

Waltham Forest Consultation Results Report

09 November 2022



Report For

London Borough of Waltham Forest

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1.0

Executive Summary

1.1 Overview

The London Borough of Waltham Forest (“the council”) is currently developing a new Recycling Strategy which will establish the strategic direction that the council will take in managing its waste and recycling services over the coming decade.¹

In developing its strategy, the council has consulted with Waltham Forest residents. A survey was conducted from 23/09/22 to 21/10/22, and a total of 2,760 responses were received. This report provides details of the survey results.

1.2 Results Summary

The survey asked a number of questions seeking residents’ opinions on the options that had been considered as part of mathematical modelling undertaken in support of the Recycling Strategy’s development. The survey also sought residents’ opinions on the council’s preferred option and their wider thoughts on how to improve waste and recycling services in the borough.

The survey incorporated a number of multiple-choice questions covering a range of topics, plus three open text questions which gave residents the opportunity to express their opinions about the council’s proposals, their approach to increasing recycling and about recycling and waste in Waltham Forest in general.

The survey outlined the council’s favoured option (called “Option 2”) for increasing recycling and reducing waste, which includes proposals to move to fortnightly collections of black residual waste bins and to introduce separate weekly food waste collections. Residents were asked to what extent they agree or disagree with the council’s proposal. A majority, 55%, agreed with the option described. See Section 2.2.1.

In comments about the council’s proposals, the majority of comments favoured Option 2, although a wide range of opinions were provided. The common concerns that residents had about Option 2 were that the additional time between collections would lead to issues with fly-tipping, odour, vermin and overfilled bins. Some respondents said that, as families with children, they already filled their black bin each week and were concerned about how they would cope with less frequent collections. Some requests for clarification also emerged: residents wanted to understand if they would receive a new bin for food waste and did not see how the separate food waste collection would free up space in the black bin if they already used the mixed food and garden waste collection. See Section 2.3.1.

Residents were asked about what could help them to recycle more. Of the residents who have bins used solely by their household, a quarter said they were unsure of what can be recycled. Additionally, 10% indicated that they only have a single bin inside the house. Over 70% of respondents gave other reasons in the open text response, which included confusion caused by

¹ London Borough of Waltham Forest (2022) Recycling Strategy 2022-2032

packaging labels and limitations on the range of material they understood the council to collect. Many residents said they were already recycling everything they could. See Section 2.2.2.2.

Amongst residents who share larger bins with their neighbours, 34% said that other residents do not use the bins correctly. Furthermore, 13% said they were not sure what could be recycled, while a further 13% stated that they did not have space to store recycling separately within their homes. In the open text responses, residents reported confusion about what can be recycled, but there were more frequent comments about recycling bins in communal properties, which they thought were too small or not emptied regularly enough. Residents said they would recycle more if they had a car and could take materials to a recycling centre. See Section 2.2.2.3.

Residents were also asked whether they felt the council was taking the right steps overall to increase recycling. 63% agree that the council is taking the right approach, and only 26% of people thought that the council wasn't taking enough action. See Section 2.2.3.

The next open-text question surveyed if there is anything the council should consider when collecting additional items such as batteries, small electricals and clothes. Residents gave many suggestions on additional materials that could be collected, with the most frequent response being soft/flexible plastics, polystyrene and crisp packets. Some took the opportunity to make other comments including requests for clarification about where waste and recycling goes and complaints that the extra materials the council already collects are often not picked-up by the collection teams. See Section 2.3.2.

The council sought feedback on proposals to increase recycling at properties with shared bins. Just under half (49%) agreed that the council is doing the right sorts of things in this area, whilst a significant number were unsure (likely to be those who are unfamiliar with arrangements for communal bins). See Section 2.2.4.

Finally, residents were asked to give any further comments on the council's proposals and any suggestions as to how the council could help increase recycling rates in properties with communal bins. Many responses focused on the need for education and adequate signage on bins in communal areas. Residents suggested using a range of different media to disseminate information and producing guidance in different languages. There was a focus on recycling bins in communal areas and these not being sufficient in number, too small, too far away or not collected frequently enough. Residents gave ideas for improving communal bin areas, including CCTV for bin stores, fines for fly-tipping or bad recycling and incentives for recycling. There were also comments about placing an onus on developers and landlords to ensure recycling is carried out effectively. See Section 2.3.3.

Overall, the survey results indicate that there is public support for the council's efforts to increase recycling in the borough, including for its proposal to introduce separate food waste collections and reduce residual waste collections to fortnightly. However, a minority of residents have concerns or reservations. As part of the Recycling Strategy, the council is planning a number of communications, behaviour change and other interventions which it could use to address the areas of public concern highlighted through this survey.



2.0

Survey Findings

2.1 Overview of the Survey

The London Borough of Waltham Forest (“the council”) is currently developing a new Recycling Strategy which will establish the strategic direction that the council will take in managing its waste and recycling services over the coming decade.

A survey of Waltham Forest residents was conducted from Friday 23rd September to Friday 21st October 2022. The survey asked a number of questions seeking residents’ opinions on the four options that had been considered as part of mathematical modelling undertaken in support of the Recycling Strategy’s development. The survey sought residents’ views on the Council’s preferred option and their wider thoughts on how to improve waste and recycling services in the borough.

The survey was made available online through SurveyMonkey, while paper copies were made available in libraries.. The survey was promoted by the council on its website, social media and in physical locations throughout the borough.

The survey outlined the different options for increasing recycling and reducing waste in Waltham Forest and asked for residents’ views on them. The council’s favoured option proposed moving to fortnightly black bin collections and introducing separate weekly food waste collections, which was called “Option 2”.

A total of 2,760 responses were received. Almost all the responses were completed online through SurveyMonkey.

2.2 Quantitative Analysis


2.2.1 The Council’s Proposals


Residents were shown four options that the council had considered for increasing the recycling rate in Waltham Forest, and were given the pros and cons of each option. Option 2, which proposed changing residual waste collections to fortnightly and food waste collections to weekly, was put forward as the council’s favoured option.

The responses to the council’s proposals are shown in Figure 1.

Figure 1: To what extent residents agree or disagree with the council’s proposals to implement option 2

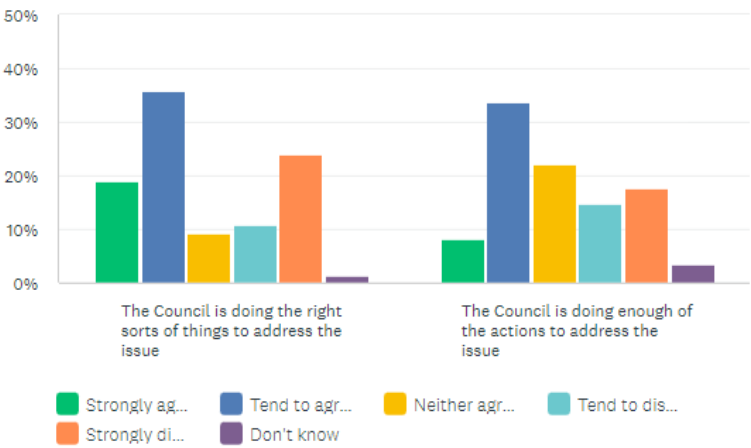
Q1

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We would like to hear about your household, the property you live in and the barriers you’re facing to recycling. Also your views on Option 2 and any other proposals you’d like us to consider. We have proposed option 2 as our favoured approach, this is because it increases recycling and we feel it gives residents the best and easiest option to move to, in helping increase recycling. Weekly recycling and food waste collections means we will collect as much recycling as we possibly can, whilst reducing the amount of refuse collected. The other options don’t give this possibility whilst keeping the recycling collections the same for ease of service use.To what extent do you agree or disagree with the Council’s proposals to implement Option 2?

Answered: 2,757 Skipped: 0



	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
The Council is doing the right sorts of things to address the issue	19% 518	36% 982	9% 253	11% 298	24% 655	1% 35	2,741
The Council is doing enough of the actions to address the issue	8% 223	34% 917	22% 602	15% 399	18% 478	4% 95	2,714

The first question went on to ask to what extent residents agree or disagree with the council’s proposals; 19% strongly agreed and 36% tended to agree that the council is doing the right sorts of things to address the issue. However, 24% strongly disagreed with the statement. Overall, the sentiment was positive, with a higher proportion agreeing (55%) than disagreeing (35%).

A similar trend is evident in the responses regarding whether the council is doing enough to address the issue: 8% strongly agreed with the statement and 34% tended to agree, meaning that a total of 42% of respondents agreed, while 33% disagreed. 22% neither agreed nor disagreed in response to the second part of the question. The results suggest that a plurality of residents are supportive of the proposals, although around a fifth are strongly against them. Reasons for this emerge from analysis of the open-ended questions, which are evaluated later in the qualitative

analysis section, but many were concerned that the proposals would lead to increased fly-tipping and over-flowing black bins.

2.2.2 Limits on Increasing Recycling

The next question asked residents to describe their current accommodation and directed them to a different question depending on their answer. Those that had bins or waste sacks used exclusively by one household were separated from those that owned or rented a flat or lived in a HMO with a shared bin. This was in order to gather information separately on barriers to recycling for each housing type, to explore differences in perception between these groups.

2.2.2.1 Housing Types

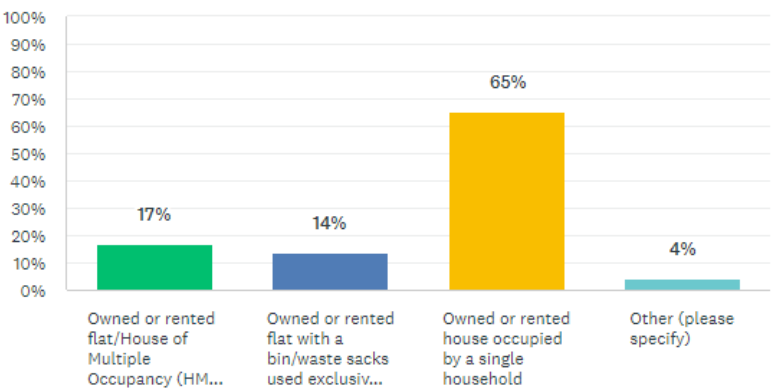
65% of respondents owned or rented a house occupied by a single household and 14% owned or rented flats with a bin or sacks used exclusively by their household. 17% of respondents owned or rented a flat or lived in a HMO where they share their bin with other households. This is broadly in line with Waltham Forest’s housing stock which consists of 59% houses and 41% flats.²

The current accommodation of respondents is shown in Figure 2.

Figure 2: Description of current accommodation

How would you describe your current accommodation?

Answered: 2,743 Skipped: 14



ANSWER CHOICES	RESPONSES	
Owned or rented flat/House of Multiple Occupancy (HMO) where I share my bin with other households	17%	458
Owned or rented flat with a bin/waste sacks used exclusively by my household	14%	380
Owned or rented house occupied by a single household	65%	1,790
Other (please specify)	4%	115
TOTAL	2,743	

² See Cobweb Consulting (2017) Strategic Housing Market Assessment for London Borough of Waltham Forest, p60 <https://www.walthamforest.gov.uk/sites/default/files/2021-11/Waltham%20Forest%20-%20Strategic%20Housing%20Land%20Availability%20Assessment%202017.pdf>

2.2.2.2 Barriers to recycling – single household bins

A total of 2,274 respondents (83%) said they had exclusive use of their bins or waste sacks. They were asked what prevents the household from increasing their recycling. Of the set options, the most selected answer was 'not sure what can be recycled' (25%), followed by 'only have one bin in the house' (10%).

Over 70% of the responses were for the free text option of 'other': within these answers, some common issues preventing households from increasing their recycling were highlighted. The most common answer was that the resident perceived that they already recycle everything they can. Other answers included that the council does not collect all types of materials; soft plastics and crisp packets being highlighted frequently; although these items are not commonly available to be recycled. There were many responses that suggested residents were confused about packaging types and what can be recycled, and some responses complained that the recycling signs on packaging are confusing. Others commented on reliability of collections, with some mentioning missed collections or materials such as batteries and textiles being left behind. Many residents wanted food and garden waste collections to be more frequent in summer. Some said they often filled their recycling bins and would prefer a bigger bin. A number of residents said that they would recycle more if they had a car to access the HWRC and if the Kings Road Recycling Centre accepted more materials such as hard plastics.

The factors that prevent households from increasing their recycling are shown in Figure 3.

Figure 3: What prevents households increasing their recycling (answered by those with exclusive bins)

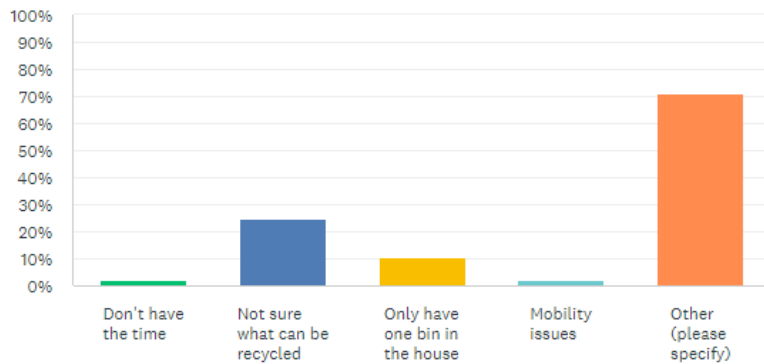
Q4

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What prevents you and your household from increasing your recycling?

Answered: 2,274 Skipped: 483



ANSWER CHOICES	RESPONSES	
▼ Don't have the time	2%	51
▼ Not sure what can be recycled	25%	558
▼ Only have one bin in the house	10%	237
▼ Mobility issues	2%	52
▼ Other (please specify)	Responses 71%	1,617
Total Respondents: 2,274		

2.2.2.3 Barriers to recycling – shared bins

16% of respondents (453 total) selected that they shared bins with other households. They were asked what prevents their household from recycling more. Of the set options, the most selected response was that other residents don't use the bins correctly (34%), this was followed by 13% not being sure what can be recycled and 13% not having space to store recycling separately within their home.

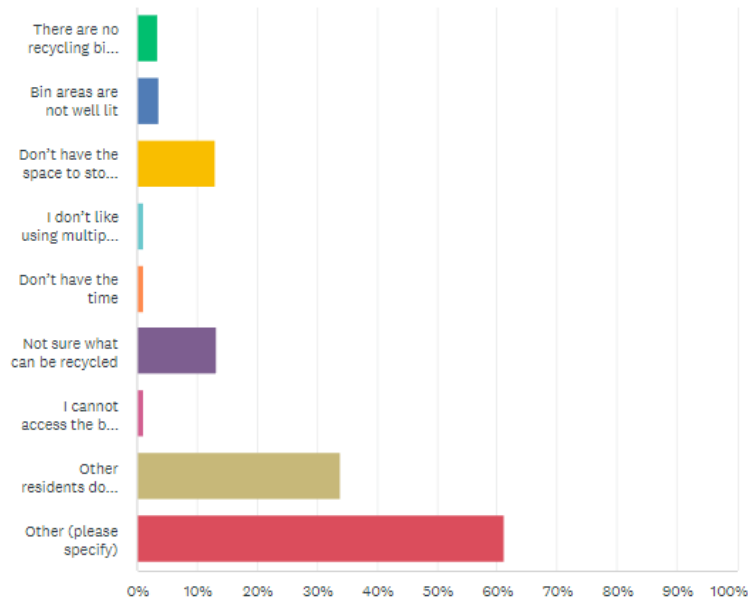
Over 60% of responses were 'other' and again the most common free text answer was that residents perceived they already recycle everything they can. Other themes that were evident were confusion around what is recyclable and what is not and complaints that others also don't understand this, so recycling bins are often contaminated. Residents requested that an explanation be given when a bin is rejected because of contamination, to help clear up any confusion and prevent reoccurrence of the issue. Many commented that there aren't enough recycling bins, they're too small or too far away and aren't emptied regularly enough, so people tend to use the residual bins instead. Other frequent responses expressed concerns that communal recycling bins are collected sufficiently regularly and about the lack of food waste collections in communal properties. Residents said they would recycle more if they had a car or there were home collections of larger items, as many cannot access recycling centres without one.

The factors that prevent households recycling more are shown in Figure 4.

Figure 4: What prevents households recycling more (shared bins)

What is preventing you and your household from recycling more?

Answered: 453 Skipped: 2,304



ANSWER CHOICES	RESPONSES	
There are no recycling bins at the flat I live in	3%	15
Bin areas are not well lit	4%	16
Don't have the space to store recycling separately within my home	13%	59
I don't like using multiple bins	1%	5
Don't have the time	1%	5
Not sure what can be recycled	13%	60
I cannot access the bin stores and bin to deposit my recycling	1%	5
Other residents don't use the bins correctly	34%	154
Other (please specify)	Responses 61%	277
Total Respondents: 453		



2.2.3 The Council’s Approach to Increase Recycling

The next question gave respondents an overview of the council’s work to increase recycling, and respondents were asked whether the council is a) proposing the right options to increase recycling, and b) doing enough to address the issue. Overall, 63% of respondents agreed that the Council is taking the right approach to increase recycling. The most selected answer for both parts of the question was ‘tend to agree’. 45% of respondents tend to agree that the council is **proposing the right options to increase recycling** and 37% tend to agree that the council is **doing enough to address the issue**. Disagreement for this question was fairly low: almost double the number of respondents agreed than disagreed.

Responses to the council’s approach to increase recycling are shown in Figure 5.

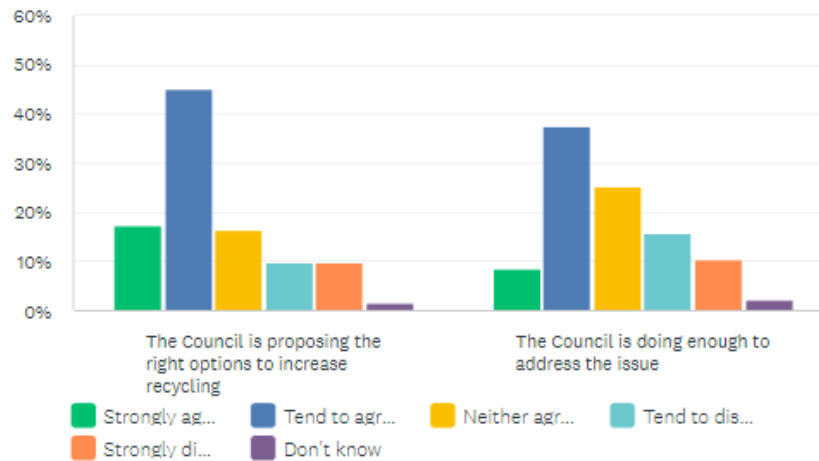
Figure 5: The council's approach to increase recycling

Q6

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Do you feel the Council is taking the right approach to increase recycling?

Answered: 2,667 Skipped: 90



	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
▼ The Council is proposing the right options to increase recycling	17% 465	45% 1,197	16% 436	10% 257	10% 264	2% 40	2,659	2.54
▼ The Council is doing enough to address the issue	8% 223	37% 984	25% 667	16% 417	10% 274	2% 62	2,627	2.89

2.2.4 The Council's Proposal to Increase Recycling at Communal Bin Properties

The survey explained how the council is proposing changes to improve and increase recycling in communal bin properties and asked residents whether they agree or disagree with the proposals. Responses to this question were mostly positive, although there was a significant proportion that neither agree nor disagree. 31% of respondents tend to agree that the council is **doing the right sorts of things to address the issue**, with 22% neither agreeing nor disagreeing. 25% tend to agree that the council is **doing enough to address the issue**, with 30% neither agreeing nor disagreeing. For both parts of the question, about 20% answered don't know, which is to be expected as over 80% of respondents don't live at communal bin properties. From this question and other open responses, it can be surmised that residents are broadly supportive of proposed changes to arrangements at communal bin properties.

Responses to the council's proposal to increase recycling at communal bin properties are shown in Figure 6.

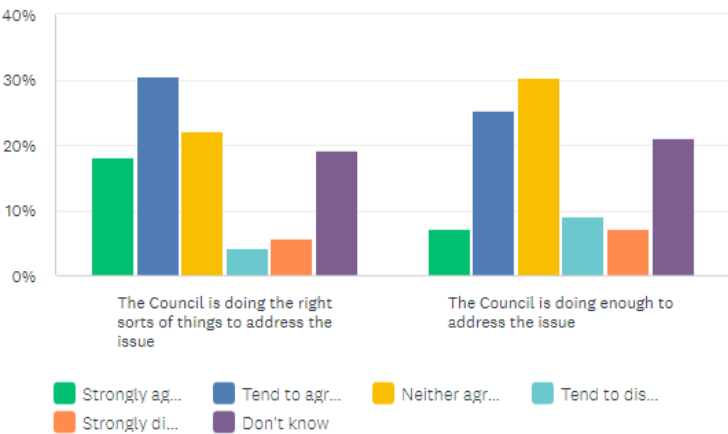
Figure 6: The Council's proposal to increase recycling at communal bin properties

Q8

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To what extent do you agree or disagree with the Council's proposals to increase recycling at communal bin properties?

Answered: 2,630 Skipped: 127



	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
The Council is doing the right sorts of things to address the issue	18% 477	31% 803	22% 583	4% 109	6% 150	19% 503	2,625	3.06
The Council is doing enough to address the issue	7% 184	25% 653	30% 786	9% 232	7% 187	21% 542	2,584	3.47

2.2.5 Characteristics of Respondents

At the end of the survey, respondents were asked to supply demographic information relating to age, gender, ethnic group, living situation, etc. The outcomes of these demographic questions have been summarised below and the data table and graph for each question can be found in Appendix A1.0 below.

The majority of respondents to the survey were in the 25-64 age group (77%), which is roughly in-line with the age range of the population in Waltham Forest – according to council statistics, 81% of adults in Waltham Forest are aged 22-64.³

³ [Statistics about the borough | London Borough of Waltham Forest](#)

63% of respondents said they were female, while 28% reported being male. 9% did not answer the question. The 2021 census showed that approximately 51% of the population in Waltham Forest is female and 49% male,⁴ suggesting that a disproportionate number of females completed the survey compared to males.

88% of respondents identified with the same gender as their registered one at birth, while 2% did not identify with the same gender as their registered at birth, and 10% preferred not to say.

Most respondents (63%) identified their ethnic group as White English/Welsh/Scottish/Northern Irish/British. 4% of respondents identified their ethnic group as Mixed or Multiple, 5% as Asian or Asian British and 3% as Black, Black British, Caribbean or African. The proportion of those who identified as White English/Welsh/Scottish/Northern Irish/British in the survey is higher than the relevant proportion in Waltham Forest as a whole, where only 32% of the population are White British/Irish. One would also expect the proportion of respondents who are Asian or Black to be higher, as these groups represent closer to 20% of the population of Waltham Forest. .

23% of respondents had a physical or mental illness lasting 12 months or more. 5% of respondents had a physical or mental illness that reduced their ability to carry out day-to-day activities a lot; 9% a little; and 9% one that didn't affect their day-to-day activities at all.

Residents responded to the survey from across the borough, with a slight prevalence of responses from the Central (Walthamstow), 39% and North (Chingford), 27% areas of Waltham Forest. 14% of respondents lived in the South West (Leyton) and 19% in the South East (Leytonstone).

Most of the respondents (56%) had lived in Waltham Forest for more than 15 years. 49% of respondents lived with their family as a single household in one property, 15% lived alone and 25% lived with a partner or roommate. The most common number of people living in a household was 2 (37%), 17% were from one-person households, 19% were from households with 3 people and 19% were from 4 person households.

92% of respondents said that English was their main language. The 2011 census showed that 26% of the Waltham Forest population do not speak English as their main language, suggesting that people with English as a second language may have been less likely to respond. 97% of respondents could speak English very well, and only 1% not at all.

⁴ Office for National Statistics (2021) Population and household estimates, England and Wales: Census 2021

2.3 Qualitative Analysis

The survey included three open-ended questions, which gave respondents an opportunity to provide comments or highlight any opinions they felt were not fully addressed by the questions. Eunomia undertook trend and key words analysis.

2.3.1 Comments About how the Council's Proposal is Implemented

There were 2,757 responses to this first open-text answer, which asked residents for comments about how the council's proposal to increase recycling is implemented (option 2).

Of those who expressed a view on the options, a majority agreed with option 2. The second most favoured response after option 2 was option 1, although many respondents also said they were happy with the service the way it was. The responses were a mix of positive, negative and also general/neutral. There was a prevalence of responses that agreed with option 2 in principle, but had suggestions for the council to consider if they implemented it. A significant number who thought option 2 was suitable for their household suggested that the reduction in residual waste frequency might not be suitable for bigger families or for those in communal properties with shared bins. Residents also emphasised the need for clear communications before changes were made, including detailed advice for residents to encourage behaviour changes that would increase recycling.

The common concerns that residents had about option 2 were to do with the perceived risk of increased fly-tipping, and of issues with odour, vermin, foxes, etc., especially with communal bins or in areas where current issues might worsen. This was thought to be a particular problem in the summer months. Concerns were raised by families with children in nappies, who said that they already fill their black bin despite using the food waste bin and recycling all they can. Many residents also mentioned an issue with space on the street and were dissatisfied about the possibility of having an additional container for food waste. Respondents who expressed these concerns generally felt that black bins should be emptied weekly for health and hygiene reasons.

There were some recurring queries or points where residents were unsure. Some respondents were unaware that weekly food waste collections were being proposed, and lots of residents weren't clear whether new bins would be provided or if fortnightly collections meant they would be provided with a larger black bin. A common question was how separate food waste collections would free up space in the black bin as combined food and garden waste collection is already offered. Residents questioned the environmental credentials of this proposal as they believed that weekly food waste collections would mean the same number of vehicles on the streets as with weekly residual collections and the addition of another plastic bin. They queried the purpose of the changes – some thought it was about reducing services or protecting budgets, rather than increasing the recycling rate or improving environmental outcomes. Finally, some residents wanted clarity on what the arrangement would be for flats or those with communal bins, as many believed they were already at capacity and couldn't tolerate less frequent collections.

There were common general themes that emerged in the answers. Some residents said they already fill their recycling bins and wanted the option to move to a bigger recycling bin if possible. Many residents in flats said they had no food waste collection and would like one. There were comments about service issues and concerns around what would happen if there were missed collections when black bins are only collected fortnightly. Residents complained that additional items such as batteries and textiles put out for recycling were frequently not collected.

Some indicative direct quotes from residents in response to how the council's proposals are to be implemented are shown in Figure 7.

Figure 7: Example quotes from resident responses to the question ‘Do you feel the Council is taking the right approach to increase recycling?’

“A fortnightly collection of general waste won’t work for flats with communal general waste bins. The bins will be overflowing each fortnight, creating unnecessary mess for the cleaning team for the flats.”

“I don't disagree with option 2 in principle - a fortnightly black bin collection should be frequent enough for most people if green bins are emptied weekly, though possibly not for larger families (could large households or HMOs get 2 black bins?). However something needs to be done alongside this to force behaviour change, or there is a risk of simply increasing fly tipping...”

“I think option 2 doesn't improve carbon emissions in any way as it adds another plastic bin and the frequency of collections balances out with what collections we have now in terms of a carbon footprint. We have a food and garden waste collection bin, why not up the frequency of that collection to weekly alongside recycling and collect the refuse bin fortnightly if you want to cut waste? Also, we do not have free garden and waste collection - we pay for it as part of our council tax.”

2.3.2 Additional Items that Could be Collected

Residents were asked about anything else the council should consider when collecting additional items such as batteries, small electricals and clothes. There were lots of similar answers to this question, and a summary of the responses and their frequency is shown in Table 1. The most common response to this question was for the council to collect soft and flexible plastics.

Table 1: Anything else that the council should consider when collecting additional items

Item	How frequently mentioned? 1 (few) – 3 (frequent)
Blister packs	2
Books	1
Bulky items/furniture	2
Clothes	2
Clothes/textiles that aren't wearable	2
Cooking oil	1
Crisp Packets	2
Hard plastics	1
Large electrical items such as TVs	2
Larger linens	1
Light bulbs	2
Paint	2
Plastic wrapping/flexible plastics/plastic bags	3
Polystyrene	2
Printer cartridges	1
Wood	1

There were some trends in answers not related directly to the types of materials. Many respondents commented that they have put materials such as batteries and clothes out previously, but they have not been collected, which had discouraged them from using this service. Residents also asked for clarity about the materials that are collected, for example what quality of clothes will be accepted. Lots of residents were unaware that this service was offered and some also asked for clear communications about what happens to these products and other waste and recycling in the borough. Finally, there were comments from those in flats and communal buildings that this service was not available to them and they would like to benefit from using it.

Example quotes from resident responses are shown in Figure 8

Figure 8: Example quotes from resident responses on additional items

"Anything else that can be collected. Also, can we get clearer information about what happens to goods disposed of in this way. I'm concerned that clothes and shoes, in particular, that are sent overseas, cause economic issues in the markets that they are sent to. Can we get information about where they end up?"

"Bags are not always taken...but it's a nice idea. . and the council should bring back free bulky waste collection...as asking for money just encourages fly tipping and I have no car to take large item to council tip.....maybe free skips for public use closer to the market to help local disposal of medium sizes items"

"Consider options more closely for those with communal bins. Greater access of larger items as not everyone has a car (I am aware of the current policy using clearabee)"

"Every time I've tried to leave clothing it has been rejected. I would also like a way of recycling clothes which are too shabby to be resold and spare fabric from sewing projects."

2.3.3 Further Comments

The final question invited respondents to offer any further comments regarding any of the council's proposals or suggestions as to how the council could help residents living in communal bin properties to increase recycling. Many residents did not feel they could respond to the question as they don't reside in a communal property or HMO. Recurring themes included comments on the need for communication, education and guidance and also feedback about the common issues in communal properties.

A significant proportion of the responses focused on the need for education. Residents thought this should consist of clear guidance and with illustrations and images where possible, especially explaining where recycling goes and what it's turned into, which they felt would encourage people to recycle. It was suggested that education and signage should include stickers on bins or in recycling areas, especially when explaining reasons why contaminated bins have been rejected. Residents commented that guidance shouldn't just be via email but should be supplemented through other media and that material needs to be made available in different languages. Another suggestion was the use of behavioural change initiatives or 'nudge' behaviours to make recycling the norm amongst the population.

Many residents focused on the issues in communal properties and gave suggestions for improvements. Responses focused on overflowing bins and the issues surrounding these. Suggestions for improvements included spot checks of communal bins, fines for fly-tipping or bad recycling, incentives for recycling and CCTV/cameras for bin stores. It was suggested that an onus should be placed on developers and landlords and that fines should be applied to these groups or to individuals. Residents mentioned that there should be limitations or rules for planning of new developments to encourage recycling.

Further comments about communal properties focused on the bin stores and the issue that it was difficult to find those that don't recycle properly, resulting in a lack of accountability. Many requested that the council ensure bins are large enough and sufficient in number. A few complained about the small gaps for putting recycling in communal recycling bins, which meant residents had to add items individually, which led some to use the residual waste instead. Suggestions included that bins could be locked when full or introducing underground bins. Residents also thought if bins were cleaned after emptying this would make bin stores more pleasant. There were frequent complaints about sack collections and problems with foxes tearing these up when placed out for collection.

Finally, there were general responses to the themes of the survey. There were questions regarding the benefits of separating food waste from garden waste but also positivity about the need for food waste collections for everyone. There were also comments about the reliability of the service and concerns of frequent missed collections and the impact if collections were less frequent. Residents claimed that sometimes black bins are not fully emptied and just the top bag taken. There was some discussion about street cleansing with suggestions that this needs to be improved following collection days. A few residents suggested more stringent limitations on businesses and for enforcement of their responsibility to keep the surrounding areas around their bins clean.

Direct quotes from resident responses are shown in Figure 9.

Figure 9: Direct quotes from resident responses to the question asking for comments on the council's proposals or suggestions as to how the council could help residents living in communal bin properties to increase recycling

"Using communal recycling bins is a nightmare because of the locked lids. It is impossible to get a bag of recycling into them. You have to take out each individual thing and put it through the slot which is gross and time consuming. My neighbours never recycle because of this."

"Clear guidance for recycling, in the building and by the bins. Educate neighbours by highlighting the positive impact of recycling, education in schools, and requirements for businesses that to the day of today we see disposing of waste in the street bins day and night rather than having their own skip/bins..."

"Communal bins and flats will always be a challenge. More liaison with developers on design brilliant. But more needed to help landlords tenants get it right, not just on design but on bin use by residents. Also aware that they are some long standing issues with specific sites e.g. flats above shops...."

"Issuing regular prompts about how to recycle e.g. we have been given conflicting instructions about whether or not to take the lids off plastic drinks bottles and whether to flatten them. The Council could give a different bit of information each month to prevent residents becoming inured to this approach."

A1.0

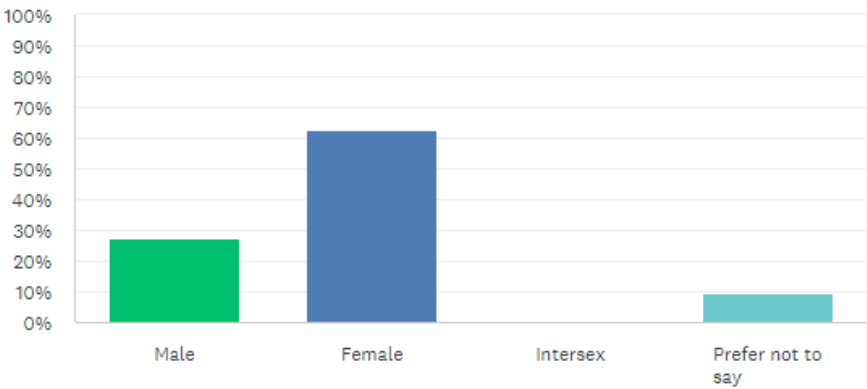
Characteristics of Respondents

A 1.1 Sex of Respondents

Figure 10: Sex of respondents

What is your sex?

Answered: 2,581 Skipped: 176



ANSWER CHOICES	RESPONSES	
Male	28%	712
Female	63%	1,623
Intersex	0%	7
Prefer not to say	9%	239
TOTAL		2,581

A 1.2 Gender Identity of Respondents

Figure 11: Gender identity of respondents

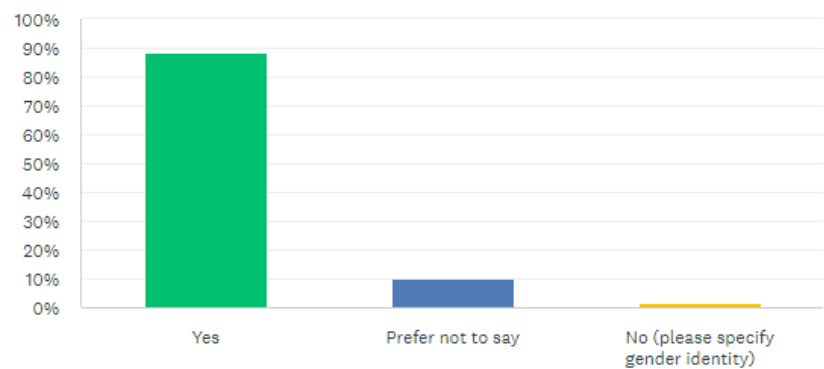
Q11

Customize

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Is the gender you identify with the same as your sex registered at birth?

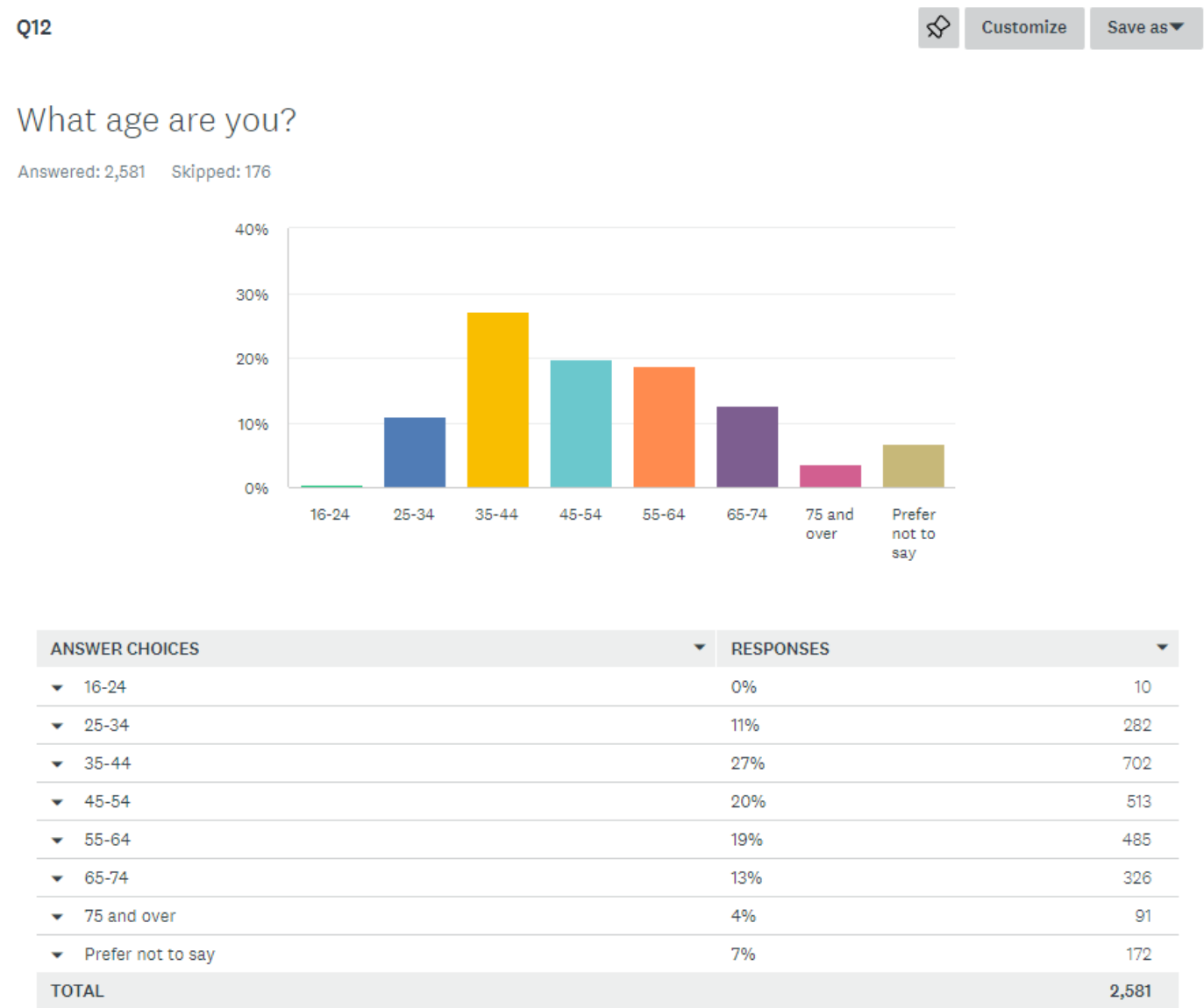
Answered: 2,581 Skipped: 176



ANSWER CHOICES	RESPONSES	
Yes	88%	2,279
Prefer not to say	10%	260
No (please specify gender identity)	Responses 2%	42
TOTAL	2,581	

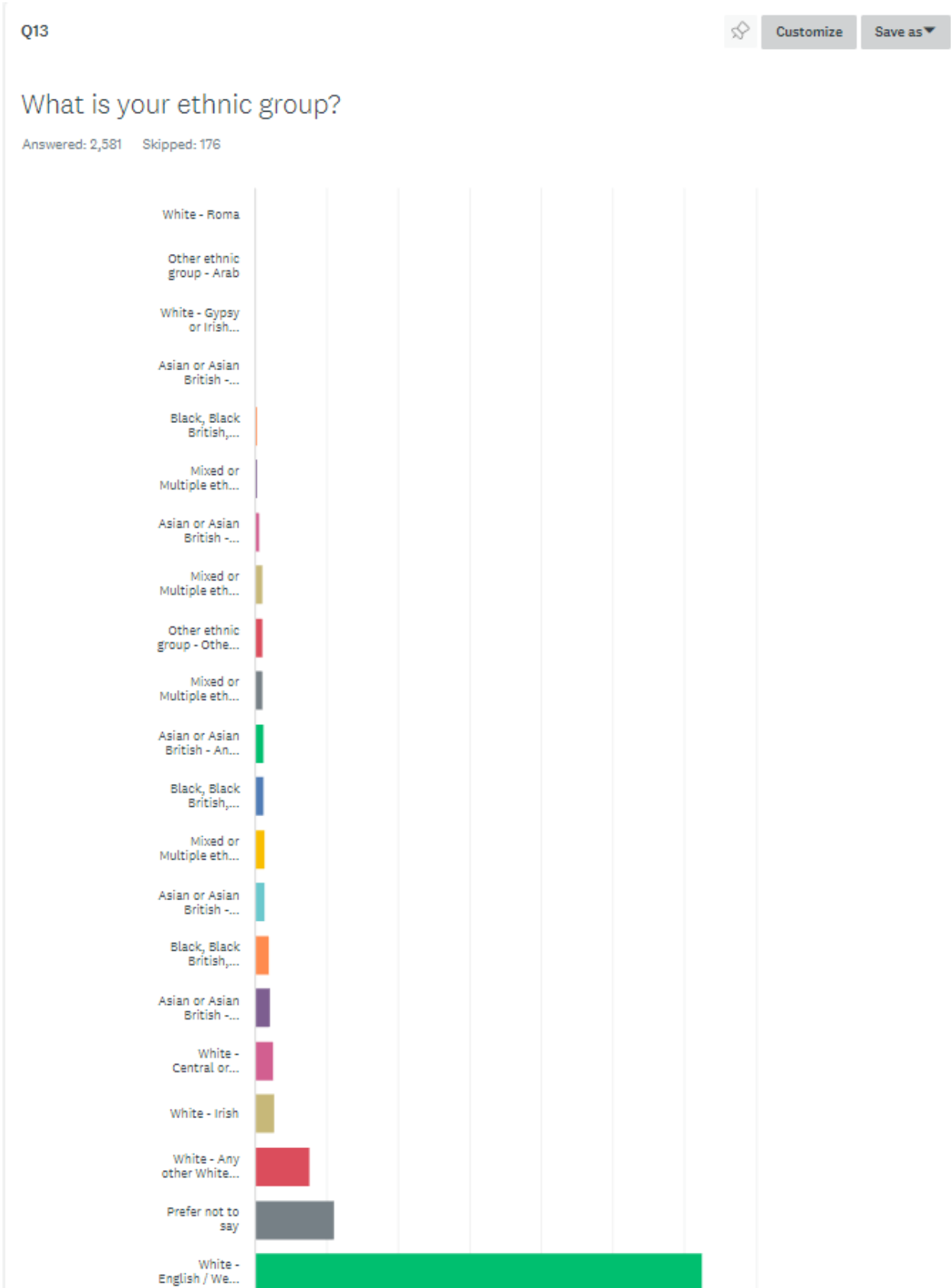
A 1.3 Age of Respondents

Figure 12: Age of respondents



A 1.4 Ethnic Group of Respondents

Figure 13: Ethnic group of respondents



ANSWER CHOICES ▼	RESPONSES ▼	
▼ White - Roma	0%	2
▼ Other ethnic group - Arab	0%	2
▼ White - Gypsy or Irish Traveller	0%	3
▼ Asian or Asian British - Bangladeshi	0%	5
▼ Black, Black British, Caribbean or African - Any other Black, Black British, African or Caribbean background	0%	6
▼ Mixed or Multiple ethnic groups - White and Black African	0%	8
▼ Asian or Asian British - Chinese	1%	14
▼ Mixed or Multiple ethnic groups - White and Asian	1%	27
▼ Other ethnic group - Other ethnic group	1%	27
▼ Mixed or Multiple ethnic groups - White and Black Caribbean	1%	28
▼ Asian or Asian British - Any other Asian background	1%	29
▼ Black, Black British, Caribbean or African - African	1%	29
▼ Mixed or Multiple ethnic groups - Any other Mixed or Multiple background	1%	33
▼ Asian or Asian British - Pakistani	1%	35
▼ Black, Black British, Caribbean or African - Caribbean	2%	50
▼ Asian or Asian British - Indian	2%	53
▼ White - Central or Eastern European	2%	64
▼ White - Irish	3%	71
▼ White - Any other White background	8%	195
▼ Prefer not to say	11%	285
▼ White - English / Welsh / Scottish / Northern Irish / British	63%	1,615
TOTAL	2,581	

A 1.5 Physical or Mental Health Conditions or Illnesses

Figure 14: Physical or mental health conditions or illnesses

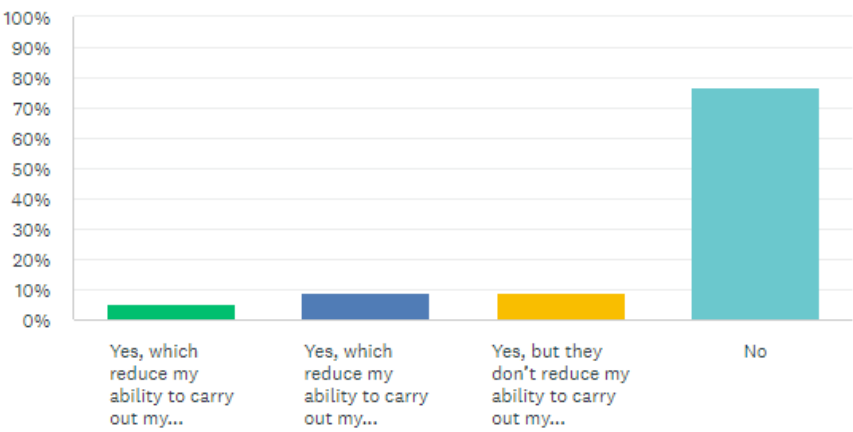
Q14

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Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Answered: 2,581 Skipped: 176



ANSWER CHOICES	RESPONSES	
Yes, which reduce my ability to carry out my day-to-day activities a lot	5%	130
Yes, which reduce my ability to carry out my day-to-day activities a little	9%	232
Yes, but they don't reduce my ability to carry out my day-to-day activities at all	9%	229
No	77%	1,990
TOTAL	2,581	

A 1.6 Area of Waltham Forest where Respondents Live

Figure 15: Area of Waltham Forest where respondents live

Q15

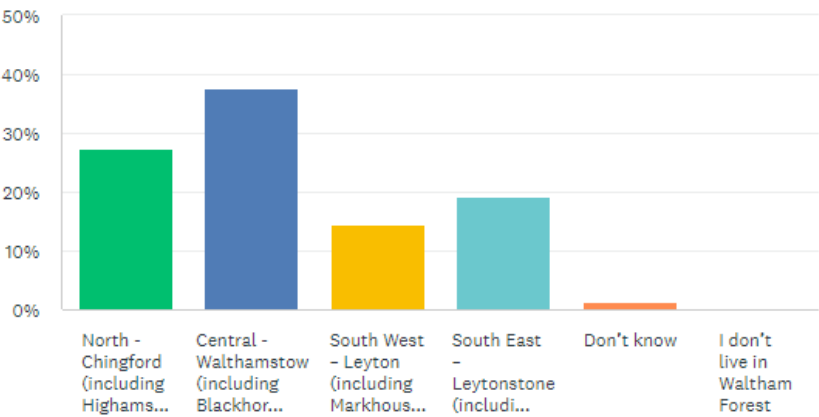


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In which area of Waltham Forest do you currently live?

Answered: 2,581 Skipped: 176




ANSWER CHOICES	RESPONSES	
▼ North - Chingford (including Highams Park, North Chingford, Chingford Hatch, Chingford Mount)	27%	709
▼ Central - Walthamstow (including Blackhorse Lane, Walthamstow Village, Wood Street, Higham Hill)	38%	968
▼ South West - Leyton (including Markhouse Village, Lea Bridge, Bakers Arms)	14%	373
▼ South East - Leytonstone (including Whipps Cross)	19%	496
▼ Don't know	1%	33
▼ I don't live in Waltham Forest	0%	2
TOTAL	2,581	

A 1.7 Length of Time Respondents Have Lived in Waltham Forest

Figure 16: Length of time respondents have lived in Waltham Forest

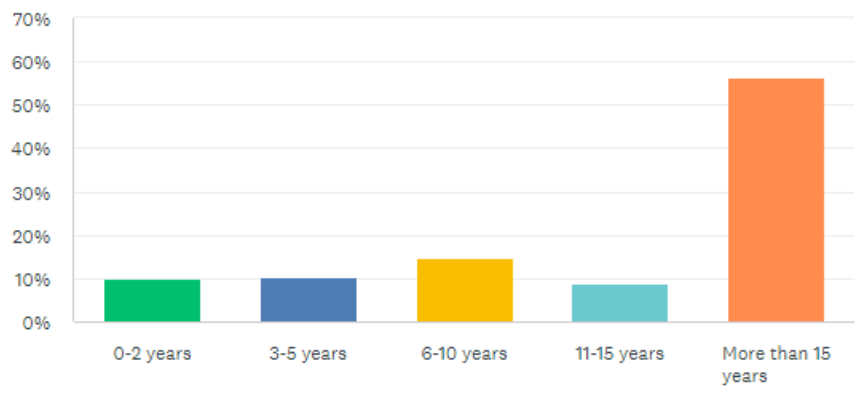
Q16

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For how long have you lived in Waltham Forest?

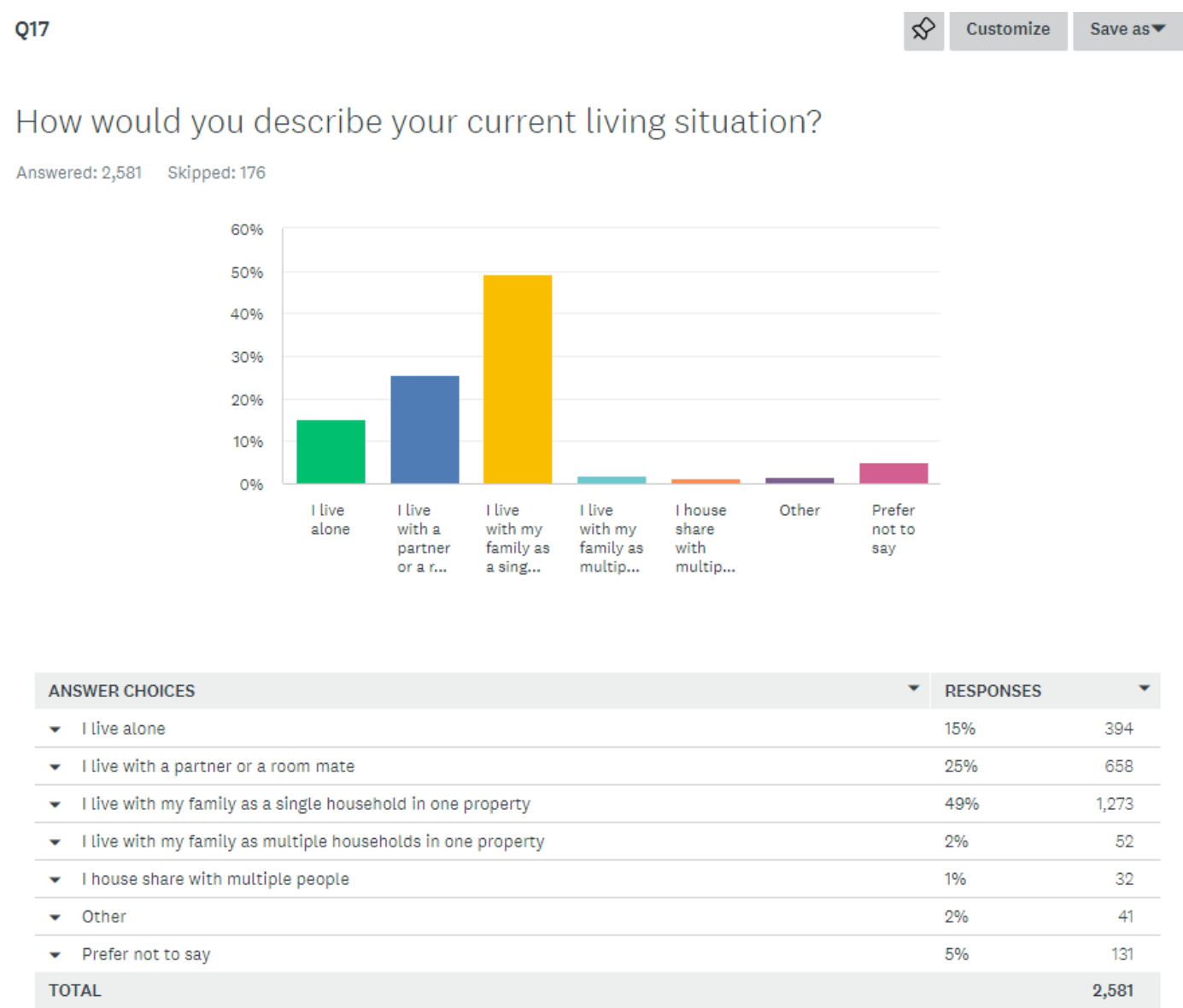
Answered: 2,581 Skipped: 176



ANSWER CHOICES	RESPONSES	
▼ 0-2 years	10%	252
▼ 3-5 years	10%	271
▼ 6-10 years	15%	380
▼ 11-15 years	9%	227
▼ More than 15 years	56%	1,451
TOTAL	2,581	

A 1.8 Current Living Situation of Respondents

Figure 17: Current living situation of respondents



A 1.9 Number of People Residing in Accommodation

Figure 18: How many people currently live in accommodation

Q18

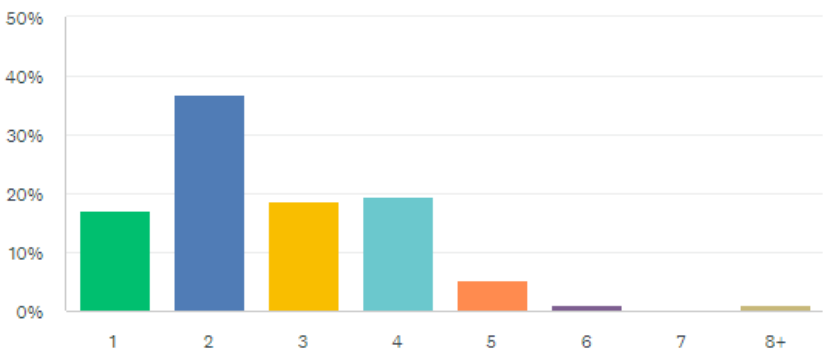


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How many people currently live in your accommodation (including yourself)?

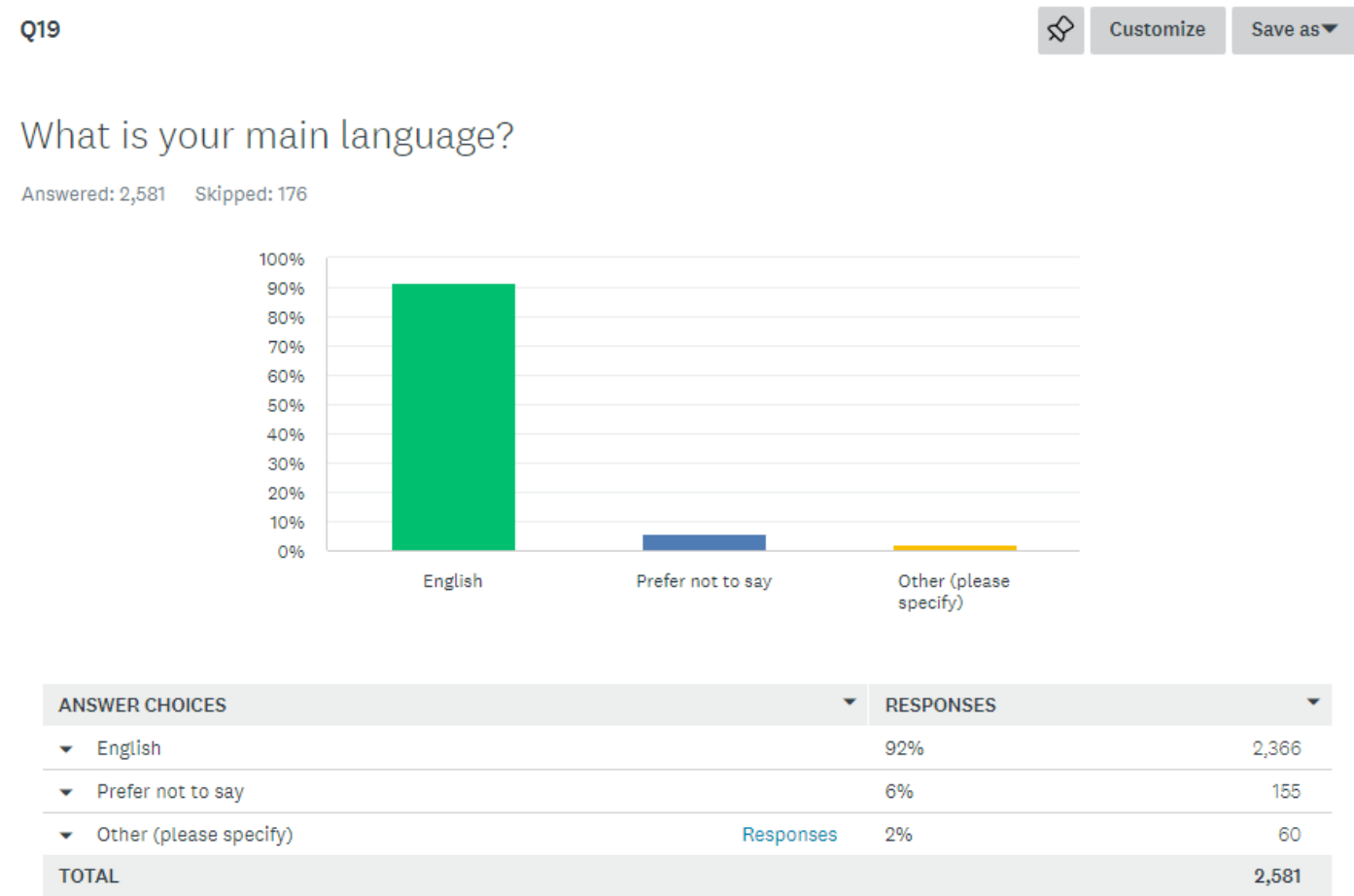
Answered: 2,581 Skipped: 176



ANSWER CHOICES	RESPONSES
▼ 1	17% 443
▼ 2	37% 953
▼ 3	19% 484
▼ 4	19% 503
▼ 5	5% 133
▼ 6	1% 30
▼ 7	0% 8
▼ 8+	1% 27
TOTAL	2,581

A 1.10 Main Language of Respondents

Figure 19: Main language of respondents



A 1.11 Respondents’ Level of English Speaking

Figure 20: Respondents’ level of English speaking

