

Waste and Recycling Customer Survey

Introduction

Dear Resident,

The Isle of Wight Council is responsible for the collection, treatment and disposal of household waste and recycling on the Isle of Wight.

At present, household waste and recycling is collected, treated and disposed of through a contract with Island Waste Services (a subsidiary of Biffa Municipal Ltd).

As part of its commitment to ongoing service improvement, the council is seeking your views on the waste and recycling services you currently receive or purchase, as well as your thoughts for the future.

**If you would like to contribute please complete the following survey by Friday 7 November 2014.
We greatly appreciate your time.**

For further information concerning waste and recycling on the Isle of Wight please visit our website [here](#)

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Waste collections

This section is in relation to collections from the household.

Black bag waste collection (non-recyclables)

1. On average, how many bags of residual waste (black bag waste) do you produce on a fortnightly basis?

☐ None ☐ 1 - 2 ☐ 3 - 4 ☐ 5+

2. Please select from the list below how satisfied or dissatisfied you are with the current black bag waste collection.

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied

☐ I do not participate

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3. If you do not participate in having your black bag waste collected, please state why below.

☐ My collection day is inconvenient

☐ I do not think it is important

☐ I do not have the space to store it prior to my collection day

☐ I take it to a civic amenity site

☐ Other (please specify below)

4. Please provide any comments here (including any recommendations for improvement).

Recyclables collection (paper, card, plastic, metals and glass)

5. Please select from the list below how satisfied or dissatisfied you are with the current recyclables collection.

- ☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied
- ☐ I do not participate

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6. If you do not participate in having your recyclable waste collected, please state why below.

☐ My collection day is inconvenient

☐ I take it to a civic amenity site

☐ I do not have space to store it prior to my collection day

☐ I do not understand what I can recycle

☐ I do not think it is important

☐ Other (please specify below)

7. Please provide any comments here (including any recommendations for improvement).

Food Waste Collection

8. Please select from the list below how satisfied or dissatisfied you are with the current food waste collection.

- ☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied
- ☐ I do not participate

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9. If you do not participate in having your food waste collected, please state why below.

☐ My collection day is inconvenient

☐ I take it to a civic amenity site

☐ I do not have the space to store it prior to my collection day

☐ I compost at home

☐ I do not think it is important

☐ Other (please specify below)

10. Please provide any comments here (including any recommendations for improvement).

Green garden waste collection (additional service – paid for)

11. Have you ever purchased a green garden waste collection?

☐ Yes ☐ No

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12. Please state below how many times a year you have purchased a green garden waste collection.

☐ 1 - 6 ☐ 7 - 12 ☐ 13 - 24 ☐ 25 - 52

13. Please select from the list below how satisfied or dissatisfied you were with the service.

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied

14. Please provide any comments here (including any recommendations for improvement).

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15. If you have never participated in the purchase of a green garden waste collection, please state why from the options below.

- | | |
|---|--|
| <input type="checkbox"/> My collection day is inconvenient | <input type="checkbox"/> I compost at home |
| <input type="checkbox"/> I do not have the space to store it prior to my collection day | <input type="checkbox"/> It costs too much |
| <input type="checkbox"/> I do not have a need to | <input type="checkbox"/> I did not know it was available |
| <input type="checkbox"/> I take it to the tip | |
| <input type="checkbox"/> Other (please specify below) | |

16. Please provide any comments here (including any recommendations for improvement).

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Specialist collection services

This section is in relation to specialist collections from the household. If you do not receive a specialist collection please proceed to the following section 'Waste disposal sites' by clicking the 'next' button at the foot of the page.

Assisted and clinical waste collections

17. If you receive assisted collections please select from the list below how satisfied or dissatisfied you are with the service.

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied

18. Please provide any comments here (including any recommendations for improvement).

19. If you receive clinical waste collections please select from the list below how satisfied or dissatisfied you are with the service.

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied

☐ I do not participate

20. Please provide any comments here (including any recommendations for improvement).

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Waste disposal sites

This section is in relation to the services provided and received at the Isle of Wight Council's waste and recycling disposal sites.

Mini recycling sites (bottle, textile and book banks)

21. Do you use any of the following waste banks?

	Yes	No
Bottle banks	<input type="radio"/>	<input type="radio"/>
Textile banks	<input type="radio"/>	<input type="radio"/>
Book banks	<input type="radio"/>	<input type="radio"/>

22. If yes, please select the main site you use from the drop down list below.

23. Please provide any comments here (including any recommendations for improvement).

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Civic amenity sites

If you do not have a requirement to use civic amenity sites, please proceed to the following section 'Future waste services' by clicking the 'next' button at the foot of the page.

24. Do you use any of the following sites for disposing green garden waste, recyclable waste or black bag waste?

	Green garden waste	Recyclable waste	Black bag waste
Lynnbottom civic amenity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forest Road civic amenity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afton Marsh civic amenity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Which is the main site you use?

- ☐ Lynnbottom civic amenity
- ☐ Forest Road civic amenity
- ☐ Afton Marsh civic amenity

26. How often do you use this site?

- ☐ Daily ☐ Weekly ☐ Fortnightly ☐ Monthly ☐ 6 Monthly ☐ Yearly

27. Please select your preferred time for using the site.

- ☐ Morning (7am - 12pm) ☐ Afternoon (12pm - 6pm) ☐ Early evening (6pm - 8pm) ☐ Late evening (8pm - 10pm)

28. How satisfied or dissatisfied are you with the facilities available at this waste site?

- ☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied

29. Please provide any comments here (including any recommendations for improvement).

30. How satisfied or dissatisfied are you with the service received at the waste site?

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied ☐ Dissatisfied ☐ Very dissatisfied

31. Please provide any comments here (including any recommendations for improvement).

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Future waste services

The purpose of this section is to gain your views on potential future services to develop an appropriate strategy.

Looking to the future

32. Residual waste (anything which cannot be recycled) is currently collected in black bags once a fortnight, would you consider using a wheelie bin for this waste?

☐ Yes ☐ No

Please provide any comments here

33. Would you be prepared to use more recycling containers in your home to separate waste types (eg a separate container for glass and another for all other recyclables)?

☐ Yes ☐ No

Please provide any comments here

34. Would you be happy for the Isle of Wight Council to microchip wheelie bins for stock control purposes?

☐ Yes ☐ No

Please provide any comments here

35. The law states that paper, metal, plastic and glass must be collected at the kerb side separately from black bag waste. Are there any other types of materials you would like collected from the kerbside? (Please select from the list below if applicable)

- | | |
|---|---|
| <input type="checkbox"/> Batteries | <input type="checkbox"/> Small electronic goods eg kettles, hair dryers etc |
| <input type="checkbox"/> Textiles | <input type="checkbox"/> Paint |
| <input type="checkbox"/> Shoes | <input type="checkbox"/> Tetrapacks eg fruit juice cartons |
| <input type="checkbox"/> Other (please specify) | |

36. There are some waste collections which are not included within the standard waste collection service (eg garden waste collections).

There are a few collection services which could be made available to residents for an additional cost. Please tick any of the following services you would be willing to pay a reasonable additional charge for, if applicable.

- | | | |
|---|---|--|
| <input type="checkbox"/> Garden waste kerbside collection (already available as an additional service) | <input type="checkbox"/> Bulky waste eg items over 25kg or too big for waste containers | <input type="checkbox"/> Clinical waste collection |
| <input type="checkbox"/> Residual (black bag waste) and recycling collection on an alternative day from your set collection day | <input type="checkbox"/> Small home run business waste collection | <input type="checkbox"/> Waste oil and grease collection |
| <input type="checkbox"/> Collection of nappy/other sanitary waste | <input type="checkbox"/> Asbestos collection | <input type="checkbox"/> Rubble |

Other (please specify)

37. Please select any days of the week which you would prefer **NOT** to have your waste and recycling collected.

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> Thursday | |

38. Please select your top three preferred collection times and rate by using numbers 1-3 (1 being most preferable):

Morning only (6am - 12pm)

Afternoon only (12pm - 6pm)

Evening only (6pm - 10pm)

Night only (8pm - 8am)

All day (6am - 10pm)

Business hours (9am - 5pm)

Anytime

* 39. How would you prefer to receive information and updates about waste services? (Please indicate by selecting your two preferred methods below).

☐ Local newspapers

☐ Through your letterbox as dedicated leaflets or newsletters

☐ Local radio

☐ Via text message

☐ Isle of Wight Council Website (iwight.com)

☐ Via email

☐ Social media (Council Facebook/twitter pages)

☐ Other (please specify)

40. Local authorities use a number of methods to assist the public in disposing their waste appropriately. The ultimate goal is to reduce black bag waste and maximise recycling and composting (garden and food waste). Please select below how the Isle of Wight council can assist you in achieving this.

☐ Online information (guidance on what goes in what bin/bag)

☐ Open days at waste facilities

☐ Leaflets or newsletters through your letterbox (guidance on what goes in what bin/bag)

☐ Door to door knocking to discuss services with residents

☐ Subsidised home composters

☐ Promotional campaigns on specific issues (food waste, washable nappies, junk mail)

☐ Presence of staff in the local area (local events and talks to provide information/answer questions)

Other (please specify)

41. Please provide any other comments you have about the future of waste services on the Isle of Wight here.

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About you

Information gathered in this section will help us to identify trends across the Isle of Wight. While this information is useful, you are by no means obliged to complete this section if you do not wish to.

42. How many people live in your household?

Adults

Children (Under 18)

43. 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:

Children aged 5 and under

Age 6-17

Age 18-64

Age 65-79

Age 80+

44. What type of household do you live in?

☐

Flat/apartment

☐

House terraced

☐

Bungalow semi-detached

☐

Mixed commercial/Domestic property (eg Pub, B&B)

☐

Bungalow detached

☐

Houseboat

☐

House detached

☐

Caravan

☐

House semi-detached

Other (please specify)

45. Please enter below the first four characters of your postcode below (eg PO30).

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

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Equality monitoring questions

The Isle of Wight Council is committed to being an equal opportunities provider of services and to making improvements in service delivery and service re-design. We want to make sure that the right services are reaching the right people at the right time. In addition, we are required by law to ensure our policies do not disadvantage any particular groups in our community. To help us achieve this it would be helpful if you would please answer the following questions. You may feel some of the questions are a little personal and you are not obliged to answer them, however the information we collect will be confidential and any data published cannot be traced back to you.

47. Which of the following describes how you think of yourself?

☐ Male ☐ Female ☐ Prefer not to say

In another way (please specify)

48. What age group do you belong to?

☐ Under 25 ☐ 45 - 54 ☐ Prefer not to say
☐ 25 - 34 ☐ 55 - 64
☐ 35 - 44 ☐ 65 and over

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

(The Disability Discrimination Act 1995 and the Equality Act 2010 define a person as disabled if they have a physical or mental impairment, which has a substantial and long term effect (ie has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities).

☐ Yes ☐ No ☐ Prefer not to say

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Thank you

All responses submitted from this survey will be collated and used to analyse the current service. The feedback from this will be used to develop considerations for improvements to all waste disposal services in the future. All responses will be handled in accordance with the Data Protection Act 1998.