



Separate Collection of Glass Bottles & Jars from Households - Pilot

Consultation Report April 2019



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Separate collection of glass bottles and jars from households – Pilot

Background

Cardiff Council has a recycling target of 64% by 2020. To help meet this, the Council is undertaking a pilot of separate glass bottle and jar collections for 17,000 homes across 10 areas of the city.

The quality of glass collected through the com-mingled green bag scheme is not the best it could be, and the Council consequently has to pay to recycle our glass. Separating the collection of glass from other recyclable materials will help to improve the quality of the glass collected, meaning it can be sold which will help to put money back into Council services.

Glass caddies have been delivered to homes taking part in this pilot, along with details of the scheme. All those taking part have been invited to take part in both a pre-trial survey and a mid-trial survey to understand usage of, and attitudes to the pilot.

Methodology

An online survey was created, and hosted on the Council's website. Details of the survey were provided in the information pack given to each household taking part in the pilot survey; the survey was also promoted by enforcement officers.

The data received was cleansed to remove any duplicate responses; 141 respondents took part in the pre-trial survey, and 344 in the mid-trial survey.

Summary of Results



99.4% of respondents from the mid-trial survey were taking part in the scheme



68.8% of respondents from the mid-trial survey were satisfied with the collections



50.3% of respondents from the mid-trial survey thought the caddy was too small, compared with 5.2% who thought it was too large.

51.0% stated their caddy was “completely full” when put out for collection.

Opinion was split as to whether a fortnightly collection was frequent enough – 51.0% said yes, 49.0% said no.



48.4% of respondents from the mid-trial survey reported no issues with the collection. The biggest problems reported were the collections were too noisy, and the caddies weren't waterproof.

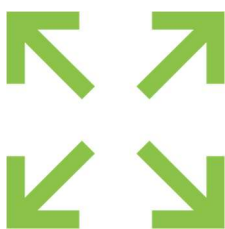


Respondents typically got information about the scheme in a letter (41.3%); just 2.4% did not receive any information.

95.5% said the information was easy to understand

85.8% had all the information they needed to take part.

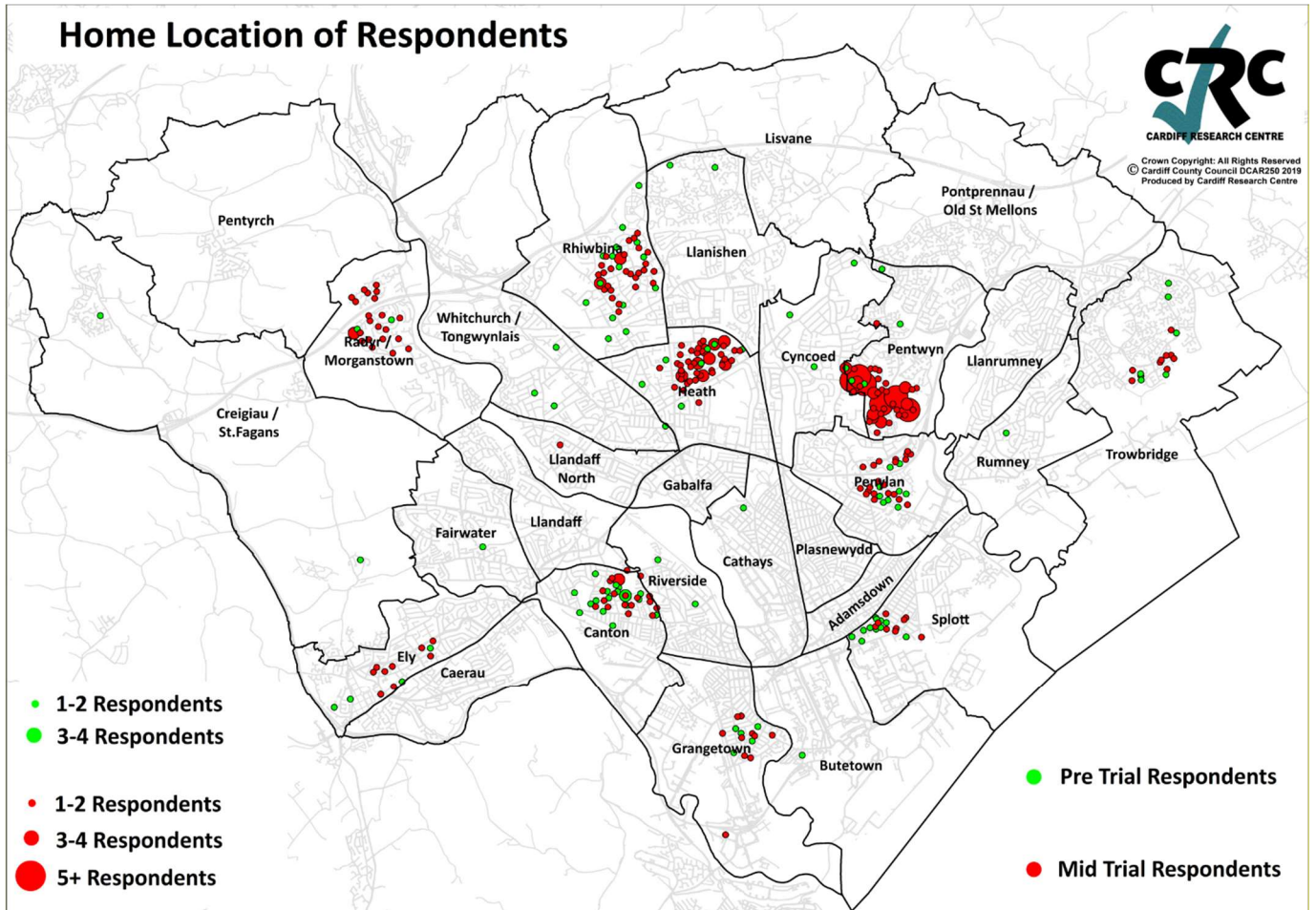
Those needing more information would typically look for it on the Council website



77.4% of respondents taking part in the pilot survey agreed the scheme should be expanded across the city.

Results

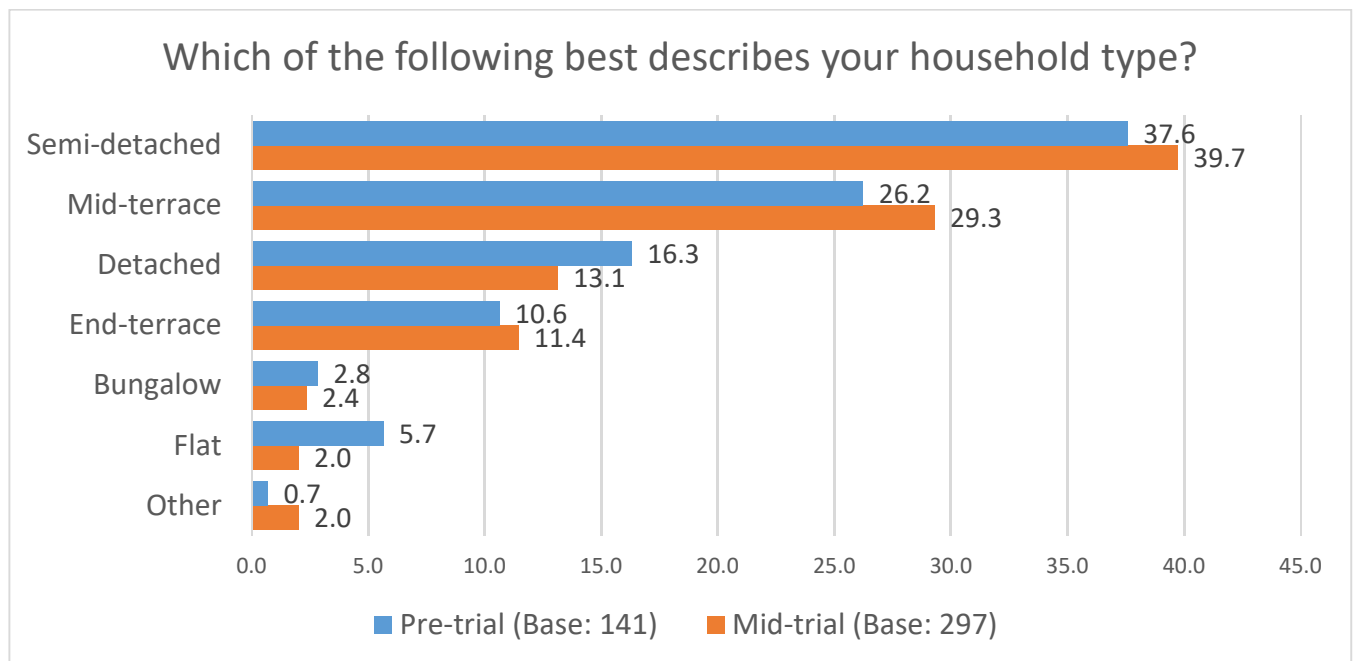
Please provide your postcode to allow us to more accurately pinpoint residents' views and needs by trial area:



Which of the following best describes your household type?

Most of those taking part in the surveys lived in a semi-detached or a mid-terrace house. Respondents living in a flat accounted for 5.7% of those taking part in the pre-trial survey, and just 2.0% of the mid-trial survey.

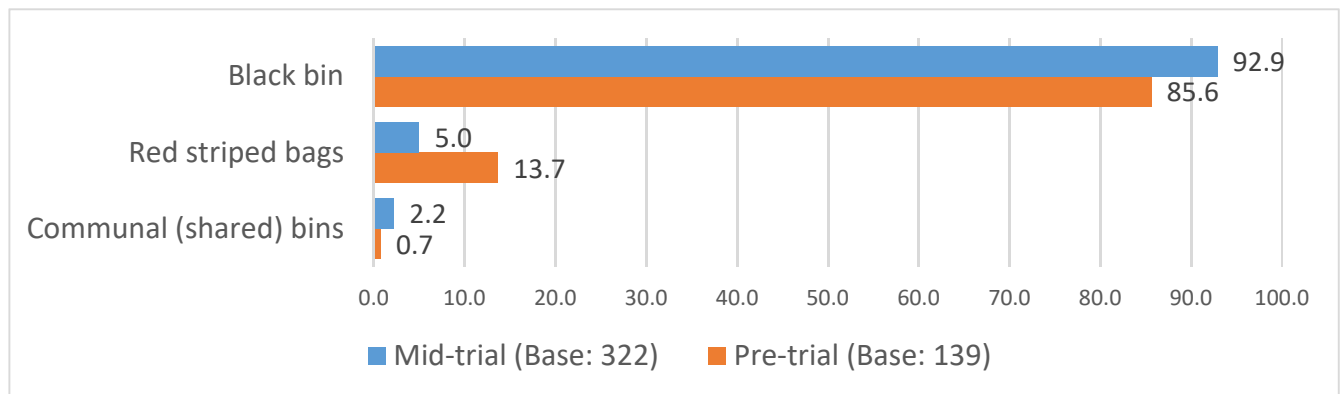
	Pre-trial		Mid-trial	
Semi-detached	53	37.6	118	39.7
Mid-terrace	37	26.2	87	29.3
Detached	23	16.3	39	13.1
End-terrace	15	10.6	34	11.4
Bungalow	4	2.8	7	2.4
Flat	8	5.7	6	2.0
Other	1	0.7	6	2.0
	141	100.0	297	100.0



What does your household use for general (non-recyclable) waste?

The majority of respondents taking part in the pilot used black bins for their general waste.

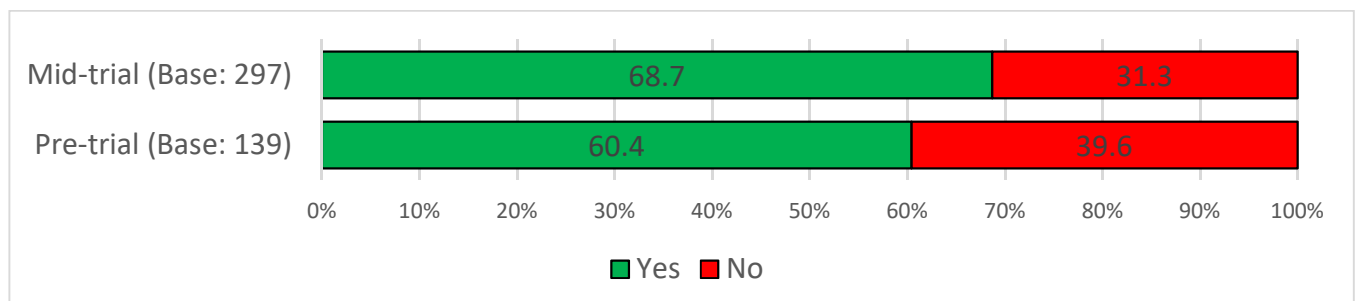
	Pre-trial		Mid-trial	
Black bin	119	85.6	299	92.9
Red striped bags	19	13.7	16	5.0
Communal (shared) bins (these are often found within blocks of flats)	1	0.7	7	2.2
	139	100.0	322	100.0



Do you fill your black bin/communal bin or use your full allowance of red striped bags each fortnightly collection?

Approximately two-thirds of respondents filled their black bin or used their full allowance of red striped bags each fortnight.

	Pre-trial		Mid-trial	
Yes	84	60.4	204	68.7
No	55	39.6	93	31.3
	139	100.0	297	100.0

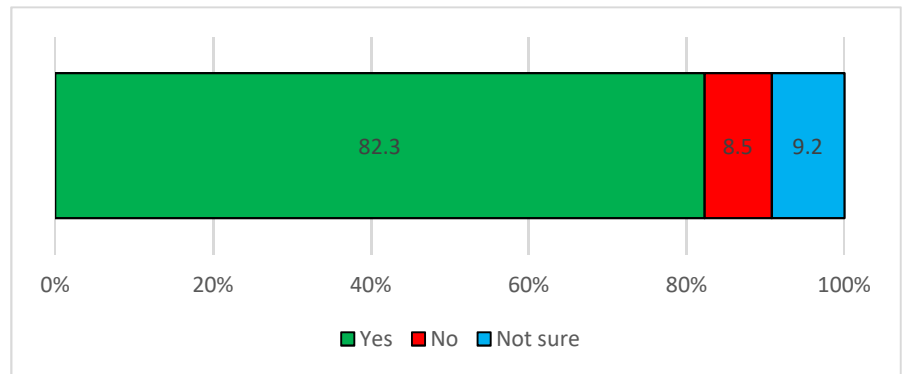


Pre-Trial Survey

Do you think you will be likely to take part in the separate glass collection?

More than four in five respondents taking part in the pre-trial survey thought they would be likely to take part in the trial.

	No	%
Yes	116	82.3
No	12	8.5
Not sure	13	9.2
	141	100.0



If no, why not?

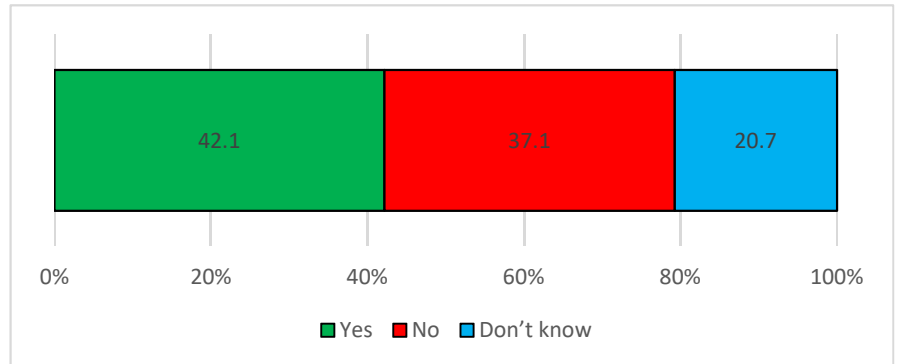
The biggest barrier to anticipated participation cited was having nowhere to store the caddy (66.7%).

	No	%
Nowhere to store caddy	8	66.7
Too much effort	2	16.7
Too confusing	1	8.3
Will continue to put glass into green bags	1	8.3
<i>Caution: small base size</i>	12	100.0

Do you think a fortnightly collection for your glass recycling will be enough?

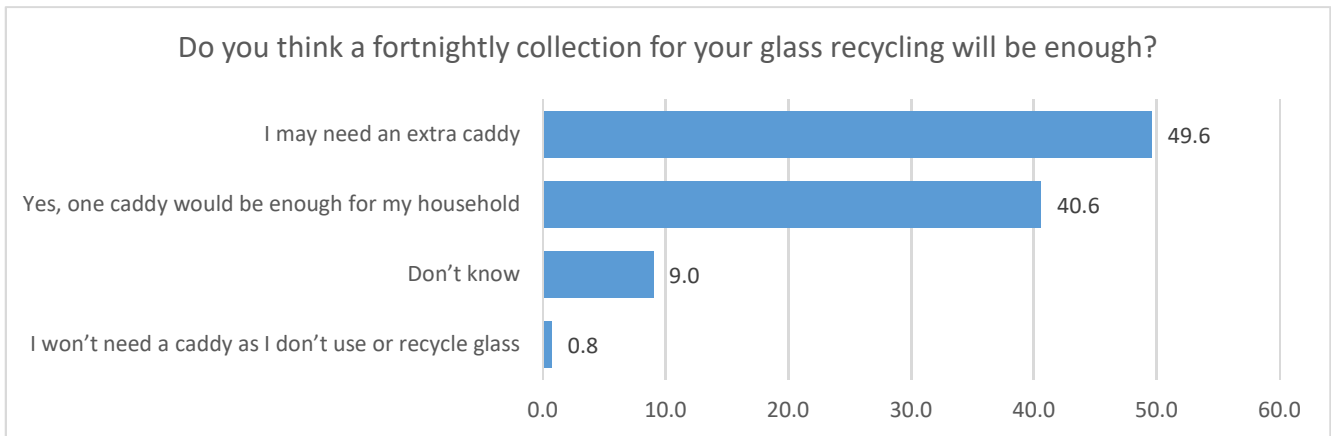
Opinion was mixed as to whether a fortnightly collection for glass recycling would be enough, with 42.1% answering 'Yes', and 37.1% answering 'No'. A fifth of respondents (20.7%) did not know.

	No	%
Yes	59	42.1
No	52	37.1
Don't know	29	20.7
	140	100.0



We will be providing you with a caddy for glass that we feel will provide enough storage for an average household. Do you think your household will manage with one caddy?
(We will deliver 1 caddy. You will be able to order 1 additional from 12th November 2018. Requests for more than 2 caddies will be need to be assessed)

Respondents were told that they would be provided with one caddy for the pilot, with an option to request a second. Two fifths of respondents (40.6%) felt one caddy would be enough for their household; half (49.6%) felt an extra caddy would be needed. One in eleven respondents didn't know how many caddies their household would need.

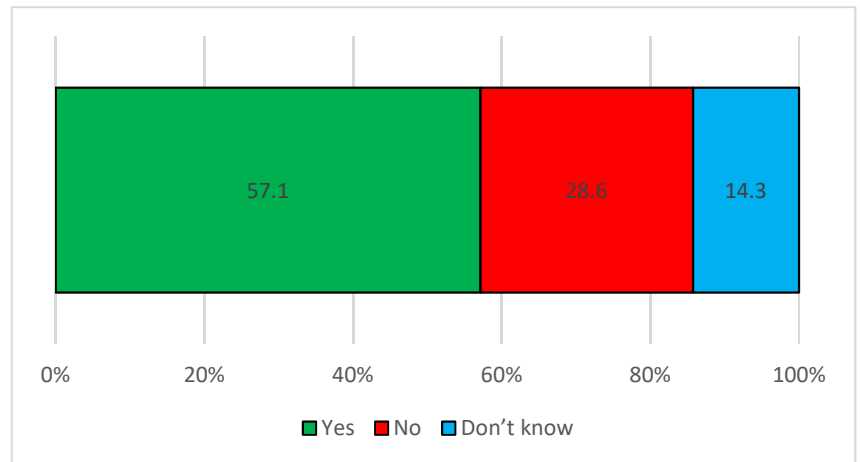


	No	%
I may need an extra caddy	66	49.6
Yes, one caddy would be enough for my household	54	40.6
Don't know	12	9.0
I won't need a caddy as I don't use or recycle glass	1	0.8
	133	100.0

People living in a block of flats will be provided with 1 larger sized (240L) wheeled bin for the whole block rather than caddies for individual flats. Do you think this will be enough for your block?

More than half of the respondents who live in a flat were satisfied that the 240L wheeled bin would be sufficient for their block of flats, compared with 28.6% who did not think this would be enough.

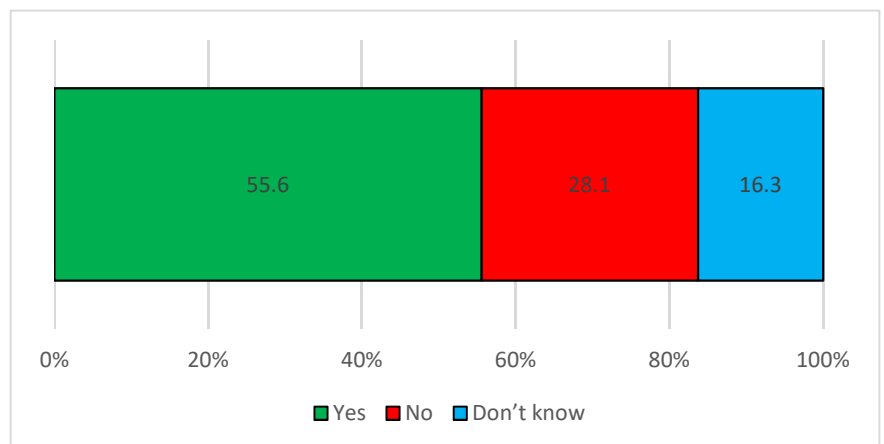
	No	%
Yes	4	57.1
No	2	28.6
Don't know	1	14.3
	7	100.0



Do you think there should be facilities to recycle glass only at Household Waste Recycling Centres?

More than half of those taking part in the pre-trial survey agreed there should be facilities to recycle glass in Household Waste Recycling Centres.

	No	%
Yes	75	55.6
No	38	28.1
Don't know	22	16.3
	135	100.0



Do you have any comments you would like to make regarding waste and recycling in Cardiff?

		No	%
Size of caddy	<ul style="list-style-type: none"> - <i>Just received our blue caddy, the contents of which is planned to be collected fortnightly - you're having a laugh..! Our household would likely fill three of these in a fortnight..!</i> - <i>The caddie is very clearly too small. In fact, it's tiny. What a total backwards step. If the real issue is handling glass, provide a bin that is suitable in terms of size. The only way I can see this working is if I smash all the glass before putting it in the bin. I'm happy to do this, but I daresay you're making the refuse collectors' job far more dangerous.</i> - <i>Think it will take us three months to fill glass caddy as we don't use that much.</i> 	24	23.5
Caddy storage	<ul style="list-style-type: none"> - <i>I live in a small flat. Where do you people think we have the room to store black bags for the black bin, green bags, food caddies and now a caddy for glass! Ridiculous unless you have the room for all these extra obstacles lying around your home!</i> - <i>living in a terraced house with no back entrance (our houses back on to other houses) it is very difficult to store waste as there is not enough room inside but i do not want to trail wet bags that have been outside through my house to the front for collection either</i> 	19	18.6
Support the pilot	<ul style="list-style-type: none"> - <i>The separate glass collection is a brilliant idea. We used to collect our glass separately and take it to Asda - but the glass recycling skips there were always full and the post-Christmas period is a particular problem. Those who moan - really should take note. This is easy - it just needs to develop into a habit and once started becomes natural. It's good for the council, good for the residents (better use of our money) and good for the environment. We will definitely be asking for a second caddy!</i> - <i>This is a brilliant change and long overdue. Collecting glass with paper & card is a major issue as broken glass impregnating the soft recyclables means everything is worthless. Fingers crossed this works and it becomes just the way we do it here in Cardiff.</i> 	17	16.7
Weekly collections	<ul style="list-style-type: none"> - <i>Firstly I am glad to participate in this scheme. However you either need bigger caddies or a weekly collection I fill my caddy in a week. What am I meant to do with the rest? I will take it to a facility but this is NOT a replacement for the collections that I PAY FOR. Reducing collections will NOT reduce the amount of waste. It simply ignores it.</i> - <i>You have replaced a system (green bags) that allowed for all glassware to be collected weekly with one whereby an inadequately sized container is collected every two weeks.</i> 	13	12.7

Caddy unsuitable	<ul style="list-style-type: none"> - <i>More bottles could be stored in the blue container, if it was wide enough to do so i.e. length of an average wine bottle is 780mm, but someone in their wisdom has determined that the container width is only @ 760mm. As such, wine bottles can only really be stored in a vertical position, which results in a reduced volume for storing the glass bottles!! Someone needs to think outside the bottle!!</i> - <i>I am fortunate to have a yard, with a bin store, however the blue bin won't fit in it, it's too big for the kitchen AND, unlike the brown bin it fills with water when it rains. Were other designs considered?</i> 	12	11.8
Prefer co-mingled	<ul style="list-style-type: none"> - <i>Cardiff councils recycling is so simple.. keep it that way or it will discourage participation</i> - <i>My preference is to keep the system as simple as possible. I like the green bags for mixed recycling, as opposed to having to sort and put out multiple bins. The more complex the system, the more likely it is that some people will not bother at all.</i> 	11	10.8
Glass Banks	<ul style="list-style-type: none"> - <i>It would be helpful to have more accessible WEEE recycling facilities not located in a Household Waste Recycling Centre as this requires use of a car. Perhaps local supermarkets/libraries could offer this facility.</i> - <i>I would consider taking my glass to collection receptacles at local shopping centres [as in Netherlands].</i> 	10	9.8
Against the pilot	<ul style="list-style-type: none"> - <i>I can't understand why collecting glass in a blue caddy instead of a green bag will result in a more saleable product. It will be the same glass and you are not asking us to remove labels or do anything different (apart from allowing us to include broken glass, which in my case accounts for approx 1 item a year). Is it because a lot of the glass in the green bags gets broken or goes to waste because you do not sort it completely?</i> 	9	8.8
HWRCs	<ul style="list-style-type: none"> - <i>Is this question a joke? There are no local household waste recycling centres as the council closed them.</i> 	8	7.8
Safety concerns	<ul style="list-style-type: none"> - <i>I strongly oppose separate glass collections. I already have enough bins to store away inside and outside my house, and with three very young children I do not want a box of broken glass around that will have to be left on the floor.</i> 	6	5.9
More info on what can be recycled	<ul style="list-style-type: none"> - <i>It would be useful to know what is and what is not recyclable as it is not clear from the website information, e.g. some packaging says it is recyclable but it is not clear from the descriptions on the website if it is.</i> 	5	4.9
Confusing	<ul style="list-style-type: none"> - <i>I completely disagree with this many different bins for different things, and a reason why i moved from Bridged Council. We just need a green, yellow (recycling) and black bin. Having bags increases waste, and lots of boxes means people get confused,</i> 	4	3.9

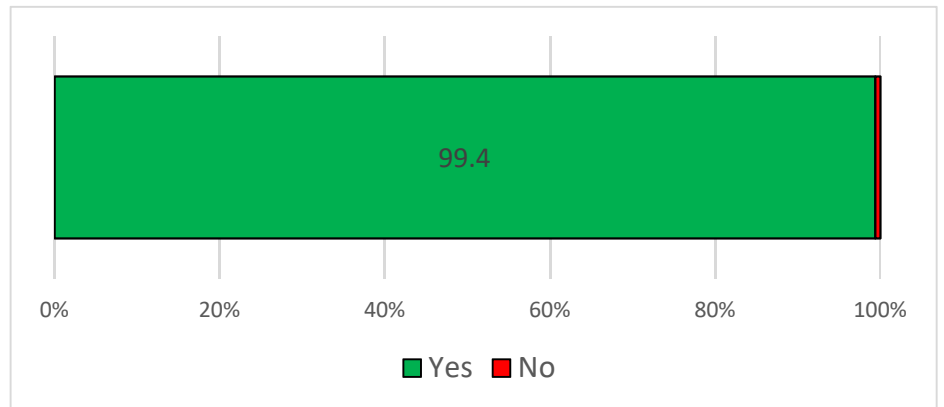
	<i>and takes too much time - or leave out the front of house. Better still all recycling collected in a central communal street wooden area.</i>		
Issues with collections	- <i>Hopefully these bins will be collected. At present its hit and miss whether our food waste is collected. Is this the slippery slope to less frequent collections?</i>	4	3.9
Excess glass	- <i>You have replaced a system (green bags) that allowed for all glassware to be collected weekly with one whereby an inadequately sized container is collected every two weeks. I do support a scheme that enables householders to separate out glass from other recycled materials but the containers must be big enough. As you have stated that green bags containing glass will not be collected, what am I to do with glass now that my blue bin is full?</i>	3	2.9
Noise issues	- <i>It is quite noisy with the sound of the glass being emptied (something I know that can't be helped!) So for this reason I'm glad that you are currently considering only to operate glass collections from 8am but 8pm is too late especially for families with small children if the pilot is successful you should consider operating glass recycling only during the hours of 8am until 630pm or 7pm at the very latest.</i>	2	2.0
Street cleansing	- <i>People in Rhiwbina would support the Council in trying to increase the amount of rubbish which is recycled but if inner city residents will not comply to the same extent the Council will need to do more to clear up rubbish dumped in alleys and in gutters, Inner city Cardiff does look very rubbish strewn in places.</i>	2	2.0
Stricter enforcement	- <i>More needs to be done by the council to educate all sections of society about what they should be doing with recycling. It is a mistake to think well-off neighbourhoods are full of people who care about recycling and getting their collections right</i>	2	2.0
Miscellaneous	- <i>Not sure how you sell this stuff on but surely it'd be better to kerbside sort clear glass from coloured or have two separate caddies?</i> - <i>Please can we recycle tetra-paks. The council needs to lobby Welsh & UK Govts to make recycling easier for councils - fewer different types of plastic; one system across Wales and/or UK; and more producer responsibility.</i> - <i>I do my utmost to recycle but due to "gossip" I hear everything goes into landfill anyway. Is this true? If so, why are some of us recycling to separate waste? Someone suggested most waste could be burned so less would go into landfill. Why aren't you doing this?</i>	22	21.6
		102	-

Mid-Trial Survey

Are you taking part in the separate glass collection?

Almost all those responding were taking part in the separate glass collection pilot (99.4%).

	No	%
Yes	335	99.4
No	2	0.6
	337	100.0



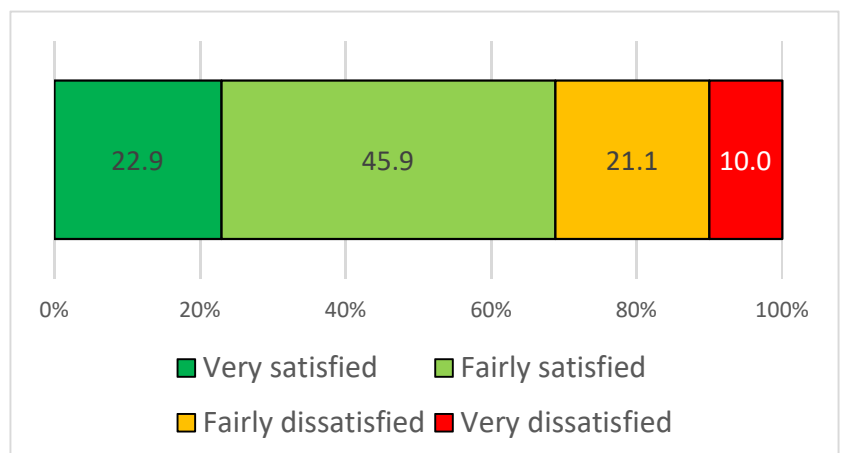
Of those not taking part in the pilot, one lived outside the pilot area; the other gave the following reasons for choosing not to take part:

- Prefer previous scheme (glass recycling in green bags, with other recyclable waste)
- Nowhere to store caddy

How satisfied are you with the separate glass collection?

More than two-thirds of respondents (68.8%) were satisfied with the separate glass collection.

	No	%
Very satisfied	64	22.9
Fairly satisfied	128	45.9
Fairly dissatisfied	59	21.1
Very dissatisfied	28	10.0
	279	100.0

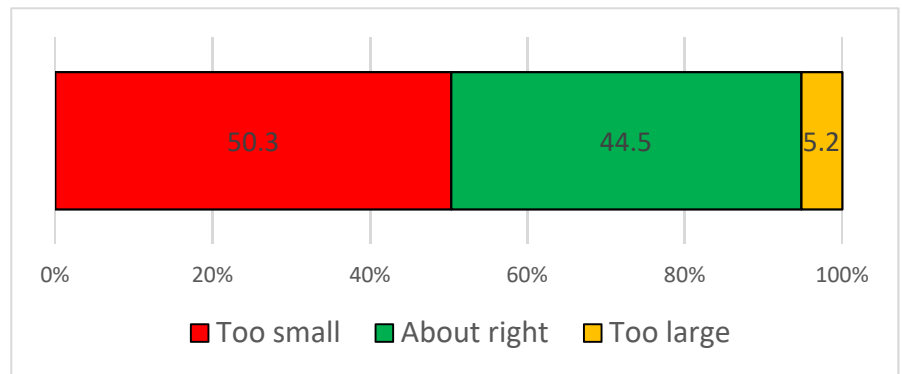


The Glass Caddy

What do you think of the size of the caddy?

Opinion was mixed on the size of the caddy, with just over half (50.3%) thinking it was too small, and slightly fewer respondents (44.5%) thinking it was about right. Just one in twenty (5.2%) thought the caddy was too large.

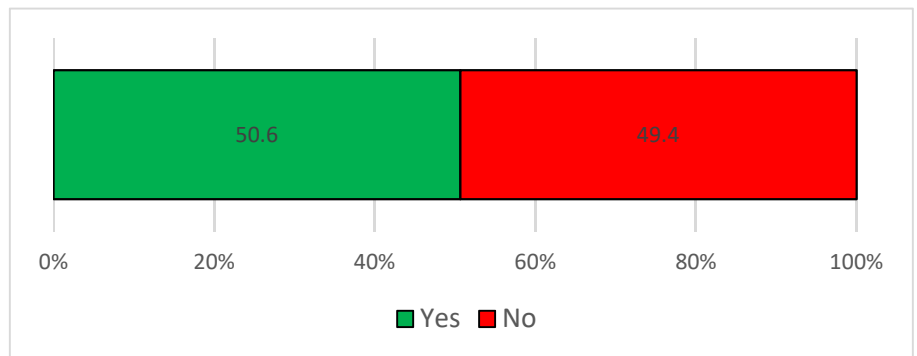
	No	%
Too large	16	5.2
About right	137	44.5
Too small	155	50.3
	308	100.0



Do you think the caddy is a suitable container for glass recycling?

Similarly, respondents were split as to whether the caddy is a suitable container, with 50.6% saying 'Yes', and 49.4% answering 'No'.

	No	%
Yes	162	50.6
No	158	49.4
	320	100.0



Why not?

The single biggest reason given for the unsuitability of the caddy was that it was not waterproof, cited by more than half of those describing the caddy as not suitable for glass recycling (56.3%); a third of these respondents also commented on its awkward shape (33.6%)

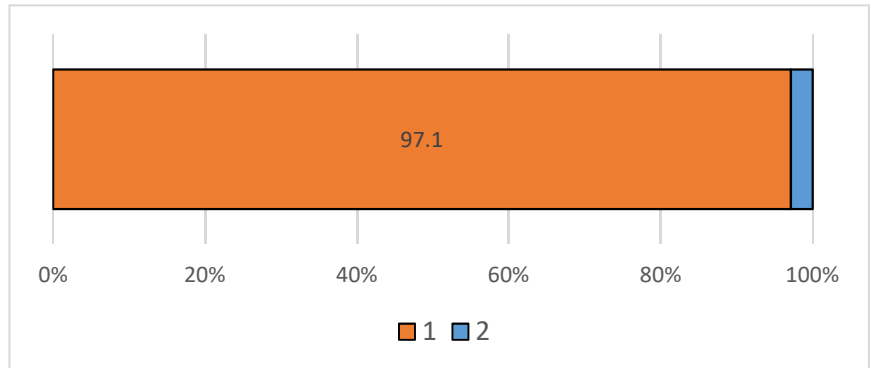
	No	%
Awkward shape	51	33.6
Too heavy when full	35	23.0
Too big to store inside	26	17.1
Don't like the colour	1	0.7
Other	99	65.1
	152	100.0

		No	%
Not waterproof	<ul style="list-style-type: none"> - <i>Not waterproof</i> - <i>The hinged lid lets in water when stored outside, should be the same design as food waste bin but much larger</i> - <i>It lets in water when it rains because of the silly flap section. Which makes it heavy to lift and also very unhygienic as it's always damp</i> 	89	89.9
Poor design	<ul style="list-style-type: none"> - <i>Badly designed</i> - <i>Shape makes packing of glass awkward.</i> 	21	21.2
Lid / hinge	<ul style="list-style-type: none"> - <i>Lid broken in the first week</i> - <i>The caddy fills up with rain water due to the two hinge top! It would be better with just the one back hinge as per the food waste caddy.</i> 	14	14.1
Too small	<ul style="list-style-type: none"> - <i>It leaks. It is too small. It doesn't expand like bags could. There is a lot of redundant space.</i> 	12	12.1
Too heavy	<ul style="list-style-type: none"> - <i>Too heavy when empty</i> 	9	9.1
Health & safety	<ul style="list-style-type: none"> - <i>Leaks when stood outside. Have smashed glass trying to carry it out as it was full of water and heavy and I've cut my hand open</i> 	6	6.1
Prefer a bag to caddy	<ul style="list-style-type: none"> - <i>I wouldn't mind putting glass into a separate BAG if that helped the sorting process but the bin is a real pain and so I will probably end up putting my glass into the general waste bin.</i> 	3	3.0
Needs wheels	<ul style="list-style-type: none"> - <i>Lack of wheels makes it difficult to move</i> 	2	2.0
Miscellaneous	<ul style="list-style-type: none"> - <i>Too fragile - easily cracked.</i> 	6	6.1
		99	-

How many glass caddies do you have at your property?

At the time of the survey, almost all respondents had one glass caddy, with just 2.9% having two.

	No	%
1	304	97.1
2	9	2.9
	313	100.0



Were you provided with enough communal bins for your block of flats?

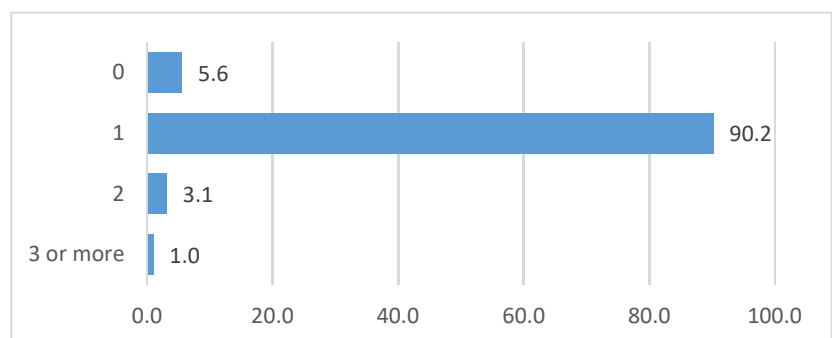
All respondents living in a flat were satisfied they had been given sufficient communal bins.

	No	%
Yes	5	100.0
No	0	0.0
	5	100.0

How many glass caddies do you typically put out for collection every fortnight?

Nine out of ten respondents (90.2%) put out one caddy for collection each fortnight, reflecting the number of caddies held by most households. Around one in twenty respondents (5.6%) did not put any caddies out for collection.

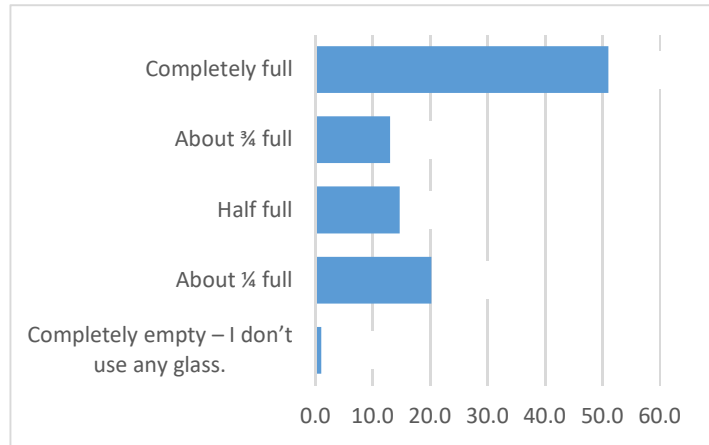
	No	%
0	16	5.6
1	259	90.2
2	9	3.1
3 or more	3	1.0
	287	100.0



On average, how full is your caddy when you put it out for collection?

Around half (51.0%) of those giving an answer to this question reported their caddy was completely full when put out for collection, with a further 27.7% stating their caddy was at least half full.

	No	%
About ¾ full	38	13.0
About ½ full	59	20.2
	292	100.0

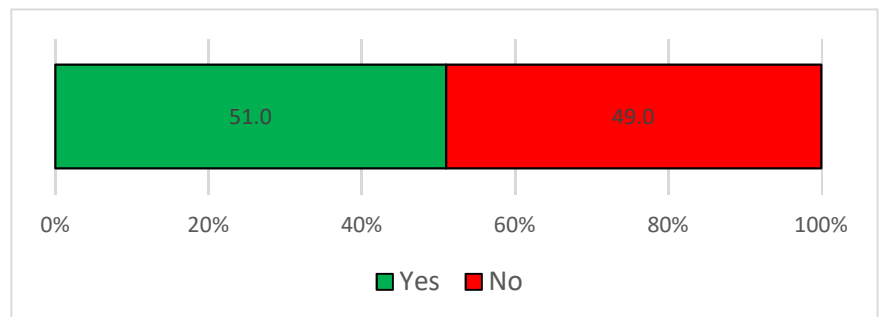


Glass Collections

Based on the number of caddies you have at your property, is a fortnightly collection of glass frequent enough?

Opinion was split as to whether a fortnightly collection of glass was frequent enough, with 51.0% in agreement, and 49.0% saying this was not enough.

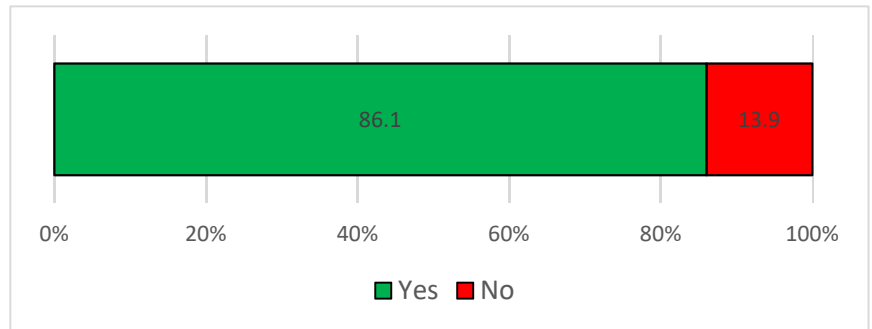
	No	%
Yes	151	51.0
No	145	49.0
	296	100.0



Do you use your glass collection every fortnight?

Seven out of eight respondents (86.1%) used the separate glass collection every fortnight.

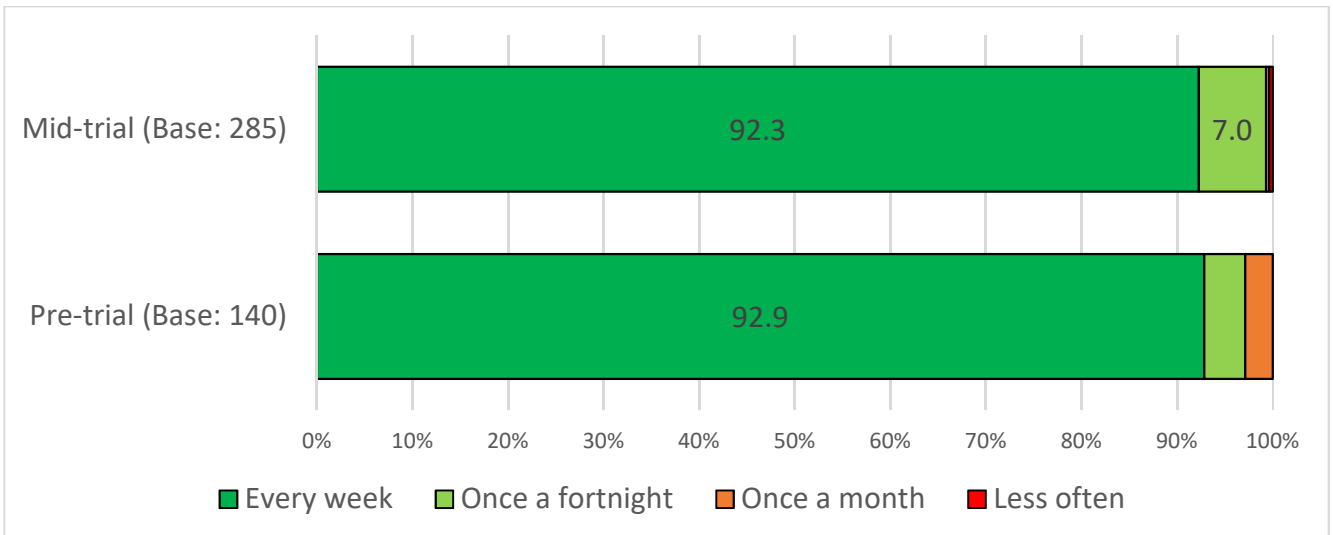
	No	%
Yes	253	86.1
No	41	13.9
	294	100.0



How often do you put out your green recycling bags?

More than nine out of ten respondents put their green bags out every week, with no difference shown between the pre-trial and mid-trial surveys.

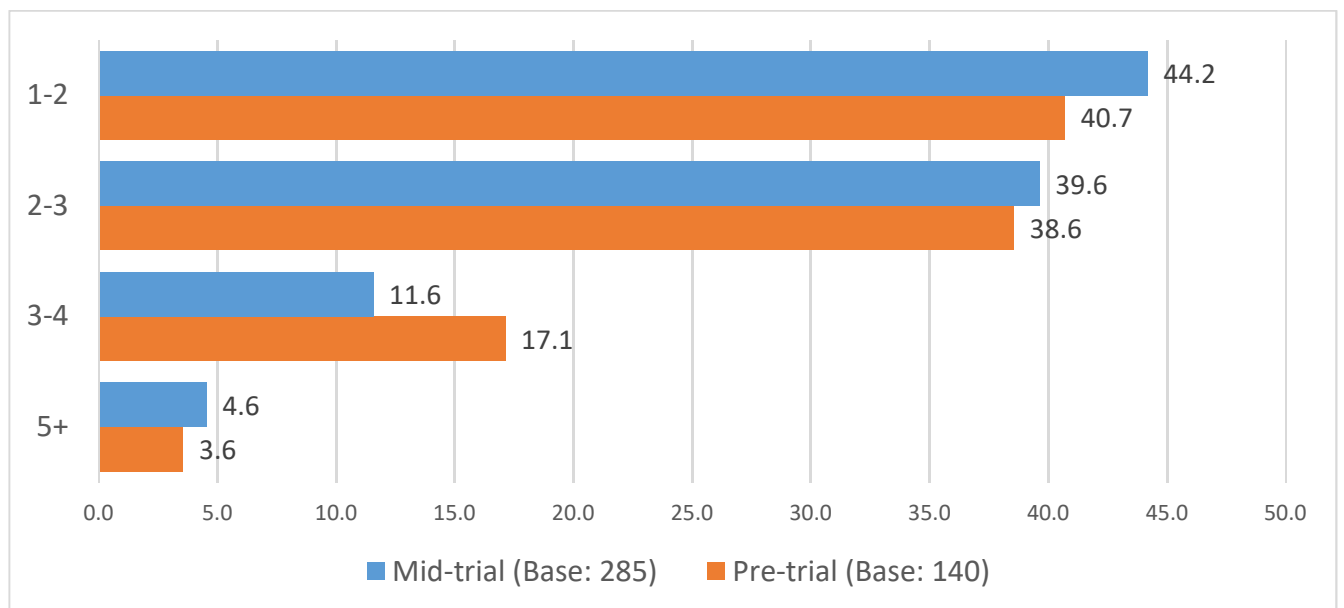
	Pre-trial		Mid-trial	
Every week	130	92.9	263	92.3
Once a fortnight	6	4.3	20	7.0
Once a month	4	2.9	1	0.4
Less often	0	0.0	1	0.4
	140	100.0	285	100.0



On average, how many green recycling bags do you put out for collection?

Most respondents put out up to 3 recycling bags for collection. The figures showed little change between the pre- and mid-trial responses, although there was a light drop in the percentage of those putting out more than 3 bags (20.7% pre-trial compared with 16.2% mid-trial).

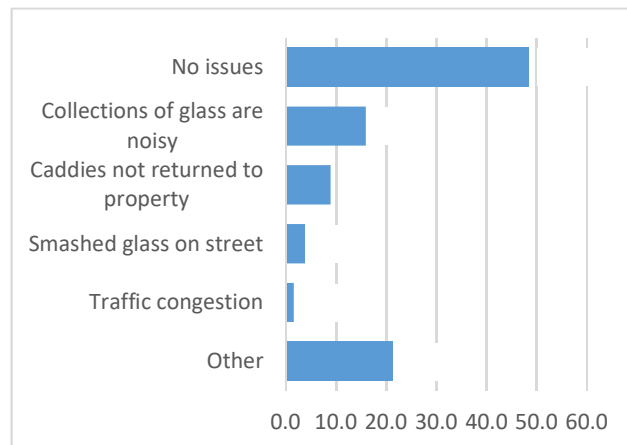
	Pre-trial		Mid-trial	
1-2	57	40.7	126	44.2
2-3	54	38.6	113	39.6
3-4	24	17.1	33	11.6
5+	5	3.6	13	4.6
	140	100.0	285	100.0



Have you noticed any issues with separate collections of glass?

Almost half of those surveyed (48.4%) reported no issues with the separate collection. Of the issues reported, the greatest concern raised was the noisy collection, followed by the caddies not being waterproof.

	No	%
Collections of glass are noisy	50	15.9
Smashed glass on street	12	3.8
Other	67	21.3
	314	100.0



Please specify

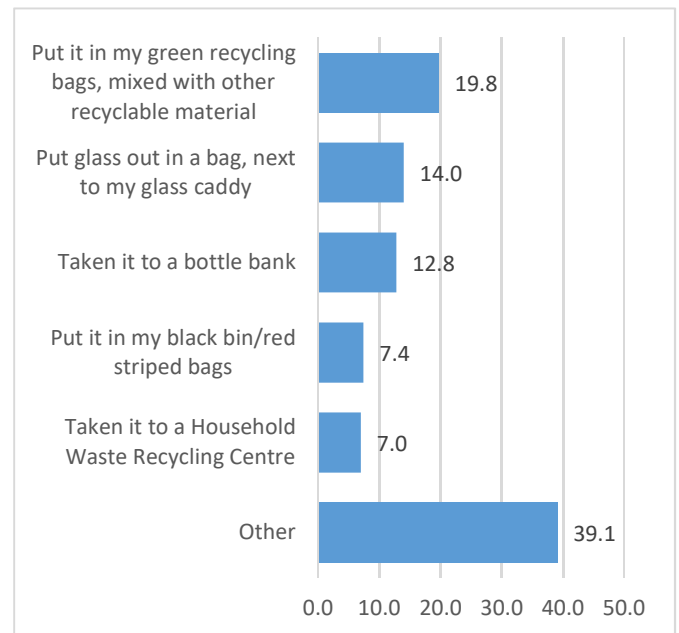
		No	%
Not waterproof	<ul style="list-style-type: none"> - <i>The caddies, when closed, collect rain water. This could become a health hazard but also a collection hazard for your employees or equipment.</i> - <i>They let in the rain badly even when closed</i> - <i>Caddy is not watertight and therefore dangerous to empty water. Unable to keep lid firmly closed with risk of smashed glass on street</i> 	29	43.9
Missed collections	<ul style="list-style-type: none"> - <i>I was told that my glass caddy would or be collected the same week as my black bin but this did not happen. Having looked on the website, it appears that my glass caddy is collected on the non-Black bin week. Please update your guidance.</i> - <i>Glass rubbish everywhere in my home as it hasn't been collected several times</i> 	21	31.8
Too heavy	<ul style="list-style-type: none"> - <i>Too heavy for me as I'm disabled and caddy collects rainwater adding to the weight.</i> 	9	13.6
Too small	<ul style="list-style-type: none"> - <i>Not big enough for fortnightly collection. Would be idea size for weekly</i> 	7	10.6
Caddy broken	<ul style="list-style-type: none"> - <i>My caddy broke on first collection</i> 	6	9.1
Operatives not careful	<ul style="list-style-type: none"> - <i>Careless way in which they are emptied. Luck not to have smashed glass on the streets</i> 	4	6.1
Poor design of caddy	<ul style="list-style-type: none"> - <i>The hinge in the lid allows rain into the caddy which is then heavier and difficult to drain when caddy is full.</i> 	3	4.5

	<i>What is the point of the small front flap? Change to a one-piece lid for ease and safety.</i>		
Green bags now too light	- <i>Green recycling bags are now too light and are blown into the road</i>	3	4.5
Health & safety	- <i>People emptying out caddies 'for fun' while they are awaiting collection.</i>	3	4.5
Build-up of excess glass	- <i>Glass caddies are way too small. Glass baby food jars for twins, general glass jars and containers, bottles, then add in Christmas and we have 3 boxes of glass in the garage that won't fit in the caddy.</i>	2	3.0
Miscellaneous	- <i>Glass caddy is totally inconvenient so I am not using it</i> - <i>Since the pilot started you now collect our green recycle bags at the end of the day instead of first thing which will potentially start to attract vermin and seagulls etc. to rip them open causing more mess in the street.</i>	7	10.6
		66	-

If you have had additional glass that didn't fit in your glass caddy, how have you recycled/disposed of it?

Most respondents put any excess glass that wouldn't fit in their caddy into the green recycling bag with other recyclables, despite being warned that this could mean that their green bag may not be collected. Others put excess glass out in a bag, placed next to the caddy (14.0%), with a similar number noting, under the 'Other' option, that they played catch-up, storing excess glass, then re-filling their caddy as soon as the glass collection took place

	No	%
Put it in my green recycling bags, mixed with other recyclable material	48	19.8
Put glass out in a bag, next to my glass caddy	34	14.0
Taken it to a bottle bank	31	12.8
Put it in my black bin/red striped bags	18	7.4
Taken it to a Household Waste Recycling Centre	17	7.0
Other	95	39.1
	243	100.0



Those answering 'Other' were asked to specify what was done with any excess glass; 94 responses were received:

		No	%
Play catch-up	<ul style="list-style-type: none"> - <i>Have stored it until the following collection. Therefore always playing catch up.</i> - <i>Had to keep it till the next collection in a fortnights time -not really satisfactory</i> - <i>Retained it until the next collection but this then has a knock on effect</i> 	34	36.2
No excess	<ul style="list-style-type: none"> - <i>Not needed to do that yet</i> - <i>No issues, all glass fits the caddy</i> 	27	28.7
Store in garage/garden	<ul style="list-style-type: none"> - <i>Stockpiled in garage - not good. There are no local bottle banks and we need them.</i> - <i>I've had to leave it outside in my back garden next to the caddy. This is a potential safety</i> 	22	23.4

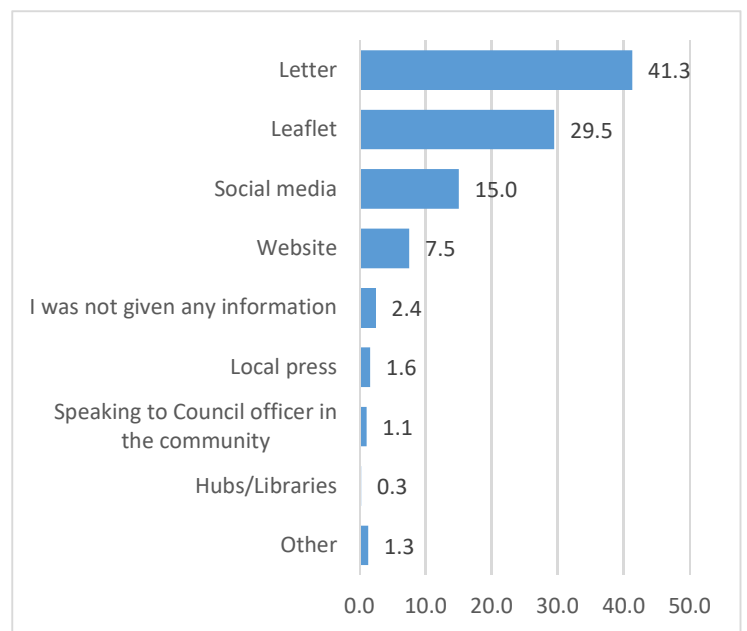
	<i>hazard as I have small children but I have nowhere else to keep it once the caddy is full.</i>		
Use neighbours caddy/green bag	- <i>A friend who isn't in the pilot puts my additional glass bottles jar in a green recycling bag. Initially we asked neighbours if they had any spare capacity but unfortunately none of them do</i>	15	16.0
Don't know what to do with it	- <i>I don't know what to do with it, that's the main reason I'm not happy.</i>	2	2.1
Miscellaneous	- <i>Regarding taking glass to the bottle bank or household recycling - this is not very 'GREEN' is it? Local recycling bins at Morrison's have been removed, and the recycling centre is too far away. I pay Council Tax for YOU to collect the glass - not dispose of half of it at my own expense. If I dispose of surplus glass myself whilst the pilot scheme is running, then you will take this as evidence that the blue caddies are fit for purpose - which they are not.</i>	7	7.4
		94	-

Information and Communication for the separate glass collection pilot.

Where did you find out information about the glass pilot (tick all that apply)?

The most common way for respondents to find out about the glass pilot scheme was by letter (41.3%), followed by the leaflet delivered to homes taking part in the trial (29.5%), or through social media (15.0%).

	No	%
Letter	154	41.3
Leaflet	110	29.5
Social media	56	15.0
Website	28	7.5
I was not given any information	9	2.4
Local press	6	1.6
Speaking to Council officer in the community	4	1.1
Hubs/Libraries	1	0.3
Other	5	1.3
	373	100.0



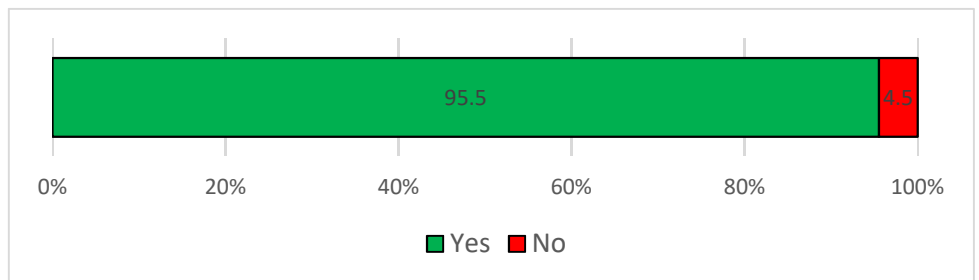
'Other' reasons given were:

- *Email reminder*
- *Our local councillor told us about it*
- *I work for the Council*
- *An information stand outside Sainsbury's store in Colchester Avenue*

If you received information, was it easy to understand?

Almost everyone who received information reported it was easy to understand (95.5%).

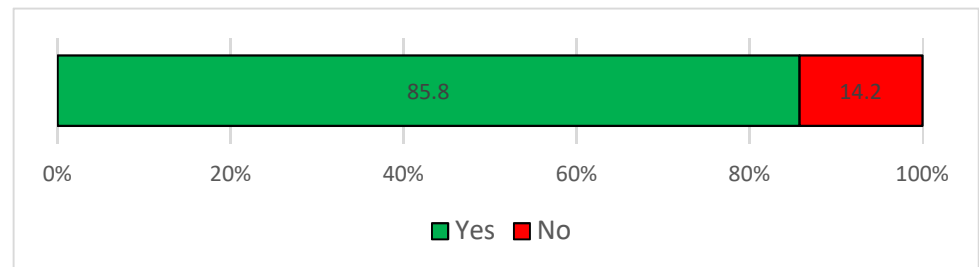
	No	%
No	12	4.5
	268	100.0



Did you have all the information you needed to take part in the glass recycling scheme?

Seven out of eight respondents (85.8%) reported they had all the information they needed to take part in the separate glass collection pilot scheme.

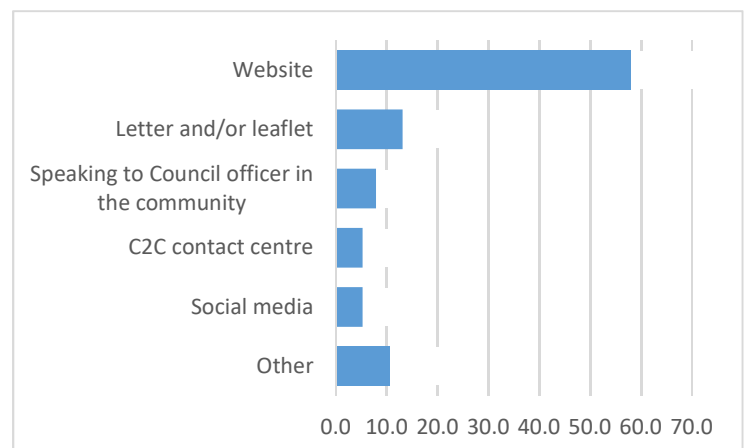
	No	%
No	40	14.2
	281	100.0



If no, where would you look for more information?

Those reporting they did not have enough information were asked where they would look for additional information – more than half (57.9%) of the 38 responding to this question used the Council website.

	No	%
Letter and/or leaflet	5	13.2
C2C contact centre	2	5.3
Other	4	10.5
	38	100.0



'Other' sources of information, each mentioned by 2 respondents, were:

- Neighbours
- Not aware of the pilot

If no, what information do you think was missing?

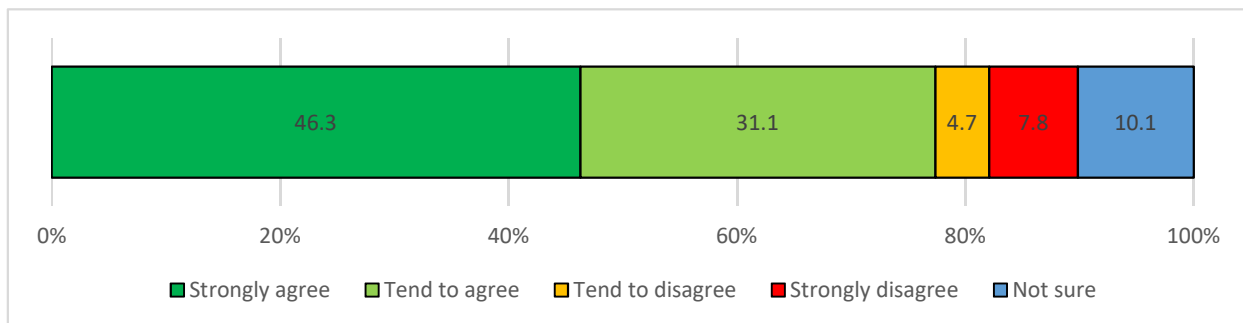
Just 31 respondents gave an answer to this question, with the most common responses concerning collection dates and what to do with excess glass (both 22.6%).

		No	%
Collection dates	- <i>When it was to start and was not clear it was fortnightly</i>	7	22.6
Excess glass	- <i>Didn't mention what to do if glass caddy was too full to fit anymore (had to ring up council)</i>	7	22.6
No information received	- <i>The letters and leaflets did not come till well after the trial had started</i>	5	16.1
Inclusion in the pilot	- <i>Didn't know I was involved in a pilot</i>	4	12.9
Getting a second caddy	- <i>No instruction on how to order a second caddy (said available but not how)</i>	4	12.9
How to opt out	- <i>How to opt out</i>	3	9.7
Length/dates of pilot	- <i>How long the trial would last</i>	3	9.7
If caddy is too heavy	- <i>I can't lift it when full, if my husband were away we couldn't put it out</i>	2	6.5
How to give feedback	- <i>How to give you feedback just found this survey via a friend on FB</i>	2	6.5
Miscellaneous	- <i>What to do if I cannot manage to lift caddy or if it doesn't get collected.</i>	7	22.6
		31	-

Do you agree separate glass collections should be expanded across the rest of the City?

There was strong support for expanding the separate glass recycling collections across the whole of Cardiff, with more than three-quarters (77.4%) agreeing with the expansion of the scheme, contrasting with 12.5% disagreeing with this, and 10.1% uncertain if the scheme should be expanded.

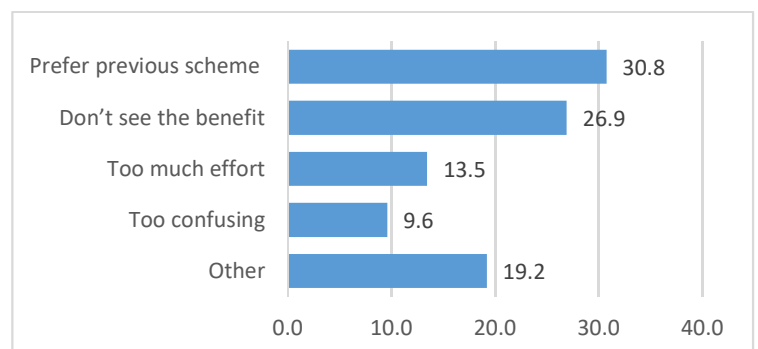
	No	%
Strongly agree	137	46.3
Tend to agree	92	31.1
Tend to disagree	14	4.7
Strongly disagree	23	7.8
Not sure	30	10.1
	296	100.0



Why not?

Those against the expansion of the scheme were asked to explain their reasons for this. Almost a third (30.8%) said they preferred the previous scheme of all recycling collected in the green bag, whilst around a quarter (26.9%) didn't see the benefit of collecting glass separately.

	No	%
Prefer previous scheme	16	30.8
Don't see the benefit	14	26.9
Too much effort	7	13.5
Too confusing	5	9.6
Other	10	19.2
	52	100.0



Those answering 'Other' were asked to specify what this was – 10 responses were received:

		No	%
Caddies too small	- <i>We are a typical family household and we find the caddies too small. Shared / student accommodation?????</i>	3	30.0
Increased mess	- <i>The lighter weight in green bags allowing them to blow around will create a terrible mess.</i>	2	20.0
Weekly collections	- <i>Could work if every week.</i>	2	20.0
Miscellaneous	- <i>What's the point of recycling plants if we have to do their jobs</i>	4	40
		10	-

Why do you say this?

Respondents supporting the expansion of the scheme were also asked to explain their reasons; 193 responses were received:

		No	%
Support expansion	- <i>it's a wonderful idea</i> - <i>You reasons for doing this seem to make good sense</i> - <i>I think the pilot has been a success and it should be rolled out to the rest of the city.</i> - <i>In principle I think this is a good idea, although it needs fine-tuning.</i>	69	35.8
Save money/Income generation	- <i>If this raises more revenue for the city, services can potentially be saved or improved.</i> - <i>It seems to be an easy way to recycle glass, it generates revenue for the council and it takes minimal effort.</i> - <i>If it means that the council can get money for the glass then why not</i>	42	21.8
Important to recycle	- <i>Recycling is important to do, and if better quality recycling can be done to raise revenue, then all the better.</i> - <i>It's important to manage recycling waste well.</i>	27	14.0
Easy to use	- <i>It is no extra effort and if it is better for the environment it is worth doing</i> - <i>Safer & easier to have separate collection</i>	23	11.9
Improve the caddies	- <i>The bins are either too small or we need extra bins. The split lid/flap is a danger to children as they can get their hands inside. Also mine lock. The hinge of the flap allows water to get in, we do get a fair bit of rain in Wales</i>	16	8.3
Safety	- <i>I think glass should be separated from other recyclable items. The old system where they were put in green bags was an accident waiting to happen. It states on the green bags that</i>	16	8.3

	<i>you could not place broken glass in the bags and yet the collectors would "sling" the bags into a metal refuse collection vehicle.....broken glass anyway!!</i>		
Improve recycling rates	- <i>Because we need to do as much as we can to help meet the government targets for recycling and reducing the carbon footprint by 2020 as it is our children and grandchildren and their children's future it will ultimately affect</i>	15	7.8
More frequent collections/ bigger caddies	- <i>I think they are a good idea in principle. However the collections should be made weekly not fortnightly. Or the caddy should be bigger.</i>	14	7.3
Learn lessons from pilot	- <i>But you need to resolve the issue first before you go and waste a lot of money - use the pilot scheme wisely and take note of the issues. Caddy too small and collection not frequent enough!! Caddy also leaks (if it rains it lets in water) becomes heavy which will be an issue to the frail...</i>	11	5.7
Improve the collections	- <i>If collections are reliable then it should be a great scheme</i>	8	4.1
Easier for the recycling plant	- <i>It will speed up the recycling centre time</i>	7	3.6
More efficient	- <i>Easy separation done at the initial stage of recycling will help improve efficiency of the entire process</i>	7	3.6
Heavy Caddy / hard to move	- <i>Caddies are too small, they leak so often fill of water, would be beneficial if on wheels as they get heavy</i>	6	3.1
Green bags	- <i>It cuts down on the green bags, stops green bags ripping open if bottles break</i>	6	3.1
For the environment	- <i>Any recycling is of importance to the environment.</i>	5	2.6
Separate recycling	- <i>I tend to think that mixed recycling isn't efficient. I feel we the residents should do more separating, like in Germany. We need to get used to this now, otherwise it's going to be harder later on.</i>	5	2.6
Change purchasing habits	- <i>It makes you think a bit more about what containers you purchase your groceries in.</i>	5	2.6
Storing the caddy	- <i>Recycling is good, but caddy is large to store especially in terrace house with no garden</i>	4	2.1
Need more information	- <i>If it's cheaper for the council or even makes money, then that should be better documented as I wasn't aware. I thought it was just more hassle for me</i>	3	1.6
Everyone needs to	- <i>It makes sense as long as everybody takes the trouble to do it</i>	3	1.6
Miscellaneous	- <i>Not seen as a major issue</i>	3	1.6
		193	-

Respondents unsure of the expansion of the scheme were also asked to explain their reasons; 28 responses were received:

		No	%
Improve the caddies	<ul style="list-style-type: none"> - <i>Not unless you redesign the caddy. A small amount of thought would have told you that it was useless!</i> - <i>I can appreciate what you are trying to achieve but lots of blue caddies outside flats look unsightly. Brown or black might be better.</i> 	7	25.0
Need more information	<ul style="list-style-type: none"> - <i>I would like to see evidence of how much money it saves the council. Separate glass collection is a hassle for me, and on some bin days my front yard is full of various rubbish/recycling receptacles. Without knowing more about the value of separate glass collection, it's impossible to judge whether it is worth this extra hassle.</i> 	5	17.9
Support expansion	<ul style="list-style-type: none"> - <i>I fully support a separate glass collection if it results in a substantial improvement in the recycling of glass. However, I do not think the caddies used at present are adequate for the job and therefore would oppose the expansion of the scheme across the city if these are not improved so that they are watertight and the lids can be secured to prevent accidental spillages of glass.</i> 	4	14.3
More frequent collections/ bigger caddies	<ul style="list-style-type: none"> - <i>There is no way they should be expanded on a fortnightly basis unless much bigger bins are provided</i> 	3	10.7
Don't use enough glass	<ul style="list-style-type: none"> - <i>I may go for months with having no glass so don't benefit regularly from the collection but did find it good over Christmas as we had used bottles.</i> 	3	10.7
Improve the collections	<ul style="list-style-type: none"> - <i>If they collected it, it would be fine.</i> 	2	7.1
Heavy Caddy / hard to move	<ul style="list-style-type: none"> - <i>I find it quite difficult to open the caddy and difficult to move around in view of the weight of the caddy once full.</i> 	2	7.1
Green bags	<ul style="list-style-type: none"> - <i>The ease of an all in one green bag is easier to adopt and requires a single internal bin. Friends in VOG envy the system in Cardiff.</i> 	2	7.1
Miscellaneous	<ul style="list-style-type: none"> - <i>I'm not sure take up will be good in some areas.</i> - <i>Parts of cardiff are overly congested with traffic, this just adds to the problem</i> 	7	25.0
		28	-

Do you have any other comments you would like to make regarding the separate glass recycling collection in Cardiff?

Respondents were invited to make any comments they felt hadn't been covered in the survey, or to reiterate a point they felt was important regarding the separate glass collection pilot; 187 comments were received:

		No	%
Caddy too small	<ul style="list-style-type: none"> - Containers are good but WAY too small. Needs to be minimum twice the size maybe 3 times - Larger caddy with wheels may be a better solution. - Good idea but there needs to be a bigger bin and collections weekly. This helps also as, as a family, we are using more glass and less plastic but are caught out by the limited collection and bin size during the trial. - Should be bigger and on wheels 	59	31.6
Not waterproof	<ul style="list-style-type: none"> - Only that the caddie fills with water after it's rained - Caddies would benefit from drainage holes or at the least they don't need the hinge in the middle of the lid which lets water through even when tightly closed - Please address leakage issues in blue glass caddies before supplying residents with defective caddies - Regarding the new glass bins, they seem to have design faults in that rain collects on the lid, which is annoying if you don't notice and pick it up only to have a substantial amount of water soak your clothing and feet! Also, rain seems to find its way into the bin somehow. The collection lorry must have a fair amount of water in it by the end of the day 	59	31.6
Weekly collections	<ul style="list-style-type: none"> - Glass collections need to be collected on a weekly basis due to storage/ healthy and safety reasons. Ordering a second bin and storing it is not an option for a lot of people. As a family of 4 peak times of the year Christmas/New Year, summer this fortnightly collection won't work. - Collected weekly with other recycling collections. - I feel Cardiff council need to review their recycling facilities. My parents live on Anglesey whereby they have 3 specific containers to separate all recyclable products and ALL are collected weekly - this system seems to work much better than the current facilities in Cardiff. - Larger blue bins would be a good idea; either that or weekly collections, which I would prefer. 	44	23.5
Redesign caddy	<ul style="list-style-type: none"> - Terrible design for the glass collection bin.....I'm sure you've heard it a thousand times but it fills with water-no drainage holes? Most bottles/jars have a wider base and thinner neck and 	42	22.5

	<p>yet the caddy has a thinner base and a wider top??????. Really needs to be re-designed.</p> <ul style="list-style-type: none"> - Design a better caddie! This one lets in lots and lots of rain water so you spend more time emptying it of water than filling it with glass - The caddies need redesigning. They are too big to keep indoors, and they collect rain. The lid is not easy to operate. The lid also collects rain and throws it on your foot when you open it. Having to keep the caddy outside means I need a fourth thing inside to store glass before moving it outside - I already have a recycling bin, general bin and food caddy. Half my kitchen is now waste collection. 		
Heavy	<ul style="list-style-type: none"> - I am disabled and if I lived on my own I could never lift a full glass caddy. The green bags were more manageable/lighter. - I worry it is discriminatory - A larger portable caddie on wheels would be preferable then collection could remain fortnightly. Also easier to move. Small caddies become heavy for over 60's - An assisted lift application has been put through 	24	12.8
Expand city wide / Support scheme	<ul style="list-style-type: none"> - Thank you for this trial which I hope will be permanent - I am in favour of expanding it - It's brilliant. Thank you. :) 	16	8.6
Storing caddies	<ul style="list-style-type: none"> - As you expand collections where are we supposed to keep all these caddies? - I am a wheelchair user in a ground floor flat. I think that having a glass caddy for my flat to take down the communal bin when it's full will be much more efficient than having to take all the glass down as and when I use it. 	15	8.0
Prefer co-mingled	<ul style="list-style-type: none"> - Previous scheme was much easier. I have no where safe to store the glass and the caddy seems to have been designed by an incompetent 4 year old. 	8	4.3
Excess glass	<ul style="list-style-type: none"> - The caddy is too small to keep 2 weeks' worth of glass. It is easily filled within a week, especially if you are entertaining guests. For example, we filled ours in one day over the Christmas holidays and then had nowhere to put the rest of our glass until the caddy was collected over a week later. It is now full again already. 	8	4.3
Caddy wrong shape	<ul style="list-style-type: none"> - It's a great idea in principle but either the caddy needs to be a squarer shape (sensible option) or just bigger! Or if it's going to have to be this exact caddy then weekly collection - but this seems a waste of resources. Just give us a bigger square / cube-like box! 	7	3.7
Don't use much glass / too big	<ul style="list-style-type: none"> - Since this pilot scheme I've only put out caddy once with 3 glass noodles. It held more water than glass 	7	3.7

Better Information	- <i>Hopefully there will be further communication and a better container before this is rolled out</i>	6	3.2
Fuel pollution	- <i>From an environmental perspective it seems wasteful not to recycle the glass into more glass but if the separate collections damage the environment more in term of pollution and fuel use by the bin lorries then it's not the best solution.</i>	5	2.7
Safety / Mess	- <i>Bins rarely collected. Bins too small. Bins heavy when full. Dangerous as glass was being smashed when transferred to bins. I have a garden with 3 buckets of glass and a glass bin with small children</i>	4	2.1
Glass Banks	- <i>closing Wedal Road was a disaster as people are not travelling to the alternate sites, perhaps there should be some community based small recycling points that are cleared daily</i>	3	1.6
Order additional caddies	- <i>How do I order a 2nd caddy I've been on the website and can't find how to request one</i>	2	1.1
Return caddies after collection	- <i>Operatives need to return them to address rather than leaving strewn across the pavements.</i>	2	1.1
Against the scheme	- <i>It is more hassle as you have to collect glass to put outside instead of putting it in the bin inside</i>	2	1.1
Miscellaneous	- <i>Pity other refuse collection is not as good as glass collection , very poor and untidy compared to glass collection</i> - <i>I'd like it if we were able to visit recycling depots, I think it would be fun.</i> - <i>Why can't bags, similar to the "green" bags, but in another colour or with different markings, be provided instead of the caddies?</i>	18	9.6
		187	-

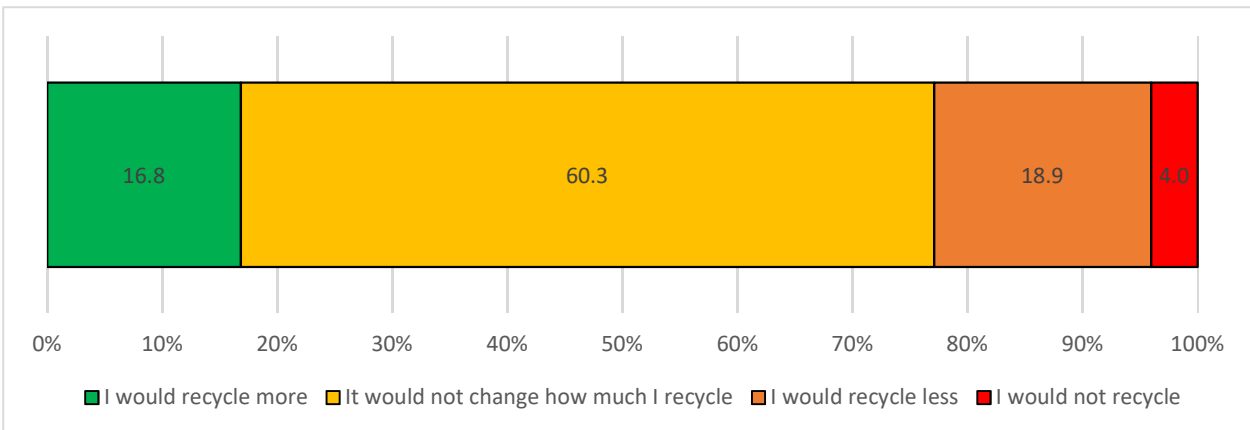
Cardiff has more work to do to increase recycling rates.

The Welsh Government prefers a method called 'Kerbside Sort' where recyclable waste is separated into different materials (e.g. paper, cardboard, plastics, glass) before it is collected, rather than the 'co-mingled' method currently used in Cardiff (where all recyclable materials go into the same green bag for collection).

If the Kerbside Sort method were introduced, and you had to separate materials for recycling, would it affect how much you recycle?

Three in five respondents (60.3%) reported that introducing a Kerbside Sort method of collecting recyclable materials would not change how much they would recycle; one in six respondents (16.8%) felt this method would increase the amount of recycling they produced. Almost a fifth of respondents (18.9%) stated they would recycle less if the co-mingled scheme was replaced by Kerbside Sort, with 4.0% of respondents reporting they would stop recycling altogether.

	No	%
I would recycle more	50	16.8
It would not change how much I recycle	179	60.3
I would recycle less	56	18.9
I would not recycle	12	4.0
	297	100.0



Demographics

Are you...?

	Pre-trial		Mid-trial	
Female	62	44.6	215	64.4
Male	72	51.8	114	34.1
Prefer not to say	5	3.6	5	1.5
	139	100.0	334	100.0

How old are you?

	Pre-trial		Mid-trial	
16 – 24	1	0.7	4	1.4
25 – 34	13	9.3	43	14.7
35 – 44	41	29.3	66	22.5
45 – 54	32	22.9	65	22.2
55 – 64	20	14.3	62	21.2
65 – 74	25	17.9	34	11.6
75+	2	1.4	10	3.4
Prefer not to say	6	4.3	9	3.1
	140	100.0	293	100.0

How many people live in your household?

	Adults (16+)				Children (Under 16)			
	Pre-trial		Mid-trial		Pre-trial		Mid-trial	
0					48	32.9	48	32.9
1	27	19.4	52	18.2	45	30.8	45	30.8
2	81	58.3	158	55.4	42	28.8	42	28.8
3	20	14.4	40	14.0	11	7.5	11	7.5
4	10	7.2	25	8.8	0	0.0	0	0.0
5+	1	0.7	10	3.5	0	0.0	0	0.0
	139	100.0	285	100.0	146	100.0	146	100.0

Do you identify as a disabled person?

	Pre-trial		Mid-trial	
Yes	9	6.5	30	10.4
No	115	82.7	248	85.8
Prefer not to say	15	10.8	11	3.8
	139	100.0	289	100.0

Please tick any of the following that apply to you:

	Pre-trial		Mid-trial	
Deaf / Deafened/ Hard of hearing	1	11.1	8	4.3
Mobility impairment	3	33.3	20	10.8
Mental health difficulties	0	0.0	8	4.3
Visual impairment	0	0.0	7	3.8
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	2	22.2	37	19.9
Learning impairment/ difficulties	1	11.1	1	0.5
Wheelchair user	2	22.2	8	4.3
None of these	0	0.0	107	57.5
Prefer not to say	0	0.0	17	9.1
Other	0	0.0	4	2.2
	9	100.0	186	100.0

Which best describes your ethnic group?

	Pre-trial		Mid-trial	
White: Welsh/ English/ Scottish/ Northern Irish/ British	117	83.6	269	94.7
White: Other - specify	4	2.9	7	2.5
Mixed/Multiple Ethnic Group	1	0.7	2	0.7
Asian/Asian British	1	0.7	2	0.7
Black/African/Caribbean/Black British	0	0.0	1	0.4
Other	1	0.7	3	1.1
Prefer not to say	16	11.4	0	0.0
	140	100.0	284	100.0