

# Hanover Communal Waste Collection Consultation Report

## Background

1367 information leaflets and questionnaires were sent to addresses in 20 roads in the Hanover area of the city in order to ascertain levels of support for improving refuse collection services by changing the scheme from weekly 'binvelope' / wheelie bin collection to on-street communal containers. In 2011 communal container refuse collection had been trailed in Coleman and Washington Street.

This consultation covers other areas of Hanover to assess levels of support for communal refuse collection. The results of this consultation will inform the decision on whether to roll out the scheme further.

## Methodology

1367 leaflets and questionnaires were sent out to residential properties in the Hanover area. The leaflet set out how communal refuse collections would work, the advantages and disadvantages were listed and proposed locations of the communal containers were shown on a map. A questionnaire was enclosed for feedback. A copy of the leaflet was held on the council website with a link to an equivalent online version of the questionnaire.

One response per household was accepted (online or paper) and comments by email were also accepted and linked to questionnaire responses. Emails where full address information was given and where clear answers to the consultation questions were given were also included (from 5 households).

Several duplicate responses (35 paper and 48 online) were identified on the basis of address. Duplicates included those from individuals who had submitted more than one online response, an online response and a paper response or responses from different individuals within the same household. In each case, the duplicates were merged to form one record, with comments from both surveys counting, and the demographics information chosen randomly. In four cases, individuals from the same household had voted against each other. When selecting the record to use, the voting was alternated so that overall, and so the proportion of votes for and against remained the same. The merged duplicate records were treated as a single response. This left 42 records that had arisen from duplicate responses. All findings below treat these merged records as single responses and exclude the originals.

## Headline results

- A total of 605 responses were received (Response rate: 44%). Responses were a mixture of paper (79%), online (20%) and direct emails (1%).
- 48% want to have communal bins (292 respondents), whereas 46% want to keep the existing weekly collection (280 respondents).
- 50% of participants agreed with the proposed locations for the bins on the map, whereas 40% did not.
- The top concern was about the loss of parking spaces with 33%. This is followed by 24% who said it is not in keeping with the surroundings of their street. Followed by 16% who don't want bins outside their house and 6% who said the bins were too far from their house.
- Respondents were given the opportunity to give comments which were grouped into themes. The top comment was concern about loss of parking spaces, followed by concern about fly tipping and then not wanting a bins directly outside homes.

## Findings

In total 610 responses were received, 4 of these were emails (1%), 478 (79%) of these were completed questionnaires and 123 (20%) responses were received through the council's consultation portal. This gives an overall response rate of 44%.

### Q2: Which method of collection do you prefer?

Q2	Number	%
Keep existing weekly refuse collection	280	46
Communal refuse collection	292	48
I do not have a strong view either way	28	5
No reply	5	1

### Q3: Do you agree with the proposed locations for the refuse bins shown on the map?

Q3	Number	%
Yes	304	50
No	241	40
I do not have a strong view either way	43	7
No reply	17	3

### Q3b: If no this is because:

Q3b	Number	%
I don't want bins outside my house	97	16
It is not in keeping with the surroundings of my street	148	24
The bins are too far from my house	35	6
I am concerned about loss of parking spaces	197	33
Other	98	16

**Q4: Please provide any additional comments that you may have in space provided below:**

Comments have been themed as shown in the table below. Topics were not mutually exclusive and some respondents listed many issues, some had only one area of concern, some made no comment.

<b>Q4: Comments</b>	<b>Number</b>
Concerned about loss of parking spaces	112
Concern about fly tipping / overflowing bins / vermin	95
Not outside my house / not fair on others	82
No need / Current scheme works well / We have gardens / We want wheelie bins	70
General positive comments	64
Bins are eyesores	46
Too far away / too difficult to use / Difficult for elderly	44
Concern for regularity of emptying / cleaning	42
Too noisy / concerned about students	38
General negative comments / threats	24
It will be good to have clearer pavements	21
Council should enforce fly-tipping / leaving boxes out on wrong day	23
This will not solve recycling problem / want recycling communal bins	16
Bins are dangerous for cyclists / pedestrians / other road users	14
Put bins on double yellow lines	11
Want organic / food waste collected seperately	9
Too many bins in proposal	8
Concern about loss of jobs for binmen	3
Bins will affect my business	2
Put bins outside shops / pubs	1
Collect black boxes weekly	1
This will make recycling less convenient	1
More information needed about recycling	1
Too few bins	1

Response rates for each street were as follows:

<b>Street</b>	<b>Addresses</b>	<b>Responses Received</b>
Albion Hill	127	63
Belgrave Street	56	24
Ewart Street	108	50
Grant Street	21	8
Grove Street	63	27
Hanover Street	117	51
Hanover Terrace	107	41
Holland Street	57	23
Islingword Street	92	42
Jackson Street	6	0
Jersey Street	56	31
Lincoln Street	90	44
Montreal Road	42	15
Newark Place	21	7
Quebec Street	47	32
Scotland Street	56	27
Southampton Street	75	36
Southover Place	2	1
Southover Street	142	39
Toronto Terrace	82	44

The support broken down by street is detailed below. One street – Jackson Street – received no responses so is not included. 11 streets were in favour of communal bins, and 8 streets were not.

Street	Number		%		In favour	% Majority
	Keep existing	Communal bins	Keep existing	Communal bins		
Albion Hill	31	27	53	47	Keep weekly collection	7
Belgrave Street	6	16	27	73	Communal Bins	45
Ewart Street	20	28	42	58	Communal Bins	17
Grant Street	5	3	63	38	Keep weekly collection	25
Grove Street	14	13	52	48	Keep weekly collection	4
Hanover Street	37	13	74	26	Keep weekly collection	48
Hanover Terrace	24	17	59	41	Keep weekly collection	17
Holland Street	8	12	40	60	Communal Bins	20
Islingword Street	17	22	44	56	Communal Bins	13
Jersey Street	15	14	52	48	Keep weekly collection	3
Lincoln Street	22	19	54	46	Keep weekly collection	7
Montreal Road	7	8	47	53	Communal Bins	7
Newark Place	0	7	0	100	Communal Bins	100
Quebec Street	15	16	48	52	Communal Bins	3
Scotland Street	12	14	46	54	Communal Bins	8
Southampton Street	11	23	32	68	Communal Bins	35
Southover Place	0	1	0	100	Communal Bins	100
Southover Street	15	21	42	58	Communal Bins	17
Toronto Terrace	21	18	54	46	Keep weekly collection	8

## Demographic Information

<b>Gender</b>	<b>Number</b>	<b>%</b>
Male	208	34
Female	303	50
No reply / prefer not to say	94	16

<b>Gender ID same as birth</b>	<b>Number</b>	<b>%</b>
Yes	393	65
No	3	0
No reply / prefer not to say	209	35

<b>Age</b>	<b>Number</b>	<b>%</b>
Under18	1	0
18-24	21	3
25-34	78	13
35-44	137	23
45-54	118	20
55-64	68	11
65-74	28	5
75+	18	3
No reply/ prefer not to say	136	22

<b>Disability</b>	<b>Number</b>	<b>%</b>
Yes	37	6
No	454	75
No reply / prefer not to say	114	19

<b>Disability Type</b>	<b>Number</b>	<b>%</b>
Physical Impairment	25	68
Mental Health Condition	6	16
Sensory Impairment	3	8
Long-standing illness	15	41
Learning Disability/Difficulty	1	3
Other	0	0

<b>Ethnic Origin</b>	<b>Number</b>	<b>%</b>
English/Welsh/Scottish/Northern Irish	439	73
Irish	4	1
Gypsy	0	0
Traveller	0	0
Polish	0	0
Portuguese	0	0
Any other white background	23	4
Bangladeshi	1	0
Indian	4	1
Pakistani	0	0
Chinese	4	1
Any other Asian background	1	0
African	0	0
Caribbean	1	0
Sudanese	0	0
Any other Black background	1	0
Asian & White	9	1
Asian & Black African	0	0
Asian & Black Caribbean	0	0
White & Black African	0	0
White & Black Caribbean	0	0
Any other mixed background	2	0
Turkish	1	0
Arab	0	0
Japanese	0	0
Any other ethnic group	1	0
No reply / prefer not to say	114	19

<b>Sexual orientation</b>	<b>Number</b>	<b>%</b>
Heterosexual	366	60
Lesbian	15	2
Gay	25	4
Bisexual	7	1
Other	2	0
No reply / prefer not to say	190	31



<b>Religion</b>	<b>Number</b>	<b>%</b>
I have no particular religion	200	33
Buddhist	10	2
Christian	98	16
Hindu	1	0
Jain	0	0
Jewish	2	0
Muslim	2	0
Pagan	1	0
Sikh	0	0
Agnostic	22	4
Atheist	87	14
Other	6	1
Other philosophical belief	9	1
No reply / prefer not to say	167	28

