

Consultation on the Plan for Waste Management in Surrey Integrated Report

**Consultation Period: 17 May to 12 August 2010
Workshop: 21 July 2010**

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**A report to the Surrey Waste Partnership
Prepared by Dialogue by Design**

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The views expressed in this report are those of the authors and may not reflect those of the Surrey Waste Partnership

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Executive Summary

The 'Plan for Waste Management in Surrey' has been produced by the Surrey Waste Partnership (SWP) on behalf of the Surrey Local Government Association (SLGA). The SWP is made up of Surrey County Council and the 11 district and borough councils in the county.

The 'Plan for Waste Management in Surrey' sets out the SWP's strategy to manage waste across the county. It is the first revision of the 'Joint Municipal Waste Management Strategy' which was published in 2006.

The SWP decided to carry out a review for a number of reasons. Firstly, it seems adequate to adjust the targets set in 2006, to reflect the progress already made. Secondly, it appears possible and necessary to improve the strategy in terms of sustainability and cost-effectiveness. Thirdly, technological development offers new options for waste treatment.

While there was no statutory requirement to consult on the draft Plan for Waste Management in Surrey, the SWP decided to invite individuals and organisations in Surrey to give their feedback, so that the final version of the document could reflect the views obtained.

This report focuses on two major strands of the engagement around the Plan for Waste Management in Surrey. Firstly, there was a public consultation consisting of a range of questions to which respondents could participate online, via a dedicated website or by completing and returning a paper form. This ran from 17 May to 12 August 2010. Secondly, there was a workshop involving key strategic stakeholders that took place on 21 July 2010. 333 people or organisations took part in the consultation and a further 38 attended the workshop.

The consultation had four key themes; the proposed revised targets, the waste reduction programme, improving waste collection, and dealing with residual waste. The workshop began with participants being asked what issues they would like to discuss and then they agreed with the facilitator on the main ones the workshop would focus on.

It is clear from both the consultation responses and comments made at the workshop that there is strong support for the proposed revision to the Plan for Waste Management. Many participants offered their full support while a considerable number offered conditional support, depending on how the strategy is implemented in practice. The higher recycling rate is welcomed, with public members willing to recycle more if they have the capacity to do so.

Most respondents in the public consultation supported the targets and timescales suggested by the Surrey Waste Partnership. A number of respondents to the consultation expressed a desire that the target could be set even higher than 70% and/or that the timescale for achieving this new target could

be brought forward from 2013/14. Participants at the workshop, even if they were also supportive, were more cautious with a degree of concern that the revised target might not be met by the deadline. This can possibly be explained in part by the fact that many of those present at the workshop were strategic stakeholders involved in the delivery of recycling operations across the County and thus were somewhat cautious about being too ambitious. It was noted at the workshop that some other regions in the UK are aiming for 70% by 2025 and this was contrasted to Surrey's more ambitious timeline.

Across both the workshop and the consultation there is a desire for a more consistent approach to the collection of waste across the different boroughs within the county. Participants would like to see more standardisation of the range of materials that are included in the doorstep collection and the method of collection – i.e. co-mingled or separated.

The financial aspects of the strategy were discussed in both the workshop and the consultation. However, while the comments in the workshop were more focussed on the economics of the technology and the different approaches to waste reduction, responses to the consultation were more concerned about whether the improved targets would lead to a higher net cost which would be paid for directly by residents through taxation. Some felt that the current economic situation might prove a challenge when trying to fund the scheme.

Dealing with residual waste was addressed in both the consultation and the workshop. Participants in both expressed support for the proposed gasification policy, in particular the written responses are largely positive about the technology and the opportunity to generate energy from residual waste. There were however, some concerns; potential health and environmental impacts that might result from the technology from gases being released into the atmosphere. In both the workshop and the consultation a number of participants raised concerns in regard to the selection of sites for gasification plants. Particularly in the consultation it was noted by some participants that they would not want such a facility built in close proximity to their home. Some indicated their dislike of the decision while others challenged or questioned the decision making process. Some participants stressed that it was very important that any plant must be located where the electricity that will be generated as a by-product can be made use of. Anaerobic Digestion (AD) was mentioned a few times in the consultation but was far more prominent in the workshop. Some participants supported the used of AD and a number raised questions about how the technology would or could fit into the policy.

In both the consultation and at the workshop better recycling of plastics was the main priority for participants when it came to improving the collection system. It was clear that people would like to see more choice in what they can recycle while at the same time keeping the system as simple as possible so that residents are not deterred from using it. Food waste was discussed in both strands, although it wasn't a very prominent theme within the consultation it was a more significant topic within the workshop.

A desire for a more joined up approach to waste management was expressed by participants in both the workshop and the consultation. In both it was agreed by many participants that they would like to see a reduction in the amount of packaging entering the system. Manufacturers and supermarkets were seen to have a key role in reducing packaging and participants in both the workshop and the consultation would like to see bodies such as SWP, SCC and political authorities generally put pressure on them to reduce the amounts they use. Commercial and industrial waste and where it did, or didn't fit into the

strategy was discussed at the workshop. However, it was not touched on in the consultation. Participants in both the workshop and the consultation believed that more should be done to encourage residents to change their attitudes and behaviours in regard to waste and recycling as this would help improve rates of recycling. Participants in both would also like to see more effort put into promoting options for the reuse of goods. They would also like to see better service provided at recycling centres as well as more collection points in convenient locations around the county.

The consultation had a question dedicated to Surrey's waste reduction programme which asked participants to select which priority areas identified by SWP they would like to see more resources allocated to. As a result this issue was discussed extensively by participants to the consultation with respondents choosing the reuse of bulky items such as furniture and white goods, and food waste reduction as their preferred two areas to target resources at. In contrast this aspect of the revised strategy was not raised in the workshop.

Some participants at the workshop and in the consultation raised concerns about the consultation document. Some felt that it did not provide enough information in order for them to make an informed response (particularly around the nature of new technologies); others felt that it was sometimes confusing or misleading. Some wish that the consultation had been more publicised, other requested specific additions.

Part 1 of this report contains a summary of the written consultation and part 2 contains the report of the stakeholder workshop held on 21 July 2010 in Addlestone. It is clear from the analysis of the consultation and the workshop that there was no substantive difference in the views expressed; there was strong support from both strands to the changes to recycling targets, general agreement on the materials that should be targeted for waste reduction and collection for recycling and while the workshop talked in some detail about the merits and issues around gasification for residual waste the issues raised were all also addressed in the written consultation.

In addition to this report the following supporting documents are available separately:

- Appendix 1 - Screenshots of the consultation website, images of the paper consultation form
- Appendix 2 - Workshop participants lists, presentation from the Chairman of the Waste Officers' Group

Part 1: Report of the written consultation

Executive Summary of the written consultation

The Surrey Waste Partnership conducted a public consultation on the Plan for Waste Management in Surrey, which is a revised version of 2007's Joint Municipal Waste Management Strategy. The consultation ran from 17 May to 12 August 2010. It consisted of 5 questions and was available online or by paper response form. It was also possible to submit comments by email or letter. 333 people and organisations participated.

The first consultation question asks participants to comment on the Surrey Waste Partnership's intention to raise the long-term target for overall household reuse, recycling and composting from 60 to 70% and to bring forward the deadline for meeting this from 2025 to 2013/14. This revised target is given a highly positive reception, with the vast majority offering unconditional support. Only a small minority (13 out of 286 respondents) challenge or object to the new target. Indeed, a sizeable number of respondents (40) encourage SWP to be even more ambitious.

The second question focuses on waste reduction and asks participants to select priority areas which will be most effective in helping to reach the target of reducing municipal waste by 15,000 tonnes by 2014. Reuse of bulky items and food waste reduction come out as the top two priorities. Junk mail reduction, is the third most popular option, chosen only a few less times than food waste reduction. Selected considerably fewer times and forming a group of moderately popular priorities, are the following priority areas: encouraging the use of reusable nappies and green waste reduction. Of the different priorities submitted to the 'other' group, significant themes are support for a reduction in the amount of packaging or ways to make more of it recyclable and the desire for improved collection and recycling of plastics.

In response to question 3, asking which three materials participants would like to see prioritised for waste collection, almost two thirds of respondents choose mixed plastics. 'Other' (including 'other plastics') and drink cartons are the second and third most selected choices respectively. The fourth most popular material (and third from the provided list) is plastic bottles.

Question 4 turns to the topic of dealing with residual waste. There is broad support of the proposal to develop advanced thermal treatment (gasification) with full, or conditional, support expressed by the majority of respondents. Less than 10% of respondents explicitly challenge the proposed policy. Some respondents feel that they do not know enough about gasification, and that they are not given enough information in the consultation document as regards to the impacts, costs, benefits etc. Objections to gasification largely relate to environmental, health and security impacts and participants' unwillingness to have a plant situated in their particular neighbourhood. Without supporting gasification explicitly, a proportion of respondents express their support for the principle of retrieving energy from waste in order to create a useful by-product, the electricity being used locally, rather than the waste going to landfill.

Question 5 provided the opportunity for any further comments. Respondents generally reiterate comments made elsewhere in their responses. A number of issues are particularly prominent. These include:

- the need for a consistent collection approach to be implemented across all boroughs within the county in order to make recycling easier for residents and the implementation more cost-effective, and to force the worst performing councils to bring themselves into line with the best performing;
- the desire for recycling to be easier, for a wider range of materials to be collected at the doorstep (with plastics as a priority), as well as for improved services at recycling centres;
- a more joined up approach to waste that looks at all stages of the waste cycle, bringing together the different organisations to work to reduce waste. It was felt that manufacturers and retailers have a key role to play in reducing packaging.

Consultation process

Consultation set-up

Consultation documents and consultation questions

The draft Plan for Waste Management in Surrey was the main consultation document. This 47-page document updates the 'Joint Municipal Waste Management Strategy' of 2007.

Additional documents provided during the consultation period were:

1. Waste Disposal Authority (WDA) Action Plan progress report
2. Technology assessment
3. Change summary (listing changes made to the 2007 version).

The five consultation questions were grouped as follows:

1. Targets
2. Waste reduction programme
3. Waste collection
4. Dealing with residual waste
5. Other comments.

For details on the consultation questions see section "Consultation responses by question".

Marketing

The consultation was marketed via a number of different channels:

- Postal and email invitations were sent to more than 1,000 stakeholder organisations across Surrey, using contact details stored in the Surrey Minerals and Waste Contacts database. This covered parish councils, borough and district councils, MPs, local committees, voluntary bodies, businesses, utilities companies and others.
- Paper response forms were displayed and/or distributed at multiple public locations across the county, including all libraries and all district and borough council offices
- Host website: www.surreywastepartnership.org.uk
- Advertised on SCC internal and external websites, district and borough council websites,
- Displays (posters, display boards, copies of the leaflet) at libraries and district and borough offices
- Displays at all community recycling centres
- Two press releases
- Radio interviews
- Presentations at local committees by SWP (Epsom and Ewell, Guildford, Waverley) and Environment & Economy Select Committee

The consultation received a number of features in local newspapers and publications

Table 1. Press articles related to the consultation

Publication	Link to article online	Headline	Content summary
Materials Recycling Week MRW (20 th May 2010)	http://www.mrw.co.uk/news/surrey-so-good-at-recycling-targets-need-to-be-revised/5218199.article	Surrey so 'good' at recycling targets need to be revised	New technologies and good practise leads to new targets being set. Consultation available now with report due in Autumn
Get Surrey (19 th May 2010)	http://www.getsurrey.co.uk/news/s/2071314_have_your_say_on_rubbish_and_recycling_plans	Have Your Say On Rubbish and Recycling Plans	Introduces the consultation and points people to it.
Surrey Mirror (23 rd July 2010)	http://www.thisissurreytoday.co.uk/news/got-big-ideas-beat-waste/article-2440287-detail/article.html	Have You got any big ideas to beat waste	Points people to the consultation and the ways that they can contribute.

Ways of participating

The consultation was set up to allow participants to choose between two main ways of participating:

1. Web-based consultation

A consultation website, directly linked to the website of the Surrey Waste Partnership (<http://www.surreywastepartnership.org.uk>), presented participants with the consultation document and related materials for download, along with an online form containing the five consultation questions. Participants could return to the consultation website and amend their responses up until the end of the consultation period. Screenshots of the consultation website are included in Appendix 1.

2. Paper response form

Ca. 9000 response forms were printed and distributed across Surrey to:

- All libraries
- All council offices
- SWP Contact centre for distribution
- Surrey Youth Parliament
- 50+ Network

It was also possible to respond by email or letter.

Processing and analysis of responses

Responses received via the consultation website were logged in the same consultation database as responses received via post or email.

Using an interface which is part of the consultation database, Dialogue by Design's analysts read each response and assigned group headings as appropriate. If more than one point was made in a response, then it was grouped under more than one heading. The same group headings have been used consistently across all questions and are labelled in a methodical manner so that groups with similar themes are apparent. Dialogue by Design endeavours to ensure responses have been collated as accurately as possible. The style of the collation and the range of group headings were discussed with the SWP to ensure the structure matched their requirements for the process of revising the consultation document.

This report summarises the responses to each question. Under the chapter for each question, a table shows the group headings in alphabetical order and the number of people whose responses were assigned to that group heading. The sum of all comments in each question will not match the stated number of participants who responded to the particular question because each response may be assigned multiple group headings in order to ensure that all points made by the respondent are captured. The summary of each question is based on the main points made by respondents. These will, usually be the group headings in the table with the highest numbers of responses. Depending on the question, the analysts start the narrative with the levels of support of, or challenge to, the policy. After this the key issues that arose in responses will be discussed. For each question, a sample of quotes has been used to illustrate points summarised in the narrative text.

Interpreting the results

As with any form of open consultation process, it is important to remember, when seeking to interpret the results, that this is mainly a qualitative consultation, not an opinion poll. Its primary purpose is to collect ideas, arguments and views on the consultation document. The numbers of responses arguing in one direction or another should not be interpreted as generally representative of stakeholders on waste issues in Surrey. They indicate only the opinions of those who took part in this consultation process.

In addition to this report, the SWP team responsible for finalising the Plan for Waste Management in Surrey have been provided with reports listing the responses in full. The SWP team have read the responses and used them to further develop the strategy document.

Participation statistics

We provide the following statistics to describe the group of people/organisations who took part in this consultation:

- Overall number of participants (registered/participated)
- Demographic information: Number of participants by age group, by borough/district, and by postcode

Overall number of participants

333 individuals and organisations (including Surrey borough and district councils) submitted a response to the consultation. While a larger number would have been desirable, we consider this rate of participation as satisfactory; it appears sufficient to explore the range of views held. There is always a bundle of factors at play determining participation numbers. For this particular consultation, we could imagine that there was a relatively low degree of controversy in the revision of the strategy. Therefore many people who read the leaflet may not have felt strongly enough about the consultation to make an effort to respond.

Table 2. Overall number of participants¹

Response type	Count registered	Count participated
Online	418	240
Form	68	68
Form with attachment	2	2
Email	18	18
Letter	5	5
Total	511	333

¹ In tables 2, 3 and 4, the column 'Count registered' contains all people/organisations who registered on the website or responded by post or email. The column 'Count participated' shows the number of people/organisations who submitted responses. This number is lower for the responses type 'Online', since not everyone who registered on the consultation website did also submit a comment.

Responses were accepted until the close of business on 13 August 2010. Responses received after this date have not been processed by Dialogue by Design but were passed on to the SWP team for separate consideration.

Demographic information

The demographic information is based on the information provided by participants when registering on the website or submitting a response by post or email. While all age groups are represented, the groups 55-64 and 65-74 have the strongest representation, and the younger age groups are the least represented. It is worth noting that engaging with young people outside of a school setting is challenging for many consultations.

Table 3. Number of participants by age group²

Age group	Count registered	Count participated
Under 18	8	8
18-24	5	3
25-34	52	22
35-44	75	39
45-54	94	52
55-64	109	74
65-74	88	75
75+	28	22
None	52	38
Total	511	333

Looking at the numbers for the 11 boroughs and districts, Reigate and Banstead, Surrey Heath, Guildford and Waverley all had about 40 people or organisations responding. The number of representations from the other boroughs and districts varies between 16 and 27.

Table 4. Number of participants by borough/district

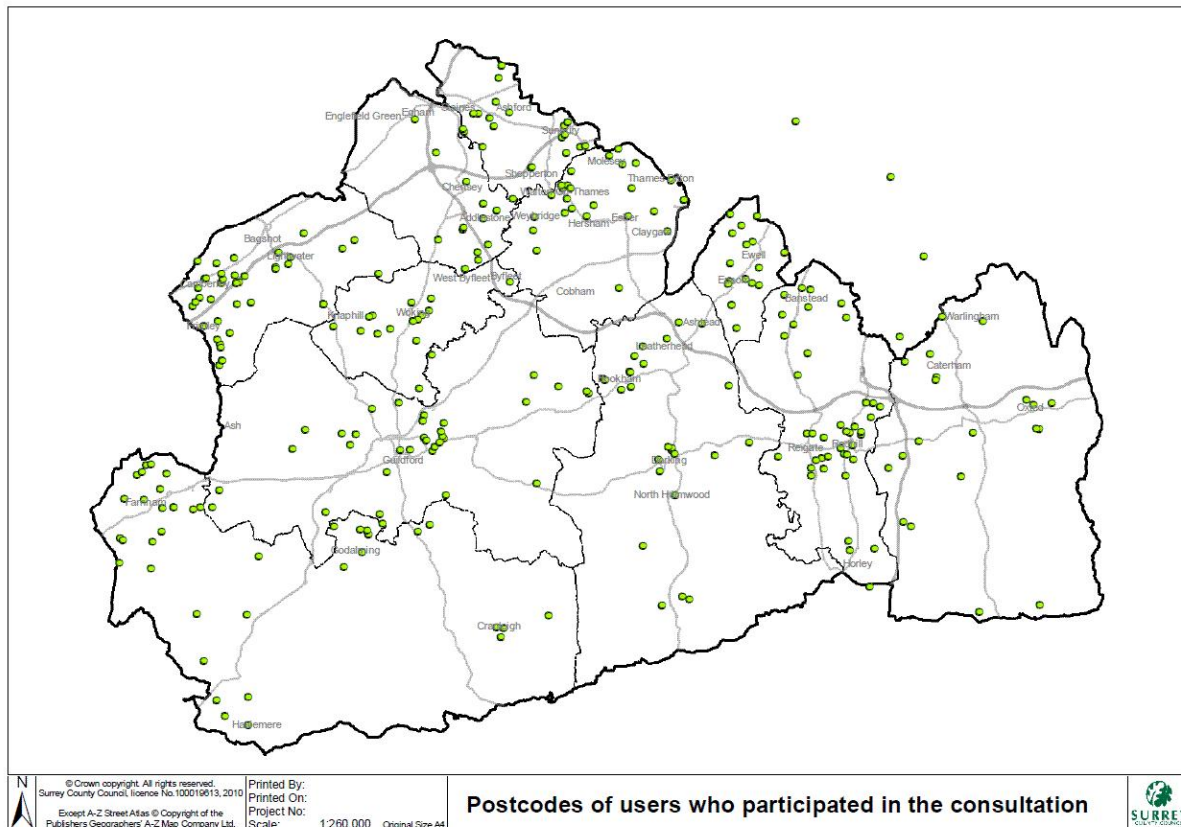
Borough/district	Count registered	Count participated
Elmbridge	38	27
Epsom and Ewell	28	18
Guildford	57	41
Mole Valley	42	27
Reigate and Banstead	71	42
Runnymede	27	16
Spelthorne	24	21
Surrey Heath	55	42

² Three respondents selected more than one age group option to reflect that the response was submitted by a pair or group of people of a different age. This was processed as follows: If three adjacent options were ticked, the middle option was entered. If two adjacent options were ticked, the first group was entered.

Borough/district	Count registered	Count participated
Tandridge	38	21
Waverley	63	41
Woking	41	19
Other	7	2
None	20	16
Total	511	333

Figure 1. Distribution by postcode

This only shows 300 of the 333 respondents because the other 33 did not have a postcode or could not be matched against our postcode data.



The distribution of participants, as determined by postcode analysis in Figure 1, indicates that respondents were fairly evenly spread across the whole of the county. It is clear that there is more participation in the northern half of the county but this seems to correlate with general population density.

Consultation responses by question

For each of the five consultation questions, this section includes the question text, one or more tables to summarise the response information, and a narrative which comments on the findings.

Question 1. Targets

In 2006 our policy was to aspire to reach a long-term target of 60% recycling and composting by 2025. Recent progress and current performance in some districts and boroughs of over 60% recycling have led us to revise this policy.

Our new proposed policy is to commit significant efforts and resources to achieving and exceeding an overall household reuse, recycling and composting target of 70% by 2013/2014.

To what extent do you agree with this revised policy?

Number of participants who responded to this question: 286

The majority of respondents - 236 of 286 - express support for the strategic revision of the recycling target. Of these 236 participants, 168 respondents support the policy without caveats whilst 68 support it with some reservations. 13 people challenge the change in policy. 17 respondents wish for the strategy to be consistent across all boroughs in its implementation.

"Excellent. More work needed in bringing all Boroughs in line with one shared policy / methods." (User 278)

"Agree - you underestimate the public's wish to do their bit for recycling/climate change etc." (User 226)

"The increase target for 2013/2014 is realistic providing householders are given the facilities to be able to recycle & compost easily" (User 244)

40 respondents believe that the policy should be more ambitious by either aiming to achieve the 70% target earlier or by setting a target in excess of 70%. 10 respondents would like to have more information or clarification about the revised policy and the methodology for achieving it.

"I agree - in fact why not set a more ambitious target of 75 - 80%?" (User 280)

"Obviously any plan to achieve the targets proposed must be good for the residents of Surrey - it is the methodology in achieving that which needs understanding" (User 500)

Many respondents offer views on how the target can be successfully reached. Many feel that increasing the range of materials that can be recycled either through kerbside collection or at recycling centres would make a substantial contribution to meeting the target.

"The more recycling services are provided, the more they will get used." (User 139)

16 respondents provide details of a range of materials they would like to see recycled. In addition to this group, 17 respondents want to see more done to recycle plastics specifically. Eight respondents comment on food waste. All but one of them believe that kerbside collection of food waste would massively boost the overall level of recycling in the county.

"However, there needs to be urgent consideration of ways in which plastic containers as well as bottles can be recycled." (User 295)

"We believe that food waste collection will play a crucial role in securing the 70% target" (User 519)

Seven respondents think that efforts will need to be directed at changing the habits and behaviours of members of the community in regard to recycling and waste reduction. Suggestions include the use of publicity to inform people of what they can recycle and how, and measures to develop people's commitment to recycling. 11 respondents feel that further education and information is needed. Nine respondents think that rewards or fines would be useful ways of encouraging behaviour change.

"...just walking down the road on bin day, it is so obvious that many residents still need a lot more educating" (User 132)

"All authorities should have a co-ordinated approach to ensuring compliance with the most sustainable practice through publicity, community buy in and (where necessary) enforcement. At the same time, practical difficulties to householders should be identified and minimised - particularly for those who lack space for facilities, and those who find it difficult to implement the current arrangements." (User 418)

11 respondents feel that recycling must be easy to do in order to ensure that people are able and willing to carry it out. They feel there is a danger of people not bothering to recycle if systems are seen as too complicated or time-consuming, or they are required to travel in order to recycle.

"I feel that householders should be helped and encouraged to recycle waste, in other words I feel process should be as uncomplicated as possible." (User 196)

20 respondents raise issues around recycling facilities and centres. Some would like to see recycling centres accepting a broader range of materials, others suggest that they need to be better run and more user-friendly in order to encourage residents to use them. Negative aspects of recycling centres are raised by several respondents, with them pointing out that driving to and from centres generates a significant amount of pollution of its own, and that these sites are inaccessible to those who do not, or cannot drive.

"Those families or the elderly without private transport are unable to reach recycling centre and therefore there should be a wider range of kerbside facilities available. I live in Waverley where there is no kerbside collection of cardboard. There should be a say monthly collection of cardboard from the kerbside as ready meals/petfood/ and white goods all generate large amounts of cardboard." (User 78)

Seven respondents would like to see more attention devoted to reducing packaging at source so that less non-recyclable material enters the system in the first place. Nine respondents feel that manufacturers and retailers have a significant role in achieving this.

“Pressure needs to be applied to supermarkets and other producers of packaging to ensure that most, if not all packaging is recyclable” (User 85)

10 respondents comment on things they feel Surrey County Council and/or Surrey Waste Partnership could do to help the target be achieved. Nine respondents raise the issue of funding, with a number concerned that efforts to reach a target of 70% will result in increased taxes for residents.

“70% is a laudable goal, however with the already high recycling rate achieving even a few percentage points at this stage is going to be more difficult and expensive. The financial cost should be considered carefully when weighing up the percentage advantage. Environmentally 70% is a fantastic goal.” (User 194)

12 respondents raised issues around the frequency of waste collections. The majority express their desire for their waste bins to be collected on a weekly rather than fortnightly basis. A few support the alternate weekly collection system as they believe that it encourages recycling.

Table 5. Question 1, number of responses per group heading

Group heading	Number of responses
Additional issue: bins storage/specifications	6
Additional issue: commercial waste	2
Additional issue: composting	7
Additional issue: cost	4
Additional issue: education/information	11
Additional issue: food waste	8
Additional issue: frequency of collection	12
Additional issue: funding	9
Additional issue: higher target/reach earlier	40
Additional issue: improving collection system	5
Additional issue: increase range of recyclable materials	3
Additional issue: power generation, CHP schemes	3
Additional issue: prioritise reduction	6
Additional issue: recycling facilities/centres	20
Additional issue: reduce packaging at source	7
Additional issue: rewards/fines	9
Avoid extra work for residents	4
Consultation document - general comment	7
Consultation document - specific suggestion	5
Joined-up approach for waste management	2
Make recycling easy	11

Group heading	Number of responses
Material: plastics	17
Need for clarification/further information	10
Need to change behaviour/habits	7
No comment/do not know	3
Other comment	6
Other materials to be collected	16
Reference to a resource	2
Reference to other councils/regions	5
Reference to specific councils/regions	12
Resources - consider current constraints	2
Role of manufacturers/retailers	9
Role of SCC	10
Strategy - challenge	13
Strategy - consistent across all boroughs	17
Strategy - support	168
Strategy - support with caveats	68

Question 2. Waste reduction programme

The revised waste reduction programme aims at providing all sectors of the community with the tools and knowledge to improve the way that they manage their waste in a sustainable and cost-effective way. Our proposed target is to reduce municipal waste by 15,000 tonnes by 2014. The draft strategy proposes a number of ways in which residents can contribute to this reduction target by changing their behaviour towards specific waste materials.

Given that the waste reduction programme will require additional resources, which TWO of the five priority areas listed below do you think will be most effective in helping to reach this target?

- Food waste reduction
- Green waste reduction
- Reuse of bulky items such as furniture and white goods
- Encouraging the use of reusable nappies
- Junk mail reduction
- Other (please specify) _____

Number of participants who responded to this question: 289

Number of participants who provided a response under 'Other (please specify)': 90

Number of participants who ticked more than two options: 2

Selection of priority areas

Table 6. Question 2, number of responses by priority area

Priority area	Count
Bulky items	149
Food waste reduction	126
Junk mail reduction	123
Other	90
Reusable nappies	79
Green waste reduction	51

This question specifically focuses on waste reduction. Table 6 shows how many participants selected each of the options, table 7 shows group headings used to analyse the responses entered under 'Other (please specify)'.

All five waste types from the tick box list were selected a sizeable number of times by participants. The reuse of bulky items is the most popular option (149 times) while food waste reduction is the second most popular choice, selected 126 times. Junk mail reduction is also very popular, being selected just a few times less than food waste (123 selections).

Responses under Other (please specify)

A preliminary remark is required in relation to the distinction between reduction and recycling. A number of respondents who suggest an area under 'Other (please specify)' are referring to recycling rather than waste reduction. Instead of suggesting that a certain material should be targeted with extra resources in order to reduce the amount entering the waste system (as per the question) some of the respondents indicate a particular type of waste that they would like to see more recycling of. The analysis of this question has drawn a distinction between these two differing themes as much as possible. The range of materials for which participants advocate improved collection and recycling is shown within table 7. To a certain extent this replicates aspects of question 3.

90 participants provided a response under 'Other (Please specify)'. A subset of respondents provide suggestions as to methods that could be used to reduce residual waste and increase recycling and reuse levels. 27 respondents would like to see a reduction of the amount of packaging sold with goods, or at least for more of it to be recyclable. Nine respondents feel that education and information would help generate an increase in reuse and recycling. This would help make people understand why it is important to minimise waste and to make green lifestyle choices. Three respondents would like to see a reduction in the use of plastic more generally. Six respondents express their support for increased reuse of items. They suggest various ways to divert reusable good from landfill, including working with community groups and schemes such as Freecycle, charity shops and car boot sales.

"Encouraging retailers to cut down on plastic packaging and consumers to reject plastic packaging when there is a choice" (User 154)

"To reduce packaging on food items" (User 220)

"Education so that recyclable waste is not put in the non-recyclable bin and contamination is minimised" (User 155)

Eight respondents comment on the role that manufacturers and retailers should have in efforts to reduce waste. These respondents feel that retailers, particularly supermarkets, should be encouraged or obliged to reduce the amount of non-recyclable material used in the packaging of goods. A number feel that retailers and manufacturers should bear responsibility for their products' packaging and the ultimate cost of disposing of it through the 'polluter-pays' principle. Others would like to see companies accept packaging back from consumers so that it can be reused.

"Get supermarkets to reduce packaging, and shops/manufacturers to recycle on site." (User 110)

Five respondents comment on the role of Surrey County Council, Surrey Waste Partnership and government and what they can further do to reduce waste. This includes the use of political influence to encourage suppliers to reduce the amount of waste, such as excess or unrecyclable packaging they use and to remove obstacles to the reuse of goods.

"Put pressure on government to mandate organisations to REDUCE packaging drastically." (User 316)

"The amount of waste produced in Surrey is dependent on a large number of factors that the Surrey Waste Partnership may or may not be able to influence, for example the development of internet shopping." (User 415)

There is a strong desire amongst respondents for better recycling and collection facilities for plastics (21 comments). Six respondents would like to see cardboard collected and recycled, while five suggest that more should be done to collect and recycle Tetrapak cartons.

“We can currently only recycle plastic bottles, most of my landfill waste is plastic packaging” (User 261)

Table 7. Question 2, number of responses under ‘Other’ per group heading³

Group heading	Number of responses
Collect/recycle - aluminium foil	1
Collect/recycle - batteries	1
Collect/recycle - cardboard	6
Collect/recycle - carpets/wood	1
Collect/recycle - electrical goods	1
Collect/recycle - food packaging	3
Collect/recycle - light bulbs	1
Collect/recycle - plastics	21
Collect/recycle - Tetrapak cartons	5
Collect/recycle - textiles	2
Consultation document - specific suggestion	1
Issue - cost/financing	2
Issue - environmental balance	1
Method - collect more to avoid driving	1
Method - education/information	9
Method - encourage reuse	6
Method - reduce cost of recycling to business	1
Method - reduce packaging /more recyclable	27
Method - reduce plastics	3
Method - rewards/fines	1
Method - separated street/public waste bins	3
Method - stop food imports	1
Need for clarification/further information	1
No comment/do not know	3

³ There is a minor overlap between the count of respondents who selected each priority area and the responses recorded under ‘Other (please specify)’. In some cases respondents selected an option from the tick box list and then also reiterated, or expanded upon, their selection under ‘Other (please specify)’. We also received a number of emails and letters where we ticked a priority area on behalf of the participant based on the response they submitted to question 2. In both situations, for the same participant, the same priority area was counted first in table 6 and a second time in table 7. However, the number of such cases is small.

Group heading	Number of responses
Other comment	2
Reduce - encourage reusable nappies	3
Reduce - food waste	8
Reduce - green waste	7
Reduce - junk mail	4
Reference to specific councils/regions	3
Reuse - packaging	4
Reuse - plastic waste	1
Role of manufacturers/retailers	8
Role of SCC/government	5
Strategy - challenge	1

Question 3. Waste collection

Currently all 11 waste collection authorities (district and borough councils) in Surrey collect waste for recycling separately from residual waste, but some collect more materials than others. It is clear from consultation with the public that there is an increased desire for local authorities to collect a wider range of recyclable materials; however, adding materials to the collection scheme requires additional resources and operational changes.

Which THREE of the following materials would you like your council to prioritise for separate collection in addition to the materials they already collect?

- Glass
- Plastic bottles
- Mixed plastics (e.g. yogurt pots)
- Card
- Drinks cartons
- Metals, tins
- Food waste
- Other (please specify) _____

Number of participants who responded to this question: 283

Number of participants who provided a response under 'Other (please specify)': 163

Number of participants who ticked more than three options: 2

Selection of materials to prioritise for separate collection

Table 8. Question 3, number of respondents selecting each option⁴

Priority area	Count
Mixed plastics	208
Other	163
Drinks cartons	110
Plastic bottles	65
Glass	60
Food waste	59
Card	47
Metals, tins	32

⁴ The online response form and a small number of printed forms had an option 'Other plastics' in the list of materials under question 3. Since the majority of printed response forms did not have this option, it was decided to process responses where the participant selected 'Other plastics' under 'Other (please specify)'. Table 9 shows that 108 participants selected this option or gave a response under 'Other (please specify)' to the same effect.

This question specifically focuses on waste collection. Table 8 shows how many participants selected each of the materials, table 9 shows group headings used to analyse the responses entered under 'Other (please specify)'.

Collecting mixed plastics is the most popular option (selected 208 times) while 'other', including 108 'Other plastics', is the second most selected choice (see table 9), selected 163 times. Collecting drink cartons is the third most popular material for collection, with 110 selections. A number of materials with very similar amount of mid-level support include plastic bottles (65), glass (60) and food waste (59). Card (47 times) and metals/tins (32 times) are seen as a priority by a smaller number of respondents.

Responses under Other (please specify)

The vast majority of comments relates to other plastics to be collected (108 times selected). Some respondents specify the particular type of plastic, such as plastic film wrapping/packaging (12 selections) and plastic bags (four selections) to be collected as well.

"Currently many plastic items are marked 'recyclable' but there are no existing collection facilities for such items as bottle tops, and much packaging" (User 429)

Six respondents would like to see a more diverse range of materials to be recycled without specifying which materials. When specified, respondents listed foil nine times, batteries four times and textiles three times among a range of other materials.

18 comments relate to specific boroughs and 11 respondents think the current approach is sufficient in their borough either because the materials listed are already being collected or they do not wish to have more separate containers.

"None of the above as there should be no separate collection other than 1 recycling and 1 waste of other types" (User 55)

"Surrey Heath already collect most of this" (User 388)

Five respondents repeat in this question that they would like to see a consistent approach across all boroughs as it is not currently the case: either having a minimum standard or aligning the policy with that of the borough with the best recycling rate.

"Surrey Heath now collects all the above - so why can't all other Boroughs do the same?" (User 446)

"All WCA's should be collecting glass, paper, tins and plastic bottles as a minimum. This is in line with the Waste Framework Directive, which requires these items to be separately collected by 2015." (User 519)

Table 9. Question 3, number of responses under 'Other' per group heading

Group heading	Number of responses
Collection: bins	1
Collection: increase range of materials	6
Current approach sufficient	11
Improve labelling	2
Issue: cost	3
Issue: energy cost	1
Issue: environment/health/security	1
Joined-up approach for waste management	1
Local collection points - offer more	4
Material: aerosols	3
Material: batteries	4
Material: bulky items	1
Material: electrical goods	1
Material: foil	9
Material: food waste	5
Material: green waste	4
Material: light bulbs	2
Material: paint/paint tins	1
Material: paper/card	2
Material: pet waste	1
Material: plastic bags	4
Material: plastic film wrapping/packaging	12
Material: plastics - other	108
Material: telephone directories	1
Material: Tetrapak cartons	2
Material: textiles	3
Need to change behaviour/habits	3
No comment	1
Other comment	3
Reference to specific councils/regions	18
Refers to other question	2
Role of manufacturers/retailers	3
Strategy - consistent/practical across all boroughs	5

Question 4. Dealing with residual waste

Residual waste is waste which cannot be recycled or composted. The new proposed policy acknowledges that by reducing and recycling more we will have less residual waste to deal with. Therefore the proposed policy is to develop advanced thermal treatment (gasification*) which is economically viable on a smaller scale than mass burn incineration.

To what extent do you agree with this revised policy?

*In a gasification facility, waste is heated in low levels of oxygen, to produce a gas which can then be used as a fuel in a similar way to natural gas. The low oxygen levels prevent the waste from catching fire during the heating process. The resultant gas can be used to heat water and create steam to drive a turbine and electrical generator, providing electricity to the National Grid

Number of participants who responded to this question: 260.

187 people support the revised policy to develop advanced thermal treatment (gasification), amongst these 187 respondents, 112 support the policy without caveats; the other 75 express some degree of reservation; 15 respondents clearly challenge the revised policy. Many supportive comments simply state that they agree without any additional comments.

"Hard to argue with it" (User297)

The respondents who challenge the revised policy express concern about how much a gasification plant might cost. There are also concerns about the technology because of its perceived potential risks. 14 respondents would prefer SWP to prioritise investments in reduction, re-use and/or recycling of waste, including working more closely with manufacturers to reduce packaging and/or make more of it recyclable.

"I disagree with this revised policy. I believe the pollution from the combustion of these gasses is harmful. A better policy would be for the producers of the "non recyclable" items to be made to design alternative products that can be recycled." (User 89)

"I do not think Surrey should be spending vast sums of tax payers' money on new unproven projects" (User 169)

28 respondents would like to have more information about gasification and they do not feel able to properly judge the revised policy as they do not feel that enough details are provided in the document. Nine respondents express concern that, in their opinion, gasification is a relatively new, unproven technology which requires more research and development before SWP can decide to go ahead with it. Six respondents suggest SWP should learn from existing gasification plants in the UK or abroad.

"I believe the council needs to explain more of this technology to all residents as there is a nationwide fear of waste processing and potentially toxic emissions. I would assume that council can confirm that there are zero emissions from a well contained process and hence no perceived health risks to residents." (User 141)

"Good idea in theory, but would want more details on where this would happen and what the impact would be on those living close to gasification facilities" (User 354)

The main reservation of respondents is the possible environmental impact of the technology: 57 respondents express concerns about environmental impacts such as the effect on air quality if a gasification plant releases toxic gases, the noise and the health of people living near the site and the security of the site. Five respondents question the energy cost of the technology of the whole process when building the plant, running it and transporting waste to it are taken into account.

"If a gasification facility is more environmentally friendly than landfill, and provides a long term solution for managing the residual waste which will never be avoided then it will be a suitable solution." (User 167)

"Agreed provided that the facility does not itself generate pollution, and that it generates more usable energy than it uses (including building and transportation costs of the waste and the commuting of the staff)" (User 40)

"If it doesn't leak into the atmosphere then 100%. If it is the gas which currently infects the atmosphere in Nutfield, Godstone and Redhill then 0%. The gas is ruining lifestyle and will mean that less people support this proposal!" (User 49)

Again, respondents seek more clarification on the financial impact of the policy, with 28 expressing their concern about the cost of new plants and the impact on their local taxes. Provided the technology is cost-effective, six respondents see an opportunity to increase the income for the county and use the energy locally.

"The gasification sounds good if it generates a usable (and economically viable) by-product." (User 202)

"Again - to develop this there is a cost involved. Is this a priority in light of the current financial climate within the UK and reducing budgets everywhere" (User 55)

25 people comment on the task of finding a suitable location for the plant and managing the impacts on residents in its surroundings. The respondents are in favour of the gasification as long as the plant is not 'in their backyard' as it could cause blight and affect the market value of houses, or expect that. Seven comments challenge the potential location of the new Eco-park planned for Charlton Lane, Shepperton.

"Seems like a good idea, although I suspect no no-one will want the plant to do this built near their home" (User 41)

39 comments relate to the principle of producing energy from waste. The concept is supported mainly because the technology diverts waste from going to landfill and it produces a useful by-product. However, they are not explicitly in favour of gasification itself.

"It is a good idea to use the waste in a way that enables recycling of the energy to produce a commodity which will benefit the environment." (User 85)

"I think we should do a lot more to create energy out of what we have instead of relying on importing it. We should have more wind turbines and water powered generators to provide energy and producing energy from things that we throw away is a great idea." (User45)

13 respondents support technologies other than gasification to reduce the amount of waste going to landfill. They repeat their opposition to mass burn incineration (12 comments) but support a range of technologies including anaerobic digestion, wind turbines and water powered generators.

Other comments relate to:

- The small size of the plant: Some respondents argue that small scale energy production near the point of use is much more efficient than large power stations: the waste could be treated locally and would not need to be transported for long distances on the roads. The electricity generated would benefit the local communities and local businesses/industries. Others see the small size as a constraint as several plants would be needed to provide the same overall capacity as a single large plant, multiplying the risks and inconvenience to local residents.
- The timing of the implementation: Respondents want to know when the plant would be ready to use and if SWP can revise their decision to go ahead with gasification if the amount of waste decreases drastically thanks to reduce, re-use and/or recycling programmes.

Table 10. Question 4, number of responses per group heading

Group heading	Number of responses
Consistent approach across boroughs	2
Consultation document - general comment	3
Consultation document - specific suggestion	4
Issue: cost/economic balance	28
Issue: energy cost	5
Issue: environment/health/security	57
Issue: improving collection system	3
Issue: location of Eco Park	7
Issue: location of plants	25
Issue: small size of the plant	8
Issue: timing/flexibility to revise	7
Learning from existing gasification plants	6
Need for clarification/further information	28
Need for more R&D	9
Need to change behaviour/habits	1
No comment/do not know	8
Opposition towards mass burn incineration	12
Other comment	1
Prioritise reduction/re-use/recycling	14
Reduce use of lorries	3
Reference to a resource	1
Reference to specific councils/regions	4
Resources - consider current constraints	3
Role of manufacturers/retailers	4
Strategy - challenge	15

Group heading	Number of responses
Strategy - support	112
Strategy - support with caveats	75
Support for principle - retrieve energy from waste	39
Support other technology	13
Use energy locally	6

Question 5. Other comments

Do you have any further comments on any part of the strategy?

Number of participants who responded to this question: 220.

The responses to this question often reiterate points made by respondents elsewhere in the consultation. 24 respondents use the question as an opportunity to express their support to the revised policy and welcome the higher objective of recycling 70% of municipal waste. They are positive about the steps taken towards better environmental policy so far and want to see the revised policy implemented soon.

"Surrey's waste management is right to step up its goals to 70% and should be an example to other counties in the country." (User 199)

22 respondents repeat the need to implement a consistent strategy across all boroughs and to force poor performing councils to improve their waste strategy. The same number of respondents refer to specific boroughs, either to draw attention to points to improve in their borough or to refer to boroughs which they think SWP should use as an example of good practice. They think that a consistent strategy would help reduce the costs and the complexity of recycling for residents and would help achieve the objectives of the revised strategy.

"I think that the whole county should adopt the same waste strategy. Having different ones is confusing for residents and costly to administer. It is apparent from the comparison table that some boroughs are delivering a more cost effective service than others. This needs to be looked at. How can some in house services be cheaper than others? What is being done differently? Why is there a huge difference between in house and contracting out? I thought the idea of contracting out was in an effort to save money. This is evidently not the case." (User 78)

26 respondents reiterate the need to establish a joined up approach about the waste strategy that looks at the overall process from waste creation to waste removal involving all actors such as the public, business, local authorities and government. The joined-up approach would include measures such as the creation of a market for recycled goods, better design of new build houses, and the active involvement of manufacturers and retailers to reduce the amount of waste. The desire for a reduction in the volume of packaging used (in particular by the food industry) or at least efforts to make more of it recyclable was expressed by 21 respondents. On top of all these actions, 13 participants would like to see SWP prioritise the reduction and re-use of waste. An example of how this could be achieved could be by separating out reusable goods in recycling centres, and then offering these for a small price to people on low incomes who could make use of them.

"The recycling centres should set up shops where they charge for re-selling this stuff with the money going towards new recycling initiatives or help to set up pressure groups against those manufacturers who don't care about what they produce in terms of packaging." (User 440)

"Still need more 'joined-up' thinking on education, incentives, practical arrangements for flats, quick extension when recycling facilities are overcapacity, emphasis on business recycling (even though waste may be privately contracted)." (User 178)

Another point reiterated by participants is the role of SWP to make recycling easier for residents. They suggest several ideas to achieve the targets. 30 respondents would like the range of materials to be collected and recycled increased. The majority want plastic items to be collected (18 comments); a range of other materials are also suggested.

The now weekly collections of recycling materials at Guildford are excellent but we need to be able to recycle more items - please give the residents some credit, if you supply the facilities we will use them.
(User 319)

16 respondents would like to see an improved service offered at recycling centres. They suggest centres should be more accessible in terms of opening times or location (15 comments). Others believe that there should be more small collection points at supermarkets and in towns, allowing those without a car or with limited mobility to more easily use one of them. Five participants would like staff at recycling centres to be more helpful in assisting them with the sorting of their waste.

...review of placing of recycling bins and containers in town centres, so that they are easily accessible to pedestrians as well as car drivers. There appear to be very few sites with a full range of facilities for those of us who recycle little and often.”(User 413)

15 comments in relation to making recycling easier focus on the bins provided for doorstep collection. Respondents complain about their size (too small to contain all the recycling items, or too large and difficult to move and to store indoors or outdoor on the pavements). These comments are linked to others about the frequency of collections. Seven respondents would like to see clearer labelling on packaging in order to help them correctly recycle and to receive more information about how to separate waste.

“Current recycling systems are already too complex with residents not really sure, what, when and where various items can be recycled. Too many bins put people off if not dedicated recyclers.” (User 309)

“To avoid confusion about what plastics can be put out for recycling, why can you not use the recycle numbers which appear in a triangle on almost all plastic containers?” (User 512)

19 comments stress the need to educate people about reducing the amount of waste they produce and sorting their waste properly. They think changing behaviour is paramount to achieving the objective, using public awareness campaigns so that people understand why they should recycle properly while being careful to avoid the risk of turning people off because they feel forced to recycle.

“Much has been achieved by engaging residents' concern for the environment. However, this may be reaching its limit. To gain the next 10% will require different tactics and making it straight-forward for residents to do the right thing will be essential. Make the right way the easiest way!” (User 107)

Nine participants use the last question to make specific suggestions about the consultation document in terms of its layout and details in paragraphs. A further 10 participants make general comments about the consultation. A few people think the consultation has not been publicised enough to generate a representative response.

20 comments refer specifically to food waste and seven comments to home composting. There is a mixed response to the idea of a separate food collection scheme. Some people argue that there should be

education to drastically reduce the amount of food waste; others say they would welcome a separate bin for food waste, which could then be collected once a week or composted. A few respondents argue against separate food collection, saying that residents will be reluctant to keep food waste in or around their houses because of the odour it would produce and the possibility it would attract vermin (these comments about food waste are in contrast to the comments about food waste in question 1 where respondents are broadly supportive of food waste collection)

“Do more to encourage garden composting - focus on the schools; provide free bins (including kitchen caddies); provide free compost to show what households can make themselves” (User 270)

“As far as home composting is concerned - has there been a study into the increase in the rat population? I'm not saying stop home composting but it does need to be managed properly to avoid the problem.” (User 383)

13 respondents suggest introducing incentives to encouraging residents to recycle more, such as vouchers or a reduction in their council tax, and/or taxes for manufacturers and retailers (in particular for junk mail) to encourage them to produce less waste.

“There needs to be some incentive with savings from council tax or other council services for those who comply with recycling.” (User 117)

“Surrey, and all councils, and Government should force laws on to suppliers to stop polluting our county and our country, and tax them if they do not, after all, THEY can afford it!” (User 169)

13 respondents are concerned about the funding and the cost of the revised policy. They do not want to see taxes raised in order to pay for the revised policy and argue that a consistent waste policy across all boroughs should enable economies of scale. Some are concerned about the ability for SWP to find adequate funding to implement the revised strategy due to the current economic climate.

“This survey previously stated that increasing the types of materials collect would increase cost to residents, I don't believe that for a second - standardise across county and surely shared costs will mean reduced costs!” (User 446)

13 respondents object to the extra fees charged to have green waste collected as they feel this acts as a disincentive to recycle, encouraging people to use bonfires instead. They argue that the green waste is easily compostable and do not understand why they have to pay for the collection.

“I think we should look at the garden waste arrangement and this should be done for all households and not just for the ones who can pay.” (User146)

Table 11. Question 5, number of responses per group heading

Group heading	Number of responses
Avoid extra work for residents	9
Collection/recycling facilities: accessibility	15

Group heading	Number of responses
Collection: bins	15
Collection: frequency	10
Collection: increase range of materials	30
Collection: separate materials	4
Collection: staff	5
Consider incentives/fines/taxes	13
Consultation document - general comment	10
Consultation document - specific suggestion	9
Improve enforcement, e.g. fly tipping	5
Improve recycling centre services	16
Issue: aviation	1
Issue: composting	7
Issue: cost/funding	13
Issue: environment/health	4
Issue: impact of new government	2
Issue: location of Eco Park	2
Issue: location of plants	8
Issue: targets	4
Issue: timescale for implementation	5
Issue: traffic management	3
Joined-up approach for waste management	10
Make recycling easy - labelling	7
Material: batteries	1
Material: card	3
Material: contaminated wood	1
Material: electrical	1
Material: food waste	20
Material: green waste	13
Material: junk mail	3
Material: nappies	2
Material: plastics	18
Material: Tetrapak cartons	2
Material: textiles	1
Material: white goods/bulky items	2
Need for clarification/further information	10
Need for more Research and Development	1
Need to change behaviour - education	19

Group heading	Number of responses
No comment	34
Other comment	10
Prioritise reduction/reuse	13
Reduce packaging/more recyclable	21
Refer to other response	3
Reference to a resource	1
Reference to specific councils/regions	22
Reference to specific stakeholder	1
Role of manufacturers/retailers	26
Role of SCC	14
Strategy - challenge	1
Strategy - consistent across all boroughs	22
Strategy - general support	24
Support - retrieve energy from waste	4
Waste processing technologies	7

Part 2: Transcript Report of the Workshop

Introduction

The Surrey Waste Partnership (made up of the County Council and 11 districts and boroughs) is currently preparing a revised Plan for Waste Management in Surrey. This was formerly known as Joint Municipal Waste Management Strategy. Alongside the consultation about the revised strategy, SWP invited a number of organisations and individuals to a workshop to hear about the proposed changes to the strategy and to give participants the opportunity to explore any issues.

778 were invited to attend the workshop on 21st July 2010 in Addlestone, a total of 38 participants attended. See Appendix 2 for a list of people who attended.

Dialogue by Design (an independent consultation company specialising in designing and facilitating public and stakeholder engagement processes) provided three facilitators to manage and to record the discussions. This report provides a transcript of the meeting based on the notes taken throughout the workshop. Whilst people were speaking, one of the facilitators wrote notes onto flipcharts (see appendix 3 for pictures of flipcharts) and another typed notes onto a laptop.

This report follows the chronology of the workshop. Each section starts (in a grey box) with a brief explanation of how the session was introduced and what participants were asked to do.

The meeting started at 10am. The facilitator summarised the aims of the meeting, ran through the agenda, and confirmed the ground rules with the participants.

Aims of workshop

- To give people an update on activities and changes to the waste strategy since 2007
- The opportunity to explore issues in more detail and prepare for responses to the consultation

Agenda

- Welcome and introductions
- The consultation and challenges
- Issues identification
- Break
- Discussion on issues
- End at 1pm and lunch

Ground rules

- Phones off
- Speak one at a time
- No jargon / explain jargon

- Stay focused on objectives
- Be concise
- Check the record of the meeting for accuracy

Introductory presentation

Jean Pearson, Chairman of Surrey Waste Partnership (SWP), welcomed the participants. The facilitator introduced the Surrey Waste Partnership and team of facilitators, then asked if there are any questions before starting.

Question: On the consultation website, there are 3 documents to download but the actual strategy may only come up when we register. It should be available to everyone without registering.

Answer: SWP will check the website: it should not be necessary to register to get the documents

Q: I did not find the consultation document on the Surrey County Council (SCC) website so I am a bit concerned about the awareness of the consultation that people may have.

A: The consultation is on the waste section of the SCC website. We may move it on the front page or consultation page. There has been an attempt to get the consultation onto the local authorities' websites.

Peter Maudsley, Surrey Waste Partnership, made its apologies for the absence of his two colleagues. He had to do the first presentation in their place. He explained the context of the proposed revised strategy. A copy of the speech can be found in appendix 2.

Facilitator: I just want to remind you about the consultation's objectives. The partnership produced the strategy in 2007. The aim is not to rewrite it completely at the moment, but there is sufficient appetite to do an update due to changes in national and international regulations. In this consultation, The Surrey Waste Partnership asked people to give their opinion on proposed changes to the strategy. There are not many questions on the consultation leaflet/website:

- Recycling and composting targets,
- waste reduction and waste collection program,
- dealing with residual waste,
- any other questions you may have.

Q: We are at turning point in waste management. We cannot continue producing waste unsustainably. The more we acquire, the more we throw away.

A: The changes to Surrey waste strategy aim to address this

- European Waste Directive 2008 must become UK law by December 2010: this has a waste reduction plan as well as waste management plan

- Total waste has gone down year on year. The decrease may be connected to recession but we hope also to changing attitudes.
- Hope to stop burning and burying waste
- European Waste Directive is working towards 50% recycling. 70% waste stream into re-usable materials.
We need to reduce waste and turn away from energy from waste.

Questions on presentation

Q: Is the reduction in waste due to more recycling or less total waste?

A: Total waste has reduced

Q: In the document, it is written there has been a 10% fall in waste in 2008/09, the explanations concern only the past. For the strategy to work, it needs a view of the long term. This strategy says nothing about the future.

A: The strategy is based on flat lining total amounts and then working on greater recycling

Q: Assuming flat lining is the basis for planning, but if the trends of decline continue, the planning is flawed. If the 10% reduction in 2008 is not due to recession but behaviour change, your predictions are wrong.

A: We have given ourselves the opportunity to review trends over time by planning for sufficient capacity. When building new a facility and capacity, we have time to look at the actual changes in the next 5 years.

F: It is an issue we can discuss later in the exercise

Q: Is there a national strategy / policy that each county council needs to follow or is it up to each county council to set up their waste strategy?

A: It is up to the county councils but they must take account of government policy. The current government is going to review the strategy dated from 2006. In terms of carbon reduction, we have already got a flavour of the next policy from the government.

Q: Concerning the residual waste, have you picked the right location? i.e. to avoid the worst place in whole county.

F: We expected discussion here to include sites, but the strategy is not site-based – it is especially interested in the technologies. We particularly want to understand your views about the technologies.

Q: Is the regional strategy dead and buried?

A: Yes it no longer exists

Q: How does Surrey compare to the rest of the counties in UK (Scotland, Northern Ireland, etc)?

A: We are judged on national indicators. Surrey has moved into 2nd quartile recycling rate of 47% at present. It is going up and we have got the best rated district of the country as Surrey Heath has the highest rate with 64% recycling rate. The rest of the districts are in the middle.

Q: 70% figure is banded around. I assume it is an aspiration. What sort of data is available? Is the target achievable and what are the timescales?

F: It is not that I do not want to hear the answer but I suggest discussing these issues at your table.

Issues Identification

The facilitator explained the task: at their table, the participants were asked to come up with issues they wanted to discuss further. They wrote one issue per post-it note. These were then gathered on the wall at the front of the room and grouped. The issue could be a point of detail or more broadly around policies in the consultation document. After the break, the lead facilitator went over the grouping with the participants and checked they were happy with the grouping and the suggested titles. The issues and themes are listed below

List of issues grouped by theme

County vs. region

- Surrey CC to provide enough sites to treat all SCC's household waste
- Do you support the proximity principle to make local people deal with their own problem?
- Waste knows no boundaries
- Is it correct for the strategy to be by county or region?
- Interim flexibility on cross border movement of municipal waste (just like commercial waste currently does)
- Regional facilities or sub-regional facilities
- Identify partners in the Surrey Waste Partnership
- Co-operation with neighbour Waste Disposal Authorities (WDA)?
- Should Surrey depend on other counties for residual disposal?

Landbanks

- Need more information on lack of landfill capacity in Surrey and South East
- Availability of landfill – how much is there – (accept we have to meet landfill DIR targets)
- How much landfill is left in Surrey?

Targets and deliverability

- Future trend for waste arisings
- Is the strategy commercially robust?
- Target of 70% for 2013. What new target for 2020?
- Targets for reuse rather than just recycling
- The world class waste solution was introduced without any form of consultation. Why was this?
- Scotland = 70% by 2025, Wales= 70% by 2025, Surrey CC = 70% by 2013/14. Deliverability
- With 70% recycling, about 200,000 tpa has to be disposed. 100,000 tpa at Shepperton – where does the rest go?

Reuse

- Facilities for reuse of second-hand goods
- Force customers in supermarkets to bring bags – like in France
- Concentrate on reduced consumption rather than just on recycling a high output
- Lobby for better re-use of building materials
- Promote Freegle, Freecycle etc

Attitude change

- Recycling products. Publicity
- Education
- Cost? Payback period +/- to taxpayers
- Community is very interested in environmental issues
- What is market future of recyclable materials?
- What is the fate of stuff collected for recycling?
- Carrot / stick approach to domestic recycling
- Recycled waste. End use? More awareness
- Councils should be leaders in waste practise e.g. recycling
- All council offices employ recycling material
- Cost breakdown of fly tipping in county and per borough council?
- Special in Surrey 1) trees, 2) elderly. Think about asking the elderly re. reuse / recycling -> book
- How do we change public behaviour as regards fly-tipping and littering?

Collection techniques

- Why do different local authorities in Surrey have different services?
- Processing of plastic bottles?
- Given 11 district councils how will combine and direct? (every one different now)
- Why is plastic recycling so confusing?
- Food waste collection – once established look at differential landfill tax as biodegradable content of residuals greatly reduced – needs national action
- Concern about mercury in light bulbs
- WCA's all different materials
- Why isn't more plastic waste separately collected?
- Plastics the strategy must recycle – polystyrene packing
- Food waste – how to be dealt with?
- Offer green waste chipping service
- More community waste containers for public use
- Concerns at toxics 1) in export for 'recycling', 2) in existing landfill, 3) made less accessible if through treatment facilities for future recycling
- Teething problems with waste collection in Guildford (bins not distributed, borough boundaries), now mostly resolved
- Cooking oil collection points, commercial and domestic
- Source separation at kerbside should be preferred to co-mingled recycling (see WRAP document)

Commercial and industrial

- Is building waste (aggregated) included in the strategy?
- Industrial waste?
- Commercial waste depots needed. No facility for local builders
- What about commercial waste issues?
- What about commercial and industrial waste in Surrey?
- Scale of commercial and industrial waste
- Commercial waste?

- Business and commercial waste

Packaging

- Are supermarkets asked to reduce packaging
- Packaging waste
- Why is not more pressure put on food and other manufacturers to reduce packaging?
- Why not repay empty bottle returns?

Site specific issues

- Proximity to recycling plants. How important?
- Why no collection sites in the east of the county
- How does the SITA Rumfold proposal fit into the plan?
- How does the Wisley compost plant fit into the plan?
- Why gasification at Shepperton?
- Strategy focused not site focused at this point in time
- Why is co-location so good?
- Location of eco park. Why Spelthorne?
- Isn't there an eco park in North London?
- Is all recyclable food waste being trucked across county to Shepperton?
- Why no consultation before site selection?
- What scrutiny of technical reports on which the cabinet based its decision of eco park
- When can we review openly the proposed sites for waste infrastructure?
- How can HGV traffic be reduced and not increased by waste reduction and recycling?

Balance of technologies and economics

- What is the economic argument between much reduced landfill (with high % of food waste taken out) – stabilisation of residuals and gasification
- Scalability of the technology

Anaerobic Digestion (AD) technology

- Incineration versus anaerobic digestion?
- How many AD plants will there be and where?
- AD sizing
- What about commercial food waste
- Bio stabilised residuals should attract lower tax rate
- AD – one plant or several distributed
- Which technology?
- Effect on policy change from In Vessel Composting to Anaerobic Digestion? (will it affect current consents)
- If food waste to AD does it justify separate collection?
- Has the EU ever accepted that gasification is not incineration
- AD plant(s) to treat commercial food waste, not just domestic
- Smaller AD plants?
- Strongly support AD

Environmental and health impacts

- Site specific effects on biodiversity
- Effect of systems on wildlife / biodiversity
- What consideration is given for preservation of water quality in ground at eco park? Subject to the ground flooding

- What consideration given to additional air pollution in AQMA (Air Quality Management Area?) on public health?

Gasification

- Where is there a successful gasifier in the UK?
- Why gasification?
- How sure is SCC that gasification is safe, economic and proven?
- Why only one gasifier? Why not more? Meet the polluter pays principle – less lorries
- Is 60,000 plus gasification sufficient to achieve 0% waste to landfill?
- Stabilised residuals preferable to gasification which creates HAZ (Hazard) waste and emissions
- How efficient is a gasifier?
- Gasification plant. Given that this is a new plant, it should make best use of the energy by either feeding gas to grid or using the heat properly if generating electricity

Report and specific issues

- Documents do not tell residents clearly that 3 gasifiers are envisaged
- Report: include graph of kilograms waste per person
- Report: is too 'top down'
- Report: should refer to 'CO₂' not 'carbon'

Other / not grouped

- Market for recyclables
- Transport

Questions after clustering the issues

Q The SWP should consider the opportunity to influence national government policy. If we remove residual waste, there should be an incentive to reduce the landfill tax

A: The SWP has a lobbying / influencing role to play

Q: There is no mention of commercial and industrial waste in the waste management strategy. Is it only about municipal waste? But on page 6 of the document, there is a line about commercial waste. Clarity is required.

Q: Where this strategy fits in under contract of waste management in Surrey and site applications?

A: Clarity is needed about the county and district roles:

The districts are the collection authorities whereas the County Council is the waste planning and disposal authority. The counties are responsible for waste management including the commercial, industrial and domestic waste; they identify possible sites and work with districts for disposal of domestic waste.

F: I am having a guess about what people want to discuss further now:

- Gasification and Anaerobic Digestion,
- How far ahead is the strategy looking? the targets, why are there just few years in Surrey while other parts of the country have extended targets over a longer period?
- Any other?

- Q: We are representing the wider public in this workshop, so I suggest we talk about changing attitude of the public.
- F: It must be said that the group today is not a representative sample of the public. You were all invited as you have an interest in waste. But it is fine to discuss the issue about changing public attitudes.
- Q: Another issue could be: How sites are selected, especially in relation to transport?
- F: One officer could give us a brief overview on how this works at the end of the discussion
- Q: Re. sites, what about the situation of people who cannot drive to sites?
- F: Let's talk about it in the discussion on deliverability issue

Issue by Issue Discussion

Once the groups and themes had been agreed, the facilitator suggested an order to discuss the main issues: gasification, AD, targets and deliverability. She asked the participants to discuss the issue at their table for 5 minutes; this was then discussed in plenary.

- F: We are not expecting answers but we want to understand the main concerns / issues you have got.

Discussion about gasification

The session started with a participant asking for an explanation of what gasification is.

Brief description of gasification by officer

- Gasification has been around for a long time. We used to gasify coal as a means of generating electricity)
- Waste, is put into a chamber and heated with low concentrations of oxygen. It does not burn, it reacts and drives off gases (hydrogen, methane and CO₂). These gases go into a second combustion chamber, and are burnt to produce steam which drives a turbine and generates electricity.

- Q: What is left, what is the residual?
- A: Ash, which is relatively inert. It depends on the waste that is being used as a feedstock. The ash can be used for road construction.
- Q: What is the feedstock?
- A: Municipal waste, with no pre treatment
- Q: Surrey County Council was challenged with incineration during the previous consultation about waste management and gasification was rejected at that time because it was unproven. What happened since then?
- A: Technology has improved and it has several advantages: It can be used at smaller scale and there are already a number of plants now operating in Scotland and in Europe. It is still a new technology

and, as it is new, there are risks associated with it, financial risks as well, but Surrey believes it is now deliverable.

Q: For the process of gasification, you need to look at the energy balance: you cannot avoid loss of energy as you burn gas. The heat generated should be used too. Can you have heat as well as electricity?

A: Electricity, yes and it goes to National Grid. The heat is more problematic as it depends on having facilities nearby which can use the heat all year round. When the planning application is done, the plant location is selected very carefully and we will try to find a user for the heat.

Q: Information on technology in the consultation document does not include technical information on gasification. Could we have these figures about energy loss, balance, generation, the residue, the emissions to be able to give our views? And also information about Energos (the potential contractor) [Note: later in the meeting it was made clear that Energos was not the potential contractor]

- The elephant in the room is London: Surrey cannot make its decisions without knowing what London is going to do about its waste.

- Gasification is described as incineration in the EU Directive. Even if it is different from mass burn, it is still incineration. As a result there will be some gas that can be used to generate electricity, some that will go up a stack and ash produced. So there will be similar issues to those that came up in incineration debates previously. Energos plant in the Isle of Wight resulted in 8 time legal limit of dioxins.

- They may be similarities classified in the directive but gasification and mass burn incineration are technically very different because the waste is heated not burnt.

Q. The gasification technology is in its early days in the UK but it has already been tried and tested elsewhere, e.g. in Germany. We probably can learn from them.

Q: What about the efficiency? It would be maximum 20%. Where does all the waste heat go? Straight into the atmosphere. There is no proposal currently in the strategy to use the waste heat.

Q: What are all the other chemicals needed? E.g. gas oil fuel and clean up chemicals. These needs to be taken into account and this information should be provided.

- Nitrogen and CO₂ emissions will arise from gasification.

Q: Where will fly ash from gasification go? It is likely to be trucked out. Where will it end up? Out of the county?

Q: Efficiency issue: 17%. What is produced is syn gas. If this is burnt without scrubbing it is between 1/4 and 1/10 as efficient as natural gas. So is the plant really efficient?

Q: In the document, it is not clear whether the residual waste is 0% or 5% (different statement at different pages of the document). It needs to be clarified.

- Gasification is a waste recovery process. There is disparity of knowledge from participants about the technology in the room.

We need a base level of information.

- Gasification and incineration are equivalent as they could be highly contentious. Surrey could be stepping into a minefield of opposition.

Q: As we could have small scale gasification plant, it would be good to use advantages of small size and have more units dotted around the county to reduce transport requirements (Lorries on roads).

- We need to make sure people have a base level of understanding – gasification is used throughout Europe and is permitted by Environment Agency and can operate within emissions standards

- Operators heard to be substituting wood chips when the Environment Agency coming to inspect. This is a trust issue.

- A more comprehensive waste strategy is needed (not only dealing with municipal waste) and a lot more information needs to be provided.

Q: Inspections are very few and far between. If there is a problem, would it be notified on time?

F: What would it take for you to trust companies and the regulators?

A: It is not well regulated and it would take a lot more well qualified inspectors making many more inspections to reassure people. Furthermore there is the independence issue.

- Plants of this type could and should ensure full monitoring and reporting in real time. What is needed is transparency and monitoring: continuous monitoring made available online in real time.

- The cost of monitoring must be considered. Cost implications of monitoring dioxins are very high.

Officer comments and sum up:

- Yes we can supply more information on the technology. We are not proposing to use Energos technology.

- There are some gasification plants in Scandinavia but most EU countries rely a lot on mass burn incineration.

- Yes, gasification produces CO₂ but landfill produces methane. Need to look at issues in the round.

- The number of plants or smaller plants in different parts of the county. We want an interim period to trial the process (while we can still send some waste for incineration in Kent). There is a minimum size to make a plant economic. We will see if a second plant is needed depending on the amount of the waste reduction.

- Fly ash: they are measured in hundreds of tonnes. The reason its hazardous is because it has a high pH and it has to go to special site (in Gloucestershire)

Discussion about food waste

- Separate food waste is essential to get quantities of waste down.

- Food waste needs to be collected separately. Use carrot and sticks to force all districts to have same collection methods established after reviewing best practice within Surrey. It should be applied county wide. Individual districts cannot do what they want individually.

- Targets should be achievable and clearly achievable. Targets have to be based on facts and not vague or simply aspirational.

- Market economics are not necessarily congruent with environmental economics.

Q: Is food waste recycling going to justify the increased cost of collection? Is it quality waste?

Q: There are 100,000 tonnes of food wastes in Surrey. But only 40,000 of this are likely to be available for recycling, all of which has to go to one plant in North Surrey. Where does this estimate come from?

A: At current rates, we expect to be able to collect 40% because not everyone would participate in the scheme. The rate would increase with time.

Q: Why not have a 100,000 tonnes plant (as in the Netherlands) and see how it goes, rather than building one large plant which might put a cap on the total recycling over next 20 years as it has to be commercially viable?

Q: What is going to happen to the totality of Surrey's waste stream? It appears at the moment to be reducing. Isn't there some better way of addressing this than assuming flat lining? And is there a national trend? This should be taken into account. There need to be a scenario planning.

Q: Compost – garden waste. The strategy specifies significant capacity based on planning applications either approved or pending.

Discussion about Anaerobic Digestion (AD)

As with the gasification, discussion this discussion started with a brief explanation from the officer:

It is not like composting, the process takes organic waste puts it in a vessel and oxygen is excluded. The waste is digested via the activity of micro-organisms, the process rejects methane which can be used for energy, and the residue can be used as fertiliser.

Comments from the floor:

- It is not a process you can just start and stop. The main aim is to produce methane for power. If it cannot be used, it has to be flared. In this case, right by a motorway.

- It is the worst climate change gas. It may leak. We might consider having AD adjacent to gasification plant.

- The process produces masses of contaminated waste water, which would go into sewage system.

- This is a good technology and it should include not only domestic waste but include commercial waste (from restaurants) etc.

- It has been around since 1920's so well known technology

- A lot is done linked into sewage treatment centres

Participants had a brief discussion around the planning process and process for identifying sites, again this was introduced by an officer.

- We start with very long list of potential sites. These were whittled down to those in the County Waste Plan which has gone through consultation.
- Sites are identified and only accepted if they meet a number of agreed criteria such as; location to properties, location to the highways, emissions, location to nature reserves etc.
- The list went through a public inquiry
- The Waste Plan is that the responsibility of Surrey County Council
- The purpose of the Plan is to set out the technologies that can be used and what targets should be aimed for.

Responses from the floor

- We have not been given the opportunity to comment on the technologies which have been fundamentally changed since the last iteration 3 years ago.

Closing

The facilitator asked participants to fill in the evaluation form distributed at their table. Jean Pearson thanked the participants for attending the workshop and closed the workshop.

Closing remarks from Jean Person:

- Please contact your reps on the Surrey Waste Partnership Group for further information and if you need consultations leaflets
- We need to look at page 46 of the document (Appendix C: Residual Waste Treatment Technologies) again. It needs to give more information. This is the responsibility of Waste Disposal Authority
- The targets on page 22 of the consultation document: these are very important to spur progress. We need to update the table. Some competition can be good.

Following the workshop, Surrey Waste Partnership added a new page onto their website called FAQs (<http://www.surreywastepartnership.org.uk/faq.php>), which contains a document with the main questions raised at the workshop and provides answers to the questions. The document has been sent to all participants.

Consultation on the Plan for Waste Management in Surrey Integrated Report

APPENDIX 1

- **Screenshots of the consultation website**
- **Images of the paper consultation form**

Consultation Period: 17 May to 12 August 2010
Workshop: 21 July 2010

October 2010

A report to the Surrey Waste Partnership
Prepared by Dialogue by Design

dialoguebydesign

Email: info@dialoguebydesign.com

Website: www.dialoguebydesign.net

Screenshots of consultation website

Home page of Surrey Waste Partnership website

The screenshot shows the home page of the Surrey Waste Partnership consultation website. The header is green with the text "surreywasteconsultation" and the Surrey Waste Partnership logo (a colorful circular icon) and tagline "Surrey waste partnership Your councils working together". Below the header is a navigation menu with links: Home, Consultation, Plan, Partnership.

The main content area features a large section titled "Your Waste, Your Views" with the following text:

How can we help you reduce your waste?
What would help you recycle more?
How should we deal with Surrey's remaining waste?

We are reviewing our Plan for Waste Management in Surrey and want you to help shape it. Take part in our public consultation between 17 May and 12 August 2010 and tell us your views.

To the right of this text is a photograph of various food and vegetable scraps, including orange peels, banana peels, and vegetable scraps, piled together.

Below this section are three smaller boxes with images and titles:

- Complete the Consultation**: Image of a hand writing on a form.
- What is the Plan?**: Image of a green waste collection truck.
- What is the Surrey Waste Partnership?**: Image of two people shaking hands.

At the bottom of the page, there is a copyright notice: "Copyright © 2010 Surrey Waste Partnership | Site by LUCID".

Consultation homepage

The screenshot shows the consultation homepage of the Surrey Waste Partnership website. The header is green with the text "surreywasteconsultation" and the Surrey Waste Partnership logo (a colorful circular icon) and tagline "Surrey waste partnership Your councils working together". Below the header is a navigation menu with links: Home, Contact us, Registration, Login, Surrey Waste Partnership website.

The main content area features a large section titled "Your Waste, Your Views" with the following text:

Consultation on the Plan for Waste Management in Surrey

The consultation is open from 17 May until 12 August 2010.

- If you have registered before, please proceed directly to the [Login](#) page.
- If you haven't registered please go to the [Registration](#) page.

This process is provided by Dialogue by Design on behalf of the Surrey Waste Partnership.

At the bottom of the page, there is a footer with navigation links: "Top | Terms & Conditions | Contact us | Home." and a copyright notice: "Copyright © 2010. Dialogue by Design (opens a new tab/window)".

surreywasteconsultation



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Your councils working together

[Home](#) | [Contact us](#) | [Registration](#) | [Login](#) | [Surrey Waste Partnership website](#)

Registration

Please complete the registration form below to access the consultation pages; we will notify you of your user name and confirm your password by email. Your contact details will only be used for communication related directly to this consultation process. The demographic information will help us to interpret results.

Fields marked * are mandatory. The 'Submit' button is at the bottom of the page.

Personal details

Title*

First name*

Surname*

Organisation
Please note: Only complete this section if you are responding on behalf of an organisation.

Borough/District (please select):

Postcode

Age range (please select):

Terms & Conditions, email address and password

I accept the Terms & Conditions for this consultation process*

email*


Re-enter your email*

Password*
Password - We suggest you use a memorable word. This password may be shown in emails we send you, so avoid using a password here that you use for a secure login elsewhere, such as for online banking.

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Login page

surreywasteconsultation



Surrey waste partnership
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Home | Contact us | Registration | Login | Surrey Waste Partnership website

Login

Access for registered participants

If you have already registered to participate in this online consultation, please enter your user name and password in the **Direct login** boxes below, then press **Login**.

If you would like to be reminded of your user name and password, enter your last name and the email address you used to register in the **Remind me!** boxes below, and click **email me my details**.

Please note that your user name and password are case sensitive and must be typed in exactly as they appear in the email providing this information.

Direct login

User name:

Password:

Remind me of my user name and password!

Last name:


Email address:

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Welcome page after logging in

surreywasteconsultation



Surrey waste partnership
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Home | Objectives | Log-off | Surrey Waste Partnership website

Consultation on the Plan for Waste Management in Surrey




Welcome Dr Dominic Gooding

During the consultation period (17 May to 12 August 2010) we invite your comments on the revision of the Plan for Waste Management as outlined in the consultation document. Please click on the button 'Respond to the consultation' to access the consultation pages.

The consultation document and additional reports are available for download on this page.

 [Consultation document: A Plan for Waste Management in Surrey \(draft\)](#) (357 KB)

Additional reports:

-  [WDA Action Plan progress report](#) (47 KB)
-  [Technology assessment](#) (70 KB)
-  [Change summary](#) (19 KB)



Navigation help: Clicking on the 'Home' link in the top right hand corner will bring you back to this page.

Download of documents: All downloadable documents provided on this consultation website are pdf files. To open these files you need Adobe Reader, which you can [download and install for free](#).

View your consultation responses: You can [view your responses](#) to this session in a print friendly format (opens in a new tab/window)

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Plan for Waste Management in Surrey


- 1. Targets
- 2. Waste Reduction Programme
- 3. Waste Collection
- 4. Dealing with residual waste
- 5. Other comments

Navigation help: The navigation list on the left lists the sections of this consultation. You can directly go to any section that is of interest to you by clicking on the section.

How to respond: Please type your response in the text box below, then click 'submit', 'previous' or 'next' to save your entry. You can come back to the consultation website and amend your comments until the consultation closes.

1. Targets

This question refers to Policy 4 within section 3.4 in the consultation document. You can download a copy of the consultation document.

 [A Plan for Waste Management in Surrey \(draft\)](#) (357 KB, opens a new tab/window)

In 2006 our policy was to aspire to reach a long-term target of 60% recycling and composting by 2025. Recent progress and current performance in some districts and boroughs of over 60% recycling have led us to revise this policy. Our new proposed policy is to commit significant efforts and resources to achieving and exceeding an overall household reuse, recycling and composting target of 70% by 2013/2014.

Q1. To what extent do you agree with this revised policy?

2000 Characters left

Please ensure you submit any information you wish to save before you move to the next section.

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Paper response form

What is the Surrey Waste Partnership (SWP)?
The Surrey Waste Partnership is made up of Surrey County Council and the 11 district and borough councils in the county. We aim to manage Surrey's waste in the most efficient, economic and sustainable way possible.

What is the Plan for Waste Management in Surrey?
This is our strategy to manage waste across the county. This plan was first published in 2007 and was called the Joint Municipal Waste Management Strategy. The new strategy will set revised targets for recycling, reducing waste and managing Surrey's waste in the most sustainable and cost-effective way.

Why are we reviewing it?
We have a commitment to review all of our strategies on a regular basis. However, the strategy is also now out of date for a number of reasons:

- We believe Surrey is able to exceed the waste management targets set in the 2007 strategy.
- We need to manage waste in the most sustainable and most cost-effective way.
- Technological development provides us with improved options for waste treatment.

Why a public consultation?
The way we manage the waste service in Surrey directly affects you, so we want to know what you think. We want the updated strategy to reflect your views and want to know what we could be doing to help you waste less.

We have identified a number of key areas where change is proposed. Your answers to the five questions in this leaflet will help us finalise the review of the strategy.

If you would like to read the strategy document in full and comment online, please visit: www.surrey-waste-partnership.org.uk

Question 3. Waste collection

Currently all 11 waste collection authorities (district and borough councils) in Surrey collect waste for recycling separately from residual waste, but some collect more materials than others. It is clear from consultation with the public that there is an increased desire for local authorities to collect a wider range of recyclable materials; however, adding materials to the collection scheme requires additional resources and operational changes.

Which THREE of the following materials would you like your council to prioritise for separate collection in addition to the materials they already collect?

- | | |
|--|---|
| <input type="checkbox"/> Glass | <input type="checkbox"/> Drinks cartons |
| <input type="checkbox"/> Plastic bottles | <input type="checkbox"/> Other plastics |
| <input type="checkbox"/> Mixed plastics (eg yogurt pots) | <input type="checkbox"/> Metals, tins |
| <input type="checkbox"/> Card | <input type="checkbox"/> Food waste |

Other (please specify)

Question 4. Dealing with residual waste

Residual waste is waste which cannot be recycled or composted. The new proposed policy acknowledges that by reducing and recycling more we will have less residual waste to deal with. Therefore the proposed policy is to develop advanced thermal treatment (gasification*) which is economically viable on a smaller scale than mass burn incineration. To what extent do you agree with this revised policy?

Comments:

How to comment

You can give your views in one of the following ways:

1. Online - the website www.surrey-waste-partnership.org.uk hosts the consultation document and supporting information, and allows you to enter your responses online. If you have access to the internet, we encourage you to choose this option since it will enable you to view any sections of the consultation document in full as well as responding to the questions.

2. By post - fill in this form, and send it in an envelope to Plan for Waste Management in Surrey, Freepost SEA 12430, Thornton Heath CR7 7XT (no stamp required).

Deadline! Your responses need to be received by 12 August 2010.

Personal details

Title _____ First name _____

Surname _____

Organisation _____
(if you are responding on behalf of an organisation)

Borough/District _____ Postcode _____

Age range (please tick)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--------------------------------|
| under 18 <input type="checkbox"/> | 18-24 <input type="checkbox"/> | 25-34 <input type="checkbox"/> | 35-44 <input type="checkbox"/> |
| 45-54 <input type="checkbox"/> | 55-64 <input type="checkbox"/> | 65-74 <input type="checkbox"/> | 75+ <input type="checkbox"/> |

Data Protection

The Surrey Waste Partnership is working with Dialogue by Design, an independent consultation company, to conduct this consultation. Any personal information you provide will be processed in accordance with the Data Protection Act 1998 to assist in the preparation of the Plan for Waste Management in Surrey (the revised Joint Municipal Waste Management Strategy) and related waste planning issues. We cannot make use of responses which are given to us confidentially as the public has a right to examine representations made.

*In a gasification facility, waste is heated in low levels of oxygen, to produce a gas which can then be used as a fuel in a similar way to natural gas. The low oxygen levels prevent the waste from catching fire during the heating process. The resultant gas can be used to heat water and create steam to drive a turbine and electrical generator, providing electricity to the National Grid

Question 5. Other comments

Do you have any further comments on any part of the strategy? If you would like to read the strategy document in full please visit www.surrey-waste-partnership.org.uk.

Consultation report

The consultation report is scheduled to be published during autumn 2010. If you are interested in this report, please visit the Surrey Waste Partnership website, www.surrey-waste-partnership.org.uk, where the report will be made available.

Thank you for participating in this consultation

Question 1. Targets

In 2006 our policy was to aspire to reach a long-term target of 60% recycling and composting by 2025. Recent progress and current performance in some districts and boroughs of over 60% recycling have led us to revise this policy.

Our new proposed policy is to commit significant efforts and resources to achieving and exceeding an overall household reuse, recycling and composting target of 70% by 2013/2014. To what extent do you agree with this revised policy?

Comments:

Question 2. Waste reduction programme

The revised waste reduction programme aims at providing all sectors of the community with the tools and knowledge to improve the way that they manage their waste in a sustainable and cost-effective way. Our proposed target is to reduce municipal waste by 15,000 tonnes by 2014. The draft strategy proposes a number of ways in which residents can contribute to this reduction target by changing their behaviour towards specific waste materials.

Given that the waste reduction programme will require additional resources, which TWO of the five priority areas listed below do you think will be most effective in helping to reach this target?

- | |
|---|
| <input type="checkbox"/> Food waste reduction |
| <input type="checkbox"/> Green waste reduction |
| <input type="checkbox"/> Reuse of bulky items such as furniture and white goods |
| <input type="checkbox"/> Encouraging the use of reusable nappies |
| <input type="checkbox"/> Junk mail reduction |
| <input type="checkbox"/> Other (please specify) |

Your waste, your views

How can we help you reduce your waste?
What would help you recycle more?
How should we deal with Surrey's remaining waste?

We are reviewing our Plan for Waste Management in Surrey and want you to help it take shape.

Fill out this questionnaire or visit the website www.surrey-waste-partnership.org.uk to take part in our public consultation which runs between 17 May and 12 August



Surrey waste partnership
Your councils working together

Consultation on the Plan for Waste Management in Surrey Integrated Report

APPENDIX 2

- **Workshop participants list**
- **Presentation from the Chairman of the Waste Officers' Group**

Consultation Period: 17 May to 12 August 2010

Workshop: 21 July 2010

October 2010

A report to the Surrey Waste Partnership

Prepared by Dialogue by Design

dialoguebydesign

Email: info@dialoguebydesign.com

Website: www.dialoguebydesign.net

Attendance list

Participants:

	Title	First Name	Last Name	Organisation
1	Mr	Ken	Anckorn	Surrey Wildlife Trust
2	Mr	Hugh	Baker	Compost Works
3	Ms	Aileen	Davis	
4	Ms	Vivienne	Dawes	Cranleigh Parish Council
5	Cllr	Anthony	Dredge	West End Parish Council
6	Ms	Patricia	Ellis	Cranleigh Parish Council
7	Mr	Jonathan	Essex	Reigate & Banstead
8	Ms	Elizabeth	Finnis	GAIN
9	Mr	A G	Goodall	TRASH Campaign Limited and Wrecclesham Village Society
10	Mr	B	Graham	Seale, Sands and Runfold Amenity Society
11	Miss	Laura	Graham	Alliance Planning
12	Ms	Amanda	Griffiths	Oxted & Limpsfield Residents Group
13	Mr	Tim	Harrold	CPRE Surrey (Guildford District)
14	Mr	Don	Henderson	Ockham Parish Council
15	Mr	Richard E	Hewitt	Shepperton Residents' Association
16	Mr	Leslie	Hines	Rookwood Court Residents Association Limited
17	Mr	George	Hinton*	Nork Residents' Association, *Replaced by Ralph Maciejewski
18	Dr	Geoffery	Hunt	Stoneyfields Residents' Association
19	Mr	Keith	Johnson	Green Street Action Group (GSAG)
20	Mr	Andrew	Jones	Elstead Parish Council
21	Mr	Graeme	Kane	Mole Valley District Council
22	Ms	Joanna	Keane	Tilthams Green Residents' Association
23	Mr	Richard	Kennedy	Charlton Village Residents Association
24	Ms	Julie	Last	Greenpeace Runnymede
25	Mr	Martin	Lockwood	Ewhurst Parish Council
26	Mr	Timothy	Murphy	CPRE Surrey
27	Mr	Gareth	Phillips	Sita UK
28	Mr	James	Potter	Hampshire County Council
29	Mr	Richard	Roads	CPRE
30	Mr	Malcom	Robertson	
31	Mr	John	Slater	Moor Park Residents' Association
32	Mr	Kevin	Smith	Newdigate Parish Council
33	Mr	Derek	Smith	Transition Ashtead
34	Cllr	Raymond	Smith	Shere Parish Council
35	Mr	David	Soloman	Britaniacrest Recycling Ltd
36	Mrs	Mary-Claire	Travers	Wisley Airfield Action Group (WAAG)
37	Mr		Wakefield	Kempton Residents' Association
38	Ms	Julie	Wilkinson	West Sussex County Council

Surrey Waste Partnership:

Cllr Jean Pearson

Peter Maudsley

Lee Titterton

Matthew Smyth

Richard Parkinson

William Thwaites

Dialogue by Design

Isabelle Guyot

Pippa Hyam

James Martin-Jones

Presentation from the Chairman of the Waste Officers' Group

Good morning Ladies and Gentlemen. I am James Whiteman, Chairman of the Officers' Group of the Surrey Waste Partnership. I am here today to make a brief presentation to you about the Waste Partnership and about waste management in Surrey. I intend to keep this short and sweet. And I will tell you why. Because in my view the reason me and my waste management colleagues are here today is to listen and not to talk. Yes, to listen to each of you. To record your views, comments, opinions and suggestions. To see if we can agree on what matters are most important. And to pay attention to what you tell us. So to start with a speech is a bad start. But I still have eight of my ten minutes left, and there just happen to be one or two things I would like to say. I might not need the full ten minutes and there are certainly no power points, slides, video clips or sound bytes.

We are at a turning point, not only with waste management, but also with our environment and our planet. As a civilization we have gone through more of the world's resources in the last hundred years than in the previous six thousand years. All of the produce of manufacturing industry ends up as waste, sooner or later. Our god has become consumerism. As a society we have become fixated with the acquisition of goods, property, material things. The more prosperous we are, the more we acquire. And the more we acquire, the more we will throw away. This is not good for our planet and the human race. And it is not possible to pretend that waste management can sort out this resident evil. The revisions to the strategy reflect not only legislative change but also changing public attitudes to waste in recent years.

The European Union Waste Directive 2008 has to become English law by this December. This is to be welcomed if only because it requires us to produce a waste reduction plan alongside our waste management plan: excellent. The penny has dropped (or was it a Euro?). It is not any good any longer just concentrating on managing the stuff. We have got to produce less of it. Surrey has been good in recent years, because the total amount of waste has gone down year on year. It could be that this has more to do with the recession than with a conversion to environmentalism. If so we have a problem. If not, we have some hope.

Hope too that we will stop throwing away, burning and burying waste, but rather regard this precious substance as a resource, a non-renewable resource, but able to be used and reused again and again. Europe will compel glass, paper, metals and plastics: and will compel 50% in due course. We will do this. We will do much more for you in Surrey:

- We will do all we can to pull-out 70% of the waste stream into reusable recycling.
- And we will extract whatever benefit we can from the remainder.
- We will become world class.
- We will do all we can to reduce waste.
- We will work regionally wherever appropriate.
- We will seek to align collection and treatment methods.
- We will turn away from Energy from Waste as a method of disposing of residual waste.
- And we will do it on your behalf, working for you, working with you and listening to you. We can do nothing without you.

That you have made the effort to be here today is a living, current tangible testament to the importance of this matter. I thank you for your presence. I hope to speak to you personally during the day. And I enormously look forward to listening to what you have to say. We have a range of experts, practitioners, advisers and my colleagues here today. But we are not going to spend the day listening to them. We already spend too many days

doing this. Today is your day. We want your views on what we propose as our first revision to a 20 year waste management strategy. Please remember, all the chairs are the same size. Everybody's view is equally valid, and everybody needs to be heard.

Have a great day!