

Household Engagement:
Recycle More, Waste Less Survey 2018 Results
& supporting Drop-in Sessions



RECYCLE MORE, WASTE LESS SURVEY 2018

INTRODUCTION

Between June 18th 2018 and July 27th 2018, Denbighshire County Council undertook a 'Recycle More, Waste Less Survey' to ask Residents to provide information on how they use the current waste collection service, what their thoughts were on the proposed changes to the collection model under consideration and what would help them recycle more.

SURVEY METHODOLOGY

The Survey was available online with further hard copies provided to all Libraries and One Stop Shop locations across the County. The availability of the Survey both online and in hard copy was publicised via a number of accompanying Press Briefings, Press Releases, webpage on the Denbighshire website and Social Media posts.

RESULTS

A total of 2,313 Surveys were completed online with a further 150 hard copies of the Survey completed. This represents a total 5.5% of all Households in Denbighshire (based on a total Household number of 44,756). Results show a good geographical, household size and age range spread across the completed Surveys.

The full results of the online Survey are presented in this document in the order the questions were presented within the Survey and are represented in tabular and chart format.

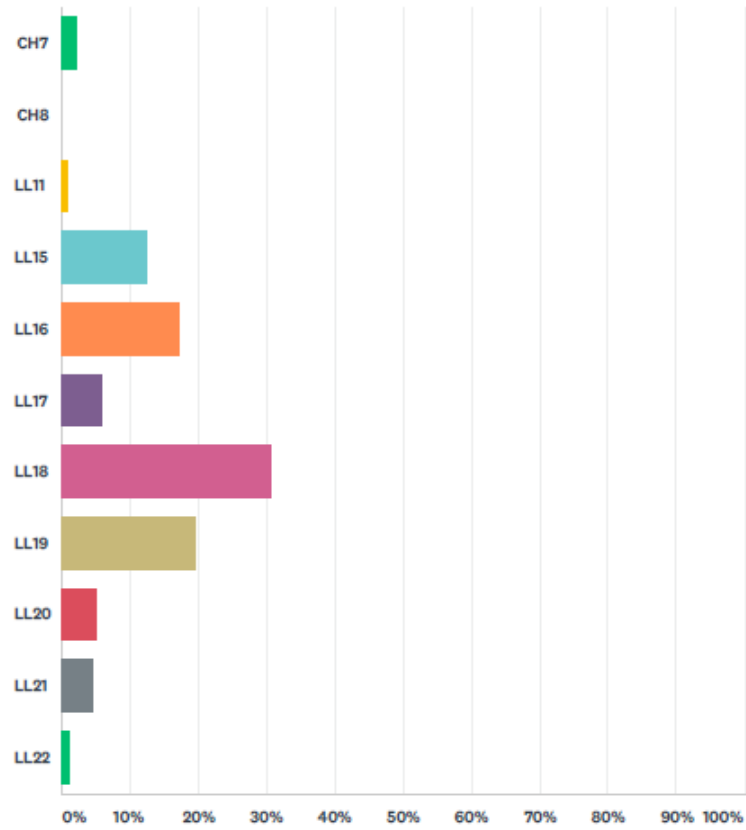
CONCLUSIONS

The key main conclusions drawn from the Survey returns are summarised as follows:

- Residents report that current recycling bins get fuller than residual bins – based on current fortnightly collections, responses show 60% reported their Blue Bin was full and a further 25% reported it was overflowing; 46% reported their Black Bin was full with 18% reporting it was overflowing;
- Residents would like further details / clarity on what can be recycled – responses show 60% would like more information about what can be recycled;
- Residents would like additional recycling capacity – responses show 49% would extra space in their recycling containers;
- Residents would like to be able to recycle a wider range of items – responses show 67% would like collection of more items that can be recycled.

Q1 Please tell us your Postcode (Please mark one only)

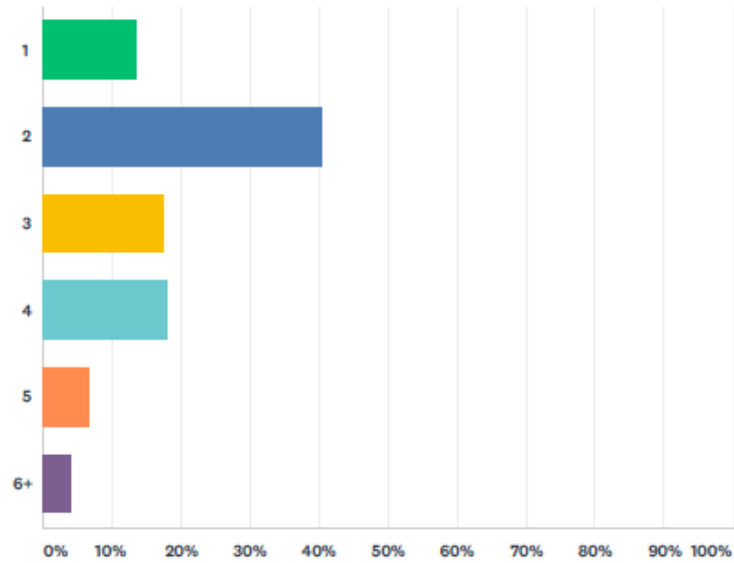
Answered: 2,313 Skipped: 0



ANSWER CHOICES	RESPONSES	
CH7	2.38%	55
CH8	0.13%	3
LL11	0.82%	19
LL15	12.54%	290
LL16	17.21%	398
LL17	5.84%	135
LL18	30.70%	710
LL19	19.76%	457
LL20	5.06%	117
LL21	4.63%	107

Q2 Please tell us how many people live in your household (Please mark one only)

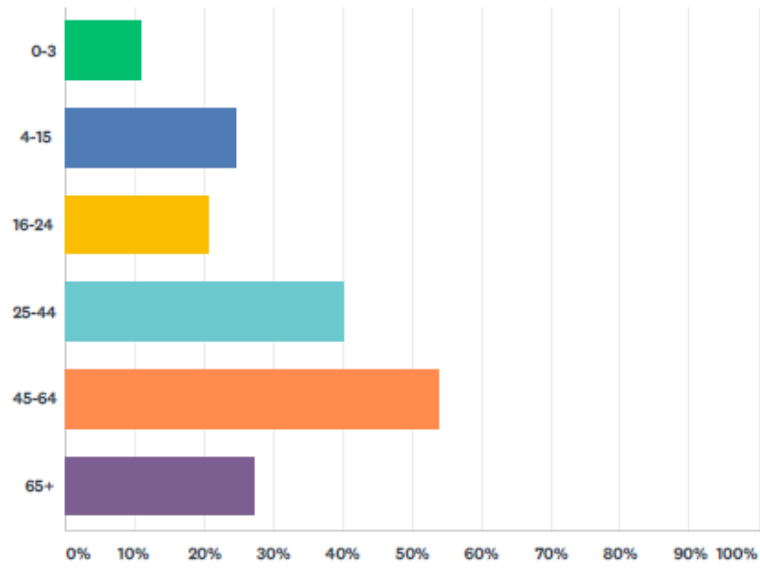
Answered: 2,313 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	13.53%	313
2	40.38%	934
3	17.38%	402
4	17.94%	415
5	6.74%	156
6+	4.02%	93
Total Respondents: 2,313		

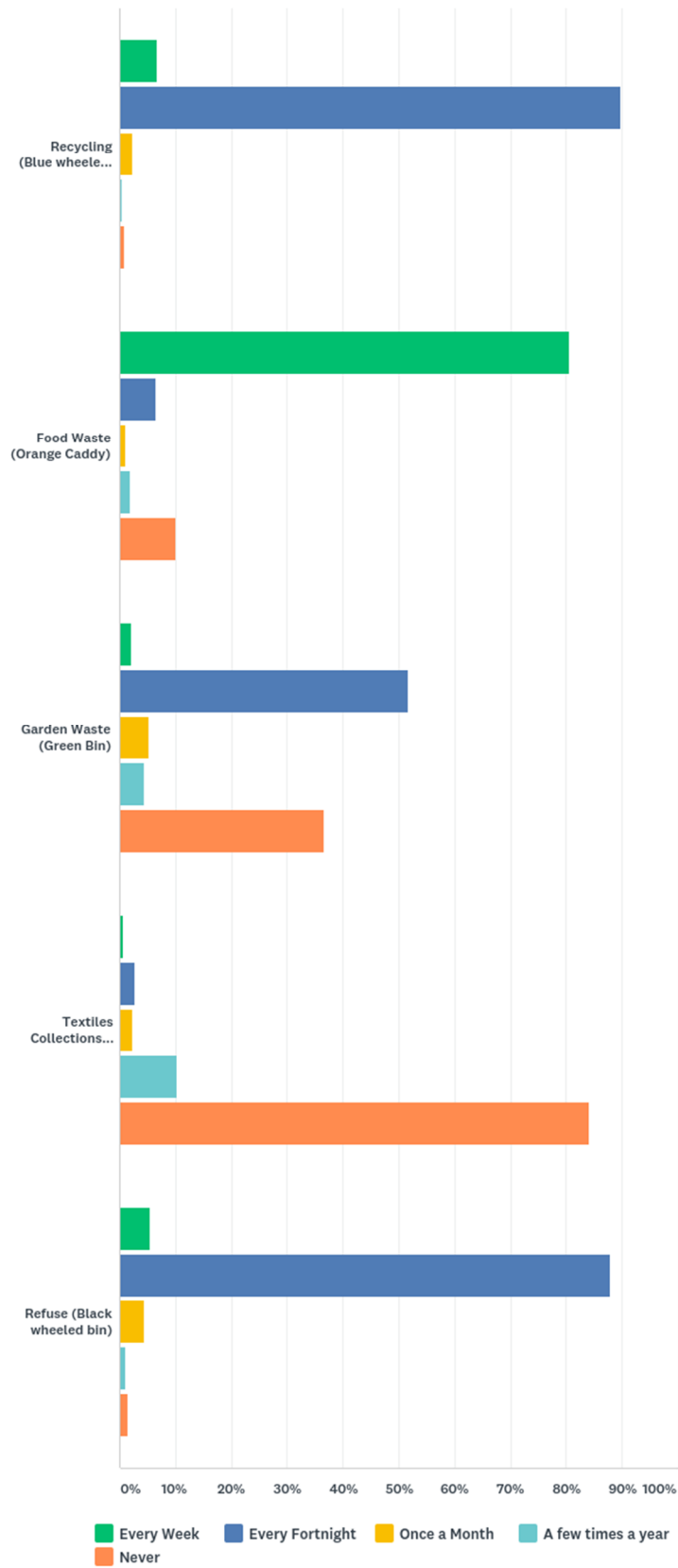
Q3 Please tell us the age range of the people in your household (Please mark all relevant)

Answered: 2,313 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-3	10.98%	254
4-15	24.73%	572
16-24	20.62%	477
25-44	40.08%	927
45-64	53.78%	1,244
65+	27.24%	630
Total Respondents: 2,313		

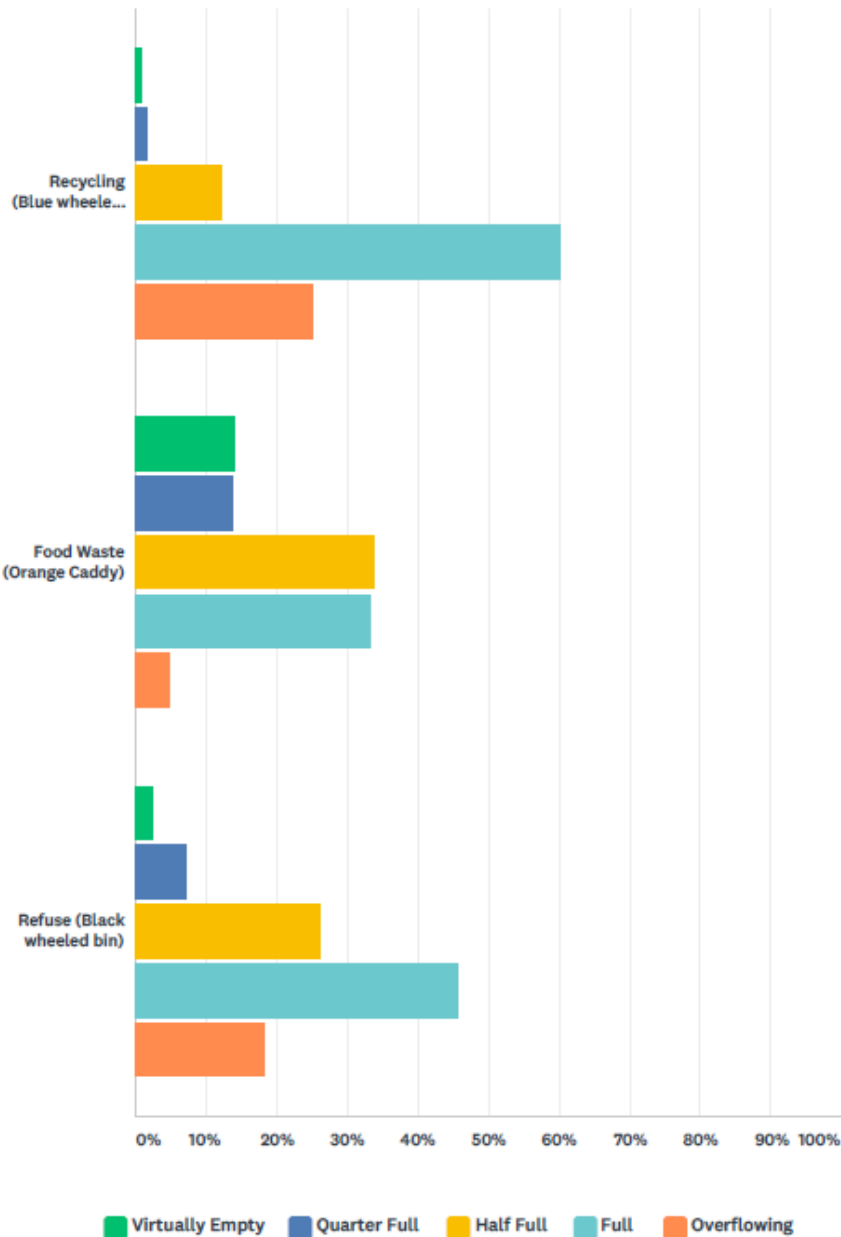
Q4 How often do you currently set out the following for collection? (Please mark one only in each row)



	EVERY WEEK	EVERY FORTNIGHT	ONCE A MONTH	A FEW TIMES A YEAR	NEVER	TOTAL
Recycling (Blue wheeled bin)	6.73% 143	89.74% 1,907	2.26% 48	0.42% 9	0.85% 18	2,125
Food Waste (Orange Caddy)	80.47% 1,710	6.45% 137	0.99% 21	1.98% 42	10.12% 215	2,125
Garden Waste (Green Bin)	2.16% 46	51.72% 1,099	5.13% 109	4.33% 92	36.66% 779	2,125
Textiles Collections (Red Bag Service)	0.56% 12	2.73% 58	2.40% 51	10.31% 219	84.00% 1,785	2,125
Refuse (Black wheeled bin)	5.41% 115	87.81% 1,866	4.38% 93	0.99% 21	1.41% 30	2,125

Q5 Typically, how full are your containers on your collection day? (Please mark one only in each row)

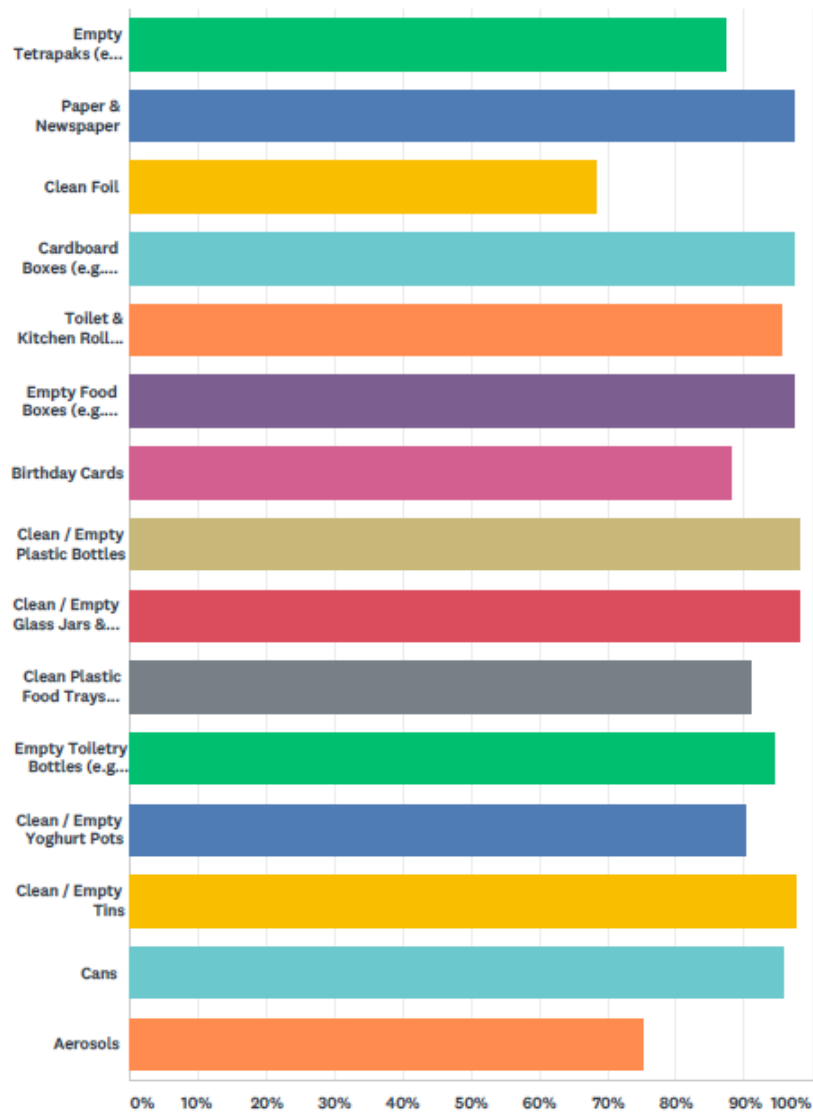
Answered: 2,125 Skipped: 188



	VIRTUALLY EMPTY	QUARTER FULL	HALF FULL	FULL	OVERFLOWING	TOTAL
Recycling (Blue wheeled bin)	0.89% 19	1.74% 37	12.14% 258	60.19% 1,279	25.04% 532	2,125
Food Waste (Orange Caddy)	14.02% 298	13.88% 295	33.88% 720	33.36% 709	4.85% 103	2,125
Refuse (Black wheeled bin)	2.59% 55	7.25% 154	26.16% 556	45.65% 970	18.35% 390	2,125

Q6 What items do you currently recycle at home in your blue bin? (Please mark each where relevant)

Answered: 2,125 Skipped: 188

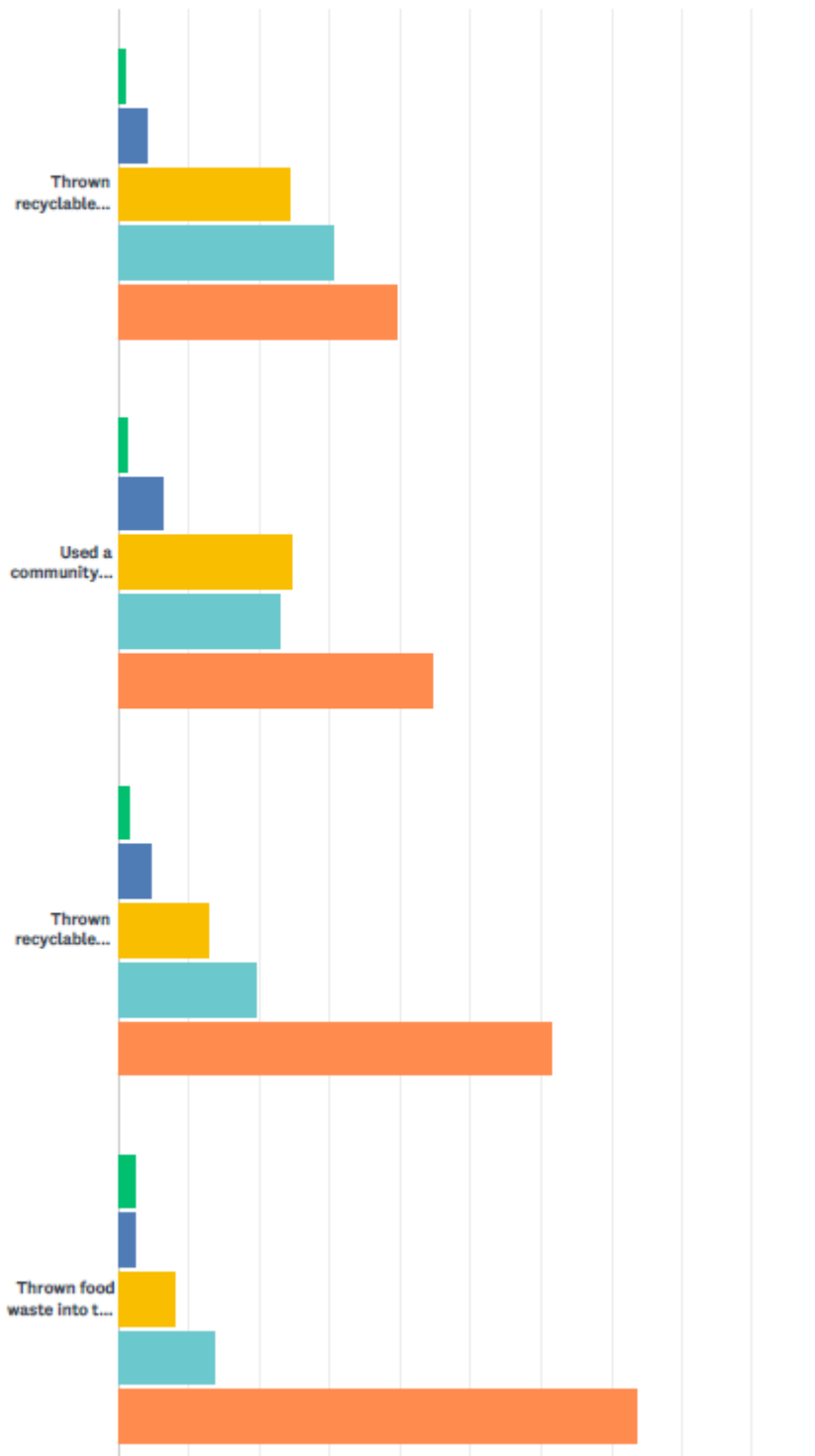


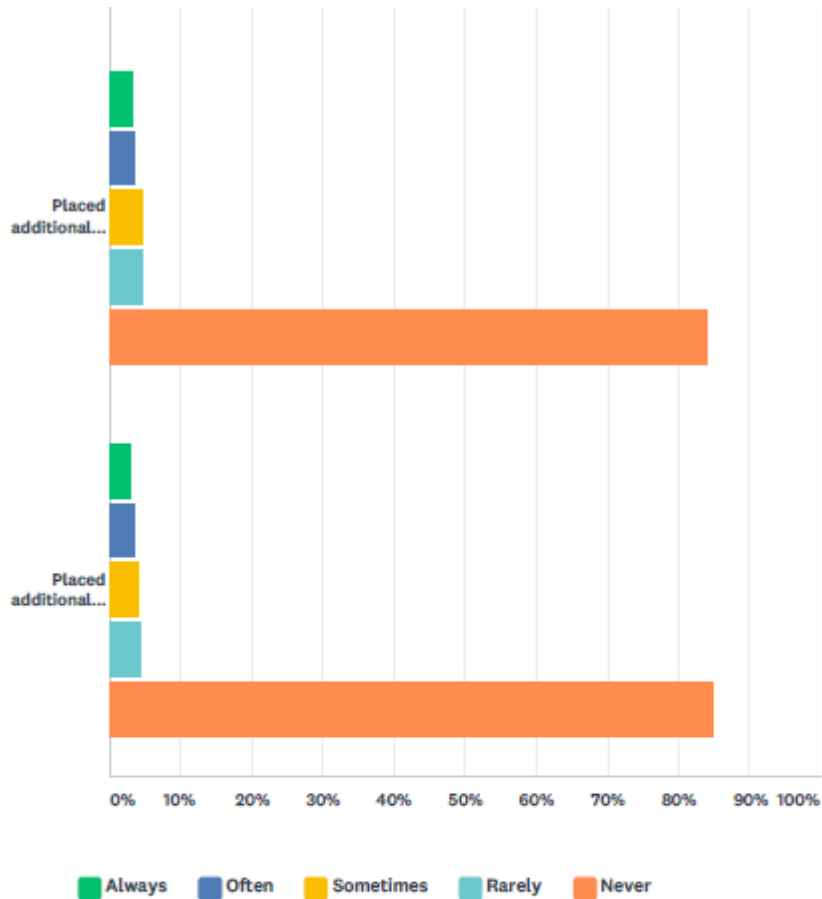
ANSWER CHOICES	RESPONSES	
Empty Tetrapaks (e.g. Fruit Juice Carton)	87.48%	1,859
Paper & Newspaper	97.18%	2,065

Clean Foil	68.47%	1,455
Cardboard Boxes (e.g. Parcels)	97.22%	2,066
Toilet & Kitchen Roll Tubes	95.29%	2,025
Empty Food Boxes (e.g. Cereal Box)	97.36%	2,069
Birthday Cards	88.14%	1,873
Clean / Empty Plastic Bottles	98.16%	2,086
Clean / Empty Glass Jars & Bottles	98.07%	2,084
Clean Plastic Food Trays (e.g. from fruit & veg, prepared foods)	91.11%	1,936
Empty Toiletry Bottles (e.g. Shampoo Bottles)	94.31%	2,004
Clean / Empty Yoghurt Pots	90.45%	1,922
Clean / Empty Tins	97.69%	2,076
Cans	95.86%	2,037
Aerosols	75.01%	1,594
Total Respondents: 2,125		

Q7 In the past few months, how often have you ...? (Please mark one only in each row)

Answered: 2,125 Skipped: 188

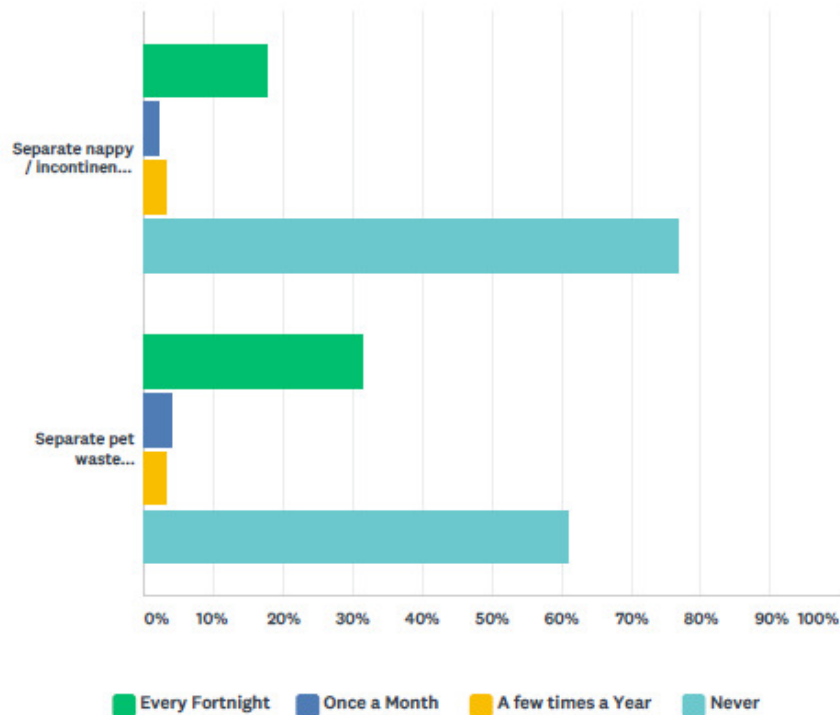




	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	TOTAL
Thrown recyclable items into the waste bin because not sure where everything is supposed to go	1.13% 24	4.19% 89	24.56% 522	30.64% 651	39.48% 839	2,125
Used a community recycling point (e.g. bottle bank)	1.27% 27	6.49% 138	24.61% 523	23.06% 490	44.56% 947	2,125
Thrown recyclable items into the waste bin because your recycling containers were full	1.55% 33	4.61% 98	12.85% 273	19.39% 412	61.60% 1,309	2,125
Thrown food waste into the waste bin because your food bin was full	2.21% 47	2.31% 49	7.91% 168	13.88% 295	73.69% 1,566	2,125
Placed additional black bags out because of pet waste	3.11% 66	3.48% 74	4.71% 100	4.56% 97	84.14% 1,788	2,125
Placed additional black bags out because of nappies / incontinence wear	3.01% 64	3.48% 74	4.19% 89	4.47% 95	84.85% 1,803	2,125

Q8 If black bins were collected every 4 weeks and the collections listed below were made available to you, which of the following would you use and how frequently? (Please mark one only in each row)

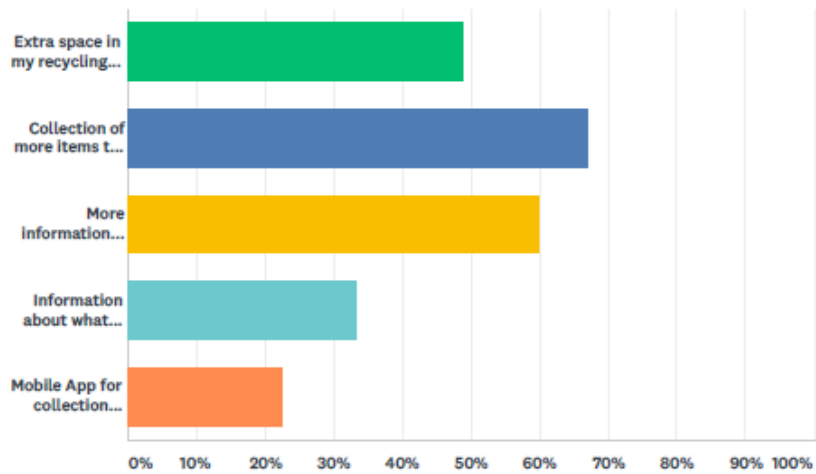
Answered: 2,068 Skipped: 245



	EVERY FORTNIGHT	ONCE A MONTH	A FEW TIMES A YEAR	NEVER	TOTAL
Separate nappy / incontinence wear collections	17.84% 369	2.08% 43	3.29% 68	76.79% 1,588	2,068
Separate pet waste collections	31.53% 652	3.92% 81	3.43% 71	61.12% 1,264	2,068

Q9 What else would help you recycle more? (Please mark each where relevant)

Answered: 2,068 Skipped: 245



ANSWER CHOICES	RESPONSES	
Extra space in my recycling container	48.98%	1,013
Collection of more items that can be recycled	67.02%	1,386
More information about what can be recycled	59.86%	1,238
Information about what happens to my recycling	33.22%	687
Mobile App for collection reminders	22.49%	465
Total Respondents: 2,068		

DROP-IN SESSIONS

In addition to the Survey, a number of more informal Drop-In Sessions were set up across the County in order to give Residents the opportunity to put any questions or queries they may have about the proposed changes to the waste collection model. Many of these sessions were set-up alongside existing Talking Point sessions in order to try to maximise the attendance and improve the level of feedback given with further sessions scheduled for evening in Leisure Centres, again to try to maximise audience.

DROP-IN SESSION SCHEDULE

Date	Time	Location
Monday July 23rd	9:30 - 11:30	St Asaph Library
Tuesday July 24th	9:30 - 11:30	Rhyl Library
Wednesday July 25th	2:00 - 4:00	Denbigh Library
Thursday July 26th	2:00 - 4:00	Rhuddlan Library
Friday July 27th	9:30 - 11:30	Prestatyn Library
Tuesday July 31st	9:30 - 11:30	Llangollen Health Centre
Friday August 3rd	9:30 - 11:30	Ruthin Library
Tuesday August 7th	14:00 - 16:00	Corwen Library
Tuesday August 7th	17:00 - 19:00	Rhyl Leisure Centre
Wednesday August 8th	17:00 - 19:00	Ruthin Leisure Centre

DROP-IN SESSION FINDINGS

The key issues raised via the Drop-In Sessions were:

- Could Residents opt to keep their existing 140l Residual Bin rather than move up to a 240l Residual Bin as part of the move from fortnightly to 4 weekly collection of residual waste
- Residents want clearer information on what can be recycled
- A number of Residents mentioned how easy they found the current comingled recycling collection system and that they hoped any change to the method of collecting recycling under a new model would be simple to follow
- It was clear that many Residents were aware of the importance of recycling, especially issues around plastic waste and as a result were keen on any system that enabled them to recycle more