

# Waste Public Consultation Results

The survey for East and North Herts commenced on the 22nd July and ended on the 22nd August 2022. Both councils shared the details of the consultation via social media channels, via councillors and by notifying local parishes. Below is a summary of the questions asked and the responses. Where applicable connections have been made by linking respondents' answers to various questions.

## Survey response totals

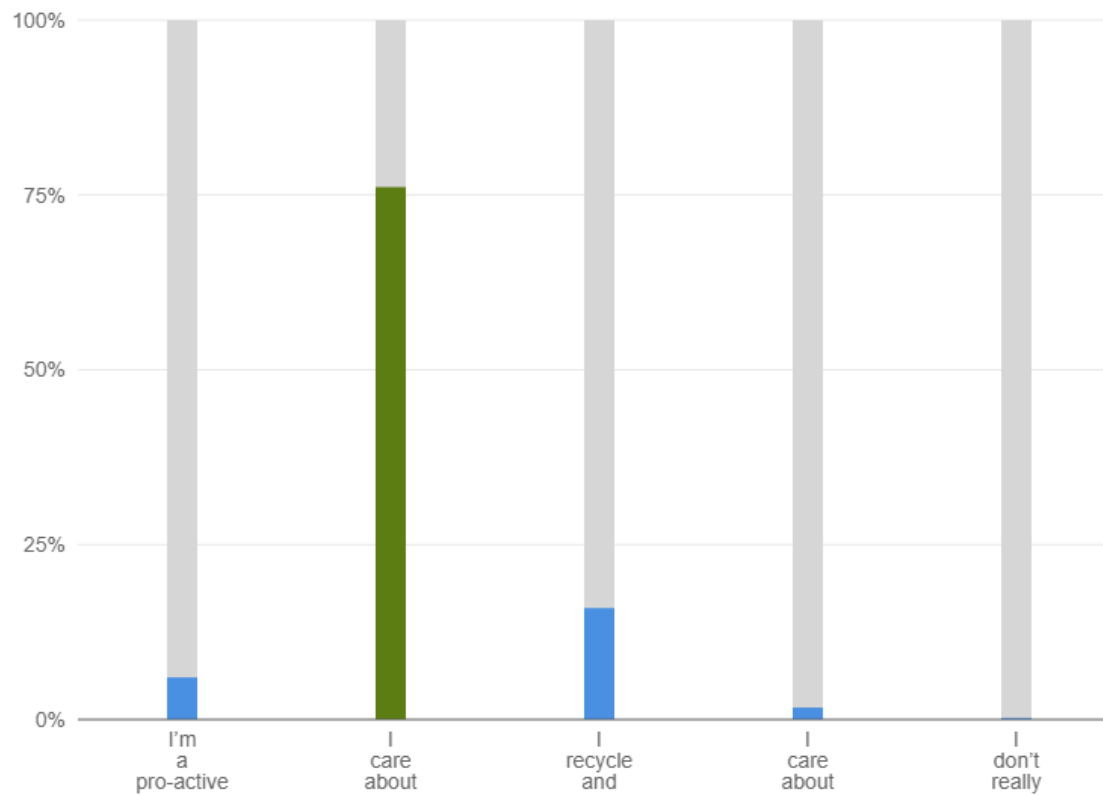
- Started: 4,082
- Completed: 3,396
- Questions Answered: 85,665
- Completion Rate: 83%

## 1. Which district are you a resident of (who do you pay your Council tax to)

Answer Option	%
North Herts Council (Hitchin, Letchworth, Baldock, Royston and surrounding areas)	60.17
East Herts Council (Buntingford, Bishop's Stortford, Ware, Hertford and surrounding areas)	39.83

## 2. How would you describe your thoughts on the environment?

Answer Option	%
I'm a pro-active environmentalist	6.02
I care about the environment and climate change and do my bit	76.11
I recycle and don't drop litter but don't think much more about the environment and climate change	15.92
I care about the environment but don't feel like I know where to start with making changes	1.71
I don't really care about the environment and climate change	0.24



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

Answer Option	%
House/Bungalow without a garden	2.1
House/Bungalow with garden	93.48
Flat/Maisonette without a garden	2.6
Flat/Maisonette with a garden	1.63
Other e.g. sheltered accommodation	0.18

#### 4.How full are your bins and boxes on the average collection week? North Herts

Please tick which answers most apply to you

Answer Option	Full/overflowing %	¾ full %	½ full %	¼ full %	Empty %	I don't have one %
Refuse - purple bin	18.52	28.83	27.89	21.51	0.8	2.45
Recycling - black bin	48.51	33.26	12.66	3.74	0.04	1.78
Paper box	7.64	16.04	25.29	31.72	5.75	13.57
Food waste caddy	16.02	25.41	24.03	16.06	9.66	8.81
Brown Bin	32.25	25.81	17.53	7.02	2.15	15.25
I have a sack collection	0.18	0.06	0.12	0.24	0.06	99.33
Shared refuse bin	2.4	0.99	0.42	0	0.14	96.04
Shared paper bin	1.28	0.57	0.99	0.85	0.28	96.03
Shared recycling bin	3.11	0.57	0.42	0	0.14	95.76

#### 4.How full are your bins and boxes on the average collection week? East Herts

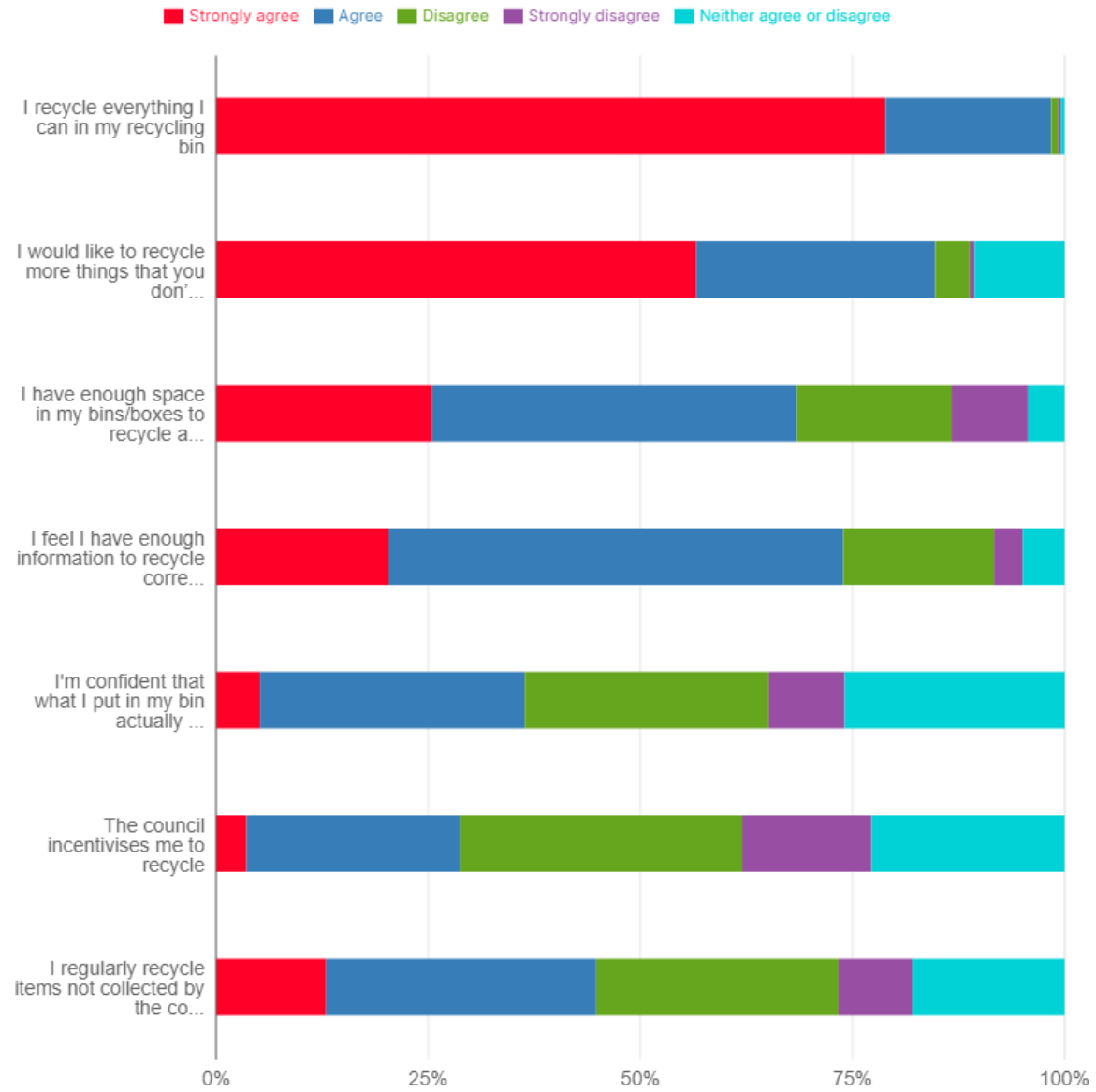
Please tick which answers most apply to you

Answer Option	Full/overflowing %	¾ full %	½ full %	¼ full %	Empty %	I don't have one %
Refuse - black bin	25.72	27.13	24.65	20.28	0.67	1.54
Recycling - blue lidded bin	60.9	24.28	10.46	2.68	0	1.68
Paper box	14.22	17.21	22.31	19.12	2.38	24.76
Brown Bin	30.93	24.48	14.32	7.6	1.48	21.18
I have a sack collection	1.5	0.4	0.2	0.6	0.1	97.2
Shared recycling bin	2.06	0.59	0.29	0	0.29	96.76
Shared paper bin	0.59	0.88	0.29	1.18	0	97.06
Shared refuse bin	2.92	0.29	0.58	0	0	96.2

## 5. We want to understand your recycling habits

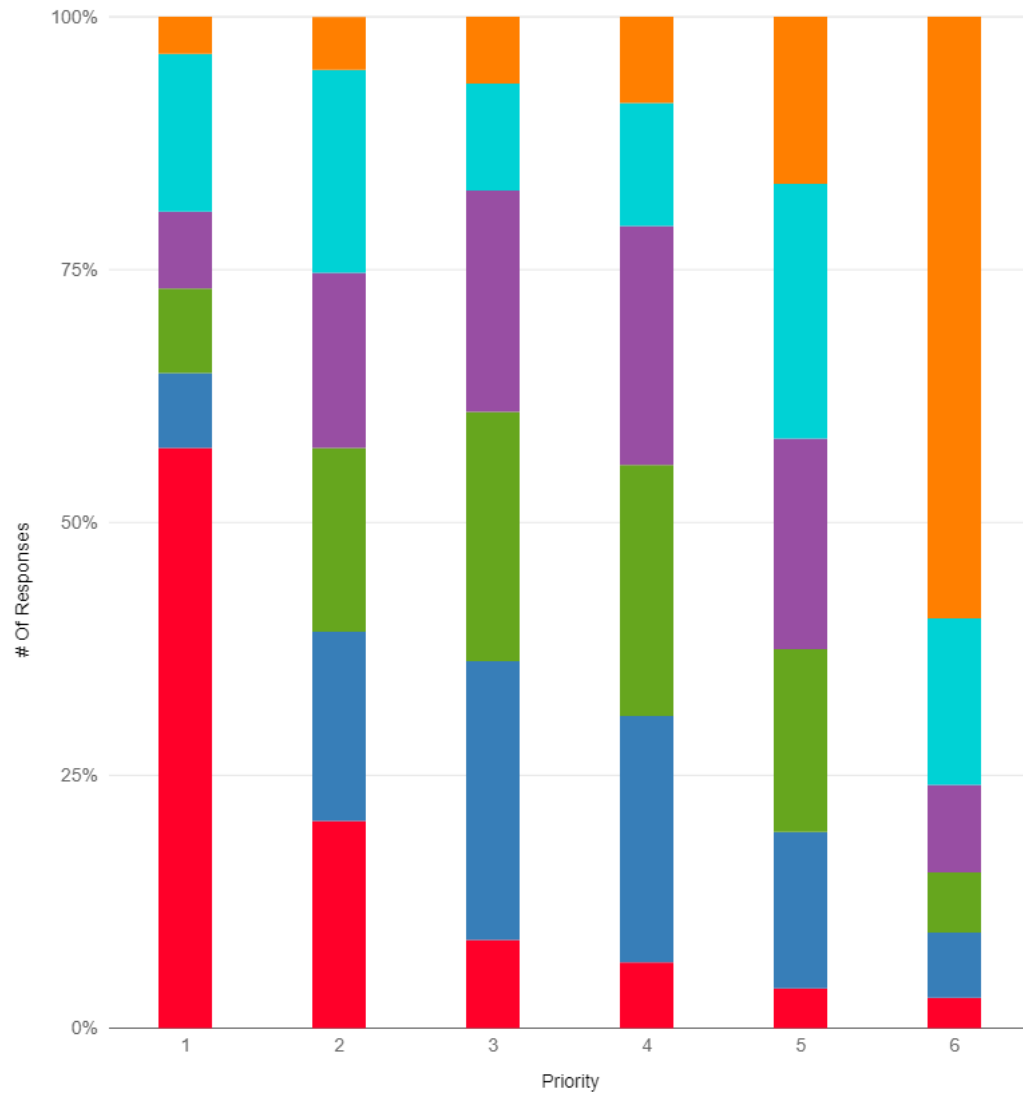
Please indicate how you feel about the following statements

Answer Option	Strongly agree %	Agree %	Disagree %	Strongly disagree %	Neither agree or disagree %
I recycle everything I can in my recycling bin	78.9	19.52	0.82	0.31	0.45
I would like to recycle more things that you don't currently collect	56.61	28.16	4.06	0.57	10.61
I have enough space in my bins/boxes to recycle all items	25.46	42.97	18.26	8.98	4.33
I feel I have enough information to recycle correctly	20.34	53.58	17.78	3.36	4.94
I'm confident that what I put in my bin actually gets recycled	5.18	31.2	28.78	8.92	25.94
The council incentivises me to recycle	3.6	25.2	33.22	15.25	22.73
I regularly recycle items not collected by the council in other recycling schemes e.g. Terracycle.	12.95	31.86	28.53	8.71	17.95



**6. What would encourage you to recycle more? Please order these statements in priority order, 1 being most important and 6 being the least important.**

<b>Answer Option</b>	<b>1st %</b>	<b>2nd %</b>	<b>3rd %</b>	<b>4th %</b>	<b>5th %</b>	<b>6th %</b>	<b>Score</b>
The addition of more items that can be recycled by the council eg plastic film	57.37	20.48	8.71	6.5	3.93	3.01	1.88
More information on the council's website and social media about what can be recycled	7.42	18.72	27.59	24.36	15.46	6.45	3.41
More information on the council's website and social media about where my recycling goes	8.34	18.16	24.64	24.83	18.08	5.94	3.44
More information in email newsletters about what can be recycled	7.62	17.35	21.9	23.63	20.84	8.65	3.59
Larger or more recycling containers	15.6	20.06	10.55	12.17	25.17	16.46	3.61
If my refuse (non-recyclables) were collected less frequently	3.66	5.22	6.61	8.51	16.52	59.49	5.07



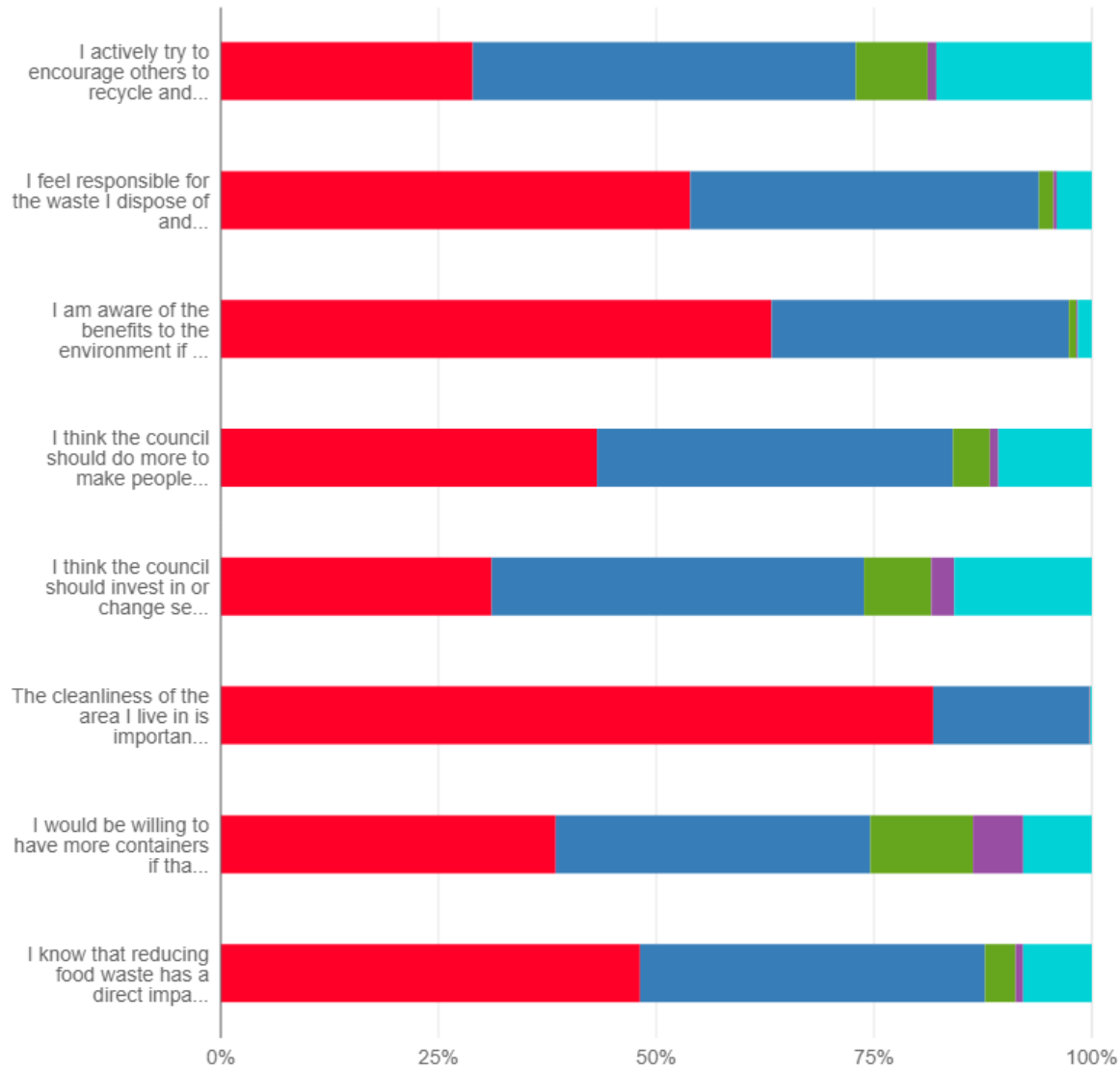
- The addition of more items that can be recycled by the council eg plastic film
- More information on the council's website and social media about what can be recycled
- More information on the council's website and social media about where my recycling goes
- More information in email newsletters about what can be recycled
- Larger or more recycling containers
- If my refuse (non-recyclables) were collected less frequently

## 7. Please tick to indicate how much you agree with the following statements

Answer Option	Strongly agree %	Agree %	Disagree %	Strongly disagree %	Neither agree or disagree %
I actively try to encourage others to recycle and reduce their waste	28.94	43.97	8.25	1	17.84
I feel responsible for the waste I dispose of and care where it goes	53.9	40.04	1.65	0.4	4.01
I am aware of the benefits to the environment if I recycle and reduce my waste	63.24	34.14	0.83	0.2	1.59
I think the council should do more to make people recycle more and reduce waste	43.19	40.88	4.24	0.97	10.73
I think the council should invest in or change services to reduce their carbon footprint e.g. electric or ultra-low emission vehicles where possible (I understand this could cost more)	31.1	42.76	7.71	2.65	15.79
The cleanliness of the area I live in is important to me	81.82	17.89	0.03	0.09	0.17
I would be willing to have more containers if that meant I could recycle more material types	38.46	36.12	11.78	5.78	7.86
I know that reducing food waste has a direct impact on climate change	48.14	39.61	3.5	0.88	7.88



Strongly agree Agree Disagree Strongly disagree Neither agree or disagree



## 8. Please tick all the statements that apply to you “regarding paper recycling”

Answer Option	%
I recycle all of my paper separately via my paper box	50.73
I recycle most of my paper via my paper box	16.75
I use recycling banks for my paper (East Herts only)	2.26
I don't use my paper box and include my paper with my other recyclables	7.08
I don't recycle paper	1.66
I don't have a paper box	8.52
I don't have a paper box but would like one.	7.62
I don't have space for a paper box	1.75
I don't want to recycle paper separately	2.04
I don't produce any paper	1.58

## 9. Bagged textiles (North Herts)

Please tick all statements that apply

Answer Option	%
I have used the council's textile collection service within the last 12 months	9.63
I have used the council's textile collection service within the last 3 months	4.54
I dispose of my textiles via my purple bin	2.95
I was not aware of the textile collection service	21.71
I recycle my textiles via collection banks	15.7
I recycle my textiles via charity doorstep collections	14.69
I recycle my textiles via charity shops	27.86
Other (please specify)	2.92

## 9.Textiles - East Herts

Please tick all statements that apply

Answer Option	%
I have used the councils textile banks to recycle my textiles in the last 12 months	19.2
I have used the councils textile banks to recycle my textiles in the last 3 months	7.95
I dispose of my textiles via my black bin	8.23
I recycle my textiles via other textile banks	11.21
I recycle my textiles via charity doorstep collections	13.6
I recycle my textiles via charity shops	36.86
Other (please specify)	2.94

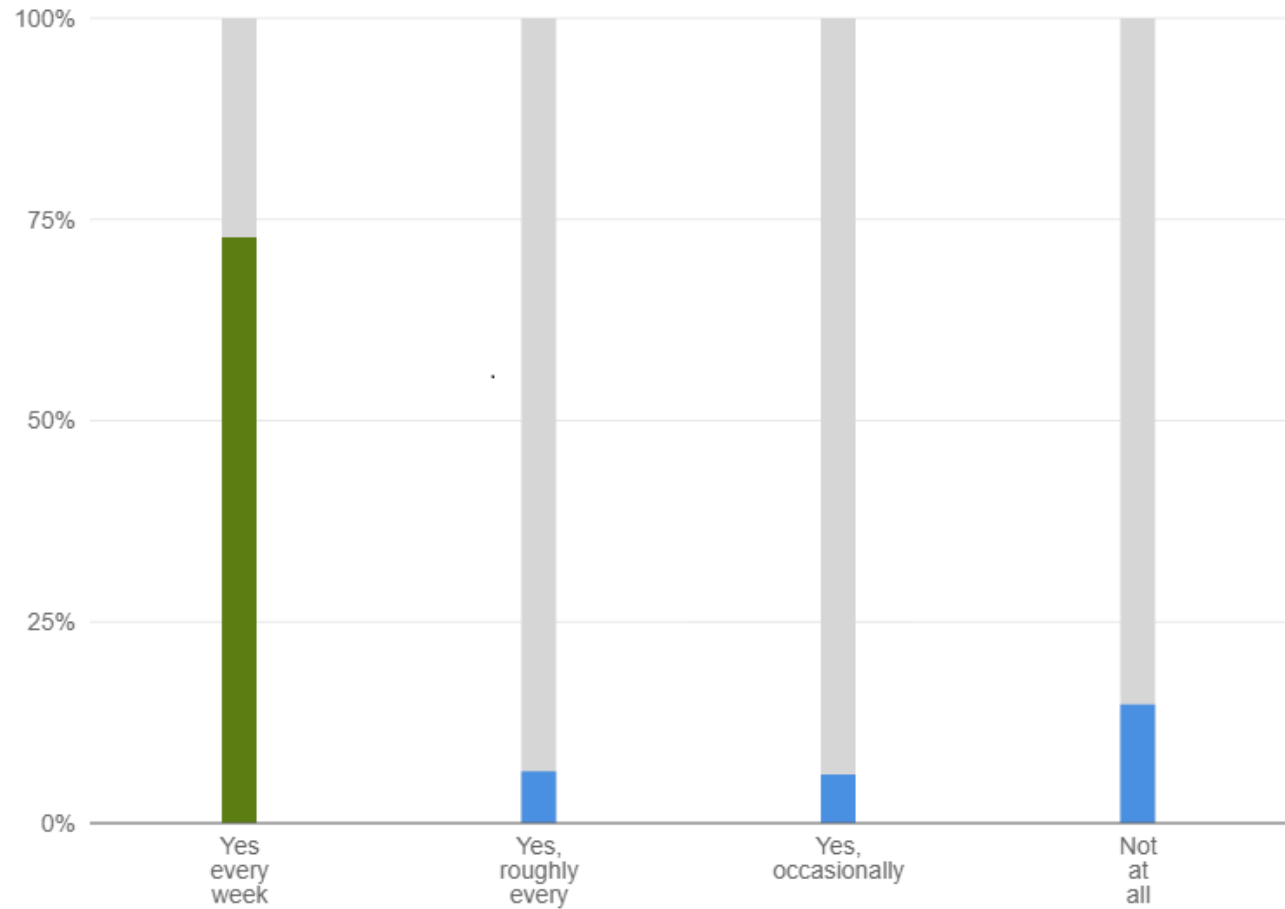
9.1 If we were to offer a textile collection service on your recycling week, please indicate how often do you think you would use this? East Herts

Answer Option	%
Regularly (every two weeks)	2.66
Once a month	17.78
A few times a year	65.73
I would not use this service	13.82

## 10 Food Waste - North Herts

Do you use the weekly food waste collection service?

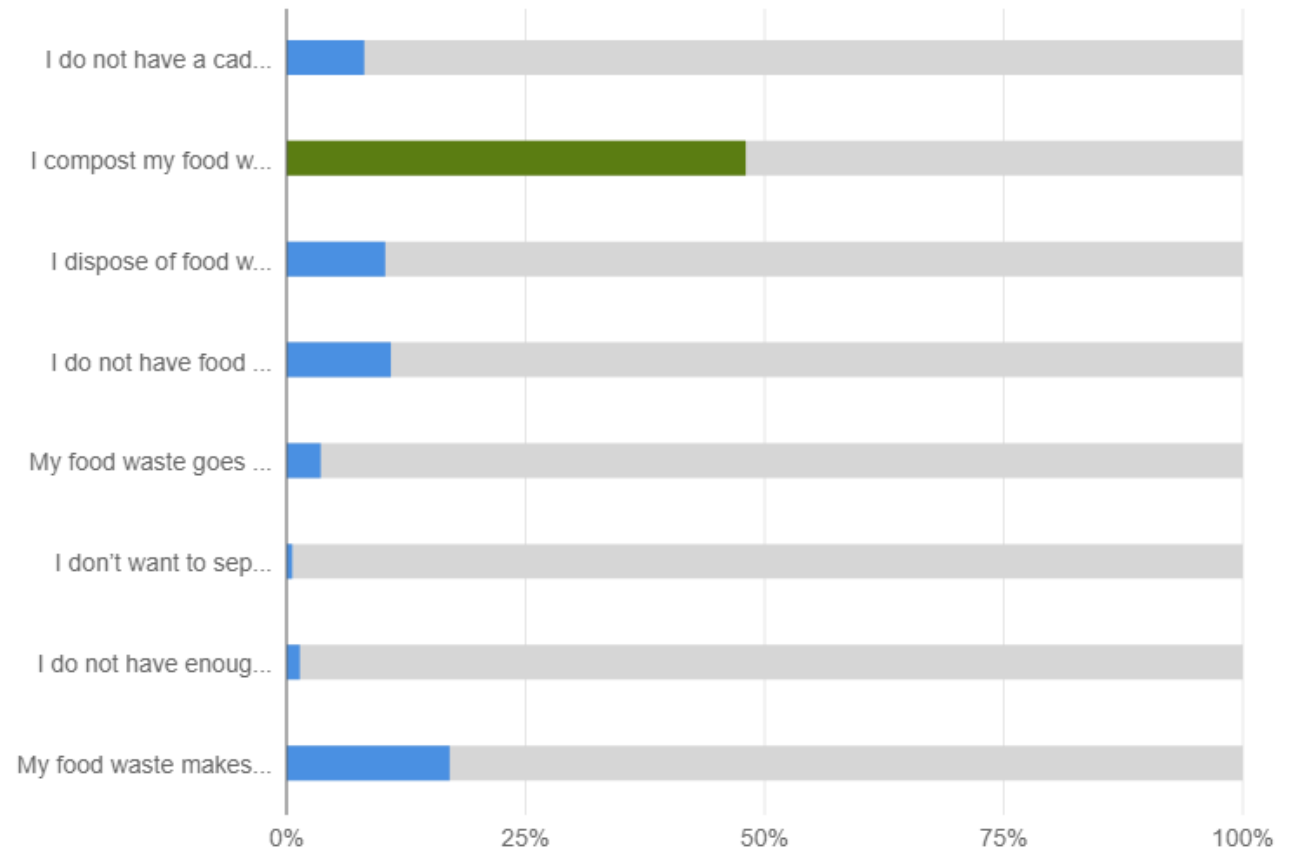
Answer Option	%
Yes every week	72.81
Yes, roughly every two weeks	6.43
Yes, occasionally	6.04
Not at all	14.72



## 10 Food Waste - North Herts

If not, please tell why not?

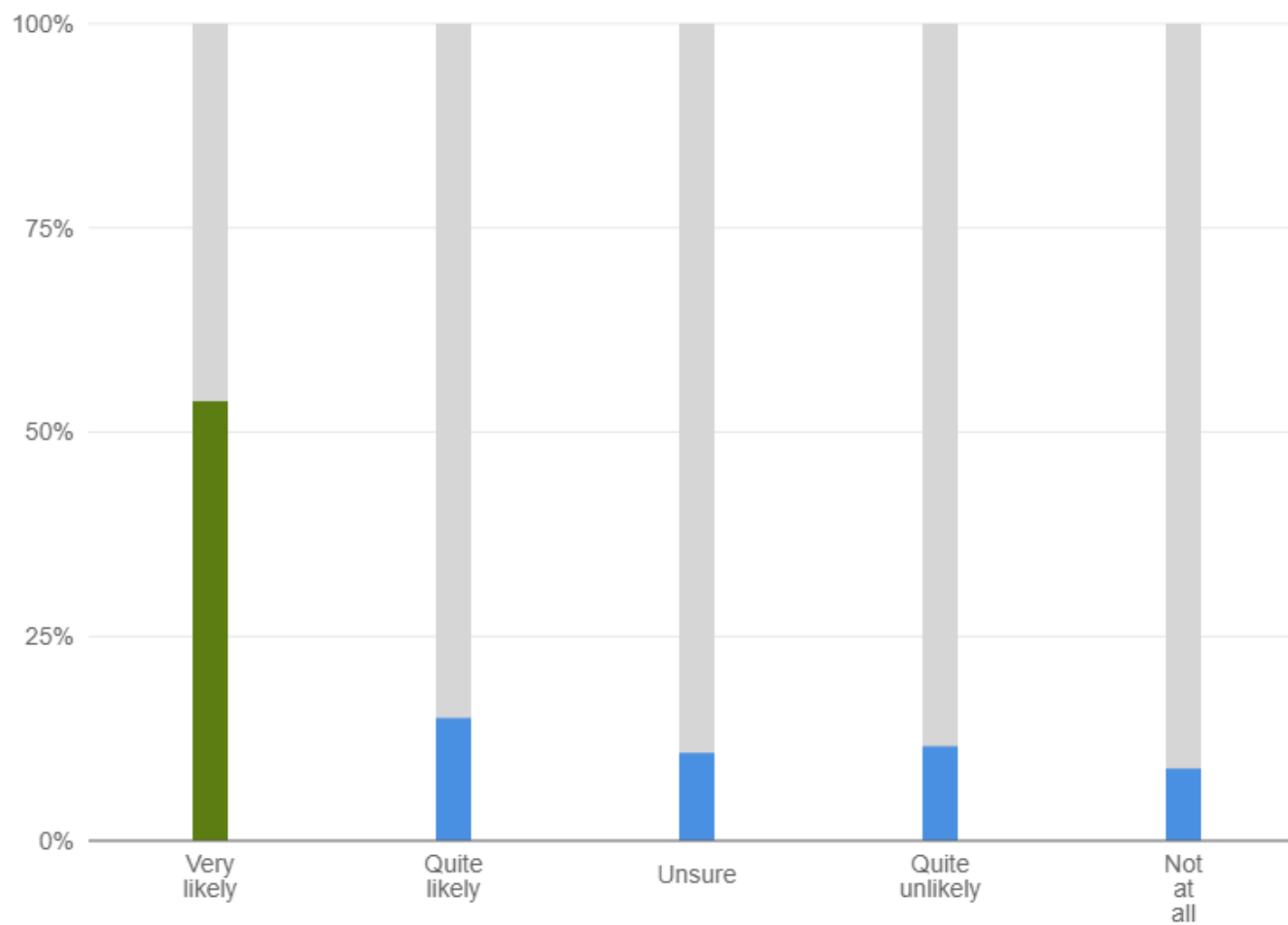
Answer Option	%
I do not have a caddy / container (hyper link to ordering page or instruction)	8.13
<b>I compost my food waste</b>	<b>48.02</b>
I dispose of food waste in my purple bin	10.32
I do not have food waste	10.91
My food waste goes to pets	3.57
I don't want to separate my food waste	0.6
I do not have enough information about how to recycle my food waste	1.39
My food waste makes my caddy smell and attract flies	17.06



## 10.1 Food Waste - East Herts

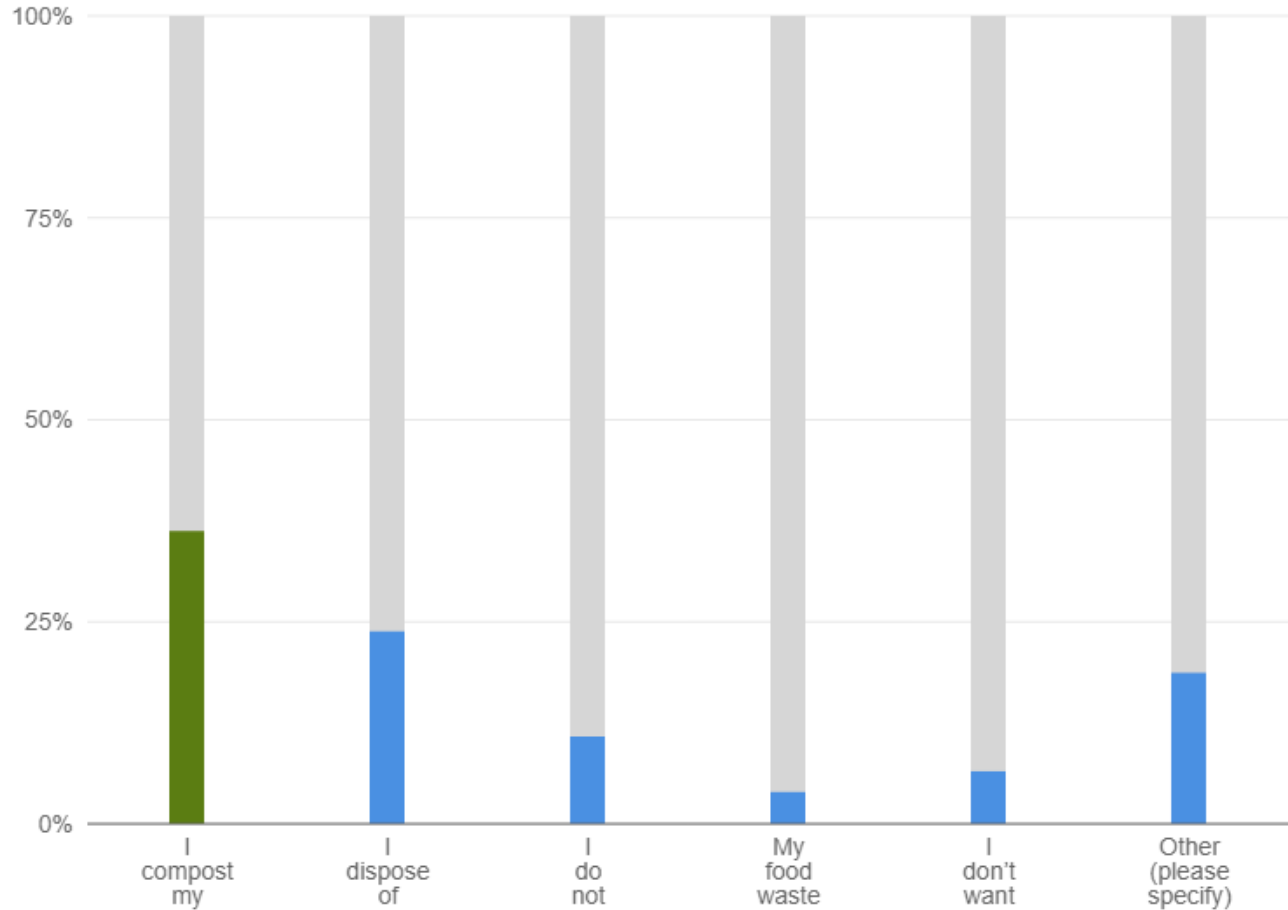
If the council introduced weekly food waste collections how likely would you be to use it?

Answer Option	%
Very likely	53.8
Quite likely	15.04
Unsure	10.77
Quite unlikely	11.57
Not at all likely	8.82



## 10.2 If you answered quite unlikely or not at all likely please tell us why?

Answer Option	%
I compost my food waste	36.22
I dispose of food waste in my black bin	23.82
I do not have food waste	10.83
My food waste goes to pets	3.94
I don't want to separate my food waste	6.5
Other (please specify)	18.7



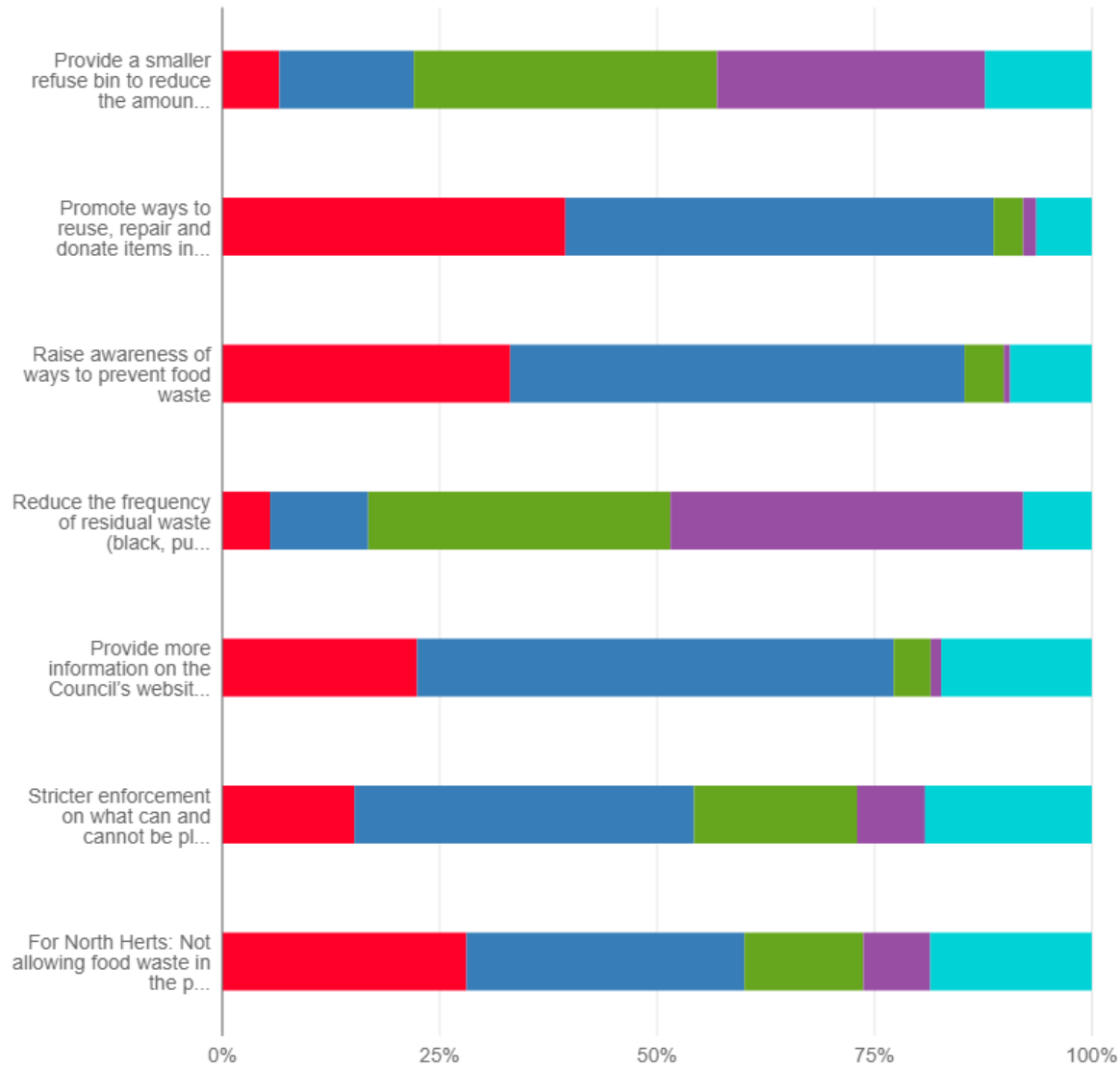
## 11. What action should the council take to help reduce waste?

To what extent do you agree or disagree that these possible actions by the council would help to “reduce waste?”

Answer Option	Strongly agree %	Agree %	Disagree %	Strongly disagree %	Neither agree or disagree %
Provide a smaller refuse bin to reduce the amount of waste residents can put out on collection day and encourage them to recycle more	6.56	15.47	34.87	30.82	12.28
Promote ways to reuse, repair and donate items instead of disposing of them in refuse collections.	39.46	49.25	3.39	1.52	6.38
Raise awareness of ways to prevent food waste	33.12	52.24	4.52	0.73	9.39
Reduce the frequency of residual waste (black, purple bins) collections to encourage people to think more about what they dispose of	5.51	11.28	34.75	40.58	7.88
Provide more information on the Council’s website and social media on waste minimisation	22.4	54.82	4.26	1.21	17.31
Stricter enforcement on what can and cannot be placed in waste and recycling bins.	15.2	39.06	18.75	7.81	19.19
For North Herts: Not allowing food waste in the purple bin to encourage residents to recycle more	28.08	31.97	13.68	7.69	18.58

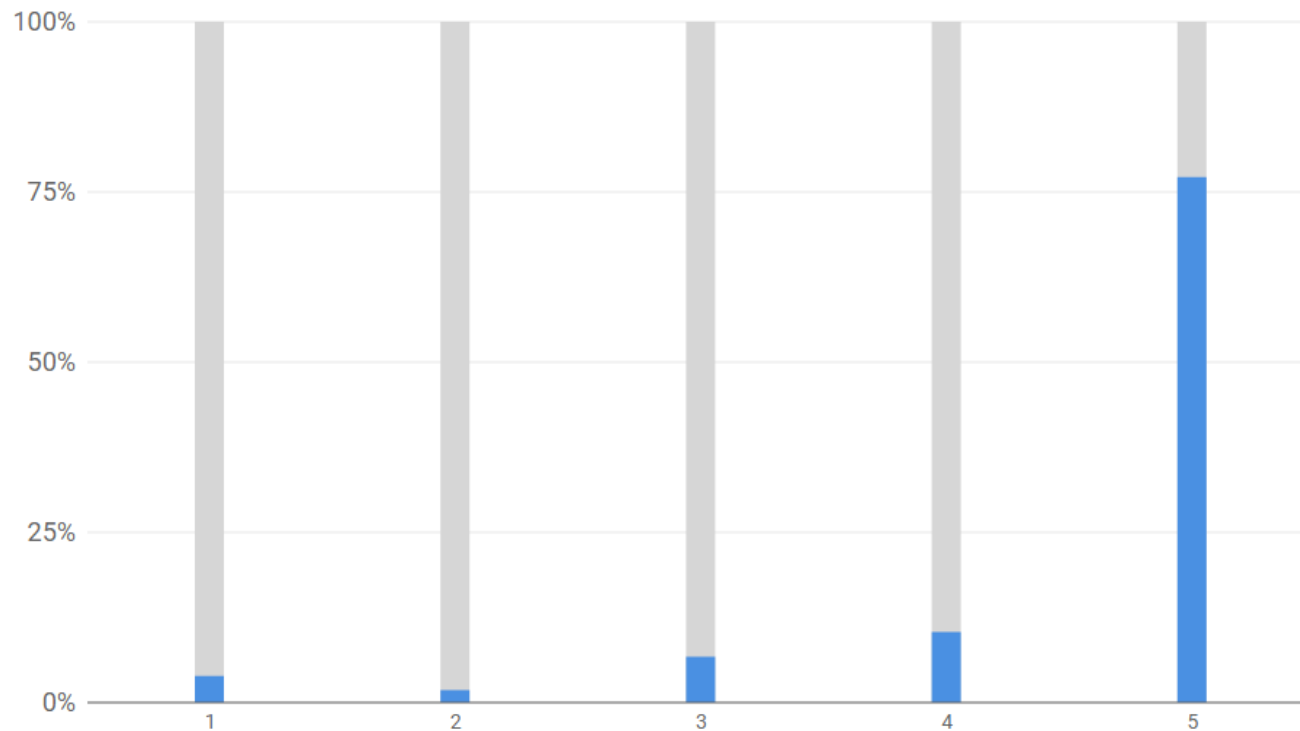


Strongly agree Agree Disagree Strongly disagree Neither agree or disagree



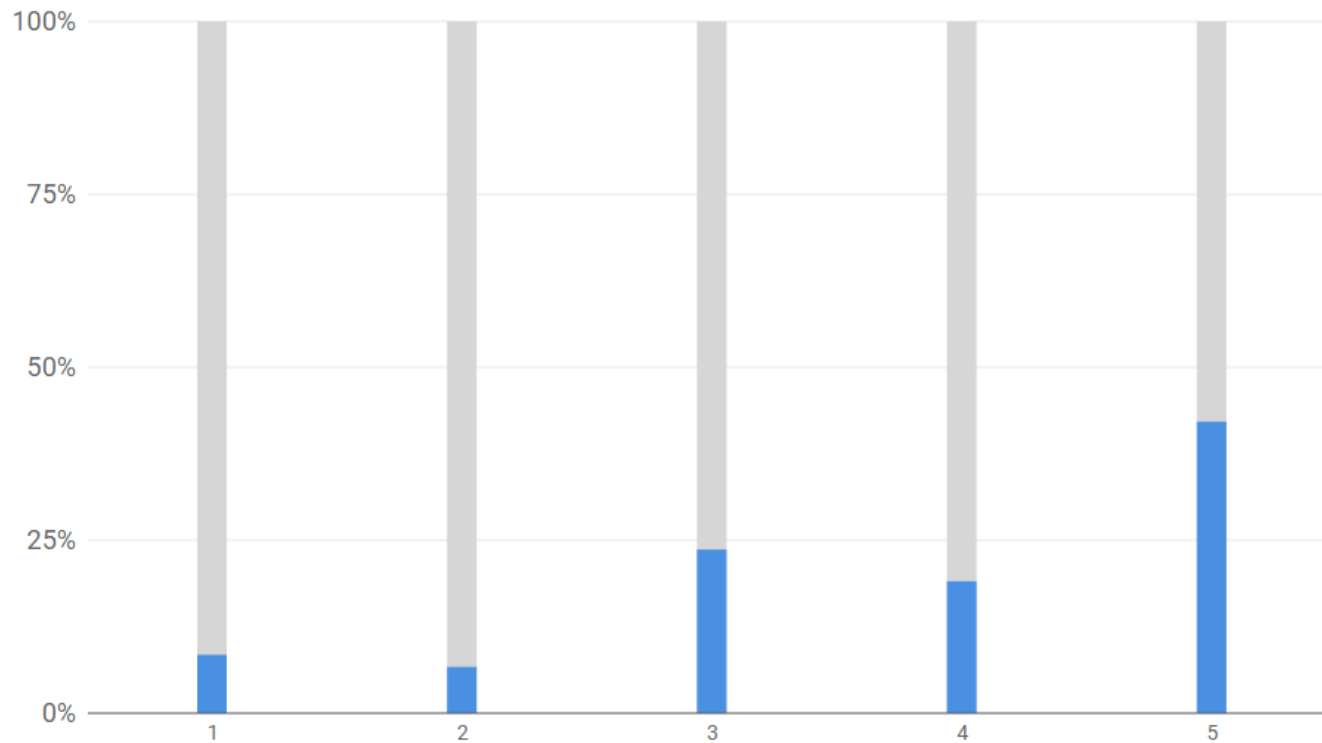
## The Council should continue to provide fortnightly collections of all waste and recycling

Scale	Percentage
1 – Strongly Disagree	3.90
2 - Disagree	1.82
3 - Neither disagree or agree	6.74
4 - Agree	10.35
5 - Strongly Agree	77.18



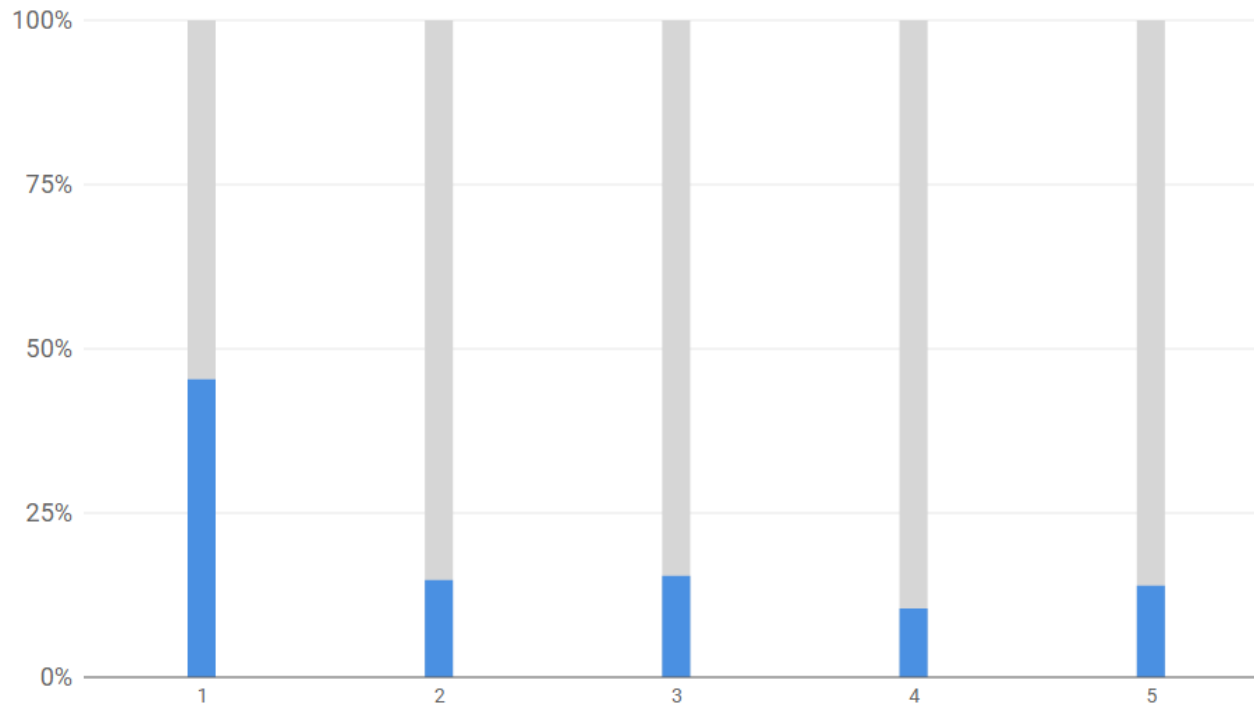
**The Council should provide additional collection capacity for those who may need it e.g. larger families, households with large quantities of adult or child nappies**

Scale	Percentage
1 – Strongly Disagree	8.44
2 - Disagree	6.69
3 - Neither disagree or agree	23.64
4 - Agree	19.08
5 - Strongly Agree	42.15



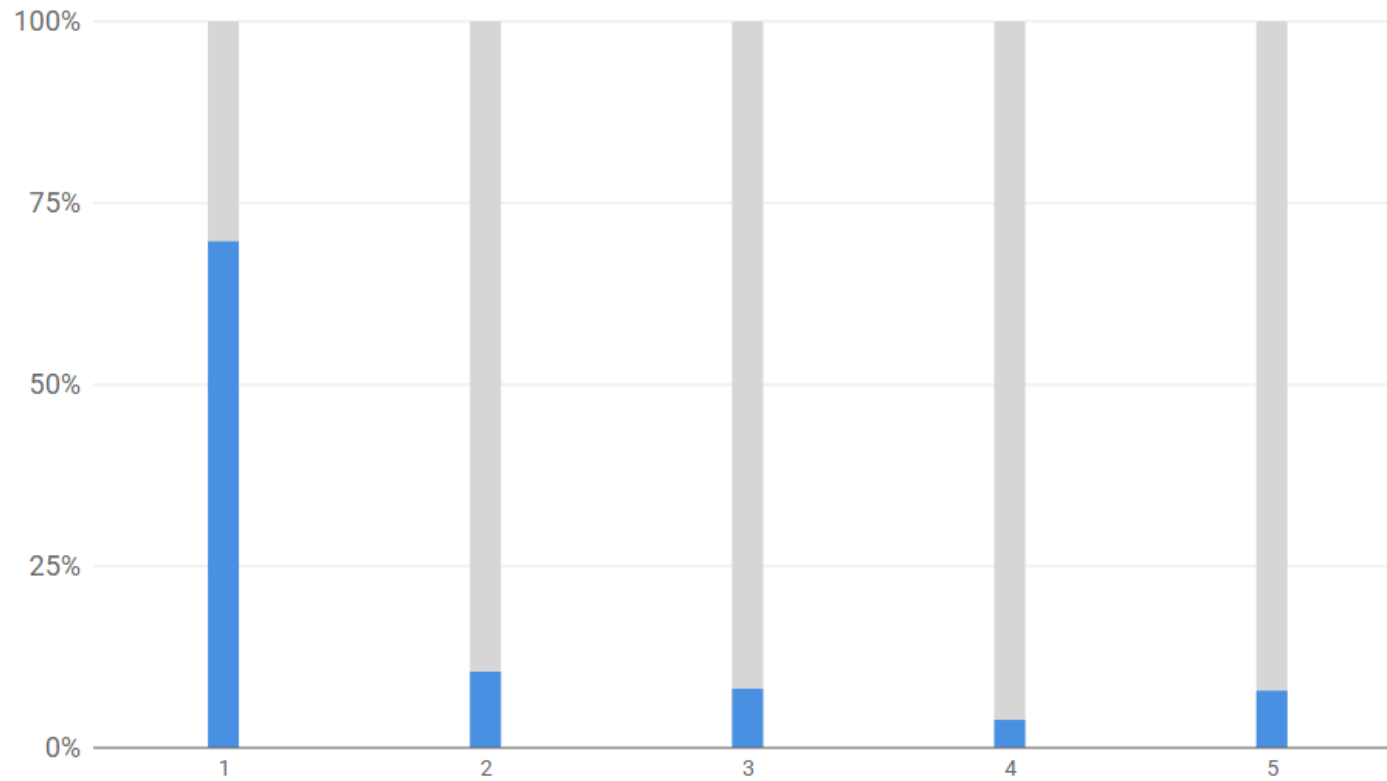
**I would be able to manage my waste effectively with three weekly residual waste (refuse) collections by recycling more and squashing items.**

Scale	Percentage
1 – Strongly Disagree	45.36
2 - Disagree	14.81
3 - Neither disagree or agree	15.43
4 - Agree	10.45
5 - Strongly Agree	13.95



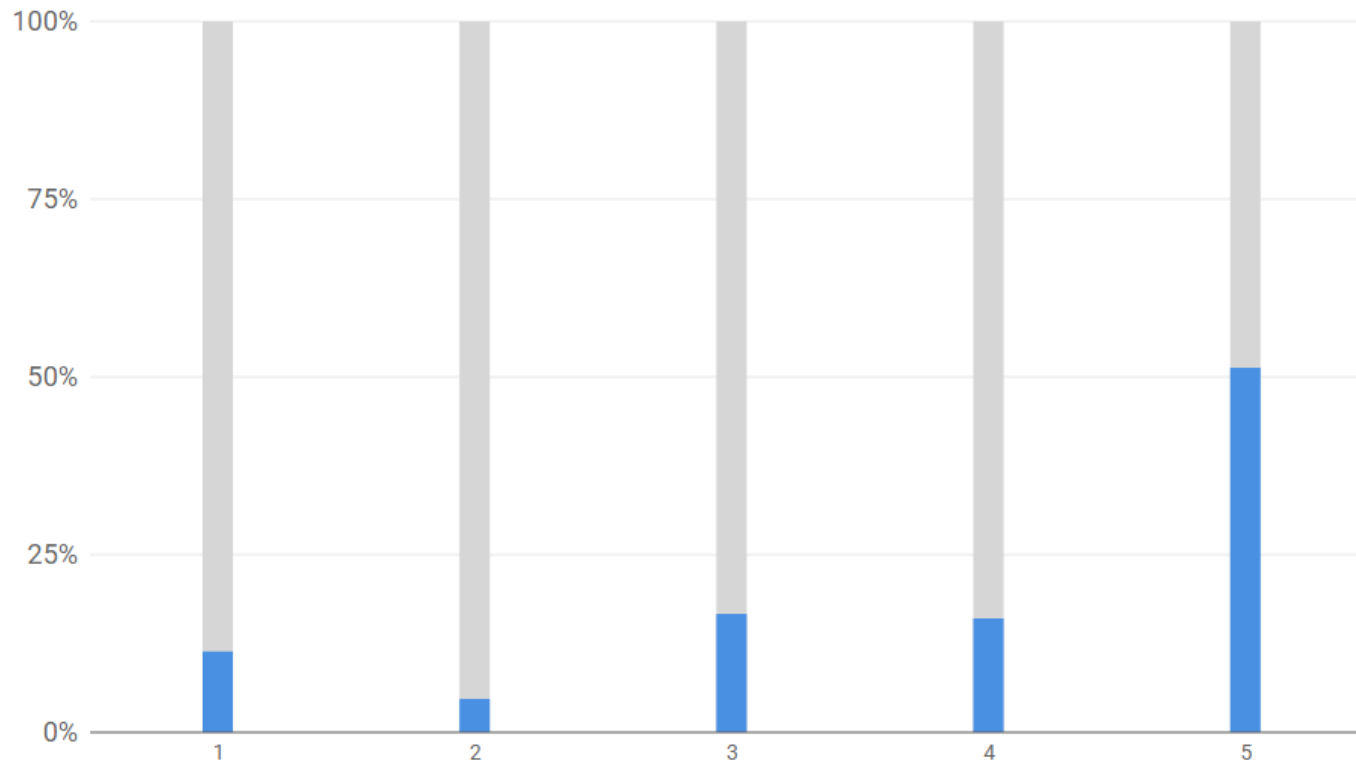
**I would be able to manage my waste effectively with four weekly residual waste (refuse) collections by recycling more and squashing items**

Scale	Percentage
1 – Strongly Disagree	69.72
2 - Disagree	10.49
3 - Neither disagree or agree	8.09
4 - Agree	3.84
5 - Strongly Agree	7.85



## I would like to be able to put out extra recycling next to my bin

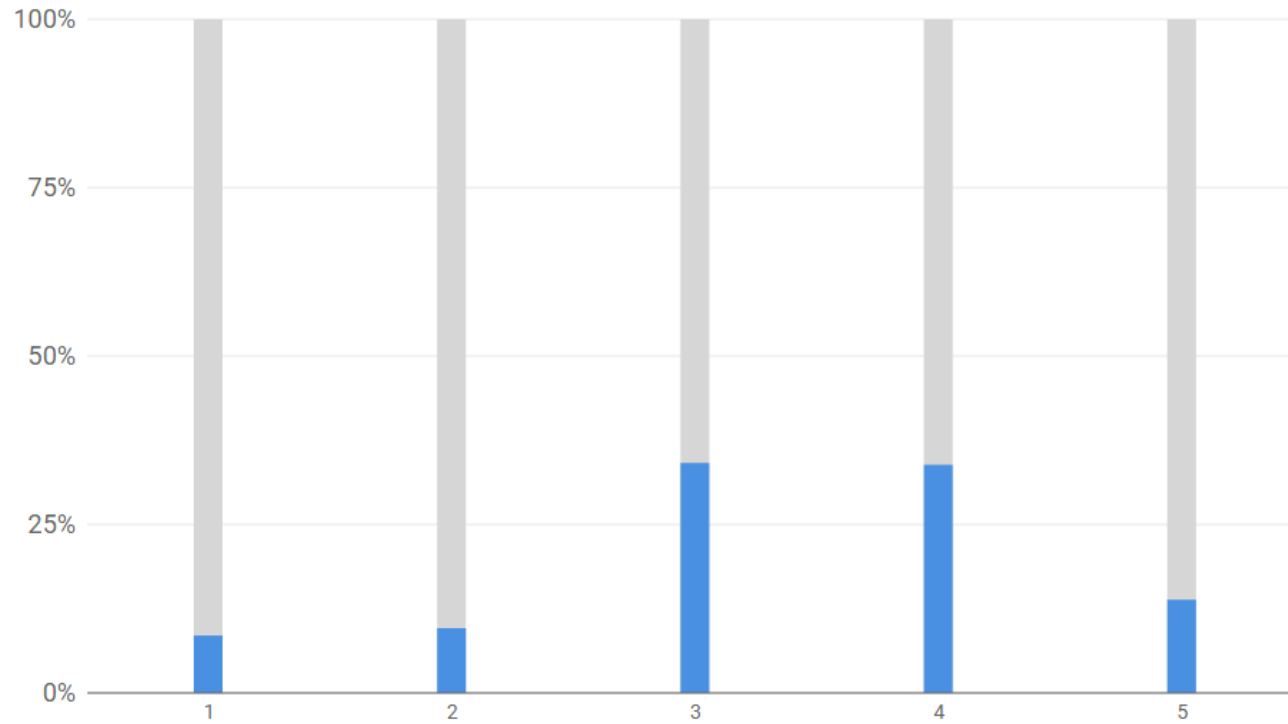
Scale	Percentage
1 – Strongly Disagree	11.36
2 - Disagree	4.71
3 - Neither disagree or agree	16.66
4 - Agree	16.01
5 - Strongly Agree	51.26



## Street cleansing

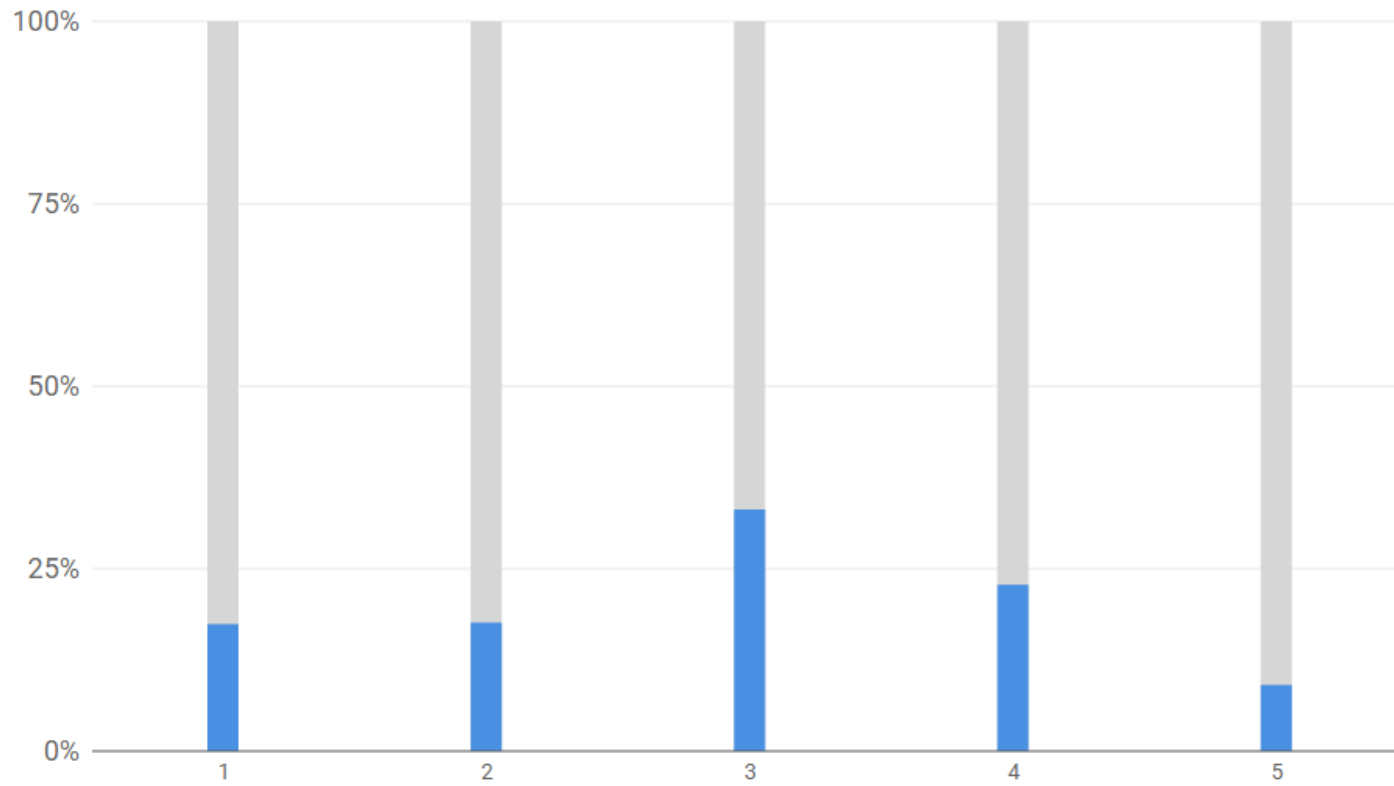
The standard of street sweeping and litter picking in town centres

Scale	Percentage
1 (Poor)	8.51
2	9.62
3	34.15
4	33.88
5 (Excellent)	13.84



## The standard of street sweeping in residential areas

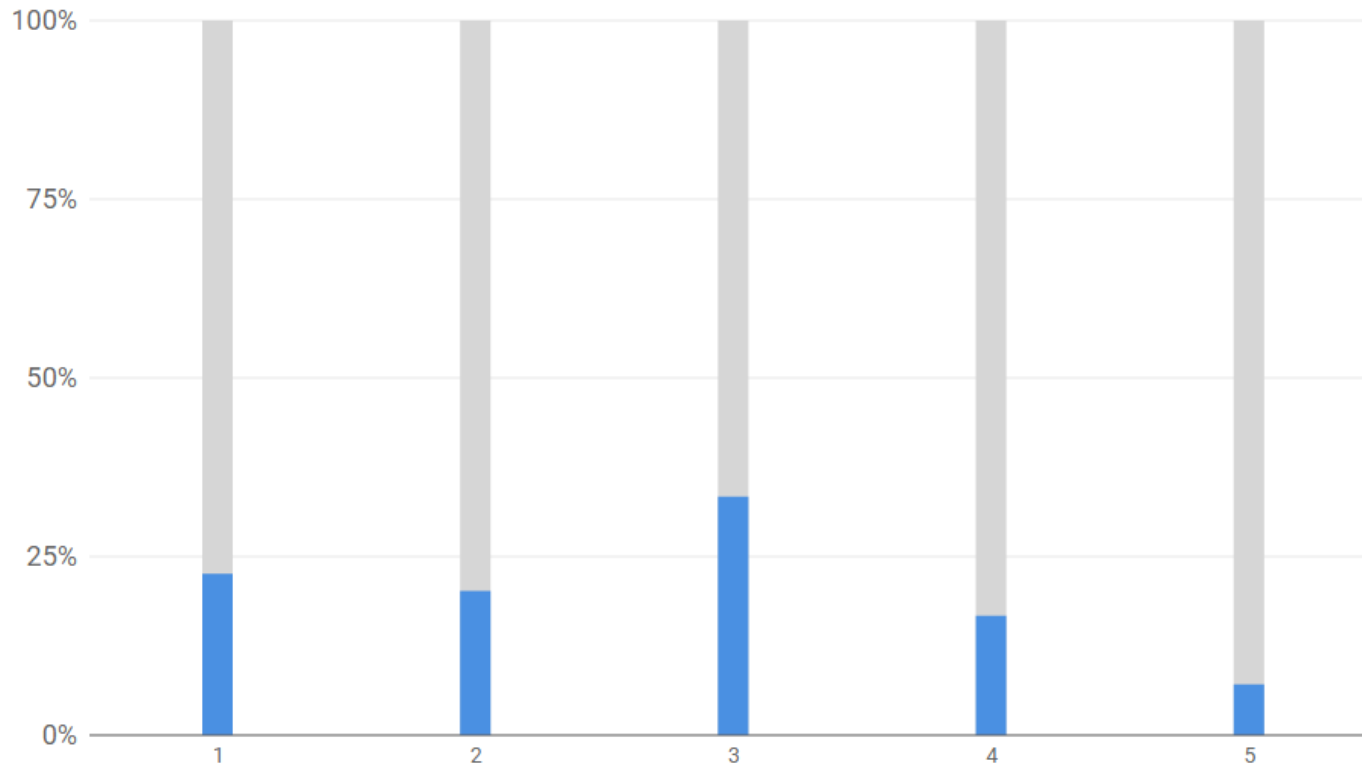
Scale	Percentage
1 (Poor)	17.40
2	17.61
<b>3</b>	<b>33.13</b>
4	22.79
5 (Excellent)	9.06





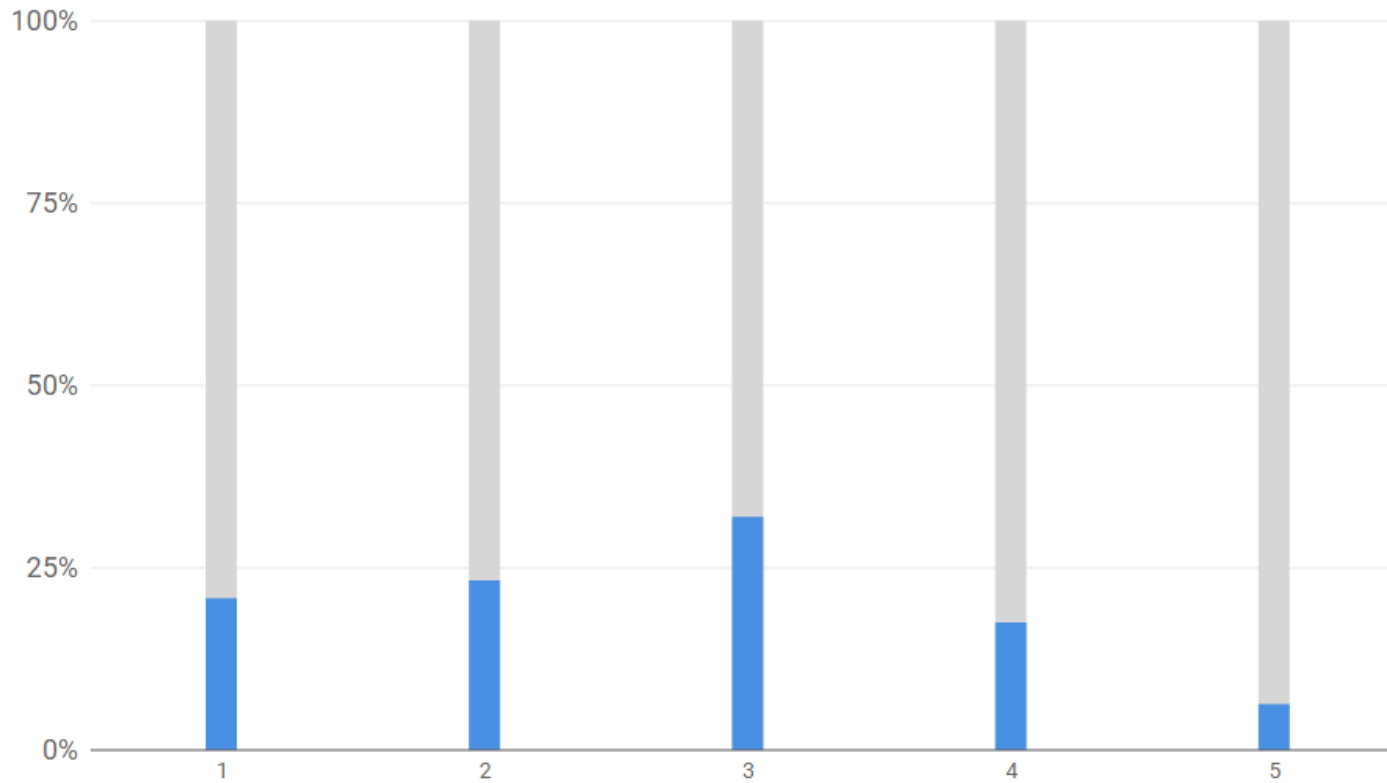
## The standard of litter picking in residential areas

Scale	Percentage
1 (Poor)	22.59
2	20.17
3	33.4
4	16.73
5 (Excellent)	7.11



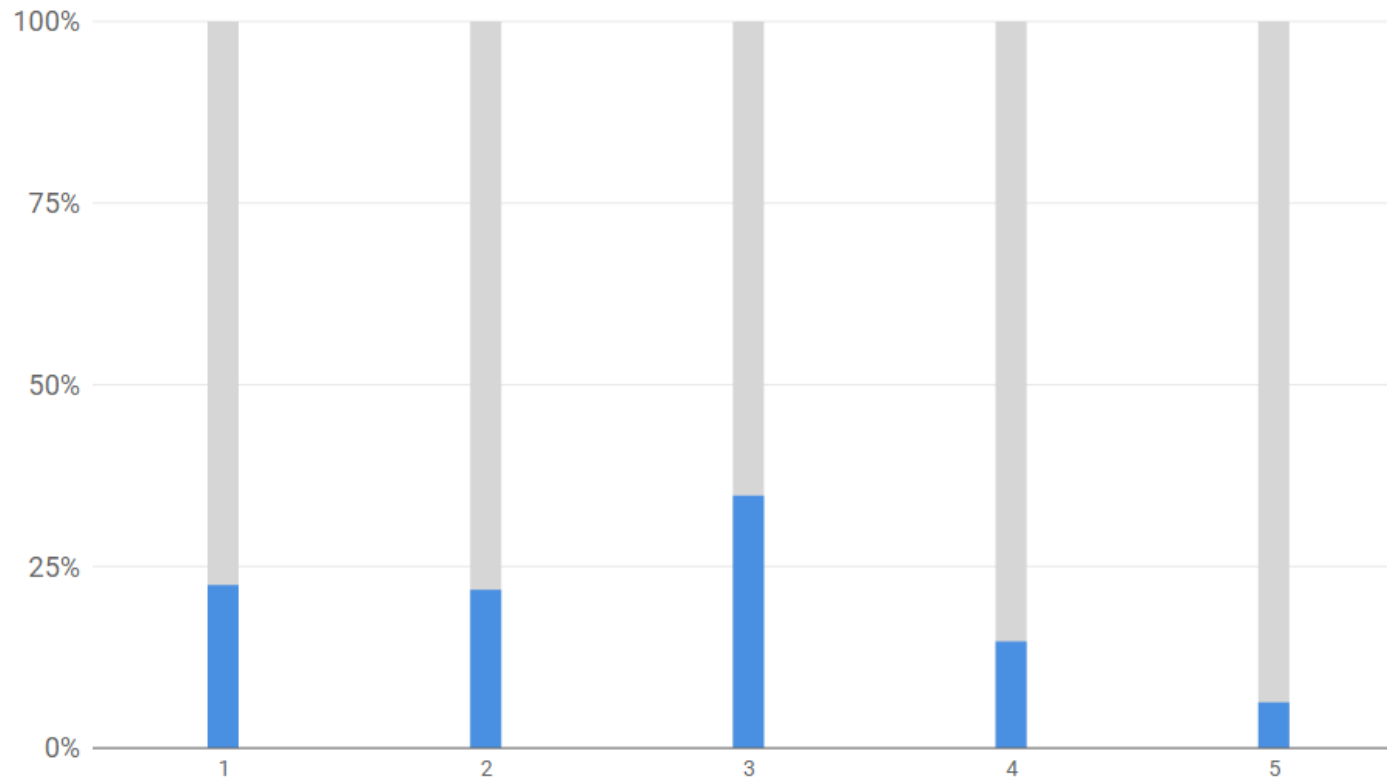
## The provision and emptying of on street litter bins

Scale	Percentage
1 (Poor)	20.83
2	23.31
3	32.01
4	17.54
5 (Excellent)	6.31



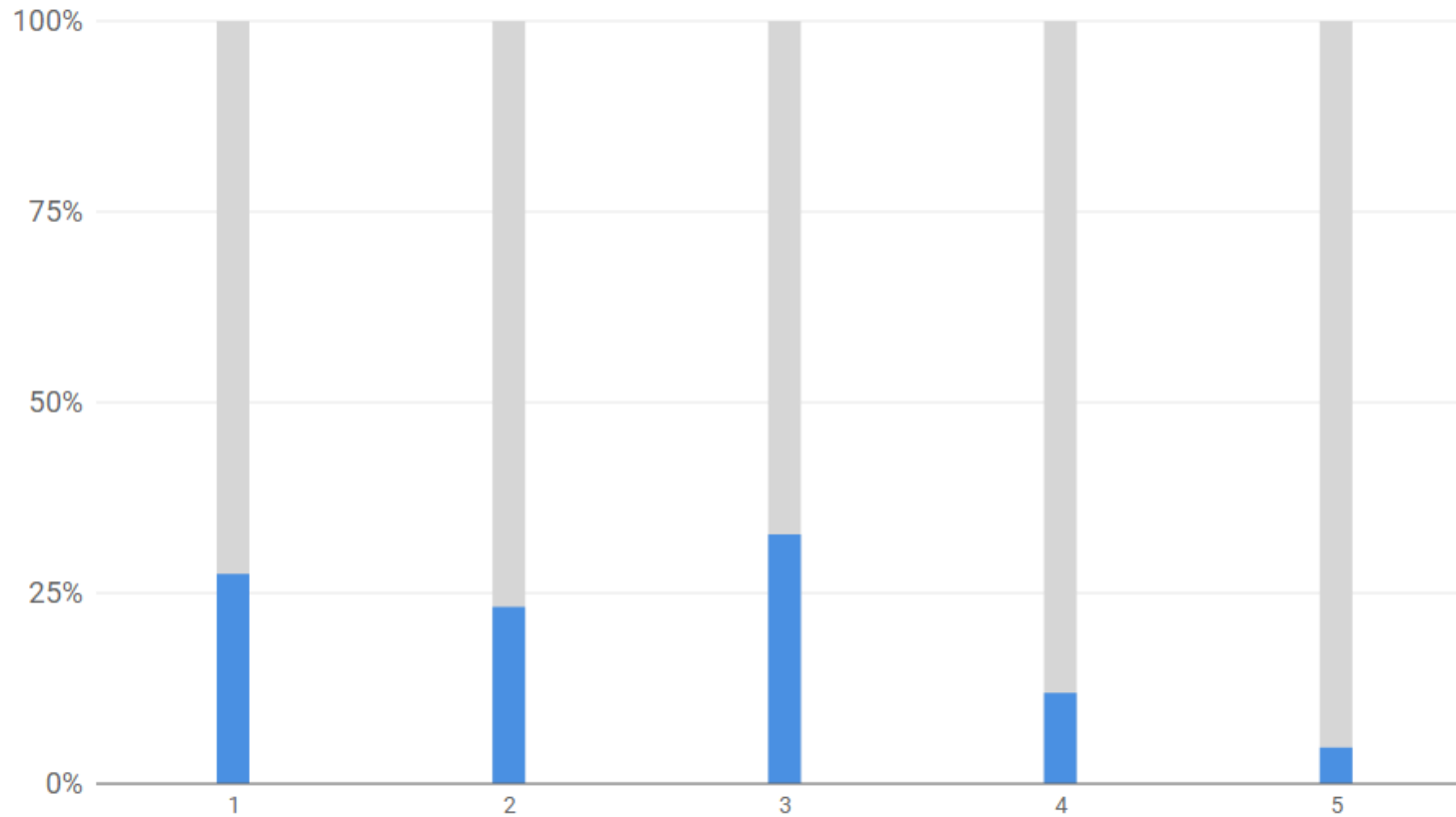
## The management of fly tipped waste on the highway

Scale	Percentage
1 (Poor)	22.42
2	21.81
3	34.77
4	14.7
5 (Excellent)	6.3



## The management of litter on high-speed dual carriageway and major A roads e.g A602, A505, A414 & A10

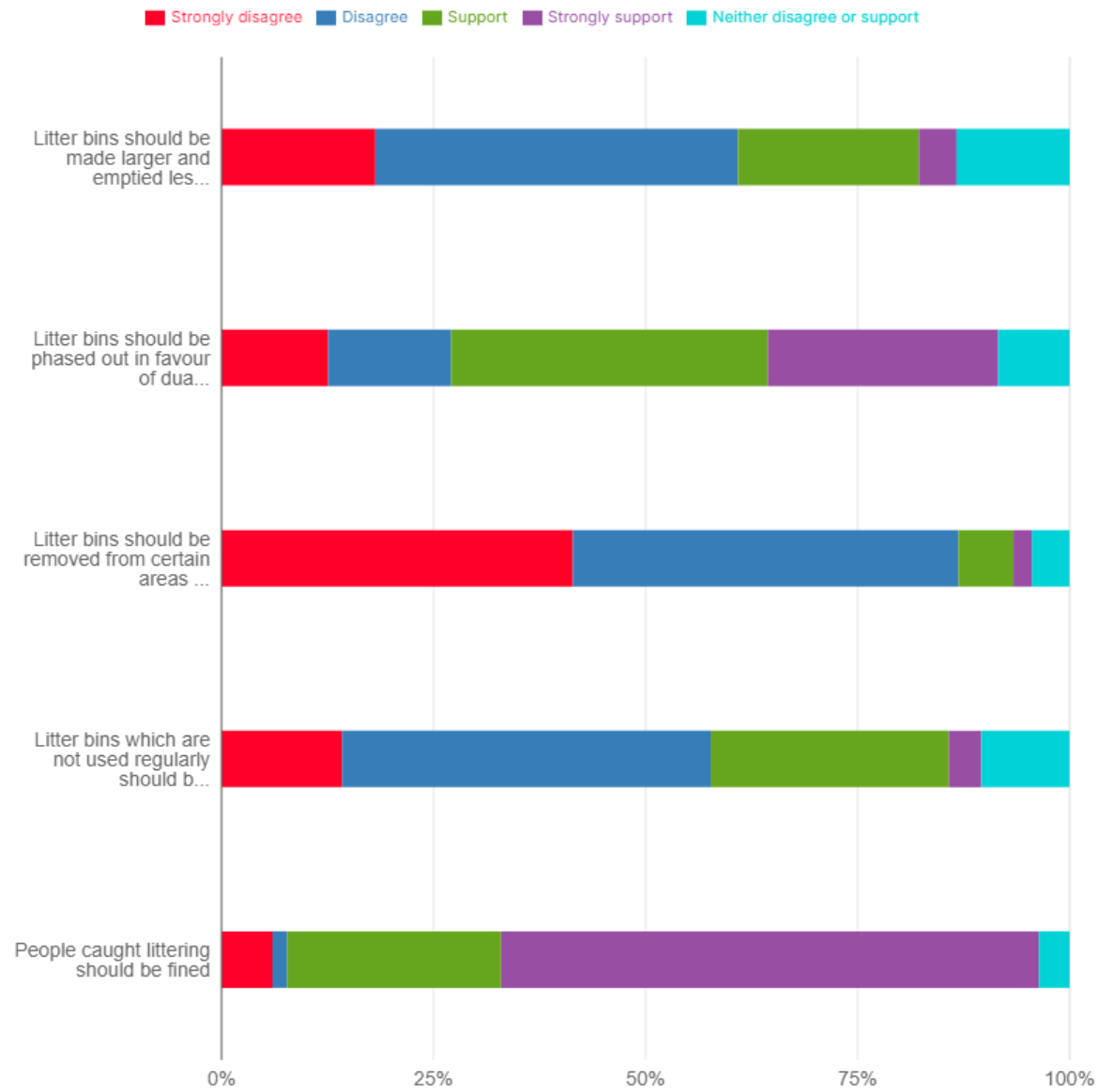
Scale	Percentage
1 (Poor)	27.48
2	23.17
3	32.7
4	11.92
5 (Excellent)	4.74



## Our carbon footprint

The council is looking for ways to reduce its carbon footprint and reduce costs but limit the impact on the provision of cleansing services. Please indicate which of the following you feel would help achieve this.

Answer Option	Strongly disagree %	Disagree %	Support %	Strongly support %	Neither disagree or support %
Litter bins should be made larger and emptied less frequently	18.14	42.75	21.33	4.44	13.35
Litter bins should be phased out in favour of dual litter and recycling bins	12.57	14.5	37.34	27.16	8.43
Litter bins should be removed from certain areas so people are encouraged to take litter home	41.43	45.48	6.45	2.17	4.46
Litter bins which are not used regularly should be removed	14.21	43.47	28.1	3.81	10.4
People caught littering should be fined	6	1.75	25.22	63.41	3.62



**Please select the statement which most closely applies to you (Hanger preference)**

<b>Answer Option</b>	<b>%</b>
I don't think hangers should be provided as I can check my collection dates online	36.58
I don't think hangers are needed as I can check my collection dates with neighbours	1.16
I don't think hangers are needed, I put my bin out and know it will be emptied eventually	1.61
I don't think hangers are needed if collections are only delayed by one day	5.91
I think we should keep the hangers as I use them for reference	32.28
I think we should keep hangers at Christmas where the change to bin days is not simple	22.46