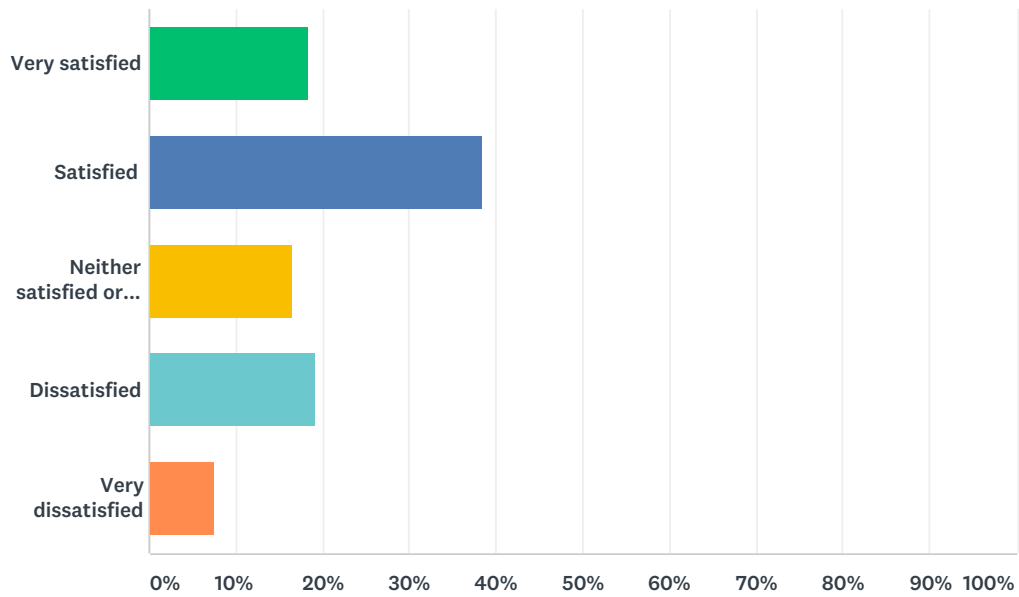


Q1 Please tell us how satisfied or dissatisfied you are with the current non-recyclable waste collection service?

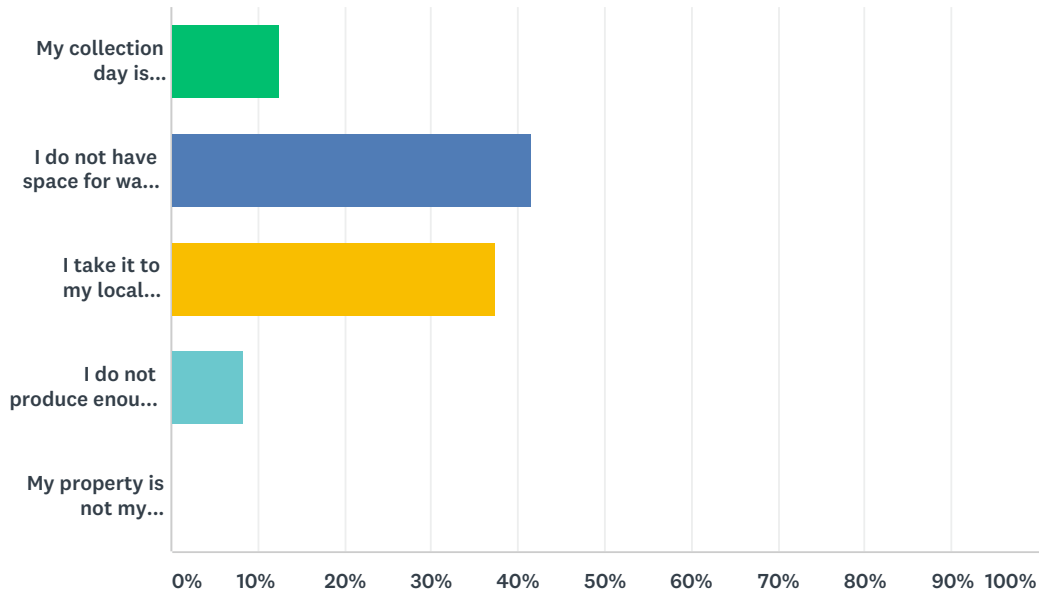
Answered: 755 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	18.41%	139
Satisfied	38.41%	290
Neither satisfied or dissatisfied	16.42%	124
Dissatisfied	19.21%	145
Very dissatisfied	7.55%	57
TOTAL		755

Q2 If you do not use the non-recyclable waste collection service, please state why below. (please tick all that apply)

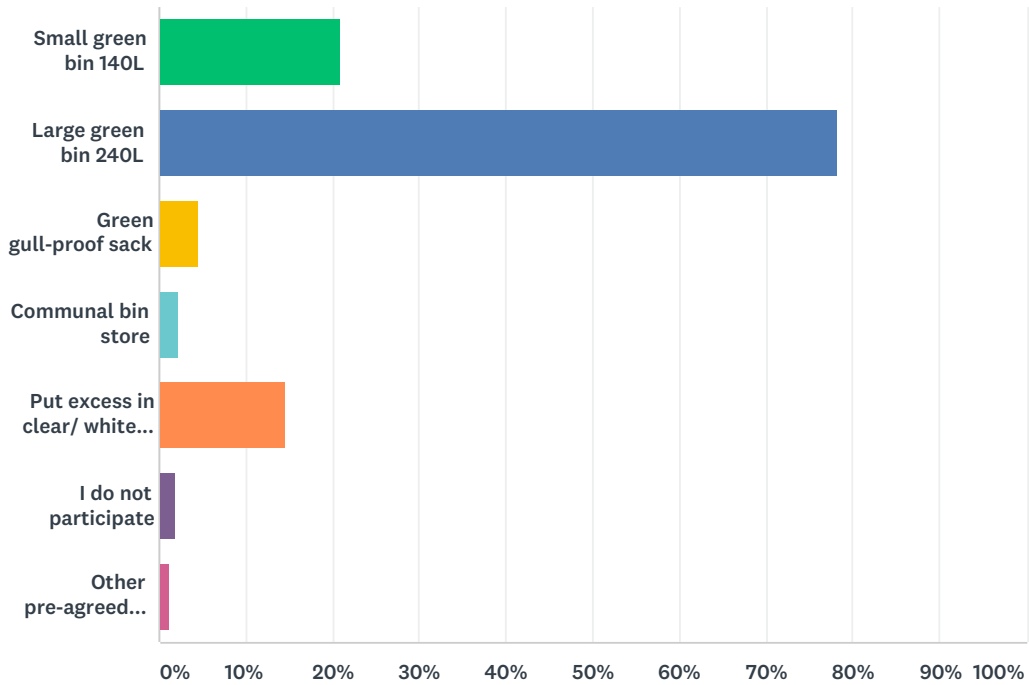
Answered: 48 Skipped: 708



ANSWER CHOICES	RESPONSES	
My collection day is inconvenient	12.50%	6
I do not have space for waste containers	41.67%	20
I take it to my local household waste recycling centre	37.50%	18
I do not produce enough waste	8.33%	4
My property is not my permanent residence	0.00%	0
TOTAL		48

Q3 Which of the following recycling containers do you use?(Please tick all that apply)

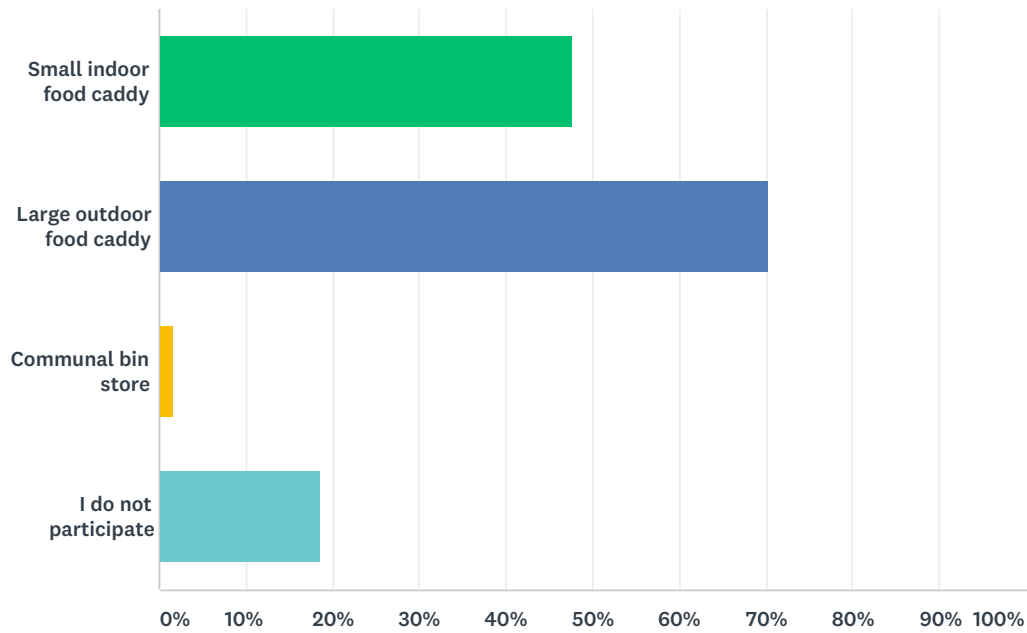
Answered: 738 Skipped: 18



ANSWER CHOICES	RESPONSES	
Small green bin 140L	20.87%	154
Large green bin 240L	78.18%	577
Green gull-proof sack	4.61%	34
Communal bin store	2.30%	17
Put excess in clear/ white sack(s)	14.63%	108
I do not participate	1.90%	14
Other pre-agreed arrangement (please specify)	1.36%	10
Total Respondents: 738		

Q4 Which of the following recycling containers do you use for food waste?(Please tick all that apply)

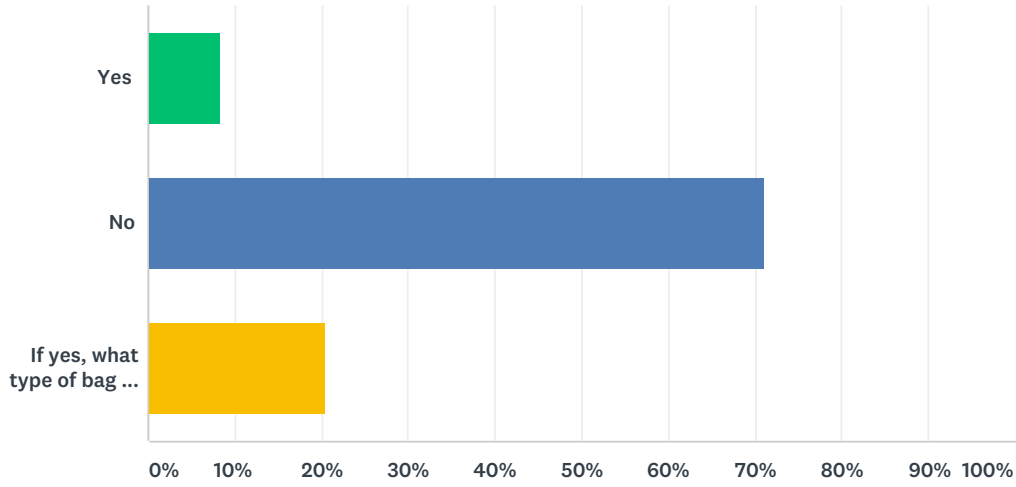
Answered: 735 Skipped: 21



ANSWER CHOICES	RESPONSES	
Small indoor food caddy	47.62%	350
Large outdoor food caddy	70.20%	516
Communal bin store	1.63%	12
I do not participate	18.64%	137
Total Respondents: 735		

Q5 Do you participate in recycling textiles?

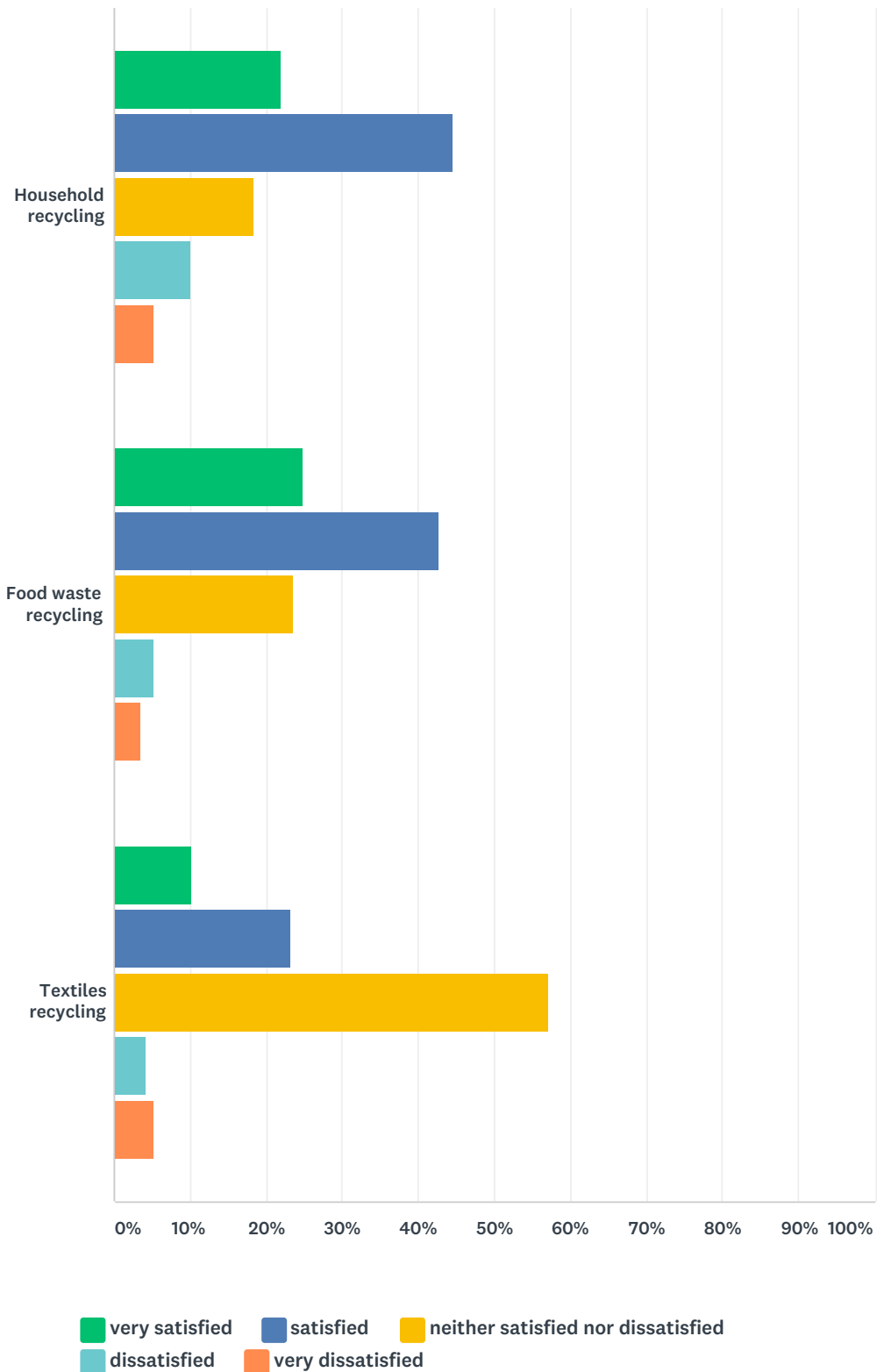
Answered: 733 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	8.32%	61
No	71.21%	522
If yes, what type of bag do you use for textiles?	20.46%	150
TOTAL		733

Q6 If you use the following recycling collection services, how satisfied or dissatisfied are you with each of them?

Answered: 691 Skipped: 65

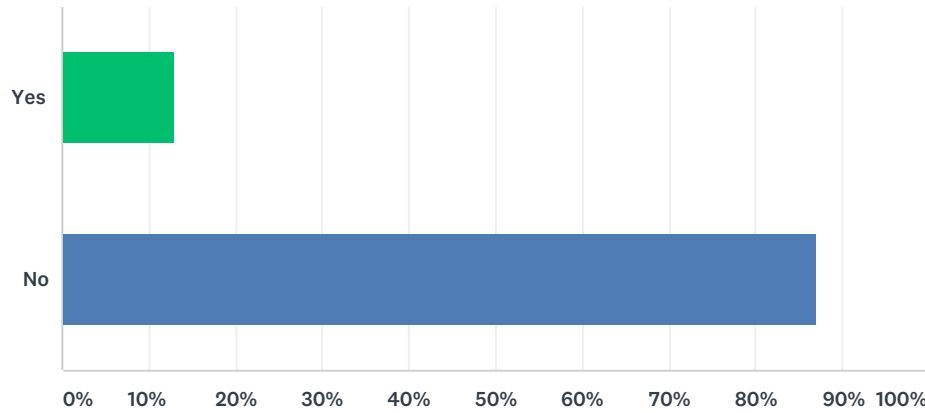


Waste and Recycling Customer Satisfaction Survey 2017

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL RESPONDENTS
Household recycling	21.99% 150	44.57% 304	18.48% 126	10.12% 69	5.13% 35	682
Food waste recycling	24.84% 157	42.72% 270	23.73% 150	5.22% 33	3.64% 23	632
Textiles recycling	10.29% 36	23.14% 81	57.14% 200	4.29% 15	5.14% 18	350

Q7 Garden waste is currently collected in pre-paid sacks and must be pre-booked. Do you participate in this service?

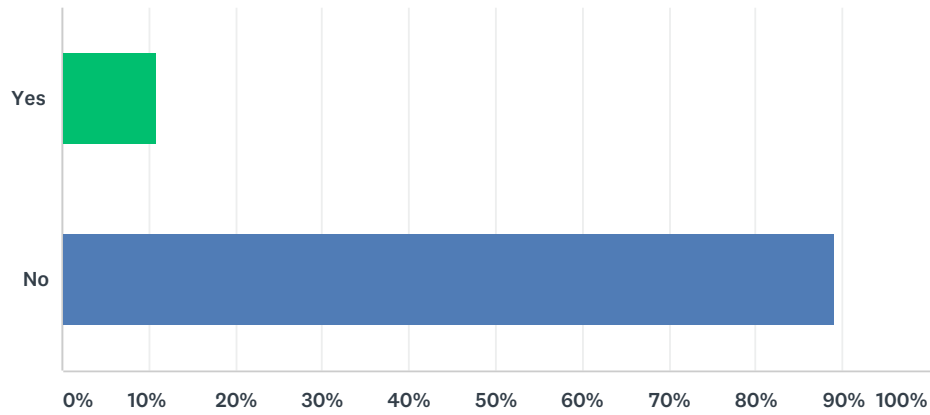
Answered: 703 Skipped: 53



ANSWER CHOICES	RESPONSES	
Yes	12.94%	91
No	87.06%	612
TOTAL		703

Q8 Real Christmas trees are collected for four weeks in January and early February by a pre-booked service. Do you participate in this service?

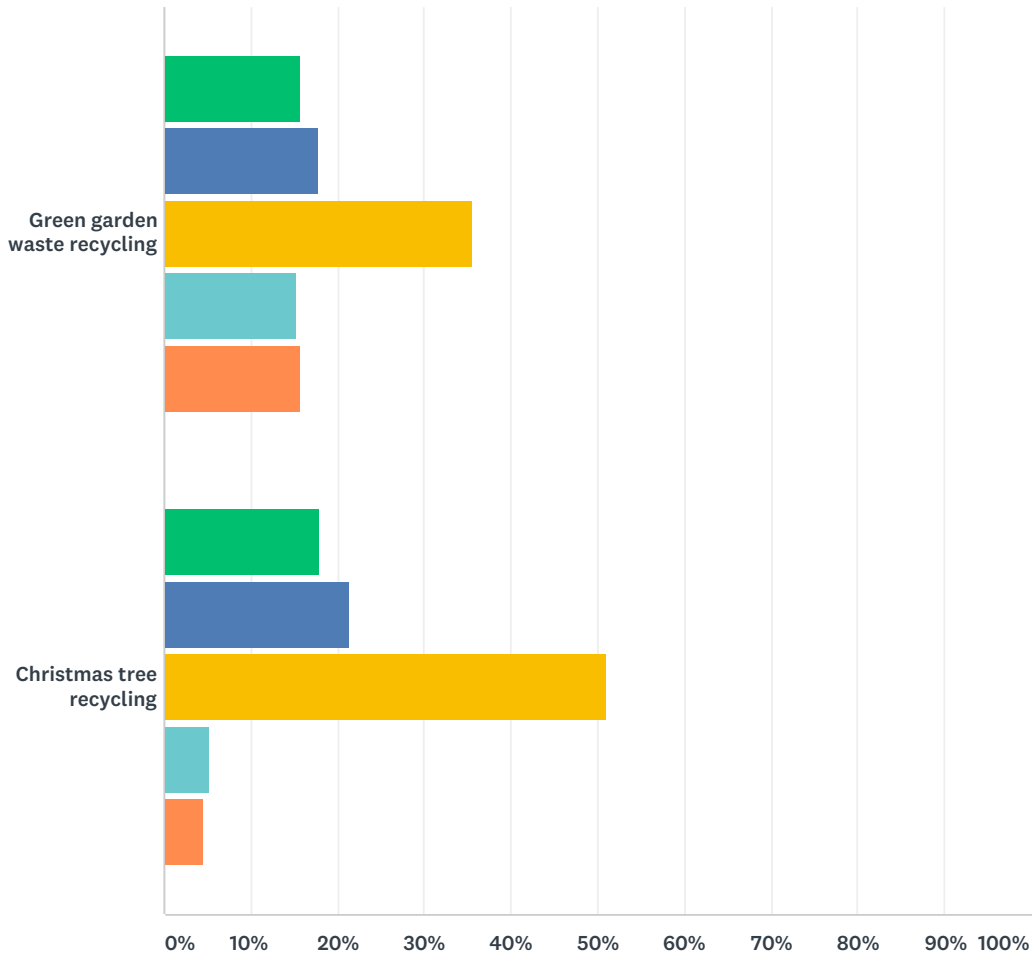
Answered: 702 Skipped: 54



ANSWER CHOICES	RESPONSES	
Yes	10.97%	77
No	89.03%	625
TOTAL		702

Q9 If you use the following recycling collection services, how satisfied or dissatisfied are you with each of them?

Answered: 236 Skipped: 520

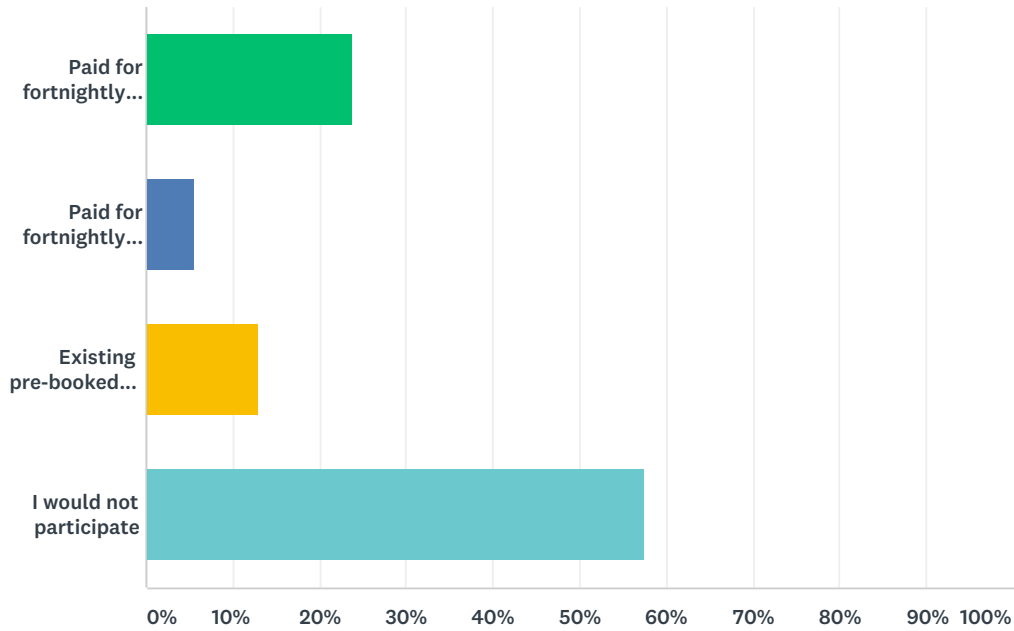


■ very satisfied
 ■ satisfied
 ■ neither satisfied nor dissatisfied
■ dissatisfied
 ■ very dissatisfied

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL RESPONDENTS
Green garden waste recycling	15.71% 30	17.80% 34	35.60% 68	15.18% 29	15.71% 30	191
Christmas tree recycling	18.06% 28	21.29% 33	50.97% 79	5.16% 8	4.52% 7	155

Q10 What alternative garden waste kerbside collection would you prefer to use?

Answered: 663 Skipped: 93



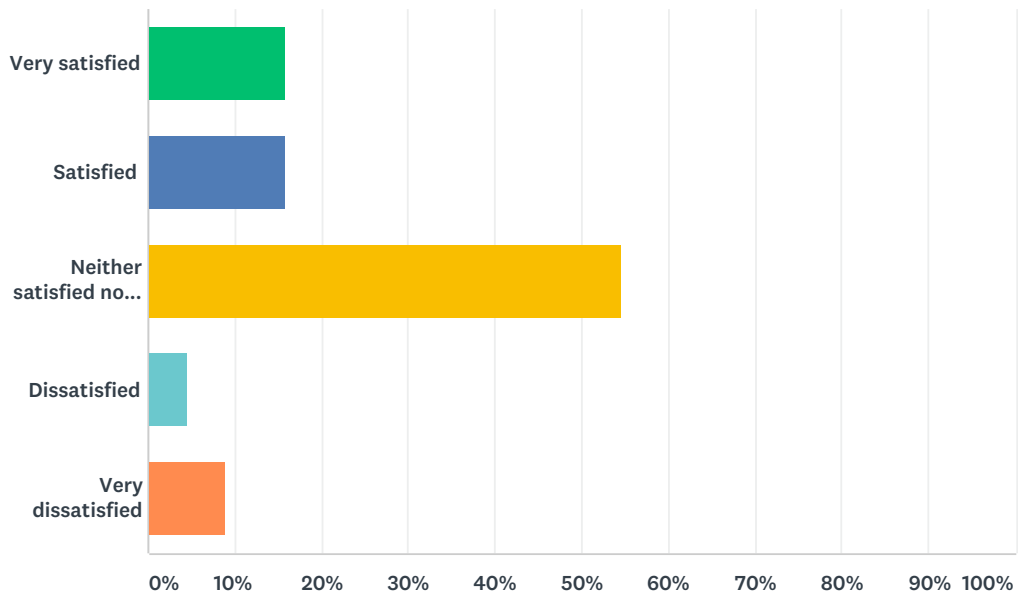
ANSWER CHOICES	RESPONSES	
Paid for fortnightly scheduled wheelie bin collection (annual subscription)	23.83%	158
Paid for fortnightly scheduled green waste collection using hessian sacks (annual subscription)	5.73%	38
Existing pre-booked garden waste system household collection using paid for green sacks	12.97%	86
I would not participate	57.47%	381
TOTAL		663

Q11 We are considering a fortnightly subscribed service for garden waste. This would give residents the choice of using a kerbside collection service or continue using the household waste and recycling centres to dispose of garden waste. Do you have any other suggestions on how garden waste could be collected?

Answered: 194 Skipped: 562

Q12 If you receive an assisted collection, please select from the list below how satisfied, or dissatisfied you are with the service:

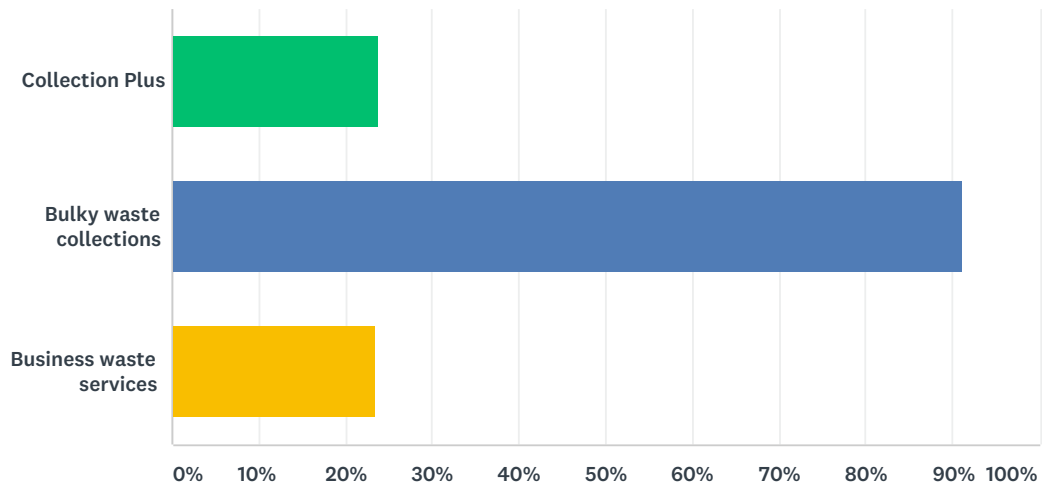
Answered: 44 Skipped: 712



ANSWER CHOICES	RESPONSES	
Very satisfied	15.91%	7
Satisfied	15.91%	7
Neither satisfied nor dissatisfied	54.55%	24
Dissatisfied	4.55%	2
Very dissatisfied	9.09%	4
TOTAL		44

Q13 Have you heard of any of the following paid for collection services? (Please tick all that apply)

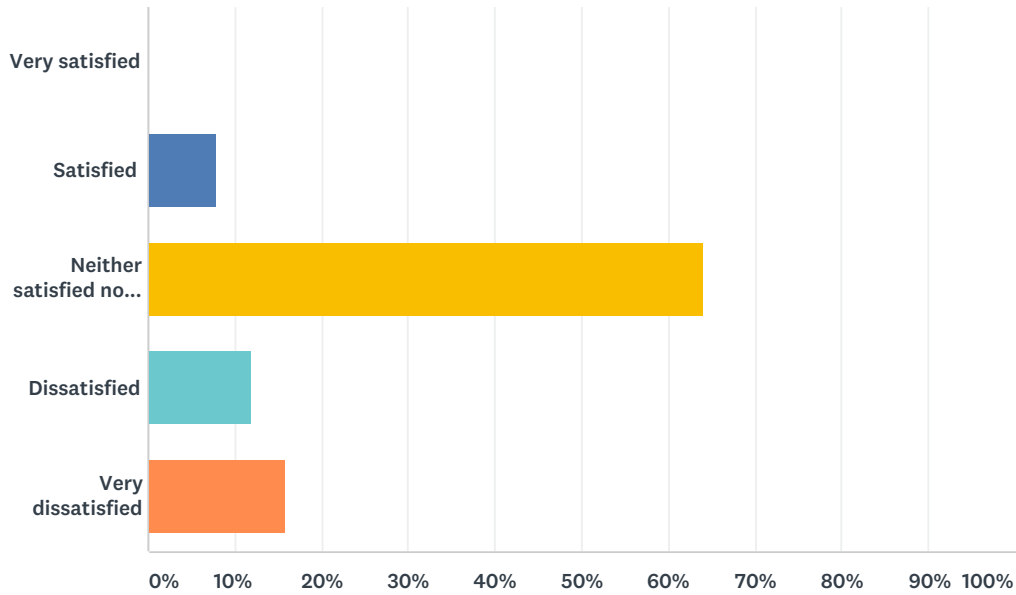
Answered: 282 Skipped: 474



ANSWER CHOICES	RESPONSES	
Collection Plus	23.76%	67
Bulky waste collections	91.13%	257
Business waste services	23.40%	66
Total Respondents: 282		

Q14 If you have purchased Collection Plus, please select from the list below how satisfied, or dissatisfied you are with the service:

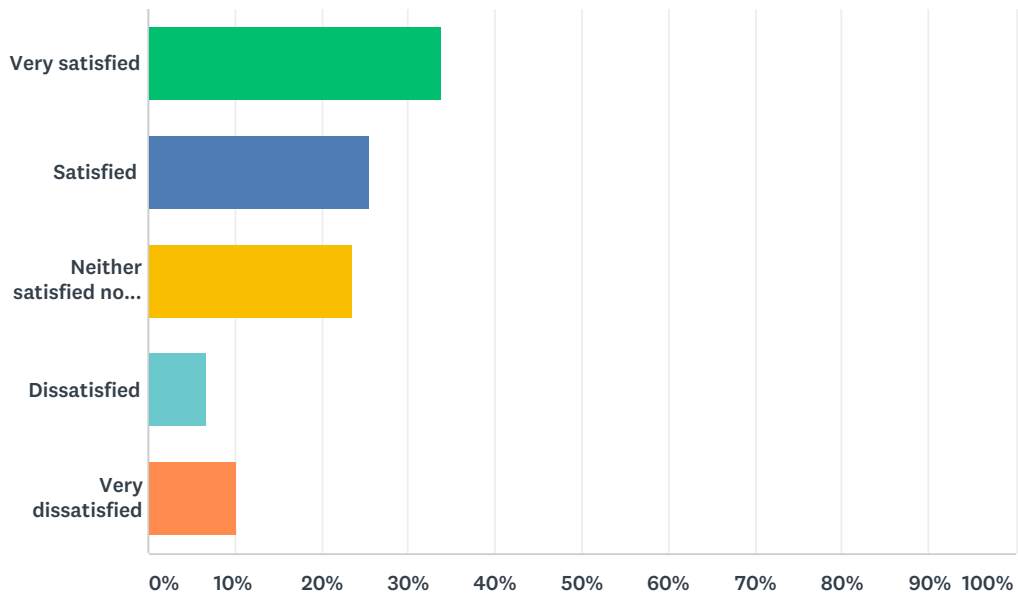
Answered: 25 Skipped: 731



ANSWER CHOICES	RESPONSES	
Very satisfied	0.00%	0
Satisfied	8.00%	2
Neither satisfied nor dissatisfied	64.00%	16
Dissatisfied	12.00%	3
Very dissatisfied	16.00%	4
TOTAL		25

Q15 If you have purchased a bulky waste collection, please select from the list below how satisfied, or dissatisfied you are with the service.

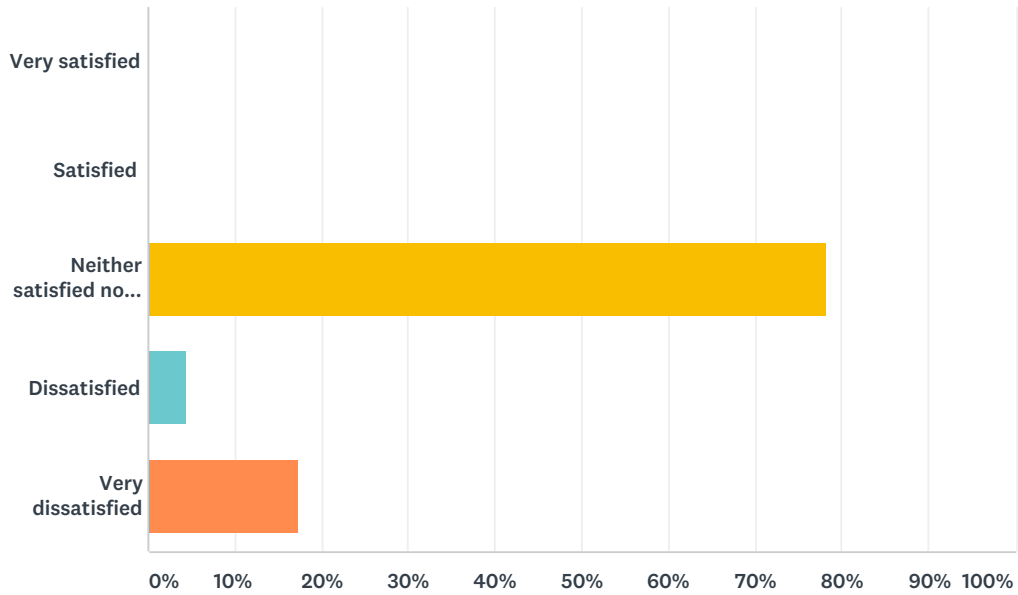
Answered: 59 Skipped: 697



ANSWER CHOICES	RESPONSES	
Very satisfied	33.90%	20
Satisfied	25.42%	15
Neither satisfied nor dissatisfied	23.73%	14
Dissatisfied	6.78%	4
Very dissatisfied	10.17%	6
TOTAL		59

Q16 If you have purchased a business waste collection, please select from the list below how satisfied, or dissatisfied you are with the service.

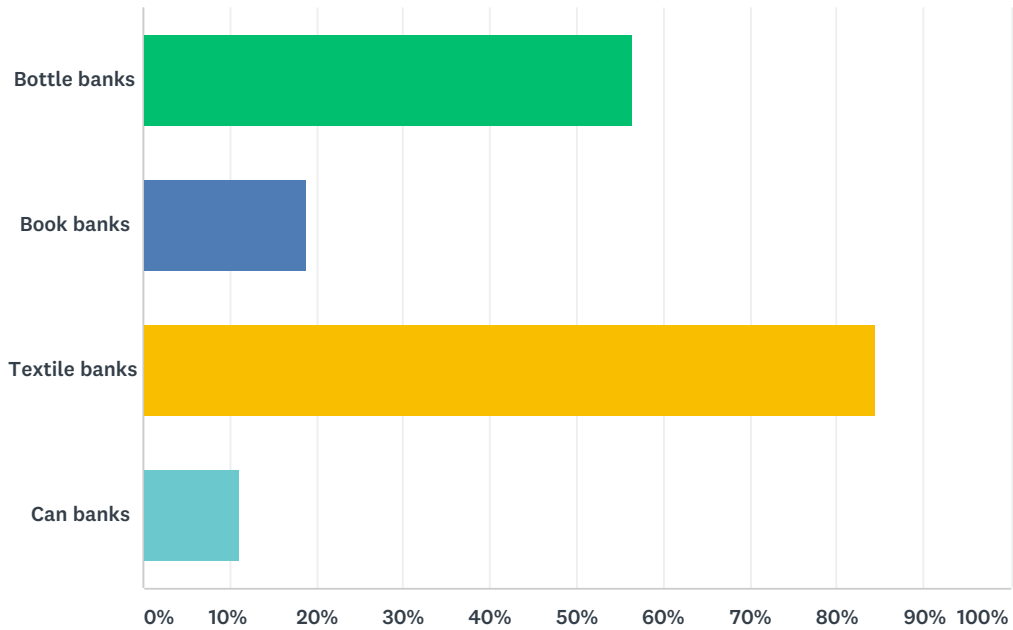
Answered: 23 Skipped: 733



ANSWER CHOICES	RESPONSES	
Very satisfied	0.00%	0
Satisfied	0.00%	0
Neither satisfied nor dissatisfied	78.26%	18
Dissatisfied	4.35%	1
Very dissatisfied	17.39%	4
TOTAL		23

Q17 Do you use any of the following waste bring banks?

Answered: 324 Skipped: 432



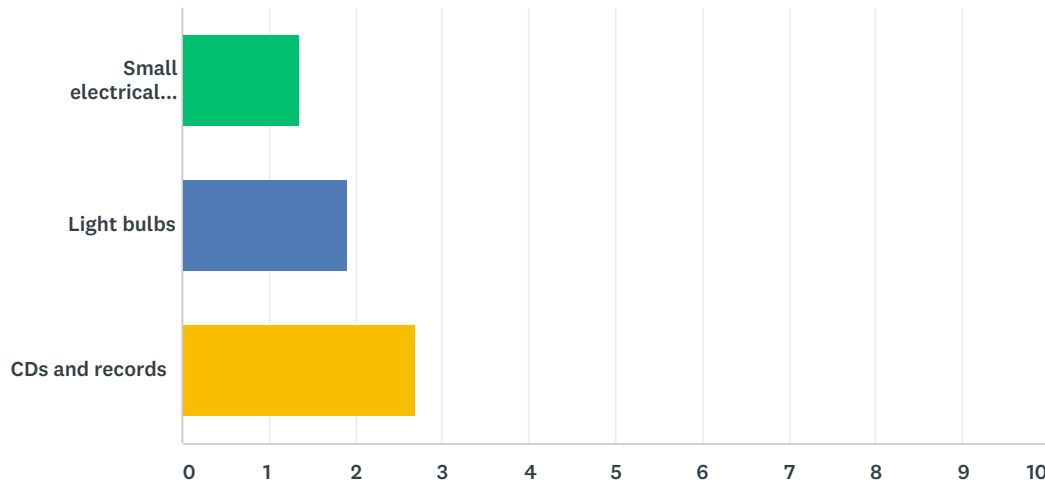
ANSWER CHOICES	RESPONSES
Bottle banks	56.48% 183
Book banks	18.83% 61
Textile banks	84.57% 274
Can banks	11.11% 36
Total Respondents: 324	

Q18 If yes, please tell us the main site you use, in the text box below and state the exact location (eg Tesco/ Ryde; Church Litten/ Newport).

Answered: 301 Skipped: 455

Q19 If any of the below bring bank services were introduced, which would you most like to see? Please rank them in order that you would like to see (with 1 being most important and 3 being least important)

Answered: 484 Skipped: 272



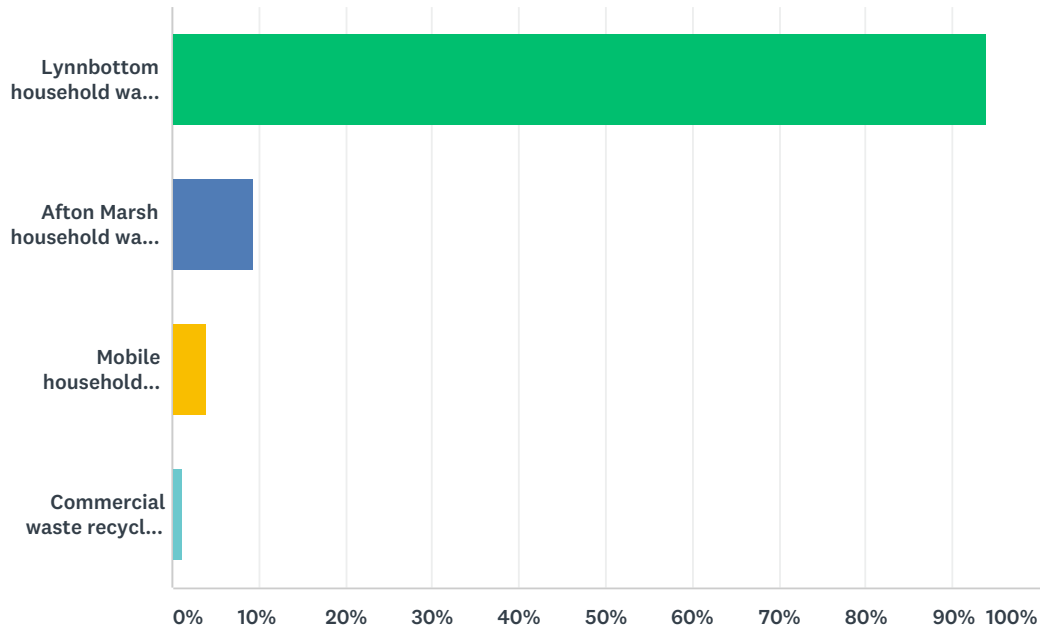
	1	2	3	TOTAL	WEIGHTED AVERAGE
Small electrical appliances (i.e mobile phones, toasters, hairdryers etc)	72.84% 346	18.95% 90	8.21% 39	475	1.35
Light bulbs	27.29% 125	55.24% 253	17.47% 80	458	1.90
CDs and records	7.09% 30	16.08% 68	76.83% 325	423	2.70

Q20 Please indicate below any other recyclable items you would like to see collected at bring banks.

Answered: 120 Skipped: 636

Q21 Which, if any, of the household waste recycling centres below do you currently use?

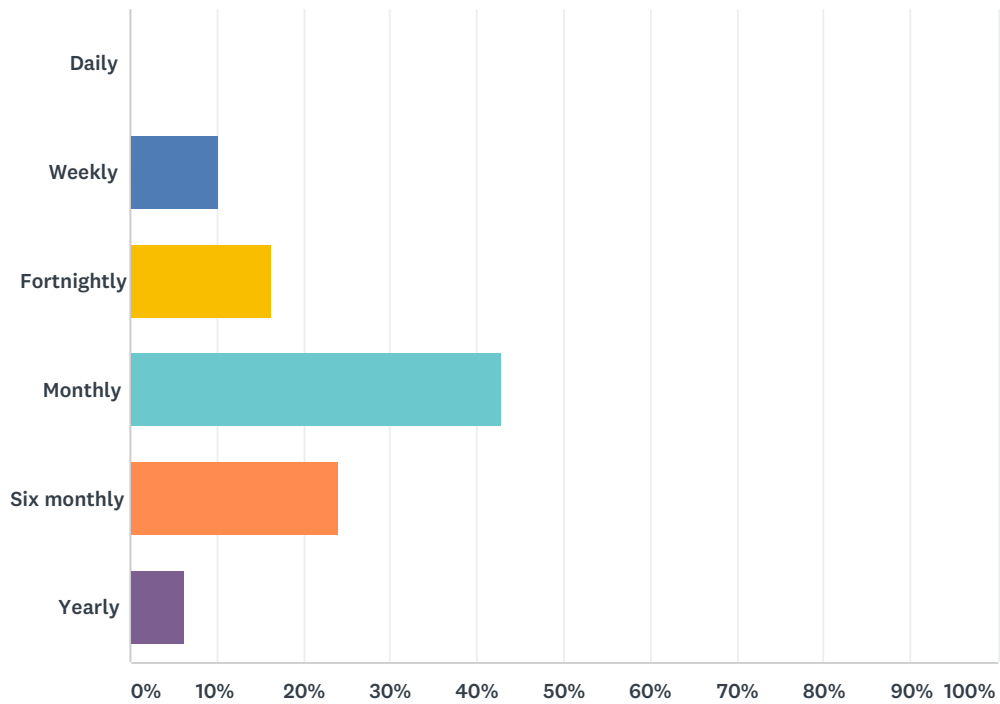
Answered: 606 Skipped: 150



ANSWER CHOICES	RESPONSES	
Lynnbottom household waste recycling centre	93.89%	569
Afton Marsh household waste recycling centre	9.41%	57
Mobile household recycling centre	3.96%	24
Commercial waste recycling centre at Lynnbottom	1.16%	7
Total Respondents: 606		

Q22 On average, how often do you use a household waste recycling centre?

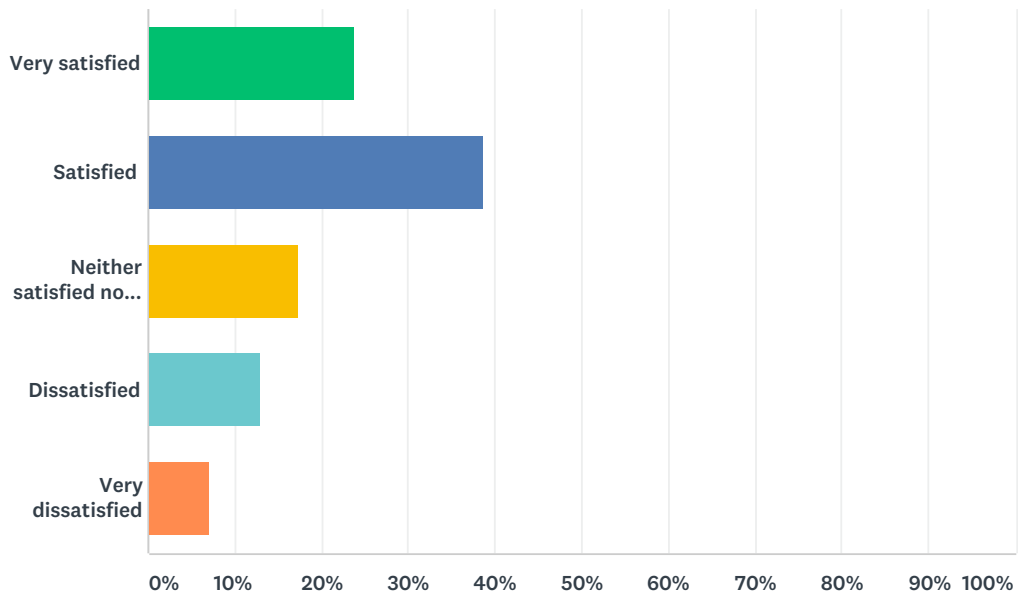
Answered: 611 Skipped: 145



ANSWER CHOICES	RESPONSES	
Daily	0.16%	1
Weekly	10.31%	63
Fortnightly	16.37%	100
Monthly	42.88%	262
Six monthly	24.06%	147
Yearly	6.22%	38
TOTAL		611

Q23 How satisfied, or dissatisfied are you with the facilities available at the household waste and recycling centre?

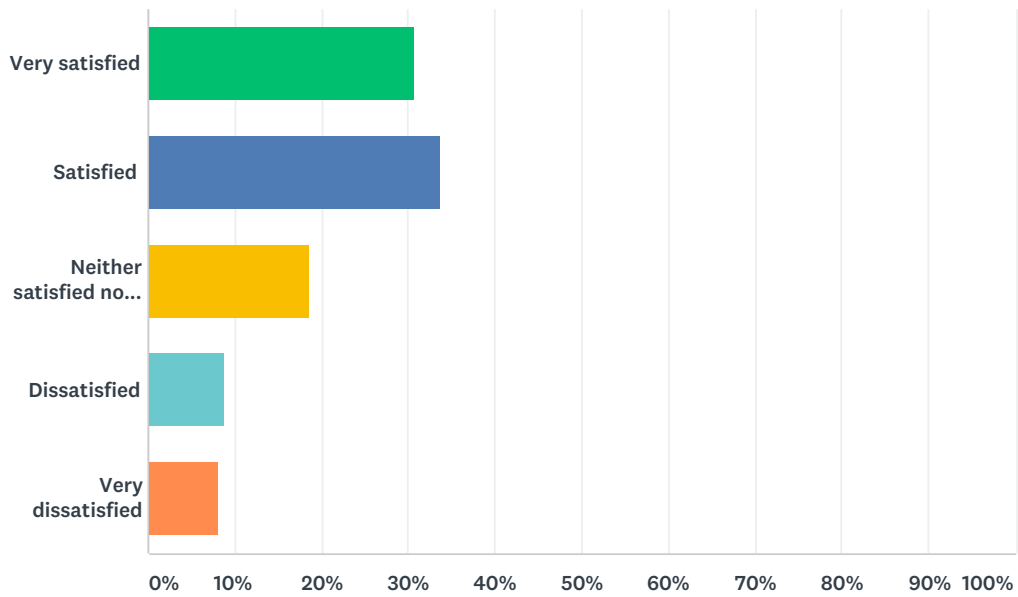
Answered: 616 Skipped: 140



ANSWER CHOICES	RESPONSES	
Very satisfied	23.86%	147
Satisfied	38.64%	238
Neither satisfied nor dissatisfied	17.37%	107
Dissatisfied	12.99%	80
Very dissatisfied	7.14%	44
TOTAL		616

Q24 How satisfied or dissatisfied are you with the level of customer service received at the household waste recycling centres?

Answered: 615 Skipped: 141



ANSWER CHOICES	RESPONSES	
Very satisfied	30.73%	189
Satisfied	33.66%	207
Neither satisfied nor dissatisfied	18.70%	115
Dissatisfied	8.78%	54
Very dissatisfied	8.13%	50
TOTAL		615

Q25 If you use the mobile recycling centre, which site do you use?

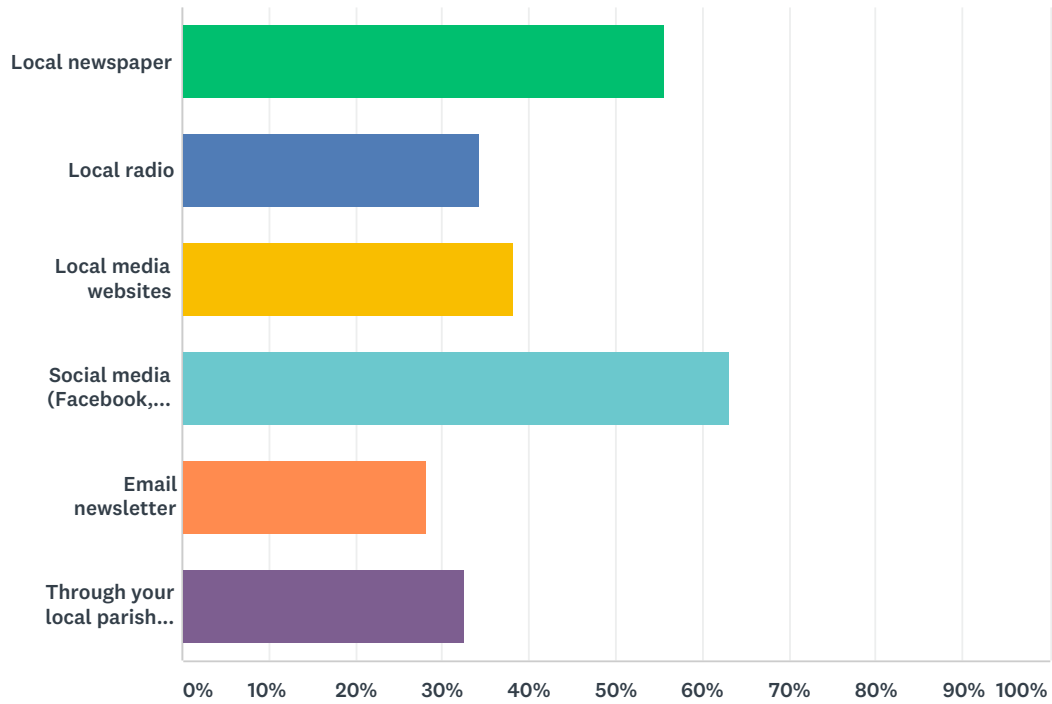
Answered: 51 Skipped: 705

Q26 Are there any other specific items you would want to see collected in the mobile recycling centre?

Answered: 44 Skipped: 712

Q27 How would you like to see the locations advertised?

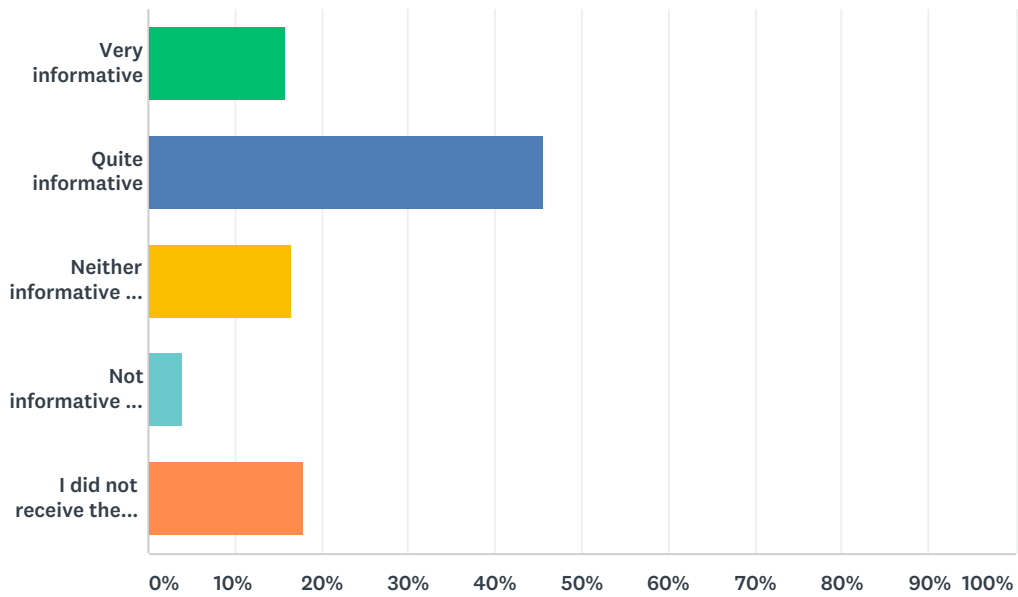
Answered: 399 Skipped: 357



ANSWER CHOICES	RESPONSES	
Local newspaper	55.64%	222
Local radio	34.34%	137
Local media websites	38.35%	153
Social media (Facebook, Twitter)	63.16%	252
Email newsletter	28.32%	113
Through your local parish/ town council (I.e town centre noticeboards)	32.58%	130
Total Respondents: 399		

Q28 How informative did you find the recycling and waste collection service booklet?

Answered: 582 Skipped: 174



ANSWER CHOICES	RESPONSES	
Very informative	15.81%	92
Quite informative	45.70%	266
Neither informative nor uninformative	16.49%	96
Not informative at all	3.95%	23
I did not receive the booklet	18.04%	105
TOTAL		582

Q29 If you did not receive the booklet, please enter the first four characters of your postcode below (e.g. PO30).

Answered: 113 Skipped: 643

Q30 If you have any further comments/ suggestions regarding the 'Recycling and Waste Collection Service Information' booklet, please use the box below.

Answered: 57 Skipped: 699

Q31 Is there any information you want to see included in next year's information booklet that was not included in this year's? Please use the box below.

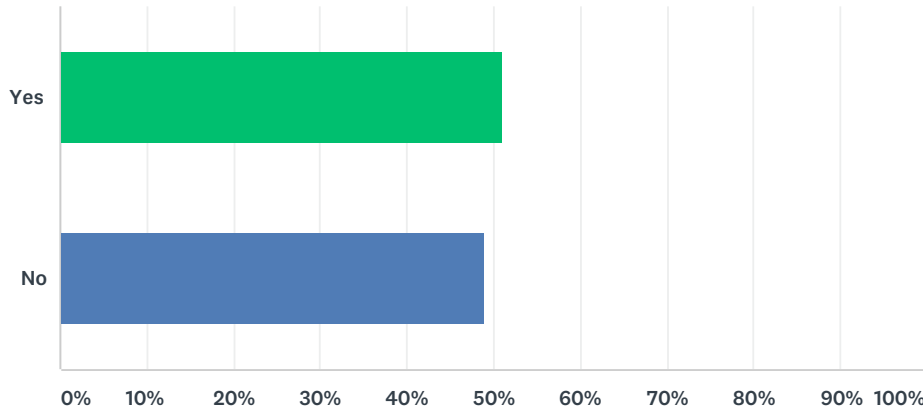
Answered: 50 Skipped: 706

Q32 How would you like to receive waste information and updates in future? Please use the box below.

Answered: 208 Skipped: 548

Q33 Would you consider using a downloadable app for your smartphone/ tablet, containing information on your waste collection day and other updates on waste services, such as any collection day changes over Christmas?

Answered: 581 Skipped: 175



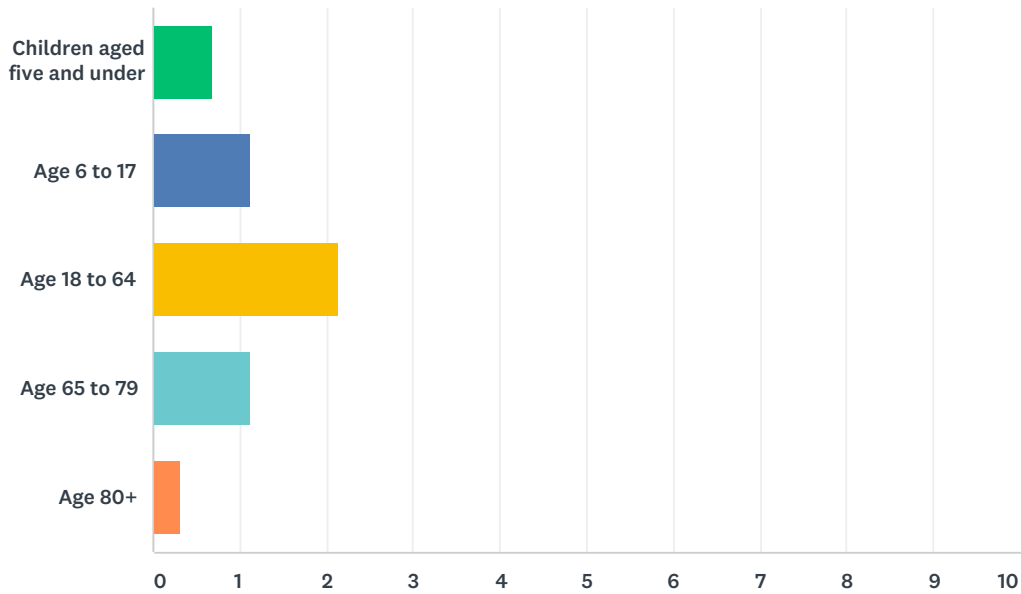
ANSWER CHOICES	RESPONSES	
Yes	51.12%	297
No	48.88%	284
TOTAL		581

Q34 If you have any further comments, suggestions or ideas about the household waste and recycling service, please use the box below.

Answered: 216 Skipped: 540

Q35 Please specify the number of people in each age group, which are living in your household or you are expecting to live in your household, within the next six months:

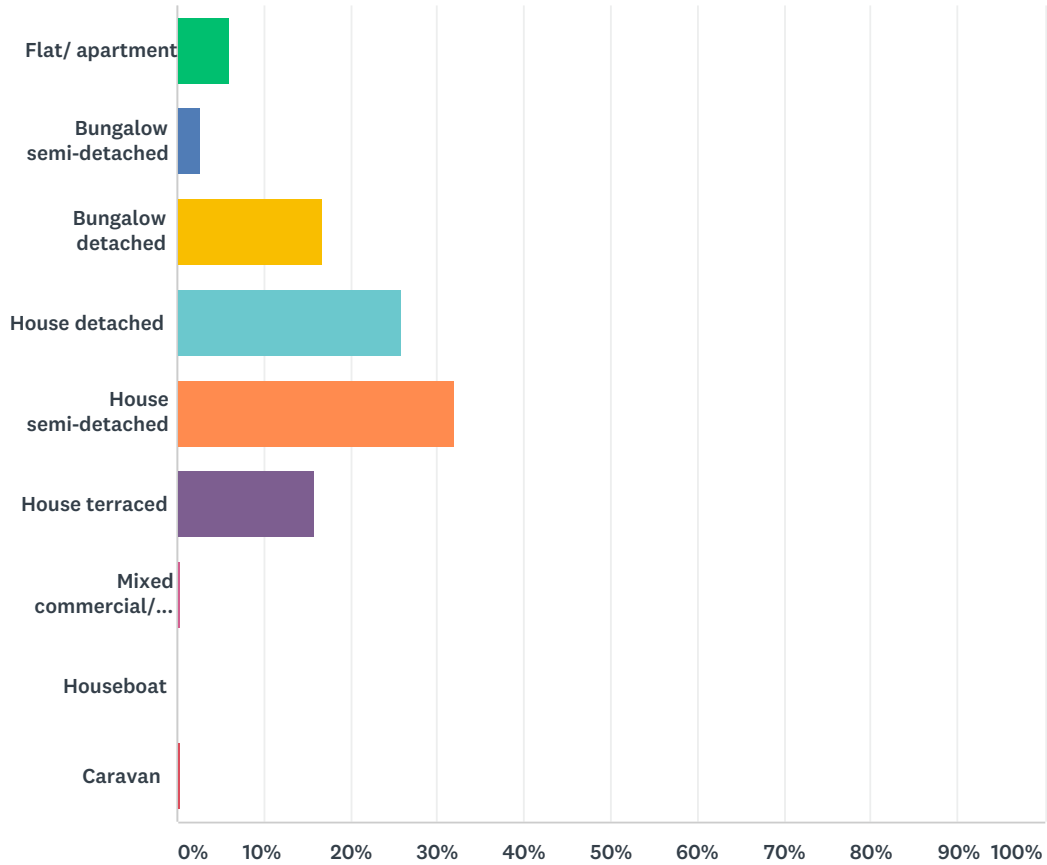
Answered: 589 Skipped: 167



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Children aged five and under	1	112	160
Age 6 to 17	1	234	208
Age 18 to 64	2	1,060	495
Age 65 to 79	1	232	206
Age 80+	0	25	80
Total Respondents: 589			

Q36 What type of property do you live in?

Answered: 600 Skipped: 156



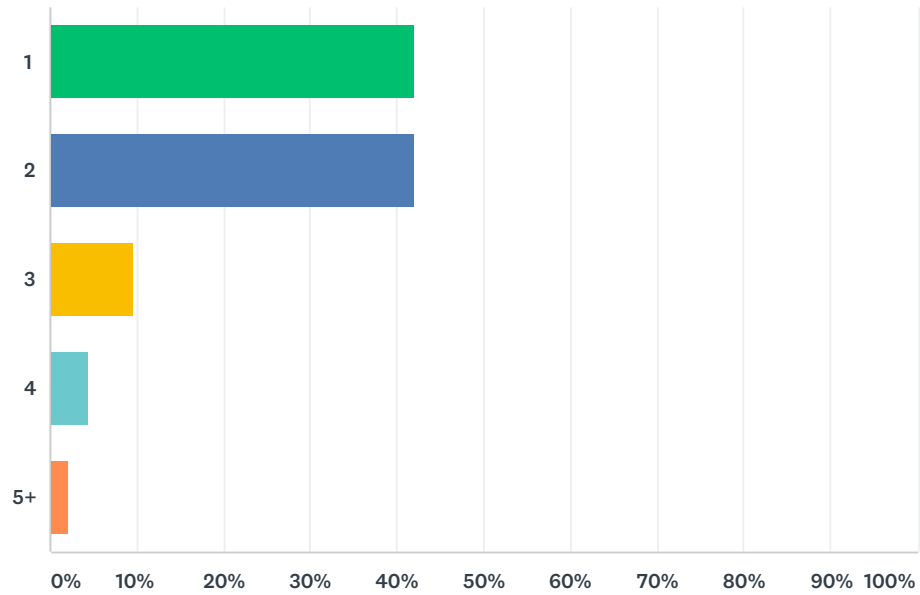
ANSWER CHOICES	RESPONSES	
Flat/ apartment	6.17%	37
Bungalow semi-detached	2.67%	16
Bungalow detached	16.67%	100
House detached	26.00%	156
House semi-detached	32.00%	192
House terraced	15.83%	95
Mixed commercial/ domestic property (e.g pub, bed and breakfast)	0.33%	2
Houseboat	0.00%	0
Caravan	0.33%	2
TOTAL		600

**Q37 Please enter below the first four characters of your postcode below
(e.g. PO30).**

Answered: 590 Skipped: 166

Q38 Please specify how many vehicles you have in your household.

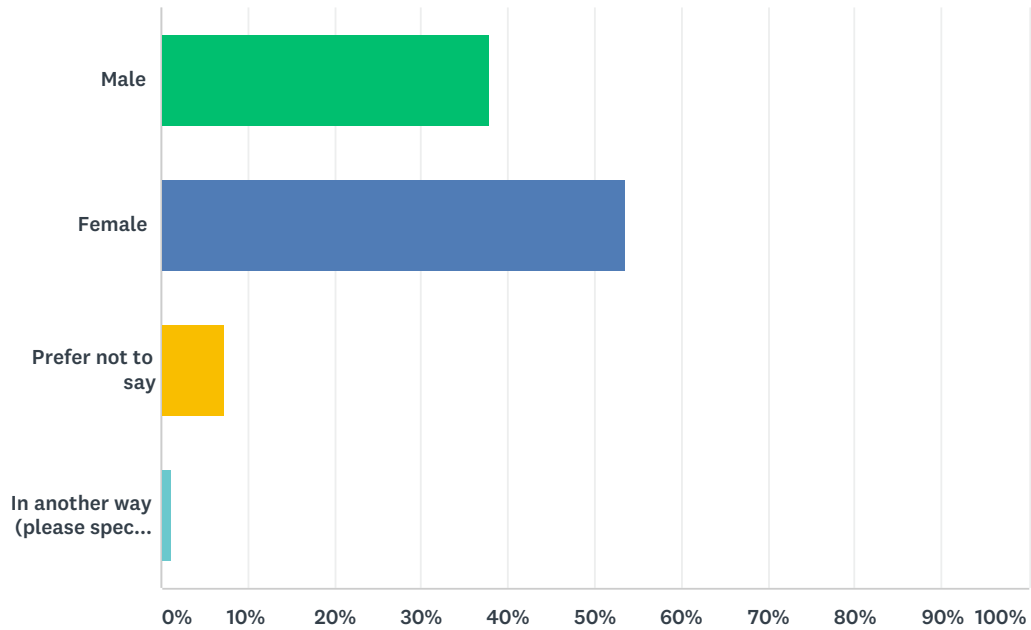
Answered: 536 Skipped: 220



ANSWER CHOICES	RESPONSES	
1	41.98%	225
2	41.98%	225
3	9.70%	52
4	4.29%	23
5+	2.05%	11
TOTAL		536

Q39 Which of the following describes how you identify yourself?

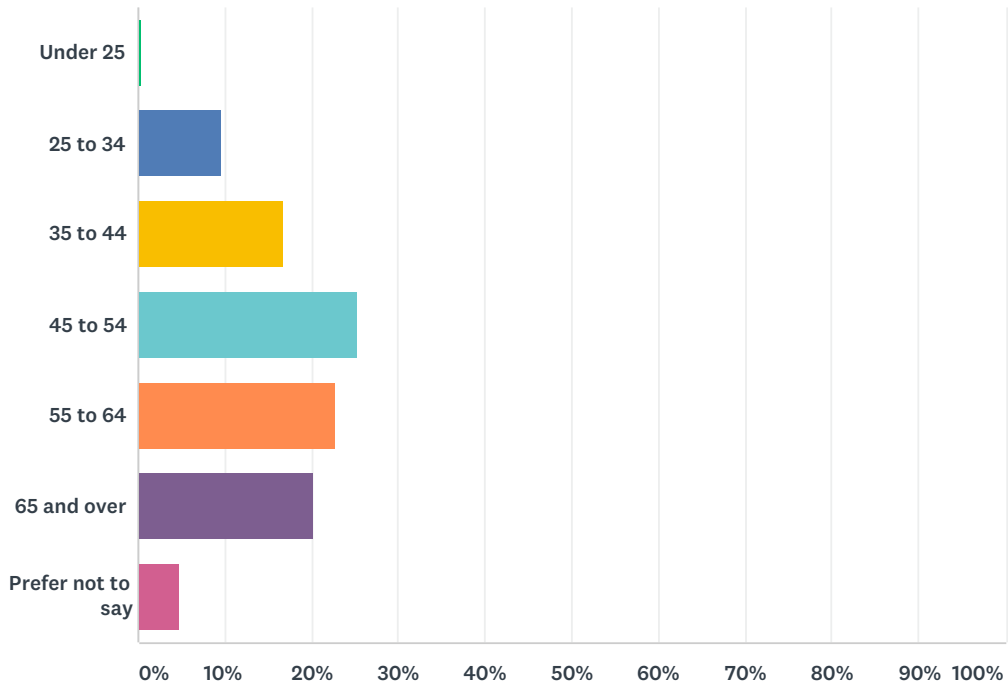
Answered: 597 Skipped: 159



ANSWER CHOICES	RESPONSES	
Male	37.86%	226
Female	53.60%	320
Prefer not to say	7.37%	44
In another way (please specify if you wish to)	1.17%	7
TOTAL		597

Q40 What age group do you belong to?

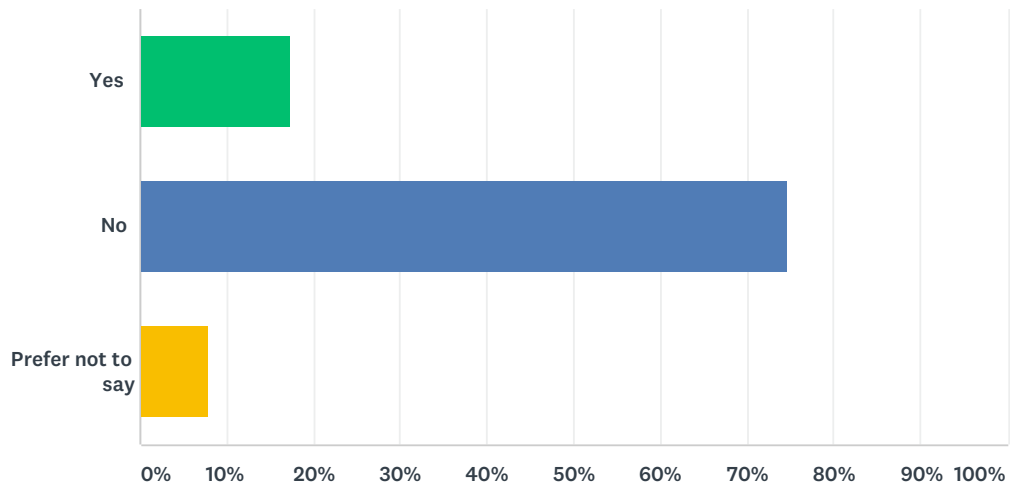
Answered: 598 Skipped: 158



ANSWER CHOICES	RESPONSES
Under 25	0.50% 3
25 to 34	9.70% 58
35 to 44	16.72% 100
45 to 54	25.25% 151
55 to 64	22.74% 136
65 and over	20.23% 121
Prefer not to say	4.85% 29
TOTAL	598

Q41 Do you consider yourself to have a disability or a long-term illness, physical or mental health conditions?

Answered: 596 Skipped: 160



ANSWER CHOICES	RESPONSES	
Yes	17.28%	103
No	74.66%	445
Prefer not to say	8.05%	48
TOTAL		596