

# 2021

## WASTE & RECYCLING SURVEY

STATES OF GUERNSEY



Island Global Research

1<sup>st</sup> March 2022

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This report presents findings from a survey on household waste and recycling services completed by residents in Guernsey in September 2021.

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## About Island Global Research

Island Global Research is a market research and consultancy company with experience in both quantitative and qualitative research methods. We regularly conduct market research for clients in the Crown Dependencies.

Island Global Research is part of the BWCI Group.



# INTRODUCTION AND APPROACH

**Island Global Research conducted a survey of Guernsey residents on behalf of the States of Guernsey about household waste and recycling.**

Two years have passed since the introduction of new waste and recycling services and charges. The States of Guernsey felt that it was the right time to gather the views of residents, so that they understand what's working well and what isn't, and where they can make improvements to ensure they provide the services that islanders need.

The survey asked respondents about:

- Their household's use of Bring Banks, Kerbside Collection, the Household Waste and Recycling Centre, and the Green Waste Site at Chouet in the last 2 years
- Satisfaction with the waste and recycling services used by their household, and areas / suggestions for improvement
- Experience of customer service received from Guernsey Waste in the last 2 years
- Communication about waste and recycling services by Guernsey Waste, including materials used and channels preferred
- Home composting and the Love Food Hate Waste Campaign



# DATA COLLECTION

**The survey had a very good response, with 1,848 eligible responses from residents.**

The sample\* represents 3.5% of the eligible population, as there are just over 53,000 adults (aged 16+) resident in Guernsey. The achieved sample gives a maximum margin of error of 2.3% (95% confidence interval) on the total sample.

Responses were collected between 8 September and 7 October 2021. The majority of responses were received online, although the option to complete the survey over the phone with an Island Global Research team member was offered and taken up by 2 individuals.

The survey was promoted to a wide audience using the following channels:

- Island Global Research contacted their market research panel and invited them to participate in the survey.
- Island Global Research promoted the survey using social media (Facebook and Instagram).
- The States of Guernsey promoted the survey using social media and posters
- The States of Guernsey promoted the survey via a media release and radio interviews

## Media Coverage

We note that media coverage about the survey occurred during the later half of data collection. The media coverage included a range of topics included in the survey, but focused in particular on Bring Banks and whether this service would be withdrawn by the States of Guernsey. 1,335 eligible responses were received prior to the media coverage (first article published 24 September), and 513 eligible responses were received during and after.

During analysis we checked for response bias and can conclude that although small differences can be seen in Bring Bank use, there is no notable impact on overall findings.

## Impact of Media Coverage

For example:

- Prior to the media coverage 29% said they never use Bring Banks while 24% said they use them once a month or more ; following the media coverage 34% said they never use Bring Banks while 26% use them once a month or more. There are no statistically significant differences between these results.
- There are no differences in the percentage of people saying they have taken paper, plastic, tins /cans or cartons to Bring Banks in the last 2 years. Small differences for glass and cardboard are not statistically significant; Prior to the media coverage 47% said they have taken cardboard and 30% said glass; following the media coverage 43% said they have taken cardboard and 35% said glass.
- Prior to the media coverage 43% said the main reason they take glass to Bring Banks is for one of the following reasons: So I don't have to store glass between kerbside collections; like going -it's part of my routine; visiting Bring Banks is more convenient (e.g. live, work or shop near); kerbside collection is noisy; find it difficult to carry glass bag to kerbside collection point. Following the media coverage 46% selected these options. This is not a statistically significant difference.
- Prior to the media coverage 4% said the main reason they take plastic, paper, tins/cans and/or cartons to Bring Banks is that they are more convenient. This rises to 11%\* following the media coverage, but the base size is small (88).

The view of Island Global Research is that although there is no notable impact on the findings reported, the small differences seen in response to the media coverage suggests that there is likely to be a vocal minority with strong views on how important Bring Bank Services are for glass recycling, and how integral the plastic, paper, tins/cans and/or cartons banks are to the way in which they prefer to recycle.



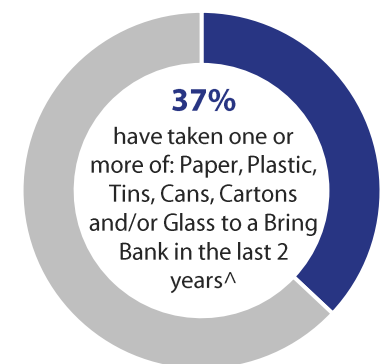
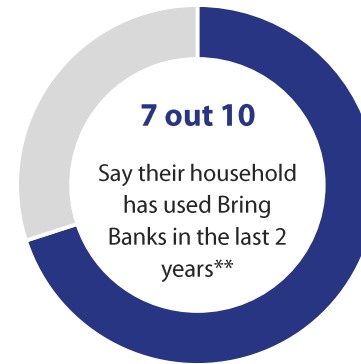
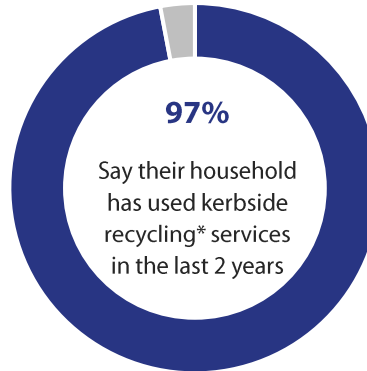
# KEY FINDINGS (1)

## SERVICES USED BY HOUSEHOLD IN THE PAST 2 YEARS

- Kerbside Recycling\*: 97%
- Bring Banks: 70%
- Household Waste & Recycling Centre (HWRC): 82%
- Green waste site at Chouet: 56%

## DAY-TO-DAY WASTE & RECYCLING BY MATERIAL

(% of people that say their household...)



### Cardboard (small in bag & bulky) & Paper

- Kerbside collection: 96% put cardboard and/or paper out in the clear bag.
- Bring Banks: 46% have taken cardboard in the last 2 years and 15% have taken paper. Around 3% of those who recycle paper take it to Bring Banks and do not use kerbside at all.
- HWRC: 36% have taken bulky cardboard in the last 2 years, including 12% who take it once a month or more. 7% take a clear bag with paper and/or broken down cardboard once a month or more.

### Glass

- Kerbside collection: 88% put glass out.
- Bring Banks: 31% have taken glass in the last 2 years. Around 8% of those who recycle glass take it to Bring Banks and do not use kerbside at all.
- HWRC: 7% take glass once a month or more.

### Plastics / Tins / Cans / Cartons (blue bag)

- Kerbside collection: 96% put these materials out in the blue bag.
- Bring Banks: Around 1 in 10 have taken each of these in the last 2 years. Less than 3% of those who recycle these materials take them to Bring Banks and do not use kerbside at all.
- HWRC: 8% take the blue bag once a month or more.

# KEY FINDINGS (2)

## BRING BANKS

Overall, 37% of recyclers have taken Paper, Plastics, Tins, Cans, Cartons and/or Glass to a bring bank in the last 2 years.

*Based on both the reasons for use and frequency of use, 24% of people that recycle these items can be considered more “routine” Bring Bank users and 13% more “ad-hoc” Bring Bank users\*. Routine users appear to have more of a preference for Bring Banks, and the majority are using them in addition to kerbside collection services. This is mainly because kerbside collection of glass is noisy, or so they don’t have to store recycling between collections. Some of this group may perceive their ‘preference’ for Bring Banks as a ‘need’, however this is not necessarily the case.*

The remaining 63% have not taken these materials to Bring Banks in the last 2 years (i.e. only use them for Cardboard / Textiles / Books, or do not use them at all).

The HWRC is used frequently by some (instead of or in addition to kerbside), but it is less likely than Bring Banks to be a primary method of recycling. The data suggests something of a geographic element – whereby those needing a service in addition to kerbside are more likely to use the HWRC if they live in Vale or St Sampson, while those in the more western parishes may choose a Bring Bank site instead (although this difference shouldn’t be overstated).

Overall, we can conclude that Bring Banks are most valued for:

1. Cardboard that can’t fit in clear bags, by just under half of people.
2. Glass, used to some extent by around a third of households that recycle this material. This includes 8% who do not use kerbside collection for glass at all. The biggest concerns around kerbside collection driving use of Bring Banks includes: noise of kerbside collection; needing to store glass between collections; broken glass (in bag or in street); and not having enough glass / too windy to put bag out (blows away).
3. Other materials by a minority of people, but this minority are likely to have strong views.

## IMPROVING BRING BANKS

- Empty the containers more often
- Bring bank areas should be monitored / better maintained to reduce fly-tipping and mess.
- Requests for containers for other types of items, common amongst which was polystyrene.

\*See Appendix B for more detail.

*In summary: Respondents are considered “routine” Bring Bank users if they meet one or more of the following criteria: Household recycles all of: Paper, Plastics, Tins, Cans, Cartons and Glass via Bring Banks and not kerbside collection; Household takes Paper, Plastics, Tins, Cans, Cartons and/or Glass to Bring Banks for one of the following reasons: “So I don’t have to store between collections” / “Like going - it’s part of my routine” / “Visiting Bring Banks is more convenient” / “Kerbside collection is noisy” / “Find it difficult to carry recycling to collection point” / “Other”. This may be in addition to or instead of using kerbside collection; Household uses Bring Banks once a month or more (excluding those that have only taken cardboard, textiles and/or books in the last 2 years) “Ad-hoc” users have used Bring Banks for these materials in the last 2 years but do not meet the above criteria.*

# KEY FINDINGS (3)

## IMPROVING KERBSIDE COLLECTION

- 77% of the total population are satisfied / very satisfied with the service overall. 10% are dissatisfied / very dissatisfied.
- The biggest areas of concern are: the noise of collections (mentioned regardless of satisfaction score); containers not being returned to where collected from; not having weekly collections, especially for those with a lack of space or items such as nappies; bags blowing into road causing broken glass and litter.
- Just under half of users have needed to replace their glass bag and / or food caddy. We received requests for bin people to take more care with them and do more to put them back in the right place, and many comments about the wind blowing them away. You may wish to identify if the designs can be improved to reduce them blowing away, and improve longevity of the container.
- For the 8-12% who experienced problems replacing them, the following could be improved: Knowledge of where to get replacements; ensure they remain in stock; make them available at a wider range of places e.g. supermarkets, garages, garden centres that are open longer hours; consider offering delivery for those who do not drive.
- 12% reported problems purchasing stickers. The majority of comments were about a lack of stock. This may be something to monitor with retailers. Otherwise, ideas that make buying stickers more convenient and easier to remember for families with busy lives and those living in the more rural parishes would help solve some of the issues raised.
- Only 3% are dissatisfied or very dissatisfied that they have all the information they need about kerbside waste and recycling collections. Suggestions raised by this group to improve it are on page 40.

## IMPROVING THE HOUSEHOLD WASTE AND RECYCLING CENTRE

- There are high levels of satisfaction with this service, and the staff received praise for their customer service.
- Around a quarter of users believe the information about prices; opening hours; and waiting times need to be improved. Additionally, 17% would like information about what can be disposed of to be improved.
- Key areas to address include:
  - Bottle-neck at entrance (many suggestions for improving lane & paying system).
  - Consistency and transparency of pricing, including clearly displaying the prices for different materials at the entrance and online.
  - Later opening on (some) week days and Sundays.
  - Make the website easier to navigate and mobile optimized. Consider creating an app.
  - Ensure the list of what to do with different materials on the website is clearer, easier to find, includes all types of items and is up-to-date. Consider adding information such as prices and HWRC bin numbers / zones where applicable.
  - Offer the information in a printed format e.g. leaflet for noticeboards; up-to-date recycling "wheel".
  - Another suggestion to improve re-use was to put GO first in the site, and advertise online what they are currently accepting so people think about it and know before dumping an item.



## KEY FINDINGS (4)



### IMPROVING GREEN WASTE DISPOSAL

- 13% believe that information about what can be taken to the Green Waste Site at Chouet needs to be improved and 10% believe customer service could be improved. Issues around access, such as opening hours and road / site condition were also raised by a minority of people.
- 22% of all survey respondents would definitely regularly use a green waste collection service for a small charge, and a further 22% would probably do so.
- Those who would definitely or probably use a green waste service, were asked how much they would be willing to pay: 61% would be willing to pay £50, while only 18% were willing to pay £75 per year.
- Therefore, 27% of all people would definitely or probably use a green waste collection service for a charge of £50 a year

### HOME COMPOSTING & FOOD WASTE

- 42% of people said their household does home composting - 21% compost food waste and 37% compost green waste, including 16% who do both.
- 58% of people do not home compost, although this includes 16% who would like to find out more information about it. Under 40s are the age group least likely to home compost currently (33%), but are the most likely to not compost and want more information about it (23%).
- The majority of those that currently compost food waste say there has either been no change or they are composting more food waste.
- However, it should be noted that 37% of those who currently compost green waste say they have stopped composting food since the introduction of food collection.
- 7 out of 10 people are aware of the 'Love Food Hate Waste' campaign. The most common places to see the campaign were milk cartons and buses, selected by around a third of those aware of it.

# KEY FINDINGS (5)

## GUERNSEY WASTE CUSTOMER SERVICE

- 80% of people prefer to find out about waste and recycling services via the website, followed by Facebook amongst under 65s and the media (i.e. newspapers, radio, TV) for those aged 65+.
- Overall there are very high levels of satisfaction with the customer service. For example, three-quarters of those who had contacted Guernsey Waste in the last 2 years were satisfied or very satisfied with the knowledge of the customer service team.
- There may be some room to improve:
  - Office opening times to better suit younger people;
  - Response times to emails from those complaining or with a bin night query;
  - Mobile optimisation and ease of navigating the website.



# OVERVIEW - USE OF WASTE AND RECYCLING SERVICES:

## SERVICES USED IN THE LAST 2 YEARS

### APPROPRIATE WASTE & RECYCLING DISPOSAL



#### Key Findings

- Almost everyone uses kerbside collection (99%) and this does not differ by age and household composition.
- Additionally, in the last 2 years, 70% have used Bring Banks; 82% have used the Household Waste & Recycling Centre (HWRC); and 56% have used the green waste site at Chouet.
- 3% of respondents said their household regularly puts recyclable materials in with general waste.
- 5% of respondents said their household regularly disposes of recycling and general waste in ways OTHER than kerbside collection, Bring Banks or Household Waste & Recycling Centre. A further 24% do this occasionally.
- 16% indicated that their household does not have enough space. This rises to 28% of under 40s and 22% of working age households with children.



# USE OF SERVICES

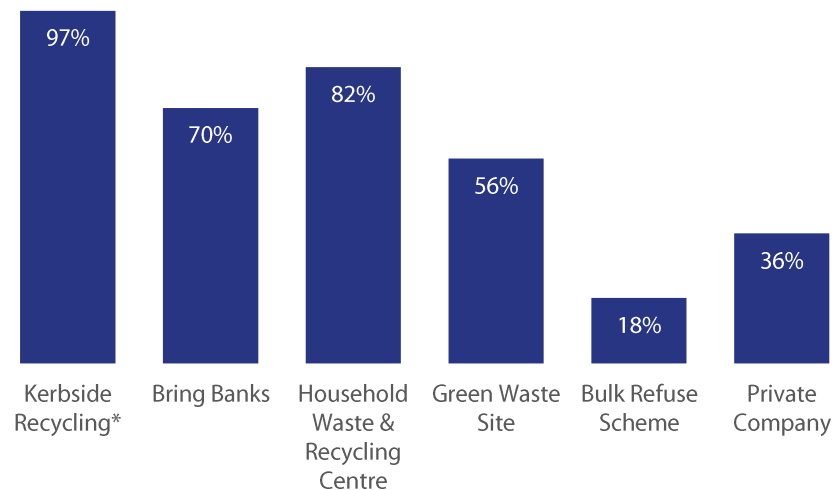
Respondents were asked: "Which of the following waste and recycling services has your household used in the **last 2 years**?"

Almost everyone uses kerbside recycling\* and this does not differ significantly by age and household composition.

In the last two years: 70% have used Bring Banks\*; 82% have used the Household Waste & Recycling Centre (HWRC); and 56% have used the green waste site at Chouet. There are only small differences by:

- **Age:** Under 40s are slightly less likely to have used Bring Banks, the HWRC and the green waste site.
- **Household composition:** Working age households with children are slightly more likely to have used the HWRC, and waste disposal by a private company.

Services used by household in the last 2 years



	Age			Household Composition		
	Under 40	40-64	65+	Working Age	Working Age + Children aged under 16	Pension Age
Kerbside Recycling	97%	97%	97%	96%	99%	97%
Bring Banks	62%	75%	72%	69%	72%	70%
HWRC	74%	86%	82%	78%	86%	81%
Green Waste Site	47%	59%	64%	51%	59%	64%
Bulk Refuse Scheme	13%	23%	15%	19%	18%	13%
Private Company skips/bags	35%	42%	26%	35%	46%	27%



# USE OF SERVICES BY...

## Housing Type:

- 63% of those living in a house / bungalow have used the green waste site compared to 17% of those in a flat / apartment. This difference is not unexpected.
- Those living in a house / bungalow are more likely to have used Bring Banks and the HWRC. This is consistent with differences by age - those aged under 40 are also more likely to be in a flat or shared accommodation and less likely to have used these services.

## Parish:

- Residents of Forest, St Saviour, St Pierre du Bois and Torteval are the most likely to have used Bring Banks (84%). They are also less likely to have used the HWRC (77%), along with those from St Peter Port (75%)
- Those in Vale are the most likely to have used the Green Waste site (77%).

	Housing Type		
	House / Bungalow	Flat / Apartment	Shared Accommodation*
Kerbside Recycling	99%	96%	99%
Bring Banks	72%	59%	66%
HWRC	84%	64%	74%
Green Waste Site	63%	17%	39%
Bulk Refuse Scheme	19%	10%	23%
Private Company	39%	13%	32%

	Parish					
	St Peter Port	Vale	St Sampson	St Martin / St Andrew	Forest / St Saviour / St Pierre du Bois / Torteval	Castel
Kerbside Recycling	97%	98%	98%	97%	96%	96%
Bring Banks	68%	62%	64%	73%	84%	78%
HWRC	75%	89%	86%	83%	77%	86%
Green Waste Site	43%	77%	66%	56%	43%	58%
Bulk Refuse Scheme	15%	18%	19%	18%	21%	21%
Private Company	26%	34%	33%	46%	45%	45%

# ENCOURAGING RECYCLING AND APPROPRIATE WASTE DISPOSAL

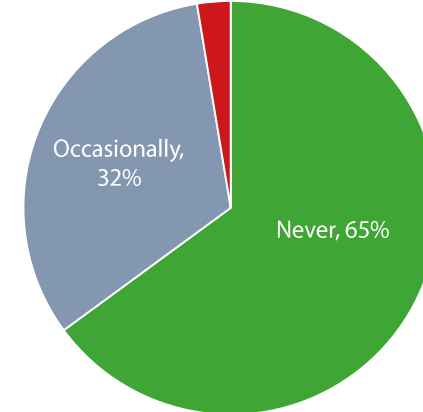
Respondents were asked about whether they disposed of their waste and recycling appropriately through two questions:

- 3% of respondents said their household regularly puts recyclable materials in with general waste. A further 32% said they do this occasionally.
- 5% of respondents said their household regularly disposes of recycling and general waste in ways OTHER than kerbside collection, Bring Banks or Household Waste & Recycling Centre.\* A further 24% do this occasionally.

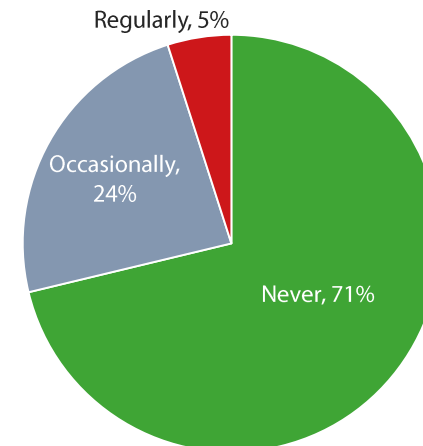
In both questions respondents were encouraged to be honest and assured of the anonymity of their response, however, it is still likely that this is a slight under-estimation of such behaviours.

Those living in Forest, St Saviour, St Pierre du Bois, Torteval or Castel may be slightly more likely to dispose of materials in ways other than kerbside collection, Bring Banks or HWRC, but the differences are not statistically significant (7-8% vs 3-5% of those living in other parishes).

Household puts recyclable material in general waste



Household disposes of recycling and general waste in ways OTHER than kerbside collection, Bring Banks or HWRC



\*Further research would be needed to understand what methods of disposal are being used by these respondents. It could include burning waste, however the Client preferred not to seek further detail / prompt due to concerns this may be perceived as condoning such behaviour.

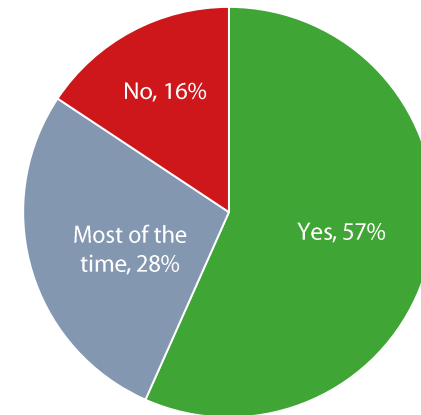


# STORAGE OF WASTE & RECYCLING

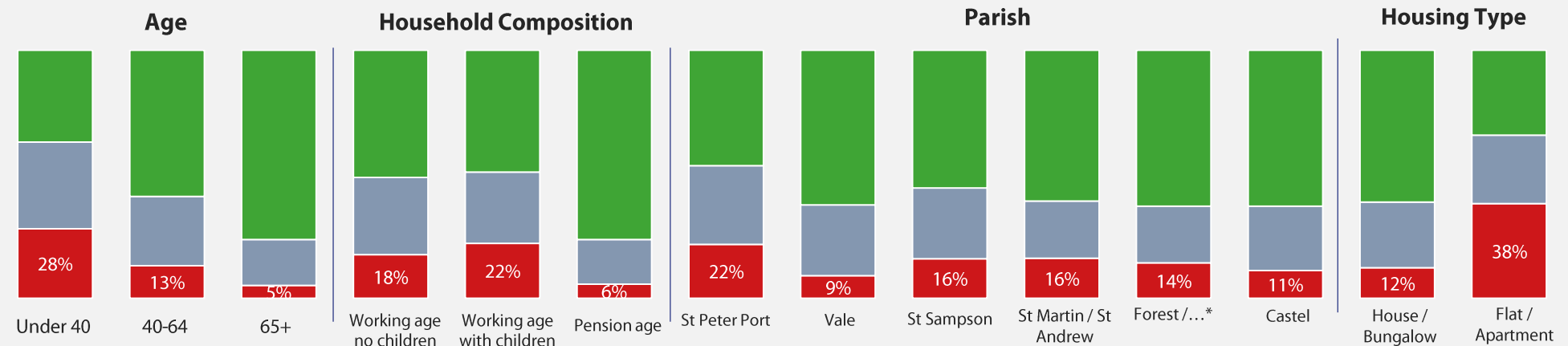
Respondents were asked: “Does your household have enough space to store waste & recycling prior to collection?”

- 16% indicated that their household does not have enough space. This rises to:
  - 28% of under 40s - who are also more likely to live in St Peter Port in a flat / apartment.
  - 22% of working age households with children (compared to 6% of pension age)
- 28% said they do most of the time (suggesting there are a small number of occasions when they do not).
- Just over half (57%) indicated that their household has no storage issues.

Enough space to store waste & recycling



% do not have enough space to store waste & recycling



# DAY TO DAY WASTE & RECYCLING:

HOW PAPER, CARDBOARD, GLASS, PLASTIC, TINS/CANS AND CARTONS ARE RECYCLED  
USE OF KERBSIDE COLLECTION VS BRING BANKS  
USE OF THE HWRC



## Key Findings

- 88% say their household puts glass out for kerbside collection, 92% put food caddy out for kerbside collection, while 96% use kerbside collection for each of the other types of materials.
- 70% say their household has used Bring Banks in the last 2 years. They are more widely used for textiles (55% of people), cardboard (46%), and glass (31%). Conversely, 15% have taken paper in the last 2 years, while around 1 in 10 have taken materials like plastic, tins/cans and cartons.
- Overall, 37% of recyclers have taken one or more of: Paper, Plastics, Tins, Cans, Cartons and/or Glass to a bring bank in the last 2 years. See Appendix B for more detail on types of Bring Bank users.
- 18% of people say their household takes a blue bag, clear bag, general waste bag, glass and/or bulky cardboard to the Household Waste and Recycling Centre (HWRC) once a month or more. This includes 12% who take bulky cardboard, and less than 1 in 10 who take blue bag, clear bag and/or glass to the HWRC on a regular basis.

See Appendix B for Venn diagrams illustrating the overlap between the HWRC, Bring Banks and Kerbside collection. Overall, we can conclude that Bring Banks are most valued for:

1. Cardboard that can't fit in clear bags, by just under half of people.
2. Glass, used to some extent by around a third of people. This includes 8% who do not use kerbside collection for glass at all. The biggest concerns around kerbside collection driving use of Bring Banks includes: noise of kerbside collection; needing to store glass between collections; broken glass (in bag or in street); and not having enough glass / too windy to put bag out (blows away).
3. Other materials by a minority of people, but this minority are likely to have strong views.

# USE OF SERVICES BY MATERIAL

Respondents were asked which materials their household puts out for kerbside collection, and which they have taken to Bring Banks in the last 2 years.

For example, 96% of the total population put paper out for kerbside collection and 15% of the total population have taken paper to bring banks in the past 2 years.

Bring Banks are most widely used for textiles (55% of all people), cardboard (46% of all people), and glass (31% of all people).

For paper, cardboard, plastic, tins/cans, cartons and glass they could have used one or both of these services. More detail overleaf.

Which of the following recycling materials ...  
(% total population)

	Does your household put out for kerbside collection?	Has your household taken to Bring Banks in the last 2 years?
Paper	96%	15%
Cardboard	96%	46%
Plastics	96%	10%
Tins / cans	96%	10%
Cartons	96%	8%
Glass	88%	31%

In addition....

96%

put general waste out for kerbside collection

55%

have taken textiles to Bring Banks

92%

put food caddy out for kerbside collection

26%

have taken books to Bring Banks



# THE MIX OF SERVICES USED

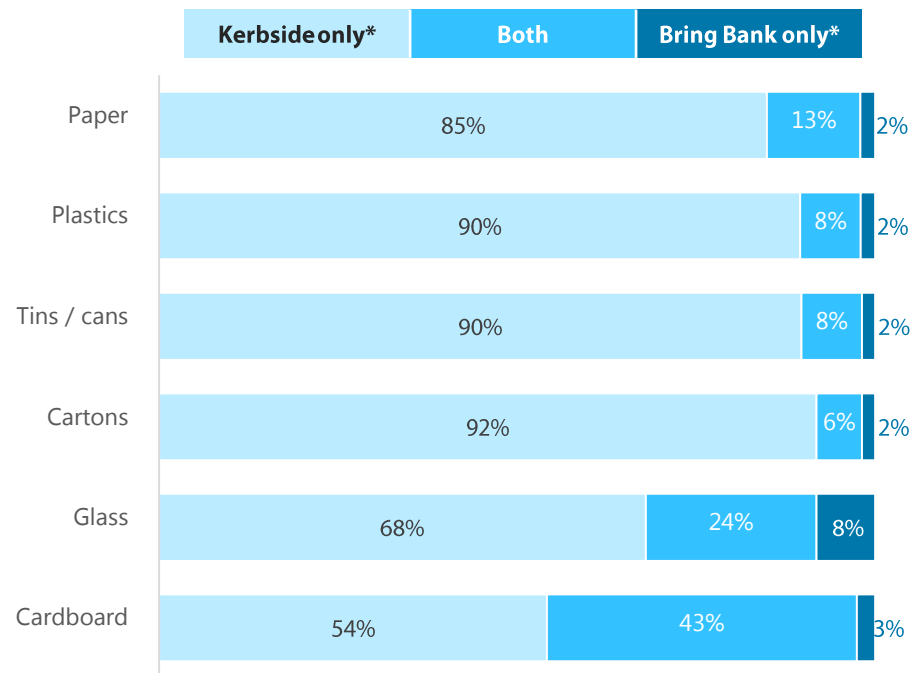
Respondents could have used kerbside collection only, Bring Banks only, or both services to recycle each of the materials on the right.\*

**For example, in the last 2 years, of those that have recycled paper via kerbside and/or Bring Banks:**

- 2% said their household has only used bring banks to recycle paper (i.e. never use kerbside collection)
- 13% said their household has used a mix of Bring Banks and kerbside collection to recycle paper
- The remaining 85% said their household uses kerbside collection only (i.e. have not taken paper to Bring Banks in the last 2 years).

Bring Banks are used by relatively more people for glass (32% of people that recycle it use one or both services) and cardboard (46% that recycle it use one or both services).

**Service(s) used by household to recycle...**  
(% of those that recycle [material] via kerbside and/or Bring Bank)



*Excluding those that have not recycled [material] via kerbside and/or Bring Banks*

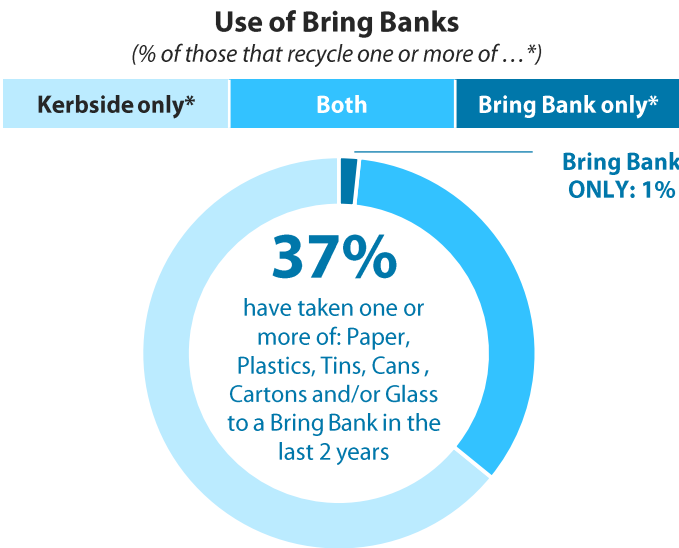
# PAPER, PLASTICS, TINS, CANS, CARTONS AND/OR GLASS COMBINED

Overall, 37% of recyclers said they had taken one or more of [Paper](#), [Plastics](#), [Tins](#), [Cans](#), [Cartons](#) and/or [Glass](#) to a bring bank in the last 2 years.

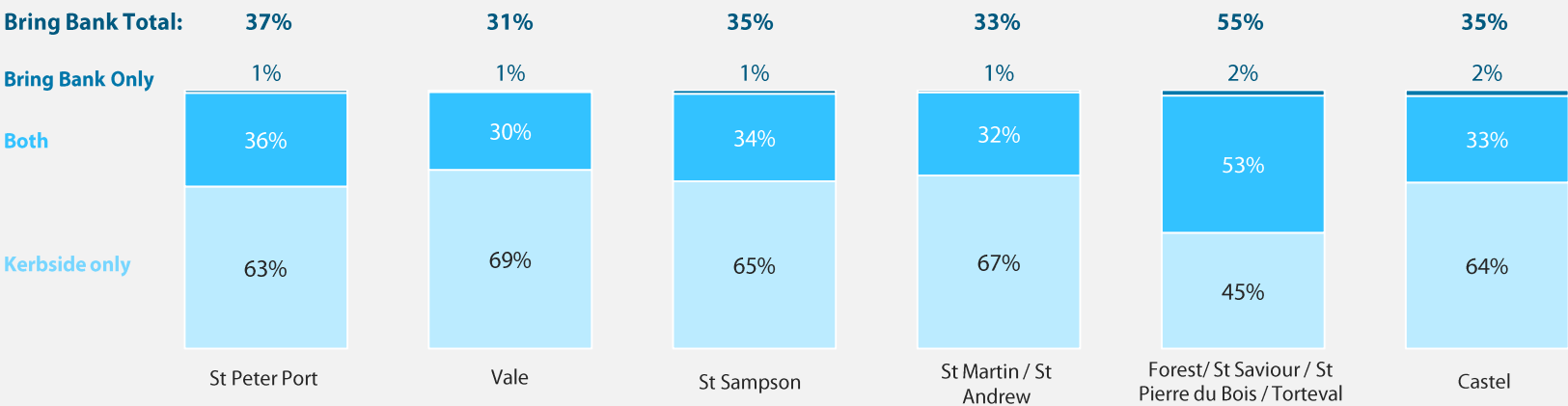
This increases to 55% of recyclers living in Forest, St Saviour, St Pierre du Bois or Torteval.

This includes 1% who have only used Bring Banks for all these types of materials.

*N.B. figures on this page are excluding cardboard*



% taken one or more of these materials to a Bring Bank in the last 2 years by Parish



# REASONS TO TAKE PAPER, PLASTICS, TINS / CANS & CARTONS TO A BRING BANK

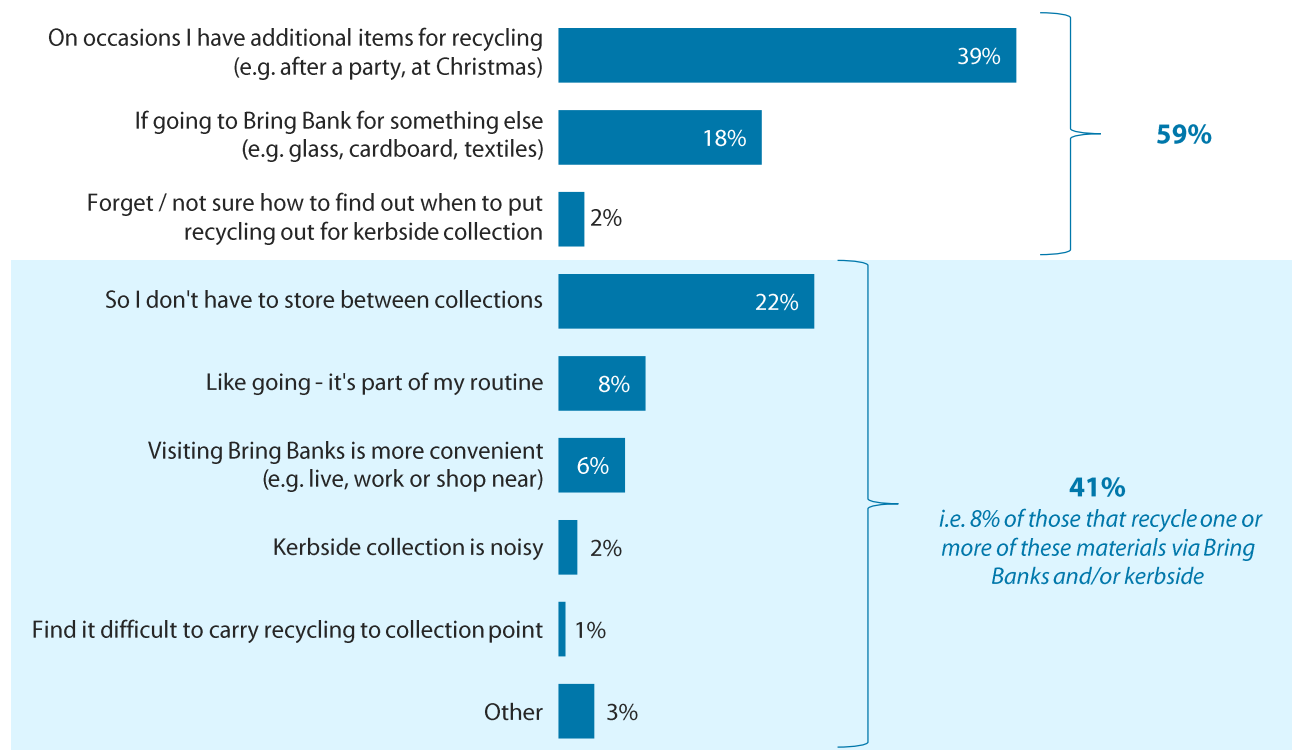
20% said they had taken one or more of **paper / plastic / tins/cans/ cartons** to Bring Banks in the last 2 years. These respondents were asked "What is the MAIN reason your household takes <insert selected material(s)> to Bring Banks?" They could select one reason.

59% of this group (i.e. ~11% of those that recycle one or more of these materials via Bring Banks and/or kerbside collection) selected either "On occasions I have additional items for recycling" or "If going to Bring Bank for something else" or "Forget / not sure how to find out when to put recycling out for kerbside collection".

41% of this group selected one of the other more 'routine' reasons for using a Bring Bank (i.e. 8% of those that recycle one or more of these materials via Bring Banks and/or kerbside collection). Most commonly, so that they don't have to store recycling between collections (22% of people that have taken one or more of these materials to Bring Banks in the last 2 years).

Other reasons given include that they [more routinely] have bigger / too much recycling.

**The MAIN reason for taking Paper, Plastics, Tins, Cans and / or Cartons to a bring bank**  
(% of people that have taken one or more of these materials to Bring Banks in the last 2 years)



# REASONS TO TAKE GLASS TO A BRING BANK

**32% said they had taken glass to Bring Banks in the last 2 years. These respondents were asked the main reason why. They could select one.**

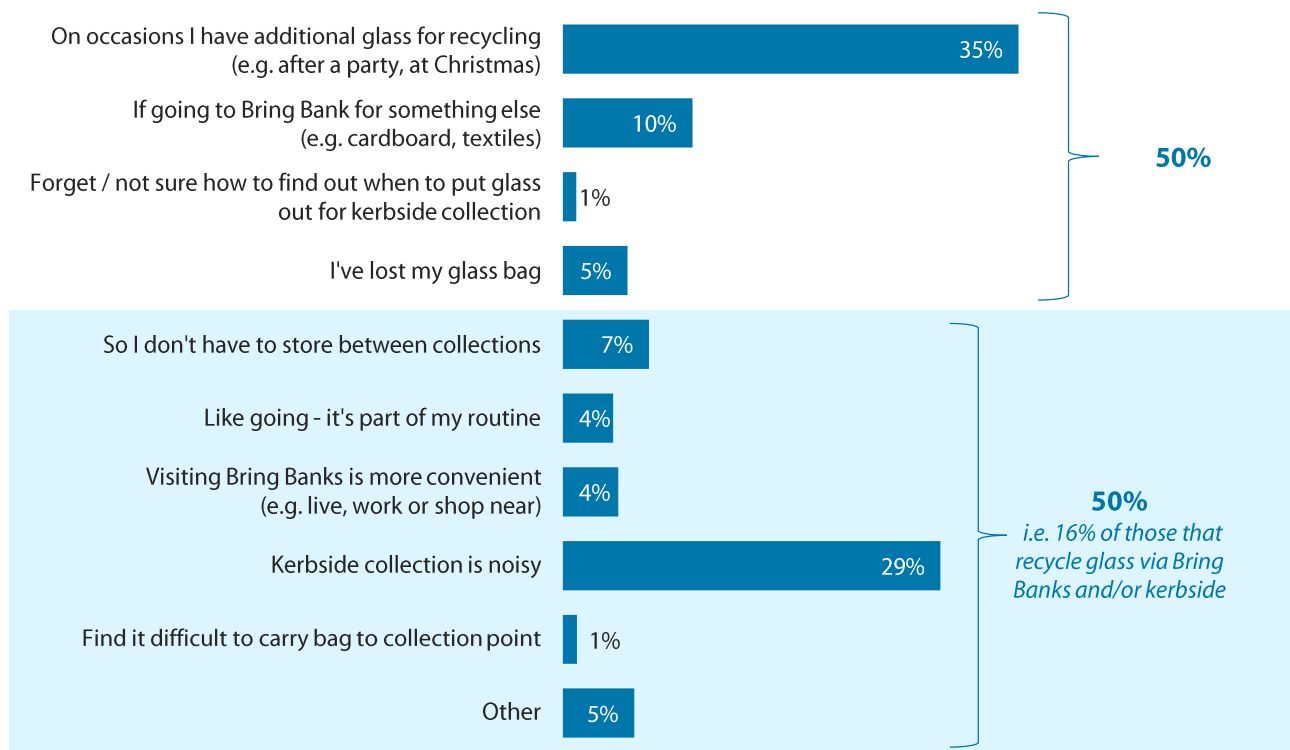
Half of this group (*i.e. 16% of those that recycle glass via bring banks and/or kerbside collection*) selected either "On occasions I have additional glass for recycling" or "If going to Bring Bank for something else" or "Forget / not sure how to find out when to put recycling out" or "lost my glass bag".

The remaining 50% of this group selected one of the other more 'routine' reasons for taking glass to a Bring Bank (*i.e. 16% of those that recycle glass via Bring Banks and/or kerbside collection*). Most commonly, that kerbside collection is noisy (29% of people that have taken glass to Bring Banks in the last 2 years).

Other reasons commonly given included broken glass (in bag or in street), and not enough glass / too windy to put bag out without it blowing away.

## The MAIN reason for taking Glass to a Bring Bank

(% of people that have taken glass to Bring Banks in the last 2 years)





# FREQUENCY OF BRING BANK USE

Respondents were asked how often their household uses Bring Bank sites, for any material including paper, plastics, tins, cans, cartons, glass, cardboard, textiles and/or books.

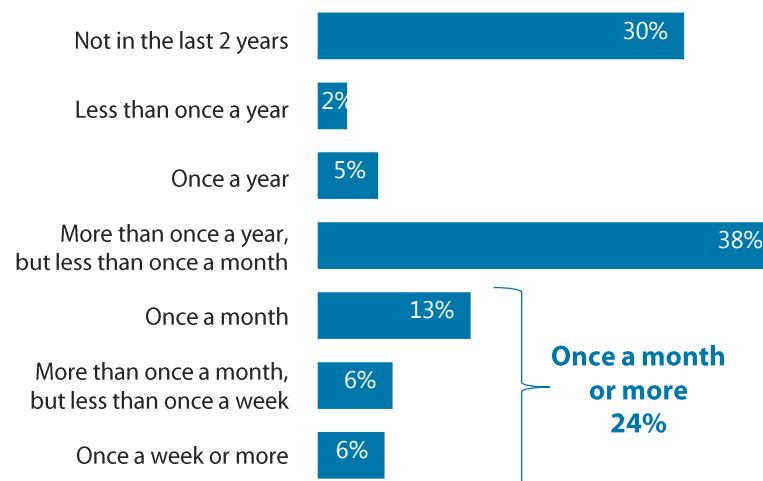
- 30% of people have not used them in the last 2 years
- 45% have used them, but less than once a month
- 24% said their household uses them once a month or more. This includes 19% who have taken paper, plastics, tins, cans, cartons and/or glass in the last 2 years and visit once a month or more (*i.e. not those who go frequently but only take textiles / cardboard / books*).

Those more likely to use the Bring Bank regularly are:

- Aged 40+ (*under 40s are half as likely as those aged 40-64 to use it this regularly*)
- Living in Forest / St Saviour / St Pierre du Bois / Torteval (*40% of those living in these parishes*)
- Living in a house / bungalow (*26% vs 16% of those in a flat*)

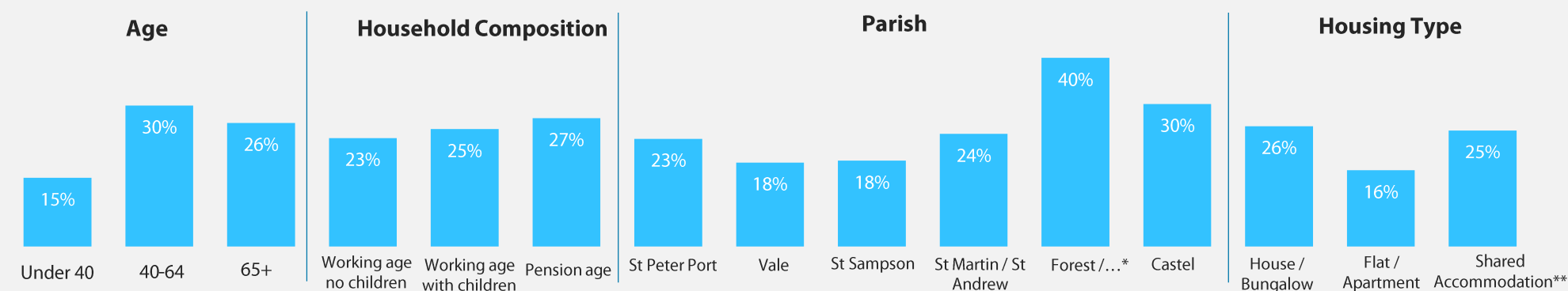
## How often does your household use the Bring Bank sites?

(% total population)



Excluding don't know

## % use Bring Banks once a month or more (for any material including textiles / cardboard / books)



\*Forest/ St Saviour / St Pierre du Bois / Torteval

\*\*Small base (89)

# USE OF HWRC FOR DAY-TO-DAY WASTE & RECYCLING

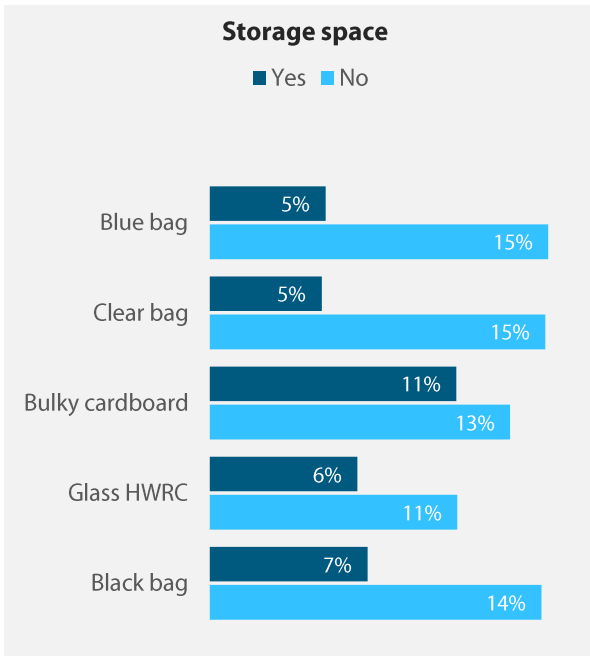
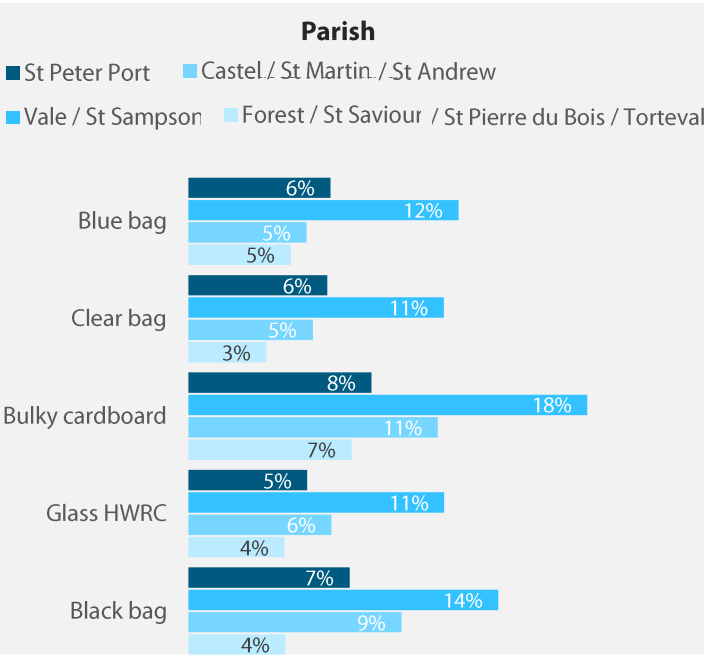
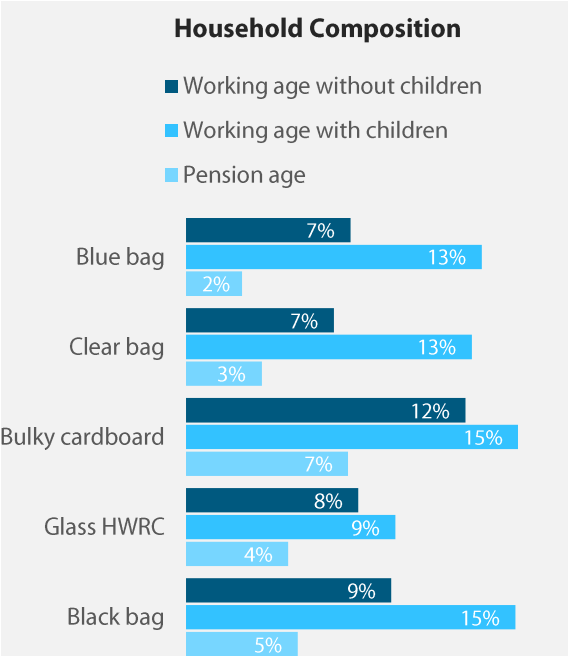
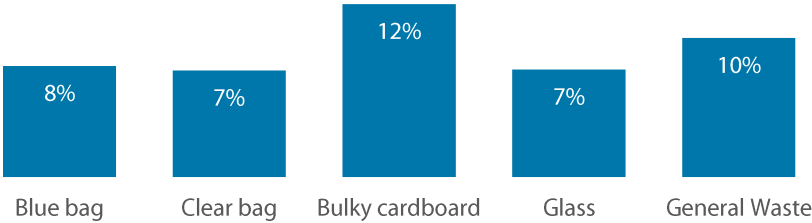
**It is also possible for day-to-day waste and recycling to be taken to the Household Waste and Recycling Centre (HWRC).** 18% of people take one ore more of these materials to the HWRC once a month or more, including 12% who take Bulky Cardboard. Less than 1 in 10 take blue bag, clear bag and/or glass to the HWRC on a regular basis.

**Household Composition:** Those with children are the most likely to regularly take these materials to the HWRC (13-15%), while pension-age households were the least likely.

**Parish:** Those living in Vale and St Sampson are more likely to regularly take these materials to the HWRC (11-18%).

**Storage space:** Those without space to store waste & recycling are more likely to regularly make use of the HWRC for these types of materials (11-15%).

**Take the following to HWRC once a month or more**  
(% total population)



# BRING BANK COMMENTS



**Bring Bank users were asked "Do you have any suggestions about how the Bring Bank service could be improved, or comments about your household's use of this service?"**

427 respondents provided a comment.

The comments demonstrated that bring banks are deemed particularly important for recycling glass (noisy) and cardboard (bulky). More ad-hoc users also mentioned that they could be useful if a kerbside collection is missed.

The majority of comments were from more 'routine' Bring Bank users and the most common themes were that the bring banks should be emptied more often, and that the Bring Bank areas should be monitored / better maintained to reduce fly-tipping and mess.

There were also requests for containers for other types of items, very common among which was polystyrene.

# WHAT COULD BE IMPROVED ABOUT BRING BANKS?

## All Users

### Common themes from across all user groups were:

- The Bring Banks should be emptied more often
- The Bring Bank areas should be monitored / better maintained to reduce fly-tipping and mess
- Have more Bring Bank sites / reintroduce closed sites (Vazon & North of the island commonly mentioned)
  - Introduce containers for polystyrene
- Have containers for other types of items e.g. Plastic bags (which litter the sites), batteries, electrical items, hard plastics
- Bring Banks reduce the need to drive [to Longue Hougue]; Bring Banks located at supermarkets would be convenient.

### The following comments are also worth noting:

- Would like to be able to drop off clear and blue bags (in addition to bins for sorted items)
  - Would like more information on if / what / how textiles are recycled
  - Signage is fading on the bring bank containers
- Work with teracycle on recycling crisp packets, coffee pods and pet food pouches

## More "Routine" Users

The majority of comments were from "routine" users.

The comments conveyed how strongly many of these users feel about the importance of Bring Banks.

The comments demonstrated that Bring Banks are deemed particularly important for recycling glass (noisy) and cardboard (bulky). Other materials that would go in the blue or clear bag were mentioned much less often.

It is believed more Bring Banks would reduce the noise and mess of kerbside collection, and there were requests for more glass collection points.

It is also worth noting that a couple of comments suggested they prefer Bring Banks to Longue Hougue due to HWRC opening hours, and the cardboard container slots at the HWRC are too high to easily reach.

A couple of others noted they prefer / need to use the Bring Banks due to a lack of storage space.

## "Ad-hoc" Users

Relatively few comments were from "Top-up" users.

The majority of their comments were around emptying the bins more often. The remaining comments reflected the above themes heard from "routine" users.

The ability to drop off clear and blue bags in the event they miss the recycling may be valued by some members of this group.

The following comments are also worth noting:

- Allow multiple glass bags out for kerbside collection
- Tedious to feed glass items in one by one
- Supermarkets should be responsible for excess packaging so recycling sites should be available at these places.

## Cardboard / books / textiles use only

There were a number of comments from this group, mostly in relation to use for cardboard, textiles and requests to be able to recycle other types of material such as polystyrene and plastic bags.

The Bring Banks are thought to be useful for when the recycling collection is missed or large cardboard that can't be put in a bag. They echoed requests for the Bring Banks to be emptied more often; for the sites to be kept cleaner and suggested it would be useful to be able to drop of clear and blue bags.

It was suggested that cardboard, clothes and textiles could be put out for kerbside recycling.

A small number of comments indicated they thought the Bring Banks weren't necessary and/or were an eyesore, but the majority people who commented appeared to value them for the few materials they do use them for.



# WHAT COULD BE IMPROVED ABOUT BRING BANKS?

"I would like to know what happens to clothes and shoes that are left in the big containers."

"I am so uncertain of what to do with textiles. It seems wrong discarding rags in a black bag."

"We need more bring banks. It is counter intuitive for people to use cars to drive around the island to find a suitable bring bank. They should be available near supermarkets where people will already be going to, so not involving additional car trips."

"More places available for bring banks or less if the stuff people take to them could be included in the collections instead."

"I would encourage more glass recycling to prevent the noise and broken glass in the road after collection."

"More frequent collections from them... Often I have to return again as the [cardboard] 'bins' are all full."

"New bins and surveillance to catch the fly tippers as the situation is now very bad at the Salerie bank."

"The bring banks at Waitrose are always messy and spilling over."

"I would like to take polystyrene again ...It's very expensive to dispose of via a black bag."

"A bigger variety of bins. Sometimes if I forget to put my bins out, then it would be good if I could drop the whole bag at the Bring Bank, but it's only loose stuff like food bins, reuse bins or books."

# KERBSIDE COLLECTIONS:

SATISFACTION  
SUGGESTIONS FOR IMPROVEMENT  
INFORMATION COMMUNICATION



## Key Findings

- 99% of respondents reported that their household had used Kerbside Collection services in the past 2 years.
- 77% of people are satisfied / very satisfied with the service overall
- The biggest areas of concern are: the noise of collections (regardless of satisfaction score); containers not being returned to where collected from; not having weekly collections, especially for those with a lack of space or items such as nappies; bags blowing into road causing broken glass and litter.
- Just under half of kerbside collection users have had to replace their food caddy and/or glass bag once or more in the last 2 years.
- 8% of those who have replaced their food caddy experienced problems doing so, as did 12% of those who have replaced their glass bag. Common issues included not knowing where to go, replacements being out of stock, and opening hours / convenience of the locations where replacements are available.
- 63% of kerbside collection users normally purchase green stickers and 19% normally purchase orange. The remainder normally purchase both. 12% of those who have bought stickers have experienced problems, most commonly that they were out of stock.
- [gov.gg/mybinnight](http://gov.gg/mybinnight) is the most common way people find out when to put their bins out (33% of users), although the Guernsey Waste Collections Calendar and the Guernsey Press are also valued sources of information amongst those aged 65+.
- 83% of users are satisfied or very satisfied that they have all the information they need about kerbside waste and recycling collections.

# SATISFACTION WITH COLLECTIONS

All respondents were asked "Overall, how satisfied are you with kerbside waste and recycling collections?"

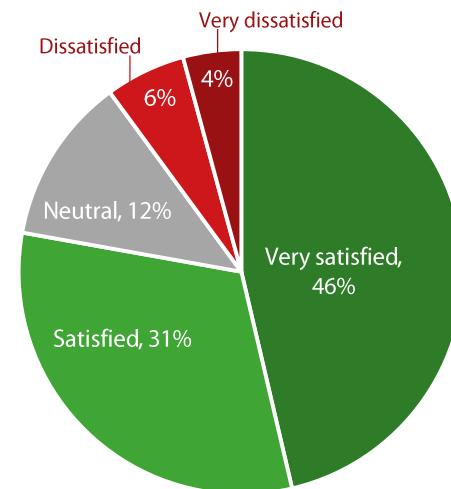
46% of people said they are very satisfied with their kerbside waste and recycling collection and a further 31% are satisfied.

There were high levels of satisfaction across all sub-groups looked at, with some differences by age and whether their household has enough space to store recycling between collections:

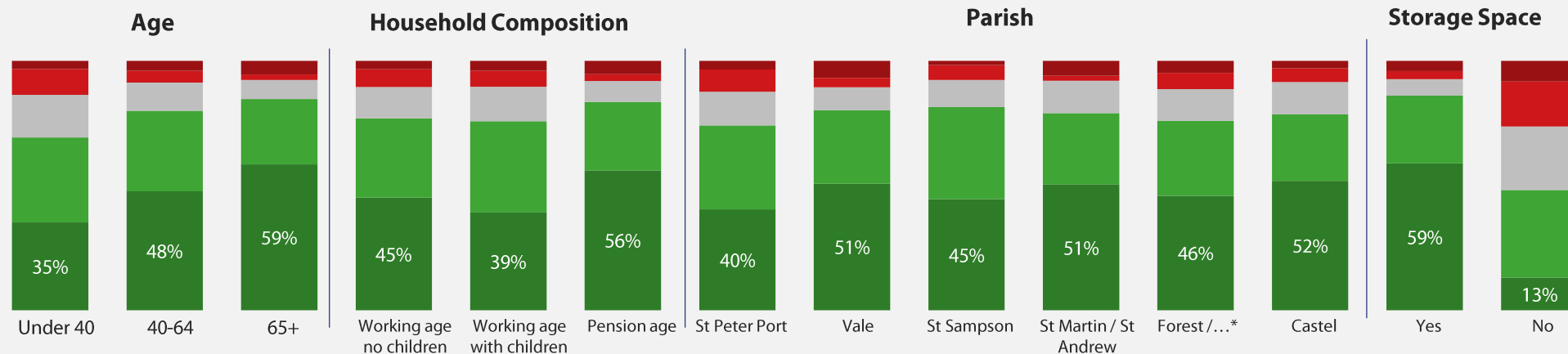
- Over 65s were more likely to be very satisfied with kerbside collections at 59%, versus 48% of those age 40-64 and 35% of under 40s;
- 59% of those with storage space for their household waste were very satisfied compared to 13% of those who do not.

Other differences are not statistically significant, although there may be slightly lower levels of satisfaction amongst those with children and those living in St Peter Port.

Satisfaction with kerbside collections



% very satisfied



# SUGGESTIONS FOR IMPROVING KERBSIDE COLLECTIONS

**Respondents were asked: “Do you have any other suggestions or comments on how kerbside collections can be improved?”**

The main issues, regardless of satisfaction score, were:

1. Collections are too noisy, especially for glass- collect during the day instead.
2. Make sure food caddy and glass bags are returned to where they were collected from

Additionally, there were comments made about the following (in order of frequency):

- More frequent collection of bags (weekly). In particular, amongst those with a lack of storage space or those with items such as nappies.
- Make sure bags are collected and sort issue of bags blowing into road causing broken glass and litter
- Green waste should be added to kerbside collection
- Alternatives to using plastic bags for waste and recycling e.g. wheelie bins
- More information on what can be recycled
- Allow more plastic materials to be collected for recycling
- Reduce cost
- A couple of respondents weren't sure which sticker to use i.e. at what amount of waste you need to use the sticker for the bigger bag (some visualization of the two bag sizes and examples of each from a shop might help)

*“Quieter glass collections possibly late evening or around 6.30am.”*

*“Bin bags collection needs to be at least once a week, glass collection needs to be at a different time as every other week it wakes the whole house, can hear it for miles around the area.”*

*“Provide a service for the collection of garden waste using brown bins as in the UK.”*

*“More information about what is recyclable would be helpful.”*

*“We live in a windy island, bags and bins blow away.”*

*“The cost of the pay as you throw stickers are extortionate and should be reduced if not removed.”*

*“Frequently have to retrieve caddy and glass bag as blows around and into main road.”*

*“Provide new residents to the island with waste packs/information, if not already done. It's a great system if you know what to do but is a lot to get used to if you are new to it.”*

*“More frequent collections as storage of waste is an issue.”*

*“Make sure bin men put food caddies properly back on driveways so that they don't blow into the road and get run over.”*

*“I'd like soft plastic (ie food bags and wrappers) to be recycled.”*

*“We need to consider a move, similar to that in the UK, where we are putting out bins each week, rather than plastic bags.”*

*“Arrange glass collection earlier in the evening or during the day.”*

*“Be more careful with the caddy and don't throw it around so much.”*





# REPLACING A FOOD CADDY

**Respondents who had used kerbside collection were asked “Has your household ever needed to replace or get an additional food caddy?”**

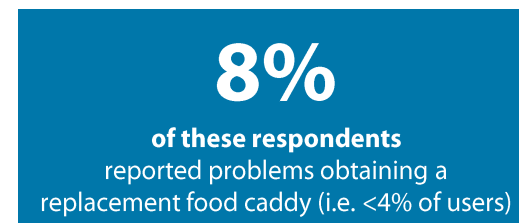
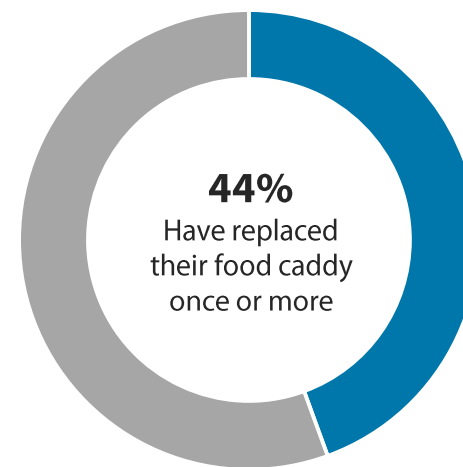
- 44% of respondents have replaced their food caddy once or more, including 13% who have replaced it more than once.
- Respondents over the age of 65 and those living in St Peter Port were less likely to have replaced their food caddy than on average (27% over 65s and 36% of those living in St Peter Port).

**Those that had replaced their food caddy once or more were then asked “Have you ever experienced problems obtaining a replacement food caddy?”**

- 8% of this group reported experiencing problems obtaining a replacement food caddy.
- There were no statistically significant differences by age, household composition or parish, although we note that this rises slightly to 13% of those living in Castel.

**Comments about the problems and how they could be improved included:**

- Caddies out of stock,
- Offer delivery e.g. for those who don't drive, those in isolation,
- Unsure where to get them / didn't know you could replace them,
- Have places to collect them from that are open outside of 9 to 5 hours,
- Make them available from all Douzaines or some where easily accessible in each parish,
- An App which would show where to get replacements - this could indicate stock levels to reduce frustration and wasted trips if they are out of stock in a particular location,
- There were also a number of comments regarding the caddies themselves e.g. flimsy handle, blow away in the wind, bin men need to take more care.



# REPLACING A GLASS BAG

**Respondents who had used kerbside collection were asked “Has your household ever needed to replace or get an additional glass bag?”**

48% have replaced their glass bag once or more, including 20% who have replaced it more than once.

There is some variation by:

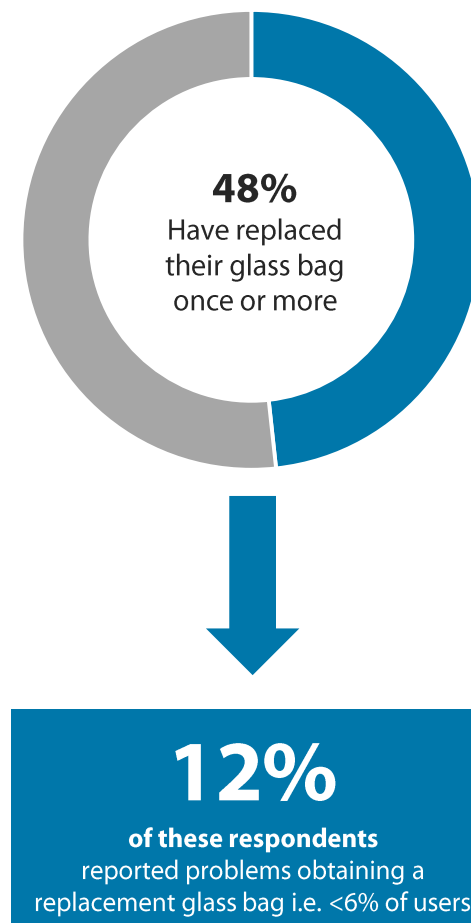
- Age - 60% of under 40s have replaced it once or more, compared to 50% of those aged 40-64 and 30% of those aged 65+.
- Storage space - 64% of those who do not have space to store waste and recycling have replaced it once or more, compared to 44% of those who do.\*
- There are no statistically significant differences by parish, although it ranges from 43% of those living in St Sampson up to 53% of those living in Forest / St Saviour / St Pierre du Bois / Torteval.

**Those that had replaced their glass bag once or more were then asked “Have you ever experienced problems obtaining a replacement glass bag?”**

12% of this group reported experiencing problems. This increases to 18% of those living in Castel that had needed to replace it, but there are no other notable differences by age, parish or household composition.

**Comments about the problems and how they could be improved included:**

- Make them available at supermarkets, garden centres, garages etc.,
- Didn't know where to get one / given conflicting information about where to go / collection point moved,
- Douzaine room not open convenient hours,
- Out of stock when went to get one,
- Had to queue at Longue Hougue to get one,
- Offer delivery of new bags,
- Keep having to replace it / given up and take glass to Bring Banks / I use a different container e.g. box,
- Provide wheelie bins,
- Plus comments about the bags themselves e.g. blow away; material perishes in the sun; material rips.



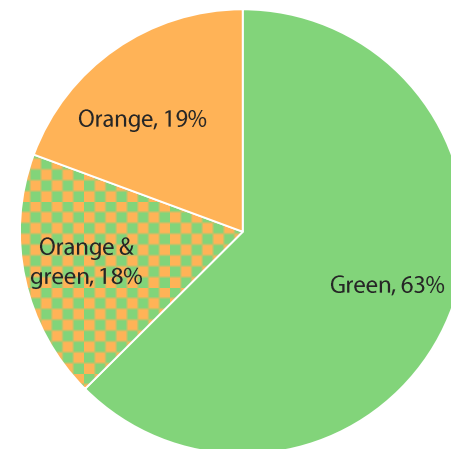
# PREFERRED 'PAY AS YOU THROW' STICKER COLOUR

Respondents who had used kerbside collection were asked "Which 'Pay As You Throw' stickers does your household normally purchase for black bags?"

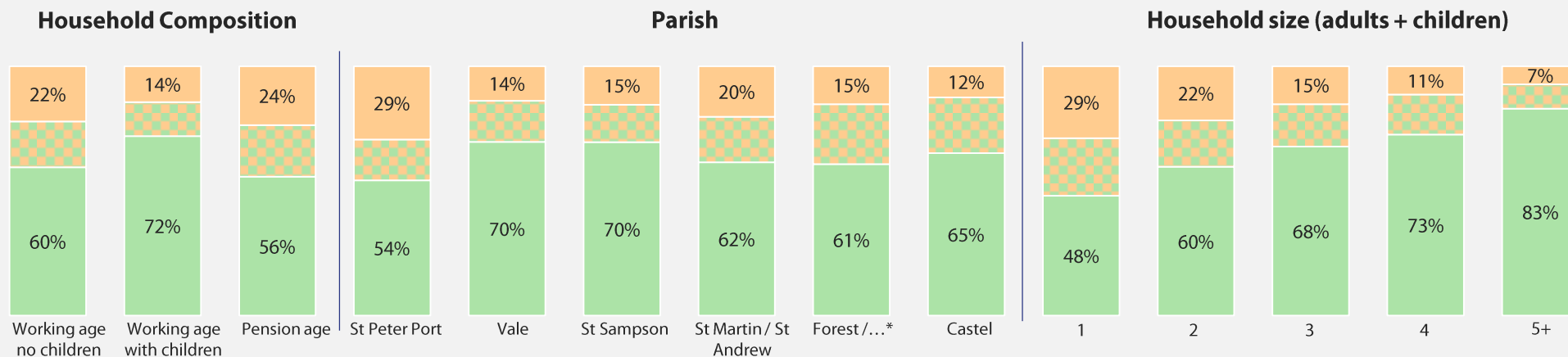
The majority of people (63%) normally purchase green stickers and a further 18% purchase orange and green.

- Those more likely to normally purchase green stickers are working age with children (72%); living in the Vale or St Sampson (70%); or have four or more individuals in the household (73%, 83%).
- Respondents of pension age (24%), those living in St Peter Port (29%) and single person households are most likely to purchase orange stickers.

Stickers normally purchased



% who normally buy...



# PROBLEMS PURCHASING 'PAY AS YOU THROW' STICKERS

Respondents that had purchased stickers were asked, "Have you ever experienced problems obtaining [normal colour] stickers?"

Of the respondents that purchased 'Pay As You Throw' stickers, 12% had problems obtaining them. Including 8% who normally get orange and 13% who normally get green, this is a small but not statistically significant difference.

The following groups were more likely to report problems:

- Working age with children (21%)
- Living in Forest/ St Saviour / St Pierre du Bois / Torteval (21%)

The majority of comments were about a lack of stock. This may be something to monitor with retailers.

Otherwise, ideas that make buying stickers more convenient and easier to remember for families with busy lives and those living in the more rural parishes would help solve some of the issues raised.

## 12%

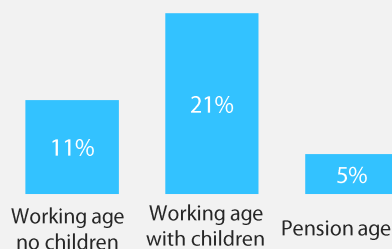
reported problems obtaining a stickers

*Comments about the problems and how they could be improved included:*

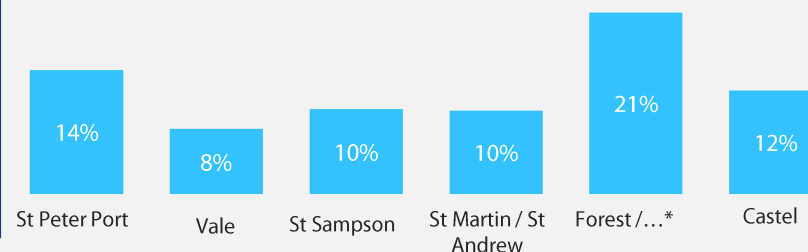
- Lack of stock and availability of stickers in shops, particularly during lockdown
- Forgetting to buy stickers and then realising once shops are closed
- Waitrose don't sell them at the main checkout, have to go to customer service
- Suggestions: buy online option; make them available to buy from more places; more information about how stickers work for those new to island; reminders at till for purchasing stickers on bin night
- There were a small number of comments indicating they are found to be too expensive or that stickers are wasteful and it would be better to purchase bags instead

## % who have had problems obtaining stickers

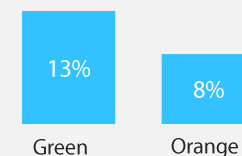
### Household Composition



### Parish



### Normal Sticker





# FINDING OUT WHEN BIN NIGHT IS

## Kerbside collection users were asked "How do you check when to put your kerbside waste and recycling out?"

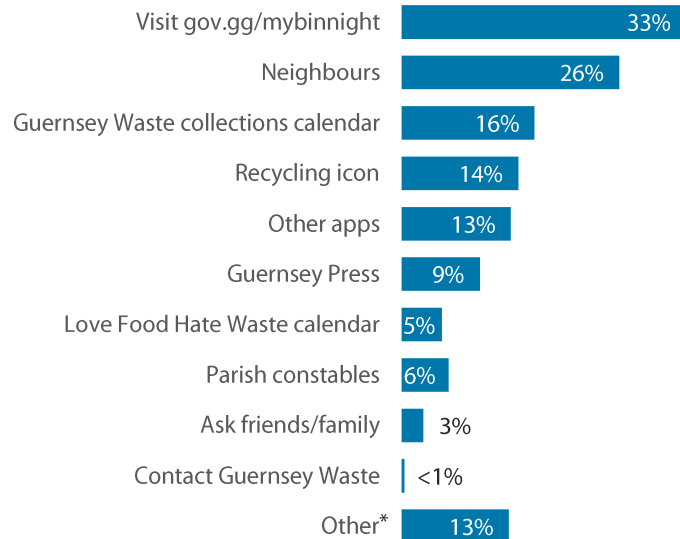
A third tend to visit gov.gg/mybinnight, and around a quarter ask / look at what their neighbours were putting out.

Differences by age are shown below:

- gov.gg/mybinnight is the most common method for those aged under 65.
- gov.gg/mybinnight, the Guernsey Waste collections calendar and the Guernsey Press were all selected by 21-22% of those aged 65+. They are equally used, although the website is relatively less important than for younger age groups, while the calendar and Press are relatively more important than for younger age groups.

## Checking when to put kerbside waste and recycling out

(% kerbside collection users)



	Age		
	Under 40	40-64	65+
Visit gov.gg/mybinnight	47%	31%	21%
Neighbours	37%	24%	14%
Guernsey Waste collections calendar	13%	15%	21%
Recycling icon on Sates of Guernsey website	17%	15%	7%
Other apps	12%	15%	10%
Guernsey Press	2%	7%	22%



# GOV.GG/MYBINNIGHT

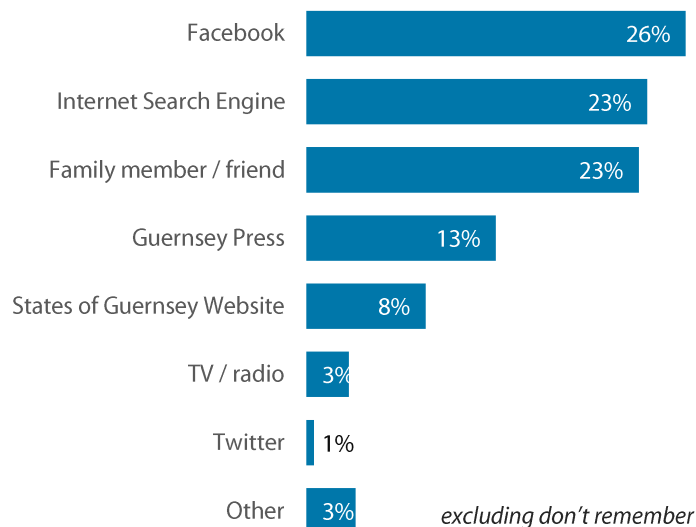
Those that said they used gov.gg/mybinnight were asked "Where did you first find out about gov.gg/mybinnight?"

Of those that remembered<sup>\*\*</sup>; 26% selected Facebook<sup>\*\*</sup>; 23% selected family member / friend; and 23% described using an internet search engine.

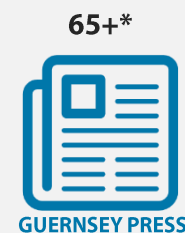
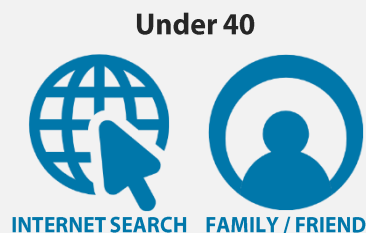
There are difference by age:

- Under 40s were most likely have first found out using an internet search engine (33% of those who remember) or through a friend / family member (30% of those who remember).
- Users aged 40-65 were most likely to have found out on Facebook (30% of those who remember).
- Users aged 65+ were most likely to have found out via the Guernsey Press (31% of those who remember), although base size is small\*.

Finding out about gov.gg/mybinnight  
(% of gov.gg/mybinnight users)



Most likely to have found out via:



# INFORMATION ABOUT KERBSIDE COLLECTIONS

**Respondents who use kerbside recycling were asked:**  
**“How satisfied are you that you have all the information you need about kerbside waste and recycling collections?”**

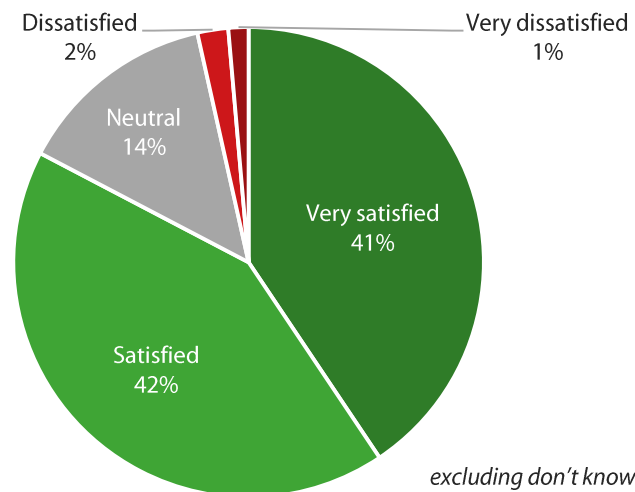
83% of users are satisfied or very satisfied that they have all the information they need about kerbside waste and recycling collections. This includes 41% who are very satisfied.

Only 3% are dissatisfied or very dissatisfied. The base size is small\* and there are no statistically significant demographic differences between this group and the remainder of the population.

There are similarly low levels of dissatisfaction across all sub-groups looked at, although the following are more likely to say they feel neutral rather than satisfied:

- Under 40s (22%)
- Those living in a flat or apartment (21%)
- Those without enough space to store waste & recycling (38%)

**Satisfaction with availability of information about kerbside collections**



**Users who selected dissatisfied or very dissatisfied were asked “Is there any information in particular that you need? How can Guernsey Waste make this information more accessible to you?”**

The following were suggested:

- Re-introducing the yearly calendar to easily keep track of collections,
- Information about which items can be recycled and which cannot including which items can go into each bag,
- Displays at supermarkets as a reminder for what to put in each bag,
- Better laid out website that is more user friendly so easy to search and find information,
- Not having information exclusively available online as this can alienate those who are not confident with the internet or who do not have access,
- Information about what can be recycled and how as well as which items have a charge,
- Make available a list of items commonly put in recycling bags that cannot be recycled,
- Where to take items/materials that cannot be recycled.

# HOUSEHOLD WASTE & RECYCLING CENTRE:

USE OF HWRC  
SATISFACTION

SUGGESTIONS FOR IMPROVEMENT



## Key Findings

- Over 80% of respondents reported that their household had used the Household Waste & Recycling Centre (HWRC) in the past 2 years
- This includes around 1 in 5 people who use it once a month or more
- 70% of users check what can be disposed of via the States of Guernsey website ([gov.gg/hwrc](http://gov.gg/hwrc)), including 61% of those aged 65+.
- Overall there are fairly high levels of satisfaction, for example 72% of users would describe the customer service at the HWRC as very good or excellent.
- Around a quarter of users would like information about prices, opening hours and waiting times to get into the site to be improved. Younger users were more likely to believe these aspects need improving.
- 59% of those that would like opening hours to change said after 12pm on a Sunday would be convenient for them. Key themes to arise from comments about how other aspects could be improved are:

# FREQUENCY OF HWRC USE

Respondents were asked “Over the last 2 years, on average, how often has your household used the Household Waste & Recycling Centre (HWRC)?”

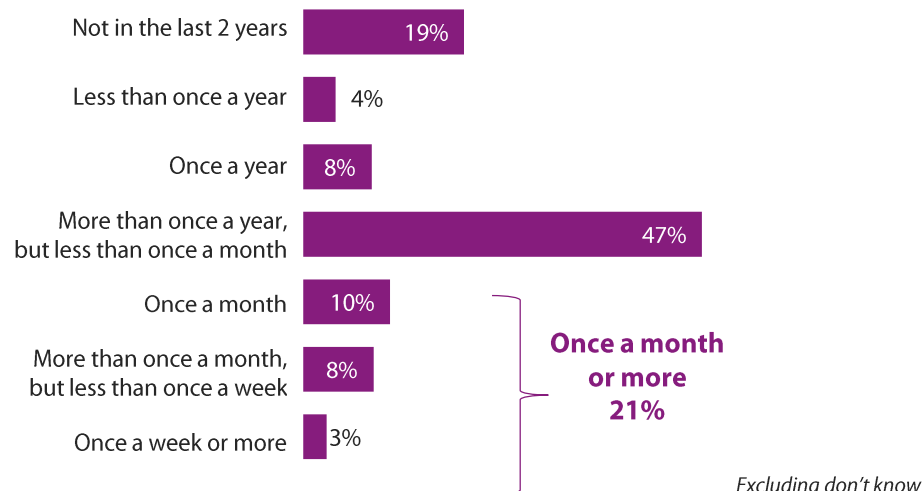
Around 4 in 5 people have used the Household Waste & Recycling Centre in the last 2 years. Just under half tend to use it more than once a year but less than once a month, while just over a quarter use it once a month or more.

There are some differences by:

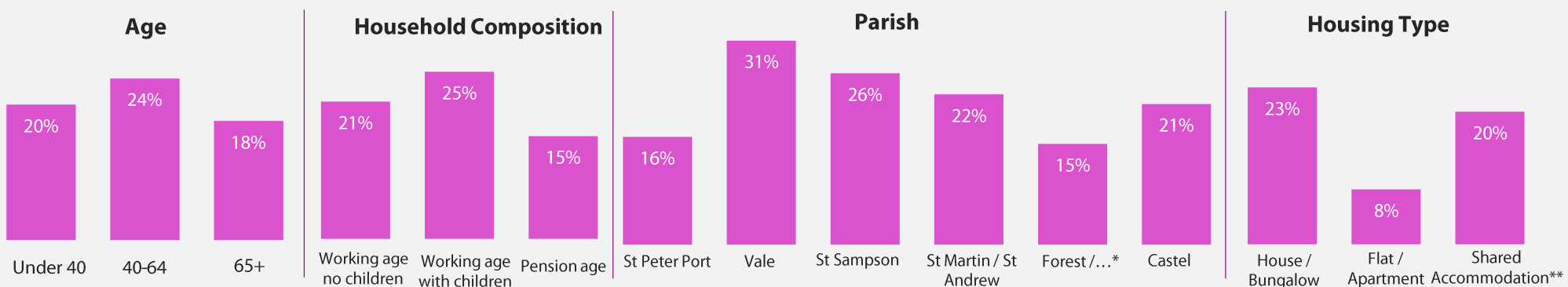
- Household composition: Households with children are more likely than those of pension age to use the centre once a month or more (25% vs 18%).
- Parish: 31% of those who live in Vale and 26% of those in St Sampson use the centre once a month or more compared to 16% of those who live in St Peter Port and 15% of those in Forest, St Saviour, St Pierre du Bois or Torteval.
- Housing Type: Those living in a house or bungalow are more likely to use the site this regularly than those in a flat or apartment (23% vs 8%).

## How often does your household use the HWRC?

(% total population)



## % use HWRC once a month or more (for any material)





# TYPE OF MATERIALS

**Respondents that had used the Household Waste & Recycling Centre (HWRC) in the last 2 years were asked which materials their household had taken there.**

This is reported as a percentage of people who have used the centre, and is not related to volume of waste or frequency with which different materials are taken. Please also note that it is dependent on respondent recall memory.

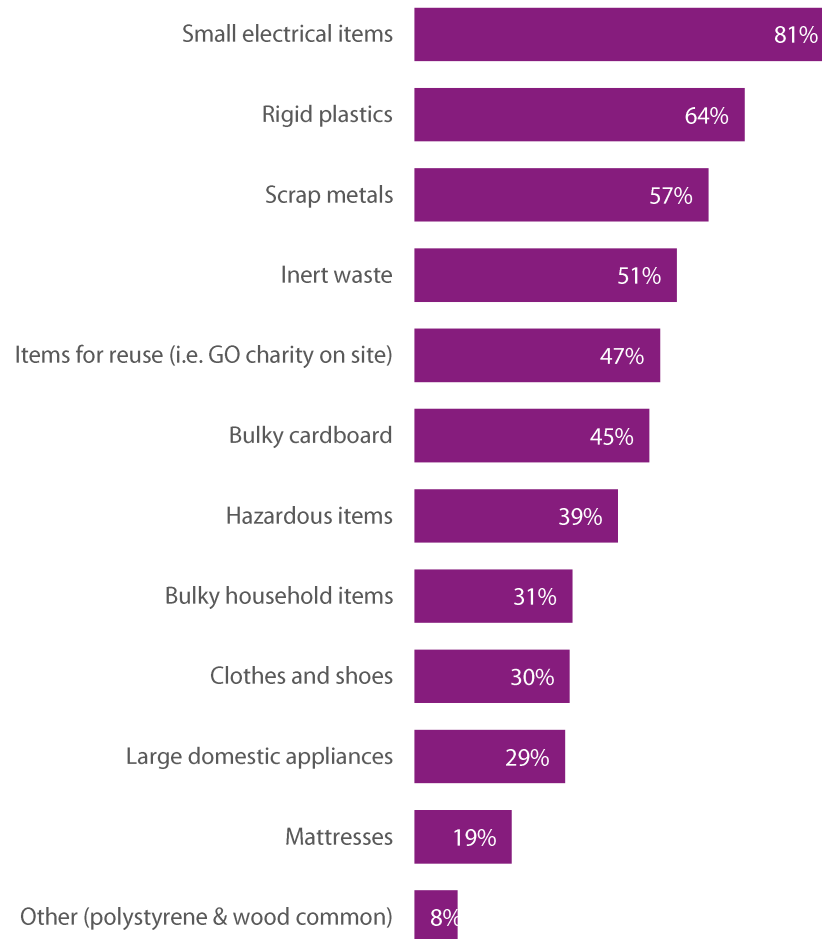
For example, 81% of users reported having taken small electrical items to the centre once or more in the last 2 years.

Differences by sub-group are small, but it is noted that:

- Users under 40s are less likely to say they have taken small electrical items, rigid plastics, scrap metals, inert waste, Items for reuse, bulky cardboard and hazardous items (29-71% depending on item vs 44-86% of those aged 40-64 and 43-83% of those aged 65+).
- Pension age households are less likely to have taken bulky household items, large domestic appliances and mattresses in the last 2 years than users from other households (11-20% vs 23-36% depending on item).
- Users living in Vale and St Sampson are more likely to have taken bulky cardboard (53%) than those in other parishes (38-42%)
- Users in St Peter Port are less likely to have taken scrap metal (46%) than users in other parishes (58-63%)

## Has your household taken any of the following to the Household Waste & Recycling Centre in the last 2 years?

(% of HWRC users)

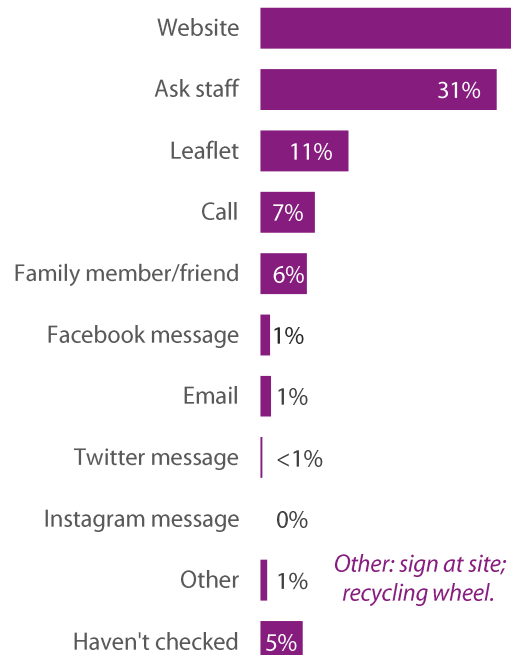


# INFORMATION ABOUT WHAT CAN BE DISPOSED OF

Respondents were asked “How do you check what can and can’t be taken to the Household Waste & Recycling Centre?”

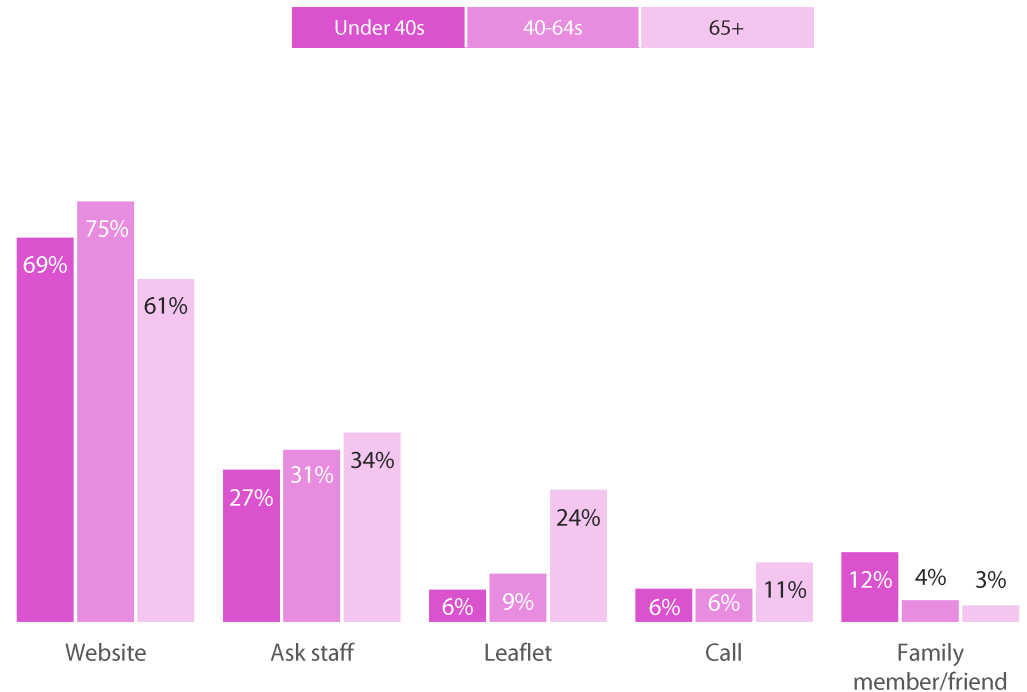
The majority of users check via the States of Guernsey website (gov.gg/hwrc), with 70% selecting this. This is across all age groups, although over 65s are more likely to also use a leaflet and/or call. There were no notable differences of contact method used by parish.

**Information source(s) used**  
(% of HWRC users)



*Other: sign at site;  
recycling wheel.*

**By age**  
(% of HWRC users)



# SATISFACTION WITH ASPECTS OF THE HWRC

Respondents that had used the Household Waste and Recycling Centre were asked “Would you describe any of the following as very good or excellent?” and “Do you believe any of the following need to be improved?”

For example, 72% of users would describe customer service at the site as very good or excellent and 3% of users believe this needs improving.

Overall there are high levels of satisfaction.

The features asked about can be grouped as follows:

## Maintain High Satisfaction

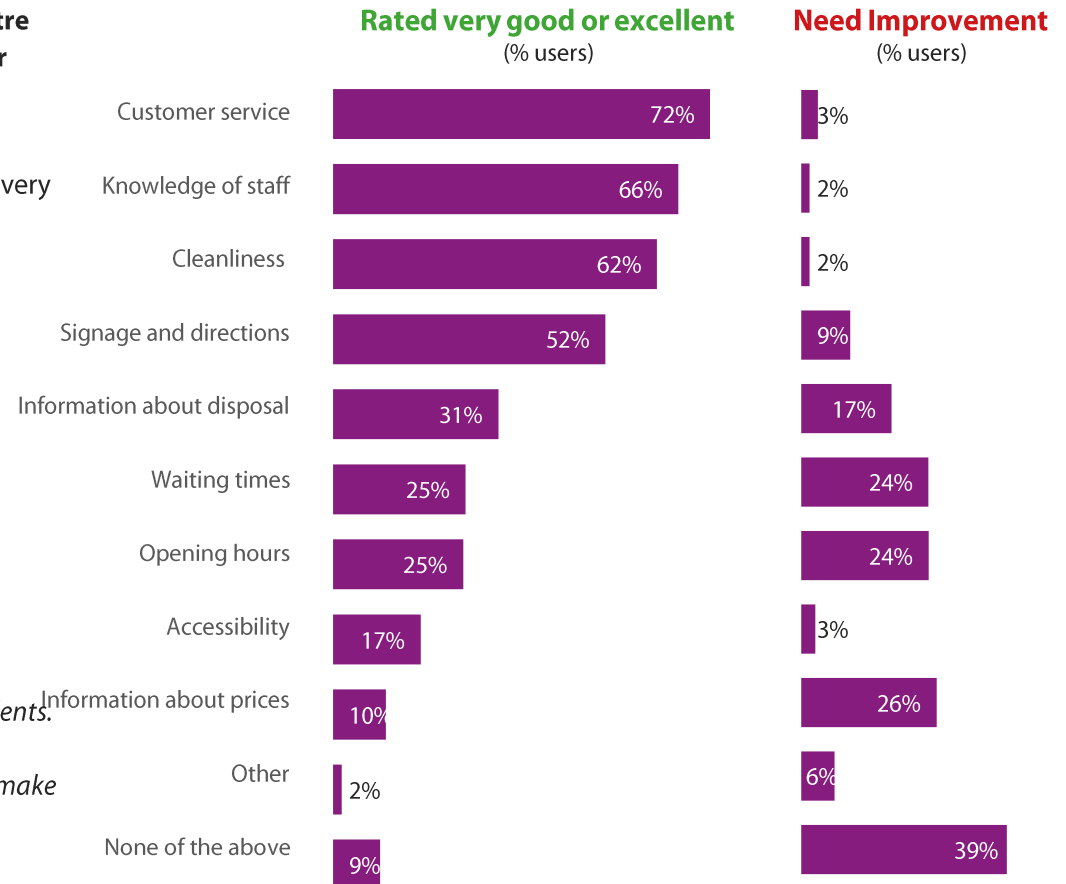
- Customer service at the site
- Knowledge of the site staff
- Cleanliness of the site

## Monitor and improve where possible

- Signage and directions round the site
- Information about what can be disposed of
- Accessibility *(It is likely this was not applicable to the majority of respondents. Based on these results, we suggest further discussions with community representatives to better understand the need for / types of adaptations to make the site more accessible).*

## Prioritise for improvement

- Information provided about prices
- Opening Hours
- Waiting Times at the site



# IMPROVEMENTS TO OPENING HOURS

## Who would like opening hours to change?

Changes to these are more of priority to younger users:

- A quarter of users would describe opening hours as good or excellent, but pension age households are more likely to say this (1 in 3) than working age households (1 in 5).
- A quarter of users believe opening hours at the site need to be improved, including 29% of under 40s and 27% of 40-64 year olds, compared to 13% of those aged 65+.

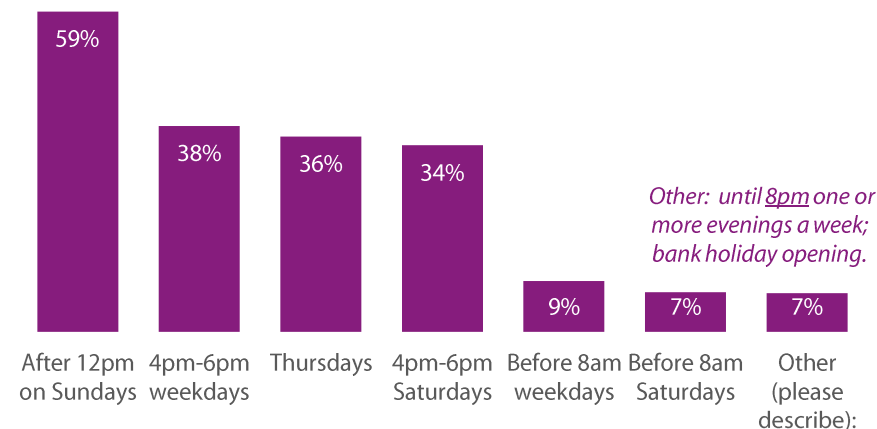
## How should opening hours change?

Respondents that selected opening hours as an area of improvement were asked to indicate what opening times would work better for their household. Of these:

- 59% would prefer the HWRC to be open after 12pm on Sundays;
- Just over a third would like it to be open 4pm-6pm on weekdays; Thursdays; and 4pm-6pm on Saturdays.
- Base sizes by user groups are small, but the results suggest that after 12pm on Sundays would suit a large proportion of users in all age groups, in particular those with children. Meanwhile, later opening may suit under 40s, and Thursday opening would be more likely to suit those aged 65+, as well as regular users.

## Preferred additional opening times

(% of HWRC users that would like it to change)



	Age			Household Composition			Use HWRC once a month or more	
	Under 40*	40-64	65+*	Working age	Working age with children	Pension age	Yes*	No
After 12pm Sundays	68%	57%	47%	56%	70%	51%	57%	60%
4pm-6pm weekdays	48%	34%	32%	38%	37%	45%	30%	40%
Thursdays	31%	34%	56%	34%	31%	54%	40%	35%
4pm-6pm Saturdays	46%	32%	18%	34%	37%	27%	25%	37%

# IMPROVEMENTS TO...

## WAITING TIMES

### Who would like waiting times to improve?

This is more of a priority for younger people - 32% of under 40s and 24% of 40-64 year olds believe waiting times at the site need to be improved, compared to 16% of those aged 65+. This may be related to younger people needing to visit at busier times. Additionally, a third of those who use the site once month or more believe this aspect needs improving compared to 22% of less regular users.

### Comments about waiting times

The main theme to arise is that check in is a bottle neck causing long queues. Suggestions included: 2 lanes (paying and not paying); 2 kiosks; person to walk down lane to take payment and redirect into free lane; a mobile tap and go operative to collect fees within the site.

## INFORMATION ABOUT PRICES

### Who would like pricing information to improve?

This is the biggest priority for improvement. Responses were similar across all age groups, with around 1 in 4 believing they need to be improved. Those who use the site once a month or more were slightly more satisfied with this aspect (16% described it as very good or excellent compared to 9% of less regular users).

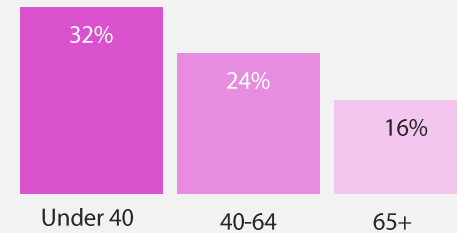
### Comments about pricing information

Inconsistency and lack of transparency about pricing was noted. Suggestions related to making sure everyone paid the same and prices are clearly displayed e.g. on a board by kiosk.

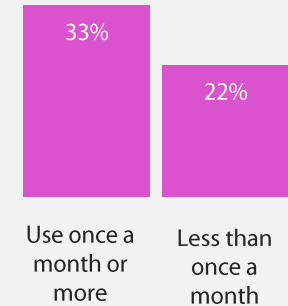
### Believe waiting times need improving

(% of HWRC users)

#### By Age



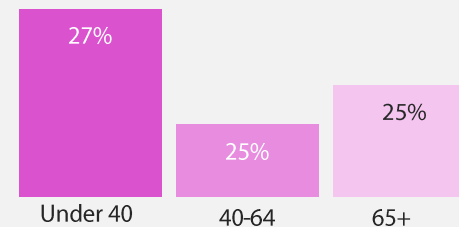
#### By Frequency of Use



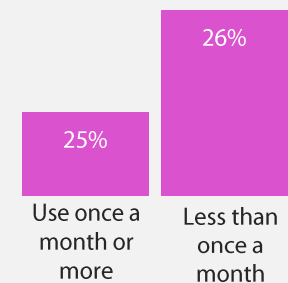
### Believe information about prices need improving

(% of HWRC users)

#### By Age



#### By Frequency of Use





# IMPROVEMENTS TO INFORMATION ABOUT WHAT MATERIALS CAN BE DISPOSED OF

## Who would like information about what materials can be disposed of to improve?

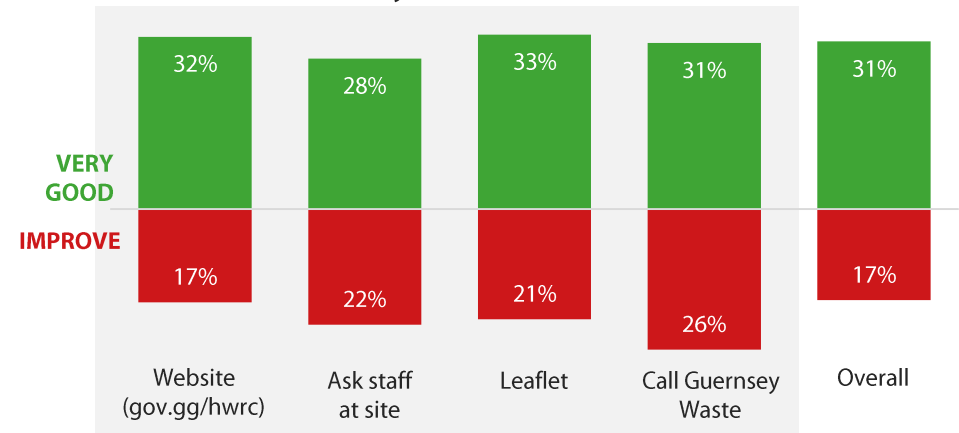
This is an area to be monitored, with 31% rating information about what can be disposed of as very good or excellent, and 17% saying it needs to be improved overall.

The graph to the right demonstrates there are only small differences by source of information used:

- For example, 17% of those who have used the website to look this information up believe it needs to be improved, as do 26% of those who have called Guernsey Waste to find out.
- There are no notable differences in the percentage of people who would describe the information as very good or excellent by source of information used.

There are similarly small differences by age – 21% of under 40s, 14% of 40-64 year olds and 18% of those aged 65+ believe it should be improved.

## Rating of information about what can be disposed of by source of information used



## Suggestions for how this information can be more accessible

- Clearer / easier to find an up-to-date list on the website
- Put prices and bin numbers / zones for each material online
- Searchable online database, where items enquired about get added
- App for mobile where you can search for the information
- Leaflet (e.g. for the noticeboard / fridge) or wheel
- Facebook page / adverts, possibly Instagram
- Make it clearer what Go are currently accepting
- Sign at Longue Hougue you can see while in the queue that shows zones
- Make a video to say what can and can't be taken and what will be charged
- Guernsey Press column
- Advertise on the radio
- Improve signage in bottom half (not in clear row like at top)

# ADDITIONAL COMMENTS AND SUGGESTIONS

**In addition to the suggestions noted in relation to opening times, queuing, pricing and information about what can be disposed of, the following comments were provided by respondents about the Household Waste & Recycling Centre.**

We received a number of positive comments about site and the staff there. It seems to be a well appreciated facility overall, and staff should be made aware that we received comments for them such as "You are doing a great job" and "All [staff] should be congratulated on doing an excellent job".

Some suggestions for improvement included:

- Although there was high praise for many staff, there were still a couple of comments that some are unfriendly / unhelpful (and a suggestion that maybe all staff could therefore benefit from additional customer service training that sets out expected standards for interacting with customers)
- Allow scavenging again / do more to encourage re-use
- Put GO drop-off point first
- Sweep site more often – issues with nails, debris etc. causing punctures noted
- Feeder lane back into site from exit in case you forget to put something on a skip
- Mixed feedback on how helpful staff are in helping you lift heavy items from your vehicle into the skip. Suggestions to change the set up / how skips are positioned to make it easier to tip heavier items straight in – distance from vehicle to skip, the need to lift items up and over the bar into the skip, and the lack of ability to tip straight from a trailer all noted
- Diagonal bays hard to park in
- Cardboard bin – holes too small and high up; often full (bigger bin or more bins?)
- Provide colour zoned map of site
- Reverse flow to give more room for queuing
- Wind protection from oil decanting area (splashed)



# GREEN WASTE & FOOD WASTE

GREEN WASTE SITE AT CHOUET - AREAS FOR IMPROVEMENT

GREEN WASTE COLLECTION SERVICE

HOME COMPOSTING

'LOVE FOOD HATE WASTE' CAMPAIGN



## Key Findings

- 56% of respondents reported that their household had used the Green Waste Site at Chouet in the past 2 years
- The majority of users are happy with the service and could not identify any areas for improvement.
- 42% selected one or more areas for improvement. For example, 13% believe that information about what can be taken to the site needs to be improved and 10% believe customer service could be improved. Issues around access, such as opening hours and road / site condition were also raised by a minority of people.
- 27% of people would definitely or probably use a green waste collection service for a charge of £50 a year.
- 42% of people said their household does home composting - 21% compost food waste and 37% compost green waste, including 16% who do both.
- 58% of people do not home compost, although this includes 16% who would like to find out more information about it. Under 40s are the age group least likely to home compost currently (33%), but are the most likely to not compost and want more information about it (23%).
- The majority of those that do currently compost food waste say there has either been no change or they are composting more food waste since the introduction of kerbside food collection. Meanwhile, of those who are open to the idea of home composting, around 13% of people are composting less food than before / have stopped composting food.
- 7 out of 10 people are aware of the 'Love Food Hate Waste' campaign. The most common places to see the campaign were milk cartons and buses, selected by around a third of those aware of it.

# GREEN WASTE SITE AT CHOUET

Respondents who had used the Green Waste site at Chouet were asked "Thinking about your household's recent visits to the Green Waste Site at Chouet, do you believe any of the following need to be improved?"

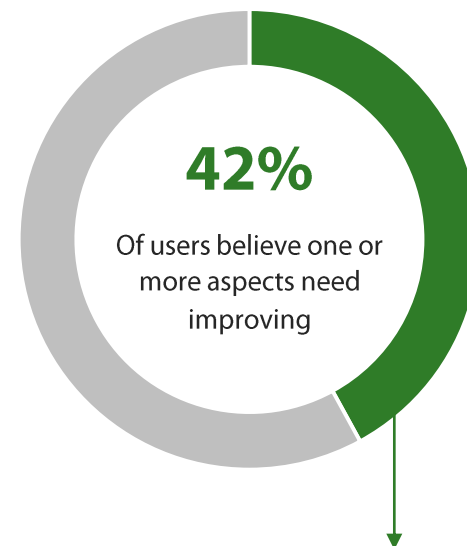
Over half of respondents indicated they were happy with all aspects and nothing needs improvement.

42% did select one or more aspects for improvement, although each was selected by less than 15% of users.

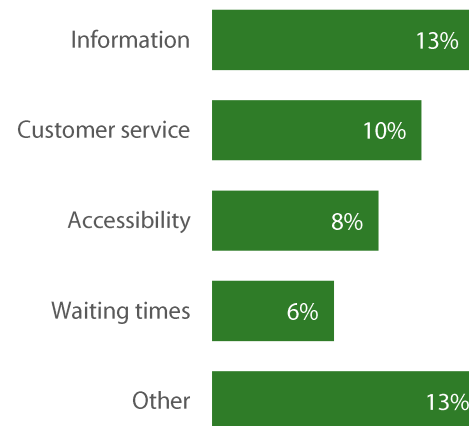
For example 13% believe that information about what can be taken to the site needs to be improved.

13% of respondents indicated 'other'. This included:

- Tarmacking the road up to the site to fix potholes.
- Extending opening times, including on Sundays and Bank Holidays;
- Another site for those in Southern parishes.
- More room at site to increase the number of vehicles that can access at one time.
- More information on green waste compost.
- Improve the muddiness and wetness of site.



**Believe the following aspects need improving**  
(% of users)



# SUGGESTIONS FOR IMPROVEMENT

**Respondents that said there were areas of improvement were asked to provide further details, including any suggestions for improvement.**

Key themes, in order of frequency with which they were mentioned are:

**Customer service on site** – staff members could be friendlier and more helpful including offering advice and assistance with unloading waste from vehicle. Demand for staff to check the waste that is being disposed of to ensure it meets the criteria.

**Opening hours** – Gardening usually done on weekends and bank holidays so it would be useful to have the site open later at these times to allow people to dispose of their waste once they've finished.

**Information** – It would be helpful to have more information and guidance on what can be taken to the site and what to do with items of waste that are not accepted, particularly; bamboo, poisonous plants, and fruit and veg.

**Accessibility** – Pot holes need a permanent fix as many struggle to enter site, has become dangerous for those with smaller cars. Mud and water on site poses a hazard, particularly to those with mobility issues.

**Waiting times** – It would be helpful to have signage to inform how long the wait will be at the site. Introducing a green waste kerbside collection would cut down waiting times at the site.

*"I work Monday to Friday so gardening tends to be done at weekends. Sometimes this takes a while but the site is closed at the time when I am just about finishing so then tend to have to make a special trip first thing Monday morning."*

*"We have had issues with a member of staff who was unpleasant to us when visiting the site. Last year we also arrived at the site 10 minutes before it was signposted to close and a member of staff had already closed it and would not open it for us."*

*"Can be muddy up at the site maybe a hard floor needs to be placed."*

*"If it were possible to have one early morning e.g 7-8 during the week and one evening or Sunday afternoons that would be really helpful."*

*"It would be helpful for there to be clear and obvious signage at the Chouet of any items that must not be deposited i.e "prohibited items" - if any."*

*"Tarmac access road to eliminate large holes."*

*"Handwritten signs saying no veg plants but no explanation of what to do with them. Also as a 9-5pm worker Sunday morning is popular to work in the garden but you have to store rubbish until the following Saturday to get to the green tip."*

*"The ground needs to be less slippery and someone to help unload."*

*"I think it would be beneficial to have an additional green waste site in the south of the island so people aren't making long car journeys purely to get rid of garden waste which doesn't feel very environmentally friendly."*

*"It's an odd place if you have not been before. It would be good to improve the disability access, maybe have one time/day per month when staff can be on hand - this does not need to be all the time due to our small community numbers. You could work with Grow, GET, GO - any of the charities to make this work."*

*"More regular levelling out of the road surface should be top priority."*



# GREEN WASTE COLLECTION SERVICE

All respondents were asked: "If it was available, to what extent would your household be interested in regularly using a green waste collection service? E.g. Once a month or more between April and September. There would be a small charge for use of this service."

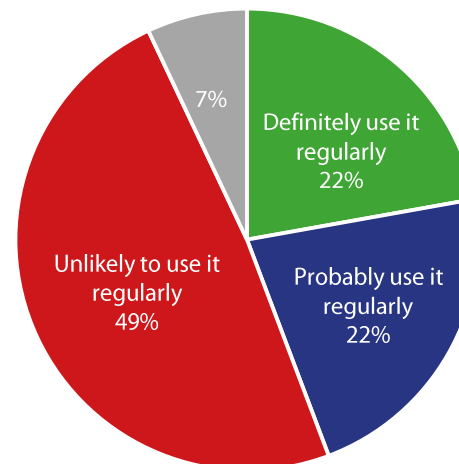
- 22% of respondents would definitely use a green waste collection service regularly;
- A further 22% would probably use it regularly
- Under 40s are more likely than over 65s to indicate that they would use the collections service regularly (26% compared to 15%)
- Those living in St Martin and St Andrew were most interested in this service with 56% selecting that they were either 'definitely' or 'probably' likely to use it, compared to around 40% of people in other parishes.

Those that selected 'definitely' or 'probably' were then asked what the maximum amount their household would be prepared to pay for this service per year. They were told that costs in the UK typically vary from £50-£100 per wheelie bin per year.

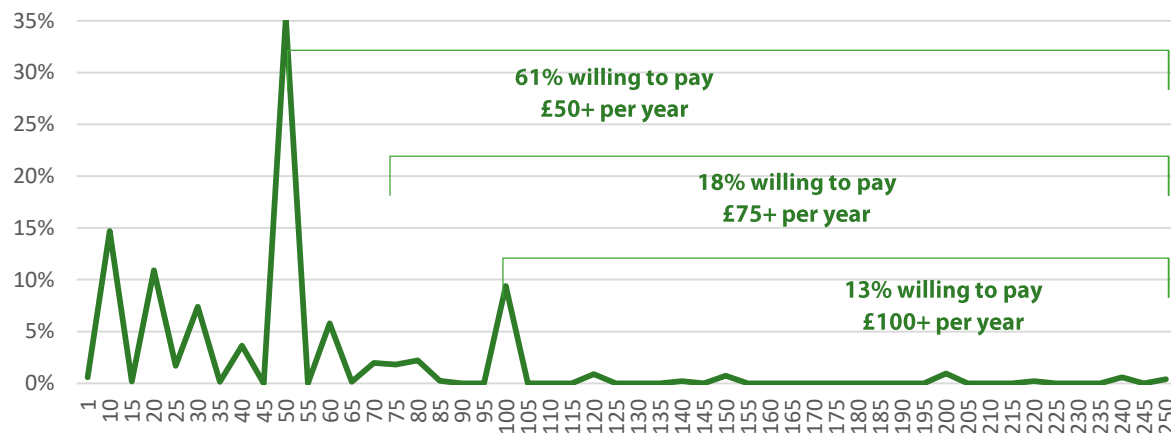
- Suggestions ranged from £1-£250
- 61% would pay £50 or more
- 25% would pay £60 or more; 18% would pay £75 or more; 13% would pay £100 or more.

**I.e. 27% of people would definitely or probably use a green waste collection service for a charge of £50 a year.**

**Likelihood of using a green waste collection service**



**Willingness to Pay: Maximum Household Charge**



# COMMENTS ABOUT GREEN WASTE SITE AT CHOUET & KERBSIDE GREEN WASTE COLLECTION

*"Always great customer service.....very friendly and helpful. And I use Chouet regularly (at least once per week)."*

*"It is not convenient to store green waste for collection - the hours at the Site should simply be reviewed"*

*"Wouldn't want to pay for any collection, happy to drive to the chouet whenever I need to."*

*"It's great as it is and I use it because it's free."*

*"The potholes don't do my car any good, and the site can get very muddy. Overall it serves the purpose well."*

*"The free soil conditioner is very welcome. For southern parishes it's a long round trip, so peak season green waste collections would be v welcome & might reduce dumping on public land."*

*"I have always found the staff very cheerful and honestly believe nothing should change."*

*"Leave it as it is"*

*"We wouldn't use kerbside green waste, as that would involve more use of plastic bags and we dump green waste without plastic at present."*

*"I think it's great. Spades used to be available for collecting the soil, but the last few times I have been there haven't been any. That would be my only suggestion."*

*"Poor road access particularly in the winter."*

*"We often go to collect compost - excellent service"*

*"The service is OK but many people need to go there several times a week. If the States is serious about stopping bonfires and needless car journeys why not free green waste kerbside collection?"*

*"Just wish that there were more green waste sites around the island."*

*"It is a great facility. could not cope with my garden waste without it."*

*"A lot cheaper & environmentally friendly than using green waste collections, the States need to think ethically here instead of further polluting the island plus there are tonne bags for green waste, you will be destroying their business by providing a weekly collection."*

*"It's convenient and saves having a build up of compostable waste at home. "*

# HOME COMPOSTING

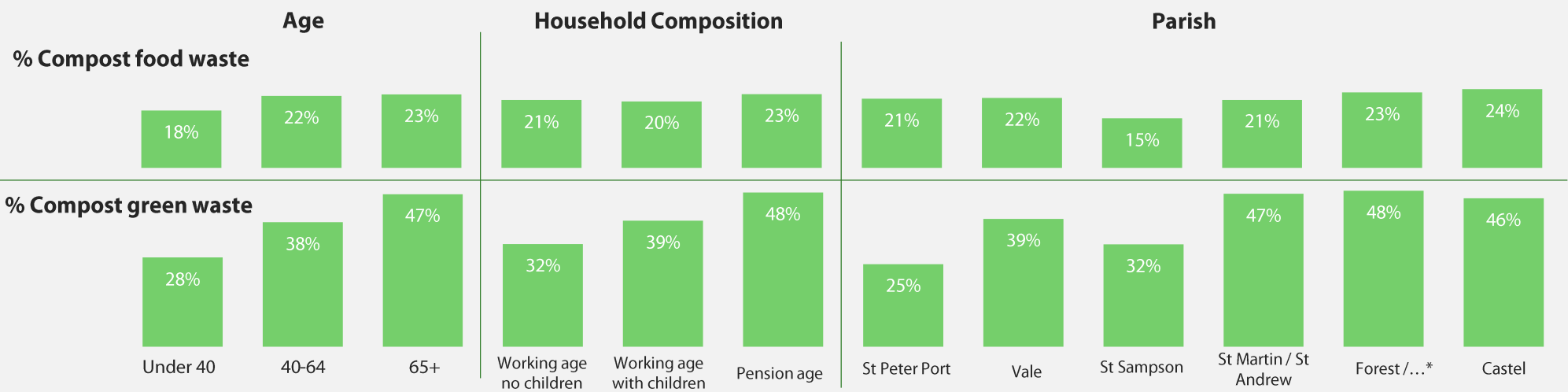
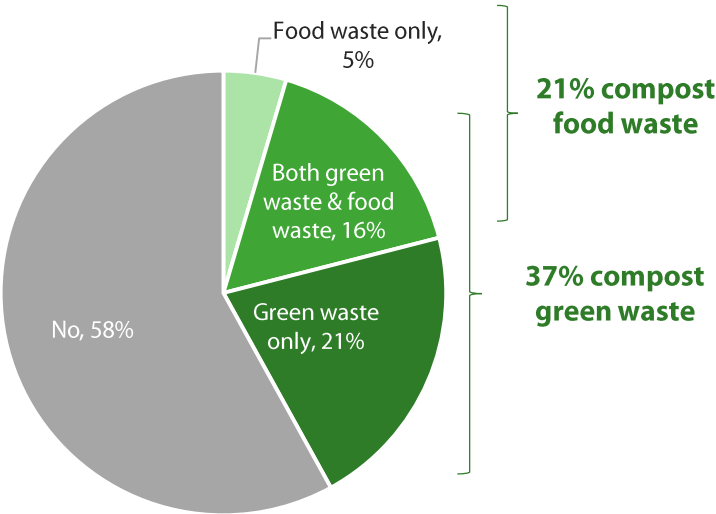
Respondents were asked: “Does your household currently do home composting?”

42% of people said their household does home composting - 21% compost food waste and 37% compost green waste, including 16% who do both.

There are no notable differences by age, household composition or parish in who composts food waste.

However, as you may expect, the tendency to compost green waste increases by age (28% of under 40s, up to 47% of those aged 65+), and changes depending on which parish you live in.

Does your household home compost?



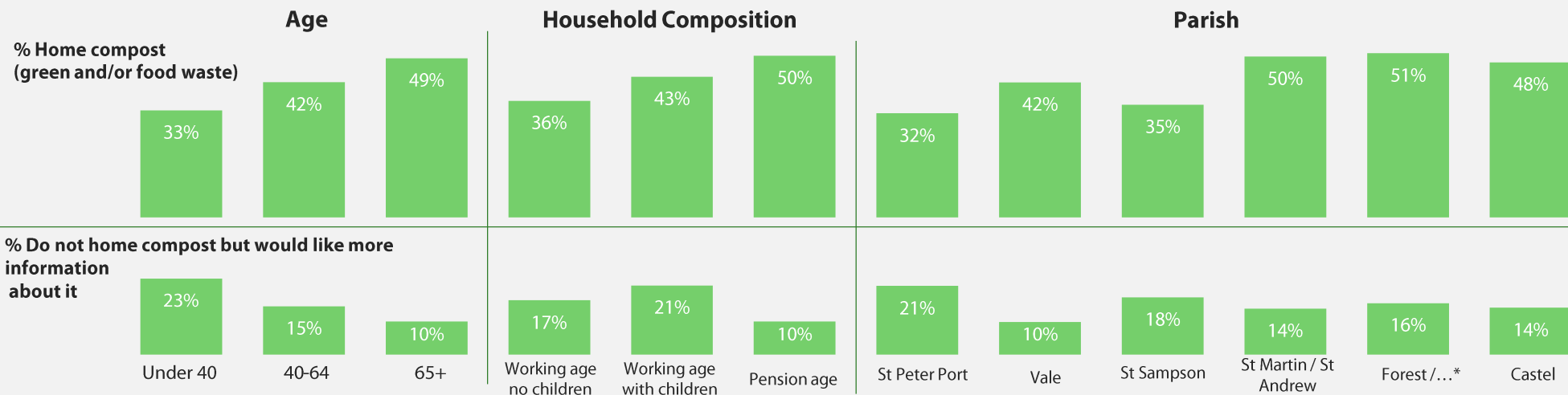
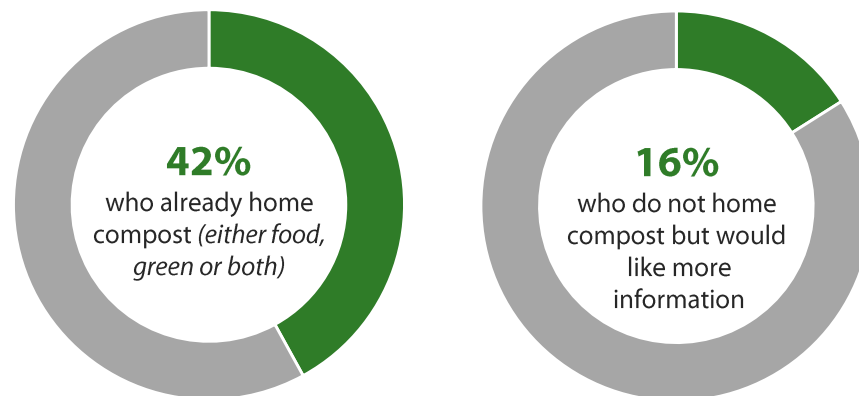
# INFORMATION ABOUT HOME COMPOSTING

## Thinking about who the target audiences are for communicating information about home composting:

- 42% of people currently compost food waste, green waste or both at home. The graph below illustrates that this includes a third of under 40s and just less than half of those aged 65+.
- 58% of people do not home compost, although this includes 16% who would like to find out more information about it. The remaining 40% of non-home composters are not interested in finding out more.

Under 40s are the age group least likely to home compost currently (33%), but are the most likely to not compost and want more information about it (23%). There are similar findings for those living in St Peter Port.

## Home Composting Information – Target Audiences



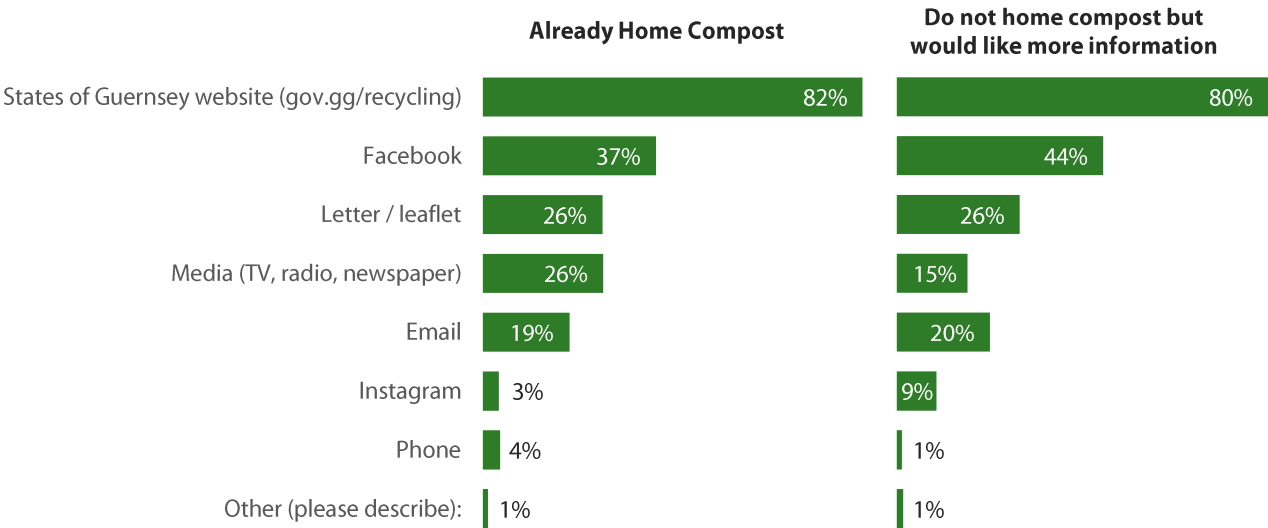
# HOME COMPOSTING COMMUNICATION PREFERENCES

**This page shows how the two target audiences for home composting information would prefer to find out information from Guernsey Waste.**

As well as showing that at least 80% of people would like to use the website, it gives some insights into the use of different media in more targeted communication campaigns.

For example, Facebook is a widely accepted way of finding out information from the States of Guernsey, but it is also worth noting that around 1 in 10 of those who do not home compost at the moment but would like more information about it would prefer to be communicated to via Instagram.

**How would you prefer to find out information about waste and recycling services in Guernsey? Select all that apply.**





# IMPACT OF FOOD WASTE COLLECTION ON HOME COMPOSTING

Respondents were asked if their food composting habits had changed since the introduction of the food waste collection service 2 years ago.

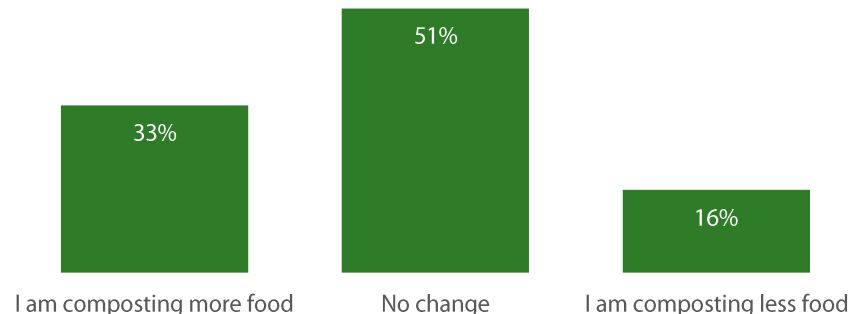
The majority of those that do currently compost food waste say there has either been no change or they are composting more food waste.

Of those who are open to the idea of home composting, around 13% of people are composting less food than before:

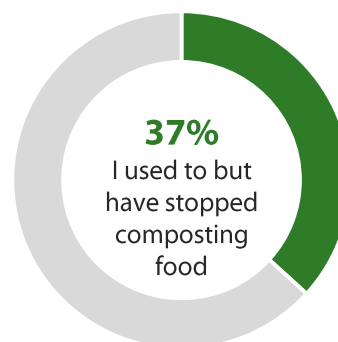
- 16% of those currently compost food waste are composting less food since the introduction of collections (i.e. around 3% of people).
- 37% of those that compost green waste only say they used to compost food waste but have completely stopped since the introduction of collections (i.e. around 8% of people).
- 10% of those that do not home compost but would like more information about it say they used to compost food waste but have completely stopped since the introduction of collections (i.e. less than 2% of people).

## SINCE THE INTRODUCTION OF THE FOOD WASTE COLLECTION SERVICE...

Of those that currently compost food waste:



Of those that compost green waste:



Of those that do not home compost but would like to find out more about it:



# 'LOVE FOOD HATE WASTE' CAMPAIGN

Respondents were asked "Are you aware of the 'Love Food Hate Waste' campaign promoted by Guernsey Waste?" Those that answered yes were then asked "Where have you seen or heard about the 'Love Food Hate Waste' campaign?"

7 out of 10 people are aware of the 'Love Food Hate Waste' campaign. Of those:

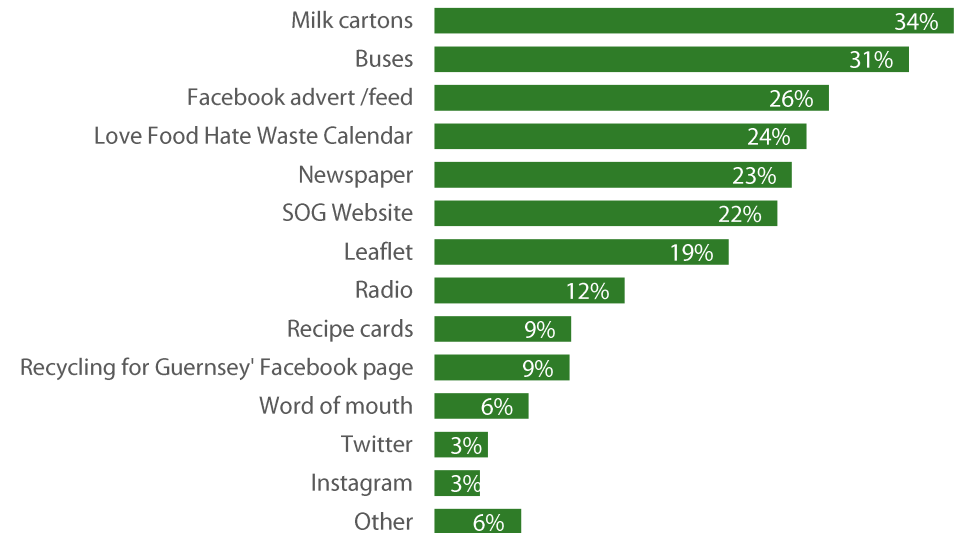
- The most common places to see the campaign were milk cartons and buses, selected by around a third of those aware of it.
- Around a quarter who selected Facebook adverts and the Love Food Hate Waste calendar. 4% of those aware of the campaign ONLY selected the calendar – around 21% selected the calendar plus one or more other sources.

There were variations by age:

- 40-64 year olds were notably more aware of the campaign at 77% compared to 63% of under 40s and 66% of over 65s.
- 38% of over 65s had seen the campaign in the newspaper compared to 22% 40-64 year olds and 14% under 40s.
- Over 65s were around half as likely to have seen the campaign on buses and Facebook adverts as under 40s.



**How know about the campaign**  
(% of those aware)



# GUERNSEY WASTE CUSTOMER SERVICE

## CONTACT WITH GUERNSEY WASTE SATISFACTION WEBSITE



### Key Findings

- 80% prefer to find out about waste and recycling services via the website, followed by Facebook amongst under 65s and the media (i.e. newspapers, radio, TV) for those aged 65+.
- Of those that had contacted Guernsey Waste in the last 2 years, just over half had phoned and just over a quarter had emailed. Just under two thirds said they had contacted Guernsey Waste with a general enquiry.
- Overall there are very high levels of satisfaction with the customer service. For example, three-quarters of those who had contacted Guernsey Waste in the last 2 years were satisfied or very satisfied with the knowledge of the customer service team.
- There may be some room to improve opening times to better suit younger people; response times to emails from those complaining or with a bin night query; mobile optimization of and ease of navigating the website.

# FIND OUT OUT INFORMATION ABOUT WASTE & RECYCLING

Respondents were also asked how they would prefer to find out information about waste and recycling services in Guernsey.

80% would prefer to find out information from the States of Guernsey website. This is by far the most popular option across all age groups, including 77% of those aged 65+.

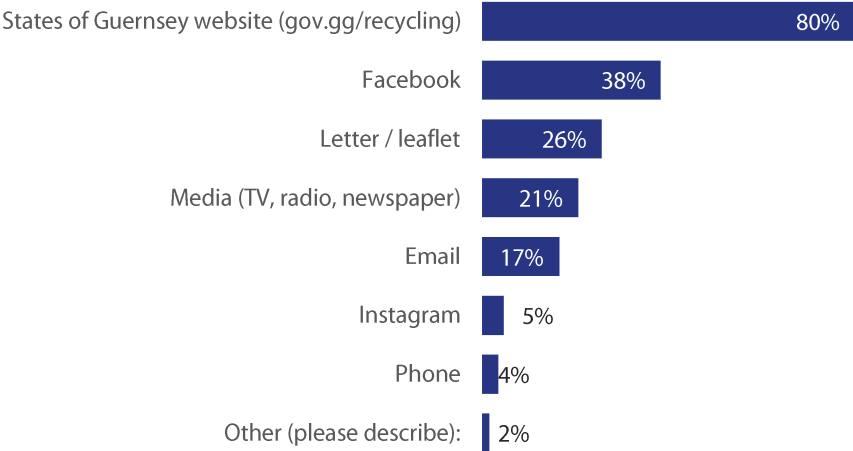
This is then followed by Facebook, which was selected by 38%, including 49% of under 40s, 39% of 40-64 year olds and 25% of those aged 65+.

The top 3 preferences by age group are shown below.

It is also worth noting that preference for other social medias was low, but it is probable that Instagram is preferred over Twitter by under 40s (10% selected Instagram), while Twitter is preferred over Instagram by those aged 40-64 (8% selected Twitter).

Other suggestions included a separate Guernsey Waste website that is easier to navigate; an app (or at least mobile optimized website); calendar for waste collections; recycling 'wheel' showing how different materials can be recycled.

How would you prefer to find out information about waste and recycling services in Guernsey? Select all that apply.



## Preferences:



# CONTACTING GUERNSEY WASTE

## Respondents were asked when they last contacted Guernsey Waste and how.

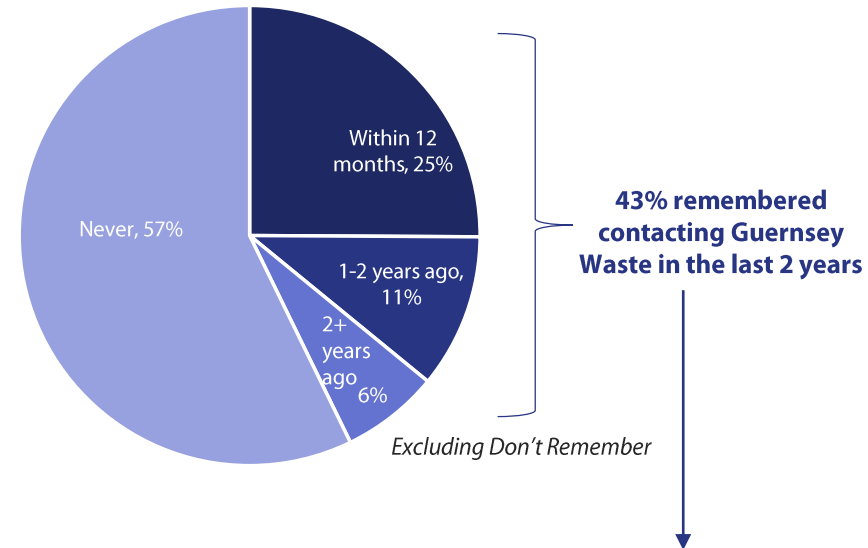
43% of people remembered contacting Guernsey Waste in the last 2 years, including a quarter of people in the last 12 months.

Of those that had contacted Guernsey Waste, around half had done so over the phone.

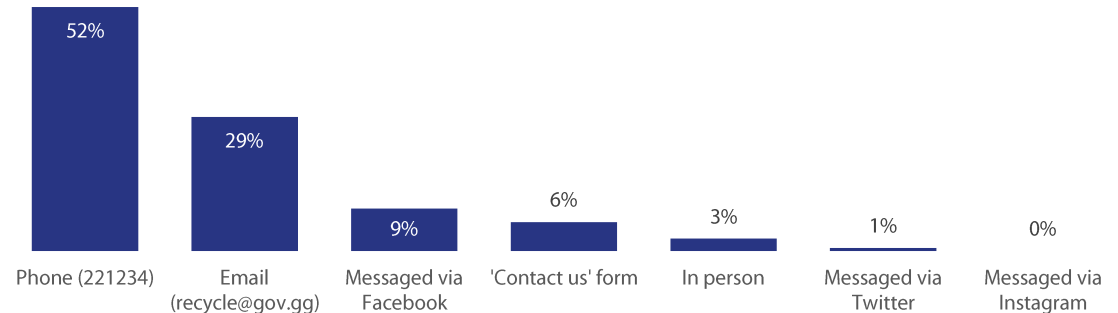
Phone was the most popular method of contact across all age groups, followed by email, although we note that those under the age of 40 may be:

- Slightly less inclined to phone than over 65s (45% vs 52% of those aged 40-64 and 61% of those aged 65+).
- Slightly more inclined than over 65s to email or message via Facebook (45% vs 38% of those aged 40-64 and 28% of those aged 65+).

## When was the last time, if ever, you contacted Guernsey Waste? (% total population)



## How have you contacted Guernsey Waste in the last 2 years? (% of those who have contacted Guernsey Waste)





# CONTACTING GUERNSEY WASTE CONTINUED

Those that had contacted Guernsey Waste in the last 2 years were asked "What was the nature of your enquiry(s)?" They could select all that applied.

The majority of respondents, 64%, contacted Guernsey Waste with a general enquiry.

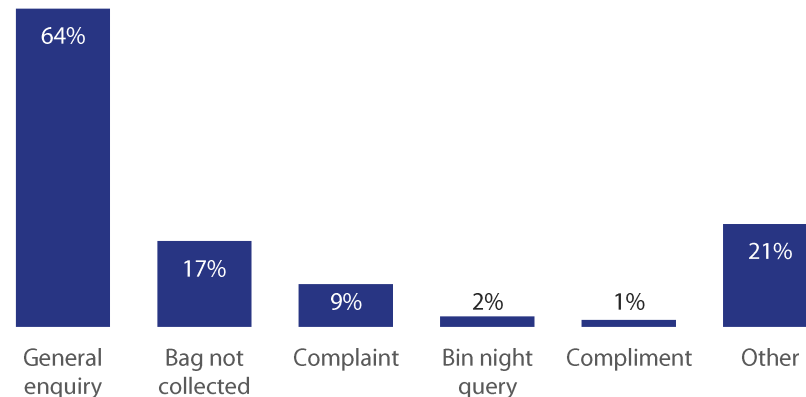
Focusing on the 17% of enquiries because their bag was not collected:

- 23% of under 40s who contacted Guernsey Waste did so for this reason.
- 31% of St Sampson's residents who contacted Guernsey Waste did so for this reason.
- 24% of those who live in shared accommodation who contacted Guernsey Waste did so for this reason.
- 28% of those who do not have enough storage space who contacted Guernsey Waste did so for this reason.

21% of respondents selected 'Other' as the nature of their enquiry.

## Reason(s) for contacting Guernsey Waste

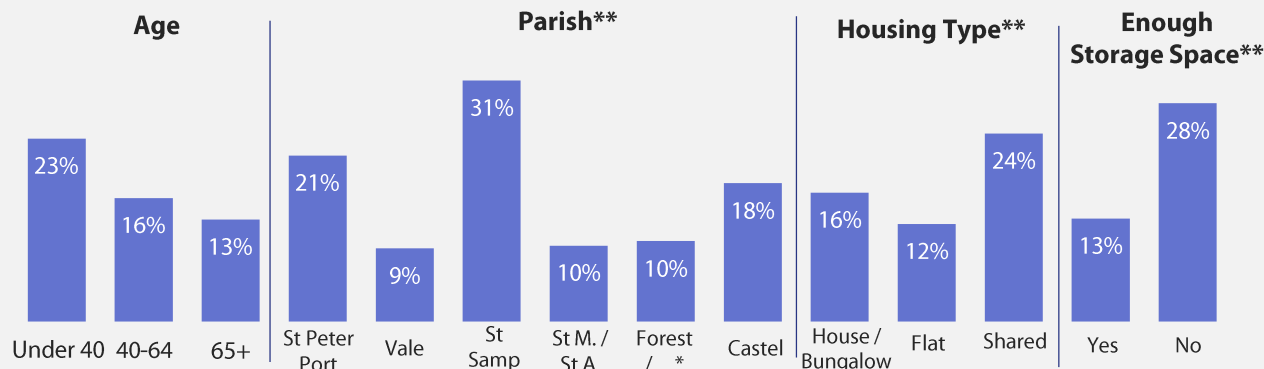
(% of those who have contacted Guernsey Waste in the last 2 years)



### Other enquiries:

- Obtaining replacement food or glass bags
- Queries regarding disposal of specific products
- Organising collection of large items
- Paying waste charges
- Clarification on which types of plastic can be recycled
- Booking a skip
- Litter in street
- Bags in wrong place or obstructing vehicles

### Bag not collected query (% of those who contacted Guernsey Waste by...)



# CUSTOMER SATISFACTION

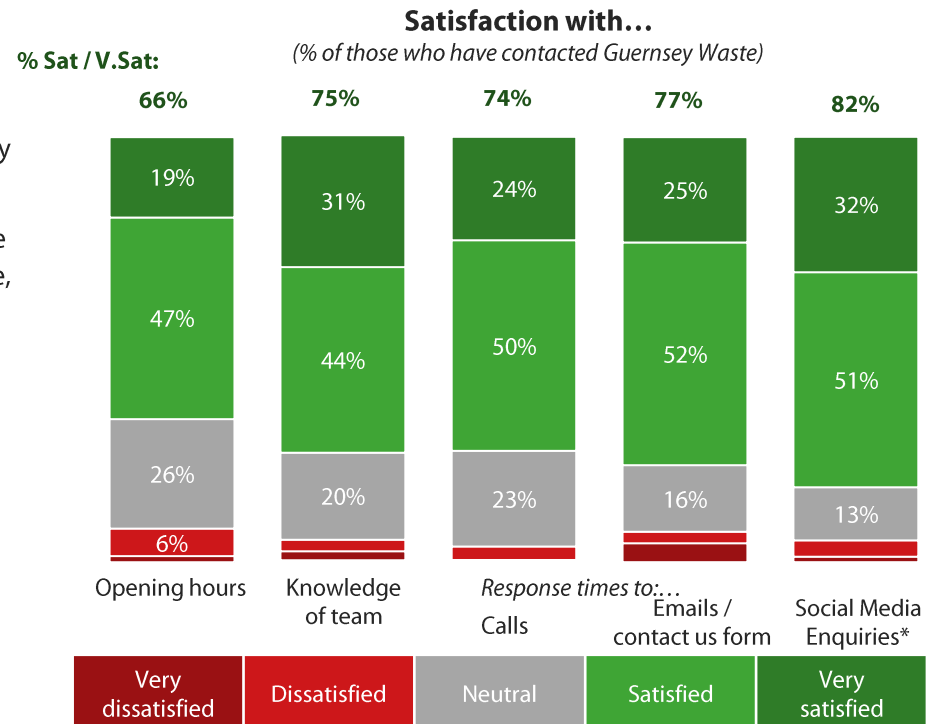
Respondents were asked how satisfied they were with various aspects of the customer service.

For example, 66% of those who have contacted Guernsey Waste are satisfied or very satisfied with the office opening hours, and 74% of those who have phoned Guernsey Waste were satisfied or very satisfied with response times to calls.

There are low levels of dissatisfaction overall, with less than 1 in 10 of those who have contacted Guernsey Waste dissatisfied or very dissatisfied with each aspect. There are, however, some small differences by:

- **Age:** 18% of under 40s were dissatisfied or very dissatisfied with opening hours compared to less than 5% of those aged 40 and over.
- **Space:** 15% of those without enough space to store recycling & waste at home were dissatisfied or very dissatisfied with the knowledge of the customer service team, compared to 3% of those who do.
- **Enquiry type:** Of those who have contacted Guernsey waste to either complain, because their bin wasn't collected or with a bin night query, the following were dissatisfied or very dissatisfied:
  - 13% with the knowledge of the customer service team (*compared to 3% of those with general enquiries*)
  - 25% with response times to emails /contact us form\* (*compared to 3% of those with general enquiries*)
  - 10% with response times to calls\* (*compared to 2% of those with general enquiries*)

Please note: Base sizes are too small to break these statistics down any further, but we can see that those who have complained or have had a bin night query appear to have much higher dissatisfaction with these aspects, while those enquiring about a bin not being collected have only slightly higher dissatisfaction than in general.



# GUERNSEY WASTE WEBSITE

**Respondents were asked if they have visited the Guernsey Waste section of the States of Guernsey website in the last two years.**

Two thirds of respondents had visited the Guernsey Waste section in the last two years.

This includes the majority of over 65s, although they are less likely to have done so than other age groups (59% vs 70% of those aged 40-64 and 67% of those aged under 40).

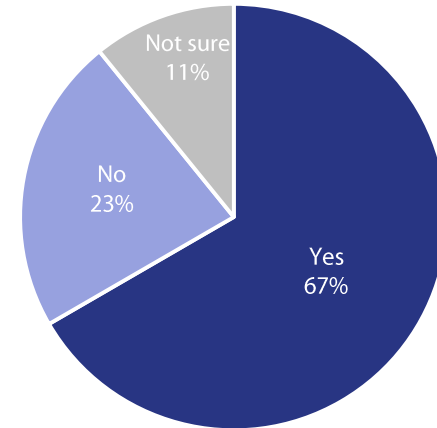
**Respondents that had used the website were then asked how satisfied they were with information available on gov.gg/recycling.**

80% were satisfied or very satisfied with the information on the website.

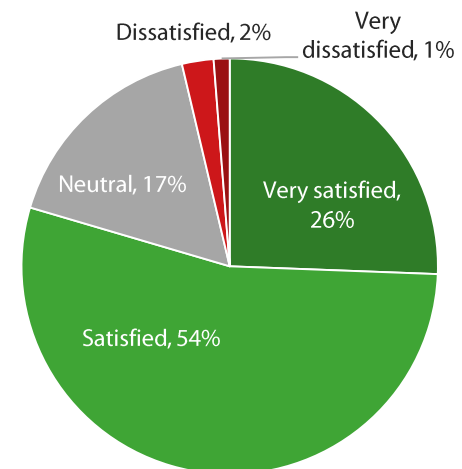
Less than 4% were dissatisfied, and this rises to 13% of those who do not have enough space to store recycling at home.

The data also suggests that those who contacted Guernsey Waste to complain or with a bin night query\* were more likely to be dissatisfied with the information available online (9%).

**Visited Guernsey Waste website**



**Satisfaction with information available on website**  
(% of users)



# CUSTOMER SATISFACTION COMMENTS

**Dissatisfied respondents were asked for further details. The following were suggested:**

- A website that is easier to navigate and mobile optimized.
- Longer office opening hours for those that work 9am-5pm. This could be one late night a week for example.
- A list that clearly states what can be recycled / disposed of where at what price, and a list the clearly states what cannot be recycled. Some items not thought to be listed.
- Make it easier to find what bin night it is in their parish – e.g. make it more clearer and prominent; one comment that the recycling icon on SOG page doesn't show the right one.
- Quicker responses in regard to bin night queries / bag not collected, and demonstrate greater understanding / appreciation of the impact not having waste collected has on people.
- Empathy and understanding from the Guernsey Waste Customer Service Team in response to other concerns (noise mentioned in particular).



# FINAL COMMENTS ABOUT WASTE AND RECYCLING SERVICES IN GUERNSEY



*The following reflect the range of final comments received. A full list is provided as an Appendix.*  
*"Think standing charge should decrease and price per bag increase to make the pricing more fair."*

*"The new system works well, but it would be good to be able to recycle more materials."*

*"Old clothes for recycling collection as I don't drive would be helpful"*

*"Battery collection service would be useful."*

*"The recycling information on gov.gg should have more categories or clarify what falls within each category by giving examples."*

*"Being able to recycle all plastics and pushing on educating the population on reducing waste in the first place & on recycling/upcycling etc."*

*"Please keep the remaining Bring Banks - we have very little space to store recycling and struggle in between the collections (as we had to during lockdown)."*

*"Cost should reflect the number of people in the household."*

*"Ability to recycle crisp packets in blue bags is needed."*

*"Would like to know exactly what happens to each recyclable bag - from pickup to where it ends up, and how it is sorted etc. Maybe a short film/video on Facebook?"*

*"Do not use non-compostable plastic bags. Don't do kerbside glass recycling (bring banks only) as too noisy".*

*"In other jurisdictions, I've noticed that plastic films and plastic bags are now recyclable. Is it something that Guernsey should consider?"*

*"It would be great to have a channel for questions about more random items that you're not sure about whether or where you can recycle... Overall a cracking service, though. Thanks!"*



# APPENDIX A: PROFILE OF RESPONDENTS





# PROFILE OF RESPONDENTS

The profile of people who completed the survey was compared to the latest available data on the population of the Bailiwick of Guernsey.

Survey responses were weighted in proportion to the age and gender profile of the adult population. All figures, tables and text presented in this report refer to weighted responses, unless otherwise specified.

## About survey weights

Survey weights correct for age and gender differences between the sample and the population. Thus, they compensate for different patterns of non-response from different sub-groups of the population, such that survey results can be generalised from the sample back to the population from which they are drawn.

Fewer young people completed the survey and more females participated in the survey than males (see right A). However, the survey was completed by a wide range of the people and the differences are relatively small. The largest weights are for females and males aged 16-24 and they were capped at 3.0.

## Results rounded to the nearest integer

All calculations were independently rounded so totals published in tables and graphs may not necessarily sum 100%.

The table shows the age and gender profile of the adult population living in Guernsey, and the profile of the sample who completed the survey. It also shows the profile of the sample after weights have been applied.

		Guernsey Population	Survey	
		%	% of sample	% after survey weights
<b>Age group</b>				
	16-24	12%	2%	6%
	25-29	7%	5%	8%
	30-34	8%	7%	8%
	35-39	7%	7%	8%
	40-44	7%	8%	8%
	45-49	8%	10%	9%
	50-54	9%	13%	10%
	55-59	9%	13%	10%
	60-64	8%	12%	9%
	65-69	7%	9%	7%
	70-74	7%	8%	7%
	75-79	4%	4%	5%
	80 and over	7%	2%	5%
	Prefer not to say	-	>1%	>1%
<b>Gender</b>				
	Female	51%	63%	50%
	Male	49%	36%	48%
	Prefer to self-describe	*	<1%	<1%
	Prefer not to say	-	1%	1%

\* Gender is not available for the population, and biological sex has been used as a proxy for gender

# PROFILE OF RESPONDENTS (CONT.)

The table shows the profile of the sample who completed the survey after weights have been applied.

	Guernsey Population	Survey
	%	% after survey weights
<b>Parish</b>		
Castel	14%	12%
Forest	2%	2%
St Andrew	4%	4%
St Martin	11%	11%
St Peter Port	30%	28%
St Pierre du Bois	3%	4%
St Sampson	14%	16%
St Saviour	4%	4%
Torteval	2%	2%
Vale	15%	17%
<b>Housing Arrangements</b>		
Flat or apartment	-	11%
House or bungalow	-	83%
House or flat share	-	5%
Staff accommodation	-	<1%
Other	-	<1%

	Guernsey Population	Survey
	% (2018)	% after survey weights
<b>Household Composition</b>		
One and two adults (16-64)	31%	33%
One and two adults (16-64) with child(ren)	17%	21%
One and two adults (65 and over)	22%	18%
Two adults (16-64 & 65+)	5%	5%
Three and four adults (16-64)	11%	10%
Other	14%	12%



# APPENDIX B: MORE DETAIL ON TYPES OF BRING BANK USERS

## Key Findings

- Overall, 37% of recyclers have taken one or more of: Paper, Plastics, Tins, Cans, Cartons and/or Glass to a bring bank in the last 2 years.
- Based on both the reasons for use and frequency of use, this includes 24% who can be considered more "routine" Bring Bank users and 13% who are "ad-hoc" users.

Venn diagrams illustrate that:

- The HWRC is used frequently by some (instead of or in addition to kerbside), but it is less likely than Bring Banks to be a primary method of disposal. The data suggests something of a geographic element – whereby those needing a service in addition to kerbside are more likely to use the HWRC if they live in Vale or St Sampson, while those in the more Western Parishes may choose a Bring Bank site instead.
- Around 1 in 10 households use Bring Banks for recycling paper, and/or Plastic or Tins or Cartons, however they are more commonly used for cardboard and to some extent glass.

# TYPES OF BRING BANK USERS

1. Do they take Paper, Plastics, Tins, Cans, Cartons and/or Glass to Bring Banks?

Yes

No

63%

"Non-users" for day-to-day items (i.e. only use them for Cardboard / Textiles / Books or do not use at all)

2. Do they ONLY use Bring Banks for ALL these materials?

No

Yes

+1%

3. Is the MAIN reason they take these items to Bring Banks more **ad-hoc** or more **routine**?

**More ad-hoc - one of:**

- On occasions I have additional items (e.g. party);
- If going to Bring Bank for something else;
- If forget to put out kerbside;
- Lost glass bag

**More routine - one of (for glass and/or plastic):**

- So I don't have to store between collections;
- Kerbside collection is noisy;
- Like going - it's part of my routine;
- Convenient (e.g. live, work near);
- Difficult to carry recycling to collection point;
- Other

24%

"routine" users (i.e. meet one or more of conditions 2, 3 & 4. \*\*)

+18%

+5%

4. Do they take items\* to the Bring Bank regularly (once a month or more)?

No

Yes

13%

"Ad-hoc" users

63% of recyclers do not use Bring Banks for day-to-day recycling at all, or only use them for Cardboard / Textiles / Books.

37% of recyclers have taken Paper, Plastics, Tins, Cans, Cartons and/or Glass to a bring bank in the last 2 years. This includes an estimated:

24% who are "routine" Bring Bank users.

This group appear to have more of a preference for Bring Banks, mainly because:

- Kerbside collection of glass is noisy,
- So they don't have to store recycling between collections,
- It also includes those who have taken paper, plastics, tins, cans, cartons and/or glass in the last 2 years and visit once a month a more. They tend to take the items of interest because they are regularly going for something else (e.g. cardboard) or have additional items.

Some of this group may perceive their 'preference' for Bring Banks as a 'need', however this is not necessarily the case. We have been conservative in calculating this estimate, and the proportion who feel strongly about their use of Bring Banks is likely to be less than 24%.

13% who are "ad-hoc" Bring Bank users.

This group use a Bring Bank less than once a month. They take Paper, Plastics, Tins, Cans, Cartons and/or Glass only on occasion e.g. when they have more than usual, they forget to put it out for kerbside collection, if they are going for something else (like cardboard).

\*This excludes respondents that only take cardboard, textiles or books, but remains an upper estimate of the percentage of people who may take paper, plastics, tins, cans, cartons or glass regularly.

\*\* People in this group meet one or more of conditions 2, 3 & 4. The "+x%" shows the additional people added into the group at each stage of the definition e.g. 1% meet condition 2 (and may or may not meet the next two), an additional 18% meet the condition 3 but not condition 2 (and may or may not meet condition 4), an additional 5% meet condition 4 but not the previous two.

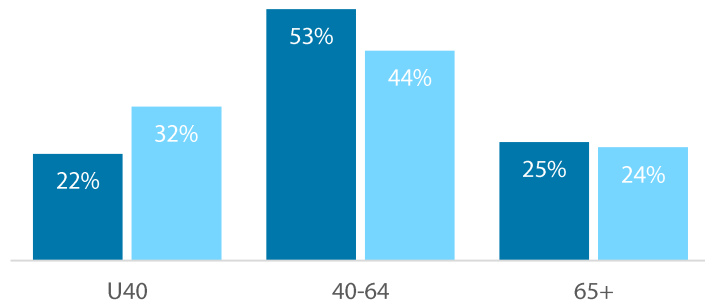
# THE PROFILE OF “ROUTINE” BRING BANK USERS

“Routine” Bring Bank user

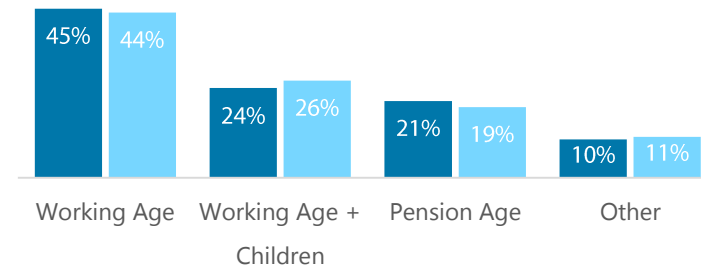
Remainder of the population

Comparing the profile of more “routine” Bring Bank users to the profile of the remainder of the population shows that “routine” Bring Bank users are slightly more likely to be male, but the difference is small (55% vs 46%). There are no other significant differences between this group and the rest of the population, although the results suggest they may be slightly more likely to be aged 40-64 (53%), and live in Torteval, St Pierre du Bois, St Andrew or Forest (24% of “routine” users vs 9% of remainder). The majority are working age without children (45%), and household composition is consistent with the population of Guernsey.

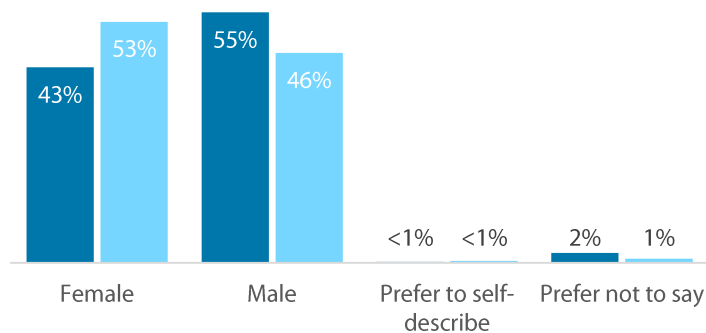
Age



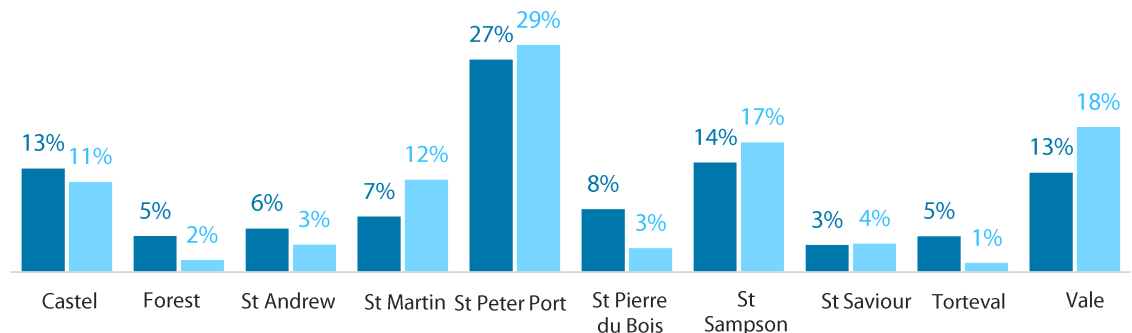
Household Composition



Gender



Parish

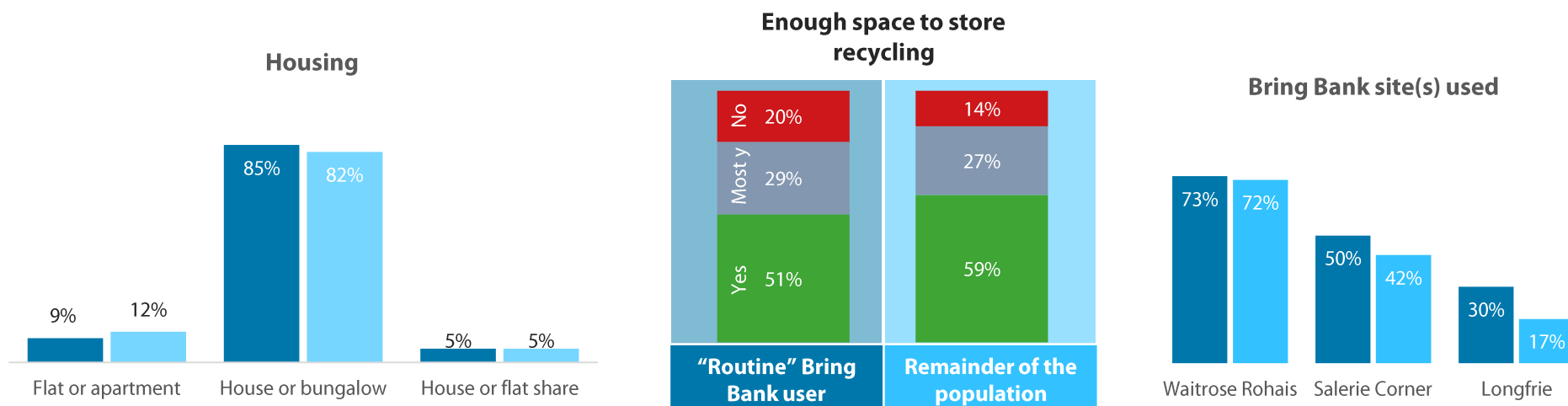


# THE PROFILE OF “ROUTINE” BRING BANK USERS

“Routine” Bring Bank user

Remainder of the population

- 85% of more “routine” bring bank users live in a house or bungalow, similar to the remainder of the population.
- They are slightly more likely to say they do not have enough space to store recycling prior to kerbside collection (20%\* vs 14% of the remainder of the population), however the majority (80%) still say they do all or most of the time.
- Therefore 5% of those who recycle Paper, Plastics, Tins, Cans, Cartons and/or Glass via either kerbside and/or Bring Banks are considered more “routine” Bring Bank users who also do not have enough space to store recycling prior to kerbside collection\*.
- For more routine users, Waitrose Rohais followed by Salarie Corner remain the most commonly used bring bank sites in the last 2 years (72% & 50% respectively), but this group are more likely than the remainder of the population to use the Longfrie (30% vs 17%).



- 2% are categorised as “Ad-hoc” users who also do not have enough space to store recycling prior to kerbside collection
- Around 9% do not use Bring Banks at all for these materials and also do not have enough space to store

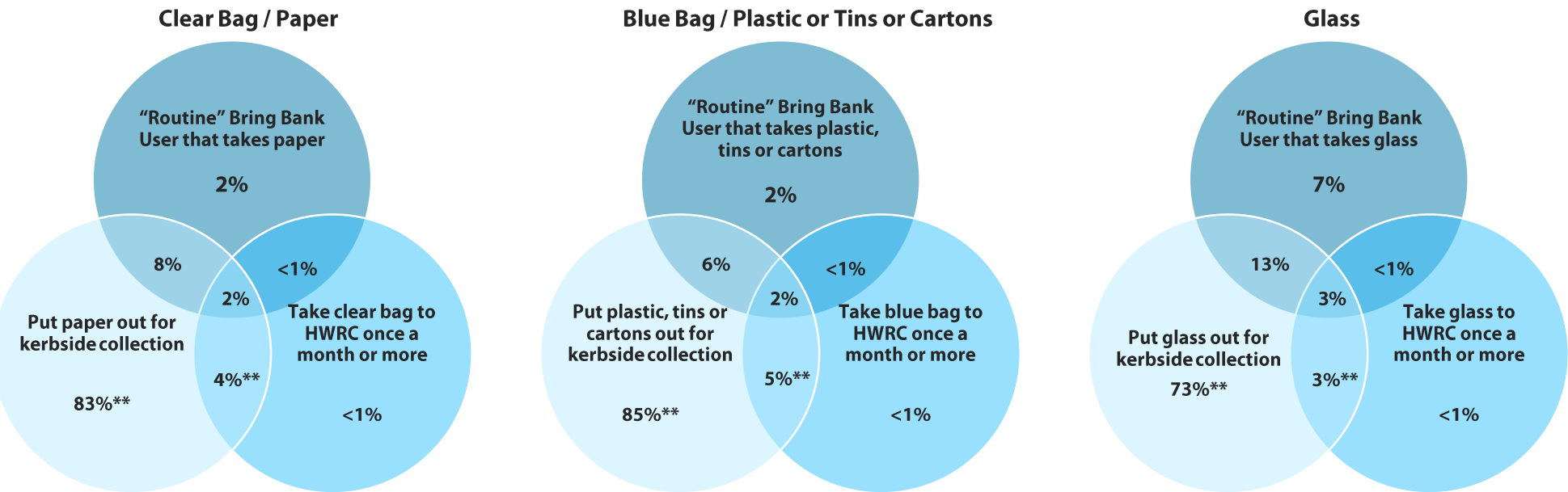


# OVERLAP BETWEEN SERVICES: PRIMARY METHODS OF RECYCLING

In order to better understand primary methods of recycling and the overlaps in service use, this page illustrates the percentage of people who recycle each type of material and:

- Take it to the HWRC once a month or more
- Are a more “routine” Bring Bank user and take it to a Bring Bank\*
- Put it out for kerbside collection

It shows that the HWRC is used frequently by some (instead of or in addition to kerbside), but it is less likely than Bring Banks to be a method for recycling.



For example, 73% of those that recycle glass say kerbside collection is their primary method (they may also use the Bring Bank or HWRC ad-hoc but they are not considered a routine/ frequent user of each); 7% are “routine” Bring Bank Users who only use Bring Banks; less than 1% regularly take their glass to HWRC and do not use any other method. In addition: 13% are “routine” Bring Bank Users who take glass to Bring Banks AND put glass out for kerbside collection; 3% put glass out for kerbside collection AND take glass to HWRC once a month or more; less than 1% are “routine” Bring Bank Users who take glass to Bring Banks AND take glass to the HWRC regularly; 3% are “routine” Bring Bank Users that frequently use the HWRC AND put glass out for kerbside collection.

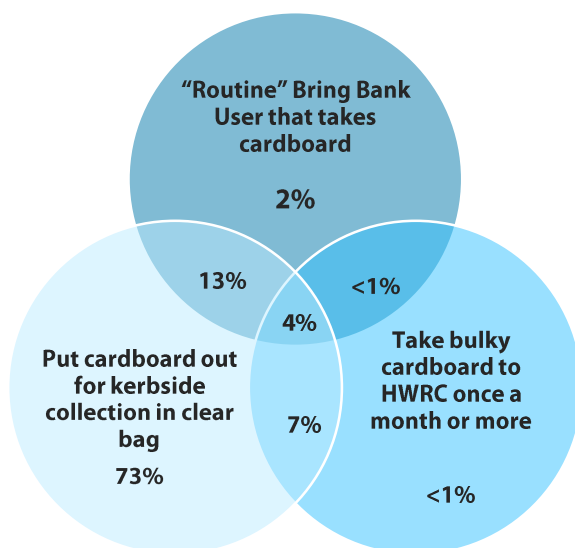
# OVERLAP BETWEEN SERVICES: PRIMARY METHODS OF RECYCLING

The diagrams below illustrate that:

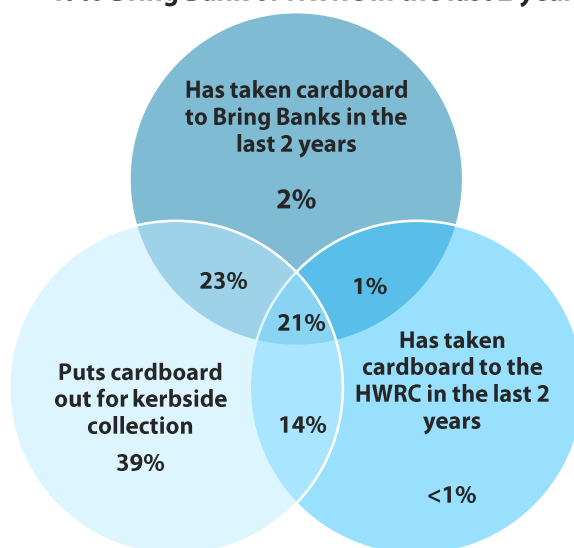
- Although almost three-quarters of people who recycle cardboard indicated that putting it in the clear bag for kerbside collection is their primary method of disposal...
- ... the option to take occasional excess cardboard that won't fit in the clear bag to either a Bring Bank or the HWRC is important to just under two-thirds of people that recycle this material.

It can also be noted that 13% of people use the HWRC to get rid of general waste (black) bags – including 9% who use this option in addition to kerbside (*e.g. if too much / don't want to store or going away on holiday*), and 4% who only take it to the HWRC.

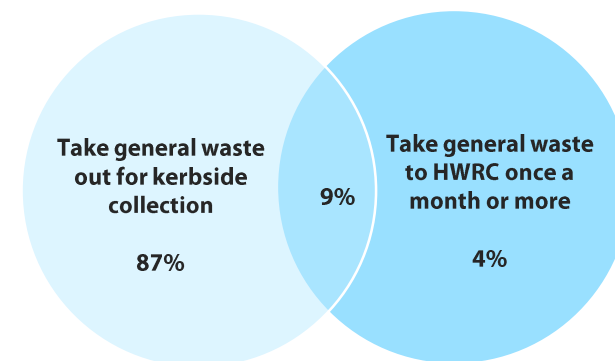
**Cardboard: Primary Method of Disposal**



**Cardboard: Including all those who have taken it to Bring Bank or HWRC in the last 2 years**



**General Waste**





Island Global Research

## Island Global Research

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