



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**

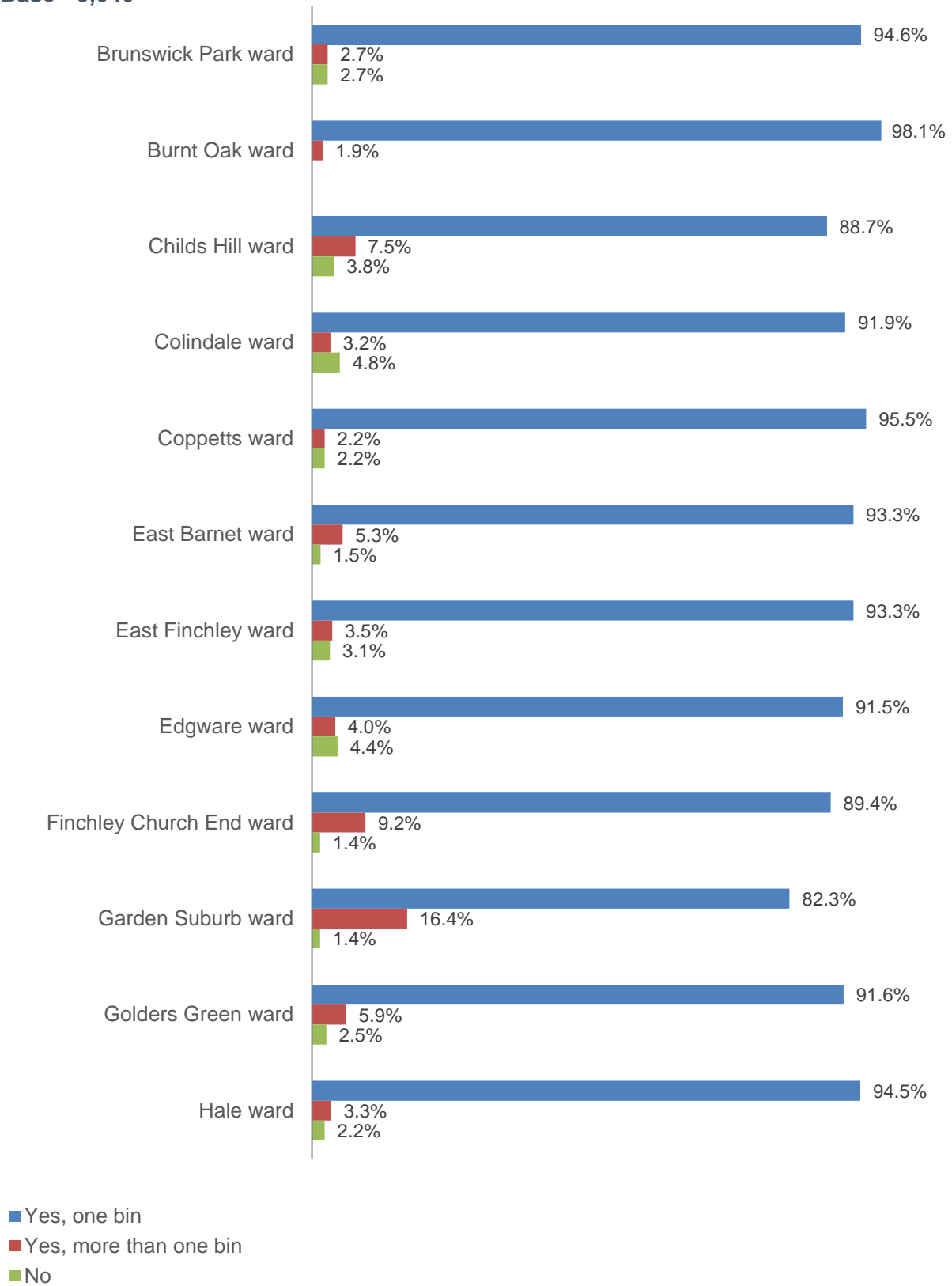
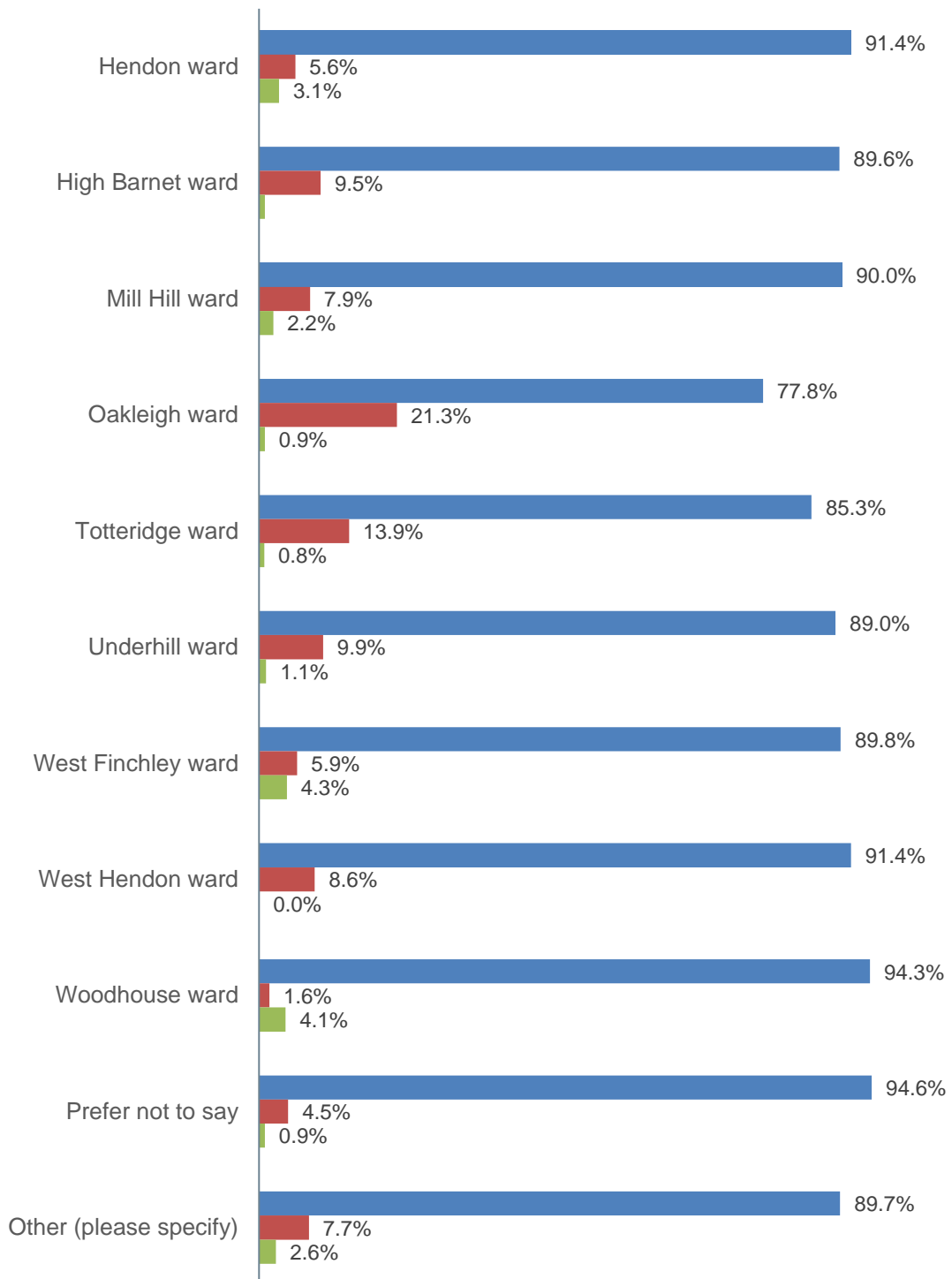


Figure 5 Continued – [Question 2] Does your household currently have a green garden waste bin? By ward



- Yes, one bin
- Yes, more than one bin
- No

3.4 Use of garden waste bin

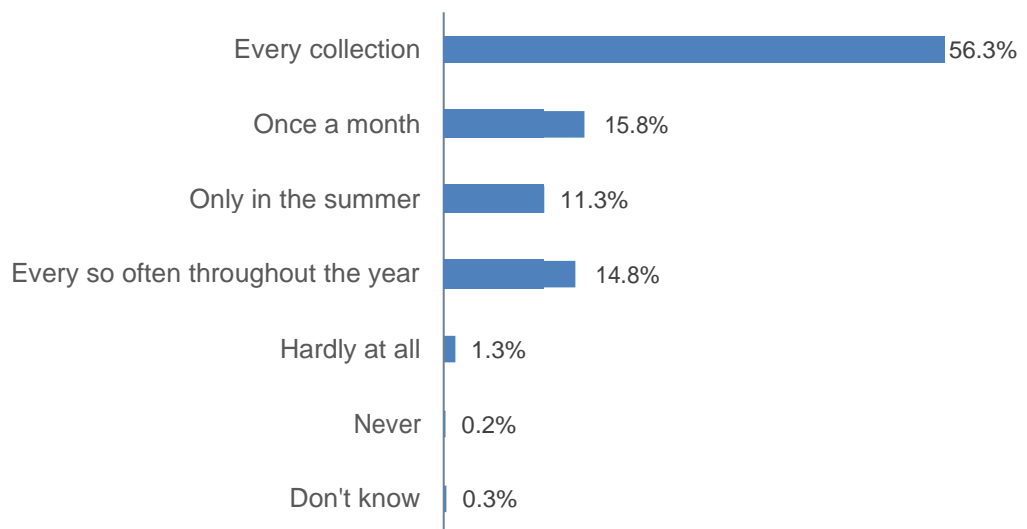
3.4.1 Almost three fifths of respondents (56.3%) put their green garden waste bin out on every collection, with one in six (15.8%) putting it out once a month. One in nine (11.3%) however, said they only put their bin out during the summer and a further 14.8% said they put it out every so often throughout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

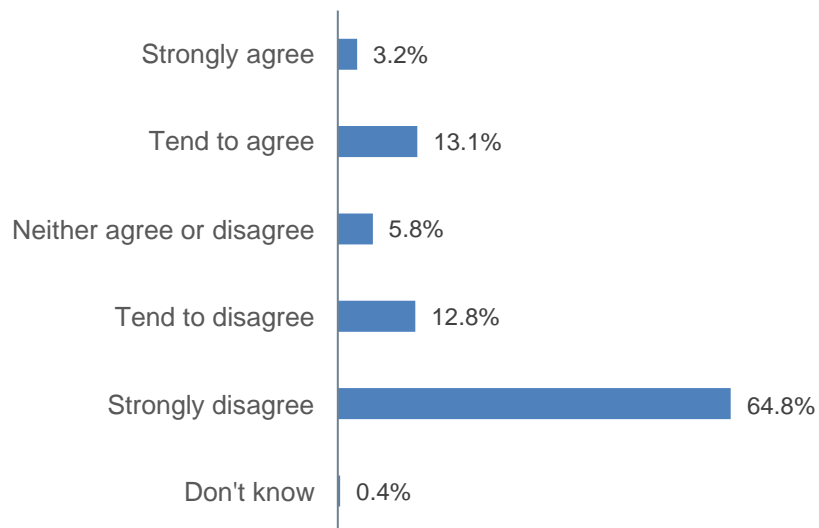
3.5.1 Respondents were asked if they agreed or disagreed that it is fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.

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

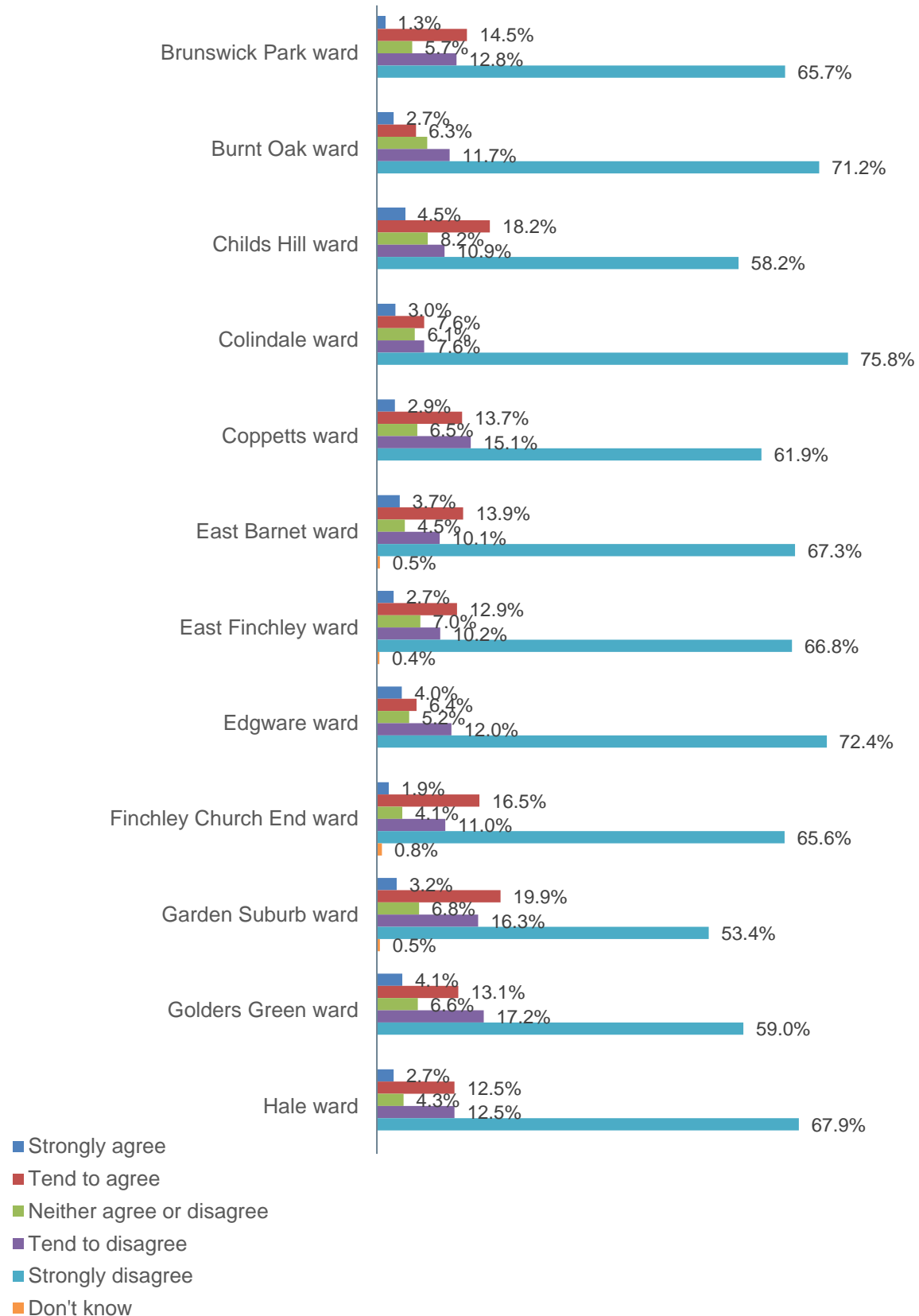
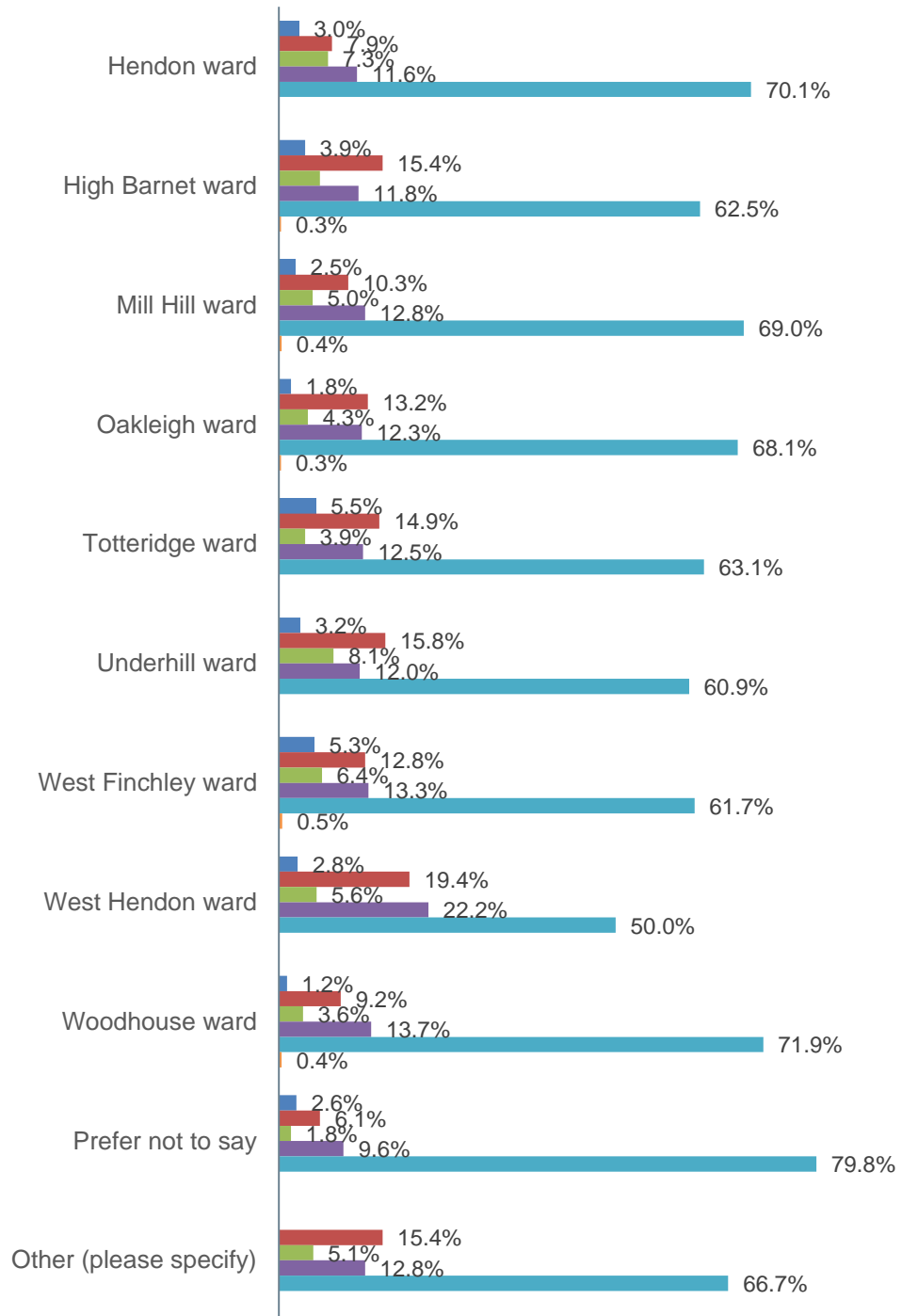


Figure 8 continued – [Question 4] To what extent do you agree or disagree with the following statement: “Given the need for the Council to make savings, is it fairer to introduce a charge to cover the costs of the garden waste service for only those that use it.” By ward
Base – 5,097



- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree
- Don't know

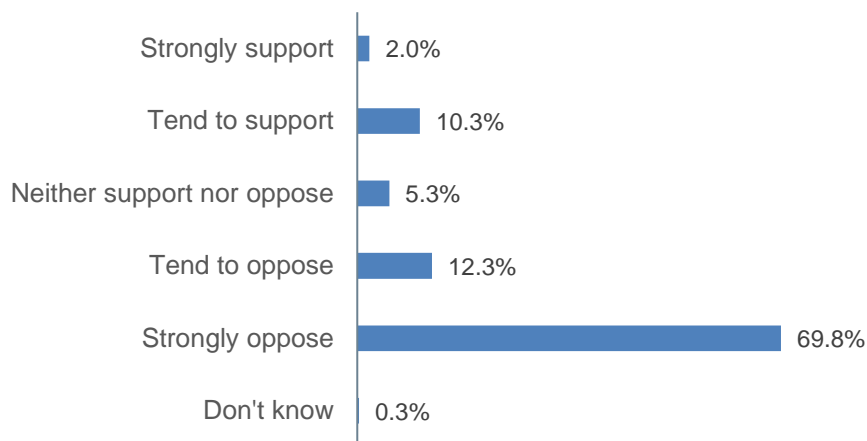
3.6 Views on the introduction of an annual subscription charge for users

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

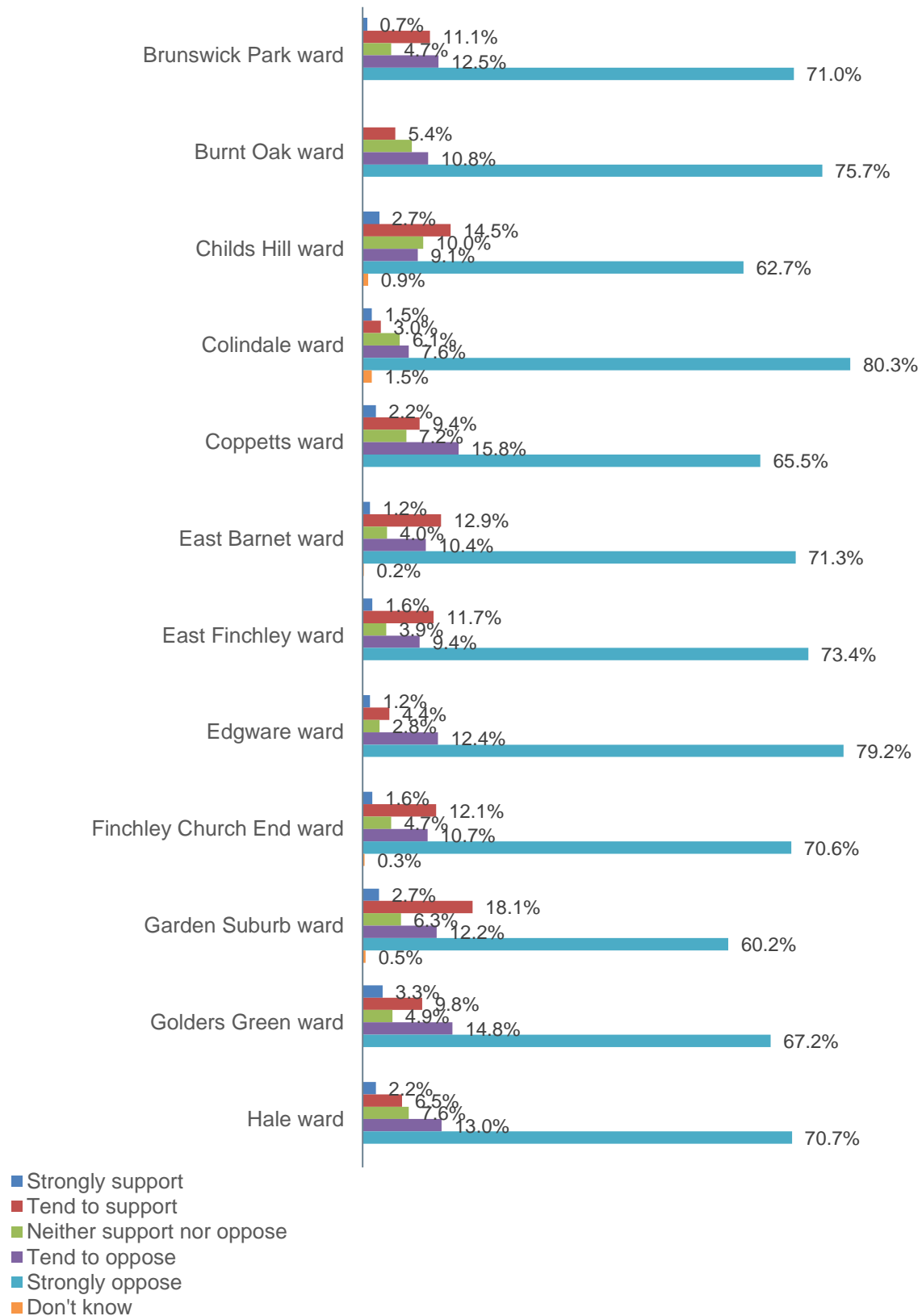
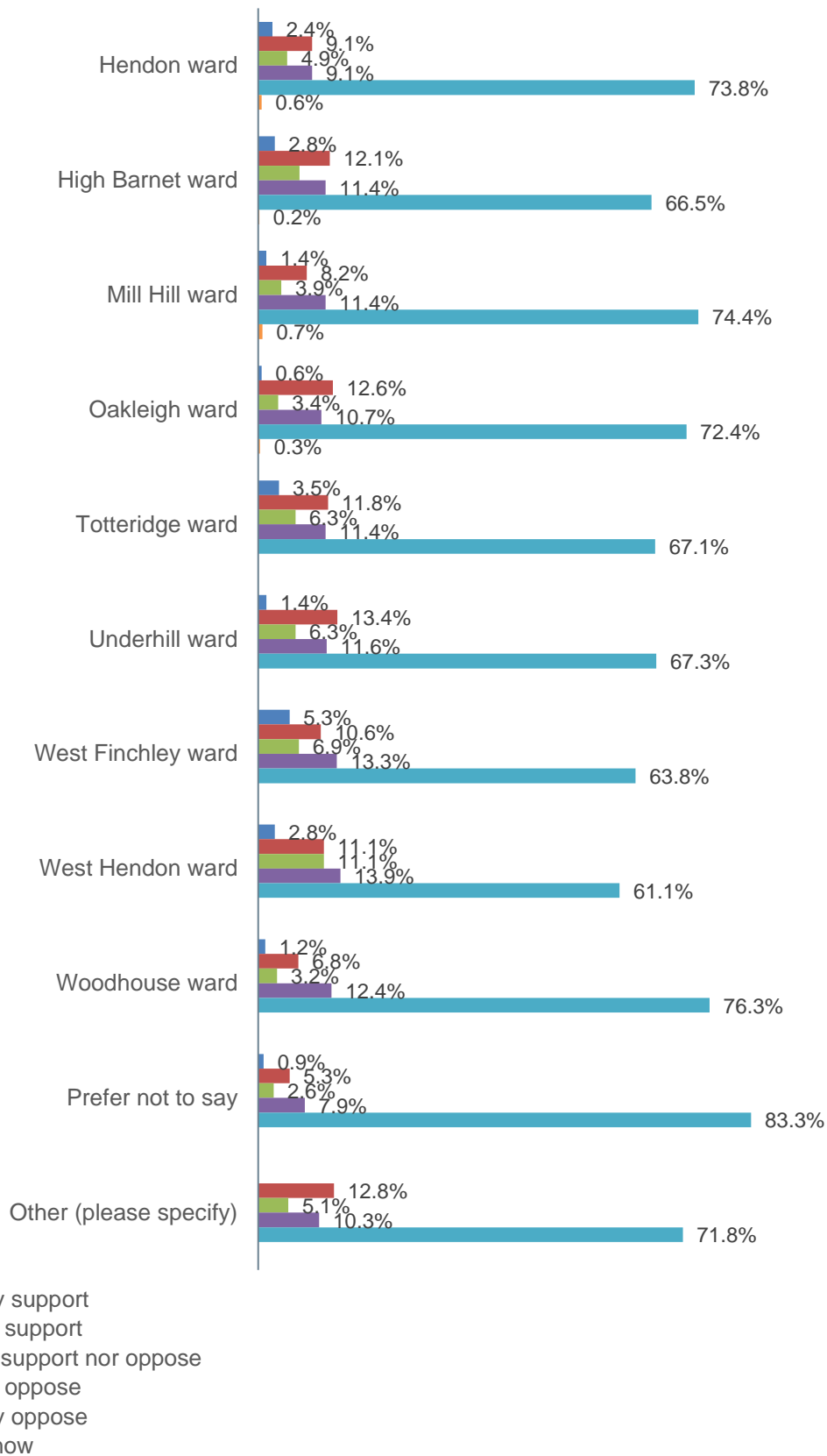


Figure 10 continued – [Question 5] Given the need for the Council to make savings, to what extent do you support or oppose the introduction of an annual subscription charge for users of the garden waste service? By ward
Base – 5,097



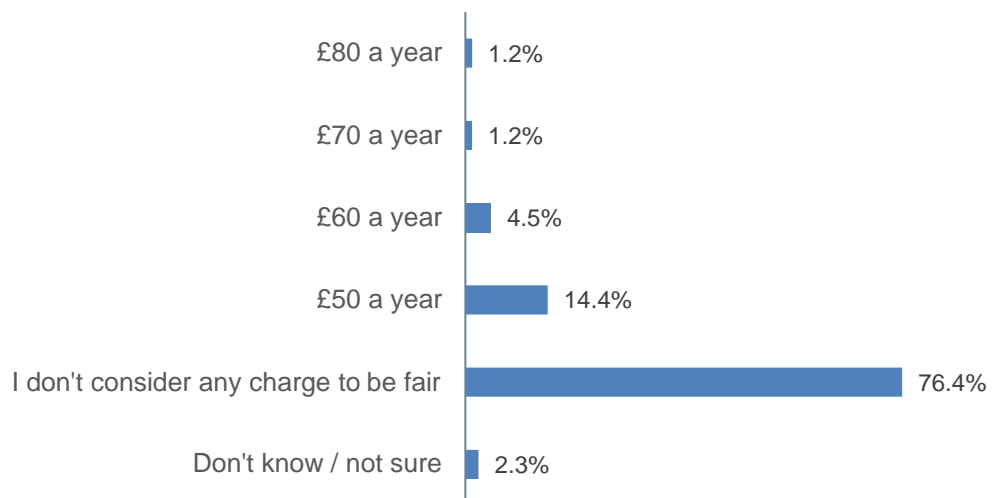
3.7 Views on what is a fair charge for the garden waste collection service

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:

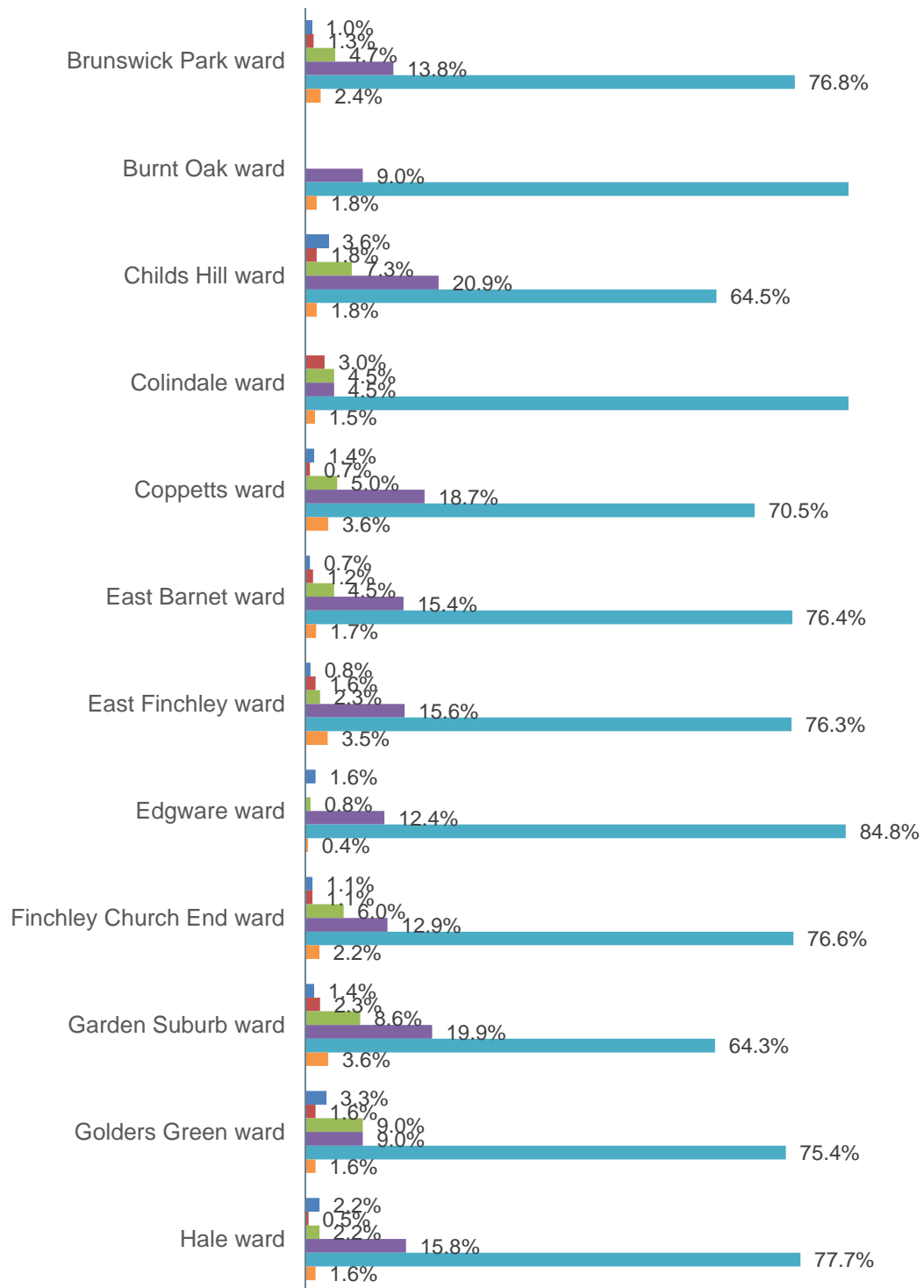
- Respondents aged 35-44 and 45-54 were more likely to say they did not consider any charge to be fair than respondents aged 55-64, 65-74 and 75+ (80.7% and 79.2% compared to 73.9%, 68.9% and 60.0% respectively) (Base 5,146)
- Widowed respondents (marital status) were more likely to say that £50 a year 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



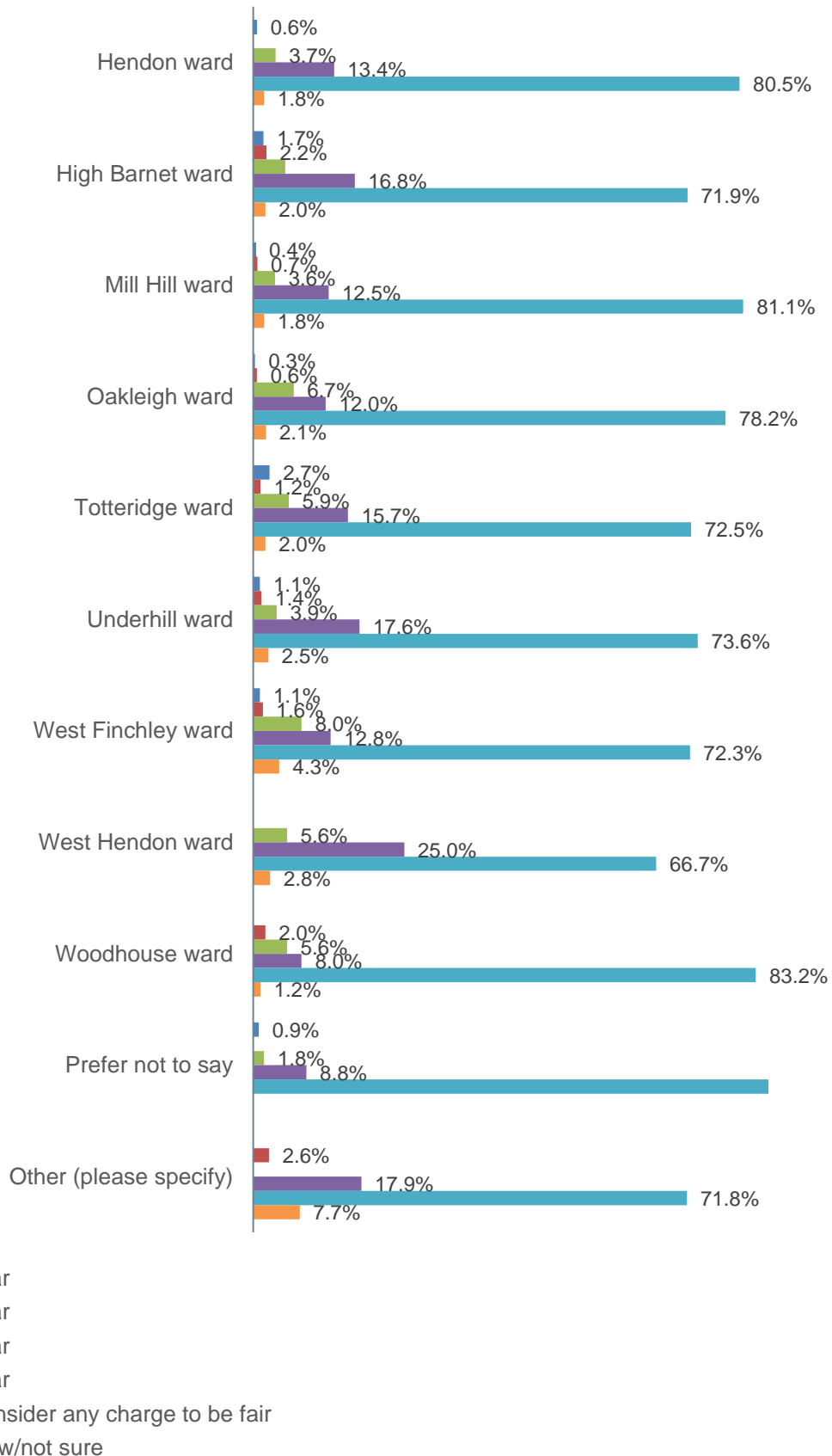
Response	Percentage	Number of responses
£80 a year	1.2%	77
£70 a year	1.2%	77
£60 a year	4.5%	285
£50 a year	14.4%	903
I don't consider any charge to be fair	76.4%	4,799
Don't know / not sure	2.3%	144
TOTAL RESPONSES	100%	6,285

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



- £80 a year
- £70 a year
- £60 a year
- £50 a year
- I don't consider any charge to be fair
- Don't know/not sure

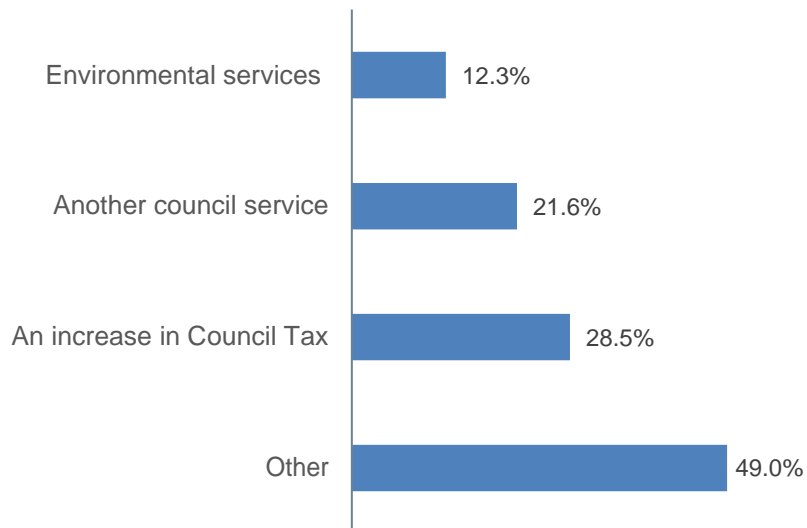
Figure 12 continued - [Question 6] In London, some boroughs have charged up to £80 a year for garden waste collections. What would you consider to be a fair charge for the fortnightly garden waste collection service in Barnet? By ward
Base – 5,098



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

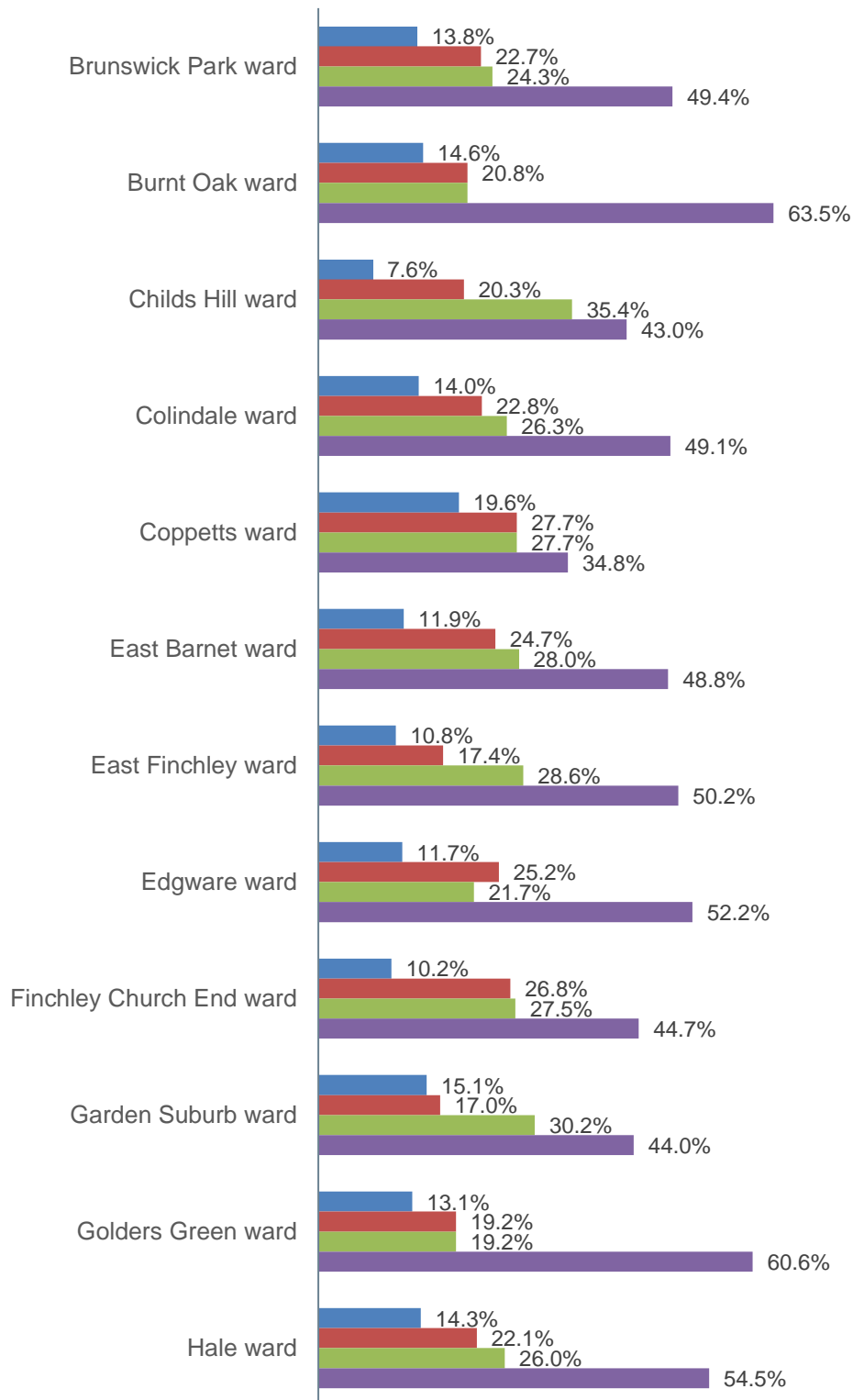
- 3.8.1 Respondents who said they opposed the introduction of a charge were asked which area they would rather see a change to. Just over a quarter of respondents (28.5%) said they would prefer to see an increase in Council Tax. One in eight (12.3%) said they would prefer to see a change in Environmental 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)



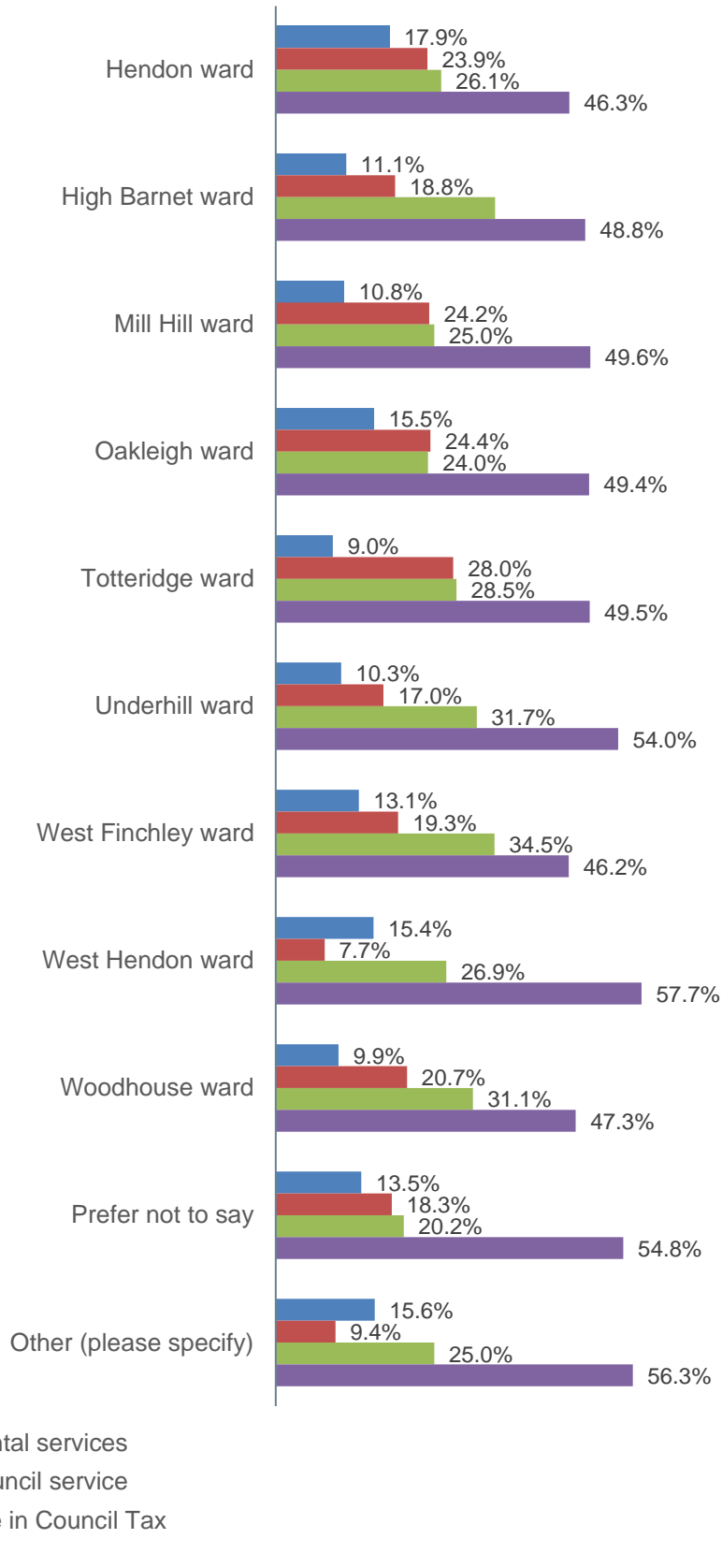
Response	Percentage	Number of responses
Environmental services	12.3%	587
Another Council service	21.6%	1,028
An increase in Council tax	28.5%	1,357
Other	49.0%	2,335
TOTAL RESPONSES	100%	4,768

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



- Environmental services
- Another council service
- An increase in Council Tax
- Other

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

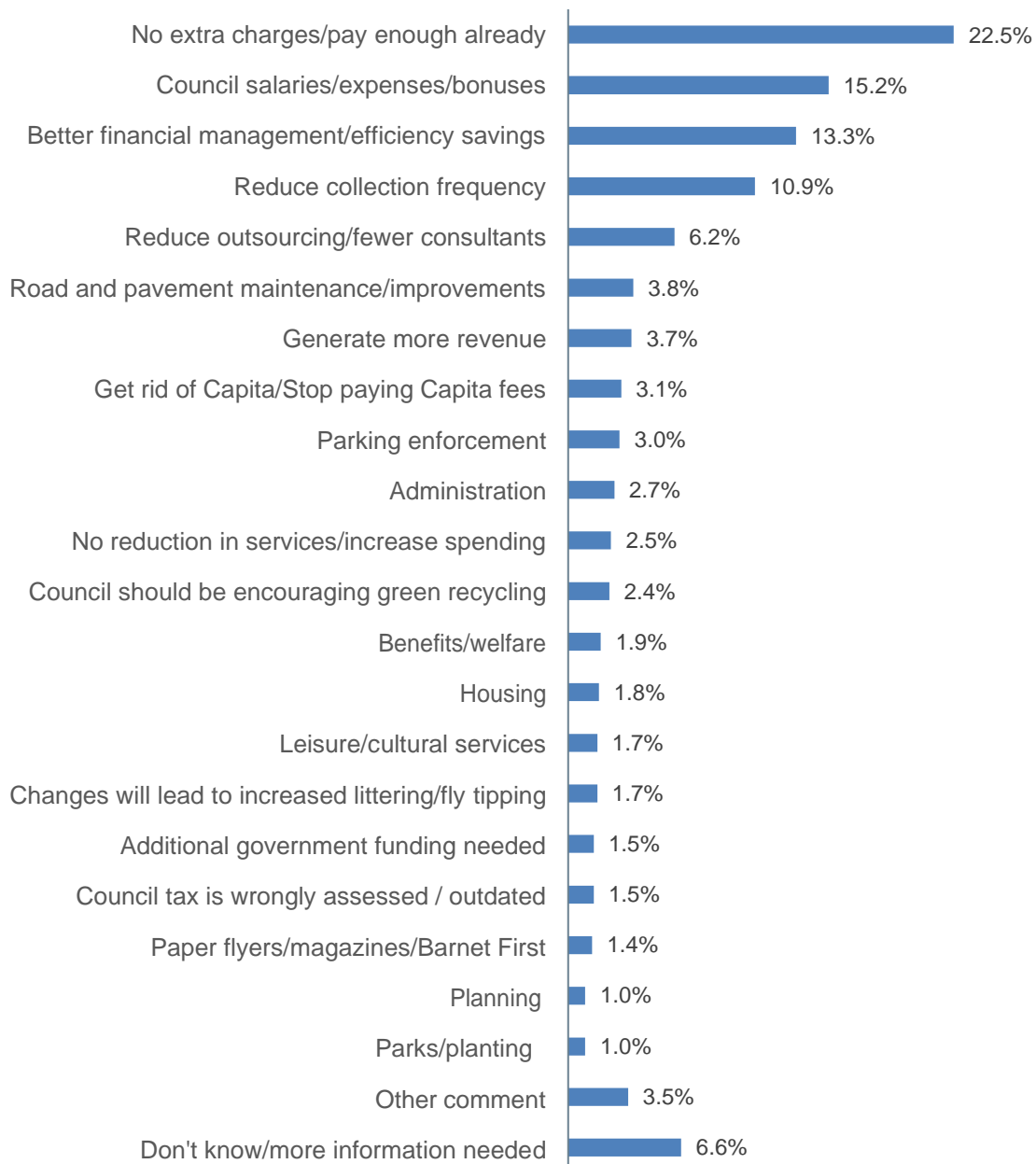


3.8.3 Other responses (Q7)

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

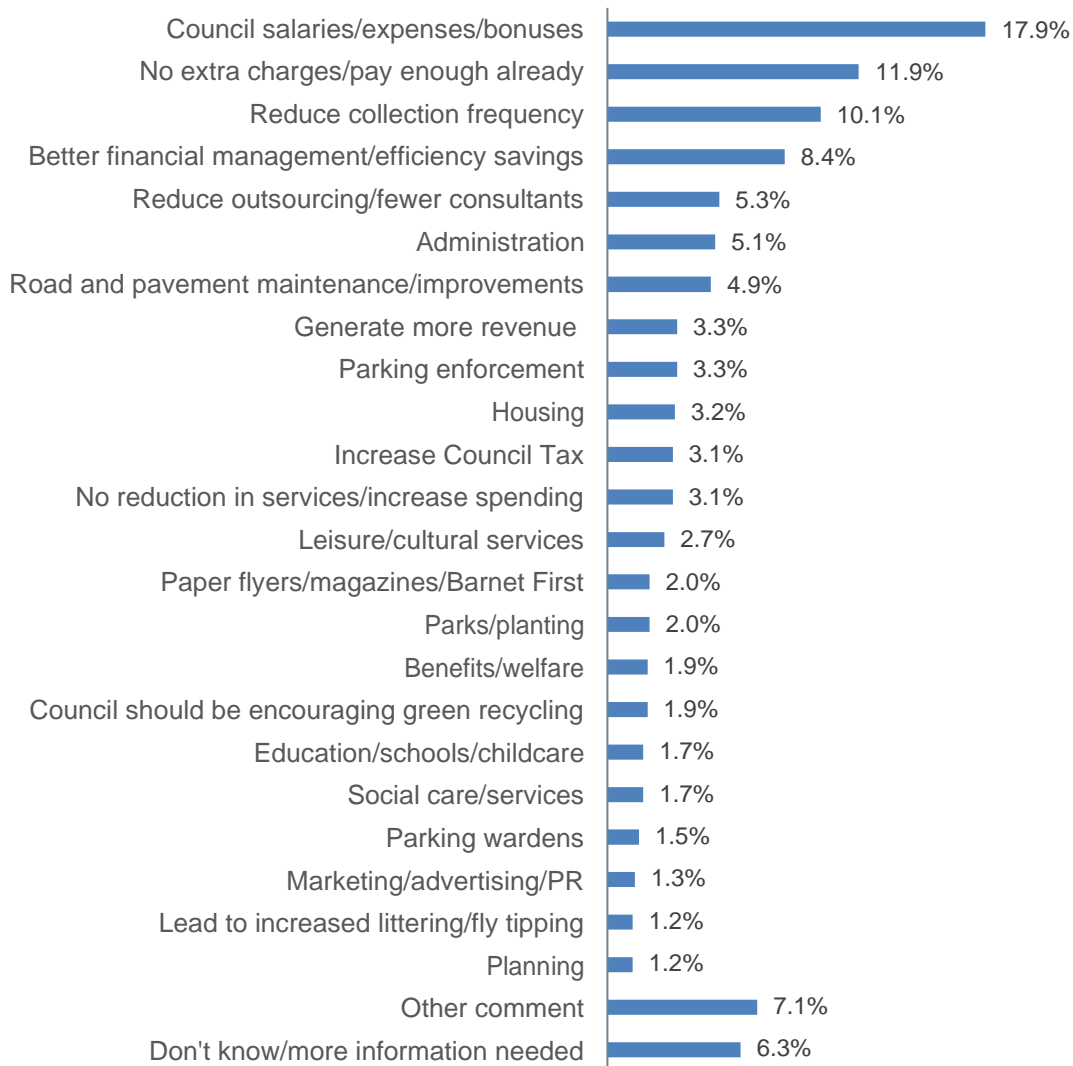
3.9.1 Those who previously suggested that the Council should make savings in another area were invited to provide suggestions. The most common response provided by those respondents that answered this question, was that savings should be made by reducing council salaries, expenses and bonuses (17.9% 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 RESPONCES	100%	3,044

3.10 Future use of the service if it is charged for

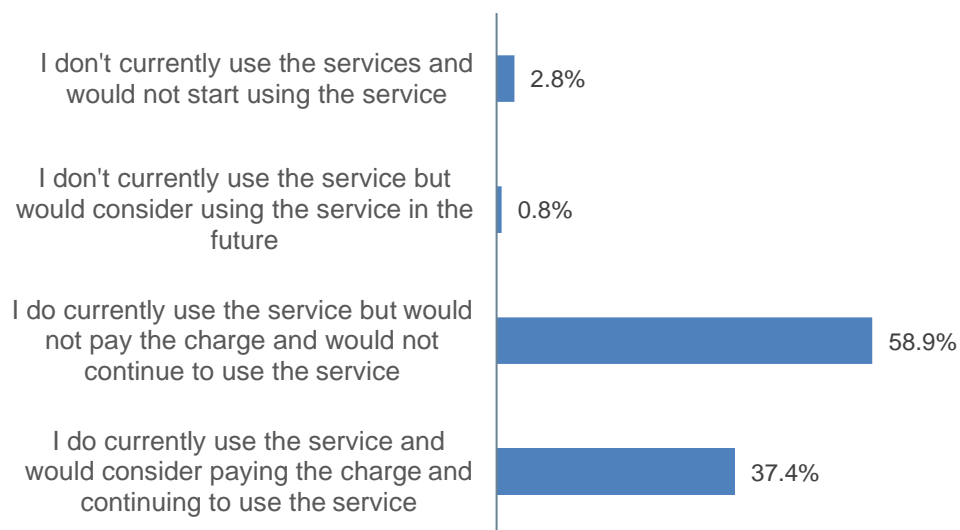
3.10.1 Respondents were asked if they thought they would use the collection service if a charge was introduced. Three fifths of respondents (58.9%) said that they would not continue to use the service, even though they currently use it. In contrast, almost two fifths of respondents (37.4%) said they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

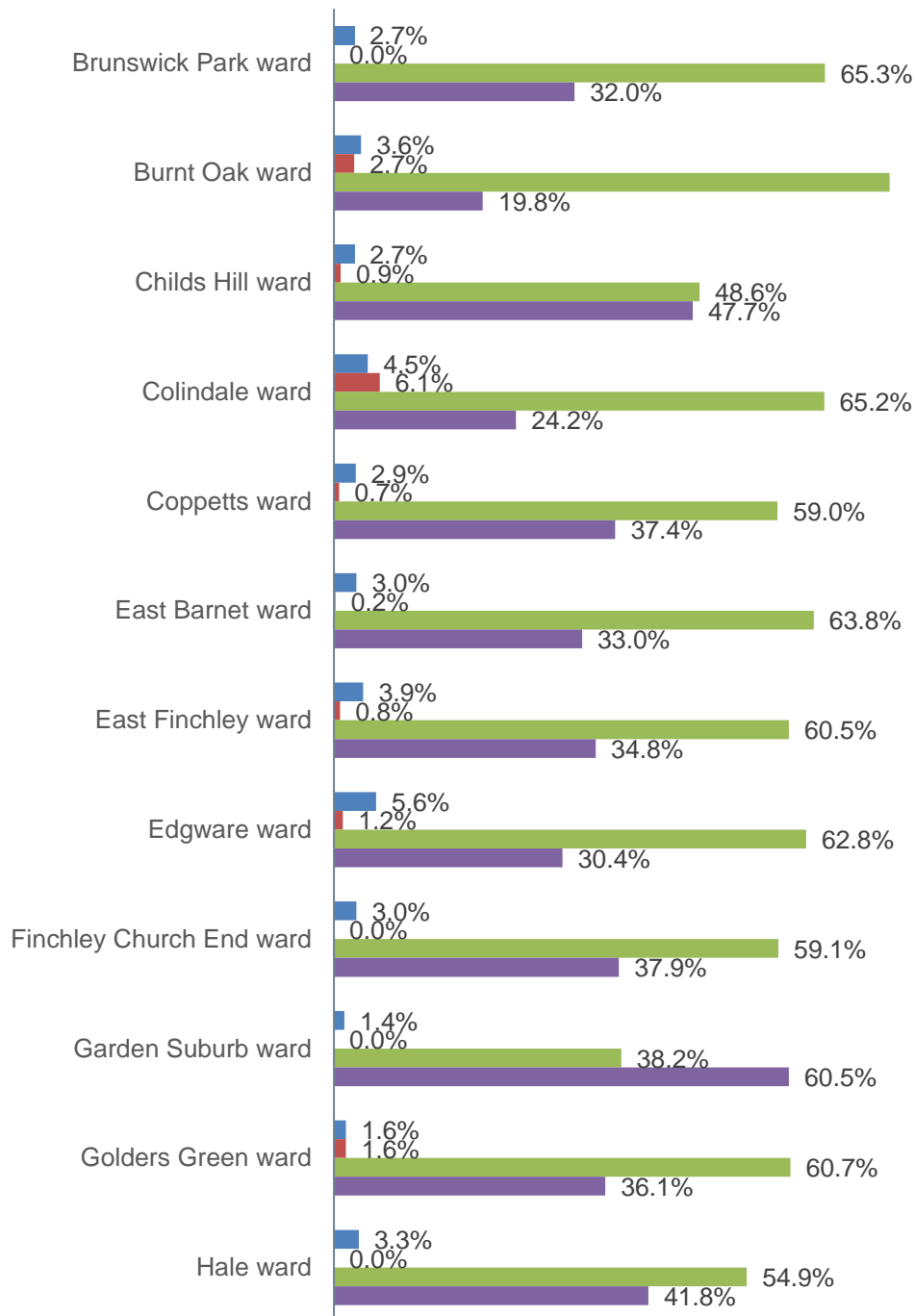
- Older respondents who currently use the service were more likely to consider paying for the service than younger respondents: Respondents aged 75+ (60.6%) and 65-74 (49.9%) compared to those aged 18-24 (15.8%), 25-34 (23.7%) 35-44 (30.7%) and 45-54 (32.0%)
- Respondents that are wholly retired from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



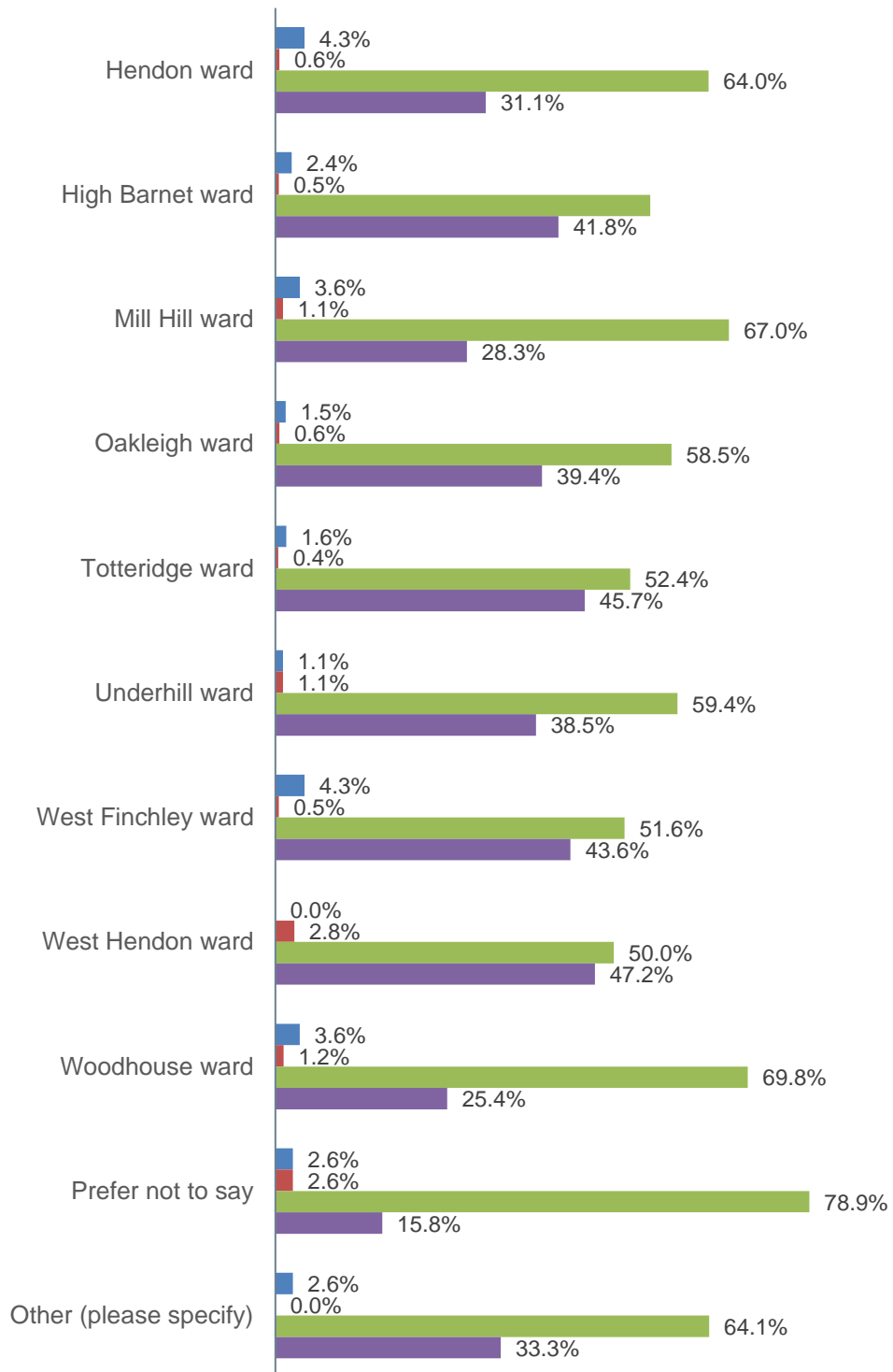
Response	Percentage	Number of responses
I don't currently use the services and would not start using the service	2.8%	587
I don't currently use the service but would consider using the service in the future	0.8%	1,028
I do currently use the service but would not pay the charge and would not continue 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



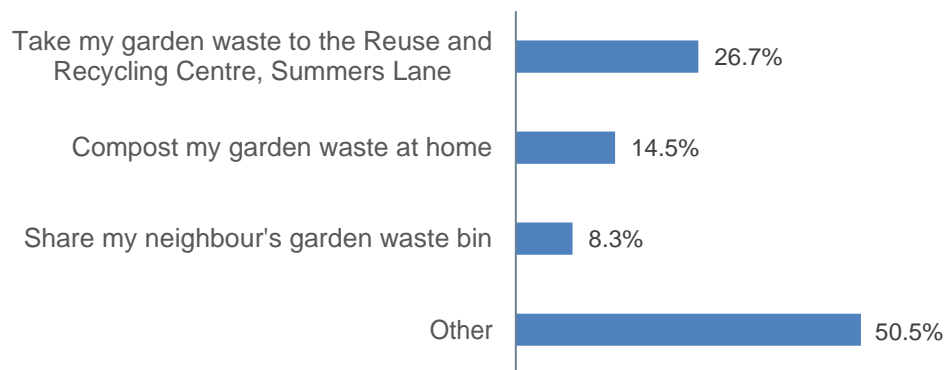
- I don't currently use the services and would not start using the service
- I don't currently use the service but would consider using the service in future
- I do currently use the service but would not pay the charge and would not continue to use the service
- I do currently use the service and would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

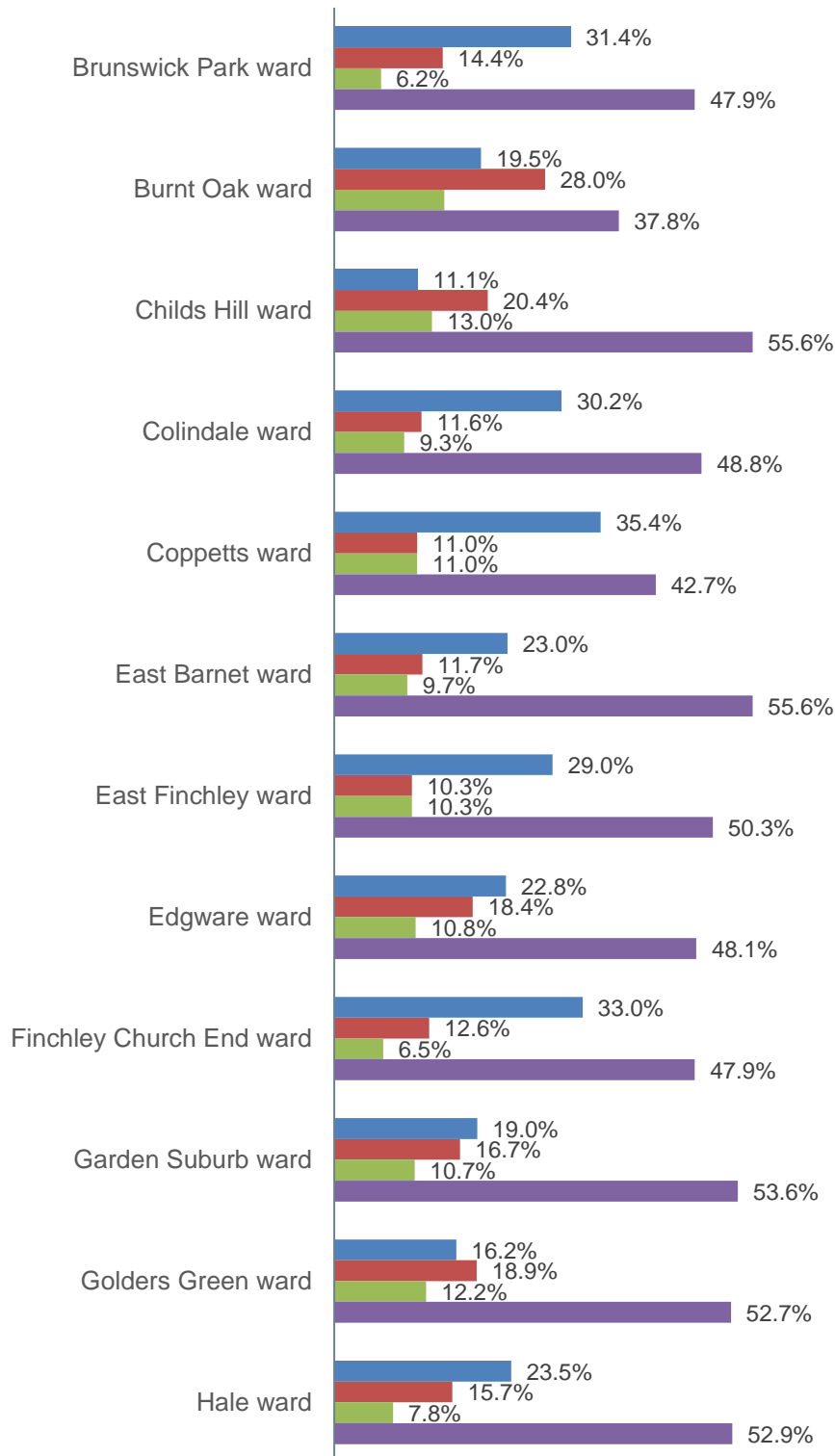
3.11.2 There are no significant differences when sub-group analysis is undertaken by demographic and protected characteristics or by ward.

**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**



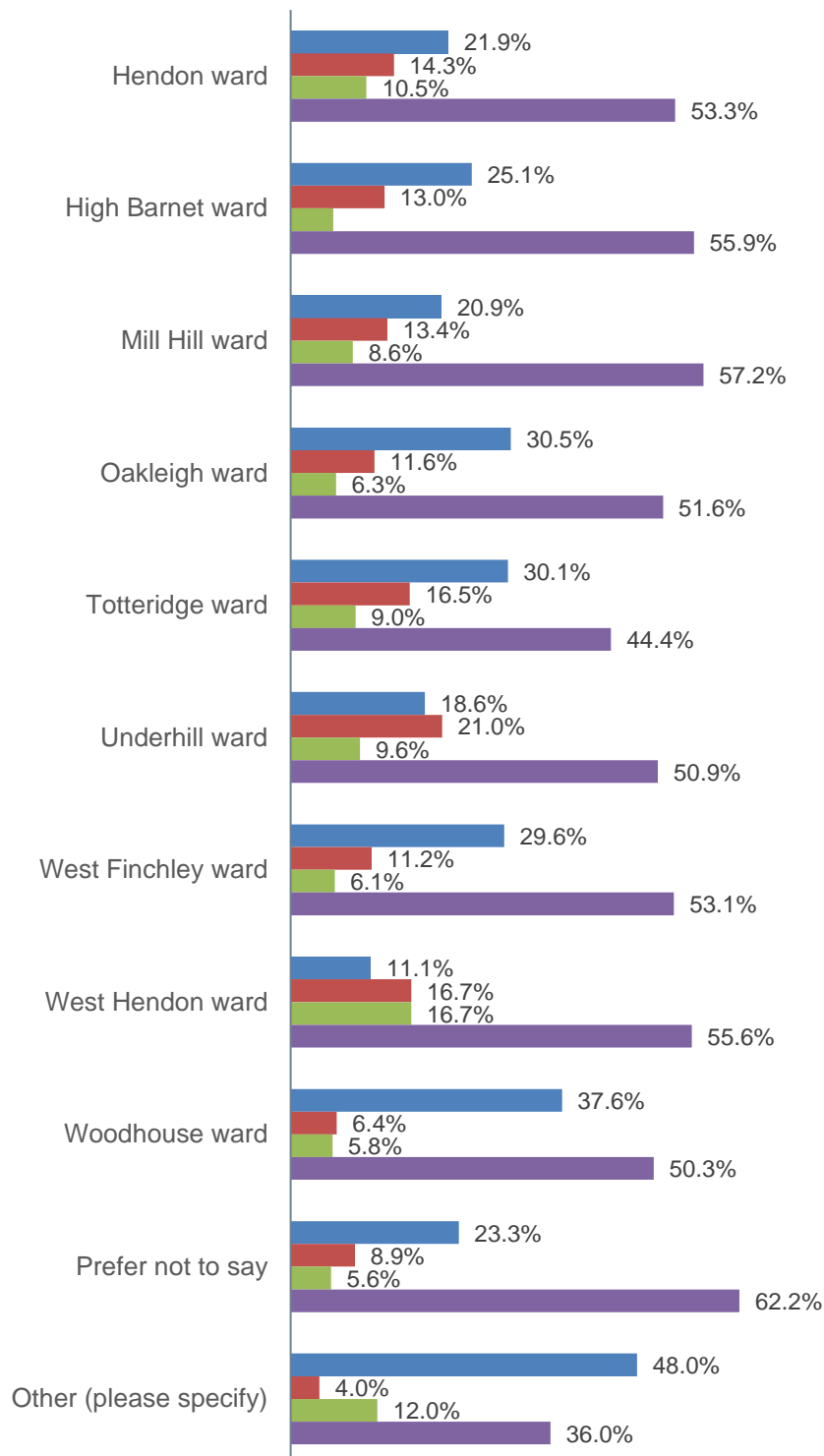
Response	Percentage	Number of responses
Take my garden waste to the Reuse and Recycling Centre, Summers Lane	26.7%	910
Compost my garden waste at home	14.5%	495
Share my neighbour’s garden waste bin	8.3%	285
Other	50.5%	1,724
TOTAL RESPONSES	100%	3,414

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

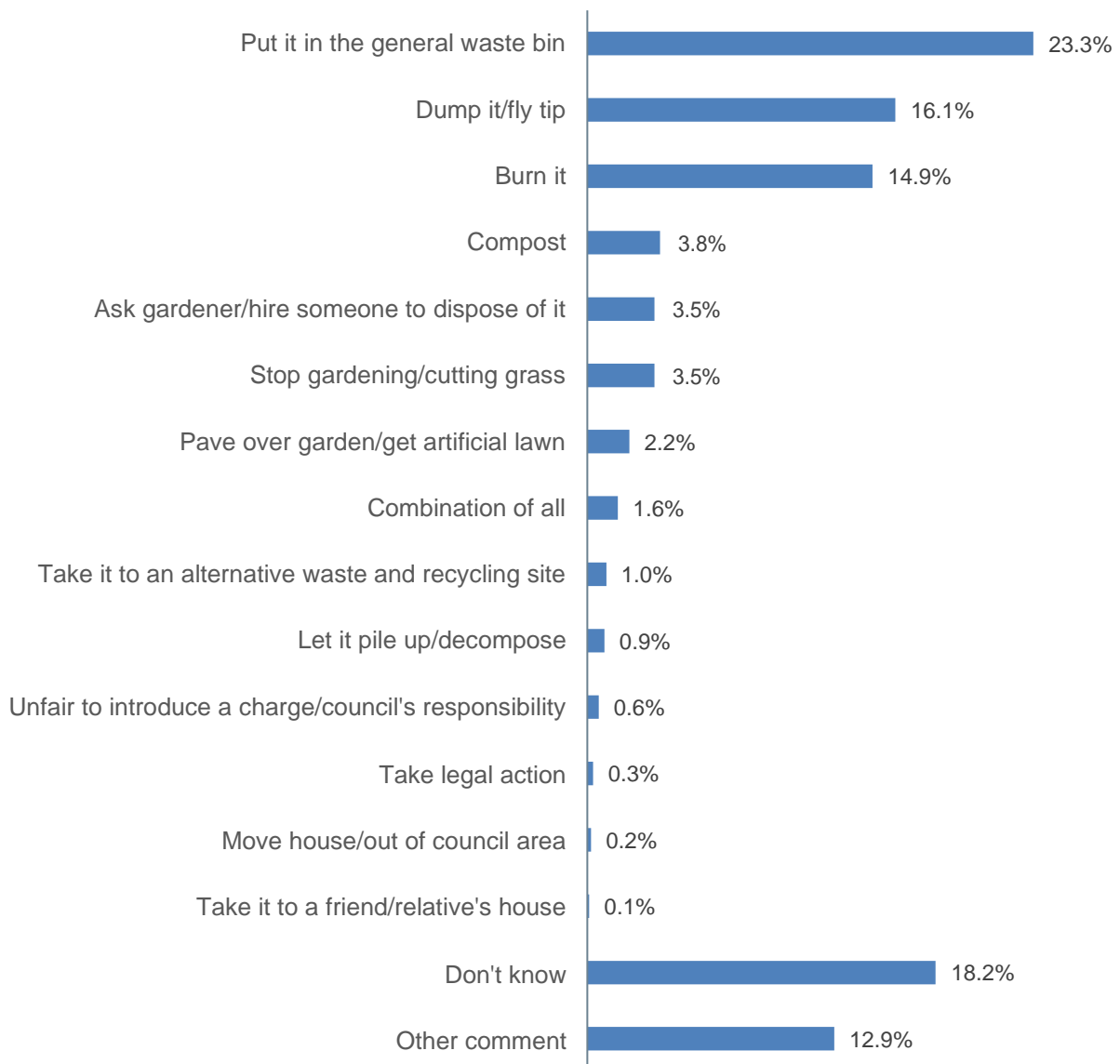
3.11.3 Alternatives to dealing with garden waste - other responses

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

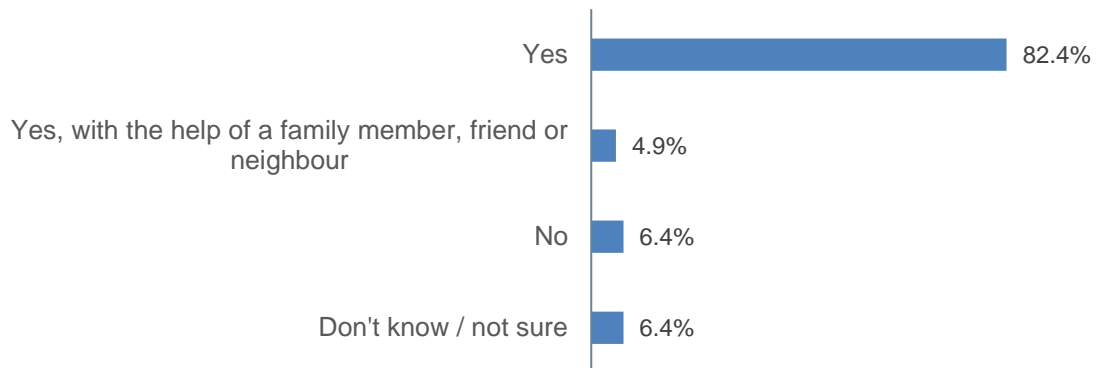
3.12.1 Respondents were asked if they would be able to sign up online if a charge was made for the service. Just over four in five (82.4%) respondents said they would be able to, with a further 4.9% saying they would be able to with the help of a family member, friend or neighbour. However, 6.4% said 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)

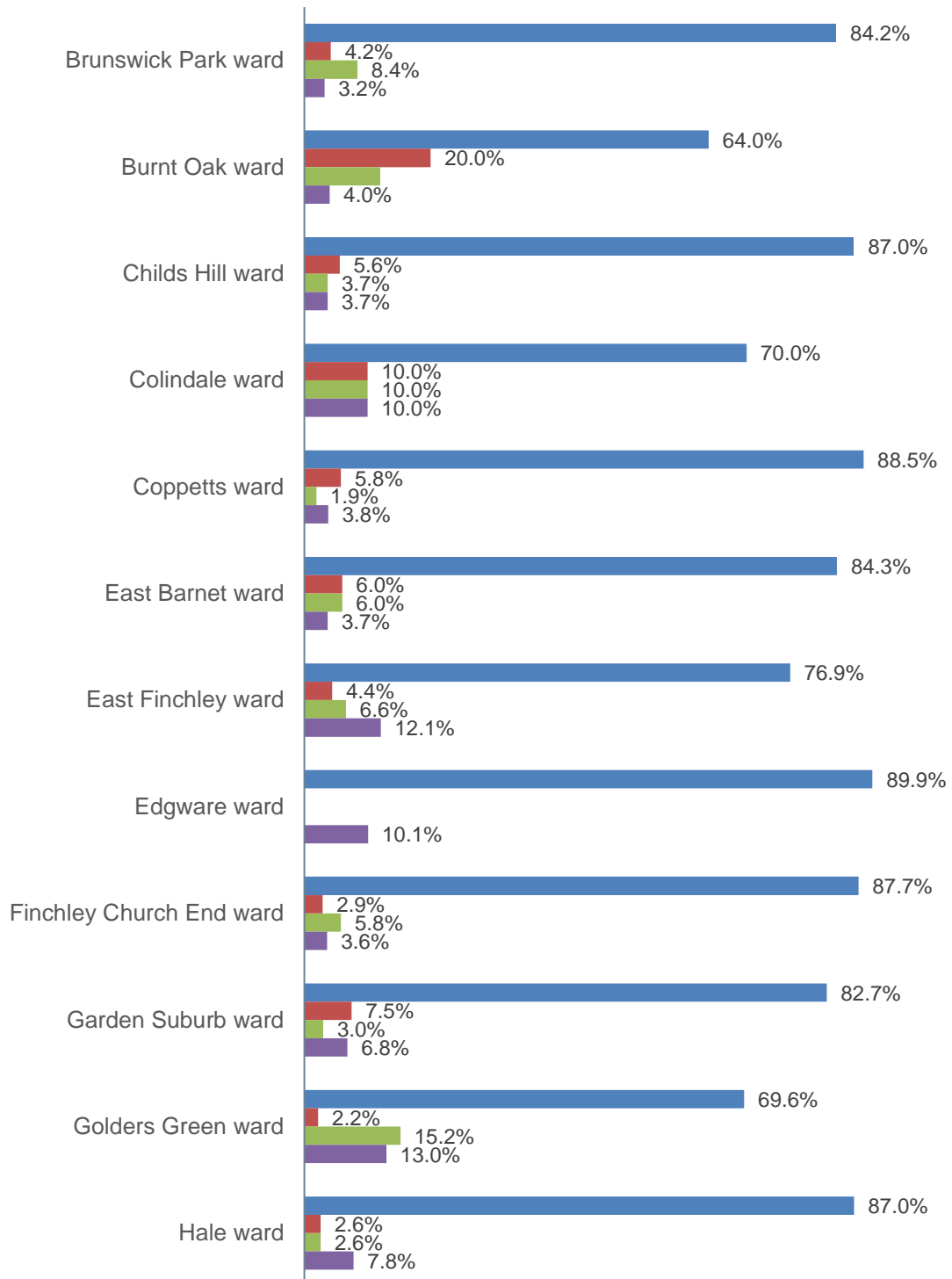
Figure 22 – [Question 11] Where possible, we try and make our services easily accessible online. Payment and signup for this service is proposed to be online only. Would you be able to sign up online?

Base - 2,217



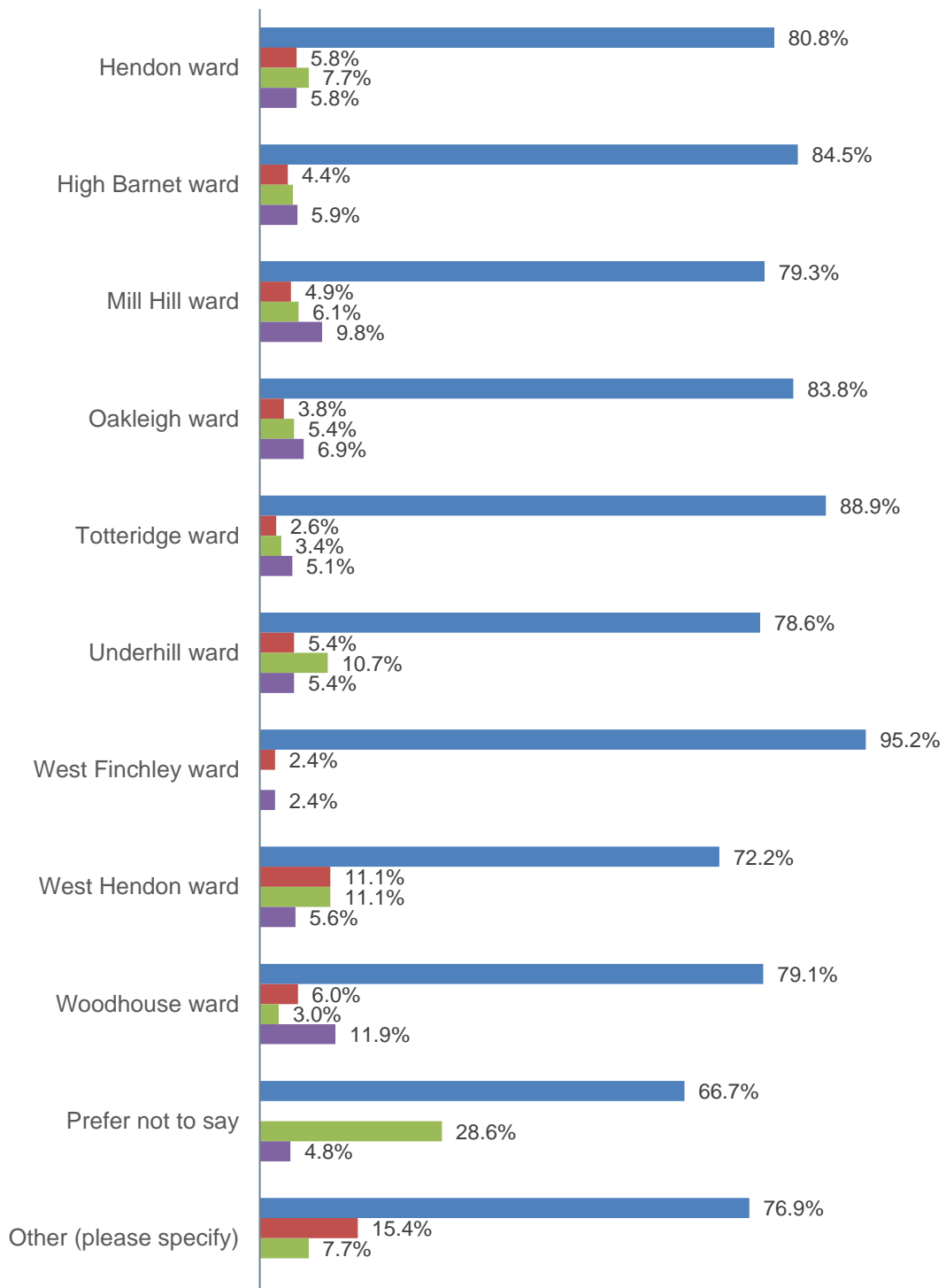
Response	Percentage	Number of responses
Yes	82.4%	1,827
Yes, with help of a family member, friend or neighbour	4.9%	108
No	6.4%	141
Don't know / not sure	6.4%	141
TOTAL RESPONSES	100%	2,217

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

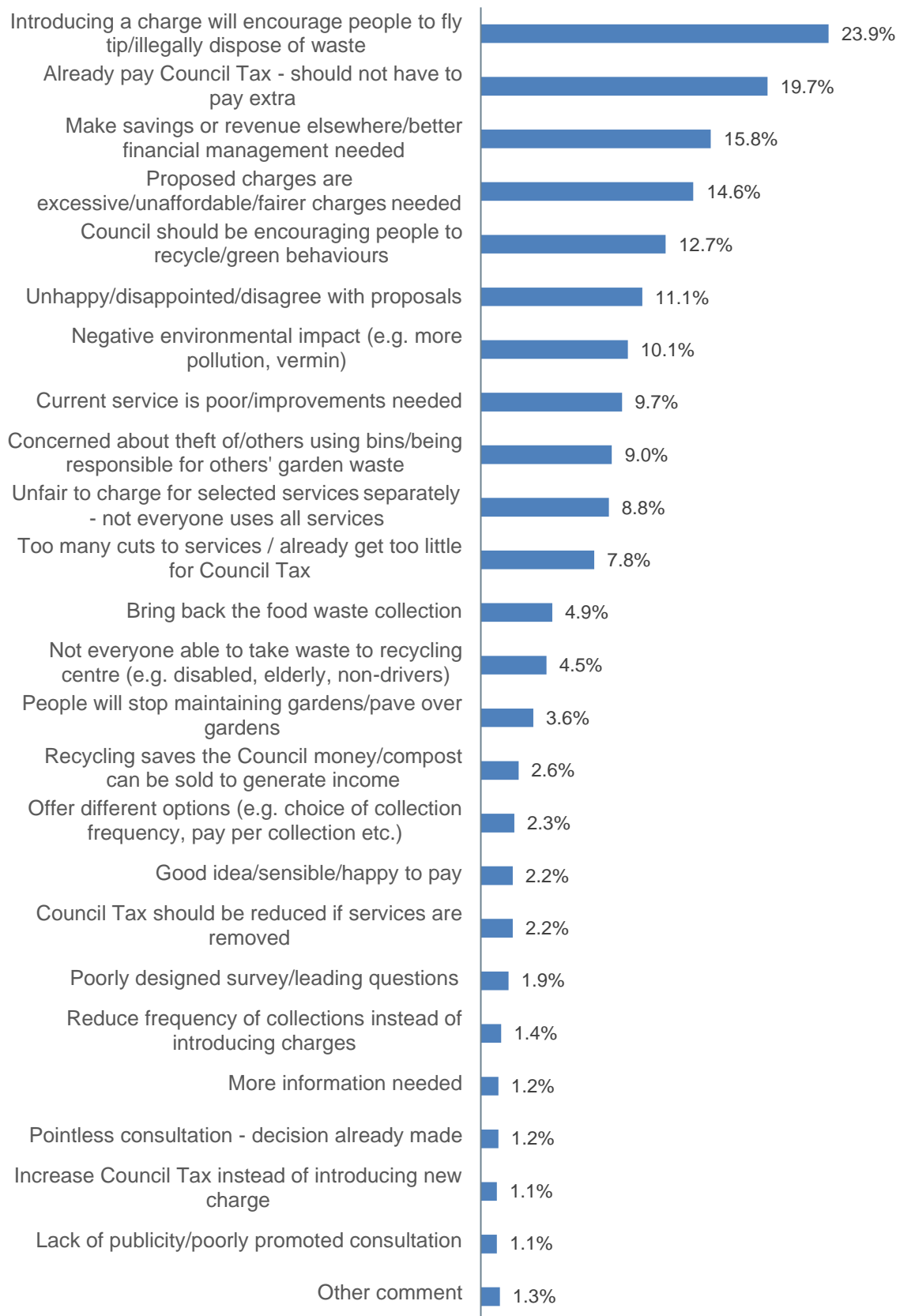
Response	Number of respondents
No computer / internet access	39
Security concerns - don't want to give personal data information / make payment online	23
Difficult / confusing / don't know how to use the internet	20
Elderly disabled	15
Don't want to pay charge / already pay Council Tax	13
No separate 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 proposed 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"/>	<input type="radio"/>	<input type="radio"/>
I am currently on maternity leave	<input type="radio"/>	<input type="radio"/>	<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.



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