

Cheshire East Council

Consultation on Waste Collection Reorganisation

Summary of responses



A report to Cheshire East Council's Waste and Environment Service, produced by the Council's Research and Consultation Team.

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Report produced 22 January 2019 by Ben Buckley of the Research and Consultation Team, Cheshire East Council, on behalf of Ralph Kemp, Corporate Manager Waste and Environment Service, Cheshire East Council. Please email RandC@cheshireeast.gov.uk for further information.

Executive summary

Strong support for proposals

Levels of support for the overall proposal are extremely high, with a strong majority, 82%, agreeing with it, and 11% disagreeing.

Similarly, strong majorities of respondents agreed with each of the various aspects of the proposal:

- 81% agreed with no longer having a winter shutdown for garden waste, 7% disagreed
- 77% agreed with their household waste being collected from 6:30am, 15% disagreed
- 73% agreed with their household waste being collected up to 6:00pm, 16% disagreed
- 71% agreed with their household waste being collected on a Saturday, 16% disagreed.

Furthermore, 20% of comments received about the proposal were in support of it, with respondents stating they felt it was good/sensible.

Therefore it seems reasonable to state that respondents found proposals acceptable.

Concerns highlighted about the proposal

Respondents gave reasons as to why they supported or opposed the proposal – most reasons given focussed on reasons for opposition:

- Cancelling the winter shutdown – The majority of comments supported the cancellation of the shutdown, though a number felt some residents do not have a garden or much green waste so questioned the necessity of it
- 6:30am start – Main opposition to the 6:30am start was that it would disturb residents too early, that noise would be too loud during collections, that it was too early for people to get up for, meaning people would leave their bins out overnight, and that collections at that time would create traffic and access issues
- 6:00pm finish – Main opposition to 6pm collections was around traffic and access concerns, which would make rush hour worse and impede resident access to their homes, as well as bins being left out all day creating a hazard, and later collections making it too dark and difficult in winter for some residents to deal with
- Saturday collections – Main opposition to Saturday collections was that many residents go away for weekends, meaning bins could be left out for several days which would create security and hazard issues. Some felt that Saturdays are rest/relaxation days, and should be left as such. Traffic and access concerns on Saturday's were also a concern; especially given more people would be at home on the weekend. Respondents felt bins left out on a Saturday would be a hazard for children and families too.

- Food waste collection – Many comments expressed support for the introduction of food waste collection, but requested clarity over how the new system would work, and what would be recyclable. There was much concern about what type of bag/container would be used, and how it would maintain cleanliness with the garden waste bin. Those in opposition to food waste collection cited hygiene concerns as their main reason.

Those most likely to be adversely affected by proposals

Respondents identified people they felt were most likely to be adversely affected by the proposals:

- ANSA employees – Concern was expressed about the impact proposal would have on the lives of ANSA employees and their families, while others were concerned that current employees may lose their jobs
- Middlewich residents – Many felt those living in Middlewich, near to the ANSA sites and routes, would be adversely affected by the proposals. They felt they would be affected by the extra traffic, noise, disturbance and bad smells they would experience as a result of the extended operating hours. Middlewich respondents were least likely of all respondents to agree with the overall proposal (55% agreed, 35% disagreed)
- Elderly & vulnerable residents – Respondents felt proposals would impact on elderly and vulnerable residents, particularly due to the dark nights/early morning, and that more assisted collections may be required
- Young children and their families – Respondents felt young children could be affected by the proposals by being woken up either early in the morning or at night by the collections. They also felt children and families could be put in danger during Saturday collections
- Shift workers, those living in terraced streets/flats, commuters and rural residents.

Suggested improvements for the consultation process

There were a number of aspects of the consultation where respondents felt more information was needed:

- Financial savings – Some felt the estimated £600,000 savings and how these would be made should have been explained within the consultation material
- Food waste collection – Respondents felt more detail about food waste collection and how it would work was needed within the consultation, and wondered why there had not been a consultation on food waste collection proposals
- Some wondered what the impact of proposals will be on staff jobs and wages (4 comments).

Further to requests for extra information, there was some cynicism about the consultation process expressed, with respondents doubting results would be listened to and acted upon, whilst others suggested the consultation questions were “loaded” to get the desired response, and that the consultation was taking place after a decision had already been made. Other felt the consultation should have been advertised better, though a few did express their appreciation at being consulted on this issue.

Level of response

The consultation was widely promoted and received 1,622 responses in total, which is a good number of responses that gives confidence that results are broadly reflective of public opinion.

Conclusions

The vast majority of residents are accepting of proposals to increase the hours and days of their waste collection, and would welcome the cancellation of the winter shutdown for garden waste – there is strong support for these proposals.

Despite that there were significant numbers of concerns raised about the proposals, and these seemed to be mainly around the disturbance created, and traffic/access issues associated with the proposals – it is strongly recommended that any new routing takes careful consideration of these concerns during design.

Certain people may be more adversely affected by the proposals than others, including ANSA employees, Middlewich residents, elderly & vulnerable residents, and young children and their families – it is recommended that efforts should be made to mitigate the negative impact of the proposals on these people.

Respondents also commented on the introduction of a food waste collection system, asking many questions about how this might work in the process – it is recommended that plans and instructions are clearly communicated prior to the implementation of any such scheme.

Introduction

Purpose of the consultation

Between 26 November 2018 and 8 January 2019 Cheshire East Council consulted on proposals for the reorganisation of waste collection within the borough.

The proposal being consulted on was to extend the hours and days of waste collection – this would include collecting waste from 6:30am up to 6:00pm, as well as on Saturdays.

As part of the proposal the garden waste collection winter shut down period would be cancelled, and food and garden waste would be collected for recycling all year round in the garden waste bin.

Consultation methodology and number of responses

The consultation was widely promoted, most notably to:

- Cheshire East residents, who were advised of the consultation through [the council's Digital Influence Panel](#)
- The general public, via [a media release on 4 December 2018](#)
- The general public, via [the "In Focus" section on the council's website homepage](#)
- The general public, via [the council's consultation webpages](#).

In total, 1,622 consultation responses were received, including:

- 1,593 online survey responses
- 26 paper survey responses
- 3 formal responses.

Reading this report

Sections 1 and 2 of the report present results to the online survey – section 1 summarises results to the closed questions in the survey, and section 2 summarises results to the open questions in the survey.

Appendix 3 presents the formal responses received as part of the consultation.

Appendix 4 presents results to the closed questions of the survey by age and location.

Section 1 – Overall views on the proposal

Consultees were presented with information which set out the proposal, gave the reasons for the proposal, and detailed alternative options which were not being proposed.

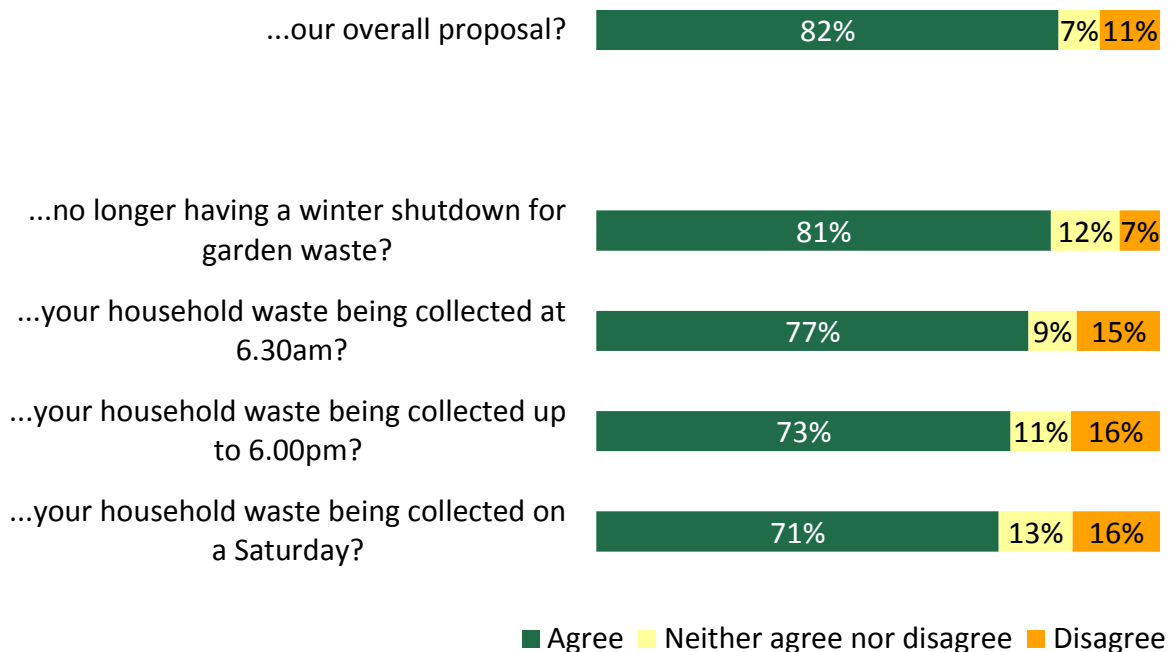
They were then asked how strongly they agreed with various aspects of the proposal, before being given the opportunity to give reasons for their answers if they wished to.

There was strong agreement with all aspects of the proposal by the 1,594+ consultees who answered the questions:

- 82% agreed with the overall proposal, 11% disagreed
- 81% agreed with no longer having a winter shutdown for garden waste, 7% disagreed
- 77% agreed with their household waste being collected at 6:30am, 15% disagreed
- 73% agreed with their household waste being collected up to 6:00pm, 16% disagreed
- 71% agreed with their household waste being collected on a Saturday, 16% disagreed.

Thinking about our proposal to extend the hours/days of operation, which would enable us to deliver savings (est £600,000) and make our collection service more efficient.

How strongly do you agree or disagree with...

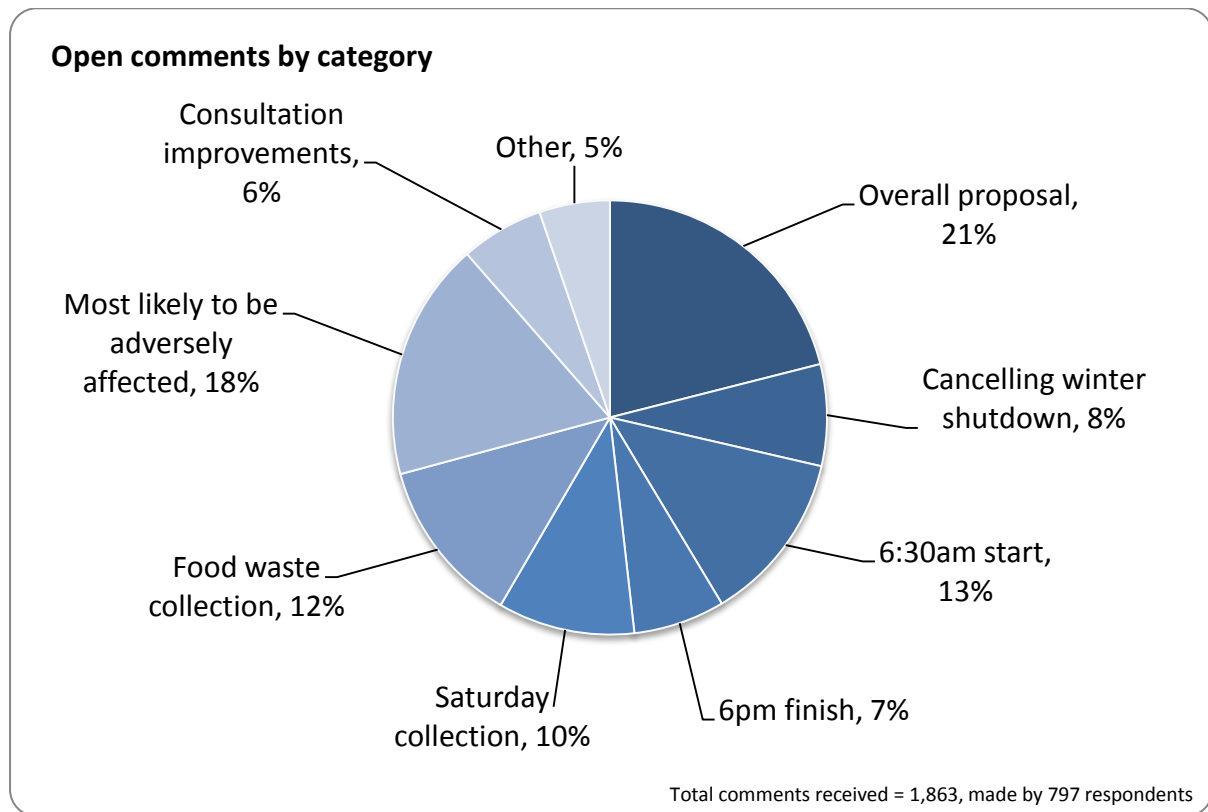


Number of respondents between 1,594 and 1,612

Section 2 – Comments made about the proposal

Of those completing the consultation, 797 took the opportunity to comment on the proposals. Between them, these 797 respondents made 1,863 comments in total, at an average of 2.3 comments each.

These comments have been divided into 9 different categories as shown in the chart below.



The remainder of section 2 summarises the comments received in each category.

Overall proposal (392 comments, 21% of total)

Support (368 comments) – A large number of respondents expressed their support for the proposal, saying they felt it was a good/sensible proposal, that they couldn't see any negatives in it, and that the council should be complimented on proposing it.

They felt it good because it would save money, and because it was flexible, efficient and utilised resources effectively. They also expressed their support for the continuation of the weekly collections on fortnightly rotas, as well as collections being made on the same day each week.

Some also praised the waste collection service and the crews in general, saying it was a very good/effective service already, and one of the best services that the council delivers.

Opposition (24 comments) – A number of respondents also expressed general opposition to the proposal, saying they felt the service is fine as it is – “if it ain’t broke, don’t fix it”. A number of respondents suggested the proposals would be in breach of the planning restrictions placed on the waste hub.

Cancelling winter shutdown (141 comments, 8% of total)

Support (108 comments) – A number of respondents expressed their support for all year round collection of brown bins as they felt this service was required. They suggested that recent winters had been milder, and all year round collection would help them clear leaves and grass in particular. Some felt this was particularly required in rural areas. Others felt that brown bin collection during winter could be reduced to once a month.

Opposition (33 comments) – On the other hand, some felt the service is fine as it is, and that some residents do not have a garden or much green waste, so they did not want the shut down cancelling. They wondered if demand for green waste collection could be determined by Council Tax band, or whether people could request brown bin collection when required.

6:30am start (238 comments, 13% of total)

Opposition (238 comments) – Respondents were opposed to the collection of their household waste from 6:30am for the following reasons:

- They do not wish to be woken up or disturbed at that time of day as it's too early/antisocial (90 comments)
- The noise of the refuse trucks that early would be too loud – Some felt quieter trucks would be needed. Others felt noise from employees getting to work in the morning would also disturb them (64 comments)
- They felt 6:30am is too early for some to get up and put bins out in time for. This could mean people or businesses might miss collections, or they might have to leave them out overnight. If left out overnight, respondents felt this could lead to blocked pavements overnight, or to bins being stolen or vandalised (including by wildlife e.g. cats, foxes). They complained this would not be safe, and that some are not allowed to leave their bins out overnight – they hoped there would be no penalty for leaving them out the night before if they had to do so. Respondents felt this issue could be alleviated if bin men would collect bins from next to the house, instead of from the end of the drive (53 comments)
- Traffic and access concerns – They felt the refuse trucks at that time would contribute to more traffic during rush hour, but also that the trucks might have access problems to some areas as most commuters would not have left for the day. They felt this increased the likelihood of parked cars being damaged by the trucks/bins. They also felt the trucks

would create particular problems around schools, and contribute towards poorer air quality (29 comments)

- Too dark for crews to do their job properly. Collecting in darkness is also dangerous for pedestrians/motorists, and contravenes health and safety guidance. (2 comments).

6pm finish (127 comments, 7% of total)

Opposition (127 comments) – Respondents were opposed to the collection of their household waste up to 6:00pm for the following reasons:

- Traffic and access concerns – They felt refuse trucks collecting until late will make the rush hour traffic worse, will impede residents’ access to their homes, and will mean the trucks find access more difficult at this time than during the day due to more cars being parked on residential streets. They felt the trucks need routing to quieter areas at this time, and need to be routed away from arterial routes. They also felt this would contribute towards bad air quality, and will also create a safety risk to children walking home from school (68 comments)
- Bins left out all day are unsightly and cause obstructions, making it dangerous for pedestrians and motorists, particularly after dark. This also increases the risk of damage to bins from anti-social behaviour, theft or from being knocked over in high winds (30 comments)
- Later collections would make it too dark and difficult in winter for some residents to put bins out and bring them back in, especially where there are no streetlights. Residents asked if the bin men would put them back in those instances where people would struggle. The elderly in particular could trip or fall sorting their bins at night (23 comments)
- Collection so late will keep children awake who are in bed (3 comments)
- It would be unhygienic in summer to leave waste out all day till late (2 comments).

Saturday collection (190 comments, 10% of total)

Opposition (190 comments) – Respondents were opposed to the collection of their household waste on a Saturday for the following reasons:

- Weekend away – Many residents go away at weekends, meaning people will either miss collections, rely on neighbours, or leave their bins outside their properties for several days. This would create security issues, as the bins would act as an advertisement to thieves/burglars of empty properties. It would also lead to messier streets, more dangerous streets due to the obstructions, and bins being stolen or vandalised. Residents felt there would need to be a bin “put out and return back” service on Saturday for those who are away. Some businesses do not trade at the weekend, and they could therefore miss Saturday collections (61 comments)

- Rest day – Respondents did not want to be woken up early on a Saturday morning by the noise of the collections, especially as they felt that Saturday is traditionally a rest and relaxation day, a day for activities or religious activities, and should be left as such. At the very least respondents felt Saturday collections should start a little later than those in the week (60 comments)
- Traffic and access concerns – Once again respondents were concerned that increasing the days of collection would lead to increased levels of traffic. They were also concerned that refuse truck access to residential streets would be hampered by parked cars, given more people will be off work. They felt that high traffic areas, including high streets, need to be avoided on Saturdays, and that increases in traffic would contribute to poor air quality (41 comments)
- Bins left out on the streets for collection on a Saturday will create a hazard for children, families and pedestrians who are more likely to be using the streets on Saturdays. This will be a problem particular to towns. People will also be at increased risk from the refuse trucks. It will also be unsightly (21 comments)
- Some were concerned about increased staff costs, and the impact on staff of working Saturdays (3 comments).

Food waste collection (231 comments, 12% of total)

Although proposals about food waste collection were not included in the consultation, many respondents took the opportunity to comment on the food waste collection which is due to begin in Autumn 2019.

Support (126 comments) – Many respondents expressed their support for the proposed collection of food waste, they felt this was a good idea, which will improve an already good service (66 comments). Whilst expressing support, respondents highlighted areas for consideration:

- Be clear about what food waste items can be recycled and what can't e.g. meat, cooked food, fruit skins etc. What would still go in the black bin waste? (20 comments)
- Compostable bags need to be made available if food waste is going in garden waste bins. The compostable bags would help ease hygiene concerns about the collection of food waste, and would ensure the bins are kept clean. They should be provided to residents for free (13 comments)
- Alternatively some felt a suitable container for food waste collection will be needed, rather than plastic bags, which will need to be stored inside properties (12 comments)
- Food waste should be collected weekly (11 comments)
- Education and home composting should play a role in food waste reduction, to ensure people waste as little as possible (4 comments).

Opposition (105 comments) – Respondents opposed the introduction of food waste collection for the following reasons:

- Hygiene concerns – The main reason for opposition was around hygiene, specifically from the food waste attracting maggots, vermin and foxes, and from the bad smells it would create. They felt this would be worse in summer, and could create a health hazard (47 comments)
- Some felt food waste collection is not required, either because people do not create enough food waste to justify it, or because people compost it instead (16 comments)
- Some felt food waste should be collected separately from garden waste, and wondered how it would be split. They were also concerned people will be careless and add plastic bags/wrappers etc. to the garden/food waste bin (17 comments)
- Some were concerned about the extra weight/content going into garden waste bins, when these are full already. This would affect large families in particular (13 comments)
- Some opposed the suggested 2 week rota for the collection of food waste, especially during the hot weather in summer (5 comments)
- Residents do not have room for an extra caddy or extra bin, or don't want extra bins. This makes life difficult in the kitchen (4 comments)
- Does the proposal not contravene the new HM Government waste strategy? Isn't the government having a consultation on having weekly food waste collection? (3 comments)

Most likely to be adversely affected (331 comments, 18% of total)

Respondents identified the people they felt were most likely to be adversely affected by the proposals:

Employees of ANSA Environmental Services (87 comments) – There was general concern about how the proposals would affect current ANSA employees who deliver the waste collection service. Respondents were worried the extra hours/days would have a negative impact on the lives of them and their families, and on their work/life balance. Others were concerned that current employees may lose their jobs. Respondents felt employees shouldn't be forced to work longer and more unsociable hours, they shouldn't be overworked, and that they should be properly remunerated for working longer days – respondents questioned whether extended driving hours would be legal or not. Others stated that their agreement was subject to employees' agreement to the proposals.

Middlewich residents (64 comments) – Some respondents felt those living in Middlewich, near to the ANSA sites and routes, would be adversely affected by the proposals. They felt they would be affected by the extra traffic, noise, disturbance and bad smells they would experience as a result of the extended operating hours. Those living on Cross Lane, Warmingham Lane and Cledford Lane were specifically highlighted as being at risk from the

proposals. Respondents also complained that the refuse trucks use local roads around the ANSA site as “cut-throughs”, and that the driving on these local roads can be fast, dangerous and obstructive.

Elderly residents (63 comments) – Respondents felt that it would be too early for elderly residents (those 65+) to get up at 6:30am to put their bins out, that it would be too dark for them to put bins out at 6pm, and that this could lead to falls, especially in winter, and that the bins are difficult to manhandle.

Vulnerable people/Those relying on assisted collections (31 comments) – Similar to concerns for the elderly, respondents suggested those with physical or memory problems, or those who are infirm, would similarly struggle with the proposals. Respondents were keen that assisted collections would continue, and that any changes to these collections would be clearly communicated if necessary.

Young children and their families (32 comments) – Respondents felt young children could be affected by the proposals by being woken up either early in the morning or at night by the collections. They also felt more children and families are on the streets on Saturdays, and the collections on Saturday could be an obstruction, or be a danger to them. They also felt families produce more food waste.

Shift workers/Night workers (24 comments) – It was felt the noise of the trucks might affect shift workers/night workers.

Terrace street and flat/apartment residents (22 comments) – Respondents felt that refuse trucks would struggle with access on tight streets very early in the morning, late at night, and on Saturdays. They also asked how those residents, who do not currently have garden waste bins, would collect food waste under the proposal.

Commuters (6 comments) – Commuters would be affected by increased traffic due to the trucks, and blocked access to their street by the trucks/bins.

Rural residents (2 comments) – Rural residents have more garden waste than urban residents.

Suggested improvements for the consultation (115 comments, 6% of total)

Some respondents criticised the consultation itself in their feedback. This included a number of areas of the consultation where respondents felt more information could have been supplied:

- Financial savings – Some felt it was not clear within the consultation how the proposals will make the estimated £600,000 savings, and they felt this should have been more clearly explained within the consultation material. They wondered how increasing the

working days/hours, adding food waste collection, and stopping the winter waste shutdown, could lead to financial savings. This seems to not make sense, and contradicts the reasons for the original winter waste shutdown, which had been done to make savings in the first place. They also wondered how current routes would be reorganised to make the savings, what centralised routes are, whether independent traffic studies had been conducted to assess the impact of proposals, and whether the savings would lead to a freeze in council tax rises. Finally they felt the stated £600,000 savings are misleading, as they should be viewed against the losses being incurred from the inefficient fleet operations since the move to Middlewich (51 comments)

- Food waste collection – Respondents felt more detail about food waste collection and how it would work was needed within the consultation, and wondered why there had not been a consultation on food waste collection proposals. They wondered what food waste is exactly, what type of food waste will be recycled, and what the benefits of food waste collection are. Respondents also wondered whether residents will have to pay for a new bin when the new food waste collection is implemented, particularly those who don't currently have a garden waste bin, such as those in terraced houses, flats or houses without gardens (34 comments)
- Some wondered what the impact of proposals will be on staff jobs and wages (4 comments)

Further to requests for extra information, some respondents had general comments to make about the consultation:

- Consultation cynicism – Some felt results to past consultations had not been listened to (e.g. the “Supply of Household Recycling and Waste Bins” consultation in 2018), and that this did not give them much belief in the consultation process. Others felt the questions had been “loaded” to get the desired response and that the consultation was taking place after a decision had already been made (12 comments)
- Some felt the consultation should have been better advertised, that online surveys would not reach all residents, and that ideally paper questionnaires should have been sent out to all households (9 comments)
- Some stated that it was good to be engaged on this topic, and thanked the council for consulting (5 comments).

Other comments (98 comments, 5% of total)

Finally, there were a number of miscellaneous comments made within the consultation:

- Residual waste collection – Some felt that 3 or 4 weekly residual/black bin collections would be ok, given the amount of items that are now recycled, and particularly if food waste is going to be collected in future (20 comments)

- Residual waste collection – On the other hand 2 comments indicated that collections of residual waste are not frequent enough, that they should be weekly or should have bigger bins (2 comments)
- Increase recycling capabilities – Some felt the service should increase the amount of items that are collected for recycling even further, to include other plastics, glass, small electrical items, batteries, lightbulbs and large items. Residents also requested a clearer list of what can and cannot be recycled, particularly for residents living in HMOs. Manufacturers should also be forced to stop using plastic (17 comments)
- Respondents emphasised that any changes to the day/time of collection should be clearly communicated to residents if/when they come in, and this should not just be a sticker on a bin (9 comments)
- Time slots – With potentially longer hours for collection, respondents felt that residents should be given AM/PM or 1 hour time slots for their weekly collection, so that the proposals would be more manageable (8 comments)
- Improved financial management – Respondents suggested that the council should improve its financial management, by not continuing to pay suspended officers, by ensuring it follows through on its cost cutting measures, by reducing costs for Councillors or by ensuring they operate in an open and transparent way (9 comments)
- Fly tipping – General concern about fly-tipping, and that it might increase as a result of proposals. Some felt it is an ever-increasing problem, and worse in areas where there are a lot of HMOs (7 comments)
- Bins falling over – Some complained about bins falling over/not being put back in the right place/getting in the way of pedestrians during collection (6 comments)
- Collection reliability – Some felt the reliability of collection needs to improve, as some weeks the collection doesn't turn up, or not on time (5 comments)
- Rubble charges – Some complaints about the rubble charges that have been implemented, and that these would lead to increased fly-tipping (4 comments)
- Bin charges – Opposition expressed to the new bin charges being implemented (3 comments)
- Arclid HWRC – Opposition expressed to the recent closure of Arclid HWRC, and complaints that Middlewich HWRC is not a suitable alternative (2 comments)
- Sunday collections – Sunday collections were also muted as a possibility (2 comments)
- Pym's Lane – One respondent asked if the Pym's Lane site would be shutting (1 comment)
- One respondent requested a bin cleaning service, for a chargeable fee (1 comment)
- One felt the "no bags" rule during collection needs to be enforced (1 comment)
- One suggested black bin content should be checked during collection to see if people are recycling correctly (1 comment).

Appendix 1 – Formal responses

The following formal responses were received as part of the consultation. These are listed in order of date received – from oldest to most recent.

Formal response #1 – Received from Alsager Town Council on 22/11/2018

Dear Rachel,

RE: CE17/18-62 Route and Rota Optimisation

The decision by the leader of the Council was discussed at a recent Town council meeting. It was resolved (PEC18/145) that comments are sent on the proposals.

The Town council welcomes the improved collection times and the introduction of food waste collections. However, they have concerns about the proposed earlier start times which could affect many households due to potential noise issues.

Yours Sincerely,

Town Clerk.

Formal response #2 – Received from W Walmsley on 20/12/2018

Dear Sir,

I wish to bring to your attention the fact that CEC/ANSA are presently undertaking a consultation survey relating to the changing of refuse collection vehicle operating times.

My concern is that if the proposed new operating times were to be implemented then it would be a clear breach of a previous agreement made between CEC, ANSA and CEC's own Environmental Health Department. The attached Environmental Health Officer's Report clearly identifies noise, and other environmental issues relating to the operation of the ANSA waste hub in Middlewich. The report also identifies agreed measures to prevent, and overcome these issues.

The ANSA planning application was approved in 2015 and ANSA started to move into its Middlewich site from October 2017, ANSA were fully installed on the site in February 2018.

I fail to understand why ANSA did not undertake the setting up of new routes/rounds for its fleet of RCV's to use once the move to Middlewich had been completed. I also believe that if this re-routing/new rounds had been undertaken and implemented, then there would not be any need for this consultation survey and proposed change in operating times.

I ask your department to ensure that all agreements made by CEC, ANSA and the Council's own Environmental Health Department are endorsed and that the proposed changes to operating times are rejected on environmental health grounds.

Dear sir.

I would like to object in the strongest possible terms to CEC/ANSA changing the operating times for its waste collection service - please see my objections below:

a. The change to an earlier start time clearly contravenes the agreement made between CEC's Environmental Health Officer and ANSA within the ANSA planning application – please see memo dated 09.09.2015 attached.

b. A breach of the above agreement highlighted in the Cheshire East's Environmental Health Officers Report (attached) would also have an adverse impact on the reputation of Cheshire East Council with its residents – for it would clearly indicate to residents that Cheshire East Council and ANSA do not take planning applications and agreements seriously.

b. The change of operating times would have a severe noise impact on local residents as there would be no background noise to mediate the noise created by the movement of vehicles at the proposed times.

c. It was agreed by ANSA (to Cllr G Walton at the Strategic Planning Committee) that new RCV routes would be implemented – you could have incorporate this new collection into existing collection rounds if this promised re-routing of RCV's had of been undertaken.

Regards,

W Walmsley.

Formal response #3 – Received from Middlewich Town Council on 22/12/2018

Hello,

Middlewich Town Council has considered the proposals and wishes to object in the strongest possible terms with detailed points as below:

a. The change to an earlier start time contravenes the agreement made between CEC's Environmental Health Officers – as in the report dated 09.09.2015 (attached).

b. The change of operating times would have a severe noise impact on local residents as there would be no background noise to mediate the noise created by the movement of vehicles at the proposed times.

c. The times of vehicles leaving and getting back to the Ansa depot were carefully discussed and agreed as part of the Planning Application so any changes should be just as carefully examined.

d. It was agreed by ANSA (to the Strategic Planning Committee) that new RCV routes would be implemented - these new routes have still not been implemented and would prevent the need for extending the proposed operating hours.

e. Middlewich collections should start at the furthest point, thus allowing some time for the vehicles to reach their destination before collecting the waste.

f. The Council is concerned that the new facility for food waste in Crewe would mean vehicle movements travelling from Middlewich and back again would increase. Ansa have pledged to be good neighbours and to do so means that agreements made with Environmental Health, Environment Agency and other partners should be adhered to; ie vehicles movements from 7am to 7pm.

I hope you will take our concerns on board.

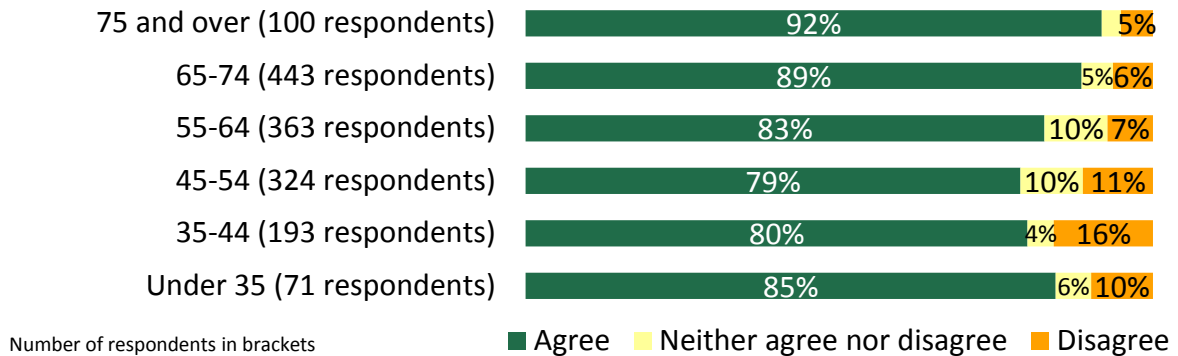
Regards,

Assistant Town Clerk, Middlewich Town Council.

Appendix 2 – Questionnaire responses by demographic

The age group most likely to agree with the overall proposal were those aged 75 plus (92% agreement), and 65-74 (89% agreement). The age group least likely to agree with the overall proposal were those aged 45-54 (79% agreement).

Strength of agreement with the overall proposal, by age group:



Middlewich respondents were least likely to agree with the overall proposal (55% agreement, 35% disagreement).

Strength of agreement with the overall proposal, by settlement:

Only includes settlements with at least 25 responses

