



## **Results of Public Engagement 2014/2015 Have your Say on how to collect waste Recycling Questionnaire Analysis**

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### **General**

A total of 1602 questionnaires were completed, from which three duplicates were removed. The analysis refers to a total of 1599 responses.

It is impossible to tell how many questionnaires were completed in Welsh and how many in English because there is no marker in the data to show this. For two questions the Welsh text differs slightly from the English.

### **Question 1: Do you take part in the Ceredigion Kerbside Recycling Service (i.e. the Council collects your recyclable waste)?**

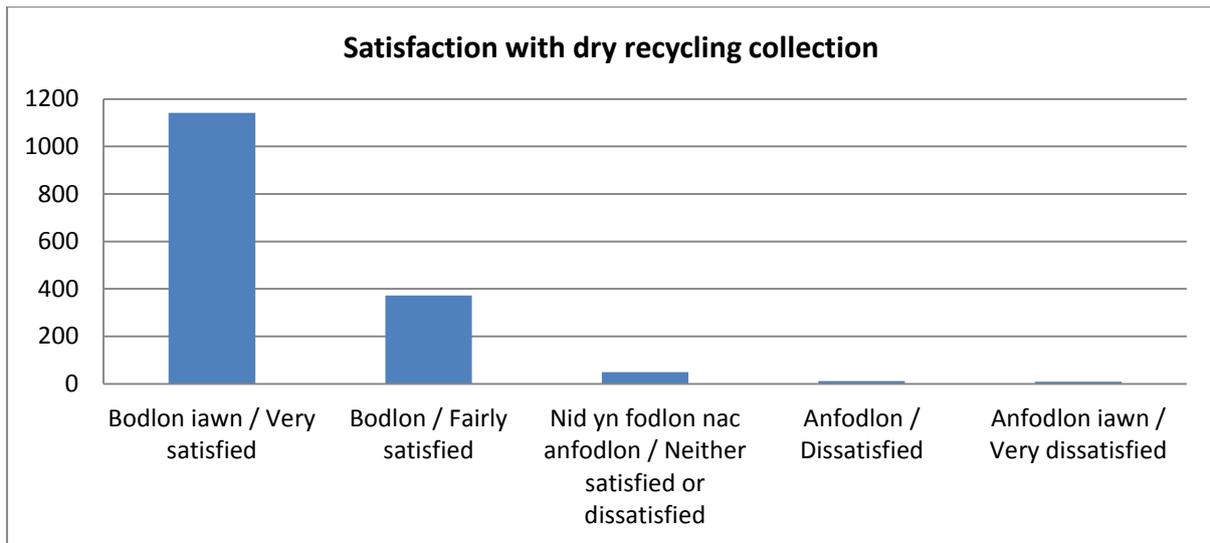
All respondents answered this question. Only 11 used neither the food waste scheme nor the recycling bags and 4 used the food waste scheme but not the recycling bags. Overall just over 80% (1287 of 1599 respondents) use both recycling services and 99% (1584) use recycling bags. 19% (297) use bags but not the waste food service.

Reasons given for not taking part in the food waste service: 219 responses were provided. In the main there is either no food waste or whatever there is can be composted or fed to animals. A few respondents say that they don't have a green bin and others complain that it is disgusting to keep food waste in the house because of smells and maggots and food recycling encourages vermin.

Not everyone knows that it is possible to use biodegradable bags in the food waste containers. Some of those who do know complain that the bags are too expensive.

### **Question 2: How satisfied are you with the way the Council currently collects your recycling materials in the clear recycling bag?**

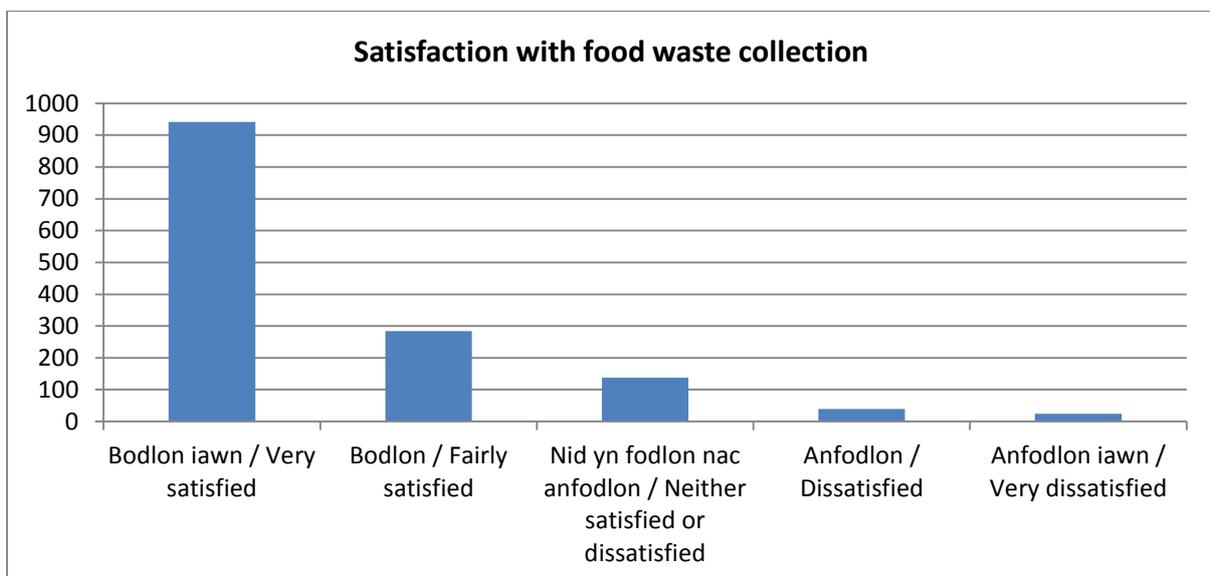
Of the 1586 responses to this question, 96% were very satisfied (1141 responses) or fairly satisfied (373) with the service. A further 3% were neither satisfied nor dissatisfied and a fraction over 1% was dissatisfied (12) or very dissatisfied (10).



There were 204 comments made, not all relevant to the question: 36% mentioned the need for glass collection. Other comments ranged from lavish praise for the scheme to criticism of sending several vehicles out to collect different types of waste and the size of the carbon footprint involved in doing so.

**Question 3: How satisfied are you with the way the Council currently collects your food waste in the Food Waste Containers?**

Approximately 86% of 1426 respondents were very satisfied (941) or fairly satisfied (284) with the collection of food waste and a further 10% were neither satisfied nor dissatisfied. The remaining 4% were either dissatisfied (39) or very dissatisfied (24). The question was not answered in 173 questionnaires.

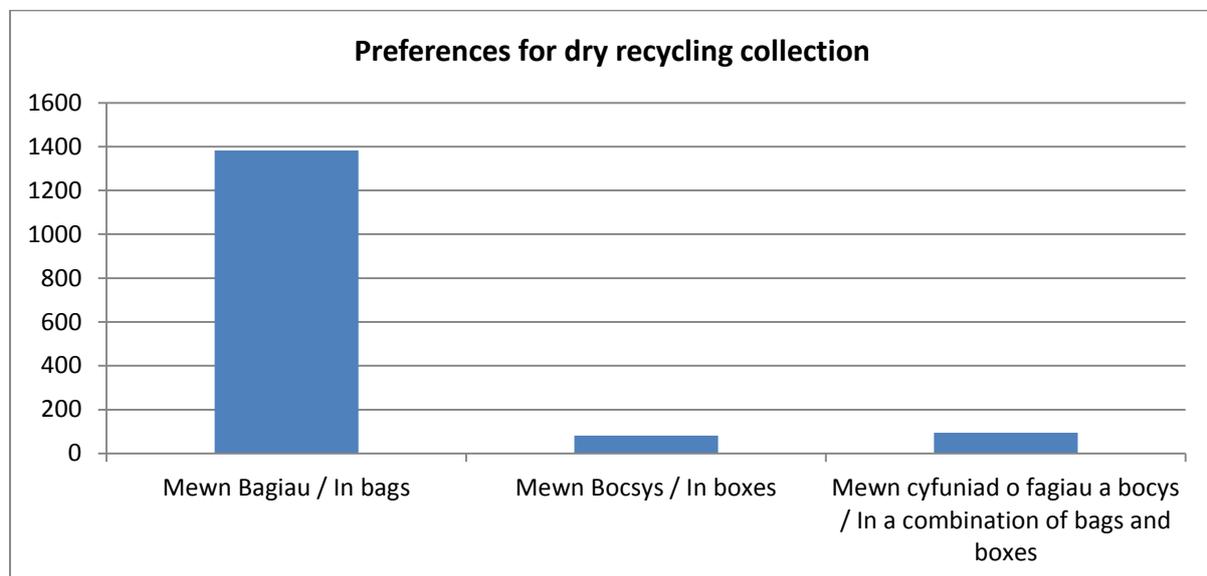


Alongside some very positive comments, close to 70 respondents complained about the way that the food waste containers are roughly treated when they are emptied and sometimes broken, left haphazardly in the road or at the wrong house, and allow water in when it rains. About half as many respondents commented on the quality,

size and cost of bags, sometimes making the point that other councils provide them at no cost. The third theme concerned cleanliness: the bins aren't always completely emptied and householders find it unpleasant to clean them. A few people suggested that the collection vehicle should have a cleaning system fitted to deal with this problem.

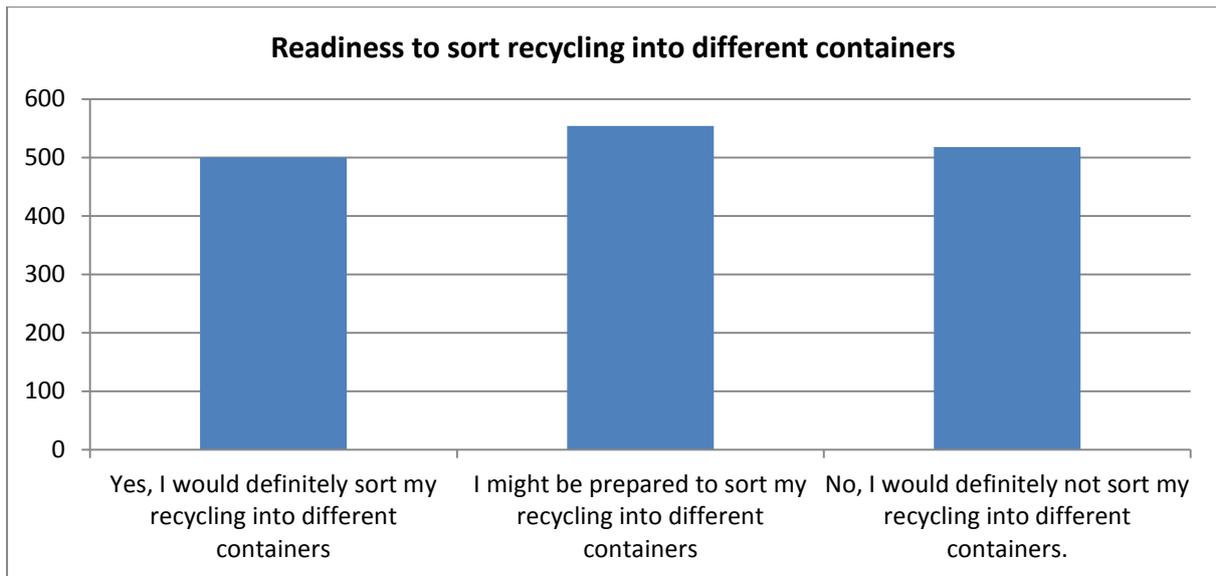
**Question 4: How would you prefer your dry recycling materials (paper & card, plastic, cans & tins) to be collected from the kerbside?**

There were 1559 responses to this question and overwhelmingly the preference was for collection in bags (89%). Comments were divided over the benefits of ease of storage, relative security (e.g. seagulls get into bags, but boxes might blow away) and clutter if there were lots of different receptacles in use. Boxes for glass collection appear to be most favoured.

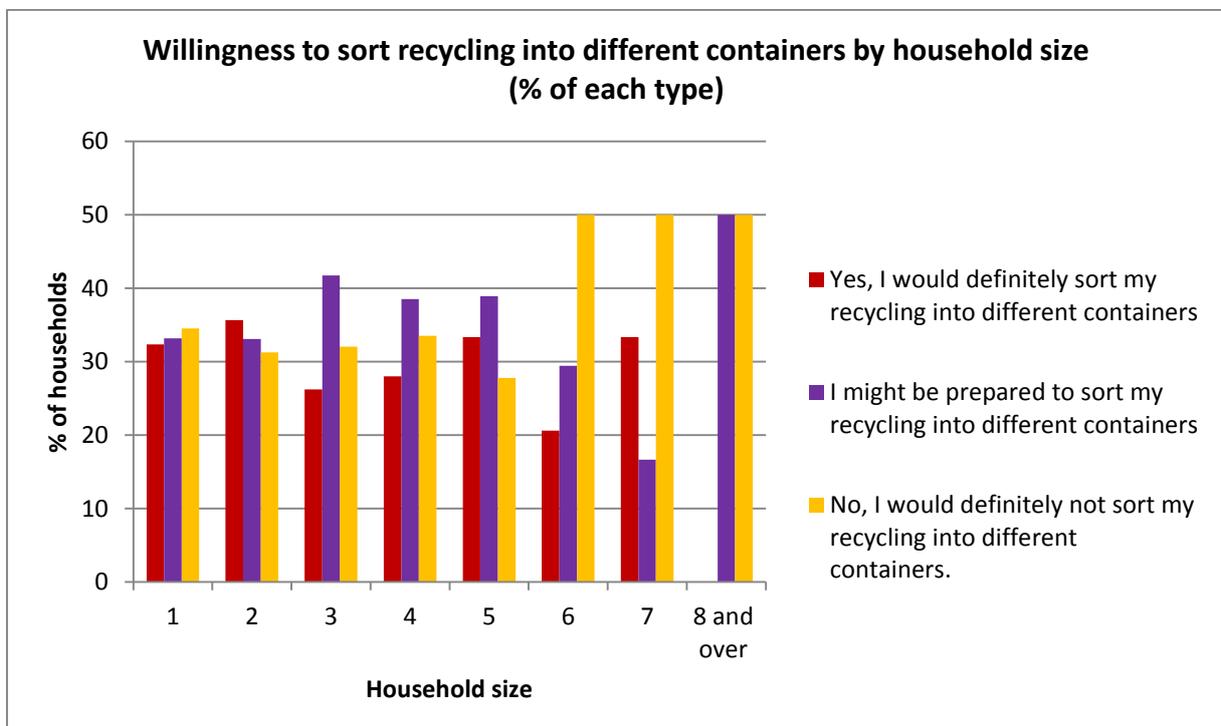


**Question 5. Some Councils require their residents to separate their dry recycling material (paper & card, plastic, cans & tins) into separate containers before collection. Please indicate whether you would be prepared to sort your recycling into different containers.**

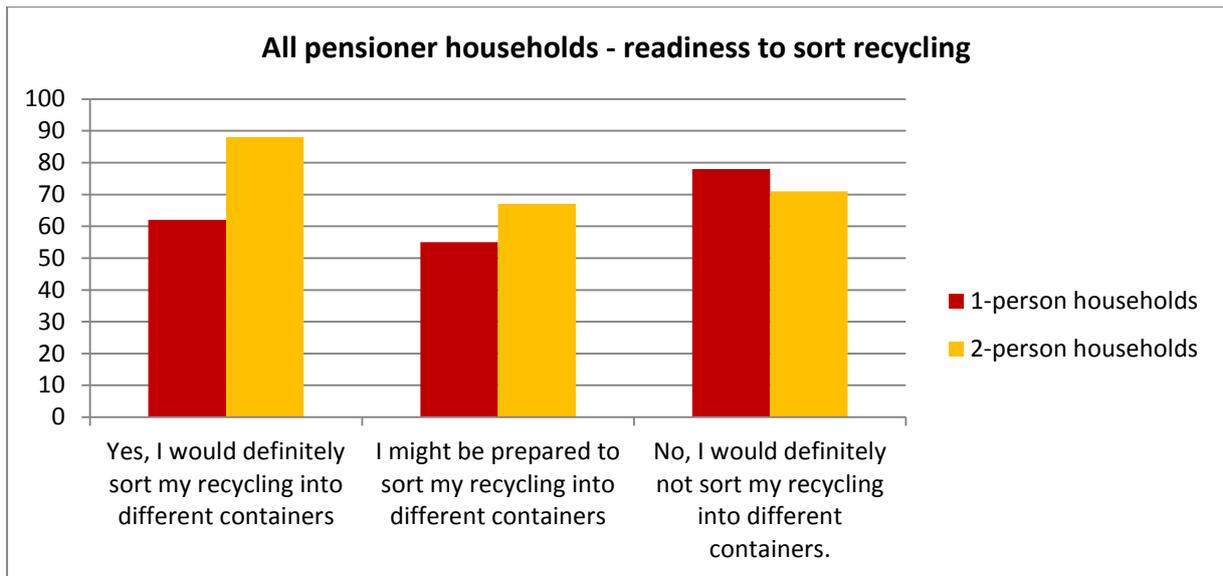
Responses to this question were much less clear cut, with 32% in favour, 33% against and 35% undecided. Close to 600 respondents made comments, primarily referring to problems with lack of storage space but also to the need for very clear instructions about what can go into each container, lack of time, difficulty for the elderly and infirm, messy when there a lots of different bins outside houses and that overall this might act as a deterrent to recycling at all. On the other hand, some respondents say they already fully sort their waste and then take their recycling to the tip or to bring banks.



By household size, the small sample of the largest households would not be prepared to sort their recycling, but 50% of the six- and seven-person households would or might be prepared to do so. There is no statistically significant correlation between household size and willingness to sort the recycling into different containers.



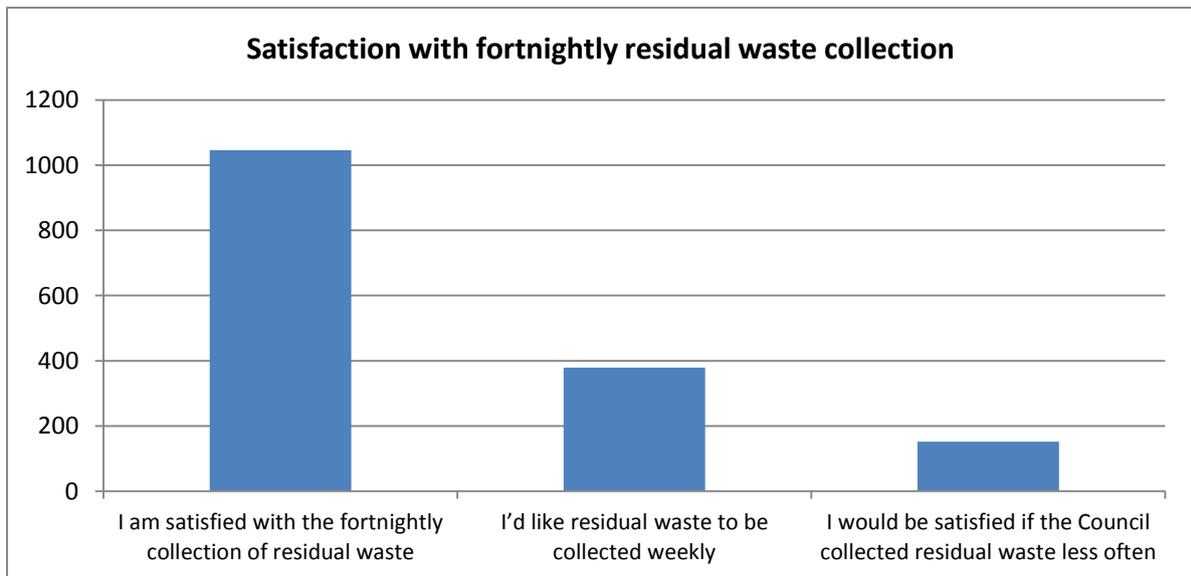
Examining the attitudes of 421 all-pensioner households in the sample, no strong relationship emerges between age and readiness to sort recycling.



**Question 6: The Council currently collects residual waste (black bags) every fortnight. How satisfied are you with this?**

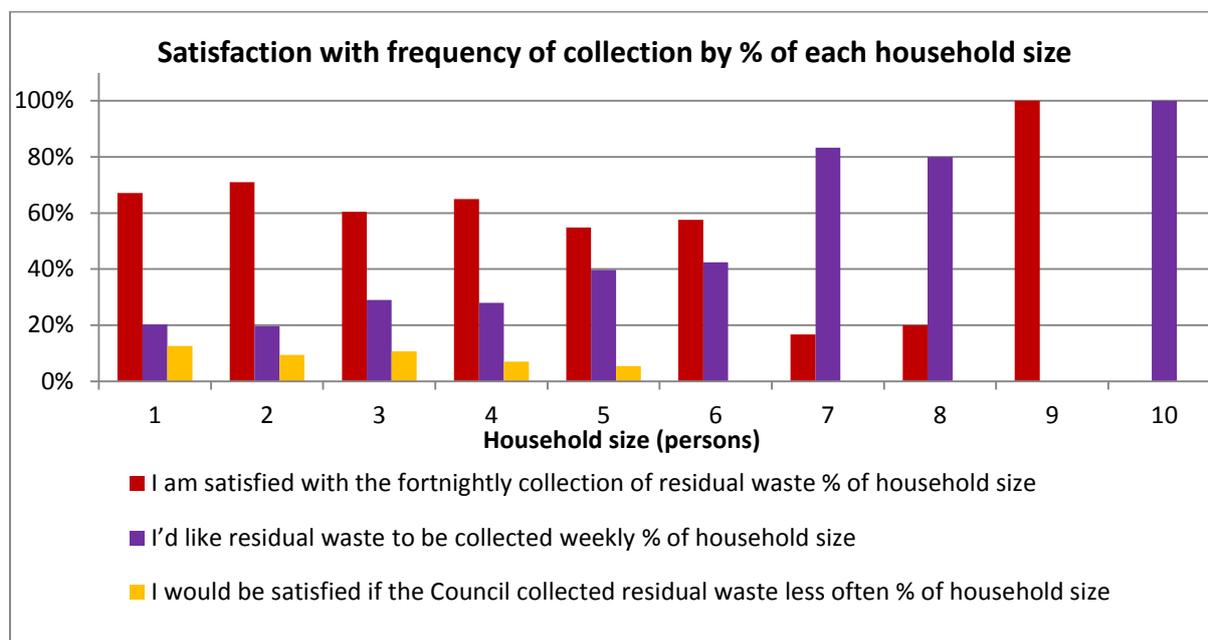
Note: the Welsh text is slightly different from the English for this question (Welsh: “I am very satisfied ...” and English: “I am satisfied ...”)

Of the 1577 respondents, 66% were happy with fortnightly collection of residual waste but 24% would prefer weekly collections and 10% would be happy with a less frequent service.



One- and two-person households are more likely to consider that less frequent collections would be acceptable and there is a small but statistically significant correlation with household size. More than 66% of respondents were in one- or two-person households, and a further 26% in three- or four- person households. There

are only 120 households (8% of the total) with five or more residents represented in the survey.



In comparison with the results of the 2011 Census, in this survey one-person households are under-represented, two-person households over-represented and the other categories are approximately in proportion. However, there is only one nine-person household and two ten-person households amongst the respondents and it is not possible to estimate the degree of variation within these groups from such small numbers.

Household Size	Total 2011 Census	% of Census total	Total in survey	% of survey total
All categories: Household size	31,562	100	1574	100
1 person in household	10,456	33.1	373	23.7
2 people in household	11,257	35.7	670	42.6
3 people in household	4,267	13.5	208	13.2
4 people in household	3,413	10.8	202	12.8
5 people in household	1,399	4.4	73	4.6
6 people in household	539	1.7	34	2.2
7 people in household	137	0.4	6	0.4
8 or more people in household	94	0.3	8	0.5

Source: ONS 2011 Census QS606EW and survey data

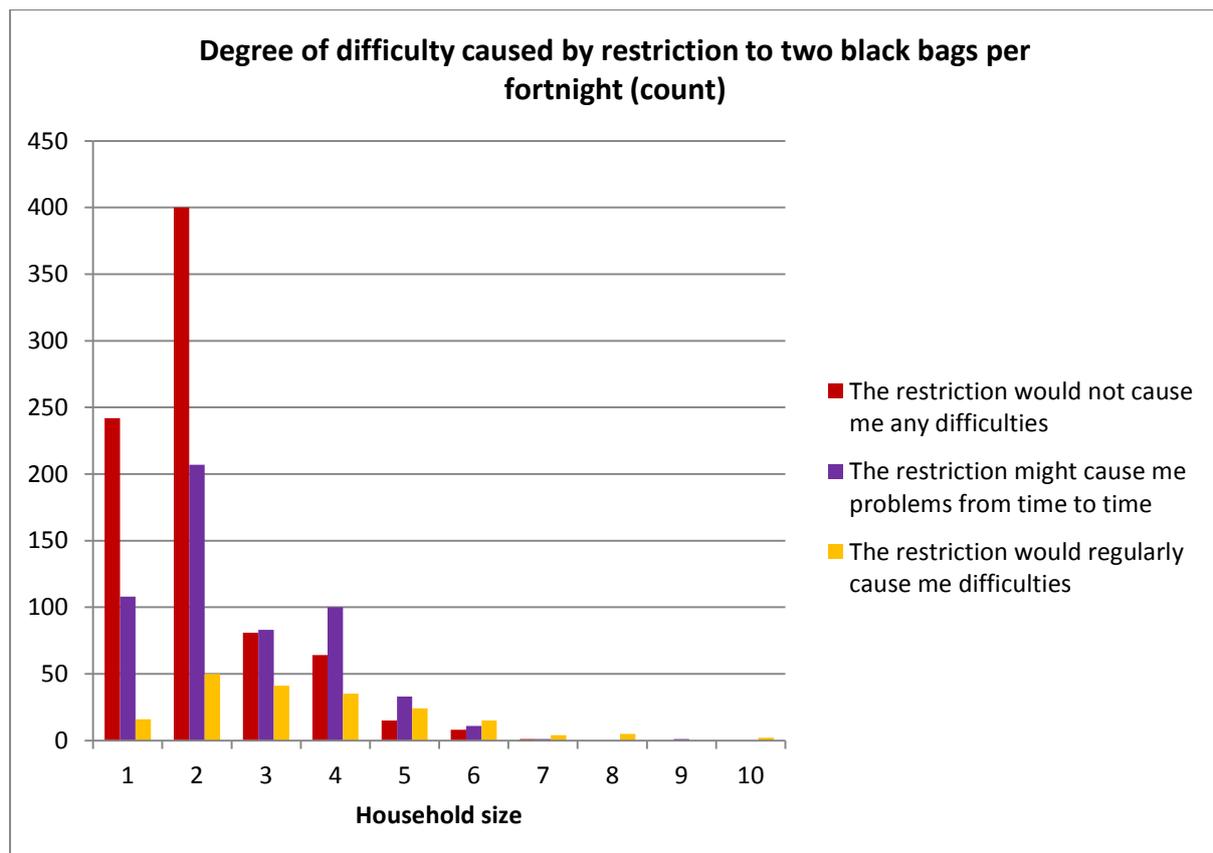
The 353 comments include references to large student households who need bigger bins, existing confusion over collection dates, bags being left out at the wrong times and attracting vermin (particularly in the summer months), gull-proof wheelie bins,

smells from nappies and medical waste, maggots breeding in summer, missing one collection already means that rubbish has to be stored for a month, and lack of space to store the bags. A minority of respondents feel that if waste is being properly recycled a more infrequent collection would be satisfactory but several suggest that the residual waste bags should be collected weekly and the clear recycling bags (which do not smell) collected fortnightly.

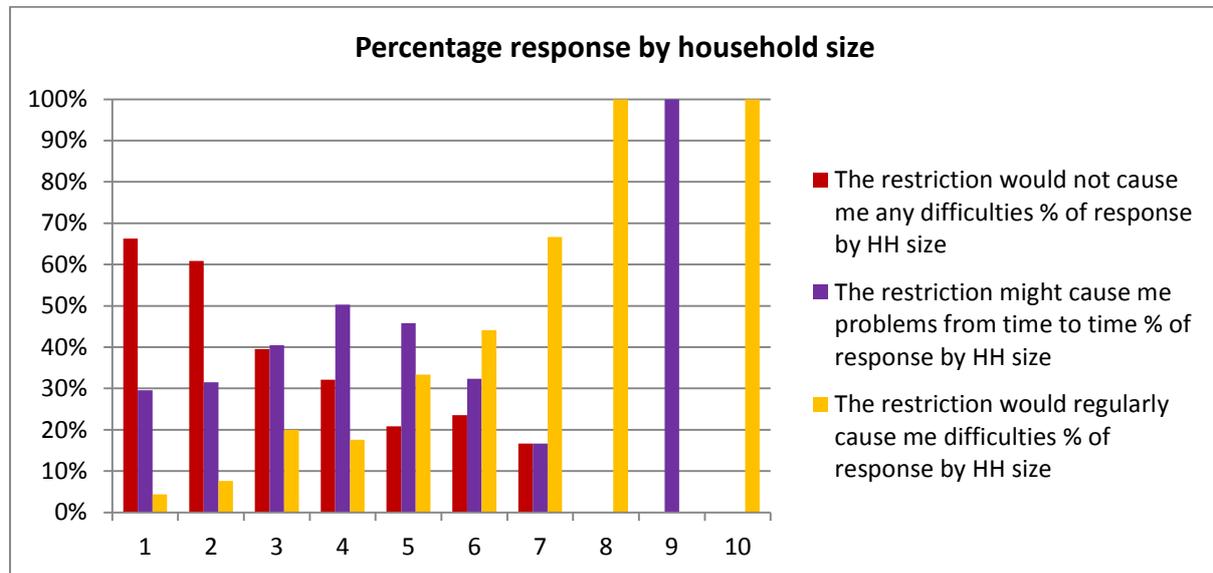
**Question 7: Some Councils have restricted the amount of residual waste residents can put out for collection (the equivalent of two black sacks per fortnight). Please indicate whether this would cause you any difficulties.**

Note: the Welsh text is slightly different from the English for this question (Welsh: "... would cause me problems from time to time..." and English: "... might cause me problems ..."; Welsh: "The restriction would cause me problems" and English: "The restriction would regularly cause me problems.")

More than half of the 1570 respondents (824 or 53%) to this question felt that being restricted to two black bags per fortnight would not cause them any problems but 35% (551) felt that it might from time to time and 12% (195) thought it would do so regularly.

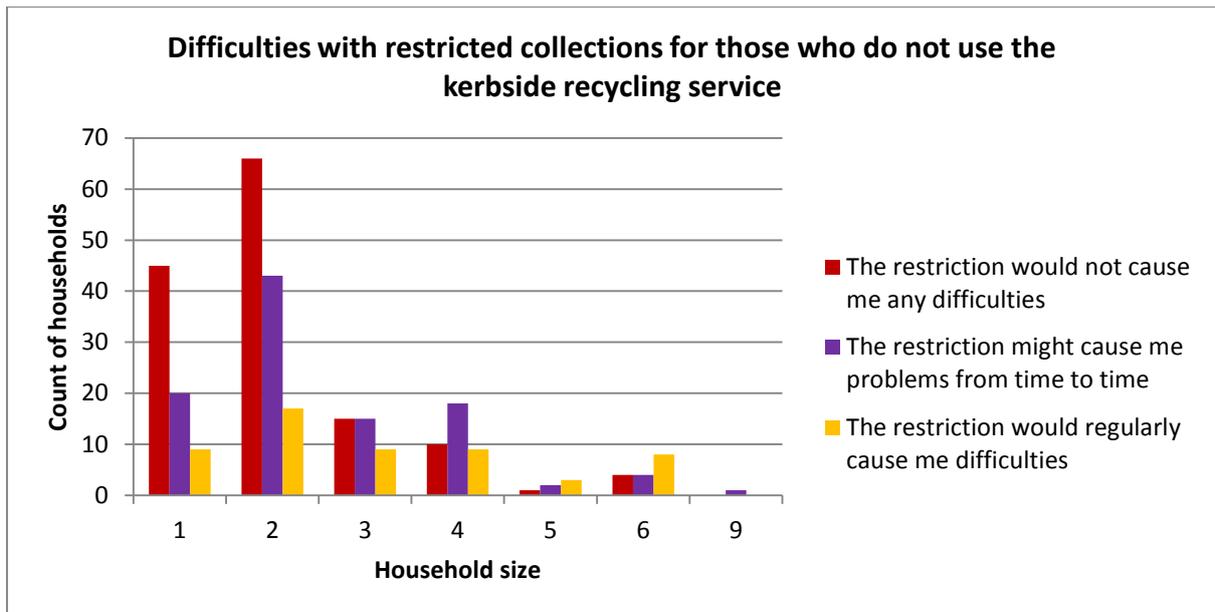


In percentage terms, it would appear that difficulties are more likely for larger households with a higher share reporting problems from time-to-time or regularly as household size increases.



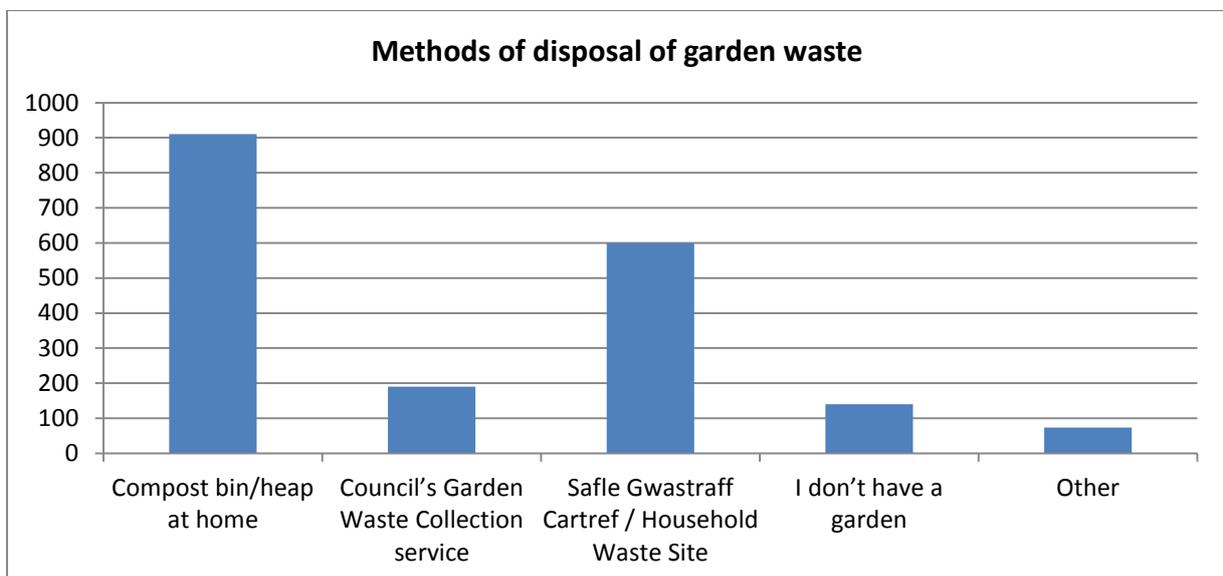
Of the 12 respondents who do not use the clear bag recycling scheme who answered this question, half felt that the restriction would not cause them any difficulties and the other respondents were split equally between the restriction possibly causing difficulties from time-to-time and regularly causing difficulties.

Of the 303 respondents who do not use one of the recycling services who answered the question, 47% (143 responses) felt that the restriction would not cause them difficulties, 34% (103) thought it might from time-to-time and 19% (57) felt it would regularly cause difficulties. Not all of these respondents answered the question on household size, but of the 299 who did, the figure below shows the distribution of responses in the three categories.



### Question 8: How do you deal with your garden waste?

This question allows for multiple answers and in total there were 1913 responses. Of these, 48% were using a compost bin at home, 31% the Household Waste Site and only 10% the Garden Waste Collection scheme. A further 7% had no garden and 4% responded 'other'.



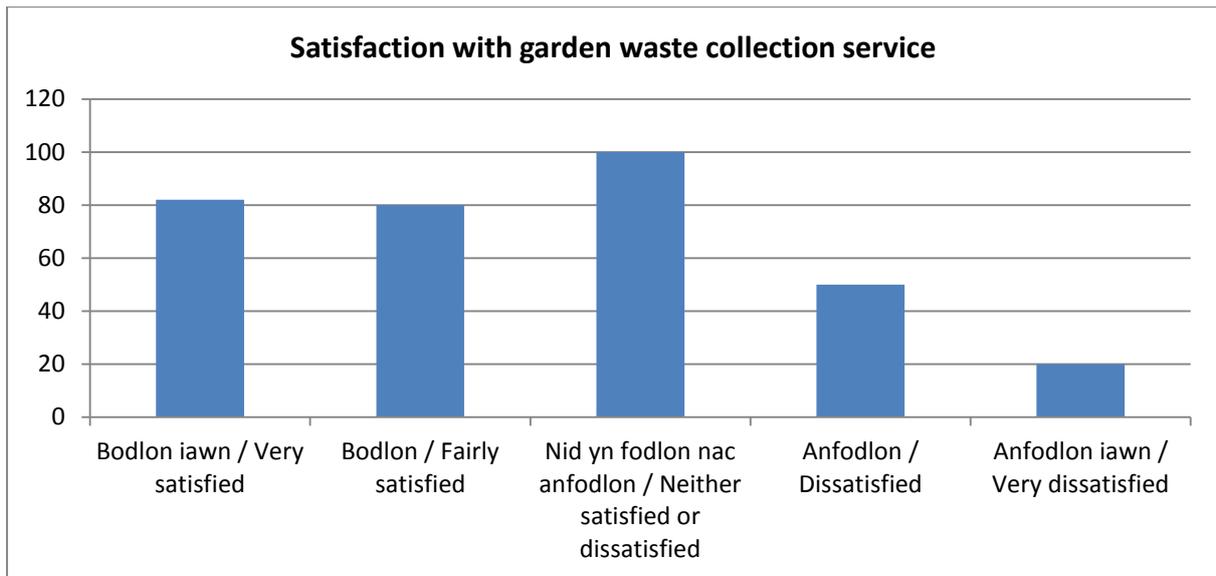
The table below divides the responses by whether or not they have a compost bin or compost heap at home. Of the 910 with a compost bin or heap at home, 7% (62) also used the Garden Waste Collection Scheme and 27% (244) the Household Waste Site. Of the 190 users of the collection scheme, 62 had a compost bin/heap at home and 48 also used the Household Waste Site, whilst of the 140 without a garden, two still used the Household Waste Site and two other respondents had a compost bin or heap at home. There were 74 'Other' responses, 13 who had a compost bin at home, two who used the collection service and seven who used the Household Waste site.

Garden waste compost bin or heap	Garden Waste Collection Scheme	Household Waste Site	No garden	Other
910	62	244	2	13
-	128	355	138	61

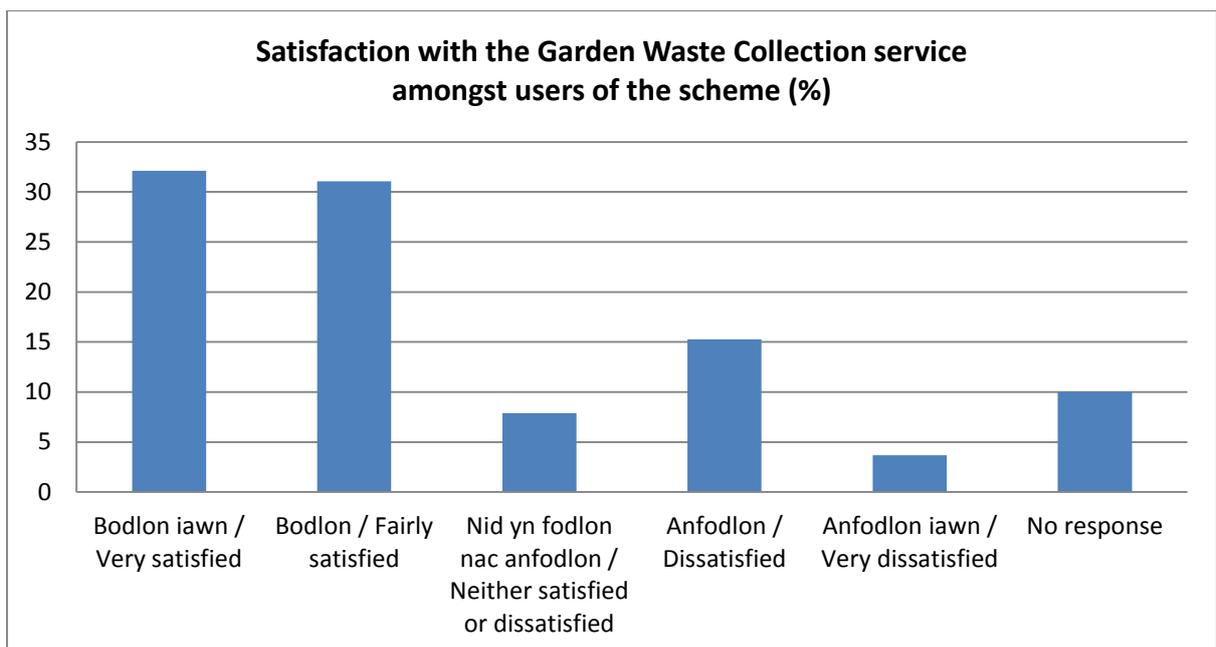
There were 219 comments made on this question, ranging from 'the gardener deals with it' to 'I have no garden'. Clearly some respondents were unaware of existence of the collection service and many used household waste sites, though some complained that access to the Glanyrafon site is more difficult than it was since new restrictions were imposed. There is some overlap between the comments here and comments on Q9.

**Question 9: If you use the Council's Garden Waste Collection service, how satisfied are you with the collection?**

There were 332 answers provided to this question although only 190 people had reported using it in Q8. Close to half of those who answered (162 responses) were satisfied or very satisfied with the service and 21% (70 responses) were dissatisfied or very dissatisfied, with the other 30% neither satisfied nor dissatisfied.



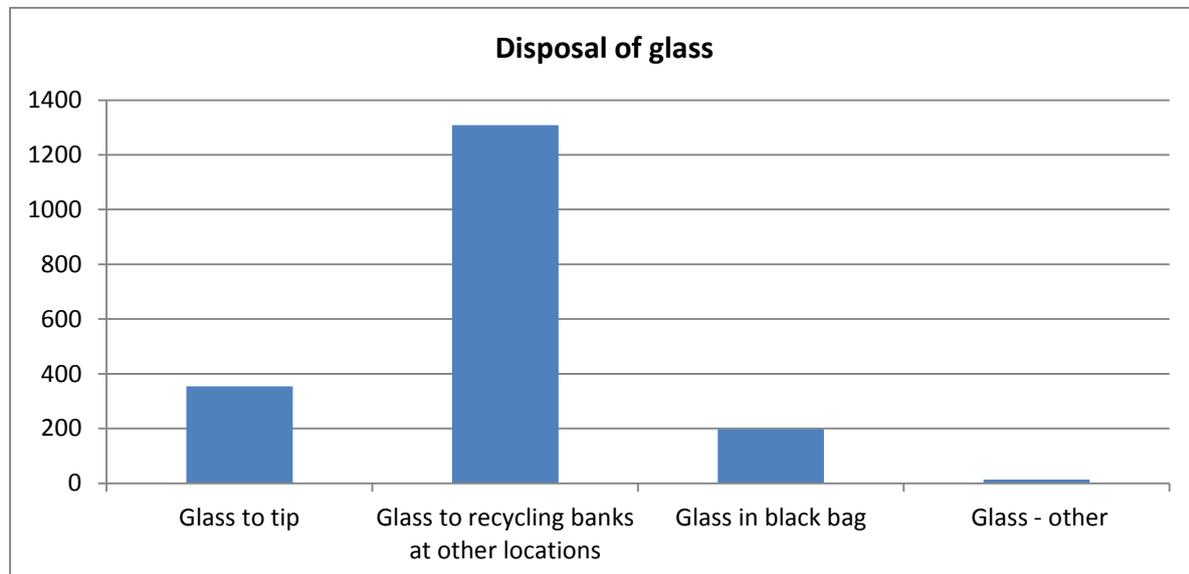
Of the 190 respondents who reported using the Garden Waste Collection service, 63% (120 responses) were satisfied or very satisfied, 19% (36) were dissatisfied or very dissatisfied, 8% (15) were neither satisfied nor dissatisfied and 10% (19) did not respond.



The majority of the 507 comments which were made concerned the poor quality and high cost of the bags and the nuisance value in having to ring up to arrange a collection. Some people were clearly unaware that it is possible to have garden waste collected from the kerbside.

### Question 10: How do you dispose of your glass (bottles & jars)?

Again, this question also allowed for multiple answers and there were 1874 responses in total, the most common of which was that glass is taken to recycling banks at other locations(70%) followed by taking glass to the Household Waste Site (19%) and glass put into the black bag collection (11%).

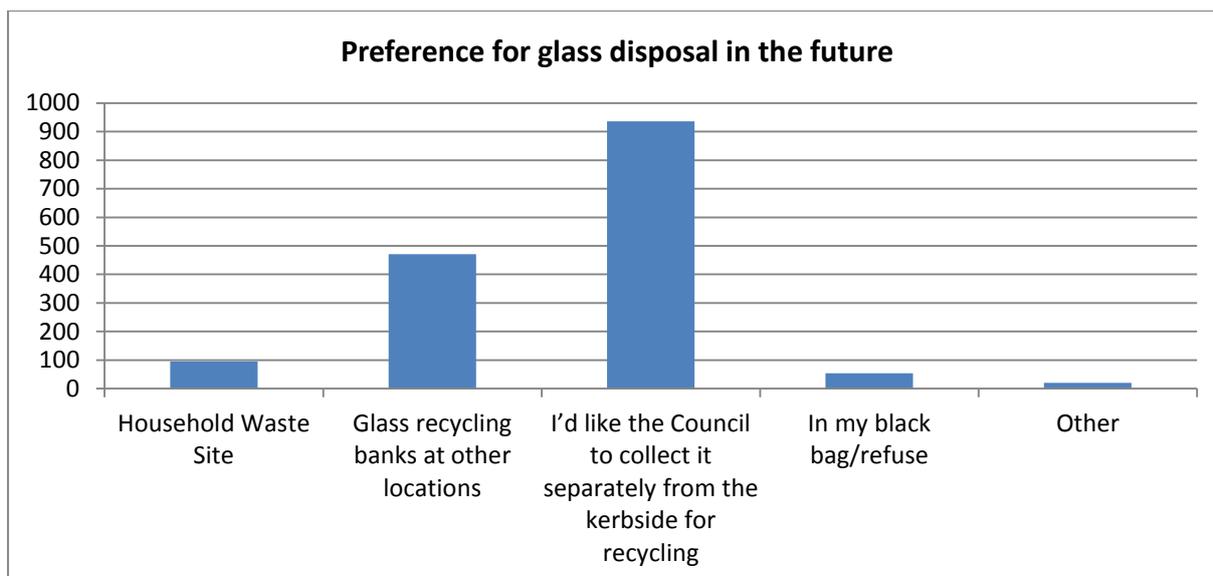


Of the 1308 respondents who took glass to recycling banks at other locations 17% (219) also took it to the Household Waste Site (the tip) and 8% (11) also put glass in the black bag refuse. Of the 134 others who put glass into black bags, 6% (8) would also dispose of it at the tip. Only nine respondents reported only using 'Other' means of disposing of glass while four more combined 'Other' with various other options.

Many of the 171 comments made concerned the difficulty of accessing glass recycling points, especially without transport, and complained that very often the skips were full to overflowing. One person had only just realised that glass is not allowed in the clear recycling bag. Several anticipate the next question by saying they would like kerbside collection of glass to be introduced.

### Question 11: How would you prefer to dispose of your glass (bottles & jars) in the future?

There were 1577 respondents who answered this question and 59% (936 responses) would prefer a separate kerbside collection service. A further 30% (471) would like recycling banks at other locations, 6% (95) would prefer to go the tip and 3% (54) would prefer to put glass into the black bag collection. Only 1% (21) selected 'Other' as their response.



There were 215 comments made, with a number of people willing to use recycling banks but many expressing a preference for a kerbside collection. Some elderly respondents felt unable to deal with glass recycling at present.

**Question 12: A 'bring bank' is a container for your recyclable waste which is located in supermarket car parks, etc. Have you used a bring bank in the last 6 months?**

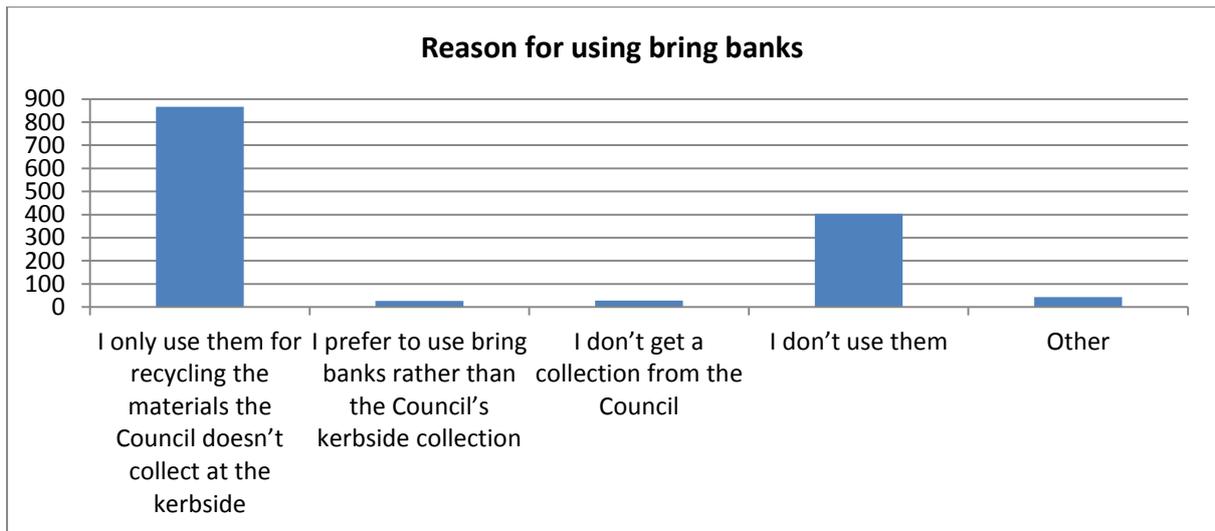
Approximately 57% of 1578 respondents had used bring banks in the last six months.

**Question 13: If yes, please tell us what materials you recycled.**

There were 1808 responses to this question with 47% (845) recycling glass, followed by 29% (521) textiles, 10% (184) paper and card, 6% (113) cans, 5% (98) plastics and 3% (47) other. The 88 comments mention books, batteries, taking goods to charity shops and electrical equipment.

**Question 14: Lots of people use bring banks in Ceredigion and we would like to know why. If you use them, please tick the most appropriate answer.**

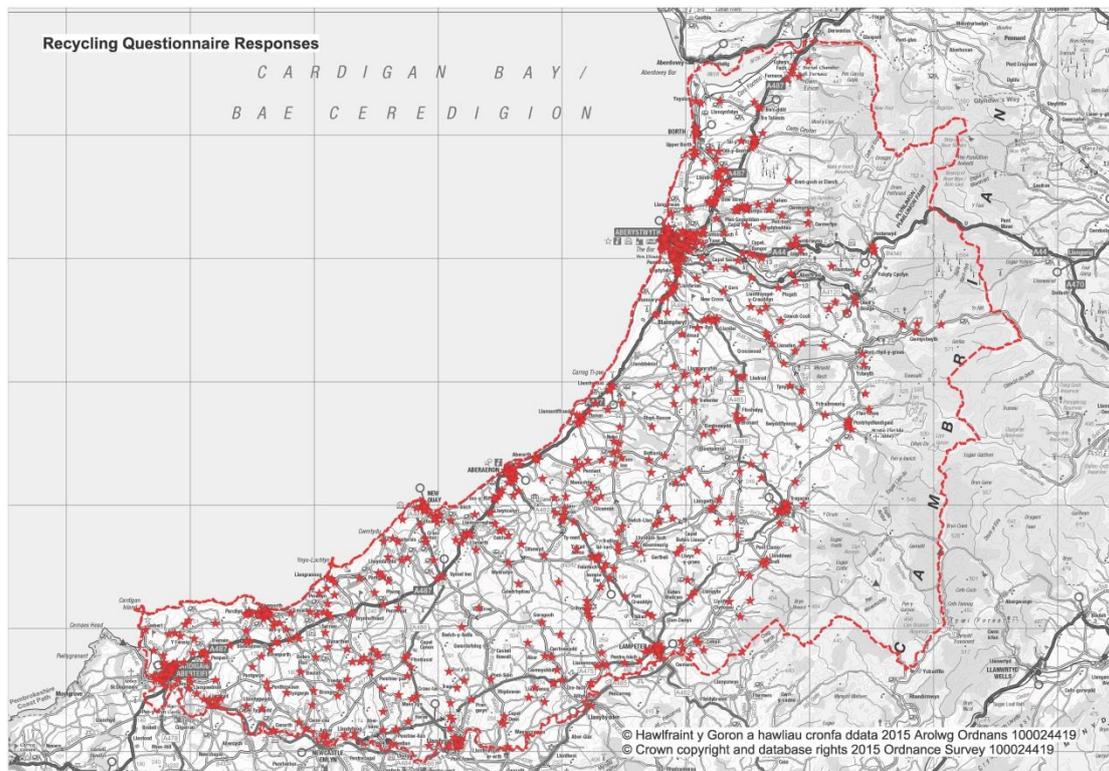
There were 1365 answers to this question: 63% of respondents say that they use bring banks for items which the Council doesn't recycle and 30% don't use them at all. A further 2% prefer to use bring banks rather than the kerbside collection, 2% don't get a collection from the Council and 3% report 'other'.



No particular new theme emerged from the 178 comments on this question. Glass recycling was mentioned often. Some respondents were suspicious that the kerbside collections might be withdrawn in favour of bring banks.

### What is your postcode?

Most people provided at least part of a postcode. Of the 1066 postcodes provided, 1002 were complete and are mapped below to show their geographical spread.



### How many people of each age group live in your household?

Only 25 respondents provided no information on their household composition. In total it was possible to calculate the household size in 1574 cases relating to 3825 individuals. The distribution of household sizes and the totals for different age groups are shown in the figures below.

