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## WASTE & RECYCLING SURVEY 2022

### RESPONSES

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**2,603** responses, equals **2.3%** of **population** of **Scottish Borders**

### KERBSIDE COLLECTIONS

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#### Recycling Bin

**97%** put their **recycling bin out for collection every fortnight**

**80%** of **recycling bins** are **overflowing** or **full when put out**

**80%** are **satisfied** or **very satisfied** with their **kerbside recycling service**



#### General Waste

**96%** put their **general waste bin out for collection every fortnight**

**61%** of **general waste bins** are **overflowing** or **full when put out**

**80%** are **satisfied** or **very satisfied** with their **general waste service**



#### Food Waste

**53%** put their **food waste bin out for collection every week**

**33%** **don't use** the **food waste collection service**

**52%** of **food waste bins** are **¼ or less full when put out**

**64%** are **satisfied** or **very satisfied** with their **food waste service**

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## VIEWS ON REDUCING, RE-USING & RECYCLING

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**95%** agree or **strongly agree** that reducing, re-using and recycling is **better for the environment**

**91%** agree or **strongly agree** that reducing, re-using and recycling **helps us do our part**

**91%** agree or **strongly agree** that reducing, re-using and recycling is **expected of us**

**87%** agree or **strongly agree** that reducing, re-using & recycling **saves natural resources** and **extends the life of products**

**77%** agree or **strongly agree** that reducing, re-using and recycling is **easy to do**

**69%** agree or **strongly agree** that reducing, re-using and recycling **saves the Council money**

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## WASTE MINIMISATION & RE-USE

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**99%** minimise and/or re-use waste

If **Community Recycling Centre accepted** and **sold re-useable items**:

**61%** would **donate and buy items**

**32%** would **donate items**

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## WHAT STOPS YOUR HOUSEHOLD FROM RECYCLING?

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**63%** said **'we recycle as much as we can'**

The **top 5 things that stop households from recycling** are:

1. SBC doesn't collect what we want to recycle – 23%
2. Unsure if materials are fully recycled – 20%
3. Our recycling bin isn't big enough – 18%
4. We're not sure what can be recycled – 16%
5. Lack of space in the house to store materials separately – 13%

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## OTHER RECYCLING SERVICES

(Includes Garden Waste, Glass, Domestic Batteries, Small Electrical Appliances, Textiles & Books)

**64%** said there are **additional recycling services they need that the Council doesn't provide.**

### Garden Waste

**78%** have **garden waste**

The **top 4 most frequent options for disposing garden waste** are:

1. Take to a Community Recycling Centre - 35%
2. Compost at home – 24.75%
3. Put in general waste bin – 21.32%
4. Pay for a private kerbside collection – 14.07%

### Glass jars and bottles

**53%** dispose of glass on a **weekly or fortnightly basis.**

**31%** dispose of glass on a **monthly basis.**

The **top 4 options for disposing of glass** are:

1. Recycling Points
2. Community Recycling Centre
3. General Waste Bin
4. Other

### Textiles

**86%** dispose of textiles a few time a year or less.

The **top 4 options for disposing of textiles** are:

1. Charity shop
2. Recycling Points
3. Community Recycling Centre
4. General Waste Bin

## Books

**83%** dispose of books a few times a year or less.

The top 4 options for disposing of books are:

1. Charity shop
2. Recycling Points
3. Community Recycling Centre
4. Other

## Domestic Batteries

**80%** dispose of domestic batteries a few times a year or less.

The top 4 options for disposing of domestic batteries are:

1. Recycling Points
2. Community Recycling Centre
3. General waste bin
4. Other

## Electrical Items

**96%** dispose of electrical items a few times a year or less.

The top 4 options for disposing of electrical items are:

1. Community Recycling Centre's
2. Recycling Points
3. General waste bin
4. Charity shop

## BEHAVIOURAL ISSUES

In the last three months:

**57%** have thrown uneaten food or food that is still packaged into the general waste bin

**53%** have thrown items into the general waste bin because they weren't sure if they could be recycled

**27%** have thrown recyclable items into the general waste bin because their recycling container was full

**26%** have forgot to put out a bin, bag or caddy for kerbside collection

**24%** have thrown dirty recyclables into the general waste bin because of the time it would take to rinse those items

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## COMMUNICATIONS

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The **top 5** ways to get **information on the Councils waste & recycling services** are:

1. Council website – 77%
2. Council's social media – 19%
3. Word of mouth (friends/neighbors) – 17%
4. Leaflets posted out – 11%
5. Don't get information about the Councils waste & recycling services – 9%

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## WRITTEN RESPONSES/COMMENTS

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Individuals were asked to provide written comments and suggestions to a number of questions. The following section provides the responses received.

**1,326** individuals **provided comments about their kerbside collection services**. The following are some of the categorised responses:

- Increase capacity or frequency of collections (waste type not specified)
- Great service
- Mess or bin not returned after collection
- Introduce a glass collection
- Have experience missed collections
- Introduce a garden waste collection
- Kerbside Recycling - Increase collection frequency
- Kerbside Recycling – Not enough capacity
- Introduce food waste collections
- General Waste – Increase collection frequency
- General Waste – Not enough capacity
- General Waste – Reduce collection frequency
- Improve communications
- Limited space for bins or bags (internally & externally)

**310** individuals **provided comments on their food waste collection service**. The following are some of the categorised responses:

- Have experienced missed collections
- No need for it/waste of money
- Bags split/poor quality
- Not got a food bin
- Would rather a garden waste collection
- Not well used/needs enforcement
- Collect food with garden waste
- Bags not replenished
- Great service
- No where to store bin indoors

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- Don't use it
  - Bins blow away in wind
  - Use compost bin instead
  - Appreciate free bags

**694** individuals **provided suggestions on** how to improve **communications** about waste and recycling. The following are some of the categorised responses:

- Issue leaflets
- Use social media
- Put stickers on bins with details of what goes in the bin and when to present it
- Improve the Councils website/the website is hard to navigate
- Education in schools
- Use local community councils/group to get information out
- Don't rely on the internet – not everyone has access
- Provide information/list of what goes in each bin
- Videos and Questions & Answers
- Communications are good
- Provide communal bins instead of bins per property/bigger bins
- Provide a fridge magnet with info
- Provide a collection calendar
- Don't like Community Recycling Centre booking system for trailers
- Better response to emails and phone calls
- Provide information on where waste goes
- Have an app to tell you when to put bins out
- Text/email alerts
- Carry out door knocking
- No need to communicate
- Don't receive communications

**1,378** individuals **provided suggestions on what the Council should do to help householders minimise waste, re-use, and recycle**, bearing in mind the pressure on the Council's limited budget:

- Education/more information on what can be recycled/goes in each bin/what happens to waste
- Kerbside Recycling – Increase collection frequencies/bigger bins
- General Waste – Increase collection frequencies/bigger bins
- Provide glass collections
- Charge for general waste collections
- More re-useable packaging
- 7 day opening of the Community Recycling Centres
- Great service
- Make it easier to understand
- Should be able to recycle large plastic items
- Stop charging for bulky items

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- Recycle soft plastics
  - No booking system for trailers at community Recycling Centres
  - Provide food waste collection
  - Unhappy with service
  - Provide garden waste collection
  - General Waste – Reduce collection frequency
  - Enforce recycling
  - Provide mobile recycling facilities
  - Provide bin presentation reminders/calendars

**1,061** individuals **provided a response** to the question **‘are there any other comments you would like to make about the kerbside waste and recycling services?’**:

- Great service
- Collect garden waste
- Increase collection frequency/bigger bin
- Collect food waste
- Poor service/experienced missed collections
- Collect glass
- Don’t reduce collection frequencies
- Kerbside Recycling – Increase frequency of collection/bigger bin
- Put bins back after collections
- Open Community Recycling Centres more often and for longer
- General Waste – Reduce collection frequency
- Improve bulky uplift service
- Improve communications
- Increase participation
- Provide mobile recycling centres
- Provide more information on what happens to the waste
- Collect soft plastics
- Provide more information about what goes in bins
- Waste of time
- Collect food & garden waste together
- Recycle polystyrene