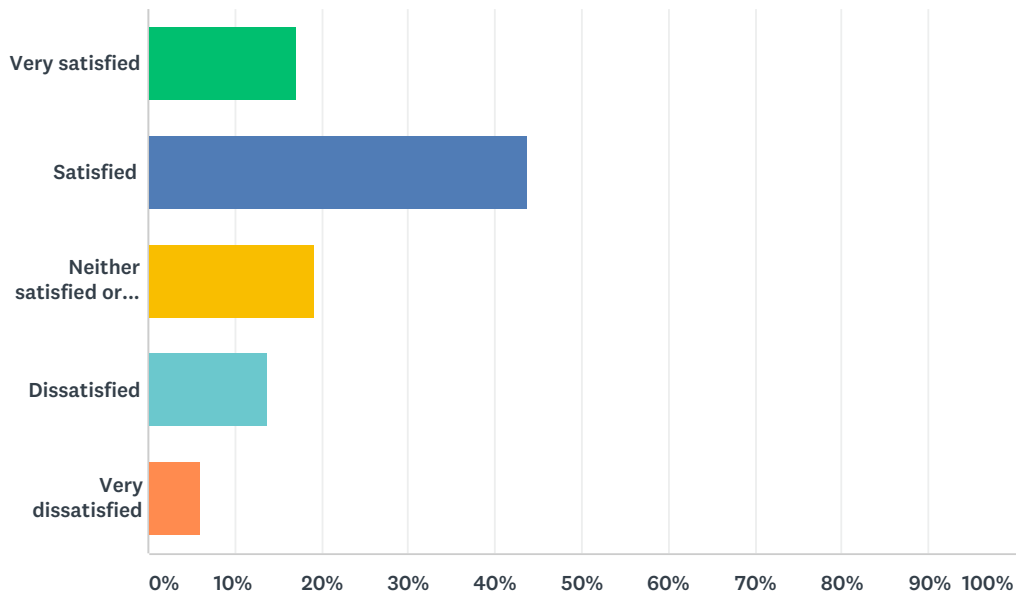


Q1 Please tell us how satisfied or dissatisfied you are with the current non-recyclable waste collection service?

Answered: 1,122 Skipped: 4



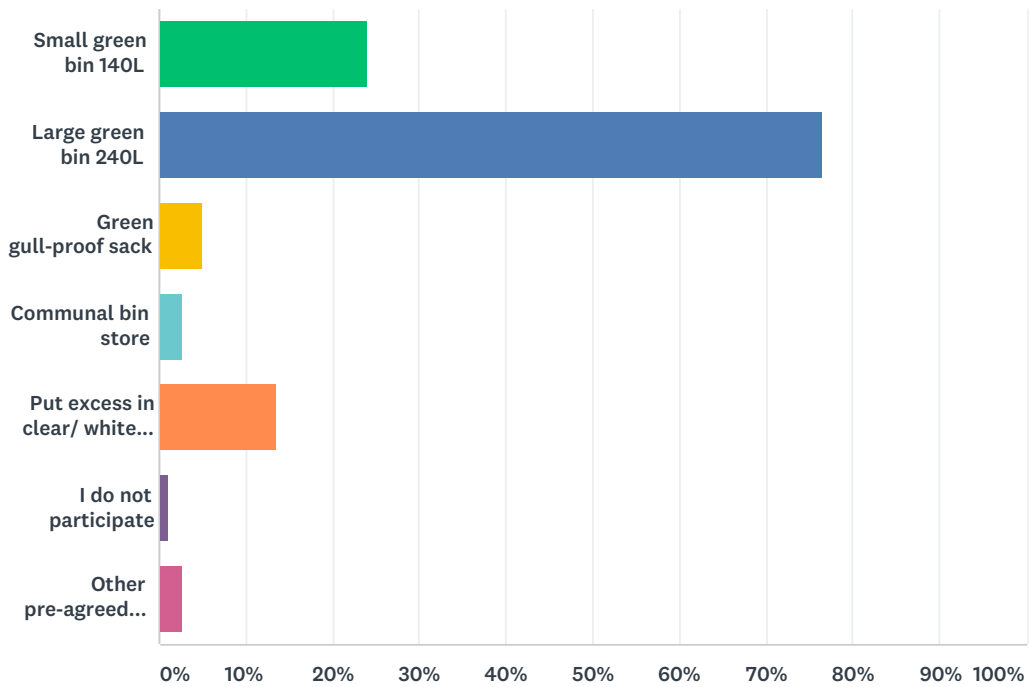
ANSWER CHOICES	RESPONSES	
Very satisfied	17.20%	193
Satisfied	43.76%	491
Neither satisfied or dissatisfied	19.16%	215
Dissatisfied	13.73%	154
Very dissatisfied	6.15%	69
TOTAL		1,122

Q2 If you do not participate in the non-recyclable waste collection service, please let us know your reasons why in the comment box below.

Answered: 37 Skipped: 1,089

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

Answered: 1,052 Skipped: 74



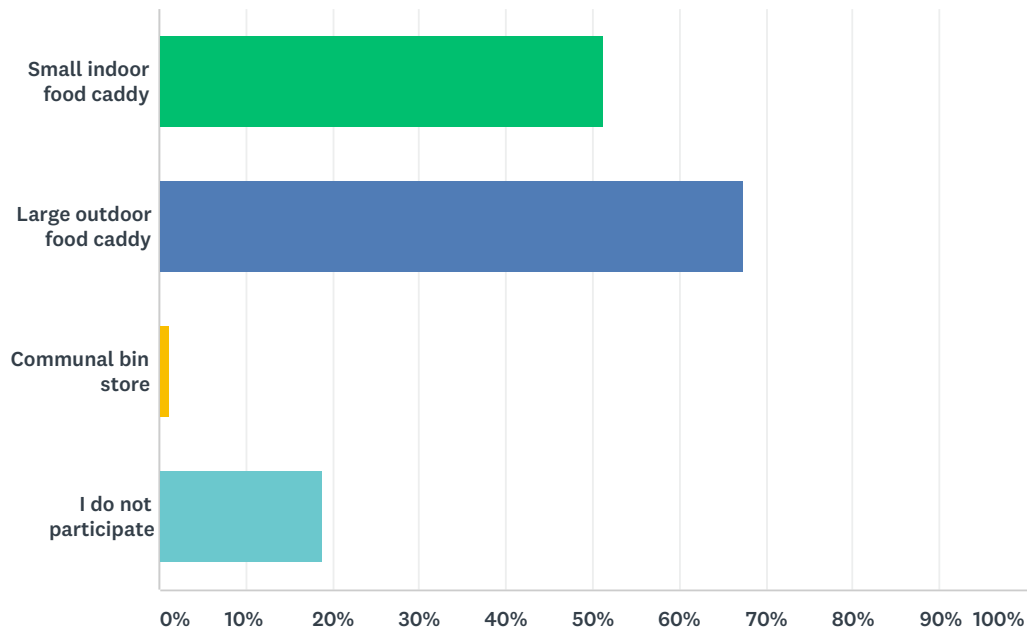
ANSWER CHOICES	RESPONSES	
Small green bin 140L	23.95%	252
Large green bin 240L	76.62%	806
Green gull-proof sack	5.04%	53
Communal bin store	2.76%	29
Put excess in clear/ white sack(s)	13.69%	144
I do not participate	0.95%	10
Other pre-agreed arrangement (please specify)	2.66%	28
Total Respondents: 1,052		

Q4 If you do not participate in the recycling service collections, please let us know your reason why in the comment box below.

Answered: 22 Skipped: 1,104

Q5 Which of the following recycling containers do you use for food waste? (Please tick all that apply)

Answered: 1,052 Skipped: 74



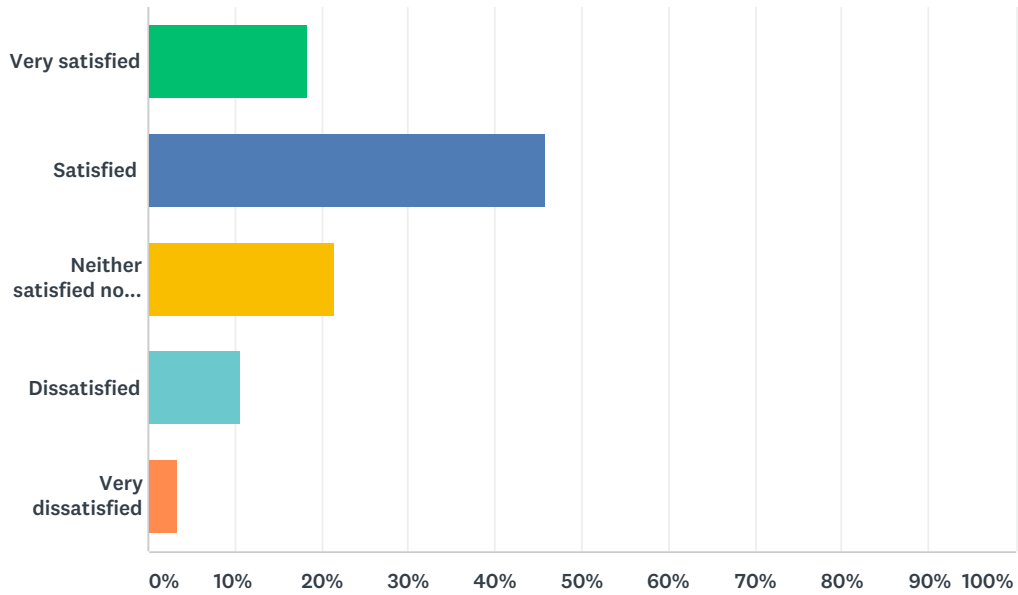
ANSWER CHOICES	RESPONSES	
Small indoor food caddy	51.24%	539
Large outdoor food caddy	67.30%	708
Communal bin store	1.33%	14
I do not participate	18.82%	198
Total Respondents: 1,052		

Q6 If you do not participate in weekly food waste collections, please let us know your reason why in the comment box below.

Answered: 191 Skipped: 935

Q7 If you use the household recycling collection service, how satisfied or dissatisfied are you with it?

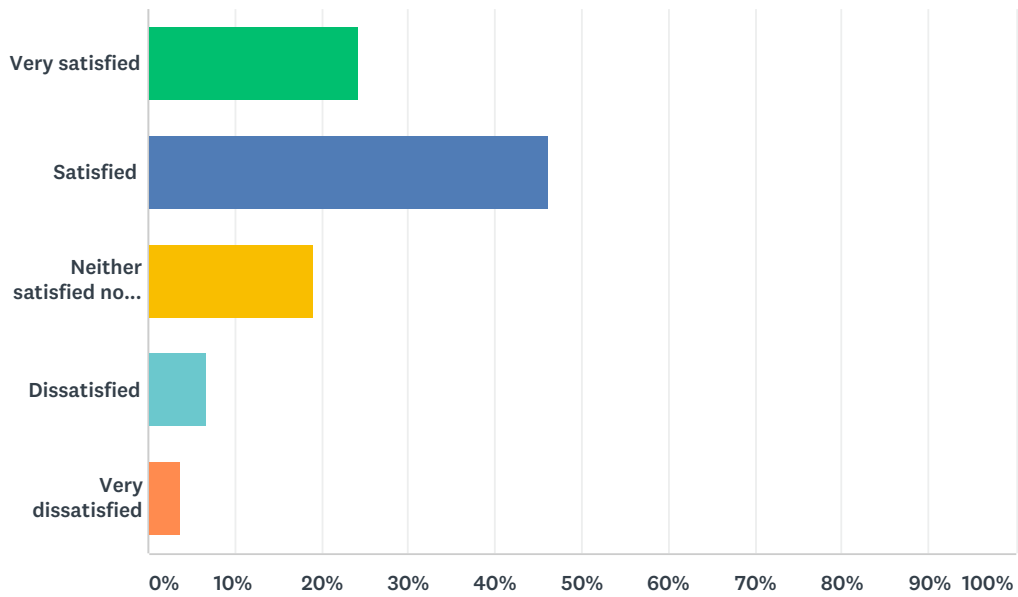
Answered: 995 Skipped: 131



ANSWER CHOICES	RESPONSES	
Very satisfied	18.39%	183
Satisfied	45.83%	456
Neither satisfied nor dissatisfied	21.61%	215
Dissatisfied	10.75%	107
Very dissatisfied	3.42%	34
TOTAL		995

Q8 If you use the food waste collection service, how satisfied or dissatisfied are you with it?

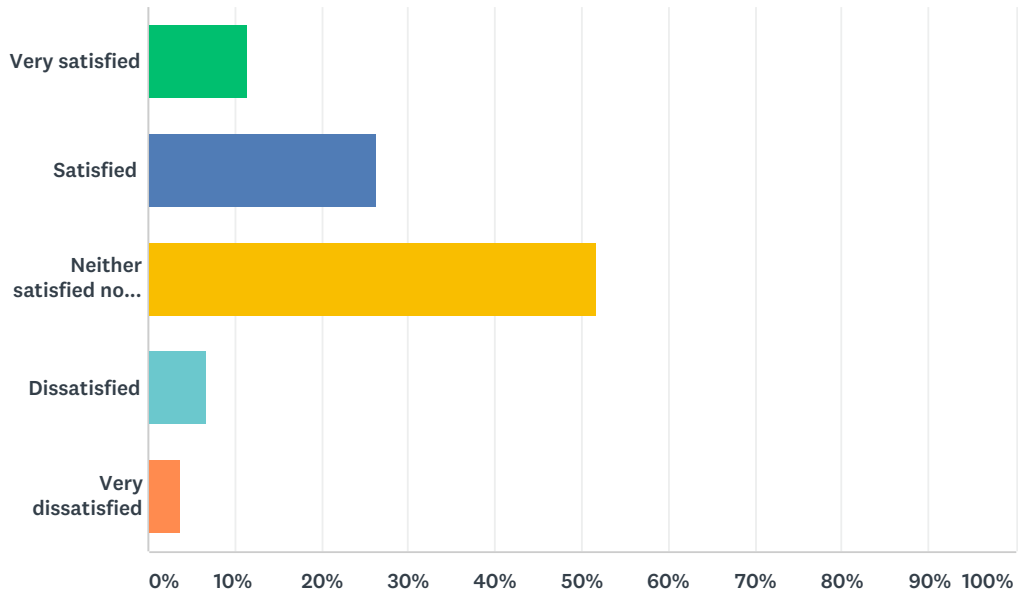
Answered: 910 Skipped: 216



ANSWER CHOICES	RESPONSES	
Very satisfied	24.29%	221
Satisfied	46.15%	420
Neither satisfied nor dissatisfied	19.12%	174
Dissatisfied	6.70%	61
Very dissatisfied	3.74%	34
TOTAL		910

Q9 If you use the textile recycling collection service, how satisfied or dissatisfied are you with it?

Answered: 454 Skipped: 672



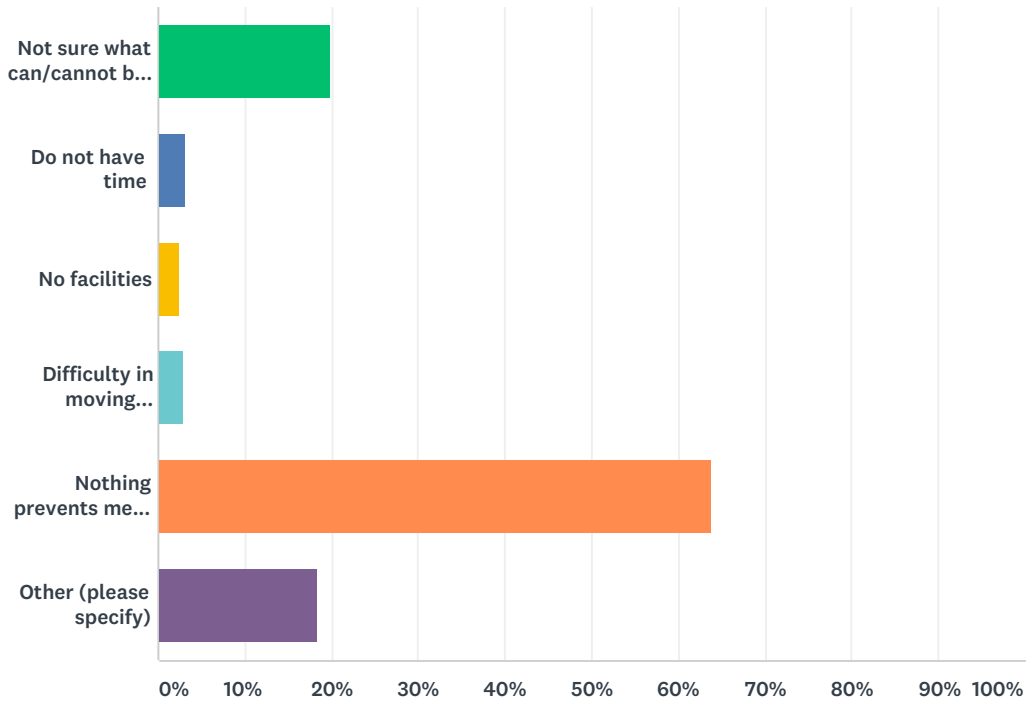
ANSWER CHOICES	RESPONSES	
Very satisfied	11.45%	52
Satisfied	26.43%	120
Neither satisfied nor dissatisfied	51.76%	235
Dissatisfied	6.61%	30
Very dissatisfied	3.74%	17
TOTAL		454

Q10 If you do not participate in any of the above, please let us know your reason why in the comment box below.

Answered: 361 Skipped: 765

Q11 Is there anything that prevents you from recycling? Please chose all that apply below or use the comment box for further comment.

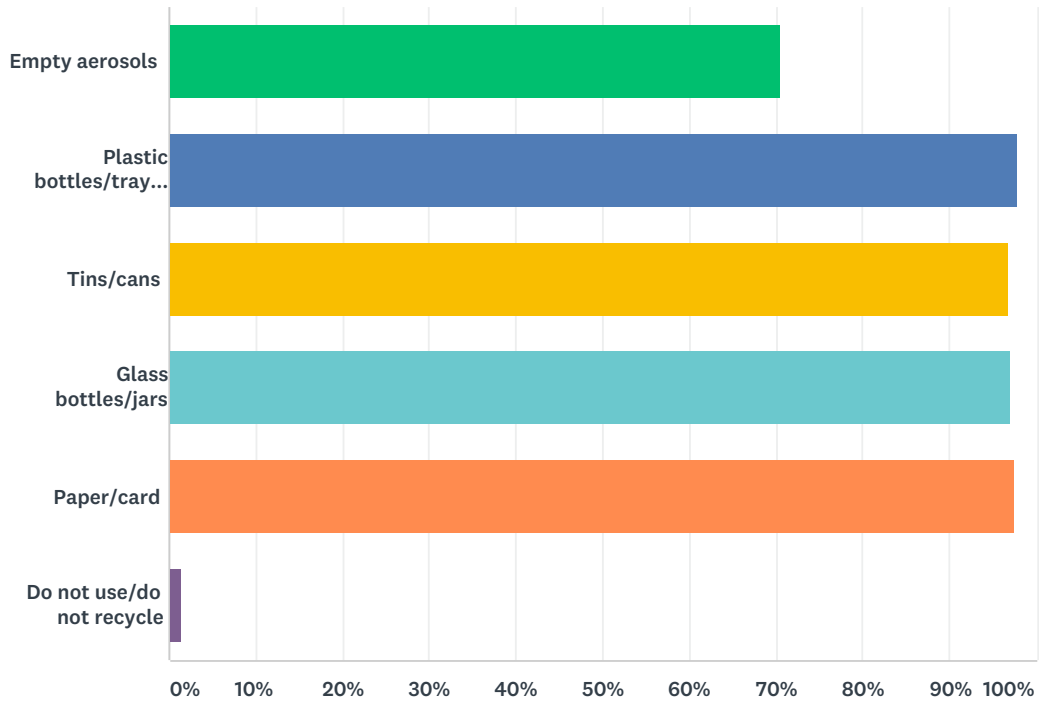
Answered: 806 Skipped: 320



ANSWER CHOICES	RESPONSES	
Not sure what can/cannot be recycled	19.85%	160
Do not have time	3.10%	25
No facilities	2.48%	20
Difficulty in moving bin/gull-proof sack	2.98%	24
Nothing prevents me from recycling	63.90%	515
Other (please specify)	18.36%	148
Total Respondents: 806		

Q12 Which of the following recyclable materials do you recycle? (Please tick all that apply).

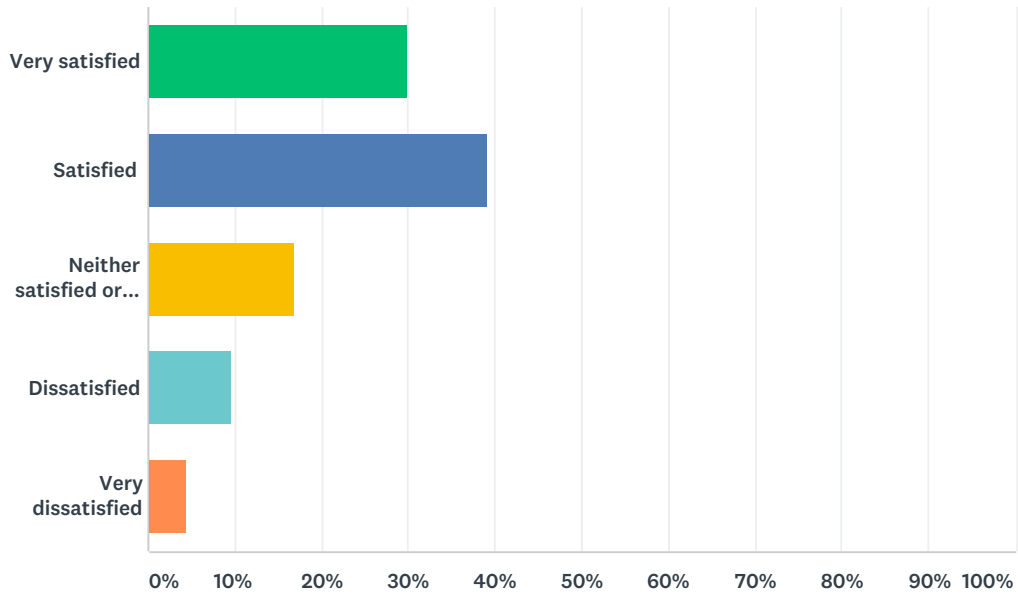
Answered: 1,045 Skipped: 81



ANSWER CHOICES	RESPONSES	
Empty aerosols	70.43%	736
Plastic bottles/trays/containers	97.89%	1,023
Tins/cans	96.84%	1,012
Glass bottles/jars	97.13%	1,015
Paper/card	97.42%	1,018
Do not use/do not recycle	1.44%	15
Total Respondents: 1,045		

Q13 How satisfied are you with the performance of your waste and recycling crew in your road?

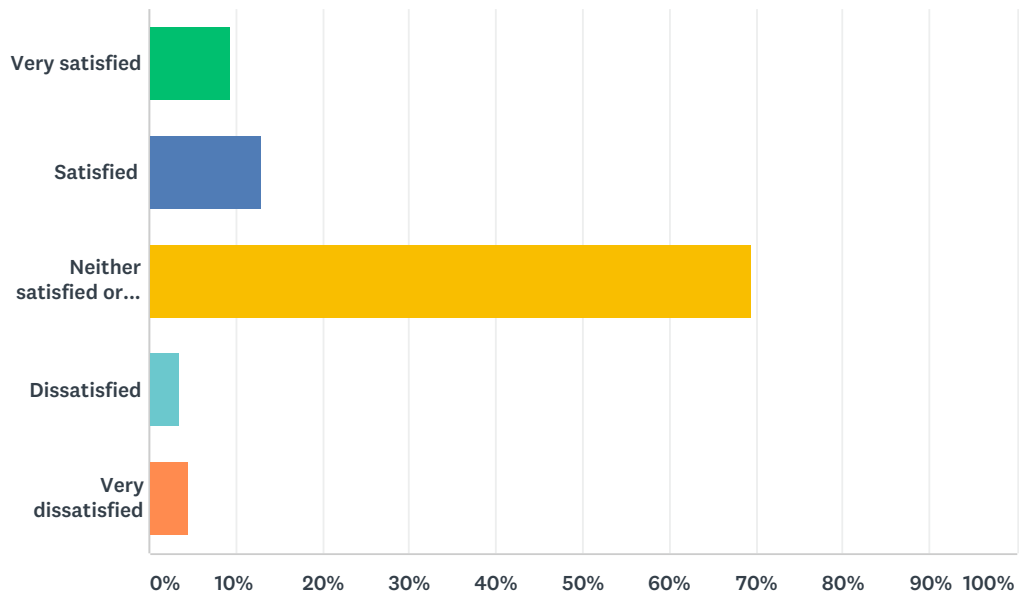
Answered: 1,047 Skipped: 79



ANSWER CHOICES	RESPONSES	
Very satisfied	29.89%	313
Satisfied	39.16%	410
Neither satisfied or dissatisfied	16.91%	177
Dissatisfied	9.65%	101
Very dissatisfied	4.39%	46
TOTAL		1,047

Q14 If you have booked a free reuse collection, how satisfied or dissatisfied are you with the service?

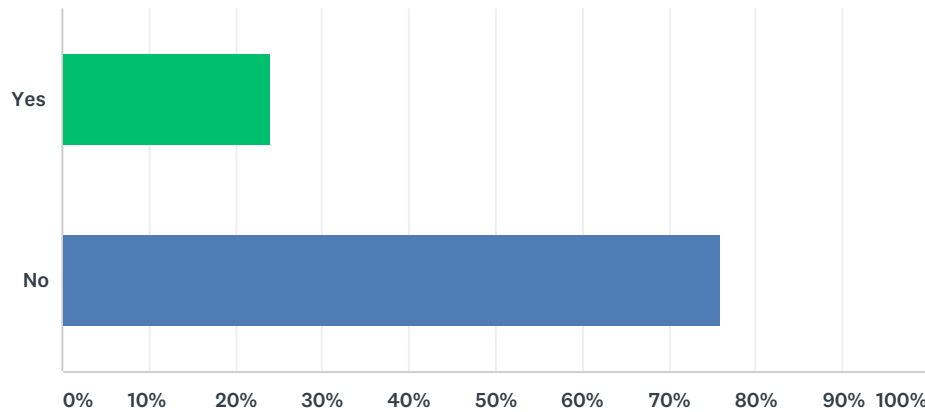
Answered: 193 Skipped: 933



ANSWER CHOICES	RESPONSES	
Very satisfied	9.33%	18
Satisfied	12.95%	25
Neither satisfied or dissatisfied	69.43%	134
Dissatisfied	3.63%	7
Very dissatisfied	4.66%	9
TOTAL		193

Q15 Are you aware the Isle of Wight Council and Amey run a reuse scheme to distribute unwanted paint disposed of at Lynnbottom Household Waste and Recycling Centre, which is available to community organisations, groups and schools?

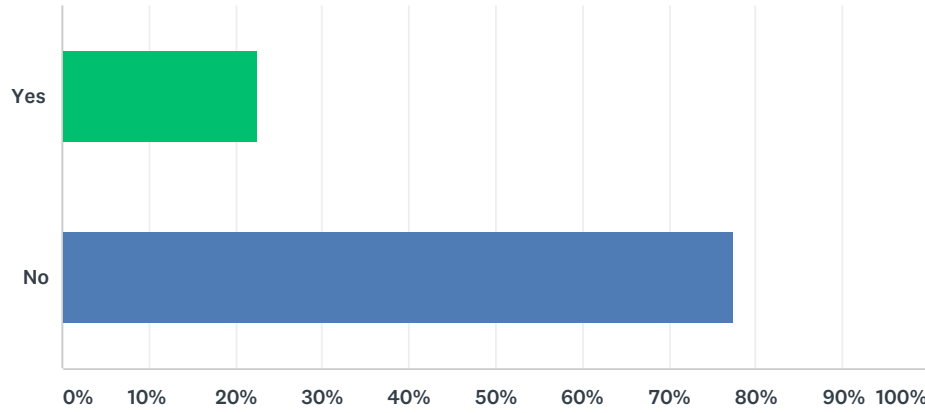
Answered: 1,036 Skipped: 90



ANSWER CHOICES	RESPONSES	
Yes	24.13%	250
No	75.87%	786
TOTAL		1,036

Q16 Do you participate in the garden waste service?

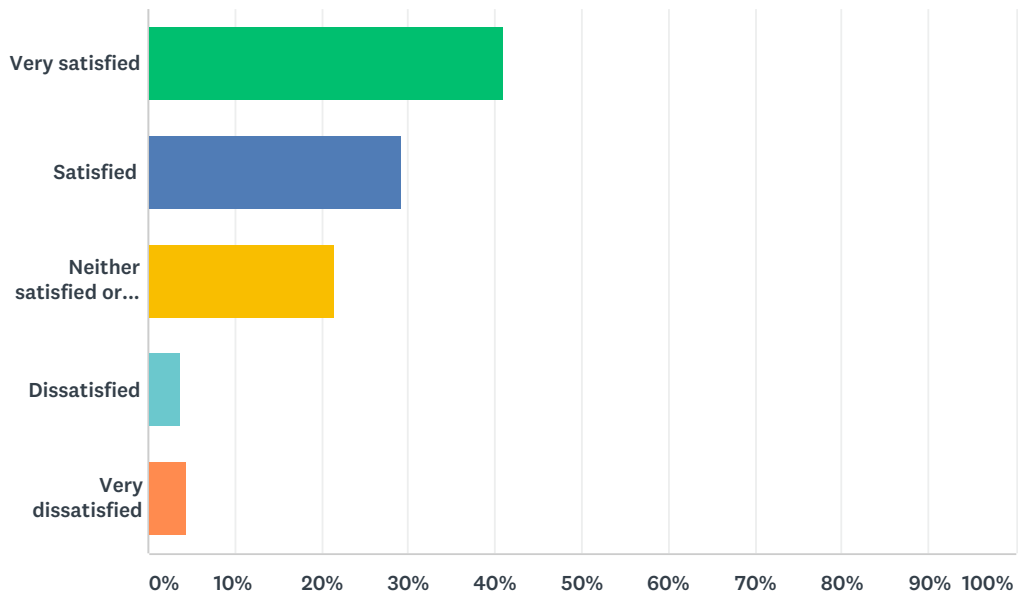
Answered: 1,045 Skipped: 81



ANSWER CHOICES	RESPONSES	
Yes	22.68%	237
No	77.32%	808
TOTAL		1,045

Q17 If you do participate, how satisfied or dissatisfied are you with the garden waste collection service?

Answered: 273 Skipped: 853



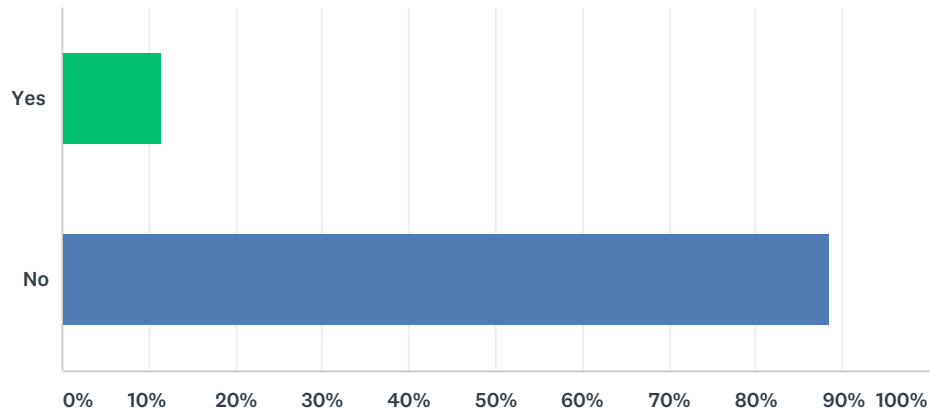
ANSWER CHOICES	RESPONSES	
Very satisfied	41.03%	112
Satisfied	29.30%	80
Neither satisfied or dissatisfied	21.61%	59
Dissatisfied	3.66%	10
Very dissatisfied	4.40%	12
TOTAL		273

Q18 If you have any further comments about the garden waste service subscription service, please use the comment box below

Answered: 245 Skipped: 881

Q19 In previous years, real Christmas trees have been collected in January and early February by a pre-booked service. Have you used this service?

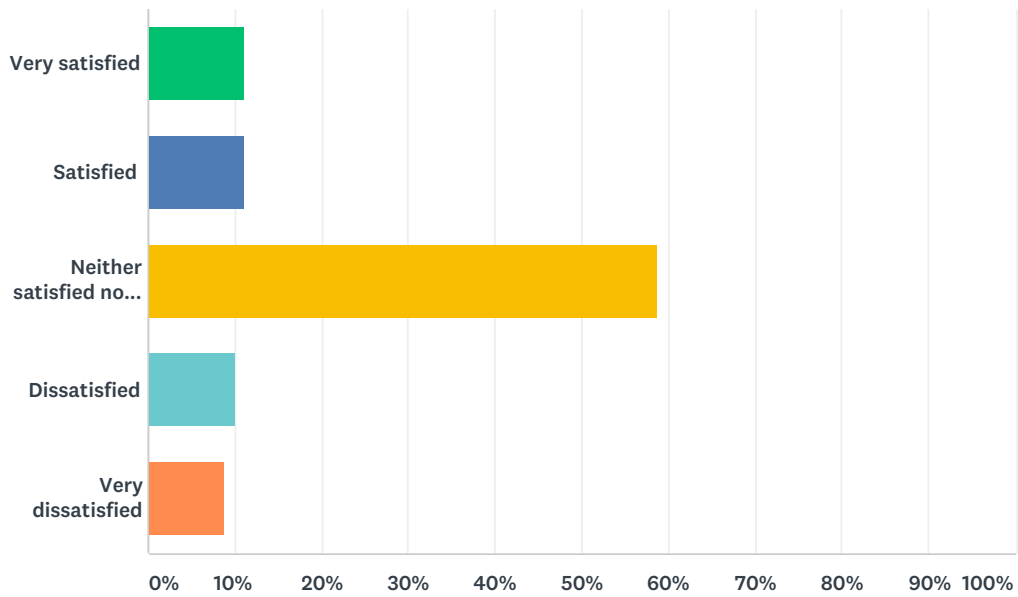
Answered: 1,040 Skipped: 86



ANSWER CHOICES	RESPONSES	
Yes	11.54%	120
No	88.46%	920
TOTAL		1,040

Q20 If you receive an assisted collection, please select from the list below how satisfied, or dissatisfied you are with the service:

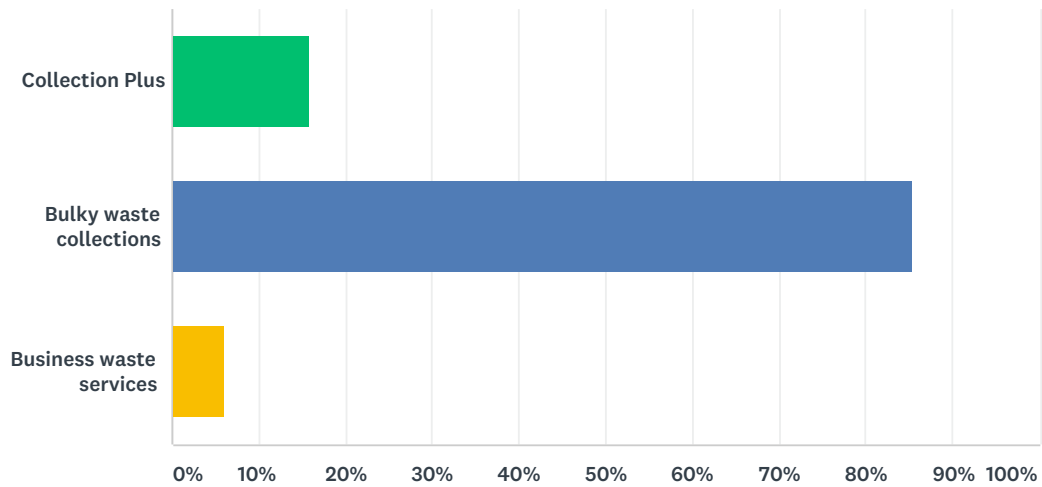
Answered: 90 Skipped: 1,036



ANSWER CHOICES	RESPONSES	
Very satisfied	11.11%	10
Satisfied	11.11%	10
Neither satisfied nor dissatisfied	58.89%	53
Dissatisfied	10.00%	9
Very dissatisfied	8.89%	8
TOTAL		90

Q21 Have you used of any of the following paid for collection services? (Please tick all that apply)

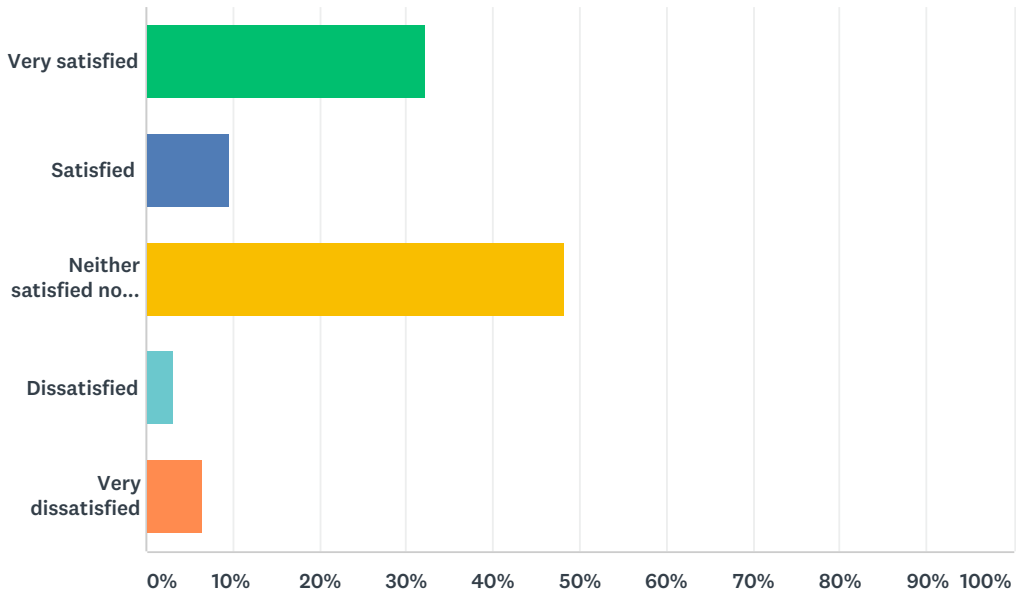
Answered: 82 Skipped: 1,044



ANSWER CHOICES	RESPONSES	
Collection Plus	15.85%	13
Bulky waste collections	85.37%	70
Business waste services	6.10%	5
Total Respondents: 82		

Q22 If you have purchased Collection Plus, please select from the list below how satisfied, or dissatisfied you are with the service:

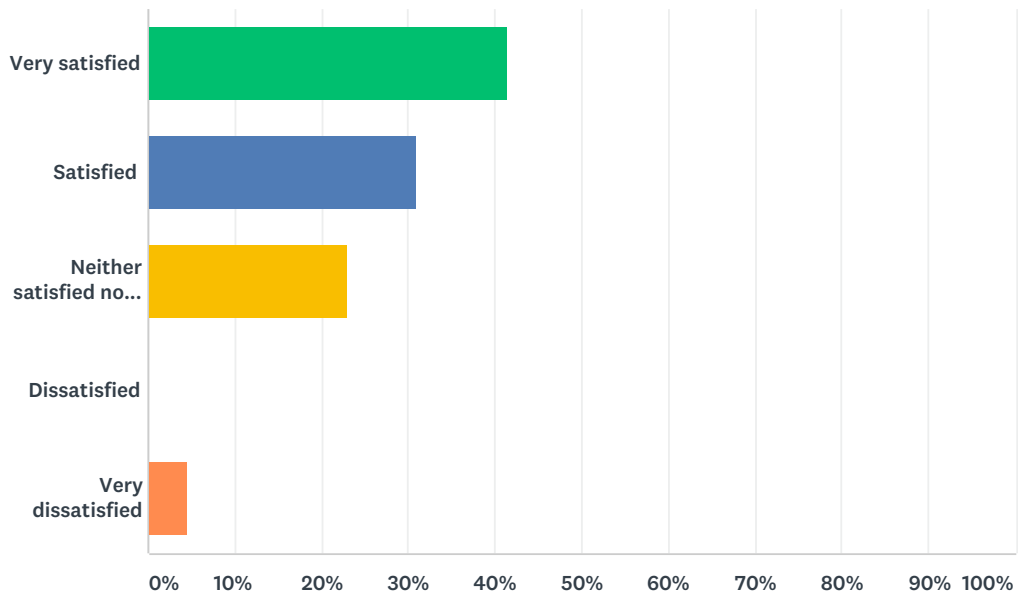
Answered: 31 Skipped: 1,095



ANSWER CHOICES	RESPONSES	
Very satisfied	32.26%	10
Satisfied	9.68%	3
Neither satisfied nor dissatisfied	48.39%	15
Dissatisfied	3.23%	1
Very dissatisfied	6.45%	2
TOTAL		31

Q23 If you have purchased a bulky waste collection, please select from the list below how satisfied, or dissatisfied you are with the service.

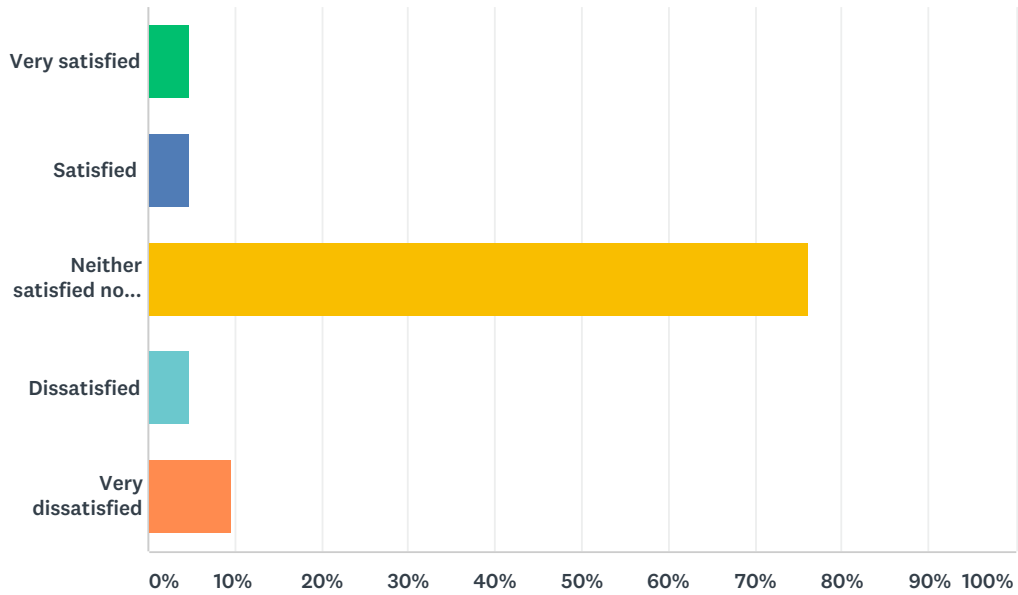
Answered: 87 Skipped: 1,039



ANSWER CHOICES	RESPONSES	
Very satisfied	41.38%	36
Satisfied	31.03%	27
Neither satisfied nor dissatisfied	22.99%	20
Dissatisfied	0.00%	0
Very dissatisfied	4.60%	4
TOTAL		87

Q24 If you have purchased a business waste collection, please select from the list below how satisfied, or dissatisfied you are with the service.

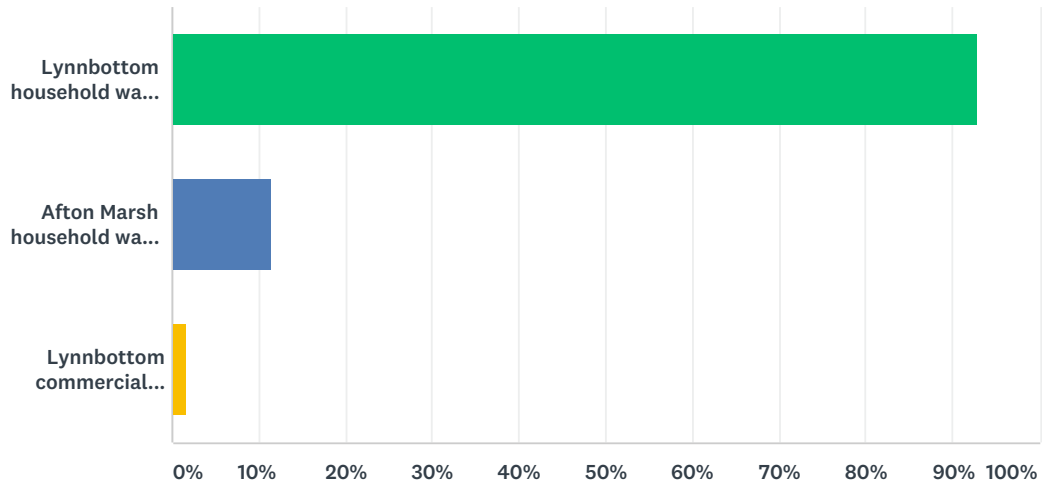
Answered: 21 Skipped: 1,105



ANSWER CHOICES	RESPONSES	
Very satisfied	4.76%	1
Satisfied	4.76%	1
Neither satisfied nor dissatisfied	76.19%	16
Dissatisfied	4.76%	1
Very dissatisfied	9.52%	2
TOTAL		21

Q25 Which, if any, of the waste recycling centres below do you currently use?

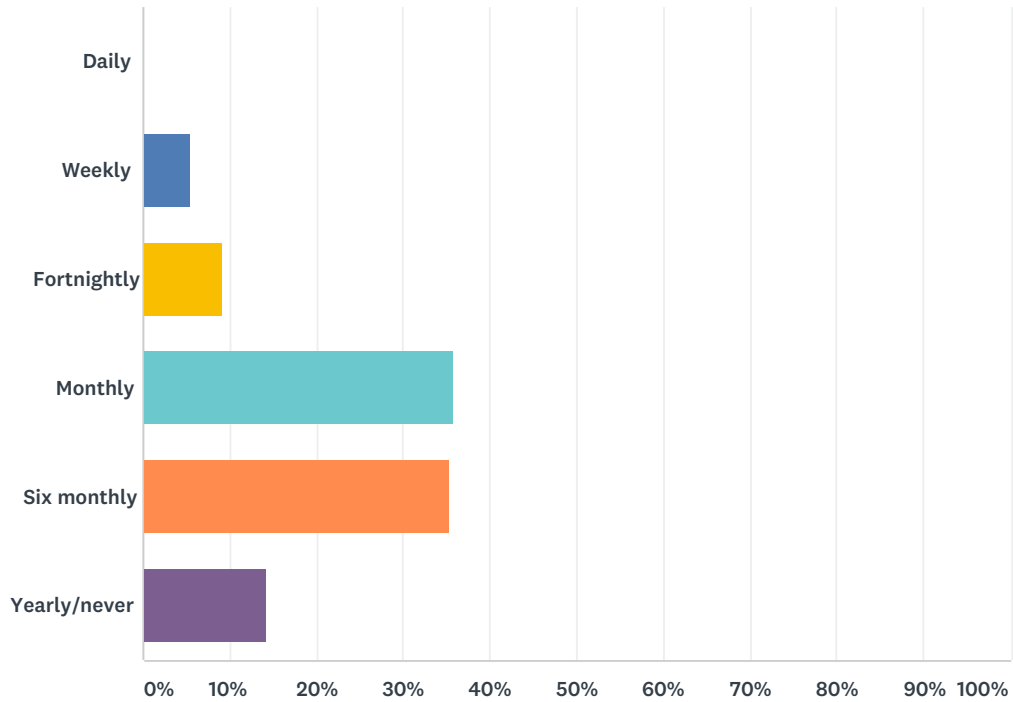
Answered: 913 Skipped: 213



ANSWER CHOICES	RESPONSES	
Lynnbottom household waste recycling centre	92.99%	849
Afton Marsh household waste recycling centre	11.50%	105
Lynnbottom commercial waste recycling centre at Lynnbottom	1.75%	16
Total Respondents: 913		

Q26 On average, how often do you use a household waste recycling centre?

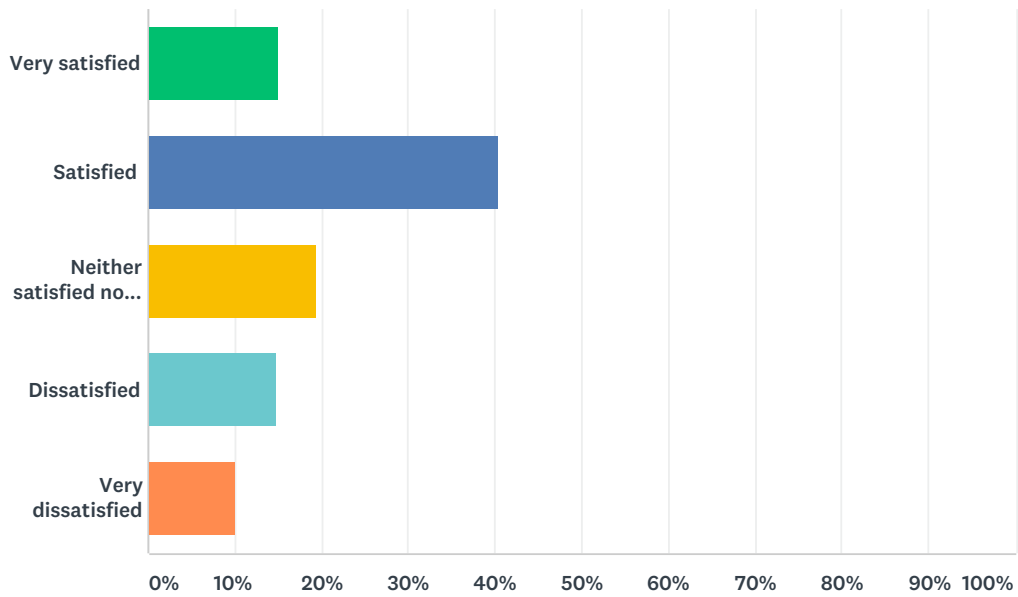
Answered: 982 Skipped: 144



ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
Weekly	5.40%	53
Fortnightly	9.16%	90
Monthly	35.74%	351
Six monthly	35.44%	348
Yearly/never	14.26%	140
TOTAL		982

Q27 How satisfied, or dissatisfied are you with the facilities available at the household waste and recycling centre?

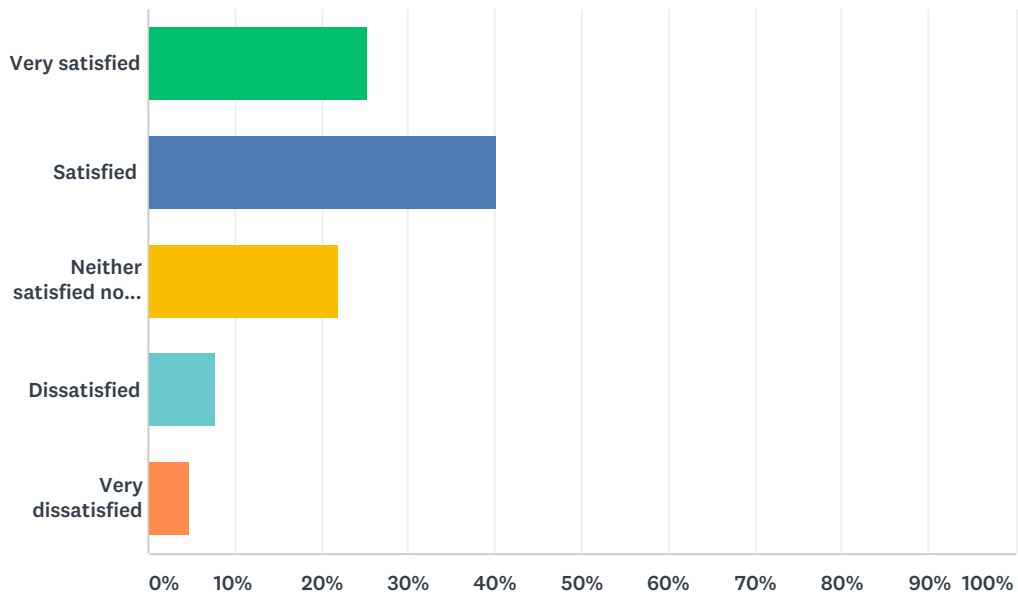
Answered: 944 Skipped: 182



ANSWER CHOICES	RESPONSES	
Very satisfied	15.15%	143
Satisfied	40.36%	381
Neither satisfied nor dissatisfied	19.49%	184
Dissatisfied	14.94%	141
Very dissatisfied	10.06%	95
TOTAL		944

Q28 How satisfied or dissatisfied are you with the level of customer service received at the household waste recycling centres?

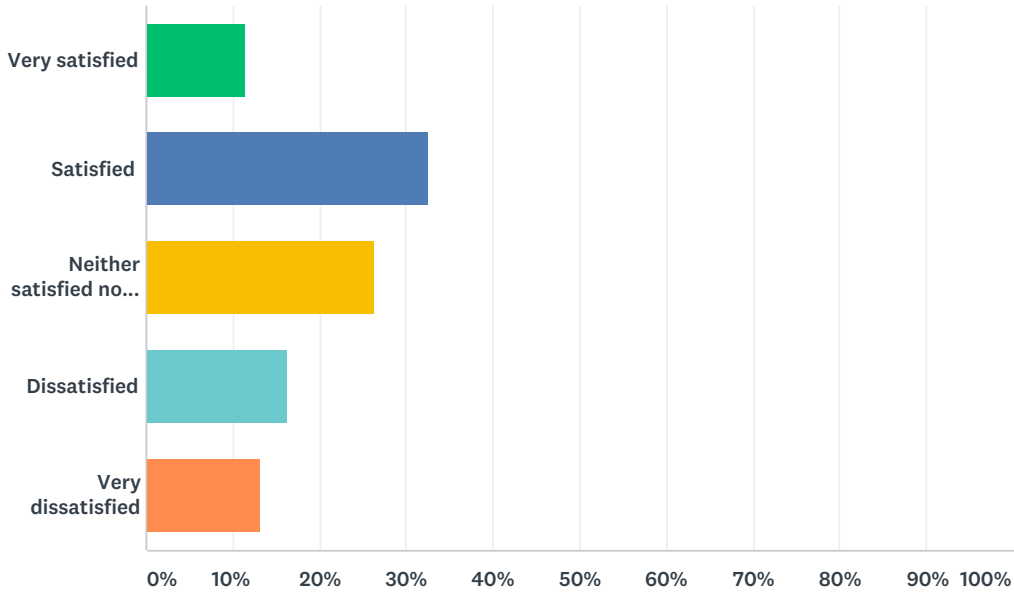
Answered: 939 Skipped: 187



ANSWER CHOICES	RESPONSES	
Very satisfied	25.24%	237
Satisfied	40.26%	378
Neither satisfied nor dissatisfied	21.94%	206
Dissatisfied	7.67%	72
Very dissatisfied	4.90%	46
TOTAL		939

Q29 If you have used the Commercial Waste and Recycling Centre at Lynnbottom, please indicate how satisfied or dissatisfied you are with the facility.

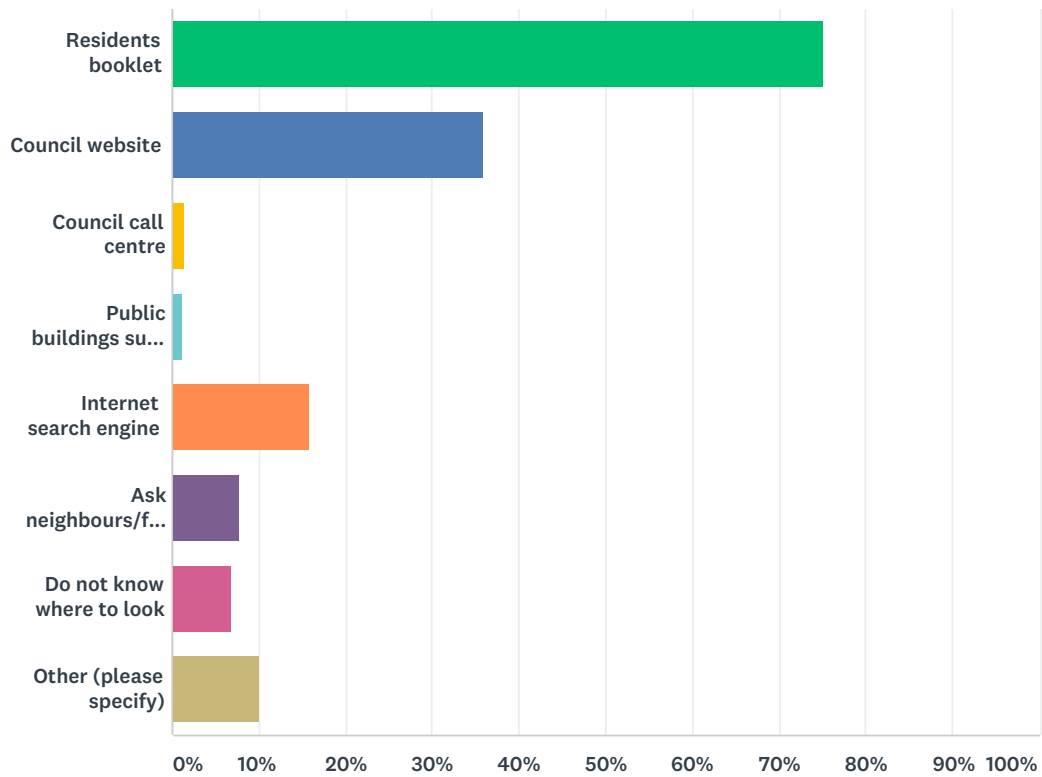
Answered: 251 Skipped: 875



ANSWER CHOICES	RESPONSES	
Very satisfied	11.55%	29
Satisfied	32.67%	82
Neither satisfied nor dissatisfied	26.29%	66
Dissatisfied	16.33%	41
Very dissatisfied	13.15%	33
TOTAL		251

Q30 How do you find out which materials can be recycled in your green bin/gull-proof sack? Please tick all that apply.

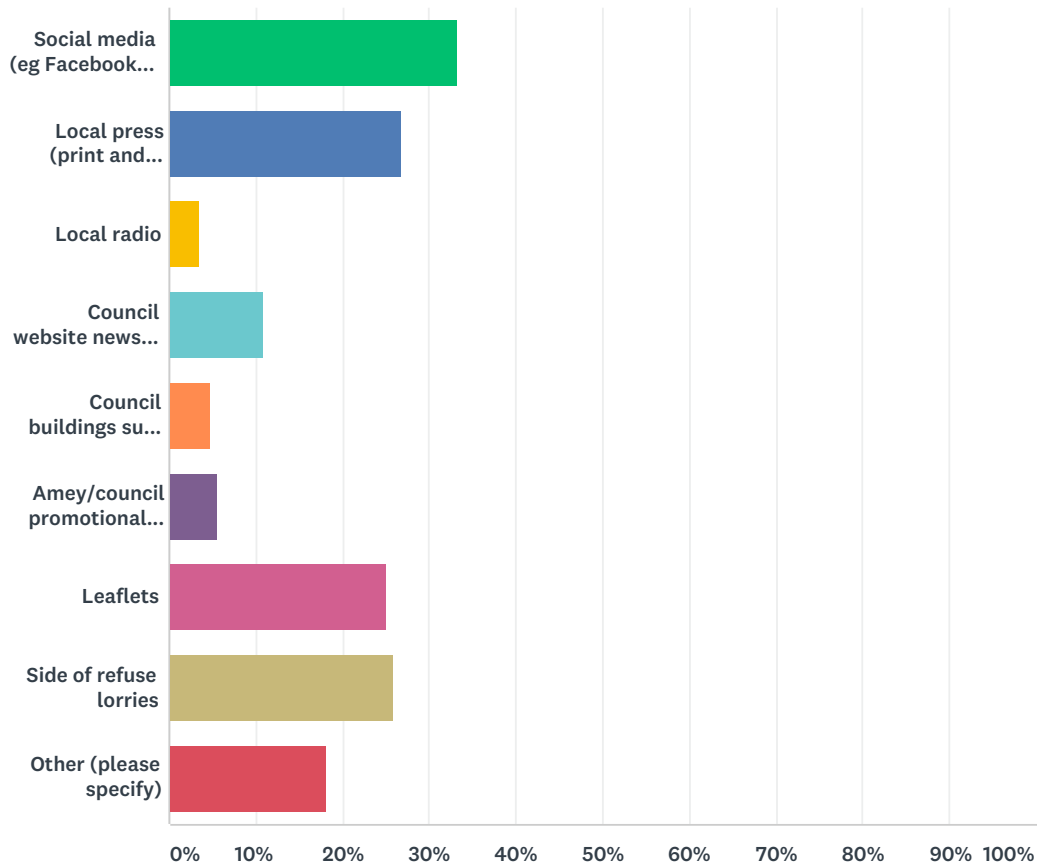
Answered: 965 Skipped: 161



ANSWER CHOICES	RESPONSES	
Residents booklet	75.13%	725
Council website	36.06%	348
Council call centre	1.55%	15
Public buildings such as libraries	1.35%	13
Internet search engine	15.96%	154
Ask neighbours/family	7.67%	74
Do not know where to look	6.94%	67
Other (please specify)	10.05%	97
Total Respondents: 965		

Q31 We regularly run campaigns to promote recycling. Where have you seen recent Isle of Wight Council recycling campaigns? Please tick all that apply below.

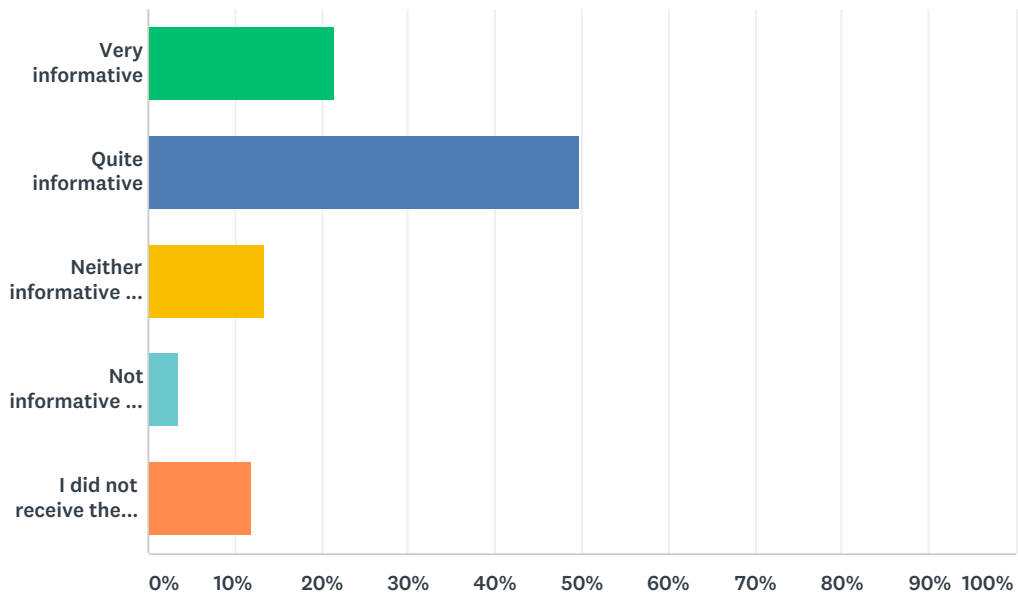
Answered: 701 Skipped: 425



ANSWER CHOICES	RESPONSES	
Social media (eg Facebook and Twitter)	33.24%	233
Local press (print and online version)	26.82%	188
Local radio	3.57%	25
Council website news section	10.84%	76
Council buildings such as libraries	4.85%	34
Amey/council promotional stands	5.71%	40
Leaflets	25.11%	176
Side of refuse lorries	25.96%	182
Other (please specify)	18.12%	127
Total Respondents: 701		

Q32 How informative did you find the recycling and waste collection service booklet?

Answered: 955 Skipped: 171



ANSWER CHOICES	RESPONSES	
Very informative	21.47%	205
Quite informative	49.84%	476
Neither informative nor uninformative	13.40%	128
Not informative at all	3.46%	33
I did not receive the booklet	11.83%	113
TOTAL		955

Q33 If you have any further comments/ suggestions regarding the 'Recycling and Waste Collection Service Information' booklet, please use the box below.

Answered: 177 Skipped: 949

Q34 How would you like to receive waste information and updates in future? Please use the box below.

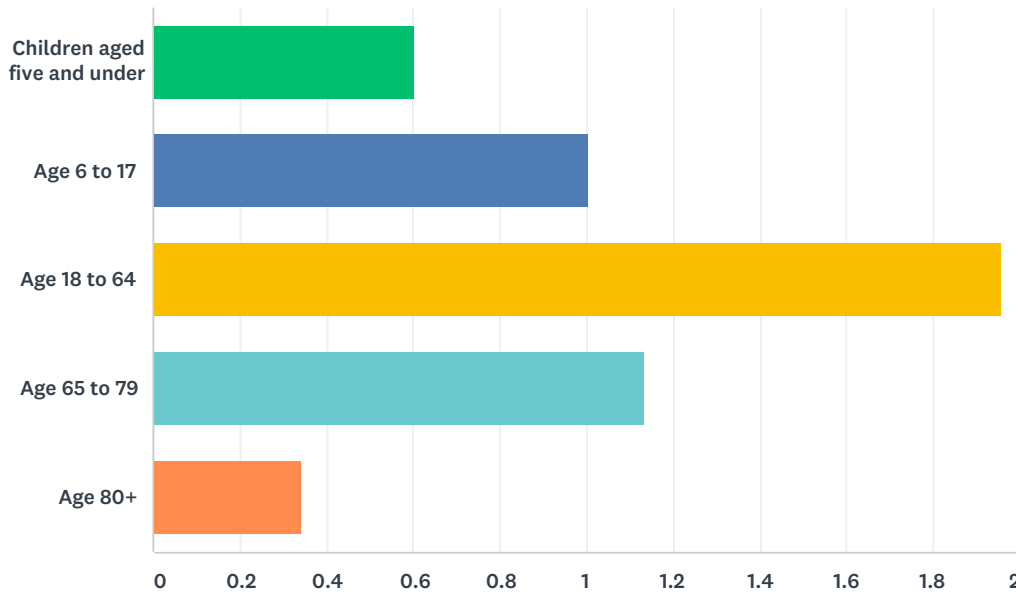
Answered: 535 Skipped: 591

Q35 If you have any further comments, suggestions or ideas about the household waste and recycling service, please use the box below.

Answered: 441 Skipped: 685

Q36 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:

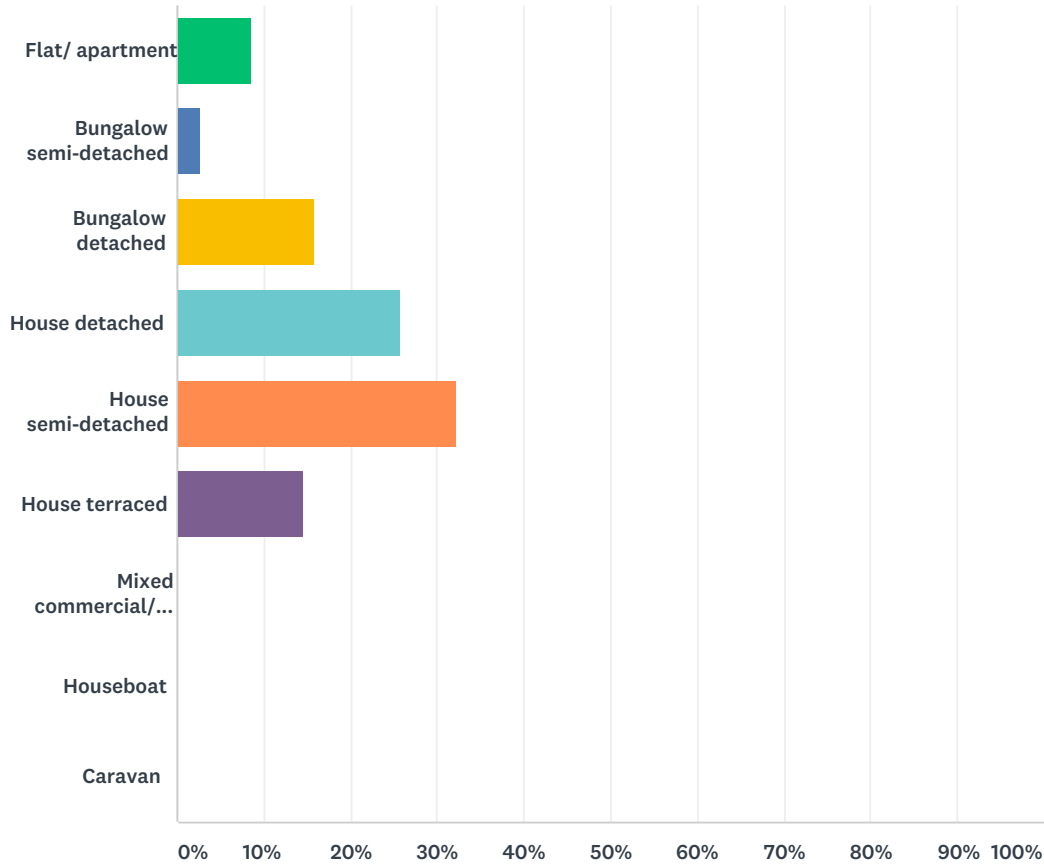
Answered: 954 Skipped: 172



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Children aged five and under	1	164	273
Age 6 to 17	1	367	365
Age 18 to 64	2	1,571	802
Age 65 to 79	1	422	372
Age 80+	0	55	161
Total Respondents: 954			

Q37 What type of property do you live in?

Answered: 962 Skipped: 164



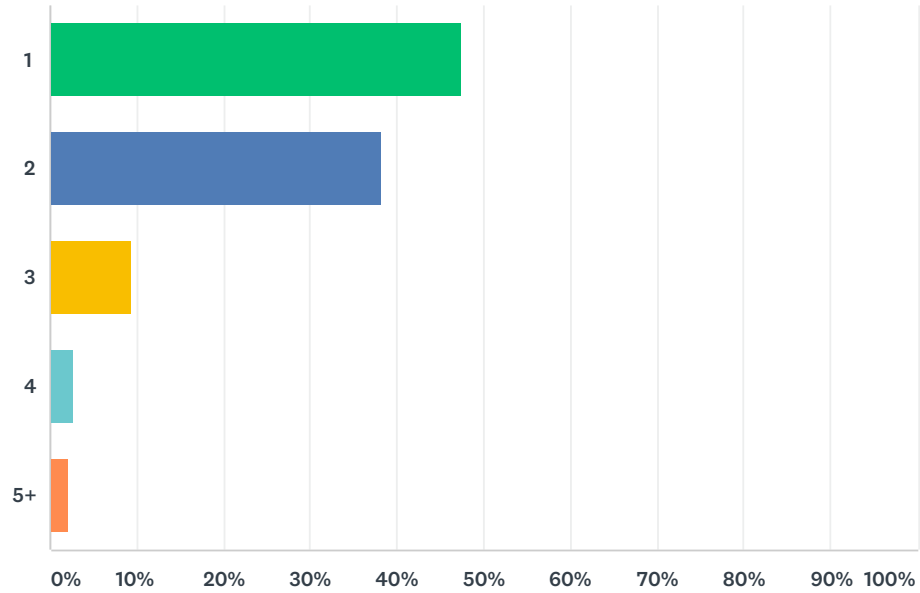
ANSWER CHOICES	RESPONSES	
Flat/ apartment	8.63%	83
Bungalow semi-detached	2.70%	26
Bungalow detached	15.90%	153
House detached	25.68%	247
House semi-detached	32.12%	309
House terraced	14.55%	140
Mixed commercial/ domestic property (e.g pub, bed and breakfast)	0.10%	1
Houseboat	0.21%	2
Caravan	0.10%	1
TOTAL		962

**Q38 Please enter below the first four characters of your postcode below
(e.g. PO30).**

Answered: 946 Skipped: 180

Q39 Please specify how many vehicles you have in your household.

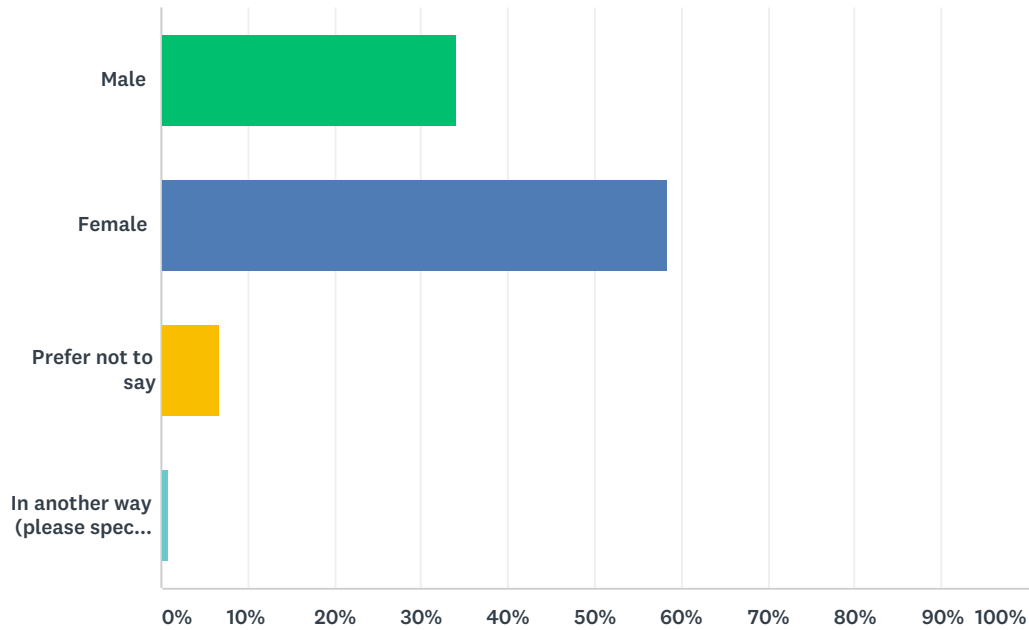
Answered: 835 Skipped: 291



ANSWER CHOICES	RESPONSES	
1	47.43%	396
2	38.20%	319
3	9.46%	79
4	2.75%	23
5+	2.16%	18
TOTAL		835

Q40 Which of the following describes how you identify yourself?

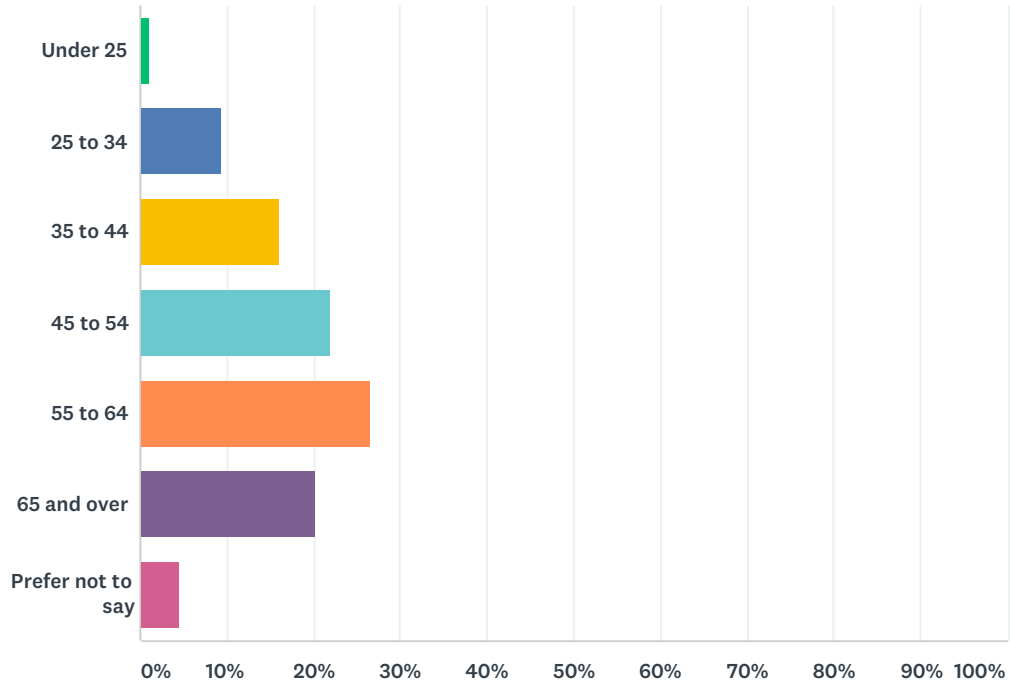
Answered: 935 Skipped: 191



ANSWER CHOICES	RESPONSES	
Male	34.01%	318
Female	58.40%	546
Prefer not to say	6.74%	63
In another way (please specify if you wish to)	0.86%	8
TOTAL		935

Q41 What age group do you belong to?

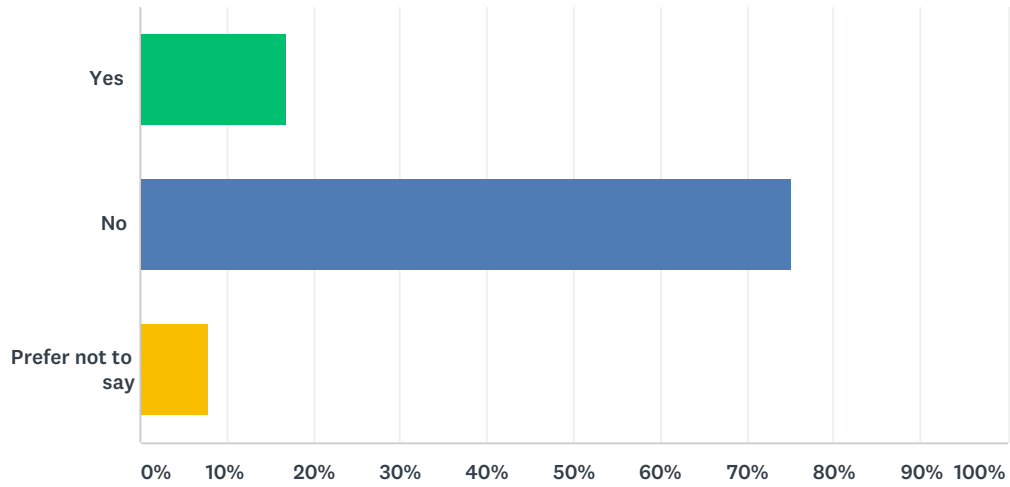
Answered: 942 Skipped: 184



ANSWER CHOICES	RESPONSES	
Under 25	1.06%	10
25 to 34	9.34%	88
35 to 44	16.14%	152
45 to 54	21.97%	207
55 to 64	26.54%	250
65 and over	20.38%	192
Prefer not to say	4.56%	43
TOTAL		942

Q42 Do you consider yourself to have a disability or a long-term illness, physical or mental health conditions?

Answered: 937 Skipped: 189



ANSWER CHOICES	RESPONSES	
Yes	16.97%	159
No	75.13%	704
Prefer not to say	7.90%	74
TOTAL		937