

As nearly 80% of household waste is recyclable, to what extent do you agree that the collection of your recycling every week is necessary?

Many respondents took the opportunity to tell us why they believed that collection of blue bags is necessary. A large majority of comments related to the build-up of blue bags in 2 weeks due to an increase in household recycling and increase in manufacturers using recyclable packaging. Additionally, a large proportion of the comments indicated that many households have limited storage to be able to store blue bags over a two-week period. Many noted that currently, fortnightly collections are unsustainable as many households are unable to store many blue bags. This was especially the case with larger households, moreover, the build-up of blue bags has caused problems with vermin in some areas. Many respondents noted that this was a positive step forward for the local authority as it will have beneficial implications on the environment and may reduce fly tipping and encourage households to recycle more. Conversely, many respondents noted that two-weekly collections of blue bags is sufficient, however many of the comments came from individuals with smaller households. These respondents also expressed whilst two-weekly collections are sufficient to them, other larger households with limited storage space may find a weekly blue bag collection necessary.

To what extent do you agree that the collection of your glass at the kerbside would it make it easier for you to recycle more?

A large majority of respondents welcomed the proposal to collect glass at the kerbside. Although many individuals noted that they recycle glass at bottle banks, supermarkets and recycling centres regularly, they also agree that this is more convenient. A number of residents noted that glass quickly builds up and are unable to store safely in their homes. Moreover, the majority of residents welcomed the proposal as currently, it is difficult to take their glass recycling to their nearest recycling point. This is especially the case for older residents, individuals with disability, residents with other health issues. Some noted that glass recycling points are often too full and, in some cases, broke glass can be seen which can be hazardous. In summary, the majority of respondents welcome the proposal of glass collections at the kerbside and the proposal will encourage more households to recycle their glass correctly.

Evidence shows that by increasing the frequency of your recycling collections to every week, and by introducing collections for your glass and any absorbent hygiene products, combined with our current weekly food waste collections and fortnightly subscription garden waste service, it will mean that just 25% of the black bag content we collect will be non-recyclable at the kerbside.

Do you have any concerns regarding our proposal to limit the number of black bags you may put out to be collected to three bags every three weeks?

Of the 48% (n=1904) of respondents who had concerns, the majority noted that 3 black bags collected every 3 weeks is insufficient and would cause multiple problems to residents and the community. A larger number of respondents indicated that the proposal would increase the likelihood of vermin and would also increase the odour in communities, especially in summer months. Many respondents noted that this would be increasingly difficult for households with younger children, larger families and households with pets. These concerns mainly stem from a lack of storage in households and if proposal is actioned, stronger durable containers should be supplied to mitigate against these factors. Some respondents noted that some packaging is not recyclable and more should be done with businesses to ensure their packaging is recyclable. Some residents indicated that due to this proposal there may be an increase in fly tipping in Carmarthenshire.

Please provide any further comments you might have on this phase of our proposed changes to your waste and recycling collections service.

Many respondents took the opportunity to express their views regarding phase one of the proposal. A summary is provided below in bullet point form:

- Many respondents welcomed the proposals as it will increase household recycling. Additionally, many expressed that the proposals would encourage households to recycle more.
- Many respondents raised specific concerns regarding the proposal to collect two non-recyclable bags every three weeks. A number of concerns were raised such as; a potential increase in fly tipping, increase in odour in communities and gardens and an increase in vermin. This is particularly challenging for pet owners, large families and residents with young children.
- Many raised concerns that due to the change in black bag collections may increase the contamination of recyclable waste.
- A large number of respondents stated that there is a need to provide guidance on how to store goods safely and effectively. Some also queried whether storage would be provided by the local authority.
- The majority of respondents welcomed the proposal to introduce glass collection at the kerbside.
- Many respondents asked for updated messaging when changes are made to ensure all residents are aware what can be recycled and how to store their waste. Clear messaging is needed to ensure residents know when, what and how recycling will be collected and any additional allowances some residents may be entitled to.

What additional materials? 'Other'

Some respondents wanted 'other' materials to be recycled at the kerbside. These materials included;

- Wood/garden waste
- Materials such as Tetra pak
- Printer cartridges
- Polystyrene
- Pet waste
- Plastic bags
- Nappies and sanitary products
- Light bulbs

- Metal
- Paint tins
- Garden waste (free)
- Cooking oil

How would you find using a ‘source separated’ recycling collection system?

Respondents who indicated that they would find a ‘source separated’ recycling collection system difficult (28%; n= 963) were asked to explain why. A summary of the most common themes are presented below.

- The majority of respondents who would find ‘source separated’ recycling difficult noted that the main barrier would be the multiple containers needed to separate the waste. Respondents noted that this would be an issue both within the home and in gardens.
- Many respondents noted that this would cause issues in narrow or small streets as there will be an increase of containers on the roadside collection day. Some noted that this could be hazardous and can look untidy.
- Many noted that it is unreasonable to ask someone to move multiple containers from the garden to the roadside on collection day. This message was reiterated by older adults and residents with disabilities which will cause an additional challenge.
- Some noted that separating waste in the home may be confusing for some.
- Some residents living in flats said this new system would be difficult to accomplish.
- Some respondents asked whether containers would be supplied by the local authority. Some noted that these containers need to be durable and effective in sorting different materials.

What do you think about our proposal for the second phase of change for ‘source separated’ collection of items that can be recycled at the kerbside?

Many respondents took the opportunity to express their views regarding phase two of the proposal. A summary is provided below in bullet point form:

- The majority of respondents welcome phase two of the proposal as it will have positive implications to the environment. Residents expressed that this is couldn’t come sooner with some asking why start in 2024.
- Many respondents noted that this will be an issue for those with limited storage within their home and gardens.
- Many respondents noted that the proposal will be confusing and difficult to follow. Some raised concerns that this may have a negative impact on household recycling.
- Some noted that this phase will be difficult for older individuals and those with disabilities.

Are there any barriers that prevent you from recycling currently?

Some respondents noted 'other' barriers which prevents them from recycling. The most common examples are presented below:

- Unsure which plastics can be recycled
- Disability
- Long distance to recycling centres
- Lack of recycling bags and unable to travel to one of the HWBs

Respondents who indicated that they have used the online booking system for the household waste recycling centres difficult (10%; n= 261) were asked to explain why. A summary of the most common themes are presented below.

- Many respondents noted that the booking slots are often unavailable and times are unsuitable for residents who work.
- Some noted that they preferred the old system where residents could use the HWRC on the day without booking. Additionally, some noted that the inability to book an appointment on the day was challenging.
- Some have had difficulty knowing which car they will have on the day they will need to use the HWRC. Some asked if you could update which car is going to be used on the day.
- Some noted that it is difficult to find the page on the website.
- Some noted that the booking system is faulty and can crash.

Would like us to continue with this online booking system to use our Household Waste Recycling Centres?

Respondents who noted that they would like to continue with the online booking system (53%; n=2017) provided a variety of reasons why. The most common themes are presented below:

- Many noted that the booking system means that less cars are able to use the HWRC which is more efficient and less time is wasted waiting in queues due to overcrowding.
- Some respondents indicated that it is a lot less hassle booking in advance and having your own designated slot.

- Some noted that with less people using the HWRC in a time slot, it is a lot safer and easier to use.

Conversely, 47% (n=1827) do not want the online booking system to continue. Respondents indicated that;

- It is much easier to use the system as and when needed.
- The booking system discourages people from recycling because they are unable to get a slot.
- It's difficult to plan in advance as the majority of residents will use the HWRC when the weather is suitable.
- Slots are often booked and unable to use on the day needed.

What improvements would you like to see?

Respondents were asked what improvements they would like to see on the online booking form. A summary of the key themes are presented below:

- Reduce the time of the slots from 30mins to 15mins or less
- A dedicated app for the HWRC
- Able to see how many slots are left and people who have cancelled
- Ability to book the same day
- Multiple bookings in a day
- Ability to change car details on the day
- An option to ask for help on the booking form to assist individuals who may need help
- Extended time slots

Additionally, many took the opportunity to ask for the system to be removed.

Any other comment on the use of the HWRCs?

A number of residents took the opportunity to leave a comment regarding the HWRCs. The most common comments are presented below:

- A large number of respondents took the opportunity to show their gratitude to staff working at HWRCs and noting the excellent service provided.
- Some noted that the skips could be lower to make it easier for residents disposing of their waste.

- Many residents indicated that they travel large distances to get to their nearest HWRC. Many noted that there is a need for a HWRC in the north of the county.
- Many indicated that the opening hours of the HWRCs should be extended to allow residents to have additional time slots to book.
- Some noted that staff could be more available to help residents dispose of their waste.
- The remaining comments were conflicting regarding the booking system. Some comments related to enjoying the experience of using the HWRC more since the booking system was introduced whilst others noted that this should be stopped when Covid-19 restrictions have eased.