



Cardiff's Draft Recycling and Waste Strategy 2021-25

RESULTS REPORT



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Background

Cardiff's draft recycling strategy 2021-25 'Make a change to save our planet- Reduce, Re-use, recycle' outlines our plans to make Cardiff a world-leading recycling city. It aims to ensure that the Council continues to improve recycling services for residents and businesses.

Working with residents and understanding the city's communities is integral to influencing decisions, when seeking to continuously improve our recycling services. Therefore, a 6 week public consultation took place. The results in this report will support the development of the final recycling strategy for 2021-25, and the development of actions to deliver improvements to improve reduction, re-use and recycling.

The 7 key headline aims are:

- Improve material quality
- Increase recycling participation and capture of priority materials
- Increase opportunities for communities and residents to recycle
- Make use of all available data, to develop targeted actions
- Reduce single use plastics
- Encourage and support the prevention, reuse and repair of materials
- Contribute towards developing a circular economy within Wales

Methodology

- A bilingual online survey was developed by the Waste Strategy team in conjunction with the Cardiff Research Centre.
- The survey was promoted via the council's corporate Facebook, Twitter and Instagram accounts throughout the consultation period, receiving a total of 783 clicks
- There was also a paid-for social media ad campaign targeting all areas of the city, with added focus on areas of the city with traditionally low-response rates to consultations. The ads generated 2,917 clicks through to the consultation site and the ads were viewed 244,569 times (impressions).
- The survey was hosted on the Council website, and promoted to Council employees via DigiGov, Intranet and Staff Information.
- The survey was sent to the Citizens Panel which is made up of over 6,000 Cardiff residents.

Results

After data cleansing and validation, there were 3,305 responses to the consultation.

There were 2,475 valid Cardiff postcodes identified within the results. The map below (Figure 1) shows population representation at ward level for Cardiff residents.

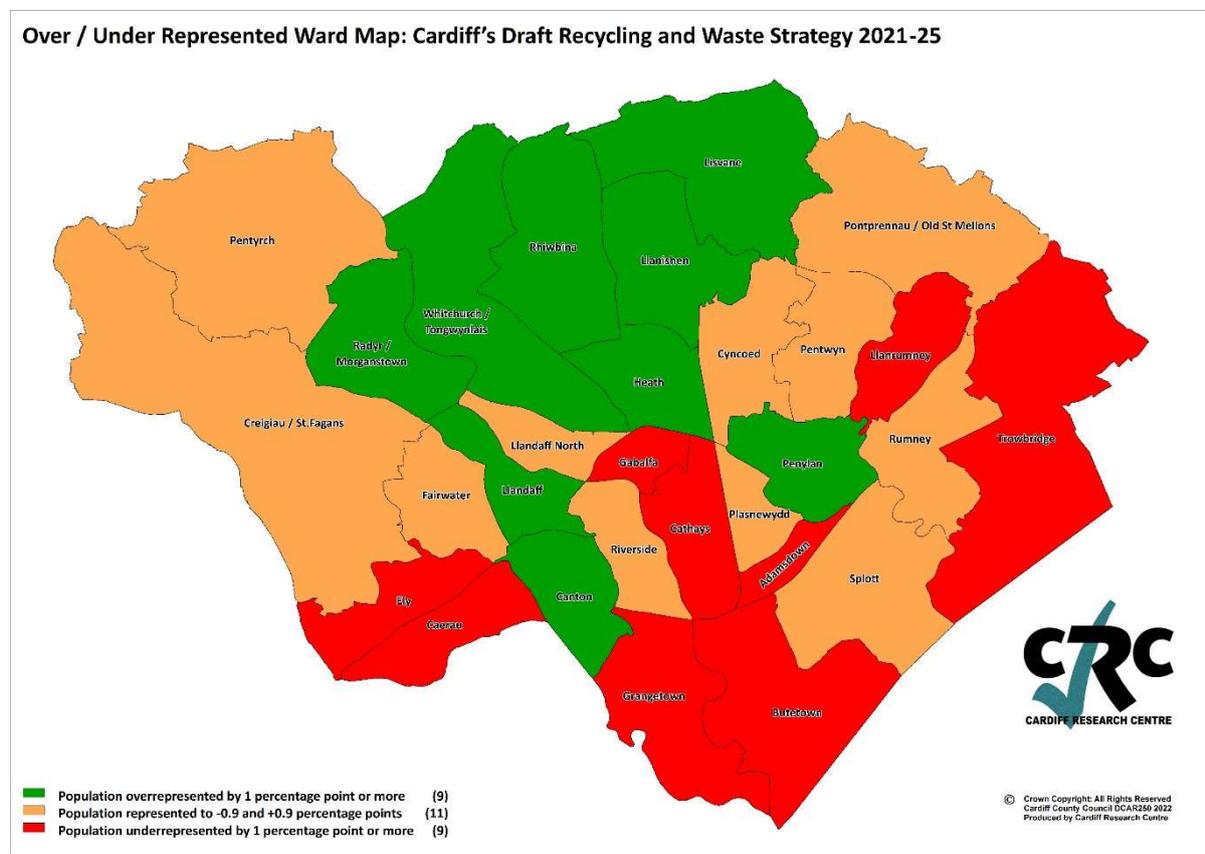


Figure 1. Representation by Ward

Those that did not provide a postcode are included in overall figures but are excluded from spatial analysis.

The responses have been analysed by age and gender, with responses related to households with resident children, southern arc residents, residents with a minority ethnic background, those with a disability, and those living in the least / most deprived areas of the city broken down to provide clear information.

In addition, the analysis includes the response from those living in the 'Southern Arc' of Cardiff which comprises the following electoral divisions: Adamsdown, Butetown, Caerau, Canton, Ely, Grangetown, Llanrumney, Riverside, Rumney, Splott, Trowbridge. (See map at Figure 2).

Specific questions have been viewed by property type which allows us to identify issues impacting respondents in certain types of properties.

Welsh Index of Multiple Deprivation

To help gain a better understanding of the experiences and views of Cardiff residents an additional level of analysis has been introduced that looks at responses by deprivation fifth.

The Welsh Index of Multiple Deprivation (WIMD) is the official measure of small area deprivation in Wales and is designed to identify those small areas where there are the highest concentrations of several types of deprivation. Each Lower Super Output Area (LSOA) in Wales is ranked in terms of overall deprivation as well as for several separate domains, with a rank of 1 assigned to the most deprived area.

The 216 LSOAs in Cardiff are ranked from highest to lowest by their overall deprivation rank and then split into five equal bands, ranging from least deprived (i.e. least deprived 20% of LSOAs in Cardiff) to most deprived fifth (i.e. most deprived 20%). Respondents are then assigned to a deprivation fifth according to their postcode. As such, respondents from outside Cardiff or those with a missing/incomplete/incorrect postcode will be excluded from this analysis.

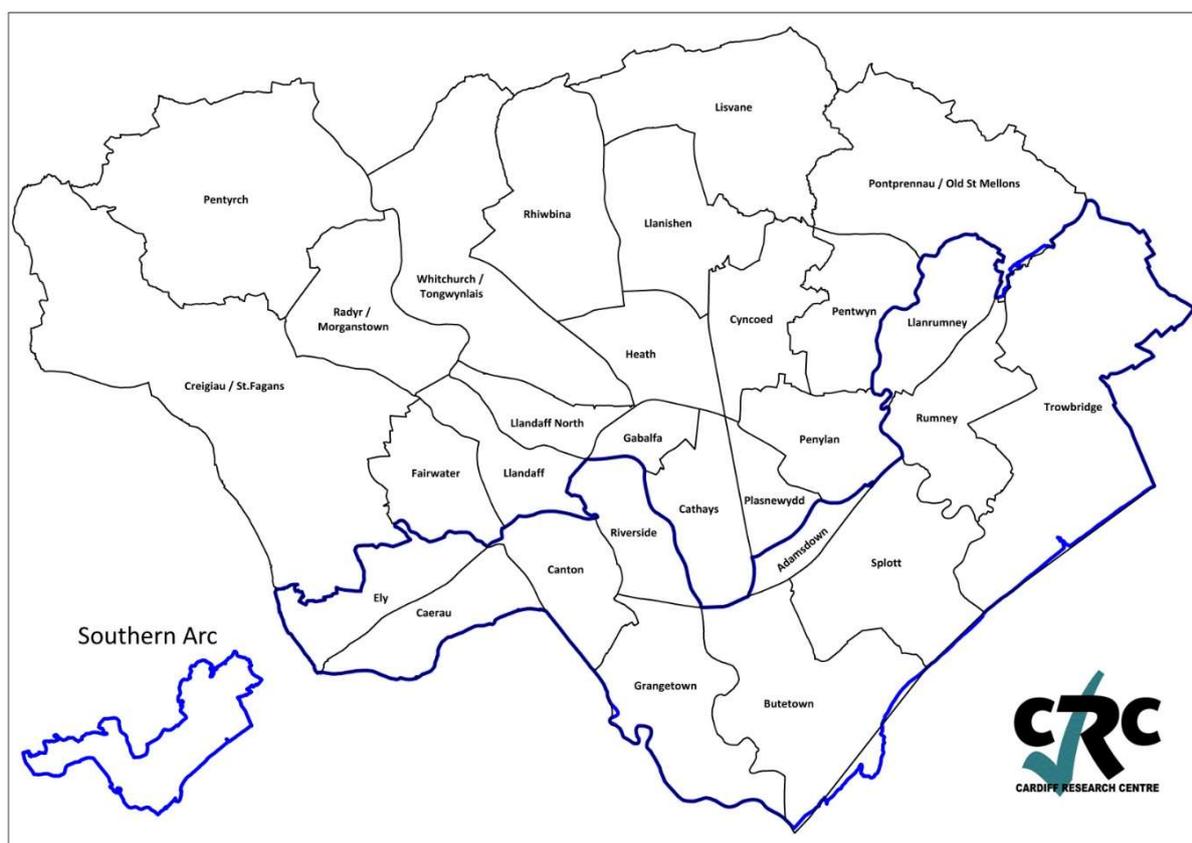


Figure 2. Map of Southern Arc

Section one – Improve Material Quality

A recent analysis of the material collected from green bags within the City identified that:

- 23.7% of items placed into green bags, collected from the kerbside were incorrect
- 41.4% of items placed into green bags, collected from blocks of flats were incorrect

Whilst our process is able to segregate small items of contamination, for example the incorrect plastic type, the range of 'dirty' material being included is a real issue, for example, food waste, nappies and even medical waste.

For this reason, we lose 30% of the material we collect for recycling, which is then used as fuel to create energy rather than used as a resource and made into new products. To put scale to the issue, that's over 10,000 tonnes of material lost in 2019/20. That's the weight of 10,000 giraffes!

While educating residents and enforcing correct use (by issuing £100 Fixed Penalty Notices) can play a part in changing behaviour, we know that an improved recycling service is required. Staying as we are is not an option.

Further separation of materials will improve the quality of items collected. Choosing a container that is not single use and needs to be returned to a property will encourage residents to use them correctly. It's also a more sustainable option.

We have considered a number of recycling collection options that are available to us, these options are explored in more detail in the draft recycling and waste strategy but can be briefly summarised as:

Full kerbside sort - this option requires the full separation of all recyclable materials, with 4 separate containers provided for glass, paper, cardboard and tins/cans/plastic bottles, tubs and trays. All recyclable materials, including food, are collected on a single collection vehicle and sorted into their own individual compartments on the collection vehicle.

'Three stream' collection - this option still requires the separation of material, but paper and cardboard is mixed together. Residents will have 3 separate containers for glass, paper/cardboard and tins/cans/plastic bottles, tubs and trays. Recycling is collected on one vehicle, and food waste is collected by a separate vehicle.

We have also considered the recycling container options available, which are re-useable hessian sacks, rigid boxes, stackable boxes, wheeled bins, kerbside caddies. There are a number of things to consider when choosing the most suitable container type for the whole City, including:

- Storage for differing housing types

- Size/capacity (e.g. a rigid box is 55L whereas a sack is 90L. A standard green recycling bag is 60L)
- Health and safety within collections
- Cost
- How material quality may be impacted (e.g. crews would be unable to see the contents of a wheeled bin)

Do you agree that Cardiff needs to improve the quality of material collected?

Over four in five (85.0%) respondents agreed that Cardiff needs to improve the quality of material collected.

	No.	%
Yes	2,677	85.0
No	471	15.0
Total Respondents	3,148	100.0

At least 80% of respondents within each demographic and geographic group agreed that Cardiff needs to improve the quality of material collected.

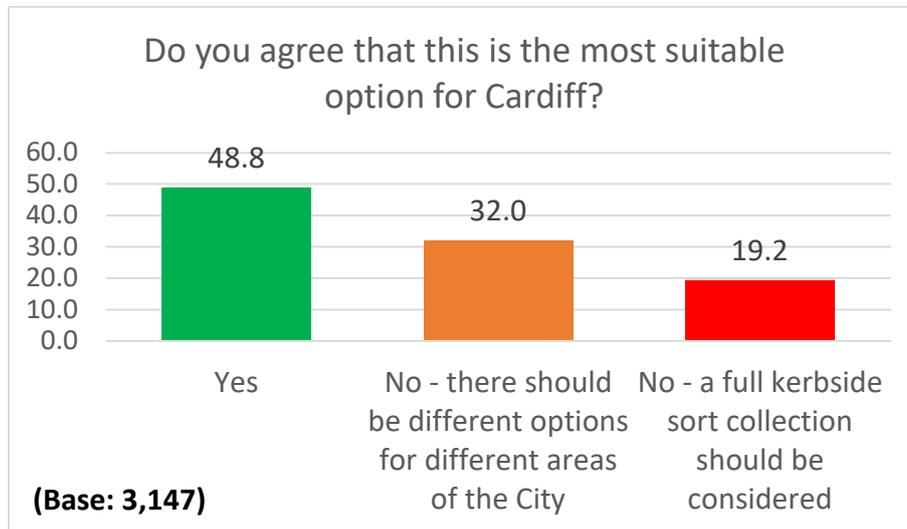
There was no correlation with level of deprivation.

After considering these options, and on balance with the challenges faced within an urban City we are currently trialling a new and improved collection method across 4,000 properties across the City. This collection involves 3 containers being provided, which is the 'three stream' collection option:

- A red re-useable sack for paper and cardboard
- A blue re-useable sack for tins/cans and plastic bottles, tubs and trays
- A glass caddy for glass bottles and jars

Do you agree that this is the most suitable option for Cardiff?

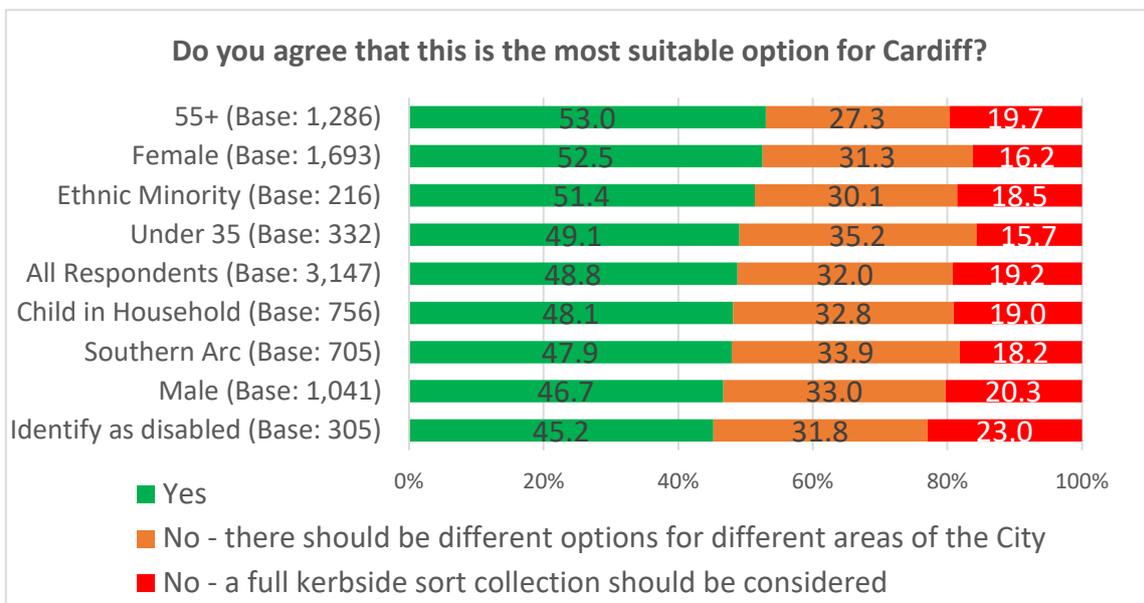
Almost half (48.8%) of respondents agreed with the proposals. Around one in three (32.0%) felt there should be different options for different areas of the City, whilst one in five (19.2%) felt that that a full kerbside sort collection should be considered.



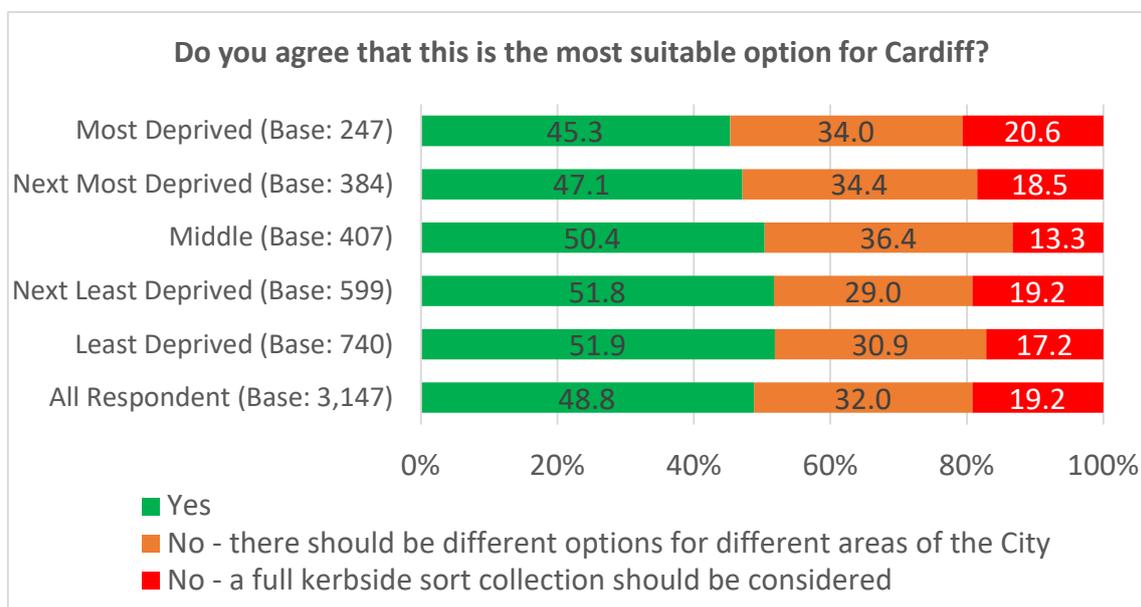
At least 40% of respondents within each demographic and geographic group agreed that this is the most suitable option for Cardiff.

Agreement was highest amongst those aged 55+ (53.0%) and females (52.5%); it was lowest amongst those identifying as disabled (45.2%), and males (46.7%).

Those identifying as disabled (23.0%) were the group that showed the greatest interest in a full kerbside collection; this drops to 15.7% when viewed by those aged under 35.



Respondents living in the least deprived areas of the city were more likely to agree that this is the most suitable option for Cardiff than those living in the least deprived areas (51.9% and 45.3% respectively).



Respondents living in semi-detached properties were most likely to agree (51.1%); those living in a Flat, Maisonette, Bedsit, Studio or Room only (43.8%) were least likely to agree.

Over two fifths (43.8%) of those living in a Flat, Maisonette, Bedsit, Studio or Room only cited '**No - there should be different options for different areas of the City**'; this is 16 percentage points higher than those living in a semi-detached property (27.8%).

If no, please explain your reasons why

Respondents were given the opportunity to explain the reason why they think there should be different options for different areas, or think that a full kerbside collection should be considered.

No – A full kerbside sort collection should be considered

All comments were grouped into themes, the top three themes along with example comments can be viewed below and overleaf. A full breakdown can be found in Appendix A.

Theme	No	%	Example Comment
Reusable sacks being blown away / not fit for purpose	149	33.2	<ul style="list-style-type: none"> I feel that reusable sacks will get blown away/lost easily and have the potential for rubbish to be blown around the streets. Will they be waterproof enough to protect the paper recycling? HMOs already have a lot of bins outside These sacks empty their contents in the slightest breeze

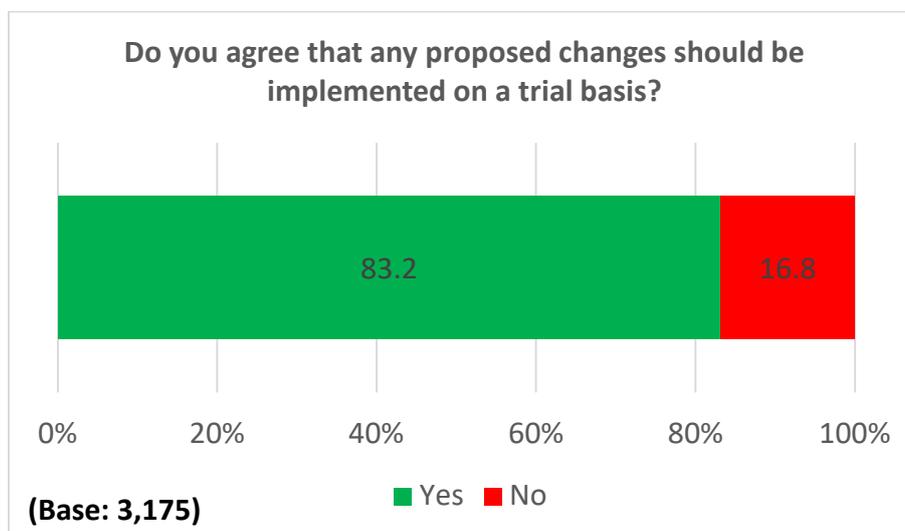
			<ul style="list-style-type: none"> • The current containers are totally unsuitable and are already leading to messy streets especially and the carts no longer come around. The contents get wet dirty and already the containers are becoming unpleasant • There will be a risk to traffic on windy days when empty bags blow around • Bags get wet, difficult to dry wet bags and store in house, bags blow away
Storage concerns	129	28.7	<ul style="list-style-type: none"> • Some people do not have the space in their homes for 3 separate refuse bins, example, people in 1 bedroom flats, the kitchens are tiny & have no room for 3 separate bins • Nowhere to store the bags and rubbish live on busy street where bags will disappear and become lost • Terraced houses with no rear access have no room for all the different sacks • There isn't enough space in most properties for all these sorting containers, and people would not bring wet soggy dirty bags into their house. • Too many containers involved. They will become dirty very quickly and nowhere to store them.
Sorting concerns	63	14.0	<ul style="list-style-type: none"> • People will still not learn and still mix waste it is up to the council to improve their internal processes • Having to sort at home will discourage people from recycling. • The Council should sort after collection not before • It's a lot of work and still doesn't guarantee the right product for recycling being placed in the correct bin • people will be less inclined to sort properly leading to less recycling, I've lived in Swansea and people there can't be bothered to use all the different bags.

No – There should be different options for different areas of the city

All comments were grouped into themes, the top three themes along with example comments can be viewed below. A full breakdown can be found in Appendix B.

Theme	No	%	Example Comment
Storage concerns	418	46.5	<ul style="list-style-type: none"> • Where do you intend, I keep your extra sacks or boxes? My house isn't any bigger than it was before. • I live in a small flat and have no room. For 3 recycling bins, food waste bin and general waste bin. • Unfortunately, we do not have space in our house for additional bins. We already have five when considering recycling, landfill, food, supermarket bags & teracycle. • Our homes aren't designed for so many storage options • Too many bags in my flat, how can I fit 5 bins in a small kitchen?
Vary approach by accommodation type / area	342	38.0	<ul style="list-style-type: none"> • Different types of property may require different options due to storage space available • Not everywhere has storage, houses aren't the same as flats etc • Different issues / risks in more rural locations • Take Grangetown - HMOs, houses with gardens for bins, blocks of flats with shared bins, houses that open onto the street. One size cannot fit all • It cannot be a one size fits all for such different housing stock - consider the differences between properties in Cyncoed (plenty of room) with terraced housing - limited indoor space
Bags not fit for purpose / unsecure/ blow away /porous / unhygienic	172	19.1	<ul style="list-style-type: none"> • Reusable sacks are going to blow away once empty. • I live on Newport Road, sacks will get taken, blown away across traffic this will cause accidents • Sacks blow away and tear too easily (know from previous experience) • Bags will break, they will smell some built up areas waste will be spilt onto roads • Sacks blow away and we have to pay to replace them, they're also nasty to move through the house if wet, glass bins need to be larger than those trialled previously and have better closure, so they don't fill with water

Do you agree that any proposed changes should be implemented on a trial basis?
 Over four fifths (83.2%) of respondents agreed that the proposals should be implemented on a trial basis.



Agreement was highest amongst females (86.9%) and those respondents aged 55+ (84.6%); it was lowest amongst males (78.6%), and those residing in the Southern Arc of the City (80.3%).

There was no correlation with level of deprivation.

If we were to provide alternative containers for your recycling across the city, which would you prefer:

'Recycling Caddies' was viewed as the preferred receptacle, with over one in three (36.9%) choosing this option. Three in ten (29.7%) would like **'Recycling boxes'** as an alternative.

	No.	%
Recycling caddies	1,029	36.9
Recycling boxes	828	29.7
Re-useable hessian sacks	491	17.6
Other	438	15.7
Total Respondents	2,786	100.0

N.B. Don't know responses have been removed from the analysis

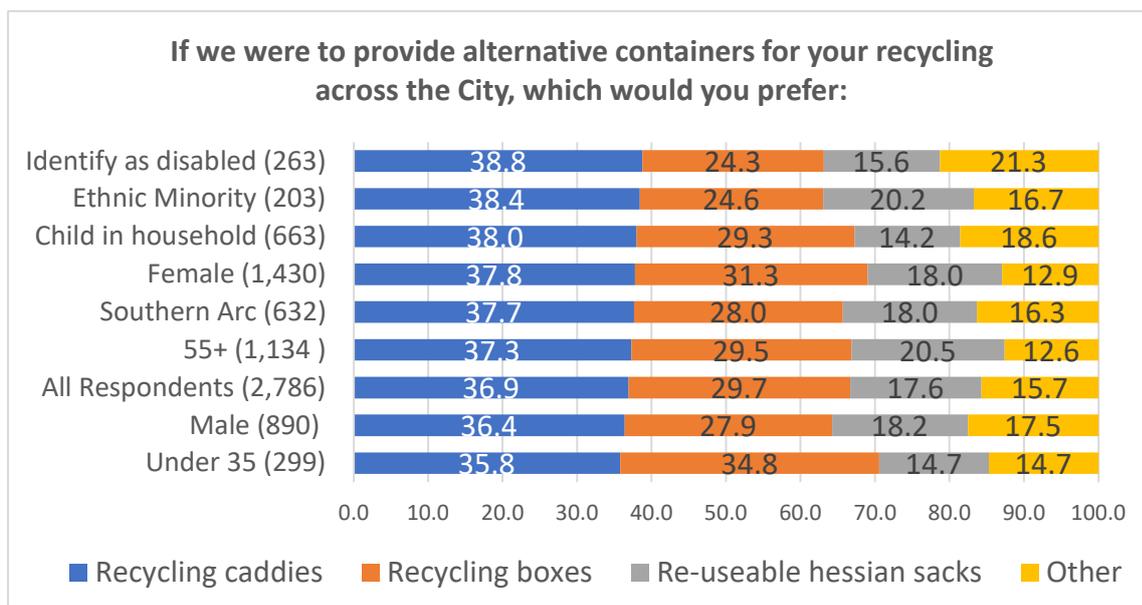
If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix C.

Theme	No.	%	Example Comment
Keep current system	109	25.9	<ul style="list-style-type: none"> I'm happy with the system we have, if people can't get that right they will never get a new system right. Keep it as it is. Green bags

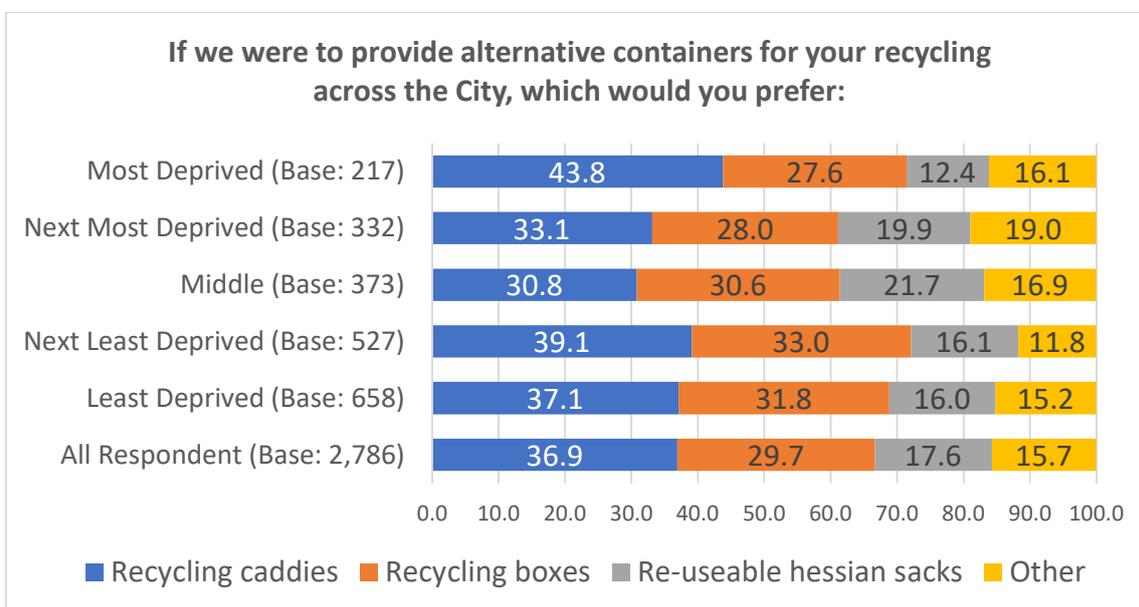
			<ul style="list-style-type: none"> • best as it is now!! • Green bags which are 76.3% effective. • The current bag system, fill in kitchen, take outside, I've no idea where all this proposed new stuff will be kept. • Stick to the current but increase education and the fine process.
Wheelie bins / Weatherproof bins	100	23.8	<ul style="list-style-type: none"> • Bins with lids - keeping items fully dry and rats out!!!!!! • Enclosed recycling bins for outside that are weatherproof • Something weatherproof (rain & wind) with a lid that is large enough to contain the amount of recycling. • 2 wheelie bins 1 for plastics and 1 for cardboard and paper • Wheelie bins (something solid plastic...not bags or sacks as these blow away even if weighted)
Storage concerns	53	12.6	<ul style="list-style-type: none"> • Caddies that can be taken and recycled as consumers do not have to bring and store wet caddies. Not everybody has room or space to bring in wet sacks • Keep to plastic sacks easy to store rather than containers which take up room to store. • Box's with lids as I would have to store outside as no room in house • None of the above - don't have room for them. • At the moment householders don't recycle what make you think this is any better. householders don't have the room in their premises for all these bags especially those who live in flats. this is crazy

The preference for 'Recycling Caddies' was top amongst each of the demographic and geographic groups analysed.



Base sizes are in brackets

As with the demographic breakdowns, the preference for 'Recycling Caddies' was top amongst each of the deprivation breakdowns, most notably in the most deprived areas of Cardiff where over two fifths (43.8%) chose this option, this is 6.9 percentage points higher than in the overall findings (36.9%).



Respondents living in a Flat, Maisonette, Bedsit, Studio or Room only were the least likely to want 'Recycling Caddies' (30.5%).

How do you currently store your recycling before collection?

The most common method for currently storing recycling before collection is to '**Store in an external bin or container**' (30.5%). One in four (24.8%) '**Keep bags full inside until collection day**', whilst around one in six (15.2%) '**Store in a garage or outbuilding**'.



If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix D.

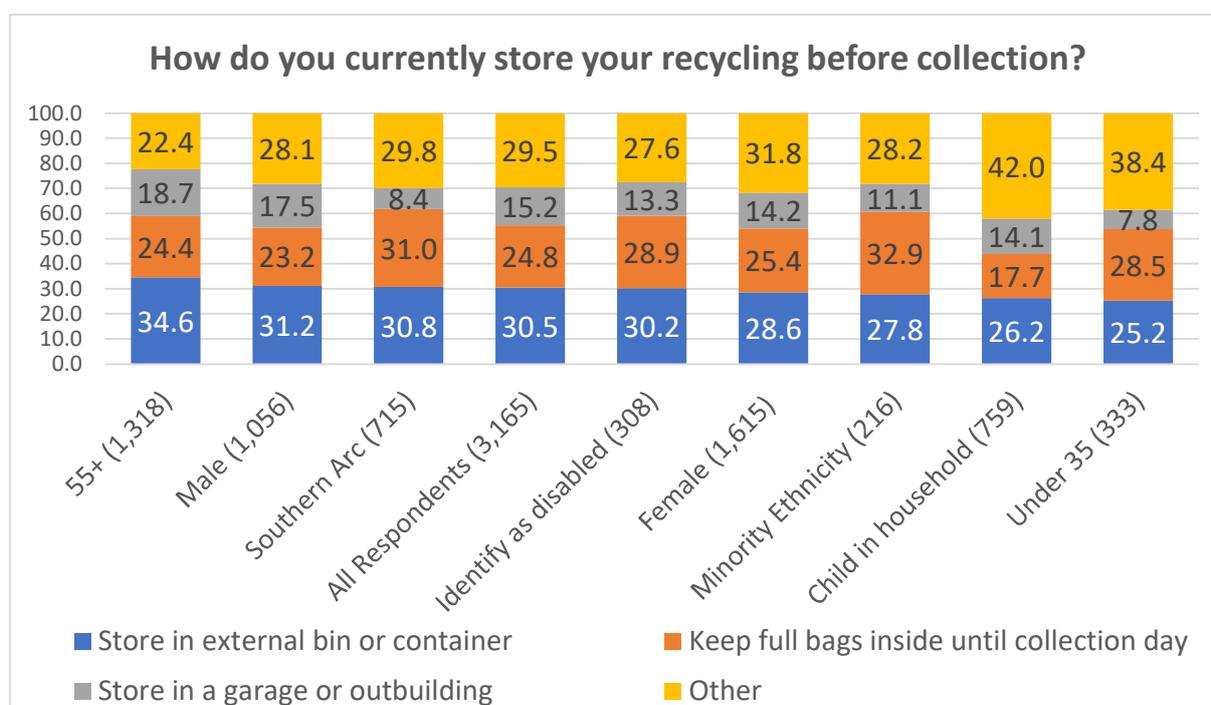
Theme	No.	%	Example Comment
Outside property- Garden / Drive	823	90.8	<ul style="list-style-type: none"> • Keep full bags in front garden next to bins. • store full bags outside until collection day • In the garden in bags • In the front space of the property, outside • Leave outside house on drive • Just leave them outside the back door • They sit outside in the yard because I have no other space • In my side garden, where it is not seen. • Outside house on private sheltered area • store outside behind garden gate on path
Inside property	62	6.8	<ul style="list-style-type: none"> • Store them in an open container in the house then bag for collection. • I have an internal bin for recycling alongside my internal bin for non-recycling. They are designed to be attractive and sit next to each other in my kitchen. • Normally we produce less than one recycle bag per week, so it can stay in its container until it's ready to go. • Indoor bins in bin bags

			<ul style="list-style-type: none"> • Store in box in kitchen and transfer to green bag the night before collection.
External Storage unit - large bins/ Shed/Garage/	24	2.6	<ul style="list-style-type: none"> • Store in my own purchased bins • My sheds out my back garden • Built storage units in drive • Store excess cardboard in garage or external container until dry collection day

Respondents aged 55+ were much more likely to **'Store in an external bin or container'** than their counterparts aged under 35 (34.6% and 25.2% respectively).

Those from ethnic minorities and those from the Southern Arc were most likely to **'Keep full bags inside until collection day'** (32.9% and 31.0% respectively).

Respondents aged 55+ were more than twice as likely to **'Store in a garage or outbuilding'** than those aged under 35 (18.7% and 7.8% respectively).



Almost three in ten (28.5%) respondents from the most deprived areas of Cardiff currently **'Keep full bags inside until collection day'**, this compares with just over one in five (21.3%) in the least deprived.

Respondents in the least deprived areas were twice as likely to **'Store in a garage or outbuilding'** as those in the most deprived areas (20.9% and 10.0% respectively).

One in five respondents living in a detached or a semi-detached property (19.4% and 19.9% respectively) currently **'Keep full bags inside until collection day'**; this rises to over one in three (37.4%) when viewed by Respondents who live in a Flat, Maisonette, Bedsit, Studio or Room only.

Less than one in ten of those residing in a Flat, Maisonette, Bedsit, Studio or Room only or a Terraced property (8.8% and 8.5% respectively) currently '**Store in a garage or outbuilding**'; this rises to one in four (25.6%) when viewed by those that live in a detached property.

Do you recycle every week?

Almost all (98.0%) respondents recycle every week. 64 (2.0%) respondents either don't recycle every week or don't recycle at all.

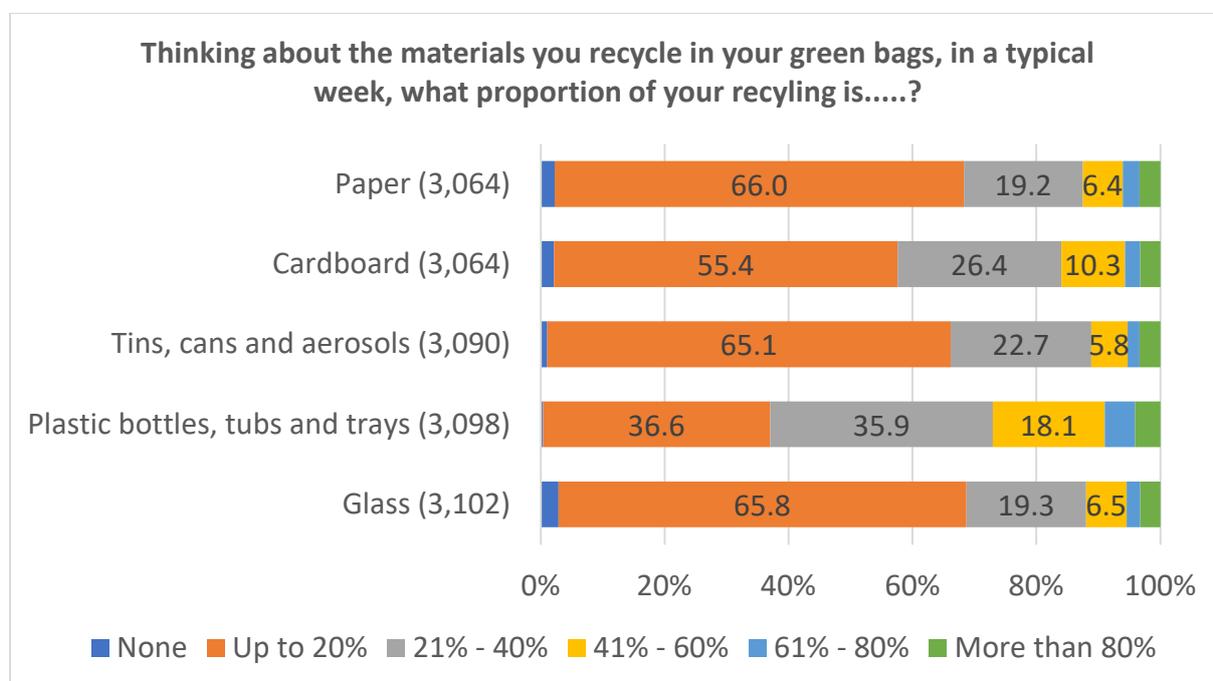
	No.	%
Yes	3,101	98.0
No	61	1.9
I don't recycle	3	0.1
Total Respondents	3,165	100.0

These findings were consistent across the demographic and geographic groups analysed.

Thinking about the materials you recycle in your green bags, in a typical week, what proportion of your recycling is.....?

When asked the proportion of materials recycled, there was a spread, indicating there was no dominant material placed in the green bag, suggesting that people recycle as many types of items as possible.

Over a third (35.9%) of respondents indicated that plastic bottles, tubs and trays made up 21-40% of their green bag in a typical week, with a further 18.1% saying it made up 41-60% of their recycling.



Where do you go to access information about the correct materials to put into recycling bags?

'Cardiff Council website' (54.4%) was viewed as the most popular place respondents would go to access information about the correct materials to put into recycling bags. Around three in ten would **'Look on the green recycling bags'** and/or **'Look on packaging'** (32.0% and 30.1% respectively).

Just 2.6% of respondents claimed they **'Don't know where to look for the information'**.

	No.	%
Cardiff Council website	1,704	54.4
Look on the green recycling bags	1,003	32.0
Look on packaging	941	30.1
Cardiff Gov app	811	25.9
Don't know where to look for information	82	2.6
Request advice from local community / Ask Neighbour	62	2.0
Contact Cardiff Council digitally	35	1.1
Contact Cardiff Council over the phone	12	0.4
Other	127	4.1
Total Respondents	3,131	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix E.

Theme	No.	%	Example Comment
Council correspondence	38	31.1	<ul style="list-style-type: none"> • Leaflet delivered with sacks and caddy • On trial and use booklet provided. • Refer to the Leaflet that was put through the door - keep it on the side of the fridge • Booklet
Online / social media	21	17.2	<ul style="list-style-type: none"> • Cardiff council Facebook • Wales online • Wales Recycles • Recycle Now
I know what materials recycled/ Recycle what I think is correct	20	16.4	<ul style="list-style-type: none"> • I know what goes where • Common sense • Just put what I think can be recycled into green bag • Make own decisions.

Almost two fifths (38.7%) of respondents aged under 35 would **'Look on the packaging'**, this compares with around one in four (26.5%) of those aged 55+.

Respondents aged under 35 and those from an ethnic minority were the two groups most likely to claim that they **'Don't know where to look for information'** (5.4% and 5.1% respectively), this is around double that of the overall findings (2.6%).

Three in ten (29.3%) respondents from the least deprived areas would **'Look on the green recycling bags'**, this rises to over one in three (36.8%) when viewed by respondents from the most deprived areas.

Just over one in four (26.3%) respondents from the least deprived areas would **'Look on packaging'**, this rises to over one in three (35.6%) when viewed by respondents from the most deprived areas.

If you don't know whether an item can be recycled in your green bags, what do you do with it?

When respondents were unsure whether an item could be recycled in their green bags or not, around two in five would either **'Make every effort to find out how to recycle it'** or alternatively, they'd **'Put it in their black bin / red striped bags'** (41.7% and 41.1% respectively).

86 (2.8%) respondents indicated that they'd **'Take the item to a Household Recycling Centre'**.

	No.	%
Make every effort to find out how to recycle it	1,303	41.7
Put it in my black bin/red striped bag	1,284	41.1
Put it in the green bag anyway	373	11.9
Take it to a Household Recycling Centre	86	2.8
Something else	79	2.5
Total Respondents	3,125	100.0

If something else, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix F.

Theme	No.	%	Example Comment
Put in Black Bin / Green Bags	31	42.5	<ul style="list-style-type: none"> • Make a judgement to put it in green bag or black bin • I make every effort to recycle but the. It has to go in the black bin if no joy. • Put them in the general waste bin • Guess - black bin or green bag

Find out information myself	30	41.1	<ul style="list-style-type: none"> • Check the product packaging • check on website • Look online to see where it goes • Ask neighbours
Take to recycling centre / Similar scheme	12	16.4	<ul style="list-style-type: none"> • Depends what it is, household recycling centre or other scheme • Teracycle • Google to find out where it can be recycled taking advantage of volunteer run tetracycline schemes in the community

Female respondents and those aged 55+ were the two groups most likely to **'Make every effort to find out how to recycle it'** (45.1% and 42.2% respectively); the least likely groups were those aged under 35 and respondents from a minority ethnicity (33.3% and 34.7% respectively).

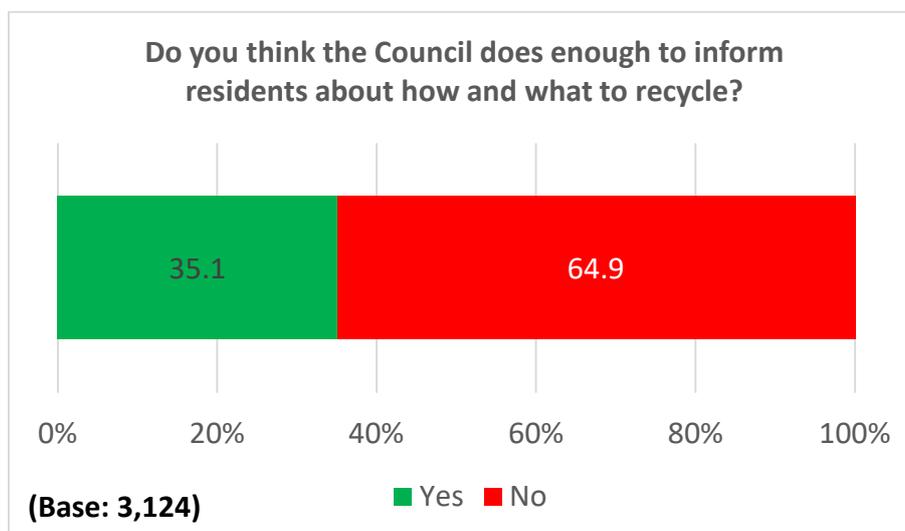
Just over one in three (34.4%) respondents who identify as disabled would **'Put it in my black bin/red striped bag'**, this rises to 47.7% when viewed by those from a minority ethnicity.

One in ten (9.8%) respondents aged under 55+ would **'Put it in the green bag anyway'**, this rises to almost one in five (17.7%) when viewed by those aged under 35.

Just over one in three (35.9%) of those respondents residing in the most deprived areas of Cardiff would **'Make every effort to find out how to recycle it'**, this compares with 43.3% in the least deprived areas.

Do you think the Council does enough to inform residents about how and what to recycle?

Only around one in three (35.1%) respondents feel that the council does enough to inform residents about how and what to recycle.



Less than two fifths of all demographic and geographical groups analysed agreed that the council does enough to inform residents about how and what to recycle. Agreement was lowest amongst respondents who identify as disabled and those aged under 35 (30.9% and 32.7% respectively).

There was no correlation by deprivation.

If no, or if you have any comments, how could we improve this?

Respondents who felt the Council didn't do enough to inform residents about how / what can be recycled were presented with a list of pre-coded options as to how they felt the Council could improve on this.

'Making better use of social media and other digital platforms' was viewed as the main way the Council could make progress on this matter, with over three in five (63.0%) citing this option. This was followed by **'Deliver more leaflets / letters to households'** (55.1%) and **'Work with children, including schools and youth clubs'** (37.2%).

	No.	%
Make better use of social media, and other digital platforms	1,266	63.0
Deliver more leaflets/letters to households	1,107	55.1
Work with children, including schools and youth clubs	747	37.2
Work with communities and volunteers to help deliver messages	527	26.2
Issue £100 Fixed Penalty Notices for repeated incorrect use, to act as a deterrent	441	22.0
Improve the range of languages that information is available in	371	18.5
Increased outreach sessions in community locations	355	17.7
More face-to-face door knocking	233	11.6
Other	255	12.7
Total Respondents	2,009	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped in these. The top three theses, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix G.

Theme	No	%	Example Comment
Clearer / Accurate / more accessible information	156	62.9	<ul style="list-style-type: none"> It seems really complicated what can and can't be recycled. Is there a way of simplifying this information to make it clearer? Improve the recycling website for more comprehensive information

			<ul style="list-style-type: none"> • More posts on social media groups (i.e., FB reuse groups) and radio • On website have a search facility where u can enter items name and it can then advise correct recycling process • Email residents when their collection is due with an attachment of what goes in the green bag • A fridge magnet or something that isn't just going to end up being lost or recycled • Work with large stores to have information on what can and can't be recycled.
Recycle more items / More improved recycling centres	36	14.5	<ul style="list-style-type: none"> • Provide teracycle bins • Find a way to recycle things that currently can't be recycled • Have more places to recycle tetra packs and plastic that can be recycled with carrier bags. Also, more places for batteries • Have a permanent hire in North Cardiff. Just Saturdays for a limited time frame and limited materials not good enough!
Educate / show benefits of recycling / Not fines	25	10.1	<ul style="list-style-type: none"> • Indicate on sacks which are left by your operatives, the reason why they're left and stop fining people, unless their actions are grossly taking the mick. • Stop issuing fines as it does not act as a deterrent, improve education • Better understanding how incorrect/contaminated waste means whole bags need to be destroyed. • No fines - plenty of residents dump their rubbish in the wrong bin knowing others get the blame. Education and constant messaging is the answer.

'Make better use of social media, and other digital platforms' was highest amongst females (68.2%) and lowest amongst males (57.5%).

Almost two thirds (65.0%) of those aged under 35 would like the council to **'Deliver more leaflets/letters to households'**, this compares with 52.2% of those that have a child in the household.

Over one in three (35.5%) respondents who identify as disabled would like the council to **'Work with communities and volunteers to help deliver messages'**, this compares with just over one in five (21.6%) when viewed by male respondents.

Around one in five respondents aged 55+ / have a child in the house (19.0 and 19.9% respectively) would like the council to **'Issue £100 Fixed Penalty Notices for repeated incorrect use, to act as a deterrent'**, this compares with almost three in ten when viewed by under 35's and those that reside in the southern arc (28.3% and 28.8% respectively).

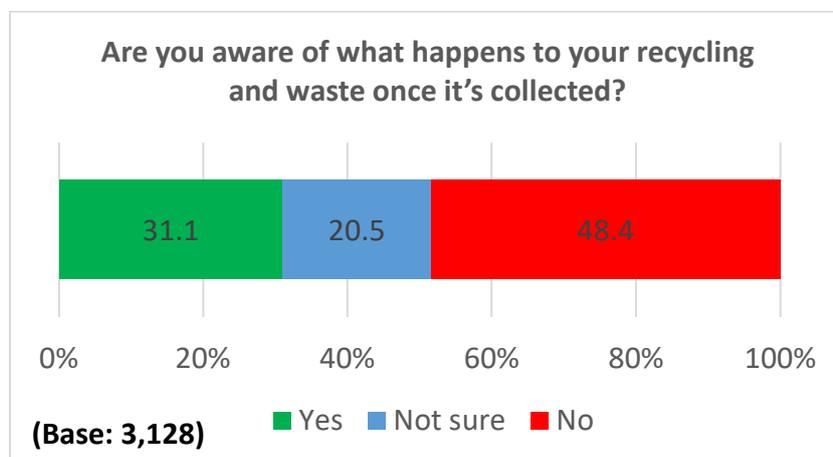
Respondents who identify as disabled and those from a minority ethnicity were the two groups with the greatest proportion of respondents who would like the council to **'Increase outreach sessions in community locations'** (23.7% and 21.1% respectively).

'Make better use of social media, and other digital platforms' was the preferred approach across each of the deprivation groups.

A quarter (25.3%) of respondents residing in the most deprived areas of Cardiff would like the council to **'Issue £100 Fixed Penalty Notices for repeated incorrect use, to act as a deterrent'**, this compares with around one in six (17.4%) from the least deprived areas.

A quarter (24.7%) of respondents residing in the most deprived areas of Cardiff would like the council to **'Improve the range of languages that information is available in'**, this compares with around one in seven (14.5%) of those from the least deprived areas.

Are you aware of what happens to your recycling and waste once it's collected?
Less than a third (31.1%) of respondents were aware of what happens to their recycling and waste when it's collected. One in five (20.5%) were unsure, whilst almost a half (48.4%) stated that they didn't know.



Respondents from a minority ethnicity and those who identified as disabled were the two groups most likely to know what happens to their recycling and waste once it's collected (38.5% and 37.4% respectively).

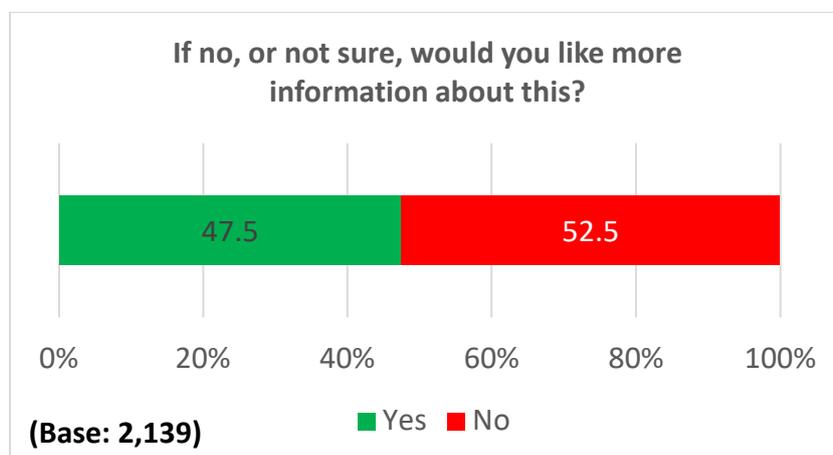
Almost three in five (58.7%) of those aged under 35 stated that they did not know what happens.

Over one in three (34.8%) respondents from the most deprived areas of Cardiff are aware of what happens to their recycling and waste once it's collected, this compares to 31.1% in the least deprived areas.

If no, or not sure, would you like more information about this?

Respondents who stated they were not sure or didn't know what happens to waste once it's recycled were asked if they'd like more information about this.

Opinion was split as to whether people would or would not like additional information on this matter (47.5% and 52.5% respectively).



Respondents who said they'd like more information were then asked to leave their contact details. These details have been passed onto the project team.

Minority ethnic respondents and those aged 55+ were the groups most likely to want more information (57.9% and 53.9% respectively); the least likely groups were those with a child in the household and those under 35 (41.7% and 42.2% respectively).

There was no correlation by deprivation.

Garden waste collections

Garden waste collections are not a statutory duty for local councils to provide free of charge. The pressures of COVID 19, and current availability of HGV drivers nationally, has meant a number of delays to collections over the past 18 months. We thank you for your continued patience.

We provide a garden waste collection for grass cuttings, non-invasive weeds, trimmings and foliage. However, we regularly find items such as general waste, green recycling bags, garden furniture and nappies when the garden waste load is being processed. In 2019/20, it cost the Council £95,000 to process incorrect material from within our garden waste collections.

From analysis, we know that on the whole, incorrect material is coming from areas that use green wheeled bins. Incorrect material is being 'hidden' at the bottom of the bins, so our collection crews are unable to reject the bin for collection.

We need to consider all options to improve this situation, and we would like to understand your views.

Do you use your garden waste collection?

Over four in five (86.3%) respondents use the garden waste collection.

	No.	%
Yes	2,685	86.3
No	426	13.7
Total Respondents	3,111	100.0

Over nine tenths (92.4%) of respondents aged 55+ use their garden waste collection, this compares with less than two thirds (62.3%) of those aged under 35.

Seven in ten (70.4%) respondents from the most deprived areas use their garden waste collection, this rises to almost all (97.4%) when viewed by respondents from the least deprived areas.

Almost all respondents who live in a detached or semi-detached property (97.3% and 96.3% respectively) use their garden waste collection; this drops to just over one in three (34.5%) when viewed by those that live in a Flat, Maisonette, Bedsit, Studio or Room only.

Respondents who indicated that they use the service were then asked a few additional questions in relation to the service.

Which of these do you use for your garden waste collections?

The majority (90.1%) of respondents who use the garden waste collection, use a green wheeled bin. Around one in ten (9.7%) use white re-useable sacks.

5 (0.2%) respondents stated that they don't use a garden waste container.

	No.	%
Green wheeled bin	2,412	90.1
White re-useable sacks	259	9.7
I don't use a garden waste container	5	0.2
Total Respondents	2,676	100.0

The use of '**White re-useable sacks**' was highest amongst respondents who reside in the southern arc of the city and those aged under 35 (23.1% and 16.3% respectively).

The '**Green wheeled bin**' was used by over four in five (85.2%) of respondents who reside in the most deprived areas of Cardiff. However, this increases to almost all (99.6%) when viewed by respondents from the least deprived areas.

Almost all respondents who live in a detached or semi-detached property (99.1% and 97.6% respectively) use a '**Green wheeled bin**'.

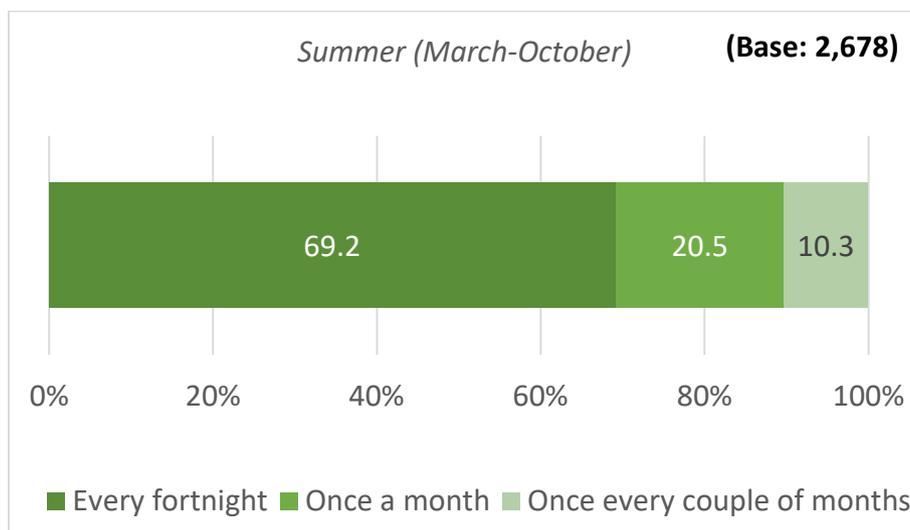
Just over three in ten (31.1%) respondents who live in a Terraced property use '**White re-useable sacks**'

If you use your garden waste collection, how often do you put your garden waste out for collection?

Respondents who indicated that they use the garden waste collection service were asked how frequently they used this service in the summer versus the winter.

Summer (March-October)

Seven in ten (69.2%) respondents use the service every fortnight in the summer.



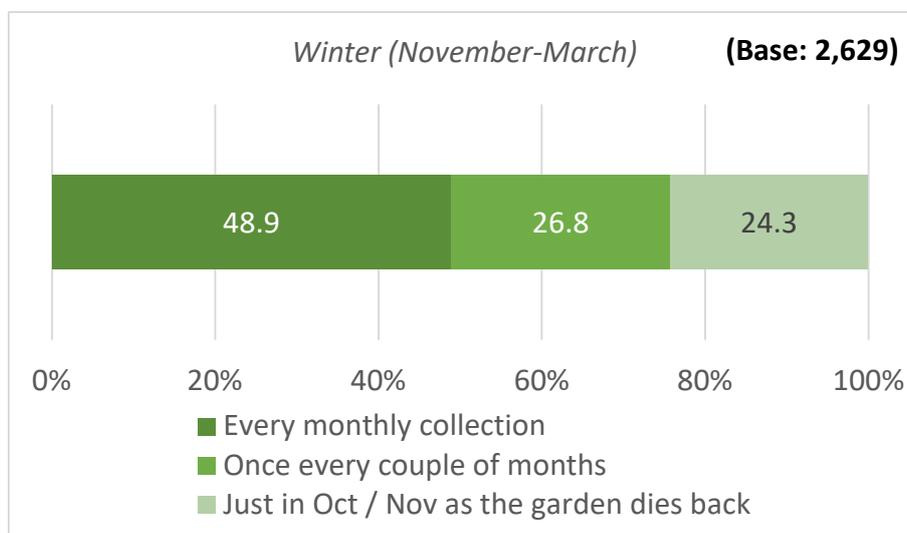
Over three in four (76.8%) respondents aged 55+ put their garden waste out every fortnight in the summer months, this compares with less than a half (48.3%) when viewed by respondents aged under 35.

Just over four fifths (81.4%) of respondents who reside in the least deprived areas of Cardiff put their garden waste out every fortnight in the summer, this drops to less than three in five (57.1%) when viewed by those that reside in the most deprived areas.

Over four in five (84.8%) respondents who live in a Detached property use the garden waste collection every fortnight in the summer months; this drops to less than a half of respondents who reside in a Flat, Maisonette, Bedsit, Studio or Room only or a Terraced property (45.0% and 46.8% respectively).

Winter (November-March)

Three quarters (75.7%) use the service regularly during the winter months, this includes around a half (48.9%) that use the service every month in the winter.



Respondents aged 55+ (55.4%) were the group most likely to use the service every month; least likely were those aged under 35 (30.3%).

Three in ten (30.9%) respondents in the most deprived areas stated that they use the service every month, this level of use more than doubles amongst respondents from the least deprived areas (63.4%).

Two thirds (66.1%) of respondents who live in a Detached property use the garden waste collection every month in the winter months; this drops to around one in four (26.3%) respondents who reside in a Flat, Maisonette, Bedsit, Studio or Room only.

Before the challenges of the past 18 months, we would move to a monthly collection in October. We recognise from feedback that this is often too early to accommodate leaf fall, and the end of the gardening season.

If we were to provide fortnightly garden waste collections up until the end of November, do you agree that you could cope without a collection in December, January or February?

Around three in four (76.3%) respondents feel they would be able to cope without a collection in December, January or February.

	No.	%
Yes	2,023	76.3
No	628	23.7
I don't use garden waste collections	2	0.1
Total Respondents	2,653	100.0

Respondents who reside in the southern arc and those aged under 35 (82.6% and 80.7% respectively) were the groups most likely to cope without a collection in the winter months (December, January or February); least likely to cope were males and those from a minority ethnicity (both 74.6%).

Over four fifths (84.7%) that reside in the most deprived areas stated they could cope without a collection in the winter months; this response drops to seven in ten (70.9%) for respondents in the least deprived areas.

Only two thirds (67.0%) of those that reside in a detached property agreed that they could cope without a collection in the winter months.

Councils in Wales currently charge for the collection of garden waste. By charging for the collection of garden waste, on a subscription basis, Councils are able to ensure they are only visiting the properties that need a collection. This makes collections more efficient (and more environmentally friendly) and provides a better service for residents with a reduction in potential delays to the service. In Cardiff, we visit 135,000 households over a fortnight, but we know that on average across the City, only 12% of properties put out their bin every collection. This reduces to 2% over the winter months.

Do you think we should introduce an annual charge of £35 for fortnightly garden waste collections, between March-November? This would be approximately £1.80 per collection. Residents would need to sign up and pay each year.

Four in five (79.4%) respondents disagree with the suggestion of introducing an annual charge of £35 for a fortnightly garden waste collection.

	No.	%
Yes	633	20.6
No	2,441	79.4
Total Respondents	3,074	100.0

Agreement was highest amongst respondents aged under 35 and those from a minority ethnicity (27.3% and 24.4% respectively); it was lowest amongst respondents who identify as disabled and those that have a child in the house (17.8% and 19.6% respectively).

There was no correlation by deprivation.

Respondents living in a Flat, Maisonette, Bedsit, Studio or Room were more than twice as likely to agree than those living in a semi-detached property (37.0% 17.5% respectively).

If you have said yes, why?

'I would rather pay for a kerbside collection than have to take my garden waste elsewhere' was cited by three in five (60.7%) respondents who would be happy to pay an annual charge. This was followed by **'Not everyone has garden waste at their properties, so those who do should pay for a collection'** (55.6%) and **'It would make collections more efficient'** (42.8%).

Although viewed as the least likely reason why respondents would pay for this service, over one in three (35.7%) said '**It's not a statutory service, so I'd like to see money invested in other services rather than garden waste collection**'.

	No.	%
I would rather pay for a kerbside collection than have to take my garden waste elsewhere	383	60.7
Not everyone has garden waste at their properties, so those who do should pay for a collection	351	55.6
It would make collections more efficient	270	42.8
It's not a statutory service, so I'd like to see money invested in other services rather than garden waste collections	225	35.7
Other	35	5.5
Total Respondents	631	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix H.

Theme	No.	%	Example Comments
Could incentivise composting	10	28.6	<ul style="list-style-type: none"> • It might encourage people to compost their own garden waste. • If people have gardens should there be an initiative to encourage them to compost rather than fill garden waste bins maybe that's an option provide them with a composted if they pay for pickups. • That would encourage composting — which is what I do. I do actually use the. garden waste collection about twice a year, if that. • To encourage. composting — which is what I do with nearly all my garden waste.
Happy to pay	7	20.0	<ul style="list-style-type: none"> • I have garden waste all year round and happy to pay for extra collections. • The current service is hit and miss, with many missed collections and large gaps. As a paid for service, I would expect the quality of service to have to improve. • I previously lived in Cheltenham and an annual charge worked well.

Would want more collections if paying	6	17.1	<ul style="list-style-type: none"> To be specific if I pay a fee, I expect collections to occur over winter as well just less regularly. It's a non-statutory service and I understand the council needs to invest money elsewhere. If the charge was anymore, I wouldn't be happy at all. Also just to note I think this has the potential to make garden waste recycling class divide.... Had the social implications been considered for charging? To make sure it is taken - fed up with being missed.
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If you have said no, why?

'It should be covered by my Council Tax' (68.5%) was viewed as the main reason why respondents don't think there should be an annual charge, this was followed by **'The material should be collected for free, as it contributes towards recycling rates'** (52.3%) and **'I could not afford this fee'** (20.7%).

183 (7.5%) respondents said **'I would rather take my garden waste to a Household Recycling Centre for free'**

	No.	%
It should be covered by my Council Tax	1,670	68.5
The material should be collected for free, as it contributes towards recycling rates	1,275	52.3
I could not afford this fee	504	20.7
I don't have enough garden waste to pay for collections	503	20.6
I would just use my black bin/red striped bags	235	9.6
I would rather take my garden waste to a Household Recycling Centre for free	183	7.5
Other	349	14.3
Total Respondents	2,438	-

N.B. Percentages do not total 100% as respondents could select multiple options

If other, please specify

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix I.

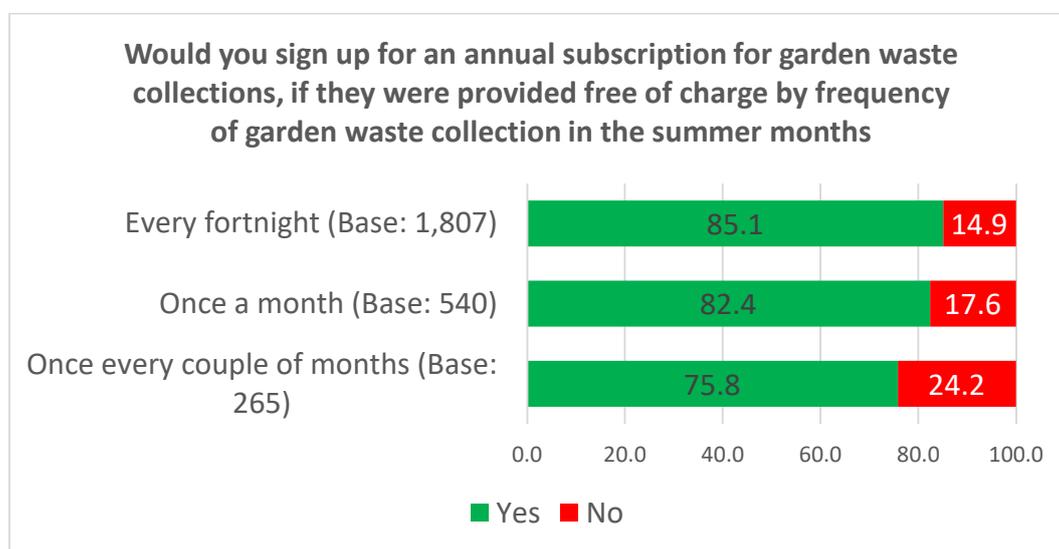
Theme	No.	%	Example Comments
May increase fly tipping / burning / incorrectly presented waste / using other receptacles	137	39.5	<ul style="list-style-type: none"> • It will result in waste being fly tipped. • I worry that people may just dump this waste instead or put in black bags. • I would not mind paying the fee but think it would encourage some people not to recycle green waste and burn it or put it in black bin. You could have a free opt-in service in which people have to register every year if they want collections. • It will probably just get fly tipped somewhere if there is a charge. • Will lead to people burning garden waste in their garden which will increase CO2.
Pay enough council tax at present	58	16.7	<ul style="list-style-type: none"> • I feel I pay enough for my council tax. • My council tax is already inflated enough, and I should get at least some services for my payment. • Refuse collection is the ONLY obvious service we get from the council for the extortionate council tax we already pay.
Not prepared to pay	50	14.4	<ul style="list-style-type: none"> • Cardiff residents would not pay for their collections, the majority believe that they pay their Council tax and the only service they receive is their waste collections, so asking them to pay more will not go down well. • I wouldn't want to pay for fortnightly collections when I didn't need them that often - an option to pay for a single collection would be preferable, and pinpoint collection locations too. • If you start charging for this service a lot of people will not pay and will just start dumping elsewhere. It should already be included in the extortionate council tax that we already pay.

Would you sign up for an annual subscription for garden waste collections, if they were provided free of charge? If you did not sign up, you would not receive a garden waste collection at the kerbside

Over three quarters (77.4%) of respondents would sign up for a free annual subscription for garden waste collections.

	No.	%
Yes	2,348	77.4
No	684	22.6
Total Respondents	3,032	100.0

The willingness to sign up for an annual subscription rises to over four fifths when viewed by those respondents who use the garden waste collection fortnightly or monthly in the summer (85.1% and 82.4% respectively).

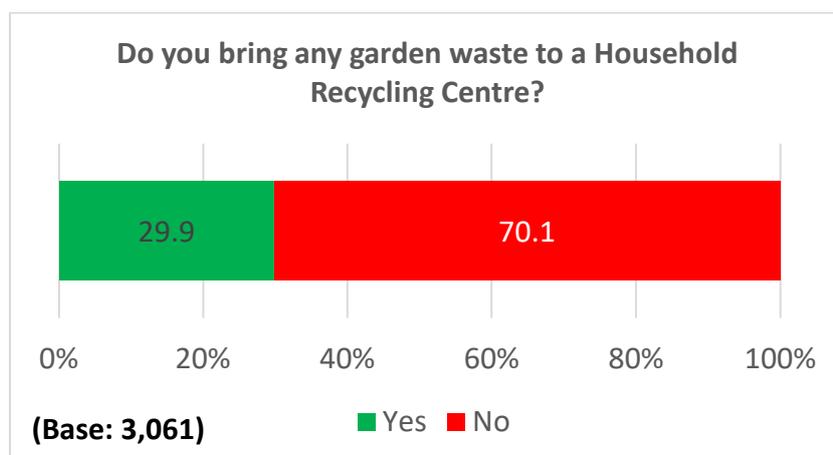


Respondents with a child in the house and females were the groups most likely to sign up for an annual subscription (83.2% and 81.2% respectively); least likely were respondents who identify as disabled and those aged under 35 (70.1% and 70.3% respectively).

Just over seven in ten (72.0%) of respondents residing in the most deprived areas of Cardiff would sign up for an annual subscription; this increases to over four fifths (83.7%) when viewed by respondents from the least deprived areas.

Do you bring any garden waste to a Household Recycling Centre?

Three in ten (29.9%) respondents take garden waste to a Household Recycling Centre.



Respondents with a child in the house and those who identify as disabled were the two groups most likely to take garden waste to a Household Recycling Centre (33.9% and 33.2% respectively).

There was no correlation by deprivation.

If no, why?

Respondents who don't take any garden waste to a Household Recycling Centre were asked to explain why.

'I don't have any extra garden waste' (36.5%) was viewed as the main reason, this was followed by **'I feel it should be collected from the kerbside'** (32.9%) and **'I don't want to take the material in the car, as it can make the car dirty'** (25.4%).

	No.	%
I don't have any extra garden waste	780	36.5
I feel it should be collected from the kerbside	704	32.9
I don't want to take the material in the car, as it can make the car dirty	542	25.4
I can't take it in my wheeled bin, and don't have a different container to transport it	465	21.7
Not physically able to	400	18.7
I can't access a Household Recycling Centre, as I don't have a car	304	14.2
Other	290	13.6
Total Respondents	2,138	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix I.

Theme	No.	%	Example Comment
Lack of Household Recycling Centre's in Cardiff / Environment Concerns / Distance and time needed to travel	119	41.3	<ul style="list-style-type: none"> • There is no local hwrc in the north of Cardiff ridiculous to expect people to drive across the city to dispose of it • The recycling centre is some distance now that Wedal Road is closed - using a car for this purpose is contradictory to the Council's greener city policy • I live in North Cardiff and the nearest centre is over 10 miles away, which I vehemently disagree with for both time and environmental reasons. There should be a recycling facility for north Cardiff. • You want us to travel miles across the city with a car full of stinking garden waste because you have closed Wedal Road and Waungron for us Cardiff North residents...pull the other one. • I am sure that 200+ cars travelling to the recycle centre produced more carbon dioxide that kerb collections • It's very difficult to get to the tip from here, right across the other side of Cardiff. If there was a collection point closer, I might use it
Use home composter	39	13.5	<ul style="list-style-type: none"> • We are lucky enough to have a garden and allotment. We use as much of our garden waste as possible to compost • I don't have much and i turn it all into compost. Good for the flowers see butty • I compost at home using a council supplied top load bottom output compost bin • I don't have to, I am able to compost
Minimal / No Garden Waste	36	12.5	<ul style="list-style-type: none"> • No garden waste - live in a flat • I don't have a garden. • I have Astro turf and patio, so no garden waste • Not enough waste to worry about

Half (50.4%) of respondents aged under 35 claimed the reason the reason they don't take garden waste to a Household Recycling Centre was due to the fact '***I don't have any extra garden waste***'; this reason is lowest amongst respondents who identify as disabled (29.4%).

One in four respondents who reside in the Southern Arc, and one in four of those who identify as disabled (25.3% and 25.0% respectively) **'Feel it should be collected from the kerbside'**; amongst male respondents this figure rises to 36.5%.

Over one in three (34.9%) respondents who have a child in the household cited **'I don't want to take the material in the car, as it can make the car dirty'**.

'I can't take it in my wheeled bin, and don't have a different container to transport it' was of most concern to respondents with a child in the household (26.7%); concern was lowest amongst those that reside in the southern arc (17.1%).

Respondents aged over 55 were more almost three times as likely to cite **'Not physically able to'** when compared to those aged under 35 (24.0% and 8.3% respectively).

Almost one in four (23.4%) respondents from the most deprived areas cited **'I feel it should be collected from the kerbside'**; this rises to 37.3% when viewed by respondents from the least deprived areas.

Around one in twenty (4.6%) respondents from the least deprived areas highlighted **'I can't access a Household Recycling Centre, as I don't have a car'**. By contrast, this rises sharply to three in ten (29.7%) respondents from the most deprived areas.

If you weren't sure whether an item should be included in your garden waste collections, what would you be most likely to do with it?

Two in five (39.1%) respondents would **'Make every effort to find out how to recycle it'** if they were unsure whether an item could be included in the garden waste collections or not. A further one in three (33.4%) would **'Put it in my black bin / red striped bag'**, whilst almost one in six (17.2%) would **'Take it to a Household Recycling Centre'**

23 (0.8%) respondents indicated that they would **'Hide it in the green bin / white re-useable sack'**.

	No.	%
Make every effort to find out how to recycle it	1,179	39.1
Put it in my black bin/red striped bag	1,005	33.4
Take it to a Household Recycling Centre	517	17.2
I don't know	188	6.2
Hide it in the green bin/white re-useable sack	23	0.8
Other	100	3.3
Total Respondents	3,012	100.0

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix J.

Theme	No	%	Example Comment
Compost it	23	24.7	<ul style="list-style-type: none"> • Make use of it in the garden or compost it • I have a compost bin in the garden. • Use my allotment compost bins • composting as much as possible
Green bin/ Confident what can go in garden waste collections	22	23.7	<ul style="list-style-type: none"> • I know what can go in a green bin • Personally, I'm pretty clear about what is / isn't permitted so don't face that dilemma. • As a gardener I know what can be recycled • I know what goes in Garden waste, so it isn't an issue
Look it up / Ask Friends / Neighbours	16	17.2	<ul style="list-style-type: none"> • check Council website. Ask family/ friends • Attempt to get clarification from Council. • Ask manager of property where I live

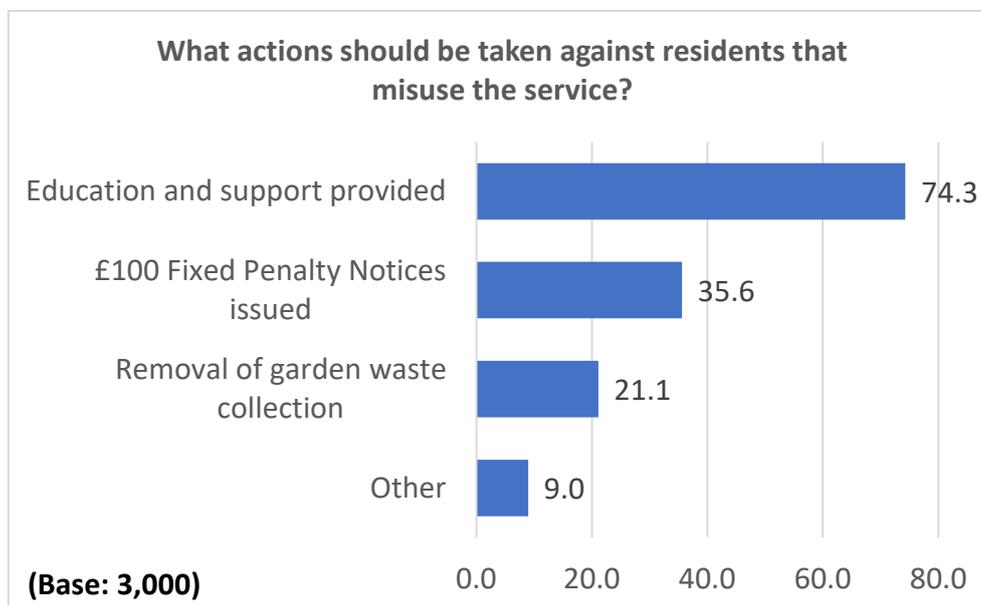
Respondents aged 55+ and those that identify as disabled (both 41.4%) were the groups most likely to '**Make every effort to find out how to recycle it**'; least likely were those aged under 35 (28.3%).

'**I don't know**' was selected by around one in twenty (4.8%) respondents aged 55+; this more than doubles when viewed by respondents aged under 35 (12.0%).

There was no correlation by deprivation.

What actions should be taken against residents that misuse the service?

The majority (74.3%) of respondents felt that '**Education and support provided**' would be the most appropriate form of action taken against people who misuse the service. Over one in three (35.6%) cited '**£100 fixed penalty notices issued**', whilst around one in five (21.1%) think the '**Removal of garden waste collection**' is the best way to deal with the issue.



N.B. Percentage do not total 100% as respondents could select multiple options

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix L.

Theme	No.	%	Example Comments
Greater implications for repeat offenders	80	31.9	<ul style="list-style-type: none"> • Possibly a sliding scale if education doesn't work. Possibly told x number of times, then fine and removing service. • By all means education and support, but penalty for repeat 'offenders'. • Needs a phased approach, starting with education escalating to fines and ending with a temporary removal of services. But to be effective needs to be tailored to individual needs. Probably not an affordable solution though. • Warnings to be given in that order, education, fine and removal of service if continued rule breaking.
Nothing	39	15.5	<ul style="list-style-type: none"> • No action should be taken as fly tipping is a bigger costly problem.

			<ul style="list-style-type: none"> • The council should accept some errors. • Nothing - do not always look for an opportunity to fine or remove services.
Concerns around identifying the correct households / individuals	26	10.4	<ul style="list-style-type: none"> • I have seen children put litter in garden waste bins as they walk to or from school. • Investigate why an item is there - it could be from a neighbour. • My concern with fixed penalty notices in general is that 3rd parties could contaminate someone's perfectly acceptable waste caddy/bag/whatever as they pass by or even maliciously. Stopping waste collections due to the thoughtlessness of individuals who hide other material in bins/bags affects the majority who are not at fault.

'Education and support provided' was viewed as the most desirable form of action that should be taken against people who misuse the service across each of the demographic / geographic and deprivation groups analysed.

Two in five respondents aged under 35 and those that reside in the southern arc (39.4% and 39.3% respectively) would like to see a **'£100 Fixed Penalty Notices issued'**.

Section 2 - Increase recycling participation and capture of priority materials

In Cardiff, we are currently recycling 58% of our material. This falls short of our statutory target of 64% and we are not seeing the year-on-year increases required to meet 70% recycling by 2025.

We know there is more we can do, improving recycling rates not just from households, but also looking at other operations. For example, our trade waste collections, household recycling centres and street cleansing.

But we also need your help. Despite offering weekly collections of food waste, we know that 30% of the waste within black bins/red striped bag is still made up of both avoidable, and unavoidable, food waste. If we could divert all food waste into the weekly food collection, we could see a performance increase of around 2%! You can put all sorts of food in your caddy. This includes bones, tea bags, coffee grounds and leftovers.

Do you participate in food waste collections?

Over nine in ten (91.1%) respondents indicated that they participate in food waste collections.



Respondents with a child in the household and those from a minority ethnicity were most likely to participate (94.3% and 92.5% respectively).

Participation varied from 87.6% in the most deprived areas of Cardiff, to 93.4% in the least deprived areas.

Participation was highest amongst those that live in a detached property (93.0%); this drops to less than four fifths (78.7%) when viewed by respondents who live in a Flat, Maisonette, Bedsit, Studio or Room only.

If you do participate in food waste collections, how often do you put your kerbside caddy out for collection?

Of the respondents who do participate in food waste collections, the vast majority do so every week (95.0%).

	No.	%
Every week	2,492	95.0
Every fortnight	87	3.3
Less often	42	1.6
I don't take part in food waste collections	1	0.0
Total Respondents	2,622	100.0

Over four fifths of all demographic and geographical groups analysed stated that if they do participate, that they do so every week; the highest proportion was seen by respondents who have a child in their household (97.4%).

At least nine tenths of all deprivation groups indicated that they participate every week.

If no, why not?

Respondents who don't participate were asked to explain why.

'**I home compost**' (39.1%) was seen as the main reason why respondents don't participate. This was followed by '**I don't waste any food**' (33.6%) and '**It's dirty / unhygienic**' (20.7%).

	No.	%
I home compost	100	39.1
I don't waste any food	86	33.6
It's dirty / unhygienic	53	20.7
I can put it into my black bin outside, where it won't smell	38	14.8
I live in a flat, and there is no food waste collection	26	10.2
Don't have the equipment I need	10	3.9
Other	47	18.4
Total Respondents	256	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix M.

Theme	No.	%	Example Comments
Hygiene / Vermin concerns	13	28.3	<ul style="list-style-type: none"> • There is a massive rat problem in my area, and it was attracting even more as waste container is kept outside in communal area. • Attracts flies. • By the time I generate enough to fill a caddy it is rotting and unhygienic. • Encourages flies and rats.
Have a waste disposal unit / compost it	12	26.1	<ul style="list-style-type: none"> • I use a sink waste disposal unit for small items and only use the council system for such a bones. I try not to waste food. • I have a sinkerator for non-compostable food waste and a compost heap. • I have a waste disposal unit in my sink. • We have a dog who has learned how to get into the food bin. I home compost.
Don't generate enough food waste	6	13.0	<ul style="list-style-type: none"> • I do not waste enough food to warrant collecting. It would take months to produce one bagful. • I have minimal food waste. If required (very, very occasionally) I can use my waste disposal unit. • As I live alone, I find I produce very little food waste and it is just a little too much hassle for me to worry about. In the black bin it goes.

What would encourage you to participate, or participate more regularly in food waste collections?

The majority (85.7%) of people responded '**Nothing – I already take part weekly, and could do no more**'.

114 (4.1%) respondents cited '**Understanding the benefits of participating, for example the carbon impact**'.

	No.	%
Nothing- I already take part weekly, and could do no more	2,401	85.7
Understanding the benefits of participating, for example the carbon impacts	114	4.1
Receiving a kitchen caddy or kerbside caddy	90	3.2
More information and education provided about how to take part in the service	71	2.5
Risk of receiving a £100 Fixed Penalty Notice if I don't take part	36	1.3
Reduced black bin/red striped bag collections e.g. moving to a 3 weekly collection/reducing bin size/limiting to 2 red striped bags per collection	19	0.7
Something else	181	6.5
Total Respondents	2,801	-

N.B. Percentages do not total 100% as respondents could select more than one option

If something else, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix N.

Theme	No.	%	Example Comments
Don't generate enough food waste / Compost what I have	59	33.7	<ul style="list-style-type: none"> • If I was not living alone and generated enough food waste, I would use the service. • I have very little food waste. I compost any peelings. • We strive to avoid food waste in the first place and generally produce the minimum of food waste. Peelings etc. go onto our own compost bin. • I compost my own food waste so only need a fortnightly collection. • We waste so little food that the caddy was horribly smelly by the time it needed emptying.

<p>Improved Caddy Design - Larger / Lockable</p>	<p>29</p>	<p>16.6</p>	<ul style="list-style-type: none"> • Improved design of caddies e.g. ones that actually lock and can't be broken into by seagulls, causing mouldy bread to be scattered everywhere. • Bigger kerbside caddy - as a family of 6 we offer have no room left on day 5, so up end storing a bag until collected and hoping the next week is less wasteful. • A 30% increase in kerbside caddy capacity. • Food caddy is too small and the lids aren't very well fitting which allows for flies and maggots in the hot weather.
<p>Concerns around collections / Bin men</p>	<p>21</p>	<p>12.0</p>	<ul style="list-style-type: none"> • Have the bin men actually collect them and also not throw the caddy's down the street. • Actually collecting the caddy's would be a good start! • The council to actually empty the communal food bin.

'Nothing - I already take part weekly and could do no more' was cited by at least three quarters of respondents from all demographic and geographical groups analysed and was selected by at least four fifths of respondents from each deprivation group.

Around one in eleven (8.7%) respondents aged under 35 claimed that **'Understanding the benefits of participating, for example the carbon impacts'** would encourage them to participate / participate more regularly in food waste collections, this is more than double that of those aged 55+ (3.2%).

'More information and education provided about how to take part in the service' was highest by respondents who identify as disabled and those from a minority ethnicity (6.1% and 5.7% respectively); it was lowest by respondents aged 55+ and those with a child in the household (both 2.1%). Around one in twenty (5.6%) respondents from the most deprived areas selected this option; this was three times more than respondents from the least deprived areas (1.7%).

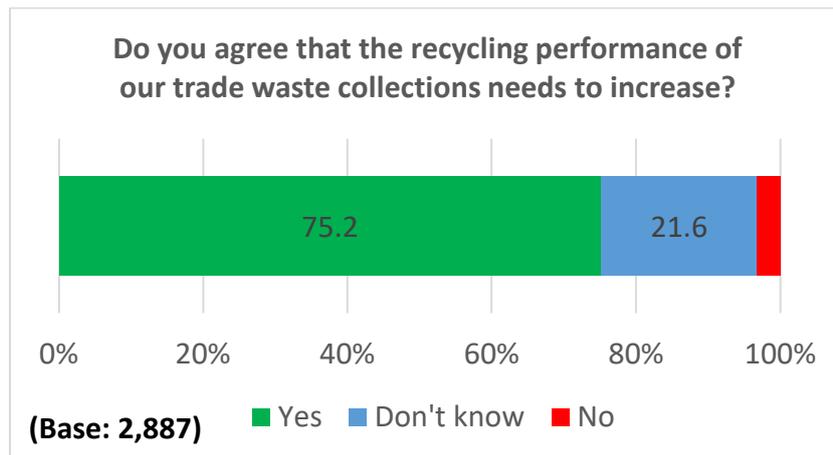
Respondents aged under 35 were twice as likely as their counterparts aged 55+ to participate more if there was a **'Risk of receiving a £100 Fixed Penalty Notice if I don't take part'** (1.9% and 0.8% respectively).

Improving recycling participation in businesses

Cardiff Council's trade team collects recycling and waste from over 3,000 businesses in the City. The team offers collections of all recyclable materials, including food waste, paper, glass and cardboard. Despite this, recycling performance is at 40%.

Do you agree that the recycling performance of our trade waste collections needs to increase?

Three in four (75.2%) respondents agree that the recycling performance of our trade waste collections needs to increase.

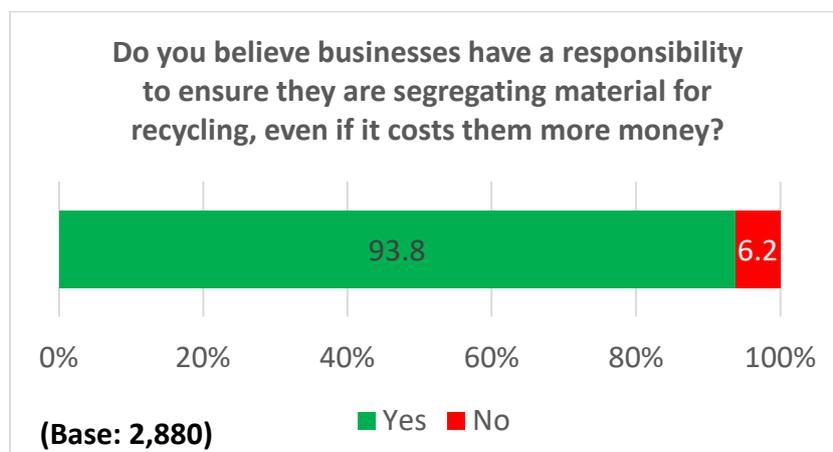


Agreement was highest amongst respondents aged under 35 and females (84.9% and 78.7% respectively); it was lowest by respondents aged 55+ and males (70.9% and 71.3% respectively).

There was no correlation by deprivation.

Do you believe businesses have a responsibility to ensure they are segregating material for recycling, even if it costs them more money?

The majority (93.8%) of respondents believe businesses have a responsibility to ensure they are segregating material for recycling, even if it costs them more money.



At least nine tenths of all demographic and geographical groups analysed agree that businesses have a responsibility to ensure they are segregating material for recycling, even if

it costs them more money. Agreement was highest amongst female respondents and those aged under 35 (95.2% and 94.3% respectively).

At least nine tenths of all deprivation groups agreed.

Household Recycling Centres

We are now recycling over 80% of material at our Household Recycling Centres. This improvement is due to the improved controls, including the booking in system which has deterred traders from illegally disposing of material, and the strong "No mixed waste" policy now being applied to all users. We thank all residents for embracing these controls and making our Household Recycling Centres one of the best performing within Wales.

Do you use Household Recycling Centres?

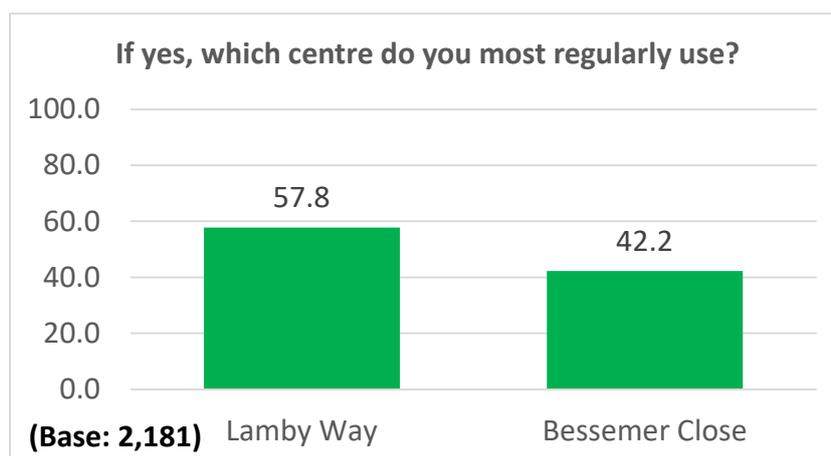
Around three in four (76.9%) respondents use a Household Recycling Centre.

	No.	%
Yes	2,213	76.9
No	666	23.1
Total Respondents	2,879	100.0

Respondents with a child in the household and males were viewed as the two groups most likely to use Household Recycling Centres (85.4% and 78.4% respectively); the least likely were those that identify as disabled and those from a minority ethnicity (61.8% and 64.5% respectively).

If yes, which centre do you most regularly use?

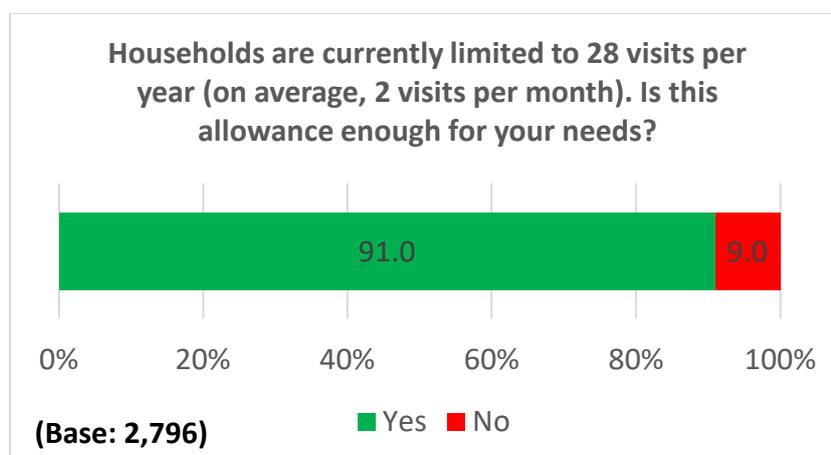
The centre at Lamby Way was found to be more regularly used than the centre at Bessemer Road (57.8% and 42.2% respectively).



Households are currently limited to 28 visits per year (on average, 2 visits per month).

Is this allowance enough for your needs?

Over nine tenths (91.0%) of respondents feel that the current allowance is sufficient.



Agreement was highest amongst females and those aged 55+ (91.9% and 91.4% respectively). However, this drops to four fifths (80.9%) when viewed by respondents who identify as disabled.

Over four fifths of all deprivation groups analysed agreed that the current allowance is sufficient.

Are there any further improvements you would like to see at the Household Recycling Centres?

Respondents were provided with a list of pre-coded options and asked which, if any, Household Recycling Centre improvements they'd like to see.

'More Household Recycling Centres in Cardiff' (57.3%) was considered the key improvement respondents would like to see. This was followed by **'Increased opportunities to donate items to be re-used'** (51.7%) and **'Removal of the pre booking system'** (41.6%).

Around one in thirteen (7.8%) cited **'Improved layout'**

	No.	%
More Household Recycling Centres in Cardiff	1,489	57.3
Increased opportunities to donate items to be re-used	1,343	51.7
Removal of the pre booking system	1,080	41.6
Improved customer signage	358	13.8
Increased interaction with site attendants	293	11.3
Improved layout	202	7.8
Other	397	15.3
Total Respondents	2,598	-

N.B. Percentages do not total 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix O.

Theme	No.	%	Example Comments
Better Accessibility - Vans / Cyclists / Pedestrians	108	28.1	<ul style="list-style-type: none"> • Better access for residents without cars. • Let cyclists with bike trailers use the centres. • Completely inaccessible to people without cars. People without cars are penalised yet they are taking the biggest steps for our environment. It is frustrating to be told that we need to do more ecologically when we are already making the biggest green sacrifice by not running a car and thus facilities are not available to us. • Allow those without cars (i.e. on bicycles) to be able to use the centres. • Recycling provision throughout the city is poor. Accessibility and location need to be improved.
Concerns around lack of Household Recycling Centres in Cardiff	77	20.0	<ul style="list-style-type: none"> • The promised recycling centre in North Cardiff. • Stop selling off recycling centres and replace them asap. • You took away the centre on wealth road and it now takes me an hour round trip if I am able to do it myself. • Large centre in north Cardiff not the pretend one proposed in Llanishen.
Return of general waste tipping	42	10.9	<ul style="list-style-type: none"> • Opportunity to throw general household waste. • Bring back general waste tipping. Even if for a limited amount per household. Taking the function away does not mean it ceases to exist!! • More scope for general non recycling waste to be taken for when you are having a sort out.

Respondents aged 55+ and males (64.3% and 62.0%) were the groups most likely to want to see **'More household recycling centres in Cardiff'**; this was lowest amongst respondents who reside in the Southern Arc (40.8%).

Around one in five (21.2%) respondents aged under 35 would like to see **'Improved customer signage'**; this compares with one in eight (12.0%) respondents aged 55+.

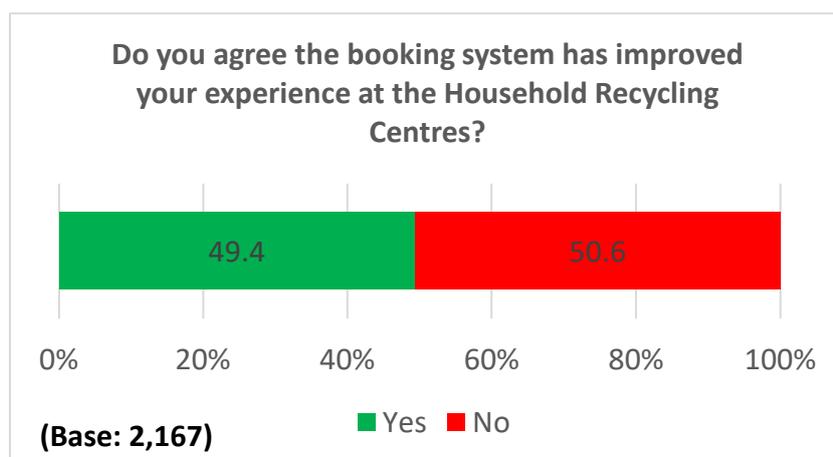
One in five (19.2%) respondents who identify as disabled would like **'Increased interaction with site attendants'**.

Over two thirds (67.9%) of respondents from the least deprived areas would like **'More household recycling centres in Cardiff'**, this drops to less than half (45.8%) of respondents from the most deprived areas.

'Removal of the pre booking system' was cited by just over a third (35.9%) of respondents from the least deprived areas, this rises to half (50.9%) of those from the most deprived areas.

Do you agree the booking system has improved your experience at the Household Recycling Centres?

Opinion was split (49.4% Yes / 50.6% No) as to whether the booking system has improved respondents' experiences at the Household Recycling Centre.



Agreement was highest amongst female respondents (52.8%) and lowest amongst those from a minority ethnicity (41.8%).

Over a half (51.2%) of those from the least deprived areas agreed; this drops slightly to 44.0% amongst those from the most deprived areas.

If yes, what improvements have you seen?

Overwhelmingly, respondents indicated '**Reduced traffic and waiting times**' (90.5%) as the main improvement they've seen since the introduction of the booking system. Over three fifths (63.1%) cited '**More spaces to park safely**', whilst almost half (48.0%) highlighted '**Better quality of service from recycling attendants**'

	No.	%
Reduced traffic and waiting times	951	90.5
More spaces to park safely	663	63.1
Better quality of service from recycling attendants	505	48.0
Other	24	2.3
Total Respondents	1,051	-

N.B. Percentages do not total 100% as respondents could select more than one option

Respondents who selected 'Other' had their comments grouped into themes. There were 2 main themes that reported from the comments; these were:

- Positive/helpful staff
- Safer/Easier/Better organised

'**Reduced traffic and waiting times**' was seen as the main improvement seen across all demographic, geographic and deprivation group analysed.

Do you have any further comments in relation to Household Recycling Centres? Please tell us:

Respondents were given the opportunity to leave any further comments they had in relation to Household Recycling Centres. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix P.

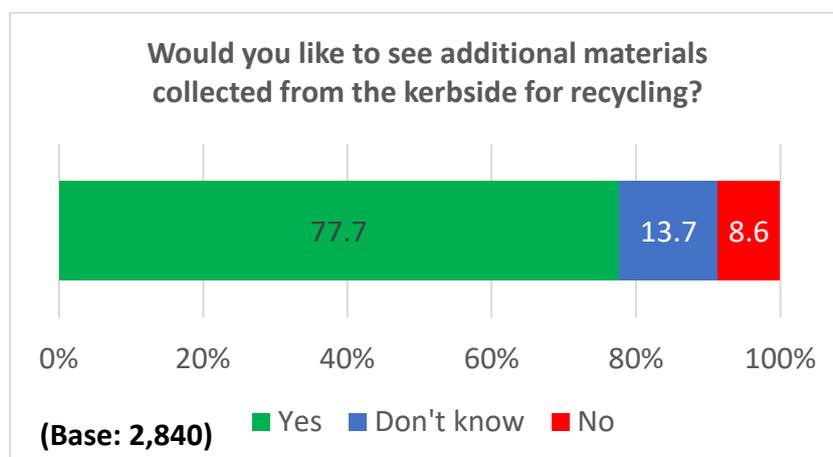
Theme	No.	%	Example Comments
Concerns around location / lack of Recycling Centres	216	28.3	<ul style="list-style-type: none"> • I live in North Cardiff and am still waiting for the promised recycling centre when it was taken from Wedal Road, and we were told Lamby Way wasn't hard to travel to. • Need local recycling centres. • It is too far to travel to use the two existing HRC's. There should be a permanent HRC in North Cardiff. • Their current locations are not appropriate or the majority of households. • Lack of alternative provision when sites have been closed.

<p>Positive staff / service comments</p>	<p>129</p>	<p>16.9</p>	<ul style="list-style-type: none"> • The staff at the sites are always polite and very helpful. • The staff are brilliant and super helpful. • I think they are very well managed. • My mother really appreciated the kind help she got when she took a carload of green + wood waste. Thankyou.
<p>Remove Restrictions - Booking System / No. of site visits per year</p>	<p>119</p>	<p>15.6</p>	<ul style="list-style-type: none"> • The booking system is horrendous. I think it should be removed. The ability to attend whenever you want will increase recycling and compliance. • The booking system is too cumbersome and time-consuming. I like to visit recycling centre spontaneously sometimes. • In certain situations, multiple visits per day may be required. For example house moves/clearances or major DIY projects or garden clearances. • Shouldn't have a limit of how many times you can visit and should remove the pre booking system.

Section 3 - Increase opportunities for communities and residents to recycle

In order to increase our recycling performance, we need to make recycling as easy and accessible as possible for our communities. WRAP's National Recycling Tracker survey 2020 identified that 15% of respondents believed that local council's do not collect enough things for recycling.

Would you like to see additional materials collected from the kerbside for recycling? Over three quarters (77.7%) of respondents would like to see additional materials collected from the kerbside collection for recycling. Less than one in ten (8.6%) stated that they wouldn't like to see additional materials collected.



Over seven tenths of all demographic and geographical groups analysed stated that they'd like to see additional materials collected from the kerbside for recycling; this was most notable by respondents aged under 35 (85.0%).

There was no correlation by deprivation.

At least three in four respondents by each household type would like to see additional materials collected from the kerbside for recycling.

If yes, what collections would you like to see offered?

Respondents who stated that they'd like to see additional materials collected were then presented with a list of pre-coded options and asked to indicate which of these additional materials they'd like to see collected.

Seven in ten respondents would like to see '**Small electoral items**' and/or '**Soft plastics**' collected (70.9% and 70.6% respectively).

A further two thirds would like to see '**Tetra Pak (Cartons)**' and/or '**Household batteries**' collected (66.9% and 66.8% respectively)

	No.	%
Small electrical items	1,557	70.9
Soft plastics	1,550	70.6

Tetra Pak (cartons)	1,470	66.9
Household batteries	1,468	66.8
Textiles	1,309	59.6
Coffee pods	595	27.1
Other	202	9.2
Total Respondents	2,197	-

N.B. Percentages do not total 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. A full breakdown can be viewed below.

Item	No.	%
Anything / Everything	24	12.1
Plastic food packaging - Crisp packets / Cereal bags / plastic wrapping	24	12.1
Polystyrene / Bubble wrap / Foams	22	11.1
Bulky Items - Fridge / Freezer / Washing Machine / Beds / Furniture	20	10.1
Hard plastics	16	8.1
Metals	12	6.1
Wood	10	5.1
Pet food pouches	9	4.5
Paint pots	9	4.5
Cooking oil	8	4.0
Paper / Books / Cardboard	8	4.0
Plastic / Polythene bags	7	3.5
Light Bulbs	6	3.0
Blister Packs - Tablets / Contact lenses	6	3.0
Animal waste	5	2.5
Aluminium / Tin foil	5	2.5
Clothes / Shoes	4	2.0
Terracycle	3	1.5
Misc.	29	14.6
Total Respondents	198	-

N.B. Percentages total more than 100% as respondents could select more than one option

Around four fifths of respondents aged 55+ and those who identify as disabled (79.2% and 81.2% respectively) would like to see '**Small electoral items**' collected; this compares with less than three in five (57.9%) when viewed by respondents aged under 35.

Four in five (80.1%) respondents aged under 35 would like to see '**Soft plastics**' collected; this drops to less than two thirds (63.8%) when viewed by respondents aged 55+.

Around a third (34.2%) of respondents aged under 35 would like to see '**Coffee pods**' collected; this is 11.6 percentage points higher than that of those aged 55+ (22.6%).

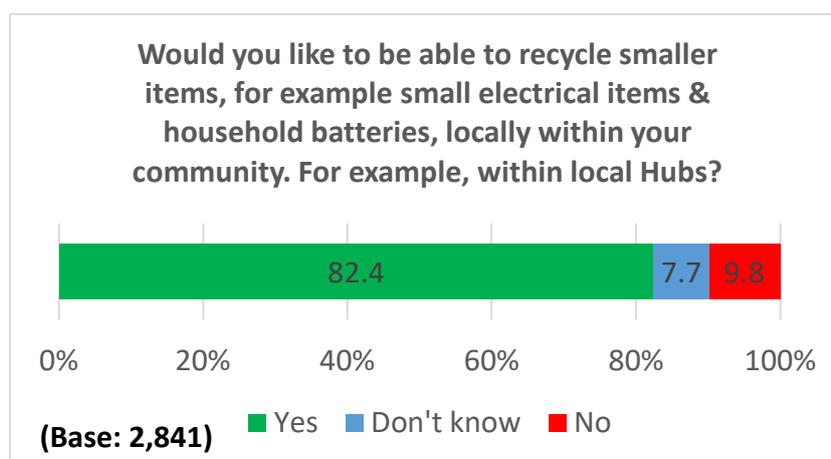
There was no correlation by deprivation.

Over two thirds of each household type would like to see '**Small electrical items**' collected.

A quarter of both semi-detached and detached property respondents (24.8% and 25.6% respectively) would like to see '**Coffee pods**' collected; this rises to over one in three (36.6%) when viewed by respondents who live in a Flat, Maisonette, Bedsit, Studio or Room only.

Would you like to be able to recycle smaller items, for example small electrical items & household batteries, locally within your community. For example, within local Hubs?

Over four fifths (82.4%) of respondents would like to be able to recycle smaller items within their community. One in ten (9.8%) stated that they'd have no interest in this scheme.



Four fifths of all demographic and geographical groups analysed would like to be able to recycle smaller items within their community; this was most notable in female respondents (85.0%).

There was no correlation by deprivation.

If yes, which items would you like to be able to recycle?

'**Small electrical items**' and '**Household batteries**' were viewed as the most popular items (86.4% and 84.7% respectively) that respondents would like to recycle in the local community (this is in line with what respondents would like to see collected from the kerbside).

Just under two thirds (64.5%) wanted to recycle '**Textiles**', whilst almost three in five (58.6%) stated they'd like to be able to recycle '**Soft plastics**'.

	No.	%
Small electrical items	2,017	86.4
Household batteries	1,976	84.7
Textiles	1,506	64.5
Soft plastics	1,367	58.6
Tetra Pak (cartons)	1,282	54.9
Coffee pods	629	26.9

Other	150	6.4
Total Respondents	2,334	-

N.B. Percentages do not total 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. A full breakdown can be viewed below.

Item	No.	%
Plastic food packaging - Crisp packets / Cereal bags / plastic wrapping	17	12.1
Anything / Everything	16	11.4
Light Bulbs	10	7.1
Hard plastics	10	7.1
Blister Packs - Tablets / Contact lenses	9	6.4
Metal	8	5.7
Clothes / Shoes	7	5.0
Bulky Items - Fridge / Freezer / Washing Machine / Beds / Furniture	7	5.0
Polystyrene / Foams	6	4.3
Wood	6	4.3
Pet food pouches	6	4.3
Kitchenware - Saucepans / Kitchen Utensils / Cutlery	5	3.6
Paint pots	5	3.6
Aluminium / Tin foil	4	2.9
Plastic / Polythene bags	3	2.1
Books	3	2.1
Misc.	39	27.9
Total Respondents	140	-

N.B. Percentages total more than 100% as respondents could select more than one option

The ability to recycle '**Small electrical items**' was highest amongst respondents who identify as disabled and those aged 55+ (89.1% and 88.8% respectively); it was lowest amongst those with a child in the house and females (83.1% and 84.5% respectively).

The ability to recycle '**Household Batteries**' was more prevalent by males and those with a child in the household (87.6% and 86.7% respectively).

In line with what respondents said they'd like to see collected from the kerbside, those aged under 35 were almost twice as likely as those aged 55+ to want '**Coffee Pods**' recycled within the community (38.4% and 21.5% respectively).

Over four fifths of all deprivation groups analysed would like to see '**Small electrical items**' recycled within the community.

Are you aware of Terracycle initiatives, to recycle 'hard to recycle' items such as crisp packets, cleaning products, food pouches?

Less than two in five (37.8%) respondents are aware of Terracycle initiatives to recycle 'hard to recycle' items such as crisp packets, cleaning products and food pouches.

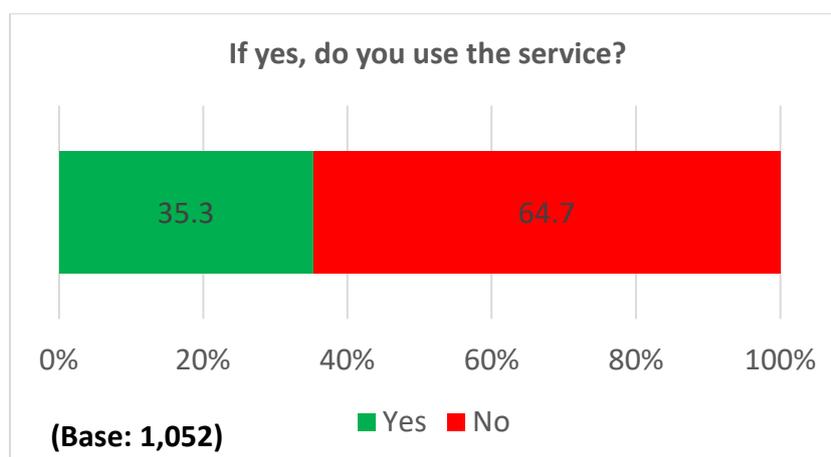
	No.	%
Yes	1,065	37.8
No	1,753	62.2
Total Respondents	2,818	100.0

Awareness was highest amongst respondents aged under 35 and those with a child in the household (43.1% and 42.2% respectively); it was lowest amongst males and those that reside in the southern arc of the city (30.6% and 32.9% respectively).

There was no correlation by deprivation.

If yes, do you use the service?

Respondents aware of the Terracycle initiative were asked if they used the service; just over a third (35.3%) indicated that they do.



Respondents aged 55+ and those with a child in the house were the two groups identified as most likely to use the service (39.2% and 38.1% respectively).

One in four (25.4%) respondents who reside in the most deprived areas of Cardiff stated that they use the service, this rises to around two in five (41.1%) when viewed by respondents from the least deprived areas.

If no, why not?

Respondents who were aware of the initiative but didn't use it were presented with a list of pre-coded options so they could tell us why they don't use the service.

'I don't know where the recycling points are' (51.7%) was the most common reason why people don't use the service, this was followed by **'None local to me'** (36.5%).

	No.	%
I don't know where the recycling points are	351	51.7
None local to me	248	36.5
I don't have the types of item they recycle	65	9.6
Other	121	17.8
Total Respondents	679	-

N.B. Percentages do not total 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix Q.

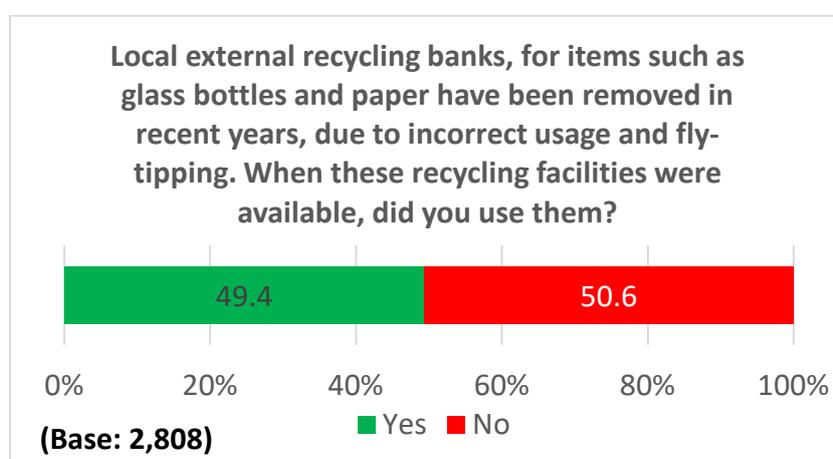
Theme	No.	%	Example Comments
Don't have the time / Insufficient Storage / Space to store and recycle numerous items	36	30.5	<ul style="list-style-type: none"> I don't have time and not enough space to store items between drop-offs. It's too difficult to store and recycle different things. Too time consuming. Don't have room to store individual recycle waste. Not hygienic to store all the different containers etc. It's too much effort to store it all up to then take to the centre, we do not have the internal storage space.
Location / Collection / Drop off point not convenient	18	15.3	<ul style="list-style-type: none"> Difficult to drop off at times when open. I would have to drive (not very green) to access a collection point. Only once a week on a Saturday morning not at all convenient for me. Collection point keeps moving, timing is inconvenient.
Accessibility Issues	14	11.9	<ul style="list-style-type: none"> I'm disabled and can't drive so I can't go carry rubbish around with me.

			<ul style="list-style-type: none"> • Difficult to access. • I don't have a vehicle to get there.
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'I don't know where the recycling points are' was the most common reason for not using terecycle initiatives across each of the demographic, geographical and deprivation groups analysed.

Local external recycling banks, for items such as glass bottles and paper have been removed in recent years, due to incorrect usage and fly-tipping. When these recycling facilities were available, did you use them?

Half (49.4%) of respondents indicated that they used to make use of this facility when it was available.



Respondents aged 55+ and those that identify as disabled were the groups most likely to have used the local recycling banks (both 56.0%); least likely were those aged under 35 and respondents with a child in the household (35.7% and 43.1% respectively).

There was no correlation by deprivation.

When you no longer have a use for a large household item, for example a dining table/sofa, how do you remove it from your house?

Respondents were presented with a list of pre-coded options and asked to select any methods they used.

'Try to donate it to charity shop' (69.9%) was the most conventional way respondents would try to dispose of an unwanted item. This was followed by **'Book a Council bulky waste collection'** (55.7%) and **'Advertise for free on social media platforms'** (48.6%).

Although viewed as the least common way to dispose of an item, **'Arrange a collection from the company I'm buying a new item from'** was selected by over one in four (27.6%) respondents.

	No.	%
Try to donate it to a charity	1,914	67.9
Book a Council bulky waste collection	1,571	55.7

Advertise for free on social media platforms	1,371	48.6
Attempt to sell online, and on social media platforms	1,005	35.7
Take it to a Household Recycling Centre	881	31.3
Arrange a collection from the company I'm buying a new item from	777	27.6
Other	102	3.6
Total Respondents	2,819	-

N.B. Percentages do not total 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix R.

Theme	No.	%	Example Comments
Pay for a commercial registered company	21	25.0	<ul style="list-style-type: none"> • Pay for removal by registered clearance company. • Book a commercial disposal as the lead times for Council collections mean I have to store the items for weeks/months before collection. • Use a private waste management company. • Employ a registered waste carrier. • Pay a private contractor.
Offer to family / friends	14	16.7	<ul style="list-style-type: none"> • Offer it to younger generation family members. • Always offer to family first. • Ask friends and family if they want the item.
Leave outside for scrap metal dealers	9	10.7	<ul style="list-style-type: none"> • If it is metal, I leave it in the forecourt and the Scrap Metal dealers often remove it. • Put it kerbside for ironmonger collection where possible. • Saw it up & leave metal parts for scrap metal collectors.

'Try to donate it to charity shop' was the most common way respondents would try to dispose of an unwanted item across each of the demographic and geographic groups analysed.

Three fifths of respondents aged 55+ and those that identify as disabled would **'Book a Council bulky waste collection'** (59.6% and 60.1% respectively); this falls to just over two fifths (43.9%) when viewed by respondents aged under 35.

Over three fifths (62.5%) of respondents aged under 35 would '**Advertise for free on social media platforms**'; this is 22 percentage points higher than their counterparts aged 55+ (40.5%).

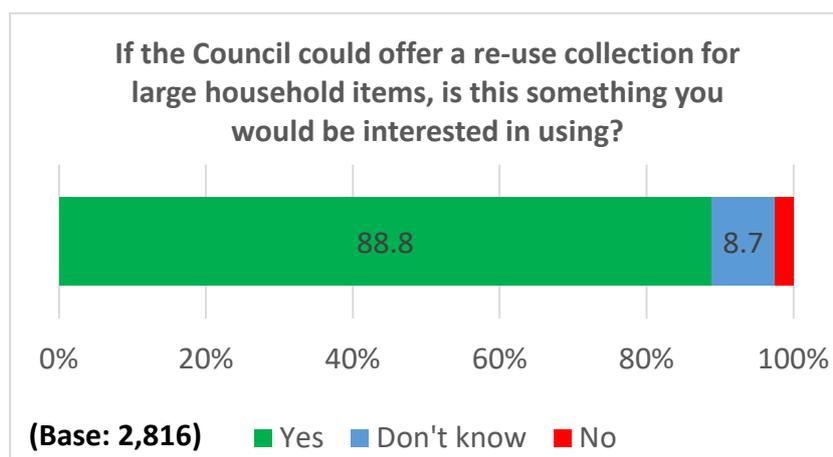
One in four (24.2%) respondents aged 55+ would '**Attempt to sell online, and on social media platforms**'; this more than doubles when viewed by respondents aged under 35 (61.2%).

Males were more likely than females to '**Take it to a Household Recycling Centre**' (37.7% and 28.0% respectively).

Over a half (55.0%) of respondents in the most deprived areas of Cardiff indicated that they would '**Try to donate it to charity shop**'; this rises to over seven in ten (72.3%) when viewed by respondents from the least deprived areas.

If the Council could offer a re-use collection for large household items, is this something you would be interested in using?

Just under nine in ten (88.8%) respondents would be interested in a re-use collection for large household items. Just 2.5% of respondents stated that this is a service they would not be interested in using.



All demographic and deprivation breakdowns were broadly consistent with the overall findings.

Section 4 - Make use of all available data, to develop targeted actions

Through our Capital Ambition, Cardiff has identified its vision to be a Smart City. One of our missions is to be a 'data-driven city' using data to improve decision making, provide better services and promote innovation in the City. We will also work to identify sources of data, within the recycling services operation, that we can further publish in line with the open data strategy. (This would be in line with data protection guidelines and personal data would not be published).

This includes areas such as education and enforcement action statistics, as well as promoting the open data available in relation to recycling and material destinations including Stats Wales and information published from Waste Data Flow at www.myrecyclingwales.org.uk

Would you be interested in information on any of the following?

Respondents were presented with a list of pre-coded options and asked to select those in which they'd be interested in receiving information.

'Where recycling materials are sent to be processed, and their end destination' (57.1%) was seen as the most common topic. This was followed by **'Recycling performance'** (47.8%) and **'The breakdown of material collected e.g. what material is within green recycling bags, black bins etc.'** (44.8%).

Over a quarter (26.4%) stated **'No, I'm not interested'**.

	No.	%
Where recycling materials are sent to be processed, and their end destination	1,460	57.1
Recycling performance	1,223	47.8
The breakdown of material collected e.g. what material is within green recycling bags, black bins etc	1,146	44.8
Street cleansing statistics	986	38.6
Contamination levels	924	36.2
Education and enforcement activities	743	29.1
Number of household collections provided	571	22.3
No, I'm not interested	675	26.4
Other	68	2.7
Total Respondents	2,556	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. A full breakdown can be viewed below / overleaf:

Theme	No.	%
Participation Rates - Ward / House type	10	15.4
Fly-tipping / Littering	7	10.8
Failed / Missed collections	6	9.2
What happens after collected	6	9.2
Other orgs. / Community info	5	7.7
Sanctions imposed	4	6.2
Details on the process	3	4.6
Misc.	27	41.5
Total Respondents	65	-

N.B. Percentages total more than 100% as respondents could select more than one option

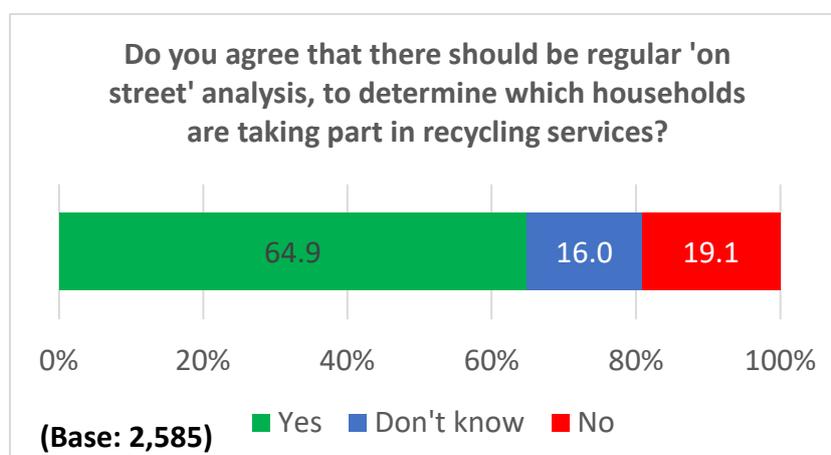
Males were more likely than females to be interested in '**Recycling performance**' (47.9% and 38.4% respectively). Similarly, those aged under 35 were seen to be more interested than those aged 55+ (50.0% and 40.6% respectively).

Males and those aged under 35 (44.6% and 43.8% respectively) also showed a far greater interest in '**The breakdown of material collected e.g. what material is within green recycling bags, black bins etc**' when compared to females and those aged 55+ (35.8% and 36.5% respectively).

Respondents with a child in the household and females were the two groups more inclined to cite '**No, I'm not interested**' (25.3% and 24.0% respectively).

Do you agree that there should be regular 'on street' analysis, to determine which households are taking part in recycling services?

Over three in five (64.9%) respondents agree there should be regular 'on street' analysis, to determine which households are taking part in recycling services.



At least three fifths of all the demographic and geographical groups analysed agreed that there should be regular 'on street' analysis.

Seven in ten (69.2%) respondents from the most deprived areas agreed. However, this drops to 63.1% when viewed by respondents from the least deprived areas.

Where it is identified a household is not taking part in a recycling collection service, do you agree that education and support should be provided to find out why?

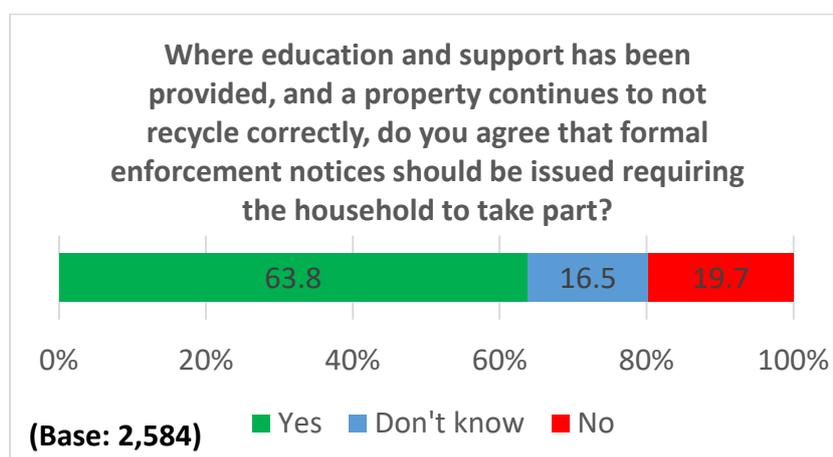
Nine in ten (90.3%) respondents agree that where it is identified a household is not taking part in a recycling collection service, that education and support should be provided to find out why.

	No.	%
Yes	2,333	90.3
No	252	9.7
Total Respondents	2,585	100.0

Results by demographic / deprivation breakdowns were broadly consistent with the overall findings.

Where education and support has been provided, and a property continues to not recycle correctly, do you agree that formal enforcement notices should be issued requiring the household to take part?

Over three fifths (63.8%) agree that where education and support has been provided, and a property continues to not recycle correctly, that formal enforcement notices should be issued requiring the household to take part. One in five (19.7%) disagree with this approach.



Agreement was highest amongst respondents who reside in the southern arc of the city and those from a minority ethnicity (68.9% and 68.6% respectively); it was lowest amongst those that identify as disabled and respondents with a child in the household (61.3% and 63.3% respectively).

Over two thirds (67.1%) of respondents from the most deprived areas agreed with formal enforcement notices; this is 4.1 percentage points higher than that of the findings from the least deprived areas (63.0%).

Do you agree that the Council should embrace new technologies, to improve our services? This could include technologies such as litter bin sensors, mobile working devices, on vehicle bin weighing equipment etc.

Almost half (48.7%) of respondents agree that the Council should embrace new technologies to improve services. However, this rises to almost two thirds (65.4%) when 'Don't know' responses are removed from the analysis.

	Including Don't know responses		Excluding Don't know responses	
	No.	%	No.	%
Yes	1,261	48.7	1,261	65.4
Don't know	659	25.5	-	-
No	667	25.8	667	34.6
Total Respondents	2,587	100.0	1,928	

Agreement was highest amongst respondents aged under 35 and males (63.2% and 54.5% respectively); it was lowest amongst respondents aged 55+ and females (44.1% and 46.5% respectively).

There was no correlation by deprivation.

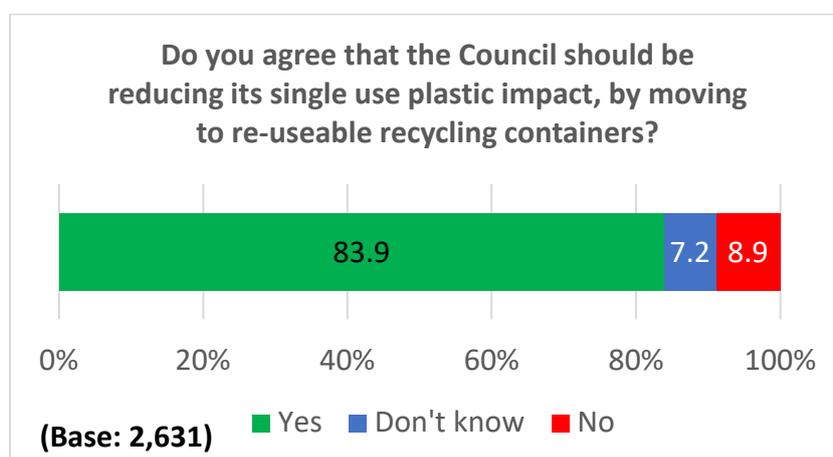
Section 5 - Reduce single use plastics

Cardiff's One Planet Strategy proposes a wide range of ambitious actions that will begin to form the basis of a delivery plan to achieve Carbon Neutrality. Within this, there is a commitment to reduce the Council's use of single use plastics, and the recycling and waste service is integral in developing and implementing an action plan for single use plastics.

We currently issue 24 million single use green recycling bags across the City, for the kerbside collection of dry recyclables. We recognise the recycling collection service needs to be reviewed not only to improve material quality and increase recycling rates, but to also significantly reduce our carbon impact in terms of single use plastics.

Do you agree that the Council should be reducing its single use plastic impact, by moving to re-useable recycling containers?

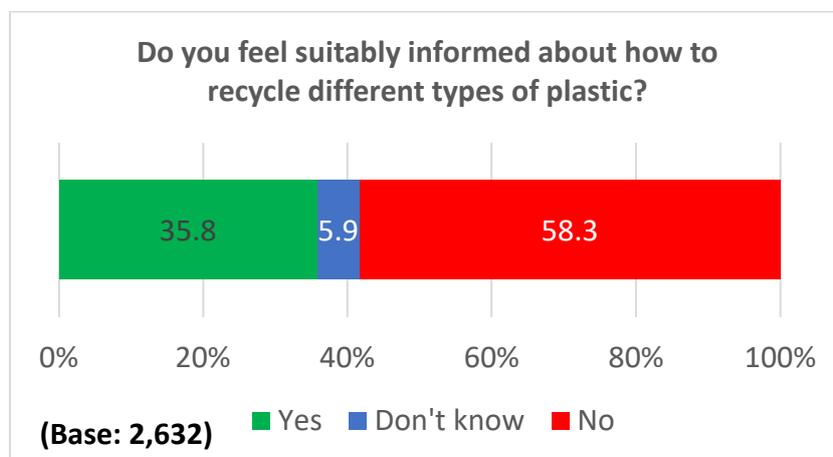
Over four fifths (83.9%) of respondents agree that the Council should be reducing its single use plastic impact, by moving to re-useable recycling containers.



Agreement was highest amongst respondents aged under 35 and females (86.7% and 85.6% respectively); it was lowest with minority ethnicity respondents and those that identify as disabled (76.7% and 77.0% respectively).

There was no correlation by deprivation.

Do you feel suitably informed about how to recycle different types of plastic?
 Almost three in five (58.3%) respondents do not feel suitably informed about how to recycle different types of plastic.



Respondents aged under 35 (39.8%) and those with a child in the household or reside in the southern arc (both 38.7%) were the groups identified as feeling most informed; least likely were males and those aged 55+ (32.0% and 32.4% respectively).

There was no correlation by deprivation.

Are you aware of Re-fill Cymru, and its app / website identifying locations that provide re-fill across the city?

Around one in eight (12.7%) respondents are aware of Re-fill Cymru, and its app / website identifying locations that provide re-fill across the city.

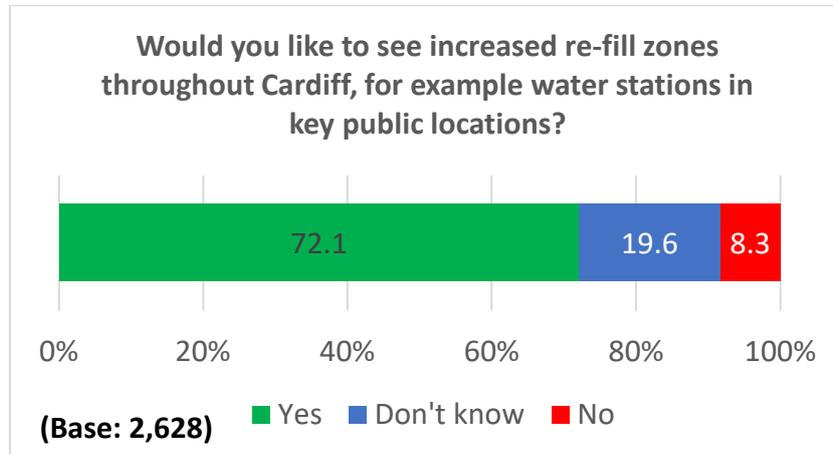
	No.	%
Yes	335	12.7
No	2,295	87.3
Total Respondents	2,630	100.0

Awareness was highest amongst respondents from a minority ethnicity and those aged under 35 (18.0% and 16.0% respectively); it was lowest by males and those aged 55+ (9.1% and 10.3% respectively).

There was no correlation by deprivation.

Would you like to see increased re-fill zones throughout Cardiff, for example water stations in key public locations?

Over seven in ten (72.1%) respondents would like to see increased re-fill zones throughout Cardiff.



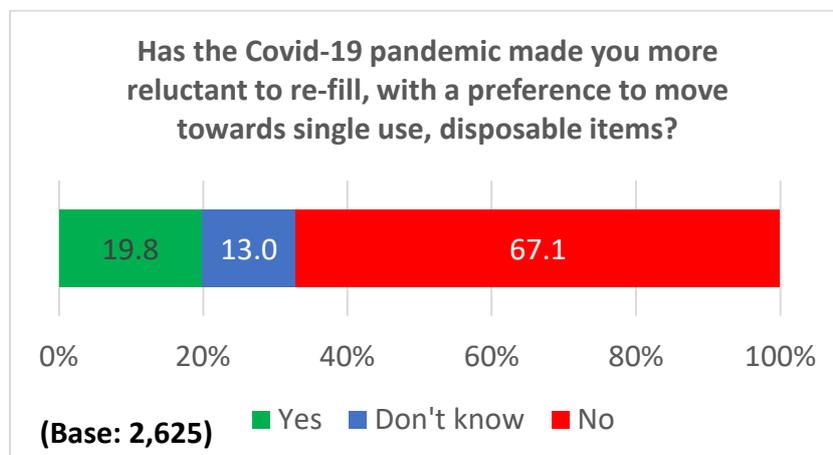
Respondents aged under 35 and those that reside in the southern arc were the groups identified as the most likely to want increased water zones throughout the city (85.7% and 77.8% respectively); least likely were those aged 55+ and males (67.4% and 67.7% respectively).

There was no correlation by deprivation.

Has the Covid-19 pandemic made you more reluctant to re-fill, with a preference to move towards single use, disposable items?

One in five (19.8%) respondents feel that the Covid-19 pandemic made them more reluctant to re-fill, with a preference to move towards single use, disposable items. However, over two thirds (67.1%) indicated that the pandemic has had no influence on them moving towards single use, disposable items.

Agreement with this rises to almost two in five (38.6%) when viewed by respondents who said they would not like to see increased water zones throughout the city



Respondents who identify as disabled and those aged under 35 were the groups most reluctant to refill due to the pandemic (24.6% and 23.8% respectively); least likely to be affected were males and those that reside in the southern arc of the city (17.8% and 17.9% respectively).

There was no correlation by deprivation.

How do you think the Council could reduce, or support initiatives that reduce single use plastic across the city?

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix S.

Theme	No.	%	Example Comment
Tax on plastic / Ban sale/ restrict use of single plastic	218	22.9	<ul style="list-style-type: none"> • Persuade businesses not to use single use plastic if at all possible. • Force companies to stop using so much single use plastic. • Ban the sale of items sold in single use plastic containers. • Plastic tax. • Enforce shops and manufacturing to use recyclable materials in the first place.
Support Initiatives - Incentivise / Lower taxes for environmentally friendly businesses	205	21.6	<ul style="list-style-type: none"> • By lowering business rates for appropriate businesses. • Assist independent zero waste shops. • Tax relief for businesses that take part. • Reduce business rates for retailers who provide re-fill in their shops. • Subsidies for shops that provide package free produce e.g. rice, shampoo etc to enable them to make their products cost effective in these difficult financial conditions.
Greater Legislation / Fines / partnership with Businesses / Manufacturers	192	20.2	<ul style="list-style-type: none"> • Put pressure on supermarkets who use unnecessary plastic packaging. • Pressure companies to stop producing them. • Pressure business to drive change. • Work with supermarkets and takeaway business to reduce single use plastics. Better support businesses that don't use or sell plastic items or packaging. • Legislate against the manufacturers!

Section 6 - Encourage and support the prevention, reuse and repair of materials

Welsh Government's Beyond Recycling strategy states 'In order to move to a circular, low carbon economy we will need to reduce the amount of waste produced by households, businesses and the public sector so that unnecessary waste is prevented, products are re-used, and repair and remanufacturing are a core part of our society'.

Our vision is that the actions from Cardiff Waste Strategy will not just be about achieving statutory recycling targets but also aims and objectives that support waste prevention, reuse and a circular economy.

Do you participate in any of the following, which aim to prevent waste?

Respondents were presented with a pre-coded list of ways to prevent waste, and asked to identify any they participate in.

Overwhelmingly, the main thing respondents do to prevent waste is to '**Take re-useable shopping bags and refuse single use bags**' (95.7%). This was followed by '**Love food, hate waste**' initiatives such as **only buying what you need, finding a use for leftovers, storing food correctly to enhance lifespan**' (52.1%) and '**Choose 'preloved' for items such as clothes, furniture**' (39.2%).

	No.	%
Take re-useable shopping bags and refuse single use bags	2,340	95.7
'Love food, hate waste' initiatives such as only buying what you need, finding a use for leftovers, storing food correctly to enhance lifespan	1,274	52.1
Choose 'preloved' for items such as clothes, furniture	958	39.2
Take re-fill containers, for drinks, food supplies etc	904	37.0
Home compost	817	33.4
Shop in zero waste stores	499	20.4
Borrow rather than buy	433	17.7
Use real nappies	103	4.2
Other	136	5.6
Total Respondents	2,444	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below. A full breakdown can be viewed in Appendix T.

Theme	No.	%	Example Comments
Repair / repurpose Items / upcycle	31	23.5	<ul style="list-style-type: none"> • Repair and reuse where possible. • I repair small electrical items (I am qualified to do this) Encourage free repair locations say once a month at Hubs. I would volunteer. • Repair shoes, clothes etc. • Repair if possible all domestic items specifically mechanical & electrical.
Use no packaging options - Loose fruit & Veg / Soap / ethical wrapping / reusable shopping bags	26	19.7	<ul style="list-style-type: none"> • Chose no-packaging options e.g. buy loose fruit & veg at a market/greengrocer instead of plastic-wrapped/bagged supermarket option. • Only use soap instead of shower gel, bottle shampoo etc. • Take Tupperware to Morrisons for meat/fish etc. leave packaging at supermarket where no option. • Not buy pre-packaged food.
Social media sites - Freecycle / give away unwanted items	19	14.4	<ul style="list-style-type: none"> • Social media platforms for recycling within the community. • Use Too Good to Go app to help reduce food waste. • Giving away items I no longer need rather than sending to landfill.

'Take re-useable shopping bags and refuse single use bags' was cited by at least nine tenths of respondents across each of the demographic, geographical and deprivation groups analysed.

'Love food, hate waste' initiatives such as only buying what you need, finding a use for leftovers, storing food correctly to enhance lifespan were used far more by females than males (59.4% and 42.9% respectively).

Female respondents were twice as likely as their male counterparts to **Choose 'pre loved' for items such as clothes, furniture'** (49.2% and 24.7% respectively).

One in five (19.5%) respondents aged under 35 reported to **'Home compost'**; this doubles when viewed by those aged 55+ (40.3%).

Over a third (37.6%) of females **'Shop in zero waste stores'**; this is more than double that of males, respondents aged 55+ and those that identify as disabled (14.3%, 14.5% and 15.6% respectively).

One in four (25.8%) respondents from the most deprived areas reported that they **'Home compost'**; this rises to over two fifths (41.0%) when viewed by respondents from the least deprived areas.

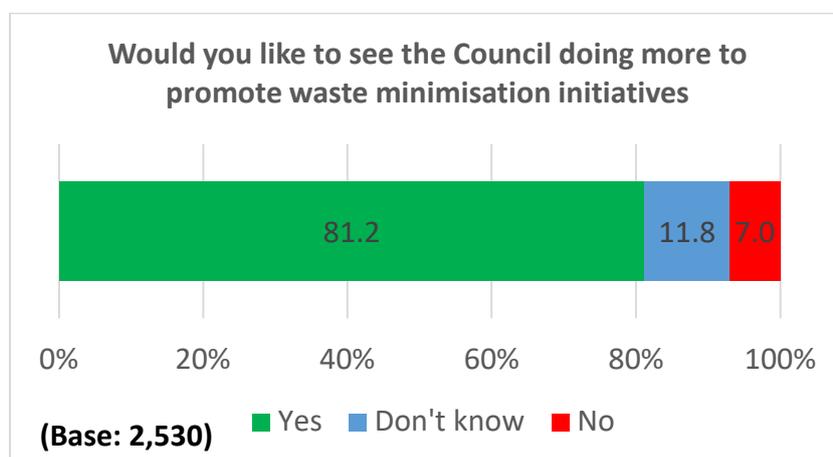
Respondents living in a Flat, Maisonette, Bedsit, Studio or Room only (54.2%) were twice as likely to **'Choose pre loved' for items such as clothes, furniture** than those that live in a detached property (27.3%).

Over one in five (21.2%) respondents living in a Flat, Maisonette, Bedsit, Studio or Room only **'Borrow rather than buy'**; this falls to around one in eight (12.7%) when viewed by those that live in a detached property.

Respondents living in a terraced property and those in a Flat, Maisonette, Bedsit, Studio or Room only were the groups most likely to **'Take re-fill containers, for drinks, food supplies etc'** (44.1% and 42.9% respectively).

Would you like to see the Council doing more to promote waste minimisation initiatives?

Around four fifths (81.2%) of respondents would like to see the Council doing more to promote waste minimisation initiatives.



Over three in four respondents from all demographic, geographic and deprivation groups analysed would like to see the Council doing more to promote waste minimisation initiatives.

If yes, what options do you think we should explore?

Respondents who said they'd like to the council doing more to promote waste minimisation initiatives were then presented with a list of pre-coded options and asked to identify which ones they think the council should explore.

'Consider re-usable recycling containers, rather than single use plastics' (77.8%) was the most common option that respondents would like to see explored. This was followed by **'Work with partners, to increase the number of re-fill locations in Cardiff'** (68.6%) and **'Increased promotion of waste minimisation initiatives'** (65.6%)

	No.	%
Consider re-usable recycling containers, rather than single use plastics	1,563	77.8
Work with partners, to increase the number of re-fill locations in Cardiff	1,378	68.6
Increased promotion of waste minimisation initiatives	1,319	65.6
Offering incentives to encourage home composting	1,054	52.4
Offering incentives to encourage use of real nappies	716	35.6
Other	136	6.8
Total Respondents	2,010	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. The top three themes, along with example comments can be viewed below and overleaf. A full breakdown can be viewed in Appendix U.

Theme	No.	%	Example Comments
Make more resources available - repair shops / libraries of items etc.	37	27.6	<ul style="list-style-type: none"> • Help support repair cafes and help extend "libraries of things" ideally through the hubs. • Libraries of things (e.g. household tools, toy libraries, baking cake moulds/equipment, baby equipment (highchairs etc), instruments). • Expand the number of re-use centres / shops • Send out information on places to get small electricals repaired, e.g. mobile phones, printers, etc. Encourage a repair culture. • Consider working in partnership with the Repair Cafe network to increase usage.

<p>Better partnership / enforcement -in particular big business / manufacturers</p>	<p>32</p>	<p>23.9</p>	<ul style="list-style-type: none"> • Massive fines for businesses or manufacturers making the waste to begin with, why can't we just buy things with minimal packaging, the amount of cardboard I go through alone each week from food packing alone is beyond, just waste, the info could be digitally printed onto clear 100% recyclable sourced plastic/paper packing. • Legislate to force supermarkets to only supply recyclable packaging. • Work with businesses to support innovation to reduce single use containers for food delivery. • Get businesses to reduce their plastic waste and force them to take back the plastic waste they force their customers to take.
<p>Foster a reuse culture</p>	<p>28</p>	<p>20.9</p>	<ul style="list-style-type: none"> • Incentives provided to households for innovative reusing and repurposing ideas. • Washable incontinence products where feasible. Promote wool over nylon and other plastic fibres. • Reusable recycling containers must be washable. • Donate refill items.

'Consider re-usable recycling containers, rather than single use plastics' was the favoured option by each of the demographic, geographical and deprivation groups analysed.

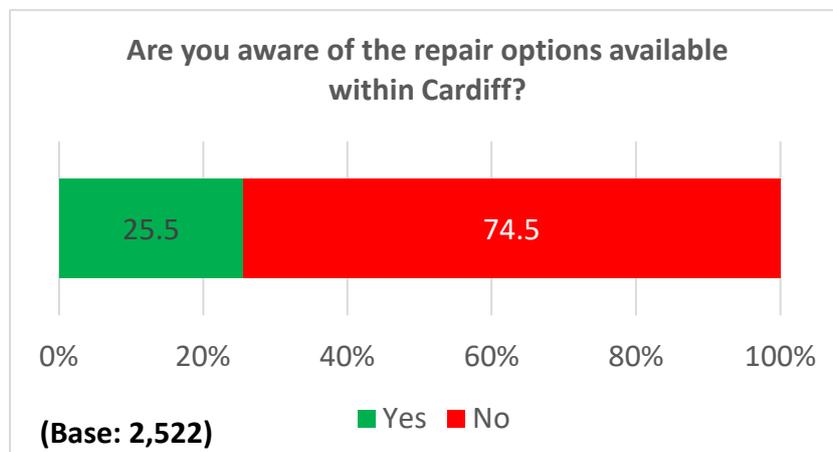
Over four fifths (81.9%) of respondents aged under 35 would like to see the council **'Work with partners, to increase the number of re-fill locations in Cardiff'**; this drops to less than two thirds (63.1%) when viewed by respondents aged 55+.

Seven in ten (70.3%) respondents from the most deprived areas would like the council to **'Work with partners, to increase the number of re-fill locations in Cardiff'**; this is 5.4 percentage points higher than that of the findings from respondents in the least deprived areas (64.9%).

Repair Cafes are available across the City, and there is a repair directory available at www.repairefficiencywales.co.uk.

Are you aware of the repair options available within Cardiff?

One in four (25.5%) respondents are aware of the repair options available within Cardiff.

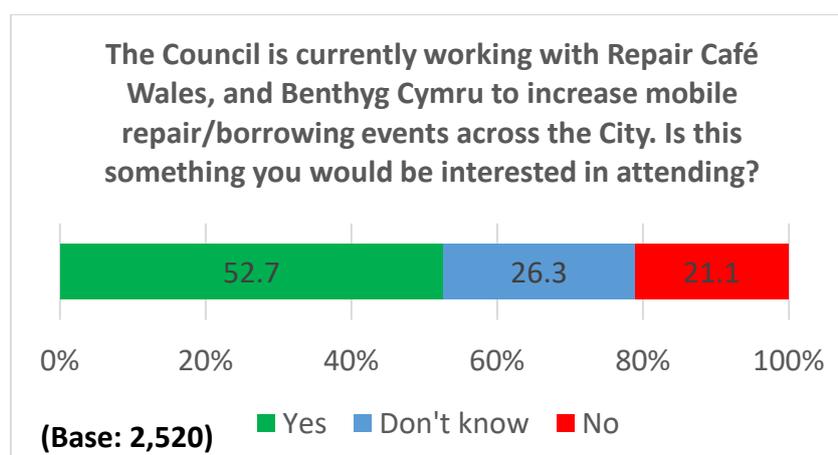


Awareness was highest amongst female respondents and those that reside in the southern arc of the city (30.7% and 30.0% respectively); it was lowest amongst males and those aged 55+ (17.9% and 23.5% respectively).

Almost three in ten (28.4%) respondents from the most deprived areas of Cardiff are aware of the repair options available in Cardiff; this drops to less than one in four (23.6%) when viewed by respondents from the least deprived areas.

The Council is currently working with Repair Café Wales, and Benthg Cymru to increase mobile repair/borrowing events across the city. Is this something you would be interested in attending?

Over half (52.7%) of respondents would be interested in attending the events across the City.

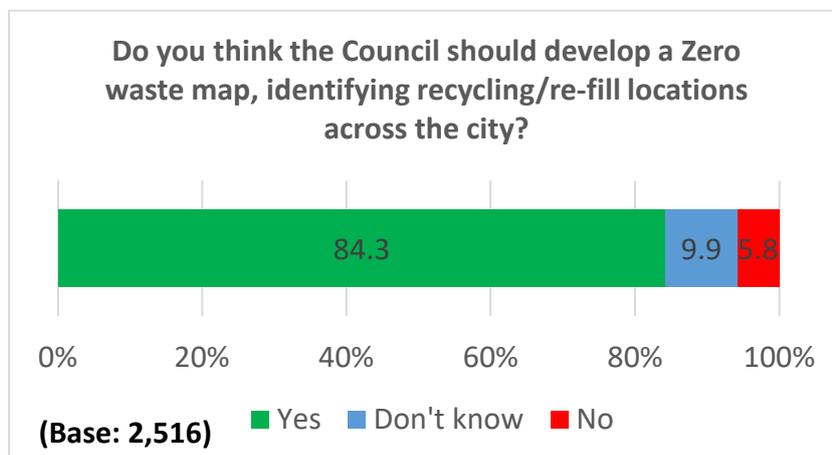


Respondents from a minority ethnicity and those aged under 35 were the groups that expressed the greatest interest (62.2% and 60.3% respectively); least interested were males and those aged 55+ (44.7% and 49.2% respectively).

There was no correlation by deprivation.

Do you think the Council should develop a Zero waste map, identifying recycling/re-fill locations across the city?

Over four fifths (84.3%) of respondents think the Council should develop a Zero waste map, identifying recycling/re-fill locations across the city.



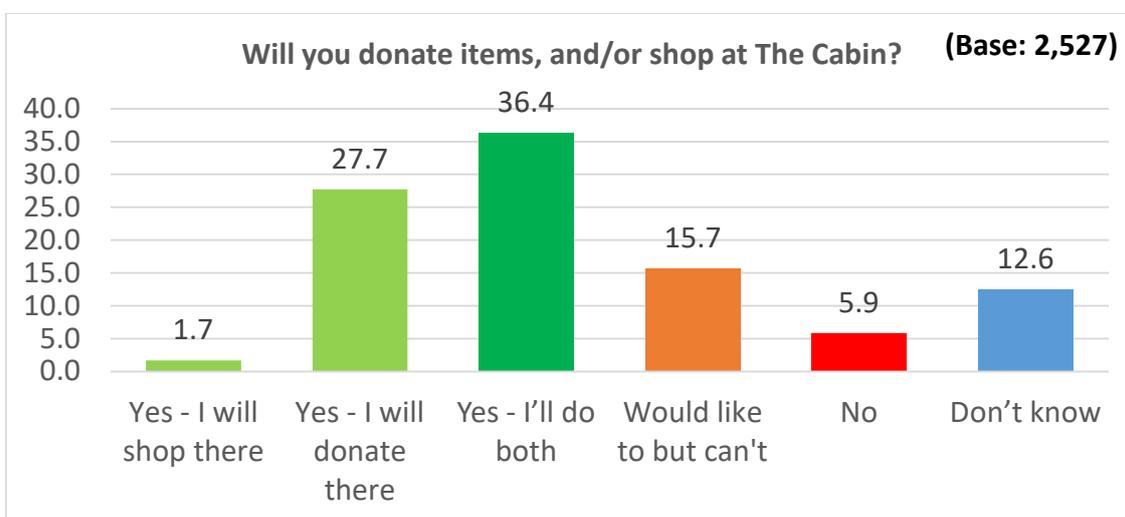
Those aged under 35 made up a significant proportion of respondents who agreed (93.4%); this compares with around four fifths (81.1%) of male respondents.

There was no correlation by deprivation.

In partnership with Wastesavers, the Council has launched a re-use shop 'The Cabin' at our Lamby Way Recycling Centre. You are able to donate items that are too good to waste, which will be sold back to communities at a small cost. As well as creating 30 jobs within the South East Wales region, the operation is also supported by 100 volunteers.

Will you donate items, and/or shop at The Cabin?

Almost two thirds (65.8%) of respondents stated that they shop / and (or) donate at The Cabin, this included 36.4% that will do both. Unfortunately, around one in six (15.7%) said they'd like to but can't.



Respondents aged under 35 and females were the groups identified as most likely to do both (46.7% and 41.3% respectively); least likely were males and those aged 55+ (31.3% and 32.2% respectively).

Three in ten (30.9%) of those who identify as disabled stated that they '**Would like to but can't**'; this is double that of the findings from the overall respondents (15.7%).

Less than one in five (18.7%) respondents from the most deprived areas of Cardiff said '**Yes – I will donate there**'; this almost doubles when viewed by respondents from the least deprived areas (34.5%).

One in five (20.5%) respondents from the most deprived areas '**Would like to but can't**'; this compares with around one in nine (11.5%) when viewed by those from the least deprived areas.

Section 7 - Contribute towards developing a circular economy within Wales

As stated in Beyond Recycling 'The Government cannot bring about the transition to a circular economy alone.' We recognise the individual actions play a big part in this transition and will work with our residents and other stakeholders to recognise their contribution.

As a Council, we also have a clear responsibility to work towards this goal, with much of our corporate vision outlined within our One Planet Cardiff strategy.

One of the areas we are working on is reducing carbon emissions, by considering the use of electric vehicles within our vast collections and cleansing fleet. We currently have 17 electric vehicles across the service and are one of the first Welsh local authorities to have an electric Refuse Collection Vehicle (RCV).

Do you agree that the Council should look to move to the electrical vehicles, where the relevant infrastructure is available?

Over four fifths (85.0%) of respondents agree that the Council should look to move to the electrical vehicles, where the relevant infrastructure is available. However, this figure rises to over nine tenths (92.4%) if 'Don't know' responses are excluded from the analysis.

	Including Don't know responses		Excluding Don't know responses	
	No.	%	No.	%
Yes	2,039	85.0	2,039	92.3
Don't know	191	8.0	-	-
No	170	7.1	170	7.7
Total Respondents	2,400	100.0	2,209	100.0

Agreement was highest amongst those aged under 35 (91.0%); it was lowest amongst those who identify as disabled (80.2%).

There was no correlation by deprivation.

Cardiff is committed to being a Child Friendly City, and we are working with our child friendly city teams, in making young person's ideas a reality. We are doing this by, for example, expanding Terracycle points throughout the City and painting a community mural at the Recycling Centre designed by children.

Do you agree that it's important to tap into the enthusiasm of young people, to make long term changes? For example, through offering recycling and waste minimisation talks to schools.

The majority (91.9%) of respondents agree that it's important to tap into the enthusiasm of young people, to make long term changes.

	No.	%
Yes	2,210	91.9
Don't know	91	3.8
No	103	4.3
Total Respondents	2,404	100.0

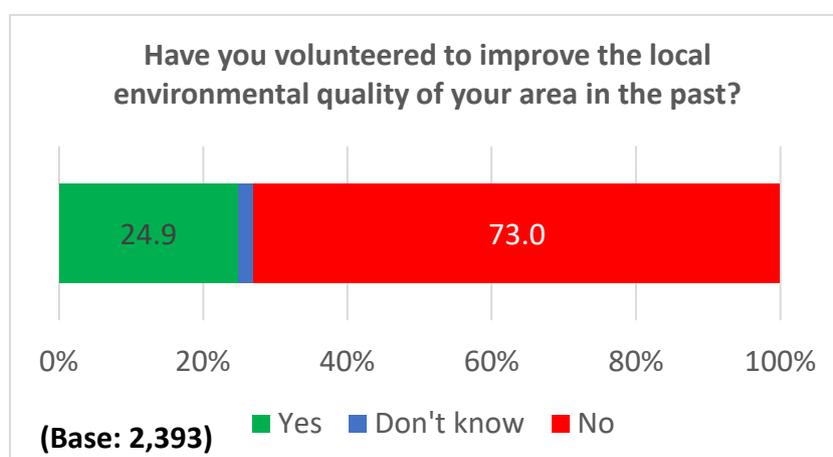
At least nine tenths of all demographic, geographical and deprivation groups analysed agreed that it's important to tap into the enthusiasm of young people, to make long term changes.

Cardiff Council is a partner of Caru Cymru, a Keep Wales Tidy initiative which aims to inspire everyone to take action and take care of the environment. The vision is for Caru Cymru to be interwoven into life in Wales, so it becomes second nature to 'do the right thing'. This could mean taking litter home, recycling 'on the go', cleaning up after your dog.

We are so lucky in Cardiff to have a comprehensive network of passionate volunteers through the Love Where You Live campaign.

Have you volunteered to improve the local environmental quality of your area in the past?

One in four (24.9%) respondents have volunteered to improve the local environmental quality of their area in the past.



These findings were consistent across the demographic groups analysed.

There was no correlation by deprivation.

If yes, how did you take part in the volunteering?

Respondents who stated that they'd previously volunteered to improve local environmental quality in their area were then presented with a list of pre-coded options and asked to indicate how they'd got involved.

'I just saw the opportunity and got involved' (43.5%) was viewed as the most common way in which respondents took part in volunteering. This was followed by **'I'm part of a community group e.g. Keep Grangetown Tidy'** (27.0%) and **'I'm a Love Where You Live Litter champion'** (12.6%).

	No.	%
I just saw the opportunity and got involved	253	43.5
I'm part of a community group e.g. Keep Grangetown Tidy	157	27.0
I'm a Love Where You Live Litter champion	73	12.6
I'm a Keep Cardiff Tidy Litter champion	58	10.0
Other	141	24.3
Total Respondents	581	-

N.B. Percentages total more than 100% as respondents could select more than one option

If other, please specify:

Respondents who selected 'Other' had their comments grouped into themes. A full breakdown can be viewed below / overleaf:

Theme	No.	%
Litter Picks	80	61.1
River Groups	15	11.5
Garden / Tree related	14	10.7
Not specified	12	9.2
Conservation group	4	3.1
Misc.	18	13.7
Total Respondents	131	-

N.B. Percentages total more than 100% as respondents could select more than one option

'I just saw the opportunity and got involved' was the most common way of getting involved across all demographic and geographical groups analysed. This was most notable by minority ethnic respondents and those that have a child in the house (51.0% and 49.7% respectively).

Respondents who identify as disabled (37.3%) were the group most likely to be **'Part of a community group'**, this is more than double that of respondents aged under 35 (17.2%).

Only 1 (2.0%) minority ethnic respondent was *'I'm a Love Where You Live Litter champion'*, this compares to over one in six when viewed by those aged under 35 and females (15.5% and 15.1% respectively).

Respondents in the most deprived areas were more likely to be *'Part of a community group'* than those that reside in the least deprived areas (40.4% and 31.2% respectively).

Would you like to learn more about volunteering in Cardiff?

355 (14.9%) respondents stated that they'd like to learn more about volunteering in Cardiff. Respondents who left their contact details have had their information passed onto the project team.

	No.	%
Yes	355	14.9
Don't know	462	19.4
No	1,564	65.7
Total Respondents	2,381	100.0

Minority ethnic respondents and those aged under 35 were the groups most likely to want to learn more about volunteering in Cardiff (23.1% and 20.2% respectively).

Less than one in ten (8.8%) of those who identify as disabled would be interested in learning more.

There was no correlation by deprivation.

Do you agree that a deposit return scheme should be launched in Wales, to reduce the impact of litter on the local environment? As part of this scheme, you would receive money back if disposable bottles were returned to a deposit return point. *Please remember, this is a scheme that would need to be introduced by the Government in Westminster, and not Cardiff Council.*

Four in five (79.2%) respondents agree that a deposit return scheme should be launched in Wales, to reduce the impact of litter on the local environment.

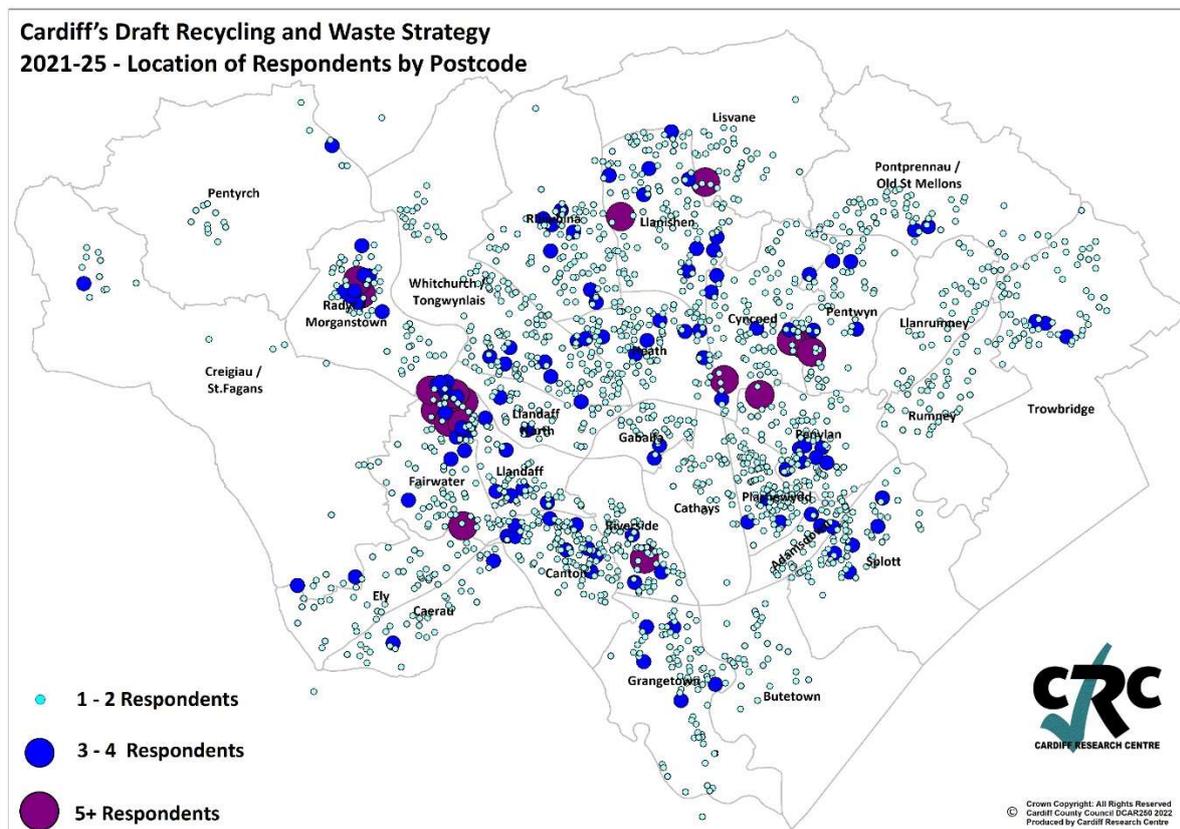
	No.	%
Yes	1,896	79.2
Don't know	278	11.6
No	221	9.2
Total Respondents	2,395	100.0

Agreement was highest amongst respondents aged under 35 and those who reside in the southern arc of the city (86.2% and 83.8% respectively); it was lowest with those who have a child in household and males (76.9% and 78.8% respectively).

Over four fifths (84.3%) of respondents in the most deprived areas agreed; this drops to 77.6% in the least deprived areas.

About You

Please provide your postcode below to allow us to more accurately pinpoint respondents' views and needs by area: -



What was your age on your last birthday?

	No.	%
16-24	27	0.9
25-34	313	10.9
35-44	563	19.6
45-54	517	18.0
55-64	696	24.3
65-74	500	17.4
75+	166	5.8
Prefer not to say	87	3.0
Total Respondents	2,869	100.0

Are you...?

	No.	%
Female	1,655	57.7
Male	1,079	37.6
Prefer not to say	124	4.3
Other	12	0.4
Total Respondents	2,870	100.0

Do you identify as Trans?

	No.	%
Yes	8	0.3
No	2,621	93.6
Prefer to self-describe	19	0.7
Prefer not to say	153	5.5
Total Respondents	2,801	100.0

Do any children live in your household?

	No.	%
No children	2,037	72.5
Yes, under 5 years old (pre-school)	232	8.3
Yes, aged 5 - 11 (primary school)	339	12.1
Yes, aged 11 - 16 (secondary school)	283	10.1
Yes, aged 16 - 18 in full-time education, or working	140	5.0
Yes, aged 16 - 18 but not in full time education or working	19	0.7
Total Respondents	2,808	-

N.B. Percentages do not total 100% as respondents could select more than one option

Which of the following best describes what you are doing at present?

	No.	%
Working full time (30+ hours per week)	1,357	47.8
Wholly retired from work	754	26.6
Working part time (less than 30 hours per week)	369	13.0
Permanently sick or disabled person	85	3.0
Caring for a child or adult	57	2.0
Looking after home	52	1.8
In full time education	28	1.0
Unemployed - Unregistered but seeking work	23	0.8
On a zero hour contract	17	0.6
Unemployed - Registered Job Seeker	14	0.5
On a government training scheme	1	0.0
Other	81	2.9
Total Respondents	2,838	100.0

What type of property is your home?

	No.	%
Semi-detached house	1,057	37.3
Terraced house	807	28.5
Detached house	611	21.6
Flat, Maisonette	241	8.5
Detached bungalow	62	2.2
Semi-detached bungalow	25	0.9
Bedsit, Studio or Room only	5	0.2
Terraced bungalow	3	0.1
Caravan / Mobile home / houseboat	1	0.0
Other	23	0.8
Total Respondents	2,835	100.0

Do you identify as a disabled person?

	No.	%
Yes	322	11.5
No	2,342	83.5
Prefer not to say	141	5.0
Total Respondents	2,805	100.0

Please tick any of the following that apply to you:

	No.	%
Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)	425	42.9
Mobility impairment	241	24.3
Mental health difficulties	191	19.3
Deaf/ Deafened/ Hard of hearing	165	16.7
Visual impairment	58	5.9
Learning impairment/ difficulties	35	3.5
Wheelchair user	26	2.6
Prefer not to say	198	20.0
Other	38	3.8
Total Respondents	990	-

N.B. Percentages do not total 100% as respondents could select more than one option

Do you consider yourself to be Welsh?

	No.	%
Yes	1,868	66.9
No	926	33.1
Total Respondents	2,794	100.0

What is your ethnic group?

(Where the term 'British' is used, this refers to any of the four home nations of Wales, England, Northern Ireland and Scotland, or any combination of these).

	No.	%
White - Welsh/English/Scottish/Northern Irish/British	2,471	87.7
White - Any other white background	99	3.5
White - Irish	31	1.1
Mixed/Multiple Ethnic Groups - White & Asian	18	0.6
Asian/Asian Welsh/British - Chinese	15	0.5
Mixed/Multiple Ethnic Groups - White and Black Caribbean	9	0.3
Mixed/Multiple Ethnic Groups - Any other	8	0.3
Asian/Asian Welsh/British - Indian	7	0.2
Black/African/Caribbean/Black Welsh/British – Caribbean	7	0.2

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Asian/Asian Welsh/British - Any other	5	0.2
Mixed/Multiple Ethnic Groups - White and Black African	4	0.1
Arab	3	0.1
Black/African/Caribbean/Black Welsh/British - African	2	0.1
Asian/Asian Welsh/British – Pakistani	1	0.0
Black/African/Caribbean/Black Welsh/British - Any other	1	0.0
White - Gypsy or Irish Traveller	1	0.0
Prefer not to say	124	4.4
Any other ethnic group (please specify)	12	0.4
Total Respondents	2,818	100.0

Appendix A - Do you agree that this is the most suitable option for Cardiff? No, a full kerbside sort collection should be considered

Theme	No	%	Example Comment
Reusable sacks being blown away / not fit for purpose	149	33.2	<ul style="list-style-type: none"> I feel that reusable sacks will get blown away/lost easily and have the potential for rubbish to be blown around the streets. Will they be waterproof enough to protect the paper recycling? HMOs already have a lot of bins outside These sacks empty their contents in the slightest breeze The current containers are totally unsuitable and are already leading to messy streets especially and the carts no longer come around. The contents get wet dirty and already the containers are becoming unpleasant There will be a risk to traffic on windy days when empty bags blow around Bags get wet, difficult to dry wet bags and store in house, bags blow away
Storage concerns	129	28.7	<ul style="list-style-type: none"> Some people do not have the space in their homes for 3 separate refuse bins, example, people in 1 bedroom flats, the kitchens are tiny & have no room for 3 separate bins Nowhere to store the bags and rubbish live on busy street where bags will disappear and become lost Terraced houses with no rear access have no room for all the different sacks There isn't enough space in most properties for all these sorting containers, and people would not bring wet soggy dirty bags into their house. Too many containers involved. They will become dirty very quickly and nowhere to store them.
Sorting concerns	63	14.0	<ul style="list-style-type: none"> People will still not learn and still mix waste it is up to the council to improve their internal processes Having to sort at home will discourage people from recycling. The Council should sort after collection not before

			<ul style="list-style-type: none"> • It's a lot of work and still doesn't guarantee the right product for recycling being placed in the correct bin • people will be less inclined to sort properly leading to less recycling, I've lived in Swansea and people there can't be bothered to use all the different bags
Keep process simple / may end up in general waste	58	12.9	<ul style="list-style-type: none"> • Too complicated, recycled material will just go into black bin as it's less fuss • Asking people to jump through hoops to recycle will only lead to further use of general waste instead of recycling. • Most people won't have the space to store all these different 'containers' and may just give up and put more in general waste. • It will discourage people from recycling as having to store different options
Need better containers	45	10.0	<ul style="list-style-type: none"> • The sacks are not suitable. Small plastic bins for each waste is better and would last longer than bags which will get lost and damaged easier. • Containers last longer and prevent rats and seagulls attacking the rubbish. • The sacks are not very good. Bins should be used. If you want to separate sure but each type of rubbish should be a bin not a sack • All recyclables should be put in wheelie bins to avoid animals (cats, seagulls), smelling the food and destroying the bags, resulting in lost garbage in our streets. Why not dedicate green wheelie bins to recyclables and have bags for garden waste instead? (Just swap)
Increase litter/Vermin on streets	38	8.5	<ul style="list-style-type: none"> • The bags are a terrible idea they don't hold enough and the rubbish comes out and goes everywhere • I'm on this trial. It's a nightmare. There's a clean up to be done after every collection, too many bins to store, the sacks are awful and need to be changed to plastic bins • Reusable bags are likely to be blown around in gusty weather, leading to more litter in bushes, hedges etc.. • As part of the trial the sacks are completely unsuitable. They do not stay closed and are

			prone to sea gulls and fox's removing rubbish from the sacks which creates litter.
Accessibility concerns/health and safety	31	6.9	<ul style="list-style-type: none"> • Not everyone (such as disabled) can do this fully • all the different boxes are dangerous left out for blind and disabled people. • Sacks are a risk to wildlife and road users. Wheelchair users have enough problems with litter and cats on pavements • The sacks will be heavy to carry once full.
Agree with trial	27	6.0	<ul style="list-style-type: none"> • Depending on the cost of suitable vehicles, one collection seems more environmentally friendly • The more we can recycle the better • Easy to do at home and allows money to be spent on other things, rather than sorting waste
Prefer current system	26	5.8	<ul style="list-style-type: none"> • If you make it hard for people to recycle they won't - keep it as it is I don't want a million bags to put stuff in - collect it and sort it • The current way is fine in our area. • The current system should be kept
Concerns over Bin collection/Recycling Centres	24	5.3	<ul style="list-style-type: none"> • Thousands of bags blowing all over the streets as your bin men are too idle to even put one food caddy back on the pavement and have been observed throwing them in a manner of a Welsh rugby line out • a glass caddy for glass bottles sounds a terrible idea - the bin men throw things around as it is - how long before it broke? • My sister-in-law who lives in Radyr watched your people tip everything into the same vehicle- so what is the point!
Negative comments	20	4.5	<ul style="list-style-type: none"> • You're asking us to sort more and yet charging more taxes • I pay my council tax for you to sort my rubbish I'm not doing your jobs for you • Every house will 3 bags, a food bin, a black bin and many houses will have green garden waste bin. The city will look an absolute shambles with all these bags and bins lying around. How many trips from the top of block of flats have to be made, how will old people in small houses manage. The council is paid to do a job, will council

			tax be reduced if the public have to do the council's job?
Need more information/education	18	4.0	<ul style="list-style-type: none"> • you need to educate the great unwashed. perhaps fine those who put the wrong refuse into the green bags • It is not clear what types of plastic is recyclable • I am assuming that fully sorting means easier to recycle and better for the environment - but this info was not given above? This explanation above when surveying would make it easier to make an informed decision.
Benefits of full kerbside collection	17	3.8	<ul style="list-style-type: none"> • From what I read a full kerbside collection would use one vehicle thereby reducing cost and pollution • Depending on the cost of suitable vehicles, one collection seems more environmentally friendly • It seems this will minimise the chances of getting the wrong materials in the wrong containers
More Cost to replace bags	7	1.6	<ul style="list-style-type: none"> • Would there be a charge for missing sacks? Boxes would be better but not ideal. • Once emptied re-usable bags are easily blown away. Residents would then have to pay for replacements.
Other	41	9.1	<ul style="list-style-type: none"> • We should be recycling at the micro level • Trial different methods • The problem is not that the materials you collect are "wrong" it's that you and the waste industry do not know how to deal with it. How can there be in your words "the wrong type of plastic!". Citizens don't make the plastic - manufacturers do so legislate against that. Citizens don't control waste management in the city- you do that what we pay you for. You have to figure out what to do with the waste. not the citizen • If you choose this '3' option, it will not be long before you need to go for the bigger option.
Total Responses	449	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix B - Do you agree that this is the most suitable option for Cardiff? No, there should be different options for different areas of the city

Theme	No.	%	Example Comment
Storage concerns	418	46.5	<ul style="list-style-type: none"> • where do you intend, I keep your extra sacks or boxes? My house isn't any bigger than it was before. • I live in a small flat and have no room. For 3 recycling bins, food waste bin and general waste bin. • Unfortunately, we do not have space in our house for additional bins. We already have five when considering recycling, landfill, food, supermarket bags & teracycle. • Our homes aren't designed for so many storage options • Too many bags in my flat, how can I fit 5 bins in a small kitchen?
Vary approach by accommodation type/ area	342	38.0	<ul style="list-style-type: none"> • Different types of property may require different options due to storage space available • Not everywhere has storage, houses aren't the same as flats etc • Different issues / risks in more rural locations • Take Grangetown - HMOs, houses with gardens for bins, blocks of flats with shared bins, houses that open onto the street. One size cannot fit all • It cannot be a one size fits all for such different housing stock - consider the differences between properties in Cyncoed (plenty of room) with terraced housing - limited indoor space
Bags not fit for purpose / unsecure/ blow away /porous / unhygienic	172	19.1	<ul style="list-style-type: none"> • Reusable sacks are going to blow away once empty. • I live on Newport Road, sacks will get taken, blown away across traffic this will cause accidents • Sacks blow away and tear too easily (know from previous experience) • Bags will break, they will smell some built up areas waste will be spilt onto roads • Sacks blow away and we have to pay to replace them, they're also nasty to move through the house if wet, glass bins need

			to be larger than those trialled previously and have better closure, so they don't fill with water
Concerns over access to pavements/litter/mess /vermin	82	9.1	<ul style="list-style-type: none"> • Living in a part of the city with narrow pavements and houses that open directly onto the pavement, bin day is already a nightmare on the school run, with food bins and green bags blocking pavements. Navigating these with a wheelchair or buggy is very difficult. Having more containers on the street will make the footways impassable • Birds. Seagulls cause a great deal of havoc within the Butetown community • How do disabled people navigate a sea of bags, boxes and bins on the pavement? • Sacks are light when empty and not secure. Open boxes cause rubbish to be blown and are prone to wildlife interference. • I'm not keen on sacks/bags - living on the edge of the city the current bags get blown away if put out in stormy weather and spread litter all over the place.
People won't participate / Will end up in general waste / fly tipping	80	8.9	<ul style="list-style-type: none"> • I live in a small property and I haven't got room for various containers - I will be putting whatever I can in the black bin, so will be recycling less. • I would support this if you had an alternate option for glass. I've seen the caddies and they are far too small. This will lead to people not recycling. • I don't think this is realistic - you're making it more effort for people to recycle. The harder it is, the more people won't bother. • People in Cardiff won't bother with more bins to separate waste it will lead to less being recycled and more fly tipping than there already is. • Less likely to recycle if have multiple bins. One bag is easiest and encourages recycling
Keep current system	67	7.5	<ul style="list-style-type: none"> • Should maintain the current system which is easy to use and understand and creates fewer storage difficulties

			<ul style="list-style-type: none"> • I sort my recycling well, fine those who don't rather than change. • The green bags worked well, the reason that other items go in is that the black bins are too small • The most suitable option would be for things to stay the same. • The current routine should be optimised across the city increase where it is ineffective before rolling out more complex systems.
Improve education and/enforcement	46	5.1	<ul style="list-style-type: none"> • Further education on recycling well should be the primary method of fixing the contamination issue • Space is an issue. 5 containers is excessive. How hard have you tried enforcement? • Educate or fine people who do not Recycle food waste or dry recyclables • Not everyone is capable of understanding what you expect from them
Sorting concerns	43	4.8	<ul style="list-style-type: none"> • Not enough information up to the collection person to sort • The streets are not the place for sorting rubbish. The state of our streets leaves no room for hundreds of different sacks which will be blown away in winds. Take all rubbish and sort it in a sorting centre. • If residents aren't sorting items properly now that are likely to ignore extra sorting • People are incapable of correctly sorting, this should be done at the depot
Need alternative storage/wheelie bins/stackable boxes	44	4.9	<ul style="list-style-type: none"> • Some areas should have sealable containers like bin bags and caddies only • The sacks provided are not suitable for the proposal. Different material or different type needs to be provided ie on wheels so people can wheel it instead of carry it • I was in North Wales last September, & their method of Collecting at the cottage we stayed in was Stackable Boxes, fitted on a Dolly trolley. The Bin men hosed them out after use. Bottles in the bottom one Cardboard & paper in next one cans & foil in next. A separate

			<p>caddy for food, & a bin for general rubbish. I thought it was a very good system, that Llandudno had.!</p> <ul style="list-style-type: none"> • Wheelie bins are already in many households, why not use them in conjunction with this new system.?
Accessibility concerns/health and safety	37	4.1	<ul style="list-style-type: none"> • Difficult for elderly people to understand and sort. - what about disabled? • I think its ableist. Life is hard enough for many disabled people. I'm struggling hugely to cope already with waste management & many vulnerable people will find it very very hard. • I am disabled, if my husband is away, I would not be able to take two bags, a box, food bin and main bin down all the steps to the collection point. They may be suitable for increasing recycling and for others but would be a nightmare for me and other mobility restricted people • Placing out potentially 6 bins, that have to be sorted in the week is unsustainable and not viable for elderly and disabled
Bin Collection concerns	22	2.4	<ul style="list-style-type: none"> • Too much time taken at the side of the road..bin men can't cope with the current collection times • Collection is already unreliable - this adds more complexity. Pilot trials already showing proposal isn't working - collections are being missed • Confidence in the trial was lost when suitable collection vehicles were not available.
Communal/end of street facility	15	1.7	<ul style="list-style-type: none"> • I live in a small 1 bed flat with a communal bin area • I live in a flat with limited space a communal bin storage area, which when built in the 90s was designed for a refuse collection of that time. These bin areas are now not adequate to take on this new Recycling model. • I have a communal bin store....
Other	80	8.9	<ul style="list-style-type: none"> • I don't think any of the options proposed will deal with the issues identified. If you are going to add non recyclables to the

			<p>current system you are still likely to do this in the future.</p> <ul style="list-style-type: none"> • You have incompetent management, sort them out first • There is no need to implement these unworkable changes - the waste collection function needs to be outsourced to a private company. • We pay enough in Council tax for the employees to do the job that they are paid to do • More emphasis should be on manufacturing to reduce their use of non-recyclable packaging
Total Responses	899	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix C - If we were to provide alternative containers for your recycling across the city, which would you prefer – Other

Theme	No.	%	Example Comment
Keep current system	109	25.9	<ul style="list-style-type: none"> • I'm happy with the system we have, if people can't get that right they will never get a new system right. • Keep it as it is. Green bags • best as it is now!! • Green bags which are 76.3% effective. • The current bag system, fill in kitchen, take outside, I've no idea where all this proposed new stuff will be kept. • Stick to the current but increase education and the fine process.
Wheelie bins / Weatherproof bins	100	23.8	<ul style="list-style-type: none"> • Bins with lids - keeping items fully dry and rats out!!!!!! • Enclosed recycling bins for outside that are weatherproof • Something weatherproof (rain & wind) with a lid that is large enough to contain the amount of recycling. • 2 wheelie bins 1 for plastics and 1 for cardboard and paper • Wheelie bins (something solid plastic...not bags or sacks as these blow away even if weighted)
Storage concerns	53	12.6	<ul style="list-style-type: none"> • Caddies that can be taken and recycled as consumers do not have to bring and store wet caddies. Not everybody has room or space to bring in wet sacks • Keep to plastic sacks easy to store rather than containers which take up room to store. • Box's with lids as I would have to store outside as no room in house • None of the above - don't have room for them. • At the moment householders don't recycle what make you think this is any better. householders don't have the room in their premises for all these bags especially those who live in flats. this is crazy
Box/ Stackable Box / Caddy	52	12.4	<ul style="list-style-type: none"> • Boxes for collection but something for inside properties too. IKEA used to sell stackable boxes that had a slanted front

			<p>which allowed things to be separated while also saving space</p> <ul style="list-style-type: none"> As above, weatherproofing is essential, so caddies or covered boxes. If concerned about visibility of what's in the containers, why not make the lid transparent. Stackable boxes with lids. Collapsible boxes would allow for easier storage and not blow away.
None	40	9.5	<ul style="list-style-type: none"> Don't provide alternative containers None, more of anything is a bad idea. You charge us more every year in council tax and want to give us more jobs to do on top of our day job. Collect all the rubbish and sort it at base. None of the above keep it as it is None stick with what we have. I have a full-time job which I'm not giving up to sort waste
Biodegradable - single use bags	37	8.8	<ul style="list-style-type: none"> Non-reusable but bio-degradable sacks Bio-degradable bags which fit into existing bins in people's homes and take up the least storage space. Glass caddies sound like future lawsuits. Coloured bags such as the green ones used to date in a biodegradable material Not re-usable as they get dirty and are difficult to clean, both sacks and caddies
Sack Concerns	25	5.9	<ul style="list-style-type: none"> Plastic rather than hessian. In windy weather empty hessian sacks will be scattered and lost. Not re-usable as they get dirty and are difficult to clean, both sacks and caddies Hessian sacks will get wet when outside and this makes bringing them inside awkward. None as hessian is hard to wash so becomes nasty and vices and caddies keep blowing away down the street and have smashed
Community Recycling facility	17	4.0	<ul style="list-style-type: none"> Recycling points at all supermarkets Collection bins in neighbourhoods e.g. in supermarket carparks/areas in local parks.

			<ul style="list-style-type: none"> • A community recycling point that is emptied regularly
Dependent on property	14	303	<ul style="list-style-type: none"> • Mix of all 3 depending on the property • I'm not convinced by a one size fits all approach. Some will generate more than will easily fit into the containers provided, others might not generate much • What's most suitable for specific households and their situation and space
Will result in a rise in general waste/ fly tipping	15	3.6	<ul style="list-style-type: none"> • You know full well this will just increase fly tipping. People haven't got the space for this stuff. • I will not be storing my recycling separately; I am pleased to recycle but it will now all be going in one bin • None of these. I would recycle less. I don't have room to store any more boxes.
Bin men concerns	9	2.1	<ul style="list-style-type: none"> • Something that I don't have to search the streets for after the bin cowboys have thrown them down the street • Hessian sacks are a waste of space. They will get soaked and be strewn everywhere especially on bin day when bin men empty them and chuck them anywhere like they do the white garden waste bags
Simpler the better	8	1.9	<ul style="list-style-type: none"> • If you make recycling complicated people won't do it. It's convenient to have 2 bins in your kitchen one recycling, one landfill but people won't sift through bins to recycle • Your question is leading and does not allow for a negative answer. I am happy with all recycling going into one bag to be sorted by the council.
Other	55	13.1	<ul style="list-style-type: none"> • it's not our issue. We commence the recycling by passing the materials to you and it's actually your job to get the recycling done! • Seems to me you are looking for free advice! Look at the existing system, improve this first before going into costly changes! For instance, when was the last time you re-educated households? Never! If people were aware that tearing boxes up rather than putting them in whole, would minimise the use of green waste

			<p>bags so less expenditure, less bags more efficient pickup! By the way, small food bags are enclosed within an outer bag! What is the point of that? Jumbled thinking!</p> <ul style="list-style-type: none"> • I would like a chance to see in person and vote that way - perhaps a well-publicised neighbourhood consultation to see the options. • I would rather you sorted the waste as that's what I spend council tax for • Keep current system and educate and fine to improve quality
Total Responses	421	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix D - How do you currently store your recycling before collection – Other

Theme	No.	%	Example Comment
Outside property- Garden / Drive	823	90.8	<ul style="list-style-type: none"> • Keep full bags in front garden next to bins. • store full bags outside until collection day • In the garden in bags • In the front space of the property, outside • Leave outside house on drive • Just leave them outside the back door • They sit outside in the yard because I have no other space • In my side garden, where it is not seen. • Outside house on private sheltered area • store outside behind garden gate on path
Inside property	62	6.8	<ul style="list-style-type: none"> • Store them in an open container in the house then bag for collection. • I have an internal bin for recycling alongside my internal bin for non-recycling. They are designed to be attractive and sit next to each other in my kitchen. • Normally we produce less than one recycle bag per week, so it can stay in its container until it's ready to go. • Indoor bins in bin bags • Store in box in kitchen and transfer to green bag the night before collection.
External Storage unit - large bins/ Shed/Garage/	24	2.6	<ul style="list-style-type: none"> • Store in my own purchased bins • My sheds out my back garden • Built storage units in drive • Store excess cardboard in garage or external container until dry collection day
Communal Bins	22	2.4	<ul style="list-style-type: none"> • Living in a flat, communal bin store. • Keep in cupboard until full then in communal bins • Building has a bin room • Apartment building bin store
Other	12	1.3	<ul style="list-style-type: none"> • Black bin the lot • We sort into the correct containers on the day before collection. • For homes with space outdoor bins would be useful. For flats shared bins
Totals Responses	903	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix E - Where do you go to access information about the correct materials to put into recycling bags – Other

Theme	No.	%	Example Comment
Council correspondence	38	31.1	<ul style="list-style-type: none"> • Leaflet delivered with sacks and caddy • On trial and use booklet provided. • Refer to the Leaflet that was put through the door - keep it on the side of the fridge • Booklet
Online / social media	21	17.2	<ul style="list-style-type: none"> • Cardiff council Facebook • Wales online • Wales Recycles • Recycle Now
I know what materials recycled/ Recycle what I think is correct	20	16.4	<ul style="list-style-type: none"> • I know what goes where • Common sense • Just put what I think can be recycled into green bag • Make own decisions.
Previous advice issued	10	8.2	<ul style="list-style-type: none"> • Don't look been using same info for number of years • Poster on my fridge printed in 2018 • We had a printed list from the council a couple of years ago
Look at packaging or recycling sacks/bins	8	6.6	<ul style="list-style-type: none"> • I look at the item • Red and blue sacks. Blue bottle bin
Work(ed) for Cardiff Council	5	4.1	<ul style="list-style-type: none"> • I already know about recycling from my employment with Cardiff Council • I work within Waste Management
Text/email	5	4.1	<ul style="list-style-type: none"> • Receive text from council • Email advice from Community Council
Ask Friend / relative	4	3.3	<ul style="list-style-type: none"> • My wife • Ask a friend to go online for me & check.
Other	20	16.4	<ul style="list-style-type: none"> • Everything goes in the green bag; the council can separate if they wish to do so. • Library • Local litter picking group • local shop
Total Responses	122	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix F - If you don't know whether an item can be recycled in your green bags, what do you do with it – Something else

Theme	No.	%	Example Comment
Put in Black Bin / Green Bags	31	42.5	<ul style="list-style-type: none"> • Make a judgement to put it in green bag or black bin • I make every effort to recycle but the. It has to go in the black bin if no joy. • Put them in the general waste bin • Guess - black bin or green bag
Find out information myself	30	41.1	<ul style="list-style-type: none"> • Check the product packaging • check on website • Look online to see where it goes • Ask neighbours
Take to recycling centre / Similar Scheme	12	16.4	<ul style="list-style-type: none"> • Depends what it is, household recycling centre or other scheme • Teracycle • Google to find out where it can be recycled taking advantage of volunteer run tetracycline schemes in the community
Other	10	13.7	<ul style="list-style-type: none"> • We are trialling the new 3 bag system • Varies depending on what the item is
Total Responses	73	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix G - Do you think the Council does enough to inform residents about how and what to recycle? If no, or if you have any comments, how could we improve this – Other

Theme	No.	%	Example Comment
Clearer/Accurate/more accessible information	156	62.9	<ul style="list-style-type: none"> • It seems really complicated what can and can't be recycled. Is there a way of simplifying this information to make it clearer. • Improve the recycling website for more comprehensive information • More posts on social media groups (i.e., FB reuse groups) and radio • On website have a search facility where u can enter items name and it can then advise correct recycling process • Email residents when their collection is due with an attachment of what goes in the green bag • A fridge magnet or something that isn't just going to end up being lost or recycled • Work with large stores to have information on what can and can't be recycled.
Recycle more items /More improved recycling centres	36	14.5	<ul style="list-style-type: none"> • Provide teracycle bins • Find a way to recycle things that currently can't be recycled • Have more places to recycle tetra packs and plastic that can be recycled with carrier bags. Also, more places for batteries • Have a permanent hire in North Cardiff. Just Saturdays for a limited time frame and limited materials not good enough!
Educate/show benefits of recycling/ Not fines	25	10.1	<ul style="list-style-type: none"> • Indicate on sacks which are left by your operatives, the reason why they're left and stop fining people, unless their actions are grossly taking the mick. • Stop issuing fines as it does not act as a deterrent, improve education • Better understanding how how incorrect/contaminated waste means whole bags need to be destroyed. • No fines - plenty of residents dump their rubbish in the wrong bin knowing others

			get the blame. Education and constant messaging is the answer.
Fixed Penalties / Inspections / Enforcement	10	4.0	<ul style="list-style-type: none"> Legislate to force supermarkets to only use recyclable packaging Most of the people not recycling are tenants. Mine are absolutely terrible at it! Letters need to go out to all tenants stating that they are at risk of losing their tenancy if recycling is not carried out. Work with us landlords closer to initiate this. ACTIVE BIN INSPECTIONS & ENFORCEMENT.
Engage more with areas of low recycling	9	3.6	<ul style="list-style-type: none"> Engage with the elderly as many of them find the recycling system very confusing. Also target student/landlord/holiday accommodation. Much more focus should be on students. As a homeowner with post graduate lodgers most of them don't have a clue!
Social Exclusion - Age / Disability / Digital resources	8	3.2	<ul style="list-style-type: none"> we get a lot of calls from elderly people or people with no social media they don't know what's going on and find it hard to find out also people live alone no friends or family not everybody has access to a PC or other device to check websites or to use social media
More reliable bin collections	7	2.8	<ul style="list-style-type: none"> Collect recycling on time Collect the rubbish on the day. Do NOT skip collections
Incentives	6	2.4	<ul style="list-style-type: none"> Positive reinforcement prizes for households who manage their recycling in an excellent The council could also put gold stickers on bins that are consistently filled with the correct recycling waste; the carrot is much better than the stick approach!
Other	24	9.7	<ul style="list-style-type: none"> The council should find out what the shops are supplying the food in and ensure the correct service is available. Provide better storage for recycling, the plastic bags are weak, break and just aren't suitable Stop expecting residents to do the job they paid council tax for! Provide greater, more appropriate bin capacity, regular, reliable

			<p>collections. Residents will then be able to self-sort waste into the correct bin</p> <ul style="list-style-type: none"> • I have no idea what's best, people don't care enough on the whole to find out, don't bother reading leaflets through the door & are happy to leave it to your staff to deal with if they get it wrong. Drives me nuts!!
Total responses	248	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix H - Do you think we should introduce an annual charge of £35 for fortnightly garden waste collections, between March-November? This would be approximately £1.80 per collection. Residents would need to sign up and pay each year. If you have said yes, why – Other

Theme	No.	%	Example Comments
Could incentivise composting	10	28.6	<ul style="list-style-type: none"> • It might encourage people to compost their own garden waste. • If people have gardens should there be an initiative to encourage them to compost rather than fill garden waste bins maybe that's an option provide them with a composted if they pay for pickups. • That would encourage composting — which is what I do. I do actually use the. garden waste collection about twice a year, if that. • To encourage. composting — which is what I do with nearly all my garden waste.
Happy to pay	7	20.0	<ul style="list-style-type: none"> • I have garden waste all year round and happy to pay for extra collections. • The current service is hit and miss, with many missed collections and large gaps. As a paid for service, I would expect the quality of service to have to improve. • I previously lived in Cheltenham and an annual charge worked well.
Would want more collections if paying	6	17.1	<ul style="list-style-type: none"> • To be specific if I pay a fee, I expect collections to occur over winter as well just less regularly. It's a non-statutory service and I understand the council needs to invest money elsewhere. If the charge was anymore, I wouldn't be happy at all. Also just to note I think this has the potential to make garden waste recycling class divide.... Had the social implications been considered for charging? • To make sure it is taken - fed up with being missed.
Risk of fly tipping	4	11.4	<ul style="list-style-type: none"> • Risk of fly tipping if no regular service. We already take ours to the tip and are applying for a second green bin. We already pay very high rates here. • I don't want to see it thrown as fly-tipping.

Have no car / can't attend HMRC	3	8.6	<ul style="list-style-type: none"> I'm a pensioner and don't have a car.
Pay as you go system	2	5.7	<ul style="list-style-type: none"> I think you should offer it on a pay as you go basis like the additional collection bags cost would pay for it but I think paying monthly wouldn't suit everyone.
Waste from surrounding properties / street	2	5.7	<ul style="list-style-type: none"> We get a lot of leaves from the park opposite, why not go to monthly collections in October/November and December. Also we currently put green recycling out every other month.
Misc.	17	48.6	<ul style="list-style-type: none"> Paying for the service should weed out those misusing it - weed out - ho ho! Not a reason but a comment, if this is done there should be a low-income scheme for families who are in receipt of a means tested benefit (Inc. Pension credit). The wealthiest people are being subsidised with free garden waste collection. They need to start practicing a closed system where they make sensible choices so that they recycle their garden waste in their own gardens. I am NOT satisfied that green waste has been sitting in my bin since November and that when it is collected the bin is likely to break with its weight as it has compacted, and I have had to add to it. I want an all-year-round collection. We have many trees with TPO's and we need this assistance.
Total Respondents	35	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix I - Do you think we should introduce an annual charge of £35 for fortnightly garden waste collections, between March-November? This would be approximately £1.80 per collection. Residents would need to sign up and pay each year. If you have said No, why – Other

Theme	No.	%	Example Comments
May increase fly tipping / burning / incorrectly presented waste / using other receptacles	137	39.5	<ul style="list-style-type: none"> • It will result in waste being fly tipped. • I worry that people may just dump this waste instead or put in black bags. • I would not mind paying the fee but think it would encourage some people not to recycle green waste and burn it or put it in black bin. You could have a free opt-in service in which people have to register every year if they want collections. • It will probably just get fly tipped somewhere if there is a charge. • Will lead to people burning garden waste in their garden which will increase CO2.
Pay enough council tax at present	58	16.7	<ul style="list-style-type: none"> • I feel I pay enough for my council tax. • My council tax is already inflated enough, and I should get at least some services for my payment. • Refuse collection is the ONLY obvious service we get from the council for the extortionate council tax we already pay.
Not prepared to pay	50	14.4	<ul style="list-style-type: none"> • Cardiff residents would not pay for their collections, the majority believe that they pay their Council tax and the only service they receive is their waste collections, so asking them to pay more will not go down well. • I wouldn't want to pay for fortnightly collections when I didn't need them that often - an option to pay for a single collection would be preferable, and pinpoint collection locations too. • If you start charging for this service a lot of people will not pay and will just start dumping elsewhere. It should already be included in the extortionate council tax that we already pay.

Potential to affect those that cannot afford it	44	12.7	<ul style="list-style-type: none"> This will be an extra cost that some household won't be able to justify. Although there will be some correlation between income and whether a household has a garden this won't be clear cut. Those who don't care about recycling or don't want to pay for this may refuse to and may end up fly tipping their garden waste. This would disadvantage low-income families.
Service very poor at present	40	11.5	<ul style="list-style-type: none"> Garden waste has not been collected since we moved into the area in December. This is not acceptable when this survey and your website indicate it should be monthly collections. Given how poor green waste collections have been over the last two years and how expensive council tax already is, charging more would be very disappointing.
Should not be taxed / penalised for having green space / they should be protected not concreted	33	9.5	<ul style="list-style-type: none"> Gardens & green spaces are vital for our biodiversity- we should not be penalised for having green spaces.
Access to recycling centre - limited to car users	29	8.4	<ul style="list-style-type: none"> You are punishing people who don't have a car. I'm greener than car users but can't take my waste to a centre. Council tax is high enough already. People may end up putting it in general waste. Not a good idea.
Waste from other properties / street / trees etc.	28	8.1	<ul style="list-style-type: none"> Where I live the major contributor is leaf fall from trees on council property however, unlike some areas where the council sweep up leaves it's left to homeowners to clear the leaves from the roads, pavements and communal areas.
Not value for money	20	5.8	<ul style="list-style-type: none"> I would pay if it was worth it to me, but it isn't. Please provide other options. Tips are miles

			away and you have to book. It encourages fly tipping.
It will discourage recycling	19	5.5	<ul style="list-style-type: none"> It would discourage people from recycling their garden waste.
Different properties have different needs	16	4.6	<ul style="list-style-type: none"> Do the bands that define the level of council tax take into account house and garden size.
I may be prepared to pay	15	4.3	<ul style="list-style-type: none"> I would be content to pay a small additional charge per collection, but as I Probably only put my green bin out 5 times a year, each collection would cost me £7 if the £35 fee was introduced. With a flat annual rate there is no incentive for me to reduce my overall collections.
Change collection frequency	14	4.0	<ul style="list-style-type: none"> I think we need more collections over the autumn and winter - every two weeks, to cope with leave fall. Perhaps tailing off in February.
Need a new free scheme / opt in / utilise technology	12	3.5	<ul style="list-style-type: none"> Suggest a third way - require people to sign up via an app in a window (say, 24-72 hours) prior to collection time when they want their green waste collected. Then no need to charge, but you could reduce/streamline collection. I'd also be happy to put my green bins at the end of the road alongside everyone else's from my postcode, so collection spots are far fewer.
What about associated costs of scheme / management - and to remedy those that fly tip	11	3.2	<ul style="list-style-type: none"> The cost of admin cost of collecting the fee could outweigh the benefits, simpler would be to add to Council Tax although not all get the benefit this is how tax works.
I use the service irregularly	11	3.2	<ul style="list-style-type: none"> I have a very small garden and only use garden waste once a year, for me this would mean £35 for one collection.
Misc.	78	22.5	

			<ul style="list-style-type: none"> • Lack of HRC in north Cardiff. • Neighbouring local authorities do not charge. • The material is, I assume used to make compost to enhance public spaces. Without it the council would need to buy compost or let the public spaces get even worse than they are. • I would like to know what happens between November and March. • The council wastes money on things like painting rainbow colours on the road - if it has money for non-essential, attention-seeking nonsense it has money to recycle garden waste.
Total Respondents	347	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix J - Do you bring any garden waste to a Household Recycling Centre? If no, why – Other

Theme	No.	%	Example Comment
Lack of Household Recycling Centre's in Cardiff / Environment Concerns / Distance and time needed to travel	119	41.3	<ul style="list-style-type: none"> • There is no local hwrc in the north of Cardiff ridiculous to expect people to drive across the city to dispose of it • The recycling centre is some distance now that Wedal Road is closed - using a car for this purpose is contradictory to the Council's greener city policy • I live in North Cardiff and the nearest centre is over 10 miles away, which I vehemently disagree with for both time and environmental reasons. There should be a recycling facility for north Cardiff. • You want us to travel miles across the city with a car full of stinking garden waste because you have closed Wedal Road and Waungron for us Cardiff North residents...pull the other one. • I am sure that 200+ cars travelling to the recycle centre produced more carbon dioxide than kerb collections • It's very difficult to get to the tip from here, right across the other side of Cardiff. If there was a collection point closer, I might use it
Use home composter	39	13.5	<ul style="list-style-type: none"> • We are lucky enough to have a garden and allotment. We use as much of our garden waste as possible to compost • I don't have much and I turn it all into compost. Good for the flowers see butty • I compost at home using a council supplied top load bottom output compost bin • I don't have to, I am able to compost
Minimal / No Garden Waste	36	12.5	<ul style="list-style-type: none"> • No garden waste - live in a flat • I don't have a garden. • I have Astro turf and patio, so no garden waste • Not enough waste to worry about
Booking appointment concerns	25	8.7	<ul style="list-style-type: none"> • Having to go through a process on having to book a slot - is a nightmare!! • Stupid booking in system if you are late, you can't go in • Only limited number of visits to centres are allowed and wouldn't want to waste them on my garden waste

			<ul style="list-style-type: none"> The sites are not open at reasonable hours for the working residents. Sites could be run on shifts
Don't have access to car / Car too small to transport garden waste	24	8.3	<ul style="list-style-type: none"> Small sports car with small boot Unable to has partner works long hours and I don't drive not everybody has transport.
Use kerbside collection	13	4.5	<ul style="list-style-type: none"> The green bin is the perfect all-round solution so please leave it as it is Currently never have more than fits in my green bin I don't produce that much garden waste and what I do produce can go into my green bin.
Council Tax should cover this	8	2.8	<ul style="list-style-type: none"> It's what we pay our rates for ... SERVICE! My rate bill of £220 per month should be enough to provide for you to collect my green bin every fortnight through the year, not just once a month in the winter..
Don't want mess/ insects in car	5	1.7	<ul style="list-style-type: none"> I don't want creepy crawlies in my car which would be inevitable if I had to Semi decomposed waste is not viable to transport in a car
Fly-tip	4	1.4	<ul style="list-style-type: none"> It counts towards amount of times I can visit the dump - easier to fly tip and wait for council to clear it up
Dealt with by Landlord / Housing Association	3	1.0	<ul style="list-style-type: none"> Block of flats maintenance including gardening is managed by the housing association and I am unsure how they dispose of the waste but know it is not added to the communal bins.
Other	30	10.4	<ul style="list-style-type: none"> never heard of a household recycling centre Paid for a gardening service to remove it I never knew that was an option Full time worker with no time to take on this task
Total Responses	288	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix K - If you weren't sure whether an item should be included in your garden waste collections, what would you be most likely to do with it – Other

Theme	No	%	Example Comment
Compost it	23	24.7	<ul style="list-style-type: none"> • Make use of it in the garden or compost it • I have a compost bin in the garden. • Use my allotment compost bins • composting as much as possible
Green bin/ Confident what can go in garden waste collections	22	23.7	<ul style="list-style-type: none"> • I know what can go in a green bin • Personally, I'm pretty clear about what is / isn't permitted so don't face that dilemma. • As a gardener I know what can be recycled • I know what goes in Garden waste, so it isn't an issue
Look it up / Ask Friends / Neighbours	16	17.2	<ul style="list-style-type: none"> • check Council website. Ask family/ friends • Attempt to get clarification from Council. • Ask manager of property where I live
Don't have garden waste	11	11.8	<ul style="list-style-type: none"> • I have no garden • I don't have any garden waste
Put in general waste bin	7	7.5	<ul style="list-style-type: none"> • Find out how to recycle it and then put in the black bin if not easy to recycle - depends on item • When I can't reuse, I put it into my general waste bin in small amounts.
Burn it	6	6.5	<ul style="list-style-type: none"> • If it's true garden waste, burn it • I often reuse things in my garden such as soil as best as I can. We have log burner fires in the kitchen and in the garden so we can make use of untreated wood in this way.
Depends on item	4	4.3	<ul style="list-style-type: none"> • It depends what the item is
Food waste caddy	3	3.2	<ul style="list-style-type: none"> • If small and biodegradable, then put in food waste eg flowers.
Other			<ul style="list-style-type: none"> • Arrange for third party to take it away • Throw it over the fence
Total Responses	93	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix L - What actions should be taken against residents that misuse the service – Other

Theme	No.	%	Example Comments
Greater implications for repeat offenders	80	31.9	<ul style="list-style-type: none"> • Possibly a sliding scale if education doesn't work. Possibly told x number of times, then fine and removing service. • By all means education and support, but penalty for repeat 'offenders'. • Needs a phased approach, starting with education escalating to fines and ending with a temporary removal of services. But to be effective needs to be tailored to individual needs. Probably not an affordable solution though. • Warnings to be given in that order, education, fine and removal of service if continued rule breaking.
Nothing	39	15.5	<ul style="list-style-type: none"> • No action should be taken as fly tipping is a bigger costly problem. • The council should accept some errors. • Nothing - do not always look for an opportunity to fine or remove services.
Concerns around identifying the correct households / individuals	26	10.4	<ul style="list-style-type: none"> • I have seen children put litter in garden waste bins as they walk to or from school. • Investigate why an item is there - it could be from a neighbour. • My concern with fixed penalty notices in general is that 3rd parties could contaminate someone's perfectly acceptable waste caddy/bag/whatever as they pass by or even maliciously. Stopping waste collections due to the thoughtlessness of individuals who hide other material in bins/bags affects the majority who are not at fault.
Knock on door / get greater understanding of why people are	23	9.2	<ul style="list-style-type: none"> • Be more understanding of individual property difficulties and assist on an individual basis where needed.

misusing the service			<ul style="list-style-type: none"> Punitive measures are pointless. A visit to the house by the individual who does the collecting, and some backup literature would help. Threats are counterproductive as offenders will react angrily.
Concerns around current service	22	8.8	<ul style="list-style-type: none"> Much of the misuse is due to collections being irregular and too few. Further reducing collections/charging further fees/implementing penalties is a joke. My collections are rarely on time and sometimes not at all, this causes a build-up of trash and street pollution. Get your house in order before imposing restrictions on waste collection I already pay for in council tax. Make your service fit for the purpose of serving the public who pay the council tax. You are there to help us.
Smaller fine	11	4.4	<ul style="list-style-type: none"> £5 Fixed Penalty Notices as £100 is too extreme for having garden vegetation rubbish taken away.
Provide a clearer understanding of the service	11	4.4	<ul style="list-style-type: none"> A booklet should be given to show what bin any sort of item should go in. I know a list is on your website, but no one can be bothered to go on it and look it up. Having a booklet to hand will increase compliance.
Confusion how service is misused	4	1.6	<ul style="list-style-type: none"> How on earth can a garden waste collection "service" be misused?
Sliding Scale fines - The more you earn the more you pay	3	1.2	<ul style="list-style-type: none"> Stop charging poor residents for making mistakes.
Don't empty the bin	3	1.2	<ul style="list-style-type: none"> Do not collect waste, put a sticker on the bin informing the owner that they need to sort it out.

Provide more HRC's / local drop off points	3	1.2	<ul style="list-style-type: none"> Local (and they would need to be very local) collection sites might be possible/sensible in some parts of the city. But the sites would need frequent emptying.
Depends on item placed in bin	2	0.8	<ul style="list-style-type: none"> If it was crystal clear that it wasn't garden waste (e.g. nappies) it should be a fine.
Misc.	33	13.1	<ul style="list-style-type: none"> Charge more council tax for landlords. The Council should be 'educated' how to deal with the public. You really should not use this term. I don't need education on this, but I would need help in the future on putting these bins out. A fine balance between encouraging compliance and avoiding fly tipping. £100 reward.
Total Respondents	247	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix M - Do you participate in food waste collections? If no, why not – Other

Theme	No.	%	Example Comments
Hygiene / Vermin concerns	13	28.3	<ul style="list-style-type: none"> • There is a massive rat problem in my area, and it was attracting even more as waste container is kept outside in communal area. • Attracts flies. • By the time I generate enough to fill a caddy it is rotting and unhygienic. • Encourages flies and rats.
Have a waste disposal unit / compost it	12	26.1	<ul style="list-style-type: none"> • I use a sink waste disposal unit for small items and only use the council system for such a bones. I try not to waste food. • I have a sinkerator for non-compostable food waste and a compost heap. • I have a waste disposal unit in my sink. • We have a dog who has learned how to get into the food bin. I home compost.
Don't generate enough food waste	6	13.0	<ul style="list-style-type: none"> • I do not waste enough food to warrant collecting. It would take months to produce one bagful. • I have minimal food waste. If required (very, very occasionally) I can use my waste disposal unit. • As I live alone, I find I produce very little food waste and it is just a little too much hassle for me to worry about. In the black bin it goes.
Collection issues	5	10.9	<ul style="list-style-type: none"> • Sick and tired of retrieving my bin that your collectors have thrown randomly down the street. • My food waste has been missed a few times, even though it was reported, I then would have to wait a week for a collection. It resulted in very stinky bins and no space to be able to place the second weeks waste. I have given up and place it in my black bin. This is because of the poor service from the council.
Storage issues	4	8.7	<ul style="list-style-type: none"> • I live in a flat and do not have space for the extra bin.
Concerns around bags / caddies	4	8.7	<ul style="list-style-type: none"> • Caddy bins and the green bio bags are not robust enough, the green bio bags split making a mess on the

			kitchen floor, and as i don't have much waste mostly crumbs it's not feasible to have a caddy being kicked around the room.
Misc.	9	19.6	<ul style="list-style-type: none"> • I have tried - but I am very bad at it and it goes manky in the bin. • I don't know when food waste collections are in my area or if we even have them. • No legal requirements.
Total Respondents	46	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix N - What would encourage you to participate, or participate more regularly in food waste collections – Something else

Theme	No.	%	Example Comments
Don't generate enough food waste / Compost what I have	59	33.7	<ul style="list-style-type: none"> • If I was not living alone and generated enough food waste, I would use the service. • I have very little food waste. I compost any peelings. • We strive to avoid food waste in the first place and generally produce the minimum of food waste. Peelings etc. go onto our own compost bin. • I compost my own food waste so only need a fortnightly collection. • We waste so little food that the caddy was horribly smelly by the time it needed emptying.
Improved Caddie Design - Larger / Lockable	29	16.6	<ul style="list-style-type: none"> • Improved design of caddies e.g. ones that actually lock and can't be broken into by seagulls, causing mouldy bread to be scattered everywhere. • Bigger kerbside caddy - as a family of 6 we offer have no room left on day 5, so up end storing a bag until collected and hoping the next week is less wasteful. • A 30% increase in kerbside caddy capacity. • Food caddy is too small and the lids aren't very well fitting which allows for flies and maggots in the hot weather.
Concerns around collections / Bin men	21	12.0	<ul style="list-style-type: none"> • Have the bin men actually collect them and also not throw the caddy's down the street. • Actually collecting the caddy's would be a good start! • The council to actually empty the communal food bin.
I already participate	9	5.1	<ul style="list-style-type: none"> • No encouragement - I participate only when I have something to recycle.
Communal food waste bin suggestions	9	5.1	<ul style="list-style-type: none"> • Having a communal food waste bin locally so I don't have to keep it on my property attracting rats.

Incentives	8	4.6	<ul style="list-style-type: none"> Rewarded with payment, vouchers or reduced council tax.
Greater Education needed	8	4.6	<ul style="list-style-type: none"> Sanctions don't help people. Education and reward are proven methods of encouragement that work.
Concerns around bag quality	7	4.0	<ul style="list-style-type: none"> Stronger bags that don't break!
Availability of food bins / bags	7	4.0	<ul style="list-style-type: none"> Faster response in replacing caddy's. 2-3 weeks when a bin is lost, stolen, or vandalised makes it hard to continually use the service.
Nothing	6	3.4	<ul style="list-style-type: none"> Nothing would encourage me to recycle food waste! It's unhygienic!
Misc.	18	10.3	<ul style="list-style-type: none"> I've got two dogs. They are 100 percent efficient in consuming food waste! I'd rather improve my other recycling. Bin cleaning services. Not being charged when the council break or lose bins.
Total Respondents	175	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix O - Are there any further improvements you would like to see at the Household Recycling Centres – Other

Theme	No.	%	Example Comments
Better Accessibility - Vans / Cyclists / Pedestrians	108	28.1	<ul style="list-style-type: none"> • Better access for residents without cars. • Let cyclists with bike trailers use the centres. • Completely inaccessible to people without cars. People without cars are penalised yet they are taking the biggest steps for our environment. It is frustrating to be told that we need to do more ecologically when we are already making the biggest green sacrifice by not running a car and thus facilities are not available to us. • Allow those without cars (i.e. on bicycles) to be able to use the centres. • Recycling provision throughout the city is poor. Accessibility and location need to be improved.
Concerns around lack of Household Recycling Centres in Cardiff	77	20.0	<ul style="list-style-type: none"> • The promised recycling centre in North Cardiff. • Stop selling off recycling centres and replace them asap. • You took away the centre on wealth road and it now takes me an hour round trip if I am able to do it myself. • Large centre in north Cardiff not the pretend one proposed in Llanishen.
Return of general waste tipping	42	10.9	<ul style="list-style-type: none"> • Opportunity to throw general household waste. • Bring back general waste tipping. Even if for a limited amount per household. Taking the function away does not mean it ceases to exist!! • More scope for general non recycling waste to be taken for when you are having a sort out.
Staff Issues / concerns	31	8.1	<ul style="list-style-type: none"> • Currently none of the site attendants appear to be willing to assist lone residents unload their vehicles. • Less rude, unhelpful, obstructive behaviour from staff at Lamby way would be nice.
Better signage / Site plans / info before visit	30	7.8	

			<ul style="list-style-type: none"> • A plan of the recycling centre so that I can see which bins are where. This could be online or on site and would save time when looking for the right bin. • Information on what to separate before attending the sites. That way we could pre-sort at home rather than picking through the items at the recycle centre.
Greater Recycling Facilities / Less waste streams	25	6.5	<ul style="list-style-type: none"> • Being able to recycle more items at these centres, such as food waste and plastic bags (currently only offered in some supermarkets), plus other unusual things like toners/ink cartridges. No reason why nearly all waste can't be separated and either recycled or disposed of in a better way. • Recycling of tetra packs at Lamby way - we currently have to drive across the city to do this, which isn't very environmentally friendly.
Concerns around restrictions - Site visits / Booking system	21	5.5	<ul style="list-style-type: none"> • You should not need to book; you do not need to keep or process the data. You used to NOT allow for multiple same day bookings - which is useless if you have a day off work to have a clear out. As per - you have introduced too much red tape and layers of admin. Make it free, easy and accessible to all Cardiff residents. • Remove booking, remove the limits.
Pop up / Temporary collection sites in local communities	17	4.4	<ul style="list-style-type: none"> • Containers across the city, in your local area to take items as 2 centres far from me and cost to travel and not for short trips/ little waste so I could recycle more effectively if we had local bottle, clothes, paper, containers.
Positive system / staff comments	11	2.9	<ul style="list-style-type: none"> • Customer service at recycling centres excellent.
Introduce a repair café / second-hand donation site	8	2.1	<ul style="list-style-type: none"> • I see a lot of things being thrown away that could be reused, an onsite shop would be a great way to encourage people not to throw away items in good condition.
Opening Hours	7	1.8	

			<ul style="list-style-type: none"> • Longer opening hours. I used to be able to drop off waste at a recycling centre either on my way to or from work as they were open 7am to 7pm.
Concerns around parking facilities / road surfaces	7	1.8	<ul style="list-style-type: none"> • Please remove the need to reverse your car into spaces at Lamby way - it's a nightmare. The old system on the new site was much better.
Misc.	18	4.7	<ul style="list-style-type: none"> • Recycling Centres are a waste of time.
Total Respondents	385	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix P - Do you have any further comments in relation to Household Recycling Centres?

Theme	No.	%	Example Comments
Concerns around location / lack of Recycling Centres	216	28.3	<ul style="list-style-type: none"> I live in North Cardiff and am still waiting for the promised recycling centre when it was taken from Wedal Road, and we were told Lamby Way wasn't hard to travel to. Need local recycling centres. It is too far to travel to use the two existing HRC's. There should be a permanent HRC in North Cardiff. Their current locations are not appropriate or the majority of households. Lack of alternative provision when sites have been closed.
Positive staff / service comments	129	16.9	<ul style="list-style-type: none"> The staff at the sites are always polite and very helpful. The staff are brilliant and super helpful. I think they are very well managed. My mother really appreciated the kind help she got when she took a carload of green + wood waste. Thankyou.
Remove Restrictions - Booking System / No. of site visits per year	119	15.6	<ul style="list-style-type: none"> The booking system is horrendous. I think it should be removed. The ability to attend whenever you want will increase recycling and compliance. The booking system is too cumbersome and time-consuming. I like to visit recycling centre spontaneously sometimes. In certain situations, multiple visits per day may be required. For example house moves/clearances or major DIY projects or garden clearances. Shouldn't have a limit of how many times you can visit and should remove the pre booking system.
Better Accessibility	88	11.5	<ul style="list-style-type: none"> There should be some facility that is open to people who don't own cars. I have to save a lot of things which can be recycled, e.g. tetra Pak which are not large, but I can only recycle them if I can drive.

			<ul style="list-style-type: none"> • They are not a solution for people without cars. Are you taking into account Cardiff is trying to reduce car ownership? • If household recycling centres in Belfast can manage to provide unrestricted access to pedestrians, so should those in Cardiff. Please end this discrimination against taxpayers without a car.
Negative staff / service comments	45	5.9	<ul style="list-style-type: none"> • The recycling centres are restrictive and many of the staff unhelpful, some even rude. • It's very hard to use when disabled - no support from staff.
Offer greater recycling facilities	40	5.2	<ul style="list-style-type: none"> • There should be greater ability to recycle polystyrene items, crisp packets and other items that are currently only recycled by specialist providers. I know many people would be happy to store these until ready to recycle at the centres. • Hard plastics and similar items. I've previously been told to throw them in general waste which was annoying after making a special trip. Spring is here. What's happening with flower and plant pots?
Allow general / mixed waste tipping	39	5.1	<ul style="list-style-type: none"> • Very occasionally households produce more mixed waste than will fit in the small black bins or may be due to go on holiday and miss bin collection date. There should be somewhere to be able to take mixed waste in those circumstances. • Please start taking black bags at the refuse centres and not recycling, I recycle 80% of waste and yet my black bin is still too small and I have one back a week I cannot put in, so I've bought a shed to store access black bin waste in.
Introduce a repair / reuse centre	28	3.7	<ul style="list-style-type: none"> • It would be nice to have a area for items people think are too good to recycle, perhaps a worker can then sort items or liaise with local charities before they go to the skips.

Signage / Layout suggestions	27	3.5	<ul style="list-style-type: none"> Visiting the recycling centres seems to have got increasingly complex, which is putting people off going and probably contributing to the terrible amount of fly tipping in the city. We need more centres and for it to be clearer what can be recycled where in each centre. I do want to add that all of the staff at Lamby way are lovely and very helpful!
Introduce Pop up / Temporary collection sites in local communities	22	2.9	<ul style="list-style-type: none"> More pop-up areas would be welcome such as Ty Glas.
Introduce a home collection service	12	1.6	<ul style="list-style-type: none"> I'd love to have help to use them, but I don't have any transport, could there be a monthly vehicle to visit if needed to collect our bulky waste.
Increase Awareness	5	0.7	<ul style="list-style-type: none"> Morning re Facebook / social media interaction. Giving advice of good practices and bad practices.
Greater enforcement for people misusing the system	4	0.5	<ul style="list-style-type: none"> In Grangetown citizens misuse green bags so they should be fined.
Misc.	44	5.8	<ul style="list-style-type: none"> Leave it as changes and charges in the current climate will lead to suicides. Just make it easier.
Total Respondents	764	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix Q - Are you aware of Terracycle initiatives, to recycle 'hard to recycle' items such as crisp packets, cleaning products, food pouches? If yes, do you use the service? If no, why not – Other

Theme	No.	%	Example Comments
Don't have the time / Insufficient Storage / Space to store and recycle numerous items	36	30.5	<ul style="list-style-type: none"> I don't have time and not enough space to store items between drop-offs. It's too difficult to store and recycle different things. Too time consuming. Don't have room to store individual recycle waste. Not hygienic to store all the different containers etc. It's too much effort to store it all up to then take to the centre, we do not have the internal storage space.
Location / Collection / Drop off point not convenient	18	15.3	<ul style="list-style-type: none"> Difficult to drop off at times when open. I would have to drive (not very green) to access a collection point. Only once a week on a Saturday morning not at all convenient for me. Collection point keeps moving, timing is inconvenient.
Accessibility Issues	14	11.9	<ul style="list-style-type: none"> I'm disabled and can't drive so I can't go carry rubbish around with me. Difficult to access. I don't have a vehicle to get there.
Poorly advertised / lack of information / find it confusing	13	11.0	<ul style="list-style-type: none"> Lack of information about how to make proper eco-bricks plus lack of places to take them to. Poorly advertised services. Tried to find one but website was really confusing.
Use service at local supermarket	9	7.6	<ul style="list-style-type: none"> I recycle soft plastic at the Coop. Take soft plastics to the supermarket.
Don't have the need	7	5.9	<ul style="list-style-type: none"> I don't produce much of this waste.

			<ul style="list-style-type: none"> • Don't generate much.
Unsure if initiative is still running	5	4.2	<ul style="list-style-type: none"> • We used to before covid, but routine was interrupted when lockdowns hit.
Not cost effective / quality of end product	5	4.2	<ul style="list-style-type: none"> • Very expensive to do on a personal level.
Council's Job	4	3.4	<ul style="list-style-type: none"> • Buck passing by Council in a weak attempt to comply with Senedd's increasingly onerous diktats. There comes a point where these requirements become unreasonable. That point has been passed.
Bin size	2	1.7	<ul style="list-style-type: none"> • The local bins are very small and usually full.
Misc.	10	8.5	<ul style="list-style-type: none"> • They are still in a bag in my house waiting for me to do it! • It's a waste of time.
Total Respondents	118	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix R - When you no longer have a use for a large household item, for example a dining table/sofa, how do you remove it from your house – Other

Theme	No.	%	Example Comments
Pay for a commercial registered company	21	25.0	<ul style="list-style-type: none"> • Pay for removal by registered clearance company. • Book a commercial disposal as the lead times for Council collections mean I have to store the items for weeks/months before collection. • Use a private waste management company. • Employ a registered waste carrier. • Pay a private contractor.
Offer to family / friends	14	16.7	<ul style="list-style-type: none"> • Offer it to younger generation family members. • Always offer to family first. • Ask friends and family if they want the item.
Leave outside for scrap metal dealers	9	10.7	<ul style="list-style-type: none"> • If it is metal, I leave it in the forecourt and the Scrap Metal dealers often remove it. • Put it kerbside for ironmonger collection where possible. • Saw it up & leave metal parts for scrap metal collectors.
Freecycle	7	8.3	<ul style="list-style-type: none"> • Offer on Freecycle and Olio. • Free via gumtree.
Dismantle and put into black bin	7	8.3	<ul style="list-style-type: none"> • If its wood I cut it up and put in black bin. • Cut it up and bin it.
Concerns around Council Bulky Waste Collection service	7	8.3	<ul style="list-style-type: none"> • This is an area that the Council could massively improve on - there just aren't enough facilities for disposal of these types of things. Incredibly hard to try and give away (charities are fussy, freecycle etc people just don't turn up!). • Paid a national organisation to remove it as the council service was impossible to book in a timely manner.
Skip	6	7.1	<ul style="list-style-type: none"> • Book a skip.

			<ul style="list-style-type: none"> • Paid for a skip as the waiting list was months and couldn't store it in the house so got wet and you wouldn't take it anyway.
As vulnerable / cost conscious limited options for me	4	4.8	<ul style="list-style-type: none"> • I have had a wooden table in my front garden for almost a year now as I can't lift it being disabled and can't afford to get it collected.
Book Bulky Waste Collection from Council	3	3.6	<ul style="list-style-type: none"> • It depends on whether it still works or not. Last couple of times I booked bulky waste collections I put it out in the morning as instructed, but the scrappies beat you to it, and I just got a missed collection notice from your guys. So lost recycling tonnage and wasted journey/money.
Take to Recycling Centre	3	3.6	<ul style="list-style-type: none"> • If I have to, cut it up and take it to the recycling centre.
Burn it	2	2.4	<ul style="list-style-type: none"> • Chop some items up for firewood.
Misc.	7	8.3	<ul style="list-style-type: none"> • Try to live with it. • Depends on what it is made of.
Total Respondents	84	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix S - How do you think the Council could reduce, or support initiatives that reduce single use plastic across the city – Other

Theme	No.	%	Example Comment
Tax on plastic / Ban sale/ restrict use of single plastic	218	22.9	<ul style="list-style-type: none"> • Persuade businesses not to use single use plastic if at all possible. • Force companies to stop using so much single use plastic. • Ban the sale of items sold in single use plastic containers. • Plastic tax. • Enforce shops and manufacturing to use recyclable materials in the first place.
Support Initiatives - Incentivise / Lower taxes for environmentally friendly businesses	205	21.6	<ul style="list-style-type: none"> • By lowering business rates for appropriate businesses. • Assist independent zero waste shops. • Tax relief for businesses that take part. • Reduce business rates for retailers who provide re-fill in their shops. • Subsidies for shops that provide package free produce e.g. rice, shampoo etc to enable them to make their products cost effective in these difficult financial conditions.
Greater Legislation / Fines / partnership with Businesses / Manufacturers	192	20.2	<ul style="list-style-type: none"> • Put pressure on supermarkets who use unnecessary plastic packaging. • Pressure companies to stop producing them. • Pressure business to drive change. • Work with supermarkets and takeaway business to reduce single use plastics. Better support businesses that don't use or sell plastic items or packaging. • Legislate against the manufacturers!
More Education / Awareness / Advice / Support	190	20.0	<ul style="list-style-type: none"> • Needs more advice for people. • Education & information. • Increased awareness of any schemes. • Targeting primary and secondary schools for education and alternatives. • I don't know the difference between single use plastic and other types. How does one

			find out? Should it not be printed on the green plastic sacks?
Foster reuse / refill culture	153	16.1	<ul style="list-style-type: none"> • Provide reusable containers for lower income households, to take to re-fill stations. • Hygienic filling points, and perhaps Council logo aluminium bottles for re-filling to pupils etc. • More availability of refilling stations. Free/ subsidised containers for low-income houses. • Recyclable/reusable recycling containers, including public bins.
Greater focus on takeaway establishments / Cafes / Bars	78	8.2	<ul style="list-style-type: none"> • Charge takeaways that don't use recyclable stuff. • Make Cardiff "plastic free" work with businesses to support them to move to plastic free e.g. hotels, takeaways, bars & pubs etc.
Install Water Fountains	62	6.5	<ul style="list-style-type: none"> • Increase areas where free water is available. • Water stations in public places.
Use Compostable or recyclable bags / packaging	59	6.2	<ul style="list-style-type: none"> • The green bags are much more convenient to use than the hessian sacks, it encourages house to participate in recycling. Perhaps the council could Make the single use plastic bags biodegradable and environmentally friendly. • Change the green plastic bags to recyclable one use bags, like the ones that the Which magazine gets delivered in.
Council to lead by example	58	6.1	<ul style="list-style-type: none"> • Aim to not use single use plastics across all Council activities and premises e.g. crisps / sandwich wrappers/ water bottles. • Stop any council run event using single use plastic.
Don't know	54	5.7	<ul style="list-style-type: none"> • I really don't know. It's one thing to improve recycling opportunities but not sure how you

			<p>would influence consumers to change their habits in terms of what they buy.</p> <ul style="list-style-type: none"> • Not sure what the council could do beyond what is already done.
Incentives	53	5.6	<ul style="list-style-type: none"> • Encourage by reward, e.g. vouchers to reduce resident parking fees or council tax rather than fining non-compliance. • Incentives such as a cheaper product if bringing your own container.
More resources for better recycling	52	5.5	<ul style="list-style-type: none"> • Bring back local skips. • Provide collection bins in local shops/supermarkets.
Needs a national approach	41	4.3	<ul style="list-style-type: none"> • See my earlier response. This needs a UK wide approach and local authorities cannot realistically move the dial without central government mandating changes from manufacturers.
Bins not bags	23	2.4	<ul style="list-style-type: none"> • Have a wheelie bin for recycling, the green bags are too flimsy and break easily.
Greater provision on match days / events	17	1.8	<ul style="list-style-type: none"> • Joined up approach with local businesses. E.g. match days and large events that see large amounts of single use plastic cups throughout town. The council could look with businesses and provide reusable cups that need a deposit. They can then be returned to a bar/premises for their next drink or their deposit back. Or kept by the customer if they wish to keep it. There will still be some waste, but it will reduce the amount.
Council to collect all plastic	13	1.4	<ul style="list-style-type: none"> • Provide collection of all plastic.
Cost, time and money	10	1.1	<ul style="list-style-type: none"> • Support but not a cost of taxpayer.

Hygiene concerns	7	0.7	<ul style="list-style-type: none"> • Don't know, but re-fill is not the answer. Dirty grubby people touching things that you will then use your stuff to refill. Disgusting thought.
More important things to worry about	6	0.6	<ul style="list-style-type: none"> • Should concentrate on other important things like state of roads and affordable housing.
Look at initiatives in other countries	4	0.4	<ul style="list-style-type: none"> • Look at how Amsterdam run by local council, plant pine trees in the inner city, including lanes giving people sense of well-being as a result behaviour would change gradually.
Misc.	76	8.0	<ul style="list-style-type: none"> • I am not convinced it is a viable option for public consumption at the present time. • Ban wearing of face masks - they are everywhere.
Total Respondents	950	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix T - Do you participate in any of the following, which aim to prevent waste – Other

Theme	No.	%	Example Comments
Repair / repurpose Items / upcycle	31	23.5	<ul style="list-style-type: none"> • Repair and reuse where possible. • I repair small electrical items (I am qualified to do this) Encourage free repair locations say once a month at Hubs. I would volunteer. • Repair shoes, clothes etc. • Repair if possible all domestic items specifically mechanical & electrical.
Use no packaging options - Loose fruit & Veg / Soap / ethical wrapping / reusable shopping bags	26	19.7	<ul style="list-style-type: none"> • Chose no-packaging options e.g. buy loose fruit & veg at a market/greengrocer instead of plastic-wrapped/bagged supermarket option. • Only use soap instead of shower gel, bottle shampoo etc. • Take Tupperware to Morrisons for meat/fish etc. leave packaging at supermarket where no option. • Not buy pre-packaged food.
Social media sites - Freecycle / give away unwanted items	19	14.4	<ul style="list-style-type: none"> • Social media platforms for recycling within the community. • Use Too Good to Go app to help reduce food waste. • Giving away items I no longer need rather than sending to landfill.
Charity shops / 2nd hand goods	18	13.6	<ul style="list-style-type: none"> • Donate all clothes, toys and books in good condition to charity rather than putting into black bin. • Shop in charity shops for books and CD'S. • Take unwanted items to charity shops.
Use Repair Shops / cafes	15	11.4	<ul style="list-style-type: none"> • We use Repair Cafe facilities in Canton and Fairwater. • Use of repair shop Wales. • I volunteer at a monthly Repair Cafe where we try to repair items rather than see them thrown away.

No Unnecessary Buying / Buy based on need not want	13	9.8	<ul style="list-style-type: none"> • I don't pander to the pressure to continually buy things I don't really need. • Repair old equipment and consume less generally - a simpler way of life.
Compost / Wormery / Allotment / Home growing	10	7.6	<ul style="list-style-type: none"> • Grow our own in allotment and compost garden waste there. We need more allotment spaces. • Wormery.
Reusable / Washable nappies / sanitary products	9	6.8	<ul style="list-style-type: none"> • Reusable sanitary items bit like nappies but for menstruating females. • Reusable sanitary protection.
Recycle single use plastic products	6	4.5	<ul style="list-style-type: none"> • Wash and re-use 'single-use' plastic bags, bottles and food packaging, but 2nd hand clothes and repair when broken, use bees wrap food wraps.
More action needed for manufacturers / big business	6	4.5	<ul style="list-style-type: none"> • I don't understand why you don't realise that I personally don't produce a lot of waste. It's on all the stuff you buy. Make manufacturers more responsible for using less protective packaging on their PR.
Would like to see more refill / zero waste stores	3	2.3	<ul style="list-style-type: none"> • Would like more on refill and zero waste shops. Should be more publicity.
Misc.	22	16.7	<ul style="list-style-type: none"> • Drive a hybrid car. • Follow my own education & not yours. • Educate others, lobby school to improve practice.
Total Respondents	132	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme

Appendix U - Would you like to see the Council doing more to promote waste minimisation initiatives? If yes, what options do you think we should explore – Other

Theme	No.	%	Example Comments
Make more resources available - repair shops / libraries of items etc.	37	27.6	<ul style="list-style-type: none"> • Help support repair cafes and help extend "libraries of things" ideally through the hubs. • Libraries of things (e.g. household tools, toy libraries, baking cake moulds/equipment, baby equipment (highchairs etc), instruments). • Expand the number of re-use centres / shops • Send out information on places to get small electricals repaired, e.g. mobile phones, printers, etc. Encourage a repair culture. • Consider working in partnership with the Repair Cafe network to increase usage.
Better partnership / enforcement -in particular big business / manufacturers	32	23.9	<ul style="list-style-type: none"> • Massive fines for businesses or manufacturers making the waste to begin with, why can't we just buy things with minimal packaging, the amount of cardboard I go through alone each week from food packing alone is beyond, just waste, the info could be digitally printed onto clear 100% recyclable sourced plastic/paper packing. • Legislate to force supermarkets to only supply recyclable packaging. • Work with businesses to support innovation to reduce single use containers for food delivery. • Get businesses to reduce their plastic waste and force them to take back the plastic waste they force their customers to take.
Foster a reuse culture	28	20.9	<ul style="list-style-type: none"> • Incentives provided to households for innovative reusing and repurposing ideas. • Washable incontinence products where feasible. Promote wool over nylon and other plastic fibres. • Reusable recycling containers must be washable. • Donate refill items.
Education is key	23	17.2	

			<ul style="list-style-type: none"> • Until we re-educate everyone that the throw away and replace society is not good for the environment, we are facing an uphill struggle to minimise waste. • More education. I've never ever heard of "real nappies", or "refill locations" or what they actually refill. • Work with universities and colleges to educate students.
Partner with existing initiatives / 3rd sector	12	9.0	<ul style="list-style-type: none"> • Partner with existing initiatives like Benthg Cymru. • Use third sector groups to repair or recycle e.g. Men's heds, Repair Cafes, tools with a mission and similar initiatives. Try to make funds are available to support them unconditionally.
Have a community approach	12	9.0	<ul style="list-style-type: none"> • More support for community 'borrowing'. • I would like to see support for community composting. For instance my street could replace on parking space with a communal composting bay.
Home composting initiatives	11	8.2	<ul style="list-style-type: none"> • Provide or sell compost bins to households. • Availability of compost from green bins to householders to use in their gardens.
Tweak the system to accommodate different waste streams	8	6.0	<ul style="list-style-type: none"> • Have the last Friday of every month be furniture recycling day as in some German states. People put out the furniture they don't want on a Friday, anyone can come and pick it up on the Friday. On Saturday if it's still there, the council takes it to Charities that resell it. • Collect recyclable materials such as plastic bags, film lids, tetra oaks etc as have to collect these separately and take to Sainsburys.

Minimise food waste - with cooking tips - leftover recipes	7	5.2	<ul style="list-style-type: none"> • Teach people to cook and use leftovers. • Encourage more businesses to donate excess food on Olio or food charities (Tesco, Starbucks, chains with expired food).
Simplicity is key	7	5.2	<ul style="list-style-type: none"> • Make it much easier for people to dispose of things well where it's possible. • Collect everything from residents and reduce the amount that has to go into black bags and landfill.
Consider vulnerable people	2	1.5	<ul style="list-style-type: none"> • Encouragement is always good, I and remembering that even with education and encouragement some people will simply not understand or be able to comply. Due to issues like mental health illnesses or special needs like autism.
Misc.	23	17.2	<ul style="list-style-type: none"> • I have answered to yes above but it where there are incentives, they should be for low-income families. • Use products only sourced/made in Wales/UK. • Don't offer incentives when not everybody can benefit.
Total Respondents	134	-	

N.B. Percentages do not total 100% as respondents' comments could fall into more than one theme