

Kent Waste Disposal Strategy

2017-2035

[Consultation Questionnaire](#)

Have your say

On our Ambition and Priorities for managing the disposal and recycling of Kent's household waste

- 3 Please read the Waste Disposal Strategy before completing this questionnaire. You may also find it useful to read the Evidence Base document**



This document can be made available in other formats or languages.

To request this, please email alternativeformats@kent.gov.uk or telephone 03000 421553 (text relay service 18001 03000 421553). This number goes to an answer machine, which is monitored during office hours.

We would be grateful if you could take the time to complete this short questionnaire to give us your views on the ambition, principles and objectives of the draft Kent Waste Disposal Strategy

The closing date for responses is Sunday 2 October 2016

This questionnaire can be completed online at www.kent.gov.uk/wastestrategy

Alternatively, complete this form and post to:

Kent Waste Disposal Strategy
Waste Management
Kent County Council
First Floor, Invicta House
Maidstone
Kent ME14 1XX

Or scan and email it to us at: wastedisposalstrategy@kent.gov.uk

Please add 'KWDS Consultation' as the subject

Approach

This consultation is Stage 1. This stage seeks views on the Ambition, Priorities and Objectives of the Strategy. Following the Stage 1 consultation, a full analysis report will be produced by KCC Waste Management. The analysis and recommended changes to the Strategy document will then be taken to the Environment and Transport Cabinet Committee in January 2017 so that recommendations can be made to the Cabinet Member for Environment and Transport to approve the strategy and adopt it within KCC's policy framework.

Stage 2. After the strategy has been adopted, an evidence based analysis of service, coupled with a further public consultation, will be undertaken in order to develop a plan for any proposed changes to manage and meet expected demand for waste disposal across the county. A subsequent Member decision will then be required. This consultation will take place later in 2017.

Draft Kent Waste Disposal Strategy

Ambition: *“Our Ambition is to deliver a high quality, value for money household waste disposal service for the people of Kent, with an emphasis on waste reduction, recycling and achieving zero landfill.”*

The Kent Waste Disposal Strategy has 6 Priorities including Objectives (please see page 12 of the draft Kent Waste Disposal Strategy)

Q1 To what extent do you agree with our Ambition: Our Ambition is to deliver a high quality, value for money household waste disposal service for the people of Kent, with an emphasis on waste reduction, recycling and achieving zero landfill?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Ambition		X				

Q1a Please provide any additional comments on this ambition:

Overall the Ambition is focused on the key drivers and recognises the challenges ahead over the next 20 years. However, given the drive towards a circular economy and a desire to follow the principles of the waste hierarchy, retaining the reference to “disposal” may not be ambitious enough. Maidstone Borough Council would welcome the focus to be on treatment, although recognises there is already emphasis placed on waste reduction, recycling and achieving zero landfill.

Q2 To what extent do you agree or disagree with Priority 1: Working Together: We will work together with our key partners on projects to deliver our ambition?
Priority 1 and the sub-objectives can be found on page 12 of the draft Kent Waste Disposal Strategy

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Priority 1	X					
Objective A	X					
Objective B	X					
Objective C	X					
Objective D	X					
Objective E	X					

Q2a Please provide any additional comments on this priority and its objectives, stating which objective your comment refers to e.g. 'A':

Maidstone Borough Council would request that there is specific reference to Waste Collection Authorities in this priority outside of the existing work with the Kent Resource Partnership.

The Council supports this priority and welcomes the drive to improve services through partnership working, innovative solutions and public engagement.

Maidstone's experience working with the County Council as part of the Mid Kent Partnership has been positive and views that there are further opportunities to be explored which can offer mutual benefit to both authorities and local residents.

Objective C: Work with Kent Parish Councils, Town Councils and other community groups to share information with residents, and gather their views and opinions. The Council would like to see the Waste Collection Authorities involved with this objective to ensure a fully collective approach is achieved.

Q3 To what extent do you agree or disagree with Priority 2: Innovation and Change: The services we design and provide will be resilient through accommodating change and growth?

Priority 2 and the sub-objectives can be found on page 13 of the draft Kent Waste Disposal Strategy

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Priority 2	X					
Objective A	X					
Objective B	X					
Objective C	X					
Objective D	X					
Objective E	X					
Objective F		X				

Q3a Please provide any additional comments on this priority and its objectives, stating which objective your comment refers to e.g. 'A':

The Council supports the County's desire to be flexible and adapt to change. Identifying innovative solutions is going to be essential in order to meet future challenges and the Council welcomes this approach.

Objective A:

Ensure we have the capacity needed to deal with Kent's household waste, with

final disposal points located where the evidence shows they need to be. In addition to location and capacity of waste disposal sites, there needs to be recognition of high quality outputs from these facilities. The Council would ask that the County Council explores the potential for more locally based waste treatment facilities, in particular for the treatment and use of food and green waste, as a means of stimulating rural businesses as well as providing local waste solutions. In addition, the Council would encourage the County Council to consider the use of combined heat and power plants, fuelled by household waste combustion, as a means of servicing new large housing developments.

Objective B:

Household Waste Recycling Centres will be located where the evidence shows they need to be. Maidstone Borough Council welcomes the County’s proposal for HWRCs to be located where there is a proven need. Historically there have been calls for a facility in Tonbridge and Malling despite all residents in this borough having reasonable access to facilities. There are many residents living in the South of Maidstone Borough who do not have access to a facility within a 20 minute drive and this needs to be considered as a priority. The existing facility at Tovil is also at capacity and struggles to accommodate the large number of visitors. The Council would work positively with the County to identify a suitable site for such a facility within the Borough.

Objective E:

Where there is the need and demand, ensure a trade waste disposal service is provided for small businesses in Kent. Maidstone supports the exploration of trade waste services for small businesses and as an operator of such a service would welcome the opportunity to work in Partnership with the County Council to help deliver this. This would include the exploration of a commercial transfer facility in Maidstone.

Objective F:

Investigate the use of our HWRCs by people who do not live in Kent, and where our residents are using HWRCs outside of the county (including Medway*). This will help us to understand the impact on our service and opportunities for change. The Council agrees that the cross boundary use of household waste recycling facilities should be investigated and supports the priority to focus on delivering high quality services for Kent residents.

Q4 To what extent do you agree or disagree with Priority 3: HWRC Service Delivery: We will provide a value for money service?

Priority 3 and the sub-objectives can be found on page 14 of the draft Kent Waste Disposal Strategy

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Priority 3	X					
Objective A	X					
Objective	X					

B						
Objective C	X					

Q4a Please provide any additional comments on this priority and its objectives, stating which objective your comment refers to e.g. 'A':

Kent County Council's operation of household waste recycling centres is a key priority for our residents and the Council supports the priority to provide value for money services which meet the needs of those customers.

Objective A:

Work as part of the KRP to encourage residents to use the most effective means of disposal for different waste materials; whether it is through kerbside collections or the HWRCs. It is essential that household waste recycling centres fit into the wider picture of waste collection and treatment in Kent and should complement the kerbside services provided by the Waste Collection Authorities. The Council welcomes a coordinated approach led by the Kent Resource Partnership to engage with residents about different waste streams.

Objective B:

HWRCs will be open when the evidence shows they need to be. Household Waste Recycling Centres are an integral part of managing household waste responsibly. It is essential that they meet our customers' needs to reduce the likelihood of fly tipping. The Council is keen that this objective also reflects longer opening hours when necessary, particularly at evening and weekends when many residents need them.

Objective C:

Household Waste will be accepted free of charge*. Charges may be made for non-household waste where lawful and appropriate to do so. Ensuring the household waste recycling centres continue to accept household waste free of charge is essential to reduce the likelihood of fly tipping or illegal disposal sites being used. Whilst there is an understanding that charges may be applied to certain non-household items, the Council would encourage the County to minimise these, particularly if hazardous to the environment such as asbestos. It is essential that Priority 6 Object C is considered when reviewing the acceptance of materials at the household waste recycling centres.

Q5 To what extent do you agree or disagree with Priority 4: Customer service: We will provide an accessible service whilst encouraging customers to reuse and recycle, and let people know what happens to their waste?

Priority 4 and the sub-objectives can be found on page 14 of the draft Kent Waste Disposal Strategy

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Priority 4	X					

Objective A	X					
Objective B	X					
Objective C	X					
Objective D	X					
Objective E	X					

Q5a Please provide any additional comments on this priority and its objectives, stating which objective your comment refers to e.g. 'A':

Excellent customer service is paramount to being able to deliver the County's Ambition and deliver a high quality service which is able to respond to customers' needs and meet future demands.

The key aspect of this priority is "accessibility" to ensure all customers have equality of access and are supported to manage their waste responsibly.

Objective A:

Working with the companies that manage our HWRCs, ensure high levels of customer service and evaluate and monitor customer feedback. Responding to customer feedback at the Household Waste Recycling Centres will enable waste to be more effectively managed and ensure residents are given the best opportunity to recycle as much as possible. Understanding their needs and where service can be improved is essential to achieving this.

Objective B:

Ensure that the HWRC workforce are local and skilled to do the best possible job. The Council welcomes the objective to engage local residents in local job opportunities and provide them with the necessary skills to succeed. We would support multi-skilling within the industry to ensure that those working on frontline services both for the waste collection and disposal authorities are knowledgeable about local services and where possible experience and opportunities can be shared.

Objective C:

Ensure that all residents are able to access our HWRCs and receive a high level of service. It is paramount to the Council that all residents are able to access the Household Waste Recycling Centres and are supported to do so. Whilst the Council understands the need to restrict commercial waste from sites which do not have capacity to deal with this separately, these restrictions should not impact householders due to the vehicle they drive.

Objective D:

Provide information to customers to explain what happens to their waste and the impacts of not recycling, to help understanding and increase recycling. With the assumption that this objective refers to all waste whether collected at the kerbside or through a HWRC, the Council would welcome the recognition of the part Waste Collection Authorities play in achieving this.

Q6 To what extent do you agree or disagree with Priority 5: Commissioning: Our commissioning and contract management approach will provide value for money and the best possible service?

Priority 5 and the sub-objectives can be found on page 15 of the draft Kent Waste Disposal Strategy

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Priority 5		X				
Objective A		X				
Objective B		X				
Objective C	X					
Objective D	X					
Objective E	X					
Objective F		X				
Objective G	X					

Q6a Please provide any additional comments on this priority and its objectives, stating which objective your comment refers to e.g. 'A':

It is important that the whole lifecycle is considered when commissioning contracts to ensure they provide value for money for both collection and treatment.

Objective A:

Use high quality data from within KCC and from our providers to inform our approach to procurement. We will tell potential providers what our end goal is, allowing them to suggest how we reach it. There needs to be recognition of the data which waste collection authorities hold as well as the collective end goals which are likely to influence the disposal and treatment requirements.

Objective B:

Work with our KCC procurement team to provide support to organisations to help them to understand how our procurement processes work, so that they are more equipped to bid for work. Maidstone Borough Council would request that the benefit local organisations can offer is recognised through the procurement process and that these are supported to bid for contracts.

Objective D:

Commission, design and deliver services with our partners including the district and borough councils to achieve the greatest savings, innovations and value for money for the Kent taxpayer. The Mid Kent Contract has been testament to this approach and Maidstone would fully endorse this objective going forward. The shared benefits of the Mid Kent Contract have enabled significant

improvements to the services provided and substantial savings both in terms of collection and disposal costs.

Objective F:

Share commercial risks and rewards with our contractors where appropriate.

The Council supports this approach where appropriate and would welcome the opportunity to be involved in future dialogue relating to risk and reward particularly around recycle quality.

Q7 To what extent do you agree or disagree with Priority 6: The Environment: We will deliver services which consider impacts on or from the environment and climate change?

Priority 6 and the sub-objectives can be found on page 16 of the draft Kent Waste Disposal Strategy

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Priority 6	X					
Objective A	X					
Objective B	X					
Objective C	X					
Objective D	X					
Objective E	X					

Q7a Please provide any additional comments on this priority and its objectives, stating which objective your comment refers to e.g. 'A':

Maidstone Borough Council supports the County's drive to ensure the full impact of services are considered to ensure benefits to the environment are not outweighed by negative impacts further along the supply chain.

Objective A:

Manage Kent's waste in accordance with the waste hierarchy, disposing of as little as possible to landfill and maximising reuse and recycling.

Maidstone's own waste strategy reflects the waste hierarchy and an objective of zero waste to landfill. Therefore the Council supports this approach adopted by Kent County Council for their strategy.

Objective B:

Where required, collect materials at our HWRCs in line with the TEEP* approach.

Maidstone Borough Council recognises the importance of TEEP to consider the separate collection of recyclables. The Council feels it is important for

the connection with Waste Collection Authorities to be made at this point as the issue is far wider than the HWRCs. We would welcome the inclusion of the County working with Waste Collection Authorities to ensure waste collected in the borough is in line with the TEEP approach.

Objective C:

Take action to reduce the negative impacts that our service has on the environment and support approaches to reduce or enforce against environmental crime. As previously mentioned, it is important that this is connected with Priority 3 Objective C.

Objective D: Continuously look at new ways for materials to be recycled instead of being sent to burn for energy or sent to landfill. The Council welcomes this objective, but would also like the inclusion of reuse into the objective as this would support the principle of the waste hierarchy and is an area where little has been achieved over the past few years.

Q8 Do you have any other comments about the Ambition, Priorities and Objectives?

Overall the draft Kent Waste Disposal Strategy covers all key priorities which support the successful delivery of effective and efficient waste management in Kent. Whilst this is termed as a waste disposal strategy, it has far wider reach and benefits and therefore the focus on “disposal” in both the strategy title and ambition should be considered.

This strategy supports Maidstone’s own 5 year waste strategy and therefore the Council would be happy to support its delivery through greater partnership working on joint objectives.

Maidstone Borough Council would welcome greater recognition of the importance of the collaborative approach between the waste disposal authority and Waste Collection Authorities in the strategy.

Q9 Are you responding to this consultation as:

- ✕ A District/Parish/Town Council

Q9a If you are responding on behalf of a Council / Waste Management organisation / Business / VCS organisation, please tell us the name of the organisation:

Maidstone Borough Council

About You

You only need to answer these questions if you have responded as an Individual. It is not necessary to answer these questions if you are responding on behalf of an Organisation.

We want to make sure that everyone is treated fairly and equally, and that no one gets left out. That's why we're 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 decision, and improve our services.

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

Q10 Are you.....? Please select one box.

- Male Female I prefer not to say

Q11 Which of these age groups applies to you? Please select one box.

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

Q12 What is your postcode?

Q13 To which if these ethnic groups do you feel you belong? (Source: 2011 census)

Please select one box.

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

*If your ethnic group is not specified in the list, please describe it here:

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.

Q14 Do you consider yourself to be disabled as set out in the Equality Act 2010?

Please select one box.

Yes

No

I prefer not to say

Future Engagement and Communication

If you would like to provide feedback at stage 2 of the consultation, please provide your contact details below. Our preferred method of communication is by email, however if you do not have an email address then please provide your postal address:

Name:	Jennifer Shepherd
Email:	Jennifershepherd@maidstone.gov.uk
Postal address:	Maidstone House, King Street, Maidstone ME15 6JQ

Thank you for taking the time to complete this questionnaire

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2017-2035

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