

### Appendix 5 Main comments received through consultation

Comment	Number	%	Response
General positive comments	649	14.0	
More glass bins are needed	337	7.2	Glass bin locations have been limited to try and minimise the impact associated with noise. Any new suggested locations will be reviewed.
I am concerned about the noise (especially glass)	331	7.1	See comment above. Any complaints about noise nuisance will be followed up and if necessary bins removed.
The current black box scheme works very well	240	5.2	
Am concerned bins won't be emptied enough / will overflow	219	4.7	Frequency of bin emptying will be adjusted to prevent bins overflowing.
This will lead to more fly-tipping	199	4.3	Fly tipping will be monitored and cleared up as is currently the case. The scheme will replace the black boxes and in the trial residents found the streets to be cleaner/ less cluttered
Recycling less convenient / Can't carry two lots of waste	191	4.1	Residents will be able to dispose of their recycling in small quantities at times convenient to them. They do not have to do it at the same time as disposing of refuse.
I am (concerned about) the elderly/disabled finding this difficult	146	3.1	Assisted collections will be available to residents who can not access the communal recycling service.
It will be good not to see black boxes on pavements	143	3.1	
More information is needed about what can be recycled	107	2.3	Bins will be clearly labelled with what can be recycled.  If scheme goes ahead residents will be sent information pack about what they can and can not recycle.  Proposed incentive schemes will include more information.
I am concerned about the loss of parking spaces	76	1.6	Loss of parking has been minimised as far as possible. As a result of feedback received through the consultation the number of spaces lost has been reduced by approximately 30 so far. It is likely that there will be further opportunities to reduce the number of places lost.
Bins will reduce visibility at junctions	68	1.5	All bin locations are assessed by Highways Inspectors to make sure they do not create a hazard.
Want food waste collection	50	1.1	Opportunities for food waste collection

			have been considered previously. Funding opportunities for food waste collections are still being explored.
General negative comments	47	1.0	
Want organic waste collected	46	1.0	See response above in relation to food waste collection.
I have no room for boxes in my flat	39	0.8	The scheme will eliminate the need for residents to store black boxes.
Want facilities to recycle food packaging / other plastics	37	0.8	Opportunities for recycling other plastics are being explored.
Too many equalities questions	34	0.7	Equalities questions are asked in line with council Equalities Policy.
Too many bins	32	0.7	The number of bins proposed have been determined based on the capacity required for the number of households. If the scheme is implemented opportunities for removing refuse bins will be considered should there be over capacity.
Want tetrapak recycling facilities	27	0.6	Currently tetrapak can not be collected with other materials but there are dedicated Tetrapak recycling banks in numerous locations across the city.
Want recycling and general refuse bins placed together	21	0.5	Where possible recycling bins have been placed adjacent to refuse bins.
Want something to transport my recycling to bins with	20	0.4	
These bins are eyesores	18	0.4	
Bins of the same colour may get confusing	11	0.2	Bins will have clear signage stating what materials should be placed in them. Mixed recycling bins will have a 'no glass sign'
Not enough bins for cardboard	6	0.1	Cardboard can be placed in all bins for mixed recycling
Want to be able to recycle foil	5	0.1	Currently foil is not collected with recycling to maintain a high quality of recycling. Often foil is covered in food residues which can affect paper quality.
Bins are too far from my house	3	0.1	Bin locations have been proposed to be within easy walking distance from all properties. If residents are unable to access the bins eg due to mobility problems an assisted collection will be provided.
Council should encourage less consumption	3	0.1	Council is encouraging waste minimisation eg through its work with the Food Partnership
Put the bins outside shops	2	0.0	