



**Waste and Recycling Consultation Report**

**North East Lincolnshire Council**

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# Executive Summary

## Introduction

The next 15 years will see challenges for waste management and an increase in the environmental pressures relating to how we manage waste.

The types of waste collected and the way in which we collect them are expected to change over time as technological innovations transform society, helping us to implement a circular waste economy.

The new Waste Strategy will run from 2020 to 2035 and aims to rank this Council amongst the best in the country for using our resources sustainably, making changes that support local contractors, manufacturers, retailers and residents to produce less waste and recycle more.

We ran a public consultation between Monday 16 December 2019 and Monday 20 January 2020 inviting people to have their say on a range of matters relating to waste and recycling.

It’s clear from the fantastic response that people in North East Lincolnshire care a lot about rubbish, recycling and the environment.

We had more than 4,800 responses, the highest response rate the Council has ever had for a consultation.

The consultation helps us understand more about people’s concerns for the environment and what prevents them from recycling more, how they dispose of excess waste and their preferred types of container for collecting household rubbish and recycling.

It’s about much more than how we collect rubbish and recycling from people’s home, it’s about our aspirations to be a cleaner, greener borough.

## Methodology

The consultation was predominantly completed online however paper copies were also available at many outlets across North East Lincolnshire.

### Paper copies distributed to:

* Grimsby Library
* Cleethorpes Library
* Waltham Library
* Immingham Library
* Grimsby Customer Access Point
* Immingham Customer Access Point

The online consultation was promoted across many platforms. The engagement of these has been provided below:

Media releasesLast chance to give your views in waste and recycling survey

* Sent to all local and regional media and all NELC members (15 January 2020)
* Broadcast on BBC Radio Humberside on 20 January 2020
* Published on NELC website on 15 January 2020

(Other media not monitored)

Help shape what we do with your rubbish and recycling

* Sent to all local and regional media and all NELC members (16 December 2019)
* Published in Grimsby Telegraph (front page), 17 December 2019
* Published in Grimsby Telegraph, 18 December 2019
* Published on NELC website on 16 December 2019  
  (Other media not monitored)

### Social Media (directed to survey)

* Facebook 16 December 2019 – 6,785 reached, 23 comments and 20 shares
* Facebook 2 January 2020 – 4,417 reached, 23 comments and 4 shares
* Facebook 7 January 2020 – 9,902 reached, 105 comments and 41 shares
* Facebook 9 January 2020 – 11,741 reached, 36 comments and 9 shares
* Facebook 17 January 2020 – 14,334 reached, 33 comments and 73 shares
* Facebook 17 January 2020 (paid for) – 4,869 reached, 8 comments and 24 shares
* Facebook 17 January 2020 (paid for) – 8,010 reached, 15 comments and 8 shares
* Facebook 19 January 2020 – 1,059 reached, no comments and one share
* Facebook 20 January 2020 – 1,374 reached, no comments or shares
* Twitter 17 January 2020 – 1,417 impressions, 103 engagements
* Twitter 8 January 2020 – 2,124 impressions, 168 engagements
* Twitter 16 December 2019 – 3,342 impressions, 326 engagements
* Instagram 8 January 2020 - 756 reached

### NELC Consultation Webpage

2063 Unique page views (external) between 16 December 2019 – 20 Jan 2020.

### Email to Elected members

An invitation was sent on 16 December 2019 to complete the survey themselves and to share as widely as so wished.

### Email to 152 identified stakeholders

Sent on 16 December 2019 with invitation to complete and share with staff and clients.

Email sent to all schools signed up to Keep Britain Tidy’s Eco Schools project  
15 January 2020.

### Email sent to consultation mailing list members

2,294 emails sent on 18 December 2019. Reminder sent to 3454 on 9 January 2020.

### NELC staff magazine article (Vision)

Published 10 July 2020

### NELC Intranet Stories

* 16 Dec 2019
* 14 Jan 2020
* 15 Jan 2020
* 20 Jan 2020

### Roadshow events

* Centre4, Wooton Road, Nunsthorpe, Grimsby.
* Tesco Extra, Market Street, Grimsby.

## Return rates

For this consultation a **confidence level of 95%** was set. This means that if the consultation was run another 20 times it would be outside of the below described confidence interval once.

There was a target set for a **confidence interval of +/-3%**. This equates to 1,065 responses across North East Lincolnshire.

In total 4,805 responses were received. The lowest confidence interval obtained, based on this response was +/-1.39%, however the actual confidence interval will change from question to question and the number of individual responses submitted.

## Key findings

* The public state ‘Reducing plastic pollution on land and at sea' is the most important issues to solve, closely followed by ‘Increasing our waste and recycling’.
* 0% disagree that we should increase recycling and reduce the amount of waste that can’t be recycled.
* 64% stated the lack of capacity in the boxes is the most restrictive on recycling more, followed by 41% citing certain plastics are not accepted by the Council.
* 93% of respondents agreed that the priorities laid out in the Draft Waste Strategy were the right focus.
* That 'one recycling bin for all dry recycling' is the most important improvement desired by the public by a margin of 547 responses (55%).
* 91% of respondents said that they would like to recycle plastic trays, pots and tubs.
* The most important issue to solve was the lack of capacity in the bins and boxes. The second most important issue to solve was items that get wet or blown away.
* Options 2, 3 and 4 were all supported by the public.
* Only 11% were against offering alternative recycling arrangements for properties with limited access to front and back gardens.
* 9% of those who provided a written comment raised concerns about the storage of the bin, and the storage of two bins was more concerning.
* 93% of respondents use Grimsby CRC, 21% use Immingham.
* There was a polarised view of the staff at the CRC with strongly positive (20%) and negative (15%) views given.
* 10% of people had issues with the restrictions at the CRC with many stating it’s not environmentally friendly to force users to make multiple trips.
* Of people that don’t use the CRC:
  + 51% do not have the transport to reach the sites.
  + 35% rely on family and friends to take their waste.
  + 52% would only travel up to ten minutes to visit the CRC.
  + Only 2% would travel over 30 minutes to visit the CRC.
* Many comments and suggestions focused on the need to educate residents and young people in the borough on the importance of recycling, the best ways to recycle and what can be put in NELC’s recycling containers.

### Equality Impacts

The **elderly** raised concerns around not being able to wheel out the large recycling bins if they had been filled with a month’s worth of paper. The elderly are less able to access the community recycling centre or bring to sites as many do not drive. It was however suggested that wheeled bins are far less likely to cause physical harm to users than the current three box system.

Those that are **disabled** stated that they would struggle to wheel out the large recycling bins if they had been filled with a months worth of paper. The elderly are less able to access the community recycling centre or bring to sites as many do not drive and disposing of waste at the site also has it’s challenges. Considerations should also be given to the colour of the bin and how these bins can be identified for those with a visual impairment.

### Other Impacts

**Family size** was mentioned often as a concern for capacity with the main worry being that if we start to use a new system for dry recycling the bins may fill up too quickly.

**Health concerns** were raised in relation to the food waste caddy. Respondents suggested that it would be smelly and attract rats, foxes and other vermin. Co-mingled glass was also cited as an issue as broken glass could contaminate other dry recycled materials and potentially cause harm to individuals.

**Property space concerns** were raised and many residents are concerned about the space needed for the storage of these bins.

**Environmental concerns** were raised about the disposal of the current box system and if at all possible could these be put to re-use.

Some residents may be more likely to struggle with complex collection schedules. The simpler the collection schedule the better.

## Recommendations

* That a single mixed bin for recycling is provided with a separate box for glass collection.
* That all existing recycling boxes are reused to collect glass from the kerbside.
* That collection capacity is considered for larger and smaller households.
* That assisted collections are more widely promoted to ensure elderly and disabled residents are not put at unneccesary risk.
* Explore the collection of other plastics. If this can’t be achieved an education campaign on how to recycle other plastics would be beneficial.
* Look at ways to present CRC waiting time data in order to alleviate peak periods and provide a better user experience.
* Conduct further anaysis into why the views of the operatives at the CRC are so polarised.
* Remove the restrictions at the CRC for the number of trips per day and review which vehicles class as commercial.
* Continue to resource ‘Skip-it’ as a means for those without transport to dispose of their bulky items.

# Results

## Demographic results

The consultation reached a vast cross-section of residents and efforts were made to balance out the respondents to be more representative of the population of North East Lincolnshire.

All of the data in this section that relates to the demographics of North East Lincolnshire such as; age; disability; ethnicity; households per ward; has been sourced from [North East Lincolnshire Data Observatory which](http://www.nelincsdata.net/) in turn has a number of different sources.

### Targeted advertising

* A paid for Facebook post targeted at: 26+ years on 17 January 2020 (paid for) – 4,869 reached, 8 comments and 24 shares
* A paid for Facebook and Instagram post targeted at: Younger people aged 13-25 on 17 January 2020 (paid for) – 8,010 reached, 15 comments and 8 shares
* Targeted email sent to all schools signed up to Keep Britain Tidy’s Eco Schools project  
  15 January 2020.

### In what capacity are you responding to this survey?

### Demographic opt-out

This section is optional, helping us to ensure that we are reaching people from all parts of our communities.

14% of respondents didn’t want to answer demographic questions.

### What is your postcode?

| **Ward** | **Households (habited)** | **Households (%)** | **Responses** | **Responses (%)** | **Difference (%)** | **% Under/over representation** |
| --- | --- | --- | --- | --- | --- | --- |
| [East Marsh](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMR&pid=8&norefer=true) | 5794 | 8% | 98 | 4% | -5% | -57% |
| [West Marsh](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCND&pid=8&norefer=true) | 3681 | 5% | 106 | 4% | -1% | -26% |
| [Sidney Sussex](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCNA&pid=8&norefer=true) | 5392 | 8% | 188 | 7% | -1% | -11% |
| [Heneage](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMU&pid=8&norefer=true) | 5025 | 7% | 178 | 7% | -1% | -9% |
| [South](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCNB&pid=8&norefer=true) | 5275 | 8% | 171 | 6% | -1% | -17% |
| [Croft Baker](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMQ&pid=8&norefer=true) | 5605 | 8% | 179 | 7% | -1% | -18% |
| [Yarborough](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCNF&pid=8&norefer=true) | 4969 | 7% | 194 | 7% | 0% | 0% |
| [Freshney](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMS&pid=8&norefer=true) | 4192 | 6% | 209 | 8% | 2% | 28% |
| [Park](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMY&pid=8&norefer=true) | 5169 | 7% | 210 | 8% | 0% | 4% |
| [Immingham](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMX&pid=8&norefer=true) | 4961 | 7% | 218 | 8% | 1% | 13% |
| [Scartho](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMZ&pid=8&norefer=true) | 4507 | 6% | 246 | 9% | 3% | 40% |
| [Wolds](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCNE&pid=8&norefer=true) | 2988 | 4% | 237 | 9% | 4% | 103% |
| [Haverstoe](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMT&pid=8&norefer=true) | 4424 | 6% | 190 | 7% | 1% | 10% |
| [Waltham](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCNC&pid=8&norefer=true) | 3016 | 4% | 124 | 5% | 0% | 5% |
| [Humberston and New Waltham](http://www.nelincsdata.net/metadata/view/geofeature?id=00FCMW&pid=8&norefer=true) | 4709 | 7% | 171 | 6% | 0% | -7% |

### What is your ethnicity?

| Ethnicity | % in NEL | % Responded | % Difference | % Over/under representation |
| --- | --- | --- | --- | --- |
| White | 97.4% | 99.05% | 1.70% | 1.7% |
| Asian | 1.3% | 0.28% | -1.05% | -79.1% |
| Black | 0.3% | 0.03% | -0.23% | -89.2% |
| Mixed | 0.7% | 0.39% | -0.35% | -47.5% |
| Traveller/Gypsy | 0.0% | 0.03% | 0.01% | 71.2% |
| Other ethnicity (please specify) | 0.3% | 0.22% | -0.07% | -24.1% |

### What is your gender?

| Gender | % in NEL | % Responded | % Difference | % Over/under representation |
| --- | --- | --- | --- | --- |
| Female | 50.9% | 66.26% | 15.36% | 30.2% |
| Male | 49.1% | 33.21% | -15.89% | -32.4% |

### What is your age?

| Age | % in NEL | % Responded | % Difference | % Over/under representation |
| --- | --- | --- | --- | --- |
| 15-18 | 6.3% | 0.77% | -5.48% | -87.6% |
| 18-24 | 9.6% | 3.98% | -5.59% | -58.4% |
| 25-34 | 14.2% | 19.50% | 5.28% | 37.1% |
| 35-44 | 16.1% | 21.08% | 5.02% | 31.3% |
| 45-54 | 17.2% | 22.54% | 5.30% | 30.7% |
| 55-64 | 15.1% | 15.82% | 0.71% | 4.7% |
| Above 64 | 21.5% | 16.29% | -5.24% | -24.3% |

### Do you consider yourself to have a disability?

Xxx of responses were received by those with a disability. A calculation to convert respondents into households took place to understand the representation of disability in North East Lincolnshire. =159,000/70,000 (residents per household) gives a crude figure for households with disability.

| Household Disability | % in NEL | % Responded | % Difference | Over/under representation |
| --- | --- | --- | --- | --- |
| Household Disability (yes) | 26.8% | 25.39% | -1.41% | -5.3% |

## Survey results

### The Environment, Our Priorities and Recycling

**Which of these do you think is most important for us to focus on?**

| Issue | Average rank (Where 1 is the most important and 5 is the least important) |
| --- | --- |
| Increasing our waste recycling rate | 2.62 |
| Reducing carbon dioxide pollution from waste management and processing | 3.54 |
| Educating people about the importance of managing waste responsibly | 2.99 |
| Supporting the reuse of items and materials to reduce waste | 3.03 |
| Reducing plastic pollution on land and at sea | 2.35 |

This chart shows that ‘reducing plastic pollution on land and at sea' is the most important issue to solve, closely followed by ‘Increasing our waste and recycling’.

### Accessibility friendly survey and paper survey results – Most important issues to focus on:

This was a scale question as ranking questions are much more difficult to complete on paper and using assistive computer technologies.

This chart shows that ‘Increasing our waste and recycling’ is the most important issues to solve, closely followed by ‘reducing plastic pollution on land and at sea’.

How strongly do you agree or disagree that we should increase recycling and reduce the amount of waste that can't be recycled?

4,673 responses

| We should increase recycling and reduce the amount of waste that can’t be recycled? | Response | % |
| --- | --- | --- |
| Strongly agree | 3767 | 81% |
| Agree | 742 | 16% |
| Neither agree or disagree | 119 | 3% |
| Disagree | 23 | 0% |
| Strongly disagree | 22 | 0% |

### What, if anything, stops you or your household from recycling even more?

4,681 responses

| What, if anything, stops you or your household from recycling even more? | Response | % |
| --- | --- | --- |
| I don't know what to recycle | 459 | 10% |
| I don't see the benefits of recycling | 42 | 1% |
| I don't have time | 37 | 1% |
| I think it's inconvenient | 149 | 3% |
| I don't have room to store the boxes | 746 | 16% |
| I don't know where to recycle | 45 | 1% |
| I don't have the recycling boxes | 129 | 3% |
| I can't recycle all plastics | 1914 | 41% |
| The boxes are not large enough to contain what I want to recycle | 3013 | 64% |
| Other, please specify | 356 | 8% |

The chart shows that the lack of capacity is the most restrictive on recycling more, closely followed by certain plastics not accepted by the Council.

### Looking at the proposed priorities for our new strategy, do you think this is the right focus for North East Lincolnshire Council?

4,489 responses

93% of respondents agreed that these priorities were the right focus.

### What do you think are the right priorities to focus on in our waste strategy?

Of the 7% of respondents that disagreed with these priorities, 233 people commented on why. The majority of comments were not related to the strategy priorities but to NELC’s current collection offer. Many comments related to the desire for ‘larger single bins for all recycling’ other comments mentioned the desire for residents to be able to recycle ‘more types of recyclables’. The main items requested to be recycled were plastic pots, tubs and trays. Some respondents mentioned their opposition to the closing of ‘bring to’ sites with comments of the need to collect from ‘bring to’ sites ‘more frequently’ and provide ‘more facilities’ instead of closing them down.

Comments directly relating to the strategy objectives consistently stated the need for providing greater importance to an education focus and being customer friendly within the priorities. Three comments were made stating that the priorities ‘are too vague’ and that ‘more detail should be provided’ to give clarity on how the priorities will be achieved. Two people commented on issues with the questionnaire itself.

To help you to recycle more dry materials what improvements to our current waste service would be the most important?

| Issue | Average rank (Where 1 is the most important and 6 is the least important) |
| --- | --- |
| Collect more types of plastics, rather than just plastic bottles | 2.7 |
| Bigger recycling bins/boxes | 2.5 |
| One recycling bin for all dry recycling | 2.4 |
| Lids on recycling boxes | 4.0 |
| Recycling collections every week | 4.0 |
| Collections are never delayed | 4.8 |

This chart shows that 'one recycling bin for all dry recycling' is the most important improvement to the public by a margin of 547 responses. 'Bigger recycling bins/boxes' and 'collecting more types of plastic' come in as a close second and third.

### Accessibility friendly survey and paper survey results – Most important improvement

This was a scale question as ranking questions are much more difficult to complete on paper and using assistive computer technologies.

This chart shows that 'collecting more types of plastic' is the most important improvement followed by 'one recycling bin for all dry recycling' and 'bigger recycling bins/boxes’.

### We would like to know if there are any further dry recycling materials you would like to be able to recycle at home?

4,379 responses

| Items | **Responses** | **%** |
| --- | --- | --- |
| Plastic tubs and trays | 4000 | 91% |
| Batteries | 2210 | 50% |
| Electrical items | 2183 | 50% |
| Textiles | 2139 | 49% |
| Other, please specify | 359 | 8% |

### Thinking about the current recycling boxes, how important is it to solve each of the following issues?

|  | Average rank (Where 1 is the most important and 6 is the least important) |
| --- | --- |
| The bins and boxes are not big enough | 1.8 |
| Items getting wet in rain and blowing away in the wind | 2.0 |
| Sorting waste into different bins and boxes is too difficult | 4.5 |
| Boxes do not take all dry recyclables | 3.0 |
| Collections are often delayed | 4.9 |
| Collections are not often enough | 4.2 |

This chart shows that the most important issue to solve is the lack of capacity in the bins and boxes. The second most important issue was items that get wet or blown away and thirdly that boxes do not take all dry recyclables.

### Accessibility friendly survey and paper survey results – Most important issues to solve

This was a scale question as ranking questions are much more difficult to complete on paper and using assistive computer technologies.

This chart shows the most important issue to solve is 'the bins are not big enough' closely followed by 'Items getting wet in the rain and blowing away in the wind'.

**If you have any other comments about the current recycling offer please add them below:**

707 responses were received. The nature of these comments was generally negative towards the three box system and frequently referenced a lack of capacity, no lids, and items getting wet or blowing down the street. Many requested a ‘single large bin’ for all recycling. These comments we’re almost identical in nature to the comments about the 6 proposed options which is available further on in the report.

| Theme | Count of Comment Topic |
| --- | --- |
| For larger recycling bins | 373 |
| Increase types of recycling | 79 |
| Lids for existing | 39 |
| Crew issues | 38 |
| Education on recycling | 34 |
| Bring to sites | 9 |
| Collection frequency | 8 |
| Co-mingled collections | 5 |
| Communication improvements | 3 |
| Garden waste charge | 2 |
| Garden waste | 2 |
| **Grand Total** | **591** |

Other key points for consideration were the need to widen the range of materials that can be recycled in NELC, in particular plastic tubs and trays and Tetrapaks, the need to give clear information about what and how to recycle and to support the education of residents and children about its importance.

### Food waste

Food waste currently goes in your green household waste bin. We could recycle this instead. If we collected it weekly, collections would be made in a small caddy (as seen below) and hygienic compostable caddy bags would be provided for free.



Images show a small food waste recycling caddy that would collect dairy items, fish, fruit and vegetables, meat and bones, bread and pastries and tea and coffee grounds.  
It would not accept liquids, oils or liquid fat.Do you feel this would help you to manage your waste better and recycle more?

4,329 responses

| Do you feel this would help you to manage your waste better and recycle more? | Responses | % |
| --- | --- | --- |
| Strongly agree | 1959 | 45% |
| Agree | 986 | 23% |
| Neither agree or disagree | 744 | 17% |
| Disagree | 367 | 8% |
| Strongly disagree | 273 | 6% |

### Is this a service you would use?

4,311 responses

78% of respondents would use this service.

### Please tell us why not:

Many respondents said they wouldn’t use the suggested food waste service at the risk of rats and other vermin being attracted to it and the potential for it to cause unpleasant smells. This problem would be a greater risk if there wasn’t enough capacity in the caddy to hold the food waste. Furthermore, the size of the caddy was questioned as many thought it may be too large and take up far too much storage space.

### Dry Recycling

**For our future dry recycling collection service we could offer:** (where 1 is the least supported and 4 is the most supported)

* Option 1: (One bin + bag)
* Option 2: (One bin + glass box)
* Option 3: (Two bins)
* Option 4: (Two bins monthly + Glass box)
* Option 5: (Boxes weekly)
* Option 6: (Boxes fortnightly)

Option 2 and option 3 average a score of three meaning they are supported by the public. Option 4 is 2.6 which is just supported and all other options are not supported by the public.

### Option 1



One recycling bin and a separate closable bag for paper/card.

**Both collected every other week.**

**Approximate long-term annual impact on local funding: £320,000**

| Option 1 | Response | % |
| --- | --- | --- |
| No - I’m strongly against this | 863 | 22% |
| No - I’m against this | 1094 | 28% |
| Yes - I support this | 1003 | 26% |
| Yes - I strongly support this | 569 | 15% |

### Option 2



One bin for mixed recycling and a separate box for glass.

**Both collected every other week.**

**Approximate long-term annual impact on local funding: £380,000**

| Option 2 | Response | % |
| --- | --- | --- |
| No - I’m strongly against this | 355 | 9% |
| No - I’m against this | 643 | 17% |
| Yes - I support this | 1420 | 37% |
| Yes - I strongly support this | 1151 | 30% |

### Option 3



Two bins for recycling.

**Collected monthly.**

**Approximate long-term annual impact on local funding: £360,000**

| Option 3 | Response | % |
| --- | --- | --- |
| No - I’m strongly against this | 488 | 13% |
| No - I’m against this | 707 | 18% |
| Yes - I support this | 1053 | 28% |
| Yes - I strongly support this | 1385 | 36% |

### Option 4



One bin for paper/card; one bin for mixed recycling; a separate box for glass.

**Collected monthly.**

**Approximate long-term annual impact on local funding: £150,000**

| Option 4 | Response | % |
| --- | --- | --- |
| No - I’m strongly against this | 687 | 18% |
| No - I’m against this | 955 | 25% |
| Yes - I support this | 942 | 25% |
| Yes - I strongly support this | 1006 | 27% |

### Option 5



Three box recycling collection

**Collected weekly**

**Approximate long-term annual impact on local funding:** **£1,020,000**

| Option 5 | Response | % |
| --- | --- | --- |
| No - I’m strongly against this | 2183 | 59% |
| No - I’m against this | 948 | 26% |
| Yes - I support this | 338 | 9% |
| Yes - I strongly support this | 99 | 3% |

### Option 6 – No change, no extra cost



Three box recycling collection

**Collected every other week**

**Approximate long-term annual impact on local funding: £0**

Weekly food waste collection: **£10,000** per year.

| Option 6 | Response | % |
| --- | --- | --- |
| No - I’m strongly against this | 2027 | 54% |
| No - I’m against this | 871 | 23% |
| Yes - I support this | 445 | 12% |
| Yes - I strongly support this | 204 | 5% |

Optional garden waste collections would still be available to residents in addition to any proposals below.

### Special collection arrangements

We recognise that some property layouts may make it more difficult to store multiple waste containers and we already operate a different waste collection offer for flats.

**If the future waste collections include multiple larger bins, do you feel the Council should offer special collection arrangements to any property not having direct access to front or back gardens?**

4,110 responses

|  | Response | % |
| --- | --- | --- |
| Yes | 2262 | 55% |
| No | 466 | 11% |
| Not sure | 1382 | 34% |

### Do you have any additional comments you would like to make?

692 responses were received.

| **Categories** | **Count** | **% of Responses** | **% of Respondents** |
| --- | --- | --- | --- |
| Boxes negative | 156 | 22.5 | 3.8 |
| Bins positive | 149 | 21.5 | 3.6 |
| Property space concerns | 63 | 9.1 | 1.5 |
| Bag negative | 43 | 6.2 | 1.1 |
| Monthly collection concern | 39 | 5.6 | 1.0 |
| Collect other materials | 37 | 5.4 | 0.9 |
| Food waste positive | 33 | 4.8 | 0.8 |
| Assisted collections | 26 | 3.8 | 0.6 |
| Boxes positive | 25 | 3.6 | 0.6 |
| Bring to site | 24 | 3.5 | 0.6 |
| Pickup dropped waste | 13 | 1.9 | 0.3 |
| Bins negative | 13 | 1.9 | 0.3 |
| Target manufacturers | 12 | 1.7 | 0.3 |
| Larger waste bin | 12 | 1.7 | 0.3 |
| Food waste negative | 8 | 1.2 | 0.2 |
| Bag positive | 5 | 0.7 | 0.1 |

A number of respondents made comments and suggestions. These comments were in the main supporting options that include a wheelie bin for co-mingled collection of recyclables. There was also recognition that one model may not be suitable for all households and that there may be a need for alternative collection methods in some cases.

### How often do you use the Council’s Community Recycling Centres?

### (commonly known as the tip)

4,153 responses

|  | Response | % |
| --- | --- | --- |
| Weekly | 185 | 4% |
| Every other week | 225 | 5% |
| Monthly | 741 | 18% |
| Every few months | 1736 | 42% |
| Twice a year | 568 | 14% |
| Once a year | 308 | 7% |
| I don’t use NELC’ s CRC sites | 390 | 9% |

### Which local CRC sites have you used?

3,678 responses

|  | Response | % |
| --- | --- | --- |
| Grimsby | 3403 | 93% |
| Immingham | 786 | 21% |

### Why don't you use the CRC/tip?

448 responses

|  | Response | % |
| --- | --- | --- |
| I don’t have enough waste to need this | 87 | 23% |
| I don’t have the transport to reach the sites | 190 | 51% |
| They're too far away from my home | 66 | 18% |
| Waiting times are too long | 22 | 6% |
| I use an alternative method of disposal | 38 | 10% |
| I wasn’t aware of the CRC site | 11 | 3% |
| Other, please state | 34 | 9% |

### How do you get rid of your excess waste?

388 responses

| How do you get rid of your excess waste? | Response | % |
| --- | --- | --- |
| I hire a licensed waste carrier | 27 | 9% |
| I use 'Skip It' | 27 | 9% |
| I hire a skip | 33 | 12% |
| I leave it next to my bin | 28 | 10% |
| I burn waste safely | 47 | 16% |
| I use the bulky waste service | 22 | 8% |
| My family and friends take it for me | 99 | 35% |
| I have a garden waste bin | 62 | 22% |
| Other | 43 | 15% |

### If you were to use a local CRC site, how far would you be prepared to travel to do this?

317 responses

|  | Response | % |
| --- | --- | --- |
| 0-10 minutes | 166 | 52% |
| 11-20 minutes | 106 | 33% |
| 21-30 minutes | 39 | 12% |
| 31-40 minutes | 5 | 2% |
| 41-50 minutes | 0 | 0% |
| 51-60 minutes | 1 | 0% |

### Do you have any additional comments you would like to make?

638 responses were received.

| **Categories** | **Count** | **% of Responses** | **% of Respondents** |
| --- | --- | --- | --- |
| Staff positive | 133 | 20.8 | 3.3 |
| Too busy/queues | 100 | 15.7 | 2.5 |
| Staff negative | 97 | 15.2 | 2.4 |
| Distance to travel | 72 | 11.3 | 1.8 |
| Tip restrictions | 64 | 10.0 | 1.6 |
| Tip offsets recycling capacity issues | 34 | 5.3 | 0.8 |
| Difficult to use | 31 | 4.9 | 0.8 |
| No help/very little help available | 22 | 3.4 | 0.5 |
| Accused of being a business | 18 | 2.8 | 0.5 |
| Skip It was good | 14 | 2.2 | 0.4 |
| Items go into general waste/ more sorting needed | 13 | 2.0 | 0.3 |
| Containers often full to overflowing | 9 | 1.4 | 0.2 |
| Education needed | 4 | 0.6 | 0.1 |

A number of respondents made comments and suggestions. These centred on reducing wait times at the Grimsby CRC and issues with the limitation on certain vehicle types. There were also some interesting suggestions for improvements and enhancements that will be fed back to the service.

# Appendix

## Appendix A – Paper Survey

Please note: Some of the questions in the online survey differ slightly because some question types better suited to mobile devices.



Household Waste and Recycling Survey

**This consultation closes at 12 noon on 20 January 2020**

We want your views on how we manage household waste and recycling in the future.

It comes as central government is proposing some big changes to how recycling and waste is managed in England and this will shape what councils all across the country do in the future. More detail about these proposals is expected early in 2020.

We want to understand your views on the environment, how to improve recycling rates, food waste, Community Recycling Centres (the tips) and how recycling is collected from people’s homes.

If you need to speak to someone to give your views or ask any questions or you need a copy of the survey posting to you, you can ring the Engagement team on 01472 324380 or send an email to [consultation@nelincs.gov.uk](mailto:consultation@nelincs.gov.uk). We can supply the survey in large print.

**In what capacity are you responding to this survey?**

* Local Resident
* Ward Councillor
* Parish Councillor
* Local Partner Organisation
* Community Group Member
* Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The Environment, Our Priorities and Dry recycling**

In May 2019, the UK government declared a national climate emergency.

Following this North East Lincolnshire Council declared a climate emergency in September 2019.

**Considering this, which of these do you think is most important for us to focus on?**

|  | Least Important |  |  |  | Most important |
| --- | --- | --- | --- | --- | --- |
| Increasing our waste recycling rate |  |  |  |  |  |
| Reducing carbon dioxide pollution from waste management and processing |  |  |  |  |  |
| Educating people about the importance of managing waste responsibly |  |  |  |  |  |
| Supporting the reuse of items and materials to reduce waste |  |  |  |  |  |
| Reducing plastic pollution on land and at sea |  |  |  |  |  |

**How strongly do you agree or disagree that we should increase recycling and reduce the amount of waste that can't be recycled?**Please tick one

* Strongly agree
* Agree
* Neither agree or disagree
* Disagree
* Strongly disagree

Recycling rates have drastically improved locally over the last two years.

**What, if anything, stops you or your household from recycling even more?**

(Please tick all that apply)

* I don't know what to recycle
* I don't see the benefits of recycling
* I don't have time
* I think it's inconvenient
* I don't have room to store the boxes
* I don't know where to recycle
* I don't have the recycling boxes
* The boxes are not large enough to contain what I want to recycle
* I can’t recycle all plastics
* Nothing stops me
* Other (please specify)

**North East Lincolnshire Council is proposing the following priorities to be the focus of our new waste strategy. We aim to be:**

**Resilient**

* We will ensure efficient and reliable collections of waste and recycling from all households, which are responsive to future changes in legislation and local needs.

**Customer friendly**

* We will provide a waste collection method, which is easy for households to use and encourages residents to recycle more.

**Environmentally responsible**

* We will ensure our arrangements for collection and disposal of waste are designed and operated in a way that reduces our environmental impact as far as practicable. We will aim to achieve reductions in emissions from disposal, treatment and transport, but also from the production of the materials long before those materials are discarded as waste via waste reduction.

**Education focused**

* We will help and encourage learning about sustainable waste management by developing stronger relationships with schools and the community.

**Collaborative**

* We will work with neighbouring authorities and our business partners to explore better service delivery and contract management for waste disposal.

**Responsible commissioners and effective contract managers**

* We will maximise the use of and value from our current contracts and plan for effective commissioning for the future.

**Looking at the proposed priorities for our new strategy, do you think this is the right focus for North East Lincolnshire Council?**

Yes

No

What do you think are the right priorities to focus on in our waste strategy?

**The recycling rate for North East Lincolnshire in 2018/19 was 35% which puts us behind national targets on collections of recycling.**  
The national targets are currently set at:  
50% by 2020  
55% by 2025  
60% by 2030  
65% by 2035  
  
To help you to recycle more dry materials what improvements to our current waste service would be the most important?

|  | Least Important |  |  |  | Most important |
| --- | --- | --- | --- | --- | --- |
| Collect more types of plastics, rather than just plastic bottles |  |  |  |  |  |
| Bigger recycling bins/boxes |  |  |  |  |  |
| One recycling bin for all dry recycling |  |  |  |  |  |
| Lids on recycling boxes |  |  |  |  |  |
| Recycling collections every week |  |  |  |  |  |
| Collections are never delayed |  |  |  |  |  |

Two years have passed since we last asked you about recycling and we're still behind on our recycling target.**We would like to know if there are any further dry recycling materials you would like to be able to recycle at home?**

(Please tick all you feel would be useful)

* Plastic tubs and trays
* Batteries
* Electrical items
* Textiles
* None
* Other (please specify)

When we last asked you about recycling you said that you did not like the boxes and highlighted a range of issues.  
  
Providing solutions to these issues can be costly and it is important that we get it right when it comes to recycling.

**Thinking about the current recycling boxes, how important is it to solve each of the following issues?**

|  | Least Important |  |  |  | Most important |
| --- | --- | --- | --- | --- | --- |
| The bins and boxes are not big enough |  |  |  |  |  |
| Items getting wet in rain and blowing away in the wind |  |  |  |  |  |
| Sorting waste into different bins and boxes is too difficult |  |  |  |  |  |
| Boxes do not take all dry recyclables |  |  |  |  |  |
| Collections are often delayed |  |  |  |  |  |
| Collections are not often enough |  |  |  |  |  |

**If you have any other comments about the current recycling offer please add them below:**

**Food waste**

Food waste currently goes in your green household waste bin. We could recycle this instead. If we collected it weekly, collections would be made in a small caddy (as seen below) and hygienic compostable caddy bags would be provided for free.



Images show a small food waste recycling caddy that would collect, dairy items, fish, fruit and vegetables, meat and bones, bread and pastries and tea and coffee grounds.  
It would not accept liquids, oils or liquid fat. **Do you feel this would help you to manage your waste better and recycle more?**

* Strongly agree
* Agree
* Neither agree or disagree
* Disagree
* Strongly disagree

**Is this a service you would use?**

* Yes
* No

Please tell us why not:

**Dry Recycling**

In addition to weekly food recycling collections, we want to improve how we collect your dry recycling (such as drinks cans, food tins, paper and card and plastic bottles) to make it as easy as possible for you to recycle.  
  
Due to proposed changes in national legislation from 2023, any changes we propose must still keep paper/card separate from glass. This makes sure we generate good quality recycling.

All options would run at an increased annual cost.

You will have a wheelie bin for household waste and it is likely you will have a small bin for food waste. 



**For our future dry recycling collection service we could offer:**

**Option 1**

One recycling bin and a separate closable bag for paper/card.

**Both collected every other week.**

**Approximate long-term annual impact on local funding: £320,000**

| No - I’m strongly against this   | No - I’m against this   | Yes - I support this   | Yes - I strongly support this   | Not sure / No comment   |
| --- | --- | --- | --- | --- |



**Option 2**

One bin for mixed recycling and a separate box for glass.

**Both collected every other week.**

**Approximate long-term annual impact on local funding: £380**

| No - I’m strongly against this   | No - I’m against this   | Yes - I support this   | Yes - I strongly support this   | Not sure / No comment   |
| --- | --- | --- | --- | --- |

****

**Option 3**

Two bins for recycling.

**Collected monthly.**

**Approximate long-term annual impact on local funding: £360,000**

| No - I’m strongly against this   | No - I’m against this   | Yes - I support this   | Yes - I strongly support this   | Not sure / No comment   |
| --- | --- | --- | --- | --- |

**Image used in the paper survey: 

Image shows One bin for paper/card; one bin for mixed recycling; a separate box for glass. **

**Option 4**

One bin for paper/card; one bin for mixed recycling; a separate box for glass.

**Collected monthly.**

**Approximate long-term annual impact on local funding: £150,000**

| No - I’m strongly against this   | No - I’m against this   | Yes - I support this   | Yes - I strongly support this   | Not sure / No comment   |
| --- | --- | --- | --- | --- |

****

**Option 5**

Three box recycling collection

**Collected weekly**

**Approximate long-term annual impact on local funding:** **£1,020,000**

| No - I’m strongly against this   | No - I’m against this   | Yes - I support this   | Yes - I strongly support this   | Not sure / No comment   |
| --- | --- | --- | --- | --- |

****

**Option 6 – No change, no extra cost**

Three box recycling collection

**Collected every other week**

**Approximate long-term annual impact on local funding: £0**

Weekly food waste collection: **£10,000** per year.

| No - I’m strongly against this   | No - I’m against this   | Yes - I support this   | Yes - I strongly support this   | Not sure / No comment   |
| --- | --- | --- | --- | --- |

Optional garden waste collections would still be available to residents in addition to any proposals below.

We recognise that some property layouts may make it more difficult to store multiple waste containers and we already operate a different waste collection offer for flats.

**If the future waste collections include multiple larger bins, do you feel the Council should offer special collection arrangements to any property not having direct access to front or back gardens?**

* Yes
* No
* Not sure

**Do you have any additional comments you would like to make?**

**How often do you use the Council’s Community Recycling Centres?**

**(commonly known as the tip)**

* Weekly
* Every other week
* Monthly
* Every few months
* Twice a year
* Once a year
* I don’t use NELC’ s CRC sites

**Which local CRC sites have you used?**

* Grimsby **(please skip to the ‘About you’ section)**
* Immingham  **(please skip to the ‘About you’ section)**

**Why don't you use the CRC/tip?**

* I don’t have enough waste to need this
* I don’t have the transport to reach the sites
* They're too far away from my home
* Waiting times are too long
* I use an alternative method of disposal
* I wasn’t aware of the CRC site
* Other, please state \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**How do you get rid of your excess waste?**

* I use the bulky waste service
* I have a garden waste bin
* My family and friends take it for me
* I use 'Skip It'
* I burn it safely
* I hire a skip
* I leave it next to my bin
* I hire a licensed waste carrier
* Other, please state \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**If you were to use a local CRC site, how far would you be prepared to travel to do this?**

* 0-10 minutes
* 11-20 minutes
* 21-30 minutes
* 31-40 minutes
* 41-50 minutes
* 51-60 minutes

**About You:** In the collecting and using of your personal data for the purpose of this consultation, we will at all times act in accordance with the Data Protection Act. For further information on how we process your personal data including your rights and who will have access to your personal information please see our overall [consultation and engagement Privacy Notice on our engagement framework webpage](https://www.nelincs.gov.uk/consultation-and-surveys/engagement-framework/).

This section is optional and you do not have to provide these details. However, by doing so, you would be helping us to ensure that we are reaching people from all parts of our communities.

* I don’t want to answer these questions

**What is your postcode?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What is your ethnicity?**

* White
* Asian
* Black
* Mixed
* Traveller/Gypsy
* Other ethnicity (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What is your gender?**

* Male
* Female
* Transgender male
* Transgender female
* Prefer not to say
* Other gender (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What is your age?**

* Under 18
* 18-24
* 25-34
* 35-44
* 45-54
* 55-64
* Above 64

**Do you consider yourself to have a disability?**

* Yes
* No
* Prefer not to say

Thank you for taking the time to complete our survey.  
  
**We will use what you tell us to inform our Waste Strategy and to shape how we collect waste and recycling in the future.**

Please hand your completed surveys into one of the following locations:

Grimsby Library, Cleethorpes Library, Waltham Library, Immingham library

Municipal Offices Customer Access Point.

## Appendix B - Comments received by email

**From: REDACTED**

**Sent: 30 December 2019 19:26  
To: Consultation (NELC) <consultation@nelincs.gov.uk>  
Subject: Option 3**

Having seen the consultation, a little more clarity should be provided. Does this include the current general waste collection service and does this service remain the same which is on a fortnightly collection basis?

If this is the case then option 3 is by far the best option as it removes the ridiculous open top containers which simple allow to waste to blow everywhere which is hopeless and whoever thought of the idea should be sacked! In addition, any containers that require lifting and carrying are not user friendly especially for elderly people doing their very best to recycle!

If option 3 is chosen, will the monthly collection be reviewed as it has taken nearly 3 years for the council to react to what has been a total failure from a home owners point of view.

My final point is that the recycling is money generating so why is there an additional cost to the tax payers?

REDACTED

**From: REDACTED   
Sent: 17 December 2019 12:51  
To: Consultation (NELC) <consultation@nelincs.gov.uk>  
Subject: Recycling bins**

No more large bins please. Just one extra for food waste!

REDACTED



**Prepared by:**

**Communications and Marketing Team**

**Resources Directorate**

**Municipal Offices**

**Town Hall Square**

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