



Household Waste Collections Engagement Survey

Report of Findings

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04 June 2025

1. Introduction

1.1 Purpose

This report sets out the key findings from the Household Waste Collections Early Engagement Survey, with a view to identifying household priorities and challenges for the Council to factor in to changes and improvements in future service arrangements.

1.2 Background

Local authorities have a statutory duty to arrange for the collection, management, treatment and disposal of household waste in their area. As a unitary authority, Leicester City Council is both a Waste Collection Authority and a Waste Disposal Authority, being responsible for end-to-end municipal / household waste management.

There are a range of factors that have significant influence on the design of waste management services, in particular how waste is to be collected from households in future. These factors include:

- Statutory requirements set by government / legislative reform that require the Council to:
 - focus on reducing the volumes of waste produced by households (Environmental Improvement Plan 2023);
 - implement separate weekly food waste collections for all households (Resources and Waste Strategy 2018 – Simpler Recycling);
 - ensure that packaging waste / recycling is collected and processed cost-efficiently (Packaging and Packaging Waste Regulations 2024);
 - work towards achieving enhanced national recycling targets (Circular Economy Package 2020);
 - significantly reduce waste that ends up in landfill (Resources and Waste Strategy 2018).
- Financial pressures and affordability of future waste services.
- Climate change and the need to reduce the environmental impact of waste.
- Anticipated growth of household and population numbers in the City.

With future new burdens funding linked closely to evidencing both cost and operational efficiency of waste collection services, it is widely recognised by councils in England that providing affordable, sustainable services, and achieving climate and circular economy goals, requires a step change in both consumption and management of waste. The Council's approach to future household waste collections and household behaviour will therefore play a major role.

1.21 Simpler Recycling Requirements

Simpler Recycling, a key element of the Resources and Waste Strategy 2018, has been developing in recent years, with the latest guidance on recycling collections being announced in November 2024.

The legislation aims to create universal standard for recycling, with the same materials collected by all authorities in England. This will support households to understand what they are able to recycle and enable them to recycle as much as possible at kerbside, as well as removing odorous / putrescent food waste from residual waste bins and treating it in a way that produces energy. In future, households will need to segregate their food waste, and councils are required to provide weekly food waste collections as an additional service.

1.22 Packaging Waste Reforms

Reforms include the introduction of i) Extended Producer Responsibility (EPR) in relation to packaging, with producers being charged fees that are passed through to waste collection and waste disposal authorities in the form of EPR funding to contribute to the costs of collection and treatment of packaging by the authority; and ii) a Deposit Return Scheme (DRS) that allows certain types / sizes of drinks containers to be exchanged for the return of a small deposit (to be determined).

Note: More information on waste and recycling reforms can be found here: [Councillors' guide to waste and recycling reforms, Wednesday 21 May 2025 | Local Government Association](#) with the full guide available here: [Councillors guide to waste and recycling reforms | Local Government Association](#)

1.23 Existing Household Waste Collection Arrangements

The majority of the Council's waste management services are delivered by Biffa Leicester Ltd (Biffa) - as part of a 25-year Private Finance Initiative (PFI) contract that commenced in 2003. Services include providing household waste and recycling collections to more than 143,000 households in the City, with the Council's recycling rate relying heavily on a collection and treatment process that provides mechanical separation of recycling from residual waste.

The existing PFI arrangement with Biffa expires in May 2028. On expiry of the current contract new waste management arrangements will need to be put in place that introduce change in line with national policy – and with what other councils are also delivering - and that prioritise affordability, sustainability and household suitability.

2. Public Engagement 07 April – 19 May 2025

2.1 Approach to Engagement

An on-line engagement survey was developed and publicised via local media, on the Council's website, and via social media, to encourage households to have their say. Elected Members were emailed with the survey link and asked to encourage residents to take part.

Residents were able to request paper copies of the survey and had the option to return them either by post, to City Hall or to a library. Surveys handed out by Housing could also be returned to Housing.

The survey opened on 07 April 2025 and closed after 6 weeks on 19 May 2025. Bin hangers were placed on all bins mid-way through the survey period as a reminder to residents, and to provide further encouragement for residents to participate.

2.2 Objectives and Scope of the Engagement

The Council sought views from all households on a range of waste-related matters including how they currently manage their waste and recycling; challenges with current services; and concerns about potential future changes that the Council will need to make to waste and recycling collection services to comply with recent legislation whilst maintaining an efficient, cost-effective (affordable), and sustainable service in the future.

Objectives and key lines of enquiry (KLOE) of the engagement survey were:

1. To understand what influences how households currently manage their waste, including issues with space and understanding of recycling.
2. To inform the public about the reasons for change to future household waste collection services, including the introduction of separate food waste collections, and when this will need to happen.
3. To further understand household attitudes towards waste management and recycling, seeking views on the barriers and support required to i) maximise recycling and reuse, ii) encourage engagement with required service changes such as separation of food waste; and iii) make food waste segregation simple and clean in future.
4. To identify household priorities and challenges in relation to waste collections.
5. To inform the Council's approach to future household waste collection services.

The engagement survey included 27 waste-related questions that, for the most-part, focussed on household waste and recycling collections. Questions were separated into the following themes / topics:

- Your household and your space.
- How you manage your waste and recycling.
- What is most important to you about your household waste collection services, including current challenges.
- What other waste services do you use.
- What you think about the requirement for the Council to introduce separate weekly food waste collections.
- What concerns you most about potential changes to future waste collection services.
- Your preferences in terms of how the Council communicates with you.

2.3 Hypothesis

At the outset our expectations in relation to engagement outcomes were that:

- a) **Services are valued by residents and are likely to want to have their say**
Reliable household waste and recycling services are considered as highly valued by residents, and it was therefore anticipated that a good response would be achieved to the survey. Using other Council consultations as a benchmark, a response rate of between 3 and 5% of c.143,500 households would be considered very good.

- b) Residents have concerns about food waste, but this is becoming better understood (KLOE 2, KLOE 3, KLOE 4)

National research by the Waste and Resources Action Programme (WRAP), along with engagement by other councils as part of a pilot scheme, identified that the need to introduce segregated food waste collections is generally met with some scepticism. Our expectation was therefore that, whilst acknowledging that other councils have, and are continuing, to effectively introduce the new service, households would have concerns about the impact on them of having to separate food waste in the future.

- c) The convenience of Leicester's arrangement may place limitation on residents' understanding of recycling (KLOE 1, KLOE 3)

Earlier in the report (section 1.23) we noted that a significant proportion (around 50%) of recycling from household waste collections relies heavily on a process that mechanically separates recycling from residual waste placed in the black bin.

Historical communications with residents have supported the concept that, although recycling can be separated and put out for collection in the orange bag, mixing it with residual waste in the black bin is also acceptable as it can be sifted out at the treatment stage.

Despite communications focussing on the importance of separating recycling from residual waste, we expected that limited understanding about household responsibility to separate recycling would be apparent, with inconvenience and indoor storage space also being important factors.

- d) There may be space issues, particularly in terraced properties (KLOE 1, KLOE 3, KLOE4)

Past engagement with residents has identified that some households – particularly those living in flush-fronted terraces (with front doors opening on to the street) and limited space at the rear - are likely to raise challenges with outdoor space for storing bins.

- e) In shared block accommodation residents are less engaged in waste processes (KLOE 1, KLOE3)

Of the 143,500 households in the City, c.20% live in accommodation that are serviced by communal waste collections, i.e. those with shared bins and / or bin stores and shared responsibility for waste and recycling. Effective engagement with these households is challenging – generally due to a perceived lack of individual influence - and engagement levels were therefore expected to be much lower than with households that receive their own kerbside collection of household waste.

3. Understanding What Households Put in their Bin

3.1 Waste Composition Analysis

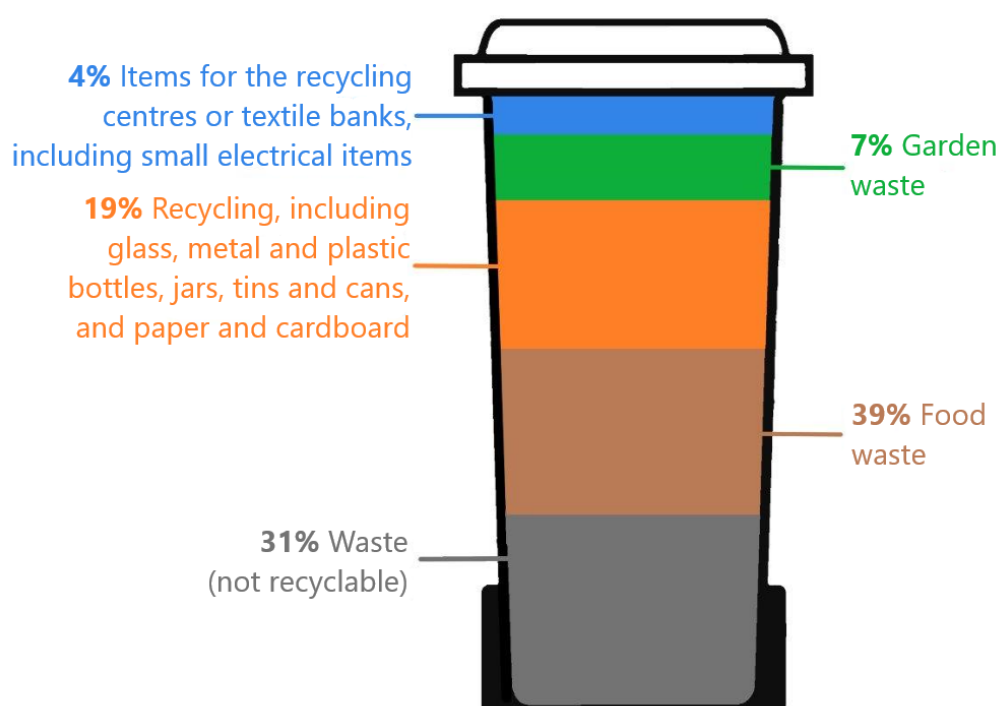
An analysis of the composition of household waste was conducted in late 2023 to support improved understanding of what Leicester households put in their bins / bags, and how much of this is recyclable and non-recyclable material.

The process involved an external waste research provider expertly sorting and categorising residual waste, garden waste and recycling from a carefully selected representative sample of households on different days of the week over a four-week period.

The sample comprised a range of household types with different collection days as follows:

OAC Supergroup number	Supergroup name	% Population	Number of households included in kerbside sample
2	Cosmopolitans	9%	35
3	Ethnicity central	7%	
4	Multicultural metropolitans	59%	150
5	Urbanites	7%	30
6	Suburbanites	5%	
7	Constrained City Dwellers	3%	
8	Hard pressed living	10%	35
Total		100%	250

Findings showed that general waste makes up less than a third of the contents of the average household black bin, with more than two thirds of the contents consisting of either food waste or materials that could be recycled, either at kerbside or at the recycling centres.



In simple terms, the 2023 waste composition analysis shows that an average household's black bin contains:

Food Waste	Recyclable Materials	Non-recyclable Materials
c.40%	c.30%	c.30%

Our Waste Composition Analysis identified that almost 40% of what goes in an average black bin is food waste.

Local waste and data analysis, supported by Waste and Resources Action Programme (WRAP) data, identifies that, on average, each household in Leicester puts almost 700kg of waste and recycling in their bins / bags each year, with the majority of food waste being edible food (and drink) waste. This is in line with the national average.

Based on the data provided by WRAP, it is estimated that throwing away edible food waste costs an average Leicester household in excess of £800 per annum.

4. Cost of Household Waste Collections

In 2023/24 the Council paid BLL charges of c.£18.7 million related to the collection and treatment / disposal of household waste and recycling from kerbside. Three quarters of this cost (c.£14m) related to collections and treatment of the contents of the black bin that currently includes food waste.

Whilst providing separate weekly food waste collections to households is a future legislative requirement and is estimated to add around £1.7m to annual operating costs, adjusting waste collection services to cost-effectively accommodate the required change is an opportunity to avoid further unnecessary costs to the service.

5. Engagement Survey Findings

5.2 Response Rate – Hypothesis (a)

We received 5390 responses to the survey over the 6-week period. The response rate of 4% of households is considered an excellent response compared to other City-wide engagements and consultations and provides a vital piece of early evidence in shaping future services.

Note: Tables, charts and graphs may sometimes total (minimally) more or less than 100% as figures have been rounded up or down to the nearest percentage point.

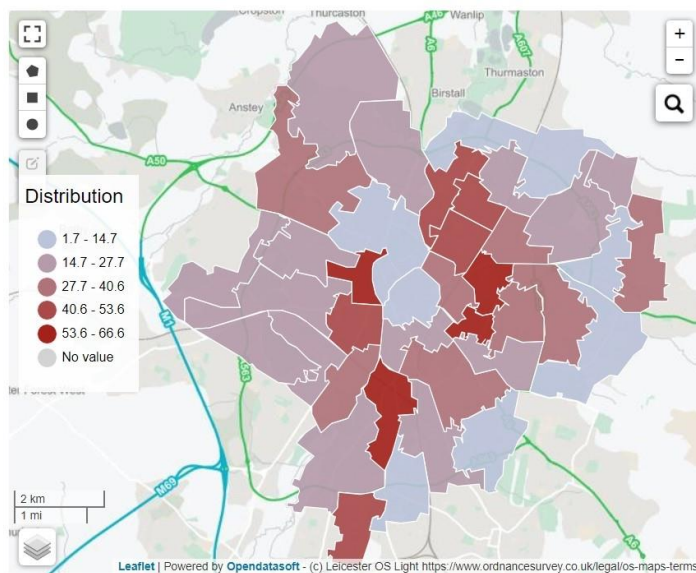
5.2 Overview of Households / Representation – KLOE 1, KLOE 3 / Hypothesis (a), Hypothesis (e)

As the survey was available to all household / residents, and publicised wide via a range of media, respondents were self-selecting and, although not wholly representative of the demography of the City, respondents present a good representation of households / house types that is in alignment with the City housing type make up.

Recognising the need for future household waste collections service to be suitable for all households / house types, and the challenges presented in densely populated areas with terraced streets, mapping was completed to identify the distribution and density of terraced properties across the City.

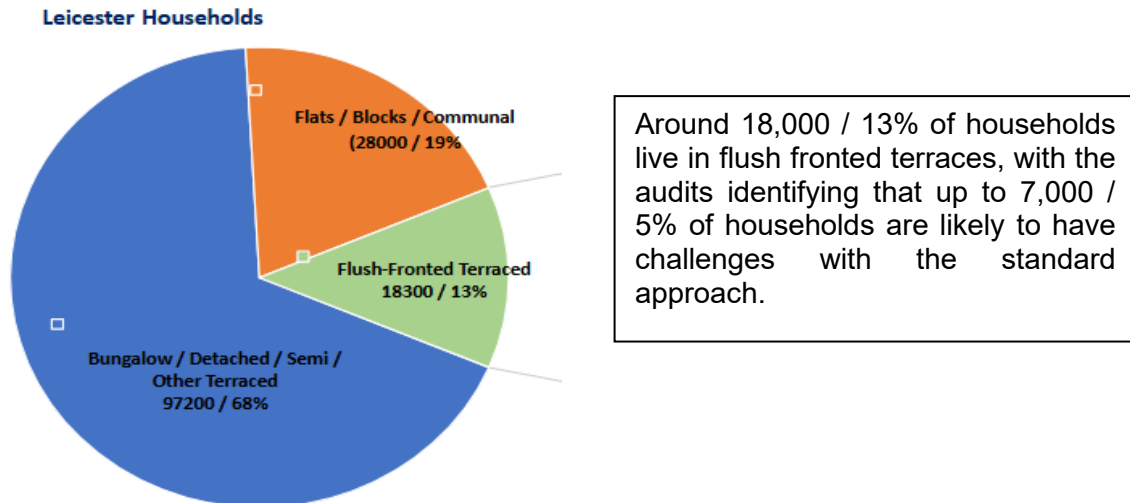
5.2.1 Density of Terraced Houses in Leicester

Terraced Households by MSOA (source – planning gazetteer)



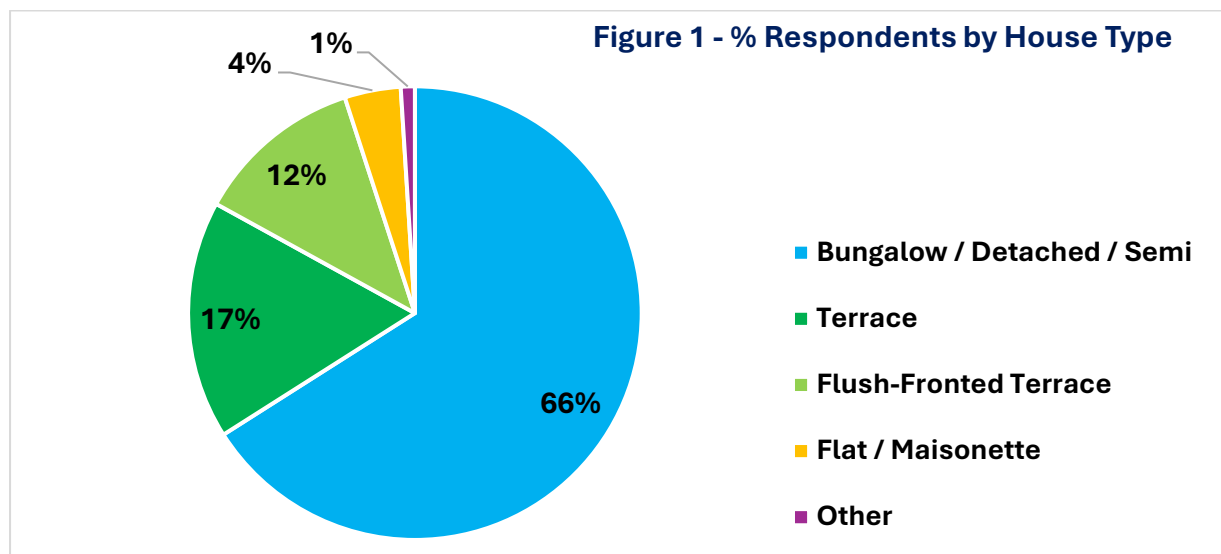
Area Name	Proportion (%)
Newfoundpool	66.59
Highfields South	61.65
Spinney Hill Road	59.50
Aylestone North & Saffron Fields	54.02
Belgrave South	49.76
Belgrave North East	47.83
Belgrave North West	44.84
Eyres Monsell	41.62
West End & Westcotes	40.57
Rowley Fields & Faircharm	39.74
Northfields & Merrydale	38.56
Crown Hills	33.78
Clarendon Park & Stoneygate South	32.75
North Evington & Rowlatts Hill	31.36
Thurnby Lodge	30.26
St Matthews & Highfields North	29.43
Bradgate Heights & Beaumont Leys	27.35
Braunstone Park East	26.00
Stocking Farm & Mowmacre	25.64
Stoneygate North	24.44
Leicester City South	24.06
Kirby Frith	23.07
Hamilton North	22.77
Beaumont Park	21.77
Rushey Mead South	21.56
Aylestone South	21.12
New Parks & Stokeswood	20.59
Braunstone Park West	19.85

In addition, waste policy and capacity audits were conducted in relation to standard household waste and recycling collection approaches – identifying that households living in flush-fronted terraced properties are more likely to require an exception to the standard approach due to space and / or access constraints.



5.2.2 Responses By House Type (Q3) – Hypothesis (a)

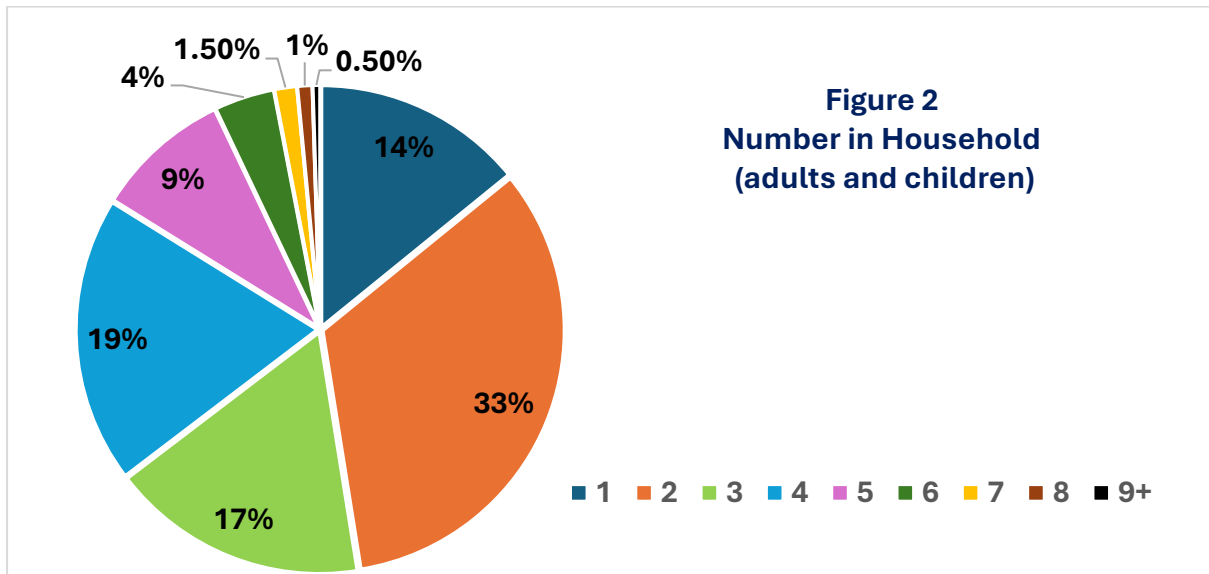
Of key importance to shaping future services is understanding the challenges of providing standard household waste and recycling collection services to specific house types.



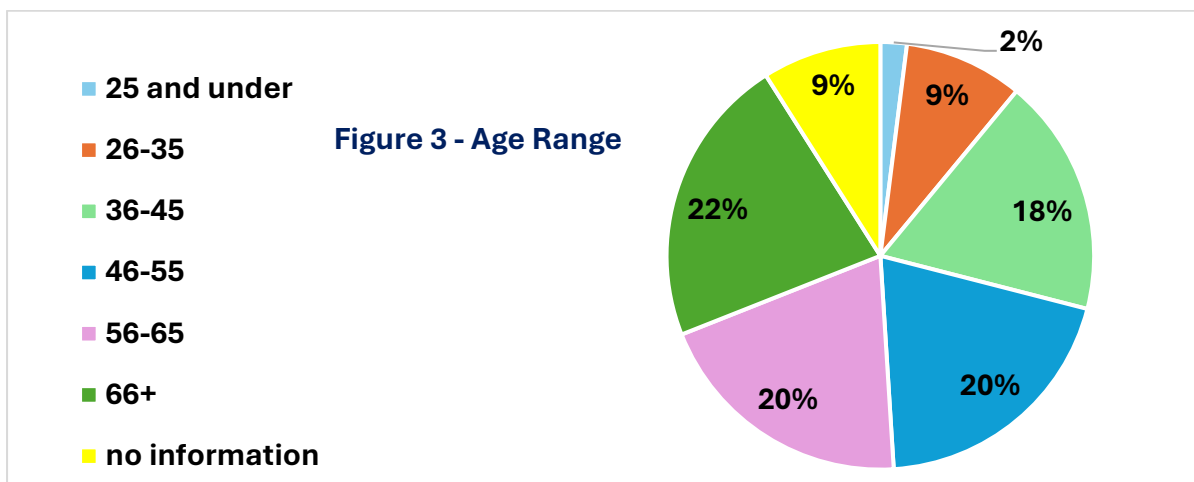
Findings:

- **83%** of respondents live in a bungalow, detached, semi-detached or terraced home **suitable for a standard collection approach**.
- As expected, a **4% response rate from households in flats / maisonettes** is lower than the 20% of households serviced by communal waste collections.
- Having already identified that households living in **flush-fronted properties** are most likely to have challenges with standardised services (due to space and access issues) having **12% of responses from such households** is in line with the **proportion of flush-fronted terraces across the City (13%)** and can therefore be considered as a representative sample size and evidence base.

5.2.3 Responses By Household Size (Q2)



5.2.4 Age of Respondents (Q29)



Findings:

- **Almost half of respondents live in 1 or 2 person households**, with 2-person households representing one third (33%) of respondents, 3 and 4-person households representing more than another third (36%), and 1-person households 14%.
- Larger households – of **5 people or more** represented the remaining 17%.
- A significantly greater proportion of smaller households responding to the survey is seen as indicative of Leicester household sizes and, according to Census data, the tendency towards increasing numbers of smaller households in the City.
- Although the 2021 Census identifies that Leicester is a young City, with more than 50% of residents under the age of 35, 62% of respondents were over the age of 45. The **proportionately lower response rate from the under 35s** could be accounted for by a large student population not living in a single household and therefore unlikely / not anticipated to engage in the survey.
- **9%** of respondents did not **disclose their age**.

5.2.5 Ethnic Background (Q28)

For the purpose of reporting ethnic background has been summarised into the main Census groups.

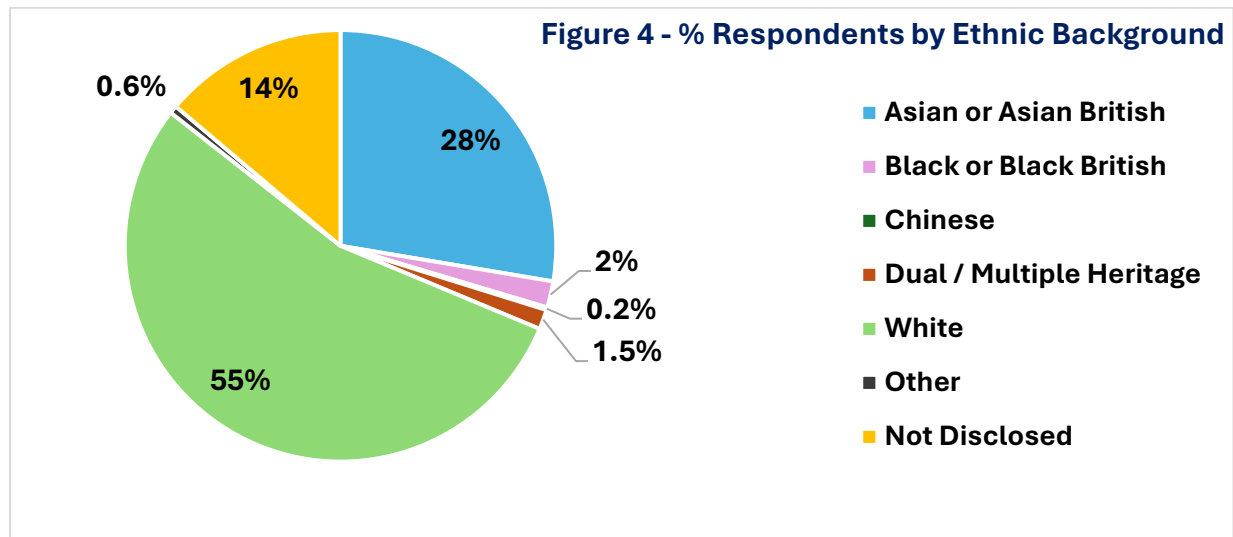


Table 1 - Ethnic Background by Proportion of Leicester Population

Ethnic Background	Survey (% households)	Leicester (2021 Census)
Asian or Asian British	28%	43.4%
Black or Black British	2%	7.7%
Dual / Multiple Heritage	1.5%	3.8%
Other (inc. Chinese)	0.8%	4.1%
White	55%	40.8%

Findings:

- Comparing the ethnic background of survey respondents to that of the Leicester population shows that the demographic profile is **over-representative of residents from a White background** (including White British, White European, White Irish and White Other). However, the proportion of respondents from ethnic backgrounds other than White is **in line with other all-resident surveys and consultations conducted by the Council**.
- 14% of respondents did not disclose their ethnicity.**

5.2.6 Disability (Q30)

18% of respondents identified themselves as having a disability, with 16% having a physical impairment or mobility issues, or long-standing illness or health condition. This compares to the 2021 Census that identifies 16% of residents as disabled under the Equality Act.

Findings:

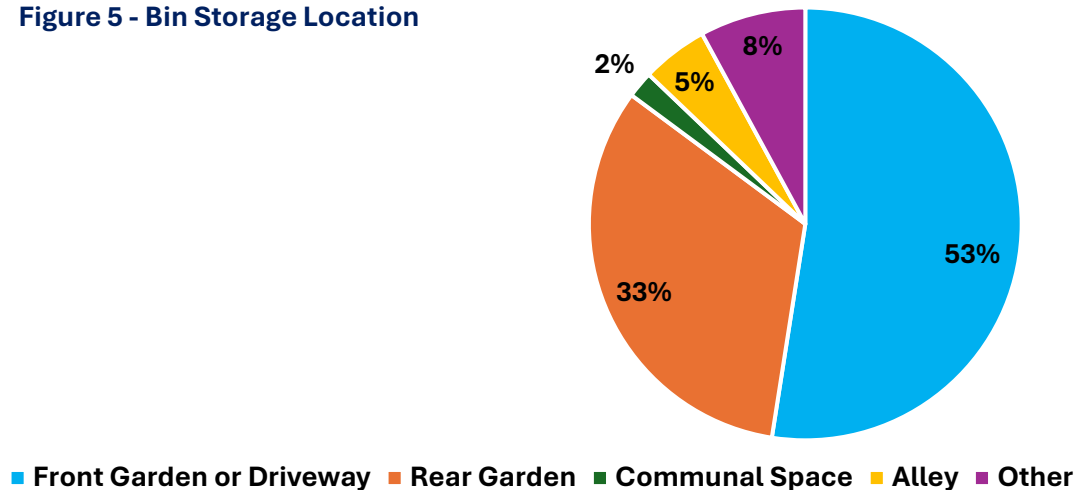
- Disabled residents** can be considered as **proportionately represented** by the findings of the engagement survey.

5.3 Household Management of Waste – KLOE 1

Household were asked about a range of elements that impact how they currently manage their waste and recycling.

5.3.1 Storing Residual Waste (Black) Bins (Q4)

Figure 5 - Bin Storage Location

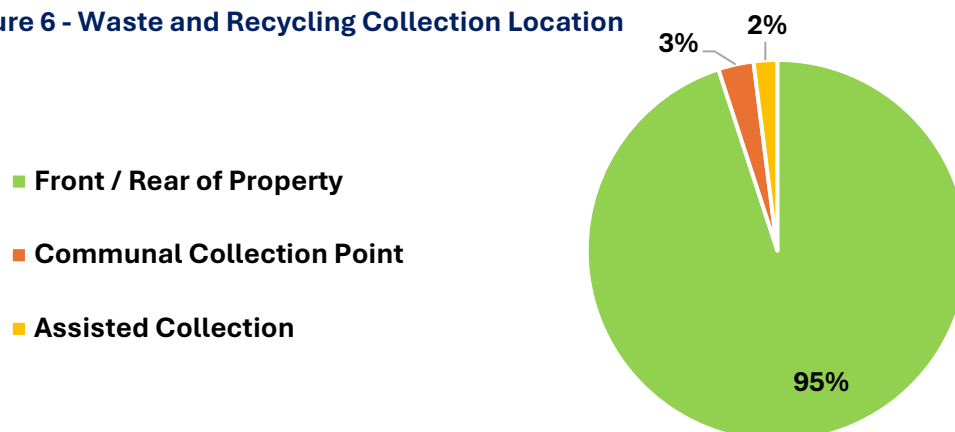


Findings:

- Although **5%** of residents said that they use an alley to store their bin, only **3%** of the households live in terraced properties (2% in flush-fronted terraces), meaning that around **3% are using shared alleys for bin storage**.
- **16 (0.3%) households living in flush-fronted terraces said that they currently “store” their black bin on the pavement or outside the front door.**
- Almost **10%** of households added comments to state that they **keep recycling bags indoors** or under cover until collection day.
- **2%** of respondents said that they **have help to put out their waste**, with half of these also stating that they have a disability.

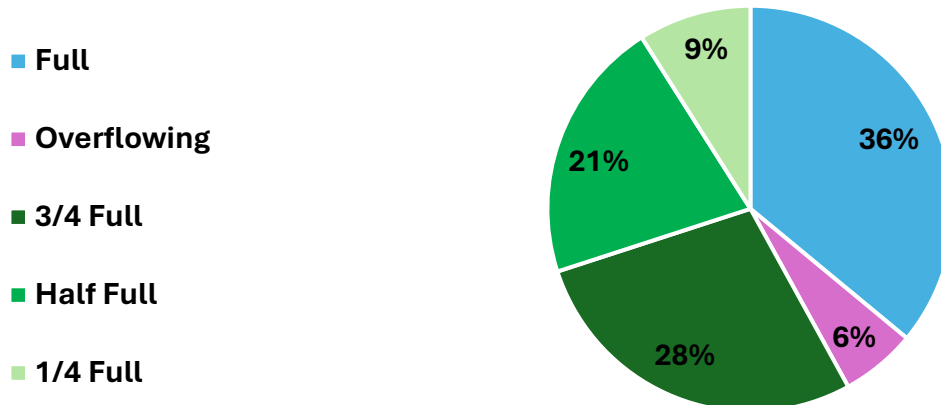
5.3.2 Collection Day - Putting Waste / Recycling out for Collection (Q10)

Figure 6 - Waste and Recycling Collection Location



5.3.3 How Full are Household Waste Bins on Collection Day? (Q12, Q13)

Figure 7 - Weekly Waste Volumes in Black Bins

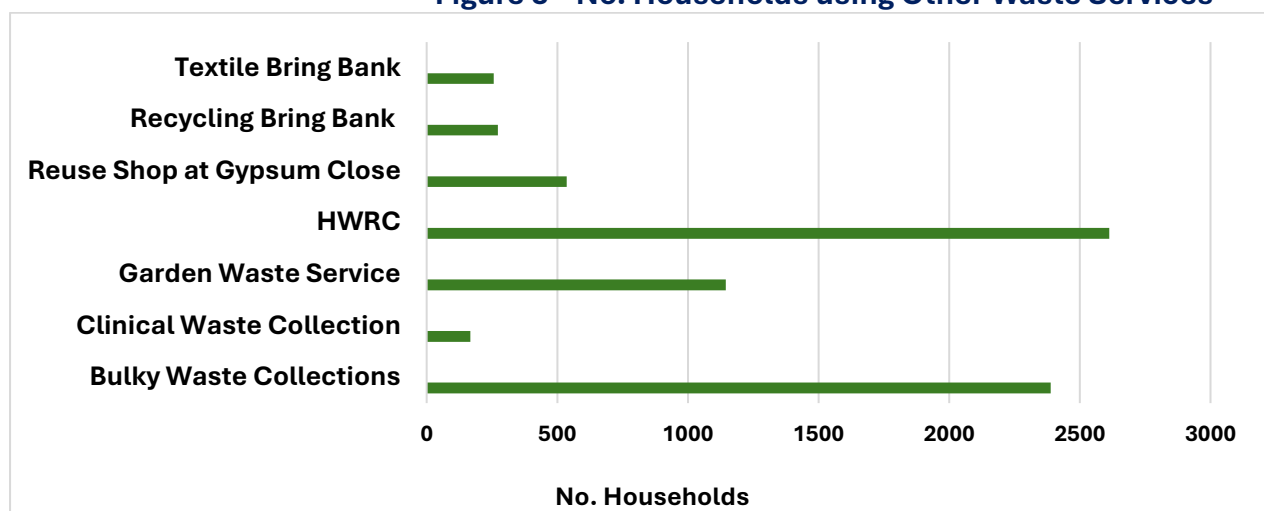


Findings:

- **58%** of households – the green sections in figure 7 - said that they **don't fill their bin** before collection day, with nearly one third (**30%**) of households stating that their waste bin is **half full or less** each week.
- 8% of households said that they don't put their waste bin out for collection every week.
- Assuming that the 8% of households that don't put their bin out each week are those that don't fill their bin, we can conclude that **half** of the respondent households are having their bins collected each week even though they are **less than 75% full**. Once food waste is separated from general waste more black bins will have more unused space.
- Of the households that said that their bin is usually **overflowing** on collection day, **16% live in 1 or 2 person households**, 44% live in 3 or 4 person households, with 39% of households with 5 or more householders.
- One quarter of the households that said that their bins are overflowing on collection day also stated that that have the smallest bin size (140l).

5.3.4 Use of Other Waste Services (Q14, Q15)

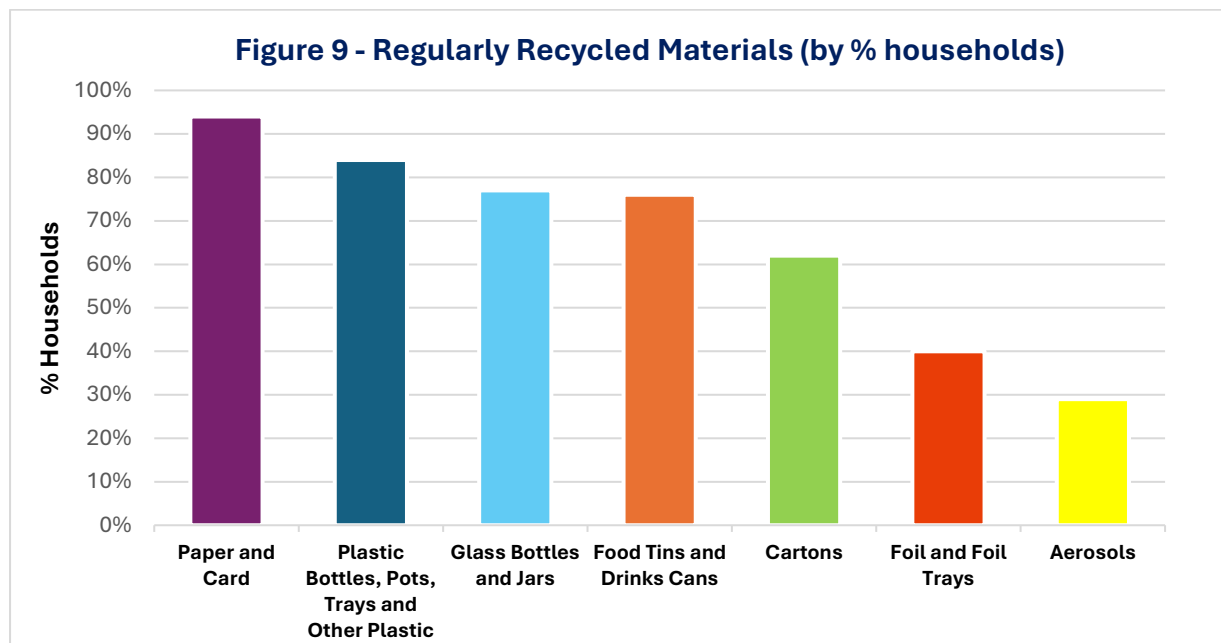
Figure 8 – No. Households using Other Waste Services



Findings:

- **The most-used service is the HWRCs – used by 48% (2613) of respondents**, with a quarter of these using the facilities at least once a month.
- **44%** of households stated that they use the **bulky waste service**.
- The subscription-based **garden waste service is used by 21%** of respondents, **although around 5% of total households subscribe to the service**. The conclusion that can be drawn from this is that that engaged households that utilise optional additional services are, not-surprisingly, over-represented in providing feedback to the survey.
- The **recycling and textile bring banks** are used by a minority of households - **5%** of respondents.

5.3.5 Household Recycling (Q20, Q21, Q22) – KLOE 1, KLOE 3, KLOE 5 / Hypothesis (c)

**Findings:**

- **84%** of households regularly **recycle plastic drinks bottles**. Volumes recycled at kerbside are anticipated to reduce once the Deposit Return Scheme is launched in October 2027 when residents can be paid a small fee (amount to be confirmed) for returning their bottles.
- **Paper / card** is recycled regularly by **94%** of households. This aligns with the recycling rates nationally that support DEFRA's guidance in relation to separating paper and card from other recycling materials to improve operational efficiency as well as quality and value of materials.
- **96%** of respondent households put their recycling out every week, although **1% of households stated that they don't recycle**.
- **12% are unsure or not confident** about what can be recycled at home and Simpler Recycling legislation will be important in supporting consistent recycling policy and communication nationally / across all councils in England.

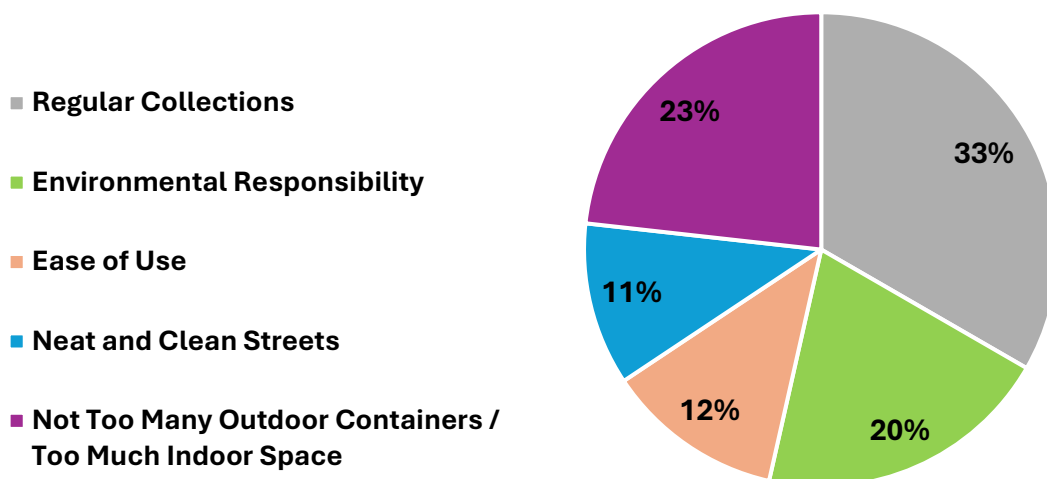
5.4 Household Priorities, Challenges and Concerns – KLOE 4

5.4.1 Household Priorities (Q7)

Households were asked to select their top three priorities in relation to their waste and recycling collections. Responses have been combined into five key themes:

- Regular waste and recycling collections
- Not too many containers outside or space taken up inside
- Protecting the environment / reducing our carbon footprint and responsible treatment and disposal
- Easy to understand / easy to use service
- Neat and clean streets

Figure 10 - Household Priorities by % Respondents



Findings:

- As expected, resident / household priorities are varied, with one third (**33%**) of respondents identifying **regular waste and recycling collections** in their top three priorities. As expected, assurance about regular and reliable waste collection services is clearly of key importance to residents.
- **20%** of households prioritised the need to **protect our environment, reduce our carbon footprint** and manage and treat waste responsibly - demonstrating a good level of environmental awareness.
- Almost a quarter (**23%**) of residents are **concerned about space for containers, particularly indoor space**. This will be reviewed in more detail in section 5.4.2.
- Both **ease of use and neat and clean streets** were a priority for **more than 10%** of respondents with residents confirming that a simple approach to waste and recycling that does not impact the street scene is important to them. This also highlights the importance of not having too many containers to separate waste or put out on collection day.

5.4.2 Views on Storage Space for Waste and Recycling (Q5, Q6) – KLOE 1, KLOE 3 / Hypothesis (c), Hypothesis (d)

Households were asked their views on whether they currently have enough space at home to store their waste and recycling until collection day.

Figure 11 - Indoor Space for Waste and Recycling

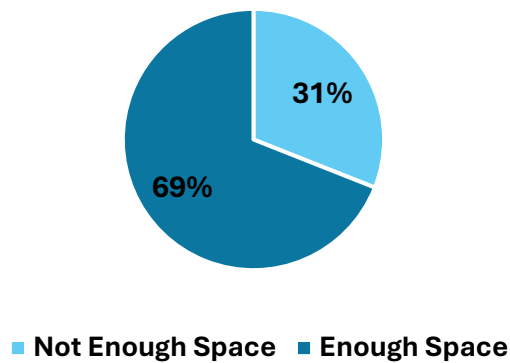


Figure 12 - Outdoor Space for Waste and Recycling

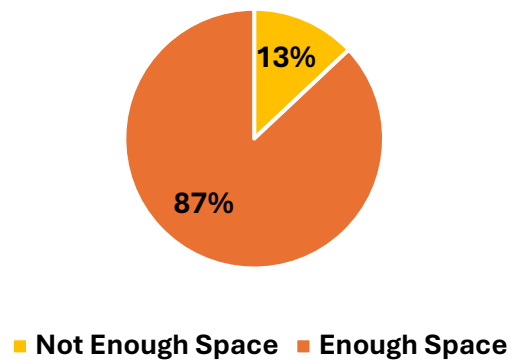


Figure 13a - Insufficient Indoor Storage Space by House Type

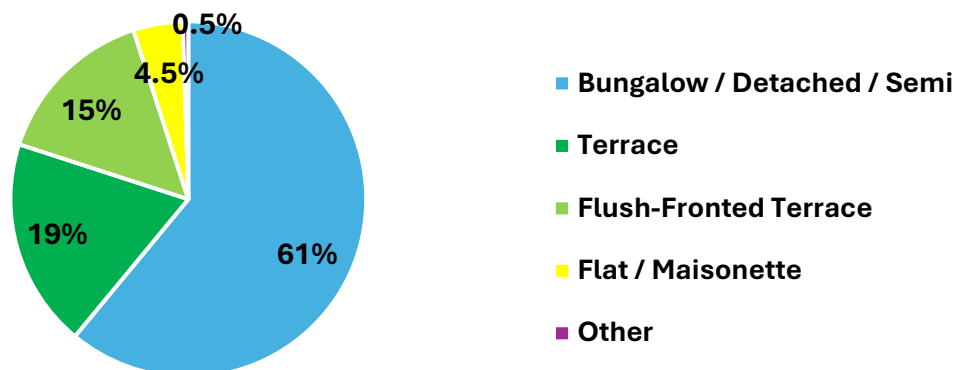


Figure 13b - Insufficient Outdoor Storage Space by House Type

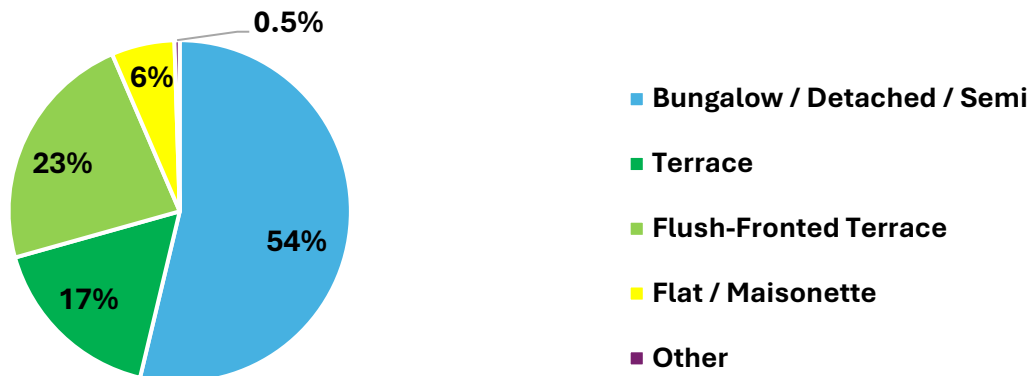


Figure 14a - Sufficient Indoor Space by House Type

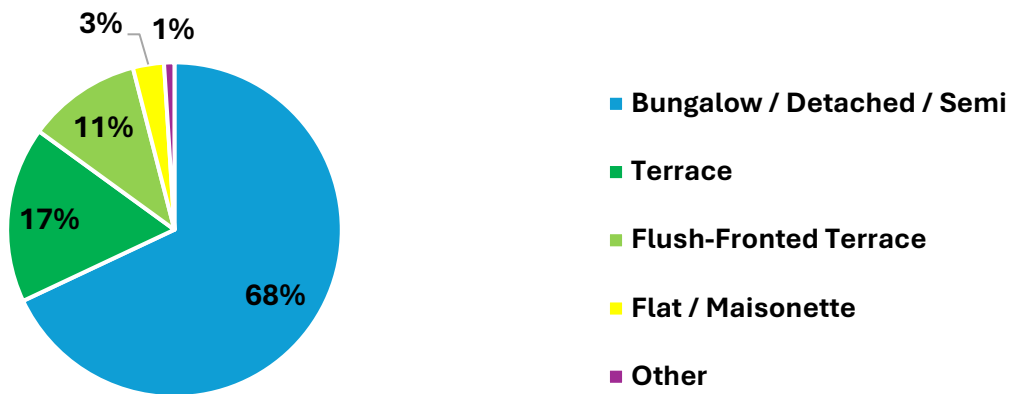
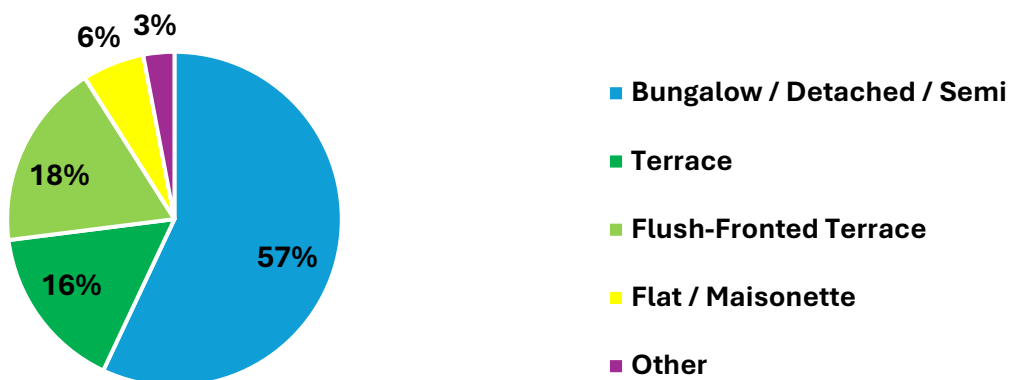


Figure 14b - Sufficient Outdoor Space by House Type



It should be noted that percentages shown in figures 13a, 13b, 14a and 14b identify the *representation* of households by house type, i.e. whilst figure 11 shows that 31% of households stated that they have insufficient indoor space for waste and recycling, figure 13a shows that of that 31%, almost two thirds (61%) live in a bungalow, detached or semi-detached property.

Findings:

- Overall **69%** have **no concerns about storage space** for their waste and / or recycling either indoors or outdoors, with **31%** of households having **some concerns**.
- The **biggest challenge** for residents in terms of space is **lack of sufficient indoor space** to store recycling, with households **two and a half times more likely to identify insufficient indoor space than outdoor space**. Being able to store recycling and food waste outdoors could therefore be a benefit to residents with indoor space issues.
- Although similar in number, slightly more households stated that they don't have enough space for their recycling than said that they don't have enough space to store their waste.
- Residents living in terraced and flush-fronted terraced homes were more likely to identify issues with outdoor space (40%) and indoor space (34%) than households in bungalows, detached and semi-detached properties.
- Although accounting for 12% of respondents, as expected **households in flush-fronted terraces are more likely to identify concerns about both indoor and outdoor space, with 17% stating that they have insufficient space for waste and recycling outside**.
- It should be noted however that **more households living in flush-fronted terraces said that they have sufficient indoor and outdoor space** that said that space was insufficient.

5.4.3 Challenges With Current Waste Collection Services (Q23) – **KLOE 3, KLOE 4, KLOE 5 / Hypothesis (b)**

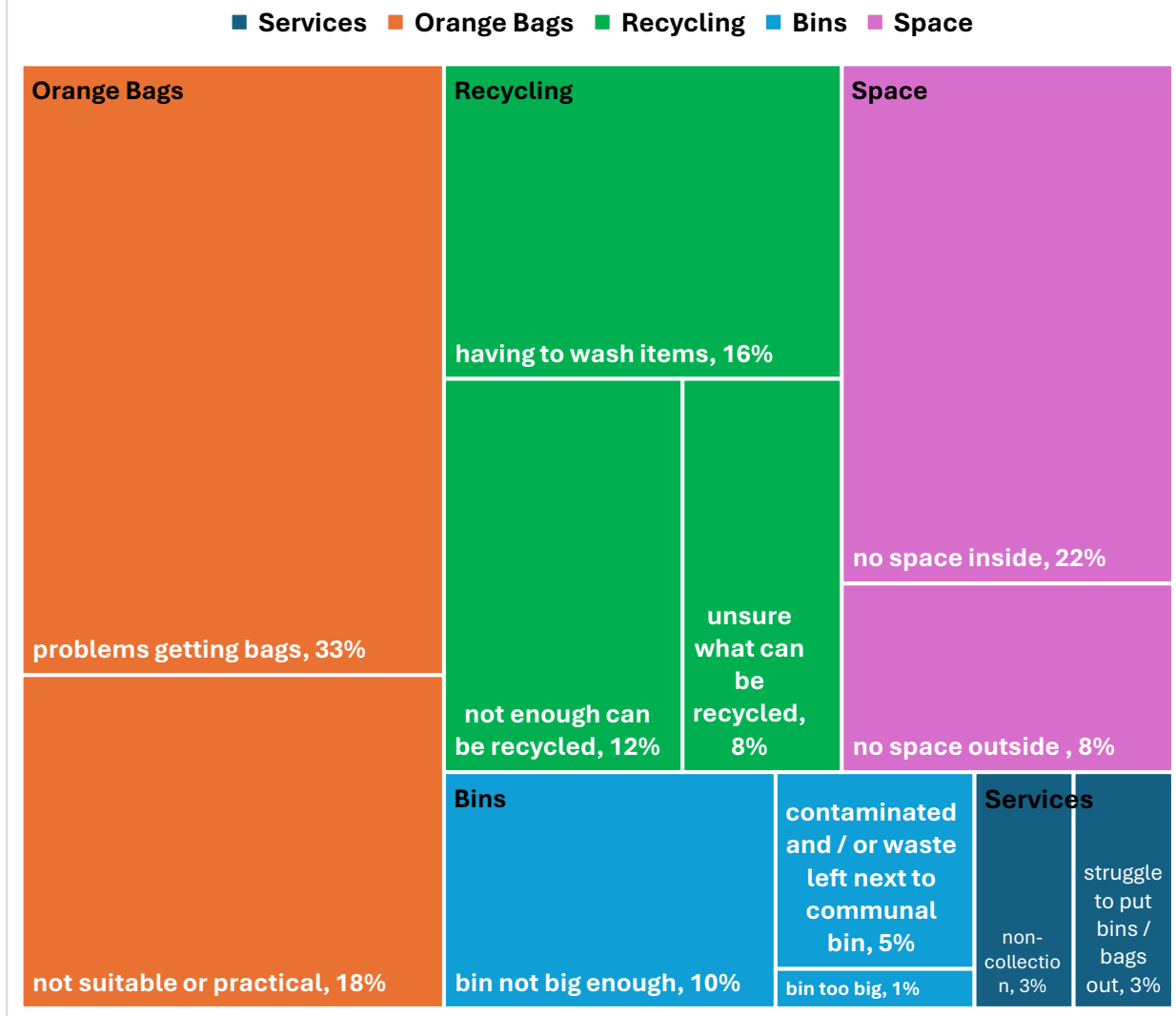
Households were asked to identify the challenges that they have with the existing waste and recycling collection services and were asked to select all that apply from the following:

- Collections not completed as planned
- Communal bins - being contaminated with the wrong items
- Communal bins - excess waste or waste left around the bins
- Lack of space in the waste bin
- No space to store waste/recycling - inside the property
- No space to store waste/recycling - outside the property
- Not enough can be recycled
- Orange bags not suitable or practical
- Problems getting orange bags
- Struggle to put out bin and bags for collection
- Unsure what can be recycled
- Washing recyclable items clean
- Waste bin too large

In order to clearly identify the key challenges, each of the questions has been categorised into one of the following themes: i) Bins; ii) Orange Bags; iii) Recycling; iv) Services; and v) Space.

As households could select any or all of the options in the survey the chart below (figure 15) has been selected as the most appropriate way of presenting the data as it shows, at a glance, the most-reported household challenges.

Figure 15 - Current Service Challenges



Findings:

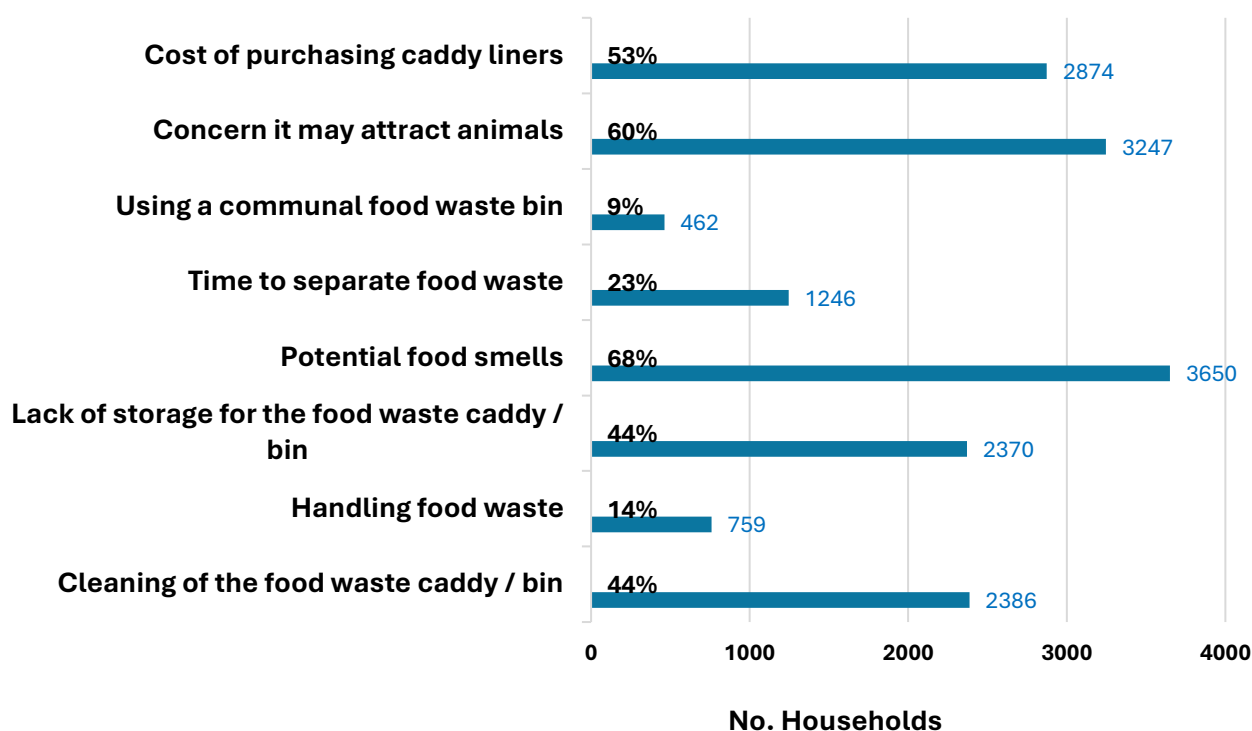
- **Challenges with orange bags** were identified by more than half of respondents (51%).
- The single most-reported challenge is a **problem with getting orange recycling bags (33%)**, with **18%** of residents stating that **orange bags are not suitable or practical**.
- Whilst **36%** of households identified **challenges with recycling**, **16%** related to the **hassle-factor** of having to wash items, with **12%** suggesting that **not enough items can be recycled**.
- 3% of residents stated that they **struggle put out their bins / bags** for collection, compared to only **2%** as identified in figure 6 as having an **Assisted Collection**.
- **10%** of households currently find the **space in their black bin challenging**, although **13%** of these same households also stated that their bins were **three quarters full or less** when collected. **One third** of these same households reported having a smaller **140l bin**.
- **Problems with services** were identified as the **least challenging** for residents, with **3%** of residents raising reliability, i.e. collections not completed, as an issue.

5.5 Future Waste Collection Services – KLOE 4, KLOE 5 / Hypothesis (b)

5.5.1 Food Waste Collections (Q24, Q25)

Introducing separate food waste collections in the future is a legislative requirement. As it is not an optional service, households were not asked about whether they would take part but were asked to highlight their concerns. This information can be used to support the implementation of the new service and to support residents to adapt to the future change.

Figure 16 - Household Concerns about Food Waste Collections

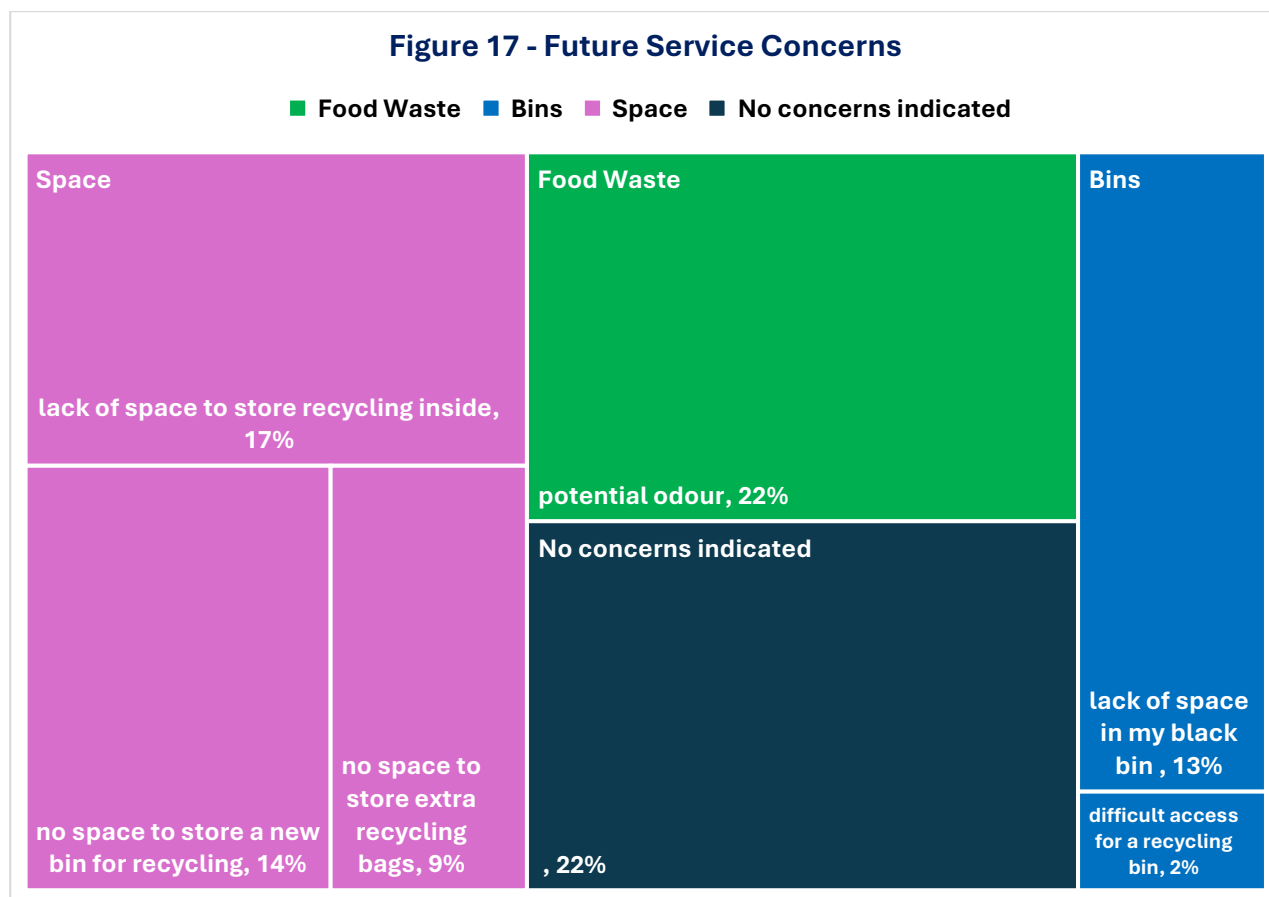


Findings:

- Of the 8 options provided, the top five household concerns are i) **food waste smells (68%)**, ii) **attracting animals (60%)**, iii) **the cost of purchasing caddy liners (53%)**, iv) **storage space for the new caddy / bin (44%)**, and v) **having to clean the new caddy / bin (44%)**.
- Whilst **53%** of households are concerned about the **cost of purchasing caddy liners**, **76% would prefer to use caddy liners** in their food waste caddies.
- **Using a communal food waste bin** was the **lowest-reported concern (9%)**, although as only 2% (figure 6) stated that they currently put their waste and recycling in a communal bin, then this shows that there is concern from residents that they may be asked to use communal rather than individual food waste bins.

5.5.2 General Concerns About Future Service Change (Q26) – KLOE 4, KLOE 5

Given the legislative requirement to introduce changes to waste collection services, households were asked to identify the top three concerns that they have about future changes to household waste and recycling collection services. Six options were available for selection, with responses divided into three themes: i) Space, ii) Food Waste; and iii) Bins.

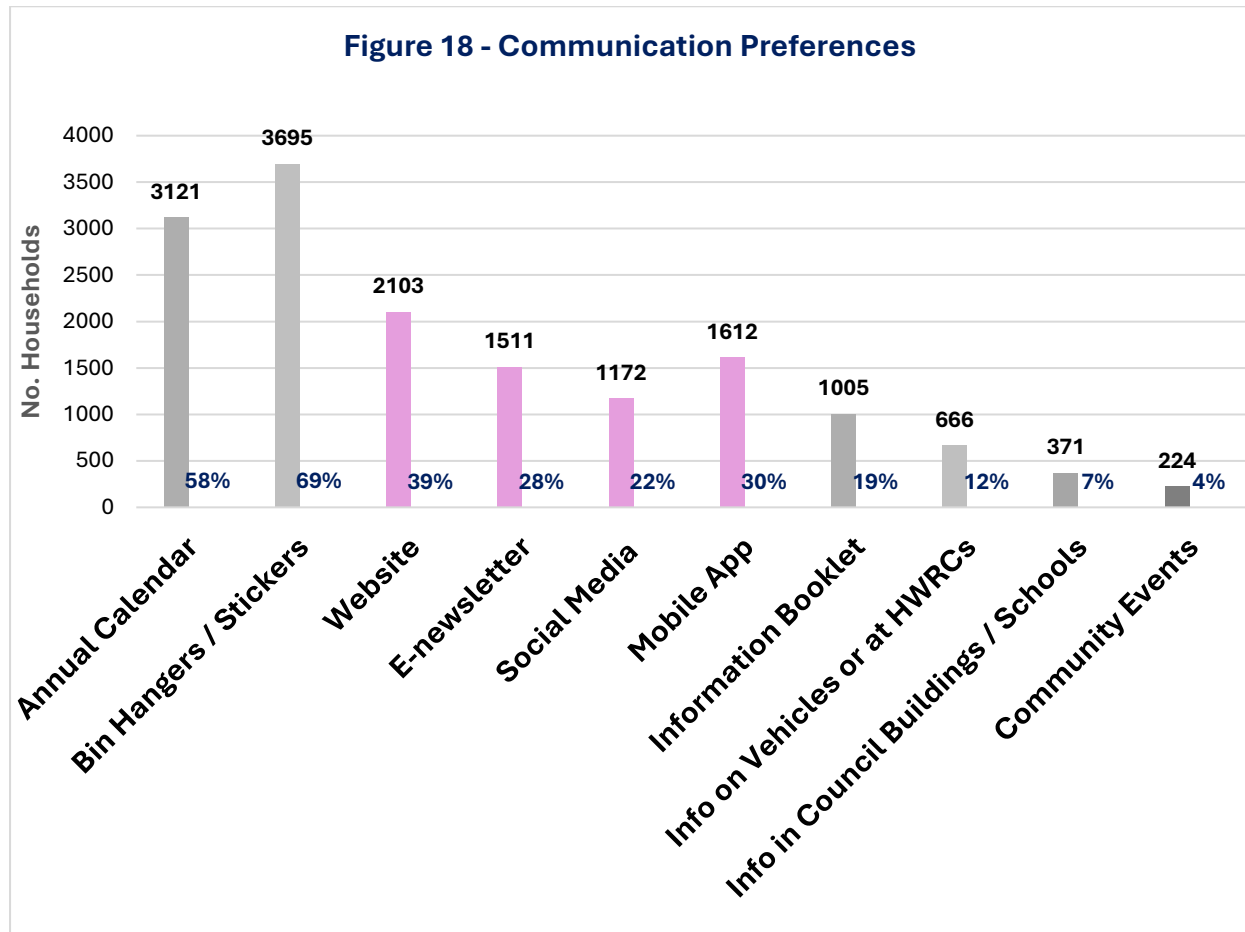


Findings:

- The **single greatest concern** raised relates to **potential odour from food waste segregation** – raised by **22%** of households.
- **13%** of households raised concern about **lack of space in their black bin** should collections become less frequent. This is **significantly lower than the 42% of households that stated that they fill or overfill their bins** (figure 7).
- **14%** of households are **concerned about having sufficient space to store a new recycling bin**, compared to **13%** of households that raised concerns about **outdoor space for storing waste and recycling** (figure 12).
- Of the 14% of households that raised concern about having **space for a recycling bin** (rather than bags) **16% live in flush-fronted terraces**, supporting earlier findings that households living in this house type that are more likely to be concerned about outdoor space.
- Despite the opportunity, **almost one quarter (22%) of households raised no concerns** about potential service changes. This suggests that a good proportion of households have confidence that future household waste collection services will continue to meet their needs.

5.6 Communication Preferences (Q27)

Households were asked to select their top three preferred methods of communication about waste collection services. Figure 18 shows the responses, with digital communication methods highlighted in pink.



Findings:

- The **top two** preferred channels of communication are **i) bin hangers, and ii) an annual collections calendar**, with almost **70%** of households identifying **bin hangers** or stickers as one of their preferred communication methods. The preference for physical communications is not unexpected, as bin hangers used to publicise the engagement survey resulted in a ten-fold increase in responses in the second half of the engagement period.
- Communication via the **Council website** was one of the top three preferences for a further **39%** of households, with **22% to 30%** of households also identifying **a range of digital communication channels** in their top three preferred methods.
- **Face to face communications** were supported by only **4%** of households.

6. Conclusions

6.1 Publicising the Survey

We anticipated a good response to the waste engagement survey and used other Council consultations as a benchmark to suggest that a response rate of between 3 and 5% of the 143,500 households would be considered very good (**Hypothesis (a)**).

4% of households responded and, whilst this is considered very good response, the communication preference section (section 5.6) of the report highlights that publicising the engagement survey using a range of media continues to be required, with bin hangers being the most effective.

6.2 Testing Our Hypothesis

6.2.1 Household Space – Hypothesis (d)

Past engagement with residents has identified that some households – particularly those living in flush-fronted terraces (with front doors opening on to the street) and limited space at the rear - are likely to raise challenges with outdoor space for storing bins.

- Responses from households that live in flush-fronted terraces (12%) was proportionate with numbers of this house type in the City (13%), and residents were clear about their concerns regarding indoor and outdoor space for storing waste and recycling and were more likely to identify issues with space than households in bungalows, detached and semi-detached properties.
- As expected, households in flush-fronted terraces were therefore more likely to identify concerns about both indoor and outdoor space, with 17% stating that they have insufficient space for waste and recycling outside, although accounting for only 12% of respondents.

6.2.2 Recycling – Hypothesis (c)

We expected that limited understanding about household responsibility to separate recycling would be apparent, with inconvenience and indoor storage space also being important factors. Although indoor storage space was raised as an issue by almost one third of respondents, only 8% stated that they were unsure / not confident about what could be recycled. Twice as many households (16%) highlighted an issue with having to wash items before recycling.

6.2.3 Food Waste – Hypothesis (b)

We were not surprised to find that a high proportion of households have concerns about a future food waste collection service. More than two thirds of residents identified concerns about food waste odour and / or attracting animals, with more than one third concerned about the cost of purchasing caddy liners.

6.2.4 House Types - Hypothesis (e)

Effective engagement with the 20% of households that are serviced by communal waste and recycling collections was identified as challenging, and this proved to be the case with an underrepresentation of this group – 2% of responses compared to the 20% receiving the service.

6.3 Summary of Key Findings

Theme	Key Findings	Considerations / Recommendations
Household Management of Waste	<ul style="list-style-type: none"> • More than half (58%) of households said that they don't fill their bin before collection - with nearly one third (30%) presenting a waste bin that is half full or less each week. • 8% of households said that they don't put their waste bin out for collection every week. • Of the households that said that their bin is usually overflowing on collection day, 16% live in 1 or 2 person households and 44% live in 3 or 4 person households. • One quarter of the households that said that their bins are overflowing on collection day also stated that that have the smallest bin size (140l). • 2% of respondents said that they have help to put out their waste, although 3% of struggle put out their bins / bags for collection. 	<ul style="list-style-type: none"> • It is apparent that at least half of the respondent households are having their bins collected each week even though they are less than 75% full. • Once food waste is separated from general waste more black bins will have more unused space, making weekly collections of waste bins inefficient. • The 20% of households that are served by communal waste collections should continue to receive a service based on their communal requirements. • A targeted campaign should be considered to support smaller households to reduce their waste and to recycle more. • Bin policies should be reviewed to ensure that bin sizes allocated continue to be appropriate for the size of household and that collection approach takes account of any special requirements, including the need for Assisted Collections.
Recycling at Home	<ul style="list-style-type: none"> • 96% of respondent households put their recycling out every week, although 1% said that they don't recycle. • 12% are unsure or not confident about what can be recycled at home. • Our Waste Composition Analysis shows that 30% of the contents of an average black bin could be recycled. 	<ul style="list-style-type: none"> • Kerbside recycling in orange bags accounts for only half of the recycling, demonstrating that the 96% of survey respondents that regularly recycle are not necessarily representative of all City households. • It is however likely that i) survey respondents are more engaged with the service and therefore more likely to recycle, and ii) that not all residents that recycle regularly clearly understand how to recycle effectively or which materials they can recycle at home and / or at the HWRCs and bring banks. • In line with Simpler Recycling legislation, the Council should ramp up their communication campaigns to educate / support residents to recycle effectively.

Space at Home	<ul style="list-style-type: none"> • The biggest challenge for residents in terms of space is lack of sufficient indoor space to store recycling, with households two and a half times more likely to identify insufficient indoor space than outdoor space. • Almost 10% of households added comments to state that they keep recycling bags indoors or under cover until collection day, with 18% of residents stating that orange bags are not suitable or practical. • Residents living in terraced and flush-fronted terraced homes were more likely to identify issues with outdoor space (40%) and indoor space (34%) than households in bungalows, detached and semi-detached properties. • Households in flush-fronted terraces are more likely to identify concerns about both indoor and outdoor space. • 3% of households are using shared alleys for bin storage. • 16 households living in flush-fronted terraces currently “store” their black bin on the pavement / outside the front door. 	<ul style="list-style-type: none"> • Being able to store recycling and food waste outdoors would be a benefit to residents with indoor space issues and would support the Council in considering the introduction of a bin for recycling to allow recycling to be stored outside without being affected by the weather or animals. • Bin allocation policies, including existing and future exception processes, should consider the appropriateness of waste and recycling containers for house types, in particular considering the suitability for flush-fronted terraces.
Household Priorities	<ul style="list-style-type: none"> • Assurance that regular and reliable waste collection services will continue is of key importance to residents. • 20% of households prioritised the need to protect our environment, reduce our carbon footprint and manage and treat waste responsibly. • Both ease of use and neat and clean streets were a priority for more than 10% of respondents, with residents confirming that a simple approach to waste and recycling that does not impact the street scene is important. 	<ul style="list-style-type: none"> • An additional / separate weekly collection of food waste allows the Council to consider the benefits that can be gained from reducing the frequency of other collections without impacting the regularity or reliability of the services. • Increasing environmental awareness is essential to support waste reduction and increased recycling and reuse, along with effective adoption of practices to segregate food waste. • In designing future services, careful consideration should be given to minimising the number of containers on streets and ensuring that the approach to segregating recycling and food waste is easy to understand and easy to use. Retaining co-mingled recycling in a single container and providing caddy liners for food waste would support this aim.

Where Could We Do Better?	<ul style="list-style-type: none"> Problems with service quality were identified by a small proportion (3%) of residents, highlighting an existing service that generally performs well. Challenges with getting hold of orange bags were identified by more than half of respondents (51%). Whilst 26% of households identified challenges with recycling, 16% stated that they are unhappy with having to wash items. 	<ul style="list-style-type: none"> The process for requesting and delivering orange bags should be reviewed, with consideration given to simplifying the orange bag ordering, collection and drop off processes. Overcoming concerns is essential to improving the proportion of recycling - and reducing contamination of recycling - that is put out at kerbside by households in future. Further segregation of recycling could support this aim, although it would introduce further complexity and potentially increase the hassle factor.
Segregating Food Waste	<ul style="list-style-type: none"> Our Waste Composition Analysis identified that the average black bin contains almost 40% food waste. The top five household concerns relating to segregating food waste from general waste are: <ol style="list-style-type: none"> food waste smells (68%) attracting animals (60%) cost of caddy liners (53%) storage space (44%), and having to clean the caddy (44%). 9% of households said they are concerned about using a communal food waste bin although as only 2% stated that they currently put their waste in a communal bin Three quarters of households would prefer to use liners in food waste caddies, with more than half of respondent households concerned about the cost of purchasing the liners. 	<ul style="list-style-type: none"> A focussed programme of communication and engagement prior to roll out of the service is essential to overcome household concerns and implement and effective service. Sufficient budget and expert resources should be allocated to deliver this, using appropriate new burdens funding. This shows that there is concern from residents that they may be asked to use communal rather than individual food waste bins, highlighting a lack of current understanding and emphasising the need for an effective communications, engagement and resident support as food waste collections are rolled out. Explore the implications of providing caddy liners free of charge.
Use of Other Waste Services	<ul style="list-style-type: none"> Other than the kerbside collections, the most-used service is the HWRCs – used by 48% of respondents, with a quarter of these using the facilities at least once a month. 44% of households stated that they use the bulky waste service. 	<ul style="list-style-type: none"> This shows that households that responded to the survey are also well-versed in using other household waste services.

	<ul style="list-style-type: none"> • The subscription-based garden waste service is used by 21% of respondents, although around 5% of total households subscribe to the service. • The recycling and textile bring banks are used by a minority of households - 5% of respondents. 	<ul style="list-style-type: none"> • The conclusion that can be drawn is that that engaged households that utilise optional additional services are, not-surprisingly, over-represented in providing feedback to the survey. • Recycling and textile bring banks appear to be underused, and the Council should consider whether these services are essential and / or offer good value for money. It is recommended that such a review includes further analysis whether alternative recycling and textile recycling services are available, or can be made available, for regular bring bank users.
Key Concerns About Future Services	<ul style="list-style-type: none"> • Despite the opportunity, almost one quarter of households raised no concerns about potential future service changes. • 13% of households raised concern about lack of space in their black bin should waste collections become less frequent. This is significantly lower than the 42% of households that stated that they currently fill or overfill their bins. • 14% of households identified a concern about having sufficient space to store a recycling bin - 16% of these households live in flush-fronted terraces. 	<ul style="list-style-type: none"> • This suggests that a good proportion of households have confidence that future household waste collection services will continue to meet their needs. • Residents having concerns about having sufficient capacity in their bins is understandable, although at least half of the respondent households are having their bins collected each week even though they are less than 75% full. • Once food waste is separated from general waste there will be significantly more useable space in black bins, likely making weekly collections inefficient. • This is not unexpected, as households living in flush-fronted terraces are more likely to have issues with outdoor space, having no outdoor space at the front. Bin policies should continue to be reviewed to ensure that bins / containers are appropriate for the property type.
Communication	<ul style="list-style-type: none"> • The top three preferred channels of communication are: i) bin hangers, ii) an annual collections calendar, and iii) the Council website, with more than two thirds of households identifying bin hangers or stickers as one of their top three preferred communication methods. • 22% to 30% of households identified a range of digital 	<ul style="list-style-type: none"> • The preference for physical communications to get across key messages is not unexpected, as bin hangers used to publicise the engagement survey resulted in a ten-fold increase in responses in the second half of the 6-week engagement period. • It should be noted however that both bin hangers and annual collections calendars are not

	<p>communication channels in their top three preferred methods.</p> <ul style="list-style-type: none"> • Face to face communications received limited support from households. 	<p>suitable in all circumstances. Examples would include ad-hoc or regularly updated communications and messages and / or for delivering more complex information, where the website or other digital media would be much more flexible and effective.</p> <ul style="list-style-type: none"> • It is recommended that data is analysed further, and findings are used to shape future programmes for waste-related communications.
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6.4 Turning Findings into Proposals / Next Steps

Extensive evidence suggests that changes such as reducing the frequency of waste collections and introducing bins for recycling - alongside the segregation of food waste - will encourage residents to reduce their general waste volumes (what they put in their black bin) and increase their recycling. In addition, such changes would minimise predicted future cost increases to the Council of collecting, processing and disposing of waste, and would reduce carbon emissions.

It is essential that the introduction of service change is supported by an ongoing programme of communications and engagement to provide households with the tools to make the changes necessary to adapt to a new approach to waste collections.

The findings from the waste services early engagement and the supporting data analysis will inform a series of recommendations to Council. Recommendations will set out a proposal for developing a new specification and approach for the City that will deliver future household waste collection services that are compliant with national reforms, whilst remaining cost-effective, sustainable and fit-for-purpose.

Appendix B – Survey Questions

The activity ran from 07/04/2025 to 19/05/2025.

Contents

Question 1: Please let us know your postcode.

Question 2: How many people live in your household (adults and children)?

Question 3: What type of property do you live in?

Question 4: Where do you store your black waste bin and recycling bags/bin?

Question 5: How much storage space do you have for your general waste?
Please select all that apply.

Question 6: How much storage space do you have for your recycling?
Please select all that apply.

Question 7: What is important to you about your recycling and waste services?
Please select your top three.

Question 8: How do you throw away your waste?

Question 9: Please let us know the size of your black bin.

Question 10: Where do you leave your waste for collection?

Question 11: Do you leave your waste for collection every week?
Please select one answer.

Question 12: How full is your waste bin on average when you leave it for collection?
Please select one answer.

Question 13: How many bags of general waste do you create each week on average?
Please select the number of bags.

Question 14: What other waste services do you use?
Please select all that apply.

Question 15: If you use the Household Waste Recycling Centre, how frequently on average do you use this service?

Question 16: How do you recycle?
Please select one answer.

Question 17: Where do you leave your recycling for collection?

Question 18: Do you leave your recycling for collection every week?
Please select one answer.

Question 19: On average how many bags of recycling do you produce each week?
Please select the number of bags.

Question 20: Do you feel confident that you know which items you can recycle in Leicester?

Question 21: What items do you most commonly recycle in your orange bags or bin?
Please tick all that apply.

Question 22: Please tell us about any items that you are unsure if they can be recycled in Leicester.

Question 23: Please tell us about any challenges or issues you have with the current waste and recycling service.
Please tick all that apply.

Question 24: When using the food waste caddy in your kitchen, would you like to be able to use caddy liners?

Question 25: Please tell us if you have any concerns about using the food waste collection service?
Please tick all that apply.

Question 26: Because of new rules around weekly food waste collections, we also need to review how often we collect general waste (black bins) and recycling. We may also look at introducing a recycling bin instead of bags. If we introduced those changes, what would be the top three challenges for you?

Question 27: How would you like us to communicate about your recycling and waste / bin collection services?
Please tick all that apply.

Question 28: Ethnic background.
If you said your ethnic group was one of the 'Other' categories, please tell us what this is.

Question 29: Age.

Question 30: Disability.
Disability detail.
Other disability.

Appendix C – Paper Survey



Please return your completed paper survey by **Monday 12 May 2025**.

Alternatively, you can complete the online version of this survey by scanning the code or visiting **consultations.leicester.gov.uk**
The online survey closes at midnight on 19 May 2025.

Have your say on future household recycling and waste / bin collection services



Overview

Leicester City Council is considering how waste and recycling collections from households should work in future.

Nothing is going to change for a while. However, we need to start thinking about it now, as there are new laws being introduced by the Government in the next few years, and our recycling and waste arrangements with Biffa end in May 2028.

This means in future, there will be changes to how the council – and you – manage your waste and recycling.

Our aim is to make sure that your bin collection services continue to be simple to use, reliable and cost effective, while also protecting our environment.

Why your views matter

Your answers will help us shape waste and recycling collection services in the future.

Waste and recycling services

The Government is introducing new laws aiming to reduce what we throw away and to increase reuse and recycling. These new laws set out how the Government wants to simplify recycling to help councils and residents to work together.

Under the new rules, households will need to separate food from other waste, and all councils will have to collect this separated food waste every week.

Because of this change – and because household bin collection arrangements with Biffa are coming to an end in May 2028 – the Council has been carefully considering how our household waste and recycling collection services should look in future.

We want to make sure that your services continue to be simple to use, reliable and cost effective, whilst also protecting our environment.

Your responses will help shape the future of black bin, recycling and food waste collections.

Food waste

In line with new rules, in future we will need to provide all households with containers for food waste, so that you can separate it from other waste. This will be collected every week.



You will get a small kitchen caddy to put your food waste in, as well as a larger bin for food waste that you will need to put out for collection every week.

If you put your waste into a communal bin now, in future you will transfer your food waste from your kitchen caddy to a new communal bin that will be provided just for food waste.

Your food waste will then be 'treated', generating electricity. This reduces our carbon emissions and helps our recycling rate.

Garden waste collections

The council's paid for garden waste collection service will continue. Although there may be some changes to how it works, we aim to minimise the impact on people who use the service.

Assisted waste collections

Our policy on assisted waste collections will not change. If you currently have an assisted collection, you will receive the same service under the new arrangements. Our aim is that services remain accessible and simple for everyone to use.

Communal waste collections

If you live in a property with a communal waste collection – for example, a flat – the current arrangements will continue, with the addition of a separate weekly food waste collection.

Tell us about your household

1. What is your home postcode?

Please note: we are collecting postcode data only to gain a better understanding of where you live in relation to our leisure centres. We cannot identify individual properties or addresses from this information.

2. How many people live in your household (adults and children)?

3. What type of property do you live in?

Please select only one item

- | | |
|--|---|
| <input type="radio"/> Bungalow | <input type="radio"/> Detached house |
| <input type="radio"/> Ground Floor Flat | <input type="radio"/> Upper Floor Flat |
| <input type="radio"/> Link detached house | <input type="radio"/> Maisonette |
| <input type="radio"/> Room in a shared house | <input type="radio"/> Semi-detached house |
| <input type="radio"/> Terraced house / townhouse: Front door opens directly on to the pavement | |
| <input type="radio"/> Terraced house / townhouse: Front door opens on to an area belonging to the property | |

4. Where do you store your black waste bin and recycling bags/bin?

Please select one item

- | | |
|-------------------------------------|---|
| <input type="radio"/> Alley | <input type="radio"/> Garden (back) |
| <input type="radio"/> Communal area | <input type="radio"/> Garden (front) |
| <input type="radio"/> Driveway | <input type="radio"/> Other, please tell us below |

5. How much storage space do you have for your general waste?

Please tick all that apply

- ☐ I have enough space for my waste inside my home.
- ☐ I have enough space for my waste outside my home.
- ☐ I don't have enough space for my waste inside my home.
- ☐ I don't have enough space for my waste outside my home.

6. How much storage space do you have for your recycling?

Please tick all that apply

- ☐ I have enough space for my recycling inside my home.
- ☐ I have enough space for my recycling outside my home.
- ☐ I don't have enough space for my recycling inside my home.
- ☐ I don't have enough space for my recycling outside my home.

7. What is important to you about your recycling and waste services?

Please mark your top three (1, 2, 3)

- | | |
|---|---|
| <input type="radio"/> Doesn't take up too much space in the house | <input type="radio"/> Not too many different containers to store outside the property |
| <input type="radio"/> Easy to understand | <input type="radio"/> Recycle a wide range of items |
| <input type="radio"/> Easy to use | <input type="radio"/> Reduce our carbon footprint |
| <input type="radio"/> Important to protect the environment | <input type="radio"/> Treated responsibly and not sent abroad |
| <input type="radio"/> Neat and clean streets | <input type="radio"/> Waste and recycling collected regularly |
| <input type="radio"/> No extra work | |

Tell us about your waste

8. How do you throw away your waste? Please select one item

- | | |
|--|--|
| <input type="radio"/> Black bin | <input type="radio"/> Bin chute |
| <input type="radio"/> Black bin bags - collected separately
i.e. not placed in any bin for collection | <input type="radio"/> Shared general waste bin |

9. Please let us know the size of your black bin.

- ☐ 140ltr
- ☐ 240ltr
- ☐ 360ltr
- ☐ Don't know / not applicable

**140 Litre****240 Litre****360 Litre****10. Where do you leave your waste for collection?**

- ☐ Alley
- ☐ Communal presentation point - designated area for communal bins
- ☐ Edge of the property at the front
- ☐ Edge of the property at the rear
- ☐ Biffa support me to put my bins out for collection
- ☐ I don't put my waste out for collection

11. Do you leave your waste for collection every week?

- ☐ Yes
- ☐ No

12. How full is your waste bin on average when you leave it for collection?

- ☐ 1/4 full
- ☐ 1/2 full
- ☐ 3/4 full
- ☐ Full
- ☐ Overflowing

13. How many bags of general waste do you create each week on average?

- ☐ 1 bag
- ☐ 2 bags
- ☐ 3 bags
- ☐ 4 bags
- ☐ 5 or more bags

14. What other waste services do you use? Please select all that apply

- ☐ Bulky waste collection
- ☐ Clinical waste collection
- ☐ Garden waste service
- ☐ Household Waste Recycling Centre
- ☐ Recycling bring bank
- ☐ Reuse Shop at Gypsum Close
- ☐ Textile bring bank

15. If you use the Household Waste Recycling Centre, how frequently on average do you use this service?

- ☐ Once a week
- ☐ Once every two weeks
- ☐ Once a month
- ☐ Once every few months
- ☐ Twice a year
- ☐ Once a year

Tell us about your recycling

16. How do you recycle? Please select only one item

- ☐ In orange recycling bags
- ☐ A shared recycling bin
- ☐ No recycling

17. Where do you leave your recycling for collection?

- ☐ Alley
- ☐ Biffa support me to put my bins out for collection
- ☐ Communal presentation point - designated area for communal bins
- ☐ Edge of the property at the front
- ☐ Edge of the property at the rear
- ☐ I don't put my recycling out for collection

18. Do you leave your recycling for collection every week?

- ☐ Yes
- ☐ No

19. On average how many bags of recycling do you produce each week?

- ☐ Up to 1 bag
- ☐ 2 bags
- ☐ 3 bags
- ☐ 4 bags
- ☐ 5 or more bags

20. Do you feel confident that you know which items you can recycle in Leicester?

- ☐ Yes
- ☐ No
- ☐ Unsure

21. What items do you most commonly recycle in your orange bags or bin? (Please tick all that apply)

- | | |
|--|---------------------------------------|
| <input type="radio"/> Aerosols | <input type="radio"/> Cardboard |
| <input type="radio"/> Cartons (tetrapak) | <input type="radio"/> Drink cans |
| <input type="radio"/> Foil trays | <input type="radio"/> Foil |
| <input type="radio"/> Food tins | <input type="radio"/> Glass bottles |
| <input type="radio"/> Glass jars | <input type="radio"/> Paper |
| <input type="radio"/> Plastic bags | <input type="radio"/> Plastic pots |
| <input type="radio"/> Plastic trays | <input type="radio"/> Plastic bottles |
| <input type="radio"/> Plastic packaging | |

22. Please tell us about any items that you are unsure if they can be recycled in Leicester. Which items are you unsure about recycling?

Waste and recycling services

23. Please tell us about any challenges or issues you have with the current waste and recycling service. (Please tick all that apply)

- ☐ Collections not completed as planned
- ☐ Communal bins - being contaminated with the wrong items
- ☐ Communal bins - excess waste or waste left around the bins
- ☐ Lack of space in the waste bin
- ☐ No space to store waste/recycling - inside the property
- ☐ No space to store waste/recycling - outside the property
- ☐ Not enough can be recycled
- ☐ Orange bags not suitable or practical
- ☐ Problems getting orange bags
- ☐ Struggle to put out bin and bags for collection
- ☐ Unsure what can be recycled
- ☐ Washing recyclable items clean
- ☐ Waste bin too large

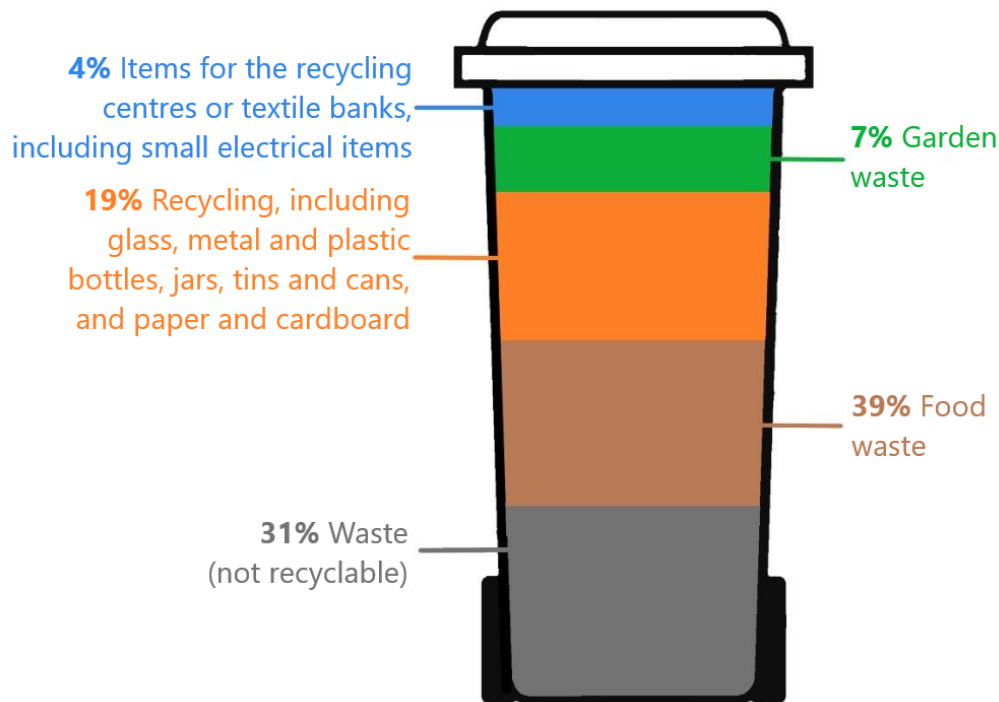
Food waste

From next year councils in England are asked to make sure that food waste is collected separately every week from every household in their area.

Food waste includes fruit and vegetable peelings, cooked leftovers, meat, unwanted or unused food. All food should be removed from any packaging.

You will need to collect food waste in the home using a small kitchen caddy. When it is full, you transfer the food waste from the caddy to a larger lockable caddy or bin that can be stored outside. Then you put this out for collection every week.

In Leicester on average around 40% of waste in every black bin is food waste. Removing food waste and collecting it separately every week will help to reduce the waste in your black bins as well as reducing smells.



The food waste can then be used to generate electricity. It won't go to landfill, which is better for the environment and helps reduce our carbon emissions.

24. When using the food waste caddy in your kitchen, would you like to be able to use caddy liners?

- ☐ Happy to use the service with or without liners
- ☐ Would prefer to use caddy liners
- ☐ Would prefer not to use caddy liners
- ☐ Unsure

Food waste caddy and caddy liner

Caddy liners are bags which can be placed inside your kitchen caddy to contain the food waste. They are usually biodegradable.



25. Please tell us if you have any concerns about using the food waste collection service? Please tick all that apply

- ☐ Cleaning of the food waste caddy / bin
- ☐ Concern it may attract animals
- ☐ Cost of purchasing caddy liners
- ☐ Handling food waste
- ☐ Lack of storage for the food waste caddy / bin
- ☐ Potential food smells
- ☐ Time to separate food waste
- ☐ Using a communal food waste bin

Recycling and waste collections

26. Because of new rules around weekly food waste collections, we also need to review how often we collect general waste (black bins) and recycling. We may also look at introducing a recycling bin instead of bags. If we introduced those changes, what would be the top three challenges for you?

- ☐ Lack of space in my black bin
- ☐ Lack of space to store recycling (inside)
- ☐ No space to store a new bin for recycling
- ☐ No space to store extra recycling bags
- ☐ No access or difficult access (e.g. steps) for a recycling bin
- ☐ No space to store extra recycling bags
- ☐ Potential odour

Communications

Leicester City Council would like to know how you would like to receive information about the recycling and waste / bin collection services.

These communications would let you know about your scheduled bin collections, what you can recycle, and changes that might happen at short notice due to unforeseen circumstances.

27. How would you like us to communicate about your recycling and waste / bin collection services? (Please tick all that apply)

- ☐ Annual bin collection calendar
- ☐ Bin hangers/stickers/printed on recycling bags
- ☐ E-newsletter
- ☐ Events and community talks
- ☐ Information in council buildings and / or schools
- ☐ Information on bin collection vehicles or at the Household Waste Recycling Centres
- ☐ Mobile App
- ☐ New resident information booklet
- ☐ Social media
- ☐ Website

Thank you, nearly finished... Please now complete the **Equality Monitoring** questions below.

Equality monitoring

The information you provide in this final section of the questionnaire will be kept in accordance with terms of current Data Protection legislation and will only be used for the purpose of monitoring. Your details will not be passed on to any other individual, organisation or group. Leicester City Council is the data controller for the information on this form for the purposes of current Data Protection legislation.

You can read our privacy policy on our website. Visit leicester.gov.uk/privacy

Age:

- ☐ Under 18 ☐ ☐
- ☐ 18 - 25
- ☐ 26 - 35
- 36 - 45
- ☐ 46 - 55
- ☐ 56 - 65
- 66+
- ☐ Prefer not to say

Ethnic background:

- ☐ Asian or Asian British: Bangladeshi
- ☐ Asian or Asian British: Indian
- ☐ Asian or Asian British: Pakistani
- ☐ Asian or Asian British: Any other Asian background
- ☐ Black or Black British: African
- ☐ Black or Black British: Caribbean
- ☐ Black or Black British: Somali
- ☐ Black or Black British: Any other Black background
- ☐ Chinese
- ☐ Chinese: Any other Chinese background
- ☐ Dual/Multiple Heritage: White & Asian
- ☐ Dual/Multiple Heritage: White & Black African
- ☐ Dual/Multiple Heritage: White & Black Caribbean
- ☐ Dual/Multiple Heritage: Any other heritage background
- ☐ White: British
- ☐ White: European
- ☐ White: Irish
- ☐ White: Any other White background
- ☐ Other ethnic group: Gypsy/Romany/Irish Traveller
- ☐ Other ethnic group: Any other ethnic group
- ☐ Prefer not to say

If you said your ethnic group was one of the 'Other' categories, please tell us what this is:

Disability

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term effect on their ability to carry out normal day-to-day activities and has lasted or is likely to last for at least 12 months.

People with HIV, cancer, multiple sclerosis (MS) and severe disfigurement are also covered by the Equality Act.

Do you consider yourself to be a disabled person?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If you have answered **'Yes'** to the above, please state on the next page the type of impairment that applies to you. People may experience more than one type of impairment, in which case you may need to tick more than one. If none of the categories apply, please tick 'Other' and state the type of impairment.

Please select all that apply

- ☐ A long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- ☐ A mental health difficulty, such as depression, schizophrenia or anxiety disorder
- ☐ A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches
- ☐ A social / communication impairment such as a speech and language impairment or Asperger's syndrome / other autistic spectrum disorder
- ☐ A learning difficulty or disability
- ☐ Blind or have a visual impairment uncorrected by glasses
- ☐ Deaf or have a hearing impairment
- ☐ An impairment, health condition or learning difference that is not listed above (specify if you wish)
- ☐ Prefer not to say
- ☐ Other

If Other, please say

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END OF SURVEY

Please return your completed survey by your addressed envelope (if you have received one), into City Hall (Charles Street), or any of our Leicester Libraries.

Please return this survey by **Monday 12 May 2025**. You can contact us at *address/phone number here* to request more paper surveys.

For office use

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