

## **Summary of response to public consultation on the proposed scheme to deal with abandoned shopping trolleys**

A public consultation was carried out on Survey monkey between 27 November and 31 December 2018. Supermarkets operating in Northampton, their Primary Authorities and Parish Councils were contacted to alert them to the survey, and press and social media releases were issued to encourage responses.

The survey questions were as follows:

1. *Who are you?*
  - a. *Resident*
  - b. *Visitor to the town*
  - c. *Working in Northampton*
  - d. *Business operator within Northampton Borough Council*
  
2. *NBC wishes to resolve to apply schedule 4 Environmental Protection Act 1990, this will mean the local authority will seize and remove any trolleys and will charge the trolley owner for the recovery of this. Do you support this?*
  - Yes*
  - No*
  
3. *The cost to recover the trolleys is likely to be around £80 per trolley. Do you agree with this figure?*
  - Yes*
  - No*
  
4. *Any other comments*

A total of 192 responses were received, 90.5% of these from residents, 4.5% from visitors, 4% from people who work in Northampton and 1% from business operators. 79% of those who responded supported the proposal with 77% agreeing with the proposal to charge. 126 responses were received to question 4 which asked for any other comments. These responses are summarised below. They fall into six broad groups (some comments fall into more than one group):

**1. Supportive of the proposal,**

Over 45 comments indicate broad support for the proposal, respondents indicating that supermarkets should be held responsible for controlling their trolleys and should bear the cost of recovery. A number of the responses advocated the use of coin deposit or technology systems which prevent the trolleys from leaving the site.

**2. Those which advocate charging those responsible for removing the trolley or suggesting alternative measures,**

Over 45 comments which supported the principle of dealing with trolleys but expressed the view that the trolleys have been stolen from the supermarket and that whilst action is needed this should focus on those responsible for removing the trolleys. Many of these responses suggested the use of technology to deter removal from site.

**3. Those which make comments about costs and / or raise concerns about costs being passed to customers.**

Seven responses about the potential cost, some of which expressed concerns about costs being passed on to supermarket customers.

**4. Against the proposal**

Three negative responses were received. One of these raised concerns about the potential impact on the vitality of the town.

**5. Raising specific problem issues**

Twelve responses drew attention to specific problem locations

**6. More general comment**

Nine comments about more general matters, criticism of the Council, suggestions that increases in parking charges cause residents to take trolleys off site.

In addition direct response were received from Sainsbury's, Morrisons and Wakefield Council who are the primary authority for Morrisons.

Sainsbury's initially requested clarification about whether the proposal related to any of their specific stores, the costs to be levied and the terms and conditions which apply. This clarification was provided and they then made further comments / queries which asked whether the proposal was a central or local government initiative, questioning the £65 proposed cost, indicating that they have a £37 cost for another council and requesting clarification of the timescale for the implementation of any scheme. The relevant clarification was provided.

Morrisons indicated that they are aware of the issue and that they are actively reviewing the physical measures that they can put in place to both prevent and deter the theft of trolleys. They anticipate that a system will be installed at the stores this year that should significantly reduce trolley loss. In the interim they will continue to collect trolleys, when these are discovered, or notified to us and will happily work with the council to ensure that there is minimal delay in recovering them.

The primary authority for Morrisons expressed support for the proposal.

A number of responses were also received via Facebook, these were mixed between positive, negative and not directly relevant comments.

A comprehensive list of all the comments received is available on request.