Responses

A total of 1,002 completed survey responses were received¹. Most of these responses were completed through the online survey, with a small number (5%) secured in person at Stafford and Cannock Household Waste Recycling Centres.

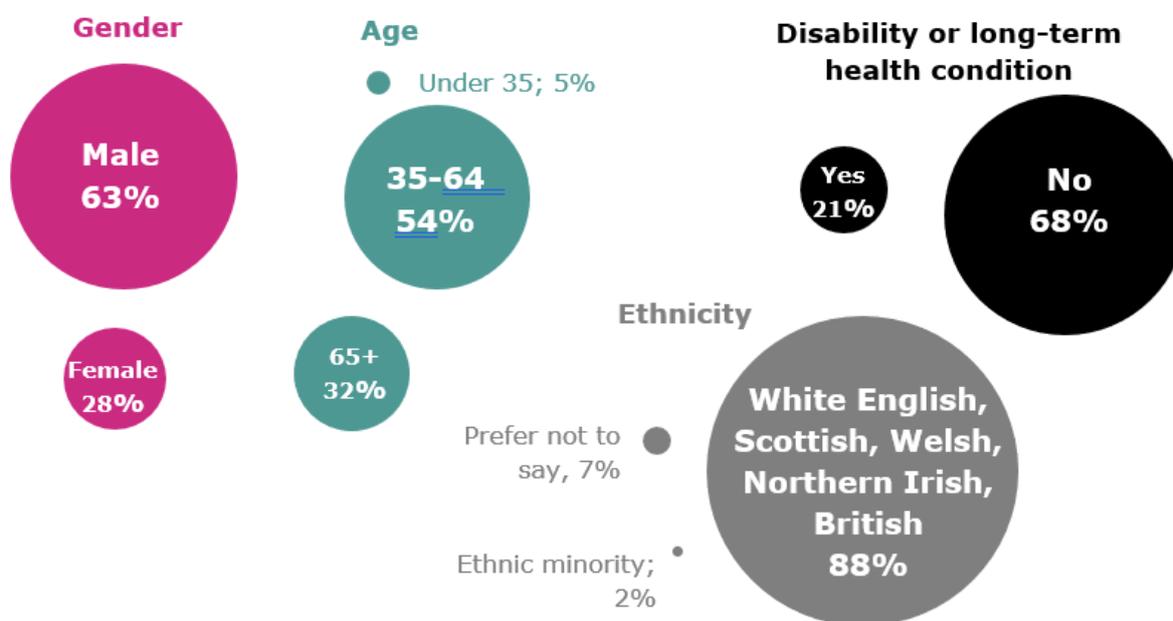
A detailed breakdown of respondent characteristics is included in this report, in addition to highlighting any key variation in opinions provided.

¹ Results are statistically robust at the 95% confidence interval. Results have a maximum margin of error of +/- 3%, meaning that the percentage response given to any question could be 3% higher or lower (at most) than the actual reported response. A confidence interval of +/- 3-4% is fairly typical for a statistically robust survey.

Survey Respondent Characteristics

Key Demographics

Figure 1: Key demographics of the 1,002 survey respondents



Survey Respondent Characteristics and Key Information

- 97% responded as a Staffordshire resident and 4.5% in the capacity of a small to medium business (4% in Staffordshire and 0.5% outside of Staffordshire)
- Responses were received across all of Staffordshire's Districts and Boroughs, ranging from 24.2% in Stafford and 2.5% in Tamworth.
- When compared to the overall Staffordshire population, responses were under-represented for females and people under 35.
- Half are 'regular' users of their Household Waste Recycling Centre
- 13.7% (137) are regular users who visit in a van

Survey Findings

Household Waste Recycling Centre Use

Of all survey respondents, the most popular sites visited are Staffordshire's larger Household Waste Recycling Centres – Stafford, Cannock and Lichfield. A breakdown of respondent site usage is shown in .

Figure 2: Main Household Waste Recycling site used by respondents.

Figure 2: Main Household Waste Recycling site used by respondents

Centre	Respondents	Percentage Respondents
Stafford	176	17.6%
Cannock	140	14.0%
Lichfield	111	11.1%
Stone	78	7.8%
Leek	75	7.5%
Burntwood	50	5.0%
Burton	47	4.7%
Rugeley	45	4.5%
Biddulph	43	4.3%
Bilbrook	40	4.0%
Newcastle	39	3.9%
Uttoxeter	39	3.9%
Cheadle	37	3.7%
Wombourne	31	3.1%
Other	17	1.7%
Not Answered	34	3.4%
Total	1002	100%

Survey findings show a mixed picture in terms of frequency of usage, with 49% of respondents who visit their usual site once a month or more, compared to 47% who visit less than once a month. Overall, the most popular option was 36.7% who visit once every 3-6 months. Almost 86% of respondents visit recycling centres at least once every 6 months. A breakdown of frequency of usage is shown in

Figure 3: Frequency of recycling centre visits by respondents.

Figure 3: Frequency of recycling centre visits by respondents

Frequency	Respondents	Percentage Respondents
More than once a week	13	1.3%
Once a week	49	4.9%
2-3 times a month	142	14.2%
Once a month	286	28.5%
Once every 3-6 months	368	36.7%
Once every 6-12 months	81	8.1%
Less than once a year	20	2.0%
Don't know	9	0.9%
Not Answered	34	3.4%
Total	1002	100%

Most residents stated that the main reason for visiting their Household Waste Recycling Centre was to dispose of household waste (80.1%). The number of people stating that they dispose of waste produced through business activity was reported to be very low at 0.4%; this is potentially due in part to the low number of business owners completing the survey (4.5%). A more detailed breakdown of reasons for recycling centre visits is shown in

Figure 4: Main reason for visiting a Household Waste Recycling Centre.

Figure 4: Main reason for visiting a Household Waste Recycling Centre

Reason	Respondents	Percentage Respondents
To dispose of household waste or recycling from my residence	803	80.1%
Undertaking home improvements	107	10.7%
Not Answered	39	3.9%
To dispose of household waste or recycling on behalf of a friend, relative or neighbour	25	2.5%
It is part of my regular routine	12	1.2%
Other	10	1.0%
To dispose of waste produced through a business activity	4	0.4%
I enjoy visiting	2	0.2%
Total	1002	100%

The majority of respondents stated a car was their main form of transport to their Household Waste Recycling Centre (57.6%), followed by vans (21.6%) and car with a trailer (6.3%). In addition to the listed options, a number of 'other' methods of transport were identified, including pickup trucks, motor homes, wheelchair adapted vehicles, 4x4s, motorbikes, on foot and public transport.

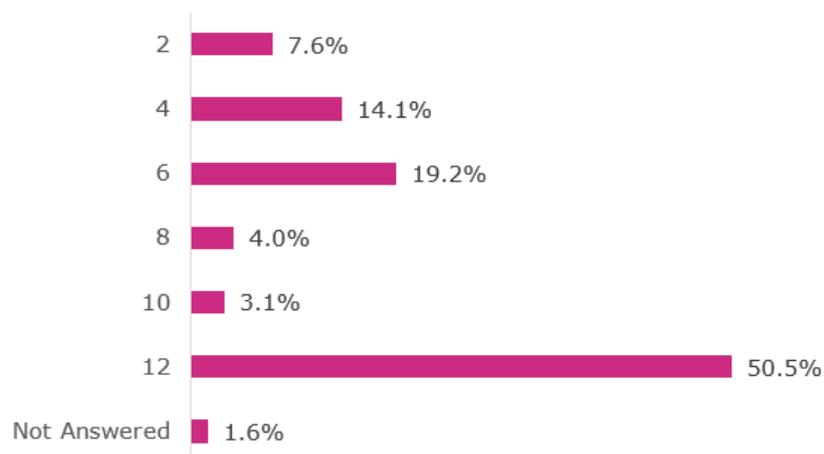
Respondents visiting their usual Household Waste Recycling Centre in a van on a frequent basis (at least once per month) accounted for 13.7% of respondents.

Views on the Proposals

Introduction of Free Van Permits – Views

The survey asked how many times a year a van permit should enable a Staffordshire resident using a large vehicle or van to dispose of their household waste. The most popular suggestion was 12 times per year reported at 50.5%, followed by 6 times per year at 19.2%. A full breakdown of responses is shown in **Figure 5: Preferred number of visits allowed per year with a van permit**.

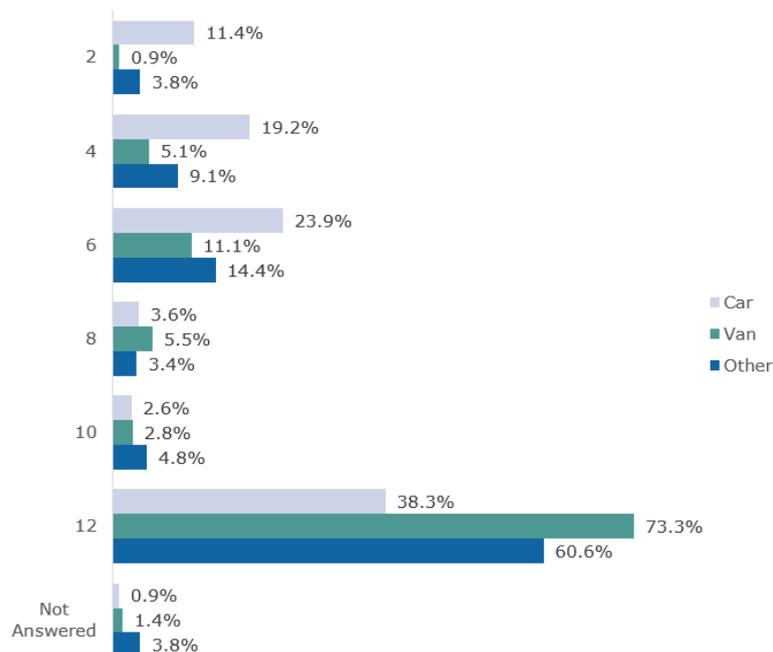
Figure 5: Preferred number of visits allowed per year with a van permit



Van users have a higher preference for allowing 12 visits per year at 73.3%, compared to 38.3% of car users. Despite this variation in opinion, it is important to note that both car and van users selected 12 visits per year as their top preferred option. To illustrate this a breakdown by vehicle type is shown in

Figure 6: Preferred number of visits allowed per year with a van permit by vehicle type

Figure 6: Preferred number of visits allowed per year with a van permit by vehicle type



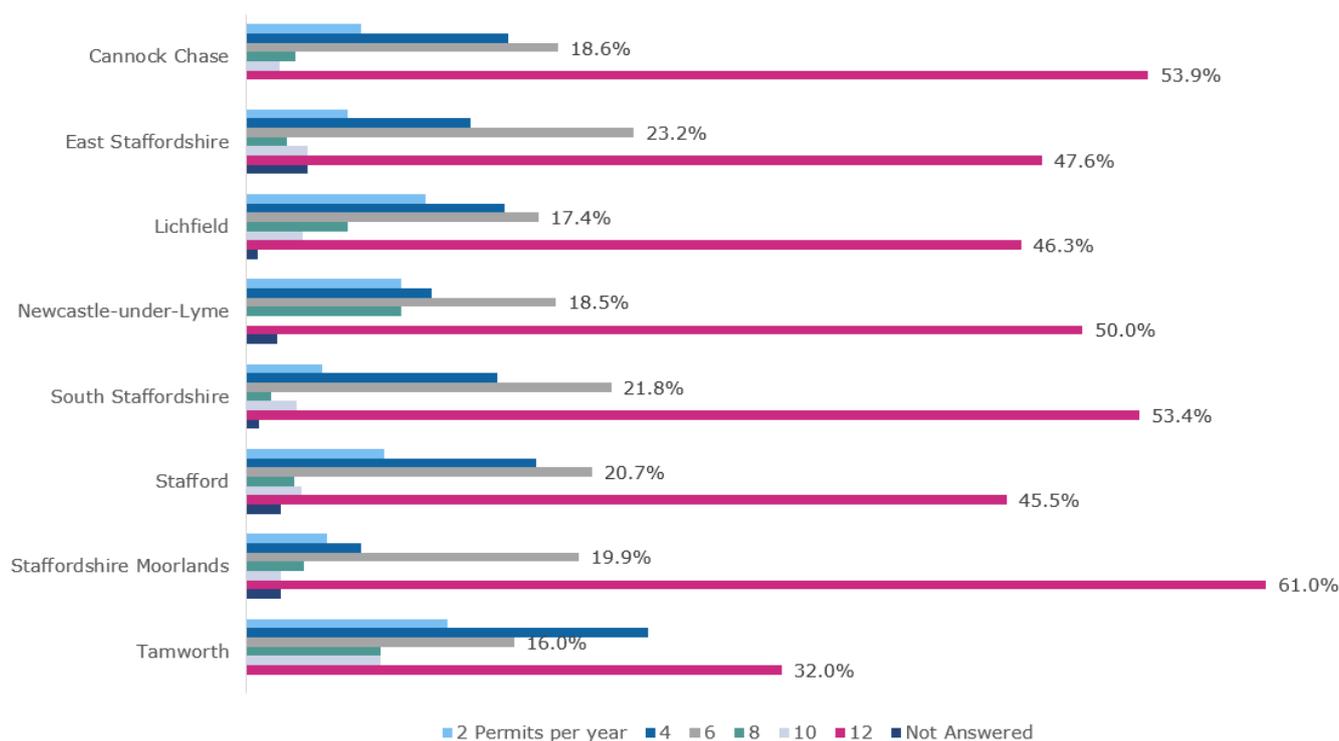
Regular users of Household Waste Recycling Centres (respondents visiting once a month or more) also expressed a higher preference for allowing 12 visits per year reported at 63.1%, compared to 37.5% of respondents who visit less frequently. This trend is also true for van users who frequently visit their Household Waste Recycling Centre, reported at 86.1%.

Respondents from all District and Boroughs also preferred the option for allowing 12 visits per year, although this ranges from 61% in Staffordshire

Moorlands to 32% in Tamworth. A breakdown by Staffordshire District and Borough is shown in

Figure 7: Preferred number of van permit visits allowed per year by District.

Figure 7: Preferred number of van permit visits allowed per year by District/Borough²



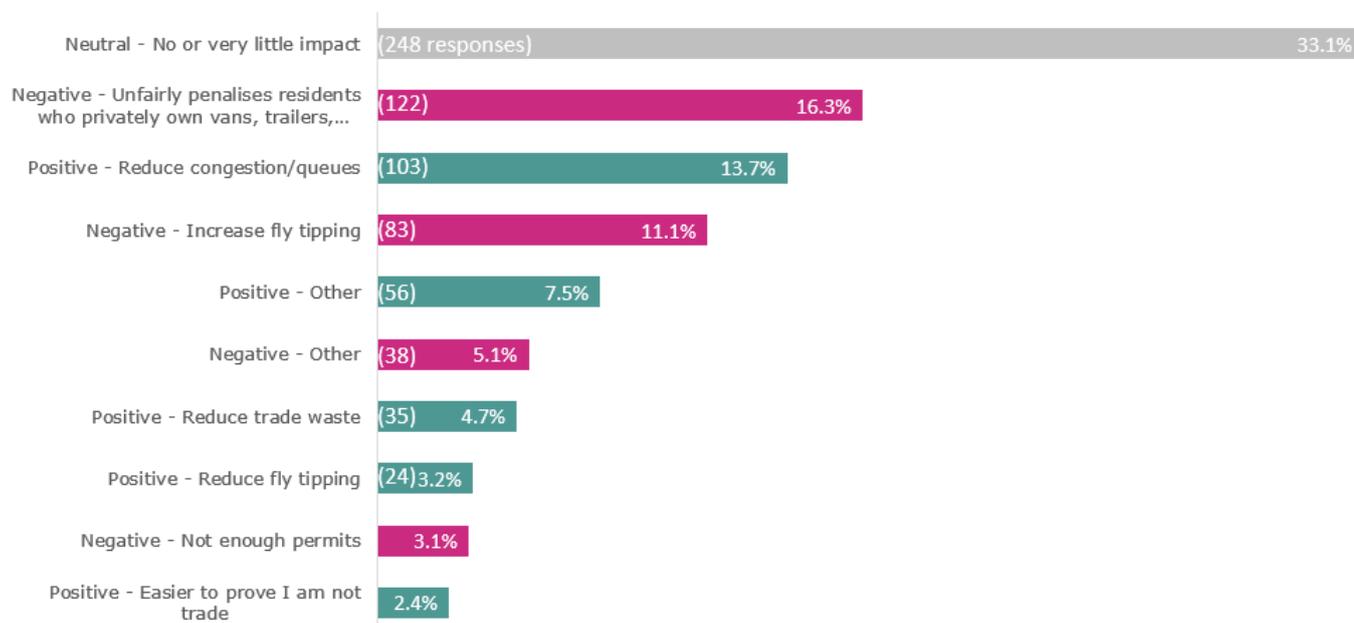
Introduction of Free Van Permits – Reported Impacts

Respondents were invited to expand on their answer, outlining any potential negative or positive impacts. Response sentiment was generally mixed, with 31.5% noting potential positive impacts and 35.5% stating potential negative impacts. The remaining comments were categorised as neutral.

Out of 1,002 respondents, 750 (74.9%) free text comments were analysed and categorised into several themes with **Figure 8: Reported impact of introducing van permits - Key themes** showing the percentage of respondents that mentioned each theme.

² 'Other Areas' includes non-Staffordshire postcodes or where no postcodes were given

Figure 8: Reported impact of introducing van permits - Key themes



Respondents who reported potential negative impacts were more likely to be made by non-car users (van, campervan, trailer etc), accounting for 68.0%, compared to car users who were more likely to report potential positive impacts (68.8%).

Positive Impacts

"It would make it quicker and easier for car using residents to dispose of waste."

"Hopefully it will stop people trying to use the recycling centres to dump trade waste."

"Reduce queuing at recycling centre"

"It should discourage traders who are taking advantage of all rate paying Staffordshire residents..."

"Not being held up at the site"

Negative Impacts

"It would be a big impact. We have 2 vans in our household and they are our only vehicles..."

"I'm sure fly tipping will increase costing the council and tax payer even more"

"Badly, as it's my only means of transport"

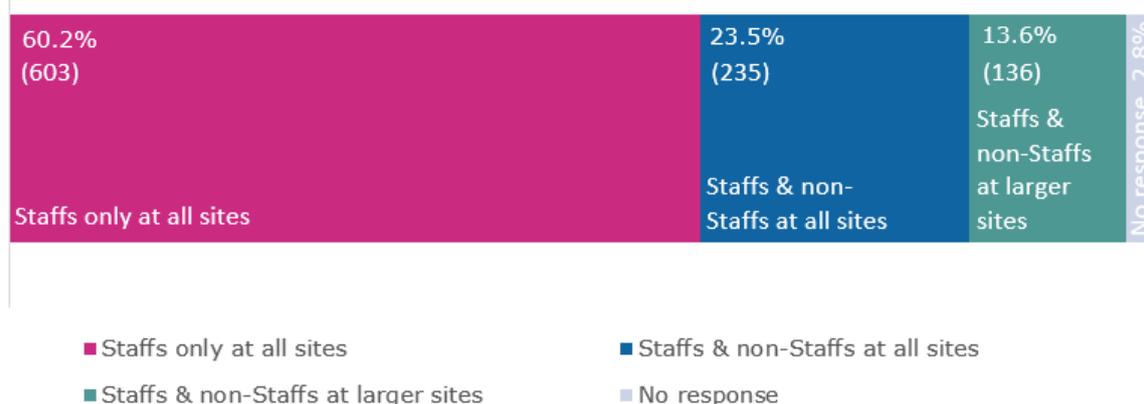
"This would increase the amount of fly tipping. Please do not do this!"

Preferred Option for Controlling the Disposal of Trade Waste

Residents were asked to provide their thoughts on how Staffordshire manages the disposal of trade waste in the future. Three options were provided, and respondents were asked to select their preferred option. The results of this are shown in

Figure 9: Preferred option for controlling the disposal of trade waste.

Figure 9: Preferred option for controlling the disposal of trade waste



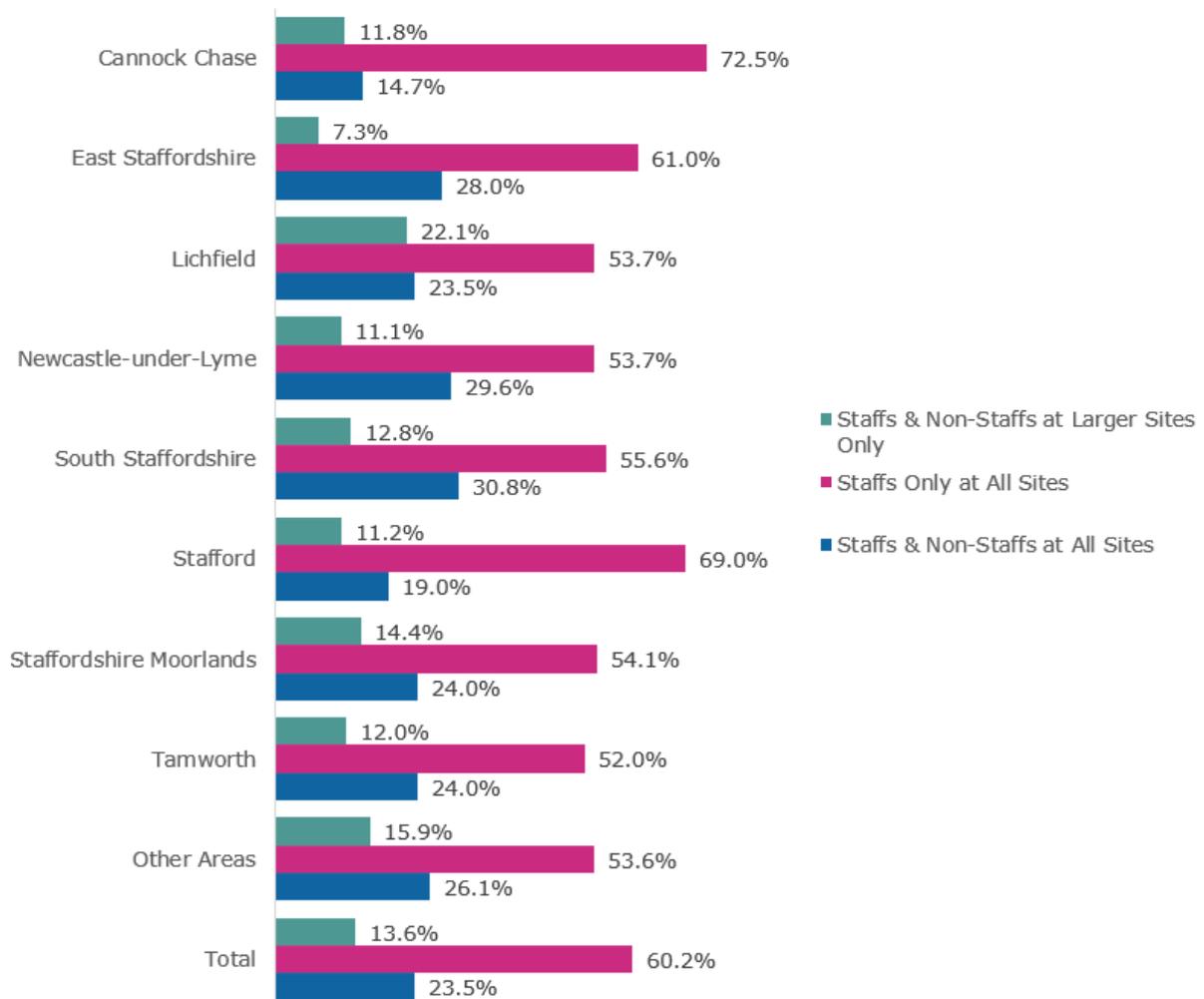
Accepting Staffordshire only trade waste at all sites was respondents' preferred option reported at 60.2%, followed by accepting both Staffordshire and non-Staffordshire trade waste at all sites, but by a much lesser extent (23.5%).

Accepting Staffordshire only trade waste at all sites was also the preferred option regardless of vehicle type or frequency of use.

In terms of respondent preferences by District and Borough, there was higher than average support in Cannock Chase (73%) and Stafford (69%) for prioritising the disposal of Staffordshire only trade waste. Accepting Staffordshire and non-Staffordshire trade waste either at all sites or larger sites was less preferable across all District and Borough areas. A full breakdown is shown in

Figure 10: Preferred option for controlling the disposal of trade waste by District.

Figure 10: Preferred option for controlling the disposal of trade waste by District/Borough



Respondents were invited to expand on reasoning for their preferred option. These free text responses have been analysed and themed, with

Figure 11: Preferred option for controlling the disposal of trade waste – Key Themes showing the most prevalent reason given for each option.

Figure 11: Preferred option for controlling the disposal of trade waste – Key Themes

<p>Option: Staffordshire only at all sites</p> <p>Key Theme: Prioritise Staffordshire county boundary</p> <p>305 out of 603 respondents who selected this option (50.6%)</p> <p><i>"Staffordshire residents pay for the centre - folks from outside Staffordshire will have their own centres"</i></p> <p><i>"Staffordshire residents should not have to pay for people out of the area"</i></p>
<p>Option: Staffordshire & Non-Staffordshire at all sites</p> <p>Key Theme: Fly Tipping</p> <p>115 out of the 235 respondents who selected this option (48.9%)</p> <p><i>"If it is made too difficult to dispose of trade waste, there will be an increase in fly tipping"</i></p> <p><i>"It all needs disposal. Better at a site than fly tipped"</i></p>
<p>Option: Staffordshire & Non-Staffordshire at larger sites only</p> <p>Key Theme: Larger sites are more able to cope with the higher demand and larger vehicles</p> <p>39 out of the 136 respondents who selected this option (28.7%)</p> <p><i>"Trade waste would be better disposed of at larger site, accessibility would surely be better"</i></p> <p><i>"Capacity of sites and location on larger roads"</i></p>

Appendices

Appendix 1: Demographic Detail

