

Waste Strategy Consultation Report

July 2025

Methodology

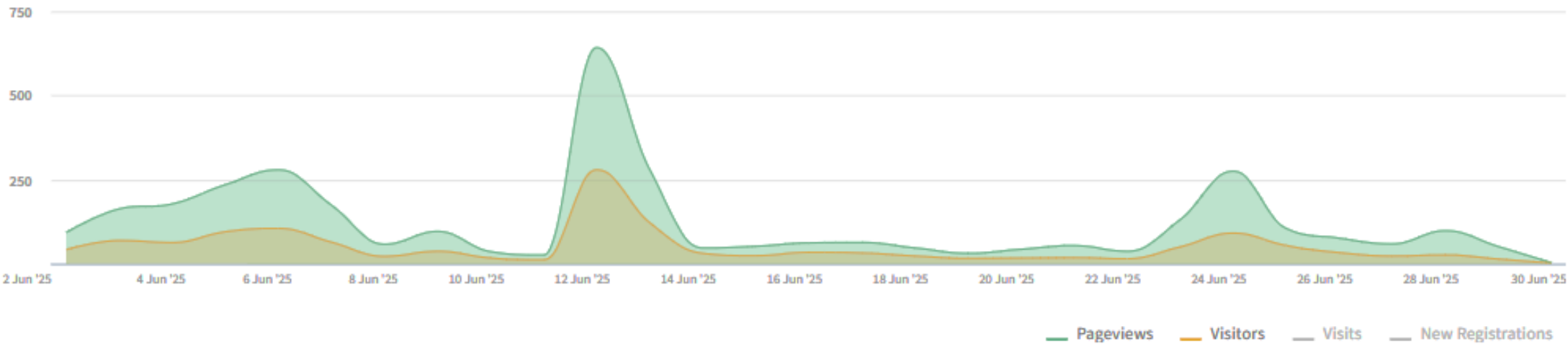
- The consultation ran from 2 June 2025 to 29 June 2025
- It was available at haveyoursay.bcpCouncil.gov.uk/Waste-strategy
- Paper copies were available in libraries
- The consultation was also promoted at Council Recycling Centres
- The following formats were available:
 - online survey
 - paper surveys

Consultation webpage visits



Visitors Summary

Have Your Say Bournemouth, Christchurch and Poole from 02 Jun'25 to 30 Jun'25



Aware Visitors (viewed EHQ page)	Informed Visitors (Interacted with EHQ page)	Engaged Visitors (Completed survey online)
1288	770	303

Social Media Activity

5 posts were published on our social media channels during the consultation

Channel	Reach	Impressions	Engagement
Facebook	9.1k	9.7k	628
Instagram	1.6k	2.6k	14
X	-	-	-
LinkedIn	-	1.2	32
Total	10,706	13,521	674

Survey Findings

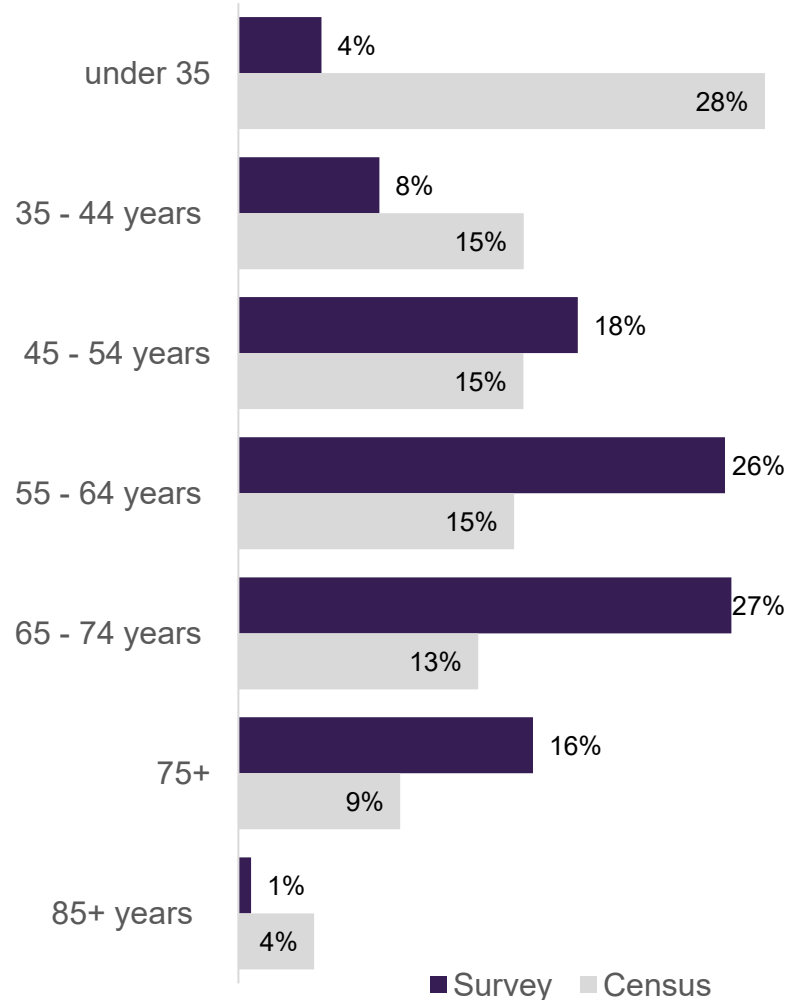
Response

Total number of surveys completed	Number completed on-line	Number of paper surveys completed
312	303	9

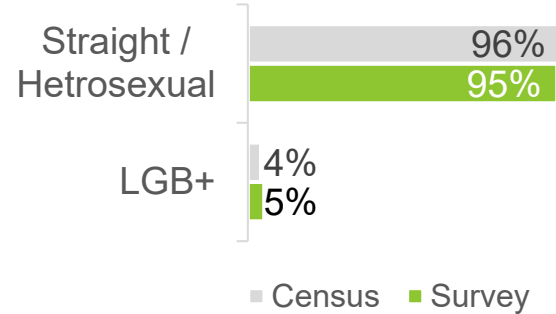
- 303 respondents said they were responding as an individual
- 2 respondents said they were responding as a business and an individual
- 7 did not answer

Respondent profile

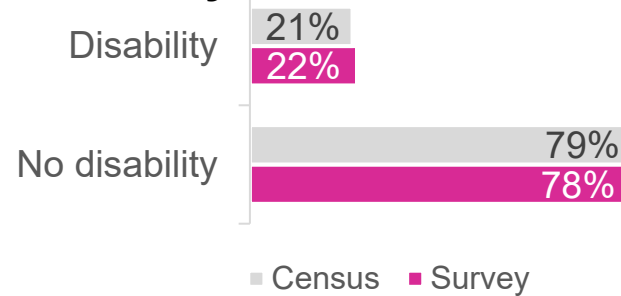
Age group



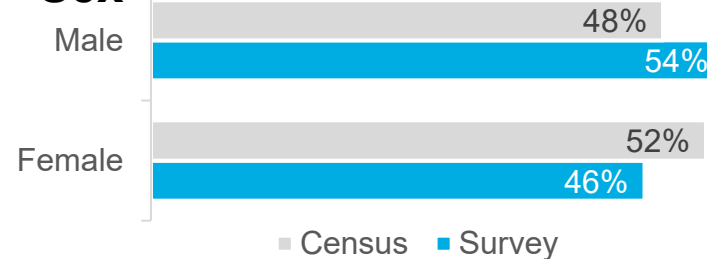
Sexual orientation



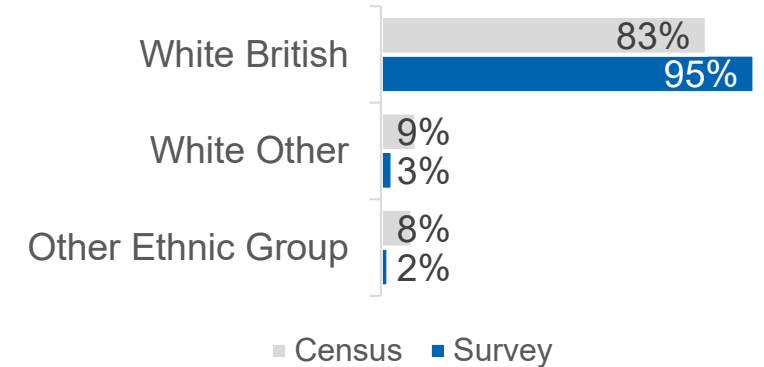
Disability



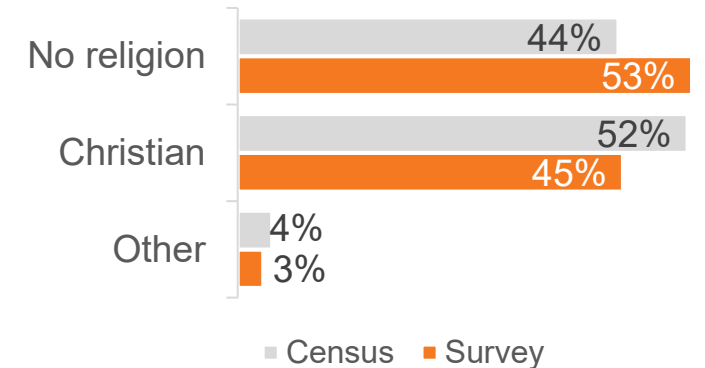
Sex



Ethnicity



Religion



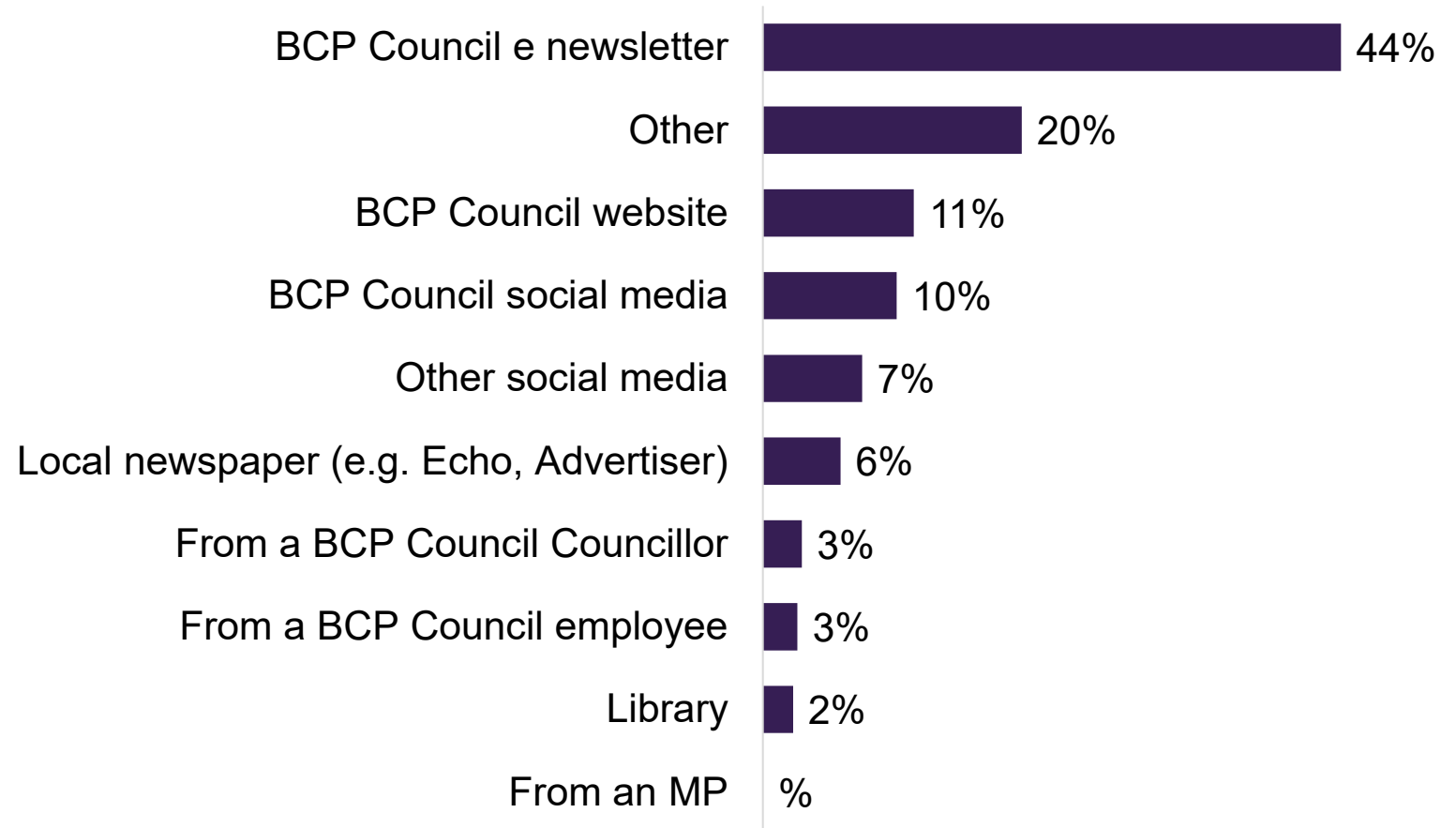
How did you find out about the consultation?



By BCP Council e newsletter was the most popular way of finding out about the consultation at 44%

Other responses included:

- Residents Association
- Facebook
- A friend
- Neighbour
- Someone from household
- Residents' magazine
- Repair Café
- BCP Staff intranet
- Have your say home page

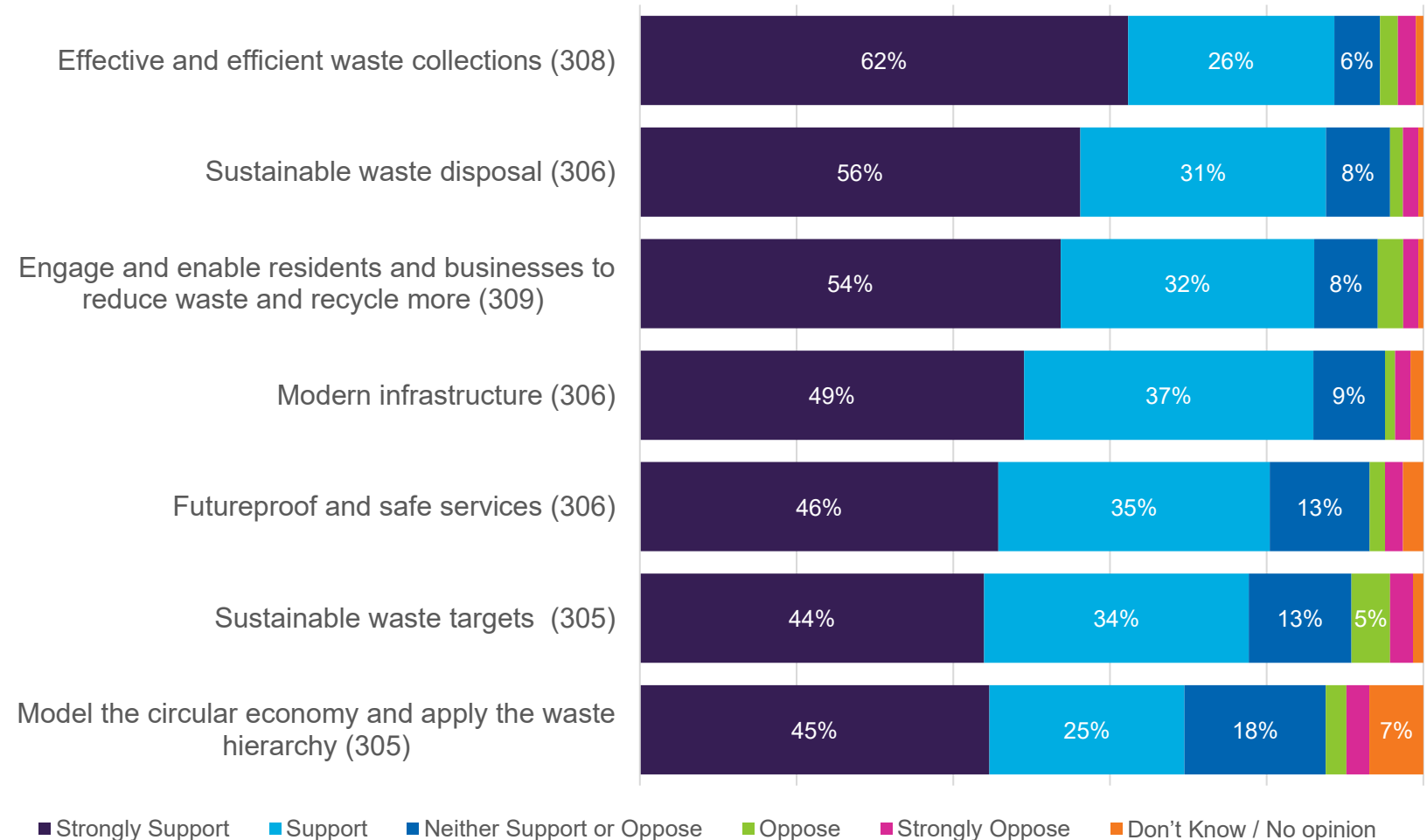


Do you support the proposed waste strategy ambitions?

Effective and efficient waste collections had **the most support** (273)

Sustainable waste targets has **the most opposed** responses (24)

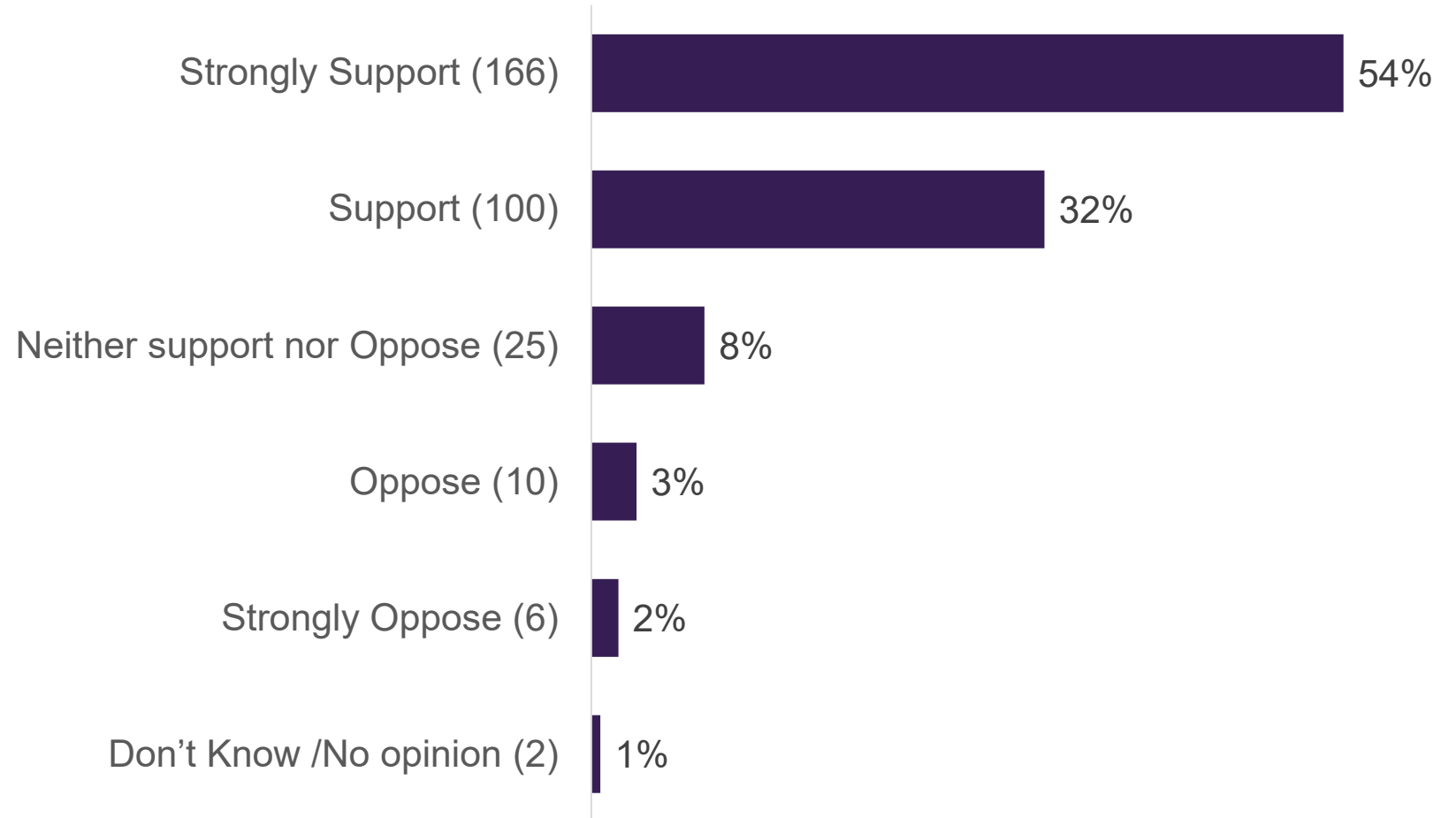
Model the circular economy and apply the waste hierarchy had the **most don't knows** (21)



Do you support the proposed waste strategy ambitions?

Engage and enable residents and businesses to reduce waste and recycle more

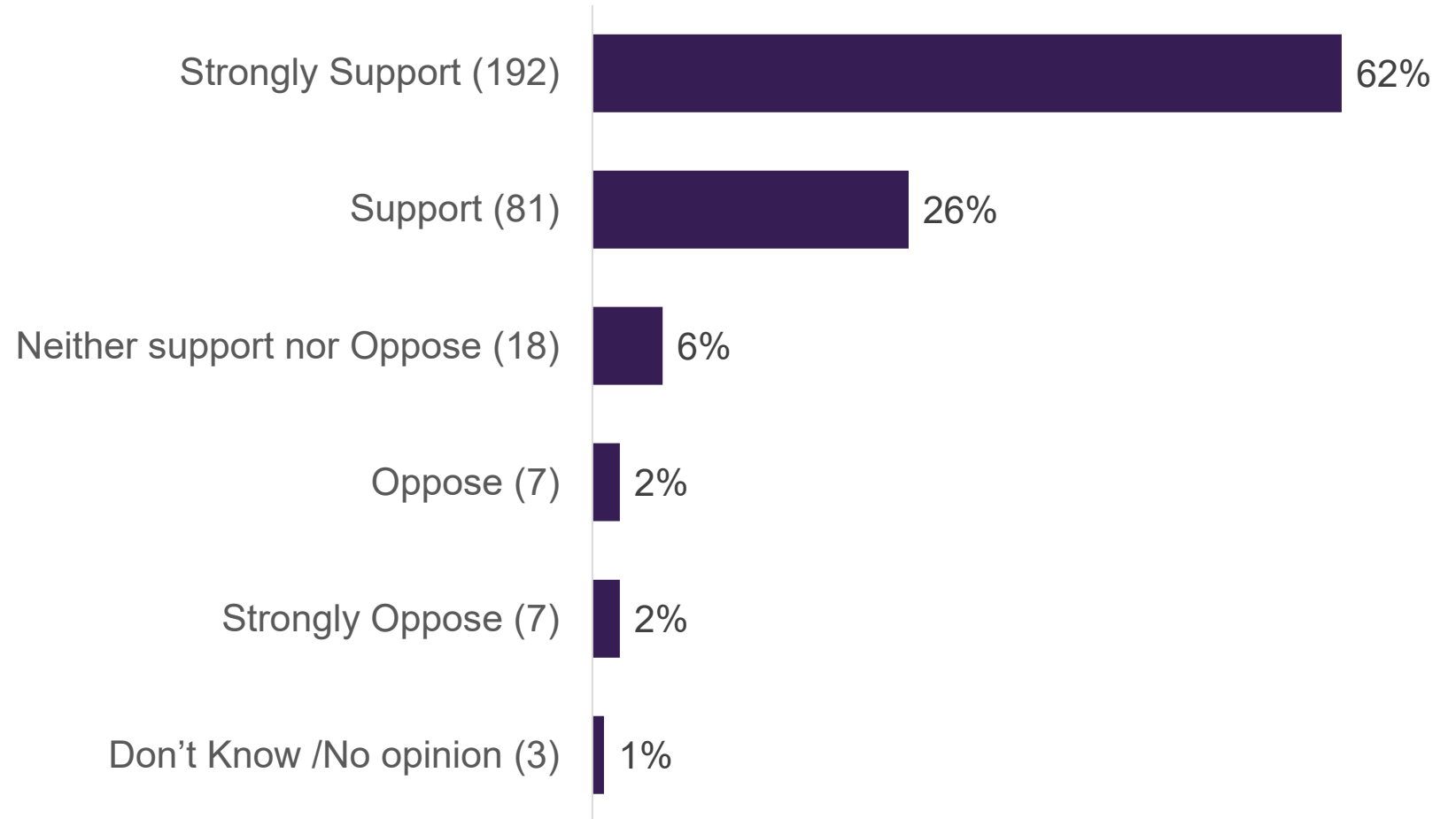
86% of those who responded supported the ambition



Do you support the proposed waste strategy ambitions?

Effective and efficient waste collections

88% of those who responded supported the ambition

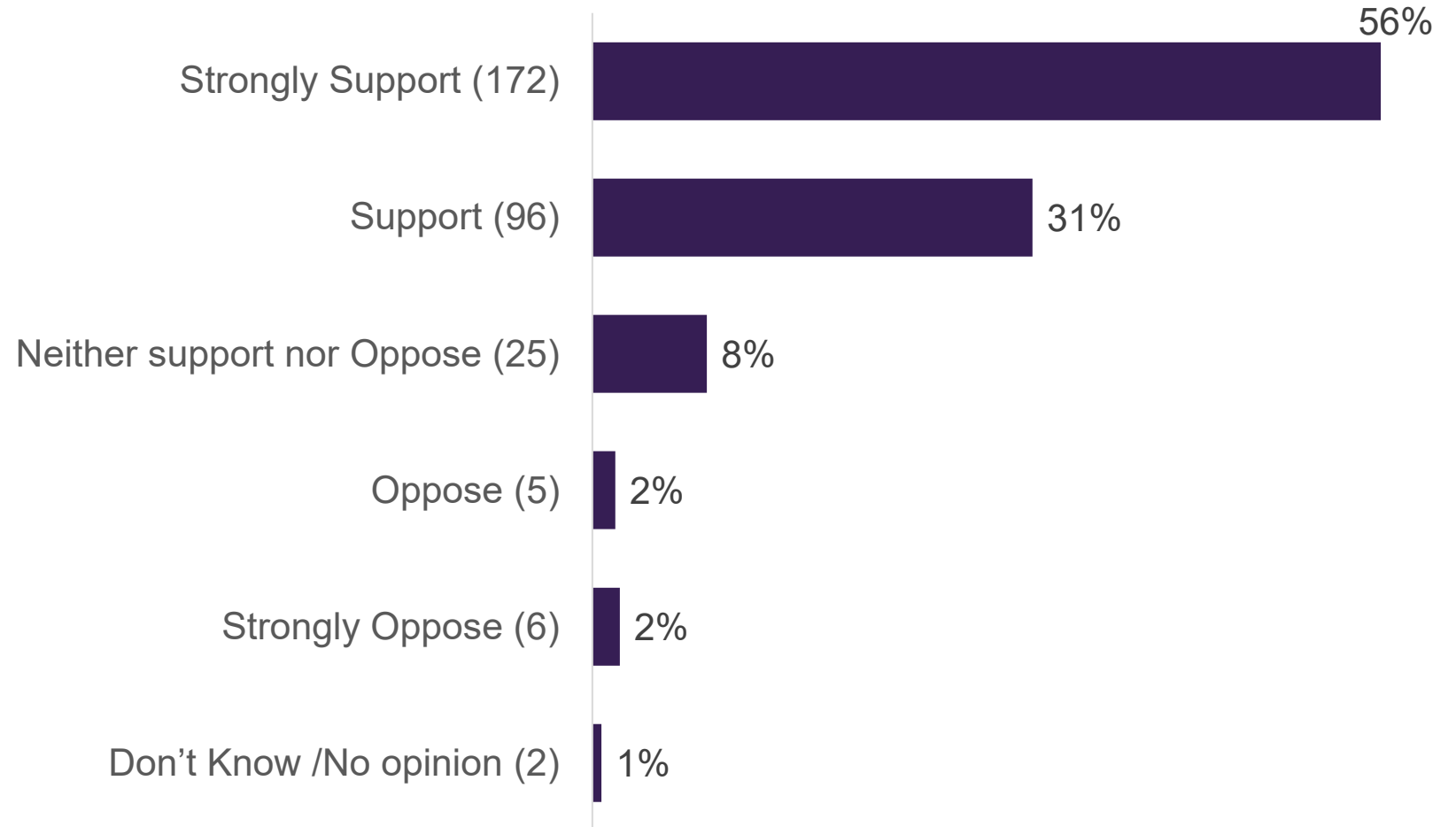


Do you support the proposed waste strategy ambitions?



Sustainable waste disposal

87% of those who responded supported the ambition

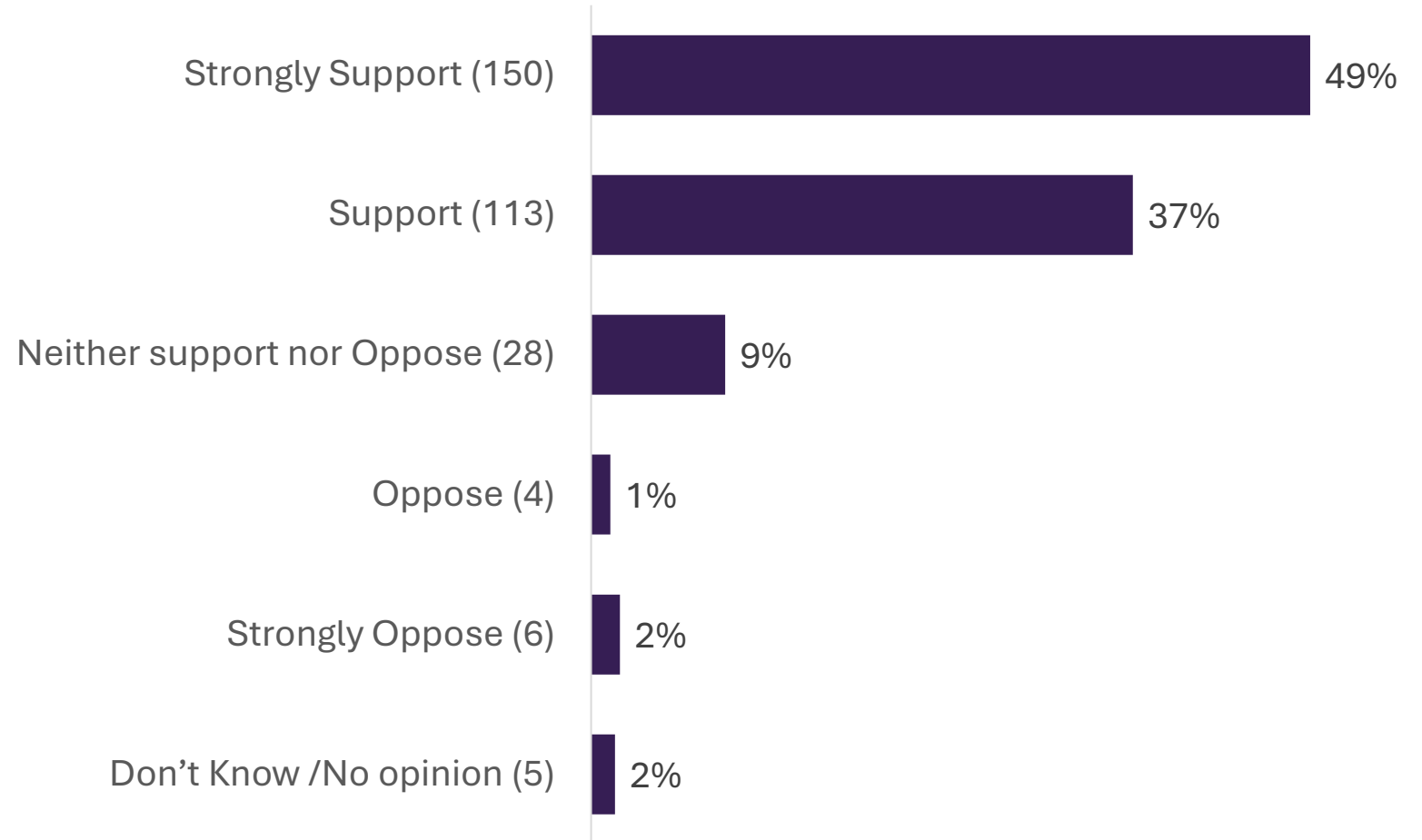


Base 306

Do you support the proposed waste strategy ambitions?

Modern infrastructure

86% of those who responded supported the ambition

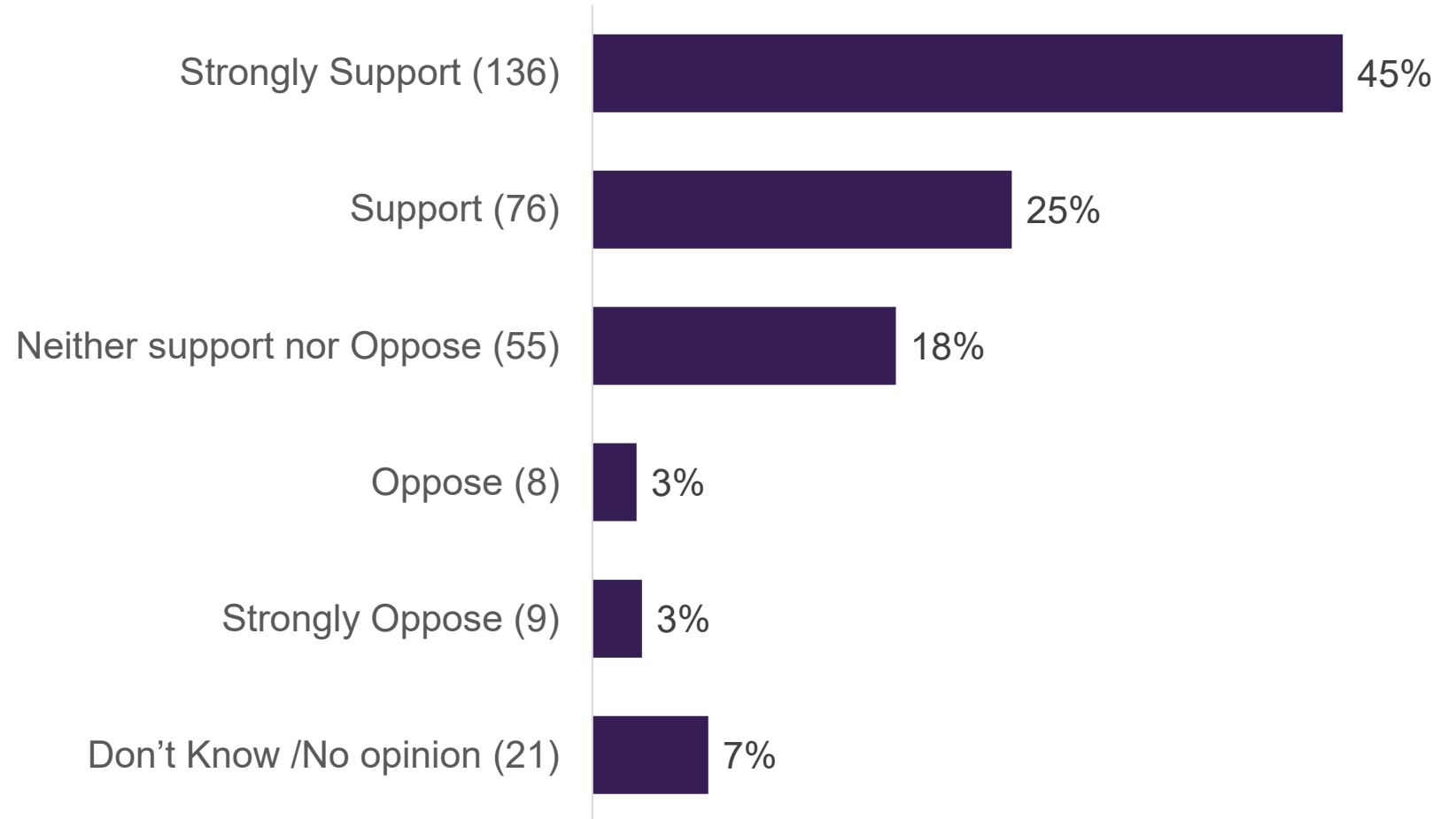


Base 306

Do you support the proposed waste strategy ambitions?

Model the circular economy and apply the waste hierarchy

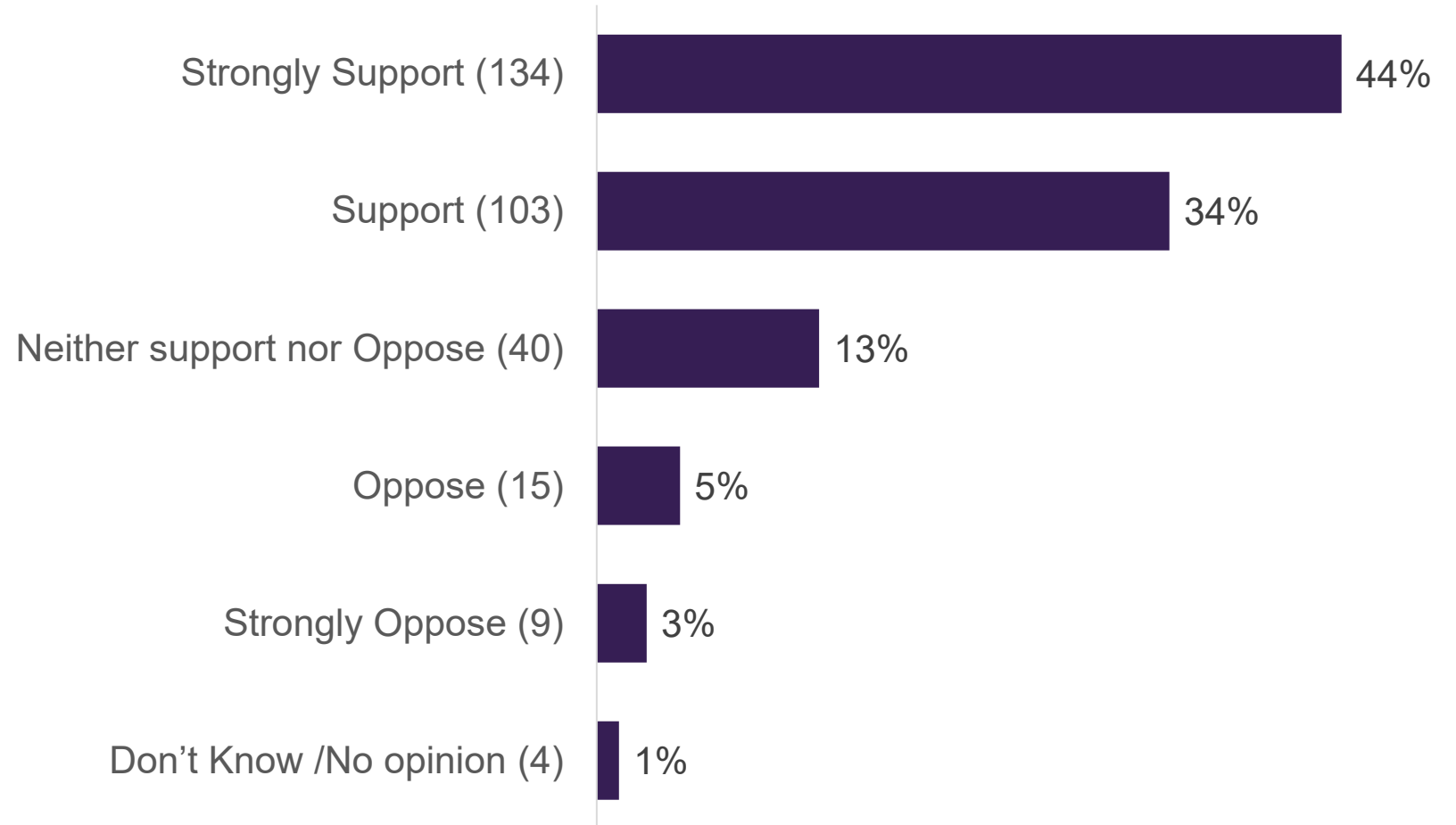
70% of those who responded supported the ambition



Do you support the proposed waste strategy ambitions?

Sustainable waste targets

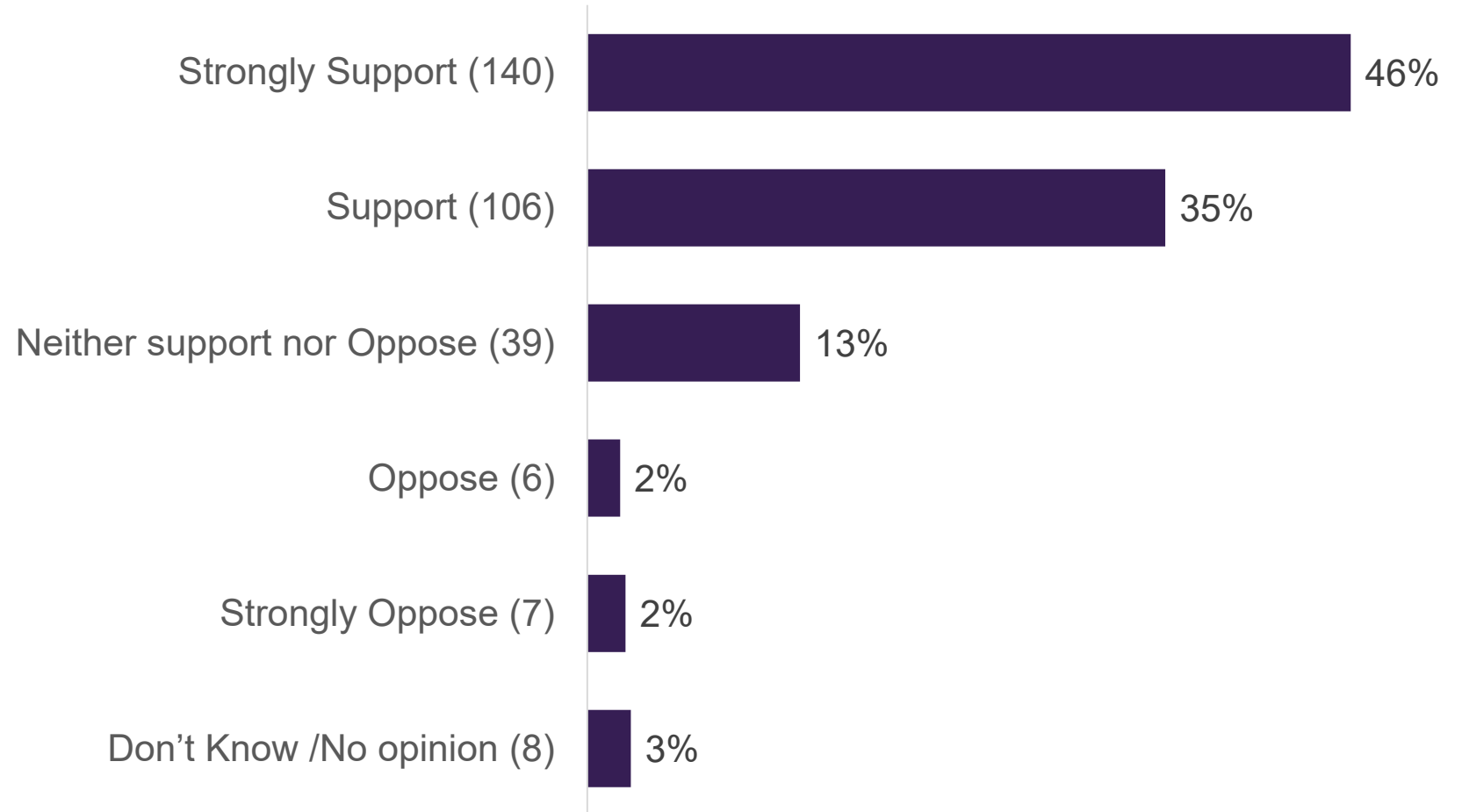
77% of those who responded supported the ambition



Do you support the proposed waste strategy ambitions?

Futureproof and safe services

81% of those who responded supported the ambition



Base 306

Ambitions – Comment themes

Theme	Comment
General Support for ambitions	Respondents broadly agreed with the ambitions - such as improving recycling, reducing waste, and promoting sustainability. However, this support was often conditional.
Simple and accessible recycling	Respondents want recycling to be straightforward and accessible , with clear systems that minimize confusion. There are concerns that the proposed ambitions might complicate processes or reduce services - especially bin collections - making recycling harder, particularly for vulnerable groups.
Desire to rehome, repair and repurpose	There is frustration over the removal of local reuse facilities , as respondents wanted better support to repair, rehome, and repurpose items.
Education and communication	There's strong support for better education and communication to help residents and businesses understand what can be recycled and how to do it properly.
Business accountability	Some respondents felt businesses must be held more accountable for waste reduction, with better enforcement and clearer expectations.
Opposition	There is opposition to the use of incineration for disposing of waste.
Calls for Stronger Action	Some felt the ambitions were not ambitious enough , particularly around recycling and reuse.
Equity and Fairness	There were concerns about inconsistency of the food waste service across the BCP area.
Trust and Communication	Some respondents questioned the consultation's authenticity and clarity, expressing a need for more information and concern over how the objectives would be delivered .

Ambitions – Example quotes from respondents

“The availability of items taken to the tip that could be resold is not acceptable. There needs to be local points where items can be found. For example a shop in Poole is not helpful for someone in Christchurch who doesn't/ can't drive. This would allow more items to be reused.”

“Effective and efficient waste collections - difficult to know what you mean by this, the devil is in the detail with these sorts of statements. If that means a reduction in black bin waste collection I would not support. Similarly modern infrastructure - if that means huge lorries and resulting development dominated by bins I would not support. More details on the implications are needed to fully understand the ambitions.”

“I support all the above as statements, but I am very wary/suspicious of these statements/desires being used as an excuse to cut services down to unrealistic levels.”

“Whilst I support the council waste ‘ambitions’ in theory, I would like to know what strategies will be put in place, extra costs for residents, etc. to achieve these goals/ambitions. Or a realistic and achievable action plan with costs. Also, how you would go about changing people’s mindsets into being more responsible to follow more sustainable habits?. I appreciate you have to write these strategies to satisfy a number of parties, but let them be more than just words”

“Ensure the future of Christchurch recycling centre with improved opening hours. To bring back the for sale items as this allows discarded items to be reused instead of just dumped into a skip.”

“Can try to achieve this without increasing council tax further, please.”

“These are all meaningful words - but I see no costs. Hopefully this means you will achieve all these splendid targets from your own existing resources.”

“The system should be simple to use and follow the waste hierarchy”

“Keep it simple and as cost effective as possible. Maintain existing waste collection cycles.”

Ambitions – Example quotes from respondents

“Co-mingled bins recycling is best... Keep recycling for residents simple and straight forward. No point making it complicated to squeeze another 1% residents can't understand what is/isn't recyclable even now. Don't clutter the streets with more bins and don't have bags or open boxes that attract vermin and gulls.

Do more checks to see businesses are using approved waste handlers and more checks businesses are using commercial and not residential or street litter bins”

“I would like focus on recycling, rat control and stronger focus on landlords and their responsibilities”

“Need to encourage recycling among our businesses, and in communal blocks of flats.”

“I believe statistically, businesses cause more landfill and do not recycle anywhere near as much as residents. Focus should be on those.”

“If a council tax payer takes a item to the waste centre i.e. say a two buckets of soil, or a toilet pan please scrap the charges for small amounts if you scrapped charges on some items people would less inclined to fly tip, You need to charge it one takes a van load with items. so just make it easier to get ride of items without large charges”

“Encouragement to reduce and reuse is important factor that all should consider and ‘chucking it in bin’ should be last option rather than some peoples first. So education/information needs to improve”

“Anything to make recycling/ waste easier for today's modern world. “

“Better education in how we can better recycle. Have better and more options on recycling plastic bags and packaging”.

“Incineration is NOT the way to go forward, even as an interim measure.”

“To clarify I am against burning of waste materials. The focus should be on recycling more. BCP has a lot of houses that have recycling bins, make the most of them.”

“Waste incinerators are not a sustainable way to dispose of non-recyclable rubbish.”

Ambitions – Example quotes from respondents

“Sustainable waste targets should be more challenging than they are.”

“I have marked 'Support' on infrastructure as not certain what 'Improving our waste sites' comprises - the environment should be considered at all times. My concerns are to NOT install new incinerators at huge cost to nature and our green belt. Sustainable waste targets - 2045 is a long way off, is this ambitious enough? Doesn't sound it, but without knowing the details its hard to comment. Also wording 'We also need to meet the Government's waste targets to recycle 65% of our waste and send less than 10% to landfill by 2035' doesn't state that you WILL meet it. You're stating a need rather than an intention to meet this.”

“The need for an overhaul of the current waste system is desperately needed, so I strongly support these ambitions. Need to set challenging ambitions to drive change.”

“I think this is really important. However an immediate thing that could be changed is to start food waste collections in Poole. I find it extremely unfair that you collect in Bournemouth and Christchurch but not Poole when it is the same council. I have lived here for nearly 6 years and have asked about this multiple times & have never had a clear explanation as to why you can't just apply the same scheme here.”

“No, but getting good waste bins out to Poole Residents should be on the list”.

“A bit woolly does not say how this will be done. Suspect it will not actually help residents”

“It all looks like waffle. What does it actually mean in practice?”

“There isn't much information here. I don't really know what I'm voting on.”

“In principle, I support the above aims but I cannot give a categoric response without sight of the methods and costs proposed to achieve these aims.”

“I suspect you have already decided what your policy will be and this is purely a tick box exercise.”

Are there any other ambitions you think should be considered?

Theme	Comment
Expand and Simplify Recycling	Respondents want easier accessible recycling options that include hard-to-recycle items, They would like clearer guidance on what can be recycled, where it goes, and how much is reused
Equal Access to Services	There's demand for consistent waste services across all areas , especially Poole.
Reduce Plastic and Packaging Waste	Respondents want action to reduce packaging at the source, eliminating unnecessary plastics and to promote reusable alternatives to businesses.
Improve Waste Infrastructure	Suggestions focus on more frequent collections , better bin placement , and reliable services .
Tackle Fly-Tipping and Litter	Respondents want tougher enforcement and easier legal disposal to prevent illegal dumping.
Promote Repair and Reuse	There's support for community-based reuse and repair initiatives to reduce waste.
Education and Awareness	Respondents want better public education on recycling , especially for younger generations.
Oppose Incineration	Many respondents are firmly against incineration and want sustainable alternatives.
Make Recycling Centres More Accessible	People want easier access to tips without booking systems or restrictive policies.
Incentivise Sustainable Behaviour	Ideas include financial rewards and policy changes to encourage greener habits.

Ideas for other Ambitions – Example quotes from respondents

"I would like to see more information made publicly available about how to manage items that can not be put in current recycling - e.g. pringle cans, aerosols, deodorants etc"

"Local council tips should be easily accessible near to local residents and free to use. The Christchurch tip provides an example of an excellent facility which is tides well run and easily accessed. This service should be replicated across the area. Better waste management and ease of use would meet most criteria. Don't make it difficult for residents."

"Please please please do not bring in any crazy booking schemes for our community waste sites. All you need to do is change the contract so they are open longer!"

"As a Bransgore resident we have been excluded from using our local recycling centre at Somerford. We now have to drive 10 miles to use the Lymington or Somerley sites. We shop in Somerford and have always used our local site at Somerford. An additional employee is now required to reject those that do not reside in the BCP area and similar measures have been taken to exclude Verwood residents from Somerley. This is incredibly petty and requires many extra miles to be driven. Is a bit of give and take too much to ask?"

"When will we be able to recycle food waste in Poole and hard plastics again?"

"Food waste should be introduced to households as soon as possible."

"Feedback data back regularly to residents on how much is recycled, improve clarity on what can be recycled and where, increase the number of items that can be recycled...make it more transparent...what happens to the things that can't be recycled. Where do they go? Recycling here is very important but the bigger picture too and I think people will engage more if they know."

"I urge the council to advocate local businesses as well as global businesses who operate in this area to look at packaging. As well as raising consumers awareness about what packaging is used on the goods they buy."

"... lobby retailers to use packaging materials, both for food and goods, that is easier to recycle."

Ideas for other Ambitions – Example quotes from respondents

“...central government should insist that all packaging is recyclable and that all authorities should recycle the same materials. This would have standardised the packing and made recycling so much easier.”

“...reduce the amounts of packaging at source. Then there will be less waste to deal with.”

“An idea would be to make supermarkets more responsible for recycling their packaging. So, when you go shopping you take your plastic cartons/trays and deposit them in a place designated by the supermarket.”

“Ensure that any residential waste collection is efficient and done regularly to encourage proper recycling and waste management”

“I have heard we may be going to 3 weekly bin collections as opposed to 2 weekly and I strongly oppose this”

“Not reducing the number of bin collections as it makes fly tipping worse”

“Don't overcomplicate matters, keep waste selection simple so residents understand it. To most people, waste is just waste, they won't devote time to worrying about in which bin they should place rubbish. Also avoid the law of unintended consequences: fly tipping will increase if residents feel collection is too infrequent, or too expensive.”

“... pursue fly-tippers who are spoiling the countryside”

“Seriously punish fly tippers.”

“Think about how we collect waste around the area and how bins overflow quickly. In Spain they have bins where there is a significantly larger collection area beneath the bin to stop it overflowing. This would significantly help reduce rubbish and recyclable items being discarded next to an overflowing bin.”

“... bins can come with signage to say what can be recycled...”

“Cleaner streets need to be implemented through fines. More cameras set up to catch fly tipping in common areas.”

“Ensure waste recycling sites are available to residents without the need for booked appointments. Enforce rigorously only tipping - more cameras more prosecutions. Can we charge fly-tippers full cleanup costs?”

Ideas for other Ambitions – Example quotes from respondents

“Create legislation that outlaws built in obsolescence and ensures that every attempt is made to make products repairable.”

“Educating people and children via schools the imperativeness of this for the future. I believe a lot of recycling is “spoilt””

“Repair Shop type council run. To allow items to be brought in and repaired.”

“More awareness [among] young people. More encouragement to reuse and repair. Discourage people from throwing away items away and buying new ones. Stop littering”

“...do all of this without the use of incinerators.”

“Rewards systems; can we find a way to make people financially better off if they recycle more? Reductions on council tax, credits to use on the buses. I've seen similar systems in Europe where returning bottles and cans to drop off points can earn a little extra cash.”

“Reminders re litter, keep areas clean & tidy, encourage and promote”

“More recycling collections, less waste collections would mean people would need to think about recycling more.”

“Actively encourage use of reusable items through surcharges or bans on disposable items or e.g. reduced rates on premises for businesses who are making genuine efforts in this area.”

“Ambition for more information and educational opportunities, particularly at our recycling centres.”

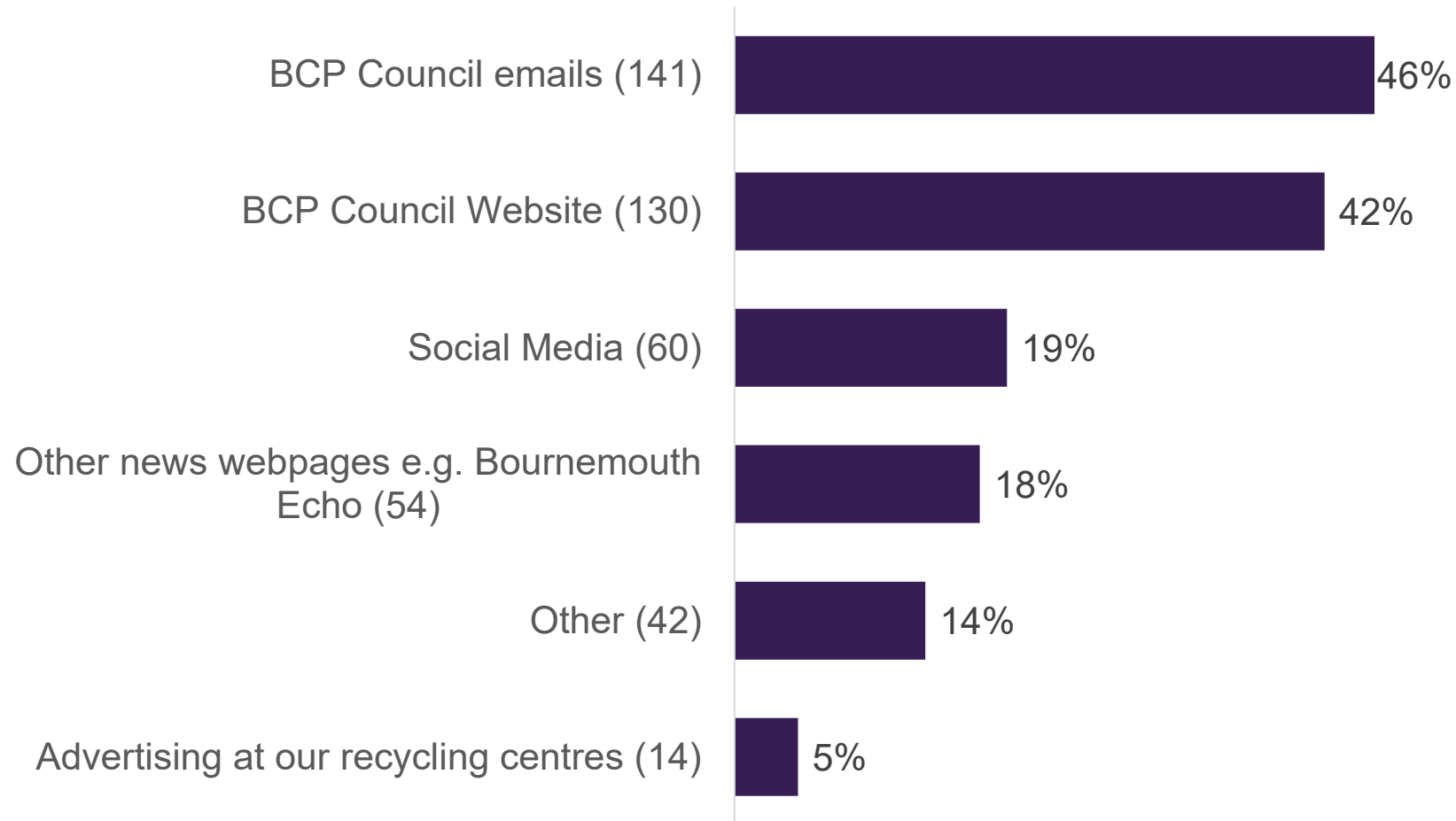
“More rehoming & repurposing. Free sites for people to deliver & collect items with use left.”

“Encouraging home composting with provision of discounted compost bins? Encouraging rainwater retention with discounted water butts and fitting kits where suitable?”

“Ease of access; to achieve a target you need to ensure whatever people need to do is feasible and accessible.”

“Increased recycling opportunities. A great range of material collected from households”

How do you hear about your council recycling and waste services?

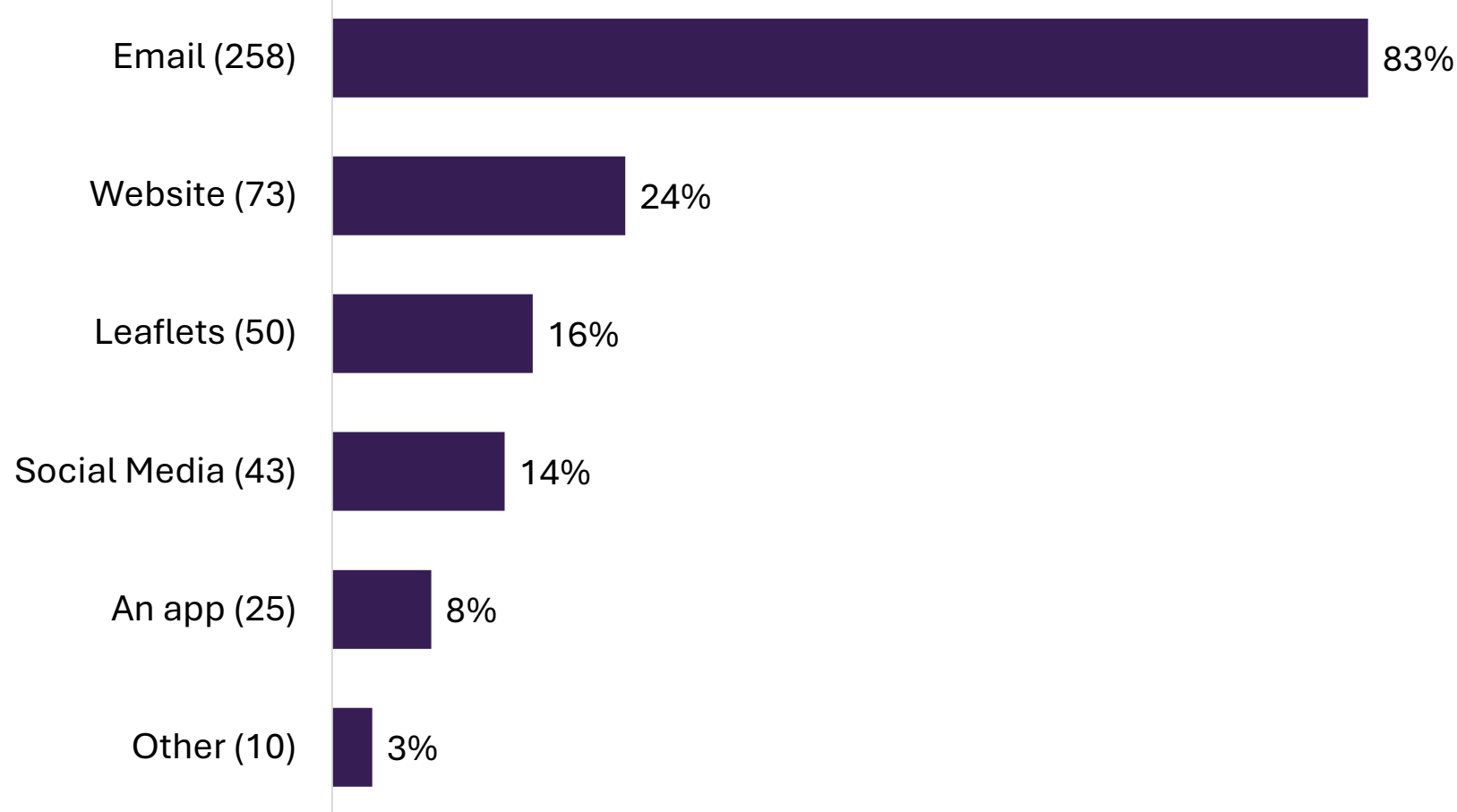


Other sources include:

- Residents Associations
- Email
- BCP Council / Official Channels
- Flyers / Mail / Posters
- Word of Mouth / Personal Contacts
- Library / Public Spaces
- Self-Initiated / No Clear Source
- Political / Leadership Mentions

Base 308

What are your preferred methods of communication when hearing from BCP Council about recycling and waste services?



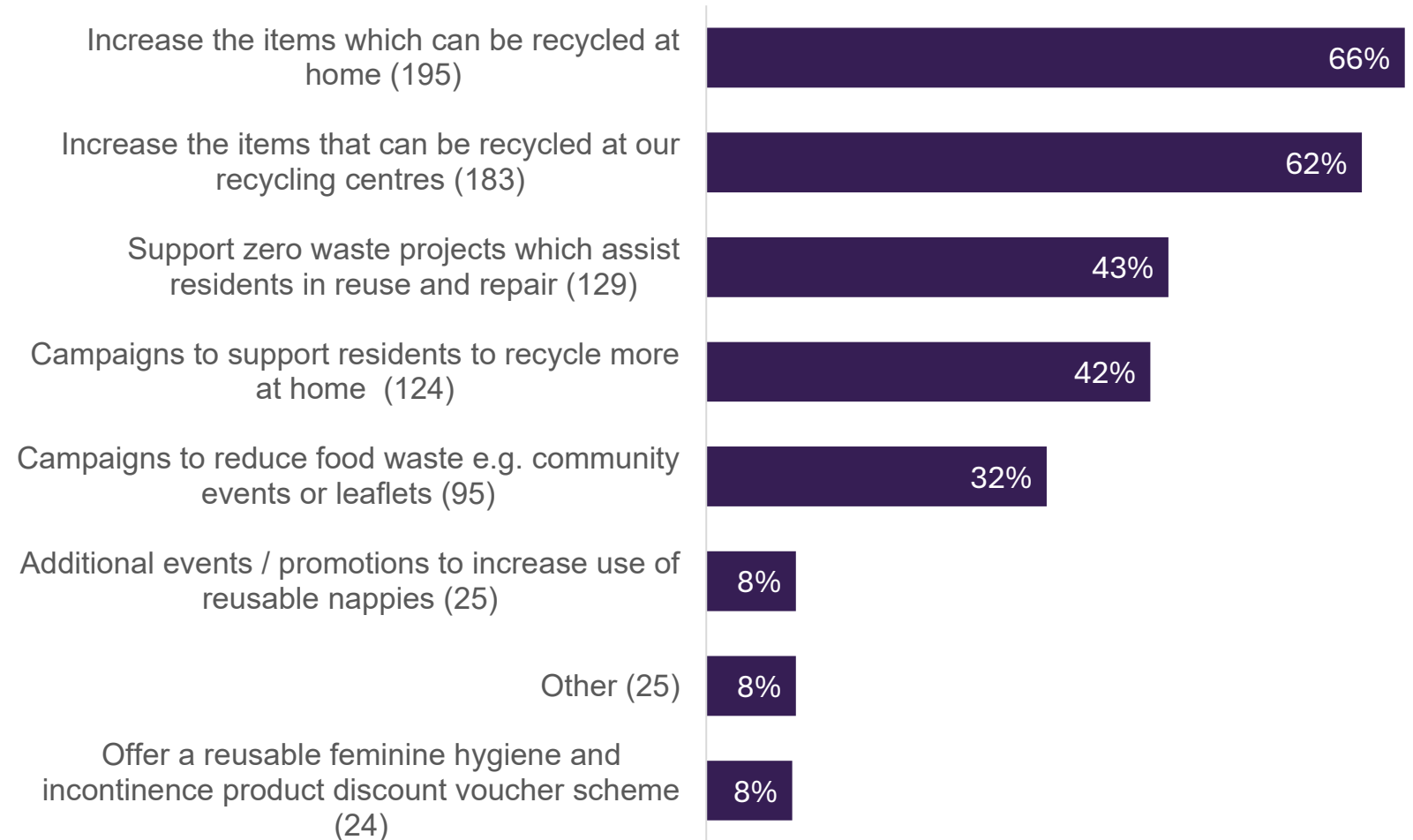
Other methods included

- Post
- Leaflets
- Posters
- Sticker on bin
- Local Councillors
- TV
- School newsletters
- Prefer no contact

There are education campaigns and smaller service improvements we could consider

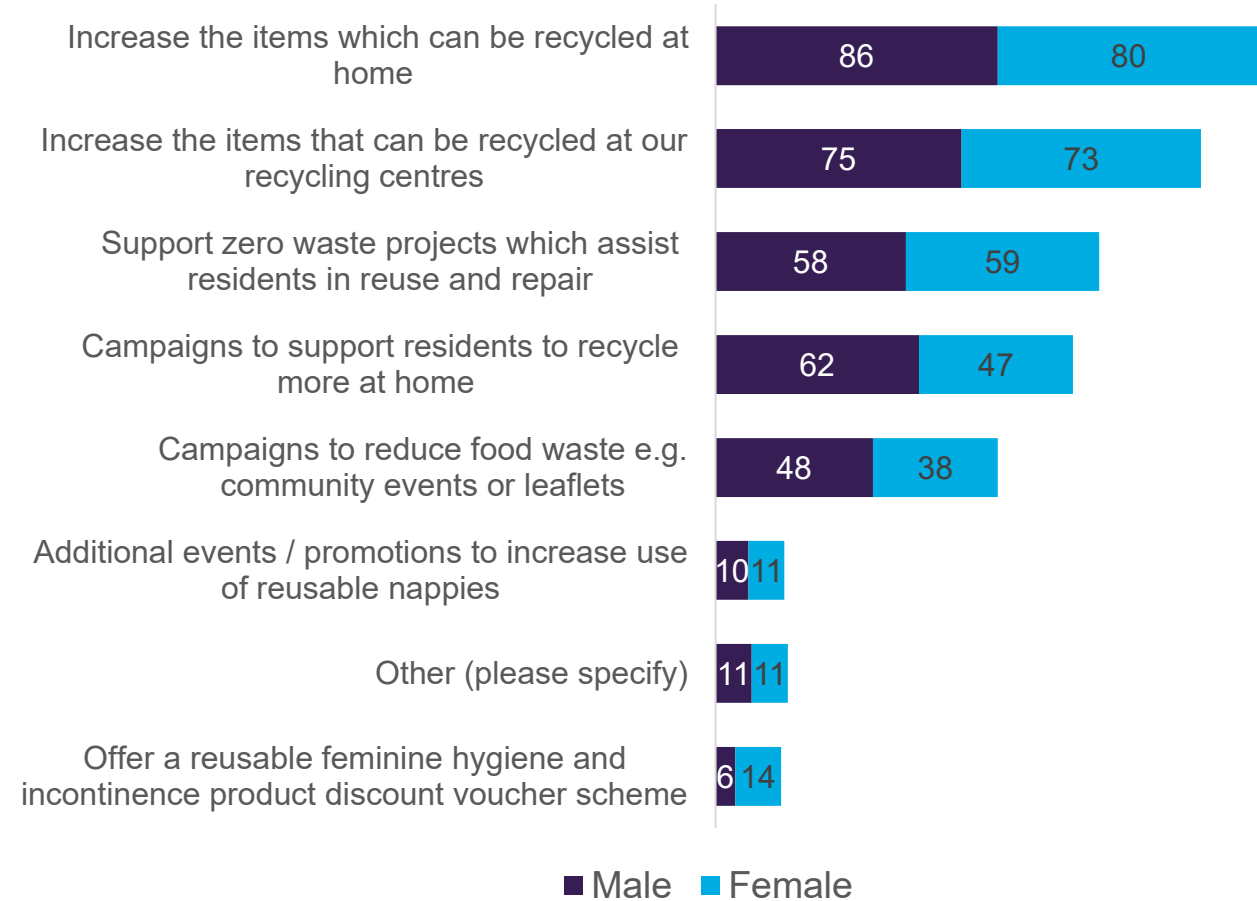
The top three selected by respondents

1. Increase the items which can be recycled at home
2. Increase the items that can be recycled at our recycling centres
3. Support zero waste projects which assist residents in reuse and repair



There are education campaigns and smaller service improvements we could consider by sex

Male and female responses were largely similar, except for a few differences: **men were more likely to select** 'campaigns to support residents to recycle more at home' and 'campaigns to reduce food waste e.g. community events or leaflets', while **women were more likely to select** 'offer a reusable feminine hygiene and incontinence product discount voucher scheme'



Education campaigns and smaller service improvements.

Other

Theme	Comment
Make Recycling Easier and Broader	Respondents want simpler, clearer, more affordable recycling systems and more items accepted at kerbside and centres.
Improve Access for All Residents	There's concern that people without cars or in certain areas are excluded from services.
Promote Reuse and Circular Economy	There is support for rehoming, composting, and community-based reuse schemes/events.
Targeted Campaigns and Education	A few respondents want smarter, more focused campaigns – especially for landlords, businesses, and young people.
Hold Businesses Accountable	Some respondents feel businesses and hospitality venues should do more to reduce and manage waste.
Encourage Behaviour Change	Ideas include incentives like deposit return schemes and disincentives for littering.
Criticism of Council and Strategy	Some comments reflect frustration with council decisions and perceived inefficiencies .

Education campaigns – Example quotes from respondents

“...Something that always frustrates me is (as someone getting older and thinking about giving up a car) what do you do when you are older, with not a lot of money and you have no car to get to the recycling centre? (I would be prepared to get a bus and walk in, but we're not allowed to do that.) It's almost like poorer/people without transport are penalised. ...And no, I don't have relatives or friends with cars that could do it for me”

“Reduce cost to residents and reduce hassle disposing of waste”

“Recycle batteries and electricals at kerbside e.g. old kettles, keyboards, vape pods, old hoovers, irons, children's high chairs. Bring back Rag and Bone man open top vans but rename to reflect 21st century.”

“Simple clear signs on leaflets, bin lorries what can be recycled. Increase what can be recycled from home small electrical, hard plastics etc”

“Re-instate the kerbside collection of small electrical items that operated in Bournemouth before the creation of BCP.”

“Give and take days with PAT tester and H&S advisor on site”

“Much plastic waste comes from supermarkets. So I would like to see a campaign targeting supermarkets to reduce the amount of packaging.”

“Direct campaigns effectively targeted at landlords who can commonly hinder recycling and waste collection.”

“I feel you really should target restaurants/bars/hotels/sports venues, etc. because of the vast amount of waste they produce which isn't recycled but could be”

“Campaigns and vouchers are not cost effective. A smaller service improvement I would like to see is a system like in Germany. Return your bottle to the beach cafe stall you bought it from and get 20p back.”

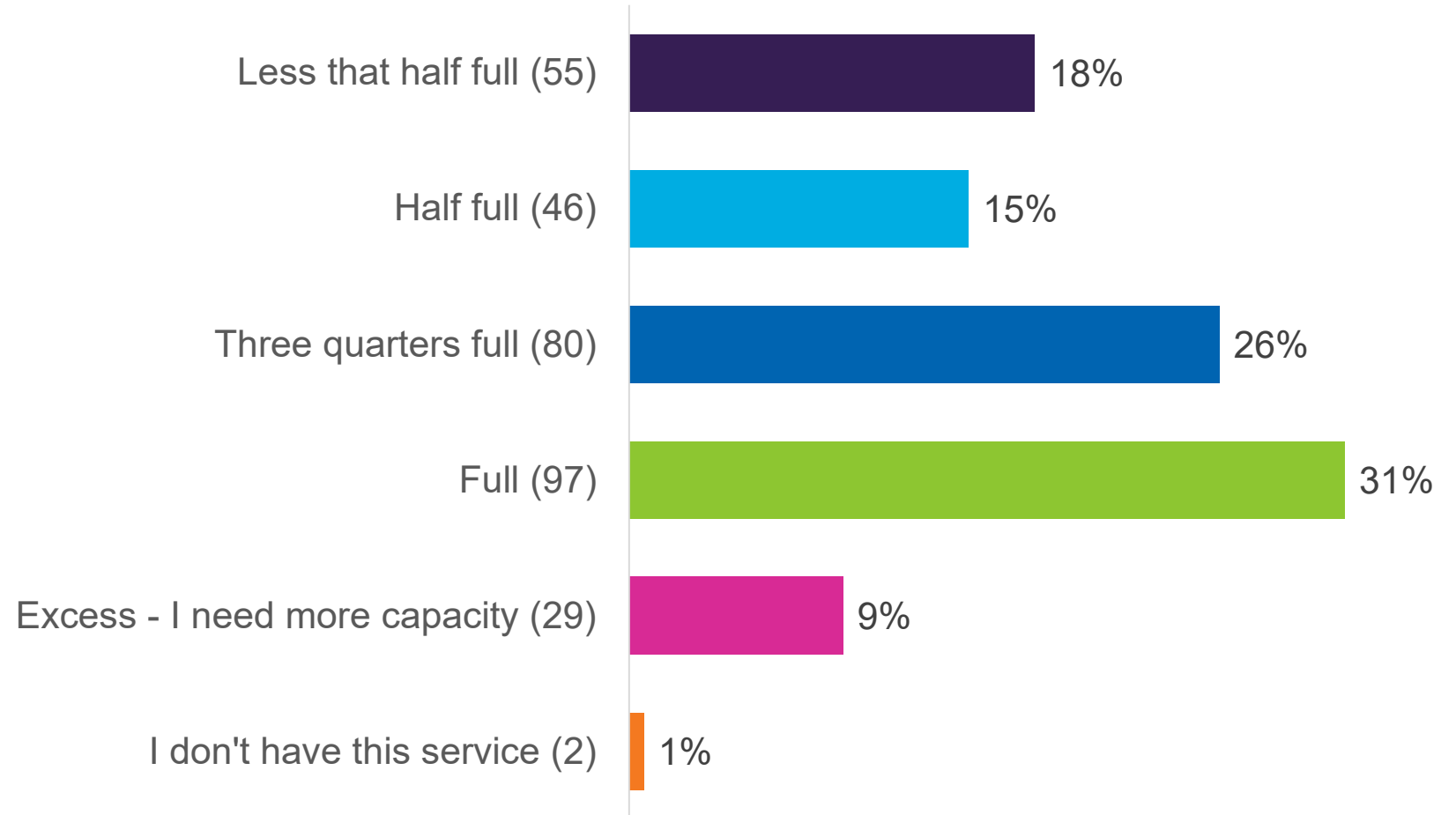
“None of your suggestions get to the heart of the problem...”

“We recycle everything we possibly can already - stop squeezing people to do more so that you can all do less!”

On average how full are your bins on collection day?

Rubbish

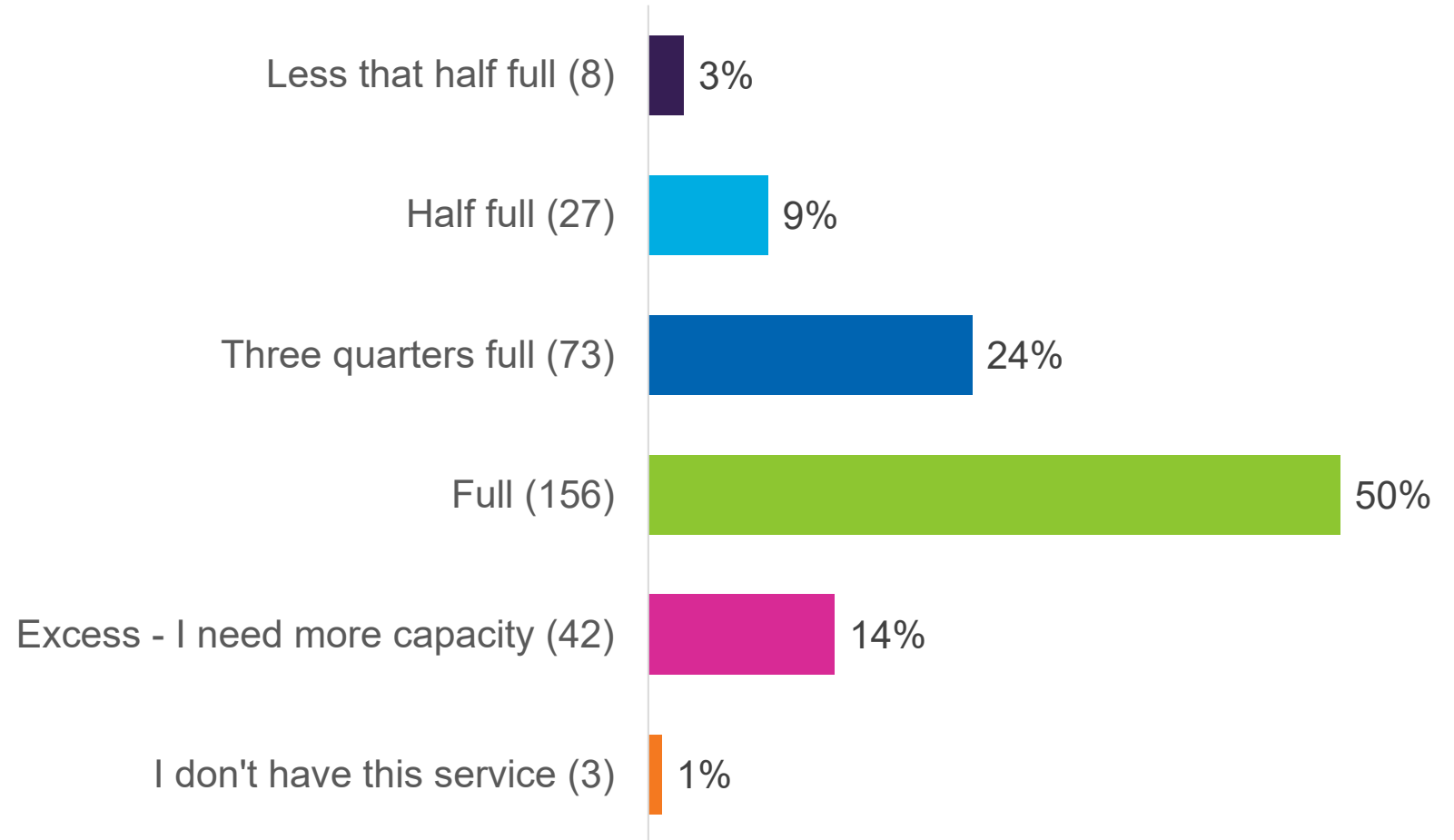
31% of those who responded said that their rubbish bin was full on the day of collection



On average how full are your bins on collection day?

Recycling

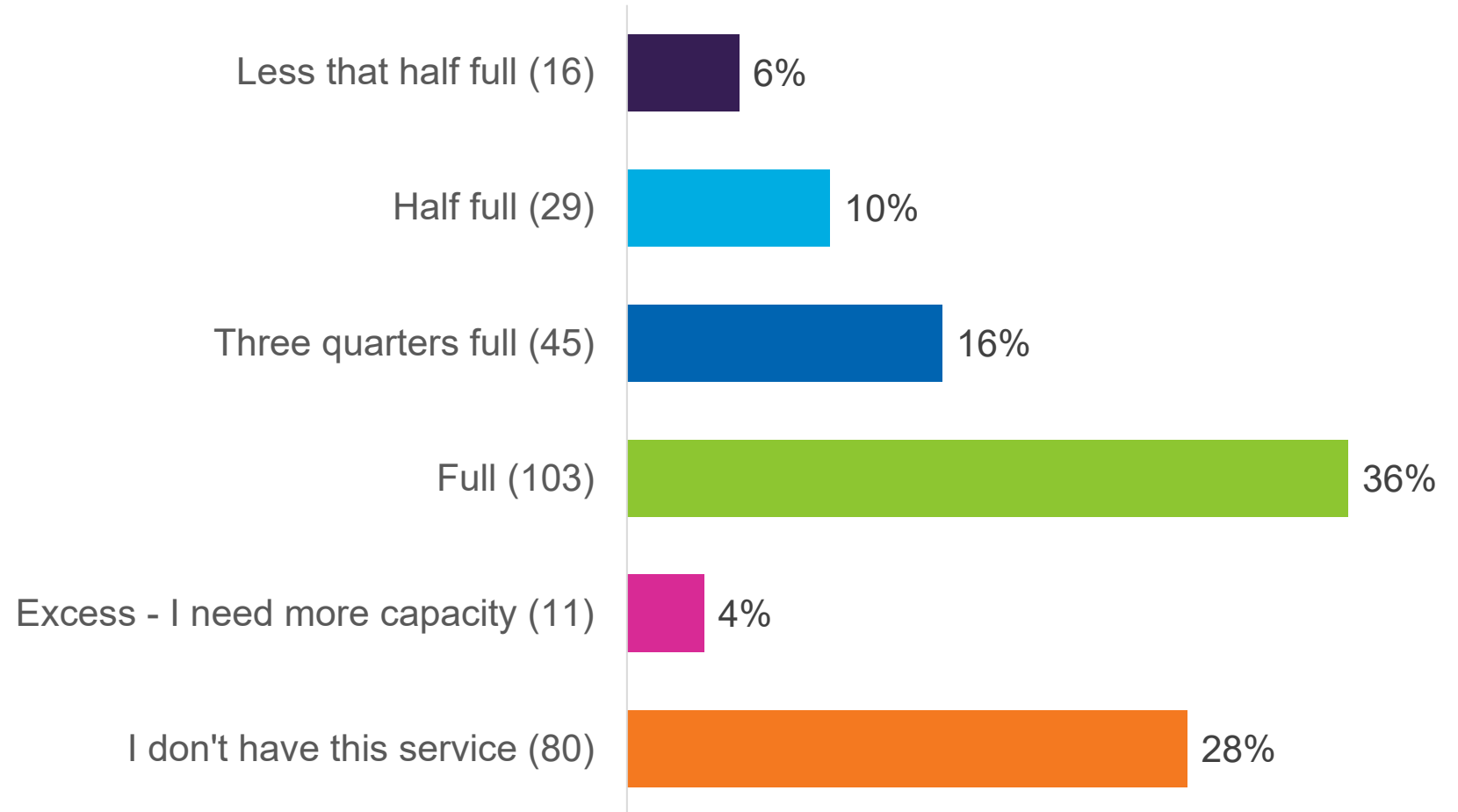
50% of those who responded said that their recycling bin was full on the day of collection



On average how full are your bins on collection day?

Garden Waste

36% of those who responded said that their garden waste bin was full on the day of collection

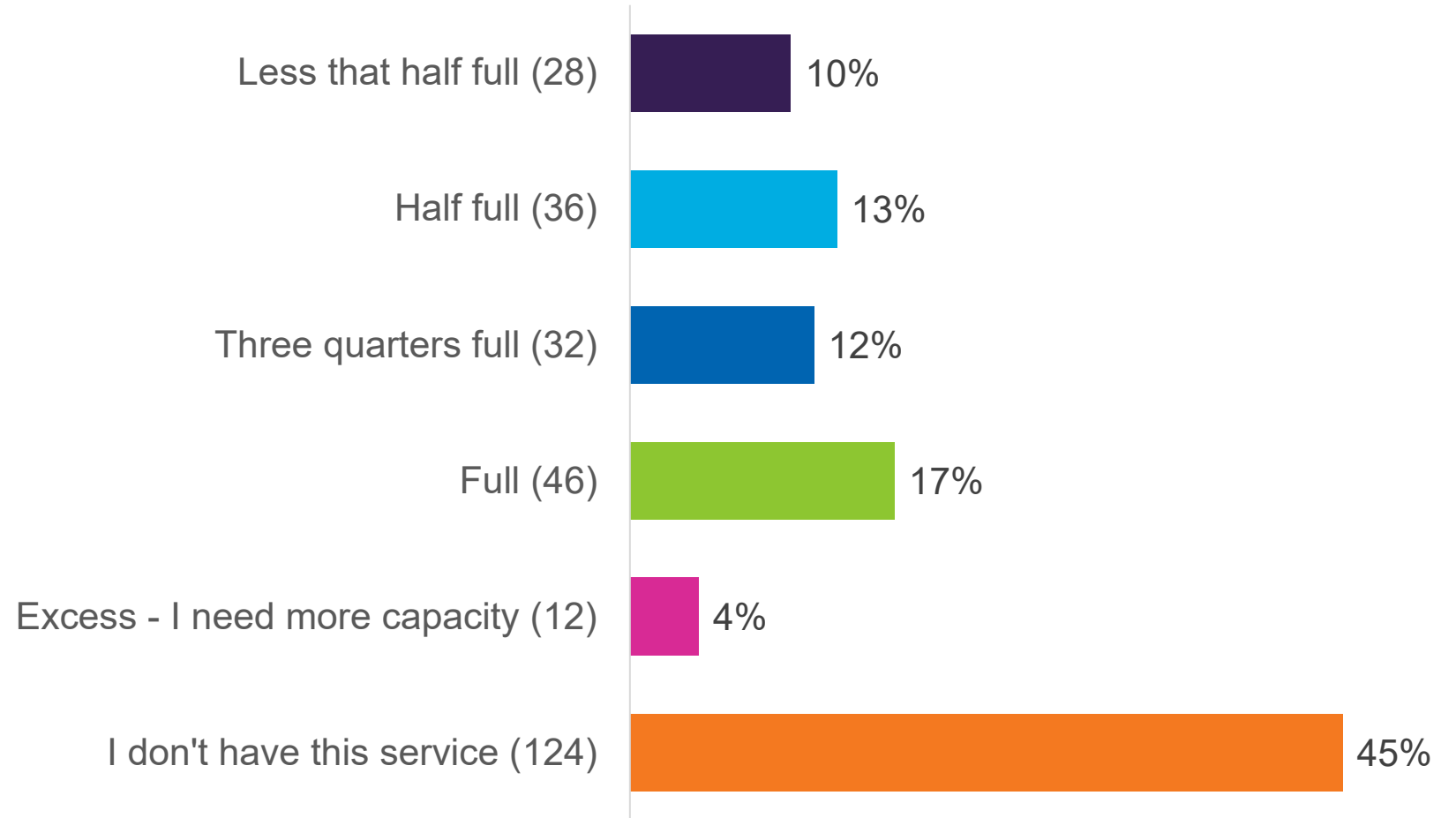


Base 284

On average how full are your bins on collection day?

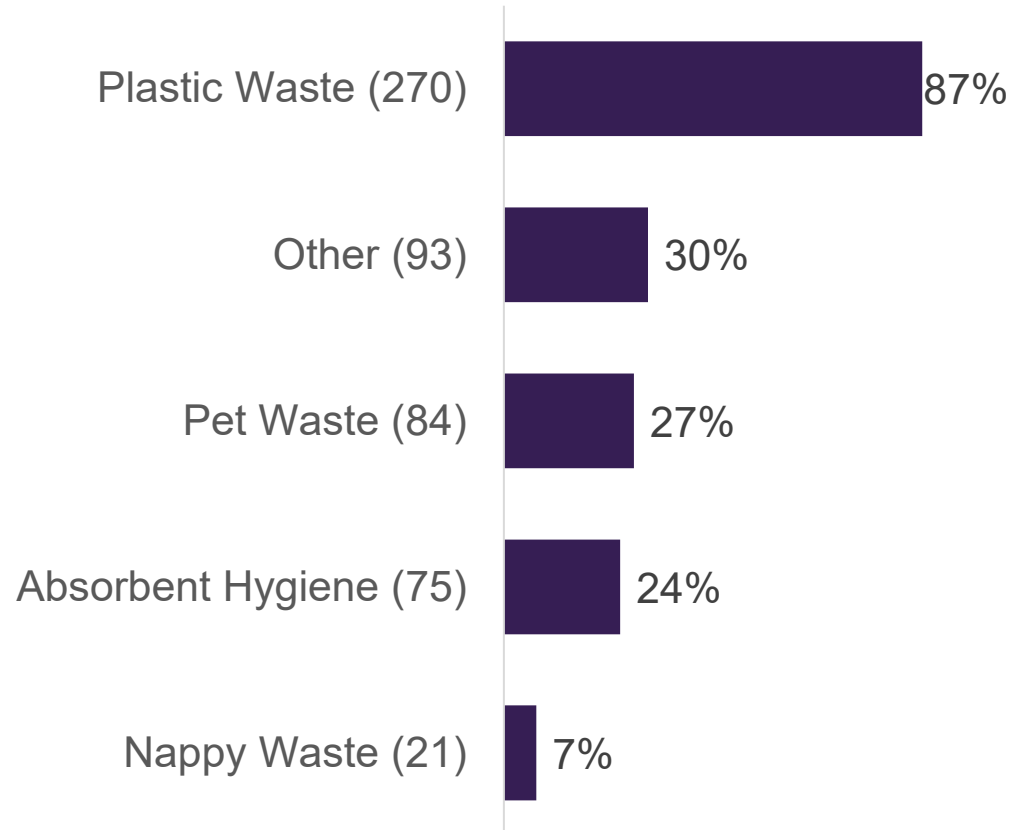
Food Waste

17% of those who responded said that their food waste bin was full on the day of collection



Base 278

What non-recyclable items are in your rubbish bin?



Plastic waste was the most selected option from the choices provided

Food waste was the most common answer given in the “other” category

What non-recyclable items are in your rubbish bin? Other



Food & Organic Waste

Food waste (general, cooked, uncooked, pet)
Meat (not compostable)
Egg shells
Orange peel
Coffee grounds
Tea bags
Food contaminated cardboard & waste
Spoiled food packaging
Food that could be collected in a food waste service

Metal, Glass & Other Materials

Rusty metal / Bits of metal
Metal food wrappers e.g. sweet wrappers
Tins
Tin foil
Small electrical items

Paper & Cardboard

Cardboard (too dirty/greasy to recycle)
Soiled / wet paper/cardboard
Paper tissues
Used paper towels / kitchen roll
Shredded paper
Biscuit wrappers
Wrappers from grocery/consumables

Cleaning & Hygiene Items

Antibacterial wipes
Bio-degradable wipes
Disposable dish cloths / sponges
Hoover dust
Floor sweeping debris
Toothpaste tubes
Dental floss
Nitrile gloves

Plastic & Packaging

Plastic wrapping/ film
Soft plastic
Polystyrene
Styrene
Bubble wrap
Plastic bags and packaging
Non-recyclable plastic bottles
Dirty plastic food containers
Multi-material packaging (e.g. foil/plastic with food)
Non-recyclable packaging
Block butter wrappers

Textiles & Clothing

Worn out clothes
Worn out shoes
Old clothes not suitable for charity
Worn out non-repairable household textile items

Hard-to-Recycle Household Items

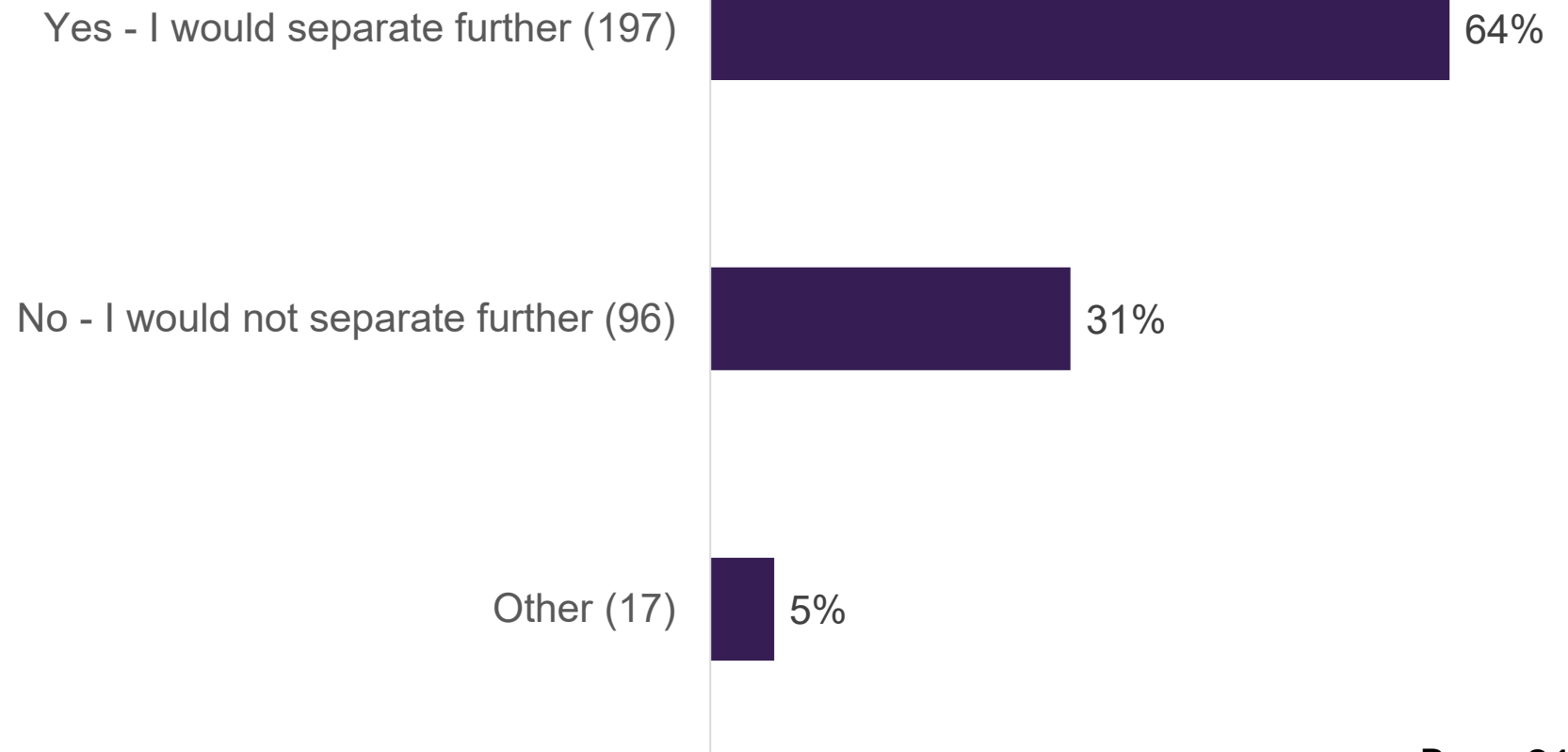
Broken items (hard plastic)
Broken crockery / Pyrex dishes
Old Tupperware
Empty and partially filled paint tins
Items made of more than one material
Little things not worth taking to the dump
Black bag landfill stuff
Duvets
Pillows

Garden & Outdoor Waste

Garden waste
Garden pots and trays (broken)
Ash from the fire
Door mats
Scooters

The government's preferred method of recycling is that we separate card and paper from other recycling. Would you separate your recycling further at home?

64% of those who responded said that they would separate their recycling further.



The government's preferred method of recycling is that we separate card and paper from other recycling. Would you separate your recycling further at home? Other comment themes

Theme	Comment
Comments show mixed views on separating further	Some respondents are happy to separate more waste if they get the right bins and support, but others don't want to do it at all .
Sorting at recycling centres	Some think it's better for recycling centres to do the sorting instead of asking people to do more at home.
Shared bins make it harder	Some respondents living in flats with shared bins say it's difficult to recycle properly because not everyone follows the rules.
Space and capacity	Many say they don't have room for extra bins , especially in flats. Too many bins could block pavements and make collection days more difficult.

Further separation of recycling – Example quotes from respondents

“Yes but I would need another receptacle provided for the purpose”

“I would try but I don’t have a wheelie bin and have to buy purple bags. Separating would cause me to have more than two sacks (my allowance)”

“I already do. impossible to go further.”

“I live in a large apartment block, with multiple hoppers for both waste and recycling. Separating further would be a difficulty.”

“I’d prefer not to”

“To work this would need the co-operation and agreement of all 8 flats.”

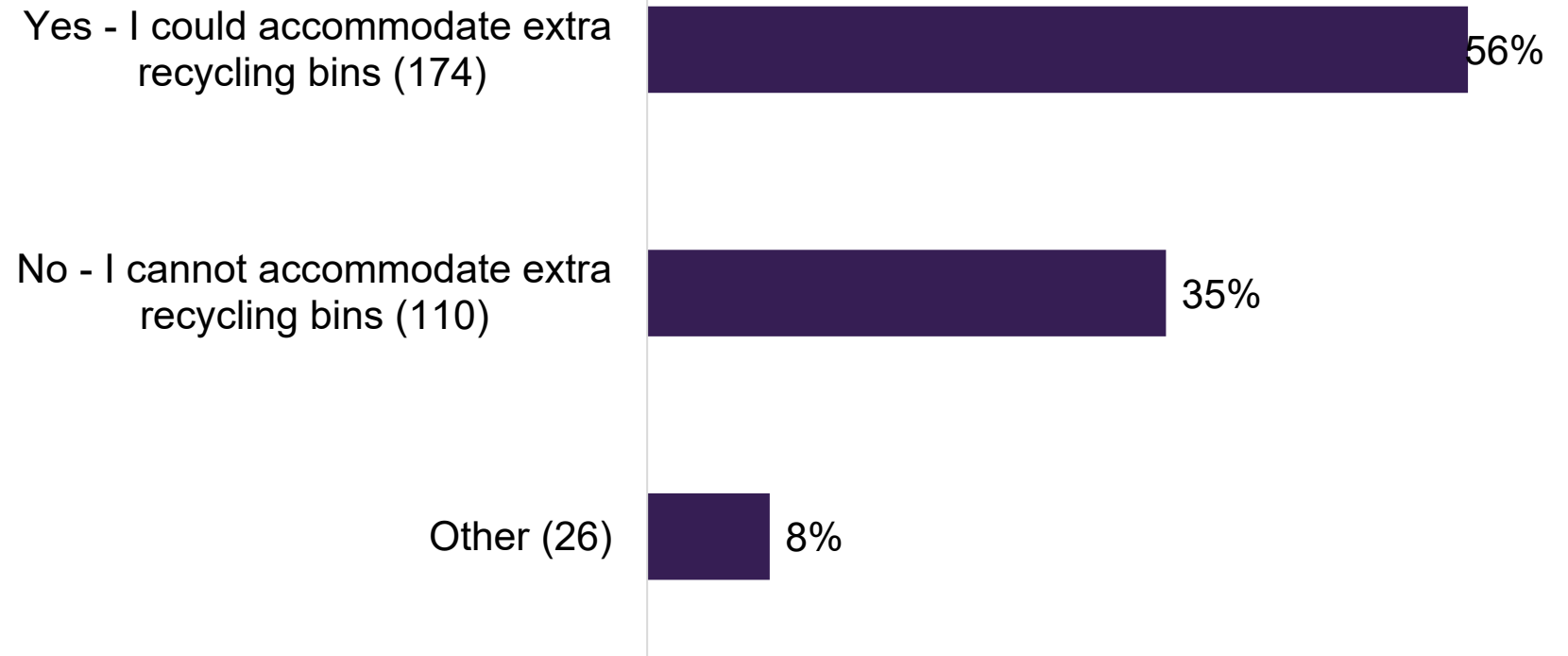
“I would - but don't we have a selection machine that separates them? I'm in a flat with bulk bins. It's not impossible to address this but would require a fence coming down to access other bins.”

“If you want wastes separated, you'll need to provide a means of storage or collection, but then looking at emissions probably best separating at recycling centres”

“Yes, personally I would separate BUT I have noticed other councils provide open plastic boxes for different materials and these get wet and dirty and unpleasant. I would prefer wheelie bins which keep their contents clean and dry, or boxes with lids like the food waste boxes.”

Could you accommodate extra recycling bins at your home?

56% of those who responded said that they could accommodate extra recycling bins.



Could you accommodate extra recycling bins at your home? Other comments

Theme	Comment
Comments show mixed support over willingness to separate	Some respondents are open to separating waste further, but only if the right containers and support are provided . Others do not want to.
Concerns About Bin Proliferation	There's concern that more separation means more bins . Whilst there is a preference for this to be outside there are concerns about cluttering streets and pavements.
Barriers in Flats and Shared Housing	People living in flats or shared buildings face practical challenges with space, access, and cooperation.
Concerns about bin size and space to accommodate them	Some respondents lack indoor or communal space for more bins , and larger bins could be impractical or create safety and access issues.

Accommodate more bins– Example quotes from respondents

“Probably could, but it's bad enough getting my family to do two bins”.

“I could outside but not inside”

“Yes - but would be better if the bins were scaled accordingly (i.e. smaller where separating paper and card)”

“If it was a small container.”

“I would prefer not to”

“Great more bins and less collections to accommodate them.”

“...Eventually the bins themselves will become as much of an eyesore as the litter itself.”

“I am in a block of flats, so mass collection is very difficult beyond general and recycled waste without being a H&S issue for our caretaker who collects all our rubbish”

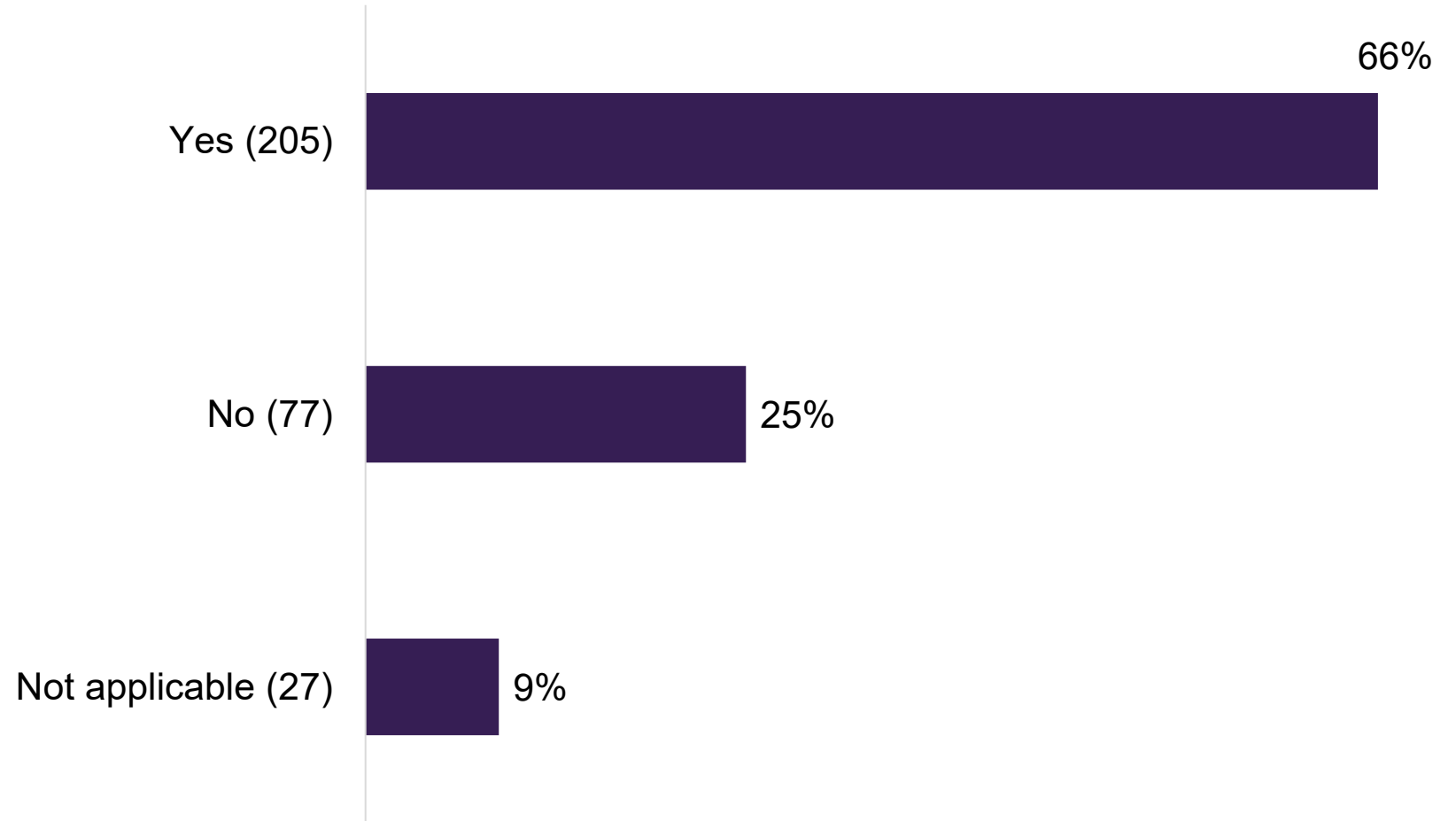
“We may need help to build additional communal facilities (block of flats)”

“Our current communal bin store could accommodate 1 more 240 litre bin. The bin store has brick sides, expanding it would take time and incur expense. We do not currently have a food waste collection service here in Poole. Don't know how big a bin that would require.”

“Communal bins..... with more accessible lids, too heavy to lift at the moment.”

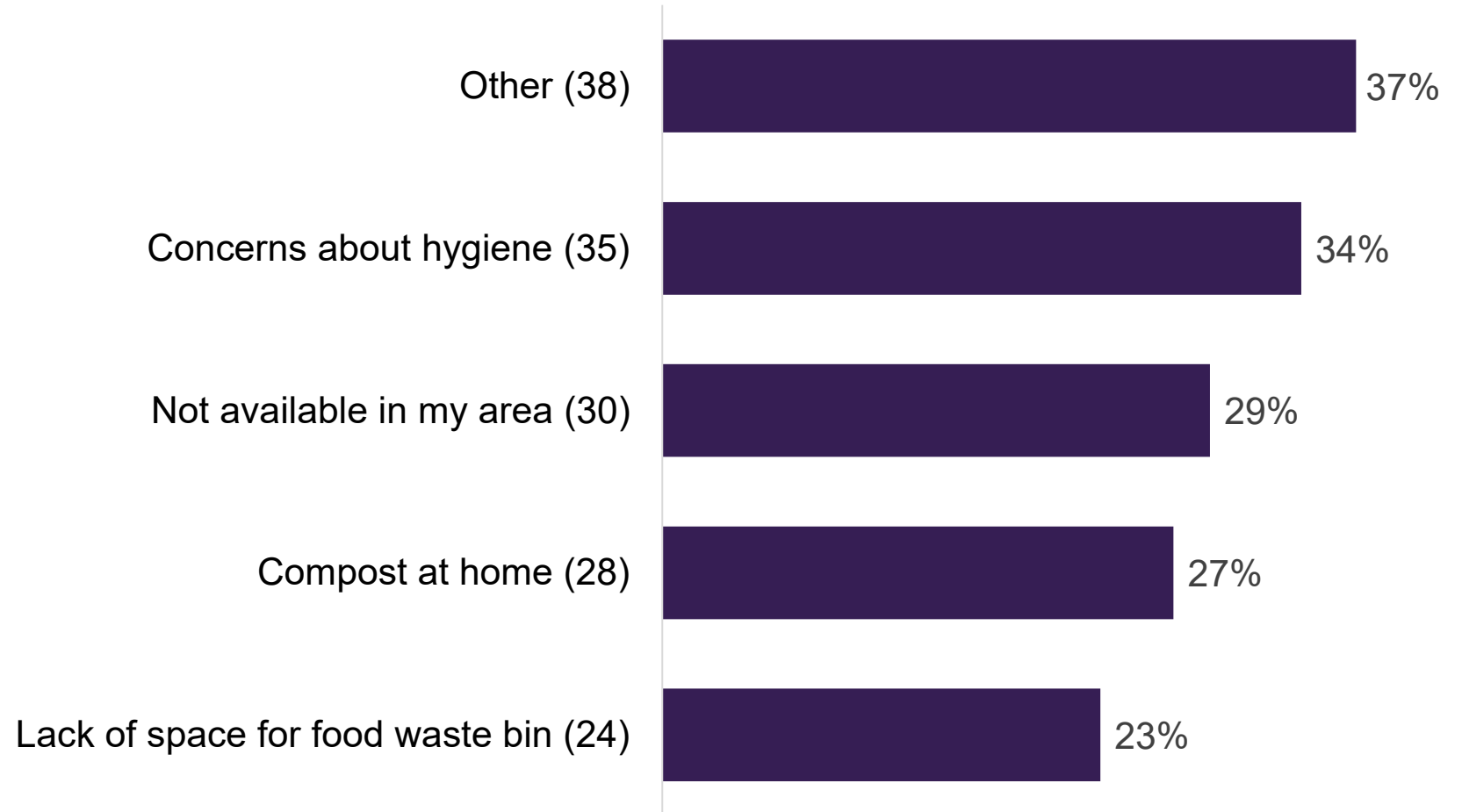
Do you / would you use a food waste collection service?

66% of those who responded said that they do or would use a food waste collection service.



If you do not or would not use the food waste service, please can you help us understand the reason for this?

37% of those who responded cited “other” reasons for not using the food waste service (detailed on the next slide).



If you do not or would not use the food waste service, please can you help us understand the reason for this?

Other comments

Theme	Comment
Minimal or No Food Waste	A number of those who commented say they produce very little food waste or compost it themselves.
Concerns About Hygiene and Pests	There are strong concerns about smells, flies, maggots, and animals (foxes/rats) accessing bins.
Issues in Flats and Communal Living	Residents in flats cite lack of space , shared bins, and hygiene risks as major barriers.
Service Not Available or Unknown	Some respondents say food waste collection isn't offered in their area or they weren't aware of it.
Preference for Alternatives	Some prefer other methods like composting , wormeries, or sink disposal systems.

Food waste – Example quotes from respondents

“Have wormery for peelings and very rarely have other food waste”

“I live on my own. I have very little food waste. What I do have I put on my compost heap.”

“Domestic food waste is very, very minimal & does NOT justify a separate service”

“Access by vermin, foxes even, to closed containers left on the street”

“Had problems with foxes”

“Isn't this a costed service? I have very little food waste, occasional potato peelings. Certainly not enough to fill a bucket up each week, and monthly it would go mouldy or attract flies.”

“I live in a flat with communal bins. Bin stores already full. Bins would probably be disgusting very quickly.”

“I live in a large block of flats where waste is stored in a communal bin cupboard. Unless the food could be contained in non-decomposing bags, the smell would be unacceptable and would likely worsen our problem with rats.”

Insinkerator at home for food waste

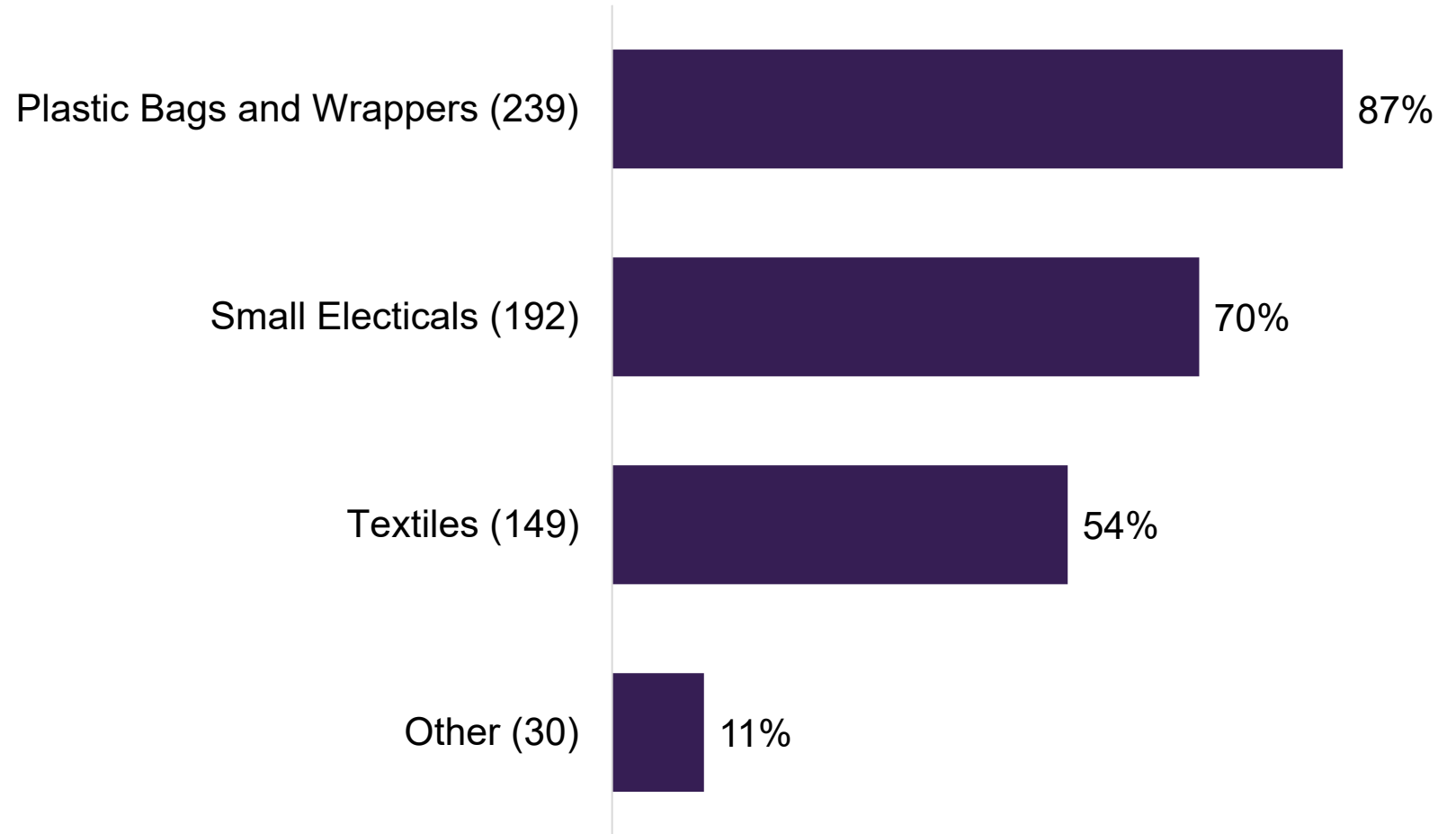
We eat our food, it's just potato peel, onion skins etc which we compost.

I deliver my food waste to the natural environment at intervals.

As far as I know it is not available to private residences in my area

Are there any other materials you would like to be able to recycle at home?

87% of those who responded would like to be able to recycle plastic bags and wrappers at home.



Are there any other materials you would like to be able to recycle at home? Other comments

Food & Organic Waste

- Food waste
- Garden and food waste together

Batteries & Electricals

- Batteries (multiple mentions)
- Vapes / vape pod products (contain lithium batteries)
- Small electricals (e.g. microwaves)
- Inkjet cartridges
- Light bulbs
- Spray and pump bottles (if electrical or pressurized)

Plastics

- Hard plastics
- Plastic packaging including polystyrene
- Garden plastic pots, trays, compost bags
- Spray and pump bottles
- Toothbrushes
- Pens
- Pringles cans (mixed materials, often with plastic lining)
- Water filter cartridges

Household Chemicals & Hazardous Waste

- Oils
- Paint
- Chemicals (e.g. weedkillers, fertilisers, mortar plasticiser)

Bulky Waste & DIY Materials

- Rubble, soil, sand
- Wood
- Larger metal items
- Beds and furniture

Textiles & Reusables

- Shoes
- Textiles (via charity donations)

Metals & Mixed Materials

- Metals (general)
- Deodorants, aerosols
- Pringles cans (again, mixed materials)

Paper, Card & Packaging

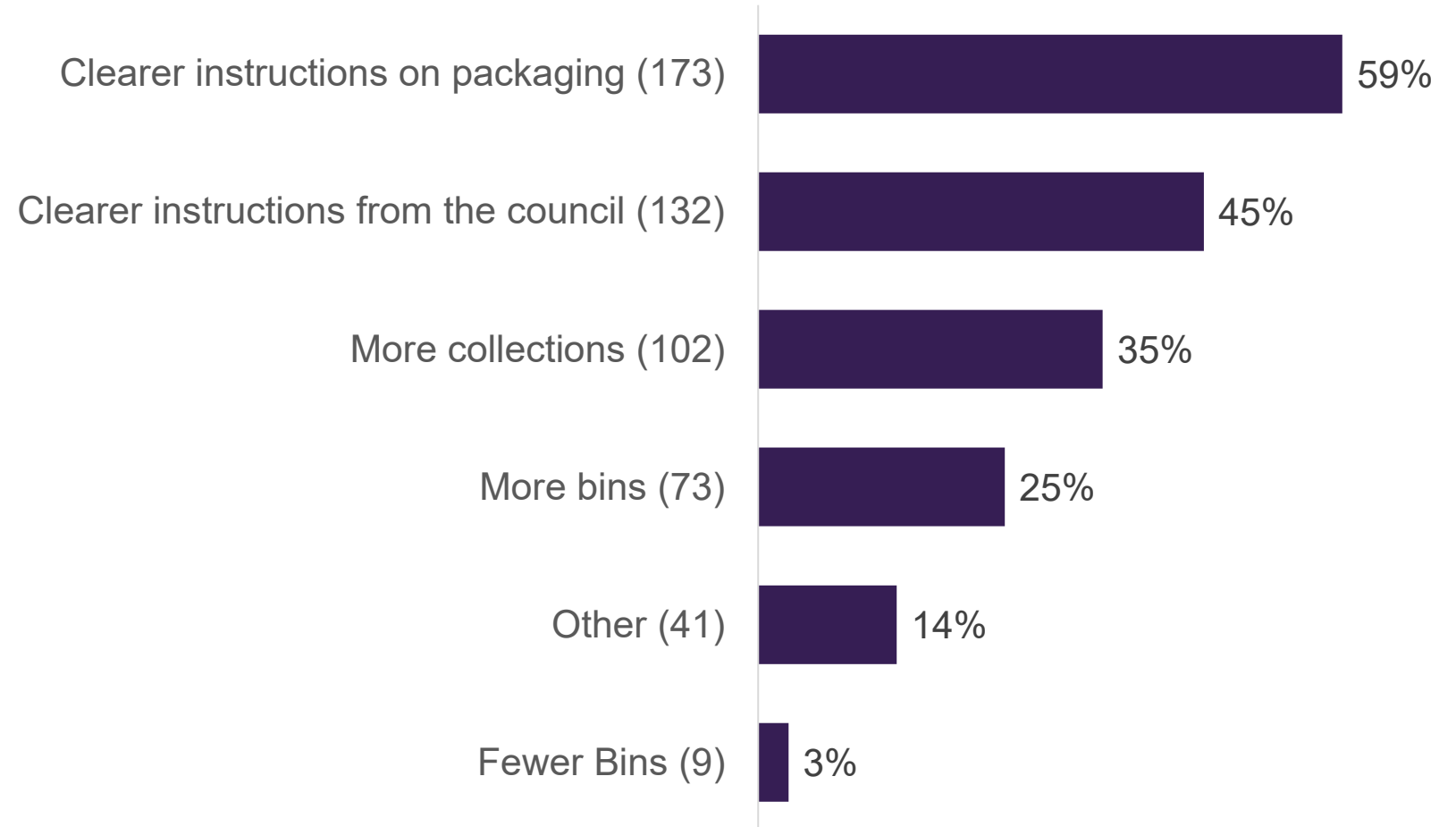
- Cardboard
- Aluminium foil containers

Other comment

- “What do you mean by recycle at home?”

What would make it easier for you to recycle more?

59% of those who responded would like clearer instructions on packaging.



What would make it easier for you to recycle more? Other comments

Theme	Comment
Already Doing Enough	Several respondents feel they're already recycling as much as possible .
Broaden What Can Be Recycled	Many want to recycle more types of materials - especially plastics, textiles, and small electricals from home or kerbside. Suggestions include doorstep collection (e.g. Rag and Bone) for bulky or unusual items.
Improve Convenience and Access	Suggestions include more frequent collections , more local drop-off points, and fewer restrictions such as cost.
Clearer Guidance and Labelling	People want better/clearer instructions on what can be recycled from business and how to recycle from Council.
Better Public Facilities	There's a call for more public recycling bins .
Smarter Packaging and Retailer Responsibility	Respondents want laws and incentives for businesses to use recyclable or biodegradable packaging.
Education and Awareness	Some feel better public education and targeted campaigns would help.

Easier to recycle – Example quotes from respondents

“Nothing. I am already recycling as much as possible”

“nothing. I find it easy enough”

“Combine food and garden waste”

“To be able to put greater range of materials for recycling in the blue bin”

“More items collected at home; textiles that cannot be accepted by charity shops”

“Don't make it so restrictive”

“More items recycled at the kerb side”

“Definitely NOT more bins; wider range of items accommodated for recycling”

“More collection points as there were in the past”

“More recycling collected more locally so don't have to drive around the conurbation with different things e.g. to recycling centres/ supermarkets/ charity shops/ scrap metal all in different places”

“Ideally more public bins but I understand that they get abused so it's not an easy thing to provide”

“Public recycling containers (not just clothes) e.g. cardboard”

“Clear instructions on what can be included - ideally stickers which we can put on the bin”

“Businesses and chemists provide their bit to use recyclable items, chemists still use non-recyclable plastic bags for their medical prescriptions to their customers, and these will go to the landfill”

“Clearer recycling symbols on products and more effort on behalf of retailers to only sell items in recyclable packaging”

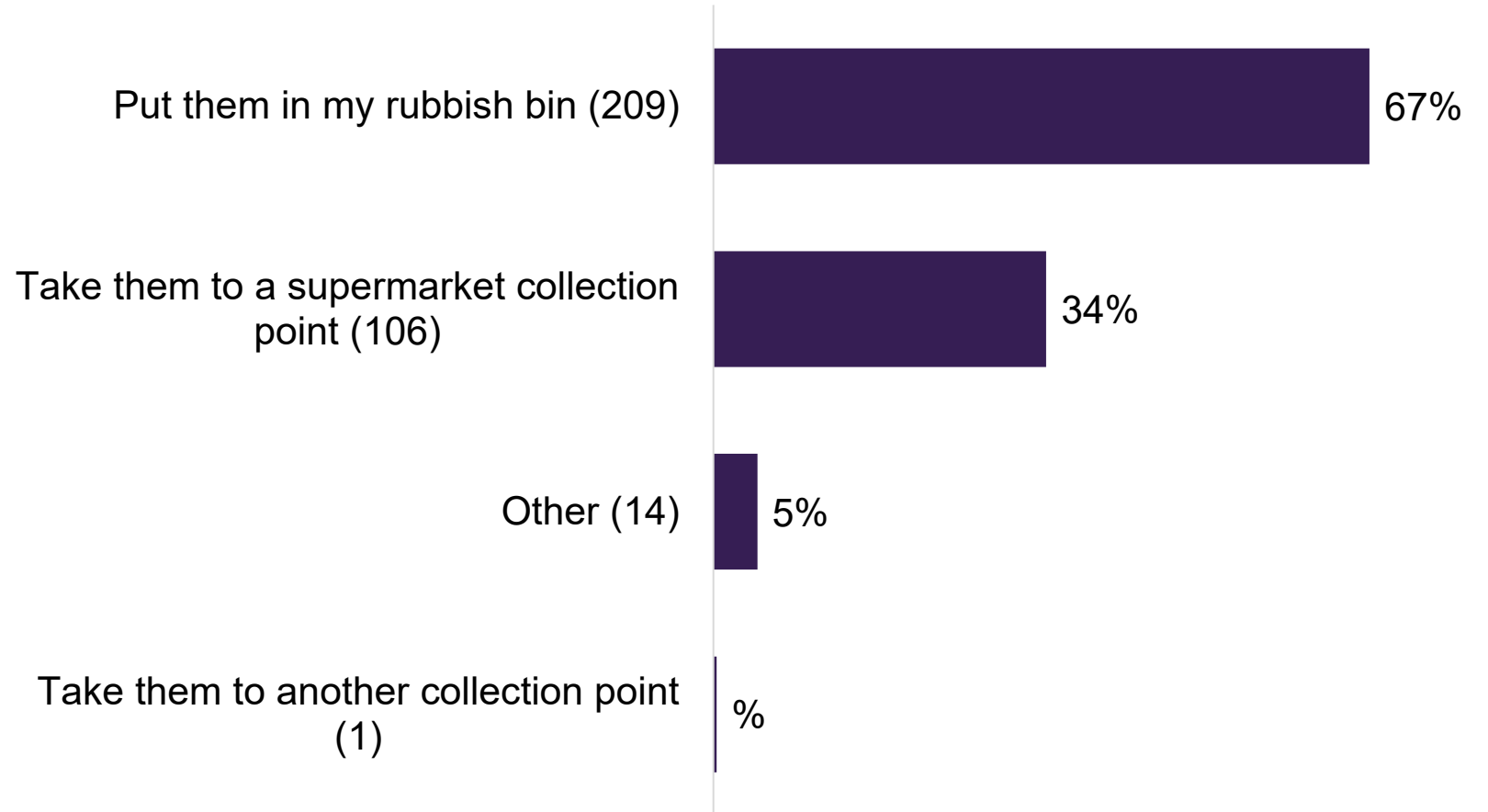
“All residents informed about proper recycling”

“Council depots take more items for free. Charging just leads to use of bins and fly tipping.

Obviously better fly tipping checks and huge fines for abuse. But target abusers not the ordinary person”

What do you currently do with plastic bags and wrappers that cannot be recycled in your recycling bin? e.g. bread bags

67% of those who responded put plastic bags and wrappers in their recycling bin



What do you currently do with plastic bags and wrappers that cannot be recycled in your recycling bin? e.g. bread bags – Other comments

Theme	Comment
Reuse Before Disposal	Many respondents reuse plastic bags and wrappers for household tasks before discarding them.
Attempt to Recycle	Some place plastic wrappers in recycling bins , even if they are unsure about their recyclability.
Use for Contaminated Waste	Plastic wrappers are often used to contain non-recyclable or dirty waste .
Supermarket Drop-Offs	A few respondents take plastic wrappers to specific supermarket recycling points .

Recycling plastic bags – Example quotes from respondents

“Use them”

“Some items I re-use around the garden. e.g. bottles for creating water feeder systems or various plastic items that can act like an 'incubator' for small plants. There is only *so* much stuff I can recycle until I really don't need any more, then sadly excess has to be disposed of”

“Reuse for waste”

“reuse once before going in big bin”

“I reuse them a number of times before putting them into the rubbish bin”

“Reuse the plastic bags”

“Reuse them to put rubbish in”

“Put them in the recycle bin”

“Recycle them ourselves, then if needs be, place remainder in blue bin”

“Possibly put them in recycling bin. Packaging that says "recycled in some areas" I'll take a punt and put it in recycling. If you get lots of stuff you could recycle and throw away at the recycling centre, that's YOUR problem. I've done my bit at that point”

“There is only one supermarket who takes recycling”

“Sometimes go to supermarket for recycling. Sometimes go in black bin”

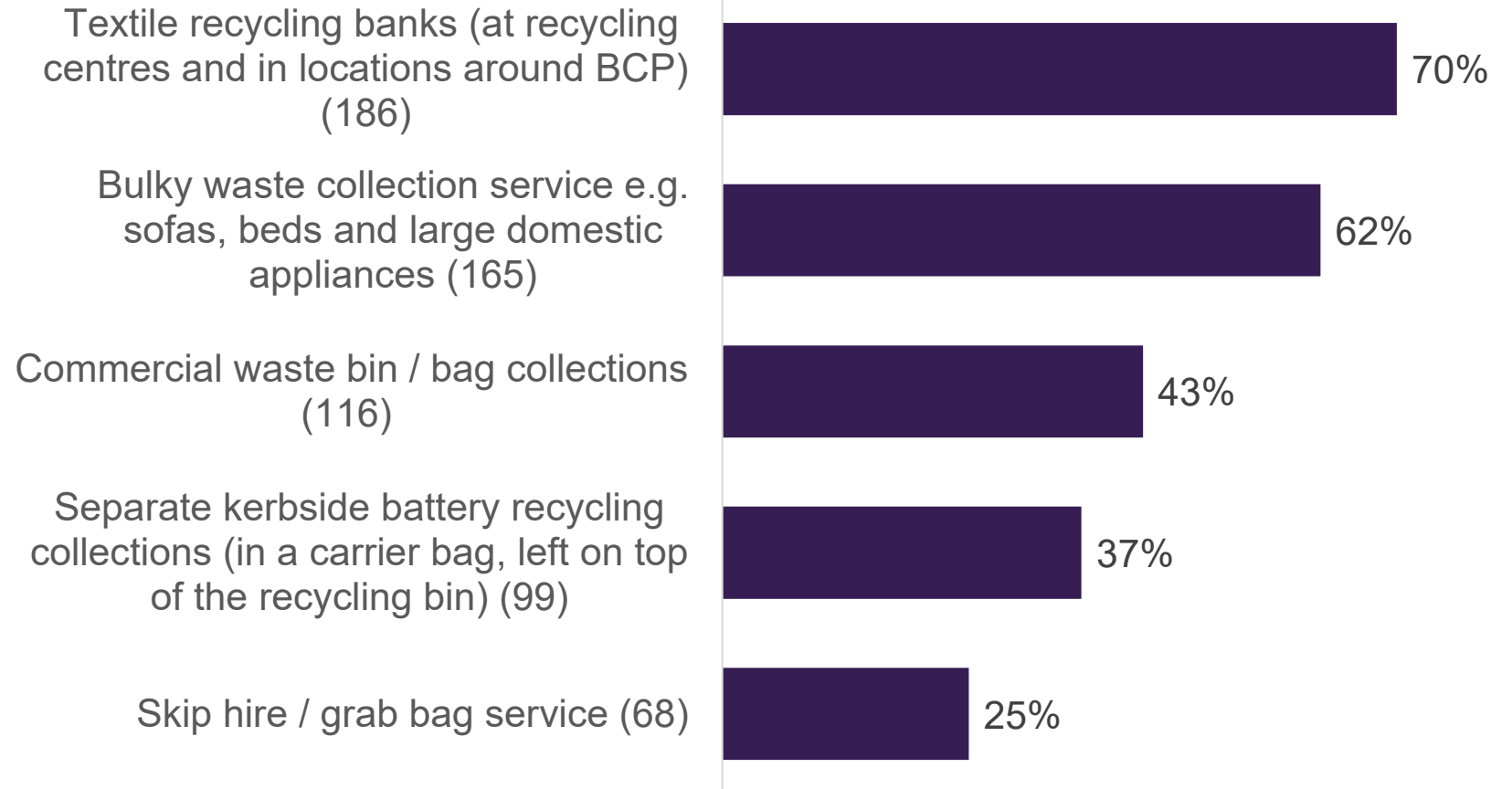
“Use them for contaminated rubbish that goes in the rubbish bin”

“Use my non recyclable black bin”

Which of the following Council Services are you aware of?

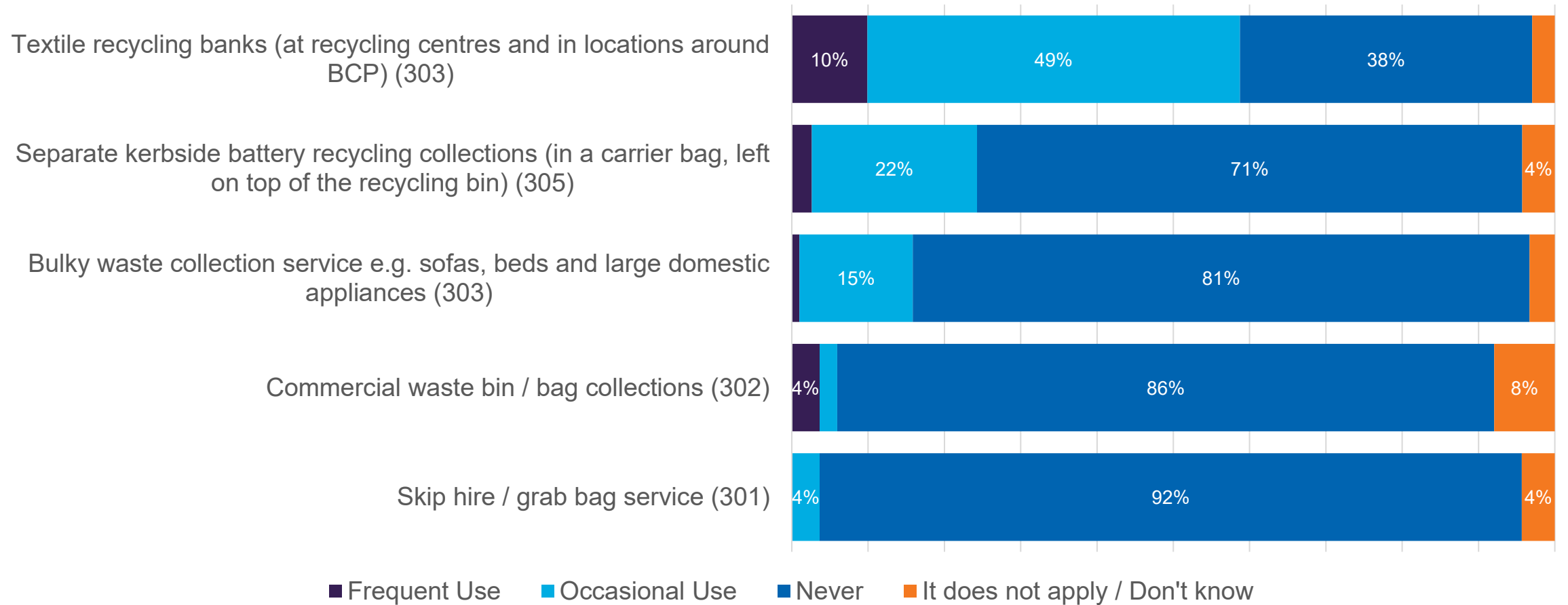


70% of those who responded were aware of textile recycling banks



Base 267

Which of the following Council services do you use or have you used?

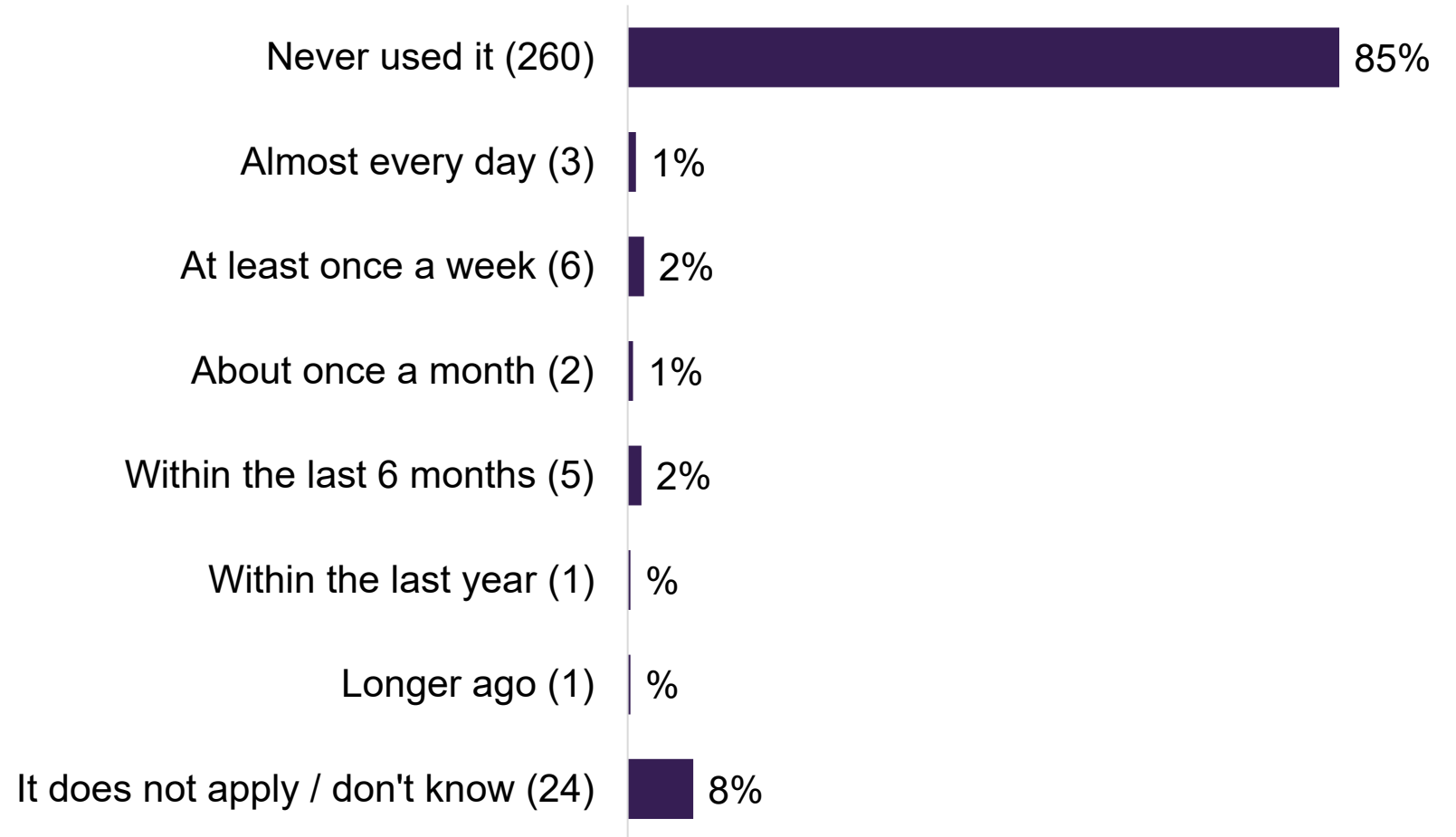


Which of the following Council services do you use or have you used?



Commercial waste bin / bag collections

85% of those who responded have never used the commercial waste bin / bag service

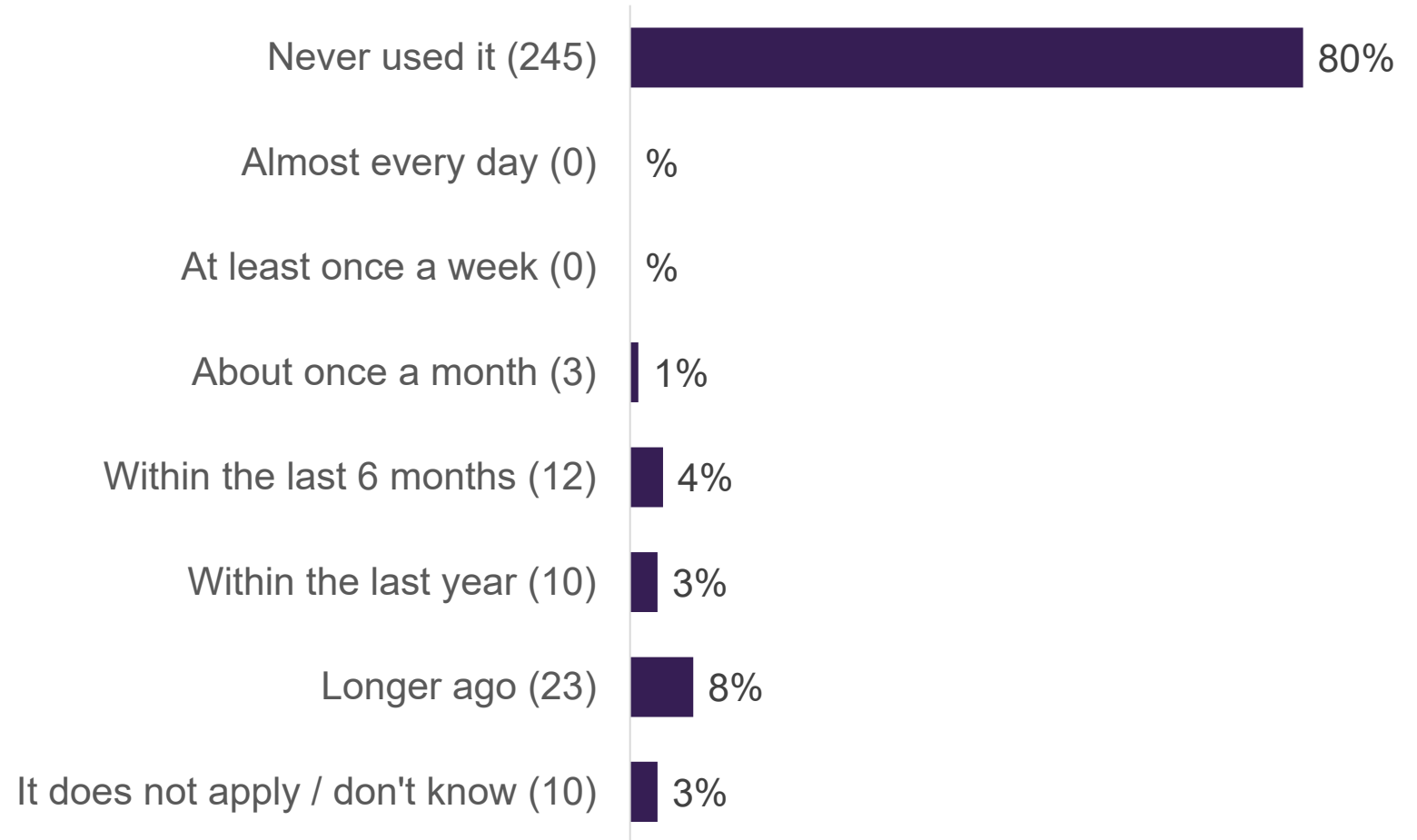


Which of the following Council services do you use or have you used?



Bulky waste collection service e.g. sofas, beds and large domestic appliances

80% of those who responded have never used the bulky waste collection service

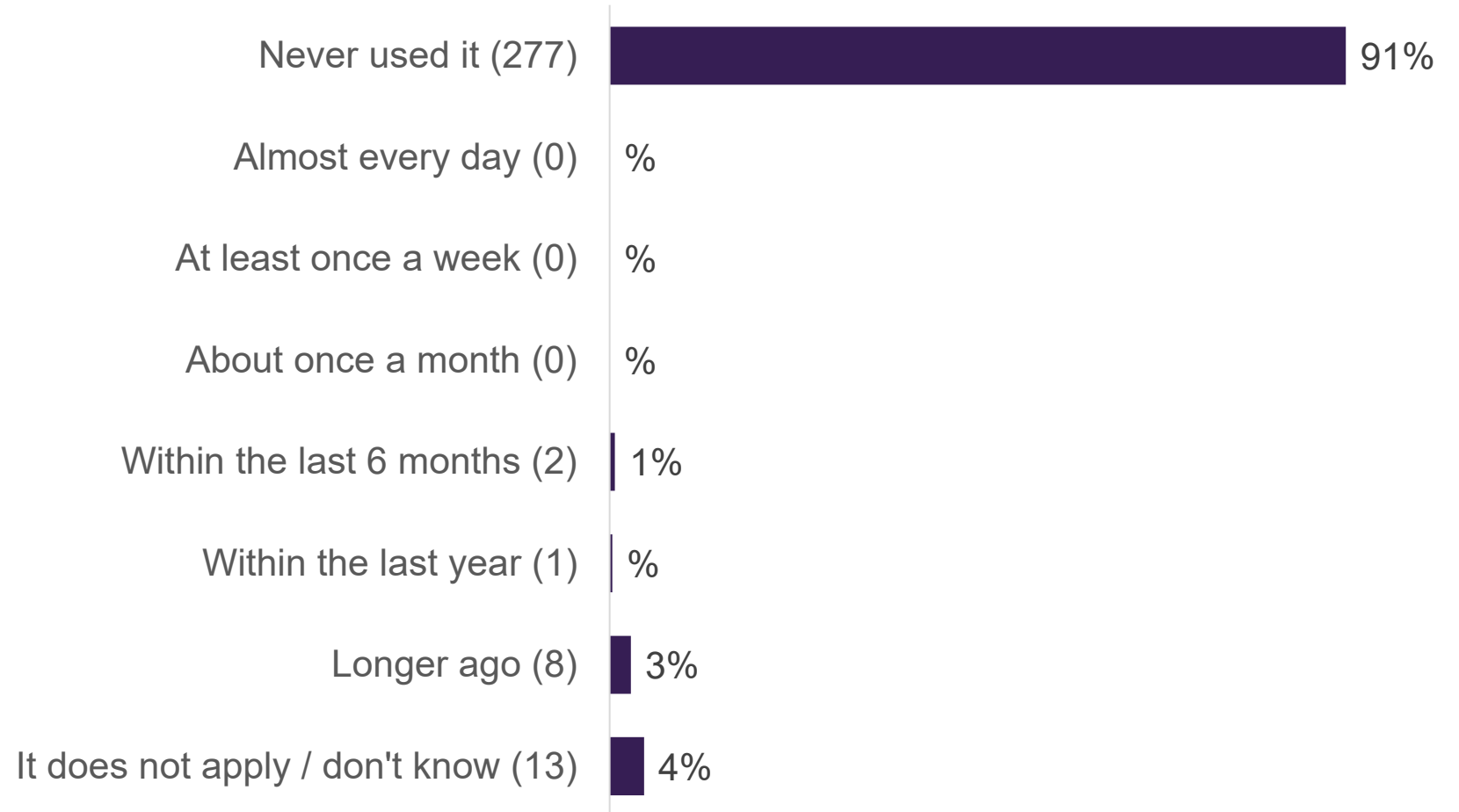


Which of the following Council services do you use or have you used?



Skip hire / grab bag service

91% of those who responded have never used the commercial waste bin / bag service

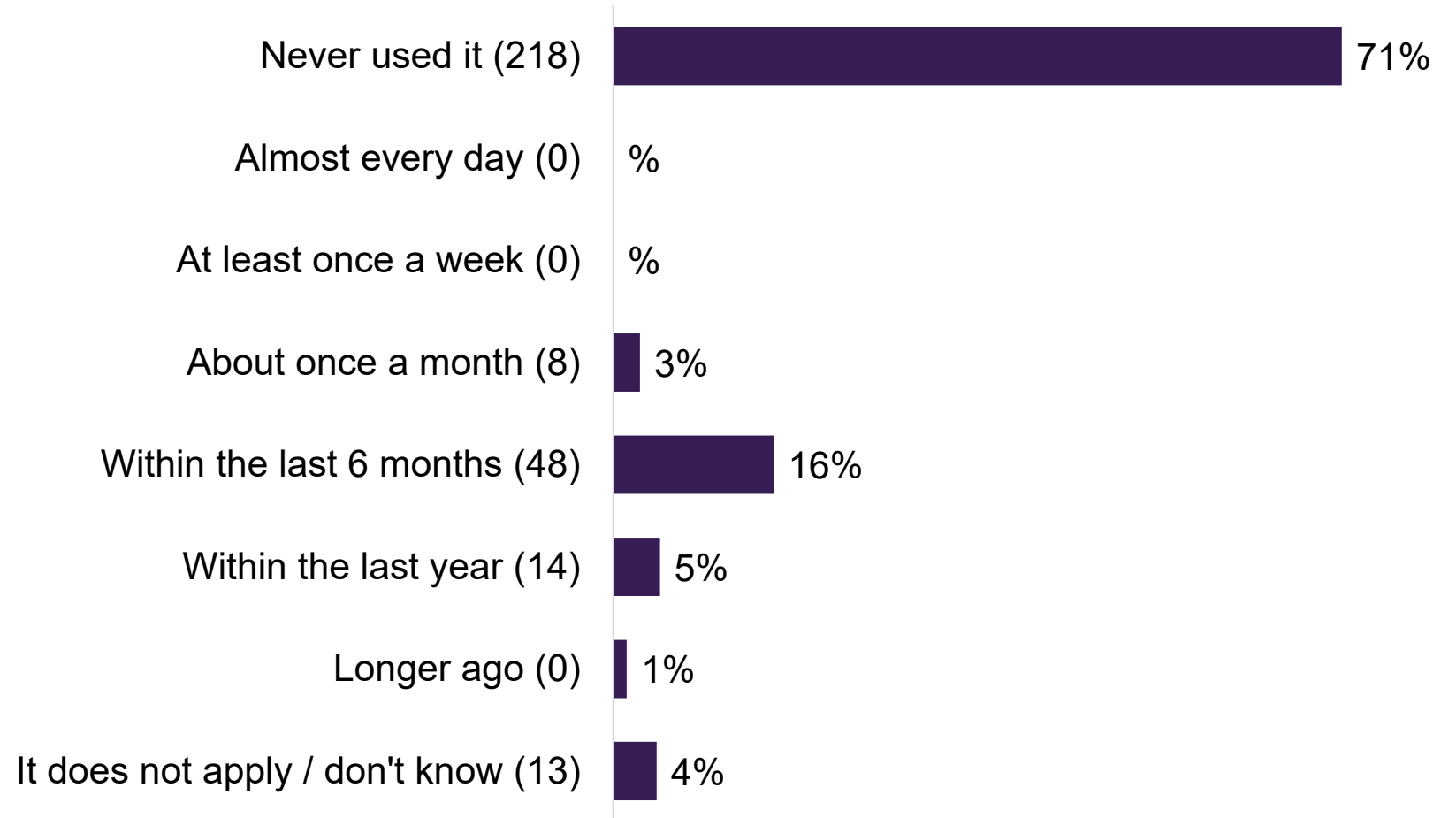


Which of the following Council services do you use or have you used?



Separate kerbside battery recycling collections (in a carrier bag, left on top of the recycling bin)

71% of those who responded have never used the battery recycling collection service

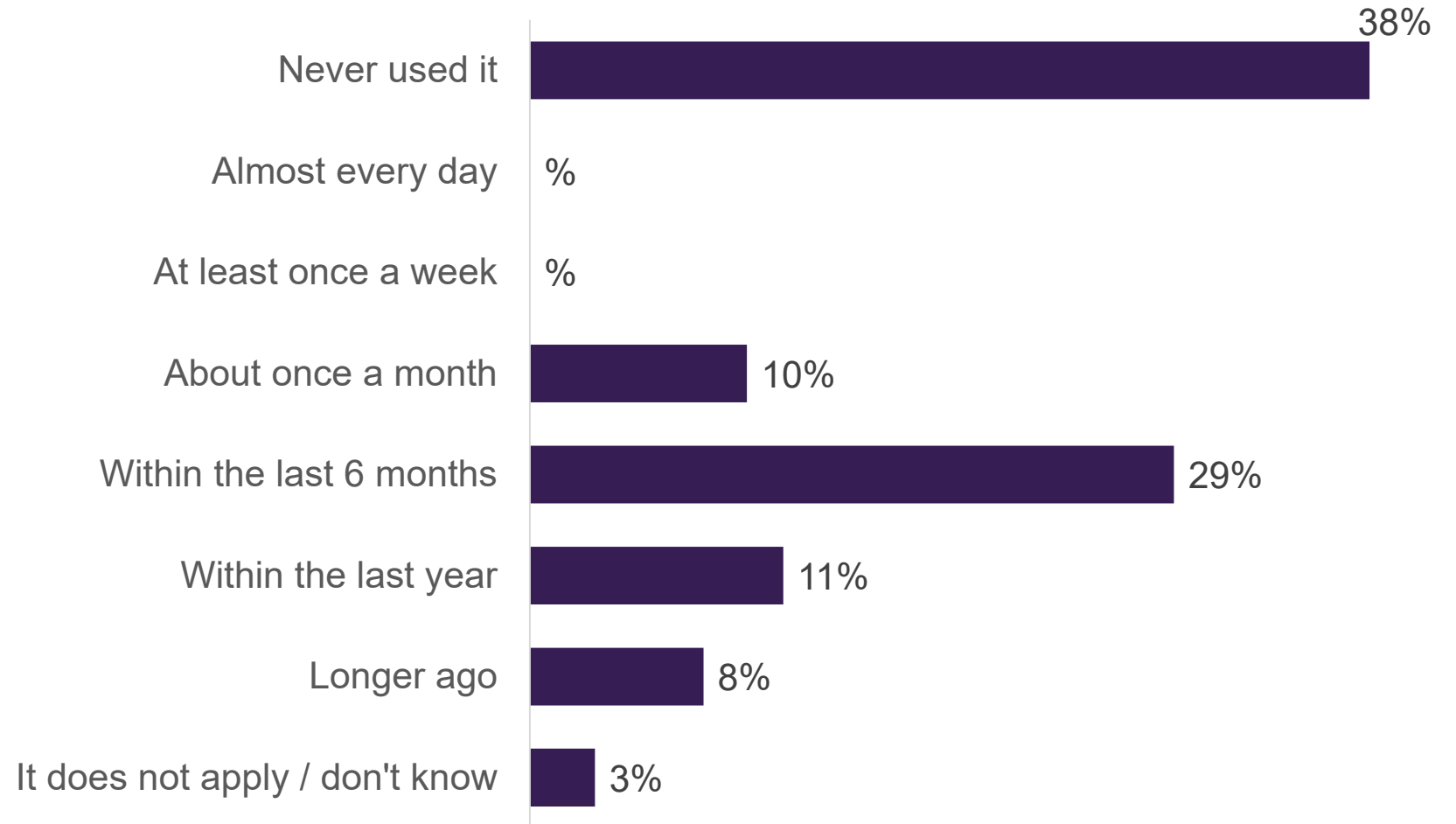


Which of the following Council services do you use or have you used?



Textile recycling banks (at recycling centres and in locations around BCP)

38% of those who
responded have never the
textile recycling banks

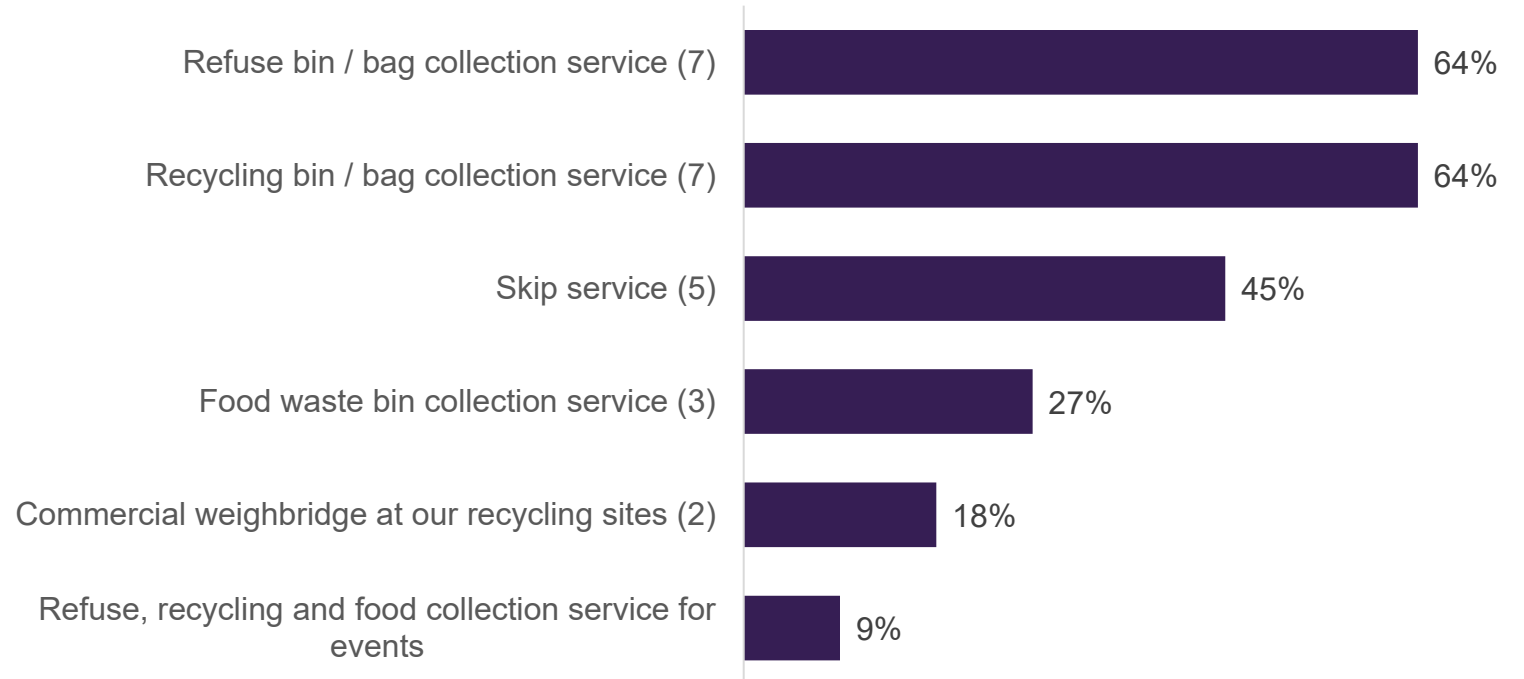


Base 303

If you run a business in the BCP area do you use our Commercial Waste services or another provider?

- 97% of those who responded don't use the service
- 2% responded that they use BCP for commercial waste
- 2% responded that they use another provider

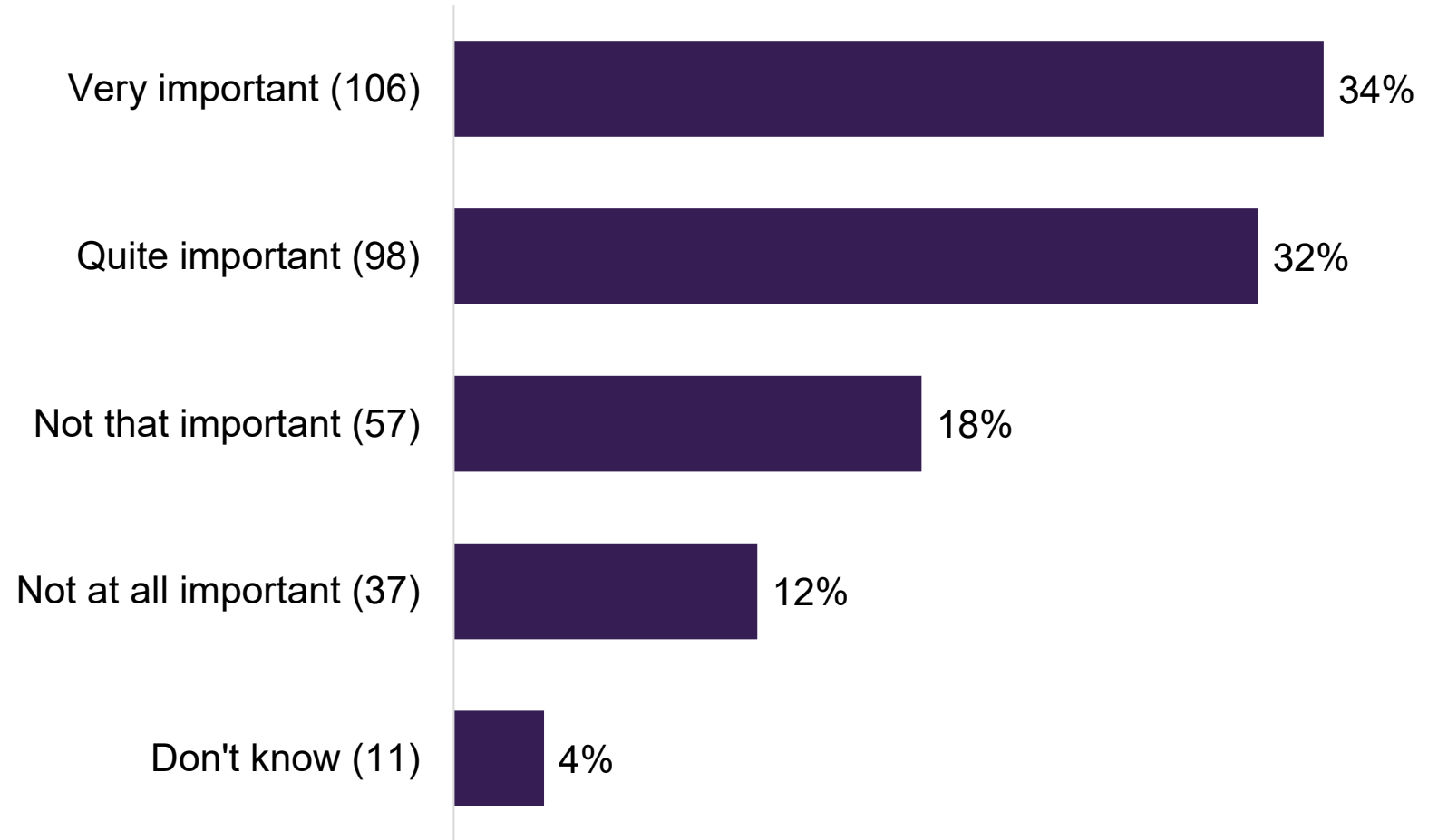
Although only 2 respondents said they were replying on behalf of a business, 11 answered the question.



How important to you is it that your waste is treated within 100 miles of BCP?



66% of those who responded felt it was important and 30% felt it wasn't important

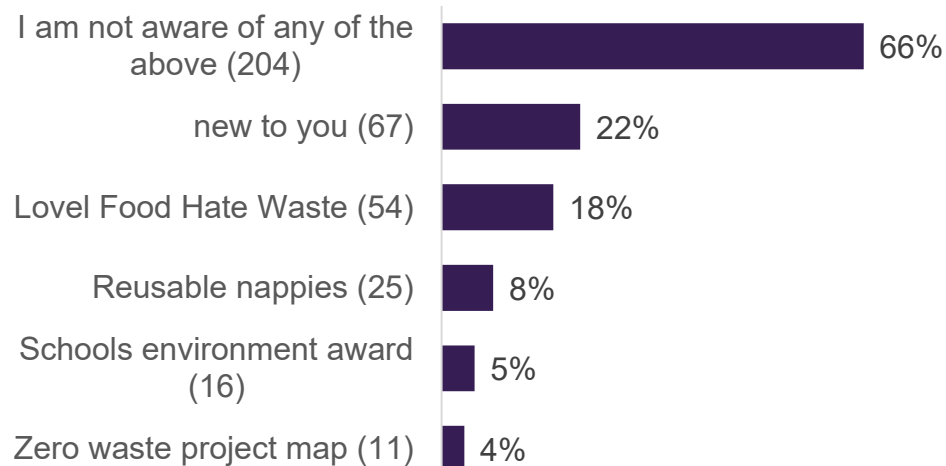


Base 309

BCP Council reuse initiatives



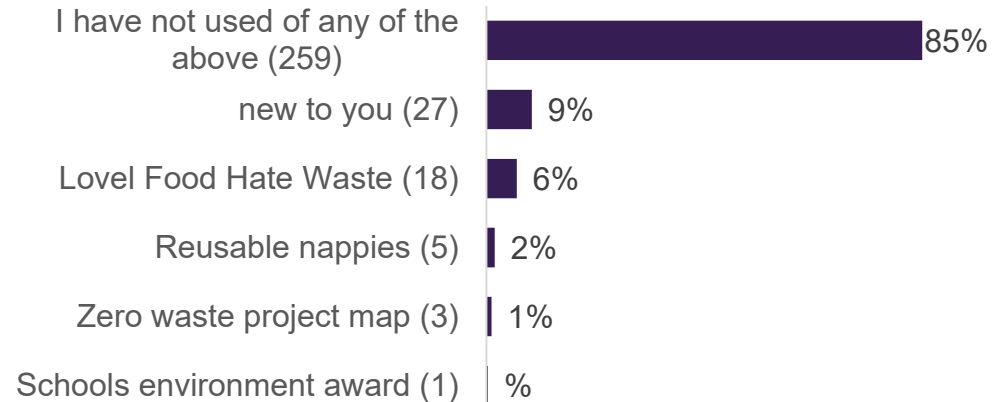
Which of the following BCP Council reuse initiatives are you aware of?



Base 308

22% of those who responded were most aware of new to you compared to other reuse initiatives

Which of the following BCP Council reuse initiatives have you used?



Base 303

9% of those who responded had used new to you the most compared to other reuse initiatives

Are you aware that reducing and recycling plastic, food waste and garden waste is an important way to reduce the emissions causing climate change?

- 95% of those who responded **were aware** that reducing and recycling plastic, food waste and garden waste is an important way to reduce the emission causing climate change.

Comments included:

Theme	Comment
Business Waste Responsibility	Some respondents believe businesses should lead on waste management , noting their greater contribution to climate change compared to households.
Plastic recycling challenges	Respondents want better home recycling options , especially for soft plastics, and call for reduced packaging and clearer council-led waste systems.
Awareness / Personal Action	Many respondents are aware and already taking steps to reduce and recycle waste .
Service Gaps	Poole respondents expressed frustration over the lack of food waste collection, feeling disadvantaged compared to other areas
Climate Change Scepticism	Some respondents questioned the link between waste and climate change , viewing recycling as practical or ethical rather than environmental.
Storage and affordability	Issues raised include confusion over bin rules, infrequent collections, cost barriers, and lack of space for multiple bins .

110 comments received

Recycling plastic bags – Example quotes from respondents



“Could we have recycling targets for our businesses as well as for household waste”

“It’s laughable to even attempt to equate an individuals impact with the scale of commercial impact”

“There needs to be pressure on the supermarkets, particularly, to go back to paper bags for fruit and veg and not smother everything in clingfilm and plastic wrapping”

“Focus on suppliers to reduce packaging. Especially supermarkets with the amount of plastic packaging they use”

“You don’t recycle a lot of plastics”

“I take all my non recyclable plastic bags etc. to the local supermarket collection points. However, I am not at all confident that these are reused. I recently read that the majority of these are sent for incineration as no contracts are available for reuse and recycle. It must be a priority to have these contracts in place and assure encourage the public that if they use these collection points that their efforts and belief in the system is justified”

“I’d like to be able to recycle plastic waste at home as this is the majority of my waste. I try to take it to the collection points but I don’t really have anywhere to store it. If plastic wrap was able to be recycled too, my main waste bin would have barely anything in it”

“Poole residents should have had the service implemented by now”

“What we do in Britain is irrelevant to any effects on global warming”

“Make it easy to recycle fewer bins more regular collections”

“Please, as I said earlier - no additional bins and no additional cost”

“Recycling plastic needs to be much better, allowing full reuse/recycling rather than finding ways to just “use it up”

“I compost 90pc of my food waste, Often use card and paper as ground cover and mulch. Plastic bottles as plant covers and seed starters. so, I think at my age I do my share of waste management”

Are there any other items you would like to be able to recycle at the household waste recycling centres?

79% of those who responded would like to be able to recycle hard plastics at waste recycling centres



Are there any other items you would like to be able to recycle at the household waste recycling centres? Other

Items for recycling

- Duvets, pillows, cushions
- Textiles (including those not suitable for charity shops)
- Food waste
- Polystyrene
- Pringles cans, aerosols, deodorants
- Paint
- Large electricals (e.g. refrigerators)
- Small electricals and batteries
- Hard plastics (e.g. washing-up bowls)
- Plastic bags and food wrappers
- DIY waste (e.g. rubble, tiles, plasterboard)
- Gas canisters
- Car-related waste (tyres, fluids, upholstery, batteries, bodywork)
- Obsolete sports equipment (e.g. windsurfer board)
- Furniture for reuse
- Terracycle items (e.g. crisp packets, dental products)

Theme
There should be a way to recycle or dispose of all items responsibly and locally.
Charges at recycling centres may discourage proper disposal and may lead to fly-tipping.
Access to recycling centres is difficult for those without cars or with limited mobility.
Kerbside collection is preferred over travelling to recycling points.
The council should accept more types of waste and remove barriers to responsible disposal .
There's confusion about what is accepted at recycling centres.
People want to recycle more but feel unsupported by current infrastructure .
Better communication and signage are needed.
There's a desire for free or subsidised disposal of bulky or unusual items .
Some believe all recyclable items should be accepted without charge or restriction .

To reduce waiting times would you use a booking system to book a slot on the day and up to a week in advance to visit your recycling centre?

- 17% said they would use a booking system to book on the day
- 23% said they would use a booking system to book up to a week in advance
- 65% said they did not want to do either

Comments included:

Theme	Comment	Base 307
Strong Opposition to Booking	Many respondents feel booking systems are inconvenient , and likely to discourage recycling and encourage fly-tipping.	
Concerns About Accessibility and Inclusion	Respondents worry that booking systems exclude older people , those without internet access, or with disabilities.	
Preference for Flexibility	Many users value the ability to visit recycling centres spontaneously	
Support for Booking in Limited Circumstances	Some respondents support booking systems for peak times (weekends and bank holidays) or specific vehicle types.	
Suggestions for Alternatives	Proposals included better signage, live queue/video cam updates , or apps to manage traffic without booking.	
Satisfaction with Current System	Some respondents feel the current system works well , doesn't need changing and a booking system is unnecessary	

161 comments received

Booking systems – Example quotes from respondents

“Creation of recycled rubbish is not governed by time, as it can occur at any time, ... prebooking will make dumping a bigger problem. Good access to the recycling plant without long queues is one way to ensure an efficient system, when you consider the amount of fuel used and exhaust gases created waiting for access to the recycling point”

“This is a deterrent to use it - why are you making it harder to recycle??? This will just encourage fly tipping”

“Booking system = more fly tipping”

“It would put me off using the tip. The traffic is often bad on my journey there so it would be stressful to try and get there at a specific time”

“Quite happy with just going to the tip on the spur of the moment do not want the hassle of booking a slot. Also, I think older people would struggle who do not have technology”

“My Dad has a booking system where he is. He struggles a bit online ... but has the ability to phone to book a slot. This should be an important consideration to include the older council tax payers”

“I said no because it would automatically exclude many groups of people who do not have access to a computer”

“Most people do not plan far enough ahead for a booking system and it is just a waste of money and unnecessary administration”

“A visit is not always pre-planned”

“The service should be provided at the customers convenience, not the providers”

“I've not had any issues with the first come/first served process at the recycling centre. However, maybe a booking system is needed for weekends only?”

“Being able to check how busy a centre is can be useful”

“I used to use the app advising how busy the centre was”

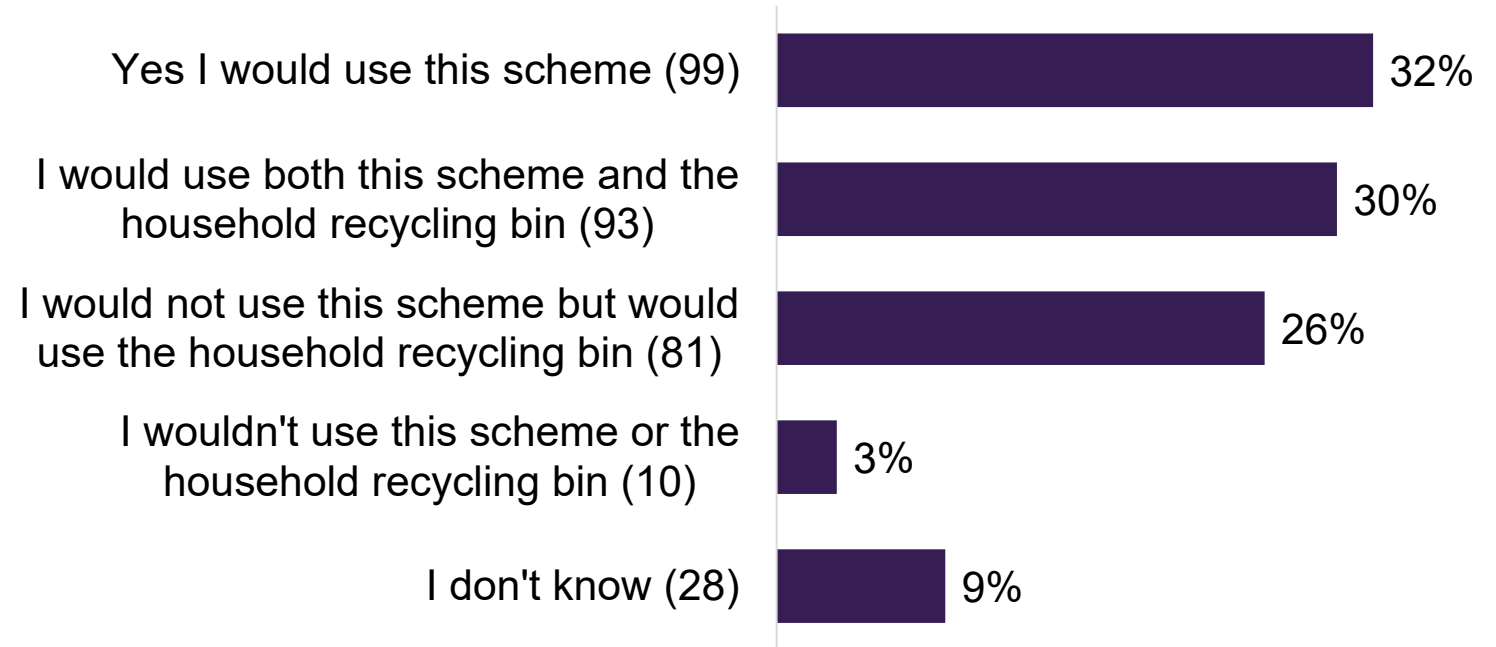
“Current system at my local site works well no need to change”

“Happy with current service - which is excellent”

Deposit return scheme

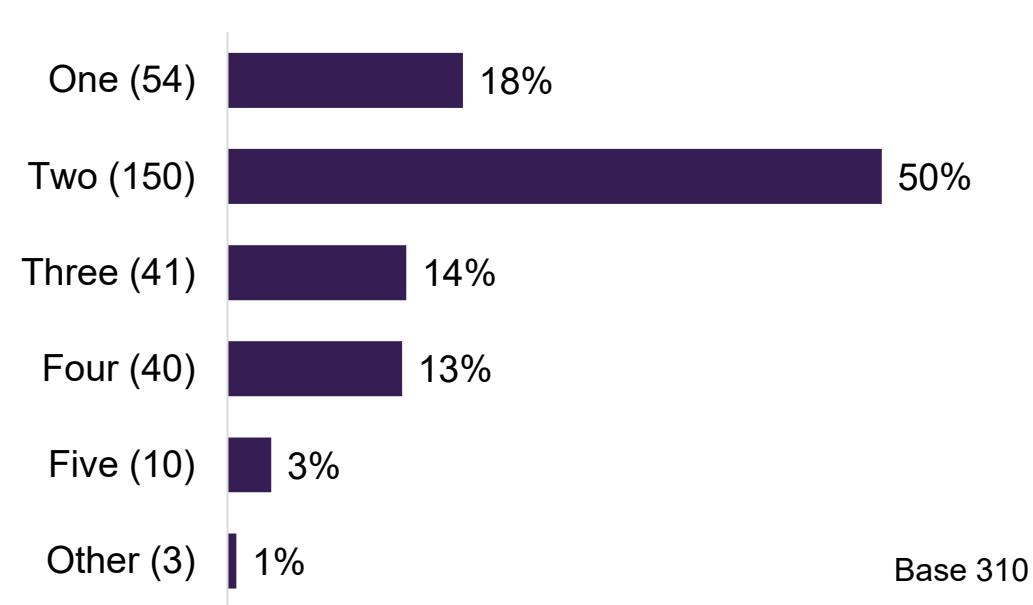
The Government is proposing to introduce a deposit return scheme where a small deposit will be charged on single use drinks containers (plastic bottles and cans) and this deposit would be returned when the containers are deposited at a collection point, would you use this scheme or continue to use your household recycling bin for these items?

29% of those who responded wouldn't use the government scheme

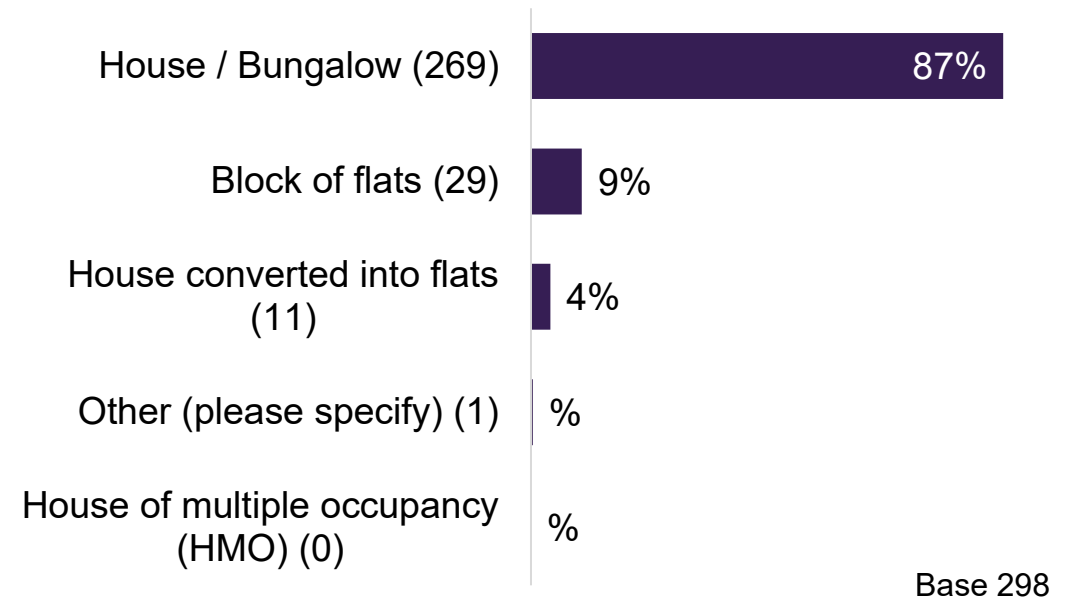


Living Arrangements

- 94% of respondents have access to a car (308 Responses)



50% of respondents live in households with 2 people



87% of respondents live in a house or a bungalow