

Proposed changes to recycling and household waste sites

Public consultation survey results



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Strategic Business Intelligence Team
Leicestershire County Council

Changes to recycling and household waste sites consultation - Main Survey Results

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Contents

List of charts and tables	4		
1. Introduction and methodology	6		
2. Use of the recycling and household waste sites	12		
Which recycling and household waste sites are used?	12		
How often sites are used	14		
Distance to nearest site	16		
Primary site used	16		
Reasons for using primary site	17		
Times sites are being used	18		
3. Our proposals	21	4. Appendices	32
Affect of changing site opening hours	21	1. Questionnaire	32
Alternatives to removing evening opening hours	25	2. Demographic Profile	35
Alternative suggestions for reducing running costs	28	3. Geodemographic Classifications	37
Other survey comments	30	4. Statistical testing by demographics	38
Other consultation responses	31		

List of charts and tables

Chart 1	Capacity in which responding	9
Chart 2	Sites used (multiple response)	12
Chart 3	Site usage by district respondent lives (multiple response)	13
Chart 4	How often sites are used	14
Chart 5	Frequency of sites used	15
Chart 6	Primary site used	16
Chart 7	Reasons for using primary site (multiple response)	17
Chart 8	Use of sites during the week (multiple response)	18
Chart 9	Use of sites at the weekend (multiple response)	18
Chart 10	Times using primary site during the week (multiple response)	19
Chart 11	Times using primary site at the weekend (multiple response)	20
Chart 12	Affect of changing site opening hours	21
Chart 13	Affect of changing site opening hours by primary site used	22

Changes to recycling and household waste sites consultation - Main Survey Results

Chart 14	Affect of changing site opening hours by times sites are used during the week (multiple response)	23
Chart 15	Affect of changing site opening hours by times sites are used at the weekend (multiple response)	23
Chart 16	Alternative times to evening opening hours during the week (multiple response)	25
Chart 17	Alternative times to evening opening hours at the weekend (multiple response)	25
Chart 18	Alternative times for using primary site during the week (multiple response)	26
Chart 19	Alternative times for using primary site at the weekend (multiple response)	27

Chapter 1: Introduction & methodology

Leicestershire County Council continues to face financial challenges. The council has increasing demand for services and a growing population—this means having to find more savings in the future, despite having made £200 million worth of savings since 2010.

The council's current budget (announced in February 2019) included savings of £260,000 from Recycling and Household Waste Sites (RHWS). A significant amount of this saving is intended to come from the proposals outlined in this consultation.

The council provides 14 recycling and household waste sites across the county.

The current opening times for all sites are as follows:

- 9am—7pm, five days a week from April to September (Saturday to Wednesday or Thursday to Monday dependent on site);
- 9am—4pm, five days a week from October to March
- All sites are closed on Christmas Day, Boxing Day and New Year's Day

Our Proposals

The council proposes to reduce the daily RHWS opening hours to 9am to 5pm in the summer (April to September), whilst leaving winter hours the same. It is estimated that this proposal will save the council £134,000 across the existing thirteen sites by the end of 2020/21.

Overview of the process

The council has consulted with the public and organisations on the proposed changes to the opening times of Leicestershire County Council's recycling and household waste sites.

The consultation involved a survey with residents, non-residents, businesses and other stakeholders. This report presents the findings of the survey.

Survey

The survey was made available on the council website from 1 July to 23 September 2019. This was accompanied by an information booklet which set out the proposals in more detail.

The survey asked for views on the proposed changes to the opening times of our recycling and household waste sites, as well as asking about how people currently use the service (see Appendix 1 for the full questionnaire).

The consultation closed on the 23 September 2019 (12 weeks).

Communications and Media Activity

The council communicated the consultation in a number of ways, including:

- Press releases sent to local media when Cabinet discussed the issue (prior to consultation going live). In the final week of the consultation, coverage was widespread, including TV.
- Social media messages on Twitter, Facebook and Instagram throughout the consultation (on average a post every 3 days). There was much interaction with these posts from the public, including sharing and comments.
- On the local authority website consultation webpage.
- Information was sent to the parish councils via the parish councils newsletter.
- 'Adshell' posters (similar to posters at bus stops) at the RHWS sites and sites, staff handed out around 10,000 fliers. Fliers were also sent out with all new and renewed permit applications.
- Leaflets were available at several public talks and events at which waste service team/volunteers were present.
- There were also staff communications, including on the intranet.

Alternative Formats/ Equality and Human Rights Impact Assessment

The EHRIA screening process highlighted equalities considerations and steps were put in place to make the processes open and inclusive, and reduce any barriers to participation.

Posters were displayed at each recycling and household waste sites and fliers promoting the consultation were distributed to users at the sites if they requested them. These included details of how hard copies of the consultation documents could be obtained on request.

The council's Customer Services Centre were briefed on the consultation and were able to support any callers that requested information.

Whilst the survey was made easily accessible online, support and alternative formats of the survey were made available on request.

Changes to recycling and household waste sites consultation - Main Survey Results

Response Rate

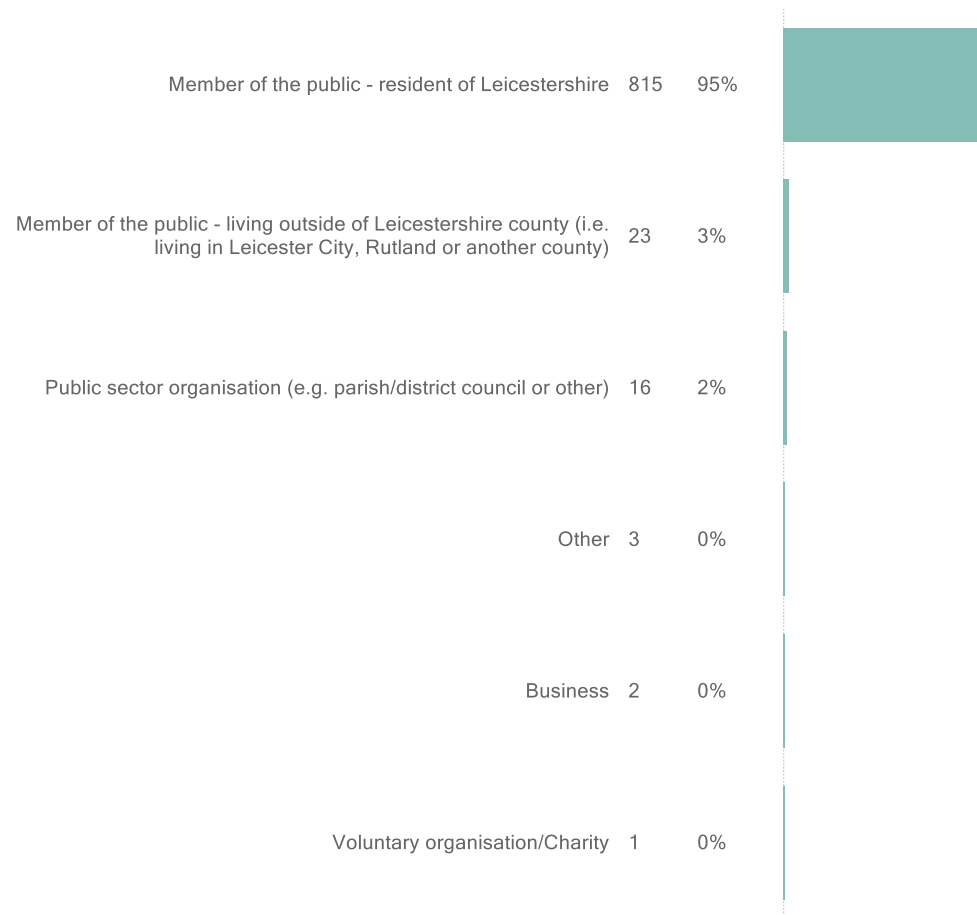
During the three month consultation window, 860 people responded to the survey.

There were 859 respondents that took part by completing the online survey, with 1 respondent returning a paper copy.

Chart 1 shows the capacity in which respondents completed the survey. The largest group of respondents were members of the public; the majority were residents of Leicestershire (95%), with a smaller proportion living outside of Leicestershire county (3%).

The remainder of the respondents were made up of: 16 public sector organisations, 2 businesses, 1 voluntary organisation/charity and 3 'Other'.

Chart 1 - Capacity in which responding



Base = 860

Analysis - methodology

Graphs and tables have been used to assist explanation and analysis. Although occasional anomalies appear due to rounding differences, these are never more than +/-1%. Question results have been reported based on those who provided a valid response, i.e. excluding the 'don't know' responses and no replies from the calculation of the percentages, in most instances.

Postcodes supplied by respondents (members of the public and businesses/ stakeholders) were used to assign geographical information, including lower-tier local authority, deprivation (IMD county quintile) rural-urban classification (RUC), and distance to nearest site.

Postcodes were also used to identify the distance that each respondent travelled to their nearest site.

Statistical Analysis

The questionnaire included a range of demographic questions. As well as allowing for the profile of respondents to be understood it also makes it possible to understand the views of different groups.

To maximise statistical reliability, demographic groups were aggregated where appropriate. The responses of different demographic groups were statistically compared using Chi-

- Gender
- Age
- Long-term illness/ disability
- Ethnicity
- Employment status
- District
- Urban Rural Classification
- Indices of Multiple Deprivation

Square analysis.

Full results from Statistical Analysis can be found in Appendix 4.

Analysis of open-ended comments

The survey contained three open-ended questions. A total of 1,478 comments were left across these questions. All of the comments were read by analysts and reoccurring themes were identified. The comments provided were summarised and indicative quotes were used to provide a narrative.

The Waste Management Service will be given all comments received in full for further consideration.

Respondent profile

The demographic profile of those responding to the survey has been compared to the population figures from the 2011 Census. This analysis is reported in Appendix 2. It shows that the profile of respondents is somewhat different to the Leicestershire population. Certain demographic groups are overrepresented. For example, men, and those aged 45-84. BME respondents are underrepresented, particularly Asian or Asian British respondents, as are those with a long-standing illness or disability.

Postcode analysis shows a lower proportion of respondents were from Melton and Oadby and Wigston boroughs, compared to Census 2011 figures.

Chapter 2: Use of the recycling and household waste sites

Respondents were asked about their current usage of recycling and household waste sites.

Which recycling and household waste sites are used? (Q2)

Respondents were asked about their current usage of recycling and household waste sites.

The most popular site was Whetstone, which 23% of respondents said they used, followed by Mountsorrel (20%), Oadby (18%) and Loughborough (17%), as can be seen in Chart 2.

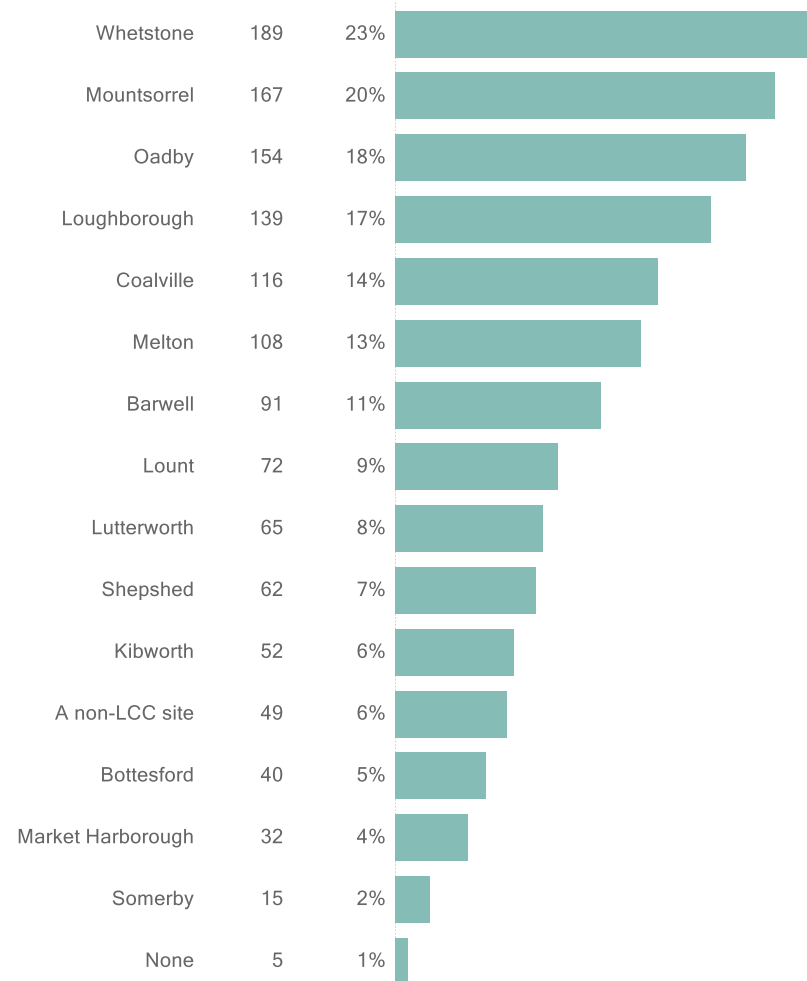
Statistical analysis shows that respondents who were significantly more likely to use only one site identified as Black or Minority Ethnic (BME), living in Melton or living under 2 miles from their nearest site.

In contrast, respondents who were more likely to use two or more sites were White, currently employed, living in Charnwood or North West Leicestershire, or living more than 2 miles away from their nearest site.

The Bottesford and Melton sites were more likely to be the only site a respondent uses.

The following sites were more likely to be one of several sites a respondent uses: Barwell, Coalville, Kibworth, Loughborough, Lount, Mountsorrel, Shepshed, Whetstone and Non-Leicestershire County Council sites.

Chart 2 - Sites used (multiple response)



Base= 840

Changes to recycling and household waste sites consultation - Main Survey Results

Chart 3 - Site usage by district respondent lives (multiple response)

District of Site	Site	Base	District respondent lives								
			Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Leicester	Non-Leicestershire Authority
Blaby	Whetstone	168	48% 81	5% 8	10% 16	19% 32	1% 1	3% 5	12% 20	3% 5	
Charnwood	Loughborough	119	2% 2	84% 100		3% 4	3% 4	5% 6			3% 3
	Mountsorrel	147	2% 3	89% 131		7% 10	1% 2				1% 1
	Shepshed	53	2% 1	68% 36		4% 2	4% 2	17% 9			6% 3
Harborough	Kibworth	47	2% 1		55% 26				34% 16	6% 3	2% 1
	Lutterworth	55	7% 4		89% 49	2% 1					2% 1
	Market Harborough	30	3% 1		87% 26	3% 1			3% 1		3% 1
Hinckley and Bosworth	Barwell	82	22% 18	1% 1	2% 2	71% 58		2% 2		1% 1	
Melton	Bottesford	37					84% 31				16% 6
	Melton	97		2% 2		1% 1	96% 93				1% 1
	Somerby	13					100% 13				
North West Leicestershire	Coalville	102	3% 3	3% 3		16% 16	1% 1	75% 77	1% 1		1% 1
	Lount	67		3% 2		6% 4		88% 59	1% 1		1% 1
Oadby	Oadby	134	16% 21	1% 1	13% 18	1% 2		1% 1	60% 80	8% 11	
A non-LCC site	A non-LCC site	41	20% 8	24% 10	12% 5	10% 4	5% 2		17% 7	7% 3	5% 2
None	None	5		60% 3						20% 1	20% 1

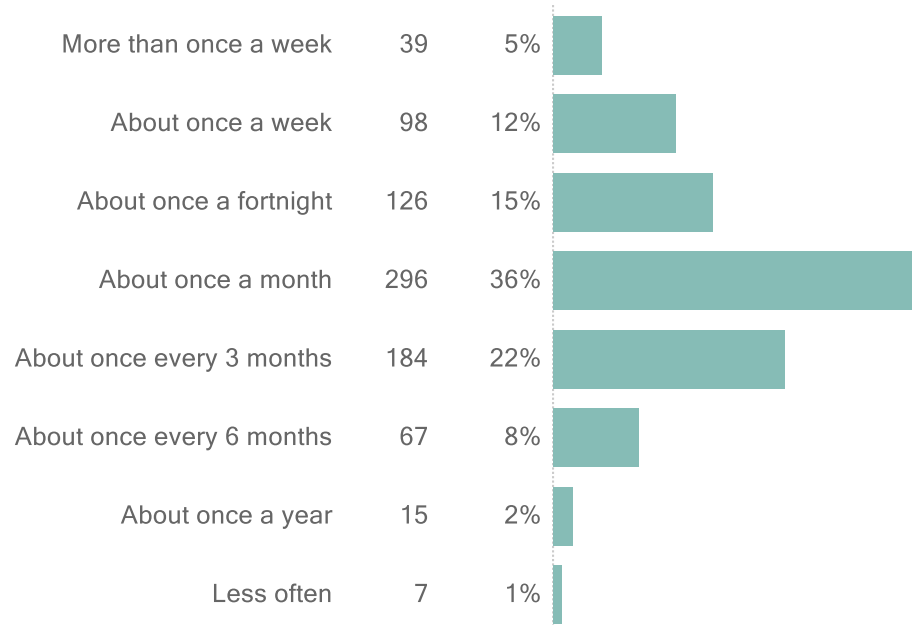
Chart 3 shows 48% of respondents who use the Whetstone site live in Blaby district. Therefore, 52% of people who use Whetstone come from outside of the district in which it is located, showing that the site has quite a broad catchment, compared to other sites.

Changes to recycling and household waste sites consultation - Main Survey Results

How often sites are used (Q3)

Chart 4 shows that of those respondents who use one of our sites, just over a third (36%) visit 'about once a month' and just under a quarter (22%) visit about 'once every three months'.

Chart 4 - How often sites are used



Base = 830

Respondents who were significantly more likely to use one of our sites about once a fortnight or more often were: male (43%), aged 65 and over (48%), wholly retired from work (45%), living in Melton (47%) or in a rural town and fringe area (39%). They were also significantly more likely to live under 2 miles from their nearest site (35%) or use one site only (35%).

Respondents who were significantly more likely to use one of our sites about once a month were: female (40%) or living in a urban city and town areas (38%).

Respondents who were significantly more likely to use one of our sites once every 3 months or less often were: female (39%), aged 25-34 (46%), currently employed (36%), living in Hinckley and Bosworth (45%), or in a more deprived area of the county (46%). They were also significantly more likely to live between 2 and 5 miles away from their nearest site (40%).

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Chart 5 - Frequency of sites used

How often do you use one of our sites?

Site	Base	More than once a week	About once a week	About once a fortnight	About once a month	About once every 3 months	About once every 6 months	About once a year	Less often
Barwell	91	2% 2	8% 7	13% 12	31% 28	34% 31	10% 9	2% 2	
Bottesford	40	28% 11	28% 11	25% 10	15% 6			3% 1	3% 1
Coalville	116	3% 3	9% 10	16% 18	38% 44	26% 30	8% 9	1% 1	1% 1
Kibworth	52	6% 3	13% 7	12% 6	35% 18	27% 14	2% 1	4% 2	2% 1
Loughborough	138	4% 5	17% 24	14% 19	38% 52	18% 25	8% 11	1% 2	
Lount	72	4% 3	11% 8	18% 13	32% 23	26% 19	8% 6		
Lutterworth	65	5% 3	17% 11	20% 13	34% 22	15% 10	3% 2	5% 3	2% 1
Market Harborough	32	3% 1	6% 2	16% 5	31% 10	31% 10	6% 2	3% 1	3% 1
Melton	108	5% 5	9% 10	20% 22	45% 49	15% 16	5% 5	1% 1	
Mountsorrel	167	3% 5	10% 17	12% 20	39% 65	25% 42	10% 17	1% 1	
Oadby	154	5% 8	15% 23	14% 21	32% 50	23% 35	8% 13	3% 4	
Shepshed	61	2% 1	18% 11	15% 9	36% 22	20% 12	8% 5	2% 1	
Somerby	15	7% 1	7% 1	13% 2	47% 7	20% 3	7% 1		
Whetstone	189	1% 1	7% 13	13% 25	39% 73	25% 48	11% 20	4% 7	1% 2
A non-LCC site	47	2% 1	11% 5	9% 4	30% 14	23% 11	19% 9	6% 3	

Chart 5 shows that when compared with other sites, Bottesford was used more regularly and non-Leicestershire sites were used less often.

Changes to recycling and household waste sites consultation - Main Survey Results

Distance to nearest site

Postcodes supplied by respondents were used to identify the distance that each respondent travelled to their nearest site.

The distances respondents travelled to their nearest site ranged between 0.4 miles and 27.3 miles. The average distance respondents travelled to their nearest site was 2.2 miles.

Respondents who were significantly more likely to travel under 2 miles to their nearest site were: living in Charnwood, Melton, Oadby and Wigston or bordering authorities; living in a less deprived area or in an urban area. They were also significantly more likely to use 2 or more of our sites.

Respondents who were significantly more likely to travel more than 2 miles, but less than 5 miles were: living in Charnwood or in a rural area. They were also significantly more likely to use only one of our sites.

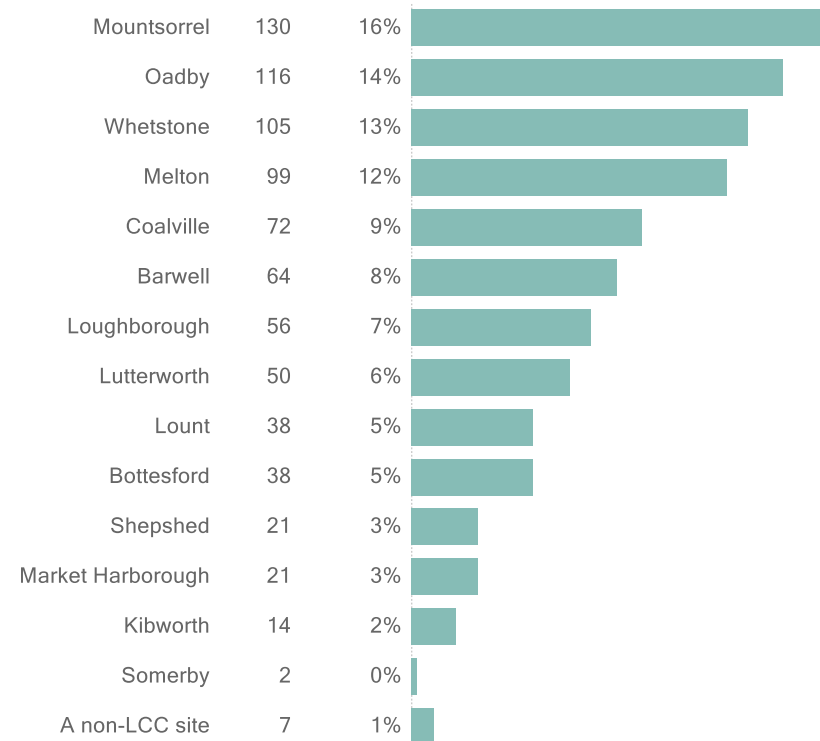
Respondents who were significantly more likely to travel more than 5 miles were: aged 25-44, living in Charnwood, Hinckley and Bosworth, Oadby and Wigston or bordering authorities, or in a rural area. They were also significantly more likely to use 2 or more of our sites.

Primary site used (Q4)

Chart 6 shows the responses to 'Which of our sites do you normally use?'

Mountsorrel (16%), Oadby (14%), Whetstone (13%) or Melton (12%) were the most frequently cited 'primary' sites.

Chart 6 - Primary site used



Base = 833

Changes to recycling and household waste sites consultation - Main Survey Results

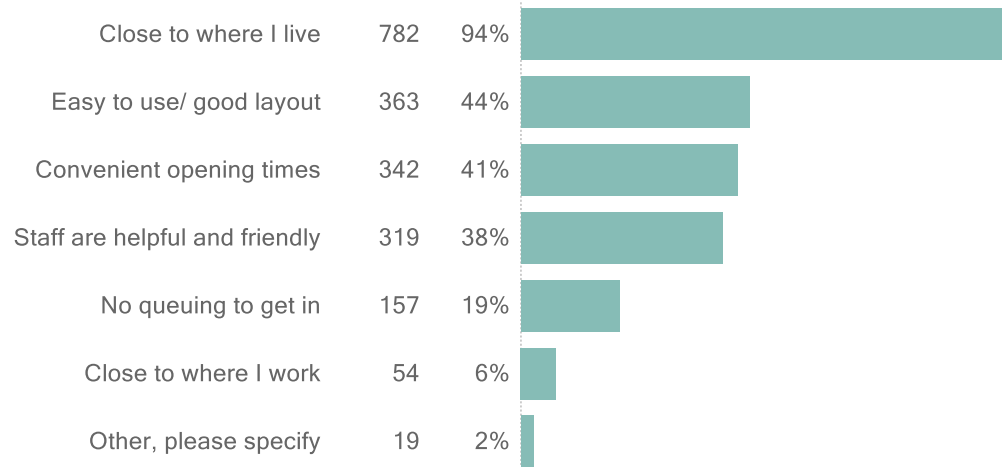
Reasons for using primary site (Q5)

Chart 7 shows the reasons respondents provided, as to why they used their primary site; respondents were able to select more than one option.

The majority of respondents said they used this site most often because it was close to where they lived (94%).

Many respondents also mentioned that they used this site because it was easy to use or had a good layout (44%), it had convenient opening times (41%), and the staff were helpful and friendly (38%).

Chart 7 - Reasons for using primary site (multiple response)



Base = 795

There were 15 respondents that said they used their normal site for 'other' reasons.

Some of these comments included: those who passed the site on their way to visit another destination; those who had a permit for that particular site and those who chose that site because of its acceptance of a wide range of waste items.

Respondents who were significantly more likely to use their primary site because it was close to where they lived were: aged 25-44 (97%). They were also more likely to live under 2 miles away from their nearest site (98%) or use only one site (96%).

Respondents who were significantly more likely to use their primary site because it was easy to use or had a good layout were: wholly retired from work (51%) or living in Charnwood (51%).

Respondents who were significantly more likely to use their primary site because staff were helpful and friendly were: male (42%), aged 65 and over (54%), wholly retired from work (49%) or living within a rural town and fringe area (44%).

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Times that sites are being used (Q6)

Respondents were asked when they tended to use their primary site during the week and at weekends (shown in Charts 8 and 9).

Respondents were allowed to choose more than one time.

Chart 8 shows that 62% of respondents said they used their primary site between 5-7pm on weekdays during the summer, with 25% using the site between 3-5pm.

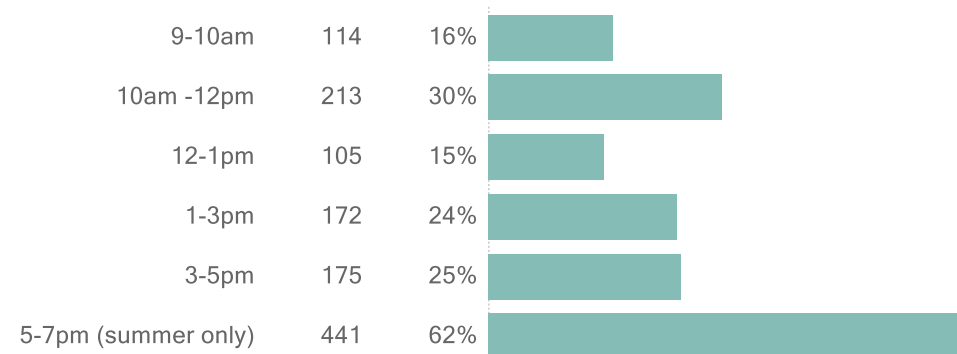
Chart 9 shows that at the weekend, usage is more even across the day, with the hours of 9-10am (24%) and 12-1pm (22%) being quietest.

Respondents who were significantly more likely to use a site between 5-7pm during the week, were: aged 25-44 (76%) and currently employed (76%).

Respondents who reported that they had a long-standing disability or infirmity were significantly more likely to use the site between the hours of 9-10am, both during the week and on a weekend.

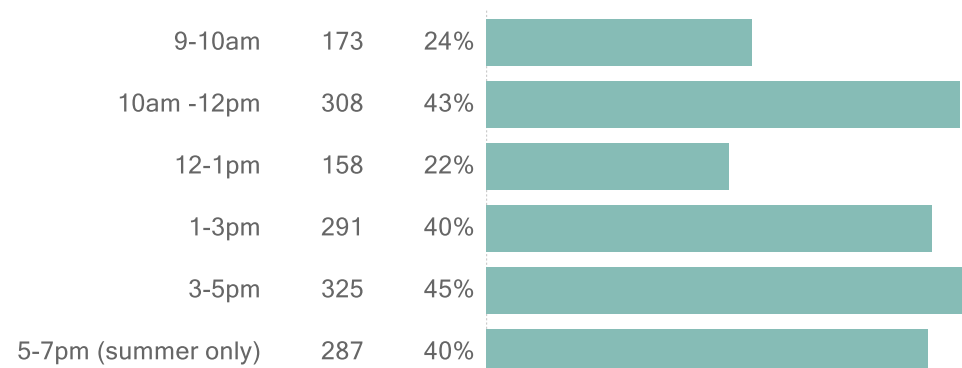
Respondents aged 65 and over and those wholly retired from work were significantly more likely to use the sites during the week, between 10am-3pm rather than between 5-7pm.

Chart 8 - Use of sites during the week (multiple response)



Base = 450

Chart 9 - Use of sites at the weekend (multiple response)



Base = 450

Changes to recycling and household waste sites consultation - Main Survey Results

What times people use their primary site

The hours of 10am-12pm were a popular time for respondents who used Lutterworth and Bottesford. Mountsorrel, Shepshed and Whetstone were less popular between 12-1pm. Bottesford was a popular site in the evening.

Chart 10 - Times using primary site during the week (multiple response)

Which site do you normally use?	Base	When do you tend to visit this site? (Weekday)					
		9-10am	10am -12pm	12-1pm	1-3pm	3-5pm	5-7pm (summer only)
Barwell	53	8% 9	8% 18	8% 8	8% 14	7% 12	7% 31
Bottesford	33	4% 5	7% 15	5% 5	6% 11	7% 12	5% 24
Coalville	60	4% 5	8% 18	8% 8	8% 14	6% 11	8% 34
Kibworth	12	1% 1		3% 3	2% 4	3% 5	2% 8
Loughborough	47	3% 3	6% 12	10% 10	6% 11	9% 16	7% 29
Lount	33	3% 3	3% 7	4% 4	4% 7	4% 7	5% 21
Lutterworth	46	9% 10	10% 22	10% 10	6% 10	9% 15	6% 25
Market Harborough	16	1% 1	2% 4	4% 4	2% 3	2% 3	2% 9
Melton	92	18% 20	13% 28	12% 13	14% 24	14% 25	12% 54
Mountsorrel	110	15% 17	12% 25	8% 8	12% 20	14% 24	16% 70
Oadby	105	18% 21	18% 39	22% 23	21% 36	16% 28	14% 60
Shepshed	20	4% 4	2% 5	2% 2	2% 3	2% 3	3% 14
Somerby	2		0% 1			1% 1	0% 2
Whetstone	81	13% 15	9% 19	7% 7	8% 14	7% 13	13% 59

Changes to recycling and household waste sites consultation - Main Survey Results

Chart 11 shows there is little variation in the hours by site at the weekend.

Chart 11 - Times using primary site on the weekend (multiple response)

Which site do you normally use?	Base	When do you tend to use this site? (Weekend)					
		9-10am	10am -12pm	12-1pm	1-3pm	3-5pm	5-7pm (summer only)
Barwell	64	20% 11	41% 23	25% 14	39% 22	41% 23	27% 15
Bottesford	38	29% 10	40% 14	23% 8	43% 15	51% 18	51% 18
Coalville	72	28% 17	48% 29	30% 18	43% 26	43% 26	26% 16
Kibworth	14	23% 3	31% 4	23% 3	38% 5	46% 6	23% 3
Loughborough	56	15% 7	34% 16	19% 9	34% 16	47% 22	45% 21
Lount	38	29% 10	43% 15	31% 11	46% 16	46% 16	34% 12
Lutterworth	50	29% 12	46% 19	24% 10	46% 19	59% 24	49% 20
Market Harborough	21	11% 2	32% 6	26% 5	47% 9	53% 10	47% 9
Melton	99	21% 19	49% 44	22% 20	44% 39	43% 38	38% 34
Mountsorrel	130	26% 29	41% 45	15% 17	38% 42	43% 48	40% 44
Oadby	116	26% 27	43% 44	20% 20	45% 46	49% 50	45% 46
Shepshed	21	18% 3	53% 9	41% 7	47% 8	35% 6	29% 5
Somerby	2	50% 1					100% 2
Whetstone	105	23% 22	42% 40	17% 16	29% 28	40% 38	44% 42

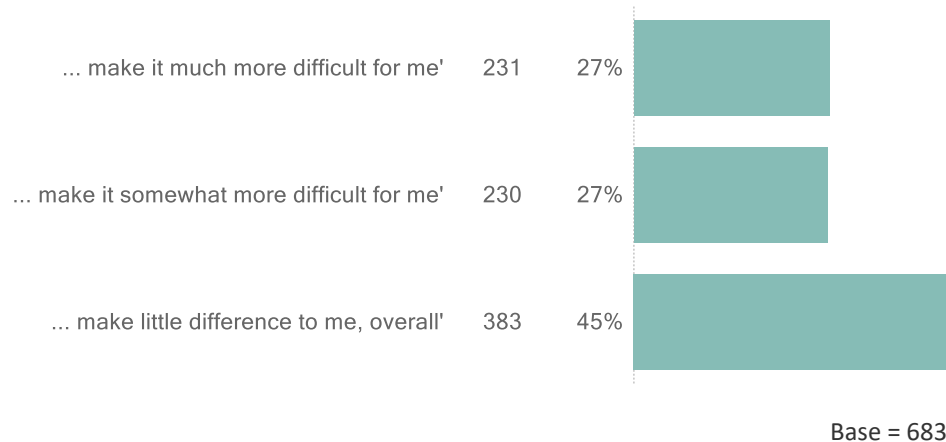
Chapter 3: Our proposals

Affect of changing site opening hours (Q7)

Respondents were asked how a change in opening hours would affect their ability to use one of the sites.

Chart 12 shows that 27% of respondents said that changing the opening times would make it much more difficult for them to use one of the sites. In addition, 27% said it would make it somewhat more difficult and 45% said it would make little difference.

Chart 12 - Affect of changing site opening hours



Respondents who were significantly more likely to say that it would make it much more difficult for them were: aged 25-44 (35%), from a BME background (45%) or currently employed (32%).

Respondents who were significantly more likely to say that it would make it somewhat more difficult for them were: currently employed (32%) or those who said they used two or more sites (33%).

Respondents who were significantly more likely to say that the change in those opening times would make little difference to them were: aged 65-74 (47%), who identified as white (47%), wholly retired from work (79%) or were living in Hinckley and Bosworth (58%).

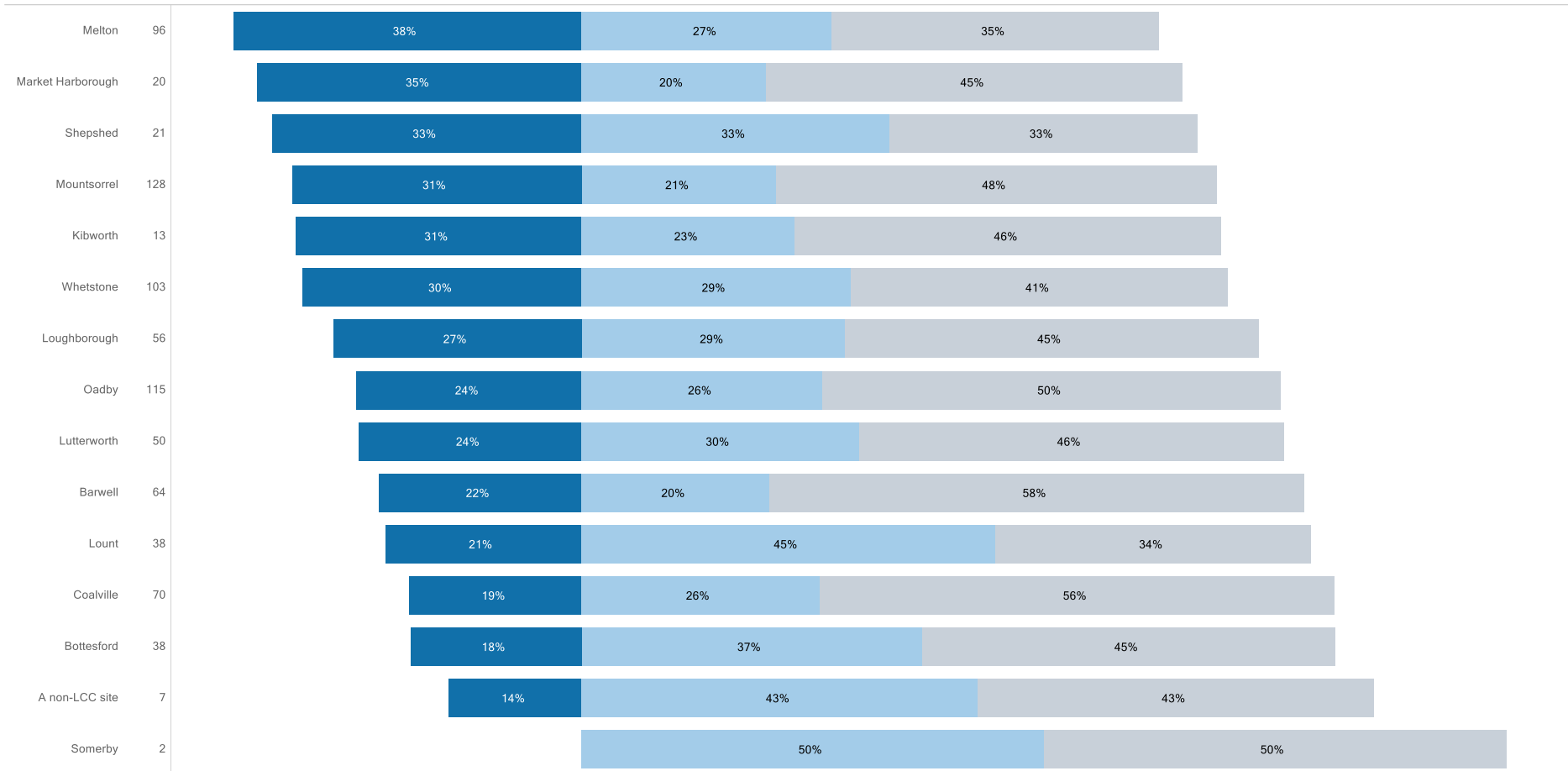
Chart 13 shows how the proposed changes would affect the respondents that use different sites.

There were 96 respondents that said that Melton was their primary site, of which 38% felt that a change in opening times would make it much more difficult for them to visit the site.

Of the 115 respondents that said they primarily used Oadby, half said that the change in opening times would make little difference to them overall (50%).

Changes to recycling and household waste sites consultation - Main Survey Results

Chart 13 - Affect of changing site opening hours by primary site used



- ... make it much more difficult for me'
- ... make it somewhat more difficult for me'
- ... make little difference to me overall'

Changes to recycling and household waste sites consultation - Main Survey Results

Chart 14 shows that of the respondents who said they visited their primary site between 5-7pm during the week, 44% said a change in opening times would make it much more difficult for them to use a site. A large proportion of respondents who visited the sites at other times during the week (9am-5pm) said that a change in opening times would make little difference to them overall.

Chart 14 - Affect of changing site opening hours by times sites are used during the week (multiple response)

Time	Base	... make it much more difficult for me'	... make it somewhat more difficult for me'	... make little difference to me, overall'
9-10am	113	17%	20%	63%
10am -12pm	211	9%	22%	69%
12-1pm	104	12%	28%	61%
1-3pm	169	9%	27%	64%
3-5pm	171	20%	32%	48%
5-7pm (summer only)	438	44%	40%	15%

Chart 15 shows that of the respondents who said they visited their primary site between 5-7pm at the weekend, 42% said a change in opening times would make it much more difficult for them to use a site. Similar to Chart 14, a large proportion of respondents who visited the sites at other times at the weekend (9am-5pm) said a change in opening times would make little difference to them overall.

Chart 15 - Affect of changing RHWS opening hours by times sites are used at the weekend (multiple response)

Time	Base	... make it much more difficult for me'	... make it somewhat more difficult for me'	... make little difference to me, overall'
9-10am	171	27%	29%	44%
10am -12pm	300	21%	25%	53%
12-1pm	155	19%	36%	45%
1-3pm	286	19%	34%	46%
3-5pm	318	26%	37%	37%
5-7pm (summer only)	285	42%	39%	19%

Changes to recycling and household waste sites consultation - Main Survey Results

A follow up question '*Why did you say this?*', provided respondents with the opportunity to explain why changing the opening times would affect them.

The majority of respondents who said reducing the opening hours to 9am—5pm would make it 'much more difficult' for them to use one of the sites, said it was because of their work commitments. Many added that reducing the opening hours would encourage fly-tipping; whilst others made further suggestions to adjust the opening hours to best suit those employed full-time. The following quotes were reflective of respondent's suggestions:

"I work 9-5pm myself so I would not be able to visit the site on a weekday. Therefore making it even busier on a weekend, when everyone else will also be visiting"

"Closing at 5pm would make it impossible for me to use the site during the working week. Whilst I would not do so, the early closing could encourage others to fly-tip"

"9-5 in the summer means that we wouldn't be able to take our waste/recycling to the centre after our working hours. I think this will mean a lot more queuing at the weekend, making the site less easy to use. I think if hours need to be cut, it would be better to cut them to either 10-6 or 11-7 in the summer, especially during the winter."

Changes to recycling and household waste sites consultation - Main Survey Results

Alternatives to removing evening opening hours (Q8)

Respondents were asked, if they sometimes used a site in the evening, when they would choose to visit instead, following a change in opening hours.

Chart 16 shows that on weekdays, 54% of respondents said that if their primary site was closed in the evenings, they would not visit the site at all during the week. In this circumstance, of those who would choose an alternative time, 28% said they would visit between 3-5pm during the week.

Chart 16 - Alternative times to evening opening hours during the week (multiple response)

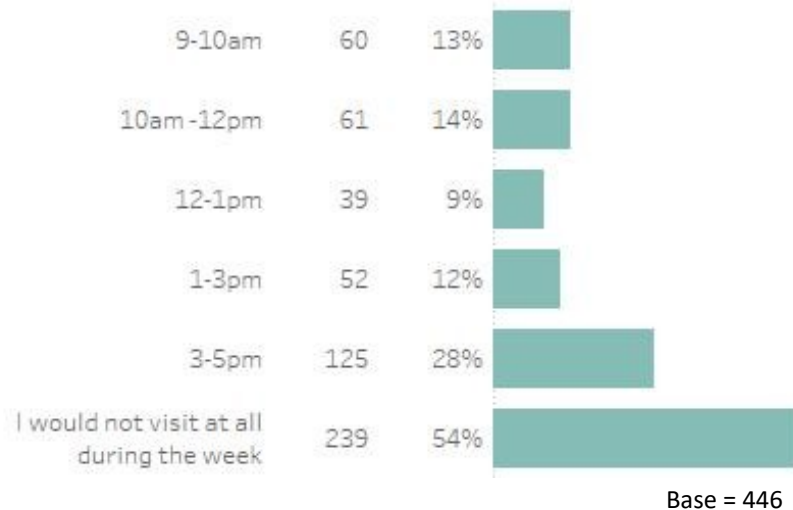
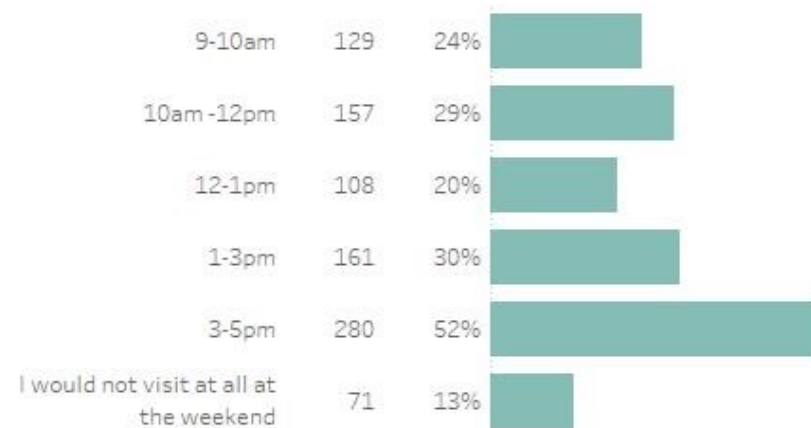


Chart 17 - Alternative times to evening opening hours at the weekend (multiple response)



Base = 541

When respondents were asked about visiting at an alternative time on a weekend, 52% said they would visit between 3-5pm, as shown in Chart 17.

When compared to during the week, fewer respondents said a change in opening times at the weekend would mean they would not visit at all at the weekend (13%).

There were 55 respondents (10%) who answered this question, who said they would not visit at all, during the week or at the weekend, if evening opening hours were removed.

Respondents who were significantly more likely to say that they would not visit the site at all at the weekend were: aged 65 and over (15%) or those that stated that they had a disability (14%). Further statistical comparisons can be found in Appendix 4.

Changes to recycling and household waste sites consultation - Main Survey Results

Alternative times by primary site

Many respondents said that if their primary site was closed in the evenings, they would not visit the site at all during the week. Chart 18 shows this to be consistent across all sites. The hours of 3-5pm were popular for respondents as an alternative time to the evening opening hours.

Chart 18 - Alternative times for using primary site during the week (multiple response)

If you visit the site in the evening (5-7pm), when would you visit instead? (Weekday)

Which site do you normally use?	Base	9-10am	10am -12pm	12-1pm	1-3pm	3-5pm	I would not visit at all
Barwell	28	14% 4	18% 5	14% 4	14% 4	36% 10	61% 17
Bottesford	23	17% 4	26% 6	4% 1	13% 3	48% 11	26% 6
Coalville	37	8% 3	3% 1	5% 2	5% 2	35% 13	57% 21
Kibworth	6			17% 1	17% 1	17% 1	50% 3
Loughborough	31	6% 2	19% 6	13% 4	10% 3	39% 12	45% 14
Lount	23	13% 3	9% 2	17% 4	13% 3	17% 4	61% 14
Lutterworth	25	24% 6	12% 3	4% 1		36% 9	40% 10
Market Harborough	10			10% 1	20% 2	20% 2	50% 5
Melton	53	17% 9	19% 10	13% 7	15% 8	26% 14	55% 29
Mountsorrel	61	13% 8	8% 5	2% 1	7% 4	23% 14	57% 35
Oadby	68	15% 10	19% 13	13% 9	15% 10	29% 20	50% 34
Shepshed	12	8% 1	8% 1		8% 1	25% 3	67% 8
Somerby	1						100% 1
Whetstone	49	14% 7	18% 9	8% 4	18% 9	16% 8	63% 31
A non-LCC site	3						100% 3

Changes to recycling and household waste sites consultation - Main Survey Results

Across all sites, the hours of 3-5pm were also popular for respondents as an alternative time to visit their primary site at the weekend. Fewer respondents said they would not visit at all at the weekend, when compared to those during the week.

Chart 19 - Alternative times for using primary site at the weekend (multiple response)

If you visit the site in the evening (5-7pm), when would you visit instead? (Weekend)

Which site do you normally use?	Base	9-10am	10am -12pm	12-1pm	1-3pm	3-5pm	I would not visit at all
Barwell	32	19% 6	28% 9	25% 8	34% 11	50% 16	19% 6
Bottesford	27	19% 5	33% 9	7% 2	11% 3	63% 17	11% 3
Coalville	45	20% 9	27% 12	27% 12	33% 15	51% 23	13% 6
Kibworth	8	25% 2	25% 2	25% 2	50% 4	63% 5	
Loughborough	36	11% 4	31% 11	28% 10	22% 8	53% 19	11% 4
Lount	32	31% 10	28% 9	25% 8	44% 14	50% 16	9% 3
Lutterworth	32	19% 6	31% 10	16% 5	22% 7	47% 15	19% 6
Market Harborough	14	7% 1	14% 2	21% 3	21% 3	57% 8	7% 1
Melton	63	25% 16	29% 18	16% 10	29% 18	49% 31	10% 6
Mountsorrel	73	23% 17	33% 24	16% 12	26% 19	49% 36	15% 11
Oadby	68	25% 17	26% 18	24% 16	38% 26	51% 35	15% 10
Shepshed	14	21% 3	36% 5	14% 2	36% 5	50% 7	7% 1
Somerby	2	50% 1					50% 1
Whetstone	70	33% 23	33% 23	20% 14	27% 19	53% 37	14% 10
A non-LCC site	6	17% 1	17% 1	17% 1	33% 2	83% 5	

Changes to recycling and household waste sites consultation - Main Survey Results

Alternative suggestions for reducing running costs (Q9)

Respondents were asked whether there were any alternative options for reducing the running costs of the sites, that they thought the council should consider.

Many respondents felt the current proposal, of reducing the site opening times to 9am—5pm, does not pose a practical solution to saving costs. These comments primarily mentioned alternative opening times, particularly the suggestion of opening between 11am-7pm rather than 9am-5pm, which would allow residents in full-time employment the opportunity to access the site after work.

Some respondents suggested closing the smaller or less well used sites instead, whilst others suggested that different sites could alternate opening times and days to allow flexibility of access. Reducing the opening hours in the winter, rather than in the summer, was also a popular suggestion.

Related to this, many respondents were concerned that reducing opening times would encourage an increase in 'fly tipping', in turn increasing 'clean-up costs'. These comments highlighted some confusion around differentiating between county council and district council responsibilities.

Similarly, ideas concerning home/ kerbside recycling collections were often cited, including suggestions to collect more waste types and more regular collections throughout the summer. Some respondents also said they would like to see an increase in the number of smaller recycle facilities (e.g. bottle banks), more locally.

This further emphasises the confusion around different council responsibilities.

Many respondents proposed ideas related to 'upcycling' and selling unwanted items that had been deposited. Within these comments, respondents proposed turning certain waste into compost or energy; partnering with local companies that use recycled materials as part of their business strategies and opening 'upcycle' shops on sites.

Other respondents suggested reducing running costs based on schemes and ideas from other sites in different counties and countries. Several respondents suggested transforming the sites into 'smart sites', specifically making reference to presenting 'smart boards' at the entrance of each site, which would in turn reduce the number of staff needed—further reducing costs.

There were several comments which stated dissatisfaction with the council's proposal to reduce the running costs of sites and these respondents felt recycling and waste was an area that needed more investment, rather than less.

"I would suggest that they should be opened later in the day rather than closed early"

"You could have alternate days on 9-5 one 11-7, still reducing the hours open but giving more flexibility to people who work 9-5"

"I think it would be better to reduce the hours during the winter months rather than the summer as people will be doing DIY gardening etc."

Changes to recycling and household waste sites consultation - Main Survey Results

“My concern is that there maybe an increase in fly tipping due to the reduced hours for the waste sites and the charging for currently free bulky collections”

“Have a small onsite area for selling on items that people have deposited”

“Linking up with commercial partners for recycling, i.e. companies that use recycled materials as part of their business strategy, both large companies and small niche companies. Allow them to access the materials that are being recycled or be actively involved”

“Increase brown bin collections to weekly during the summer months to decrease need for taking garden waste”

“More bottle banks and cardboard disposal sites locally”

“My Aunt lives in Hampshire. They have expanded their sites and run a second-hand shop which you can also buy gardening compost ..etc. ... Their investment has made the site hugely popular and reduced recycling, as more and more goods are upcycled”

“Pay as you throw scheme as they do in Europe”

“Have a smart board explaining the skip number to go to rather than a member of staff taking queries”

“To be honest, I think this is an area that needs more investment rather than less. Waste, particularly non-recyclable is a significant issue and should be a priority”

Changes to recycling and household waste sites consultation - Main Survey Results

Other survey comments (Q10)

Respondents were asked if they had any other comments. By far the most frequent single comment mentioned by respondents was in relation to fly tipping. Residents were concerned that a proposed change in opening times would lead to an increase in fly tipping and hence produce additional costs for tax payers and the environment.

A large proportion of respondents felt the proposal to reduce the opening times would adversely affect those that work 9am-5pm. Many mentioned that this change may make the sites more congested at the weekends. Several respondents suggested that the council could alternate the opening days and times, or reduce the opening hours in the winter, rather than in the summer.

Other respondents shared their ideas of potential solutions to cut council costs, such as: opening up on-site shops to upcycle salvageable items; partnering up with the district/borough councils to increase roadside collections of household waste bins; and the restructure of staffing.

In contrast, there were some positive comments about individual sites and the current service provided. Some respondents said they understood the proposal and why reducing the opening times would cut costs effectively. A small number of respondents expressed concern that the proposed changes may impact the site staff and cause a reduction in their pay/ hours.

"I would urge you to consider a 5 day week, with one late night opening as this would appease most people"

"Reducing hours and also charging for bulky waste collections is asking for more illegal dumping of waste, when as a nation we should be encouraging people to recycle more and making it more accessible, not more restrictive"

"Evening opening on weekdays eases congestion at weekends. I foresee the RHWS being far busier at weekends"

"Cut the winter hours rather than the summer hours because everyone wants to take their garden rubbish in the summer"

"You can make money by selling on stuff in a tip shop as mentioned previously thus making money as opposed to making money/saving money by making cuts"

"Can't the county partner up with the boroughs to arrange more effective roadside collections? ...can't the councils work together to encourage / subsidise the roadside green bins and reduce the reliance on the waste site?"

"No, I understand that councils have to save money where they can. Oadby is an excellent site"

"Good idea to save money. Hopefully no one's job is affected too much"

Changes to recycling and household waste sites consultation - Main Survey Results

Other consultation responses

In addition to the survey responses, the council received several other consultation responses (e.g. via letter and email).

The responses raised questions or concerns about the consultation's proposal; particularly with regards to how reducing the opening hours had the potential to increase fly tipping. Some made suggestions to open the sites at alternative times.

"My only fear of having limited tip opening hours is the increase in illegal fly tipping and all the additional costs associated with the clear up incurred by the Districts"

"I do take a lot of garden rubbish to the tip so this would affect me. Wouldn't it make more sense to open longer in the summer when people are taking garden rubbish and cut winter hours?"

"Due to work commitments surely you would be best to start later 11-till 7 so people that actually work can use in the week. And you would still save money"

"If the hours would be reduced something more flexible needs to be in place for residents. For example the site could be open 11am to 7pm."

Appendix 1 - Questionnaire



Have your say on proposed changes to recycling and household waste sites

Leicestershire County Council continues to face financial challenges. The council has increasing demand for services and a growing population - this means we are going to have to find more savings in the future, despite having made £200m worth of savings since 2010.

Our 2019 council budget announcements back in February, included savings of £260,000 from recycling and household waste sites (RHWS). Following an analysis of options, the proposal being put forward as being able to offer the best balance between how much money can be saved and the impact on our customers is to reduce the daily opening hours to 9am-5pm in the summer (currently 9am-7pm from April to September), whilst leaving winter hours the same. We estimate that this proposal would save the council £134,000 per year by the end of 2020/21.

An additional £2,000 will be saved from:

- Expanding the existing permit scheme to include commercial-style fridges/freezers and ammonia fridges.
- Setting up a chargeable service for non-household wastes that are currently not accepted at the RHWS e.g. car tyres and hazardous wood such as railway sleepers.

Please read the supporting information provided before completing the questionnaire.

Thank you for your assistance. Your views are important to us.

Please note: Your responses to the main part of the survey (including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Your role

Q1 In what capacity are you responding to this survey? Please tick one box only.

- | | |
|--|-----------------|
| <input type="checkbox"/> Member of the public - resident of Leicestershire | Continue |
| <input type="checkbox"/> Member of the public - living outside of Leicestershire county (i.e. living in Leicester City, Rutland or another county) | Continue |
| <input type="checkbox"/> Business | Go to Q7 |
| <input type="checkbox"/> Public sector organisation (e.g. parish/district council or other) | Go to Q7 |
| <input type="checkbox"/> Voluntary organisation/Charity | Go to Q7 |
| <input type="checkbox"/> Other | Continue |

If other, please specify:

Use of our sites

Q2 Which sites, if any, do you use? Tick ALL applicable.

- | | |
|--|---|
| <input type="checkbox"/> Barwell | <input type="checkbox"/> Melton |
| <input type="checkbox"/> Bottesford | <input type="checkbox"/> Mountsorrel |
| <input type="checkbox"/> Coalville | <input type="checkbox"/> Oadby |
| <input type="checkbox"/> Kibworth | <input type="checkbox"/> Shepshed |
| <input type="checkbox"/> Loughborough | <input type="checkbox"/> Somerby |
| <input type="checkbox"/> Lount | <input type="checkbox"/> Whetstone |
| <input type="checkbox"/> Lutterworth | <input type="checkbox"/> A non-Leicestershire County Council site |
| <input type="checkbox"/> Market Harborough | <input type="checkbox"/> None |

Q3 On average, how often do you use one of our sites? Please tick one box only.

- More than once a week
- About once a week
- About once a fortnight
- About once a month
- About once every 3 months
- About once every 6 months
- About once a year
- Less often
- Never

Q4 Which site do you normally use? Please tick one box only.

- | | |
|--|---|
| <input type="checkbox"/> Barwell | <input type="checkbox"/> Melton |
| <input type="checkbox"/> Bottesford | <input type="checkbox"/> Mountsorrel |
| <input type="checkbox"/> Coalville | <input type="checkbox"/> Oadby |
| <input type="checkbox"/> Kibworth | <input type="checkbox"/> Shepshed |
| <input type="checkbox"/> Loughborough | <input type="checkbox"/> Somerby |
| <input type="checkbox"/> Lount | <input type="checkbox"/> Whetstone |
| <input type="checkbox"/> Lutterworth | <input type="checkbox"/> A non-Leicestershire County Council site |
| <input type="checkbox"/> Market Harborough | <input type="checkbox"/> None |

Changes to recycling and household waste sites consultation - Main Survey Results

Q5 What are your main reasons for using this site? Tick ALL applicable.

- Close to where I live
- Close to where I work
- Convenient opening times
- Easy to use/ good layout
- No queuing to get in
- Staff are helpful and friendly
- Other

If other, please specify:

Q6 When do you tend to visit this site? Tick ALL applicable.

	Early morning (9-10am)	Late morning (10am -12pm)	Lunchtime (12-1pm)	Early afternoon (1-3pm)	Late afternoon (3-5pm)	Early evening (5-7pm) summer only
Weekday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our proposals

The proposed reduction of two hours a day during the summer months (closing at 5pm instead of 7pm) from April 2020 could realise a saving of £134,000 per year across the existing thirteen sites. Further savings could potentially be made at the Whetstone site.

The proposals would require changes to staff working patterns, because of the reduction in hours. Initial indications suggest that this could be managed without the need for job losses.

This proposal represents the most manageable and appropriate balance of savings against the impact on customers, staff and service deliverability based on current information. Our site usage data shows that visits to all sites drop significantly after 5pm and the sites are generally at their quietest.

Q7 How much, if at all, would the change in opening hours affect your ability to use one of our sites? Please tick one box only.

'The proposed new hours would...

- ... make little difference to me overall'
- ... make it somewhat more difficult for me'
- ... make it much more difficult for me'
- Don't know

Why do you say this?

Q8 If you sometimes visit one of sites during the early evening (5-7pm) when would you visit instead? Tick ALL applicable.

	Early morning (9-10am)	Late morning (10am -12pm)	Lunchtime (12-1pm)	Early afternoon (1-3pm)	Late afternoon (3-5pm)	I would not visit at all	Don't know/ Not applicable
Weekday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Are there other options for significantly reducing the running costs of the RHWS that you think we could consider?

Changes to recycling and household waste sites consultation - Main Survey Results

Any other comments

Q10 Do you have any other comments about our proposals?

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice, meet the needs of all sections of the community and promote and advance equality of opportunity.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q11 What is your gender identity?

- Male Female Prefer to self-describe (e.g. pangender, non-binary etc.)

Q12 Is your gender identity the same as the gender you were assigned at birth?

- Yes No

Q13 What was your age on your last birthday? (Please enter your age in numbers not words)

Q14 What is your full postcode? This will allow us to see how far people live from one of our sites. It will not identify your house.

Q15 Do you have a long-standing illness, disability or infirmity? Please tick one box only.

- Yes No

Q16 What is your ethnic group? Please tick one box only.

- White Black or Black British
 Mixed Other ethnic group
 Asian or Asian British

Q17 Which of these activities best describes what you are doing at present? Please tick one box only.

- Employee in full-time job (30 hours plus per week) Full-time education at school, college or university.
 Employee in part-time job (less than 30 hours per week) Unemployed and available for work
 Self employed full or part-time Permanently sick / disabled
 On a government supported training programme Wholly retired from work
 Looking after the home
 Doing something else

Q18 Are you an employee of Leicestershire County Council? Please tick one box only.

- Yes No

Q19 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- Bisexual Lesbian
 Gay Other
 Heterosexual / straight

Thank you for your assistance. Your views are important to us.

Please send us your completed questionnaire using the following Freepost address:

RHWS Consultation, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester, LE3 8XR. No stamp required.

When the consultation closes on 23 September, we intend to report the results back to Cabinet on 22 November 2019.

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with current Data Protection Legislation. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any personal information collected in this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.

Appendix 2 - Demographic Profile

Gender identity*	Survey Responses			2011 Census (16+)
	860	% Ex NR*	% Inc NR*	%
Male	407	48.5	47.3	49.0
Female	405	48.2	47.1	51.0
Prefer to self-describe (e.g. pangender, nonbinary etc.)	5	0.6	0.6	
No reply	43		5.0	

*2011 Census asks for respondent gender

Is your gender identity the same as the gender you were assigned at birth?	860	% Ex NR*	% Inc NR*	%
Yes	779	92.7	90.6	
No	2	0.2	0.2	N/A
No reply	79		9.2	

Age	860	% Ex NR*	% Inc NR*	%
Under 15	2	0.3	0.2	
15-24	9	1.2	1.0	14.3
25-34	95	12.8	11.0	13.2
35-44	142	19.1	16.5	17.2
45-54	162	22.7	19.7	17.8
55-64	174	23.4	20.2	15.9
65-74	128	17.2	14.9	11.6
75-84	24	3.2	2.8	7.2
85 and over	2	0.3	0.2	2.9
No reply	115		13.4	

District	Survey Responses			2011 Census (16+)
	860	% Ex NR*	% Inc NR*	%
Blaby	92	12.0	10.7	14.3
Charnwood	173	22.6	20.1	25.9
Harborough	91	11.9	10.6	12.9
Hinckley & Bosworth	78	10.2	9.1	16.2
Melton	121	15.8	14.1	7.7
North West Leicestershire	95	12.4	11.0	14.2
Oadby & Wigston	81	10.6	9.4	8.7
Leicester	17	2.2	2.0	
Non-Leicestershire Authority	16	2.1	1.9	
No reply	96		11.2	

*NR = No reply

Changes to recycling and household waste sites consultation - Main Survey Results

	Survey Responses			2011 Census (16+)
	860	% Ex NR*	% Inc NR*	%
Do you have a long-standing illness or disability?*				
Yes	127	15.1	14.8	19.1
No	678	80.7	78.8	80.9
No reply	55		6.4	
<i>*2011 Census asks if respondents day-to-day activities are limited a lot</i>				
Ethnicity	860	% Ex NR*	% Inc NR*	%
White	749	89.2	87.1	92.2
Mixed	8	1.0	0.9	0.8
Asian or Asian British	17	2.0	2.0	6.0
Black or Black British	3	0.4	0.3	0.6
Other ethnic group	12	1.4	1.4	0.4
No reply	71		8.3	
Sexual orientation	860	% Ex NR*	% Inc NR*	%
Bisexual	14	1.7	1.6	
Gay	9	1.1	1.0	
Heterosexual/straight	628	74.8	73.0	N/A
Lesbian	4	0.5	0.5	
Other	21	2.5	2.4	
No reply	184		21.4	

	Survey Responses			2011 Census (16+)
	860	% Ex NR*	% Inc NR*	%
Employment status				
Employee in full-time job (30+ hours per week)	429	51.1	49.9	40.7
Employee in part-time job (less than 30 hours per week)	81	9.6	9.4	14.7
Self employed full or part-time	65	7.7	7.6	9.8
Wholly retired from work	176	21.0	20.5	15.3
Full time education at school, college or university	1	3.3	0.1	6.1
Looking after the home	16	1.9	1.9	3.2
Permanently sick / disabled	12	1.4	1.4	2.6
No reply	50		5.8	
Employee at LCC				%
Yes	183	21.8	21.3	
No	636	75.7	74.0	N/A
No reply	41		4.8	

*NR = No reply

Appendix 3 - Geodemographic classifications

Index of Multiple Deprivation (IMD)

The Index of Multiple Deprivation (IMD) is a measure of multiple deprivation at the Lower Super Output Area (LSOA) level. All the LSOAs in Leicestershire (of which there are 396) are given a value, ranked from the most deprived to the least deprived areas.

More information is available from the Department for Communities and Local Government website: <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/series/english-indices-of-deprivation>

Urban Rural Classification

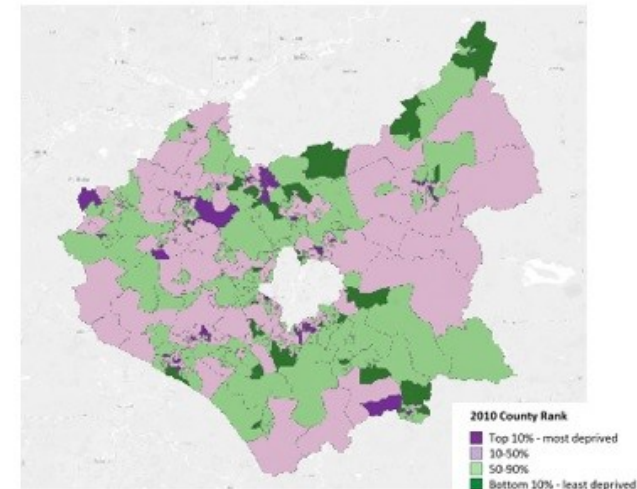
The Urban Rural Classification provides a methodology to classify the 2,085 Census Output Areas of Leicestershire according to their rurality.

The Definition adopts a settlement-based approach, comprising four settlement types, of which three are rural:

- Urban (population over 10,000)
- Town and Fringe
- Village
- Hamlet and Isolated Dwellings

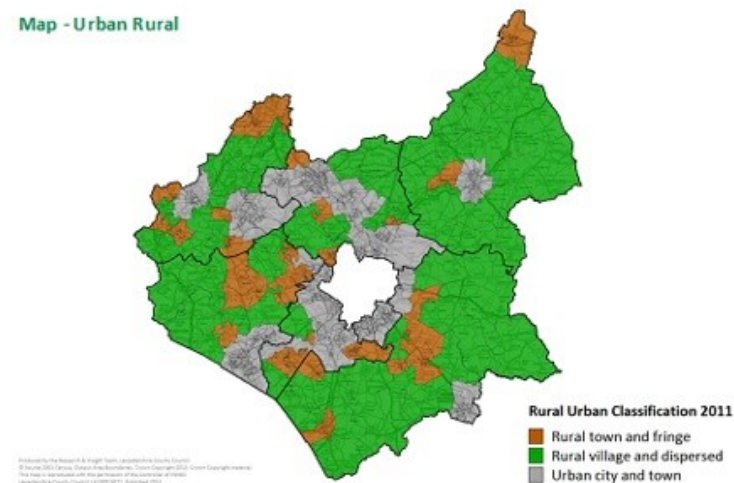
More information is available from the Office for National Statistics (ONS) website: <http://www.ons.gov.uk/ons/guide-method/geography/products/area-classifications/2011-rural-urban/index.html>

Map - IMD



MHCLG, 2018
<https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

Map - Urban Rural



Appendix 4 - Statistical testing by demographics

How to read these tables

These tables allow you to statistically compare a response by a specific demographic group against the overall respondent sample. The statistical test used to identify statistical significance is called chi-square.

Statistical significance using chi-square tests is determined by looking at the difference between the expected and observed proportion of respondents. For example, if 50% of the whole sample said 'agree' for a given question, the expected proportion of any demographic (e.g. males) saying 'agree' is 50%. The expected proportion is then compared to the actual/observed proportion of the demographic who said 'agree', and measure of statistical significance is calculated.

To maximise statistical reliability, responses were aggregated where appropriate. For example, Matrix 2 displays the statistical analysis for Question 3. Responses were aggregated into: 'Once a fortnight or more' (= 'More than once a week', 'About once a week' and 'About once a fortnight') and 'Use once every 3 months or less often' = ('Once every 3 months', 'Once every 6 months', 'About once a year' and 'Less often').

Changes to recycling and household waste sites consultation - Main Survey Results

Q2: 'Which sites, if any, do you use?' (%) (multiple response)

Site	Average %	Gender Identity		Prefer to self-describe	Ethnic Group		Age				Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					Distance to Nearest Site			Number of Sites Used			
		Female	Male		White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 miles and 5 miles	More than 5 miles	0	1 site	2 or more sites
Whetstone	23%	26	20		23	11		33	21	15	18	23	26	16	10	91	5	18	42	1	5	25		21	23		14	19	22	26	19	27	35		12	35	
Mountsorrel	20%	19	21		20	11		18	21	19	19	19	20	17	17	3	77	0	13	2	0	0		15	22		21	19	22	18	13	29	25		12	30	
Oadby	18%	19	17		17	42		19	18	19	17	19	17	23	16	24	1	20	3	0	1	100		9	23		15	16	18	20	24	11	4		14	24	
Loughborough	17%	15	19		16	16		15	15	21	17	16	16	18	19	2	59	0	5	2	7	0		11	18		20	14	15	16	14	20	12		4	31	
Coalville	14%	12	15		14	13		14	16	9	19	13	15	11	12	3	2	0	21	1	84	1		13	14		14	18	14	12	13	11	33		7	22	
Melton	13%	14	12		13	5		15	13	11	16	12	12	13	19	0	1	0	1	76	0	0		11	14		20	17	12	12	16	7	17		18	7	
Barwell	11%	12	9		11	5		12	12	7	10	11	12	6	12	20	1	2	76	0	2	0		10	11		8	24	10	9	7	18	12		9	14	
Lount	9%	7	9		8	8		9	10	3	11	8	10	4	5	0	1	0	5	0	64	1		10	9		12	13	10	6	8	9	15		2	16	
Lutterworth	8%	8	7		8	0		8	7	10	8	8	7	9	9	4	0	55	1	0	0	0		20	0		0	1	12	7	7	9	4		8	7	
Shepshed	7%	7	8		7	5		6	7	8	11	6	7	7	5	1	21	0	3	1	10	0		7	7		6	5	7	7	8	7	4		2	14	
Kibworth	6%	6	6		6	3		5	7	7	6	6	6	8	5	1	0	29	0	0	0	0	20		7	6		3	6	6	7	8	5	0		1	13
Non-Leicestershire Site	6%	6	6		6	3		6	6	5	10	5	6	5	5	9	6	6	5	2	0	9		3	7		3	2	5	7	4	7	13		0	12	
Bottesford	5%	2	7		5	0		1	4	9	3	5	3	9	3	0	0	0	0	26	0	0		13	0		3	0	3	9	6	2	15		8	1	
Market Harborough	4%	3	5		4	3		5	4	3	5	4	4	3	5	1	0	29	1	0	0	1		4	4		5	6	3	4	4	4	2		2	5	
Somerby	2%	2	2		2	0		3	1	1	1	2	2	1	2	0	0	0	0	10	0	0		2	2		2	1	2	2	2	2	2	2		0	4
None	1%	1	1		1	3		0	0	1	0	1	0	1	3	0	2	0	0	0	0	0		0	1		2	1	1	0	0	1	2		0	0	

Significance

- Very significantly higher
- Significantly higher
- Significantly lower
- Very significantly lower
- Similar
- Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Q3: 'On average, how often do you use one of our sites?' (%)

(Response aggregation: Use once a fortnight or more = ('More than once a week', 'About once a week', 'About once a fortnight') and Use once every 3 months or less often = ('Once every 3 months', 'Once every 6 months', 'About once a year' and 'Less often').

Frequency of site use	Average %	Gender Identity			Ethnic Group		Age				Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					Distance to Nearest Site			Number of Sites Used		
		Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 miles and 5 miles	More than 5 miles	1 site	2 or more sites
Use once a fortnight or more	32%	20	43		31	35		21	32	48	33	31	27	45	34	23	23	35	21	47	33	38			39	28		20	24	33	35	35	27	31	35	28
Use about once a month	36%	40	31		36	38		34	39	33	30	37	37	33	34	39	38	34	34	38	37	30			30	38		34	41	33	36	37	33	27	34	37
Use once every 3 months or less often	33%	39	26		33	27		46	29	19	37	32	36	22	32	38	39	31	45	15	30	33			31	34		46	34	35	28	28	40	43	31	35

Significance

Very significantly higher

Significantly higher

Significantly lower

Very significantly lower

Similar

Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Q5: 'What are your main reasons for using this site?' (%) (multiple response)

Reason for using site	Average %	Gender Identity			Ethnic Group		Age				Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					Distance to Nearest Site			Number of Sites Used		
		Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 miles and 5 miles	More than 5 miles	1 site	2 or more sites
Close to where I live	94%	95	94		95	97		97	92	94	94	94	95	98	94	93	94	89	98	96	99			93	95		95	93	95	95	95	98	91	79	96	92
Easy to use/ good layout	44%	43	43		44	22		39	43	50	35	45	42	51	36	51	39	45	31	39	45			46	42		38	43	44	44	42	43	52	43	45	
Convenient opening times	41%	38	44		42	32		44	37	43	36	42	43	39	35	49	46	31	36	43	41	36			41	42		37	43	37	45	43	40	31	41	42
Staff are helpful and friendly	38%	34	42		39	30		32	34	54	34	39	36	49	31	39	41	39	31	35	42	43			44	36		35	32	40	41	39	38	42	40	36
No queuing to get in	19%	17	20		19	19		18	17	20	20	18	21	16	20	25	18	11	12	17	20			21	17		12	21	19	19	18	19	19	19	19	19
Close to where I work	6%	7	6		7	5		9	7	1	2	7	9	2	2	8	7	4	9	3	8	4			7	6		14	10	5	6	5	8	10	5	8
Other, please specify	2%	2	2		2	3		2	1	3	5	2	2	5	1	1	4	4	1	2	3			3	1		2	2	1	3	1	4	4	2	3	

Significance

Very significantly higher

Significantly higher

Significantly lower

Very significantly lower

Similar

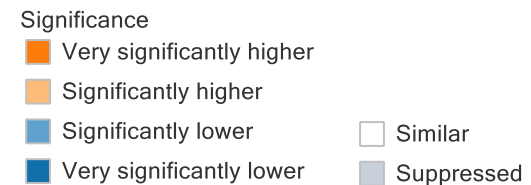
Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Q6: 'When do you tend to visit this site?' Weekday/Weekend (%) (multiple response)

Day	Time	Average %	Gender Identity			Ethnic Group		Age				Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					Distance to Nearest Site			Number of Sites Used		
			Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Leicester	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 and 5 miles	More than 5 miles	1 site	2 or more sites
WEEKDAY	9-10am	16%	16	16		16	16		12	16	22	23	15	14	22	17	17	13	14	20	19	10	16			17	15		24	12	15	15	16	15	18	17	14
	10am -12pm	30%	31	29		30	19		14	29	52	33	29	19	58	37	25	23	30	37	37	30	40			34	30		27	25	29	34	30	32	43	31	28
	12-1pm	15%	15	15		14	19		12	12	21	17	14	12	20	19	9	11	14	18	13	15	23			16	14		22	15	13	15	14	15	18	15	15
	1-3pm	24%	25	23		24	22		15	21	37	25	24	17	40	31	14	17	20	28	27	26	34			23	25		29	21	23	25	25	21	28	23	25
	3-5pm	25%	25	25		25	16		19	24	31	22	25	22	30	27	14	24	25	23	27	21	25			28	22		20	25	24	24	24	24	23	23	26
	5-7pm (summer only)	62%	62	61		61	66		76	65	34	49	65	76	27	50	71	65	58	57	61	58	56			60	61		54	70	58	62	62	60	53	59	65
WEEKEND	9-10am	24%	21	26		24	28		24	27	18	33	23	25	19	24	23	22	20	27	25	29	28			22	25		33	19	25	23	25	22	31	23	25
	10am -12pm	43%	44	42		45	13		42	41	47	42	44	42	53	36	41	40	43	44	49	48	39			46	42		35	41	44	45	43	43	48	43	42
	12-1pm	22%	22	21		22	13		25	19	16	24	22	23	16	20	18	14	19	20	21	35	17			24	20		21	28	21	21	21	21	29	20	24
	1-3pm	40%	43	38		41	25		45	39	31	41	41	43	32	38	35	37	39	41	40	43	48			41	40		37	42	42	40	42	35	52	37	44
	3-5pm	45%	46	44		46	38		48	46	33	47	45	48	33	44	43	45	55	42	45	42	45			46	46		39	54	41	49	46	45	43	41	49
	5-7pm (summer only)	40%	38	39		37	66		41	37	34	32	40	42	27	33	39	40	44	28	43	27	43			38	38		33	46	33	40	38	38	33	39	41



Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Q7: 'How much, if at all, would the change in opening hours affect your ability to use one of our sites?' (%)

Affect	Average %	Gender Identity		Ethnic Group		Age				Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					Distance to Nearest Site			Number of Sites Used					
		Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 miles and 5 miles	More than 5 miles	1 site	2 or more sites		
Much more difficult	27%	25	29		26	45		35	28	12	23	27	32	7	31	32	31	22	18	30	22	23			22	28				30	24	26	25	28	23	20	30	24
Somewhat more difficult	27%	26	27		27	25		29	29	17	26	28	32	14	25	30	25	28	24	30	32	23			28	27			22	32	27	28	26	31	22	23	33	
Little difference	45%	48	44		47	30		35	43	71	51	45	36	79	44	38	44	50	58	41	46	55			50	45			48	44	46	47	46	46	57	47	43	

Significance

- Very significantly higher
- Significantly higher
- Significantly lower
- Very significantly lower

- Similar
- Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Q8: 'If you sometimes visit on of the sites during the early evening (5-7pm) when would you visit instead?' (%) (multiple response)

Day	Time	Average %	Gender Identity			Ethnic Group		Age			Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					Distance to Nearest Site			Number of Sites Used			
			Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blyby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 and 5 miles	More than 5 miles	1 site	2 or more sites
WEEKDAY	9-10am	13%	10	9		10		5	9	18	11	9	6	16	22	5	8	6	10	15	10	13			9	10		12	17	6	10	12	6	5	10	9	
	10am -12pm	14%	9	11		10		4	8	22	11	10	6	21	11	10	9	4	10	16	4	20			10	11		14	8	6	14	12	9	8	10	10	
	12-1pm	9%	6	7		7		4	5	13	10	6	5	11	2	3	3	3	7	9	9	14			6	7		12	10	2	8	7	5	8	6	7	
	1-3pm	12%	8	8		9		4	7	20	7	9	5	17	9	10	6	4	12	12	7	16			7	10		12	8	6	11	9	9	8	8	9	
	3-5pm	28%	18	21		20		13	18	33	18	20	15	30	27	11	16	19	17	21	24	26			22	18		20	27	20	18	20	19	21	21	18	
	I would not visit at all	54%	38	37		36		53	40	14	37	38	48	12	29	38	40	31	36	36	43	35			33	38		41	33	38	35	38	36	28	36	41	
WEEKEND	9-10am	24%	18	17		17	32		19	20	14	21	18	19	12	23	23	15	13	18	21	25	16			15	20		26	24	17	17	19	16	22	16	19
	10am -12pm	29%	23	21		23	15		24	23	18	22	23	19	17	24	23	21	19	26	21	21			22	22		21	21	18	25	24	19	18	23	21	
	12-1pm	20%	17	13		16	6		16	17	10	19	15	17	8	13	17	14	13	9	11	24	19			12	17		16	17	15	15	18	11	12	11	19
	1-3pm	30%	25	19		24	9		25	23	18	21	23	25	15	21	23	21	20	25	19	29	28			19	24		29	25	21	22	24	22	16	18	26
	3-5pm	52%	42	35		39	32		41	40	29	31	41	42	27	40	43	38	39	30	40	43	40			37	40		47	42	37	38	40	39	32	39	39
	I would not visit at all	13%	7	12		9	15		8	8	15	14	8	8	12	21	10	9	8	9	9	13			9	9		7	8	11	8	8	11	10	10	9	

Significance

Very significantly higher

Significantly higher

Significantly lower

Very significantly lower

Similar

Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Sites used by number of sites used (%)

Number of sites	Average %	Barwell	Bottesford	Coalville	Kibworth	Loughborough	Lount	Lutterworth	Market Harborough	Melton	Mountsorrel	Non-Leicestershire Site	Oadby	Shepshed	Whetstone	Other
1 site	52	43	90	28	8	14	14	57	34	76	32	4	41	13	28	
2 or more sites	45	57	10	72	92	86	86	43	66	24	68	96	59	87	72	

Respondents were asked which of the sites they used (Q2). Respondents were able to select multiple sites. It was possible from this to quantify how many sites each respondent said they use. Further, this allowed the opportunity to identify the sites significantly more likely to be either: the only site that a respondent uses or one of 2 or more sites that a respondent uses.

Number of sites used (%)

No. of Sites Used	Average %	Gender Identity		Ethnic Group		Age				Disability		Employment			District Respondent Lives in							RUC 2011		IMD County Quintile					Distance to Nearest Site					
		Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	Under 2 miles	Between 2 miles and 5 miles	More than 5 miles
1 site	52	54	51		52	75		49	54	58	53	53	50	59	56	54	40	54	45	85	39	53	47		54	52		56	54	53	51	60	45	35
2 or more sites	45	44	47		46	18		49	45	39	46	44	48	39	39	42	56	44	53	15	58	46	43		44	45		37	42	45	47	39	51	58

Significance

- Very significantly higher
- Significantly higher
- Significantly lower
- Very significantly lower
- Similar
- Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

Changes to recycling and household waste sites consultation - Main Survey Results

Distance to nearest site (%)

Distance to nearest site	Average %	Gender Identity			Ethnic Group		Age				Disability		Employment			District Respondent Lives in								RUC 2011		IMD County Quintile					No. of Sites Used	
		Female	Male	Prefer to self-describe	White	BME	Under 24	25-44	45-64	65 and over	Yes	No	Currently employed	Wholly retired from work	Other	Blaby	Charnwood	Harborough	Hinckley and Bosworth	Melton	North West Leicestershire	Oadby and Wigston	Bordering authorities	Non-bordering authorities	Rural	Urban	1 (most deprived)	2	3	4	5 (least deprived)	1 site
Under 2 miles	58	57	59		58	71		59	60	55	54	59	58	66	49	48	56	33	78	59	100	23		32	72		66	62	50	62	66	51
Between 2 miles and 5 miles	35	36	33		34	23		37	31	36	39	34	36	30	47	51	42	41	14	35	0	47		55	24		29	33	40	31	30	40
More than 5 miles	7	7	7		7	6		4	9	8	6	7	7	4	4	1	2	26	8	6	0	30		13	4		6	5	10	6	5	9

Significance

- Very significantly higher
- Significantly higher
- Significantly lower
- Very significantly lower

- Similar
- Suppressed

Note: All figures are percentages, grey cells are suppressed figures due to low base counts

If you require information contained in this leaflet in another version e.g. large print, Braille, tape or alternative language please telephone: 0116 305 6803, Fax: 0116 305 7271 or Minicom: 0116 305 6160.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 6803 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા યત્ન કરીશું.

જેવર ત્રુહાનું ઇસ જાતકારી નું સમજણ વિષ વ્રુષ મદદ રાહીદી રૈ ત્રાં વિરપા વરવે 0116 305 6803 નંબર ડે ફોન વરે અડે અસીં ત્રુહાડી મદદ લઈ વીસે રા પૂર્ષવ વર રવાંગો।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6803 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔ 0116 305 6803

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci dopomożemy.

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