

APPENDIX 4 (A)

SUMMARY OF THEMES FROM THE WASTE PILOT CONSULTATION RESPONSES

The table below is a full list of all the themes drawn out from the analysis of responses to the Waste Pilot consultation. They are ranked in descending order with the most frequently expressed views first. Many responses included multiple views and sentiments that are relevant to more than one theme. Each individual response has been coded to as many themes that are relevant. As such the total numbers add up to more than the total of individual responses.

Theme	Count	%
Supportive/understanding of changes to black bin collection frequency	291	32.7%
Supportive/understanding of changes to blue bin collection frequency	267	30.0%
Blue bin full before 3 weeks	202	22.7%
Brown bins were not emptied on time during pilot	166	18.7%
Black bin full before 3 weeks	135	15.2%
Green bin issues - larger or more frequent	100	11.2%
Having to go to the tip since changes made	88	9.9%
Changes may impact families / larger households more	56	6.3%
Concerns that new scheme will/has increased fly-tipping and rubbish	53	6.0%
More critical that bins must be emptied on time	43	4.8%
Blue bin is too small	42	4.7%
Bins need to be bigger	37	4.2%
Recycling bins have not been collected on time	37	4.2%
Pilot has reduced amount I can recycle	35	3.9%
Communication from the service has been poor	32	3.6%
Council tax has increased but services reduced	30	3.4%
Identifies as living in a household of 4 or more	30	3.4%
Having to find other ways of disposing of refuse	28	3.1%
Have had to store bags of rubbish elsewhere whilst bins are full	28	3.1%
Online deliveries mean more paper/cardboard	23	2.6%
Increase in bad smells	22	2.5%
Too many demographic questions	21	2.4%
Confusion over which plastics can be recycled	20	2.2%
Bins can get very heavy after 3 weeks	15	1.7%
Black bin is too small	13	1.5%
Some residents abuse the system and use other peoples' bins	13	1.5%
Could brown bin be emptied less often	10	1.1%
Difficult with medical conditions causing large amounts of recycling	10	1.1%
Bin calendar has been useful	8	0.9%
Decision has already been made	6	0.7%
Swap black and blue bins	4	0.4%