

**Appendix A**  
**Lancashire County Council's household**  
**waste recycling centres**  
**Consultation report – 2019**

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)





**Melissa Sherliker, Mike Walker, Mick Edwardson  
and Stephanie Windross**

**April 2019**

For further information on the work of Business Intelligence please contact us at  
Business Intelligence  
Lancashire County Council  
County Hall  
Preston  
PR1 8XJ  
Tel: 0808 1443536  
[www.lancashire.gov.uk/lancashire-insight](http://www.lancashire.gov.uk/lancashire-insight)

# Contents

<b>1. Executive summary</b> .....	<b>3</b>
1.1 Key findings.....	3
<b>2. Introduction</b> .....	<b>7</b>
<b>3. Methodology</b> .....	<b>10</b>
3.1 Limitations.....	11
<b>4. Main findings</b> .....	<b>12</b>
4.1 Use of the household waste recycling centres.....	12
4.2 The proposal for Lancashire County Council's household waste recycling centres .....	15
4.3 Partner organisations consultation.....	26
<b>5. Other responses to the consultation</b> .....	<b>30</b>
5.1 Letters and emails from service users .....	30
<b>Appendix 1 - Demographic breakdown</b> .....	<b>32</b>

# 1. Executive summary

This report summarises the response to Lancashire County Council's consultation on the Lancashire household waste recycling centre's service (HWRC).

For this consultation, we asked the public, staff and partner organisations to give their views. We promoted the consultation with posters and banners displayed at the recycling centres, press releases, social media and panels on relevant pages of the county council website. The consultation was also promoted internally to staff and county councillors via the intranet and C-First (the councillors' portal).

Paper copies of the consultation questionnaire were available on request and an electronic version of the consultation questionnaire was available online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

The fieldwork ran for eight weeks between 28 January 2019 and 25 March 2019. In total, 1,219 completed questionnaires were returned (15 paper questionnaire responses and 1,204 online questionnaire responses).

## 1.1 Key findings

### 1.1.1 Findings from service users and general public consultation

#### 1.1.1.1 Use of the Lancashire household waste recycling centres (HWRC)

- The household waste recycling centres that respondents were most likely to say they had used in the last two years were Carnforth (181), Longridge (178) and Barnoldswick (168).
- About a fifth of respondents (21%) said that they visit household waste recycling centres weekly, less than half of respondents (45%) said that they use them monthly and a quarter of respondents (25%) said that they use them every three months.
- Over four-fifths of respondents (83%) said that they generally want to be able to visit their local household waste recycling centre between 9am-5pm on Friday, Saturday or Sunday.
- Only about a tenth of respondents (9%) said that they would generally want to be able to visit their local household waste recycling centre outside of the proposed opening hours of 9am-5pm.

### 1.1.1.2 The proposal to change the opening hours to 9am-5pm

- Almost two-fifths of respondents (39%) said that they agree with the proposal **to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year** and about half of respondents (51%) said that they disagree.
- Those respondents who agreed with the proposal to **change the opening hours of all household waste recycling centres to 9am-5pm for the entire year were most likely to say** they agree because the proposals are a good way of saving money with better hours (51%) and people can find a way to fit in the new proposed hours (15%).
- Those respondents that agreed with the proposal said it wouldn't affect them (68%) and they will manage to fit it in their daily life (21%).
- Those respondents that disagreed with the proposal to **change the opening hours of all household waste recycling centres to 9am-5pm for the entire year were most likely to disagree because some workers will struggle or won't be able to visit the centres during these hours** (59%), that closure will increase fly tipping (26%).
- Those respondents that disagreed with the proposal were most likely to say it would affect them because work commitments would mean it would be harder to visit the centres (29%) and inconvenience as they wouldn't be able to go as often as they needed (27%).

### 1.1.1.3 The proposal to open seven household waste recycling centres on five days a week

- Almost one-third (31%) of respondents said that they agree with the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week. However, half of respondents (50%) said that they disagree with the proposal to open the seven household waste recycling centres on five days a week.
- Those respondents that agreed with the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week were most likely to say they agree with the proposal because they seem sensible (49%).
- Those respondents that disagreed with the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week were most likely to say they disagree because fly tipping will increase (33%) and it will reduce recycling rates (27%).
- When asked how the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week would affect them if it happened, those

respondents who agreed were most likely to say this because it wouldn't have a large impact (50%), they would try and work around the new hours (38%).

- When asked how the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week would affect them if it happened, those respondents who disagreed were most likely to say this because it would be inconvenient (28%) and there would be a reduction in efforts to recycle (24%).
- The most common response when asked if there is anything else we need to consider or that we could do differently when thinking about our proposals to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year or to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days were various suggestions for opening hours (17%) and fly tipping concerns (17%).

### 1.1.2 Findings from the consultation with partner organisations

- 27 out of 40 respondents said that they disagree with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year.
- The most common responses when asked why they agree or disagree with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year were that currently times are when most working people can use the sites (19) and it will increase fly-tipping (16).
- The most common response when asked how it would affect their organisation if the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year happened was concern about increased fly-tipping (19).
- 12 out of 28 respondents said that they disagree with the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week.
- The most common response when asked why they agree or disagree with the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week was that it will increase fly-tipping (8).
- The most common response when asked how it would affect their organisation if the proposal to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week happened was concern about fly tipping (10).
- The most common response when asked whether there is anything we need to consider or that we could do differently when thinking about our proposals to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year or to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week were to stagger the opening times to help people who work (9).

### 1.1.3 Other responses to the consultation

- We received three emails/letters from organisations during the consultation period.
- One of these emails from Lancashire Teaching Hospitals trusts said that there was no impact on trust services identified.
- One email from Dalton Parish Council had no objection to making the opening hours the same across all recycling centres, 9 – 5, all year round, however, does object to reducing the days Skelmersdale household waste recycling centre opens to five because Skelmersdale exceeds the tonnage for reducing the opening days, and whilst there are two household waste recycling centres in West Lancashire (Burscough): the distance between them is six miles. They say that people who use Skelmersdale household waste recycling centre are from outside of West Lancashire, because Wigan household waste recycling centre is on the opposite side of their borough and people from Shevington, Standish, Appley Bridge and the west of Wigan come to Skelmersdale centre as it is closer and that they probably don't even know there is a household waste recycling centre in Burscough, never mind know how to find it. They express concern of increase of instances of fly tipping and says this is false economy by Lancashire County Council, as it's simply transferring the problem and costs to West Lancashire Borough Council and West Lancashire's tax payers.
- One email from Lancaster City Council says that members have suggested that it may be more advantageous for the centres to be open 7 days a week, but with reduced opening hours, as opposed to opening 5 days a week for longer opening hours.

## 2. Introduction

Lancashire County Council, like many councils across the country, is going through financially challenging times. This is as a result of funding not keeping pace with the increasing demand and cost of services being delivered. We need to continue to look at ways of reducing costs to help balance the books for future years. This means that we have to consider changes to some of the services we currently provide, as we do not have the resources to continue to deliver what we have done in the past. These changes were considered by our county councillors and we are now looking to consult on what impact the proposals may have.

### Timescales

3 December 2018 - Cabinet agreed to consult on proposals

28 January to 25 March 2019 - consultation with the public and partner organisations

16 May 2019 - report the consultation outcomes to Cabinet

20 May 2019 - consultation with employees

From October 2019 – new opening times proposed to begin

### Opening hours

Lancashire County Council's household waste recycling centres currently have different opening hours during the summer (1 April to 30 September) and during the winter (1 October to 31 March). The summer opening hours are 8am to 7pm and the winter opening hours are 8am to 5pm.

### Opening hours proposal

We are proposing to change the opening hours for all our household waste recycling centres to 9am-5pm for the entire year (2 January to 31 December).

### Background to the opening hours proposal

Our analysis shows that

- during the summer about nine out of ten visits to our household waste recycling centres happen from 9am-5pm
- during the winter 19 out of 20 visits happen between these times

During the summer, staff currently work 11-hour shifts, four days a week. During the winter, they work nine-hour shifts, four days a week. Managing these working arrangements is more costly than managing staff working a traditional set working week. We are proposing that our staff will work eight-hour shifts, five days a week all year round. This would mean that they will spend less hours working when our centres are least used, therefore providing better value for money.



### Opening days

All 15 of Lancashire County Council's household waste recycling centres are currently open seven days a week (excluding Christmas Day, Boxing Day and New Year's Day).

### Opening days proposal

We are proposing to open the following seven household waste recycling centres on five days a week

- Barnoldswick
- Burscough
- Carnforth
- Clitheroe
- Haslingden
- Longridge
- Skelmersdale

All these centres will be open on Friday, Saturday and Sunday. The two days they close will either be Monday and Tuesday or Wednesday and Thursday. The days the centres close will be based on usage data and the availability of alternative facilities.

### Background to the opening days proposal

We are proposing that centres that handle less than 5,000 tonnes a year open five days a week. The average annual tonnage of household waste delivered to each of our centres is

<i>0 to 5,000 tonnes</i>		<i>5,000 to 9,000 tonnes</i>		<i>9,000 tonnes to 14,000</i>	
	Annual tonnage		Annual tonnage		Annual tonnage
Longridge	2,859	Altham	6,491	Preston	9,697
Barnoldswick	2,995	Skelmersdale	6,678	Chorley	10,579
Clitheroe	3,440	Lytham	8,242	Burnley	11,148
Burscough	4,507	Fleetwood	8,369	Lancaster	11,768
Carnforth	4,527			Farington	13,116
Haslingden	4,536				

We are also proposing that the centre in Skelmersdale opens five day a week, because there are two household waste recycling centres in West Lancashire district.

The majority of Lancashire's districts have only one centre. Three districts each have two: West Lancashire (Burscough and Skelmersdale); Ribble Valley (Longridge and Clitheroe); and Lancaster (Lancaster and Carnforth). By staggering the days that each centre is open in both West Lancashire and Ribble Valley, a seven days a week household waste recycling centre service will still be maintained in each of these districts.

Pendle and Rossendale will be the only districts without a seven day service. In Pendle many residents already use the Burnley household waste recycling centre due to the location of Barnoldswick. However, Barnoldswick's opening days would also be staggered with Clitheroe's opening days to provide a second alternative. In Rossendale, if households can't hold onto their waste until their local household

waste recycling centre is open, the nearest alternative centres are Burnley or Altham.

Where centres are open seven days a week it increases the overall number of staff required to deliver the service. If staff work five days a week extra staff are required to cover the two additional days. To open our household waste recycling centres five days a week provides the most efficient and cost effective means of delivering the service.

### 3. Methodology

For this consultation, we asked the public, staff and partner organisations to give their views. We promoted the consultation with posters and banners displayed at the recycling centres, press releases, social media and panels on relevant pages of the county council website. The consultation was also promoted internally to staff and county councillors via the intranet and C-First (the councillors' portal).

Paper copies of the consultation questionnaire were available on request and an electronic version of the consultation questionnaire was available online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

The fieldwork ran for eight weeks between 28 January 2019 and 25 March 2019. In total, 1,219 completed questionnaires were returned (15 paper questionnaire responses and 1,204 online questionnaire responses).

The service users/general public questionnaire covered two proposals: the first proposal was to change the opening times for all Lancashire's household waste recycling centres and the second proposal was to change opening days for seven of the centres. The questionnaire introduced the consultation by outlining the current opening hours and days, explained the proposed changes and provided the rationale behind the proposals.

The main section of this questionnaire included ten questions, which covered respondents' use of household waste recycling centres and their views on the proposals. The questions that covered respondents' use of the centres asked them which sites they visit, how often they visit them and what times and days they want to be able to visit them. The questions that covered respondents' views on the proposals asked how strongly they agreed or disagreed with the proposals, why they agree or disagree with the proposals, how the proposals would affect them and if they think there is anything else that we need to consider or that we could do differently.

The remaining questions asked respondents for information about themselves. For example, if they are a deaf person or have a disability. This information is presented in appendix 1.

The questionnaire for organisations introduced the consultation by outlining the current opening hours and days, explained the proposed changes and provided the rationale behind the proposals.

Respondents were first asked which organisation they were responding on behalf of and what their role is within their organisation. The main section of this questionnaire included seven questions, which covered how strongly they agreed or disagreed with the proposals, why they agree or disagree with the proposals, how the proposals would affect their organisation and if they think there is anything else that we need to consider or that we could do differently.

In this report respondents' responses to the open questions have been classified against a coding frame to quantify the qualitative data. Coding is the process of

combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents. All responses to open questions are then coded against the coding frame, and can be subsequently analysed as quantitative data.

## **1.2 Limitations**

The findings presented in this report are not representative of the views of people who use Lancashire household waste recycling centres. Neither are they representative of the population of Lancashire. They should only be taken to reflect the views of people who were made aware of the consultation, and had the opportunity and felt compelled to respond.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

## 4. Main findings

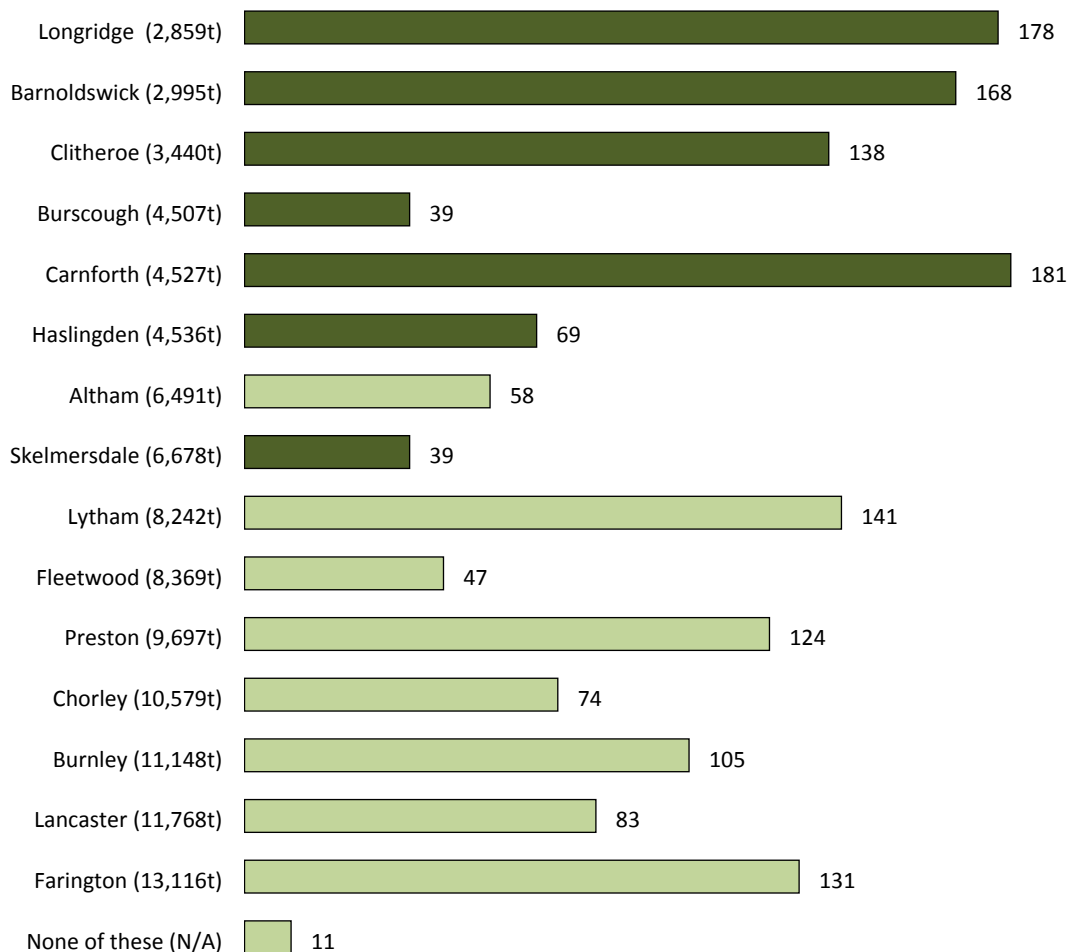
### 4.1 Use of the household waste recycling centres

Respondents were first asked which of Lancashire's household waste recycling centres they have used in the last two years.

Chart one shows the number of respondents who said that they had used each centre in the last two years. The centres are ordered by the average annual tonnage (from small to large, top to bottom) for each site and the centres highlighted in dark green are those that we are proposing to open on five days a week.

Despite these sites having a low annual tonnage, respondents were most likely to say the centres they had used in the last two years were Carnforth (181), Longridge (178) and Barnoldswick (168). This suggests that for these sites, as well as Clitheroe (138), respondents have responded to the consultation because of the proposal to reduce the number of days these centres are open.

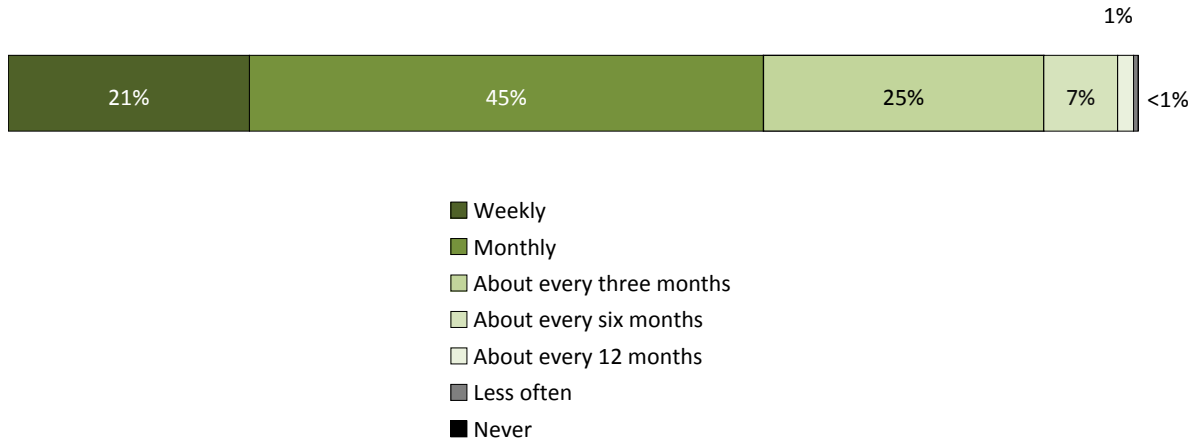
**Chart 1 - Which of the following household waste recycling centres have you used in the last two years?**



Base: all respondents (1, 219)

Respondents were then asked how often they visited household waste recycling centres in Lancashire. About a fifth of respondents (21%) said that they use them weekly, less than half of respondents (45%) said that they use them monthly and a quarter of respondents (25%) said that they use them every three months.

**Chart 2 - Generally, how often do you visit household waste recycling centres in Lancashire?**



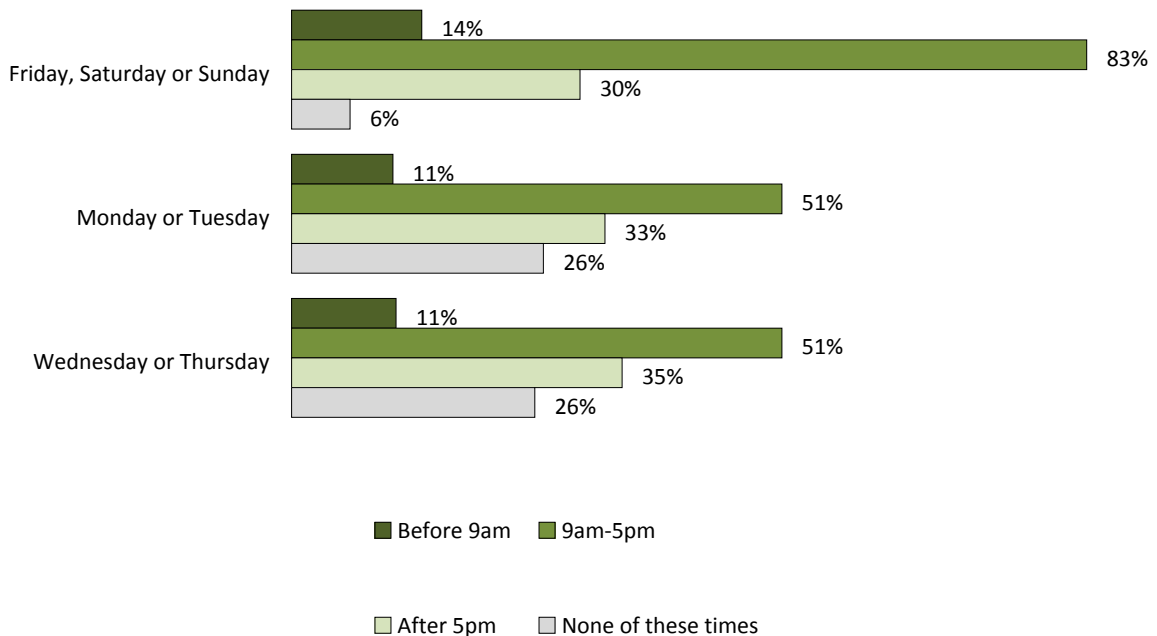
Base: all respondents (1, 209)

Respondents were then asked when they want to be able to visit their local household waste recycling centre.

Over four-fifths of respondents (83%) said that they generally want to be able to visit their local household waste recycling centre between 9am-5pm on Friday, Saturday or Sunday.

Only about a tenth of respondents (9%) said that they would generally want to be able to visit their local household waste recycling centre outside of the proposed opening hours of 9am-5pm.

**Chart 3 - Generally, when do you want to be able to visit your local household waste recycling centre?**

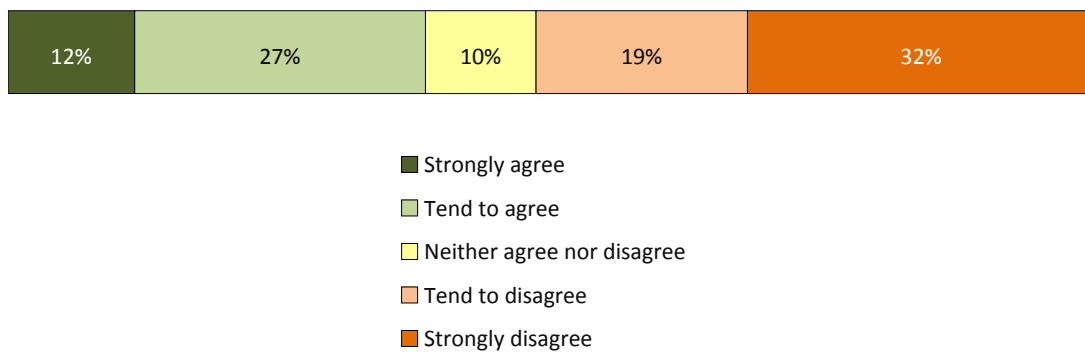


Base: all respondents (1, 223)

## 4.2 The proposal for Lancashire County Council's household waste recycling centres

Respondents were then asked how strongly they agree or disagree with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year. Almost two-fifths of respondents (39%) said that they agree with the proposal and about half of respondents (51%) said that they disagree.

**Chart 4 - How strongly do you agree or disagree our proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year?**

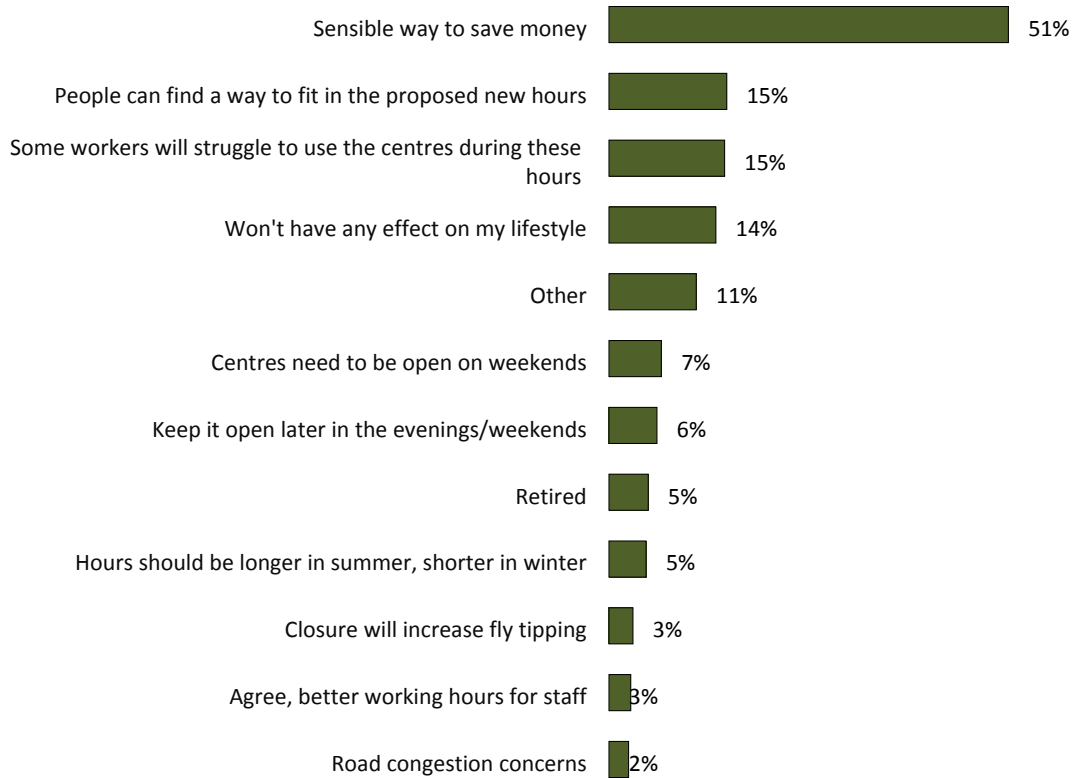


Base: all respondents (1, 219)



Respondents were then asked why they agree or disagree with the proposal. Of those respondents who agree<sup>1</sup> with the proposal, the most common responses to this question were that the proposals are a sensible way to save money (51%), people can find a way to fit in the new proposed hours (15%) and some workers will struggle to use the centres during these hours (15%).

**Chart 5 - Respondents that agree with the proposal – why do you say this?**

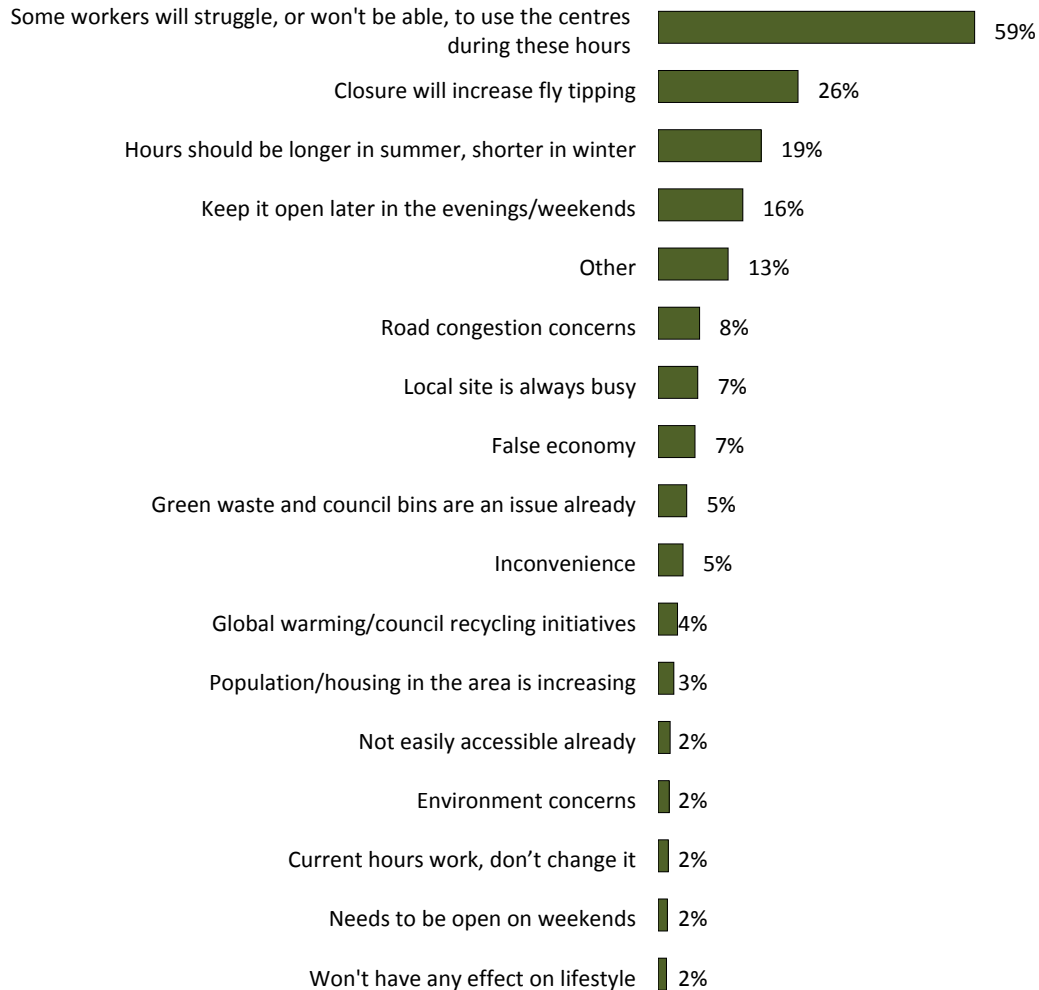


Base: respondents who 'tend to agree' or 'strongly agree' with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year (361)

<sup>1</sup> Respondents who 'strongly agree' or 'tend to agree' with our proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year.

Of those respondents that disagree<sup>2</sup> with the proposal, the most common responses were some workers will struggle, or won't be able, to use the centres during these hours (59%) and that closure will increase fly tipping (26%).

**Chart 6 - Respondents that disagree with the proposal – why do you say this?**

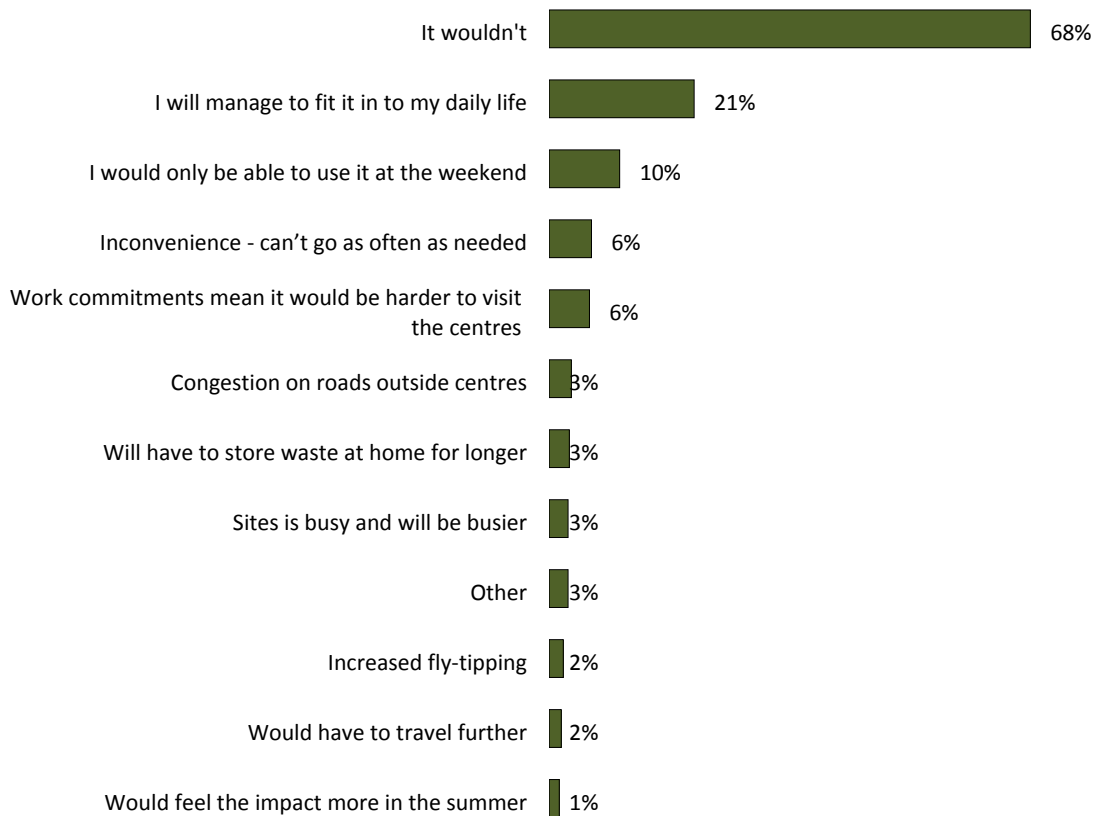


Base: respondents who 'tend to disagree' or 'strongly disagree' with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year (588)

<sup>2</sup> Respondents who 'strongly disagree' or 'tend to disagree' with our proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire //year.

Respondents were then asked how it would affect them, if this proposal happened. Of those respondents that agree with the proposal, the most common responses to this question were that it wouldn't affect them (68%) and they will manage to fit in their daily life (21%).

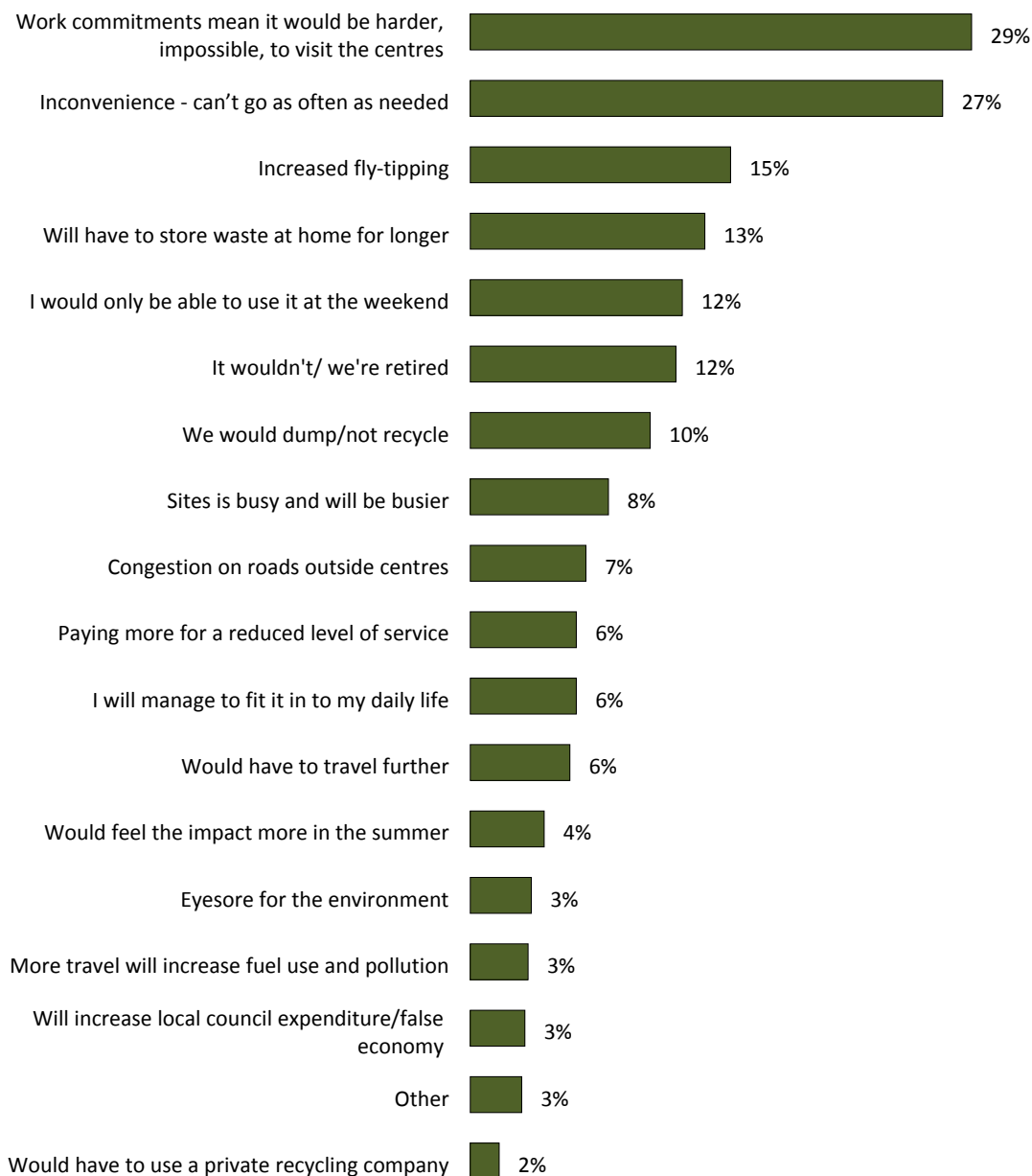
**Chart 7 - Respondents that agree with the proposal – if this proposal happened, how would it affect you?**



Base: respondents who 'tend to agree' or 'strongly agree' with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year (349)

Of those respondents that disagree with the proposal, the most common responses to how it would affect them were that work commitments mean it would be harder, or impossible, to visit the centres (29%) and inconvenience as they wouldn't be able to go as often as needed (27%).

**Chart 8 - Respondents that disagree with the proposal – if this proposal happened, how would it affect you?**

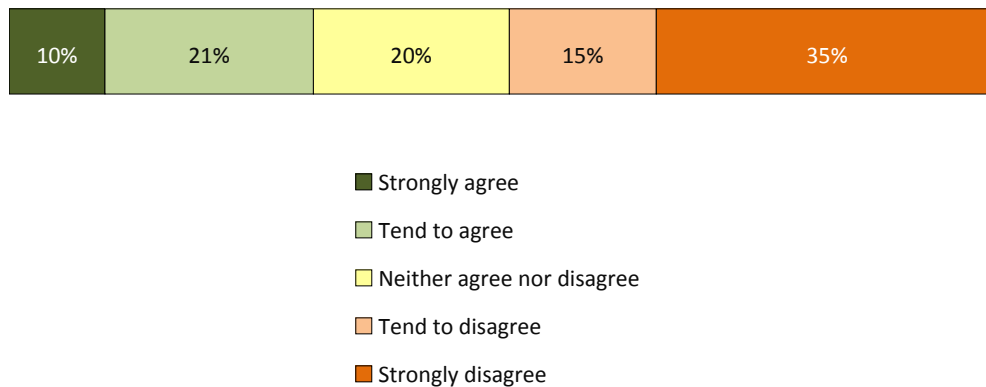


Base: respondents who 'tend to disagree' or 'strongly disagree' with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year (547)

Respondents were asked about the proposals to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week.

Almost one-third of respondents (31%) said that they agree with the proposal. However, half of respondents (50%) said that they disagree with the proposal.

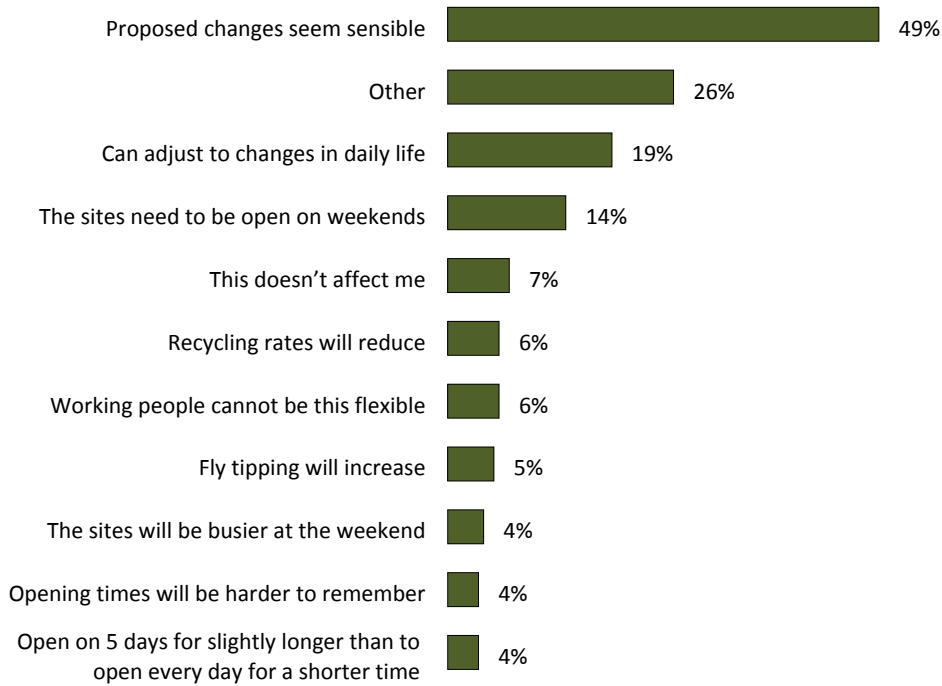
**Chart 9 - How strongly do you agree or disagree with our proposal to open five days a week at these seven household waste recycling centres?**



Base: all respondents (868)

Respondents were then asked why they agree or disagree with the proposal to open five days a week at the seven household waste recycling centres. Of those respondents that agree with this proposal, the most common response was that proposed changes seem sensible (49%).

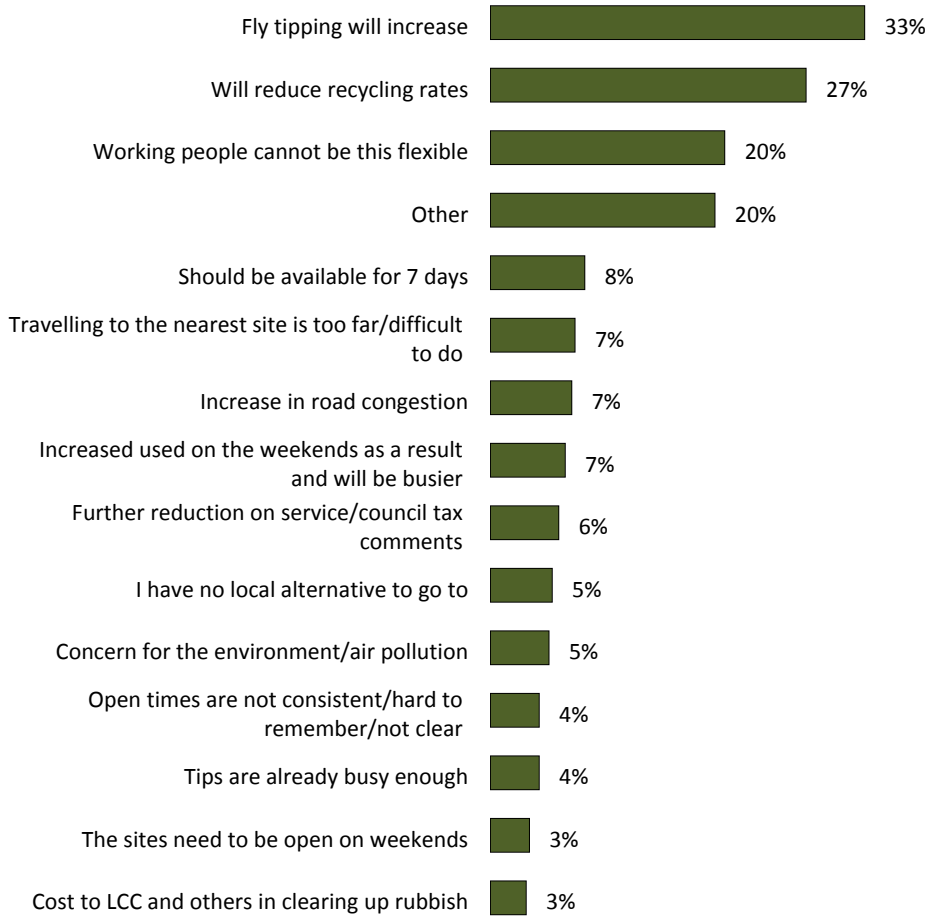
**Chart 10 - Respondents that agree with the proposal – why do you say this?**



Base: respondents who tend to agree or strongly agree with our proposal to open five days a week at seven household waste recycling centres (170)

Of those respondents that disagree with the proposals, the most common responses were that fly tipping would increase (33%) and that it will reduce recycling rates (27%).

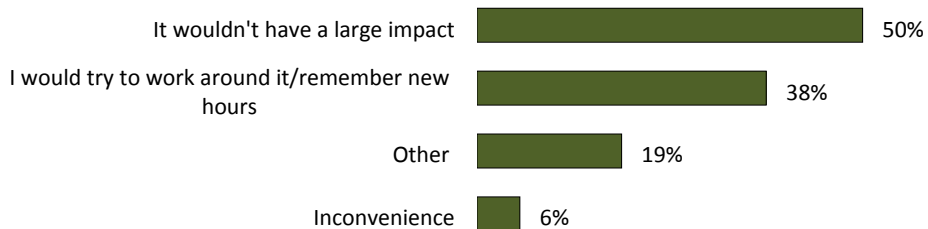
**Chart 11 - Respondents that disagree with the proposal – why do you say this?**



Base: respondents who tend to disagree or strongly disagree with our proposal to open five days a week at seven household waste recycling centres (345)

Respondents were then asked how the proposal would affect them. Of those respondents that agree with the proposal, the most common responses to this question were that it wouldn't have a large impact (50%) and that they would try and work around it and remember the new hours (38%).

**Chart 12 - Respondents that agree with the proposal – if this proposal happened, how would it affect you?**

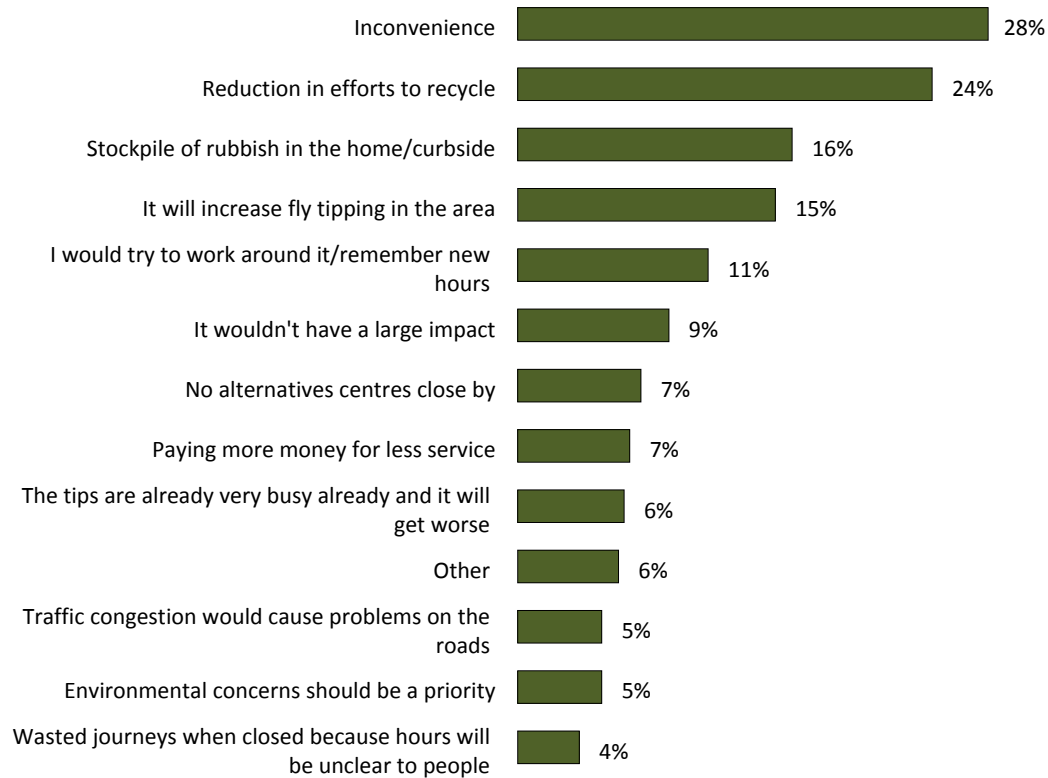


Base: respondents who tend to agree or strongly agree with our proposal to open five days a week at seven household waste recycling centres (143)



Respondents were then asked how the proposal would affect them. Of those respondents that disagree with the proposal, the most common responses to this question were that it would be inconvenient (28%) and that there would be a reduction in efforts to recycle (24%).

**Chart 13 - Respondents that agree with the proposal – if this proposal happened, how would it affect you?**



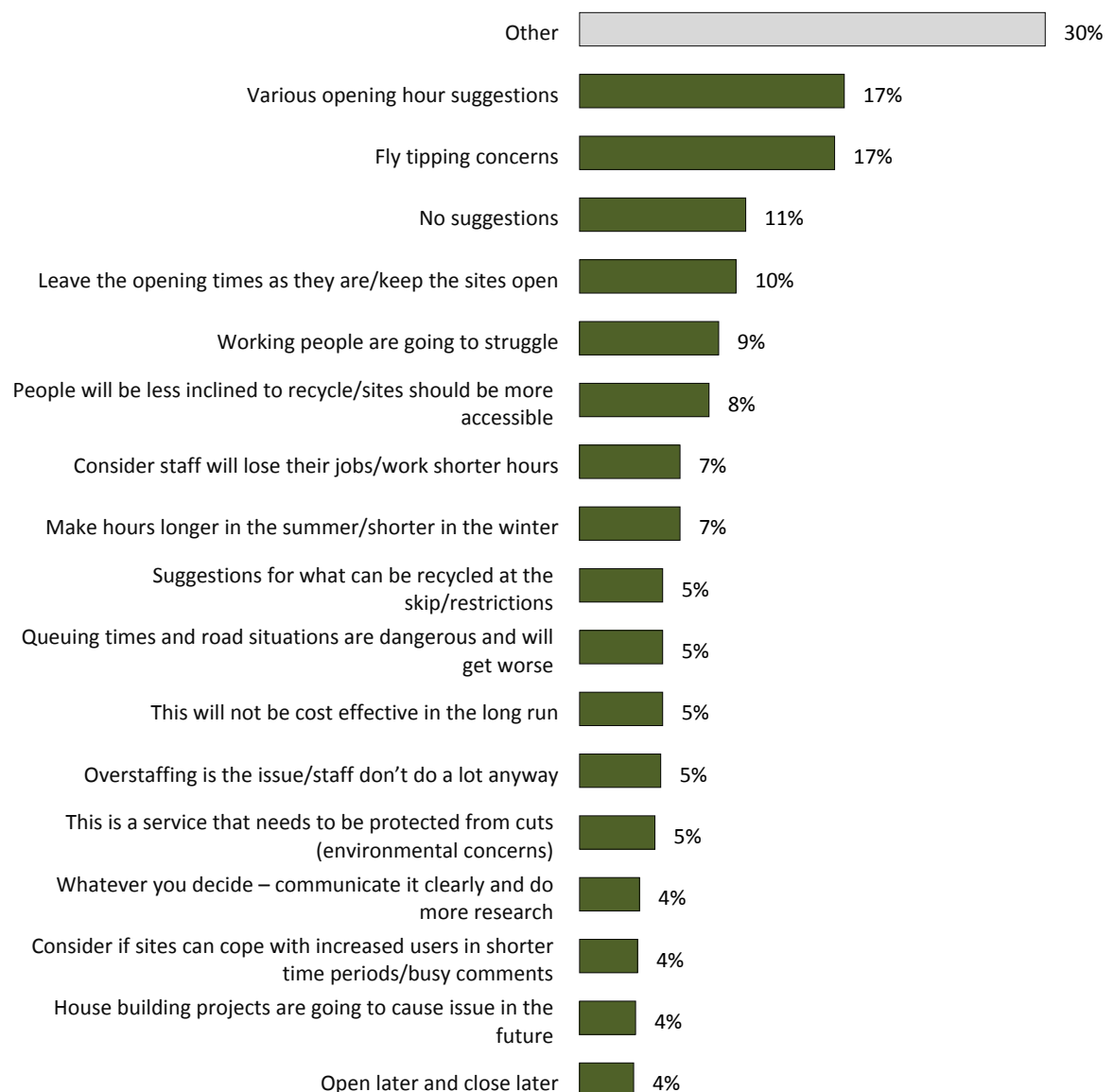
Base: respondents who tend to disagree or strongly disagree with our proposal to open five days a week at seven household waste recycling centres (304)

Finally, respondents were asked whether there is anything we need to consider or that we could do differently.

Three-tenths of respondents (30%) provided a comment that has been coded as 'other'. This is because these responses didn't directly answer the question, or because they occurred with such a low frequency that giving them their own code wasn't justified.

The most common responses that could be coded were various suggestions for opening hours (17%) and fly tipping concerns (17%).

**Chart 14 - Thinking about our proposals, is there anything you think we need to consider or that we could do differently?**



Base: all respondents (799)

### 4.3 Partner organisations consultation

Respondents were first asked how strongly they agree or disagree with the proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year. 27 out of 40 respondents said that they disagree with the proposal.

**Table 1 - How strongly do you agree or disagree with our proposal to change the opening hours of all household waste recycling centres to 9am-5pm for the entire year?**

	%
Strongly agree	3%
Tend to agree	23%
Neither agree nor disagree	8%
Tend to disagree	33%
Strongly disagree	35%

Base: all respondents (40)

Respondents were then asked why they agree or disagree with the proposal. The most common responses to this question were: current times are when most working people can use the sites (19) and it will increase fly-tipping (16).

**Table 2 - Why do you say this?**

	Count
Currently times are when most people in 9 to 5 jobs can use the sites	19
Increase in fly tipping	16
Stagger opening hours through the week/flexible opening times	12
Summer hours should be extended/Winter hours shortened	7
Support for change in hours/ positive action to lower costs	5
Road usage/congestion concerns	5
No savings will be made	5
Interesting comment	4
Environmental concerns/reducing vehicle movements	4
Other	3
Some areas only have one accessible site	2
Reduce number of staff	2
Don't change the hours	1
Local population/building increase should be considered	1
More travelling to HWRC sites	1
Clear communication about opening hours needed	1
Sites are already not fit for purpose	1
More green waste being produced in the summer	1

Base: all respondents (37)

Respondents were then asked how it would affect their organisation if the proposal happened. The most common response was concern about increased fly-tipping (19).

**Table 3 - If this proposal happened, how would it affect your organisation?**

	Count
Increased fly tipping	19
Clean up costs of fly tipping wouldn't save LCC any money	6
Other	5
Sites would become even busier	4
It wouldn't	4
Environmental and ecological impacts	3
Customer complaints	3
Offer flexible opening hours to try and accommodate people who work	2
Site closures already had a negative impact	2
As long as weekends are open it might be fine	1

Base: all respondents (31)

Respondents were asked about the proposals to open Barnoldswick, Burscough, Carnforth, Clitheroe, Haslingden, Longridge and Skelmersdale household waste recycling centres on five days a week. 12 out of 28 respondents said that they disagree with the proposal.

**Table 4 - How strongly do you agree or disagree with our proposal to open five days per week at these seven household waste recycling centres?**

	Count
Strongly agree	1
Tend to agree	5
Neither agree nor disagree	10
Tend to disagree	3
Strongly disagree	9

Base: all respondents (28)

Respondents were then asked why they agree or disagree with the proposal. The most common response to this question was concern about fly-tipping (8).

**Table 5 - Why do you say this?**

	Count
Fly-tipping	8
Won't be affected	4
Increase of road congestion/travelling resulting in air pollution	4
Concerns for the environment	3
Unclear opening hours on already existing sites	3
Flexible opening hour comments/people working	2
Change in hours preferable to closure	2
Increase in population and house building	2
Sites are already incredibly busy	2
Other	1
Reduce staff	1
More complaints	1
False economy	1
People will be less inclined to use the service	1

Base: all respondents (21)

Respondents were then asked how it would affect their organisation if the proposal happened. The most common response to this question was concern about fly-tipping (10).

**Table 6 - If this proposal happened, how would it affect your organisation?**

	Count
Fly-tipping	10
Other	3
Won't be affected	3
Increase in population and house building	3
False economy	3
Increase of road congestion/ travelling resulting in air pollution	2
People will be less inclined to use the service	2
Interesting comment	1
More complaints	1
Unclear opening hours on already existing sites	1

Base: all respondents (16)

Finally, respondents were asked whether there is anything we need to consider or that we could do differently. The most common response to this question was to stagger the opening times to help people who work (9).

**Table 7 - Thinking about our proposals, is there anything you think that we need to consider or that we could do differently?**

	Count
Stagger opening times to help people who work	9
Other	7
Consider needs of people in the area	6
Massive concern for fly tipping	6
Interesting comment	5
Traffic pollution and road concerns	4
Longer hours in the summer	3
Shift system for staff to save money	2
Environmental concerns	1
More information and opportunities about how to recycle needed	1
Clear communication to residents	1
Better to change hours then close altogether	1

Base: all respondents (24)

## 5. Other responses to the consultation

### 5.1 Letters and emails from service users

During the consultation period, we received three other responses to our proposals. These responses came from Dalton Parish Council, Lancaster City Council and Lancashire Teaching Hospital Trust. These responses are given in full below.

#### 5.1.1 Dalton Parish Council

##### Household Waste Recycling Centres Consultation - Skelmersdale & Burscough Sites

Your response form asks for details of use of the HWRC and person details that it is not appropriate for a Parish Council to answer - for example the postcode of the Parish Clerk who lives out of the area of the Parish and number of times the sites are visited are irrelevant. In the absence of a specific form for parish councils asking questions that a corporate body is able to answer, it is requested that you consider these responses below, formed in meeting and resolved as the response from Dalton Parish Council.

Dalton Parish Council has no objection to making the opening hours the same across all recycling centres, so 9 to 5 all year round. However, does object to reducing the days Skelmersdale HWRC opens to five. Skelmersdale exceeds the tonnage for reducing the opening days, and whilst there are two HWRC's in West Lancashire (Burscough): the distance between them is six miles. Nobody is going to get to one Centre realise it's closed, then drive an additional 6 miles to get to the other.

A lot of the people who use Skelmersdale HWRC are from outside of West Lancashire, because the Wigan HWRC is on the opposite side of their borough. So people from Shevington, Standish, Appley Bridge and the west side of Wigan come to Skelmersdale HWRC as its closer. They probably don't even know there is a HWRC in Burscough, never mind know how to find it.

The instances of fly tipping are going to increase, we already have fly tipping incidents at least weekly and that's just in Dalton, given where these happen it can be assumed the majority of it is done by people from outside West Lancashire, so from the places mentioned previously, as the fly tipping typically occurs on the routes to the HWRC through Dalton.

It's false economy by Lancashire County Council, whilst they may reduce their costs, it's simply transferring the problem and costs to West Lancashire Borough Council and us as West Lancashire tax payers.

### 5.1.2 Lancaster City Council

Thank you for the opportunity to comment on current consultations which have been considered by Lancaster City Council's Council Business Committee at its meeting on Thursday 7th March 2019. To clarify, the Committee has considered seven consultations and is responding on behalf of the City Council regarding the following:

- Break Time
- Wellbeing Service
- Lancashire Waste and Recycling Service Centres
- Integrated Home Improvement Service
- Active Lives Healthy Weight, Health Improvement Service
- Drug and Alcohol Rehabilitation, Health Improvement Service
- Stop Smoking Services, Health Improvement Service

The Committee is pleased to hear that the County Council is holding consultation events for Officers, which will provide Officers with a valuable opportunity to submit in depth operational and technical comments.

Council Business Committee Members feel strongly that if the County Council was to cut these services/resources, the need for these services/resources would remain. It is therefore felt that the impact of cutting services might result in higher costs in future, as the need would not diminish and could, as a result, be shifted to other services. For example, if the Lancashire Break Time service were to cease entirely, this may have an impact on social work care and create a demand for more resources in that area. Members feel that for most of the services in the consultations, prevention is always considered better and more cost effective than cure.

Members have considered each consultation in turn, with regard to the: proposed changes to the Household Waste Recycling Centres operational hours, it has been suggested that it may be more advantageous for the centres to be open 7 days a week, but with reduced opening hours, as opposed to opening 5 days a week for longer opening hours.

### 5.1.3 Lancashire Teaching Hospitals Trust

No impact on trust services identified.



## Appendix 1 - Demographic breakdown

**Table 8 - Are you...?**

	%
A Lancashire resident	97%
A member of a voluntary or community organisation	9%
An employee of Lancashire County Council	8%
An elected member of a parish or town council in Lancashire	3%
Other	2%
An elected member of a Lancashire district council	<1%
An elected member of Lancashire County Council	<1%

Base: all respondents (1, 213)

**Table 9 - Are you...?**

	%
Male	43%
Female	53%
Other	<1%
Prefer not to say	4%

Base: all respondents (1, 217)

**Table 10 - What was your age last birthday?**

	%
Under 16	0%
16-19	<1%
20-34	8%
35-49	28%
50-64	37%
65-74	17%
75+	4%
Prefer not to say	5%

Base: all respondents (1, 211)

**Table 11 - Are you a deaf person or do you have a disability?**

	%
Yes	8%
No	83%
Prefer not to say	9%

Base: all respondents (1, 195)

**Table 12 - Which best describes your ethnic background?**

	%
White	88%
Asian or Asian British	1%
Black or black British	0%
Mixed	<1%
Other	<1%
Prefer not to say	11%

Base: all respondents (1, 195)

**Table 13 - What is your religion?**

	%
No religion	29%
Christian	55%
Buddhist	<1%
Hindu	<1%
Jewish	<1%
Muslim	1%
Sikh	0%
Any other religion	1%
Prefer not to say	15%

Base: all respondents (1,200)

**Table 14 - Are there any children or young people in your household aged under 20?**

	%
No, but expecting	4%
Yes, aged under 5	8%
Yes, aged 5-11	14%
Yes, aged 12-16	13%
Yes, aged 17-19	8%
No children aged under 20	53%
Prefer not to say	10%

Base: all respondents (1,189)

**Table 15 - Do you have access to a car or van in which you could travel?**

	%
Yes - as a passenger	6%
Yes - as a driver	86%
No	2%
Don't know	<1%
Prefer not to say	7%

Base: all respondents (1, 205)