

Denbighshire County Council

Recycling and waste in Denbighshire: our five year plan for 2027-2032

Resident consultation pack

Help us to shape our priorities for household recycling and waste services in Denbighshire for the next five years.

What are we doing?

We are developing a five-year strategic plan for household recycling and waste services in Denbighshire.

The five-year plan will focus on the following key priorities:

1. **Prevention and reduction:** can we help residents to prevent or reduce the amount of waste being created in the first place?
2. **Re-use and repair:** can we help residents to make the best of items they already own, and save things from landfill?
3. **Recycling:** can we help residents to help us meet our statutory 70% recycling targets?

Why are we doing this?

- It's the right time
- In 2024 we introduced major changes to how we deliver kerbside waste and recycling services in Denbighshire. This included moving to a "kerbside sort" method of collection to meet Welsh Government's collections blueprint requirements
- We now have enough data to understand how the services are working and where we need to focus on improvements
- We need to make sure our service is resilient to further upcoming legislative changes to how local councils manage waste and recycling collections.
- We are close to, but not currently meeting Welsh Government's target for 70% of all household waste to be recycled

Developing and introducing a strategic plan at this time will help us to take all of these requirements into account, and we can create action plans to make sure we are meeting them.

What do we want to know?

We would like to know what you think

We have some legislative requirements have guided the development of our strategic priorities, but it's important that we understand what matters to you when it comes to waste and recycling services in Denbighshire.

We would be grateful if you could complete our consultation questionnaire.

We will ask you some questions about:

- Each of our priorities, based on the things we **must** do in the next five years.
- Some questions about your current habits when it comes to waste and recycling
- There will be space at the end of the questionnaire for you to tell us about anything you would like to see.

What difference will it make?

We have used a lot of statistical analysis, both from Denbighshire and nationally, to help us in the early stages of developing our strategic recycling and waste priorities. Your feedback will help us to understand what changes you would like to see, and how you can help us to help you to make Denbighshire the best at recycling as it can be.

How can you get involved?

Online: visit www.denbighshire.gov.uk/consultations to complete this consultation online

Paper: a paper version of our consultation questionnaire is attached to this consultation pack.

You can complete it and return it to any Denbighshire County Council Library or One Stop Shop during their usual opening hours.

The closing deadline for all responses is 18 October 2026

Recycling and waste in Denbighshire: our five year plan for 2027-2032

Resident consultation questionnaire

This questionnaire is to get your feedback on our initial ideas for our Recycling and Waste five year plan for the years 2027-2032.

The plan will help us to set out our key priorities for recycling and waste services in Denbighshire for the next five years. Once the plan is in place, we will be able to create individual action plans or policies to help us to achieve our five-year goals.

In this consultation questionnaire we will ask you some questions about yourself, and then we will ask you some questions related to each of our key priorities for the next five years.

Our key priorities will be based around the principles of the waste hierarchy. This means we want to focus on:

1. Prevention and reduction – we want to stop waste from being created in the first place
2. Repair and re-use – we want to help keep things in use longer so they don't need to be binned
3. Recycling – where waste is inevitable, we want to make sure that as much of it as possible can be recycled in a way which is easy and convenient for everybody

In the consultation survey we will tell you what we have in mind to help us work towards these priorities, and we will ask you whether or not you agree with them. We will also ask you some questions about your current habits and attitudes towards each of these aims so we can understand how you feel about them at the moment.

Please note: this questionnaire is not a space to provide feedback on current recycling and waste service, nor to report collection issues. For general advice and support on recycling and waste in Denbighshire please visit www.denbighshire.gov.uk/recycling or call 01824 706000

Privacy statement: To encourage honesty of responses, this survey is anonymous and we will not be asking you for any personal information, or any other information which could uniquely identify you. We will be asking you some generic questions about the makeup of your household, and there will be an opportunity to complete some optional equalities monitoring questions at the end of the consultation survey. These will be used to help us identify whether there are trends within particular geographic regions or particular groups of communities within Denbighshire which may affect attitudes or approaches to recycling and waste practices. The information you provide will only be used to support the development of the Council's five-year plan for recycling and waste and will not be shared with any teams or organisations not supporting the development of the plan. The plan is being supported by WRAP and Local Partnerships.

Zero tolerance policy

Although we would like to encourage honesty of responses, we request that the tone of responses is kept civil and polite. Any responses containing abusive or defamatory language will be removed and not included towards the final consultation analysis.

Guidance on completing this questionnaire:

This questionnaire contains a mixture of “tick box” questions, and spaces for you to write your own thoughts.

Please answer the tick box questions to the best of your ability. **Do not add or write in your own answers to these questions.** You can write your own thoughts in any boxes provided where

You can complete this questionnaire and return it to any Denbighshire County Council Library or One Stop Shop during their usual opening hours.

The closing deadline for all responses is 18 October 2026

Section 1: About you

In this section we will be asking you a few questions about yourself. These questions will help us with cross-referencing data and identifying whether there are any trends affecting specific communities, household or geographic regions within Denbighshire.

This information will be used to inform any actions which will support the implementation of our five-year plan.

Where are you based?

If your town, village or rural community is not listed, please choose the nearest available option.

Please choose one option only.

Y Rhyl	☐
Prestatyn	☐
Rhuddlan	☐
Bodelwyddan	☐
Llanelwy (St Asaph)	☐
Dinbych / Denbigh	☐
Rhuthun / Ruthin	☐
Llangollen	☐
Corwen	☐

Do you live in...?

Please choose one option only.

A detached house	☐
A semi detached house	☐
A terraced house	☐
An individual flat or studio in a block of flats	☐
A House of Multiple Occupation (HMO)	☐
Other	☐

If you put "other" please tell us the type of property you live in:

How many adults are in your household?

Please write a number in the box below:

How many children are in your household?

Please write a number in the box below:

Does anyone in your household have a disability which may affect your household's ability to manage your recycling and waste?

Please choose one option only.

Yes	☐
No	☐

Who is mainly responsible for managing recycling and waste in your household?

Please choose one option only.

Myself	☐
A partner or spouse	☐
A parent or unpaid carer	☐
A paid carer	☐
Everyone in my household who is able to do so contributes to sorting out the recycling and waste	☐

Our priorities for waste prevention and reduction

Under the “waste hierarchy”, preventing waste from being created in the first place is the most important step to stopping items ending up in landfill or contaminating the environment.

Some legislative changes which help with waste prevention include things like the mandatory charge for single-use plastic carrier bags. Our focus as a county council will be on supporting residents to think about what they are buying and to try and understand how we can help residents to prevent waste from being created in the first place.

Our draft key priorities for waste prevention and reduction are:

1. Reduce the amount of food waste going into the general waste bins/sacks (these are wheelie bins or sacks for non-recyclable materials)
2. Reduce the amount of waste which could be recycled into the Trolibocs/dry recycling bins or at Household Waste and Recycling Centres (HWRCs), from going into the general waste

We know that slightly under half of waste currently going into general waste bins/sacks in Denbighshire could have been recycled, of which around half of that (22% of the total waste) is food waste.

Wales-wide studies show that approximately 30% of food waste thrown away into general waste bins/sacks was actually still in date or still in otherwise good condition by the time it reached local sorting facilities, meaning this food could have been eaten.

We would like you to look at each of our priorities for preventing and reducing unnecessary waste and let us know whether you agree or disagree with them:

Please choose one option only in each row

	Agree	Disagree
Promote the Love Food Hate Waste campaign to help people make the most of the food they buy	☐	☐
Encourage people to choose reusable and refillable products	☐	☐
Review and improve our real nappy scheme	☐	☐
Look at supporting sharing schemes such as a Library of Things, a library of equipment such as power tools which people might only need to use occasionally.	☐	☐
Work with schools, residents and businesses to give practical advice about preventing waste	☐	☐

Understanding your habits around creating or preventing food waste

- We are experiencing a cost of living crisis and we know that food is expensive.
- We also know that in Denbighshire, around 22% of waste in general waste bins/sacks by weight is food waste.
- Wales-wide studies show that approximately 30% of this is food which could have been eaten.
- We provide weekly food waste recycling collections and free food waste bags to make food recycling bin as easy as possible.
- We would like to understand why food waste continues to be placed in the general waste bins/sacks.

The next set of questions will help us to understand what you know about how we recycle food in Denbighshire.

Have you ever done any of the following?

Please choose one option only in each row

	Yes	No
Thrown away in-date food into my general waste bin/sacks	☐	☐
Thrown away out-of-date food into my general waste bin/sacks	☐	☐

If you have thrown in-date food away, why didn't you use it?

Please choose all options which apply to you. If you haven't ever thrown in-date food away you can skip this question

I bought it and then I changed my mind	☐
I bought it for someone else and they didn't want it (e.g. a partner/spouse, any children in the household)	☐
It came as part of multipack and I didn't want/didn't need all of it	☐
I bought it on a special offer (e.g. yellow sticker or Too Good To Go) but then I changed my mind	☐
I bought it and then realised there was an ingredient or allergen I couldn't eat	☐
I bought it but it went off before I had a chance to use it	☐
Other	☐

If you put "other" please tell us why you might have thrown in-date food away:

If you have thrown out of date food away, why did it go out of date?

Please choose all options which apply to you. If you haven't ever thrown food away that's gone out of date, you can skip this question.

I bought it and then I changed my mind	☐
I bought it for someone else and they didn't want it (e.g. a partner/spouse, any children in the household)	☐
It came as part of multipack and I didn't want/didn't need all of it	☐
I bought it on a special offer (e.g. yellow sticker or Too Good To Go) but then I changed my mind	☐
I bought it and then realised there was an ingredient or allergen I couldn't eat	☐
I bought it but it went off before I had a chance to use it	☐
Other	☐

If you put "other" please tell us why you might have let food get out of date and thrown it away:

If you have thrown away food into your general waste bin/sacks, what has stopped you from putting it in your food recycling bin?

Please choose all options which apply to you. If you haven't ever thrown food away into your general waste, you can skip this question.

I don't like separating the contents from the container packaging	☐
The food I throw away is too wet to go in the food recycling bin (e.g. yoghurt)	☐
The food I throw away is too smelly to go in the food recycling bin (e.g. rotted fish)	☐

If you put "other" please tell us why you might have thrown food into your general waste bin/sacks:

Have you ever costed up how much you spend on food you throw away?

Please choose one option only.

Yes	☐
No	☐

The average family wastes approximately £83 of food every month. Would you be interested in learning how you could reduce this amount?

Please choose one option only.

- | | |
|---|--------------------------|
| Yes – I would be interested to know how I can reduce the amount of food thrown away | ☐ |
| No – I am not interested | ☐ |

Which of the following statements best applies to you when you go shopping?

Please choose one option only.

- | | |
|--|--------------------------|
| I look for look for reusable or refillable packaging options wherever possible and this is my preferred option | ☐ |
| I choose products with the least amount of packaging or fully recyclable packaging where possible | ☐ |
| I buy whatever is the cheapest option regardless of how it is packaged | ☐ |
| I buy whatever is most convenient | ☐ |
| I don't pay attention to the packaging | ☐ |

Do you have any ideas or suggestions as to how the council could help residents to make buying choices that create less waste in the first place?

Our priorities for repair and re-use

We know that around 12% of what ends up in the general waste bins/sacks could have been recycled at our Household Waste and Recycling Centres (HWRCs), including small household electrical appliances such as kettles, fans and toaster or larger household items which are broken and items that are not recyclable at the kerbside such as larger items made of hard plastics.

We would like to expand on our repair and re-use schemes to reduce the amount of this type of waste that ends up being put in the general waste bins/sacks.

We would like you to look at each of our priorities for repair and re-use and let us know if you agree or disagree with them:

Please choose one option only in each row

	Agree	Disagree
Increase the items that are reused through our existing reuse shops	☐	☐
Educate people and improve their knowledge about the benefits of reuse and repair	☐	☐
Increase awareness of local reuse opportunities and encourage donation and resale schemes	☐	☐
Work with community projects, organisations and social enterprises to promote reuse and repair	☐	☐
Look at how reuse schemes can support town centre regeneration projects	☐	☐
Explore how we can make reuse areas more visible at Household Waste and Recycling Centres	☐	☐

Understanding your habits around repair and re-use

The following questions will help us to understand what your current habits are and whether any of our proposed initiatives would help to save you money and reduce waste.

If a small household item broke or you had some clothing that needed a repair, would you...?

- **Small household** items could include items such as kettles, toasters, microwaves, food mixers, lamps, fans, TVs, radios etc
- **Clothing and accessories** could include clothes, shoes/boots, bags, jewellery etc

We understand your answer may vary depending on the item concerned, but please choose the option you think would be your **most likely** course of action.

Please choose one option only.

Attempt a basic repair myself	☐
Ask a friend or a family member if they could attempt a repair	☐
Take it to a Repair Café or similar community initiative	☐
Pay to have the item repaired by a suitable tradesperson	☐
Sell or attempt to sell it (e.g. on Vinted, Gumtree, eBay, Facebook Marketplace) as "spares and repairs"	☐
Give it away (e.g. Facebook, Gumtree, Freecycle) or take it to a charity shop	☐
Recycle it	☐
Throw it away in my general waste	☐

If a large household appliance or a bulky piece of furniture needed a repair, would you...?

- **Large household appliances** could include things like washing machines, dishwashers, fridges, freezers and TVs.
- **Bulky furniture** could include items like beds, sofas, wardrobes, chests of drawers.

We understand your answer may vary depending on the item concerned, but please choose the option you think would be your **most likely** course of action.

Please choose one option only.

Attempt a basic repair myself	☐
Ask a friend or a family member if they could attempt a repair	☐
Take it to a Repair Café or similar community initiative	☐
Pay to have the item repaired by a suitable tradesperson	☐
Sell or attempt to sell it (e.g. on Vinted, Gumtree, eBay, Facebook Marketplace) as "spares and repairs"	
Give away or attempt to give the item away free of charge (e.g. Facebook, Gumtree, Freecycle)	
I would take it to my local recycling centre myself	
I would book a bulky waste collection or skip service	

Are you aware of any repair/re-use initiatives such as Repair Cafes in your area?

Please choose one option only.

Yes, I am aware and I have used them before	☐
Yes, I am aware but I haven't used them	☐
No, I am not aware	☐

If a repair and re-use initiative was promoted in your local area, would you use it?

Please choose one option only.

Yes I would check it out	☐
No, I wouldn't be interested	☐

If you WOULD use a local repair or re-use scheme, what would be a reasonable distance for you travel to visit such an initiative?

Please choose one option only. If you would not be interested in using a local repair or re-use scheme you can leave this question blank.

It would need to be a permanent or pop-up location in my specific city, town, village or community	☐
I would travel a couple of miles or to the nearest big town (e.g. if I live in Rhewl I might travel to Ruthin, or if I live in Dyserth I might travel to Prestatyn)	☐
I would be happy to visit my nearest recycling centre if I knew such a facility was available	☐
I would need to be able to book and pay for a collection to and from my home	☐

If you think you would NOT use a repair or re-use scheme, what would put you off?

Choose all which apply. If you feel you WOULD use a repair or re-use scheme, you can leave this question blank

Replacing a broken item is quicker	☐
A broken item is an opportunity for an upgrade	☐
If the broken item was something I no longer use, I wouldn't bother to repair or replace it	☐

If you needed to completely replace a household item, would your first choice be to...?

Please choose one option only.

Check online selling sites like Facebook Marketplace, Vinted, Gumtree, eBay or Freecycle to find a second-hand item for free or cheaper than new	☐
Check the re-use shops at my local recycling centre, charity shops or another community repair/re-use initiative to find a second-hand item for cheaper than new	☐
Just buy a new one	☐

Would you ever consider using a Library of Things to carry out infrequent or one-off jobs around the home?

- A Library of Things is a lending library of equipment for loan.
- Libraries of Things can include DIY equipment such as drills or wallpaper steamers, gardening equipment such as lawnmowers and strimmers, and kitchen equipment such as stand mixers
- It is usually free to borrow and return the items.
- We know Libraries of Things have been run successfully in some locations both within Denbighshire and elsewhere.
- We are interested to see if such schemes would be more widely supported.

Please choose one option only.

- | | |
|--|--------------------------|
| Yes, I would be interested | ☐ |
| No, I would prefer to buy my own equipment or borrow it from a family member or friend | ☐ |
| No, I would probably seek a tradesperson to do that sort of work | ☐ |

If you knew of a scheme locally that offered classes on how to carry out basic repairs such as changing a fuse, replacing the drive belt in a lawnmower etc... would you be interested in attending or learning more?

Please choose one option only.

- | | |
|-----|--------------------------|
| Yes | ☐ |
| No | ☐ |

Are you aware of any local Libraries of Things, or other repair/re-use social enterprises that you think the council could seek to establish a collaborative working relationship with?

Please write your answer in the box below. If you aren't aware of any schemes in your area you can leave this box blank.

Is there anything you think the Council could do to help people choose to repair and re-use common household items instead of replacing them?

Please write your answer in the box below. If you can't think of anything can leave this box blank.

Our priorities for recycling and waste

Household recycling and residual waste collections should only be used for disposing of items and materials that can't be avoided by choosing different products, repairing or re-using the items for something else.

We would like you to take a look at each of our priorities for recycling and waste and let us know whether you agree or disagree with them:

Please choose one option only in each row

	Agree	Disagree
Collect new recyclable materials such as flexible plastics from households	☐	☐
Help people who do not recycle all their food waste to do more	☐	☐
Review our recycling information to make sure it is clear and easy to understand	☐	☐
Support national recycling campaigns such as Be Mighty Recycle, Recycle Week and Food Waste Action Week	☐	☐
Improve recycling from flats and shared housing	☐	☐
Use data from our service to see where we need to focus our efforts	☐	☐
Make sure information at our Household Waste and Recycling Centres (HWRCs) is clear and easy to understand	☐	☐
Make sure HWRC staff are proactively giving advice at the sites	☐	☐
Expand recycling collections to more businesses	☐	☐
Gather customer feedback to find out where they need more support	☐	☐
Use education and enforcement where needed		

Understanding your habits around household recycling and waste collections

- We know that slightly under half of all waste which ends up in general waste bins or sacks for non-recyclable waste could have been recycled in other household recycling containers, including about 30% of waste such as plastic bottles, tubs and trays, metal cans, paper and cardboard.
- We would like to ask you some questions to help us understand your knowledge of what can and cannot be recycled

How confident are you about what can and can't be recycled in Denbighshire?

Please choose one option only.

I think I know where everything goes	☐
I know where most things go, but some specific items confuse me	☐
I'm not sure where anything goes	☐

If you aren't sure where things go, do you...?

Please re-order these options from the most to the least likely by writing a number in the righthand box.

*1 should be the **most likely** and 6 should be the **least likely***

		Write your number here
1.	Choose the recycling container I think it's most likely to go in, even if I'm not 100% sure	
2	Just put it in my general waste (wheelie bin or sacks)	
3	Check the Council's website or ask a friend	
4	Use a search engine like Google	
5	Use an AI system like ChatGPT, Microsoft Copilot or Google Gemini	
6	Something else: <i>Please write your answer in this box</i>	

If you throw away items into your general waste which you know could be recycled is this because...?

Choose all options which apply.

The items are dirty and I don't want to clean them	☐
I have run out of room in my Trolibocs or other containers	☐
I don't have time to separate materials out for recycling	☐
Another reason	☐

If you gave another reason, please tell us why in the box below:

We have an A to Z Recycling Guide on our website:

<https://www.denbighshire.gov.uk/en/bins-and-recycling/a-to-z-recycling-guide/a-to-z-recycling-guide.aspx>



Is there anything not on this list that you would like to know if you can recycle?

Please separate any items you would like to know about with a comma if listing more than one item.

For example:

Cling film, plant pots, medicine blister packs

How often do you visit Household Waste and Recycling Centres (HWRCs) to dispose of household waste and recycling?

Please choose one option only.

Frequently (more than 1-2 times a month)	☐
Infrequently (less than once a month)	☐
I don't visit HWRCs	☐

If you do visit HWRCs do you mainly take...?

Please choose no more than **two** options. This will help us to understand what gets taken to HWRCs the most.

Things that can be recycled from home, but there is too much to put out with my recycling containers (e.g. cardboard)	☐
Things that can't be recycled from the household collections but can be recycled (e.g. large electrical appliances, some items of hard plastics)	☐
Things that can't be recycled at all (e.g. extra bags of non-recyclable waste, rubble or DIY waste)	☐

If you don't or can't visit HWRCs, which of the following would your preferred option to dispose of bulky items?

Please choose one option only.

Book a bulky waste collection with the council	☐
Hire a licensed trade waste carrier and ask for proof of licence and a waste transfer note	☐
Hire a person or company who will collect my waste at the cheapest possible price	☐
Try to give away or sell the item on Facebook, Gumtree, eBay, Vinted or Freecycle etc.	☐

If you hire a private trader or company to collect any waste from your home, are you aware that YOU are responsible for the waste until a waste transfer note has been produced from a licenced trade waste carrier?

Please choose one option only.

Yes, I am aware of this	☐
No, I was not aware of this	☐

Is there anything else you would like the council to consider when supporting residents with recycling and waste collections from home, or accessing HWRCs?

Please keep your answers limited to future options for household recycling and waste collections from home, or about accessing HWRCs. There is an option on the next page for you to write any final/general comments.

Would you like to make any other comments about our five-year plan?

Thank you. You have completed the main part of the survey.

We would be very grateful if you could also take the time to tell us a bit about yourself by answering some standard equality monitoring data.

This helps us to ensure that we are reaching as many of our diverse communities in Denbighshire as we possibly can as we continue to develop our future Corporate Plan.

Please tell us your age

Please choose one option only

- | | |
|--|--|
| ☐ 0-15 years | ☐ 16-24 years |
| ☐ 25-34 years | ☐ 35-44 years |
| ☐ 45-54 years | ☐ 55-64 years |
| ☐ 65-74 years | ☐ 75 years or above |
| ☐ Prefer not to say | |

How would you describe your national identity?

Please choose one option only

- | | |
|---|--|
| ☐ Welsh | ☐ British |
| ☐ English | ☐ Irish |
| ☐ Northern Irish | ☐ Scottish |
| | ☐ Prefer not to say |

☐ Other (please specify)

What is your ethnic group? Please choose one option that best describes your ethnic background

Please choose one option only

- | | |
|--|---|
| ☐ White | ☐ Gypsy or Irish Traveller |
| ☐ Mixed - White / Black Caribbean | ☐ Mixed - White Caribbean |
| ☐ Mixed - White / Black African | ☐ Mixed - any other background |
| ☐ Black - Caribbean | ☐ Black - African |
| ☐ Black - any other background | ☐ Asian - Indian |
| ☐ Asian - Bangladeshi | ☐ Asian - Pakistani |
| ☐ Asian - Chinese | ☐ Asian - any other background |
| | ☐ Prefer not to say |

☐ Any other ethnicity (please specify)

How would you best describe yourself?

Please choose one option only

☐
Man

☐
Woman

☐
Prefer not to say

☐ I think of myself in another way (Please tell us)

Which of the following best describes your sexual orientation?

Please choose one option only

☐
Heterosexual /
Straight

☐
Gay man

☐
Gay woman /
lesbian

☐
Bisexual

☐
Prefer not to say

☐ Other (Please tell us)

Are you married or in a same-sex civil partnership?

Please choose one option only

☐
Yes

☐
No

☐
Prefer not to say

What is your religion or belief?

Please choose one option only

☐ No religion

☐ Muslim

☐ Jewish

☐ Athiest

☐ Christian

☐ Buddhist

☐ Sikh

☐ Prefer not to say

☐ Other (please tell us)

Disability:

Section 6(1) of the Equality Act 2010 states that a person has a disability if:

- That person has a physical or mental impairment, and
- The impairment has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Using this definition, do you consider yourself to be disabled?

Please choose one option only

☐
 Yes

☐
 No

☐
 Prefer not to say

Caring

Do you look after or help family members, friends, neighbours or other people because of:

- A long-term physical or mental health condition or disability
- Problems related to old age

Please choose one option only

☐
 Yes

☐
 No

☐
 Prefer not to say

Diolch am eich amser / Thank you for your time

Your views will be vital in helping us to finalise our five-year plan for recycling and waste in Denbighshire.