

The background features large, abstract, curved shapes in shades of green and purple. A thick green arrow-like shape points downwards from the top right. A purple shape is on the left side, and another purple shape is at the bottom right. A horizontal maroon bar is located in the lower left quadrant.

Nottingham City Council  
Nottingham Waste Consultation

A small green rectangular box with a white border containing the date.

01/03/2023

**Acknowledgements:**

*Frith Resource Management would like to thank the essential contributions from Nottingham City Council throughout this project.*

**Disclaimer:**

*Frith Resource Management Ltd (FRM) is an independent waste and resource management consultancy providing advice in accordance with the project brief. FRM has taken all reasonable care and diligence in the preparation of this report to ensure that all facts and analysis presented are as accurate as possible within the scope of the project. However, no guarantee is provided in respect of the information presented, and FRM is not responsible for decisions or actions taken on the basis of the content of this report.*

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## Appendices

### Appendix A: Nottingham R&WS Consultation Survey

## 1 Introduction

This report summarises the results of the Public Consultation that has been undertaken for the proposed draft Resources and Waste Strategy (Nottingham R&WS or Strategy) for Nottingham City Council (NCC or the Council).

The proposed Strategy, updates the first waste Strategy originally written in 2010 and, outlines the intentions for the recycling and waste management service which will be delivered by the Council from 2022 up to 2050. The Strategy will be reviewed during this time to ensure it remains current and in line with national guidance.

The Strategy sets out:

- **Policy framework** - at a national and local level which sets the context for resources and waste management, including the Council's aspiration to achieve net zero carbon by 2028 (becoming the first carbon neutral city in the country) and its commitment to make Nottingham a clean and connected community.
- **Vision, aims and ambitions (objectives)** - required to deliver the aspirations of the Strategy.
- **Plans for delivery** – how resources and waste could be collected from its residents and communities, treated and managed by the Council to achieve the aims and ambitions.

The development of the draft Strategy also involved the undertaking of an options appraisal of potential different collection systems for the city. These demonstrated a preference for maximising recycling by introducing some level of separation for dry recycling material at the kerbside, which has been further explored in the public consultation campaign for the Nottingham R&WS.

## 2 Method

To obtain feedback from residents, communities and businesses that use or will be affected by the proposed Nottingham R&WS, stakeholder mapping was undertaken, and a consultation program was developed by NCC.

A key element of the consultation program was an 8-week consultation survey, which took place between 20<sup>th</sup> October and 14<sup>th</sup> December 2022, and sought views on the draft Nottingham R&WS. In addition to this, several meetings and events were also held.

The feedback obtained from the consultation process, is presented in this report and, will be used to develop the final Nottingham R&WS.

### 2.1 Stakeholder mapping and consultation planning

An initial stakeholder mapping exercise was undertaken by NCC during the preparation of the draft Strategy. The exercise sought to ensure that all residents in Nottingham City's wards (Aspley, Basford, Bulwell, Bulwell Forest, Berridge, Bilborough, Castle, Clifton East, Clifton West, Dales, Hyson Green and Arboretum, Lenton and Wollaton East, Leen Valley, Mapperley, Meadows, Radford, Sherwood, St Ann's, Wollaton West) were reached, to inform them about the draft Strategy and provide them with opportunity to contribute their thoughts. Some stakeholders provided responses outside of the main consultation survey, see Section 4.

To ensure the consultation reached as many residents and stakeholders as possible, a range of campaign activities were planned and undertaken, as shown in Table 1.

Table 1: Summary of consultation campaign activities (Nottingham R&amp;WS, Oct - Dec 2022)

Publicity channel	Activity	Date (2022)
Website (Engage hub)	<ul style="list-style-type: none"> <li>• Full draft Strategy</li> <li>• Summary Strategy document</li> <li>• Link to on-line Nottingham Waste Consultation Survey</li> </ul>	Consultation launch
Libraries	Physical (hard) copies of the Survey were available in all libraries	
Briefing and marketing toolkit	<ul style="list-style-type: none"> <li>• Councillors,</li> <li>• Area Partnership, Age UK, Nottingham Muslim Women's Network, Nottingham Inter Faith Council, Renewal Trust, Nottingham City Homes, Nottingham Renters, RDO team, Disability Involvement Group, Nottingham Landlords Forum</li> <li>• Businesses through Nottingham BID, Nottingham Partners, D2N2, Nottingham Green Partnership</li> <li>• Off Campus Affairs &amp; Community Liaison at Nottingham Trent University and Student Liaison at University of Nottingham (Direct engagement)</li> </ul>	
Physical media	Posters for public facing buildings (30)	
	Flyers for Resident Development Officer	
	Winter Arrow, local news bulletin (on-line and 3,000 circulation)	November
Events	Meetings with Disability Involvement Group and Landlords' Forum	27 October & 9 November
	On-line live event on Microsoft teams	2 November
	In-person event at Clifton Library, south of the city	16 November
	In person event at Bulwell Shopping Centre, north of the city	6 December
Press	Pre-consultation press release, to coincide with Executive Board	22 September
	Consultation launch, press release	20 October
	Consultation campaign promotion press release	30 November
Social Media	<ul style="list-style-type: none"> <li>• 'My Nottingham' Facebook, Twitter and Instagram</li> <li>• Ward Facebook channels</li> <li>• Nottingham City Council LinkedIn</li> <li>• Carbon Neutral Nottingham Facebook and Twitter</li> <li>• Nottingham Environment and Sustainability Twitter</li> </ul>	Throughout consultation
Email	Fortnightly Leader / Deputy Leader update (40,000 subscribers).	
	CN28 Newsletter	28 October & 28 November
	Clean Champion Newsletter (1,800 subscribers)	14 October & 11 November
	Quarterly Newsletter to all wards	November / December
	NCC mailing list (50,000 subscribers)	10 December
Internal Comms	Circulation email request to request to: BAME Network, LGBTQ Network, Disabled Employee Staff Network (DESN) and Muslim Staff Network (MSN)	W/C 21 November
	Intranet news, all colleague email	29 November
<i>Source: Nottingham City Council</i>		

## 2.2 Consultation Survey – Quantitative Assessment

The consultation program focussed on capturing views and opinions of residents through an online survey. The survey was developed by NCC and Frith Resource Management (FRM).

The survey comprised 12 closed (tick box) and 10 open comment (free text) questions about the proposed Strategy, together with 20 demographic / about you questions. The survey was supported by an infographic summary which provided an overview of the Strategy. Respondents also had access to the draft Nottingham R&WS and the draft Options Appraisal. This was predominantly an online survey, available on NCC's Engage Hub, although paper copies were available in libraries and residents were also able to download a printable version. Drop-off boxes for completed responses were available in libraries around the city<sup>1</sup>. A copy of the survey is provided in Appendix A.

All completed questionnaires have been electronically processed by NCC and analysed. The qualitative open comment responses have been analysed by FRM and individually coded using bespoke categories developed for this project. These categories were developed to capture common messages and themes arising from the open comment responses and provide input to the final Nottingham R&WS and an associated action plan.

Section 3 presents the results of the survey questions on the Strategy, in the order in which they appear in the survey.

## 2.3 Consultation Meetings and Events – Qualitative Assessment

Meetings were held, with the following groups, to capture views and encourage response to the consultation survey:

- Disability Involvement Group (27 October 2022)
- Landlords' Forum (9 November 2022)
- Overview and Scrutiny Committee (9 November 2022)

At the end of the consultation period, a meeting with the Labour Group was held (16 January 2023), which provided a final opportunity for members to give their feedback. A presentation of initial findings was delivered, and a question-and-answer session took place.

Several events were also held, where a presentation on the wider ambition and context of the Strategy, as well as the options for appraisal and key sections of the Strategy was delivered by NCC. A question-and-answer session was also held. The consultation events were as follows:

- Online event via Teams (2 November 2022)
- In-person event at Clifton Library (16 November 2022)
- In-person event at Bulwell Riverside (6 December 2022)

A summary of findings from the meetings and events are available in Section 4.

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<sup>1</sup> Paper copies and drop off boxes were available at the following libraries: Aspley, Basford, Bilborough, Bulwell, Clifton, Dales Centre, Mary Potter, Lenton, Southglade, St Ann's, Strelley, The Meadows, Wollaton.

## 3 Results – Consultation Survey

### 3.1 Introduction

This section provides both an overview of responses (Section 3.2) and the results of the consultation survey (Sections 3.3 – 3.8), in the order presented in the survey.

### 3.2 Overview of responses

### 3.3 Reaching the best recycling rates

- Food waste collections
- Kerbside recycling

### 3.4 Extra recycling services

### 3.5 Service Satisfaction

- Household Waste and Recycling Centre (HWRC), Civic Amenity Site or ‘the tip’
- Kerbside collections

### 3.6 Our Strategic Vision and Ambition

### 3.7 Waste Prevention, Reduction and Re-use

### 3.8 Composting at home

Where considered useful, representative comments have been included, in italics, to illustrate the key issues being raised within the public consultation.

## 3.2 Overview of responses

### 3.2.1 Response rate

A total of 3,646 responses to the survey were received during the 8-week consultation period (20 October – 14 December 2022); this includes 3 paper copies which were digitised for analysis.

The distribution of when the 3,646 responses were received is shown in Figure 1 below.

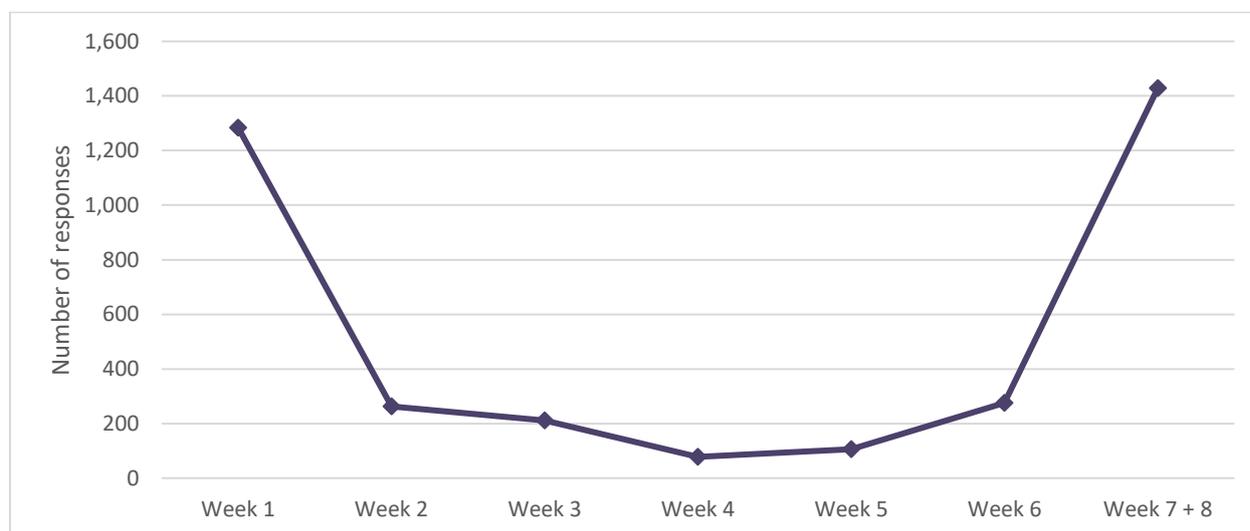


Figure 1: Nottingham R&WS Consultation Survey response rate (20 October - 14 December 2022, 3,646 responses)

As shown, two peaks in response rate were evident during the 8-week consultation period. The first peak in response rate occurred during the first week of the consultation, which corresponded with press releases and social media activity undertaken in the lead up to and during the first week of consultation. The slightly larger surge in responses came towards the end of the survey during weeks 7 and 8, which has been attributed to a second significant push by the Council to promote the survey. This was through a direct email to 50,000 subscribers on the NCC mailing list, a further press release, social media promotion, and a newsletter to all wards, in addition to momentum and interest that may have increased as the deadline approached.

### 3.2.2 Respondents' profile

The majority (96%) of respondents were residents of Nottingham, 2% were City Council employees and 0.5% were visitors. A combined 0.5% owned / represented a local business or a voluntary and community sector (VCS) organisation / social enterprise and 1% of respondents selected 'other'.

Figure 2 below shows the distribution of respondents across relevant age groups<sup>2</sup>, in comparison with 2021 census data. The age group which had the highest proportion of respondents were those aged 55-64 (25%), however according to census data they only represent approximately 10% of Nottingham's population, meaning it is likely that this group were overrepresented within the survey. Other age groups which were overrepresented include those aged 35-44 (18%), 45-54 (21%) and 65-74 (19%). The 17-24 and 25-34 age groups only represented around 10% of respondents combined, despite consisting of 36% of the population, suggesting that the younger age groups (17-34) were

<sup>2</sup> Those who responded with 'prefer not to say' have been excluded from this analysis

underrepresented. The results were generally representative for those aged 75+, with survey response rates and census data being relatively similar.

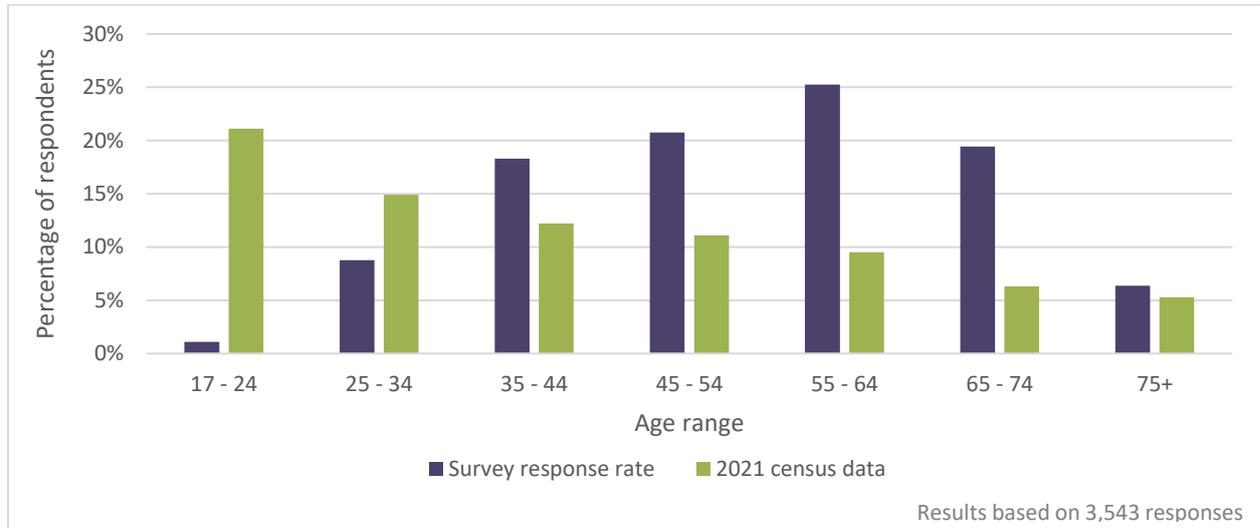


Figure 2: Response rate - comparison of respondents by age range and 2021 census data (Nottingham R&WS Consultation Survey, Oct – Dec 2022)

The response rate per gender<sup>3</sup> compared with 2021 census data is shown in Figure 3. Approximately two thirds (65%) of respondents were female despite only consisting of 51% of the population, while males only represented 35%. This analysis suggests that females were overrepresented, and males were underrepresented within this survey.

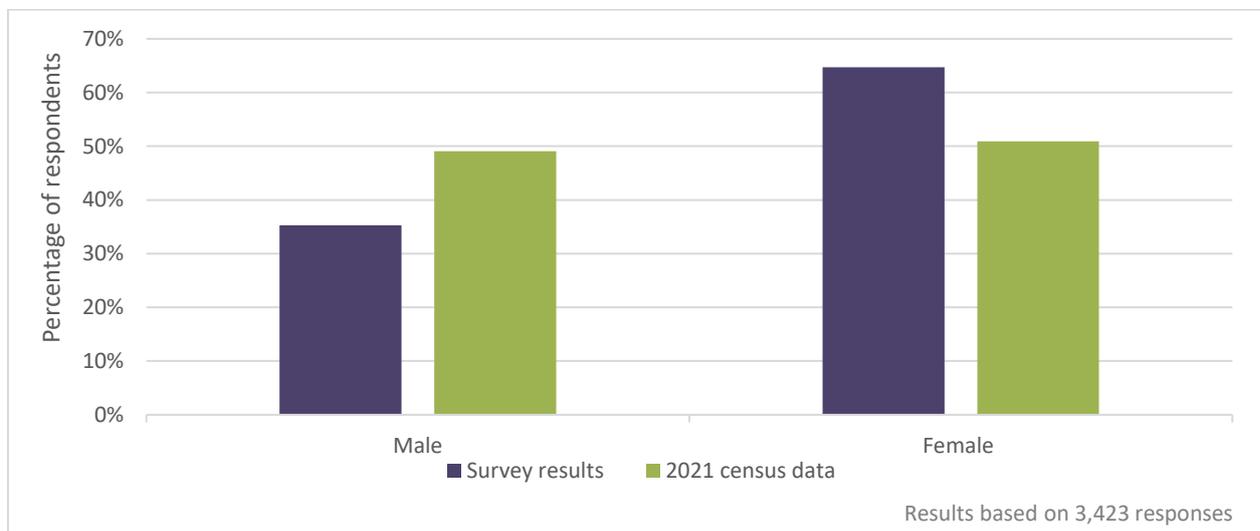


Figure 3: Response rate - comparison of respondents by gender and 2021 census data (Nottingham R&WS Consultation Survey, Oct - Dec 2022)

<sup>3</sup> Those who responded with 'prefer not to say' or 'other' have been excluded from this analysis.

Ethnic data<sup>4</sup> has also been compared to 2021 census data, as shown in Figure 4 below. The majority (90%) of respondents were from white ethnic groups, despite only representing of two thirds (66%) of Nottingham’s population, as per 2021 census data. It appears that those from Asian, black and mixed ethnic groups were underrepresented.

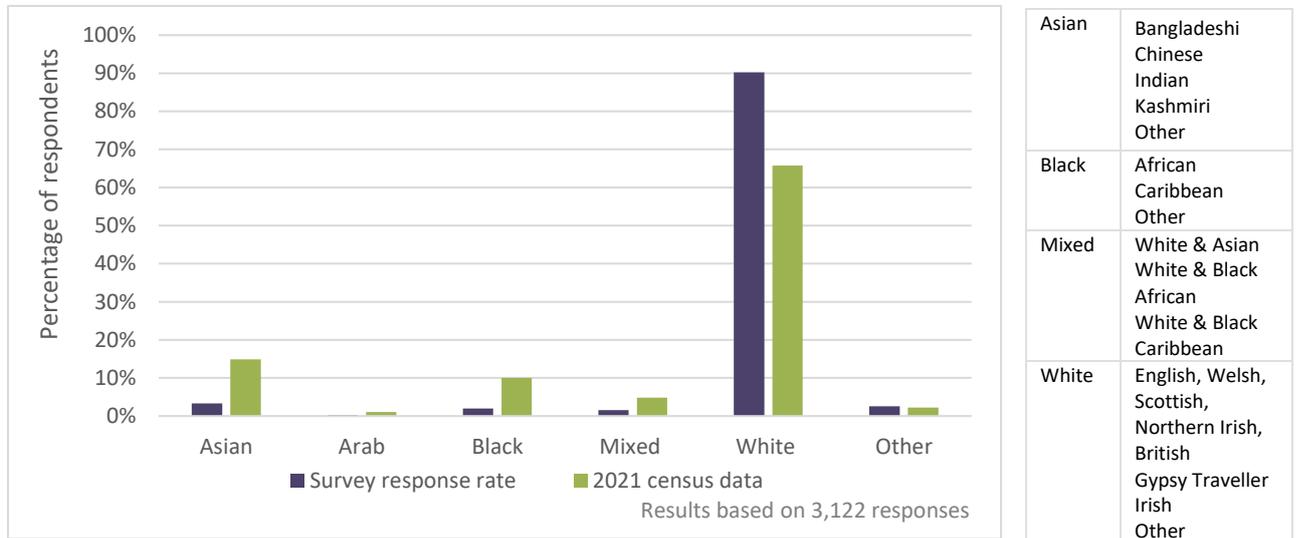


Figure 4: Response rate – comparison of respondents by ethnicity and 2021 census data (Nottingham R&WS Consultation Survey, Oct – Dec 2022)

Of 3,221 respondents, 16% considered themselves to be disabled and 84% considered themselves not to be<sup>5</sup>.

<sup>4</sup> Those who responded with ‘prefer not to say’ have been excluded from this analysis

<sup>5</sup> Those who responded with ‘prefer not to say’ have been excluded from this analysis.

### 3.2.3 Distribution of responses

A spatial distribution of responses received to the survey can be seen in Figure 5<sup>6</sup>. As shown, high response rates were achieved in NG8 (Aspley, Bilborough, Leen Valley, Wollaton West) and NG5 (Bestwood and Sherwood) areas. The lowest response rates were observed in NG1, NG9 and NG4, although it is understood that these postcodes only make up a small proportion of the city.

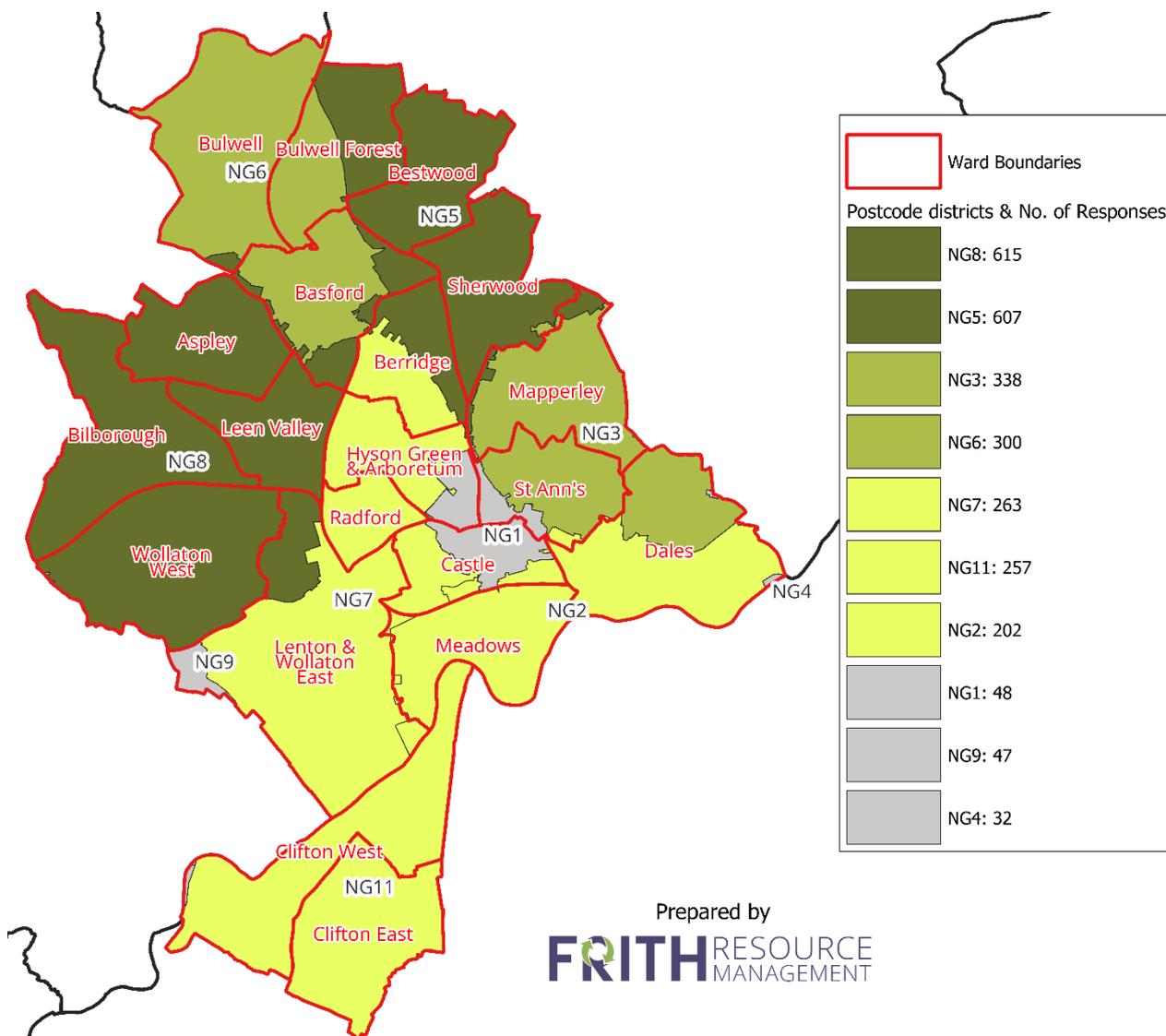


Figure 5: Spatial distribution of respondents (Nottingham R&WS Consultation Survey, Oct – Dec 2022)

<sup>6</sup> Only the first three figures of respondents' postcode were available. Therefore, distribution is based on the first three figures and ward boundaries were then overlaid.

### 3.3 Reaching the best recycling rates

#### 3.3.1 Food waste collections

##### **Q8 – Do you see any barriers to you participating in a weekly food waste collection where you live?**

The survey (Q8) sought views on whether respondents believed there were barriers to them participating in a weekly food waste collection.

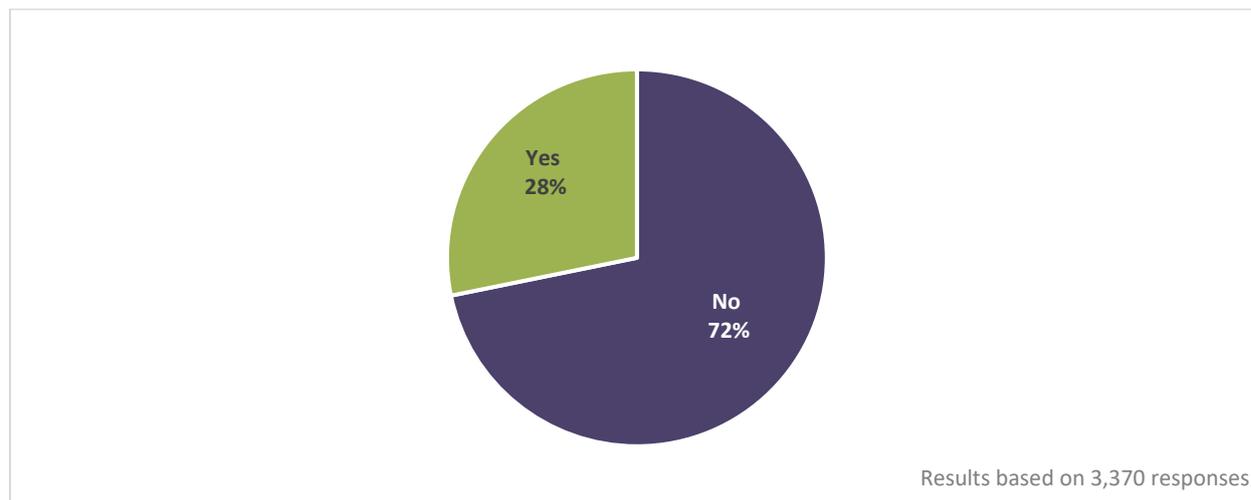


Figure 6: Reaching the best recycling rates – respondents' view on whether they saw barriers to participating in a weekly food waste collection (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q8)

As shown in Figure 6 above, just under three quarters (72%) of respondents believed that there were no barriers to them participating, while 28% stated that there were barriers.

##### **Q9 – If you answered yes (and you see any barriers to you participating in a weekly food waste collection where you live), please can you detail what these barriers are? [open comment question following on from Q8]**

As shown in Table 2 almost half of responses (46%) related to nuisance and hygiene, with 33% relating to pests, 15% to smells and 8% to existing rat problems, where there is concern this could be further exacerbated. Over a quarter of responses (27%) related to bin storage and just under a fifth (17%) to not producing any or minimal food waste, and therefore the service not being required or justified. 8% of respondents were also concerned about bins currently being missed for collection, and the problems this would cause if food waste was not collected.

##### Representative comments:

*“Rats are walking around our streets and gardens. I feel having containers with food waste would only encourage them further...”*

*“Very limited room for bins now, if there were more I would be forced to have to leave it on the street causing inconvenience to disabled residents in the area...”*

*“Rats. We have lots of them, especially when the council don't empty bins weekly as promised...”*

*“Food waste bin outside will become an attractions for pest, and be subject to vandalism”*

Table 2: Reaching the best recycling rates - summary of comments regarding perceived barriers for a weekly food waste collection (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q9, 933 responses)

Topic	%	Summary of comments
Nuisance & hygiene	46%	<ul style="list-style-type: none"> <li>• Pests (rats, foxes, maggots)</li> <li>• Exacerbate existing rat problem</li> <li>• Smells</li> <li>• Cleaning of containers</li> <li>• Public health</li> </ul>
Bin storage and quantity	27%	<ul style="list-style-type: none"> <li>• Storage space (inside and outside)</li> <li>• Too many bins</li> <li>• Additional bins on the street</li> </ul>
Minimal or no food waste	17%	<ul style="list-style-type: none"> <li>• Not produced</li> <li>• Composted</li> </ul>
Containers	8%	<ul style="list-style-type: none"> <li>• Adequacy (against pests, wind blow)</li> <li>• Size (sufficiency)</li> <li>• Recyclability</li> <li>• Ease to move</li> </ul>
Missed Collections	8%	<ul style="list-style-type: none"> <li>• Collections regularly missed or irregular</li> <li>• Assisted collections missed</li> </ul>
Not Interested	7%	<ul style="list-style-type: none"> <li>• Apathy</li> <li>• Insufficient time</li> <li>• Against principle</li> </ul>
Mess	6%	<ul style="list-style-type: none"> <li>• Fly tipping</li> <li>• Mess on streets</li> <li>• Neighbours overflowing bins</li> </ul>
Non-compliance	6%	<ul style="list-style-type: none"> <li>• Residents not complying</li> <li>• Not recycling already</li> </ul>
Previous failed trial	5%	<ul style="list-style-type: none"> <li>• Failed before</li> <li>• Failed and wasted money</li> </ul>
Understanding	5%	<ul style="list-style-type: none"> <li>• Education</li> <li>• More information required</li> <li>• Communication and promotion</li> </ul>
Disabled / mobility / age	4%	<ul style="list-style-type: none"> <li>• Difficulty separating food waste</li> <li>• Managing additional bins</li> <li>• Ease of use / transport of bin</li> </ul>
Implementation concern	4%	<ul style="list-style-type: none"> <li>• Financial cost to Council</li> <li>• Environmental cost</li> <li>• Cost of liners</li> </ul>
Unavailable	1%	<ul style="list-style-type: none"> <li>• No recycling facilities currently provided</li> </ul>
<p><i>* Note: Topics do not add to 100% as respondents commented on various aspects</i></p>		

### 3.3.2 Kerbside recycling

#### **Q10 – Which of the recycling options (weekly multi-stream or fortnightly twin-stream) would you prefer?**

The survey also asked respondents to state their preference for dry recycling systems, due to NCC considering the introduction of a weekly multi-stream (reusable bag and boxes) or a fortnightly twin-stream (wheeled bin and reusable bag) system.

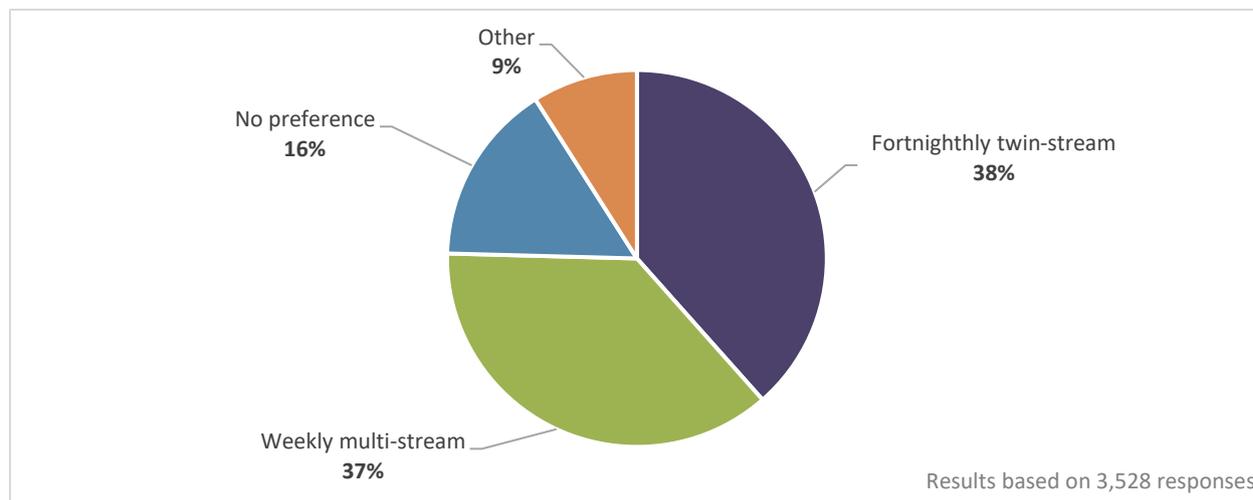


Figure 7: Reaching the best recycling rates – respondents' preference for different kerbside recycling systems (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q10)

Figure 7 shows that there was almost an equal split between those who preferred a fortnightly twin-stream (38%) and a weekly multi-stream (37%) system. 16% stated that they had no preference between the two options, while nearly one tenth (9%) stated otherwise.

Due to the close split between preferences for the two kerbside recycling systems, further analysis was undertaken to determine any correlation between respondents' preference and housing type. As presented in Figure 8, the differences are quite subtle. It is notable that those occupying 'Flats with shared bins' have a significant preference for multi-stream collections, albeit on a low response rate. For terraced houses, semi detached and detached housing there was a slight preference, across the board, for two stream collections. Analysis was also undertaken for those who considered themselves to have a disability, which showed an equal split between those who preferred a fortnightly twin-stream (41%) and a weekly multi-stream (41%) system. 18% stated that they had no preference between the two options.

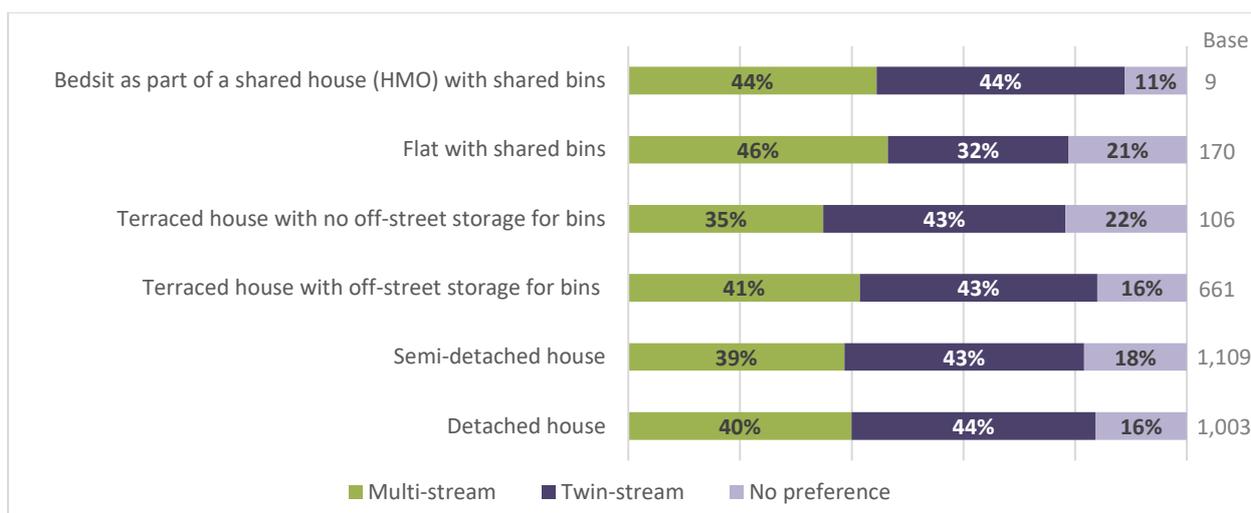


Figure 8: Reaching the best recycling rates - respondents' preference for different kerbside recycling systems by housing type (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q10)

**Q11 – Please provide an explanation for your choice below [open comment question following on from Q10]**

Table 3: Reaching the best recycling rates - summary of comments regarding preferences for different kerbside recycling systems (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q11, 3,009 responses)

Topic	%	Summary of comments
<b>Preference for fortnightly twin-stream (1,196 responses)</b>		
Concern with multi-stream containers	47%	<ul style="list-style-type: none"> <li>Lack of space to store containers</li> <li>More containers on pavement, creating hazards</li> <li>Difficult to move containers to the kerbside</li> </ul>
Ease of use	27%	<ul style="list-style-type: none"> <li>Less sorting required</li> <li>Less time consuming</li> </ul>
Multi-stream is difficult	22%	<ul style="list-style-type: none"> <li>Too confusing and time consuming</li> <li>Impractical for the elderly and disabled</li> </ul>
Use of a wheeled bin	15%	<ul style="list-style-type: none"> <li>Can be stored outside, keeps material dry and is less likely to go missing</li> <li>Wheeled bin is not wasted</li> <li>Takes up less space</li> </ul>
Containers	8%	<ul style="list-style-type: none"> <li>Bag – blown in wind, will get wet, too small, animals / pests getting in</li> </ul>
Compliance	7%	<ul style="list-style-type: none"> <li>Concern that not everyone would comply with a multi-stream system</li> <li>May result in use of residual bin for waste which could be recycled</li> </ul>
<b>Preference for weekly multi-stream (1,132 responses)</b>		
Better for the environment	55%	<ul style="list-style-type: none"> <li>Achieves the best quality recycling</li> <li>Less contamination of materials</li> </ul>
Ease of use	28%	<ul style="list-style-type: none"> <li>Happy to do own sorting</li> <li>Easy to use</li> </ul>
Containers	11%	<ul style="list-style-type: none"> <li>Lack of space to store containers</li> <li>Bag – blown in wind, will get wet, too small</li> </ul>
Weekly collections	9%	<ul style="list-style-type: none"> <li>More frequent collections</li> </ul>
Accessibility	8%	<ul style="list-style-type: none"> <li>May be difficult, e.g. elderly, those with disabilities, transient populations</li> <li>Ensure system is as easy as possible</li> </ul>

Topic	%	Summary of comments
		<ul style="list-style-type: none"> <li>• Clear information as to how the system is used</li> </ul>
Compliance	6%	<ul style="list-style-type: none"> <li>• Concern that not everyone would comply with this system</li> <li>• May be too complex and time consuming for some residents</li> <li>• Some don't care / can't be bothered</li> </ul>
<b>No preference (367 responses)</b>		
Happy with either	56%	
Container	12%	<ul style="list-style-type: none"> <li>• Bag - blown in wind, will get wet, too small</li> <li>• More information needed about size of containers</li> </ul>
Space	12%	<ul style="list-style-type: none"> <li>• Not everyone has sufficient storage space</li> </ul>
Compliance	11%	<ul style="list-style-type: none"> <li>• Concern that not everyone would comply</li> <li>• May be too complex for some residents</li> </ul>
<b>Other (314 responses)</b>		
Retain current	52%	
Neither option	18%	
* Note: Topics do not add to 100% as respondents commented on various aspects		

The 3,009 open comment responses for this question have been analysed in relation to respondents' answer in Q10. The key topics which emerged for each of the response options are presented in Table 3 above.

Representative comments:

*"I can't be bothered to sort anything. If these [multi-stream] are introduced I'll just put everything in the general bin"*

*"Having seen the number of bins overflowing with recycling having bags and boxes is going to look so untidy and messy on collection days. Add to that poor weather materials will get wet vs being in a bin. Animals overnight scouring the mess and leaving bags open spreading materials all over the place"*

*"I think more households will engage with twin stream rather than multi stream as it may feel too onerous for busy households"*

*"Boxes for glass/plastic can become heavy and difficult to move around. Wheelie bin is much easier as it doesn't require lifting"*

*"Why wouldn't I choose the option that yields the highest quality of recycling? We do it to make our planet better so what if it takes me a few extra minutes to wash and sort materials properly. Other countries can do it so should we. Stop being lazy, I'd go one step further and fine people for not doing it"*

*"I am ok to sort mine into different boxes but I know that might be a struggle for others. I want the things I recycle to get reused so I am prepared to put a bit of effort in"*

*"We'd be happy with either but we're concerned that a few households on our street recycle little or nothing at all. Anything that educates or compels them to recycle would be most appreciated"*

*"Same as now + food collection. Do not make it too complicated - if you want to increase recycling it needs to be easy without too many boxes, bins, bags etc"*

### 3.4 Extra Recycling Services

#### Q12 – How interested would you be in the Council collecting any other materials?

The survey (Q12) sought views on how interested residents would be in the Council collecting additional materials at the kerbside.

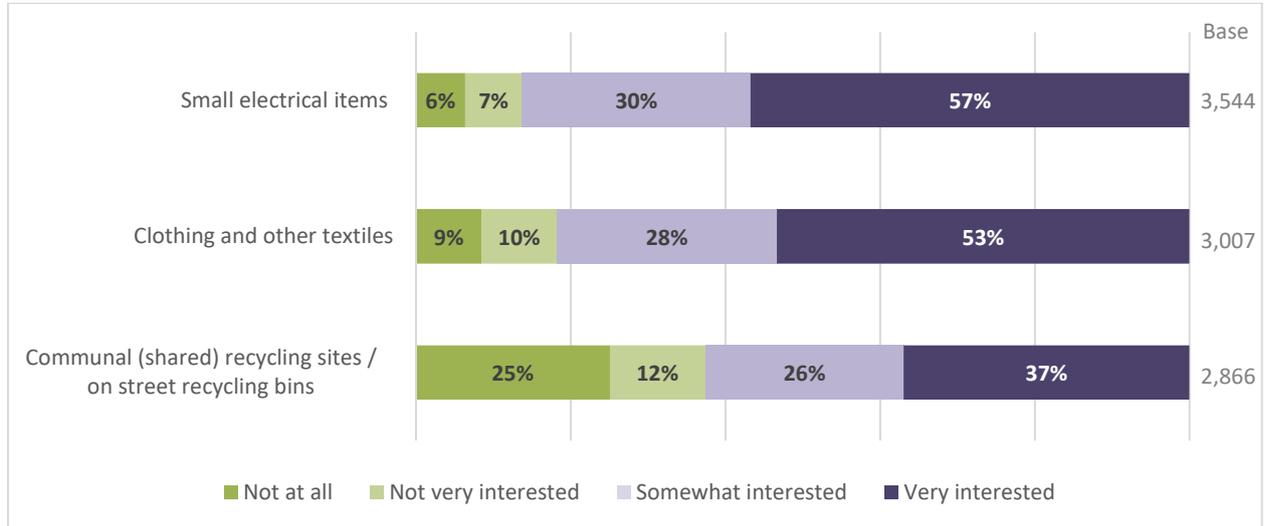


Figure 9: Extra recycling services - respondents' level of interest in the Council collecting additional materials (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q12)

As shown in Figure 9, over 80% of respondents were interested to some extent (combination of somewhat interested and very interested) in the collection of small electrical items and clothing / other textiles at the kerbside. Although 63% were 'somewhat' or 'very' interested in communal recycling sites / on street recycling bins, this was met with much higher levels of disinterest, with one quarter stating they were 'not at all' interested.

#### Q13 – Please detail any other materials you would be interested in recycling [open comment question following on from Q12]

There were 1,891 suggestions of additional materials which could be collected for recycling, as shown in

Table 4. A third (34%) of respondents were interested in the collection of common packaging materials, including hard and soft plastics, cartons and foil. One quarter (25%) suggested the collection of electricals such as batteries and small WEEE, and a further 10% were interested in the collection of DIY materials including wood, metal and paint.

Table 4: Extra recycling services – summary of comments regarding other materials respondents would be interested in recycling (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q13, 1,891 responses)

Topic	%	Summary of comments
Packaging materials	34%	<ul style="list-style-type: none"> <li>• Hard and soft plastics</li> <li>• Cartons</li> <li>• Foil</li> <li>• Glass</li> <li>• Polystyrene</li> </ul>
Electricals	25%	<ul style="list-style-type: none"> <li>• Batteries</li> <li>• Small WEEE</li> <li>• Large electronics and white goods</li> <li>• Light bulbs</li> </ul>
DIY materials	10%	<ul style="list-style-type: none"> <li>• Wood and metal</li> <li>• Paint and empty paint tins</li> <li>• Bricks / rubble / slabs</li> </ul>
Textiles	7%	<ul style="list-style-type: none"> <li>• Clothing and shoes</li> <li>• Collection for textiles which are no longer suitable for reuse</li> </ul>
Furniture	6%	<ul style="list-style-type: none"> <li>• Large items such as beds, wardrobes and sofas</li> <li>• Mattresses and duvets</li> <li>• Carpet</li> </ul>
Garden	5%	<ul style="list-style-type: none"> <li>• Collect garden waste all year round</li> </ul>
Community	5%	<ul style="list-style-type: none"> <li>• Support for communal recycling bins, but also concern about potential vandalism and mess left on streets</li> <li>• Community composting</li> </ul>
Food waste	4%	<ul style="list-style-type: none"> <li>• Introduce a separate weekly food waste collection</li> </ul>
* Note: Topics do not add to 100% as respondents commented on various aspects		

Representative comments:

*“Tetra pack, lids, Styrofoam, and every type of plastic, metal and paper waste. You should also bring pressure to bear on companies who overuse plastic and wasteful packaging”*

*“tetra pack, tin foil, if possible, soft plastic (i currently collect and take to co-op store)”*

*“Mobile phones, all plastics and plastic wrapping, paints and oils, wood and carpets”*

*“Reliable collections for clothing, batteries and lightbulbs would be valuable to us”*

*“Mattresses, bedframes, fridges, items hard to dispose of. Batteries need to be properly disposed of too”*

*“More frequent garden bin collections and a later finish date for these in the year - still so many leaves on the ground and no collections now till April”*

**Q14 – If you were provided with a weekly food waste collection and your recycling collections included collections for plastic film and cartons (in addition to your current recycling service), do you believe you could manage with a smaller residual / general waste bin (e.g. ¾ of the size of the current bin)?**

Views were sought from residents to understand if they could manage with a smaller residual waste bin, if additional dry recycling materials were to be collected and a weekly food waste collection was introduced.

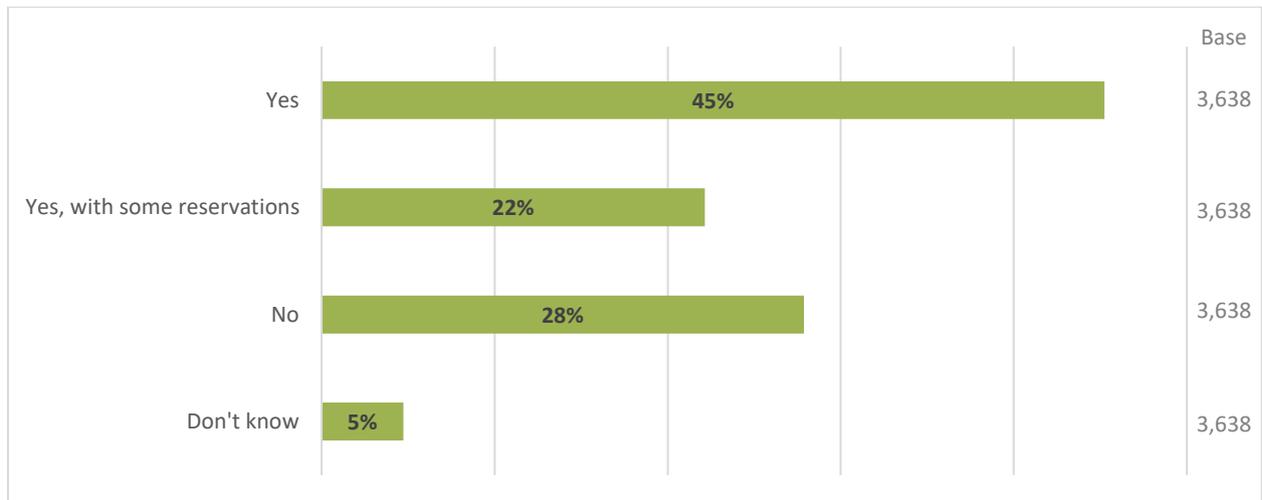


Figure 10: Extra recycling services – respondents’ view on whether they could manage with a small residual bin, should food waste and additional recycling materials be collected (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q14)

Figure 10 shows that nearly half of respondents (45%) stated that they could manage with a smaller residual bin, while a further 22% believed that they could, albeit they had some reservations. In contrast to this, over one quarter (28%) said that they could not deal with a smaller bin and 5% did not know. Additional analysis was completed to understand the relationship between respondents’ ability to manage with a smaller residual bin (Q14) and their housing type and household size.

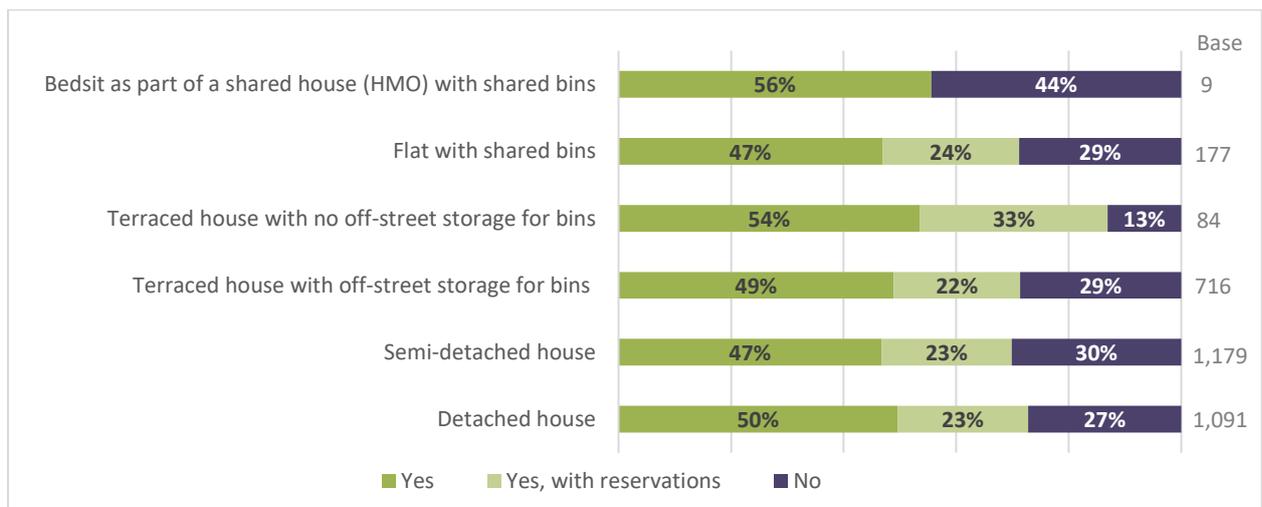


Figure 11: Extra recycling services - respondents' view on whether they could manage with a smaller residual bin, should food waste and additional recycling materials be collected, compared with housing type (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q14)

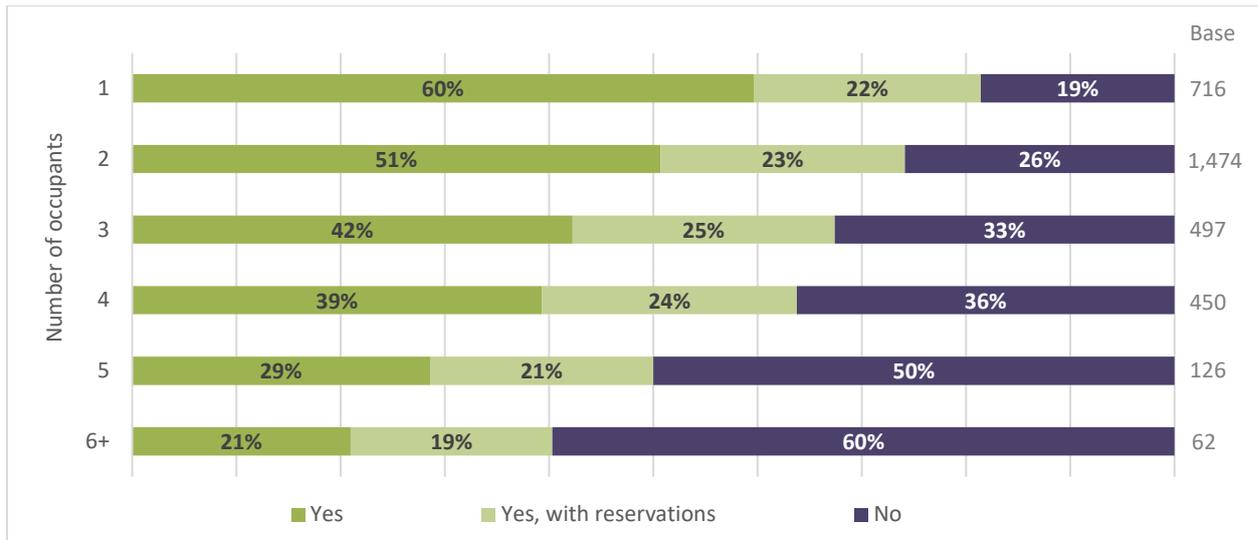


Figure 12: Extra recycling services - respondents' view on whether they could manage with a smaller residual bin, should food waste and additional recycling materials be collected, compared with housing size (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q14)

No distinct pattern between respondents' ability to manage with a smaller bin and housing type emerged (Figure 11). However, as clearly shown in Figure 12, as the number of occupants increases, the proportion of those who believe they could manage with a smaller residual bin decreases. It is noted that only where there are 6 or more occupants in the household, does the majority (60%) believe that they could not manage with a smaller bin.

**Q15 – Tell us why you may not be able to manage with a smaller residual / general waste bin (if you were provided with a weekly food waste collection and your recycling collections included collections for plastic film and cartons in addition to your current recycling service) [open comment question following on from Q14]**

The analysis for this question looked at the comments from respondents that felt they could cope, but had reservations, and those who felt they couldn't cope with a smaller residual bin independently, as shown in Table 5 below.

The overarching reason for not being able to manage with a smaller bin was the volume of residual waste produced by a household. Respondents experienced this issue: regularly; on specific occasions (e.g. Christmas, when having visitors); with larger household sizes; where they have high volumes of nappy, medical and pet waste; and/or if collections are missed (by the Council or if away). The issue was repeatedly raised that businesses and manufacturers should take responsibility for minimising packaging as this impacts on the volume of residual waste. There was also concern that reducing the residual bin would lead to an increase in fly tipping, side waste and neighbours using neighbour's bins.

There was concern that the food waste bin was not required as respondents either didn't produce any food waste, could not afford to have food waste, composted food waste or were concerned about the process.

There was also concern raised about the cost, both financial and environmental, of changing the bins.

Table 5: Extra recycling services – summary of comments from those who could manage with a smaller residual bin, but had reservations, and those who stated they could not manage (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q15, 1,504 responses)

Topic	%	Summary of comments
<b>Yes, with reservations (645 responses)</b>		
Volume	52%	<ul style="list-style-type: none"> <li>Larger bin required for volume of waste (20%)</li> <li>Larger bin required occasionally (special events, visitors, Christmas) (18%)</li> <li>Nappies, medical waste, pet waste (8%)</li> <li>Required for garden waste in winter</li> <li>Accommodate for routinely missed collections by Council, missed if away</li> </ul>
Supportive	20%	<ul style="list-style-type: none"> <li>With recycling improvements (TetraPak®, textiles, plastic films, larger items)</li> <li>Regular collections</li> <li>Increased frequency of collections (recycling and residual)</li> </ul>
Surplus waste	9%	<ul style="list-style-type: none"> <li>Fly tipping</li> <li>Hygiene (rodents)</li> <li>Neighbour disputes (using others' bins, side waste)</li> </ul>
Bin replacement	8%	<ul style="list-style-type: none"> <li>Financial cost</li> <li>Environmental cost of redundant bins / making new bins</li> </ul>
Food waste	8%	<ul style="list-style-type: none"> <li>No or limited food waste generated (no reduction is residual volume)</li> <li>If food waste provided</li> </ul>
Trial	<5%	<ul style="list-style-type: none"> <li>Trial preferable</li> </ul>
Shared	<5%	<ul style="list-style-type: none"> <li>No control over others</li> </ul>
Storage	<5%	<ul style="list-style-type: none"> <li>Communal bins or stackable bins</li> </ul>
<b>No (859 responses)</b>		
Volume	63%	<ul style="list-style-type: none"> <li>Larger bin required for volume of waste (46%)</li> <li>Larger bin required occasionally (special events, visitors, Christmas) (5%)</li> <li>Nappies, medical waste, pet waste (9%)</li> <li>Required for garden waste in winter</li> <li>Accommodate for routinely missed collections by Council</li> <li>Missed collections if away</li> </ul>
Food waste	17%	<ul style="list-style-type: none"> <li>No or limited food waste generated (no reduction is residual volume) (15%)</li> <li>Concerns over food waste</li> <li>If food waste provided</li> </ul>
Surplus waste	11%	<ul style="list-style-type: none"> <li>Fly tipping</li> <li>Hygiene (encourage rodents)</li> <li>Neighbour disputes (using others bins, side waste)</li> </ul>
Bin replacement	5%	<ul style="list-style-type: none"> <li>Financial cost</li> <li>Environmental cost (recycle?, disposal plan?)</li> <li>Replace when replacement required</li> </ul>
Unsupportive	6%	<ul style="list-style-type: none"> <li>Storage, not keen, time</li> </ul>
Education / behavioural change	<5%	
Shared	<5%	
Supportive	<5%	
* Note: Topics do not add to 100% as respondents commented on various aspects		

Representative comments:

*"I already recycle aggressively and do not waste food. The bulk of my general waste bin is taken up with soiled cat litter, which you do not recycle."*

*"my bin is only empty every 2 weeks and that is if the bin men can be bothered to empty it at all"*

*"Bins on street are routinely missed"*

*"Bins that aren't collected under the current system will be even worse off under a more complicated system"*

*"I have to use the green bin to dispose of garden waste (A Council instruction) as there is no specific collection in the inner city"*

*"Having general waste bins that are not big enough only encourages my neighbours to put general waste into their recycling bins and contaminate it, or leave waste on the street"*

*"would bring more rats, you already have a city-wide rat problem that is getting worse"*

*"...we already have a general waste bin, surely environmental considerations mean this should be kept until it disintegrates and ONLY THEN be replaced with a smaller bin. The idea of just supplying everyone with a new, smaller bin is appalling..."*

*"Huge waster of money replacing current bins, which are fit for purpose."*

*"I would object to council money being spent on new bins and the green bins becoming obsolete"*

*"can't afford to waste food..."*

*"We don't have any food waste it should not be encouraged..."*

*"Volume of food waste is not 33l - i.e. reduction in main bin wont be viable"*

### 3.5 Service Satisfaction

#### 3.5.1 Household Waste and Recycling Centre (HWRC), Civic Amenity Site or ‘the tip’

##### **Q16 – Approximately, how often do you tend to visit the Household Waste Recycling Centre (‘tip’)?**

The survey (Q16) explored the frequency of residents’ visits to the Household Waste and Recycling Centre (HWRC).

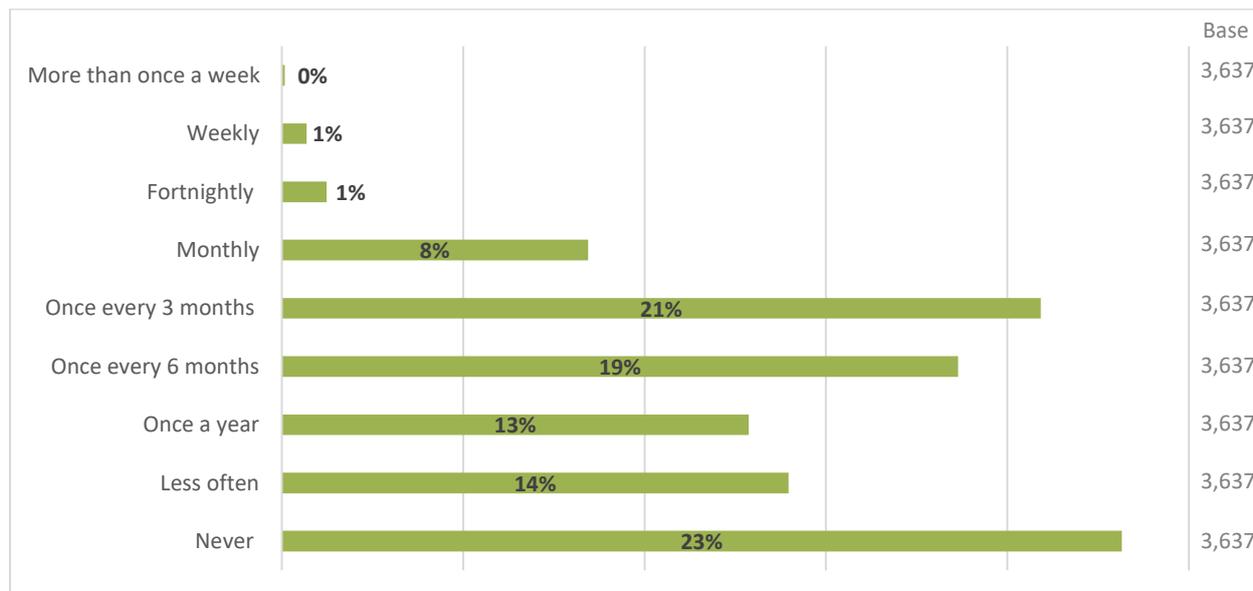


Figure 13: Service satisfaction – frequency of respondents’ visits to the Household Waste Recycling Centre (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q16)

The most common answer given by respondents was ‘never’ which represented just under one quarter of responses (23%). Following this, the most common frequencies given by respondents included once every 3 months (21%), once every 6 months (19%) and less often than once per year (14%).

##### **Q17 – How satisfied or dissatisfied are you with the waste and recycling services you receive at the Household Waste recycling Centre (‘tip’)?**

Q17 then went onto explore the levels of satisfaction / dissatisfaction with the services received at the HWRC.

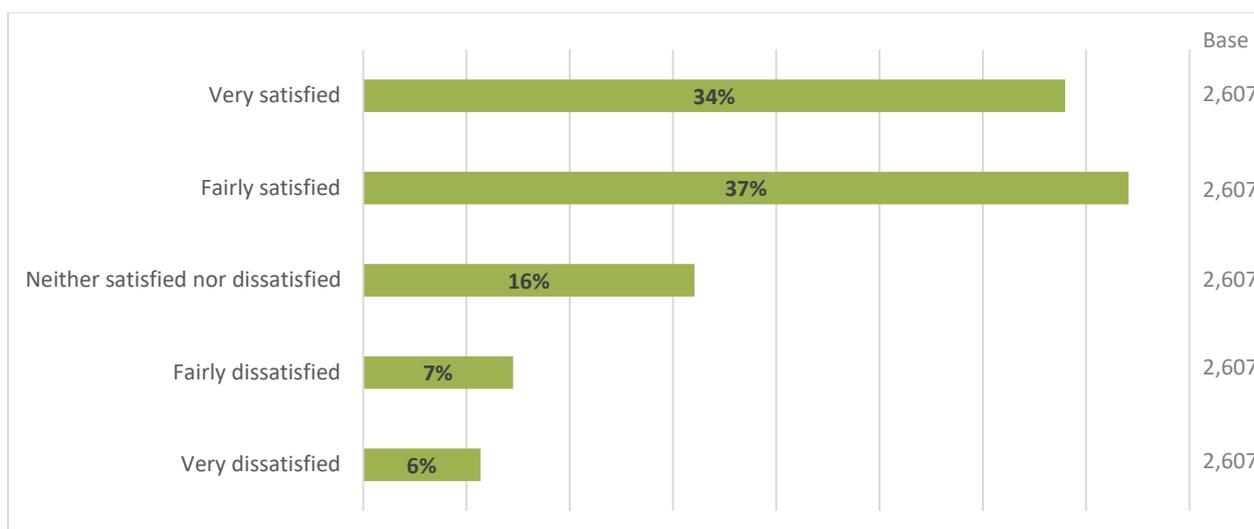


Figure 14: Service satisfaction – respondents’ level of satisfaction with services received at the Household Waste Recycling Centre (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q17)

A combined total of 71% were either very or fairly satisfied with the services received at the HWRC. In contrast to this, 13% of respondents stated that they were either fairly or very dissatisfied with the service, while 16% expressed their neutrality and that they were neither satisfied nor dissatisfied.

**Q18 – What was the reason for your dissatisfaction (with the waste and recycling services you receive at the Household Waste recycling Centre)? [open comment question following on from Q17]**

Table 6: Service satisfaction - summary of resident’s dissatisfaction with the waste and recycling services received at the HWRC (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q18, 859 responses)

Topic	%	Summary of comments
Site Management	59%	<ul style="list-style-type: none"> <li>Limited parking space, poor layout and signage, disorganised, too small (40%)</li> <li>Queueing, busy (31%)</li> <li>Stressful, intimidating (5%)</li> </ul>
Staff	33%	<ul style="list-style-type: none"> <li>Unhelpful, rude, confrontational, and aggressive (30%)</li> <li>Limited help, no assistance, too busy</li> <li>Helpful (4%)</li> </ul>
Location	32%	<ul style="list-style-type: none"> <li>Western location, other locations needed (21%)</li> <li>Access (ring road)</li> </ul>
Available facilities	11%	<ul style="list-style-type: none"> <li>Limited recycling (no TetraPak®, textiles, food waste)</li> <li>Surplus household waste not allowed</li> </ul>
Disabled / no car	9%	<ul style="list-style-type: none"> <li>No assistance</li> <li>Not accessible without transport</li> </ul>
Fly tipping	6%	<ul style="list-style-type: none"> <li>Through limiting access to other HWRCs</li> <li>By not allowing household waste disposal</li> </ul>
* Note: Topics do not add to 100% as respondents commented on various aspects		

As shown in Table 6, three fifths (59%) of the residents responding to the open comment question were dissatisfied with the site management, and a further third with both the staff (30%) and the location (32%). Reference was made to other sites considered preferable (e.g. Beeston and Kimberley) and residents being restricted to using the city centre HWRC although others were located closer to their homes.

**Representative comments:****Site Management**

*"The nottingham recycling centre is not fit for purpose. The oneway system makes it slow as you can't access empty spaces if large vehicles block the way. Once you get on site, there is no option but to follow the queue. It was better during Covid when staff were directing cars once on site. The layout of the site means you can be parked at the garden waste skip but you may need the electrical skip. It's a very inadequate site and location"*

*"Difficult to navigate and can be dangerous"*

*"Not east to move around and access different areas"*

*"Not fit for purpose, needs redesigning"*

*"It is a disgrace"*

**Staff**

*"I find the staff to be rude, unhelpful and aggressive. The whole experience is one of entering a threatening and hostile environment."*

*"Some of the staff are very rude and aggressive."*

*"the staff are very confrontational following everyone around telling you you cannot put black bags in general waste you have to open the bags and walk around the site to separate the waste into paper and card, plastics, garden, wood, electrical etc"*

*"The only good thing is the staff, who do try to make the best of a bad job"*

**Lack of assistance, including disabled users**

*"As a disabled older person I am now expected to sort through waste without support from those more able whereas in the past there was always staff on-site who would take items off me and dispose as necessary"*

*"Currently unable to manage unloading my car myself due to health issues and staff not allowed to help now"*

*"Site is constantly busy so hard to get assistance"*

### 3.5.2 Kerbside Collections

**Q19 – How satisfied or dissatisfied are you with the waste and recycling collections you currently receive?**

Satisfaction with the current kerbside collections was also explored through the survey (Q19).

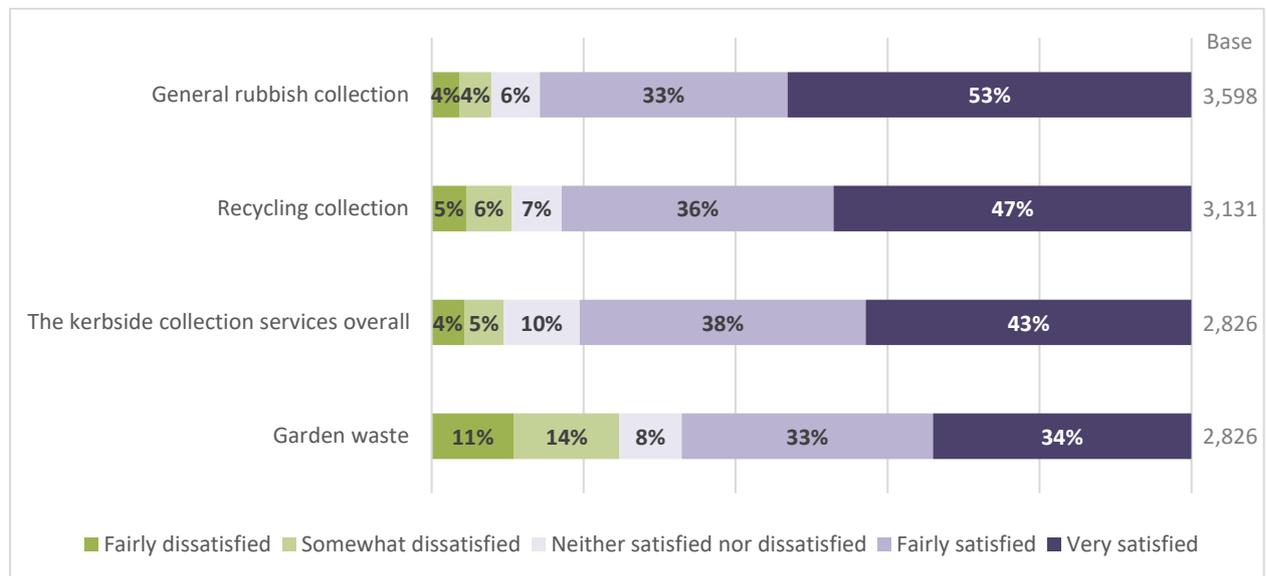


Figure 15: Service satisfaction - respondents' level of satisfaction with the current waste and recycling collections (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q19)

There were fairly good levels of satisfaction across all collections, with at least 67% of respondents being either fairly or very satisfied with each of the four services provided by the Council. The highest levels of satisfaction were received for the general rubbish collection, where over half (53%) of respondents were very satisfied and a further third (33%) were fairly satisfied. The garden waste service had the least satisfaction, with just under one quarter (24%) of individuals feeling somewhat or fairly dissatisfied.

### 3.6 Our Strategic Vision and Ambition

#### 3.6.1 Vision

**Q20 – ‘The Resources & Waste Management Strategy aims to deliver a high-quality service driven by the need to conserve resources, protect the local environment and reduce carbon emissions in line with the Council’s carbon neutral policy for 2028 and beyond. This means reducing the amount of waste that is generated; through prevention, reuse, repair, recycling and recovery’.**

**To what extent do you agree or disagree with this vision?**

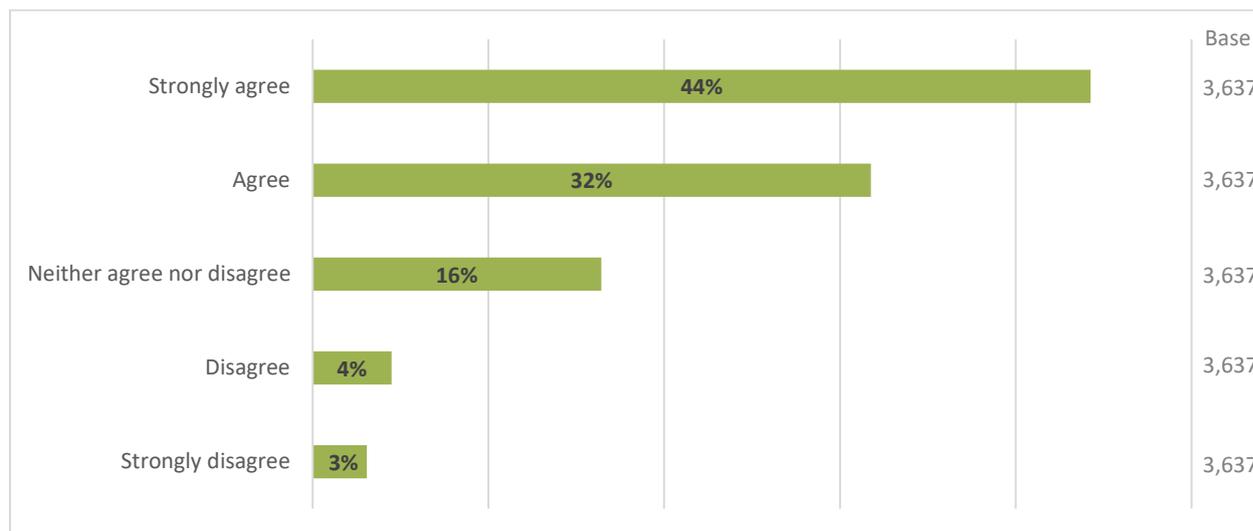


Figure 16: Our strategic vision and ambition - the extent to which respondents agreed or disagreed with the vision (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q20)

The vision was received positively by respondents, with over three quarters (76%) agreeing with it to some extent (combination of strongly agree and agree). 16% gave a neutral stance while a combined c. 8% stated that they disagree or strongly disagree.

#### 3.6.2 Ambitions

Questions 21, 22 and 23 all address the ambitions. The draft Nottingham R&WS presents 17 ambitions across 7 themes, for simplicity, the survey refined these to 11 ambitions. The original ambitions are presented in Table 7 and the revised ambitions, as presented in the survey, are presented in Table 8 together with the ambitions that have been omitted.

*Table 7: Nottingham R&WS ambitions, as presented in the Strategy.*

Theme	Ambition No.		Ambition (as presented in the draft Nottingham R&WS)
	R&WS	Survey	
Preventing Waste and Promoting Re-use	1	1	Nottingham City Council will encourage a reduction in consumption by highlighting the environmental benefits of waste prevention and reuse. Through education and enforcement, residents and businesses will be encouraged to dispose of their waste correctly in order to reduce uncontained waste being left on the streets and prevent side waste (additional waste placed at the side of the relevant collection container, or bagged waste left on the street).
	2	2	Nottingham City Council aim to continue working with the local businesses and community groups to expand and promote the development of repair and reuse services.
	3	3	Nottingham City Council to work with the community and voluntary sector to identify opportunities for reuse or repair of suitable goods collected through the Household Waste & Recycling Centre and the Bulky waste collection service.
Enhancing Recycling	4	5	Nottingham City Council will explore the potential expansion of the materials collected for dry recycling from its residents and businesses to ensure that the full range of recyclables can be collected from both the kerbside service and the Household Waste Recycling Centre service by 2027.
	5	7	Nottingham City Council will continue to prevent recyclables from going into the residual waste collections, through engagement and restrictions on the amount of residual waste presented for collection in order to encourage segregation of waste for recycling.
	6	4	Nottingham City Council will introduce and promote a separate weekly food waste collection to its residents.
	7		Nottingham City Council will procure suitable Anaerobic Digestion capacity to treat food waste collected from households in a manner that helps reduce carbon emissions from the city.
Managing Business Waste	8	6	Nottingham City Council will develop its collection service from businesses and organisations to improve recycling performance and to contribute to the achievement of the national 65% recycling target by 2035, whilst remaining a high quality and competitive service.
Dealing with the Waste that is Leftover	9	8	Nottingham City Council will continue to prioritise energy recovery and avoidance of waste to landfill for all waste that remains once material has been recycled, reused and composted.
	10	7	Nottingham City Council will continue to extract more recyclables from residual waste to maximise the use of materials (at present this is metals and aggregate recovered from incinerator ash)
	11	8	Nottingham City Council to continue to keep waste sent to landfill to under 8% of that collected, well in advance of the 10% national target for 2035.
Walking the Talk	12	9	Nottingham City Council will lead by example by reviewing their internal purchasing activities and waste management services to promote waste prevention and encourage reuse and recycling within its internal operations.
Comms and Engagement	13	-	Nottingham City Council aim to continue to proactively engage with residents, through a variety of mechanisms, to promote waste prevention, low waste alternatives, reuse and repair schemes in the city with the aim of reducing overall waste arisings and helping develop more sustainable lifestyles.
	14	-	Nottingham City Council aim to continue to proactively engage with residents, through a variety of mechanisms, to ensure maximum participation in recycling services in the aim of improving kerbside recycling performance. This will include clear and effective communication regarding the recycling and waste collection service.
	15	10	Nottingham City Council aim to provide more education in schools covering: sustainable living; the linkage between the 3 R's [reduce, reuse, recycle] and providing the resources we need as a society, and; how good management of resources helps to tackle climate change.
	16	-	The Council will continue to provide clear and effective communication regarding waste prevention, reuse, repair and recycling services by promoting best practice behaviours which support the circular economy and contributes to the net zero aspirations of the Council.
Working towards Net Zero carbon	17	11	Nottingham City Council will continue to expand its fleet of alternative fuel vehicles to reduce the carbon emissions of the service that are associated with waste and recycling collection and transportation to improve local air quality.

Table 8: Nottingham R&amp;WS ambitions, as presented in the survey.

Theme	Survey Ambition No.	Ambition (as presented in the Survey)
Preventing Waste and Promoting Re-use	1 (1)	Encourage a reduction in consumption by highlighting the environmental benefits of waste reduction and prevention, and signposting to waste prevention and reuse activities and services in the City.
	2 (2)	Continue working with local businesses and community groups to expand and promote the development of repair and reuse services.
	3 (3)	Nottingham City Council to work with the community and voluntary sector to identify opportunities for reuse or repair of suitable goods collected through the Household Waste & Recycling Centre and the Bulky waste collection service.
Enhancing Recycling	4 (6, 7)	Introduce a separate weekly food waste collection to its residents and treat food waste in a manner that reduces carbon emissions and generate energy.
	5 (4)	Explore the potential expansion of the materials collected for dry recycling from its residents and businesses to ensure that the full range of recyclables can be collected from both the kerbside service and the Household Waste Recycling Centre service by 2027.
Managing Business Waste	6 (8)	Review the collection system for dry recycling from residents, businesses and organisations to ensure that the service maximises the collection of high-quality recycling and contributes to the achievement of the national 65% recycling target by 2035.
Enhancing Recycling	7 (5)	Continue to prevent recyclables from going into the residual waste collections, including enforcement and education around side waste (additional waste placed at the side of the relevant collection container) and restrictions on the amount of residual waste presented for collection.
Dealing with the Waste that is Leftover	8 (9, 11)	Prioritise energy recovery and avoidance of waste to landfill to continue to keep waste sent to landfill under 8%.
Walking the Talk	9 (12)	Lead by example by reviewing Nottingham City Council's internal purchasing activities and waste management services to promote waste prevention and encourage reuse and recycling within its internal operations.
Comms and Engagement	10 (15)	Provide more education in schools covering: sustainable living; Reduce, Reuse and Recycle, and how management of resources helps to tackle climate change.
Working towards Net Zero carbon	11 (17)	Expand alternative fuel vehicles to lower carbon emissions & improve local air quality.

The survey ambitions, therefore omitted the following ambitions that had originally been included in the draft Strategy:

- 10: Nottingham City Council will continue to extract more recyclables from residual waste to maximise the use of materials (at present this is metals and aggregate recovered from incinerator ash)
- 13: Nottingham City Council aim to continue to proactively engage with residents, through a variety of mechanisms, to promote waste prevention, low waste alternatives, reuse and repair schemes in the city with the aim of reducing overall waste arisings and helping develop more sustainable lifestyles.
- 14: Nottingham City Council aim to continue to proactively engage with residents, through a variety of mechanisms, to ensure maximum participation in recycling services in the aim of

improving kerbside recycling performance. This will include clear and effective communication regarding the recycling and waste collection service.

- 16: The Council will continue to provide clear and effective communication regarding waste prevention, reuse, repair and recycling services by promoting best practice behaviours which support the circular economy and contributes to the net zero aspirations of the Council.

**Q21 – Delivery of our strategic vision will be supported by a number of objectives and ambitions – to what extent do you agree or disagree with our ambitions as set out in the draft Strategy?**

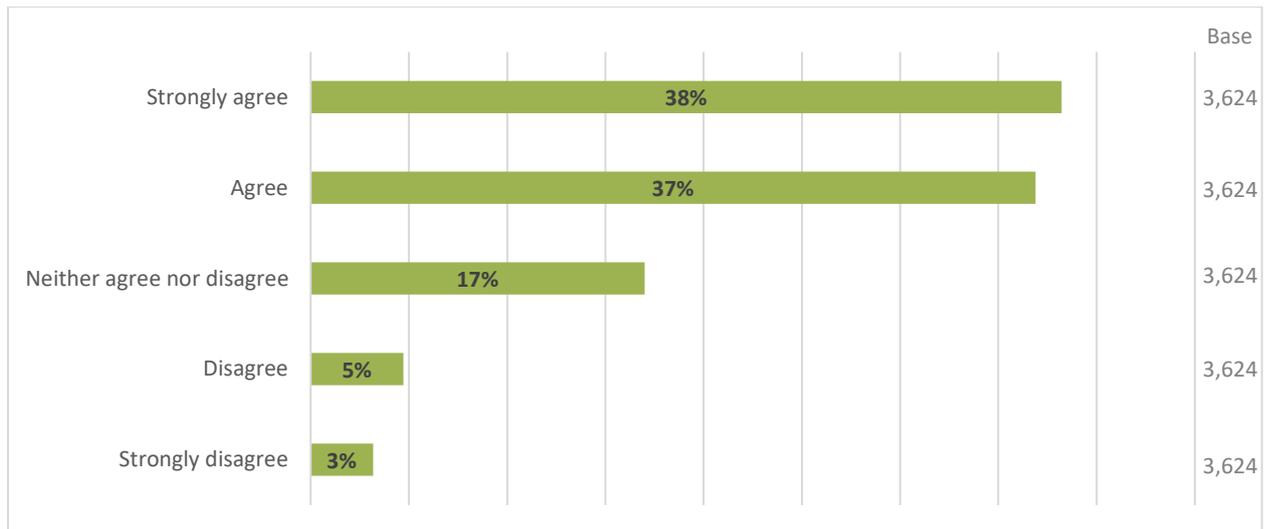


Figure 17: Our strategic vision and ambition – the extent to which respondents agreed or disagreed with the ambitions (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q21)

Similarly to the vision, the ambitions also had a positive reaction from respondents, with three quarters (75%) stating that they ‘strongly agree’ or ‘agree’. 8% of respondents had some level of disagreement with the ambitions, while 17% had a neutral view (see Figure 17).

**Q22 – Which, if any, of the ambitions should be a Council priority? [open comment question]**

As shown in Table 9, the ambition which the highest proportion of respondents (15%) wanted to see prioritised was the prevention of recyclables going into the residual waste collections, which also included enforcement and education around side waste. This was closely followed by the introduction of a weekly food waste collection, where 14% of respondents saw this as a priority.

**Q23 – Do you disagree with any of the ambitions and if so, why? [open comment question]**

Despite being a priority for some, 10% disagreed with the ambition to introduce a weekly food waste collection. This was commonly due to concerns around smells, hygiene and pests, as well as spatial concerns regarding container storage. A further 7% disagreed with prevention of recyclables going into the residual waste collections, due to concerns that a smaller residual bin may lead to fly tipping and that enforcements may deter participation. Further detail is available in Table 6.

Table 9: Our vision and ambitions – summary of ambitions considered a priority, or disagreed with, and why (Nottingham R&WS survey, Oct – Dec 2022, Q22 and Q23)

Survey Ambition No.	Overview of ambition	Priority (Q22, 2,212 responses)	Disagree and why (Q23, 1,513 responses)	
1	Encourage a reduction in consumption	7%	2%	<ul style="list-style-type: none"> <li>Concerns around halting economic growth</li> <li>Businesses need to change</li> </ul>
2	Repair and reuse services with local businesses and community groups	8%	0%	
3	Reuse or repair of goods from HWRC and bulky waste collection service	4%	0%	
4	Separate weekly food waste collection	14%	10%	<ul style="list-style-type: none"> <li>Concern with smells, hygiene and pests</li> <li>Lack of space for container</li> <li>Encourages food waste</li> </ul>
5	Full range of recyclables to be collected from kerbside & HWRC by 2027	10%	0%	
6	Review collection system to achieve the national 65% recycling target by 2035	4%	3%	<ul style="list-style-type: none"> <li>Don't want more containers</li> </ul>
7	Prevention of recyclables going into the residual waste collections, including education and enforcement	15%	7%	<ul style="list-style-type: none"> <li>Don't want smaller bins, fear will lead to fly tipping</li> <li>Enforcement may deter participation</li> </ul>
8	Prioritise energy recovery and avoid waste to landfill	9%	2%	<ul style="list-style-type: none"> <li>Unsupportive of incineration</li> </ul>
9	Lead by example and review NCC's internal purchasing to promote waste prevention and encourage reuse	4%	0%	
10	More education in schools on 3 R's [reduce, reuse, recycle], resources and climate change.	10%	2%	<ul style="list-style-type: none"> <li>This is already being done, and children are aware</li> <li>Adults need education</li> </ul>
11	Continue to expand fleet of alternative fuel vehicles	5%	3%	<ul style="list-style-type: none"> <li>Too expensive</li> <li>Insufficient infrastructure</li> <li>Should only introduce when existing vehicles need replacing</li> </ul>

**Q24 – To what extent do you agree or disagree with our draft Strategy overall?**

To gauge perceptions of the draft Strategy overall, residents were asked (Q24) the extent to which they agreed or disagreed.

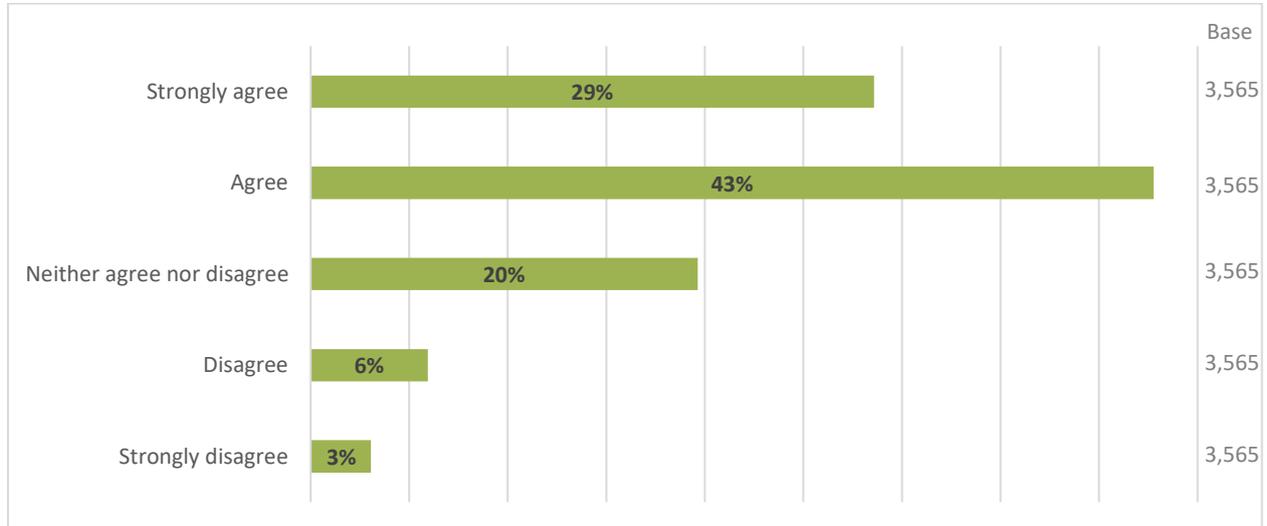


Figure 18: Our strategic vision and ambition – the extent to which respondents agreed or disagreed with the draft Strategy overall (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q24)

Overall, the draft Strategy has achieved high levels of agreement, with the vast majority (72%) of respondents agreeing to some extent (combination of agree and strongly agree). One fifth (20%) of respondents neither agreed nor disagreed, while only less than one tenth (9%) expressed their disagreement.

**Q25 – Do you have any other comments on the draft Strategy? [open comment question following on from Q24]**

1,379 open comments were received for this question covering a wide range of topics, as outlined below in Table 10. Approximately one third (32%) made comments directly relating to the Strategy, where many expressed their support, while others noted the importance of it being simple and accessible. Comments also referenced education and communications (17%), service (16%) and collections (13%).

Table 10: Our strategic vision and ambition – summary of additional comments on the draft Strategy (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q25, 1,379 responses)

Topic	%	Summary of comments
Strategy	32%	<ul style="list-style-type: none"> <li>• Agreement / support for the Strategy</li> <li>• Ensure it's simple and accessible for all (elderly, disabled, different languages)</li> <li>• Strategy is unachievable / too ambitious – concern about deliverability</li> </ul>
Education and communications	17%	<ul style="list-style-type: none"> <li>• Education required</li> <li>• Increased communications and clear information</li> <li>• Engage with all residents, businesses and schools</li> <li>• Concern around non-compliance / lack of engagement</li> </ul>
Service	16%	<ul style="list-style-type: none"> <li>• Focus on improving current service</li> <li>• Concern around visual impacts and current cleanliness levels</li> <li>• Consideration for those in flats / HMOs, particularly in student / transient population areas</li> </ul>
Collections	13%	<ul style="list-style-type: none"> <li>• Review garden waste collection (current collection period too short)</li> <li>• Concern around pest (rats / vermin / foxes)</li> <li>• Provide free or subsidised composters / wormeries</li> <li>• Concern with proposed food waste collection</li> </ul>
Containers	10%	<ul style="list-style-type: none"> <li>• Concern around bin size and storage space for containers</li> <li>• Dislike bags / boxes for recycling, would prefer wheeled bin</li> </ul>
Cost	8%	<ul style="list-style-type: none"> <li>• Concerns as to the cost of the proposed changes</li> <li>• Concerns increased costs will be reflected in Council Tax</li> </ul>
Extended Producer Responsibility	4%	<ul style="list-style-type: none"> <li>• Producer responsibility to reduce waste / improve recycling (manufacturers, retailers etc)</li> <li>• Clearer / consistent labelling of packaging</li> <li>• Target a reduction in packaging waste</li> </ul>
Litter / fly tipping	4%	<ul style="list-style-type: none"> <li>• Encourage a reduction in street litter and fly-tipping</li> <li>• Concerns increased fly-tipping across the City</li> </ul>
Enforcement	3%	<ul style="list-style-type: none"> <li>• Introduce enforcements / penalties for non-compliance</li> <li>• Increased monitoring of behaviour / bin use</li> </ul>
HWRC	2%	<ul style="list-style-type: none"> <li>• More availability and access to HWRCs, including use of neighbouring sites</li> <li>• Accept more materials</li> </ul>
Disposal	1%	<ul style="list-style-type: none"> <li>• Concerns about incineration of waste</li> <li>• Information about what happens to recycling</li> </ul>
<p><i>* Note: Topics do not add to 100% as respondents commented on various aspects</i></p>		

**Representative comments:**

*“I think it’s really good. I would just emphasize the need to meet people’s needs in a variety of ways, as different people will have different practical barriers (mostly space and transport/accessibility). Also more information on ways the community can help and support these objectives (as that is something I am interested)”*

*“Please keep it as simple as the government will allow. If nothing else, I really can’t see how those who don’t bother recycling properly now (when all they have is put it all together in one bin) would be encouraged to do so if they have to sort it into multiple receptacles. In fact, I can see that a lot of*

*people who recycle now will be too fed up or confused to recycle as much as they do currently due to excess sorting and storage of receptacles.”*

*“People need clear guidance about what can be recycled. Some people don’t wash out containers, some don’t know what to do with cardboard that has food contamination on it (eg pizza boxes). We stay in holiday cottages around the UK and guidance and systems seem to vary between different authorities. Education will be particularly key when the new system is brought in. Let’s leave no-one in any doubt!”*

*“One size does not fit all. Different strategies are needed for different areas of the local authority on the basis of the type of housing and storage space available.”*

*“I would also like to see some commitment made to increasing resources to tackle fly tipping (tyre dumping in Sneinton, Colwick Woods and on Racecourse Roads keeps occurring).”*

*“Focus on the basics – getting a robust and reliable waste management service to all households and businesses and address the cleanliness and hygiene aspects of fly-tipping/abandoned rubbish on domestic streets. Have a zero tolerance to litter. Ensure stand-alone garages, empty properties and vacant land don’t become alternate dumping grounds. Require home owners and landlords to maintain gardens/external space within the boundaries of their properties to a higher standard of hygiene/safety. Ensure business premises/commercial landlords maintain clean and litter-free premises.”*

### **3.7 Waste Prevention, Reduction and Re-use**

**Q26 – In your opinion, should the Council encourage a ‘lower waste’ society, and if so how could they do so? [open comment question]**

Of 2,621 responses received to this question, 31% believed that a ‘lower waste’ society could be encouraged through increased education and behaviour change. 22% of responses suggested that businesses could do more through producer responsibility, and a further 12% thought this would be possible through improving recycling services, by collecting more materials and ensuring the system is easy to use. More detail is available in Table 11 below.

*Table 11: Waste prevention, reduction and re-use – summary of comments regarding how the Council could encourage a ‘lower waste’ society (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q26, 2,621 responses)*

Topic	%	Summary of comments
Education and behaviour change	31%	<ul style="list-style-type: none"> <li>• Education</li> <li>• Encourage a reduction in consumption, make reused / recycled goods desirable</li> <li>• Use of incentives and rewards</li> </ul>
Businesses	22%	<ul style="list-style-type: none"> <li>• Producer responsibility</li> </ul>
Improve recycling	12%	<ul style="list-style-type: none"> <li>• Make recycling as easy as possible</li> <li>• Provide more public recycling bins</li> <li>• Collect more materials at the kerbside</li> <li>• Provide better information about recycling and what happens to it</li> </ul>
Reuse initiatives	6%	<ul style="list-style-type: none"> <li>• Encourage the reuse of items</li> <li>• Swap / second hand events</li> <li>• Charity donations</li> <li>• Equipment libraries</li> </ul>
Awareness	5%	<ul style="list-style-type: none"> <li>• Increased awareness campaigns and communications</li> <li>• Community champions</li> </ul>
Repair	5%	<ul style="list-style-type: none"> <li>• Availability of repair services</li> <li>• Make it easier and cheaper to access repair services</li> </ul>
Council	5%	<ul style="list-style-type: none"> <li>• It isn't the Council's job – belief that there are more important issues to deal with</li> <li>• Lead by example</li> </ul>
Refill opportunities	2%	<ul style="list-style-type: none"> <li>• Increased access to refill shops</li> <li>• Provide more public water fountains</li> </ul>
* Note: Topics do not add to 100% as respondents commented on various aspects		

Representative comments:

*“Yes, of course. Teach people about the wastefulness of single use plastics, throwaway items (cheap gifts, coffee cups, balloons), fast fashion.”*

*“Yes. Education, community support, financial incentives maybe for less affluent areas.”*

*“No they shouldn't. Manufacturers should be encouraged to reduce waste by less packaging and repairable devices rather than just causing residents problems and spending lots of money on these things.”*

*“By making recycling as simple as possible and being clear about where the recycling goes...”*

*“Yes. Set up local borrowing scheme similar to libraries where you could borrow items such as tools”*

*“Use advertising sites around the city to educate those who have left school too and are the buyers of items and point out alternatives such as reusable produce bags. Offer a ‘Repair Shop’ kind of workshop monthly where residents could learn how to fix small electric items and that are family friendly, so youngsters take an interest in fixing rather than replacing.”*

*“No. There are more important things to focus on.”*

**Q27 – What, if any, reuse activities do you currently access? How convenient is it in Nottingham? How could the Council encourage more reuse? [open comment question]**

As shown in Table 12, 2,398 responses were received to this question. In terms of reuse activities which respondents currently access, almost half (48%) referenced the use of charity shops and banks, and a further 30% took part in second hand buying and selling via second hand shops, websites and apps.

For those who believed reuse in Nottingham is convenient, this was largely due to good availability of charity shops in the area. Some stated that it is inconvenient as reuse activities are difficult to access if you have no transport available, and charity shops / banks are often not accepting donations or are full.

Suggestions for encouraging reuse included more access to repair (11%) and reuse (8%) activities. Respondents also believed that it was important to raise awareness about reuse and how individuals could get involved (7%).

Representative comments:

*“Shopping at charity shops first. Repairing broken toys, dishes etc. My repair skills are lacking, but I can sew and glue. Classes teaching how to repair items would be very helpful!”*

*“I use charity shops for most used items & recycle what I think cannot be reused – electrical goods etc. There are lots of charity shops in the Sherwood area, which is convenient for me. Perhaps ‘reuse’ could be encouraged by having affordable repair sites run by the Council. But more overly, I think everyone should be encouraged to buy far less.”*

*“I find it hard to take my unwanted clothes to a charity shop I don’t have a car.”*

*“Make Repair cafes an ‘official’ funded entity which take place regularly. The current one in my area is 3 times a year and run by volunteers - financially and structurally support this initiative to expand it and make it the ‘go to’ opportunity for broken items which could be repaired.”*

*“Not aware of sites apart from local charity shops. If these facilities are there they need advertising.”*

*“Reuse is easiest done within communities. Perhaps support, bolster and highlight what is already happening.”*

*“Organise more events to promote the importance of reuse.”*

*“I can’t think of any so it either needs more advertising or more opportunities to do this. Encourage people to recycle and re- use rather than buying new. Our society has got used to everything new so we need to make it acceptable to buy second hand.”*

Table 12: Waste prevention, reduction and re-use – summary of comments regarding reuse activities current accessed by respondents, how convenient it is, and how the Council could encourage more reuse (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q27, 2,398 responses)

Topic	%	Summary of comments
<b>What reuse activities do you currently access?</b>		
Charity donations	48%	<ul style="list-style-type: none"> <li>• Donations to charity shops and charity banks</li> </ul>
Second hand buying and selling	30%	<ul style="list-style-type: none"> <li>• Second hand shops / sites / apps, such as eBay and Gumtree</li> <li>• Use of free-cycle groups</li> <li>• Community swaps and donations</li> <li>• Car boot sales</li> </ul>
Reuse and repair	11%	<ul style="list-style-type: none"> <li>• Repair of items via local repair groups</li> <li>• General reuse of items e.g. reusing shopping bags, containers</li> <li>• Zero waste shops</li> </ul>
None	9%	
<b>How convenient is it in Nottingham?</b>		
Convenient	-	<ul style="list-style-type: none"> <li>• Lots of charity shops</li> </ul>
Inconvenient	-	<ul style="list-style-type: none"> <li>• Charity shops and banks often full, limited parking at charity shops</li> <li>• Difficult to access reuse activities if no transport is available</li> </ul>
<b>How could the Council encourage more reuse?</b>		
Encourage repair	11%	<ul style="list-style-type: none"> <li>• Fixer cafes and repair shops</li> <li>• Workshops to teach repair skills</li> <li>• Ensure its accessible and affordable</li> </ul>
Reuse initiatives	8%	<ul style="list-style-type: none"> <li>• Reuse hub / drop off sites for reusable items (e.g. at HWRC, community centres)</li> <li>• Council run free-cycle shops or websites</li> <li>• Equipment libraries</li> </ul>
Awareness	7%	<ul style="list-style-type: none"> <li>• Signpost activities</li> <li>• Publicise those looking for donations</li> </ul>
Council collections	5%	<ul style="list-style-type: none"> <li>• Free or cheaper bulky waste collections</li> <li>• Council collections of behalf of charities, for those with no transport</li> </ul>
Behaviour change	5%	<ul style="list-style-type: none"> <li>• More education and encouragement</li> <li>• Rewards and incentives</li> </ul>
Accessibility	5%	<ul style="list-style-type: none"> <li>• Ensure access for all, including those with no transport</li> <li>• Improve HWRCs</li> <li>• Ensure reuse is affordable</li> </ul>
Events	4%	<ul style="list-style-type: none"> <li>• More community reuse events (swap events, car boot sales)</li> </ul>
Donations	3%	<ul style="list-style-type: none"> <li>• Increased local collection points e.g. for charity</li> <li>• Furniture and clothing banks</li> </ul>
Refill	2%	<ul style="list-style-type: none"> <li>• Encourage more refill and zero waste shops / opportunities</li> <li>• More water fountains around the city</li> </ul>
* Note: Topics do not add to 100% as respondents commented on various aspects		

### 3.8 Composting at home

#### Q28 – Do you currently compost at home?

To understand participation regarding home composting, the survey (Q28) asked residents if they currently undertake this activity.

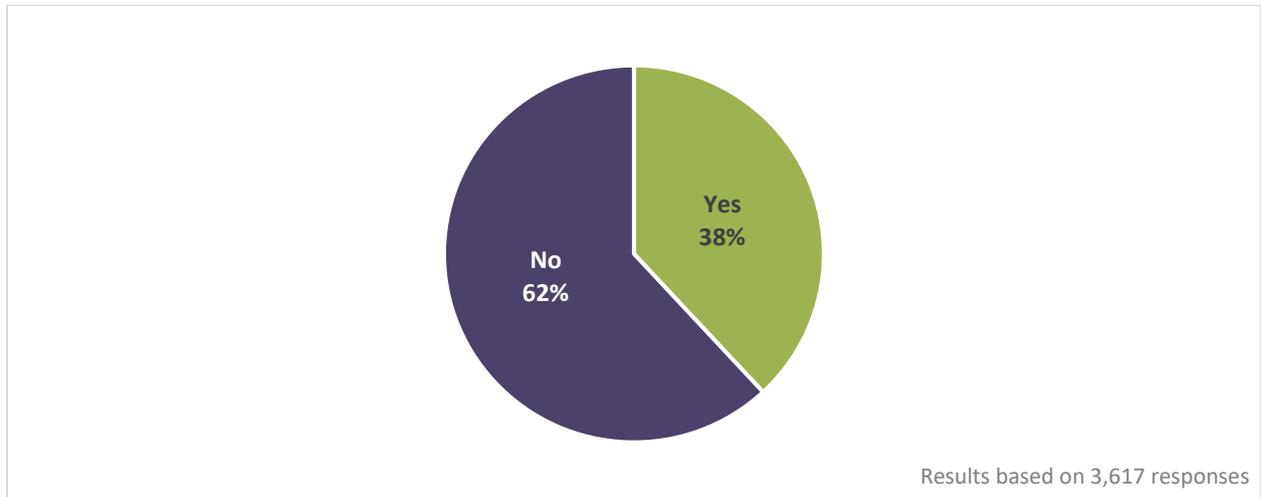


Figure 19: Composting at home – number of respondents who do and do not compost at home (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q28)

As shown in Figure 19, approximately two thirds (62%) of respondents do not currently compost at home, with only 38% undertaking this at the moment.

#### Q29 – What prevents you from composting?

To recognise the barriers that individuals may face in relation to composting, respondents were asked (Q29) to state which measures prevent them from participating.

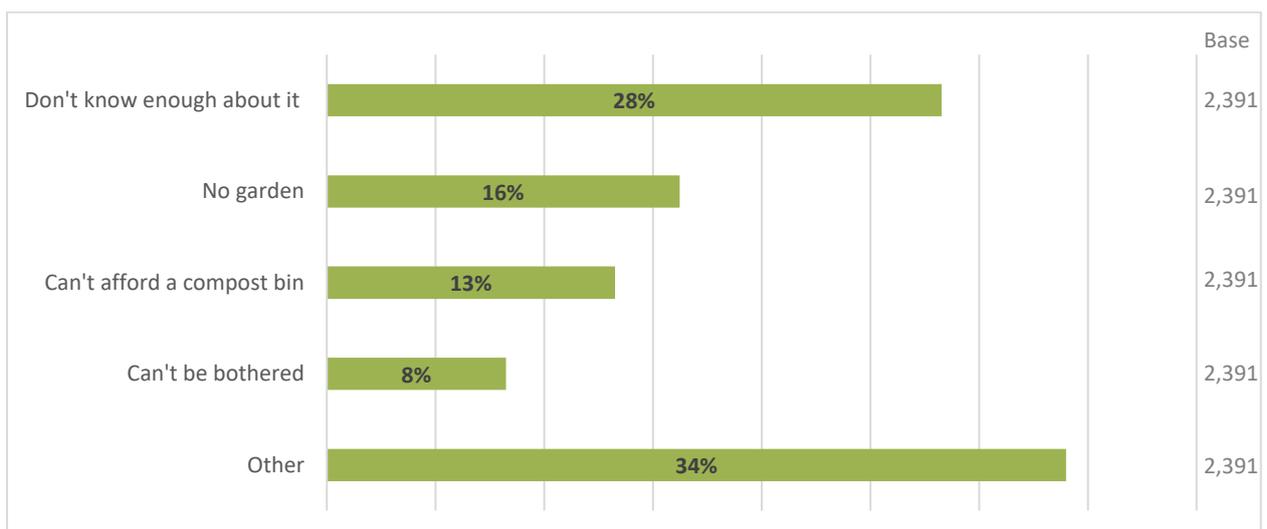


Figure 20: Composting at home – respondents' views on what prevents them from composting at home (Nottingham R&WS Consultation Survey, Oct - Dec 2022, Q29)

As shown in Figure 20, more than one quarter (28%) stated that not knowing enough about composting prevents them from taking part at home. The lack of a garden was cited as a barrier by

16% and 13% stated that they couldn't afford a compost bin, while 8% suggested that they couldn't be bothered.

However, more than one third (34%) of individuals responded with 'other', and 723 of these respondents put forward alternative reasons as to what prevents them. These additional barriers are presented in Table 13 below.

Table 13: Composting at home - summary of comments from respondents who gave other barriers to composting (Nottingham R&WS Consultation Survey, Oct – Dec 2022, Q29, 723 responses)

Topic	%	Summary of comments
Space / visual constraints	35%	<ul style="list-style-type: none"> <li>No space for a composting bin</li> <li>Small / no garden</li> <li>Visually unattractive</li> </ul>
Garden constraints	26%	<ul style="list-style-type: none"> <li>No use for compost</li> <li>Don't have much material which could be composted</li> </ul>
Concerns	20%	<ul style="list-style-type: none"> <li>Rats / vermin / flies</li> <li>Smell</li> </ul>
Personal barriers	11%	<ul style="list-style-type: none"> <li>Restricted by age / disability / lack of mobility</li> <li>Time consuming and too difficult</li> <li>Expensive</li> </ul>
Past experience	5%	<ul style="list-style-type: none"> <li>Tried composting in the past, and had been unsuccessful</li> </ul>
Use alternative	4%	<ul style="list-style-type: none"> <li>Use garden waste collection</li> <li>Waste disposal, wormery, communal compost</li> </ul>
Intend to start	3%	
Lack of information	2%	
* Note: Topics do not add to 100% as respondents commented on various aspects		

#### Representative comments:

*"Small garden, no space for a compost bin"*

*"No real need for the compost and no lawn so I mostly have pruned branches etc."*

*"This never worked for me - years later the items mostly remained intact. Now it would be difficult to take items to a compost bin due to reduced mobility and eyesight"*

*"No desire to attract rats and other vermin smells maggots germs"*

*"Previous attempts saw an increase in the presence of rats around the property"*

## 4 Results – Additional responses

Findings from meeting and events which took place as part of the consultation process, as described in Section 2, are discussed below. Additional responses from stakeholders, including interest groups and residents, who submitted a response outside of the main survey are also presented below.

### 4.1 Meetings

Discussion at the **Disability Involvement Group** (27 October 2022) included concern around spatial requirements for additional bins and suggestions for an enhanced pull-out service, which would see more assistance for those unable to lift or move containers. If a multi-stream system were to be introduced, it was stated that separate boxes can be difficult to carry for individuals with physical disabilities and therefore the use of wheeled / stackable boxes was suggested.

Discussion at the **Landlord Forum** meeting (9 November 2022) focused on the requirement to develop a Student Strategy to ensure students were repeatedly informed of the requirement to access waste collection services correctly. It was recognised that user compliance had been an issue in the city for many years and the Council could learn from best practice initiatives from other cities in addition to ensuring collections were prompt and reliable in student areas of the city.

At the **Overview and Scrutiny Committee** meeting (9 November 2022), it was recommended that any changes to the waste collections services should be accompanied by education and communication to all residents. There was concern that the introduction of smaller residual bins may lead to increased contamination of dry recycling, and that penalties should be considered for those who consistently do not engage with waste collection arrangements. The environmental impacts of changing to a new system, through producing new bins and replacing waste vehicles, was also questioned. It was also suggested that consideration should be given to the needs of all the different communities within the city including transient populations, those living in flats and individuals with disabilities or mobility issues.

During the **Labour Group** meeting (16 January 2023), there was concern around low levels of engagement with those in HMOs which enforced the need to work more closely with landlords and letting agencies, particularly around students. Suggestions to retrofit bins with barcodes, in order to identify the number of bins allocated to each property, were also raised. It was also reiterated that any implementation will be step-change and that there is not a one size fits all solution.

### 4.2 Events

During the online public consultation event (2 November 2022), there were concerns as to how the Strategy would impact those living in flats or shared accommodation, particularly students; these concerns included how food waste collections would work and a lack of storage space for bins. Wheeled / stackable boxes were suggested for multi-stream collections and concerns around the current contamination of recycling was raised.

At the **Clifton Library** event (16 November 2022), it was suggested that if a food waste collection was introduced, secure and animal-proof containers would be needed, as well as the need for weekly food waste collections to be reliable. There was a request for more information as to how changes would be funded, and suggestions that more engagement and communications were needed.

During the **Bulwell Riverside** event (6 December 2022), there were calls for more education across all age groups so that the importance of waste management could be understood. Some attendees were

concerned about what would happen to bins which may no longer be required, and there were comments on issues with the current system, particularly around missed collections.

### **4.3 Interest Groups**

In a response submitted by Nottingham Friends of the Earth group, support for the separate weekly collection of food waste was given. They also expressed a preference for the weekly multi stream option due to improved recycle quality, easy identification of contaminate materials, and the potential to progressively increase the range of materials collected. In terms of residual waste there was support for smaller bins but disagreement in sending waste to the incinerator. It was also suggested that more consideration was needed for collections from flatted properties.

### **4.4 Resident responses**

Within responses from individuals who submitted a response outside of the online survey, there was emphasis on the need for reliable collections and suggestions for encouraging behaviour change, for example, through collection crew placing informative stickers on contaminated bins. Some concerns were raised around the use of reusable bags for recycling, while the exploration of underground bins was also suggested.

## 5 Conclusion

The results of the survey have given NCC an insight into the demographic profile of respondents, thoughts on potential changes to the current system to improve recycling rates, and satisfaction with current services. This section of the report seeks to draw out and summarise the main findings to optimise the value of the consultation campaign for the Council and the Strategy. To do this, this section is presented as follows:

- Emerging themes – the themes that have emerged in the consultation processes.
- Social value – opportunities for the public consultation to deliver social value.
- Potential actions – potential actions identified, with respect to the ambitions and the Strategy overall.
- Implications for the Strategy – potential opportunities to update the Strategy prior to publication.

### 5.1 Emerging themes

The survey has provided an understanding of respondents' support, satisfaction and concerns with the existing services and proposed changes within the draft Strategy.

The individual analysis and categorisation of each of the open comments responses has enabled the main issues that emerged to be captured, quantified, and understood for each of the questions (as presented in Section 3). By looking at all the findings and the background to the concerns raised, 14 key themes have been identified that fall into three overall topic areas as listed below (note, these are not presented in an order of priority):

#### 1. Public health / Amenity

- Residual volume & overflow
- Rats / pests

#### 2. Service Provision

- HWRCs
- Missed collections
- Kerbside collections
- Re-use and repair
- Containers
- Accessibility
- Environmental impact
- Financial cost

#### 3. Understanding & Compliance

- Understanding the system
- Compliance
- Engagement and education
- Behaviour change

Table 14 below provides a summary of the 3 topics and 14 themes together with a summary of the key comments made.

Table 14: Topics, themes and key comments arising from public consultation activity (Nottingham R&amp;WS, Oct – Dec 2022)

Topic	Theme	Key comments
<b>Public health / Amenity</b>	<b>Residual volume &amp; overflow</b>	<ul style="list-style-type: none"> <li>Side waste, residual surplus not taken at HWRC</li> <li>Too much for current bin size, concern about reduced size</li> <li>Fly tipping</li> </ul>
	<b>Rats / Pests</b>	<ul style="list-style-type: none"> <li>Existing rat issue</li> <li>Encouraging vermin</li> </ul>
<b>Service Provision</b>	<b>HWRC</b>	<ul style="list-style-type: none"> <li>Staff (rudeness, unhelpfulness)</li> <li>Access, layout, signage, facilities</li> <li>Location, lack of access to closest facility to home address</li> </ul>
	<b>Missed collections</b>	<ul style="list-style-type: none"> <li>Routinely missed collections</li> <li>Additional collection concern (e.g. food waste)</li> </ul>
	<b>Kerbside collections</b>	<ul style="list-style-type: none"> <li>More items collected (soft plastics, cartons, foil etc)</li> <li>Flexibility to accommodate larger households / circumstances</li> </ul>
	<b>Re-use and repair</b>	<ul style="list-style-type: none"> <li>Accessibility and availability of repair services and up-skilling</li> <li>Encouragement of reuse through events (car boots, swap events)</li> <li>Ensure affordability</li> </ul>
	<b>Containers</b>	<ul style="list-style-type: none"> <li>Space (additional bins, indoor and outdoor space, pavement space)</li> <li>Bags (hygiene, windblow and litter, animals / pests), transport to kerbside)</li> <li>Replacing bins (recycle, landfill)</li> </ul>
	<b>Accessibility</b>	<ul style="list-style-type: none"> <li>Holistic participation</li> <li>Disabled accessibility</li> <li>Language</li> </ul>
	<b>Recycling</b>	<ul style="list-style-type: none"> <li>Improved recycling (multi-stream preference)</li> </ul>
	<b>Financial Cost</b>	<ul style="list-style-type: none"> <li>Replacement of bins, changing service</li> <li>Council tax concerns</li> </ul>
<b>Understanding &amp; Compliance</b>	<b>Understanding the system</b>	<ul style="list-style-type: none"> <li>Ease of use</li> <li>How revised system will work (stacked containers, wheeled bins, space requirements, adequacy of containers)</li> <li>What is required? Waste separation? Time?</li> <li>Food waste process</li> </ul>
	<b>Compliance</b>	<ul style="list-style-type: none"> <li>Students (not understanding or complying to system)</li> <li>Student strategy (access waste collection services correctly)</li> <li>People do not recycle correctly now, unlikely to comply with new system</li> <li>Misuse of shared bins, reliance of others to comply (shared property)</li> <li>No recycling service provided currently; compliance impossible</li> <li>Antisocial behaviour</li> </ul>
	<b>Engagement and education</b>	<ul style="list-style-type: none"> <li>Education required for all age groups</li> <li>Increased engagement with residents, clear information</li> </ul>
	<b>Behaviour change</b>	<ul style="list-style-type: none"> <li>Use of rewards and incentives</li> </ul>

## 5.2 Social value

*“Social value is about understanding the relative importance that people place on changes to their wellbeing and using the insights we gain from this understanding to make better decisions”<sup>7</sup>*

Engaging stakeholders has provided the Council opportunity to recognise respondent’s values and preferences and to incorporate these into the Strategy via the ambitions and the accompanying action plan. By responding to feedback and being transparent it enables respondents to feel empowered and the Council to better understand where they can use resources to create more value. Three new ambitions are proposed for the Strategy (see Section 5.4), which address concerns regarding:

- rat / pests through a new ambition which will aim to improve public health / perception for residents
- HWRC facilities through a new ambition which aims to improve access to and facilities at HWRCs that should increase levels of accessibility for residents and may lead to less waste due to more recycling
- fly-tipping and litter through a new ambition which aims to reduce flytipping and litter across the city to improve public health and amenity for residents

Residents also expressed support for reuse and repair initiatives (reuse events, repair workshops, upskilling) which is addressed by an existing ambition. This may lead to reduced waste, volunteering opportunities, low-cost second-hand goods and increased community engagement.

The action plan for the Strategy provides a route to deliver these ambitions and with continued stakeholder engagement allows the Council to be transparent, responsive and verify the changes that are made (see Section 5.4).

## 5.3 Potential actions

Undertaking consultation allows NCC to consider and reflect on feedback received to the proposed Nottingham R&WS, from its residents, businesses, and community groups.

The following are the main potential actions that have been identified from the analysis of the public consultation responses. Please note that these are not presented in priority order.

- **Current collection service**

Feedback related to several key concerns with the current system, and the need for improvement. These include:

- Missed collections
- Understanding of the existing system (e.g. side waste policy, items collected for recycling, student strategy)
- Existing rat problems
- Garden waste not being collected in winter (encouraging disposal into residual waste)
- No recycling facilities being offered to some properties.

- **HWRC access and facilities.**

Despite the Redfield Road being one of the highest performing HWRCs in the country with

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<sup>7</sup> *The Principles of Social Value — Social Value International*

recycling rates of approximately 85%<sup>8</sup>, several issues were raised which need to be considered and addressed, these include:

- Encouraging use of HWRC facilities (the existing HWRC facility at Redfield Road is not used by a quarter (23%, Q16) of residents surveyed).
  - Allowing use of other HWRCs (people are currently unable to access the HWRC which is closest to their home and Redfield is not easily accessible and has long wait times)
  - Improving staff communications with the public (a third of respondents to Q16 had experienced rude and unhelpful staff, visiting the HWRC was also considered by several people to be intimidating and stressful)
  - Reviewing access into the site (issues cited relating to the ring road)
  - Reviewing site layout and facilities (parking, signage, nails on floor etc)
  - Considering improvements to help people that require assistance (elderly, disabled)
  - Investigating access to the facilities for people without transport or alternative facilities.
- **Compliance to existing services**  
Using existing services properly, i.e. correct use of the kerbside recycling and waste collections and other available recycling facilities.
  - **Access to repair and reuse facilities**  
By better publicising what is already available, encouraging more use of reuse and repair facilities and improving facilities at the HWRC.
  - **Get house in order before changing it**  
Residents want reassurance that the existing system is working before implementing changes.
  - **Communications and education**  
This is an implicit requirement to support the proposed actions and achieving successful implementation the Strategy. Of particular concern in the survey was the need to engage with transient populations (e.g. students) and residents in HMOs. It was highlighted that residents want to be kept informed and able to understand the rationale for change, how a new system will work (replacing existing bins, food waste, garden waste etc), the cost implications and the benefits. In addition, following the feedback on current services and the split in favouring twin and multi-stream collection alternatives, it is suggested that there is consideration of further consultation to determine requirements of local areas.

## 5.4 Implications to the Strategy

It is considered that there is opportunity to incorporate findings of the consultation into the Strategy through, in particular, the Action Plan and the ambitions.

### 5.4.1 Action Plan

A Strategy is often accompanied by an action plan. This provides guidance on delivery of the Strategy and is a useful tool for monitoring progress. It is proposed that an action plan is included within the Strategy to both capture actions that have been identified in the consultation, as documented in this report (summarised in sections 5.1 and 5.2), and to expand on actions to deliver the ambitions in the Strategy. It is also suggested that there is the possibility to gain added value from the consultation

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<sup>8</sup> 2021-22 the recycling rate (including rubble etc) was 85.28% excluding rubble etc was 84.12%. This was a drop in performance to previous years and is attributed to COVID lockdowns, and a combination of increases on site demand and social distancing requirements between site staff and members of the public

exercise through opportunities for the Council to add potential social value in responding to the feedback and within their delivery of the action plan.

#### 5.4.2 Ambitions

The Strategy has been designed to be strategic and applicable to all the wards. This is reflected in the broad nature of the ambitions. The Strategy originally presented 17 ambitions, which were reduced to 11 for the purposes of the consultation survey. It is suggested that the 11 ambitions form the basis of the Strategy, however we have proposed combining two of these (Ambitions 2 & 3) including an amalgamation of the comms & engagement ambitions, amending Ambition 10 and three new ambitions responding to the public consultation. It is also suggested that the wording of the existing 11 (and the new ones proposed), be reviewed to ensure they are succinct and clear to the public and deliver what the Council are aiming to achieve. See Table 15 for a summary of the suggested ambitions.

Table 16 presents the topics and key themes from the public consultation and shows how these are addressed within the ambitions. If a theme / comment is not directly addressed by an ambition, it will be captured in the action plan, or an appropriate objective.

*Table 15: Suggested revisions and new ambitions for the Resources & Waste Strategy*

Proposal	Ambition Topic	Suggested wording
Combine Ambitions 2 and 3	Preventing Waste and Promoting Re-use	Nottingham City Council aim to work with local businesses and community groups to expand and promote repair and reuse services. Opportunities to reuse / repair goods collected through the Household Waste & Recycling Centre and the Bulky waste collection will be explored with the community and voluntary sector
Reword Ambition 10 so education is not limited to just schools	Communication and engagement	Provide more education <del>in schools covering</del> on: sustainable living; Reduce, Reuse and Recycle, and how management of resources helps to tackle climate change
Combination of Strategy ambitions excluded from consultation	Communication and engagement	Nottingham City Council will continue to provide clear and effective communication and engagement regarding waste prevention, reuse, repair and recycling services.
New Ambition	Fly tipping and litter	Nottingham City Council will work to reduce fly-tipping and litter across the city and educate residents, businesses, or anyone disposing of rubbish, about their legal duty of care to dispose of their rubbish responsibly.
New Ambition	HWRC	Nottingham City Council will aim to improve accessibility and facilities at the Household Waste Recycling Centres
New Ambition	Managing Household & Business Waste	Work with partners and stakeholders to deliver an effective collection service for the residents and businesses across Nottingham to maintain high standards of public health.

Table 16 Key themes from public consultation aligned to final strategy ambitions

Topic	Theme	Key comments	Ambition
Public health / Amenity	Residual volume & overflow	<ul style="list-style-type: none"> <li>Side waste, residual surplus not taken at HWRC</li> <li>Too much for current bin size, concern about reduced size</li> <li>Fly tipping</li> </ul>	1, 6, 9, 12, 13
	Rats / Pests	<ul style="list-style-type: none"> <li>Existing rat issue</li> <li>Encouraging vermin</li> </ul>	6
Service Provision	HWRC	<ul style="list-style-type: none"> <li>Staff (rudeness, unhelpfulness)</li> <li>Access, layout, signage, facilities</li> <li>Location, lack of access to closest facility to home address</li> </ul>	8
	Missed collections	<ul style="list-style-type: none"> <li>Routinely missed collections</li> <li>Additional collection concern (e.g. food waste)</li> </ul>	6, 7
	Kerbside collections	<ul style="list-style-type: none"> <li>More items collected (soft plastics, cartons, foil etc)</li> <li>Flexibility to accommodate larger households / circumstances</li> </ul>	4, 7, 13
	Re-use and repair	<ul style="list-style-type: none"> <li>Accessibility and availability of repair services and up-skilling</li> <li>Encouragement of reuse through events (car boots, swap events)</li> <li>Ensure affordability</li> </ul>	1, 2, 13
	Containers	<ul style="list-style-type: none"> <li>Space (additional bins, indoor and outdoor space, pavement space)</li> <li>Bags (hygiene, windblow and litter, animals / pests), transport to kerbside)</li> <li>Replacing bins (recycle, landfill)</li> </ul>	Action plan
	Accessibility	<ul style="list-style-type: none"> <li>Holistic participation</li> <li>Disabled accessibility</li> <li>Language</li> </ul>	Action plan
	Recycling	<ul style="list-style-type: none"> <li>Improved recycling (multi-stream preference)</li> </ul>	3, 4, 5, 6
	Financial Cost	<ul style="list-style-type: none"> <li>Replacement of bins, changing service</li> <li>Council tax concerns</li> </ul>	Covered in objective 8
Understanding & Compliance	Understanding the system	<ul style="list-style-type: none"> <li>Ease of use</li> <li>How revised system will work (stacked containers, wheeled bins, space requirements, adequacy of containers)</li> <li>What is required? Waste separation? Time?</li> <li>Food waste process</li> </ul>	7
	Compliance	<ul style="list-style-type: none"> <li>Students (not understanding or complying to system)</li> <li>Student strategy (access waste collection services correctly)</li> <li>People do not recycle correctly now, unlikely to comply with new system</li> <li>Misuse of shared bins, reliance of others to comply (shared property)</li> <li>No recycling service provided currently; compliance impossible</li> <li>Antisocial behaviour</li> </ul>	13
	Engagement and education	<ul style="list-style-type: none"> <li>Education required for all age groups</li> <li>Increased engagement with residents, clear information</li> </ul>	1, 7, 12, 13
	Behaviour change	<ul style="list-style-type: none"> <li>Use of rewards and incentives</li> </ul>	7

## Appendix A: Nottingham R&WS Consultation Survey