

# **Waste and Recycling Early Conversation**

## **Results Summary and Analysis**

We ran an online survey about our waste and recycling services from 12 November 2024 to 20 December 2024, as part of our early Community Conversation.

The figures and analysis notes below are a summary of the survey results.

**Total number of responses received: 2,945**

### **Household information**

The survey found that:

- Nearly half respondents are in the 45-64 age group
- Nearly 600 respondents are aged under 45
- Nearly half of all respondents are from the South Lakeland area (47.72%). Only 16.54% are from the Barrow area
- 44% live in detached properties, and only 19% in terraced houses
- More than half respondents (53.18%) only have 2 people in the household. The next largest group were single-person households, at 15.37%

### **General waste**

- Nearly 60% of respondents said they don't usually fill their general waste bin/bags between collections
- 40% said their general waste bins are always completely full between collections

### **Recycling**

- 89% of respondents said they use their kerbside recycling containers 'all the time'
- 77% of respondents said their recycling containers are either completely full, or often full, between collections

- Respondents said that of the dry recyclables we currently collect, they recycle the materials listed below. This is given in order of materials they recycle the most:
  1. Cardboard
  2. Plastic
  3. Cans and tins
  4. Paper
  5. Glass
- Respondents would also like to see the following collected:
  1. Tetrapak (food beverage cartons)
  2. Small Electricals
  3. Food waste
  4. Clothing
  5. Other materials – such as soft plastics, plastic bags and film, batteries and wood. Those who do not currently get a kerbside collection also suggested garden waste.

### **Green waste**

- 80% of respondents currently receive a green waste collection, and of those 88% do not pay a separate charge for their green waste collection. This is consistent with majority of respondents being from South Lakeland/Eden areas
- 654 people (nearly a quarter of respondents) have two or more green bins at their property. 99 people said they had three green bins and 13 people responded they had five or more green bins at their property
- More than 70% said their green bins get full or three-quarters full between collections

### **Containers, bins and materials**

The survey found the following about the respondents:

- 48% are very happy or happy with current containers used for their current waste/recycling. 26.6% are unhappy or very unhappy. The rest are 'neutral'
- 60% are very happy or happy with capacity of current containers. 20% are unhappy or very unhappy. The rest are 'neutral'
- Nearly 60% are very happy or happy with current range of materials collected in their area. 18.5% unhappy or very unhappy. The rest are 'neutral'

## **Analysis note 1**

Typical responder to survey is likely to be an older couple, living in a detached property in either South Lakeland or Eden area, with either no children or children no longer living at home, and an engaged recycler. They don't currently pay a separate charge for green waste. They're generally happy with the current range of recyclables, containers and capacity of containers, but would like to see more options to recycle soft plastics, plastic bags and Tetrapak

## **Satisfaction with current services**

The survey indicated the following about the respondents:

- 72.8% are very happy or happy with the collection teams on their round. This is compared to just 12% who are unhappy or very unhappy. 15.4% are 'neutral'.

*Of those who said they were unhappy or very unhappy with the service, by far the main complaints in the comments explaining their response were around containers not being returned to properties or not left 'tidy', or recycling containers not being properly emptied.*

*Other issues mentioned were around animals getting into blue bags (Eden area) and a small number of complaints about the reliability of service.*

*Also, a number of people used the opportunity to leave positive comments about collection teams being friendly, doing a great job and being helpful and efficient.*

- 71.7% declared themselves happy or very happy with reliability of their waste/recycling collections. This is compared to 13.5% who are unhappy or very unhappy. The rest are 'neutral'
- 72.6% are very happy with reliability of green waste collections. This is compared to 12.5% who are unhappy or very unhappy. The rest are 'neutral'

*Of those who declared themselves unhappy or very unhappy with their collections, majority seemed to have issues with repeated missed collections or 'patchy' service. Complaints about missed green waste collections more prevalent than mentions of issues with general waste/recycling collections.*

## **Analysis note 2**

The majority of people who responded have declared themselves to be satisfied with the current waste and recycling services received, the work of the collection crews and the reliability of collections. A minority suffer repeated issues or a 'hit and miss' service, particularly with some green waste collections, and this is resulting in some dissatisfaction and frustration.

## **Use of Household Waste Recycling (HWRC) /Bring sites**

- 50.7% of respondents said they use HWRCs two or three times a year. 30% said that they use HWRCs monthly
- 37% of respondents said they never use bring sites. Next highest response (28.2%) was from people who said they may use a bring site two or three times a year

## **Analysis note 3**

While HWRCs are well used, three quarters of respondents to the survey said they only used bring sites a couple of times a year at most, with 37% saying they never made use of bring sites.

## **How we can help people recycle more/waste less**

Respondents' suggestions to help people recycle more/waste less included:

- More recycling options - soft plastics, film and plastic bags were a recurring ask. Tetrapak, batteries and small electricals were also mentioned
- Food waste collections
- Single bin for all recyclables...a number of people said they had seen this work well in other areas and thought it would help to simplify the process and encourage more people to recycle. Wheelie bins were mentioned several times
- More frequent recycling collections
- Wheelie bins instead of bags in Eden area
- The council should do more to challenge residents who don't recycle – several people expressed frustration that while they are committed to recycling, some of their neighbours are not 'doing their bit'

- Better information on how to recycle, what happens to your recycling and what to put in containers.

*It was mentioned that recyclables are sometimes all being put in the back of a single wagon. Of the respondents that made this comment, some asked if there is a point to sorting recycling into separate containers.*

### **Green waste charging**

- 15.3% of respondents said they would be in favour of a separate charge for those using the green waste collection service
- 83.7% of people who currently receive a green waste collection would not want to pay a small additional charge
- 16.2% of those currently receiving a green waste collection said they would be willing to pay a small additional charge
- The amount of charge that people suggested they would be willing to pay as a separate charge for a regular green waste collection was around £30 annually. Although a number of respondents quoted figures of around £100, and some as much as £250 per year if it meant a more reliable collection