

Let's Talk Rubbish

8 July 2024 to 16 September 2024

We collect around 310,000 tonnes of household waste each year from over 300,000 properties. About 45 per cent is reused, recycled or composted.

As part of Let's Talk Local and Let's Talk Money, you told us that we should focus on providing the best value for money and tackling climate change.

At the moment there are seven different ways of collecting your rubbish and recycling. Having just one way of doing this would give you better value for money and make sure it's by and large the same for everyone.

Like you, we want to keep our county attractive and clean so everyone can enjoy it.

By reducing waste and increasing recycling, we can all help conserve our natural resources, protect our ecosystems, save energy, and support our ambitions of becoming carbon neutral by 2030 and carbon negative by 2040.

We must also meet the requirements of the Environment Act 2021 (<https://www.legislation.gov.uk/ukpga/2021/30/contents/enacted>) and move towards improved recycling collections, where possible. As well as the Government expecting all councils to recycle 65 per cent of their waste by 2035.

We know rubbish is an important subject, so through Let's Talk Rubbish, we want to know how you feel about your collection service and what we can all do to help achieve our goals.

You can read more about the proposal for the recycling collection service at the end of this document.

Thank you for filling in our survey – please turn over to begin...

Note:

This survey asks you to tell us specifically about your household recycling collection services - in 2023, we also asked you about our Household Waste and Recycling Centres (HWRCs).

More than 3,000 of you responded and, of those respondents, 60% of you were very satisfied and 28% fairly satisfied with the service received at HWRCs. We are currently working through the feedback you gave us and will update you on what the next steps are in response to that feedback later this year.

How to have your say

Please answer the questions on the following pages and return this survey in the prepaid envelope provided.

Your answers will be uploaded anonymously to <https://letstalkny.commonplace.is/>

During this survey please do not put personal or information that could identify you into your responses to our free text box questions.

If you would like this survey to be provided in another format or language, please call **0300 131 2 131** (please say 'Let's Talk' when prompted)

If you are aged under 16 there are some guidelines around how you can fill in this survey – this is to do with sharing your personal details. Please read the following:

If you are under 13, we'd love to hear from you, but we'll need to send you a different paper survey to fill in – please ask a teacher or your guardian to contact **letstalk@northyorks.gov.uk**

If you are aged 13-16 – please fill in the survey but ask your guardian before you share your email address with Commonplace or any of your personal details – you can still fill in the survey without giving Commonplace your details.

If you are 16 or over, you can fill in the survey and give Commonplace your email address and details, or if you would prefer not to, you can still fill in the survey and leave them blank.

Please turn over...

What do we mean by 'rubbish' in this survey?

Household rubbish

Where a question asks about rubbish this refers to all your household rubbish which can't be recycled in your recycling bins or recycling containers.

How full is your rubbish bin on a normal collection day?

Please tick one option

Full	
Three quarters full	
Half full	
One quarter full	
Almost empty	

What do you do with additional rubbish once your bin is full?

Tick one or more options

Store it until the next collection	
Use my neighbour's bin	
Take it to a household waste recycling centre	
I have enough space in my bin	

How often do you use your kerbside recycling collection service?

Tick one option

Every time	
Most of the time	
Sometimes	
Not that often	
Not at all	

How often do you recycle in the following way?

	Once a week or more often	Once a month or more often	Two or three times a year	Once a year	Never
Recycle at a household waste recycling centre					
Use local recycling banks					

Please turn over...

What do you do with any additional recycling once your container is full?

(see below for explanations of the options)

Tick one or more options

Store it until the next collection	
Take It to a household waste recycling centre	
Use local recycling banks	
Put it in my rubbish bin	
Use my neighbours container	
Use an extra container	
I don't recycle	
I have enough room	

What do we mean by these question options?

Store it until the next collection - Some people choose to store their recycling items for a future recycling collection. This might be because their recycling container is full.

Take it to a household waste recycling centre - Some people choose to take their excess recycling materials to their Council household waste recycling centre when their container is full.

Use local recycling banks - Some people choose to take their excess recycling materials to a local recycling bank, these may include bottle banks, textile banks, shoe banks and battery banks. Often found in car parks.

Put it in my rubbish bin - Some people choose to put excess recycling material in their general rubbish container.

Use my neighbour's container - Some people may have a neighbour who has space in their recycling container and can help put your excess recycling material in it.

Use an extra container - Some people may use an additional container for recycling collections.

I don't recycle - Some people may choose not to recycle altogether.

What container do you use for your recycling collection service?

Tick one or more options

Wheelie bin	
Box	
Bag	

How happy or unhappy are you with your recycling services?

	Very happy	Happy	Neutral	Unhappy	Very unhappy
Type of container					
Size of container					
Range of materials collected					
Collection team that empties your bins or boxes					
Reliability of collections					

Do you have any other ideas about how we can provide a better recycling service?

How many people live in your household?

Tick one option

1	
2	
3 or 4	
5 or 6	
7 or more	

What type of property do you live in?

Tick one option

Apartment or Flat	
Bungalow	
Terrace or town house	
Semi-detached house	
Detached house	
Other	

How important or unimportant is it that North Yorkshire residents have access to an equal recycling service?

Very important	
Important	
Neutral	
Not very important	
Unimportant	

Please take a moment to look at our idea to deliver improved recycling services for residents:

Your non-recyclable rubbish would continue to be collected every fortnight.

There would be alternate fortnightly collections of recycling in wheelie bins.

Your recycling would continue to be collected every fortnight, but we are considering an idea of splitting household recycling into two different recycling bins.

For example:

Week 1: Recycling – Paper and Card

Week 2: Rubbish

Week 3: Recycling – Glass, Cans and Plastic

Week 4: Rubbish

Research suggests this idea would provide better value for money, reduce carbon and contamination and give residents space for any new recycling materials that could be added in the future.

What do you think about our idea to improve recycling services in North Yorkshire?

Personal Information

Knowing a bit more about you will help us better understand why you are contributing. The following information is optional and can only be seen by the Let's Talk project team. It won't be public.

Please ensure that you only provide "special category" information that you consent to be collected by North Yorkshire Council and processed by Commonplace, the platform we are using to deliver the online version of this survey:

<https://letstalkny.commonplace.is/>

What's your home postcode?

What is your connection to North Yorkshire?

Please circle as many choices as apply to you.

I live here	I work here
I study here	I represent an organisation here
I run a business here	I work for the local authority

What is your age group?

Please circle one choice only.

16-19	20-29	30-39	40-49
50-64	65-74	75-84	85+
Prefer not to say			

Are you?

Please circle one choice only.

Male	Female	Prefer not to say
I describe myself in another way		

What is your employment status?

Please circle one choice only.

Working full-time	Working part-time	Retired
Self employed	Zero-hour contract	Unemployed
Apprenticeship/training	Student	Other
Full-time carer	Part-time carer	Prefer not to say

Do you consider yourself to be a disabled person or to have a long-term, limiting condition?

Please circle one choice only.

Yes	No	Prefer not to say
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What is your ethnic group?

Please circle one choice only.

White – English/Welsh/Scottish/ Northern Irish/ British	White – Irish
White – Gypsy or Irish Traveller	Other White, please describe ...
Mixed/Multiple ethnic groups – White and Black Caribbean	Mixed/Multiple ethnic groups – White and Black African
Mixed/Multiple ethnic groups – White and Asian	Other Mixed/Multiple, please describe ...
Asian/Asian British – Chinese	Asian/Asian British – Pakistani
Asian/Asian British – Indian	Other Asian, please describe...
Asian/Asian British – Bangladeshi	Another ethnic group – Arab
Black/African/Caribbean/Black British – Caribbean	Other Black/African/ Caribbean, please describe ...
Prefer not to say	Another ethnic group, please describe ...

Preferences and email address

Comment Replies.

Occasionally team members may respond to comments. If they respond to yours, would you like to be notified by an email sent through Commonplace?

Yes please	No thanks
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Project Updates.

Team members post news and updates on this project. When they do, would you like to be notified by email through Commonplace?

Yes please	No thanks
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Your email address:

Data protection:

By commenting and providing details, respondents agree with the terms of use which can be found here: <https://www.commonplace.is/privacy-policy>

The privacy policy for North Yorkshire Council can be found here:

<https://www.northyorks.gov.uk/info/consultations-and-surveys-privacy-notice>






















This data will be collected by representatives of North Yorkshire Council. It will be kept securely by Commonplace and by the named organisations.

Please tick to confirm approval

Let's Talk Rubbish - Household recycling collections in North Yorkshire

This information explains why we are asking you about your household rubbish and recycling in our Let's Talk Rubbish survey.

Before the formation of North Yorkshire Council, the seven former borough and district authorities all collected non-recyclable household rubbish the same way with wheelie bins, or sacks for restricted access properties. Garden waste services have been brought together and are now provided in the same way, but recycling is still collected differently across the county.

	Craven	Hambleton	Harrogate*	Richmondshire	Ryedale	Scarborough	Selby
Garden waste							
Recycling							
Rubbish							

**Approximately 45 per cent of properties in the Harrogate area have a wheelie bin for glass, cans and plastic*

We now want to make the recycling collection service by and large the same for everyone, to help ensure we are making the best use of resources and providing value for money.

We must also meet the requirements of the [Environment Act 2021](#) to improve recycling collections. And Government expects all councils to recycle 65 per cent of their waste by 2035.

Following a review of our existing recycling collection methods, we identified three different options for further investigation:

Option 1: All recycling in one 240-litre wheelie bin collected fortnightly.

Option 2: Separate recycling boxes for each material, collected fortnightly.

Option 3: Two 240-litre wheelie bins, one for glass, cans and plastic, and one for paper and card, with alternate fortnightly collections.

For each of the three shortlisted options, we have looked at value for money, contamination, and carbon reduction.

Value for money

- Recycling with wheelie bins (option 1 and 3) requires the fewest vehicles, highlighting the efficiency of using wheelie bins and single compartment vehicles
- Option 3 (two 240-litre wheelie bins for glass, cans and plastic, and paper and card collected alternate fortnightly) could see the highest overall cost reduction
- Option 2 (separate recycling boxes) could see the second highest cost saving but requires the most staff, due to the high number of vehicles required to operate the service
- Option 1 (all recycling in one wheelie bin) could see the lowest decrease in total costs and the least value for money. Higher contamination levels combined with lower quality material could result in higher treatment costs and less income.

With all options, there are costs of additional containers and provision of vehicles, but costs will be minimised by changing vehicles as they reach the end of their life.

Contamination

Comparison with other local authorities shows that contamination (non-recyclable items) is lower when residents sort materials (options 2 and 3). As part of any changes, we would provide information to all residents about recycling effectively and helping to contribute to increasing our recycling rates.

Carbon reduction

Emissions, from collections and onward haulage of recyclable material, is the only area that impacts the total amount from the baseline. Only small, marginal changes are observed across all options.

Other things to consider with bags and boxes (option 2)

- Issues with recycling items escaping from boxes and bags on windy days
- Paper collected in bags or boxes becomes wet when it rains and can be rejected by paper mills meaning further costs and reduced income

- The manual handling involved for residents and collection crews with lifting heavy boxes and bags means wheelie bins are much easier to use and empty.

Conclusion

Following an extensive review of the different collection methods, option 3 (two wheelie bins, one for glass, cans and plastic, and one for paper and card, with alternate fortnightly collections) has been identified as the preferred collection method for the majority of properties. Fortnightly collection of non-recyclable rubbish will continue.

This option would provide best value for money because high-quality recyclable materials would be presented at the kerbside and sold to manufacturers who would recycle them to make new products.

Two wheelie bins would also provide residents with more capacity to recycle as much material as possible. A third wheelie bin is provided for normal rubbish. Residents can continue to opt in for a garden waste collection should they wish to do so.

As is currently the case, alternative methods of collection would be used for properties where storage or access is limited. This may include sack collections and communal or different sized bins.