

CONSULTATION REPORT: OUTLINE WASTE MANAGEMENT STRATEGY, 2015 - 2018.

(Produced February 2015)



Produced by the
City of Cardiff Council

CONSULTATION REPORT: OUTLINE WASTE MANAGEMENT STRATEGY, 2015–2018

INTRODUCTION

The City of Cardiff Council is working with the Welsh Government to model the whole service impacts for waste minimisation, reuse, recycling and diversion from landfill for the next 25 years. This work will also help to inform the next waste strategy as it will give us robust data on the cost of providing services, the likely recycling performance and also tell us how sustainable our future services will be.

Cardiff has made massive leaps forwards in our recycling performance over the past ten years, but now we need to review how we will achieve the very challenging legal targets of 70% by 2025. Failing to meet these targets could cost the city £21m in fines if we do nothing and don't change our recycling performance.

The Welsh Government set out their vision for zero waste by 2050. This also included the introduction of statutory recycling targets for all Local Authorities in Wales.

- 58% by 2015/16
- 64% by 2019/20
- 70% by 2024/25

Unfortunately, in 2013/14 the Council failed to achieve the required recycling performance (we achieved 49.9% recycling and composting, the target was 52%) and could face significant fines if we don't turn this position around. During 2012/13 the cost of waste to landfill could have paid for over 450 additional Police Officers, or nearly 40 ambulances (*source: Waste Awareness Wales*).

The Welsh Government have firmly outlined their preferred collection blueprint for councils to follow in order to achieve high quality recycling, cost effective services and the most sustainable approach to waste and recycling. It is clear that the Councils waste and recycling collections cannot remain as they are and we must make improvements to drive up the recycling.

Consequently, the City of Cardiff council now must explore all future collection and recycling options to test what is the best solution for Cardiff. The public's views on the options available to us are important and will help inform the decision making process.

METHODOLOGY

A paper version of the waste management questionnaire was sent to 3,000 Cardiff addresses. This comprised a random sample of 2,500 Cardiff addresses, as well as a 'boost' sample of 500 surveys targeted at bag areas. Both of these were stratified by electoral division so as to reflect the distribution of Cardiff's population across the city. In addition, an electronic version of the survey was made available online and highlighted on the front of the paper survey. This was also linked to in the main council budget consultation, as well as being circulated to the Ask Cardiff online group and key stakeholder contacts held by waste management.

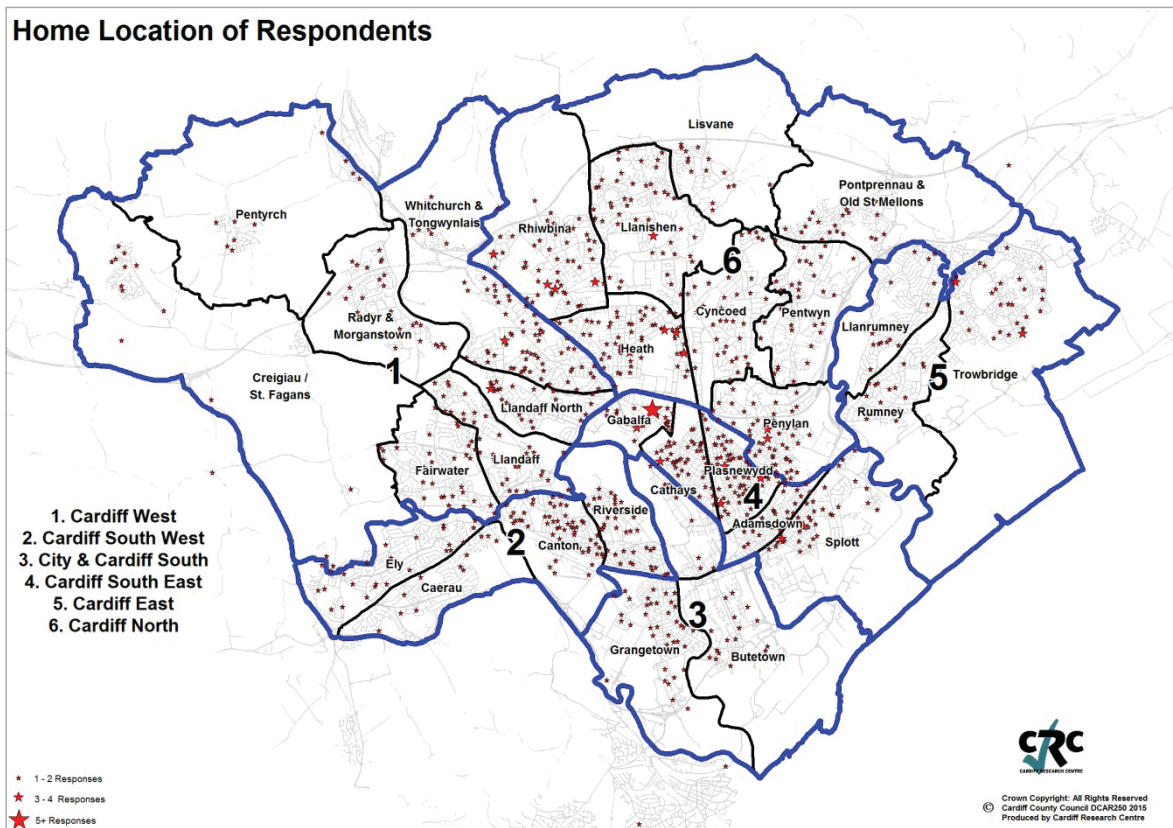
RESPONDENTS

There were 1,443 responses to the survey with around a quarter of these coming from Cardiff North (25.2%). In contrast, City & Cardiff South and Cardiff East accounted for just 5.1% and 4.6% of responses, respectively, compared to around a tenth of Cardiff's total population. Therefore, due to the low response rates, figures for these two areas should be treated with caution throughout the report.

Place of Residence	No.	%
Cardiff North	363	25.2
Cardiff West	246	17.0
Cardiff South East	227	15.7
Cardiff South West	148	10.3
City & Cardiff South	74	5.1
Cardiff East	67	4.6
Outside Cardiff	10	0.7
Unknown	308	21.3
TOTAL RESPONDENTS	1,443	100.0

NB. The 'unknown' category includes respondents whose exact location could not be identified due to missing, incomplete, or incorrect postcode information.

The map overleaf shows the distribution of respondents in Cardiff by neighbourhood partnership area (NPA) and electoral division.



RESULTS

Q1. Do you currently use any of the following?

Overall

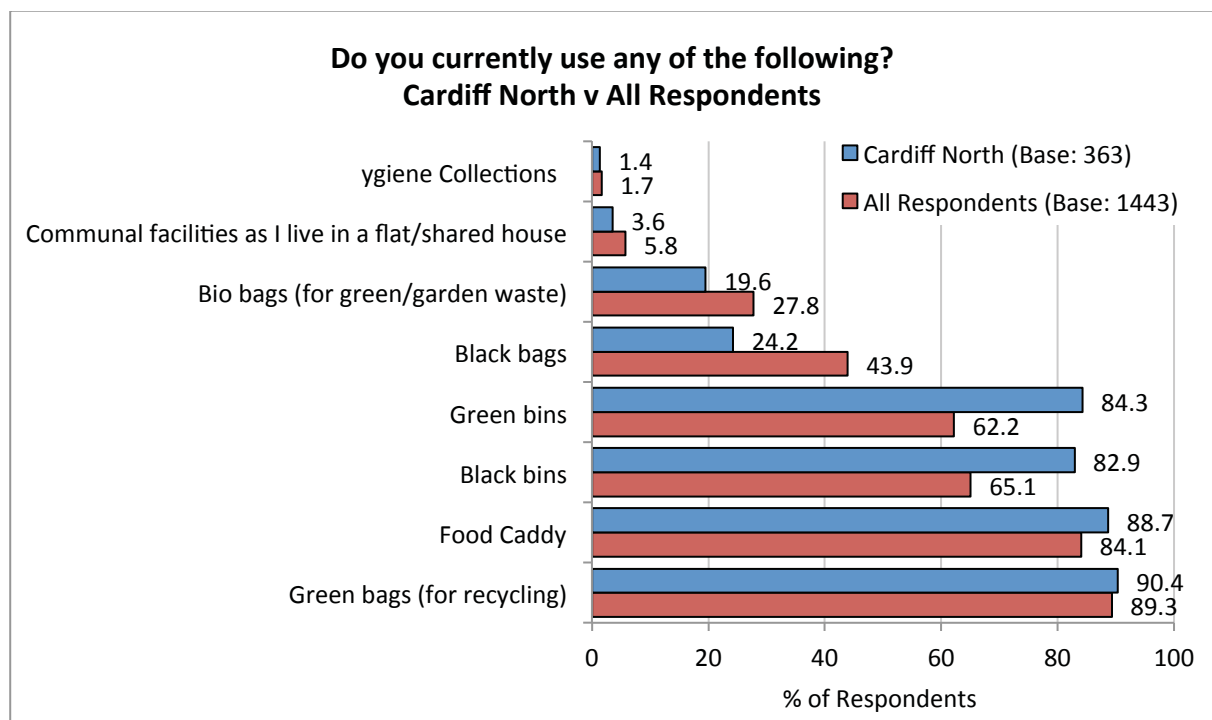
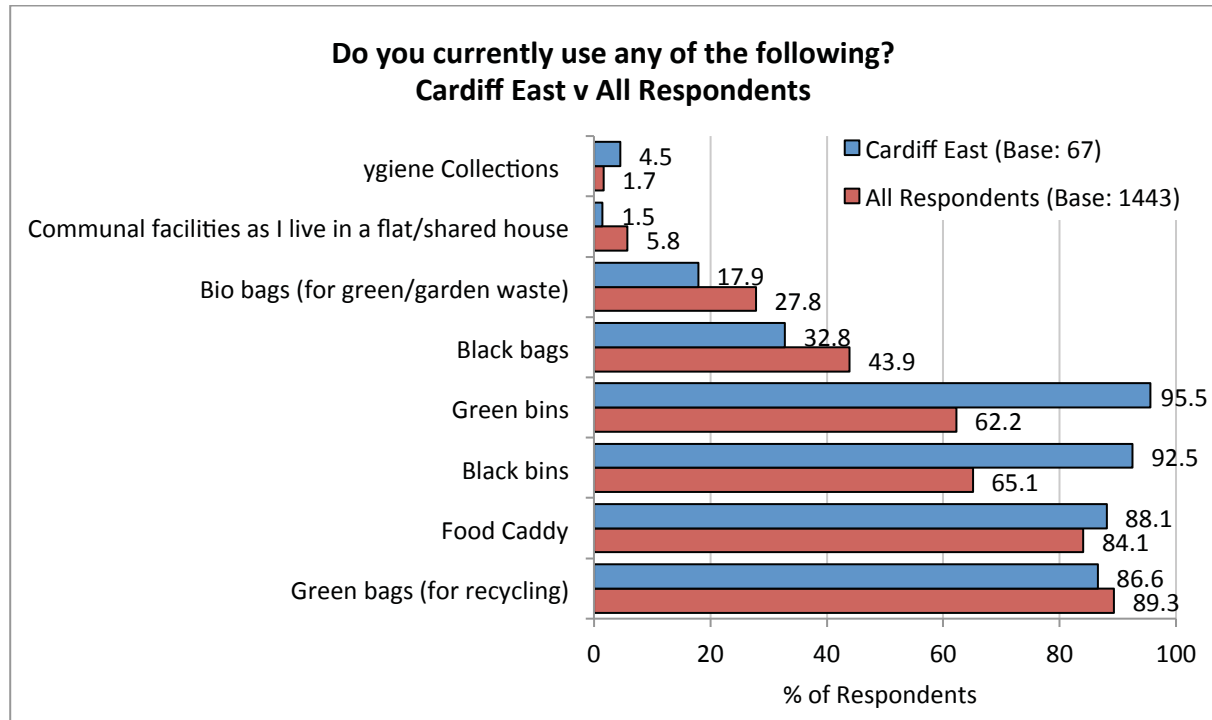
Green bags (for recycling) were most commonly used by respondents (89.3%), just above food caddies (84.1%). In addition, over three-fifths used black bins (65.1%) and green bins (62.2%). In contrast, just 1.7% used the hygiene collections.

Currently Use	No.	%
Green bags (for recycling)	1,289	89.3
Food caddy	1,213	84.1
Black bins	939	65.1
Green bins	898	62.2
Black bags	634	43.9
Bio bags (for green/garden waste)	401	27.8
Communal facilities as I live in a flat/shared house	83	5.8
Hygiene collections	24	1.7
TOTAL RESPONDENTS	1,443	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

Neighbourhood Partnership Area

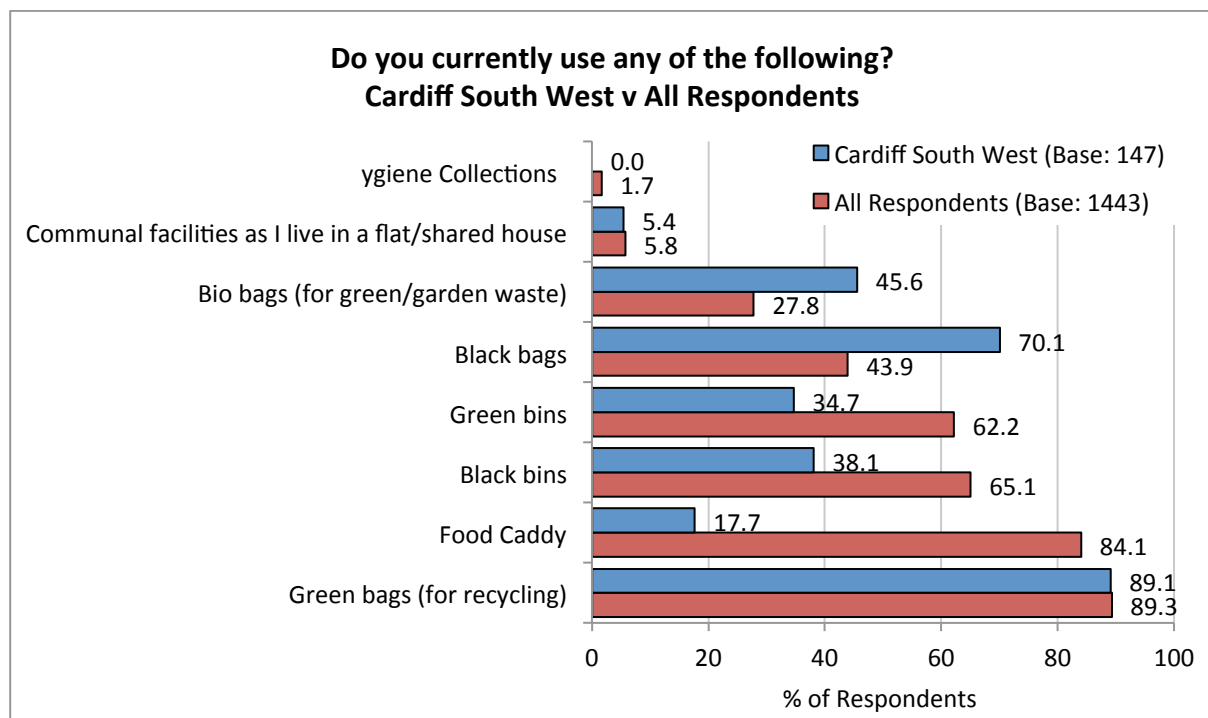
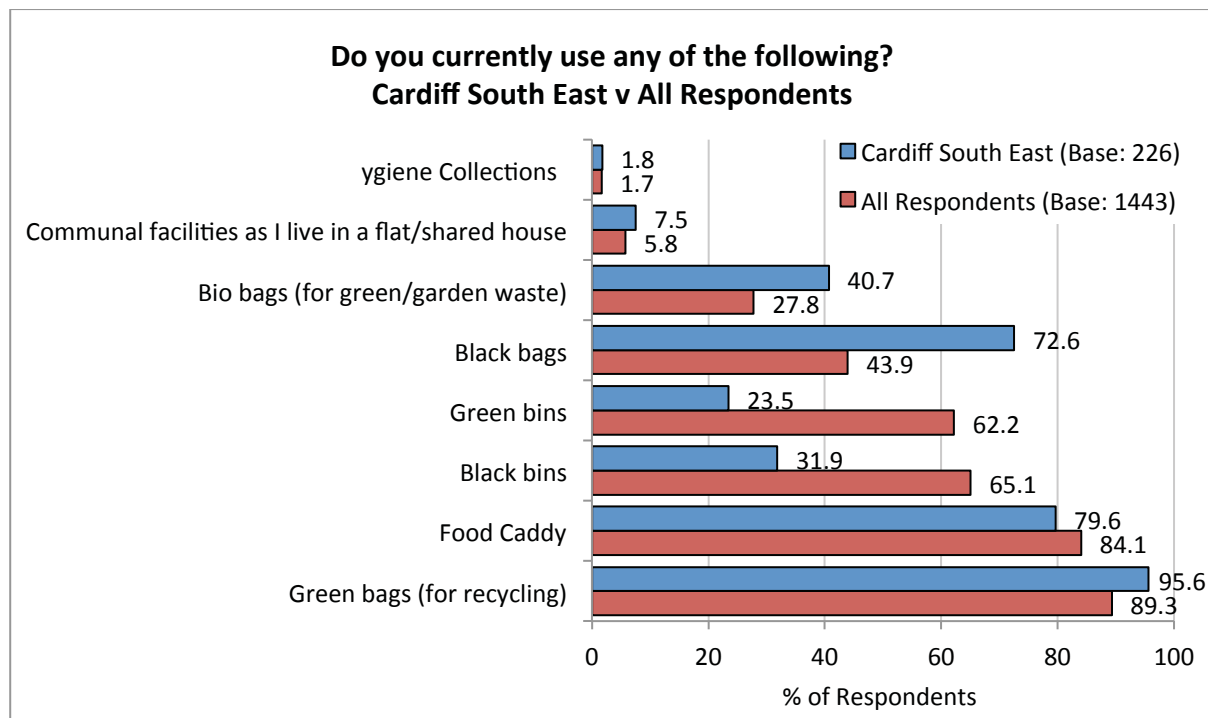
Respondents from Cardiff East were most likely to use green bins (95.5%) and black bins (92.5%); well above the equivalent proportions for all respondents. They also had above average use of hygiene collections (4.5%) and food caddies (88.1%).



As for all respondents, residents of Cardiff North were most likely to use green bags (90.4%) and food caddies (88.7%). More than four-fifths also used green bins

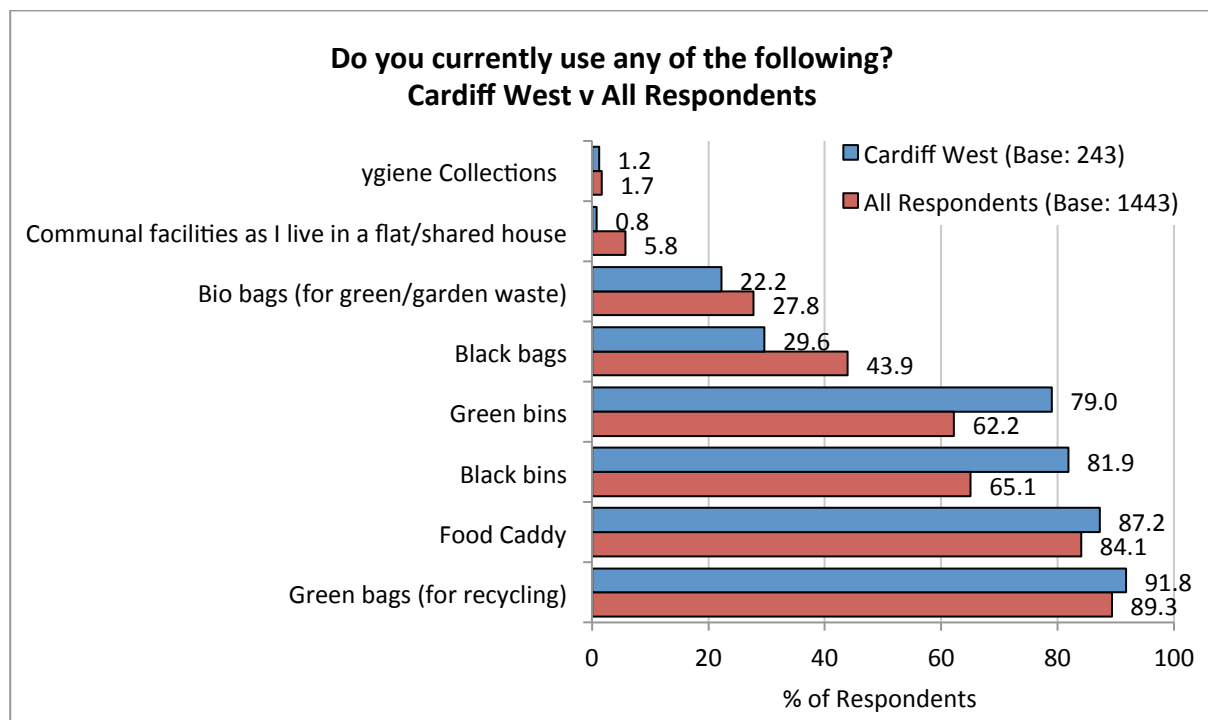
(84.3%) and black bins (82.9%): well above the equivalent proportions for all respondents.

Green bags were also the most commonly used item in Cardiff South East (95.6%), followed by food caddies (79.6%). Meanwhile, black bags (72.6%) and bio bags (40.7%) were much more likely to be used in the NPA than by all respondents.

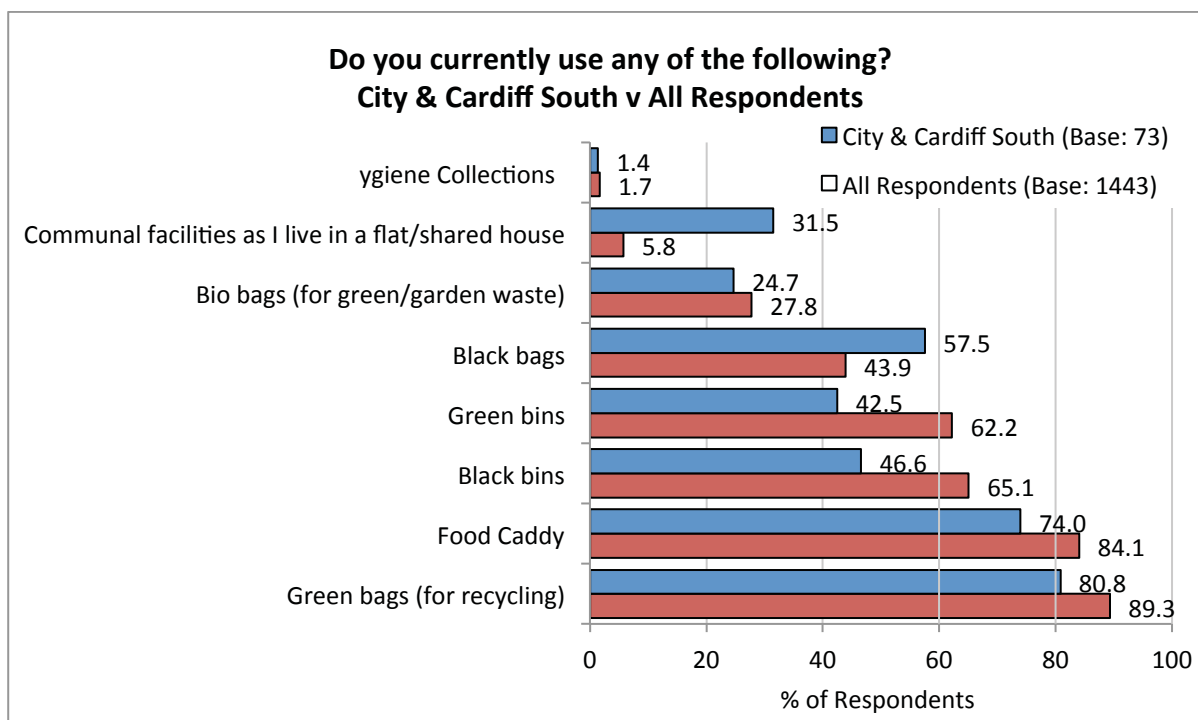


In Cardiff South West, green bags (89.1%) were again the most prevalent item. However, food caddies were only used by 17.7% of residents; less than a quarter of the figure for all respondents. Use of green bins (34.7%) and black bins (38.1%) was also less common in the NPA. However, black bags (70.1%) and bio bags (45.6%) were much more widely utilised within the NPA.

Green bags (91.8%) and food caddies (87.2%) were the most commonly used items in Cardiff West, and exceeded the levels seen across all respondents. This was also the case for black bins (81.9%) and green bins (79.0%). However, black bag use (29.6%) was around a third lower in the NPA.



In City & Cardiff South, green bags (80.8%) and food caddies (74.0%) again saw the most widespread use. Black bags (57.5%) were much more commonly used in the NPA, while almost a third of respondents utilised communal facilities (31.5%).



Q2. How many green bags do you typically place out each week?

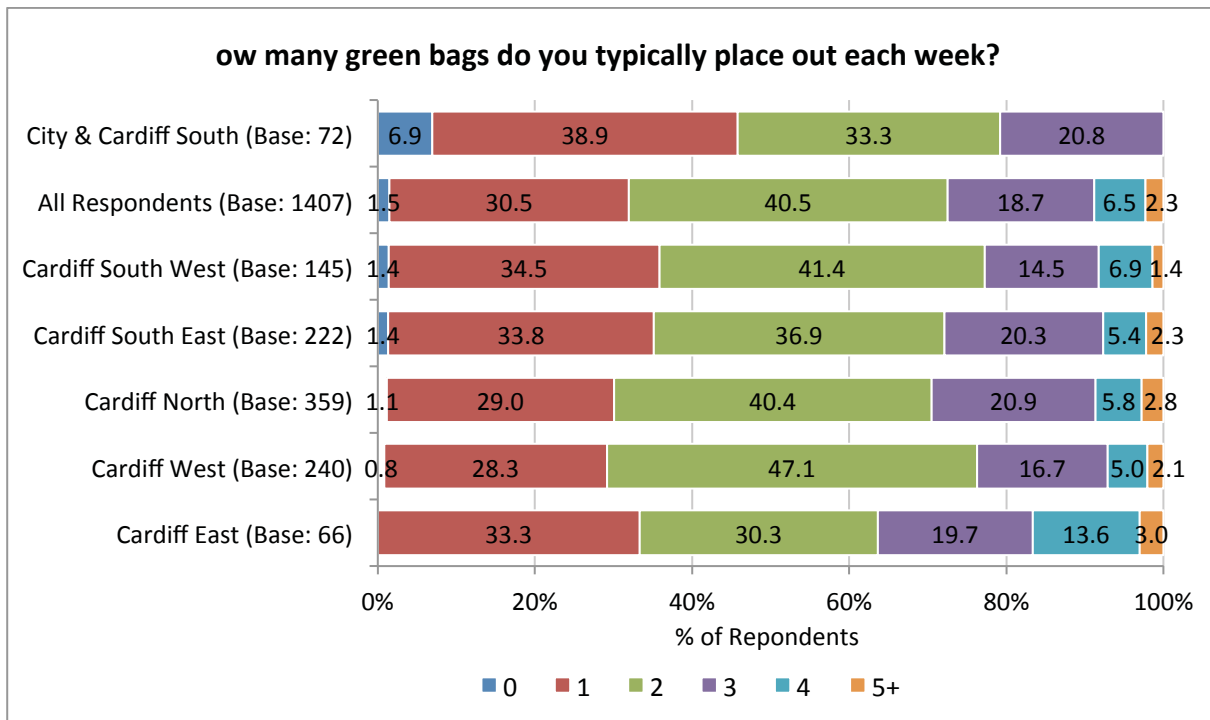
Overall

Two-fifths (40.5%) typically put out two green bags a week, while a further three-tenths (30.5%) put out just one bag.

No. Green Bags	No.	%
0	21	1.5
1	429	30.5
2	570	40.5
3	263	18.7
4	91	6.5
5+	33	2.3
TOTAL RESPONDENTS	1,407	100.0

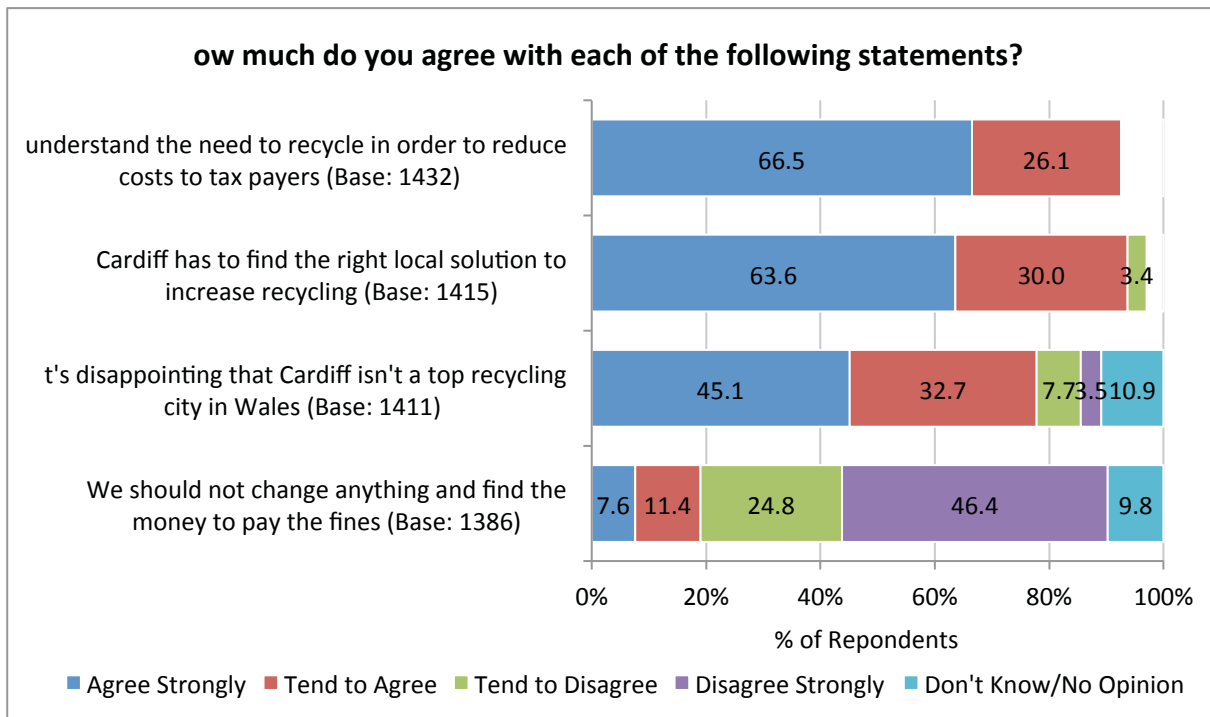
Neighbourhood Partnership Area

Residents of Cardiff East appear to put out the highest number of green bags each week with 13.6% of their respondents putting out 4 bags and 3.0% putting out 5+. In contrast, 6.9% of respondents from City & Cardiff South did not put out any bags; more than four times the figure for all respondents, and none put out more than 3 bags.



Q3. How much do you agree with each of the following statements?

Overall



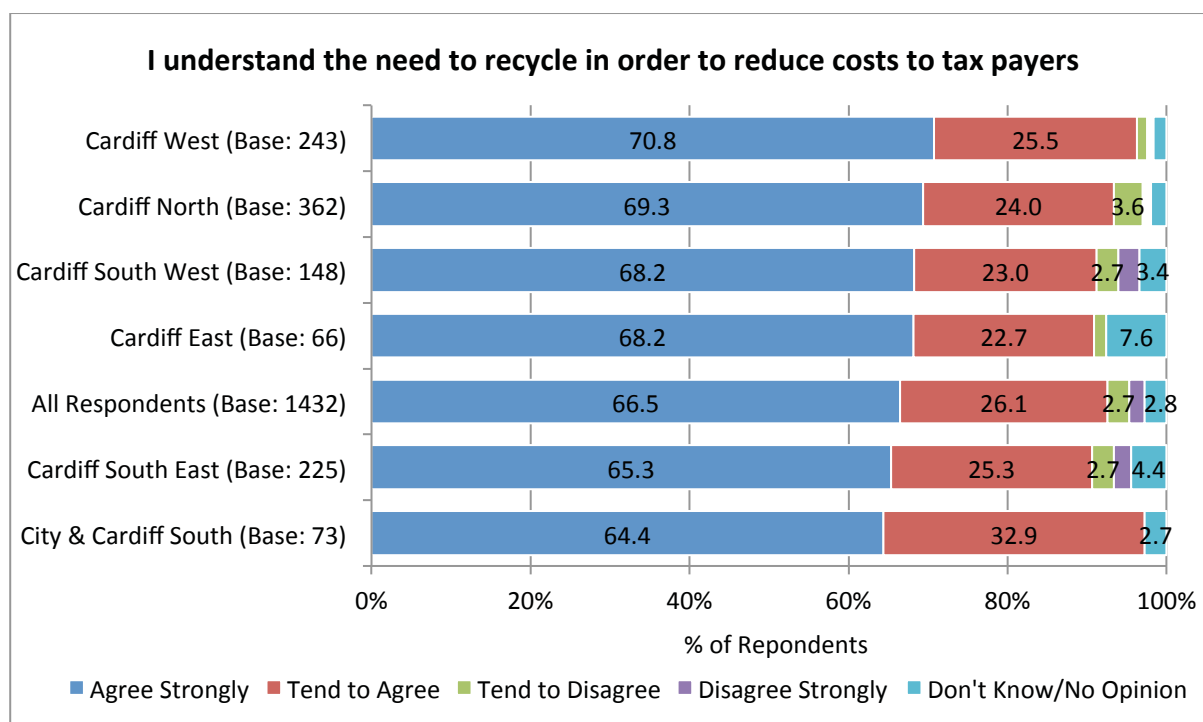
Over nine-tenths (92.6%) of respondents agreed that they understood the need to recycle in order to reduce costs to tax payers, including 66.5% that strongly agreed.

Similarly, more than nine-tenths (93.6%) agreed that Cardiff had to find the right local solution to increase recycling, including 63.6% that strongly agreed.

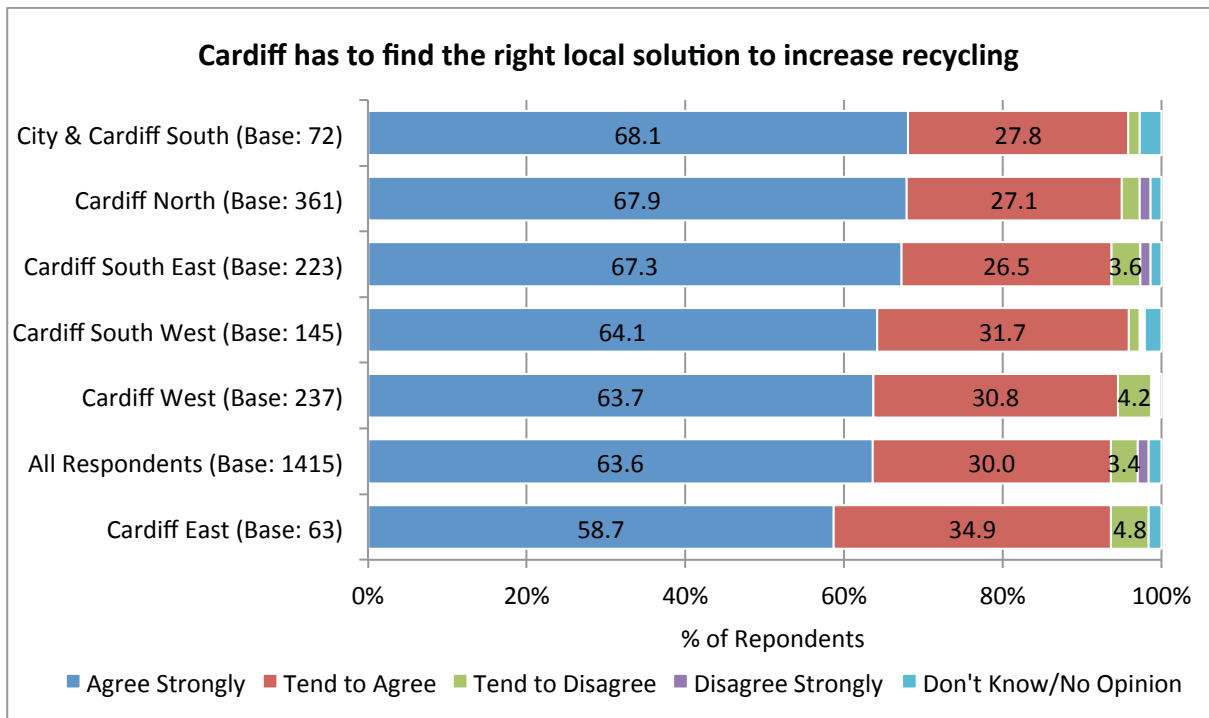
Around three-quarters (77.8%) agreed that it was disappointing that Cardiff isn't a top recycling city in Wales, with 45.1% strongly agreeing. In contrast, almost three-quarters (71.2%) disagreed with the idea that we should not charge anything and find the money to pay the fines, including 46.4% that strongly disagree.

Neighbourhood Partnership Area

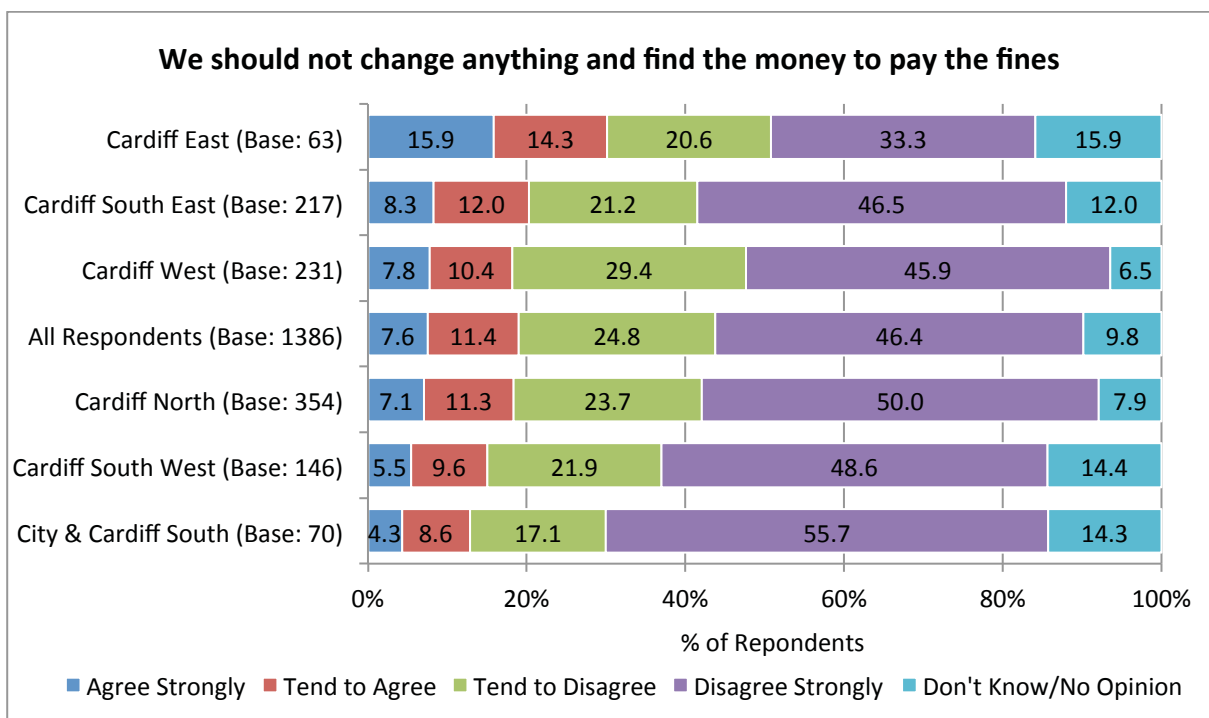
Over nine-tenths of respondents from each NPA agreed that they understood the need to recycle in order to reduce cost to tax payers. City & Cardiff South (97.3%) had the highest proportion of respondents that agreed, despite having the lowest percentage that strongly agreed (64.4%). In fact, none of their respondents disagreed with the statement. Residents of Cardiff West (70.8%), meanwhile, were most likely to strongly agree.



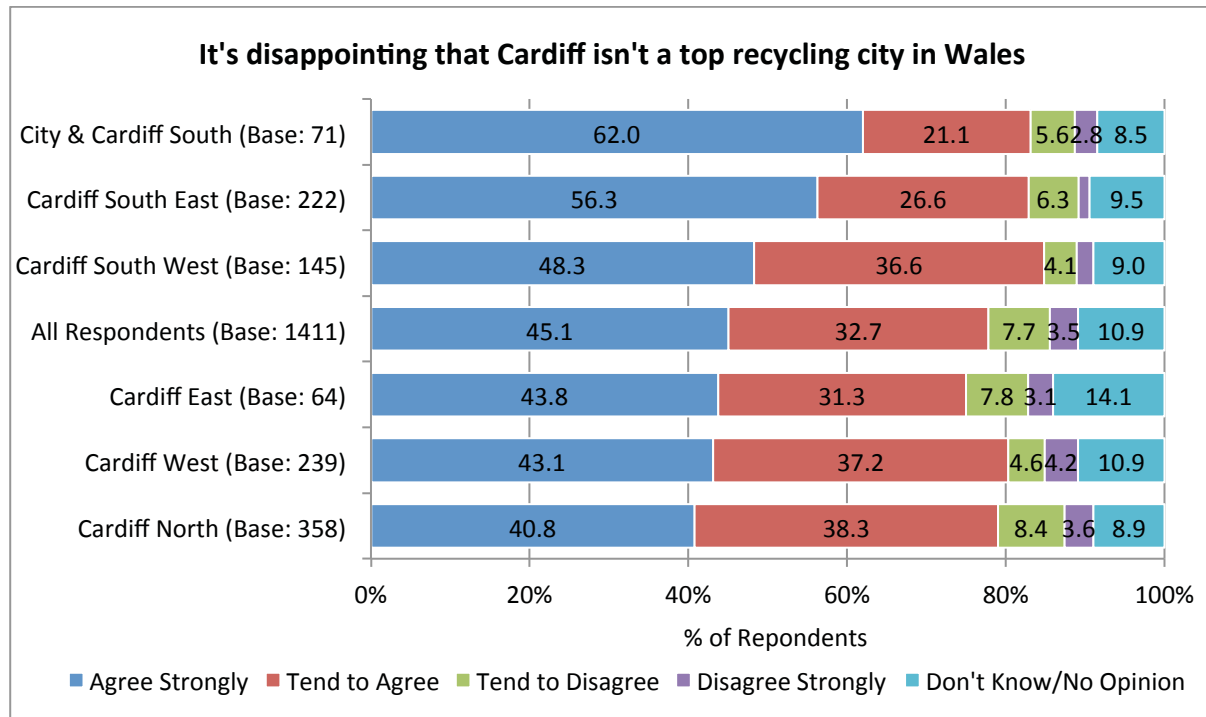
Again, more than nine-tenths of respondents from each of the NPAs agreed that Cardiff has to find the right solution to increase recycling. The proportion that strongly agreed ranged from 58.7% in Cardiff East to 68.1% in City & Cardiff South.



The majority of respondents in each NPA disagreed that we should not change anything and find the money to pay the fines. This was highest in Cardiff West where 75.3% disagreed, although residents of City & Cardiff South were most likely to strongly disagree (55.7%). In contrast, Cardiff East residents (30.2%) were most likely to support the statement.



At least three-quarters of respondents from each of the NPAs agreed that it was disappointing that Cardiff isn't a top recycling city in Wales, with this figure highest in Cardiff South West (84.8%). City & Cardiff South were most likely to strongly agree (62.0%). In contrast, more than a tenth of respondents from Cardiff North (12.0%) and Cardiff East (10.9%) disagreed with the statement.



Q4. How much do you agree with each of the following statements?

Overall

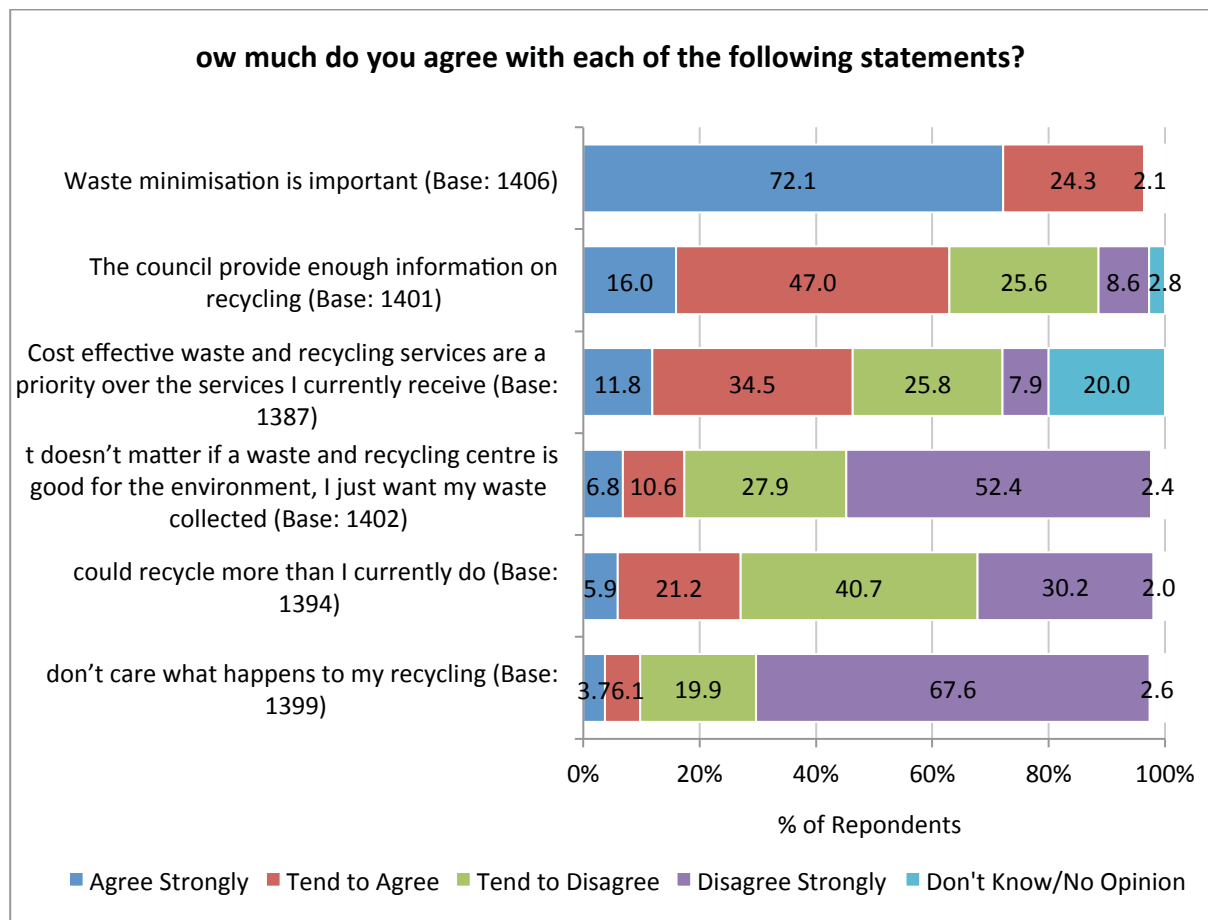
More than nine-tenths of respondents agreed that waste minimisation is important (96.4%), including 72.1% that strongly agreed. The only other statement that was agreed with by more than half of the respondents was that the council provide enough information on recycling (63.0%), although just 16.0% strongly agreed.

Over two-fifths (46.3%) agreed that cost effective waste and recycling services are a priority over other services they receive, although a third (33.7%) also disagreed, while a fifth (20.0%) didn't know or had no opinion.

More than half (52.4%) strongly disagreed with the statement "it doesn't matter if a waste and recycling centre is good for the environment, I just want my waste collected", while four-fifths (80.2%) disagreed to some extent.

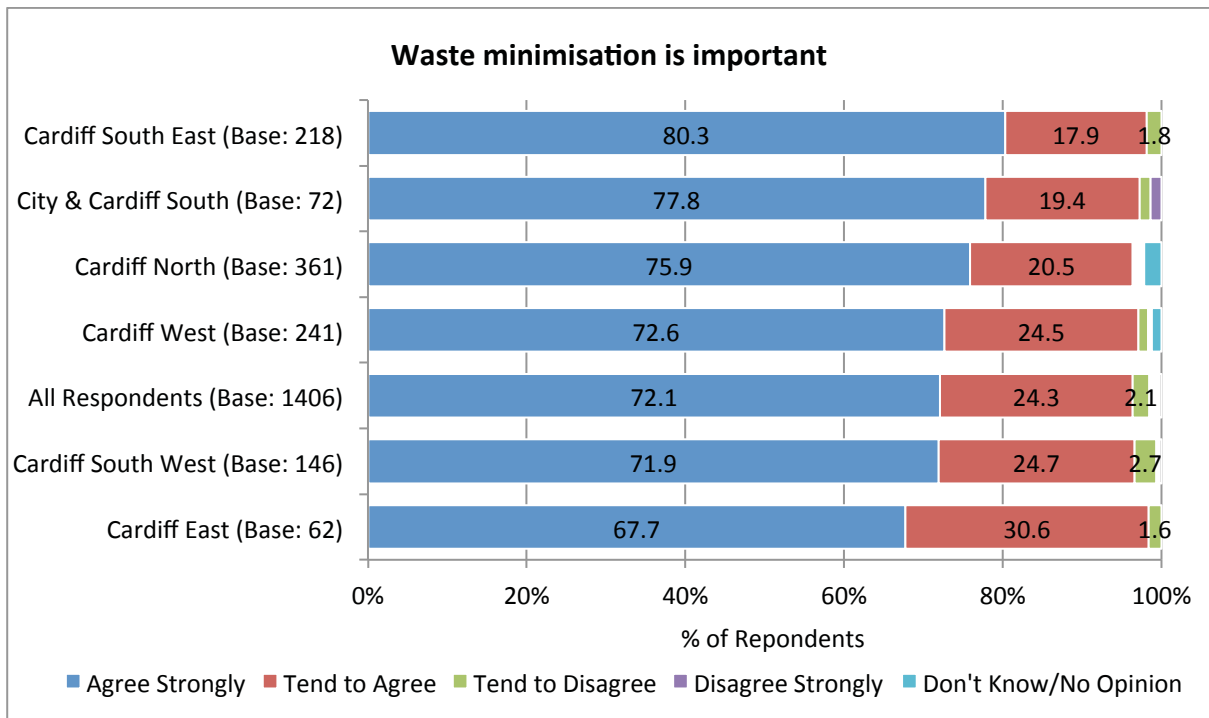
Seven-tenths (70.9%) disagreed that they could recycle more than they currently do, including 30.2% that strongly disagreed. However, over a quarter (27.0%) agreed that they could recycle more.

The statement that received the greatest level of disagreement was “I don’t care what happens to my recycling”, with 87.6% disagreeing to some degree, including two-thirds that strongly disagreed (67.6%).

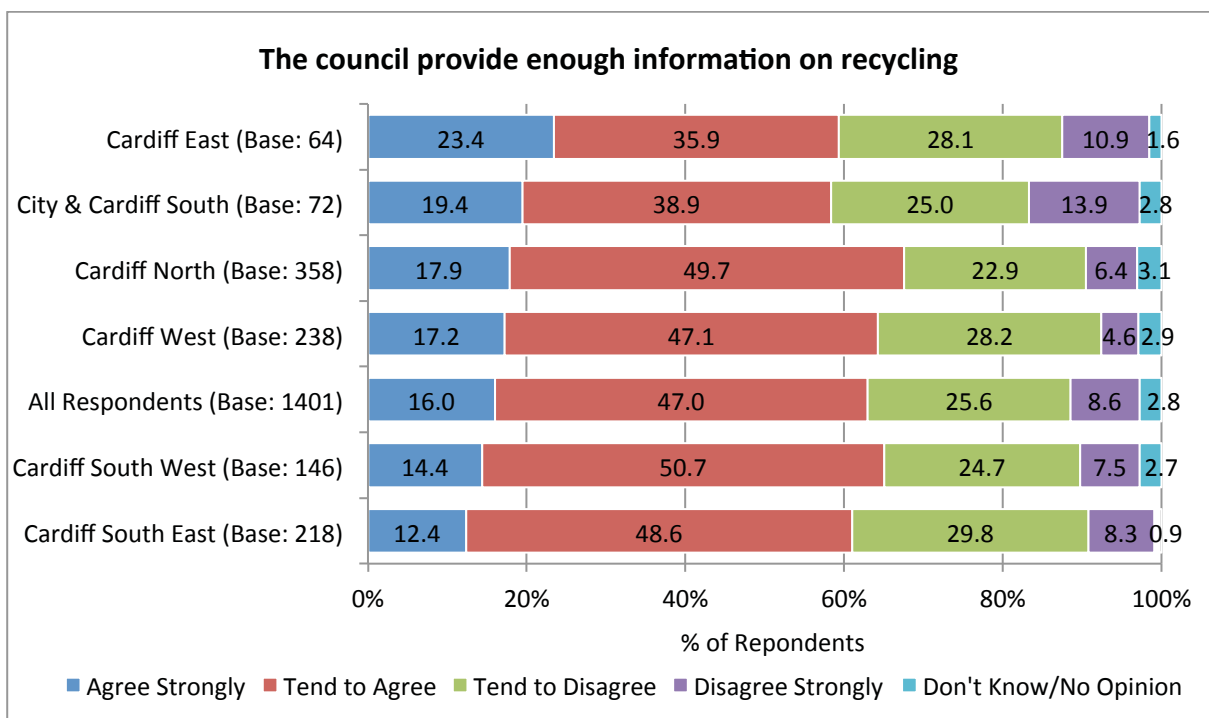


Neighbourhood Partnership Area

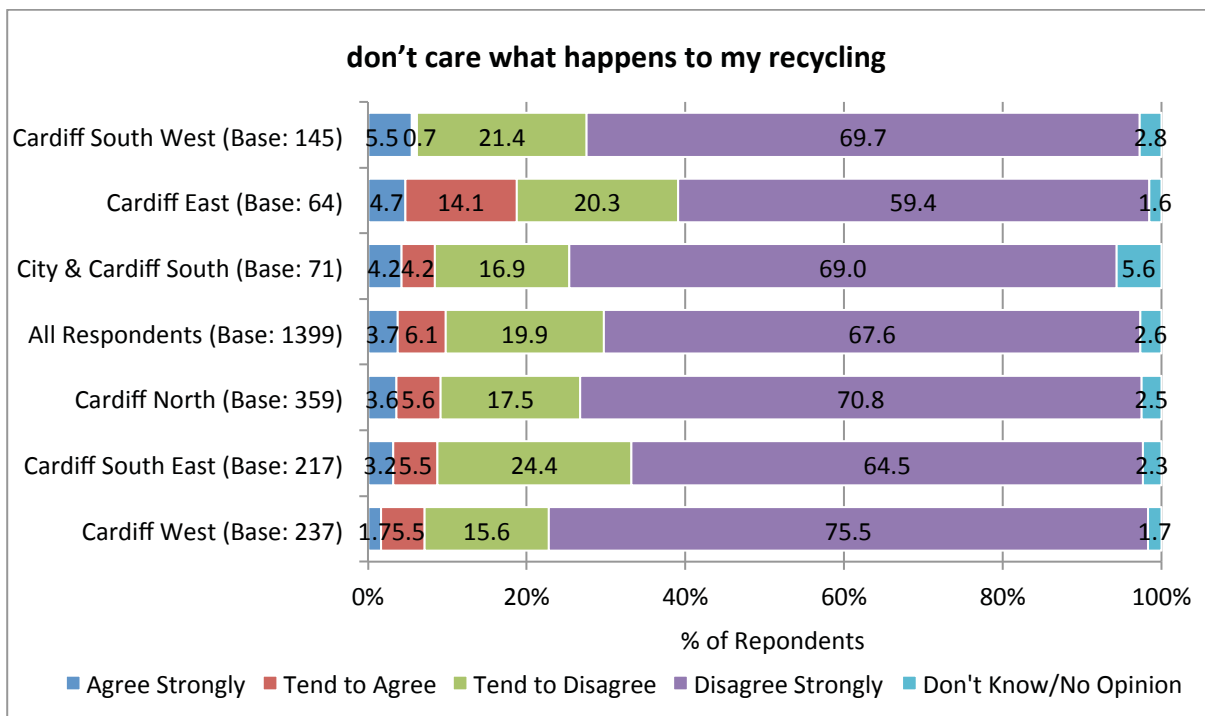
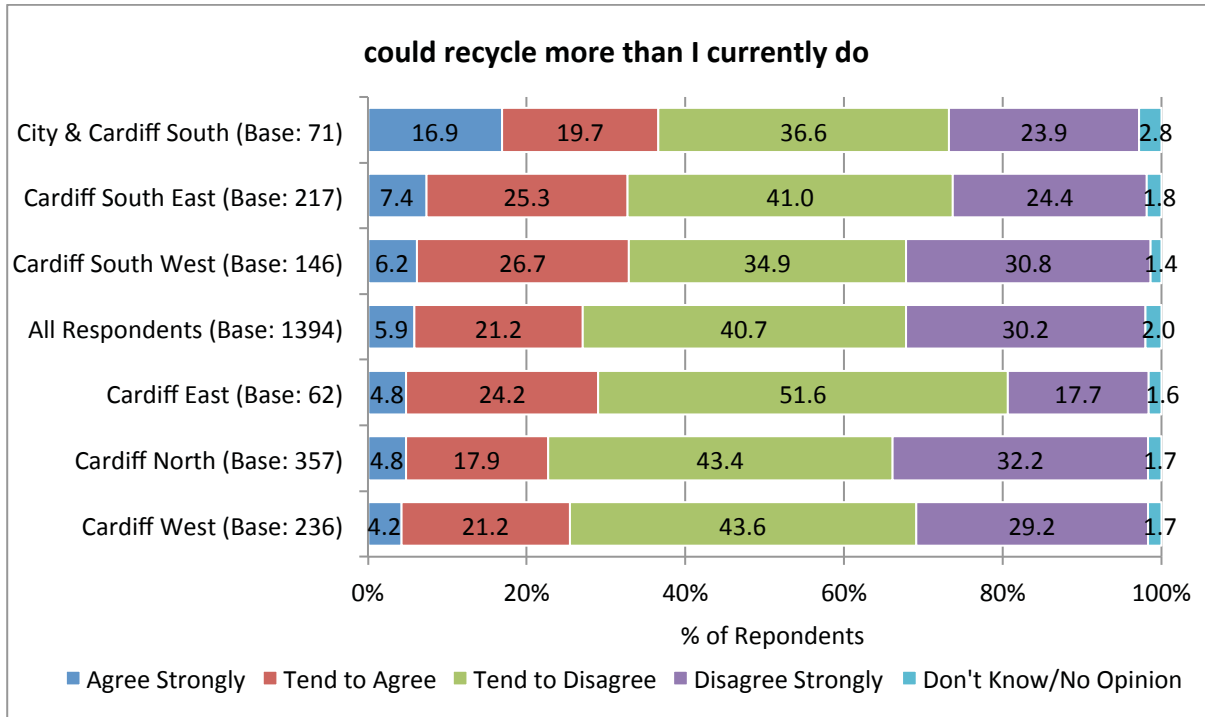
Over nine-tenths of respondents from each of the areas supported the idea that waste minimisation is important, with Cardiff East (98.4%) residents most likely to concur, even though they had the smallest proportion of respondents that strongly agreed (67.7%). The area with the largest proportion that strongly agreed was Cardiff South East (80.3%).



More than half of respondents from each NPA agreed that the council provided enough information on recycling, with Cardiff North (67.6%) having the greatest proportion that agreed to some degree. Cardiff East residents were most likely to strongly agree (23.4%). However, they were also most likely to disagree to some extent (39.1%).

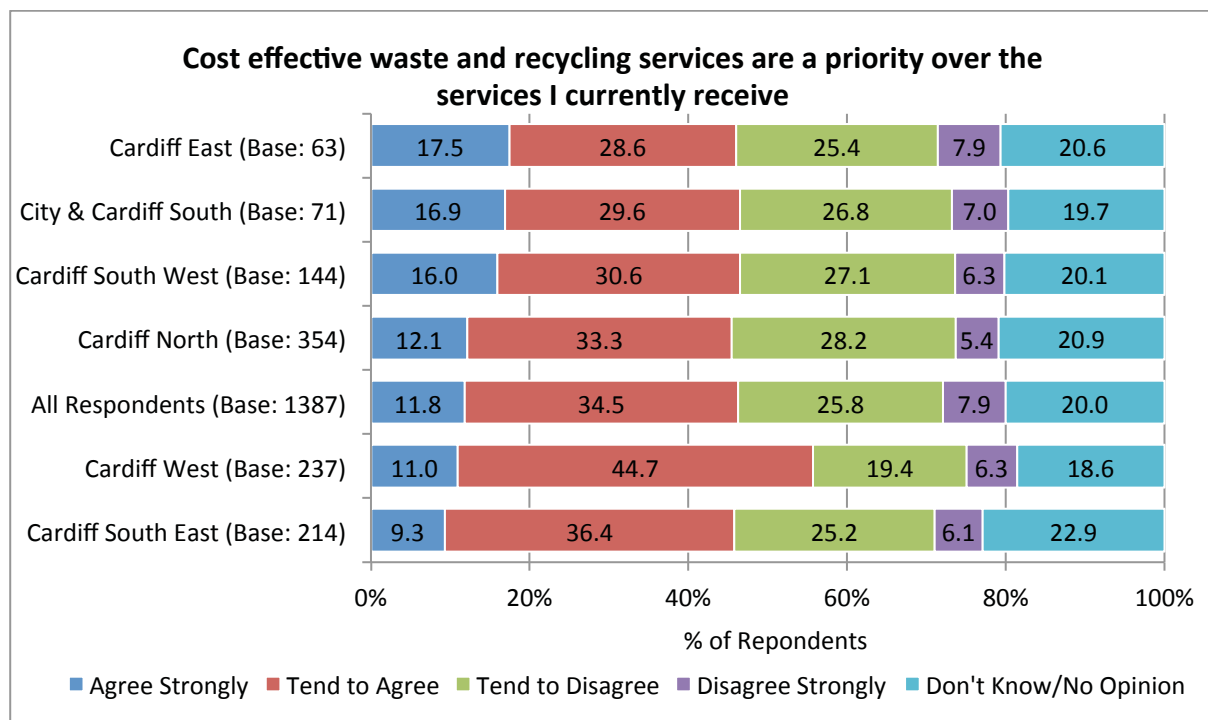


Over a third (36.6%) of residents from City & Cardiff South felt that they could recycle more than they currently do, including 16.9% that strongly agreed. In contrast, three-quarters (75.6%) of Cardiff North's respondents felt that they already recycled what they could, with almost a third (32.2%) strongly disagreeing with the statement.

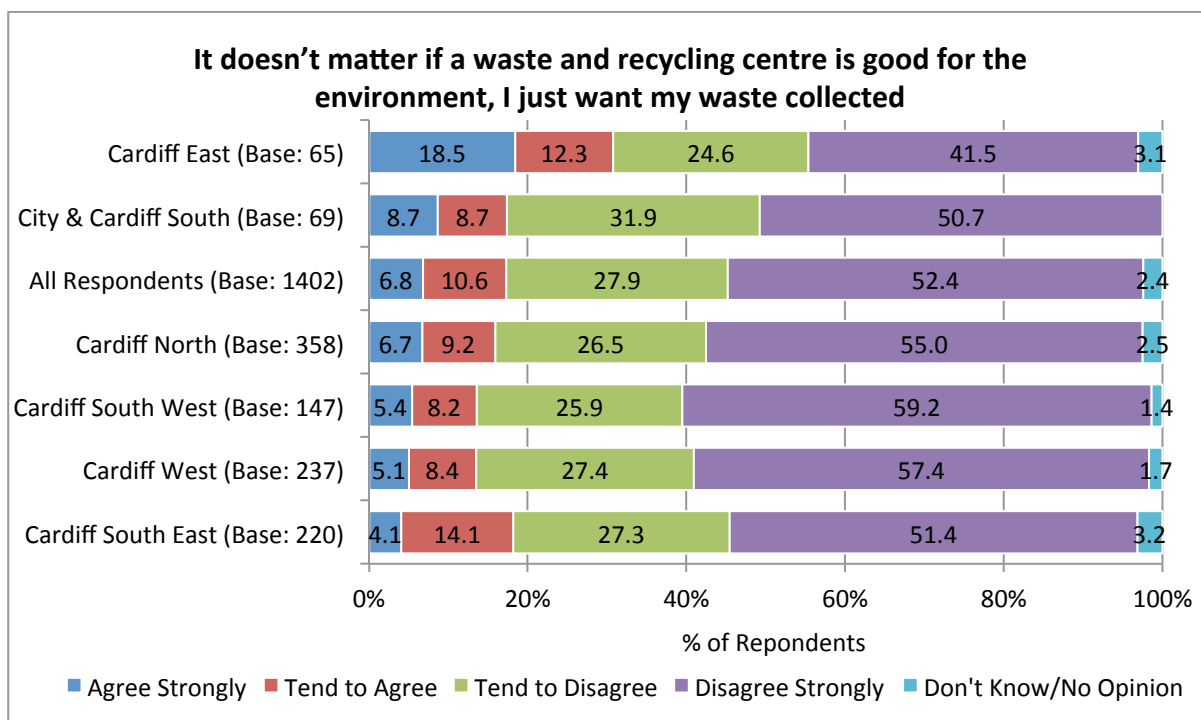


In excess of three-quarters of respondents from each of the NPAs disagreed with the statement “I don’t care what happens to my recycling”. This rose to more than nine-tenths in both Cardiff West (91.1%) and Cardiff South West (91.0%). However, almost a fifth (18.8%) of Cardiff East’s respondents agreed with the statement.

Cardiff West (55.7%) was the only NPA where more than half of their respondents agreed that cost effective and recycling services are a priority over the services they currently receive. In each of the other five NPAs around a third disagreed with the statement to some extent. Meanwhile, approximately a fifth of those completing the questionnaire in each of the NPAs indicated that they did not know or had no opinion.



Three-tenths (30.8%) of respondents from Cardiff East agreed that “it doesn’t matter if a waste and recycling centre is good for the environment, I just want my waste collected”. However, more than three-quarters of respondents from the other five NPAs disagreed with the statement, with a high of 85.0% in Cardiff South West, including 59.2% that strongly disagreed.



Q5. Do you think the Council should encourage people to recycle more through service charges, supporting them through information and enforcing those that don't recycle, even if it costs more to deliver these objectives?

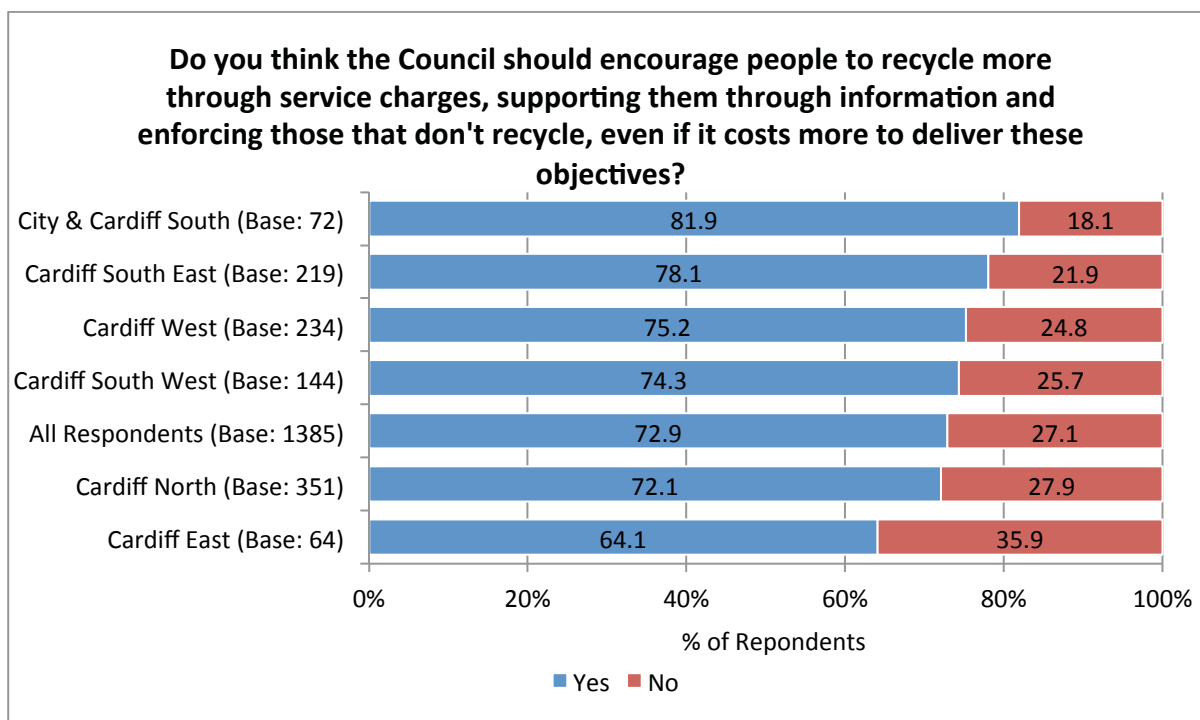
Overall

Almost three-quarters (72.9%) of respondents thought that the Council should encourage people to recycle more through service charges, supporting them through information and enforcing those that don't recycle, even if it costs more to deliver these objectives.

Response	No.	%
Yes	1,010	72.9
No	375	27.1
TOTAL RESPONDENTS	1,385	100.0

Neighbourhood Partnership Area

Across the NPAs this proportion ranged from less than two-thirds in Cardiff East (64.1%) to more than four-fifths in City & Cardiff South (81.9%).



Q6. Should the Council take action or penalise those that don't recycle?

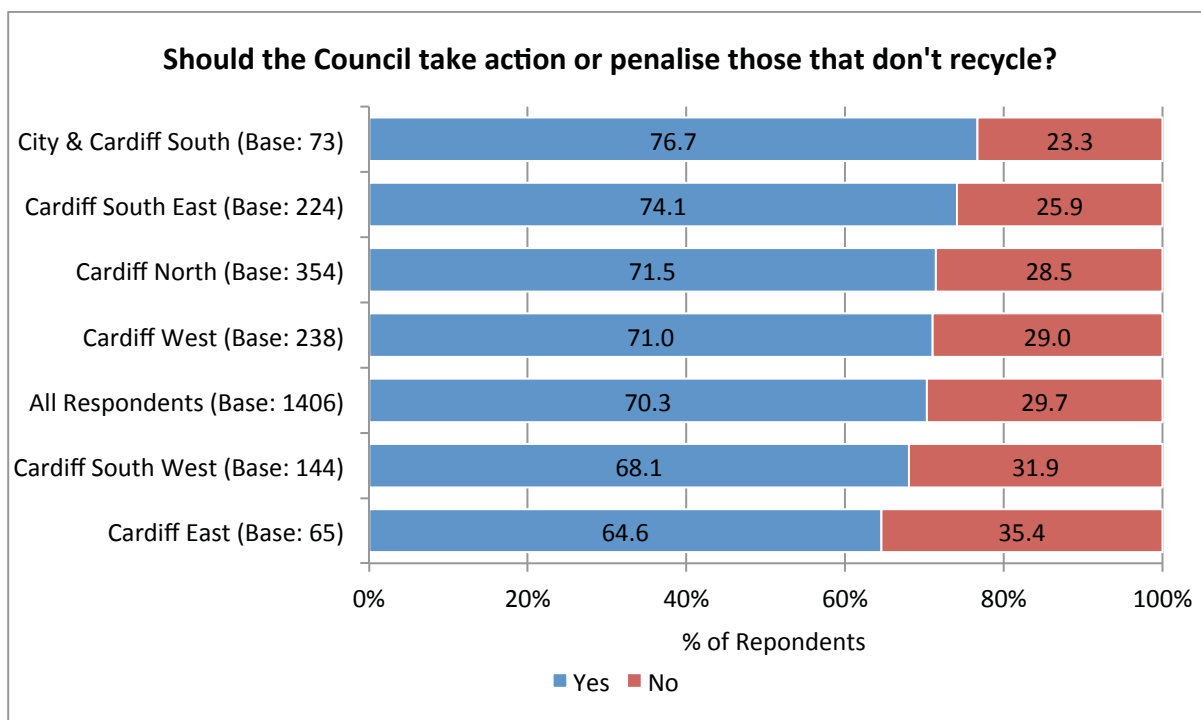
Overall

Seven-tenths (70.3%) of respondents felt that the Council should take action or penalise those that don't recycle.

Response	No.	%
Yes	989	70.3
No	417	29.7
TOTAL RESPONDENTS	1,406	100.0

Neighbourhood Partnership Area

The proportion that believed the Council should take action or penalise those that don't recycle varied from 64.6% in Cardiff East to 76.7% in City & Cardiff South.



HOUSEHOLD WASTE RECYCLING CENTRES (HWRCs)

Q7. Do you use Household Waste & Recycling Centres?

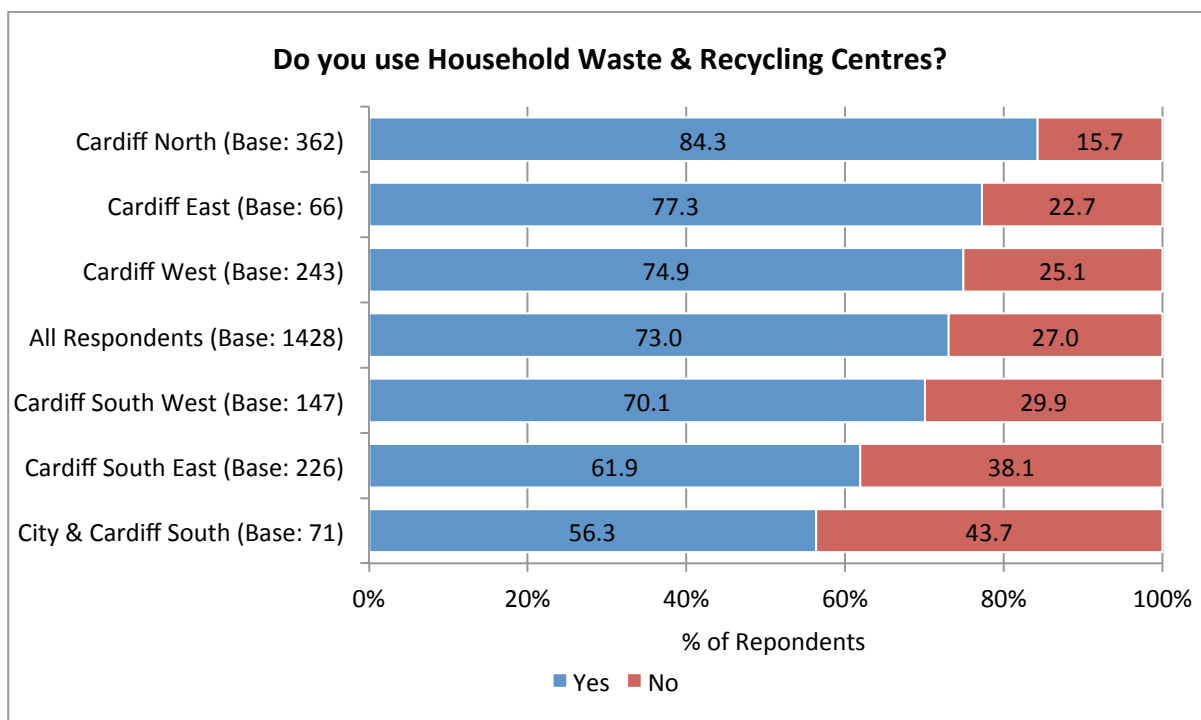
Overall

Just under three-quarters (73.0%) of those completing the survey said that they used the Household Waste & Recycling Centres (HWRCs).

Response	No.	%
Yes	1,043	73.0
No	385	27.0
TOTAL RESPONDENTS	1,428	100.0

Neighbourhood Partnership Area

More than four-fifths (84.3%) of respondents from Cardiff North use the HWRCs. However, this figure fell to just 56.3% for City & Cardiff South.



Q8. Which of the following sites do you use?

Overall

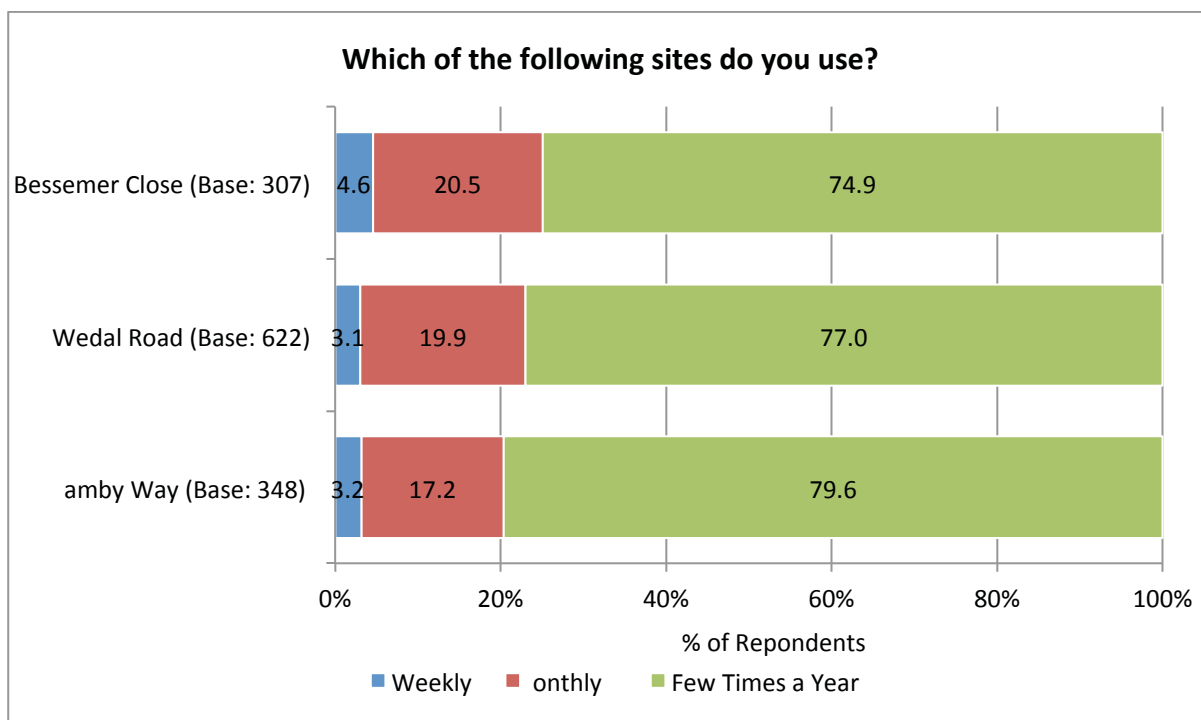
Of the 1,026 respondents who indicated they used one or more of the three sites at least a few times a year, three-fifths said that they used Wedal Road (60.6%), a third used Lamby Way (33.9%), and three-tenths used Bessemer Close (29.9%).

HWRC Site	No.	%
Wedal Road	622	60.6
Lamby Way	348	33.9
Bessemer Close	307	29.9
TOTAL RESPONDENTS	1,026	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

Frequency of Use

A quarter (25.1%) of respondents that used Bessemer Close at least a few times a year stated that they used it weekly (4.6%) or monthly (20.5%). This figure was slightly lower (23.0%) for Wedal Road, and dropped to around a fifth (20.4%) for Lamby Way.



NB. Chart above excludes those respondents who stated they never used the site – Lamby Way (174 respondents never used the site), Wedal Road (116), Bessemer Close (183).

Q9. In order to reduce operating costs, the Council need to explore the reduction in opening hours. What days of the week are you most likely to visit and when?

Overall

Just over two-fifths of the respondents who said that they used the HWRCs are likely to visit them on each of the weekdays; ranging from 41.2% for Tuesday to 44.2% for both Monday and Friday. Evenings (5pm-6.40pm) is the most common time on each of these days, with around a fifth of respondents choosing this time on each of the weekdays, although the proportions do not differ greatly from those of the earlier two timeslots.

Usage rates nearly double at the weekend, with almost four-fifths indicating that they are likely to visit the HWRCs on a Saturday (79.2%) and a Sunday (76.3%). For both of these days the PM (12pm-4pm) timeslot is the most common with around three-fifths selecting this option: 61.2% for Saturday, 59.9% for Sunday. This is followed by the AM (7am-12pm) slot which approximately half of respondents selected: 50.4% for Saturday, 47.4% for Sunday. The least popular timeslot at weekends is the Evening (5pm-6.40pm): 28.5% for Saturday, 27.1% for Sunday.

Timeslot	No. Respondents	%
Monday:	440	44.2
AM (7am-12pm)	176	17.7
PM (12pm-4pm)	189	19.0
Evening (5pm-6.40pm)	198	19.9
Tuesday:	410	41.2
AM (7am-12pm)	150	15.1
PM (12pm-4pm)	170	17.1
Evening (5pm-6.40pm)	192	19.3
Wednesday:	419	42.1
AM (7am-12pm)	155	15.6
PM (12pm-4pm)	175	17.6
Evening (5pm-6.40pm)	201	20.2
Thursday:	420	42.2
AM (7am-12pm)	148	14.9
PM (12pm-4pm)	172	17.3
Evening (5pm-6.40pm)	205	20.6
Friday:	440	44.2
AM (7am-12pm)	155	15.6
PM (12pm-4pm)	193	19.4
Evening (5pm-6.40pm)	217	21.8
Saturday:	788	79.2
AM (7am-12pm)	501	50.4
PM (12pm-4pm)	609	61.2
Evening (5pm-6.40pm)	284	28.5
Sunday:	759	76.3
AM (7am-12pm)	472	47.4
PM (12pm-4pm)	596	59.9
Evening (5pm-6.40pm)	270	27.1
TOTAL RESPONDENTS	995	-

NB. Daily totals may not equal the sum of the three timeslots, as respondents could select more than one timeslot per day. Similarly, the totals for each of the seven days do not sum to the number of total respondents to the question.

Q10. Could the Council improve the site layout and signage to encourage you to recycle more?

Overall

Almost a third (31.5%) of respondents that use the HWRCs said that the site layout and signage could be improved to encourage them to recycle more, while 46.8% disagreed and 21.7% did not know.

Response	No.	%
Yes	317	31.5
No	471	46.8
Don't Know	219	21.7
TOTAL RESPONDENTS	1,017	100.0

If Yes:

Overall

The site respondents were most likely to say needed improvement in this way was Wedal Road (61.8%). This was well above the equivalent proportions for Lamby Way (31.5%) and Bessemer Close (25.5%). However, these figures could be influenced by the number of people that use each site, with Wedal Road around twice as likely to be visited than the other two locations (see responses to Q8 on p21).

HWRC Site	No.	%
Wedal Road	194	61.8
Lamby Way	99	31.5
Bessemer Close	80	25.5
TOTAL RESPONDENTS	314	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

Q11. Would you like to be able to recycle more items when you visit your local HWRC?

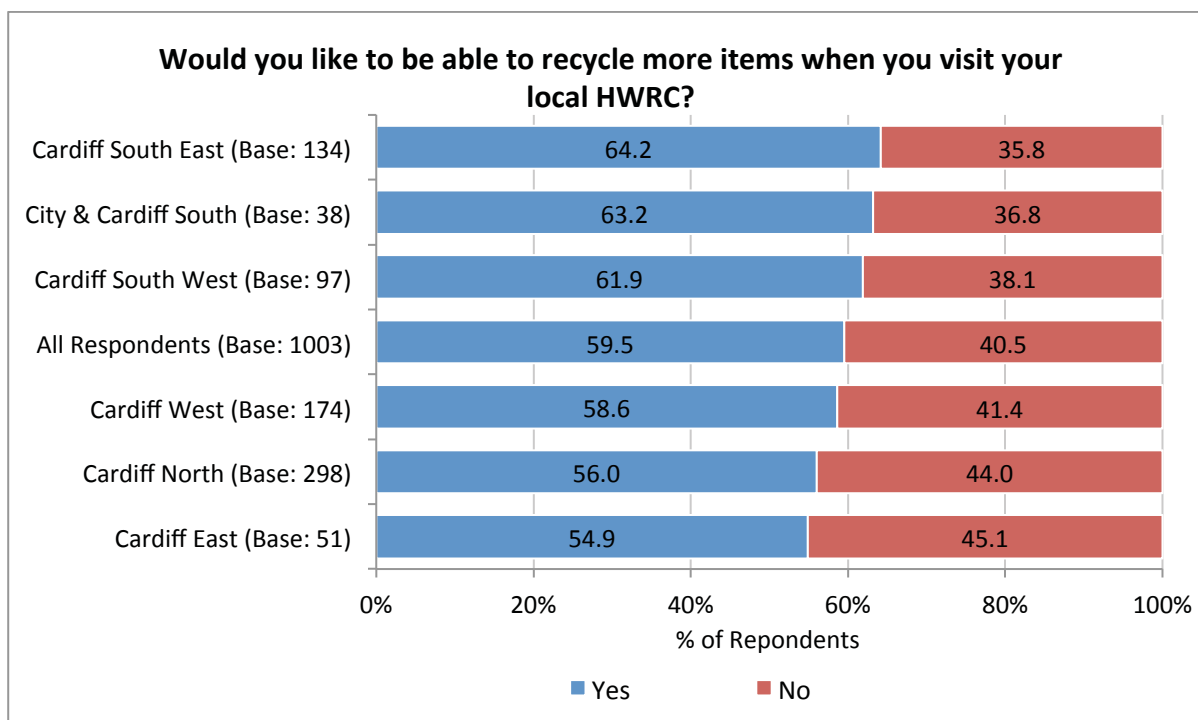
Overall

Three-fifths (59.5%) of respondents that use the HWRCs would like to be able to recycle more items at their local site.

Response	No.	%
Yes	597	59.5
No	406	40.5
TOTAL RESPONDENTS	1,003	100.0

Neighbourhood Partnership Area

Respondents from Cardiff South East (64.2%) would most like to be able to recycle more items at their local HWRC. This compared with a low of 54.9% in Cardiff East.



If 'Yes', which items?

Overall

Just over half of respondents that use HWRCs like to be able to recycle carpets (53.0%), compared to 49.4% for mattresses and 47.0% for toys. More than half would also like to recycle other items (53.5%).

Item	No.	%
Carpets	286	53.0
attresses	267	49.4
Toys	254	47.0
Other	289	53.5
TOTAL RESPONDENTS	540	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

Q12. Do you think Cardiff HWRC facilities should be for Cardiff residents only?

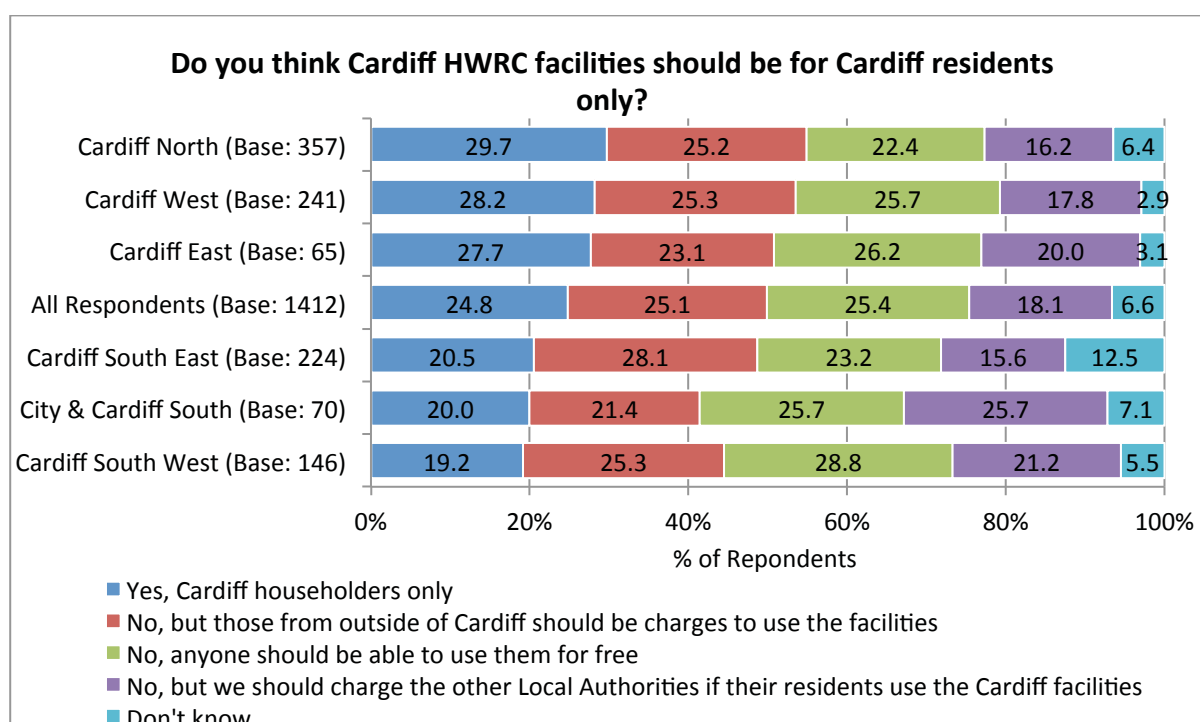
Overall

A quarter of respondents felt that Cardiff HWRC facilities should be for Cardiff householders only (24.8%), while similar proportions thought that anyone should be able to use them (25.4%) or that those from outside the city should be charged to use them (25.1%). Less than a fifth would like other local authorities to be charged if their residents use the facilities (18.1%).

HWRC Use Response	No.	%
No, anyone should be able to use them for free	359	25.4
No, but those from outside of Cardiff should be charged to use the facilities	355	25.1
Yes, Cardiff householders only	350	24.8
No, but we should charge the other Local Authorities if their residents use the Cardiff facilities	255	18.1
Don't know	93	6.6
TOTAL RESPONDENTS	1,412	100.0

Neighbourhood Partnership Area

Cardiff North respondents were most likely to think that the HWRCs should be for Cardiff householders only (29.7%). Cardiff South East respondents were most in favour of charging those from outside the city to use them (28.1%). Cardiff South West had the highest proportion that felt they should be free for anyone to use (28.8%). Respondents from City & Cardiff South were most likely to want to charge other local authorities for their residents using the facilities (25.7%).



Q13. I'd like more help to understand what can be recycled and where to put things at the HWRCs?

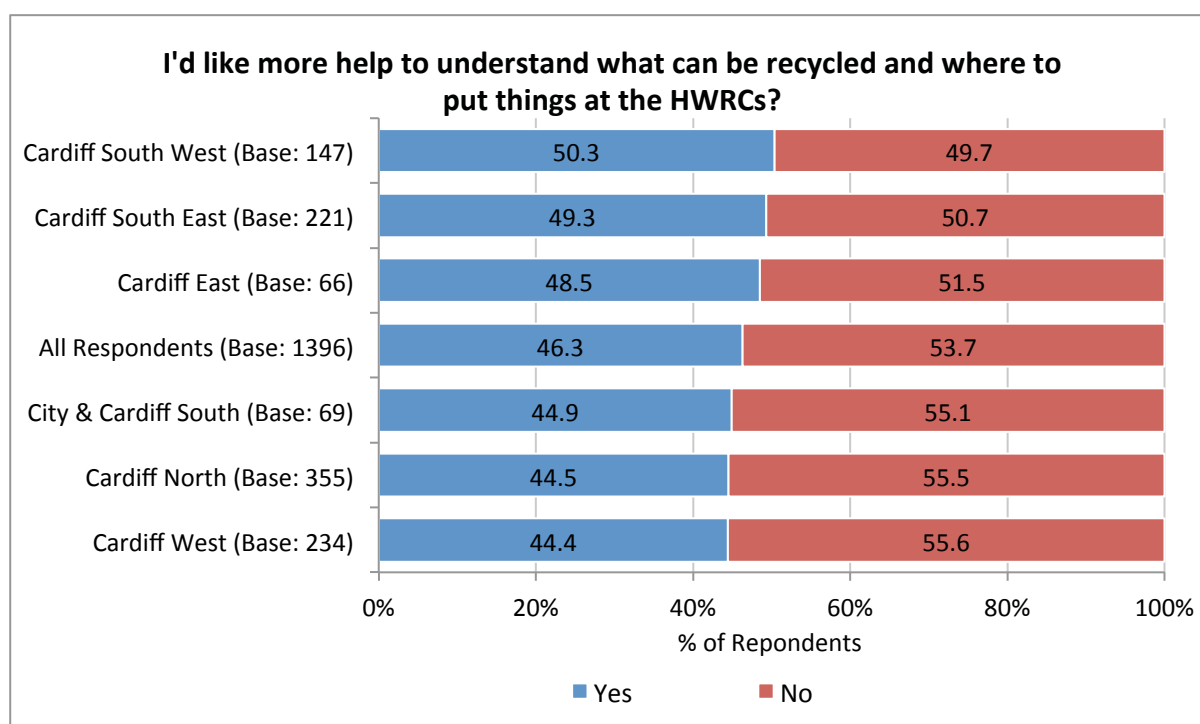
Overall

Almost half (46.3%) of respondents would like more help to understand what can be recycled and where to put things at HWRCs.

Response	No.	%
Yes	646	46.3
No	750	53.7
TOTAL RESPONDENTS	1,396	100.0

Neighbourhood Partnership Area

Respondents from Cardiff South West (50.3%) were most likely to want more help, compared to 44.4% for Cardiff West.



Q14. Cardiff Council are looking to have a reuse shop on a HWRC site. If there was a reuse shop would you use it or donate items?

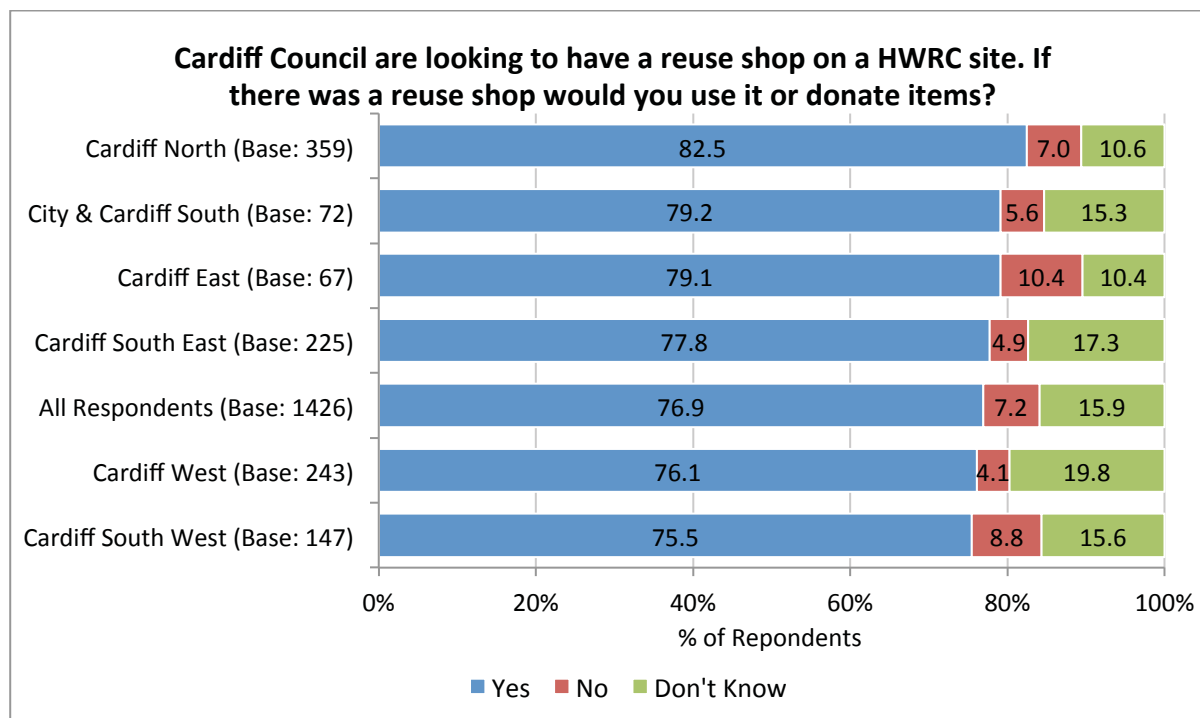
Overall

More than three-quarters (76.9%) of respondents would use a reuse shop on a HWRC site or donate items.

Response	No.	%
Yes	1,097	76.9
No	102	7.2
Don't Know	227	15.9
TOTAL RESPONDENTS	1,426	100.0

Neighbourhood Partnership Area

Over three-quarters of respondents from each of the NPAs said they would use or donate to a reuse shop on a HWRC site, with this figure reaching 82.5% in Cardiff North. Cardiff East residents were most likely to say they would not use it (10.4%).



BRING SITES

Q15. Do you use local bring site/bottle banks?

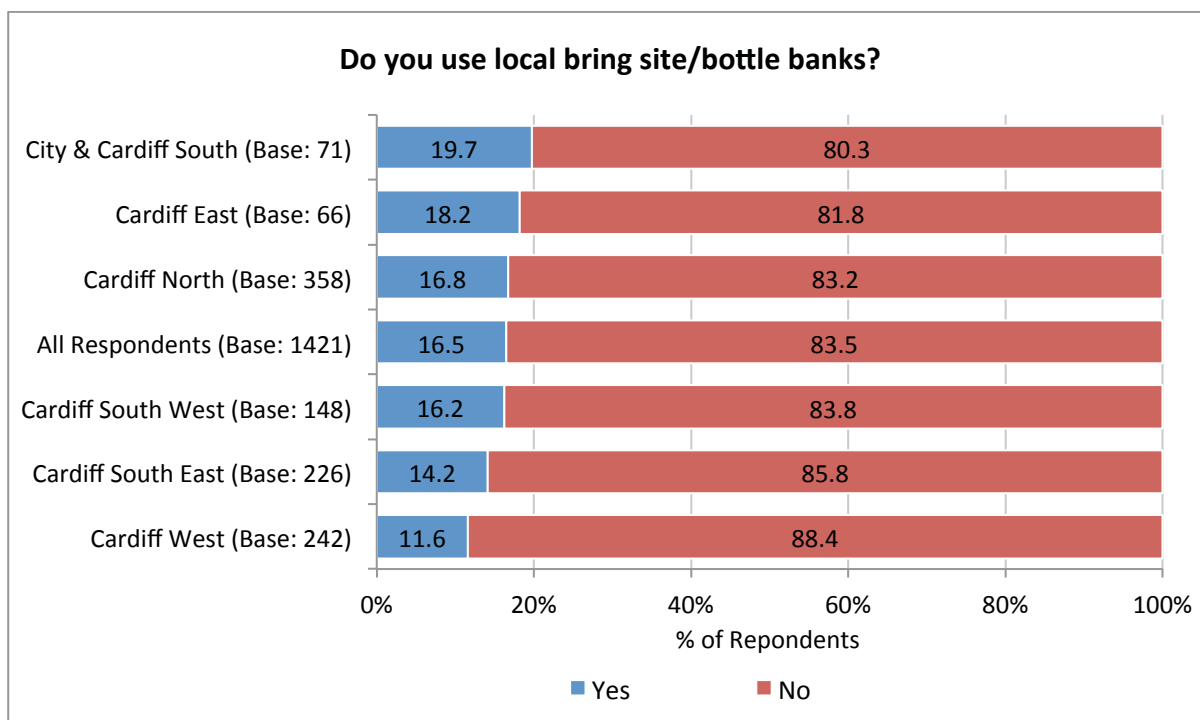
Overall

Only around a sixth (16.5%) of those completing the questionnaire indicated that they use local bring site/bottle banks.

Response	No.	%
Yes	234	16.5
No	1,187	83.5
TOTAL RESPONDENTS	1,421	100.0

Neighbourhood Partnership Area

Less than a fifth of respondents in each of the NPAs use a bring site/bottle bank, with this proportion ranging from 11.6% in Cardiff West to 19.7% in City & Cardiff South.



Q16. Do you think there should be more bring sites or bottle banks across Cardiff?

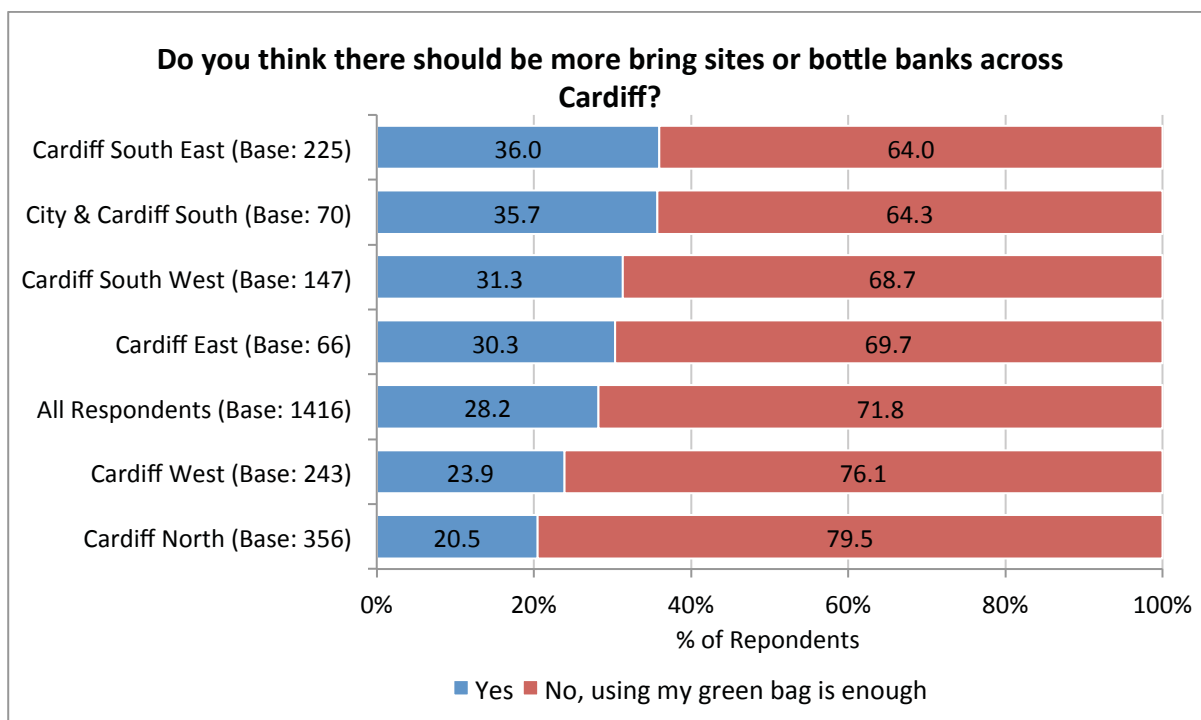
Overall

Less than three-tenths (28.2%) of respondents felt that there should be more bring sites or bottle banks across Cardiff.

Response	No.	%
Yes	400	28.2
No, using my green bag is enough	1,016	71.8
TOTAL RESPONDENTS	1,416	100.0

Neighbourhood Partnership Area

Cardiff South East residents (36.0%) were most likely to want more bring sites/bottle banks across the city, compared with just 20.5% in Cardiff North.



WASTE RESTRICTIONS

Q17. If the green waste collections stopped in the winter months, would you consider paying for the 'opt in' service during the winter months (end of October until end of March)?

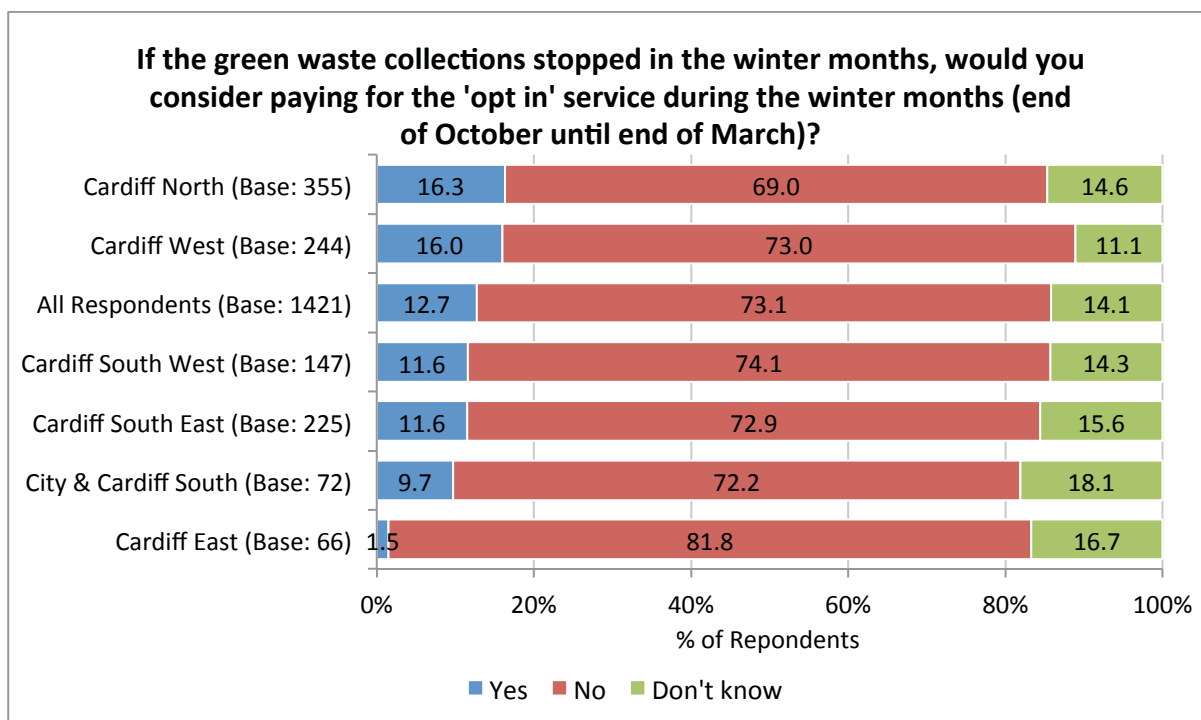
Overall

Only 12.7% would consider paying for the 'opt in' service for green waste collections, while around three-quarters (73.1) would not pay and 14.1% did not know.

Response	No.	%
Yes	181	12.7
No	1,039	73.1
Don't Know	201	14.1
TOTAL RESPONDENTS	1,421	100.0

Neighbourhood Partnership Area

Only 1.5% of respondents from Cardiff East would consider paying for the service, rising to 16.3% for Cardiff North.



HESSIAN SACKS IN TRI-BAG AREAS

Q18. Which is your preferred option for the collection of garden waste?

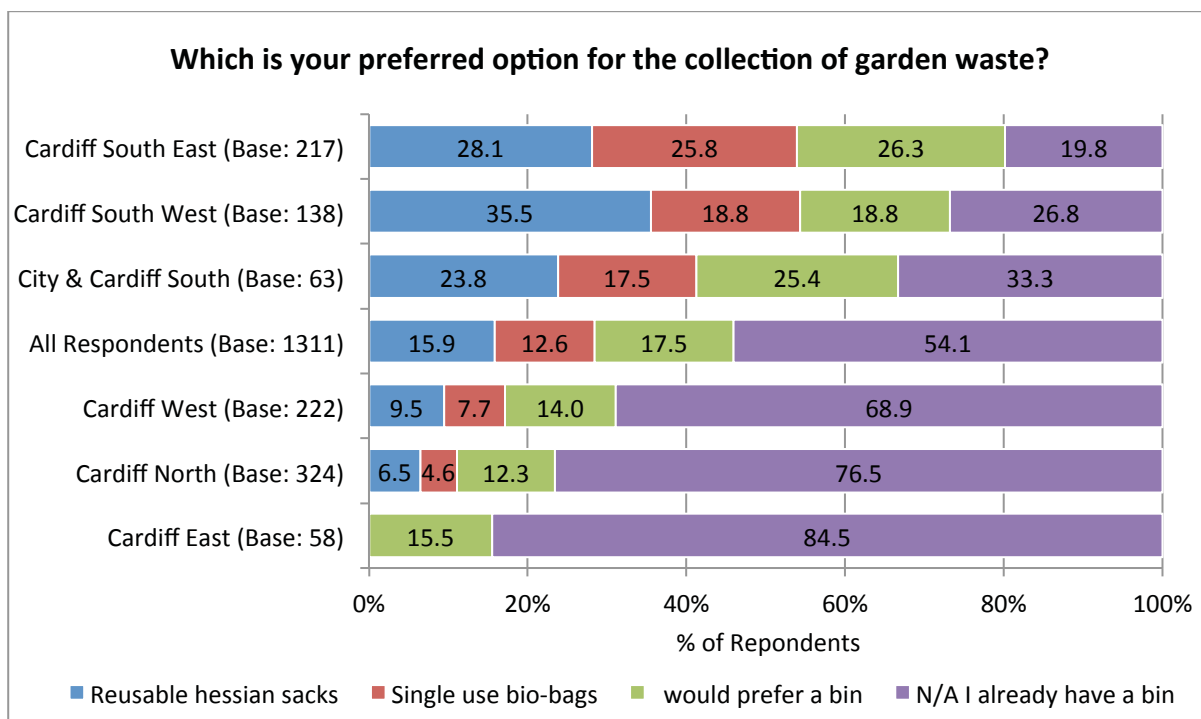
Overall

When asked to indicate their preferred option for the collection of garden waste, more than half stated that it was not applicable as they already had a bin (54.1%). Of the other three options, a bin (17.5%) was the popular choice, followed by reusable hessian sacks (15.9%) and single use bio-bags (12.6%).

Preferred Option	No.	%
N/A I already have a bin	709	54.1
would prefer a bin	229	17.5
Reusable hessian sacks	208	15.9
Single use bio-bags	165	12.6
TOTAL RESPONDENTS	1,311	100.0

Neighbourhood Partnership Area

The proportion of residents that already had a garden waste bin varied greatly across the NPAs, ranging from just 19.8% in Cardiff South East to 84.5% in Cardiff East. Reusable hessian bags were most likely to be the preference by residents of Cardiff South West (35.5%), whereas no one in Cardiff East chose this option. Meanwhile, single use bio-bags and bins were most likely to be selected by those living in Cardiff South East: 25.8% and 26.3% of respondents respectively.



HOUSEHOLD KERBSIDE COLLECTIONS

Q19. If the council has to reduce the amount of general wastes they collect from me, I would prefer:

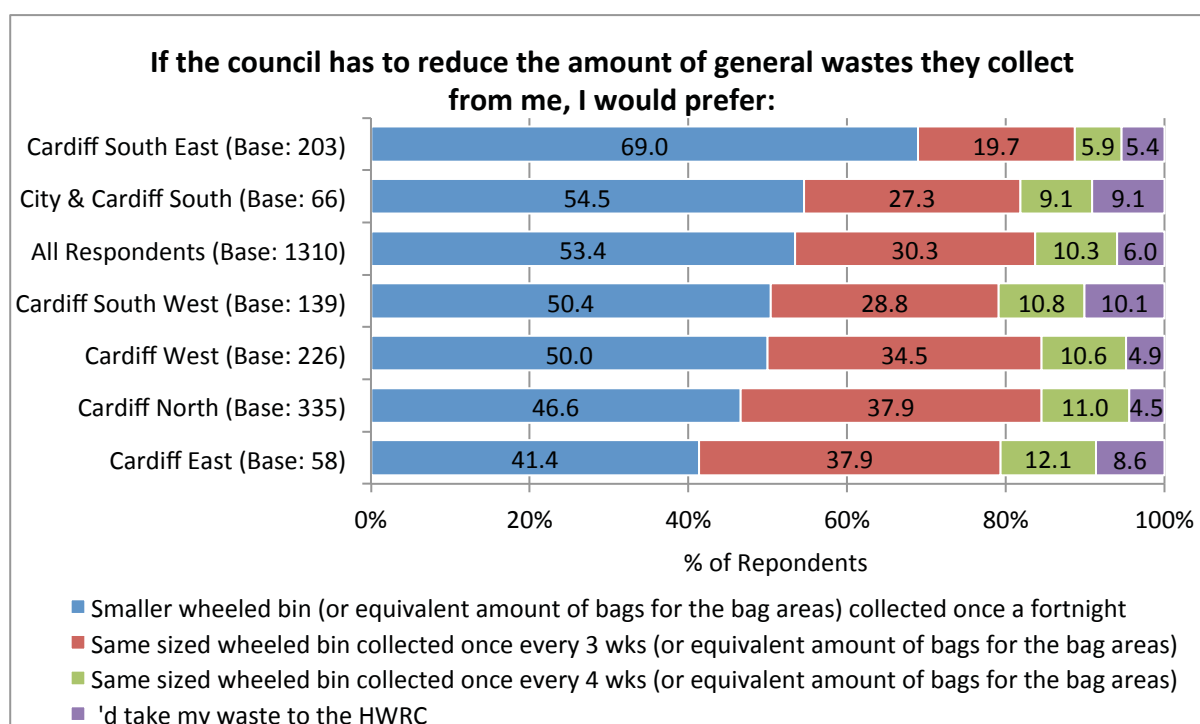
Overall

More than half of respondents (53.4%) stated that they would prefer a smaller wheeled bin (or equivalent amount of bags for bag areas) to be collected fortnightly if the council has to reduce the amount of general wastes collected. Three-tenths (30.3%) opted for the same sized bin/number of bags collected every three weeks, while a tenth (10.3%) chose the same sized bin/number of bags collected every four weeks. Just 6.0% would take their waste to the HWRC.

Preference	No.	%
A smaller wheeled bin (or equivalent amount of bags for the bag areas) collected once a fortnight	700	53.4
The same sized wheeled bin collected once every three weeks (or equivalent amount of bags for the bag areas)	397	30.3
The same sized wheeled bin collected once every four weeks (or equivalent amount of bags for the bag areas)	135	10.3
I'd take my waste to the HWRC	78	6.0
TOTAL RESPONDENTS	1,310	100.0

Neighbourhood Partnership Area

A smaller wheeled bin (or the equivalent amount of bags) was the option most selected in each of the NPAs, although this proportion ranged from 41.4% in Cardiff East to 69.0% in Cardiff South East. The percentage preferring the same sized wheeled bin/number of bags collected every three weeks varied from 19.7% in Cardiff South East to 37.9% in both Cardiff North and Cardiff East. Cardiff East (12.1%) was also the NPA most likely to prefer the same sized wheeled bin/number of bags collected every four weeks. Respondents from Cardiff South West (10.1%) were most likely to take their waste to the HWRC.



Q20. Do you currently use the hygienic waste service to dispose of nappies?

Overall

Only 1.6% said that they currently use the hygienic waste service to dispose of nappies.

Response	No.	%
Yes	22	1.6
No	1,371	98.4
TOTAL RESPONDENTS	1,393	100.0

Q21. Do you think the Hygiene service for nappy and incontinence waste should be collected:

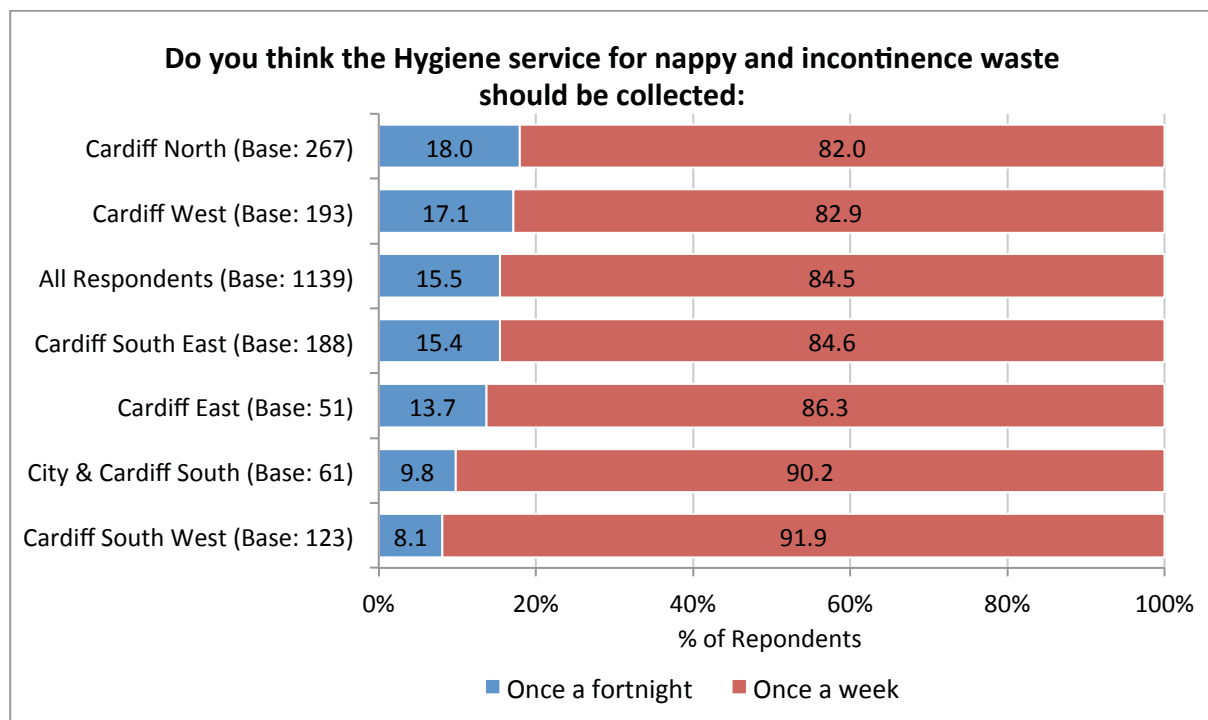
Overall

In terms of the frequency of hygiene waste collections, more than four-fifths (84.5%) believe that it should be collected weekly, compared with 15.5% that feel it should be collected fortnightly.

Frequency of Collection	No.	%
Once a fortnight	176	15.5
Once a week	963	84.5
TOTAL RESPONDENTS	1,139	100.0

Neighbourhood Partnership Area

Over four-fifths of respondents in each of the NPAs thought that the hygiene waste collections should be weekly and not fortnightly; ranging from 82.0% in Cardiff North to 91.9% in Cardiff South West.



Q22. The collection frequency for recycling (cans, glass, plastics, card & paper) should be:

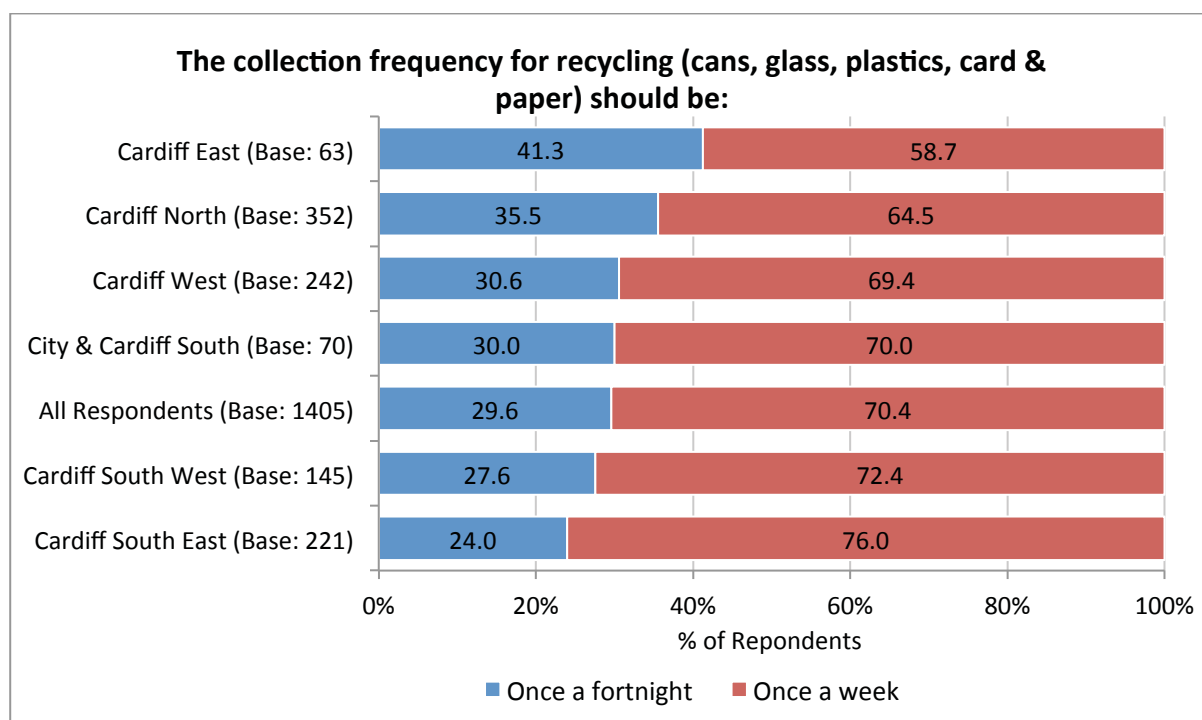
Overall

Seven-tenths (70.4%) of respondents thought that recycling should be collected weekly, while three-tenths (29.6%) chose fortnightly.

Frequency of Collection	No.	%
Once a fortnight	416	29.6
Once a week	989	70.4
TOTAL RESPONDENTS	1,405	100.0

Neighbourhood Partnership Area

Weekly recycling collections were the preferred option in each of the NPAs, although the proportion selecting this option ranged from 58.7% in Cardiff East to 76.0% in Cardiff South East.



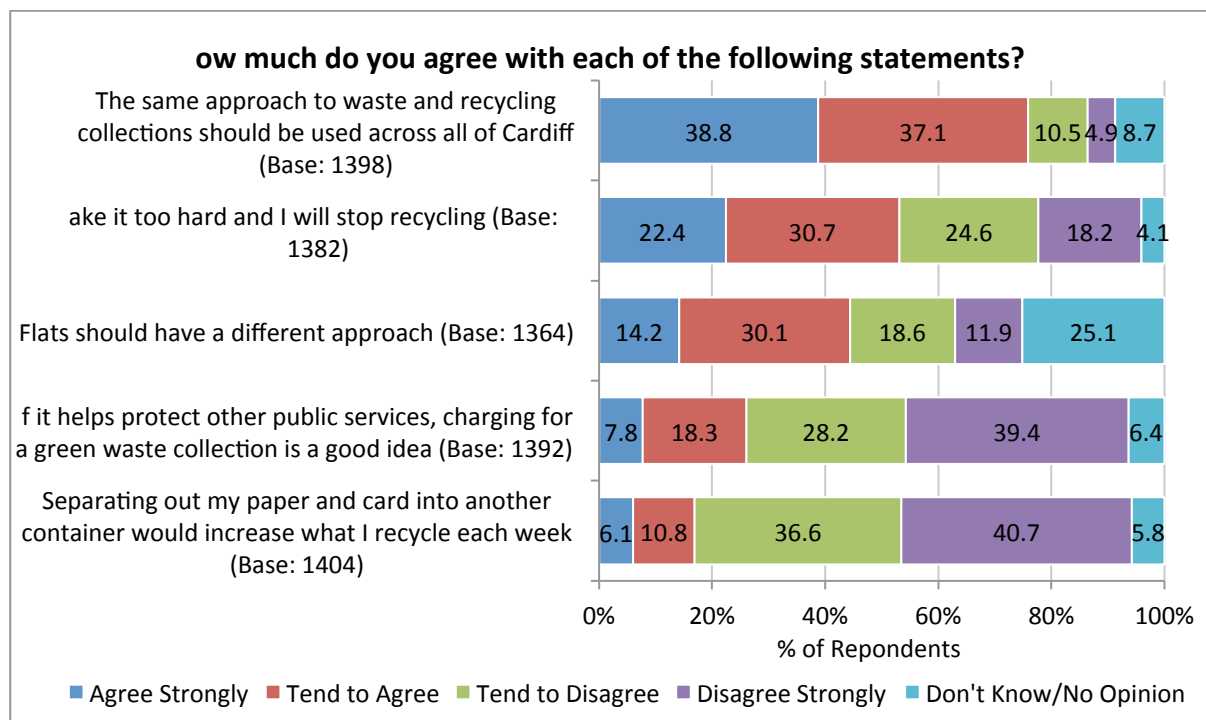
Q23. How much do you agree with each of the following statements?

Overall

Over three-quarters (75.9%) of respondents agreed that the same approach to waste and recycling should be used across all of Cardiff, including 38.8% that strongly agreed. The only other statement to be supported by more than half of the

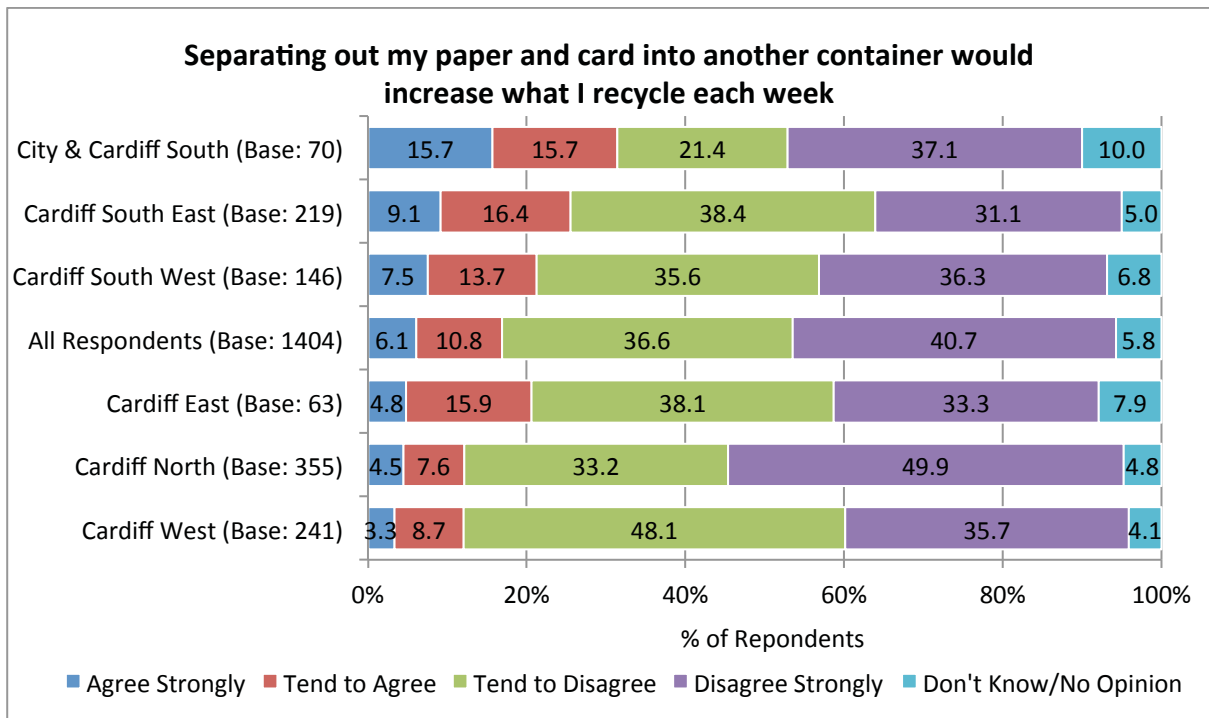
respondents was that they would stop recycling if it was made too hard: 53.1%, including 22.4% that strongly agree. Meanwhile, more than two-fifths (44.4%) agreed that flats should have a different approach, although a quarter did not know or had no opinion (25.1%).

Around two-thirds (67.5%) disagreed that charging for a green waste collection is a good idea if it helps to protect other public services, with two-fifths (39.4%) strongly disagreeing. Similarly, more than three-quarters (77.4%) did not agree that separating out their paper and card into another container would increase their weekly recycling, including two-fifths (40.7%) that strongly disagreed with the statement.

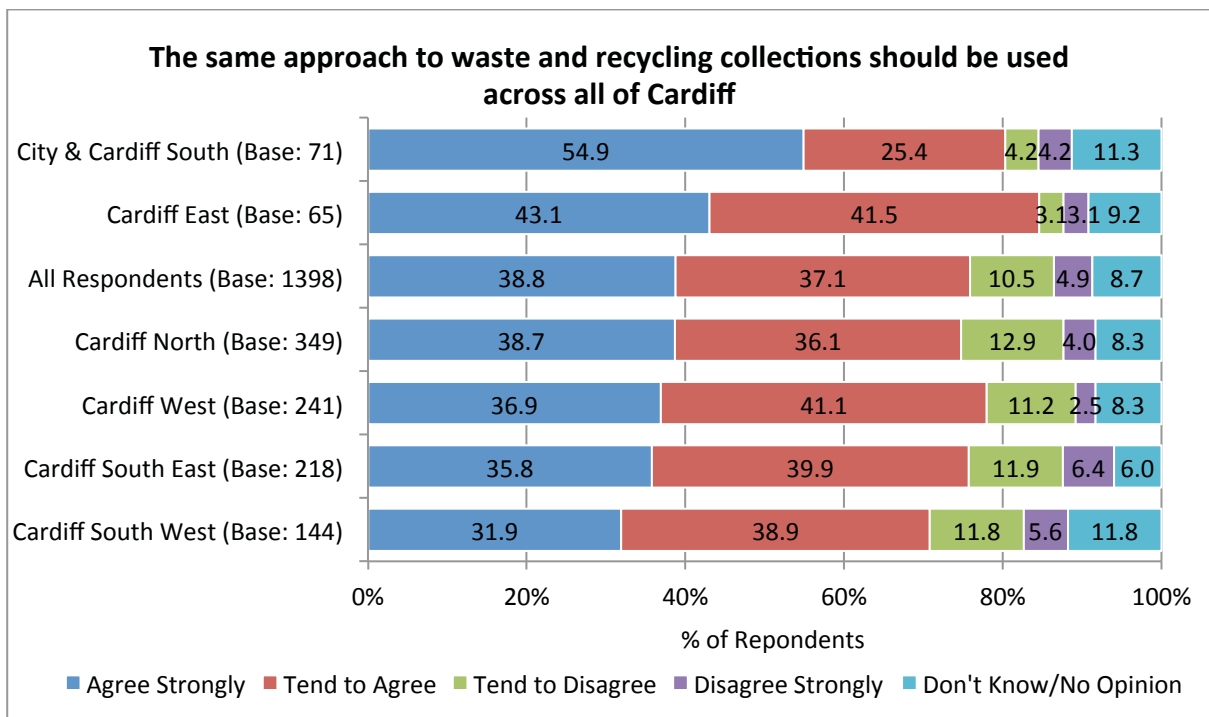


Neighbourhood Partnership Area

More than half of respondents from each of the NPAs disagreed that separating out their paper and card into another container would increase their weekly recycling, with disagreement highest in Cardiff West (83.8%) and Cardiff North (83.1%). In the latter this included 49.9% that strongly disagreed. In contrast, those from City & Cardiff South (31.4%) were most likely to agree.

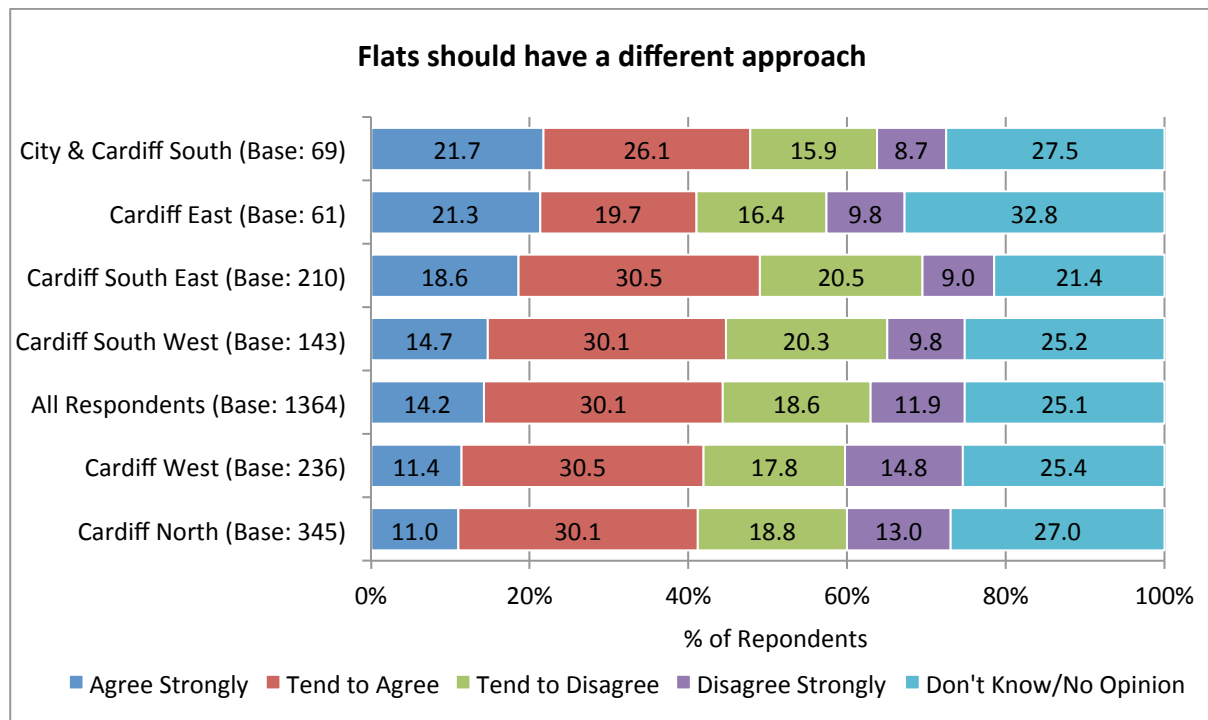


At least seven-tenths of respondents in each of the NPAs agreed that the same approach to waste and recycling should be used across all of Cardiff. This agreement was most prevalent in Cardiff East (84.6%), although City & Cardiff South had the largest proportion that strongly agreed (54.9%).

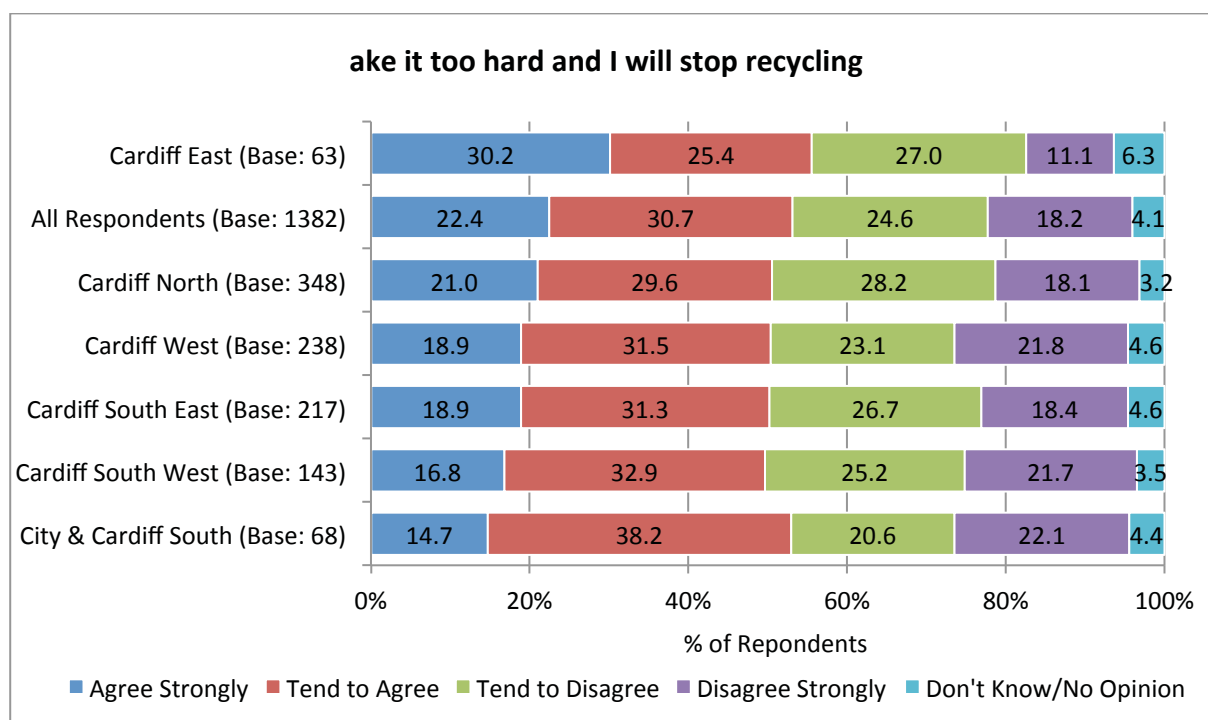


When asked whether flats should have a different approach, less than half of respondents from each NPA agreed to some extent, with Cardiff South East (49.0%)

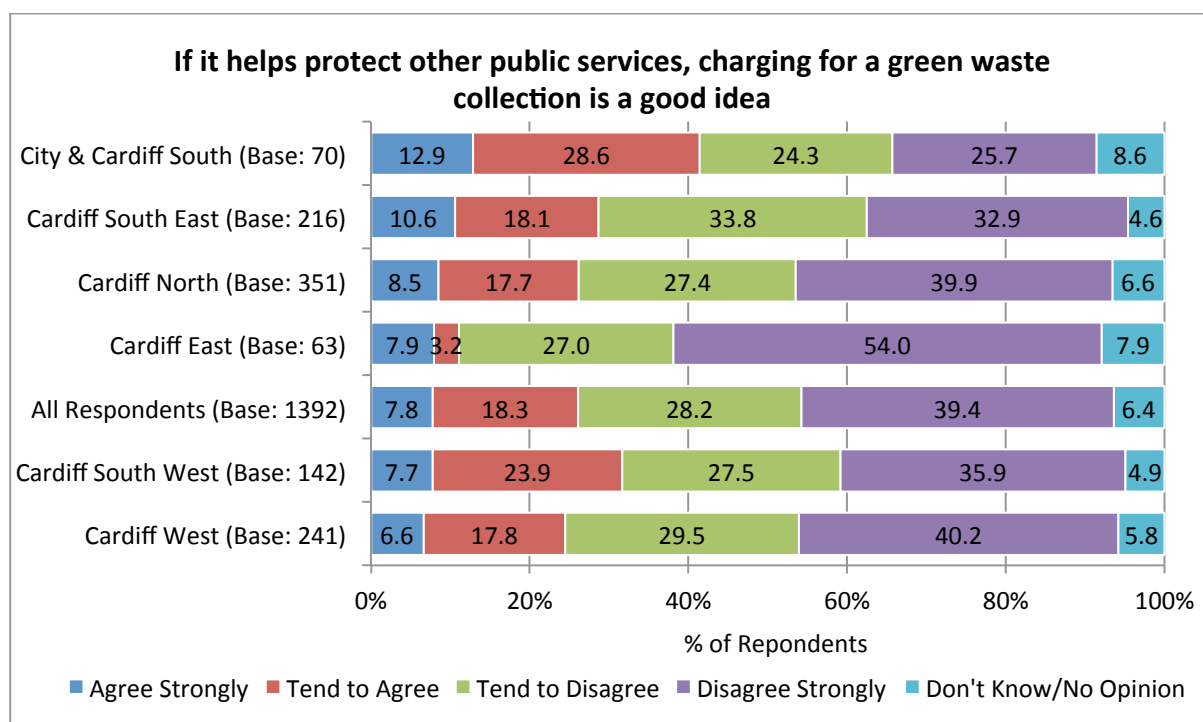
most likely to concur. However, at least a fifth in each area said that they did not know or had no opinion, with this figure reaching 32.8% in Cardiff East.



Around half of respondents from each NPA said they would stop recycling if it was made too hard, with residents of Cardiff East (30.2%) most likely to strongly agree. In contrast, more than a fifth in City & Cardiff South (22.1%), Cardiff West (21.8%) and Cardiff South West (21.7%) strongly disagreed with the statement.



The proportion of respondents who agreed that charging for a green waste collection is a good idea if it helps protect other public services ranged from a ninth in Cardiff East (11.1%) to around two-fifths in City & Cardiff South (41.4%). In contrast, at least half disagreed, and more than a quarter strongly disagreed, with the statement in each NPA. The percentage that strongly disagreed was highest in Cardiff East (54.0%), with more than half selecting this option.



Q24. Which of the following would you prefer to use for your recycling?

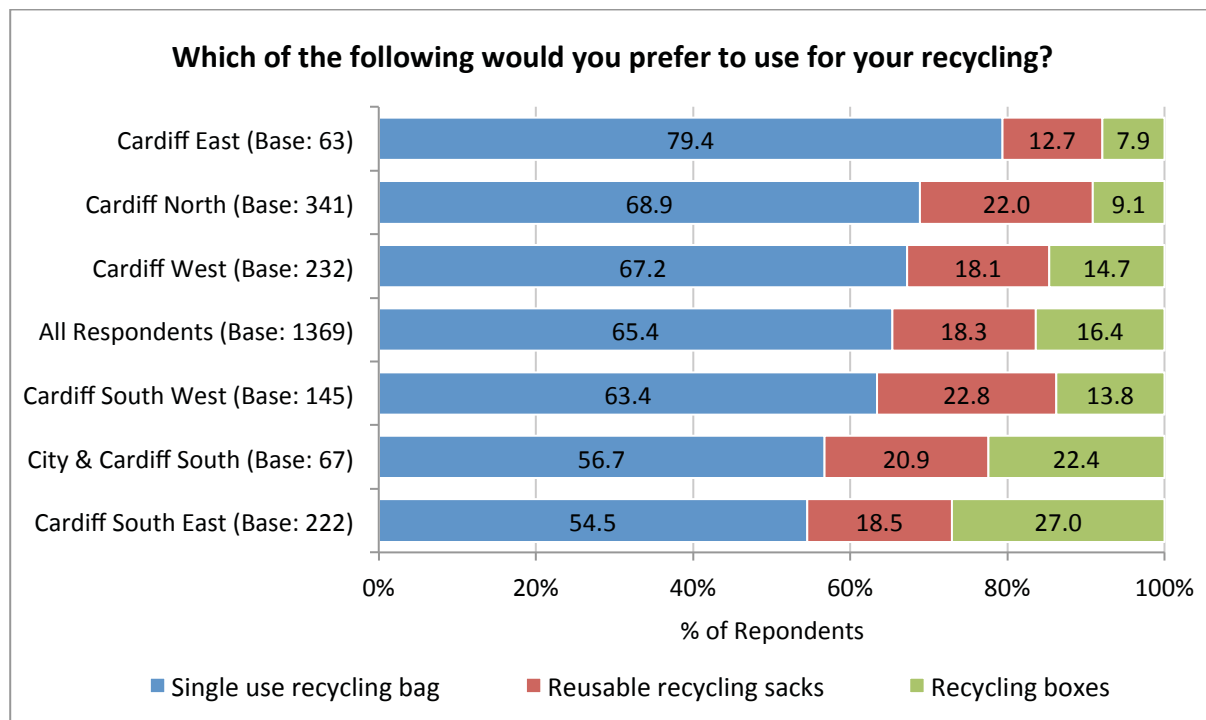
Overall

A single use recycling bag was the preferred choice for almost two-thirds (65.4%) of respondents; more than three times as popular as reusable sacks (18.3%) and around four times the figure for recycling boxes (16.4%).

Recycling Preference	No.	%
Single use recycling bag	895	65.4
Reusable recycling sacks	250	18.3
Recycling boxes	224	16.4
TOTAL RESPONDENTS	1,369	100.0

Neighbourhood Partnership Area

Single use bags was also the preferred option in each NPA; ranging from 54.5% in Cardiff South East to 79.4% in Cardiff East. Reusable sacks were most likely to be selected in Cardiff South West (22.8%) while recycling boxes were most popular in Cardiff South East (27.0%). Cardiff South East and City & Cardiff South were the only two NPAs where recycling boxes were more popular than reusable recycling sacks.



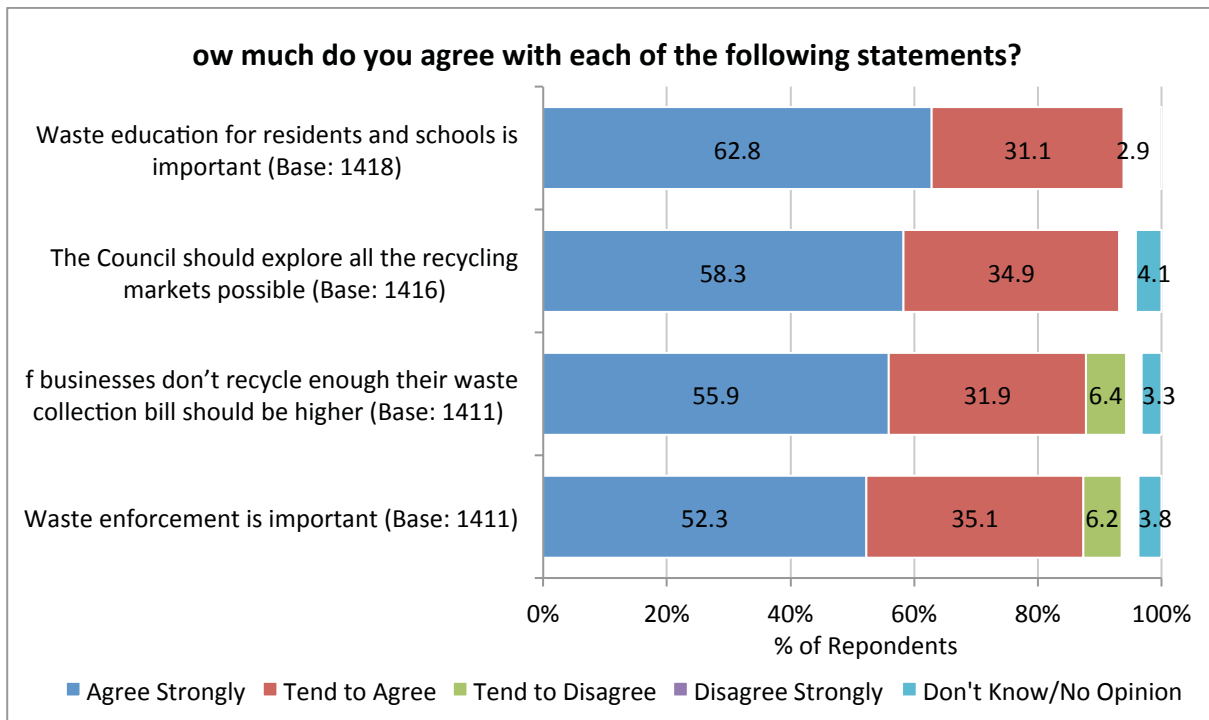
OTHER AREAS FOR RECYCLING

Q25. How much do you agree with the following statements?

Overall

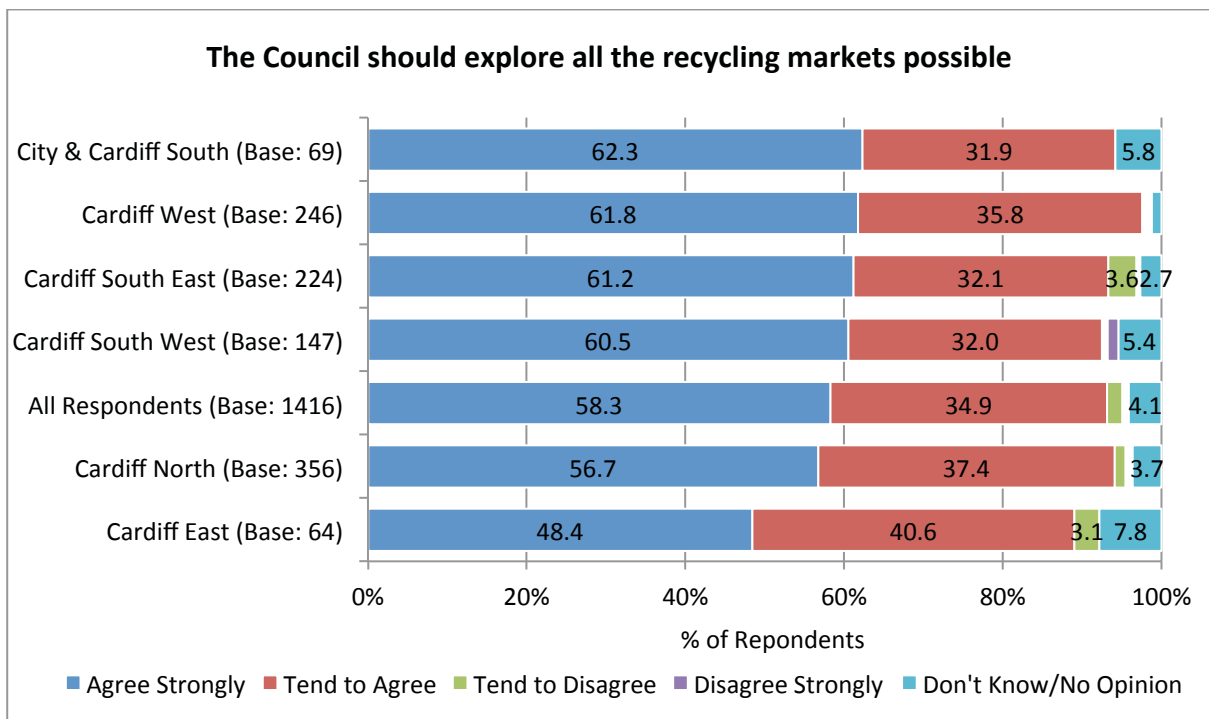
More than four-fifths of respondents concurred with each of the statements, while over half strongly agreed. However, support (93.9%) was greatest with regards to waste education being important for residents and schools, including 62.8% that strongly agreed. More than nine-tenths (93.1%) also agreed that the Council should explore all the recycling markets possible with 58.3% strongly agreeing.

If businesses don't recycle enough their waste collection bill should be higher was agreed with by 87.8%, including 55.9% that strongly agreed. Similarly, 87.4% thought that waste enforcement is important, with 52.3% strongly agreeing.



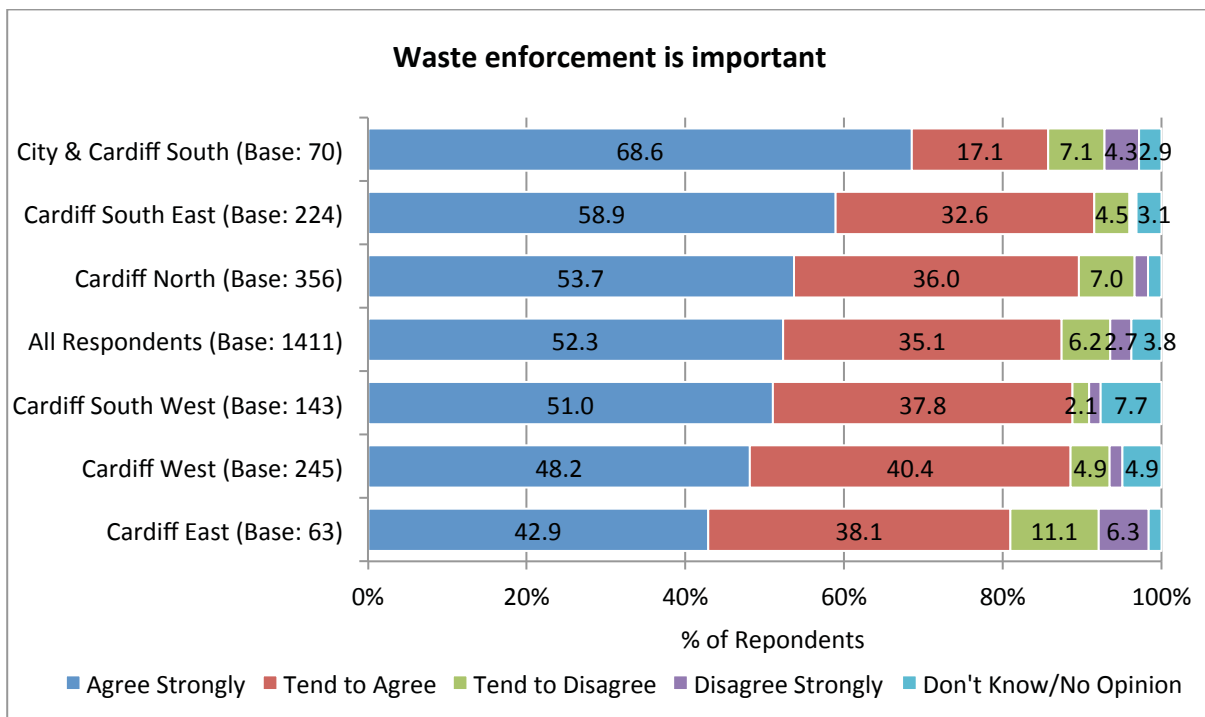
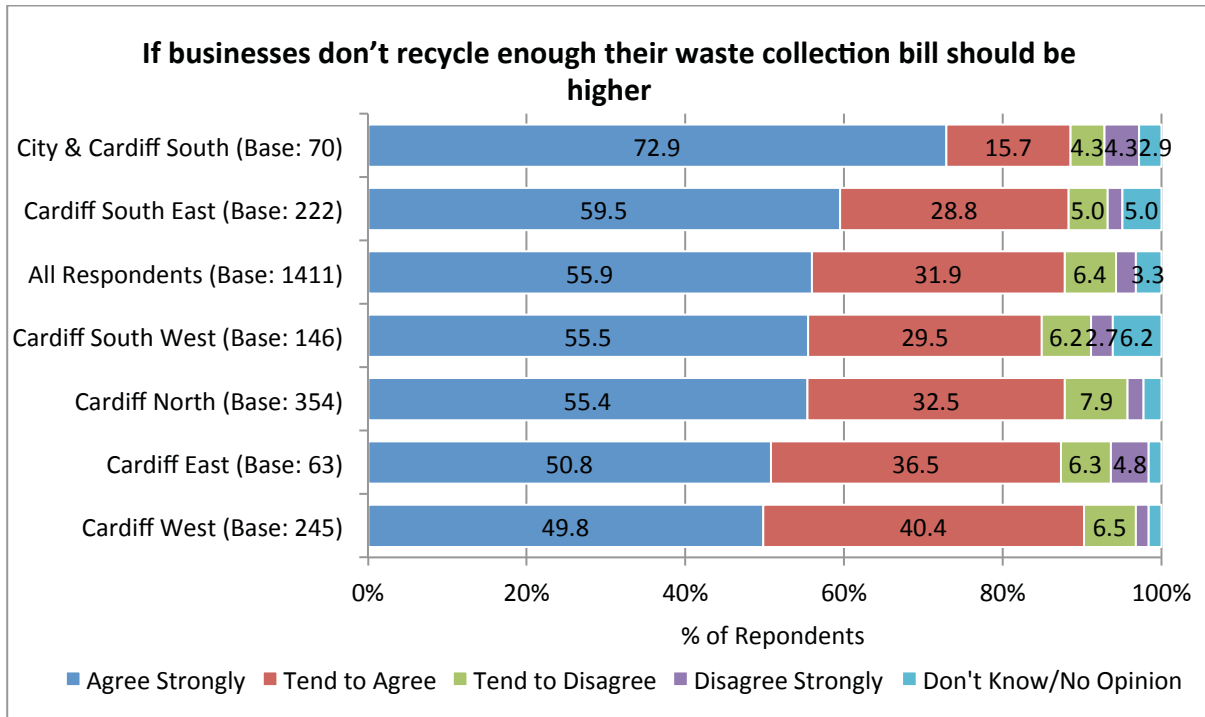
Neighbourhood Partnership Area

The proportion of respondents that agreed with the idea that the Council should explore all the recycling markets possible ranged from 89.1% in Cardiff East to 97.6% in Cardiff West. None of the respondents from City & Cardiff South disagreed.



Agreement levels were again high across the NPAs with regards to businesses facing a higher waste collection bill if they do not recycle enough, ranging from

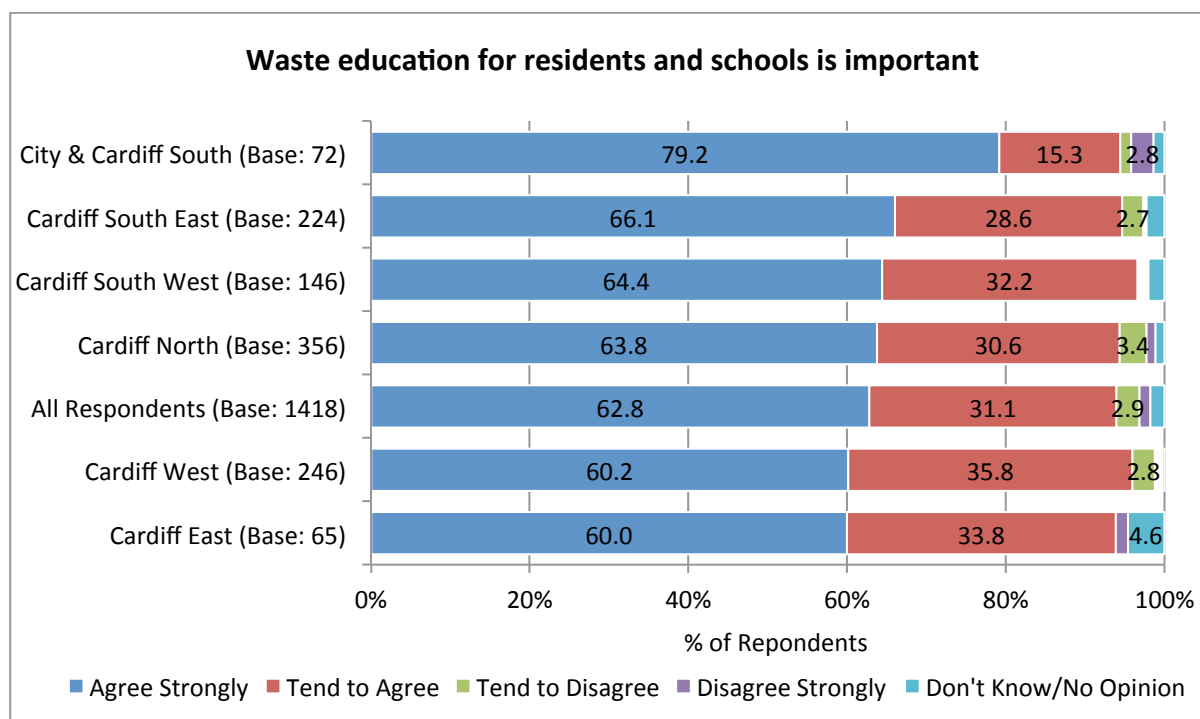
84.9% in Cardiff South West to 90.2% in Cardiff West. However, Cardiff West also had the smallest proportion strongly agreeing (49.8%) with the statement, compared with 72.9% in City & Cardiff South. Meanwhile, more than a tenth (11.1%) of respondents from Cardiff East disagreed with the proposal.



Over four-fifths of respondents in each of the NPAs agreed that waste enforcement is important, varying from a low of 81.0% in Cardiff East to a high of 91.5% in Cardiff

South East. However, more than a tenth disagreed in both Cardiff East (17.5%) and City & Cardiff South (11.4%).

Over nine-tenths of respondents agreed, and at least three-fifths strongly agreed, that waste education for residents and schools is important in each of the NPAs. City & Cardiff South (79.2%) had the greatest proportion strongly agreeing, although Cardiff South West (96.6%) saw the highest percentage supporting the statement to some extent.



OVERALL STRATEGY

Q26. Please choose the top three that are a priority to you:

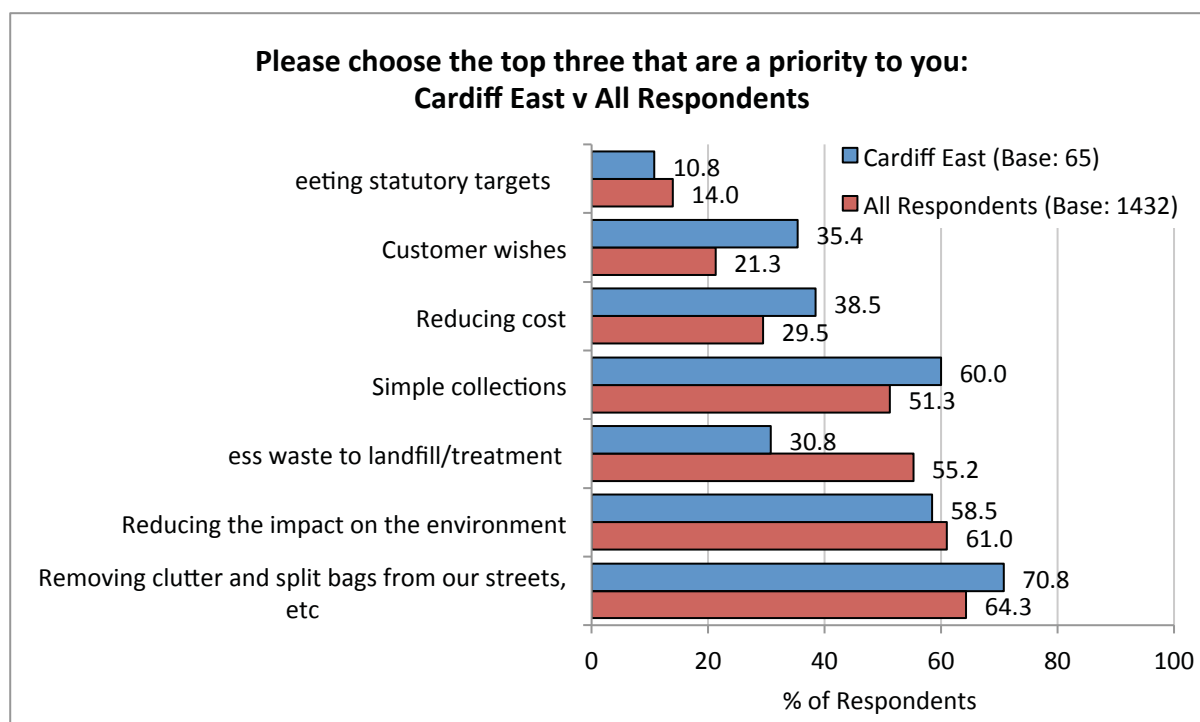
Overall

When asked to choose their top three priorities for the overall strategy, more than three-fifths selected the removal of clutter and split bags from the streets (64.3%) and reducing the impact on the environment (61.0%). Over half also highlighted sending less waste to landfill/treatment (55.2%) and simple collections (51.3%) as priorities. In contrast, reducing cost (29.5%), customer wishes (21.3%) and meeting statutory targets (14.0%) were deemed to be much less important.

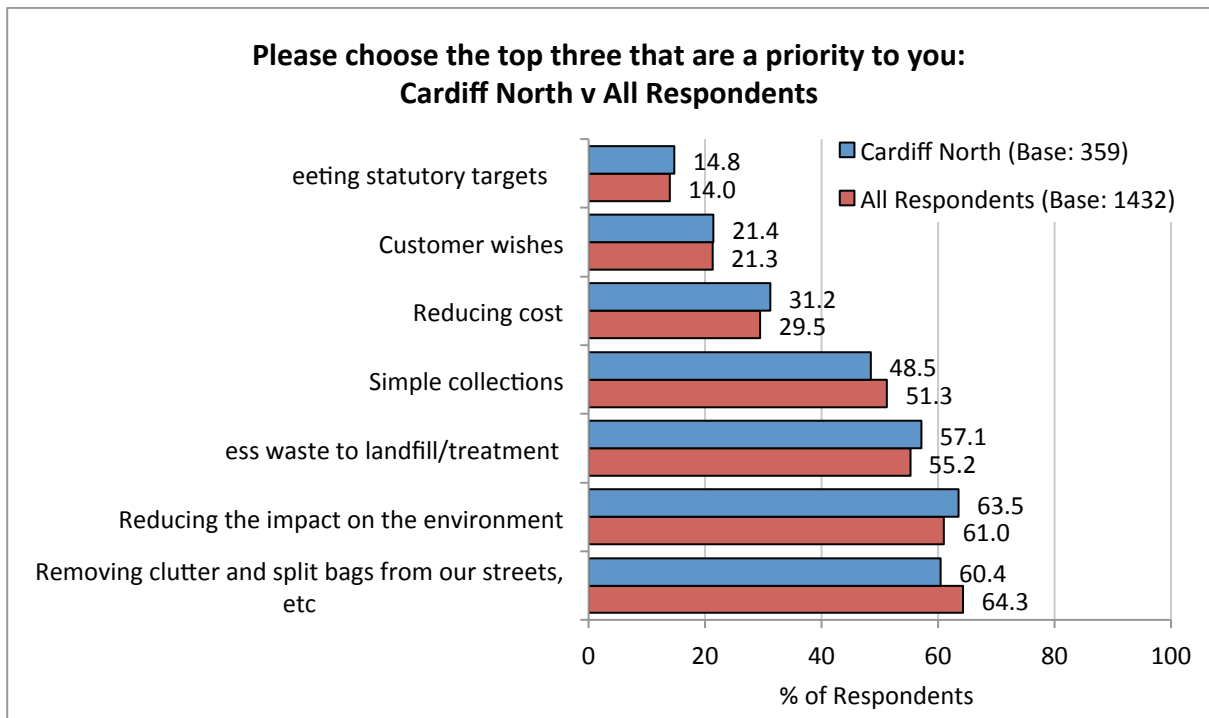
Priority	No.	%
Removing clutter and split bags from our streets, etc	921	64.3
Reducing the impact on the environment	874	61.0
Less waste to landfill/treatment	791	55.2
Simple collections	734	51.3
Reducing cost	422	29.5
Customer wishes	305	21.3
Meeting statutory targets	200	14.0
TOTAL RESPONDENTS	1,432	-

Neighbourhood Partnership Area

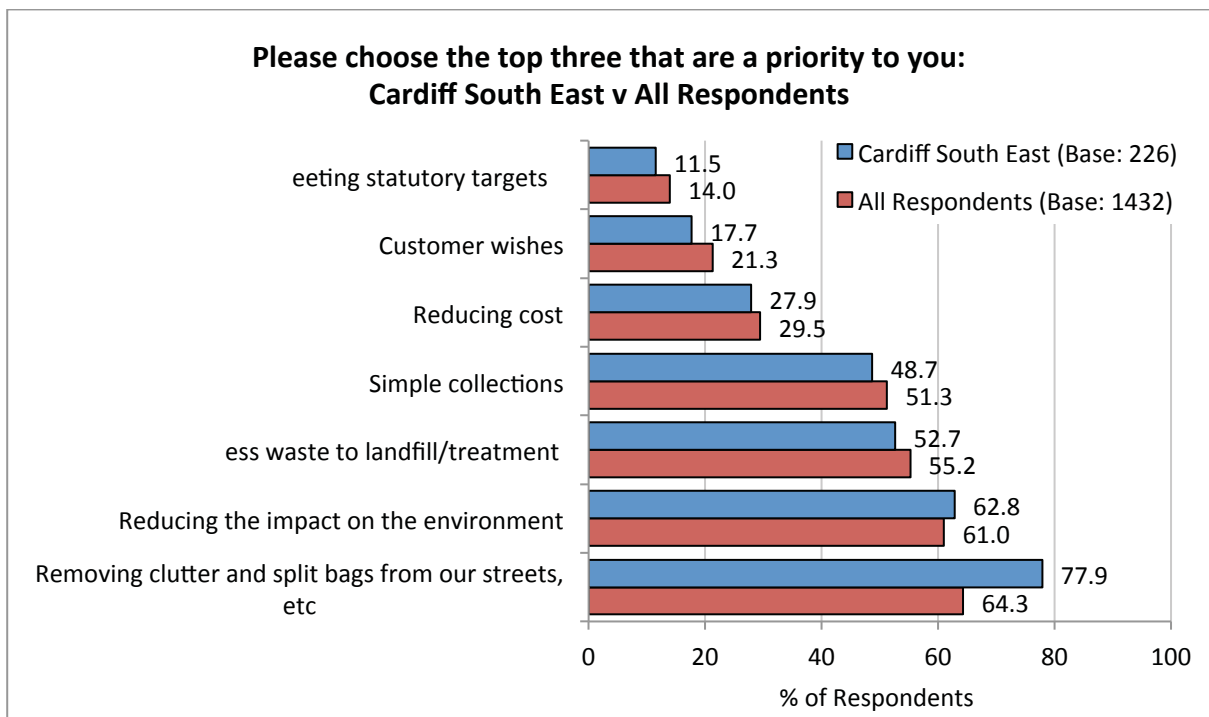
As with all respondents, the main priority in Cardiff East was removing clutter and split bags from the streets (70.8%). However, simple collections (60.0%) was identified as the second highest concern in the NPA. Meanwhile, sending less waste to landfill/treatment (30.8%) was deemed much less of an issue.



The priorities in Cardiff North were very similar to those of all respondents. However, whereas reducing the impact on the environment was the second biggest concern for all respondents, this was considered the main priority in the NPA (63.5%).

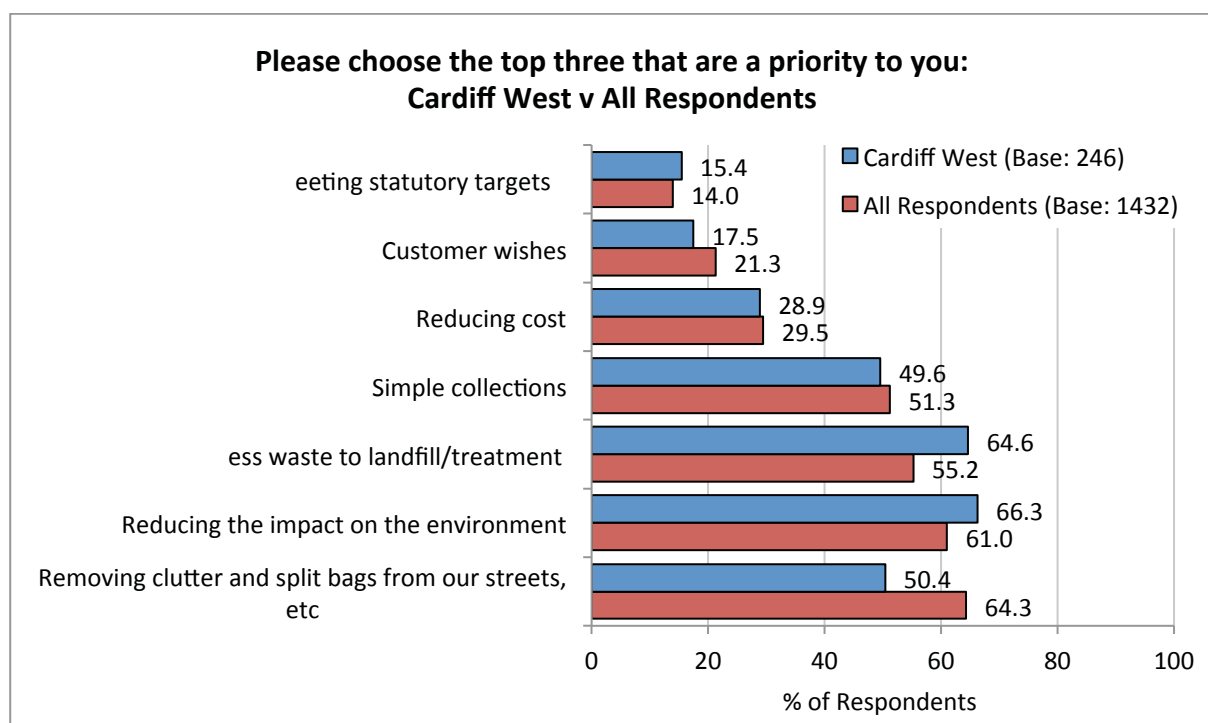
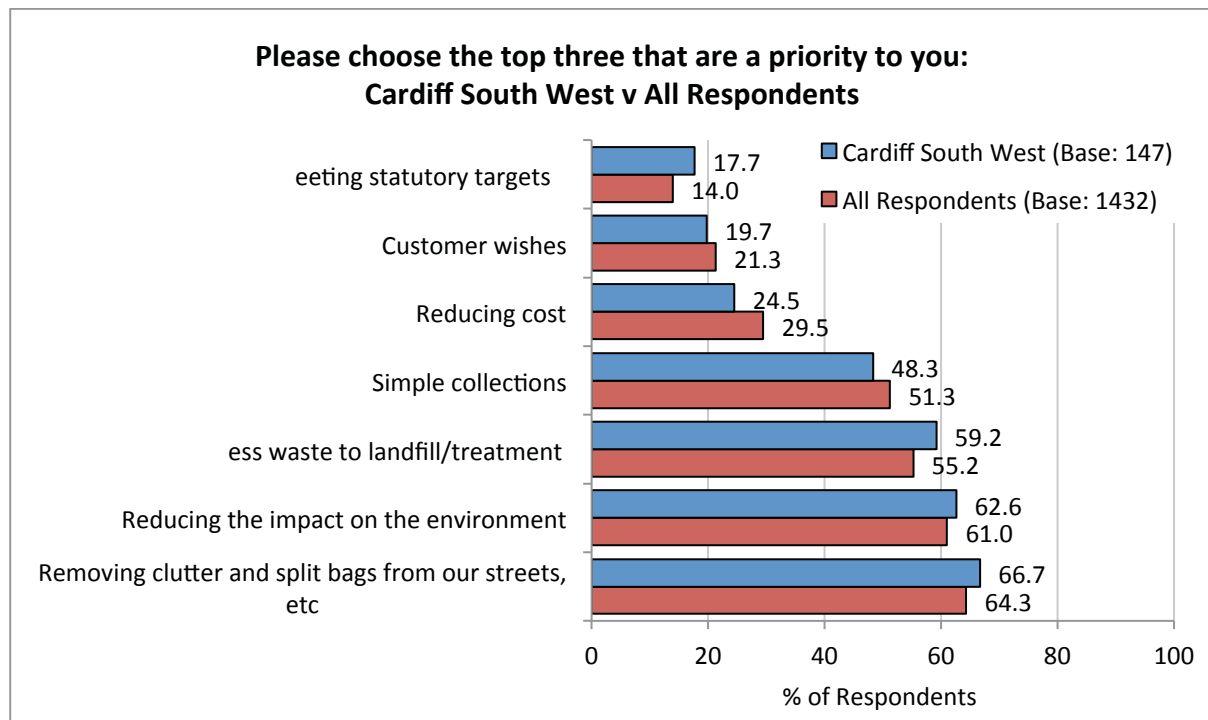


Cardiff South East’s priorities were again very similar to those of all respondents, including the removal of clutter and split bags from the streets being deemed the main concern, although the proportion selecting this was higher in the NPA (77.9%) than the survey average (64.3%).



The priorities in Cardiff South West were also very similar to all respondents with removing clutter and split bags from the streets (66.7%), reducing the impact on the

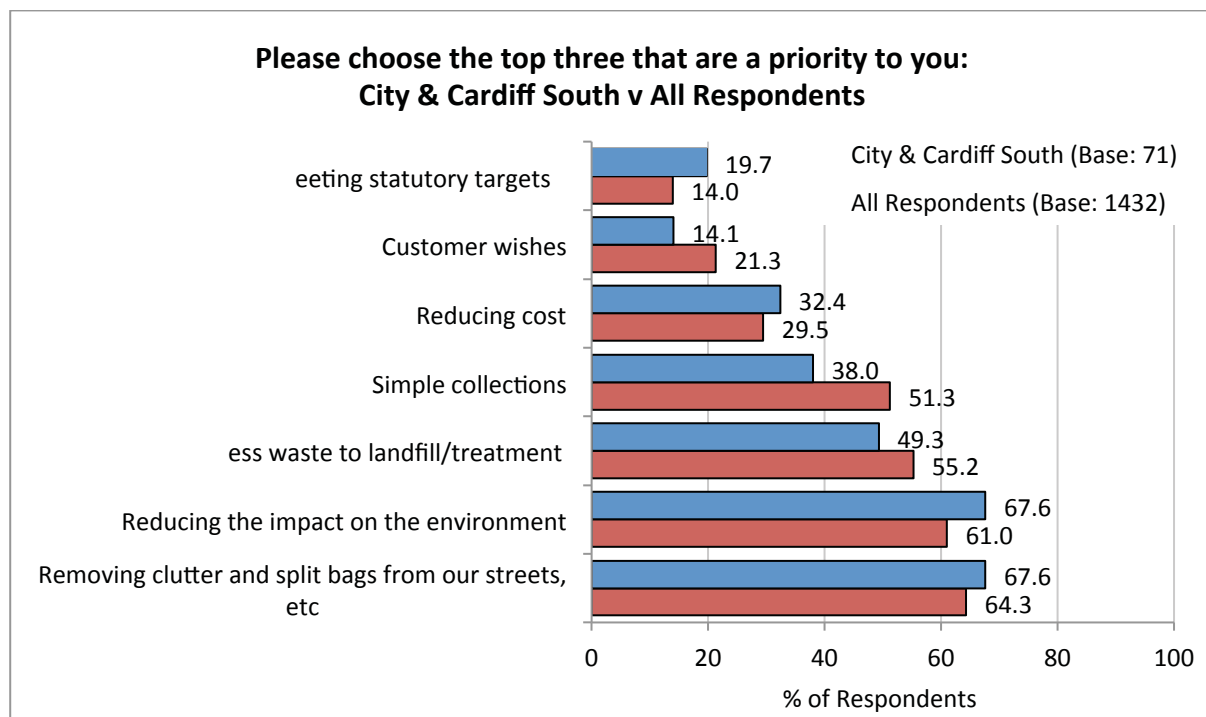
environment (62.6%) and less waste to landfill/treatment (59.2%) being the top three issues.



The three main priorities in Cardiff West were the same as for all respondents although they ranked in a different order. Reducing the impact on the environment (66.3%) was the biggest issue in the NPA, followed by sending less waste to landfill/treatment (64.6%), whereas these ranked second and third, respectively, for

all respondents. Removing clutter and split bags from the streets; the greatest concern for all respondents, was only deemed the third highest priority in the NPA (50.4%).

The joint-highest concerns in City & Cardiff South were removing clutter and split bags from the streets, and reducing the impact on the environment. Both were highlighted by around two-thirds (67.6%) of the NPAs respondents; above the comparative proportions for all respondents. Meanwhile, sending less waste to landfill/treatment (49.3%), simple collections (38.0%), and customer wishes (14.1%) were all seen as less of an issue in the NPA.



Q27. Do you have any other comments you'd like to make about these proposals?

Overall

When asked if they had any other comments to make about the proposals, the most common remarks were against 4 week collections and other proposals due to their negative impact, which was highlighted by almost two-fifths (39.2%) of respondents. This was followed by proposing ideas (22.5%) and improvements needed to support the general public (19.1%). More than a tenth also related to negative comments about the current waste service (14.4%) and penalties and fines enforcement (10.3%).

Comment	No.	%
Against 4 week collections and other proposals due to negative impact	248	39.2
Ideas	142	22.5
Improvements needed to support general public	121	19.1
Negative comments about current waste service	91	14.4
Miscellaneous	81	12.8
Penalties and fines enforcement	65	10.3
Reinstate closed recycling centres	51	8.1
Negative feeling towards consultation	41	6.5
Issues with rubbish in specific areas	37	5.9
Businesses to support recycling	37	5.9
Same rules for everyone	35	5.5
Against increased cost for waste collections	34	5.4
Negative feeling towards waste policy and ideas	32	5.1
Positive comments about current waste service	22	3.5
Support recycling ideas	20	3.2
Political, Council and management	19	3.0
Unfair penalties	14	2.2
TOTAL RESPONDENTS	632	–

NB. Percentages do not sum to 100% because some responses covered more than one category

RESPONDENT PROFILE

Q28. Gender: Are you?

There was a relatively even split between males (48.9%) and females (51.0%), while 0.1% identified themselves as transgender.

Gender	No.	%
Male	684	48.9
Female	713	51.0
Transgender	2	0.1
TOTAL RESPONDENTS	1,399	100.0

Q29. What was your age on your last birthday?

The most common age of the respondent was 45-54 (19.2%), although there was a fairly even split from between the 25-34 and 55-64 age groups. However, only 5.9% were aged 16-24, while none were under 16.

Age Group	No.	%
Under 16	0	0.0
16-24	83	5.9
25-34	247	17.4
35-44	262	18.5
45-54	272	19.2
55-64	254	17.9
65-74	186	13.1
75+	113	8.0
TOTAL RESPONDENTS	1,417	100.0

Q30. Including yourself, how many adults (aged 16 and over) live in your household?

More than half of the respondents lived in a household with two adults (54.4%), while around a quarter (24.0%) were the only person aged 16 and over.

No. Adults	No.	%
1	334	24.0
2	758	54.4
3	174	12.5
4	81	5.8
5+	46	3.3
TOTAL RESPONDENTS	1,393	100.0

Q31. And how many children (aged under 16) live in your household?

Just over three-quarters (76.6%) had no children in their household, whereas around a tenth had one child (11.1%) or two children (9.8%).

No. Children	No.	%
0	1,039	76.6
1	150	11.1
2	133	9.8
3	27	2.0
4	6	0.4
5+	1	0.1
TOTAL RESPONDENTS	1,356	100.0

Q32. Do you identify as a disabled person?

Around a tenth (10.8%) identified themselves as a disabled person.

Response	No.	%
Yes	150	10.8
No	1,200	86.6
Prefer not to say	36	2.6
TOTAL RESPONDENTS	1,386	100.0

Q33. Which of the following apply to you:

Over two-fifths of those that completed the question stated they had a long-standing illness or health condition (41.1%), while more than a quarter highlighted a mobility impairment (27.5%), and around a fifth were deaf/deafened/hard of hearing (19.0%).

Condition	No.	%
Long-standing illness or health condition (eg cancer, HIV, diabetes, asthma)	136	41.1
Mobility impairment	91	27.5
Prefer not to say	67	20.2
Deaf/Deafened/Hard of hearing	63	19.0
Mental health difficulties	29	8.8
Visual impairment	20	6.0
Wheelchair user	15	4.5
Learning impairment/difficulties	4	1.2
Other	23	6.9
TOTAL RESPONDENTS	331	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

Q34. Which of the following describes your household type?

Household Type	No.	%
Semi-detached	445	31.6
Mid-terrace	422	30.0
Detached	225	16.0
Flat	167	11.9
End-terrace	101	7.2
Bungalow	38	2.7
Other	10	0.7
TOTAL RESPONDENTS	1,408	100.0

The most common dwelling type of respondents was semi-detached (31.6%), followed by mid-terrace (30.0%). Meanwhile, 16.0% lived in a detached abode and 11.9% in a flat.

Q35. What is your ethnic group?

More than nine-tenths (93.5%) of respondents stated that they belonged to a white ethnic group, while 4.1% preferred not to say.

Ethnic Group	No.	%
White:	1,288	93.5
Welsh/English/Scottish/Northern Irish/British	1,239	90.0
Irish	9	0.7
Gypsy or Irish Traveller	0	0.0
Other	40	2.9
Mixed/Multiple Ethnic Groups:	13	0.9
White & Black Caribbean	4	0.3
White & Black African	2	0.1
White & Asian	3	0.2
Other	4	0.3
Asian/Asian British:	9	0.7
Indian	9	0.7
Pakistani	2	0.1
Bangladeshi	6	0.4
Chinese	1	0.1
Other	2	0.1
Black/African/Caribbean/Black British:	4	0.3
African	1	0.1
Caribbean	3	0.2
Other	0	0.0
Arab	3	0.2
Any other ethnic group	4	0.3
Prefer not to say	56	4.1
TOTAL RESPONDENTS	1,377	100.0