

## Appendix B

# Draft Waste Strategy Engagement Results

## Introduction

A formal period of engagement was held between 12 November – 20 December 2020 which provided residents and other stakeholders with the opportunity to learn more about the draft waste strategy and submit their views and comments using an online or paper survey.

The survey covered the following:

- Food waste collections
- Frequency of collections
- Introduction of wheelie bins
- Recycling changes
- Garden waste
- Recycling banks

The survey questions were multiple choice; however, residents could also leave open comments in free text box after question. The responses to the resident engagement survey were independently analysed by Market Measures, a research specialist. Market Measures stated that 3,863 completed surveys provide a very robust data set.

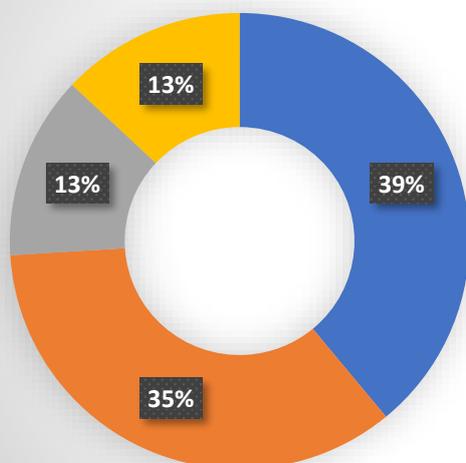
The following document will set out the questions asked within survey, the results, including most frequently cited comments free text boxes, and any appropriate mitigating actions.

## Questions and results

### Q1: Food waste collections

*The government plan to make it a legal requirement for all waste collection authorities to provide a separate weekly food waste collection service to households in England, therefore this is a service that we may have to introduce. By recycling food waste, we could increase our recycling rate from 34% to 44%. The food waste would be recycled into liquid fertiliser and used in farming. The recycling process also generates electricity, which is good for the environment and will help us tackle climate change. Please select one statement.*

## Food waste collections



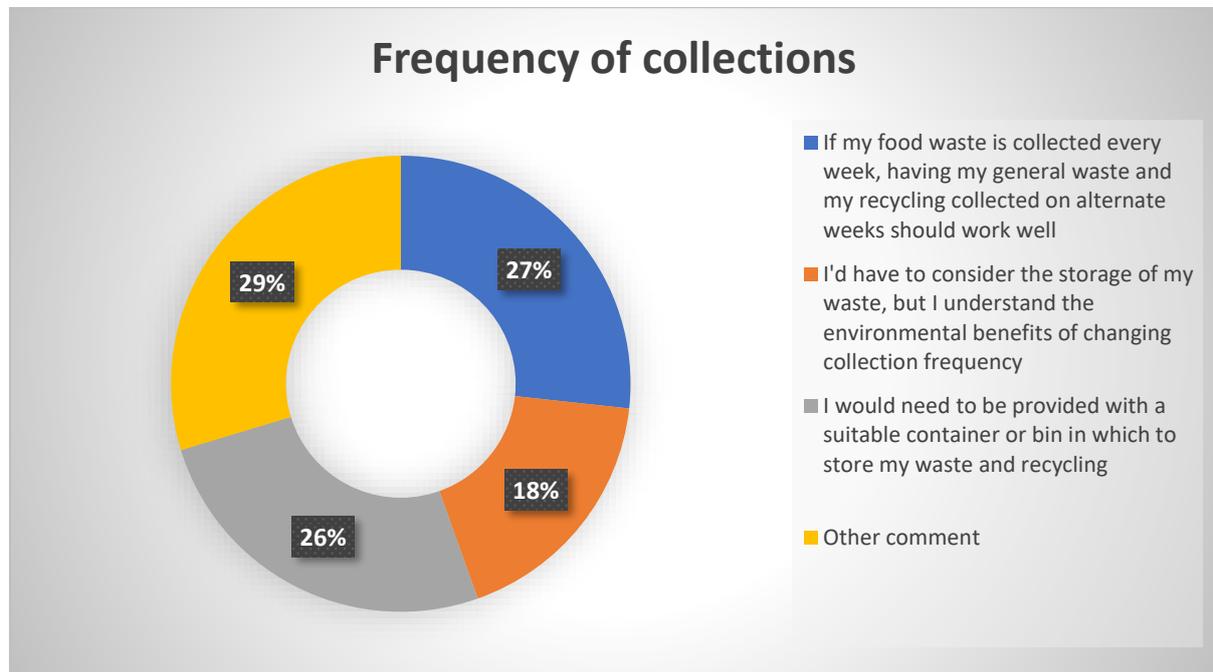
- This is great, recycling food is a positive initiative and good for the environment, I would use the service every week
- Recycling food waste is good, but I don't have much food waste
- I don't like the idea of separating my food waste
- Other comment

Results	Top comments	Mitigating actions
74% of respondents felt that the introduction of food waste collection system was a good idea	<ol style="list-style-type: none"> <li>1) already recycle/compost food waste at home</li> <li>2) it could encourage animals if not secure</li> <li>3) indoor storage concerns (lack of space)</li> </ol>	<ol style="list-style-type: none"> <li>1) continue to promote composting at home as the most environmentally sustainable way of dealing with compostable food waste</li> <li>2) ensure future communications are clear that non home compostable food waste (e.g. meat) can be added to the food waste caddy</li> <li>3) research and ensure we provide secure food waste caddies with lockable lids</li> <li>4) provide residents with a smaller internal food waste caddy for use in the home to help with storage concerns</li> </ol>

### Q2: Frequency of collections

*Providing a weekly food waste collection and expanding the recycling service to include the collection of more types of plastic could result in much less general (black sack) waste. Recent waste surveys have shown that food waste accounts for up to 40% of waste in black sacks. Therefore, we could collect general waste and recyclables on alternate weeks (general waste*

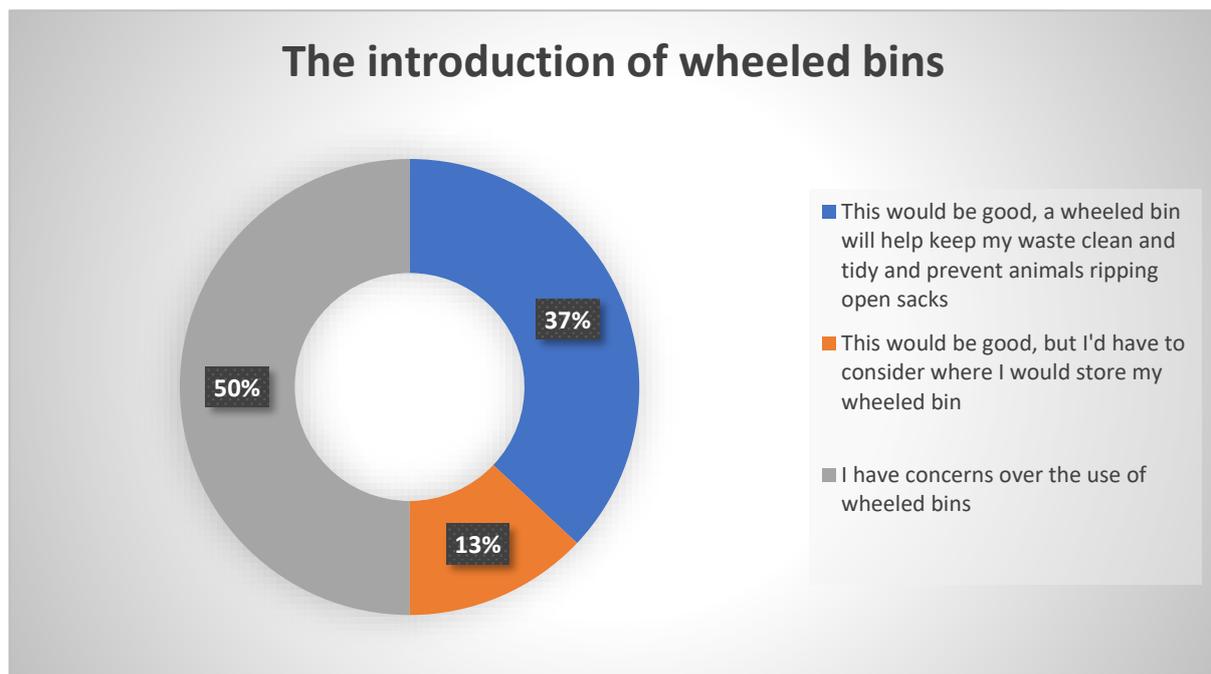
one week, recycling the following week). This would also help to minimise vehicle emissions because we would need fewer collection vehicles for these waste streams. Please select one statement.



Results	Top comments	Mitigating actions
For over a quarter, changes to the frequency of general waste & recycling collection would work well however 18% would need to consider waste storage and a further 26% would need a container supplied	<ol style="list-style-type: none"> <li>1) do not want fortnightly collections</li> <li>2) outdoor storage concerns</li> <li>3) existing bag system works/no change necessary</li> </ol>	<ol style="list-style-type: none"> <li>1) ensure the move to fortnightly collections is made alongside the introduction of a weekly food waste collection, to reduce levels of general waste and address problems associated with storing food waste.</li> <li>2) survey properties to assess access and storage potential for containers</li> <li>3) vary the service where necessary</li> <li>4) consider flats and properties with no external storage</li> <li>5) communicate the carbon benefits of the fortnightly collections</li> </ol>

### Q3: The introduction of wheeled bins

If general (black sack) waste is collected on an alternate week to recycling, it would be important for householders to be able to contain their waste effectively. We currently provide 10 million single use plastic sacks for general waste and recycling, which is not good for the environment. We could provide wheeled bins for all households instead, but for a small number of properties, access and storage could be a potential issue. We would consider a different method of containment or collection for these properties. We would continue to provide assisted collections for residents who are unable to present their waste at the kerbside. Please select one statement.

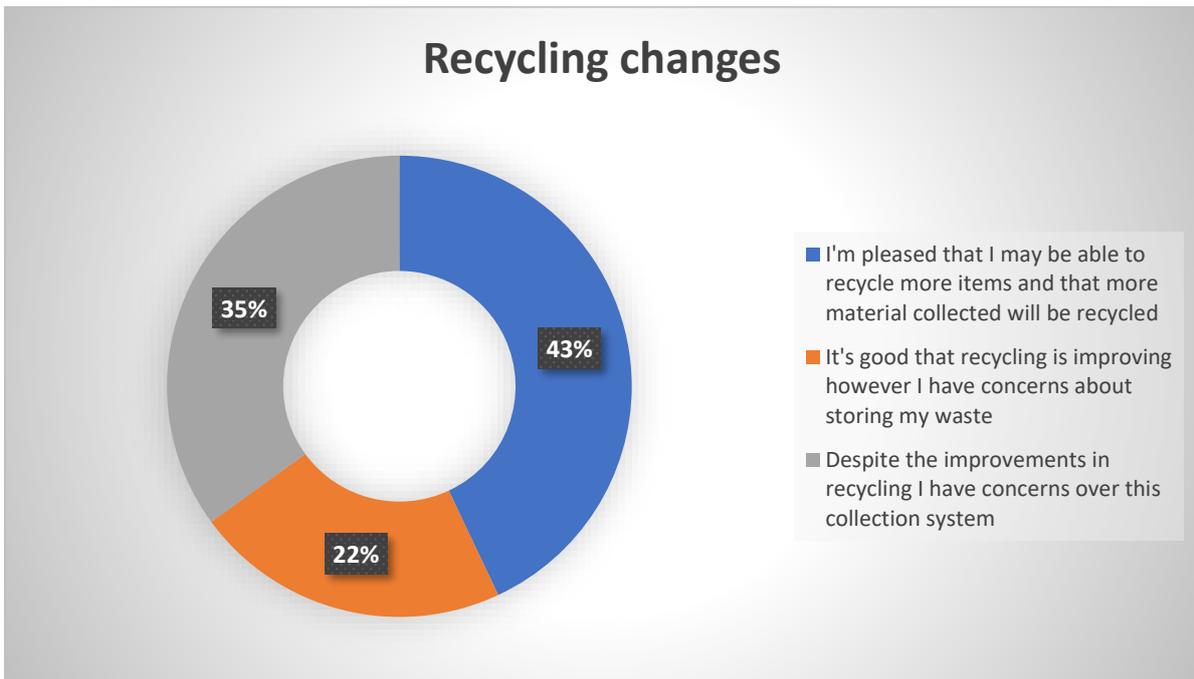


Results	Top comments	Mitigating actions
There is an even split between those expressing support for wheeled bins and those raising concerns, although 13% of those in favour would have to consider where they would store the bin	<ol style="list-style-type: none"> <li>1) storage issues on/outside of property</li> <li>2) bins stored/left outside ruin the look of an area</li> <li>3) bins left/stored outside cause hazard/obstruction on road/pavement</li> <li>4) handling issues due to nature of the property and/or physical constraints of the</li> </ol>	<ol style="list-style-type: none"> <li>1) survey properties to assess access and storage potential</li> <li>2) vary the service where necessary</li> <li>3) consider flats and properties with no external storage</li> <li>4) consider smaller bins for those that do not produce as much waste</li> <li>5) provide larger bins for larger household that may produce more waste</li> </ol>

	householder (elderly/disabled)	6) consider follow up communications and enforcement action when containers are left on the kerbside  7) continue to provide an assisted collection service for those that cannot present their waste at the kerbside
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**Q4. Recycling changes**

The government are planning to make it a legal requirement for local authorities to collect recycling in a way that improves the quality of the materials. This means keeping materials separate where possible and keeping paper and cardboard free from contamination caused by food/drinks containers and glass. Doing this will increase the materials that could be recycled. All the recycling materials (wheeled bin and reusable bag) would be collected at the same time, on the alternate week to the general waste Please select one statement.



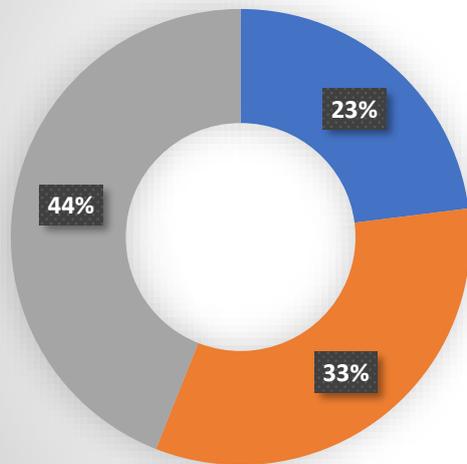
Results	Top comments	Mitigating actions
Two thirds of respondents think that the recycling improvements are a positive (although 22%	1) storage issues (indoors and outdoors)	1) survey properties to assess access and storage potential

<p>have storage concerns). 35% have concerns about the new system</p>	<ul style="list-style-type: none"> <li>2) not want/dislike/ugly wheelie bins</li> <li>3) do not want fortnightly collections</li> <li>4) separating recycling is confusing and time consuming</li> </ul>	<ul style="list-style-type: none"> <li>2) vary the service where necessary</li> <li>3) consider flats and properties with no external storage</li> <li>4) consider smaller bins for those that do not produce as much waste</li> <li>5) provide larger bins for larger households that may produce more waste</li> <li>6) communicate the carbon benefits of the fortnightly collections and increased recycling to ensure residents understand the reasons for separating material</li> <li>7) changes to recycling containers will be compatible with the mix and separation of material required for the new HCC reprocessing infrastructure</li> </ul>
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**Q5. Garden waste changes**

*The garden waste service will continue to be a pay-for fortnightly collection service, but customers could be given the option to present their waste in a wheeled bin instead of a reusable bag. Residents that wish to continue using a reusable bag may be able to continue to do so. Please select one statement.*

## Garden waste changes

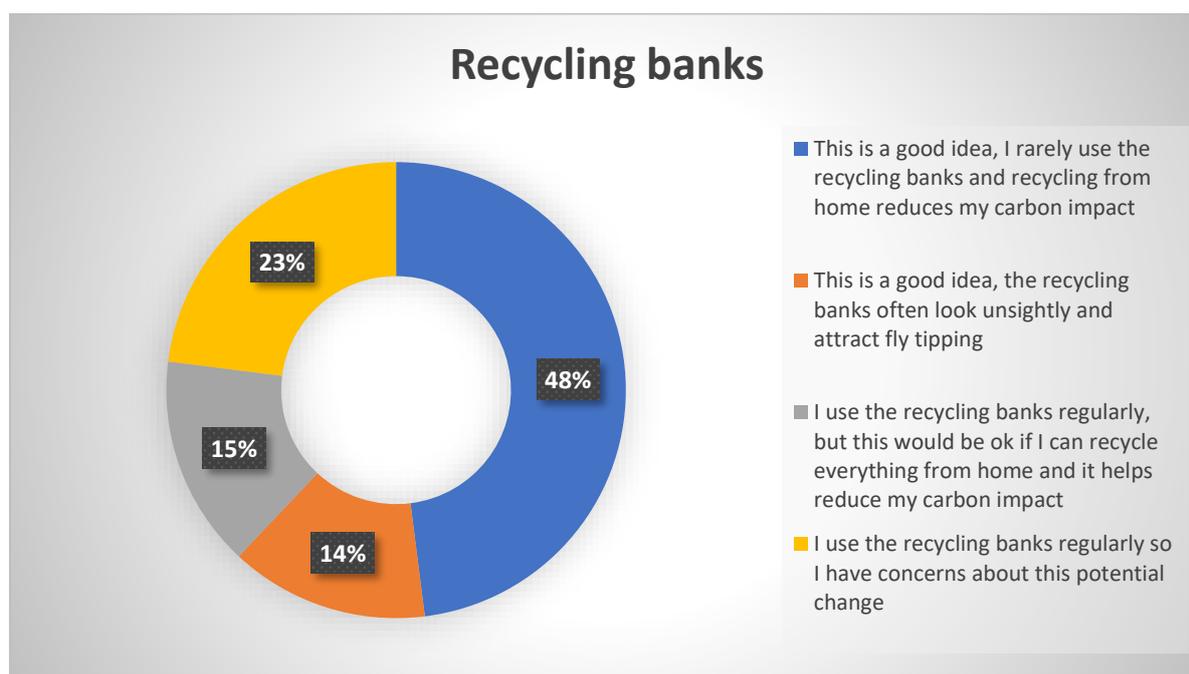


- The option to use a wheeled bin for garden waste is a good idea as they have greater capacity and do not blow away
- I think it is easier to use a reusable bag for garden waste
- This does not affect me as I do not use the garden waste service

Results	Top comments	Mitigating actions
6-in-10 of those who are affected by Garden Waste collection services say they think it would be easier to use a reusable bag for garden waste.	<ol style="list-style-type: none"> <li>1) keep reusable bags</li> <li>2) garden waste collections should be free</li> <li>3) provide compost bins</li> <li>4) would need more than one wheeled bin</li> </ol>	<ol style="list-style-type: none"> <li>1) the council have carried out additional technical studies which have shown the overall efficiency, financial, performance and health and safety benefits of wheeled bins for garden waste</li> <li>2) we are waiting to hear from government as to whether they intend to legislate the provision of free garden waste collection to all households</li> <li>3) continue to work with HCC to promote home composting and reduced-price compost bins</li> <li>4) provide a flexible service whereby more than one bin can be purchased</li> <li>5) survey properties to assess access and storage potential</li> <li>6) vary the service where necessary retaining reusable sacks where wheeled bins aren't suitable</li> </ol>

## Q6. Recycling banks

We want to ensure that all households are provided with ways to recycle from home wherever possible. In the proposed new collection system, to make recycling glass easier it could be added to the mixed recycling and collected from the kerbside every two weeks, instead of the current four weekly glass collection. With this improved system, we could remove the recycling banks currently sited at supermarkets and in our car parks. We will continue to provide textile recycling banks at various points across the district and will consider introducing recycling banks for other materials that cannot be recycled from home. Please select one statement.



Results	Top comments	Mitigating actions
The majority are in favour of the changes to the Recycling Banks with half saying they don't really use them. 23% do use them though so have concerns	<ol style="list-style-type: none"> <li>1) use recycling banks regularly</li> <li>2) could encourage fly tipping</li> <li>3) recycling banks required when people have excess recycling</li> </ol>	<ol style="list-style-type: none"> <li>1) ensure all households can recycle core -materials from home easily</li> <li>2) offer reusable additional bags for paper and cardboard recycling at the kerbside</li> <li>3) provide bigger bins for larger families to contain additional recycling</li> <li>4) relax the no side waste policy at Christmas when people have more waste and recycling</li> </ol>

