



# City of York Council



## Recycling Changes Survey - May 2021

City of York Council is exploring options on how it can collect recycling in a way that minimises impact on the environment, improves the service on offer for residents and maximises opportunities to recycle.

As part of a public consultation on changes to the kerbside recycling service a survey was conducted to hear residents' views on current waste collections and what the council can do to help people recycle more.

## Recycling Changes

### Introduction

The Recycling Changes survey ran from 30 March to 11 May 2021 and was available to complete online or by collecting a paper copy from local libraries. A total of 6819 people participated (6802 online and 17 by paper).

### Report Notes

- For each question graphs are included on the general overall response along with comparisons between age groups and wards. The survey received at least 100 responses from each ward.
- Most survey questions gave respondents an opportunity to provide an 'Other' or further comment. These comments have been categorised into common themes and the percentage of responses per theme are also presented. Some comments mentioned more than one theme.
- Several open letters and emails were received in addition to the survey responses these have been summarised at the end of the report.
- This report and all associated raw data from the survey will be made available in machine-readable format through the Council's open data platform at [www.yorkopendata.org](http://www.yorkopendata.org). This will include a redacted list of comments , letters and emails received.

### Supporting Data Sets

The latest version of the York profile can be found at the address below and used to compare the demographics of survey respondents to the overall York population. <https://www.york.gov.uk/WardProfiles>

Further waste and recycling related performance data (and approximately 1,000 further datasets) are available at York Open Data.

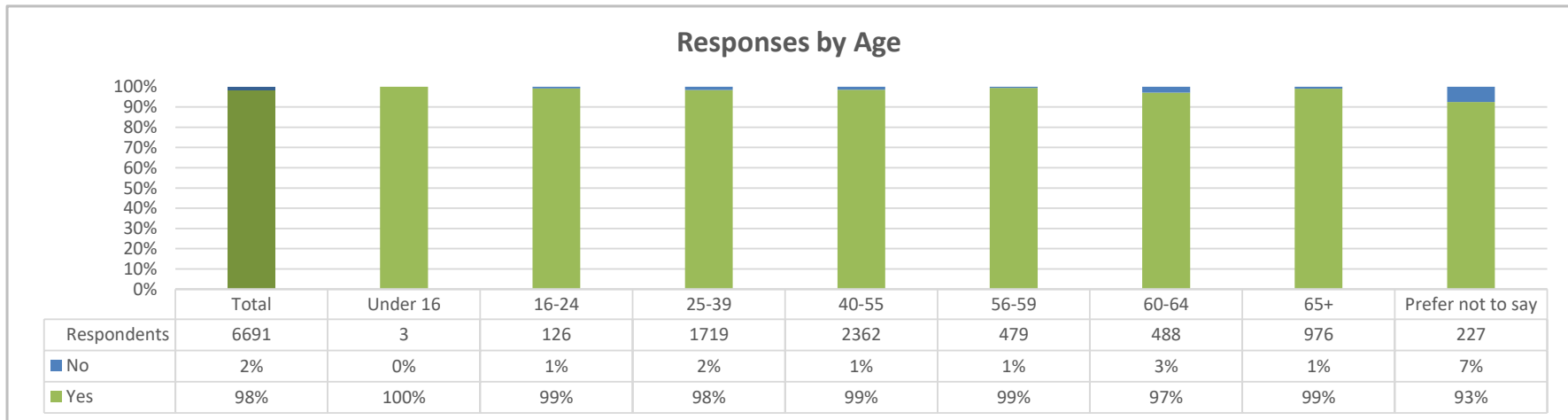
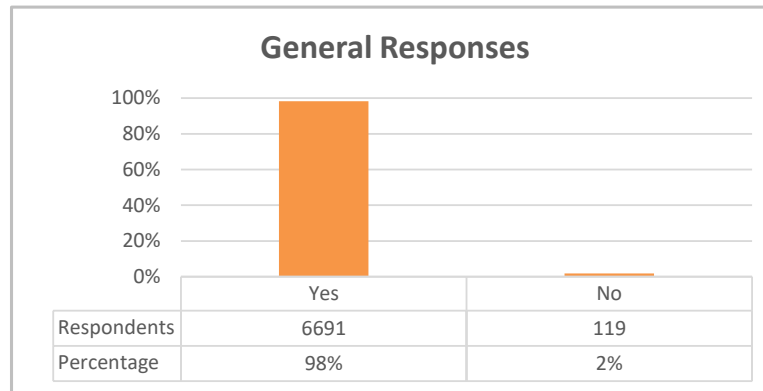
## Recycling Changes

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# Recycling Changes

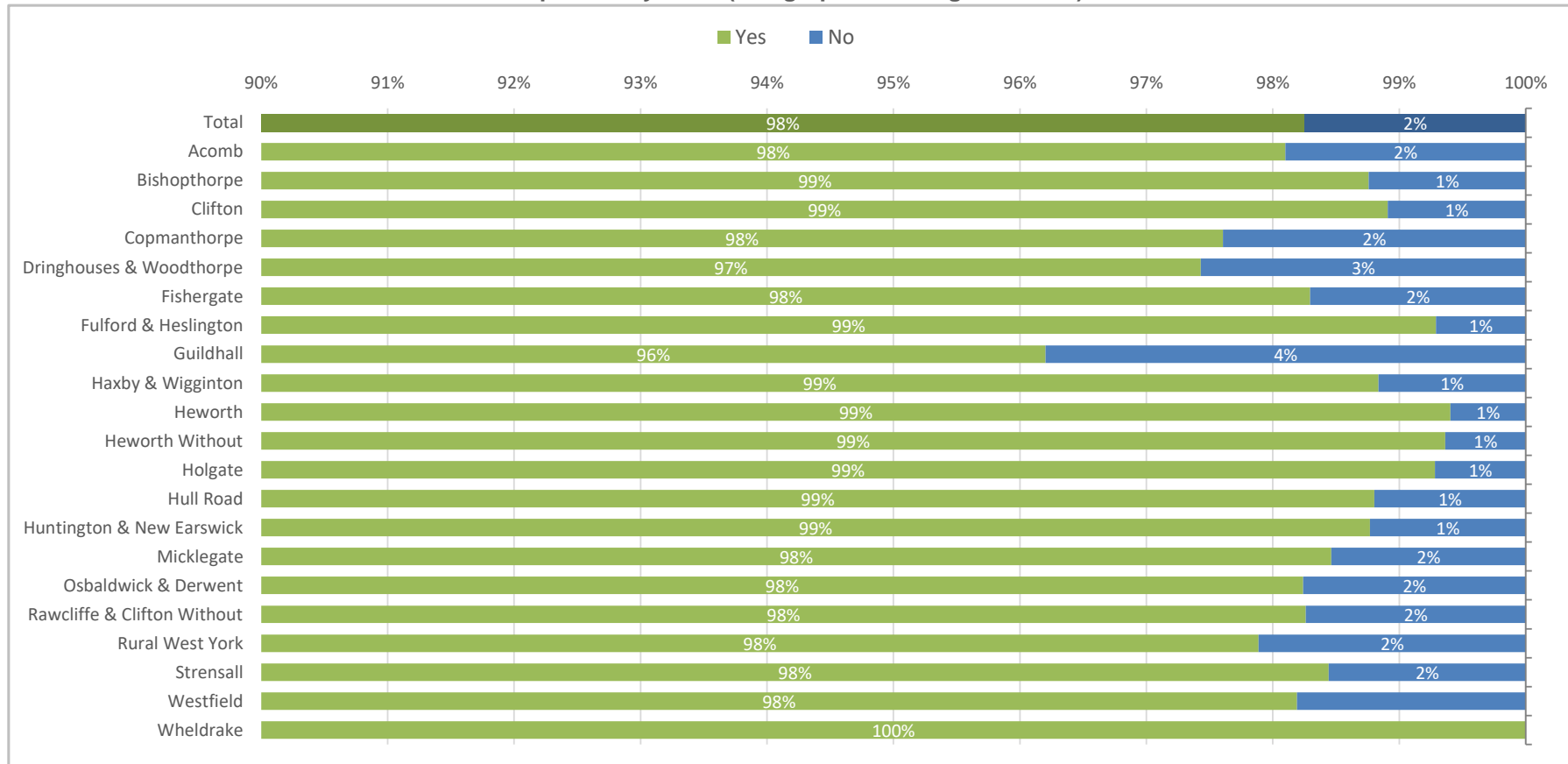
## Question 2: Is recycling important to you?



# Recycling Changes

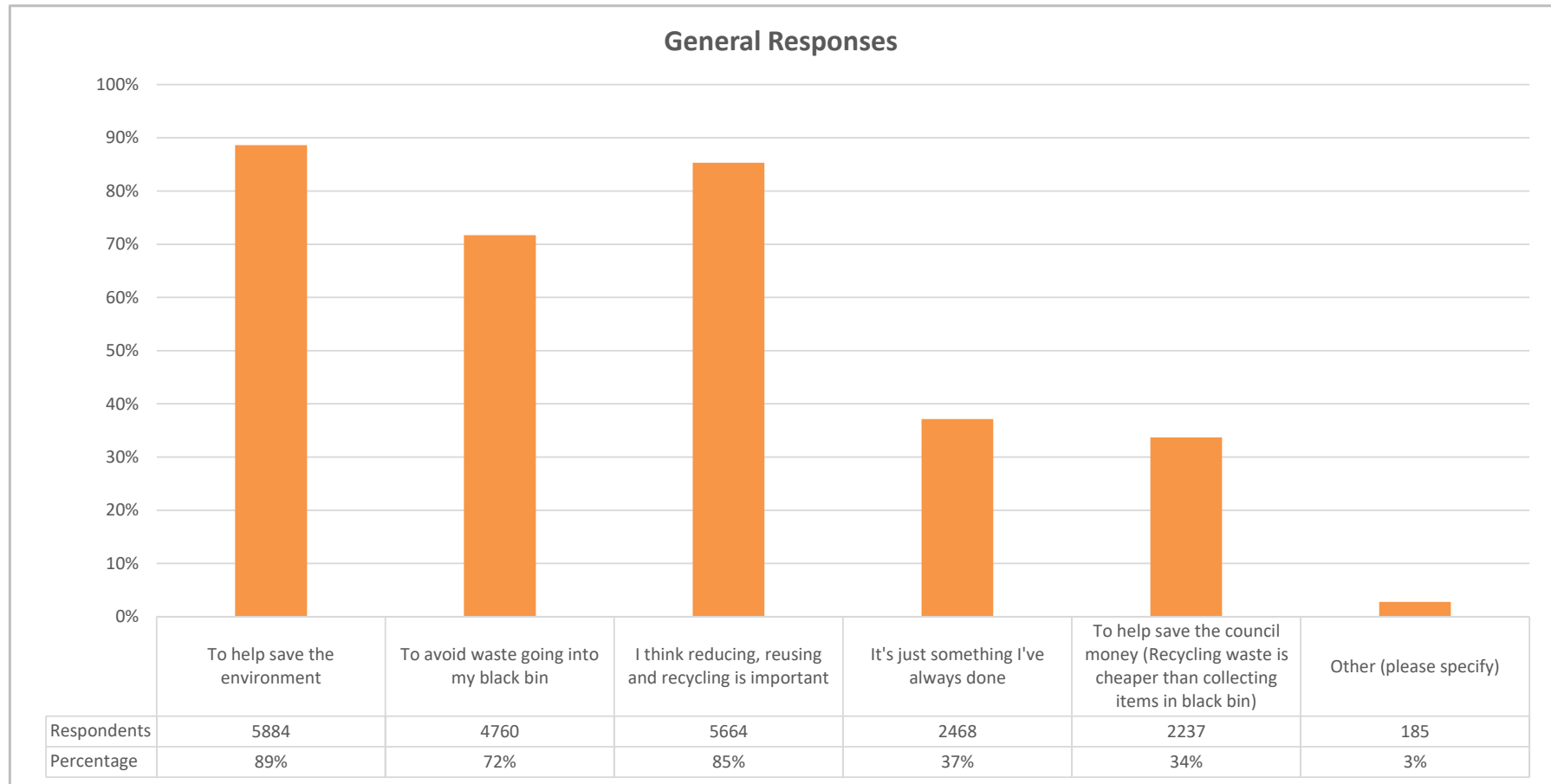
## Question 2: Is recycling important to you?

Responses by Ward (n.b. graph scale begins at 90%)



## Recycling Changes

Question 3: If recycling is important to you, please explain why? (Please select all that apply)



## Recycling Changes

Question 3: If recycling is important to you, please explain why? (Please select all that apply)

### Responses by age

Age Group	Respondents	To help save the environment	To avoid waste going into my black bin	Reducing, reusing & recycling is important	It's just something I've always done	To help save the council money	Other (please specify)
Under 16	3	67%	67%	67%	33%	0%	0%
16-24	126	94%	56%	85%	48%	17%	2%
25-39	1691	92%	75%	85%	32%	21%	2%
40-55	2329	89%	74%	87%	34%	32%	3%
56-59	476	90%	70%	84%	43%	42%	3%
60-64	474	88%	67%	87%	43%	47%	4%
65+	968	83%	70%	85%	47%	53%	4%
Prefer not to say	212	81%	66%	83%	42%	32%	3%
<b>All Respondents</b>	<b>6640</b>	<b>89%</b>	<b>72%</b>	<b>85%</b>	<b>37%</b>	<b>34%</b>	<b>3%</b>

10% Above Average Responses

10% Below Average Responses

## Recycling Changes

Question 3: If recycling is important to you, please explain why? (Please select all that apply)

Responses by ward (All were within 10% above/below average range)

Ward	Respondents	To help save the environment	To avoid waste going into my black bin	Reducing, reusing & recycling is important	It's just something I've always done	To help save the council money	Other (please specify)
Acomb	257	90%	78%	87%	37%	35%	3%
Bishopthorpe	159	87%	77%	87%	38%	42%	4%
Clifton	271	92%	70%	89%	37%	28%	2%
Copmanthorpe	165	87%	74%	88%	35%	39%	3%
Dringhouses & Woodthorpe	531	88%	71%	84%	39%	36%	3%
Fishergate	174	90%	64%	91%	35%	36%	3%
Fulford & Heslington	140	92%	74%	89%	41%	43%	2%
Guildhall	151	91%	70%	89%	40%	29%	1%
Haxby & Wigginton	421	86%	73%	85%	43%	39%	5%
Heworth	334	91%	72%	89%	43%	31%	2%
Heworth Without	156	93%	74%	83%	33%	36%	4%
Holgate	415	92%	73%	88%	36%	33%	3%
Hull Road	165	84%	76%	83%	36%	35%	2%
Huntington & New Earswick	401	88%	73%	84%	41%	34%	2%
Micklegate	319	93%	72%	91%	34%	37%	3%
Osbalwick & Derwent	279	89%	71%	89%	38%	35%	4%
Rawcliffe & Clifton Without	451	87%	72%	84%	33%	28%	2%
Rural West York	277	88%	70%	87%	37%	42%	2%
Strensall	315	88%	75%	82%	40%	37%	3%
Westfield	432	88%	72%	80%	35%	25%	3%
Wheldrake	172	85%	67%	87%	31%	31%	6%
<b>All Respondents</b>	<b>6640</b>	<b>89%</b>	<b>72%</b>	<b>85%</b>	<b>37%</b>	<b>34%</b>	<b>3%</b>

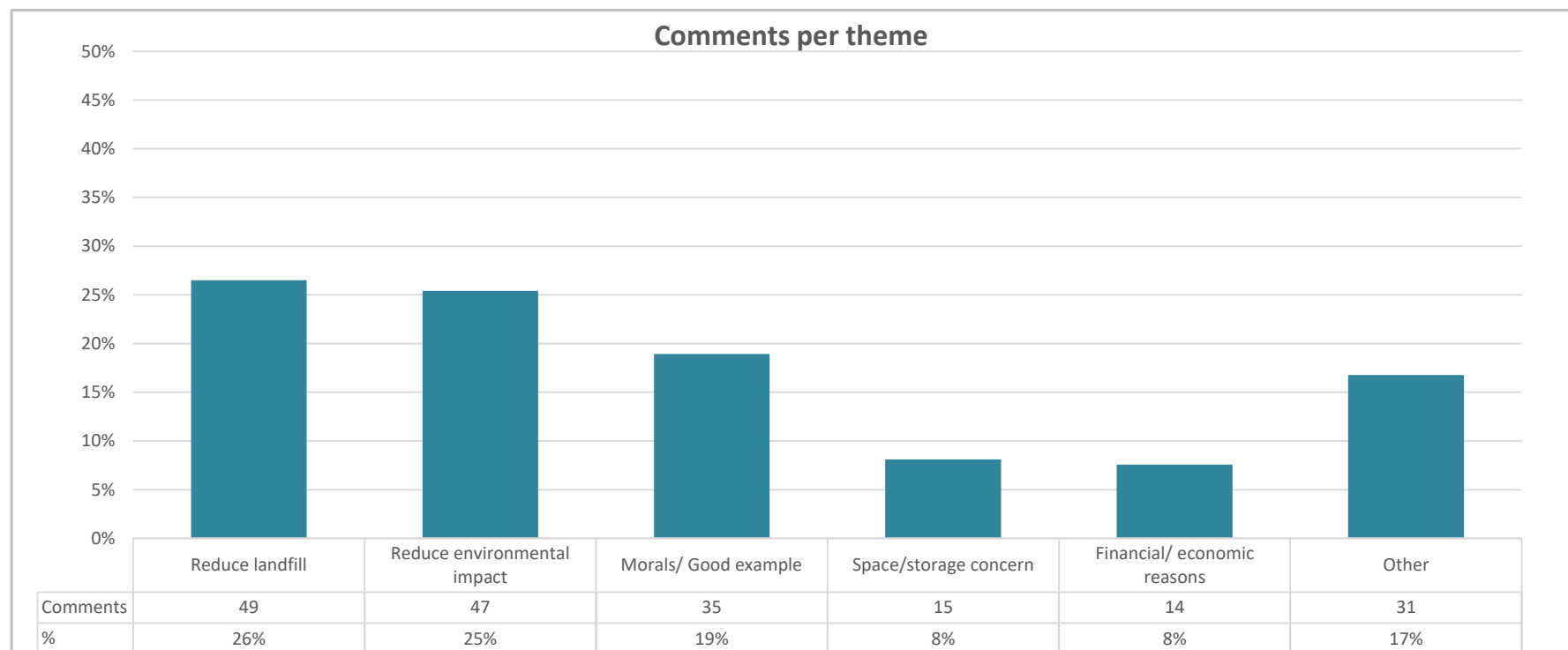


## Recycling Changes

Question 3: If recycling is important to you, please explain why? (Please select all that apply)

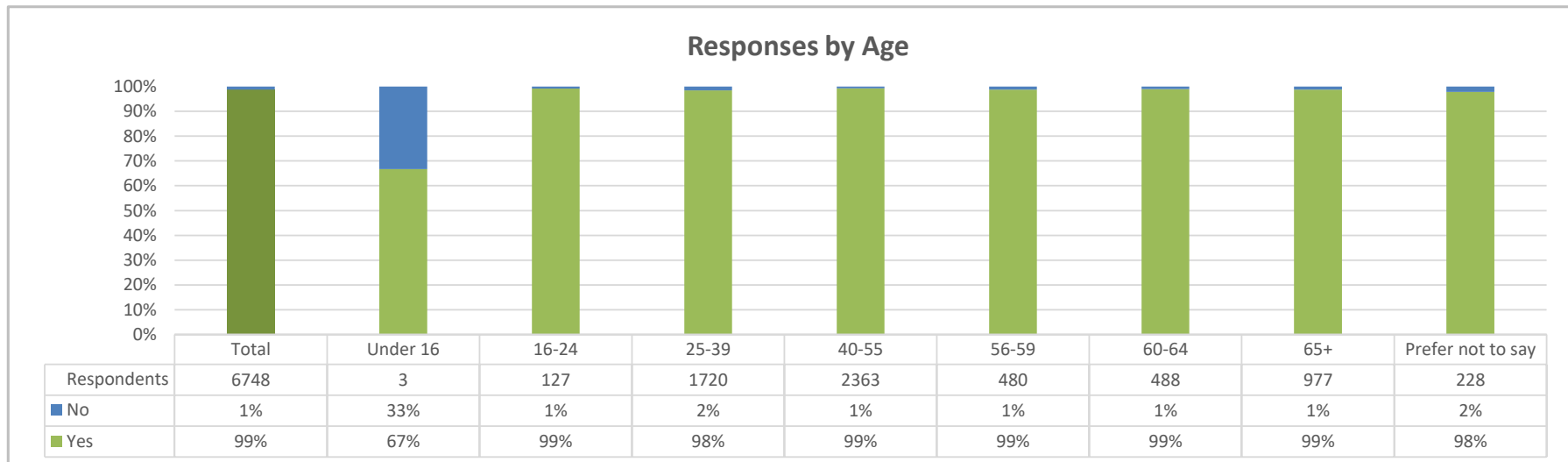
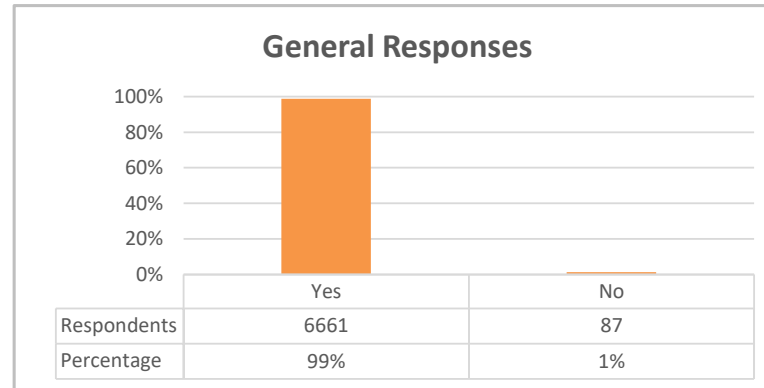
### Comments: Other (please specify)

- 186 respondents left a comment which were categorised into common themes.
- The 'Space/storage concern' theme did not directly relate to the question but was frequently mentioned.



## Recycling Changes

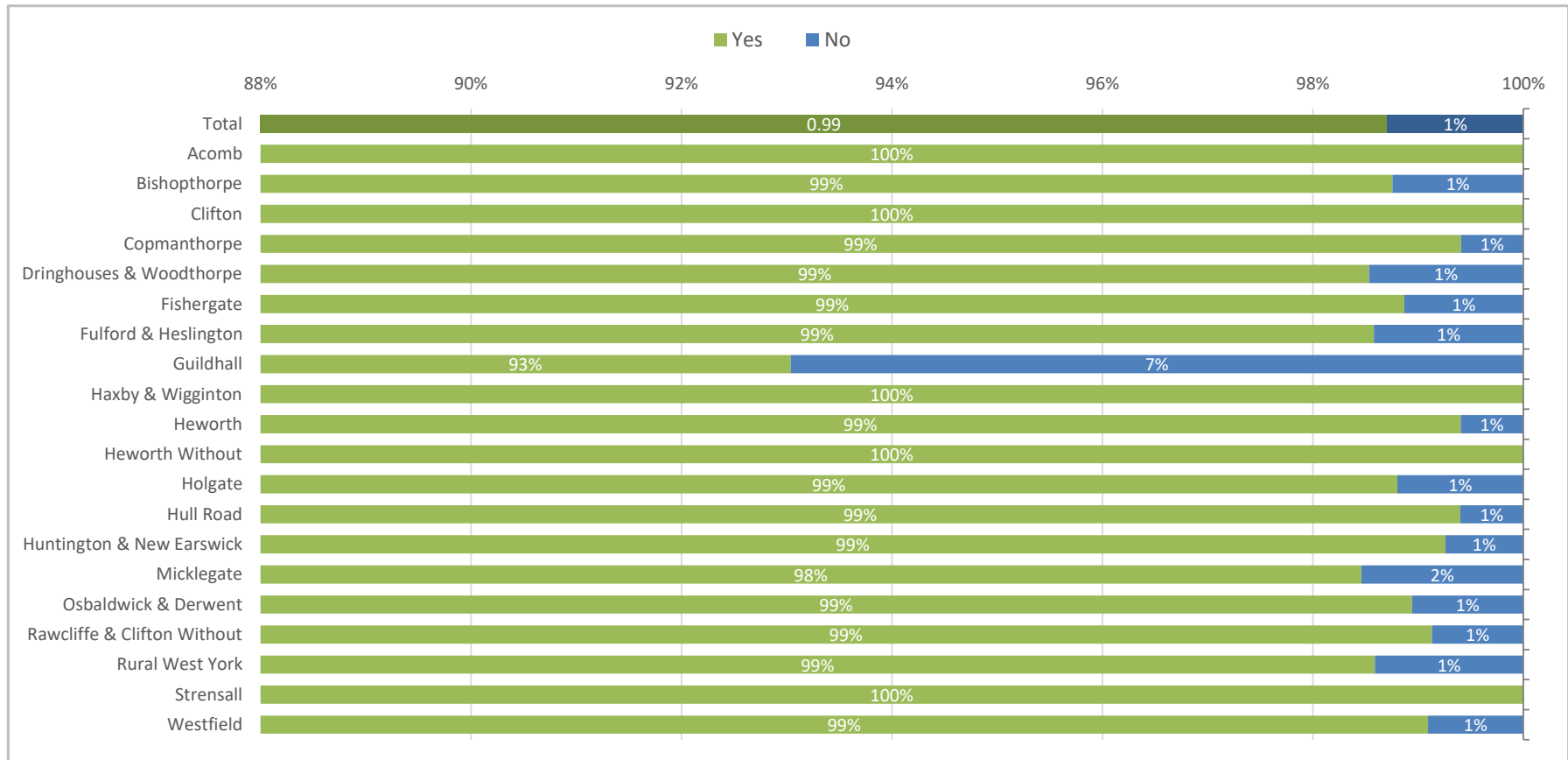
Question 4: Do you recycle your waste through the council's kerbside collections?



## Recycling Changes

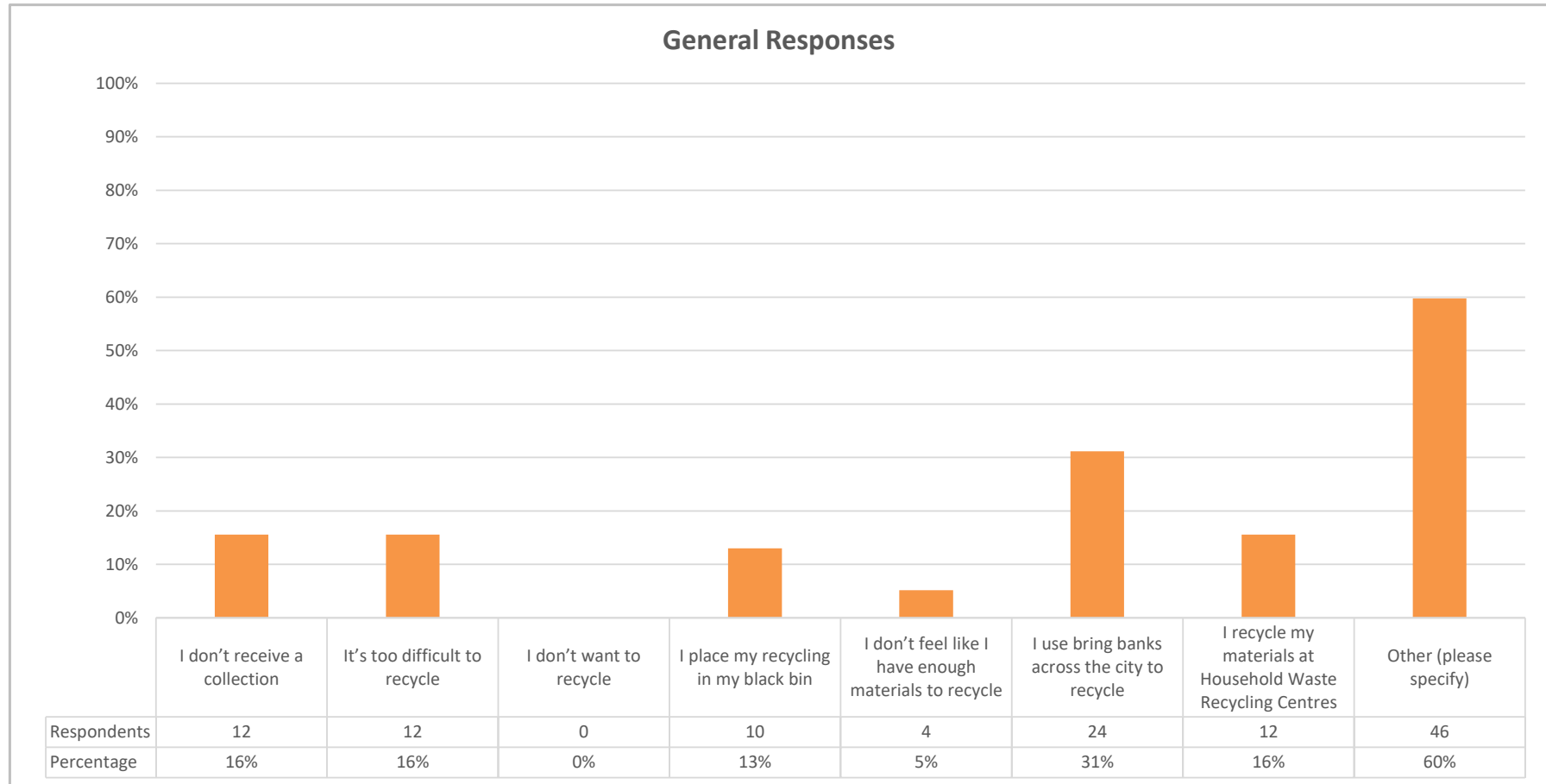
Question 4: Do you recycle your waste through the council's kerbside collections?

Responses by Ward (n.b. graph scale begins at 88%)



## Recycling Changes

Question 5: Please could you explain why you dont use the kerbside recycling collections? (Please select all that apply)



## Recycling Changes

Question 5: Please could you explain why you dont use the kerbside recycling collections? (Please select all that apply)

### Responses by age

Age Group	Respondents	I don't receive a collection	Its too difficult to recycle	I don't want to recycle	I place my recycling in my black bin	I don't feel like I have enough materials	I use bring banks across the city	Use Recycling Centres	Other (please specify)
Under 16	1	0%	0%	0%	100%	0%	0%	0%	0%
16-24	1	0%	0%	0%	0%	0%	100%	0%	100%
25-39	26	19%	27%	0%	12%	8%	23%	15%	69%
40-55	16	13%	6%	0%	6%	0%	25%	19%	63%
56-59	6	17%	17%	0%	0%	0%	50%	17%	50%
60-64	5	20%	0%	0%	40%	20%	20%	20%	0%
65+	13	15%	15%	0%	8%	0%	31%	15%	77%
Prefer not to say	5	0%	20%	0%	40%	20%	60%	20%	40%
<b>All Respondents</b>	<b>77</b>	<b>16%</b>	<b>16%</b>	<b>0%</b>	<b>13%</b>	<b>5%</b>	<b>31%</b>	<b>16%</b>	<b>60%</b>

10% Above Average Responses

10% Below Average Responses

## Recycling Changes

Question 5: Please could you explain why you dont use the kerbside recycling collections? (Please select all that apply)

Responses by ward (Blue = 10% Above Average / Yellow = 10% Below Average)

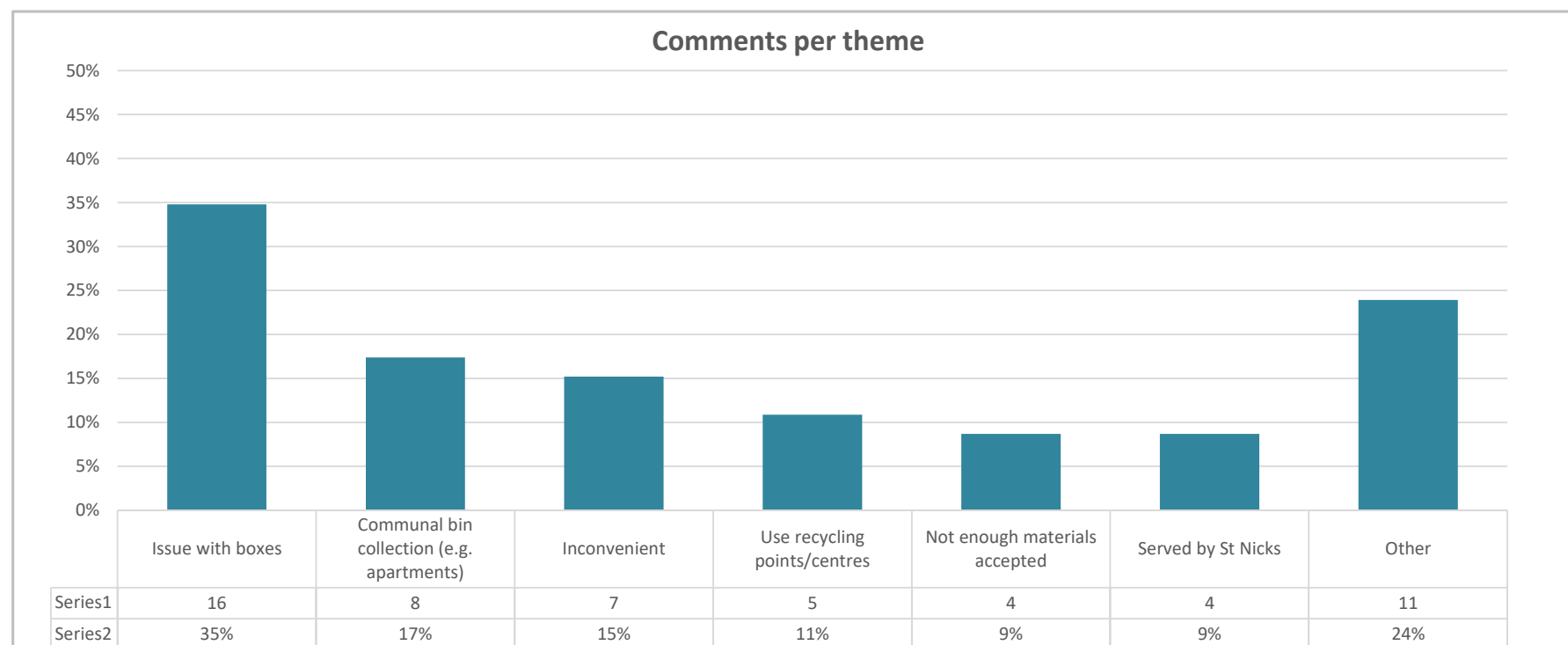
Ward	Respondents	I don't receive a collection	Its too difficult to recycle	I don't want to recycle	I place my recycling in my black bin	I don't feel like I have enough materials	I use bring banks across the city	Use Recycling Centres	Other (please specify)
Acomb	1	0%	0%	0%	0%	0%	0%	0%	100%
Bishopthorpe	2	0%	0%	0%	0%	0%	0%	0%	100%
Clifton	5	20%	0%	0%	0%	0%	0%	0%	60%
Copmanthorpe	1	0%	0%	0%	0%	0%	0%	0%	0%
Dringhouses & Woodthorpe	8	0%	0%	0%	13%	0%	0%	0%	88%
Fishergate	2	50%	0%	0%	0%	0%	0%	0%	0%
Fulford & Heslington	2	0%	0%	0%	50%	0%	0%	0%	50%
Guildhall	11	27%	0%	0%	9%	0%	0%	0%	73%
Haxby & Wigginton	1	0%	0%	0%	0%	0%	0%	0%	100%
Heworth	2	0%	0%	0%	50%	0%	0%	0%	50%
Heworth Without	0	-	-	-	-	-	-	-	-
Holgate	5	20%	0%	0%	0%	0%	0%	0%	60%
Hull Road	1	100%	0%	0%	0%	0%	0%	0%	0%
Huntington & New Earswick	3	0%	0%	0%	0%	0%	0%	0%	100%
Micklegate	5	0%	0%	0%	0%	0%	0%	0%	100%
Osbalwick & Derwent	3	0%	0%	0%	33%	0%	0%	0%	33%
Rawcliffe & Clifton Without	4	25%	0%	0%	0%	0%	0%	0%	50%
Rural West York	4	50%	0%	0%	0%	0%	0%	0%	25%
Strensall	0	-	-	-	-	-	-	-	-
Westfield	4	0%	0%	0%	50%	0%	0%	0%	25%
Wheldrake	1	100%	0%	0%	0%	0%	0%	0%	100%
<b>All Respondents</b>	<b>77</b>	<b>16%</b>	<b>16%</b>	<b>0%</b>	<b>13%</b>	<b>5%</b>	<b>31%</b>	<b>16%</b>	<b>60%</b>

## Recycling Changes

Question 5: Please could you explain why you dont use the kerbside recycling collections? (Please select all that apply)

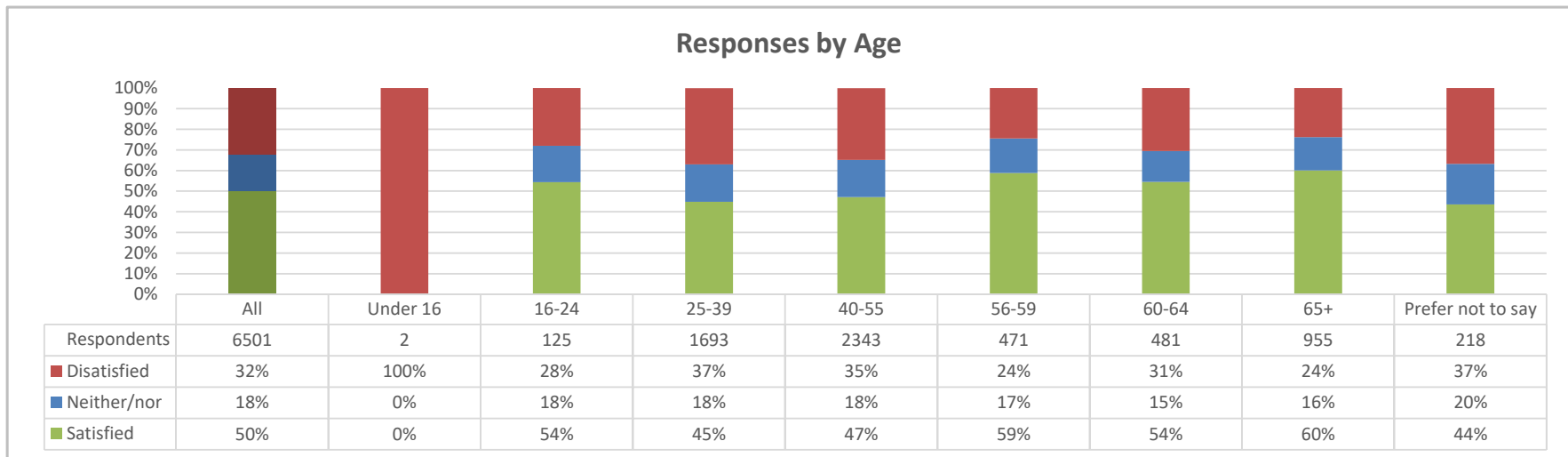
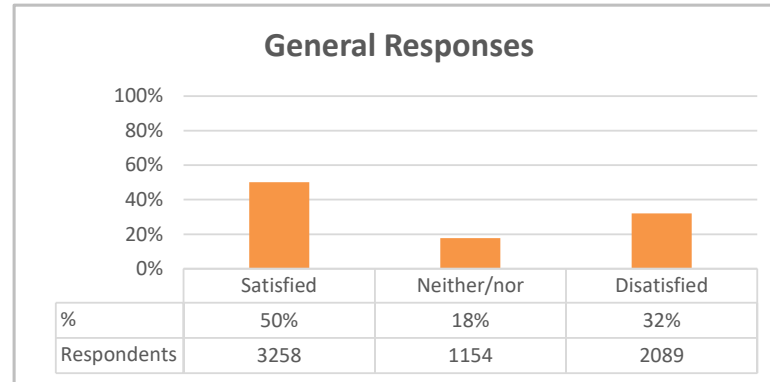
### Comments: Other (please specify)

- 46 respondents left a comment which were categorised into common themes.
- 'Issue with boxes' comments largely related to boxes being messy. Flimsy, heavy or storage issues were also mentioned.
- 'Other' comments included the service being confusing.



## Recycling Changes

Question 6: Overall how satisfied are you with your current kerbside recycling collections?

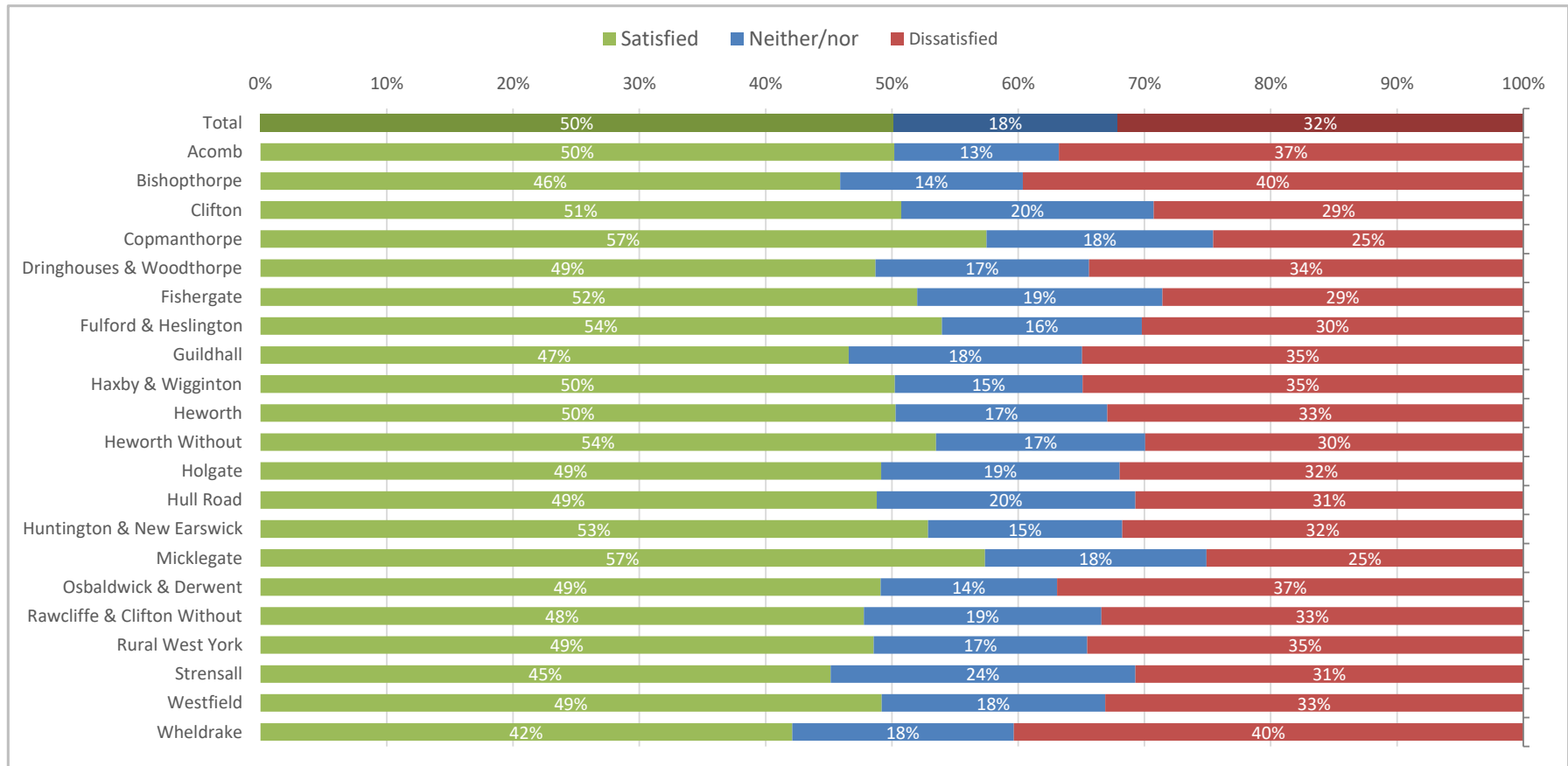




## Recycling Changes

Question 6: Overall how satisfied are you with your current kerbside recycling collections?

Responses by Ward

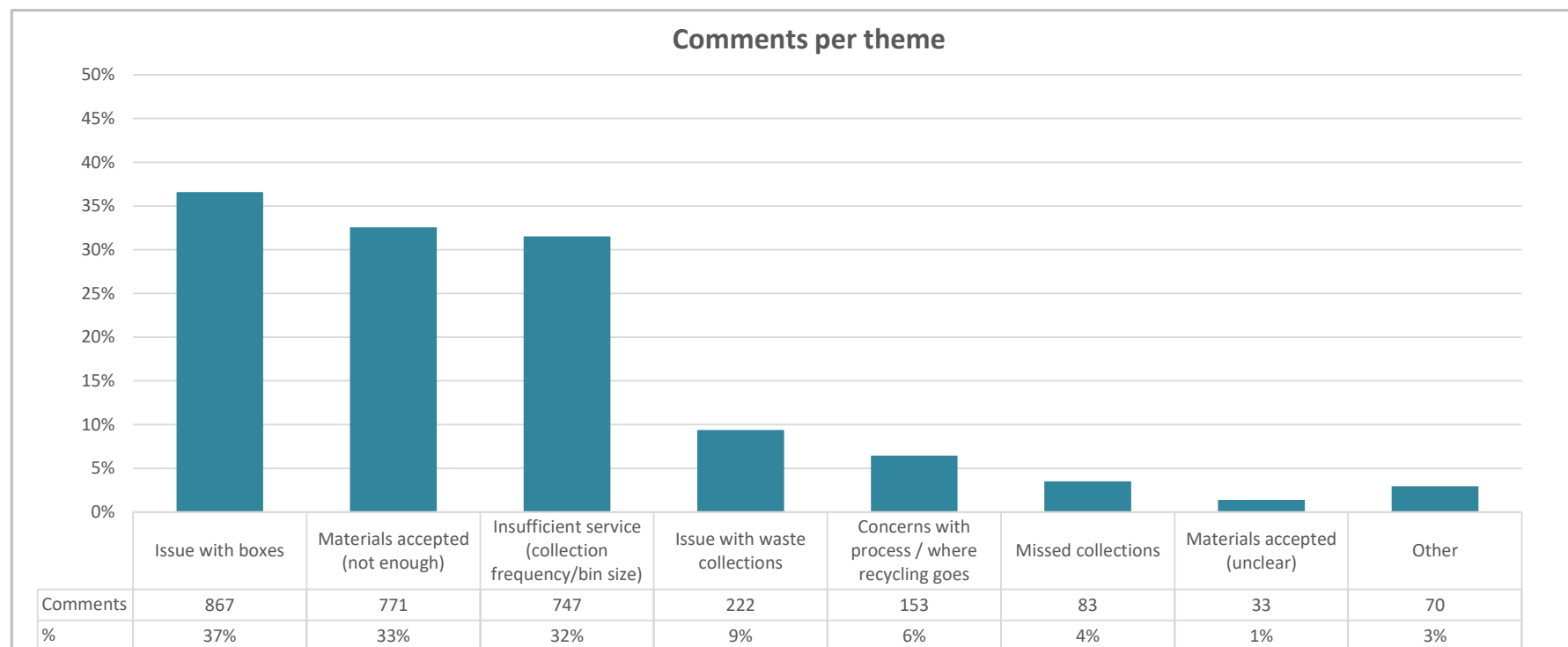


## Recycling Changes

### Question 6: Overall how satisfied are you with your current kerbside recycling collections?

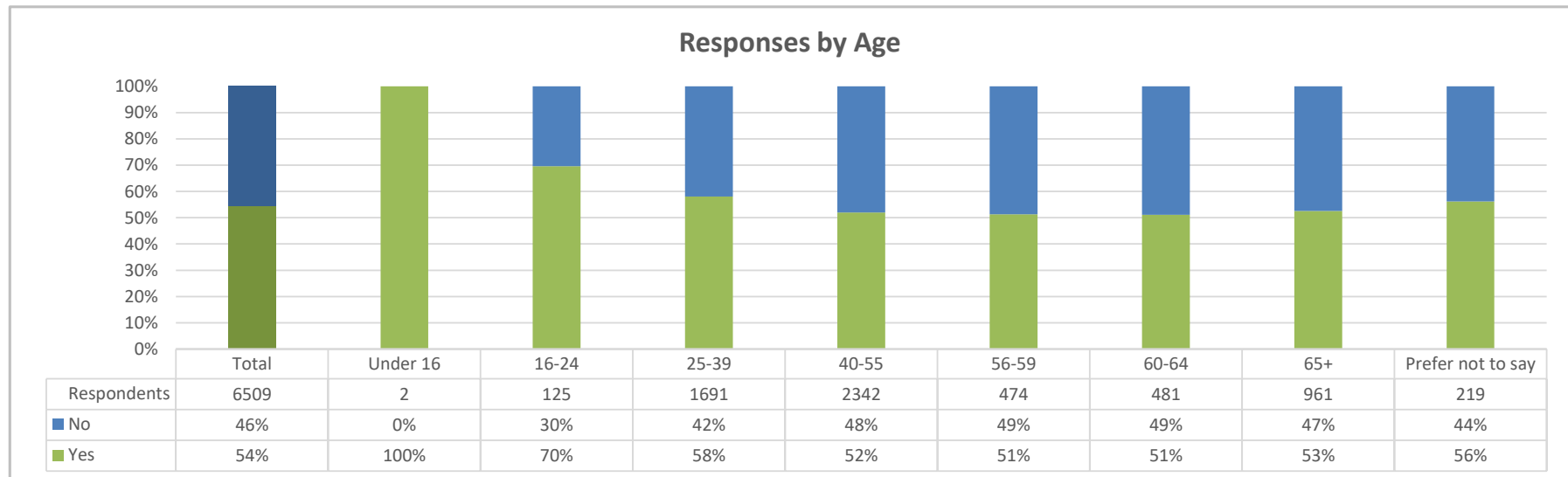
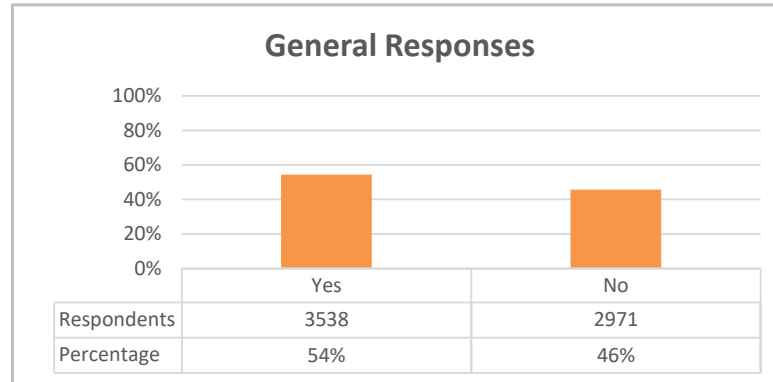
#### Comments: If you selected disagree please tell us why

- 2369 respondents left a comment which were categorised into common themes.
- 'Issue with boxes' comments related to boxes being messy, flimsy, heavy or storage issues.
- 'Issue with waste collections' related to mess left behind, damage to boxes, partially emptied bins and poor customer service.
- 'Other' comments related to a range of areas including the schedule being complicated.



## Recycling Changes

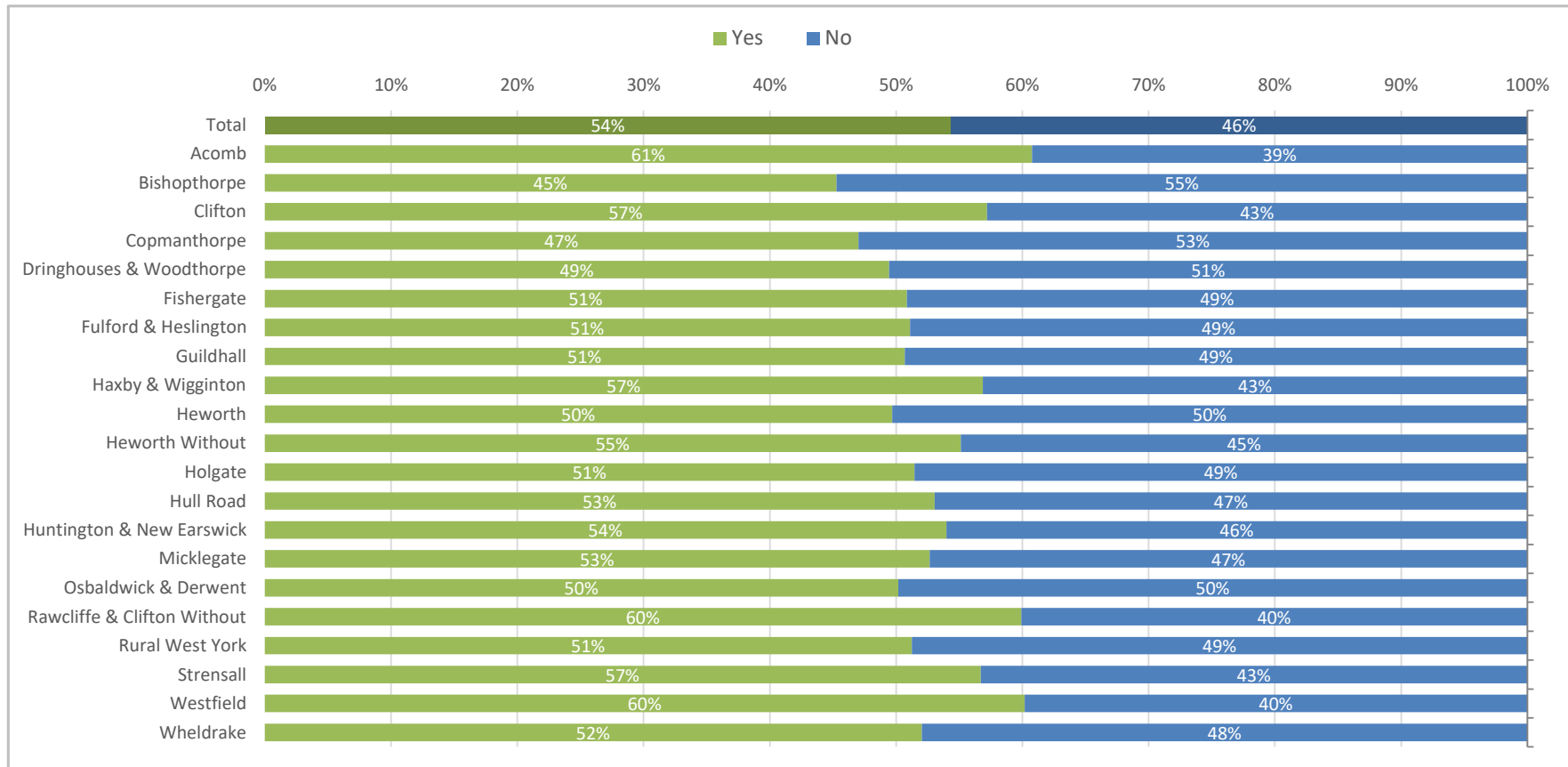
Question 7: Is the only reason you recycle because the council provides a kerbside service?



## Recycling Changes

Question 7: Is the only reason you recycle because the council provides a kerbside service?

Responses by Ward

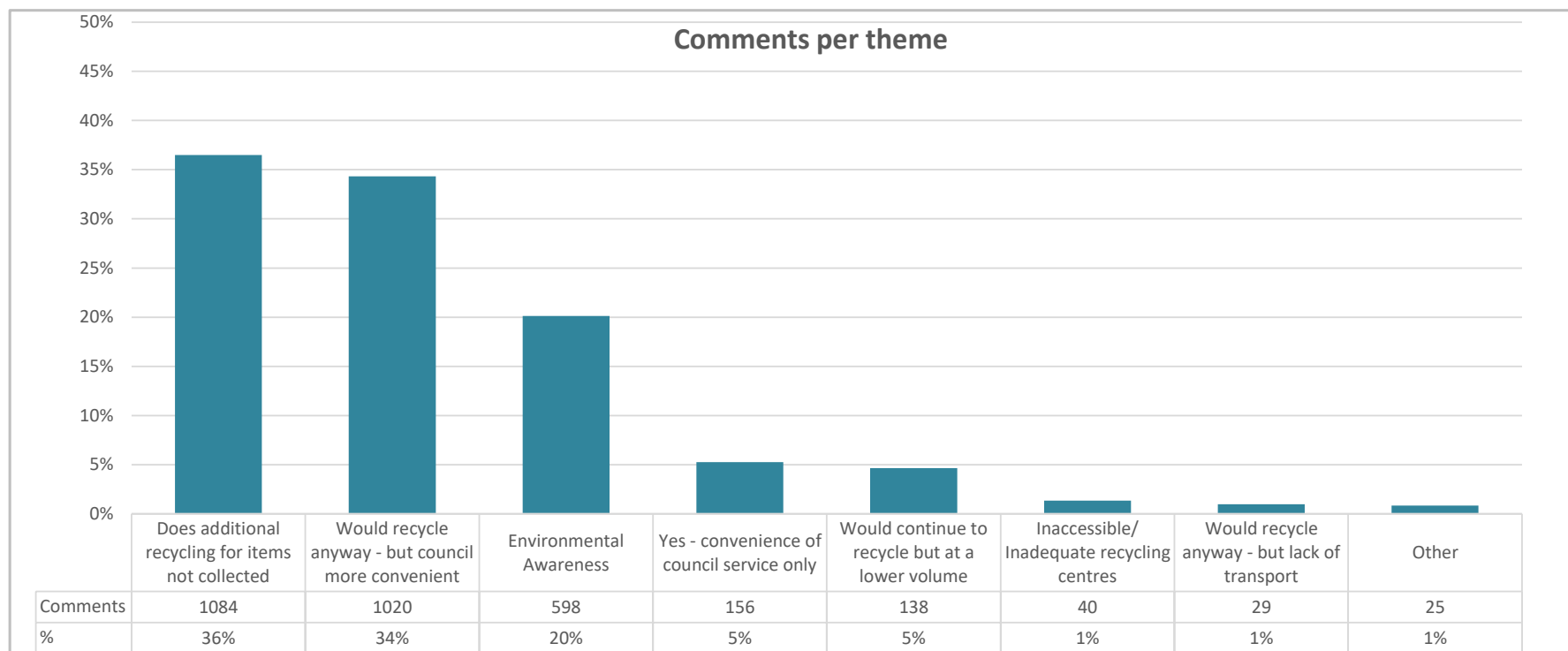


## Recycling Changes

**Question 7: Is the only reason you recycle because the council provides a kerbside service?**

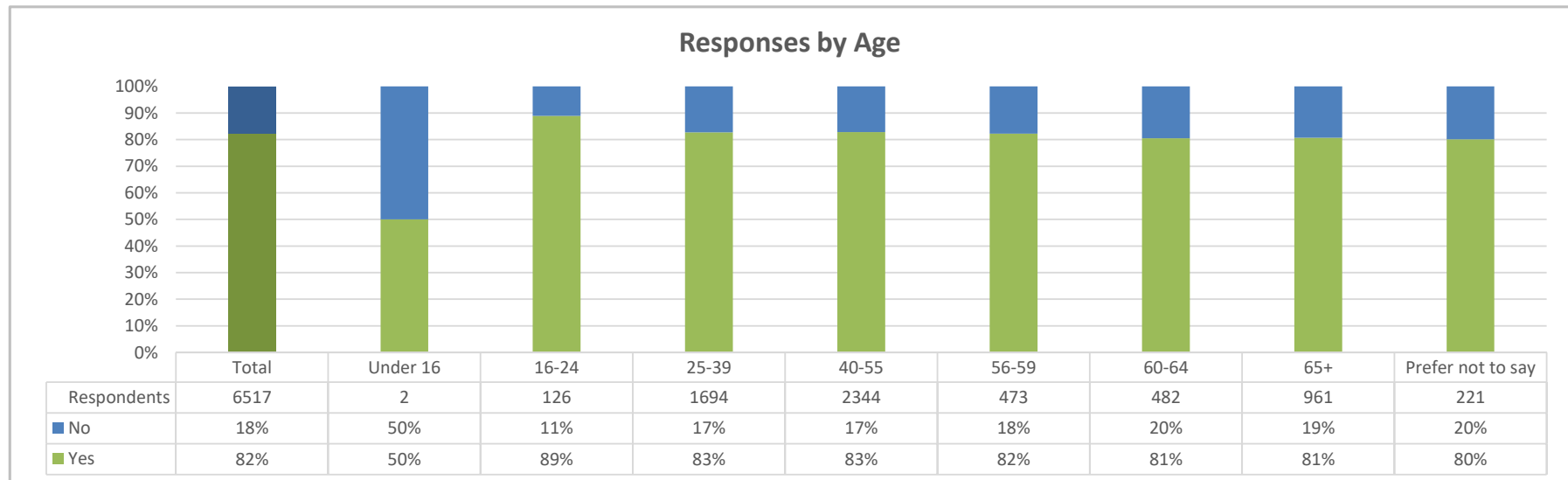
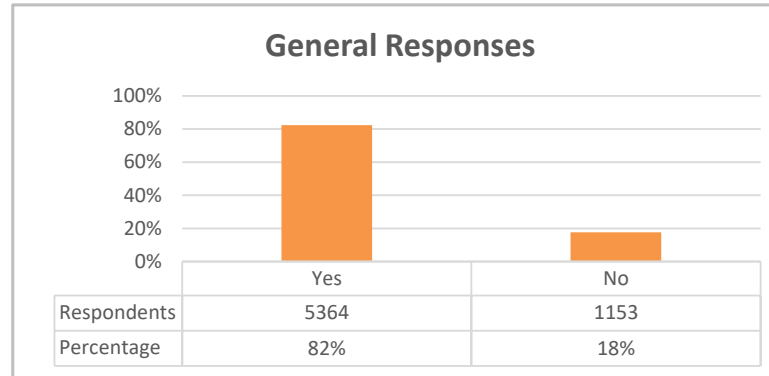
**Comments: If no please comment**

- 2971 respondents left a comment which were categorised into common themes.
- 'Other' comments were varied and included needing to recycle due to black bins not being large enough for all household waste.



## Recycling Changes

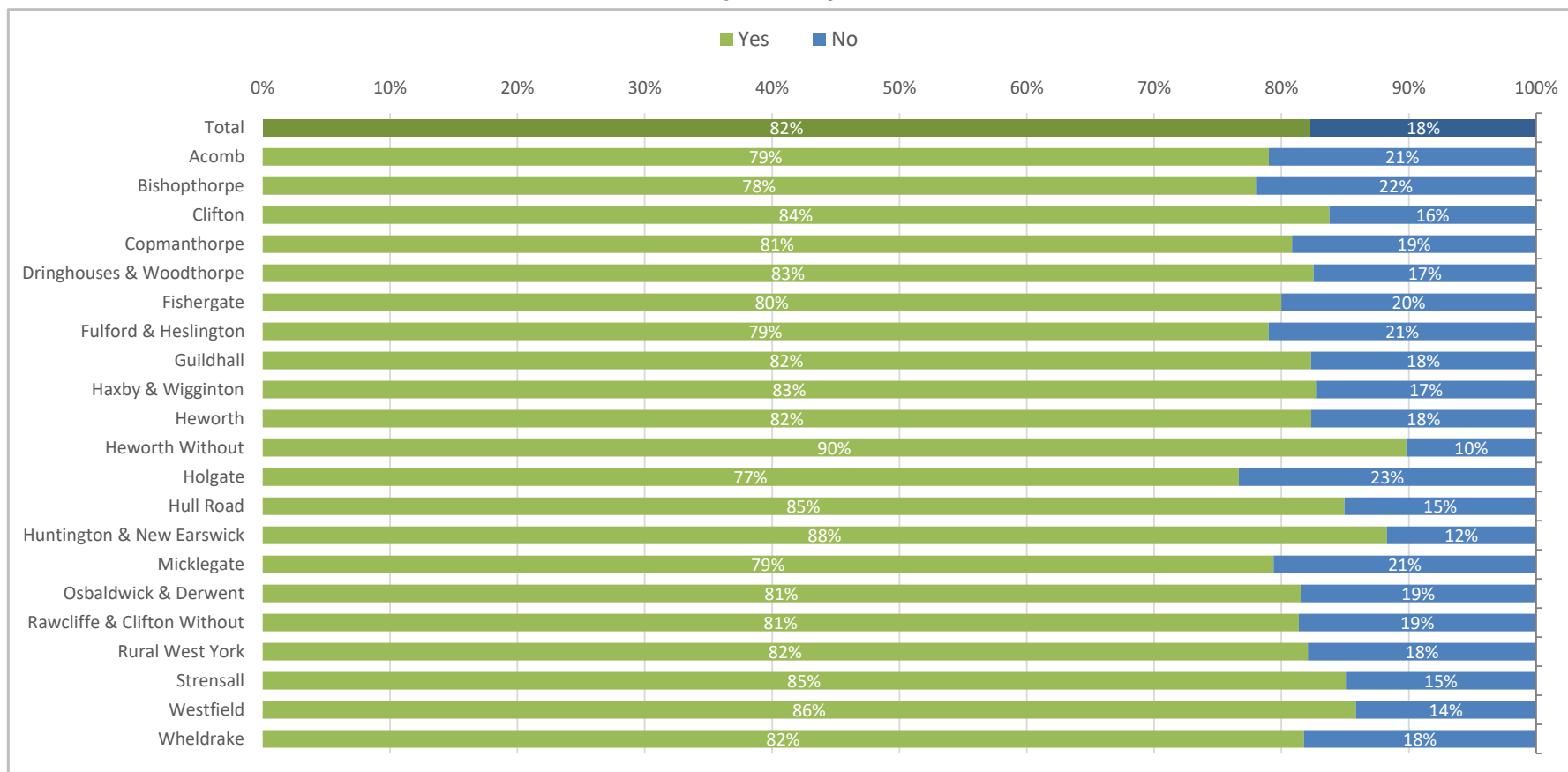
Question 8: Are you clear on what you can/can't recycle currently at the kerbside?



## Recycling Changes

Question 8: Are you clear on what you can/can't recycle currently at the kerbside?

Responses by Ward

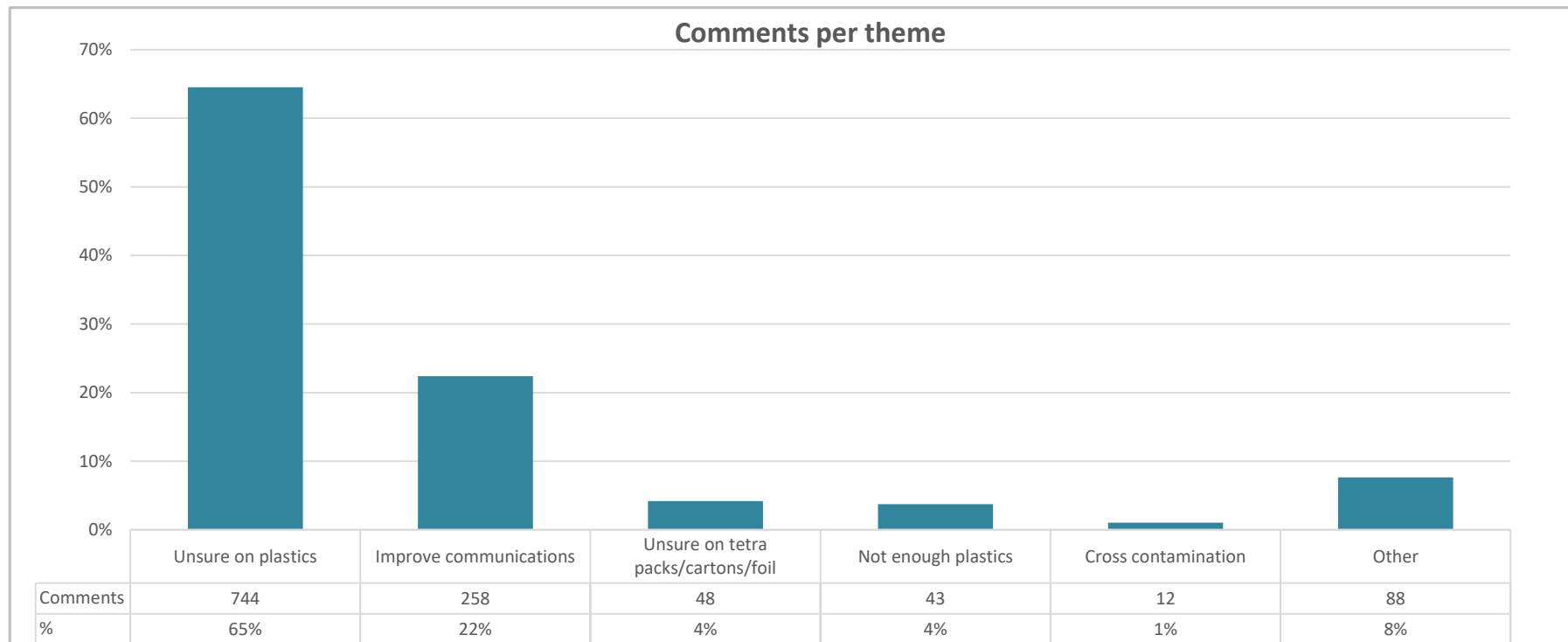


## Recycling Changes

### Question 8: Are you clear on what you can/can't recycle currently at the kerbside?

#### Comments: If no please comment

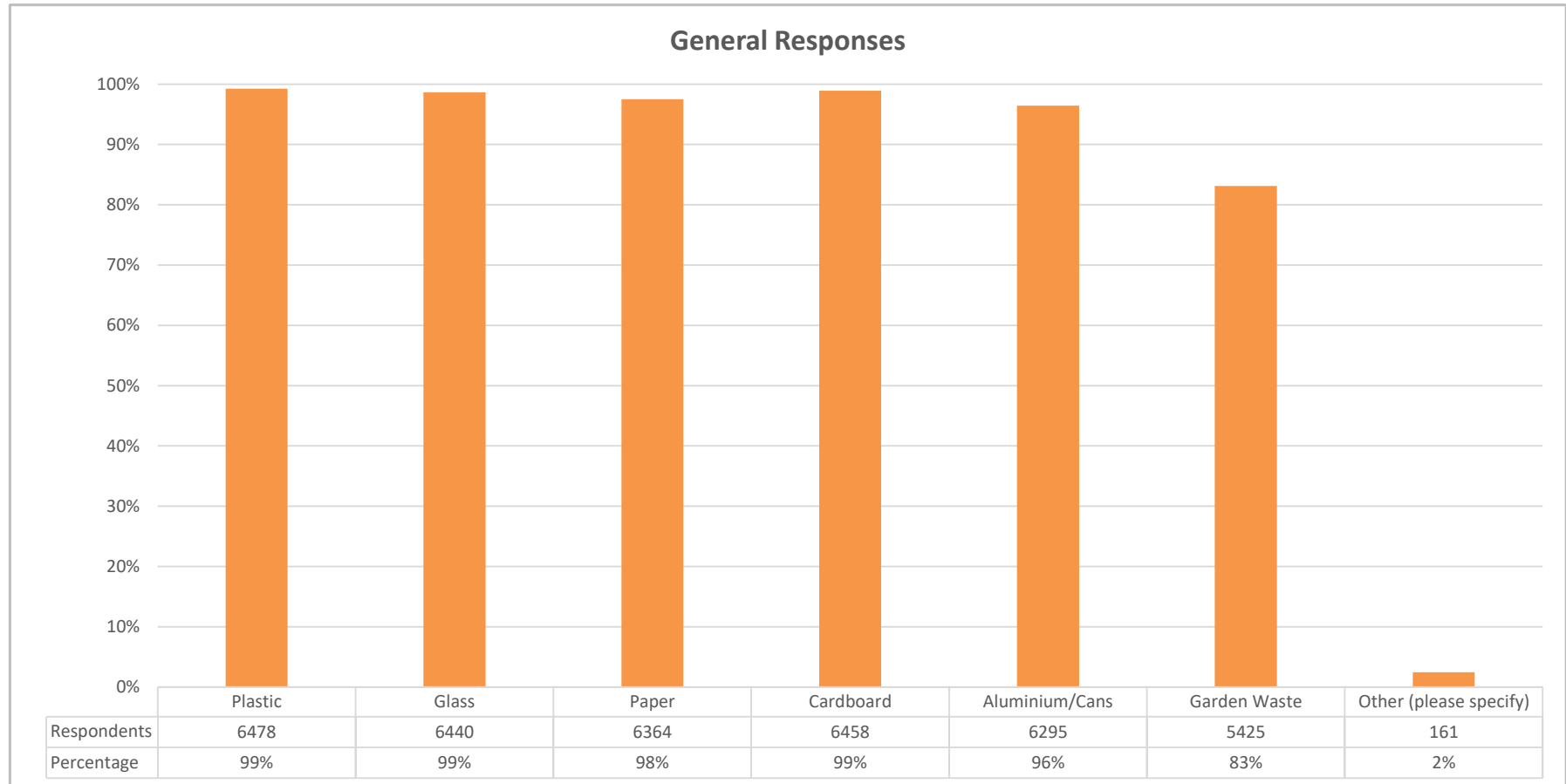
- 1153 respondents left a comment which were categorised into common themes.
- 'Improve communications' comments related to requests for stickers, leaflets, displays and improved information available
- 'Other' comments were varied and included needing a national standard and improved information on packaging.





## Recycling Changes

Question 9: Do you recycle the following items at the kerbside collections? (Please select all that apply)



## Recycling Changes

Question 9: Do you recycle the following items at the kerbside collections? (Please select all that apply)

### Responses by age

Age Group	Respondents	Plastic	Glass	Paper	Cardboard	Aluminium / Cans	Garden Waste	Other (please specify)
Under 16	2	100%	100%	100%	100%	100%	100%	0%
16-24	126	100%	98%	92%	98%	99%	49%	0%
25-39	1694	100%	99%	97%	99%	98%	76%	2%
40-55	2346	99%	99%	98%	99%	97%	86%	2%
56-59	473	99%	99%	96%	98%	96%	84%	3%
60-64	483	99%	99%	98%	99%	96%	89%	4%
65+	965	98%	99%	98%	99%	94%	89%	4%
Prefer not to say	222	99%	98%	98%	98%	95%	86%	5%
<b>All Respondents</b>	<b>6527</b>	<b>99%</b>	<b>99%</b>	<b>98%</b>	<b>99%</b>	<b>96%</b>	<b>83%</b>	<b>2%</b>

10% Above Average Responses

10% Below Average Responses

## Recycling Changes

Question 9: Do you recycle the following items at the kerbside collections? (Please select all that apply)

Responses by ward (Blue = 10% Above Average / Yellow = 10% Below Average)

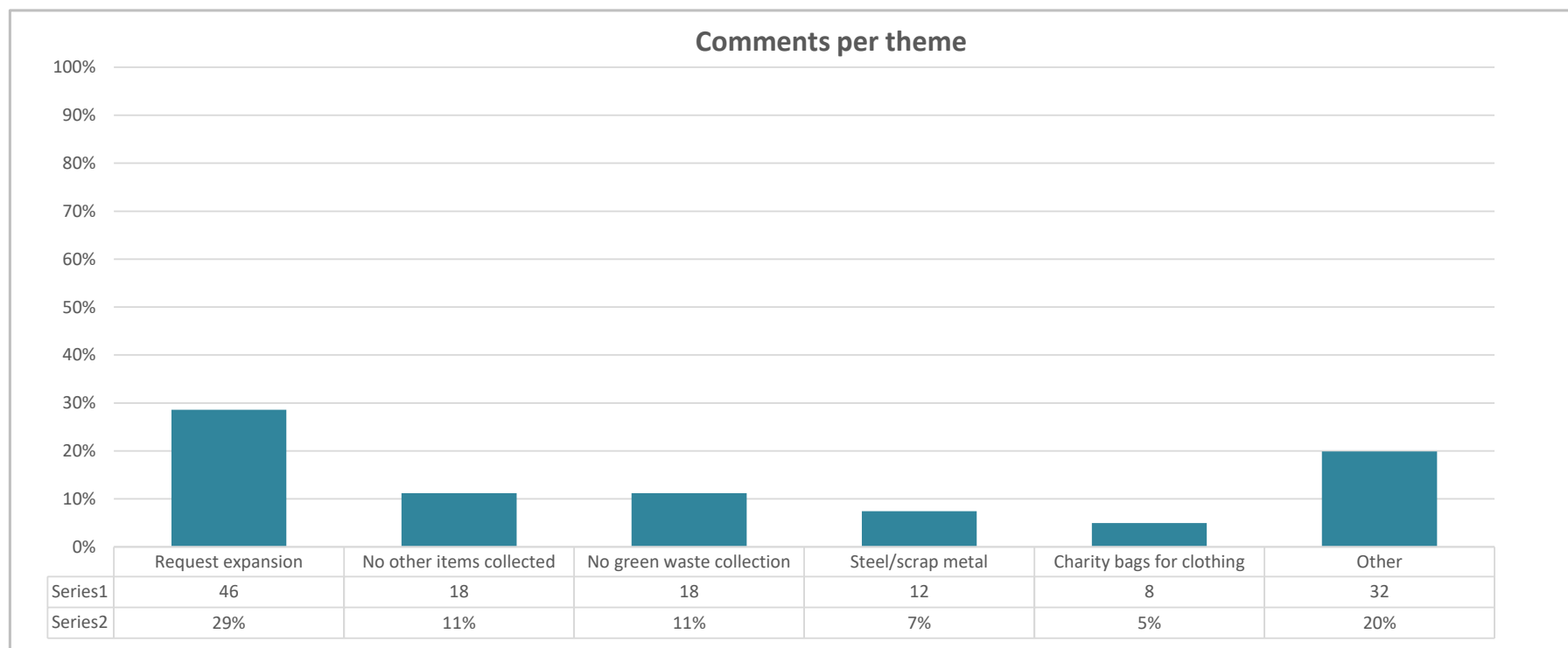
Ward	Respondents	Plastic	Glass	Paper	Cardboard	Aluminium / Cans	Garden Waste	Other (please specify)
Acomb	262	100%	100%	98%	100%	98%	94%	2%
Bishopthorpe	159	99%	100%	96%	99%	96%	96%	3%
Clifton	271	99%	98%	96%	98%	94%	59%	5%
Copmanthorpe	168	99%	99%	98%	100%	96%	96%	1%
Dringhouses & Woodthorpe	538	99%	99%	97%	99%	96%	94%	3%
Fishergate	175	100%	100%	99%	99%	97%	58%	2%
Fulford & Heslington	139	100%	100%	100%	99%	97%	94%	3%
Guildhall	147	98%	97%	97%	100%	95%	24%	5%
Haxby & Wigginton	429	99%	100%	99%	100%	97%	96%	3%
Heworth	334	100%	99%	98%	99%	97%	82%	3%
Heworth Without	157	100%	99%	99%	99%	94%	98%	0%
Holgate	412	99%	98%	98%	100%	98%	63%	3%
Hull Road	166	99%	98%	98%	98%	96%	89%	2%
Huntington & New Earswick	403	100%	99%	98%	99%	96%	93%	3%
Micklegate	320	99%	98%	100%	99%	98%	24%	5%
Osbalwick & Derwent	281	99%	100%	97%	100%	98%	95%	2%
Rawcliffe & Clifton Without	456	99%	99%	97%	99%	97%	94%	2%
Rural West York	280	99%	100%	98%	99%	96%	99%	2%
Strensall	321	99%	98%	97%	99%	97%	96%	2%
Westfield	438	99%	98%	97%	99%	97%	86%	2%
Wheldrake	171	99%	95%	94%	99%	98%	98%	1%
<b>All Respondents</b>	<b>6527</b>	<b>99%</b>	<b>99%</b>	<b>98%</b>	<b>99%</b>	<b>96%</b>	<b>83%</b>	<b>2%</b>

## Recycling Changes

**Question 9: Do you recycle the following items at the kerbside collections? (Please select all that apply)**

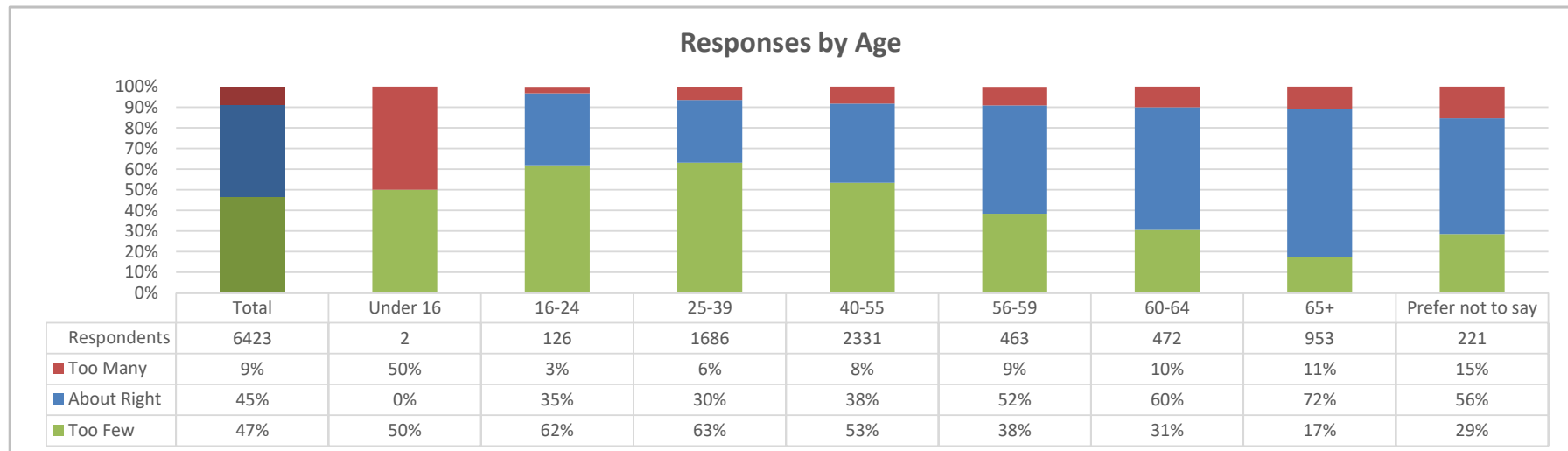
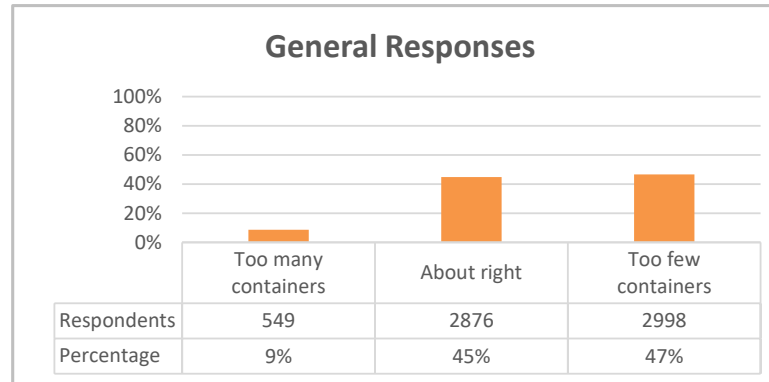
### Comments: Other (please specify)

- 161 respondents left a comment which were categorised into common themes.
- 'No green waste collection' comments related to wanting to recycle green waste but not having a collection.
- Items mentioned in the 'Request expansion' theme included foil, batteries more plastics and textiles.
- 'Other' comments were varied and included home composting and doing additional recycling at supermarkets and recycling centres.



## Recycling Changes

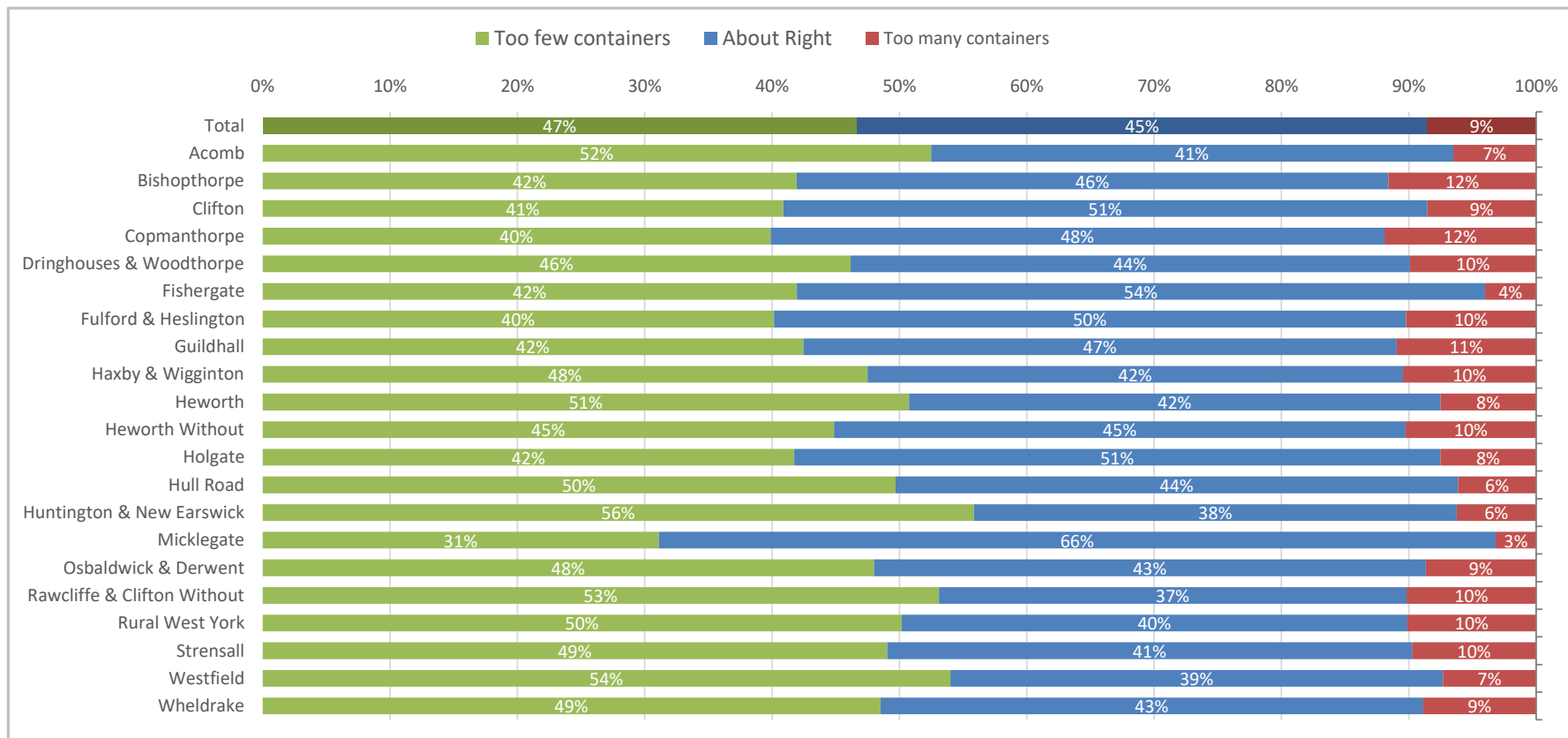
Question 10: Do you feel the current supply of recycling containers is enough for the amount of recycling waste you have?



## Recycling Changes

Question 10: Do you feel the current supply of recycling containers is enough for the amount of recycling waste you have?

Responses by Ward

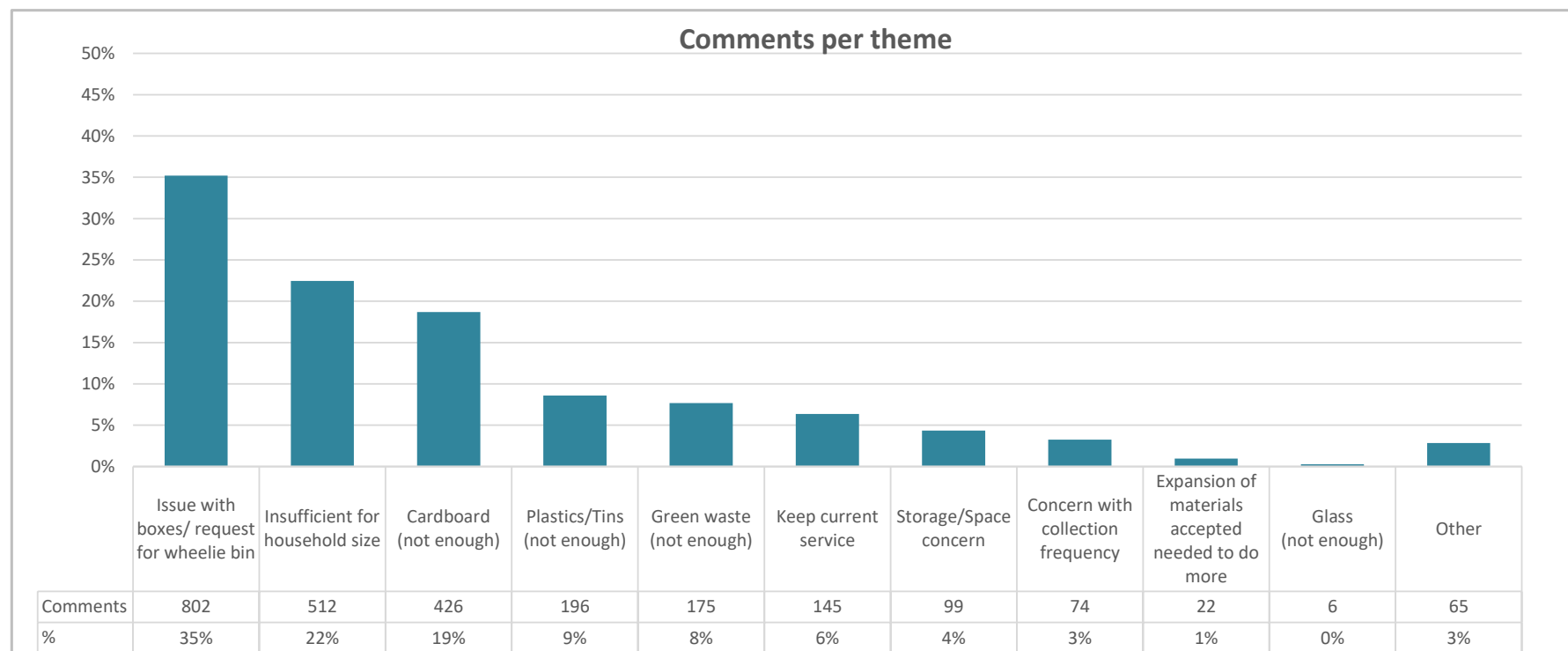


## Recycling Changes

**Question 10: Do you feel the current supply of recycling containers is enough for the amount of recycling waste you have?**

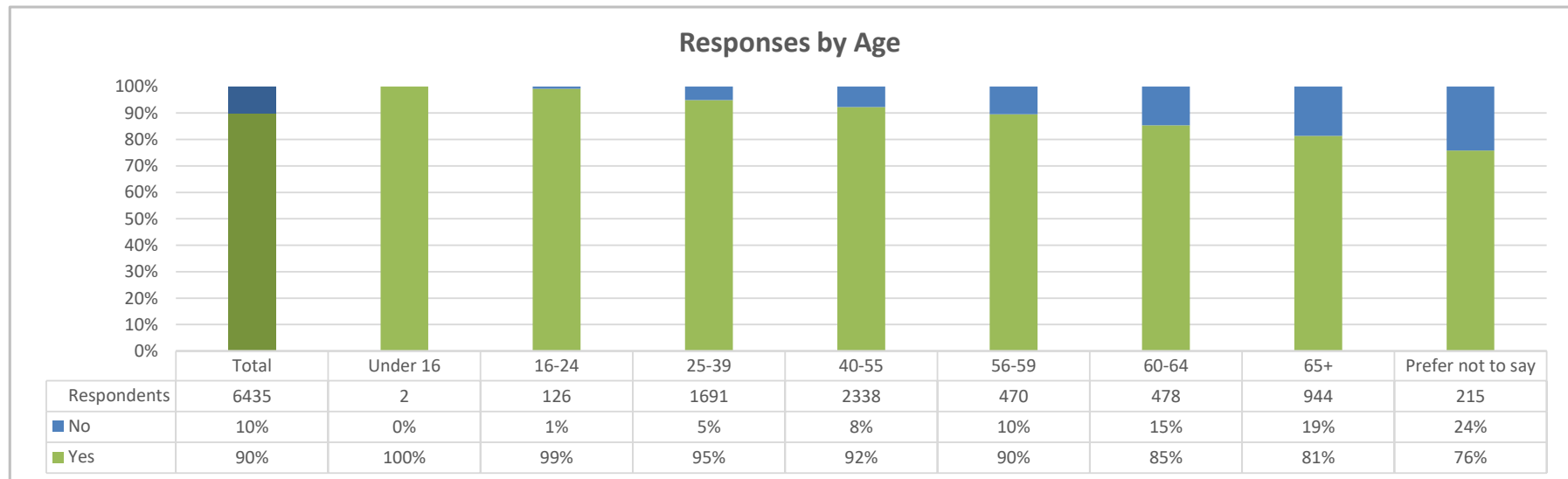
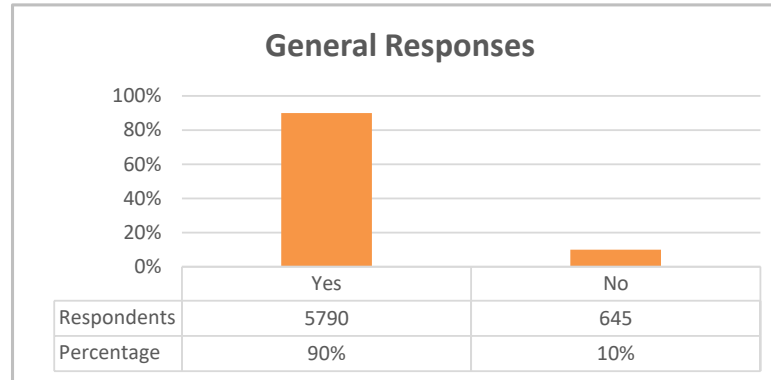
### Comments

- 2279 respondents gave a comment which were categorised into common themes.
- 'Other' comments covered a range of topics including clarity of materials accepted.



## Recycling Changes

Question 11: If you could recycle more of your waste at the kerbside, would you?

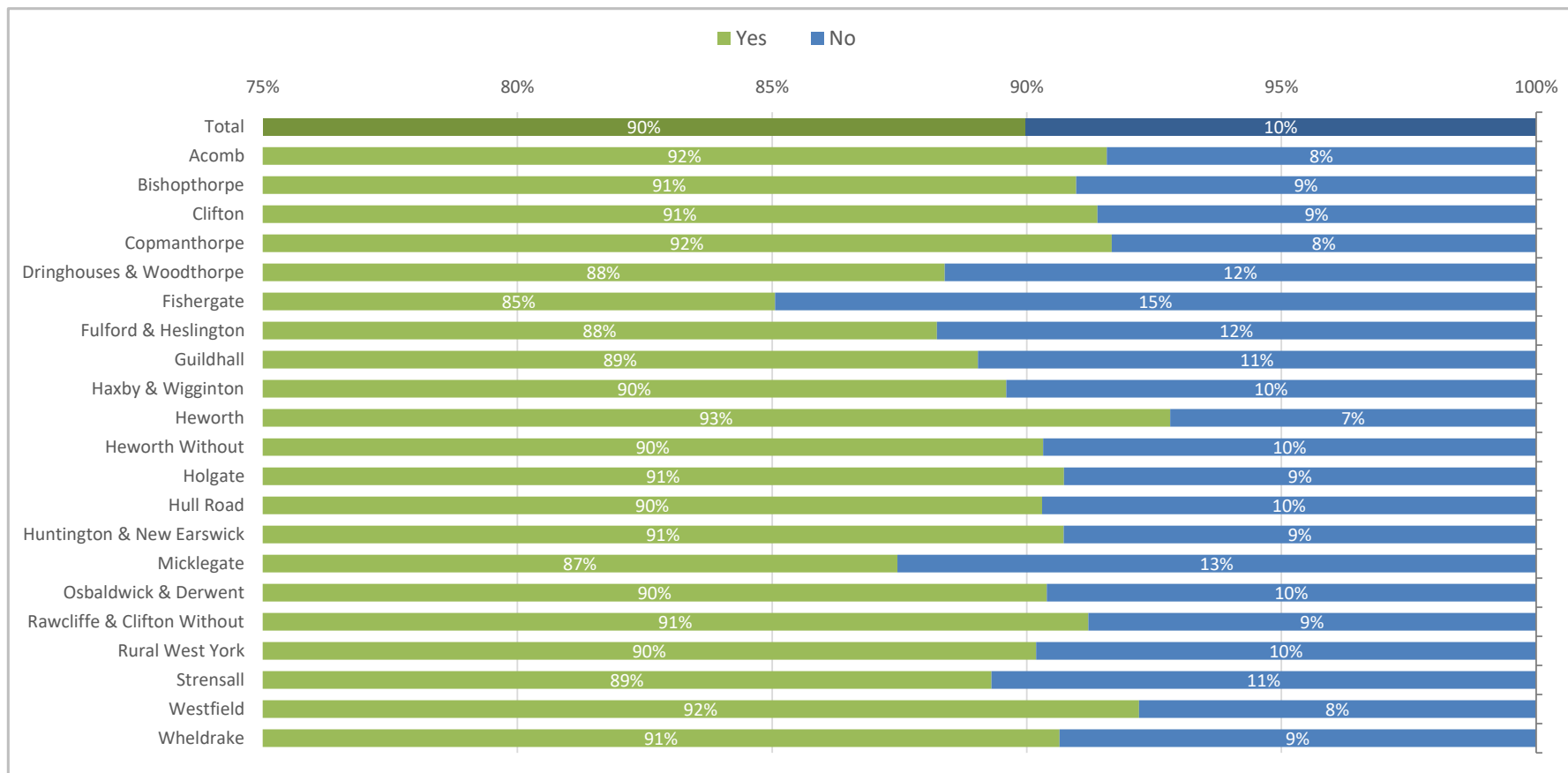




## Recycling Changes

Question 11: If you could recycle more of your waste at the kerbside, would you?

Responses by Ward (n.b. graph scale begins at 75%)

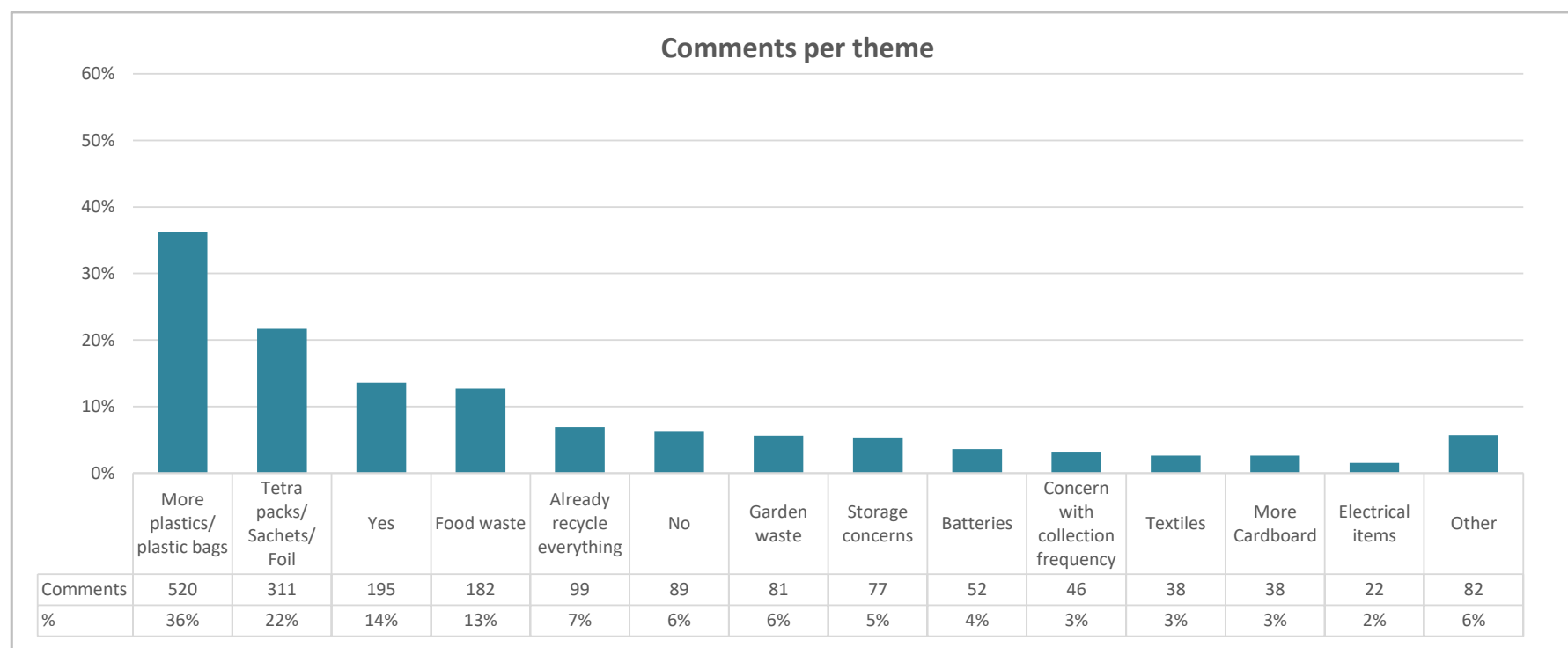


## Recycling Changes

### Question 11: If you could recycle more of your waste at the kerbside, would you?

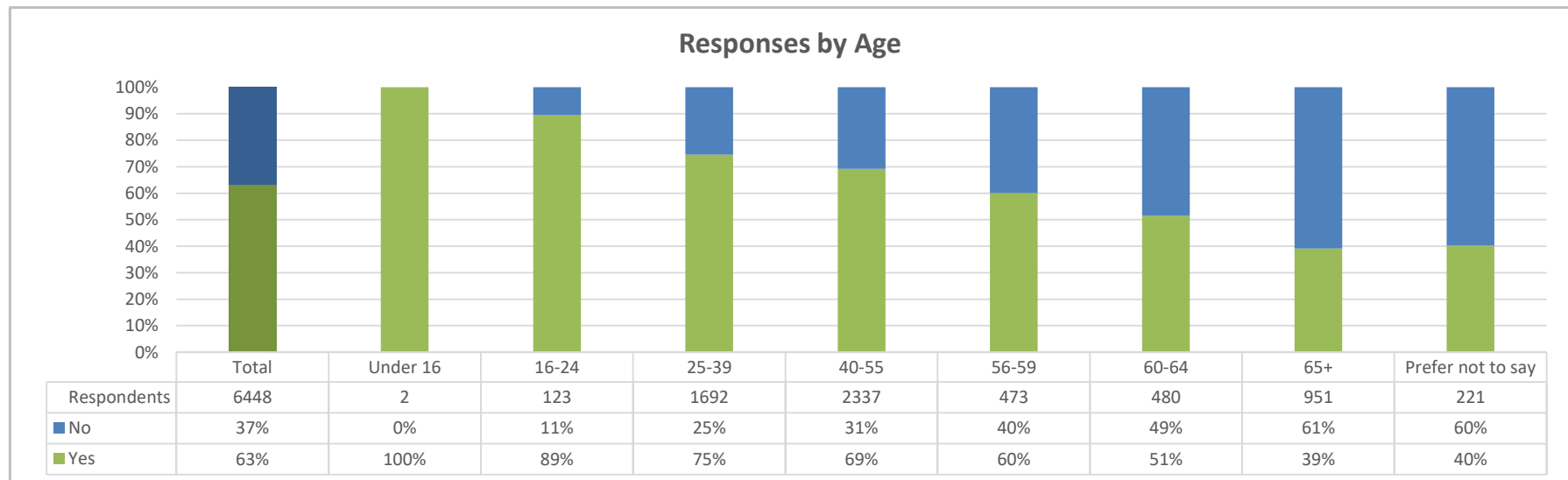
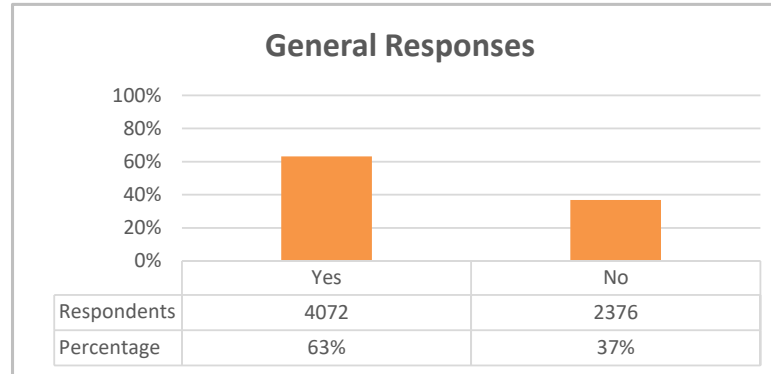
#### Comments

- 1435 respondents gave a comment which were categorised into common themes.
- Categories labelled 'Yes' and 'No' gave general positive or negative sentiments without specific examples.



## Recycling Changes

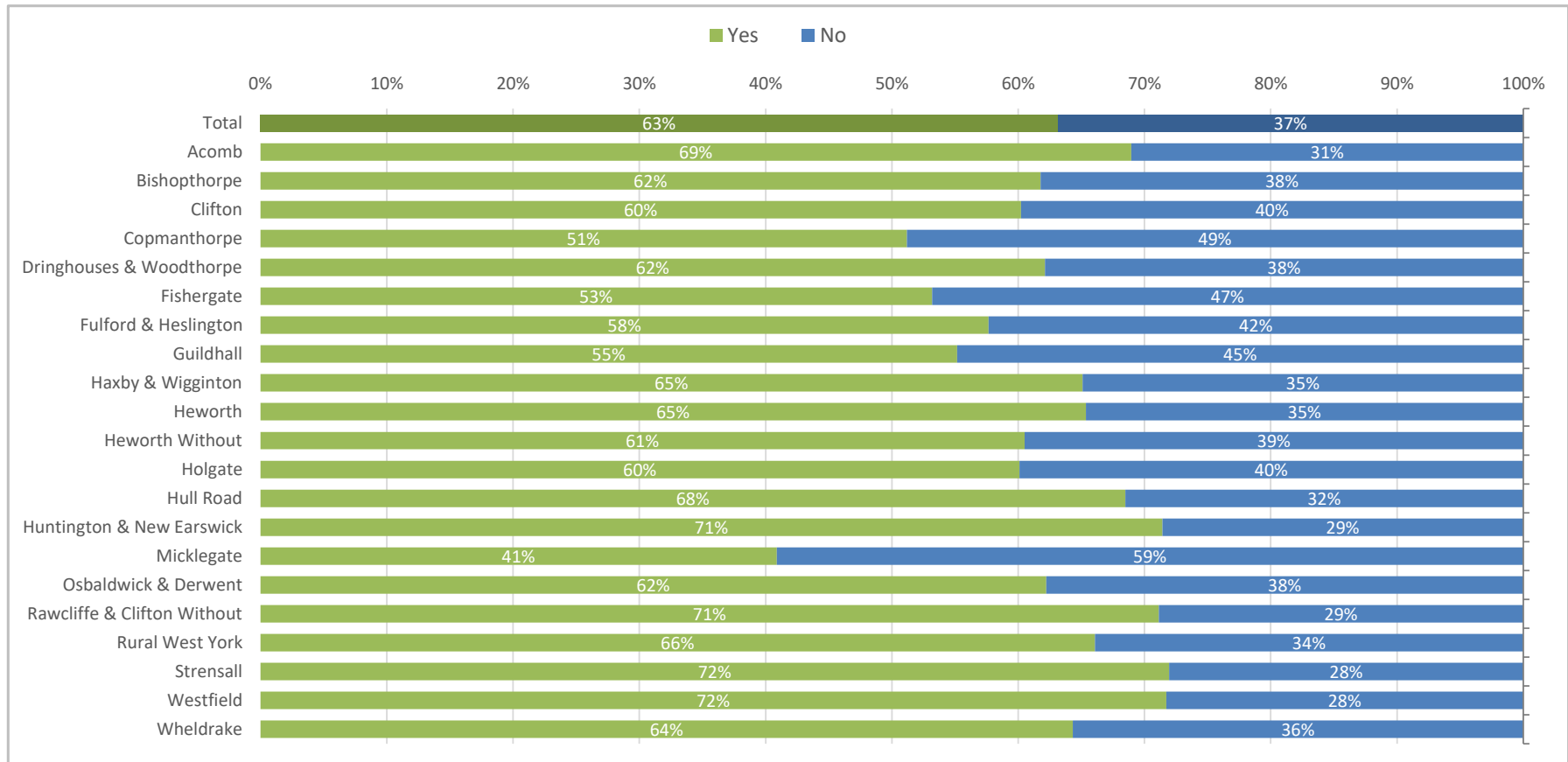
Question 12: If we provided you with more or larger recycling containers would this enable you to do more recycling?



## Recycling Changes

Question 12: If we provided you with more or larger recycling containers would this enable you to do more recycling?

Responses by Ward

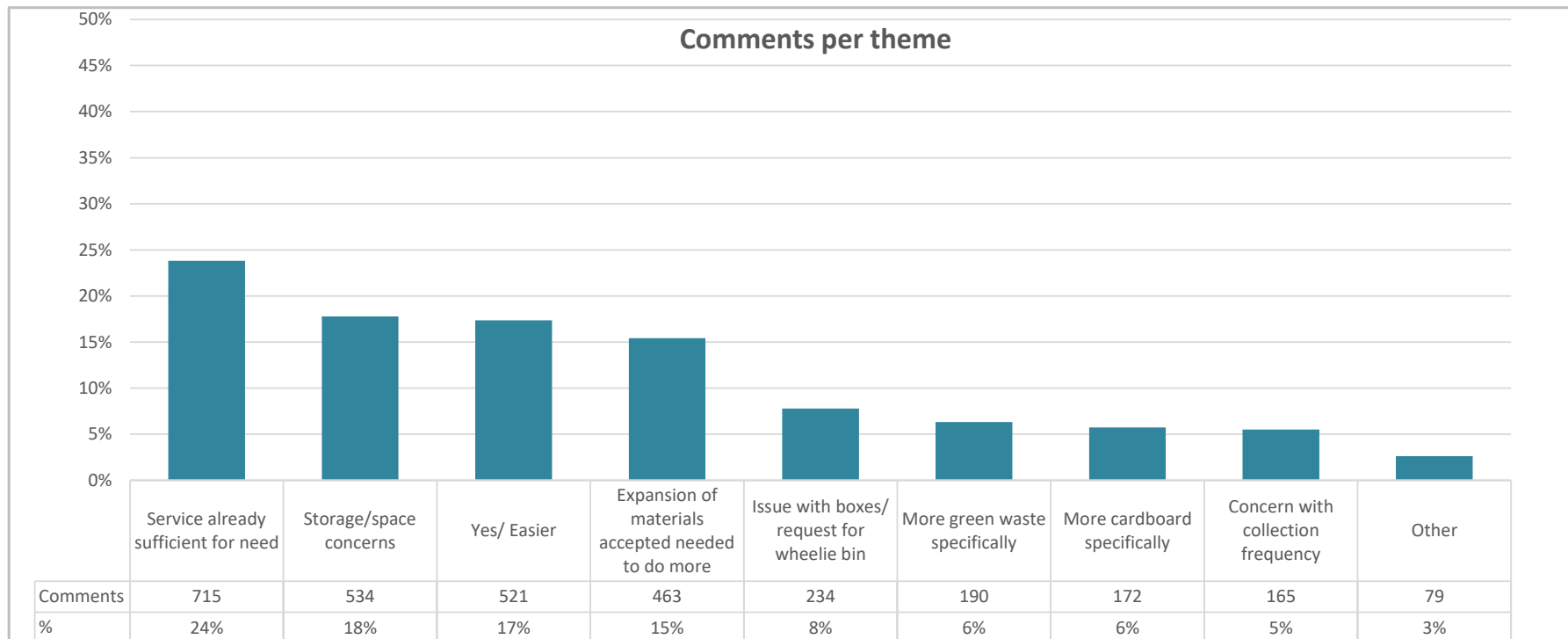


## Recycling Changes

**Question 12: If we provided you with more or larger recycling containers would this enable you to do more recycling?**

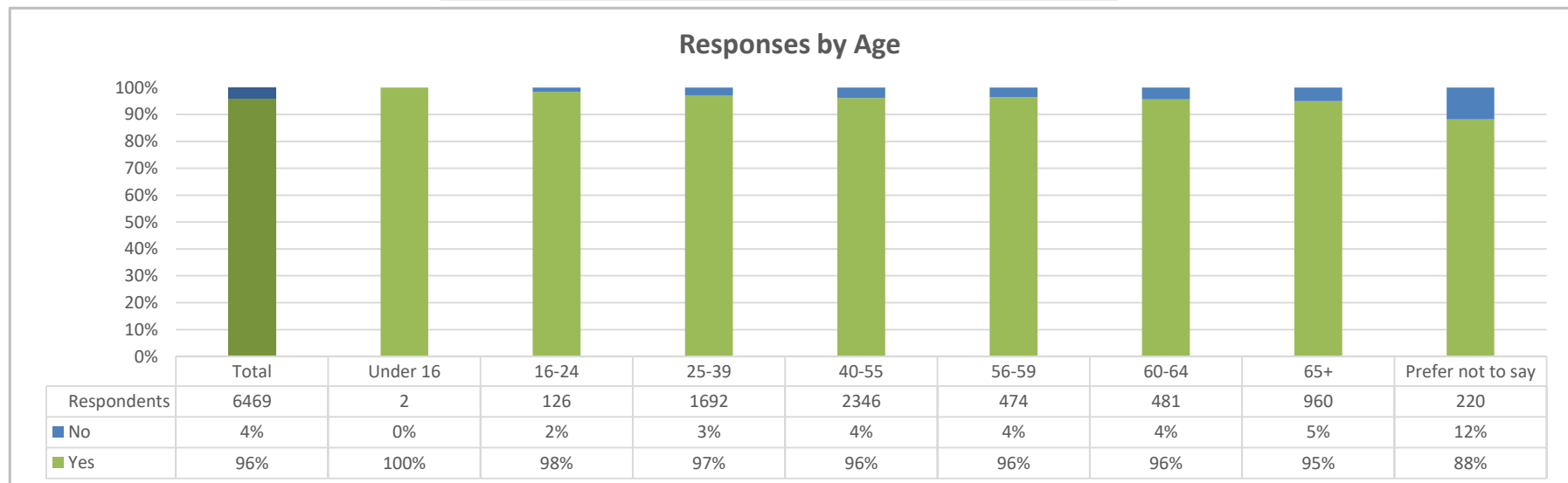
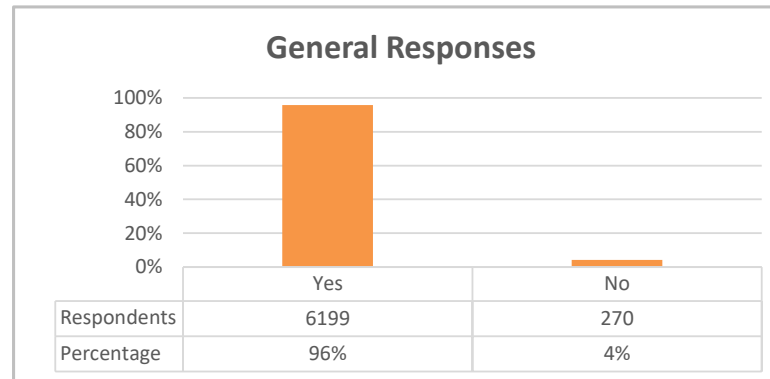
**Comments: Please explain your answer choice**

- 3002 respondents gave a comment which were categorised into common themes.
- 'Other' comments included changing focus to creating less waste, cost of changing the service and bins being heavy to manoeuvre along with other areas.



## Recycling Changes

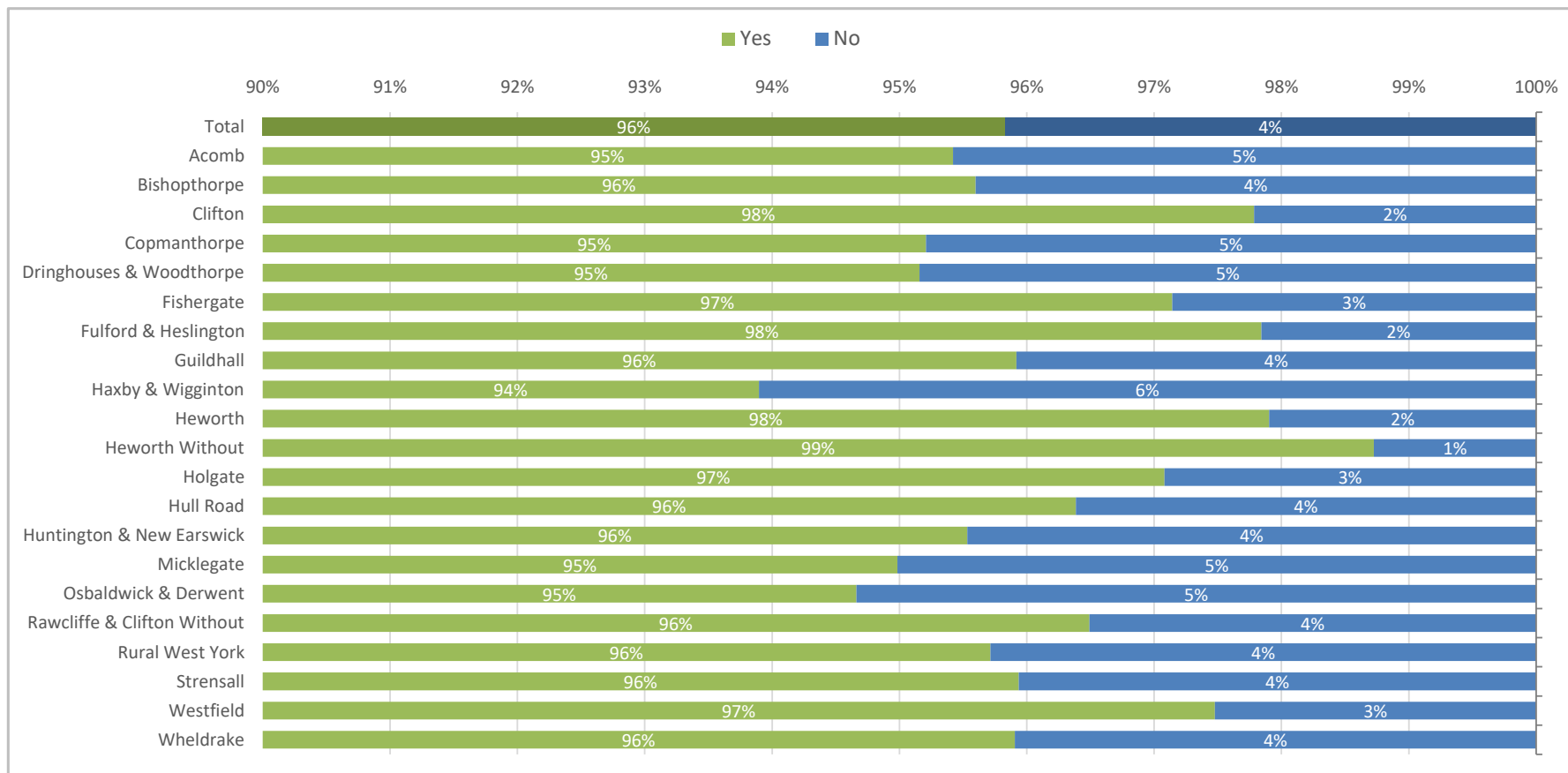
Question 13: Does improving the environment play a part in why you recycle?



## Recycling Changes

### Question 13: Does improving the environment play a part in why you recycle?

Responses by Ward (n.b. graph scale begins at 91%)

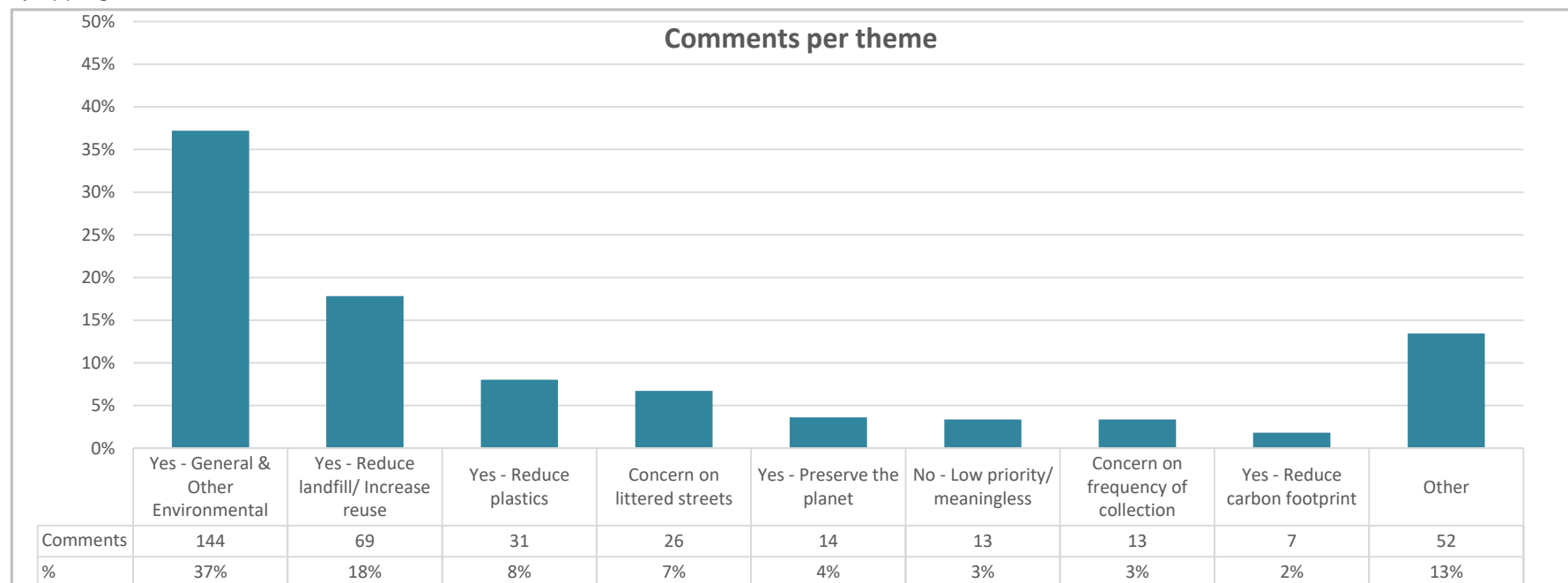


## Recycling Changes

### Question 13: Does improving the environment play a part in why you recycle?

#### Comments

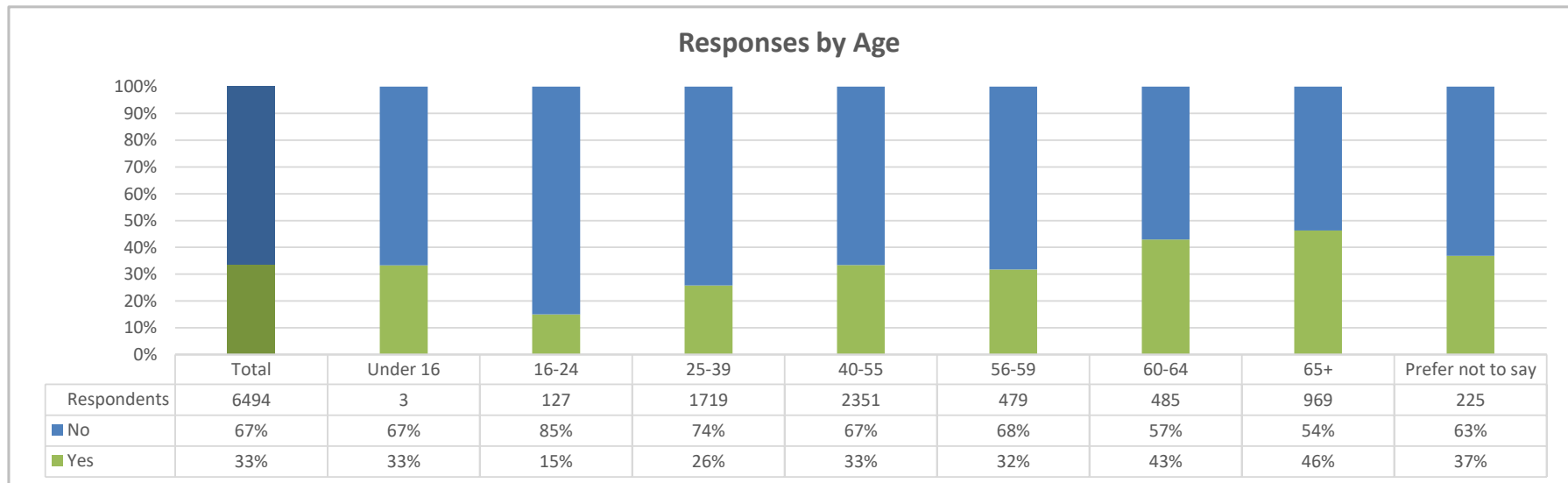
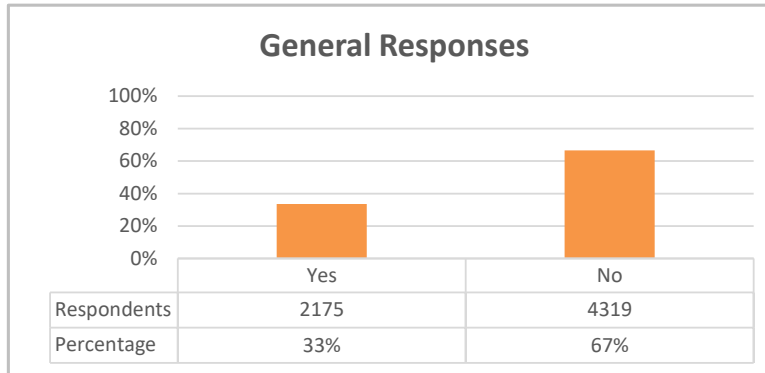
- 387 respondents gave a comment which were categorised into common themes.
- A number of comments did not relate directly to the question but have been included below for reference. Where specific environmental reasons were recurring these were allocated to their own theme.
- 'Yes - Generally and Other Environmental' comments were those which stated it was the main reason they recycled and included a range of reasons such as protecting wildlife.
- 'Other' comments covered a range of areas such as supermarkets taking more responsibility and improving access to recycling centres to reduce fly tipping.





## Recycling Changes

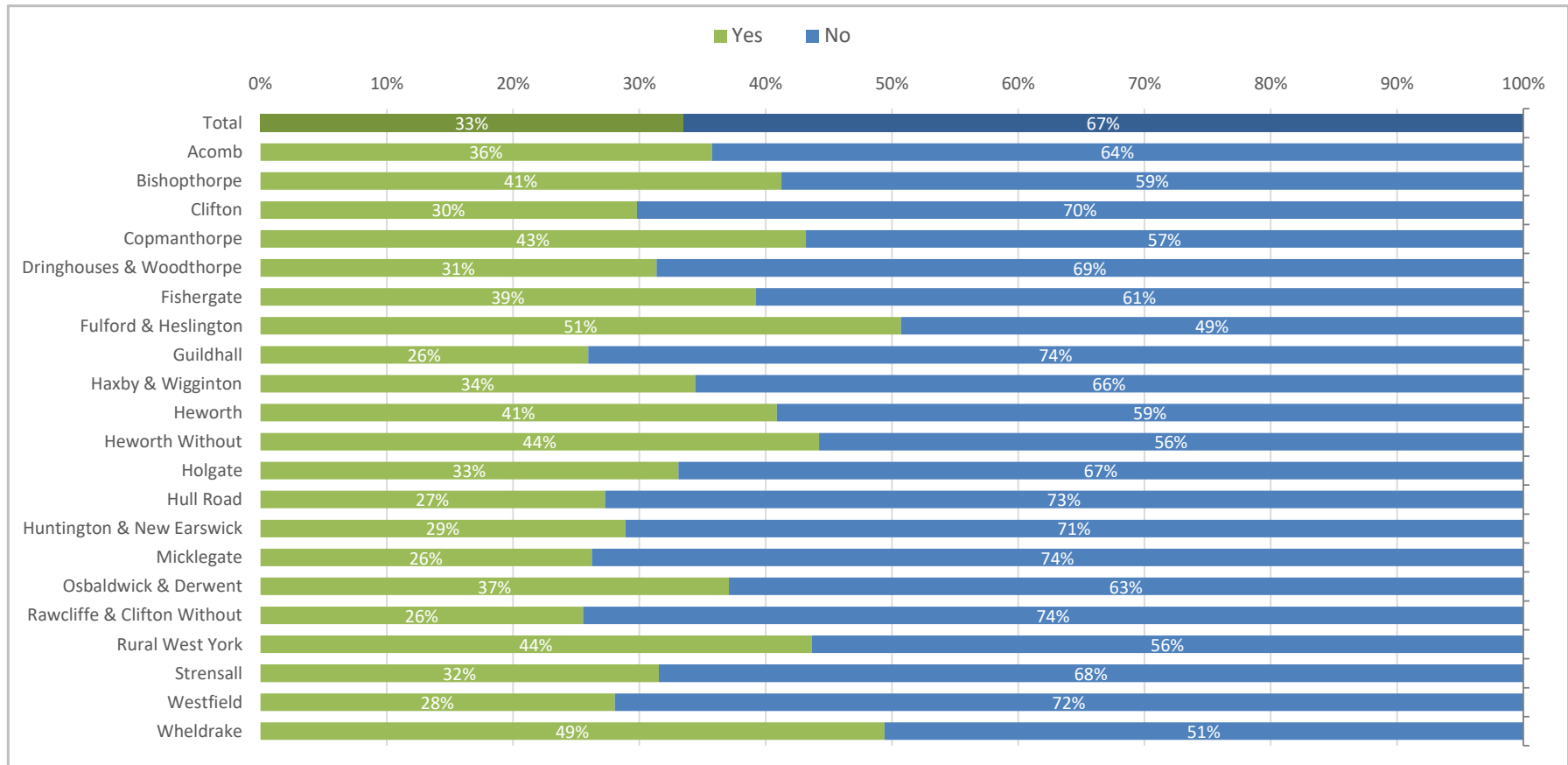
### Question 14: Do you home compost?



# Recycling Changes

## Question 14: Do you home compost?

### Responses by Ward

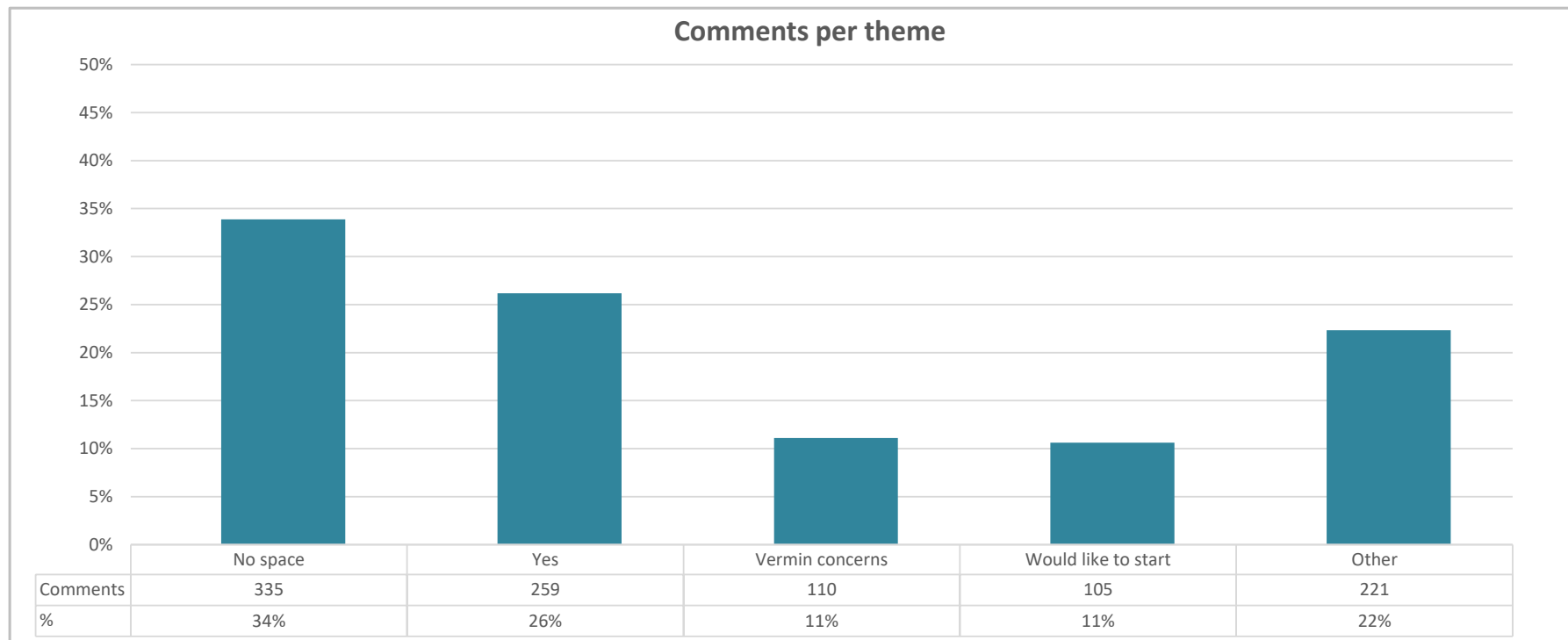


## Recycling Changes

### Question 14: Do you home compost?

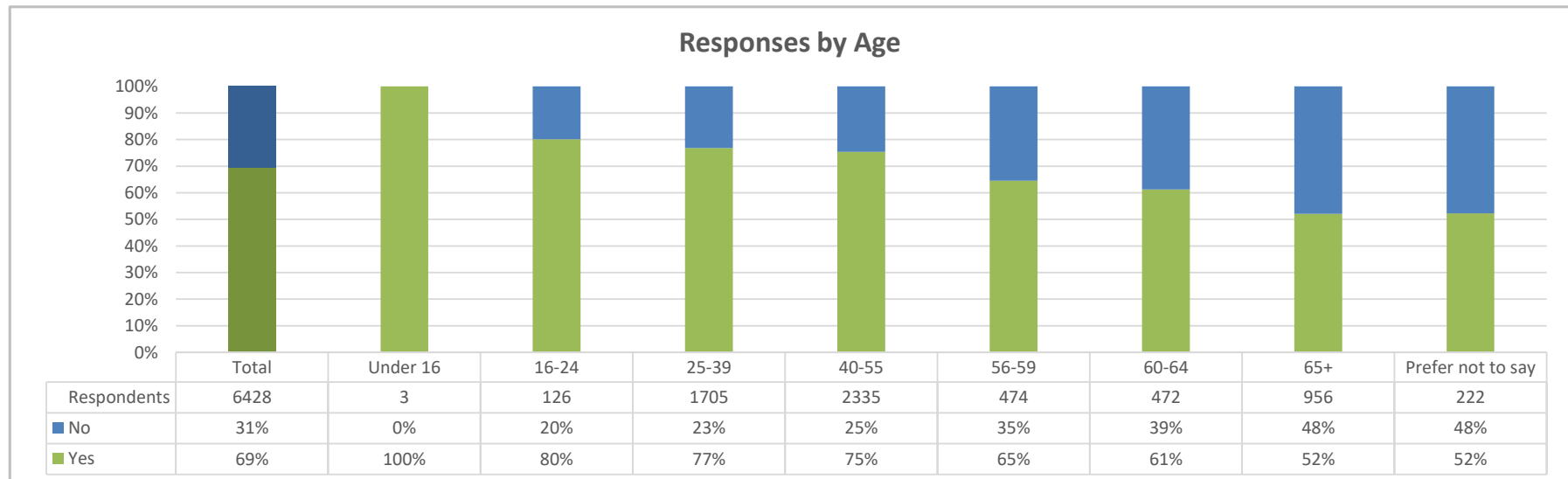
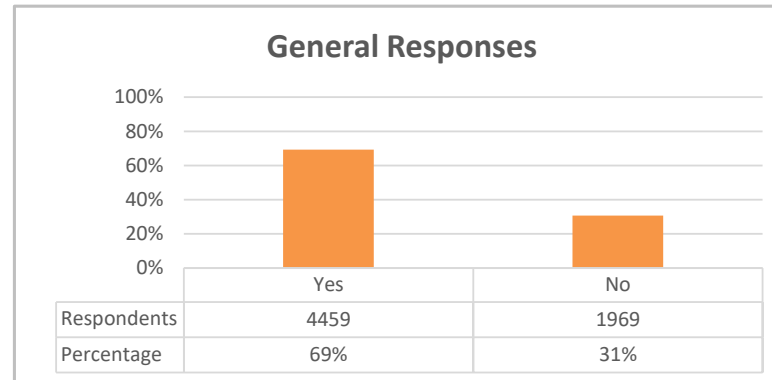
#### Comments

- 989 respondents gave a comment which were categorised into common themes.
- 'Yes' comments related to home or communal composting, allotments and wormeries.
- 'Other' comments included not knowing how to home compost or having been unsuccessful in the past, not having a need to and not having time along with other areas.



## Recycling Changes

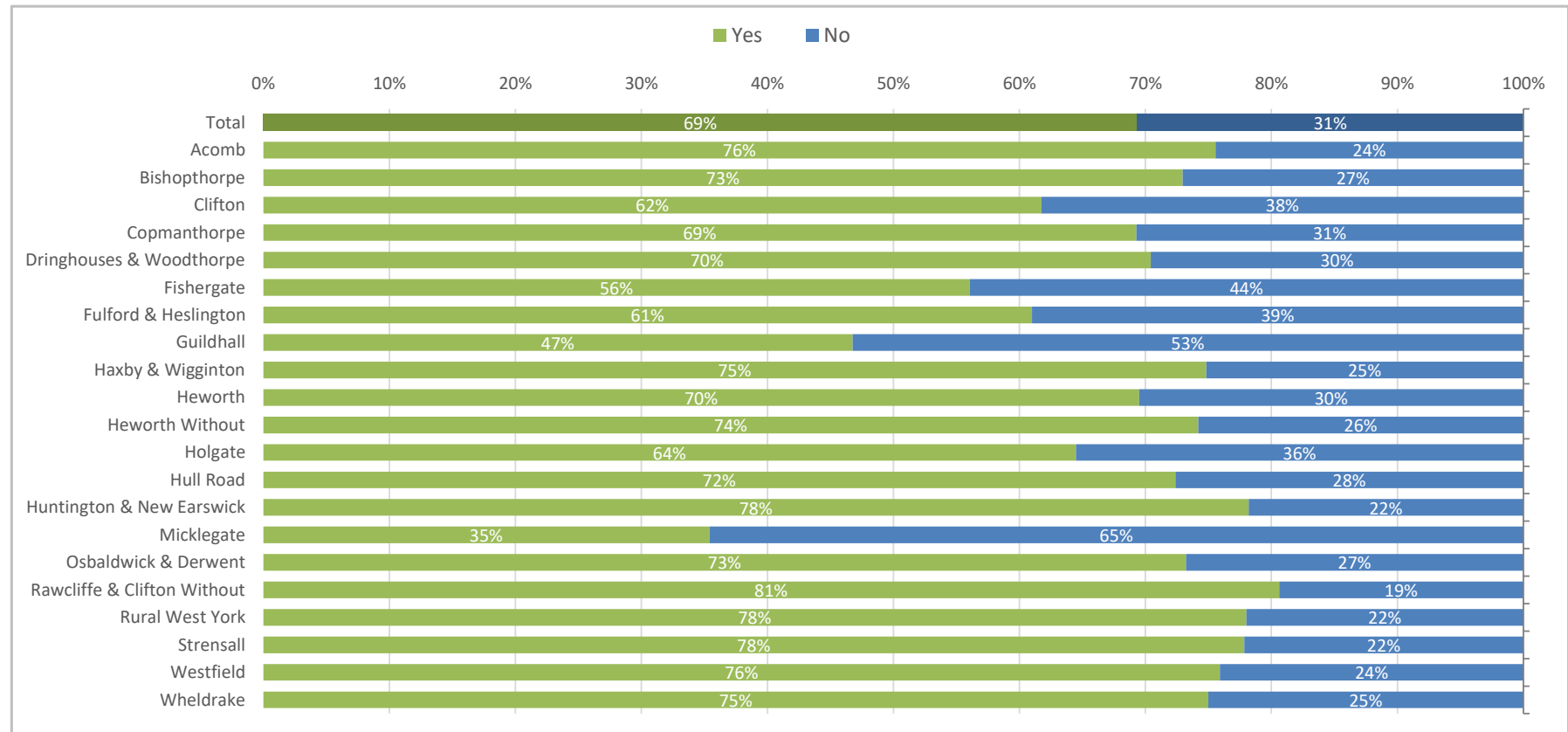
Question 15: If we changed the plastic, tin and glass box containers to a standard 180L wheelie bin (like your black bin), would you prefer this or not?



## Recycling Changes

Question 15: If we changed the plastic, tin and glass box containers to a standard 180L wheelie bin (like your black bin), would you prefer this or not?

Responses by Ward

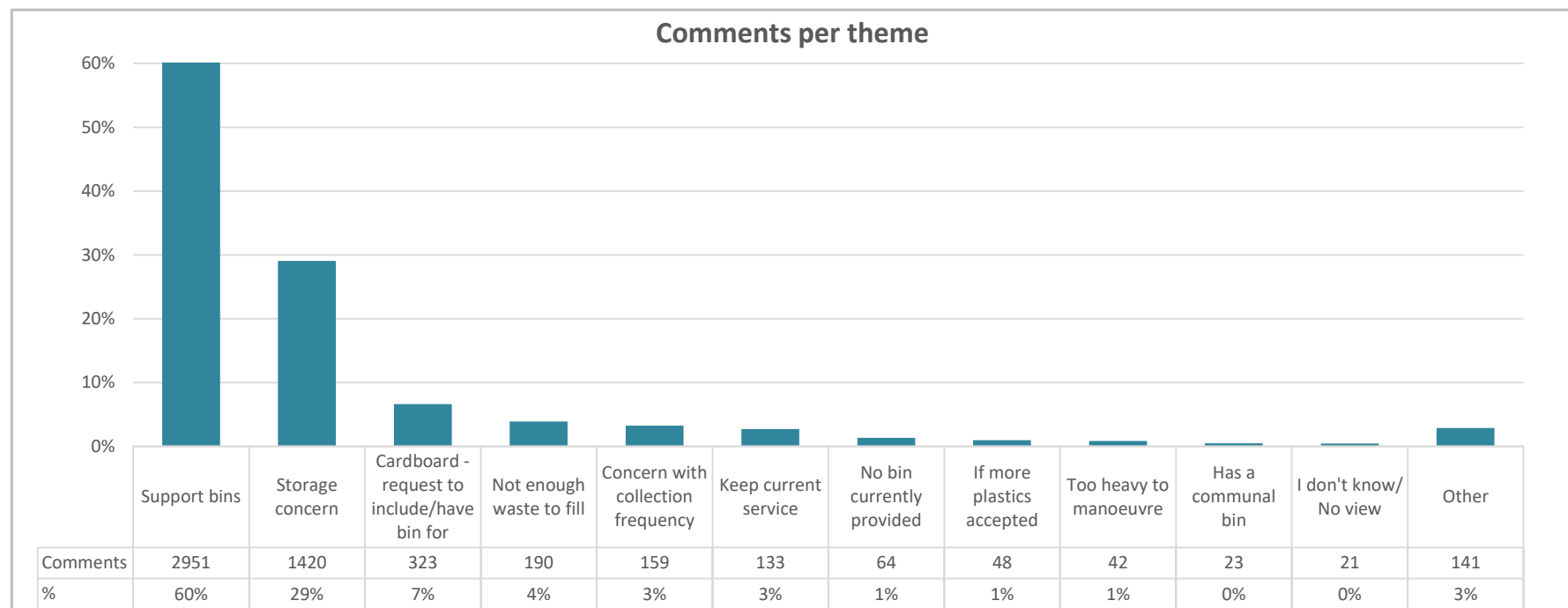


## Recycling Changes

**Question 15: If we changed the plastic, tin and glass box containers to a standard 180L wheelie bin (like your black bin), would you prefer this or not?**

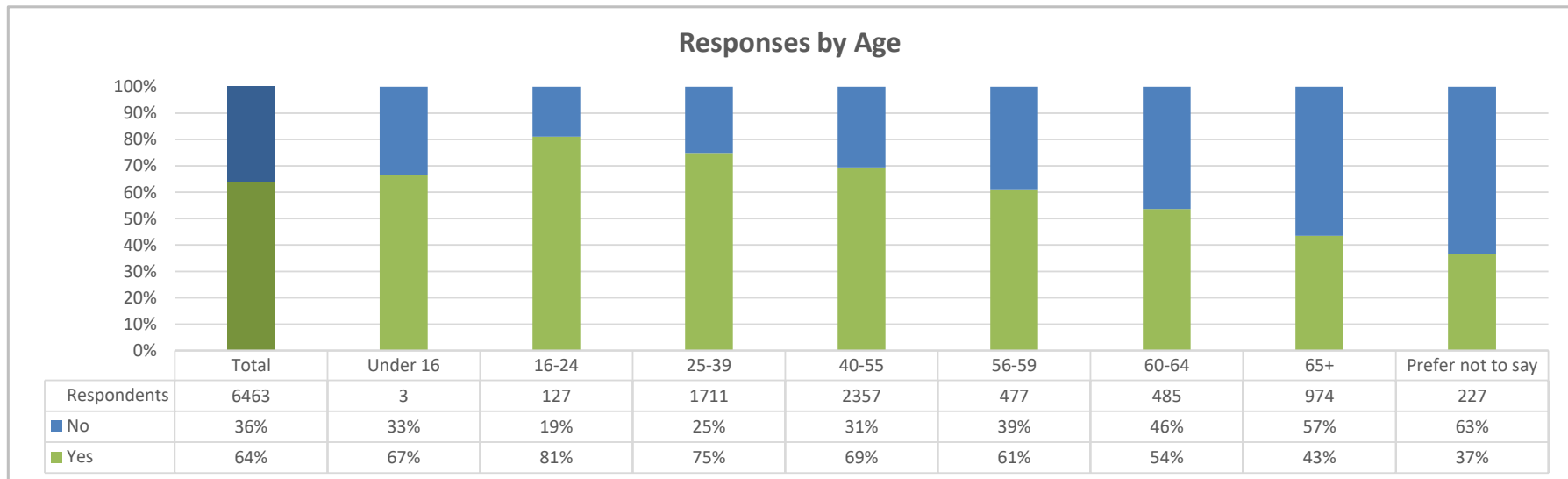
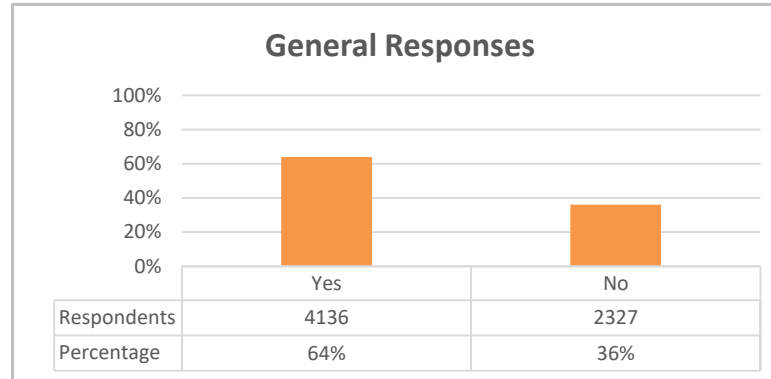
**Comments: Please explain your answer choice**

- 4885 respondents gave a comment which were categorised into common themes.
- Those in support of bins gave a range of reasons including; easier to move, bigger, less mess, less separating of materials, more convenient and a dislike of the current boxes.
- Other comments included cost and concerns on commingling materials to be later sorted.



## Recycling Changes

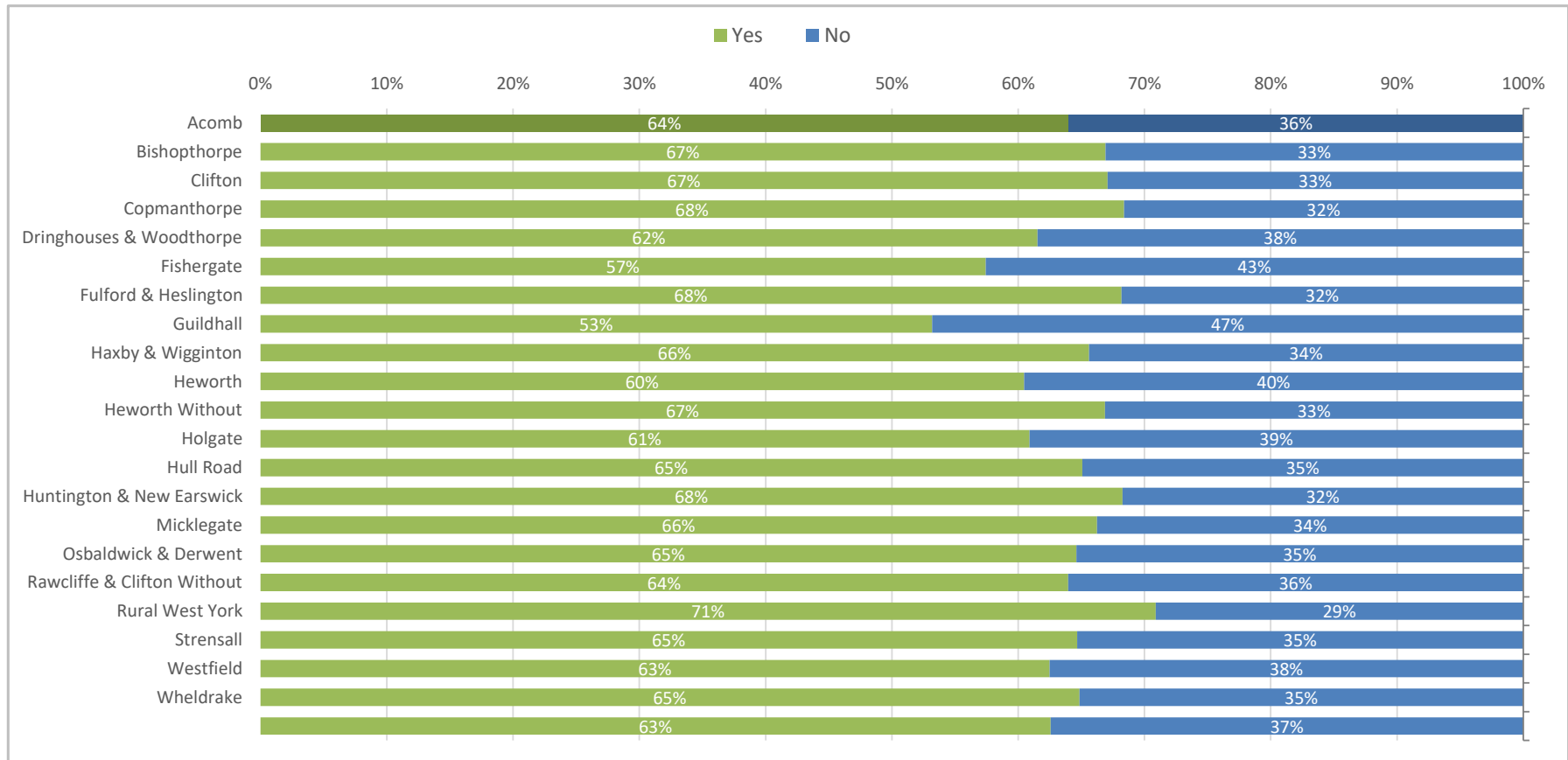
Question 16: If we gave you a separate food waste container would you use it if we collected it every week?



## Recycling Changes

Question 16: If we gave you a separate food waste container would you use it if we collected it every week?

Responses by Ward



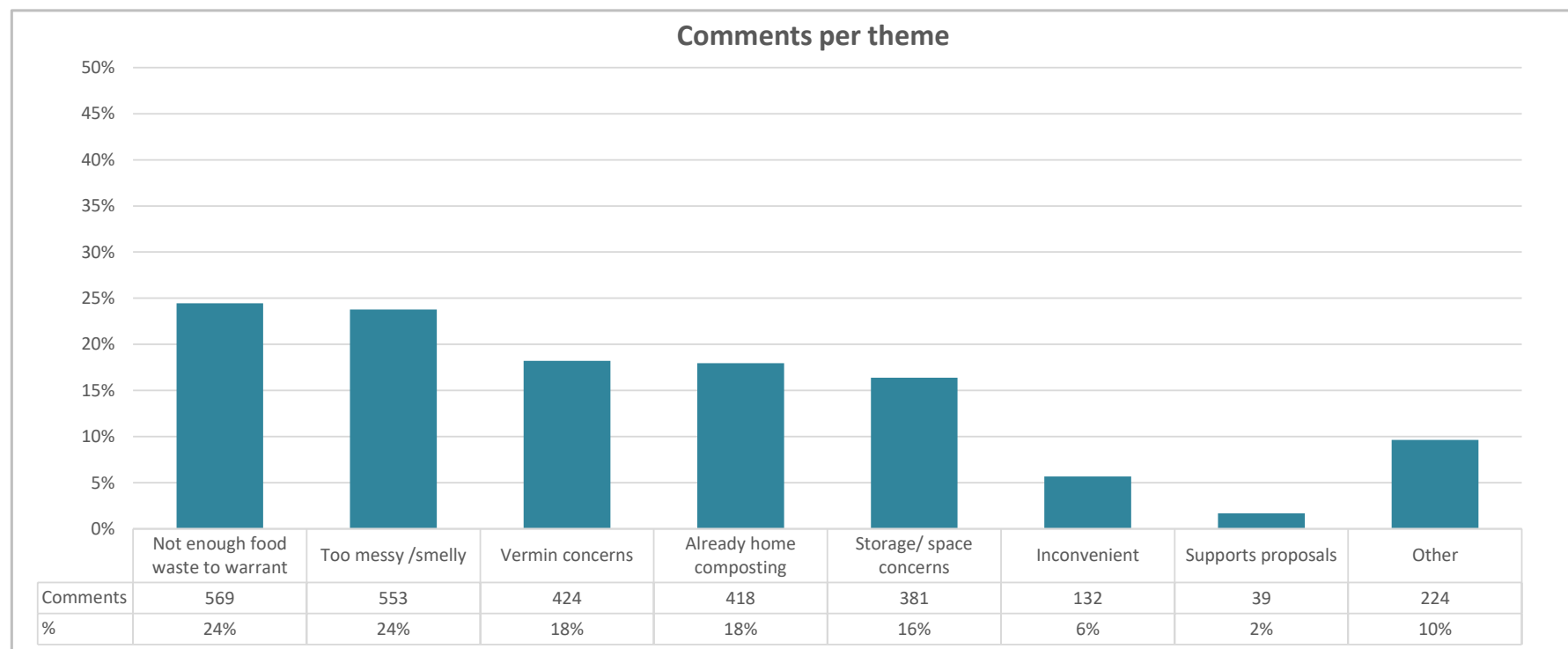


## Recycling Changes

**Question 16: If we gave you a separate food waste container would you use it if we collected it every week?**

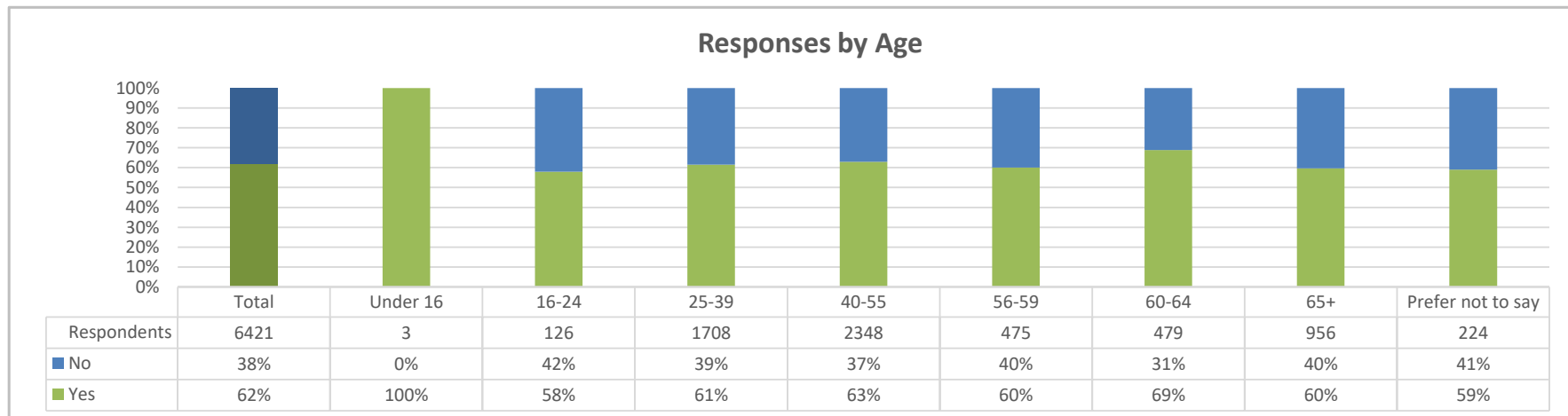
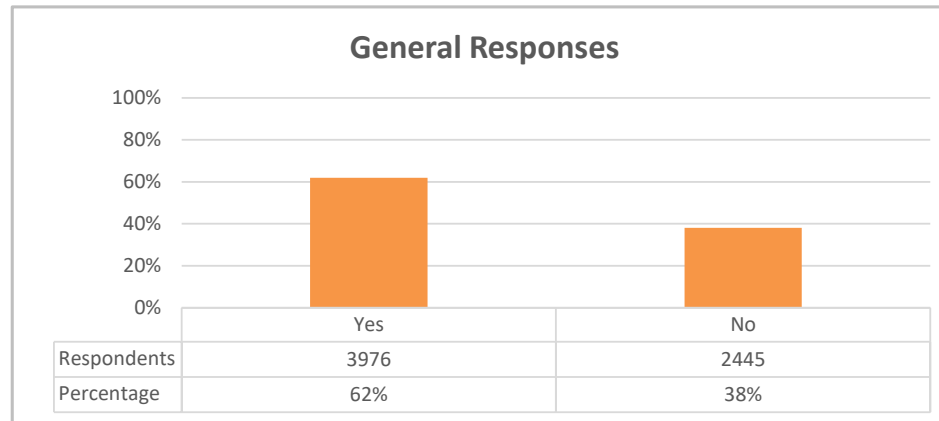
**Comments: Please explain your answer choice**

- 2327 respondents left a comment to explain why they would not want to use this service.
- 'Other' comments related to a variety of reasons including being unsure, needing further information and not seeing a need for the service.



## Recycling Changes

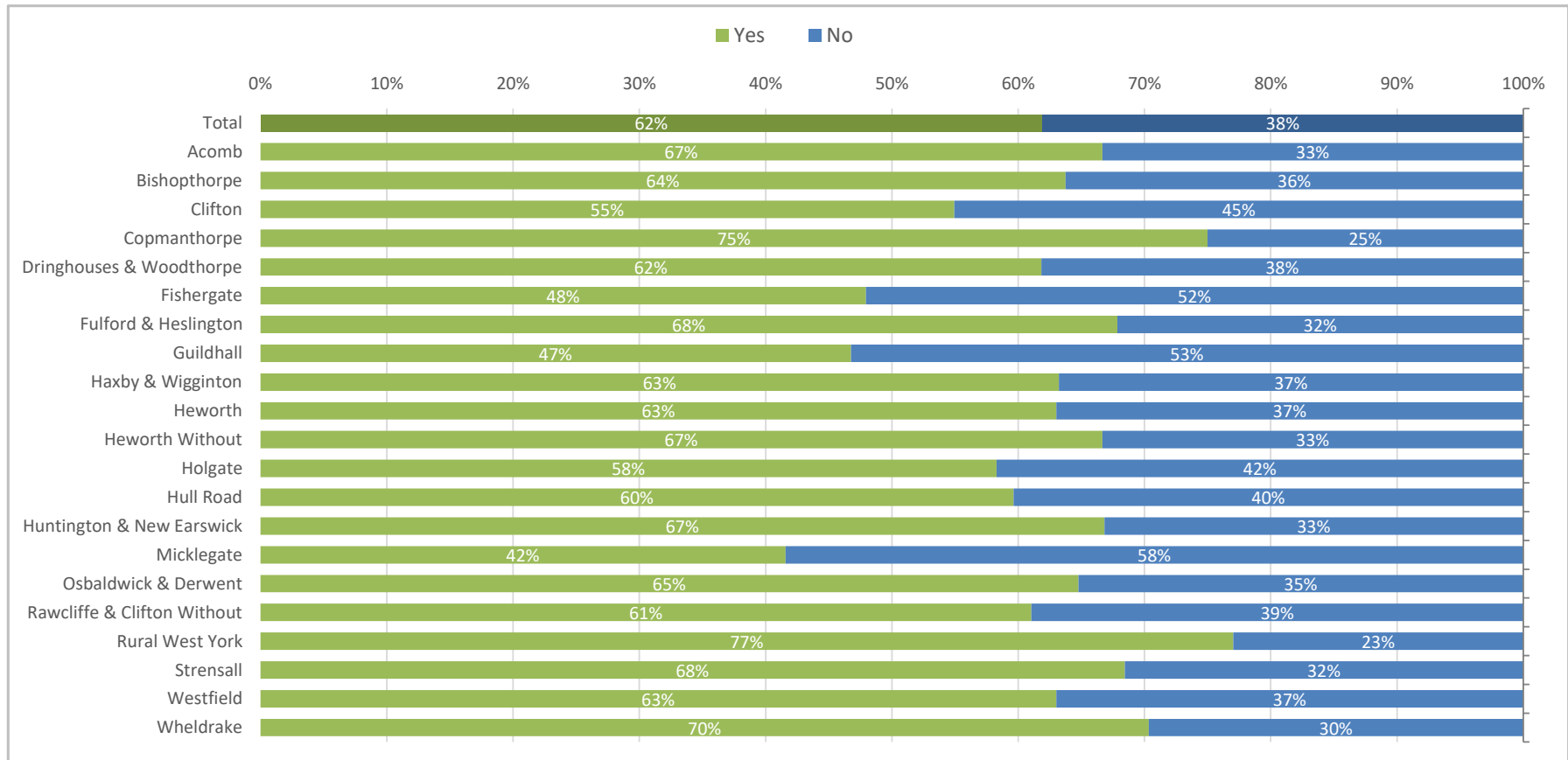
Question 17: Would you like garden waste collection all year round?



## Recycling Changes

### Question 17: Would you like garden waste collection all year round?

#### Responses by Ward



## Recycling Changes

### Summary of open letters and emails

The council received around 20 open letters and emails with regards to the proposed changes. The feedback from these will be considered alongside the results from the survey and other elements of the consultation.

The feedback through this method covered a range of areas. Topics which came up more than once were:

<b>Theme</b>	<b>Comments</b>
Concern with collection frequency	6
Survey feedback	5
Space/storage concern	5
All year garden waste collections not needed	3
Issue with boxes/request bin	2
Concern with bins being heavy to manoeuvre	2
Support change	2

Other comments included wheelie bins making the area look less attractive, the cost of the changes, cross contamination of materials and the process being confusing.

## Recycling Changes - About You

### Age

Answer Choices	Responses	% of Responses
Under 16	3	0.05%
16-24	127	2%
25-39	1720	27%
40-55	2363	37%
56-59	480	8%
60-64	488	8%
65+	977	15%
Prefer not to say	228	4%
<b>Total Respondents</b>	<b>6386</b>	

### Sexual Orientation

Answer Choices	Responses	% of Responses
Heterosexual/straight	4885	79%
Gay woman/lesbian	60	1%
Gay man	93	2%
Bisexual	113	2%
Prefer not to say	1026	17%
<b>Total Respondents</b>	<b>6177</b>	

### Gender

Answer Choices	Responses	% of Responses
Male	2125	33%
Female	3850	60%
Non-binary/Gender Variant	12	0.19%
Prefer not to say	380	6%
<b>Total Respondents</b>	<b>6367</b>	

### Transgender or Trans

Answer Choices	Responses	% of Responses
Yes	19	0.31%
No	5746	92%
Prefer not to say	454	7%
<b>Total Respondents</b>	<b>6219</b>	

### Carer

Answer Choices	Responses	% of Responses
Yes	574	9%
No	5217	84%
Prefer not to say	442	7%
<b>Total Respondents</b>	<b>6233</b>	

The latest version of the York profile which details resident demographics can be found at the link below and used to compare survey respondents to the overall York population.

<https://www.york.gov.uk/WardProfiles>

## Recycling Changes - About You

### Disability

Answer Choices	Responses	% of Responses
Yes	540	9%
No	5443	86%
Prefer not to say	362	6%
<b>Total Respondents</b>	<b>6345</b>	

### Disability

Answer Choices	Responses	% of Responses
Physical impairment	227	39.82%
Sensory impairment	68	11.93%
Mental health condition	149	26.14%
Learning disability	36	6.32%
Long standing illness	346	60.70%
<b>Total Respondents</b>	<b>570</b>	

### Religion

Answer Choices	Responses	% of Responses
Buddhist	20	0.34%
Christian	2567	43.30%
Hindu	4	0.07%
Jewish	7	0.12%
Muslim	10	0.17%
Sikh	2	0.03%
No religion	3043	51.33%
Other	275	4.64%
<b>Total Respondents</b>	<b>5928</b>	

### Ethnic group

Groups	Responses	% of Responses
White	5788	91.15%
Mixed	42	0.66%
Asian	42	0.66%
Black	4	0.06%
Other ethnic background	9	0.14%
Prefer not to say	465	7.32%
<b>Total Respondents</b>	<b>6350</b>	

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## Returning to office working - About You

### Ward

Groups	Responses	% Responses
Acomb	263	4%
Bishopthorpe	161	3%
Clifton	275	5%
Copmanthorpe	169	3%
Dringhouses & Woodthorpe	546	9%
Fishergate	177	3%
Fulford & Heslington	141	2%
Guildhall	158	3%
Haxby & Wigginton	430	7%
Heworth	336	6%
Heworth Without	157	3%
Holgate	418	7%
Hull Road	167	3%
Huntington & New Earswick	406	7%
Micklegate	325	5%
Osbalwick & Derwent	284	5%
Rawcliffe & Clifton Without	460	8%
Rural West York	284	5%
Strensall	321	5%
Westfield	442	7%
Wheldrake	172	3%
<b>Total Respondents</b>	<b>6092</b>	