

THIS ITEM IS FOR INFORMATION ONLY

(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet
Subject:	Household Waste Recycling Centre booking system - Port Solent resident survey
Date of meeting:	07 March 2023
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Author:	David Emmett - Head of Waste Services
Wards affected:	All

1. Requested by

Full Council on the 6th December 2022

2. Purpose

2.1 To update Cabinet on the results of the Household Waste Recycling Centre booking system Port Solent resident survey as requested by full council on 06 December 2022.

3. Information Requested

3.1 Background

- 3.1.1 Under the terms of the Environmental Protection Act, 1990, Portsmouth City Council (the 'Council') is classed as a Waste Collection and Disposal Authority, and as such, under section 51 (1) must provide a place at which persons/resident in its area may deposit their household waste and for the disposal, which the Council does through the provision of the Portsmouth HWRC located at Port Solent.
- 3.1.2 The Council is in a joint HWRC Contract with Hampshire County Council and Southampton City Council managed through a tripartite agreement, in addition to the joint Waste Disposal Contract. Currently both contracts are with Veolia Environmental Services. Through the tripartite agreement there is reciprocal arrangement so residents from all three authorities can utilise any HWRC across the cities and Hampshire. At the last user survey Portsmouth residents were using 12 sites across the network including Portsmouth HWRC.

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- 3.1.3 A report 'Permanent retention of the Household Waste Recycling Centre booking system' (see background document list) was taken to and approved at the Community Safety and Environment portfolio meeting on 09 March 2022.
- 3.1.4 As part of the report a satisfaction survey was undertaken by Hampshire County Council with all Customers across all 26 sites in the network that had booked a slot between November and December 2021. More than 25,000 responses were received, and results indicated that 89.9% were satisfied or very satisfied with the booking experience, and 78.4% supported continued use of a booking system in the future.
- 3.1.5 Of the 25,000 responses 919 were responses from Portsmouth HWRC users. 92% of 919 respondents were either satisfied or very satisfied (70.1% very satisfied) with the booking experience and 82.4% respondents supported continued use of a booking system in the future.
- 3.1.6 On the 06 December 2022 Full Council requested that Port Solent residents are asked for their view on the booking system through our survey.

3.2 Survey Results (see appendix I)

- 3.2.1 An online survey was launched on Thursday 19 January 2023 and closed on Sunday 12 February 2023. It was promoted through the following targeted marketing and communications channels to maximise consultation engagement:
- A letter drop to Port Solent residents offering a paper questionnaire and online version
 - Telephone consultation line
- 3.2.2 In total, 195 respondents interacted with survey out of approximately 700 households and businesses.
- 3.2.3 The overall summary of results was the vast majority of respondents find the booking system easy to use, whilst just 5% find it difficult to use. A majority of respondents agree that the current booking system should remain in place (60%), with 49% 'strongly' agreeing and 11% 'slightly agreeing'.
- 3.2.4 This survey reinforces the support for retaining the booking system as shown by the survey results from the 'Permanent retention of the Household Waste Recycling Centre booking system' report.

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Signed by James Hill - Director of Housing, Neighbourhood and Building Services

Appendices:

Appendix I - Household Waste Recycling Centre booking system - Port Solent resident survey results

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Permanent retention of the HWRC booking system	Cab 9 Mar 22 HWRC report.pdf (portsmouth.gov.uk)