

East Herts District Council is responsible for a wide variety of services, but Waste and Recycling is our single largest expenditure. It is also a service that every one of our residents uses. We are always investigating ways to run it more efficiently for you, the council tax payer. This consultation seeks your views on Waste and Recycling, and also seeks your input into some ideas we are currently investigating. The consultation closes at midnight on 31st December 2020. The results of this consultation will help Councillors make their decisions on future services. This survey will take approximately 10 minutes to complete.

**Thank you for your time and interest in East Hertfordshire's waste and recycling services.**

## About Your Household

### 1. What type of property do you live in?

- House/Bungalow without garden
- House/ Bungalow with garden
- Flat/Maisonette without garden
- Flat/Maisonette with garden
- Other please specify i.e. sheltered accommodation

### 2. How full are your bins and boxes on the average collection week?

	Full/ Overflowing	$\frac{3}{4}$ Full	$\frac{1}{2}$ Full	$\frac{1}{4}$ Full	Empty	I don't have one
Residual (black) bin						
Blue lidded recycling bin						
Box (Paper)						
Brown (organic bin)						

### 3. During the coronavirus lockdown did you think more or less about the waste you produced and what you recycled?

- I recycled more because my black bin was full
- I was concerned about all the additional single use plastic and cardboard, but recycled as much as I could
- Recycling was not a priority for me
- No opinion

## Dry Recycling

**4. To help us ensure we are providing you with the information you need to recycle as much as you can; Are you aware of the following. Please tick all statements which apply:**

- Squashing and flattening my containers means I can recycle more in my blue lidded bin
- Rinsing residues from my containers where possible will help stop smells in my bin
- I should not include any plastic bags in my blue lidded bin
- I should remove all food waste from packaging before including it in my blue lidded bin
- Cardboard should be flattened to save space in my blue lidded bin
- I can find a list of what I can recycle on the councils website
- If my bin contains items that should not be included my bin may not be emptied.

**5. If you do not recycle or do not recycle all possible items are there any reasons why you choose not to recycle? Please indicate how you feel about the following statements.**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
N/A I recycle everything I can at the kerbside					
I don't have enough space to recycle all items at the kerbside					
I don't feel I have enough information to recycle correctly					
I think recycling is pointless					
I don't want to wash and squash my recycling					
I don't need to recycle as I have space in my residual (black) bin					

**6. What would encourage you to recycle more? Tick all that apply**

- More information on the Council website about what can be recycled.
- More information via social media about what can be recycled.
- Larger or more recycling containers.
- Smaller residual (black bin)
- More information about what happens to items you recycle

## Food and Garden Waste

**7. During the coronavirus April lockdown and the temporary suspension of the brown bin service, what did you do with your food and garden waste?**

- Home composted
- Put all food and garden waste in the black bin
- Used Hertfordshire County Council's waste and recycling centres when they were open
- Waited for the service to resume

**8. How much of your food waste would you say you currently recycle in your brown bin? All of it, including tea bags, raw meat, mouldy food**

- None of it
- Some of it
- Most of it
- All of it

**9. What reasons do you have for not putting your food waste into your brown bin? (tick all that apply)**

- I do not see the point of recycling my food waste
- It is not collected often enough
- I am unsure what I can and cannot put into my brown bin
- I do not have a brown bin
- It may attract unwanted pests/insects
- I compost my food waste at home
- Not applicable

**10. If you had additional information and support would you be interested in home composting including some of your food waste?**

- Yes
- Yes, I already home compost
- No

**11. The Council has no legal obligation to collect garden waste. Bearing this in mind and the need for Councils to consider options to save money and reduce its deficit we are proposing to stop the brown bin organic waste service.**

**If a paid for garden waste collection service was to be introduced, how would you dispose of your garden waste?**

- I would be likely to use the paid for garden waste collection service
- I would compost my garden waste at home
- I would take it to the Household Waste Recycling Centre
- I do not produce garden waste

## Food and Garden Waste, Continued

**12. Please indicate how likely you would be to use a paid for garden waste collection service if the annual cost were:**

	Very Likely	Quite Likely	Not Likely	Very Unlikely
Up to £50				
£51 to £55				
£56 to £60				
Over £60				

**13. If we offer the option as part of the charged garden waste collection service, would you be interested in having more than one bin?**

- Yes
- No

**14. The service will be predominantly operated through an online self-service portal. Which of the following statement do you feel most applies (Tick one)**

- I feel confident I can navigate an online payment website
- I do not feel confident using an online payment website – but with clear instructions I would use this method
- I do not want to use an online payment portal I want to pay over the phone
- I do not have a debit or credit card
- I do not have a bank account

**15. We are considering the option of enabling residents to sign up for an annual direct debit. Would you consider signing up by direct debit.**

- Yes
- No
- Maybe

**Thank you for completing our survey.**