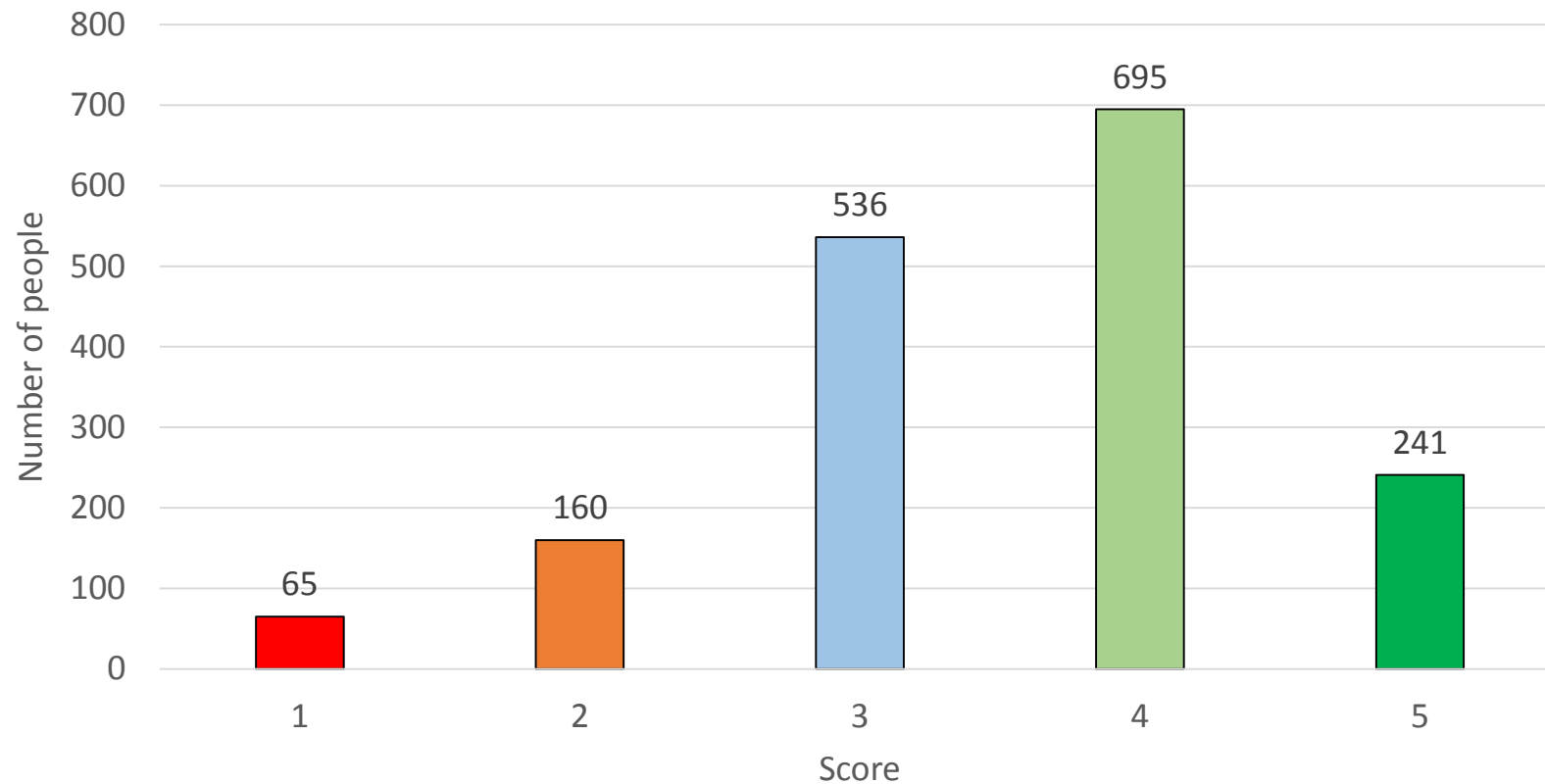


# Waste Questionnaire 2018 Results

1721 responses to the questionnaire

99% of responses were from  
Monmouthshire residents

Would you please rate our current waste collection service from 1-5?  
(5 being a perfect service)



**87% of residents  
rate our service  
3 or above**

## Key themes from residents who gave a low score

“Bring back weekly collections.”

“Bags are always ripped open by animals.”

“Why separate when it’s thrown in together?”

“Yellow bags should be collected weekly!! They stink!!”

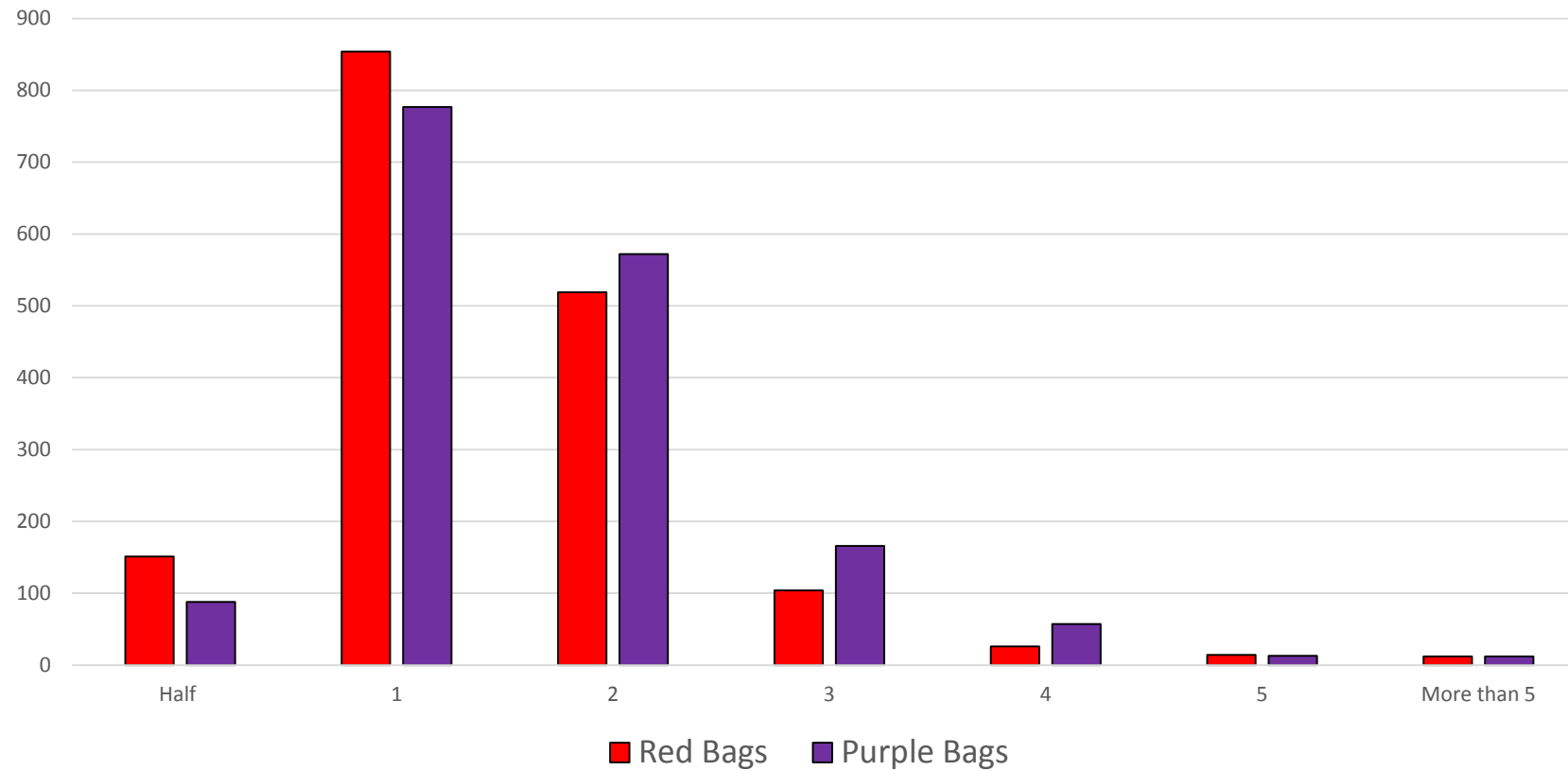
“Shouldn’t be using single plastic.”

“1 black bag per week is not enough.”

“They both been chucked together in the same lorry and pressed together so what is the point of separating.”

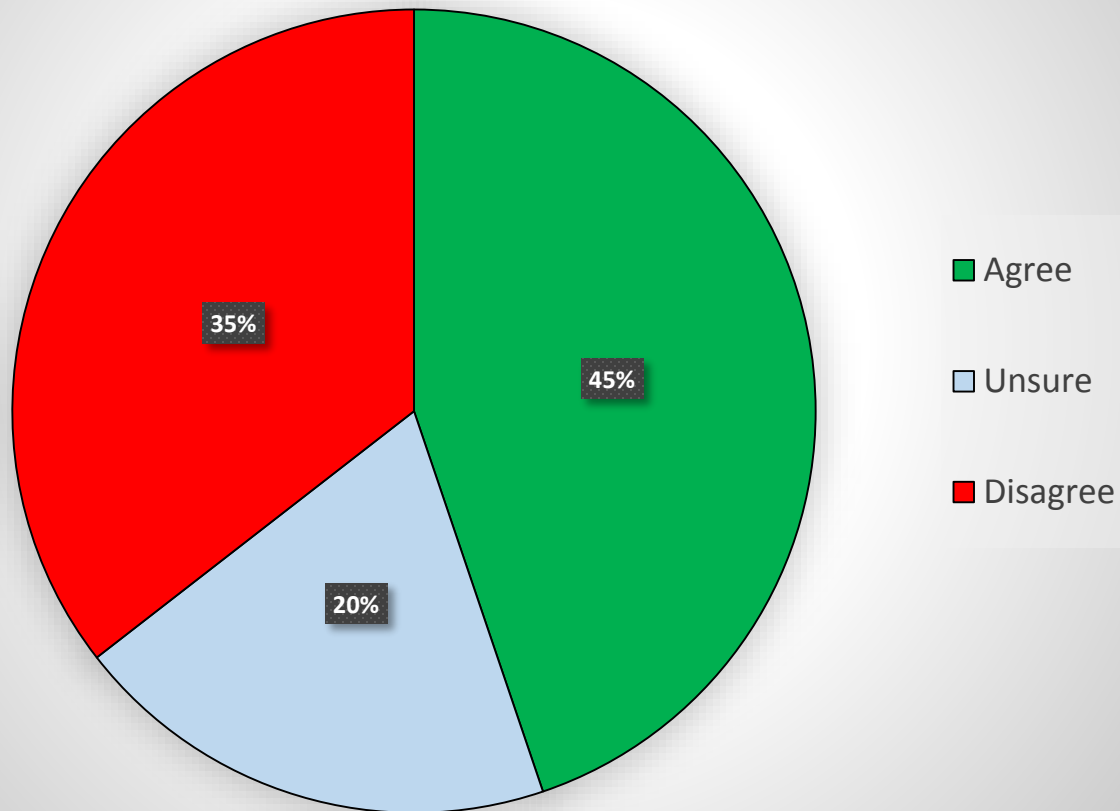
# What should we do with our service questions

How many red and purple bags to you place for collection each week?



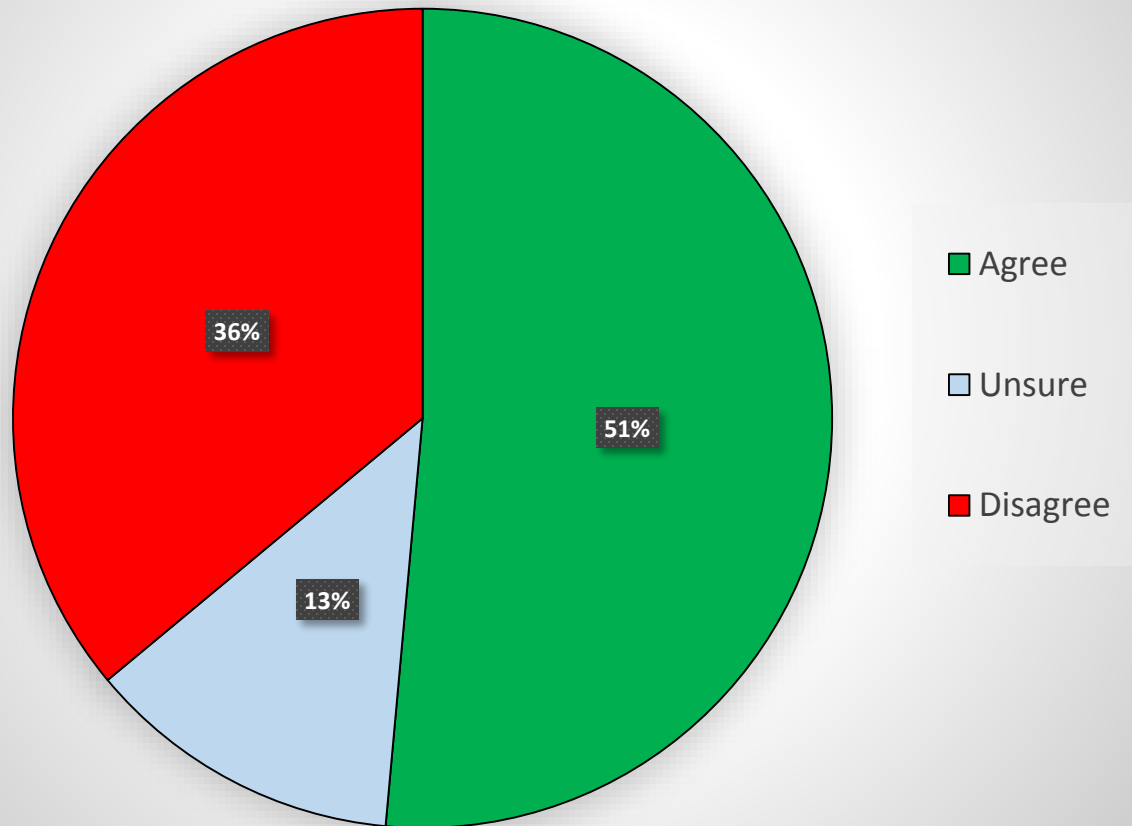
90% of residents put out 2 or less bags each collection

The Council should supply reusable red and purple bags for recycling collections instead of single use plastic bags?



The majority of residents would be happy with reusable bags

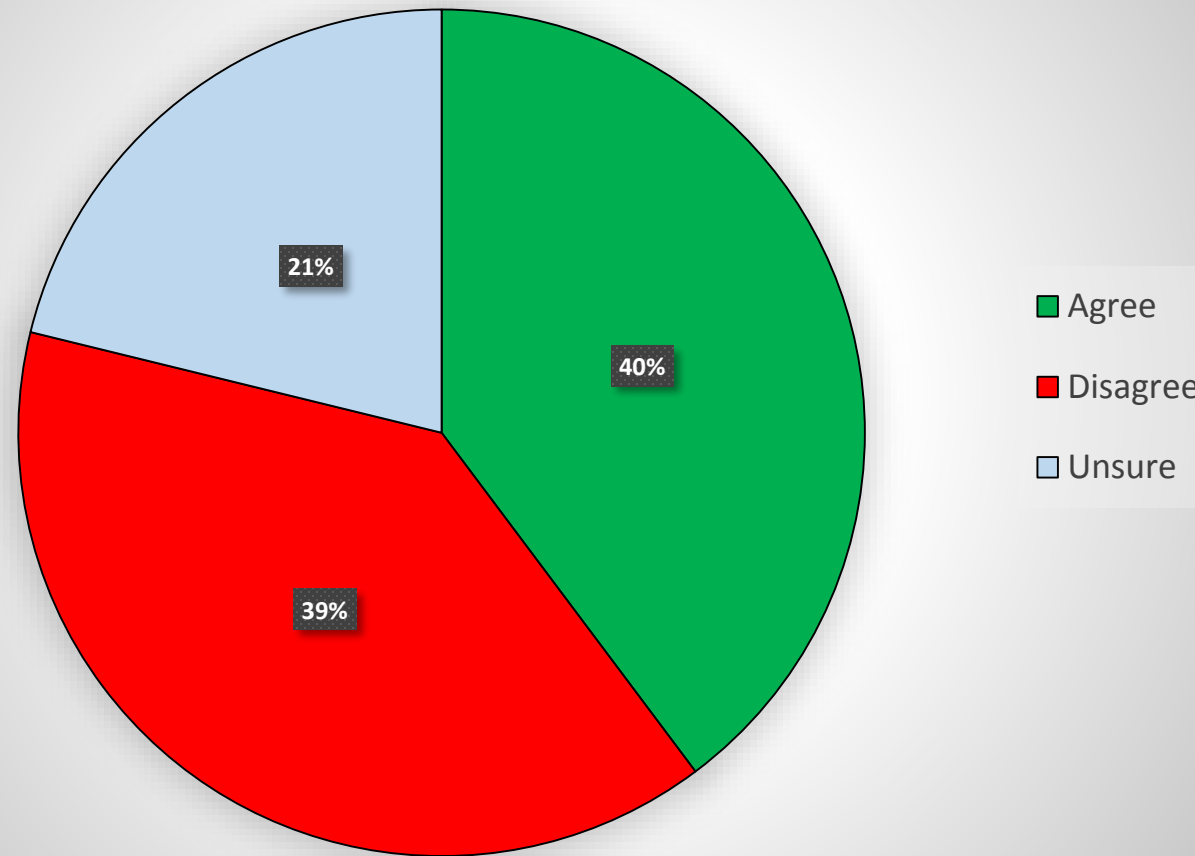
The Council should supply reusable plastic boxes for recycling collections instead of single use plastic bags



The majority of residents would be happy with reusable boxes



### Reusable bags will be convenient and easy to use



## Key opinions on reusable bags/boxes

“Wheelie bins would be even better.”

“They will cause less single use plastic waste.”

“Would be good to get rid of the plastic bags.”

“Why change the only thing in Monmouthshire that works well?”

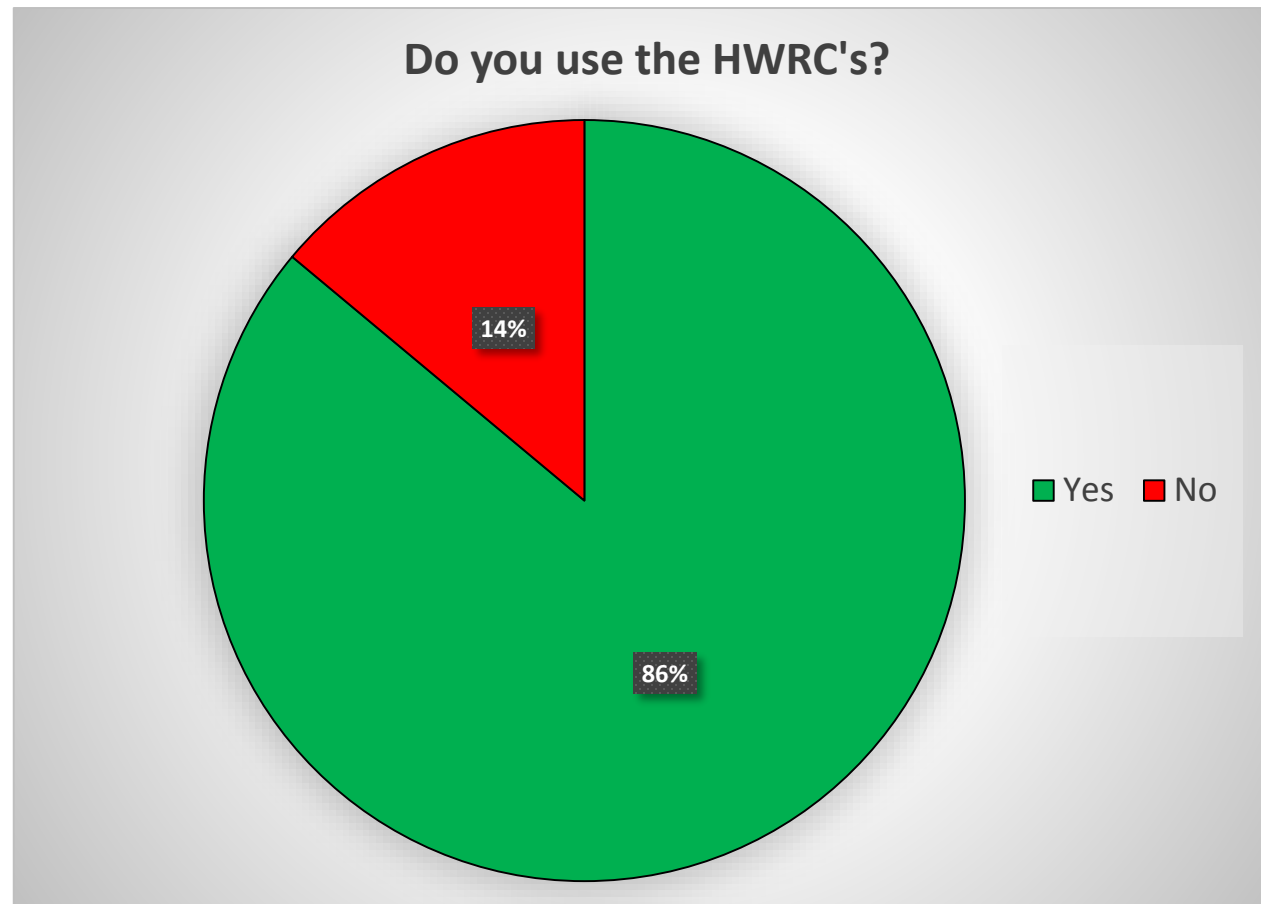
“Reusable bags similar to the green waste bags.”

“I feel a box would be easier to keep clean than a bag.”

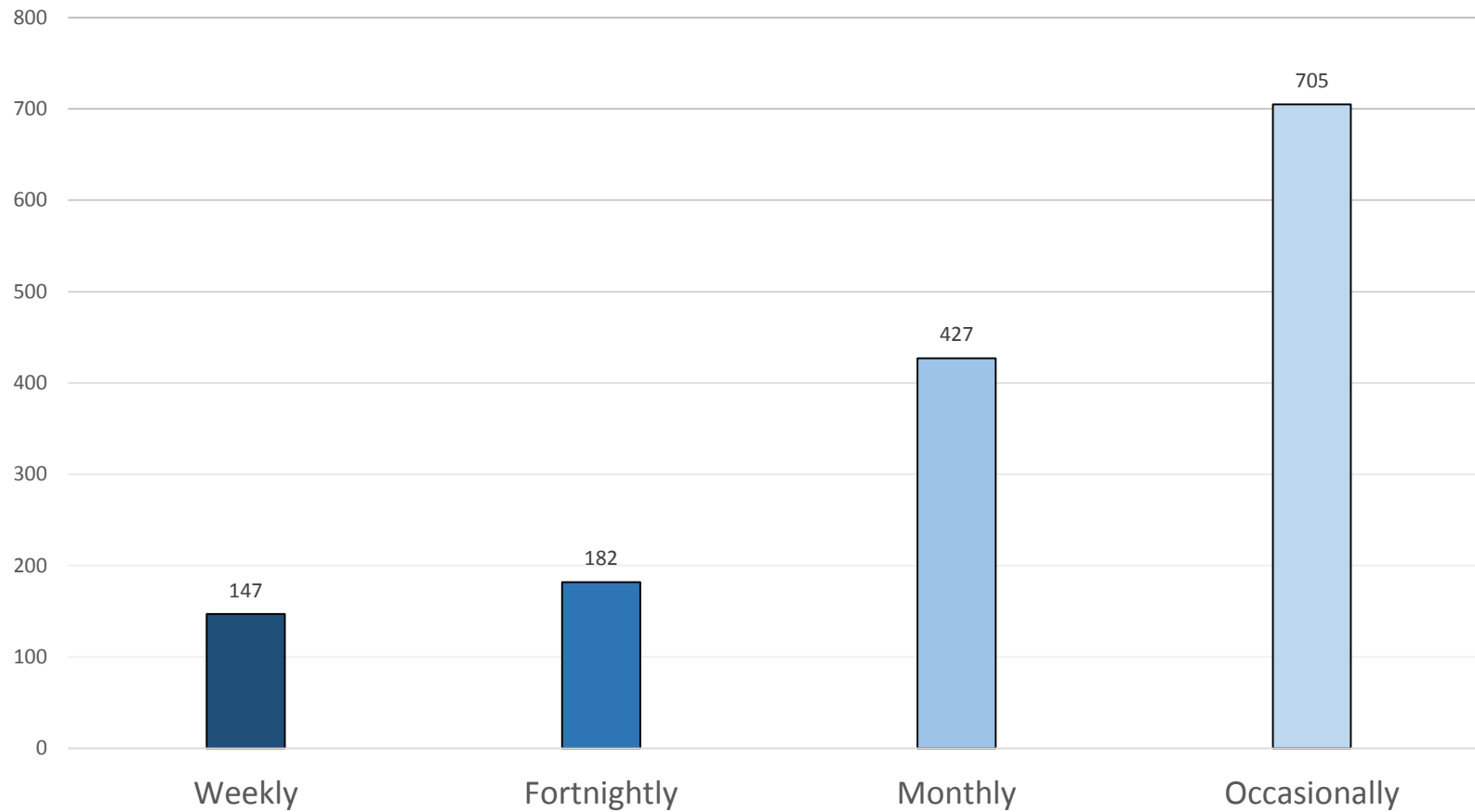
“Worried that things would blow out of boxes, unless some sort of netting for over the top.”

“I don’t have anywhere to store them outside.”

# Household Waste Recycling Centre questions

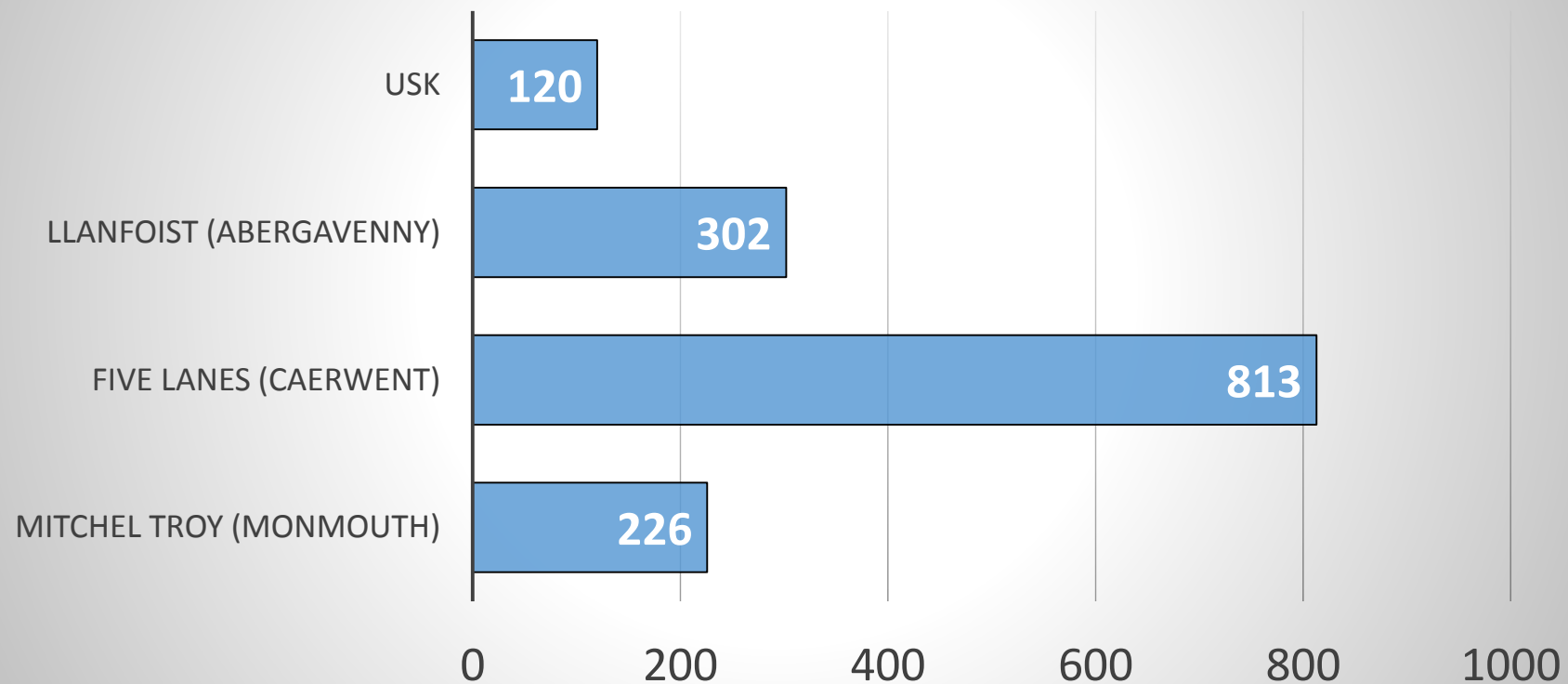


### HOW OFTEN DO YOU USE THE HWRC?



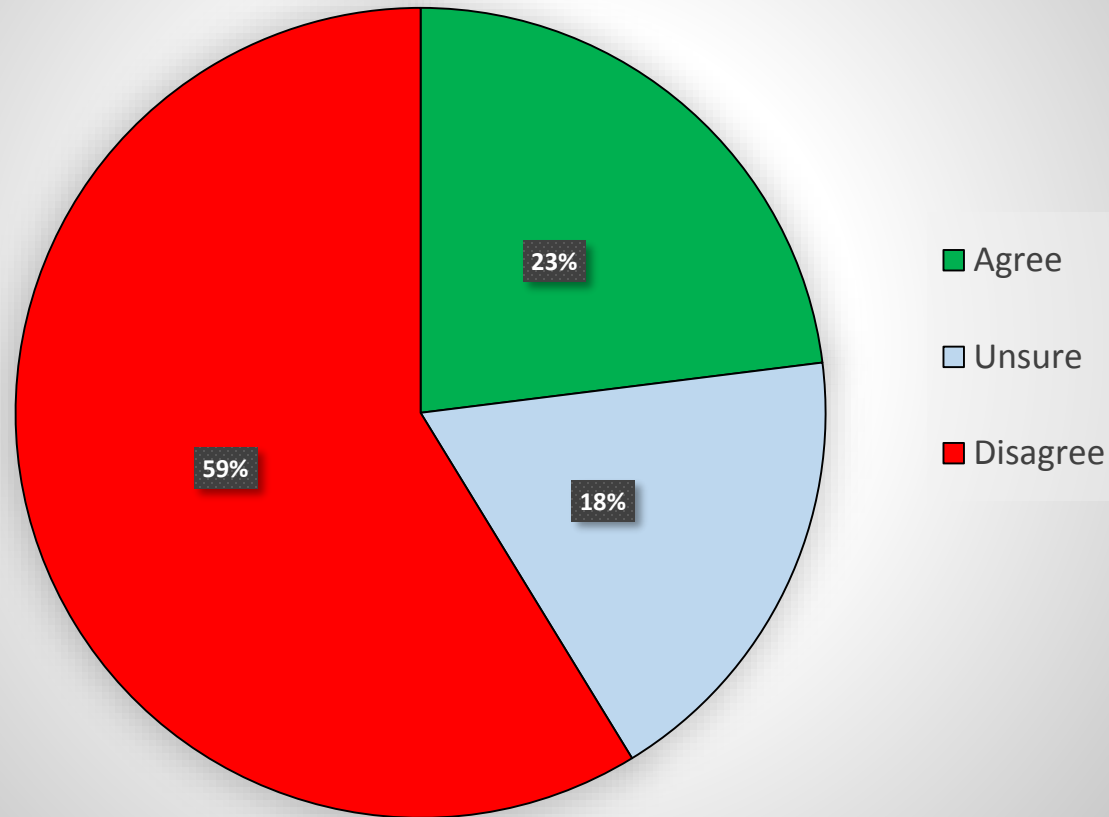
9% of residents are using the HWRC every week

### Which HWRC do you visit most often?

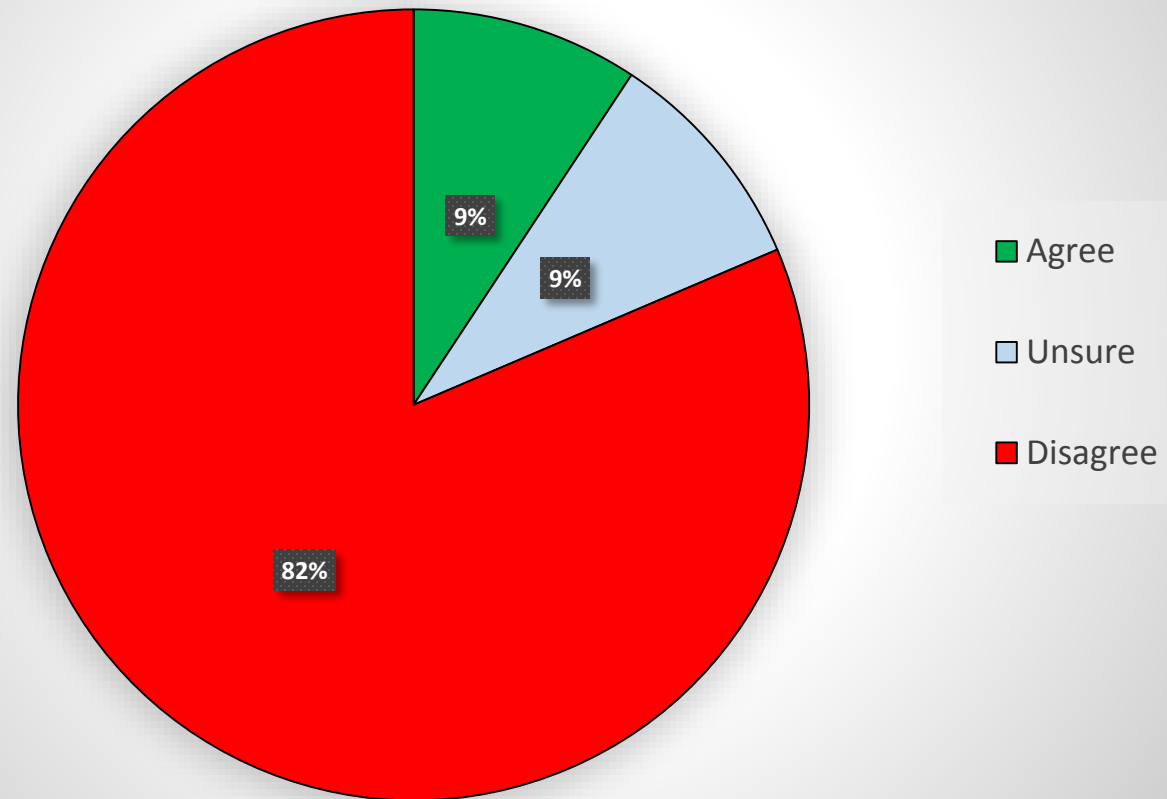


This could be slightly misleading as we didn't ask where the residents live

### The Council should reduce winter opening hours at all sites

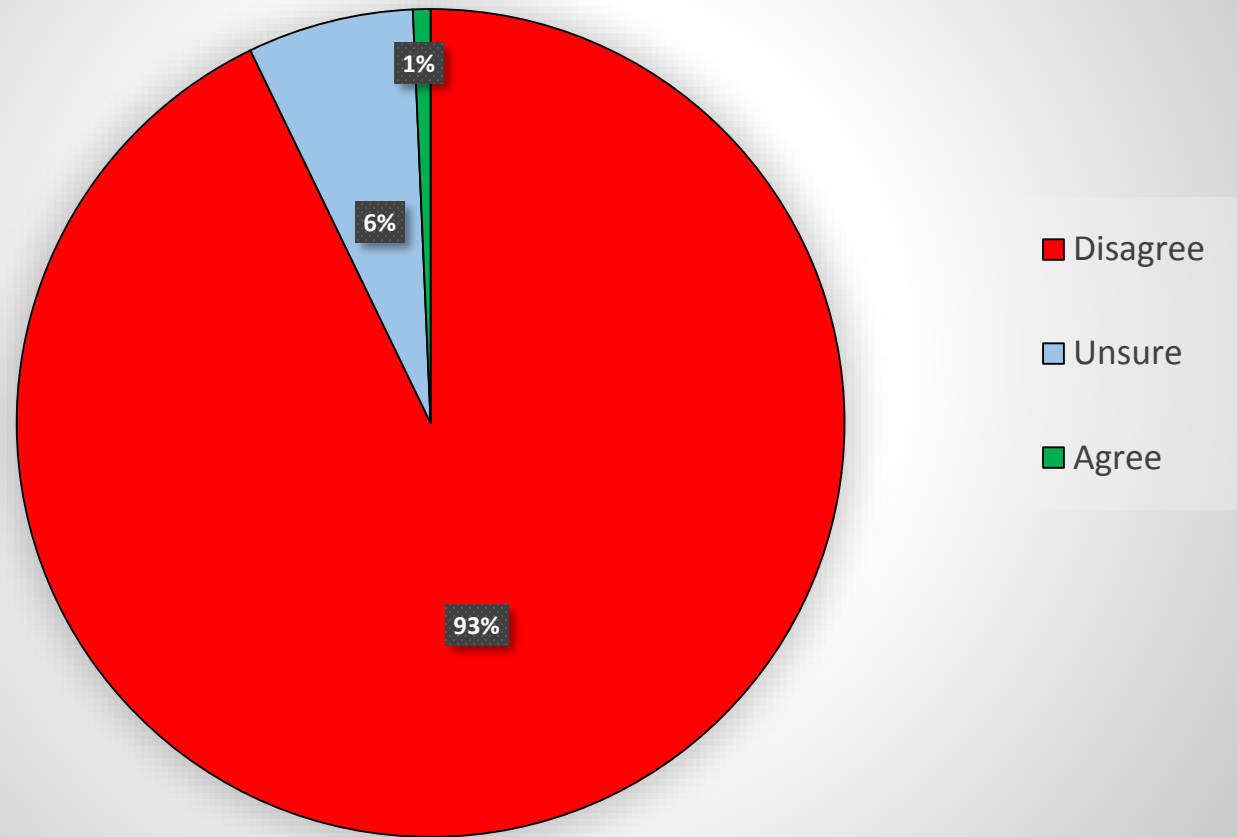


The Council should reduce the number of days the sites are open during the week

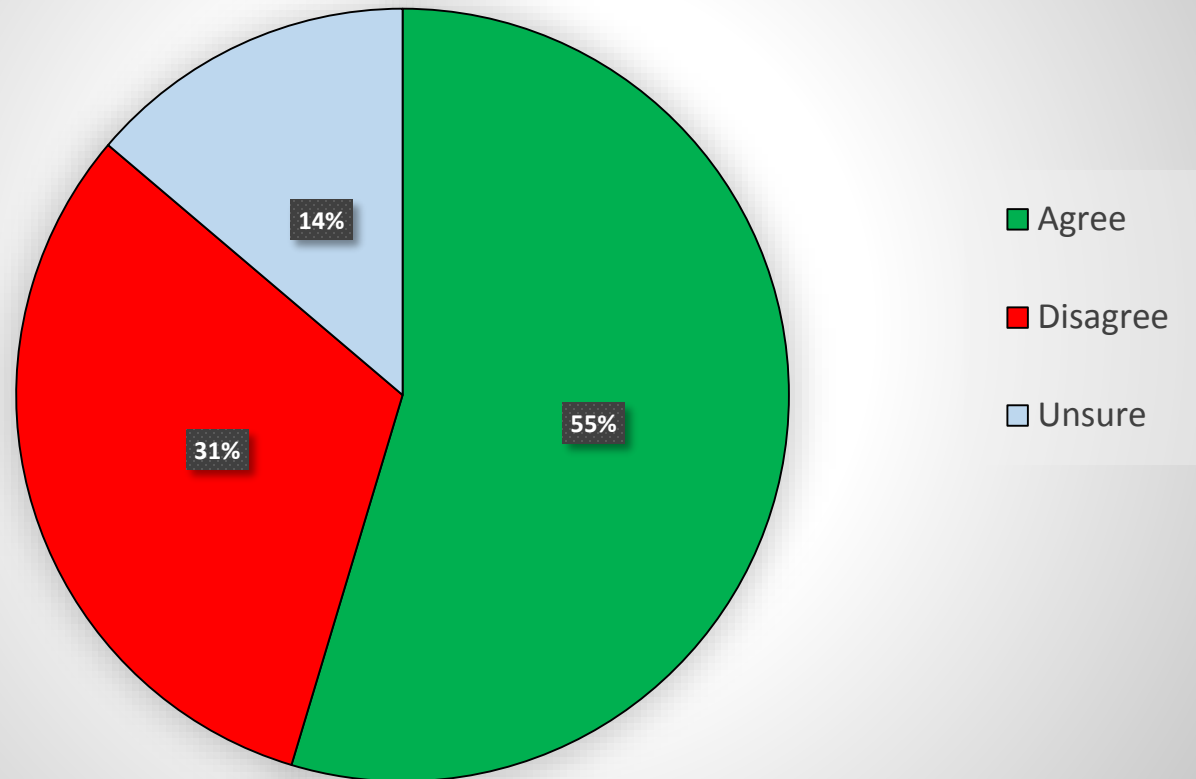




### The Council should close one or more of the sites

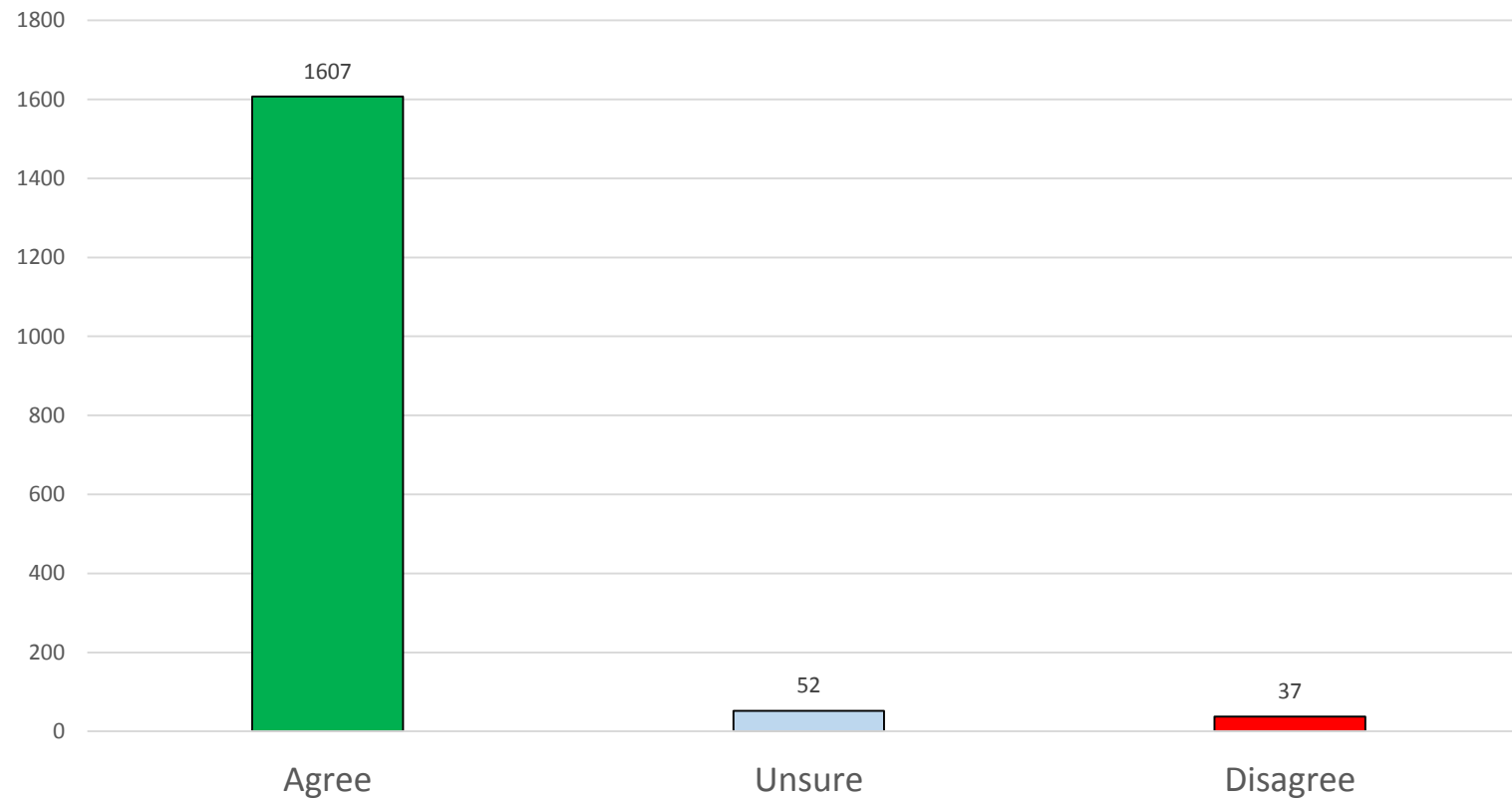


### The Council should restrict access to the sites for non-residents

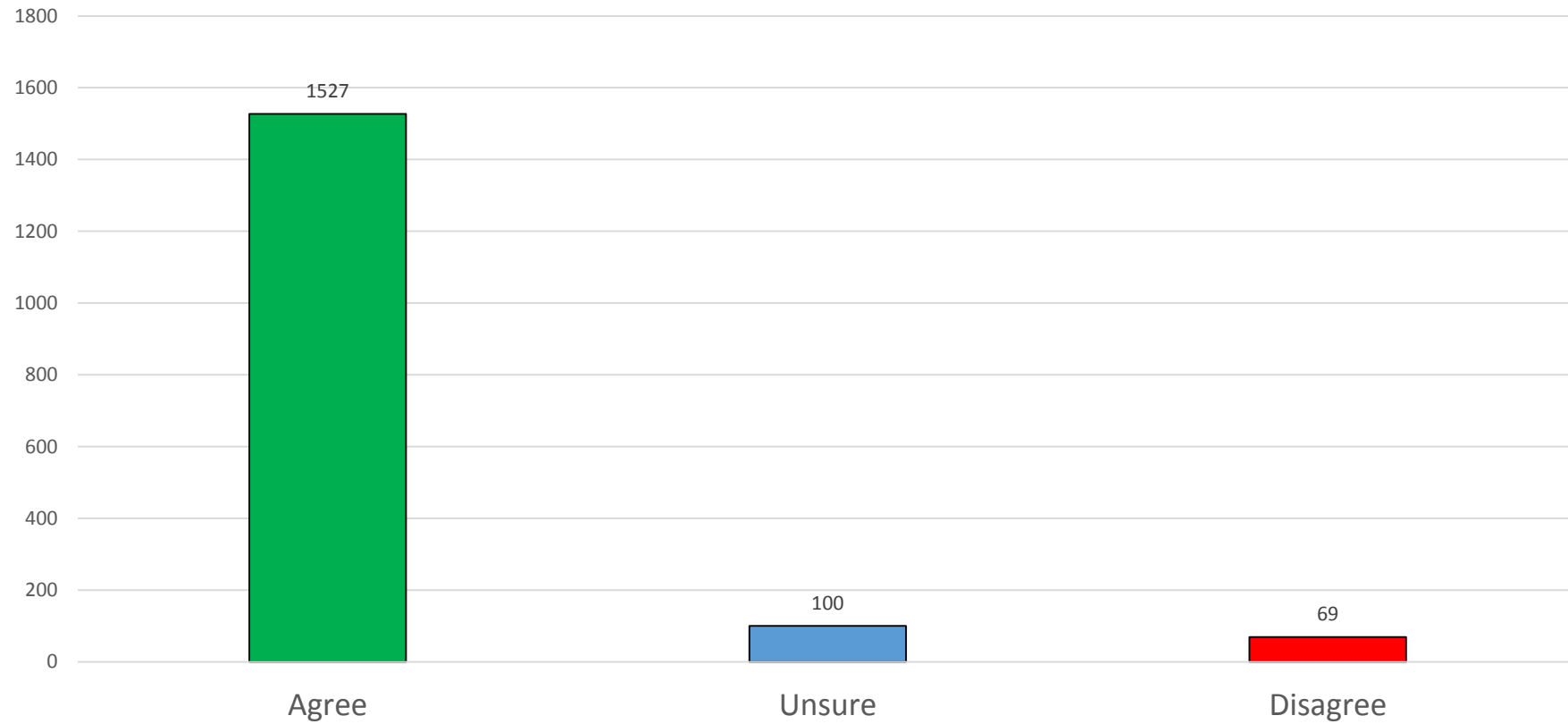


# Cleansing and litter questions

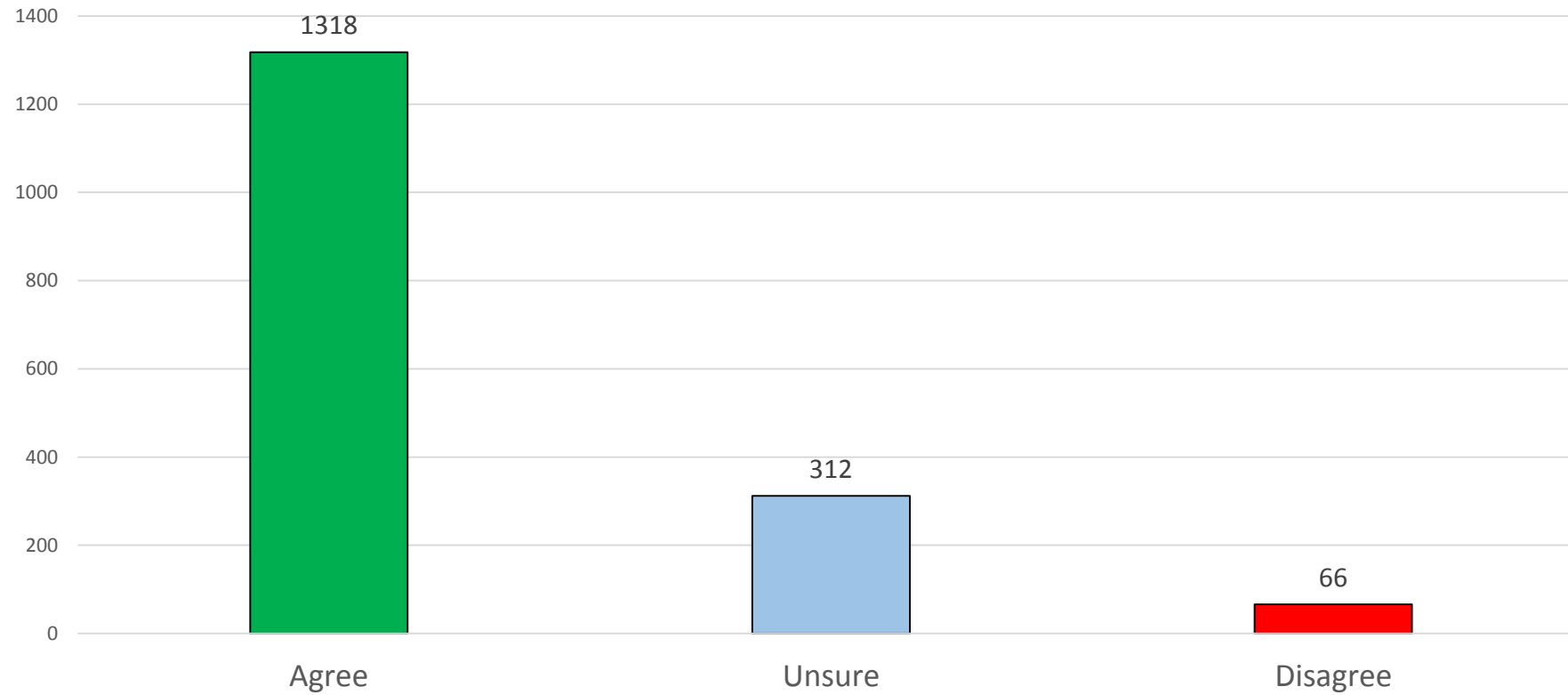
### The Council should support a campaign to reduce litter



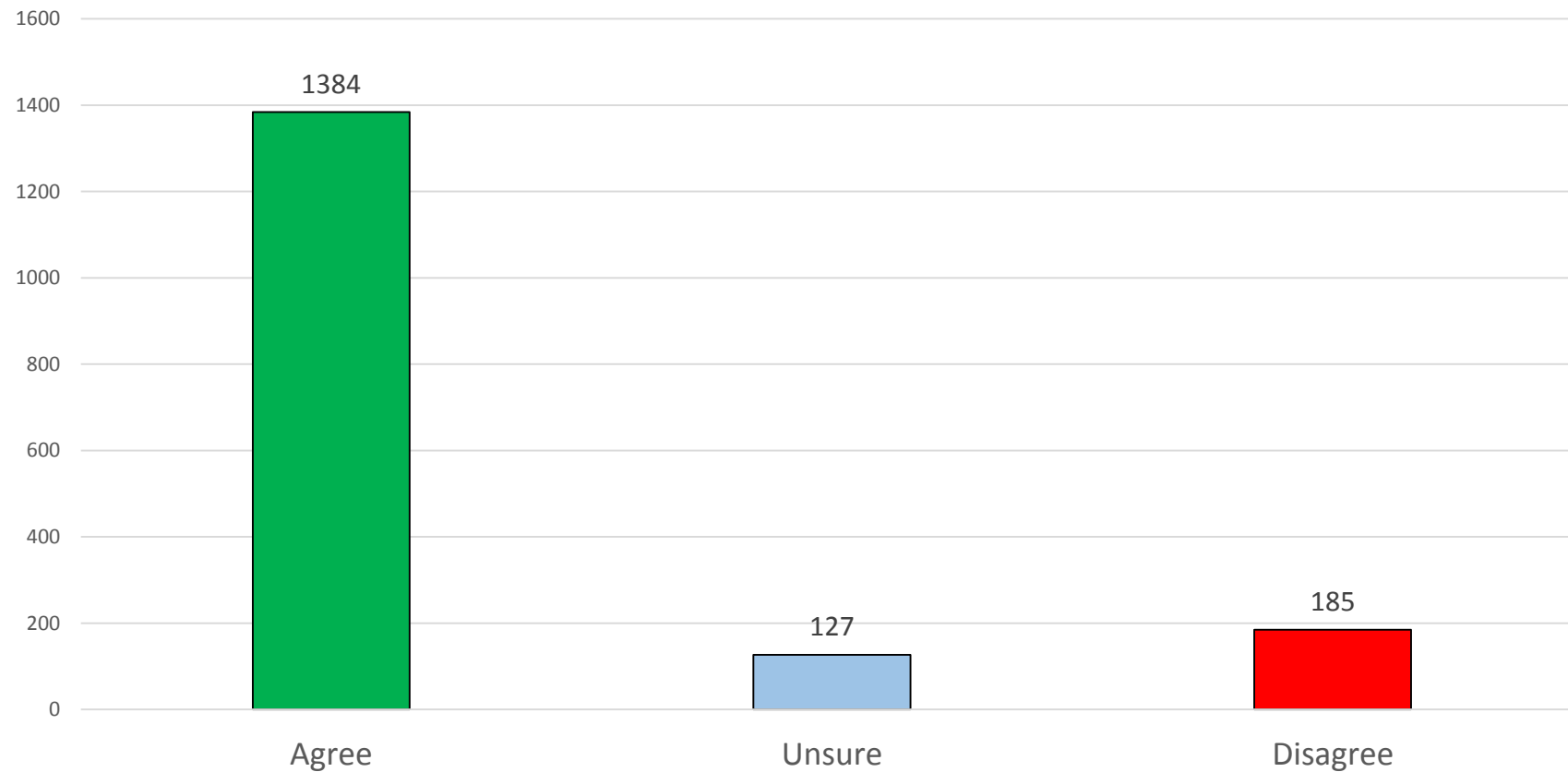
### The Council should pro-actively issue Fixed Penalty Notices for people littering



### The Council should support a National Deposit Return Scheme to reduce litter



The registered keeper of a vehicle should be held responsible  
for any litter that is thrown from that vehicle



## 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.”