

# **SLGA – Joint Municipal Waste Management Strategy Public consultation**

## **Summary of responses to the consultation**

Produced by Dialogue by Design, independent facilitators

## EXECUTIVE SUMMARY

The Surrey Local Government Association has developed an agreed Joint Municipal Waste Management Strategy and conducted a public consultation around the key issues raised in the strategy. This consultation took place between 22<sup>nd</sup> May and 3 July 2006. In addition to this public consultation, a 'control group', formed from a representative cross-section of the people of Surrey, was asked to respond to the same questions asked in the public consultation.

2,068 people responded to the five questions asked in the public consultation. Of these responses, 1,663 took the form of a standard letter from GAIN (Guildford Anti-Incinerator Network).

Many of the views expressed in the GAIN form letter are also expressed by other respondents to the public consultation and by members of the control group. In particular, people mention the need for more and better access to recycling facilities, with particular concern for plastics recycling. On the whole people welcome more kerbside collection, but there are a huge range of issues associated with the most appropriate forms of bins and with the storage of collected waste, suggesting that any Waste Collection Authority (WCA) would find it difficult to satisfy all householders.

There is also much concern expressed about packaging and, in particular, plastics packaging, with a strong sense that manufacturers and retailers should be able to reduce this.

In terms of dealing with residual waste, landfill, with few exceptions, is regarded as the least preferable solution with quite a number of people expressing a preference for biological treatment and Energy from Waste (EfW), primarily to avoid landfill.

It is clear that many people do not know what biological treatment is since so many people suggest further research or express uncertainty. The GAIN form letters are very supportive of biological treatment with anaerobic digestion and strongly oppose incineration.

It is worth noting, however, that the other responses to the public consultation, and from the control group, show different results as regards incineration. If the numbers of people actively supporting incineration are normalised (i.e. take into account the differing numbers of respondents), the results show that control group and public consultation results (excluding GAIN form letters) show almost equal support for Energy from Waste via incineration.

## INTRODUCTION

The SLGA has developed and agreed a draft Joint Municipal Waste Management Strategy (JMWMS). Dialogue by Design was commissioned by the SLGA to carry out public consultation around the draft strategy. The consultation period began on the 22 May 2006 and lasted until 3 July.

People could participate in a number of ways. They could comment on the full strategy document, fill in a paper questionnaire asking five key questions, or fill in the same questionnaire online. Detailed documentation is available in separate appendices from Dialogue by Design. In parallel to the open public consultation process a representative sample 'control group' was recruited. This group was asked to complete the same questionnaire. Collection of responses from the control group was completed by the 7 July 2006.

This report shows the results of the open public consultation and the control group consultation, analysis of each set of results and some comparative review. A separate section provides a summary of the small number of responses made to the full document.

## METHODOLOGY

### Marketing and distribution of open public consultation questionnaire

Around 14,000 paper questionnaires were distributed across Surrey:

- 2000 were sent directly to community-based organisations, community groups, environmental organisations, and Parish Councils etc.
- 2000 were sent to libraries, civic offices of all local authorities and to each Borough and District Council to distribute as they chose
- 7000 were distributed at travelling Waste Minimisation road shows around the county during the consultation period
- 2000 were sent to GAIN on request
- Approximately 100 were mailed directly to individual people on request.

The questionnaire was also available online.

The principal means of notifying people of the consultation was via Surrey Matters - the quarterly magazine that goes to all residents in Surrey, and public notices ran in the notices section in the four main local papers in Surrey.

Notice of the consultation was also placed on the Surrey County Council website as well as on the websites of all Borough and District Councils; <http://www.surreywaste.info> hosts a page especially on the JMWMS that gave background and online access to the consultation and all draft documents.

All Surrey libraries, and Borough, District and County civic offices held hard copies of the full strategy and supplementary reports.

As noted above during the consultation period there was a travelling Waste Minimisation road show; the JMWMS consultation was promoted at these events. Questionnaires were placed into the 'enviro' friendly bags that were handed out to people visiting the events.

Media work led to the consultation being reported by some local papers and some radio coverage was also achieved.

## **Recruitment of the control group and management of their responses**

SLGA members made a decision to run a control group consultation in parallel to the open public consultation since the consultation exercise was not intended to be a referendum on the draft JMWMS, or any particular part of it, but as a process for bringing in arguments and opinions from the whole community. As such it is a means of informing the Strategy.

The control group was intended to be representative of the population of Surrey in terms of age, gender, ethnicity, District and Acorn classification (an established method of demographic profiling). To be representative, the sample needed to consist of at least 1,000 residents of Surrey in which the proportions of each classification matched the proportions in the county as a whole. This was done in three stages.

A mailing list of 15,000 names was created based on census and Acorn data that was expected to fit the profile of the county. A letter was sent to these people asking them to confirm their profile and asking if they wished to take part in the consultation. The consultation questionnaire was then sent to the 958 people from this initial list that confirmed that they wished to take part.

Responses were received from a total of 516 of these people, by post and through a dedicated website set up for the control group. The response rate was lower than expected and responses came disproportionately from certain demographic sectors, mainly white males in the older groupings. Some districts were also under-represented.

The shortfall was made good in terms of both numbers and under-represented sectors from two new sources. Two commercial e-panels were used to find a list of people whose profiles were known and fitted the criteria. This process provided a further 280 responses through the dedicated website. Secondly, interviewers were sent out to chosen locations to interview people fitting the profile of the remaining people under-represented, either by calling at their homes or interviewing in the street. This yielded a further 260 responses.

After checking the data, removing duplicates and adjusting for slight over-representation in some demographic sectors, there was a representative sample of 1,043 responses from the control group.

## **Participation and responses**

### **Profile by age**

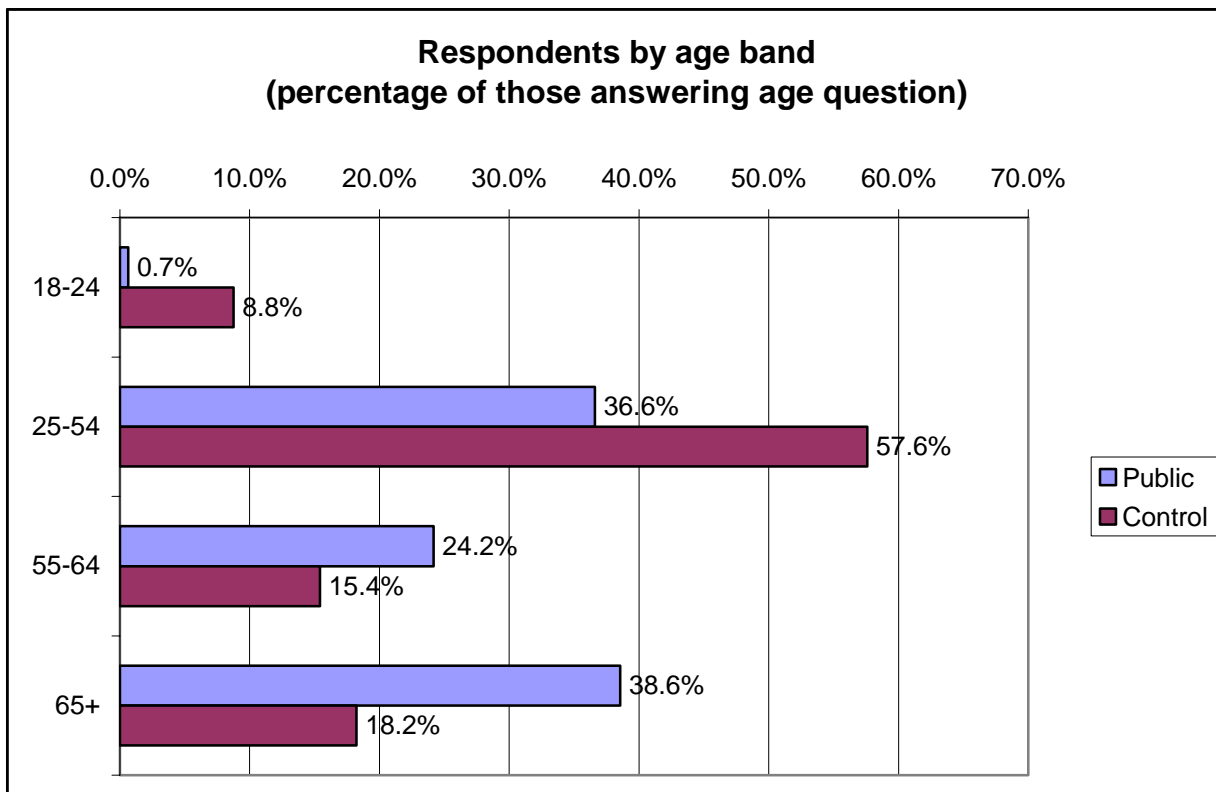
The control group was recruited to conform to the profile of the county's population by age using narrower age bands than for the public consultation. The bands used for recruitment of the control group were 18-24, 25-29, 30-44, 45-54, 55-64, 65-74 and 75 and over; for the public consultation the bands were under-18, 18-24, 25-54, 55-64 and 65 and over. The narrower bands for the control group ensured a close fit to the profile of the population while the fewer number of wider bands used in the public consultation encouraged people to complete the age question.

People were not recruited to an under-18 band for the control group; in the public consultation we received no responses that were explicitly stated to be from this age group (although some may have been received from people in this group without an answer to the age question). This lowest band was included on the public consultation questionnaire as a check to measure the level of interest from the lowest age group: the lack of responses received suggests that this was low.

All respondents in the control group confirmed their age. The age profile of respondents to the public consultation was incomplete; approximately 61% of respondents did not complete the age question. Age was not given on any of the form letters received from GAIN.

A comparison in the chart below of those respondents who did complete the age question suggests that in the public consultation the lower age groups, representing people of 54 and under, may have

been under-represented, while the higher age groups, those of 55 and over, may have been over-represented relative to the control group and the population as a whole. However, because of the large number of unanswered age questions and the lack of age data on the GAIN responses, this conclusion cannot be taken as statistically definitive. The conclusions from the control group can be regarded as providing a more balanced snapshot of the views of the county across the whole age profile than those from the public consultation.



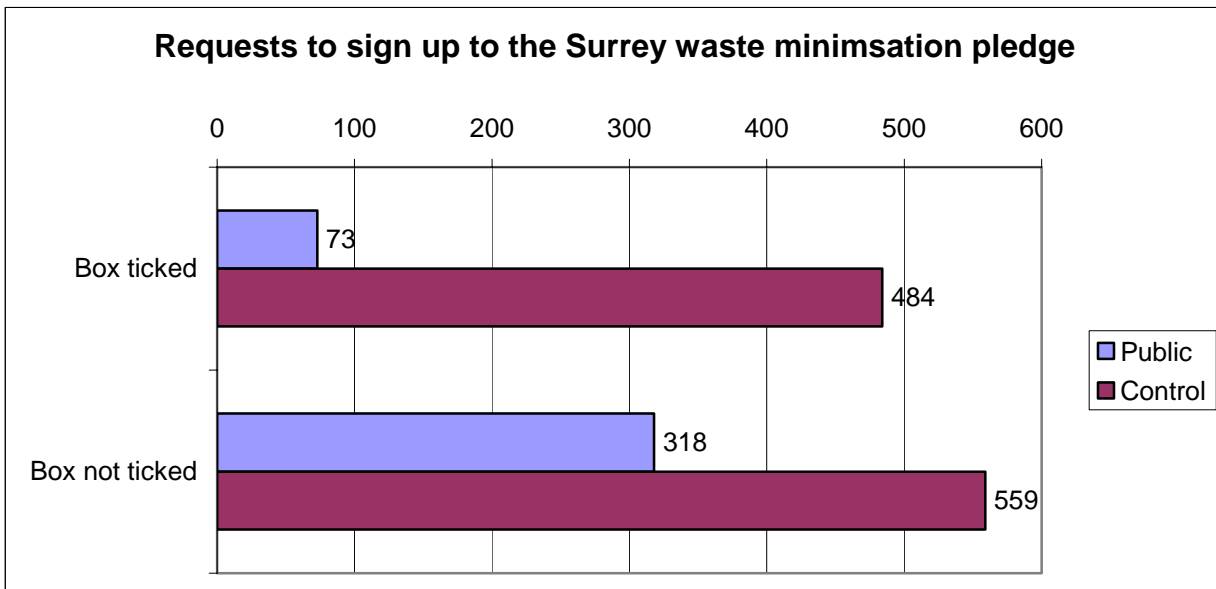
### The Surrey waste minimisation pledge

With a view to compiling a list of people who were willing to be contacted in future about waste minimisation issues, and to encourage respondents to consider their individual responsibilities in terms of waste minimisation, both the online and paper questionnaires contained a tick-box with the text “I would like to sign up to the Surrey waste minimisation pledge”. Immediately below the tick-box there was a reminder to leave an e-mail address so that the respondent could be contacted in the future. (E-mail was used for this purpose rather than postal addresses because of its low cost.) In both absolute and percentage terms the results were encouragingly high, particularly with the control group.

In total 557 people ticked the box. Their email addresses have yet to be checked for viability but the great majority appear to be in the correct form.

The GAIN form letter specified that respondents wished to sign up to the pledge but no e-mail addresses were included with the letters. Many of the form letters received from GAIN also had an incomplete postal address with approximately 41% missing a postcode so it may be difficult in practice to include these respondents in the pledge follow-up.

The chart below shows the absolute numbers of 'sign-ups', excluding the GAIN form letter submissions that may be difficult to use because of the lack of an e-mail address. If these are included the total number of sign-ups is 2,220.



### The GAIN form letter

1,663 form letters were submitted by GAIN to the public consultation. These letters start with an introduction to the GAIN position and list responses to each of the questions in the questionnaire. Detailed documentation is available in separate appendices from Dialogue by Design.

The quantitative analysis of the GAIN submissions to questions 1, 2 and 4 is included below with the main analysis; these are separated out from the other submissions to show the full diversity of views received.

It is clear from some of the free text submissions that some supporters of GAIN submitted responses via the website or on the paper questionnaire forms as well as adding their names to the GAIN form letters. However, the degree of duplication appears to be at most 20 submissions. The degree of duplication could be confirmed by verifying the addresses of each of the GAIN form letters but, as many addresses are incomplete, this would be a costly process, of the order of £4,000. The cost does not seem justified by the apparent low level of overlap and the fact that there is less need for a rigorous quantitative analysis for the public consultation than for the control group.

The self-selecting nature of the public consultation means that any quantitative analysis of the responses from it should not be regarded as a balanced representation of the population as a whole, rather as providing extra richness by showing the views of the section of the population who responded, due to particular motivation, interest, availability of time or other reasons. Therefore, distortions due to the slight over-representation of GAIN in the public consultation can be regarded as unimportant.

The results from the control group should be taken as giving the best picture of the quantitative balance of opinion across the whole county.

## Summary of numbers of responses

A total of 2,068 people submitted responses to the public consultation during the consultation period.

**Table A – Open consultation response types**

<b>Paper questionnaire public consultation</b>	<b>Online public consultation</b>	<b>Detailed responses to the full strategy</b>	<b>Form letters from GAIN</b>	<b>Total public consultation responses</b>
<b>184</b>	<b>207</b>	<b>14</b>	<b>1,663</b>	<b>2,068</b>

After the consultation closed, the responses to each question were collated and grouped under appropriate headings by independent facilitators from Dialogue by Design.

## FORMAT OF THIS REPORT

This report takes each of the questions and provides graphical feedback on results. For questions 1, 2 and 4 an open text box was included for people to make additional comments. These comments have been collated into groups and themes. For each question a table is provided showing the groups these comments have been collated into. Some short comparative analysis is provided with a few quotations to illustrate some of the themes.

## INTERPRETATION OF RESULTS

### **Question 1: Please indicate the THREE most important factors that would allow you to contribute to waste minimisation**

#### **Representation of the submissions from GAIN**

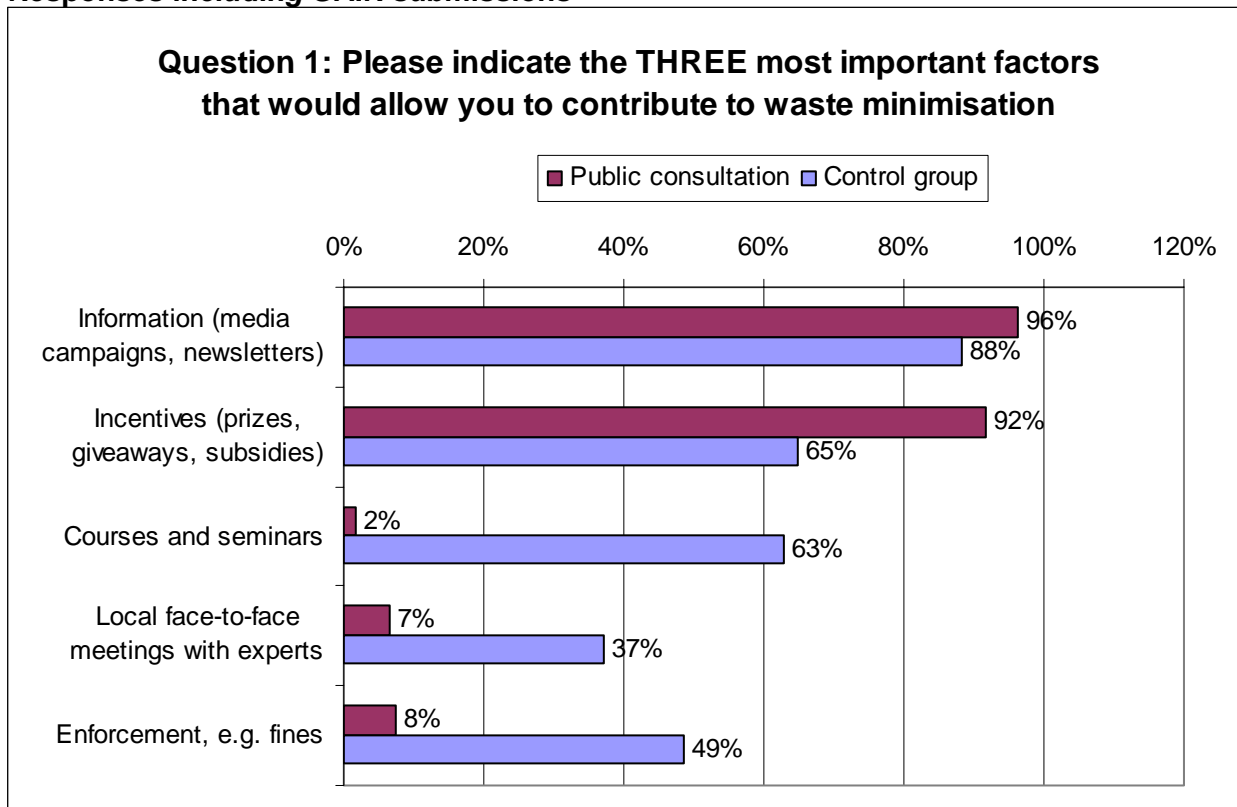
1,663 form letters were received from GAIN. These specified the three answers that should be selected for questions 1, 2, 4 and 5. Question 3 was not answered. As these responses were identical for all of the 1,663 submissions, their impact on the percentages shown for the public consultation bars is significant and it is difficult to see the variety of submissions received from other sources.

The pattern of submissions from the control group is also much more similar to the public responses if the GAIN responses are excluded. Therefore to allow the most balanced comparisons of the data from all sources, for each of questions 1, 2, 4 and 5 one chart shows the percentages of responses of each type for *all* responses and then the same chart but *excluding* the GAIN submissions. This should not be regarded as disregarding the views of large numbers of GAIN supporters since clearly these are views strongly held by large numbers of people.

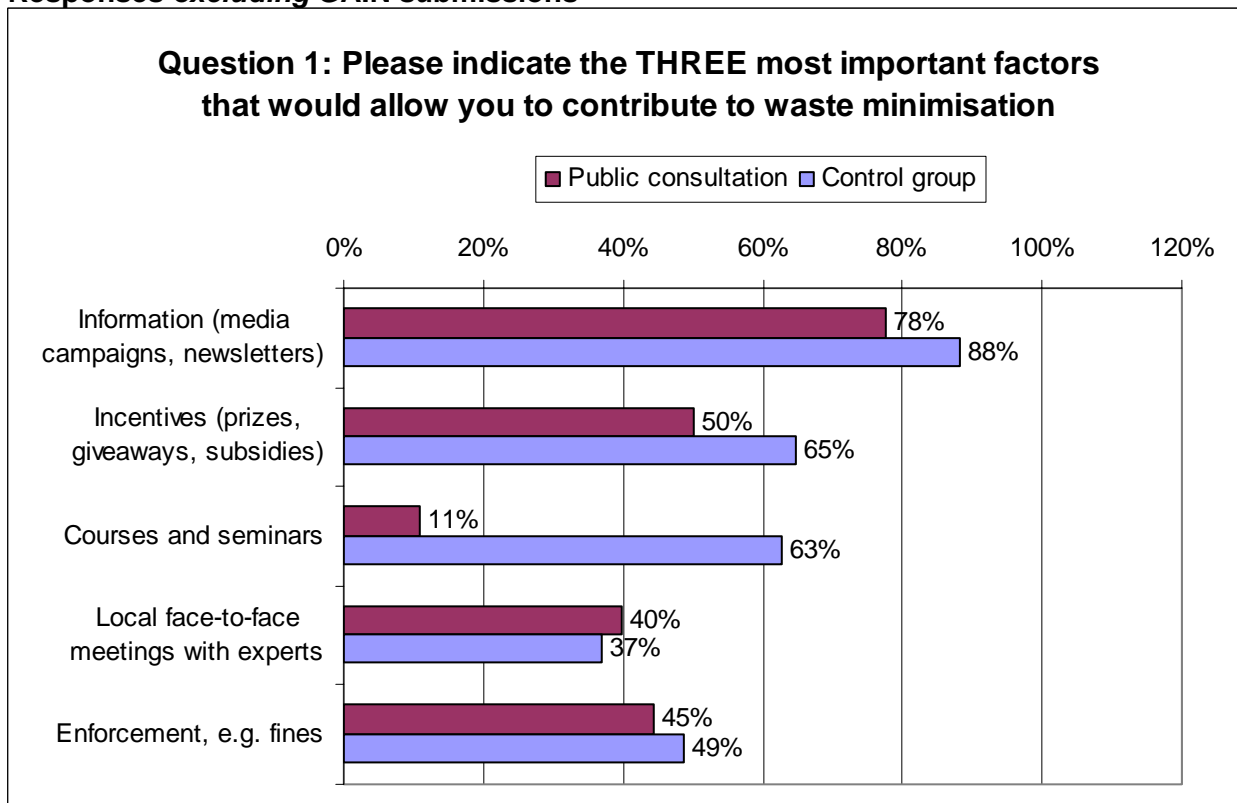
#### **Note on the number of items ticked on each form**

For questions 1, 2, 4 and 5 respondents were asked to tick exactly three items. This was done mainly as a way to rank the items in order of popularity with the respondents, and there was no particular significance in three being chosen. On the website and on the paper questionnaire, numbers of submissions other than three were accepted. On the whole people did in fact tick three items but the sum of the percentages in the charts below is lower than 300% because many people ticked the 'other' option.

**Responses including GAIN submissions**



**Responses excluding GAIN submissions**



For both the public consultation and the control group, *Information* and *Incentives* were ranked first and second respectively. The clearest difference between the public responses and those from the control group is that *Courses and seminars* were thought much more important by the control group than in the public consultation, being ranked third by the control group but last in the public consultation.

### Question 1: Other - Additional comments on text box responses

Total who responded to this question in public consultation: 1,808 including 145 that were not on the GAIN form letters.

Total who responded to this question from control group: 287.

1,808 people added 'other' things to this question for the public consultation including 145 submissions that were not from the form GAIN letters, and 287 people added 'other' things from the control group.

Table 1 below shows that a great many respondents from both groups raised issues around facilities for recycling, access to facilities and for particular materials. This suggests that there is still limited understanding among the public of the concept of reducing waste arisings prior to it becoming waste. Having said that, a small number of respondents from both groups talk about the need for individual commitment or attitude change although with a few notable exceptions they are referring to changing attitudes to recycling.

Packaging is raised as a concern here by both groups, as is the need to involve retailers and manufacturers in reducing packaging:

- *'Pressure put on manufacturers to use less packaging / packaging that can be easily recycled.'*
- *'Consultation with food manufacturers to reduce packaging.'*
- *'Penalising manufacturers who use non-recyclable packaging.'*

The GAIN form letter also stresses *'less packaging on products designed to last, be updated or be repaired'*.

Fiscal measures are mentioned by both groups to a very limited degree; on the whole these relate to reduction in council tax as an incentive to reduce waste arisings:

- *'Council tax rebate.'*
- *'Discount on council tax for less waste in the dustbin.'*

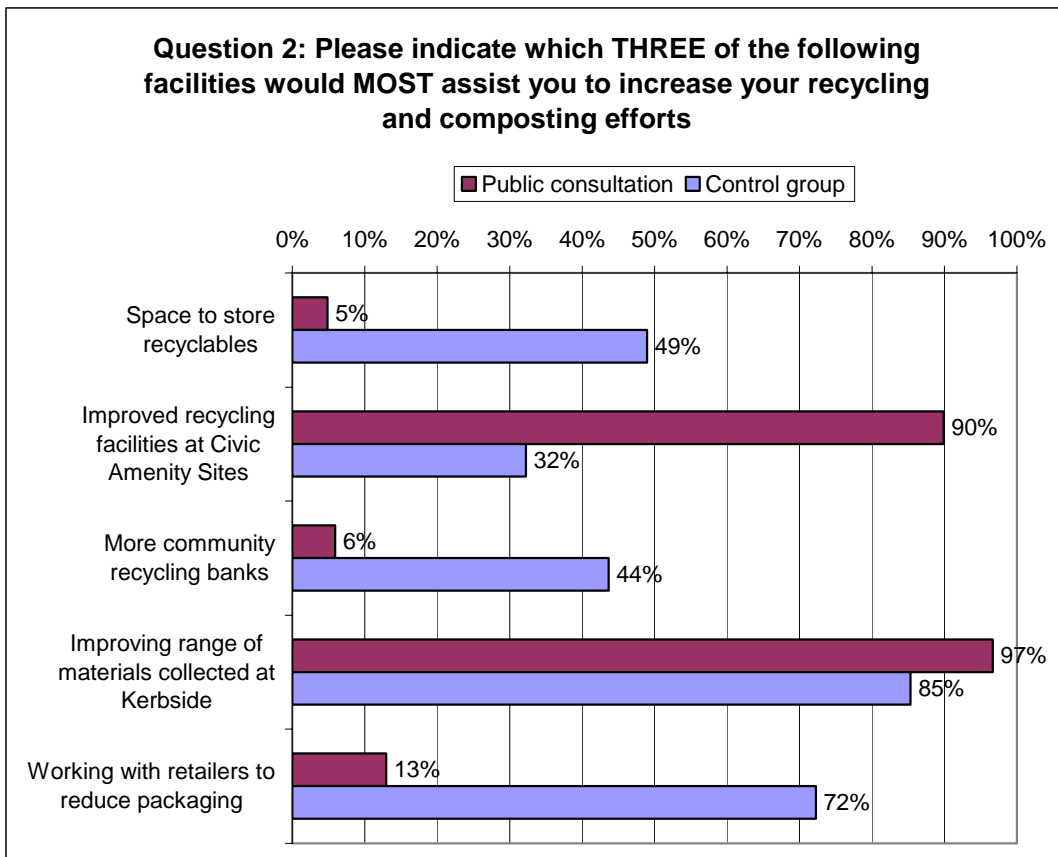
**Table 1**

Public consultation	groupCount	Control group	groupCount
Consistent/better approach and information	14	Consistent/better approach and information	32
Education esp. of school children	10	Education esp. of school children	6
Individual commitment or attitude change	3	Individual commitment or attitude change	16
Lead by example	2	Lead by example	3
Issues for older or single people	2	Issues for older or single people	4
Products designed to last or be repaired	6		
Reuse schemes	3	Reuse schemes	4
		Returnable or deposit bottles	2
Reduce junk mail	5	Reduce junk mail	5
Better/reduced packaging at source	39	Better/reduced packaging at source	63
Involving retailers/industry	28	Involving retailers/industry	15
		Legislation and enforcement (pro and con)	21
Tax incentives	5	Tax incentives	7
Pay as you throw	1		
Plastic bag charges or tax	3	Plastic bag charges or tax	6
		Recycling - Better or more frequent collection	33

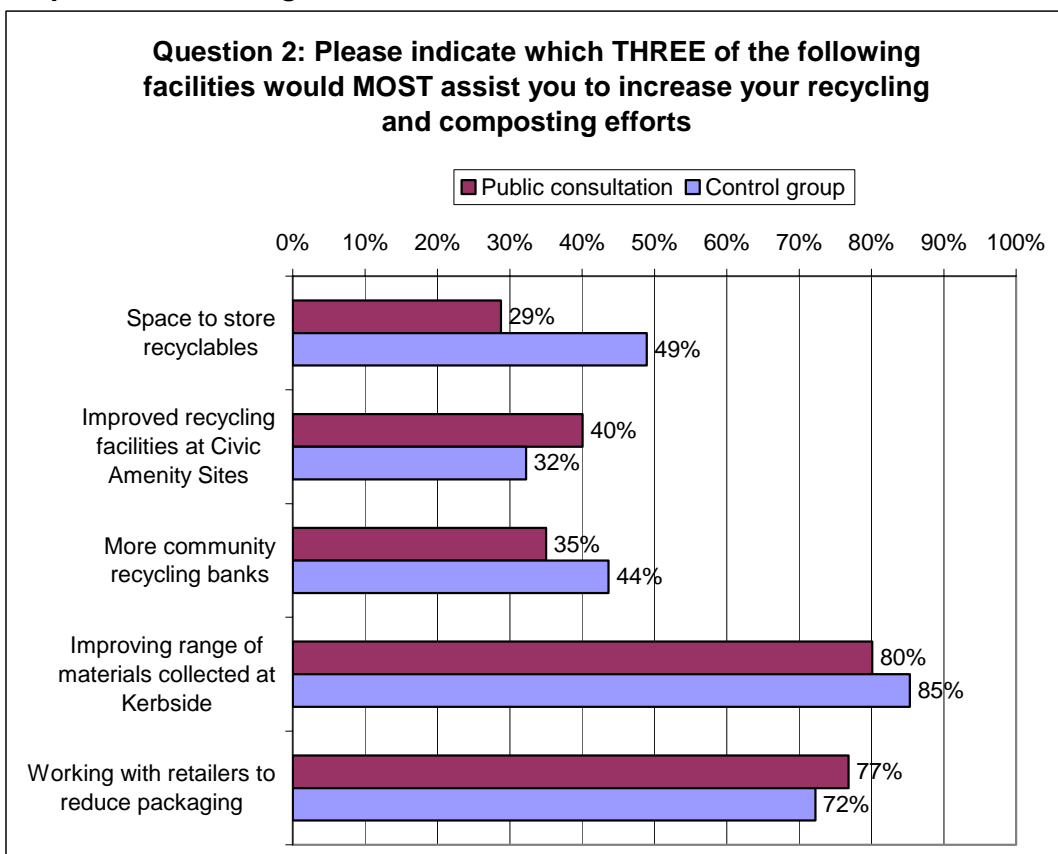
Recycling - electrical equipment	1	Waste charges	6
Recycling - local composting facilities	1	Recycling - electrical equipment	1
Recycling - making recycling easy	27	Recycling - local composting facilities	7
Recycling - more accessible/localised facilities	7	Recycling - making recycling easy	22
Recycling - more frequent collections	5	Recycling - more accessible/localised facilities	13
Recycling - more materials, esp plastics	8	Recycling - issues for business	1
Recycling - more or better facilities	13	Recycling - local incentives and competition	1
Supply of recycling/composting equipment	7	Recycling - more or better facilities	24
Trust in the system	2	Recycling - more materials, esp plastics	41
		Supply of storage/recycling/composting equipment	25
		Trust in the system	8
		Waste management staff	7
		No comment	4
Other remarks	5	Other remarks	13

**Question 2: Please indicate which THREE of the following facilities would MOST assist you to increase your recycling and composting efforts.**

**Responses including GAIN submissions**



**Responses excluding GAIN submissions**



The issue selected by most people in the control group and the public consultation, whether GAIN submissions were included or not, was *Improving range of materials collected at kerbside* and there was little difference also for the second choice of the control group and the public consultation, if GAIN submissions were excluded. This was *Working with retailers to reduce packaging*. The large number of GAIN submissions changes the second place item to *Improved recycling facilities at Civic Amenity Sites*. There was less agreement about the other solutions offered.

### Question 2: 'Other' - Additional comments on text box responses

Total who responded to this question in the public consultation: 1,765 including 102 that were not on the GAIN form letters. Total who responded to this question from the control group: 153.

The relatively low number of additional responses to this question, excluding the GAIN submissions, suggests that people found one or more of the options raised in the tick boxes acceptable.

The issues raised by both groups the most are around the need for better bring facilities, better doorstep collection facilities and the opportunity to recycle more materials, in particular plastics.

- *'recycling banks at a point where they overflow onto the floor'*
- *'Ease of access to Civic Amenity Sites. I.e. Longer opening hours, help with unloading, friendly staff. Make me feel welcome.'*
- *'Improved kerbside process of collection'*
- *'The public are lazy and very busy - need to provide better collections at kerbside'*
- *'Improve the types of plastics that can be recycled as identified on packaging'*
- *'Facility to recycle more types of plastics'*

The additional comment made by the GAIN form letter is *'packaging and products designed to be recycled'*.

**Table 2**

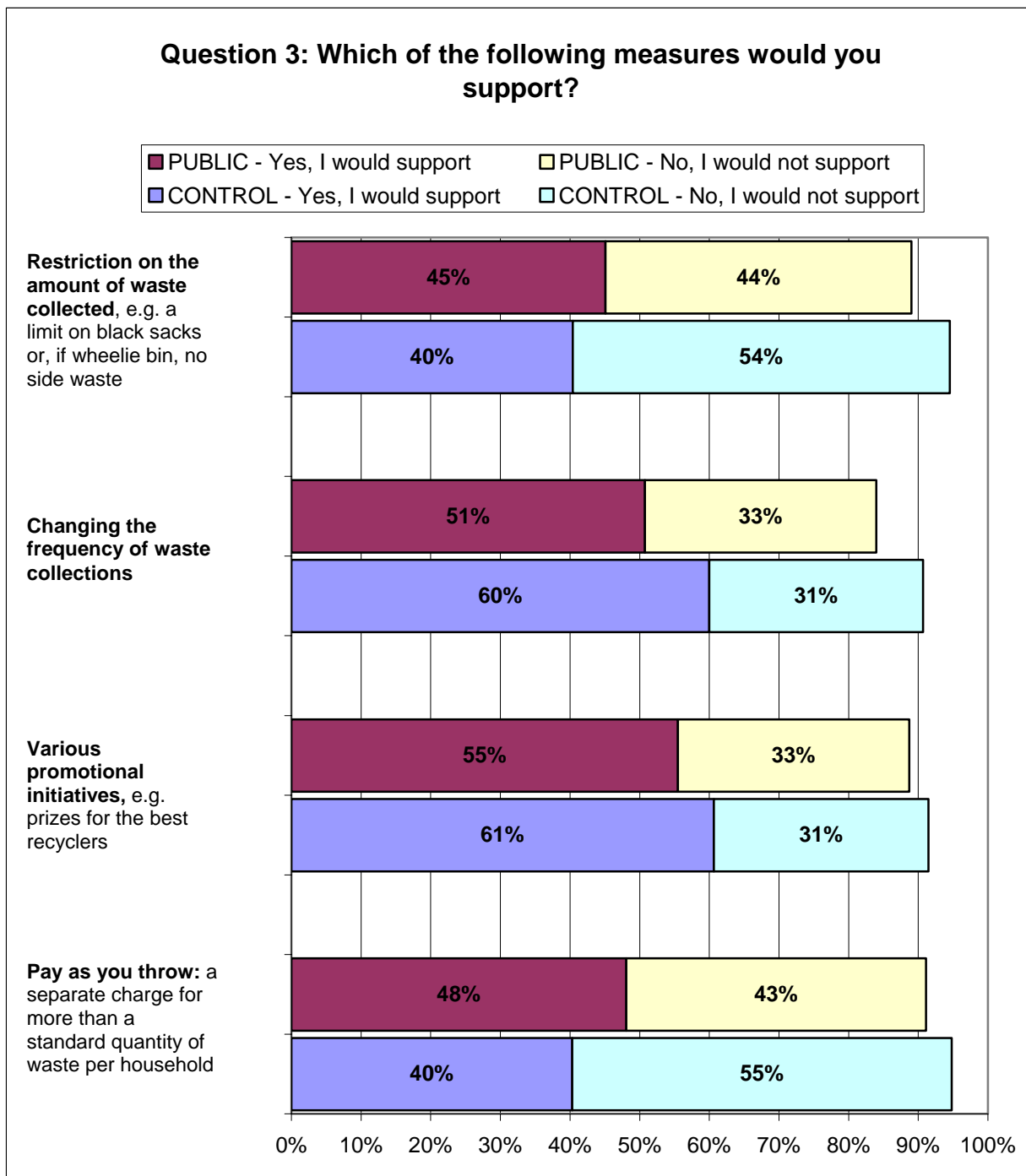
Public consultation	groupCount	Control group	groupCount
All of the above	2		
Availability of recycled products	3	Availability of recycled products	2
Better 'bring facilities'	7	Better 'bring facilities'	14
Commitment of authorities to recycle	1	Commitment of authorities to recycle	2
Communications initiatives	1	Communications initiatives	1
Compost/green waste collections	9	Compost/green waste collections	12
Don't export out of the area	1		
Education and guidance	4	Education and guidance	5
Fines for individuals	2		
Information on recycling process	2	Information on recycling process	3
Issues for older or disabled people	3	Issues for older or disabled people	4
Issues with waste management staff	1	Issues with waste management staff	2
Local initiatives and sites for composting	5		
More frequent collections	2		
		Less junk mail	1
		Littering issues	1
		More frequent collections	6
Pay as you throw	1		
Penalties for retailers/industry	2		
Recyclable packaging	9	Recyclable packaging	6
Recycling collections	23	Recycling collections	17
Recycling facilities at work	2		
Recycling of more waste types esp plastic	23	Recycling of more waste types esp plastic	22
Reduction or reuse of plastic bags	3	Reduction or reuse of plastic bags	5
Separate at recycling centre not	3		

source	
Storage problems	3
No comment	4
Other comments	2

Storage problems	4
Provision for more reuse	3
Provision of good containers size and type	33
Work with retailers and manufacturers	6
Facilities for electrical goods	3
Not interested	1
No comment	3
Other comments	3

**Question 3: Which of the following measures would you support? Control group**

Note: there was no open text box option for this question and this question was not answered by the GAIN form letter.



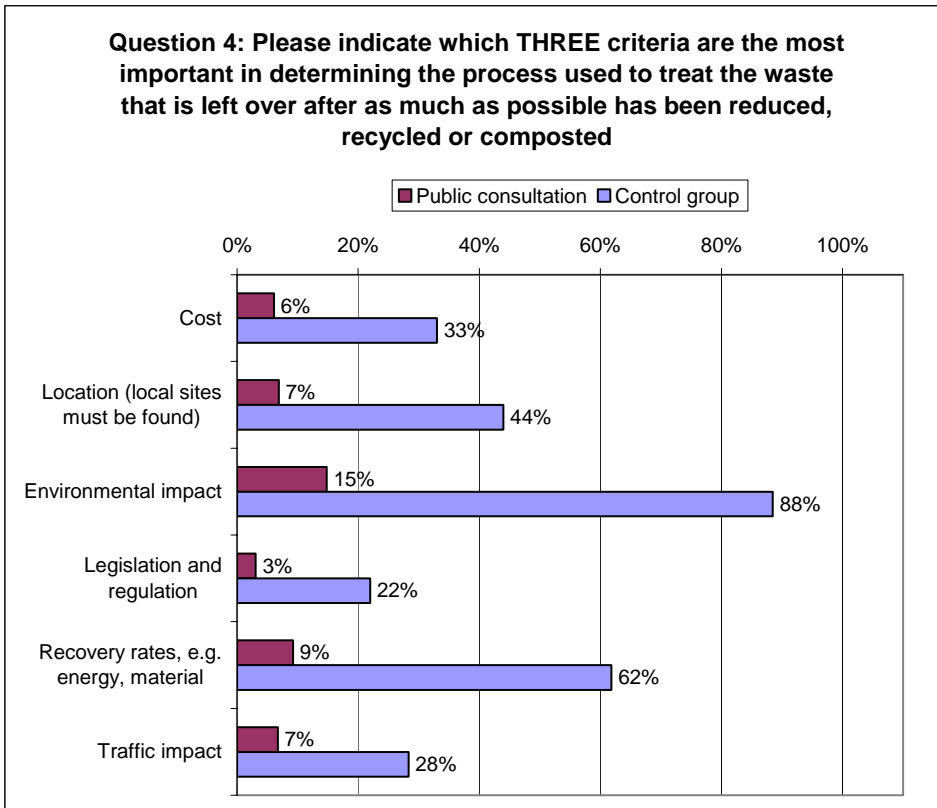
For both the control group and the public consultation the most popular two options were *changing the frequency of waste collections* and *various promotional initiatives*. Note that *changing the frequency of waste collections* could have been taken to mean increasing or decreasing the frequency of collection and, from the free text submissions to other questions, there is little support for decreasing the frequency of collection. Therefore, in this question many people are likely to have interpreted it as meaning increasing the frequency of collection.

The main difference between the responses from the control group and those from the public consultation is that support for the most popular two options is more pronounced for the control group; for the public consultation support for all four options is more evenly spread. The control group

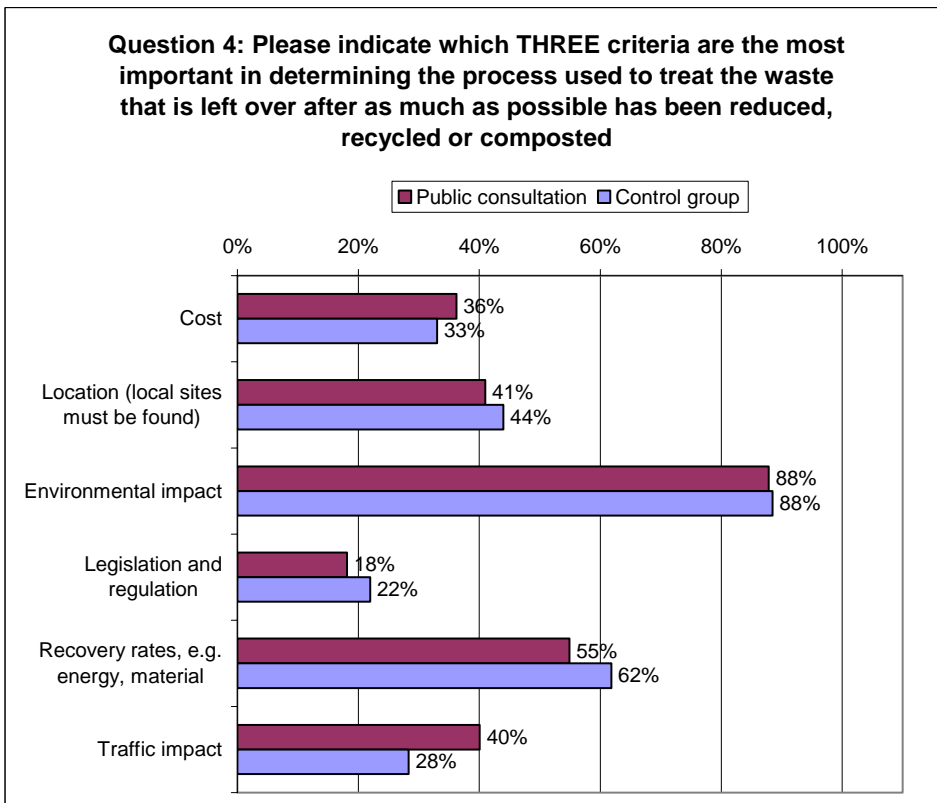
has also been somewhat more diligent in ticking either “Yes, I would support” or “No, I would not support” from each option, rather than leaving both un-ticked.

**Question 4: Please indicate which THREE criteria are the most important in determining the process used to treat the waste that is left over after as much as possible has been reduced, recycled or composted.**

**Responses including GAIN submissions**



**Responses excluding GAIN submissions**



There were in fact very few significant differences between the individual answers to this question from the control group and from the respondents to the public consultation other than GAIN. From these groups the two most important items were given as *Environmental impact* and *Recovery rates*. *Location* was selected as the third most important item. The responses from the control group and the public consultation ceased to be comparable when the GAIN submissions were included because the GAIN submissions did not select any of the standard options. Instead three subjects were included under the 'other' option. These were:

- *'Avoid combustion impacts'*
- *'Health and environmental impacts and risks'*
- *'Flexibility to recover more materials over time, rather than burning them.'*

These GAIN submissions could be seen to add weight to the two options *Environmental impact* and *Recovery rates* selected by the majority of other respondents.

#### Question 4: Other - Additional comments text box responses

Total who responded to this question in the public consultation: 1,707 including 44 that are not on the GAIN form letters.

Total who responded to this question from the control group: 52.

Apart from GAIN, very few people in either group felt the need to make additional responses to this question and most of these reaffirm issues raised by the tick boxes. This suggests that the criteria above address the principal issues.

**Table 3**

Public consultation	groupCount	Control group	groupCount
Against incineration	5	Against incineration	1
In support of incineration	4	In support of incineration	7
		Local heat and power	4
		Against landfill	1
All important	1	All important	2
Carbon emissions	3		
Difficulty in finding suitable locations	7	Difficulty in finding suitable locations	7
Environmental Impacts	7	Environmental Impacts	1
Flexibility to recover more materials over time	4	Flexibility to recover more materials over time	2
Health risks	9	Health risks	1
		Ease to carry out	1
Long term impact on local community	6		
Safety Issues	1		
Visual Impact	1	Visual Impact	3
		Information and education	2
		Leadership issues	1
		Impact of increased development	1
		Less use of packaging	2
		Local facilities for local waste	5
		Local support	2
		Regional coordination	1
		Sustainability	1
		Tax on packaging	1
		Transport issues	1
		Use of mines for disposal	1
		Collection systems	1
		Cost to tax payers	2
Other	9		

**Question 5: Do you have any comments on the best way to deal with the waste left over from minimisation, recycling and composting?**

Total who responded to this question in the public consultation: 1,901 including 238 that are not on the GAIN form letters.

Total who responded to this question from the control group: 601.

As with the other open text questions, if you exclude the GAIN response there is little variation in the views between the two groups. Relative to the number of participants slightly more respondents to the public consultation actively oppose incineration with energy recovery and more control group respondents actively support incineration with energy recovery, particularly if those who include a caveat that pollution should be minimised are included.

The GAIN form letter makes the following response to question 5.

*“My comments on the best way to deal with waste left over from minimisation, recycling and composting are:*

*“**Biological breakdown not burning.** I support GAIN’s **incinerator-free** hybrid option: Anaerobic Digestion with Energy from Gas, and potentially Autoclave, with residue cleaned and bio-stabilized. I do not support Surrey County Council’s draft Waste Disposal Plan. I support the Boroughs and Districts that are working for an incinerator-free approach.”*

Public Consultation	Control Group
<p><i>Having had some experience of waste incinerators built in the 1970s, I am strongly against incineration.</i></p> <p><i>While I understand the pressures on landfill sites, why is dumping at sea never mentioned? LCC did it for many years.</i></p> <p><i>Biological breakdown not incineration-anaerobic digestion-use the gas to run SCC's fleet of vehicles. No incinerators!!</i></p> <p><i>Biological breakdown preferable to incineration. I support Gain's incineration-free hybrid option:- anaerobic digestion with energy from gas.</i></p> <p><i>Incineration is wasteful as the energy created is short term and the pollution just adds to our problems on clean air locally.</i></p> <p><i>Incineration must be rejected. The risk of dangerous chemicals in the air, however small, is not acceptable. Previous questionnaires have overwhelmingly rejected incineration; it should not appear on the list of possibilities. I object to the process of more questionnaires which makes it necessary to repeat my opinion on this matter.</i></p>	<p><i>Do not believe that incineration is the way forward as surely toxins are then exposed into the atmosphere and therefore could be just as harmful as landfills.</i></p> <p><i>Not incineration. Avoid landfill if possible - but may have to! Better guide to what you can and cannot recycle in kerbside boxes</i></p> <p><i>I feel that incineration and landfill should be avoided if at all possible.</i></p>
<p><b>Public Consultation</b></p> <p><i>I think incineration would be the best way as the energy created can be used for powering electric turbines etc.</i></p> <p><i>I would have major concerns with indiscriminate incineration. However, I have no doubt that certain products which are currently recycled particularly cardboards, would be far better used</i></p>	<p><b>Control Group</b></p> <p><i>Incineration! And locally, regardless of the "we don't want one in our area" brigade. We eliminate waste in this area so we should be responsible for disposing of it within "our own area".</i></p> <p><i>I have no problem with incineration, especially if it involves a CHP plant, as the leaflet suggests.</i></p>

as a renewable energy source. I am also sure that certain other waste items which are "left over" could be utilised in "waste-fired" power stations - sounds a lot better than incineration! You have only to look at all the waste cardboard generated by local businesses and currently sent to landfill to realise that local small scale energy plants are a real option.

I am very much in favour of incineration/energy recovery. I believe that the environmental concerns are relatively minor (although I recognise that I'm in a minority in believing this). Energy from waste, but the question is whether to have a few large sites or several small ones. Also how to convince those against it that it is a safe technology providing it is run properly. Perhaps it would be easier to build a few larger sites than go through the process many more times for small sites. Stop trying to be "nice" about this! The time for discussion and consultation has long since passed. Surrey is making more household waste each year-not less. Landfill involves transportation by lorry to sites far outside the county. The population of Surrey is not responding to SCC pleading. Incineration in EFW is the only option that is going to deal with the problem Surrey people have created. Plastic must be separated out-not burnt.

Modern forms of incineration seem the most economical and satisfactory way of dealing with this waste.

Incineration (energy from waste) will work if the site chosen is remote from housing and accessible off a motorway such as M25. No one wants additional traffic passing by on its way to an incinerator or landfill. Some waste to energy plants are more efficient and "cleaner" than others. This fact should not be overlooked. Energy from waste via incineration. Derby city council has been doing this for years it is cost effective and handled properly could reduce council taxes. The Horsall site proposed is ideal. (any site will be met with opposition from ill informed people). Hear: consult: act: should be done.

Biological treatment is also mentioned positively by people in both the control group and the public consultation. However, it is clear that people are less sure about the technology involved and either regard this as composting or suggest more research is needed:

- More research should be carried out on biological break down of waste, as this seems like a very promising option.
- I would go for biological breakdown but only if I were aware of the response & reaction the gases would have on the environment. There could be many pluses & negatives also.
- Biological treatment should be examined further before adopting incineration

Transport issues and difficulty in finding sites for treatment facilities are recognised by a number of people in both the control group and public consultation responses. A large number of both public and control group responses prefer to recommend more effort be put into minimisation, recycling and composting rather than considering solutions for residual waste.

**Table 4**

Public consultation	groupCount	Control group	groupCount
Against green belt use	4		
Against incineration	23	Against incineration	14
Against incineration close to built up areas	6	Against incineration close to built up areas	4
Support biological treatment	33	Support biological treatment	52
Support incineration/EfW	59	Support incineration/EfW	147
Support incineration/EfW with controlled emissions	20	Support incineration/EfW with controlled emissions	65
Support landfill	2	Support landfill	17
Support segregated inert landfill	6	Support segregated inert landfill	2

Combination of biological and EfW	6
Minimise environmental and health impact	30
Minimise landfill	10
More research needed on biological treatment	7
Support autoclaving	3
Support zero residual waste	8
Deal with locally	19
Allocate benefits locally	6
Collaboration across councils and industry	11
Clear consistent approach	3
Site away from centres' of population	15
Against restriction of waste collection	6
Comments on the consultation	8
Education and information required	14
Central composting of green waste	4
Concerns about fly tipping	1
Cost/benefit is key	6
Develop markets for materials	8
Dispose of waste at sea	3
Involve retailers/industry	16
No comment	6
Pre - increase and improve recycling facilities	23
Pre - product design	3
Pre - Recycle more types of waste	15
Pre - reduce packaging	33
Pre - reuse schemes	1
Pre- emphasis on waste minimisation	12
Research policy in other areas and countries	7
Transport issues	10

Combination of biological and EfW	18
Minimise environmental and health impacts	47
Minimise landfill	19
More research needed on biological treatment	13
Consider other technologies	1
Stop importing waste from outside Surrey	3
Deal with locally	12
Collaboration across councils and industry	7
Site away from centres' of population	3
Difficulty in finding sites	20
Comments on the consultation	8
Education and information required	23
Central composting of green waste	4
Concerns about fly tipping	6
Cost/benefit is key	18
Develop markets for materials	3
Dispose of waste at sea	3
Involve retailers/industry	1
No comment / need more information	50
Pre - increase and improve recycling facilities	64
Pre - product design	8
Pre - Recycle more types of waste	27
Pre - reduce packaging and junk mail	66
Pre - reuse schemes	9
Pre- emphasis on waste minimisation	27
Research policy in other areas and countries	6
Transport issues	25
Use residual for land reclamation/building	13

## Letters in response to the full consultation document

14 letters were received addressing the full strategy and/or responding to the 5 key questions in the questionnaire. These responses came from four private individuals, the Highways Agency, Environment Agency, Barnstead Village Residents Association, Surrey Green Party, GAIN, Capel Action Group, Mole Valley, Woking, Waverly, Guildford, and Elmbridge Councils. Detailed documentation is available in separate appendices from Dialogue by Design.

Of the four letters from private individuals, two people write to express their concerns about the possibility of EfW/incineration plants being built at Martyrs Lane and Heather Farm. A third letter also expresses concerns about these two sites, but takes pains to agree that Surrey should deal with its own waste and that local sites will be needed. His concern, rather, is that Martyrs Lane and Heather Farm are very close together and that a facility should only be permitted at one site, not both. The fourth letter relates to collection systems and expresses concerns around charging (over and above council tax) for the collection of rubbish since this will in all likelihood just result in fly tipping.

The Capel Action Group reaffirm their opposition to mass burn incineration; they express their support for Policy 1 relating to partnership working. On Policy 4 they feel that Surrey County Council should give more support to WCAs in collecting more waste for recycling. Recommendations are made for investing in autoclaving as a recycling technology. For Policy 5 they feel that landfill should be considered a viable option for non-biodegradable residues from recycling, MBT, AD and autoclaving. Their submission also includes evidence they provided on waste technologies.

The submission from GAIN supports 60% recycling and composting targets but would like to see 50% achieved by 2010/11 and 60% by 2016. GAIN stresses the need for county wide kerbside collection and in particular food waste. They recommend more opportunities for re-use at CA sites and would like to see more potential for high quality composting from municipal waste. They support landfill for stabilised bio-treated wastes and favour biological treatment. They are concerned that no incinerator free option is given in this consultation.

The submission includes a number of additional documents:

- Recycling, composting and residual treatment
- The GAIN waste template
- Civic Amenity Sites
- Energy from gas
- Surrey waste figures: Quantity and Quality
- Petition presented by Graham Hibbet
- The form letter signed by Surrey residents and presented as part of the SLGA consultation
- Petition presented by Heather Bromham
- Mix of plants for residual waste
- Incinerator-free with Anaerobic Digestion and Gas Capture
- Reasons for declining to Develop an Incinerator-Free Option: MBT with Anaerobic Digestion and Gas Capture
- Incinerator Impacts
- Delivery and Partnerships
- Comments on Action Plan 2006-2025.

The Surrey Green Party commented first on the summary questionnaire. They would rather there was a “do you support incineration” question, with a simple yes/no answer. They feel this denies the people of Surrey to indicate what they think. *‘Without a direct question relating to the option that exercises a significant number of people, this questionnaire could be said to be disingenuous and invalid. The free text option (Q5) is no substitute for a simple, straightforward yes/no type question.’*

They also have concerns over question 4, that ticking ‘recovery rates, e.g. energy material’ appears to be a good option for anyone who is anti-wasting waste, except that by ticking this box they may inadvertently support incineration. A similar concern is expressed about the location tick box since people may want to support local facilities but not a local incinerator.

In terms of the comments on the full JMWMS document, they believe the target should be zero waste rather than zero waste growth. Suggestions also include:

- Bicycle recycling schemes
- Action in schools – promote the idea of schools to become models of sustainable development in the community
- Supporting charity shops
- Supporting clothing bins
- Collecting garden waste to reduce bonfires
- Monitor transport issues around upgrading and promotion of CA sites.

Banstead Village Residents Association supports policies 2 and 4 around dissemination of information and welcomes the cohesion between the 11 authorities displayed by the Strategy.

The Highways Agency supports the approach of self-sufficiency since this minimises transport movements; however, it notes that concentration of preferred sites close to the M3 and M25 could have impacts on adjoining counties.

The Environment Agency submission expresses concerns about commitment not to take commercial waste at CA sites, in particular from small businesses. It also asks for consideration to be given to the EA's thematic strategy, which promotes the justification of alternatives '*where these are more sustainable. This could mean that some reuse/recycling schemes turn out to be less sustainable than energy from waste, for example.*' They also recommend monitoring the effects alternative weekly collections might have, such as the effect on fly tipping.

They recommend referring to the RSS and issues of apportionment before decisions are made on the selection of facilities/technologies to ensure *they meet proposed or future recovery criteria for solid fuel. The Centre for European Standardisation is likely to set target standards to thermal efficiency measure as calorific values well within the plan period*

Waverley, Elmbridge, Mole Valley, Woking and Guildford Councils all submitted replies to the consultation. All welcome the partnership approach described in the Strategy then to a greater or lesser degree raises the issue of disposal technologies and recommendations that alternatives to incineration are found. The full submissions are available in separate appendices from Dialogue by Design.