

Agenda

Cabinet

Date: Monday 7 January 2019

Time: 10.30 am

Venue: Mezzanine Rooms 1 & 2, County Hall,
Aylesbury

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Agenda Item	Page No
1 Apologies for Absence	
2 Declarations of Interest	
3 Minutes Of the meeting of the Cabinet held on 10 December 2018.	To Follow
4 Hot Topics	

5	Question Time This provides an opportunity for Members to ask questions to Cabinet Members	
6	Forward Plan for Cabinet and Cabinet Members For Cabinet to consider the Forward Plan	5 - 18
7	Cabinet Member Decisions To note progress with Cabinet Member Decisions	19 - 20
8	Select Committee Work Programme & Inquiry Work Programme For Cabinet to consider the Select Committee Work Programme	21 - 32
9	Unitary Update Standing item	
10	Residential Short Breaks (Respite) for Adults <ul style="list-style-type: none"> • Cabinet is asked to approve a six-week consultation on: <ul style="list-style-type: none"> ○ The transfer of residential short break services from the Beaconsfield site to a partial new build on the Aylesbury Opportunities Centre site ○ An integrated service jointly commissioned with Buckinghamshire CCG to be based at Aylesbury Opportunities Centre. ○ The reduction in day service capacity at Aylesbury Opportunities Centre. • Cabinet is asked to delegate approval of ongoing work in relation to the transfer of residential short breaks service to Aylesbury Opportunities Centre to the Lead Member for Health & Wellbeing. 	33 - 50
11	Smarter Bucks Strategy Cabinet is asked to approve the new Smarter Buckinghamshire Strategy (2018-2020) and nominate the Technology and Digital Board to oversee and monitor the delivery of the Strategy and provide an annual update on progress.	51 - 78
12	Proposed Household Recycling Centre service changes Cabinet is asked to approve the recommendations as set out in the report to take effect from the 1 st April 2019, unless otherwise stated.	79 - 248
13	Date of the Next Meeting 10 January 2019	

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For further information please contact: Rachel Bennett on 01296 382343

Members: **Martin Tett (Leader)**

Mike Appleyard	Cabinet Member for Education & Skills
Noel Brown	Cabinet Member for Community Engagement & Public Health
Bill Chapple OBE	Cabinet Member for Planning & Environment
John Chilver	Cabinet Member for Resources
Lin Hazell	Cabinet Member for Health & Wellbeing
Mark Shaw	Deputy Leader & Cabinet Member for Transportation
Warren Whyte	Cabinet Member for Children's Services

CABINET/CABINET MEMBER FORWARD PLAN

Item	Description	Local Members	Member(s) / Contact Officer	Comments
Cabinet 7 January 2019				
Proposed Household Recycling Centre service changes	Service review and proposed changes to the household recycling centres incorporating options modelling, benchmarking, consultation report and an updated waste access and acceptance policy (WAAP).	All Electoral Divisions	Cabinet Member for Planning and Environment / Neil Gibson	First notified 15/11/18
Residential Short Breaks (Respite) for Adults	Commissioning the residential respite offer in Buckinghamshire for Health and Social Care.	All Electoral Divisions	Cabinet Member for Health and Wellbeing / Adam Willison	First notified 29/11/18
Smarter Bucks Strategy	For approval of the new Information Technology Strategy.		Cabinet Member for Resources / Sarah Ashmead	First notified 4/10/18
Cabinet 10 January 2019				
Unitary Transition Arrangements	Standing item if required		Leader of the Council / Roger Goodes	First notified 12/11/18
Cabinet 4 February 2019				
Housing Infrastructure Fund Application	Consideration of the HIF application to Homes England. This will provide funding to enable and accelerate housing development in Aylesbury.		Cabinet Member for Planning and Environment / Rob Smith	First notified 22/10/18
Property Acquisition	If required		Cabinet Member for Resources / Oster Milambo	First notified 11/10/18 Likely to include confidential appendices

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Agenda Item 6

Item	Description	Local Members	Member(s) / Contact Officer	Comments
Cabinet 11 February 2019				
Final Budget 2019/20	To recommend the final budget for agreement by full Council	All Electoral Divisions	Cabinet Member for Resources / Richard Ambrose	First notified 1/11/18
Cabinet 4 March 2019				
Early Help Review	Decision on Early Help following public and partner consultation exercise.	All Electoral Divisions	Cabinet Member for Children's Services / Sara Turnbull	First notified 16/7/18
Home to School Transport	Report results and recommendations of public consultation following proposals to make changes to delivery of Home to School Transport	All Electoral Divisions	Cabinet Member for Education and Skills / Sarah Callaghan	First notified 12/11/18
Cabinet 25 March 2019				
Buckinghamshire Minerals and Waste Local Plan	To seek approval to adopt the Buckinghamshire Minerals and Waste Local Plan 2016-2036	All Electoral Divisions	Cabinet Member for Planning and Environment / Ismail Mohammed	First notified 27/11/18
Prevent Duty	To review the Council's progress in meeting the requirements of the Prevent Duty.		Cabinet Member for Community Engagement and Public Health / Jane O'Grady	First notified 20/12/18
Q3 2018/19 Performance Report	Quarterly report		Leader of the Council / Joanna Baschnonga	First notified 30/7/18
Cabinet 15 April 2019				
Buckinghamshire Integrated Care System governance	To agree required governance for Buckinghamshire County Council's participation in the Integrated Care System.		Cabinet Member for Health and Wellbeing / Gillian Quinton	First notified 12/11/18

Item	Description	Local Members	Member(s) / Contact Officer	Comments
Cabinet 13 May 2019 Cabinet 10 June 2019				
Q4 2018/19 Performance Report	Quarterly report		Leader of the Council / Joanna Baschnonga	First notified 30/7/18

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Item	Description	Local Members	Member(s) / Contact Officer	Comments
December 2018 Cabinet Member Decisions				
<u>Cabinet Member for Education and Skills</u>				
Denham Village Infant School	The Local Authority and governing board are consulting the local community on a proposal that the school becomes a ½ form entry all-through primary school. If the proposal was implemented children would stay at the school until the end of Key Stage II until they transferred to a secondary school and there would no longer be the automatic option of children transferring at KSII to Denham Green E-Act Academy. Parents, the local community, nearby schools and other interested parties are being made aware of the consultation. Depending on the outcome of the consultation and if the necessary funding and planning permission is gained the next step would be the publication of a statutory notice followed by a four week representation period for people to support, comment on or object to the proposal.	Denham	Cabinet Member for Education and Skills / Andrew Tusting	First notified 19/10/17

Item	Description	Local Members	Member(s) / Contact Officer	Comments
School Competition: Kingsbrook School, Aylesbury	Under present Department of Education statutory guidance all new schools have to open as Academy's. An LA is required to hold a Competition to find a bidder to run the school. The LA has sent details of the Competition to the DfE, RSC, a number of Multi Academy Trusts and all Buckinghamshire schools and Academies. All bids received by the deadline of 6 June, will be evaluated and after a short-listing, bidders will be interviewed by a panel of members and officers. Interviews are scheduled to be held on 6 September 2018. The LA makes a decision on its preferred bidder after the interviews, and after the Cabinet Member decision has been taken, the LA sends details of all bids and their preferred bidder to the DfE and RSC who make the final decision. It is anticipated that the final decision will not be made known to the LA until December 2018. The LA will then work with the successful bidder to manage the build project and the opening of the school.	Aston Clinton & Bierton	Cabinet Member for Education and Skills / Sarah Callaghan	First notified 30/5/18
<u>Cabinet Member for Education and Skills and Cabinet Member for Resources</u>				
Capital Grant – Healthy Pupils Capital Funding	Cabinet Members are required to consider the options for expenditure of the new Healthy Pupils Capital Funding and to decide how they wish the funding to be allocated.		Cabinet Member for Education and Skills, Cabinet Member for Resources / Paula Campbell-Balcombe	First notified 11/7/18
<u>Cabinet Member for Health and Wellbeing</u>				
Direct Payment Policy	Cabinet Member to agree the Direct Payment Policy		Cabinet Member for Health and Wellbeing / Marcia Smith	First notified 29/3/17

Item	Description	Local Members	Member(s) / Contact Officer	Comments
Market Position Statement for Technology – enabling people to stay connected and stay independent	A Market Position Statement (MPS) is a commissioning document describing health and social care needs, and gaps across Buckinghamshire. The purpose is to outline areas where the Council, Clinical Commissioning Groups and independent providers (including the voluntary, community and faith sector) can work together to best support our residents and achieve better health and wellbeing outcomes. This MPS focusses on potential technology solutions to enable people to stay connected and independent.		Cabinet Member for Health and Wellbeing / Jane Bowie	First notified 17/7/18
<u>Cabinet Member for Planning and Environment</u>				
Memorandum of Understanding to support the management of Unauthorised Encampments in Buckinghamshire	Memorandum of Understanding to support the management of Unauthorised Encampments in Buckinghamshire between: Aylesbury Vale District Council Buckinghamshire County Council Chiltern District Council South Bucks District Council Wycombe District Council Thames Valley Police		Cabinet Member for Planning and Environment / David Sutherland	First notified 28/3/18
Planning Performance Agreements fee schedule and increase in charges for Pre-Application Advice in relation to Planning development management function	Planning Performance Agreements fee schedule and increase in charges for Pre-Application Advice in relation to development management and BCC's role as County Planning Authority		Cabinet Member for Planning and Environment / David Sutherland	First notified 21/9/18

Item	Description	Local Members	Member(s) / Contact Officer	Comments
Rights of Way Enforcement Policy	To review and update the existing Rights of Way Enforcement Policy The document will outline the legislative powers available to the authority regarding enforcement, give details of what action our customers may expect the authority to take on illegalities found on the rights of way network.		Cabinet Member for Planning and Environment / David Sutherland	First notified 28/3/18
<u>Cabinet Member for Resources</u>				
Budget Adjustments to the Approved Capital Programme	To approve budget amendments to the Council's Approved Capital Programme		Cabinet Member for Resources / Sue Palmer	First notified 2/11/18
Disposal of 9 & 9A Pineapple Road, Amersham	9 & 9A Pineapple Road, Amersham are a pair of semi-detached houses combined by BCC for use as a single care facility. The property is now surplus to the Council's requirements and agreement has been reached for disposal.	Little Chalfont & Amersham Common	Cabinet Member for Resources / Marion Mayhew	First notified 17/10/18 May contain confidential appendices
Tendercare Nursery, Denham	The sale of minerals rights and an amendment of overage provisions in respect of a property previously sold by the Council in return for part unconditional payment and part conditional payment.	Denham	Cabinet Member for Resources / John Reed	First notified 13/12/18
Transfer of Land at Spade Oak, Marlow	The transfer of land held by Buckinghamshire County Council as Trustee of the Thameside Preservation Trust to new Trustees. The land was purchased with monies raised by public subscription and is to be preserved for the benefit and recreation of the public.	Marlow	Cabinet Member for Resources / Jamie Hollis	First notified 6/4/17

Item	Description	Local Members	Member(s) / Contact Officer	Comments
<u>Cabinet Member for Planning and Environment and Cabinet Member for Resources</u>				
Denham Quarry Northern Extension – Summerlease Limited	The agreed form of Lease appended to the 2010 Option Agreement allows for the continuation of working via the lateral, northern extension which is to be demised for a term of a further 8 years. This arrangement will serve to provide continuity of the revenues payable to the Council under the current tenancy for the same period. With reference to the previous decision of 15/03/2018 approval is sought from Cabinet Members on the decision reached between Summerlease and BCC on how to regularise the situation	Denham	Cabinet Member for Planning and Environment, Cabinet Member for Resources / Marion Mayhew	First notified 16/10/18 May contain confidential appendices
<u>Deputy Leader and Cabinet Member for Transportation</u>				
A412 Uxbridge Road / Black Park Road junction	Consultation to implement changes to the existing road layout to reduce collisions by a 'No Right Turn' ban from Black Park Road, a 'No U turns' ban for southbound traffic on the A412, a reduction in the existing speed limit for northbound vehicles on A412 from 60mph to 50mph with a reduction to one lane through the Black Park Road junction.	Iver; Stoke Poges & Wexham	Deputy Leader & Cabinet Member for Transportation / Trevor Bonsor	First notified 28/11/17
Asset Management Strategy 2018	Update to the existing Asset Management Strategy to include ISO55001 recommendations, reference to the Highway Services Policy and a section on innovation.		Deputy Leader & Cabinet Member for Transportation / Keith Carpenter	First notified 28/11/18
Beaconsfield cycleway	Proposed shared cycleway. Upgraded of existing footway, between Grenfell Road and Ledborough Lane.	Beaconsfield	Deputy Leader & Cabinet Member for Transportation / Adrian Lane	First notified 28/2/17

Item	Description	Local Members	Member(s) / Contact Officer	Comments
Berryfields Proposed Waiting Restrictions	Berryfields Proposed Waiting Restrictions at Aylesbury Vale Academy School & The Berryfields Primary Academy School & The Green Ridge Primary Academy School.	Stone and Waddesdon	Deputy Leader & Cabinet Member for Transportation / Kirk Adams	First notified 22/3/18
Cressex Business Park, Waiting, loading and parking Restrictions	This report summarises the results of the statutory consultation for the Experimental Traffic Regulation Order (eTRO) for the introduction of waiting and parking restrictions across the Cressex Business Park, High Wycombe.	Abbey	Deputy Leader & Cabinet Member for Transportation / Simon Dando	First notified 7/11/18
High Wycombe Proposed Junction Protection (no waiting at any time) restrictions	Results of statutory consultation exercise on proposals to introduce 'highway code test' no waiting at any time double yellow line restrictions at a number of sites across High Wycombe	Downley; Ryemead & Micklefield; Totteridge & Bowerdean; West Wycombe	Deputy Leader & Cabinet Member for Transportation / Rob Smith	First notified 22/11/18
Highways Network Safety and Network Management Policies	New policies for the principles and delivery of Highways Network Safety and Network Management in Buckinghamshire.		Deputy Leader & Cabinet Member for Transportation / Dave Roberts	First notified 1/10/18
Reclassification Order, Bellingdon Road and Townsend Road, Chesham	A short section of Bellingdon Road and Townsend Road in Chesham are classified as B Roads. It seems that this is a historic issue which was not correctly dealt with at the time the A416 St Marys Way was constructed. This order resolves this historic issue	Chesham	Deputy Leader & Cabinet Member for Transportation / Keith Carpenter	First notified 2/8/17
<u>Deputy Leader and Cabinet Member for Transportation and Cabinet Member for Resources</u>				
2018/19 Developer Funded Infrastructure Programme	Approval of Section 106 / Community Infrastructure Fund programme for the 2018/19 financial year.		Cabinet Member for Resources, Deputy Leader & Cabinet Member for Transportation / Jack Mayhew	First notified 24/5/18

Item	Description	Local Members	Member(s) / Contact Officer	Comments
January 2019 Cabinet Member Decision				
<u>Cabinet Member for Children's Services and Cabinet Member for Community Engagement and Public Health</u>				
BCC Local Area Needle and Syringe Programme for Under 18's	This is a new Buckinghamshire wide policy for the provision of needle and syringe programme for children and young people under 18 (including under 16's)		Cabinet Member for Children's Services, Cabinet Member for Community Engagement and Public Health / Cavelle Lynch	First notified 17/9/18
<u>Cabinet Member for Children's Services and Cabinet Member for Health and Wellbeing</u>				
Carers Strategy - Approval to progress to public consultation	The Council will be publishing the draft Carers Strategy 2019 - 2021 for public consultation		Cabinet Member for Children's Services, Cabinet Member for Health and Wellbeing / John Everson, Lisa Truett	First notified 4/12/18
Decision to Award Carers Contract	Decision to award Carers Contract following tender process		Cabinet Member for Health and Wellbeing, Cabinet Member for Children's Services / John Everson, Lisa Truett	First notified 19/12/18 May contain confidential appendices
Winter Funding Plan	To approve the plan for utilising the Department of Health and Social Care Winter Funding 2018/19		Cabinet Member for Health and Wellbeing / Jane Bowie	First notified 5/12/18
<u>Cabinet Member for Health and Wellbeing</u>				
Adult Social Care Data Quality Strategy	To approve the adult social care data quality strategy which sets out the service's approach to improving data quality and the use of data & information.		Cabinet Member for Health and Wellbeing / Jenny McAteer	First notified 19/12/18

Item	Description	Local Members	Member(s) / Contact Officer	Comments
<u>Cabinet Member for Resources</u>				
Budget Amendments to the Approved Capital Programme	To agree budget adjustments to the Approved Capital Programme		John Chilver / Sue Palmer	First notified 20/12/18
Winslow Centre Demolition Project	To demolish the existing Winslow Centre building (and its related buildings) to enable redevelopment of the site.	Winslow	Cabinet Member for Resources / Martin Connor	First notified 14/12/18
<u>Deputy Leader and Cabinet Member for Transportation</u>				
George Street & Market Square, Aylesbury Traffic Movement Restriction	The report will cover making the current experimental traffic regulation order into a permanent traffic regulation order.	Aylesbury North	Deputy Leader & Cabinet Member for Transportation / Kirk Adams	First notified 13/12/18
Isle of Wight Farm, Denham - Proposed minimum 40MWh Gas Peaking Battery Storage Project	Isle of Wight Farm has been identified by BCC's property consultants Carter Jonas as a site suitable for Gas Peak Power Generation Scheme. After a successful marketing exercise, a suitable Developer has been selected who at their cost will apply for planning permission and if planning consent is achieved will sign a 25 year lease with the Council. This proposal will generate an income stream for the Council for 25 years	Denham	Cabinet Member for Planning and Environment / Joanna Mitchell	First notified 19/12/18 May contain confidential appendices
Noise reduction options for Wendover	Following the local consultation in Wendover the project team is seeking a key decision on the preferred option, and to progress the project.	Wendover, Halton & Stoke Mandeville	Deputy Leader & Cabinet Member for Transportation / Ian McGowan	First notified 4/12/18
Winter Service Policy	An overarching Policy setting out the County's approach to providing winter service in Buckinghamshire.	All Electoral Divisions	Deputy Leader & Cabinet Member for Transportation / Keith Carpenter	First notified 28/11/18

Item	Description	Local Members	Member(s) / Contact Officer	Comments
February 2019 Cabinet Member Decision				
<u>Cabinet Member for Education and Skills</u>				
Proposal by Chartridge School to admit 3 year old children	The governing board of Chartridge Combined School are holding a public consultation from 10 September on a proposal that from September 2019 the school admits 3 year old children into a pre-school class they are proposing to open.	Chiltern Ridges	Cabinet Member for Education and Skills / Paula Campbell-Balcombe	First notified 10/9/18
March 2019 Cabinet Member Decisions				
<u>Cabinet Member for Health and Wellbeing</u>				
Care Market Pressures	Annual response to care market pressures from providers		Cabinet Member for Health and Wellbeing / Jane Bowie	First notified 29/3/18
Short Breaks Policy for Adults	Approval of finalised short breaks policy for ASC post consultation		Cabinet Member for Health and Wellbeing / Jane Bowie	First notified May include confidential appendices
April 2019 Cabinet Member Decisions				
<u>Deputy Leader and Cabinet Member for Transportation</u>				
A4010/A4129 HS2 Safety Mitigation Schemes	Delivery of the HS2 Safety Mitigation scheme as agreed with the A4010 petitioning group along the A4010 and A4129 in Buckinghamshire following detailed design and consultation.	Ridgeway East; The Risboroughs; West Wycombe	Deputy Leader & Cabinet Member for Transportation / Joshua Tomlinson	First notified 12/12/18 May contain confidential appendices

Item	Description	Local Members	Member(s) / Contact Officer	Comments
June 2019 Cabinet Member Decisions				
<u>Deputy Leader and Cabinet Member for Transportation</u>				
Appointments to Outside Bodies 2019/20	To approve the list of outside bodies to which the County Council appoints representatives. They will be detailed in Appendix 1 to the report		Deputy Leader & Cabinet Member for Transportation / Claire Hawkes	First notified 6/11/18

Please note the following information since the report included in the previous Cabinet agenda:-

- No decisions have been published but not yet taken
- 4 decisions have been taken
- 21 decisions on the forward plan are pending for December

DECISIONS TAKEN

Cabinet Member for Children's Services

7 Dec 2018

CS09.18a - Cross-Regional Project Recommissioning (Decision Taken)

The Cabinet Member agreed to award the contract for the delivery of residential care and education to the bidder named in Annex 1 by Oxfordshire County Council on behalf of the partnership.

The Cabinet Member agreed to Oxfordshire County Council acting as the Lead Authority within the partnership for Contract Mobilisation and Management.

19 Dec 2018

CS10.18 - Looked After Children Placement Sufficiency Strategy (Decision taken)

The Cabinet Member:

APPROVED this Strategy. The effectiveness of the Strategy will be evaluated and reviewed annually

Cabinet Member for Health and Wellbeing

7 Dec 2018

HW12.18 - Adult Social Care Quality Assurance Framework (Decision Taken)

The Cabinet Member endorses to the Adult Social Care Quality Assurance Framework and Action Plan as set out in the Appendix to this report.



Deputy Leader & Cabinet Member for Transportation

21 Dec 2018

T26.18 - Highways Network Safety and Network Management Policies (Decision taken)

The Cabinet Member:

| **APPROVED the adoption of these two policies**

For further information please contact: Rachel Bennett on 01296 382343

Select Committee Combined Work Programme

About our Select Committees

This work programme sets out all formal meetings of the Council's Select Committees.

The purpose of Select Committees is to carry out the Council's overview and scrutiny function. Their role is to support public accountability and improve outcomes for residents through scrutinising the work of decision-makers.

Select Committees can carry out this function either through an in-depth Inquiry or one-off item at Committee meetings.

A scrutiny Inquiry is an investigation on a topic that will lead to a report and evidence-based recommendations for change to decision-makers. The key difference between one-off committee items that are not part of an inquiry and scrutiny inquiries is that Select Committees normally only make recommendations to Cabinet as a result of an in-depth Inquiry.

Evidence for scrutiny Inquiries may be gathered in different ways depending on the topic, this includes taking evidence at formal Select Committee meetings and/or informal meetings, visits or external research. Prior to any work commencing the Select Committee will agree an Inquiry scoping document which will outline the terms of reference, the methodology and inquiry timeline.

For more details about Select Committee Inquiries and guidance please see <http://www.buckscc.gov.uk/services/council-and-democracy/scrutiny/>

[Finance, Performance & Resources Select Committee](#)

[Children's Select Committee](#)

[Health & Adult Social Care Select Committee](#)

[Transport, Environment & Communities Select Committee](#)

Date	Topic	Description and purpose	Lead Service Officer	Attendees
Finance, Performance & Resources Select Committee				
26 Mar 2019	Budget Scrutiny 2018 - 12 month progress report	The Committee will examine a progress report on the implementation of the recommendations from Budget Scrutiny 2018 after 12 months. Members will have the opportunity to question the Cabinet Member and the Director of Finance and Procurement, before discussing and allocating a RAG (Red, Amber, Green) status for the progress of each recommendation.	Richard Ambrose, Director of Finance & Procurement	Mr John Chilver, Cabinet Member for Resources, Mr Richard Ambrose, Director of Finance and Procurement
26 Mar 2019	Business Rates Retention - Change Implications	Members will review the changes to business rates retention and how these will impact the Council and small businesses in Buckinghamshire.	Richard Ambrose, Director of Finance & Procurement	John Chilver, Cabinet Member for Resources Richard Ambrose, Director of Finance & Procurement Matthew Strevens, Corporate Finance Business Partner, Resources
26 Mar 2019	Work Programme Update	For Members to discuss the Committee's work programme.	Fazeelat Bashir, Committee & Governance Advisor	Committee Members

Date	Topic	Description and purpose	Lead Service Officer	Attendees
Children's Select Committee				
15 Jan 2019	Buckinghamshire Safeguarding Children's Board update	For the Committee to receive an update about the Board's performance in improving outcomes for Children and Young People and proposed new ways of working.	Joanne Stephenson, Safeguarding Business Manager	Warren Whyte - Cabinet Member for Children's Services Kevin Brown (TVP) Frances Gosling-Thomas - Independent Chair Gillian Attree (CCG)
15 Jan 2019	Ofsted Monitoring visit update	The Committee will receive an update about the last Ofsted monitoring visit.	Tolis Vouyioukas, Executive Director Children's Services	Warren Whyte - Cabinet Member for Children's Services Tolis Vouyioukas - Executive Director for Children's Services
15 Jan 2019	Review of Performance Report - Q2 2018-19	For the Committee to review any areas of underperformance.	Tolis Vouyioukas, Executive Director Children's Services	Warren Whyte - Cabinet Member for Children's Services Mike Appleyard - Cabinet Member for Education & Skills Tolis Vouyioukas - Executive Director for Children's Services Sarah Callaghan - Service Director for Education

Date	Topic	Description and purpose	Lead Service Officer	Attendees
15 Jan 2019	Work Programme Update	For Members to consider the Committee's forward Work Programme.	Katie-Louise Collier, Committee and Governance Adviser	
12 Mar 2019	Working together to reduce the number of Permanent Exclusions from School - 6 month recommendation monitoring	For the Committee to examine progress of the implementation of recommendations from the Permanent Exclusions Inquiry after six months. Members will have the opportunity to question the Cabinet Member and the Service Director, Education before discussing and allocating a RAG (Red, Amber, Green) status for the progress of each recommendation.	Sarah Callaghan, Service Director Education	Mr M Appleyard, Cabinet Member for Education & Skills Miss S Callaghan, Service Director, Education Mrs V Trundell, Education Entitlement Manager

Date	Topic	Description and purpose	Lead Service Officer	Attendees
Health & Adult Social Care Select Committee				
29 Jan 2019	Bucks Healthcare Trust - Quality and Priorities	The Hospital Trust's Quality Account for 2017/18 highlighted a number of areas for improvement. This item will provide Members with an opportunity to challenge the progress being made in these areas and understand, in more detail, the priority areas for the Hospital Trust.	Liz Wheaton, Committee and Governance Adviser	Natalie Fox, Chief Operating Officer, Bucks Healthcare Trust Carolyn Morrice, Chief Nurse Tina Kenny
29 Jan 2019	Health & Care Planning at locality level	Item to be developed	Liz Wheaton, Committee and Governance Adviser	Lou Patten, Chief Officer, Clinical Commissioning Group Neil Macdonald, Chief Executive, Bucks Healthcare Trust
19 Mar 2019	Adult Social Care Transformation - Tier 1	For Members to examine the progress of Tier 1 Adult Social Care Transformation programme.	Jane O'Grady, Director of Public Health	Lin Hazell, Cabinet Member for Health & Wellbeing Gill Quinton, Executive Director, Communities, Health & Adult Social Care Jane O'Grady, Director of Public Health
19 Mar 2019	Mental Health services	Item to be developed	Liz Wheaton, Committee and Governance Adviser	

Date	Topic	Description and purpose	Lead Service Officer	Attendees
25 Jun 2019	Adult Social Care Transformation - Tier 2	For Members to examine the progress of the Tier 2 Adult Social Care Transformation programme.	Karen Jackson, Service Director (ASC Operations)	Lin Hazell, Cabinet Member for Health & Wellbeing Gill Quinton, Executive Director, Communities, Health & Adult Social Care Karen Jackson, Director of Operations
25 Jun 2019	Child Obesity Inquiry - 6 months on	For Members to receive an update on the progress on implementing the recommendations made in the Child Obesity Inquiry report.	Liz Wheaton, Committee and Governance Adviser	Lucie Smith, Public Health Practitioner
24 Sep 2019	Adult Social Care Transformation - Tier 3	For Members to examine the progress on Tier 3 Adult Social Care Transformation programme.	Jane Bowie, Director of Joint Commissioning	Lin Hazell, Cabinet Member for Health & Wellbeing Gill Quinton, Executive Director, Communities, Health & Adult Social Care Jane Bowie, Service Director (Integrated Commissioning)

Date	Topic	Description and purpose	Lead Service Officer	Attendees
Transport. Environment & Communities Select Committee				
22 Jan 2019	Is the Council Ready for Growth Inquiry: 12 Month Recommendation Monitoring	Members will review and assess the progress towards completion and implementation of the inquiry recommendations.	Lisa Michelson, Head of Strategic Planning and Infrastructure	Martin Tett, Leader Bill Chapple, Cabinet Member for Planning and Environment Lisa Michelson, Head of Strategic Infrastructure Planning
22 Jan 2019	Local Enterprise Partnership Review Update and Local Industrial Strategy	Members will review progress towards the Government LEP review recommendations and will receive an update on the Local Industrial Strategy.	Neil Gibson, TEE Executive Director, Richard Harrington, BTVLEP Chief Executive	Martin Tett, Leader Neil Gibson, Executive Director, TEE Richard Harrington, Bucks Thames Valley LEP Chief Executive.
5 Mar 2019	Communities Annual Business Unit Plan	Members will examine the key areas of priority, challenge and opportunities within the business unit and its services for the year ahead. Members will be able to use the discussion to help identify areas of focus for the Committees' annual work programme.		Noel Brown, Cabinet Member for Community Engagement and Public Health Gillian Quinton, Executive Director for Communities and Adult Social Care Jane O' Grady, Community Services Director

Date	Topic	Description and purpose	Lead Service Officer	Attendees
5 Mar 2019	DEFRA: 25 Year Environmental Plan	Members will examine the implications of the DEFRA 25 Year Environmental Plan for the council, its services and the county.	David Sutherland, Head of Planning & Environment	Bill Chapple, Cabinet Member for Planning and Environment David Sutherland, Head of Planning and Environment Nicola Thomas, Natural Environment Partnership Manager
5 Mar 2019	Safer Stronger Bucks Partnership Plan	As the dedicated Crime and Disorder Committee, Members will undertake the annual review of the draft priorities within the partnership community safety plan. Members will identify community safety topics for inclusion within the Committees' annual work programme.	Faye Blunstone, Community Safety Co-Ordinator	Noel Brown, Cabinet Member for Community Engagement and Public Health Nigel Sims, Head of Strategic Commissioning Faye Blunstone, Community Safety Coordinator
5 Mar 2019	Sustainable School Travel Inquiry Recommendation Progress Update	Members will review progress towards implementation of the recommendations that had not been fully implemented at the 12 month review in September 18.	Joan Hancox, Head of Transport Strategy, James Silvester, Lead Growth and Strategy Officer	

Date	Topic	Description and purpose	Lead Service Officer	Attendees
5 Mar 2019	TEE Annual Business Unit Plan	Members will examine the key areas of priority, challenge and opportunities within the business unit and its services for the year ahead. Members will be able to use the discussion to help identify areas of focus for the Committees' annual work programme.	Neil Gibson, TEE Executive Director	Martin Tett, Leader Bill Chapple, Cabinet Member for Planning and Environment Mark Shaw, Cabinet Member for Transportation Neil Gibson, Executive Director Gill Harding, Director Commercial Development Martin Dickman, Director Environment Services Rob Smith, Director Growth and Strategy

SCRUTINY INQUIRY WORK PROGRAMME – OVERVIEW OF SELECT COMMITTEE LIVE INQUIRIES

Inquiry Title	Inquiry Chairman	Lead Officer	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
Budget Scrutiny 2019	David Watson	Kelly Sutherland		Scoping	Evidence gathering	Evidence gathering	Cabinet / NHS
Support for Carers	Brian Roberts	Liz Wheaton	Evidence gathering	Evidence gathering	Evidence gathering	Evidence gathering	



Scoping



Evidence gathering



Committee Approval Report



Cabinet / NHS

For further information on scrutiny work please contact Kelly Sutherland, Committee & Governance Manager on 01296 382343.
www.buckscc.gov.uk/democracy. Last updated on 28 Nov 2018

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Report to Cabinet

Title:	Residential short breaks (respite) for older people and adults with support needs and adults with a learning, mental, sensory or physical disability
Date:	7 January 2019
Date can be implemented:	15 January 2019
Author:	Jane Bowie (Director of Joint Commissioning)
Contact officer:	Adam Willison, Commissioning Manager (01296 387691)
Local members affected:	All
Portfolio areas affected:	Health & Wellbeing

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

Residential short breaks provision in Buckinghamshire is in need of modernisation. This is both in terms of the built environment (the service is currently based at Seeleys House in Beaconsfield) as well as the quality and nature of the service provided.

The Care Quality Commission (CQC) rated Seeleys House Short Breaks as *'Inadequate'* in November 2016; *'Needs Improvement'* in June 2017; and *'Needs Improvement'* in February 2018).

Since the Direct Care and Support Service Cabinet report dated 23rd April, the approved Adult Short Breaks Strategy has been published. Commissioners are currently running a ten-week public consultation on a draft Adult Short Breaks Policy. This is scheduled to end on 14th January 2019.

The next step is for Cabinet to consider the proposal for a new, in county, residential short breaks service. To avoid delays on the new development should it be agreed, we would like to begin talks with people affected by this new development proposal, while the policy is being finalised.

We are proposing a six-week public consultation starting week beginning 14 January 2019.

Proposed integration with health

The Council wants to support people to achieve maximum and meaningful independence and not just be limited to a building based setting.

The preferred approach to commissioning the service is in partnership with health. To enable this, we have reached a joint funding agreement with Buckinghamshire Clinical Commissioning Group.

Integrated provision supports the ambition of the 'Better Lives Strategy for Adult Social Care'.

The plan is to tender for a new care and support provider to work with the Council and NHS. They would support current short breaks service users and carers to transition to the Aylesbury site, and commence running the new service by August 2020.

The new service will provide safe, quality care for those with only the most complex needs

Proposed relocation plans for the service

With the transfer of residential short breaks to Orchard House being halted, the new proposal is to develop the residential short break service on the Aylesbury Opportunities Centre site. Work would begin August 2019.

This will involve temporary closure of Aylesbury Opportunities Centre for approximately 12 months while a partial rebuild is undertaken. We will support current service users to transfer to alternative suitable day opportunities.

People at both Aylesbury and Seeleys Day Opportunity Centres whose needs can only be met through a building based service will be supported to access a similar alternative, either from another provider or from one of the other existing Council opportunity centres e.g. Buckingham, Burnham or Chesham.

Proposed reduction in capacity

In order to accommodate the new residential short break service on the Aylesbury site, there will need to be a reduction in day opportunity capacity. However, this is set against a background of overall under use of Council run day centres in recent years. It is also in line with the 'Better Lives' strategy and ongoing day opportunities strength based work. This seeks to support people, whose needs can be met in the local community, to access alternative services. Looking at what they can do rather than cannot, learning new skills and developing independence.

Draft timeline

Talkback and Carers Bucks briefing	19 December 2018
Seeleys/Aylesbury Opportunities Centre staff briefing	20 December 2018
Seeleys/Aylesbury Opportunities Centre service user and carer pre-consultation briefing	20 December 2018
Cabinet paper published	21 December 2018
Cabinet decision regarding consultation for draft proposals	7 January 2019
Start of consultation	WC 14 January 2019
Further carer/user engagement events	WC 4 February 2019
End of consultation	27 February 2019
Formal Internal Decision	28 February – 14 March 2019
Key member decision required post consultation	15 March 2019

Design and planning of new build	January – August 2019
Ongoing review and transitions plan for Aylesbury Opportunities Centre users and staff (supported by new care and support provider December 2019 – May 2020)	Now – August 2019
Tender for new care and support provider	April 2019 – December 2019
New build at Aylesbury Opportunities Centre takes place	August 2019 – August 2020
Transfer from Seeleys House site to Aylesbury complete	August 2020

Recommendations

- **Cabinet is asked to approve a six-week consultation on:**
 - **The transfer of residential short break services from the Beaconsfield site to a partial new build on the Aylesbury Opportunities Centre site**
 - **An integrated service jointly commissioned with Buckinghamshire CCG to be based at Aylesbury Opportunities Centre.**
 - **The reduction in day service capacity at Aylesbury Opportunities Centre.**
- **Cabinet is asked to delegate approval of ongoing work in relation to the transfer of residential short breaks service to Aylesbury Opportunities Centre to the Lead Member for Health & Wellbeing.**

A. Narrative setting out the reasons for the decision

As detailed in the Direct Care and Support Services Cabinet Report dated 23rd April 2018, residential short breaks provision in Buckinghamshire is in need of modernisation, both from the perspective of the built environment (Seeleys premises) and the quality and nature of the service provided (Seeleys rated Inadequate November 2016; Needs Improvement in June 2017; Needs Improvement February 2018).

There is also lack of appropriate and flexible capacity which is leading to expensive out of area spot placements and a lack of provision for service users with complex health needs; both health and social care funded.

The concept of moving from Seeleys House is not new; extensive consultation, design and planning work having been undertaken on the previous proposed move to Orchard House in High Wycombe which was subsequently halted. We intend to use, where possible, much of the information gathered as part of that process in order to inform the new Aylesbury development.

The proposed move to Aylesbury enables the following:

- More equitable access for people from across the county with greater countywide transport links
- Aylesbury location enables greater recruitment of staff
- Re-purposes day service site space which is currently underutilised

- Ability for people accessing respite to access a day service on the same site. The current design and layout of Seeleys means it is difficult to support people with differing needs such as someone with complex physical needs and limited mobility at the same time as someone with behaviours which may challenge. A partial new build on the Aylesbury site, enables development of a building that can support people more appropriately, and maximises use of the building.
- Although unsuitable for residential short breaks service, the Seeleys House site has intrinsic value, it is estimated that it could raise a capital receipt in the region of £4.5 million. This could be used to support the Council's Capital Programme.

B. Other options available, and their pros and cons

Keeping current arrangements is an option as people are receiving services and Seeleys has been on an improvement journey since its Inadequate CQC rating in 2016. However, this does not meet the current strategy of building on future needs of an aging population and the current build configuration does not enable people with complex physical needs to be supported at the same time as people with behaviours which may challenge. This is not considered to be sustainable for future requirements for residential short breaks.

As part of the recommendation to move to Aylesbury Opportunities Centre, we have considered a number of different locations and sites. No other sites or county locations were deemed to offer the same range of benefits outlined above.

C. Resource implications

There are significant financial pressures on the Council with overall Medium Term Financial Plan (MTFP) savings requirements of £14,083k in 19/20 and on Adult Social Care with savings requirements of £4,167k 19/20.

Plans for all the Direct Care and Support services (including Seeleys) have been designed to achieve the greatest value for money and meet the MTFP savings targets, as well as to achieve the ambitions and principles of the Adult Social Care Transformation (Better Lives) programme.

The MTFP target for Direct Care and Support services for 2018-19 is £400k, but with more work still to do to meet the required savings. The total cumulative savings target for Direct Care and Support services for 2019-20 is £524k.

Seeleys House has an overall budget of c. £1.1m. The other residential short breaks provision we use at Downley Heights has a budget of c. £130k. We spend c. £50k with our main spot placement provider of residential short breaks.

Property Board identified £3.165m capital funding from the Council towards the cost of the new build. There is also an NHS England capital grant bid in to recycle £335k secured for the cancelled Orchard House development which provides the £3.4m capital development for the new service. Release of Seeley's site could realise capital receipts of c. £4.5m which will support the Council capital programme.

D. Value for Money (VfM) Self-Assessment

Buckinghamshire County Council wants to ensure that it delivers services that are sustainable and value for money. It can achieve this by ensuring that available resources for short breaks are targeted at those who most need support, by developing an integrated offer that covers both health and social care need and re-purposes underutilised service provision.

Costings modelled using current cost and activity data from Seeleys demonstrate an estimated avoided cost based on current spot placement spend - £447k (full year effect), subject to the completion of the capital project.

E. Legal implications

Legal advice has been sought at relevant points of the short breaks programme to address issues as identified.

When considering consultation, the Council should be aware of the principles set out in relevant case law:

R v Brent London Borough Council, ex parte Gunning, (1985) 84 LGR 168 identified what are known as the Gunning principles; these are that:

- Consultation must be at a time when proposals are still at a formative stage;
- The proposer must give sufficient reasons for any proposal to permit of intelligent consideration and response;
- Adequate time must be given for consideration and response; and
- The product of consultation must be conscientiously taken into account in finalising any statutory proposals.

These were specifically endorsed by Lord Wilson in R (Moseley) v London Borough of Haringey [2014] UKSC 56 and noted as a 'prescription for fairness'.

In developing proposals for the public consultation, due regard has been paid to these principles. Legal advice will continue to be sought through the lifetime of the programme to address issues as identified.

Provision of community care services for adults are governed by the provisions Care Act 2014 and its associated Guidance, and where eligible needs are identified, the necessary provision to meet those needs must be set out in a care and support plan. Care plans should be kept under review and changes to the plan should follow a review of needs in most cases, and ensure that the care plan meets current need.

Any changes to services currently identified as provision to meet eligible need should be considered in a review of the supported person's needs and be reflected in a revised care plan

Equality Impact

S149 of the Equality Act requires public authorities in the exercise of their functions to have due regard to the need to

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

An Equalities Impact Assessment (EIA) has been undertaken in relation to the proposal.

The outcome of those assessments will be available with the outcome of the consultation.

F. Property implications

Services within the Adult Social Care Transformation Programme currently utilise a number of Council owned properties.

We have been working closely with colleagues in Property Services to work through the detail and implications of the proposed move. A number of different sites were considered for the new service, with Aylesbury Opportunities Centre being the preference for both health and social care lead representatives. Where possible, we are aiming to use the previous Orchard House plans as a starting point for the new build. These plans were prepared using extensive engagement with service users and carers.

G. Other implications/issues

To use buildings-based provision when it is the only suitable option for those with very complex behavioural or physical needs is a significant shift to what many current carers/parents and short breaks service users are used to. Although this approach complements the developments in the Adult Social Care 'Better Lives' Strategy, by adopting a fundamental approach of promoting independence and reducing reliance on long-term services, this will require careful transitional support and planning.

This new strategy is supported by a training programme for operational staff and development of new practice standards, all of which will be fully embedded to ensure that we deliver in line with this new ethos.

The travel implications of the proposed move from Beaconsfield to Aylesbury mean that some people who access residential short breaks and reside in the south of the county will need to commute further north than they currently do. However, people who reside in the north will no longer be required to commute to the south of the county. It will also have implications for a number of people who reside in the north of the county and currently do not access residential short breaks due to the travel distance to Beaconsfield and the fact that it is less accessible by public transport.

H. Feedback from consultation, Local Area Forums and Local Member views

Short breaks engagement activity with multiple stakeholders, including service users, carers and members, has been undertaken over a long period of time, from the Orchard House development discussions, through to the new Short Breaks Strategy and draft Short Breaks Policy consultations. Various information from these engagement activities have been used to inform the development of the new service.

Agreement to consult on the new service will provide local members with an opportunity to give their views. The Consultation and Communications Strategy includes planned

engagement activity with local Members and other key stakeholders, building on conversations already started as part of the recent strategy and policy consultations.

I. Communication issues

Communication will be managed using a robust plan, prepared in partnership with the Council and CCG Communications Team.

A Consultation Plan has been developed as part of the wider short breaks programme of work, which builds on the work of the recent strategy and policy and sets out how stakeholders will continue to be able to give their views during the relevant consultation period. A variety of consultation methods have and will be used to ensure that all stakeholder groups are able to respond, including adult service users.

All communication will be tailored accordingly.

J. Progress Monitoring and Review

The delivery of this programme will be reported and monitored through internal governance routes within both Buckinghamshire County Council and the Buckinghamshire Clinical Commissioning Group, as part of the wider Adult Social Care Transformation Programmes.

Your questions and views

If you have any questions about the matters contained in this paper please get in touch with the Contact Officer(s) whose telephone number is given at the head of the paper.

If you have any views on this paper that you would like the Cabinet Member to consider, or if you wish to object to the proposed decision, please inform the Democratic Services Team by 5.00pm on 4 January 2019. This can be done by telephone (to 01296 382343), or e-mail to democracy@buckscc.gov.uk

Equality Impact Assessment Template

When completing this Equality Impact Assessment, please refer to the accompanying guidance document available on the intranet [here](#).

Part 1: Basic details

Project title	Residential short breaks development on Aylesbury Opportunities Centre site (replacing Seeleys House).
Is this a new or existing document/service?	Review of previous EIA
Responsible officer	Adam Willison
Job title	Commissioning Manager
Contact no.	01296 387691 / 07766 697828
Team	Direct Care
Service	Integrated Commissioning
Business Unit	CHASC
Date started	April 2018, review December 2018
Date completed	18 December 2018 - updates will continue through development of scheme

Part 2: Purpose and Objectives

2.1	What is the purpose of the project or change?	<p>Residential short break re-provision sits in the context of the new Better Lives and Direct Care & Support Transformation Strategies where we aim to support people to achieve the greatest level of independence that they are capable of. Whilst building based services will remain for those with the most complex needs, we wish to provide community based, personalised opportunities, including much greater access to non-building based voluntary, independent and community services.</p> <p>For this particular work stream, we are proposing a change of location for the Council residential short breaks provision from Seeleys House in Beaconsfield – (also combined with Seeleys day centre) for adults with a learning disability funded by adult social care. The proposal is to develop a new build residential short breaks facility jointly with health. This is planned to be located on the Aylesbury Opportunities Centre (AOC) site.</p> <p>As part of the current Day Opportunities review programme, people currently attending Aylesbury Opportunities Centre will be supported to access community alternatives, where this is</p>
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assessed to meet their needs. People who continue to require a building based service, will be supported to temporarily transition to an alternative day opportunity centre site such as Chesham, Burnham, or Buckingham (dependent on where they reside) whilst the development takes place.

Consultation with Seeleys and AOC stakeholders and re-institution of a build programme is required. This is scheduled for 16/1/19 – 27/2/19.

Formal consultation with staff regarding change of work location will be needed.

Seeleys House provides residential short break services to eligible clients with a learning disability and/or autism. Seeleys is currently the main residential short breaks provisions within Buckinghamshire, there are currently 41 service users in receipt of the service at Seeleys House. There are also a number of service users in receipt of residential short breaks under a spot purchase arrangement, or via a direct payment.

We know from the previous proposal to move to Orchard House in High Wycombe (2016) that the building at Seeleys is not fit for the delivery of residential short breaks for service users who require this support. The service is currently rated as Requires Improvement by the regulator, the Care Quality Commission. The location is also not suitable for the operation of a best-practice short breaks service, being inaccessible for some individuals who need support and presenting difficulties for staff recruitment. However there is capacity to develop purpose built accommodation on the Aylesbury Opportunities Centre which would also be in line with the aim to reduce our day centre provision where it is no longer needed or underutilised. The asset would then be released for other purposes (c. £4.5m site value.)

The people who access Seeleys travel from a range of locations across the county, with more coming from the south of the county than the north. We understand that the proposed Aylesbury location may deter some service users and carers from the further south of the county, but enable greater access to those in the north. The Council believe that relocation of the service to Aylesbury Opportunities Centre site should also broaden the appeal of the service; because of the increased quality/breadth and capacity of the service (Seeleys was been limited to 8 beds and unable to support health funded service users since the end of 2016.) The location and service may also encourage more use by other individuals with complex needs. We would work to mitigate

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		<p>as far as possible, any potential negative impact for existing service users and carers by completing individual travel plans for them to access the new Aylesbury site.</p> <p>Whilst the previous Orchard House development did not proceed, much of the consultation and co-production with users and carers is still very relevant. Through the last Orchard House consultation, carers, parents and staff were actively engaged throughout to give their views on the closure of Seeleys House and relocation of the services to High Wycombe, as well as being supported to actively contribute to the design of the new services proposed for the Orchard House site. Those previous design plans will be revisited for Aylesbury Opportunities Centre in order to ensure that we reuse the comments and feedback, coupled with updated consultation feedback, in order to make the best use of resources. All information gathered would be collated and considered by the architect, contractor and project group overseeing the Aylesbury Opportunities Centre project in order to ensure that plans are reflective of the feedback received.</p>
2.2	<p>What are the key objectives of the project or change?</p>	<p>To develop a joint health and social care residential short breaks service which:</p> <ul style="list-style-type: none"> • Enables access for people from across the county. • Is a quality, safe service that utilises best practice • Is sustainable now and for future generations • Is better located to support staff recruitment. • Is designed to support people with differing needs such as someone with complex physical needs and limited mobility at the same time as someone with behaviours which may challenge. • Makes better use of an existing, underutilised adult social care site. • Makes best use of available resource <p>The proposal has significant interdependencies with the Better Lives vision and Direct Care & Support Services Transformation Programme which aims to supports people to access the most appropriate type of support to meet their needs. Community alternatives where less restrictive options can meet someone's needs will be pursued; however, construction of a new residential service at AOC is the Council's acknowledgement of the importance of building based care for people who require it.</p>
2.3	<p>Which other functions, services or policies may be impacted?</p>	<p>Staff and resource required from HR, Finance, Direct Care & Support, Operations, Property and Transport. Forthcoming new Short Breaks Policy.</p>

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2.4	Who are the main stakeholders impacted by this project or change?	Existing clients of Seeleys and AOC, potential service users, including CCG funded users, staff, carers/families, Talkback, Carers Bucks and community alternative providers.
2.5	Which other stakeholders may be affected by this project or change?	Local Members

Part 3: Data and Research

3.1	What data and research has been used to inform this assessment?	<p>This proposal is part of the Direct Care & Support Transformation Programme, which does not have targeted or intentional impact on any single or specific group of service users.</p> <p>However, as the themes of this proposal cover all of our client groups (as reflected in the short breaks policy currently under consultation) we do know that given the age profile of our service users that there will be a wider impact upon people aged 74+ with this being the largest proportion of our clients in the aged 65+ category. This is also the age group where physical support needs are the greatest.</p> <p>Note the greater proportion of support around learning disabilities lies in the 65 and under age group. See profile table below:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #d9ead3;"> <th>Sep 2017</th> <th>Under 65</th> <th>65 - 74</th> <th>74 - 85</th> <th>86 - 90</th> <th>91+</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>Number of ASC Clients</td> <td>2771</td> <td>1183</td> <td>2263</td> <td>1234</td> <td>1091</td> <td>8542</td> </tr> <tr> <td>%</td> <td style="color: red;">33%</td> <td style="color: red;">14%</td> <td style="color: red;">26%</td> <td style="color: red;">14%</td> <td style="color: red;">13%</td> <td></td> </tr> <tr> <td>Learning Disability</td> <td>983</td> <td>78</td> <td>15</td> <td>2</td> <td>0</td> <td>1078</td> </tr> <tr> <td>%</td> <td style="color: red;">35%</td> <td style="color: red;">7%</td> <td style="color: red;">0.6%</td> <td style="color: red;">0.16%</td> <td style="color: red;">0%</td> <td style="color: red;">13%</td> </tr> <tr> <td>Physical Support</td> <td>671</td> <td>508</td> <td>1141</td> <td>700</td> <td>771</td> <td>3791</td> </tr> <tr> <td>%</td> <td style="color: red;">24%</td> <td style="color: red;">43%</td> <td style="color: red;">50%</td> <td style="color: red;">57%</td> <td style="color: red;">71%</td> <td style="color: red;">44%</td> </tr> </tbody> </table> <p>Compared to the rest of the country, Buckinghamshire has an over representation of residents aged 90+ with 9.5% more than across the country.</p> <p>Of the total number of clients in Sep 2017, 40% are male and 60% are female and 75% of our clients are White British with a further 7% from other white ethnic groups. This profile is comparable to the overall profile in Buckinghamshire, which shows 86.4% of the population as</p>	Sep 2017	Under 65	65 - 74	74 - 85	86 - 90	91+	Grand Total	Number of ASC Clients	2771	1183	2263	1234	1091	8542	%	33%	14%	26%	14%	13%		Learning Disability	983	78	15	2	0	1078	%	35%	7%	0.6%	0.16%	0%	13%	Physical Support	671	508	1141	700	771	3791	%	24%	43%	50%	57%	71%	44%
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being from a white ethnic group.

Carers – of the total number of carers (10, 019) known to BCC Adult Social Care, 30% are male and 70% are female.

As can be seen from the table below, in terms of age, Buckinghamshire is comparable with the national carers profile until the age of 85+ at which point a marked increase can be seen.

Buckinghamshire			SACE Survey 2016-17*
Age Band	Numbers	%	%
18-24	80	1%	1%
25-34	339	3%	3%
35-44	613	6%	7%
45-54	1,300	13%	19%
55-64	1,946	19%	24%
65-74	2,163	22%	22%
75-84	1,875	19%	17%
85+	1,703	17%	7%
Total	10,019	100%	100%

* Personal Social Services Survey of Adult Carers in England (SACE) 2016-17

In addition, the results of the 2016-17 SACE survey show that of the 138 carers in Buckinghamshire that responded 138 (37%) were providing care for 100 hours per week or more.

We know from discussion with a number of service users and carers during the short break strategy and policy consultation periods of the last 6 months that people in the north of the county find it difficult to access Seeleys given its location. We also know that some people do not access it for reasons of concern around quality.

There are currently 41 service users attending Seeleys short breaks. Continuing Health Care funded users currently do not access Seeleys

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		<p>residential short breaks and their provision is a mix of out of county placement or none at all, which has created a strain on carers.</p> <p>The proposed location for the new service takes into account not only a more central county position, but also recognises that Aylesbury Vale District over the next 20 years will be subject to a huge growth in housing (c.33,000 new homes) and population.</p> <p>Whilst there are some providers of complex respite care in Buckinghamshire, a new unit of around 12 beds is deemed required in addition to this in order to meet the needs of a growing population. We will be working closely with the market in order to monitor and, if necessary, increase capacity in complex respite care in Buckinghamshire. The Council and health aim to work towards the objectives of the Transforming Care Partnership, one of which is about helping people to move back in county to receive their care where they can be closer to their loved ones.</p> <p>In addition, we have undertaken analysis of (Some of which is available in the accompanying Cabinet Paper dated 7th January 2019):-</p> <ul style="list-style-type: none"> • HR data regarding staff. • Finance data regarding operating costs. • Agreement with CCG regarding joint provision, revenue modelling and capital grant allocation
3.2	Have any complaints on the grounds of discrimination been made in relation to this project?	No
3.3	Please provide evidence of these.	N/A
3.4	What <u>positive</u> impacts have been established through research findings, consultation and data analysis?	<ul style="list-style-type: none"> • A new, fit for purpose residential short breaks building will be developed which can support people with a variety of complex needs. This should enable greater utilisation of the service and help to provide residential short break care and support within the county. • A new model will enable health clients to access fit for purpose residential short breaks. • The new location will enable people in other parts of the county to access the service more easily, particularly those in the north.

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		<ul style="list-style-type: none"> • A joint health and social care resource will enable people to access the same service irrespective of the funding for their care package. This addresses one area of concern raised by family carers in relation to the present provision. • There will be a greater pool of potential staff from which to recruit, which should support more successful appointments. • Some people will be supported into less restrictive community alternatives which promote and increase independence and helps service users and carers reduce their reliance on building based services. We appreciate that existing service users know the local transport links for day to day living and activities for the Aylesbury Day Opportunities Centre site. However, this learning will be continued in any new service or alternative and BCC will proactively support service users and carers with initiatives such as travel training. • Through the short breaks strategy and policy consultations, we have spoken with a number of service users and carers who have indicated their interest in pursuing alternative forms of day time activities and the opportunity to have that discussion to construct innovative packages of care. • Most staff live outside of Beaconsfield and travel in from the north of the county so the new location is considered to not be as much of an impact in this regard.
3.5	<p>What <u>negative</u> impacts have been established through research findings, consultation and data analysis?</p>	<ul style="list-style-type: none"> • This is likely to be an unsettling time for people, many of whom have attended Seeleys and AOC for many years. The transition plans and support we provide will be very important. • The travel implications of the proposed move from Beaconsfield to Aylesbury mean that some people who access residential short breaks and reside in the south of the county will need to commute further north than they currently do and may not be willing to do this. • Some staff may not be willing or able to travel to a newly relocated service. • Some people may have to travel further to access a building based day service (if this is the only appropriate model to meet their assessed needs). • Seeleys House is a service which has been supported by charitable means over the years (Friends of Seeleys House and

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		South Bucks Association for the Disabled). We will need to work with these organisations to support the transition process and their future role in the new service.
3.6	What additional information is needed to fill any gaps in knowledge about the potential impact of the project?	<p>Work is commencing to match home location, needs and likely interests of existing clients; to further work with providers of potential alternative services to look at how needs can be met in a way which supports people to develop their independence.</p> <p>Detailed travel planning will need to take place as part of the transition planning for both services and for individuals.</p>

Part 4: Testing the impact

<p>Within this table, please indicate (✓) whether the project will have a positive, negative or neutral impact across the following nine protected factors and provide relevant comments.</p> <p><i>Note 1: Listing a negative outcome does not mean the project cannot continue.</i></p> <p><i>Note 2: This is an opportunity to identify and address issues for improvement</i></p>						
		Positive Impact	Negative Impact	Neutral Impact	What evidence do you have for this?	Improvement Actions Required
4.1	Age		✓		Potential reduction of day support choices for clients who have a disability and are older and may be more likely to require a building base	Ensure market place is developed to be able to provide suitable alternatives to meet individual needs, including sufficient alternative building base if required
4.2	Disability		✓		Potential reduction of day support and supported employment choices for clients with a learning disability or autism	Ensure market place is developed to be able to provide suitable alternatives to meet individual need. Refer individuals through to supported employment where

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						appropriate
4.3	Gender			✓		
4.4	Marriage / Civil Partnership			✓		
4.5	Pregnancy / Maternity/ Paternity			✓		
4.6	Race			✓		
4.7	Religion/ Belief			✓		
4.8	Sexual Orientation			✓		
4.9	Transgender			✓		
4.10	Carers		✓		Potential reduction in day support and move of residential short breaks could lead to more pressure on carers unable to access the new location	If people attend AOC and Seeleys day as a short break to enable carers to work/have a short break, then there is a potential impact on carers. However, the project will need to ensure people's needs are appropriately met and that carers needs are considered as part of the assessment process.

Part 5: Director / Head of Service Statement

<p>I am fully aware of the duties required of Buckinghamshire County Council (BCC) under the Equality Act 2010 and I have read our Equality Strategy.</p> <p>I am satisfied that this Equality Impact</p>	<p>Name</p> <p>Jane Bowie</p>
	<p>Signature</p>

Equality Impact Assessment Template

	Assessment shows that we have made every possible effort to address any actual or potential unlawful discrimination.	Date 18th December 2018
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Report to Cabinet

Title:	Smarter Buckinghamshire Strategy (2018-2020)
Date:	7 January 2019
Date can be implemented:	15 January 2019
Author:	Cabinet Member for Resources
Contact officer:	Balvinder Heran -01296 674513
Local members affected:	All
Portfolio areas affected:	Resources

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

To present the Smarter Buckinghamshire Strategy (2018–2020) – attached at Appendix A - to the Cabinet for approval.

Recommendation

Cabinet is asked to approve the new Smarter Buckinghamshire Strategy (2018-2020) and nominate the Technology and Digital Board to oversee and monitor the delivery of the Strategy and provide an annual update on progress.

A. Narrative setting out the reasons for the decision

- The Council's previous ICT strategy was last published in 2015. The majority of recommendations and actions have been completed or superseded. The Smarter Buckinghamshire Strategy has been prepared to cover the period to 2020 and is attached at Appendix A.
- The strategy has been in development over several months to provide a five year ambition for the use of technology to improve outcomes for Buckinghamshire residents and communities, in accordance with the Council's Strategic Plan. However, in the context of the recent decision to establish a new unitary Council for Buckinghamshire in

April 2020, the draft strategy has now been revised to focus in on a much shorter time horizon. In particular, it focuses on the key deliverables which are critical to existing county council services over the next 15 months.

- The strategy does not seek to cover the significant technology and digital work associated with the establishment of the new council. This will be the focus of a workstream jointly developed by the five councils as part of the unitary transition programme. Equally, it does not seek to provide a longer term vision for technology across Buckinghamshire as it is envisaged that the new Council will need to take the opportunity to develop this with partners in due course.
- The Smarter Buckinghamshire Strategy builds on the strong work undertaken to date by the Council in the areas of ICT and digital provision. The Council recognises the role that technology plays in improving quality of access to services and has approved significant investment in technology to achieve this.
- These investments range from making sure residents and businesses have access to fast, reliable broadband to enabling 24/7 access to Council services through improved on-line provision and providing our Councillors and workers with the tools to more effectively undertake their work across the county to better support our residents, workers and visitors.
- To support integration with health the Council, along with its partners the Clinical Commissioning Group and Buckinghamshire Healthcare Trust, appointed a Joint Strategic Director for Information Assets and Digital Development to work across the Integrated Care System (ICS). This is to ensure that all technical and digital programmes are shaped around individual need rather than organisational boundaries with the aim of significantly improving the customer experience when accessing public services across Buckinghamshire and using technology to deliver cost and time efficiencies across all the public sector providers within Buckinghamshire.
- The Smarter Buckinghamshire Strategy is made up of five themes:
 - **Smarter County** – using technology to create opportunities and ensure Buckinghamshire thrives;
 - **Smarter Communities** – safeguarding our vulnerable and building self-reliant communities;
 - **Smarter for Customers** – making it easier for people to access our services;
 - **Smarter Council** – creating an efficient organisation, helping staff and Members to do their jobs;
 - **Enablement** – delivering this Strategy and ensuring value for money.
- It will be underpinned by the ICT Improvement Programme to ensure that the target operating model is shaped around business and customer need and that ICT and digital services adapt their staffing, supplier and contractor arrangements, processes and use of technologies to meet the changing organisational landscape.
- The Improvement Plan will be shaped to deliver the following key outcomes:
 - Enabling solutions for the workforce to be able to work flexibly, where and when it best suits them, their customers and service users;

- Working with our partners to shape the joint programme around improving the health and wellbeing of the local population through technology enabled integrated health and social care services;
Robust, timely and accessible information that drives informed decision making, service commissioning and business transformation;
 - A flexible, scalable and secure infrastructure where service cost is tied to applications and usage and user experience is managed.
- The ICT Service will continue to operate a hybrid staffing model of a core baseline in-house team and supplier contracts, supplemented by supplier and flexi-resources. Delivery of this Strategy will require additional resources to ensure that the right capacity and capabilities are available to deliver across the concurrent programmes. Business cases for these resources, together with the proposed Improvement Programme and Strategy Delivery Plan, will be overseen by the internal Technology and Digital Board which has been established, chaired by the Cabinet Member for Resources.
 - The programmes and projects approach will adopt appropriate PRINCE2 and Agile Project methodologies to ensure effective governance and management of plans, milestones, resources, risks and issues. These are currently under development.

B. Other options available and their pros and cons

The alternative option is not to have a Smarter Buckinghamshire Strategy. However this would risk losing the opportunities it provides - particularly its contribution to supporting Buckinghamshire residents to have improved access to services at a time and location of their choosing. It would also mean that we would not have a clear Member direction for the investment programme in technology over the next year.

C. Resource implications

None at this stage. The Council has an approved Capital Programme for ICT projects which is currently being reviewed so that it is shaped around the requirements of the Smarter Buckinghamshire Strategy and key operational upgrades/enhancements required to improve the ICT offering to all users.

D. Value for Money (VfM) Self-Assessment

The Smarter Buckinghamshire Strategy is underpinned by the ICT Improvement Programme which sets out the ICT changes required to ensure that all services deliver high quality, value for money services. In addition, the ICT Capital programme is being reviewed and monitored by the Technology and Digital Board to ensure only those projects that will improve services for residents and can demonstrate a good return on investment are delivered.

E. Legal implications

Any procurements undertaken and/or contracts entered into in order to deliver the Smarter Buckinghamshire Strategy must be in accordance with Council's Standing Orders and The Public Contracts Regulations 2015 as applicable.

F. Property implications

There are no property implications

G. Other implications/issues

None

H. Feedback from consultation, Local Area Forums and Local Member views

The Smarter Buckinghamshire Strategy was considered by the Finance Select Committee on 13th November 2018 and the Technology and Digital Board.

I. Communication issues

The Strategy is owned by the Technology and Digital Board.

J. Progress Monitoring

Delivery of the Strategy will be monitored by the Technology and Digital Board chaired by the Cabinet Member for Resources.

K. Review

None

Background Papers

None

Your questions and views

If you have any questions about the matters contained in this paper please get in touch with the Contact Officer whose telephone number is given at the head of the paper.

If you have any views on this paper that you would like the Cabinet Member to consider, or if you wish to object to the proposed decision, please inform the Democratic Services Team by 5.00pm on 4 January 2019. This can be done by telephone (to 01296 382343), or e-mail to democracy@buckscc.gov.uk

SMARTER

BUCKINGHAMSHIRE

2018-2020

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CONCLUSION



I am proud to present, on behalf of Cabinet and the County Council, our Smarter Buckinghamshire strategy, which sets out how technology will support our ambitions for the council and county.

The council has often been modest in its achievements but there is much to celebrate. With our partners in the local NHS organisations, we are leading the way on health and social care integration. We are already taking forward some innovative partnership projects, including a digital process for discharging patients from hospital to social care, and we have appointed the newly created shared post of Joint Strategic Director of Information Assets and Digital Developments. This post will work across the County Council, the Clinical Commissioning Group and Healthcare Trust, and support the acceleration of our plans to form one of the country's first integrated care systems.

Our website attracts more than 2.4 million visits each year and we have made savings of £1m through channel shift, digital process redesign and reducing paper. We have embraced social media, with an average 42,000 Twitter impressions per week and reaching 30,000 people through this channel alone during last year's Annual Council Debate.

We continue to engage with residents in shaping the most appropriate solutions for our customers and have commissioned a Digital Programme to take us forward.

We cannot rest on our laurels - the pace at which technology advances continues to increase at the same rate as our residents' expectations for how we are embracing it. That is why I am pleased that Members have agreed to invest almost £15m in technology over 4 years (2018-2022). This investment is vital to delivering our strategic priorities – from ensuring the council has secure and flexible ICT systems, to helping people to get online to ensuring our online services are easy to use; and forming partnerships for innovation that will stimulate economic growth; to making sure our young people have the right skills for a digital economy. We will use the information received from our customers to continually improve and enhance our digital offering to ensure that our services are shaped around individual needs providing confidence to our customers that their data is in safe hands. .

It is our duty to ensure that every penny of this investment is spent wisely and in support of the council's priorities. This strategy sets out how we will do this and the difference it will make to our county. I would like to thank the many staff, Members and other organisations that have contributed to its development, and I look forward to its successful implementation delivering a 'Smarter Buckinghamshire'. The lifespan of this Strategy has been kept deliberately short as I anticipate that the unitary Council will want the opportunity to work with partners to develop a new single Digital Strategy for Buckinghamshire in due course. This Strategy will therefore focus on ensuring that key foundations including the wider rollout of superfast broadband, increasing access to services more locally, the technical developments across health and social care integration and specifically the focus to improve the systems used by Children's and Adult Services are in place in order to underpin the successful transition to the new single authority in Buckinghamshire.

John Chilver, Cabinet Member for Resources



Summary of deliverables from the ICT Strategy 2015 -2018

- Improved public access to services over the web, revamped website and platform to enable access via any device types, enhanced web journeys, increased self-serve activity, and increased process automation requiring less manual input;
- A more mobile workforce taking advantage of new technologies to work flexibly across sites and away from the office;
- Commenced development of technologies to sit between core ICT back-end systems and user devices to support mobile working, workflow automation and secure systems integration;
- Commenced the work to build an ICT delivery model which makes best use of in-house, supplier and contractor resources and skills;
- Supported the corporate cost reduction programme through the effective provision of technology shaped by the needs of the business;

The council's Strategic Plan sets out our vision for ensuring that, in the next ten years, Buckinghamshire will still be a great place to live and work, with our economy one of the strongest in the country.

Our strategic priorities are:



This strategy has been developed in the context of the key business drivers which will support the County Council in delivering these strategic priorities. It is a strategy first and foremost to improve the lives of the people who live in, work in and visit Buckinghamshire through the use of technology and each chapter has been linked to one or more of the strategic priorities.

In the context of the recent decision to establish a brand new single unitary council for Buckinghamshire in April 2020, it has been focused on a core set of deliverables which are critical to the delivery of county council services over the next year and which will help underpin the transition of services to the new council.

Delivering our Strategy

The council recognises technology underpins the changes we need to make Buckinghamshire 'better every day'. Members have approved significant investment in technology over the next few years to achieve this; from ensuring we have secure and flexible ICT infrastructure; to making sure residents and businesses have access to fast, reliable broadband; to making more of our services digital by design; to utilising smart technology that will help people live independently for longer; to ensuring that staff and Members have the tools do their jobs efficiently from wherever they are.

This strategy outlines how we intend to spend that investment. It comprises five themes:

- **Smarter County** – using technology to create opportunities and ensure Buckinghamshire thrives
- **Smarter Communities** – safeguarding our vulnerable and building self-reliant communities
- **Smarter for Customers** – making it easier for people to access our services
- **Smarter Council** – creating an efficient organisation, helping staff and Members to do their jobs
- **Enablement** – delivering this strategy and ensuring value for money.



Using technology to create opportunities and ensure Buckinghamshire thrives

Access to the public services of the future will rely on fast, reliable internet connections. But more than this, access to high speed broadband and mobile connections is directly linked to higher household incomes, more businesses, and lower levels of unemployment, especially in rural areas. That's why new residential and business developments are being designed with connectivity in mind, which has already become a vital utility for most people.



74% of people say that fast broadband is critically important to their home lives. *ISPReview*

Connecting the County

Place-based technology projects globally have tended to focus on densely populated or urban areas. There is an opportunity for the county council, working with our partners, to adapt some of the innovations seen in these Smart City projects and apply them to the rural geography of Buckinghamshire.

Opportunities to better connect the county, its communities and data include:

- We continue to rollout **broadband to rural communities** through the Connected Counties programme, in partnership with Hertfordshire County Council and the Buckinghamshire and Thames Valley Local Enterprise Partnership (BTVLEP). The programme originally had a target of delivering superfast connectivity (greater than 24Mb/sec) to 95% of Buckinghamshire premises. This target has now been met, approximately 16 months early, and we hope to deliver to approximately 96.3% of premises by December 2019 when the contract finishes;
- We are adopting the European Commission's **action plan for smart villages**, which seeks to introduce digital thinking into all aspects of rural life – from agriculture and rural economics to transport and digital literacy - and ensuring that new built environments where we play a role as a developer, such as Aylesbury Woodlands, are built with good connectivity in mind and are designed to be ready for digital and smart technologies;
- We are launching a series of small **smart technology pilots** - making use of easily available, low cost sensor and wireless technologies to create 'smart streetlights' and 'smart street furniture'. We are also looking to partner with businesses on transport innovation, including autonomous cars, next generation vehicles and vehicle to infrastructure connectivity.



Getting Businesses Online

We recognise the importance of access to high speed, reliable broadband as a critical building block in supporting the local economy.

We will help to ensure that Buckinghamshire's businesses are poised to compete by:

- Submitting a bid for **additional funding for broadband to rural businesses** from the Rural Payments Agency and DEFRA. In partnership with Buckinghamshire Business First (BBF), the council has submitted a bid for £1.8m funding to improve connectivity across the county.
- Championing the use of the Department for Culture, Media and Sport's Gigabit Broadband Voucher Scheme, helping SMEs and those living in rural areas to subsidise the cost to upgrade to superfast broadband.





Connecting County Resources

Place shaping requires a strategic and collaborative approach. The council has taken a bold and exciting move towards this by recruiting the new joint Strategic Director of Information Assets and Digital Developments jointly with our partners at the Buckinghamshire Clinical Commissioning Group and Buckinghamshire NHS Healthcare Trust. This role will not only be instrumental in enabling integration of health and social care through technology, but will also drive closer working across the public sector estate more broadly. The move to a single local authority within Buckinghamshire will provide further opportunities to progress the wider integration of services. The Vision to build a single digital front door with a single customer account for all public services will significantly reduce the need for our customers to access multiple websites to get access to public services and reduce the confusion around which organisation delivers which service.

Other emerging areas include supporting the development of the new Buckinghamshire Industrial Strategy, and working closely on key initiatives which seek to improve the quality of life of our residents, workers and those who visit our county. Key local partners include but not limited to:

- District Councils
- Clinical Commissioning Group
- Healthcare Trust
- Local Enterprise Partnership
- Business community, through Buckinghamshire Business First and locally based big businesses
- Education sector, including schools, academies, further and higher education



Key to effective partnership working is the ability to share information between organisations in a way that protects the interests of vulnerable individuals. Open systems standards will be adopted that are both secure and supportive in the movement of information between organisations.



Using technology to help safeguard our vulnerable and build self-reliant communities

Having the technical infrastructure in place to deliver the services of the future is only part of the challenge. We need individuals and communities to have the means, skills and confidence to access services online – whether those are public services or completing everyday tasks like booking appointments or paying household bills. According to national statistics, ‘offline’ households are missing out on average savings of £560 per year by not taking advantage of the online marketplace.

Being online gives people more opportunities to search and apply for jobs, and studies have shown a clear link between regular access to the internet and educational attainment at both Key Stages 3 and 4. Technology also has a key role to play in helping people to live independent lives for longer. It can be used to monitor health, help people to stay in their own homes for longer, and help to tackle isolation and loneliness.

It is equally important to ensure that the move to more online services does not exclude our vulnerable communities. Therefore, all our projects will take into account the need for a multi-channel approach to ensure that our most vulnerable customers are able to access the services they are entitled to, easily and effectively.

“ 90% of jobs require at least some computer skills.
NHS Good Things Foundation”





Getting Communities Online

We will ensure all residents can access information and services online through:

- Free Wi-Fi and access to devices to get online at locations across the county. This will include the existing service in our libraries, as well as implementing the technology to enable the development of a network of 'community-based hubs' where residents can access public services;
- Staff and volunteers at these locations will be trained to help customers to get online – whether to access council services or other online resources. Council library staff and volunteers already offer sessions covering IT skills at 12 locations.



Getting Communities Involved

We will make it easier for residents to participate in local democracy by:

- Delivering on line public consultations to enable customers participate from their own homes, on a mobile device, or in one of our digitally-enabled community hubs.
- Enable Members to set up online surgeries using applications such as Facebook and Live Chat.
- Reach our customers through the channels they are already using, for example streaming public meetings on popular online channels such as Facebook, so as to reach more people than using the council's website alone.

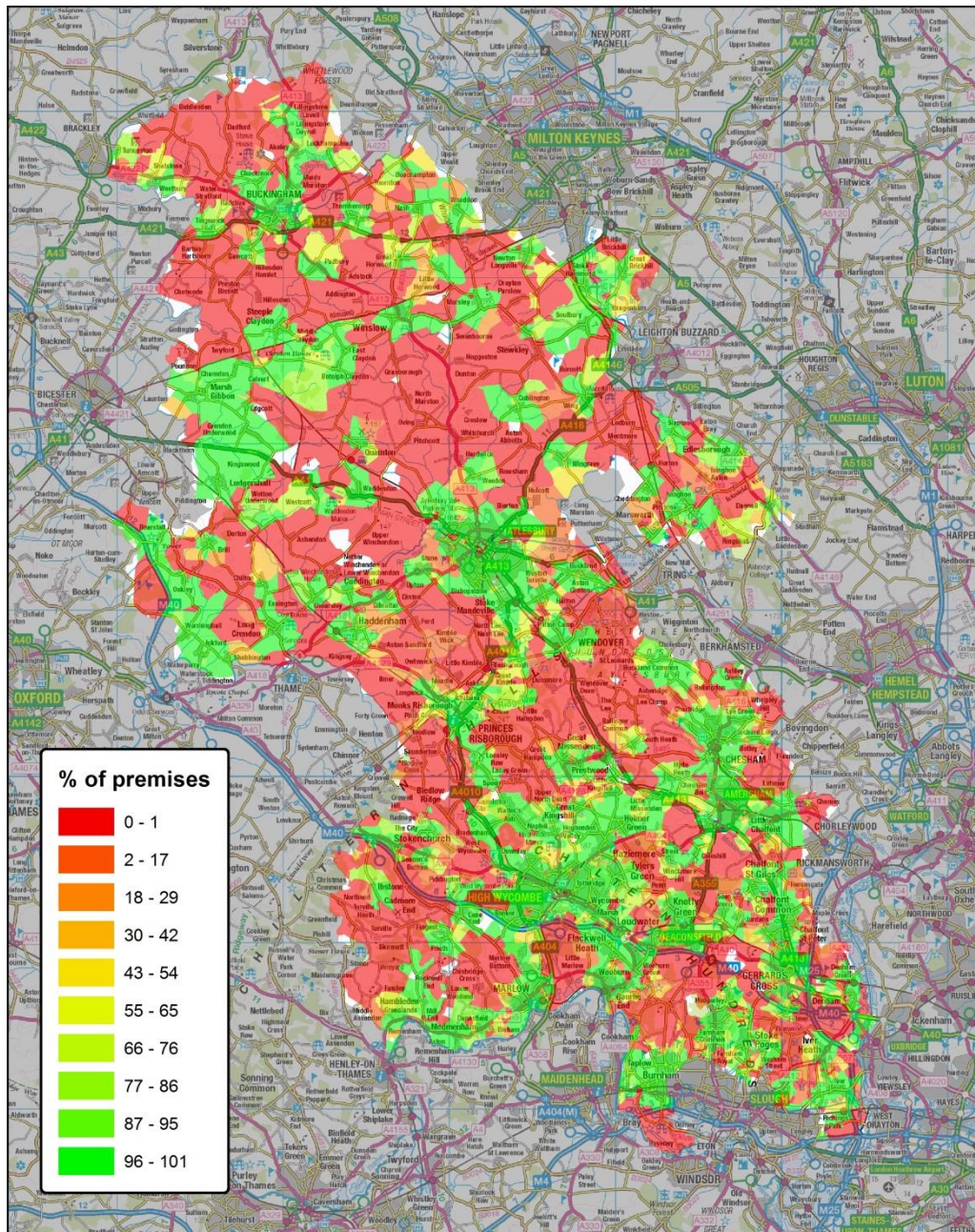
Keeping People Independent for Longer

We will help people to live independent lives by:

- Implementing a 'smart technology for social care' pilot, using physical and environmental condition monitoring to enable early interventions that will help keep people living in their own homes for longer. This will be based on national exemplars such as the Health and Social care theme of Manchester's CityVerve programme.

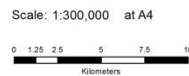
Social exclusion and digital exclusion in Buckinghamshire

OFCOM 2017 - premises which can/cannot get superfast broadband speeds across our County.



% of premises able to receive superfast broadband by postcode
OFCOM, 2017

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Solutions shaped around individual needs

We continue to work with our partners and other services to design solutions around individual needs. We undertake regular customer consultation to gain a better understanding of who the users of our services are, and how they wish to receive council services. Our priorities are to:

- deliver better value for money;
- ensure online services are safe and secure;
- get it right, first time.

We will continue work to consolidate our websites into a single buckscc.gov.uk ensuring the content is written with the customer in mind.

The digital and web teams design end-to-end services across all our channels (face to face, phone and on line) so that no matter how a customer contacts us, they receive the same excellent customer experience.

Alongside this, we continue to look at emerging technologies which can further improve our customer experience and enable them to access our services when and how it suits them.

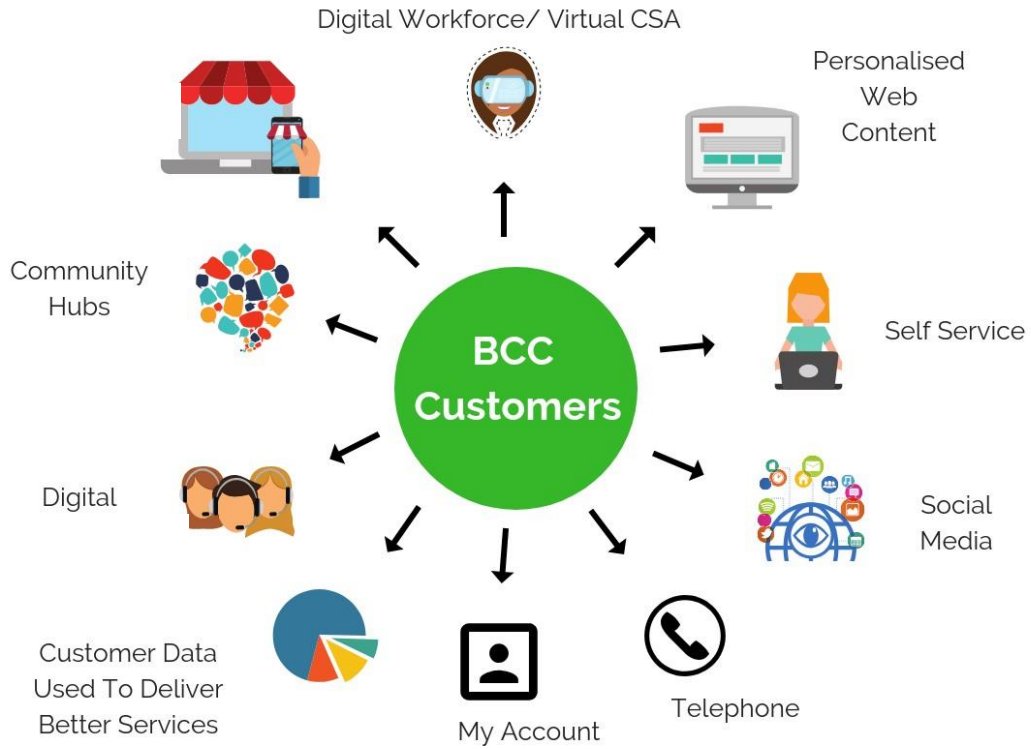
Digital by Design

With the drive to bring services online, we will ensure that services are designed with digital in mind, by:

- Promoting buckscc.gov.uk as the frontline route to access our services;
- Developing our capacity and skills to write content that is accessible and relatable to our customers, and structure our website with customer needs in mind.



Buckinghamshire Vision for Customer Experience:





Excellent Customer Insight

We will leverage the power of our data to design and deliver better services, by:

- Working towards the creation of a **single customer record** by drawing our customer data into a new integrated data platform, ensuring staff across the council are using the same information – a single view of the truth and to support the move to a single council in Buckinghamshire.
- **Bringing our various sources of data together to create a richer picture** to identify patterns of behaviour that may indicate a future need for intervention, before it arises. We will use this insight to deliver a more preventative approach, making small, targeted interventions that will delay or avert the need for high cost, high dependency services, especially in social care and education. We will follow a privacy and security by design approach, carrying out privacy impact and data ethics assessments of all projects that use people's data.



Our new customer model will push more demand to lower-cost, digital channels while enriching our insight into our customers and services



Supporting our Members and Workers

The nature of public services has changed. While budgets have dramatically reduced, customer expectations haven't, meaning that local authorities will need to become more efficient to keep up with demand. Technology plays a key role in helping staff and Members to do their jobs more effectively, while allowing the organisation to reduce its costs.

There are a number of projects that will help to meet this challenge under the following workstreams:

- Improving our ICT Operations;
- Making work easier;
- Making better use of data;



For the vast majority of work that the public sector does, the internet is ok
Government Technology Blog





Improving our ICT Operations

We will continue to procure/develop high quality, value for money ICT platforms and applications through the delivery of the ICT Improvement Programme. This will:

- Ensure we have a clearly defined and governed IT Work Programme that delivers key priorities including superfast broadband, improved access to services, health and social care transformation and supports the move to a new single council in Buckinghamshire;
- Review our cyber security requirements and ensure we remain compliant with all National Cyber Security Centre and other accredited bodies. In addition, our infrastructure design thinking will adopt security by design principles;
- Review our Public Services Network (PSN) offer to our customers taking into account the requirement for the new single council in Buckinghamshire;
- Build stronger partnerships with local SMEs and UK technology partners to ensure we have access to the latest and most relevant technical capabilities;
- We will use the Government Digital Service Technology Code of Practice as a model for the assurance of technology spending. This will help us introduce technology that:
 - Meets user needs, based on research with users;
 - Is easily maintained;
 - Scales for future use;
 - Delivers better value for money.



Making Work Easier

We will make it easier for staff and Members to do their jobs more effectively by:

- Providing the appropriate ICT tools and applications based on job roles – by segmenting our workforce by the type of job they do (e.g. Member, senior manager, social worker), we will make sure they have the most appropriate devices and software for their roles, providing technology that meets customer needs, not ‘one size fits all’;
- Making it as easy as possible for staff and Members to use their own devices (BYOD), offering more flexibility and choice for individuals while reducing costs for the council;
- Moving all users to upgraded Microsoft applications, starting with Windows 10;
- Ensuring all staff and Members have access to Skype for Business voice and video calling;
- Ensuring the ICT services have efficient, effective processes in place to meet the needs of all their customers, including the move to a single council in Buckinghamshire.

Making better use of Data

We will maximise the value of the data we hold by:-

- Unlocking the power and potential of the data we hold on our systems;
- Providing an enhanced information governance capability which supports the aims and objectives of the Information Governance Board.
- Improving the quality of the data we hold and adherence to national data standards;
- Developing a strategy for connecting our systems;
- Implementing appropriate information governance tools that enable us to index and search all the structured and unstructured data held on our network;
- Developing an Information Governance Strategy designed to ensure that all our data is held securely and only viewed/shared by authorised users;
- Maximising the value of predictive analytical models so that our business services can accurately identify key clients, i.e. vulnerable children and adults and build predictive models for future service demand;
- Ensuring our corporate business intelligence resources have access to the corporate data and the latest most appropriate technical solutions.



Improved self-service and automation can increase employee productivity by up to 200%. *Forrester Research*



Effective Governance and Value for Money

Delivering this strategy and making the most efficient use of our resources will require a whole organisation approach to ICT and digital, with clear governance and decision making, agreed principles and priorities, and effective procurement based on a category management approach.

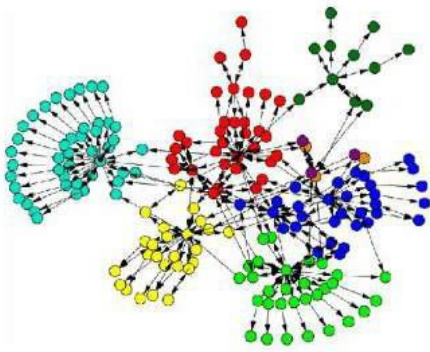
We will need to strike a new balance between flexibility and responsiveness to service-specific needs and a corporate approach to managing our technology estate and spend that focuses on simplification and managing down costs. This strategy proposes the introduction of a new governance framework for the council's technology that moves from a project-driven, or 'bottom up' approach, to a more strategic one, with greater emphasis on whole-system design, effective forward planning, and delivering against agreed priorities.

“ IT governance is essential for any well-functioning transformation in the public sector. *McKinsey & Co.* ”

Smarter Governance

We will achieve better forward planning, use of resources, and value from technology spend, by:

- Embedding a **new governance framework** which clearly sets out the processes for ICT projects and procurement, working on a principle of first seeking to reuse technology that we already have before buying new applications. This will manage down our costs while making it easier to share data between a smaller number of systems for a single view of the truth. This will mark a big change for the council, moving from a model where service areas often choose and procure their own technology solutions, to one where service areas work with ICT Services to turn their business plans into projects that will form a prioritised pipeline of technology work, against agreed corporate criteria. There will always be unexpected requirements, and our governance model has to be agile enough to respond to these by asking business unit boards to review their programmes of work and agree which projects should be paused or postponed to free up the resources to deliver the new requirement.
- Introducing **more rigour to the ICT procurement process** to ensure early engagement with ICT Services and Procurement. The corporate teams will help service areas turn their business objectives into technical solutions and procure these through the most appropriate route. All proposals will be closely scrutinised to ensure they will be fit for purpose for the new council.



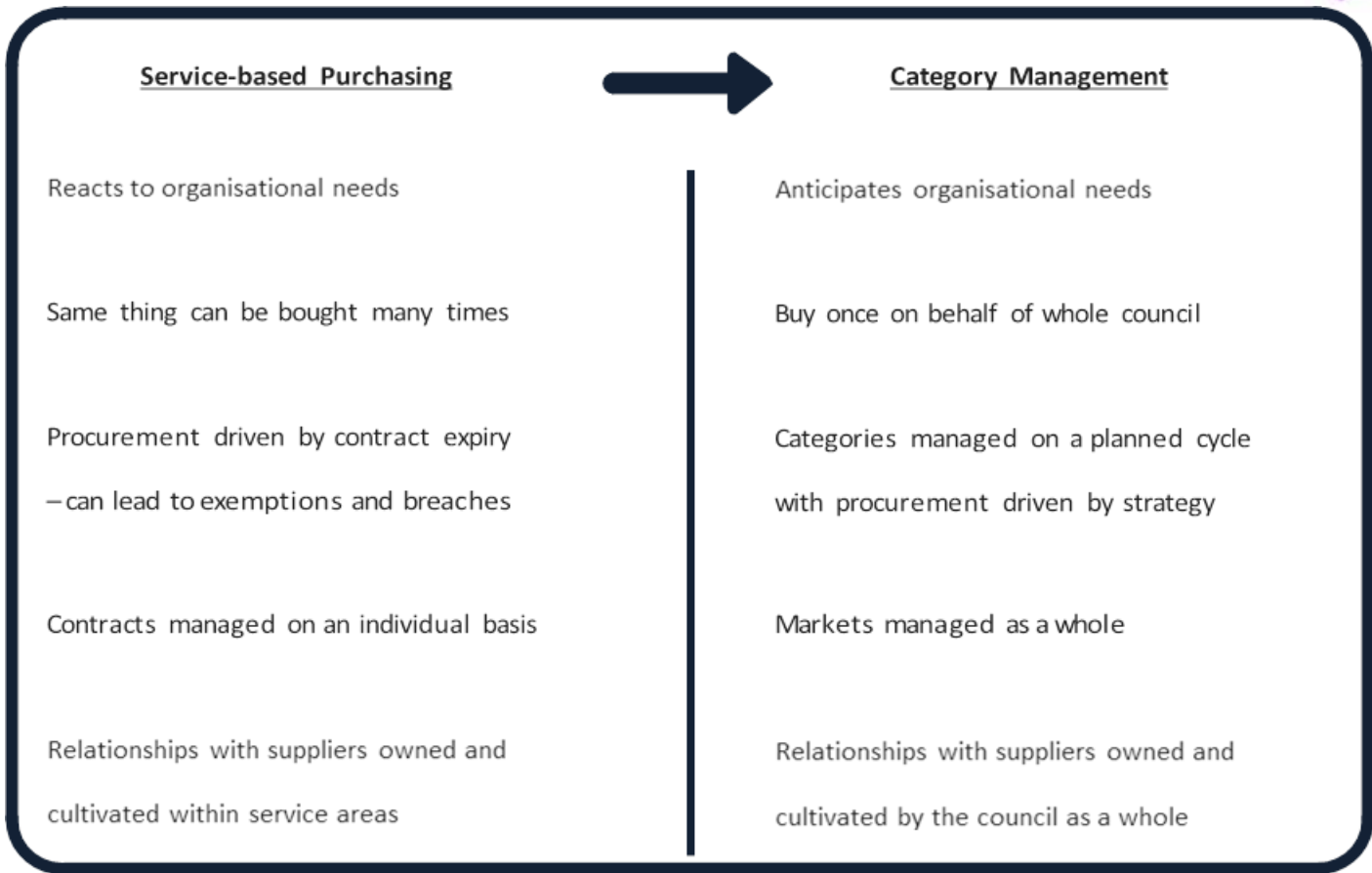
“I need a specialist solution”

“We can’t afford to be so special”

Smarter Sourcing

We will achieve better value for money and quicker access to market by:

- Developing a **category management approach to ICT**, taking a whole-organisation view of the procurement of goods and services, organising purchasing activity by ‘category’ (e.g. hardware, applications) rather than by service area. Category management still delivers specific business needs but it sets out clearly what we should buy corporately to achieve value for money for the whole organisation and where there is room for service-specific variation. By organising spend by category, it allows us to secure value for money through economies of scale and base our purchasing decisions on a detailed understanding of key markets.
- Establishing an **ecosystem of digital suppliers** who can be called on to accelerate the pace of our digital programme – from building small scale applications to larger transformation programmes. The ecosystem will be made up of suppliers listed on the Government Digital Marketplace, specialist interims via our agency providers, local SMEs and education providers, including work experience opportunities for students. We’ll work with our local partners to stimulate the market for local digital agencies and skills.



Smarter Skills

Finding different ways of doing things will require new skills – not just for staff who are directly involved in technology projects, but for commissioners of services, leaders and Members across the council. Digital awareness is a core competency for the modern manager, every bit as crucial to success as good financial and people management. For commissioners, understanding the potential of technology to transform services is key.

We will enhance our capabilities in this area by:

- Developing a **new commissioning framework**, led by the internal Commissioning and Supplier Management Group, which includes the tools, training and resources commissioners need to embed digital by design in the commissioning cycle. This will ensure that technology is considered up front, at the very start of the service design process.
- Developing **digital skills training** for non-commissioners, including senior officers and Members that will arm them with the awareness they need to think about digital in the context of their teams and services, providing opportunities for process redesign and better customer access.

We will model this curriculum on the Government Digital Service Academy, which provides content tailored to staff in different roles – from digital awareness for leaders and policy makers, to more hands-on content for business analysts and service managers. We will also develop some lighter content to raise awareness among Members.

Funding a Smarter Buckinghamshire

Capital investment has been made available in the medium term financial plan to deliver the key priorities and essential upgrades required to the existing technology infrastructure. These are essential to maintain during the transition to the new council to ensure that the data we hold remains secure and that we continue to provide high availability of services during the transition. All proposed investments will be closely scrutinised to confirm they are essential. This funding will deliver a number of the projects in this strategy as well making vital upgrades and maintenance to our existing technology infrastructure and architecture.

All projects will be assessed and measured using the following criteria:

- **Economic** – the project will support the county’s economy and make it a great place to live, work and visit;
- **Customer** – the project will improve the quality of services to our customers;
- **Productivity** – the project will make the council and its partners more efficient;
- **Value for Money** – the project will demonstrate best use of the resources invested by the council and ensure sustainability.



The delivery of this strategy will be themed under the following key investment strands:

1. **Smarter County** – using technology to create opportunities and ensure Buckinghamshire thrives;
2. **Smarter Communities** – safeguarding our vulnerable and building self-reliant communities;
3. **Smarter for Customers** – making it easier for people to access our services;
4. **Smarter Council** – creating an efficient organisation, helping staff and Members to do their jobs;
5. **Enablement** – delivering this strategy and ensuring value for money.

In delivering our ICT solutions we will continue to operate a hybrid staffing model of a core baseline in-house team and supplier contracts, supplemented by supplier and flexi-resources. Delivery of this strategy will require additional resources to ensure that the right capacity and capabilities are available to deliver across the concurrent programmes and digital operating model is shaped around business and customer needs and that ICT and digital services adapt their staffing, supplier and contractor arrangements, processes and use of technologies to meet the changing organisational landscape. This includes, but is not limited to the greater integration with health and social care and the transition to the new single council in Buckinghamshire. The ICT improvement plan will be focussed on delivering the following key outcomes:

- Enabling solutions for the workforce to be able to work flexibly, where and when it best suits them, their customers and service users;
- Working with our partners to shape joint programmes around Improving the health and wellbeing of the local population through technology enabled integrated health and social care services;
- Robust, timely and accessible information that drives informed decision making, service commissioning, and business transformation;
- A flexible, scalable and secure infrastructure where service cost is tied to applications and usage, and user experience is managed;

The programmes and projects approach will adopt appropriate PRINCE2 and Agile Project methodologies to ensure effective governance and management of plans, milestones, resources, risks and issues.

Report to Cabinet

Title:	Proposed Household Recycling Centres (HRCs) service changes
Date:	7 January 2019
Date can be implemented:	15 January 2019
Author:	Cabinet Member for Planning and Environment
Contact officer:	Neil Gibson
Local members affected:	All
Portfolio areas affected:	All

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

The purpose of this report is to seek approval for the updated Waste Access and Acceptance Policy (WAAP) and specific changes to the Household Recycling Centre (HRC) service. The proposed changes are designed to meet budgetary demands in the short to medium term (from financial year 2019/20 a £1.25m savings target is needed). This will help provide a more acceptable balance between Value for Money (VfM), service provision levels for an existing service contract and a new proposed service model. The new service model will be used to plan a new service contract from late 2019. Due to the completion of all the necessary legal compliances during the procurement stages, the lead in time needed to plan for a service contract change is considerable.

Buckinghamshire currently has ten HRCs, which are operated by FCC Environment through a contract¹. Benchmarking exercises undertaken by both Resource Futures (the Council's appointed technical advisors), Association for Public Service Excellence (APSE) and cost modelling (undertaken by the Council's appointed financial advisors New Networks) have all assisted in the modelling of service options.

A formal public consultation was undertaken from 28th August to 22nd October 2018. During the consultation, the Council received 6,041 responses. A summary of the analysis is covered in Section H of this report and the formal Consultation Report (CR) can be found in Appendix 1.

¹ FCC Environment contract started on 1st April 2012. Initial term expires 31st March 2019; the contract has provisions to be extended until 31st March 2022.

This report seeks to:

- set out the context of the HRC service review;
- analyse the findings of the HRC public consultation undertaken in 2018;
- identify key issues and outline the proposed solutions to these; and
- ensure the HRC service will provide a more acceptable balance between VfM, service provision in order to achieve a balanced budget position within the Council's 2019/2020 Medium Term Financial Plan (MTFP).

Recommendations

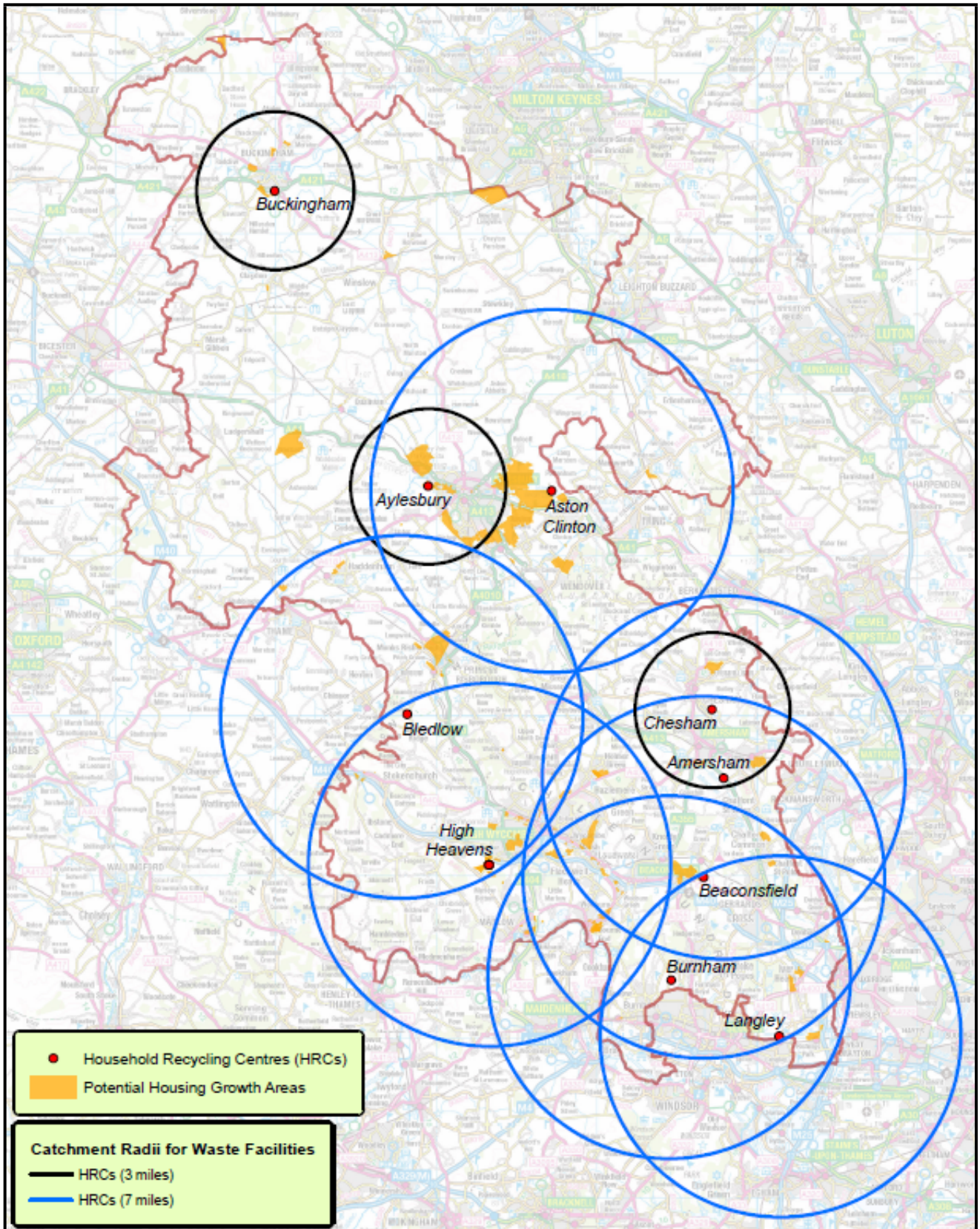
It is recommended that Cabinet approves the following recommendations to take effect from the 1st April 2019, unless otherwise stated:

- 1) Agree the revised Waste Access and Acceptance Policy (WAAP) (Appendix 2);**
- 2) Introduce charging for construction and demolition waste (also known as non-household waste) for Buckinghamshire residents and non-Buckinghamshire residents;**
- 3) Close the Rabans Lane (Aylesbury), Chesham and Burnham (during closure review period) HRCs on Wednesdays and Thursdays, reducing the opening days from 7 to 5 days a week;**
- 4) Close the Bledlow HRC and delegate authority to the Environment Services Director, following consultation with the Cabinet Member for Planning and Environment, to determine future arrangements for the site;**
- 5) Agree that based on the current financial analysis, it will be necessary to close Burnham HRC on a permanent basis on 30th September 2019, but agree that a final decision to continue with closure, or rescinding the closure, should be made in the 9th September 2019 Cabinet meeting, following a detailed financial appraisal of the other savings implemented from 1st April 2019;**
- 6) Delegate authority to the Environment Services Director, following consultation with the Cabinet Member for Planning and Environment, to maintain a service level agreement with Slough Borough Council, and enter agreement(s) with any other neighbouring authority, to share costs of operation of the HRCs on a fair basis to reflect usage;**
- 7) Agree that incidents of fly tipping should be monitored to identify whether there is an increase in activity and delegate authority to the Environment Services Director, following consultation with the Cabinet Member for Planning and Environment, to identify appropriate mitigating measures should fly tipping activity increase; and**
- 8) Delegate authority to the Environment Services Director, following consultation with the Cabinet Member for Planning and Environment, to extend the current HRC contract with FCC up to 31st March 2022 as appropriate to align with future procurement strategies and timelines.**

A. Narrative setting out the reasons for the decision

1. The HRC service supports one aim in the Council's Strategic Plan to 'Ensure Buckinghamshire is Thriving and Attractive'.
2. The Council currently has ten HRCs (Figure 1). The majority of these sites are concentrated in the south of the county, where currently there is a corresponding higher population density.
3. The Council's HRC service is provided under s.51 of the Environmental Protection Act 1990 (EPA 1990).
4. The Council is facing a challenging financial position. In order to deliver a sustainable budget for the future a HRC service review has been undertaken aiming to achieve £1.25m of savings from services that are currently provided over and above the statutory minimum requirements. The Council also wishes to continue to deliver a sustainable and customer focused waste management solution.
5. The recommendations in this report address short to medium term financial pressures. Future growth demands and the need for HRC site betterment in the medium to long term will need to be considered by the future Unitary Council.
6. The Association for Public Service Excellence (APSE) was appointed by the Council to undertake household recycling centre research and benchmarking data across local authorities during late 2017. The methodologies used were a survey and telephone interviews. A survey was issued to 175 contacts across County, Metropolitan and Unitary Authorities across England, Wales and Scotland, resulting in a response rate of 19%.
7. From the research and benchmarking exercise APSE found:
 - most local authority HRC locations are due to historical reasons;
 - some local authorities plan new facilities due to drive time and changing local needs;
 - many authorities have different winter and summer opening hours;
 - many authorities have waste restriction and vehicle controls for their HRC sites;
 - few authorities have proof of residency controls;
 - comparing the available cost information demonstrated the Council provides a low cost HRC service, that deals with higher than average waste amounts; and
 - compared to others Buckinghamshire has a high number of HRCs with extensive opening hours.
8. In conjunction with Council officers, external technical and financial advisors modelled a variety of options. To assist in the modelling of options relevant data was analysed including: drive times for residents to their nearest sites and alternatives (county-wide); haulage and waste transfer logistics; cost per tonne of running each site; possible **fly tipping** impacts; estimated savings compared to other options; number of visits; future housing growth (and ability for each site to handle this growth); legislative compliances; deliverability; traffic counters; waste tonnages and trends; service costs; benchmarking against other HRC services; industry best practice; and annual Buckinghamshire HRC customer satisfaction surveys. This list is not exhaustive, it provides an overview of the scope of information used to help inform the options considered and the recommendations being made.

Figure 1 Housing Growth and current Waste Management in Buckinghamshire – 10 HRCs



Catchment radii range is based on Waste & Resources Action Programme (WRAP) HRWC Guidance [2016].

9. **Waste Access and Acceptance Policy (WAAP)**

- 9.1. The Council's HRC Service provision is set out in the Council's HRC WAAP (Appendix 2). The policy was last revised in 2016 to reflect changes in HRC winter opening hours and the introduction of e-permits.
- 9.2. The WAAP details the following: opening days and hours; Buckinghamshire HRC users; District, Town and Parish Councils; charity and other voluntary/non-registered organisations; non-Buckinghamshire households; traders/commercial users; access criteria; banned vehicles; waste electronic-permits (e-permits); types of e-permit waste; acceptance criteria; declaration and records; and General Data Protection Regulations.
- 9.3. The WAAP has been updated to reflect the proposed recommendations in this report, aligned with other waste policies and Government guidance. In summary the draft policy includes the following appendices:
 - Control of vehicles accessing HRCs – remains
 - District Councils' use of designated HRCs – remains
 - Vehicle restrictions and acceptance of some waste types at specific sites – remains
 - Charging for some types of waste, including construction and demolition waste (also known as non-household), entering HRCs – new
 - Controls for cross border use to be managed part through direct administrative arrangements with neighbouring local authorities and part through the charging of non-household waste – updated
 - Charities / Parish Council restrictions – updated
 - Weekday planned closures for some sites – new
- 9.4. The Government has very recently published its updated Resources and Waste Strategy, which continues to focus on waste prevention, reduction and recycling. The WAAP will be subject to review, which will take account of legislative changes.

10. **Charging for construction and demolition (also known as non-household) waste**

- 10.1. The Council is able to charge for materials not classified as household waste. The Council is permitted to do this under the EPA 1990 and Controlled Waste (England and Wales) Regulations 2012 (CWR 2012). Charges can only be made for waste deposited by Buckinghamshire residents where these are not classified as household waste – see point 10.3. This includes waste resulting from construction and demolition work. Regulation is clear that Councils cannot charge for the disposal of household waste, including garden waste.
- 10.2. A list of materials and the appropriate charges are contained within the WAAP (Appendix 2) and summarised in Table 1 below:

Table 1 Chargeable waste types and their cost

Waste Type	Cost per 25 Litre bag (£)	Cost per Item (£)
Asbestos (construction and demolition)	£12.00	£3.50 per sheet 1mx1m
Tyres	N/A	£4.00 per tyre
Soil and Hardcore◆	£2.50	N/A
Plasterboard	£6.00	£7.00 per sheet 2m x 1m
Chargeable wood / MDF▲	£2.50	£10.00 per equivalent size to a door 2m x 1m

◆ Includes soil from landscaping activities, any other building materials (e.g. bathroom suites) and chargeable ceramics - bathroom / kitchen tiles, floor tiles etc.

Free of charge ceramics (household waste) includes kitchenware dishes etc.

▲ Chargeable wood / MDF includes doors, decking, window frames, fence panels, sheds, fitted kitchen units etc.

Free of charge wood (household waste) includes chairs, tables, furniture, free standing units and cabinets, wardrobes etc.

- 10.3. Charging for construction and demolition waste enables the Council to maximise the opportunity in reaching the savings target and continue to manage associated risks of further HRC site closures. It is recommended that charges are introduced for non-household waste for all customers irrespective of being Buckinghamshire or non-Buckinghamshire residents.
- 10.4. Charges for construction and demolition waste have been considered against whole system costs (e.g. haulage, treatment, disposal, site management costs), as well as analysis of charging models employed at authorities already charging for specific

waste streams. Examples of other authorities already charging are West Berkshire, Oxfordshire, Norfolk, Suffolk, Bracknell Forest, Reading Borough and Wokingham Borough Councils (RE3).

11. **Weekday Closures**

- 11.1. It is recommended that three HRCs (Rabans Lane [Aylesbury], Chesham and Burnham²) are to provide a five day service, closing two consecutive days during the week. The planned closure days are proposed to be Wednesday and Thursday due to operational service delivery needs. Six HRCs are proposed to remain a seven day service, these being Aston Clinton, Buckingham, High Heavens, Beaconsfield, Amersham and Langley. This allows for nearby alternative site(s) to be open and provide a seven day service.
- 11.2. A range of factors were considered when assessing weekday closures including: the consultation responses; Equality Impact Assessment (EIA), see Appendix 3; legal duties; and travel times to alternative nearby sites which can accommodate the waste volumes, capacity and visitor numbers.

12. **Closure of sites**

- 12.1. Historically HRCs have evolved over time, not necessarily due to spatial planning considerations and, particularly in the South of the county, have been influenced by historic county boundaries. Table 2 provides an overview of all HRCs.
- 12.2. Bledlow has the fewest visitors of all HRCs, it is one of the most remote sites in the service, is one of the most expensive to run due to lower waste volumes and has nearby HRCs as alternatives. It is recommended that this site is closed first.
- 12.3. Slough Borough Council provides a contribution payment towards Burnham HRC running costs. There should be a deferred closure of Burnham HRC for a period of up to six months, an indicative date 30th September 2019, to allow for a financial appraisal to be undertaken of other service changes contained within this report.
- 12.4. Based on usage and population data, the proposed eight HRC network meets the needs of the current population and takes account of future short to medium term planned housing growth. Figure 2 shows that the eight HRC network model continues to provide a high density of HRC coverage in the south of the county and has the least impact on the majority of residents. The recommendations in this report address short to medium term financial pressures.
- 12.5. The Council recognises that alternative proposals to run the site(s) may be submitted by the third sector or other interested parties. The Council will consider these proposals but is unable to provide financial assistance/resource. These proposals would also be considered in line with section E of this report.
- 12.6. The long term growth demands and betterment for the HRC service is suggested to be planned for by the future Unitary Council.

² 5 month site closure deferral – refer to recommendation 5

Table 2 Summary of BCC HRC sites

HRC	Visits per year (2017/18)	Site overview	Percentage of households closest to each BCC HRC ³	Planned week day closures (Yes / No)	Key comments
Amersham	161,000	Site layout allows vehicles to enter and exit separately. Primary road.	13.8%	No	Historic site. Accepts fly-tipped waste from Chiltern District Council for efficient waste management. Offers a commercial weighbridge to accept waste from traders for a charge. 4 miles from Chesham HRC. If closed, the impact on Chesham and Beaconsfield (on both visitor numbers and waste volumes) would be challenging to manage.
Aston Clinton	260,000	Internal site is a one-way traffic design. Has a large area for residents to park and tip their waste. Principle road.	10.4%	No	Modern, purpose built site (opened in 2009). Accepts fly-tipped and 75% of kerbside green waste from Aylesbury Vale District Council for efficient waste management. Offers a commercial weighbridge to accept waste from traders for a charge. Has a charity run re-use shop. Along with Beaconsfield and High Wycombe sites shows how effective modern household recycling centres can be.
Beaconsfield	240,000	Full one-way system. Principle road.	13.4%	No	Modern, purpose built site (opened in 2007). Accepts fly-tipped waste from South Bucks District Council for efficient waste management. Offers a commercial weighbridge to accept waste from traders for a charge. Surrounding HRC sites could not absorb both visitor numbers and waste volumes if Beaconsfield was to close. Along with Aston Clinton and High Wycombe sites shows how effective modern household recycling centres can be.
Bledlow	97,000	Small site with a narrow entrance. Traffic crosses when entering or exiting the site. Unclassified road.	5.4%	Complete closure recommended	Historic site near the border with Oxfordshire. Nearest town is Princes Risborough. It has the fewest visitors of all the sites, 32% of which are from Oxfordshire. Bledlow is one of the most remote sites in the service, and one of the most expensive to run. Travel time from Bledlow HRC to the nearest alternative site (High Heavens), if Bledlow were to close is 16-20 mins. Residents in Princes Risborough (largest town nearby) = 10-14 min to Aston Clinton. Typical times – Average of Google estimated times, taken each day of the week at 10am & 2pm.
Buckingham	107,000	Small site with a narrow entrance. Unclassified industrial area road.	8.3%	No	Historic site, serving part of the north of the county. In a light industrial estate on the outskirts of the town. One of the most expensive sites to run. Closing the site would give residents in North Bucks around 35min extra journey time, above the recommended maximum of 30min in a rural area.

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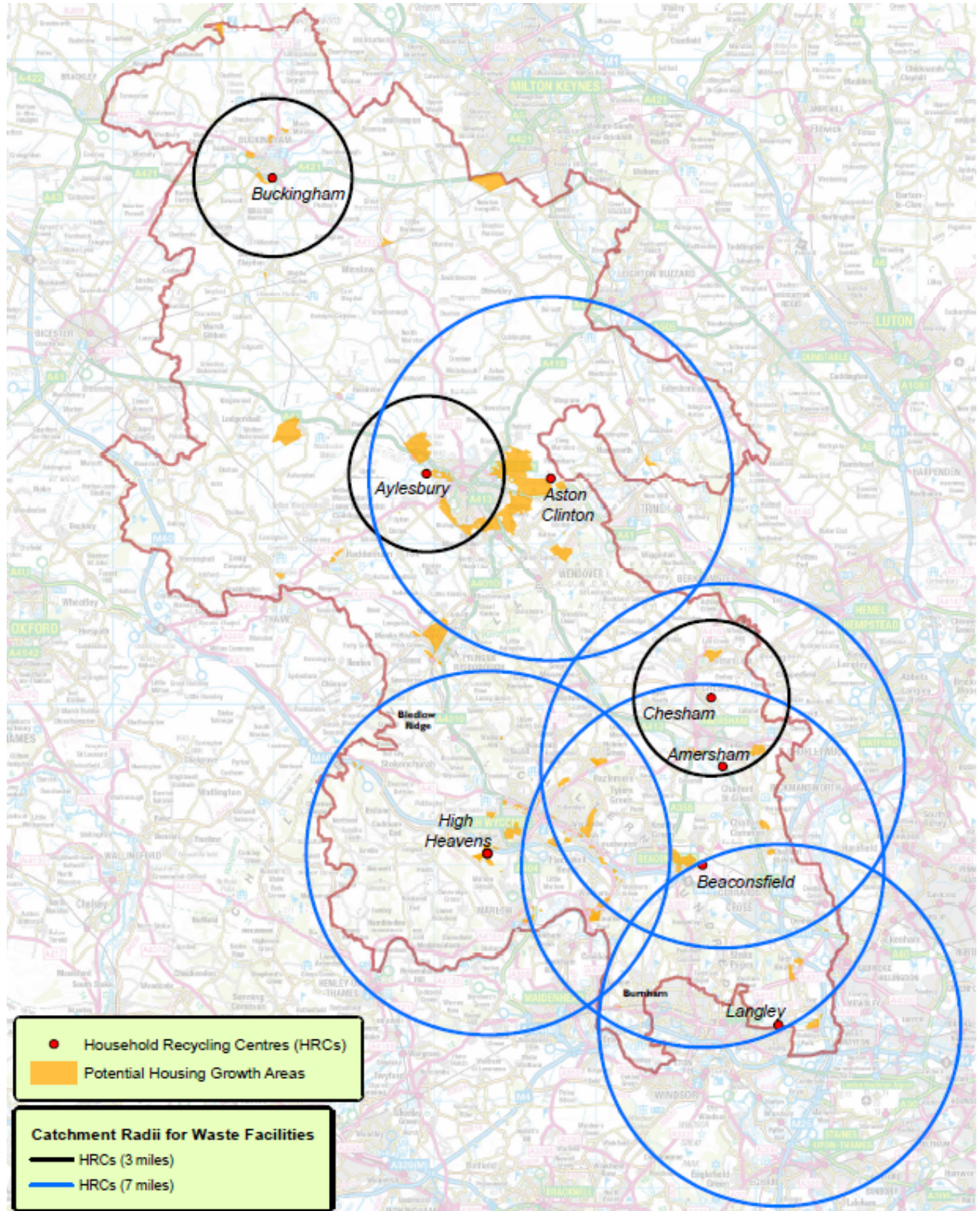
³ Remaining 5.7% is external to Buckinghamshire.

Summary of BCC HRC sites continued

HRC	Visits per year (2017/18)	Site overview	Percentage of households closest to each BCC HRC ⁴	Planned week day closures (Yes / No)	Key comments
Burnham	116,000	Site layout means residents tip waste on the lower level. The exit route is for all vehicles, so site operations sometime lead to halting the public whilst compaction takes place. Unclassified road.	5.41%	Complete closure recommended	Near Buckinghamshire/Slough border. Historical site also serving Slough residents. Slough Borough Council pays a contribution towards costs for their residents. Similar visitor numbers to Buckingham and Bledlow. Travel time from Burnham HRC to alternative sites, if Burnham were to close: <ul style="list-style-type: none"> • Beaconsfield = 10-14 min • Langley = 16-22 min Typical times – Average of Google estimated times, taken each day of the week at 10am & 2pm.
Chesham	162,000	Has one way traffic system for residents. Operational traffic is kept separate and as a split level site, residents can tip waste on upper and lower levels. Unclassified road and weight restrictions around area.	6.6%	Yes	Shares an entrance with a scrap metal firm. East of Chesham town centre. If this site was to permanently close the amount of waste and visits could not be easily absorbed by the nearest site, Amersham.
High Wycombe	276,000	Has one way traffic system for residents. Operational traffic is kept separate and as a split level site, making it easier for residents to tip waste. Minor B road.	16.2%	No	Built in 2009. Modern site located on High Heavens waste management complex, shares recently widened access road with heavy goods vehicles using the other complex facilities. Site benefits from split level design keeping operational and public areas separate. Has re-use shop with parking. Along with Aston Clinton and Beaconsfield sites shows how effective modern household recycling centres can be.
Langley	188,000	The site is a split level site, with extended upper level, making it easier for residents to tip waste. Minor B road.	3.3%	No	Langley sees a lot of visitors from Slough, which Slough Borough Council pays a contribution towards costs for their residents. It is easily accessible to the main road and the M4 for onward waste transportation. It has around 70,000 more visitors than Burnham.
Rabans Lane (Aylesbury)	214,000	Not large enough to support a one-way system. Traffic does not cross when entering or exiting the site, but does when parking to tip waste. Unclassified industrial area road.	17.2%	Yes	Historic site, north-west of the town centre and serves Aylesbury and surrounding towns/villages. Offers a commercial weighbridge to accept waste from traders for a charge. Less busy during weekdays. Pressure on this site – move demand to Aston Clinton.

⁴ Remaining 5.7% is external to Buckinghamshire.

Figure 2 An eight site HRC network distribution model and potential future household growth



Catchment radii range is based on Waste & Resources Action Programme (WRAP) HRWC Guidance [2016]

12.7. Based on the extensive options modelling undertaken, Bledlow and Burnham HRCs were identified to have the least impact on residents and the service as a whole, if these sites were to close. With an eight site model, Buckinghamshire will remain above the national average (1.3 HRCs per 100,000 residents) with 1.5 HRCs per 100,000 residents. See Table 3 below.

Table 3 Impacts of eight and nine site models

	Reduce to nine sites	Reduce to eight sites
Proposed site(s) to close	Bledlow	Bledlow & Burnham
Positive impacts	<ul style="list-style-type: none"> • Alternative sites are modern and have re-use shops • Less HGV traffic in nearby villages 	<ul style="list-style-type: none"> • Alternative sites are modern and have re-use shops • Less HGV traffic in nearby villages • Extra saving meets current target
Negative Impacts	<ul style="list-style-type: none"> • Further to travel for some residents • Limited savings may require further service changes in the future 	<ul style="list-style-type: none"> • Further to travel for some residents

12.8. With an eight site model, 97% of Buckinghamshire households live within 20 minutes of an HRC. For further details regarding drive time distribution for eight sites (assuming Bledlow and Burnham are closed) see Table 4 below and Figure 3. Drive time was calculated using the current road network and assumes that householders use the site which is closest in terms of driving time.

Table 4 Drive time distribution for an eight site network assumption (assuming Bledlow and Burnham are closed)

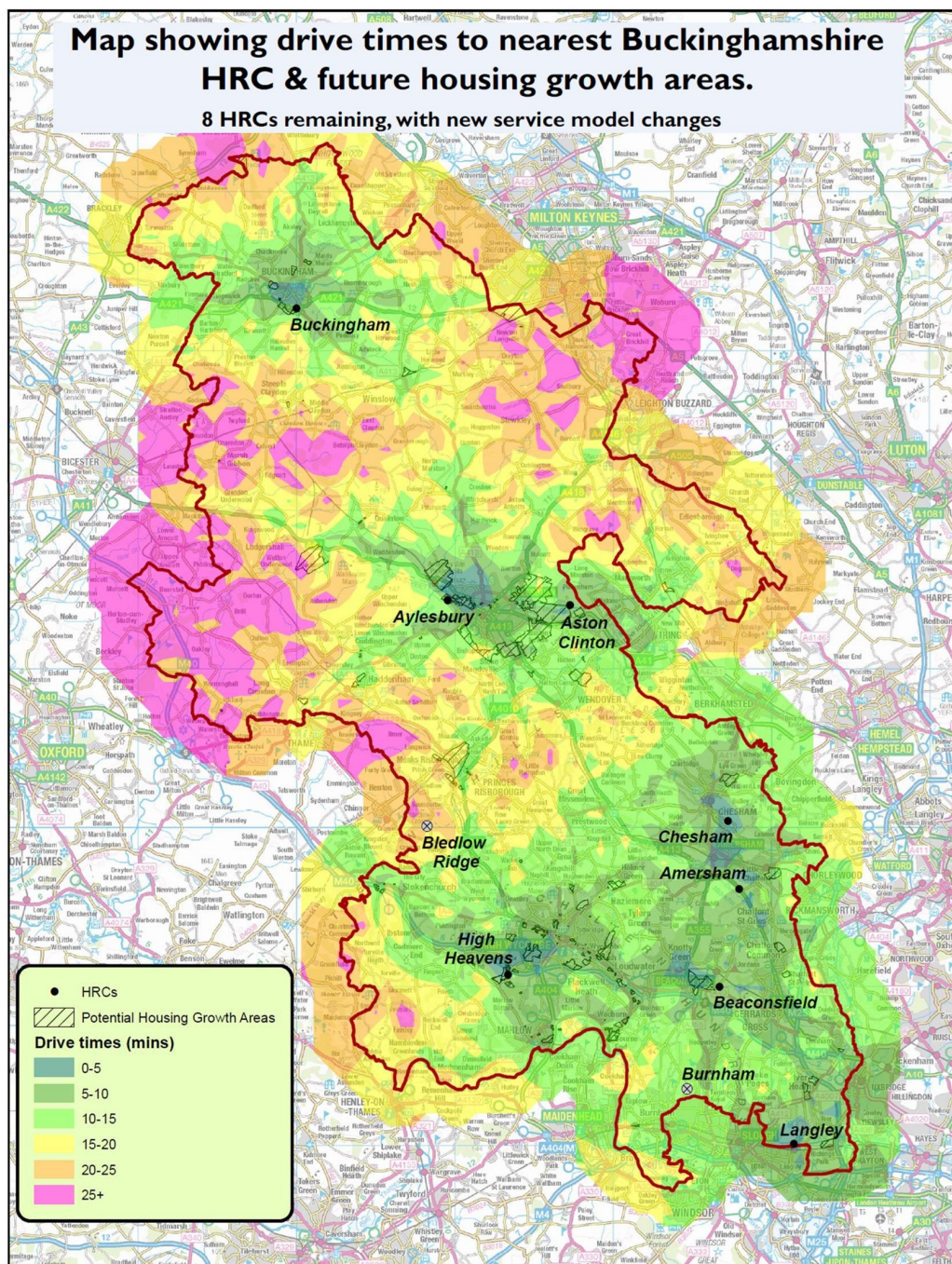
Drive time	Number of households	%
0 - 5 minutes	18,912	9%
5 - 10 minutes	88,053	42%
10 - 15 minutes	72,298	35%
15 - 20 minutes	22,516	11%
20 - 25 minutes	5,381	2%
25 + minutes	1,797	1%
Total	208,957	100%

13. Cross Border usage

13.1. The Council recognises that, in some locations, the network of Buckinghamshire HRCs is more convenient for non-Buckinghamshire residents to access compared to similar facilities within their own administrative area. The Council is not encouraging “out of area” users to use its centres. Restricting non-Buckinghamshire users would introduce inconvenience to Buckinghamshire residents (for example there may be

increased queuing whilst waiting for residency checks) and introduce additional cost in the short term (see Section B for further information). Therefore the recommendation proposes to introduce charges to non-Buckinghamshire residents, in accordance with powers set out in Paragraph 51(3) of the EPA 1990, rather than prohibit use of the HRC amenities. The Council currently has an arrangement with Slough Borough Council to share the costs of HRCs within Buckinghamshire which are used by Slough residents. The recommendation delegates authority to the Environment Services Director to maintain a service level agreement with Slough Borough Council and enter into agreement(s) with any other neighbouring authority to share the costs of HRCs within the Buckinghamshire area.

Figure 3 An eight site HRC network distribution model showing drive times and future housing growth



14. HRC service contract extension

- 14.1. As mentioned earlier in this report APSE has undertaken a benchmarking exercise which shows that the Council provides a low cost HRC service. For further details please refer to the background paper HRC Technical summary and modelling methods, with associated appendices.
- 14.2. As part of this review the current contract was also considered with external advisors. The current HRC service contract is operated by FCC Environment. The initial term of the contract is seven years, commenced on the 1st April 2012 until 31st March 2019. The contract has provisions to extend for a further three years up to 31st March 2022. A number of options were assessed, for example procurement of a new service contract, value for money assessment for delivering service changes as proposed in this report under the current contract and other service delivery options. The recommendation is, through negotiation, to extend the current HRC contract with FCC Environment beyond the initial contract expiry date, and to implement the

proposed service changes set out in this report. This option represents value for money as well as stability during the modernising local government (unitary) period. It is recommended that the extension of the current HRC contract with FCC is delegated to the Environment Services Director, following consultation with the Cabinet Member for Planning and Environment. This extension, up to the 31st March 2022, is as appropriate to align with future procurement and to procure a new contractor.

B. Other options available, and their pros and cons

15. **Do nothing** – the current service provision is not affordable against wider Council priorities and budget constraints. The ‘do nothing’ option is not recommended, as a public body the Council is required to balance its budgets.
16. **Do minimum** – the Council could make further reductions to the HRC network, including restricting access for non-residents of Buckinghamshire and reducing the network further, however as this option does not support the Council’s strategic plan to “Ensure Buckinghamshire is Thriving and Attractive”, the option was not put forward for public consultation.

17. Alternative options

- 17.1. Consultation responses suggested that the Council look at reducing opening hours or days across all sites, to avoid closing sites completely. These options were considered in earlier options modelling and were discounted, but are detailed below. These alternatives still include charging for construction and demolition waste:

- If the Council were to reduce the opening days to meet the necessary savings, seven sites would need to have their opening days reduced from seven days a week to five.
- If the Council were to reduce opening hours to meet the necessary savings, all ten sites would have to reduce their opening hours by two hours every day, including weekends, all year.

Both of the options above represent a wider impact across the network as whole compared to site closures. For example, 112 hours a week would be lost if Bledlow and Burnham sites were to close, however this increases to 140 hours a week with the reduction in opening hours as described above. Bledlow and Burnham are the nearest sites for around 10% of Buckinghamshire residents, and these residents are likely to be affected by site closures. All residents of Buckinghamshire however, would be affected by closing all sites by 2 hours each day and a significant majority would be affected if seven sites were to move to five days a week (348,000 visits affected per annum). The Council appreciates the impact on users of Bledlow and Burnham of site closures (213,000 visits affected per annum), but feels the wider impact of the above alternatives is large in comparison. There would be an additional 135,000 visits per annum affected by reducing hours across all HRCs compared to two proposed site closures (Bledlow and Burnham).

The operational aspects of the above alternatives should also be considered. District Councils, commercial users and the site operator access the site during operational hours. Reductions across the network would affect bulky waste and garden waste collections by the District Councils, traders being able to dispose of waste and the contractor’s site management and operations. These issues do not arise with the recommended option of the proposed two site closures (Bledlow and Burnham).

- 17.2. Another alternative is to introduce a Buckinghamshire only policy for all HRC sites, restricting out of county residents from accessing Buckinghamshire HRCs. This is

not recommended at present due to the high implementation costs and inconvenience introduced to Buckinghamshire residents compared to relatively low revenue recovery. See Table 5 below. Concern for this option was also raised in the consultation, with the opinion that non-Buckinghamshire residents may fly tip their waste if their access is restricted.

Table 5 Potential non-Buckinghamshire charging solutions

Non-Buckinghamshire charging solution	Initial cost 1 st Year	Ongoing Per annum	Estimated income from non-Buckinghamshire residents per annum	Net saving
Printed permit (e.g. National Trust)	£170k	£170k	- £180k	£10k per annum saving
Digital solution [▲]	from £420k	£TBC	- £180k	£240k 1 st year cost c. £180k per annum saving subsequent years
'Do nothing' [●]	N / A	N / A	£0	£0

▲ Digital solution (from £420k year 1) would not be delivered within the first year due to implementation timescales. Printed permit solution (£170k) or 'do nothing' option would be needed to run 2019/20. Note: does not include overhaul/replacement of existing ageing ANPR system.

- Non-Buckinghamshire residents would still be charged for non-household waste.

C. Resource implications

- The current total service cost is c. £3m for managing multiple waste streams through the HRC network and from 2019/20 the cost is c. £3.75m. For the financial year 2019/20 a £1.25m savings target is needed.
- The financial modelling that has been undertaken, in order to achieve the aforementioned savings, provides a projection in relation to the savings the Council could make through the recommended changes to the HRC Service. There are some key assumptions regarding charging for construction and demolition waste (non household):
 - The amount of this type of waste which attracts a charge;
 - Some waste will continue to find its way into the HRC network and/or disposal costs; and
 - The amount of waste, which will no longer be disposed of within the HRC network, finds legitimate, alternative routes such as skip hire, skip bags etc.
- The inclusion of charging for construction and demolition waste helps the Council to maintain high network coverage and defer a second site closure for at least five months (Burnham). This will enable in-year monitoring and tracking of the HRC service changes to ensure the savings target is on track to be achieved. If the savings target cannot be achieved Burnham HRC would need to close.
- Table 6 shows the planned savings from the three options, demonstrating that Option 3 is most likely to deliver the needed savings.
- The recommended service changes (as set on page 2) are anticipated to generate an overall revenue saving of c. £1.25m, which is in line with the savings required in order to achieve a balanced budget position within the Council's 2019/2020 Medium

Term Financial Plan (MTFP). It is assumed that the charges proposed are outside the scope of VAT.

23. In the 2015/16 MTFP a £160,000 cost of change budget was approved for year 2018/19. Following the key concerns raised through the consultation (for more information see point 35.2) some additional fly tipping bolstering activities are recommended c. £63,000 pa, to be reviewed as part of future MTFP proposals from 2019/20 onwards. Consisting of:

- Additional cameras, signage, SCRAP leaflets etc. = £6,700;
- Resource: Regrade of assistant enforcement officer (R2 to R4) = £6,100; and
- An interim HRC enforcement officer appointed directly into the Waste Management service and aligned to the HRC service changes c. £50,000.

Table 6 Financial implications of potential service models

Service Change Measures (Implementation from April 2019, subject to approval)	Option 1 (10 sites)	Option 2 (9 sites)	Option 3 (8 sites)
Network rationalisation	N/A	£158k (Bledlow)	£380k (Bledlow & Burnham)
Construction and Demolition Waste Charging for <u>all</u> customers, including Buckinghamshire residents e.g. rubble, soil, asbestos, plasterboard, tyres, kitchen cupboards, baths etc. <i>Removes the current limits of accepting some waste streams free of charge.</i> <i>Note: Modelling the income generated by charging for construction and demolition waste is extremely complex due to variables of waste movements in the event of site closures. These figures have been produced by taking in to account such variables.</i>	£750K - £850K	£750K - £815K	£700K- £900K
Reduced Opening Days – Rabans Lane (Aylesbury) and Chesham, and Burnham (option 1&2) 6 sites (Aston Clinton, Buckingham, High Heavens, Beaconsfield, Amersham, Langley) to open 7 days in all options. Other sites to open 5 days a week (number of sites depends on option taken).	£110K	£110k	£80k
Total Opportunity Range (per annum)	£860K - £960K	£1.018M - £1.307M	£1.21M - £1.36M
Risk related to achieving the necessary savings as a result of waste volumetrics (customer behaviour, market conditions)	HIGH	MEDIUM	LOW
Do measures achieve the annual £1.25m savings needed?	No Risk of a shortfall c. £300k - £400k	Potentially Risk of a shortfall c. £232K if income assumptions are not met	Yes

D. Value for Money (VfM) Self-Assessment

24. The financial efficiencies achieved following the implementation of the proposed service changes would enable the Council to meet the identified financial pressures. The recommendations will provide a more acceptable balance between VfM and service provision levels, compared with alternative options.

E. Legal implications

25. The Council's HRC service is provided under the EPA 1990. Section 51 requires the WDA to arrange for places to be provided at which residents may deposit household waste and for the disposal of any waste deposited. The arrangements should secure that each place is:
- (a) situated within the area or so as to be reasonably accessible to persons resident in its area;
 - (b) available at all reasonable times (including at least one period on the Saturday or following day or each week, except the 25th December or 1st January); and
 - (c) available for the deposit of waste free of charge by residents.
- However, the arrangements may restrict the availability of specified places to specified descriptions of waste.
26. The WDA may also include arrangements for the HRCs provided under s.51 to be available for the deposit of household or other controlled waste by other persons on such terms as to payment (if any) as the authority determines.
27. Household waste is defined in the Controlled Waste (England and Wales) Regulations 2012. Construction and demolition waste is defined as industrial waste, regardless of whether it is produced from domestic premises or not.
28. The Local Authorities (Prohibition of Charging Residents to Deposit Household Waste) Order 2015 prohibits WDAs from charging its own residents to enter into, or exit from, a HRC or deposit household waste at a HRC.
29. Legal implications have been considered please refer to the WAAP in Appendix 2 for further details.

F. Property implications

30. The Council's estate is managed through the Corporate Landlord function. The recommended move to an 8 site model is in line with the Council's aim of maximising the value for money delivered from the Council's Property assets. Depending on the decisions taken, there will be an implication for the Council's Estate which will be considered separately. Any benefit from the release of assets has not been factored into the financial implications above.

G. Other implications/issues

31. An Equality Impact Assessment (EIA) has been undertaken, see Appendix 3 for more details.
32. The EIA sets out the evidence of potential impacts of the proposed changes on the nine protected factors. There is some evidence that persons over 65 years are more likely to use the HRCs than other age groups and are more concerned about increased travel times. The Council plans to robustly communicate the changes and details of alternative HRCs.

H. Feedback from Consultation, Local Area Forums and Local Member views

33. The HRC service consultation took place from 28th August to 22nd October 2018. A summary of key figures related to the consultation are:

- 6,041 responses were received;
- 18 public events were held (755 residents attended events); and
- A petition signed by over 4,000 people was received opposing Bledlow site closure.

34. Charging Buckinghamshire residents for construction and demolition (non-household) waste was presented as a requirement for any service change to help achieve the savings. The options modelling and benchmarking undertaken prior to the consultation showed that the alternative would be for more permanent HRC site closures to meet the necessary savings. Through internal governance processes the Council had already provided a desired aspiration that a high HRC network coverage was important.

35. Consultation Analysis

35.1. The consultation received a significant amount of interest and was widely promoted, leading to a very strong response rate to the official survey, public events and online supporting information. A detailed analysis is available in the Consultation Report (Appendix 1). The key themes raised in the consultation are set out below. These themes have been considered and the Council's response is contained in the bullet points below.

35.2. There is a clear view that any change to HRCs will have a negative impact on **fly tipping**, which is seen as a big problem already in Buckinghamshire. Respondents see the proposed changes as detrimental to the local and wider environment. Residents considered the costs of clearing fly tipping to be much higher than the reality and as such assume any savings made may not be realised after the assumed increase in fly tipping. Respondents expressed this opinion whether discussing weekday closures, site closures, charging for some types of waste or restricting non-Buckinghamshire users.

- The Council recognises the strength of residents' feelings about fly tipping, and this has been considered. The Council is clear that there is no evidence of changes to HRCs leading to an increase in fly tipping. The recommendation is to monitor fly tipping incidents to identify whether there has been an increase and to delegate authority to the Environment Services Director to make a decision on any appropriate mitigating measures that should be taken in response to this. The Council will have a comprehensive communications campaign in relation to the changes to the HRC service and this will be run in parallel to the successful SCRAP fly tipping prevention campaign (see section C for costs). Active monitoring of fly tipping incidents will also continue.
- It should be noted the Council meets the fly tipping enforcement team overhead costs or c. £200,000 per annum. Each District Council contributes c. £20,000 per annum towards Waste Partnership fly tipping activities. The fly tipped waste collected by the District Councils is presented to the Council, as the WDA, for treatment and disposal. The District Councils also already utilise designated HRC sites to deliver fly tipped, bulky waste or other difficult waste streams to help manage costs and achieve sustainable waste management solutions.
- The Council has a zero tolerance stance on fly tipping. In Buckinghamshire 1 in 38 cases result in a successful prosecution compared to the national average of 1 in 638.

35.3. There is a clear understanding of the need to save money, but analysis of comments suggest, many respondents are willing to pay more and/or want the Council to find the money from other sources.

- The Council cannot legally charge residents for entering and exiting HRCs and has legal obligations to accept household waste.
 - The current financial pressures highlight the Council must balance its budgets.
- 35.4. Possible HRC closures were the main focus of the consultation responses, and as such many comments were framed through possible HRC closures. Residents would prefer no reductions in the service as it stands, and see site closures as a last resort. Those who use the Bledlow and Burnham HRCs are strongly against possible closures. These respondents expressed the need to look at other options (specifically the options of reducing opening hours or days across the network to avoid the need for complete site closures).
- The Council’s extensive modelling work looked at many different alternatives to closing HRCs. The alternatives needed to meet the savings required and keeping all ten sites open would not represent a suitable service for residents across Buckinghamshire. Please see Section B for further detail regarding alternative options.
- 35.5. Residents have expressed mixed views on whether to charge non-Buckinghamshire residents or to do nothing. However, there is a clear theme that those wishing to charge suggest any income should help fund the existing service.
- The Council is not encouraging “out of area” residents to use its centres as opposed to centres available in “their own area”. Where centres are located close to administrative boundaries, residents are likely to use the closest centre, rather than take account of administrative boundaries. The Council currently works with neighbouring authorities to find a suitable way forward to cross border use. This includes financial contributions and in-kind arrangements. The recommendation is at present that the Council moves forward with charging for construction and demolition (non-household) waste for non-Buckinghamshire residents. The situation will be monitored and if the savings needed are not being realised alternative arrangements will be considered for non-Buckinghamshire users.
- 35.6. There is no preference on which week days to close some sites. However, a deeper analysis shows there may be some support for closures on consecutive days.
- As there is no clear preference, even with those residents who visit sites that may be affected, therefore due to service operational needs, it is recommended that Wednesdays and Thursdays are the two days for planned weekday closures for Rabans Lane (Aylesbury), Chesham and Burnham.
- 35.7. Residents in general oppose charging for some types of waste. This opinion does soften when the scale of savings is explained and the detail of what wastes can be charged for. However, residents’ perception is that charging for some types of waste as a policy would be difficult to implement and sends out the wrong message about recycling.
- The scale of savings needed means the HRC service model needs to change. Whilst the Council acknowledges residents’ concerns, introducing charges for some waste helps the Council manage the risk of further HRC closures.
 - The Council will continue to work with other Local Authorities who have implemented similar service changes which have been set out in this report.
 - An extensive communications campaign is planned to ensure that any service changes are communicated through a range of channels.
- 35.8. Wider impacts on residents and the local environment are very important to respondents. The additional travel times to alternative sites are deemed by many to

be too far and make recycling harder. The same journeys are believed to have an increased detrimental impact on air quality and CO₂ emissions.

- The Council appreciates that some users will have further to travel due to the proposed changes. The actual increase in travel times is individual to each visitor and cannot be realistically modelled as a significant number of customers undertake combined journeys. The travel times for all residents to access their nearest HRC are shown in Table 4 and Figure 3.
- The Council attempted to model the possible impact on CO₂ emissions due to the proposed changes. However, a robust analysis was not achievable due to combined journeys and patterns which individuals make. An estimate was shared by the elected Member for The Risboroughs area during the consultation. The CO₂ emissions estimate relied on assumptions that all journeys were single purpose and from Princesses Risborough to Bledlow HRC. The Council has considered the two assumptions made and is not confident there is any evidential basis. However, if this estimate were used it would indicate an increase of approximately 0.02% of both the total miles travelled and CO₂ emissions produced in Buckinghamshire each year as a result of closing Bledlow. Therefore based on this estimate the CO₂ impact is considered low.

35.9. Elected Members for Ridgeway West and The Risboroughs, areas closest to Bledlow HRC, are unsupportive of the proposed HRC closure and organised a petition.

35.10. Both local communities affected by possible closures made clear their opposition to closures. The Council understands that any site closure is a reduction in service. The Council believes the least worst option for two sites to close would be Bledlow and Burnham HRCs, given the likely impacts on other areas if other HRCs were to close. Sixteen organisations officially responded to the consultation, detailed in Section 9 of the Consultation Report (Appendix 1). All but three were Councils, (Parish, Town, District or County) responding on behalf of their residents. Many organisations expressed concern regarding the possible impact fly tipping may have on their local community. Those organisations affected by possible site closures or reductions in weekday opening stated their concern about residents having to drive further across the county, increasing traffic and pollution. All four District Councils in Buckinghamshire responded to the consultation, expressing their concern that the potential impacts on collection authorities had not been considered, and changes could affect their budgets and service provision. Chiltern, Wycombe and South Bucks Districts objected to any site closures or reduced hours and charging for some types of waste, citing possible fly tipping impacts, convenience of residents, environmental impacts and overall cost to their local tax payers. Councils from Neighbouring authorities were broadly supportive of the overall aims. They made clear that they would be concerned if any changes were to impact their residents.

- The use of the HRC network by external organisations was considered when making the recommendations, for example the District Councils' use of the HRC network to deliver waste. The Council recognises the strength of feeling regarding fly tipping and this has been considered (see bullet points in section 35.2).

35.11. For further details regarding the Consultation, including consultation responses, please refer to the Consultation Report in Appendix 1.

I. Communication issues

36. The outcome of the decisions will be extensively communicated. A high level communications plan is being developed and will be completed with detailed methods of engagement as soon as implementation plans are finalised (post decision). Stakeholders will be engaged once a decision is made. Stakeholders include:

- Residents
- Parish, Town, District & County Councils and elected Members
- BCC Teams – Waste, Customer Services, Business Support, Communications, Libraries
- FCC Environment
- Local Media
- Bucks Business First
- Neighbouring Local Authorities

J. Progress Monitoring

37. If the HRC Service review recommendations are adopted then the service will monitor the programme and report progress through the Council's governance processes.

K. Review

38. The WAAP policy will be kept under review and any review will take account of legislative change.

39. It is proposed to close the Burnham HRC on Wednesdays and Thursdays from 1st April 2019 and close it permanently on an indicative date of 30th September 2019 and delegate authority to the Environment Services Director, following consultation with the Cabinet Member for Planning and Environment, to determine the effective date for closure following a financial appraisal on the other savings implemented from 1st April 2019.

Abbreviations

APSE – Association for Public Service Excellence
CR – Consultation Report
CWR 2012 – Controlled Waste (England and Wales) Regulations 2012
EIA – Equality Impact Assessment
EPA 1990 – Environmental Protection Act 1990
HRC – Household Recycling Centre
MTFP – Medium Term Financial Planning
VfM – Value for Money
WAAP - Waste Access and Acceptance Policy
WDA - Waste Disposal Authority
WR 2011 – Waste (England and Wales) Regulations 2011
WRAP – Waste & Resources Action Programme

Appendices

Appendix 1 – Consultation Report (CR) & associated appendices

Appendix 2 – Waste Access and Acceptance Policy (WAAP)

Appendix 3 – Equalities Impact Assessment (EIA)

Background Papers

1. HRC Technical summary & modelling methods & associated appendices. Available on request (by emailing democracy@buckscc.gov.uk).
2. Full list of all free text comments received during the consultation. Available on request (by emailing democracy@buckscc.gov.uk).

Your questions and views

If you have any questions about the matters contained in this paper please get in touch with the Contact Officer whose telephone number is given at the head of the paper.

If you have any views on this paper that you would like the Cabinet Member to consider, or if you wish to object to the proposed decision, please inform the Democratic Services Team by 5.00pm on 4 January 2019. This can be done by telephone (to 01296 382343 or e-mail to democracy@buckscc.gov.uk)



Buckinghamshire County Council

Consultation Evaluation Report

Household Recycling Centre Review – Appendix 1 to the
Cabinet Report 7th January 2019

10th December 2018

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1. Executive summary

This summary highlights the key themes generated by the consultation regarding the Household Recycling Centre (HRC) service review. Over 6,000 responses to the consultation were received, containing over 23,000 free text comments.

There is a clear view that any change to HRCs will have a negative impact on fly tipping. Respondents expressed this opinion whether considering weekday closures, site closures, charging for some types of waste or restricting non-Buckinghamshire users.

Responses have focussed on possible HRC closures; therefore many comments are framed with that in mind. Residents would prefer no reductions in the service as it stands, and see site closures as a last resort. Those who use the Bledlow and Burnham sites are strongly against possible closures. Respondents expressed the need to look at other options (specifically the options of reducing opening hours or days across the network to avoid the need for complete site closures).

Residents are mixed on whether to charge non-Buckinghamshire residents or to do nothing. However, there is a clear theme that those wishing to charge suggest any income should help fund the existing service.

There is no clear preference on which days to close some sites during the week. However, a deeper analysis shows there may be some support for closures on consecutive days.

Residents generally oppose charging for some types of waste. This opinion softens when the scale of savings is explained and the detail of what wastes can be charged for. However, residents see charging for some types of waste as a policy difficult to enforce and as sending out the wrong message about recycling.

Respondents express clear concern about the wider impacts of change on residents and the local environment. The additional travel times to alternative sites are deemed by many to be too far and make recycling harder. The same journeys are believed to have an increased detrimental impact on air quality and CO₂ emissions.

There is a clear understanding of the Council's need to save money. However, further analysis of comments suggest, many respondents are willing to pay more and/or want the Council to find the money from other sources.

2. Background

- a. Buckinghamshire's household recycling centres are popular, well used and highly thought of with more than 70% of all waste received being recycled and a 99% approval rate from visitors. But the harsh reality is that the Council cannot afford to continue 'as is' due to the financial pressures on all Council services. In line with decreases in public spending nationally, the amount Buckinghamshire County Council has to spend on all of its services is much reduced. This means that all of the Council's services and spending have to be reviewed. The Council also needs to prepare a household recycling centre service for future growth in the county. The outcomes of the review will put the Council in a position to make suitable changes to reduce costs from April 2019, but also be ready to provide new, modern sites in the future in areas of the county where there is population growth.
- b. The Council made the decision to undertake a public consultation in order to seek the views on the future of the service from all key stakeholders. The consultation started on

28th August 2018, lasted for 8 weeks, and closed at midnight 22nd October 2018.

3. Purpose of this report

This report will:

- a. Detail the Household Recycling Centre Review consultation process and outputs
- b. Outline response numbers, types and key themes
- c. Be appended to a Cabinet report about the HRC Review

4. Consultation Process

- a. A project team, led by the Waste Promotions Officer, was convened to co-ordinate the consultation process. The team also included the Council's Consultation & Engagement Lead and two members of the Communications team. The team received regular input and liaison with the Waste Commissioning Team Leader, Head of Waste Management, Director of Environment Services and the Cabinet Member for Planning and Environment.
- b. The project had four distinct stages:
 - I. Planning and research to inform the engagement
 - II. Pre-engagement work
 - III. Public consultation
 - IV. Consultation close & report
- c. The Council's corporate consultation process was followed and throughout the consultation the Project Team reviewed the consultation and provided further information to respond to feedback from residents.

5. Methodology

a. Planning and research to inform the engagement

- I. Significant data gathering, benchmarking and modelling was undertaken as part of the wider HRC service review. This work helped understand the requirements for the pre-engagement.

b. Pre engagement

- I. The project team commissioned a piece of pre-engagement work to inform the full public consultation. The work comprised of four discussion groups led by Ipsos MORI, an independent research company, in High Wycombe and Aylesbury (on 16th and 17th July 2018) for around 90 minutes each. Three groups were with residents who have used a HRC in the past 6 months and one group was with residents who have not used a HRC in the past 6 months. All groups contained a combination of residents from different districts, with a mix of demographics including age, gender, ethnicity, disability and social grade. The methodology and information used in the discussion groups can be seen in [Appendix D](#).
- II. The key findings highlighted that:
 - While broader issues contribute to residents' preferences, the potential personal impact on them is ultimately the key driver. Therefore, the explanation of options in the consultation should clearly explain who will be affected by

changes, and to what extent.

- Residents were often confused about the practicalities of implementing service changes, leading to views that the options would inconvenience them while also not delivering the required savings for the Council. Explanations of how changes will be implemented are therefore important to reassure residents.
 - Context is essential. Residents became more amenable to certain options after knowing the potential cost savings, for example, charging for some types of waste. Residents were also more open to site closures after seeing site locations in the context of the whole county.
 - Fly tipping was a key concern for residents.
 - Wording should reflect the language used by participants, containing sufficient detail to reassure residents about whether they will be affected and to what extent.
 - Residents were unaware of the option of charging for some types of waste and needed clear explanation of the details to understand the implications of it. There was a strong focus on the implementation of any charges, with attendees suggesting that people will actively avoid the charges, which may lead to fly tipping. The pre-engagement work gave attendees a list of options and asked them to rank them in order of preference, when doing so, charging for some types of waste was placed in the middle of five. After the relative savings for each option were detailed, attendees were asked to rank them again, and it moved up to 2nd place, behind reducing opening days. The feedback from Ipsos MORI highlighted that residents were more willing to consider charges when the potential savings were listed.
- III. Council officers attended all discussion groups, as observers, and also attended a feedback session with Ipsos MORI. The key findings and more detailed feedback were used to inform the design of the Council's preferred options and the consultation documents. The final report produced by Ipsos MORI can be seen in Appendix D.

c. Public consultation

- I. The project team created supporting information and consultation survey using the pre-engagement feedback, consultation best practice, HRC project data, annual satisfaction survey analysis for both waste and public consultation aspects.
- II. An online survey (Survey Monkey) was produced. Printed copies were also available at libraries to enable residents without access to the internet to respond to the consultation. In addition a dedicated webpage contained the supporting information.
- III. The supporting information informed residents in detail about the proposals whilst remaining succinct to remain accessible.
- IV. The survey design collected user and demographic data, to allow analysis of the results and possible impacts on different groups of residents. The questions mirrored previous on-site annual surveys completed on behalf of the Council, which allows the consultation results to be set against comparable data. The survey asked respondents to give the first half of their postcodes, usual HRC visited and alternatives to help identify impacts or common themes in local areas across the

county.

- V. The survey was designed to allow residents to fully explain their responses and give in-depth feedback on the consultation.
- VI. The Council set an eight week period to hold the consultation, starting on 28 August 2018 running until midnight 22 October 2018. The online survey was available throughout the consultation period.

6. Communications

- a. The Council wanted to hear from as many residents and stakeholders as possible and the following methods were used to promote this consultation:
 - I. Dedicated webpage
 - II. Press releases (coverage received in print, online & radio)
 - III. Social media – Facebook, Twitter, NextDoor
 - IV. On-site HRC promotion – posters & business cards handed out by staff
 - V. Council publications (My Bucks newsletter) & Library digital screens
 - VI. MPs and District, Town & Parish Councils
 - VII. Community engagement (detailed in [section 7](#) below)

The pre-consultation announcement (16th July 2018) and consultation launch (28th August 2018) press releases were distributed through the Council’s distribution list and methods listed above. Officers also sent specific emails to key stakeholders, listed in [Appendix B](#) to ensure all relevant parties were directly informed and invited to comment, where appropriate.

- b. A summary of the communications methods used is provided below:

During the 8 week consultation:
17,200 website unique visitors
60,000 business cards printed for distribution on HRC sites
52 separate social media posts, articles & adverts
101,000 social media impressions
13+ different communications methods used
365,000 times a social media post, advert, article any consultation content was seen

7. Community Engagement

- a. The face to face, drop-in sessions were a key part of the consultation. Initially, eight events were planned in libraries across the county, including the consultation launch at the County Show. These events allowed residents to ask questions about the consultation in person and gave the Project Team opportunities to listen to residents’ views directly and answer their questions.
- b. Officers and the Lead Member for Planning and Environment offered Parish & Town Councils the opportunity to attend their meetings to answer questions on the consultation. This was also extended to Local Area Forum meetings across the County. Seven of the public events attended were as a result of invitations from groups. In addition to the events above, extra events were planned in Princes

Risborough and Burnham, due to the popularity of previous events and to allow residents the chance to attend an evening event.

- c. The summary of the community engagement is below:

18	Public events attended
42	Hours available at public events
755	Residents visited events

A summary of feedback from the drop in sessions is in [Section 9b](#)

- d. Officers responded to all contacts made from local groups and organisations to answer questions, attend events or encourage more responses to the consultation.

8. Summary of Consultation Responses

a. Submissions received

Method	Responses
Online survey	6,010
Hard copy survey	31
Total survey responses	6,041
Letters	6*
Organisational responses	17*
Petitions	1**
Emails	42
Total other responses	66

* Detailed in [section 9a](#)

**Detailed in [section 9c](#), considered differently to individual responses

b. User analysis (Questions 1-5)

This map (Figure 1), shown in large format in [Appendix A](#), shows the geographical spread of responses to the consultation. There are a significant amount of responses in the areas surrounding Bledlow and Burnham, highlighting the strength of feeling in those areas.

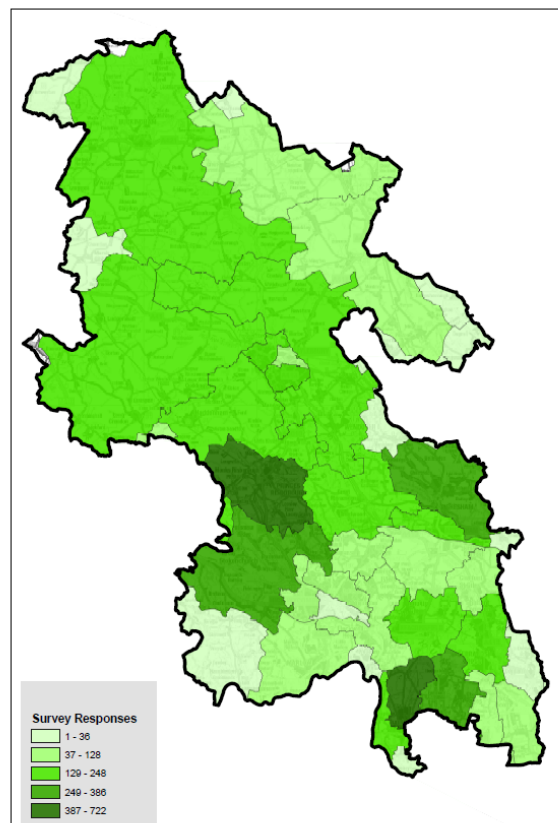


Figure 1 – Location of responses to consultation

Responses to question two echoes figure 1, with significant responses from residents who use the two sites possibly affected by closures (see figure 2). Langley and Buckingham HRCs had the fewest respondents selecting these two sites as their “usual” sites, which may reflect the relative visitor numbers at the sites and the assumption that they “were not affected”.

Q2. Which household recycling centre do you usually visit?

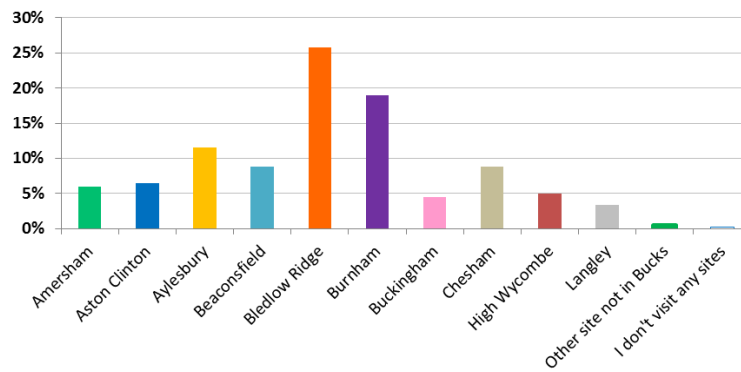


Figure 2

Respondents were asked in question 3 what site they would use if their usual site was unavailable. Amersham, Aston Clinton, Rabans Lane (Aylesbury), Beaconsfield and High Wycombe HRCs each had more than 10% of respondents choosing them as “alternative” sites. The five remaining sites were significantly lower, on average 2.4% each and less popular than “Other site not in Bucks” (7.2%). More than 20% of respondents suggested not visiting any alternative sites.

Respondents were asked how often they visited HRCs in question 4. The frequency that residents visit HRCs broadly reflected that of previous annual independent HRC satisfaction surveys. Figure 3 shows the most popular frequency of visits was monthly (37.8%); in fact 54.4% of respondents said they visited the sites monthly or less.

Q4. How often do you visit a household recycling centre?

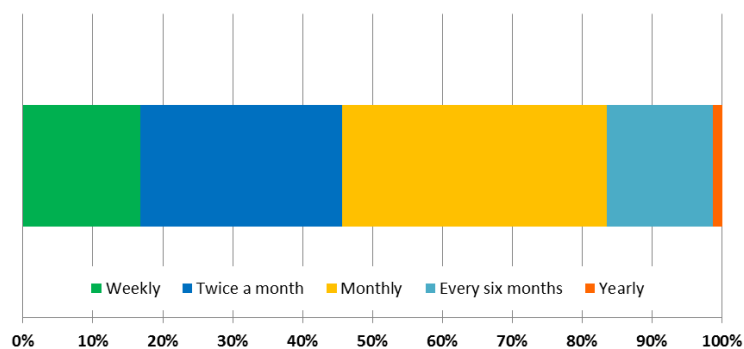


Figure 3

Figure 4 below, shows the wide variation on the frequency of waste types being brought to sites. This data also remains in line with previous independent HRC annual satisfaction surveys, highlighting ‘Garden Waste’ as the most popular material to come to site. Although the materials for which the Council could legally charge for are not specifically listed, it should be noted that 38.1% of respondents never bring ‘Construction Waste’, the majority of which would include waste that could be charged for if the proposed service changes are introduced. In fact, only 10% of respondents bring ‘Construction Waste’ more frequently than every six months.

Q5. How often do you bring the following waste?

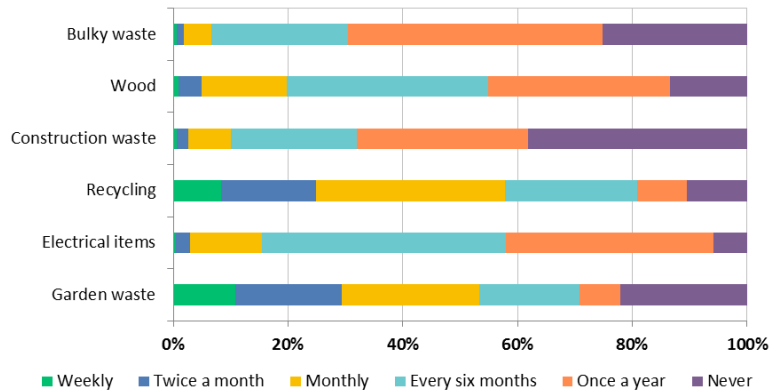


Figure 4

- c. **Q6 - We propose to close the below sites on two of their quietest weekdays. All sites would stay open on Friday, Saturday, Sunday & Mondays. If you have a preference for which weekday a site should remain open, please indicate this below**

Q6. Which weekday would you prefer to stay open?

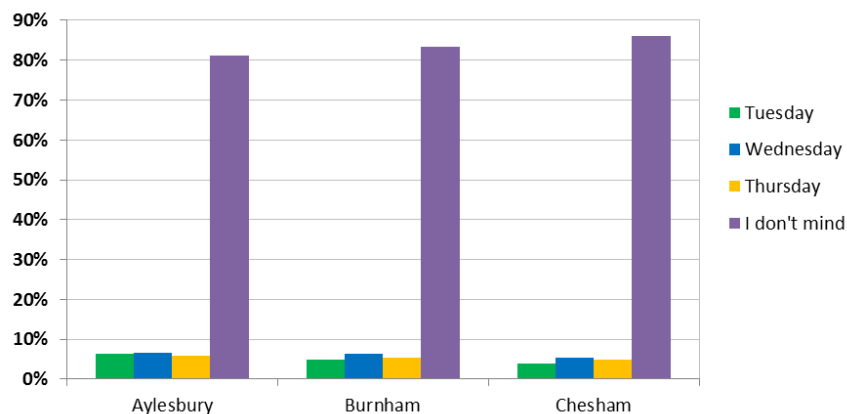


Figure 5

No obvious weekday preference emerged, with Tuesday, Wednesday and Thursday all registering between 5-6% of responses (see figure 5). The significant majority said that they did not mind which day (83%). Those selecting Tuesday or Thursday have chosen an option which would mean consecutive days for closure (Tuesday and Wednesday or Wednesday and Thursday). 10.4% selected either Tuesday or Thursday, compared to 6.1% of those selecting Wednesday. There is some evidence that closing on consecutive days may be more supported.

- d. **Q7 - Please tell us why you made that choice (in response to Q6)**

The responses showed a high proportion of respondents saying “I don’t mind”, averaging 83% of respondents. 59% of respondents selecting “I don’t mind” suggested it was because it didn’t affect them, for example:

“It doesn’t matter what day the site is open as long as it is well communicated”
“I work during the week so would recycle at the weekend anyway”

When analysing the comments of those who had selected a particular day, it was

typically because it was the most convenient day for that individual (54.3%). Some respondents felt that distributing the closure throughout the week would make more sense (13.5%), whereas others (16.7%) felt that closing on consecutive days before or after the weekend were better.

If only responses from residents who use the possibly affected sites is assessed, the proportion of those saying they don't mind drops to 51%, but there is still no clear preference on which day to remain open.

e. Q8 - People from outside of the County use Buckinghamshire Household Recycling Centres, at a cost to local taxpayers. What do you think we should do about this?

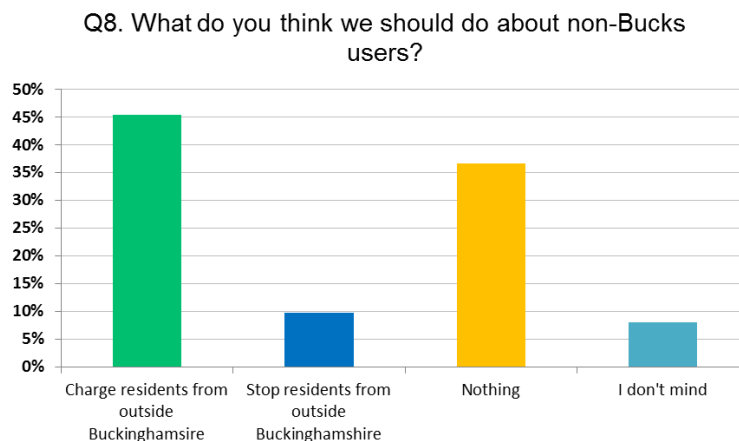


Figure 6

In figure 6 the responses show a clear split between those who wish to charge non-Buckinghamshire residents (45.4%) and those wishing to do nothing (36.8%). It is clear that whether they are charged or not, Buckinghamshire residents still want to see non-Buckinghamshire users able to use these sites. Only 10% responded with “stop residents from outside Buckinghamshire”.

f. Q9 - Please tell us why you made that choice – in response to Q8

The most popular comment, made by 22% of those choosing to charge non-Buckinghamshire users, suggested this was because they did not wish to stop them, but felt they should pay for the privilege:

“Residents pay for their local services and can always use their own counties. However, people should be given a choice and pay for the privilege of that choice.”

This sentiment is reflected in other comments from respondents who suggested charging non-Buckinghamshire users, with 12% suggesting that the Council look to neighbouring authorities to cover any costs from non-Buckinghamshire users. 14% stated that charging non Buckinghamshire users makes financial sense to the Council and finally 12% said that residents over the border are not the responsibility of Buckinghamshire taxpayers.

Of the respondents who said the Council should do nothing, the most popular response was that County residency doesn't matter (26%) as every household pays council tax, for example:

“doubtless tips in neighbouring counties are used by Bucks residents: swings and roundabouts”

Another strong view was that charging or stopping non-Buckinghamshire users would result in unintended consequences (24%) and 10% expressed concern regarding the implementation of a charge/ban and administering it, for example:

“Stopping will only result in flytipping, so charging is the logical alternative to save costs”
“I think introducing a scheme which needs admin and "policing" will add to costs unnecessarily.”

The comments for charging non-Buckinghamshire users tend to focus on the financial aspects and the need to prioritise Buckinghamshire’s services, with charging non-Buckinghamshire residents seen as a suitable way of doing so. Whilst those suggesting the Council do nothing believe that people use services across many borders, and any implementation of a charge/ban would be hard to administer and lead to fly tipping.

g. Q10 - We cannot continue with 10 Household Recycling Centres. Considering the options detailed here, please select your preferred option below.

Q10. Considering the options detailed please select your preferred option below.

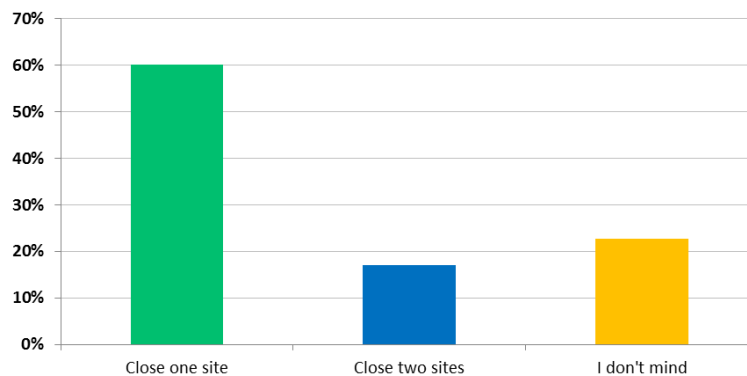


Figure 7

This question was a structured question based on the Council’s work prior to the consultation, which informed the option that keeping ten sites open was not financially deliverable. As such the option of “Don’t close any sites” was not given. The data in figure 7 above shows that most respondents selected to close one site (60.1%).

Q10 - Further analysis of responses given from users of each site

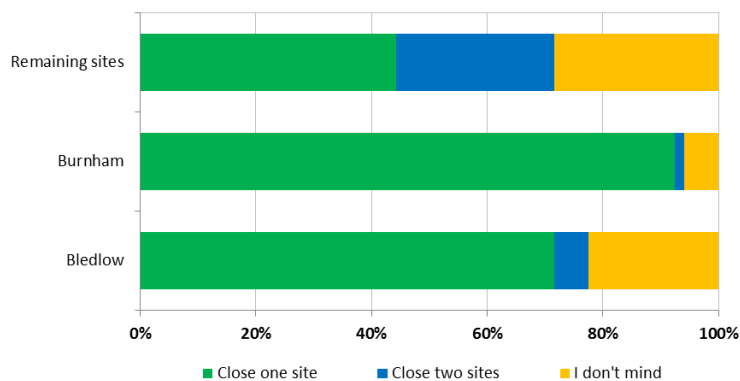


Figure 8

Figure 8 shows the difference when responses are matched against the respondent's usual site. 71.6% of Bledlow users and 92.4% of Burnham users selected to close one site, compared to 60% of all respondents and 42% of the users of the eight sites unaffected by possible closure. The picture from users of other sites is much less clear. It is to be expected when the consultation sets out clear preferred options, that strong support or opposition can depend on the impact residents expect to see on their lives.

The comments detailed in section h below provides more insight into respondents' thoughts and should be strongly considered when analysing this question.

h. Q11 - Please tell us why you made that choice (in response to Q10)

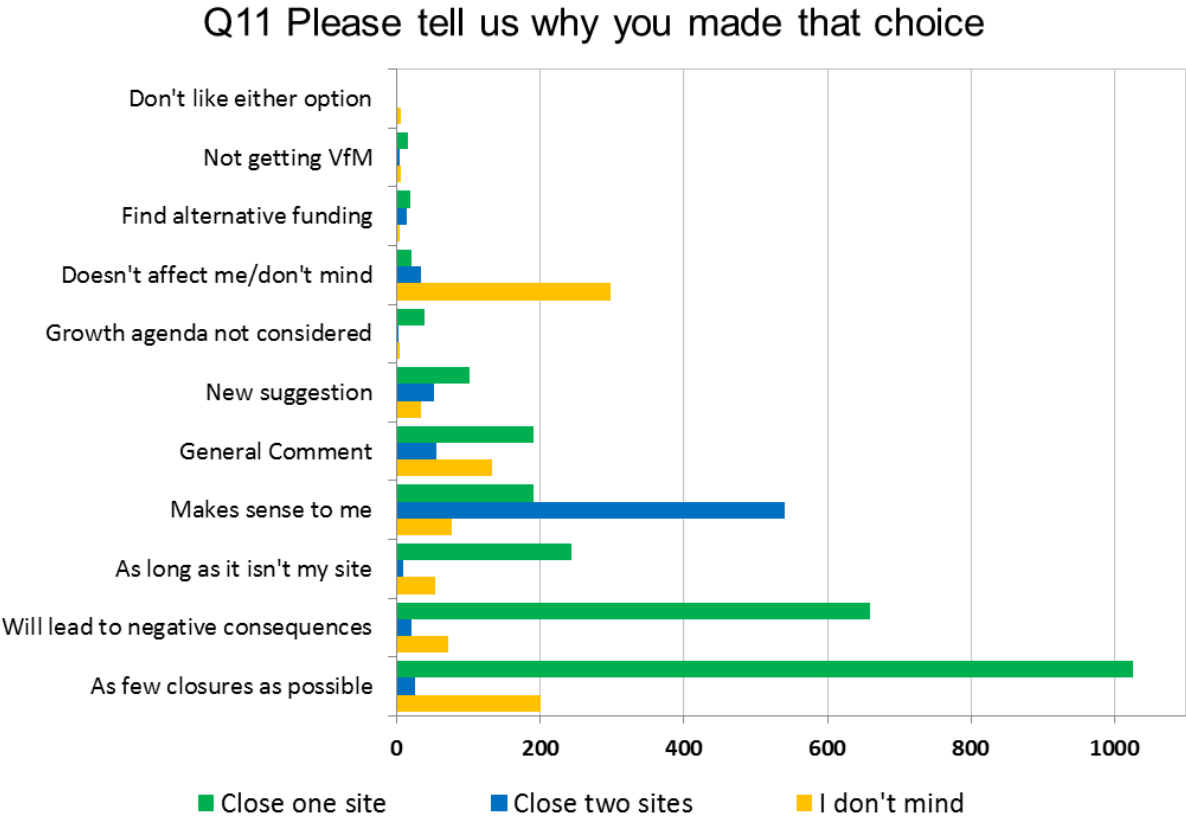


Figure 9

The total comments from this question are detailed by answer in figure 9. The detailed analysis of those selecting to close one site is below. 60% of those selecting to close two sites made comments that “it makes sense to me”, for example:

“better to make coordinated changes now than do it piecemeal”
“To give the council a better chance of balancing their books”

25% of those who said that they did not mind commented that “it doesn't affect me, or I don't mind”. 17% said that they would like to see as few closures as possible.

Q10 Comments from respondents selecting "Close one site"

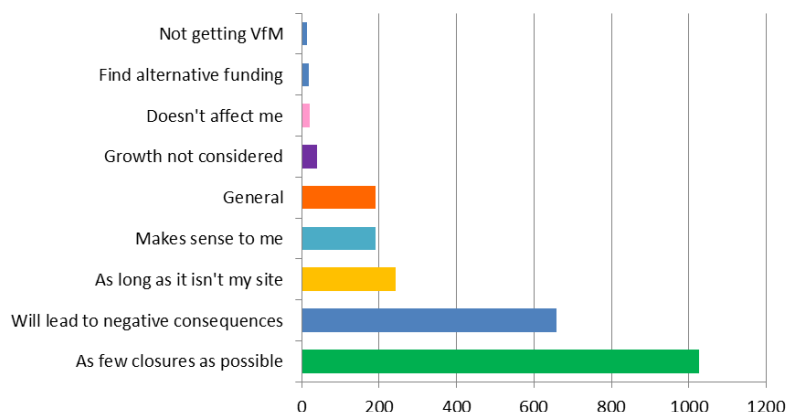


Figure 10

Figure 10 shows the coded¹ comments given by those who selected to close one site. 42.6% of respondents made clear in their comments that they wanted as few closures as possible and 27.4% said that any closures would lead to negative consequences, for example:

"would prefer that none are closed"
"will lead to more fly tipping"
"It is the least worst option. However I wish to record that I do not agree with the position that at least one HRC should be closed."
"will make other sites busier"

Comments made demonstrate that whilst the initial data shows 60% of respondents chose to close one site the general feeling is against closures of any type. In fact, 24% of all comments on this question said they would prefer as few closures as possible. Whilst the question did not allow for an option to keep all sites open, the survey was designed to understand residents' reasons for their choices and the responses have made it clear that if there was a choice to keep all sites open many residents would have selected it.

¹ The coding methodology and examples can be seen in Appendix E

i. Q12 - If we close one site our preferred option would be to close Bledlow. To what extent do you agree or disagree with this option?

This questions set out to gather specific feedback on this aspect of the consultation. This will enable the Council to fully understand the impacts on local residents.

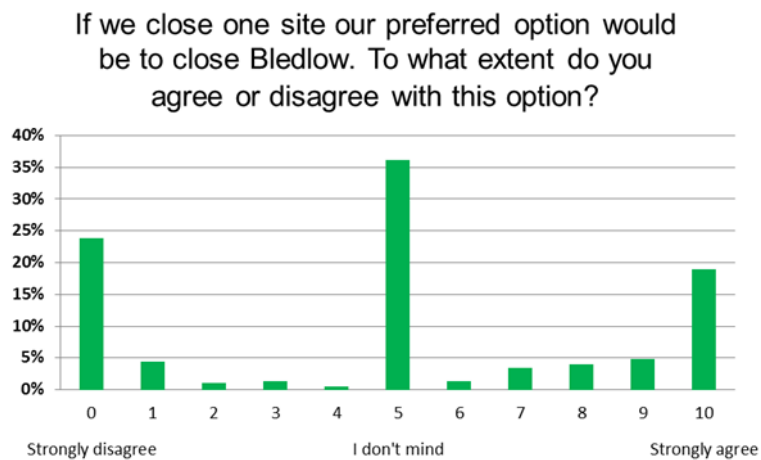


Figure 11

Figure 11 shows the scored responses to this question. As with question 10, responses from possibly affected sites are very different to responses from other sites. 80% of the responses that strongly disagreed with the option came from users of Bledlow HRC. This shows the strong opposition to possible closure of this site from users of this site. The responses between score 2 and 8 are spread evenly between users of other sites, however, 48% of responses between 9-10 were from users of the Burnham HRC. This again shows the feeling of those affected by possible closures, compared to those who use other sites who “don’t mind”.

j. Q13 - Please tell us why you made that choice (in response to Q12)

The comments supplied in response to Q12 above, enforce the results shown above. Of those selecting between a score of 2 and 8, 46% of the comments were that it did not affect them. A further 16% said that the option made sense to them. Of all the responses strongly disagreeing with the option (score 0-1), 56% said that it “negatively affected them”, for example:

“It’s my local site, distance to other sites would put me off recycling”
“That is the nearest site to me and would mean I would have to travel over 20 miles radius trip”
“It’s my very local centre and I rely heavily on it to dispose of my garden waste”
“Bledlow ridge is so handy as any other centres are miles away it would be so inconvenient”

and 16% said it negatively affected the local area, for example:

“Bledlow provides a service to a rural area of Bucks”.
“It’s our local site meaning we would have to travel further and cause more pollution and traffic as it would force people to all go the next site causing congestion and extra queues at sites”
“people will just dump their waste if they have to go further to dispose of it”

k. Q14 - If we close two sites our preferred option for sites to close would be Bledlow & Burnham. To what extent do you agree or disagree with this?

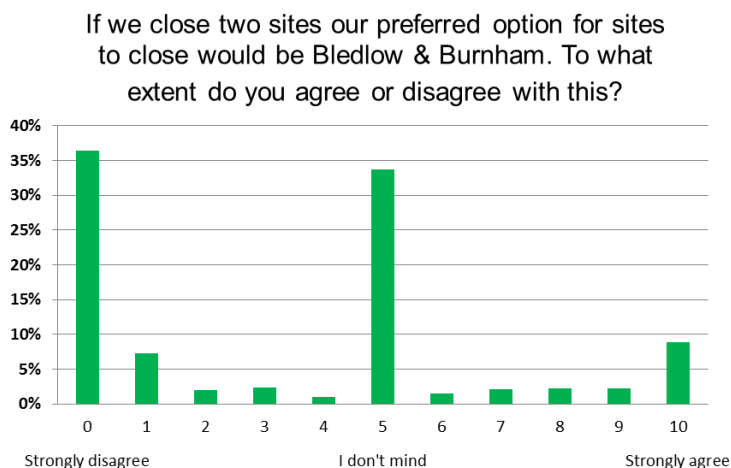


Figure 12

The graph above (figure 12) shows the responses from question 14. It can be seen that there is a drop in those strongly agreeing with the option. Only 11% answered with a score of 9 or 10, to indicate strong agreement, compared to 23.9% in the previous question. As with the previous question, the type of respondent is pertinent to understand the change. Respondents who use Bledlow strongly disagreed with this option as they did with the previous question, but respondents whose usual site is Burnham also expressed strong disagreement to this option. In the previous question they had been supportive of closing Bledlow. The responses with scores between 2 and 8 are evenly spread between usual users of HRCs not affected by possible closures.

l. Q15 - Please tell us why you made that choice (in response to Q14)

Of those selecting a score between 2 and 8, 61% said “it didn’t affect them”, 18% said that “it makes sense to me”. As above it is important to fully understand the impacts on and feelings of those who have strongly disagreed with this option. 60% of the comments of those who scored 0-1 said that it negatively affects them, for example:

“Because I live in the southernmost tip of the County, which would be less convenient travel”
“I do not want to lose Burnham site. It would more than double my journey time to drive to an alternative site.”
“My local site. Much too many rubbish miles to drive to Beaconsfield”

16% of those scoring either 0 or 1 said that it would negatively affect the local area, for example:

“Burnham is also in a rural area and next to a nature reserve. It is likely fly tippers would use this as an alternative dumping ground if Burnham was to close”
“If it closed flytipping around the local lanes would increase despite what your consultation says.”
“Think you're having a laugh even considering closing sites with the current housing developments in our area.”

m. Q16 - Click here to read about all the things we've looked at during our review. If there are any other realistic options or potential impacts from our proposals that we should consider, please provide details below.

The key questions asked were designed to understand residents' thoughts on the service, offering free text boxes alongside the quantifiable answers. Question 16 was used to ask residents if there were any other impacts that the consultation and supporting information had not considered, or if there were alternatives to the current options. 3,024 comments were recorded in this question, and as with previous comments, all were read and coded to allow for analysis. The analysis is broken into two sections. Just over half of respondents commented on specific impacts that should be considered, with the remainder highlighting alternatives.

i. Potential impacts from the proposals that residents stated should be considered

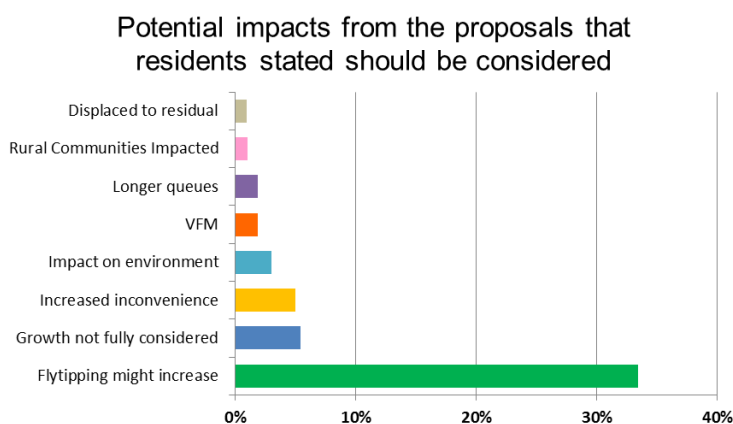


Figure 13

Figure 13 shows the percentage of responses in each coded category. Despite the supporting information addressing possible concerns about increases in fly tipping, the comments across all questions show that it remains the biggest concern and potential impact of the possible options. 33.4% of comments suggested that fly tipping was a concern and that despite the Council's information provided respondents still believed it will be an issue. It must also be noted that respondents' fly tipping concerns are expressed whatever possible change was suggested. Site closures, weekday closures, charging for some types of waste and options for non-Buckinghamshire users all raised concerns about fly tipping. Respondents disagreed with the Council's assertion that HRC provision is not directly linked to fly tipping reductions. Examples of comments received regarding fly tipping are below:

"Closing the Burnham site is likely to save a small amount but this is likely to be very much reduced by the cost of the fly tipping clear up"
"The open sites will become busy & I fear people will give up trying to dispose of their items & will be more cases of fly tipping from foolish people"
"Charging out of county users may result in people not bothering and them dumping waste on their return journey. This would have a cost impact as bcc would need to collect from hedgerow/country lane etc"

The strength of feeling around fly tipping should not be underestimated. Of all the coded responses it represented three times more of the comments than any other

suggestion or impact.

Other key comments on possible impacts suggested that the significant growth in Buckinghamshire and reducing service provision are not compatible, for example:

“All new housing going on, lots more rubbish not enough places to cope with it.”
“The future impact from massive development projects needs to be considered.”
“More housing being built means more waste”

Respondents also highlighted that the supporting information has not included details on the impact of more journeys to the local and wider environment, for example:

“Have you considered the impact on the environment of more car journeys to reach sites further away?”
“We should be making recycling easier not harder”

Responses commenting that there would be an impact on the environment also raised concerns about possible impacts if recycling were made harder. Respondents suggested that residents will not recycle as much if HRCs are closed or opening days reduced, for example:

“Recycling and the environment are key issues going forwards. If you do not offer satisfactory means of disposal for recyclable items, it will only be deposited in less desirable methods.”
“If you don't make recycling easy then folks won't do it”

ii. Other realistic options that residents stated should be considered

Potential impacts from the proposals that residents stated should be considered

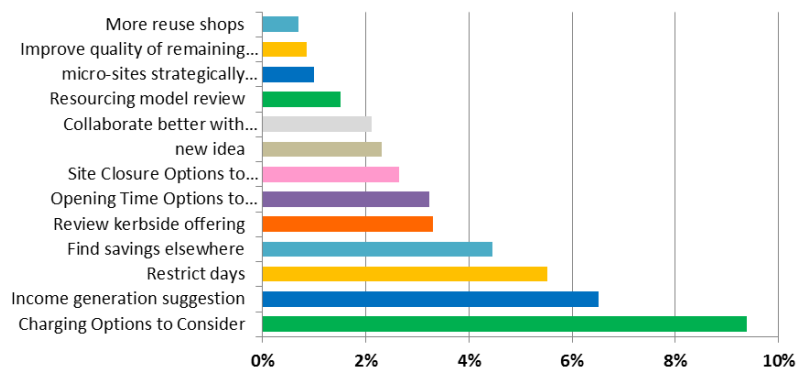


Figure 14

Just under half of the comments for Question 16 were suggestions of alternative options the Council should consider. A key outcome of any consultation should always be the opportunity to look at alternative options. The most frequent comments in this section were regarding finding sources of income to offset the need for HRC reductions, and collectively they made up half of the suggestions for alternative options. Residents suggested charging all users of sites a small fee to keep all sites open:

“Happy to pay a £1-2 charge per visit to keep it open”

*"Would prefer an annual license (charged) with proof of residence"
"I think you charging people from outside Buckinghamshire County Council is a brilliant idea."*

Some comments suggested options that are not legally available, such as charging Buckinghamshire residents entry fees.

Income generation suggestions differ from charging options, as they often involve different Council departments, authorities and central government policies. Suggestions were made that the Council generate income elsewhere to support the current HRC service. Suggestions included:

*"Increase Council tax to cover costs"
"Press Govt. for realistic financial allocations - waste is a national concern"
"Increase energy from waste to generate more income"*

The last section of comments suggests the Council find the money elsewhere, often other Council departments, for example:

*"Find savings from elsewhere in the Council e.g. reduce Chief Exec salary, Members luncheons, Stop HS2"
"Look at wasted spending in other areas such as Social Care"*

Whilst the specifics of the suggestions in each category are different, the tone is the same, i.e. that the service is important and many respondents believe it should be supported through other means.

Other suggestions are based around different models for achieving the savings needed, residents suggested changes to opening hours, opening days, alternative site closures and general changes to the service that may achieve the savings. It is important to note that in all formats of feedback, residents offered similar alternatives, which are detailed below.

Close other sites

Closing other sites was often suggested by respondents who use HRCs affected by possible closures. 2.6% of comments suggested to look to other sites that represent a better option, often based on proximity to other sites, for example:

*"The Amersham and Chesham facilities look to overlap. Why not close one of these?"
"Shutting various sites for trial periods and evaluate the impact."*

Reduce opening hours

3.2% of suggestions in Question 16 were to reduce hours across the service as a whole to mitigate the need for site closures. Respondents highlighted that having a site available even for fewer hours would be preferable to complete closure, for example:

*"Keep all sites open in some capacity. Reduce opening hours and days for all sites, stagger days so staff can rotate between sites."
"Reduced hours preferable over losing a service altogether"*

Reduce opening days

5.5% of comments suggested closing on certain days across the service to meet or contribute to the savings needed. As with suggestions about reducing hours, respondents thought that losing opening days at more sites would help meet savings and possibly avoid site closures.

The above specific options were not included in the consultation or supporting information. However, the consultation did state “[The Council] have assessed 50 different options for the service”.

n. Demographic questions 17-22

The demographic questions 17-21 were collected to understand potential impacts on different groups of residents. The age of respondents is similar in profile to that of Buckinghamshire as a whole, when residents under 18 are not included. 28.1% of respondents were aged over 65, compared to 23% across Buckinghamshire as whole. Question 19 showed that 11.9% said that their daily activities were ‘limited a little or a lot’ because of a health problem or disability, which is slightly less than the 2011 census, which reported 13.4%. The remaining answers to demographic questions can be seen in [Appendix A](#)

9. Summary of all other Feedback

- a. 16 organisations officially responded to the consultation, listed in [Appendix F](#). All but three were Councils, (Parish, Town, District or County) responding on behalf of their residents. Of the three, Princes Risborough Women’s Institute (WI) and the North East Burnham Residents Association (NEBRA) both expressed concern for possible increases in fly tipping in their local areas, if their respective nearest HRCs were to close. NEBRA stated *“It is our view that the closure of the Burnham Centre will lead to a further exacerbation [of the fly tipping problem]”*.

Councils from Neighbouring authorities were broadly supportive of the overall aims. They made clear that they would be concerned if any changes were to impact their residents, specifically Herts County Council’s concern if local residents were stopped from using Buckinghamshire HRCs completely. Slough Borough Council said that they *“would prefer Burnham HRC to remain open but should the outcome of the consultation process conclude that it needs to shut then SBC will continue to work collaboratively with Bucks CC”*.

Parish and Town Councils who responded were worried about the possible impact fly tipping may have on their local community, which echoes residents views in general. Those affected by possible site closures or reductions in weekday opening stated their concern about residents having to drive further across the county, increasing traffic and pollution. Granborough Parish Council stated *“Environmental sustainability will be impacted as people who need to travel to Aylesbury for other reasons on a “closed day” will not be able to combine the trip with use of the HWRC”*.

All four District Councils in Buckinghamshire responded to the consultation (with Chiltern, Wycombe & South Bucks District Councils jointly responding). The relationship with Districts Councils and close links between waste collection and waste disposal are important, so the Council has detailed the key points made in the two letters. There was an expectation that the Council should engage the Districts earlier in the project, and before the official consultation period. In addition, District Officers and Cabinet Members were informed of direction of travel at the Waste Partnership meeting in May 2018.

All four District Councils expressed concern that the potential impacts on collection authorities have not been considered, and changes could affect their budgets and service provision. This was clearest with regard to fly tipping, where Collection Authorities cover the collection costs. Chiltern, Wycombe & South Bucks Districts objected to any site closures or reduced hours and charging for some types of waste, citing possible fly tipping impacts, convenience of residents, environmental impacts and overall cost to their local tax payers.

- b. Drop-in sessions were held by officers and the Cabinet Member for Planning & Environment. They were designed to give residents the opportunity to ask questions about the consultation and help inform their response. The initial events planned were added to throughout the consultation process to ensure there was adequate chance for residents to speak face to face with Council representatives. 755 residents visited the 18 events (this figure does not include elected Members or Council staff).

Common themes were identified from the events, which have been detailed below:

- I. The service is very well used and residents thought highly of the service offered at their local site. There was not much awareness of the network as a whole, with attendees often preferring “their” site to any neighbouring sites.
 - II. Fly tipping is a huge concern to residents, and there is a perception that any changes to the HRC service will make that issue worse. The perceived cost of clearing fly tipping far exceeds the reality, many stating that any saving made will be negated in increased clearance costs. Attendees were clear on their belief that any changes that looked to reduce the HRC network would be detrimental to the local area and the overall budget.
 - III. Public perception was that the decisions have already been made, alongside general comments regarding local government, which highlighted a lack of trust in decision making processes.
 - IV. Residents often cited a lack of publicity about the consultation. There was a perception that the Council could have done more to let people know about events and the consultation in general.
 - V. **Charging for some types of waste:** General opinion was that in the current context of possible site closures and reduction in service, the charging for some types of waste was a pragmatic solution. Attendees wanted confirmation on the wastes that couldn’t be charged for and the likely amounts of the charges.
 - VI. **Weekday Closures:** Attendees were concerned about the knock on effect of weekday closures, especially in the towns directly affected, citing traffic on site and possible fly tipping as likely consequences. Attendees understood the reason for Tuesday, Wednesday or Thursday being selected, and preferred this option to any site closures.
 - VII. **Non-Buckinghamshire users:** Attendees seemed mixed on this proposal and influenced by the affect options may have locally. For example, those in areas affected by a possible site closure were supportive of charging, often in the view that this would stop the need for a site closure. Many also thought that as council tax is paid across all counties, the services balance each other out and charging is unnecessary.
 - VIII. **Site Closures:** Attendances in areas affected by possible closures was much higher than in other areas. Site closures often dominated events in these areas with many opposed to any closure at all. Attendees regularly asked what other options could be put forward to avoid closures and expressed many of the above concerns if closures were to happen.
- c. A petition was organised in the Princes Risborough area, running from 11th September – 22nd October, hosted on Change.org, but also placed on the BCC e-petitions page.

Residents also signed paper copies of the petition with 1,285 signatures gathered. In total 4,453 signatures were received (3,168 online). The petition was titled *“Proposed Closure of Bledlow Household Recycling Facility”* with further information stating: *“This petition is to oppose the proposal by Buckinghamshire County Council to close Bledlow Household Recycling Centre facility at Bledlow Ridge. Please lend your support and ask your friends to do the same.”* In addition to the signatures, some signatories provided comments, which are summarised below:

- I. Fly tipping is likely to increase if the site were to be closed
“This attempt to cut costs will just mean more fly tipping at greater social and environmental cost”
“We’re trying to prevent fly tipping, so how does shutting down a recycling facility help?”
- II. It is a valuable local resource and well used
“Losing this recycling plant would be a huge loss to the community”
- III. Closing the site would lead to extra travel/congestion
“adding to congestion and pollution by having the travel further to recycle and dispose of items appropriately”
- IV. Extra homes planned in the area would increase the demand for the site
“With the vast expansion of PR and surrounding villages it would be a ill time to close the recycling centre here.”

Another petition was requested via the BCC e-petition webpage a week before the consultation closed. It was rejected on the basis that there was already a petition in place, which would cause duplication. The resident who requested it was informed of the above petition and the Council’s online survey.

- d. Other feedback was received via social media, emails to the Waste Strategy mailbox and letters. The responses, whilst varied, echoed the feedback detailed above, with primary concern for fly tipping in the local area, general opposition to changing a service that is well liked and the likely impact on residents who have to drive further if sites were to close.

The Country Land and Business Association posted an article on 31st August 2018 which *“concerns that proposals to close and cut the opening hours of recycling centres, as well as introducing charges for certain items, may lead to an increase in fly-tipping in the Thames Valley area”*. The article can be seen [here](#)².

² <https://www.cla.org.uk/events/your-area/south-east/regional-news/closing-and-cutting-opening-hours-recycling-centres-sparks-concerns-over-fly-tipping-buckinghamshire>

10. Charging for other types of waste

The Council included details in the consultation of the intention to introduce charges for waste that could be charged for. It included reasons for not consulting directly as per the screenshot below (figure 15):

Why aren't we consulting on charges?

We cannot make the savings needed without charging for non-household waste. It will reduce our costs by approximately £800,000 every year. The alternative is to permanently close even more sites, which we don't believe is the right thing for residents.

During our review, we have taken on board resident views about charges, which have been taken from our annual customer survey and recent discussion groups. There were mixed views but residents were happier with charges when they understood why they're needed and the scale of savings achievable.

Figure 15

Despite the specific question not being asked, the analysis of the consultation survey results demonstrated the general opposition to charging for some types of waste, and specifically the possible impacts that it may have. As mentioned above, many respondents believed any changes to the HRC service would affect fly tipping in the area and charging for some types of waste is a key factor in this belief, for example:

“Charging for non- household waste has the capacity to increase fly-tipping irrespective of what you say”
“I strongly believe that charging for certain wastes will increase fly tipping”
“With regard to potentially charging, please consider the unintended consequences. Fly tipping and other forms of illegal disposal of rubbish would likely increase. The cost to the council of clearing illegal tipping could outweigh any charging offset. Furthermore, as articulated already, we should be doing all we can to encourage responsible waste disposal, charging will inevitably have a negative effect”

Question 16 gave residents the options to suggest other impacts or alternative ideas the council should consider. Further analysis of these responses can show opinion of charging in general at HRCs, see figure 18.

Q16 Comments which mention charging

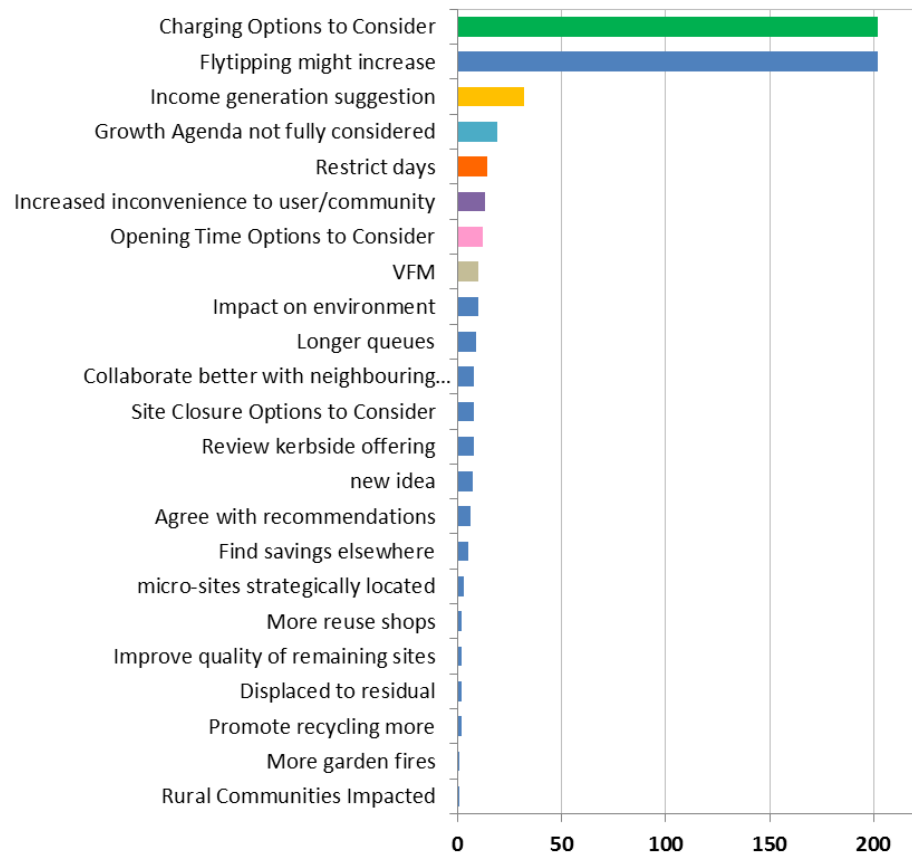


Figure 16

This graph shows the number of comments that included the terms “charging”, “charges” or “charge”. The comments coded as “Charging options to consider” are alternative options suggested to the current options, the majority of the 202 comments listed above suggest some form of charge to offset the need for closures or service reduction. 202 comments were also made about the negative impact charges might have on fly tipping, which mirrors the thoughts in the pre-engagement research.

The data collected in this consultation process, through annual surveys, pre-engagement work and through responses to the eight week consultation make clear that there is no clear majority of support behind charging for some types of waste, the exception being when it is seen as an alternative to site closures or reducing the network. The possible savings achievable do make the option more palatable, but concerns on fly tipping, the implementation of charging and the ability of residents to avoid the charges are key considerations.

11. Conclusion

This consultation has received a significant amount of interest and has been widely promoted, leading to a very high response rate to the official survey, public events and online supporting information. The methods used proved to be effective and ensured a significant response to help inform future decisions.

The specifics of each key question and outcomes have been detailed in the main body of the report, but some common themes can be taken from the consultation as a whole.

- a. Possible HRC closures have been the main focus of the consultation responses, and as such many comments are framed through possible HRC closures. A clear message is that residents would prefer no reductions in the service as it stands, and this feeling is strongest when site closures are discussed.
- b. There is a clear view that any change to HRCs will have a negative impact on fly tipping, which is seen as a big problem already in Buckinghamshire. Respondents see the proposed changes as very detrimental to the local and wider environment. Residents considered the costs of clearing fly tipping to be much higher than the reality and as such assume any savings made may not be realised after the assumed increase in fly tipping. Respondents expressed this opinion whether discussing weekday closures, site closures, charging for some types of waste or restricting non-Buckinghamshire users.
- c. Whilst the Council stated that work done prior to the public consultation had investigated alternative methods, respondents still expressed the need to look at other options (specifically the options of reducing opening hours or days across the network to avoid the need for complete site closures).
- d. Wider impacts on residents and the local environment are very important to respondents. The additional travel times to alternative sites are deemed by many to be too far and make recycling harder. The same journeys are believed to have an increased detrimental impact on air quality and CO₂ emissions.
- e. There is a clear understanding of the need to save money, but analysis of comments suggest many respondents are willing to pay more and/or want the Council to find the money from other sources.

Over 23,000 comments have been reviewed and officers have spoken to hundreds of residents at public events. Whilst it is impossible to quantify, it is clear that the HRC service is seen by residents as an important local service.

12. Appendices

- A. Survey results**
- B. Communication plan (inc. Stakeholder list)**
- C. Survey issued**
- D. Ipsos MORI Pre-engagement**
- E. Coding Methodology & Examples**
- F. Organisational responses**

Please note: All 23,000 written free text comments from the consultation are readily available by contacting democracy@buckscc.gov.uk

Buckinghamshire County Council

Household Recycling Centres

Appendix 2 – Waste Access and Acceptance Policy (WAAP)

April 2019



Introduction

- 1.1 The purpose of this document is to set out Buckinghamshire County Council's (BCC) approach to disposal of waste at its Household Recycling Centres (HRCs). The policy details¹ the following:
- opening days and hours;
 - permitted users of the sites;
 - access criteria, including permitted vehicles; and
 - waste electronic-permits (e-permits).
- 1.2 The appendices include further details relating to categories of waste and exemptions and restrictions.
- 1.3 The principles of this policy are to:
- Help protect the environment by promoting waste prevention and waste minimisation messages;
 - Provide cost effective facilities for disposal of waste that are sustainable (includes consideration of fly-tipping) and maximise re-use and recycling of waste;
 - Provide sustainable waste management solutions and reduce the cost of waste disposal to BCC tax payers in a cost effective manner;
- 1.4 This policy applies to waste disposal activities within the administrative boundary of Buckinghamshire County Council (excludes Milton Keynes). The four District Councils - Aylesbury Vale District Council; Chiltern District Council; South Bucks District Council; and Wycombe District Council – are Waste Collection Authorities (WCA) and have separate legal responsibilities.
- 1.5 This policy is made in accordance with the main legislative frameworks which include the following:
- The Environmental Protection Act (EPA) 1990
 - The Controlled Waste (England and Wales) Regulations (CWR) 2012
- 1.6 In addition the policy takes account of statutory and non-statutory guidance and best practice including:
- A Guide to Energy from Waste: Department for Environment Food & Rural Affairs (DEFRA, 2014)
 - Developing policy, the Council is aware that DEFRA is producing a new Resources and Waste Strategy. It is expected that waste prevention, reuse and recycling will remain a key focus.

¹ The WAAP was introduced in October 2006 and has been regularly reviewed.

1.7 Finally this policy sits alongside other Buckinghamshire policies relating to waste, as follows:

- Joint Waste Strategy for Buckinghamshire 2014-2020
- The Buckinghamshire Minerals and Waste Core Strategy Development Plan 2012 (new plan due to be adopted in early 2019)
- Buckinghamshire Waste Partnership's Enforcement Policy in respect of Fly-tipping and ancillary offences².

Context

2.1 As part of its overarching Waste Strategy and its principle of helping protect the environment by prevention and minimisation of waste, BCC seeks to prevent and reduce waste in accordance with the following waste hierarchy. BCC encourages Buckinghamshire residents to support this waste hierarchy which ranks the various waste management options in order of environmental impact. This is the basis of the Waste Management's communication plan. The waste hierarchy is based on environmental foot printing and is widely accepted by experts in the waste industry:



Figure 1 Waste Hierarchy

2.2 Prevention and minimisation - The most effective way of reducing our environmental foot print is by preventing and minimising the amount of waste we create in the first place. Residents are encouraged to do this by, for example, shopping smart and home composting.

2.3 Re-use - We can re-use many items ourselves; alternatively there are numerous re-use opportunities that exist across the County. These are good places to contact other people and organisations that may have use for unwanted items; for example, charities shops and online re-use forums. The Council has re-use shops at Aston Clinton and High Wycombe HRCs and re-use items are accepted at all BCC's

² <https://www.bucksc.gov.uk/media/4512383/flytipping-enforcement-policy-revision-jan-2016.pdf>

HRCs. HRC staff will make decisions on whether items are re-useable or not. Site staff and visitors are not authorised to sell or barter items. The only sales permitted at HRCs are those from HRC re-use shops.

- 2.4 Recycle - Many items can be recycled and the four District Councils provide a collection service for recycling materials from the residents' kerbside. The Council provides HRCs for residents to recycle items which may / may not be accepted through kerbside collection schemes. Further information can be found on the Council's website and digital 'Waste Wizard' tool which helps residents to decide what to do with different types of waste to encourage more recycling.
- 2.5 Energy recovery - The Council has invested in energy recovery through its Energy from Waste facility located at Greatmoor. The facility thermally treats up to 300,000 tonnes of residual waste per annum generating electricity into the national grid. This waste comprises of both household and commercial waste that would otherwise be disposed of in landfill sites.
- 2.6 In accordance with the principle to provide cost effective facilities for disposal of waste that are sustainable and maximise re-use and recycling of waste, BCC has taken account of its current population, geographic factors and future housing growth.
- 2.7 Buckinghamshire covers an area of around 156,000 hectares (ha). Buckinghamshire's population rose by 6,320 or 1.2 per cent in 2016 to reach 534,720 (reported in June 2017). This was the 4th highest rate of increase among the 38 Local Enterprise Partnerships (LEPs), ranking 2nd among the 27 county council areas. There are now 342 residents for every km² in Buckinghamshire, up from 306 in 2001.
- 2.8 The Council makes provision for re-use, recycling, treatment and disposal of a wide range of household wastes across its HRC network. There are also a number of voluntary and third sector organisations that provide networks for re-use of unwanted household items.
- 2.9 As the Waste Disposal Authority the Council has been making appropriate representation through emerging District Council Local Plans to provide allocations and supporting policies to develop future HRCs closely aligned to future growth areas. Once the Local Plans have been adopted by the District Councils these will cover a ten year period.
- 2.10 Long term it is recognised there is considerable proposed future growth in the north of the county. This should be a matter considered by the future Unitary Council who should be advised to plan for HRC site betterment for the medium to long term.

Statutory requirements

3.1 The Council's HRC service is provided under the EPA 1990, s.51 as follows:

(1) It shall be the duty of each waste disposal authority to arrange —
b) 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;

(2) The arrangements made by a waste disposal authority under subsection (1) (b) above shall be such as to secure that—

(a) each place is situated either within the area of the authority or so as to be reasonably accessible to persons resident in its area;

(b) each place is available for the deposit of waste at all reasonable times (including at least one period on the Saturday or following day of each week except a week in which the Saturday is 25th December or 1st January);

(c) each place is available for the deposit of waste free of charge by persons resident in the area;

but the arrangements may restrict the availability of specified places to specified descriptions of waste.

(3) A waste disposal authority may include in arrangements made under subsection (1) (b) above arrangements for the places provided for its area for the deposit of household waste free of charge by residents in its area to be available for the deposit of household or other controlled waste by other persons on such terms as to payment (if any) as the authority determines.

3.2 As part of its principle of reducing the cost of waste disposal to BCC tax payers, the Council has reviewed the number of HRCs that are necessary to provide to ensure they are cost effective and at a place that is reasonably accessible. In determining the number and location of sites, BCC has taken account of the following:

- drive times for residents to their nearest sites and alternatives (county-wide)
- haulage and waste transfer logistics
- cost per tonne of running each site
- possible fly tipping impacts
- estimated savings compared to other options
- visitor numbers
- future housing growth (and ability for each site to handle this growth)
- legislative compliances
- deliverability
- traffic counters
- waste tonnages & trends
- service costs
- benchmarking against other HRC services
- industry best practice
- annual Buckinghamshire HRC customer satisfaction surveys

This list is not exhaustive it provides an overview of the scope of information used to help inform the options considered and the recommendations being made.

3.3 Household waste means waste from a domestic property which is used wholly for the purpose of living accommodation, a caravan situated on a caravan site, a residential home, education premises and certain hospitals and care homes. The Controlled Waste (England and Wales) Regulations 2012 provide a definition of Household Waste and those categories that can be subject to a collection charge if collected from the property and a disposal charge if brought to a HRC. Household waste for which no disposal charge can be levied is as follows:

- Articles of household waste, including those which exceed 25kg in weight or does not fit into the receptacle provided for collection from the home;
- Garden waste;
- Dead domestic pets;
- Waste oil or grease;
- Asbestos, where this is waste from a domestic property not connected to construction or demolition works;
- Waste from premises used wholly or mainly for public meetings;
- Clinical waste and offensive waste produced at a domestic property, a caravan or a vehicle or vessel used wholly for the purposes of living accommodation;
- Waste from a residential hostel;
- Waste from a charity shop selling donated goods originating from domestic property, but only for that waste that originated from a domestic property; and
- Waste from premises occupied by a community interest company or charity or not for profit body which collects goods for re-use or waste to prepare for re-use from domestic property, but only for that waste that originated from a domestic property.

3.4 A disposal charge can be levied for the following categories of household waste:

- Waste from a charity shop selling donated goods, but only to the extent that the waste originated from a non-domestic property;
- Waste from premises occupied by a community interest company or charity or not for profit body, which collects good for re-use or waste to prepare for re-use, but only to the extent that the waste originated from non-domestic property;
- Litter and refuse collected under section 89(1)(f) of the EPA 1990;
- Waste from a residential home or land belonging to or wholly or mainly used in connection with a residential home;
- Waste from premises forming part of a university, school or other educational establishment, but subject to paragraph 4(8) of the 2012 Regulation; and
- Waste from a penal institution.

3.5 Construction and demolition waste arising from works at domestic premises constitutes industrial waste. Further details of what the Council classifies as construction and demolition waste are provided below. The Council has agreed to accept construction and demolition waste from domestic properties at its HRCs on

payment of a reasonable charge to cover the cost of dealing with and disposing of this type of waste.

3.6 Table 1 provides a non-exhaustive list of examples of the types of materials which BCC HRC will accept free of charge at HRCs, and those for which charges can be levied.

Materials which is accepted <u>free of charge</u>	Materials for which <u>charges can be levied</u>
<p>All household waste delivered by residents in the area to the site, including but not limited to:</p> <ul style="list-style-type: none"> • Small recyclables: • Cardboard; • Paper; • Cans; • Glass; • Plastic bottles; • Drinks cartons/Tetra-pak; • Textiles and shoes; • Books; • Green (garden) waste; • Metal; • Large and small electrical domestic appliances; • Hazardous household wastes: • Chemicals; • Paint; • Fridges and freezers; • Televisions and monitors (CRT); • Fluorescent tubes; • Batteries (domestic and vehicle); • Dense plastics; • Carpet; • Mattresses; • Furniture; • Black-bag waste containing general waste. 	<p>Waste resulting from construction and demolition waste :</p> <ul style="list-style-type: none"> • Fence and shed panels; • Ceramic tiles (all types); • Bathroom suites; • Doors and windows; • Fitted kitchen units; • Roofing materials including felt, guttering and tiles; • Inert material such as rubble and concrete, bricks and roof tiles; • Plaster and plasterboard; • Laminate flooring; • Wooden floorboards and skirting boards; • Asbestos resulting from construction of demolition works; • Soil from construction works, including landscaping activities; • Any other building materials; <p>Tyres</p>

Table 1 – Categories of waste which will be collected free of charge and for a charge

3.7 Clinical waste – as an alternative to disposal at an HRC, BCC has entered into an arrangement with the District Councils to collect clinical waste free of charge from domestic premises, for further details please see local District Councils website. For this reason, this waste will not be accepted at the HRCs.

3.8 Domestic Pets (for example, cats and dogs) – as an alternative to disposal at an HRC, for further details please see local District Councils website. This is the responsibility of the owner. For this reason, this waste will not be accepted at the HRCs.

Access to BCC's HRCs

- 4.1 This section details the location of BCC's HRCs and some of the user groups who may use the sites. It also describes the restrictions controlling access that apply to HRC sites. Further detail is provided in Appendix 1.
- 4.2 HRC site locations – there are up to nine HRCs located across Buckinghamshire as shown below:

Waste Collection Authority Area	Buckinghamshire County Council HRC Sites
Aylesbury Vale District Council	<p>Aston Clinton HRC College Road North, HP22 5EZ</p> <p>Rabans Lane (Aylesbury) HRC Rabans Close, Rabans Lane, HP19 8RS</p> <p>Buckingham HRC Yonder Slade, Buckingham Industrial Park, MK18 1RZ</p>
Chiltern District Council	<p>Amersham HRC London Road East, HP7 9DT</p> <p>Chesham HRC Latimer Road, HP5 1TL</p>
South Bucks District Council	<p>Beaconsfield HRC A40 London Road, Lower Pyebushes, HP9 2XB</p> <p>Burnham HRC (proposed for closure in 2019, subject to 5 month review) Crowpiece Lane, SL2 3TG</p> <p>Langley HRC Langley Park Road, SL3 6DD</p>
Wycombe District Council	<p>High Wycombe HRC High Heavens, Clay Lane, Booker, SL7 3DJ</p>

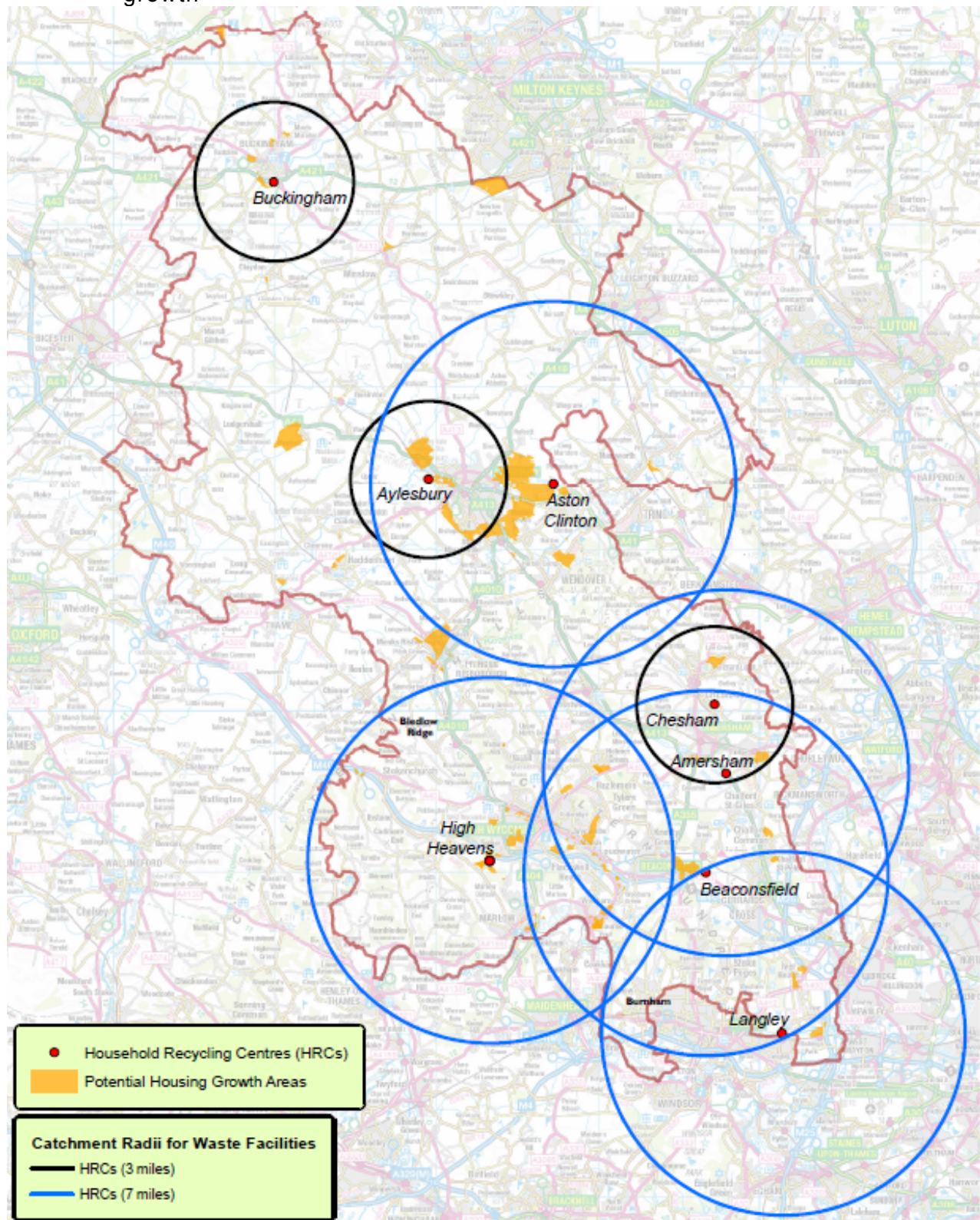
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Table 2 Locations of 9 HRC sites within Buckinghamshire

The geographical location of each HRC is show in Figure 2 below which also indicates areas of proposed housing growth and an indication of the catchment area that each HRC serves. This is spit into urban (3 mile catchment) and rural site (7 mile catchment sites).

Figure 2 An 8 site HRC network distribution model and potential future household growth



Catchment radii range is based on Waste & Resources Action Programme (WRAP) HRWC guidance [2016]

Enforcement

- 5.1 BCC HRC staff will make a decision as to whether charges should be applied or access should be refused. If the decision is that a charge should be levied, which the resident refuses to pay or the individual is not entitled to dispose of waste at the HRC, the individual must leave the site with the waste.
- 5.2 Residents can appeal an HRC staff's decision to apply charges for the disposal of Non-Household Waste or Trade Waste by writing to: Buckinghamshire County Council, Waste Management Services, County Hall, Aylesbury, HP21 1AU or email waste_strategy@buckscc.gov.uk
- 5.3 Any breach of this policy by users of BCC's HRCs will be reported to Buckinghamshire County Council, Waste Management Services, which may lead to investigation and prosecution should an offence have been committed.
- 5.4 Automatic Number Plate Recognition (ANPR) systems are installed at BCC's HRCs for the purpose of the prevention and detection of crime and information from these may be used to aid enforcement investigations. CCTV and webcams are also installed for safety, security and site monitoring.
- 5.5 Depositing waste outside of designated drop-off or disposal points / containers at any HRC may constitute an offence of fly-tipping and will be investigated by Buckinghamshire County Council, Waste Management Services for prosecution. Further details on fly-tipping can be found on the BCC website³.

Declaration

- 6.1 HRCs will continue to operate a system whereby they may ask any user to complete a Declaration Form. By completing the form the user confirms that the waste is from their own home and not related to a trade or business activity.
- 6.2 The information recorded on the Declaration Forms will be passed to the Council's Waste Management Services to review and investigate any suspected misuse and further action may be undertaken.

Records and Data Protection Act

- 7 The Council collects personal data as part of its e-permit scheme and through the operation of ANPRs systems at HRCs. The Council will use this information to review site usage and ensure compliance with this policy. Details may also be shared with the Environment Agency and other law enforcement agencies for the purpose of carrying out a statutory function or prevention or detection of crime.

³ <http://www.buckscc.gov.uk/fly-tipping>

Compliments and Complaints

- 8.1 BCC and our partners continue to aspire to keeping Buckinghamshire thriving and attractive; hence we are always seeking new ways of improving customer experience through customer compliments, comments or complaints.
- 8.2 We will investigate complaints and acknowledge compliments and comments.
- 8.3 Contact details are provided on information boards at each HRC site and details of the formal complaints process is published on the BCC website⁴.

⁴ <http://www.buckscc.gov.uk/about-your-council/contact-us/feedback-and-complaints/>

Appendix 1 – Details of HRCs operations

1. HRC Opening Hours and Days

- 1.1 Buckinghamshire HRCs are open 7 days a week, except Christmas Day, Boxing Day and New Year's Day, with the exception of the Rabans Lane (Aylesbury), Burnham⁵ and Chesham HRCs, which are closed on Wednesday and Thursday each week.
- 1.2 Access to HRCs for all users and visitors is only permitted during opening days and hours.
- 1.3 Site opening hours in the summer (1st April - 30th September) are between 9:00am and 6:00pm and in the winter (1st October - 31st March) are between 9:00am and 4:00pm, with the exception of the Rabans Lane (Aylesbury), Burnham² and Chesham HRCs, which are closed on Wednesday and Thursday each week.
- 1.4 Site opening days and times are published on the BCC website⁶, site notices, site boards and contained in on-site literature.
- 1.5 BCC's HRCs have webcams installed at all sites, this allows customers to plan their visit to our sites using real-time information and see how busy the sites are⁶.
- 1.6 Users will be asked to leave the site by closing time and will be advised 10 minutes before closing as they enter the site.
- 1.7 HRCs may close in exceptional circumstances, such as severe weather, essential maintenance and unplanned / emergency events.

2. Buckinghamshire HRC Users

- 2.1 HRCs within Buckinghamshire are primarily provided for BCC residents to dispose of household waste. BCC will permit disposal of prescribed other types of waste, subject to payment of a charge. Details of the charges levied are set out below.
- 2.2 Landlords should note that waste produced from properties that are rented out and disposed of, by or on behalf of the landlord, is classed as commercial waste and, as such, must be disposed of through a legitimate commercial waste collection/disposal provider and charges are applicable.

3. District, Town and Parish Councils

- 3.1 District Councils work in partnership with the County Council and share local responsibilities with the County Council. As such, District Councils will have access to designated HRCs to deposit specific waste types. These arrangements will be agreed in advance with the Council. All other site access and material restrictions will apply.

⁵ Burnham HRC to close permanently on an indicative date of 31st August 2019 following a financial appraisal on the other savings implemented from 1st April 2019.

⁶ <https://www.buckscc.gov.uk/services/waste-and-recycling/household-recycling-centres/>

- 3.2 Town and Parish Councils will have access to designated HRCs to deposit specific waste types. These arrangements will be agreed in advance with BCC. All other site access and material restrictions will apply.

4. Charity and other voluntary / non-registered organisations

- 4.1 All charities wishing to use BCC's HRCs for the first time must be registered as licensed waste carriers prior to accessing any BCC HRC. Registration requirements can be viewed online⁷ or by calling the Environment Agency (England) helpline on 03708 506506.
- 4.2 Charities must show their waste carriers licence or exemption (as applicable) when disposing of waste at BCC's HRCs.
- 4.3 Charities will be required to apply for a permit via the BCC web portal.
- 4.4 Charities will have to enter into an agreement with BCC prior to using the HRCs. In order to use the HRC, the charity must be located in Buckinghamshire, use will be limited to household waste items and charges will be applied for construction and demolition and other waste types. See table 3.

5. Non-Buckinghamshire household

- 5.1 It is recognised that in most cases residents will use HRCs that are closer to their household; hence there will be some cross-border use of HRCs.
- 5.2 BCC may set up Service Level Agreements with neighbouring authorities for cross-border access to ensure the costs of provision of the HRC is shared fairly. Whether there is an agreement or not, Non-BCC residents will be subject to the same restrictions and charges as BCC residents.
- 5.3 Where a Service Level Agreement does not exist with neighbouring authorities, those out-of-county householders maybe refused access and charges may be levied.

6. Traders / Commercial users

- 6.1 BCC does not have a duty to accept waste from commercial sources and/ or traders, hence all waste deposits from trade activities will be chargeable. A pricing schedule for specific trade waste streams is set out in Appendix 3 (Table 2).
- 6.2 Traders, for the purpose of this policy, are people or organisations who engage in any kind of commercial business.

⁷ <https://www.gov.uk/waste-carrier-or-broker-registration>

- 6.3 All traders must be registered as licensed waste carriers prior to accessing BCC HRCs. Registration requirements can be viewed online⁸ or by calling 03708 506 506. Details of charges can be found on the BCC website⁹.
- 6.4 For the purpose of Section 34 of EPA 1990 Duty of Care; traders are required to fully describe and accurately declare the nature of all waste being deposited, and show their waste carriers licence at the HRCs prior to accessing BCC HRCs.
- 6.5 Traders are required to comply with their own Duty of Care and pay for all waste deposited according to the published charging scheme. Traders must self-separate and deposit waste into the relevant containers for re-use, recycling, treatment or disposal. BCC HRCs reserve the right to refuse entry and/or recover additional costs should this duty not be fulfilled.
- 6.6 Traders are only permitted access to use the chargeable Trade Waste Service which is provided at the following HRCs: Aston Clinton; Rabans Lane (Aylesbury); Beaconsfield; High Wycombe; and Amersham. Only these sites have the necessary legal compliances in place. Vehicle size limit is up to 7.5 tonne due to site capacity considerations. HRC staff complete and provide Duty of Care documents to traders using the chargeable Trade Waste Service.
- 6.7 In order to manage traffic at our HRCs traders will normally be permitted to visit HRCs Monday to Friday only. This will be subject to regular review and change as required. The Council reserves the right to refuse entry to traders at peak times and other instances in the interest of householders.
- 6.8 Certain wastes are not accepted from traders and these include air conditioning units, lead acid (vehicle) batteries, chemicals, commercial fridges/freezers, commercial fridge-freezers, computer monitors, fluorescent tube lights, gas bottles, oil, TVs and tyres.
- 6.9 Cash and cheque payments are not accepted at any of BCC's HRCs. Charges are reviewed annually or as needed including in line with legislation. Trade Waste Service charges are available on Trade Waste Service sites and published on BCC's website: <https://www.buckscc.gov.uk/services/waste-and-recycling/commercial-waste/trade-waste-charges/>

7. Vehicular Access Criteria

- 7.1 BCC requires residents to obtain an e-permit (which is free of charge) in advance when certain vehicles are to be used to dispose of waste. This ensures that BCC can monitor the amount of household waste deposited by residents and identify any potential abuse by individuals who are running commercial businesses. All HRCs are fitted with Automatic Number Plate Recognition (ANPR) devices which will be used to monitor vehicle movements to help assess whether there is any exploitation and unusual frequency of visits by the same vehicle to the HRC network.

⁸ <https://www.gov.uk/waste-carrier-or-broker-registration>

⁹ <http://www.buckscc.gov.uk/environment/waste,-recycling-and-treatment/household-waste-and-recycling-centres/commercial-waste/>

- 7.2 Access to HRCs is limited to cars, small trailers and vans. Due to site capacity, vehicles with trailers larger than 1.2m x 1.8m may only visit the following HRCs: Rabans Lane (Aylesbury); Amersham; Aston Clinton; and High Wycombe.
- 7.3 Any householder may deposit their own household waste at a HRC in a car, including 4x4s, SUV and MPVs with or without a single axle trailer (maximum trailer size 1.2m long x 0.9m wide, up to 60cm high with a cover and excluding tow bar). No e-permit is required.
- 7.4 Any householder may bring their own household waste to a HRC in a commercial vehicle, provided the vehicle has no more than four wheels. An e-permit is required when a householder uses a commercial vehicle to deposit household waste.
- 7.4.1 A commercial vehicle is defined as a van, pick up, minibus (with 8-11 seats), flat back or similar, which have no more than 4 wheels.
- 7.5 Any householder may bring their own household waste to a HRC using a vehicle detailed in a commercial vehicle as defined above WITH a single or twin axle trailer (maximum trailer size 1.8m long x 1.2m wide, up to 60cm high with a cover and excluding tow bar). An e-permit is required.
- 7.5.1 Any householder may bring their own household waste to the Rabans Lane (Aylesbury), Beaconsfield and High Wycombe HRCs ONLY when using a commercial vehicle as defined above WITH single or twin axle trailer (trailer size between 1.2 - 2.4m long x 1.2 – 1.8m wide, up to 60cm high with a cover and excluding tow bar). An e-permit will be required.
- 7.6 Any other type of vehicle not covered above will not be permitted access into HRCs.
- 7.7 Any householder can only enter sites to deposit waste on foot if they have a valid e-Permit. Householders may not park outside sites and walk in.
- 7.8 All children under the age of 12 and pets must remain in the vehicle when visiting a HRC. Children under the age of 17 should be accompanied by a responsible adult, who should supervise them at all times.

8. Banned Vehicles

- 8.1 For commercial waste, safety, site size and capacity reasons some vehicles are not allowed into any BCC HRCs. The following vehicles will not be permitted access to any BCC HRCs:
- Any vehicle carrying trade waste, unless paying to use a BCC Trade waste HRC
 - Any vehicle with more than 4 wheels unless at a BCC Trade waste HRC
 - Any vehicle weighing more than 7.5 tonnes
 - Any trailer larger than 2.4m long x 1.8m wide
 - Any vehicle with a tipper or tipping tail lift mechanism
 - Horseboxes
 - Tractors

9. Chargeable construction and demolition waste and other non-household waste

- 9.1 Chargeable construction and demolition wastes includes asbestos, plasterboard, ceramic tiles, soil and hardcore and wood waste derived from construction and demolition activities, including but not limited to, internal and external doors, kitchen units and worktops, windows, laminate flooring and floorboards, door frames, garden sheds, fence panels and posts, outbuildings and any construction wood waste. Charges also apply to disposal of tyres.
- 9.2 No cash payments will only be accepted, only debit/credit card or pre-payment cards (for example <https://www.payzone.co.uk/consumers/>).
- 9.3 Appendix 3 details the pricing schedule for construction and demolition waste and sets out the charges for the construction and demolition type waste and non-household waste – charges to be reviewed as a minimum annually or due to changes in legislation. Due care and consideration has been undertaken and acting in good faith.

10. Waste Electronic-Permits (e-permits)

- 10.1 The permit scheme was introduced as the Council recognises that some householders may wish to use commercial type vehicles to bring in household waste.
- 10.2 The scheme does monitor commercial vehicles onsite and excessive waste quantities being delivered.
- 10.3 'E-permit' means an electronic permit, which must be obtained from the Council before visiting an HRC.
- 10.4 E-permits will be provided at no cost.
- 10.5 When requesting an e-permit, users must state the types and quantities of waste they will bring to an HRC.
- 10.6 E-permits will be sent electronically to the user in the form of an email containing a QR code. This QR code must be presented to HRC site staff (either in electronic or paper format) for validation.
- 10.7 For validation purposes users are required to show their e-permit to site staff on entry to HRCs.
- 10.8 Without a valid e-permit users will be refused entry to site.
- 10.9 Should users who have already been refused entry continue to attempt to enter the site to deposit their waste, site staff will record and pass their details to the BCC Enforcement team for investigation.

- 10.10 To ensure traffic flow at HRCs is as quick as possible, e-permit applications must be completed online¹⁰ prior to attending the site.
- 10.11 E-permit applications can be made at any time of the day.
- 10.12 Householders who do not have internet access can apply for an e-permit using the internet facilities available at their local library or by phoning the BCC contact centre on 01296 395000.
- 10.13 The contact centre is open Monday-Thursday 9:00am-5:30pm and Friday 9:00am-5:00pm, excluding Bank Holidays.
- 10.14 Households wishing to apply for an e-permit will need to create an account using their personal information. Once an account has been created, householders will be able to apply for subsequent e-permits by logging into their waste permit account and requesting the relevant e-permit.
- 10.15 The e-permit service is not available to traders (see point 6 for details of the BCC chargeable Trade Waste Service).

11. Types of e-permit

- 11.1 There are four types of e-permit which users (excluding traders) may apply for:
- General Household waste e-permit
 - Non-Household waste e-permit
 - Recycling waste e-permit
 - Asbestos waste e-permit

¹⁰ <http://www.buckscc.gov.uk/environment/waste,-recycling-and-treatment/household-waste-and-recycling-centres/waste-permit-scheme/>

E-permit type	Waste types (including, but not limited to)	When required	E-permit validity
General Household	Non-recyclable waste such as black sacks (containing small amounts of excess household waste), carpets, mattresses, beds and sofas.	Households and Charities: when using any vehicle detailed in vehicular access section above.	Valid for 31 days (1 st application), then 90 days (subsequent applications).
Non-Household Waste	Non- Household waste including waste generated from construction and demolition works, such as hard-core, rubble, soil, sand, fitted wooden furniture (i.e. doors, kitchen and bathrooms), radiators. See sub-policy 9 for more details.	Households: when using any vehicle detailed in vehicular access section above. Charges will apply for certain wastes that fall into this category Not available for Charities.	Valid for 31 days from date of issue.
Recycling	Green waste, wood, paper, cardboard, fridges, freezers, TVs and computer monitors. See Sub-Policy 4 for more details. NOTE: Limit of 2 items per year for fridges, freezers, TVs and computer monitors.	Households: when using any vehicle detailed in vehicular access section above. Not available for Charities.	Valid for 31 days (1 st application), then 90 days (subsequent applications).
Asbestos	Asbestos in connection with construction and demolition works. See Appendix 2 for more details.	Households: whenever asbestos is presented. Not available for Charities. Charges will apply for this type of waste.	Valid for 12 months, with maximum of 3 visits. Only available at Amersham, Aston Clinton, Rabans Lane (Aylesbury), Beaconsfield, High Wycombe and Langley HRCs.

Table 4 e-permit summary

Appendix 2 – Waste exemptions and restrictions

1. Waste Acceptance Criteria

1.1. Buckinghamshire HRCs accepts a wide variety of waste categories. This appendix details categories of waste not accepted at HRCs:

- Clinical and offensive waste. Please see the alternative list (below).
- Carcasses (including domestic pets) and faeces. However quantities of animal bedding equivalent to 1-2 bags per week are permitted from small domestic pets where this is double bagged.
- Hazardous waste – see Hazardous Waste list (below).
- Un-sectioned trees that cannot be easily lifted by customers or site staff.
- Flammable liquids and explosives (e.g. petrol/fireworks/ammunition).
- Commercial vehicle tyres.
- Other waste that poses a risk to health or property – staff at the HRC have a right to refuse any waste that falls into this category
- Trade waste, except brought by a licensed waste carrier. Residents have a legal duty of care to ensure that anyone who collected waste from their property is legally authorised to take, transport and dispose of it safely.

2. Alternative disposal arrangements of waste not accepted or for which a charge is levied

2.1 Residents are encouraged to explore alternative arrangements for disposal of excess waste arising from undertaking refurbishments within their home, such as:

- Reuse items where possible, for example freecycle, eBay, Shpock, Gumtree, etc.
- Hiring a skip
- Using a 'waste bag' service available at DIY stores
- Using a private waste or recycling facility
- Employing a waste contractor
- Using a BCC Trade Waste Service facility

3. Hazardous Waste:

3.1 There are some types of waste which could put human health or the environment at risk because of their chemical or biological nature.

3.2 BCC accepts this waste so long as it is in accordance with normal household use. For this reason, the amount of waste deposited may be monitored.

3.3 For the purpose of this policy, hazardous waste includes, but is not limited to: chemicals (e.g. garden chemicals and oil based paints), bonded asbestos, fluorescent tubes, ovens, hobs and LPG cylinders.

3.4 The following annual limitations apply to hazardous waste to keep it in line with normal household use: 4 fluorescent tubes, 2 car batteries, 10 litres engine oil, 5 litres chemicals and 2 LPG cylinders.

4. Asbestos:

4.1 HRCs will accept household items which contain asbestos, subject to the amount of items coming within normal household use. A permit is required, which is free of charge.

4.2 Charges will be applied for the disposal of construction and demolition associated asbestos waste.

4.3 Householders must make alternative arrangements to dispose of quantities in excess of the limits.

4.4 Asbestos must be removed by specialist asbestos removal and disposal contractors. These can be found in the local telephone directory, online or by contacting members of the Asbestos Removal Contractors Association.

4.5 Only certain HRC sites are licensed to accept asbestos waste. These are Amersham, Aston Clinton, Rabans Lane (Aylesbury), Beaconsfield, High Wycombe and Langley.

4.6 Charities and Traders wishing to dispose of asbestos can make use of the chargeable disposal arrangements as listed in specific HRCs as set out in point "4.5" above.

Appendix 3 – Pricing schedule for construction and demolition waste and for trade waste

Item	Price
Hardcore & Soil per bag*	
Concrete, bricks, rubble, stones & any other building materials	£2.50
Soil	£2.50
Ceramic tiles	£2.50
Bathroom Suites	
Bath	£5.00
Toilet pan or cistern	£10.00
Wash basin or kitchen sink	£2.50
Shower door or shower tray	£10.00
Kitchens	
Kitchen work top	£7.50/m
Kitchen unit (with door) (wall or floor)	£5.00
Door or window (including panes of glass)	£10.00
Wood	
Wood from construction/demolition - 2m x 1m	£10.00
External door	£10.00
Internal door	£2.50
Fence/shed panel	£2.50
Roofing Materials	
3m length of guttering or drain pipe	£2.50
Roof felt tiles or sections of roof felt – smaller than 1.5m x1.5m	£2.50
Roll of roof felt up to 3mx5m	£2.50
Other	
Asbestos	
Asbestos sheet per 1m x 1m	£3.50m ²
Plaster/plasterboard per bag	£6.00
Plasterboard sheet up to 2m x 1m	£7
Car or motorcycle tyre	£4

Table 1 Construction and demolition waste

*A bag is 25 litres with a weight of 10kg or equivalent volume of loose material. Part bags will be charged as per whole. Other construction & demolition items may be liable to be charged at a similar rate as stated in the table, in line with current legislation. Prices will form part of implementation proposals and officer delegations. Prices will also be reviewed annually and in line with legislation changes. The prices will be published on BCC website and available across the HRC sites.

Please note that this is not an exhaustive list.

Waste	Weight	ex VAT	in VAT (20%)
Trade Waste - General waste	up to 250k	£47.96	£57.55
	251k to 600k	£86.58	£103.90
	over 600k (per tonne)	£144.30	£173.16
Trade Waste - Clean mixed recyclables	up to 250k	£36.05	£43.26
	251k to 750k	£65.92	£79.10
	over 750k (per tonne)	£88.58	£106.30
Trade Waste - Clean Green Waste	up to 250k	£30.59	£36.71
	251k to 750k	£57.17	£68.60
	over 750k (per tonne)	£76.22	£91.46
Accept Non- commercial fridge freezers	per item	£25.75	£30.90

Table 2 Pricing table for other trade waste streams

Table 2 prices will also be reviewed annually and in line with legislation changes. The prices will be published on BCC website and available across the HRC sites.

Equality Impact Assessment Appendix 3

Part 1: Basic details

Project title	Household Recycling Centre Service Review
Is this a new or existing document/service?	Existing service
Responsible officer	Gurbaksh Badhan
Job title	Head of Waste Management
Contact no.	
Team	Waste Management
Service	Environment
Business Unit	Transport Economy Environment (TEE)
Date started	Initial assessment date – June 2018
Date completed	10/12/18 and to be reviewed post Cabinet decision (07/01/19)

Part 2: Purpose and Objectives

2.1	What is the purpose of the project or change?	<p>The purpose of this project is to review the current Service and propose changes to help meet £1.25million savings target whilst minimising a reduction in the satisfaction rates experienced by residents.</p> <p>The review into the household recycling centres incorporates options modelling, benchmarking and a consultation report.</p>
2.2	What are the key objectives of the project or change?	<p>Proposed changes, as a result of the work completed to date on the Household Recycling Centre (HRC) Service Review, are:</p> <ul style="list-style-type: none"> • Charging for some types of waste at all sites (Buckinghamshire and non-Buckinghamshire residents) • Reduction from 7 to 5 days opening for initially 3 and then potentially 2 HRCs (with the closure of Burnham) • 2 HRC site closures (with Burnham closure deferred for 5 months) • Cross-border usage considered
2.3	Which other functions, services or policies may be impacted?	<ul style="list-style-type: none"> • Waste Access and Acceptance Policy (WAAP) – The current policy sets out the guidelines for the Council and users of the service. It includes details of the permit system, restricted vehicles, and acceptable/non-acceptable waste types. WAAP has been updated as part of this project. • The Customer Contact Centre and other contact channels into the Council will be impacted, as any

Equality Impact Assessment

		<p>changes to the HRC service could result in an increase of contact made with the Council.</p> <ul style="list-style-type: none"> • The fly tipping enforcement team could be impacted if fly tipping incidents were to increase.
2.4	Who are the main stakeholders impacted by this project or change?	<ul style="list-style-type: none"> • Buckinghamshire residents • FCC Environment (current service provider) • Buckinghamshire District Councils as Waste Collection Authorities (WCAs)
2.5	Which other stakeholders may be affected by this project or change?	<ul style="list-style-type: none"> • Non-Buckinghamshire residents

Part 3: Data and Research

3.1	What data and research has been used to inform this assessment?	<ul style="list-style-type: none"> • The Council undertakes annual HRC satisfaction surveys, which compiles data regarding 2,000 users each year. Key information includes the demographics of residents who use the HRCs, as well as their patterns of usage. • Traffic counter data helps identify the pattern of usage of HRCs, including the busiest hours and days. • Options appraisal – technical summary and modelling methods. Spatial analysis of households and their nearest HRCs was also completed, using road network drive times to estimate journey time and postcodes to identify distance to nearest site. • HRC benchmarking data was compiled by APSE (Association for Public Service Excellence). Technical options modelling work was undertaken by Resource Futures and the project team, including consideration of HRC site capacity and infrastructure limitations. • Pre-engagement work prior to a full public consultation was completed by Ipsos MORI to understand residents' thoughts and ideas about possible future options. The work comprised of four discussion groups led by Ipsos MORI, an independent research company. Three groups were with residents who have used an HRC in the past 6 months and one group was with residents who have not used an HRC in the past 6 months. All groups contained a combination of residents from different district areas, with a mix of demographics including age, gender, ethnicity, disability and social grade. • A formal public consultation commenced on 28th August, and finished on 22nd October 2018, which sought resident's views on key options. It received over 6,000 responses and clearly recorded resident's opinions on likely impacts on any possible changes. • Consultation – high level of engagement (see the Consultation Report – Appendix 1 of Cabinet Report). Summary of findings:
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Equality Impact Assessment

1. Site Closures and user/demographic analysis

The most popular frequency of visits was monthly (37.8%); with 54.4% of respondents said they visited the sites monthly or less.

The map below shows the geographical spread of responses to the consultation. There were a significant amount of responses in the areas surrounding Bledlow and Burnham, highlighting the strength of feeling in those areas, shown in Figure 1 below

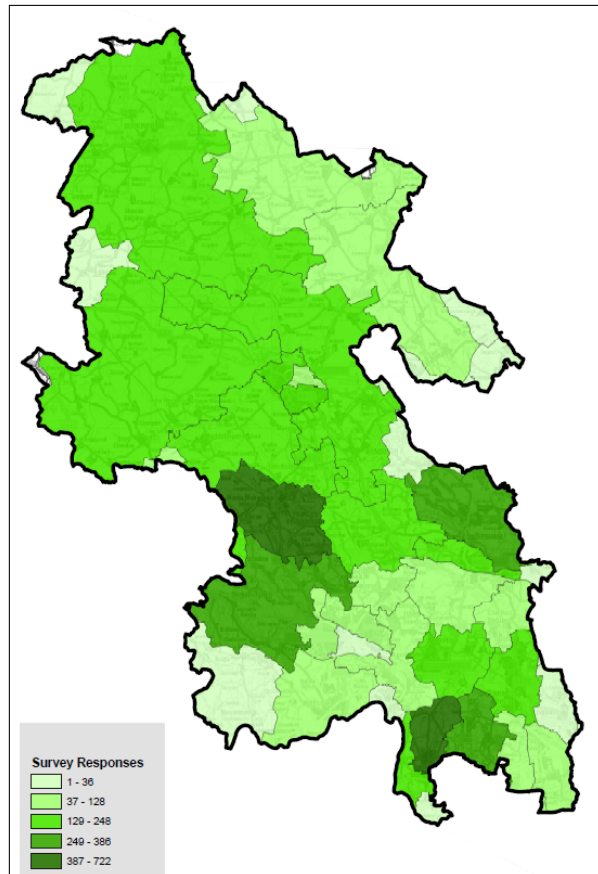


Figure 1 Geographical spread of consultation responses

2. **Week day site closures (up to three HRCs)** – No obvious weekday preference emerged, Tuesday, Wednesday and Thursday all registering between 5-6% of responses. The significant majority said that they did not mind which day (83%). Those selecting Tuesday or Thursday have chosen an option that would mean consecutive days for closure (Tuesday and Wednesday or Wednesday and Thursday). 10.4% selected either Tuesday or Thursday, compared to 6.1% of those selecting Wednesday. When analysing the comments of those who had selected a day, it was typically because it was the most convenient day for that

Equality Impact Assessment

		<p>individual (54.3%). There is some evidence that closing on consecutive days may be more supported.</p> <ul style="list-style-type: none"> • Charging non-Buckinghamshire residents for using HRCs - mixed views, some support that the Council should charge, whilst others feel HRCs are a universal service irrespective of administrative boundaries.
3.2	Have any complaints on the grounds of discrimination been made in relation to this project?	No. The public consultation received over 6,000 responses, which have been collated and will be considered by decision makers.
3.3	Please provide evidence of these.	n/a
3.4	What <u>positive</u> impacts have been established through research findings, consultation and data analysis?	<ul style="list-style-type: none"> • Benchmarking data shows the current HRC service is cost effective. • The service review recommendations plan to deliver savings in a cost effective way that will benefit Buckinghamshire tax payers.
3.5	What <u>negative</u> impacts have been established through research findings, consultation and data analysis?	<ul style="list-style-type: none"> • Fly tipping perception - remains a key concern for residents. There is a strong belief that any changes to the HRC service will lead to an increase in fly tipping. Residents made clear that any increase in fly tipping is unacceptable and would be detrimental to both individuals and the wider environment. • Site Closures - If closures go ahead, residents will have to drive further to use their nearest HRC. The Council estimates 10.8% of Buckinghamshire households are nearest to Bledlow and Burnham. This data is provided by measuring the distances from each postcode in Bucks to the nearest HRC. The data is not actual visits, but homes potentially impacted if a site were to close. A map detailing the drive times is given in the Cabinet Report. <p>Number of visits to each site per annum by Buckinghamshire residents is estimated at c.66,000 at Bledlow and c.94,000 at Burnham (the sites at which closures may occur).</p> <p>Bledlow and Burnham travel times considered</p> <p>The actual increase in travel times is individual to each visitor and visit, so cannot be realistically modelled. However, the travel times from Bledlow and Burnham HRCs to their nearest alternative have been estimated. Travel time* from Bledlow HRC to the nearest</p>

Equality Impact Assessment

		<p>alternative site (High Heavens), if Bledlow was to close is 16-20 mins. Residents in Princes Risborough could travel to Aston Clinton which is an estimated travel time of 10-14 mins.</p> <p>Travel time* from Burnham HRC to alternative sites, if Burnham was to close, Beaconsfield is 10-14 mins and Langley is 16-22 mins.</p> <p>* Typical times – Average of Google estimated times, taken each day of the week at 10am and 2pm.</p> <ul style="list-style-type: none"> • Week day site closures up to three HRCs - Residents who use Rabans Lane (Aylesbury), Burnham and Chesham HRCs will not be able to visit during two weekdays if the proposed options go ahead. They would need to visit the nearest alternative, or visit on another day. • Charging for some types of waste – for all users of the HRC network. There would be an additional cost to residents disposing of certain types of waste, if the proposals go ahead. Waste types, such as plasterboard, rubble, soil, asbestos and car tyres would incur a cost to dispose of. The annual surveys and public consultation show that most residents don't often bring the wastes that could be charged for. Around 60% only bring these items once or twice a year, and a further 25% never bring these items. Despite this, most residents see any charges as likely to lead to more fly tipping and a disincentive to "doing the right thing". Residents who were supportive of charges often cited charges as a way to reduce closures at HRCs, as closures were seen as the least favourable option. Any system for charging would require a system for electronic payments on site, which would help to minimise delays on site at the busiest periods.
3.6	What additional information is needed to fill any gaps in knowledge about the potential impact of the project?	<p>The extensive annual survey data and the public consultation data shows that the largest group of HRC users are aged over 65 (28% of users), which is higher than the Buckinghamshire population (23% of residents aged over 65¹). The service offered is universal and as such the proposed changes impact all users, but based on the level of usage, it appears that those over 65 are impacted more than</p>

¹ Figure created by discounting residents aged 0-15, who did not complete the consultation, to give an accurate comparison. Data used: <https://bbf.uk.com/news/buckinghamshires-demography-2016>

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other age groups. It is expected that users over 65 are more likely to visit during the week, than other age groups, and may be more affected by weekday closures. It must be noted that, responses in the consultation did highlight the perceived impact of site closures on older residents who may not feel comfortable travelling the extra distance. All changes will be proactively communicated and possible alternative options given, such as location of alternative sites.

The Council already operates an electronic permit system for some vehicles (introduced in Autumn 2016). The Equalities Impact Assessment for e-permit implementation highlighted that it may negatively impact older residents.

Since the introduction however, there is no evidence of the e-permit system impacting on any protected factor. Permit details and application are based on the Bucks CC website, with the Browse Aloud function, enabling universal access to the site. The Customer service team are also able to issue permits if needed (currently this is around 5 permits per month).

On site electronic payment systems would require compliance with GDPR and additional signage.

Implementation proposals

Revise and update Waste Access and Acceptance Policy following Cabinet decision. The Council's HRC Service provision is set out in the Council's HRC Waste Access and Acceptance Policy (WAAP). WAAP was introduced in **2006** and was last revised in **2016**.

The **policy** details the following: opening days and hours; Buckinghamshire HRC users; District, Town and Parish Councils; charity and other voluntary/non-registered organisations; non-Buckinghamshire households; traders/commercial users; access criteria; banned vehicles; waste electronic-permits (e-permits); types of e-permit waste; acceptance criteria; declaration and records; and General Data Protection Regulation (GDPR).

The **policy's appendices** include details relating to: re-use waste at BCC HRCs; general household waste at BCC HRCs; construction and demolition waste (non-household waste) at BCC HRCs; recycling waste at BCC HRCs; hazardous waste at BCC HRCs; customer feedback; complaints and complements at BCC HRCs; health and safety at BCC HRCs; charities and other voluntary/non-

Equality Impact Assessment

	<p>registered organisations at BCC HRCs; and access to sites on foot at BCC.</p> <p>Policy updates to reflect the options of the HRC Service review changes which the Council will be taking forward:</p> <ul style="list-style-type: none">• Control of vehicles accessing HRCs – remains• District Councils use of designated HRCs – remains• Charging for some types of waste (<i>waste outside definition of household waste</i>) entering HRCs – new• Controls and charging out-of-county – updated To be managed part through direct administrative arrangements with neighbouring local authorities and part through the charging of non-household waste.• Charities / Parish Council restrictions – updated• Planned weekday closures for some sites – new <p>Detailed communications plan will be devised as part of implementation proposals.</p>
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Equality Impact Assessment

Part 4: Testing the impact

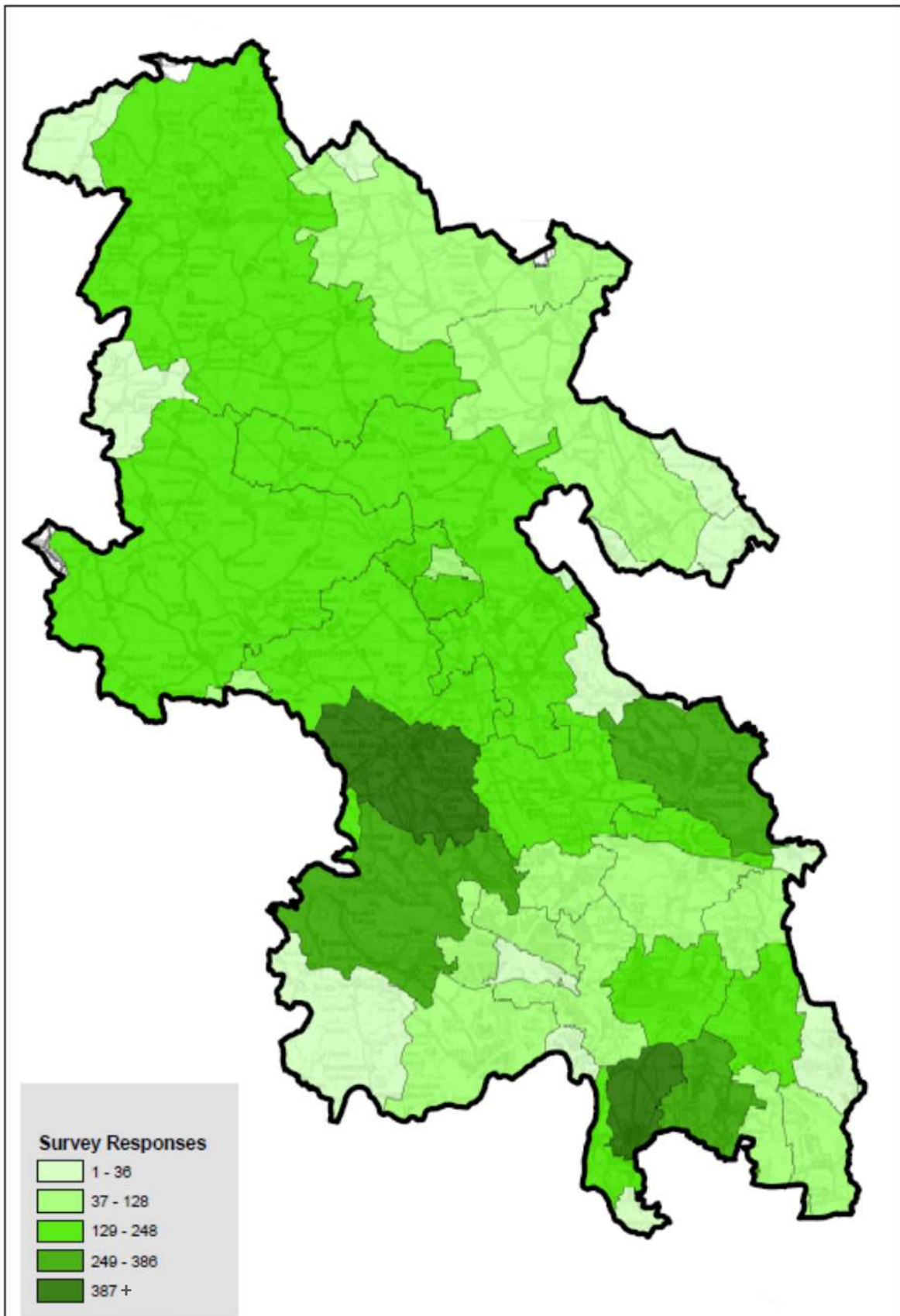
<p>Within this table, please indicate (✓) whether the project will have a positive, negative or neutral impact across the following nine protected factors and provide relevant comments.</p> <p><i>Note 1: Listing a negative outcome does not mean the project cannot continue.</i></p> <p><i>Note 2: This is an opportunity to identify and address issues for improvement</i></p>						
		Positive Impact	Negative Impact	Neutral Impact	What evidence do you have for this?	Improvement Actions Required
4.1	Age		✓		There is some evidence from the results of the consultation that persons over 65 years are more likely to use the HRCs than other age groups and are more concerned about increased travel times compared to other respondents.	Communications plan, including details of alternative sites
4.2	Disability			✓	No evidence of impacts on this protected factor	
4.3	Gender			✓	No evidence of impacts on this protected factor	
4.4	Marriage / Civil Partnership			✓	No evidence of impacts on this protected factor	
4.5	Pregnancy / Maternity/ Paternity			✓	No evidence of impacts on this protected factor	
4.6	Race			✓	No evidence of impacts on this protected factor	
4.7	Religion/ Belief			✓	No evidence of impacts on this protected factor	
4.8	Sexual Orientation			✓	No evidence of impacts on this protected factor	
4.9	Transgender			✓	No evidence of impacts on this protected factor	
4.10	Carers			✓	No evidence of impacts on this protected factor	

Part 5: Director / Head of Service Statement

<p>I am fully aware of the duties required of Buckinghamshire County Council (BCC) under the Equality Act 2010 and I have read our Equality Strategy.</p> <p>I am satisfied that this Equality Impact Assessment shows that we have made every possible effort to address any actual or potential unlawful discrimination.</p>	Name
	Signature
	Date

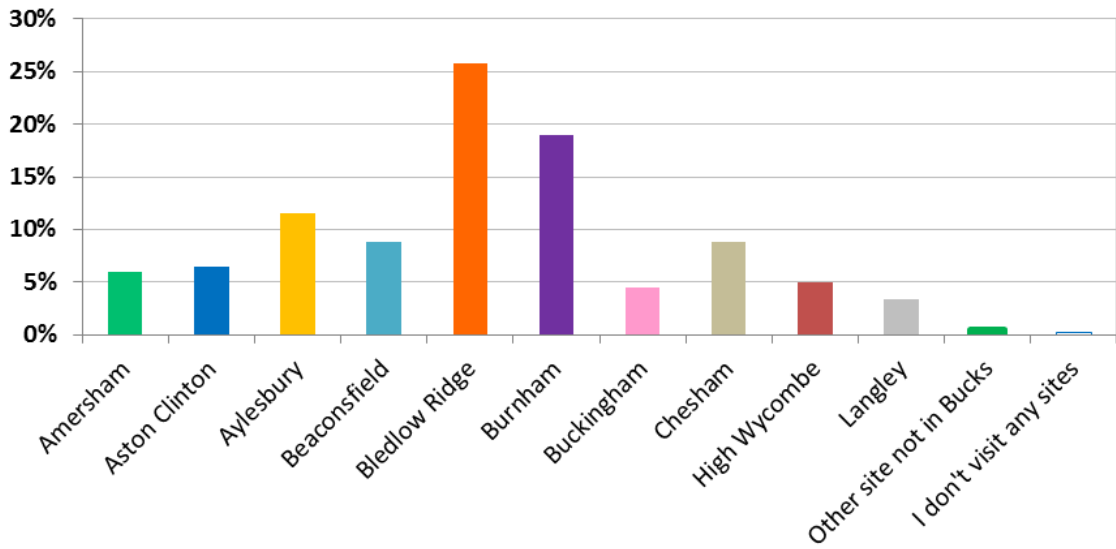
Appendix A – Survey Results

Q1. Please enter your postcode



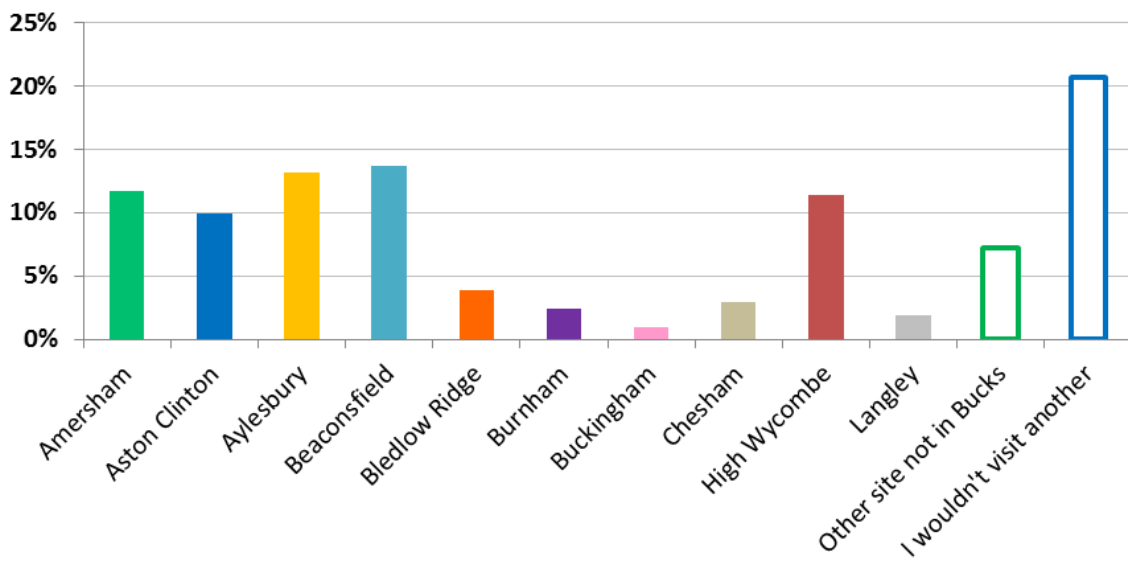
Answered: 6041 Skipped: 0

Q2. Which household recycling centre do you usually visit?



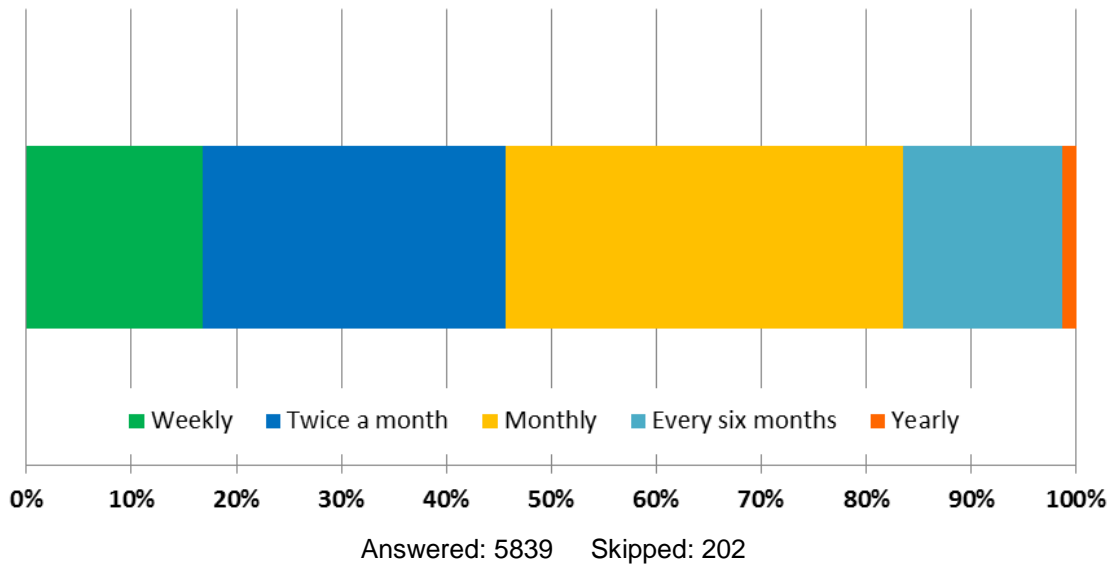
Answered: 6041 Skipped: 0

Q3. Which site would you use if your usual site was unavailable?

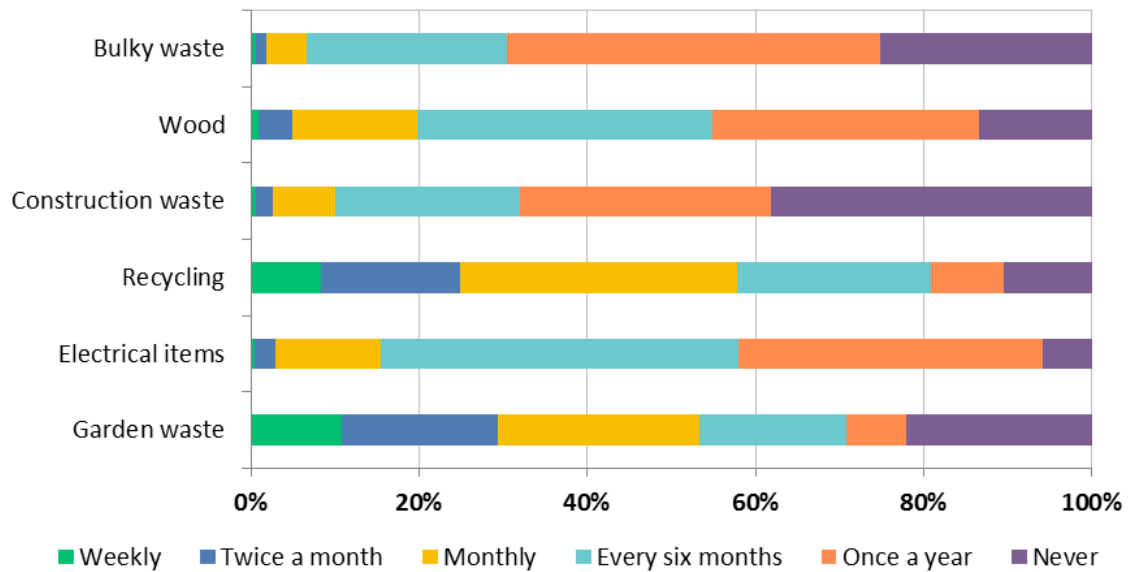


Answered: 5521 Skipped: 520

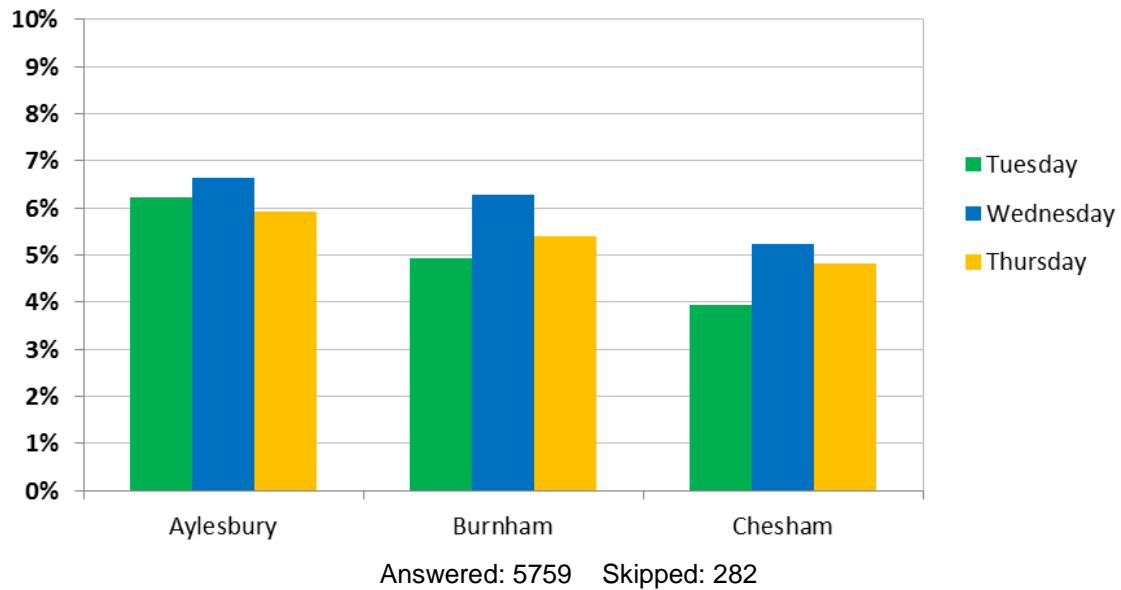
Q4. How often do you visit a household recycling centre?



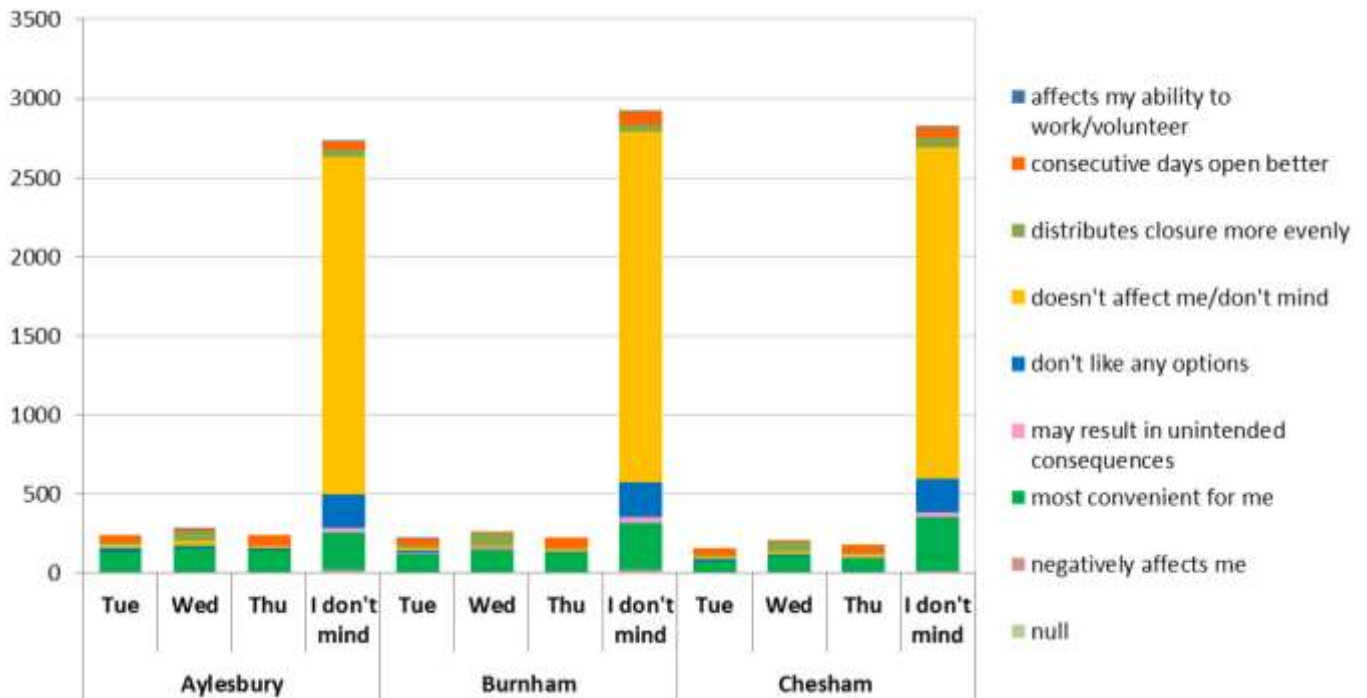
Q5. How often do you bring the following waste?



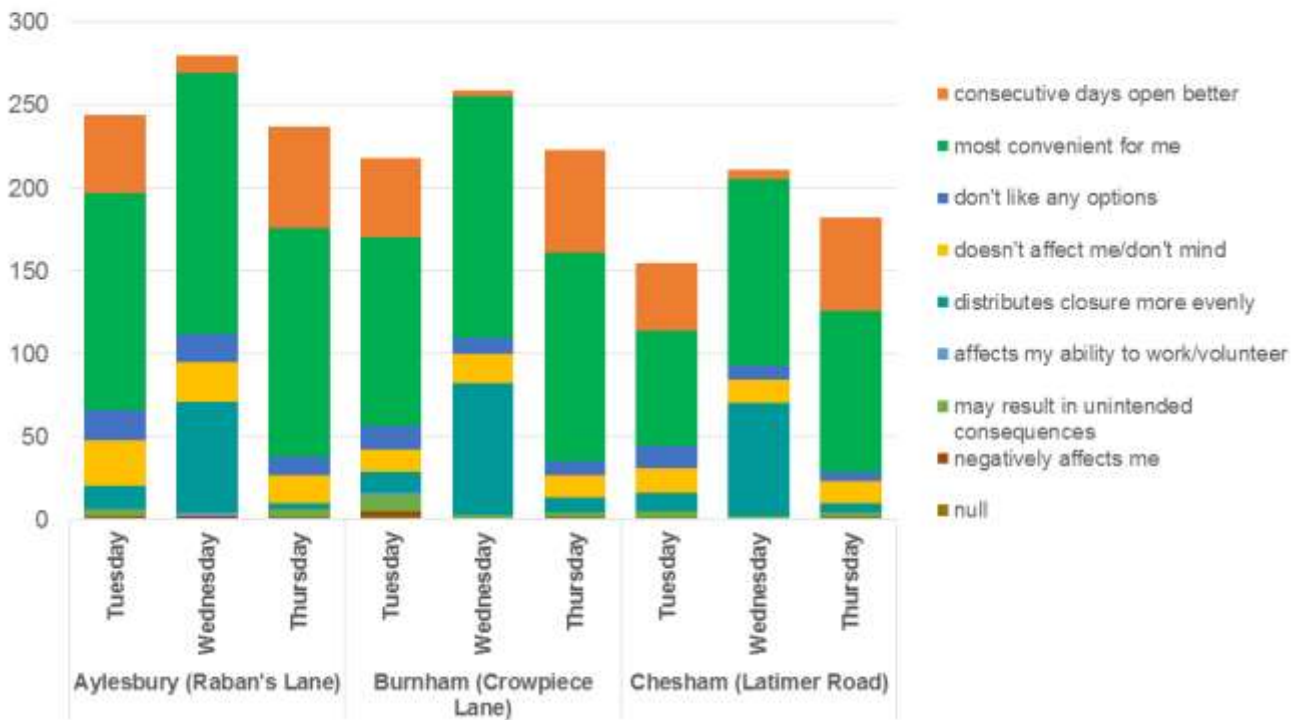
Q6. Which weekday would you prefer to stay open?



Q7 Please tell us why you made that choice

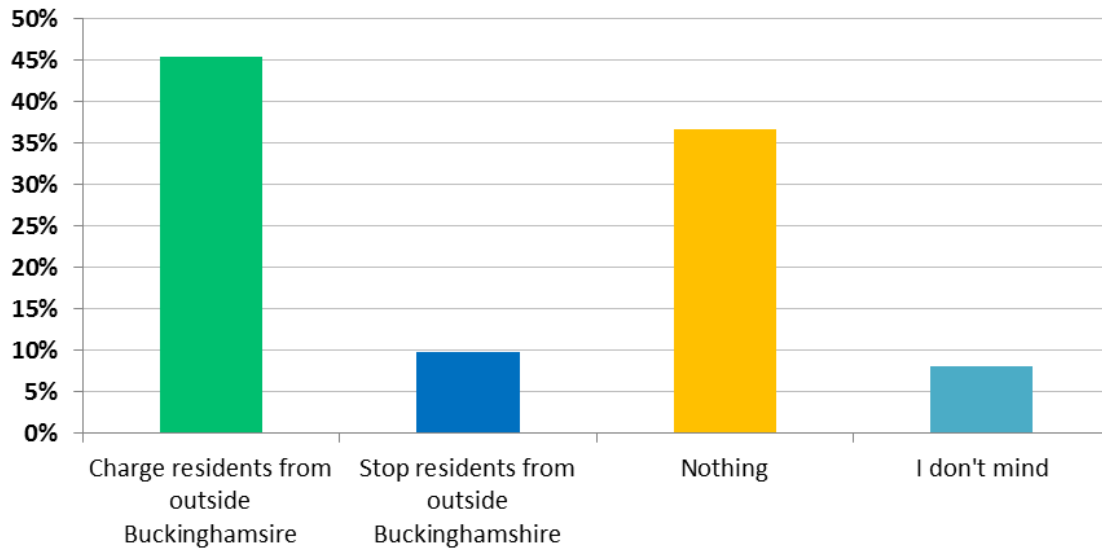


Q7 Please tell us why you made that choice.
Only those who selected a preferred day.



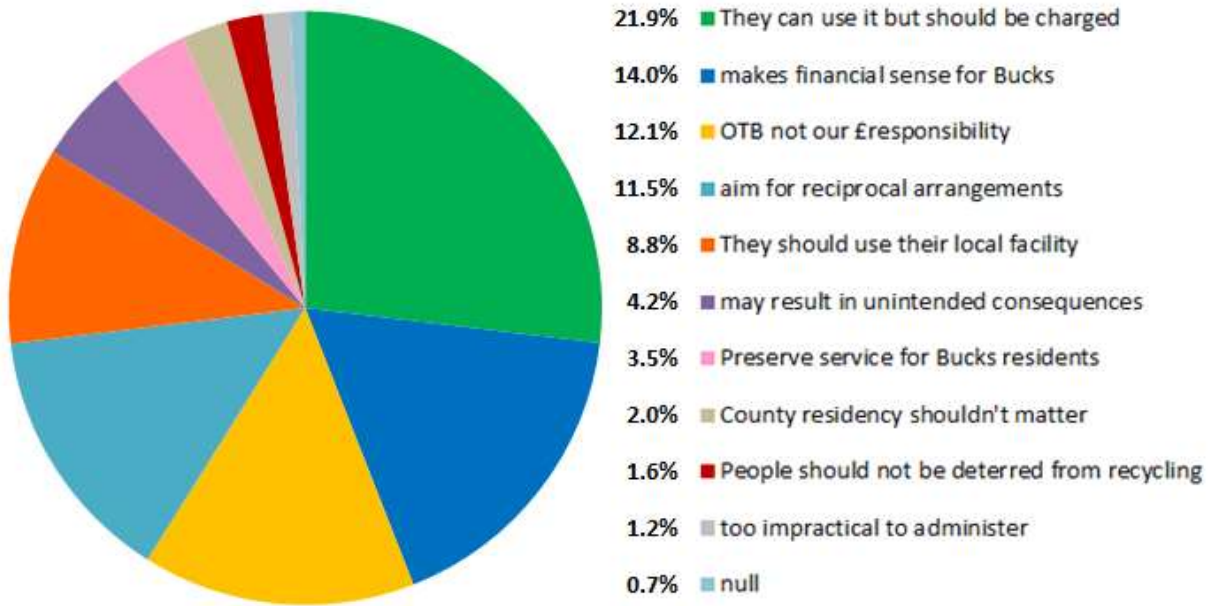
Additional graph discarding those responses that “didn’t mind” about weekday closures.

Q8. What do you think we should do about non-Bucks users?

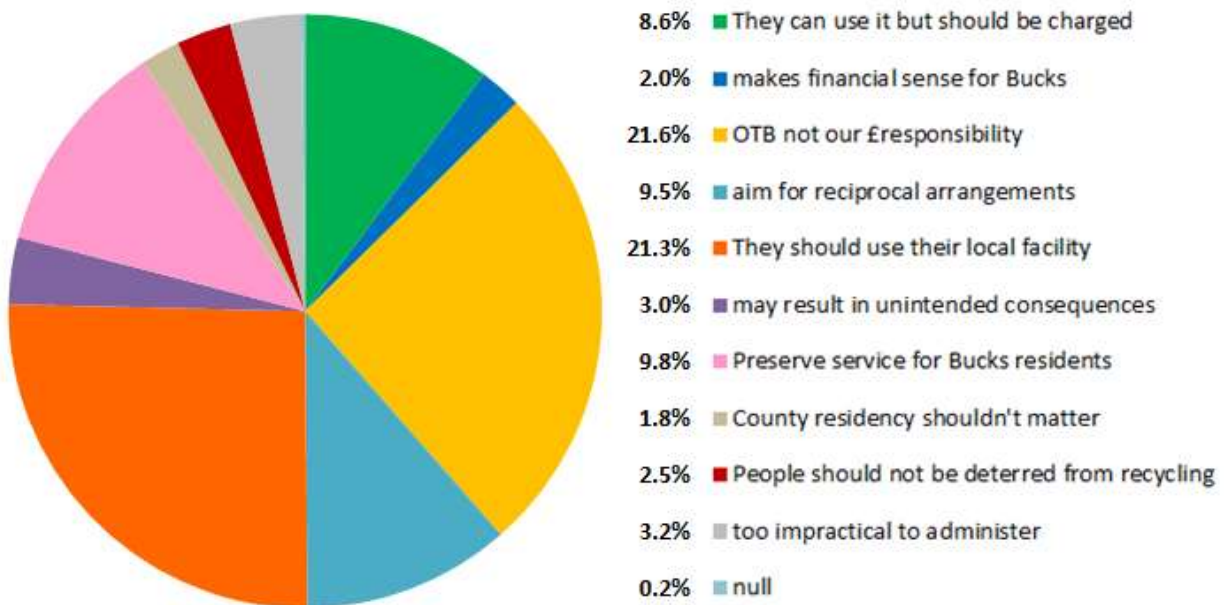


Answered: 5702 Skipped: 339

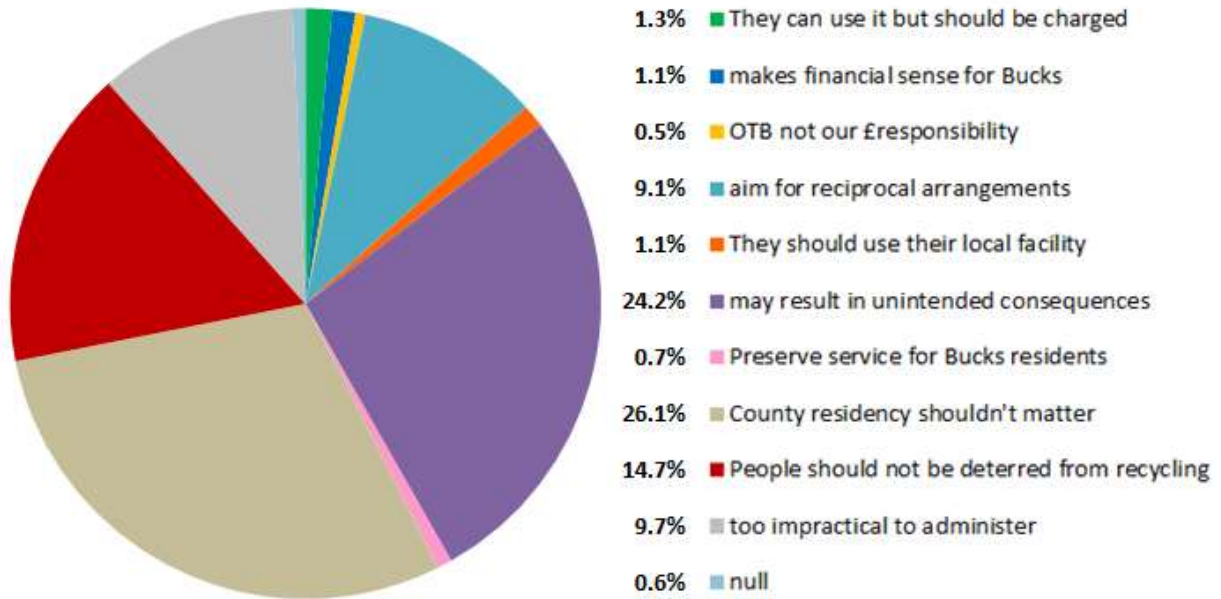
Q9 - Comments from respondents selecting
 "Charge residents from outside Bucks"
 (45.4% of total)



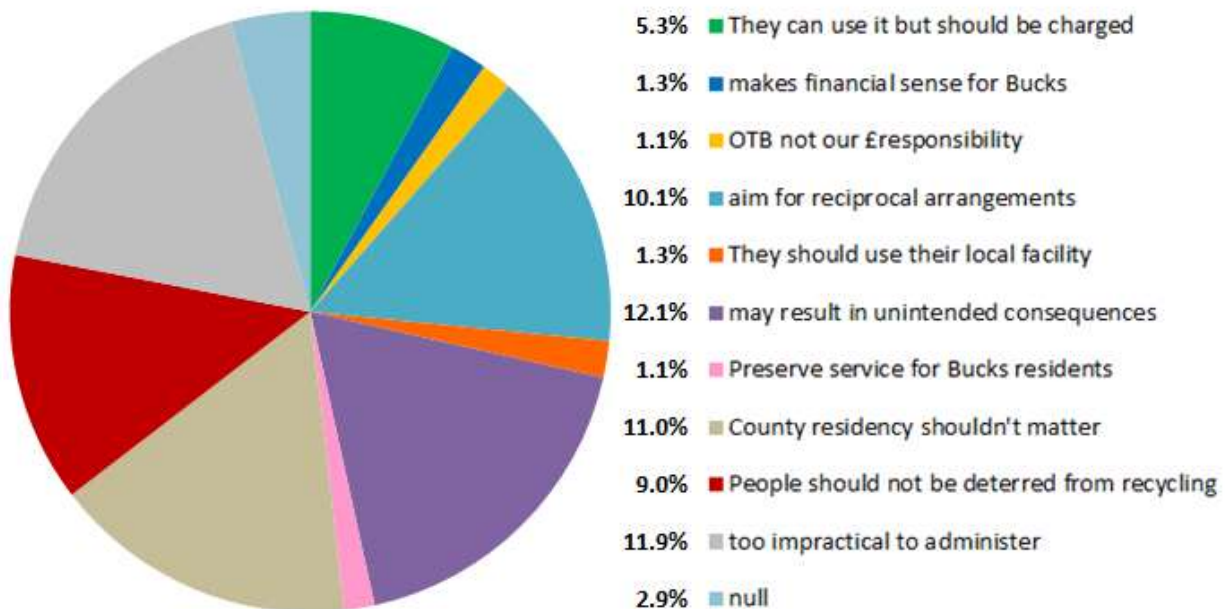
Q9 - Comments from respondents selecting
 "Stop residents from outside Bucks"
 (9.8% of total)



Q9 - Comments from respondents selecting "Do nothing" (36.8% of total)

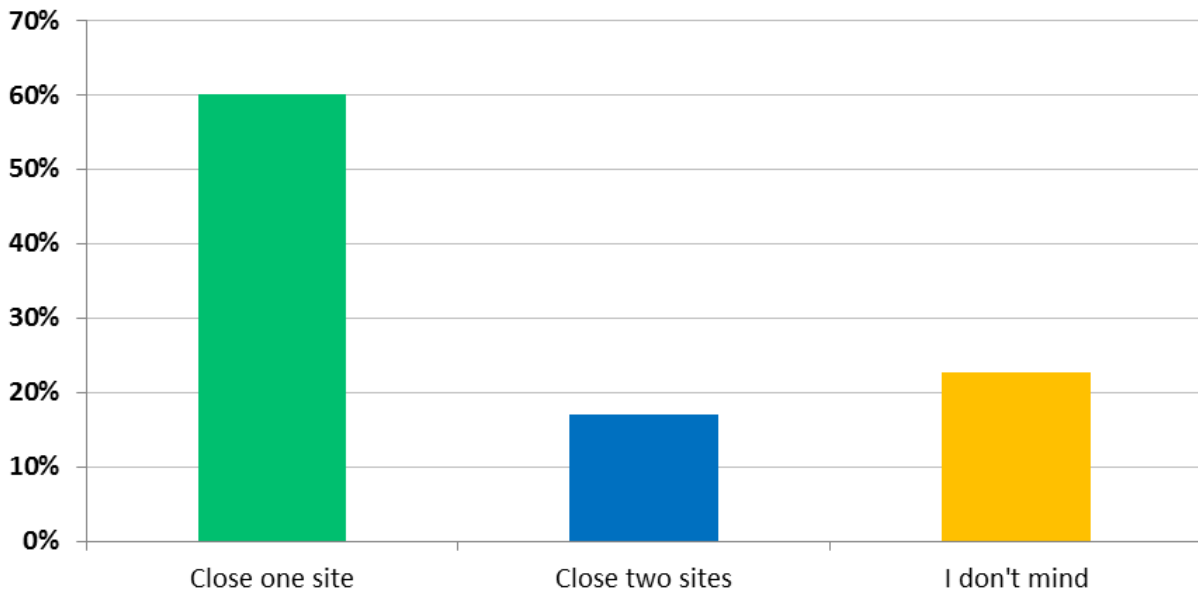


Q9 - Comments from respondents selecting "I don't mind" (7.9% of total)



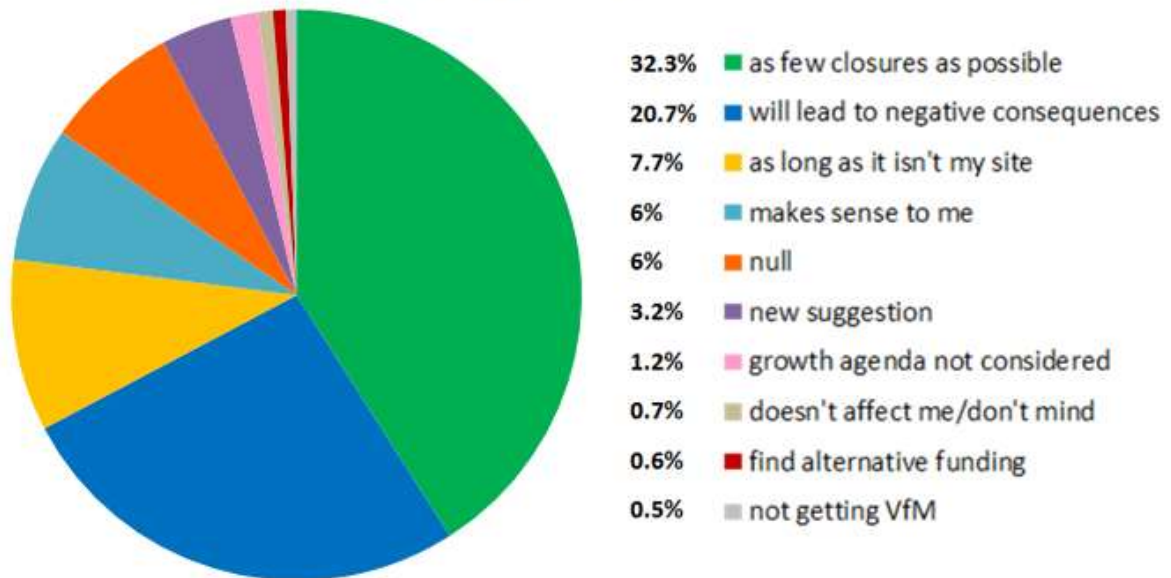
Answered: 4805 Skipped: 1236

Q10. Considering the options detailed please select your preferred option below.



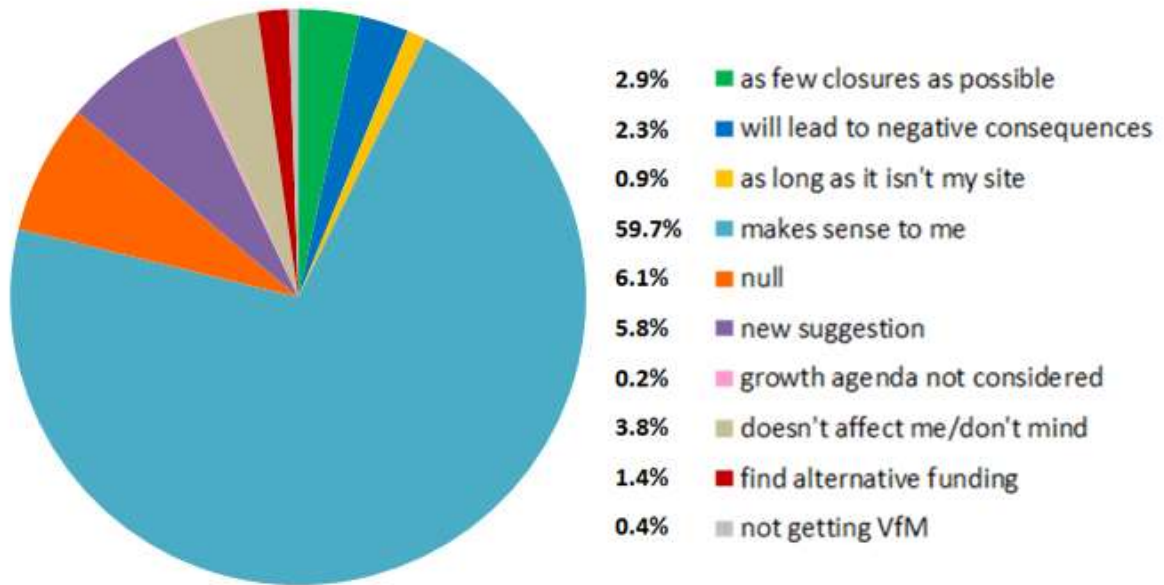
Answered: 5283 Skipped: 758

Q11 - Comments from respondents selecting "Close one site"

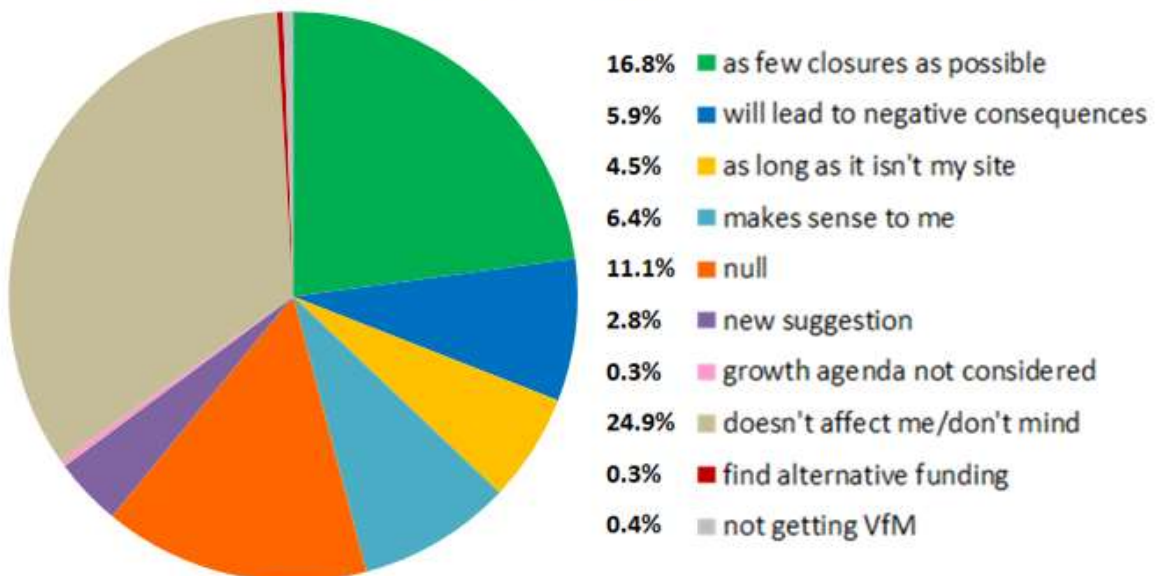


Answered: 4170 Skipped: 1871

Q11 - Comments from respondents selecting "Close two sites"

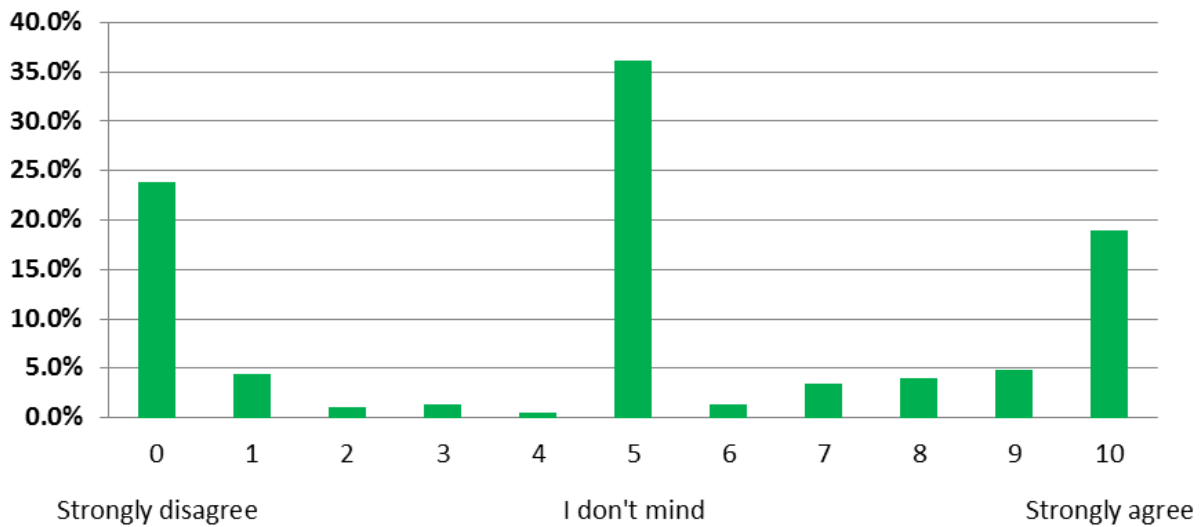


Q11 - Comments from respondents selecting "I don't mind"



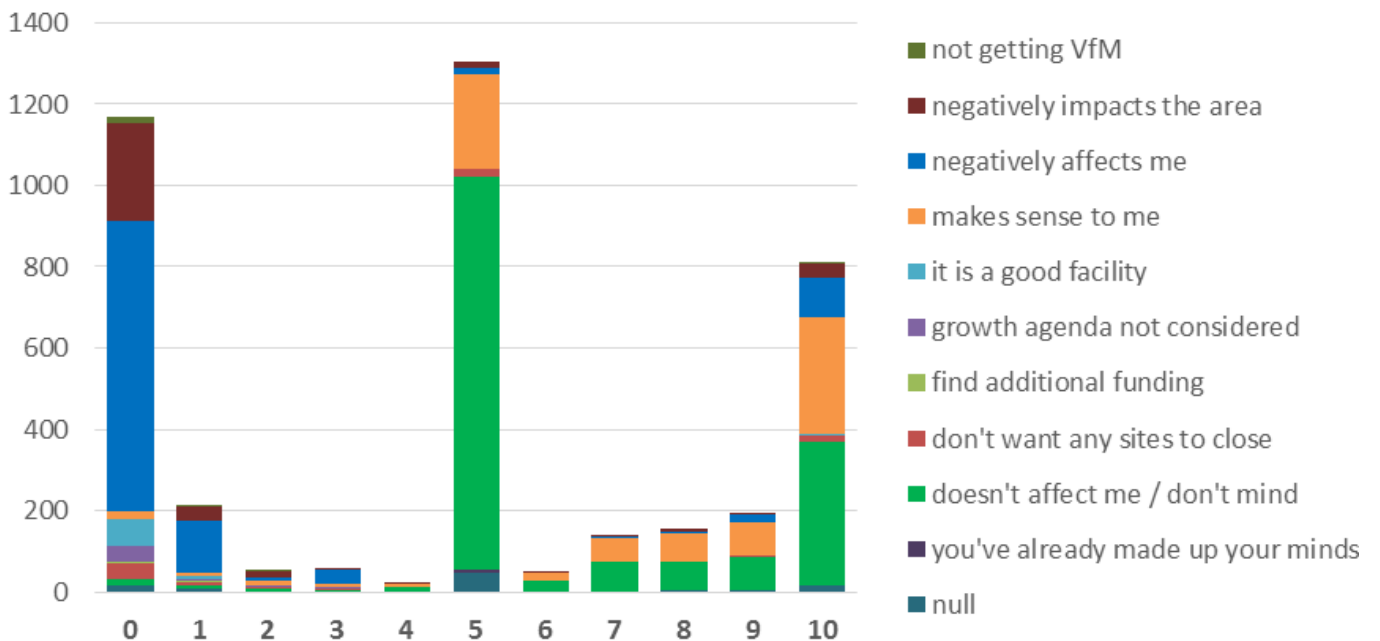
Answered: 4170 Skipped: 1871

Q12 If we close one site our preferred option would be to close Bledlow. To what extent do you agree or disagree with this option?



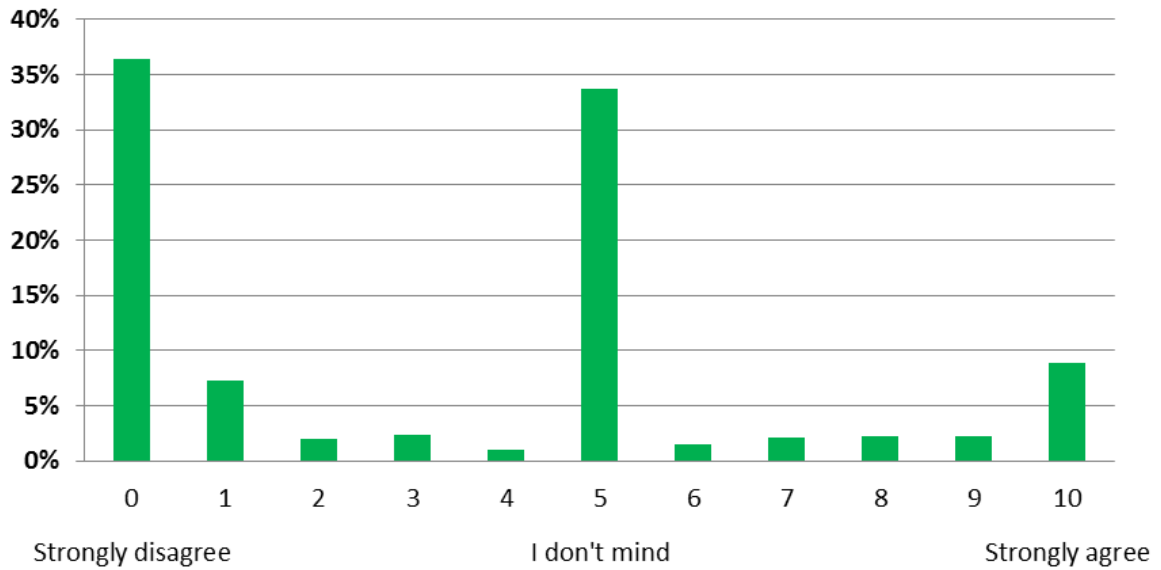
Answered: 5283 Skipped: 758

Q13 Do you agree (10) or disagree (0) that Bledlow should be closed and why?



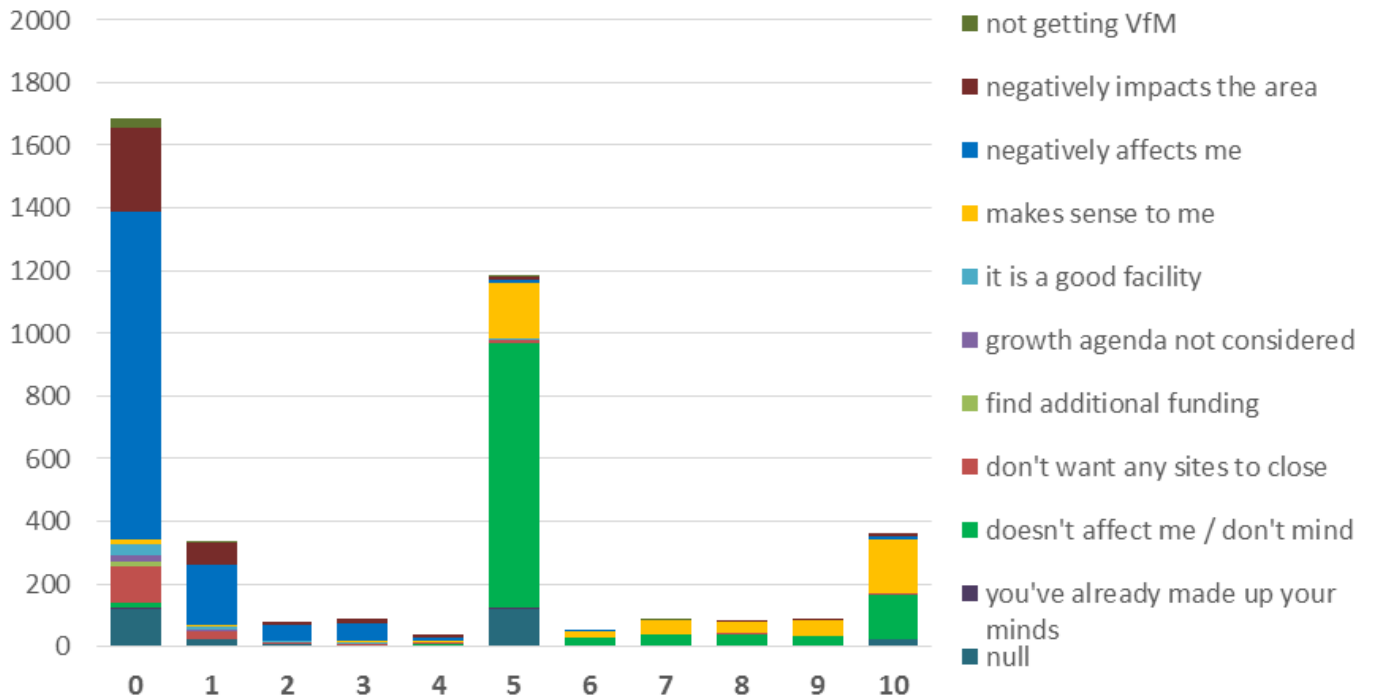
Answered: 4222 Skipped: 1819

Q14 If we close two sites our preferred option for sites to close would be Bledlow & Burnham. To what extent do you agree or disagree with this?



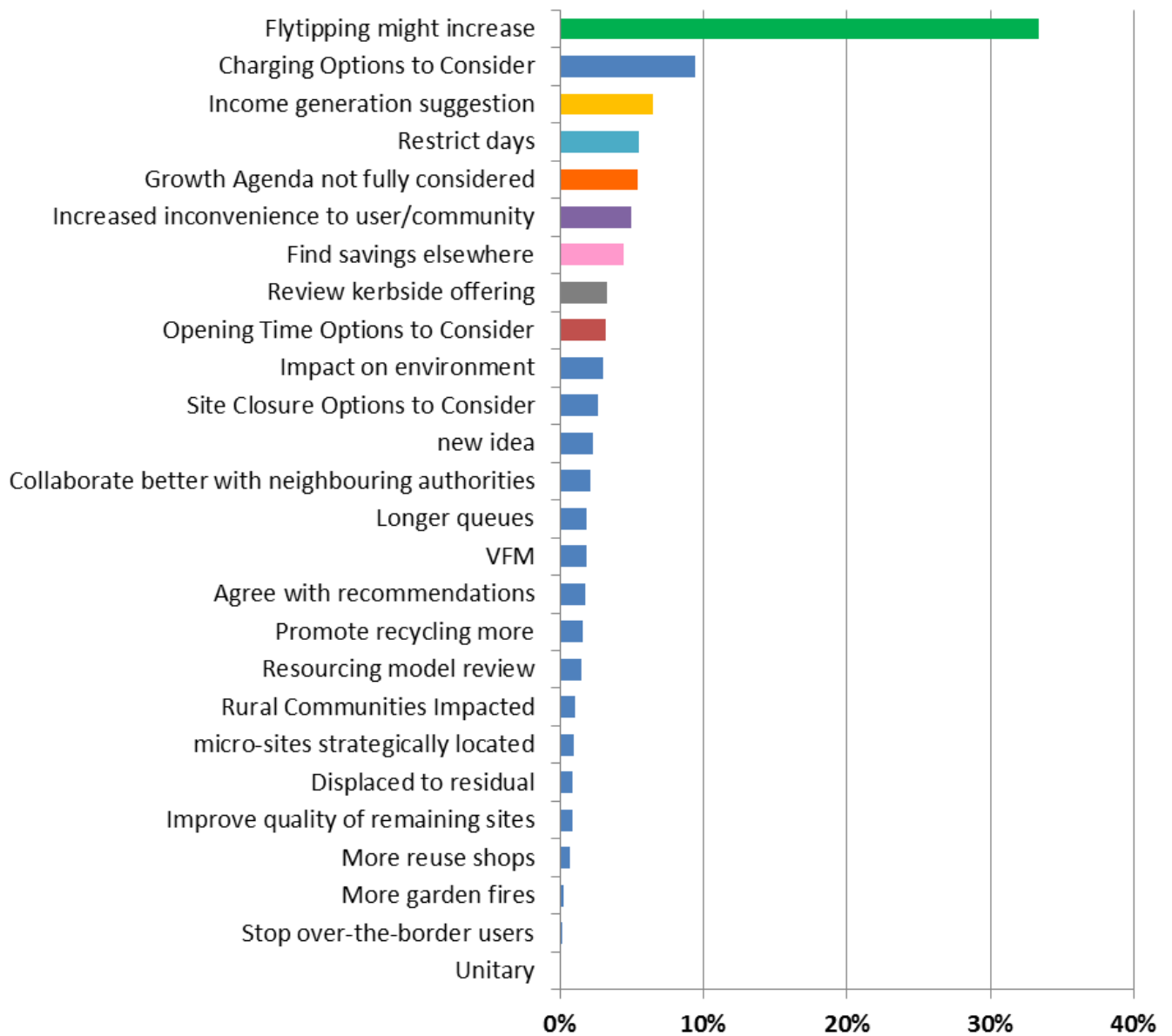
Answered: 5283 Skipped: 758

Q15 Please tell us why you made that choice.



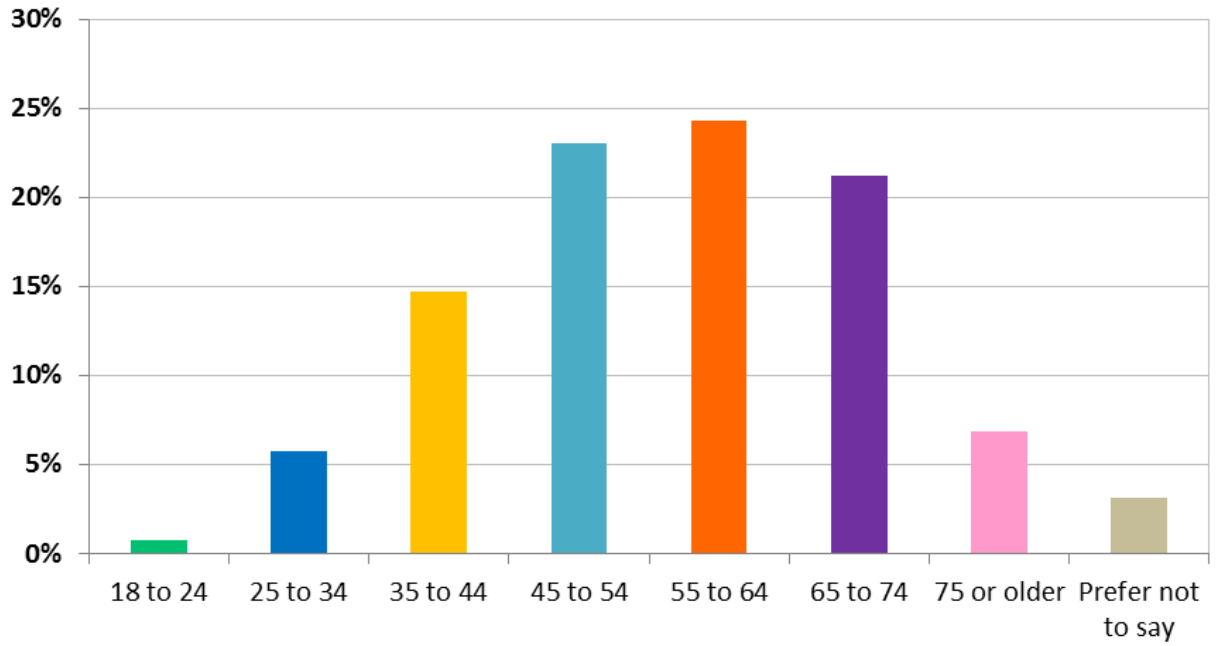
Answered: 4098 Skipped: 1943

Q16 If there are any other realistic options or potential impacts from our proposals that we should consider, please provide details below.



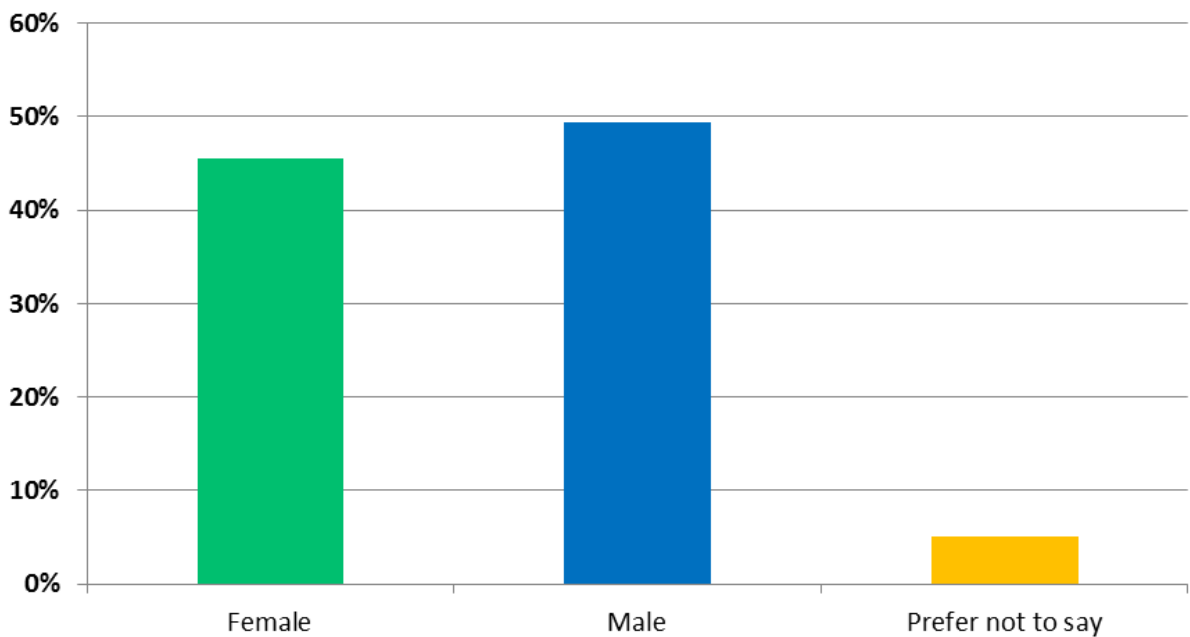
Answered: 2093 Skipped: 3948

Q17. What is your age?



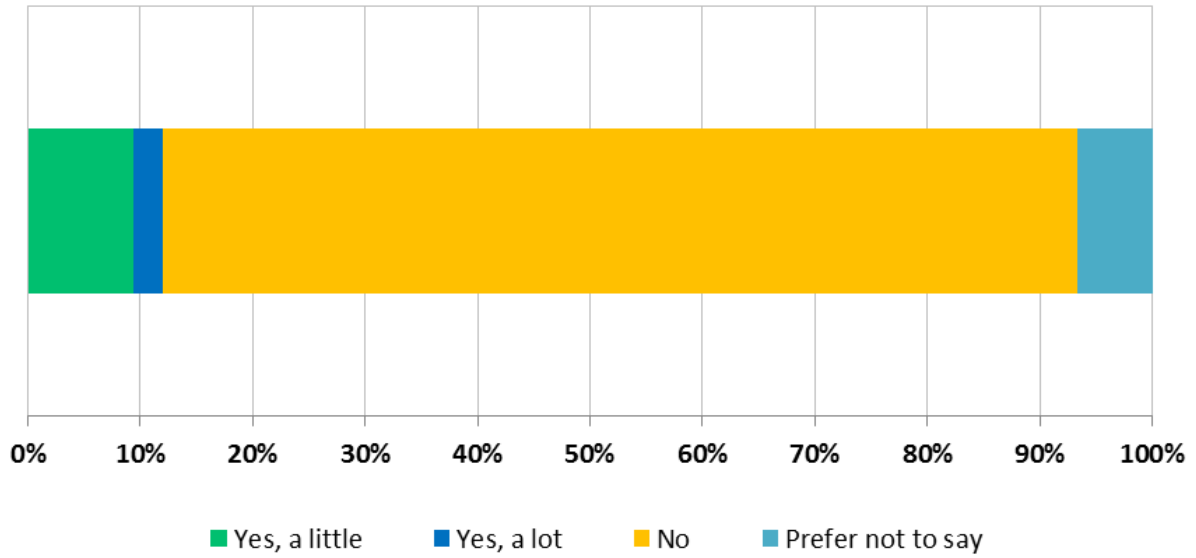
Answered: 5040 Skipped: 1001

Q18. What is your gender?



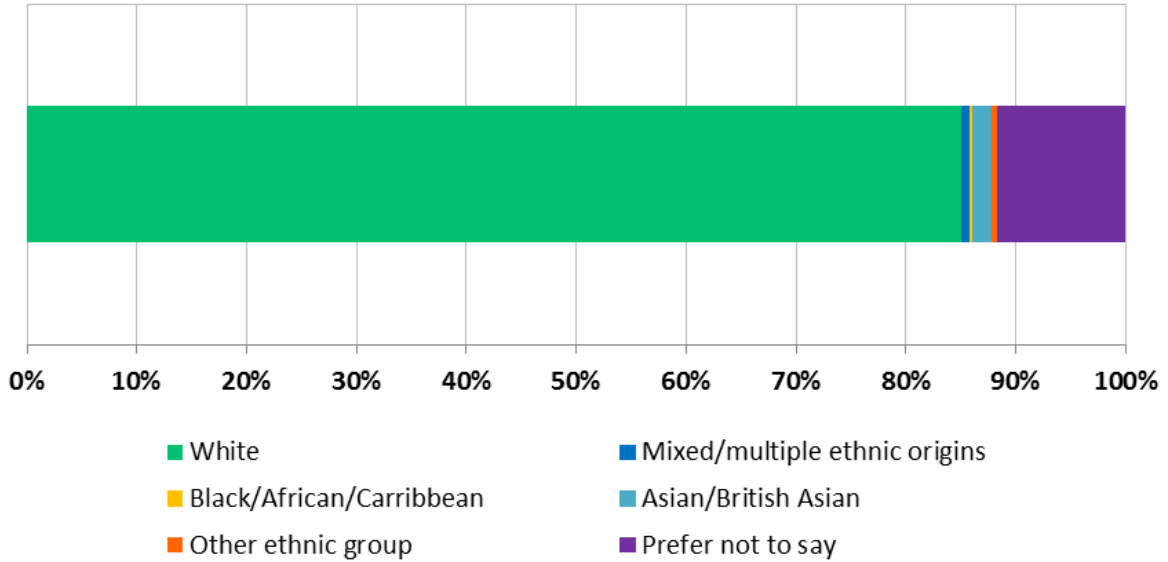
Answered: 5021 Skipped: 1020

Q19. Are your day to day activities limited because of a health problem or disability



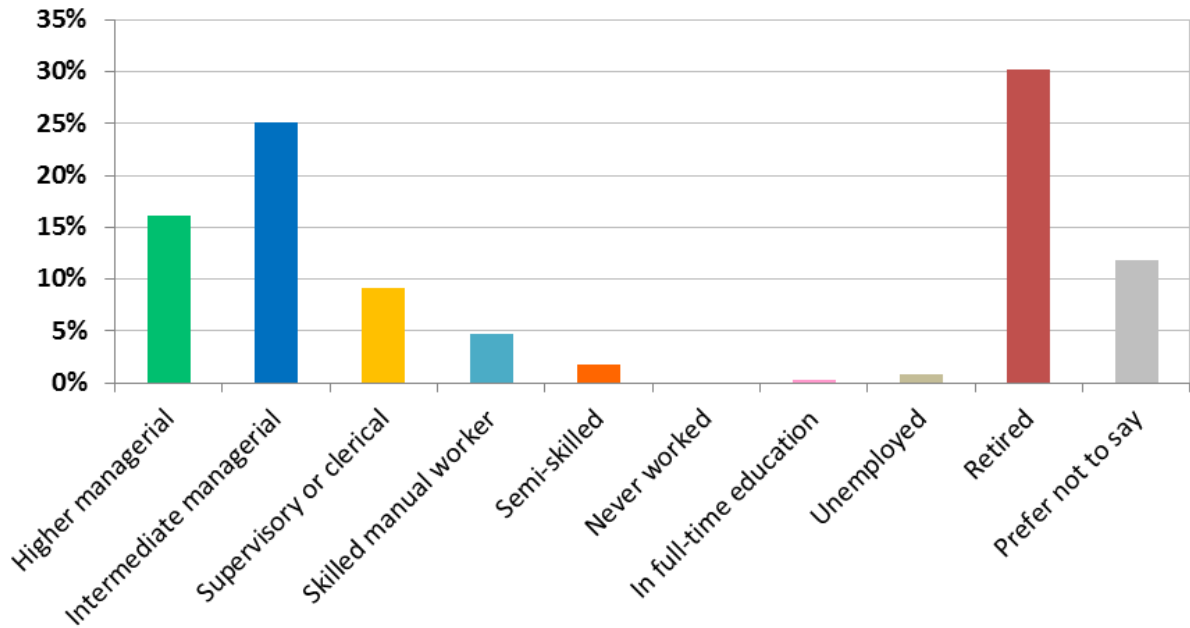
Answered: 5016 Skipped: 1025

Q20. How would you describe your ethnic origin?



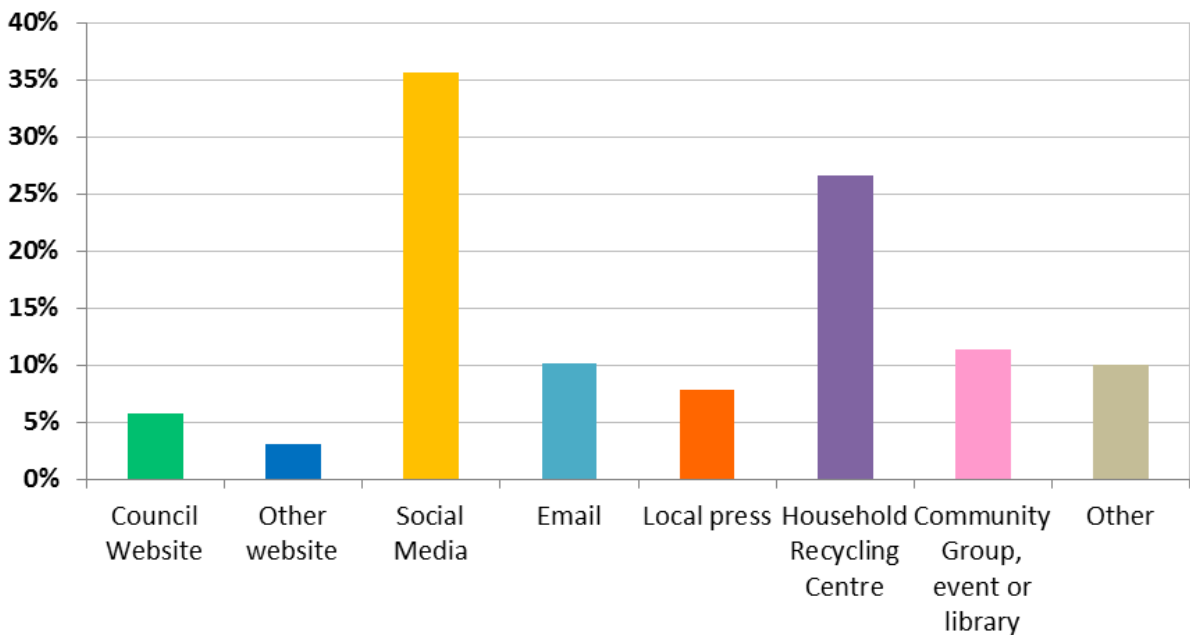
Answered: 5011 Skipped: 1030

Q21. Which of these best describes your profession?



Answered: 5014 Skipped: 1027

Q22. How did you hear about this consultation?



Answered: 5032 Skipped: 1009

HRC SERVICE CONSULTATION AND REVIEW

Communications plan for initial phase *(up to the end of the consultation period)*

Business objectives

- To support and facilitate the consultation process, maximising participation.
- To manage public expectations on possible changes to the HRC service.
- To fulfil legal obligations relating to communication of the consultation to the public.
- To promote the reputation of BCC as being financially prudent and responsive to public concerns.
- To mitigate reputational risk generated through misinformation or contrary campaigning.
- To address the requirements and manage expectations of key stakeholders.

Communications objectives

- Provide information on the purpose, timing and content of the consultation.
- Provide the public with information on how to access the consultation.
- Promote the consultation to relevant participating audiences.
- Provide timely and transparent information about future plans and intentions for the HRC service.
- To counter misinformation or campaign material that seeks to misrepresent or skew the facts relating to the consultancy and service review.

Audiences and stakeholders

- **Consultation participants - anyone resident in Buckinghamshire.**
- **FCC Environment management - on a direct team to team basis.**
- **BCC/FCC staff**

Contact centre	Libraries
Business support	Corporate complaints team

- **Other stakeholders:**

BCC members	District council officers and Councillors
Members of Parliament	Local businesses
Local Area Forums	Neighbouring authorities (county and district/borough)
Town and Parish councils	

Strategy

- **To be prepared with a reactive statement explaining the purpose and scope of the consultation.**
- **To support the launch of the consultation with proactive communications.**
- **To promote the dissemination of information via stakeholders.**
- **Key elements for messages:**
 - Financial necessity
 - Pivotal role of residents' opinion
 - Avoiding customer inconvenience is a priority
 - Changes to HRC opening times/days does not have an impact on fly tipping.
 - High customer satisfaction with current service
 - Comparable changes are already being made by neighbouring/similar authorities
 - Future strategic development of HRC sites to accommodate population growth and improve amenities.

- **Key milestones for tactical review:**

Conservative group meeting	Scrutiny committee papers published
Opposition meeting	Scrutiny committee meeting
Cabinet papers published	Commencement of pre-consultation
Cabinet meeting/decision	Start of consultation
Closure of consultation and next steps.	

Implementation

- **Reactive statement issued in event of a media enquiry.**
- **Promotion of launch of consultation:**

Press release to all local press and media	Newsletters – MyBucks, local newsletters
BCC website	Internal BCC channels
Social media- using Recycle4Bucks and BCC main accounts, with paid Facebook boosts; elicit support from other Waste Partnership district accounts	On-site at HRCs.

- **Lower level 'drumbeat' promotion during consultation period.**
- **Press release and promotional burst in lead up to end of consultation period.**

Evaluation

- Number of people taking part in consultation
- Balance of sentiment in media coverage
- Balance of sentiment on social media.

BUCKINGHAMSHIRE HOUSEHOLD RECYCLING CENTRE

Public Consultation

Why are we consulting?

Buckinghamshire's Household Recycling Centre Service needs to change so that we can continue to provide a high quality service from April 2019, when we'll have less money to spend. The service needs to reduce spending by approximately £1.2 million. To help us develop plans for a future service, our extensive review analysed data on how and when our household recycling sites are used, looked at results from our annual customer feedback survey, examined what other councils across the country are doing and considered what residents said during recent discussion groups about our household recycling centres. Full details of exactly what we've done can be found at www.buckscc.gov.uk/hrc-review and we recommend you take a look at that information.

What are we proposing?

Based on the amount of money we have available to spend on the service from April 2019, and the findings from our review, we are proposing to:

- Reduce the number of opening days at our Aylesbury (Rabans Lane), Burnham and Chesham sites, from 7 days a week down to 5
- Introduce charges at all sites for some types of waste
- Close down completely one site, perhaps two sites
- Consider charging residents from outside Bucks for disposing of all waste types at our sites, or preventing them using our sites altogether

What are we consulting on?

We are asking residents for their views about:

- Whether to close one site or two
- Our preferred option for one site to close would be Bledlow
- Our preferred option for two sites to close would be Bledlow & Burnham
- Which two weekdays it would it be better to close Aylesbury (Rabans Lane), Burnham and Chesham sites
- Whether to charge residents from outside Buckinghamshire for using our sites, stop them using the sites altogether or continue to allow the same access as Bucks residents

The information provided in this survey will help us understand the views of different people living around the county. Please be assured that all the information you provide will only be used for the purposes of this consultation, will be kept confidential and will be stored securely in line with data protection laws.

Thank you.

1. Please enter the first part of your postcode

2. Which household recycling centre(s) do you usually visit?

	Usual site (Tick one)	Alternative (Tick one)
Amersham - London Road	<input type="radio"/>	<input type="radio"/>
Aylesbury - Rabans Close	<input type="radio"/>	<input type="radio"/>
Aston Clinton - A41, College Road North	<input type="radio"/>	<input type="radio"/>
Beaconsfield - Lower Pyebush, A40	<input type="radio"/>	<input type="radio"/>
Bledlow Ridge – Wigans Lane	<input type="radio"/>	<input type="radio"/>
Burnham - Crowpiece Lane	<input type="radio"/>	<input type="radio"/>
Buckingham - Yonder Slade	<input type="radio"/>	<input type="radio"/>
Chesham - Latimer Road	<input type="radio"/>	<input type="radio"/>
High Wycombe - High Heavens, Clay Lane, Booker	<input type="radio"/>	<input type="radio"/>
Langley - Langley Park Road	<input type="radio"/>	<input type="radio"/>
Other (not in Buckinghamshire)	<input type="radio"/>	<input type="radio"/>
None, I don't visit at all	<input type="radio"/>	<input type="radio"/>
<i>If you selected none, please go straight to question 5</i>		

3. How often do you visit a household recycling centre?

- Weekly
- Twice a month
- Monthly
- Every six months
- Yearly

4. How often do you bring the following waste?

	Weekly	Twice a month	Monthly	Every six months	Yearly	Never
Garden waste <i>Hedge trimmings, grass, flowers etc.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electrical items <i>Kettle, TV, fridge, camera etc.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling <i>Paper, cardboard, metals, glass etc.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Construction waste <i>Rubble, soil, plasterboard etc.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wood <i>Fence post, floorboards, bookcase etc.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulky waste <i>Sofa, bed, table etc.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. We propose to close the below sites on two of their quietest weekdays. All sites would stay open on Friday, Saturday, Sunday & Mondays.

If you have a preference for which weekday a site should remain open, please indicate this below

	Tuesday	Wednesday	Thursday
Aylesbury, Rabans Lane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burnham, Crowpiece Lane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chesham, Latimer Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us why you made that choice

6. People from outside of the County use Buckinghamshire Household Recycling Centres, at a cost to local taxpayers. What do you think we should do about this?

- Charge residents from outside Buckinghamshire when using the sites
- Stop residents from outside Buckinghamshire using the sites all together.
- Nothing, allow them the same access as Buckinghamshire residents
- I don't mind

Please tell us why you made that choice

7. We cannot continue with 10 Household Recycling Centres. Considering the options in the supporting document, please select your preferred option below.

- Close one site Close two sites I don't mind

Please tell us why you made that choice

8. If we close one site our preferred option would be to close Bledlow. To what extent do you agree or disagree with this option?

Please circle on the scale below.

Strongly disagree I don't mind Strongly agree
0 1 2 3 4 5 6 7 8 9 10

Please tell us why you made that choice

9. If we close two sites our preferred option would be to close Bledlow & Burnham. To what extent do you agree or disagree with this option?

Please circle on the scale below.

Strongly disagree I don't mind Strongly agree
0 1 2 3 4 5 6 7 8 9 10

Please tell us why you made that choice

The supporting information attached details all the things we've looked at during our review. If there are any other realistic options or potential impacts from our proposals that we should consider, please provide details below.



What is your age?

- | | |
|-----------------------------------|---|
| <input type="radio"/> 18 to 24 | <input type="radio"/> 25 to 34 |
| <input type="radio"/> 35 to 44 | <input type="radio"/> 45 to 54 |
| <input type="radio"/> 55 to 64 | <input type="radio"/> 65 to 74 |
| <input type="radio"/> 75 or older | <input type="radio"/> Prefer not to say |

What is your gender?

- | | |
|---|----------------------------|
| <input type="radio"/> Female | <input type="radio"/> Male |
| <input type="radio"/> Prefer not to say | |

Are your day to day activities limited because of a health problem or disability, which has lasted, or is expected to last more than 12 months?

- | | |
|------------------------------------|---|
| <input type="radio"/> Yes a little | <input type="radio"/> Yes, a lot |
| <input type="radio"/> No | <input type="radio"/> Prefer not to say |

How would you describe your ethnic origin?

- | | |
|---|---|
| <input type="radio"/> White | <input type="radio"/> Black/African/Caribbean |
| <input type="radio"/> Mixed/Multiple ethnic origins | <input type="radio"/> Asian/British-Asian |
| <input type="radio"/> Other ethnic group | <input type="radio"/> Prefer not to say |

Which of these best describes your profession?

- Higher managerial / professional,
e.g. doctor, board director or headteacher
- Intermediate managerial / professional / administrative
e.g. solicitor or middle manager
- Supervisory or clerical /junior managerial
e.g. office worker or site foreman
- Skilled manual worker,
e.g. skilled bricklayer, or ambulance driver
- Semi-skilled or unskilled manual work,
e.g. taxi driver, manual worker or apprentice
- Never worked
- Student or In full-time education
- Retired
- Unemployed/ Long-term sick
- Prefer not to say

How did you hear about this consultation?

- | | |
|--|---|
| <input type="radio"/> Council Website | <input type="radio"/> Social Media |
| <input type="radio"/> Other website | <input type="radio"/> Email |
| <input type="radio"/> Local press, newspaper or magazine | <input type="radio"/> Community Group, event or library |
| <input type="radio"/> Household Recycling Centre | <input type="radio"/> Other (please specify) |



Thank you for your views on this consultation

If you have any questions about this consultation or the Household Recycling Centre Service Review, please visit the dedicated webpage www.buckscc.gov.uk/hrc-review

What happens next?

The consultation closes at midnight on **Monday 22nd October 2018**.

All the data from the consultation along with the wide range of research, benchmarking and service data will be analysed to inform a decision.

It is expected that a decision will be made by the end of 2018 and published on our website www.buckscc.gov.uk/hrc-review

Please return all completed surveys to:

HRC Consultation
TEE Business Support, 6th Floor
Buckinghamshire County Council
Walton Street
Aylesbury
HP20 1UA

Or, you can hand them in to the main reception at County Offices, at the address above.

Please ensure all copies are received by the closing date of Monday 22nd October, any received after that date may not be used in the final consultation report.

Buckinghamshire County Council

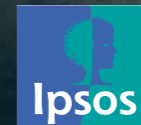
Household Recycling Centres: Service Review

July 2018

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This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252:2012 and with the Ipsos MORI Terms and Conditions.



Ipsos MORI
Social Research Institute

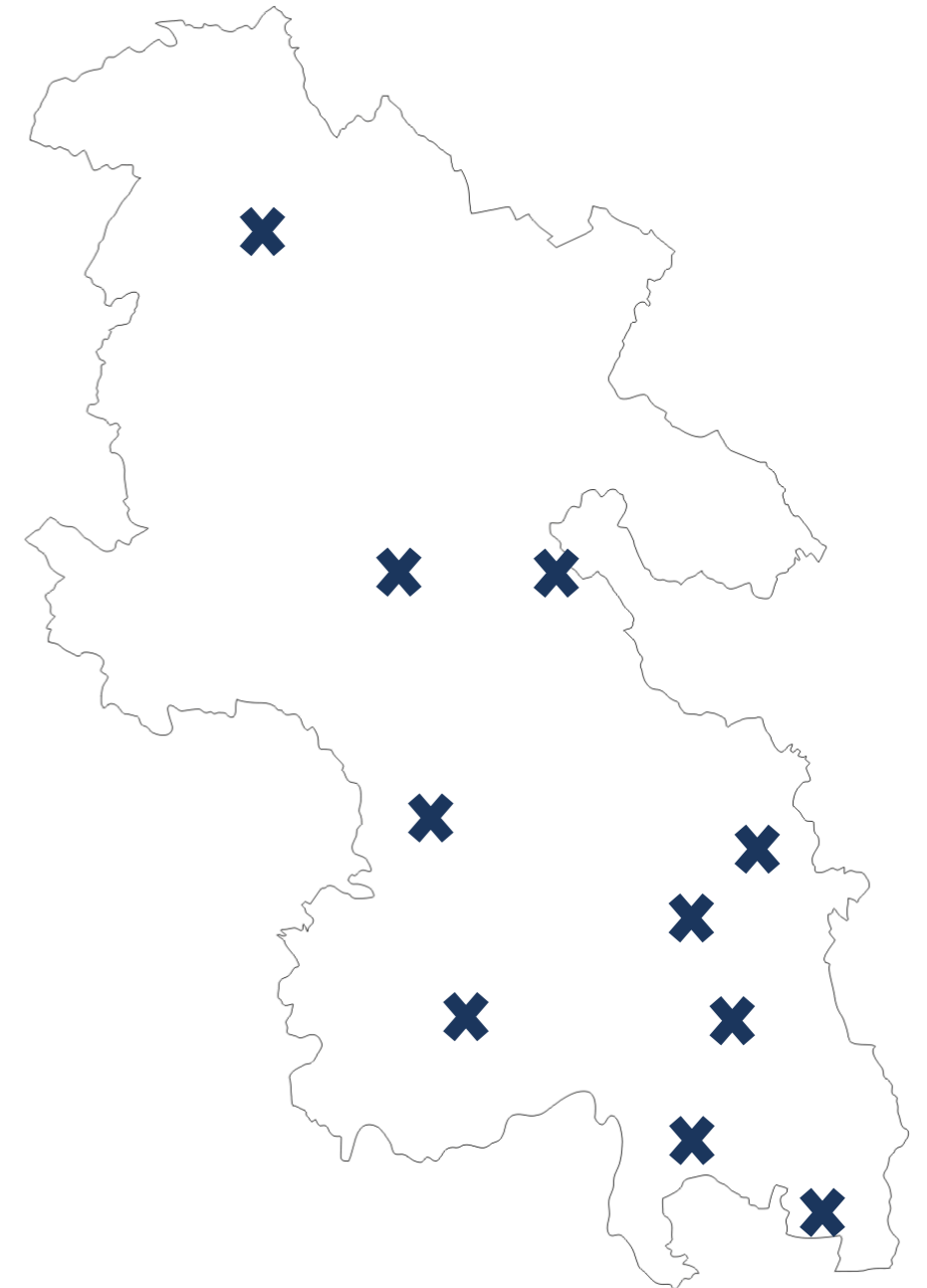
Agenda Item 12 Appendix 7

Key findings

- Residents generally spoke **positively** about their experiences at Household Recycling Centres (HRCs), especially at modern, purpose built sites.
- There were concerns that **any** changes to HRCs would increase **fly tipping**.
- **Reducing opening days** was the **most popular** option among residents.
- Providing **context** to proposed options was key to them being accepted. This includes **who** will be affected by changes, and to **what** extent.
- Residents want to know **how** changes would be implemented and managed, and this was often the focus of their concerns.

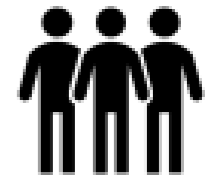
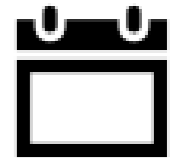
Objectives

- To support the Council in understanding the **views of residents** in respect of HRC service requirements.
- Understand the current **expectations** of the HRC services for residents and explore their **knowledge of what the services does** and does not offer.
- Explore **options and variations for service models**, including the advantages and disadvantages of each.
- Enable the council to inform a large scale **public consultation** on the HRC service review.



Methodology

- **4 discussion groups** in High Wycombe and Aylesbury (16th – 17th July 2018), 90 minutes each.
- 3 groups with **HRC users** (residents who have used a HRC in the past 6 months) and 1 group with **low users** (residents who have not used a HRC in the past 6 months).
- All groups contained a combination of residents from **different districts**, with a **mix of demographics** including age, gender, ethnicity, disability and social grade.
- Participants were recruited through a mixture of **face to face recruitment** (recruiters working in local towns to approach people, in person, to take part) and **lists** (of participants who have pre-agreed to take part in research).

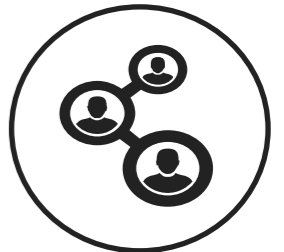


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Using qualitative research

When considering these findings, it is important to bear in mind what a qualitative approach provides.

- It explores the **range of attitudes and opinions** of participants in detail.
- It provides an insight into the key **reasons underlying** participants' views.
- Findings are **descriptive** and **illustrative**, not statistically representative.
- Often individual participants hold somewhat **contradictory views** – 'cognitive dissonance'.
- Participants are provided with detailed information and thus become **more informed** than the general public.



Perceptions of BCC and its services



Perceptions of council services

- Residents held significant **misperceptions** of the services provided by Buckinghamshire County Council (BCC).
- **Waste and recycling services:** spontaneous mentions which were predominantly positive. For example, the frequency and reliability of bin collections.
- **Roads:** attracted the heaviest criticism, especially for the prevalence of potholes.
- **Educational services:** were highly valued by a number of residents, especially parents of young children.
- **Similar** to perceptions of other local authorities

Potholes. Need I say more? It's awful.

Rubbish collection is good. It's very consistent. The bins are collected the same time every week. Even when it snowed they came.

Emergency services

Road maintenance

Christmas decorations

Education

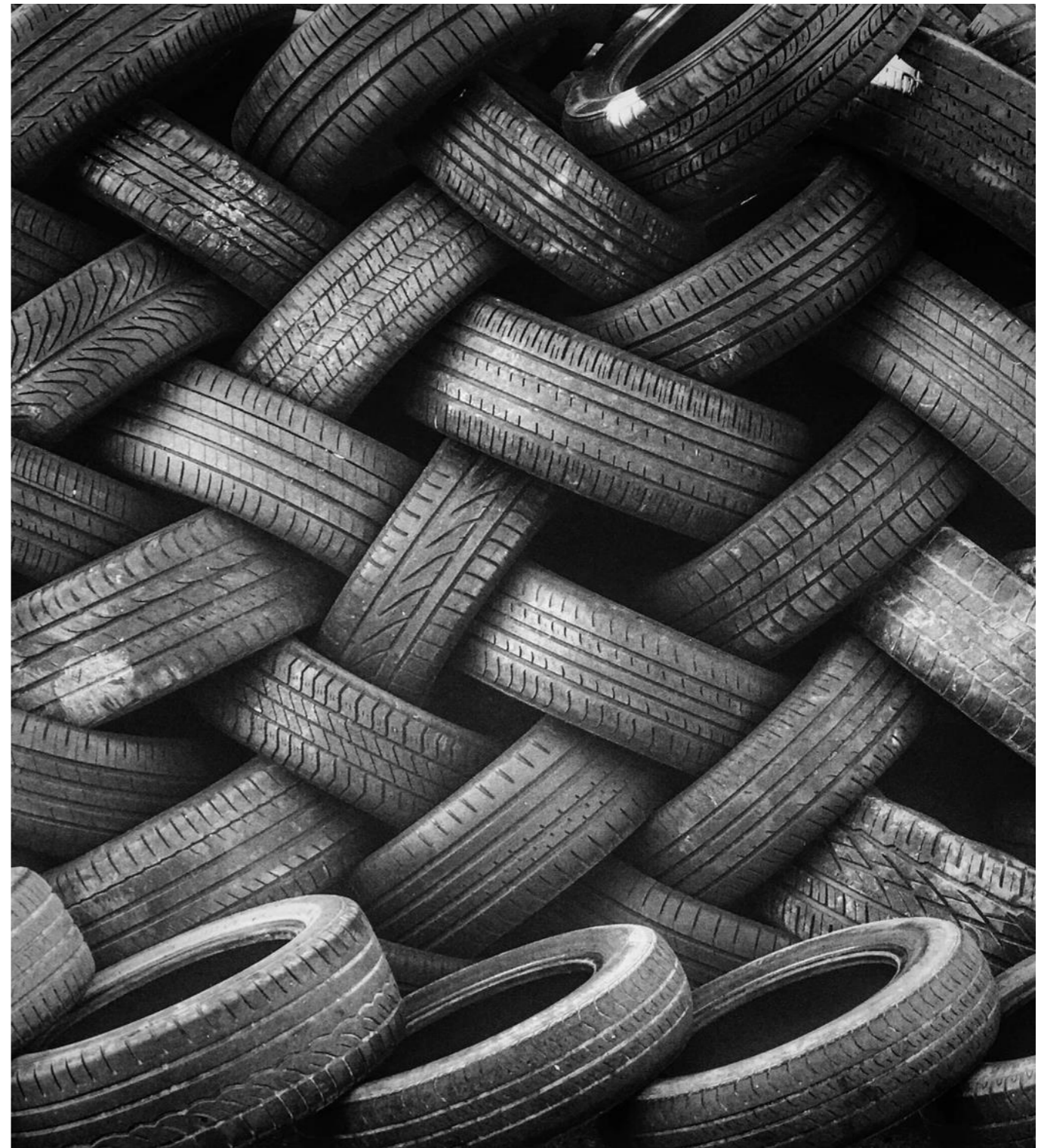
Libraries

Social care

Street cleaning

Parking

Household recycling centres: general views and principles



HRCs: general views

- Residents tended to use HRCs **irregularly**, usually as a result of specific events (clear out) or to dispose of certain types of waste (excess garden waste during summer, electric items which can not be put in household bins).
- Generally, residents spoke **positively** about their experience at HRCs. Low use residents tended to be least positive, often being put off by one-off negative experiences.
- The differences between sites was acknowledged. Criticism was mainly limited to older sites, where residents spoke of negative experiences with staff, queuing, and poor labelling



Staff (friendly, helpful, proactive)

Clear labelling (of waste bins and waste types)

No restrictions on number of visits

Site location and layout (easy access, nearby)



Unhelpful staff

Long queues (particularly at weekends)

Household recycling centres: trade offs

Longer opening hours vs more HRC sites

There was a strong **preference for longer opening hours**, as these would benefit residents working long/irregular hours and there were already a sufficient number of conveniently located sites. It would be difficult to find an appropriate location to build a new site. However, some felt current opening times were sufficient and had concerns that longer hours would increase **queuing**.

If there are already 10 sites across the county and we know where they are, we don't need more.

Travelling further vs ability to use sites more frequently

Residents were **averse to travelling further**, as they **valued their time**. Further travel was seen as **detrimental to the environmental good** they were trying to achieve from recycling, and would increase **fly tipping**. Travelling further was only preferable if wanting to use newer, more efficient sites.

We already travel enough. If it takes longer, it takes more time out of our lives.

Charging for some commodities vs free, if less convenient service

Charging was seen as **unfair**, as residents felt they were **'paying twice'** due to council tax. There was confusion about what would be charged for and how it could be enforced. They also felt charging for some commodities could be a **'slippery slope'** for further charging which, in turn, would increase **fly tipping**.

I'm not happy with being charged. It's just another cost. Life is expensive as it is.

Household recycling centres: Individual options

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Reducing opening days: from 7 days a week to 5

- Residents were largely **positive** about this, viewing it as an option that '*made sense*' and wouldn't have any significant impacts on them.
- However, this support came with a number of caveats:
 - Sites must **remain open on the weekends** (when residents were most likely to use them). Some residents automatically associated '5 days' with Monday-Friday.
 - Closures should be **co-ordinated with other sites** so at least one site would always be open (this would prevent the exclusion of residents working over the weekends).
 - Opening days must be **clearly communicated** (otherwise residents may turn up to closed sites, leading to frustration and fly tipping).

Wording should clearly explain that '5 days' wouldn't just be weekdays, e.g. 'sites would remain open on weekends'. Alternatively, name the days likely to close.

If they don't close on weekends it doesn't feel like much of a change anyway.

Automatically, I read 7 to 5. It wasn't logical that they would close it at weekend. In my head the 5 is the working week.

With the sites in Aylesbury, they could alternate the days off so that one is open on the days the other is closed. That way there's always something open.

Extending re-use shops

- There was **mixed awareness** of re-use shops. Residents who had previously used them had positive experiences, especially in relation to the items for sale, such as bikes.
- Extending re-use shops was seen **positively** as it **encouraged recycling, reduced waste**, would be easy to implement and a 'no brainer'.
- There was **confusion on how the funds were used**. On the one hand, that money raised is given to charity (another benefit to extending them); on the other hand, predominantly low users thought the profit might be kept by the council or a private business.
- Caveats to extending re-use shops included:
 - Funds going to **charity**
 - Shops placed in prominent positions (to increase awareness) but in a location which wouldn't impact on **access**

They're fantastic. I've got a few things from them. One person's waste is another person's treasure.

To me that's common sense

I wouldn't like it if the money were going into somebody's back pocket.

Wording should clearly state how funds are used e.g. 'all money made by re-use shops goes to charity'. Loaded or ambiguous phrases, such as 'profit', should be avoided.

Limit access to residents only/recharge costs to neighbouring local authorities

- There was a desire for **fairness** (it felt unfair for non-residents to use BCC services), but this conflicted with a desire for **flexibility** (to use their preferred site and change this at their choosing).
- Residents were concerned about the **practicalities** of how you would identify non-residents.
- They were dubious that the money generated would outweigh the **costs of implementing** and maintaining such a system.

I just want it to be fair.

I don't see the point. If you have rubbish to recycle, just go to the nearest. It's still doing the same thing.

I think that implementing the plan might cost more than the saving if you become so zealous about enforcing it.

Wording should clearly explain how access would be limited e.g. 'car number plates would be scanned when entering the site'. Explaining the practicalities of recharging to other Local Authorities is complex so should be excluded.

Non-statutory waste charging

- Residents were **not aware** of the term 'non-statutory waste charging' and found it confusing.
- There was confusion as to whether charging was already in place and how it would change.
- Negativity towards charging stemmed from concerns over:
 - People finding ways of **avoiding charges** (leading to fly tipping, disposing of items in household bins or lying about the waste they took to sites)
 - How charging would be '**policed**'
- Residents who supported charging generally felt such charges wouldn't apply to them.

Wording should avoid 'non-statutory', instead clearly explain that specific types of waste (with examples) may be charged for. Additionally, it may be beneficial to state the approx. % of residents who would be affected by charges.

Use simple English. Non-statutory doesn't mean anything to anyone.

Isn't that the case already? What's changing?

All these words, like 'limiting' and 'charging' make the changes seem negative. If you say you're limiting what you can do or charging people to do it, they'll look for other ways.

It's hard to police. How do you quantify it?

Reducing the HRC network: closure of sites

- There were concerns that remaining sites would become **busier** (reducing the effectiveness of modern sites), users may have to **travel further** and the increasing population would create more future demand.
- Residents were more open to potential closures if **older sites** were closed and remaining sites would be made more efficient through suitable access and longer opening times.
- After seeing a map of the 10 current HRCs in Buckinghamshire, residents were more open to site closures.
- They were surprised by how few sites were in the north (meaning it would only be appropriate to close one of the southern sites) and wanted to know whether there were **alternative sites nearby** in bordering counties.

Wording should refer to site closures, rather than 'reducing the network'. If possible, name proposed sites as this would reassure unaffected residents (who would form the majority).

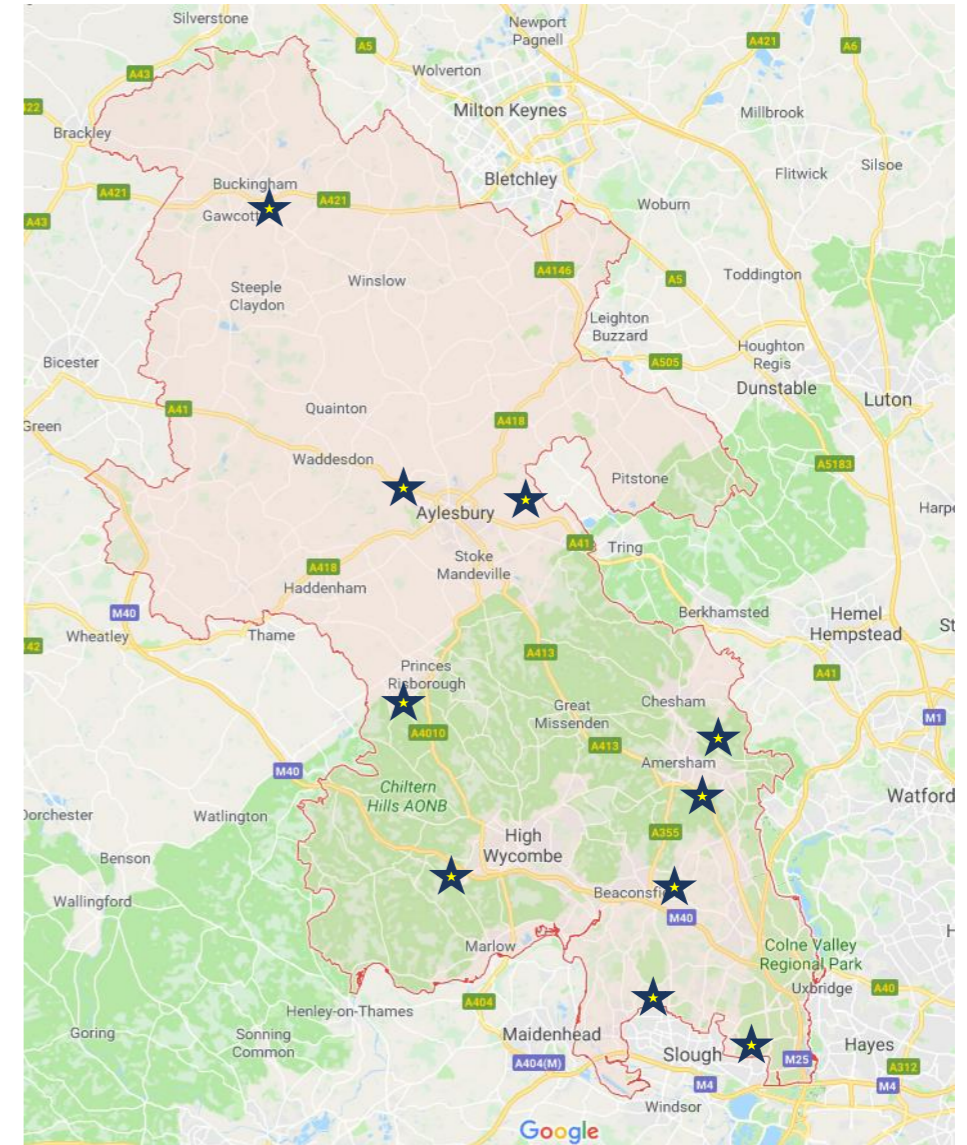
It would put more pressure on the ones that are currently working well.

I'm all for the ones that are smaller, harder to access and can't take same number of cars. As long as investment goes to the good ones.

They should look to corroborate with other councils, if they're one side of border.

Reducing the HRC network: closure of sites

- Residents were shown a larger version of the map on the right, outlining Buckinghamshire and its HRCs (marked by stars).
- While the effectiveness of the map was not a focus of conversation, residents found the map **useful** to understand site locations in the context of the whole county.
- On the whole, the map seemed clear, but could have been **larger**, with key town **names larger** and bolder.
- The Buckinghamshire county boundary and use of stars to mark HRC sites was **clear**.



Costs and concerns

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Option preference and cost comparison

Residents were asked to select their most and least preferred option, before and after being shown options ranked by cost savings

Pre-cost: residents' preferences, ordered from most to least preferred

Reduce opening days

Extend re-use shops

Non-Statutory waste charging

Limit access to residents only/recharge costs to neighbouring local authorities

Reduce the HRC network

Post-cost: residents' preferences, ordered from most to least preferred

Reduce opening days

Non-Statutory waste charging

Extend re-use shops

Reduce the HRC network

Limit access to residents only/recharge costs to neighbouring local authorities

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Option preference and cost comparison

- Presenting cost savings, even in an abstract sense, was helpful in crystallising the **context** for why changes to HRCs were needed and that 'business as usual' was no longer viable.
- Residents generally spoke of how the cost context **reaffirmed** their previous choice or convinced them to favour higher saving options.
- Some did not change their preferences in light of the cost saving context, saying that their preferences were based on what they would want personally, regardless of the impact on the council.

Residents understood the need for change, therefore a detailed explanation of the rationale for change is not needed.

'Saving' may hold connotations of excess money which is being 'saved' to be invested elsewhere. Therefore, alternative phrases could be used.

I don't want to, but when I saw that saved the most money, I would rather do that than shut a site. It's a compromise.

I've got a better grip of the situation. It's obvious now you see it that the shops are great but won't make much difference.

Mine stayed the same, but I think it was confirmed when I realised what I'd chosen also made the biggest savings.

Fly tipping

- Fly tipping was an emotive **concern** for residents. They spoke of the damage to the environment, eyesores in local areas and items such as sofas and fridges which were frequently seen.
- An increase in fly tipping was seen as a likely risk of **any** changes to current HRC service.
- Concerns were particularly prominent when discussing charging. Residents thought the funds generated through charging would be cancelled out by the cost to the council for dealing with fly tipping.

[Closing sites] will lead to an escalation in fly tipping. It's bad now. If you get rid of sites, it will absolutely soar.

It [charging] will encourage fly tipping

If you charge it will increase. Who pays the council? It's illogical. You will end-up not saving but spending more elsewhere.

Conclusions

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Conclusions

- While **broader issues** contribute to residents' preferences (environmental impact), the potential **personal impact** on them is ultimately the key driver. Therefore, explanation of options must clearly explain **who** will be affected by changes, and to **what** extent.
- Residents were often confused about the **practicalities** of implementing service changes, leading to views that the options would inconvenience them while also not delivering the required savings for the council. Explanations of **how** changes will be implemented will be important to reassure residents.
- **Context** is essential. Residents became more amenable to certain options after knowing the potential cost savings. They were more open to site closures after seeing site locations in the context of the whole county.
- **Fly tipping** was a key concern for residents and will need to be addressed.
- **Wording** should reflect the language used by participants, containing sufficient detail to reassure residents about whether they will be affected and to what extent.

For more information



Ipsos MORI
Social Research Institute

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Paul Carroll

Associate Director

☎ 020 7347 3010

✉ paul.carroll@ipsos.com

Olivia Lohoar Self

Research Executive

☎ 020 3059 5061

✉ olivia.lohoarself@ipsos.com

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252:2012 and with the Ipsos MORI Terms and Conditions.

Methodology:

For each question, the free text response was read by an individual (Business Insight Business Partner) and assigned a code that best described the respondent's comment.

Once around 100 comments had been read per question it was found that the comments were falling into the same codes. This allowed the analyst to create a selectable drop-down list. Extra codes were created when new comments didn't fall into existing codes.

The same analyst coded the first download of data for each question (around 2,000 responses per question) which ensured the robustness of the codes, but allowed them to be added to or refined

Examples of comments making up each comment were then captured to help illustrate what each code meant

The remaining downloads of data (around 4,500 responses per question) were coded by the Business Support team, who simply had to select the relevant code from the drop-down whilst referring to the coding examples below. The same individual completed each question to ensure consistency in interpretation of the codes.

Spot-checking of responses to ensure consistent interpretation of the codes was conducted by the Business Insight Business Partner

Question 16 was coded entirely by the Business Insight Business Partner to ensure consistency in coding this in depth question.

Coding examples

The information below sets out the codes used for each question and specific examples from respondents who commented on the question as well as answering it directly. Additional explanation is given where required. Examples of the comments are copied directly from respondents, spelling and/or factual errors have not been corrected.

We propose to close the below sites on two of their quietest weekdays. All sites would stay open on Friday, Saturday, Sunday & Mondays. If you have a preference for which weekday a site should remain open, please indicate this below

Affects by ability to work/volunteer

- I work for a garden charity and we are only able to help our clients with their gardening on Tuesday and Wednesdays

Consecutive days open better

- Consecutive days open are easier to remember
- Consecutive days to the weekend are better for long weekends or dealing with waste generated over the weekend

Distributes closure more evenly

- If you distribute the closure more evenly throughout the week, it reduces the number of days the sites are closed in a row

Doesn't affect me / I don't mind

- It doesn't matter what day the site is open as long as it is well communicated.
- I don't use these sites
- These aren't my usual sites
- I work during the week so would recycle at the weekend anyway
- I am retired so can recycle at any time
- My visits do not follow a particular pattern

Don't like any options

- I wouldn't want it to be closed on any day
- Haven't given us the option of no closures
- I think it should be open every day

May result in unintended consequences

- fly tipping will be much more prevalent
- Any day removed will make queues worse at weekends, what is the plan to address this?

Most convenient for me

- Because this is my day off
- Would prefer no closure because I would be unaware before loading car - wasted journey

Negatively affects me

- Too far to go
- If you go and it's closed you are highly likely to get stuck in traffic going to another site and it would add another 40mins minimum to my round trip journey

People from outside of the County use Buckinghamshire Household Recycling Centres, at a cost to local taxpayers. What do you think we should do about this?

Aim for reciprocal arrangements – *comments suggesting that working with other Local Authorities to ensure fair compensation is received.*

- Get The Council Of those residents to contribute
- Why not have the choice, come to an agreement with Oxfordshire to for them to help run the site.
- Reciprocal agreements should be sought from neighbouring council to allow access
- It's the fairest option.
- A fair way of covering some of the costs; happens elsewhere

County residency shouldn't matter – *comments suggesting that all households pay council tax, so local borders shouldn't matter.*

- There will be Bucks residents who go to non-Bucks sites
- Doubtless tips in neighbouring counties are used by Bucks residents: swings and roundabouts.
- People who live on County borders will obviously go to the nearest site within their County or not.
- I live just across the border in Berkshire and Burnham is my nearest HRC
- People should be able to use their nearest facility regardless of which county they are resident in.

Makes financial sense for Bucks – *Comments suggesting that this option would be financially prudent for Buckinghamshire*

- To generate income, rather than stopping them.
- Surely if this is a cost cutting exercise, raising extra revenue should be the first thing to be done.
- It would help to offset some of the costs of running the site.
- extra income for the County, and making use of the County's money more usefully for residents
- Then they can make a choice if they want to use our facilities, but we can benefit from their choice
- If financial savings are required this would be the most obvious method

May result in unintended consequences – *This option may lead to other issues elsewhere and negate the possible benefits*

- Better to have it disposed of correctly than dumped elsewhere
- We all need to limit fly tipping
- If recycling centres start being too difficult for people to access people will not bother and fly tipping

Over the border not our financial responsibility

- Our Council Tax is high so have no wish to subsidise users from outside Bucks
- Why should people from other counties be able to use bucks facilities for free when residents pay tax towards it?
- I'm not paying for someone to use it for free

People should not be deterred from recycling – *comments suggest that any barrier to using the HRCs would deter people from recycling and this is not welcomed.*

- People should be encouraged to recycle regardless of the local authority they live in
- Restrictions on recycling result in less recycling. Allowing access is for the greater good.
- Waste is a national problem. No council should charge for use of these facilities

Preserve service for Bucks residents – *Comments make clear that the priority is the service for Buckinghamshire.*

- Sites get too busy at times
- If we the council is cash strapped they need to prioritise their residents. Why should our services be cut when we have paid our council tax and others that haven't use our services for free?
- The local taxpayers should have their own site, not open to all
- Should be local service for local People
- Buckinghamshire residents should have priority

They can use it but should be charged

- I am happy that my local tax covers the cost of disposing for local residents, however I suspect that some/many non-Bucks residents use the sites to avoid their local site charges
- Residents pay for their local services and can always use their own counties. However, people should be given a choice and pay for the privilege of that choice.

- If people outside the county really want to use Bucks facilities should pay for it as bucks residents do through their council tax

They should use their local facility

- We all pay taxes, if there are sites nearer to them within their council why wouldn't they use them for free?
- They've got their own sites to go to
- People should use the facilities in the area in which they pay Council Tax.

Too impractical to administer – *comments worrying about the implementation of the scheme, which would reduce any benefits.*

- I think introducing a scheme which needs admin and "policing" will add to costs unnecessarily.
- The cost of administering would probably outweigh the benefit
- The whole review is to save money, the first two choices will have associated costs to administrate and police on a 'car by car' basis causing further queues. If we allow residents from outside Bucks to use the services then advertise to Bucks residents that they also can use cross border services

We cannot continue with 10 Household Recycling Centres. Considering the options detailed here, please select your preferred option below.

As few closures as possible – *comments highlighting that any closures would have negative consequences*

- Better to close 1 rather than 2
- Would prefer that none are closed
- Closing 1 will minimise disruption the most compared to closing 2

As long as it isn't my site

- Anything as long as you don't close Bledlow
- Close any site, but do NOT close Burnham
- Hopefully not Aylesbury as we have nowhere that close by being retired

Doesn't affect me / I don't mind

- I don't use either of the proposed sites
- I am flexible, I use the sites so infrequently I don't mind a minor inconvenience

Find alternative funding – *Comments suggesting other methods for finding the service, to negate the need for change.*

- Don't close any just charge per vehicle!
- Why not keep them open! Agree with Oxford to help fund Bledlow
- Whenever I have visited the site it seems grossly overmanned. Have less staff at recycling centres.
- Close one site and reduce open days at all others
- I would rather pay more council tax for services

Growth agenda not considered – *Comments suggesting that the options do not full consider the amount of housing growth planned in the county*

- Aylesbury is a large and growing town
- Two is too many with the number of houses being built
- Thousands of new homes to be built in Bucks

Makes sense to me (1 site) – *Comments where respondents think that the option is a sensible idea*

- So that you can stagger the closures and understand the impacts before closing the second
- As long as it is the least busy site
- Because this will enable you to still provide a good level of service whilst still hitting your savings
- Will allow you to start finding savings with minimal impact

Makes sense to me (2 sites) – *Comments where respondents think that the option is a sensible idea*

- As long as you improve the remaining sites
- This will deliver the highest cost savings with minimal disruption
- Better to do it now and maximise the savings
- It will help make the system sustainable for the future

Not getting VfM – *Respondents expressing a general comment about the lack of value for money for the services they use currently*

- We have very little for our money each month we pay our council tax. I would like something for my near £300 each month
- Council tax will not go down, so I want more bang for my bucks!
- Recycling centres are very important. Where's the money going!?

Will lead to negative consequences

- This is sending the wrong message about recycling
- Will lead to more flytipping
- Will make the other sites busier
- Cause greater inconvenience for those residents

Two questions shared coded examples.

If we close one site our preferred option would be to close Bledlow. To what extent do you agree or disagree with this option? Also, If we close two sites our preferred option for sites to close would be Bledlow & Burnham. To what extent do you agree or disagree with this?

Doesn't affect me / don't mind

- I don't use it/these facilities
- no strong view as not directly affected
- Doesn't impact me
- It's probably not used as much as the others

Don't want any sites to close – *comments highlighting that any closures would have negative consequences*

- I don't want any to close
- No sites should be closed
- Don't really want any site to close

Find additional funding – *In line with previous questions comments, suggestions around finding funding from other Local Authorities, BCC departments or direct from residents*

- I would fund it by charging Oxford or close another site
- It is an important site to local cross-border communities. Please consider charging or seeking Oxfordshire CC support
- Revenues could be increased by charging residents from Oxfordshire
- Additional charges from certain categories of waste will also boost revenues
- Further savings can be made and locals would be happy to pay Â£1 per visit
- I prefer you close none. Why isn't holding a referendum to give authority to raise the Council Tax and not be hamstrung by central government cuts not in the survey?
- Charge users from Slough as with Langley thereby making site cost effective for Bucks residents

Growth Agenda not considered – *Comments suggesting that the options do not full consider the amount of housing growth planned in the county*

- 2000 new homes being built nearby in near future
- further housing which will increase the need for a further waste site
- Lots of new housing in Chinnor and Thame- population increase and need
- Bledlow serves a growing population; with the new development in Risborough this will only increase
- We live in Taplow which is a rapidly expanding community
- We need to keep these sites open as increased housing development in this region means there will be more demand for recycling centres/tips

It is a good facility – *Comments expressing how much they liked the site at the moment*

- Because it is easy and good to use with personal service
- Bledlow is well run, friendly and has a large catchment area. There are usually none of the long queues associated with Rabans Lane
- Convenience AND the site has ALWAYS been very efficiently run and organised.
- Burnham is the best run site in Bucks
- Burnham is a fantastically well run site and so easy to use

Makes sense to me - *Comments where respondents think that the option is a sensible idea*

- It is rather Rural perhaps
- Assuming that Bledlow is one of the least-used sites, then it makes sense to close it.
- Alternative sites are reasonably near
- Likely to inconvenience the least number of users
- Been to Burnham . Hard to find and disorganised
- Both have other options to go to
- These are rural locations
- Based on the evidence you have set out it looks to be the best option

Negatively affects me – *direct consequences to the individual expressed*

- That is my local site. Too far to travel to another site
- To go somewhere else we have to travel narrow lanes. Not great with a trailer

- Because it's the one I use!
- We are forced to maintain Horse Chestnut Trees which produce green waste
- Burnham is our closest and we live in Taplow and aren't allowed to use the Maidenhead centre
- this is not an option, people will have to travel for miles to the nearest tip

Negatively impacts the area – *comments suggesting the local area, and not the individual would be affected.*

- This would undoubtedly lead to fly tipping across the area and especially on rural Chiltern roads
- If you close either of these sites you will be overwhelmed with people fly tipping
- Recycling centres are vital for our environment and to avoid more landfill / non-recyclable content.
- Bledlow provides a service to a rural area of Bucks
- People will be inconvenienced
- Lots of older residents who do not like to drive to Aylesbury
- Shouldn't close either. If the council and government are serious about recycling it should be invested in

Not getting VfM – *Respondents expressing a general comment about the lack of value for money for the services they use currently*

- I pay taxes, do your job stop making the ordinary persons lives more difficult
- Because I pay a lot of tax, and Bledlow Ridge is my local site
- We pay tax to have access to waste disposal sites within a reasonable distance from our homes.
- Burnham is always treated as a poor relation by Bucks CC due to its proximity to Slough. The dump is the one service where we feel the village actually gets value from the taxes we have to pay.

You've already made up your minds – *comments suggesting the consultation is a fait accompli and will not affect the outcome*

- You have already made your mind up which one you're closing
- Loaded question. Whatever we say you will do it

If there are any other realistic options or potential impacts from our proposals that we should consider, please provide details below

Flytipping might increase

- Increasing the barriers to recycling will increase fly-tipping and result in higher costs to clear up
- I don't believe that there would not be more flytipping, if they can't dispose of it for free they will dump it
- Flytipping may well become a bigger issue if you close sites

Charging options to consider

- Happy to pay a £1-2 charge per visit to keep it open
- We should charge over-the-border residents to use our sites, better than stopping them altogether
- I think you charging people from outside buckinghamshire county council is a brilliant idea.
- If it is because Burnham is close to Slough, Slough should pay their fair usage
- Would prefer an annual license (charged) with proof of residence
- Weigh vehicle in and out, have a monthly limit, charge for certain types of waste, charge non residents heavily for all types of waste.

Income generation suggestion

- Increase Council tax to cover costs
- Increase energy from waste to generate more income
- Why don't you sell the different waste streams to generate income, or have more incinerators?
- Review your contracts and make more money from the different waste streams instead
- Charge higher penalties for flytipping
- The government are highly likely to give new funding to councils for waste management in the coming years after Brexit is dealt with
- press Govt for realistic financial allocations - waste is a national concern
- You need to fight the reduction in central govt funding more strongly - don't just expect residents to deal with massive reductions in services.

Restrict days (i.e. don't close sites)

- Restrict days/times across all sites to find savings and maintain total coverage rather than closing sites
- Restrict days/times at Bledlow/Burnham rather than closing them altogether
- why not close more sites one day week instead of 3 sites on 2 days a week
- Close more sites for a couple of days per week
- Retaining all sites, each one to be open maybe 2/3 days a week.

Growth Agenda not fully considered

- There is significant housing growth expected in the area, has the Council considered all the extra waste this will produce. Seems illogical to be closing sites
- Significant growth around Princes Risborough and the North of the County, surely we need more recycling centres not fewer
- Increased inconvenience to user/community:
- Consider the impact on the elderly population that live near Bledlow
- There are a lot of old people in Burnham that use the recycling centre who would have to drive to another centre.
- Closing Bledlow is going to cost me more time and money in fuel

- Having more people travelling further is going to make congestion worse in the area
- Using Wycombe instead of Bledlow isn't a viable option, it is too far
- Has anyone actually driven from Princes Risborough to Aston Clinton in 20 mins at the weekend?
- more rural area than the bigger sites - but it is still vital to those communities
- If you close Burnham most people will travel to Beaconsfield which is a very busy site, it would become a day's outing to take your waste due to the high usage at weekends.

Find savings elsewhere

- Find savings from elsewhere in the Council e.g. reduce Chief Exec salary, Members luncheons, Stop HS2, reduce pensions
- Look at wasted spending in other areas such as Social Care
- make the big wigs of the council take a pay cut. See if they could live on less money

Review kerbside offering

- Can we have bigger or second bins to collect our household waste e.g. green, then we won't need to go to the tip as much
- Can we have occasional bulky waste collection from our homes instead; can we have total waste collection from home, this would cut down on car journeys and help those without access to a car
- They should provide bigger bins and collect more types of waste from our houses
- Since most waste is garden waste, why don't you increase how much you collect from households

Opening time options to consider

- Could you reduce the hours that sites are open, rather than closing any sites?
- If a recycling centre is assessed as being more frequently used in summer, it may be better to close the site for 3 days in winter and only 1 day in summer
- An Aylesbury site needs to be open later during the week, 4pm is not acceptable as this forces everyone who works to only visit during the weekend and the queuing at weekends is already significant.

Impact on environment

- Have you considered the impact on the environment of more car journeys to reach sites further away?
- You should not be closing recycling sites. It is outrageous that you are proposing this. Save the Planet!

Site closure options to consider

- Close Amersham, it is poorly designed and Chesham which is excellent is nearby
- Close Rabans Lane, there is Aston Clinton which is a much better site nearby
- Close Aston Clinton as close to Aylesbury. Close Amersham or Chesham as close together
- Close Chesham, which is near to Amersham and expand facilities at Amersham. This gives a fairer geographical distribution.

New idea (may not be a new idea to the Council)

- Could we have a Council Skip to visit our area for a few hours a day once or twice a year
- Urban areas could have fewer larger sites and Rural areas could have more smaller sites
- Enforce the use of permits
- Use ANPR to identify out-of-county
- Offer garden composters and other recycling equipment and materials for sale on site
- Replacing two sites, and rebuilding/using one larger site?

Collaborate better with neighbouring authorities

- Collaborate with neighbouring authority to share the costs of sites near the border
- reciprocal arrangements / contributions from neighbouring counties to make the sites more viable

Value for Money

- This is the only service I use from the Council, what value am I getting for my Council tax?
- If you are going to continue cutting our services, you should reduce what you charge us in Council Tax
- As tax payers we should have this facility in our area.

Longer queues

- If you close sites, it will just increase the demand at the remaining sites and in turn the congestion

Agree with recommendations

- I think your proposals make sense
- Generally well thought out survey
- I'm sure you've explored the options and given it more thought than I have the time for
- Better for bcc residents to have a free service at fewer sites than having to pay.

Promote recycling more

- We should be making recycling easier not harder
- Bucks does not do nearly enough recycling or outreach, except to this very few of us who care about sustainability and follow your page. Do more! Reducing recycling is not the right choice.

Resourcing model review

- Use volunteers to manage sites instead of paid for staff
- Restrict the days sites are open and run a bank system of staff to move between them
- Sites look over-staffed; fewer staff on site
- Is it not possible that the tips could be worked in conjunction with Biffa or similar organisations to keep the running of the tip viable

Rural Communities Impacted

- Whilst I acknowledge that Bucks maintains more sites per resident than other counties, the rural nature of the county should be considered (i.e. people may be commuting further and having to drive greater distances for the recycling centres) when compared to other counties. This should be considered in the context of impact on individuals.
- It is important to serve all locations. You should support rural locations and not penalise them
- Urban areas can be served by fewer, larger sites, more rural areas need more and smaller sites

Microsites strategically located

- If you need to cut the larger facilities, why don't you provide smaller containers for residents to pre-sort before collection like they do in Europe, it would save time and manpower before being recycled
- put more paper & other recycling opportunities back into car parks etc.
- Local skips - like most other countries use
- Increase the use of mini recycling locations around the area that could be cleared every couple of days

Displaced to residual

- Increased barriers to recycling may reduce recycling and displace recyclables into residual waste
- I would put more rubbish to landfills so less would be recycled

Improve quality of remaining sites

- make Buckingham more efficient if it is the most expensive. due to its remoteness from rest of locations it may need special actions
- If you are going to reduce the days that the sites are open, at least pay some attention to the management of the sites – Raban's Lane has no marshalling thus when busy it's a/ dangerous and b/very inefficient leading to long queues

More re-use shops

- I do think all the sites should have the shop option

More garden fires

- there will be increased local garden fires to burn garden rubbish (adding to carbon emissions)
- This will increase bonfires

Stop over-the-border users

- Prevent non-residents from access
- Stop outsiders using the sites
- Keep for local residents only

Unitary

- See what happens with unitary authorities

Null

- too many to list in such a small space
- The options provided for this review are stupid...I was not allowed to dis -agree in some cases. The Bledlow site is always busy seven days a week all year round so closing it is clearly not an option. There has to be a better way to save money
- I use the Beaconsfield site and find it a wonderful facility so please keep it open
- If people are prepared to travel it has got to be responsible
- Close a different one. Why choose Bledlow?
- no mention of asbestos and other dangerous chemicals?
- Your travel times for the Bledlow Ridge site are incorrect. I think you have used travel times to Bledlow, and not Bledlow Ridge.
- You are not consulting you are delivering a result.

Organisational responses in full

Organisation	Date received
Aylesbury Town Council	10/9/18
Bradenham Parish Council	13/9/18
West Wycombe Parish Council	20/9/18
Quainton Parish Council	26/9/18
Princes Risborough Women's Institute	4/10/18
Coleshill Parish Council	10/10/18
Hertfordshire County Council	10/10/18
North East Burnham Residents Association	13/10/18
Bledlow cum Saunderton Parish Council	15/10/18
Granborough Parish Council	18/10/18
Burnham Parish Council	18/10/18
Chesham Town Council	19/10/18
Wycombe Friends of the Earth	21/10/18
Slough Borough Council	22/10/18
Joint Waste Collection Committee (<i>Chiltern, South Bucks & Wycombe District Councils</i>)	22/10/18
The Chesham Society	22/10/18
<i>Aylesbury Vale District Council (received late)</i>	<i>24/10/18</i>
<i>Oxfordshire County Council (received late)</i>	<i>29/10/18</i>

Aylesbury Town Council



AYLESBURY TOWN COUNCIL

Town Hall, 5 Church Street, Aylesbury, Buckinghamshire, HP20 2QP

Town Clerk: Keith Gray JP, CILCA, FSLCC, MILM
Telephone: 01296 425678
Fax: 01296 426134
Website: www.aylesburytowncouncil.gov.uk
Contact: Keith Gray (Town Clerk)
E-mail: kgray@aylesburytowncouncil.gov.uk



Cllr B Chapple OBE
Waste Strategy Consultation
Buckinghamshire County Council
County Hall
Walton Street
Aylesbury

10th September 2018

Cllr A Harrison, ATC

Dear Cllr Chapple

Waste & Recycling Consultation

I am writing to convey the request from Aylesbury Town Council, and other parish councils, in respect of the Devolved Services Agreement we have with the County Council on matters relating to waste and recycling. The request being that we are allowed to take waste of all kinds to the local waste site without charge or hinderance.

Aylesbury Town Council acts as the "Cluster Lead" for several parish councils and we are responsible for works in relation to the Devolved Services Agreement (DSA) we have with Bucks County Council. The service we provide, and the DSA, is acknowledged by all involved to be a positive service to the local and wider communities we serve.

One of the responsibilities we have is to manage tree and hedging works as well as grass cutting, and the collection of fly-tip waste and general waste often left in areas of the community that can be difficult to ascertain who owns the land. It is common practice for the town council to remove this waste and take it to the local refuse tip for disposal regardless of whether it is on land owned or managed by us - the residents quite understandably just want it removed from public areas. We make no money from this and do it for the benefit of the residents and tax-payers. Many councillors, including yourself, have often raised issues of concern over waste left by others and asked the town council to step in and remove it.

It is important that we are allowed to continue to take waste, of whatever kind, to the local refuse tip without hindrance or an expectation to pay a charge for doing this. If we are charged then this would be double taxation for the residents and also may cause us to be specific in what waste we decide to collect, if any, and dispose of at the refuse site.

The Town Council therefore asks that we, and other parish councils, are allowed to continue bringing waste to the local refuse site without charge or hinderance. Could you please ensure that all officers involved, and personnel at the waste sites, are asked to give support to the local parish council officers delivering waste to the site and assist us without challenge?

I would be happy to explain our request in more detail if this is required.

Yours sincerely

A handwritten signature in black ink, appearing to read "Keith Gray".

Keith Gray, JP
TOWN CLERK

Bradenham Parish Council

From: clerkbradenhampc@gmail.com <clerkbradenhampc@gmail.com>

[Next](#) [Last](#)

Sent: Thursday, September 13, 2018 5:44:38 PM

To: Chapple, Bill - (County Councillor)

Subject: Household recycling centres consultation

Dear Cllr Chapple,

Thank you for inviting the parish council to comment on this consultation.

The only thing Bradenham parish council have to say on this is that Bledlow recycling centre is a useful community asset for our community. Having to visit Booker recycling centre would greatly inconvenience our residents, traffic is bad, queues are long. The parish council would prefer to see reduced opening hours as it does appreciate that saving need to be made.

Please note the new email address: clerkbradenhampc@gmail.com

Please use this infuture.

Kind regards

Deirdre

Deirdre Hansen

Clerk to the Council

Tel: 07391-896076

www.bucksvoice.net/bradenham-parish-council

West Wycombe Parish Council

From: Sharon Henson <clerk@westwycombe.org.uk>

Sent: Thursday, September 20, 2018 11:25 am

To: Chapple, Bill - (County Councillor)

Cc: Vicki Smith

Subject: Waste and recycling consultation

Dear Cllr Chapple,

The above consultation was considered at our Parish Council meeting and we would like to make the following comments on behalf of our residents. The survey is not suitable for a Parish Council response.

West Wycombe Parish Council strongly object to the Bledlow Ridge closure, as, due to its isolated rural location, this could cause fly tipping with all the associated costs. The Bledlow Ridge site serves a very wide rural area to the West of Wycombe and provides easy access for the disposal of rubbish for our residents and reduces traffic congestion at the High Heavens tip.

Yours sincerely

Quinton Parish Council

From: John Knox [<mailto:John@xonk13.co.uk>]

Sent: 20 September 2018 15:05

To: Waste Strategy

Cc: Blake, Janet (County Councillor); Malcolm Wearn; Arthur Evans; Nick Heirons; Michelle Thompson; Nick Butler; Brian Fludgate; Claire Lucas

Subject: Quinton PC; Comments on Recycling Centre Consultation

Quinton Parish Council welcomes the decision to keep the Aylesbury, Rabans Lane Centre open.

However we have concerns that the depot is proposed to close on 2 days per week (Tuesday, Wednesday or Thursday)

Our concern is twofold - it will lead to longer queuing at weekends and will inevitably lead to fly tipping by users who are frustrated.

We take issue that fly tipping is mainly commercial tippers as our experience resulting in 2 or 3 referrals per month is of small case domestic waste such as sofas, fridges and small quantities of black bag waste on the C or unclassified roads surrounding the village.

These all lead to the A41 and the Rabans Lane centre. The A41 laybys also suffer from this type of waste.

As your survey indicates only 35% of users are regular the remainder being far more spasmodic with 24% calling only twice a year. It is from this 65% that most of the domestic flytippers probably arise as they attempt to use the recycling centre and find the place closed or a long queue.

In view of the need to raise revenues it is difficult to argue against charges for waste that the council has no obligation to provide a free service.

However we urge that these charges are kept to a minimum as any charge encourages fly tipping especially on the small scale that we see around Quinton.

Regards

John Knox

Parish Councillor

Quinton Parish Council


Princes Risborough Morning WI

4th October 2018

Dear Sir,

I am writing on behalf of Princes Risborough Morning WI Committee and Members to say how concerned we are about the proposed closure of Bledlow Recycling Centre. It is a very well used facility with constant comings and goings. We are worried about the environmental impact of such a closure particularly as it could result in fly tipping. Making users drive to Aylesbury or Wycombe will increase road traffic again impacting on the environment. Whilst we appreciate the need for economies in the current economic situation we would urge you to think again.

Yours faithfully,



Secretary Princes Risborough Morning WI

Coleshill Parish Council

From: CPC Clerk [<mailto:clerk@coleshill.org>]

Sent: 08 October 2018 12:29

To: Chapple, Bill - (County Councillor); Democracy Mailbox

Subject: Council to consult on 'realistic' options to make household recycling centres affordable

Dear BCC,

Coleshill Parish Council would like to respond to the recent consultation on making recycling centres affordable. At the September PC meeting the Councillors discussed their concerns if some sites were to close or others reduce their hours.

Over the last decade residents have been encouraged to recycle either through roadside bin schemes or taking items to the local recycling centres.

The demographics of Coleshill village is that it is made up of commuters, elderly residents and young families all requiring flexible opening times to ensure that they can recycle rather than send to landfill.

The Council have asked me to write to you to ask you to reconsider reducing the hours or recycling centres and definitely not to close any.

Recycling for it to work has got to be easy for everyone.

One comment raised was that there is a lot of duplication between County and District when it comes to fly-tipping. Cost savings could be made if BCC were to amalgamate recycling centres and fly-tipping services which would ensure that current services at the recycling centres could remain.

Council would like to be kept informed of the outcome of the Consultation and the decision made by BCC into the future of recycling centres.

Kind regards

Lynda Jackson

Clerk to Coleshill PC

North East Burnham Residents Association



North East Burnham Residents Association
Est. 2017

northburnhamra@gmail.com

NEBRA

Dear Mr Jenkins,

RE: CLOSURE OF BURNHAM RECYCLING CENTRE

I am writing to you as Secretary of NEBRA (North East Burnham Residents' Association) which centres on Green Lane, The Fairway and surrounding roads. One of our interests is planning and associated issues and so the proposed closure of the Burnham Recycling Centre would affect us adversely.

There are two issues which we would like to raise with you: fly-tipping and 'The Way Forward'. I will now deal with these issues in turn.

Fly-Tipping

We note with interest the evidence you have produced on this subject in the Household Recycling Centre Service Review consultation document dated 5th October 2018: you contend that there will be no increase. This is very much at odds with the Freedom of Information data which we have obtained from SBDC and which shows the following:

2013/14	351 fly-tips
2014/15	482 fly-tips
2015/16	549 fly-tips
2016/17	608 fly-tips
2017/18	676 fly-tips

You will note that over the four year period, 2013/14 to 2017/18, there has been a 93% increase. In spite of your considerable efforts on this issue, fly-tipping is already evident in Green Lane along the boundaries with the Golf Club, in Dorney Wood Road near the NT Dorney Wood House, along Grove Road and in Burnham Beeches itself. It is our view that the closure of the Burnham Centre will lead to a further exacerbation of this unacceptable situation.

The Way Forward

It is appreciated that you need to make savings in operating costs of £1.2 million per annum. We believe this can be achieved by adopting the closure of Bledlow Ridge, charging for 'non-household waste', closing Aylesbury, Chesham and Burnham on, say, Wednesday and/or Thursday each week, and charging residents from outside Bucks., for the use of BCC Centres. This, of course, will need to be backed up by already available new technology.

We would be grateful if the remedies we have suggested in 'The Way Forward' could receive your full and unbiased consideration. Should you feel it necessary, we would be pleased to discuss these ideas further.

Yours sincerely,

Mrs Tina Manzi,
Secretary,
NEBRA.



Buckinghamshire County Council
County Hall
Waste & Recycling Team
Floor 7, County Hall
Walton Street
Aylesbury
HP20 1UY

Hertfordshire County Council
Waste Management Unit
CHN104, Pegs Lane
Hertford, SG13 8DN
Telephone : 01992 556207
Fax: 01992 556180
e-mail: matthew.king@hertfordshire.gov.uk
Date: 10th October 2018

Submitted via email to: waste_strategy@buckscc.gov.uk

Dear Sir/Madam,

Re: Household Recycling Centre consultation

Thank you for the opportunity to submit the views of Hertfordshire County Council (HCC) in response to the publication of the above consultation.

HCC is a large waste disposal authority providing services for in excess of 1.18 million residents in 485,000 homes. The Authority currently spends approximately £45 million per annum providing waste management services across the county. More specifically, and in relation to this consultation, HCC provides a network of 17 Household Waste Recycling Centres (HWRCs) which receive in excess of 2.3 million visits per annum and manage the receipt and disposal of circa 83,000 tonnes of waste per annum.

We understand that housing growth requirements and financial pressures faced by Local Government are significant. It is projected that, for HCC, a further 100,000 homes will be required over the next 15 years and the resourcing gap between available funding and the continuing pressures on the authority's budget will be nearly £100m per year by 2021/22. This is after the delivery of £285m of savings per year by the end of 2017/18.

Responses to the consultation are as set out below:

Whether to close one site or two

HCC has no objection to the closure of either or both of the identified sites. Through our own considerations of the HCC network of sites, we believe that a network of fewer, larger, better located and more modern centres could provide services that are better equipped to meet future demand and pressures. In reality, this may require high levels of investment in a more strategically located suite of centres and recognises that, at a local level, some areas within an administrative boundary may currently be 'over-provided' for, in comparative terms, than others.

1/2

Hertfordshire County Council cont.

Which two weekdays it would be better to close Aylesbury (Rabans Lane), Burnham and Chesham sites

HCC note that the Aylesbury (Rabans Lane) and Burnham sites identified would likely have a minimal impact on Hertfordshire residents who have adequate nearby facilities.

With specific regard to the close geographical proximity of the Chesham HRC to our own Berkhamsted centre, should the two weekday closures be implemented, we express a preference for closure days that do not coincide with those at our own Berkhamsted centre in Hertfordshire (which are Thursday and Friday each week).

Subject to your other considerations in this consultation, this could ensure that we jointly provide local residents with a reasonable option for the disposal of their household waste 7 days a week.

Whether to charge residents from outside Buckinghamshire for using our sites, stop them using the sites altogether or continue to allow the same access as Bucks residents.

HCC's strong preference is that Buckinghamshire County Council should not restrict access to Hertfordshire residents and should continue to recognise, as is set out in the supporting information to this consultation, the 40 years of use by Buckinghamshire residents into our Tring centre and the existing absence of any scheme to restrict Buckinghamshire residents from using Hertfordshire centres.

Acknowledging the scale of the challenges faced by Local Government, should your authority decide to implement some form of cross border policy, HCC would suggest that whatever you adopt continues to permit access to Hertfordshire residents even if charges are introduced.

HCC believes that this would be a more reasonable position to adopt than an outright ban and residents of west Hertfordshire, such as in the Long Marston and Tring areas, would then have a choice to use a free Hertfordshire centre, such as in Berkhamsted, or visit centres such as that at Aston Clinton and pay to access the facility.

Noting that the volumes through your Household Recycling Centres are similar to those being managed through the Hertfordshire network of 17 centres and with greater visitor numbers, thought could be given to further restrictions on

Buckinghamshire's van, trailer and commercial vehicle policy, that is, to place a limit on numbers of visits allowed in each year such as the 12 visits per year limit in place across the Hertfordshire network. This would mirror neighbouring policy and perhaps be an alternative to cross border restrictions.

HCC welcomes the invitation to participate in this consultation and the previous working group engagement and trust that the above comments are considered constructive.

Yours faithfully,



Matthew King
Head of Waste Management & Environmental Resource Planning
Hertfordshire County Council

Granborough Parish Council

From: davidsmdly@aol.com [<mailto:davidsmdly@aol.com>]

Sent: 18 October 2018 13:28

To: Chapple, Bill - (County Councillor)

Subject: Review of Household Waste Sites

Dear Councillor Chapple

Granborough Parish Council (GPC) has considered the proposals that Bucks CC has publicised for the provision of HWRCs in the county and in addition to the response pro forma would like to make the following comments to you.

1. Closure of 1 or 2 sites in South of the County – as all the sites south of Aston Clinton are not really of use to the residents of N. Bucks (AVDC) it is considered inappropriate for GPC to comment on such proposed closure(s) other than to say if BCC considers that there is over provision in the south of the County then this should be addressed by closure to create maximum savings at the earliest opportunity. If it is possible to provide adequate site provision by closing of two sites then this must be the preferred option.

GPC considers that even with the proposed closure(s) the resultant distribution of sites shows a clear imbalance serving the north which needs to be addressed in parallel to the closures. With the north being identified as the area for the greatest growth in housing numbers GPC considers that as part of this review there should also be a set of proposals for new or enlarged provision in centre and north of AVDC.

2. Proposals to close Rabans lane site two days per week - GPC **cannot** support this proposal, as the current provision of sites for the Granborough area is limited to two sites (Aston Clinton not being a practical alternative), this would reduce to one on closed days. Environmental sustainability will be impacted as people who need to travel to Aylesbury for other reasons on a "closed day" will not be able to combine the trip with use of the HWRC. Furthermore, closure will only increase pressure on the busy days such the weekends when queues can already stretch some way along the length of Rabans lane.

3. Proposals to charge for some non-household wastes- GPC is **not** opposed to the proposal to charge for the waste listed i.e. rubble, soil, plasterboard and tyres but is very concerned that this would be start of a charging regime for other wastes which are not classified as household waste in particular DIY waste. Granborough PC recognises this is a difficult area as DIY waste amounts can vary greatly, but it would be inappropriate to stop or charge the residents for small amounts of DIY waste as where do you draw a line – would you really charge for an empty paint tin and some old wallpaper? What is needed is far greater control regarding the acceptance of large amounts of building waste under the cover of DIY waste which is really trade waste – alleged to be a common site at the Buckingham and Rabans Lane sites.

4 Restricting access to Bucks residents only GPC **would support** the proposal as the residents of North Bucks gain no appreciable reciprocal benefit from sites in neighbouring authorities, and whilst it is appreciated that residents of other authorities living close to the borders may find the sites in Bucks more convenient then they should either be charged or not allow to tip.

5 Overall comments on proposals –

- i) GPC is not convinced by BCC's assurances that such proposals will not lead to an increase in fly tipping. If people find tips closed, or they have to pay or types of waste are refused what will they do with it? Unfortunately a minority will fly tip. It is recognised that BCC is very active in chasing and prosecuting fly tippers, but the cost of the clearing up does not fall to BCC but rather to the District Councils. where the fly tipping is on public land. Where it is private land the responsibility and cost of clearance/disposal falls to the land owner, in many cases local farmers. It is doubtful whether there are accurate statistics relating to this type of fly tipping.
- ii) If certain waste cannot be taken to the HWRC or sites are closed what other option is there to the public? One option will be to hide non- permitted waste in the wheeled bin household waste collection service. Wheeled bin collection systems make it extremely hard to detect non permitted waste unless it is obvious at the top of the bin. Additional waste collected through the wheeled bins scheme is an additional cost to the DC's whereas its impact on BCC is neutral as they would have paid the disposals costs through the HWRC.

GPC hopes that you consider the above comments as part of your review of the public consultation exercise and in particular will consider carefully the need to increase provision in the North of the County, and not reduce it by part week closures, and that you will carefully consider the question of increased fly tipping and the resultant costs to land owners.

Yours Sincerely

David Smedley
Vice Chairman Granborough Parish Council



Council Offices:
Burnham Park, Windsor Lane
Burnham, Bucks SL1 7HR
Tel: +44 (0)1628 661381 - Fax: +44 (0)1628 666025

Gurbaksh Badhan
Head of Waste Management
Buckinghamshire County Council
Walton Street
Aylesbury
HP20 1UA

18th October 2018

Dear Gurbaksh,

Re: Household recycling centre service review consultation

I am writing on behalf of Burnham Parish Council to make our formal response to the Household Recycling Centre consultation.

Firstly, our thanks to you and Bill for taking the time to attend the Parish Council meeting last month. The Parish Council has considered the matter at length, taking into account the views of local residents and stakeholders.

The Parish Council is very concerned at the potential loss of an important local facility, and strongly urges the County Council to dismiss Option B: the closing of Bledlow and Burnham HRCs.

Furthermore, councillors would like the following items to be taken into consideration:

Charging

It was felt that further investigation was needed into the potential of meeting your budget shortfall through charging, including for:

- Non-household waste
- Non-statutory waste
- Non-Bucks residents

Travel times to alternative sites

It was felt that the travel times to alternative sites were inaccurate, and that longer than anticipated journeys were likely, especially at peak traffic times, which were not included within the estimates.

It was also noted that journey times for residents of Dorney and Taplow would be much further.

It was also noted that there was mention of neither the environmental impact nor congestion issues caused by the potential increase in traffic.

Weekday closures

It was suggested that should partial closures of the three sites be implemented, consideration be given to not aligning the days in order to allow staff to be rotated across the sites, to achieve further potential savings.

Cont.

Burnham Parish Council cont.

Survey design

Councillors were dismayed at the design of the survey, which appeared to encourage a biased response. In particular, it was note that:

- Respondents were not able to rank which options, or mix of options, they would prefer
- There was no option for respondents to provide their own preference on which site to close
- It was not clear how the option to close three sites for two days a week would work with the proposed closure(s)
- The results of the survey as constructed would likely be statistically flawed, potentially allowing any outcome to challenged

The Burnham Household Recycling Centre is an essential community facility, and we again urge the County Council to **not** implement Option B.

Thank you for your time and consideration of our response.

Yours sincerely,



Tabish Wazir
Deputy Parish Clerk

Cc Bill Chapple OBE, Cabinet Member for Planning & Environment

Bill Richards
Town Clerk



Cllr Bill Chapple
Environment Cabinet Member
Bucks County Council
Aylesbury
Bucks

Tel: 01494 774842
Fax: 01494 582908
www.chesham.gov.uk
Email: admin@chesham.gov.uk

Dear Cllr Chapple,

We write in relation to the public consultation into proposed changes to the provision of Household Recycling Centres across Buckinghamshire. Chesham Town Council (CTC) discussed its position in respect of the proposed changes at its Planning meeting held on the 1st October 2018 and would make the following observations.

1. As the 3rd largest town in Buckinghamshire, Chesham has a proud record of protecting and delivering exceptional services, not only for the residents of our town but for many outlying villages and larger settlements. We have to question why the well-used site on Latimer Road, serving such a large area, should be considered for partial closure on 2 days a week. We believe that any reduction in opening hours would have a detrimental effect on the provision of services to our residents and that is not a situation we can support.
2. CTC is concerned that the closure of the Latimer Road Centre will potentially lead to a significant increase in fly tipping incidents outside the gates of the centre and across the town. We have several charity shops and external collection points in Chesham and often find that residents, with good intention, leave bags of donated items that ultimately present a littering problem that CTC has to resolve. We are concerned that the closing of the gates to our local centre will simply lead to large amounts of materials simply being left for workers to deal with when the centre re-opens later in the week.
3. Punitive charges for the use of centres will deter users and lead to an increase in fly tipping generally at increased cost to Buckinghamshire residents. At the beginning of October, Browns Road in Hyde End was closed for over a week while BCC took action to resolve a major fly tipping incident. Local social media sites saw high levels of activity around this issue, major concern expressed about BCC's lack of decisive action on the matter and further deterioration in resident confidence that BCC can cope with such matters. We believe that centre closures and reductions in opening hours will lead to more frequent incidents of this nature.
4. The proposed closure of one or more centres in Buckinghamshire should present significant savings to Bucks County Council (BCC). These savings should be sufficient to preserve a full service at the other centres and residents should not bear the consequences of any further reductions in service.
5. By your own admission in your consultation data, the Amersham site on the A413 is one of the four quietest sites you operate. Why then would BCC choose to close the Latimer Road site 2 days a week instead of reducing operations at the A413 Centre?
6. The Latimer Road Centre in Chesham is located on the periphery of the town and is well served by a main road that links into nearby villages and provides access into Amersham via link roads through Chesham Bois and Little Chalfont. Although it is well used, the road is considered safe and has additional capacity to handle greater volumes of traffic. The entrance to the site also benefits from a wide and clear vision splay. It compares much more favourably to the notoriously difficult and dangerous entrance to the A413 depot site on the far side of Amersham. The A413 features exceptionally heavy usage at all times of the day. Access into the site often leads to a queue of vehicles causing tailbacks and potential major highways hazards along the main road. These highways issues would be alleviated by partial closure at the A413 site.

cont.

Chesham Town Council cont.

7. The A413 Centre also shares the site with BCC's highways works depot. It is subject to high volumes of commercial traffic entering and leaving the site, including exceptionally large domestic waste and recycling vehicles and a high volume of highways works vehicles. The entrance to the site has a dangerous layout that subjects domestic vehicles to potential danger as works and waste vehicles cross the site to enter the BCC depot. A reduction in operating hours would be better suited to the A413 site and would reduce the potential for serious collisions between domestic and industrial vehicles. The Latimer Road site does not present the same level of risk and is a safer site for residents of Amersham to use. Why then would BCC consider reduced usage at the Latimer Road site when it would make more sense to protect resident safety by reducing use at the A413 site?
8. We are concerned about how BCC proposes to restrict usage or charge residents from outside Buckinghamshire for using Buckinghamshire centres. The Latimer Road site sits on the border of Hertfordshire and is well used by nearby villages and settlements. We fail to see how BCC can monitor users and make the distinction between residents of either authority. Is it truly in the interest of the taxpayer to refuse entry to a neighbouring authority's residents, or inflict punitive charges, that will prevent them using a facility? As a local authority we strive to promote ethical environmental practice and forcing Hertfordshire residents to make excessively long journeys to alternative centres is not in keeping with our aims and beliefs.
9. Any potential savings made by deciding to close centres or reduce their opening hours will surely be minimal compared to the cost of installing additional security / monitoring systems, an ANPR system, establishing and maintaining a costly permit system or the costs associated with employing staff to provide admin support and police sites. There are also highways safety and personal privacy issues relating to any kind of physical on-site monitoring. The need to check customer address details will severely delay entrance to centres and place frontline staff in harm's way from any customers that need to be challenged. Any system should not result in the build-up of traffic outside access points, many of which already have the potential to create highways issues.
10. Similar concerns relate to the proposal to start charging for specific materials being disposed of at BCC Centres. How do you propose to monitor / police such an initiative? Does BCC plan on physically checking individual vehicles? What would the cost be of providing additional manpower and / or systems to deal with this? What kind of delays would such systems lead to? What effect would proposed limitations have on resident satisfaction levels and would it be harmful and lead to significant reductions in resident recycling levels?
11. In the course of their deliberations, Members of CTC attempted to access BCC's online survey attached to this consultation. They complained of inadequacies in the system as it was prone to crashing consistently due to an error on a specific page. BCC's consultation could be seen to be flawed if residents and interested parties are unable to give feedback via this portal.

Our primary objective during this period of consultation is to act as the voice of Chesham's residents and ensure that any changes you implement are not to their detriment. We hope this letter makes clear our concerns, and we look forward to your response.

Yours sincerely,



Bill Richards
Town Clerk

Bledlow cum Saunderton

Bledlow-Cum-Saunderton Parish Council

Household Recycling Centre Service Review Consultation - Parish Council Response

Bledlow-cum-Saunderton Parish Council have considered the proposals brought forward within the Household Recycling Centre Service Review.

Having considered the views of our residents, including those made on Social Media, expressed via Petitions and in person at our Parish Council meeting of 4th October the Parish Council is unable to support the closure of the Bledlow Ridge Household Recycling Centre as proposed.

Rationale

Suitability of alternatives

- Neither alternative sites (Aylesbury and High Wycombe) are easily accessible from Bledlow Ridge. We believe that the travel times quoted in the survey are unrealistic and in any case the way the information is presented is misleading – in reality the extra journey time would be double that amount quoted – simply because there is a return trip involved !
- Journey times would likely be longer on peak weekends and bank holidays when the roads in and around High Wycombe in particular can become busy with shoppers and fans travelling to watch Wycombe Wanderers.
- The closure of the facility will result in additional traffic on the A4010 through West Wycombe, where there is an acknowledged air quality issue.
- An alternative that might be acceptable to the community would be to increase the frequency of green waste collections from households - currently fortnightly and the in part the responsibility of Wycombe District Council. Increasing the frequency to weekly would reduce the reliance on the site for the disposal of grass and hedge cuttings for example.

Removal of a Local Amenity.

- Residents in the Parish receive very little from Bucks CC in the form of local services and amenities. Closure of the site will mean that our residents will be deprived of an essential local facility.

Fear of fly tipping

- Although discounted as a risk by Bucks CC local residents have expressed a fear that fly tipping will increase as a result of the closure. It's understood that the closure of the site is unlikely to lead to an increase in 'criminal' tipping by rogue contractors however the concern is that there will be an increase in casual dumping of 'household' items that would otherwise have been disposed of correctly. We have some evidence of this already where rubbish accumulates around litter bins.

Cost savings and income opportunities

- We note that the costs savings associated with closing the site are fairly modest £160k per annum.
- The local view is that Bucks CC have not fully explored the options available to them to charge site users. For example from charging 'cross-border' users and charging in all instances where legislation allows. We also suggest a charge be made for disposing of items such as tyres and fridges if not covered in the above.
- With 97000 annual visits raising £160k collecting on average just £2.00 per visit would more than exceed the claimed costs associated with running the site.
- We'd also question whether BCC are maximising revenue. Not so long ago it was possible to buy items such as second hand bicycles and outdoor play equipment from the site. This simple cash trading could easily be re-instated.

Cont.

Bledlow cum Saunderton cont.

Longer Term View

We recognise that in many ways the current Bledlow Ridge site is far from ideal. The presence of a Recycling Centre in an otherwise rural location in an AONB and within the Green Belt is in itself somewhat anachronistic. The layout of the site does not allow a one-way traffic flow. This, combined with the popularity of the site, can lead to vehicles queuing on Wigan's Lane, a rural road subject to a national speed limit and popular with cyclists and walkers, particularly on weekends and bank holidays. The site also generates a number of HGV movements, which are contributing to the poor state of our fragile lanes.

Given the above our view is that the current site will not be able to handle the increase in usage that can be anticipated should the planned expansion of Princes Risborough take place.

Should the plans come to fruition we would be supportive of a new facility being created in a more suitable location to serve Princes Risborough and the surrounding area, at which point in time the Bledlow Ridge site would become surplus to requirements.

Alternative Uses for the Site after Closure

In the event that the site is closed as proposed it appears likely in the current economic climate that Bucks CC would want to re-use or dispose of the site rather than incur the costs associated with ongoing security and maintenance. Keeping the site secure would be essential given that our area has a history of Travellers illegally occupying land and more recently regular incidents of trespass on the site of the derelict Molins factory.

The Parish Council would welcome the opportunity to be consulted and work with BCC and other interested parties in exploring alternative uses for the site.

Stephen Reading

Chair – Bledlow cum Saunderton Parish Council.

Slough Borough Council

Andrew/Gurbaksh

Please find below Slough Borough Councils response to the BCC Consultation on its HRCs. I attach your document for reference to the questions only. Our answers are set out in the email below:-

Q1 – Slough Borough Council

Q2 – Should you decide to open Burnham HRC 5 days per week rather than 7 then we don't have a strong preference which of Tuesday, Wednesday or Thursday should be the days on which you close. Residents will plan their trips to the HRC around opening hours once they are understood. Operationally, consecutive days closing is easier to manage.

Q3 – Slough BC currently pay for Slough residents to use Burnham HRC and Langley HRC through a long established mechanism which apportions all costs at the two HRCs to either Bucks CC or SBC based on a utilisation survey. At the time of writing SBC would prefer this mechanism to continue.

Q4/Q5/Q6 – SBC would prefer Burnham HRC to remain open but should the outcome of the consultation process conclude that it needs to shut then SBC will continue to work collaboratively with Bucks CC.

Q7 – The impact of Bucks CC changes to HRCs on SBC will need to be assessed on an on-going basis once the outcomes of the Bucks CC Consultation are known and new processes implemented post 1 April 2019. Possible impacts are:-

- Reduced charge from Bucks CC to SBC for use of Burnham HRC by Slough Residents
- Increased charge from Bucks CC to SBC for use of Langley HRC by Slough Residents
- Increased usage of SBCs Chalvey HWRC
- Financial incentive for Bucks CC residents wishing to dispose of chargeable household waste to travel to SBC's Chalvey HRC for free disposal of chargeable household waste should SBC not impose a similar charge or restrict usage to Slough residents only. Note this would have knock on effects to reciprocal arrangements between SBC and RBWM

Regards

Richard West

Service Lead – Environmental Services,
Slough Borough Council
Chalvey Recycling Centre, White Hart Road,
Slough, Berkshire, SL1 2SF

Joint Waste Collection Committee

Joint Waste Services

King George V House
King George V Road
Amersham
Buckinghamshire
HP6 5AW



Bill Chapple OBE
Buckinghamshire County Council
County Hall
Walton Street
Aylesbury
HP20 1AU

This matter is being dealt with by:	Joint Waste Collection Committee
Our Ref:	11.1
Date:	22 October 2018

Dear Cllr Chapple,

Joint Waste Collection Committee response to Buckinghamshire County Council's consultation on Household Recycling Centres

We are responding to your current consultation to review the Household Recycling Centre service provided by Bucks County Council. The matters you are consulting on were considered by Cabinet Members at the Joint Waste Collection Committee on 3rd October.

We understand that you need to find savings; this is of importance to all authorities. However, in summary, we do have serious concerns on the impact of your proposals to the south of the county and would like to have more information and evidence used to inform these proposals.

We strongly object to the proposed closures and reduced availability of HRCs and are concerned about subsequent potential impacts, including increased fly tipping levels, impacts on environmental issues, detriment to local resident convenience and overall costs to our council tax payers.

We are not supportive of your proposal to charge Buckinghamshire residents for other types of waste and anticipate that this could also impact negatively on fly-tipping levels. In terms of charging residents from outside of Buckinghamshire, we would like to understand how you would manage this.

We are disappointed not to have been considered an official consultee ahead of your public consultation; this would have been more within the spirit of our waste partnership.

Our detailed comments are outlined below:

Potential closure of sites and reduced opening

Closure of the Bledlow Ridge site will particularly affect residents living in Princes Risborough and to the north of Wycombe District. The Princes Risborough area is due to experience substantial property growth and closure of this site will not meet those residents' needs. We are concerned about this proposal and would like Bucks County Council to explain what work has been undertaken to assess future need based on the expansion planned for this area. Have you carried out any modelling to assess need against property growth? In terms of future planning, we would like you to explain why you are proposing to reduce access to HRCs when your own figures, as set out in your minerals and local plan, 2017 set out that demand will be increasing.

Cont.

Joint Waste Collection Committee cont.

It is unclear whether your strategy has considered overall property growth for the county and, if sites are closed and opening times are reduced, what research has been undertaken to understand how this might impact on remaining sites?

Will the remaining sites, some of which will be closed for two days a week, be able to cope with the anticipated increased usage? Have you evaluated potential traffic congestion at sites and whether this will impact the infrastructure leading into your facilities? Some residents will have further to travel and will have reduced opportunities for using your sites.

Have you conducted any research to assess the impact of diverting traffic from this area to other sites around the county and the associated carbon impact as a result of increased travel time? We would like to know if you have carried out an air quality impact assessment and a traffic impact assessment to consider these issues and we would like to review those findings.

The potential closure of the Burnham HRC also raises some concerns, especially as South Bucks District Council is subject to high fly-tipping levels due to its proximity to London and the area around Slough.

Fly-tipping

Your consultation sets out that you do not expect to see fly-tipping levels increase as a result of reduced opening and that the reduction in winter opening hours in 2016 did not result in this. However, the winter opening times were only reduced by 2 hours and this is quite different in scale to the closure of 1 – 2 sites in the southern districts in addition to a reduction in opening hours of other sites of two days a week. What detailed research has been conducted to properly assess the probability and implications of increased fly tipping as a result of your proposals?

This would inevitably impact on the Waste Collection Authorities budgets for fly tip removal and could further stretch the waste enforcement resources at Bucks County Council, for which the Districts provide a financial contribution. Have you assessed the impact of this as a total cost to the council tax payer?

We are able to cite information from an Evidence Review of Fly tipping Behaviour, prepared by Zero Waste Scotland, May 2017, which strongly points towards increased fly-tipping levels as a direct result of barriers imposed by local authorities to ease of access or affordability for the disposal of waste. To summarise here, such barriers include:

- A low number of household waste recycling centres in a local authority,
- A long distance to the nearest household waste recycling centre,
- A lack of transport options to reach the household waste recycling centre (e.g. where access necessitates car ownership),
- Inconvenient opening hours of household waste recycling centres,
- Regulations limiting free access to household waste recycling centres

In addition, Keep Britain Tidy found in a recent survey that 53% of local authorities, who state that fly-tipping is a major problem for them, think that changes including closing household waste recycling centres have contributed to increases in fly-tipping.

For your information, the evidence review provided by Zero Waste Scotland can be found at:

<https://www.zerowastescotland.org.uk/sites/default/files/Evidence%20Review%20of%20Fly%20tipping%20Behaviour.pdf>

Further evidence provided at: <http://www.tacklingflytipping.com/Documents/NFTPG-Files/Jill-Dando-report-flytipping-research-report.pdf>, cites that there are two key drivers of fly tipping:

cont.

Joint Waste Collection Committee cont.

- The costs of legitimate disposal and;
- The availability of civic amenity and other waste disposal sites

In addition to greater occurrences of fly tipping if a site is closed, it is likely to result in more burning of materials in gardens where it is deemed to be easier than driving further distances to another site. This will add to Council enforcement costs and more worryingly,

increases in local air pollutions levels which will have a detrimental impact on the local environment.

Charging for waste

We understand that you are not consulting residents on charging for waste but that you have taken a decision to introduce charges for non-household waste, such as rubble and hardcore. You set out that you have asked resident views on this in your annual customer survey and at discussion groups and that there were mixed views on this. Whilst we appreciate that you are entitled to charge for this type of waste, have you considered how this will impact on waste collected by the Waste Collection Authorities? If you have received mixed views on this, then it is reasonable to expect that some residents will dispose of such waste within their wheeled bins rather than pay for disposal at an HRC. This may have health & safety implications, as well as other impacts on the kerbside collection service, such as the rejection of ad-hoc waste not permissible for disposal at your EFW? What are the implications for this facility?

We are not supportive of introducing charges to residents for the disposal of their DIY waste and again, have serious concerns about the impact of this on fly tipping. You will also be aware that the Waste Collection Authorities do not collect DIY waste, rubble, soil etc. as part of their chargeable bulky waste collection and we are not obliged to do so. Therefore, what steps do you plan to take to emphasise residents' duty of care responsibilities if they choose to engage contractors to remove such waste from their homes?

On the charges to residents outside of Bucks, we would like to understand how you will manage this. One idea is to introduce a Bucks card for Buckinghamshire residents as proof of residency and we would like to know if you have considered this.

Costs V Savings

Ultimately, we would like to understand if you have undertaken assessments on whether the potential savings you have flagged will result in additional costs elsewhere, for example to the Waste Collection Authorities, and if you can comment on the total cost to the Buckinghamshire council tax payer resulting from your proposals.

We are disappointed that we were not given an opportunity to offer our views above and participate in the debate on this proposal before Bucks County Council went out to public consultation.

Yours faithfully

Joint Waste Collection Committee

CLr Mike Smith – Chair of JWCC
CLr Julia Adey
CLr Luisa Sullivan

BUCKINGHAMSHIRE HOUSEHOLD RECYCLING CENTRE Public Consultation

A submission by the Chesham Society

5. We propose to close the below sites on two of their quietest weekdays. All sites would stay open on Friday, Saturday, Sunday & Mondays.

If you have a preference for which weekday a site should remain open, please indicate this below

We strongly object to any closure of Latimer Road site, on several grounds –

- Latimer Road is equidistant from Amersham and Chesham (which is the larger of the two towns), while the London Road site is on the far side of Amersham from Chesham. Consequently, closure of Latimer Road would inconvenience more users.
- The split level Latimer Road site is more convenient & quicker to use than London Road
- Access to London Road from the A413 can cause traffic safety and management issues, which will be made worse during the HS2 construction phase (particularly construction of the Vent Shaft at Bottom House Farm Lane)
- It would be more equitable, and less disruptive, to close 6 sites for one day each

6. People from outside of the County use Buckinghamshire Household Recycling Centres, at a cost to local taxpayers. What do you think we should do about this?

A. Nothing

- The cost of additional waste is probably small when compared with the cost of running the centres
- The additional bureaucracy involved would reduce the amount raised
- Bucks residents would be inconvenienced by having to prove their identity
- It would be an unfortunate precedent, which might result in other authorities charging Bucks residents who use their facilities
- Efforts should be made to obtain financial support from Oxfordshire & Hertfordshire to support Bledlow, Aston Clinton.
- Langley is already supported by Slough, so the majority of out of area use is already accounted for.

Cont.

The Chesham Society cont.

7-9 We cannot continue with 10 Household Recycling Centres. ...

The savings of £160K/site are small compared with the £1.2m being sought, and the £800K to be raised by charging for some types of waste. Attempts should be made to obtain financial support from neighbouring authorities, before considering site closures.

Other remarks

You state that 2/3rds of people visit once a month or less – implying 1/3rd visit once a month. Since visiting the tip is not usually a family expedition, this would imply that most households use the tips around once a month.

It is strange that your map does not include the location of waste centres in adjacent counties, particularly since you are consulting on cross-county use.

The range of options on which you have consulted is quite unnecessarily narrow, and there is no evidence to show that other options have been considered, and why they were rejected.

We are sceptical of your contention that fly tipping is not related to the availability of recycling centres. If fly tipping costs Bucks £750K/year (Bucks Herald, 24-8-18) then a 20% increase in this expenditure would cancel the savings made by closing a recycling centre.

Jim Conboy
(Planning Officer)

Wycombe Friends of the Earth

Received via online survey:

This is an organisational response on behalf of Wycombe Friends of the Earth, following discussion at our group meeting and by e-mail. These are the factors and principles which underpin our comments:

1. Waste should not be viewed simply as something problematic that needs to be disposed of, but as a resource, which should be avoided / reduced, re-used, recycled etc. in line with the waste hierarchy. As resources grow scarcer, and the adverse environmental impacts from inappropriately discarded rubbish become clearer, this will become ever more important, with the ultimate goal of a circular economy.
2. Therefore, one of the objectives of waste recycling policy should be to ensure that waste is dealt with by the most appropriate route, going to facilities where it will be processed safely, and maximising its resource value. Waste recycling centres are such locations, so providing sufficiently convenient access to such sites has an environmental aspect as well as just a quality of consumer service one: even if resorting to fly-tipping might be rare, reduced access may lead, for example, to the public putting inappropriate items in black bins or simply stockpiling unwanted items at home, losing any potential from recycling of materials. Decision-making would be improved if such broader environmental considerations were incorporated into cost-benefit calculations.
3. Again, for journey times, the environmental costs of longer journeys is also an element that should be given due weight.

Cont.

Wycombe Friends of the Earth cont.

4. Since environmental factors and consequences, and, indeed, people's behaviours and sense of identity, are not bound by artificial administrative boundaries, it is wrong to consider Buckinghamshire and Buckinghamshire sites in isolation; this is particularly relevant to Oxfordshire (see Q6).

Where the questions, and questions format allows it, these principles underly our choices above:

- a) if a site has to be closed, close Burnham since less impact on journey times, both for Bucks residents and out-of-county;
- b) retain Bledlow, because greater impact on journey times if closed, especially if Oxon residents taken into account;
- c) align any charges for non-household waste (either for all users or just for Oxfordshire residents) with Oxfordshire ones, allow continued access for Oxfordshire residents on that basis, and negotiate identical access for Buckinghamshire residents to Oxfordshire sites, especially Oakley Wood, which would become the closest site to the southwestern corner of Buckinghamshire (and thereby, overall, minimise travel distances for Bucks / Oxon residents living close to border) We also strongly support increasing the number of charity re-use shops at WRCs, since re-use is clearly the best solution for unwanted items.

Other comments although ultimately not altering our choices, we make them because we believe they are shortcomings in the supporting documentations analysis:

- 1. We are not at all convinced by the assertion that reduced access / introduction of charges will not increase fly-tipping, especially since the service review background information on the website points out that the majority of fly tips are by commercial operators, not by householders. There is always a cost to disposing of commercial waste, which some operators try to avoid which implicitly recognises that cost of disposal IS a factor in fly-tipping.
- 2. That page also points out the high cost of dealing with fly-tipping (£610,000 in 2017/18) " so even a 20% increase in fly-tipping would make significant inroads into the estimated savings from HRC changes.
- 3. How can the savings from charging for certain types of household waste be known and incorporated in the rationale for the changes, when no decisions have been made about what the charges will be, or, especially, about how they will be collected and thus the cost of doing so?

Aylesbury Vale District Council

AYLESBURY VALE DISTRICT COUNCIL

Councillor Sir Beville Stanier
Cabinet Member for Waste and Licensing

Telephone: 01296 585712
Text Relay: prefix telephone number with 18001
Email: BStanier@aylesburyvaledc.gov.uk
Our Ref: [REDACTED]
Your Ref: [REDACTED]



24 October 2018

Councillor Bill Chapple
Buckinghamshire County Council

Response to Buckinghamshire County Council Consultation regarding Household Recycling Centres

This letter details Aylesbury Vale District Council formal Cabinet response to the BCC consultation on Household Recycling Centres.

Firstly it is with genuine disappointment that AVDC was not invited as a formal consultee to comment on the proposals set out in the Consultation documents. As a joint financing partner of the Bucks Waste Partnership it is most unfortunate that this forum was not used early on to help shape BCC's options and proposals, share the learning of your research and have the opportunity to discuss the impact of your proposals on us as a Waste Collection Authorities in Buckinghamshire.

Because of this AVDC are having to approach the proposals not fully understanding the potential or unforeseen implications to our waste collection services and therefore these concerns are set out below. Furthermore it is felt by AVDC's Cabinet that the approach to consultation taken by BCC in this matter undermines the potential to work collaboratively through already established partnership routes and we are concerned that we have had no opportunity to help shape influence BCC decisions, which will ultimately impact on our local communities, which we all have a shared interest in.

From the evidence presented by BCC there remains several unanswered questions and concerns that AVDC has and these will need to be addressed by BCC prior to adopting the preferred options set out in the consultation. AVDC understand that the model proposed for the HRC's has been implemented elsewhere across the country and therefore the opportunity for learning and using intelligence is there. Having sight of BCC's insight and research would be beneficial to AVDC to determine the impact and had it been provided earlier would have likely reduced the need for this letter.

The questions and concerns are set out below:

Savings Potential: It is clear that opportunities to achieve efficiencies and savings for all councils is paramount. What consideration and assessment has been made of the full quantum of costs versus saving. For example if there is an increase in flytipping as a result of day closures, this will add to AVDC's requirement to collect the waste at an increase in cost to AVDC. What assessment has BCC made of the total cost to the tax payer as a result of closing sites and levying charges.

Charging Customers for specific waste types such as rubble, plasterboard, soil etc.

BCC have presented charges as a fait accompli. However we would like to understand what assessment has been made into the impact on household waste collections. It is reasonable to expect that small amounts of waste such as soil or rubble that previously would have been taken to HRC's would now be diverted to household waste bins. This waste will then enter the general waste stream and result in

potential collection issues (overloaded bins/H&S issues etc). Ultimately this waste is then sent to EfW, what does the evidence from other authorities say about this issue.

Growth and Improvements

What consideration has BCC given to the major growth in the district in the coming years particularly in and around Aylesbury when looking at the closure of Rabans lane on specific days. What is the identified saving related to this particular aspect of the proposal and how has this been modelled against growth. Buckingham HRC is well used and has previously been identified as a site that requires improvements. Again what analysis has been undertaken relating to investment in this site, given that savings will be made elsewhere.

We trust that BCC will use the established waste partnership to discuss this important issue before the decisions on this matter are finalised.

Yours sincerely

Councillor Sir Beville Stanier
Cabinet Member for Waste and Licensing

Oxfordshire County Council

1. Please state the Authority(s) you are responding on behalf of:

Oxfordshire County Council

2. We propose to close the below sites on two of their quietest weekdays. All sites would stay open on Friday, Saturday, Sunday & Mondays.

If you have a preference for which weekday a site should remain open, please indicate this below

	Tuesday	Wednesday	Thursday	No preference
Aylesbury, Rabans Lane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Burnham, Crowpiece Lane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Chesham, Latimer Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please tell us why you made that choice

3. People from outside of the County use Buckinghamshire Household Recycling Centres, at a cost to local taxpayers. What do you think we should do about this?

- Charge residents from outside Buckinghamshire when using the sites
- Stop residents from outside Buckinghamshire using the sites all together.
- Nothing, allow them the same access as Buckinghamshire residents
- No preference

Please tell us why you made that choice

Our preference is for Oxfordshire residents to be able to access the Buckinghamshire sites as they currently do. Allowing people to travel to the nearest HWRC to them saves fuel and congestion and is environmentally the best option. Across the country there is accepted cross boundary movement and the cost of the administrative burden on the tax payer of every local authority introducing "cross-border" HWRC controls is not a good use of funding. However, accepting and appreciating the financial position that Bucks CC are facing and that your records show that a significant number of out of county residents use Bucks sites, our second preference would be to charge non-residents when using the sites. This gives the resident the choice of traveling the shorter distance but contributing to the costs, or travelling further and using their own County's sites without charge.

4. We cannot continue with 10 Household Recycling Centres. Considering the options in the supporting document, please select your preferred option below.

- Close one site
- Close two sites
- No preference

Please tell us why you made that choice

cont.

Oxfordshire County Council cont.

5. If we close one site, our preferred option would be to close Bledlow. To what extent do you agree or disagree with this option?

Please circle on the scale below.

Strongly disagree

No preference

Strongly agree

Please tell us why you made that choice

No preference. The closure, or not, of Household Recycling Centres in Buckinghamshire is a matter for Buckinghamshire County Council to determine.

If the decision was made to shut Bledlow Ridge, Oxfordshire residents living around Thame and Chinnor would have further to travel if they wished to visit a site (in Oxfordshire or elsewhere) and this will result in waste traveling further distances, and potentially increased costs and emissions from transport.

6. If we close two sites, our preferred option would be to close Bledlow & Burnham. To what extent do you agree or disagree with this option?

Please circle on the scale below.

Strongly disagree

No preference

Strongly agree

0 1 2 3 4 5 6 7 8 9 10

Please tell us why you made that choice

No preference

7. The supporting information attached details all the things we've looked at during our review. If there are any other realistic options or potential impacts from our proposals that we should consider, please provide details below.

