

Isle of Anglesey Potential Changes to the Recycling and Waste Service Consultation

Analysis of Responses

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Document reference

COL200-095

Isle of Anglesey Potential Changes to Waste and Recycling Strategy Consultation

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1.0 Executive Summary

This report presents the findings from the 2026 public survey undertaken by Isle of Anglesey County Council (IoACC) regarding potential changes to household recycling and waste collection services. A total of 4,177 participants provided quantitative and qualitative responses to a range of 15 questions.

The analytical approach included both quantitative assessment and thematic categorisation of open-text responses. A review was also undertaken to assess potential duplicate or anomalous submissions, which found no evidence of widespread misuse.

Overall, the consultation demonstrates strong support for recycling and achieving national recycling targets, but opposition to proposals to reduce residual waste collection frequency from three-weekly to four-weekly. Respondents identified concerns relating to residual waste capacity, recycling container size, household size, hygiene, vermin, and the practicality of storing waste for longer periods. Across the questions, many respondents considered existing recycling capacity to be insufficient. At the same time, a proportion of respondents indicated that increased recycling storage or expanded recycling services could help improve recycling performance.

Demographic data collected as part of the survey showed that larger households and respondents aged 35-64 were overrepresented within the consultation responses compared with the wider Anglesey population, while younger adults and single-person households were underrepresented. Analysis identified consistent relationships between age and waste generation patterns, with younger respondents more likely to report fuller recycling and residual waste containers. Older respondents were more likely to raise concerns regarding hygiene and the practicality of longer collection intervals.

The consultation found that 76% of respondents agreed that achieving Welsh Government's 70% recycling target is important, demonstrating broad support for environmental objectives. However, among those who disagreed, the main reasons included competing personal priorities, scepticism regarding national policy, doubts about the impact of recycling on climate change, and perceptions that service changes were primarily financially motivated.

While 60% of respondents stated that recycling at home is easy, almost one quarter disagreed. The most commonly reported barriers related to lack of space and insufficient recycling container capacity. There was also a recurring request for

additional materials to be collected at the kerbside, particularly plastic film, batteries, and textiles.

Container fullness analysis showed high utilisation rates for recycling and residual waste containers. Over 80% of respondents reported that plastics/cans and glass/cardboard recycling compartments were full on or before collection day, while 76% stated the same for residual waste bins. Many of these responses came from households containing three or fewer occupants, suggesting that capacity concerns are not limited solely to larger households.

The consultation identified strong support for increasing recycling storage provision, with 69% stating they would recycle more if additional storage options were available.

80% of respondents opposed or strongly opposed the proposed move from 3-weekly to 4-weekly residual waste collections, with 10% expressing support. A concern raised by half of respondents to the related open question, was that households already produce too much residual waste to manage within the proposed collection frequency. Additional concerns included larger household sizes, increased fly-tipping, hygiene issues, vermin, and insufficient recycling capacity. Concerns about longer collection intervals and hygiene increased with age, while middle-aged respondents were more likely to identify household size and waste volume as key barriers.

Finally, the consultation explored whether changes to waste services might affect the Welsh language. Most respondents felt there would be little or no impact. However, some emphasised the importance of maintaining bilingual communications, Welsh-language accessibility, and Welsh-speaking customer service provision. A small number identified indirect impacts relating to community interaction, employment, or broader demographic change.

2.0 Summary

2.1 Overview

To meet Welsh Government's statutory recycling targets and demonstrate its ambition for its recycling and waste infrastructure within the county, in 2024 Isle of Anglesey County Council (IoACC) carried out a detailed Options Appraisal. This appraisal assessed the best-performing and most cost-effective method for increasing capture of dry recycling and food waste from its kerbside collections. This included changes to residual waste collection frequencies/capacity.

In early 2026, the Authority undertook a public consultation on the actions identified from the options appraisal. The consultation included fifteen questions gathering both quantitative and qualitative information from participants. In total 4,177 responses were received. The following document presents the results and key findings.

The consultation itself contained a range of questions, some of which allowed responders to include their own thoughts and issues. In these instances, the responses have been assessed and grouped into common themes.

3.0 Analytical Approach

This section outlines the approach to analysis, including a review of the quality and representativeness of responses alongside the categorisation of quantitative and qualitative data to allow for meaningful outputs.

3.1 Misuse

A data integrity review was undertaken to assess whether any respondents may have submitted multiple entries to the consultation. The review examined all consultation responses for potential duplicate or anomalous submissions using a combination of:

- repeated IP address analysis;
- repeated postcode and IP address combinations;
- timestamp pattern review;
- comparison of repeated submissions from the same source for closely clustered timings; and
- comparison of free-text and response-pattern similarity across potentially related entries.

A small number of repeated IP/postcode clusters were identified and subjected to closer examination. An additional, manual review of these assessed whether they indicated deliberate duplicate submissions or legitimate multiple responses from the same household or shared internet connection. The analysis found:

- no evidence of widespread duplicate or fraudulent submission activity;
- no exact duplicated full response records;
- no cases where repeated submissions demonstrated strong evidence of copied or replicated response content.

In a limited number of instances, multiple responses originated from the same household internet connection; however, these showed materially different response patterns and are considered more likely to represent separate legitimate respondents from within the same household than duplicate manipulation.

3.2 Methodology and Categorisation

Quantitative data from closed questions (including yes/no responses, ranking questions, and option-based selections) were aggregated and analysed to produce summary outputs such as counts and percentages.

Responses to qualitative (open-ended) questions were reviewed in detail. For each question, a structured set of categories was developed to reflect the key themes and issues raised by respondents.

Both the quantitative data and the categorised qualitative responses were analysed, with charts, tables, and graphs produced to clearly present the findings. Each section includes a narrative summary to highlight key patterns, draw out nuances, and provide interpretation in the context of the emerging strategy.

Where relevant, cross-cutting themes and recurring issues identified across multiple questions were examined in more depth, with additional commentary provided. This includes consideration of links to specific topic areas and, where appropriate, variations by respondent type (for example, demographic characteristics).

For ease of presentation, some percentage values have been rounded – and therefore some totals may equal +/- 1% point either side of 100%.

Use of Other / Not Relevant in categorisation

During the process of categorising the open questions it was found that some comments fell into two groupings – ‘Other’ and ‘Not Relevant’, these are described below along with the method of integrating them in the results:

- **Other** : these are responses that are relevant to waste services/activities in general but are either too specific or individual to the respondent, that they do not justify or require a separate category. In most cases, these are grouped and included in the analysis tables.
- **Not Relevant** : these are comments that have no relevance to the question being asked or the waste strategy in general. The numbers for these are included in the analysis tables for completeness.

4.0 Questions and Responses

4.1 Question 1: Do you agree or disagree with the following statement: “Achieving Welsh Government’s recycling target of 70% on Anglesey is important”?

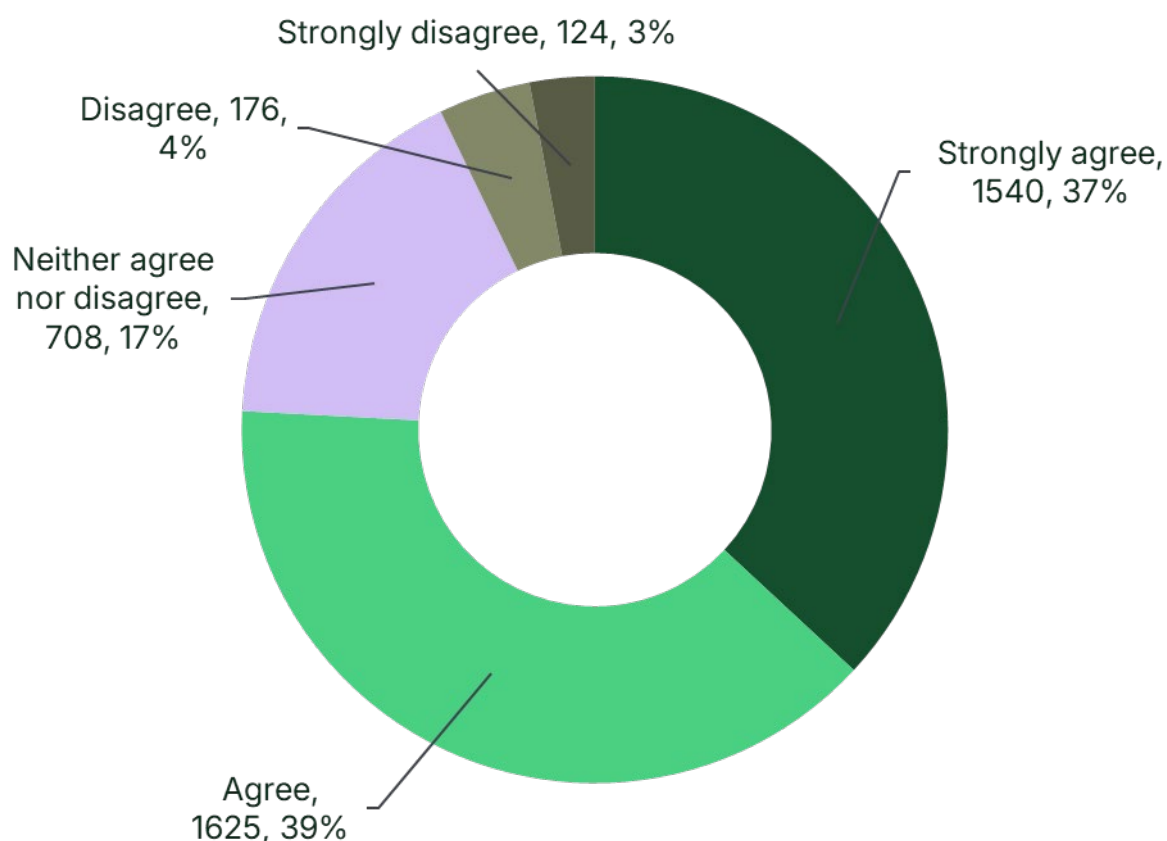


Figure 1: Achieving Welsh Government’s recycling target of 70% on Anglesey is important

Both the number and proportion of responses are shown in the figure above. Overall 4,173 people responded to this question, 76% of whom either agreed or strongly agreed. Only 7% disagreed or strongly disagreed, while 17% neither agreed nor disagreed.

4.2 Question 2: Why do you feel it is not important to meet Welsh Government’s recycling target of 70% on Anglesey?

Those who responded to Question 1 stating that they did not consider it important for Anglesey to achieve its Welsh Government target of 70% were asked to state why. 300 people responded to question 1 saying that they either disagreed or

strongly disagreed that achieving Welsh Government targets were important – 272 of those provided the following responses as to why they thought this:

Table 1: Comments on importance of recycling targets

Category	Count	%
Other priorities	49	18%
National policy - scepticism	43	16%
Other	40	15%
Not relevant	35	13%
Scepticism about impact	21	8%
Global impact	20	7%
National policy	18	7%
Cost saving motive	17	6%
Lack of personal responsibility/interest	12	4%
Already doing enough	8	3%
Want a different service profile	5	2%
Want more materials recycled	4	1%

Of the responses, 18% stated that they felt that they had other, more important priorities in their lives than meeting recycling targets.

A further 16% highlighted scepticism with the validity of Wales's national policy. Many of these expressed the thought that a 70% target was an arbitrary figure, and that the selection of this target was not based on any scientific data. This indicates a lack of awareness from respondents about the research and compositional analysis carried out by WG to underpin the targets and add contribution to climate change priorities.

15% of people provided answers specific to personal circumstance that did not fit into any defined category and are classed in Other, and a further 13% provided answers that, although related to waste and recycling, were not relevant to this specific question.

7% of responses stated that they felt recycling – on both local and an all-Wales level – would have little impact on the threat of climate change on a global scale. A further 7% felt that national policy needed to change – mostly to reduce the amount of packaging and increase recyclability of materials.

6% stated that this exercise was purely so IoACC could save money.

4% indicated that they had no interest in recycling, while 3% felt that they were already recycling enough.

2% felt that a different service type would support meeting targets, and 1% wanted to see more materials recycled at the kerbside (generally plastic film, which is expected to be introduced as part of Welsh national policy in 2027).

4.3 Question 3: Do you agree or disagree with the following statement : "Recycling at home is easy" ?

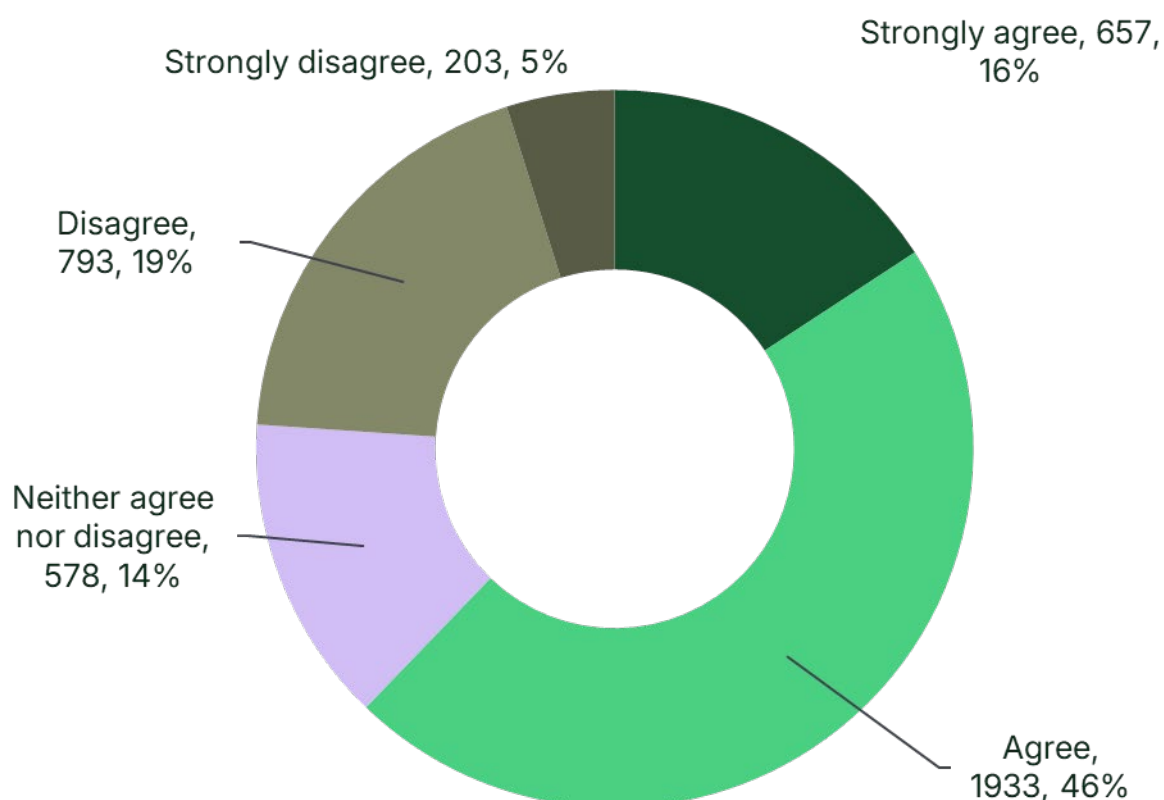


Figure 2: Recycling at home is easy

60% of people either agreed or strongly agreed that recycling at home is easy. 24% felt that it is not, and a further 14% neither agreed nor disagreed.

4.4 Question 4: Why do you find recycling difficult?

Those who stated that they found recycling difficult were provided with the following range of options. Please note that people were able to respond to more than one of the options.

Question 4 provided the following options for a Yes or No response (please note: question 4.1 was not included in the public consultation):

- 4.2. Not enough space / recycling containers are too small.
- 4.3. Unsure what can and can't be recycled.
- 4.4. Don't produce much recycling.
- 4.5. Recycling is messy and unhygienic.
- 4.6. Limited indoor storage before putting materials outside.
- 4.7. Physical difficulties (lifting, carrying, mobility).
- 4.8. Not interested in recycling.
- 4.9. Other (please explain).

Figure 3 shows the number of people who replied Yes or No to questions 4.2-4.8 above out of the 996 who disagreed/strongly disagreed with question 3.

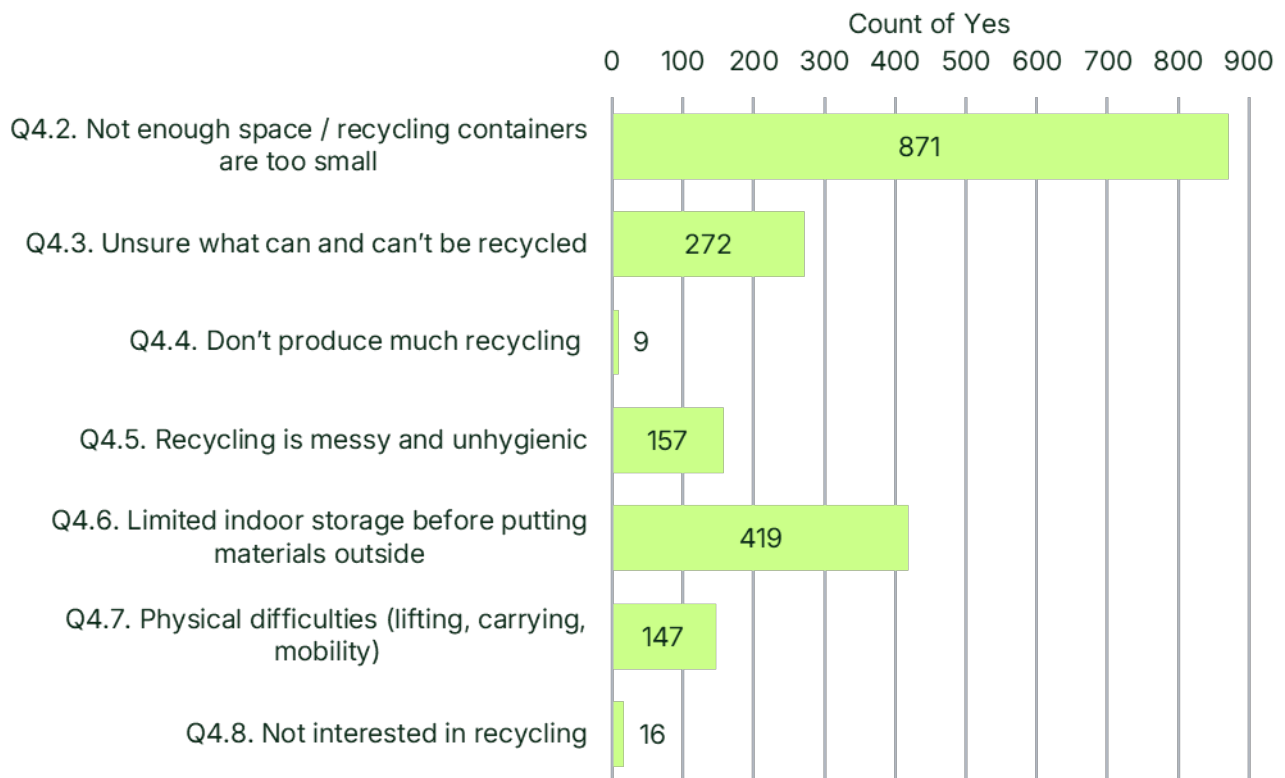


Figure 3: Why do you find recycling difficult? (Count of Yes - total respondents = 996)

871 of the 996 (87%) who disagreed/strongly disagreed with question 3 stated that they did not have enough space and that the Trolley Box is too small. This is consistent with responses to Question 10, where 23% stated that their main concern was that capacity for recycling was insufficient.

272 of the 996 (27%) stated that they were unsure about what could be recycled.

Only 9 of the 996 (>1%) stated they don't produce much recycling.

157 of the 996 (16%) said that they found recycling difficult because of perceived hygiene issues.

419 of the 996 (42%) said that storage of containers was an issue for them.

147 of the 996 (15%) highlighted physical issues relating to moving materials for collection.

Only 16 of the 996 (2%) said they were not interested in recycling.

For Question 4.9 “Other (please explain)”, 437 participants provided a response, these have been categorised and summarised in Table 2 below.

Table 2: Other comments on recycling difficulties

Category	Count	%
Containers too small	75	22%
Container issues	61	18%
Collection Issues	49	14%
Want more materials recycled	48	14%
Want a different service profile	40	12%
Other	33	10%
Not relevant	9	3%
Household size	7	2%
Physical limitations	7	2%
Space for container storage	7	2%
Vermin/pest concerns	3	1%
Hygiene	2	1%
Time/effort required	2	1%
Household-specific waste streams	1	0.3%
Lack of knowledge/confusion	1	0.3%
Other LA services	1	0.3%
Overly complicated service	1	0.3%

In total, 54% raised collection-related issues as to why they found recycling difficult. These included that the Trolley Box was too small for all recyclables (22%), that they had issues with the Trolley Box – generally that they blow around in the wind and/or are easily damaged – (18%), and that they had collection issues – mostly collection crews not servicing collections properly or damaging containers – (14%).

14% of respondents wanted more materials recycled at kerbside, a number of these highlighted plastic film, while others wanted the reinstatement of battery and textile collections.

12% felt that a different method of collection (generally a single bin for collecting recycling co-mingled together) would make recycling easier.

10% of people provided reasons that did not fit into specific categories, and the remaining categories received very few combined responses.

4.5 Question 5: How full are your recycling boxes, food bin and black bin when they are collected?

Question 5 provided the following options for response (options and responses are shown in Figure 4):

- 5.1. Top box of recycling trolley (paper)
- 5.2. Middle box of recycling trolley (plastic, cans)
- 5.3. Bottom box of recycling trolley (glass, cardboard)
- 5.4. Food bin
- 5.5. Black bin

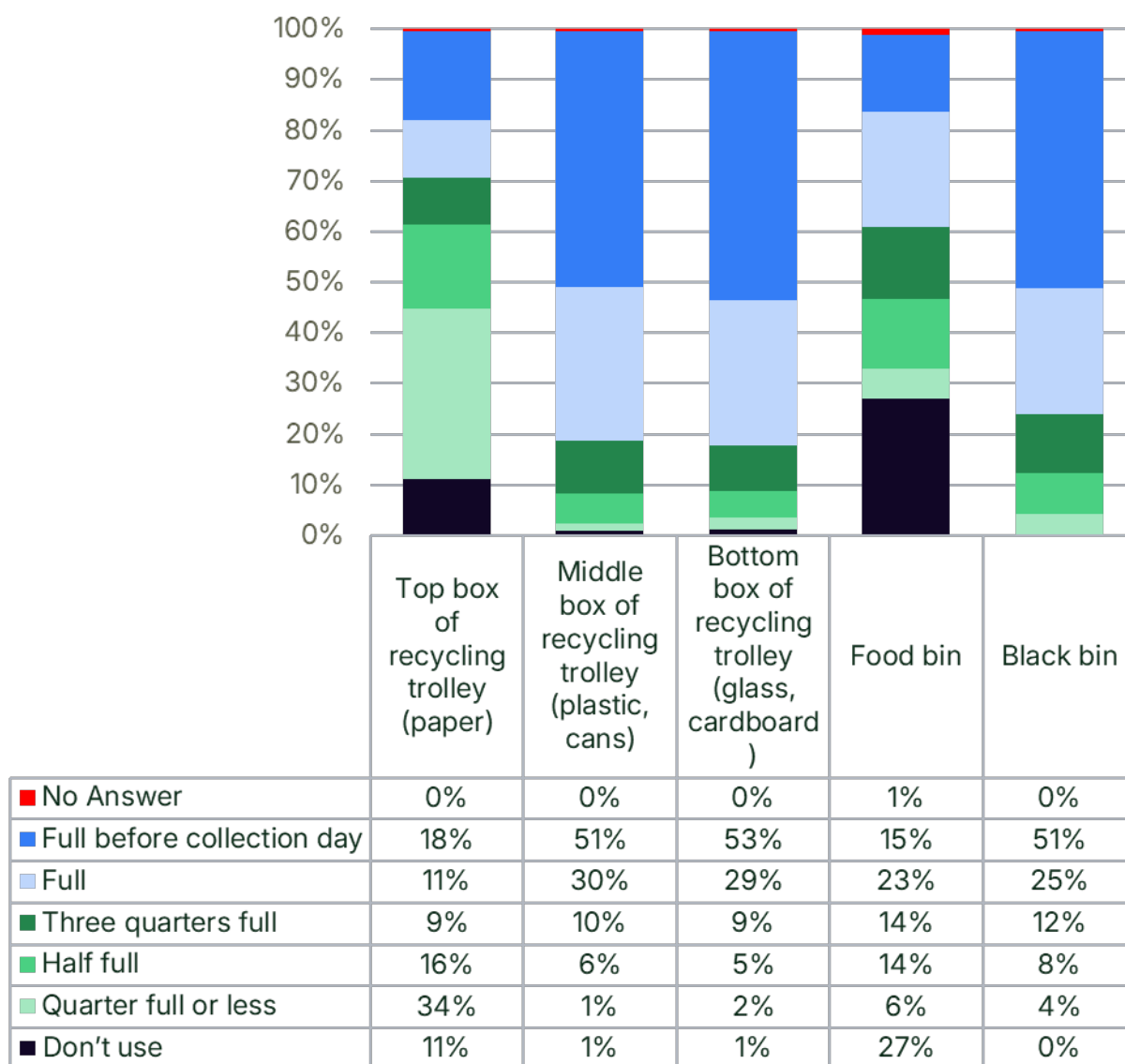


Figure 4: How full are your recycling boxes, food bin and black bin when they are collected?

4.5.1. Trolley Box

Top Box : 29% of respondents state that their paper container is full on or before collection day. While this is lower than the other Trolley Box compartments, it may indicate smaller volumes of paper are being produced compared to other dry recyclables.

Middle Bo x: 81% say that their plastics and cans container is full on or before collection. Further analysis of these respondents shows 58% of these are from households with 3 or less occupants. A large incidence of smaller households reporting issues with available capacity may indicate that the Trolley Box might be too small to contain the amount of dry recycling produced by most households.

Bottom Box : 82% of people said that their glass and cardboard container was full on or before their collection day. Of these 57% were from households of 3 or less. As above, such a large incidence of smaller households reporting issues with available capacity may indicate that the Trolley Box might be too small to contain the amount of dry recycling produced by most households.

4.5.2. Food Waste

23% of respondents stated that their food bin was full on collection day with only 15% of respondents stating that their bin was full before collection day.

At current levels of capture, capacity would appear to be sufficient for most households.

27% of respondents stated that they do not use the food waste bin.

4.5.3. Residual Waste

Black bin : 76% of responses indicated that black bins were full on or before collection day.

Of those that stated their bins were full on collection day, 93% were from households with 1-4 residents.

Of those that stated their bins were full before collection day, 79% were from households with 1-4 residents.

Some of the potential reasons for so many residents of households of four or less say their bins are already full on or before collection are that they are not fully using their weekly recycling and food waste service, or that they do not have sufficient room within their Trolley Box and are having to dispose of recyclables in their residual waste.

4.5.4. Age analysis

Analysis of reported container fullness by age range identified a consistent relationship between age and how full containers were on collection day. Across all waste and recycling streams, younger respondents generally reported fuller containers than older respondents. This trend was strongest for the black residual waste bin and mixed recycling containers, where respondents aged 18-44 were considerably more likely to report containers being “full” or “full before collection day”. Respondents aged 65 or over were more likely to report containers being only partially full at collection time.

The findings suggest that younger households may generate higher volumes of both residual waste and recycling materials, potentially reflecting differences in household size, consumption patterns, occupancy levels, or packaging use. The relationship between age and fullness was weaker for paper recycling than for other waste streams, indicating less variation between age groups for paper volumes. Overall, the analysis demonstrates a moderate but consistent association between younger age groups (18-44) and higher reported container utilisation across the collection system.

4.6 Question 6: Do you agree or disagree with the following statement : "You would be able to recycle more if Isle of Anglesey County Council provided additional storage options ?"

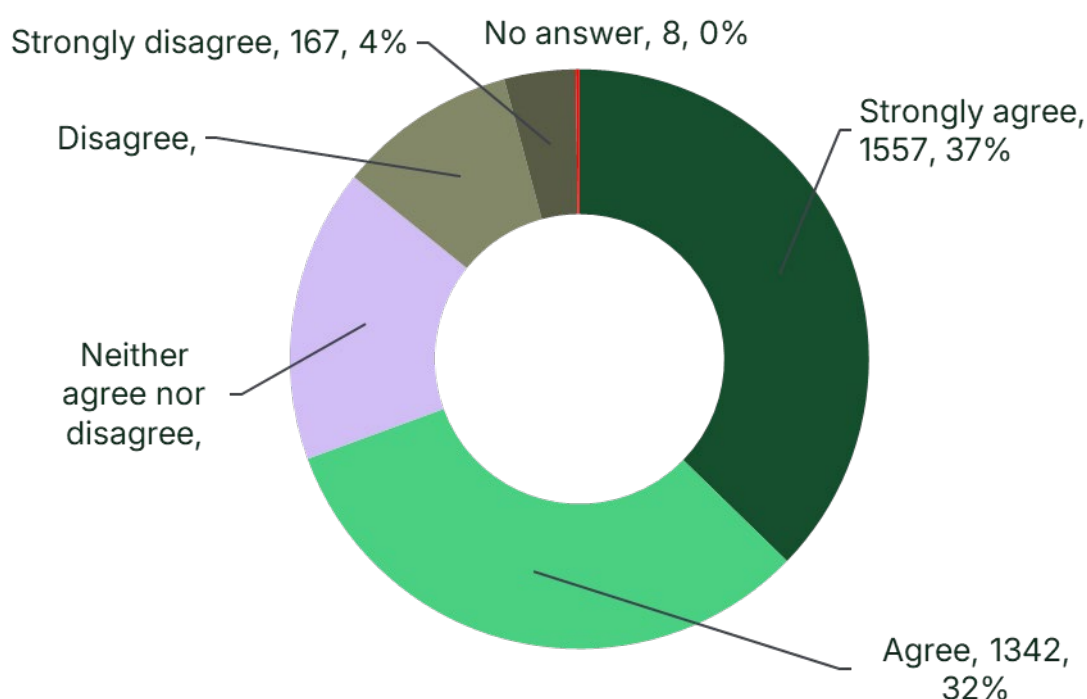


Figure 5: You would be able to recycle more if Isle of Anglesey County Council provided additional storage options?

69% of respondents stated that increased storage would encourage more recycling. It should be noted that an increase in the amount recycled would result in a commensurate reduction in residual waste, therefore reducing pressure on residual waste capacity.

4.7 Question 7: Why do you feel you would not recycle more if Isle of Anglesey County Council provided you with additional storage options for your recycling?

562 responses were received for this question.

Table 3: Other comments on recycling difficulties

Category	Count	%
Already recycle enough	165	29%
Containers sufficient	103	18%
Not relevant	73	13%
Other	63	11%
Space for container storage	50	9%
Too much residual waste	33	6%
Want more materials recycled	31	6%
Want a different service profile	14	2%
Container issues	8	1%
Collection issues	7	1%
Education and awareness	5	1%
Household size	3	1%
Hygiene	3	1%
Time constraints	3	1%
Other LA Waste Services	1	0.2%

Those who stated that they would not recycle more with additional storage were asked to provide reasons why. Out of the 585 Disagree or Strongly Disagree responses received, 562 people responded to this.

29% stated that they already recycle enough.

18% stated that the available capacity within the Trolley Box was sufficient. When checked, 81% of these responses were from households of 3 or less and would therefore produce less recycling than larger households.

9% said they would not have space for additional storage. 6% said that they had too much residual waste, and another 6% said they wanted a wider range of materials collected within kerbside recycling.

13% of response were deemed not relevant to the question and a further 11% of responses were too specific to be categorised and are classed as Other.

4.8 Question 8: Do you support or oppose changing the black bin collection from every 3 weeks to every 4 weeks?

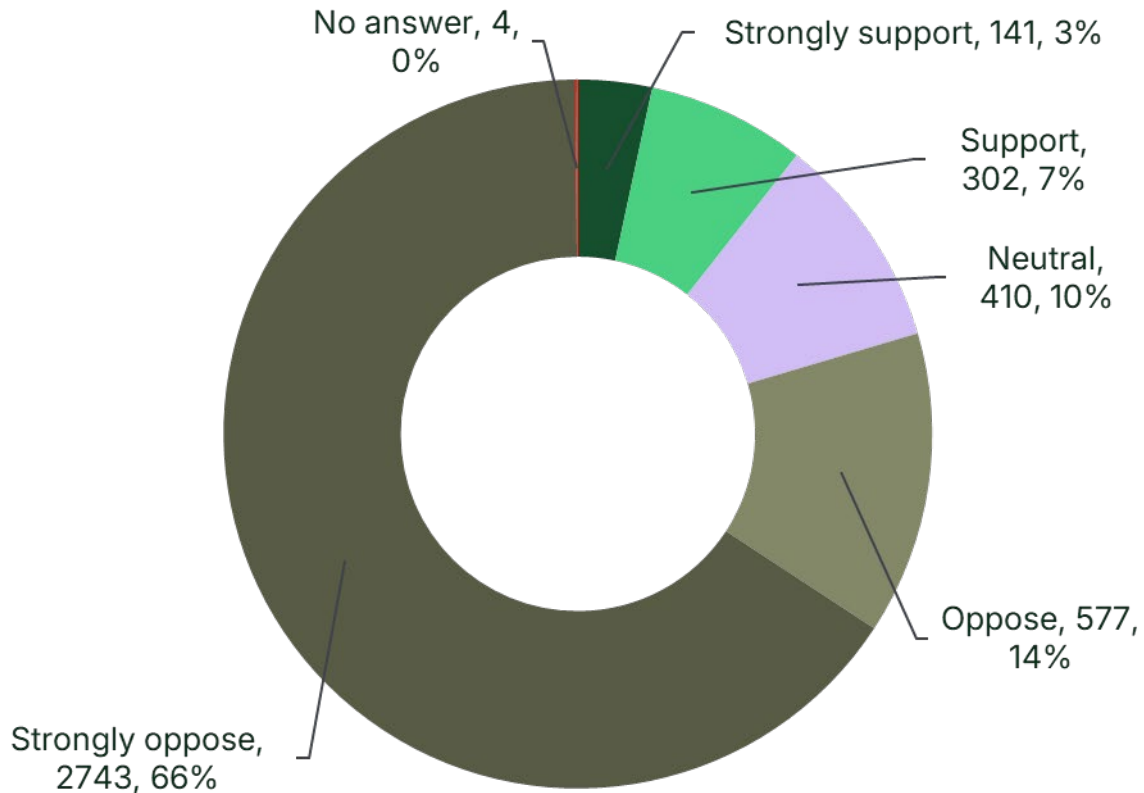


Figure 6: Do you support or oppose changing the black bin collection from every 3 weeks to every 4 weeks?

4,029 people responded with 2,743 strongly opposing and 577 opposing – in total 80% of all responses. 410 (10%) were neutral, and 443 (10%) either supported or strongly supported.

4.9 Question 9: Why do you oppose changing the black bin collection from every 3 weeks to every 4 weeks?

3,245 responded to this open question and their feedback is summarised in Table 4 below.

Table 4: Other comments on recycling difficulties

Category	Count	%
Too much residual waste	1607	50%
Household size	441	14%
Increased fly-tipping concerns	261	8%
Hygiene	198	6%
Collection frequency too long	154	5%
Vermin/pest concerns	123	4%
Containers too small	116	4%
Other	101	3%
Council tax / cost cutting	92	3%
Household-specific waste streams	48	1%
Want more materials recycled	33	1%
Want a different service profile	22	1%
Collection issues	12	0.4%
Education and awareness	12	0.4%
Other LA waste services	11	0.3%
Space for container storage	10	0.3%
General opposition	2	0.1%
Inconvenience	1	0.03%
National policy	1	0.03%

Those who opposed or strongly opposed were asked why. 3,462 responses were received for this question – more than the 3,320 who opposed or strongly opposed in Question 8.

50% stated that they had too much residual waste. Larger households will naturally produce more waste than smaller ones. An analysis of these responses showed 62% of people who said they had too much residual waste were from households of 3 or less. While this may indicate that households of all sizes can struggle with residual waste capacity, there is also the potential that the points raised in section 4.5.3 above apply, which include households not fully utilising their recycling food waste service, and trolley box capacity issues.. It should be noted that over a quarter (27%) of respondents stated that they do not use their food waste bin.

A further 14% said that their household was too large to comply with the restriction – 13% of households in the county are larger than 5 or more (Stats Wales, 2024). However, it should be remembered that the authority already has a concession

available for larger households to be provided with a bigger residual waste bin providing the household can demonstrate that it participates in the dry recycling and food waste services.

8% had concerns about increased fly tipping. 6% stated hygiene issues. 5% felt the collection frequency was too long. 4% raised concerns about vermin and pests (generally rats and seagulls). 4% felt that the Trolley Box was too small. 3% of answers were too specific to be categorised and fall within 'Other'. A further 3% reiterated the belief that the service change was based on cutting the cost of council services.

1% cited household-specific waste streams as an issue to either capacity or hygiene. This was generally pet waste, although some referred to nappies, for which a designated, separate collection already exists.

1% also wished for a wider range of materials to be recycled at kerbside. As before, this was largely plastic film, although a number of people wanted the reinstatement of battery and textile collections.

A further 1% stated that they felt that a single bin with co-mingled recycling would enable more recycling; however, there is an extensive evidence base¹ of data from across the UK that shows Welsh authorities with separate recycling and stringent residual restrictions achieve the highest yields of dry recycling and food waste of all local authorities across the four nations.

4.9.1. Age Range Analysis

A concern across all age groups was "Too much residual waste", accounting for approximately 44-58% of responses in each age category. There were also some age-related patterns:

- Respondents aged 25-44 were much more likely to raise "Household Size" concerns, particularly those aged 35-44.
- Older respondents (particularly 65 or over) were more likely to mention "Hygiene" concerns. Around 12.6% of respondents aged 65+ raised hygiene issues, compared with only around 3-5% in younger age groups.
- "Collection Frequency Too Long" increased steadily with age, suggesting older residents may be less comfortable with longer storage periods between collections.
- "Containers Too Small" was more commonly raised by respondents aged 25-64 and was less common among older respondents.

¹ Welsh Government, *Collections blueprint*, 2025, Annex 3 (<https://www.gov.wales/collections-blueprint-2025>)

- “Increased Fly-tipping Concerns” appeared consistently across most adult age groups, generally around 7-9%, indicating this concern is broadly shared rather than age-specific.

The analysis may suggest that opposition reasons are shaped partly by life-stage factors. Families in middle age groups are more concerned about waste volumes and household capacity, whereas older residents are more likely to focus on hygiene, comfort, and the practicality of storing residual waste for longer periods.

4.10 Question 10: Please tell us about any worries, suggestions or household circumstances that might affect how you recycle and manage waste.

3,011 responses were received for this question with a wide spread of responses summarised in Table 5 below.

Table 5: Other comments on recycling difficulties

Category	Count	%
Containers too small	700	23%
Container issues	250	8%
Want more materials recycled	244	8%
Different service profile	205	7%
Other	186	6%
Increased fly-tipping concerns	157	5%
Collection issues	153	5%
Vermin/pest concerns	151	5%
Too much residual waste	140	5%
No problems	133	4%
Others not participating	110	4%
Large cardboard	97	3%
Household size	90	3%
Hygiene	70	2%
Education and awareness	69	2%
Household-specific waste streams	55	2%
Space for container storage	55	2%
Other LA waste services	48	2%
Collection frequency too long	47	2%
Not relevant	37	1%

Category	Count	%
National policy	10	0.3 %
Reuse and repair	3	0.1%
Lack of storage space	1	0.03%

In terms of challenges and/or issues with the service:

23% stated that the Trolley Box had insufficient capacity (consistent with Question 4). 8% raised issues with the Trolley Box (adverse weather, damage etc.), and a further 8% wanted a wider range of materials to be collected at the kerbside.

5% listed collection issues, of these 90 of the 153 responses included one or more comments relating to littering as a result of collections, damaged returned containers, difficulties for the householder handling containers (due to age/physical abilities).

3% stated the inability to recycle large cardboard was a barrier/concern. In total, issues around collections of recycling aggregate to 47% of responses.

5% stated that increased fly tipping was a concern. Another 5% raised concerns about vermin and pests. Compared to other questions the number of respondents that stated they had too much residual waste was lower, also at 5%.

4% of respondents stated that they would have no problems with 4-weekly collections. A further 4% said that they themselves would be able to comply with 4-weekly collections but had concerns that others would not – and that this would lead to other issues such as increased fly tipping or vermin/pests.

Respondents stating household size as a barrier or concern was lower at 3%, as was hygiene concerns at 2%.

Included amongst their responses, 11 of the participants also raised issues relating to the quality of food caddy liners supplied.

4.11 Question 11: What is your postcode? This helps us to understand different trends in different parts of Anglesey .

4053 respondents provided full or partial postcode details, with the distribution shown in Figure 7 below.

One response was shown to be in Gaunton, England, which was retained due to the negligible impact on the analysis.

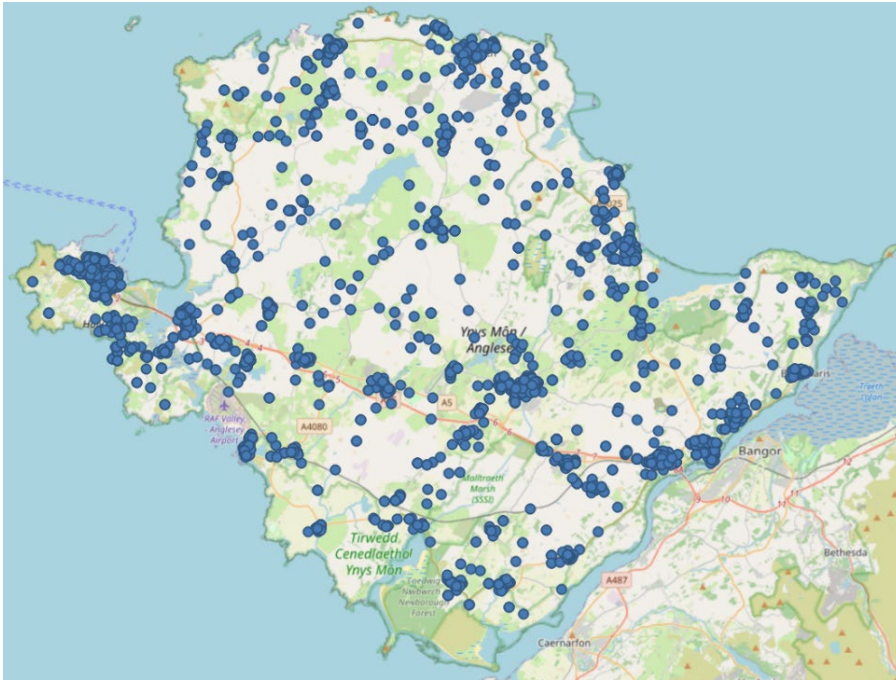


Figure 7: Distribution of responses

4.12 Question 12: How many people live at your address?

Household size data supplied is summarised in in Figure 8 on the following page. Over half of respondents had been 2-3 people living at their address and over one third have 4 or more.

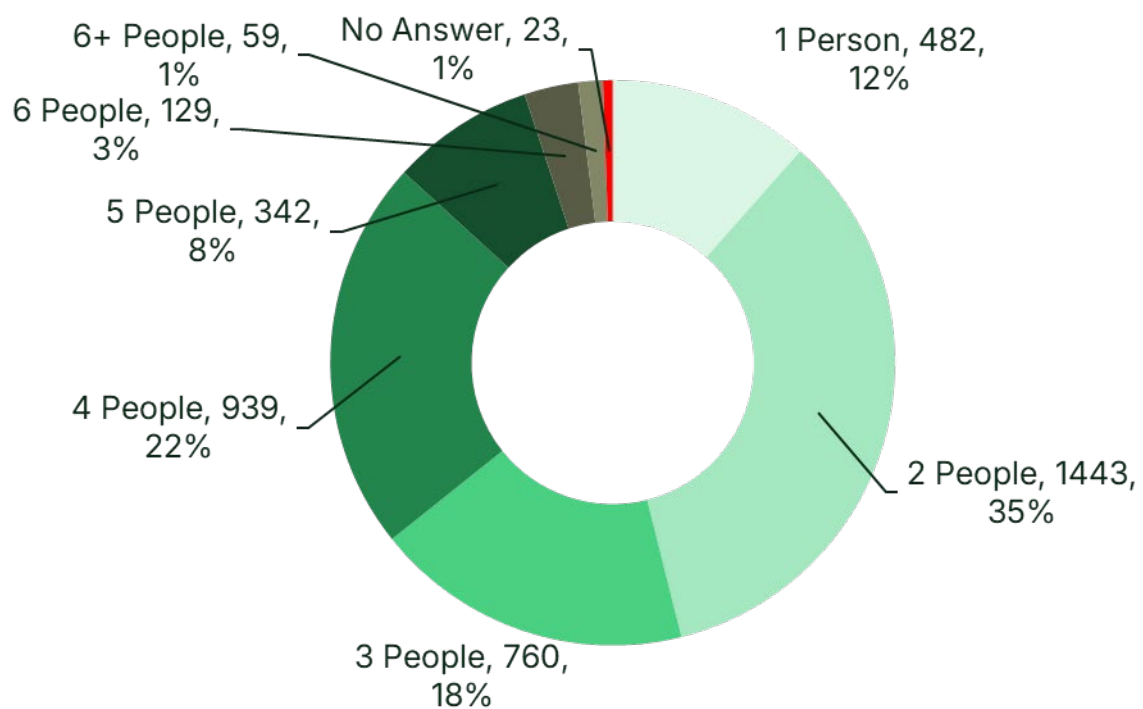


Figure 8: How many people live at your address?

The household size data was compared against the latest available demographic data on household sizes in Isle of Anglesey (StatsWales, 2024), to assess the representativeness of the survey responses. The proportion of household size from the survey responses compared to StatsWales data is shown in Figure 9.

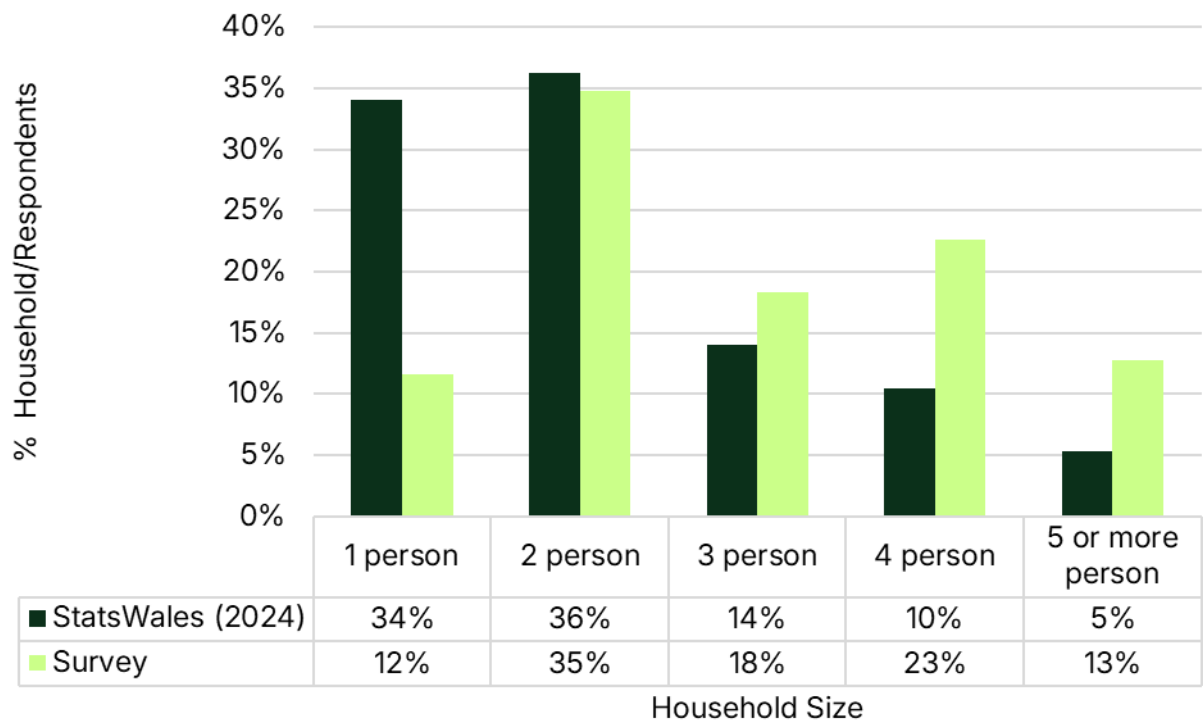


Figure 9: Survey household size representativeness

It shows that 1 person households are underrepresented in the survey responses - 12% of responses compared to 34% of total household in the area, with 4 and 5+ households largely overrepresented, 23% and 13% compared to 10% and 13% respectively. This over-representation of larger household size and under-representation of smaller household sizes may be indicative of the nature of the change being consulted upon, as reduction in residual capacity/collection frequency is likely to be perceived by larger households as more of an issue - incentivising a response.

4.13 Question 13: What is your age range?

Age data supplied by respondents is summarised in in Figure 10.

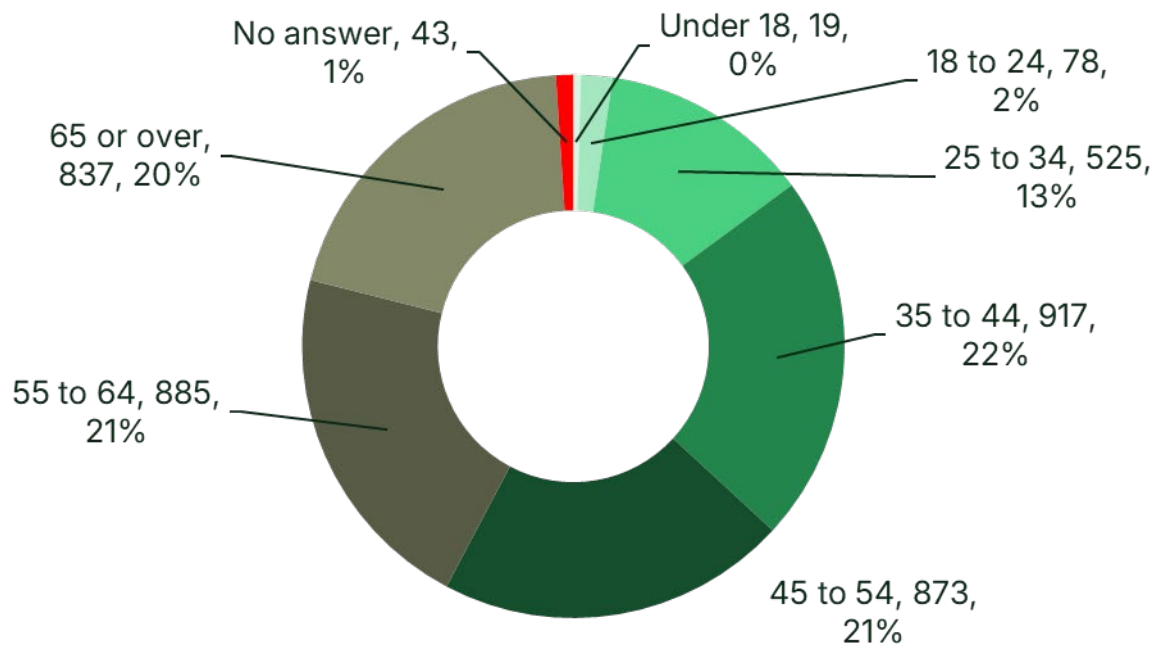


Figure 10: What is your age range?

A comparison of respondent age data supplied by respondents against existing age statistics for Isle of Angles (StatsWales, 2024) was carried out and is shown in Figure 11.

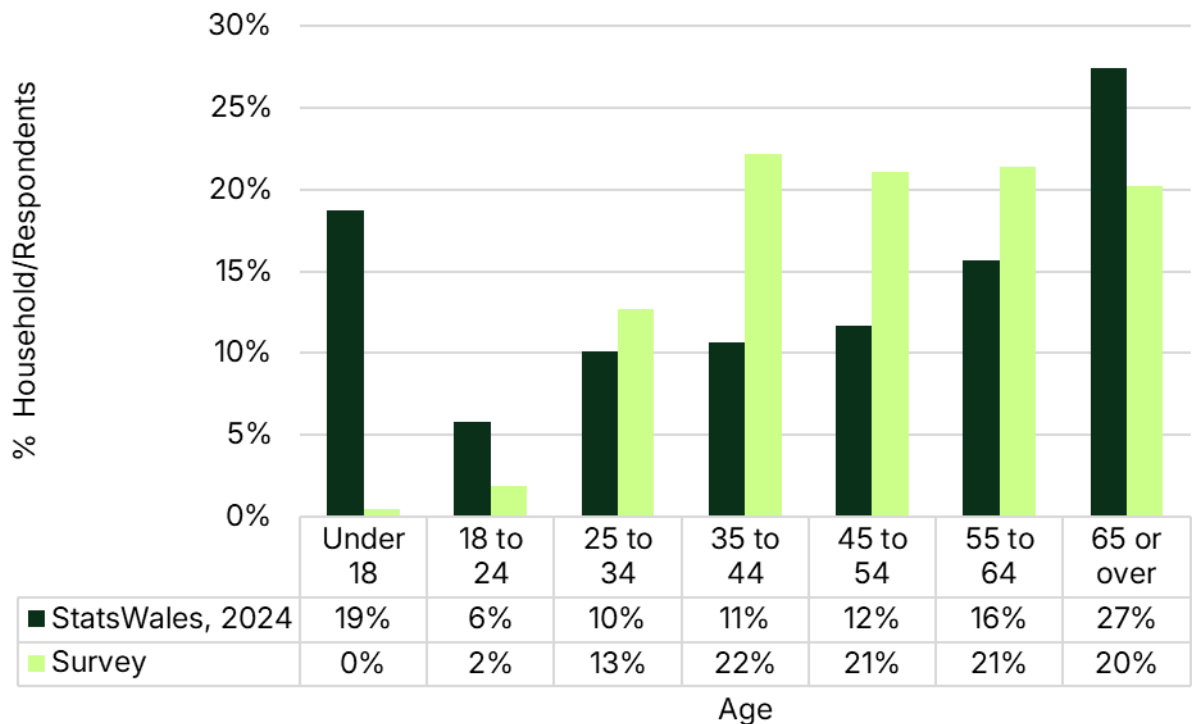


Figure 11 Survey age representativeness

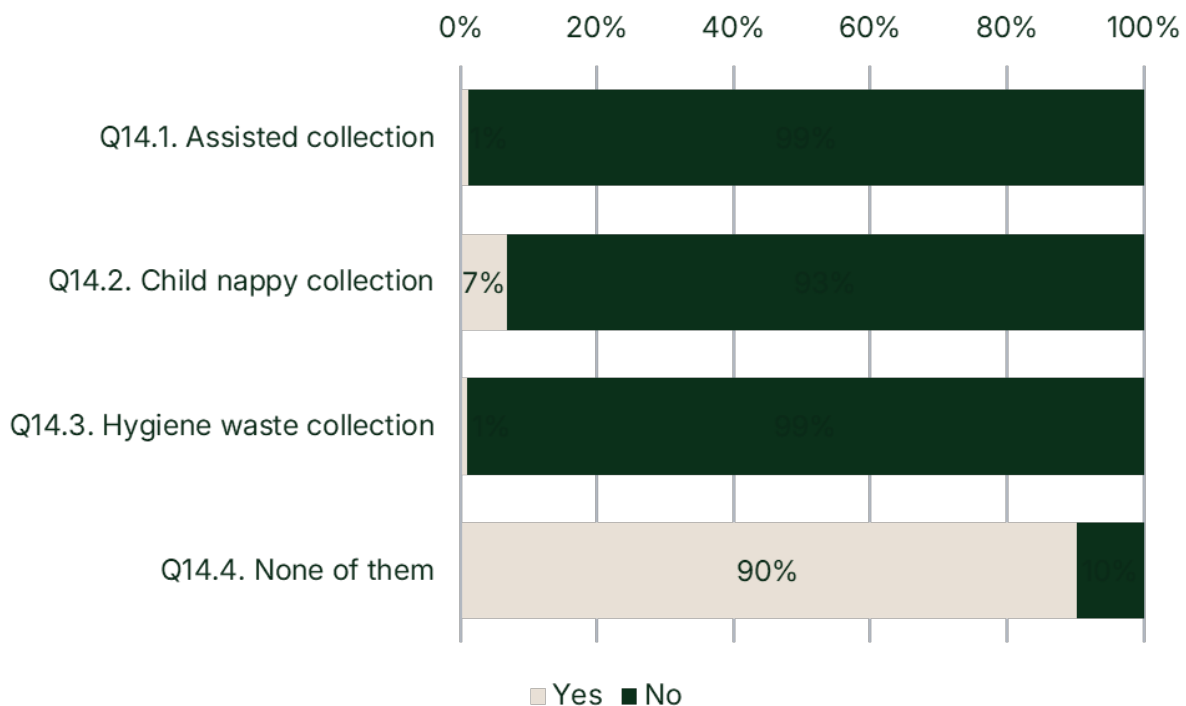
The results indicate a moderate sampling bias toward respondents aged 35–64, with under-representation of both younger adults and older age groups. While this non-representative demographic distribution can be typical of voluntary consultation responses², it may influence the overall findings, particularly where attitudes and behaviours vary by age. As such, the findings should be interpreted as more reflective of the views of working-age households, who might typically be more engaged in waste management activities.

4.14 Question 14: Do you use any of these services? Choose all that apply to you.

Respondents had the following services to choose from:

- 14.1. Assisted collection.
- 14.2. Child nappy collection.
- 14.3. Hygiene waste collection.
- 14.4. None of them.

Results are shown in Figure 12.

**Figure 12: Which service do you use?**

² Groves et al., 2009; ONS guidance on survey bias

As can be seen, only 10% of respondents stated they used any of the services.

4.15 Question 15: Do you think any changes to the recycling and waste collection service would affect the Welsh language?

An additional question asking respondents their thoughts on the effects changes to the recycling and waste collection service might have on the Welsh language was included. Respondents were asked to consider:

- Opportunities for people to use the Welsh language,
- Making sure the Welsh language is treated the same as the English language,
- How any positive effects on the Welsh language can be increased,
- How any negative effects on the Welsh language can be made better.

Most respondents did not believe that changes to recycling and waste collection services would have any impact on the Welsh language, with many respondents stating simply “no”, “none”, or “no effect”, or “not relevant”.

A smaller number of respondents emphasised the importance of continuing to provide information, signage, and customer communications in both Welsh and English, in line with existing standards. Some suggested minor enhancements, such as clearer bilingual labelling on bins, ensuring Welsh-speaking staff are available, or using service changes as an opportunity to promote the language through visibility and everyday usage. These responses indicate general support for the Welsh language, but within the context of maintaining current provision rather than linking it directly to service changes.

A small number of responses identified indirect effects. These tended to focus on reduced opportunities for casual interaction (e.g. fewer conversations with collection crews if services are less frequent), potential impacts on local employment for Welsh speakers, or broader socio-economic factors such as population change. A small number also highlighted wider concerns about the Welsh language unrelated to waste services, such as housing pressures or demographic change.