

<p style="text-align: center;"><u>MEETING</u></p> <p style="text-align: center;">ENVIRONMENT COMMITTEE</p>
<p style="text-align: center;"><u>DATE AND TIME</u></p> <p style="text-align: center;">MONDAY 20TH JANUARY, 2020</p> <p style="text-align: center;">AT 7.00 PM</p>
<p style="text-align: center;"><u>VENUE</u></p> <p style="text-align: center;">HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ</p>

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
10.	GARDEN WASTE COLLECTIONS - INTRODUCTION OF CHARGES	3 - 114
11.	PENALTY CHARGE NOTICE RE-BANDING	115 - 130

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Environment Committee

20 January 2020

Title

Garden Waste Collections – Introduction of Charges

Report of

Chairman of Environment Committee

Wards

All

Status

Public

Urgent

No

Key

Yes

Enclosures

Appendix A: Report of Public Consultation
Appendix B: Equalities Impact Assessment

Officer Contact Details

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Summary

Barnet Council has recently worked with the Mayor of London to identify mechanisms by which Barnet can deliver the aims of the Mayor's London Environment Strategy (LES) via the Council's Reduction and Recycling Plan (RRP). The introduction of Garden Waste Charging has been identified as an important enabler for the delivery of the initiatives in the RRP.

Over the next five years the Council needs to save over £70 million from its revenue budget. Environmental services has a target of £15.1 million to contribute towards this savings figure. In order to achieve Medium Term Financial Strategy savings targets the Council has considered the possibility of introducing charges for household garden waste collections, which is not a statutory service.

Charging for garden waste collections has the potential to deliver net savings to relieve

financial pressures on the Street Scene service and protect the overall quality of environmental services into the future. It would also enable the Council to continue the additional investment of £500k in street cleansing, continue the ongoing capital investment in upgrading roads and pavements, and, subject to take up of the service, potentially enable further investment in improving the cleanliness of the borough which is a top resident and political priority.

Many Councils across the UK (59%) already charge their residents to use their garden waste service, including all of Barnet's neighbouring boroughs. The Council launched a public consultation on garden waste charging to gather residents' views on the issue. This consultation started on 10 October and concluded on 22 November 2019. The response rate to the consultation was high compared to other consultations that the council has undertaken with 6,517 residents taking part.

Considering the outcomes from the consultation alongside the Council's need to deliver the savings, and the aim to continue to invest in priorities within the environment portfolio it is proposed that the authority introduces charges for the garden waste collection service for all properties that choose to opt in to this service, from 6 April 2020. As part of this the Council would also promote home composting and other alternatives.

Officers Recommendations

- 1. That the Environment Committee considers this report, the consultation report (appendix A and section 6) and equalities impact assessment (appendix B and section 5.6) and agrees the introduction of charges for household garden waste collections.**
- 2. That the Environment Committee agrees the following elements of the service:**
 - The service will become chargeable from 6 April 2020.
 - There will be up to 23 collections a year, the service year will run from April.
 - The charge will be a fixed charge of £70 per bin per year, payable through credit or debit card.
 - Authority to be delegated to the Interim Executive Director of Environment in consultation with the Chairman of the Environment Committee authority to agree the level of any discounted charge for additional garden waste bins beyond the first bin.
 - Sign up to the service will be online although assistance will be given when required.
 - Stickers will be used to identify bins that have been paid for.
 - Existing Household Recycling & Waste Policies relating to contamination of refuse and recycling bins will be applied.
- 3. To delegate to the Interim Executive Director of Environment in consultation with the Chairman of the Environment Committee authority to implement the decision of the Committee and make any necessary alterations to the proposals of this report.**

1. WHY THIS REPORT IS NEEDED

This report is required to enable Elected Members to consider the outcomes from the public consultation exercise (see appendix A and section 6) and the equalities impact assessment (see appendix B and section 5.6) for the possible introduction of charges for household garden waste collections and next steps.

- 1.1 On 31 May 2018 the Mayor for London published his London Environment Strategy (LES). Under the Mayor of London's Environment Strategy (LES) all London Boroughs are required to develop a Reduction and Recycling Plan RRP covering the period 2018 – 2022. These RRP's must demonstrate how London Boroughs will work towards the objectives of the LES.
- 1.2 Barnet is aiming to achieve the service standards of the Mayor of London's LES via the Council's RRP by 2022. In meeting these standards, the Council will incur significant additional service costs. Within the LES there is no funding put forward by the Mayor of London to achieve these outcomes. The LES goes so far as to state that - "Unprecedented funding cuts to local authority budgets has stifled investment in waste and recycling collection services, as boroughs are forced to make savings... Without a guarantee of further funding and fast action from government, it will not be possible for London, or England, to meet statutory waste targets".

London Environment Strategy (LES) Expectations

- 1.3 The LES introduced an expectation that all Local Authorities in London would carry out a number of the following policies/proposals:

"Policy 7.2.1 Increase recycling rates to achieve a 65 per cent municipal waste recycling rate by 2030"

Proposal 7.2.1.a *The Mayor will set targets for local authority collected waste, a minimum level of service for household waste recycling collections and hold a contract register of waste authority waste contracts. The Mayor expects waste authorities to collectively achieve a 50 per cent LACW* [Local Authority collected waste] recycling target by 2025 and aspire to achieve:*

- *a 45 per cent household waste recycling rate by 2025*
- *a 50 per cent household waste recycling rate by 2030*

To help them achieve the recycling targets, waste authorities should deliver the following minimum level of service for household recycling:

- *all properties with kerbside recycling collections to receive a separate weekly food waste collection*
- *all properties to receive a collection of, at a minimum, the six main dry recycling materials, i.e. glass, cans, paper, card, plastic bottles and mixed rigid plastics (tubs, pots and trays)*

Waste authorities will need to demonstrate how they will meet the above minimum level of service by 2020 (at the latest), and also look to provide separate food waste collections to flats where feasible. They should also collect other items for recycling from

households, such as small electrical waste, foil, tetra packs and garden waste, where it makes sense to do so.

Waste authorities are expected to provide the minimum level of service to nondomestic properties, including schools and public organisations. Some waste authorities have experienced cost savings and recycling improvements from reduced collection of residual waste, through reducing bin sizes or changing the frequency of collections. The Mayor encourages waste authorities to consider such interventions”.

“Proposal 7.2.1.b The Mayor expects local authorities to develop reduction and recycling plans by 2020, which should include local reduction and recycling targets that contribute to the Mayor’s London-wide targets education and recycling plans should reflect borough circumstances. They should also take account of WRAP modelling, which estimated the household waste recycling rate that each waste authority could realistically achieve through implementing the Mayor’s minimum level of service and restricting residual waste.”

In addition, Local Authorities are encouraged to:

- 1.4 Consider a range of measures to restrict residual waste, for example through smaller bin containers or changes to collection frequency.
- 1.5 Extend minimum level* of household service to non-domestic properties (for example schools, and government departments, and businesses).
- 1.6 Garden waste collections or activities supporting community or home composting. Through the waste section of the LES the Mayor of London sets out various ambitions and targets for London between 2020 and 2030. These include:

Table 1: LES Targets and Aspirations

Target Date	LES Target Description
2020	<i>“The Mayor expects local authorities to develop reduction and recycling plans by 2020, which should include local reduction and recycling targets that contribute to the Mayor’s London-wide targets”</i>
2020	<i>“Waste authorities will need to demonstrate how they will meet the ... minimum level of service by 2020 (at the latest)” *</i>
2025	<i>“The Mayor expects waste authorities to collectively achieve a 50 per cent LACW** recycling target by 2025”</i>
2025	<i>“Aspire to achieve 45 per cent household waste recycling rate by 2025”</i>
2030	<i>“The Mayor expects London to achieve an overall 65 per cent municipal waste recycling rate (by weight) by 2030”</i>
2030	<i>“minimum of 75 per cent business waste recycling by 2030 (Policy 7.2.2)”</i>

2030	<i>"Aspire to achieve 50 per cent household waste recycling by 2030"</i>
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*The minimum level of service includes, six main dry recycling materials collected from all properties, separate food waste collections, including from flats where practical and cost effective and focus on improving performance from flats.

**LACW – Local Authority Collection Waste. All household and commercial waste which local authorities collect, including street cleansing waste.

- 1.7 Following discussions with the Mayor's Office that arose out of the Council's decision to suspend food waste collections, it was agreed that Barnet and the GLA would jointly commission an independent review on Barnet's Waste and Recycling Service. This independent review was funded by the Mayor's Office and assisted Barnet with identifying options to consider for the Borough's RRP, to support the Mayor of London's LES.
- 1.8 The independent review also identified the requirement for additional financial resource to be available to enable the delivery of the Council's RRP. The review noted both the introduction of a chargeable Garden Waste service and the reduction in residual waste collection frequency from weekly to fortnightly as options to potentially relieve financial pressures to allow the delivery of the RRP. As Barnet considers it is important to retain weekly residual waste collections, the chargeable garden waste service is now the most appropriate option to take forward. It should also be noted that many other councils have already introduced a chargeable service. If it is decided to introduce charges to the garden waste service, the Council will monitor any effect on tonnages collected and the recycling performance levels and continue to promote recycling as its preferred option. The 11 September 2019 Environment Committee Reduction and Recycling Plan (RRP) report and Independent Consultant's report are available to view in the background papers.
- 1.9 The Council currently provides a fortnightly collection of green garden waste bins as part of an opt-in service, with no additional charge to users of this service. There are circa 75,000 garden waste bins in circulation. The free collection of garden waste is not a statutory service that the council has to provide by law. The garden waste service is not used by all residents and is an opt-in service used by 58% of street-level properties (Waste Participation Analysis, April/May 2015).
- 1.10 As with all other Council services, Environmental Services has savings targets to meet to ensure that the council is able to set a balanced budget and continue to sustain services and to invest in service improvements. Over the next five years the council needs to save over £70 million. Environmental services have a target to contribute £15.1 million towards the council's savings. Charging for the garden waste collections is one of the proposals that will help the Council meet this requirement. It has the potential to deliver net savings in excess of £800,000 a year depending on the uptake of the service.
- 1.11 In February 2019 the Government's consultation on Consistency in Recycling Collections in England included questions on whether local authorities should provide a free garden waste collection service for households with gardens (see section 5.4.5). 80% of individuals agreed with the proposals for a free garden waste collection for households with gardens. By comparison, only 38% of stakeholders agreed with this proposal, including only 20% of local authorities. The most common concern raised by local authorities and others was the financial implications of providing a free service and the

potential loss of income this might represent. Some respondents also commented that a free garden waste collection could mean that those without gardens were supporting a subsidised service for those with gardens.

The Environment Bill published by the government on 15 October 2019 makes no reference to charges for garden waste collections.

- 1.12 If income cannot be raised by introducing this proposal then savings or income will need to be found from other Environmental services, or other wider Council services. Specifically, it would mean that the additional investment in street cleansing would need to be reduced, along with the capital investment in improved roads and pavements across the borough.
- 1.13 The Council is proposing that the service will operate on the same basis as the current green garden waste collection service, with fortnightly collections of 240 litre green garden waste bins. However, those residents who choose to opt in to continue to receive the service will pay an annual subscription fee for up to 23 collections. Payment will be made primarily online via the council website through credit or debit cards, and those who sign up will be issued with a coloured sticker to identify the bin as being opted into the service for the year for which payment is made. It is proposed that the service year would run for 12 months from April 2020, with a pause during the winter season as has been standard practice in recent years. Black refuse bins and blue recycling bins containing garden waste will not be collected.
- 1.14 Of the 368 local authorities in the UK which offer regular kerbside collections of domestic garden waste, 217 (59%) charge annually.
- 1.15 Of the 33 London Boroughs, 20 charge for this service. London Boroughs that charge include the boroughs of Brent who charge £60, Bromley who charge £60, Enfield who charge £65, Haringey who charge £75, Harrow who charge £75 and Kensington & Chelsea who charge £66.30 annually. The average charge made by boroughs that are part of the North London Waste Authority is £70 per annum.
- 1.16 Currently, 100 Councils (27%) in the UK provide a regular garden waste service at no charge, eight (24%) London Boroughs provide a service free of charge to their residents, while 5 (15%) London Boroughs do not provide a separate garden waste collection service. 311 (83%) councils in England operate a fortnightly collection service of their garden waste (BBC Research, 2019).

2. REASONS FOR RECOMMENDATIONS

- 2.1 The Council is legally allowed to levy a reasonable fee for the collection of garden waste and a number of authorities have already introduced this charge. The introduction of such a charge is consistent with Barnet's environment strategy, its Reduction and Recycling Plan, and the need to support the council's work to address financial pressures.
- 2.2 Charging for the service is expected to encourage more residents to compost their garden waste at home, this is the most environmentally favourable way to treat garden waste as this reduces the reliance on collection vehicles, transportation and treatment

infrastructure. The council has and will continue to promote home composting as part of any communications to residents, if it is decided to introduce charges.

- 2.3 Environment Committee of November 2018 reviewed the Business Planning 2019/2024 Report. This included a recommendation to approve the launch of a public consultation regarding the introduction of charging for the collection of domestic garden waste, which was agreed. The report outlined savings targets of £550,000 2019/20 and £150,000 for 2020/21 for chargeable garden waste collections. The savings target has subsequently been revised to £800,000 from 2020/2021.

2.4 Recommended Option

- 2.4.1 The consultation results showed a substantial response against the proposal to introduce charges, although these objections were at a similar level to that seen when other proposals have been put forward to generate savings or revenue. The level of objections is also in line with the response to the government's consultation on Consistency in Recycling Collections in England (see section 5.4.5).
- 2.4.2 The Council considers that the introduction of charges will support actions and behaviours that contribute to the Reduction and Recycling Plan. This charge will contribute to the costs of waste collection and other environmental services. The council has considered the rate of the charges and believes that £70 is in line with other councils and is a reasonable fee. The consultation responses (see section 6.8.7) indicated that 37.4% of respondents who said they currently use the service would continue to use it if a charge was introduced, and this is a relatively positive level of response compared with the take up rates seen in other London Boroughs.
- 2.4.3 There is a risk of an increase in garden waste being placed into refuse or recycling bins. The Council's Household Recycling and Waste Policies set out that where containers are found to contain unsuitable items they will be classed as contaminated and will not be emptied until the incorrect items are removed, or a charge for the collection of the bin's contents as refuse is paid. Garden waste is defined as those materials that the council collects through the garden waste collection service as set out on the council's website. Where garden waste is placed in refuse or recycling bins, these bins will be treated as being contaminated. A monitoring and enforcement plan will be put in place if it is decided to introduce charges, to address any incidents of garden waste being placed in refuse and recycling bins.
- 2.4.4 It is recommended that it is agreed that charges are introduced from April 2020. Residents would be given advance notice that charges are to be introduced through a range of communications, and those signing up to the service would receive bin stickers to identify their bins for collection. There would be a charge made for each bin that is to be collected once the service becomes chargeable. The sign-up process would be online, with supporting information and terms and conditions being made available. Alternatives that would be available to residents who choose not to sign up to a chargeable service include home composting (home composting bins are available via the council's website at discounted prices) and taking garden waste to the Reuse and Recycling Centre. Information on alternatives for those residents who do not sign up would be made available. Policy will be developed in relation to garden waste bins that are no longer required by residents who choose not to sign up to a chargeable service (see section 4.6).

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 The Council has considered responses from residents to the consultation regarding charges for garden waste. These suggestions are not considered viable by the Council.
- 3.2 Stop the service altogether – some local authorities in the UK do not provide a household garden waste collection service, as this is not a statutory service. However, it is recognised that Barnet has a significant proportion of properties with a garden and the council wishes to continue to offer this service as it is preferable that residents have the option to pay to continue to have a service.
- 3.3 Reduce budgets for other Environmental services – Efficiencies have already been made in other Environmental services and any further reductions in budgets may affect the breadth and quality of services provided to other residents.
- 3.4 Reduce budgets for other services within the Council - Environmental services will need to contribute £15.1 million towards this savings target, other services also have challenging savings targets and any rebalancing of savings target allocations would need to be carefully assessed.
- 3.5 Reduce collection frequency – The Council does not consider a reduction of the frequency of the garden waste bins a suitable option.
- 3.6 Better financial management/efficiency savings – The Council is already working continuously to provide services as efficiently and as cost effectively as possible.

4. POST DECISION IMPLEMENTATION

- 4.1 If Environment Committee agrees to introduce garden waste charging, it is proposed that charges are introduced and become effective from 6 April 2020. From this date only those bins for which a charge has been paid will be emptied.
- 4.2 Communications would be issued to residents about the changes to the service in February to maximise the amount of time available to them to join the service should they choose to and to communicate the time period during which those wishing to join the chargeable service will need to make payment. Communications could include: leaflets, letters and/or postcards to be delivered to all residents, social media campaign, posters in libraries and leisure centres, street posters, voice recorded message on the Customer Support telephone service, an article in Barnet First, advert and e-newsletter, an article in Barnet Homes magazine “At Home”, Communities Together Network newsletter, website updates and FAQ’s, an advert in Barnet Times, emailed information to charities, organisations including allotment groups, and Friends of Parks groups, the school circular and a press release. An update would be provided to all Members.
- 4.3 Internal staff communications could assist in promoting the scheme given the significant number of council staff that are Barnet residents, and this could include: information on computer desktop backgrounds, internal service newsletters, Intranet article, First team email, Chief Executive’s weekly email, crew memos and staff briefings.

- 4.4 A webform would be created and uploaded onto the Council website to allow residents to sign up and pay for the service online. The primary mechanism for residents to sign up and make payments would be online via the Council's website, and this is supported by the results of the consultation questionnaire which showed that 87.3% of respondents stated that they could sign up online including with the help of family, friend or neighbour. The Council wishes to ensure that customers can access services and as such the Council will investigate an exception process via the telephone for those residents who cannot access the online payment system.
- 4.5 A bin sticker supplier will need to be procured in order to help deliver the garden waste service. Stickers would be provided following successful payment of charges. A date will be defined by which residents would make payment in order to receive their sticker in time for the introduction of charges, to avoid any gap in their service. Any residents joining after this date may have a gap in their service. The sticker supplier will need to comply with defined specifications, which includes printing and delivering the stickers to each resident who subscribes by post within a defined period.
- 4.6 Policy will be developed in relation to garden waste bins that are no longer required by residents who choose not to sign up to a chargeable service. This will include allowing residents to keep their bins or arrange for the collection and recycling of the bins in an appropriate manner in line with the Council's approach to recycling.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 There is the potential for a reduction in the percentage of household waste recycled, compost or reused. Where residents choose not to join the chargeable service and take their garden waste to the Reuse and Recycling Centre, this will still support the achievement of the Councils recycling targets. Home composting bins would be promoted, these are available at a discounted rate to Barnet residents. Where residents choose to compost at home, this will not support the achievement of the Councils recycling targets but is the most environmentally beneficial method of dealing with garden waste.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 Finance and value for money – The key financial expenditure for the introduction of charges is related to the procurement and purchase of stickers to identify paid for bins, and extensive communications to ensure that all residents are provided with all the necessary information on garden waste charges. Assuming a charge of £70 was introduced from April 6, a take up rate of 10% of the circa 75,000 households that have green bins would generate £525,000 income, a 15% take up would generate £787,500 income. If there was a 20% take up rate this would if achieved generate £1,050,000 and if there was a take up of 30%, this would generate £1,575,000. However, the take up rate may be higher or lower than this. A report will be made to the Committee after the first year of operation so that this can be reviewed.
- 5.2.2 Procurement – It would be necessary to procure a service provider to produce and deliver bin identification stickers.

- 5.2.3 Staffing – It is not anticipated that there would be any implications on permanent staff. If appropriate staff may be reallocated to other elements of service delivery. It is not envisaged that there would be any redundancies as a result of this recommendation.
- 5.2.4 IT – There will be a requirement for an online system for residents to join the chargeable service and make payment. This would be facilitated by the Customer Support Group (CSG).
- 5.2.5 Property – There would be no property implications.
- 5.2.6 Sustainability – There is a possibility that the tonnage of garden waste that is collected for recycling will reduce. Garden waste will not be collected in refuse and recycling bins and therefore, the options of taking part in the chargeable service, taking the garden waste to the Reuse and Recycling Centre, and composting at home all promote the sustainable management of this waste stream. There is an increased risk of negative air quality effects if residents decide to not join the service and instead dispose of their garden waste using bonfires. There is no legislation against domestic bonfires, and although the council may investigate compliance of nuisance, this risk cannot be eliminated.

5.3 Social Value

- 5.3.1 There are no social value implications.

5.4 Legal and Constitutional References

- 5.4.1 Section 45(1) of the Environmental Protection Act 1990 states:
- (1) It shall be the duty of each waste collection authority—
 - (a) to arrange for the collection of household waste in its area except waste—
 - (i) which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting it would be unreasonably high, and
 - (ii) as to which the authority is satisfied that adequate arrangements for its disposal have been or can reasonably be expected to be made by a person who controls the waste;
 - (b) if requested by the occupier of premises in its area to collect any commercial waste from the premises, to arrange for the collection of the waste.

Section 46 of the Environmental Protection Act 1990 states:

Where a waste collection authority has a duty by virtue of section 45(1)(a) above to arrange for the collection of household waste from any premises, the authority may, by notice served on him, require the occupier to place the waste for collection in receptacles of a kind and number specified.

The kind and number of the receptacles required under subsection (1) above to be used shall be such only as are reasonable but, subject to that, separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and waste which is not dry recyclable waste, any dry waste stream, food waste, or any other waste which is to be recycled.

- 5.4.2 The revised Controlled Waste (England and Wales) Regulations 2012 set out what charges local authorities can make for waste collection and waste disposal. Under these

regulations local authorities can make charges for the collection of garden waste from households.

- 5.4.3 In February 2019 the Government issued three consultations. The consultations were linked to the Government's proposals to implement the national Resources and Waste Strategy.
- 5.4.4 The consultation on Consistency in Recycling Collections in England included questions on whether local authorities should provide a free garden waste collection service for households with gardens (Consultation proposal 7).
- 5.4.5 The Government's response in July 2019 on the consultation outcomes in relation to garden waste was as follows:

Consultation proposal 7 collection of garden waste: Whether households generating garden waste should be provided with access to a free collection service with a minimum fortnightly collection of 240 litre capacity.

80% of individuals agreed with the proposals for a free garden waste collection for households with gardens. By comparison, only 38% of stakeholders agreed with this proposal, including only 20% of local authorities. The most common concern raised by local authorities and others was the financial implications of providing a free service and the potential loss of income this might represent. Some respondents also commented that a free garden waste collection could mean that those without gardens were supporting a subsidised service for those with gardens.

With respect to the details of service provision, the majority of respondents agreed that the service should be fortnightly with a capacity of 240 litres and with further garden waste collections above that amount being chargeable.

Garden waste contributes significantly towards progress on meeting weight-based recycling targets. It is also important from an environmental perspective that this material is recycled or home composted, rather than sent to recovery or landfill. Whilst we retain the view that a free collection would be the most effective way of ensuring this, it is noted that stakeholder respondents were generally not supportive, with particular opposition from local authorities. We will therefore give further consideration to the costs and benefits of this measures before making a final decision on whether garden waste collections should be free of charge, or whether charging should be a matter for local decision making.

- 5.4.6 The Government published the Environment Bill on 15 October 2019.
- 5.4.7 The Bill states that food waste must be collected separately and at least weekly and also outlines the following recycling streams:
- glass
 - metal
 - plastic
 - paper and card
 - food waste
 - garden waste
- 5.4.8 The Bill does not make reference to charges for household garden waste collections.

5.4.9 The London Environment Strategy encourages the collection of garden waste, but does not prevent or discourage London Borough Councils from charging.

5.4.10 Council Constitution (Article 7, Committees, Forums, Working Groups and Partnerships) sets out the responsible body and their functions. For the Environment Committee its function is:

Responsibility for all borough-wide or cross-constituency matters relating to the street scene including, parking, road safety, lighting, street cleaning, transport, waste, waterways, refuse, recycling, allotments, parks, trees, crematoria and mortuary, trading standards and environmental health.

The Environmental Protection Act 1990 Part II Waste on Land, section 46 Receptacles for Household Waste, provides waste collection authorities with the power to determine the size of the receptacles and the type of waste that can be deposited in them.

Section 355(1)(a) of the GLA Act requires each of the waste collection authorities in Greater London (of which Barnet is one), in exercising any function under Part II of the Environmental Protection Act 1990, to act “in general conformity” with the provisions of the London Environment Strategy (“the Strategy”) dealing with municipal waste management.

5.5 Risk Management

5.5.1 A risk register has been prepared. The risks include; failure to deliver bin stickers, failure to engage with and communicate effectively to residents, and failure to deliver the required savings. These risks would be mitigated through appropriate planning of procurement and communications activity.

5.6 Equalities and Diversity

5.6.1 Equality and diversity issues are a mandatory consideration in the decision making of the council.

5.6.2 Decision makers should have due regard to the public-sector equality duty in making their decisions. The equalities duties are continuing duties they are not duties to secure a particular outcome. The equalities impact will be revisited on each of the proposals as they are developed. Many of these proposals will need to be subject to separate decisions and at this stage the decision maker will need to be equipped with an updated equality impact assessment before they can make their decision. Consideration of the duties should precede the decision. It is important that Environment Committee has regard to the statutory grounds in the light of all available material such as consultation responses. The statutory grounds of the public sector equality duty are found at section 149 of the Equality Act 2010 and are as follows:

5.6.3 A public authority must, in the exercise of its functions, have due regard to the need to:

- a) eliminate discrimination, harassment, victimisation and any other conduct 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.

5.6.4 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular the need to:

- a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

5.6.5 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

5.6.6 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, the need to:

- a) Tackle prejudice, and
- b) Promote understanding.

5.6.7 Compliance with the duties in this section may involve treating some persons more favourably than others but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act. The relevant protected characteristics are:

- 1. Age
- 2. Disability
- 3. Gender reassignment
- 4. Pregnancy and maternity
- 5. Race
- 6. Religion or belief
- 7. Sex
- 8. Sexual orientation
- 9. Marriage and Civil partnership

5.6.8 The Equality Act 2010 and The Public Sector Equality Duty impose legal requirements on elected Members to satisfy themselves that equality impact considerations have been fully taken into account in developing the proposals which emerge from the finance and business planning process, together with any mitigating factors. To allow the Council to demonstrate that it has met the Public Sector Equalities Duty as outlined above, each year the Council undertake a planned and consistent approach to business planning. This assesses the equality impact of relevant budget proposals for the current year (affecting staff and/or service delivery) across services and identifies any mitigation to ease any negative impact on articular groups of residents.

5.6.9 A full Equalities Impact assessment can be found in appendix B.

5.7 Summary of Equalities Impact Assessment

The Equalities Impact Assessment involves consideration of the data available in relation to age, disability, gender reassignment, marital status, pregnancy and maternity, race and ethnicity and religious belief. This information is presented below, alongside data from the responses to the consultation.

5.7.1 Age

There are lower numbers of residents in the older age groups – the data shows that for both males and females in the borough, the most populous age bands are 30-34 years (16,600 men and 16,000 women) and 35-39 years (16,200 men and 15,900 women) and the least populous are 85-89 years (2,100 men and 3,200 women) and 90+ years (1,200 men and 2,300 women).

5.7.1.1 What did people tell us

Respondents aged 18-24 were the most likely to say they agree with charging, with 36.8% saying so.

Respondents aged 75+ were less likely to say they would be able to sign up online (65.2% compared to 83.7% overall.) Mitigation for this will be provided to assist residents to sign up.

Older respondents who currently use the service were more likely to consider paying for the service than younger respondents: Respondents aged 75+ (60.6%) and 65-74 (49.9%) compared to those aged 18-24 (15.8%), 25-34 (23.7%) 35-44 (30.7%) and 45-54 (32.0%).

Respondents aged 35-44 and 45-54 were more likely to say they did not consider any charge to be fair than respondents aged 55-64, 65-74 and 75+ (80.7% and 79.2% compared to 73.9%, 68.9% and 60.0% respectively.)

Respondents aged 35-44 and 45-54 were more likely to strongly oppose the proposal than those aged 55-64, 65-74 and 75+ (76.0% and 74.7% compared to 66.5%, 61.4% and 52.5% respectively.)

5.7.2 Disability

There are a small number of residents with a learning disability (7,276 in 2018) and a significant number with a physical disability (23,735 in 2018.)

5.7.2.1 What did people tell us

Respondents who stated that they had a disability were less likely to say they would be able to sign up online than residents who stated that they did not have a disability (71.1% compared to 87.1%.) Mitigation for this will be provided to assist residents to sign up.

Assisted collections will continue to be provided to those residents that sign up to the chargeable service and require this.

5.7.3 Gender Reassignment

No data available. Unlikely to have an adverse disproportionate effect.

5.7.3.1 What did people tell us

The consultation data does not show any significant findings based on gender reassignment with 0.3% of respondents (6 respondents) to the question confirming their gender identity is different than the sex they were registered at birth.

5.7.4 Marriage and Civil Partnership

No data available. Unlikely to have an adverse disproportionate effect.

5.7.4.1 What did people tell us

Widowed respondents (marital status) were more likely to say that a charge of £50 a year was fair than residents who are single, co-habiting and married respondents (22.9% compared to 14.2%, 15.1% and 15.2% respectively.)

5.7.5 Pregnancy and Maternity

No data available. May have an adverse disproportionate effect due to possible reduced income.

5.7.5.1 What did people tell us

The consultation data does not show any significant findings based on pregnancy and maternity with 8 respondents confirming they were pregnant and 7 respondents confirming they were on maternity leave.

5.7.6 Race/ Ethnicity

In 2018, the largest ethnic category in Barnet is White British, accounting for 40% (158,900) of the borough population, while residents of a Bangladeshi origin accounts for the smallest ethnic category 0.6% (2,500).

5.7.6.1 What did people tell us

The consultation data does not show any significant findings based on ethnicity/race.

5.7.7 Religion and Belief

There is a range of beliefs among the population, with the largest groups being Christian (38.6%), Jewish (22.6%) and No Religion (20.5%).

5.7.7.1 What did people tell us

The consultation data does not show any significant findings based on religion or belief.

5.8 Corporate Parenting

5.8.1 There are no corporate parenting implications.

6 Consultation and Engagement

6.1 As a matter of public law, the duty to consult with regards to proposals to vary, reduce or withdraw services will arise in four circumstances:

1. Where there is a statutory requirement in the relevant legislative framework.
2. Where the practice has been to consult, or, where a policy document states the council will consult, then the council must comply with its own practice or policy.

3. Exceptionally, where the matter is so important that there is a legitimate expectation of consultation.
 4. Where consultation is required to complete an equalities impact assessment.
- 6.2 Regardless of whether the council has a duty to consult, if it chooses to consult, such consultation must be carried out fairly. In general, a consultation can only be considered as proper consultation if:
1. Comments are genuinely invited at the formative stage.
 2. The consultation documents include sufficient reasons for the proposal to allow those being consulted to be properly informed and to give an informed response.
 3. There is adequate time given to the consultees to consider the proposals.
 4. There is a mechanism for feeding back the comments and those comments are considered by the decision-maker / decision-making body when making a final decision.
 5. The degree of specificity with which, in fairness, the public authority should conduct its consultation exercise may be influenced by the identity of those whom it is consulting.
 6. Where relevant and appropriate, the consultation is clear on the reasons why and extent to which alternatives and discarded options have been discarded. The more intrusive the decision, the more likely it is to attract a higher level of procedural fairness.
- 6.3 Members were previously asked to approve public consultation on proposed changes to the garden waste collection service to enable £700,000 savings by 2021. This savings target was subsequently increased to £800,000.
- 6.4 The public consultation ran for six weeks from 10 October to 22 November 2019.
- 6.5 The analysis of all consultation responses was undertaken by an independent data research and analysis company. Their full report is available at appendix A.
- 6.6 The garden waste consultation was promoted through the following:
- Council website pages
 - Press release
 - Social media campaign via Twitter and Facebook
 - Libraries – poster campaign
 - Barnet First e-newsletter
 - Community Barnet newsletter
 - Communities Together Network bulletin
 - Email to Friends of Parks and allotments groups
 - Advert in Barnet Times (print and online).

6.7 Summary of consultation

6.7.1 Summary of method:

- The consultation consisted of an online questionnaire published on engage.barnet.gov.uk together with information detailing the background to the proposal.

- Paper copies were also available in all Barnet libraries
- An easy-read version was available on request as well as provided to an adults with learning difficulties group to complete
- The promotion of the consultation included use of channels listed in point 6.6.

6.7.2 Response to the consultation

A total of 6,517 questionnaires were completed:

- 10 easy-read paper questionnaires were completed
- 172 paper versions of the questionnaire were completed
- 6,335 questionnaires were completed online via Engage Barnet

There were also three written responses which did not answer the questions included in the public consultation questionnaire, these email responses from the general public were assumed to be Barnet residents. These responses have been reported on separately and further details are provided in point 6.9.

6.7.3 The full consultation report, which includes analysis of responses in relation to key demographics and protected characteristic groups is available at appendix A.

6.8 Summary of key findings

The key findings from the consultation are outlined below:

6.8.1 **Nearly all those who responded to the consultation have a garden and green garden waste bins**

98.6% of respondents indicated they had a garden and just slightly less, 98.1%, said they had at least one green garden waste bin. Furthermore, 7.7% of all respondents had more than one green waste bin.

Respondents aged 75+ were most likely (12.1%) to have more than one garden waste bin compared to all respondents. Those living in Oakleigh ward were also the most likely to have more than one bin (21.3%) compared to all respondents (7.8%).

6.8.2 **More than half of respondents who have a green waste bin put it out on every collection**

56.3% of respondents who said they have a garden waste bin put their bin out on every collection. A further 15.8% said they put their bin out once a month. Those aged over 45 were more likely to put their bin out for every collection than those who are younger than 45. For example, 71.8% of those aged 75+ put their bin out on every collection compared to 23.0% of 35-44 year olds.

6.8.3 **Just over three quarters of respondents disagree that introducing a charge for only those who use the service is fair**

77.6% of respondents disagreed that it is fair to introduce a charge to only those that use the service, compared with 16.3% who said they agree with it. Respondents aged 18-24 were the most likely to say they agree, with 36.8% saying so.

6.8.4 **Four fifths of respondents oppose the introduction of an annual subscription**

82.1% of respondents opposed the introduction of an annual subscription charge for users of the garden waste service, compared with 12.3% who said they support it.

6.8.5 Three quarters of respondents don't consider any charge to be fair

Respondents were asked for their views on what they would consider to be a fair level of charge for the garden waste collection service. 76.4% of respondents said they did not consider any charge to be fair. However, some respondents did suggest different amounts that they thought would be fair with the most common amount of £50 a year being suggested by 14.1% of respondents.

6.8.6 Respondents that opposed the introduction of a charge were asked where they would rather see a change to

Of those that responded, almost a third of respondents (28.5%) said they would prefer to see an increase in Council Tax rather than a charge introduced. A fifth (21.6%) said they would prefer to see a change in another Council service and 12.3% said Environmental services. Other responses included council salaries/expenses/bonuses, better financial management and that the frequency of collections should be reduced.

6.8.7 Three fifths of respondents said they would not continue to use the service if a charge was introduced

Three fifths of respondents (58.9%) said they currently use the service but would not continue to use it if a charge was introduced. However, almost two fifths of respondents (37.4%) said they currently use the service and would continue to use it if a charge was introduced.

6.8.8 Current users of the service who said that they would not use it if a charge was introduced would deal with their garden waste in a variety of ways

A quarter (26.7%) of respondents that would not pay for the service said they would take their garden waste to the Reuse and Recycling Centre at Summers Lane and a further 14.5% said they would compost their garden waste at home. A further 8.3% said they would share their neighbour's garden waste bin. However, of those that said they would not pay for the service, nearly a quarter (23.3%) said they would put it in the general waste bin. 16.1% said they would dump it/fly tip it and a further 14.9% said they would burn it.

6.8.9 The majority of respondents who said they would consider using a chargeable service would be able to sign up online

87.3% of respondents said they would be able to sign up online for the service, whether directly or with the support from a family member, friend or neighbour. 6.4% of respondents said they would not be able to sign up online, 6.4% said they were unsure.

6.8.10 General 'other' comments were largely opposed to the proposal of charging

Given the opportunity to provide any other comments, respondents were largely opposed to the introduction of charging for garden waste. Nearly a quarter (23.9%) of respondents to the question commented that charging for the service will encourage people to fly tip and illegally dispose of their waste. There was concern amongst one fifth (19.7%) of those responding to this question that they already pay Council Tax and should not have to pay extra.

15.8% of respondents commented that savings or revenue should be made elsewhere and/or there should be better financial management and 14.6% of

respondents commented that the proposed charges are excessive and unaffordable, and a fairer charging system should be used.

A small percentage (2.2%) of respondents said introducing a charge was a good idea and they were happy to pay a charge.

6.9 Written responses

6.9.1 Three written responses were received during the consultation. To summarise, the comments were:

- A food waste strategy should be introduced before charges are introduced for green waste collections
- Residents already pay for the service through their Council Tax
- Council Tax should be increased to cover the cost of garden waste collections
- Council Tax is already too high
- If charges are introduced, fly tipping could increase
- Any charge should not exceed £60 per year
- Collections should continue throughout the winter
- Residents with mobility problems or who don't own a car cannot use the Reuse and Recycling centre
- Pensioners would find it difficult to pay for the service
- Charging for green waste collections sets a precedent to charge for other services
- Charging for the green waste collection service contradicts Barnet Council's recycling policy, particularly after the food waste scheme was withdrawn
- Concern that other residents will use their neighbour's garden waste bin instead of paying for their own
- Other Councils provide free garden waste collection services

7 Insight

7.1 In 2017/18, 59% of local authorities charged for garden waste collection. (<http://laportal.wrap.org.uk/>)

7.2 UK statistics:

- Of the 368 local authorities in the UK which offer regular kerbside collections of domestic garden waste, 217 (59%) charge annually.
- The annual charge for the collection service ranges from £22 to £96. The average annual charge nationally is £31.
- Eleven local authorities do not provide a garden waste collection service
- Some 100 local authorities (27%) provide a regular collection service for free (BBC Research 2019)

7.3 England statistics:

- Some 72 out of 318 (23%) local authorities provide a regular kerbside garden waste collection for free
- Of the 311 local authorities which do offer regular kerbside garden waste collections:
 - 258 collect fortnightly (83%)
 - 29 collect weekly (9%)(BBC Research 2019)

7.4 London statistics:

- In London, of 33 local authorities, ten (30%) do not have an annual charge
- The City of London, Westminster and Hammersmith & Fulham do not provide a regular free service
- The highest annual charge for the service was Lewisham at £80 (BBC Research 2019)
- The average annual charge made by boroughs that are part of the North London Waste Authority is £70

8 BACKGROUND PAPERS

- 8.1 Environment Committee 28 November 2018 Business Planning 2019/2024 report:
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=695&MId=9478&Ver=4>
 - 8.2 Environment Committee 11 September 2019 Reduction and Recycling Plan (RRP) report:
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=695&MId=9907&Ver=4>
 - 8.3 Independent report: Options Appraisal for the London Borough of Barnet
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=695&MId=9907&Ver=4>
 - 8.4 Policy & Resources Business Planning report 6 January:
<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=692&MId=10084&Ver=4>
 - 8.5 Household Recycling and Waste Policies:
<https://www.barnet.gov.uk/recycling-and-waste/household-recycling-and-waste/household-recycling-and-waste-policies>
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Barnet Council



Garden Waste Service Charging Proposal Consultation

December 2019

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1. Executive Summary

1.1 Background

- 1.1.1 This report sets out the findings of the consultation to seek residents' views on the proposed introduction of a charge for the garden waste collection service. A charge to the collection scheme if agreed would contribute towards the overall savings of £70 million that the Council needs to make over the next five years in order to have a balanced budget, with Environmental Services needing to contribute £15.1 million towards this savings target. Charging for garden waste collections has the potential to save in excess of £800,000 a year and will enable the Council to continue to invest in improvements to its services.
- 1.1.2 The garden waste collection service is an opt-in service and does not need to be provided by law. Approximately 58% of street-level properties use the service and the Council is now considering introducing a charge, similar to other local authorities, to residents that use the service.
- 1.1.3 As part of the decision-making process, Barnet Council undertook a consultation with residents to establish their views on the introduction of a charge for garden waste collections. Enventure Research was commissioned to analyse the results, undertake, the coding of open ended and 'other' responses, and write up consultation findings in full.

1.2 Approach to the consultation

- 1.2.1 The consultation consisted of an online questionnaire which was published on engage.barnet.gov.uk for six weeks from 10 October – 22 November 2019. Paper copies were also available in all Barnet libraries as well as easy-read versions that were available on request. The consultation was promoted through a variety of media, including the council website, press releases, social media, posters in leisure centres and libraries, and an advert in the print and online versions of the Barnet Times.
- 1.2.2 A total of 6,517 responses were received:
- 6,335 questionnaires were completed online via Engage Barnet
 - 172 paper versions of the questionnaire were completed
 - 10 easy-read paper questionnaires were completed

In addition, there were three written responses received via email.

1.3 Respondent profile

- 1.3.1 The council is required by law (the Equality Act 2010) to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups.
- 1.3.2 The protected characteristics identified in the Equality Act 2010 are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership. In addition, respondents were asked to provide information about the electoral ward in which they live, housing tenure, employment status, and whether they were in receipt of any benefits. Throughout this report, these characteristics have been analysed against responses to the consultation questions and any significant findings have been highlighted.

- 1.3.3 More detail of the respondent profile and protected characteristics, including the ward they live in, can be found in section 3. A summary of the protected characteristics is shown in section 2. The majority of respondents to this consultation are current users of the garden waste service.

1.4 Key findings

Responses to the consultation and key findings:

1.4.1 **Nearly all those who responded to the consultation have a garden and green garden waste bins**

98.6% of respondents indicated they had a garden and just slightly less, 98.1%, said they had at least one green garden waste bin. Furthermore, 7.7% of all respondents had more than one green waste bin.

Respondents aged 75+ were most likely (12.1%) to have more than one garden waste bin compared to all respondents. Those living in Oakleigh ward were also the most likely to have more than one bin (21.3%) compared to all respondents (7.8%).

1.4.2 **More than half of respondents who have a green waste bin put it out on every collection**

56.3% of respondents who said they have a garden waste bin put their bin out on every collection. A further 15.8% said they put their bin out once a month. Those aged over 45 were more likely to put their bin out for every collection than those who are younger than 45. For example, 71.8% of those aged 75+ put their bin out on every collection compared to 23.0% of 35-44 year olds.

1.4.3 **Just over three quarters of respondents disagree that introducing a charge for only those who use the service is fair**

77.6% of respondents disagreed that it is fair to introduce a charge to only those that use the service, compared with 16.3% who said they agree with it. Respondents aged 18-24 were the most likely to say they agree, with 36.8% saying so.

1.4.4 **Four fifths of respondents oppose the introduction of an annual subscription**

82.1% of respondents opposed the introduction of an annual subscription charge for users of the garden waste service, compared with 12.3% who said they support it.

1.4.5 **Three quarters of respondents don't consider any charge to be fair**

Respondents were asked for their views on what they would consider to be a fair level of charge for the garden waste collection service. 76.4% of respondents said they did not consider any charge to be fair. However, some respondents did suggest different amounts that they thought would be fair with the most common amount of £50 a year being suggested by 14.1% of respondents.

1.4.6 Respondents that opposed the introduction of a charge were asked where they would rather see a change to

Of those that responded, almost a third of respondents (28.5%) said they would prefer to see an increase in Council Tax rather than a charge introduced. A fifth (21.6%) said they would prefer to see a change in another Council service and 12.3% said Environmental services. Other responses included council salaries/expenses/bonuses, better financial management and that the frequency of collections should be reduced.

1.4.7 Three fifths of respondents said they would not continue to use the service if a charge was introduced

Three fifths of respondents (58.9%) said they currently use the service but would not continue to use it if a charge was introduced. However, almost two fifths of respondents (37.4%) said they currently use the service and would continue to use it if a charge was introduced.

1.4.8 Current users of the service who said that they would not use it if a charge was introduced would deal with their garden waste in a variety of ways

A quarter (26.7%) of respondents that would not pay for the service said they would take their garden waste to the Reuse and Recycling Centre at Summers Lane and a further 14.5% said they would compost their garden waste at home. A further 8.3% said they would share their neighbour's garden waste bin. However, of those that said they would not pay for the service, nearly a quarter (23.3%) said they would put it in the general waste bin. 16.1% said they would dump it/fly tip it and a further 14.9% said they would burn it.

1.4.9 The majority of respondents who said they would consider using a chargeable service would be able to sign up online

87.3% of respondents said they would be able to sign up online for the service, whether directly or with the support from a family member, friend or neighbour. 6.4% of respondents said they would not be able to sign up online, 6.4% said they were unsure.

1.4.10 General 'other' comments were largely opposed to the proposal of charging

Given the opportunity to provide any other comments, respondents were largely opposed to the introduction of charging for garden waste. Nearly a quarter (23.9%) of respondents to the question commented that charging for the service will encourage people to fly tip and illegally dispose of their waste. There was concern amongst one fifth (19.7%) of those responding to this question that they already pay Council Tax and should not have to pay extra.

15.8% of respondents commented that savings or revenue should be made elsewhere and/or there should be better financial management and 14.6% of respondents commented that the proposed charges are excessive and unaffordable, and a fairer charging system should be used.

A small percentage (2.2%) of respondents said introducing a charge was a good idea and they were happy to pay a charge.

2. Introduction and Methodology

2.1 Background

- 2.1.1 Barnet Council needs to make savings of over £70 million over the next five years in order to have a balanced budget, with Environmental Services needing to contribute £15.1 million towards this savings target. Charging for garden waste collections has the potential to save in excess of £800,000 a year and will enable the Council to continue to invest in improvements to its services.
- 2.1.2 The garden waste collection service is an opt-in service and does not need to be provided by law. Approximately 58% of street-level properties use the service and the Council is now considering introducing a charge, similar to other local authorities, to residents that use the service.
- 2.1.3 As part of the decision-making process, Barnet Council undertook a consultation with residents to establish their views on the introduction of a charge for garden waste collections.
- 2.1.4 Following the consultation, the Council commissioned Enventure Research to undertake the coding of the open-ended responses and analysis of the results.

2.2 Summary of method

- 2.2.1 The consultation ran for six weeks from 10 October – 22 November 2019 and consisted of an online questionnaire published on engage.barnet.gov.uk together with information detailing the background of the proposal. Paper copies were also available in all Barnet libraries and an easy-read version was available on request as well as provided to an adults with learning difficulties group to complete.
- 2.2.2 The garden waste consultation was widely promoted by Barnet Council through the following methods:
- Council website pages
 - Press release
 - Social media campaign via Twitter and Facebook
 - Libraries and leisure centres – poster campaign
 - Barnet First e-newsletter
 - Community Barnet newsletter
 - Communities Together Network bulletin
 - Email to Friends of Parks and allotments groups
 - Advert in Barnet Times (print and online).

2.3 Response to the consultation

- 2.3.1 A total of 6517 questionnaires were completed:
- 6,335 questionnaires were completed online via Engage Barnet
 - 172 paper versions of the questionnaire were completed
 - 10 easy-read paper questionnaires were completed
- 2.3.2 There were also three written responses which did not answer the questions included in the public consultation questionnaire which were received via email.

2.4 Interpreting the Data

2.4.1 This report contains several tables and charts that present the survey results. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table
- Individual percentages are rounded to one decimal point
- The question may have been passed over by the respondent, therefore, the base size may vary slightly by question

2.5 Protected Characteristics

2.5.1 The Council is required by law (the Equality Act 2010) to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups.

2.5.2 The protected characteristics identified in the Equality Act 2010 are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

2.5.3 To assist Barnet Council with the duty under the Equality Act 2010, the Council asked respondents to provide equalities monitoring data and explained that collecting this information helps the authority understand the needs of its different communities and that all personal information is treated in the strictest confidence and stored securely in accordance with its responsibilities under the Data Protection Act 1998.

Summary of protected characteristics

Age (Base 5,150)	Number of respondents	Percentage of respondents
16-17	-	-
18-24	19	0.4%
25-34	257	5.0%
35-44	857	6.6%
45-54	1,094	21.2%
55-64	988	19.2%
65-74	867	16.8%
75+	385	7.5%
Prefer not to say	683	13.3%
Disability (Base 5,085)	Number of respondents	Percentage of respondents
Yes	391	7.7%
No	3,914	77.0%
Prefer not to say	780	15.3%
Gender identity (Base 1,989)	Number of respondents	Percentage of respondents
Yes, it's the same	1,649	82.9%
No, it's different	6	0.3%
Prefer not to say	334	16.8%

Pregnancy and maternity (Base 1,125)	Number of participants	Percentage of respondents
Yes	8	0.7%
No	863	76.7%
Prefer not to say	254	22.6%
Gender (Base 5,153)	Number of participants	Percentage of respondents
Male	1,850	36.0%
Female	2,493	48.3%
Prefer not to say	781	15.2%
Other	29	0.6%
Ethnicity (Base 5,093)	Number of respondents	Percentage of respondents
White	3,357	65.9%
Asian	354	7.0%
Black	62	1.2%
Mixed	72	1.4%
Other	142	2.8%
Prefer not to say	1,106	21.7%
Religion / belief (Base 4,830)	Number of respondents	Percentage of respondents
Bahaa'i	5	0.1%
Buddhist	30	0.6%
Christian	1,342	27.8%
Hindu	121	2.5%
Humanist	30	0.6%
Jain	47	1.0%
Jewish	556	11.5%
Muslim	69	1.4%
No religion	1,079	22.3%
Sikh	10	0.2%
Other religion / belief	76	1.6%
Prefer not to say	1,465	30.3%
Sex (Base 5,143)	Number of participants	Percentage of respondents
Male	1,850	36.0%
Female	2,493	48.3%
Prefer not to say	781	15.2%
Other	29	0.6%
Sexual orientation (Base (5,085)	Number of respondents	Percentage of respondents
Heterosexual	1,265	65.7%
Gay or lesbian	15	0.8%
Bisexual	11	0.6%
Other	14	0.7%
Prefer not to say	619	32.2%

Marriage and civil partnership (Base 4,946)	Number of respondents	Percentage of respondents
Single	372	7.5%
Co-habiting	253	5.1%
Married	2,777	56.1%
Divorced	183	3.7%
Widowed	210	4.2%
In a same sex civil partnership	16	0.3%
Prefer not to say	1,135	22.9%

3. Research Findings

This section details the results from the consultation. Questions are shown in order of the questionnaire and results are shown for all those that answered the question. Analysis has been undertaken showing any significant differences between sub-groups.

3.1 Summary of responses

Figure 2 – Summary of responses

Response	Number of Respondents	Percentage of respondents
Respondents with a garden	6,422	98.6%
Respondents that currently have a garden waste bin	6,280	96.4%
Respondents that use the garden waste collection scheme	6,216	95.4%
Total number of respondents	6,517	100.0%

3.2 Households with a garden

3.2.1 Respondents were asked if their household had a garden. Nearly all (98.6%) said they have a garden. The figure below shows these results.

Sub-group analysis shows that:

- Employed (full time), employed (part time) and self-employed respondents were more likely to have a garden than respondents in full time education (98.4%, 98.5%, 99.3% compared with 85.7%) (Base 5,148)
- Respondents in Colindale ward and Childs Hill ward were the least likely to have a garden compared to other wards (93.9% and 95.5% respectively, compared to the average of 98.9%)

Figure 3 – [Question 1] Does your household have a garden?
Base - 6,515



Response	Percentage	Number of responses
Yes	98.6%	6,422
No	1.4%	93
TOTAL RESPONSES	100%	6,515

3.3 Households with garden waste bins

3.3.1 The majority of respondents (90.3%) said they had one green garden waste bin, with a further 7.7% saying they had more than one bin. The figure below shows these results.

Sub-group analysis shows that:

- Respondents aged 75+ were least likely to have one bin compared to respondents in other age groups (85.6% compared to the average of 90.2%) and more likely to have more than one bin (12.1% compared to the average 7.7%) (Base 5,096)
- Respondents in Oakleigh, Totteridge and Garden Suburb wards were the most likely to have more than one bin (21.3% 13.9% and 16.4% respectively compared to the average 7.8%).

Figure 4 – [Question 2] Does your household currently have a green garden waste bin?
Base - 6,410



Response	Percentage	Number of responses
Yes, one bin	90.3%	5,787
Yes, more than once bin	7.7%	493
No	2.0%	130
TOTAL RESPONSES	100%	6,410

Figure 5 – [Question 2] Does your household currently have a green garden waste bin?
By ward
Base - 5,040

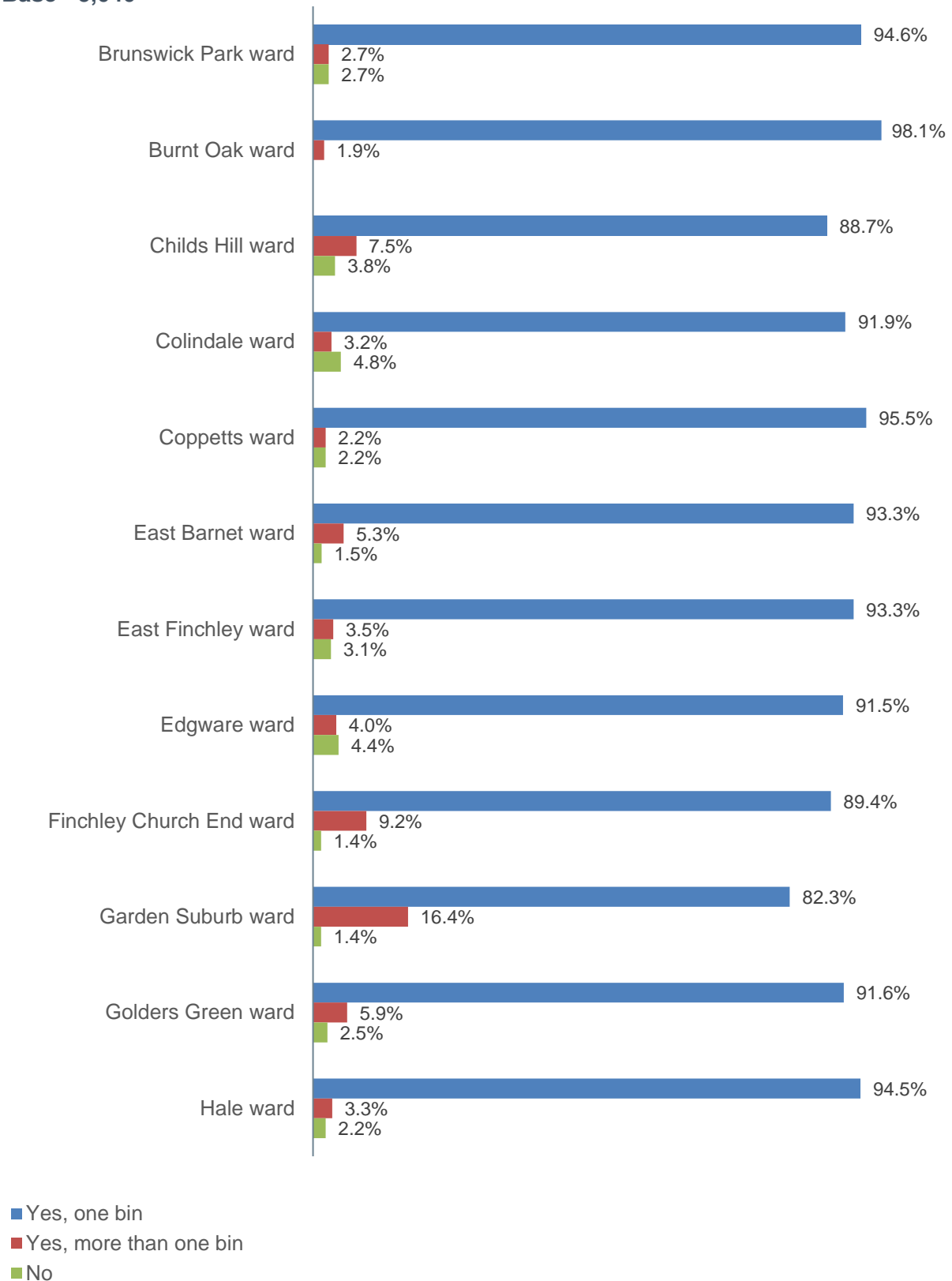
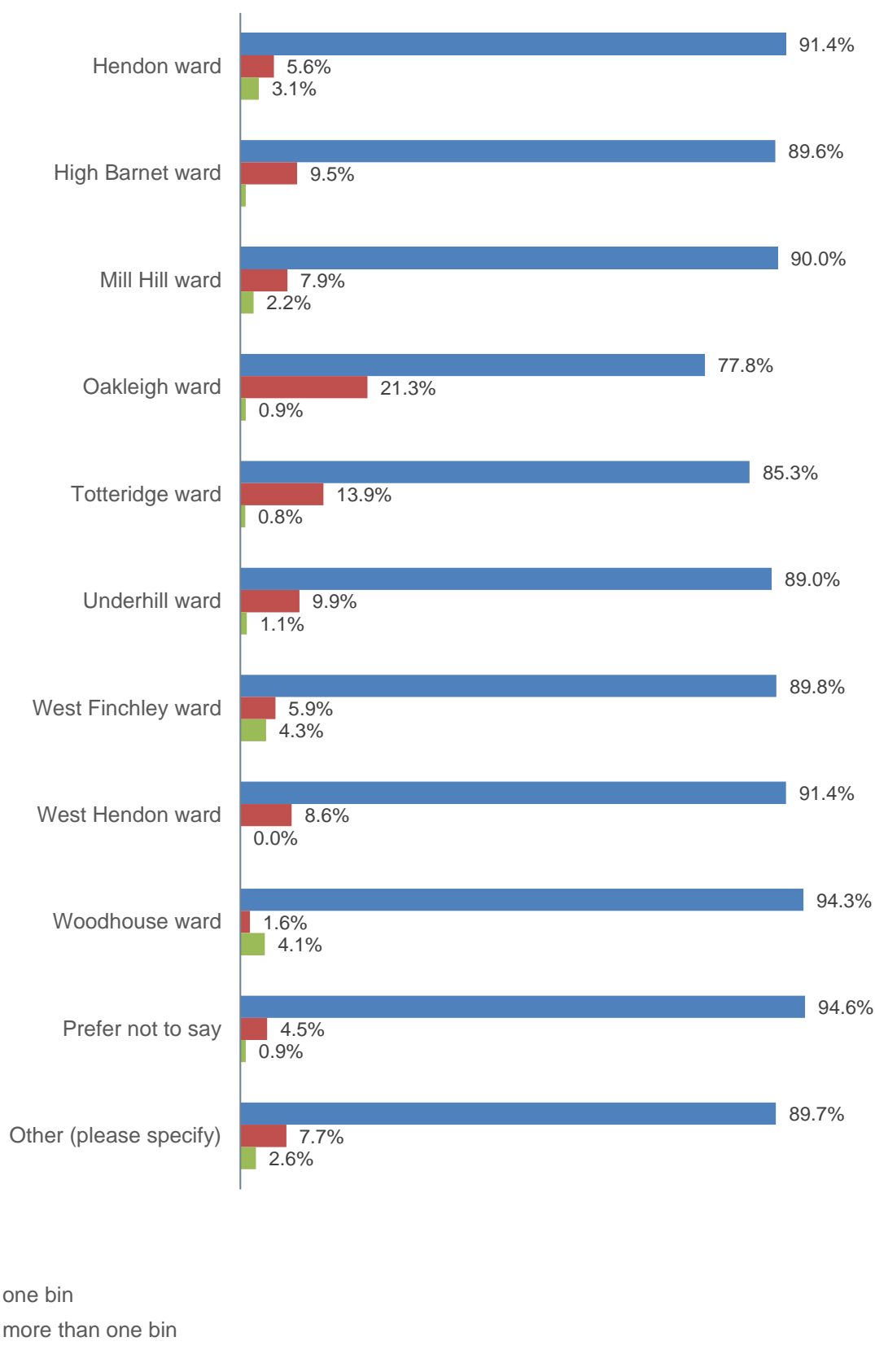


Figure 5 Continued – [Question 2] Does your household currently have a green garden waste bin? By ward



3.4 Use of garden waste bin

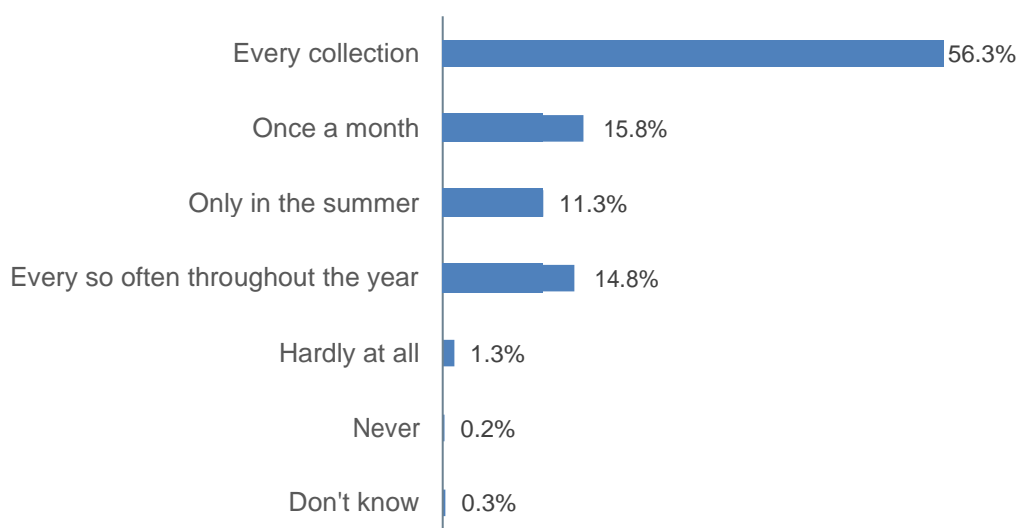
3.4.1 Almost three fifths of respondents (56.3%) put their green garden waste bin out on every collection, with one in six (15.8%) putting it out once a month. One in nine (11.3%) however, said they only put their bin out during the summer and a further 14.8% said they put it out every so often throughout the year. The figure below shows these results.

Sub-group analysis shows that:

- Older respondents were more likely to put their bin out for every collection than younger respondents: 45-54 (50.7%), 55-64 (63.6%), 65-74 (68.6%) and 75+ (71.8%), compared to 25-34 (37.8%) and 35-44 (42.7%) (Base 4,980)
- Younger respondents were more likely to put their bin out once a month: 25-34 (27.9%), 35-44 (23.0%) compared to the average of 15.8% (Base 4,980)

Figure 6 – [Question 3] How often do you, or those in your household, put the green garden waste bin out for collection?

Base - 6,247



Response	Percentage	Number of responses
Every collection	56.3%	3,515
Once a month	15.8%	990
Only in the summer	11.3%	705
Every so often throughout the year	14.8%	924
Hardly at all	1.3%	82
Never	0.2%	10
Don't know	0.3%	21
TOTAL RESPONSES	100%	6,247

3.5 Views on fairness of charging for garden waste to only those that use it

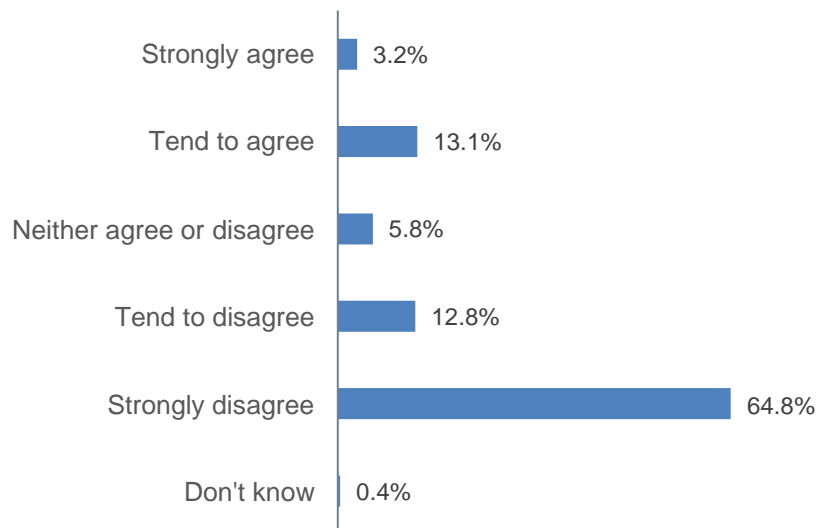
- 3.5.1 Respondents were asked if they agreed or disagreed that it is fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.
- 3.5.2 Just over three quarters of respondents (77.6%) said they disagreed (64.8% strongly disagreed and 12.8% tended to disagree). This compares to 16.3% that said they agreed (3.2% strongly agreeing and 13.1% tending to agree). The figure below shows these results.

Sub-group analysis shows that:

- Respondents aged 18-24 were more likely to say they tended to agree compared to all other age groups (36.8% compared to the average of 12.2%) (Base 5,144)
- There are no significant differences by ward.

Figure 7 – [Question 4] To what extent do you agree or disagree with the following statement: “Given the need for the Council to make savings, is it fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.”

Base - 6,285



Response	Percentage	Number of responses
Strongly agree	3.2%	202
Tend to agree	13.1%	821
Neither agree or disagree	5.8%	362
Tend to disagree	12.8%	806
Strongly disagree	64.8%	4,070
Don't know	0.4%	24
TOTAL RESPONSES	100%	6,285

Figure 8 – [Question 4] To what extent do you agree or disagree with the following statement: “Given the need for the Council to make savings, is it fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.” By ward

Base - 5,097

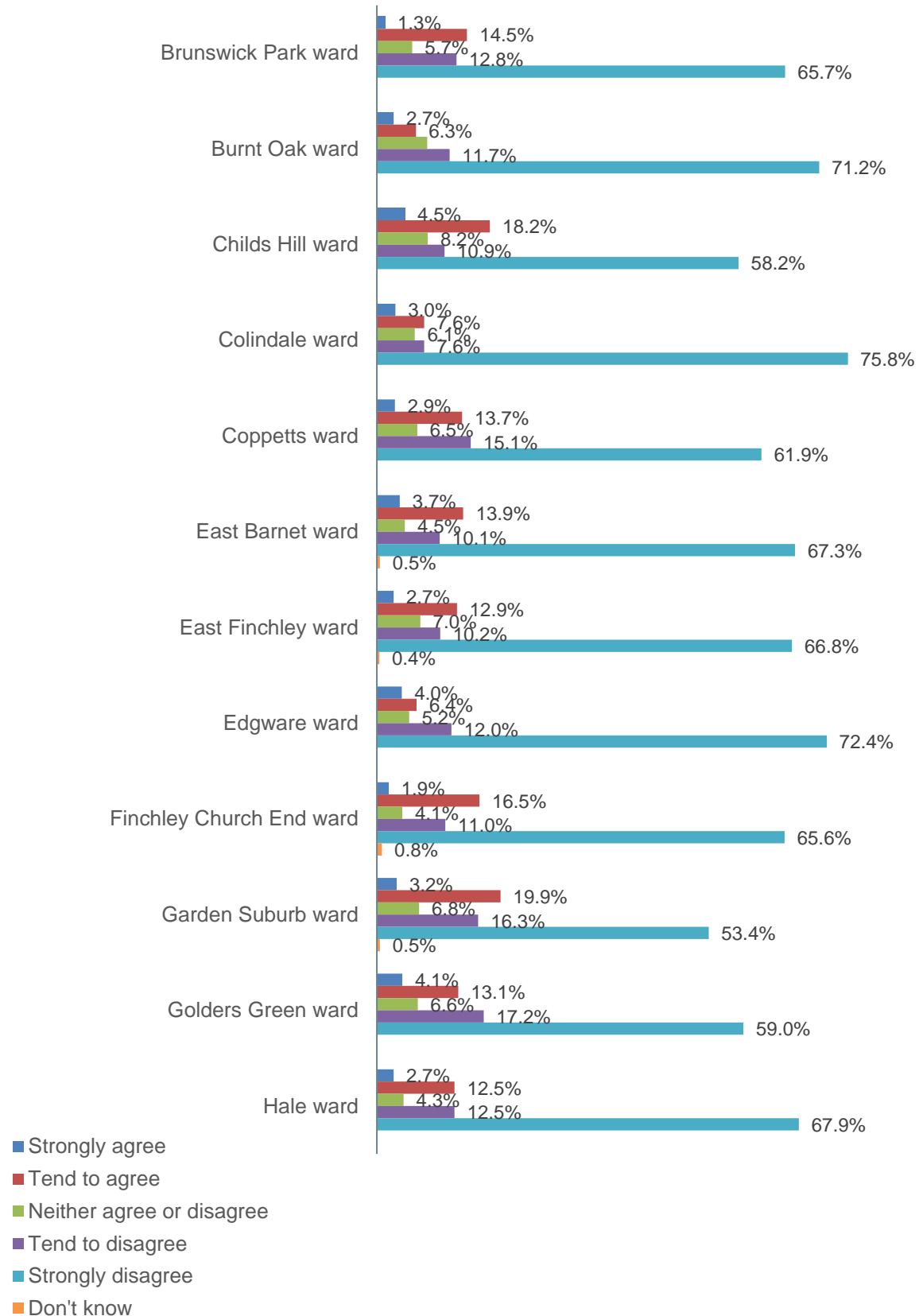
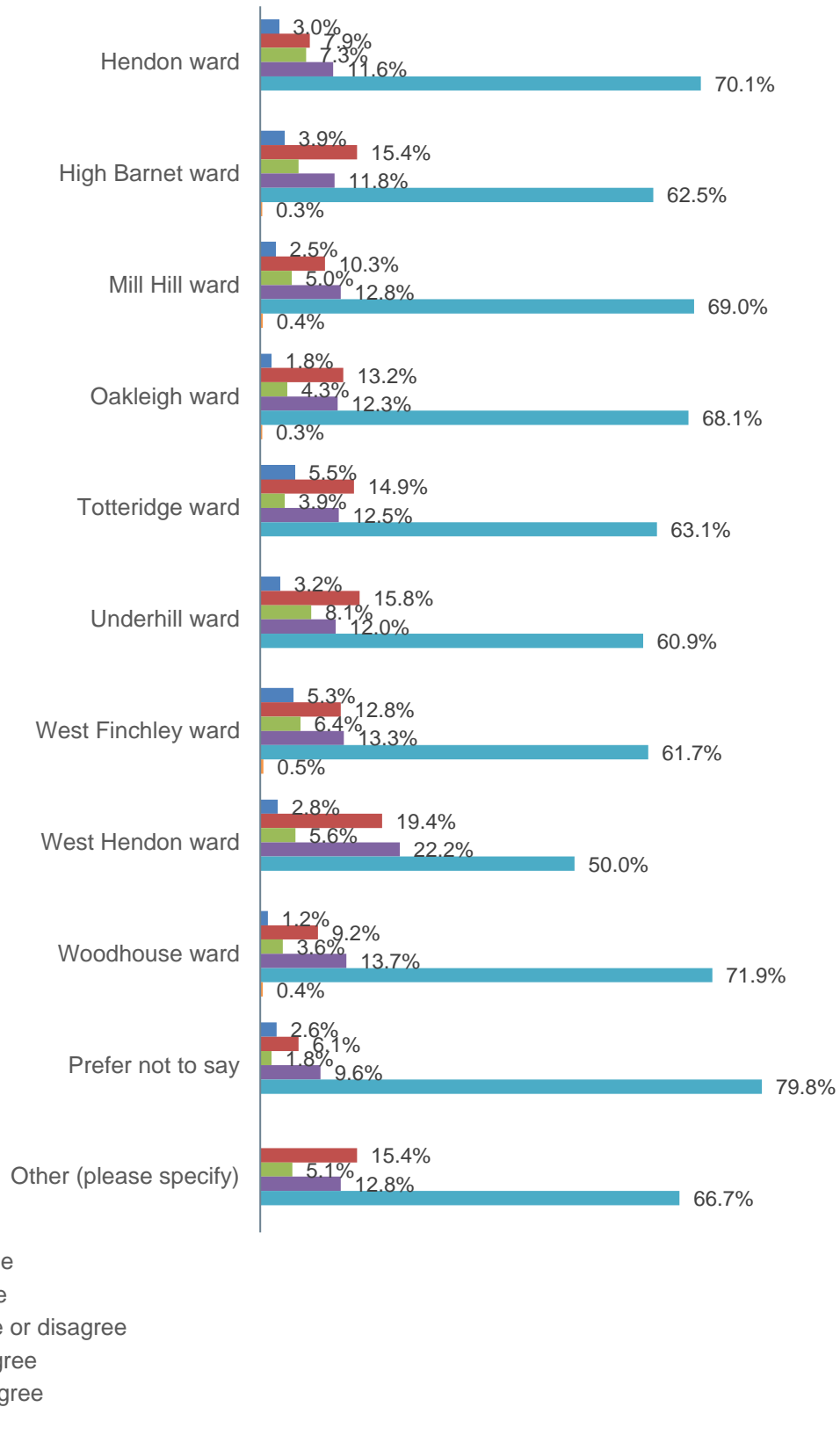


Figure 8 continued – [Question 4] To what extent do you agree or disagree with the following statement: “Given the need for the Council to make savings, is it fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.” By ward
Base – 5,097



3.6 Views on the introduction of an annual subscription charge for users

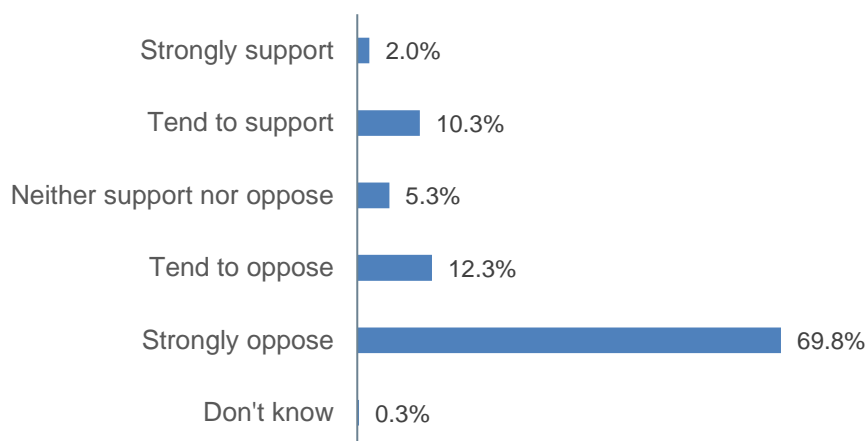
3.6.1 Respondents were asked to what extent they supported or opposed the introduction of an annual subscription charge for users of the garden waste services. Just over four in five (82.1%) respondents opposed the introduction of an annual subscription charge for users of the garden waste service (69.8% strongly oppose and 12.3% tending to oppose). This compares to a much smaller proportion of respondents (12.3%) that said they support it (2.0% strongly support and 10.3% tending to support). Furthermore, 5.3% said they neither support nor oppose the proposal. The figure below shows these results.

Sub-group analysis shows that:

- Male respondents were more likely to strongly oppose the proposal than female respondents (70.6% compared 66.5%) (Base 5,110)
- Respondents aged 35-44 and 45-54 were more likely to strongly oppose the proposal than those aged 55-64, 65-74 and 75+ (76.0% and 74.7% compared to 66.5%, 61.4% and 52.5% respectively) (Base 5,146)
- There are no significant differences by ward.

Figure 9 – [Question 5] Given the need for the Council to make savings, to what extent do you support or oppose the introduction of an annual subscription charge for users of the garden waste service?

Base - 6,287



Response	Percentage	Number of responses
Strongly support	2.0%	128
Tend to support	10.3%	647
Neither support nor oppose	5.3%	331
Tend to oppose	12.3%	773
Strongly oppose	69.8%	4,386
Don't know	0.3%	22
TOTAL RESPONSES	100%	6,287

Figure 10 – [Question 5] Given the need for the Council to make savings, to what extent do you support or oppose the introduction of an annual subscription charge for users of the garden waste service? By ward
Base - 5,097

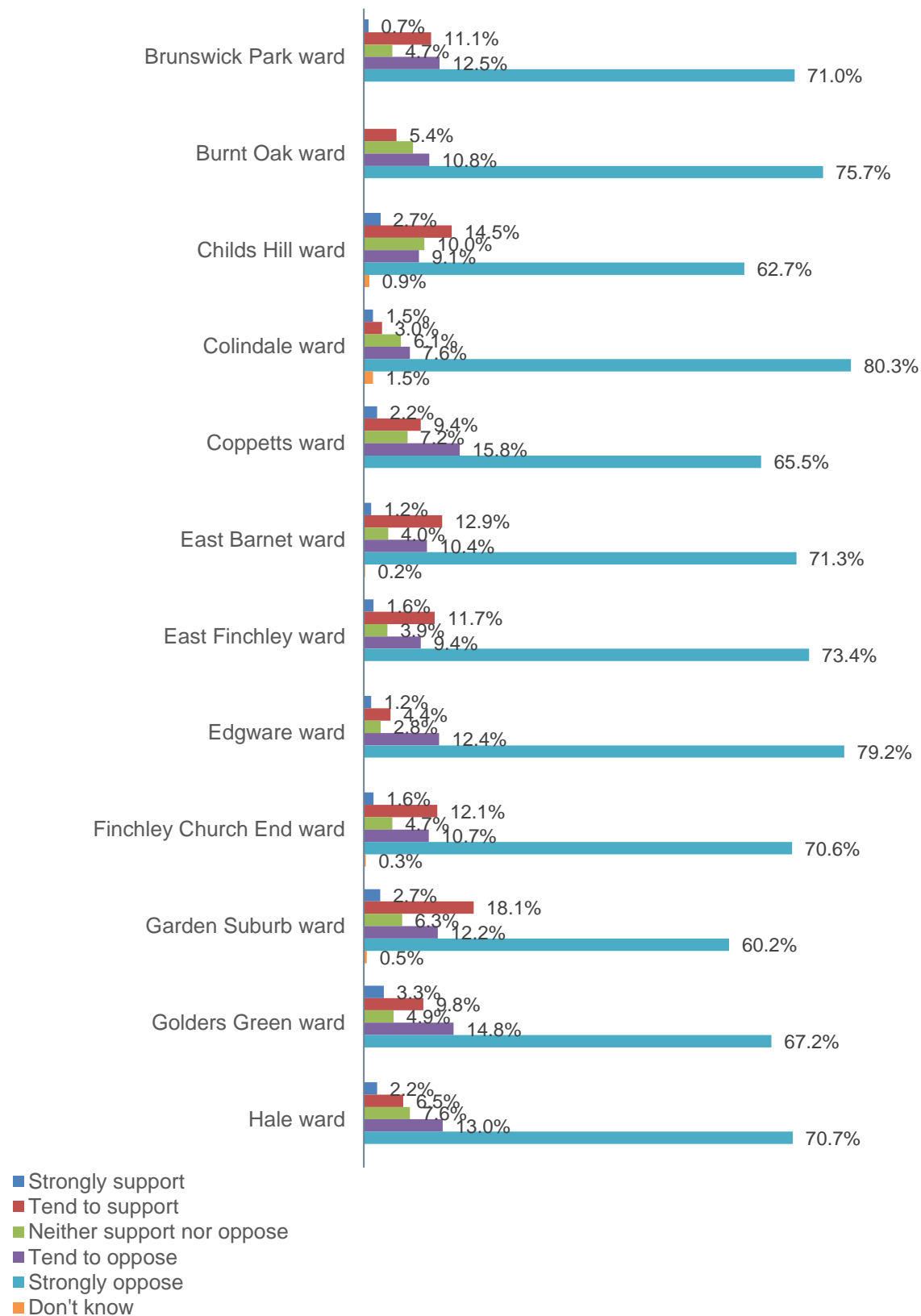
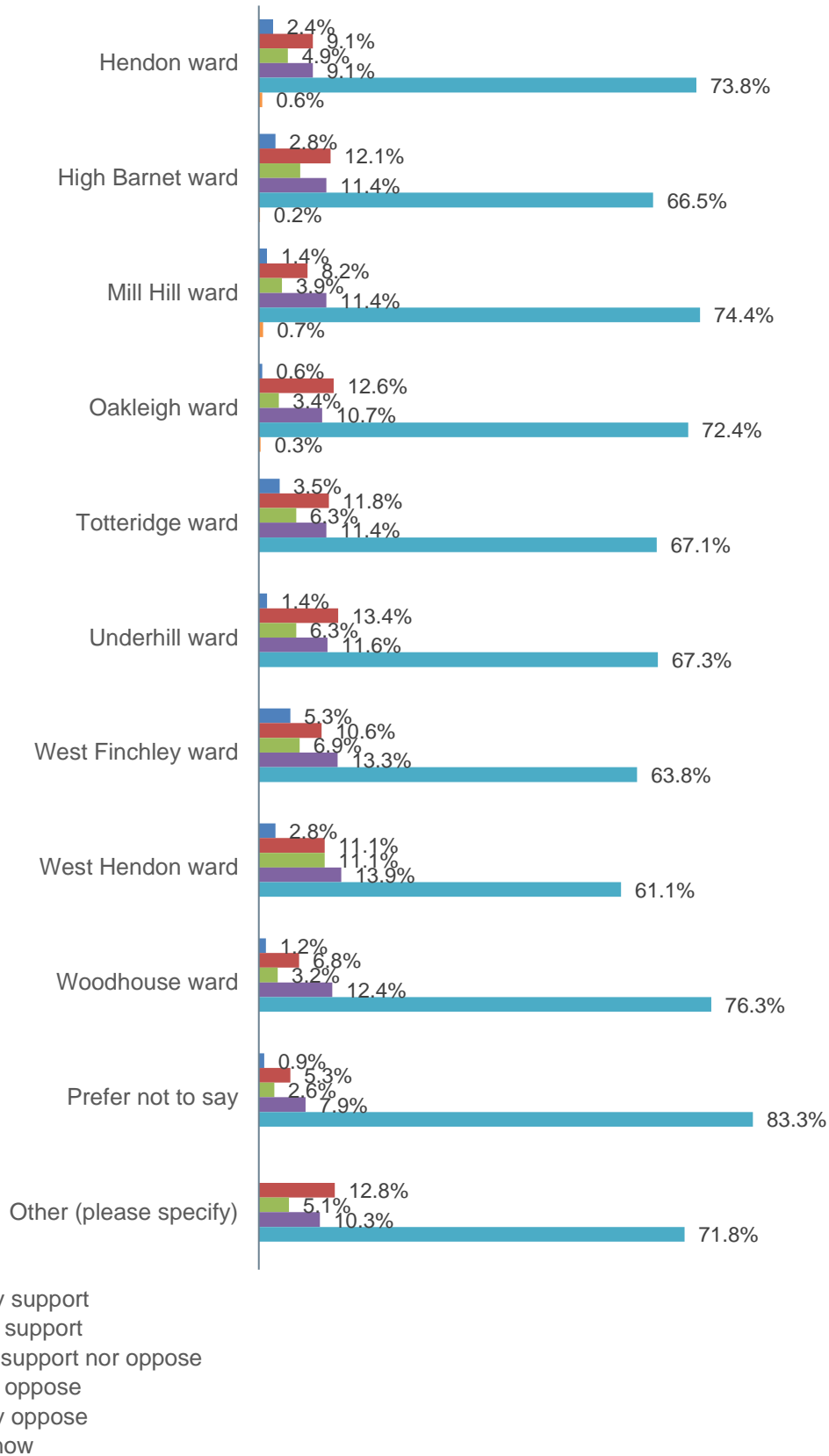


Figure 10 *continued* – [Question 5] Given the need for the Council to make savings, to what extent do you support or oppose the introduction of an annual subscription charge for users of the garden waste service? By ward
Base – 5,097



3.7 Views on what is a fair charge for the garden waste collection service

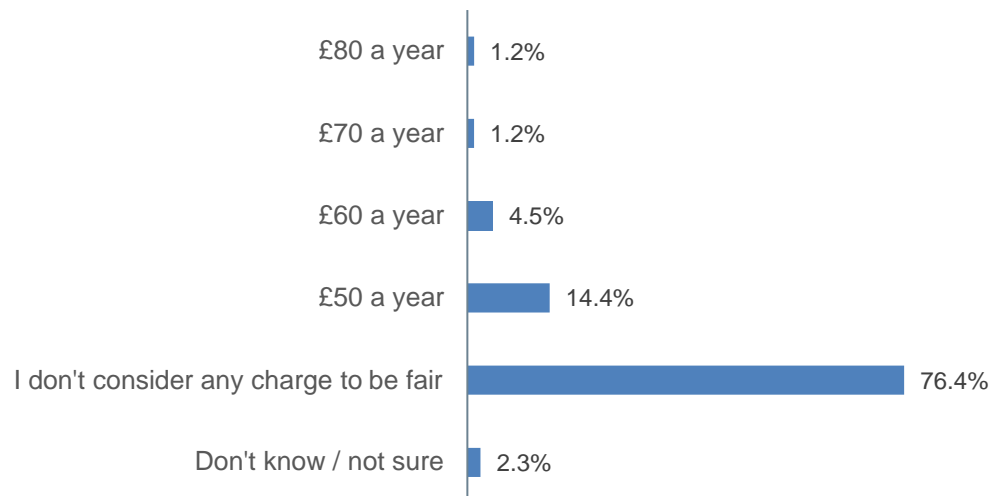
3.7.1 When asked to consider what a fair charge for the fortnightly garden waste collection service would be, three-quarters of respondents (76.4%) said they did not consider any charge to be fair. Of the monetary values explored, the cheapest option was the most common (£50 at 14.4%). The proportion of respondents selecting each value decreased as the cost increased (£60 at 4.5%, £70 at 1.2% and £80 at 1.2%).

Sub-group analysis shows that:

- Respondents aged 35-44 and 45-54 were more likely to say they did not consider any charge to be fair than respondents aged 55-64, 65-74 and 75+ (80.7% and 79.2% compared to 73.9%, 68.9% and 60.0% respectively) (Base 5,146)
- Widowed respondents (marital status) were more likely to say that £50 a year was fair than single, co-habiting and married respondents (22.9% compared to 14.2%, 15.1% and 15.2% respectively) (Base 4,943)
- There are no significant differences by ward.

Figure 11 – [Question 6] In London, some boroughs have charged up to £80 a year for garden waste collections. What would you consider to be a fair charge for the fortnightly garden waste collection service in Barnet?

Base - 6,285



Response	Percentage	Number of responses
£80 a year	1.2%	77
£70 a year	1.2%	77
£60 a year	4.5%	285
£50 a year	14.4%	903
I don't consider any charge to be fair	76.4%	4,799
Don't know / not sure	2.3%	144
TOTAL RESPONSES	100%	6,285

Figure 12 - [Question 6] In London, some boroughs have charged up to £80 a year for garden waste collections. What would you consider to be a fair charge for the fortnightly garden waste collection service in Barnet? By ward
Base - 5,098

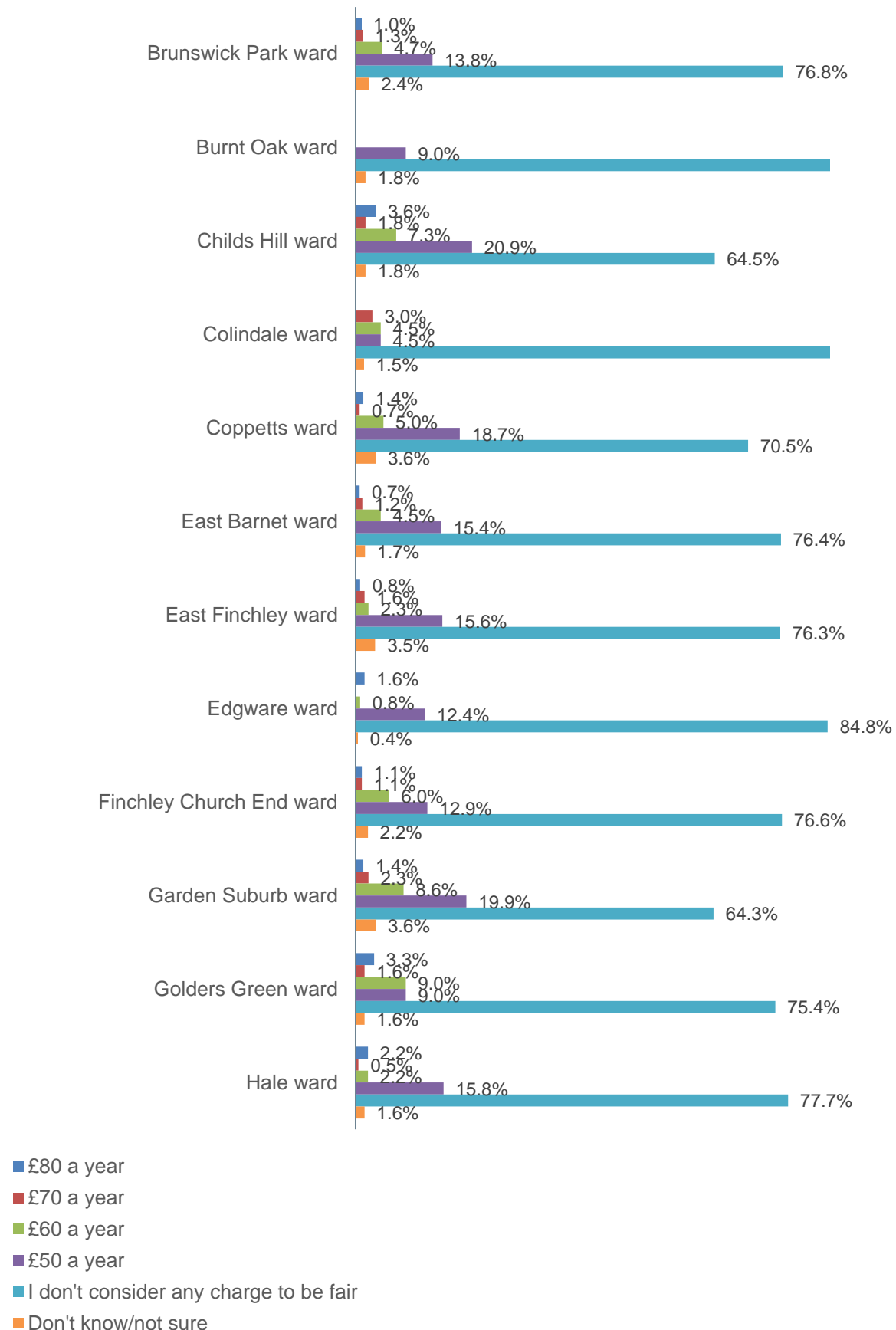
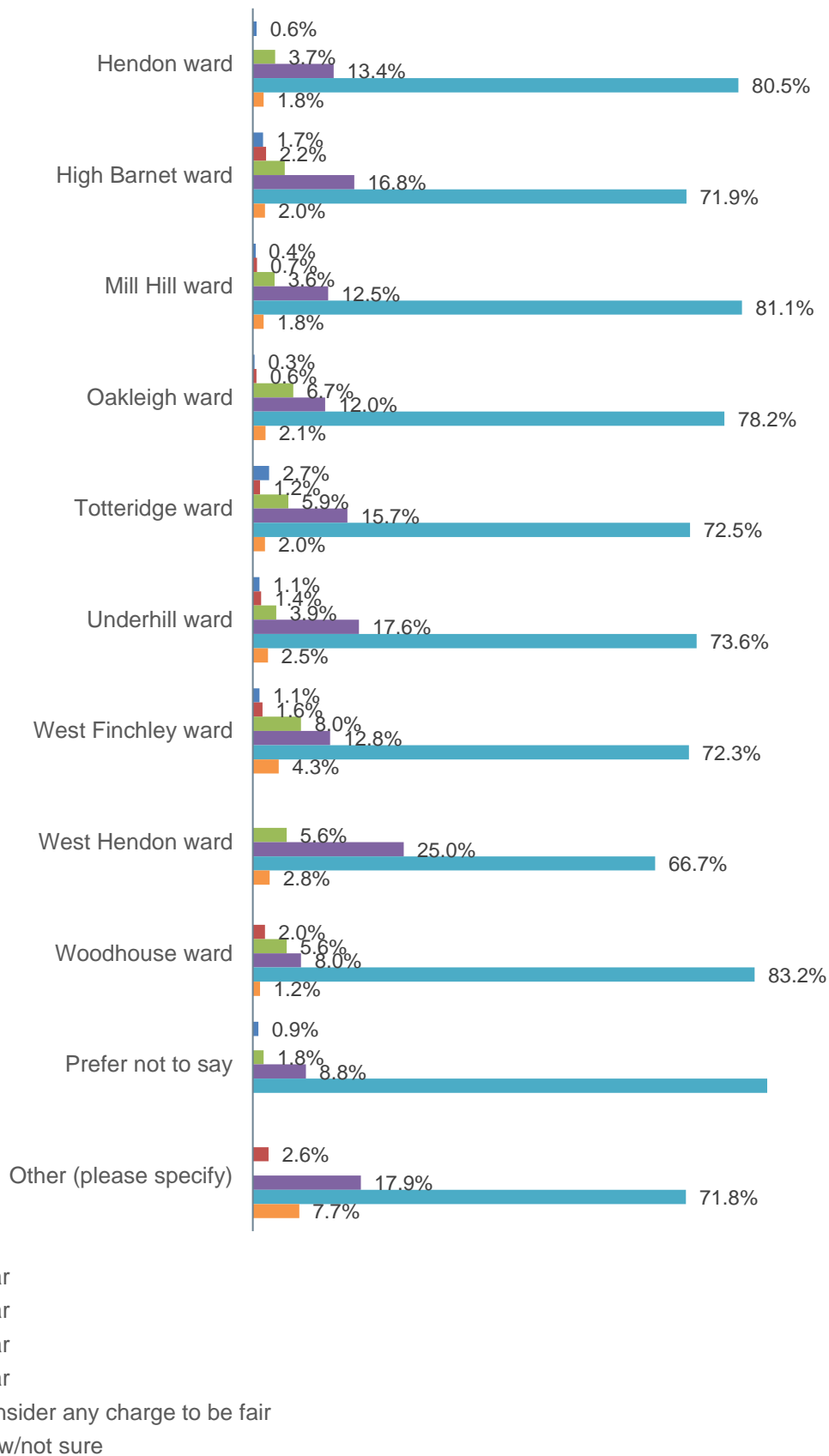


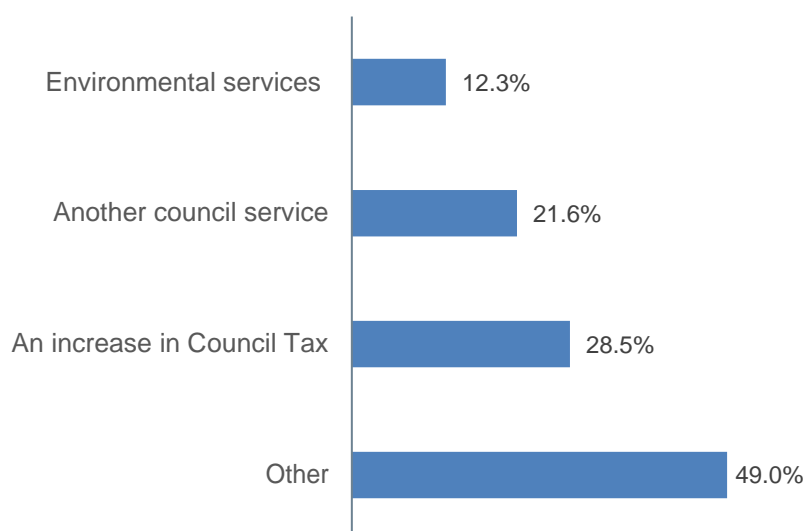
Figure 12 *continued* - [Question 6] In London, some boroughs have charged up to £80 a year for garden waste collections. What would you consider to be a fair charge for the fortnightly garden waste collection service in Barnet? By ward
Base – 5,098



3.8 Alternative options to introducing a charge for the garden waste service

- 3.8.1 Respondents who said they opposed the introduction of a charge were asked which area they would rather see a change to. Just over a quarter of respondents (28.5%) said they would prefer to see an increase in Council Tax. One in eight (12.3%) said they would prefer to see a change in Environmental services and a further 21.6% said another Council service. Half (49.0%) of respondents provided another response. The figure below shows these results.
- 3.8.2 There are no significant differences when sub-group analysis is undertaken by demographic and protected characteristics or by ward.

Figure 13 – [Question 7] If you oppose the introduction of a charge which of the following areas would you rather see a change to? This may include a change to the current budget available and the breadth of frequency of service provision.
Base - 4,768 (Respondents were able to choose more than one option)



Response	Percentage	Number of responses
Environmental services	12.3%	587
Another Council service	21.6%	1,028
An increase in Council tax	28.5%	1,357
Other	49.0%	2,335
TOTAL RESPONSES	100%	4,768

Figure 14 – [Question 7] If you oppose the introduction of a charge which of the following areas would you rather see a change to? This may include a change to the current budget available and the breadth of frequency of service provision. By ward Base - 4,161

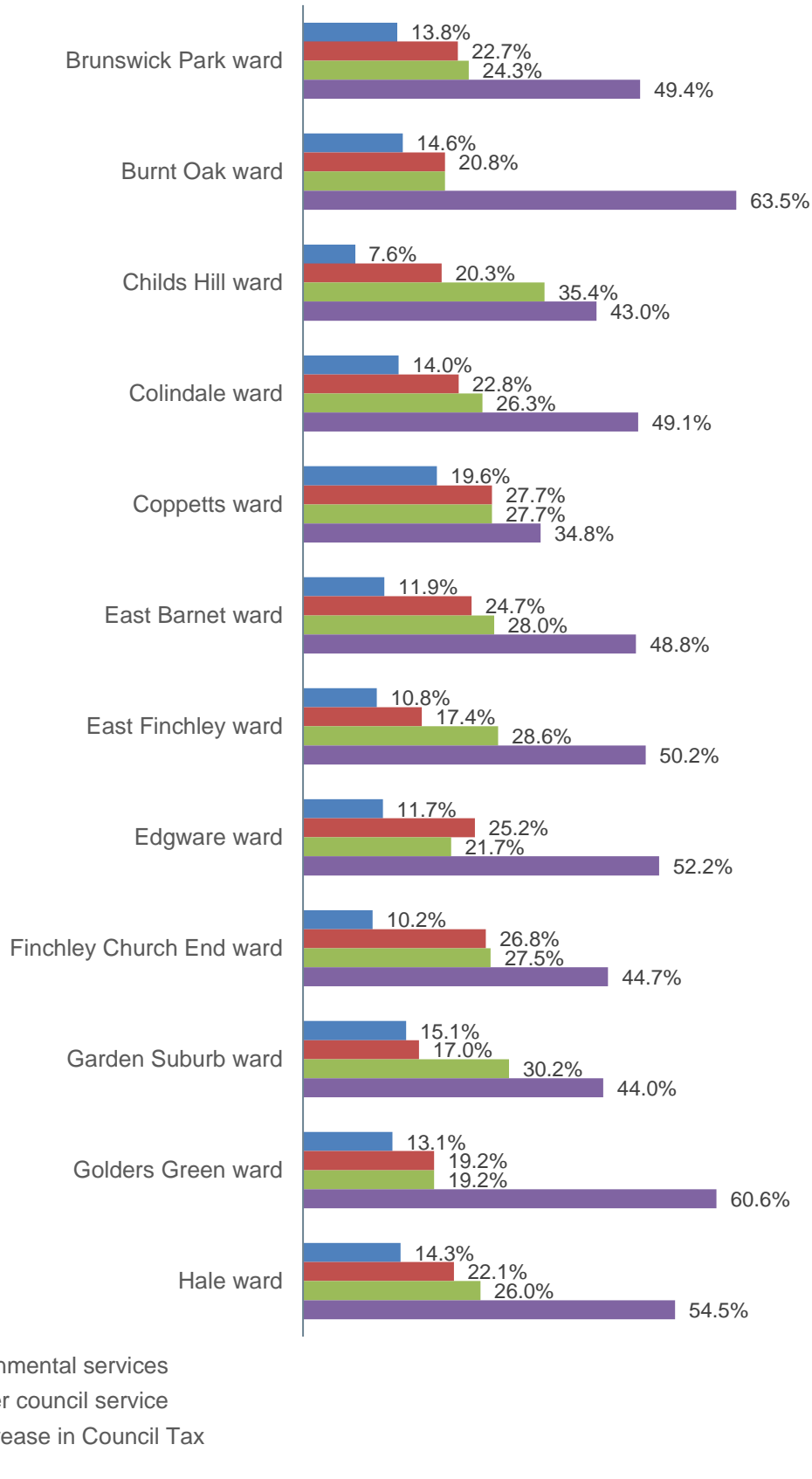
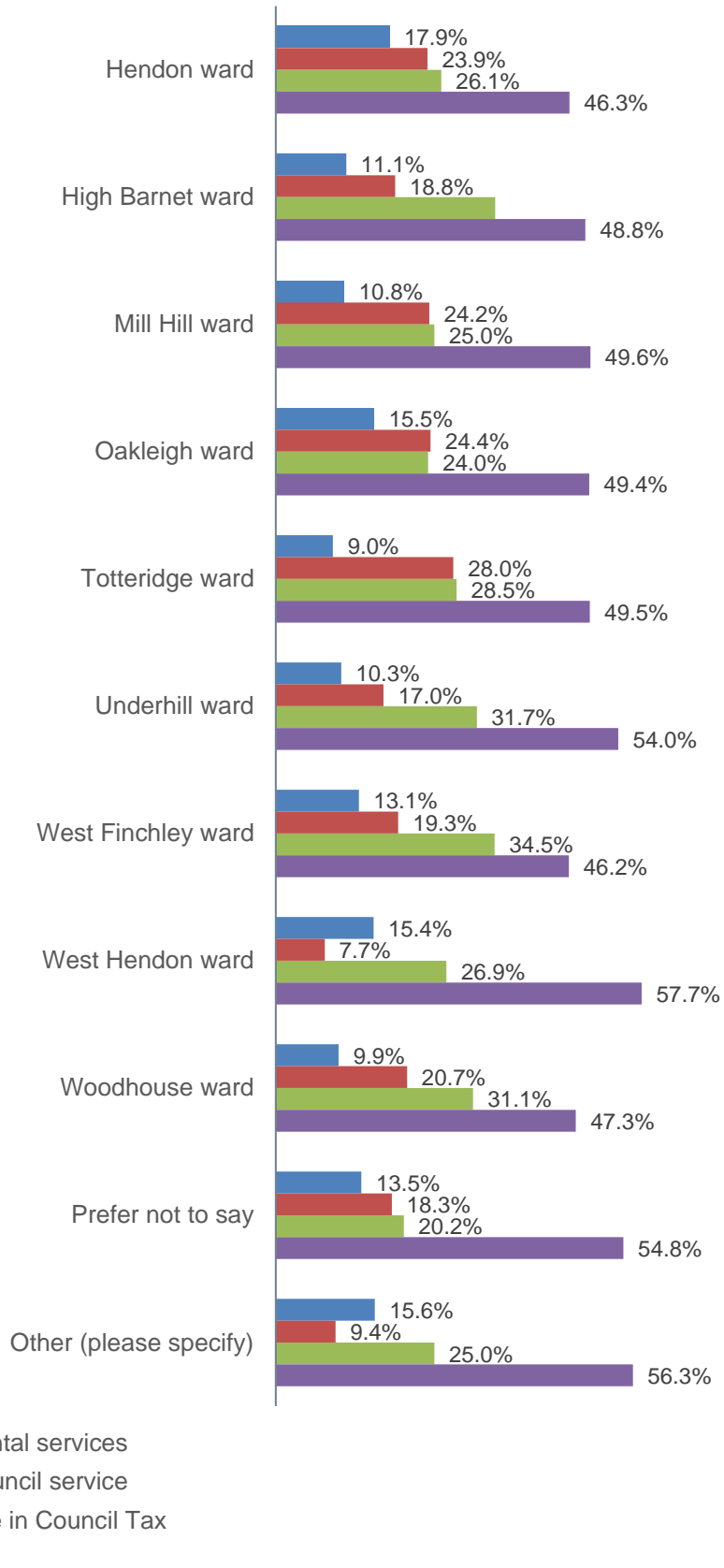


Figure 14 *continued* – [Question 7] If you oppose the introduction of a charge which of the following areas would you rather see a change to? This may include a change to the current budget available and the breadth of frequency of service provision. By ward
Base – 4,161

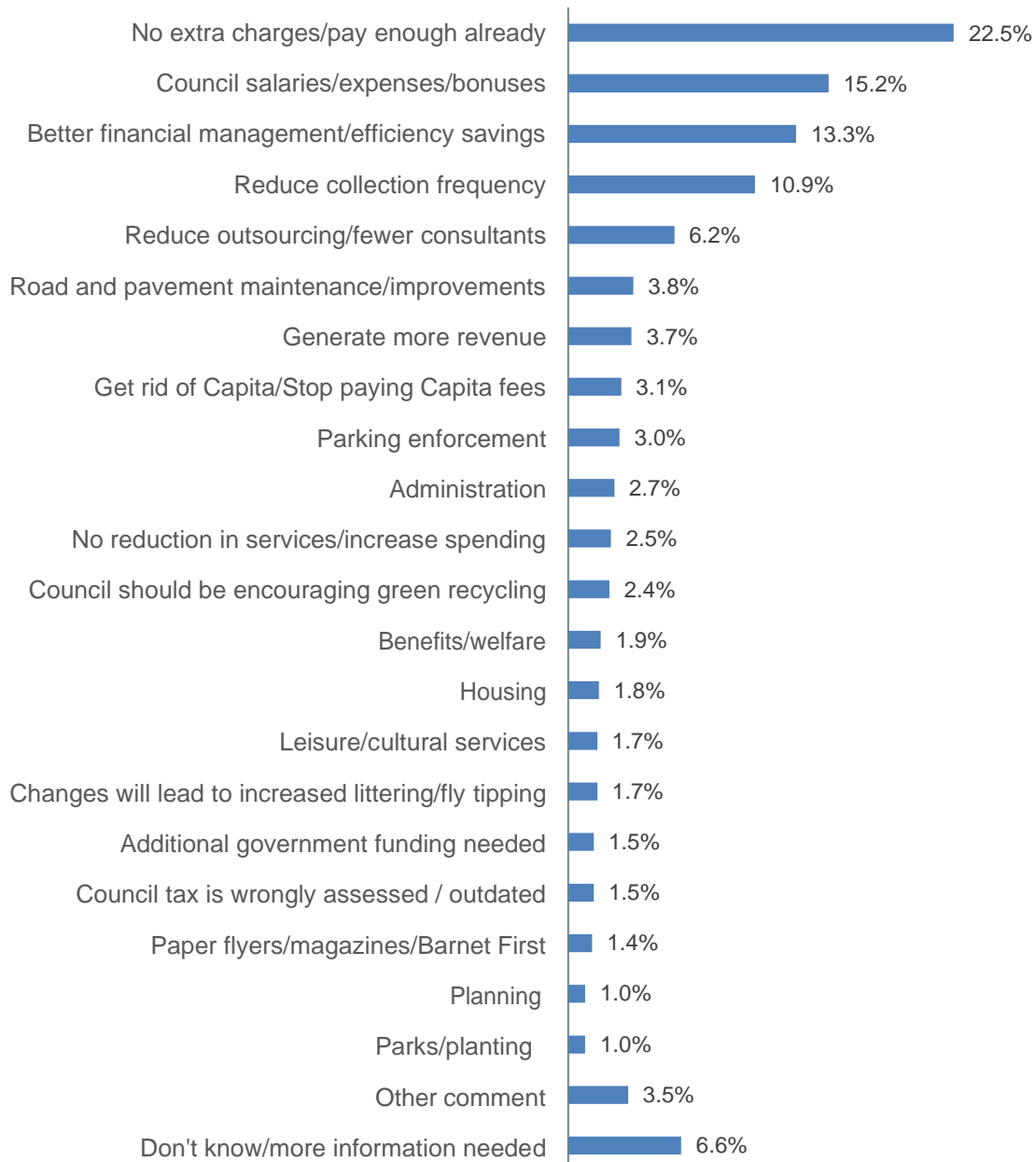


3.8.3 Other responses (Q7)

3.8.4 Respondents could also provide free text suggestions to the 'other' response to which area they would rather see a change to. In total 2,229 respondents made suggestions. These have been thematically coded and are displayed in the chart below. As shown in the table below, of the respondents that provided a response, the most common response given by 22.5%, was that no extra charge charges should be made / they pay enough already. The second most common response was that any council salaries / expenses / bonuses should change (15.2%).

3.8.5 There are no significant differences when sub-group analysis is undertaken with the demographic / protected characteristics or by ward.

Figure 15 – [Question 7 - other] If you oppose the introduction of a charge which of the following areas would you rather see a change to? This may include a change to the current budget available and the breadth of frequency of service provision.
Base – 'Other' responses to Q7 (2,229) – only showing responses of 1% or more



The table below shows all responses (including those less than 1%).

Response	Percentage	Number of responses
No extra charges/pay enough already	22.5%	501
Council salaries/expenses/bonuses	15.2%	338
Better financial management/efficiency savings	13.3%	297
Reduce collection frequency	10.9%	244
Reduce outsourcing/fewer consultants/more services in-house	6.2%	138
Road and pavement maintenance/improvements	3.8%	85
Generate more revenue (e.g. from fines, selling composted waste, reclaiming unpaid tax)	3.7%	83
Get rid of Capita/Stop paying Capita fees	3.1%	69
Parking enforcement	3.0%	67
Administration	2.7%	61
No reduction in services/increase spending	2.5%	56
Council should be encouraging green recycling/food waste collection	2.4%	53
Benefits/welfare	1.9%	42
Housing	1.8%	41
Leisure/cultural services	1.7%	38
Changes will lead to increased littering/fly tipping	1.7%	38
Additional government funding needed	1.5%	33
Council tax is wrongly assessed / outdated	1.5%	33
Paper flyers/magazines/Barnet First	1.4%	31
Planning	1.0%	23
Parks/planting	1.0%	23
Social care/services	0.9%	21
Community projects/grants	0.8%	17
MP salaries/expenses	0.8%	17
Switch off street lights / change to LED	0.8%	17
Marketing/advertising/PR	0.6%	14
Mayoral/ceremonial expenses	0.6%	14
Education/schools/childcare	0.5%	12
Traffic wardens	0.5%	12
Translation services	0.3%	6
Charitable/aid spending	0.1%	3
Other comment	3.5%	79
Don't know/more information needed	6.6%	146

3.9 Views on alternative service areas where the Council could make savings

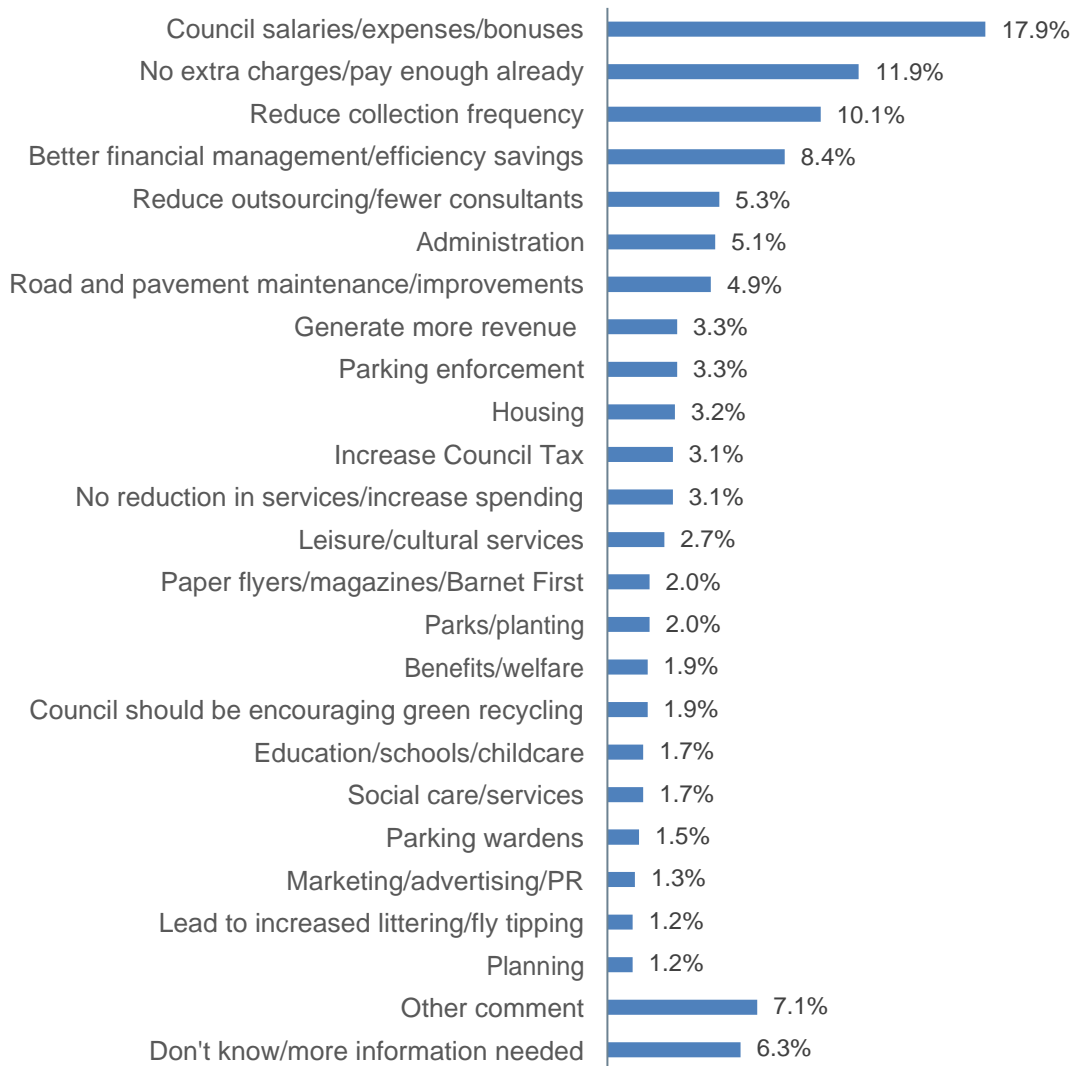
3.9.1 Those who previously suggested that the Council should make savings in another area were invited to provide suggestions. The most common response provided by those respondents that answered this question, was that savings should be made by reducing council salaries, expenses and bonuses (17.9% of respondents). One in eight respondents (11.9%) said that no extra charge should be introduced and that they already pay enough [council tax]. However, one in ten (10.1%) respondents suggested that the Council reduce the frequency of collections to help pay for the garden waste collection service.

Sub-group analysis shows that:

- Older respondents (aged 65-74 and 75+) were more likely to suggest a reduction in the frequency of collections than younger respondents (aged 35-44 and 45-54)

Figure 16 – [Question 8 - other] Please write in the service area where you would prefer the Council to make saving(s).

Base – Other responses (2,589) – only showing responses of 1% or more



The table below shows all responses (including those less than 1%).

Response	Percentage	Number of responses
Council salaries/expenses/bonuses	17.9%	463
No extra charges/pay enough already	11.9%	307
Reduce collection frequency	10.1%	261
Better financial management/efficiency savings	8.4%	218
Don't know/more information needed	6.3%	163
Reduce outsourcing/fewer consultants/more services in-house	5.3%	136
Administration	5.1%	133
Road and pavement maintenance/improvements	4.9%	127
Generate more revenue (e.g. from fines, selling composted waste, reclaiming unpaid tax)	3.3%	85
Parking enforcement	3.3%	85
Housing	3.2%	82
Increase Council Tax	3.1%	81
No reduction in services/increase spending	3.1%	79
Leisure/cultural services	2.7%	69
Paper flyers/magazines/Barnet First	2.0%	53
Parks/planting	2.0%	51
Benefits/welfare	1.9%	50
Council should be encouraging green recycling/food waste	1.9%	49
Education/schools/childcare	1.7%	45
Social care/services	1.7%	44
Parking wardens	1.5%	39
Marketing/advertising/PR	1.3%	34
Changes will lead to increased littering/fly tipping	1.2%	32
Planning	1.2%	30
General waste	0.9%	24
Translation services	0.8%	20
Community projects/grants	0.7%	19
Additional government funding needed	0.7%	17
Mayoral/ceremonial expenses	0.5%	14
MP salaries/expenses	0.5%	13
Environmental services	0.5%	12
Street Cleaning	0.4%	10
Policing	0.2%	6
Charitable/aid spending	0.2%	5
Youth services	0.1%	3
Other comment	7.1%	185
TOTAL RESPONSES	100%	3,044

3.10 Future use of the service if it is charged for

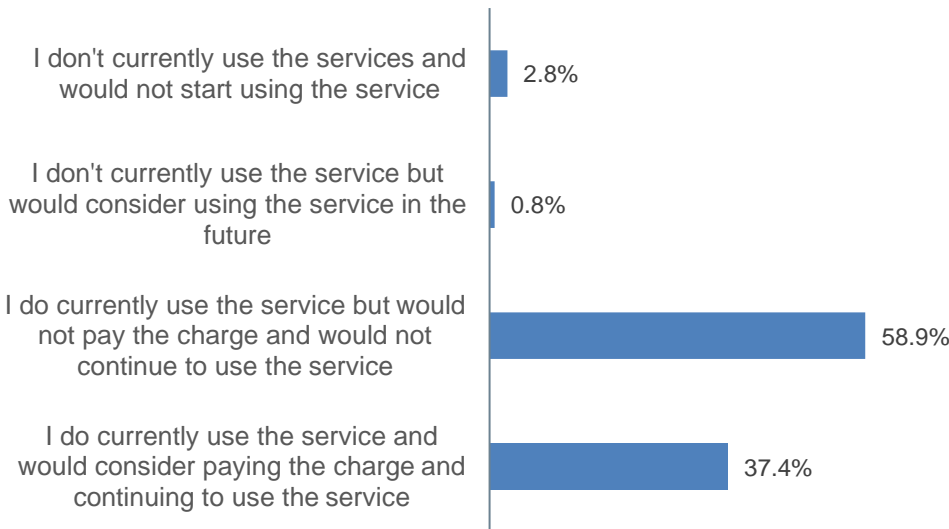
3.10.1 Respondents were asked if they thought they would use the collection service if a charge was introduced. Three fifths of respondents (58.9%) said that they would not continue to use the service, even though they currently use it. In contrast, almost two fifths of respondents (37.4%) said they would continue to use it.

3.10.2 Furthermore, 2.8% of respondents said they don't currently use the service and would not start using the service if a charge was introduced and 0.8% who don't currently use the service said they would consider using it in the future. The figure below shows these results.

Sub-group analysis shows that:

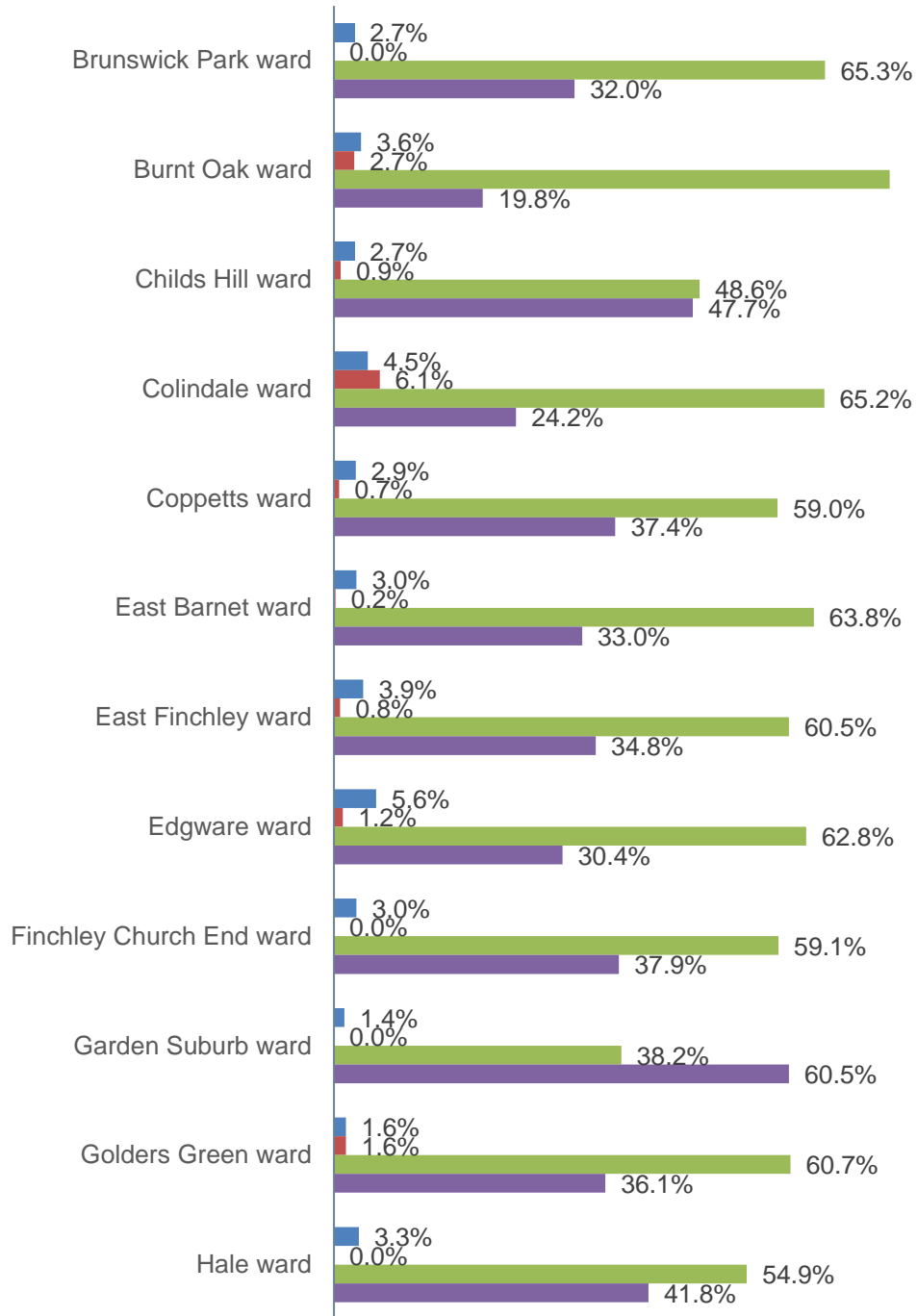
- Older respondents who currently use the service were more likely to consider paying for the service than younger respondents: Respondents aged 75+ (60.6%) and 65-74 (49.9%) compared to those aged 18-24 (15.8%), 25-34 (23.7%) 35-44 (30.7%) and 45-54 (32.0%)
- Respondents that are wholly retired from work were more likely to say that they currently use the service and would consider paying for it when compared to all respondents (52.2% compared to the average of 36.6%)
- Unemployed respondents were more likely to say they would not pay if a charge was introduced and would not continue to use the service (73.9% compared to the average of 59.9%)
- Respondents in Garden Suburb ward who currently use the service were more likely to say they would pay for the service (60.5%) compared to the average of 36.7% (Base 5,090)
- Respondents in Burnt Oak ward who currently use the service were more likely to say they would not pay for the service (73.9%) compared to the average of 59.7% (Base 5,090)

Figure 17 – [Question 9] Now that you have considered our proposal in full and the different options, we would like to ask how you think you would use the service in the future if a charge was introduced for garden waste collection?
Base - Respondents that would not use the service 5,819



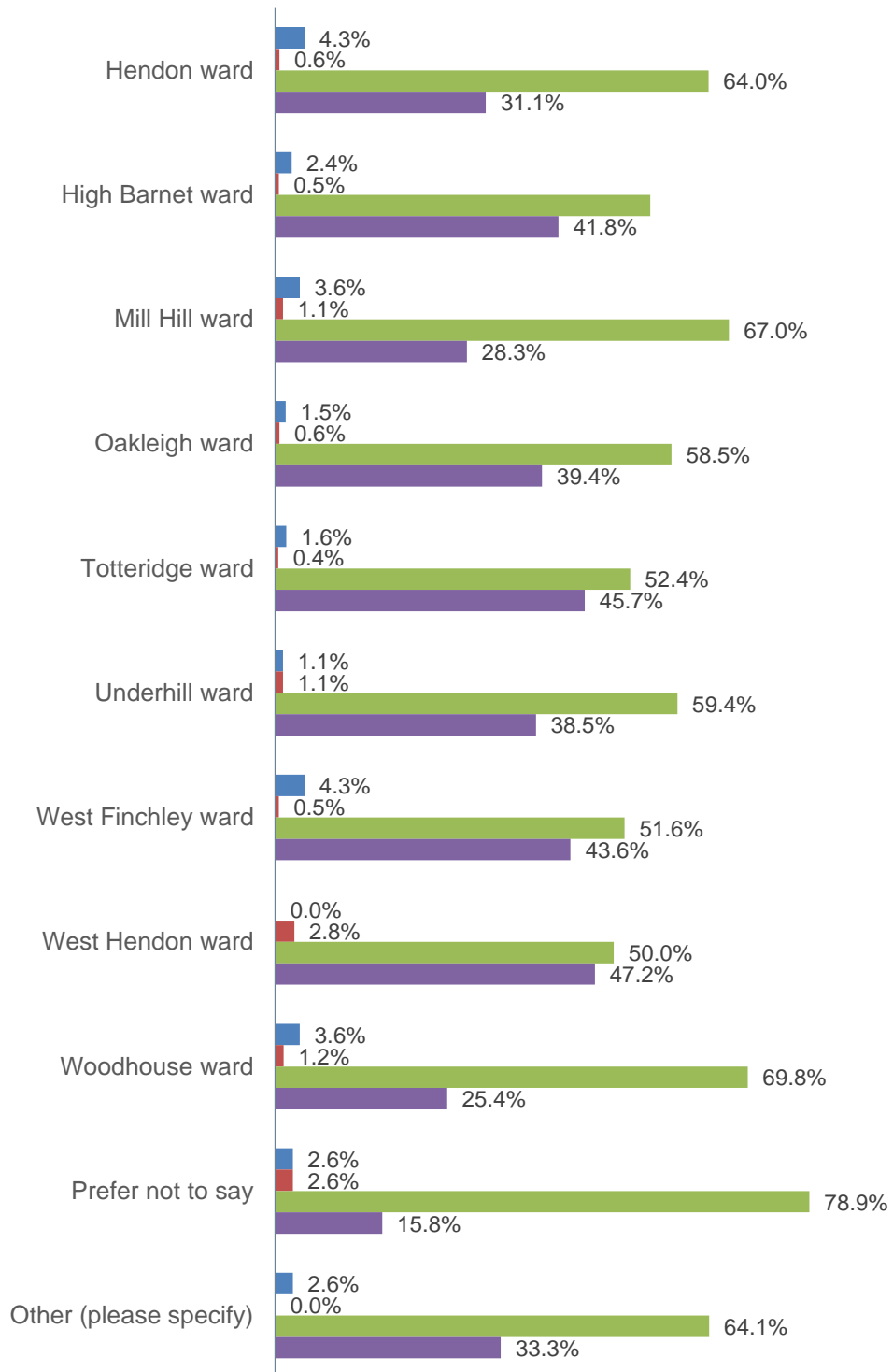
Response	Percentage	Number of responses
I don't currently use the services and would not start using the service	2.8%	587
I don't currently use the service but would consider using the service in the future	0.8%	1,028
I do currently use the service but would not pay the charge and would not continue to use the service	58.9%	1,357
I do currently use the service and would consider paying the charge and continuing to use the service	37.4%	2,335
TOTAL RESPONSES	100%	5,819

Figure 18 – [Question 9] Now that you have considered our proposal in full and the different options, we would like to ask how you think you would use the service in the future if a charge was introduced for garden waste collection? By ward
Base - 5,090



- I don't currently use the services and would not start using the service
- I don't currently use the service but would consider using the service in future
- I do currently use the service but would not pay the charge and would not continue to use the service
- I do currently use the service and would consider paying the charge and continuing to use the service

Figure 18 *continued* – [Question 9] Now that you have considered our proposal in full and the different options, we would like to ask how you think you would use the service in the future if a charge was introduced for garden waste collection? By ward
Base – 5,090



- I don't currently use the services and would not start using the service
- I don't currently use the service but would consider using the service in future
- I do currently use the service but would not pay the charge and would not continue to use the service
- I do currently use the service and would consider paying the charge and continuing to use the service

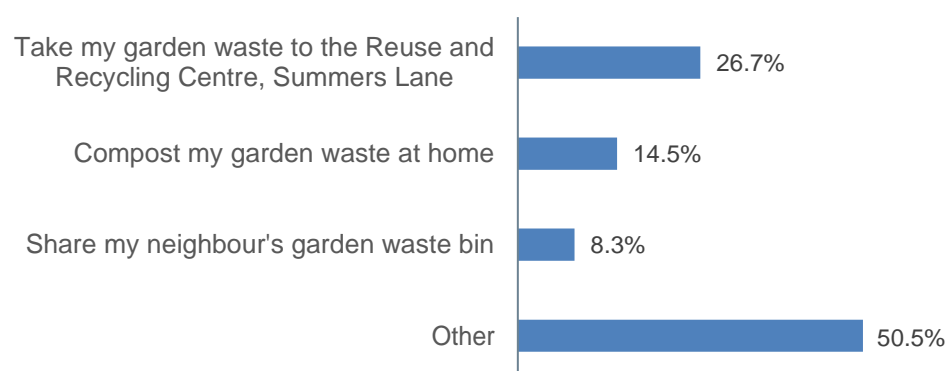
3.11 Views on alternatives for dealing with garden waste

3.11.1 Respondents that said they would not use the service if a charge was introduced were asked how they would deal with their garden waste. Just over a quarter (26.7%) of respondents said they would take their garden waste to the Reuse and Recycling Centre at Summers Lane. A further one in seven (14.5%) respondents said they would compost their garden waste at home and 8.3% said they would share their neighbour's garden waste bin. Half (50.5%) provided an 'other' response. The figure below shows these results.

3.11.2 There are no significant differences when sub-group analysis is undertaken by demographic and protected characteristics or by ward.

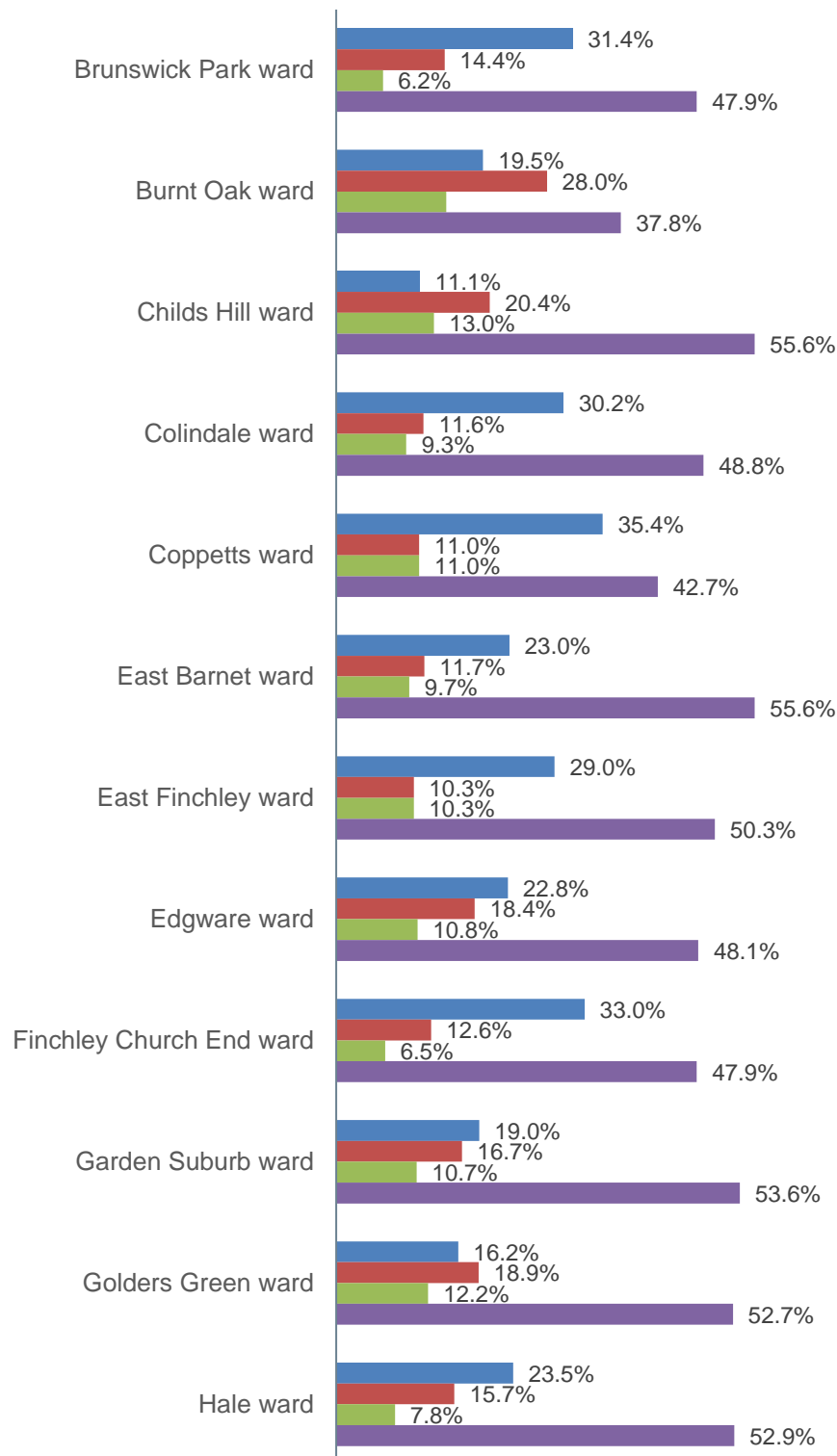
Figure 19 – [Question 10] If you would not use the service if a charge was introduced, how would you deal with your garden waste?

Base - Respondents that would not use the service 3,414



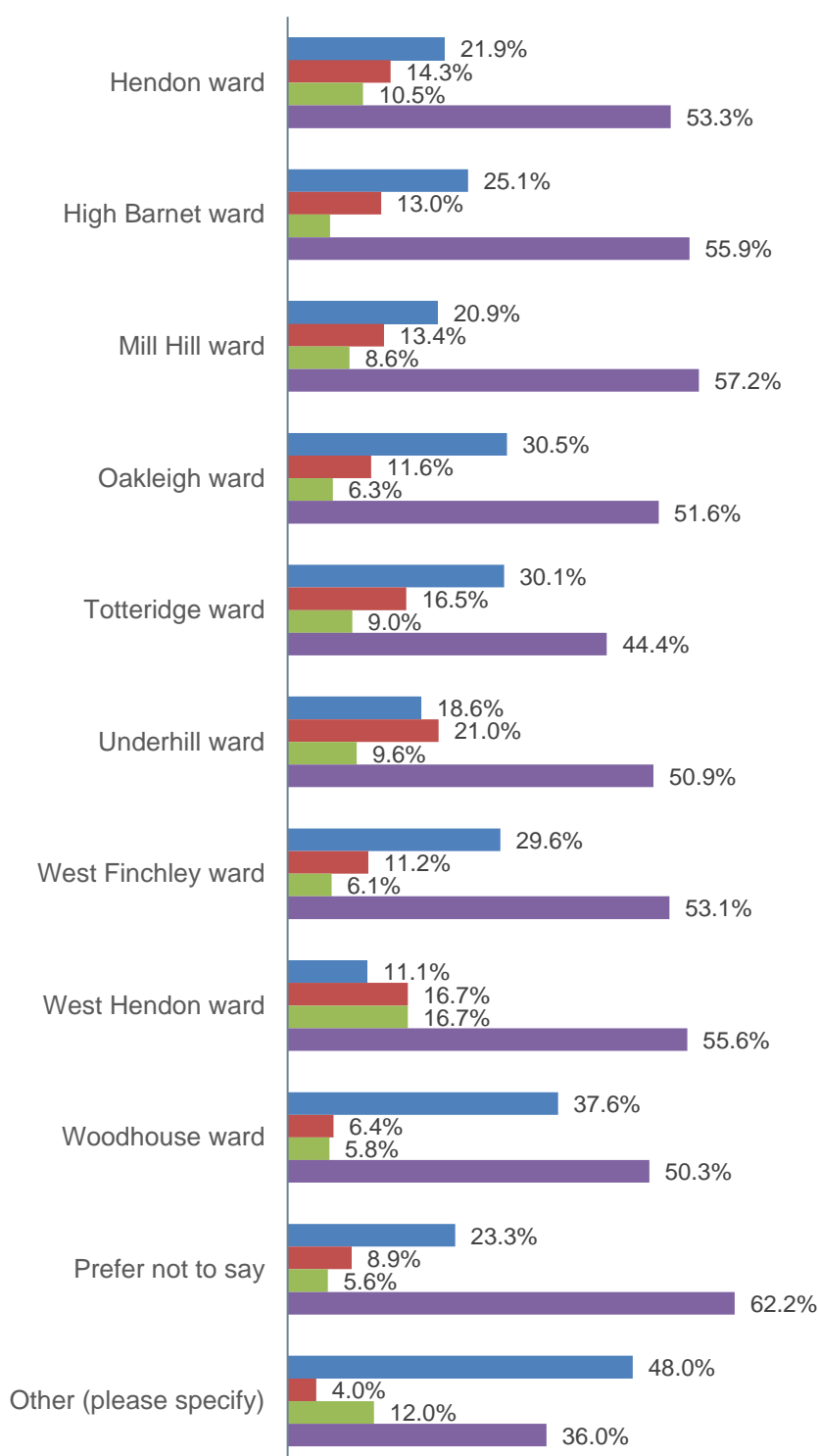
Response	Percentage	Number of responses
Take my garden waste to the Reuse and Recycling Centre, Summers Lane	26.7%	910
Compost my garden waste at home	14.5%	495
Share my neighbour's garden waste bin	8.3%	285
Other	50.5%	1,724
TOTAL RESPONSES	100%	3,414

Figure 20 – [Question 10] If you would not use the service if a charge was introduced, how would you deal with your garden waste? By ward
Base – 3,040



- Take my garden waste to the Reuse and Recycling Centre, Summers Lane
- Compost my garden waste at home
- Share a neighbour's garden waste bin
- Other

Figure 20 *continued* – [Question 10] If you would not use the service if a charge was introduced, how would you deal with your garden waste? By ward
Base – 3,040



- Take my garden waste to the Reuse and Recycling Centre, Summers Lane
- Compost my garden waste at home
- Share a neighbour's garden waste bin
- Other

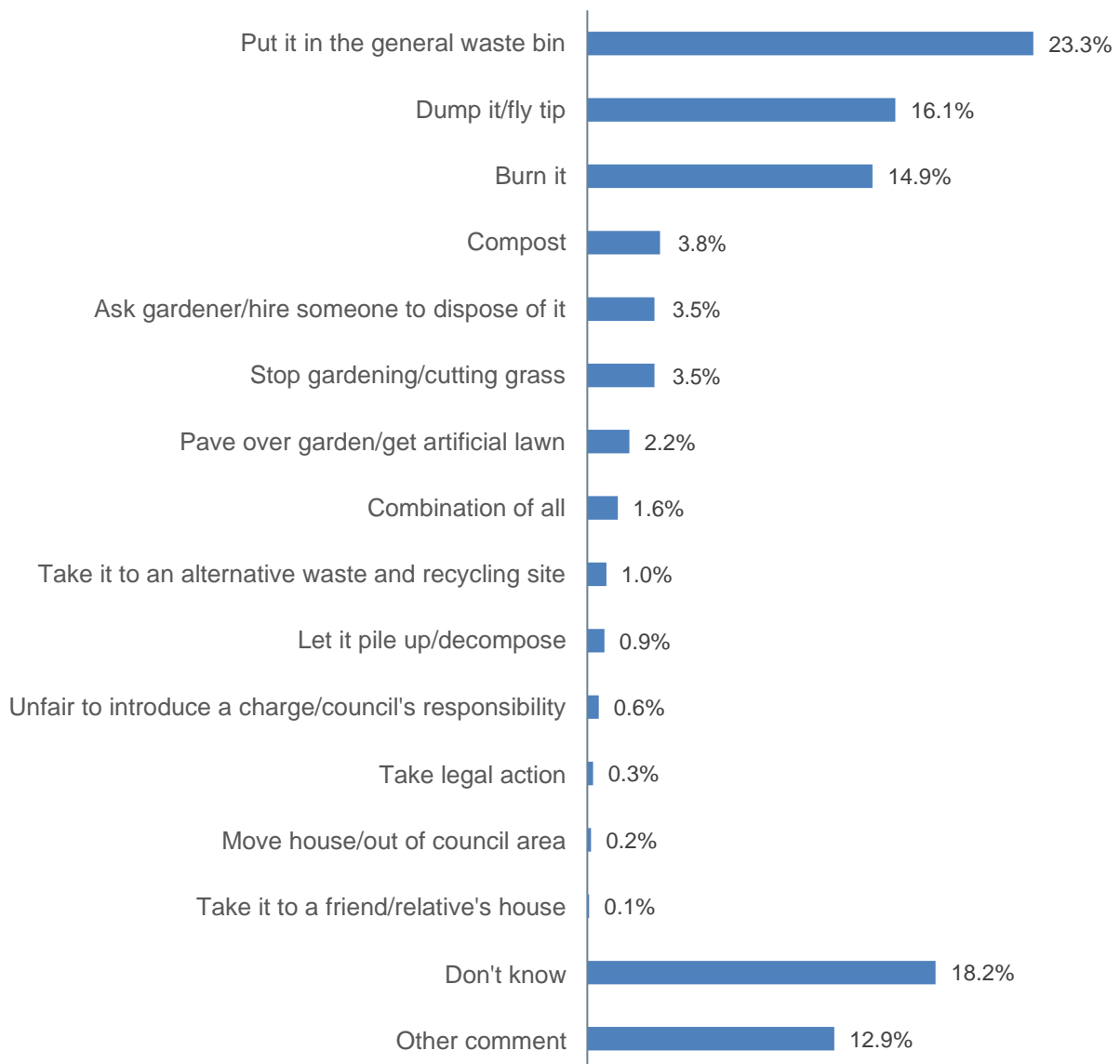
3.11.3 Alternatives to dealing with garden waste - other responses

3.11.4 Respondents were given the opportunity to provide their own response to how they would deal with their garden waste. As shown in the figure below, almost a quarter (23.3%) said they would put their green waste in the general waste bin. Almost one in five (18.2%) said they did not know what they would do with it. One in six, however, said they would either dump it somewhere or fly tip it, with a further 14.9% saying they would burn it.

3.11.5 A total of 3.5% of respondents answering 'other' said they would ask a gardener or hire someone to dispose of it, with the same proportion saying they would simply stop gardening or cutting the grass.

The 'other comment' category included a range of comments, such as negative comments on the question and questionnaire itself, that respondents would undertake a protest, not believing there will be a charge and commenting on what other people will do.

Figure 21 – [Question 10] If you would not use the service if a charge was introduced, how would you deal with your garden waste? Other responses
Base - Other responses 1,663



Response	Percentage	Number of responses
Put it in the general waste bin	23.3%	387
Dump it/fly tip	16.1%	267
Burn it	14.9%	247
Compost	3.8%	63
Ask gardener/hire someone to dispose of it	3.5%	59
Stop gardening/cutting grass	3.5%	59
Pave over garden/get artificial lawn	2.2%	36
Combination of all	1.6%	27
Take it to an alternative waste and recycling site	1.0%	16
Let it pile up/decompose	0.9%	15
Unfair to introduce a charge/Council's responsibility	0.6%	10
Take legal action	0.3%	5
Move to a new house / out of Council area	0.2%	4
Take it to a friend/relative's house	0.1%	1
Don't know	18.2%	302
Other comment	12.9%	214
TOTAL RESPONSES	100%	1,712

Sub-group analysis shows that:

- Respondents aged 25-34 were more likely to say they would put the green waste in the general waste bin (36.6% compared to the average of 23.7%)
- Male respondents were more likely to say they would dump the green waste or fly tip it than female respondents (20.2% compared to 12.0%)
- Female respondents were more likely to say they 'didn't know' what they would do with their green waste, than male respondents (23.9% compared to 13.2%)

3.12 Signing up to the service online

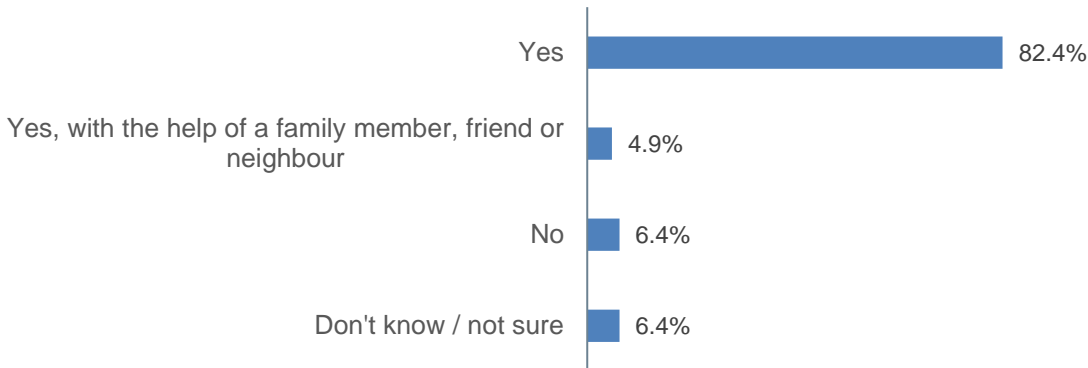
3.12.1 Respondents were asked if they would be able to sign up online if a charge was made for the service. Just over four in five (82.4%) respondents said they would be able to, with a further 4.9% saying they would be able to with the help of a family member, friend or neighbour. However, 6.4% said they would not be able to and a further 6.4% said they did not know or were unsure. The figure below shows these results.

Sub-group analysis shows that:

- Respondents aged 75+ were less likely to say they would be able to sign up online (65.2% compared to the average of 83.7%) (Base 1,925)
- Disabled respondents were less likely to say they would be able to sign up online than non-disabled respondents (71.1% compared to 87.1%) (Base 1,898)
- Respondents in Burnt Oak ward would be less likely to sign up online (64.0% compared to the average of 83.4%) and be more likely to ask for help from a family member, friend or neighbour (20% compared to the average of 4.7%) (Base 1,910)
- Respondents in West Finchley were more likely to say they would be able to sign up (95.2% compared to the average of 83.4 %) (Base 1,910)

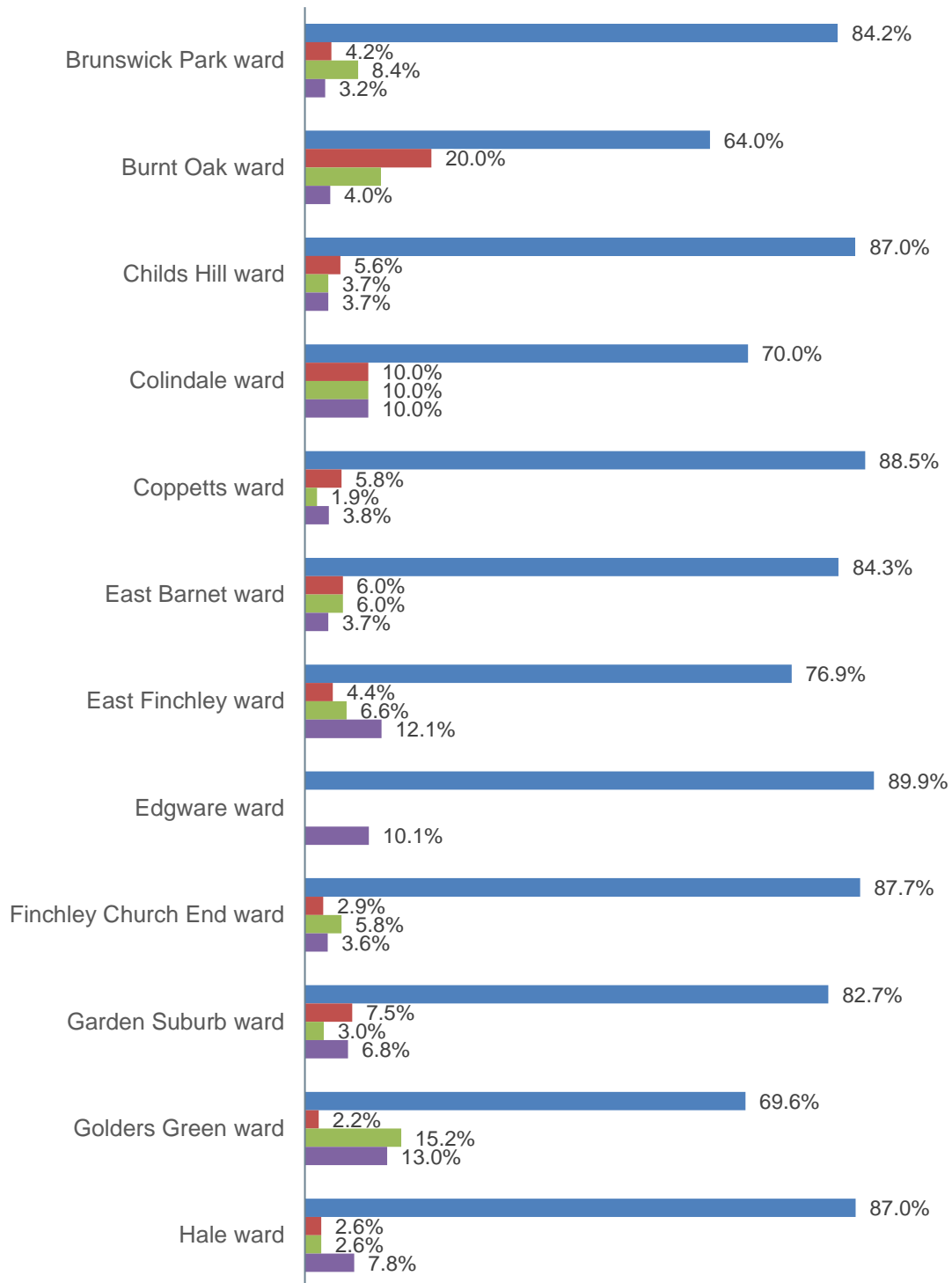
Figure 22 – [Question 11] Where possible, we try and make our services easily accessible online. Payment and signup for this service is proposed to be online only. Would you be able to sign up online?

Base - 2,217



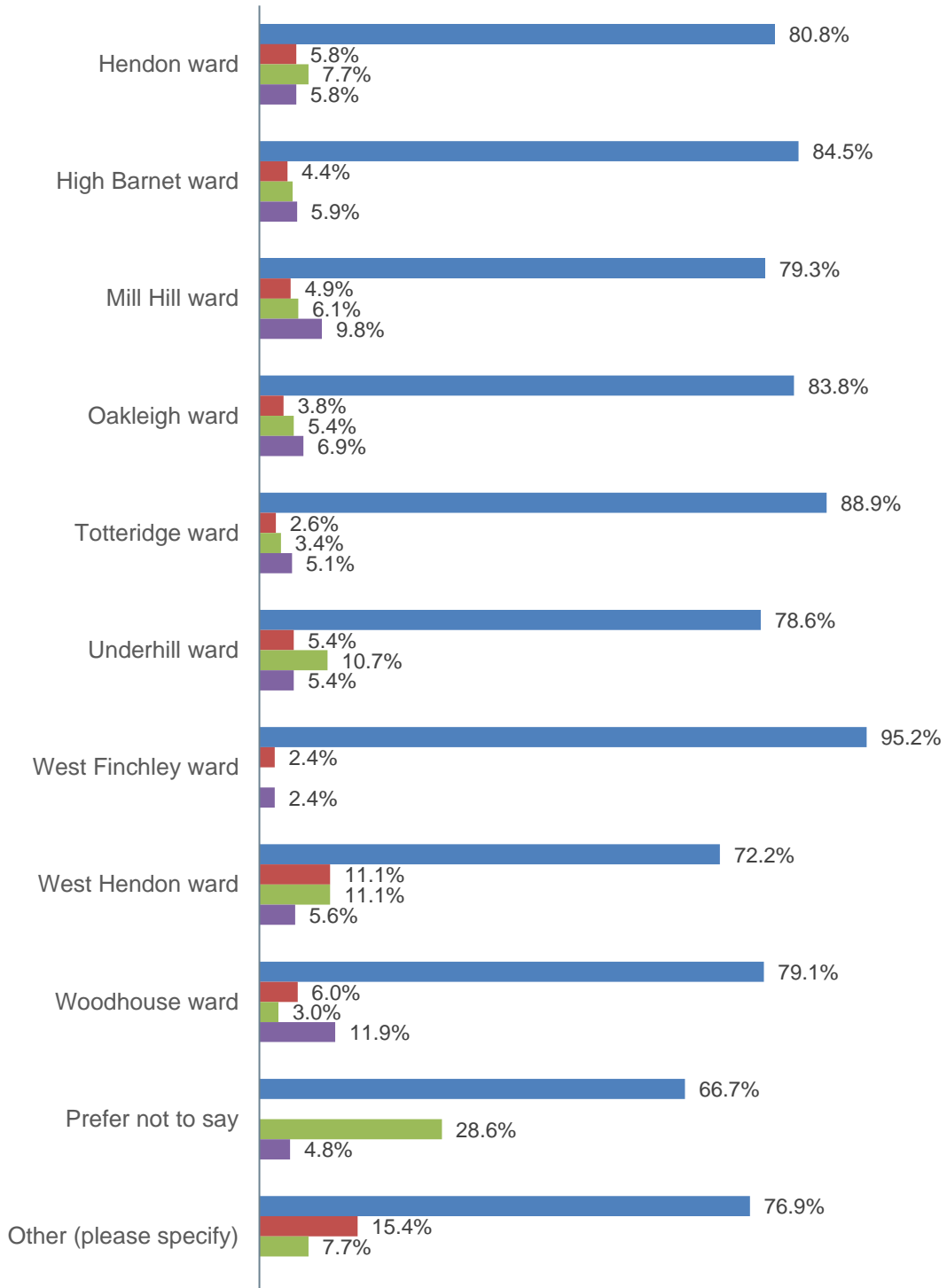
Response	Percentage	Number of responses
Yes	82.4%	1,827
Yes, with help of a family member, friend or neighbour	4.9%	108
No	6.4%	141
Don't know / not sure	6.4%	141
TOTAL RESPONSES	100%	2,217

Figure 23 – [Question 11] Where possible, we try and make our services easily accessible online. Payment and signup for this service is proposed to be online only. Would you be able to sign up online? By ward
Base – 1,910



- Yes
- Yes with the help of a family member, friend or neighbour
- No
- Don't know / not sure

Figure 23 *continued* – [Question 11] Where possible, we try and make our services easily accessible online. Payment and signup for this service is proposed to be online only. Would you be able to sign up online? By ward
Base – 1,910



- Yes
- Yes with the help of a family member, friend or neighbour
- No
- Don't know / not sure

3.12.2 Inability / barriers to sign up online

3.12.3 Respondents that said they would not be able to sign up online were subsequently asked why. As shown in the figure below, responses included no computer / internet access (mentioned by 39 respondents), security concerns (mentioned by 23 respondents) and difficult / confusing / don't know how to use the internet (mentioned by 20 respondents). 'Other' comments included that they would want to pay annually, have it on paper, concern that the decision has already been made and commenting on what they thought other people would do.

Figure 24 – [Question 11] Where possible, we try and make our services easily accessible online. Payment and signup for this service is proposed to be online only. Would you be able to sign up online?

Base - 124

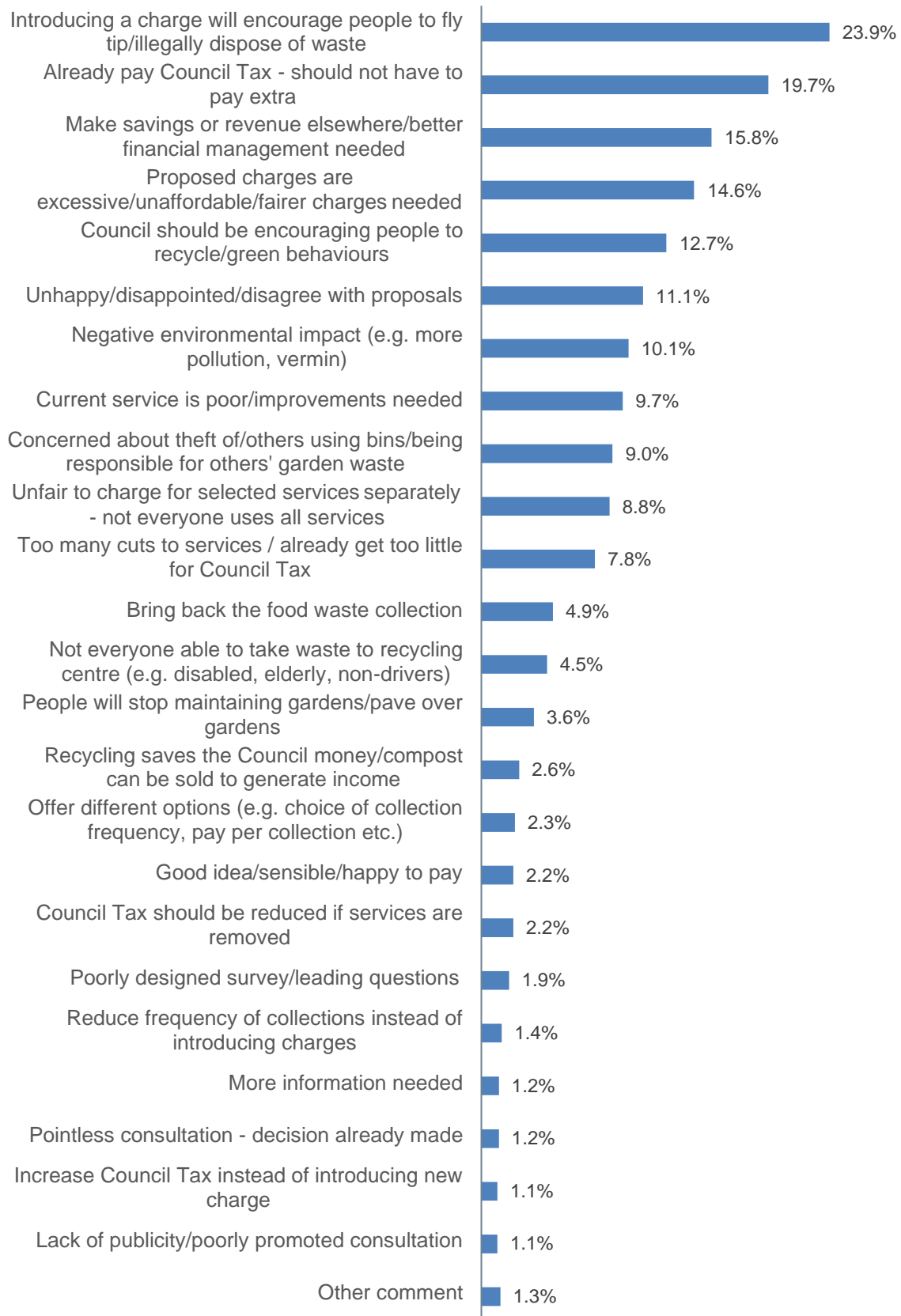
Response	Number of respondents
No computer / internet access	39
Security concerns - don't want to give personal data information / make payment online	23
Difficult / confusing / don't know how to use the internet	20
Elderly disabled	15
Don't want to pay charge / already pay Council Tax	13
No separate charge - include with Council Tax	9
Discriminatory for those who cannot access internet	2
Live in a flat	1
Other comment	25
TOTAL RESPONSES	147

3.13 Other comments on the proposal

- 3.13.1 The final question asked respondents if they had any other comments on the proposal to introduce a charge for the garden waste service. Over 4,000 respondents answered this question, providing over 7,000 different comments. The most common response, received from almost a quarter of those responding to this question (23.9%), was that introducing a charge would encourage people to fly tip and illegally dispose of their waste. The second most common response, mentioned by 19.7%, was that residents already pay Council Tax and should not have to pay extra costs.
- 3.13.2 One in six respondents (15.8%) suggested that savings or revenue should be made elsewhere and/or the Council needed better financial management. A slightly smaller proportion of respondents (14.6%) said that the proposed charges are excessive and unaffordable and that a fairer charge needs to be in place.
- 3.13.3 A total of 12.7% of respondents commented that the Council should be encouraging people to recycle and adopt green behaviours. The figure below shows these results.
- 3.13.4 There are no significant differences when sub-group analysis is undertaken by demographic and protected characteristics or by ward.

Figure 25 - [Question 13] Do you have any other comments on the proposal to introduce a charge for the green garden waste service?

Base: 4,276 (Only responses of 1% and over have been included in the chart)



Response	Percentage	Number of responses
Introducing a charge will encourage people to fly tip/illegally dispose of waste	23.9%	1001
Already pay Council Tax - should not have to pay extra	19.7%	825
Make savings or revenue elsewhere/better financial management needed	15.8%	659
Proposed charges are excessive/unaffordable/fairer charges needed	14.6%	610
Council should be encouraging people to recycle/green behaviours	12.7%	532
Unhappy/disappointed/disagree with proposals	11.1%	465
Negative environmental impact (e.g. more pollution, vermin)	10.1%	424
Current service is poor/improvements needed	9.7%	404
Concerned about theft of/others using bins/being responsible for others' garden waste (i.e. leaves from Council/neighbouring trees)	9.0%	376
Unfair to charge for selected services separately - not everyone uses all Council services	8.8%	366
Too many cuts to services / already get too little for Council Tax	7.8%	328
Bring back the food waste collection	4.9%	206
Not everyone able to take waste to recycling centre (e.g. disabled, elderly, non-drivers)	4.5%	189
People will stop maintaining gardens/pave over gardens	3.6%	151
Recycling saves the Council money/compost can be sold to generate income	2.6%	108
Offer different options (e.g. choice of collection frequency, pay per collection etc.)	2.3%	96
Good idea/sensible/happy to pay	2.2%	94
Council Tax should be reduced if services are removed	2.2%	90
Poorly designed survey/leading questions	1.9%	78
Reduce frequency of collections instead of introducing charges	1.4%	59
More information needed	1.2%	51
Pointless consultation - decision already made	1.2%	50
Increase Council Tax instead of introducing new charge	1.1%	46
Lack of publicity/poorly promoted consultation	1.1%	44
Discounts for elderly/disabled/low income residents needed	0.9%	36
Online consultation - not everyone able to participate	0.5%	19
Households could share bins to reduce costs	0.2%	7
Some people don't want to/unable to make online payments	0.1%	6
Other comment	1.3%	55

3.14 Written Responses to the Consultation

3.14.1 Three written responses were received during the consultation. To summarise, the comments were:

- A food waste strategy should be introduced before charges are introduced for green waste collections
- Residents already pay for the service through their Council Tax
- Council Tax should be increased to cover the cost of garden waste collections
- Council Tax is already too high
- If charges are introduced, fly tipping could increase
- Any charge should not exceed £60 per year
- Collections should continue throughout the winter
- Residents with mobility problems or who don't own a car cannot use the Reuse and Recycling centre
- Pensioners would find it difficult to pay for the service
- Charging for green waste collections sets a precedent to charge for other services
- Charging for the green waste collection service contradicts Barnet Council's recycling policy, particularly after the food waste scheme was withdrawn
- Concern that other residents will use their neighbour's garden waste bin instead of paying for their own
- Other Councils provide free garden waste collection services

4. Respondent Profile and Protected Characteristics

- 4.1 The following figures show the respondent profile and protected characteristics. Respondents were able to skip these questions which means that the base sizes vary for each question.

Ward

Figure 26 – [Question 14] – Which ward do you live in?

Base - 5,103

Ward	Number of respondents	Percentage of respondents
Brunswick Park ward	297	5.8%
Burnt Oak ward	111	2.2%
Childs Hill ward	111	2.2%
Colindale ward	66	1.3%
Coppetts ward	139	2.7%
East Barnet ward	404	7.9%
East Finchley ward	257	5.0%
Edgware ward	251	4.9%
Finchley Church End ward	364	7.1%
Garden Suburb ward	221	4.3%
Golders Green ward	122	2.4%
Hale ward	184	3.6%
Hendon ward	164	3.2%
High Barnet ward	639	12.5%
Mill Hill ward	281	5.5%
Oakleigh ward	326	6.4%
Totteridge ward	255	5.0%
Underhill ward	284	5.6%
West Finchley ward	188	3.7%
West Hendon ward	36	0.7%
Woodhouse ward	250	4.9%
Prefer not to say	114	2.2%
Other (please specify)	39	0.8%

Age

Figure 30 – [Question 18] What is your age?
Base - 5,150

Age	Number of respondents	Percentage of respondents
16-17	-	-
18-24	19	0.4%
25-34	257	5.0%
35-44	857	6.6%
45-54	1,094	21.2%
55-64	988	19.2%
65-74	867	16.8%
75+	385	7.5%
Prefer not to say	683	13.3%

Disability

Figure 36 – [Question 24] – Do you consider that you have a disability?
Base - 5,085

Disability	Number of respondents	Percentage of respondents
Yes	391	7.7%
No	3,914	77.0%
Prefer not to say	780	15.3%

Gender identity

Figure 34 – [Question 21] Is your gender identity the same as the sex you were registered at birth?**Base - 1,989**

Gender identity	Number of participants	Percentage of respondents
Yes, it's the same	1,649	82.9%
No, it's different	6	0.3%
Prefer not to say	334	16.8%

Pregnancy / maternity leave

Figure 32 – [Question 20] Are you pregnant?**Base - 1,125**

Pregnant	Number of participants	Percentage of respondents
Yes	8	0.7%
No	863	76.7%
Prefer not to say	254	22.6%

Figure 33 – [Question 20] Are you on maternity leave?**Base - 1,019**

Maternity leave	Number of participants	Percentage of respondents
Yes	7	0.7%
No	764	75.0%
Prefer not to say	248	24.3%

Ethnicity

Figure 35 – [Question 23] – What is your ethnic origin?

Base - 5,093

Ethnicity	Number of respondents	Percentage of respondents
Asian / Asian British – Bangladeshi	11	0.2%
Asian / Asian British – Chinese	41	0.8%
Asian / Asian British – Indian	249	4.9%
Asian / Asian British – Pakistani	27	0.5%
Any other Asian background (please specify)	26	0.5%
Black - African	16	0.3%
Black – British	29	0.6%
Black – Caribbean	15	0.3%
Any other Black / African / Caribbean background (please specify)	2	0.0%
Mixed – White and Asian	39	0.8%
Mixed – White and Black African	2	0.0%
Mixed – White and Black Caribbean	9	0.2%
Mixed – Any other mixed / multiple ethnic background (please specify)	22	0.4%
White - British	2,727	53.5%
White – Greek or Irish Cypriot	95	1.9%
White – Irish	112	2.2%
White – Turkish / Turkish Cypriot	17	0.3%
White – any other	406	8.0%
Other Arab	6	0.0%
Prefer not to say	1,106	21.7%
Any other ethnic group	136	2.7%

Religion or belief

Figure 39 – [Question 26] – What is your religion or belief?**Base - 4,830**

Religion / belief	Number of respondents	Percentage of respondents
Bahaa'i	5	0.1%
Buddhist	30	0.6%
Christian	1,342	27.8%
Hindu	121	2.5%
Humanist	30	0.6%
Jain	47	1.0%
Jewish	556	11.5%
Muslim	69	1.4%
No religion	1,079	22.3%
Sikh	10	0.2%
Other religion / belief	76	1.6%
Prefer not to say	1,465	30.3%

Figure 40 - Other religion / belief
Base - 79

Religion / belief	Number of respondents
Agnostic	5
Atheist	9
Pantheist	3
Catholic / Roman Catholic	14
Church of England	2
Green Environments	2
Humanist	2
Jainism	1
Jedi	8
Jewish Secular	2
Kriya Yoga	1
Orthodox	5
Pagan	5
Pastafarian	1
Quaker	1
Spiritualist	6
Turkish Baptist	1
Unitarian	1
Zoroastrians	1
Irrelevant question / not important	9
Not specified / other comment	3

Sex

Figure 31 – [Question 19] Which of the following options best describes how you think about your gender?

Base - 5,143

Gender	Number of participants	Percentage of respondents
Male	1,850	36.0%
Female	2,493	48.3%
Prefer not to say	781	15.2%
Other	29	0.6%

Sexual orientation

Figure 41 – [Question 27] – What is your sexual orientation?

Base - 1,924

Sexual orientation	Number of respondents	Percentage of respondents
Heterosexual	1,265	65.7%
Gay or lesbian	15	0.8%
Bisexual	11	0.6%
Other	14	0.7%
Prefer not to say	619	32.2%

Other responses included Asexual (1 response), No label (1 response) and Pansexual (1 responses). All other responses were not applicable.

Marriage and Civil partnership

Figure 42 – [Question 28] – What is your marital status?**Base - 4,946**

Marital status	Number of respondents	Percentage of respondents
Single	372	7.5%
Co-habiting	253	5.1%
Married	2,777	56.1%
Divorced	183	3.7%
Widowed	210	4.2%
In a same sex civil partnership	16	0.3%
Prefer not to say	1,135	22.9%

Housing tenure

Figure 27 – [Question 15] – Does your household own or rent your accommodation?**Base - 5,189**

Tenure	Number of respondents	Percentage of respondents
Owned with a mortgage	2,165	41.7%
Owned outright	2,051	39.5%
Other owned	31	0.6%
Rented from the Council	92	1.8%
Rented from a housing association or another registered social landlord	44	0.8%
Rented from a private landlord	217	4.2%
Other rented or living here rent free	12	0.2%
Part rent and part mortgage (shared ownership)	16	0.3%
Don't know	2	0.2%
Prefer not to say	559	10.8%

Employment

Figure 28 – [Question 16] – Are you currently employed, self-employed, retired or otherwise not in paid work?

Base - 5,162

Employment status	Number of respondents	Percentage of respondents
An employee in a full time job (31+ hours)	1,794	34.8%
An employee in a part time job (less than 31 hours)	533	10.3%
Self-employed	704	13.6%
On a government supported training programme (e.g. Modern Apprenticeship or Training for Work)	5	0.1%
In full-time education at school, college or university	14	0.3%
Unemployed and available for work	69	1.3%
Permanently sick or disabled	60	1.2%
Wholly retired from work	1,265	24.5%
Not in work and not available for work (e.g. in a carer role)	79	1.5%
Doing something else	54	1.0%
Prefer not to say	660	12.8%

Benefits

Figure 29 – [Question 17] Please let us know if you receive any of the following benefits?

Base - 5,006

Benefit	Number of respondents	Percentage of respondents
Housing benefit	70	1.4%
Council Tax Support	89	1.8%
Universal Credit	39	0.8%
I don't receive any of the above benefits	4,273	85.4%
Prefer not to say	601	12.0%

Appendices

Appendix 1: Questionnaire / consultation document

Introduction

We know that keeping Barnet's environment clean and well maintained is one of the best ways we can support residents to enjoy a good quality of life, and that the many services we deliver are valued by local people. Environmental services such as recycling and street cleansing are mostly provided to all residents, meaning that they serve the whole population.

As with all other council services, environmental services must contribute savings or increase income to ensure that the council is able to set a legal and balanced budget and continue to invest in improvements to our services. Over the next five years the council needs to save over £70million. Environmental services will need to contribute £15.1million towards this savings target.

Charging for the garden waste collections is one of our proposals that will help us meet this requirement. It has the potential to deliver savings in excess of £700,000 a year and will enable the council to continue to deliver weekly waste collections, and continue to invest in improvements to our services.

The free collection of garden waste is not a service the council has to provide by law. The garden waste service is not used by all residents and is an opt-in service used by 58% of street-level properties. Introducing a charge to residents who wish to continue to benefit from the service will provide a fairer balance to residents that live in properties that don't require garden waste collections. The majority of UK local authorities have already introduced a charge for this service.

If we do not make savings by introducing this proposal then savings will need to be found from other environmental services, other council services or increasing Council Tax or reserves in the short term.

We know that people value the garden waste collection service and we are asking residents to give us their views on the introduction of a charge for this service.

Your responses are very important to us and will help us to select the best approach for Barnet.

Please press 'NEXT' to continue to the next page.

SurveyMonkey and data protection

Barnet Council uses SurveyMonkey to host questionnaires, and to store and analyse the data collected through these questionnaires. The council has investigated SurveyMonkey and is satisfied with its data assurance and legal framework.

The council does not collect personal information in this questionnaire, which means the information you provide is anonymous. We do not ask for your name, address, email address,

telephone number, full post code or any other information that would allow us to identify you. The information you choose to give us in the equalities questions is also anonymous so we cannot identify you from it.

Since the data we collect is anonymous, it is not considered to be personal data under data protection legislation (such as the General Data Protection Regulation or the Data Protection Act 2018).

If you have any questions about this statement please email first.contact@barnet.gov.uk.

How to complete the questionnaire:

Please take the time to read this section and then complete this short questionnaire. It should only take about five minutes of your time.

Many of the questions have a range of options for you to choose from. Please choose the option closest to your opinion and tick the relevant option or options.

To ensure personal information about you is secure, all your answers will be treated in the strictest of confidence and stored securely in an anonymous format. We never release information that in any way allows an individual to be identified and only report on aggregated groups of respondents.

Thank you for your time – your participation in this important consultation is greatly appreciated.

Please select 'Next' to continue on to the next page.

Garden Waste Service Charging Proposal

We currently provide a fortnightly collection of garden waste as part of an opt-in service. We do not make a direct charge to users for the costs of providing this service. The costs of providing the service include collection vehicles, collection crews, fuel, vehicle maintenance, and transport and treatment costs for the garden waste that is collected.

We have considered a number of savings options and are proposing to introduce charging for the collection of household garden waste through our green garden waste bins.

How will the service and proposed charge operate?

We are proposing that the service will operate on the same basis as the current green garden waste collection service, with fortnightly collections of 240 litre green garden waste bins. However, those residents who choose to opt in to continue to receive the service will be charged an annual subscription fee for up to 23 collections. Payment will be made online via the council website and

those who sign up will be issued with a coloured sticker to identify the bin as being opted into the service. Black refuse bins containing garden waste will not be collected.

Section 1: Current use of the Garden Waste Service

* 1. Does your household have a garden? (Please tick one option only)

☐ Yes

☐ No

Section 1: Current use of the Garden Waste Service

* 2. Does your household currently have a green garden waste bin? (Please tick one option only)

☐ Yes, one bin

☐ Yes, more than one bin

☐ No

Section 1: Current use of the Garden Waste Service

* 3. How often do you, or those in your household, put your green garden waste bin out for collection?
(Please tick one option only)

☐ Every collection

☐ Once a month

☐ Only in the summer

☐ Every so often throughout the year

☐ Hardly at all

☐ Never

☐ Don't know

Section 2: Your views on charging for garden waste collection

* 4. To what extent do you agree or disagree with the following statement? (Please tick one option only)
“Given the need for the council to make savings, it is fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.”

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

* 5. Given the need for the council to make savings, to what extent do you support or oppose the introduction of an annual subscription charge for users of the garden waste service? (Please tick one option only)

- ☐ Strongly support
- ☐ Tend to support
- ☐ Neither support nor oppose
- ☐ Tend to oppose
- ☐ Strongly oppose
- ☐ Don't know

* 6. In London, some boroughs have charged up to £80 a year for garden waste collections. What would you consider to be a fair charge for the fortnightly garden waste collection service in Barnet? (Please tick one option only)

- ☐ £80 a year (£3.47 per collection)
- ☐ £70 a year (£3.04 per collection)
- ☐ £60 a year (£2.60 per collection)
- ☐ £50 a year (£2.17 per collection)
- ☐ I don't consider any charge to be fair
- ☐ Don't know / not sure

Section 3: Your views on alternative savings if you oppose the proposal

* 7. If you oppose the introduction of a charge which of the following areas would you rather see a change to? This may include a change to the current budget available and the breadth or frequency of service provision. (Please tick all options that apply)

☐ Environmental Services (please type which service(s) at Q8 below)

☐ Another council service (please type which service(s) at Q8 below)

☐ An increase in Council Tax

☐ Other (please type in below)

8. Please write in the service area where you would prefer the council to make saving(s): (Please type in your answer)

Section 4: Future use of the service

Now that you have considered our proposal in full and the different options, we would like to ask you how you think you would use the service in the future if a charge was introduced for garden waste collection.

* 9. If an annual subscription charge was introduced, which of the following statements would apply to you? (Please tick one option only)

☐ I don't currently use the service, and would not start using the service

☐ I don't currently use the service, but would consider using the service in future

☐ I do currently use the service, but would not pay the charge and would not continue to use the service

☐ I do currently use the service, and would consider paying the charge and continuing to use the service

Section 4: Future use of the service

* 10. If you would not use the service if a charge was introduced, how would you deal with your garden waste? (Please tick one option only)

- ☐ Take my garden waste to the Reuse & Recycling Centre, Summers Lane, N12 0RF
- ☐ Compost my garden waste at home
- ☐ Share a neighbour's garden waste bin
- ☐ Other (please type in below)

Section 5: Options for paying for the service

Where possible, we try and make our services easily accessible online. Payment and signup for this service is propose to be online only.

* 11. Would you be able to sign up online? (Please tick one option only).

- ☐ Yes
- ☐ Yes – with the help of a family member, friend or neighbour
- ☐ No
- ☐ Don't know / not sure

Section 5: Options for paying for the service

12. If no, please say why: (Please type in your answer)

Section 6: Further comments on the proposal

13. Do you have any other comments on the proposal to introduce a charge for the green garden waste service? (Please type in your answer)

About you: Where you live

When consulting with our residents and service users Barnet Council needs to understand the views of our different communities.

So that we can analyse the findings by different locations in the borough, please can you provide the Barnet ward that you live in.

If you do not know the Barnet ward that you live in you can find it by clicking [here](#) and entering your postcode. You should then see a page like the image below - you will find the name of your ward on the left hand side of the page under the heading "Your councillors". In this example the name of the ward is Brunswick Park.

14. Which ward do you live in? If you live outside Barnet please select other and specify: (Please select one option only)

About you: Housing Tenure, Employment and Benefits

15. Does your household own or rent your accommodation? (Please tick one option only)

- ☐ Owned with a mortgage or loan
- ☐ Owned outright
- ☐ Other owned
- ☐ Rented from council
- ☐ Rented from a housing association or another registered social landlord
- ☐ Rented from a private landlord
- ☐ Other rented or living here rent free
- ☐ Part rent and part mortgage (shared ownership)
- ☐ Don't know
- ☐ Prefer not to say

16. Are you currently employed, self-employed, retired or otherwise not in paid work? (Please tick one option only)

- ☐ An employee in a full-time job (31 hours or more per week)
- ☐ An employee in a part time job (Less than 31 hours per week)
- ☐ Self-employed (full or part-time)
- ☐ On a Government supported training programme (e.g. Modern Apprenticeship or Training for Work)
- ☐ In full-time education at school, college or university
- ☐ Unemployed and available for work
- ☐ Permanently sick or disabled
- ☐ Wholly retired from work
- ☐ Not in work and not available for work, e.g. in a carer role
- ☐ Doing something else (please specify)
- ☐ Prefer not to say

17. Please let us know if you receive any of the following benefits? (Please tick all that apply)

- ☐ Housing Benefit
- ☐ Council Tax Support
- ☐ Universal Credit
- ☐ I don't receive any of the above benefits
- ☐ Prefer not to say

About you

The Equality Act 2010 identifies nine protected characteristics: age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, and requires the council to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups. We ask questions about the groups so that we can assess any impact of our services and practices on different groups. The information we collect helps the council to check that our policies and services are fair and accessible.

Collecting this information will help us understand the needs of our different communities and we encourage you to complete the following questions.

All your answers will be treated in confidence and will be stored securely in an anonymous format. All information will be stored in accordance with our responsibilities under the Data Protection Act

1998.

For the purposes of this questionnaire we are asking all of the protected characteristics included in the Equality Act 2010.

About you: Age and gender

18. In which age group do you fall? (Please tick one option only)

- | | |
|-----------------------------|---|
| <input type="radio"/> 16-17 | <input type="radio"/> 55-64 |
| <input type="radio"/> 18-24 | <input type="radio"/> 65-74 |
| <input type="radio"/> 25-34 | <input type="radio"/> 75+ |
| <input type="radio"/> 35-44 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 45-54 | |

19. Are you: (Please tick one option only)

- ☐ Female
- ☐ Male
- ☐ Prefer not to say
- ☐ If you prefer to use your own term please provide it here:

About you: Pregnant and on maternity leave

20. Are you pregnant and/or on maternity leave? (Please tick one option on each row)

	Yes	No	Prefer not to say
I am pregnant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am currently on maternity leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About you: Gender reassignment

21. Is your gender identity the same as the sex you were registered at birth? (Please tick one option only)

- ☐ Yes, it's the same
- ☐ No, it's different
- ☐ Prefer not to say

About you: Gender reassignment

22. If you answered no, please enter the term you use to describe your gender: (Please type in your answer)

About you: Ethnic origin

23. What is your ethnic origin? (Please tick one option only)

- ☐ Asian / Asian British - Bangladeshi
- ☐ Asian / Asian British - Chinese
- ☐ Asian / Asian British - Indian
- ☐ Asian / Asian British - Pakistani
- ☐ Any other Asian background (please specify below)
- ☐ Black - African
- ☐ Black - British
- ☐ Black - Caribbean
- ☐ Any other Black / African / Caribbean background (please specify below)
- ☐ Mixed - White and Asian
- ☐ Mixed - White and Black African
- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - any other Mixed / Multiple ethnic background (please specify below)
- ☐ White - British
- ☐ White - Greek / Greek Cypriot
- ☐ White - Gypsy or Irish Traveller
- ☐ White - Irish
- ☐ White - Turkish / Turkish Cypriot
- ☐ White - any other
- ☐ Other - Arab
- ☐ Prefer not to say
- ☐ Any other ethnic group (please specify)

About you: Disability

The Equality Act 2010 defines disability as, 'a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'.

In this definition, long-term means more than 12 months and would cover long-term illness such as cancer and HIV or mental health problems.

24. Do you consider that you have a disability as described above? (Please tick one option only)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

About you: Disability

25. Please select the definition/s from the list below that best describes your disability/disabilities: (Please tick all that apply)

- ☐ Hearing (such as deaf, partially deaf or hard of hearing)
- ☐ Vision (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)
- ☐ Speech (such as impairments that can cause communication problems)
- ☐ Mobility (such as wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis)
- ☐ Physical co-ordination (such as manual dexterity, muscular control, cerebral palsy)
- ☐ Reduced physical capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, asthma, angina or diabetes)
- ☐ Severe disfigurement
- ☐ Learning difficulties (such as dyslexia)
- ☐ Mental illness (substantial and lasting more than a year, such as severe depression or psychosis)
- ☐ Prefer not to say
- ☐ Other (please specify)

About you: Religion/Belief

26. What is your religion or belief? (Please tick one option only)

About you: Sexuality

27. What is your sexual orientation? (Please tick one option only)

- ☐ Heterosexual
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Other
- ☐ Prefer not to say

28. In addition, if you prefer to define your sexuality in terms other than those used above, please let us know below: (Please type in your answer)

About you: Marital status

29. What is your marital status? (Please tick one option only)

- ☐ Single
- ☐ Co-habiting
- ☐ Married ☐
- Divorced ☐
- Widowed
- ☐ In a same sex civil partnership
- ☐ Prefer not to say

Thank you

Thank you for taking the time to complete this questionnaire. When you press 'Submit' your responses will be submitted to Barnet Council.



Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: www.enventure.co.uk

Equalities Impact Assessment (EqIA)

EqIAs make services better for everyone and support value for money by getting services right first time.

EqIAs enable us to consider all the information about a service, policy or strategy from an equalities perspective and then create an action plan to get the best outcomes for service users and staff¹. They analyse how all our work as a council might impact differently on different groups protected from discrimination by the Equality Act 2010². They help us make good decisions and evidence how we have reached them.³

An EqIA needs to be started as a project starts to identify and consider possible differential impacts on people and their lives, inform project planning and, where appropriate, identify mitigating actions. A full EqIA must be completed before any decisions are made or policy agreed so that the EqIA informs that decision or policy. It is also a live document; you should review and update it along with your project plan throughout.

You should first consider whether you need to complete this full EqIA⁴.

Other key points to note:

- Full guidance notes to help you are embedded in this form – see the End Notes or hover the mouse over the numbered notes.
- Please share your EqIA with your Equalities Champion and the final/updated version at the end of the project.
- Major EqIAs should be reviewed by the relevant Head of Service.
- Examples of completed EqIAs can be found on the Equalities Hub

1. Responsibility for the EqlA

Title of proposal ⁵	Chargeable garden waste collections
Name and job title of completing officer	Michael Lai, Service Change Manager and Chandima Ratnayake, Service Engagement Officer
Head of service area responsible	Paul Kennedy
Equalities Champion supporting the EqlA	Rosie Evangelou
Performance Management rep	Hiten Tailor
HR rep (for employment related issues)	Sharni Kent
Representative (s) from external stakeholders	N/A

2. Description of proposal

Is this a: (Please tick all that apply)	
New policy <input checked="" type="checkbox"/>	Review of Policy /strategy / function / procedure / service <input type="checkbox"/>
Budget Saving <input checked="" type="checkbox"/>	Other <input type="checkbox"/>
If budget saving please specify value below: £800,000	If other please specify below:
<p><i>Please outline in no more than 3 paragraphs⁶:</i></p> <ul style="list-style-type: none"> • Proposal to introduce an annual charge for the collection of garden waste from households. The existing service is provided with no direct charge made to service users, however this is not a statutory service, and a charge can be made for this service. • Key stakeholders are the existing residents that are users of the free service, and non-users of the service. • The decision-making route will be through Environment Committee. A decision on whether to introduce charges for garden waste collections is to be made at the 20 January 2020 meeting of the Environment Committee following analysis of the consultation responses, this EqlA and any other relevant material. 	

3. Supporting evidence

What existing data informs your assessment of the impact of the proposal on protected groups of service users and/or staff?

Identify the main sources of evidence, both quantitative and qualitative, that supports your analysis

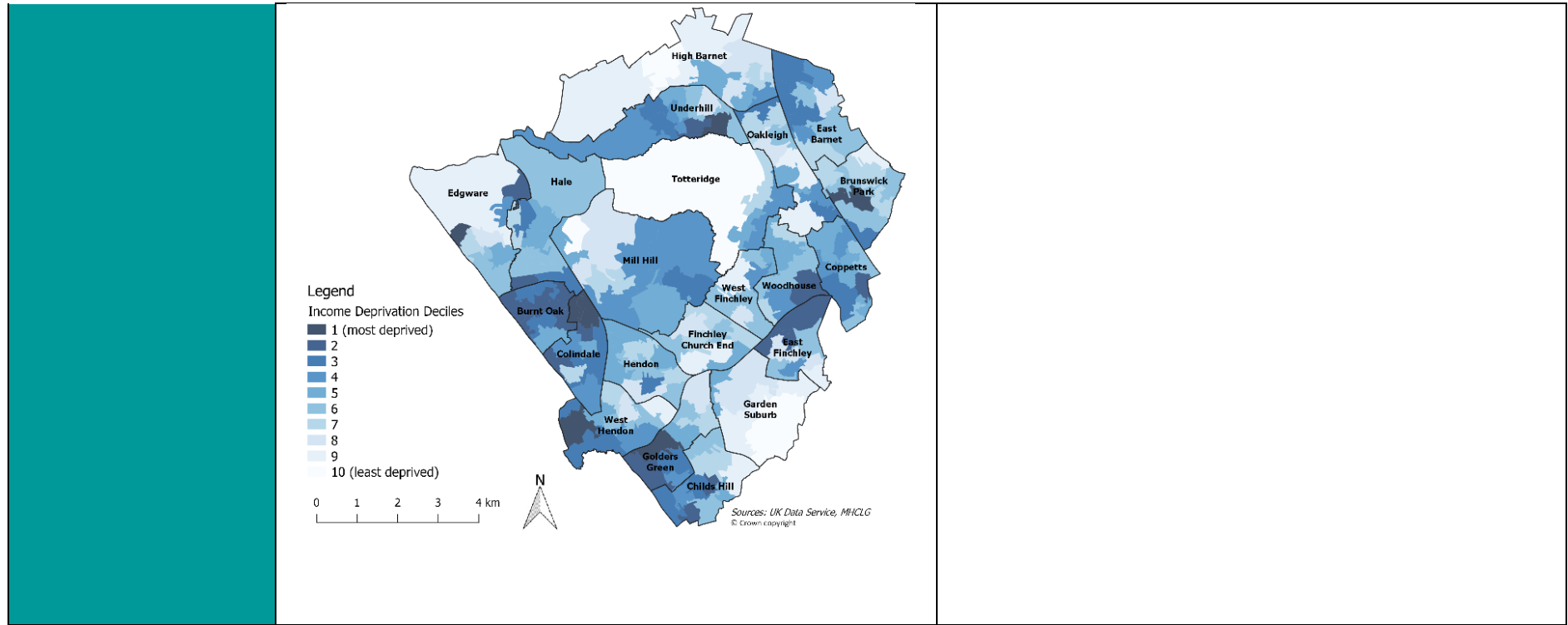
Protected group	What does the data tell you ⁷ ? <i>Provide a summary of any relevant demographic data about the borough's population from the <u>Joint Strategic Needs Assessment</u>, or data about the council's workforce</i>	What do people tell you ⁸ ? <i>Provide a summary of relevant consultation and engagement including surveys and other research with stakeholders, newspaper articles correspondence etc.</i>																																																															
Age ⁹	<p>There are lower numbers of residents in the older age groups – the table below shows that for both males and females in the borough, the most populous age bands are 30-34 years and 35-39 years and the least populous are 85-89 years and 90+ years.</p> <table border="1"> <thead> <tr> <th>Age group</th><th>Male</th><th>Female</th></tr> </thead> <tbody> <tr><td>0-4</td><td>12,800</td><td>12,700</td></tr> <tr><td>5-9</td><td>13,800</td><td>13,500</td></tr> <tr><td>10-14</td><td>12,800</td><td>12,100</td></tr> <tr><td>15-19</td><td>10,900</td><td>10,200</td></tr> <tr><td>20-24</td><td>12,200</td><td>11,300</td></tr> <tr><td>25-29</td><td>15,600</td><td>14,700</td></tr> <tr><td>30-34</td><td>16,600</td><td>16,000</td></tr> <tr><td>35-39</td><td>16,200</td><td>15,900</td></tr> <tr><td>40-44</td><td>14,200</td><td>14,200</td></tr> <tr><td>45-49</td><td>13,500</td><td>13,800</td></tr> <tr><td>50-54</td><td>12,400</td><td>13,100</td></tr> <tr><td>55-59</td><td>10,500</td><td>11,200</td></tr> <tr><td>60-64</td><td>8,700</td><td>9,200</td></tr> <tr><td>65-69</td><td>7,400</td><td>8,300</td></tr> <tr><td>70-74</td><td>6,600</td><td>7,600</td></tr> <tr><td>75-79</td><td>4,300</td><td>5,500</td></tr> <tr><td>80-84</td><td>3,500</td><td>4,400</td></tr> <tr><td>85-89</td><td>2,100</td><td>3,200</td></tr> <tr><td>90+</td><td>1,200</td><td>2,300</td></tr> <tr><td>Total</td><td>195,300</td><td>199,100</td></tr> </tbody> </table>	Age group	Male	Female	0-4	12,800	12,700	5-9	13,800	13,500	10-14	12,800	12,100	15-19	10,900	10,200	20-24	12,200	11,300	25-29	15,600	14,700	30-34	16,600	16,000	35-39	16,200	15,900	40-44	14,200	14,200	45-49	13,500	13,800	50-54	12,400	13,100	55-59	10,500	11,200	60-64	8,700	9,200	65-69	7,400	8,300	70-74	6,600	7,600	75-79	4,300	5,500	80-84	3,500	4,400	85-89	2,100	3,200	90+	1,200	2,300	Total	195,300	199,100	<p>Respondents aged 18-24 were the most likely to say they agree with charging, with 36.8% saying so.</p> <p>Respondents aged 75+ were less likely to say they would be able to sign up online (65.2% compared to 83.7% overall.)</p> <p>Older respondents who currently use the service were more likely to consider paying for the service than younger respondents: Respondents aged 75+ (60.6%) and 65-74 (49.9%) compared to those aged 18-24 (15.8%), 25-34 (23.7%) 35-44 (30.7%) and 45-54 (32.0%).</p> <p>Respondents aged 35-44 and 45-54 were more likely to say they did not consider any charge to be fair than respondents aged 55-64, 65-74 and 75+ (80.7% and 79.2% compared to 73.9%, 68.9% and 60.0% respectively.)</p> <p>Respondents aged 35-44 and 45-54 were more likely to strongly oppose the proposal than those aged 55-64, 65-74 and 75+ (76.0% and 74.7% compared to 66.5%, 61.4% and 52.5% respectively.)</p>
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Disability¹⁰	There are a small number of residents with a learning disability (7,276 in 2018) and a significant number with a physical disability (23,735 in 2018).	Respondents who stated they have a disability were less likely to say they would be able to sign up online than respondents who stated they did not have a disability (71.1% compared to 87.1%.)
Gender reassignment¹¹	Unlikely to have an adverse disproportionate effect.	The consultation data does not show any significant findings based on gender reassignment with 0.3% of respondents (6 respondents) to the question confirming their gender identity is different as the sex they were registered at birth.
Marriage and Civil Partnership¹²	Unlikely to have an adverse disproportionate effect.	Widowed respondents (marital status) were more likely to say that £50 a year was fair than single, co-habiting and married respondents (22.9% compared to 14.2%, 15.1% and 15.2% respectively.)
Pregnancy and Maternity¹³	May have an adverse disproportionate effect.	The consultation data does not show any significant findings based on pregnancy and maternity with 8 respondents confirming they were pregnant and 7 respondents confirming they were on maternity leave.
Race/ Ethnicity¹⁴	The population is ethnically diverse and between 2018 and 2030, the population of Barnet is set to become more ethnically diverse. The table below shows that in 2018, the largest ethnic category in Barnet is White British, accounting for 40% of the borough population.	The consultation data does not show any significant findings based on ethnicity/race.

	<table><tr><th>Ethnic Group</th><th>No. of persons (2018)</th><th>% of population (2018)</th></tr><tr><td>White British</td><td>158,900</td><td>40.0%</td></tr><tr><td>Other White</td><td>72,300</td><td>18.2%</td></tr><tr><td>Other Asian</td><td>30,500</td><td>7.7%</td></tr><tr><td>Indian</td><td>30,200</td><td>7.6%</td></tr><tr><td>Black African</td><td>23,200</td><td>5.9%</td></tr><tr><td>Other Ethnic Group</td><td>16,100</td><td>4.1%</td></tr><tr><td>Chinese</td><td>10,500</td><td>2.6%</td></tr><tr><td>White Irish</td><td>8,900</td><td>2.2%</td></tr><tr><td>White & Asian</td><td>7,100</td><td>1.8%</td></tr><tr><td>Arab</td><td>7,000</td><td>1.8%</td></tr><tr><td>Other Mixed</td><td>6,700</td><td>1.7%</td></tr><tr><td>Pakistani</td><td>6,400</td><td>1.6%</td></tr><tr><td>Black Caribbean</td><td>4,900</td><td>1.2%</td></tr><tr><td>Other Black</td><td>4,500</td><td>1.1%</td></tr><tr><td>White & Black African</td><td>3,900</td><td>1.0%</td></tr><tr><td>White & Black Caribbean</td><td>3,500</td><td>0.9%</td></tr><tr><td>Bangladeshi</td><td>2,500</td><td>0.6%</td></tr></table>	Ethnic Group	No. of persons (2018)	% of population (2018)	White British	158,900	40.0%	Other White	72,300	18.2%	Other Asian	30,500	7.7%	Indian	30,200	7.6%	Black African	23,200	5.9%	Other Ethnic Group	16,100	4.1%	Chinese	10,500	2.6%	White Irish	8,900	2.2%	White & Asian	7,100	1.8%	Arab	7,000	1.8%	Other Mixed	6,700	1.7%	Pakistani	6,400	1.6%	Black Caribbean	4,900	1.2%	Other Black	4,500	1.1%	White & Black African	3,900	1.0%	White & Black Caribbean	3,500	0.9%	Bangladeshi	2,500	0.6%	
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Religion or belief ¹⁵	<p>There is a range of beliefs among the population, with the largest groups being Christian (38.6%), Jewish (22.6%) and No Religion (20.5%). The chart below shows the different beliefs in Barnet by percentage in 2017.</p> <table><tr><th>Religion or belief</th><th>Percentage</th></tr><tr><td>Christian</td><td>38.6%</td></tr><tr><td>Jewish</td><td>22.6%</td></tr><tr><td>No Religion</td><td>20.5%</td></tr><tr><td>Muslim</td><td>8.1%</td></tr><tr><td>Hindu</td><td>4.8%</td></tr><tr><td>Any Other Religion</td><td>3.2%</td></tr><tr><td>Sikh</td><td>1.2%</td></tr><tr><td>Buddhist</td><td>1.1%</td></tr></table>	Religion or belief	Percentage	Christian	38.6%	Jewish	22.6%	No Religion	20.5%	Muslim	8.1%	Hindu	4.8%	Any Other Religion	3.2%	Sikh	1.2%	Buddhist	1.1%	<p>The consultation data does not show any significant findings based on religion or belief.</p>																																				
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Sex ¹⁶	<p>There is a marginally higher female population (50.5%) than male population (49.5%).</p>	<p>Male respondents were more likely to strongly oppose the proposal than female respondents (70.6% compared 66.5%).</p>																																																						

Sexual Orientation ¹⁷	Unlikely to have an adverse disproportionate effect.	The consultation data does not show any significant findings based on sexual orientation.																																																																		
Other relevant groups ¹⁸	<p><u>Ward respondent lives in:</u></p> <p>The table below shows the estimated ward populations in Barnet for 2018. The wards are ranked according to population size, with Colindale (27,000) accounting for 6.8% of the total borough population. In contrast, High Barnet with an estimated population of 15,900 represents only 4.0% of the Barnet population, in 2018.</p> <table border="1" data-bbox="622 555 1193 1169"> <thead> <tr> <th>Ward name</th><th>Ward population</th><th>% of borough population</th></tr> </thead> <tbody> <tr><td>Colindale</td><td>27000</td><td>6.8%</td></tr> <tr><td>Childs Hill</td><td>22200</td><td>5.6%</td></tr> <tr><td>Mill Hill</td><td>21200</td><td>5.4%</td></tr> <tr><td>Golders Green</td><td>20600</td><td>5.2%</td></tr> <tr><td>Edgware</td><td>20400</td><td>5.2%</td></tr> <tr><td>Burnt Oak</td><td>20000</td><td>5.1%</td></tr> <tr><td>West Hendon</td><td>20000</td><td>5.1%</td></tr> <tr><td>Hendon</td><td>20000</td><td>5.1%</td></tr> <tr><td>Woodhouse</td><td>18800</td><td>4.8%</td></tr> <tr><td>Hale</td><td>18400</td><td>4.7%</td></tr> <tr><td>Coppetts</td><td>17900</td><td>4.5%</td></tr> <tr><td>West Finchley</td><td>17600</td><td>4.5%</td></tr> <tr><td>East Finchley</td><td>17200</td><td>4.4%</td></tr> <tr><td>Finchley Church End</td><td>17100</td><td>4.3%</td></tr> <tr><td>East Barnet</td><td>16900</td><td>4.3%</td></tr> <tr><td>Oakleigh</td><td>16900</td><td>4.3%</td></tr> <tr><td>Brunswick Park</td><td>16800</td><td>4.3%</td></tr> <tr><td>Garden Suburb</td><td>16700</td><td>4.2%</td></tr> <tr><td>Totteridge</td><td>16500</td><td>4.2%</td></tr> <tr><td>Underhill</td><td>16400</td><td>4.2%</td></tr> <tr><td>High Barnet</td><td>15900</td><td>4.0%</td></tr> </tbody> </table> <p><u>Housing tenure:</u></p> <p>The high cost of home ownership in Barnet has led to a tenure shift away from owning a property and towards privately rented accommodation. Over a quarter of households in the borough now rent from a private</p>	Ward name	Ward population	% of borough population	Colindale	27000	6.8%	Childs Hill	22200	5.6%	Mill Hill	21200	5.4%	Golders Green	20600	5.2%	Edgware	20400	5.2%	Burnt Oak	20000	5.1%	West Hendon	20000	5.1%	Hendon	20000	5.1%	Woodhouse	18800	4.8%	Hale	18400	4.7%	Coppetts	17900	4.5%	West Finchley	17600	4.5%	East Finchley	17200	4.4%	Finchley Church End	17100	4.3%	East Barnet	16900	4.3%	Oakleigh	16900	4.3%	Brunswick Park	16800	4.3%	Garden Suburb	16700	4.2%	Totteridge	16500	4.2%	Underhill	16400	4.2%	High Barnet	15900	4.0%	<p>The consultation also sought information on:</p> <ul style="list-style-type: none"> • Which Ward the respondent lives in • Housing tenure • Employment status • Receipt of benefits <p><u>Ward:</u></p> <p>Respondents in Garden Suburb ward who currently use the service were more likely to say they would pay for the service (60.5%) compared to the average of 36.7%. Respondents in Burnt Oak ward who currently use the service were more likely to say they would not pay for the service (73.9%) compared to the average of 59.7%. Respondents in Burnt Oak ward would be less likely to sign up online (64.0% compared to the average of 83.4%) and be more likely to ask for help from a family member, friend or neighbour (20% compared to the average of 4.7%).</p> <p>Respondents in West Finchley were more likely to say they would be able to sign up (95.2% compared to the average of 83.4 %.)</p> <p><u>Housing tenure:</u></p> <p>The consultation data does not show any significant findings based on housing tenure.</p>
Ward name	Ward population	% of borough population																																																																		
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Underhill	16400	4.2%																																																																		
High Barnet	15900	4.0%																																																																		

	<p>landlord. Between 2001 and 2016, the use of privately rented accommodation in Barnet rose from 17% to 26% of households.</p> <p><u>Receipt of benefits:</u> No data available. Expected to have an adverse disproportionate effect.</p> <p><u>Employment status:</u> For the year to June 2018, the employment rate for working age people in Barnet (aged 16-64 years) was 71.4%, which was the 10th lowest of the London boroughs, but similar to both London (74.2%) and England (75.2%).</p> <p>The figure below shows the wards localized in the west and south of the borough with a greater overall deprivation have this mirrored by increased levels of income deprivation (shown on the map as darker patches). However, wards such as Brunswick Park, with less deprivation overall, also have small areas within them where income deprivation is pronounced.</p>	<p><u>Receipt of benefits:</u> The consultation data does not show any significant findings based on whether respondents are in receipt of benefits with a total of 4% of respondents to the question confirming they receive housing benefit (1.4%), council tax support (1.8%) or Universal Credit (0.8%.)</p> <p><u>Employment status:</u> Unemployed respondents were more likely to say they would not pay if a charge was introduced and would not continue to use the service (73.9% compared to the average of 59.9%.)</p> <p>Respondents that are wholly retired from work were more likely to say that they currently use the service and would consider paying for it when compared to all respondents (52.2% compared to the average of 36.6%.)</p>
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4. Assessing impact

What does the evidence tell you about the impact your proposal may have on groups with protected characteristics ¹⁹?

Protected characteristic	For each protected characteristic, explain in detail what the evidence is suggesting and the impact of your proposal (if any). Is there an impact on service deliver? Is there an impact on customer satisfaction? Click the appropriate box on the right to indicate the outcome of your analysis.	Positive impact	Negative impact		No impact
			Minor	Major	
Age	Based on JSNA (<u>Joint Strategic Needs Assessment</u>) evidence, no impact is expected. By age, consultation data suggests older respondents were less likely to be able to sign up online, however they were more likely to consider paying for the service. Consultation data shows respondents aged 35-44 and 45-54 were more likely to be against the idea of charging, however data indicates they would be able to sign up online. Respondents who are wholly retired from work were more likely to agree to paying for the service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	Based on JSNA evidence, some impact may be made on those with learning disabilities in their capability to sign up to the service. Consultation data shows there is some impact on respondents who stated they have a disability being able to sign up online, where a slightly higher percentage confirmed they may not be able to, compared to the percentage of respondents who stated they did not have a disability.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	No evidence available from JSNA. Unlikely to have an adverse disproportionate effect. Consultation data does not indicate any adverse disproportionate effect on these respondents to deliver the service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and Civil Partnership	No evidence available from JSNA. Unlikely to have an adverse disproportionate effect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Sub-group analysis of consultation data does not indicate an adverse disproportionate effect on respondents based on marital status.				
Pregnancy and Maternity	<p>No evidence available from JSNA. May have an adverse disproportionate effect, ability to make payment for the service is determined by income/allowance.</p> <p>Consultation data does not indicate any adverse disproportionate effect on respondents based on pregnancy or maternity.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race/ Ethnicity	<p>Based on JSNA evidence, no impact is expected.</p> <p>Consultation data does not indicate any adverse disproportionate effect on respondents based on race or ethnicity.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	<p>Based on JSNA evidence, no impact is expected.</p> <p>Consultation data does not indicate any adverse disproportionate effect on respondents based on religion or belief.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<p>Based on JSNA evidence, no impact is expected.</p> <p>Sub-group analysis of consultation data does not indicate an adverse disproportionate effect on respondents based on gender.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<p>No evidence available from JSNA. Unlikely to have an adverse disproportionate effect.</p> <p>Consultation data does not indicate an adverse disproportionate effect on respondents based on sexual orientation.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

5. Other key groups		Positive impact	Negative impact		No impact
Are there any other vulnerable groups that might be affected by the proposal? <i>These could include carers, people in receipt of care, lone parents, people with low incomes or unemployed</i>			Minor	Major	
Which Ward the respondent lives in	Based on JSNA evidence, no impact is expected. By ward, consultation data suggests respondents in Burnt Oak ward are less likely to pay for the service and less likely to be able to sign up online.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing tenure	JSNA evidence shows take up of privately rented accommodation has increased, this could indicate number of residents living in flats over houses with gardens has also increased where they could potentially be non-users of the garden waste collection service. Consultation data does not indicate an adverse disproportionate effect on respondents based on housing tenure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employment status	JSNA evidence shows a small percentage of the borough has a greater level of deprivation, however these affected residents may not all necessarily use the garden waste collection service. JSNA evidence also shows that the majority of working age people in Barnet (aged 16-64 years) are in employment. However, it can be assumed that level of income is not solely dependent on employment status. By employment status, consultation data suggests unemployed respondents were more likely to say they would not pay to continue to use the service. However, respondents who are wholly retired from work were more likely to agree to paying for the service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receipt of benefits	No evidence available from JSNA. Expected to have an adverse disproportionate effect. Consultation data does not indicate an adverse disproportionate effect on respondents based on if they are in receipt of benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

6. Cumulative impact²⁰

Considering what else is happening within the council and Barnet could your proposal contribute to a cumulative impact on groups with protected characteristics?

☒ Yes No ☐

If you clicked the Yes box, which groups with protected characteristics could be affected and what is the potential impact? Include details in the space below

The council-wide move to One Digital (e.g. customers contacting the council via online webforms) could affect residents who are unable to sign up online, to opt-in to the chargeable service. This is also likely to benefit residents who prefer this method of communication.

7. Actions to mitigate or remove negative impact

Only complete this section if your proposals may have a negative impact on groups with protected characteristics. These need to be included in the relevant service plan for mainstreaming and performance management purposes.

Group affected	Potential negative impact	Mitigation measures ²¹ <i>If you are unable to identify measures to mitigate impact, please state so and provide a brief explanation.</i>	Monitoring ²² <i>How will you assess whether these measures are successfully mitigating the impact?</i>	Deadline date	Lead Officer
Age	Inability for older residents to sign up online	Accessibility functionality on website and online webforms. The council will investigate options for subscriptions to be made via telephone where this is specifically required by some residents and can be done so in line with current card payment regulations.	Monitoring of complaints, Members Enquiries as well as feedback via Customer Contact Centre and Resident Perception Survey	Ongoing	Paul Kennedy
Disability	Inability for disabled residents to sign up online				

Ward	Residents of Burnt Oak ward less willing to pay for the service, and more likely to be unable to sign up online	Accessibility functionality on website and online webforms			
Employment status	Unemployed residents less willing to pay for the service	Potentially investigate concessions or discounts			

8. Outcome of the Equalities Impact Assessment (EqIA) ²³

Please select one of the following four outcomes

☐ **Proceed with no changes**

The EqIA has not identified any potential for a disproportionate impact and all opportunities to advance equality of opportunity are being addressed

☒ **Proceed with adjustments**

Adjustments are required to remove/mitigate negative impacts identified by the assessment

☐ **Negative impact but proceed anyway**

This EqIA has identified negative impacts that are not possible to mitigate. However, it is still reasonable to continue with the activity. Outline the reasons for this and the information used to reach this decision in the space below

☐ **Do not proceed**

This EqIA has identified negative impacts that cannot be mitigated and it is not possible to continue. Outline the reasons for this and the information used to reach this decision in the space below

Reasons for decision

Look into accessibility of website and online webform, investigate options for subscriptions to be made via telephone where this is specifically required by some residents and potentially investigate concessions or discounts.

Sign-off**9. Sign off and approval by Head of Service / Strategic lead²⁴**

Name Paul Kennedy	Job title Head of Service Support – Street Scene
<input checked="" type="checkbox"/> Tick this box to indicate that you have approved this EqIA	Date of approval: 8 th January 2020
<input type="checkbox"/> Tick this box to indicate if EqIA has been published Date EqIA was published: Embed link to published EqIA:	Date of next review: September 2020

Footnotes: guidance for completing the EqlA template

¹ The following principles explain what we must do to fulfil our duties under the Equality Act when considering any new policy or change to services. They must all be met or the EqlA (and any decision based on it) may be open to challenge:

- **Knowledge:** everyone working for the council must be aware of our equality duties and apply them appropriately
- **Timeliness:** the duty applies at the time of considering proposals and before a final decision is taken
- **Real Consideration:** the duty must be an integral and rigorous part of your decision-making and must influence the process.
- **Sufficient Information:** you must assess what information you have and what is needed to give proper consideration.
- **No delegation:** the council is responsible for ensuring that anyone who provides services on our behalf complies with the equality duty.
- **Review:** the equality duty is a continuing duty – it continues after proposals are implemented/reviewed.
- **Proper Record Keeping:** we must keep records of the process and the impacts identified.

² Our duties under the Equality Act 2010

The council has a legal duty under this Act to show that we have identified and considered the impact and potential impact of our activities on all people with ‘protected characteristics’ (see end notes 9-19 for details of the nine protected characteristics). This applies to policies, services (including commissioned services), and our employees.

We use this template to do this and evidence our consideration. You must give ‘due regard’ (pay conscious attention) to the need to:

- **Avoid, reduce or minimise negative impact:** if you identify unlawful discrimination, including victimisation and harassment, you must stop the action and take advice immediately.
- **Promote equality of opportunity:** by
 - Removing or minimising disadvantages suffered by people with a protected characteristic
 - Taking steps to meet the needs of these groups
 - Encouraging people with protected characteristics to participate in public life or any other activity where participation is disproportionately low
 - Consider if there is a need to treat disabled people differently, including more favourable treatment where necessary
- **Foster good relations between people who share a protected characteristic and those who don’t:** e.g. by promoting understanding.

³ EqlAs should always be proportionate to:

- The size of the service or scope of the policy/strategy
- The resources involved
- The size of the likely impact – e.g. the numbers of people affected and their vulnerability

The greater the potential adverse impact of the proposal on a protected group (e.g. disabled people) and the more vulnerable the group is, the more thorough and demanding the process required by the Act will be. Unless they contain sensitive data – EqlAs are public documents. They are published with Cabinet papers, Panel papers and public consultations. They are available on request.

⁴ When to complete an EqlA:

- When developing a new policy, strategy, or service
- When reviewing an existing service, policy or strategy

-
- When making changes that will affect front-line services
 - When amending budgets which may affect front-line services
 - When changing the way services are funded and this may impact the quality of the service and who can access it
 - When making a decision that could have a different impact on different groups of people
 - When making staff redundant or changing their roles

Wherever possible, build the EqlA into your usual planning and review processes.

Also consider:

- Is the policy, decision or service likely to be relevant to any people because of their protected characteristics?
- How many people is it likely to affect?
- How significant are its impacts?
- Does it relate to an area where there are known inequalities?
- How vulnerable are the people who will be affected?

If there are potential impacts on people but you decide not to complete an EqlA you should document your reasons why.

⁵ **Title of EqlA:** This should clearly explain what service / policy / strategy / change you are assessing.

⁶ **Focus of EqlA:** A member of the public should have a good understanding of the proposals being assessed by the EqlA after reading this section. Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EqlA)'

This section should explain what you are assessing:

- What are the main aims or purpose of the proposed change?
- Who implements, carries out or delivers the service or function in the proposal? Please state where this is more than one person or group, and where other organisations deliver it under procurement or partnership arrangements.
- How does it fit with other services?
- Who is affected by the service, or by how it is delivered? Who are the external and internal service-users, groups, or communities?
- What outcomes do you want to achieve, why and for whom? E.g.: what do you want to provide, what changes or improvements, and what should the benefits be?
- What do existing or previous inspections of the service tell you?
- What is the reason for the proposed change (financial, service, legal etc)? The Act requires us to make these clear.

⁷ **Data & Information:** Your EqlA needs to be informed by data. You should consider the following:

- What data is relevant to the impact on protected groups is available? (is there an existing EqlA?, local service data, national data, community data, similar proposal in another local authority).
- What further evidence is needed and how can you get it? (e.g. further research or engagement with the affected groups).
- What do you know from service/local data about needs, access and outcomes? Focus on each characteristic in turn.
- What might any local demographic changes or trends mean for the service or function? Also consider national data if appropriate.
- Does data/monitoring show that any policies or practices create particular problems or difficulties for any group(s)?
- Is the service having a positive or negative effect on particular people or groups in the community?

⁸ What have people told you about the service, function, area?

- Use service user feedback, complaints, audits
- Conduct specific consultation or engagement and use the results
- Are there patterns or differences in what people from different groups tell you?
- Remember, you must consult appropriately and in an inclusive way with those likely to be affected to fulfil the equality duty.
- You can read LBB [Consultation and Engagement toolkit](#) for full advice or contact the Consultation and Research Manager, rosie.evangelou@barnet.gov.uk for further advice

⁹ Age: People of all ages, but consider in particular children and young people, older people and carers, looked after children and young people leaving care. Also consider working age people.

¹⁰ Disability: When looking at disability, consideration should be given to people with different types of impairments: physical (including mobility), learning, aural or sensory (including hearing and vision impairment), visible and non-visible impairment. Consideration should also be given to: people with HIV, people with mental health needs and people with drug and alcohol problems. People with conditions such as diabetes and cancer and some other health conditions also have protection under the Equality Act 2010.

¹¹ Gender Reassignment: In the Act, a transgender person is someone who proposes to, starts or has completed a process to change their gender. A person does not need to be under medical supervision to be protected. Consider transgender people, transsexual people and transvestites.

¹² Marriage and Civil Partnership: consider married people and civil partners.

¹³ Pregnancy and Maternity: When looking at pregnancy and maternity, give consideration to pregnant women, breastfeeding mothers, part-time workers, women with caring responsibilities, women who are lone parents and parents on low incomes, women on maternity leave and 'keeping in touch' days.

¹⁴ Race/Ethnicity: Apart from the common ethnic groups, consideration should also be given to Traveller communities, people of other nationalities outside Britain who reside here, refugees and asylum seekers and speakers of other languages.

¹⁵ Religion and Belief: Religion includes any religion with a clear structure and belief system. As a minimum you should consider the most common religious groups (Christian, Muslim, Hindu, Jews, Sikh, Buddhist) and people with no religion or philosophical beliefs.

¹⁶ Sex/Gender: Consider girls and women, boys and men, married people, civil partners, part-time workers, carers (both of children with disabilities and older cares), parents (mothers and fathers), in particular lone parents and parents on low incomes.

¹⁷ Sexual Orientation: The Act protects bisexual, heterosexual, gay and lesbian people.

¹⁸ Other relevant groups: You should consider the impact on our service users in other related areas.

¹⁹ Impact: Your EqIA must consider fully and properly actual and potential impacts against each protected characteristic:

- The equality duty does not stop changes, but means we must fully consider and address the anticipated impacts on people.
- Be accurate and transparent, but also realistic: don't exaggerate speculative risks and negative impacts.
- Be detailed and specific where you can so decision-makers have a concrete sense of potential effects.

-
- Questions to ask when assessing whether and how the proposals impact on service users, staff and the wider community:
 - Are one or more protected groups affected differently and/or disadvantaged? How, and to what extent?
 - Is there evidence of higher/lower uptake of a service among different groups? Which, and to what extent?
 - Does the project relate to an area with known inequalities (where national evidence or previous research is available)?
 - If there are likely to be different impacts on different groups, is that consistent with the overall objective?
 - If there is negative differential impact, how can you minimise that while taking into account your overall aims?
 - Do the effects amount to unlawful discrimination? If so the plan **must** be modified.
 - Does it relate to an area where equality objectives have been set by LBB in our [Barnet 2024 Plan](#) and our [Strategic Equality Objective](#)?

²⁰ **Cumulative Impact**

You will need to look at whether a single decision or series of decisions might have a greater negative impact on a specific group and at ways in which negative impacts across the council might be minimised or avoided.

²¹ **Mitigating actions**

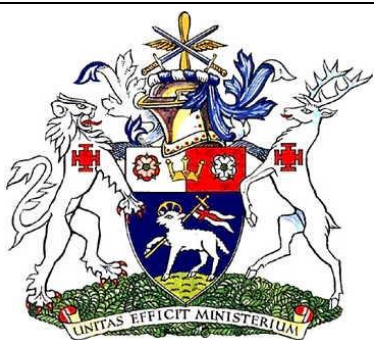
- Consider mitigating actions that specifically address the impacts you've identified and show how they will remove, reduce or avoid any negative impacts
- Explain clearly what any mitigating measures are, and the extent to which you think they will reduce or remove the adverse effect
- Will you need to communicate or provide services in different ways for different groups in order to create a 'level playing field'?
- State how you can maximise any positive impacts or advance equality of opportunity.
- If you do not have sufficient equality information, state how you can fill the gaps.

²² **Monitoring:** The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard' to the duty. If an assessment of a broad proposal leads to more specific proposals, then further monitoring, equality assessment, and consultation are needed.

²³ **Outcome:**

- Make a frank and realistic assessment of the overall extent to which the negative impacts can be reduced or avoided by the mitigating measures. Also explain what positive impacts will result from the actions and how you can make the most of these.
- Make it clear if a change is needed to the proposal itself. Is further engagement, research or monitoring needed?
- Make it clear if, as a result of the analysis, the policy/proposal should be stopped.

²⁴ **Sign off:** You will need to ensure the EqIA is signed off by your Head of Service, agree whether the EqIA will be published, and agree when the next review date for the EqIA will be.



Environment Committee 20 January 2020

Title	Rebanding of Parking PCN Charges
Report of	Chairman of the Environment Committee
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	Appendix A - Results of Consultation, Summary Report
Officer Contact Details	<p>Geoff Mee, Assistant Director Transportation and Highways Environment Directorate 020 8359 2275 Geoff.mee@barnet.gov.uk</p> <p>Phillip Hoare, Head of Parking and Infrastructure Parking Client Team 020 8359 2308 phillip.hoare@barnet.gov.uk</p>

Summary

This report proposes the Borough make a submission to London Council's Transport and Environment Committee to adopt Band A parking Penalty Charge Notice (PCN) charges across the Borough.

Officers Recommendations

1. That the Committee notes the need for behaviour change as identified within the draft Long Term Transport Strategy to reduce traffic contraventions and associated congestion in the short to medium term.
2. That the Committee note the results of public consultation conducted in respect of this proposal particularly that the majority of those that responded to the consultation were against this proposal.

3. That, notwithstanding the outcome of the consultation, the Committee approves a submission being made to the London Councils Transport and Environment Committee for approval to change the banding for parking PCNs to Band A.
4. That the Committee notes that this will not change the level of penalty for contraventions in bus lane or of moving traffic contraventions (banned turns, box junctions, no entry signs and similar).

1. WHY THIS REPORT IS NEEDED

- 1.1. The Council enforces parking controls Borough-wide except on those major routes comprising part of the Transport for London Road Network, which are the responsibility of Transport for London to enforce. This report only refers to the enforcement of parking controls in the Borough's areas of responsibility and would not impact enforcement of bus lane and moving traffic contraventions.
- 1.2. The Borough has commissioned a draft Long Term Transport Strategy which articulates the vision for transport in Barnet to 2041. The strategy details the projected growth in the borough and the associated increase in road congestion. The strategy identifies key inhibitors to the use of alternative modes of transport to the car being very limited public transport connectivity across the borough, and longer travel times for existing routes due to congestion. The strategy proposes a number of initiatives to improve public transport, cycling and walking routes, including the introduction of orbital (east-west) bus routes to ease congestion and improve air quality, but these will take time to implement.
- 1.3. The draft Long Term Transport Strategy identifies that modifying behaviours to control car utilisation is critical to meet the objective of free flowing traffic in the Borough. Addressing traffic congestion is a pressing issue now and in the short to medium term and requires consideration of how parking behaviour contributes to congestion, especially for on street contraventions which cause nuisance and needless disruption to traffic flow.
- 1.4. The Borough's size means it covers areas which range from being distinctly rural adjacent to Hertfordshire to much more densely populated. The Borough includes Greenbelt land but also has borders with central London Boroughs. Growth and regeneration mean that in some areas, such as some locations along the Northern line, population densities are similar to inner London levels.
- 1.5. The draft Long Term Transport Strategy identifies that the direction of change in the borough is towards a more urban profile, though this change is not equally spread across the Borough. Golders Green and Colindale are predicted to exceed the current inner London average density levels by at least 30%, whilst other town centre areas will be at least 50% denser than existing Outer London averages. With this comes changes to the balance of travel modes, with public transport increasing in importance, whilst the road capacity remains finite.

- 1.6. In London there are two levels of parking Penalty Charge Notice (PCN) charges, Band A and Band B, reflecting the impact of parking contraventions in differing parts of London. There are also two categories of severity, higher and lower, which are linked to the specific nature of the contravention. The categorisation of the severity level is determined for all of London and is not subject to change as a result of this proposal progressing.

	Lower Severity	Higher Severity
Band A (LBB Proposed)	£80 (£40 discounted value)	£130 (£65 discounted value)
Band B (LBB present)	£60 (£30 discounted value)	£110 (£55 discounted value)

- 1.7. The London Borough of Barnet is presently in 'Band B', which used to be common for outer London authorities, with inner London being Band A. In recent years, however, some outer London Boroughs have moved to Band A in whole or in part, based on their experience of high levels of traffic and ongoing issues with compliance with parking restrictions. The map below shows the existing position in London:

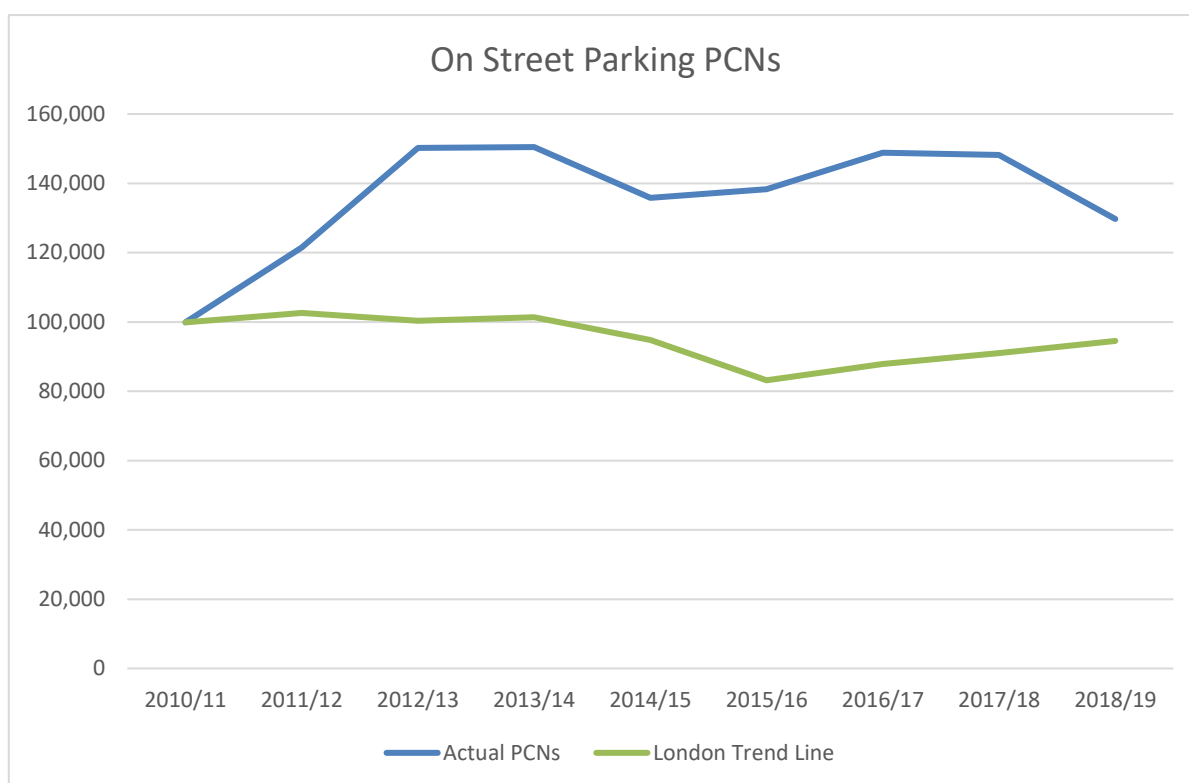
Existing on-street penalty charge bands



Existing off-street penalty charge bands



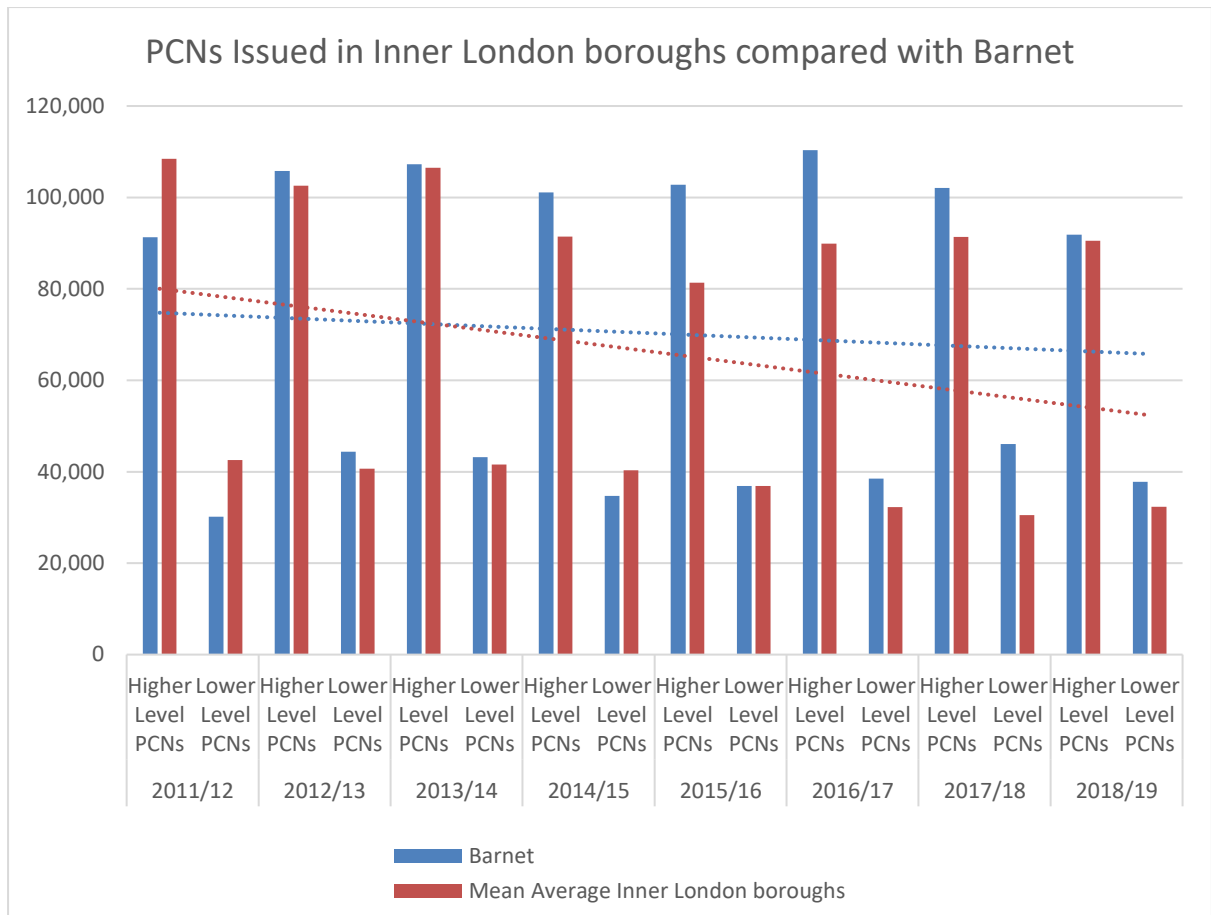
- 1.8. In recent years, the Council's issuing of parking PCNs has increased. Across the same period the overall trend across London is that the issue of PCNs have been broadly decreasing, although there has been an increase over the past two years. There has been some increase in the number of roads in Barnet that have parking controls, other Boroughs would also have been adding controls to more streets so this alone would not explain why Barnet has not followed a similar trend.
- 1.9. The below chart shows the actual issuance of Barnet PCNs and a trend line indicating what the level of issuance of PCNs would have been in Barnet, had it followed the whole of London trend.



- 1.10. The reasons behind the London Borough of Barnet not seeing the lowering of PCNs issued more widely experienced across London are not easily explained. As noted above, many other Boroughs would have experienced increases in parking controls and would also have been subject to other pressures, such as redevelopments and growth in resident numbers, that could explain an increase in the number of PCNs issued.
- 1.11. The trend may arise from the impact of growth in the Borough and shift towards a more urban profile of resident density in parts without an increase in road space, so there is more competition for that finite space. The borough is certain to experience a sustained level of growth in the coming years. The Brent Cross redevelopment project anticipates the creation of 7,500 new homes and 27,000 new jobs. The draft Long Term Transport Strategy states that by 2030 there will have been a 13% increase in borough population, which is expected to come predominantly from wards in Golders Green, Colindale, Mill Hill, West Hendon and Brunswick Park. In common with other outer London boroughs, there is a high demand for new housing and the minimum ten year target for Barnet as set by the London Plan, and applicable from 2015 to 2025, is for 23,489 additional homes to be built.
- 1.12. There is also less impact in Barnet of some of the drivers for modal shift seen in central London, such as increases in cycle infrastructure, the impact of the Congestion Charge and the adoption of more healthy streets activities designed to reduce car use and support lower car ownership levels. Without costly and detailed surveys having been conducted over many years it will be impossible to determine definitively the causal factors for Barnet being against the trend for PCN issuing performance. The draft Long Term Transport Strategy

proposes a number of initiatives to encourage such modal shift, but these will take time to deliver benefits to our residents.

- 1.13. Ultimately the issuing of more PCNs is not the Council's intention and reflects contraventions of parking regulations intended to support the movement of traffic including buses, road safety, protection of parking for local resident and business use against commuters and aid the turnover of spaces to support High Street vitality. The Council has a long-standing expressed desire to increase compliance with parking restrictions. Traffic congestion and parking is a chief concern for our residents, 19% of residents surveyed in 2017 in the Council's Annual Residents Survey identified congestion as their number one issue in the borough. Requests for enforcement and complaints in relation to enforcement issues received by the Council's parking team have increased by 80% since 2015.
- 1.14. It is noted that there has been a freeze on the value of PCNs in London since 2011 and the effect of inflation since then has been to see the financial sanction of the PCN drop by around 25% in real terms. At the same time the Borough's charges have increased in line with inflation and many charges now reflect the emissions of the vehicle. The impact of the PCN on some motorists has therefore reduced over time.
- 1.15. In the past two years, 39% of PCNs have been issued to a motorist who has already paid at least one other PCN in Barnet within the same period. This suggests that the impact of the PCN is not a sufficient deterrent for many motorists. Indeed, 23% of PCNs were issued where the motorist had already paid for two or more PCNs during the same period of time.
- 1.16. The London Borough of Barnet is not alone in outer London Boroughs in experiencing an ongoing persistent level of contravention of PCNs. The London Boroughs of Waltham Forest and Enfield have been approved for Band A PCN charges recently and neighbouring Haringey is also in Band A. The London Borough of Havering has also begun the process of applying for Band A. London Borough of Greenwich received approval from London Councils Transport and Environment Committee to place the whole borough area in Band A in December 2019. Analysis of the parking policies of those boroughs where the number of PCNs issued has declined suggest that the effect of increasing the size of the Penalty Charge Notice has been a causal factor and that this has seen increased compliance with restrictions.
- 1.17. As noted in paragraph 1.3, the Borough is changing in character and will see increased population density exceeding inner London levels in some areas. Inner London boroughs are largely already situated in Band A for on street contraventions. Analysis of the trend in PCNs issued in inner London boroughs against Barnet over time shows that PCNs issuance in inner London is falling faster than in Barnet. This is likely to be due to a number of factors as discussed in paragraph 0 in addition to the added deterrent effect of the increased PCN.



- 1.18. The Council therefore must focus on managing the growth in traffic and associated congestion arising from new development in the short term, as most infrastructure measures are medium to long term and will rely on funding and strategic partners to secure their delivery. The Council needs to act and identifies in the emerging Long Term Transport Strategy effecting behavioural change as one solution to managing congestion. Therefore it is proposed to take forward an application to reband PCNs to encourage behavioural change by re-emphasising the importance of not contravening.
- 1.19. The Borough conducted a consultation about PCN rebanding through the Engage Barnet portal between May and August 2019. Further information on the consultation and survey results are appended to this report.
- 1.20. The results of the consultation show that the majority of those that responded to the consultation are strongly against the proposal. This is not surprising given the general public attitude to parking Penalty Charge Notices and price rises. The consultation did not attract a large number of responses and despite the comments made by the relatively small number of survey respondents, the evidence as set out in the draft Long Term Transport Strategy with regard to congestion and capacity presents a strategic imperative to proceed with these proposals.
- 1.21. A persistent theme in the consultation comments was the past performance of the Parking Service in Barnet. In recent years, the Borough has improved the

performance of the Parking Service with adjudicator win rates increasing from 38% to 56% most recently. It is felt that the service provided is more robust and of a higher quality which would support a change to the banding without a high level of incidences of penalising people erroneously.

- 1.22. One of the key recommendations made in the consultation comments was to create more parking provision on street, to make it easier for people to find places to park. The balance of resident, business and leisure/casual parking is continually under review with the introduction of traffic schemes. The draft Long Term Transport Strategy has discounted the option of increasing capacity because evidence shows that it rarely alleviates congestion in the long term, and the effect is to increase trips made by car. This would exacerbate existing public health issues associated with car use such as poor air quality, traffic accidents and obesity. It is difficult to balance the needs of all road users, and the forthcoming Long Term Transport Strategy will seek to set out the borough's approach to achieving this in the longer term.
- 1.23. It is understood that the proposal will not be universally popular but would result in motorists being charged fees that are broadly comparable with those faced by residents, businesses and visitors in other Boroughs with similar parking conditions, such as Enfield and Waltham Forest. The desired impact of the proposals with regard to reducing repeated parking contraventions are likely to be welcomed by parts of the community.

2. REASONS FOR RECOMMENDATIONS

- 2.1. The key benefit of applying for Band A to increase the level of sanction to achieve an increase in compliance with parking restrictions. This will have consequential benefits to the Borough that are becoming ever more necessary as the Borough looks into a future with more growth and changes to the way people travel, own vehicles and fuel them. The consequential benefits are set out as follows.
- 2.2. **Traffic Flow and Congestion** – including bus movements. By ensuring vehicles parked where they are not permitted have a stronger sanction, it is intended to help reduce incidences of vehicles stopping in places which hinder traffic flow, including where people are stopping at bus stops and hindering bus stopping. The change to the PCN band alone is not the only measure to aid this and the Borough has recently agreed to the introduction of the vehicle removal service in support of this enforcement activity. These proposals support the draft Long Term Transport Strategy objective to keep the Borough moving, and the Corporate Plan which states that delivering this will involve using enforcement to increase compliance and support traffic to move smoothly and safely.
- 2.3. **Protection of spaces for dedicated users** – The Borough already has some spaces that are reserved for the use of specific users, including those disabled badge holders who qualify for a dedicated disabled bay. As the Borough invests in electric vehicle charging stations and marks out dedicated spaces in them, it is essential that these are not misused and along with the investment in the vehicle removal service, the rebanding would put in place a stronger deterrent

which will contribute to the draft Long Term Transport Strategy objective to make the transport system as accessible as possible regardless of age, ability and income, and to limit the negative impacts of transport.

- 2.4. **Vehicle Turnover in paid spaces** – The Borough's parking charges for paid casual parking and car parks are set to reflect local needs and to support the High Street. A higher PCN charge would help to ensure that vehicles are not left in car parks longer than paid for or longer than the maximum permitted time. Vehicle turnover helps support the High Street and support local business through making it more likely that visitors can find a space close to their destination. The ability to find a space (or a lack of spaces) has been shown in previous studies to be a more influential than price and often second only to parking location in people's reasons for choosing where they visit for parking.
- 2.5. **Air Quality** – The removal of vehicles from obstructing the road and adding to journey times and congestion, as well as improving space turnover so that vehicles are not circling for spaces, along with improvements for bus journeys, is expected to improve air quality in the Borough. It would also allow the Council to ensure that electric vehicle charging facilities are not misused to keep these available for electric vehicles. The draft Long Term Transport Strategy identifies air quality as a key challenge; 6.5% of all deaths in Barnet are caused by poor air quality. Combined with other initiatives that the Borough has and new initiatives arising from the draft Long Term Transport Strategy, this will support the desire to see a significant shift in air quality in the Borough.
- 2.6. **Safety** - the Council is receiving an increasing number of complaints and requests for enforcement, many of which cite safety concerns. Parking at school pick up and drop off times can escalate into a safety issue, with a small minority of parents/carers parking in a dangerous and obstructive manner. Schools are frequently visited by enforcement teams to act as a deterrent but the behaviour persists. At best the behaviour is an annoyance and obstruction to local residents, at worst it has potential to endanger children and block access for emergency vehicles. Another source of resident contact is requesting parking enforcement for vehicles parked across driveways or by other means blocking access for refuse collection and emergency vehicles. The issuing of a PCN at a higher rate has the potential to deter the motorist from repeatedly parking in the same place, and to consider seeking a legal parking space rather than risk a second PCN. The proposal supports the draft Long Term Transport Strategy objective to improve the road network and transport system in Barnet so that it is safe and residents and visitors feel safe across all transport modes.

3. **ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**

- 3.1. The alternative to what is proposed in this report is to maintain the status quo and not ask for the Borough to re-banded to Band A. PCNs would remain at the same level they currently stand at.
- 3.2. However, maintaining the status quo is not recommended. Although there was an expressed lack of support through consultation with the public, there was a low level of response, representing a very small number of individuals. The wider public health and transport benefits of this proposal are great. The survey

attracted in the region of 300 responses. This can be compared with 6000 responses for proposals on charging for the garden waste service. The response to this consultation is therefore considered to represent a very small sample of the Borough's population. 95% of survey respondents were vehicle owners, and the vast majority of survey respondents identified their main mode of transport in the borough as driving a private vehicle. This is not representative of the borough, in which according to London Ward Atlas data collated by the GLA approximately 30% of households have no access to a car.

4. POST DECISION IMPLEMENTATION

- 4.1. Should the recommendations be agreed, the Council will make an application to London Council's Transport and Environment Committee for consideration of the request. If it is approved then the application is submitted to the Mayor of London for scrutiny. The application, if meeting the Mayor's approval, is then passed to the Department for Transport during which time the Secretary of State may raise objections.
- 4.2. Assuming these stages are passed, the Borough will then need to make public notice of the intended change and would be in a position to make the change three months after the notification. This would indicate a likely start date in the first Quarter of 2020/21.

5. IMPLICATIONS OF DECISION

5.1. Corporate Priorities and Performance

This scheme, if approved, will contribute to the Councils corporate plan by:

- 5.1.1. Promoting the principles of fairness to those who live within existing CPZs and areas outside CPZs which have become under increasing pressure by managing the demand for parking.
- 5.1.2. Acting as a greater deterrent to motorists who do not park legally, whilst maintaining a robust appeals process to ensure fairness.
- 5.1.3. By increasing the deterrent on obstructive and nuisance parking, making a contribution towards tackling air quality and reducing congestion, for motorists and public transport users.
- 5.1.4. Reflecting an engagement with communities and help to build stronger relationships by demonstrating that concerns are being considered and acted upon in a timely way, and that the Council's policy and decision making in regard to traffic management is lawful and consistent.

5.2. Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1. If approved, an application will be made to London Councils' Transport and Environment Committee. There are no additional resources required to complete the application process as outlined at 4.1.

- 5.2.2. It is not possible at this stage to present projected income levels associated with proposal because the impact on behaviour is not able to be assessed. There may be increased resources required should there be an increase in PCN appeals, however this will be contained within the existing parking enforcement contract held by NSL. Local authorities should not use parking charges to raise revenue or as or as a local tax. The factors which local authorities should take into consideration when setting parking charges are set down in the Department for Transport's Operation Guidance for Local Authorities: Parking Policy and Enforcement (March 2015) (paragraph 14.8).
- 5.2.3. Where the demand for parking is high, there may be surplus income. Section 55 of the RTRA sets down the financial provisions in relation to designation orders and requires local authorities to apply any surplus to specific purposes, which include the maintenance of the highway and funding of concessionary travel schemes.
- 5.2.4. There are no identified staffing, procurement, ICT or property implications associated with the scheme.
- 5.2.5. The proposal will at a strategic level contribute to the draft Long Term Transport Strategy, wider corporate sustainability objectives and Conservative manifesto commitments to improve air quality in the borough. The proposal is likely to have consequential benefits in reducing congestion and idling time on the part of motorists seeking parking spaces.

5.3. Social Value

- 5.3.1. The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders. There is no procurement activity associated with this proposal.

5.4. Legal and Constitutional References

- 5.4.1. Paragraph 2(1)(b) of Schedule 9 of the Traffic Management Act 2004 provides that it is the duty of the London local authorities to set the levels of charges relating to contraventions on or adjacent to roads other than GLA roads. Paragraph 2(2) provides that different levels of charges may be set for different areas in London and for different cases or classes of cases.
- 5.4.2. Section 17(7) of the London Local Authorities Act 2004 (in respect of fixed penalties) and section 60 of the London Local Authorities Act 2007 (in respect of penalty charges) require that the functions of London Boroughs are discharged by a joint committee. That joint committee is the London Council's Transport and Environment Committee.

- 5.4.3. If the Council's Environment Committee approves the proposal for the Borough to be rebanded then the agreement of London Council's Transport and Environment Committee, as the body that sets the charges and areas, must be sought.
- 5.4.4. If London Council's Transport and Environment Committee approves the proposal, then in accordance with paragraph 3(1) of Schedule 9 the proposal must be submitted to the Mayor of London for approval of the charges to be set. The Mayor may either approve the charges or set new charges by order.
- 5.4.5. If the Mayor approves the levels of charges, paragraph 4 of Schedule 9 provides that the Mayor must notify the Secretary of State of the levels of charges so approved. The levels of charges shall not come into force until the expiration of either the period of one month beginning with the date on which the notification is given, or such shorter period as the Secretary of State may allow. The Secretary of State may object to the charges on the basis they are excessive or may make regulations setting the charges to be made.
- 5.4.6. In the event that the proposal is agreed, and the resulting submission to London Councils, the Mayor of London, and Secretary of State is successful, the Council will make a public notice of the intended change in accordance with its obligations under paragraph 5(5) of Schedule 9.
- 5.4.7. Article 7 of the Council's constitution places responsibility on the Environment Committee for all matters relating to the street scene. This includes parking, road safety, and transport.

5.5. Risk Management

- 5.5.1. The proposal, if agreed, will require a good quality submission to be made to London Councils to be produced by appropriately skilled and trained resources. Following the prescribed application process any required public notices must be prepared in accordance with the relevant statutory process. This is essential to ensure work is in compliance with all relevant legislation, and is carried out in a transparent and efficient manner which allows residents, businesses and other stakeholders to engage with proposals.

5.6. Equalities and Diversity

- 5.6.1. Section 149 of the 2010 Equality Act outlines the provisions of the Public Sector Equality Duty which requires Public Bodies to have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Act;
 - advance equality of opportunity between people who share a relevant

- protected characteristic and persons who do not;
- foster good relations between people who share a relevant protected characteristic and persons who do not;

5.6.2. Having due regards means the need to (a) remove or minimise disadvantage suffered by persons who share a relevant protected characteristic that are connected to that characteristic (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it, (c) encourage persons who share a relevant protected characteristic to participate in public life in any other activity in which participation by such persons is disproportionately low.

5.6.3. The relevant protected characteristics are age, race, disability, gender reassignment, pregnancy and maternity, religion or belief, sex and sexual orientation. The duty also covers marriage and civil partnership, but to a limited extent.

5.6.4. Barnet Council is committed to improving the quality of life and wider participation for all the religious/faith, cultural, social and community life of the borough.

5.6.5. An initial Equalities Impact Assessment has been carried out in respect of these proposals, which has identified that the proposals are anticipated to be of benefit to lower income groups and the elderly, who are statistically less likely to own a car and more likely to use buses and other forms of public transport. These protected groups are also most likely to suffer adverse health effects, along with children, pregnant women and nursing mothers, due to poor air quality and so would benefit from any measure which may reduce congestion and traffic idling.

5.6.6. There may also be a benefit to persons of relevant protected characteristics in regard to reducing safety risks caused by dangerous and obstructive parking. At present, vehicles parked on the footway or across driveways cause an obstruction to older persons, the disabled, pregnant women and parents/carers of young children.

5.7. Corporate Parenting

5.7.1. In line with Children and Social Work Act 2017, the Council has a duty to consider Corporate Parenting Principles in decision-making across the council. There are no Corporate Parenting implications in these proposals.

5.8. Consultation and Engagement

5.8.1. Public consultation has been carried out in respect of this proposal as outlined at 1.18, and discussion of the consultation findings are contained within this report.

5.8.2. Further information on the consultation and its results are appended to this

report.

5.9. Insight

5.9.1. No specific insight has been undertaken in order to inform the decision. Data and Statistics contained within the report have been sought from a number of existing reports or data sources including known traffic management pressures, member requests and petitions.

6. BACKGROUND PAPERS

6.1. None

Penalty Charge Notice Rebanding Proposal Consultation

Introduction

Public consultation was carried out on a proposal to increase Penalty Charge Notice (PCN) tariffs in Barnet. The consultation was advertised on the Engage Barnet website from 25 April 2019 to 1 September 2019.

The consultation published on Engage Barnet consisted of an introductory statement, a frequently asked questions document, and a questionnaire. Each of these documents are appended to this report.

The consultation presented evidence from other boroughs who have raised the PCN tariffs and have found that fewer PCNs have been issued as a consequence. The consultation proposal was to increase the PCN tariff in order to act as a greater deterrent to inconsiderate and illegal parking, which causes congestion and inconvenience to other motorists.

During the consultation period, a numerical error in the introductory statement was reported. The error was in the statement that said 'the number of PCNs issued have increased by **almost 70%** between 2010/11 and 2017/18'. The correct percentage was 'The number of PCNs issued has increased by **almost 50%** between 2010/11 and 2017/18'

The decision was taken to correct the statement and to keep the consultation open for a further month, with a note added to the header of the consultation to explain the error and reason for extending the consultation.

Two sets of survey results have been collected. The first set of results are from the period 25 April 2019 to 31 July 2019. The second set of results are from the period 2 August – 1 September which is the extended consultation period.

Summary of consultation responses

272 respondents completed the survey during the first consultation period. 41 respondents completed the survey during the second consultation period. Not all respondents answered each question.

Respondents were asked questions about their travel in Barnet, and then asked their view on the proposal to increase tariffs:

To what extent do you agree or disagree with the proposal to change the Penalty Charge Notice (PCN) band from Band B to Band A? (Please tick one option only)

Answer Choices	Responses Period 1	Survey	Responses Survey Period 2	Total	
Strongly agree	16.17%	43	15.79%	6	16.12% 49
Tend to agree	5.26%	14	5.26%	2	5.26% 16

Neither agree nor disagree	1.88%	5	5.26%	2	2.30%	7
Tend to disagree	3.76%	10	7.89%	3	4.28%	13
Strongly disagree	72.93%	194	65.79%	25	72.04%	219
Don't know	0.00%	0	0.00%	0	0.00%	0
Total Answered		266		38		304
	Skipped	7	Skipped	3		

Survey respondents who disagreed with the proposal were asked to tell us why they disagreed, and if they had any other suggestions on actions the Council could consider taking to achieve greater compliance with parking regulations.

Background papers

Copies of the consultation material, Frequently Asked Questions document, survey questionnaire and consultation responses are available upon request.