

## Appendix 3

### Consultation Comments and Consideration

In addition to the series of set consultation questions, there was an option for residents to leave further comments to assist with reviewing the strategy. These comments have been collated by theme and categorised in the following tables.

**Green:** Comments that relate to areas of focus or suggestions that were already included in the draft Resource & Waste Strategy. This demonstrates that the Strategy aligned well with residents' expectations.

**Amber:** Comments that relate to areas of focus or suggestions that hadn't been included in the draft Resource & Waste Strategy, have now been considered. This demonstrates the value or, and positive feedback from, the public consultation.

**Red:** Comments that relate to areas of focus or suggestions that we know we won't be implementing due to their impacts being in conflict to the objectives of the Strategy.

Where comments or suggestions have not been included in the Strategy then a frequently asked question (FAQ) document will be produced informing respondents why it has not been possible to include their suggestions.

GREEN
Supporting the introduction of new collections.
Demand for introducing a soft plastics recycling collection service.
Reduce the frequency of the current residual waste (black bin) collection service.
Support community schemes (drop off points / reuse and swap schemes).
Support for enforcement with fly tipping.
Support for the enforcement of those who make no effort to recycle (following investigation to ensure there are no barriers stopping them from doing so).
Support a review of current recycling receptacles
Support for an educational approach before enforcement action
Support for assisted collections for residents with accessibility / mobility issues and residents struggling to present kerbside.
Support reducing the frequency of missed collections / missed collections not being returned for.
Stronger enforcement action to be taken against fly tipping.
'Natural replacement' of Fleet vehicles (continue to repair / modify vehicle where possible).
Undertake battery collections.
Availability / accessibility of replacement bags/ boxes.
Providing continued support for the current practices that do work.
Support exploring adding waste streams that are currently not collected.
Practicalities of storing the current receptacles at home.
Barriers - age, mobility, mental health, phobias.
Frequent reminders of recycling information.
Obtain replacements recycling receptacles when needed.
Operation of household recycling centres (HRCs)
Unreliable absorbent hygiene product (AHP) collections.
Residents do not participate in food recycling because it smells, is unhygienic, attracts animals and there is not enough space for the kitchen caddy.
Council money should be directed at enforcing rather than on ULEV etc.

Concerns about the number of vehicles required for rounds - reduce the number of vehicles on road.
Stop receptacles / bins being thrown and broken / lost.
Address access issues - vehicles not being able to access properties (lanes and parked cars).
Larger recycling receptacles required to accommodate increased recycling
Introduction of a clear bag policy at household recycling centres.
Authority setting unrealistic / unachievable targets (De-carbonisation, Net Zero, ULEV) as we do not have the infrastructure to support such changes.

AMBER
Increase education & engagement within Schools
Provide clear and concise information on what can and cannot be recycled.
Promoting home composting.
Working with Third Sector organisations to reduce waste / single-use plastics etc.
Address accessibility issues to HRCs for those who cannot drive.
Additional Support - Mobility / Health / language barriers which may mean residents need more help to understand.
Continuing to promote community workshops / schemes and events to educate people.
Make it easier for residents to use the HRC site (which will in turn reduce fly tipping).
Authority improving and adapting our own communication methods (to reduce our own carbon footprint / increase engagement with our audience / clear concise information needed).
Direct criticism related to the Waste Survey itself. Language and terminology used is not clear, lacks understanding from public.
Current rules and restrictions are potentially discouraging people.
Residents would engage more if recycling was easier (rinsing containers, multiple trips required to put bins out)
Introduction of HRC 'shop' / free to take area.
Belief that recycling is sorted but then mixed when collected.
Operational - crews should be better educated to help further advise residents.

RED
No changes to the current collection frequency and capacity.
Increase the frequency of the current residual waste black bin collections.
Brown bin collections (increase size & remove charge for collections).
No enforcement action should be taken (cost of living etc)
Introduction of co-mingled wheeled bin for recycling.
No additional costs introduced / reducing price for bulk collections.
Food waste should be collected more frequently.
Van permit rules need revising / making easier.
Increased opening hours of HRCs.
Outsource waste collections to private contractor.
HRC - residents are restricted due to not being able to obtain a permit for their vehicle.
Increase the number of HRC sites
Additional Hubs / community bring sites. for those who cannot access current sites