

# Food Waste and Cardboard Collection Consultation Results Report – August 2025

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# 1. Executive Summary

## 1.1. Introduction

From 31 March 2026, all Councils in England must introduce a separate weekly food waste collection service. This means that food waste will be collected separately in a designated food waste caddy, in addition to existing recycling and rubbish collections.

Additionally, from 1 November 2025, excess cardboard must be placed inside the recycling bin with the lid closed. Cardboard left beside bins will no longer be collected.

To understand public views on these changes, Blaby District Council ran a 6-week consultation from 27 June to 8 August 2025.

## 1.2. Survey responses

The consultation generated strong public engagement with 2,423 responses received from across Blaby District. This represents 2.3% of the district's estimated population of 103,300 (2025).

Responses were received from nearly every village in the district, ensuring comprehensive geographical representation across all areas. It successfully captured input from various household types, multiple age demographics and different categories of service users.

The substantial response rate demonstrates strong public engagement and offers meaningful indicators of resident sentiment.

### 1.2.1. Demographic highlights

- Responses received from every village except Foston
- Most common household size: **2 people (42.5%** of respondents)
- Among households receiving help with their bin collection, **68.8%** live on their own
- **53.9%** of respondents were **female**
- **54.6%** of respondents were **aged 55 or over**

## 1.3. Food waste

- **59.6%** of respondents are **very or fairly likely to use** the new service
- **51.9%** of respondents **support** providing a starter pack of liners
- **19.1%** of respondents **currently compost** at home
- **55.4%** of comments **opposed** the introduction of the service
- The **top three concerns** of those who left comments were:
  - Pests – residents worried about attracting vermin
  - Cost of liners
  - Lack of storage space for additional bins

## 1.4. Cardboard collection changes

- **79.0%** of respondents **rarely or never put out excess cardboard**
- **7.1%** of respondents **often or always put out excess cardboard**
- **71.5%** of respondents expect **no or minor impact** from the changes

- **13.3%** of respondents expect **major or significant impact** from the changes
- **49.6%** of respondents would be **eligible for an upgrade to their bin capacity** (42.9% of respondents in households with 1 to 3 occupants, and 76.2% of those in households with 4 to 6 occupants)
- The two options respondents are most likely to use for disposing of excess cardboard (ranked in the top 3 by **over 90%** of respondents) were:
  - Fit all cardboard in the bin
  - Store excess cardboard until next collection
- The **top concerns** of those who felt it would have a significant or major impact were lack of bin space and needing more trips to the tip
- Respondents who already receive help with their bin collection were more likely to be concerned about breaking down cardboard than those who do not receive help.
- Some of the 13.3% who anticipated a significant or major impact were also concerned about insufficient space in their bin. Of those, 59.5% (99 people) would be eligible for a bin capacity upgrade – highlighting the potential value of targeted communication to address and alleviate these concerns.

## 2. Consultation methodology and number of responses

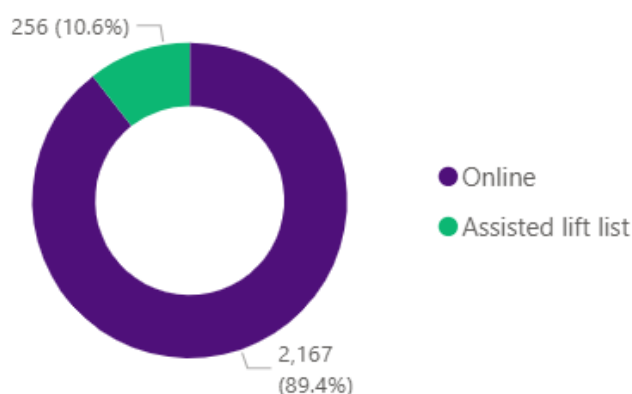
The survey was mainly hosted online, although paper copies were posted to 800 randomly-selected households currently receiving help with their bin collections (the 'assisted lift list'), to ensure we gathered responses from more vulnerable customers.

It was promoted to:

- Residents of Blaby District
- Elected Members
- Town and Parish Councils

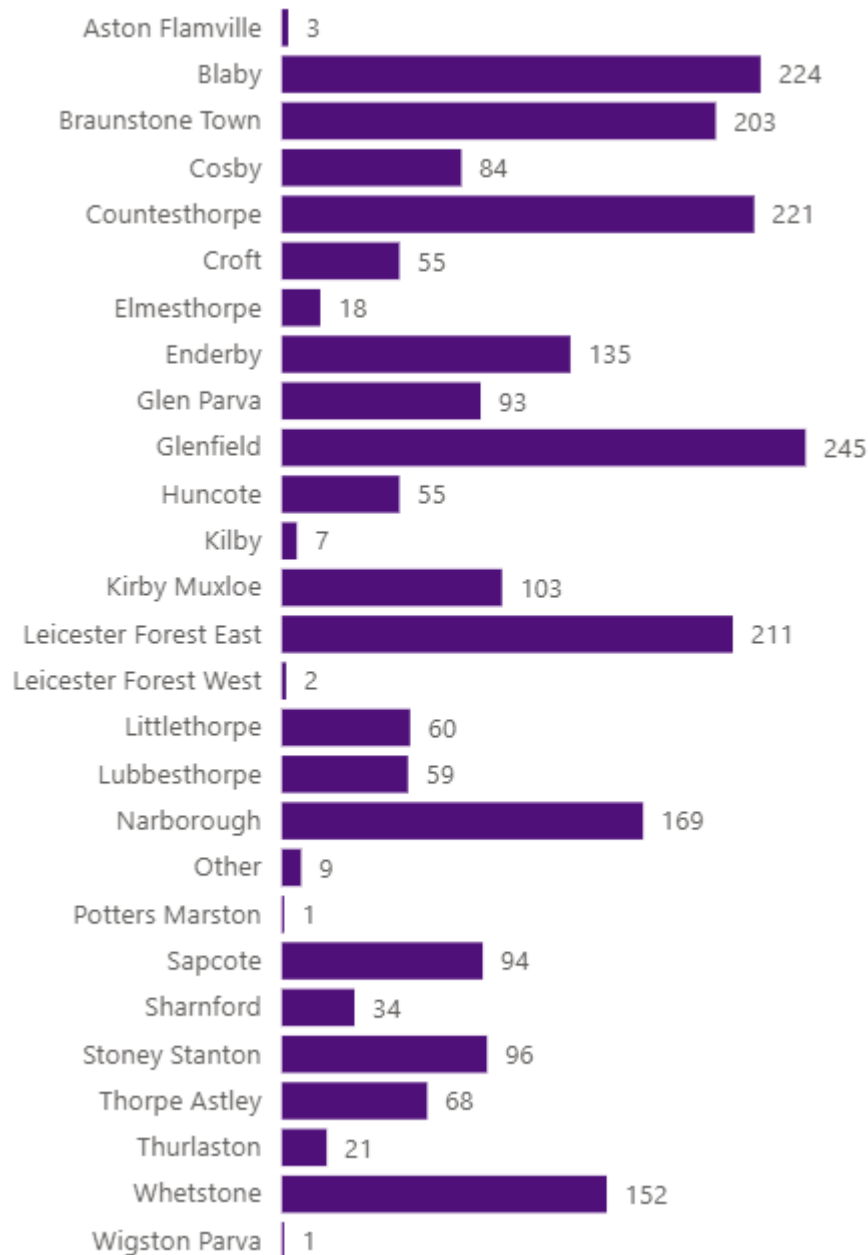
It was circulated to over 22,000 individuals subscribed to our eNewsletters under the 'general' category and the 'refuse and recycling' category. In addition, there were over 21,000 unique impressions on social media.

In total, 2,423 total responses were received during the consultation, including 256 paper copy returns.



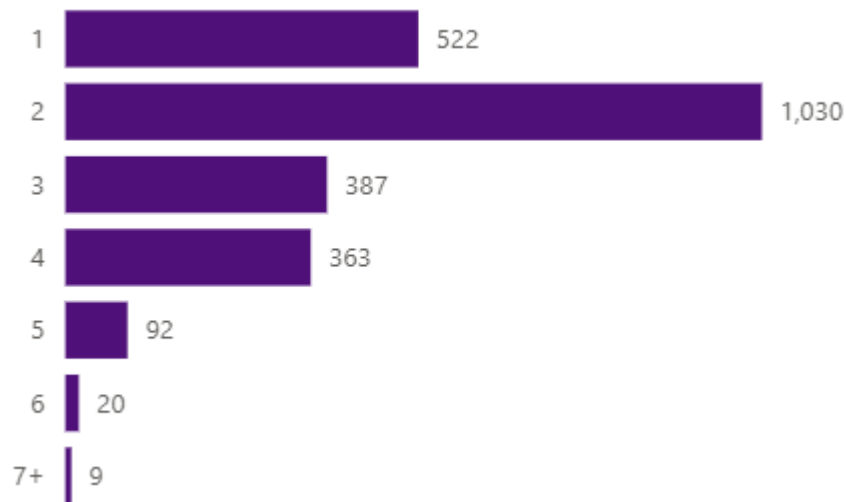
## 2.1. Villages

We received responses from every village in the district apart from Foston:

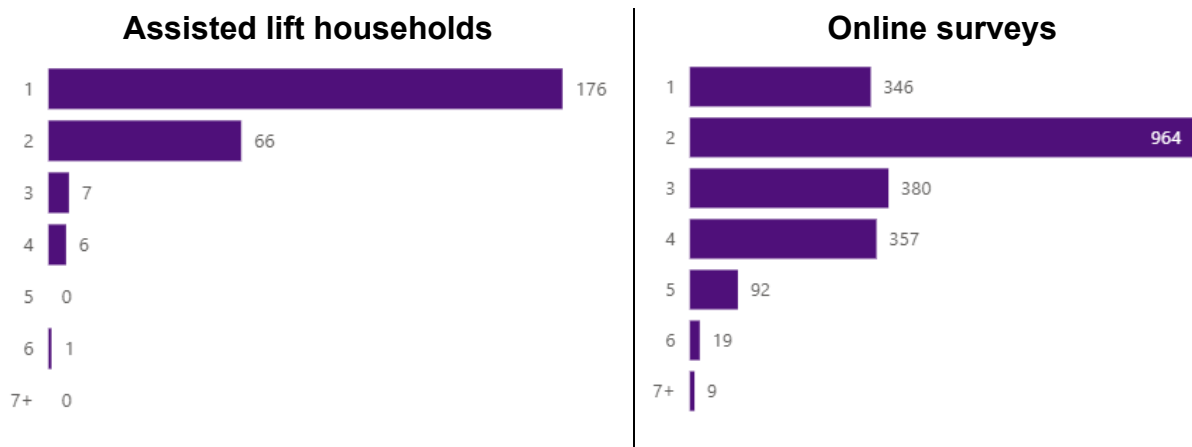


## 2.2. Household size

The most common household size was 2 residents (42.5% of respondents), although there were several hundred responses from households containing 1, 3, or 4 residents. Households with 5 or more residents made up less than 6% of the responses.



However, this proportion was dramatically different for households on the assisted lift list, with the majority being in households with only one resident. The table below shows the household sizes for assisted lift properties on the left, and household sizes for surveys completed online on the right:

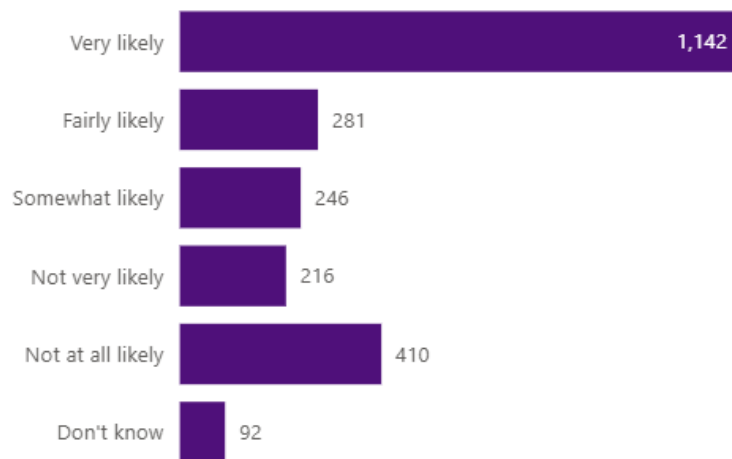


68.8% of respondents in assisted lift households live on their own, compared to just 16.0% of respondents who completed the survey online.

### 3. Respondents' views on food waste

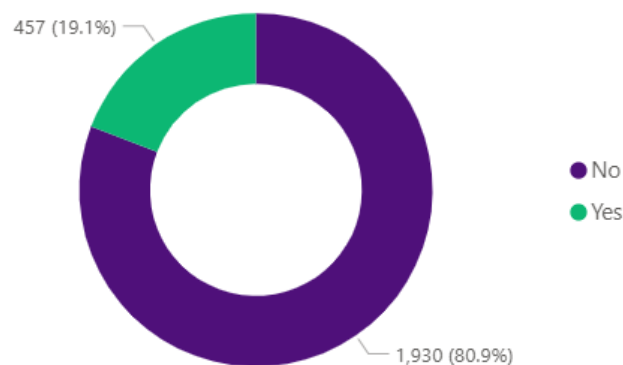
#### 3.1. How likely are you to use the food waste collection service?

The majority of respondents (59.6%) said that they were either very likely or fairly likely to use the food waste collection service, although 26.2% said that they were not very likely or not at all likely to use it:



### 3.2. Do you currently compost your food waste at home?

The majority of respondents do not currently compost their food at home, with only 19.1% saying that they do:

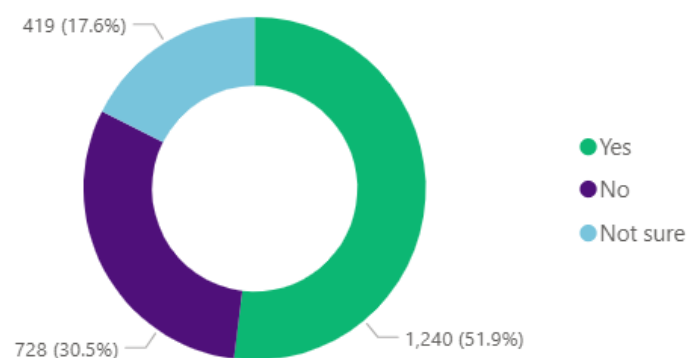


Whether a respondent already composts their food waste does not seem to have a strong influence on whether they will use the new food waste collection service or not.

### 3.3. Do you think it's a good idea for us to provide a starter pack of caddy liners?

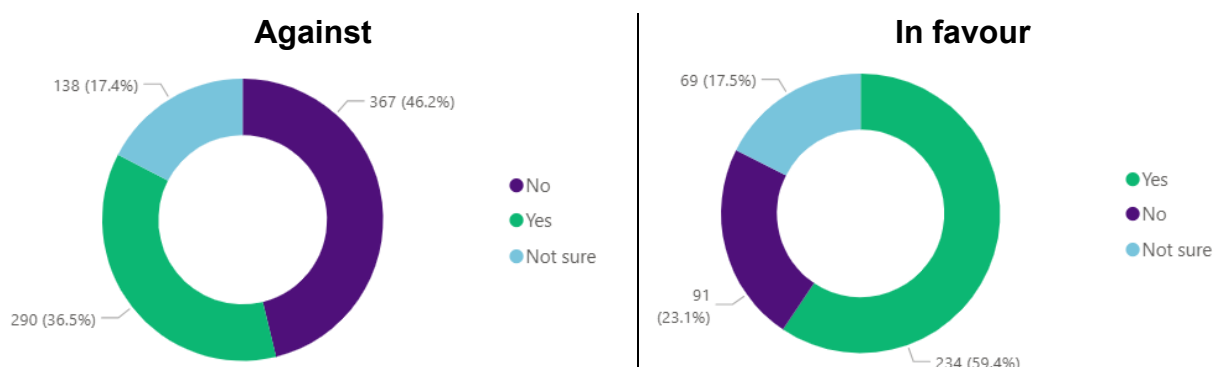
The survey asked whether it would be a good idea to provide a starter pack of caddy liners when the food waste collection service starts, despite the overall cost to the council of £30,000.

Overall, 51.9% of respondents said they thought this was a good idea, although 30.5% were against it:



### 3.3.1. Difference between those in favour of and against the service

Supporters of the food waste collection service (see the analysis of comments below) are significantly more likely to think a starter pack of liners is a good idea. However, even among those who oppose the service, 36.5% still believe liners should be provided:



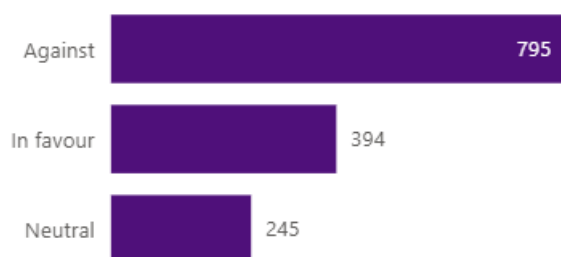
This suggests an opportunity: by offering liners, we may be able to positively influence perceptions and potentially convert some of those not in favour of the service into users of the service.

### 3.4. Comments on the introduction of the food waste service

Respondents had the opportunity to let us know if they had any comments about the introduction of the food waste collection service. In total 1,434 respondents (59.2%) chose to leave a comment.

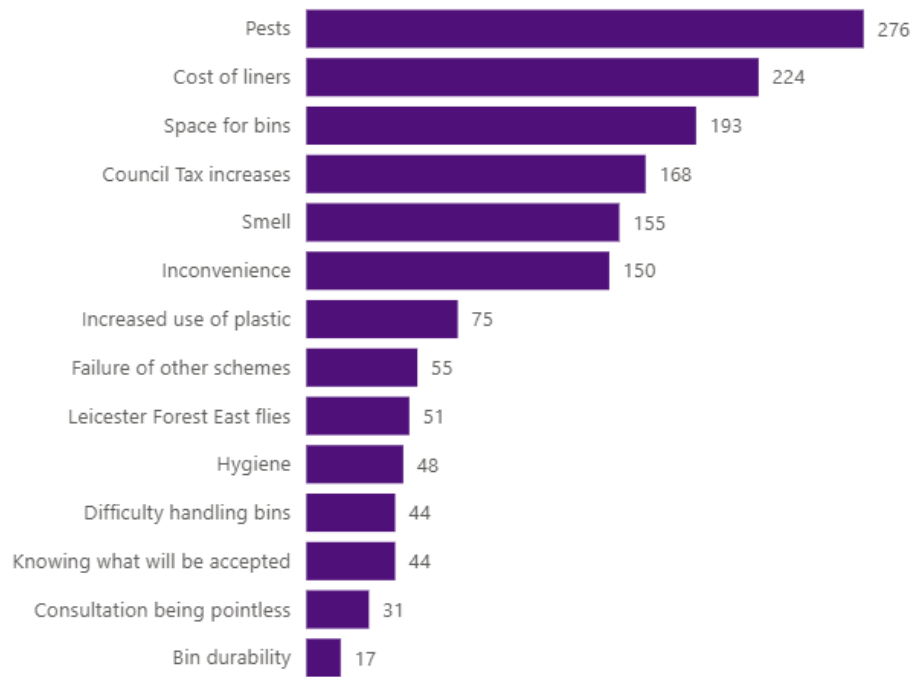
#### 3.4.1. Attitude towards the food waste collection service

Of those respondents who chose to leave a comment, 55.4% were against the introduction of the food service, with 27.5% being in favour of it:



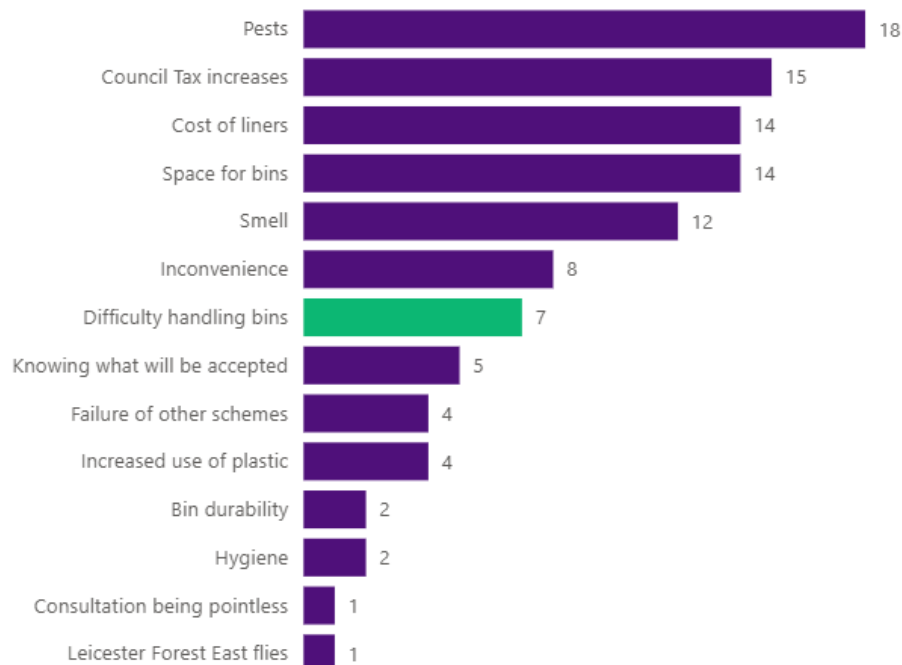
#### 3.4.2. Concerns about the food waste collection service

556 comments out of the 1,434 did not express any specific concern. 878 comments did express at least one concern with the new service, shown in the chart below. Note that because one comment could express more than one concern the total adds up to more than 878.



### 3.4.3. Concerns of vulnerable respondents

117 respondents on the assisted lift list who returned a paper survey left a comment. 66 of those expressed at least one specific concern, shown in the chart below. The top 5 concerns were the same, although in a slightly different order, with Council Tax increases being slightly more common. Difficulty handling the bins was a more common concern for those on the assisted lift list, although the overall numbers were fairly low:

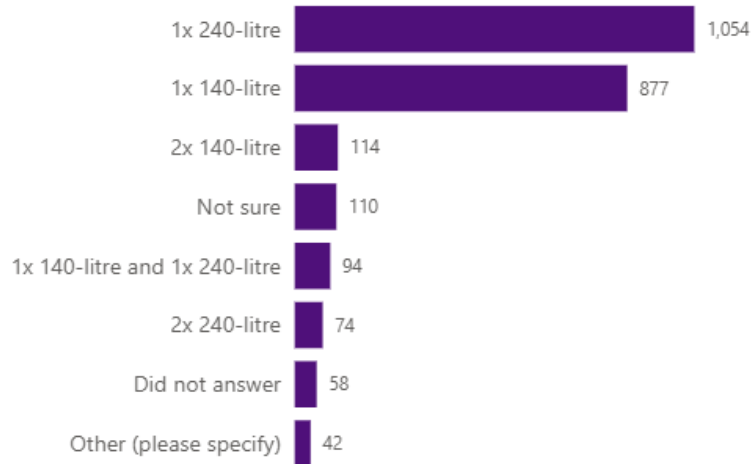




## 4. Respondents' views on cardboard collection changes

### 4.1. Which recycling bins do you currently have at your property?

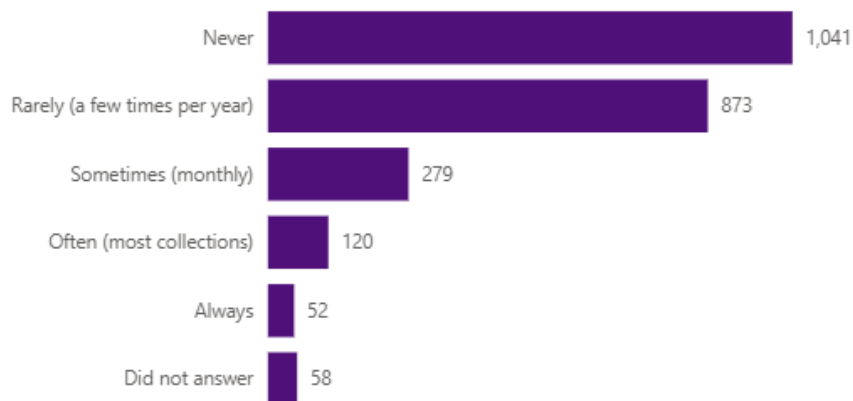
The majority of respondents (43.5%) have one 240-litre bin, although one 140-litre bin is also very common (36.2%):



Responses of 'Other' included people who weren't sure, with a few who were on communal bins if they lived in a flat, for example.

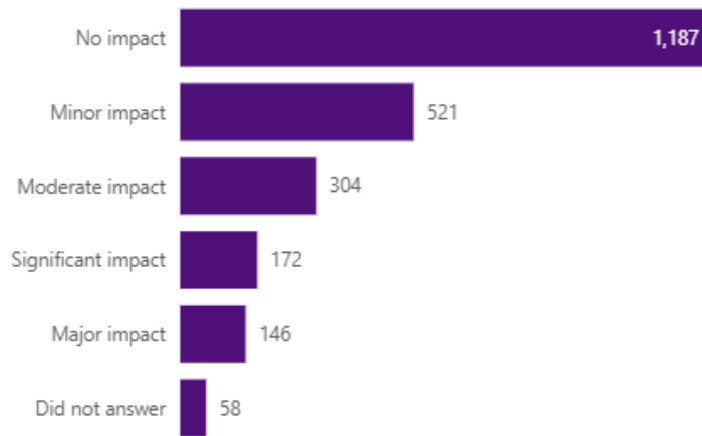
### 4.2. How often do you put excess cardboard out as side waste?

Most respondents (79.0%) never or rarely put out excess cardboard. A minority of respondents (7.1%) often or always put excess cardboard out as side waste:



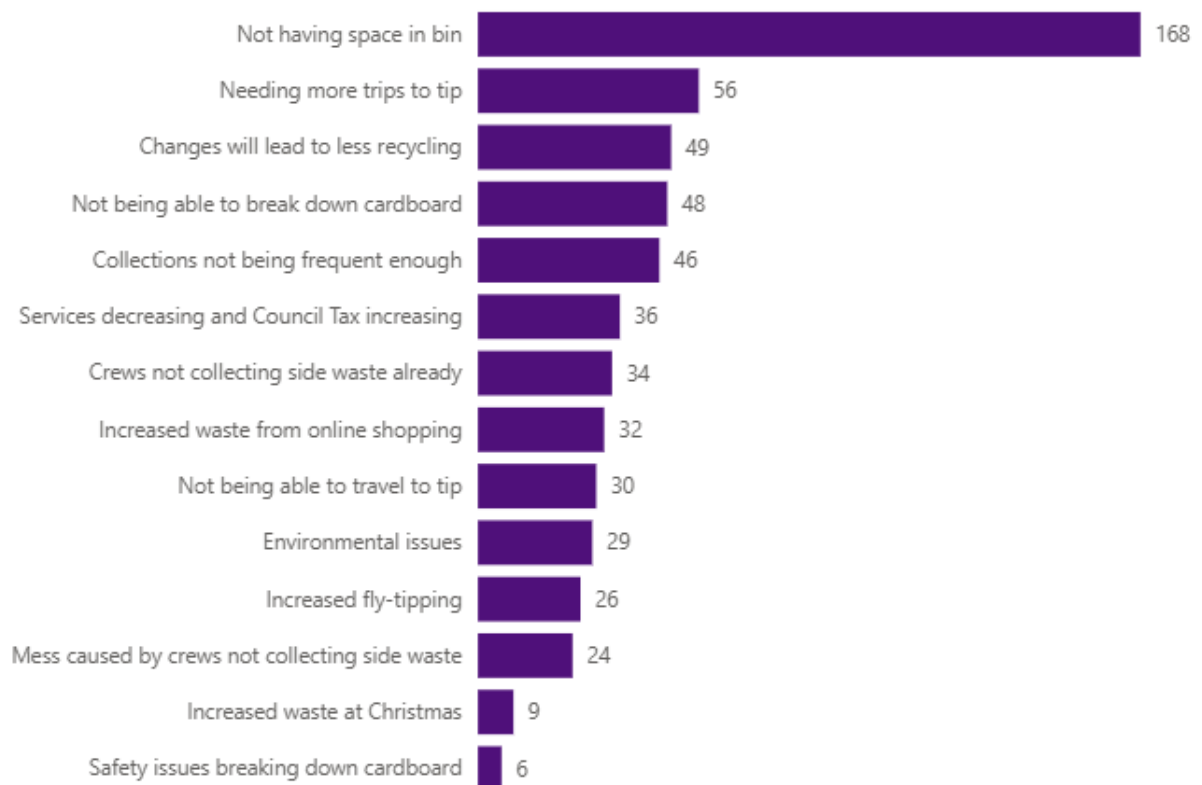
### 4.3. How will the change affect your household?

The majority of respondents (71.5%) think the changes to cardboard collection will have no impact or a minor impact on their household. A minority of respondents think it will have a significant or major impact (13.3%):



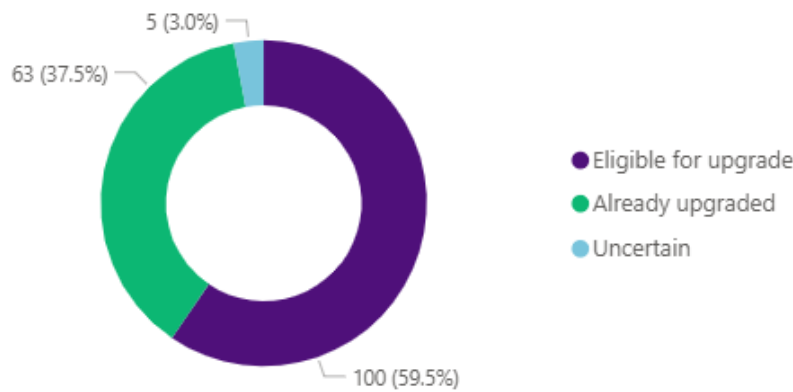
#### 4.4. If you selected significant or major, please explain why

Of the 318 respondents who said the change would have a significant or major impact, 296 left a comment about the impact the change would have on them. 285 of those comments expressed one or more concerns that the respondent had about the change, shown below. Note that because a comment could express more than one concern the total adds up to more than 285.



##### 4.4.1. Top concern: insufficient bin space

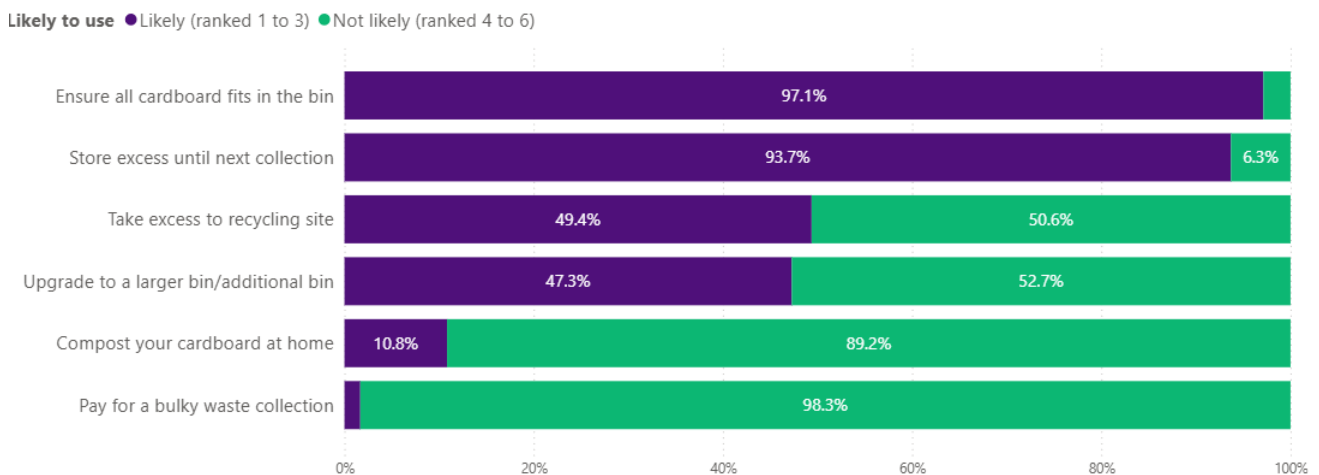
The most common concern from this group of respondents was that they would not have enough space in their bin, expressed by 168 respondents (58.9% of those expressing at least one concern). However, 59.5% of that group would be eligible for an upgrade to their bin capacity:



#### 4.5. Which alternative options for excess cardboard are you most likely to use?

The survey gave respondents 6 alternatives to leaving excess cardboard at the side of their bin and asked them to rank them in order of which they were most likely to use.

2,333 respondents gave an answer. This chart shows the proportion of those respondents who ranked each option as one they would be likely to use (ranked 1 to 3) or not likely to use (ranked 4 to 6):

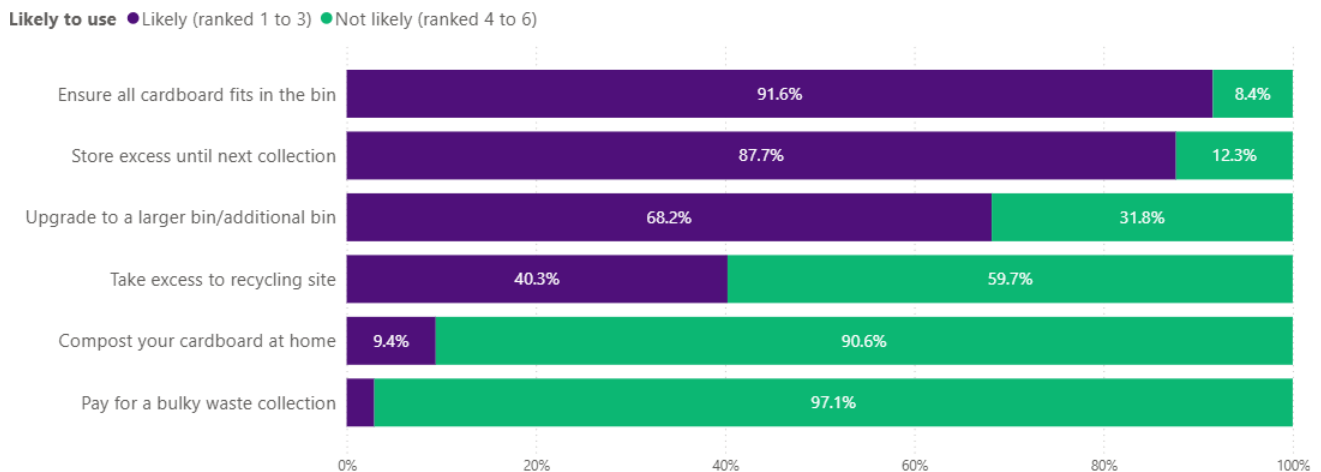


##### 4.5.1. Top two preferred options

97.1% of respondents (2,266) were likely to ensure that all cardboard fits in the bin, and 93.7% (2,186) were likely to store excess cardboard until next collection.

##### 4.5.2. Most likely alternative options if significant or major impact

Of the 318 respondents who said that the change would have a significant or major impact, 308 provided rankings for which alternative options they would use. For that group, the likelihood that they would use each alternative option was different from the overall survey results:



This group of respondents still chose the same top two options, but each was slightly less likely to be used. However, for this group the third and fourth options were reversed, with a much higher proportion (68.2%, compared to 47.3% on the whole survey) being likely to upgrade to a larger or additional bin (although not all will be eligible to do so), and only 40.3% (compared to 49.4% on the whole survey) being likely to take excess to a recycling site.

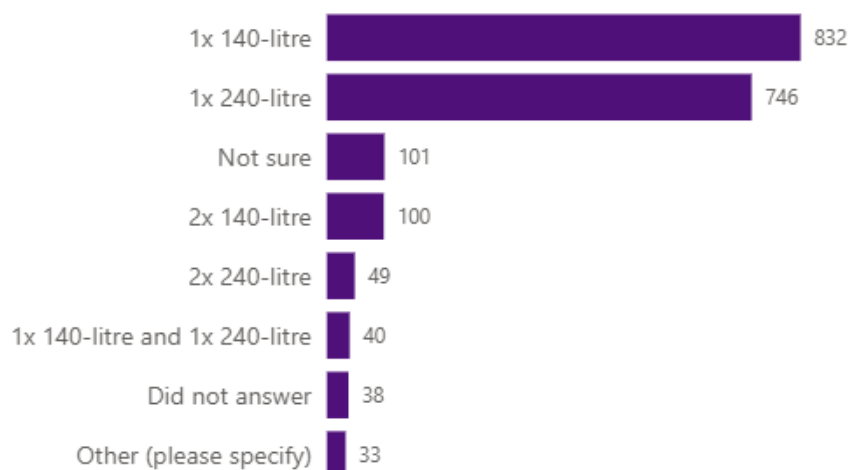
## 4.6. Bin upgrades

Whether a household can have larger or additional bins depends on household size:

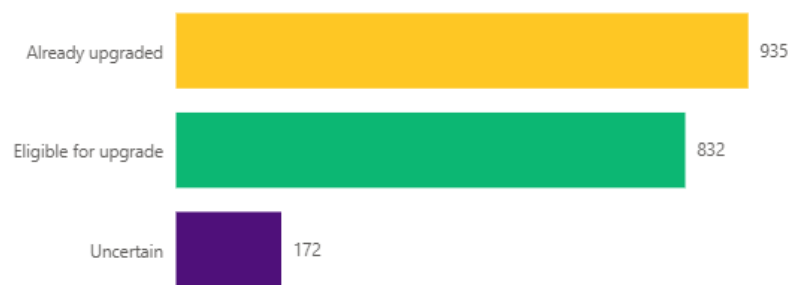
- **1 to 3 people:** Standard allocation is one 140-litre bin. Households can pay to upgrade to one 240-litre bin or two 140-litre bins
- **4 to 6 people:** Standard allocation is one 240-litre bin. Households can pay to add an extra 140-litre bin
- **7 or more people:** Standard allocation is one 140-litre bin and one 240-litre bin. Households can pay to upgrade to two 240-litre bins

### 4.6.1. Households with 1 to 3 occupants

Households of 1 to 3 people are almost as likely to have a 240-litre bin (42.9%) as a 140-litre bin (38.5%), and a few already have even more capacity:



Therefore 42.9% of households with 1 to 3 occupants are eligible to upgrade their bin capacity, and 48.2% have already upgraded to the maximum allowed capacity:



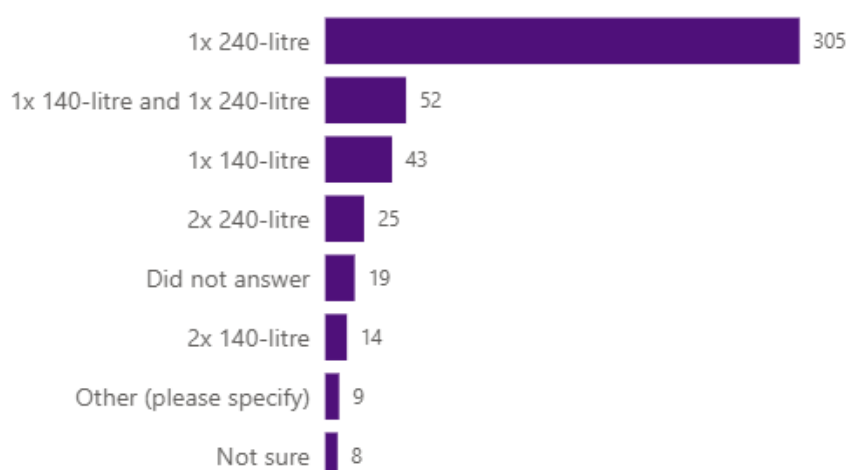
Respondents were asked what impact the changes to cardboard collection would have on their household. For those households with 1 to 3 occupants whose bin capacity has already been upgraded to the maximum allowed:

- 77.8% (727) said the changes would have a minor impact or no impact
- 10.7% (100) said the changes would have a significant or major impact

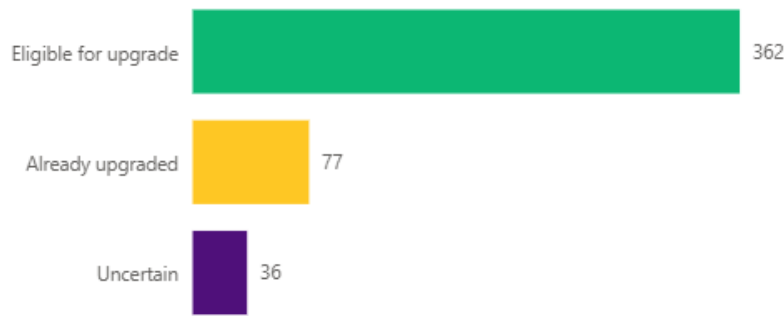
In the survey as a whole, 13.9% of respondents thought the changes would have a major or significant impact, suggesting that households with 1 to 3 occupants which have already upgraded their bin capacity will be less affected by the change.

#### 4.6.2. Households with 4 to 6 occupants

Respondents in households of 4 to 6 people are far more likely to have one 240-litre bin (64.2%) than any other combination, and some only have one or two 140-litre bins:



Therefore 76.2% of households with 4 to 6 occupants would be eligible to upgrade their bin capacity:



For those households with 4 to 6 occupants whose bin capacity has already been upgraded to the maximum allowed:

- 58.4% (45) said the changes would have a minor impact or no impact
- 31.2% (24) said the changes would have a significant or major impact

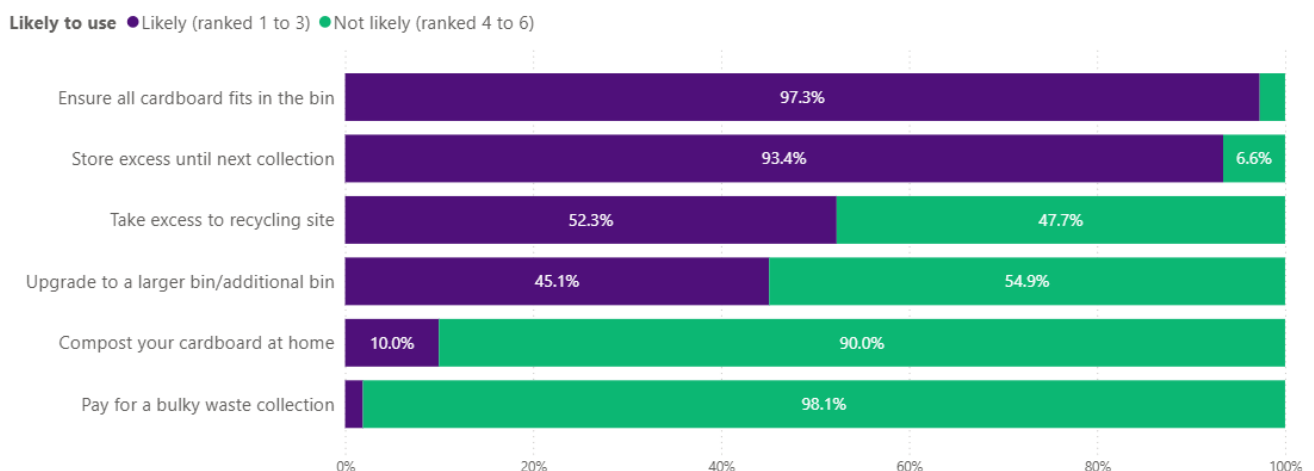
In the survey as a whole, 13.9% thought the changes would have a major or significant impact, suggesting that households with 4 to 6 occupants which have already upgraded their bin capacity will be more affected by the change.

#### 4.6.3. Households with 7+ occupants

There were only 9 responses from people living in a household of 7 or more people, with the majority having one 240-litre bin, but all having less than the maximum capacity of two 240-litre bins. With so few responses it is difficult to draw many conclusions about how affected large households would be.

#### 4.6.4. Other options for households not eligible for a bin capacity upgrade

This chart shows how respondents who are **not** eligible for a bin capacity upgrade answered the question asking them to rank alternative options for dealing with their excess cardboard:



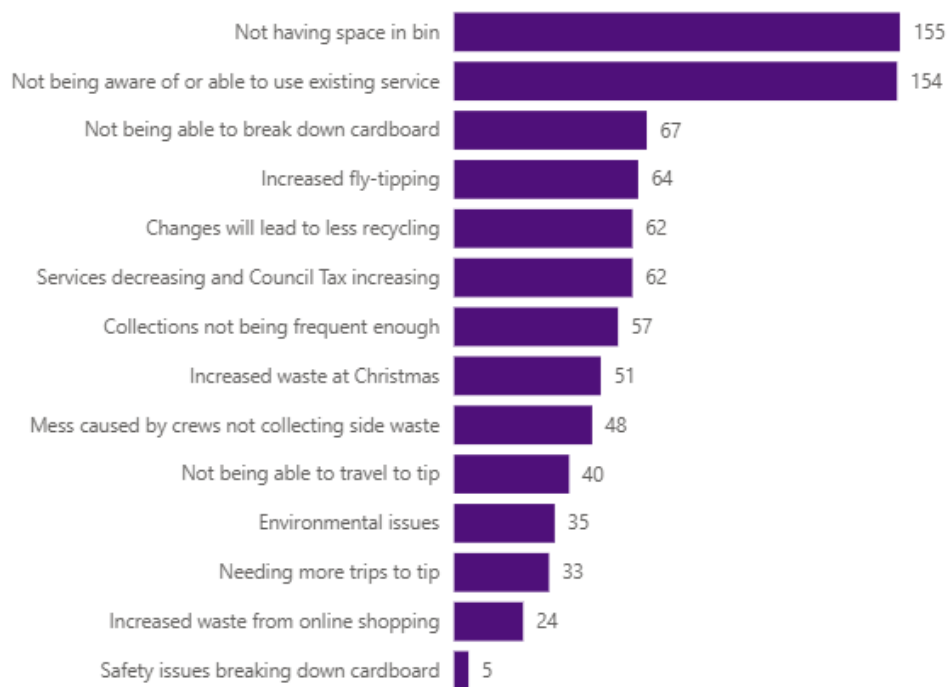
The ranking of the options was very similar to the responses on the whole survey, although it's notable that even though these respondents were not eligible for an upgrade, 45.1% (452 respondents) said that they would be likely to upgrade their bin capacity.

## 4.7. Comments about the cardboard collection change

Respondents were asked for comments about the cardboard collection changes. 850 respondents chose to leave a comment (35.1% of the total responses).

### 4.7.1. Concerns about the cardboard collection change

558 comments expressed at least one concern with the cardboard collection changes, shown below. Note that because one comment could express more than one concern the total adds up to more than the total number of comments.



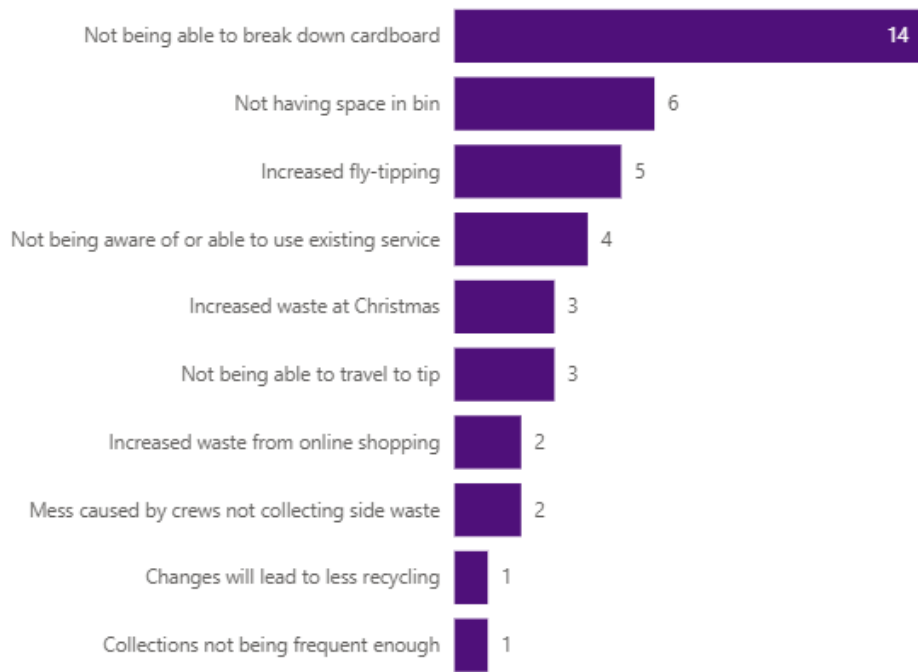
The two most common concerns (both with 27.8% of comments expressing at least one concern) were:

- Not having enough space in their bin for the excess cardboard
- Not being aware of the existing option to leave cardboard side waste, or having side waste not collected in the past

### 4.7.2. Concerns of vulnerable respondents

There were 49 comments left by respondents on the assisted lift list who returned a paper survey, and 29 of those indicated at least one concern about the changes.

With so few comments it's difficult to draw too many conclusions, but this chart shows their most commonly expressed concerns. The top concern was not being able to break down cardboard:



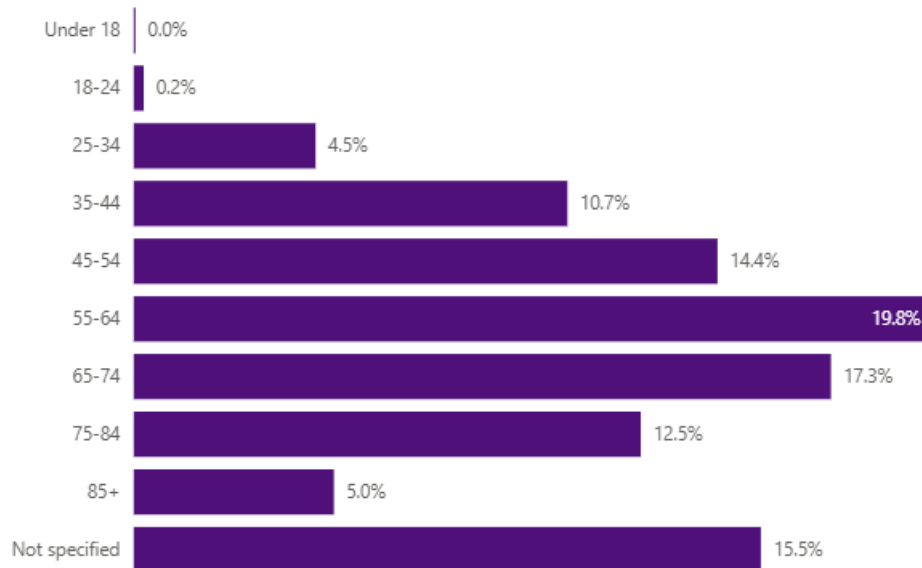


## Appendix 1: Demographic breakdown

A number of demographic questions were asked at the end of the survey to ensure there was a wide range of views from across different characteristics. All the questions were optional and therefore will not add up to the total number of responses received.

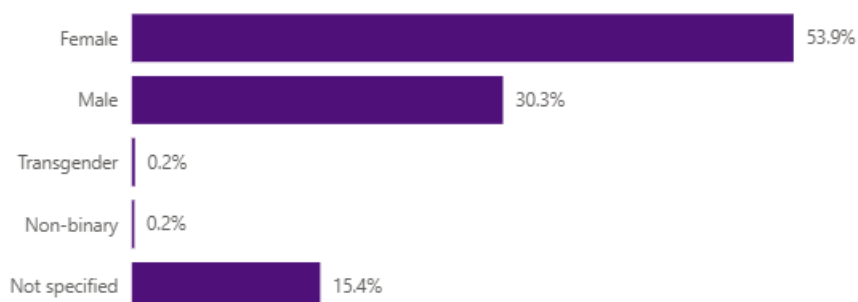
### Age

Of those who did provide their age range, the responses were heavily skewed towards older people, with 54.6% of responses coming from people aged 55 or over:



### Gender

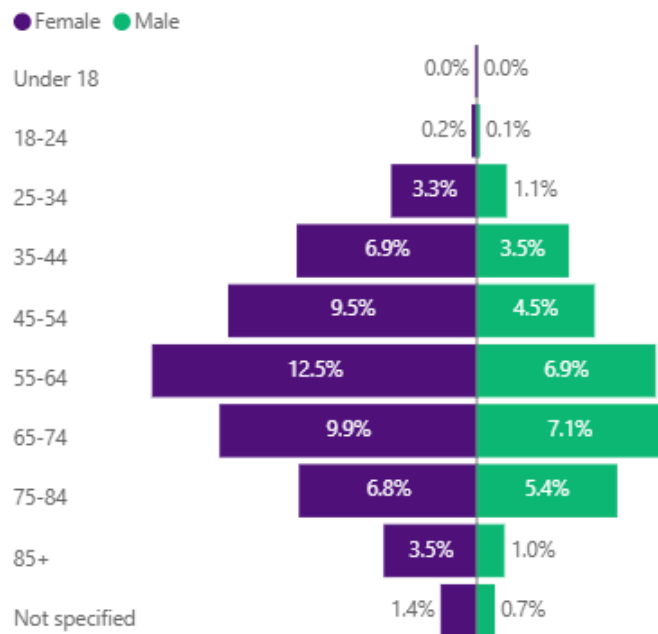
Of those who provided their gender, the majority of responses were from people identifying as female (1,307 respondents) or male (733 respondents). There were a few from people identifying as transgender (6), with ages ranging from 25 to 85+, and from people identifying as non-binary (5), with ages ranging from 35 to 54.



### Age and gender distribution

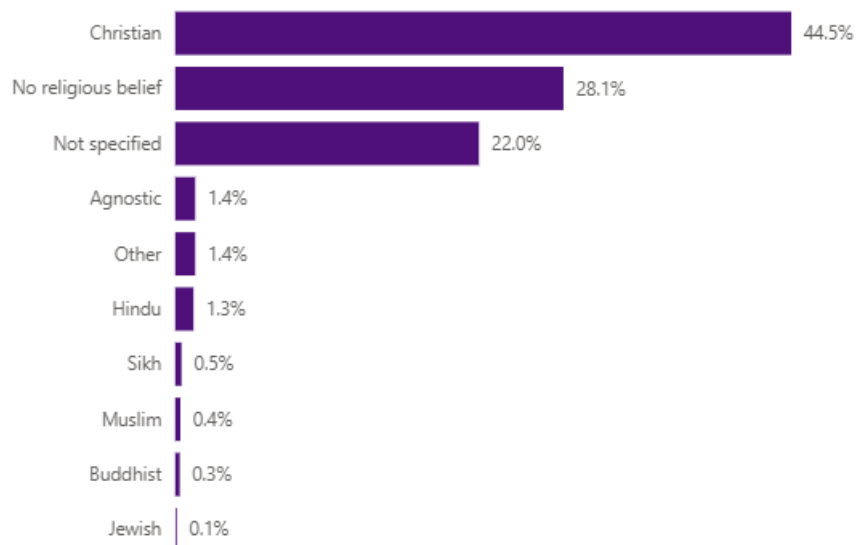
Those identifying as female tended to be slightly younger than those identifying as male: 61.5% of females were aged 64 and under, but only 54.3% of males were aged 64 and under.

This chart shows the distribution of age ranges across the two most common gender options:



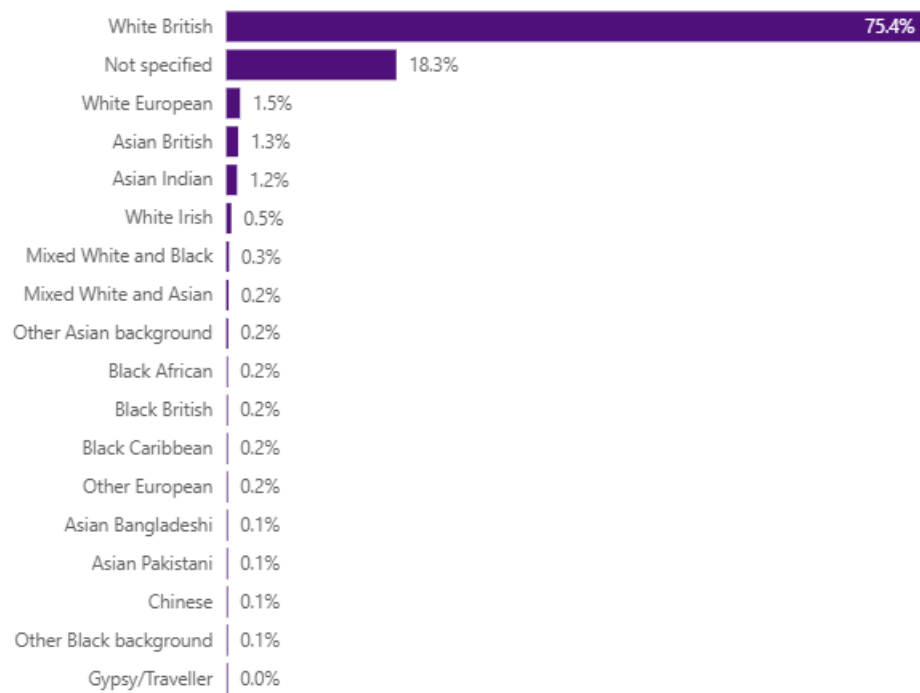
## Religion

A higher proportion of respondents chose not to provide their religion. Christians and those with no religious belief were by far the largest groups:



## Ethnicity

White British was by far the largest ethnic group represented by those who chose to answer this question. According to the [Office for National Statistics](#), the percentage of White (English, Welsh, Scottish, Northern Irish or British) in Blaby District at the 2021 census was 82.3%.



## Disability

Most people who answered this question considered that they had no disability. Of those who were disabled, chronic illness and physical impairment were the most common:

