

Norwich Recycling Centre

Consultation 1 Summary – August 2018

Background

A suitable site is being sought for a new recycling centre in Norwich to replace the Mile Cross facility at the end of the current contract in September 2021. Norfolk County Council have put funding in place for the development of a new facility that will provide a facility for current residents and future growth and promote reuse and recycling.

An early consultation was undertaken between 8th June and 27th July to engage with current site users and Norwich residents. The consultation sought views on what people would like to see at a new site. This information will feed into the initial design process with a further consultation to be held once a site is secured and initial design has been determined.

Survey



**We need a new
recycling centre**
for Norwich by 2021

What would you like to see?



The survey was promoted at the existing Mile Cross site plus Ketteringham, Mayton Wood and Strumpshaw Recycling Centres through signage and leaflets. The survey was also advertised through social media, including Next Door, Facebook and Twitter. Additionally, a press release was issued at the start of the consultation period.

The survey was hosted on Citizen Space and could be accessed through the Norfolk County Council website.

A total of 884 people took part in the survey.

Results

The summary report of the survey can be found at Appendix 1. The following highlights the key messages from the results.

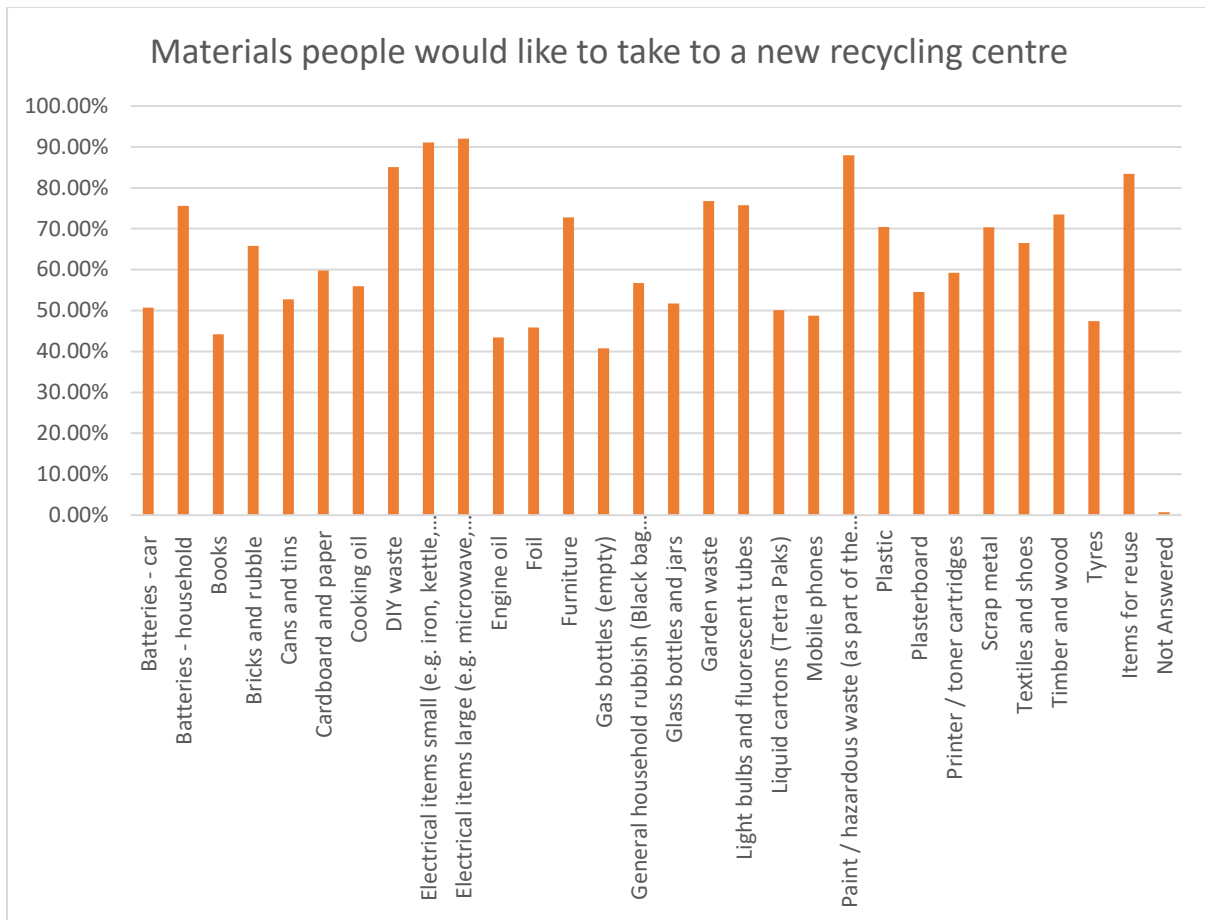
People were asked which facilities they viewed as important for a new site and the following were considered to be either important or very important.

- **Plenty of parking** 821 people (92.69%)
- **Easy vehicle flow through the site** 847 people (95.6%)
- **Low level bins or raised platforms** 776 people (87.59%)
- **Covered Facilities** 291 people (32.84%)
- **Separate service area** 678 people (76.53%)

The survey asked if people wanted to see the following services included at a new site:

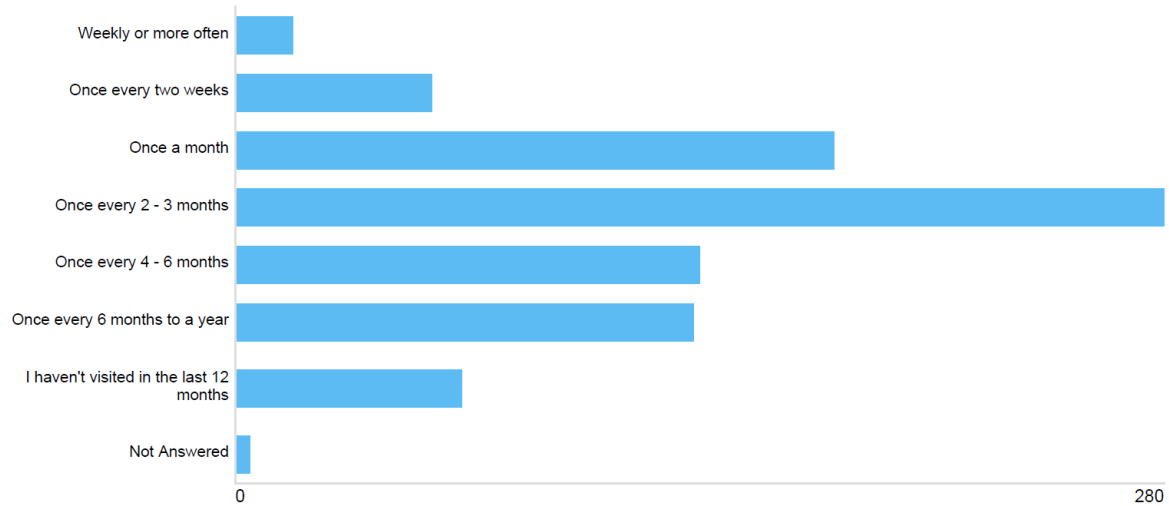
- **Reuse Shop** 786 people (88.71%)
- **Hazardous Waste Event** 777 people (87.7%)
- **Compost or compost bin sales** 525 people (59.26%)
- **Trade waste scheme** 449 people (50.68%)
- **Other** - A range of other suggestions were put forward including more frequent hazardous waste events (48 people), reuse facilities and opportunities for repair as well as reuse, paint (either disposal or reuse), plastics recycling (20)

The survey asked which materials people would like to be able to take to a new recycling centre. The most popular responses were waste electrical items (small and large), paint or hazardous material, DIY waste and items suitable for reuse as shown on the following graph.



Question : In the last 12 months, how often have you visited a recycling centre? Please select one only:

Frequency



47.29% of those stated that Mile Cross Recycling Centre was their closest site and 85.67% of people use the site closest to home.

84% of respondents visit the recycling centre in a car with a further 11.85% accessing the site in other vehicle types. 9 people stated they walk to the site (1%) and 7 people access the site on a bicycle (0.7%).

The majority of people make a special trip to the recycling centre travelling from home to the site and then back home (84%), with around 10% of responses indicating they visit the site and then travel on to another destination, such as shopping or visiting friends or relatives.

Demographics Summary

- 95.5% of responses were from local residents
- 57.45% were female, 38.83% were male and the remaining preferred not to say.
- 36.6% of respondents were aged 45-64, 28.44% were aged 65-84 and 26.19% were aged 30-44.
- 89.16% of respondents describe themselves as white British

Conclusions

The survey responses highlighted several key infrastructure elements that people would like to see included at a new recycling centre including plenty of parking with easy traffic flow and a split level site (or low level bins/ raised platforms). The inclusion of a reuse shop at a new site was also seen to be of importance for a new facility.

The survey also highlighted a number of service issues that people would like to see addressed in provision of a new site, for example additional hazardous waste events and improved opportunities for paint reuse. The current Mile Cross Recycling Centre does not host hazardous waste days due to restricted available space but space at a new site can be considered.

Appendix 1: Survey Report



Your views on a new recycling centre for Norwich: Summary report

This report was created on Monday 30 July 2018 at 12:21.

The consultation ran from 08/06/2018 to 27/07/2018.

Contents

Question : Are you happy to take part in our survey?	2
Consent	2
Question : Here is a list of features of a recycling centre. How important or unimportant are each of these to you? Please select one 2 answer on each row:	2
Facilities that make a good site - Availability of parking spaces	2
Facilities that make a good site - Easy vehicle flow through the site	3
Facilities that make a good site - Low level bins or raised platforms for ease of putting waste in skips	3
Facilities that make a good site - Covered facilities	4
Facilities that make a good site - A separate service area so that the site doesn't have to close when the skips are being emptied	4
Other, please write in here:	4
Question : Which of the following services, if any, would you like to see at a new recycling centre for Norwich? Please select all that 5 apply:	5
Services	5
Other - please write in here	5
Question : What sort of items would you like to be able to take to a new recycling centre for Norwich? Please select all that apply: 6	6
Items	6
Other - please write in here	7
Question : In the last 12 months, how often have you visited a recycling centre? Please select one only: 8	8
Frequency	8
Question : Have you used the Mile Cross Recycling Centre during this period? 8	8
Mile Cross use	8
Question : Which is your nearest recycling centre? Please select one from the list below: 9	9
Nearest	9
Question : Is the recycling centre that you use most frequently the one that is closest to your home? Please select one only: 10	10
Close to home	10
Question : Why do you not use the closest site? Please select all that apply: 11	11
Why not closest	11
None of the above (please add comment below)	11
Question : What is the main method of transport you use to visit the recycling centre? Please select one only: 12	12
Transport mode	12
Other - please write in here	12
Question : Which route do you generally prefer to follow when visiting a recycling centre? Please select one only: 12	12
Route	12
Other - please write in here	13
Question : Providing this information is optional, however it helps us understand how different groups of people might be affected by13 our proposed scheme.	13
Question : What is your email address? 13	13
Email	13
Question : Are you responding as ...? Please select all that apply: 13	13
How responding	13
Question : Are you...? 14	14
Gender	14
If you prefer to self-describe please specify here:	14
Question : How old are you? 14	14
Age	14
Question : Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do? 15	15
Disability	15
Question : How would you describe your ethnic background? Please select one only 15	15
Ethnicity	15
Ethnicity 2	16

We need a new recycling centre
by March 2020



What would you like to see?

Question : What is the first part of your postcode? (e.g. NR4)

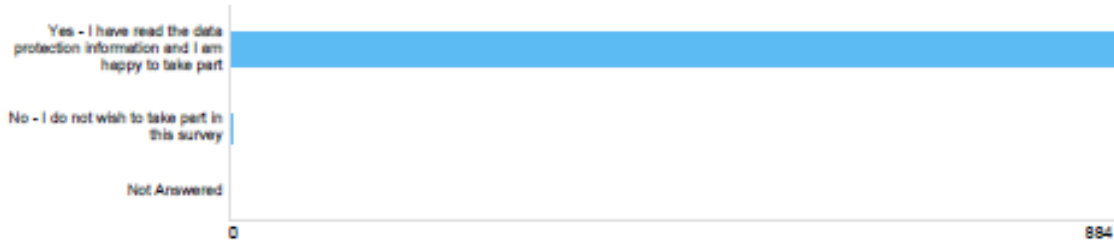
15

Postcode

15

Question : Are you happy to take part in our survey?

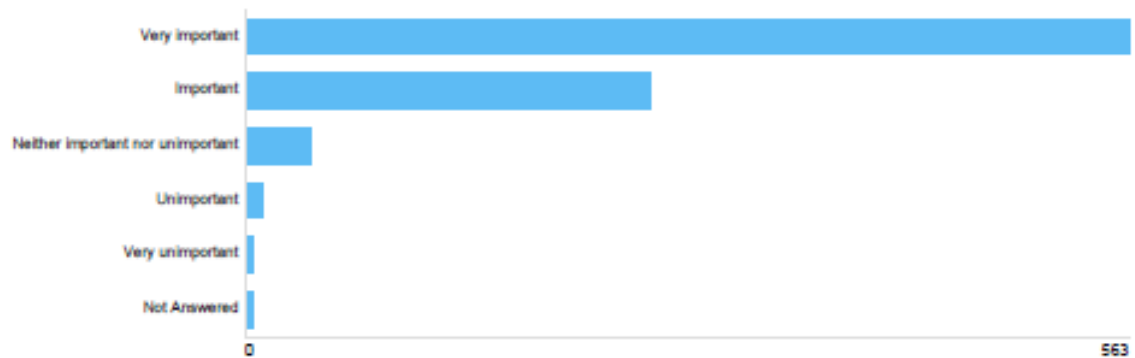
Consent



Option	Total	Percent
Yes - I have read the data protection information and I am happy to take part	884	99.77%
No - I do not wish to take part in this survey	2	0.23%
Not Answered	0	0%

Question : Here is a list of features of a recycling centre. How important or unimportant are each of these to you?
Please select one answer on each row:

Facilities that make a good site - Availability of parking spaces



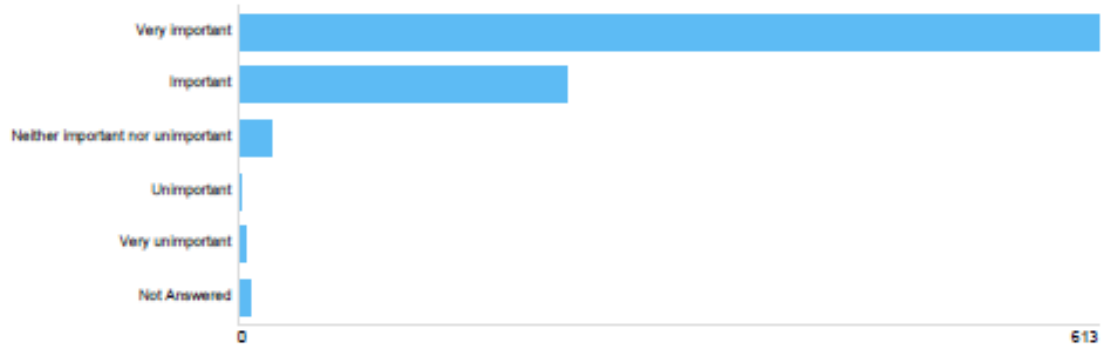
We need a new recycling centre
to reduce to zero



What would you like to see?

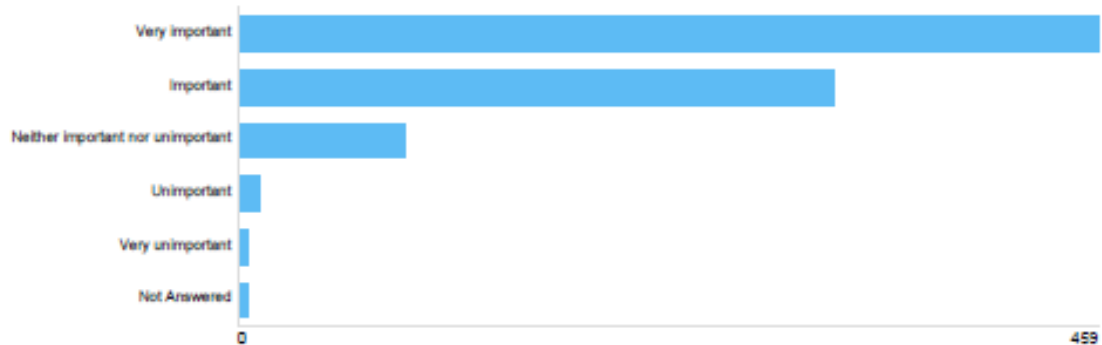
Option	Total	Percent
Very Important	563	63.54%
Important	258	29.12%
Neither Important nor unimportant	42	4.74%
Unimportant	11	1.24%
Very unimportant	6	0.68%
Not Answered	6	0.68%

Facilities that make a good site - Easy vehicle flow through the site



Option	Total	Percent
Very Important	613	69.19%
Important	234	26.41%
Neither Important nor unimportant	23	2.60%
Unimportant	3	0.34%
Very unimportant	5	0.56%
Not Answered	8	0.90%

Facilities that make a good site - Low level bins or raised platforms for ease of putting waste in skips



Option	Total	Percent
Very Important	459	69.19%
Important	234	26.41%
Neither Important nor unimportant	23	2.60%
Unimportant	3	0.34%
Very unimportant	5	0.56%
Not Answered	8	0.90%

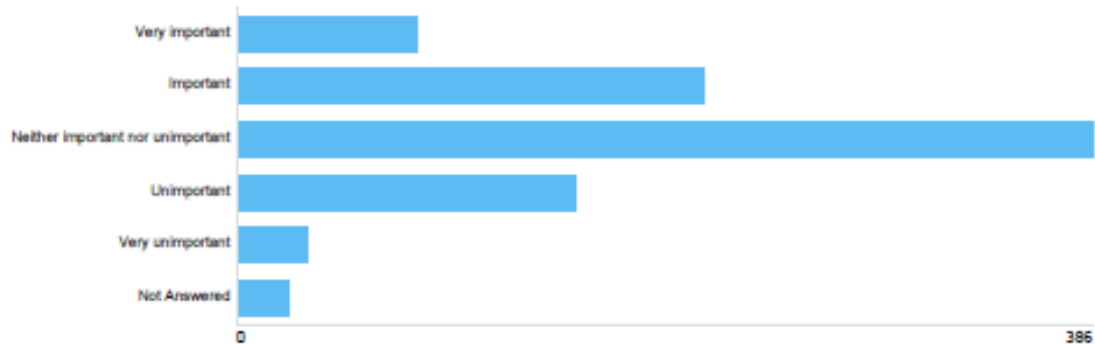
We need a new recycling centre
by 2025



What would you like to see?

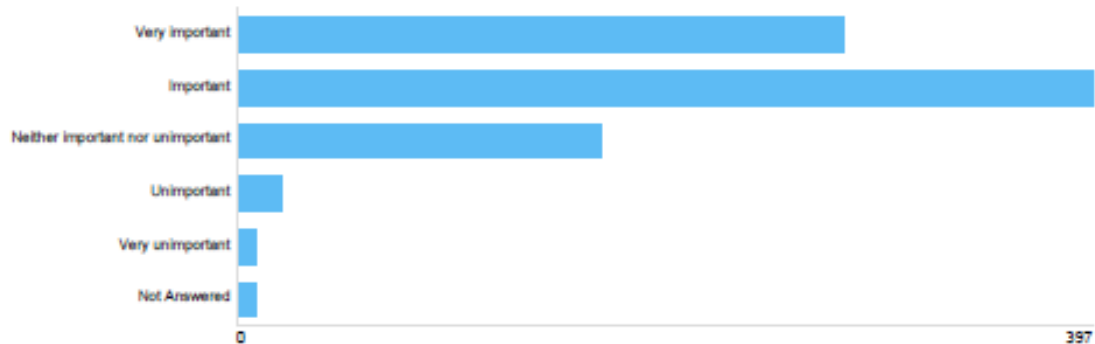
Option	Total	Percent
Very Important	459	51.81%
Important	317	35.78%
Neither important nor unimportant	89	10.05%
Unimportant	11	1.24%
Very unimportant	5	0.56%
Not Answered	5	0.56%

Facilities that make a good site - Covered facilities



Option	Total	Percent
Very Important	81	9.14%
Important	210	23.70%
Neither important nor unimportant	386	43.57%
Unimportant	153	17.27%
Very unimportant	32	3.61%
Not Answered	24	2.71%

Facilities that make a good site - A separate service area so that the site doesn't have to close when the skips are being emptied



Option	Total	Percent
Very Important	281	31.72%
Important	397	44.81%
Neither important nor unimportant	169	19.07%
Unimportant	21	2.37%
Very unimportant	9	1.02%
Not Answered	9	1.02%

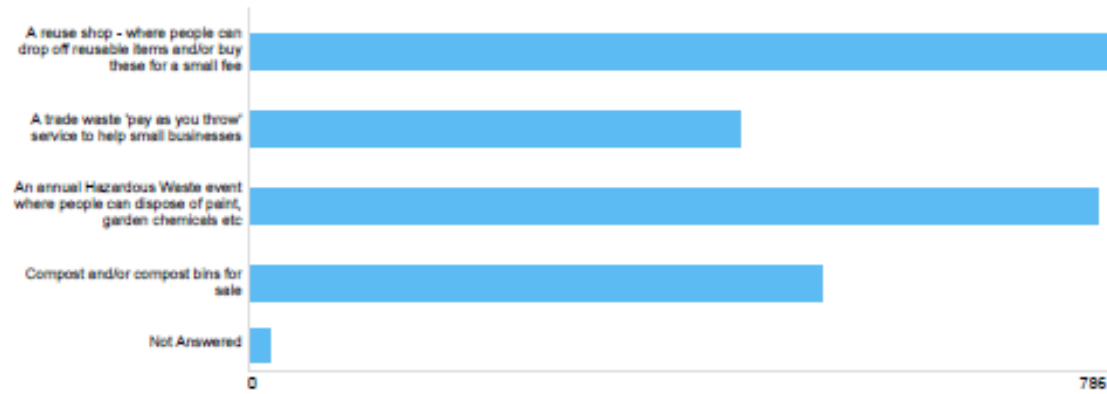
Other, please write in here:

There were 188 responses to this part of the question.



**Question : Which of the following services, if any, would you like to see at a new recycling centre for Norwich?
Please select all that apply.**

Services



Option	Total	Percent
A reuse shop - where people can drop off reusable items and/or buy these for a small fee	786	88.71%
A trade waste 'pay as you throw' service to help small businesses	449	50.68%
An annual Hazardous Waste event where people can dispose of paint, garden chemicals etc	777	87.70%
Compost and/or compost bins for sale	525	59.26%
Not Answered	19	2.14%

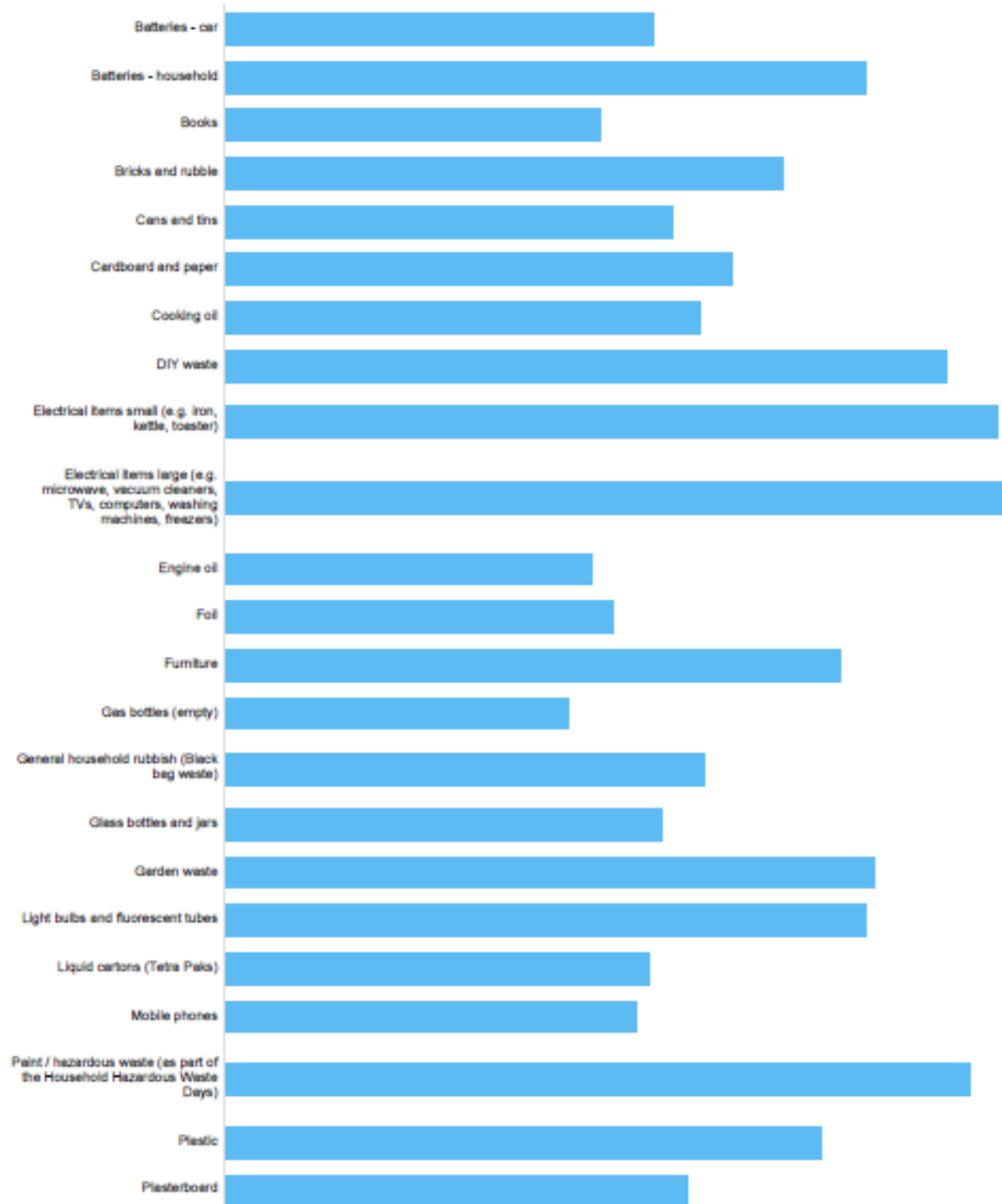
Other - please write in here

There were 183 responses to this part of the question.



Question : What sort of items would you like to be able to take to a new recycling centre for Norwich? Please select all that apply:

Items



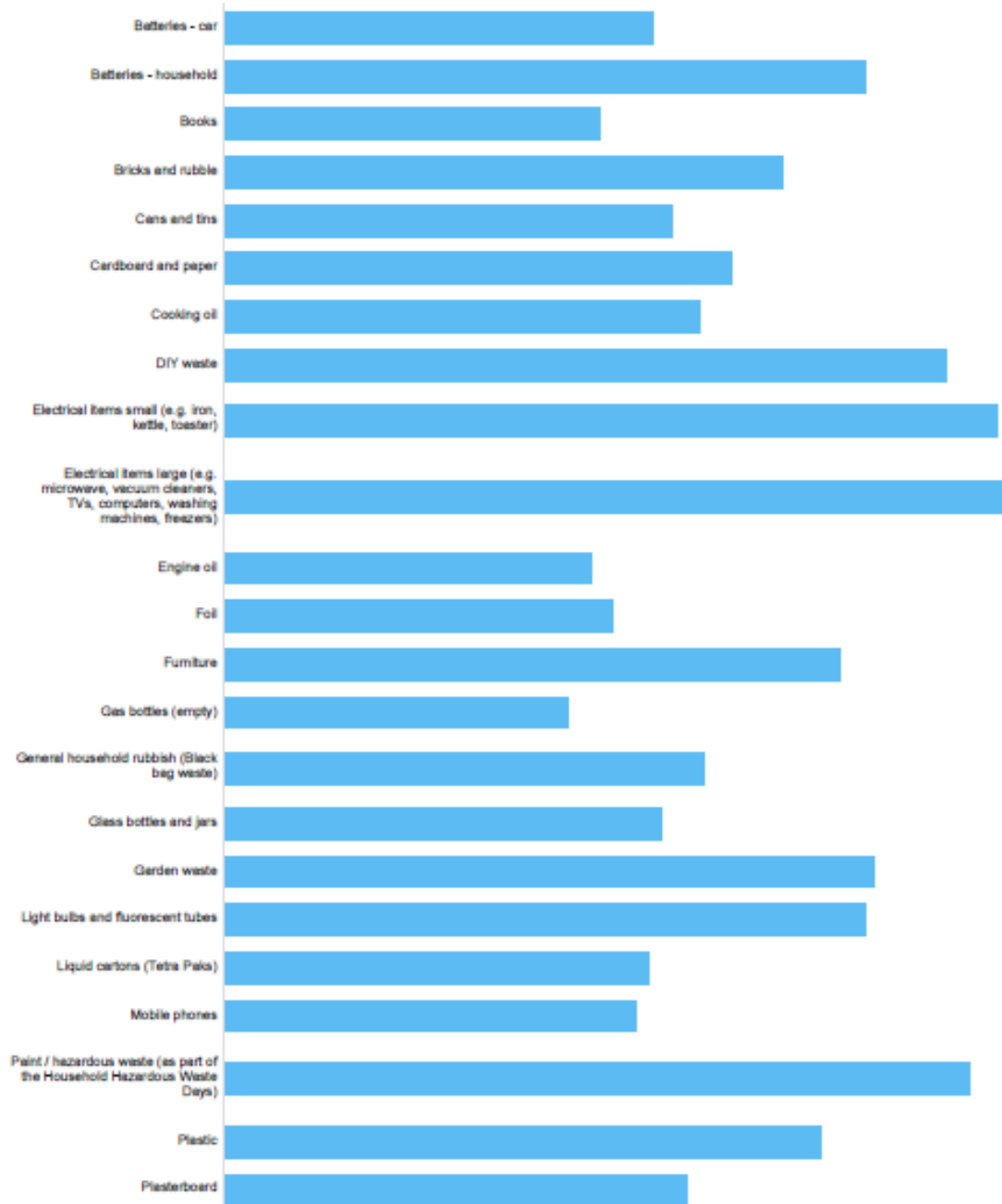
We need a new recycling centre
by October 2020



What would you like to see?

Question : What sort of items would you like to be able to take to a new recycling centre for Norwich? Please select all that apply:

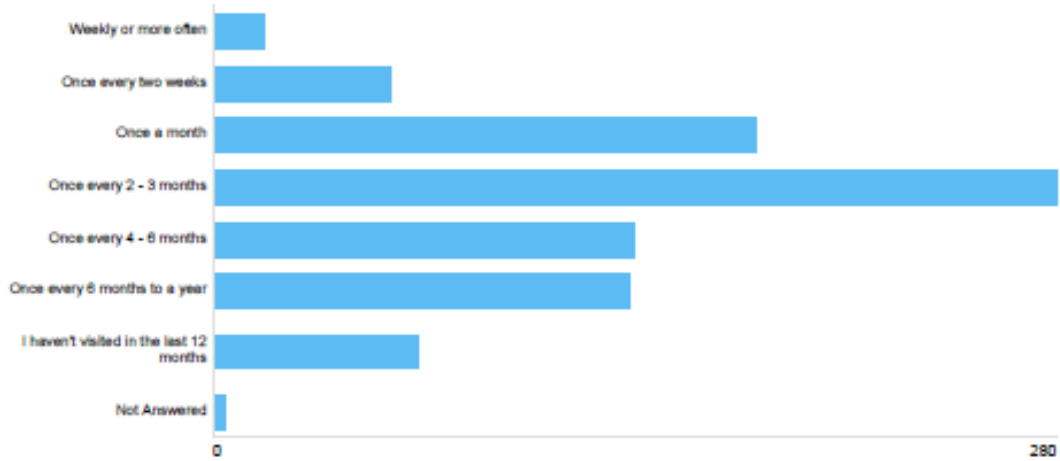
Items





Question : In the last 12 months, how often have you visited a recycling centre? Please select one only:

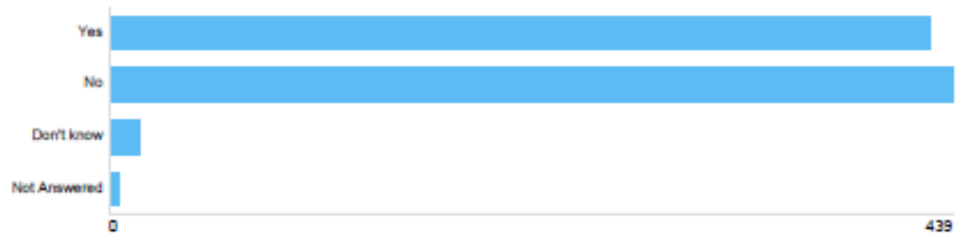
Frequency



Option	Total	Percent
Weekly or more often	17	1.92%
Once every two weeks	59	6.66%
Once a month	180	20.32%
Once every 2 - 3 months	280	31.60%
Once every 4 - 6 months	140	15.80%
Once every 6 months to a year	138	15.58%
I haven't visited in the last 12 months	68	7.67%
Not Answered	4	0.45%

Question : Have you used the Mile Cross Recycling Centre during this period?

Mile Cross use



We need a new recycling centre
by March 2020

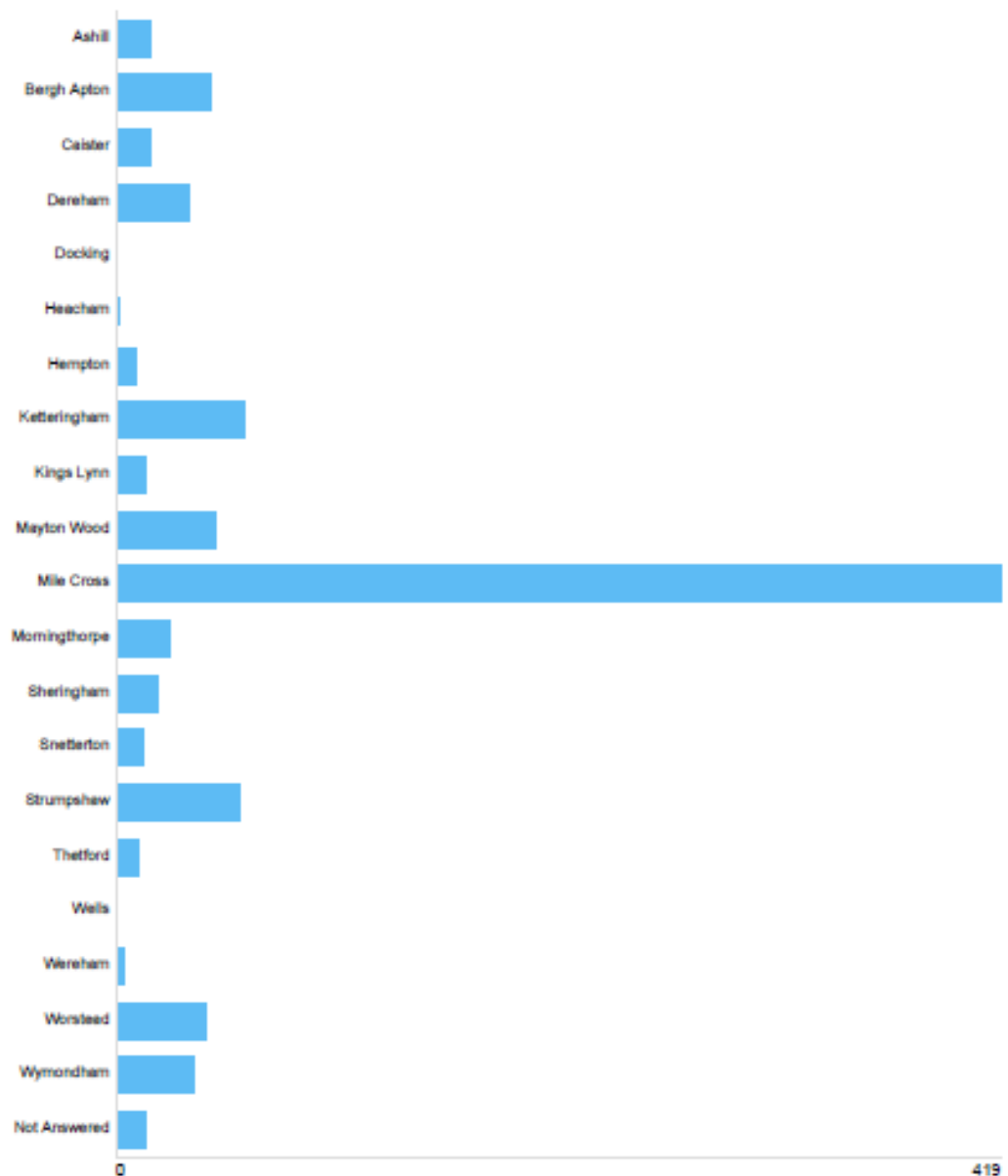


What would you like to see?

Option	Total	Percent
Yes	427	48.19%
No	439	49.55%
Don't know	15	1.69%
Not Answered	5	0.56%

Question : Which is your nearest recycling centre? Please select one from the list below:

Nearest



We need a new recycling centre
by March 2022

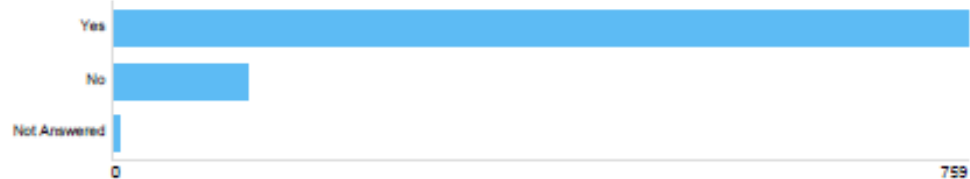


What would you like to see?

Option	Total	Percent
Ashill	16	1.81%
Bergh Apton	45	5.08%
Calster	16	1.81%
Dereham	34	3.84%
Docking	0	0%
Heacham	1	0.11%
Hempton	9	1.02%
Ketteringham	61	6.88%
Kings Lynn	14	1.58%
Mayton Wood	47	5.30%
Mile Cross	419	47.29%
Morningthorpe	25	2.82%
Sheringham	20	2.26%
Snetterton	13	1.47%
Strumpshaw	58	6.55%
Thetford	11	1.24%
Wells	0	0%
Wereham	3	0.34%
Worstead	43	4.85%
Wymondham	37	4.18%
Not Answered	14	1.58%

Question : Is the recycling centre that you use most frequently the one that is closest to your home? Please select one only:

Close to home



We need a new recycling centre
by 2025 or 2026

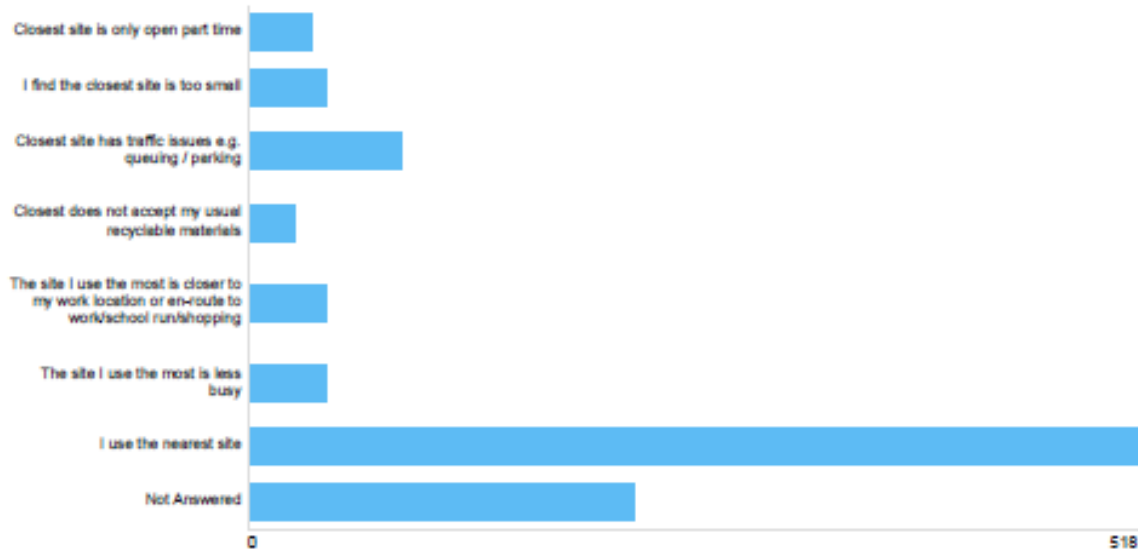


What would you like to see?

Option	Total	Percent
Yes	759	85.67%
No	119	13.43%
Not Answered	8	0.90%

Question : Why do you not use the closest site? Please select all that apply:

Why not closest:



Option	Total	Percent
Closest site is only open part time	36	4.06%
I find the closest site is too small	46	5.19%
Closest site has traffic issues e.g. queuing / parking	89	10.05%
Closest does not accept my usual recyclable materials	27	3.05%
The site I use the most is closer to my work location or en-route to work/school run/shopping	45	5.08%
The site I use the most is less busy	45	5.08%
I use the nearest site	518	58.47%
Not Answered	224	25.28%

None of the above (please add comment below)

There were 86 responses to this part of the question.

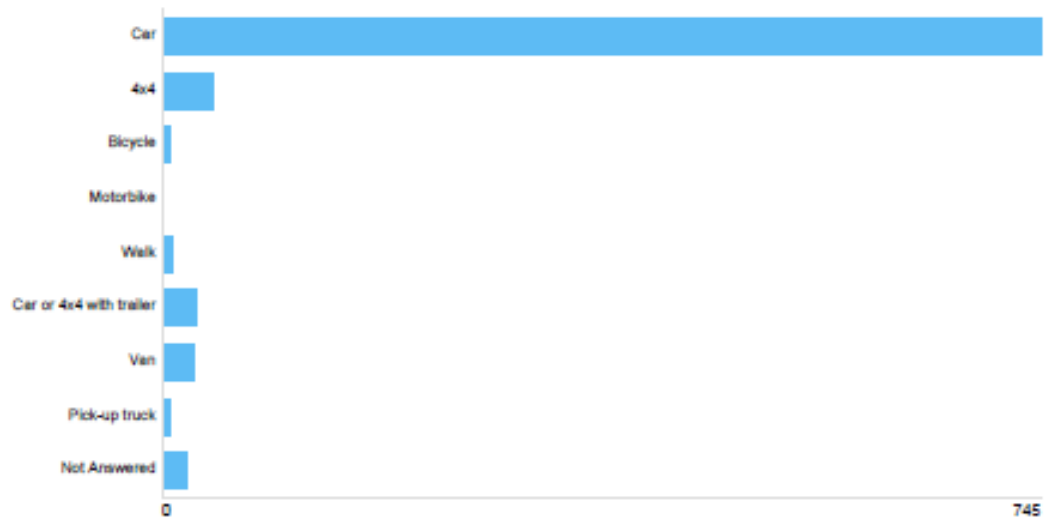
We need a new recycling centre
by March 2022



What would you like to see?

Question : What is the main method of transport you use to visit the recycling centre? Please select one only:

Transport mode



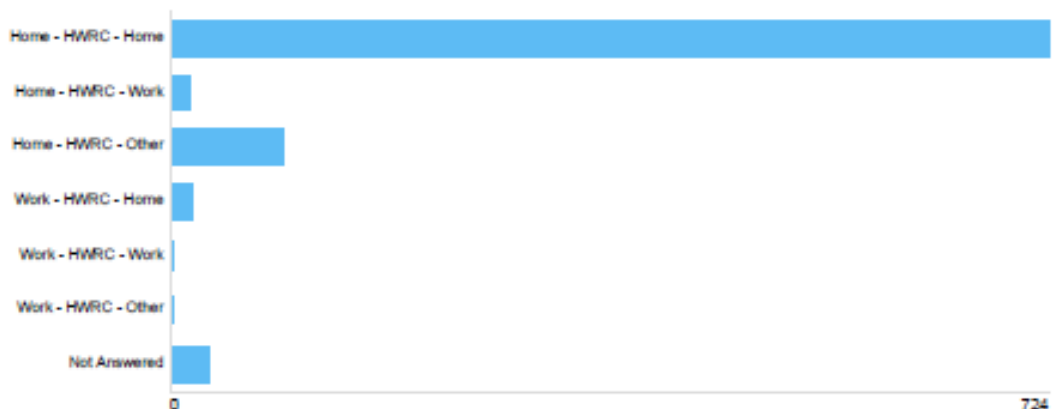
Option	Total	Percent
Car	745	84.09%
4x4	43	4.85%
Bicycle	7	0.79%
Motorbike	0	0%
Walk	9	1.02%
Car or 4x4 with trailer	28	3.16%
Van	27	3.05%
Pick-up truck	7	0.79%
Not Answered	20	2.26%

Other - please write in here

There were 18 responses to this part of the question.

Question : Which route do you generally prefer to follow when visiting a recycling centre? Please select one only:

Route





Option	Total	Percent
Home - HWRC - Home	724	81.72%
Home - HWRC - Work	16	1.81%
Home - HWRC - Other	94	10.61%
Work - HWRC - Home	18	2.03%
Work - HWRC - Work	2	0.23%
Work - HWRC - Other	1	0.11%
Not Answered	31	3.50%

Other - please write in here

There were 47 responses to this part of the question.

Question : Providing this information is optional, however it helps us understand how different groups of people might be affected by our proposed scheme.

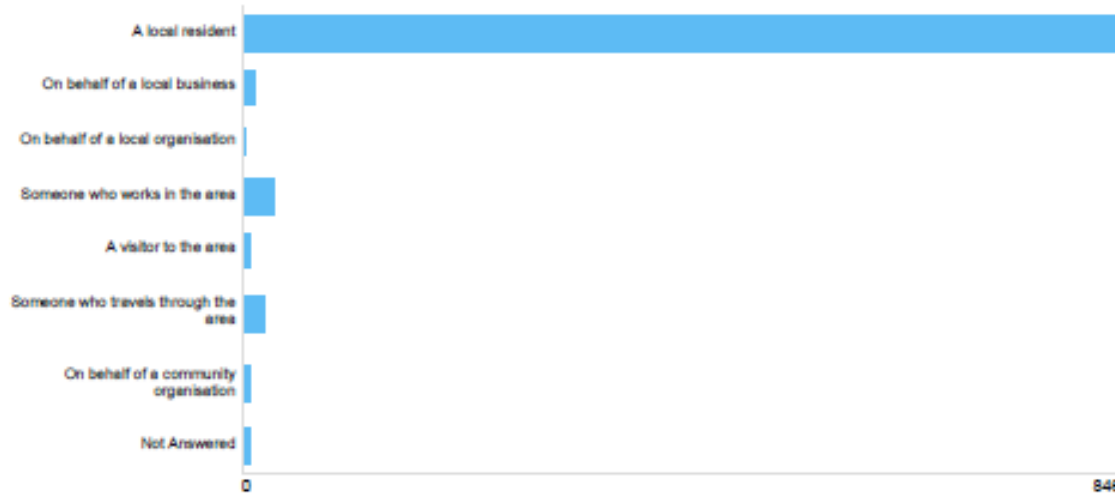
Question : What is your email address?

Email

There were 668 responses to this part of the question.

Question : Are you responding as ...? Please select all that apply:

How responding



We need a new recycling centre
by 2025 or 2026

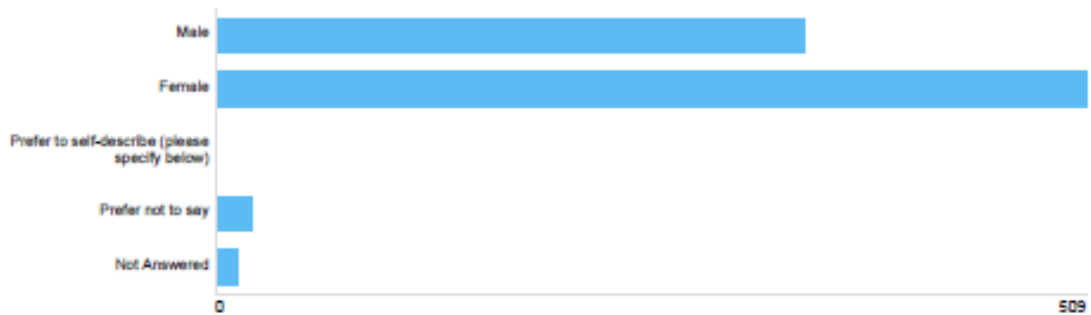


What would you like to see?

Option	Total	Percent
A local resident	846	95.49%
On behalf of a local business	12	1.35%
On behalf of a local organisation	1	0.11%
Someone who works in the area	29	3.27%
A visitor to the area	7	0.79%
Someone who travels through the area	22	2.48%
On behalf of a community organisation	8	0.90%
Not Answered	9	1.02%

Question : Are you...?

Gender



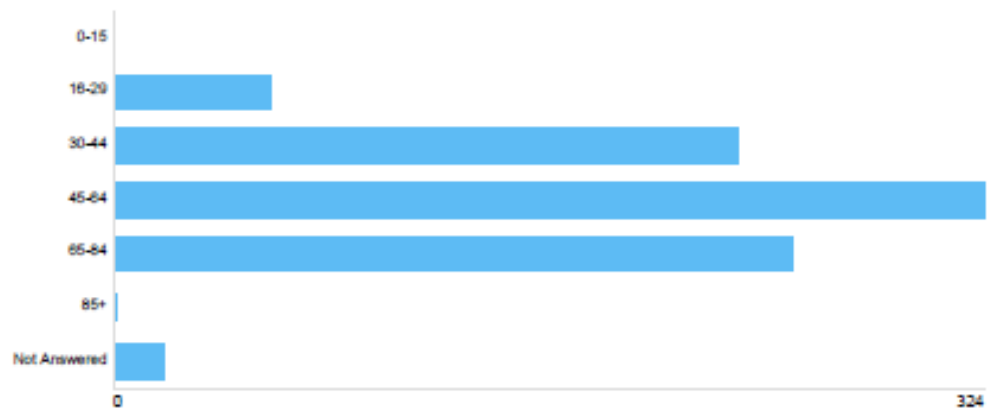
Option	Total	Percent
Male	344	38.83%
Female	509	57.45%
Prefer to self-describe (please specify below)	0	0%
Prefer not to say	21	2.37%
Not Answered	12	1.35%

If you prefer to self-describe please specify here:

There were 6 responses to this part of the question.

Question : How old are you?

Age

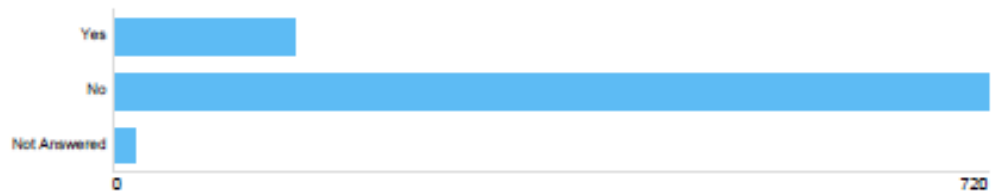




Option	Total	Percent
0-15	0	0%
16-29	58	6.55%
30-44	232	26.19%
45-64	324	36.57%
65-84	252	28.44%
85+	1	0.11%
Not Answered	19	2.14%

Question : Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?

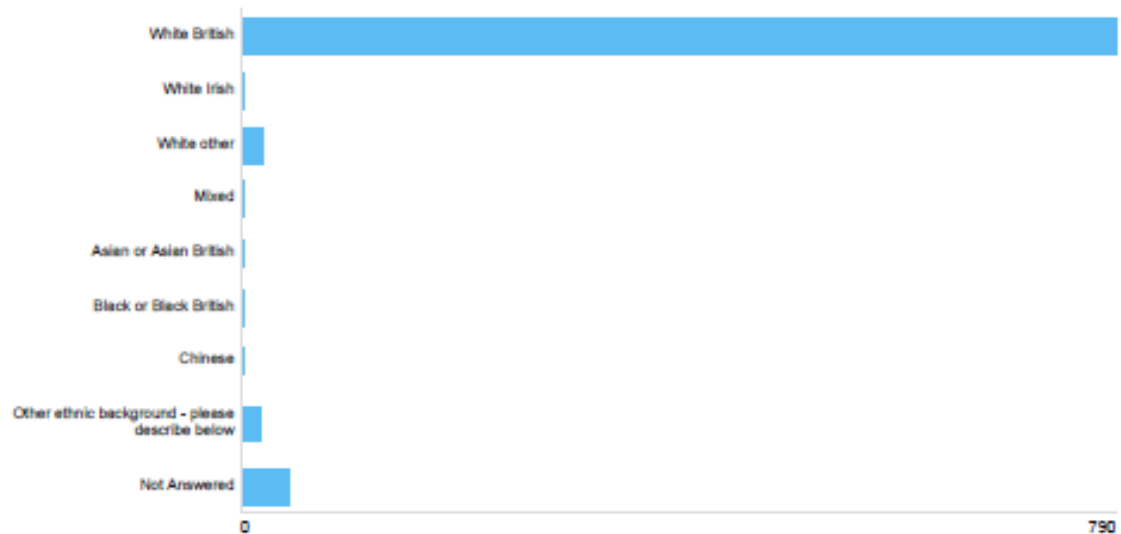
Disability



Option	Total	Percent
Yes	149	16.82%
No	720	81.26%
Not Answered	17	1.92%

Question : How would you describe your ethnic background? Please select one only

Ethnicity





 We need a new
 recycling centre
 by March 2022



What would you like to see?

Option	Total	Percent
White British	790	89.16%
White Irish	3	0.34%
White other	21	2.37%
Mixed	4	0.45%
Asian or Asian British	1	0.11%
Black or Black British	4	0.45%
Chinese	2	0.23%
Other ethnic background - please describe below	17	1.92%
Not Answered	44	4.97%

Ethnicity 2

There were 106 responses to this part of the question.

Question : What is the first part of your postcode? (e.g. NR4)

Postcode

There were 881 responses to this part of the question.