



Waste Strategy Consultation

Report
November 2018



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Working for Cardiff, working together



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Waste Strategy Consultation 2018

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Executive Summary

1. Household Waste & Recycling Containers

- From the households surveyed: 85.7% use a black bin, 10.3% use a red striped bag, 10.3% use a green bin, 87.4% use a food waste caddy, 91.8% use recycling bags

2. Recycling & Food Waste Collections from Households

- 95.7% of respondents who recycle put green bags out every week
- The main reason for those not doing so was that they did not produce enough waste to use the service weekly
- 62.9% reported there were no barriers to recycling
- The main barrier was uncertainty as to what materials are accepted
- 64.6% use the Council website to find out what can be recycled
- 53.9% reported plastic bottles / pots formed the majority of the contents of their recycling bag on an average week
- 77.0% put materials that aren't collected for recycling into their general waste
- 61.6% expressed a preference for Tetrapacks to be collected from the kerbside
- 87.9% of respondents use the food waste recycling service every week
- The main reason for not using this service weekly was not producing enough food waste to use the service weekly
- 72.9% reported there were no barriers to their using the food waste recycling service
- Of those reporting a barrier to using the service, the biggest issue was the mess / smell
- 88.8% pick up green recycling bags or food waste liners from a local stockist
- Items most regularly put into general waste (from a list of options) were:
Foil (63.5%) Tissues (61.8%) Takeaway packaging (58.6%) Polystyrene (51.4%)
- 22.1% of respondents were interested in speaking to a recycling advisor, at a local community building, on a weekday evening

3. Increasing Recycling at Household Waste Recycling Centres (HWRCs)

- 83.9% of respondents agreed people should recycle as much as they can at HWRCs
- 56.8% want more information about what can be recycled
- 42.0% were aware re-useable goods can be donated to the British Heart Foundation at HWRCs
- 26.2% were aware recyclable items can be collected for free
- 80.0% were interested in using this service

4. Planning Ahead – Recycling Facilities & Partnerships

- 73.9% of respondents currently use a HWRC in Cardiff
- 84.6% support the exploration of opportunities for a new HWRC
- 52.6% of those expressing an opinion supported a new site being a recycling and re-use site only, with no facility to dispose of general waste
- 56.4% of those expressing an opinion supported the exploration of partnerships with other Local Authorities for the processing of recyclable materials

5. Ensuring Efficient & Cost Effective Recycling Services

- 68.0% of respondents use the Council's garden waste collection service in the winter, with 21.9% using this service regularly
- 51.4% of those expressing an opinion agreed the current arrangements for collecting garden waste in winter are inefficient
- 45.9% thought the Council should explore the option of on-demand collections for garden waste in the winter
- 93.7% of those expressing an opinion were not willing to pay for fortnightly garden waste collections of garden waste throughout the winter
- 58.8% of respondents wanted to keep waste and recycling collections after a Bank Holiday as they are, rather than keeping them to the same day
- 54.5% use the website to check for Bank Holiday collection dates
- 91.5% of those expressing an opinion agreed collection rounds should be reviewed to ensure efficiency, even if this means a change of collection day
- 72.0% supported the Council in exploring a change to working practices for Recycling & Waste collections, with 47.4% supporting both weekend and night time collections, compared to 23.5% wanting collections to keep to weekdays between 6am and 10pm

Background

Cardiff is a leading recycling city, with the best recycling rate of the core cities within the UK (currently at 60%).

This needs to rise to meet the next recycling target of 64% by April 2020, and 70% by 2025. The Council's Capital Ambition is to boost recycling rates by placing a focus on:

- Education in schools
- Community engagement
- Behavioural change

However, these things alone will not get us to 70%; the Council needs to challenge the way that services are currently provided:

- Can we offer different ways of providing services?
- Is the same service required all year round?
- Should we offer additional services?

The Waste Strategy Consultation aims to understand the views of residents on a range of proposals, as well as understanding current attitudes and behaviours.

Methodology

An online survey was promoted via the Council's social media channels and website, and emailed directly to members of the Citizens' Panel.

Additionally, 1,000 hard copies of the survey were posted to randomly-selected addresses across the city.

Respondents were offered the chance to win tickets to see Florence + The Machine by entering a Prize Draw.

The survey was open between 30th July and 28th September 2018. After cleansing and validation of responses, 1,986 were achieved.

Results

Household Waste & Recycling Containers

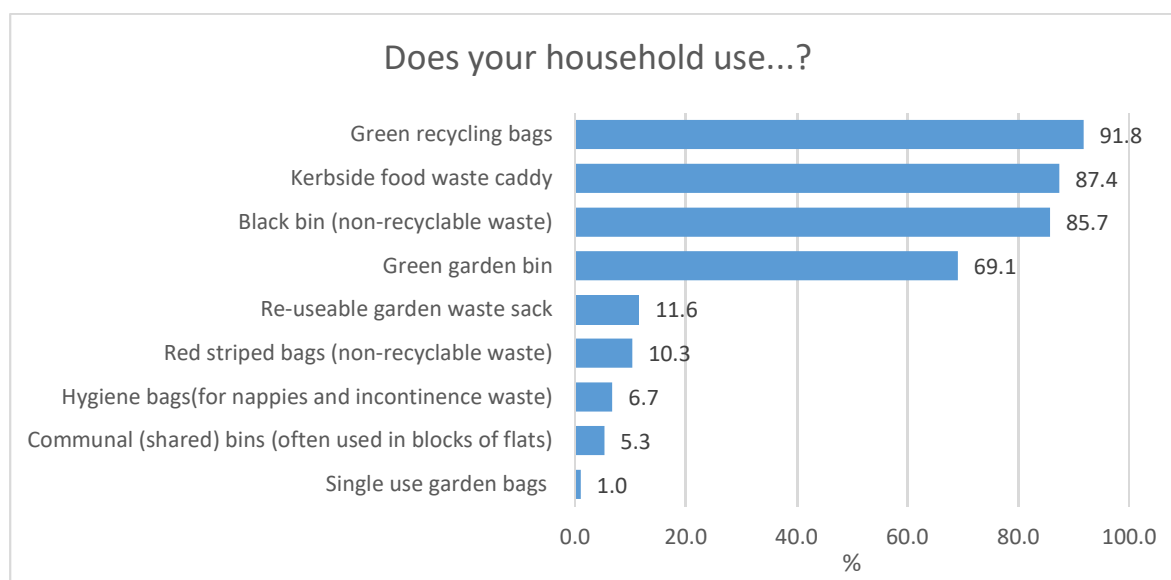
1. Does your household use...? Tick all that apply

Over nine in ten respondents (91.8%) use green recycling bags, whilst 87.4% use a Kerbside food waste caddy.

Six out of seven respondents (85.7%) use a black bin for their non-recyclable waste, with one in ten (10.3%) using red striped bags.

Just over two-thirds (69.1%) use a green garden bin; around one in eight respondents (12.6%) use either a re-useable garden waste sack or single use garden bags.

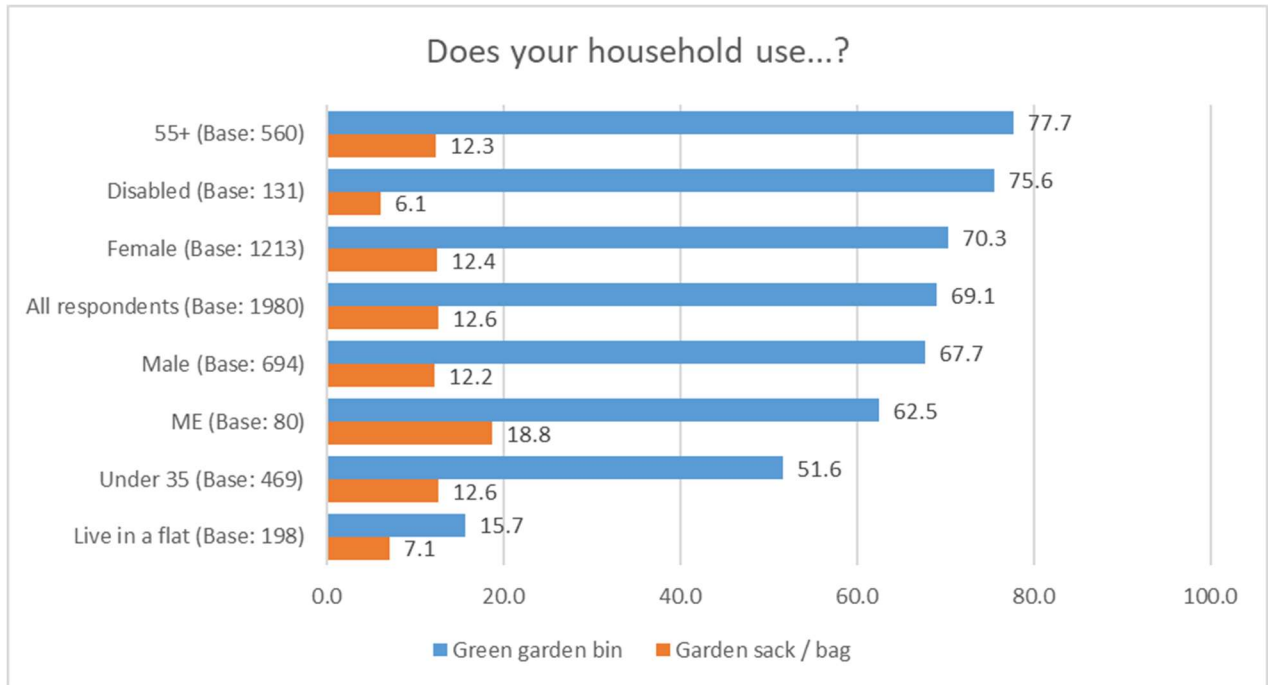
	No	%
Black bin (non-recyclable waste)	1697	85.7
Red striped bags (non-recyclable waste)	204	10.3
Green garden bin	1368	69.1
Re-useable garden waste sack	229	11.6
Single use garden bags	20	1.0
Green recycling bags	1817	91.8
Kerbside food waste caddy	1730	87.4
Communal (shared) bins (often used in blocks of flats)	105	5.3
Hygiene bags(for nappies and incontinence waste)	133	6.7
Total	1980	-



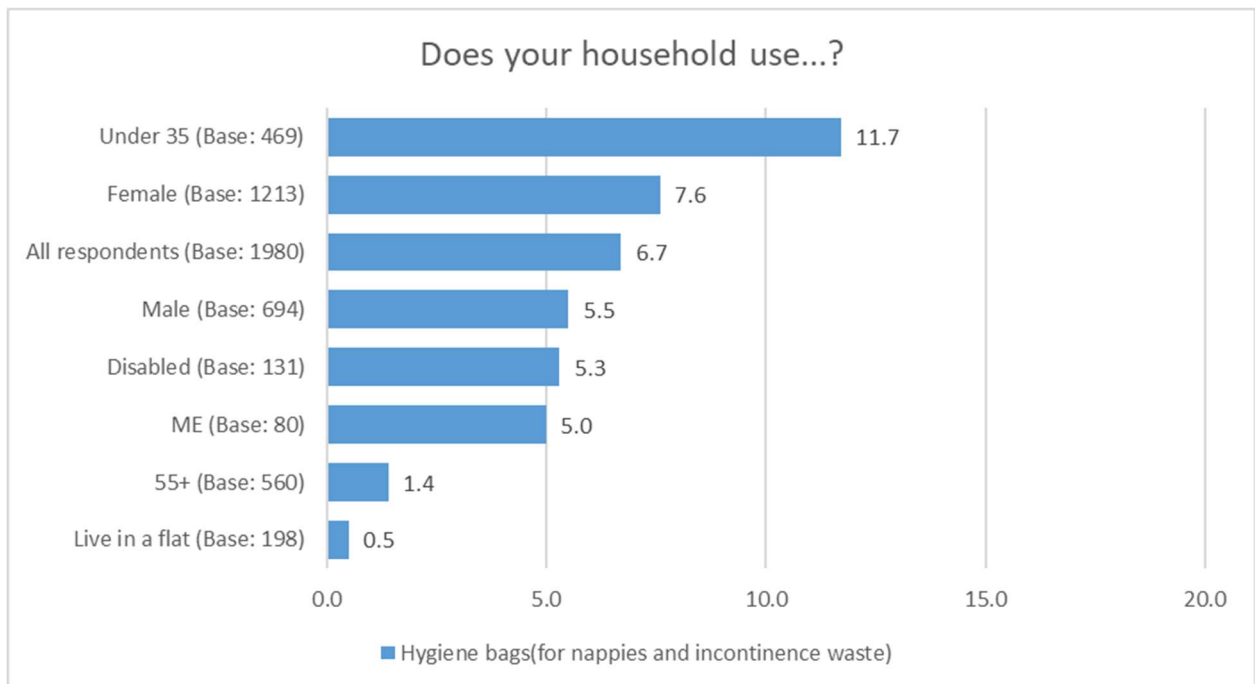
Base = 1,980 (All respondents)

Respondents aged 55 or over were most likely to use a green garden bin (77.7% compared with 51.6% of those under 35).

Almost one in five respondents from a minority ethnicity (18.8%) use a reusable garden waste sack or single use bag.



Respondents under the age of 35 were most likely to use hygiene bags.



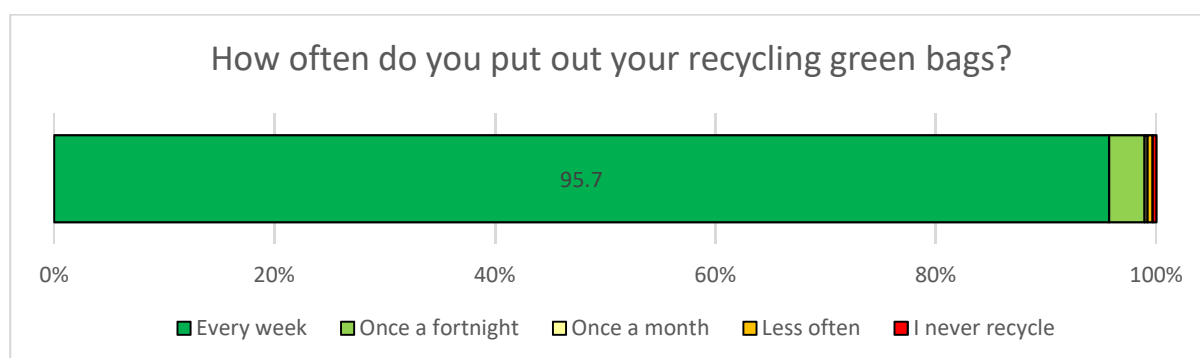
Recycling & Food Waste Collections from Households

Next, we'd like to know about your current recycling habits. This will help us to understand where improvements may need to be made, to make the recycling service from households easy and convenient

2.1. How often do you put out your recycling green bags?

Almost all respondents (95.7%) put their recycling bags out for collection every week. Just 0.4% of respondents stated that they never recycle.

	No	%
Every week	1897	95.7
Once a fortnight	64	3.2
Once a month	5	0.3
Less often	9	0.5
I never recycle	7	0.4
Total	1982	100.0



Base = 1,982 (All respondents)

Respondents living in a flat were more likely than any other demographic group analysed to put recycling bags out once a fortnight (10.1% compared with 3.2% of all respondents).

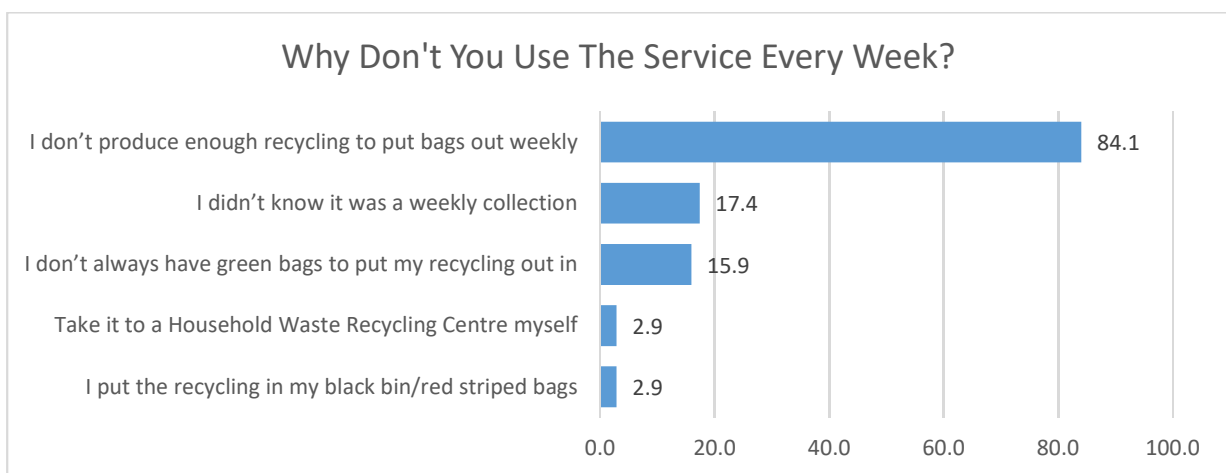
Respondents living in a flat, and those under 35 were most likely to state they never recycle.

%	Base	Every week	Once a fortnight	Once a month	Less often	I never recycle
All respondents	1982	95.7	3.2	0.3	0.5	0.4
Under 35	466	94.4	3.2	0.2	0.9	1.3
55+	562	95.9	3.4	0.2	0.5	0.0
Female	1213	96.0	2.9	0.2	0.5	0.3
Male	695	95.4	3.7	0.1	0.4	0.3
ME	80	93.8	5.0	1.3	0.0	0.0
Disabled	131	95.4	3.1	0.0	0.8	0.8
Live in a flat	198	85.4	10.1	1.5	1.0	2.0

Why don't you use the service every week?

The biggest reason given for not recycling every week was not producing enough recycling for a weekly collection (84.1%). Just over one in six (17.4%) respondents were not aware there was a weekly collection; 15.9% did not have green bags to put their recycling out in.

	No	%
I don't produce enough recycling to put bags out weekly	58	84.1
I didn't know it was a weekly collection	12	17.4
I don't always have green bags to put my recycling out in	11	15.9
I put the recycling in my black bin/red striped bags	2	2.9
Take it to a Household Waste Recycling Centre myself	2	2.9
Total	69	100.0



Base = 69 (Respondents who do not recycle weekly)

2.2. Are there any barriers that prevent you from recycling?

Respondents were given a list of options, and asked to highlight which, if any, prevented them from recycling; respondents were able to highlight as many options as were applicable to them.

Almost two-thirds of those surveyed (62.9%) reported there were no barriers to recycling, and that they were happy with the service.

The biggest barrier was confusion over which materials are accepted for recycling, cited by 22.4%.

One in seven respondents (14.3%) reported the Council doesn't currently recycle materials used by their household.

Difficulty in getting recycling bags was a barrier for 8.0% of respondents.

	No	%
Not sure which materials are and aren't accepted/too confusing	424	22.4
Council doesn't currently recycle materials I produce at home	270	14.3
Don't have time	13	0.7
Don't have the space	68	3.6
Difficulty in getting recycling bags	151	8.0
No facilities e.g. communal recycling bins	33	1.7
Don't see the benefits of recycling	8	0.4
No barriers - I'm happy with the service	1191	62.9
Other	93	4.9
Total	1893	-

Respondents were asked to specify other barriers to recycling; 90 respondents left a comment, which have been grouped into the following themes:

	No	%
Items can't be / aren't recycled <ul style="list-style-type: none"> - Lots of packaging still isn't recyclable and it is really annoying! - Recycle but council don't collect all recyclable materials i.e. polystyrene - Many plastics are not recyclable. Also a lot of packaging does not make it clear I scour/check packaging 	18	20.0
Seagulls <ul style="list-style-type: none"> - Seagulls open bags. Rubbish goes everywhere. Not just us. All residents have bags opened by gulls. - Too many seagulls in Cardiff + poor quality bags = rubbish. So choose to use black bin instead - Seagulls. Even though plastic/tins washed thoroughly seagulls still rip open bags 	14	15.6
Unsure if materials can be recycled <ul style="list-style-type: none"> - Happy with service but not 100% sure what can and cannot be recycled. - I recycle but confusion over plastics and items with mixed materials. - Not certain what cannot go in - e.g. re packs of meat can the plastic covering be recycled? 	12	13.3

Prefer bin over bag <ul style="list-style-type: none"> - Green bags attacked by seagulls have to double-bag -easier if recycling bins rather than bags provided - Preferred when heavy cardboard went in green bin - Easier to put rubbish in black bin than in a bag 	8	8.9
Problem with collections <ul style="list-style-type: none"> - Recycling is only picked up once a fortnight. No idea why we're ignored every other week. - Bin men too lazy to collect, not bother if a little rip in bag 	7	7.8
Storage issues <ul style="list-style-type: none"> - Live on busy high street, can't leave caddy's on street - stolen, broken or cause obstruction - Tricky to store full bags without them becoming soaking wet or damaged by seagulls 	7	7.8
Cleaning items <ul style="list-style-type: none"> - It costs money to rinse out food containers for recycling; water isn't cheap. - Don't want to wash it all 	6	6.7
Wedal Road closed <ul style="list-style-type: none"> - No barriers apart from local HWRC closing at Wedal Road - you closed all north Cardiff recycle depots 	6	6.7
Lack of information <ul style="list-style-type: none"> - Would appreciate clarity of what can be recycled and if required cleaning prior. - the council should be clearer on what is and what is not recyclable 	6	6.7
Poor quality bags <ul style="list-style-type: none"> - Bags are awful always rip apart as so thin. - Some green bags are too flimsy and break easily. Sometimes have to use two bags for strength. 	5	5.6
Problems getting bags <ul style="list-style-type: none"> - It can sometimes be difficult to obtain bags due to no stock at collection points - The collectors never have recycling bags and at times we can't recycle due to difficulties getting them 	4	4.4
Problems accessing HWRCs <ul style="list-style-type: none"> - Elderly people who have given up driving have nowhere to recycle electrical goods 	3	3.3
Prefer to separate materials <ul style="list-style-type: none"> - Wish it was source separated 	3	3.3
Ends up in landfill / Not recycled <ul style="list-style-type: none"> - How much of recycling in bags actually recycled. Sometimes doesn't seem worth it. 	3	3.3
Problems with other tenants in block <ul style="list-style-type: none"> - Other tenants in block of flats contaminate the bins 	2	2.2
Miscellaneous <ul style="list-style-type: none"> - Not all members of family sort esp. teenagers/young adults. need initiative/incentive targeted at them - No barriers not happy with the service. - I pay you to deal with my household waste 	5	5.6
Total	90	-

Older respondents were more likely than their younger counterparts to find no barriers to recycling (71.0% compared with 53.9% respectively). Younger respondents were most likely to be unsure of which materials can be recycled (29.2%).

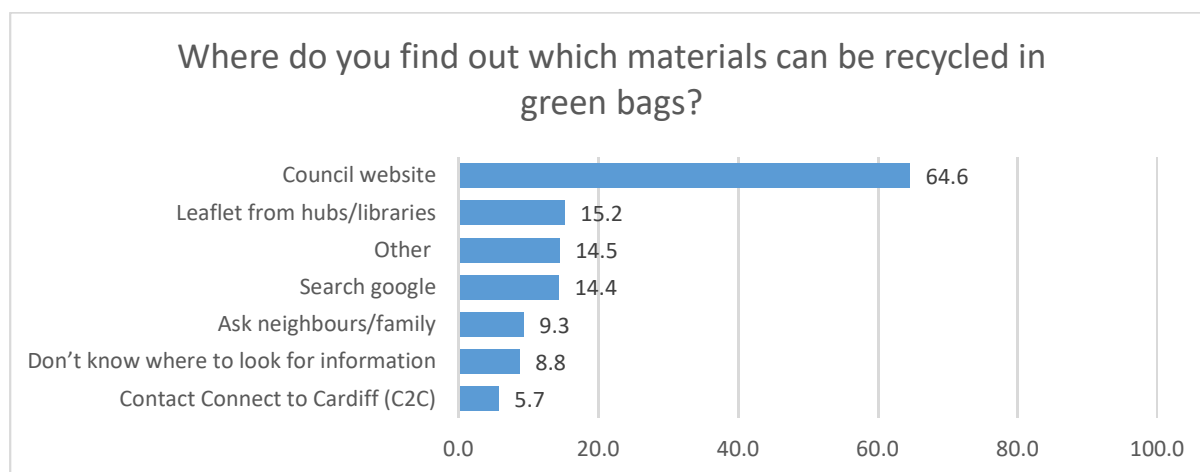
Around one in seven respondents with a disability reported difficulties in getting recycling bags (13.9%)

	Under 35	55+	Female	Male	ME	Disabled	Live in a flat
Base	462	518	1159	697	76	122	191
Not sure which materials are and aren't accepted/ too confusing	29.2	18.9	22.1	21.1	21.1	19.7	26.2
Council doesn't currently recycle materials I produce at home	17.1	10.8	14.7	12.5	13.2	18.9	13.6
Don't have time	0.9	0.2	0.8	0.4	0.0	0.0	0.0
Don't have the space	6.9	0.8	4.1	2.3	2.6	4.9	7.3
Difficulty in getting recycling bags	9.1	6.0	7.8	8.3	9.2	13.9	5.2
No facilities e.g. communal recycling bins	3.5	0.4	1.6	1.7	1.3	2.5	8.9
Don't see the benefits of recycling	0.2	0.8	0.0	0.9	0.0	0.8	1.0
No barriers - I'm happy with the service	53.9	71.0	63.4	60.3	71.1	57.4	56.5
Other	5.0	5.2	4.4	5.5	6.6	9.8	7.3

2.3. Where do you find out which materials can be recycled in green bags?

Almost two-thirds of respondents (64.6%) went to the Council website to find out which materials can be recycled in green bags.

	No	%
Council website	1272	64.6
Leaflet from hubs/libraries	299	15.2
Other	285	14.5
Search google	283	14.4
Ask neighbours/family	184	9.3
Don't know where to look for information	173	8.8
Contact Connect to Cardiff (C2C)	113	5.7
Total	1968	100.0



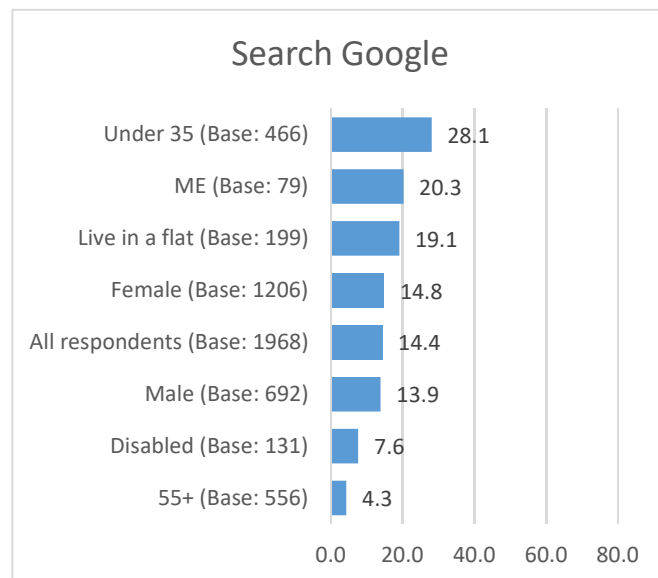
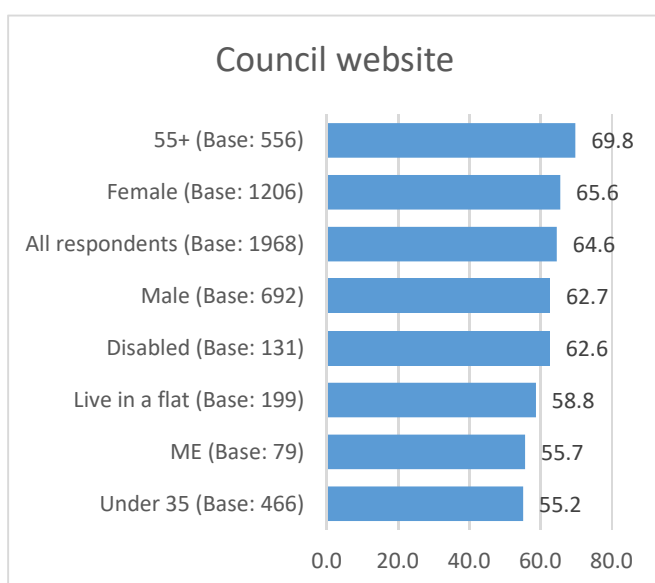
Base = 1,968 (All respondents)

'Other' sources of information were:

	No	%
On the green bags	141	51.6
<ul style="list-style-type: none"> - It's conveniently listed on the bags! - It's written on the bags I think though I do get confused about polystyrene & mixed material waste - Not hard to find because it's printed on the bags themselves. - On the green bags provided - not detailed enough though! 		
Packaging	82	30.0
<ul style="list-style-type: none"> - I look at the packaging to determine its fate. - Look on the packaging to see if it can be recycled - Labels on food wrappers etc - Look on product labels to see if they can be recycled, if they say check locally i still put them in - The recycle marque printed on plastics etc. If in doubt i put stuff in recycle bags 		

Common sense <ul style="list-style-type: none"> - Common sense - Common sense prevails in my household - Previous knowledge - I'm not stupid 	20	7.3
Guess <ul style="list-style-type: none"> - Take an informed guess - Just put it in and hope for the best - I just wing it. - I pop the containers that I believe to be recyclable into green bags to be sorted by professionals 	14	5.1
Council Leaflet <ul style="list-style-type: none"> - I have a framed print from the council website on my wall next to the bin - Council leaflets delivered to my home - From leaflet send out to households previously. 	11	4.0
Ask Officers / Councillors <ul style="list-style-type: none"> - Local talk from council employee - Ask councillors - Ask at the 'tip' 	6	2.2
Miscellaneous <ul style="list-style-type: none"> - http://www.recycleforwales.org.uk - Cardiff App - Finding the information is rather long winded. - My wife knows everything so she tells me. 	15	5.5
Total	273	-

Older respondents were most likely to look on the Council website; younger respondents were most likely to search Google.



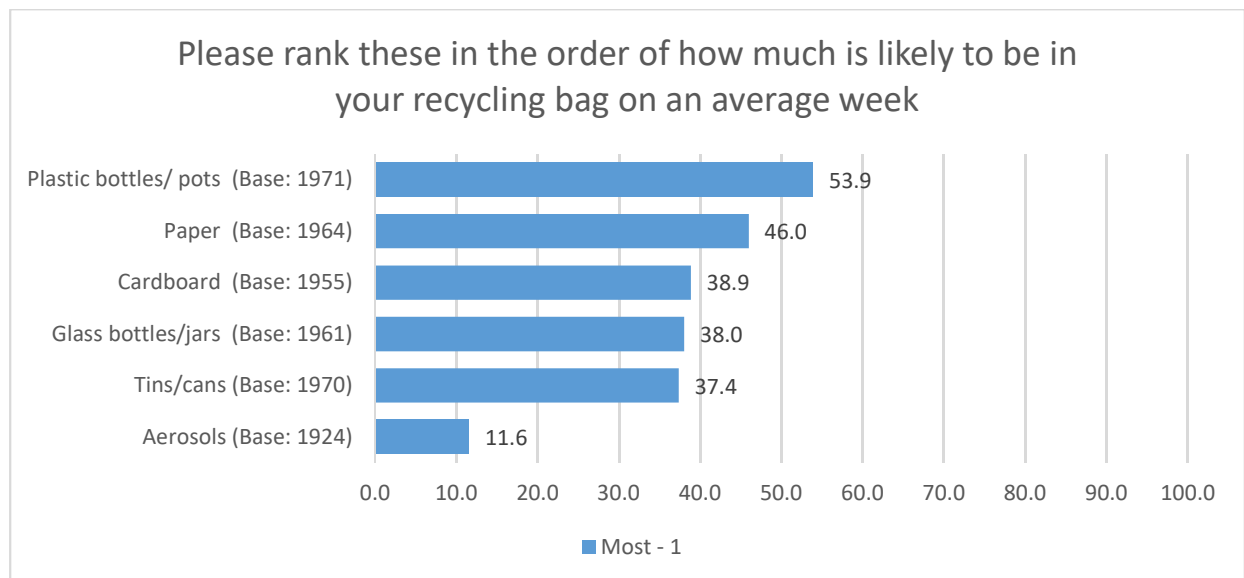
2.4. Thinking of the following materials which can go into your green recycling bags, please rank these in the order of how much is likely to be in your recycling bag on an average week:

Plastic bottles and pots were the most commonly recycled material, with more than half (53.9%) saying this formed the majority of their recycling on an average week.

Aerosols were least likely to be recycled, with over half of those responding to this question saying they ranked lowest of the materials listed (51.1%), and a further 14.7% stating they did not use or recycle them.

This pattern of behaviour was broadly consistent across all of the demographic groups analysed.

	Base	Most - 1		2		3		4		5		Least - 6		Don't use / recycle	
		No	%	No	%	No	%	No	%	No	%	No	%	No	%
Plastic bottles/ pots	1971	1063	53.9	417	21.2	233	11.8	94	4.8	55	2.8	105	5.3	4	0.2
Paper	1964	903	46.0	329	16.8	264	13.4	197	10.0	160	8.1	105	5.3	6	0.3
Cardboard	1955	760	38.9	324	16.6	298	15.2	235	12.0	238	12.2	93	4.8	7	0.4
Glass bottles/jars	1961	746	38.0	347	17.7	311	15.9	272	13.9	206	10.5	72	3.7	7	0.4
Tins/cans	1970	736	37.4	332	16.9	337	17.1	244	12.4	218	11.1	100	5.1	3	0.2
Aerosols	1924	223	11.6	75	3.9	78	4.1	119	6.2	164	8.5	983	51.1	282	14.7



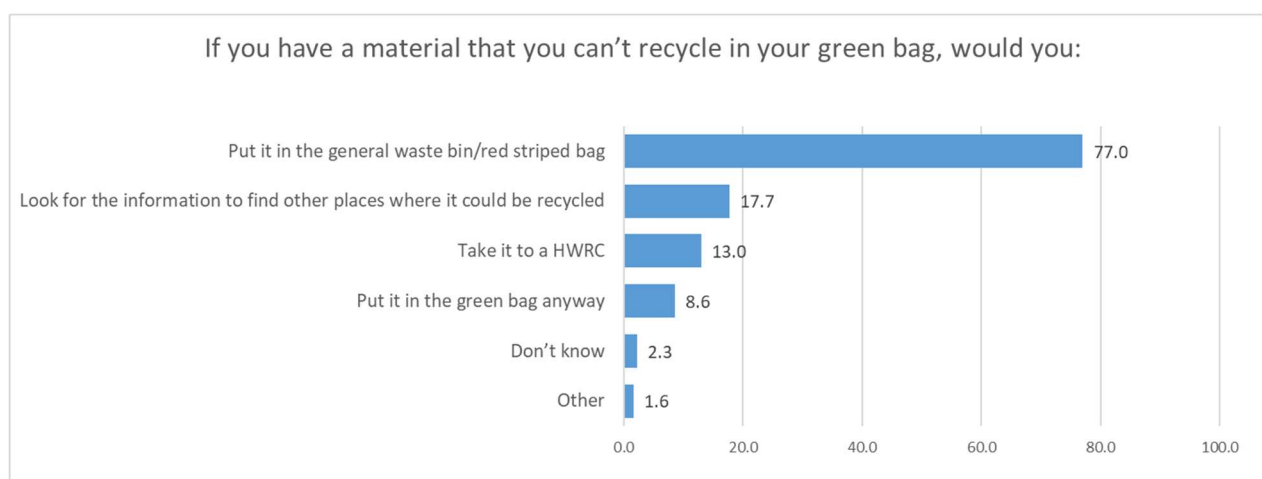
2.5. If you have a material that you can't recycle in your green bag, would you:

More than three-quarters of respondents (77.0%) would put materials that aren't recyclable through the green bag into their general waste black bin or red striped bag. Just under a fifth (17.7%) would find somewhere else for it to be recycled, whilst 13.0% would take it to a HWRC.

Around one in twelve respondents (8.6%) would put it in the green bag anyway.

	No	%
Put it in the general waste bin/red striped bag	1521	77.0
Look for the information to find other places where it could be recycled	350	17.7
Take it to a HWRC	257	13.0
Put it in the green bag anyway	170	8.6
Don't know	45	2.3
Other	32	1.6
Total	1975	-

Respondents were able to give more than one answer, so the sum of responses exceeds 100%



Base = 1,975 (All respondents)

Of those answering 'Other', 29 left further details, which have been grouped into the following categories:

	No	%
HWRC	7	24.1
- Depending on what it is, I might take it to the local recycling centre. (Don't know what HWRC is)		
- Decide which is worse drive several polluting miles to HWRC or use black bin		
- Take it to the tip		
Black Bin / Bag	6	20.7
- Put it in black bag		
- Put it in the black bin		
Supermarket	6	20.7
- Take plastic bags to supermarket recycling bin		
- Return to supermarket e.g. batteries		

Green Bag - <i>If I think it can or should be recycled I put it in the green bag</i> - <i>If it looked recyclable put in green bag</i>	4	13.8
Communal Bin - <i>Put in communal bin shoot</i>	2	6.9
Burn It - <i>Burn it in the log burner</i>	2	6.9
Charity Shop - <i>Some charity shops can sell/recycle worn out clothing. This should be made more widely known.</i>	2	6.9
Miscellaneous - <i>Previously we would have taken to our local HWRC, but now there is no facility in North Cardiff</i> - <i>Or try and re-use it.</i> - <i>Get council to collect it</i> - <i>I find it frustrating that you don't collect Tetra packs</i>	7	24.1
Total	38	-

Younger respondents were more likely to put material that can't be recycled via the green bag into the green bag regardless (11.8%, compared with 8.6% overall, and 5.2% of those aged 55 or over), or into their general waste (81.8%, compared with 76.6% overall, and 69.7% of those aged 55 or over). They were less likely to take such material to a HWRC (8.5% compared with 13.0% overall, and 15.3% of those aged 55 or over).

	Under 35	Overall	55+
Base	468	1975	561
Put it in the green bag anyway	11.8	8.6	5.2
Take it to a HWRC	8.5	13.0	15.3
Put it in the general waste bin/red striped bag	81.8	76.6	69.7

Respondents living in Cardiff South West were most likely to take materials unsuitable for the green bag to a HWRC (16.6%), contrasting with those living in City and Cardiff South (9.2%). Despite a number of comments about a lack of HWRCs in the north of the city, there was no impact on the proportion of residents living in Cardiff North using this facility.

Respondents living in Cardiff East were least likely to find an alternative way to recycle material unsuitable for the green bag (8.9%, contrasting with 23.3% of respondents living in Cardiff West).

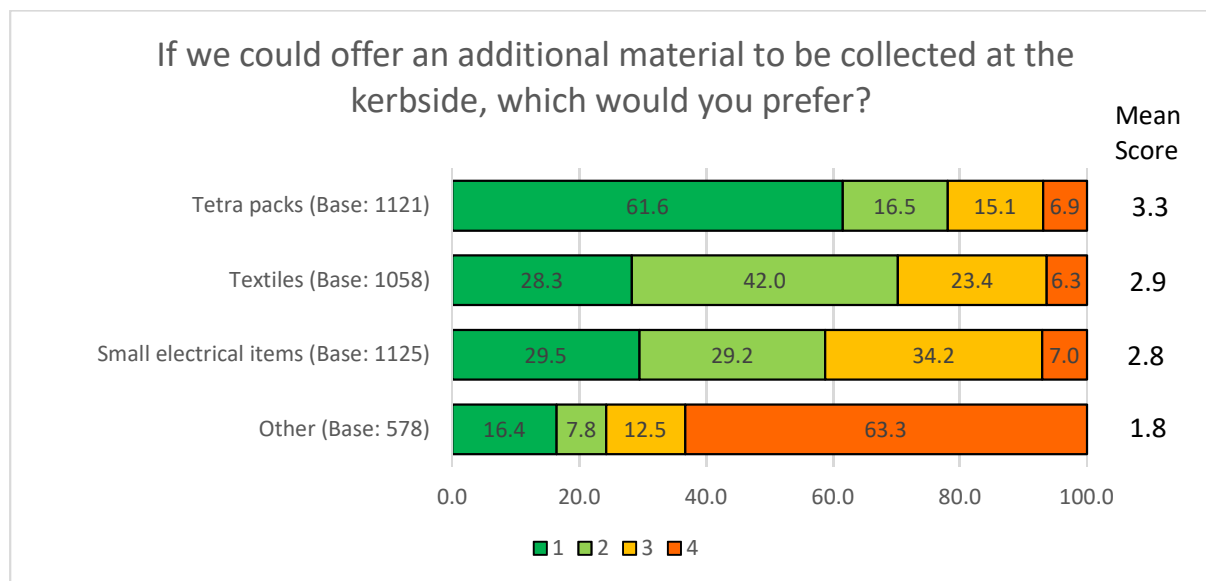
	Overall	Cardiff East	Cardiff North	Cardiff South East	Cardiff South West	Cardiff West	City & Cardiff South
Base	1975	123	476	279	265	348	120
Take it to a HWRC	13.0	13.0	12.6	13.3	16.6	14.1	9.2
Look for the information to find other places where it could be recycled	17.7	8.9	16.6	15.8	20.0	23.3	19.2

2.6. If we could offer an additional material to be collected at the kerbside, which would you prefer?

Respondents were asked to rank which their preference for which material could also be collected for recycling; a mean score was calculated according to the number of responses for first place, second place etc.

Demand was greatest for collection of tetra packs - this achieved a score of 3.3 out of 4, with three in five (61.6%) respondents rated tetra pack cartons as the additional material they would most like to see collected in their green bag.

	Base	1		2		3		4		Mean
		No	%	No	%	No	%	No	%	
Tetra packs (cartons)	1121	690	61.6	185	16.5	169	15.1	77	6.9	3.3
Textiles	1058	332	29.5	329	29.2	385	34.2	79	7.0	2.9
Small electrical items	1125	299	28.3	444	42.0	248	23.4	67	6.3	2.8
Other	578	95	16.4	45	7.8	72	12.5	366	63.3	1.8



There was little difference in opinion across the demographic groups analysed.

Respondents selecting 'Other' were asked to identify what this would be; 350 responses were received, and have been categorised into the following groups:

	No	%
Batteries - Batteries	52	14.9
Plastic bags - Plastic bags (special recycling points at Tesco for example) - Carrier bags - stretchy plastics, such as bags and wrapping which ARE recyclable - Carrier bags/plastic food bags	49	14.0
Foil - Aluminium foil - Metal foil - silver foil - Foil.	37	10.6
Plastic films - Plastics - films used in microwave meals etc. - Cellophane as lots of plastic packaging involves this. Hard to avoid even when being selective - Floppy plastic wrapping from food products etc. This is the bulk of what I put in general waste - Thin plastics (films)	37	10.6
Polystyrene - Polystyrene - Expanded Polystyrene - Polystyrene not collected - Polystyrene from packaging. Usually large and bulky and can't go in green bags but fill up black bin	31	8.9
Generic plastic - Other plastics which Cardiff is currently unable to recycle - Other plastics where it's currently unclear - More plastic - Mixed plastics!!	28	8.0
Wood - Small wooden items - Wood waste – chipboard - Wood planks - Wood	19	5.4
Metals - Scrap metal - Metals	15	4.3
Large household items - Larger items such as mattresses washing machine - Large electrical white goods - Large plastic household items - old bins etcetera	15	4.3
Black plastic - Black plastic packaging - Black plastic food trays - Black plastic	13	3.7

Animal Waste <ul style="list-style-type: none"> - <i>Wooden pellet cat litter as previously in green bin. It was the reason we went over to it originally</i> - <i>My 3 rabbits produce a lot of good, compostable material which I have to put into the black bags.</i> - <i>Dogs waste</i> 	13	3.7
Furniture <ul style="list-style-type: none"> - <i>furniture that people are unable to take to the tip</i> - <i>Small home furniture - broken coffee tables, chairs</i> 	11	3.1
Fake foil <ul style="list-style-type: none"> - <i>Crisp packets!!</i> - <i>Pet food pouches</i> 	8	2.3
Small household items <ul style="list-style-type: none"> - <i>Small household items, e.g. Ironing board</i> - <i>Small electrical items</i> 	8	2.3
Building waste <ul style="list-style-type: none"> - <i>Hardcore - big stones / patio slabs / bricks which can be difficult to transport to a WRC.</i> - <i>DIY building materials</i> 	8	2.3
Garden Waste <ul style="list-style-type: none"> - <i>Larger garden waste</i> - <i>Other garden waste: turf, timber, rubble</i> 	7	2.0
Glass <ul style="list-style-type: none"> - <i>Separate Glass Recycling</i> - <i>Broken glass</i> 	7	2.0
Cardboard <ul style="list-style-type: none"> - <i>Large cardboard that doesn't fit in green bags</i> - <i>Cardboard back in green bins</i> 	7	2.0
Everything <ul style="list-style-type: none"> - <i>EVERYTHING!</i> - <i>Any waste that could be recycled</i> 	6	1.7
Oil <ul style="list-style-type: none"> - <i>Cooking oil</i> 	5	1.4
Soft plastics <ul style="list-style-type: none"> - <i>Soft plastic packaging</i> 	4	1.1
Plastic cups <ul style="list-style-type: none"> - <i>Disposable coffee cups</i> 	4	1.1
Hard plastics <ul style="list-style-type: none"> - <i>Hard plastics (coffee/spice jar lids)</i> 	4	1.1
Nappies <ul style="list-style-type: none"> - <i>Nappies</i> 	4	1.1
Light bulbs <ul style="list-style-type: none"> - <i>Lightbulbs</i> 	4	1.1
Tetra packs <ul style="list-style-type: none"> - <i>I always thought we could put tetra packs in the green bags anyway!</i> 	4	1.1
Textiles <ul style="list-style-type: none"> - <i>Clothes</i> 	3	0.9
Paint pots <ul style="list-style-type: none"> - <i>Large Tins (Paint 5L + for example)</i> 	3	0.9

Bubble wrap - <i>Bubble wrap</i>	3	0.9
Ink Cartridges - <i>Printer ink cartridges</i>	2	0.6
Plastic food packaging - <i>Plastic food trays that can't be included now</i>	2	0.6
Shredded Paper - <i>Shredded paper</i>	2	0.6
Miscellaneous - <i>None of the above until we get the current recycling right</i> - <i>Non recyclables for return to the producer!</i> - <i>Confidential waste</i> - <i>Compostable packaging</i>	23	6.6
Total	350	-

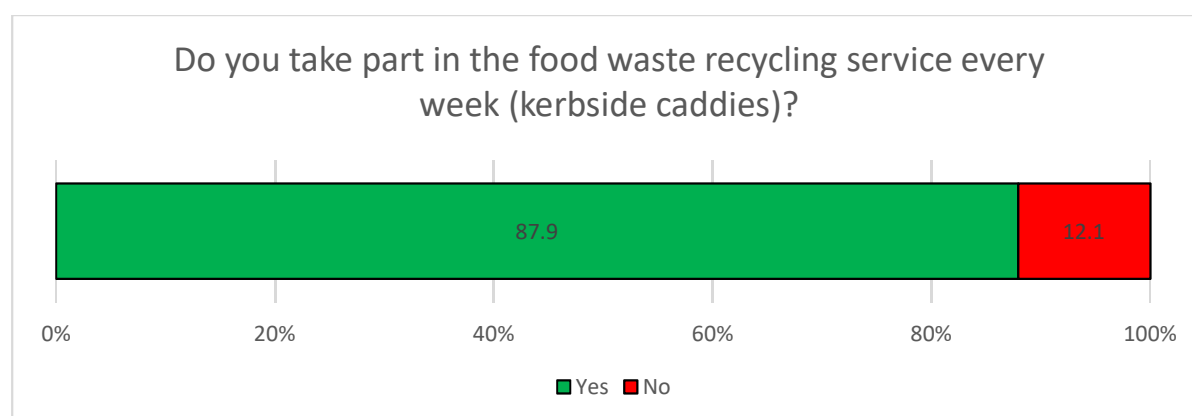
Overall, 45 respondents specified which 'Other' material would be their first choice for inclusion in the kerbside collection. The top 3 responses were:

	No	%
Plastic films	7	15.6
Polystyrene	6	13.3
Furniture	8	17.8
Total	45	-

2.7. Do you take part in the food waste recycling service every week (kerbside caddies)?

Almost nine in ten respondents recycled their food waste every week.

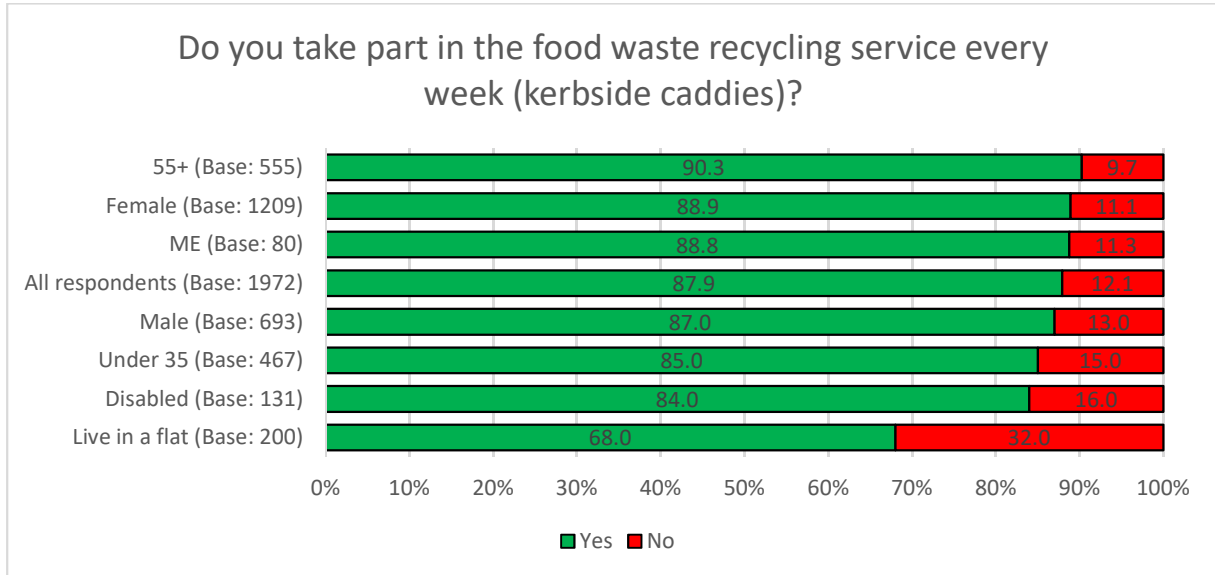
	No	%
Yes	1734	87.9
No	238	12.1
Total	1972	100.0



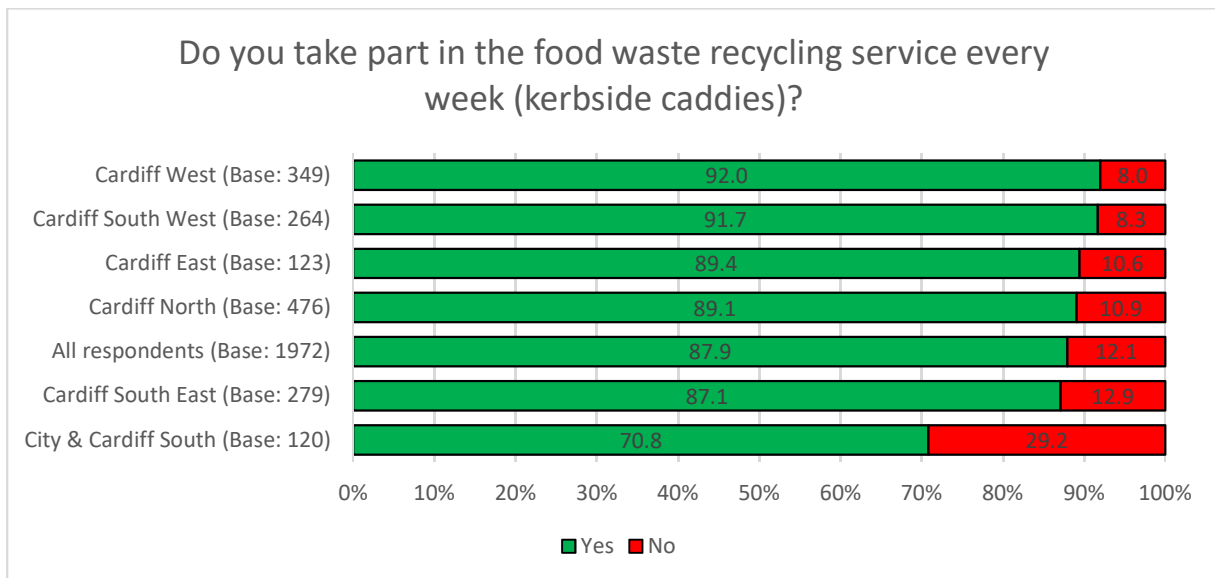
Base = 1,972 (All respondents)

Respondents living in a flat were at least twice as likely as any other group analysed to state they did not take part in the food waste recycling service every week (32.0% compared with 12.1% overall).

Older respondents were more likely to use the weekly service than their younger counterparts (90.3% versus 85.0% respectively).



Perhaps reflecting these findings, respondents living in City & Cardiff South were notably less likely to use the food waste recycling service every week than all other areas of the city.



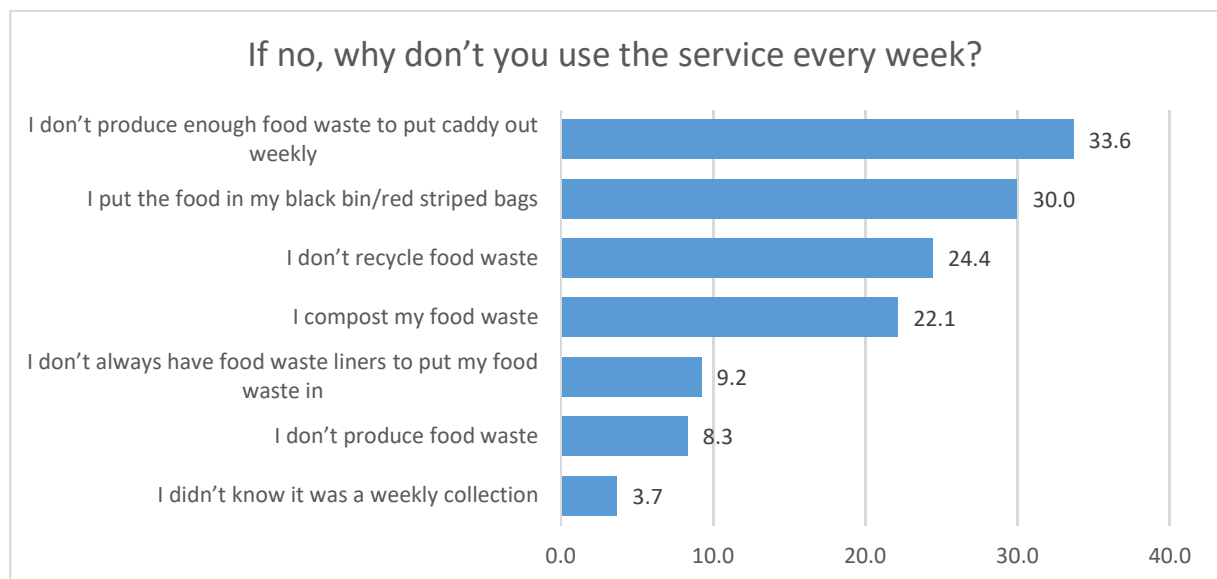
If no, why don't you use the service every week?

A third of respondents not using the food waste recycling every week did not produce enough food waste to use the service on a weekly basis.

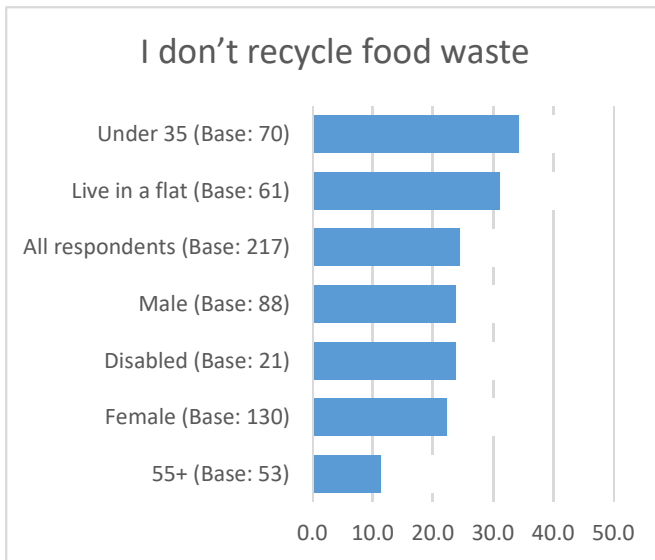
More than half of those responding to this question said they either did not recycle food or they put the food in their general waste (24.4% and 30.0% respectively). Almost one in ten (9.2%) did not always have the necessary food waste liners to recycle their food waste.

Almost a quarter composted their food waste (22.1%).

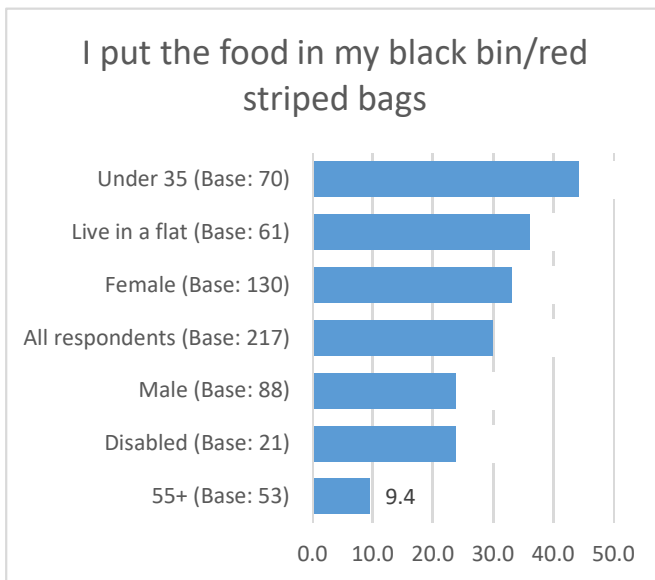
	No	%
I don't produce enough food waste to put caddy out weekly	73	33.6
I put the food in my black bin/red striped bags	65	30.0
I don't recycle food waste	53	24.4
I compost my food waste	48	22.1
I don't always have food waste liners to put my food waste in	20	9.2
I don't produce food waste	18	8.3
I didn't know it was a weekly collection	8	3.7
Total	217	100.0



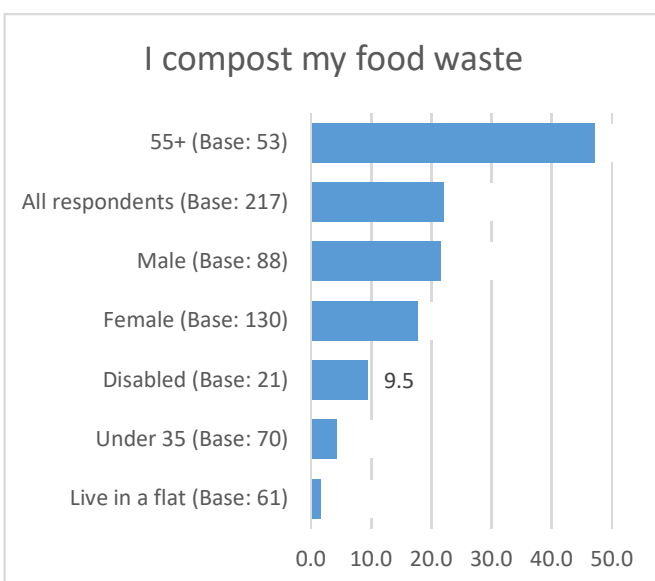
Base = 217 (Respondents who do not use the food waste recycling service weekly)



Younger respondents (34.3%) and those living in a flat (31.1%) were most likely to say they didn't use the weekly service because they don't recycle food waste.



Another reason given by these groups for not using the food waste recycling service weekly was that they were also more likely to report putting food in with their general waste (44.3% and 36.1% respectively).



Almost half (47.2) of those aged 55 or over who did not use the food waste recycling service weekly said this was because they composted their food waste.

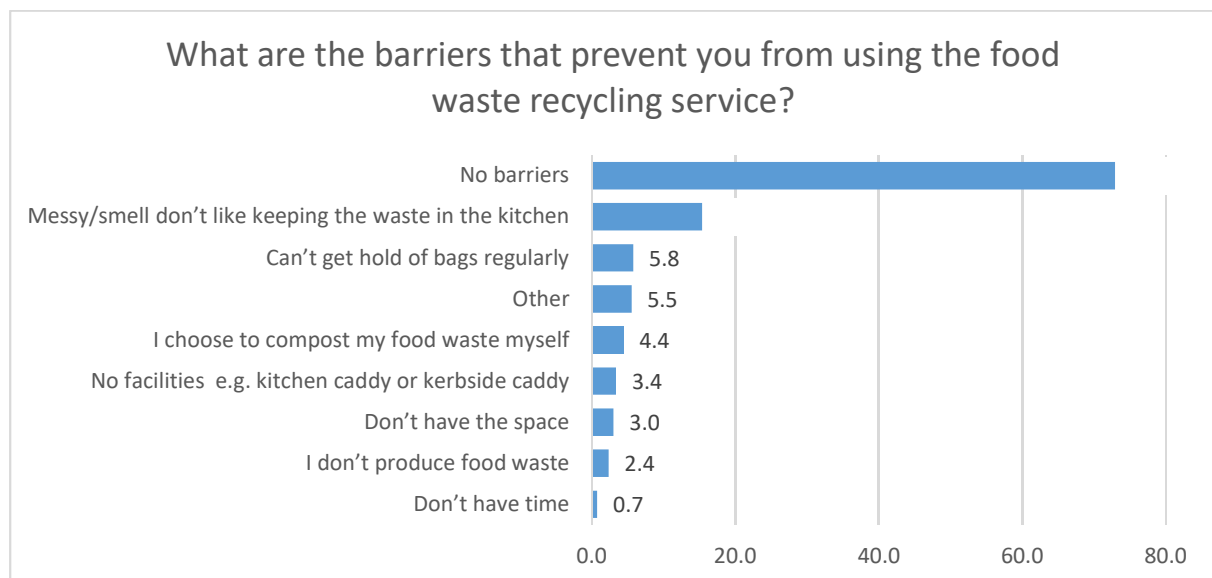
2.8. What are the barriers that prevent you from using the food waste recycling service? Tick all that apply

All respondents were asked if there were any barriers preventing them from using the food waste recycling service, regardless of the frequency with which they use it.

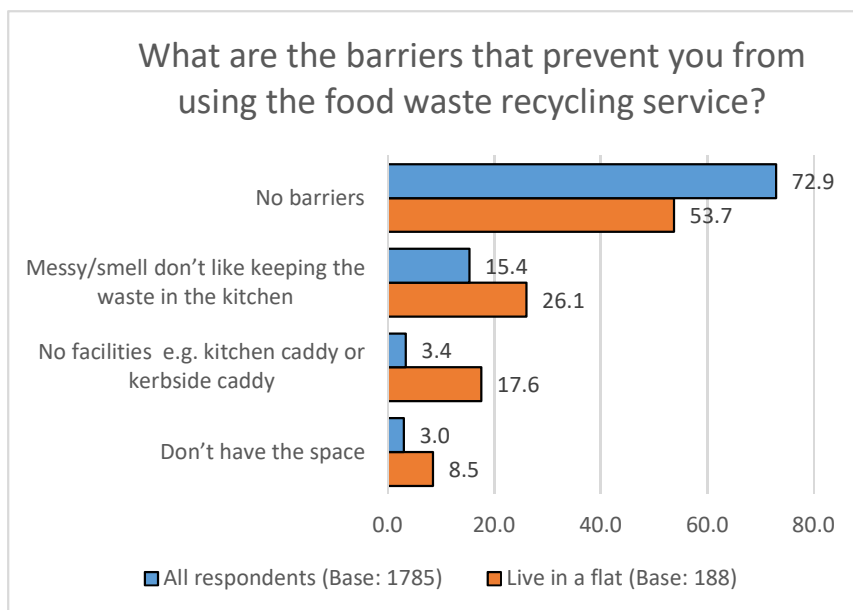
Almost three quarters (72.9%) reported there were no barriers to using the service.

The single biggest barrier cited was the mess and smell associated with keeping food waste in the kitchen

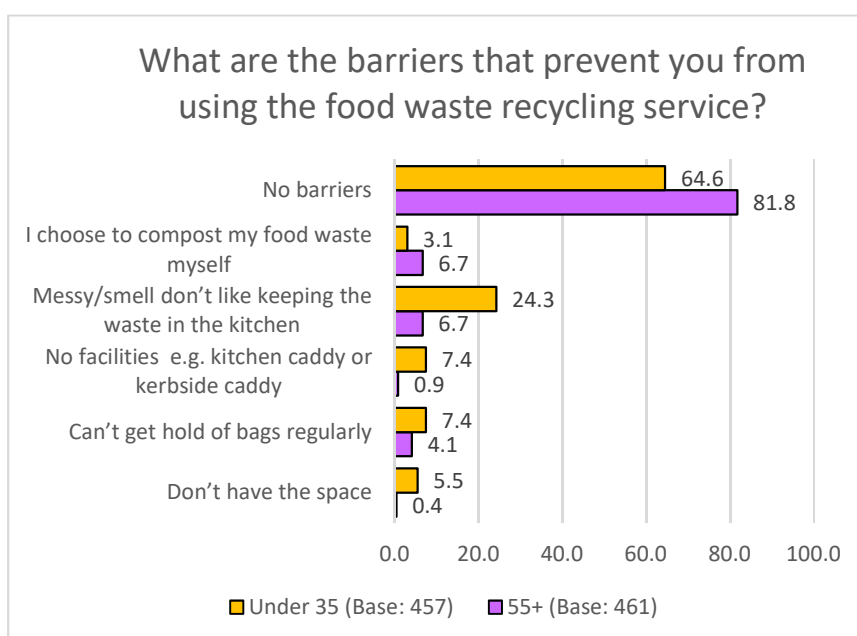
	No	%
Messy/smell don't like keeping the waste in the kitchen	274	15.4
Other	99	5.5
No facilities e.g. kitchen caddy or kerbside caddy	60	3.4
I don't produce food waste	42	2.4
Total	1785	100.0



Base = 1,785 (All respondents)



Just over half of respondents who live in a flat (53.7%) said there were no barriers – the lowest proportion of all groups analysed. The biggest issue cited by this group was the mess/ smell of keeping food waste in the kitchen (26.1%, compared with 15.4% overall); 17.6% of this group stated they had no facilities (contrasting with 3.4% of all respondents).



Younger respondents were more likely to be concerned about the mess and smell of food waste than their older counterparts (24.3% versus 6.7%).

'Other' reasons given preventing respondents from using the food waste recycling service were:

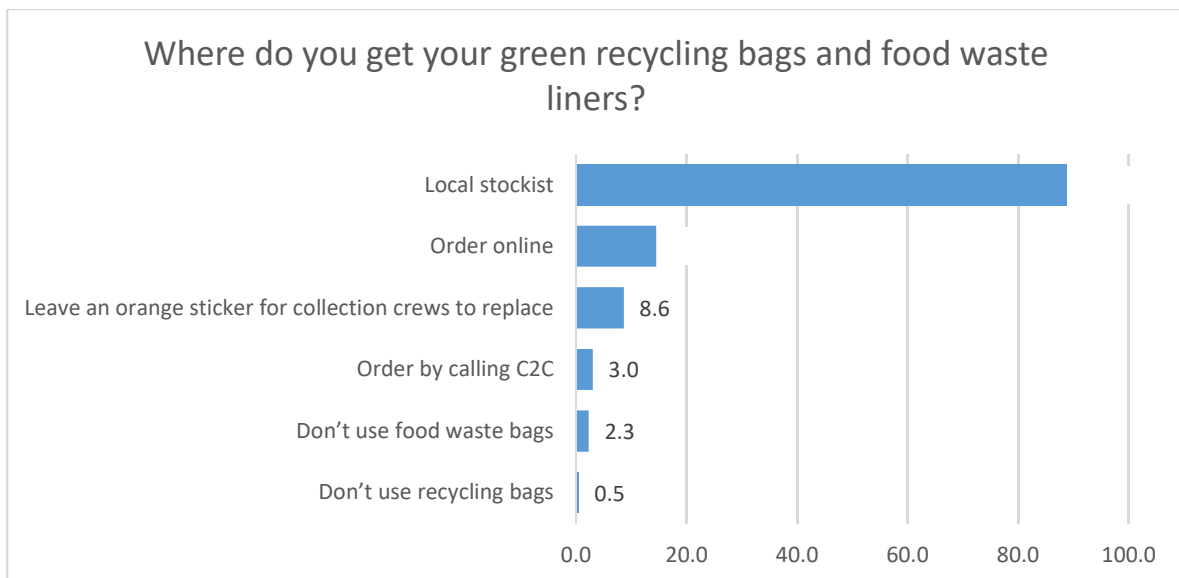
	No	%
Poor quality bags	18	18.8
- The bags provided tear far too easily - becomes a messy and frustrating task.		
- Bags too thin so need to double bag to prevent bags splitting		
- The capacity of the bag is not matched by its capability to hold weight. Breaks too easily.		
- Poor quality bags that don't fit provided caddies		
Bin too small	16	16.7
- Bin not big enough for larger family		
- Our bin is small and is full halfway through the week.		
- Bins aren't large enough for families. If you have peeling from vegetables they soon fill		

Missed collections <ul style="list-style-type: none"> - Waste collections ignore bin stores so keep forgetting to empty food collection bin. - Often the bin men don't pick it up and it gets left repeatedly each week. Then it begins to smell. - Half the time my caddy isn't properly emptied by the council's collectors. AAAARRRRGGGGHHHHH. >:-(- When your team miss the collection instead of sending them out they leave until following week 	13	13.5
Flies / Maggots <ul style="list-style-type: none"> - In warmer months, the kitchen caddy attracts flies, no matter how often you wash it and change bags - Attracts flies and maggots. Throughout the summer - The bin attracts flies. The bin is not suitable to keep in the kitchen 	11	11.5
Dispose of food waste in other ways <ul style="list-style-type: none"> - Use my sink musher thing - Family dog reduces our food waste drastically! - Fed to my chickens 	9	9.4
Caddy broken <ul style="list-style-type: none"> - The brown bins regularly get vandalised (kicked around by idiots, or dropped after collection) - Don't recycle food as I live on a main road, food caddies subject to ASB / weather - Lid fell off kerbside caddy. Emailed council lots of times for replacement but never arrived. 	7	7.3
Live in a flat <ul style="list-style-type: none"> - Just to clarify - it's only a nuisance because I live in a flat and taking the bins out is a faff! - No communal brown food waste bin provided this block of flats - would use if this was provided - Live in a small private flat up a lot of stairs, not practical at all 	6	6.3
Problems with animals <ul style="list-style-type: none"> - I think it attracts the seagulls - Difficulty stopping cat from accessing food caddy in kitchen. 	5	5.2
Difficulties getting bags / caddy <ul style="list-style-type: none"> - Struggle when can't get hold of the bags - library don't always have (orange sticker never works) - I am STILL WAITING for a caddy ordered On Aug 13th! 	5	5.2
Too much hassle <ul style="list-style-type: none"> - Sometimes it's too much hassle to separate from packaging 	4	4.2
Smell <ul style="list-style-type: none"> - Fruit flies and the smell 	3	3.1
Cost of replacing caddy <ul style="list-style-type: none"> - Costly to keep replacing caddy, can't leave caddy out on busy street, no waste store facilities 	2	2.1
Storage issues <ul style="list-style-type: none"> - There is no space to keep it 	2	2.1
Miscellaneous <ul style="list-style-type: none"> - I don't think there is any food waste collection around my estate?! - Not all members of family use it. Nobody else seems to empty bin! - I'm disabled (only one hand) find it too difficult to open/scrape food in/close etc. with one hand. 	8	8.3
Total	96	-

2.9. Where do you get your green recycling bags and food waste liners?

Most respondents (88.8%) get green recycling bags and food waste liners from a local stockist, with 14.5% ordering them online. Just 3% of those answering this question ordered them by calling C2C.

	No	%
Order by calling C2C	59	3.0
Leave an orange sticker for collection crews to replace	170	8.6
Don't use food waste bags	45	2.3
Total	1968	100.0



Base = 1,968 (All respondents)

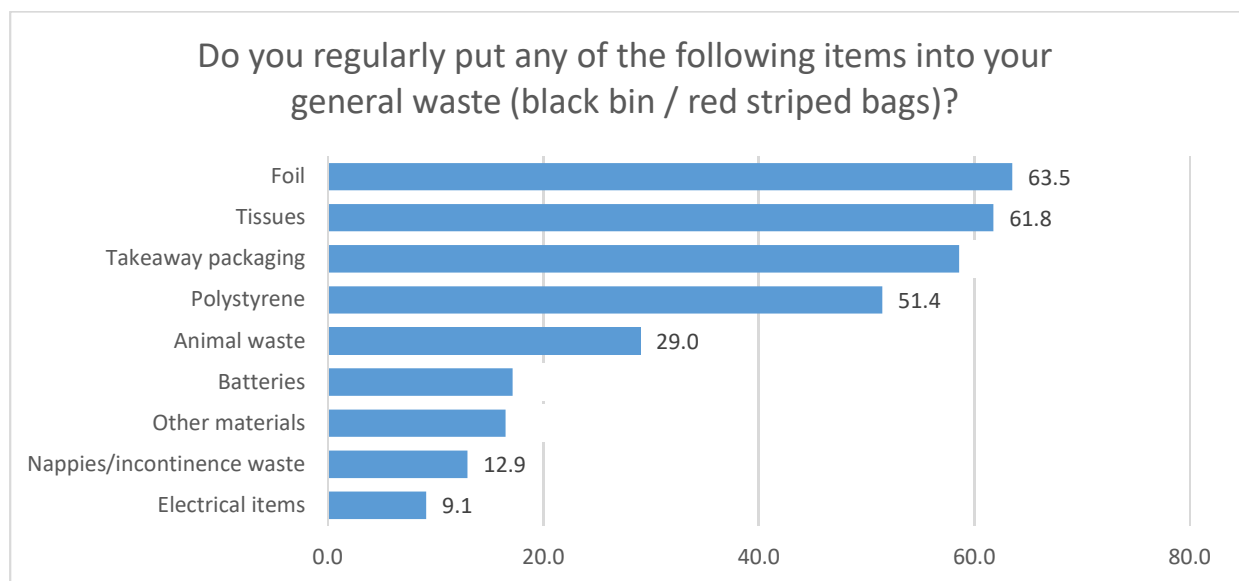
These findings were consistent across the demographic and geographic sub-groups analysed.

2.10. Do you regularly put any of the following items into your general waste (black bin / red striped bags)? Tick all that apply

Respondents were given a list of materials and asked if they regularly put them into their general waste.

Over three in five regularly put foil (63.5%) or tissues (61.8%) into their black bin or red striped bags. More than half disposed of takeaway packaging (58.6%) and polystyrene (51.4%) in this way.

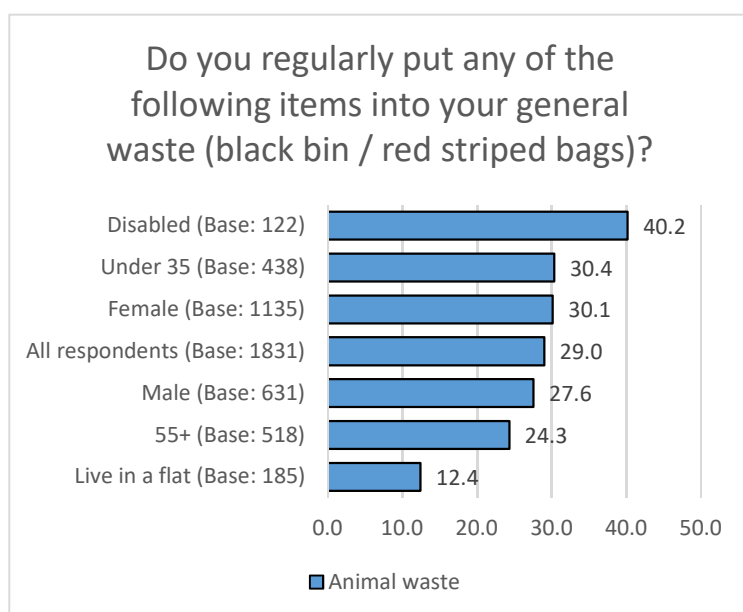
	No	%
Tissues	1131	61.8
Polystyrene	942	51.4
Batteries	314	17.1
Nappies/incontinence waste	237	12.9
Total	1831	-



Base = 1,831 (All respondents)

'Other' items put into general waste were:

	No	%		No	%
Polythene / Plastic film	68	28.1	Bubble wrap	4	1.7
Items that can't be recycled	45	18.6	Kitchen roll	4	1.7
Plastic	41	16.9	Glass products	3	1.2
Food containers	25	10.3	Garden/plant pots	3	1.2
Textiles	24	9.9	None of these	3	1.2
Fake foil	23	9.8	Cat litter	2	0.8
Plastic bags	21	8.7	Cardboard	2	0.8
Sanitary products	14	5.8	Wrapping paper	2	0.8
Vacuum cleaner bags	10	4.1	Wood	2	0.8
Tetra packs	8	3.3	Nappies	2	0.8
Wet wipes	8	3.3	Food waste	2	0.8
Black plastics	7	2.9	Confidential waste	2	0.8
Generic packaging	6	2.5	Pottery / Crockery	2	0.8
Contaminated waste	6	2.5	Smoking litter	2	0.8
Cotton wool	5	2.1	Miscellaneous	20	8.3
General waste	5	2.1			
			Total	242	-



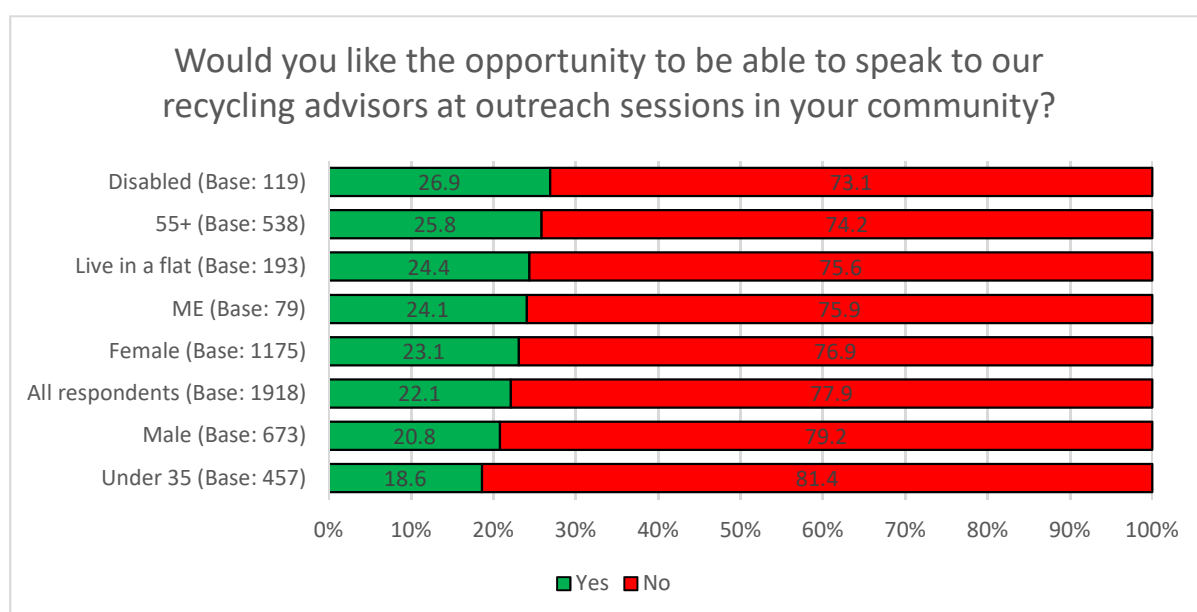
Generally speaking, there was little difference in behaviour across the demographic groups analysed, however, respondents identifying as disabled were notably more likely to dispose of animal waste in their black bin / red striped bag.

2.11. Would you like the opportunity to be able to speak to our recycling advisors at outreach sessions in your community?

More than three quarters of those surveyed (77.9%) were not interested in speaking to recycling advisors in their community

	No	%
Yes	424	22.1
No	1494	77.9
Total	1918	100.0

Respondents identifying as disabled, and those aged 55 or over showed the greatest interest (26.9% and 25.8% respectively).



If yes, where would you be most likely to speak with them?

Those who were interested in speaking to recycling advisors would be most likely to speak with them in local Council or community buildings. There was no difference by demographic in this preference.

	No	%
Local Council/community buildings e.g. leisure centre, hubs, libraries	281	66.7
Supermarkets	149	35.4
If they knocked my door	141	33.5
On the public highway for example, local high streets	59	14.0
Total	421	-

What time would you most likely be available to speak with them?

Overall, the preferred time to speak to recycling advisors was on weekday evenings (5pm – 7pm), cited by 42.1% of respondents interested in this service.

	No	%
Weekday mornings (9am-12pm)	47	11.2
Weekday afternoons (12pm-4pm)	26	6.2
Weekday evenings (5pm-7pm)	176	42.1
Weekdays - any time	58	13.9
Weekends - any time	111	26.6
Total	418	100.0

However, the groups most interested in talking to a recycling advisor preferred weekday mornings (25.0% of those with a disability, and 18.5% of those aged 55 or over).

Weekday evenings were the preferred choice for respondents under the age of 35 (60.7%).

	Overall	Under 35	55+	Female	Male	Disabled	Live in a flat
Base	418	84	135	267	138	32	47
Weekday mornings (9am-12pm)	11.2	7.1	18.5	10.5	11.6	25.0	14.9
Weekday afternoons (12pm-4pm)	6.2	3.6	7.4	5.2	8.0	6.3	4.3
Weekday evenings (5pm-7pm)	42.1	60.7	29.6	41.9	43.5	37.5	55.3
Weekdays - any time	13.9	3.6	26.7	15.4	12.3	21.9	10.6
Weekends - any time	26.6	25.0	17.8	27.0	24.6	9.4	14.9

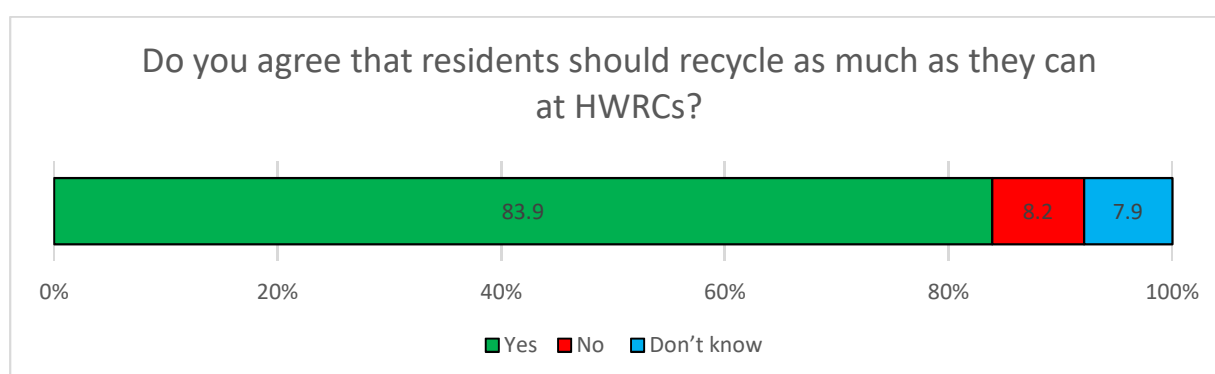
Caution – small base sizes for some groups

Increasing Recycling at Household Waste Recycling Centres (HWRCs)

3.1. Do you agree that residents should recycle as much as they can at HWRCs?

The majority of respondents – 83.9% - agreed that residents using the HWRCs should recycle as much as they can

	No	%
Yes	1649	83.9
No	162	8.2
Don't know	155	7.9
Total	1966	100.0



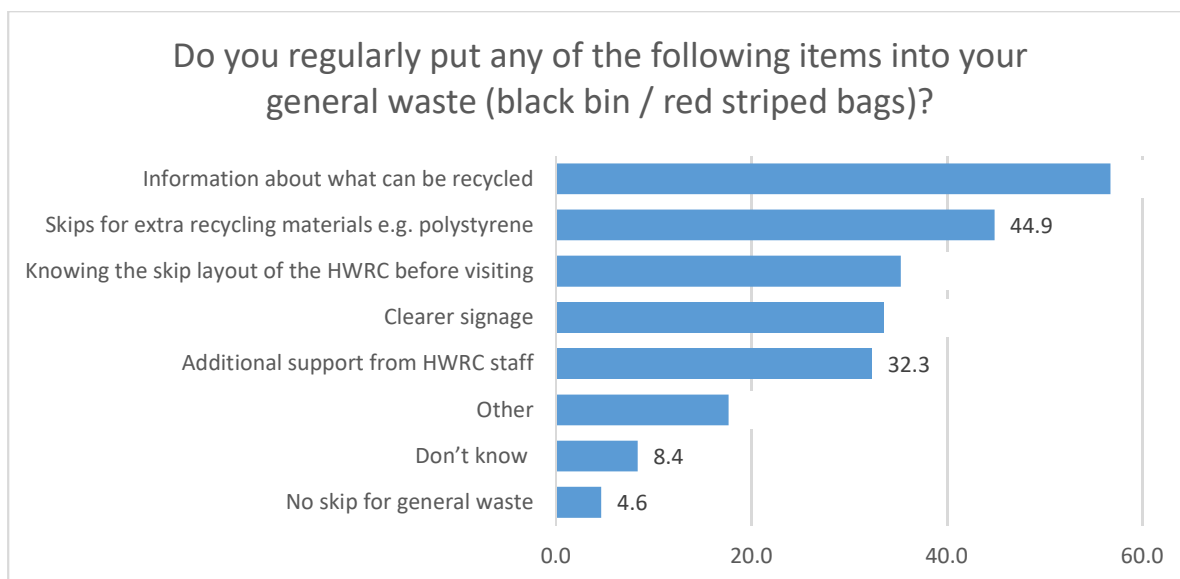
Base = 1,966 (All respondents)

This was broadly consistent across the sub-groups analysed.

3.2. What would make it easier for you to recycle as much as you can at HWRC's?

More than half of those surveyed (56.8%) wanted more information about what can be recycled, followed by skips for recycling materials (44.9%).

	No	%
Information about what can be recycled	1101	56.8
Skips for extra recycling materials e.g. polystyrene	871	44.9
Knowing the skip layout of the HWRC before visiting	685	35.3
Clearer signage	651	33.6
Additional support from HWRC staff	627	32.3
Other	343	17.7
Don't know	162	8.4
No skip for general waste	90	4.6
Total	1940	-



Base = 1,940 (All respondents)

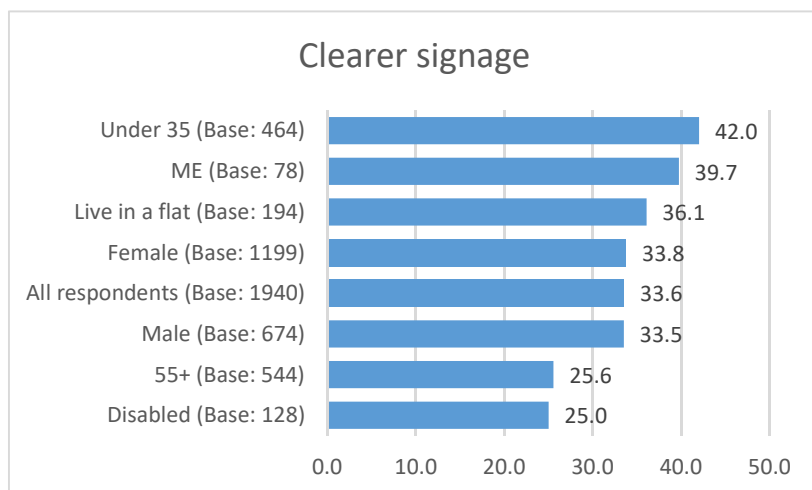
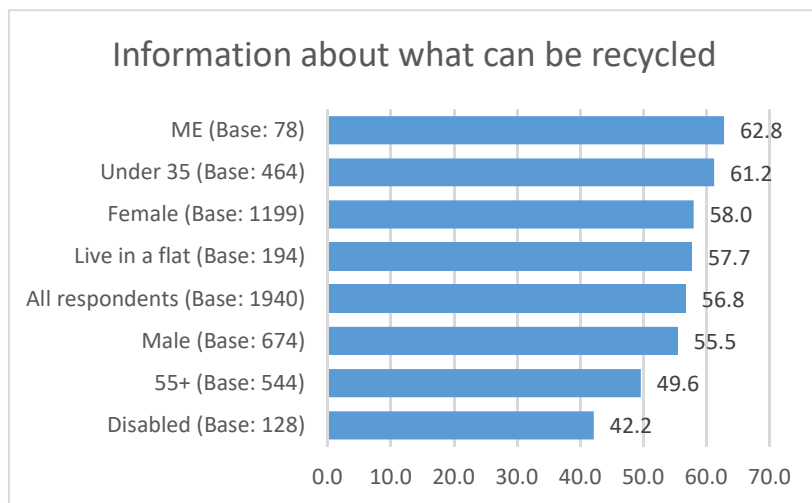
More than a third of those citing another reason said that there was not a HWRC close enough to their home (35.6%); just under a quarter of the comments (23.7%) related to the closure of sites in Cardiff

	No	%
Proximity of HWRC <ul style="list-style-type: none"> - Closer site to home - Actually having one nearby - A HWRC closer to CF14. Rover Way is too far when you have a couple of trips. - A closer HWRC! They're all too far away now! - If there was one a LOT nearer!!!! 	120	35.6
Council has closed HWRCs <ul style="list-style-type: none"> - You have closed Wedal Road HWRC-this is a huge barrier to increased recycling for North Cardiffians - A local place. As our nearest was closed down - So many HWRC are now closed - A more local site; closing Wedal Road was a bad move - An easy to reach centre - at present due to closure I have to drive further 	80	23.7
Don't have transport <ul style="list-style-type: none"> - Allowing cyclist and pedestrian access (unless it's now okay?). Not everyone drives! - More sites around the city, being able to access them even if you aren't a driver. - I don't have a car so cannot really transport waste anywhere. - To take waste by bicycle. I do not drive and therefore rely on a friend with a car - I don't drive. Access to these sites (with waste) isn't easy by public transport. 	55	16.3

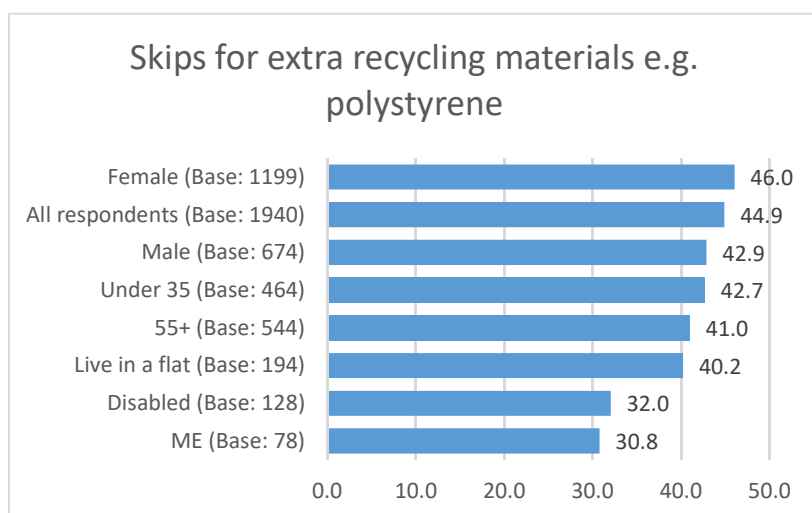
North Cardiff <ul style="list-style-type: none"> - <i>Bringing a site back to north Cardiff (like you promised)</i> - <i>A replacement site in North Cardiff to replace Wedal Road. Lamby Way is in the wrong place.</i> - <i>Living in North Cardiff, Lamby Way is the closest HWRC and is closed by the time I am home from work</i> - <i>Having a HWRC in North Cardiff. Wedal Rd should not've been shut before another site sorted.</i> 	35	10.4
More sites <ul style="list-style-type: none"> - <i>More HWRC's!!</i> - <i>More HWRCs. I have to drive 25 minutes to reach my nearest</i> - <i>more sites across the city</i> - <i>Have more than 2 HWRCs for a city of 400000 people. why should I drive 10 miles to recycle</i> 	32	9.5
Accessibility <ul style="list-style-type: none"> - <i>Having an easily accessible centre.</i> - <i>Wheel chair access, current access is abysmal, skips are unreachable from a wheelchair.</i> - <i>Easier parking access to skips</i> - <i>Access can be a problem for people</i> 	15	4.5
More information <ul style="list-style-type: none"> - <i>More information prior to visiting HWRC such emailed information to users of site if they book in.</i> - <i>Information provided about this service to raise awareness</i> - <i>Give info about peak and slack times! This will help you to smooth out the day, and minimise queuing</i> - <i>A booklet would be helpful</i> 	10	3.0
Not able to recycle specific materials <ul style="list-style-type: none"> - <i>I tried to take textiles to Lamby Way and was told that they had no skip for them.</i> - <i>No facility at Lamby Way for wood recycling</i> - <i>Made special trip to recycle tetrapaks as advertised available, then told couldn't be recycled</i> 	9	2.7
Access for non-cars <ul style="list-style-type: none"> - <i>Being allowed to take VW Transporter to the site without having to book it in it is my only vehicle</i> - <i>Convenient location for public transport</i> - <i>We have a van, not allowed on site</i> 	9	2.7
Help from staff <ul style="list-style-type: none"> - <i>Recycling requests should not be onerous. Staff could help more</i> - <i>Assistance for disabled</i> - <i>Staff helping to sort waste</i> 	9	2.7
Told by staff to use the general waste skip <ul style="list-style-type: none"> - <i>Stop your staff telling people to put everything in general waste skip!</i> - <i>While a specific skips is out of use(full etc.) recyclable items are put in the general waste</i> 	8	2.4
Community skips <ul style="list-style-type: none"> - <i>Used to have council skip days locally</i> - <i>More sites - maybe for small goods, textiles, small electricals etc., perhaps near hubs?</i> 	7	2.1
Having to produce ID <ul style="list-style-type: none"> - <i>Not having to bring ID every time.</i> - <i>I am unable to produce proof of residence as i pay bills and do my banking on line.</i> 	6	1.8

Lack of time <ul style="list-style-type: none"> - Don't know where the centres are, don't have time to go to them. - I don't have the time to take my own waste there. If it can be recycled why can't you collect it?? 	6	1.8
Fewer restrictions to use HWRC <ul style="list-style-type: none"> - Being able to visit the sites as many times in a day as you need. - Allow more than 6 bags of 'rubble' e.g. turf per visit. Closing HWRCs + extra journeys/pollution/congestion 	6	1.8
Opening hours <ul style="list-style-type: none"> - More time to access it. It's hard for shift workers. - Open later into the evening during the week 	5	1.5
Queues too long <ul style="list-style-type: none"> - The queues can get so long that I think most people just want to dump and get back home. 	4	1.2
Specific skips for recycling / limit general waste <ul style="list-style-type: none"> - Get rid of the general waste skip! Force people's hands 	4	1.2
Not used <ul style="list-style-type: none"> - I never go there 	3	0.9
Better layout <ul style="list-style-type: none"> - A better layout - at the moment you often have to cross parked/moving vehicle to get to other skips 	3	0.9
Nothing / Good service <ul style="list-style-type: none"> - Nothing, best HWRC I've seen! :) 	3	0.9
Inspect waste <ul style="list-style-type: none"> - Member of staff at general waste to prevent recyclable waste from being disposed 	2	0.6
Miscellaneous <ul style="list-style-type: none"> - I would just dump the bag at the entrance rather than be humiliated at the centre. - Ask staff who work there what would make the recycling easier. WE just go to tip to dump our rubbish - The damage was done when it was heard that contaminating recycling can incur fines. - Cleanliness on site!! Clean, tidy, attractive containers which are not overflowing!! No smelliness. - Don't always know what items made out of 	15	4.5
Total	337	-

Looking at the sub-groups of respondents, those from a minority ethnicity, and those under the age of 35 felt that information about what can be recycled, and clearer signage in the HWRCs would make it easier for them to recycle more:



Almost half of the women responding to this question felt additional skips for recycling would be beneficial.

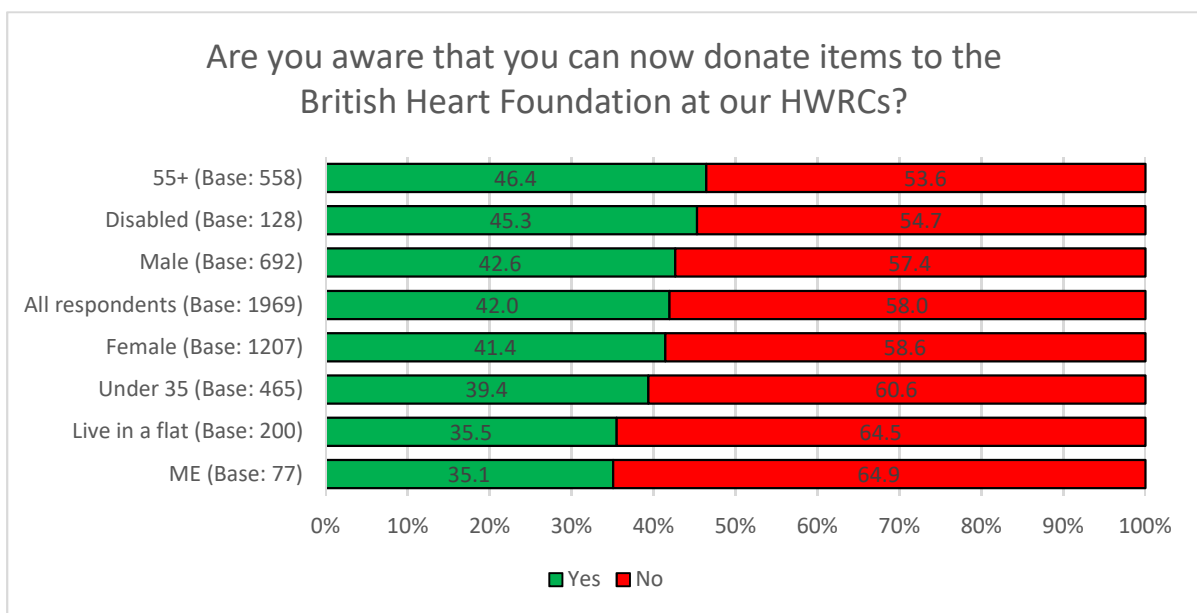


3.3. Are you aware that you can now donate items, in a good re-useable condition, to the British Heart Foundation at our HWRCs?

Less than half of those surveyed were aware that re-useable items taken to HWRCs run by Cardiff Council can be donated to the British Heart Foundation (42.0%).

	No	%
Yes	826	42.0
No	1143	58.0
Total	1969	100.0

Awareness was highest amongst older respondents (46.4%), and lowest amongst those from a minority ethnicity (35.1%).

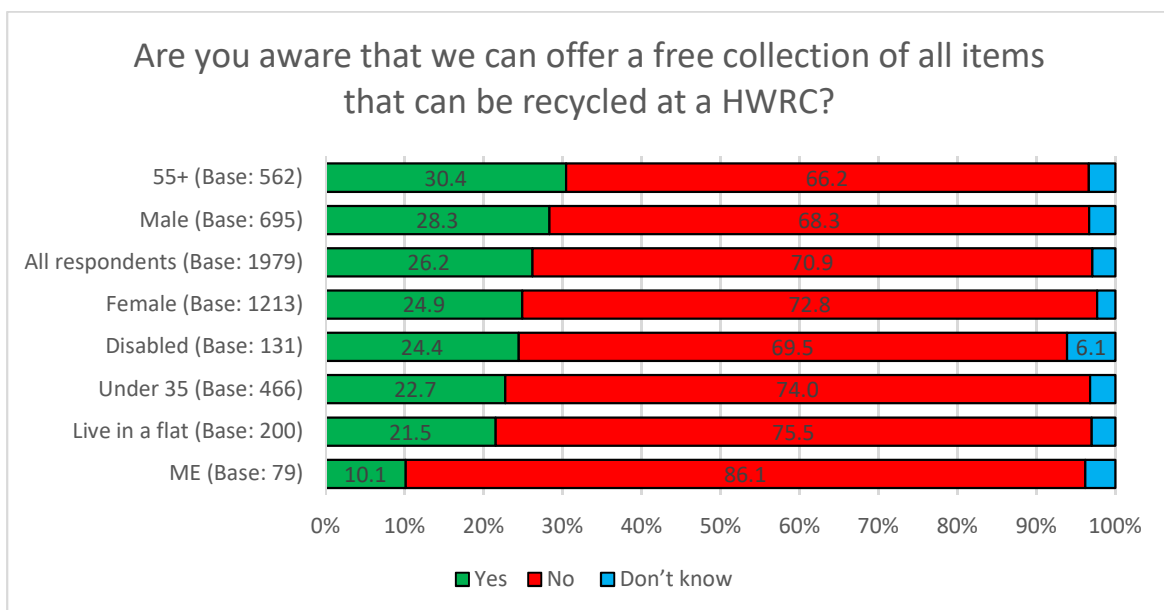


3.4. Are you aware that we can offer a free collection of all items that can be recycled at a HWRC?

Just a quarter of respondents were aware the Council offered a free collection of items that can be recycled at its HWRCs.

	No	%
Yes	518	26.2
No	1403	70.9
Don't know	58	2.9
Total	1979	100.0

Awareness of the service was highest amongst respondents over the age of 55 (30.4%), contrasting with those from a minority ethnicity (10.1%).



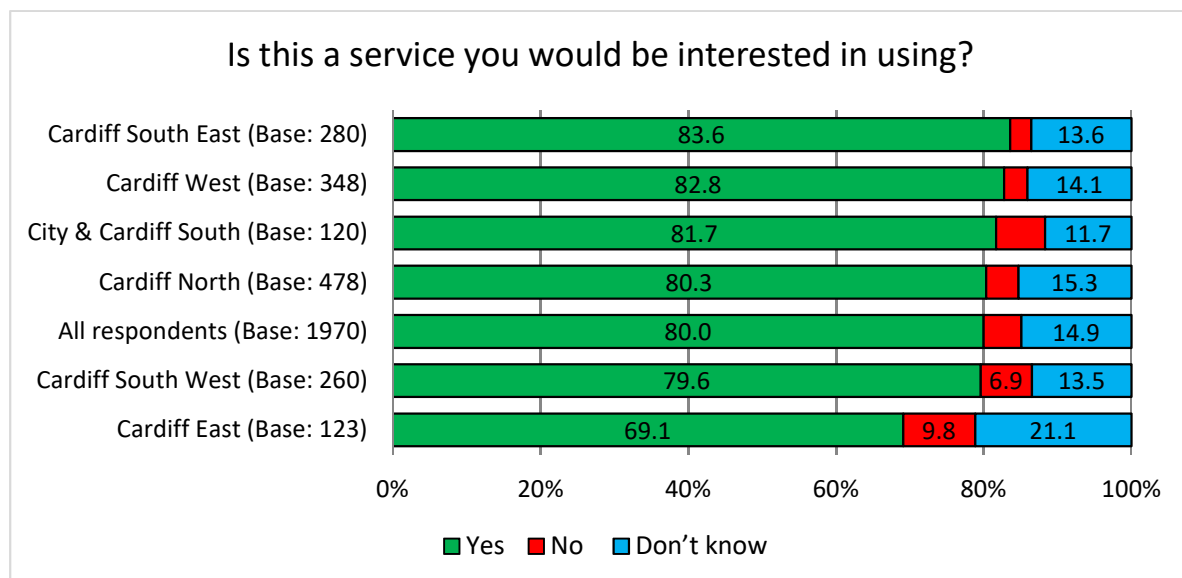
3.5. Is this a service you would be interested in using?

Interest in the service was high, with four fifths of respondents stating they would be interested in using it.

	No	%
Yes	1576	80.0
No	101	5.1
Don't know	293	14.9
Total	1970	100.0

The demographic groups analysed were broadly consistent in their support for this service, with at least three-quarters of all groups expressing an interest.

Respondents living in Cardiff East showed the lowest levels of interest in the service (69.1%):



Planning Ahead – Recycling Facilities & Partnerships

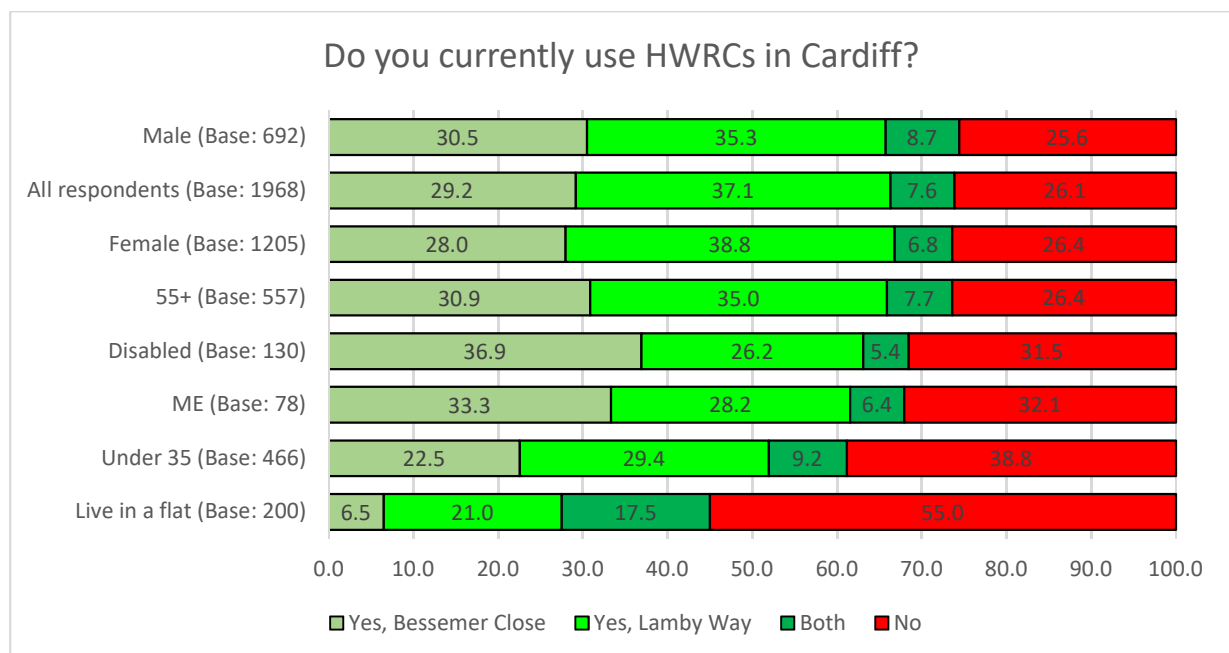
As part of the Local Development Plan, the Council has identified that Cardiff will be the fastest growing City in the UK. It is clear that an additional HWRC may be necessary.

4.1. Do you currently use HWRCs in Cardiff?

Around three quarters of respondents (73.9%) currently use at least one of the HWRCs in the city, with Lamby Way being the most popular.

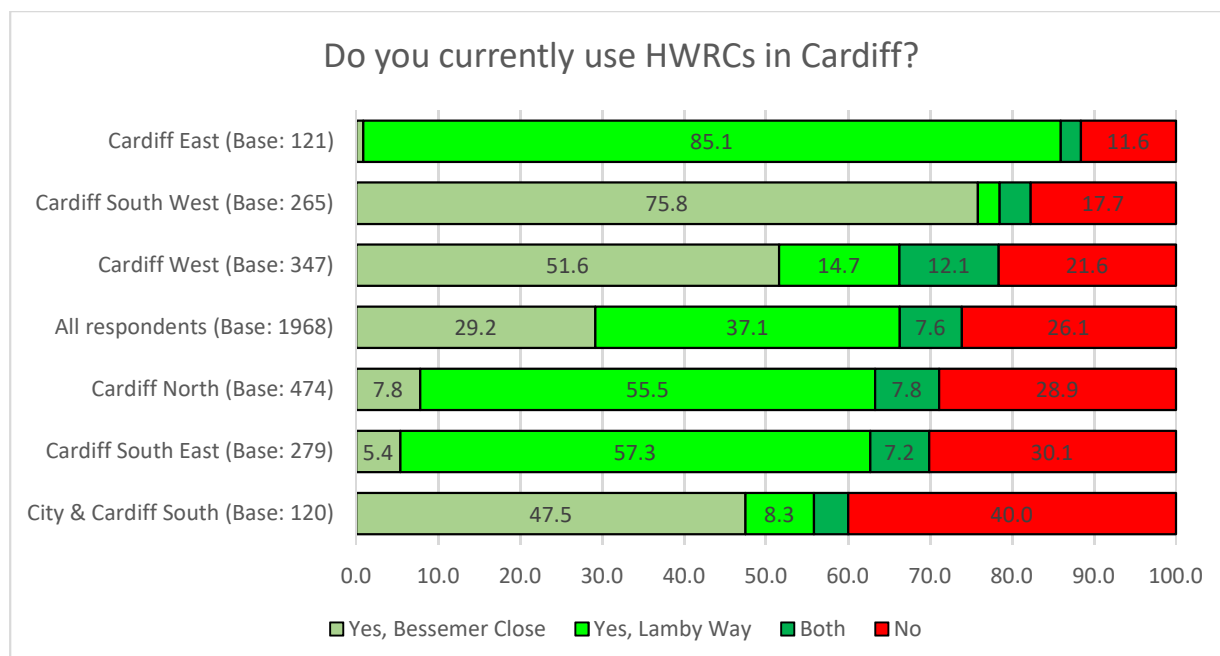
	No	%
Yes, Bessemer Close	574	29.2
Yes, Lamby Way	731	37.1
Both	149	7.6
No	514	26.1
Total	1968	100.0

Fewer than half of respondents living in a flat currently use HWRCs (45.0%). Younger respondents were less likely to use the centres than their older counterparts (61.2% and 73.6% respectively).



Respondents living in the East (85.1%), South East (57.3%) and North (55.5%) of the city were more likely to use Lamby Way; Bessemer Close was used more by respondents living in the South West (75.8%), West (51.6%) or City & Cardiff South (47.5%).

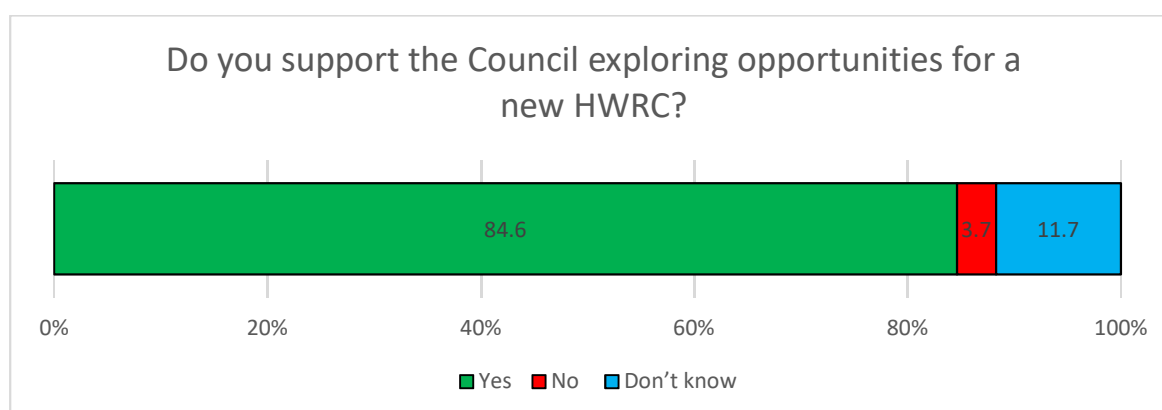
Respondents living in City & Cardiff South were less likely than those from other areas of the city to currently use HWRCs, with 40.0% reporting they did not use these facilities.



4.2. Do you support the Council exploring opportunities for a new HWRC?

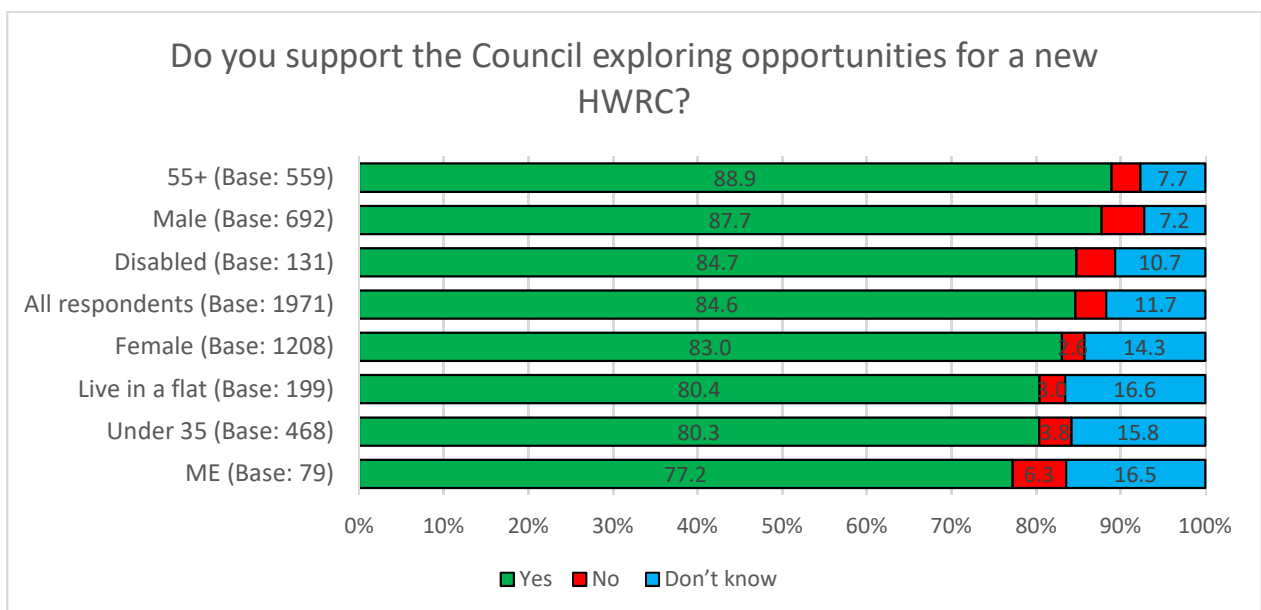
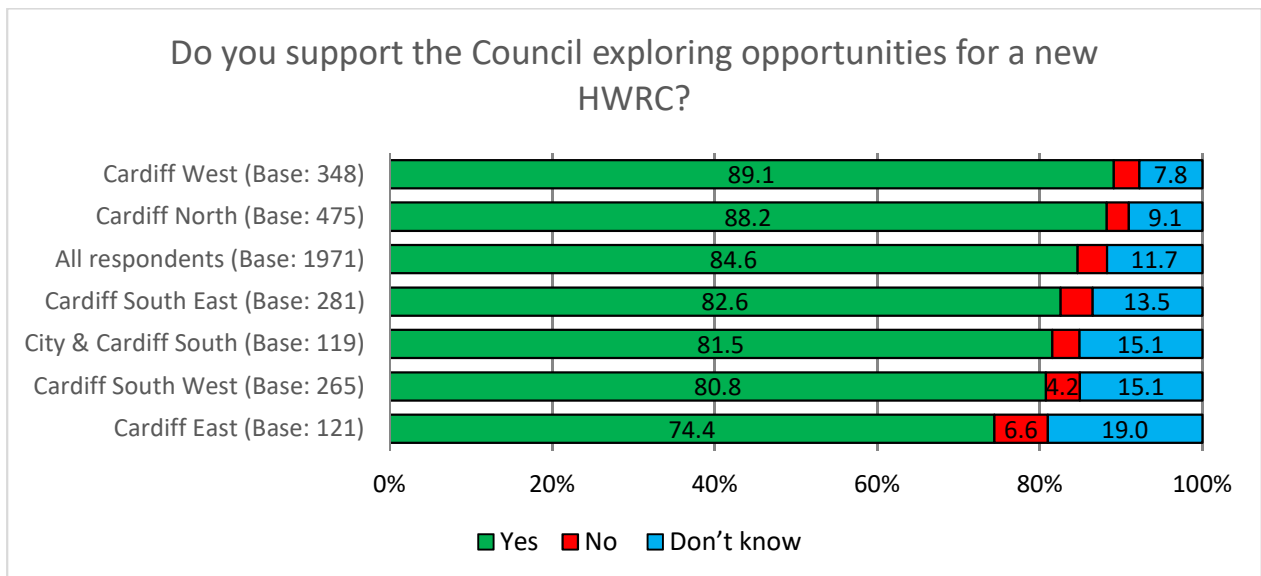
Six out of every seven respondents (84.6%) supported the exploration of opportunities for a new HWRC in the city.

	No	%
Yes	1668	84.6
No	72	3.7
Don't know	231	11.7
Total	1971	100.0



Base = 1,971 (All respondents)

Support for this proposal was highest amongst residents of Cardiff West (89.1%), over 55s (88.9%), residents of Cardiff North (88.2%) and males (87.7%). It was lowest amongst residents of Cardiff East (74.4%) and those from a minority ethnicity (77.2%).

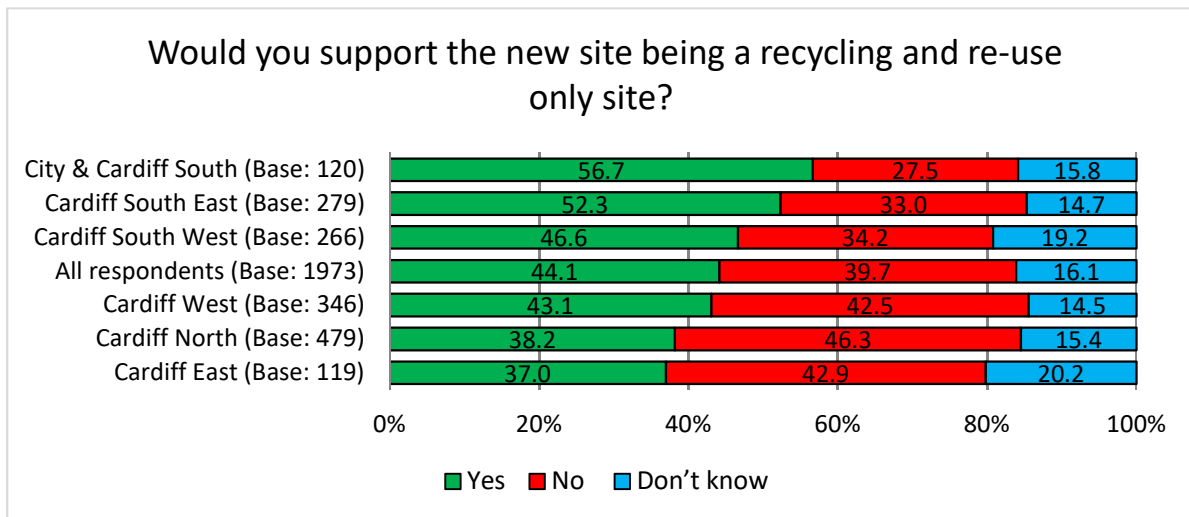


4.3. Would you support the new site being a recycling and re-use only site (with no skip for general household waste)?

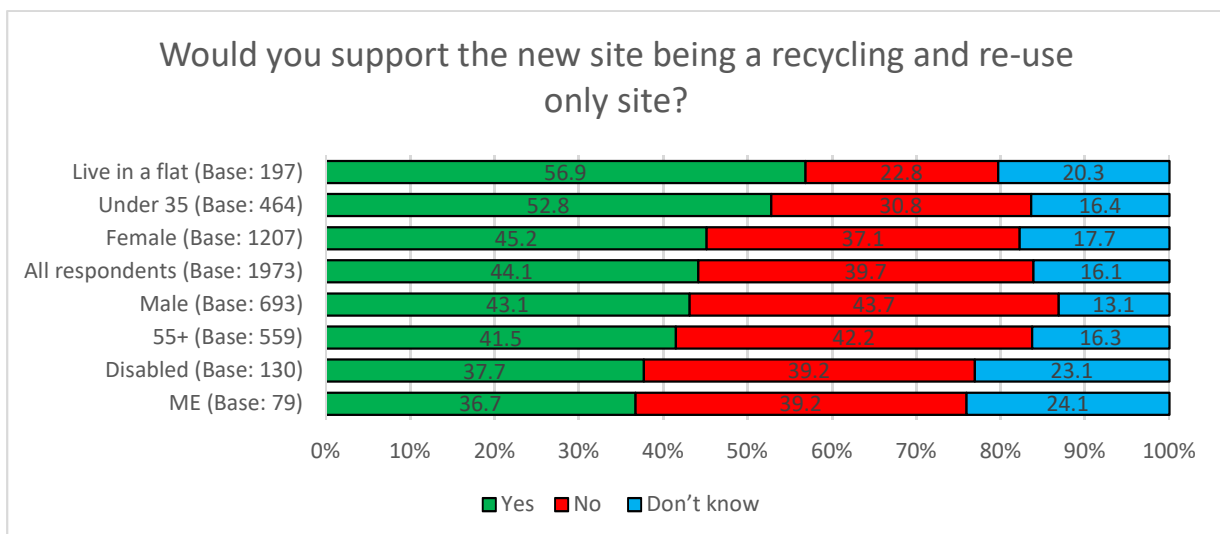
Support was reduced for the proposal that the new site should only accept recyclable goods, and not general waste, at 44.1%. This increased to 52.6% if the 'Don't Know' responses are excluded.

	No	%	% Excl DK
Yes	871	44.1	52.6
No	784	39.7	47.4
Don't know	318	16.1	-
Total	1973	100.0	100.0

More than half of respondents living in City & Cardiff South (56.7%) and Cardiff South East (52.3%) supported the idea of a recycling and re-use only site; support for this was lowest in the East and North of the city (37.0% and 38.2% respectively).



Over half of respondents living in a flat (56.9%) or under the age of 35 (52.8%) supported the proposal; males and those over 55 were most likely to be against this (43.7% and 42.2% respectively).

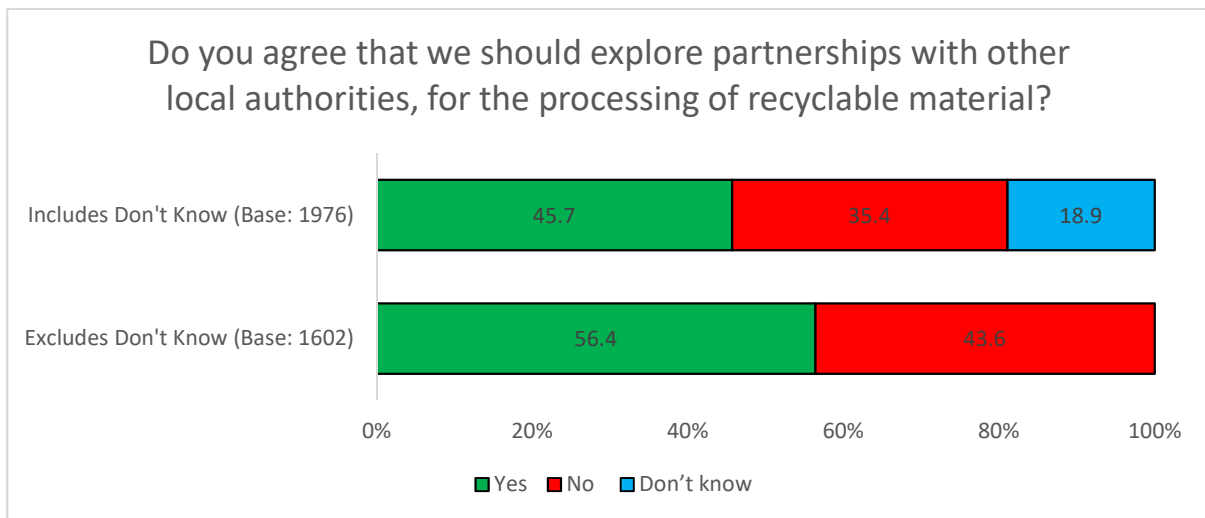


4.4. Do you agree that we should explore partnerships with other local authorities, for the processing of recyclable material? This may mean that the recycling facility may not remain within Cardiff

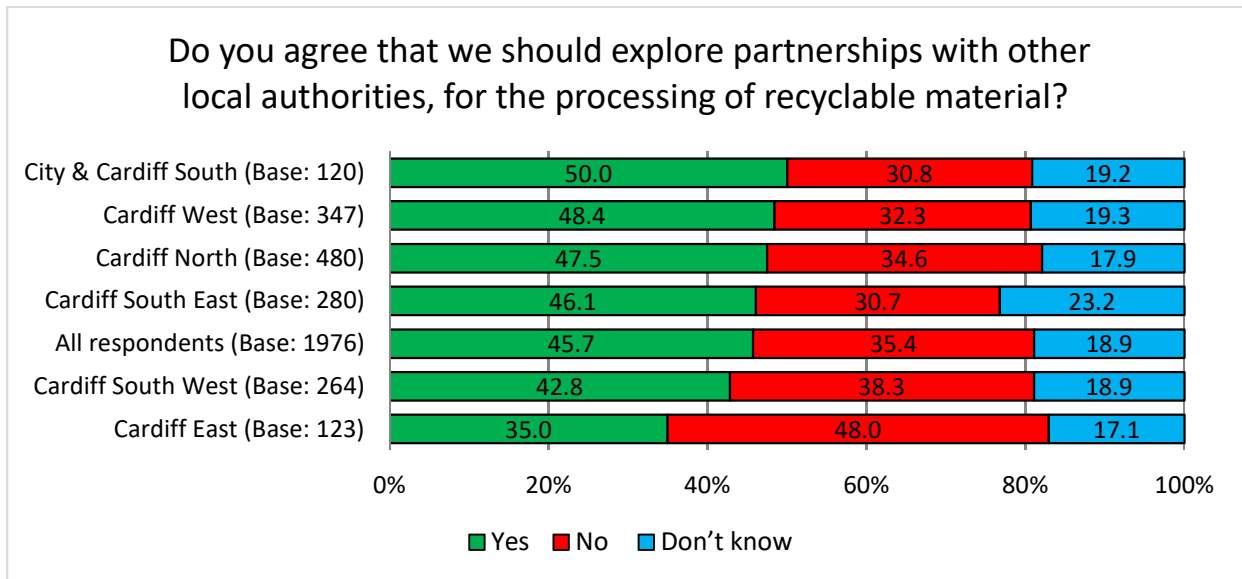
Opinion was divided as to whether the Council should explore partnerships for the processing of recyclable material, with almost a fifth of respondents (18.9%) not giving an opinion.

Excluding these 'Don't Know' responses shows a majority of respondents (56.4%) are in favour of the Council working with other local authorities, even if the facility to process recyclable material moves outside the city.

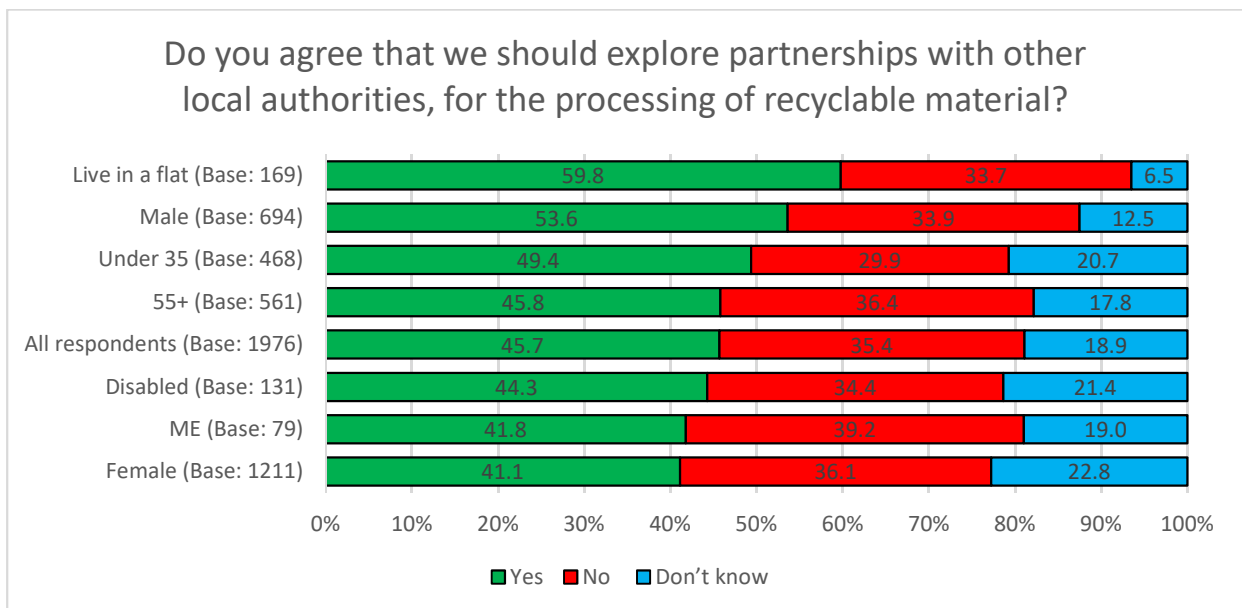
	No	%	% Excl DK
Yes	903	45.7	56.4
No	699	35.4	43.6
Don't know	374	18.9	-
Total	1976	100.0	100.0



Again, support for this proposal was lowest amongst those living in the East of the city (35.0%, including the 'Don't Know' responses).



More than half of respondents living in a flat (59.8%), and males (53.6%) agreed that partnership opportunities should be explored, compared to 41.1% of females, and 41.8% of respondents from a minority ethnicity.

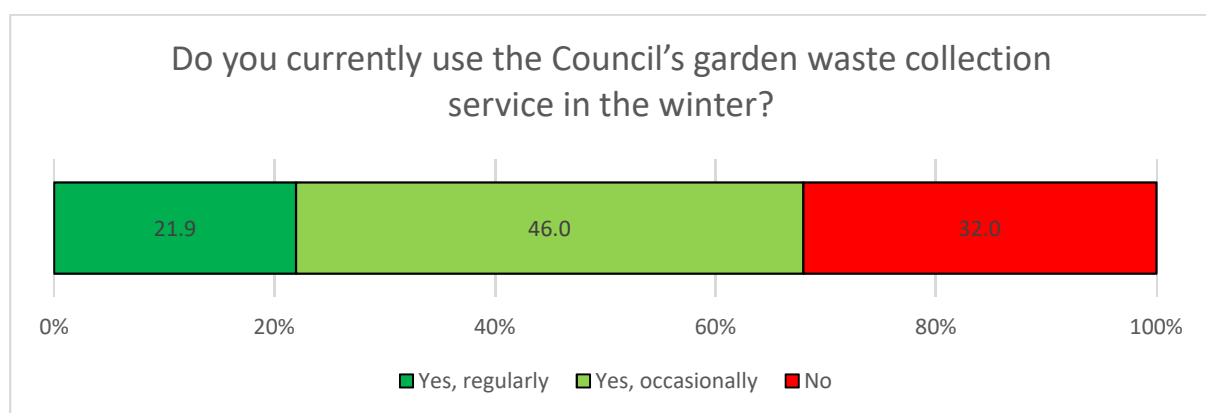


Ensuring Efficient and Cost Effective Recycling Services

5.1. Do you currently use the Council's garden waste collection service in the winter?

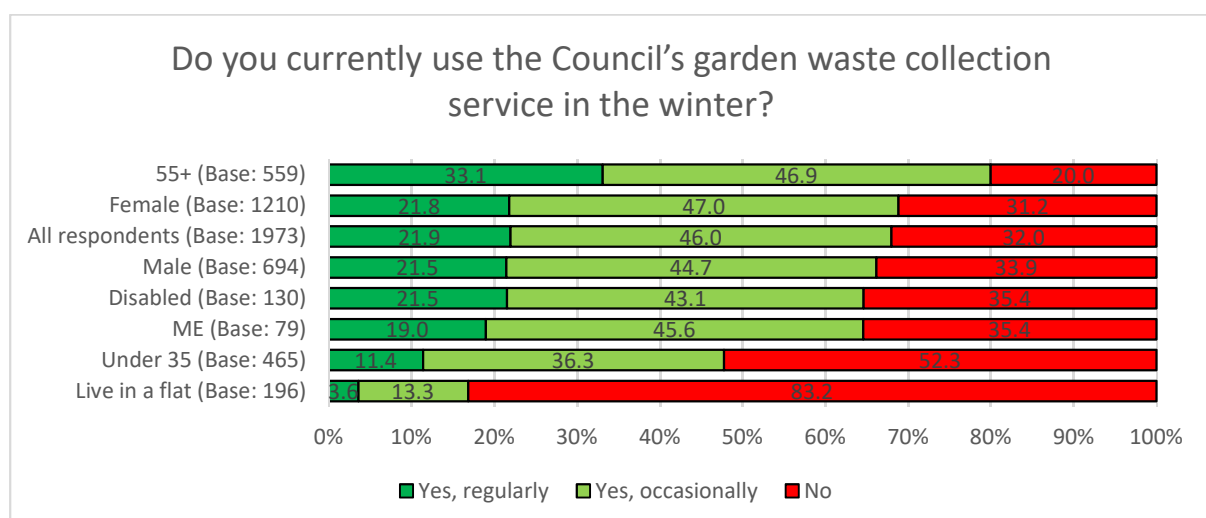
Two-thirds of respondents (68.0%) used the Council's garden waste collection service in the winter, with a fifth using this services regularly (21.9%), and almost half (46.0%) occasionally.

	No	%
Yes, regularly	433	21.9
Yes, occasionally	908	46.0
No	632	32.0
Total	1973	100.0



Base = 1,973 (All respondents)

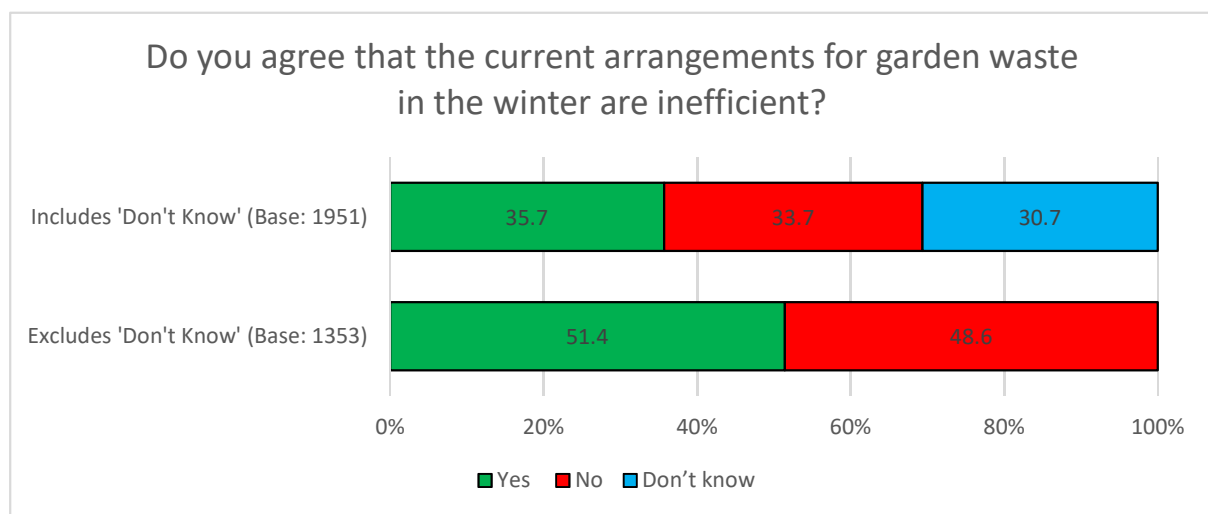
Older respondents were most likely to use this service, with a third of this age group using it regularly (contrasting with 11.4% of those under the age of 35). Perhaps unsurprisingly, respondents who live in a flat were least likely to use this service.



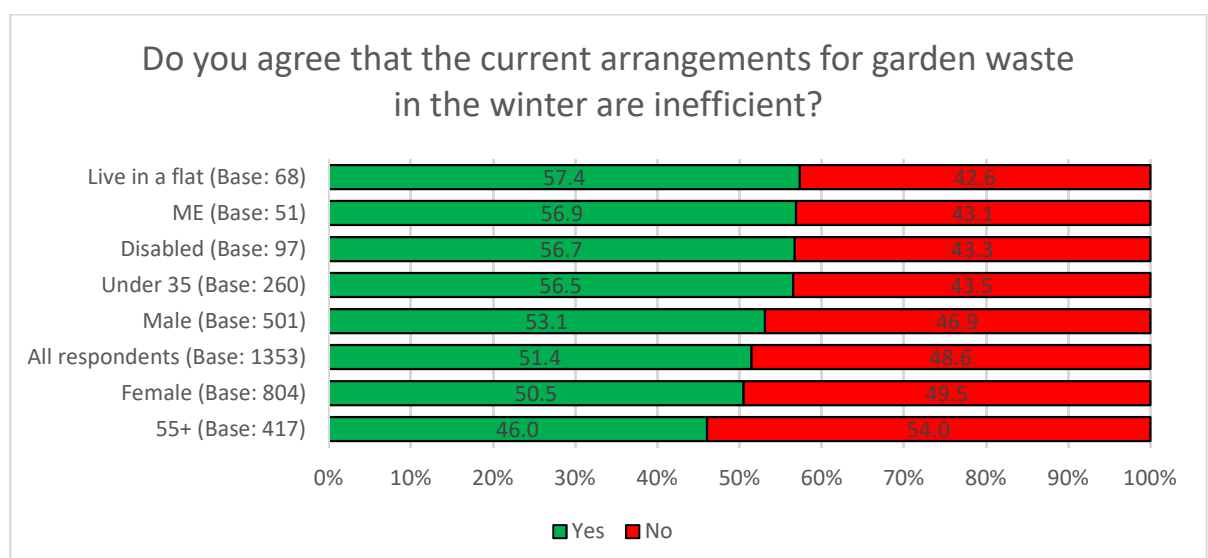
5.2. Do you agree that the current arrangements for garden waste in the winter are inefficient?

Respondents were broadly evenly split as to the efficiency of current garden waste winter collections, with around a third answering each of the options given. Excluding the 'Don't Know' responses showed the majority of those expressing an opinion agreed that the current winter collection of garden waste is inefficient.

	No	%	% Excl. DK
Yes	696	35.7	51.4
No	657	33.7	48.6
Don't know	598	30.7	-
Total	1951	100.0	100.0



Amongst those expressing an opinion, the majority of all groups agreed current arrangements for collection of garden waste in winter were inefficient, with the exception of respondents over the age of 55:



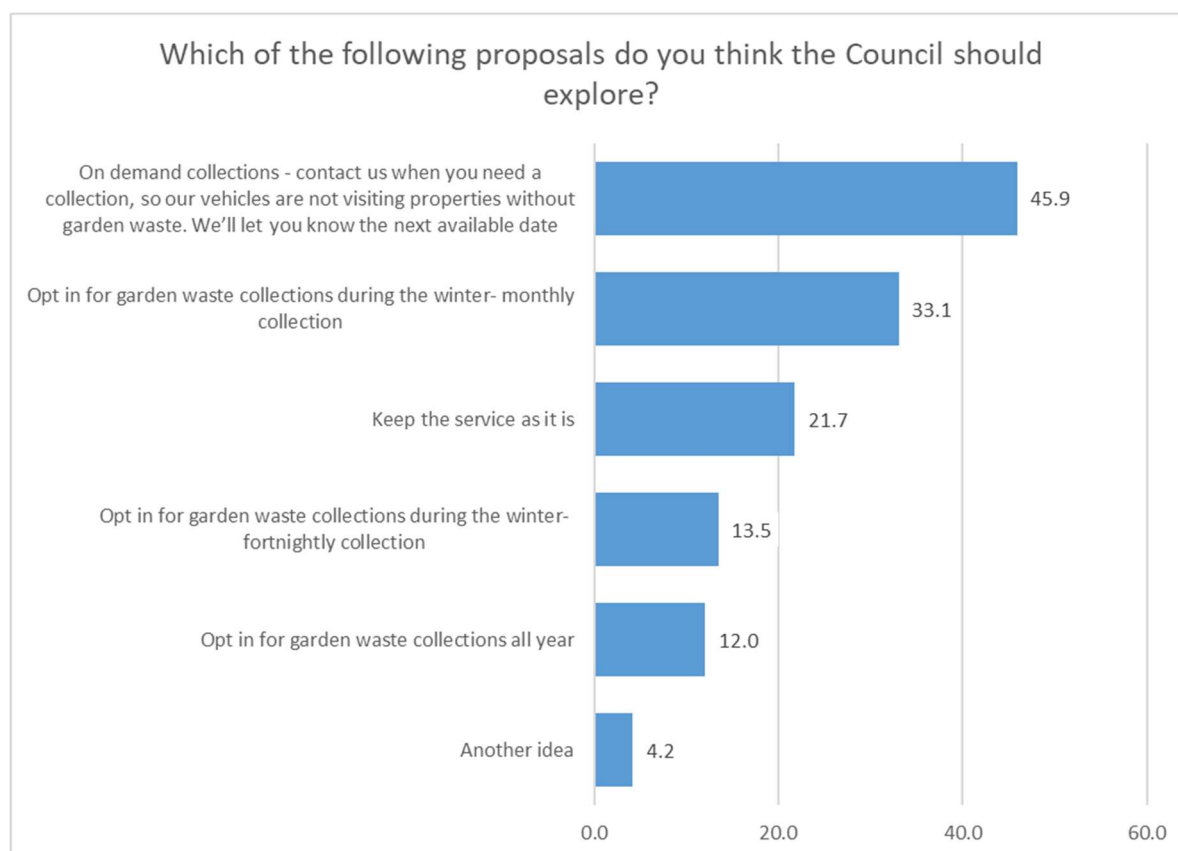
5.3. Which of the following proposals do you think the Council should explore?

Respondents were given a list of options available for the collection of garden waste in the winter, and asked which they thought the Council should explore – they were also given the option to put forward ideas of their own.

Of the options presented, the most popular was on demand collections, for which residents would contact the Council to request a collection, and be given a date when their garden waste would be collected – just under half of those responding to this question selected this option (45.9%). A third of respondents (33.1%) were interested in opting-in for a monthly collection, whilst a fifth wanted to keep the service as it currently is (21.7%).

	No	%
On demand collections - contact us when you need a collection, so our vehicles are not visiting properties without garden waste. We'll let you know the next available date	876	45.9
Opt in for garden waste collections during the winter- monthly collection	631	33.1
Keep the service as it is	415	21.7
Opt in for garden waste collections during the winter- fortnightly collection	257	13.5
Opt in for garden waste collections all year	229	12.0
Another idea	80	4.2
Total	1909	-

Respondents were able to give more than one answer, so the sum of responses exceeds the total number of respondents



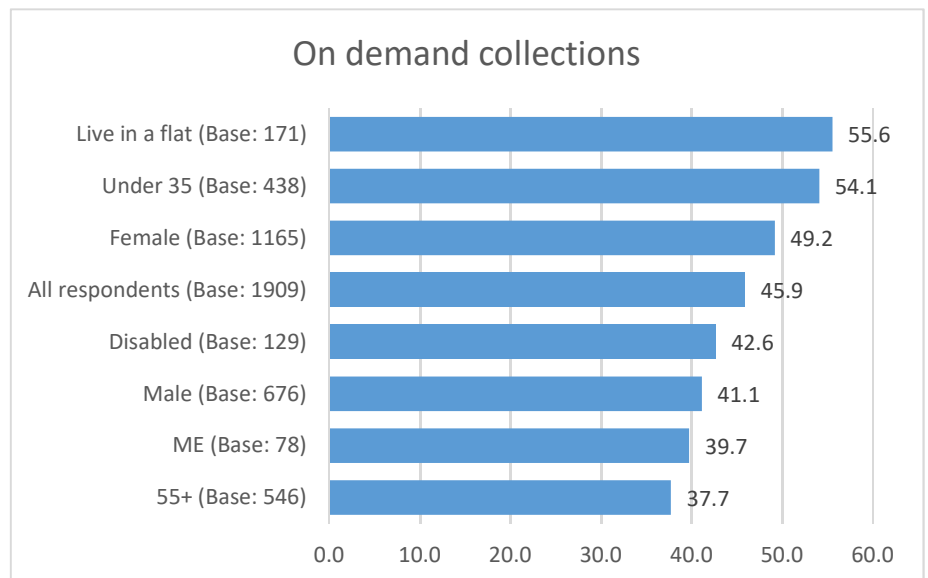
Base = 1,909 (All respondents)

Of the 80 respondents suggesting another idea, 72 gave further details, which have been grouped into the following themes:

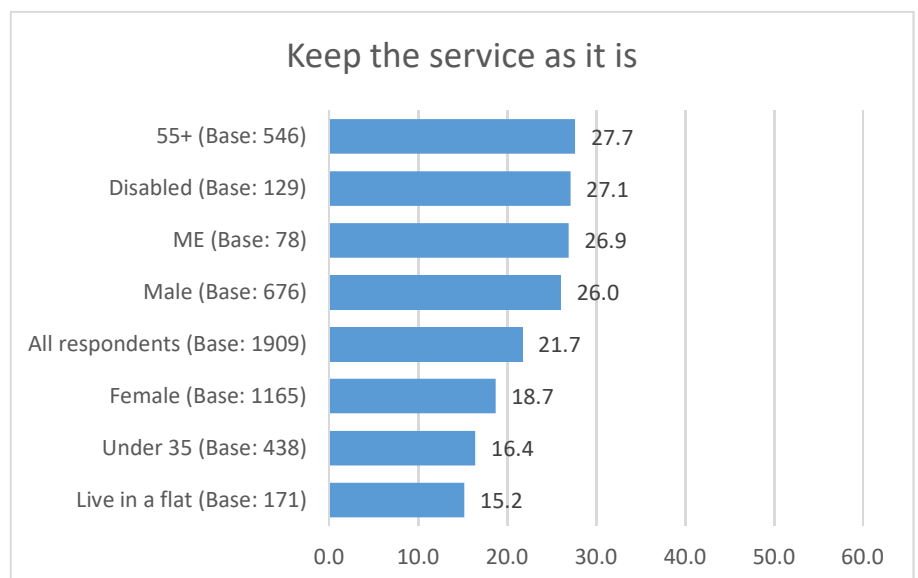
	No	%
Community collection sites <ul style="list-style-type: none"> - <i>Collate streets' garden waste then collect it when it reaches a critical mass.</i> <i>Communal skips</i> - <i>Have a local collection site, collected regularly throughout the winter months.</i> - <i>Have a bi monthly drop off point that is local. Like they used to do years ago with skips.</i> 	12	16.7
Change dates of winter collections <ul style="list-style-type: none"> - <i>Start the winter monthly collection later e.g. beginning of Dec due to collection of fallen leaves.</i> - <i>I agree with the reduced service in winter but it stops too soon in autumn.</i> - <i>Winter period is too long. Monthly collection starts before pruning and clearing season ends</i> 	10	13.9
Less frequent collections <ul style="list-style-type: none"> - <i>Retain regular collection with reduced frequency, i.e. every two months instead of one.</i> - <i>Garden waste collections during the winter- collections less frequent e.g. 6-weekly?</i> 	8	11.1
Keep it as it is <ul style="list-style-type: none"> - <i>Leaves are a big problem for me. Not sure what the answer is, but I need regular winter collections</i> - <i>Leaf fall needs to be collected, if no collections how can residents help.</i> 	6	8.3
No winter collections <ul style="list-style-type: none"> - <i>No need to collect garden waste in winter.</i> - <i>I have just moved from Plymouth where garden waste collections are suspended over the winter</i> 	6	8.3
Charge for the service <ul style="list-style-type: none"> - <i>The Council should be charging for garden waste all year round. Absolute madness that it isn't</i> - <i>Chargeable add on service for garden waste. When we lived in East Hampshire we had to pay £25</i> 	4	5.6
Christmas tree collection <ul style="list-style-type: none"> - <i>At Christmas extra collection for trees</i> - <i>Better information on Christmas tree collection</i> 	4	5.6
Take to HWRC <ul style="list-style-type: none"> - <i>We are happy to take garden waste to the recycling centre during the winter months</i> 	3	4.2
Opt-in collections <ul style="list-style-type: none"> - <i>Get households to sign up if they still want winter collections</i> 	2	2.8
Change the summer collections <ul style="list-style-type: none"> - <i>The Winter collection levels are ok, but Summer should be weekly like the recycling</i> 	2	2.8
Home composting <ul style="list-style-type: none"> - <i>Better promote in-garden composting daleks and wormeries, especially in summer and for autumn leaves</i> 	2	2.8

Re-open HWRCs - <i>Re open Wedal Rd site, local sites are so important</i>	2	2.8
Tailor collections to size of gardens - <i>Surely the needs differ according to areas with big gardens or not</i>	2	2.8
Miscellaneous - <i>Tax reduction for opting out of garden waste during winter</i> - <i>On demand available online or via app so that you don't have to call and wait to speak to a person.</i> - <i>Be clearer and consistent about when collection is due - too many wrong dates last year online</i> - <i>Garden waste bins should be at least half full before being put out/collected</i>	13	18.1
Total	72	-

More than half of respondents living in a flat, or under the age of 35 supported the idea of collections on demand.



These groups showed the lowest support for keeping winter garden waste collections as they are, contrasting with older respondents, and those identifying as disabled.



If you think the service should remain as it is, please tell us why

Respondents who thought the winter garden waste collection service should stay as it is were asked to expand on why they thought this.

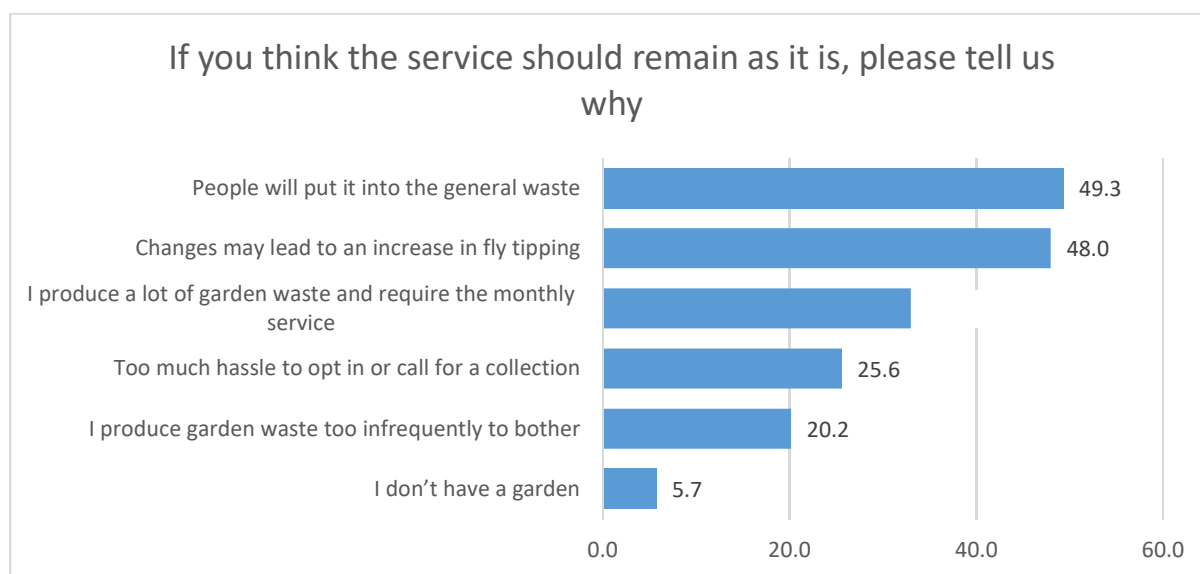
Almost half raised concerns that, if not collected, garden waste would be put into the general waste (49.3%), or fly-tipped (48.0).

A third (33.0%) stated they produce a lot of garden waste and require the monthly service.

A quarter (25.6%) felt it would be too much hassle to opt-in to regular collections, or arrange collections on demand.

The remaining 25.9% either had no garden, or produced too little waste to require the service.

	No	%
Changes may lead to an increase in fly tipping	176	48.0
Too much hassle to opt in or call for a collection	94	25.6
I don't have a garden	21	5.7
Total	367	-



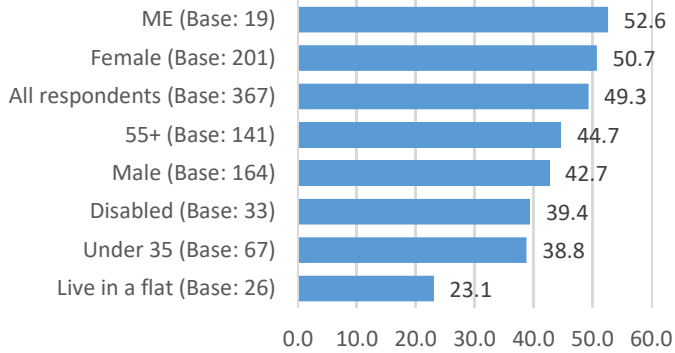
Base = 367 (Respondents who wish to keep the winter garden waste collection service as it is)

Respondents over the age of 55 were most likely to raise concerns about an increase in fly-tipping, and to state they produce a lot of garden waste. They were least likely to state they did not have a garden, or that they produced too little garden waste.

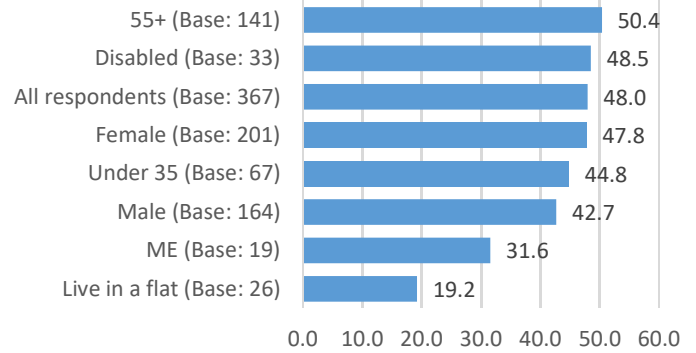
Under 35s produced garden waste too infrequently to bother with the collections, and were most likely to find it too much hassle to opt-in or call for collections

Those living in a flat were most likely to report they did not have a garden, and least likely to be concerned by other issues raised.

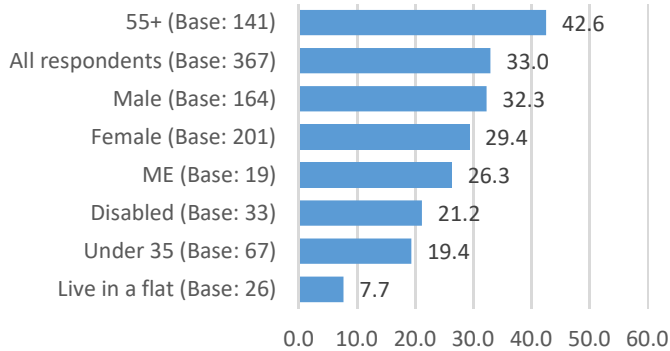
People will put it into the general waste



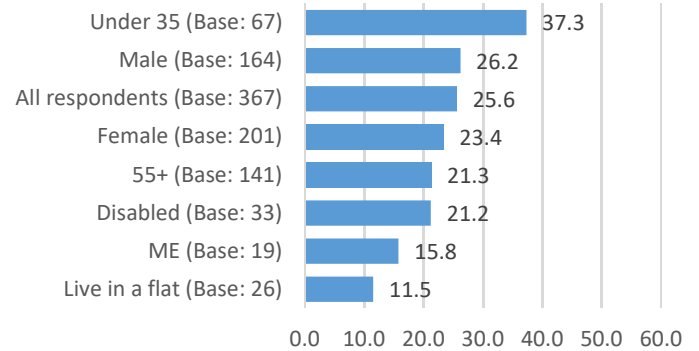
Changes may lead to an increase in fly tipping



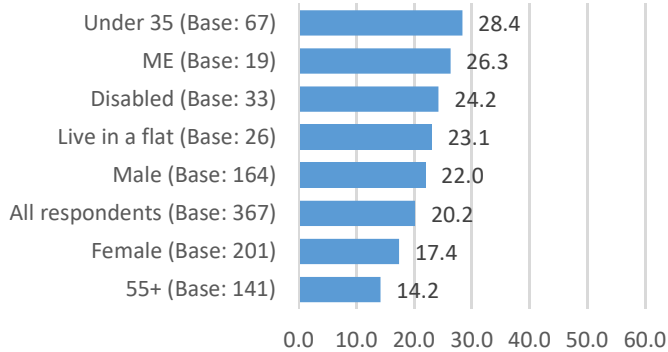
I produce a lot of garden waste and require the monthly service



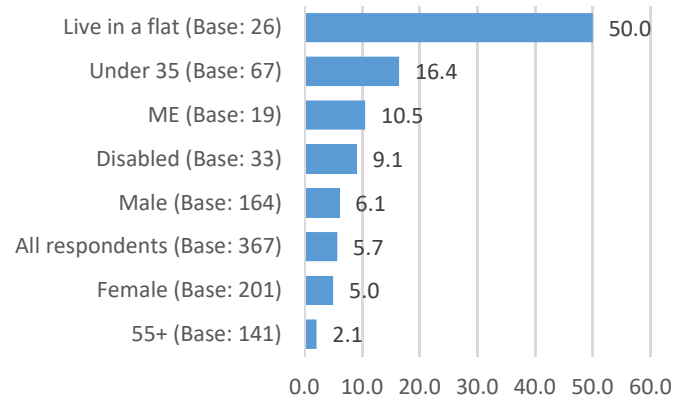
Too much hassle to opt in or call for a collection



I produce garden waste too infrequently to bother



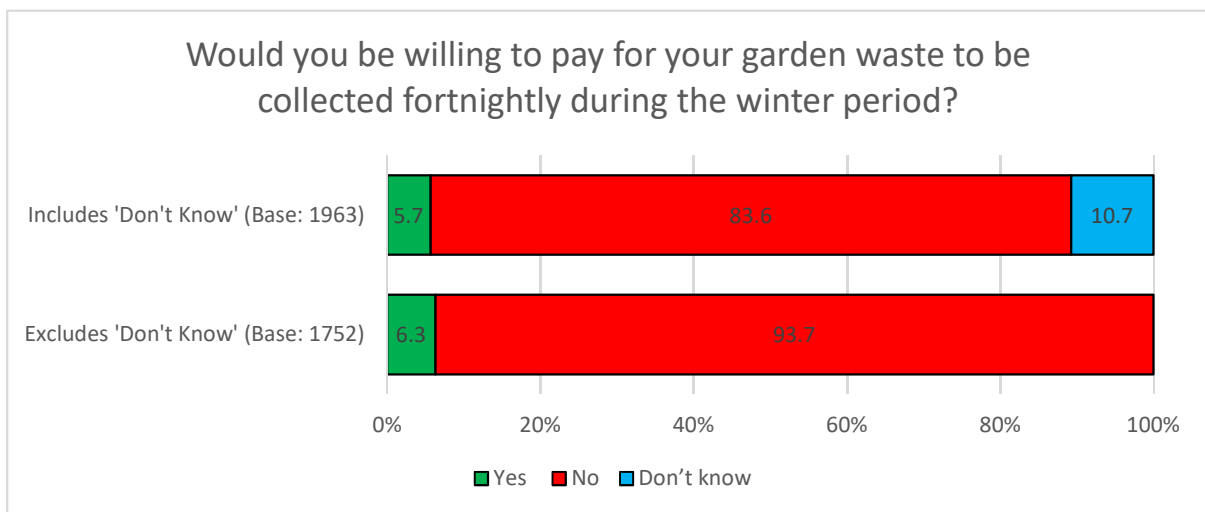
I don't have a garden



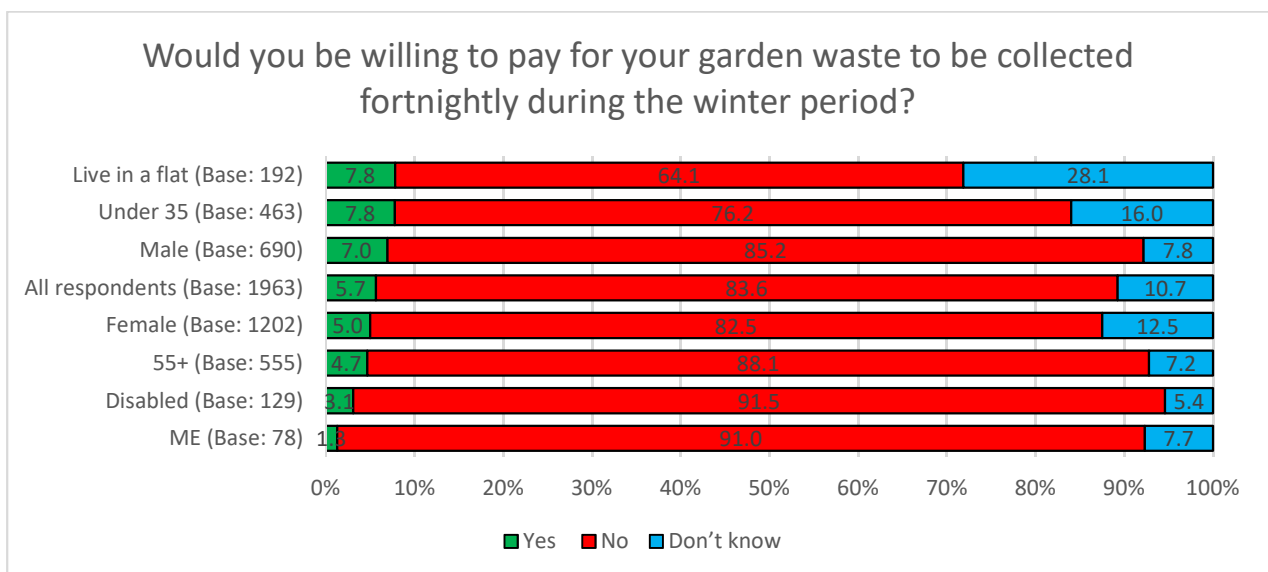
5.4. Would you be willing to pay for your garden waste to be collected fortnightly during the winter period (approximately 10 collections)? This would be likely to cost in the region of £20-£30

Around five in every six respondents (83.6%) stated they were not willing to pay for their garden waste to be collected fortnightly over the winter – excluding the ‘Don’t Know’ responses, this increased to 93.7%

	No	%	% Excl DK
Yes	111	5.7	6.3
No	1641	83.6	93.7
Don't know	211	10.7	-
Total	1963	100.0	100.0



Respondents from a minority ethnicity (1.3%), identifying as disabled (3.1%) or over the age of 55 (4.7%) were less willing than other groups to pay for this service.

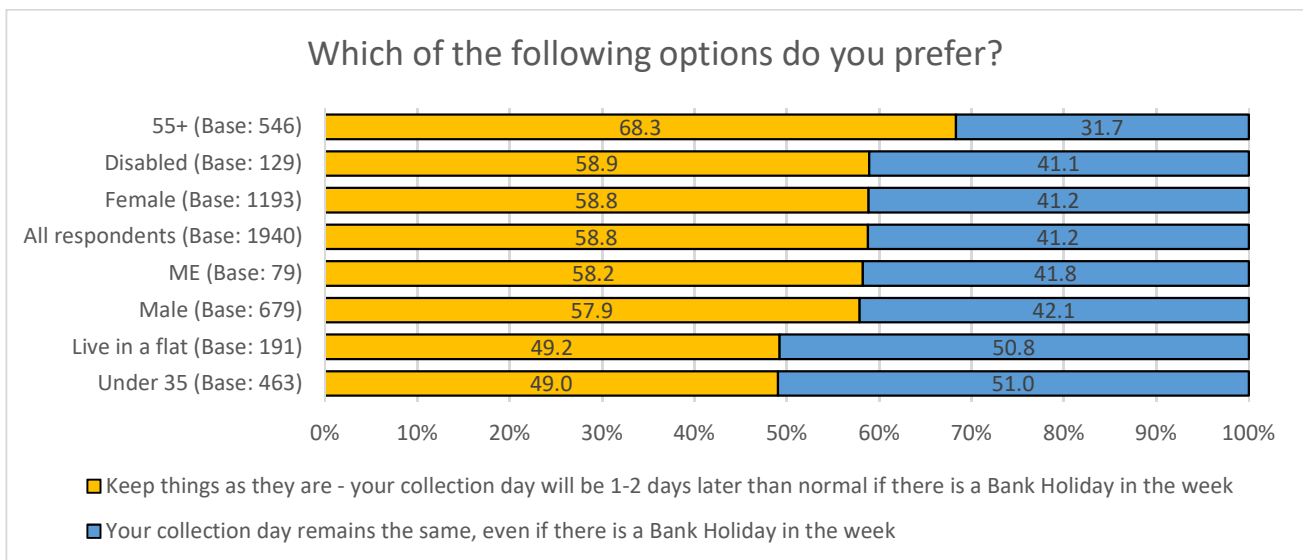


5.5. At the moment, waste and recycling collection days can change after a Bank Holiday. This typically means that collections take place 1-2 days later than normal which some residents find confusing. Which of the following options do you prefer?

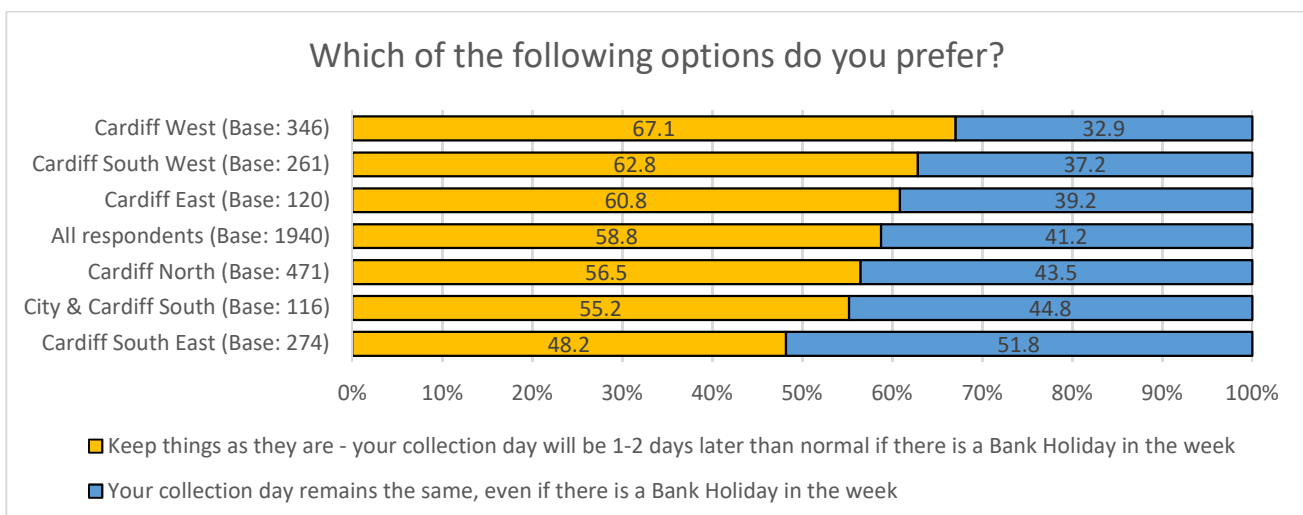
Around three-fifths of respondents (58.8%) wanted to keep collections as they are after a Bank Holiday, even if this is on a different day to the usual collection.

	No	%
Your collection day remains the same, even if there is a Bank Holiday in the week	800	41.2
Keep things as they are - your collection day will be 1-2 days later than normal if there is a Bank Holiday in the week	1140	58.8
Total	1940	100.0

More than two thirds of respondents over the age of 55 (68.3%) wanted to keep the current system, contrasting with their younger counterparts (49.0%)



Respondents living in Cardiff South East were the only area of the city to express a preference to keep collections on their usual day (51.8%), particularly contrasting with those in Cardiff West (32.9%)



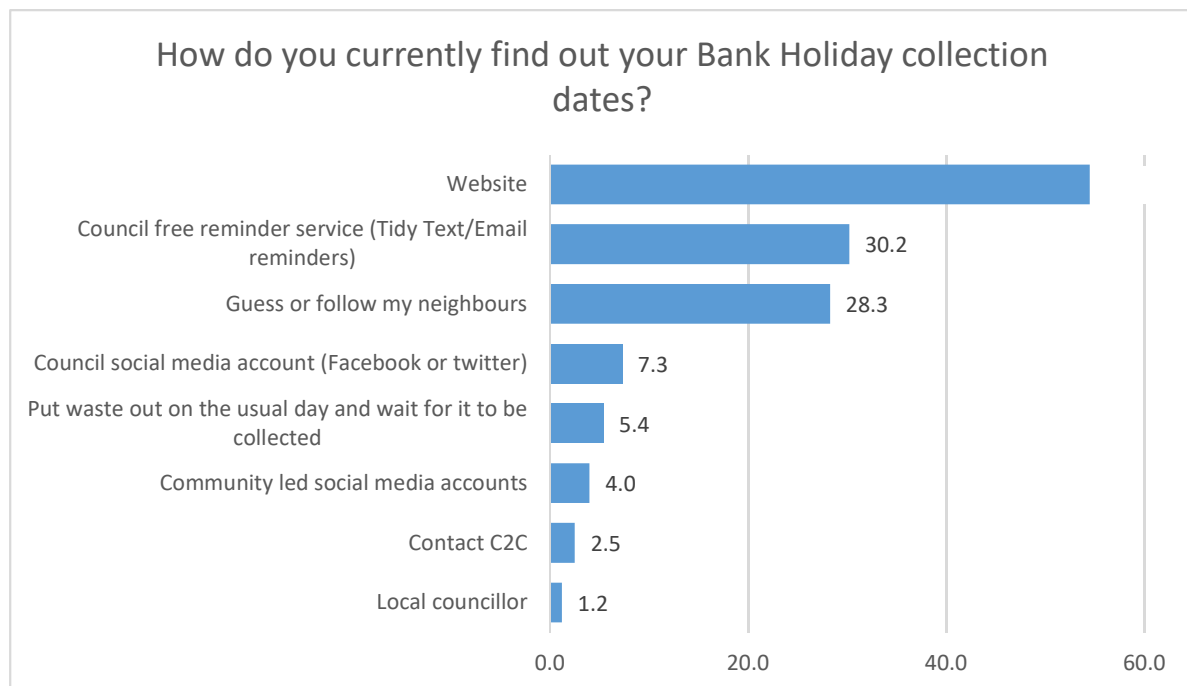
5.6. How do you currently find out your Bank Holiday collection dates?

More than half of those surveyed (54.5%) used the website to find out Bank Holiday waste and recycling collection dates, with around three in ten using the Council’s free reminder service (30.2%) or guessing, or following their neighbours (28.3%).

Just 2.5% said they contacted C2C to get this information.

	No	%
Council free reminder service (Tidy Text/Email reminders)	589	30.2
Council social media account (Facebook or twitter)	142	7.3
Community led social media accounts	78	4.0
Local councillor	24	1.2
Total	1948	-

Respondents were able to give more than one answer, so the sum of responses exceeds 100%



Base = 1,948 (All respondents)

Younger respondents were more likely to guess or follow their neighbours (37.7%) or put the waste out on the usual day (13.1%) than those over 55 (19.7% and 3.1% respectively).

Respondents from a minority ethnicity were less likely than other groups to check the website (44.9%).

Those identifying as disabled were more likely than average to check a Council social media account (13.3%) or contact C2C (9.4%).

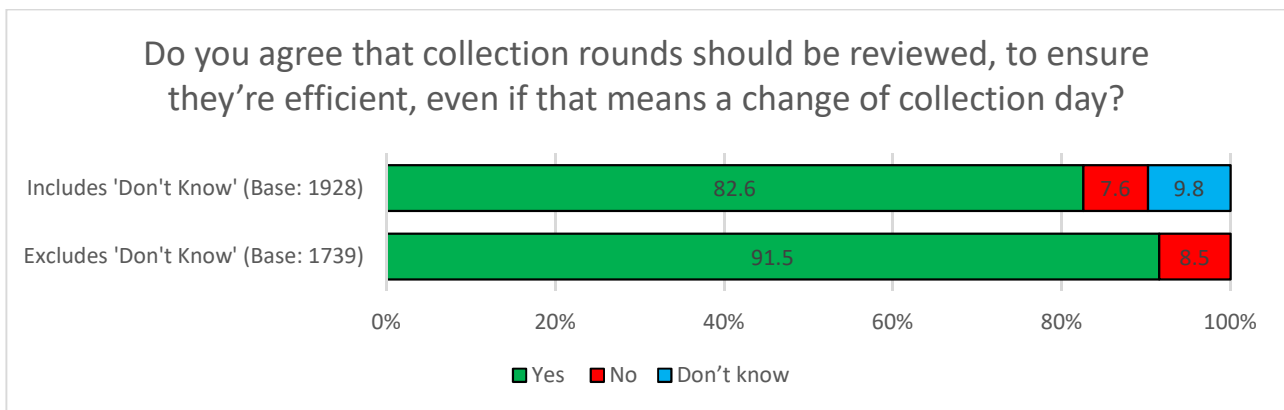
Respondents who live in a flat were least likely to use the Council's free reminder service (14.7%), and most likely to put their waste out on the usual day (15.3%).

	Overall	Under 35	55+	Female	Male	ME	Disabled	Live in a flat
Base	1948	459	549	1198	683	78	128	190
Website	54.5	54.2	54.6	53.2	56.2	44.9	56.3	52.6
Contact C2C	2.5	2.2	3.1	2.7	2.3	2.6	9.4	1.6
Local councillor	1.2	0.9	0.9	0.9	1.9	3.8	0.8	1.1
Council free reminder service (Tidy Text/Email reminders)	30.2	24.2	31.7	29.7	32.2	28.2	21.1	14.7
Guess or follow my neighbours	28.3	37.7	19.7	28.4	28.1	39.7	22.7	32.1
Put waste out on the usual day and wait for it to be collected	5.4	13.1	3.1	4.8	6.9	11.5	7.8	15.3
Council social media account (Facebook or twitter)	7.3	6.8	4.2	8.1	6.1	6.4	13.3	6.3
Community led social media accounts	4.0	4.4	2.7	4.3	3.4	6.4	6.3	1.1

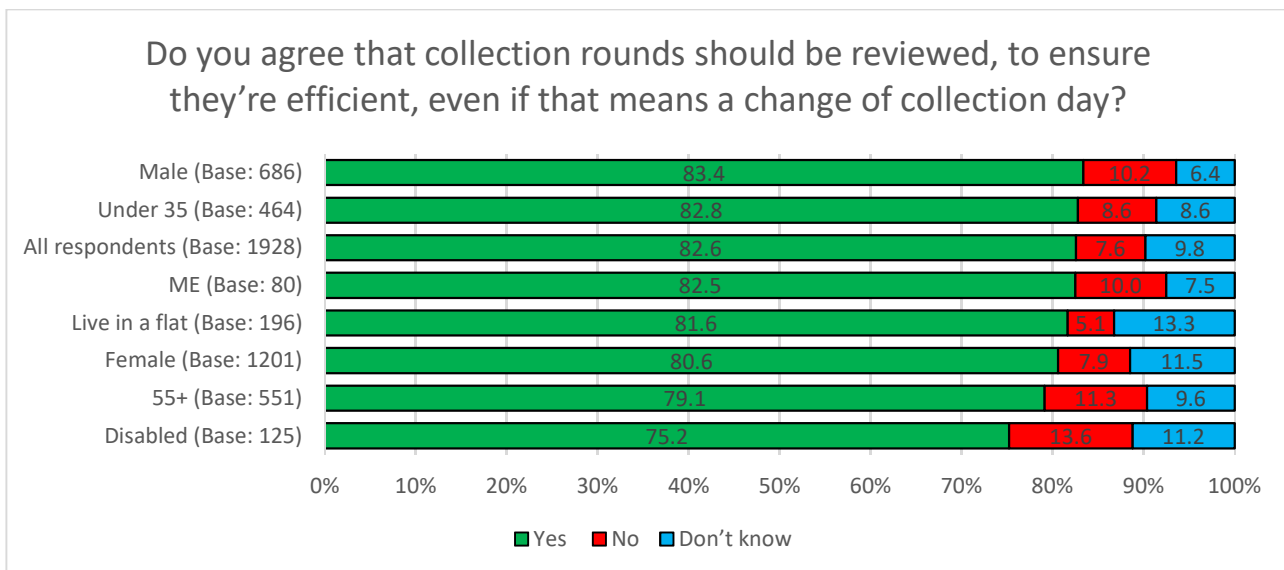
5.7. Do you agree that collection rounds should be reviewed, to ensure they're efficient, even if that means a change of collection day?

Despite a majority of respondents being keen to stick to current practices around Bank Holidays, there was clear support for reviewing collections rounds to ensure efficiency, even if this did result in a change to the day collections are done, with 82.6% agreeing to a review, rising to 91.5% when 'Don't Know' responses are excluded.

	No	%	% Excl. DK
Yes	1592	82.6	91.5
No	147	7.6	8.5
Don't know	189	9.8	-
Total	1928	100.0	100.0



At least three quarters of all of the sub-groups analysed agreed collections rounds should be reviewed to ensure efficiency:

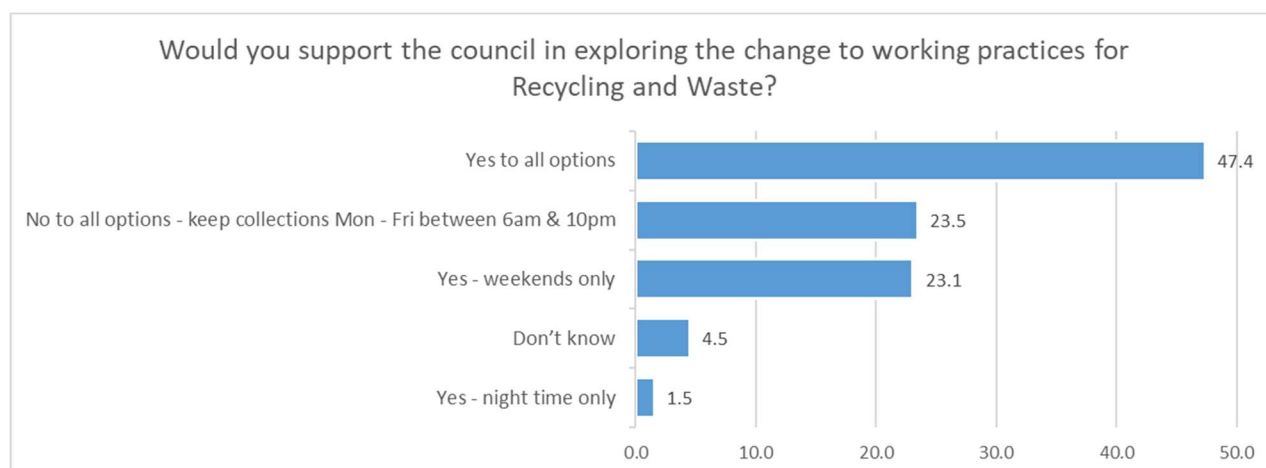


5.8. Would you support the council in exploring the change to working practices for Recycling and Waste Collections, even if this meant collections took place on a weekend or at night (after 10pm)?

Almost three quarters of respondents (72.0%) supported exploring a change to working practices for recycling and waste collections, with almost half (47.4%) in favour of all options being assessed; just under a quarter supported the idea of collections on weekends, and 1.5% supporting night time collections (after 10pm).

Just under a quarter of respondents (23.5%) did not support the idea of changes to working practices, and wanted collections to be kept to weekdays between 6am and 10pm.

	No	%
Yes to all options	934	47.4
No to all options - keep collections Mon - Fri between 6am and 10pm	463	23.5
Yes - weekends only	455	23.1
Don't know	89	4.5
Yes - night time only	30	1.5
Total	1971	-



Base = 1,971 (All respondents)

More than half of males (50.6%), respondents from a minority ethnicity (53.8%) or those living in a flat (55.8%) supported reviewing all options; females showed the strongest support for weekend collections (24.9%)

Respondents identifying as disabled showed the strongest support for keeping collection practices as they are (34.6%).

	Disabled	Female	55+	Overall	Under 35	Male	ME	Live in a flat
Base	130	1207	557	1971	467	692	80	197
Yes - weekends only	19.2	24.9	18.0	23.1	22.1	20.1	18.8	16.8
Yes - night time only	1.5	1.5	0.7	1.5	2.6	1.6	1.3	2.0
Yes to all options	39.2	46.1	47.0	47.4	49.7	50.6	53.8	55.8
No to all options	34.6	22.4	29.1	23.5	22.3	25.0	22.5	17.3
Don't know	5.4	5.2	5.2	4.5	3.4	2.7	3.8	8.1

If no, why not?

Those stating they were against a review of working practices were asked to outline their reasons for this, and given a list of options to choose from, along with space to include additional reasons.

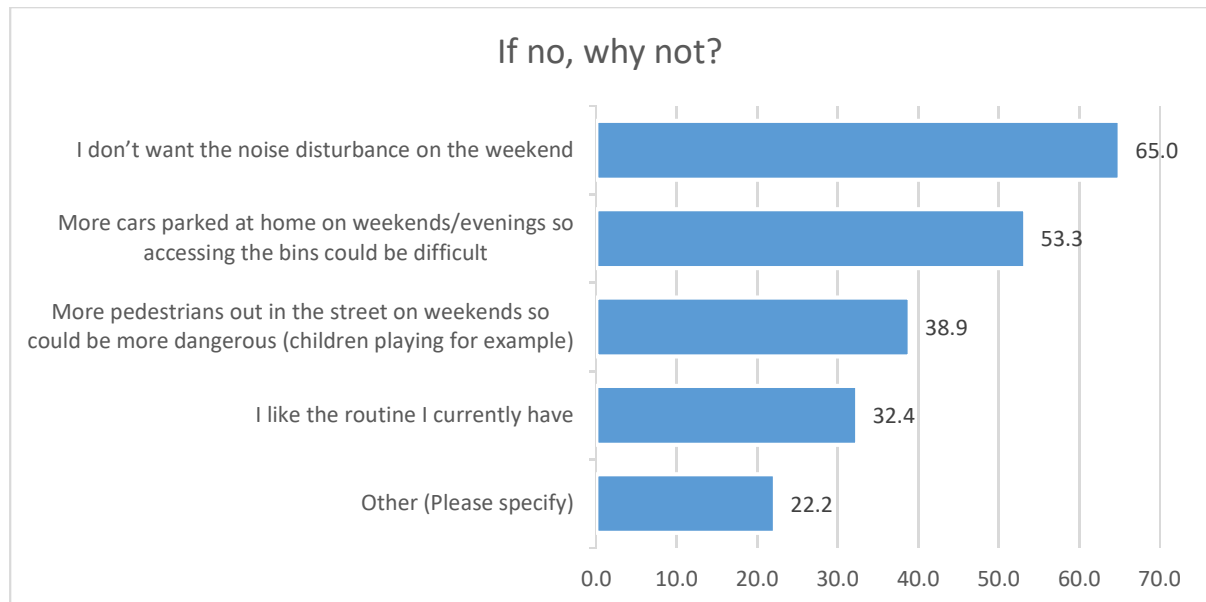
Not wanting the noise nuisance was the most common response, cited by two thirds (65.0%) of those wishing to keep collection practices as they are.

More than half (53.3%) were concerned additional cars parked outside properties on weekends and in the evenings would make accessing the bins more difficult.

Two fifths (38.9%) highlighted additional pedestrians at weekends could make collections at this time more dangerous.

A third (32.4%) said they are happy with the routine they currently have.

	No	%
More cars parked at home on weekends/evenings so accessing the bins could be difficult	245	53.3
I like the routine I currently have	149	32.4
Total	460	-

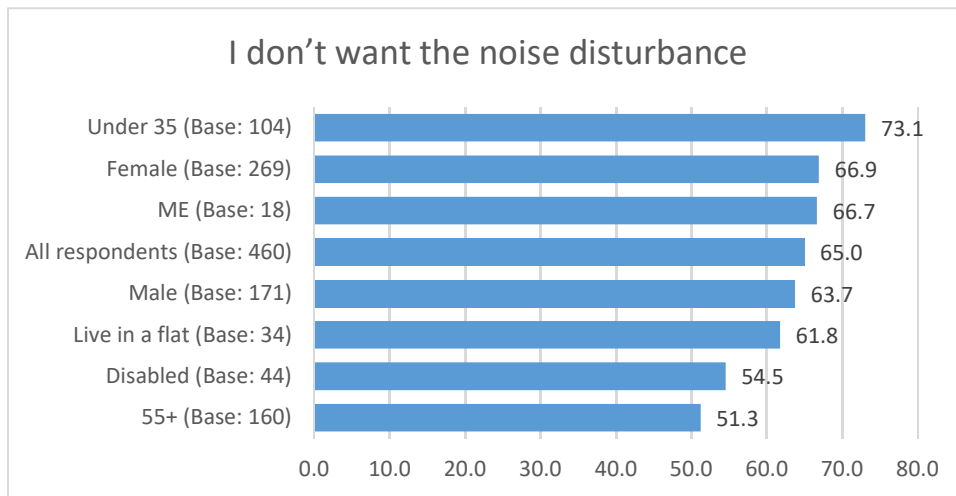


Base = 460 (Respondents who do not support a change in working practices for Recycling and Waste collections)

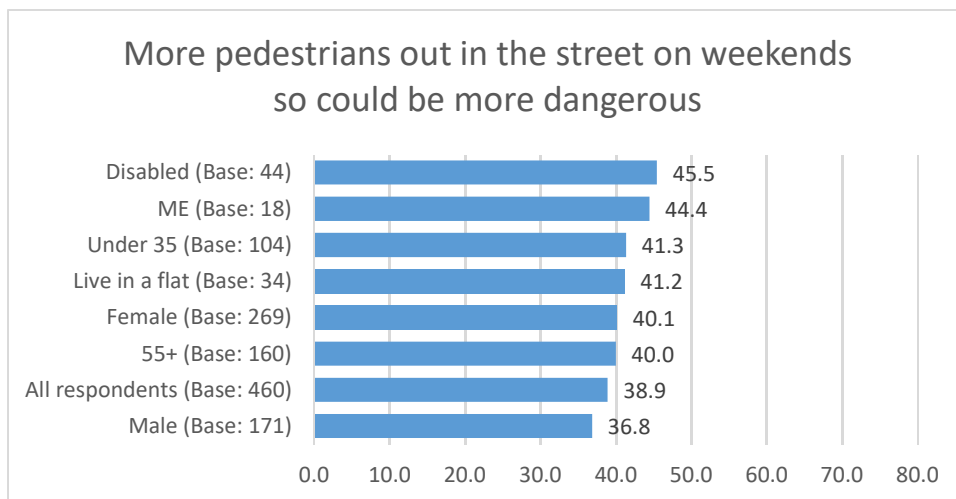
One hundred respondents gave information on 'Other' reasons for not supporting a change in working practices, which have been grouped into the following themes:

	No	%
Impact on staff <ul style="list-style-type: none"> - <i>It would be unfair to require waste collection staff to work unsociable hours.</i> - <i>Consider your workforce. They might like to be home during the evenings.</i> - <i>Trash collection is a tough enough job--don't make workers work late & on weekends.</i> - <i>Ask the refuse collectors what schedule they want</i> 	39	39.0
Noise nuisance <ul style="list-style-type: none"> - <i>The traffic noise is enough even with double glazing</i> - <i>Noise disturbance on weekday will wake up children in the area.</i> - <i>Kids and people who get up for work early will be disturbed</i> 	24	24.0
Don't want late collections <ul style="list-style-type: none"> - <i>Night collections-woken up to-flashing lights/noise/ bins being thrown/nightmare!</i> - <i>After 10pm is not acceptable as it's always a noisy and disruptive service.</i> - <i>Collections after 10pm would disturb my sleep routine</i> 	20	20.0
Away at weekends <ul style="list-style-type: none"> - <i>If we're away on the weekend, who would put my bins out?</i> - <i>I'm often away at weekends and would end up missing collection days</i> - <i>People are more likely to go away at the weekend and miss their collection day.</i> 	14	14.0
More mess <ul style="list-style-type: none"> - <i>I use a wheelchair and pavements are a nightmare on bin days as it is</i> - <i>Makes rubbish out for longer and likely to increase vandalism</i> - <i>Waste out all day will cause extra chance for tearing of bags and mess made</i> 	7	7.0
Impact on children <ul style="list-style-type: none"> - <i>Noise disturbance on weekday will wake up children in the area.</i> - <i>My child would be asleep and I do not want him to be disturbed late at night.</i> 	5	5.0
More expensive <ul style="list-style-type: none"> - <i>If you do force people to work weekends, they should be paid more.</i> - <i>It's likely to cost more as you'd have to pay for an out of hours service - overtime / shift work</i> 	4	4.0
Impact on traffic <ul style="list-style-type: none"> - <i>Additional traffic at weekends. Our village infrastructure is at breaking point already.</i> - <i>It's bad enough getting stuck behind a bin lorry in week times, but traffic is worse at weekends</i> 	4	4.0
Miscellaneous <ul style="list-style-type: none"> - <i>Would not support Sunday collections on religious grounds</i> - <i>If you need to cut budgets, cut councillors salaries instead of punishing the ones on less salary</i> - <i>Bags & bins on streets 6 days - looks untidy, more opportunity to leave bags on wrong days.</i> 	13	13.0
Total	72	-

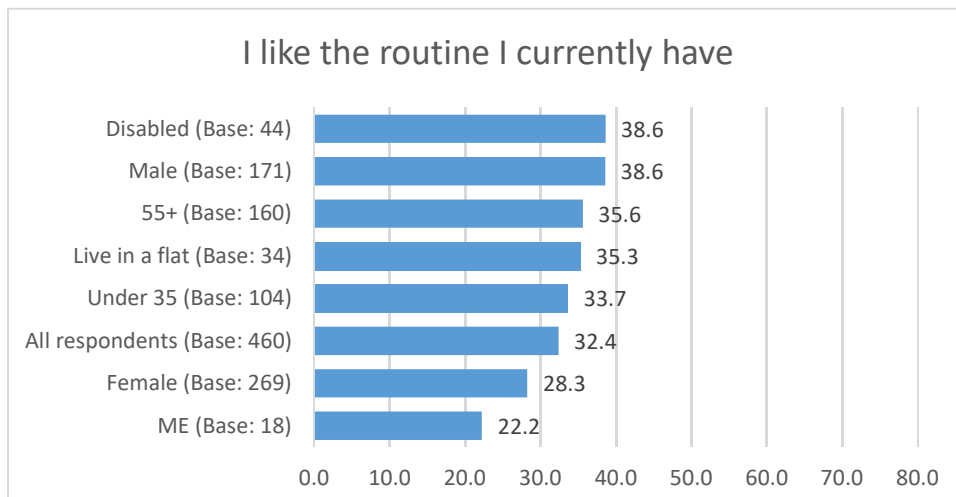
Almost three quarters of younger respondents (73.1%) were concerned about the potential noise disturbance of weekend or evening collections, compared to 51.3% of those over 55



Respondents identifying as disabled (45.5%), and those from a minority ethnicity (44.4%) were most likely to be concerned about collections made more dangerous by more pedestrians out at weekends.



Respondents identifying as disabled (38.6%) and males (38.6%) were most likely to state they like their current routine.



About You

Age

Respondents taking part in this survey over-represented the 35-54 age bracket compared with the population of Cardiff as a whole (2017 Mid-Year Estimates).

	No	%
16-24	69	3.5
25-34	400	20.4
35-44	526	26.8
45-54	403	20.6
55-64	358	18.3
65-74	161	8.2
75+	43	2.2
	1960	100.0

	No	%	2017 MYE %	Difference
16-34	469	23.9	41.2	-17.3
35-54	929	47.7	29.3	18.1
55+	562	28.7	29.5	-0.8
Total number of respondents	1960	100.0	100.0	

Gender

Respondents were more likely to be female (63.5%) than the overall population of Cardiff (50.6%, 2017 Mid-Year Population Estimate).

	No	%
Female	1214	63.5
Male	697	36.5
Other	1	0.1
	1912	100.0

Number of People in the Household

Just under half of the households taking part in the survey (46.3%) did not have children.

Base	Adults (aged 16 or over)		Children (aged under 16)	
	1948		1188	
	No	%	No	%
0	0	0.0	550	46.3
1	390	20.0	312	26.3
2	1150	59.0	261	22.0
3	243	12.5	56	4.7
4	135	6.9	8	0.7
5 or more	30	1.5	1	0.1

Household Type

	No	%
Semi-detached	627	32.0
Mid-terrace	595	30.3
Detached house	308	15.7
Flat	200	10.2
End-terrace	173	8.8
Bungalow	49	2.5
Other	10	0.5
	1962	100.0

Identify as Disabled

	No	%
Yes	131	6.7
No	1758	90.5
Prefer not to say	54	2.8
	1943	100.0

Which of the following apply to you:

	No	%
Deaf/ Deafened/ Hard of hearing	66	4.2
Learning impairment/ difficulties	12	0.8
Long-standing illness or health condition (e.g. cancer, HIV, diabetes, or asthma)	185	11.7
Mental health difficulties	78	4.9
Mobility impairment	96	6.1
Other	19	1.2
Visual impairment	15	0.9
Wheelchair user	13	0.8
Prefer not to say	67	4.2
None of these	1184	74.8
	1583	-

Note – Respondents were able to give more than one answer to this question, so the sum of answers exceeds the total number of respondents; similarly the sum of % responses will be greater than 100%

Which best describes your ethnic group?

Most respondents (95.9%) identified themselves as white, compared with 84.7% of the population of Cardiff as a whole (2011 Census).

	No	%
White - Welsh/ English/ Scottish/ Northern Irish/ British	1772	91.4
White - Irish	24	1.2
White - Any other white background	63	3.2
Mixed/Multiple Ethnic Groups - White and Black Caribbean	7	0.4
Mixed/Multiple Ethnic Groups - White & Asian	6	0.3
Mixed/Multiple Ethnic Groups - Any other	9	0.5
Asian/Asian British - Chinese	5	0.3
Asian/Asian British - Pakistani	7	0.4
Asian/Asian British - Bangladeshi	3	0.2
Asian/Asian British - Indian	6	0.3
Asian/Asian British - Any other	2	0.1
Black/African/Caribbean/Black British - African	2	0.1
Black/African/Caribbean/Black British - Caribbean	3	0.2
Black/African/Caribbean/Black British - Any other	1	0.1
Arab	4	0.2
Other	25	1.3
	1939	100.0