

**Public Consultation**

**District Panel Report**

**Bulky Waste & Pest Collection**

January 2008



## 1.0 BACKGROUND TO THE DISTRICT PANEL

- 1.1 The Council adopted its first Community Engagement Strategy in November 1998. The first District Panel was convened in 1999 as part of the Community Engagement Strategy and as an element of the Council's 'toolbox' for Community Engagement.
- 1.2 The current panel of 1500 people is structured with the intention of reflecting the make-up of the population in the District in respect of gender, age, physical/mental impairment and location of residence.

## 2.0 THE OCTOBER 2007 CONSULTATION

- 2.1 The October questionnaire focused on three areas of interest: (i) Customer Services & Customer Care (ii) A review of Polling Stations (iii) Waste Collection.
- 2.2 The purpose of this report is to provide an overview of the results only in respect of Waste Collection.

## 3.0 METHODOLOGY

- 3.1 The following questionnaires were sent:
  - 1500 questionnaires were sent to **District Panel** Members, 993 were returned. This represents a 66.2% response rate.
  - The questionnaire was also placed on the **Harrogate Borough Council website**. 22 responses were received.
- 3.2 The total number of questionnaires analysed was **1015**. All non replies to individual questions were omitted from the analysis.
- 3.3 A copy of the questionnaire can be found at Appendix A

## 4.0 A PROFILE OF RESPONDENTS

- 4.1 The District Panel is made up of 1,500 local people. Panel membership was constructed in such a way that it would represent the District in respect of gender, age, physical/mental impairment and location of residence.
- 4.2 The gender split of those responding to the questionnaire showed 52% of respondents were females compared to 48% male.

<b>Table 1: Response by gender</b>		
<b>Gender</b>	<b>Respondents</b>	
	<b>No.</b>	<b>%</b>
Male	479	47.6
Female	527	52.4
<i>Total</i>	1006*	
* 9 respondents did not supply this information		

- 4.3 The percentage of respondents aged 17-24 and 25-34 from the District Panel is the lowest. This has been noted in previous District Panel consultations and is assumed to result because young people may be less inclined to involve themselves in consultation activity and may also be more likely to move around (eg attend university etc) and not be readily available. Older age bands were correspondingly over-represented.

<b>Table 2: Response by age</b>		
<b>Age (yrs)</b>	<b>Respondents</b>	
	<b>No.</b>	<b>%</b>
17-24	18	1.8
25-34	40	3.9
35-44	167	16.5
45-54	229	22.6
55-64	267	26.3
65+	294	29
<i>Total</i>	1015	

- 4.4 The percentage of respondents employed was the highest in the panel and those respondents who were in full time education or unemployed were under represented.

<b>Table 3: Response by economic position – District Panel</b>		
<b>Economic position</b>	<b>Respondents</b>	
	<b>No.</b>	<b>%</b>
Employed	443	43.7
Self employed	111	10.9
Unemployed/govt. scheme	11	1.08
Retired	394	38.8
Student	4	0.4
Looking after home/family	51	5.02
<i>Total</i>	1014	
* 1 respondents did not supply this information		

- 4.5 The percentage of respondents with a physical/mental impairment was 7.6%, this compares with 15.6% in the 2001 Census information. percentage of respondents that are a full-time carer for a disabled or elderly relative or partner was 3.7%, this compares with 9.6% in the 2001 Census information.

<b>Table 4 Response by mobility – District Panel</b>		
<b>Yourself</b>		
	<b>Respondents</b>	
	<b>No.</b>	<b>%</b>
Disabled	76	7.6
Not disabled	923	92.4
<i>Total</i>	999	
<b>Are you a full-time carer for a disabled sick or elderly relative or partner?</b>		
Yes	37	3.7
No	959	96.3
<i>Total</i>	996	
*16 respondents did not supply this information.		
**19 respondents did not supply this information.		

- 4.6 Responses were received from all wards within the District. The percentage of respondents from respondents from the District Panel in the Harrogate wards, the Knaresborough wards, the Ripon wards and the rural wards broadly reflected the percentage of members from these wards on the panel.

<b>Table 5: Response by Area</b>		
<b>Harrogate Wards</b>		
<b>Overall</b>	<b>Respondents</b>	
	<b>No</b>	<b>%</b>
<b>Harrogate Wards</b>		<b>%</b>
Bilton	73	14.9
Granby	37	7.6
Harlow Moor	41	8.4
High Harrogate	32	6.5
Hookstone	50	10.2
Low Harrogate	31	6.3
New Park	35	7.2
Pannal	53	10.8
Rossett	44	9
Saltergate	21	4.3
Starbeck	27	5.5
Stray	36	7.4
Woodfield	9	1.8
<b>Knaresborough Wards</b>		
<b>Knaresborough Wards</b>		
Knaresborough East	37	34.3
Knaresborough King James	38	35.2
Knaresborough Scriven Park	33	30.5
<b>Ripon Wards</b>		
<b>Ripon Wards</b>		
Ripon Minster	27	26.2
Ripon Moorside	36	34.9
Ripon Spa	40	39
<b>Rural Wards</b>		
<b>Rural Wards</b>		
Bishop Monkton	28	8.9
Boroughbridge	35	11.1
Claro	15	4.8
Killinghall	24	7.6
Kirkby Malzeard	22	7
Lower Nidderdale	28	8.9
Marston Moor	26	8.2
Mashamshire	13	4.1
Newby	12	3.8
Nidd Valley	7	2.2
Ouseburn	23	7.3
Pateley Bridge	15	4.8
Ribson	17	5.4
Spofforth with Lower Wharfedale	31	9.8
Washburn	12	3.8
Wathvale	7	2.2
<i>Total</i>	<b>315</b>	

4.7 The percentage of respondents from the different ethnic groups broadly reflects the make up statistics from the 2001 census; 98.8% of respondents classed themselves as British and 1.2% as belonging to other ethnic groups, Census information from 2001 shows 94.8% of the population of the District as British.

<b>Table 6: Response by Ethnicity – District Panel</b>		
	<b>Respondents</b>	
	<b>No</b>	<b>%</b>
British	983	98.7
Irish	2	0.2
Any other White background	7	0.7
Caribbean	0	0
African	0	0
Any other Black background	0	0
White and Black Caribbean	1	0.1
White and Black African	0	0
White and Asian	2	0.2
Any other Mixed background	0	0
Indian	1	0.1
Pakistani	0	0
Bangladeshi	0	0
Any other Asian background	0	0
Chinese	0	0
Other Ethnic Group	0	0
<b>Total</b>	<b>996</b>	
9 Respondents did not supply this information		

## 5.0 WASTE COLLECTION - EXECUTIVE SUMMARY

- 9% of respondents had used the Bulky Household Waste Collection Service in the last 12 months, 4% had used fridge/freezer collection and 9% had used the pest control service.
- 61% of respondents who had used the Bulky Household Waste Collection Service, and/or fridge/freezer collection and/or the pest control service found information about the service from a telephone conversation with the Council. 21% of respondents knew about the service as they had used the service before.
- 98% of respondents were happy that the contact method used provided sufficient information about the service.
- 52% of respondents knew there was a charge for some of the waste services detailed, but did not know that concessions were available to customers on certain benefits.
- 90% of respondents found their experience of the waste service either easy or fairly easy to arrange.
- 24% of respondents knew about the Essential Needs furniture reuse scheme, 17% of respondents knew about the service and had used it.
- The most common method of finding out about the Essential Needs furniture reuse scheme was by word of mouth (183 responses).
- 78% of respondents that had used it found the Essential Needs Furniture reuse scheme easy or fairly easy to arrange.
- The most common methods of finding out about recycling services in the Harrogate District were letter (46%), telephone (29%) and Website (25%).
- 70% of respondents were not aware that additional assistance can be provided to customers who may not be able to take part in kerbside recycling.

## 6.0 WASTE COLLECTION

6.1 Respondents were asked if they had used the Council Bulky Waste Service in the last 12 months.

- 9% of respondents had used the Bulky Household Waste Collection Service in the last 12 months.
- 4% had used fridge/freezer collection.
- 9% had used the pest control service.

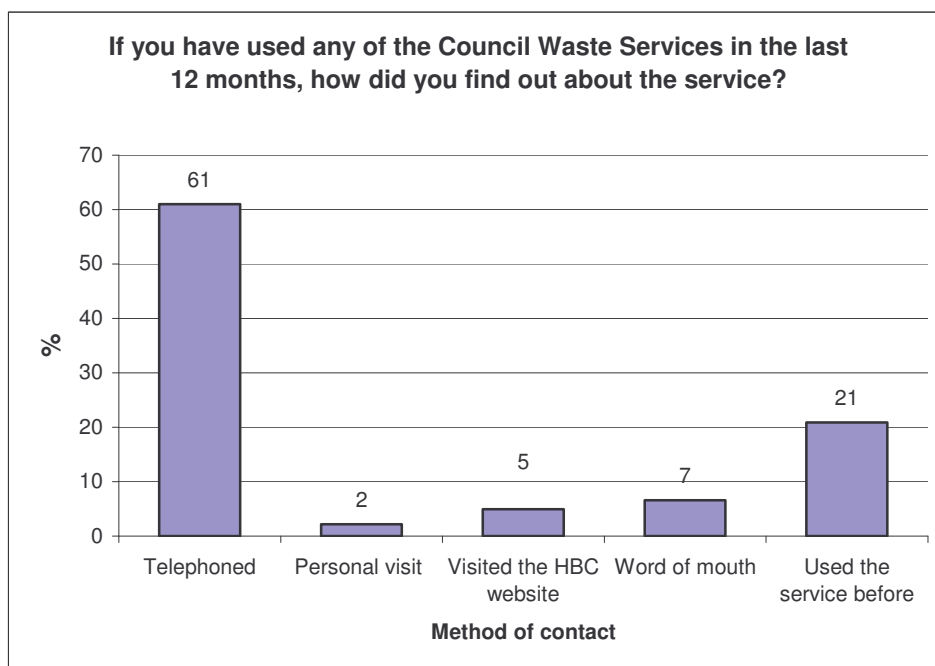
Have you used any of the following Council Waste Services in the last 12 months?				
	Yes		No	
	No.	%	No.	%
<b>Bulky household Waste collection</b>	83	8.57	885	91.42
<b>Fridge/freezer collection</b>	36	3.84	901	96.16
<b>Pest control service</b>	83	8.66	875	91.33



6.2 Respondents that had answered yes to the previous question were asked how they found out about the service; 182 respondents replied to this question.

- 61% of respondents found out about the service mentioned in paragraph 5.1 from a telephone conversation with the Council.
- 21% knew about the service as they had used the service before.

If you answered yes to any of the above, how did you find out about the service?		
	No	%
Telephoned	111	60.98
Personal visit to the Council	4	2.19
Visited the HBC website <a href="http://www.harrogate.gov.uk">www.harrogate.gov.uk</a>	9	4.94
Word of mouth	12	6.59
I have used the service before	38	20.87



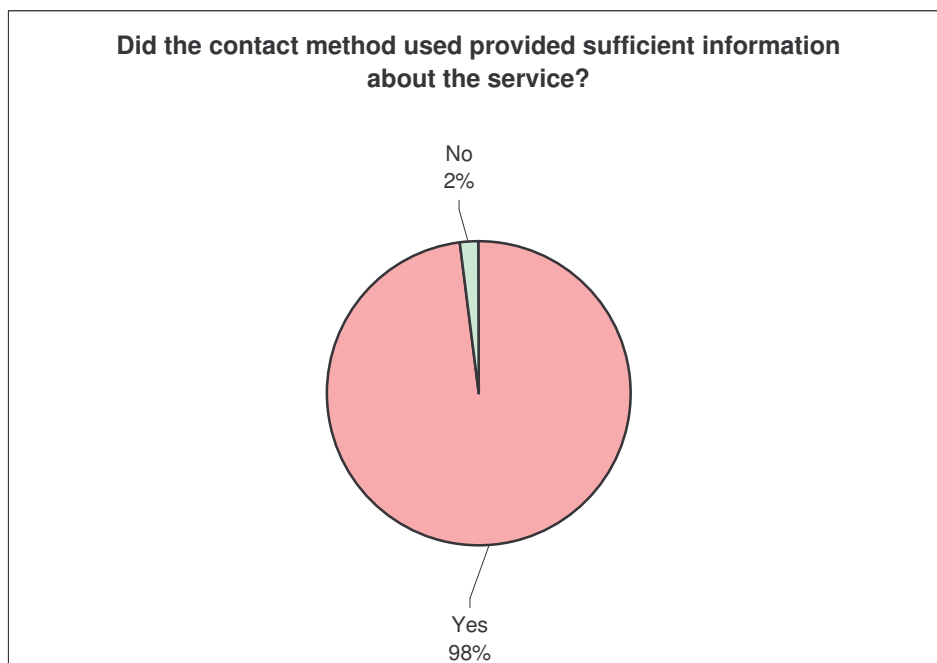
6.3 Respondents were also given the opportunity to specify how they found out about the service using a method that was not selected in the questionnaire. Responses are detailed below.

If you answered yes to any of the above, how did you find out about the service? - Other	
Council leaflet/booklet	3
Yellow pages	3
Asked the refuse collectors	1
Former employee	1

6.4 Respondents were asked if the contact method used provided sufficient information about the service, 177 respondents replied to this question

- 98% of respondents were happy that the contact method used provided sufficient information about the service

<b>Did the contact method used provided sufficient information about the service?</b>		
	<i>No</i>	<i>%</i>
<b>Yes</b>	173	97.74
<b>No</b>	4	2.25



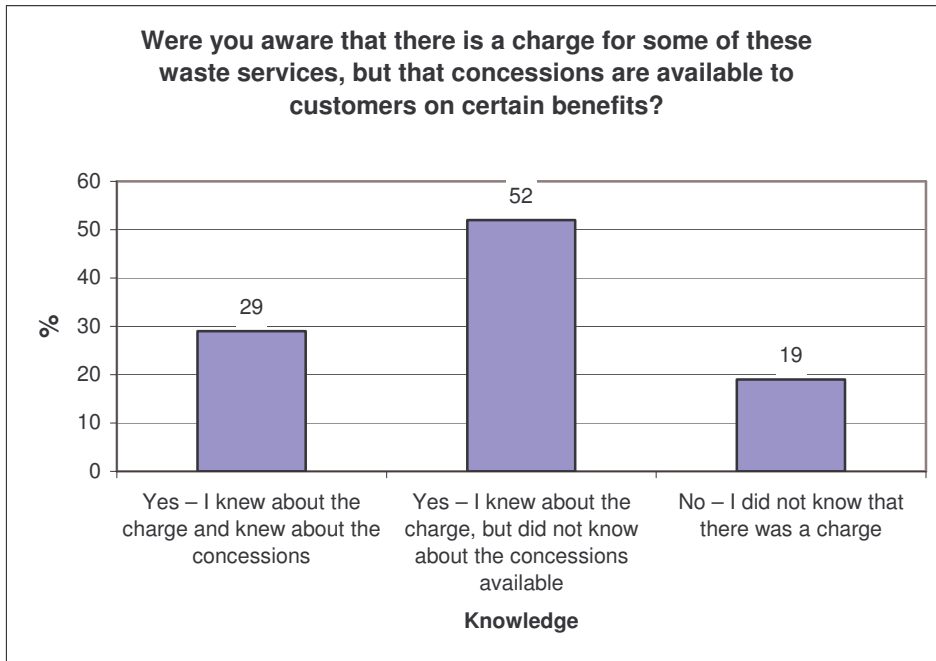
6.5 Respondents that did not feel they were provided with sufficient information about the service were asked to specify why; the responses are detailed below

<b>Did the contact method used provided sufficient information about the service – No - Why</b>	
<b>Information given was unhelpful</b>	3
<b>Incorrectly referred to NYCC</b>	1

6.6 Respondents were asked if they were aware that there is a charge for some of these waste services, but that concessions are available to customers on certain benefits; 329 respondents replied to this question.

- 52% of respondents knew about the charge for some of these waste services, but did not know that concessions are available to customers on certain benefits.

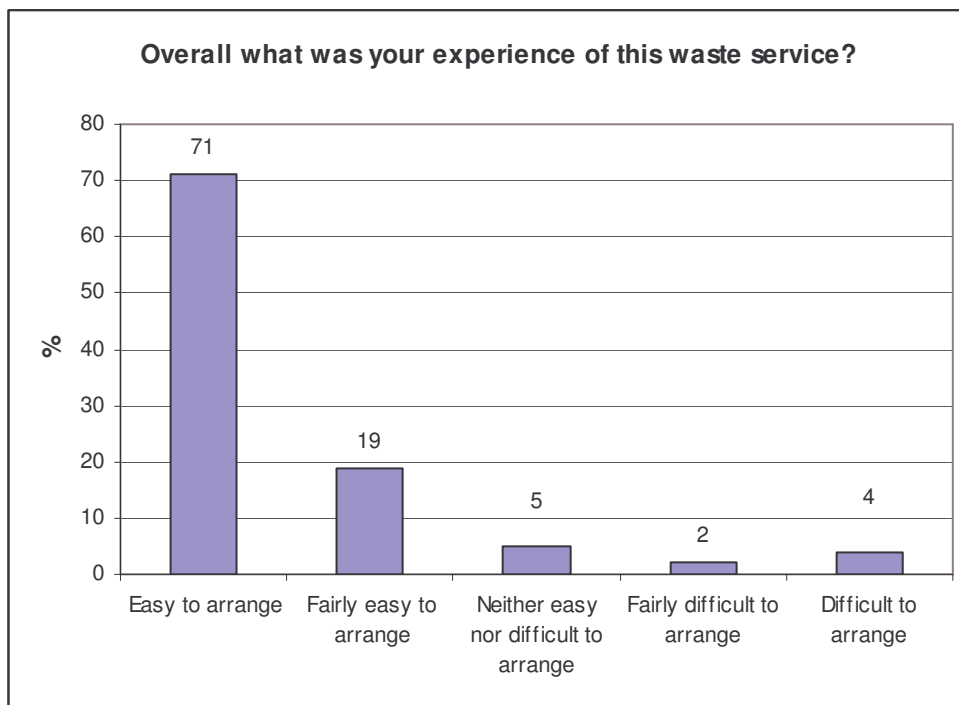
<b>Were you aware that there is a charge for some of these waste services, but that concessions are available to customers on certain benefits?</b>		
	<i>No</i>	<i>%</i>
<b>Yes – I knew about the charge and knew about the concessions</b>	95	28.87
<b>Yes – I knew about the charge, but did not know about the concessions available</b>	172	52.27
<b>No – I did not know that there was a charge</b>	62	18.84



6.7 Respondents were asked about their experience of the waste service

- 71% found their experience of the waste service easy to arrange.
- Only 5% found the service either fairly difficult or difficult to arrange

<b>Overall what was your experience of this waste service?</b>		
	<i>No</i>	<i>%</i>
<b>Easy to arrange</b>	118	71.08
<b>Fairly easy to arrange</b>	31	18.67
<b>Neither easy nor difficult to arrange</b>	8	4.82
<b>Fairly difficult to arrange</b>	3	1.81
<b>Difficult to arrange</b>	6	3.61



6.8 In a free text area respondents who had found it fairly difficult or difficult to arrange a large item waste collection and/or a pest control service were asked to specify. 22 respondents replied to this question

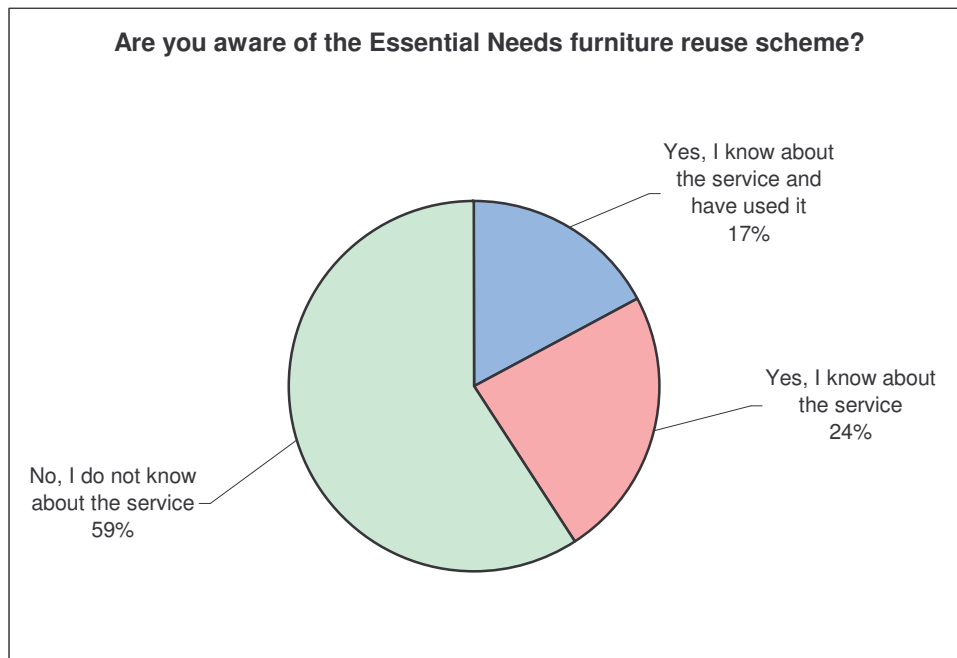
- 8 stated they found the service too expensive.
- 7 respondents found the service difficult to use due to the limited choice of day and time given.

If you found it fairly difficult or difficult to arrange your large item waste collection and/or a pest control service, please state why	
Service too expensive	8
Wider choice of day / time needed	7
Did not know how to contact service	2
Not aware service existed	2
Have not used the service	2
Could not use the service as disabled, unable to move item	1

6.9 Respondents were asked if they were aware of the Essential Needs furniture reuse scheme.

- 41% of respondents knew about the Essential Needs furniture reuse scheme.
- 59% of respondents did not know about the service.

Are you aware of the Essential Needs furniture reuse scheme?		
	No	%
Yes, I know about the service and have used it	170	17.08
Yes, I know about the service	237	23.81
No, I do not know about the service	588	59.09



6.10 Respondents who had used the Essential Needs furniture reuse scheme were asked in a free text area to specify how they found out about the scheme.

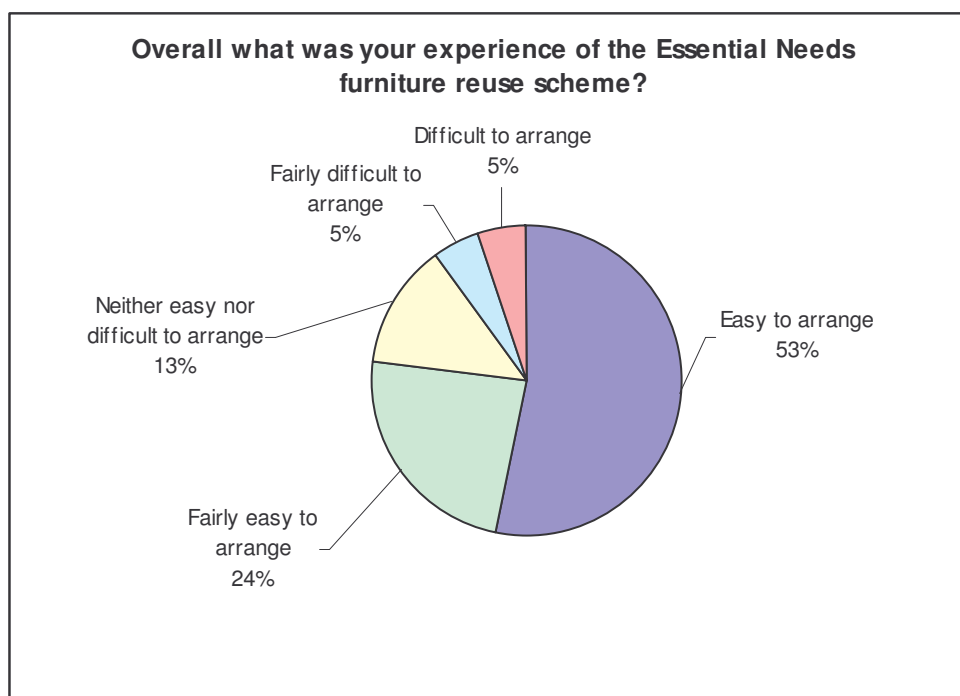
- The most common method of finding out about the Essential Needs furniture reuse scheme was by word of mouth (183 responses).

<b>If you answered yes to the previous question, how did you find out about the essential Needs furniture reuse scheme?</b>	
<b>Word of mouth</b>	184
<b>Local press /radio</b>	53
<b>Through Work</b>	23
<b>Unsure</b>	22
<b>Via charity / voluntary organisation</b>	21
<b>HBC Switch board</b>	19
<b>Phone book / yellow Pages</b>	13
<b>Website</b>	11
<b>Church</b>	11
<b>Social Services / CAB/NHS</b>	10
<b>Local Shop / Post Office /Library</b>	3
<b>Leaflet</b>	3

6.11 Respondents were asked what was their experience of the Essential Needs furniture reuse scheme

- 78% of respondents that had used it found the Essential Needs Furniture reuse scheme easy or fairly easy to arrange.

Overall what was your experience of the Essential Needs furniture reuse scheme?		
	<i>No</i>	<i>%</i>
Easy to arrange	110	52.63
Fairly easy to arrange	50	23.92
Neither easy nor difficult to arrange	28	13.39
Fairly difficult to arrange	10	4.78
Difficult to arrange	11	5.26

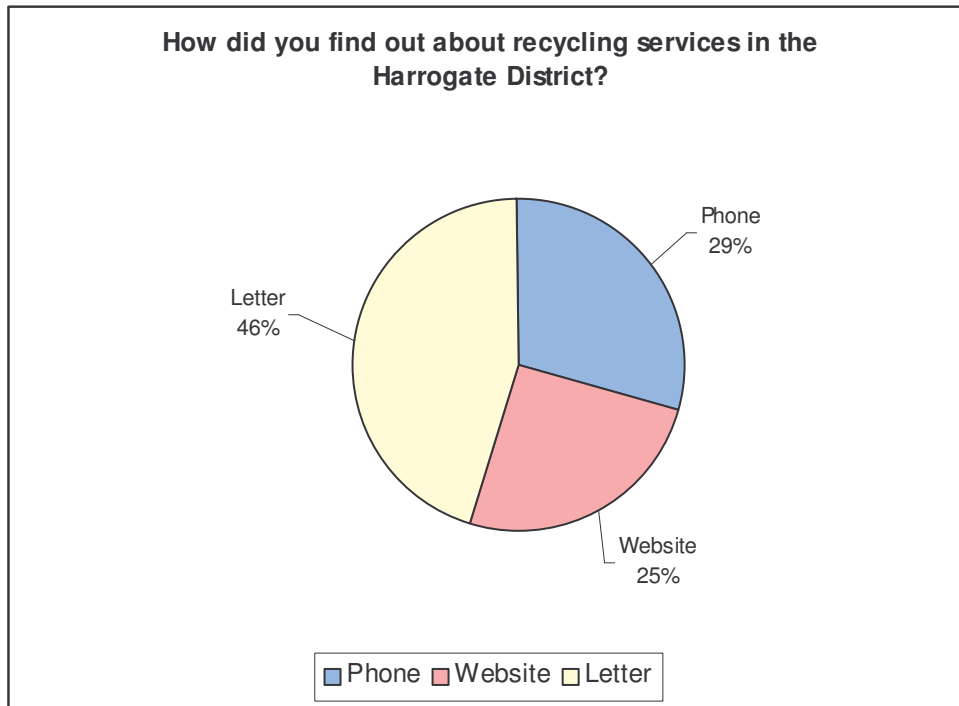


## Recycling Services

6.12 Respondents were asked how they found out about recycling services in the Harrogate District

- 46% of respondents found out about recycling services from a letter.

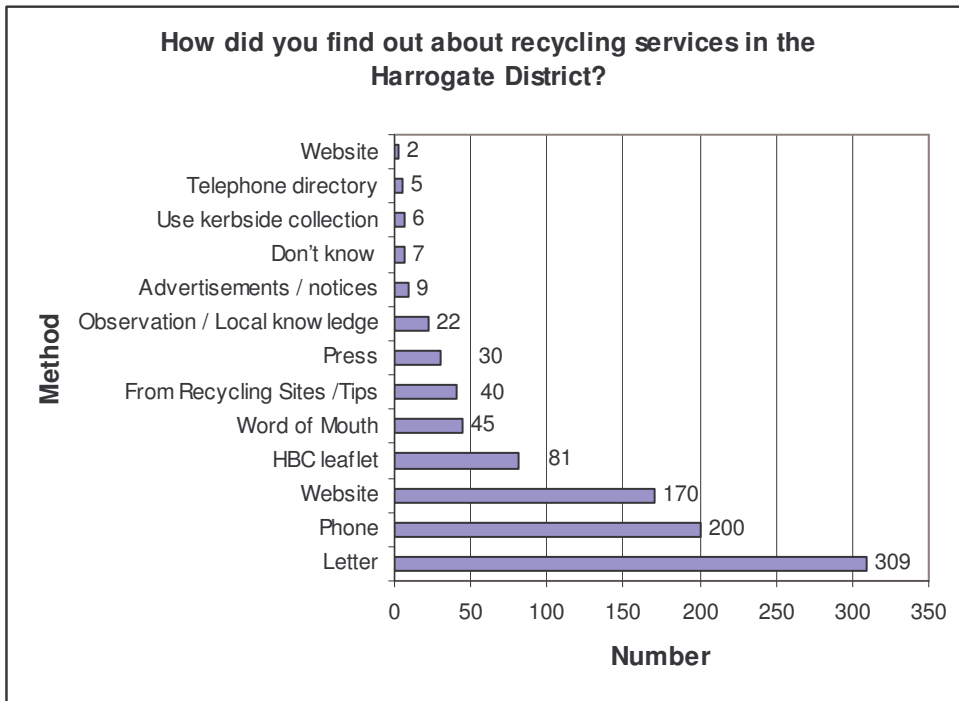
How did you find out about recycling services in the Harrogate District?		
	<i>No</i>	<i>%</i>
Phone	200	29.45
Website	170	25.04
Letter	309	45.51



6.13 Respondents were also given opportunity to state any other ways they found out about recycling services in the Harrogate District.

- 81 respondents found out about recycling services from Harrogate Borough Council leaflet and 45 respondents by word of mouth.

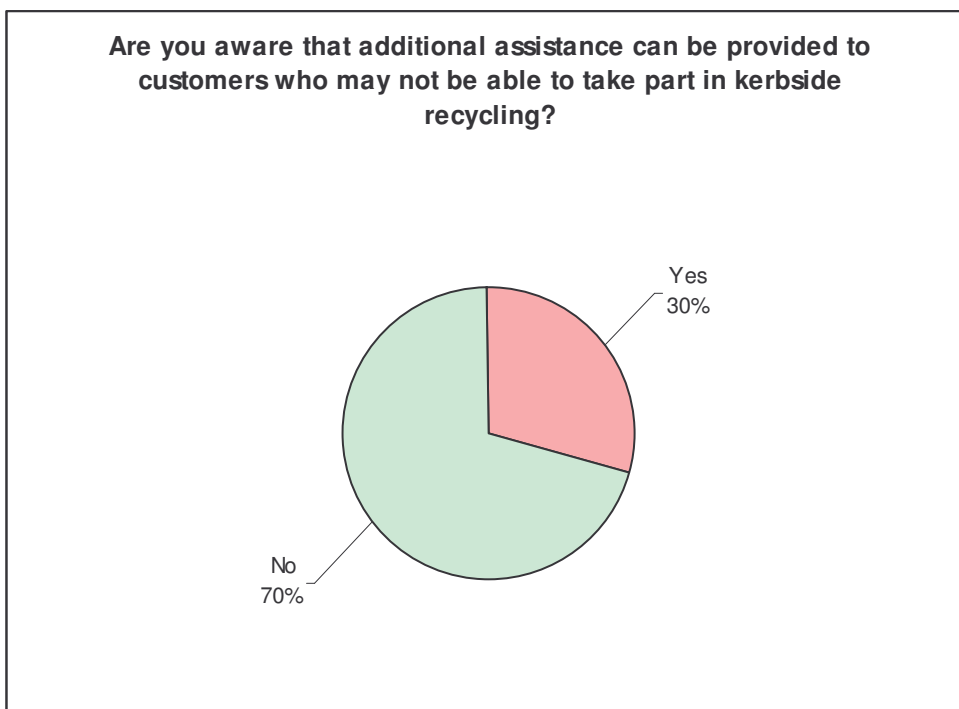
Other	
<b>HBC leaflet</b>	81
<b>Word of Mouth</b>	45
<b>From Recycling Sites /Tips</b>	40
<b>Press</b>	30
<b>Observation / Local knowledge</b>	22
<b>Advertisements / notices</b>	9
<b>Don't know</b>	7
<b>Use kerbside collection</b>	6
<b>Telephone directory</b>	5
<b>Website</b>	2



6.14 Respondents were asked if they were aware that additional assistance can be provided to customers who may not be able to take part in kerbside recycling.

- 70% of respondents were not aware that additional assistance can be provided to customers who may not be able to take part in kerbside recycling.

Are you aware that additional assistance can be provided to customers who may not be able to take part in kerbside recycling?		
	<i>No</i>	<i>%</i>
<b>Yes</b>	291	29.54
<b>No</b>	694	70.46



7.1 Further information and cross tabulation of all non literal questions is available on request from Fiona Friday, Community Engagement Officer, DCPI ext 6068.

## Appendix A

### Waste collection

#### Bulky waste collection & pest control service

As part of our on-going service improvement plan we are keen to ask residents about the supporting services that are provided by the Environmental Services Team. These are generally only used on an as required basis and the team are therefore keen to ensure residents know about the services and have access to information about how they are provided.

**Q1** Have you used any of the following Council Waste services in the last 12 months? *Please one box for each service*

	yes	no
Bulky household waste collection	<input type="checkbox"/>	<input type="checkbox"/>
Fridge/freezer collection	<input type="checkbox"/>	<input type="checkbox"/>
Pest control service	<input type="checkbox"/>	<input type="checkbox"/>

If you answered **yes** to **any** of the collection services mentioned in Q1 please now answer Q2-Q5, if this question is not applicable please go to question 6

**Q2** If you answered **yes** to any of the above, how did you find out about the service? *Please one box*

- Telephoned
- Personal visited to the Council
- Visited the Harrogate Borough Council website [www.harrogate.gov.uk](http://www.harrogate.gov.uk)
- Word of mouth
- I have used the service before
- Other
- please specify \_\_\_\_\_

**Q3** Did the contact method used provide sufficient information about the service? *Please one box*

- Yes
- No
- if you answered no please specify why \_\_\_\_\_

**Q4** Were you aware that there is a charge for some of these waste services, but that concessions are available to customers on certain benefits? *Please one box*

- Yes - I knew about the charge and knew about the concessions
- Yes - I knew about the charge, but did not know about the concessions available
- No - I did not know that there was a charge

**Q5** Overall what was your experience of this waste service? *Please one box*

- Easy to arrange
- Fairly easy to arrange
- Neither easy nor difficult to arrange
- Fairly difficult to arrange
- Difficult to arrange

**Q6** If you found it fairly difficult or difficult to arrange your large item waste collection or pest control service, please state why *Please write in the box below*

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**Q7** Are you aware of Essential Needs furniture reuse scheme? *Please write in the box below*

- Yes, I know about the service and have used it
- Yes, I know about the service
- No, I do not know about the service  Go to Q10

**Q8** If you answered yes to question 7, how did you find out about the Essential Needs furniture reuse scheme? *Please write in the box below*

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**Q9** Overall what was your experience of the Essential Needs furniture reuse scheme? *Please one box*

- Easy to arrange
- Fairly easy to arrange
- Neither easy nor difficult to arrange
- Fairly difficult to arrange
- Difficult to arrange

## Recycling Services

**Q10** How do you find out about recycling services in the Harrogate District? *Please one box*

- Phone
- Website
- Letter
- Other
- Please state

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**Q11** Are you aware that additional assistance can be provided to customers who may not be able to take part in kerbside recycling (i.e. may struggle to carry the box or move the bin)? *Please one box*

- Yes
- No

