

# Household Waste Recycling Centres

Consultation Questionnaire 2018

Household Waste  
& Recycling Centre



## Have your say

On our proposal to charge for soil, rubble,  
hardcore and plasterboard

[kent.gov.uk/wasteconsultation](http://kent.gov.uk/wasteconsultation)  
6 September to 1 November 2018



## **Requesting alternative formats**

If you require any of the consultation documents in an alternative format or language, please email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call 03000 421553 (text relay service number 18001 03000 421553). This number goes to an answering machine, which is monitored during office hours.

## The purpose of this consultation

The consultation opens on 6 September 2018 and closes on 1 November 2018.

**Kent County Council (KCC) is not legally obligated to accept non-household wastes e.g. soil, rubble, hardcore and plasterboard at Household Waste Recycling Centres (HWRCs).**

KCC is seeking the views of service users, members of the public and other interested parties, on a proposal to charge for non-household waste at the HWRCs (sometimes known as the 'tip').

Non-household waste included in this consultation;

- **Soil, rubble and hardcore**
- **Plasterboard**

Even if originating from a domestic property, these materials are to be treated as non-household waste in accordance with the Controlled Waste Regulations 2012<sup>1</sup>.

KCC already charges for car and motorbike tyres which are also categorised as non-household waste.

### Context

KCC is proud to have made significant progress in its environmental performance over the past 10 years. More than 99% of Kent's household waste is now recycled, treated or recovered to produce energy, with less than 1% sent to landfill.

KCC operates 18 HWRCs for residents, providing facilities for the recycling and safe disposal of more than 30 different types of waste. Each year this HWRC network receives approximately 185,000 tonnes of waste and 3.5 million visits, at a cost of approximately £10m.

### Kent Household Waste Recycling Centres (HWRCs):

Ashford	Margate
Canterbury	New Romney
Dartford	Pepperhill
Deal	Richborough
Dover	Sevenoaks
Faversham	Sheerness
Folkestone	Sittingbourne
Herne Bay	Swanley
Maidstone	Tunbridge Wells

Savings of £2.3m have already been made since the introduction of HWRC policies in 2012, including material limits and a vehicle access policy.

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<sup>1</sup> The Controlled Waste (England and Wales) Regulations 2012 schedule 1 paragraph 3.

However, we need to reduce our annual Waste and Recycling budget further, while providing residents with an accessible HWRC service.

We have looked at how other Councils across the country are approaching the future of HWRCs. It is clear that many have looked to save money by closing facilities, reducing opening hours, charging for some wastes or not accepting various types of waste at all.

**KCC Members are very clear they wish for the HWRC service, which is highly valued by residents, to be retained in Kent.**

KCC has never been obligated to accept soil, rubble, hardcore and plasterboard free of charge, and current demand on the service is likely to increase further as neighbouring Councils impose charges or restrict services. Therefore, KCC proposes to charge for these materials at the HWRCs.

KCC believes this option will reduce the cost to Kent taxpayers of disposing of waste from 'cross border' users and help protect the HWRC service. Other options considered are detailed later in this document.

## **Background**

Kent's population is set to increase by approximately 19% between now and 2035. This will put further pressure on the HWRC service which highlights the need to ensure it is open and available for Kent residents as a priority.

There are several factors that place pressure on the HWRC service, including the use of facilities by non-Kent residents.

HWRCs should accept household waste only. Businesses have a duty of care to pay for the disposal of their waste, rather than utilising a free service at HWRCs<sup>2</sup>. There are several policies in place which aim to prevent business waste being brought to HWRCs<sup>3</sup>. These policies are monitored using CCTV and Automatic Number Plate Recognition (ANPR), in some instances this may include the use of body-worn cameras.

## **Cross-Border use**

A number of bordering Councils already charge for non-household waste – a large number of authorities across England have been charging for many years. Some of these are Kent's neighbouring authorities such as Surrey and Bromley. East Sussex County Council has also recently taken the decision to charge for non-household waste and to close several of its HWRCs close to the Kent border from September 2018.

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<sup>2</sup> Waste Duty of Care Code of Conduct, 2016.

<sup>3</sup> [HWRC Operating Policies- kent.gov.uk](http://kent.gov.uk)

At the KCC waste sites which are close to these borders, we have seen growing volumes of waste and experience a greater demand for our free service. This is because residents who do not live in Kent deposit material such as soil, rubble, hardcore and plasterboard rather than pay for the service at their local Councils.

Kent residents therefore pay for dealing with this waste, and in addition this leads to increased queuing times at the sites and places further pressures on capacity and site infrastructure.

KCC Members want to protect the HWRC service and make it more efficient. KCC intends to create capacity at its existing sites by deterring cross-border usage, preventing unlawful use and recovering the cost of disposing of non-household waste.

## **Proposal**

Moving forward it is vital that there is enough capacity in the county for Kent residents to dispose of their household waste and to protect these services.

KCC has no statutory requirement to accept non-household waste (soil, rubble, hardcore and plasterboard). However, it is appreciated that from time to time Kent residents may need to dispose of these materials, therefore KCC would like to continue to offer a service.

KCC already makes a charge to accept domestic tyres for recycling (classed as non-household waste), with the fee covering the cost of managing this service. In order to continue to provide a disposal service for these materials in the future, KCC is proposing to extend the non-household waste charging policy to include:

- **Soil, Rubble and Hardcore**
  - This also includes other materials such as ceramics which are recycled in the soil, rubble and hardcore container.
  - A daily limit on soil, rubble and hardcore, in-line with current restrictions will apply – a maximum of 5 bags / items (a bag can be up to the size of a standard black sack). The policy to limit these materials was introduced in 2012 to prevent trade waste abuse.
  
- **Plasterboard**

KCC is open minded to charging a modest fee. The disposal charge would be in line with our neighbouring Councils that already charge for these materials and will off-set the cost of providing and maintaining this valuable service.

## Neighbouring Council charges for non-household waste:

	<b>Soil, rubble &amp; hardcore</b>	<b>Plasterboard</b>
East Sussex*	£4 per bag / item	£4 per bag / sheet
Surrey	£4 per bag / item	£12 per bag / sheet

\*From September 2018

Bromley Council apply charges on a weight basis - £23 minimum fee (up to 100kgs) of these waste types.

In line with neighbouring Councils, in Kent we anticipate the charge to be:

- Soil, Rubble and Hardcore: £4 per bag (or part bag) / item (a bag being up to the size of a standard black sack
- Plasterboard: £6 per bag (or part bag) / sheet (a bag being up to the size of a standard black sack

## Other options considered

As part of the development of this proposal, KCC examined several alternative options which were subsequently assessed as not appropriate or sustainable. These included;

- Keeping the service as is - this will lead to even greater demand on the service with materials coming into Kent from Council areas where charges apply. Meeting the cost of 'cross-border' waste will impact the viability of the HWRC network. This demand will lead to longer delays at sites where capacity is limited, as well as placing greater financial demand on Kent residents.
- Not accepting these types of waste at all. This would certainly deal with 'cross-border' and unpermitted business waste but would also remove a valuable service for Kent residents. We are well aware that householders value the ability to dispose of waste arising from alteration or repair of their home and garden. If we did not accept these categories of waste at all, it would leave only costly commercial options being available to Kent residents for the disposal of 45,000 tonnes of waste yearly. Our proposal maintains a service, albeit with a modest charge.
- We have considered asking users to provide proof of Kent residence at all HWRCs, by way of a permit scheme (currently in operation at Dartford HWRC), but this is likely to have significant impacts on the convenience, speed and cost of using our HWRCs for all users. This option would cost upwards of £25,000 per site, per year to manage which is not cost effective and would likely add to delays at sites.

## Have your say

**Your participation in this consultation and views on this proposal are important and will help KCC to carefully consider options and inform any decision.**

Whether you are a past, current or future user of these services, a member of the public, a carer or relative of a service user, an existing or potential provider of services, or another stakeholder, we would now like to hear your views before a final recommendation is discussed by the Environment and Transport Cabinet Committee, prior to the Cabinet Member taking the decision late 2018 / early 2019.

Tell us what you think by completing the online questionnaire, which can be found at [www.kent.gov.uk/wasteconsultation](http://www.kent.gov.uk/wasteconsultation) along with all supporting documents;

- Frequently Asked Questions (FAQs)
- Chargeable Materials/Items (what's included in this proposal)
- Charging for non-household waste at HWRCs Equality Impact Assessment

Alternatively, if you wish to complete a paper copy, please place the completed questionnaire into an envelope and use the following freepost address;

- Freepost KCC WASTE MANAGEMENT

You will not be required to pay postage costs. Please ensure the address is written as shown above. No other address details are required.

If you have any questions about the proposal, or require paper copies of any of the supporting documents, please contact: [wastedisposalstrategy@kent.gov.uk](mailto:wastedisposalstrategy@kent.gov.uk) or 03000 41 73 73

Please ensure your response reaches us by **1 November 2018**.

### What happens next?

After the consultation closes on 1 November 2018, we will collate all the consultation responses and review feedback. A report will be written to let Kent County Council Members know what you think of these proposals. The final decision about changes to the HWRC service will be made by the Cabinet Member for Planning, Highways, Transport and Waste late 2018 / early 2019.

We will publish this report on our website at [www.kent.gov.uk/wasteconsultation](http://www.kent.gov.uk/wasteconsultation). KCC values all feedback and views provided. By completing the questionnaire, you will be helping us to ensure these services meet the needs of Kent residents.

# Questionnaire

## Section 1 : About You

### Q1. Are you responding as...

Please select the option from the list below that most closely represents how you will be responding to this consultation. *Please select **one** only.*

- A Kent resident
- A non-Kent resident
- As a KCC Member/ Councillor
- A business
- On behalf of a District / Borough / Parish /Town Council in an official capacity
- A carer or relative of a service user
- A Charity, Voluntary or Community Sector organisation (VCS)
- A member of KCC staff and a Kent resident
- A member of KCC staff and a non-Kent resident
- Other

**If Other, please specify:**

**Q1a. If you are responding on behalf of a council, business, VCS or any other organisation, please tell us the name of your organisation here:**

**If you are responding on behalf of a council, business, VCS or any other organisation, please go straight to question 6.**

**Q2. Which Household Waste Recycling Centre (HWRC) do you *normally* visit?**

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> Ashford    | <input type="checkbox"/> New Romney      |
| <input type="checkbox"/> Canterbury | <input type="checkbox"/> Pepperhill      |
| <input type="checkbox"/> Dartford   | <input type="checkbox"/> Richborough     |
| <input type="checkbox"/> Dover      | <input type="checkbox"/> Sevenoaks       |
| <input type="checkbox"/> Deal       | <input type="checkbox"/> Sheerness       |
| <input type="checkbox"/> Faversham  | <input type="checkbox"/> Sittingbourne   |
| <input type="checkbox"/> Folkestone | <input type="checkbox"/> Swanley         |
| <input type="checkbox"/> Herne Bay  | <input type="checkbox"/> Tunbridge Wells |
| <input type="checkbox"/> Maidstone  | <input type="checkbox"/> Don't know      |
| <input type="checkbox"/> Margate    | <input type="checkbox"/> Other           |

**If Other, please specify:**

**Q3. How frequently do you visit the HWRCs?**

- Weekly
- 2-3 times a month
- Once a month
- Once every 3 months
- Once every 6 months
- Every 6-12 months
- Less often than 12 months
- Don't Know

**Q4. What is the main reason for your use of the HWRC? Please select one.**

- To supplement my kerbside collection
- I prefer to dispose of my waste more frequently than my kerbside collection allows
- To dispose of waste following a sort / clear out
- It is part of my regular routine / I enjoy visiting
- To dispose of waste/recycling on behalf of a friend/relative/neighbour
- Undertaking home improvements
- Don't know
- Other

**If Other, please specify:**

**Q5. Have you brought soil, rubble, hardcore and/or plasterboard to the HWRCs in the last two years?**

- Yes
- No
- Don't know

## Section 2: Your Feedback

KCC has no statutory requirement to accept non-household waste (soil, rubble, hardcore and plasterboard). However, it is appreciated that from time to time Kent residents may need to dispose of these materials, therefore KCC would like to continue to offer a service.

**Q6. KCC is proposing to introduce a modest charge for the following non-household wastes, to off-set the cost of providing the service:**

- **Soil, Rubble and Hardcore**
  - This also includes other materials such as ceramics which are recycled in the soil, rubble and hardcore container.
  - In line with neighbouring Councils we anticipate the charge to be: £4 per bag (or part bag) / item (a bag being up to the size of a standard black sack
  - A daily limit in-line with current restriction will apply – a maximum of 5 bags / items
  
- **Plasterboard**
  - In line with neighbouring Councils we anticipate the charge to be: £6 per bag (or part bag) / sheet (a bag being up to the size of a standard black sack

**To what extent do you agree or disagree with this proposal?**

- Strongly Agree
- Agree
- Neither Agree nor disagree
- Disagree
- Strongly disagree

**Q6a. If you have any further comments you wish to make on this proposal, please provide them here:**

*Please add comments in the box below: -*

KCC have no statutory obligation to accept waste at its HWRCs from non-Kent residents.

**Q7. Do you think that non-Kent residents should be able to deposit their waste at Kent HWRCs?**

- Yes, for a charge
- Yes, free of charge
- No
- Don't know

**Q8. How satisfied are you overall with the HWRC service?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

**Q9. Do you have any further comments or suggestions you would like to make?**

*Please add comments in the box below:-*

**Q10. We have completed an initial Equality Impact Assessment (EqIA) on our proposal.**

An EqIA is a tool to assess the impact any service change, policy or strategy would have on age, gender, gender identity, disability, race, religion or belief, sexual orientation, pregnancy or maternity, marriage and civil partnership and carer's responsibilities. The EqIA is available online at [www.kent.gov.uk/wasteconsultation](http://www.kent.gov.uk/wasteconsultation) or on request.

**If you have any comments about the Equality Impact Assessment, please provide them here:**

*Please add comments in the box below:-*

**Q11. How did you hear about this consultation? Please select all that apply.**

- Kent.gov.uk website
- Received an email
- Social media (Facebook, Twitter)
- At a Household Waste Recycling Centre
- At a Library or Gateway
- At a DIY store or Garden Centre
- Poster
- Press advertisement / article
- Other

**If Other, please specify:**

### Section 3: More About You...

If you would rather not answer any of these questions, you don't have to.

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we are asking you these questions. We won't share the information you give us with anyone else. We'll use it only to help us make decisions and improve our services. It is not necessary to answer these questions if you are responding on behalf of an organisation.

**Q13. Which of these age groups applies to you? Please tick *one* only.**

- 0-15
- 16-24
- 25-34
- 35-49
- 50-59
- 60-64
- 65-74
- 75-84
- 85 + over
- I prefer not to say

**Q14. To which of these ethnic groups do you feel you belong?**

Please select **one** box. (Source: 2011 Census)

- |   |   |
|---|---|
| <input type="checkbox"/> White English                      | <input type="checkbox"/> Asian or Asian British Other*    |
| <input type="checkbox"/> White Scottish                     | <input type="checkbox"/> Mixed White & Black Caribbean    |
| <input type="checkbox"/> White Welsh                        | <input type="checkbox"/> Mixed White & Black African      |
| <input type="checkbox"/> White Northern Irish               | <input type="checkbox"/> Mixed White & Asian              |
| <input type="checkbox"/> White Irish                        | <input type="checkbox"/> Mixed Other*                     |
| <input type="checkbox"/> White Gypsy/Roma                   | <input type="checkbox"/> Black or Black British Caribbean |
| <input type="checkbox"/> White Irish Traveller              | <input type="checkbox"/> Black or Black British African   |
| <input type="checkbox"/> White Other*                       | <input type="checkbox"/> Black or Black British Other*    |
| <input type="checkbox"/> Asian or Asian British Indian      | <input type="checkbox"/> Arab                             |
| <input type="checkbox"/> Asian or Asian British Pakistani   | <input type="checkbox"/> Chinese                          |
| <input type="checkbox"/> Asian or Asian British Bangladeshi | <input type="checkbox"/> I prefer not to say              |

**\*Other Ethnic Group - If your ethnic group is not specified on the list, please provide details:**

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last, at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

**Q15. Do you consider yourself to be disabled as set out in the Equality Act 2010? Please tick **one** only.**

- Yes
- No
- I prefer not to say

**Q15a. If you answered 'Yes' to Q15, please tell us the type of impairment that applies to you. You may have more than one type of impairment, so please tick all that apply. If none of these applies to you, please select 'Other', and give brief details of the impairment you have.**

- Physical impairment
- Sensory impairment (hearing, sight or both)
- Longstanding illness or health condition, or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other

**If Other, please specify:**

A Carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

**Q16. Are you a Carer? Please tick *one* only.**

- Yes
- No
- I prefer not to say

## How we use your information

The information you provide on this form is collected and dealt with in compliance with the General Data Protection Regulation.

We are relying on the lawful bases of the '*performance of a public task in the public interest*' to process your personal data for a specific purpose of facilitating a consultation.

We also rely on '*processing is necessary for reasons of substantial public interest*' as the lawful basis on which we collect and use your special category data for the purposes of equalities monitoring.

Kent County Council may share your details with services within the Council who are responsible for carrying out analysis of consultation responses.

Responses will be held securely stored for the period of 6 years.

## Returning your response

You can return your feedback in the following ways

- Complete the online questionnaire at [www.kent.gov.uk/wasteconsultation](http://www.kent.gov.uk/wasteconsultation)
- Complete a paper copy and return to:

### **Freepost KCC WASTE MANAGEMENT**

*Please place the completed questionnaire into an envelope. You will not be required to pay postage costs. No other address details are required.*

If you have any questions about the proposal, or require paper copies of any of the supporting documents, please contact:

[wastedisposalstrategy@kent.gov.uk](mailto:wastedisposalstrategy@kent.gov.uk)

03000 41 73 73

**Please make sure your response is returned by 1 November 2018.**

Thank you for taking the time to complete this consultation response.