

Considerations of the consultation feedback – Draft Household Waste and Fly-tipping Policy Consultation

Annual Garden Waste subscriptions

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total positive impact: 18% ○ No impact: 54% ○ Total negative impact: 26% • Respondents who currently have a half- yearly garden waste subscription reported the highest negative impact (74%). 		
Positive comments	General comments about garden waste collections (3 comments)	No officer response required (positive consultation feedback).	None.
	General agreement with the proposal (4 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Full year could be too costly so it would be cheaper to offer half-yearly option (113 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription.
	Disagree with paying yearly as garden waste is seasonal (90 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription.
	Could lead to rubbish being disposed of incorrectly or fly-tipped (60 comments)	Occupiers have a responsibility to dispose of their waste legally. Garden waste can be disposed of at the HWRC for no charge.	None.
	Unfair when moving home mid year to pay for a full year (27 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription.
	General disagreement with the proposal / keep it as it is (20 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription.
	Potential reduction in the number of subscriptions (26 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription.
	Council should be offering a choice to people (22 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription. We will explore other options in the future for garden waste subscriptions, such as offering a 12-month service that residents can sign up for at any point in the year.
	Garden waste collections should be free (23 comments)	Garden waste can be disposed of at an HWRC. To support this service, the council requires a payment from occupiers who wish to receive this service.	None.
	There could be shorter or cheaper subscriptions based upon level of use (e.g. for small gardens / low maintenance garden) (15 comments)	We will take into consideration in the future how we can better improve our current offer to occupiers. The ability to offer alternative subscriptions is currently being explored, such as offering a 12-month service that residents can sign up for at any point in the year.	We will explore other options in the future for garden waste subscriptions, such as offering a 12-month service that residents can sign up for at any point in the year.
	Concern - Council gaining more money through annual subscriptions (14 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription. We will explore other options in the future for garden waste subscriptions, such as offering a 12-month service that residents can sign up for at any point in the year.
More information needed on the flexibility of start dates (6 comments)	We will take into consideration in the future how we can better improve our current offer to occupiers.	The ability to offer alternative subscriptions is currently being explored, such as offering a 12-month service that residents can sign up for at any point in the year.	

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	General comments about garden waste collections (4 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription.	The policy has been amended to reflect the council's offer of both a half yearly and yearly garden waste subscription.
	More information needed on cost/payment of an annual subscription (4 comments)	In response to consultation feedback, we will continue to offer both yearly and half-yearly option for garden waste subscription. Further information can be found on our website: https://www.southampton.gov.uk/bins-recycling/garden-waste/	None.

Additional bin capacity route for carers

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total positive impact: 45% ○ No impact: 43% ○ Total negative impact: 2% • Those who receive assisted collections found the proposed service the most negative (10%). 		
Positive comments	Positive comments about proposal (8 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Carers should not be asked to complete a waste diary (9 comments)	A key aim of the council is to improve the recycling rate of the city. Therefore, to ensure that we obtain this goal, it is essential that every individual seeking additional capacity will be appropriately vetted.	None.
	More information about what the additional bin capacity route for carers means (4 comments)	This section of the policy has been added to ensure that carers are aware that this service exists and that they are able to apply for it.	None.

Charging for replacement bins

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total positive impact: 12% ○ No impact: 18% ○ Total negative impact: 68% Those with a half – yearly garden waste subscription and those who had been issued with a larger or a second general waste bin saw the highest negative impact with both standing at 77%. 		
Positive comments	Other positive comments about this proposal (20 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Suggestion - Other information needed / questions around this proposal (13 comments)	The policy states that occupiers will not be charged if the bin is damaged through general wear and tear or crushed/damaged by a collection vehicle or lost in a collection vehicle.	None.
	Suggestion - More information on what determines chargeable damage to a bin (47 comments)	The policy states that occupiers will not be charged if the bin is damaged through general wear and tear, or crushed or damaged by a collection vehicle, or lost in a collection vehicle.	In the event that a bin or glass box needs replacing due to wear and tear, the policy has been changed to note that the council 'will replace it free of charge' instead of 'may decide to replace it free of charge'.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	Suggestion - More information on whether this includes glass bins (4 comments)	The policy states that the administration charge to replace a lost or damaged bin is also applicable to glass boxes.	The wording in the policy has been changed to make it clear that the charge is also applicable to glass boxes.
	Suggestion - More information on cost for replacement bins (19 comments)	The charge is to cover the administration and delivery of replacement bins and is set out on our website: My bin is lost or stolen (southampton.gov.uk)	The wording in the policy has been changed to make clear that the cost of replacement bins is an administrative fee.
	Suggestion - Redesign bins to ensure they cannot be stolen (e.g. locks to be fitted) (5 comments)	It is the resident's responsibility to keep their bins and containers safe. We advise that occupiers number their bins with stickers.	The policy has been amended to advise occupiers to number their own bins.
	Suggestion - Allow appeals for bin replacement charges (2 comments)	The policy states that occupiers will not be charged if the bin is damaged through general wear and tear or crushed/damaged by a collection vehicle or lost in a collection vehicle. The charge is to cover the administration and delivery of replacement bins.	None.
	Suggestions - Number the bins (13 comments)	We advise that occupiers number their bins with stickers.	The policy has been amended to advise occupiers to number their own bins.
	Suggestion - Training for bin operatives (5 comments)	Waste operatives receive training to ensure that they are effective and efficient in collecting waste from households.	None.
	Suggestion - Glass bins should not be chargeable (8 comments) <i>Example:</i> Comments are focused around the glass boxes being small and not durable.	The policy states that occupiers will not be charged if the bin is damaged through general wear and tear, or crushed or damaged by a collection vehicle, or lost in a collection vehicle.	None.
	Suggestion - Should only charge those who frequently request one / should be replaced for free after certain amount of years (53 comments)	Occupiers will not be charged for general wear and tear.	None.
	Suggestion - Replacement bins should be covered through council tax (65 comments)	The charge is to cover the administration and delivery of replacement bins.	None.
	Concern - Could lead to health / safety issues if not replaced (6 comments) <i>Example:</i> Comments are focused around concerns that bins may not be replaced, or people will continue to use damaged bins	Occupiers must present their bin in accordance with this policy to receive a collection. Occupiers are responsible for disposing of their waste legally and may be subject to enforcement action if they do not. The council will notify the occupier if a bin or glass box has been damaged on a collection via a tag/hanger on the front door.	None.
	Generally disagree with proposals (34 comments)	The policy states that occupiers will not be charged if the bin is damaged through general wear and tear, or crushed or damaged by a collection vehicle, or lost in a collection vehicle. The charge is to cover the administration and delivery of replacement bins.	None.
	Concern - Could lead to rubbish being disposed of incorrectly (181 comments)	Replacement bins will be issued within 7 days of receipt (subject to availability). Occupiers must present their bin in accordance with this policy to receive a collection. General waste, recycling and glass can all be disposed of at HWRCs. Occupiers are responsible for disposing of their waste legally and may be subject to enforcement action if they do not.	None.
	Concern - Increase in stolen bins caused by charge (94 comments)	The policy will be amended to advise occupiers to number their bins.	The policy has been amended to advise occupiers to number their bins.
	Concern - Unable to afford a replacement bin (97 comments)	Residents receiving any of benefits such as Income Support, Pensions Credit, Job Seekers Allowance (income related), Housing Benefit, Council Tax Reduction, Employment Support Allowance, Universal Credit will be eligible for a discounted charge for replacement bins.	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	Concern - Unfair for residents to pay through no fault of their own (e.g. vandalism, carelessness of bin operatives) / should only pay if it is their fault (1052 comments)	Occupiers are responsible for keeping bins and containers safe. The policy states that occupiers will not be charged if the bin is damaged through general wear and tear or crushed/damaged by a collection vehicle or lost in a collection vehicle.	None.

Waste diaries

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total positive impact: 32% ○ No impact: 32% ○ Total negative impact: 32% <p>Those who have been issued with a larger or a second general waste bin found the proposal to have the most negative impact (53%).</p>		
Positive comments	Positive comments about proposal (10 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Concern - Impractical, time consuming, can't be bothered (96 comments)	The waste diary is to ensure occupiers are disposing of waste correctly, to reduce the volume of general waste in Southampton.	None.
	Suggestion - Just provide additional capacity when requested without waste diaries (38 comments)	The idea behind the waste diary is to ensure occupiers are disposing of waste correctly, to reduce the volume of general waste in Southampton. Our current process for allocating additional capacity does not achieve this aim.	None.
	Concern - People may lie completing the diary / make mistakes (31 comments)	In some cases the council may visit to confirm the recycling waste collection service is being fully used, this should help to provide a clearer picture alongside the diary as to whether there is a genuine need for extra capacity. In the event that the resident has not understood how to complete the waste diary they will be given an opportunity to complete it again.	None.
	Concern - Could lead to rubbish being disposed of incorrectly / less recycled / overflowing bins (36 comments)	The idea behind the waste diary is to ensure occupiers are disposing of waste correctly, to reduce the volume of general waste in Southampton. Occupiers are responsible for disposing of their waste legally, and in accordance with this policy.	None.
	Concern - Completing a waste diary is intrusive, patronising, insulting (24 comments)	Data will be used, stored, and deleted in line with GDPR requirements. This approach has been implemented in other local authorities in an attempt to improve recycling rates and reduce the amount of general waste produced.	None.
	Suggestion - Use specified criteria for larger bins (e.g. families / babies / household size / HMO) (20 comments)	The council will use a criteria to assess need.	None.
	Suggestion - More education, advice and information instead (Fewer than 12 comments)	The waste diary is designed to be an educational tool to encourage awareness of which materials can be recycled. This is one educational tool alongside other educational comms around waste issued by the council.	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	Suggestion - People should have to provide good justification and ongoing reviews for more capacity (9 comments)	We will amend the policy to include regular reviews of accepted extra capacity requests.	The policy has been amended to include regular reviews of accepted extra capacity requests.
	Concern - those that may find it difficult to complete (language barrier / disability) (Fewer than 16 comments)	We will take into account these concerns when developing the waste diary process.	The process for requesting additional capacity will acknowledge those with differing needs when asked to complete a waste diary.
	Concern / Suggestion - About HMOs specifically (e.g. Inaccuracies in waste diary / not enough bin capacity currently) (5 comments)	We will not require those in HMOs or flats to complete the waste diary.	The policy has been amended to clarify that occupiers of HMOs and flat blocks will not be required to complete a waste diary as part of their additional capacity request.
	Concern / Suggestion - About flats or communal bins specifically (e.g. How would this work for them / Provide more bins) (6 comments)	Flats are allocated bin size based on the number of occupants. A waste diary would not need to be completed for these occupiers.	The policy has been amended to clarify that occupiers of HMOs and flat blocks will not be required to complete a waste diary as part of their additional capacity request.
	Suggestion - All have the same size bin / all have a larger bin (2 comments)	The idea behind the waste diary is to ensure occupiers are disposing of waste correctly, to reduce the volume of general waste in Southampton. Allocating each household with the maximum capacity would work contrary to these aims.	None.
	Concern / Suggestion - more information needed on format of waste diary / what is involved (4 comments)	This will be provided on the council's website.	Information outlining the requirements of the waste diary and how to access will be set out on the council website.
	Suggestion - Charge for a larger bin (3 comments)	The reasons for needing additional capacity are often not permanent (e.g. a household may have a new-born in nappies), and therefore can be removed after a certain period of time and the resident can return to a standard size bin. Additionally, this would unfairly impact occupiers who require extra capacity.	None.
	Concern - Week to week waste is never the same (3 comments)	The waste diary will be recorded over two weeks. This is a balance between understanding waste disposal patterns and not being too onerous.	None.
	Concerns / Suggestions – Other (15 comments) <i>Examples: One comment queried whether residents need to complete a waste diary for recycling.</i> <i>Another comment queried whether a waste diary was needed if moving from a smaller size bin to a larger one.</i>	The waste diary may only be required if a resident is looking to gain a more capacity than the standard 240 litre waste bin. Therefore, this will not be required if a resident is requesting to return their 140 litre bin for the standard 240 litre.	The policy has been amended to note that a waste diary will not be required for receiving additional recycling capacity.

Assisted collection service

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total positive impact: 38% ○ No impact: 45% ○ Total negative impact: 9% • Respondents who currently receive assisted collections (15%) and those who have a disability or long-term illness (15%) reported the highest negative impact. 		

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Positive comments	Positive comment - Health and safety is important for operators (7 comments)	No officer response required (positive consultation feedback).	None.
	Positive comments about proposals (4 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Suggestion / concern - Unrealistic / unfair for bin collections to avoid steps when assisted collections are for those with accessibility issues (49 comments)	There is nothing in the policy that states waste crew will not use steps when carrying our assisted bin collection.	None.
	Suggestion / concern - Should generally be helping people with assisted collections and accessibility issues / not make it more difficult (23 comments)	The policy has been designed to ensure that the waste crews have clear and safe access to each bin when occupiers require assisted collections. The two requirements are for occupiers to ensure that crews have easy access to their bins by unlocking and maintaining their gates, as well to secure dogs elsewhere to allow safe access. This will maintain the crew's efficiency as well as safety when collecting waste.	None.
	More information needed on proposal (6 comments)	The two requirements are for occupiers to ensure that crews have easy access to their bins by unlocking and maintaining their gates, as well to secure dogs elsewhere to allow safe access. This will maintain the crew's efficiency as well as safety when collecting waste. This is set out in the policy.	None.
	Suggestion - Assisted collections should include garden waste (2 comments)	Assisted collections include garden waste.	None.

Missed bin reports – 24 hours

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total positive impact: 30% ○ No impact: 37% ○ Total negative impact: 31% • Under 35's found this proposal to have the most negative impact (46%). 		
Positive comments	Positive - agree with 24 hour proposal (7 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Concern & suggestion - Bigger window - Because of working / long shifts (70 comments)	The window for reporting starts from 4pm on the day of your scheduled bin collection until 4pm the following working day. We have implemented a window of one working day to improve service efficiency.	None.
	Concern & suggestion - Bigger window - Because of being away (53 comments)	The council will be unable to collect bins that are not presented in accordance with this policy.	None.
	Concerns / Suggestion - Usually council's fault / Council should not miss collections in first place (50 comments)	We are currently working to roll out in-cab technology across the fleet to enable better gathering of information, aiming to improve customer experience and help with crew training to reduce the number of bins that are missed. If a bin has not been collected because it has been contaminated or is overflowing then the resident will be informed via a tag/hanger on the bin.	None.
	Concern & suggestion - Bigger window - Generally not enough time or other reasons (48 comments)	Taking the feedback into consideration, the policy will be changed to state that missed bins must be reported within 'one working day'. This	The policy has been amended to state that missed bins must be reported within one working day instead of 24 hours.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
		is to ensure that those who have their bins collected on Fridays or bank holidays are not penalised.	
	Concern - No point reporting missed bin collection anyway as won't be re-collected / or collected significantly later (35 comments)	We aim to return for a missed collection within two to five working days.	None.
	Suggestion - Change reporting system (easier, earlier than 4pm) (30 comments)	We ask that occupiers wait until after 4pm to report their bin because this is when the waste crew finish their daily collection round.	None.
	Concern & Suggestion - Bigger window - Because might wait to see if bins get emptied in following days instead / bins often get emptied next day (32 comments)	We ask occupiers to report a missed collection within one working day of their scheduled collection so that we can record that the bin has been missed, and schedule a collection within two to five working days. If occupiers do not report their bin as being missed then there is a risk that we will not be aware that a collection needs to be scheduled.	None.
	Concern - Create a build up of waste / overflowing bins (24 comments)	Occupiers have a legal responsibility to handle their waste correctly. If occupiers have excess waste, household waste can be disposed of free of charge at HWRCs.	None.
	Generally disagree with proposals / keep it at 48 hours (25 comments)	The reporting window for missed bins is being reduced to ensure that missed bin reports are as accurate as possible which will improve the efficiency of the service.	None.
	Concern & Suggestion - Bigger window - Because collection on Friday, and council not open Saturday to report / bank holidays following collection day (14 comments)	Taking the feedback into consideration, the policy will be changed to state that missed bins must be reported within 'one working day'. This is to ensure that those who have their bins collected on Friday's or bank holidays are not penalised.	The policy has been amended to state that missed bins must be reported within one working day instead of 24 hours.
	More information needed on when the missed report should be made (8 comments)	Reports must be made within one working day of the designated collection date. Occupiers must wait until after 4pm on the designated collection date before reporting. This is set out in the policy.	None.
	More information on details about missed bins / collections (5 comments)	We have implemented a window of one working day to improve service efficiency.	The policy has been amended to state that missed bins must be reported within one working day instead of 24 hours.
	Example: There is a comment that states the policy is unclear as to whether missed bins need to be reported withing 24 hours or one working day.	To make the policy clearer, we have amended it to state that missed bins must be reported within one working day instead of 24 hours.	
	Suggestion - If missed bins have to be reported quicker, councils should re-collect bins quicker (5 comments)	We aim to return for a missed collection within two to five working days. This is subject to the availability of resources. The council aims to collect missed bins as quickly as possible.	None.
	Concern & suggestion - Bigger window - Someone may require assistance to report or to realise bin not collected (e.g. carers) (5 comments)	We have implemented a window of one working day to improve service efficiency.	None.
	Example: Comments regarding vulnerable and older people being unable to report bins within this timeframe so they would be unfairly penalised.		
	Concern - this is about reducing the number of complaints / skew numbers of missed bins / fewer missed bins to collect (7 comments)	We have implemented a window of one working day to improve service efficiency.	None.
	Concern & Suggestion - Bigger window - Communal bins and might not notice straight away (3 comments)	The window for reporting starts from 4pm on the day of your scheduled bin collection until 4pm the following working day. We have implemented a window of one working day to improve service efficiency.	None.
	Concern & Suggestion - Should be a bigger window than 48 hours	The window for reporting starts from 4pm on the day of your scheduled bin collection until 4pm the following working day. We have	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	(4 comments)	implemented a window of one working day to improve service efficiency.	
	Concern & suggestion - Bigger window - Because of new residents and students unfamiliarity with schedule (2 comments)	The window for reporting starts from 4pm on the day of your scheduled bin collection until 4pm the following working day. We have implemented a window of one working day to improve service efficiency. Further information on how to dispose of waste, bin calendars and reporting tools can be found on the council's website. We work closely with universities and HMO landlords to ensure students are aware of Southampton's household waste disposal policy.	None.

Understanding the policy / sufficient information in the policy

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<p>"The draft strategy is easy to understand"</p> <ul style="list-style-type: none"> Total agree – 77% Total disagree – 4% <p>"The draft strategy provides sufficient information"</p> <ul style="list-style-type: none"> Total agree – 70% Total disagree – 9% 		
Positive comments	General positive comments about the policy (5 comments)	No officer response required (positive consultation feedback).	None.
	Positive - Sufficient information (4 comments)	No officer response required (positive consultation feedback).	None.
	Positive - Clear / easy to understand (12 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Suggestion - Should be clearer - using simpler language / less council jargon (17 comments)	The majority of respondents felt that the policy was easy to understand, but we have made some minor changes to make the policy easier to read.	Some sentences have been amended to make them easier to read.
	Concern - No new suggestions / pointless (Fewer than 20 comments)	Whilst the policy does not propose any major changes to the way household waste is collected in Southampton, the aim of the policy is to improve and formalise many of the processes that work to provide the waste service offers. These enhancements are designed to improve residents' experiences with the waste service, whilst making the service more efficient as well as effective. The policy has been written to ensure that occupiers have a clear understanding of what is required from them in terms of correct waste disposal and what they can expect from the service provided by the council.	None.
	Suggestion - Policy generally needs to cover more / more information (12 comments)	The policy will be regularly reviewed and updated to ensure it is in line with the requirements of the Environment Act 2021.	None.
	Suggestion - More information / clarification on fly-tipping and enforcement in policy (15 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping.	None.
	Suggestion - More information / clarification on landlord responsibilities in policy	The policy uses the term 'occupier', which means a person/ persons or organisation who lives in or uses property and / or land, either legally as	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	(17 comments)	the owner or tenant, or illegally as a squatter. This term includes landlords.	
	Suggestion - Justification for changes proposed (9 comments)	The justification for the changes proposed were set out in the consultation questionnaire, and we have also set out justifications for the changes in this document.	None.
	Suggestion - More information / clarification on recycling needed in policy (8 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021.	None.
	Suggestion - Ensure policy is accessible for all (e.g. translated versions, easy read) (7 comments)	Those who have limited online access to the waste service, or require translation services can access the Council's in-person services such as City Gateway.	None.
	Suggestion - Needs to be shorter (6 comments)	The policy needs to set out clearly the responsibilities for occupiers disposing of their waste and the service they can expect from the council.	None.
	Concern - Policy is misleading (5 comments)	The majority of respondents (77%) found the policy easy to understand. 70% of respondents found the policy provides sufficient information.	None.
	Suggestion - Provide a summarised version / key points (3 comments)	The policy needs to set out clearly the responsibilities for occupiers disposing of their waste and the service they can expect from the council.	None.
	Suggestion - More information / clarity for waste processes for HMOs / flats as well as houses (6 comments)	The policy includes specific sections for HMOs and communal bin for flat blocks.	None.
	Concern - Policy is dull (3 comments)	The policy needs to set out clearly the responsibilities for occupiers disposing of their waste and the service they can expect from the council.	None.
	Suggestion - Make clearer the current guidelines opposed to proposals (2 comments)	These comments relate to the design of the consultation questionnaire, which we will take into account when designing future consultations.	None.

Aspects of the policy proposed to stay the same – frequency of collections

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total agree: 58% ○ Neither: 15% ○ Total disagree: 27% • Those aged 75+ are the highest supporters with 80% agreeing, while those aged between 35- 44 & the SO14 postcode show the lowest support with 37% agreeing. 		
Positive comments	Positive - Happy with current collection frequency (42 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Suggestion - Increase collection frequency – generally (132 comments)	The 240 litre sized bins that are provided to each household provides adequate waste capacity to most households across the city, over a fortnightly period. For occupiers who accumulate excess waste, this can be disposed of at an HWRC. Alternatively, if an occupier consistently	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
		produces excess waste, they can apply for additional capacity through the council website or by calling the council. This is set out in the policy.	
	Suggestion - Increase collection frequency - specifically in warmer weather or summer (88 comments)	The 240 litre sized bins that are provided to each household provides adequate waste capacity to most households across the city, over a fortnightly period. For occupiers who accumulate excess waste, this can be disposed of at an HWRC. Alternatively, if an occupier consistently produces excess waste, they can apply for additional capacity through the council website or by calling the council. This is set out in the policy.	None.
	Concerns - problems with missed bin collections (14 comments)	We are currently working to roll out in-cab technology across the fleet to enable better gathering of information, aiming to improve customer experience and help with crew training to reduce the number of bins that are missed. If a bin has not been collected because it has been contaminated or is overflowing then the resident will be informed via a tag/hanger on the bin. We ask occupiers to report a missed collection within one working day of their scheduled collection so that we can record that the bin has been missed, and schedule a collection within two to five working days.	None.
	Concerns - fortnightly collections causes an increase in fly tipping (3 comments)	Occupiers are responsible for disposing of their waste legally. The 240 litre sized bins that are provided to each household provides adequate waste capacity to most households across the city, over a fortnightly period. For occupiers who accumulate excess waste, this can be disposed of at an HWRC. Alternatively, if an occupier consistently produces excess waste, they can apply for additional capacity through the council website or by calling the council. This is set out in the policy.	None.

Aspects of the policy proposed to stay the same – materials in each bin

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total agree: 58% ○ Neither: 15% ○ Total disagree: 27% • Those aged 75+ are the highest supporters with 80% agreeing, while those aged between 35- 44 & the SO14 postcode show the lowest support with 37% agreeing. 		
Positive comments	Positive comments around keeping them the same (2 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Suggestion /Concern - Should recycle more in general / lack of recycling currently (435 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the statutory guidance for local authorities to meet the regulations of the Environment Act 2021 have not yet been released.	None.
	Suggestion - Increase the range of plastics that can be recycled in general (309 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the statutory guidance for local authorities to meet the regulations of the Environment Act 2021 have not yet been released.	None.
	Concern - SCC are behind compared to other areas / councils (246 comments)	We have formed relationships with other councils across Hampshire and England to help improve our knowledge of best practice. We will	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
		work actively to improve the service that we provide to the people of Southampton.	
	Suggestion - Should provide food waste bins/collection (233 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the statutory guidance for local authorities to meet the regulations of the Environment Act 2021 have not yet been released.	None.
	Suggestion - Should be clearer what goes in what bin / how to dispose of waste correctly (130 comments)	The policy provides an outline for which items should go in each bin. To ensure that occupiers are fully aware of how to handle their waste, the council will continue to produce and publish communications to help inform occupiers of the items that should go in each bin.	None.
	Suggestion - Ability to recycle yoghurt pots (53 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the secondary legislation providing a description of the types of recyclable waste to be included in the future recyclable waste streams has not yet been published.	None.
	Suggestion - Ability to recycle tetra packs (49 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the secondary legislation providing a description of the types of recyclable waste to be included in the future recyclable waste streams has not yet been published.	None.
	Suggestion - Offer more/ large bins/large collections (33 comments)	The 240 litre sized bins that are provided to each household provides adequate waste capacity to most households across the city, over a fortnightly period. For occupiers who accumulate excess waste, this can be disposed of at an HWRC. Alternatively, if an occupier consistently produces excess waste, they can apply for additional capacity through the council website or by calling the council. This is set out in the policy.	None.
	Suggestion - Ability to recycle aluminium foil/foil (22 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the secondary legislation providing a description of the types of recyclable waste to be included in the future recyclable waste streams has not yet been published.	None.
	Suggestion - More recycling centres / places to dispose of other waste (20 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this one of our aims is to ensure bring sites and other waste drop off sites provide customer with effective alternative to HWRC/Bulky collections, and to improve access to the HWRC.	None.
	Suggestion - Ability to recycle margarine tubs (16 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the secondary legislation providing a description of the types of recyclable waste to be included in the future recyclable waste streams has not yet been published.	None.
	Suggestion - Ability to recycle batteries (10 comments)	The council is planning to expand its recycling capability in line with the Environment Act 2021. At the time of writing, the secondary legislation providing a description of the types of recyclable waste to be included in the future recyclable waste streams has not yet been published.	None.

Fly tipping

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	To what extent do you agree or disagree with the fly-tipping processes outlined in the Draft Household Waste and Fly Tipping Policy? <ul style="list-style-type: none"> 70% agree 8% disagree 		
Positive comments	Positive - [Specifically about proposals] Positive comments about proposals (25 comments)	No officer response required (positive consultation feedback).	None.
	Positive [Generally about fly-tipping] - Fly-tipping system / process (e.g., quick, efficient) (13 comments)	No officer response required (positive consultation feedback).	None.
Concerns	Concern [Generally about fly-tipping] - Fly-tipped waste is an issue (68 comments)	The council recognises that fly-tipping is an issue, both nationally and locally in Southampton. We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping.	None.
	Concern [Specifically about proposals] - Proposals don't go far enough (41 comments)	The council's enforcement powers are set out in law. We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. This includes a range of actions we will take to tackle fly-tipping, focusing on prevention, enforcement, and clearance.	None.
	Concern [Specifically about proposals] - Fly-tipped waste has not been collected within 24 hours in past experience / unrealistic proposal (20 comments)	A review has been undertaken of the process for clearing fly-tipping, and 24 hours does not allow the Fly-tipping Enforcement Team enough time to properly investigate fly-tips.	The policy has been changed to allow five working days for fly-tipping to be cleared from relevant council land.
	Concern [Specifically about proposals] - Fly-tipping proposals will encourage more fly-tipping / allows it to happen (8 comments)	The council's enforcement powers are set out in law. We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping	None.
	Concern [Generally about fly-tipping] - Fly-tipping system / process (e.g., slow, not actioned) (23 comments)	Where fly-tipping is on council land, we will aim to clear this within five working days. On private land, it is the responsibility of the landowner to arrange the removal and disposal of fly-tipping. Fly tipping on unadopted highway is the responsibility of the 'frontagers' (the owner or occupier of premises that fronts a road, footway or footpath) of that area to remove. The council may in certain circumstances assist with the removal and disposal operation but must recover any additional costs incurred. We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping.	None.
	Concern [Specifically about proposals] - Not consulting on Enforcement Policy (10 comments)	The council's enforcement powers are set out in law and therefore we are unable to consult on them.	None.
Suggestions	Suggestion - [Reducing fly-tipping] Reduce / eliminate costs for domestic / commercial waste (e.g., bulky waste collections, tip) (175 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, one of our aims is to deliver an effective bulky waste collection service.	None.
	Suggestion [Generally about fly-tipping] - Remove all fly-tipped waste / specific areas with fly-tipped waste (139 comments)	Research conducted by Keep Britain Tidy reveals that just clearing fly-tipping is not an effective strategy. It can actually make the situation worse, by appearing to minimise the impact fly-tipping actually has, and sets expectations for fly-tippers that dumped items will be cleared away quickly and without repercussion. This perpetuates the cycle of fly-tipping. Therefore, the council's approach to tackling fly-tipping focuses	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
		on education, engagement, and enforcement, as well as clearing fly-tips.	
	Suggestion [Specifically about proposals] - Not enough / need more help for clearing fly-tipping on non-council land (2 comments)	Private land is land owned by an individual or a corporation. It is the responsibility of the landowner to arrange the removal and disposal of fly-tipping from private land.	None.
	Suggestion - [Reducing fly-tipping] Ensure tip / recycling centres are easy to access (e.g. booking system, reduce restrictions, more across the city) (75 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, one of our aims is to ensure bring sites and other waste drop off sites provide customer with effective alternative to HWRC/Bulky collections, and to improve access to the HWRC.	None.
	Suggestion [Enforcement] - Increase fines (76 comments)	The council's enforcement powers are set out in law and therefore we are unable to consult on them.	None.
	Suggestion [Enforcement] - More CCTV / security cameras (79 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, we are planning to install CCTV cameras in large scale fly-tipping areas across the city that are not currently monitored.	None.
	Suggestion - [Reducing fly-tipping] Easier / better comms around reporting / fly-tipping awareness (including translated versions) (49 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, we will provide information on how to dispose of waste properly, to help to change attitudes and behaviours around waste management. We have also distributed a recycling information leaflet that has been translated into over 10 different languages.	None.
	Suggestion - [Reducing fly-tipping] - Community skip (23 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, we will continue to learn from partners and peers and explore innovative ideas. Research conducted by Keep Britain Tidy reveals that just clearing fly-tipping is not an effective strategy. It can actually make the situation worse, by appearing to minimise the impact fly-tipping actually has, and sets expectations for fly-tippers that dumped items will be cleared away quickly and without repercussion. This perpetuates the cycle of fly-tipping. Therefore, the council's approach to tackling fly-tipping focuses on education, engagement, and enforcement, as well as clearing fly-tips.	None.
	Suggestion - [Reducing fly-tipping] Work with other individuals / organisations to reduce fly-tipping (e.g. schools, communities, public sectors) (23 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, we are working with schools to encourage them to sign up to the Eco Schools programme which educates pupils about how to benefit and improve our planet. The policy also contains a commitment to work 'with communities who wish to keep unadopted highways and alleyways clear and help them to apply for community funds if appropriate'.	None.
	Suggestion [Enforcement] - More prosecution (36 comments)	The council's enforcement powers are set out in law and therefore we are unable to consult on them.	None.
	Suggestion [Enforcement] - Name and shame fly-tipping offenders (49 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping	None.

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
		and sets out work happening across the city to reduce fly-tipping. As part of this, we will continue to showcase investigations and enforcement activity on the street using social media and local press.	
	Suggestion [Specifically about proposals] - More information needed on 'helping to clear fly-tipped waste on non-council land' proposal (27 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. This includes support community initiatives to clean up neighbourhoods. The policy also includes a commitment to work with communities who wish to keep unadopted highways and alleyways clear and help them to apply for community funds if appropriate	None.
	Suggestion - [Reducing fly-tipping] More litter bins (5 comments)	The policy sets out the council's enforcement powers in relation to fly-tipping. We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. This plan will be regularly reviewed if and when funding becomes available.	None.
	Suggestion - [Reducing fly-tipping] Seasonal free community bulky waste collections (17 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, one of our aims is to deliver a more effective bulky waste collection service, we will explore a range of options.	None.
	Suggestion - [Reducing fly-tipping] Encourage / incentivise responsible waste disposal (3 comments)	The council's enforcement powers are designed to incentivise people to dispose of their waste lawfully. We are also currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, one of our aims is to host 'Love Where You Live' events which aim to restore pride in local areas.	None.
	Suggestion - [Reducing fly-tipping] Advertise waste services (8 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this, we will promote the council's bulky waste and commercial waste service.	None.
	Suggestion - [Reducing fly-tipping] Measures put in place in common fly-tipping hot-spots (e.g. barriers) (8 comments)	We are currently developing an action plan to help tackle fly-tipping across the city, which states a clear commitment to reduce fly-tipping and sets out work happening across the city to reduce fly-tipping. As part of this we will explore hardening measures in different locations across the city.	None.
	Suggestion - [Reducing fly-tipping] Provide a list of approved waste-removal companies (4 comments)	A full list of licensed waste carriers can be found on the government website at: https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers .	None.
	Suggestion [Enforcement] - Other suggestions around enforcement / punishments (7 comments)	The council's enforcement powers are set out in law and therefore we are unable to consult on them.	None.
	Suggestion [Enforcement] - Litter enforcement officers in communities / hot spot areas (15 comments)	Our local street cleansing teams are active seven days a week to keep our streets safe and clean by undertaking regular street sweeping and litter picking.	None.
	Suggestion [Enforcement] - Impound / remove vehicles / licenses involved in fly-tipping (10 comments)	The Fly-tipping Enforcement team will use the full scope of their enforcement powers where possible, appropriate and necessary. This can result in the issuing of FPNs, the seizing of vehicles and prosecution.	None.