

**Draft
Household Waste Management Strategy
2017-27**

**Analysis of themes emerging from the written comments received through the
waste and recycling consultation survey**

Written responses to question 3 – If you do not recycle, please explain why

Summary	Detail	Number of responses	Percentage
Complexity of collection services	One bin for recycling, one for waste. Same collection schedules. Less requirements on householder (e.g. washing, squashing). Same day collections	18	19%
Limited range of plastics that can be recycled	Extend to include plastic packaging.	15	16%
Lack of recycling and ease compared to other countries	Need to make recycling easy like other countries	15	16%
Restricted number of recyclable materials collected	To include books, batteries, small electrical items, TetraPaks, metals etc.	9	10%
Lack of enthusiasm - poor attitude towards the benefit	Can't be bothered and too much effort.	7	7%
Practical difficulties in property	Difficult under current arrangements to participate in recycling. Distance to bin store/practicality. Access to the collection services	7	7%
Quality of collection services	Improved regularity encourages better participation. Issues with collections decreases motivation.	6	6%
Accessibility of household recycling centres during opening hours	Extend hours/days. Not convenient to majority of working families. Late night opening suggestions	5	5%
Reinstate bring sites	Reinstate and expand (locations and items) this service to local areas. One-off bring days to a central location (e.g. bulky)	5	5%
Locations of household recycling centres are inaccessible	Too far for some to travel to so prevents recycling.	5	5%
Too much queuing at recycling centres	Decreased hours - queueing causing frustration	4	4%
Need to introduce food waste collections	Removes this compostable material from bins. AD can generate power which can be sold. Compost can also be sold.	3	3%
Needs more transparency of where recycling goes and the benefits of recycling	Better communicate the positive financial impacts of recycling. Promote what already happens to our waste. Evidence the benefits of different waste streams both environmentally and financially.	3	3%

Confusing as different councils do everything differently	Cross border services or end destination contracts, bulk value.	3	3%
Need to influence retail sector	Incentivise or legislate shops to reduce packaging. Only support the use of sustainable/easily recyclable materials. Provide deposit return schemes. Support 'zero-waste' stores and cafes.	2	2%
Increase enforcement actions	Increased prosecutions and punishments for those who fly tip. Better enforce and investigate trade waste abuse	1	1%
Reintroduce free garden waste collections	Extra cost to resident and counter-intuitive. Free service at peak times of year only or reduced schedule but free.	1	1%
Design of recycling centres is difficult	Difficulty due to re-design and steps. Suggesting making all sites split level or more user friendly/better parking. Suggests larger or relocated sites.	1	1%
Need to introduce a charge to visit the recycling centres	Charge per entry. Charge per van/trailer	1	1%
Permitting at recycling centres will increase fly tipping	Introducing residential permits, and van and large trailer permits. Restrictions on numbers of access only leads to fly tipping	1	1%
Increased recycling collection schedules	Collect recycling more often	1	1%
Improve bulky waste collection service	Extended lead time, not practical and prevents use.	1	1%
ATT Plant - Westbury	Complaint re: stack height and increased pollution	1	1%
TOTAL		94	100%

Written responses to question 4 – Do you have any ideas of how we could make further savings from the waste and recycling budgets?

Summary	Detail	Responses	Percentage
Charges at recycling centres will cause increased fly tipping	Any charges will increase numbers of fly tips.	659	31%
Reuse at household recycling centres and bulky collections	Resale or upcycle good items at HRCs, generate a profit, donate items to charity (bulky household waste collection items included)	168	8%
Increase opening at recycling centres	Extend hours/days. Not convenient to majority of working families. Late night opening suggestions	148	7%
Influence retail sector	Incentivise or legislate shops to reduce packaging. Only support the use of sustainable/easily recyclable materials. Provide deposit return schemes. Support 'zero-waste' stores and cafes.	148	7%
Introduce charges for non-household waste at recycling centres	Agree. Positive. Charge for those items which cost the council to dispose of.	146	7%
Introduce food waste collections	Removes this compostable material from bins. AD can generate power which can be sold. Compost can also be sold.	125	6%
Do not introduce charging for non-household waste at recycling centres	Disagree with the idea.	92	4%
Extended the range of plastics collected	Extend to include plastic packaging.	85	4%
Increased communications, education and engagement. Promote our charged services better	Makes easier and encourages participation with regular reminders (stickers, leaflets). Promoting sustainability or alternatives. Develop technology that can help residents identify what is or isn't recyclable.	82	4%
Expand the number of collected materials	Books, batteries, small WEEE, TetraPaks, metals, plastic bags etc.	78	4%
Simplicity of collection services	One bin for recycling, one for waste. Same collection schedules. Less requirements on householder (e.g. washing, squashing). Same day collections	76	4%
Incentivise recycling	Provide incentives for good recycling. Fund deposit return schemes. Lower tax for those who recycle. Charge for those who don't/weight per bin.	70	3%
Increase enforcement actions	Increased prosecutions and punishments for those who fly tip. Better enforce and investigate trade waste abuse	67	3%

Reintroduce bring sites	Reinstate and expand (locations and items) this service to local areas. One-off bring days to a central location.	66	3%
Introduce commercial recycling centres	Provide commercial access to HRCs for a small fee. Encourages small business to manage their waste better and helps support them. Free/nominal fee	55	3%
No more cuts but increase waste and recycling services	Increase council tax specifically to improve waste and recycling services. Provide waste service with more budget. Priority for everyone and should be protected	49	2%
Divert more waste to energy from waste (EfW) facilities	Divert more waste to EfW schemes. Share profits/energy from the resulting power. Build one ourselves and sell capacity to other companies/authorities	40	2%
Generate income from valuable recyclables	Find alternative outlets for profitable materials. Sell materials to reprocessors to make an income.	38	2%
Reintroduce free garden waste services	Extra cost to resident and counter-intuitive. Free service at peak times of year only or reduced schedule but free.	36	2%
Lobby for waste prevention/better legislation	Influence Government to better regulate packaging from commercial sector. Influence the 'polluter pays' principle. Standard services nationwide	35	2%
Reduce recycling schedule	Support for three/four weekly recycling collections	35	2%
Compost promotion and sales/free	Promote and support home composting. Actively promote the material for sale at HRC. Make money for the council. Support introducing wormeries	33	2%
Decreased household waste collections	Collect household waste less often, larger bins or additional recycling. Decrease garden waste over winter months.	23	1%
Introduce charges for non-recyclable waste items	Charge people for any non-recyclable waste produced	23	1%
Redesign household recycling centres	Difficulty due to re-design and steps. Suggesting making all sites split level or more user friendly/better parking. Suggests larger or relocated sites.	21	1%
Increase price for chargeable services	Increase bulky prices. Charge for clinical waste collections. Charge to return for missed bins	20	1%
Find money elsewhere within the council	Cut salaries and expenses. Cut other services. Remove bureaucracy. Review contracts	19	1%
Increased frequency of household waste collections	Fortnightly collections are not enough. Health issues relating to waste accumulating. Support for weekly	19	1%

	schedule. Increased household waste bin sizes		
Waste collection staff efficiencies	Better staff training, ensure drivers don't cause expensive accidents, regularly seen parked up (make more efficient). Single collection points per roads. Keep in-house or review contracts. Electric vehicles.	18	1%
Introduce charges to visit recycling centres	Charge per entry. Charge per van/trailer	17	1%
Introduce residents permits to visit recycling centres	Support introduction of resident permits. Charge those who are non-resident in the area.	17	1%
Look to and adopt other countries ideas	Other countries provide better services	15	1%
Permits for recycling centres are causing increased fly tipping	Introducing residential permits, and van and large trailer permits. Restrictions on numbers of access only leads to fly tipping	13	1%
Restricted opening hours at recycling centres are causing increased fly tipping	Leading to fly tipping. Increase to reduce instances	13	1%
Quality of collection services	Improved regularity encourages better participation. Issues with collections decrease motivation.	10	0%
Locations of recycling centres are inaccessible	Too far for some to travel to so prevents recycling.	10	0%
Increased recycling collection schedules	Collect recycling more often	9	0%
All services should be covered by taxes.	Residents pay enough in tax already to cover all services.	9	0%
Increase transparency of where recycling goes and benefits of recycling	Better communicate the positive financial impacts of recycling. Promote what already happens to our waste. Evidence the benefits of different waste streams both environmentally and financially.	8	0%
Offer more charged collections services	Operate a charged collection service for non-household waste or skip service. Additional collections for a fee. Expanded bulky service.	7	0%
Lack of enthusiasm to recycle	Can't be bothered and too much effort.	3	0%
Queueing means that recycling centres are less accessible	Decreased hours - queueing/frustration	3	0%
Reinstate full services at Everleigh recycling centres	Reinstate complete service. Remove item restrictions. Don't close site	3	0%
Difficulties in recycling at home due to issues	Difficult under current arrangements to participate in recycling. Distance to bin	1	0%

with the property	store/practicality. Access to the collection services		
Offer a wider commercial waste service	Extend materials range, particularly for valuable materials (scrap)	1	0%
Joint agreements or strategies with other local authorities	Cross border services or end destination contracts, bulk value.	1	0%
TOTAL		2114	100%

Written responses to question 7 – What one thing would encourage you to recycle more?

Summary	Detail	Responses	Percentage
Expand the range of materials collected for recycling	Books, batteries, small WEEE, TetraPaks, metals, plastic bags etc.	507	21%
Extended range of plastics collected for recycling	Extend to include plastic packaging.	414	17%
Increased communications, education and engagement. Promote our charged services better	Makes easier and encourages participation with regular reminders (stickers, leaflets). Promoting sustainability or alternatives. Develop technology that can help residents identify what is or isn't recyclable. Tours. Make more money if people knew what we do.	317	13%
Simplicity of collection services	One bin for recycling, one for waste. Same collection schedules. Fewer requirements on householder (e.g. washing, squashing). Same day collections	274	11%
Introduce food waste collections	Removes this compostable material from bins. Anaerobic digestion can generate power which can be sold. Compost can also be sold.	185	8%
Incentivise recycling	Provide incentives for good recycling. Fund deposit return schemes. Lower tax for those who recycle. Charge for those who don't/weight per bin.	165	7%
Increase transparency of what happens to recycling and benefits	Better communicate the positive financial impacts of recycling. Promote what already happens to our waste. Evidence the benefits of different waste streams both environmentally and financially.	133	5%
Restricted opening times of recycling centres make them inaccessible.	Extend hours/days. Not convenient to majority of working families. Late night opening suggestions	107	4%
Influence retail sector	Incentivise or legislate shops to reduce packaging. Only support the use of sustainable/easily recyclable materials. Provide deposit return schemes. Support 'zero-waste' stores and cafes.	97	4%
Increased recycling collection schedules	Collect recycling more often	84	3%
Reintroduce bring sites	Reinstate and expand (locations and items) this service to local areas. One-off bring days to a central location (e.g. Bulky)	66	3%
Reintroduce free garden waste	Extra cost to resident and counter-intuitive. Free service at peak times of	38	2%

collections	year only or reduced schedule but free.		
Improve recycling collections	Improved regularity encourages better participation. Issues with collections decrease motivation.	30	1%
Locations of recycling centres make them inaccessible.	Too far for some to travel to so prevents recycling.	23	1%
Redesign recycling centres	Difficulty due to re-design and steps. Suggesting making all sites split level or more user friendly/better parking. Suggests larger or relocated sites.	21	1%
Increase reuse of items at recycling centres and from bulky collections	Resale or upcycle good items at HRCs and from bulky waste collections, generate a profit, donate items to charity	16	1%
Lobby for less and more recyclable packaging	Influence government to better regulate packaging from commercial sector. Influence the 'polluter pays' principle. Standard services nationwide	12	0%
Increased frequency of household waste collections	Fortnightly collections are not enough. Health issues relating to waste accumulating. Support for weekly schedule. Increased residual waste bin sizes	10	0%
Permits at recycling centres cause increased fly tipping	Introducing residential permits, and van and large trailer permits. Restrictions on numbers of access only leads to fly tipping	7	0%
Reinstate full services at Everleigh	Reinstate complete service. Remove item restrictions. Don't close site	6	0%
Compost promotion and sales	Promote and support home composting. Actively promote the material for sale at HRC. Make money for the council. Support introducing wormeries	5	0%
Increase enforcement actions	Increased prosecutions and punishments for those who fly tip. Better enforce and investigate trade waste abuse	3	0%
Find money elsewhere within the council	Cut salaries and expenses. Cut other services. Remove bureaucracy. Review contracts/remove Hills	3	0%
Introduce commercial recycling centres	Provide commercial access to HRCs for a small fee. Encourages small business to manage their waste better and helps support them. Free/nominal fee	2	0%
Divert more waste to energy from waste (EfW)	Divert more waste to EfW schemes. Share profits/energy from the resulting power. Build one ourselves and sell capacity to other companies/authorities	2	0%
Generate income from valuable recyclables	Find alternative outlets for profitable materials. Sell materials to reprocessors to make an income.	2	0%

Offer more charged collections services.	Operate a charged collection service for non-household waste or skip service. Additional collections for a fee. Expanded bulky service.	2	0%
Offer a wider commercial waste service	Extend materials range, particularly for valuable materials (scrap)	2	0%
Make waste collections more efficient	Better staff training, ensure drivers don't cause expensive accidents, regularly seen parked up (make more efficient). Single collection points per roads. Keep in-house or review contracts. Electric vehicles.	1	0%
All services should be covered by taxes.	Pay enough in tax already to cover all my services.	1	0%
TOTAL		2450	100%