

## **Waste Management Strategy Survey 2017**

The council wants to develop a new waste management strategy in order to shape how we collect and manage household waste and recycling in Wiltshire over the next 10 years. We are undertaking a public consultation in order to ensure that our strategy is representative of Wiltshire residents' opinions on the future delivery of household waste management services.

The new waste management strategy will need to be financially achievable. It currently costs the council upwards of £30 million per year to manage all of Wiltshire's household waste and recycling with each household producing an average of 566 kg of non-recycled waste per year. It is expensive to treat and dispose of non-recycled waste. In addition, not all recycling has a value; the council has to pay to collect and recycle some materials. Any income that is generated from recycling goes towards offsetting a small part of the cost of delivering the service.

Once you have completed the survey below please return to:

**Waste Management  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
Wiltshire  
SP3 4SG**

Thank you for taking the time to contribute to the waste strategy consultation.

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### **Waste and Recycling Priorities**

**Qu 1. Wiltshire Council aims to reduce, reuse and recycle waste. If this cannot be done, we try to recover energy from waste where possible. Our least preferred option is to landfill waste. Which of the following do you think should be our priorities?**

*(you may tick up to two options only)*

- Support residents to reduce the amount of waste and recycling they produce
- Support the reuse of items so they don't have to become waste
- Encourage more recycling
- Recover energy from waste

**Qu 2. How strongly do the statements below reflect your attitudes and opinions on recycling at home?**

	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither agree nor disagree</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
<b>Recycling is easy</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I understand the benefits of recycling</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recycling is important to help the environment</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I find recycling fits into my normal routine</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I would like to be able to recycle a wider range of materials</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I understand the recycling system in Wiltshire</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I try to buy food and goods with reduced or recyclable packaging</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Qu 3. Which of these statements best describes how you currently recycle at home?**  
*(tick one box only)*

- I recycle all I can, even if it requires additional effort**
- I recycle but only if it does not require too much additional effort**
- I recycle when I remember**
- I recycle one or two materials**
- I do not recycle**

**If you do not recycle please state why below:**

**Qu 4. The council must continue to review its services to ensure that they are efficient in order to achieve necessary budget savings. In previous years, we have reviewed our waste collection rounds to maximise efficiency, reduced opening hours and days at household recycling centres, charged for the collection of garden waste, and introduced permits for vans and trailers at household recycling centres.**

**Do you have any ideas of how we could make further savings from the waste and recycling budgets? For example we could charge for certain materials at our household waste recycling centres which are not household waste (soil, rubble and tyres).**

## **Encouraging Recycling**

**Qu 5. Which form of communication would most encourage you to recycle more at home?**

*(tick two boxes only)*

- More information available on the council's website**
- Regular emails from the council's waste and recycling team with recycling information, leaflets and updates**
- Social media updates from Wiltshire Council regarding recycling information and facts**
- Stickers on the bin specifying what can and can't go into them**
- An information leaflet posted to all households**
- None of these I recycle all I can anyway**

**Qu 6. Which of the following would most encourage you to recycle more at home?**

*(tick two boxes only)*

- Information on comparative costs of putting recyclables into the non-recycled waste bin**
- Information on comparative environmental impacts of putting recyclables into the non-recycled waste bin**
- If there was an incentive for you to recycle more**
- If there were penalties in place for not recycling**
- None of these I recycle all I can anyway**

**Qu 7. What one thing would encourage you to recycle more?**

**Qu 8. Would you be more likely to increase your recycling if local charities or community projects were to financially benefit from an increase in recycling?**

- Yes**
- No**

**Qu 9. How do you currently dispose of the below items?**

	<b>Blue lidded recycling bin</b>	<b>Black recycling box</b>	<b>Household Recycling Centre</b>	<b>Ordinary waste bin</b>
<b>Cans</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Glass bottles and jars</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Plastic bottles</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Plastic pots tubs and trays</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Paper</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Cardboard</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Clothing (other than charity shop donations)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Food and drink cartons</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Shredded paper</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Aerosols</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Small electrical items</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Batteries</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Plastic bags/plastic film</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Qu 10. Which of the following do you think would be the best way to work with you and your community on waste and recycling?**

*(please tick your top three choices only)*

- Local volunteers working in communities to advise and answer any queries**
- Council to work with town and parish councils through area boards to deliver local information, events or workshops**
- Council to work with local charities or organisations to deliver local information, events or workshops**
- Council to work with schools and pre-schools to deliver workshops and assemblies**
- Council officers working in communities to advise and answer any queries**

## Waste and Recycling Collections

From 30 July 2018 recycling collections in Wiltshire will change and will become easier. Residents will be able to recycle all of the materials they currently put in the black box (excluding glass) in their blue-lidded recycling bin, as well as their plastic bottles and cardboard. From this time, you will also be able to recycle plastic pots, tubs and trays and food and drink cartons in the blue-lidded bins. Glass will continue to be collected from the black box. We plan to continue this as a fortnightly collection.

Over the next 10 years, further service changes may be required.

Qu 11. Do you think that your recycling should be collected:

- Weekly
- Fortnightly
- 3-weekly
- 4-weekly

Qu 12. With the increase in the range of materials that you will be able to recycle at home from 30 July 2018, do you think that the size of your non-recycled bin will be:

- Too big
- Too small
- About right

Qu 13. Currently the council does not collect food waste separately. The reason for this has been that separate collections are very expensive to operate, particularly in large rural counties such as Wiltshire and it is usual practice to collect food waste weekly. In addition, other local authorities have introduced food waste collections but found they did not collect as much food waste as hoped due to people reducing their food waste once they saw how much they were throwing away, people not producing much food waste, or people not wanting to store food waste in a separate container. How would you prefer to manage your food waste?

*(tick one box only)*

- Try to reduce my food waste as much as possible
- Compost this at home or use a food waste composter (cost subsidised by Wiltshire Council)
- Put it in my bin for non-recycled waste for the council to send to energy from waste or other treatment facility
- Separate food waste collections in town and city centres only
- Separate food waste collections county-wide

## Household Recycling Centres

Qu 14. Household recycling centres are available for Wiltshire residents only and, due to the cost of waste disposal, we believe that non-Wiltshire residents using these sites currently have a significant financial impact. Would you be happy to apply for a free 'Resident Permit' or provide proof of residency at the household recycling centre? There would be no limit on the number of visits householders could make.

- Yes
- No

Qu 15. How far do you currently have to travel to your nearest household recycling centre?

- 0-5 miles
- 5-7 miles
- 7-10 miles
- 10-15 miles
- 15-20 miles
- 20+ miles

Qu 16. Which of the following might encourage you to travel further to a household recycling centre?

	Yes	Maybe if not too far	No I don't want to travel any further
If there was reduced queuing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If it was open for longer hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If it was open 7 days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If it was a larger site with more bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If it was easier to access the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there were less steps and bins themselves were easier to access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there was a reuse shop or charity reuse collection area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Qu 17. Which of the following household recycling centres do you use in Wiltshire?**

	<b>Yes</b>	<b>Maybe if not too far</b>
Amesbury	<input type="checkbox"/>	<input type="checkbox"/>
Devizes	<input type="checkbox"/>	<input type="checkbox"/>
Everleigh	<input type="checkbox"/>	<input type="checkbox"/>
Honeyball, near Calne	<input type="checkbox"/>	<input type="checkbox"/>
Marlborough	<input type="checkbox"/>	<input type="checkbox"/>
Melksham	<input type="checkbox"/>	<input type="checkbox"/>
Purton	<input type="checkbox"/>	<input type="checkbox"/>
Salisbury	<input type="checkbox"/>	<input type="checkbox"/>
Stanton St Quintin	<input type="checkbox"/>	<input type="checkbox"/>
Trowbridge	<input type="checkbox"/>	<input type="checkbox"/>
Warminster	<input type="checkbox"/>	<input type="checkbox"/>
I use one elsewhere	<input type="checkbox"/>	<input type="checkbox"/>
I use other methods to recycle	<input type="checkbox"/>	<input type="checkbox"/>

Currently 110,000 tonnes per year of Wiltshire households' non-recycled waste is diverted from landfill in two ways. Around 22 bin lorry loads of waste a day are sent to a mechanical biological treatment facility in Westbury where the waste is shredded, dried and becomes a fuel. This fuel is then sent to other European countries for use in energy from waste plants. In addition, nine articulated lorry loads of waste are sent daily to an energy from waste plant near Slough where waste is burnt to generate energy for export to the national grid. The Environment Agency are the regulatory body responsible for issuing environmental permits for the operation of waste management facilities. These permits contain conditions to protect human health and the environment.

More information on energy from waste plants can be found in a document published by the Department for Environment, Food and Rural Affairs: 'Energy from waste A guide to the debate' via the following link  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/284612/pb14130-energy-waste-201402.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/284612/pb14130-energy-waste-201402.pdf)

**Qu 18. If it was financially beneficial, would the council building an energy from waste plant within Wiltshire be something that you:**

- Strongly agree with
- Tend to agree with
- Neither agree or disagree with
- Tend to disagree with
- Strongly disagree with

**Qu 19. The majority of energy from waste plants are built at a large scale to ensure that the fee charged is affordable for each tonne of waste disposed. Although the affordable technology does not yet exist, if it did and it was financially beneficial, would the council building small scale, community based energy from waste plants within your community in Wiltshire be something that you;**

- Strongly agree with
- Tend to agree with
- Neither agree or disagree with
- Tend to disagree with
- Strongly disagree with

## **About you**

**Qu 20. What is your post code - we use this to map responses not to identify you.**

**Qu 21. What is your age range?**

- Up to 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

**Qu 22. How many people live in your house?**

- 1
- 2
- 3
- 4
- 5
- 6
- 6+



**Qu 23. Would you be interested in becoming a local recycling or composting champion?**

- Yes**
- No**

**Qu 24. Are you?**

- Male**
- Female**

**Qu 25. Would you like to receive email updates about the following?**

	<b>Yes</b>	<b>No Thanks</b>
<hr/> <b>Information on the progress of the Council's waste strategy</b>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/> <b>General information on your waste and recycling collections and changes to services</b>	<input type="checkbox"/>	<input type="checkbox"/>

**Qu 26. If you said yes to any of the above please leave your contact details below.**

**Name** \_\_\_\_\_

**Email address** \_\_\_\_\_

**Thank you for taking the time to fill out this survey. If you want to find out more about the survey you can contact [wasteandrecycling@wiltshire.gov.uk](mailto:wasteandrecycling@wiltshire.gov.uk) or call 0300 456 0102**