

# Strong Communities Select Committee

Comments from residents on survey and  
Facebook

## General opinions on the survey and service

“Green waste collection should be for 12 months.”

“The council should have some sort of badge to display in your car to prove you are a resident.”

“need to tackle people who allow dogs to mess without picking up”

“More dog waste bins.”

“Garden waste collection should be free. Council tax charges are high enough.”

“Community service used more to clean streets.”

“People running businesses from home are not necessarily paying for business bags. Could this be tightened up?”

“Litter in public places needs to be addressed.”

“We would not object to the Usk HWRC being closed 2 days per week BUT not on Fridays or weekends.”

“Thank you, I do believe we have an excellent service in Monmouthshire.”

On rubbish collection day many resident put the bags on the neighbours or put them in the middle of the road so they can put out more than two. Please make the binmen aware and fine/investigate! Additionally large items removal are very expensive. £15 for a sofa?

"Increase the number of dog waste bins and try to empty more regularly. As a dog waste bin user, there could be more along walking routes and sometimes, they are overflowing and bags are dropped on the floor nearby. With regards to household refuse sites, I don't think reducing the hours of opening would be beneficial as people work strange hours so they currently suit most. Perhaps closing the site altogether for a certain day or two a week would be better. As far as preventing people from outside the county from using the sites, this seems counterproductive. It may encourage people to fly tip and the police/fire service/council will have an increased workload. It's all public sector money after all. "

We use the council tips more due to the decreased waste collection frequency, whilst that may be good for landfill etc more people are using their vehicles to go the tips thus increasing the pollution in the atmosphere. The system in Monmouthshire compares very favourably with other systems I am acquainted with which involve multiple bins/boxes. In terraced properties they are an absolute nightmare. Pleas please don't change the existing system.

How has Q11 got anything to do with MCC?

Deposit return schemes and the use of returnable glass bottles will help enormously in the fight against single use plastics and plastic waste.

It needs to be a sufficient box to allow for all the recycling that the bags would of held

I very much like the current recycling system and I feel that reusable bags like those currently used for green waste could lead to more litter on the streets as it is blown from the bags or dropped (accidentally) by the recycling collectors. In order to be as successful as the current scheme the reusable bags would need to be resealable to prevent litter escaping and making the litter problem worse.

"I think that the questionnaire could have gone further, considering how we might reduce waste in the first place. Charges for business recycling should be less than disposing all waste as litter. I previously worked in a bar/restaurant and was horrified that all glass bottles were thrown into general waste as the cost to recycle was greater. Instead of litter bins around the county how about recycling bins in places such as towns and parks. These should be clearly labelled with what should go in them and be next to general waste bins so that people do not feel tempted to put general waste in the recycling bins. I hope that people have lots of good ideas that can be taken forward. Reducing our waste is so important. "

Since McDonald's opened in Llanfoist the litter in Llanellen alongside the A4042 trunk road has significantly increased. I feel McDonalds should be more proactive in reducing this litter pickers etc.

I would like my black bags and nappy bags collected weekly to reduce smells etc in the hot weather through the summertime

There's no obvious way to submit the survey at the end? I'm viewing on an iPad.

"Yellow bags should be collected weekly.. its just not baby nappies there are some adults out there tgat use aswell.. "

I travel + Spain alot. they have a much more respect for their country. They don't drop litter.

"If there is any way the recycling centres (especially mitchel troy) can be enlarged to suit the growing population of Monmouth,, as with many in the forest of dean who have very comprehensive recycling centres for many more items, that would be beneficial."

""

People running businesses from home are not necessarily paying for businessuse bags. Could this be tightened up?

"it is only worth altering services if they significantly impact budgets or support environmental ambitions. the council should not create additional work for themselves."

as a council you should be actively trying to reduce the use of single use plastic in all areas.

We pay for garden wastes bags which seem to be getting smaller and now the council will not empty all year around, what about pet owners who use this service they dont stop producing waste or hay mess for a few months of the year. Also the label holder is week and the labels fall off. Then the collectors refuse to collect. We have rang and complained that our waste was not taken not on twice or three times but nearly every month. This is not good enough.

Monmouthshire are doing an excellent job keeping the place clean, we live in a lovely county.

Any sporting events be reasonable for clearing litter on the routes after the event

"Don't forget rural residents in your considerations and the potential difficulties of taking waste to the end of the lane or drive."

We have rated a score of 2 primarily based on brown bag collection being no longer available for 12 whole months, having been reduced to a "seasonal" 8 months!

If you start issuing reusable containers many will be left in full view and become a blight on the environment. MCC can control what happens to the plastic bags used? Having spent some time in Singapore, what a lovely litter free environment !!

Garden waste should be collected for free and dog waste should be collected from the house

"There are many volunteer litter picking groups in Monmouthshire. The council should have strategies to support them. There should be a Facebook page for anti littering."

The use of reusable boxes (Wheelie Bins?) is a backward step. These are unsightly and a blight on a community and difficult to store

Good collection service

The council should also increase litter picking in and around Caldicot. Especially the central area around the village school and leisure centre and the sports fields.

Bags for garden rubbish and food boxes would last much longer if the council operatives did not throw them from the distance of their vehicles back to the residence.

A few cases of fly tipping should be selected each year to pursue forensically to make high profile prosecutions.

I found collection of yellow bags (nappies) every two weeks awful personally I have three children in nappies and storing bags so they don't attract flies maggots or vermin especially in the summer is extremely difficult these should be collected at least once a week instead of once every two weeks

I'm not sure about these questions, some would be better as 0-9 options not yes/no, probably gives a misleading amount of positive responses vs range of opinions

As well as reduced winter opening hours, increased opening hours in summer evenings would really help working people. Also closing at the time stated I have arrived a few times, and I know others have too, a few mins before 17.50 to find the gate closed. This is discouraging to try and recycle. I sent an email regarding this to MCC but never received a response probably would have done if the comment was public e.g. on social media!!

Green waste collection should be for 12 months.

We need wheelie bins for rubbish to be put in like most councils do MCC are behind the times with their rubbish ways

Closing or reducing hours at the HWRC's would be counterproductive and encourage fly tipping.

"I frequent Caldicot shops and notice lots of discarded packaging which implies the opportunity to educate some individuals to use litter bins and to replace litter bins that seagulls can't access and redistribute them when seeking sustenance. Maybe some attitude education at schools for lifelong respect towards our environment could be introduced into their curriculum."

It is embarrassing as a council employee to issue plastic bags which are non-recyclable in order for residents to recycle. Also food bins (blue and grey) as well as garden bags, none of which are recyclable. Customers ask if this is sensible? They ask how they can get rid of their blue food bins and garden waste bags when they are unusable. I have to advise them to dispose of them in their black bags. Hardly a good recycling solution. Garden bags are not resilient enough and customers make many complaints about these, and we also have issues with supply. At the moment we have none available in the south of the County. Customers reasonably complain that they are paying for a service which is not being provided if they are unable to obtain a serviceable bag when the one they have falls apart, disintegrates, rips or is taken away.

"Need to work with local schools on anti littering campaigns. I live near Chepstow Comprehensive and the amount of litter around the school is extremely disappointing. Also need to campaign to stop dog walkers from thinking it is ok to leave their dog mess bags hanging from bushes or just left by the path rather than put in a dog mess bin"

There is also a need for more signage encouraging people not to litter. We need both positive and negative incentives not to litter and regular campaigns to highlight problems. It is important to work closely with local voluntary groups. It will also be important to ensure that there are sufficient accessible litter bins and that these are emptied regularly especially at weekends. It is likely to be most cost effective to support efforts to reduce littering in the first place than to send large amounts on clearing it up once it has been dropped.

Residents need clearer information regarding what plastics can and cannot be recycled. Packaging often says 'refer to local recycling services' to find out whether a given product is recyclable. This is particularly the case with food packaging which makes up most of the material recycled in our household. Also, some guidance on how clean packaging needs to be for example, ready meal packaging can be very soiled when emptied can it just be lightly rinsed or does it need a thorough cleaning. Soiling could encourage vermin.

Wheelie bins like the cities have. Apart from that a pretty good service.

We have a van with no sign writing on it but am not allowed into the Tip without authority from Council annoying when we want to bring black bags of household rubbish if we have missed the street collection and the smelly bags have to go in the car make it easier for vans to access Tip would maybe reduce the fly tipping

"Closing sites or reducing hours/days would lead to more dumping. People need easy access to HWRC to encourage them to throw away responsibly especially things such as batteries, metal, wood etc. I understand the issue with single use bags but the alternatives I've seen are not as easy to use and therefore will be used less. Can the bags be biodegradable?"

Reusable bags and boxes not good as they spend all day outside with people at work etc unable to bring them in, many go missing. One use bags leave street clean and tidy as soon as they are collected. Litter fines should be given using a dose of common sense, not handed out for errors, accidental drops etc. Would be nice if collectors could return food waste boxes ( and green waste bags) to correct house and tidily, not thrown down anywhere, often blocking pavements.

Talks should be given in schools to start children on the right path from the beginning, and in libraries and community centres to educate the adults

What are the Council doing about flytipping in the Monmouthshire region as this seems a continual problem

re qn9 I'm unsure as I'm not sure how easy it is to catch people in the act and whether the resources involved would be cost effective.

The council can not afford the cost of policing litter dropping or parking now so in the future there will be further deterioration on these matters with less cash to address the costs.

Litter has always been a problem in chepstow.

"the cost of the green waste permits is disgraceful!! especially when the food waste goes in with it for free! why do the red and purple bags get smashed up together? is there any actual point separating it?? "

You've got to educate kids. They're the ones who head to school already clutching a single use plastic bottle of something fizzy (hello obesity!). They are young enough to change.

Monmouth has an excellent approach to recycling but I do wonder if we need more information about what happens to the material is it all recycled or is some sent to landfill as it is not possible to sort or isn't economic to recycle.

Information like this would help people to understand the cost of handling our waste.

"If a spouse or dependant has use of a family car, then they should be responsible for litter thrown from that vehicle."

A national deposit return scheme should be funded by central UK government, to prevent one county council paying out for litter collected in an adjacent county.

if you close council dumps or reduce hours people will dump rubbish all over monmouthshire costing more to clean it up in the long run

"As an active LitterPicker in the village of St Arvans, I would expect to see more support from the Council, for example we have to fund our own LitterPicker's insurance to protect us from possible injury while out litter picking. At least the Council should as a minimum cover our insurance after all we are giving a voluntary service to the Community and the Council. Regards a St Arvans Resident"

Restricting the available recycling facilities may lead to more fly tipping and littering. Monmouthshire residents probably also use household recycling centres in other nearby councils e.g. Torfaen, so unless Torfaen start restricting access to non residents then I don't think Monmouthshire should. People living at the edges of the council boundary may find it easier to use a nearby council recycling centre in another council area.

In terms of the waste recycling centres it would be a huge shame if hours were reduced from 5.30pm as then working people can't attend, but the morning or mid day could be reduced.

Monmouth site is frequently unavailable due to temp closure. I visit during the week, and would hate to worsen already long weekend queues.

"The design of Five Lanes centre only allows a small number of vehicles to unload at a time, causing a significant tailback at popular times. This could be offsetting to some which could result in landfill rather than recycling. Could the site be better organised, without enormous cost and disruption, to make it more efficient? You mention about improving the quality of recycling materials but we have still a long way to go regarding plastics. We need to restrict the variety of plastics used in packaging, to help sorting and thus recycling rates. As a county I don't know how we can do this as legislation is really needed at a national level."

More litter bins are required, please. One in Larkfield ward removed (St Lawrence Rd, nr High Beech roundabout) We need one on the A48 by the bus stop next to Larkfield Garage, heading west. The steps by the alleyway there are always messy and the adjacent land is also littered. I do remove rubbish periodically but a bin could help provided it's emptied on a regular basis.

restricting the use of the tip further will only increase fly tipping.

Who made this questionnaire? I've never felt so, pushed, limited, gagged..... Jog On..... Next....." I strongly believe restricted access or hours at the tip would simply cause more fly tipping. If people have travelled to the site with their rubbish (especially from other counties) is it unlikely they're going to simply return home and try again another time. It is far more likely they will drop it somewhere else, especially if it is inside the vehicle and is household waste or similar. Nobody would want to either unload it again to reload tomorrow or leave it stinking out the car overnight.

Litter in public places needs to be addressed. Chepstow town and it's surrounding areas are unclean. We need seagull proof recycling bins on the streets and more frequent litter picking. The town needs a good clean up.

Dog bins and bins need to be emptied more often doesn't encourage people to clear up

I have a dog so more dog poo bins would be handy.

very difficult to stop non res using the local tips for i would rather them use the tips than fly tip

The B4293 from Monmouth to Trellech should be policed for litter bugs. It's so sad to see mess on such a beautiful road. Great would be the police taking action

need to tackle people who allow dogs to mess without picking up and issue fines

A tax should be put on takeaway & fast food restaurants to cover litter collection costs. Much of the litter found is from these places

Littering is the biggest problem and council need to enforce penalties

The Council is stopping the garden waste collections during the winter so it would be wrong to reduce the opening time of the recycling centres, also. Much of our garden waste during the winter is made up of leaves from trees on Council land. I would have to stop clearing them up if there was no way I could sustainably dispose of them. I am sure I'm not alone in this. There would, therefore, need to be more road sweeping to stop them blocking drains, etc.

"I feel people could litter pick to claim benefits. I have two jobs and pick up plastic litter around my house."

But how would this be policed without people being given abuse.

"Need to supply residents with more facilities for black bags as only collected every 2 weeks .Garden waste should be free due to high council tax paid? Also would stop residents dumping garden waste."

Monmouthshire is a dirty, scruffy, untidy county, especially in the south of the area. It astounds me on a daily basis, especially when the grass coverage dies back in the winter, how the county manages have one of the tattiest areas of land immediately outside its own depot and offices on J23 of the M4. What has happened to the ability to litter pick and tidy up roadside verges both in the sense of litter and grass/weeds. Do Council staff have no pride in the areas outside their offices?

"Increase number of bins and frequency of collection. Bins in the Danes (Chepstow) are constantly full. Lack of dog waste bins throughout the estate. "

The dog waste collection bins in our area are often full to overflowing. Could they be larger? There is a temptation to suggest that litter bins should be more prominent/obvious but that could be seen as spoiling the general feeling of an area if attention is drawn to the bins. Also the people who do not use them now are unlikely to do so just because they are more colourful/noticeable.

HWRC We would not object to the Usk HWRC being closed 2 days per week BUT not on Fridays or weekends

We have no litter bin in our village (Llandogo) so people drop wrappers and cans etc not just thrown from cars but there is nowhere to put the litter if I see it unless I am on my way home

"Dog mess needs addressing. Also need to know if recycling really is happening or does it all end up in landfill regardless! "

The companies that are found to be the source of the litter should also have some responsibility. Fast food outlets should actively promote responsible disposal e.g advertising, on packaging, signs on the drive through and in store.

Bring back weekly collections for black bags and yellow. or increase the 2 bag limit. As a non drive getting to a waste recycling centre is a nightmare. An im to nervous to pay man with a van types incase the end up fly tipping

"If waste recycling centres are closed or have reduces hours, this will automatically increase littering and fly tipping. I understand that Newport City Council has reduced its recycling centre services, if so, they should be persuaded in some way to review this decision as it is bound to drive their residents to use the Monmouthshire centres. Although Monmouthshire is a beautiful county the verges are left neglected and unkempt which, I believe, adds to the littering problem. People think that if it's untidy anyway, the litter won't make any difference. Also if litter pickers were planned to come round immediately after the verges were cut much of the litter thrown out from the verges would be collected."

Very disappointed with the household recycling centre closing so frequently. 1 day went 4 times before I found it open I am sure that this will encourage fly tipping. More consideration should be given to the people using it and also the staff who have to fend of the irate public

I believe reducing opening hours for recycle centres would increase fly tipping.

There is no excuse for littering

Re HWRCs, I haven't used them because I don't drive but a I do have an everincreasing collection of small electrical items for recycling that I don't know what to do with (cables, toaster, etc.): perhaps they could also be collected?

"community service used more to clean streets. roads, "

some litter bins are not emptied, especially those on the coastal footpath in Chepstow, my husband regularly empties them while picking up litter through the woods from Chepstow to Bulwark

More bins and more frequent litter patrols in town centres, at visitor attractions and near bus and rail stations.

Don't restrict access to the tips, we always produce more than 2 bags of rubbish a fortnight regardless of how much we recycle so need to do trip runs regularly.

Whatever is done to reduce littering, it should be based on the best evidence of what works.

"As a Chepstow resident I am aware of a lot of friends who live over the border who use five lanes in Caerwent as their local tip as it is so much further to go in Gloucestershire no one ever checks! Would also like to see a lot more done to encourage cloth nappies Monmouthshire's incentive scheme is terrible compared to other councils Reducing plastic waste is such a hot topic, many young people now seem to want to do it but as we seem to have skipped a generation in this and things have become so much easier people are scared of what they don't know. info given to prenatal women and perhaps some kind of way people can see nappies and learn about it, i think there would be a good uptake. Think this may work better than voucher scheme especially as the company you seem intent on using doesn't seem to sell any cloth nappies!!!! (Unless you have changed recently apologies if you have) "

Shops should also be responsible for litter dropped around their sites

Make the nappy bags bigger again. Also have weekly nappy collections. I pay a ridiculously high council tax to store my own rubbish or take it to the recycling centre myself!

i think more bins on streets

Separate black plastics. Encourage use of biodegradable plastics.

Very unhappy that green waste will not be collected during winter months. Feel that as long as you are residing in Monmouthshire you should be free to use any waste site.

There are certain areas of Abergavenny where littering and dog mess are at very high levels, e.g footpath between old station Surgery & Old Hereford Road traffic lights (with Avenue Road) and between Ysgyborwen and road below (near Llwynu Road). Provision of notices, bins for dog poo bags and additional rubbish bins, that are emptied would be invaluable, as well as more frequent cleaning and clearing

I think that general waste and yellow bags should be collected every week instead of every other week. the nappies start to smell in the yellow bags which attract pesky flies. this also applies with the general waste.

DOG FOULING NEEDS TO BE ADDRESSED FINE FINE and FINE.

Maybe the Councils could work with the fast food chains to market a self-recycling packaging on fast food cartons which would help litter

I think recycling is very important, however I feel very disappointed when the people employed to do the collections are careless. Frequently green waste is left on the road after emptying the brown bags. On 4 occasions this year my food waste box has not been emptied. The service providers should be encouraged to have pride in their work.

By closing services this will only create on-going costs in the future. paying for cleaning up after fly-tipping etc. On one note you want to promote keeping Monmouthshire litter free and on the other you want to alter recycling centres opening hours where people need to dispose of waste, this does not add up to me, it's not rocket science.

Given that the garden waste collection has been reduced in the winter we would be using the recycling centres more at that time instead. The centres are very busy at weekends (often long queues in Monmouth) so we make a deliberate effort to go in the week when it is slightly quieter. It would be very frustrating if the availability was reduced significantly and would, we think, encourage some people to fly tip.

as stated before, one bag for paper, card, cans bottles etc.

I think that people who drop litter should be made to do community service hours picking up litter as well as being fined. I also have problems taking big items to tip. I have friends who have vans who would gladly take them for me but they have commercial van insurance. I think you should just require the name and address of the person whose refuse it is and what sort of items. Then I would be able to get someone to take my stuff to the tip for me.

Road signs with a litter penalty warning to be placed at intervals on all roads. If you reduce the opening hours/days and restrict the recycling centres to residents only you will add to illegal waste dumping. Fines for illegal waste dumping to be increased.

"With regard to reusable plastic boxes one only has to look at neighbouring authorities to see what a failure they are. They get wet, dirty and lids disappear and fly all over the place. Older residents, especially find them very difficult to manage. The present system works. Please do not change it. We should have more HWRCs as there is a demand for them and they help to reduce fly tipping which is a huge problem in Monmouthshire. Please listen to common sense views of the County's residents!!"

Fly tipping is the problem that needs dealing with forcefully

I would like to see a service for elderly disable people who can't Get to the tip some people can't afford the prices they charge for taking large items And people living on there own can't left heavy thing Be nice to have some thing one a mouth ore four nightly Boxes would be better than bags becats the animals still rip bags open thank you

The recycling facility at Mitchel Troy is severely limited in access because of collection vehicles arriving, loading and departing. This can entail a wait of forty minutes which is not satisfactory.

Recycling centre needed nearer to Chepstow than Abergavenny, Monmouth and Five Lanes

It would be useful to have more local information/updates on what can & cannot be be recycled as media info. seems to be different for different council areas , eg recycling of black plastic & various different types of food containers.

There appear to be two problems. One that people do not think about what they are doing. This needs education starting in schools. The second is that people see it as difficult or expensive to get rid of waste correctly and so dump it. Often what is dumped could be freely deposited at a council site. Therefore is needs to be seen that it is convenient and free to low cost to get rid of waste correctly. Otherwise we all pay the costs associated with litter and dumping.

I think, to reduce littering, there needs to be some form of control and penalty. At the moment it seems that volunteers pick up most litter. Those that litter carry on doing it. Sometimes I see items thrown from cars on the road and feel helpless. The litter on the roadside is shocking. Littering is a big issue. What happens in other countries? Germany seems much cleaner than in this country.

I organise an annual community event and this year borrowed the MCC recycling equipment (wheelie bins, signs etc) to encourage more recycling at the event and manage waste /litter more professionally. This was successful and is an excellent initiative on the part of MCC that should be expanded and promoted as widely as possible. I shall be using it again.

Either have one recycle box/wheelie bin or have dust carts capable of keeping the red and purple separate. Not helping sending mixed messages.

On the whole I think the current system works well. I would prefer to have wheely bins or boxes for the recycling, the only caveat being how heavy they can get. Perhaps a strong biodegradable bag would be better than plastic.

Reusable bags will become dirty over time and unhygienic.

If you stop non residents using local recycling facilities, there will be more fly tipping, which is already a problem from antisocial people, especially in rural areas. A facility for delivering the odd spent tyre at recycling centres may stop them appearing in local hedges! I think a lot of people may stop recycling, if they had to pay, or pay much for bags. Council does a good job overall, bar need for Litter bins on roads.

I do not think that local recycling centres should be restricted to residents I think everyone should be encouraged to use them as it reduces potential for fly tipping and although I appreciate that councils do not get the benefit of direct rates payments from non residents in fact this is a service that we should think more globally about than just local budgets. If it helps Monmouthshire to hit recycling targets and reduces the amount of litter dumped in the countryside that local champions then have to clear up then everyone should be encouraged to use them.

More dog waste bins.

Really good staff in Usk, thanks

"reducing winter opening hours is ok, but look to open later in the morning, especially during the week. people are more likely to go after work in the evenings and during the day at the weekend. saturday should have the longest opening hours. the sites are very well run, and the staff have always been excellent. something like the introduction of dustbins wont add any value. the danger of introducing a single sized reusable box/bag is that different households have different requirements once full people could dispose of recyclable materials in the general waste. does the disposable bag have to be made from single use plastic? the system works really well at the moment so please really consider the impact of any changes, and the human factors aspect which may set you back against your recycling targets. information on when bin collections occur would be really useful, ive never had anything through my door, i never know which week is what and take my reminders from when my neighbours put theirs out to see whats going. not essential if expensive, but nice to have. "

"I live in a rush area (Kilgwrrwg) and litter pick the mile of verges in both directions from my house a couple of times a year as the council has other priorities. It might be helpful to encourage other people to do this too. The latst green waste bags are of poor quality, and rather than lasting several years, I'm having to replace them every few months. I worry about the cost to the council. Overall, I think the council does an excellent job on waste management in difficult economic times"

We need bins on the street especially to McDonald's waste being strewn, there are no bins anywhere near here ( Llanfoist)



"Can recycling polythene be looked at"

Reduction in opening times could lead to increased fly tipping. Five lanes is always busy.

"Garden waste collection should be free. Council tax charges are high enough. "

We have used the Forest of Dean facility in the past when Troy took more restricted waste and Abergavenny is less convenient. Restricting outsiders could lead to more fly tipping which is a blight in the countryside

I have been a champion litter pick for a few years and I enjoy giving something back to my community. I hope I inspire someone else to take a pick up! Once every two weeks, for half an hour I o my home circuit but I am sure there are others out there doing more?"2589800

I do feel that the £18 paid for garden waste should allow up to 2 bags per week, especially as the fee does not cover a full 12 months. I am proud that Monmouthshire is not littered with reusable bins and always looks tidy except for bin days. Newport looks terrible with bins out everywhere.

More keep Wales tidy signs and more campaigns regarding waste.

Thank you, I do believe we have an excellent service in Monmouthshire, I only believe it could be improved by having wheelie bins, not a complaint just a suggestion. Look tidier, no need for bags, and less chance for bags to be ripped.

A cAmpaign is not necessary the public aren't stupid spend the finds on something worth while

I feel very strongly about weekly collections, the amount of fly tipping is awful to witness. I am ashamed about our country. I saw a fat the other day. Never ever have I seen one. The community tax goes up all the time. My husband takes our rubbish to the refuse dept, we don't see the police any more. Our lights in the streets go out at night. No I am not happy about the decline in all our services.

Fly tipping is an issue in my area. I think this is mainly because small companies cannot afford to pay the rate for wast disposal. This needs to be reviewed and perhaps revised so that waste disposal by small companies is more affordable.

Need more clarity on precisely which plastic can or cannot be recycled.

If HWRCs are closed, I am concerned that it could lead to more fly tipping/dumping of waste

"It seems as though your questions are leading questions, ie you're expecting or motivating certain responses. What are you asking???'I'd appreciate a nonbiased questionnaire based on need and environmental impact of certain recycling options: town and country are different. Could we look at French/ Italianstyle 'poubelles' for our rural areas?Also to add that our rural collectors are great but we'd appreciate it if they drove slower through the lanes.Thank you."

more wholistic approach to HWRC poor service from current contractors. MCC should be profiting from waste streams which are currently co mingled and contminated devaluing their worth. Priority is to replace plastic not find methods to recycle it..

This needed far more explanation of how any of this would be achieved. The biggest move would be for the Assembly to say no more shops at petrol stations selling disposable food packaging full of junk food that is unhealthy to eat, and also no more drive thru food outlets ( same reason) since that is the primary source of rubbish on the roadsides and then set about a massive publicity campaign to make everyone aware of the appalling level of waste around our roads. We shouldn't waste peole time picking up litter, just leave it until it is a threat to safety on the roads or it becomes so visually dreadful that no member of the public could avoid seeing it.

The recycle centre at Mitchel Troy needs to be managed better, it can be closed adhoc up to four times a day for up to an hour each time. The should be set times if this needs to be done rather than anytime they feel. Also people working there could be more helpful at times

"Not enough collections for black bag refuse.Once a fortnight ridiculous.How can old people get to dispoal centre for excess refuse"

It is shocking how much rubbish people throw out of cars. As there areno cameras on all roads and impissible to monitor littering vehicles by employers of the council, there should be some kind of system that people could report cases that they witness. It would make people think as they would never know if anyone is watching. as thesekind of people do not care at all about their environment but would care about their pocket.

"I believe that sorted recycling is possibly better than mixed. There should be collection points at the recycling centres for the purple and red bags.The council should publish what actually happens with the mixed recycling, where does it go for sorting, who actually deals with our waste.I also strongly object to not having a kerbside collection for recycling, having to make special car trips to take it to a collection point. I would like to know how efficient the whole system is"

More proactive info on what should and should go in purple bags. What about tetrapaks with plastic nozzles? Can they go in red bags? So difficult to know all this and we want to recycle as well as possible. How about rewards for good recyclers?

"I think Deposit Return Schemes should be funded and run by manufacturers and retail outlets. The Council should not spend limited funds on educating people regarding litter. Fast Food outlets, retail outlets, etc should help with this and schools and colleges etc could also run campaigns to educate. On the Spot fines should be given for littering and dog fouling."

"When Changing any form of a system that is working, the council needs to ensure it is suitable for ALL persons and households. Those that are more elderly or do not have anywhere to store a plastic box will likely reduce the amount they recycle as they are unable to deal with the system suitably. See past history of other councils within South Wales and changes to their systems which people could not get into or through their homes. They also begin to smell when water stays put and have no easy method of cleaning. Drain holes are not the answer as it never fully works. The current bag system is ideal from a recycling perspective but the single use plastics is a problem. Could the plastics be changed to something that is more biodegradable or made from something more natural that will break down and reduce back to nature quicker and in the right conditions. The current system allows those that are less able and without carers to take their own recycling out in as many bags as required."

More proactive info on what should and should go in purple bags. What about tetrapaks with plastic nozzles? Can they go in red bags? So difficult to know all this and we want to recycle as well as possible. How about rewards for good recyclers?

I think there should be more dog waste bins available, that would encourage more people to use them and pick up poo.

support for 'stick and flick' for dog poo in countryside rather than horrid plastic bags and unsightly and stinky red bins everywhere.

Garden waste collection should not incur an additional charge

I'd like to see more bins around Bulwark and Chepstow thus reducing the amount of litter on our streets. Also, why do we have two different coloured bags for the recycling when it's collected in the same truck then taken to a recycling centre where it all becomes mixed?

I would like to see a more aggressive line taken against fly tippers.

I strongly agree that fines should be issued. A deposit scheme would reduce littering

Really disappointed that green waste not collected in winter. Even if it was once a month it would save it going to landfill.

"1. recycling of hard plastics is possible in UK. MCC should place the appropriate contract. 2. replacement of plastic food packaging with biodegradables is possible & feasible. MCC should have a policy and take action. 3. storage space or materials for recycling in modern houses is grossly inadequate. Planning policy should require that new build housing should make adequate provision for recycling storage. 4. Dog waste is an issue not confined to towns. It is grossly unfair that rural communities are not included in council contracts for the removal of dog waste and cannot get any commercial supplier of services to collect. 5. More information is required about what you mean by reusable plastic bags/boxes. How big might they be; do the boxes have lids; are the boxes stackable; how do you keep reusable bags clean; are there containers/frames for the bags. The answers to the questions would have a great deal more validity if these parameters were known. What exactly are the alternative proposals to the system that we all have actual day to day experience of?"

The council should have some sort of badge to display in your car to prove you are a resident. (hwrc)

"Overall happy with waste collection however fortnightly nappy collections are terrible. In the hot summer months I have 2 weeks worth of soiled, stinky nappies hanging around and this year I found rats in the nappy bin. It's a health hazard. I think reusable plastic bags might be OK for papers but not for plastics and tins. They aren't as easy to clean as boxes would be and therefore unhygienic. If you do switch to plastic boxes however, where would that leave me as would I need to have 7 of them hanging around (because that's how many recycling bags I put out a week)? More information would need to be given. Thank you"

Nappy bag collections would be much better if they were each week. With two in nappies it's really hard having to store them for up to two weeks before collections. That said the smaller bags are now much better but take up so much room.

Community run litter picking encouraged. Awareness of litter issues and education are key to reduction

"Litter is an eyesore, making places unpleasant to live in and a danger to children and to health, but I appreciate that councils are short of money to employ more collectors. Would it be possible to consider making householders responsible for keeping the outside of their properties free of litter? I do foresee lots of problems elderly/disabled householders, blocks of flats, health and safety for example, but it may be worth thinking about. There are some notorious litter spots, in this area the rivers in Bailey Park, the cutthrough between Park Crescent and Ysguborwen. Would they be worth identifying and solutions devised? In the latter, quantities of litter have been pushed through wire netting and it would be impossible for litter pickers to get at it; in addition, there is no litter bin. ."

Lack of maintenance of verges and green spaces reduces pride in area and therefore increases litter. Community maintenance schemes need to be actively encouraged.

"8. This simply requires police/pcso's on the street to do both litter and parking violations. 9. This only works if the person is seen dropping the litter. 10. Supermarkets and shops should be responsible for deposit schemes NOT the council. 11. Yes, but who is going to see those who throw litter at night, in laybys and car parks and who is going to chase and impose fines for littering from a vehicle. A better scheme would be to bring back more street cleaners who work all day around the town and parks. Cars being parked on alternate sides of the street for efficient street cleaning by the small vehicles who often drive past but collect no litter. Supermarkets being responsible for cleaning their own car parks and the road and pavements surrounding them. One very appalling littering situation is around the services at Raglan alongside the A40. The car park and verges are disgusting. When staying in Penyclwd recently for 2 weeks and driving on most days out through the car park I took note of a half empty coke bottle on the kerb. It remained there day after day. The services are a disgrace. Euro Garages/Services need to be held accountable."

The by pass in raglan should have litter picked once a month

Monmouthshire C.C are not active enough in enforcement in regards to littering and dog fouling. We need a visible presence to deter both activities. Please employ self funding enforcers.

The businesses selling take away food and drinks should be required to collect their waste [or at least pay for collection].

"Our towns are visited by many tourists especially at weekends in summer, yet bins are not emptied at weekends. By Monday they are overflowing and unsightly. We depend a lot on tourists but they won't return to a scruffy town which is how our towns look by the end of Sunday, no bins emptied and no streets cleaned. On another point, the Mitchel Troy site seems to be closed more than it is open, an open invitation to some people to fly tip. Finally, why is there no provision for recycling large plastic items, e.g. garden chairs, at the tips?"

Encourage ways to reduce and recycle more single use plastic!

"Please can you ask the binmen to not chuck the blue food bucket up the drive when they have emptied it. I have had three replacements already. This is more expence."

Dog fouling questions need to be added. Along with having poo bags on the bins, more dog bins and normal waste bins more readily available.

We are litter pickers for our area and are quite ashamed at what we see and find especially on the A48 and around Chepstow town centre.

HWRC in Mitcheltroy is too small to serve a town the size of Monmouth. It is frequently closed at random times for up to an hour for bin changing. Could a fixed time be instigated for bin changing? A bigger site could allow more bins and bin changing without closing the site.

the area around public secondary schools especially in Abergavenny is heavily littered, pupils should be made to keep this area tidy on a regular basis

As brown bags are not being collected for winter months in our area, I know I will be using Five Lanes more often for garden waste, eg pruning trees after fruiting.

Education about litter prevention needs introducing in schools and the continually reinforced about why it is in everyone's interests.

We organise litter picks. maybe offenders who drop litter, fly tip, should also be made to assist, as well as being fined.

"Re HWRC: Reducing hours in Winter is a good idea but MCC should ensure that this is widely publicised in the local paper, on library notice boards, not just the My Monmouthshire App. Again, reducing the number of days a site is open has to be widely publicised. If it isn't some people will just get annoyed that the HWRC is not open and flytip their stuff. Sites should not be closed, if at all possible. People will not travel distances to get rid of their rubbish.

This will lead to increased flytipping. Nonresidents should not be allowed to use the HWRC without paying. A robust system of proving you are a resident would need to be introduced and enforced. Cleansing and Litter how would a fixed penalty notice be enforced? If it can't be robustly and simply enforced every single time someone is caught, then why bother? It will become a waste of MCC funds."

empty public bins more often to stop overflow of rubbish

When I got home last week after the bins had been collected there was a black bag left just up the road from my house where there isn't a house (not sure when it was left there) but it could have been collected by the bin men

Dog bins need to be emptied more often so bags are not left hanging in trees etc. More attention needs to be given on country lanes for littering.

Encourage more use of real nappies

I would suggest garden waste collection bags are free we already pay a lot of council tax and these additional charges are unfair and in some cases unaffordable

Please keep single use bag recycling as at present or go to a single wheelie bin for all mixed recycling.

Seagulls are a problem tearing open bags in Chepstow town and occasionally on some estates

Reusable items should be available for collection from the dump, as an alternative to going to landfill. At present it is not possible to take anything away, whatever its condition.

The Mitchel Troy HWC is much too small it's closed far too often for lorry work. I live down a narrow deadend lane and do not have a rubbish collection I have to take my waste to the nearest pickup point (which is too far, too early in the morning for me) or to the HWC, so its opening facilities and times are particularly important to me. Now the Council don't keep roadsalt at that depot, why can't the HWC use more of the site?

"Please note, as a flat dweller with a MINISCULE kitchen and NO outdoors space such as a garden or yard, I like many others have no way of keeping boxes or cleaning out reusable bags at home. PLEASE keep that in mind. If you start making us use boxes, I for one will be forced to sneak rubbish out into the public bins. It would be preferable if you used RECYCLABLE collection bags. While I normally use about half a bag, some weeks I use a whole bag. (This is what I wrote further up also duplicated it here in case you missed it.) PLUS I do not drive so to reach Mitchel Troy I would either have to walk not very feasible for more than a couple of very small items or beg a lift from someone else who may not be Monmouthshire resident eg my mother. Therefore, how will you check residency? I URGE YOU TO CONSIDER THAT NOT EVERYONE LIVES IN A NICE SEMI WITH A BIG KITCHEN, UTILITY ROOMS, GARDENS, YARDS AND 2 CARS EACH."

I think bin men should pick up any litter that falls out of waste bags instead of leaving it on the street

I find the plastic pink and purple binbags very inconvenient. whoever thought these colours were helpful when sorting paper and plastic are mistaken! (even if you call them 'red' bags!) Yellow bags for nappies very difficult too. in hot weather, these ended up with maggots. if you have more than one child in nappies, theres a lot of waste outside house however you try to store for a fortnight a health hazard. Surely, wheelie bins and boxes are more hygienic for recycling overall? however much you try to rinse recycling which is, in itself, counter intuitive?! Broken green waste bags by bin men dragging then with one handle not ideal either nor bags getting blown away in the street.

Our streets are filthy, they should be swept much more often

"I applaud this questionnaire and the fact that MCC do make a real effort on recycling, despite hostile financial pressures from Westminster. Fly tipping is a real menace but very hard to police because a lot of it happens at night in remote places. Perhaps there could be a reward scheme whereby people receive a worthwhile reward if they provide information on fly tipping which leads to a conviction. The fine for the fly tipper should be such as to more than cover the reward. The name of the informant should not be made public to avoid the fear of a reprisal."

I am comfortable to restricted opening of sites providing it is well advertised and clear when they are open.

Waste Management isn't easy, largely because there's too much plastic packaging. The supermarkets and smaller shops sell literally tons of prepackaged food & other items all generating a huge volume of material that's hard to deal with. Dioxins from incineration or the problems of endless landfill either way it's a huge problem which is actually driven by the vendors not the purchasers. The large scale retailers do not appear to be going broke but they would doubtless up their prices if obliged by law to contribute significantly to the waste management issue. How do we in Monmouthshire compare to, say, a comparable area in Southwest France or The Netherlands perhaps? Are there any useful insights which our European partners could share?

I see litter from cars and lorries being thrown and flash them but can't always remember the number plate

More pressure on business to prevent litter, or clear up after their business. E.g. chepstow racecourse, theres always a lot of litter along A466 by the racecourse.

A bit aspirational, I fear, but fine in principle

There were no questions concerning dog fouling. This is a major issue and more bins are needed along routes / tow paths.

Why are bags refused to be taken if the wrong stuff is in them, when at the tip all the bags are mixed together, getting torn open by a bull dozer and the contents mixed.

Fly tipping should be actively discouraged by heavier fines.

I think houses could do with wheelies bins or some sort of Gull proof way to recycle in Chepstow. It's not just the people it's the birds too!

I am pressed MCC has signed up to plastic free campaign. They should do all they can to reduce use of plastic especially single use plastic. They should be active in educating the public and discouraging use of plastic bottles. I stated half as my weekly use but you did not give the option of a quarter

DRS: not necessary as excellent curbside collections in place

Why dont you issue payment refunds for non collection my council tax is high enough as it is for a poor service.

You encourage fly tipping by being so strict at your centres for tradesmen, I could save you a fortune if you paid me the right money, you do not investigate why and who flytipped. I raised a concern on social media about some fly tipping in Wicrick lanes, removed within 24hrs.

It is a shame that our garden waste will finish in November as I still prune and maintain shrubs in the winter. I think we should have been given 2 licenses to make up for the reduced collection time. I also think that local shops should be accountable for the litter in their vicinity. Tesco Express in Thornwell is often strewn with rubbish which then blows into the hedgerows and gardens. It's embarrassing to see a community strewn with litter when other European countries that we visit are not. Weekly nappy collection!

There has been an increase of litter being thrown in large quantities in our village of Llanishen.

dont understand the 2 bag waste fortnightly collection when people can take as many general waste bags to the recycling facility how is that cutting down on waste especially as anything could be in those bags

The site at Mitchel Troy is very often closed, due to lorries emptying skips. The site is not big enough for the volume of vehicles wishing to use it. Could an entrance/exit be made through the MCC storage site next door?

Good idea to review this I particularly think the country cil should be more proactive in catching litter louts perhaps using private firms to help

The anti litter campaign could start in schools, with ACTIVE support from parents

What is happening with glass recycling why haven't we heard more since the trail.

our black bag waste is collected from a central point, this is being abused by residnets with many putting 56 bags out, if colected from houses like teh recycling is then woudl solve the problem.

Common sense says that any cut backs in services/opening hours currently operated at HWRCs will envitablly lead to increased fly tipping.

Stop closing Mitchel Troy tip every five minutes, Stop doing irrelevant surveys

It's hard because this area is so rural, but there is a real lack of public waste bins when out

Clamp down on people putting their rubbish out to early and technically fly tipping

Except for organic matter such as apple cores and banana skins.

I personally prefer the bags we have now. Did not like the boxes we received years ago as they seem to disappear for some reason.

garden waste service chsrge should be changed

Recycling centres should encourage recycling not decline it. What difference does it make as long as they're in the right bags! I was going away so took my food and pink and purple bags to the centre I was told they weren't accepted because we have weekly collections, how ridiculous. I don't think its the council's responsibility to sort out litter but it is their responsibility to empty the bins more regularly especially dog waste bins.

More bins and dog bins. Especially in places where people are known to walk dogs (not always parks) eg the outskirts of towns

A wheelie bin to store black bags would be ideal to stop rats coming to the area.

maybe provide more bins in local areas

On the country lanes much litter eg plastic drinks bottles is thrown down by the many cyclists ( I have witnessed this). The above questions do not deal with these large numbers of very welcome tourists.

Not a good idea to think of closing any HWR'c s enough fly tipping already.

we need free garden bags as i have a very big hedge to cut and it cost a fortune to buy your garden bags

It breaks my heart to see the beautiful areas I played in as a child become rubbish dumps. Bags of used disposable nappies in the rhyns, builders rubble and household furniture and white goods dumped everywhere. I'm sure some selected DNA samples or other evidence can identify these vermin.

I would like to see nappy/ human waste bags collected weekly. We have be inundated with flies this summer due this sort of waste being exposed to the heat and sun for up to two weeks at a time.

Bring back weekly collections for black bags and yellow nappy bags! With the humid and hot weather, nappies smell even more due to the heat which means it absolutely stinks when they are left for two weeks! Let alone a couple of days! Also with the food waste, can you introduce a big bag to put in the big blue waste bins? Quite a few times in this hot weather, after a few days of one maybe even two small food waste bags that are in there have conducted loads of maggots, it's vile and we have to clean the damn thing out atleast twice before the food waste is collected. There's got to be something you can do to help with this situation? Thanks

"Fly tipping needs to be addressed. MCC should encourage schools to educate children to refrain from producing litter, it will take time."

I think people should not throw litter from a vehicle but it would not be fair to transfer the responsibility to the owner of the vehicle.

Big brother trying to take even more power unto itself. Minor littering is not a criminal offence and the answer lies in education not in persecution. Flytipping is another matter. That can amount to a commercial business and must be penalised. BUT if you continue to restrict access to tips (I use the word deliberately) you simply provide greater incentive to dispose of our waste as best we can. The Councils have abrogated their refuse collection responsibilities in the name of some mystical recycling/ environmental protection concept with which I do not necessarily agree. We the residents want our rubbish collected you the council have the responsibility to do so. The cost of this should be born fairly by the users but collected through taxes in the normal way. YOU do it and stop banging on to us about it. That is what you are there for.

You might have 120 litter champions but there are a great many more of us that collect litter. Every week, and often more regularly, I pick litter along the old Hereford Road, on both sides from the A465 for two miles

there are not enough litter bins especially on ways into town eg Brecon Road Town to hospital does not have a single one!

Empty the bins in Bailey park daily to reduce litter it wheelchair cost much as the whole process takes 25 mins I have timed him

Perhaps littering issues should be tackled in schools as kids are responsible for a good percentage of the mess.

Campaigns are not best use of money

"I find a lot of litter around bins a also due to birds picking from the bins. If you replace broken bins, and make it harder for birds to pick from bins, a lot of unnecessary littering will be prevented. "

The new "health and safety" restriction at the Troy tip, where it is closed frequently for up to one hour each time, is causing much frustration for users. I have been keeping a log of closures and note that there can be as many as six or seven closures each day. Assuming that each closure lasts for up to one hour, this means that the tip is closed almost as long as it is open! I live in a small village near Monmouth, which is twenty minutes' drive away. I cannot plan to visit the tip, even when advised of closures by email, as there will probably be another closure before I get there! This is completely unacceptable. Lorry movements on site should be restricted to early morning and late afternoon, leaving the tip open for most of the day. Perhaps guaranteeing no closures between 10 am and 4 pm might work? As it is, having been turned away many times recently, I have had to drive to Llanfoist, incurring much wasted time and petrol.

Monmouth recycling centre is always closed to many times when I go to recycle. It needs to be made bigger and sited somewhere else and not closed all the time

Litter is so awful, can't understand why people can't put things in a bin.

"HWRC need to be open, and accessible in order to reduce fly tipping as much as possible. See no reason at all to stop people from other counties using them we live right by the border with two other counties (Herefordshire and Gloucs). Personally I usually choose to use the HWRC at Parkend, which has much better recycling facilities than Monmouth HWRC and is the same distance from my house. Dog waste: please could MCC publicise better that (a) it can be included in general household waste and (b) it is utterly antisocial and pointless picking up dog waste and hanging the bag on a nearby bush. Much better to push it under a bush. Any campaign on littering should include this as a priority."

There should be a recycling venue in Chepstow! It is not understood what is meant in questions 4 and 10!

Caldicot in particular is seen as dirty, with litter everywhere the council do not seem to clean up on a regular basis, it appears to be Adhoc. Plus the verges are not cleaned out for months, grass and weeds abound. Taxes are raised but services do not seem to improve ( I'm aware that councils have had their subsidies cut, but at approx £8 increase per household this year, we should see an improvement in our habitate)

The one thing I would like to mention about litter is there is not enough litter bins allocated in the Caldicot Area especially near schools and park areas for example there is a square litter bin at the top of Green Lane on the corner/bend with Sandy Lane but where Dewstow School is located on Green Lane opposite Cae Mawr Health Clinic the only bin in this vicinity is the Dog litter bin there is no actual litter bin. There is a bus stand o/side the school and opposite the school and the litter around these grassed areas is "high". I understand that the litter is throw by litter bugs who have no consideration for others but if there were more litter bins "erected" this might alleviate some of the problems.

There may be different needs for more isolated properties. My collection point is over 100m from my house up a track, so wheelie bins for example would not be possible. Bags need to be protected from animals, so assistance with a 'cage' for the bags would be of help.

Litter and flytipping is a massive problem. Much more education, and massive fines

Please can you collect the yellow nappy bags once a week rather than fortnightly? Summer was disgusting with the smell and it attracted unnecessary attention from vermin

"The driver of a vehicle is responsible for the safety of their passengers, but should not be held responsible for the behaviour of the individual. Each person should be personally held accountable for themselves. The only exception is in the case of flytipping, in which case the driver is fully responsible. I am a bit unsure about fixed penalty notices for litter dropping as it may end up costing the council (and ultimately us) a lot of money to collect from reluctant payers and those who can't pay. There should be some sort of penalty that could make offenders aware, such as with the driver speed awareness courses. When caught littering, offenders should spend some time either litter picking or time sorting litter after watching an educational, UK based environmental and wildlife video. It seems that either 600 bins is not enough, or more people are trying to throwing their rubbish away rather than litter dropping, because often they are overflowing with litter on the floor around them. What would help would be to have bins for plastics alongside regular waste bins, particularly in towns and areas where large numbers of people pass through." Reuseable bags could blow away in the wind can you think of a solution to this. I don't think you should restrict recycling sites to people in Monmouthshire as I would rather people recycle than fly tip. I also think there should be better monitoring of fly tipping site eg remote cameras.

"As dashboard cameras become more prevalent will MCC use footage to prosecute littering from cars if the footage is provided? Fixed penalty notices for dog fouling would also be welcomed by the community."

Reducing availability of the HWRCs works against the blindingly obvious goal of making recycling as accessible as possible for all residents, especially during winter when the green waste stops. Increasing the vehicle flow capacity at Five Lanes is essential. It should be possible to recycle anything at HWRCs for which there is a recycling path, regardless of whether this is directly beneficial to the contractor. By the way, please pass on to the Five Lanes contractor that their staff are always helpful and accessible. My workplace is served by Wastesavers who seem to be far more proactive (e.g. their reuse and education programmes) why are Monmouthshire contractors not offering similar? More sharing of information would be useful on what happens to waste/recycling after collection, how effective are MCC processes vs relevant benchmarks (not just a high level %age). Good contribution from Keep Wales Tidy in supporting community efforts, need to maintain/develop this partnership.

In an ideal world a fixed penalty for littering should be rigorously enforced. A national campaign across all media, TV, cinemas, press etc should promote the importance of recycling your litter. It should become non PC like smoking in pubs!

"Comment: Why not issue free tip passes to residents and charge others small fee. People come from Newport to Fivelanes because of access/ traffic queues at Maesglas. Loads of items, large and small, taken to tip are not rubbish. Sort, recycle, sell, offer to charities. When will the council have the sense to employ wardens to control litter and dog fouling. Many examples of successful (and profitable ) schemes in other authorities! Where are the CCTV cameras that other authorities use to tackle fly tipping? Why are operatives sent out to collect litter from verges at enhanced pay rates? On a recent Saturday there was a big team of employees working between Caldicot and Magor. They were definitely not the above mentioned volunteers. This at a time when council asks for community suggestions to save money and rates continue to rise. Not happy that the brown bag scheme for garden waste has seen an increased charge and near halving of collections! Whoever sanctioned this is obviously not a gardener! Ok grass stops growing but there are all the hedge prunings, autumn leaves (for those who don't have space to compost) and winter/early spring garden tidying. Monmouthshire should actively support calls for pan UK policy and legislation to unify how waste is controlled (single use plastics especially) / disposed of / recycled etc "

Please, please introduce wheelbins at least for those residences in Monmouthshire towns.

I am unsure about the costs involved in policing littering and how much focus it would take away from other crimes. No more plastic

Use dustbins

How very backwards. You start by saying how accessible the service is with long opening hrs. Then look to make it not so. Maybe look to make recycling easier and less people would be taking their rubbish too the tip. There is simply nowhere for most families to store all this.

Reintroduce the facility to drop red and purple bags at the waste centres.

The council needs to be more proactive in reducing littering/flytipping. There should be a lot more recycle bins to reduce the amount of plastic bottles and cans going to landfill.

Register each vehicle with a windshield license sticker like you do for the green waste bags.

"I think refuse centres are needed to be open more not less. Encourage people to be responsible not fly tip and who cares if people out of county use them!!! Litter on the other hand.. we need to be more aggressive about fighting it. Get schools involved in litter picks, cameras on roads, more education and enforcement. Also look at where litter comes from and target businesses such as McDonald's so they pay and they educate and clean up too. "

Ban use of single use plastic by businesses (eg, plastic drink bottles, disposable drink cups, straws, takeaway food containers, etc)

If reusable bags were the only option to the current recycling bags then I'd agree...BUT I do believe plastic boxes would be the better option. I believe they would look tidier and keep the streets tidier. I have seen plastic bag contents littered about where animals have got into bags or blown along streets when there have been windy days. This would not happen with boxes. Also wouldn't reusable boxes be better environmentally?

Dog mess should be included and fines given to dog owners who don't pick up.

The Mitchel Troy dump is too often closed with no notice and go long lengths of time. This is not acceptable and frustrates local people trying to do the right thing by using it. Something needs to be done to stop this happening and make it fit for purpose for locals who sometimes have to rely on others to get there.

i also think nappy collection should be weekly not fortnightly i have two children in nappies and think its absolutely disgusting and very unhygienic i have to wait 2 weeks for them to be collected.

If possible it would be helpful to have recycling points at the waste site where you can leave the red and purple bags as a whole rather than sorting. Some people miss their collection for whatever reason or have a clear out and being able to visit the site with the red and purple bags would be helpful and cause less waiting times in the queue as you could dispose more quickly

We need more dog mess bins Abergavenny has very few and more should be done to increase the number of dog mess bins. If we had more bins I believe we would have less dog mess on the pavement.

"Dog mess is more pressing than litter in my opinion. A drive to start catching and deterring people would be my priority, it's out of control in Caldicot "

"I realise that our recycling collectors are pushed for time, but when the blue bins are thrown or dropped back, it sometimes breaks the lid or handles, which is a bit annoying. Also, it would be interesting to know what actually happens to our waste and exactly how and where it goes. Does our plastic REALLY get recycled? Or do poorer/willing countries get paid to take it and it get subsequently dumped in the sea? I always do recycle as much family waste as possible but I know some people don't bother as much because they believe it will ""all end up in the same place anyway.""

Already seem to be positive attempt to clean up chepstow

Shutting the recycling centres earlier in the day will not support working families that can only access the site after office hours. Closing the centres or preventing people out of area accessing them could increase fly tipping which would be an added cost to the council. There's no mention anywhere in here about increasing the number of bins and dog waste bins in the area there are no rubbish bins near Deri View or Llantilio pertholey schools. Please could nappy bags be collected weekly!! Why do we spend all week separating our recycling only for it to go in the same wagon? Surely 1 small wheelie bin per household for it to all go in would be easier? Why can't broken glass be collected (I understand not very small pieces) when they get thrown into a wagon and smashed anyway?

"At the moment is there any point separating waste? Bags are plastic. Lots of waste on rd side from gills and cats breaking them. Tips are very efficient. Nice staff. Needle waste has it increased this month? Are other agencies doing anything to reduce or stop it occurring? Chepstow. The town is kept tidy gardening lovely flowers. "

I think that we should be issued boxes for recycling, free access to garden recycling and be allowed more than two black bags per fortnight as I feel it's unfair that a single person had the same allowance as a family with multiple children.

The uncertainty of temporary closure at the recycling centre is unacceptable, I have gone back upto 3 times a day to get rid of rubbish only to find it closed this happens more times than not!! And I'm not the only one, people are always complaining on the local Facebook page

The HWRC in Monmouth has deteriorated in service and provision recently I imagine this is to deter people from using it so you can say it's not used much and then close it!!! A bit like banks have done!

Please bring back the garden waste collection in the winter. Even if it's just the beginning of January for Christmas tree collection

You don't even empty the bins enough in some areas so people when they see litter all over the floor just add to it. YOU DO YOUR BIT PEOPLE WILL DO THEIRS.

Restricting hours at HWRCs makes sense, but I would be concerned about an increase in flytipping.

The council needs to urgently look into a new purpose built site for Monmouth HWRC. It is no longer large enough for the size of the town and the increased and varied amount of products it has to cater for. Also it spends a huge amount of time closed for safety reasons whenever maintenance is carried out. This I believe is because there isn't room for them to do this with the public present. Also on littering the council needs to increase the number of waste bins available in public places and make sure they are emptied before they spill over. Also it would help if the council's banned takeaway food outlets from using single use polystyrene containers that litter our streets and rivers!

The best way to reduce litter is to provide residents with wheelie bins as most other councils do

You should think about educating the public. You are paid to keep the town clean and have failed miserably. You should not rely on organised litter pickers .

The distribution of dog waste bins is not very even. The cycle path in Llanfoist requires more, when I am walking there with my son, we see dog bags on the side of the path every time we walk up there.

Maybe employ staff at the dump that are happy and helpful

issue mon residents a badge to go in a car. if they don't show it they cannot get to use the tip. if you did reduce opening times maybe close (am) as a lot of us work and can only get to the site later on.



No more different bags/boxes for recycling. Make the recycling centres more efficient when they're open. Don't reduce hours there will be more fly tipping. Allow people from anywhere to dispose waste. Better to be disposed, than dumped. No to recycle separate glass yet another box/bag to store. Council tax is high in Monmouthshire. Don't keep changing collection days, colours of bags..... the law abiding members of community increasingly burdened with MORE 'rubbish' from changes in recycling scheme. Others with flout the rules, will continue to do as they please and fly tipping will become more prevalent in areas where no CCTV. I don't want to live in a police state, nor do I want to go round shopping everyone to the authority. Life is too short. Please just keep your recycling policies simple and as unobtrusive to our daily routines as possible. No one will take any notice of my views anyway, but I asked you not to add yet another layer of recycling last year glass. When will the suppliers, manufacturers be penalised for all their packaging? Why should we be taxed multiple times for their packaging and marketing decisions.

The mitchell troy site is not fit for purpose and in monmouth we pay stupidly high council tax ! Not good enough mcc !

"I think reusable boxes would be good as long as they weren't thrown about and therefore likely to get broken and need replacing therefore creating more waste unrecyclable plastic... Whatever cuts the need for more plastic has to be best, as long as that producing alternatives then isn't creating more co2. But the system needs to be simple enough for people to want to use it or people will either just get it wrong by mistake (or on purpose so that they don't have more than their 2 black bags of rubbish).... Also need better advice on what can or is actually being recycled... Do we put black plastic in the purple bags, as well as plastic fruit plullets, yogurt pots and margarine tubs and icecream tubs as I have heard that these aren't actually being recycled anyway ...so what's the point of washing them out and putting them in the recycling rather than just putting them in the general waste?Also I have heard that not all the card/paper is clean enough for recycling although it says card widely recycled on the food packaging... Also some is has plastic lining ... And although it says we can put in terra packs these aren't actually being recycled?Are these things true?"

"The driver of a vehicle must be the responsible person.Littering is an anti social behaviour. Experience shows that such is best changed through a programme of nudging (perhaps look at what the ""Department of Nudging"" has achieved for No 10 Downing St"

I have seen the stuff that people dispose of at the waste recycling sites and believe that an intervention system could help the council realise more income. The Homemakers' recycling centre in Abergavenny takes household items and, I believe, can renovate certain items. Surely they would have more value than as waste?

Brown garden waste bags should come down in price we pay enough council tax

We live overlooking the Heads of the Valleys road by Llanfoist, with the new Costa on the other side. Every time we look out of our windows we are confronted with an unacceptable amount of litter on the verge from the road. We've lived here since September 2017 and have NEVER seen it cleared up. Its only getting worse and worse. I am very angry as we are paying £200 per month for council tax for our area, (double what we were paying in thr centre of town) but are reminded every day that we are paying for nothing. The council have also not tended to the public land and footpath in front of our house for a year so people can't get to our front door.

Key I think is community involvement, and peer pressure. Mobilising community groups to visibly litter pick is a way of embarrassing others to care more. I often pick up litter as I dog walk, and find in areas where I have cleared it, it stays clear for longer. Areas which are unkempt just seem to attract more litter.

Provide a reusable box for nappies ! With wheels please !

The castle grounds, particularly at the pond, is in dire need of waste removal, there are car parts in the pond and masses of waste in green and blocked river running around the castle, makes for sad visiting.

More frequent nappy collection would be helpful

The laybys are in disgrace. Nothing is implemented and fly tipping is common

Yellow nappy bin collections need to be changed to weekly it's ridiculous having it fortnightly. Also the bin men need to take more care when emptying the blue bin the way they throw the bin all over the street is ridiculous, we've had to have 2 new ones in the last year due to them breaking our bins.

It's not the recycling red and purple bags that are an issue it's household waste two bags collected every two weeks leaves me constantly behind with waste, it will never go because I have bags left and adding more each week. Also the nappy bags have shrunk so you have double the amount of bags and airing to be collected.

If you are going to start putting extra charges in place then make sure the service is perfect first.

Reducing access to waste sites will have a direct impact on increased fly tipping which will ultimately cost the council more to remove short sighted policy decision.

very good

General household waste should be collected weekly. As a family household we always have more than the statutory 2 bags of rubbish per fortnight. It's silly.

would not changing people taking large items to the tip re the cost of fly tipping. Or a small charge to collect from the house re the cost of fly tipping?

Reducing the days HWRCs are open will only serve to extend the already long queues at these facilities. There should be a means to stop nonresidents from using the facilities.

People that are on job seekers and getting free flats and utilities should have to do a community service to litter pick

Bring back weekly adult hygiene waste (yellow bag) collections. Ensure facilities for recycling ALL recyclable waste.

I feel we have poor service for all of our waste, compared to other councils.

"We live near Great Barnet's wood and there is always litter on the paths. Perhaps if there were public recycling bins available that were emptied frequently then people would use them? Rather than litter? We have had people dump their rubbish in our driveway and some rubbish blows down the road from a local shop when they don't store their waste properly. I think the council should check up on the shops to ensure that they handle waste properly too. More should be done to ban single use plastic and plastic bags from the town including Tesco and Costa. Just the market being plastic free isn't enough. This could be a huge marketing piece to promote the town. Deposit schemes for plastic or glass bottles would be great too. Please don't limit how much recycling we can do by moving to boxes. "

Sadly fly tipping is on the increase due to vans having to pay for waste at the tip.

Need weekly black bag collection and unlimited as many residents can't get to recycling centre

People should be encouraged to join and the picks should be advised, bring a community together

If the person littering is over 16 they should be held responsible for their own actions. If the littering person is a child then the parents should be held responsible it's not the registered keepers responsibility their main concern should be the road.

Unfortunately, a campaign to reduce litter will not reduce the stupidity of those who do litter and will only cost money that the council does not have to waste.

The queues at the recycling centre make it difficult to use and I am certain that people from Newport use it routinely as well making the queues even longer.

Recycling centres across the country should be open to anyone, whether domestic or trade waste. How else can we effectively control littering and flytipping?

Reducing hours at Hers will create even more fly tipping which is already a problem in Mon.

"More frequent collection of rubbish from bins in public spaces would be good. More dog poo bins needed too. Restricting access to the recycling centres to residents only may lead to an increase in fly tipping "

GUYS AT HWRC IN ABERGAVENNY ARE GREAT HELPFUL, FRIENDLY

I live in a rural area where fly tipping is rife I am concerned that a restriction on opening or access to Hwrc will result in an increase in this. Creating danger for animals and children

nappy collection should be weekly instead of every 2 weeks.

Reduce costs of green waste by making us purchase own bags as previous and stop the useless free brown bags that tear and deteriorate easily and must be quite costly to produce. Other waste collection is fine, don't fix what isn't broken. much better than systems in ebbw vale

Not sure about last question because what if a passenger litters that not the drivers fault

Fly tipping is a much bigger issue than the odd dropped crisp packet. By all means stop the litterers but limiting domestic rubbish bags to 2 and presumably threatening to close a tip will trigger more fly tipping. That should have a higher priority. We already generate more than two bags a fortnight of non recycleable rubbish so I drive to the tip about once a month. Lots of people tell me they put rubbish in their recycling bags as its the only way to get rid of it (which defeats the point of recycling). Making it harder to get rid of domestic rubbish makes more and more people dump their rubbish. Want to keep monmouthshire tidy? Make rubbish disposal easy!

"Deposit returns will be good. So too would campaigns to reduce the use of single use plastic (including the dreadful red and purple throw away bags!). Rather than continually waste money and resources on creating more red and purple bags for people to add to the waste stream, encourage residents to avoid buying plastic bottled water by issuing metal reusable water bottles and mentioning the great @refill initiative that enables people to fill up for free at a growing number of venues. More should be done to tackle the throw away society by raising awareness of the local and global issues caused by this trend. Educate people about the problem and gain their support to reduce the amount of waste being generated."

People in my estate are dumping their black bags around the estate when they have more than two themselves! Waste collection needs to be based on how many people live in household not limit to two bags a fortnight.

Not enough public bins in MCC, St Lawrence rd lone bin been removed in Chepstow, none by bus stops (biggest litter offender is school bus passengers and parents). Fines are just money making ask some one to pick up and put in bin, litter problem solved. What happens if someone can't afford fine? Do you only fine those who can afford? That would create a system that poorer in society can litter with no recompense. SOLUTION: MORE PUBLIC BINS. (some people too lazy to take litter home)

Dog mess is a bigger problem and should be addressed with fixed penalties

As previous. More dog waste collection points and heavier penalties for offenders. Also for littering.

HWRC opening hours should not be reduced as garden waste collections have been cut for the winter months

Penalties if deliberate littering.

The Usk centre should be relocated to the Council offices site near the town as the town centre is an unsuitable location, this would allow easier access to residents and the recycling company's vehicles. It would also allow parking spaces to be increased in the congested car park.

More bins along cycle track and canal please.

If using reusable bags for recycling materials, please make sure they are put back where they were found for collection as many elderly people cannot retrieve them when they have been thrown anywhere or the wind has blown them about

Dog fouling is an issue around the area of Park Crescent, Abergavenny. Also, a problem down at Castle Meadows.

Not sure a campaign would work the people who drop litter are scum and properly wouldn't take any notice of posters etc. If there were more police around or people who can issue FPN that would be much better.

Would be great if other plastic eg carrier bags could be recycled. Also small metal items eg old cutlery, DIY waste etc

"I would not like to see wheelee bins being introduced. Also any reusable bags will need to be able to be cleaned/washed and be able to be closed (Velcro?) to prevent items blowing away or animals getting in to prevent rubbish being strewn across the street. "

When litter is thrown from vehicles, the person littering should be responsible. The keeper or driver should not be held accountable for other passengers' actions.

Why do we bother separating into red and purple bags they are all thrown into same truck and storage areas. I know of numerous people that say they don't even split them anymore (my husband still does tho,)

Don't reduce or restrict access to the recycling centres. This will just increase fly tipping in the countryside, which is then additional cost for the council to clean up as well as it being an eyesore and polluting. In fact, make it cheap for 'house clearers' to use the centres because they are probably helping with the housing shortage.

Work with organisations like Keep Wales Tidy to build on best practice and piggy back national campaigns. Particularly target changing children's attitudes (to change the culture and use peer pressure) and emphasis economic as well as environmental and social issues e.g what else could litter clearing cash be used for. Disagree with restricting waste to residents only in case it increases fly tipping. Also work across WLGA, business and Welsh Government to reduce waste at source.

"The HWRC is pushed to its limit at Troy. I can go there a number of times and it's closed to empty or what ever reason. It can't just be open to residents as what happens to holiday makers? We have been away a number of time and been told to take our bins to the skip at the end of the week so I'm sure that happens in this area too"

Crazy and leading questions which do not address the pertinent issues about the lack of sufficient collection of household waste which (irrespective of the amount of recycling one does) is insufficient and actually discourages recycling. Because if one is forced to visit the refuse centres to dispose of household waste that is becoming putrid after 2 weeks, one is more likely to lob it all in

"1. Why do I see both red bags and purple bags being crushed on the same lorry? 2. The Council should publicise where the recycled refuse ultimately ends up. Where is that?"

On the spot fines for dog poo fouling

I believe that is the only way to make someone responsible. Otherwise passengers could claim "it wasn't me"

Seagulls + Chepstow leisure centre are issues + Tesco's

Dog fouling is a growing concern and many bins are not emptied routinely, leading to people 'dumping' the dog mess around the bins. This is also not policed well enough to prevent/catch people from not picking up their dog mess.

Our yellow bags really need collecting once a week not once a fortnight, the stench in the back garden coming from the bin obviously even with a lid is awful and attracting lots of flies. Apart from that there are no complaints from me regarding our collection services, fab job.

Dog fouling is a growing concern and many bins are not emptied routinely, leading to people 'dumping' the dog mess around the bins. This is also not policed well enough to prevent/catch people from not picking up their dog mess. With the growth in population in Monmouth the Mitchel Troy site needs to expand its services, certain items that can't be taken there end up in normal rubbish instead of being taken to a site that does take them. This may mean moving to another larger site.

MCC should be fining people for littering also fining residents who put their bags out too early as it is a health hazard. The Council have cuts back and this would be a way of an income, once MCC start giving a fixed penalty notice it would deter people from doing it.

The recycle site should be extended to take all waste, I went to the troy site last year with damaged plastic furniture.....what bin ? General...what's the point if we aren't going to do it properly, it's as if we just play at it. It's daft even thinking about closing any recycling sites when they are working, as I said you should be looking at extending them not closing them.

Council should monitor which households are recycling or not recycling. Not fair on those that are, whilst some neighbours are not.

Excellent work.

"The dog waste bins are an excellent addition, however some areas frequented by dog walkers seem to have been ignored and are binpoor while others have an abundance of dog waste bins. Perhaps a little more research into the placement of dog waste bins is needed? Also in 'busy' areas the waste bins need emptying on a more regular basis: as a dog owner who always cleans up after their pet it is frustrating to find the nearest bin overflowing and dog waste strewn over the ground around the bin!"

Litter is a big problem and there will always be people who just don't care about it. The only way to change littering behaviour is to fine those responsible.

I am fully in support of deposit return schemes. We should be looking to increase the use of glass bottles to reduce plastic waste. Bring back the pop man and the milk man. An incentive to reuse glass bottles would benefit our county and the planet in the long run.

Reducing any of the above would result in more fly tipping. Sacks work so much better than wheels bins and plastic boxes. Although near commercial food outlets seagulls are a concern so sacks may not be the answer.

Fly tipping needs to be proactively dealt with and CCTV used in frequently used sites. All waste checked and traced back where possible. Parks and sites where teens congregate should be spot checked and fines issued esp during summer months. Disagree with automatic holding registered keeper of vehicles responsible as impossible to know who was using it at the time esp when company vehicle

"reusable boxes should be used to save the environment how long will it take for all the bags collected to decompose?"

Monmouthshire should work on prevention and not just recycling. How can we get the residents to buy less, throw less and get the shops to take responsibility for what they sell.

I think the council recycling is perfect as it is, no change needed.

The person throwing it should be fined not the driver

Littering should be introduced in schools, but it is also parental responsibility

More bins should be available but they should be emptied more often.

I wouldn't want to see rubbish bins or dog waste bins being reduced as a way of managing or reducing cost.

Most litter is from visitors to the county. However often bins aren't emptied frequently enough or there are not enough bins around

More needs to be done about the amount of litter in and around Abergavenny which has increased dramatically since McDonalds opened. Heavy fines should be imposed on those caught littering and maximum penalties on those fly tipping.

Shorter hours would be fine but only if it was thought through. Opening later rather than closing earlier in winter may be a good idea for example closing at 4pm would affect anyone working 95. Also closing one day a week completely provided it was very well publicised would save money. But it will give fly tippers more excuses if the tip isn't open at 'reasonable' times. Fly tipping is getting worse and maybe more should be done to tackle this problem!

About time some people were named and shamed for not picking up dog mess I see people most days allowing their dogs to mess and never pick it up.

"empty bins more frequently (often overflowing). fixed penalty fines for dog littering and littering make recycling centres truly recycling stop all dumping of perfectly good furniture, toys etc and divert to charity shop/ allow purchase on site. it happens in Winchester "

"I am aware that the current purple and red single use bag scheme is being abused, through residents living outside of Wales, i.e. Tutshill and Sedbury using the bags for other uses. This could be stopped by asking for confirmation that they pay rates in Monmouthshire. Mis use of the bags costs the Welsh ratepayer and council!! It would be great if there were a facility for collection of plastic bags for recycling, especially as Tesco no longer have a waste bag depository. "

I'm fed up with visiting Mitchel Troy HWRC & finding it closed. Can you find a way to keep it open during its opening hours, please?

Food and drink outlets should contribute to the costs of clearing up their packaging and disposal of materials.

You talk about 'fixed penalty notices' yet. I see no one available to enforce them.

Dog waste seems to be one of the biggest issues with regards to litter. I frequently come across filled black bags in the woods why do people even bother to put it in a bag if they can't then put the bag in a bin?! Not sure what can be done about this but it is a real blight on the beautiful countryside.

If non residents are restricted they will throw wherever they can

"The questions lead me to believe you have a series of changes in mind. Given cuts recent cuts and increases to charges (including the garden waste charge), I can't help but feel that we are about to see ourselves charged extra for the recycling element of our council tax service. If this is the case, you will see many more people either failing to recycle or putting more strain on the HWRC's (as is the case with garden waste)."

"The things you are suggesting are the law and our tax contributions are made to support regulations of such I would not support paying external agencies to manage this ... it's happened in other authorities and has turned into a nightmare. Penzance in Cornwall is a Plastic Free town ... why can't MonCc try this?"

"My neighbour does not recycle yet you take 6 black bags from that house? Unfair!! Her address? After reporting several times 9 bluebell drive, chepstow"

Unsure as to why mitchel troy waste site seems to close for periods of time throughout the day.

Unless a national return scheme is done on a big gesture scale (money off council tax for example!) Then I think it's just preaching to the converted. More important to find out the reason why some people don't recycle and work on that.

Yellow nappy bags need to be collected on a weekly basis not fortnightly! The use of reusable plastic recycling boxes works very well in North Somerset along with the use of a household black wheely bin and has been for a number of years.

The garden waste bags are inferior quality. The handles break off, and the clear plastic wallets to hold the permits tear off. A more substantial bag is needed.

Garden waste should be collected free of charge as it used to be

With the growth in population in Monmouth the Mitchel Troy site needs to expand its services, certain items that can't be taken there end up in normal rubbish instead of being taken to a site that does take them. This may mean moving to another larger site.

MCC should be fining people for littering also fining residents who put their bags out too early as it is a health hazard. The Council have cuts back and this would be a way of an income, once MCC start giving a fixed penalty notice it would deter people from doing it.

The recycle site should be extended to take all waste, I went to the troy site last year with damaged plastic furniture.....what bin? General...what's the point if we aren't going to do it properly, it's as if we just play at it. It's daft even thinking about closing any recycling sites when they are working, as I said you should be looking at extending them not closing them.

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Litter is a big problem and there will always be people who just don't care about it. The only way to change littering behaviour is to fine those responsible.

The vehicle owner / driver might not be aware of what a passenger, especially a rear seat passenger is doing in their car. If the driver is concentrating a parent giving a child's friend a lift might be unaware or unable to prevent that rear passenger from littering, even though the owner would never litter themselves. I don't think anyone can be totally responsible for another person's actions , especially someone preoccupied like driving!

Queues far too long at five lanes quarry. Boxes or reusable recycling bags needed or wheely bins

Chepstow has a serious litter problem, especially in and around the Piggy Hill area, Rockwood Road and the coastal path. Most of the litter I encounter is sweet wrappers, fizzy pop bottles and other junk food waste I suspect is dropped by school children and teenagers. I suggest tackling the source in our schools. More bins in said areas and maybe the deployment of a CSO beat to issue our fines to offenders. I regularly pick up litter from our local park, in front of our house and sadly from within our own garden.

Disappointed with the reduced garden waste collection some people require this all year round and results in over use of the local tip facilities.

People doing community service should be used more efficiently in the clean up of our litter and ragwort etc.

Garden waste should be collected during the whole year. We pay over £350 pm plus garden waste fees for a measly collection service. Catbrook is left out of most services, no road sweeping, hedges cut etc Litter is collected by village residents otherwise it just stays there. More needs to be done re litter droppers

"Please consider emptying the dog waste bins more frequently in the Summer due to the smell & increased use in warm weather. Biodegradable recycling bags would be a more convenient option."

We may have 600 bins but that is nowhere near enough. The best scheme I have seen is one in Norway where they have a plastic collecting machine inside of the supermarkets and you get a voucher to spend in the store when you deposit plastic in it. This idea could be used for different things as well and reduce waste as people would be getting something back for it and so would be more inclined to keep their rubbish and use those deposit machines

Place more bins and ashtrays runs and then people wouldn't have a need to litter then if people are caught doing so name shame and prosecute them

I am concerned about fly tipping in the county and I hear people say it is more difficult for traders to use the recycling centres. I think this needs to be considered carefully. Happy for sites to have reduced hours but closures or day closures would probably lead to more fly tipping. I think more needs to be done about that. Also I rated the service 3 because I hear rumours about the recycled items just going to landfill I hope the council is doing all it can to recycle properly and reduce costs.

Question 11 If litter is thrown from a bus, will the council fine itself?

Yellow bag should be weekly

Need to start fining people who don't clean up dog waste and also ensure dog waste bins are provided at more places where dogs are exercised.

The recycling centres should make it clear that the closing time is 30 minutes before the stated time as they are not covered by insurance so we were told. Road side littering should also be actioned as the state of the verges in the county is disgusting.

There are always long queues at 5 lanes and only a few vehicles can unload at any one time so it isn't easy to use you can't just pop in with a few bits you need to get rid of, as you could at other towns/cities I've lived in. Also, last time I went to it, in the short time I was unloading I heard the staff telling off 2 other people and handing out notices about using the red and purple bags incorrectly. It's not very friendly or welcoming. I'm not condoning fly tipping, but whenever I see a pile of stuff dumped down a country lane, I wonder if it wouldn't be there if the waste recycling centre was easier to use.

With regard to littering. We need to reeducate people including in schools and workplaces. I take a plastic bag when I walk my dog in the portskewett area to collect used coffee cups, Beer cans and bottles in my return journey. If we all did a little bit it would help. I have to say that if I have had cause to report a full or overflowing bin it's been done quickly. Thank you

I would like to see roadside & canal waste bins emptied more often

I don't think a Deposit Return Scheme will change the behaviour of those who litter as the deposit returned would need to be sizeable.

3 different days for different bin collections isn't convenient and would question if is costing householders more money 're council tax

Monmouth recycling site is shut much too often, it is too small and too much is not separated. Why are red and purple bags thrown in same lorry, why do we separate them at all !!!!

The tip we use is always busy, sometimes the cars are back to the entry gates. To restrict the days and times will make it worse plus will encourage people to dispose of litter elsewhere. The local town bins are always overflowing, I appreciate there are now signs on them asking people not to dispose of household rubbish. However that's not working. The dog poo situation is getting worse, heavier fines and more strict policies need to be introduced because adding extra bins just isn't preventing the issue. I used to walk to work and couldn't believe how much there was, it seems to be early morning walkers who tend to be in a rush. Again no idea how you police this or make a change. There is so much litter on the side of the road between Caldicot and Caerwent. It has been there for weeks.

The national deposit scheme may disadvantage those who by whilst out shopping, or are unable to easily access the service.

"Q3 and Q4: Reusable bags should be made of material that can be easily cleaned. Plastic boxes care bulky and can create their own problems in relation to storage.Re HWRC: I think it is better to maintain a service in all of the areas rather than close any one specific site, to maximise access for majority of people, albeit a reduced service. Allowing access to non residents will promote recycling, if access is prohibited risk of fly tipping is increased. Closure or reduction in opening of sites could also have this effect.Overall I am very happy with the weekly recycling scheme, it makes sense to get rid of the single use plastic bags."

Make all recycling centres free to use with longer opening times. People are more likely to use these places if they know that they don't have to pay.

The more litter/recycling that is done, the cleaner the environment, and less cost to the Council for clean up of tips people leave by the side of the road, so not letting nonresidents use the dump is counter productive.

Not sure what a national deposit return scheme is.

"IT looks like you are trying to reduce the services of waste recycling. But I guess my council tax will go up again.Restricting the tip to residents is a) MEan spirited b) encouraging fly tipping."

use prisoners to litter pick

"Recycling rates in our house would increase if all litter was collected on the same day rather than household waste & green waste on Wednesday & red & plastic bags on Friday.Having all recycling in the same bag would encourage us to recycle more.A pan Wales recycling strategy would benefit recycling rates as each council seems to be different.The dream is a recycling wheely bin & litter wheely bin."

Can not penalise a driver/keeper for a passenger chucking something out of a window.

Waste disposal sites need to be open long hours to reduce fly tipping and need to make it easier for people with vans to dispose of household rubbish easier

Current thinking on commercial waste and recycling and on industrial composting

Michel Troy site is far too small now for the size of Monmouth. It also closes sometimes twice a day at no set time for removing skips with no warning to the user. It's then closed for around 40 minutes.

More bins and litter cleaning needed in Bulwark, especially in the side lanes and alleys. Also the park in Bulwark often has unsafe waste and rubbish that needs clearing. More dog waste bins needed also.

I wish the garden waste service ran all year because I do a lot of garden jungle reducing in winter when it has all died back. People in Monmouthshire have large gardens and brambles etc cannot be tackled in summer because they're too wild.

Recycle collection does not always happen as per the nominated days. On average 1 collection is missed per month, usually red/purple bag collection. This has been raised through mcc Facebook page and direct with mcc via the form on a number of occasions.

"The blue food boxes could be put back closed and tidy on the pavement. Not chucked down on their side and open.This happens occasionally but is not very nice to come home to and is very unhygienic"

Litter in Chepstow is far better/less than two years ago so your current strategy is working. I still pick up at least 4 items whenever I walk down Mounon Road as well as in the town centre

During winter months the waste recycling centres should open an hour later and close an hour earlier to ensure all sites remain open and perhaps on Saturdays in summer months open a little longer

The stopping of green waste collection in Winter is a mistake. Perhaps a monthly collection ?

"I constantly have dog waste thrown in my garden. Litter isn't an issue.More ways of how locals can help prosecute"

make it easier for residents to use the household recycling with private vans not for business use

You have it right

"7) I'm not sure what you mean by nonresidents using the centre. If they are not allowed to, would that increase litter in our area?9) What does 'proactively issue...' mean? Issue a notice before they actually litter? Confusing.10)

The council should support a National Deposit Return Scheme but more to the point, manufactures of singleuse plastic should have to pay a hefty tax. Why as taxpayers should we have to pay twice for their waste once when we buy a product (the plastic is hard to avoid, just look at any supermarket fruit, veg and meat section) and once when we pay our council tax which supports recycling efforts. Plus, recycling is overwhelming the centres. They will not be able to keep up with the waste that is being churned out daily."

What if a passenger threw litter from a car window

Seagulls currently cause litter problems by ripping bags open

The person who litters deliberately should be fined. More litter bins needed and emptied more frequently.

Recycling bags of rubbish should be accepted at the sites.

Happy overall with refuse collection, recycling and local recycling centre facility but object strongly to paying for garden waste collection on top of £2,600 per year council tax. Only 2 of us in the house, no children.

I would like to see the council do something to encourage large shops (eg Tesco, Asda) to reduce their unnecessary plastic packaging. I know the government has given a time frame but I think this is too long. I'd like to see plastic films collected separately, as one day these will be able to be recycled and reused. I'd like the council to support shops which sell unpackaged bulk foods like many shops in Canada do (people bring their own containers).

encourage good behaviour not fine bad behaviour or/and make good behaviour more difficult ( with closing waste sites, charging for services that were free ie garden waste collection and now fines )

I am pleased with the current service offered. Re usable boxes sound like a good idea, but I think the bags are easier for the people collecting. The time is longer for a box to be returned to the house after emptying compared to just throwing the bag. Are the recycling bags biodegradable?

I live in Mathern and daily see bulwark residents dropping litter as they drive through our well kept village. A camera on the main road into Mathern could easily monitor their destruction of our well kept ( mostly by resident) village. They also litter Mathern road and fly tip continually. Closing the lane would be effective for both speed reduction and littering

Not sure how this would be policed though? As I've challenged people for dropping litter and been met with abuse. Would need to be Police. But then there's not enough police to do that job!

As an elderly resident I find the current system using one time use plastic bags convenient and simple to use. Would not like to reuse purple bags (although I do wash them before disposal) as this could become unhygienic. Reusing the red bags could possibly work but where people are at work and unable to collect from the kerb would lead to loss on windy days anyway. I would find using plastic bins difficult as would be unable to carry or push them and not all people have the facilities or space to keep these clean. The present system seems to work really well so why change it?

Tackling dog mess should be a priority, this is a huge problem in Caldicot and most other Monmouthshire towns/villages, I hear far more complaints of this than any litter problem

Having to sort waste in to 5 sections at the moment and then increasing that to 6 for glass is getting ridiculous. I am very much in favour of recycling but it must be sensible and convenient else people will not do it.

"Residents need regular reminders of what can be recycled and how / in which bag. Many people are still unsure eg many people do not know if aerosols can be recycled. People need to be informed of where their waste goes and how it is sorted. Many people believe that it all goes to the same place and doesn't even get recycled. This needs addressing urgently as people won't bother if they think it's pointless. Also the council need to do more for schools eg assemblies etc to support teachers educating our future recyclers! Garden waste collection is now extortionate!!"

Absolutely we should bring back keep Wales tidy campaign. Young people have no respect for putting rubbish in bins

Council should make every effort to deter fly tipping maybe this should include easier access to recycling centres or create more sites closer to Caldecott area e.g.

Wholeheartedly agree that fines need to be enforced.

Can we please have either stronger food bags or 1 large bag to put in blue box

Black and green bins should be provided to make the streets cleaner stopping cats foxes etc ripping open bags

At weekends especially during the holidays all the bins in town are overflowing. More bins and extra emptying at peak times please

more dog poo bins needed especially near alleys between houses where disgusting people throw poo bags in a huge pile. right outside my gate! i don't even own a dog. fine irresponsible owners

"Consider food waste collection for businesses Fixed Penalty Notices for businesses that persistently overfill wheelie bins/ put out bags with food waste that end up over the pavement Consider seagull proof bags where they are known to peck at bags, especially if they contain food Takeaways and other food outlets need to be held more accountable for takeaway wrappers on the highway"

"Fixed penalty notices could be an excellent deterrent but must be administered by MCC and not contracted out to a target driven contractor. The fear should it be contracted out is overzealous policing resulting in those who have made a genuine mistake being punished just because it contributes to statistics. With regard to HWRCs any savings resulting from restricted hours needs to be considered alongside the potential clean up bills for fly tipping that may result. Likewise restricting access to those from other counties."

The guys at five lanes are always always polite and helpful. A big thanks to them all they make it a great experience. I've moved here 2 years ago and compared to the Gloucester site the five lanes guys are fab

Wheelie bins for all house good waste would be ideal, I'm sick of going to my shed where I have to store bin bags to find maggots and flies everywhere

"Over packaging is still the biggest problem. We recycle every possible "



"Bulwark is a mess of litter due to lack of bins, takeaway shops. Local garage areas have needles and drug stuff just left by the scout hall. I am ashamed to be a resident"

"With regards to the waste centers they are vital to the role in the communities. I cant afford 20+ pounds a year for 1 brown bag on a weekly collection for only 9 months of the year!! I think within reason a fortnightly collection would have been appropriate change for the winter months. If you restrict the tips you will have a lot more fly tipping and that is not the route to go down. Administration and management is where you need cut backs. Too many chiefs not enough indians. We as a community in monmouthshire already make the recycling targets so why are you trying to penalise us again? What do we pay a council tax bill to have all the things we need reduced time and time again. "

I would like to see yellow bags collected more often weekly like the recycled waste as this can smell and is unhygienic to keep around for 2 weeks.

You should support to reduce litter however you need to focus on commercial litter as well as household. Also the only real way to reduce house hold litter is to tackle the issues faced with food packaging. If you go for root cause then there will be a natural reduction in house hold litter as a consequence. Do not close facilities and continue to reduce value for council tax. Also please revert back to the original garden bags which didn't rip like the current ones do and bring back year round collection!

More should be done with the manufacturers on the amount of packaging being used. I would welcome more schemes offering refill options so I could reuse my plastic especially if price reflected this.

the boxes or bags chosen should be recyclable themselves.

Is this REALLY about maintaining or increasing recycling rates, or is it about cost? What will you do if recycling rates decrease as a result of the changes? How transparent will you be about the ACTUAL cost and recycling impacts?

there should also be more proactive fining of dog owners who do not clean up after their dogs.

"Enforce it. Do not make the public antagonist again the enforcers, education with reasonable enforcement, ie do not fine if a piece of paper falls out of a bag and the like re the winter site times down to 1/2 1 hour before sunset. Also think of the elderly and disabled re any more box issues. The present recycling works well! Don't mess it up. For spaces like parks and car parks ensure closed top bins not open which can attract vermin to spread the discard"

Since going back to Black bags some people are now putting more than two bags out I think we should go back to the grey bags

Put ctv were there's regular fly tipping so these people can be prosecuted and named to put others off

"Cleaning up litter is a costly business money could be better spent elsewhere. We need a Monmouthshirewide campaign such as ""Love Where You Live"" Businesses or residents that consistently litter should be fined"

Don't change anything just either reduce the garden waste charge or keep it at 12 months collection

Very difficult to find large food bags for blue food bin!! Pay my council tax yet now I have to pay more for garden waste, black bags, blue caddy food waste bins, now put more into black bags to save money. At least give us free blue caddy food waste bags. Be charging us next for pink/purple bags

recycle bins need to be provided in the towns. where they have them there is only one!

I would like if my black bag could be collected on the same day as my recycling instead of Friday for one and alternative Mondays for the other Thank you

"Charge takeaway shops for using on recycleable packaging, we have a chip shop at the end of the street and the bins and area always have polystyrene trays floating around. Should use cardboard/recycleable packaging. "

"The collection times are erratic which causes an issue if you don't want to put waste bags out the night before due to animals ripping them open, please can fixed time bands be allocated for collections (as far as possible) plus alternative collection points be made available if collections are missed or you have additional waste with no storage facility. We only occasionally need the garden waste collection so are now stuck as we don't want to pay for brown bags so have to use HWRC can an occasional collection be accepted somehow?"

Users of five lanes should have to prove they reside in the local area

These questions are clearly biased towards seeking budgetary savings at the detriment of service provision. How about seeking views of service provision as a whole? Eg don't reduce winter opening times when last year winter collections of garden waste has been effectively terminated (operates spring to autumn for brown bags) and we are charged more than the previous year. The cost per collection for the customer has increased substantially. Don't compound this by reducing further services. Consult the tax payer on clear and transparent grounds. I.e.budgets have been cut to an unsustainable level and the only means of meeting that is by service provision reduction

Ok

The council need to hold operators of fast food outlets in Monmouthshire and the motorway services in Raglan for the removal of the additional litter generated. Recycling centres are great but Monmouth is too small and should be extended.

Monmouthshire should provide wheelie bins for all types of collections in line with other local councils. Having bin bags left for two weeks encourages vermin, it is disgusting.

Nappy bags need to be collected every week!!

I'm in favour of fining for dropping or thrown litter. I live in a village by the m4 and there is a McDonald's near and the amount of time a lorry or a car I'm following opens the window and throws the rubbish out. It makes me mad

Rural areas get a lower levels of service as towns. Why?

There were no questions regarding garden waste. I believe the recycling and refuse collection is very good. However, the cost and frequency of garden waste collection is very poor with the increase in price and reduction in collection (not all year).

Agree with fixed rate fines as long as common sense is used.

i think , in the summer, black bag and hygiene waste bags should be collected once a week, the amount of maggots that appear when left longer is disgusting!

"With respect to HWRCs I appreciate that the Council has to make difficult decisions about the range of services it can continue to provide HWRCs provide a valuable service and being accessible to residents plays a significant role in their use. I would support a reduction in days of operation and this should be a consistent schedule throughout the year. Reliability and consistency of service is, in my view, important, chopping and changing throughout the year would cause confusion and people might use less socially acceptable means of disposing of rubbish that they would normally take to their local HWRC. In the interest of the environment I am content that nonresidents should be able to use the facilities we should always encourage responsible behaviour and make it as easy as possible for people to do the right thing"

I would like to see nappy collection to go back to weekly collections. I store mine in a separate bin inside my garage but the smell is still unbearable. Also reducing the brown bag collection is a nightmare. You say the brown bags are to be used for animal bedding but what are we supposed to do with it during the months you don't collect? I understand you need to make cuts but I think on things like the nappy collection and brown bags you have gone too far. No consultation it is just forced upon us.

What on earth is a National Deposit Return Scheme???

not enough bins (same as everywhere) i often walk for half a hour with litter in my hand for half hour before seeing a bin. during times where there are more people (festivals etc) why are the bins not being emptied more often??

There should be no restriction on which waste recycling centre you use it should be which is most convenient to access to encourage people to use it & not fly tip

PLEASE can you consider changing your commercial arrangements so that recycling in red or purple bags can be taken to Five Lanes? The waste is taken there anyway I've seen it in the sheds awaiting onwards shipping/sorting, so there is no reason (apart from presumably some commercial agreement) why this can not be accepted. This would be so helpful after a party or a sort out when the bags get in the way until the next collection day. A small change which would be widely appreciated.

Nappy bag collection every two weeks is awful

"Glass recycling boxes are a waste. I've only used mine twice of a few items"

I would like to see a provision for recycling more different types of 'soft' plastics rather than just hard plastic containers.

As a gardener handyman I am unable to use the recycling centre because I have a van, I would be more than happy to pay a fee (for instance £50 per year) to enable me to use the centre. Now with brown bag waste only being collected for 8 months it's going to be extremely difficult to get rid of waste during the winter months! Also the recycling centre seems to be closed more often because of H/S issues.

more community bins on the housing estates and more reliable and frequent emptying of existing bins in parks and town centre.

nappybin collections should be weekly. nappy bins smell

"Updates on recycling interesting Mistakes made What happens to it and how Changes"

I like the service as it is, and the accessibility of the HWRCs is great, and the staff at Llanfoist are ridiculously happy and helpful. I can see the benefits of some change but would be wary of any move that resulted in even more space being required in the home to accommodate reusable bags and certainly not boxes.

More dog poo bins in Portskewett please?

Have a bag for life buy back scheme to save more plastic from the oceans

The site at Monmouth is not fit for purpose, ie. too small & staff are not always helpful. I understand compacting & removal forces temporary closure but this can be extremely frustrating if you are restricted on time.

I wanted to use the Welsh version of the survey I could see from the link that there was one, but the survey opened before I could select Cymraeg.

The blocks of flats in Longfellow Road in caldicot are always putting loads of black bags and red and purple recycling bags out a week too early and animals are ripping them open and there is rubbish everywhere on the grass outside

What about travellers who leave places in a terrible mess. They should be made to contribute to the cleaning.

HWRCs provide an invaluable resource for everyone. If any were to close, flytipping would increase exponentially and Monmouthshire is already suffering from an enormous amount of flytipping. To close any HWRC would be a false economy and detrimental to our beautiful county.

The police should also be more active in fining littering people. Then the message wouldn't around.

The council should reintroduce the free green waste collection

Take away food should be the same price as eating in. Take away generates litter.

I find I very difficult to keep to the one black bag a week as we are a family of five. Also because I drive a commercial vehicle I am unable to take any extra to the Llanfoist site. I usually have to borrow a car to do this which is very inconvenient. As a family we only drive commercial vehicles which are registered to our business so even though the waste is not commercial we are unable to take it to your sites which is why I have to borrow a car to do so. If you made it easier to deposit household waste I think you would find that littering and fly tipping would reduce greatly.

More household waste items should be acceptable to be recycled to reduce the amount of waste such as clingfilm

Only use one HWRC so cannot comment on closure of other sites. Driver should focus on driving, not litter been thrown from vehicle (particularly for groups of youths in one vehicle). National Deposit return scheme don't know what that is.

If a child were to dispose of something from a vehicle and the driver was in the process of performing a manoeuvre to collect it, How would you allow for this?

Single use Recyclable bags keep the streets cleaner with no waste blowing around so this saves on street cleaning costs & reduces litter. Box scheme, used in the past, resulted in lots of recyclables being blown about the street before the crews could collect. Reuseable bags would blow away by the time I get home for work. Boxes, which have been used in the past, used to blow into the road & down the street. Boxes can also be difficult for people with long term health conditions or disabilities to lift & carry. Both your options would create trip hazards & danger to pedestrians, mobility scooter users, pushchair users & vehicles until people got home from work & collected them back in.

Providing, of course, that they haven't blown away.

Excellent on littering!

The council should also ensure their staff do not through bins to block paths of public. Many times i have had to go onto the road with the pushchair as bins have been left along the middle of the paths.

How do you police the litter offenders? You would have to employ many people at a high cost for very little return in fines. Also costly appeals. Owners of car can not be held responsible for others driving their car or as passengers. Fixed penalty notices should only be given if littering with intent..people that drop litter inadvertently should be warned and allowed to correct the issue. Common sense should prevail in any situations and fix penalties notices should not be used as a means of collecting revenue.

# Results 2018

## FACEBOOK



Comments from Facebook post. August 22nd 2018

Why do the metal / plastic purple bags and the red paper/cardboard bags just chucked into the same standard lorry and mashed together? What's the point of putting it into separate bags???

I have 4 bins in my kitchen and 2 outside when it appears that on collection the black and yellow get mixed and so do the red and purple oh and the food waste goes in with the garden stuff (which is £18 a bag!!!!!!)

I've stopped separating purple and red bags because can't see the point when it all goes in the back of same lorry to get squashed. Still recycling but all in purple bags!

Weekly yellow/nappy bag collections back please 😊

Bigger nappy bags to would help

I store mine in a separate sealed bin in the garage but it still smells.

Weekly nappy collection definitely, I prefer the smaller yellow bags personally so I'm glad they reduced the size of them but they need to start collecting them weekly. I understand why they changed it but without explaining to people the reason for it people weren't ever going to change.

The reason they are smaller is because they said the bigger ones were too heavy for staff. Smaller ones just accumulate triple the amount and as being collected every two weeks is not good

Put out a questionnaire to make it look like you actually give a s\*\*t, before you change from fortnightly to monthly refuse collections to save a few bucks.

It's good that you are undertaking a review... but before you use resource on this can someone just get recycling bags to Magor!! Don't understand why we get treated so poorly!

"I'm not sure that mcc will read all these comments on here anyway so I'm hoping that everyone who has commented has taken the time to fill in the questionnaire too 🙏 I've just done it and it doesn't take very long at all."

Food, black bags and yellow bags should be done weekly and if any bags should be done every two weeks surely it should be recycling?

Bring back the garden waste for the whole 12 months?

Bring it back as part of our council tax. No extra payment for Garden waste.

Garden waste is a disgrace to have to pay extra on top of the council tax and expensive to boot

Agree, set up a system for us to obtain the composted material, instead of peat, which damages the environment.

I've seen the nappy bags go in with the black bags so why do we have to separate them

If you really cared what people want you would be doing weekly general refuse collections.

Bring back garden waste collections for whole year

I refused to pay the amount this year as it excludes winter months. I used the garden waste system weekly to dispose of my animal waste... needless to say I now put it into a black bag to the landfill!

Purple and pink bags, lol. It all ends up in the same heap at the tip.

"It's disgusting that we have our nappy bags collected once a fortnight! Have you smelt a two week old nappy?? For the extortionate council tax we pay they should go weekly and be disposed of properly not just "

Don't mind having to pay extra for garden waste removal as not everyone has a garden. Although, I think it should be for 12 months. I don't mind nappies every fortnight either. However, I am not sure why we are putting our recycling out in plastic bags! It would make more sense if we had a reusable wheelie bin to save all that extra plastic

Though the smelliest part is nappies they need to be weekly!! And please tell the bin men to stop putting the whole street's food waste in our brown bag!!! It stinks and gets maggots in it and to top it off they drag it across the street.

Lazy!!! We pay for them bags.

Also the bin men need to take more care when emptying the blue bin the way they throw the bin all over the street is ridiculous, we've had to have 2 new ones in the last year due to them breaking our bins

I hope the flats having bins because keep all bags in said off the flats with kids not nice

"As long as the bins are big and have lids it's a good idea"

## Results 2018 FACEBOOK



Large wheely bins - would be so much more hygienic x not got anywhere to put our recycling and it's attracting all sorts into our gardens. Thankyou for asking  
Five lanes do a great job, new port residents need to stop dumping there though. It's our tax that pays for it. A swipe card system would help or a bar code system. 1 black bag a week for a large family is pretty unrealistic for even the best recycler. And the amount of times the bin men don't take my black bag with animal waste. I walk my dogs in the woods and still pick up mess for it not to be collected in our bins. Either provide animal waste bins at the forestry's or happily collect it from residents!

Done the questionnaire... I heard that quite a lot of recycling isn't actually recycled ...hope this isn't true, not much point me sorting it if it is through?

What's the point of taking a 'short' survey when you will charge us as much as you want with no explanation of where those charges are going?! Or where the savings being made are used - I have not seen any improvement in Chepstow area!

Weekly nappy collection definitely, I prefer the smaller yellow bags personally so I'm glad they rescued the size of them but they need to start collecting them weekly. I understand why they changed it but without explaining to people the reason for it people weren't ever going to change.

It's fine asking for big bins or boxes but where can they be stored I have no back entrance so would have to sit out front all the time. I'm happy with the bag system but agree yellow should go back to weekly

Agree with the comments regarding the yellow and black bags. Weekly collects are really needed for these. Not sure I agree with making them bigger though. I find a full bag of saturated nappies very heavy already. I think anything bigger would be hard to lift and at risk of breaking.

Would also help if the grass maintaince people didn't break ur food waste bin every time they cut th grass !!!! lazy and bloody careless!!!!

I would like a solid black bin, I'd be happy to pay for one and have it delivered or tell me where we can get it. They have the bins for it in Glos. It is safer for Refuse Collection staff too. I'm happy with the frequency and don't laugh, but wash waste that goes into the black bag so it doesn't smell and tins.

Moved away from Monmouthshire but interested in what happens. We have recycling boxes for cardboard and reusable bags for plastics in Newport. The boxes are much better so would vote for that if I could. Agree with the 5 lane comments. However I can't blame people from Newport using them with the poor opening times of the facility here as people are queuing an hour some days to get in and out. They need improve it first to reduce the issues at 5 lanes.

Why does every council officials n Wales have a different system 23 of them. Massive duplication of costs. No benefits of standardisation  
You spend time and effort keeping it separate then they mix it up. !? I know a few who just put it all in one bag because of seeing this.

Would hate to have wheelie bins. If you live in a terraced row where would you store them - access for prams and wheelchair users etc then becomes a problem.

Grass maintaince need to keep up as our gardens in the flat have not been touch for nearly 10 weeks now so over grown and the tree but yet that okay

Big recycling bins. This will stop dogs/cats/birds ripping into the bags!!!

Recyclable recycling bags would be good rather than plastic ones - seems a bit ironic really.

I agree we need wheelie bins. Although I do know that this is not possible because you don't have the correct type of vehicle to lift them

Don't hate me but wouldnt towelling nappies be cheaper and more environmentally friendly?

Would be nice if we could have a bin to put our bags in!!!! Other authorities ie torfaen Do!!!!

Yellow waste bags to be collected every week definitely!!!

Definitely yellow bags to be collected weekly please

"It's rubbish in Clydach south! We get forgotten every week !!!"

Why do people in carbon close in Monmouth put the recycling in our big black bin out the front  
Instead of bags give proper bins