

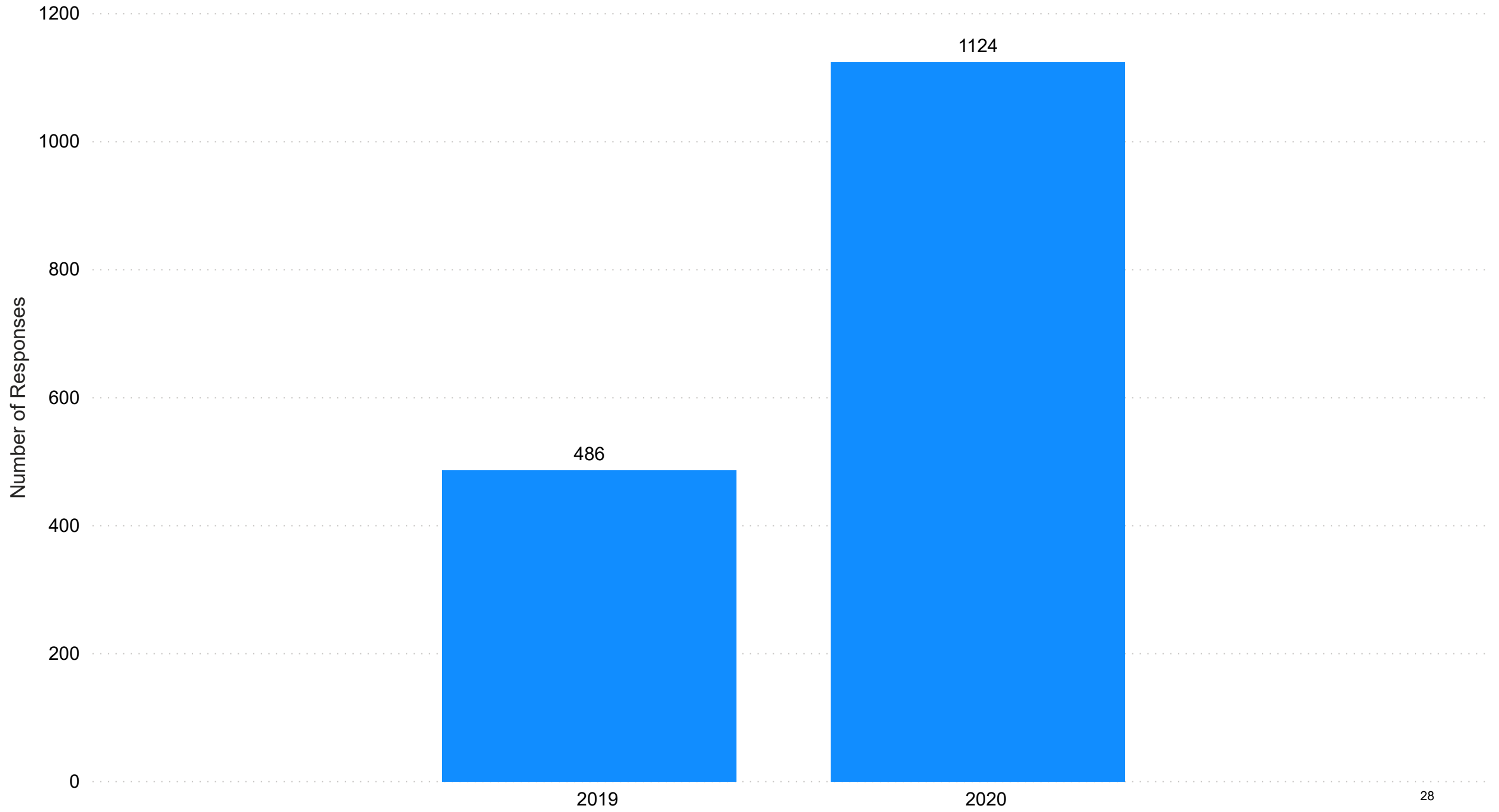
Waste Collection Satisfaction Survey

29 April 2020 – 30 June 2020

Methodology

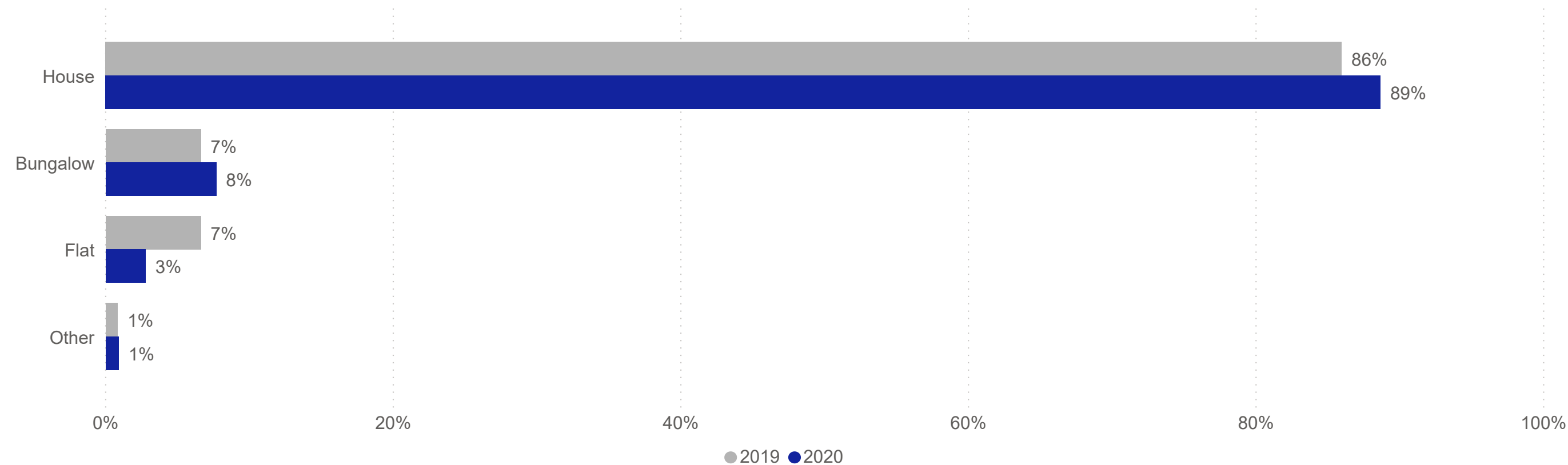
- The survey opened for staff to complete via the HDC intranet on 29th April 2020, after this the external campaign was launched to residents in Huntingdonshire and the survey closed to all respondents on 30 June 2020.
- The survey was promoted via HDC intranet, the HDC website (advert on homepage) and social media posts.
- Questions were based on a survey ran by the Greater Cambridge Shared Waste Service (GCSWS) in 2018/19, with a few questions not relevant to HDC removed and some additional questions added to provide information which HDC was interested in finding out.
- The survey (featuring the same questions) was previously run by HDC during May and June 2019.
- Results in this report have been compared (where appropriate) to those collected by HDC in 2019, but no comparison has been made to the results from the GCSWS.
- Figures are rounded, so differences in graphs to figures quoted in summaries may vary slightly and may not sum to 100%.
- 1,124 responses were collected in 2020 during the survey period, compared to 486 in 2019, an increase of 131%.

Number of Responses by Year

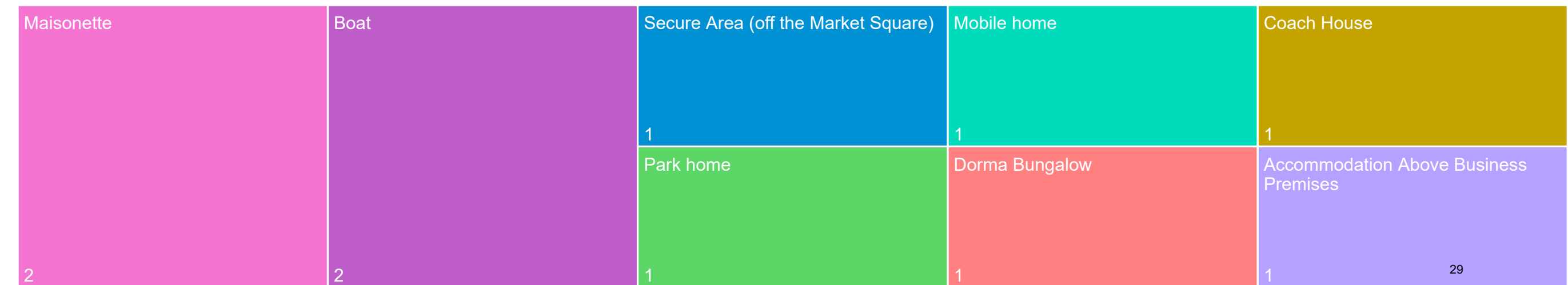


About the type of dwelling respondents live in

What type of dwelling do you live in?



Other types of dwellings specified and the number for each in 2020



Summary: About the grey bin or general rubbish collection

- 94% of respondents had at least one grey bin
- 95% were satisfied or very satisfied with their general rubbish collection service, which is an improvement from 88% of respondents when asked in 2019.
- Satisfaction rates varied depending on which waste collection method the respondents had. While 95% of respondents with a grey bin collection service were satisfied/very satisfied, only 59% of respondents with a shared communal waste collection were satisfied/very satisfied (although this has improved from 53% in 2019). All respondents with a blue sack collection were satisfied/very satisfied (up from only 50% in 2019) *
- There was a noticeable drop in the number of respondents who were very satisfied with the shared communal bin service compared to 2019. 17.6% in 2020 versus 31.6% in 2019. However overall (when combining total responses) more were satisfied/very satisfied with the service and fewer were dissatisfied/very dissatisfied compared to the previous year.
- The percentage of respondents who said they were very satisfied with the blue sack service more than doubled in 2020 (83% compared to 40% in 2019), more were satisfied and no respondents stated they were either very dissatisfied or dissatisfied with the service in 2020.
- 68% said their bin(s) were at least three-quarters full on collection day compared to 65% in 2019.
- 33% said they could manage if their general rubbish bin was smaller compared to 36% in 2019.

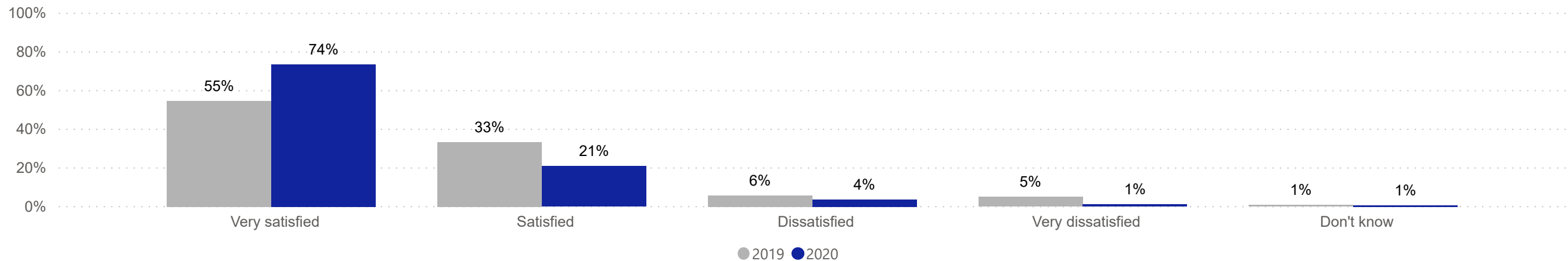
*It should be noted that numbers of respondents with shared communal waste or blue sack collections were low - 20 respondents in both years had a shared communal collection, with 7 receiving a blue sack collection in 2020 compared to 10 in 2019.

Household Waste : About the grey bin or general rubbish collection overall

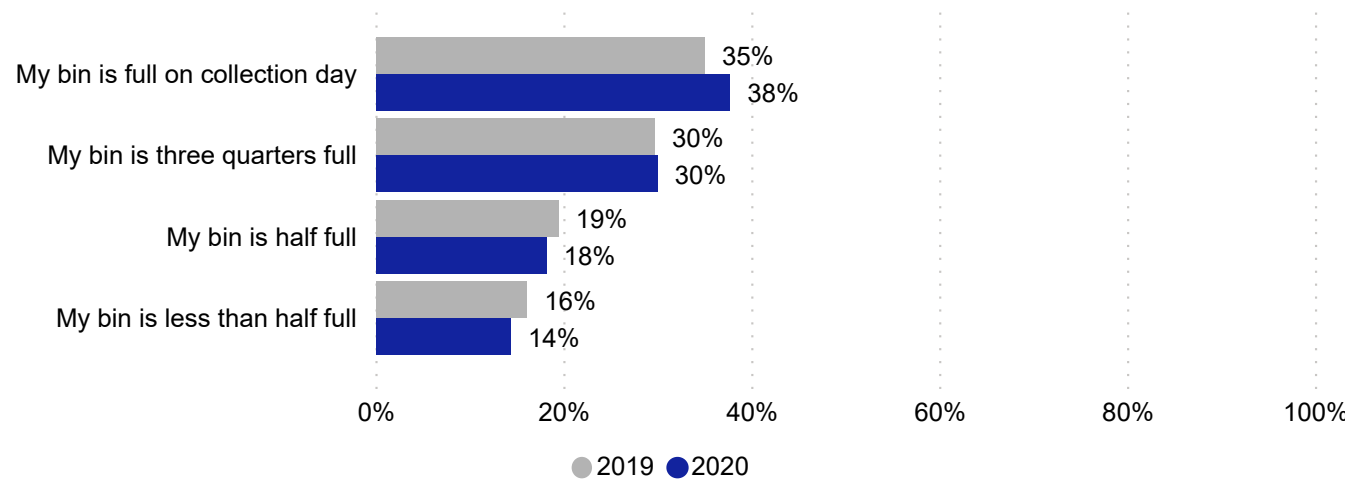
Please select which applies to your household (grey bin or general rubbish collection)

Answer	2019	2020
I have a grey bin	89%	94%
I have more than one grey bin	4%	4%
I use a communal shared bin	4%	2%
I use blue sacks	2%	1%

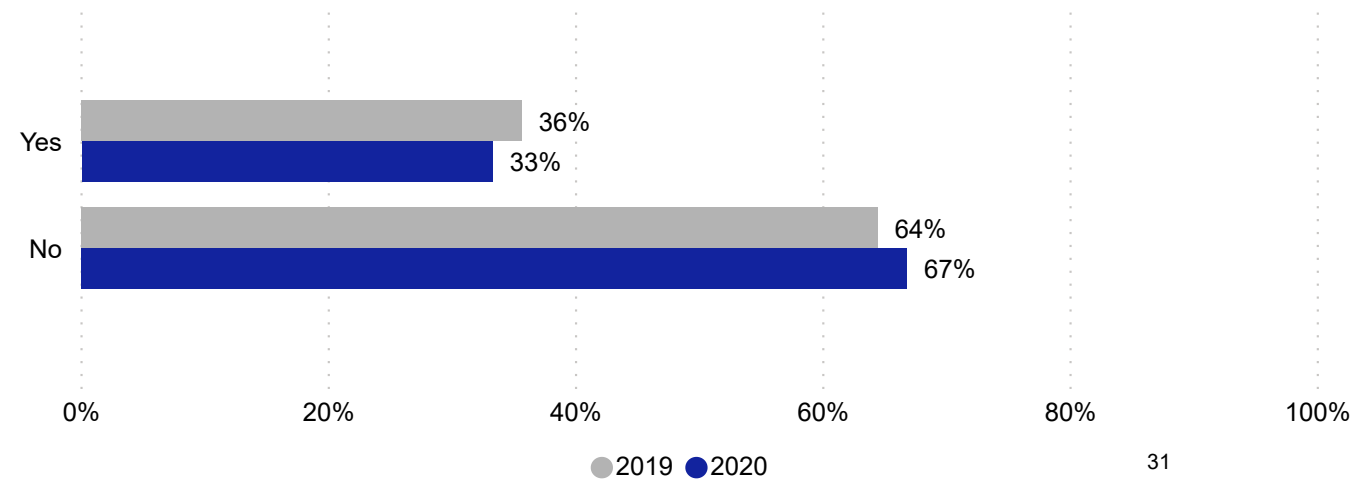
How satisfied are you with the grey bin or general rubbish collection ? (All Respondents)



Which if the following statements do you agree with? (All Respondents)

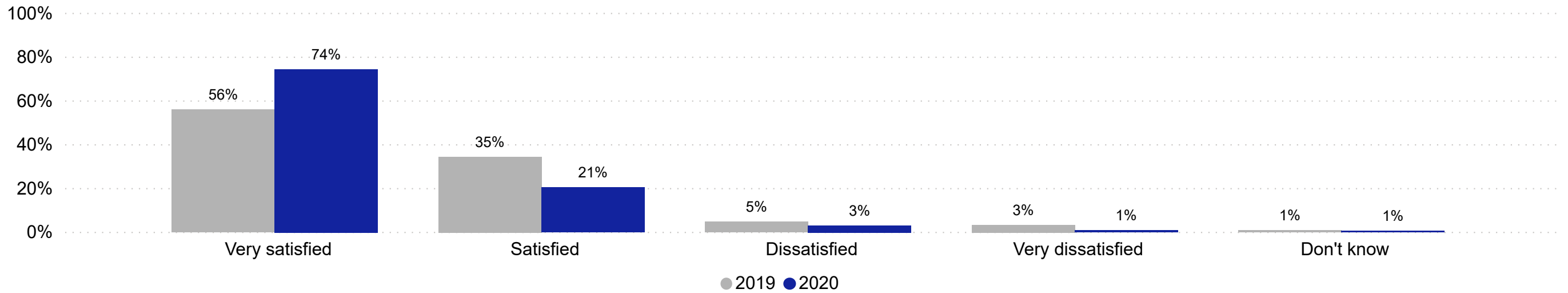


Could you manage if your bin was smaller? (All Respondents)

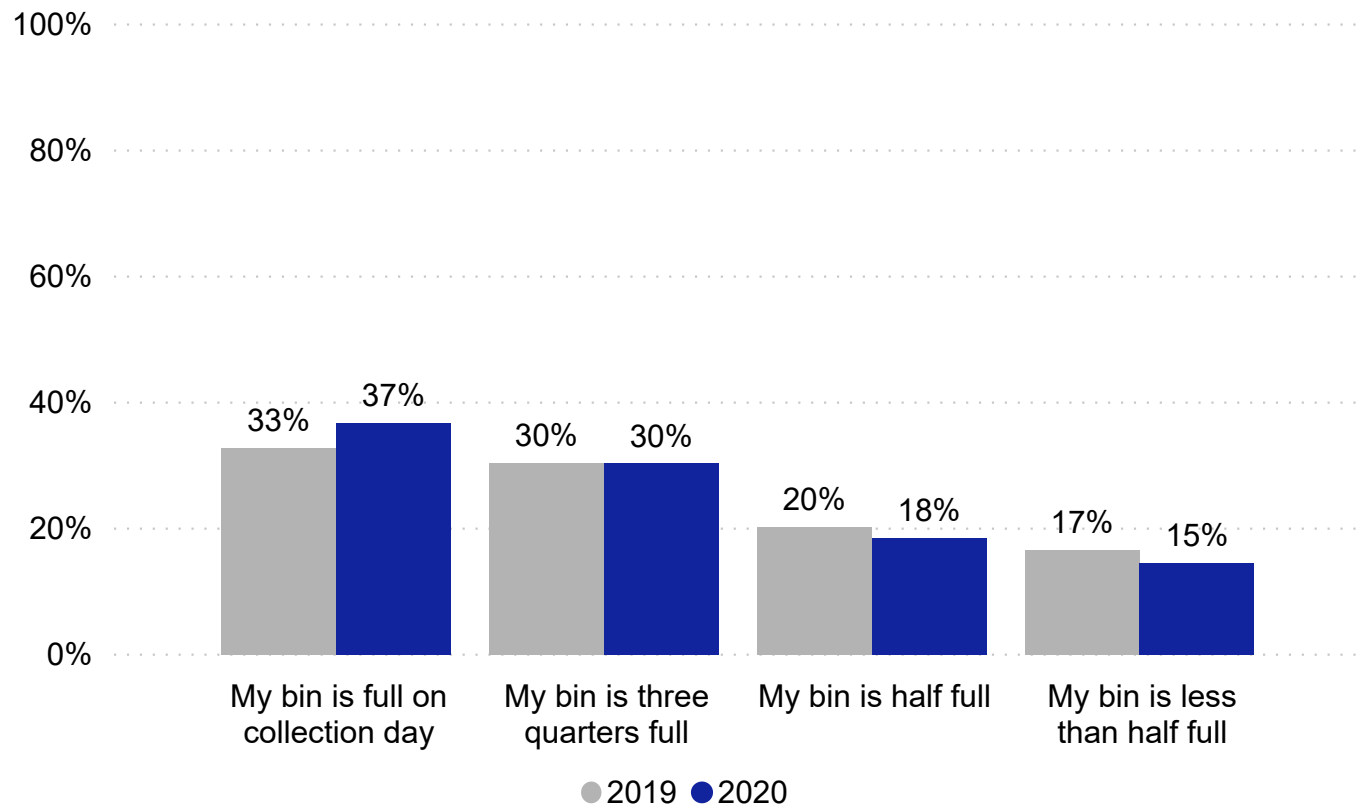


Household Waste : About the grey bin collection service

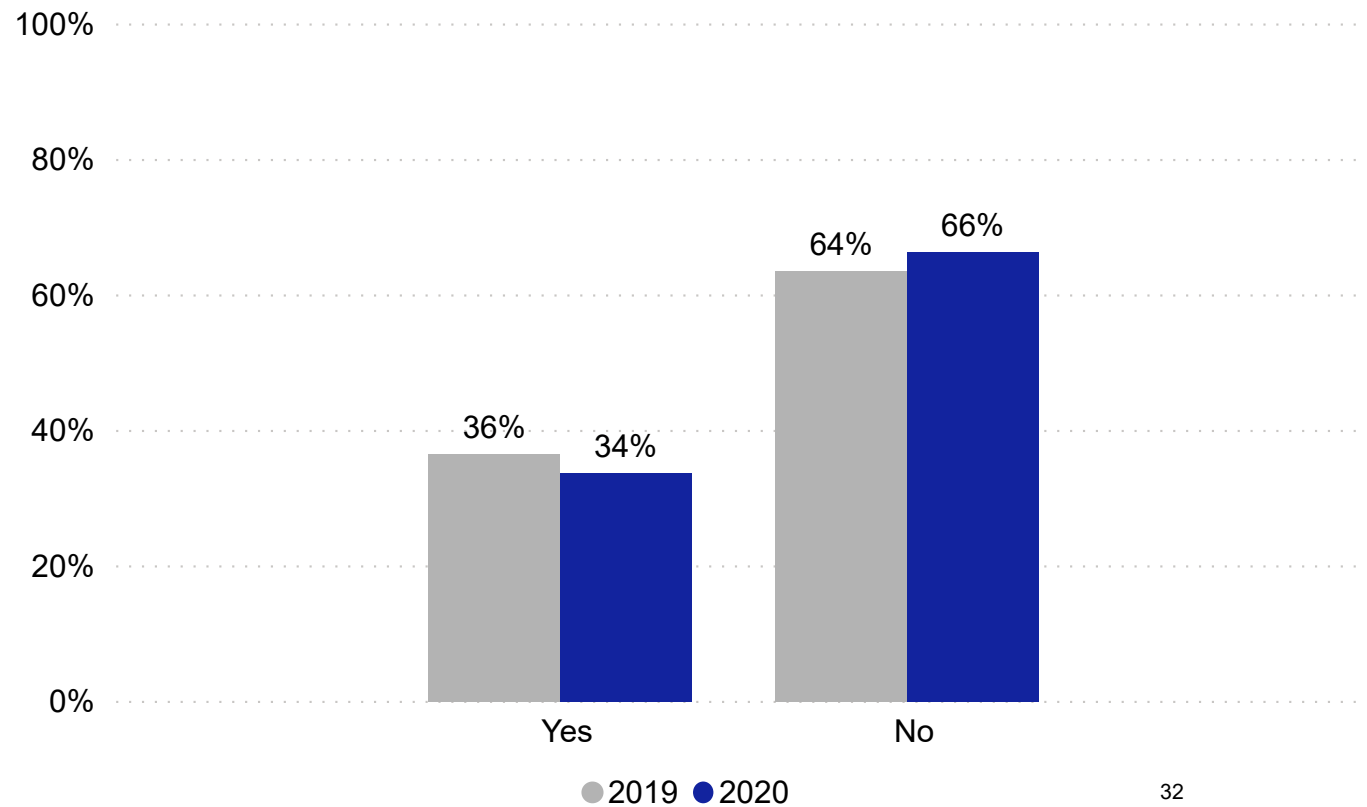
How satisfied are you with the grey bin service?



Which of the following statements do you agree with ? (Grey Bins)

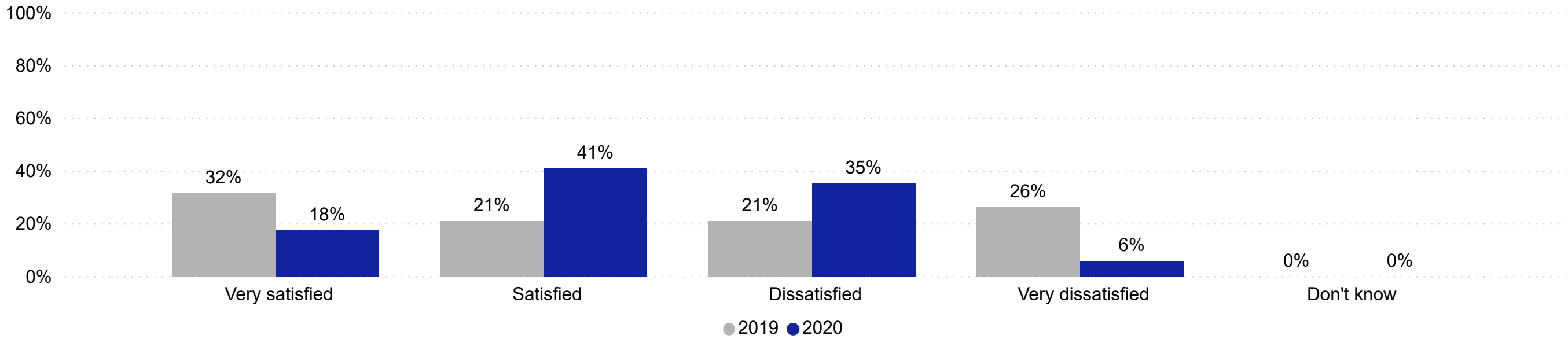


Could you manage if your grey bin was smaller?

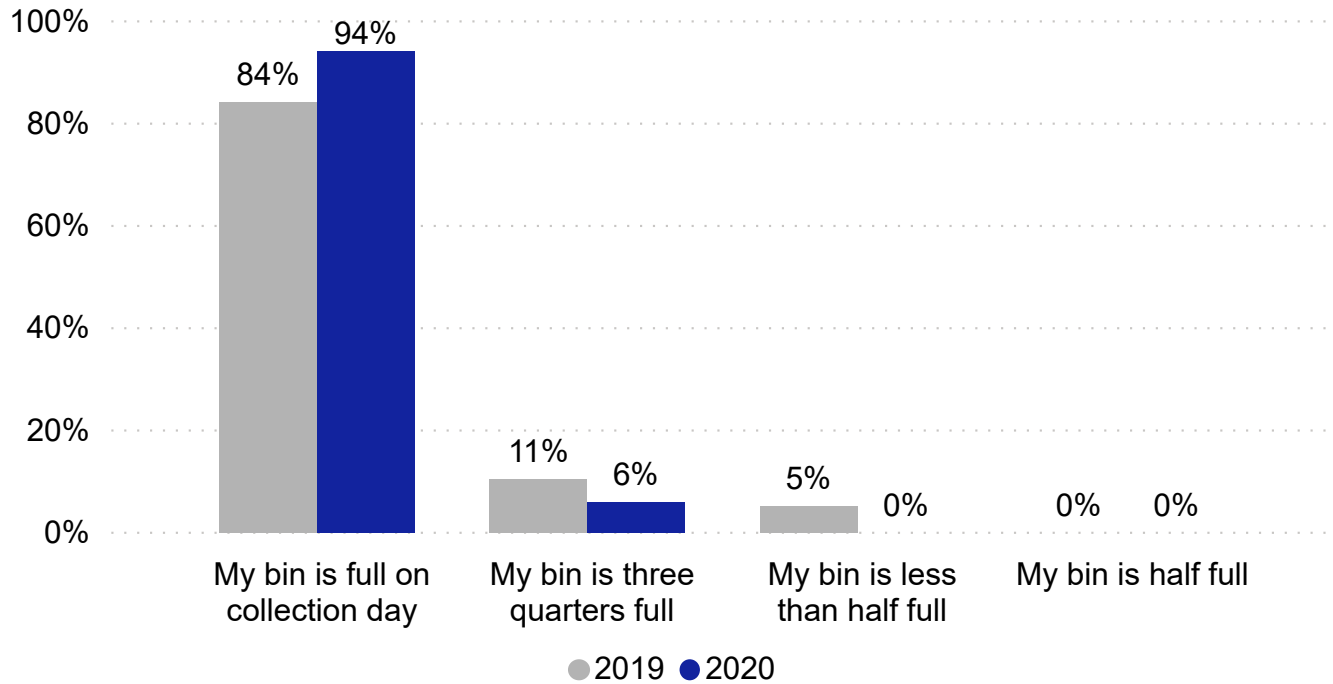


Household Waste : About the shared communal waste collection

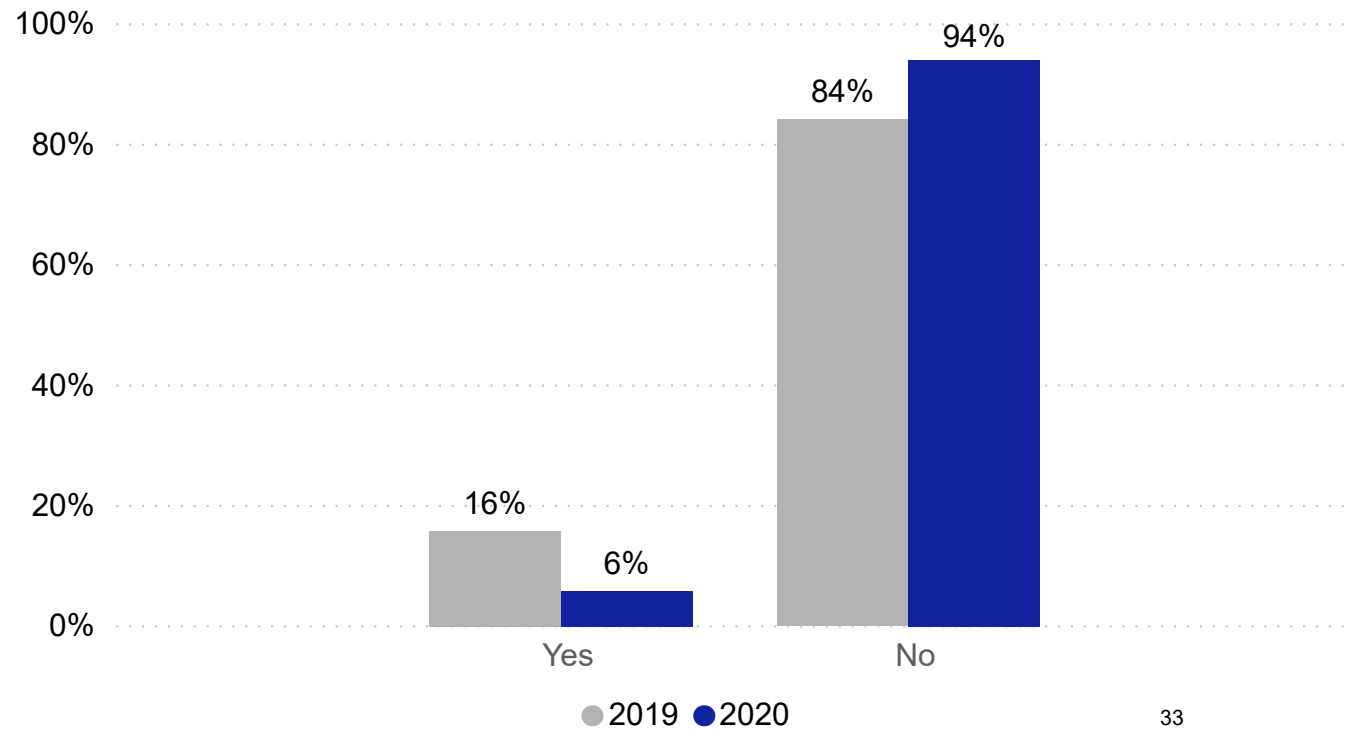
How satisfied are you with the shared communal bin service?



Which of the following statements do you agree with?
(Shared Communal Bin)

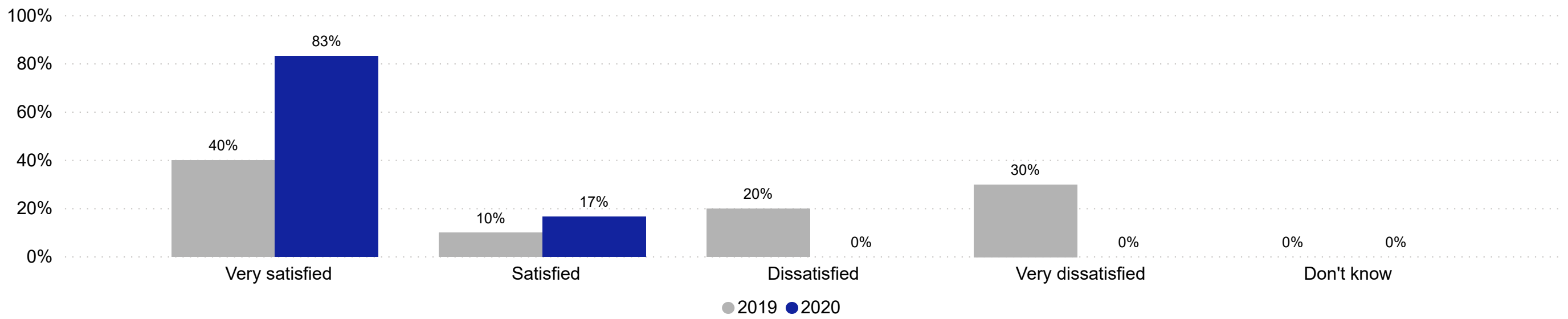


Could you manage if your shared communal bin was smaller?



Household Waste : About the blue sack collection

How satisfied are you with the blue sack collection service?



Summary: About the green bin (garden and food waste) service

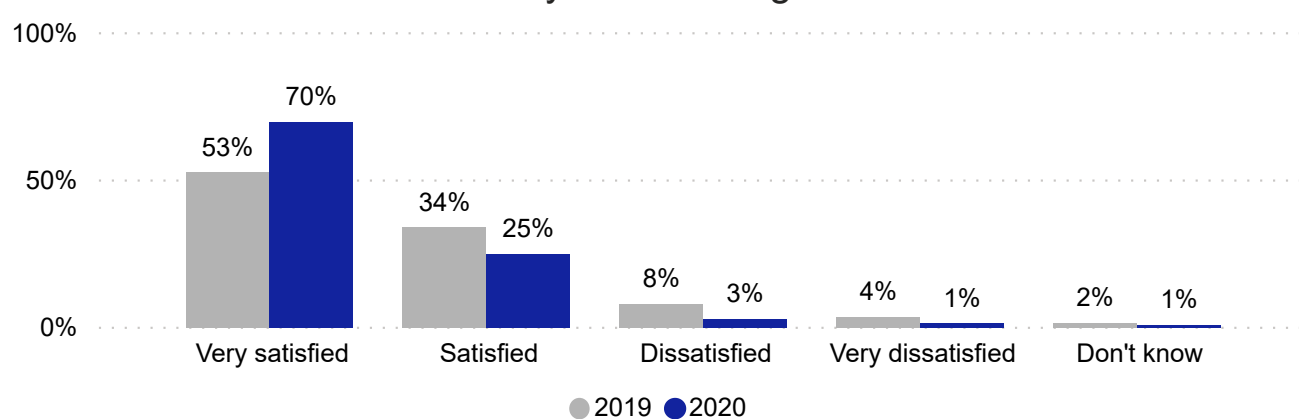
- 86% of respondents had one green bin, 10% has more than one green bin and 4% do not receive a garden waste collection service.
- 95% were satisfied or very satisfied with their green bin collection service overall, a larger proportion of those paying to have more than one green bin were satisfied/very satisfied (99%)
- 81% said their bin(s) were at least three-quarters full on collection day, although this increased to 97% for those paying to have more than one bin.
- 60% said they used no wrappings when putting food waste into their green bin.
31% used newspaper to wrap food waste.
7% used paper liners for this purpose.
8% said they wrapped food in cornstarch liners or plastic bags that are not allowed by HDC.
- The most common 'other' way respondents stated they wrap their food waste was by using other types of bag, for example a brown paper bag, a recycling bag, a paper bag or a biodegradable bag.
- 40% of respondents that said they used something other than the options listed, stated they do not put food waste into their green bin.

Garden and Food Waste : About the green bin collection

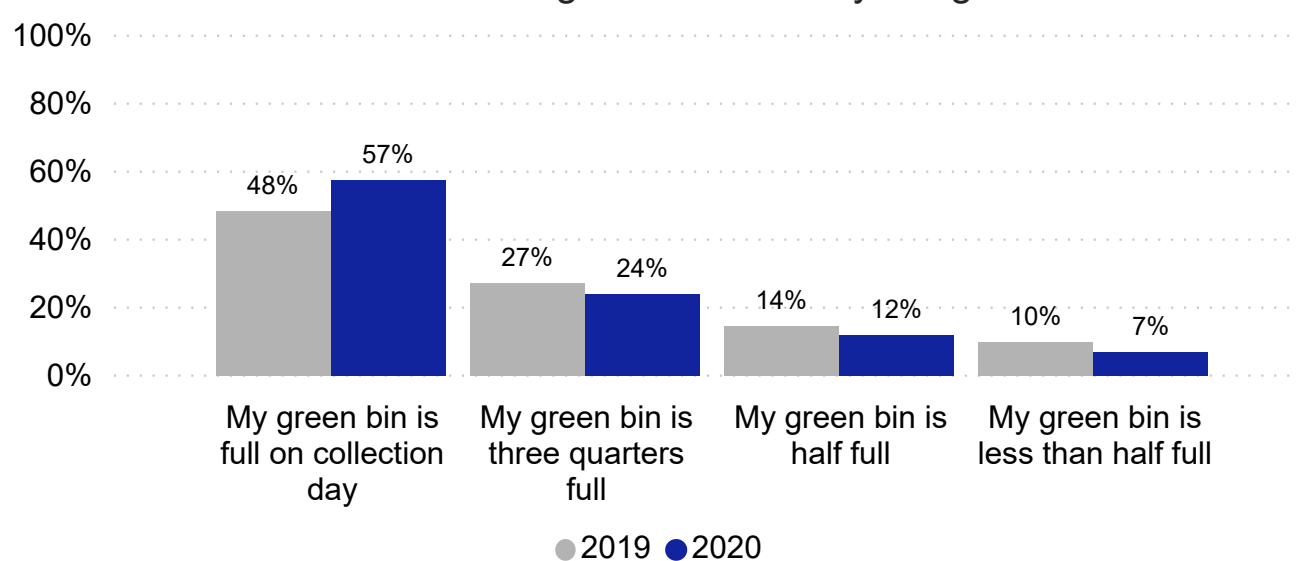
Please select which applies to your household (green bin)

Answer	2019	2020
I have one green bin	84%	86%
I have more than one green bin	8%	10%
I don't have a garden waste collection service	8%	4%

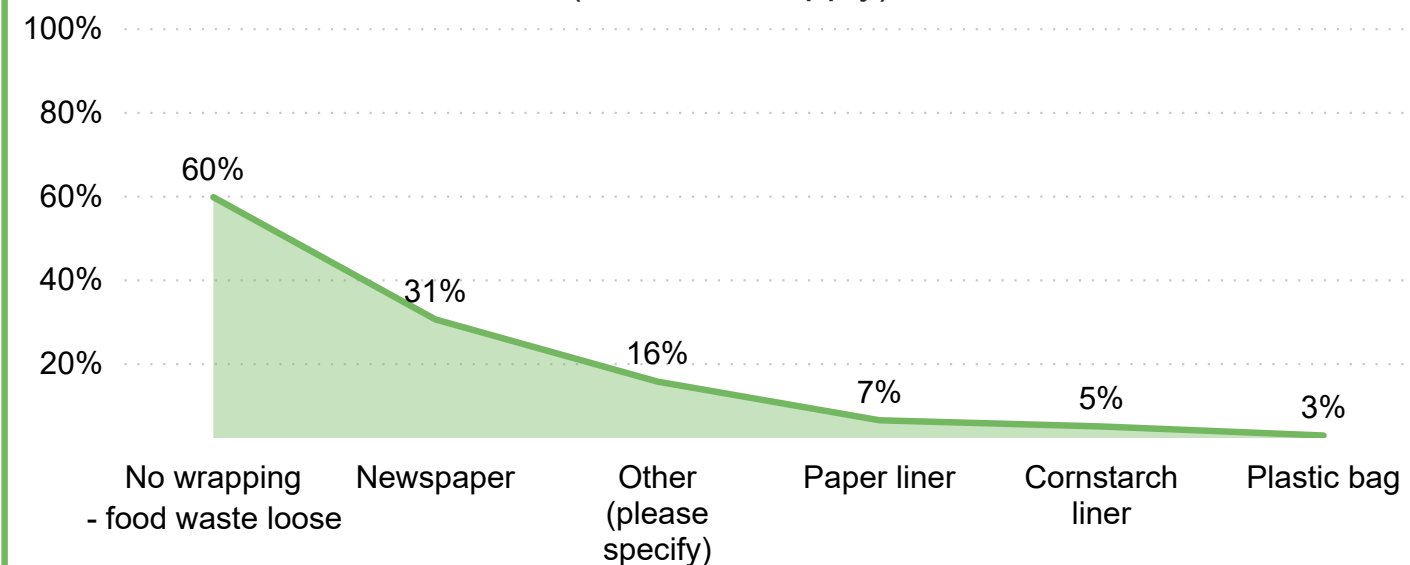
How satisfied are you with the green bin service?



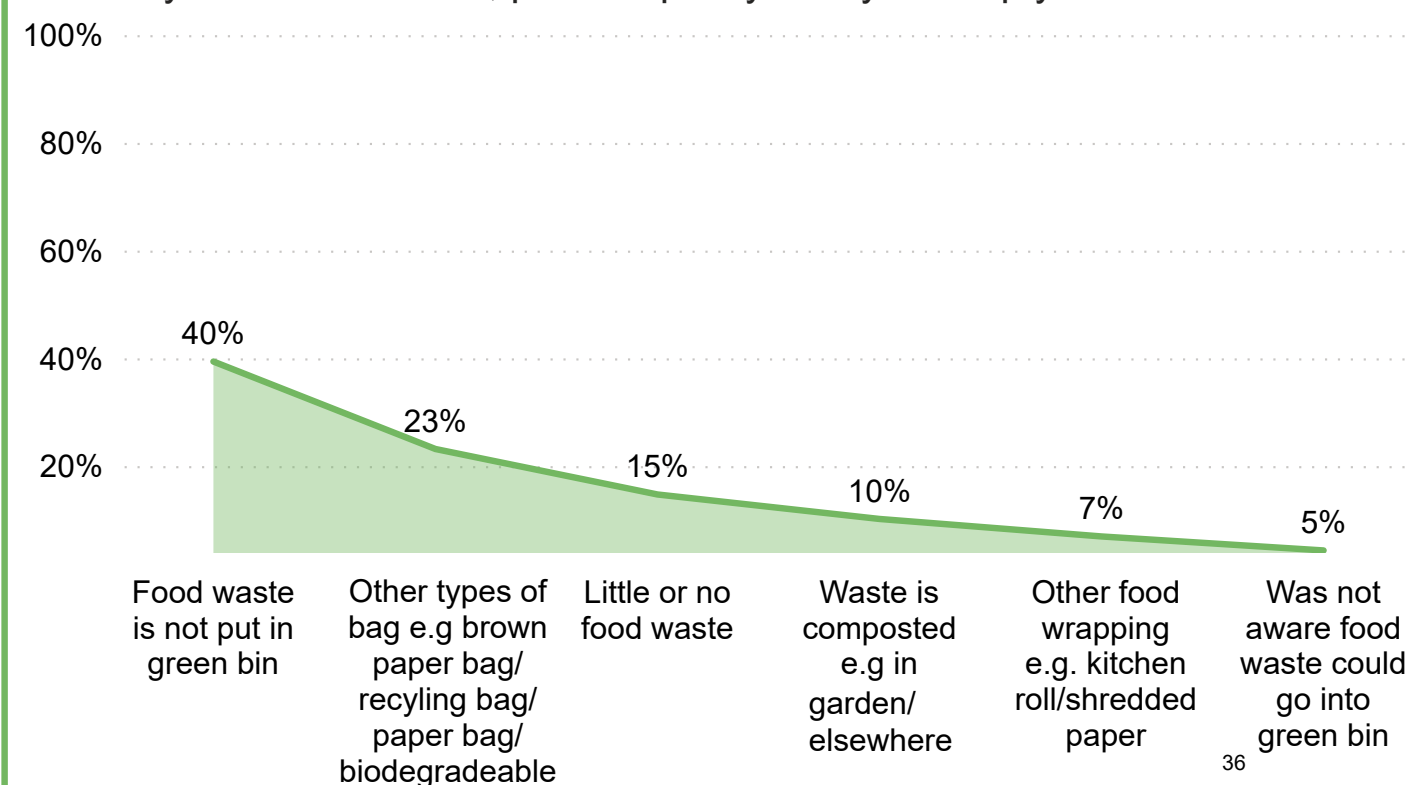
Which of the following statements do you agree with?



How do you wrap up food waste before putting it into the green bin? (tick all that apply)



If you selected other, please specify how you wrap your food waste



Summary: About the recycling service

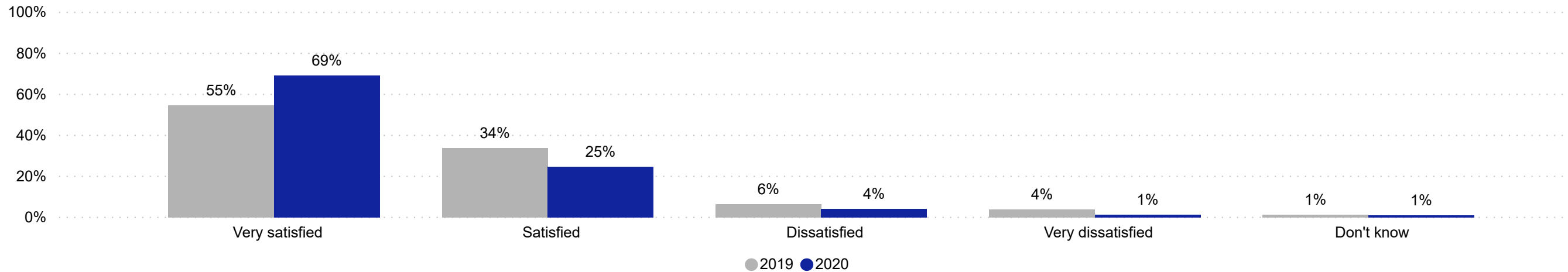
- 97% of respondents have at least one blue bin, with 2% having a shared communal recycling bin and 1% using clear sacks. Less than 1% of respondents have no recycling service.
- 94% said they were satisfied/very satisfied which is an improvement from 89% of respondents when asked in 2019. Only 53% of those using shared communal bins were satisfied/very satisfied, however this has improved by 3 percentage points compared to last year. However, 47% of respondents with a shared communal bin are dissatisfied, an increase from 25% in 2019. There was a noticeable improvement in results to this question from those with a clear sack collection, 82% said they were satisfied/very satisfied this year compared to 50% in 2019.
- 98% said their recycling bins were at least three-quarters full on collection day (up from 96% in 2019), with 100% of shared communal recycling bin users saying they were full.
- 86% of all respondents, regardless of which recycling service they have, were happy with the range of items that can be recycled through the kerbside recycling service.
- The most common other items that respondents would like to recycle in their blue bins are food packaging (for example crisp packets, food trays - including black plastics, pet food pouches), general plastics (e.g. hard plastics), other forms of packaging including polystyrene, bubble wrap etc and textiles

Recycling : About the recycling service overall

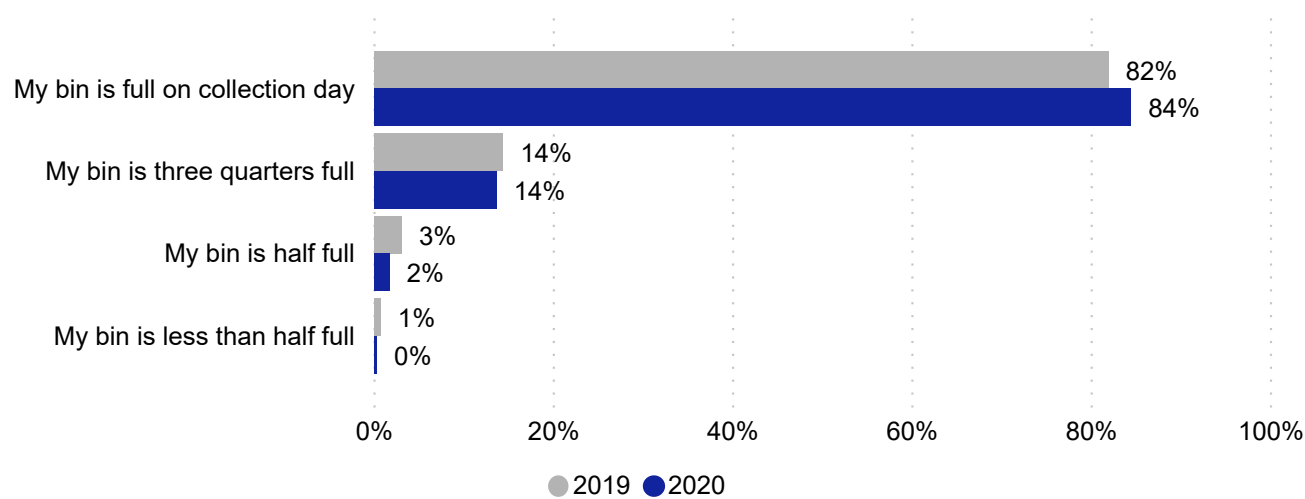
Please select which applies to your household (Recycling Service)

Answer	2019	2020
I have a blue bin bin	80%	82%
I have more than one blue bin	14%	15%
I use a communal shared recycling bin	3%	2%
I use a clear sack instead of a bin	2%	1%
I don't have a recycling collection service	1%	0%

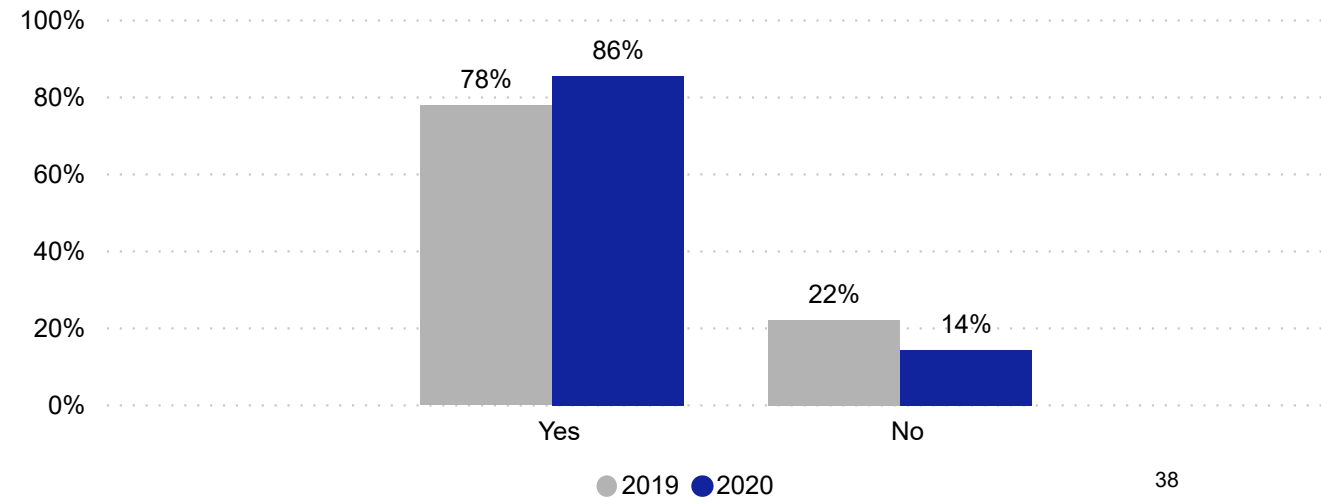
How satisfied are you with the recycling service? (All Respondents)



Which of the following statements do you agree with? (All Respondents)

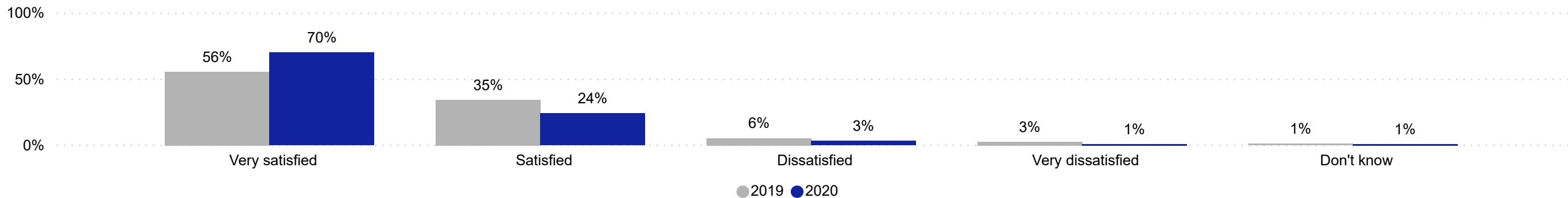


Are you happy with the range of items you can recycle? (All Respondents)

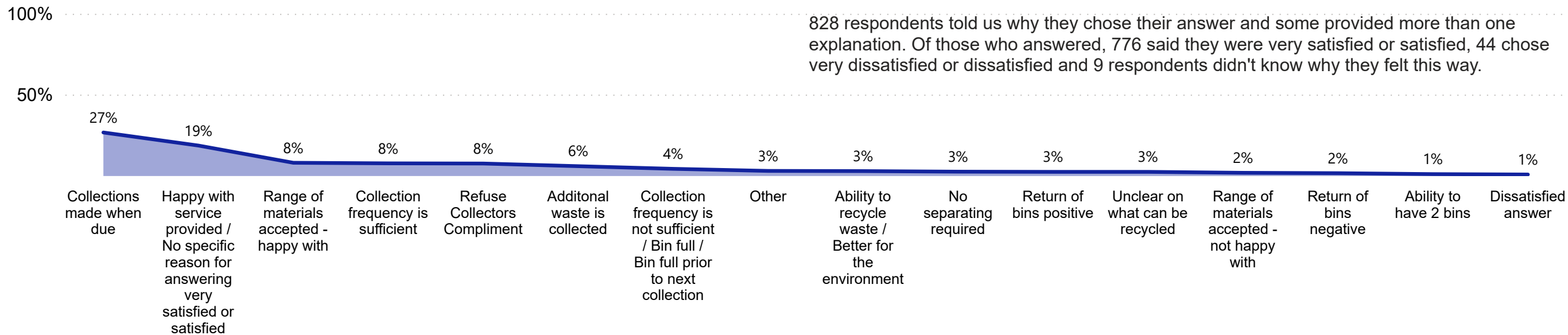


Recycling : About the blue bin recycling collection service

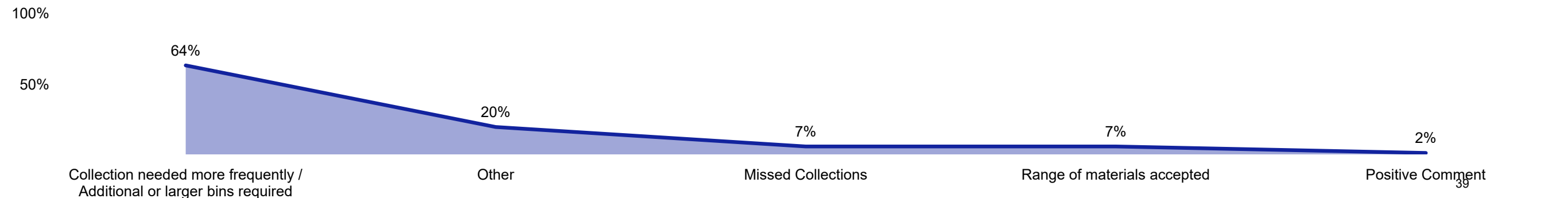
How satisfied are you with the recycling service ?



Please tell us the reason you chose either very satisfied or satisfied as your answer

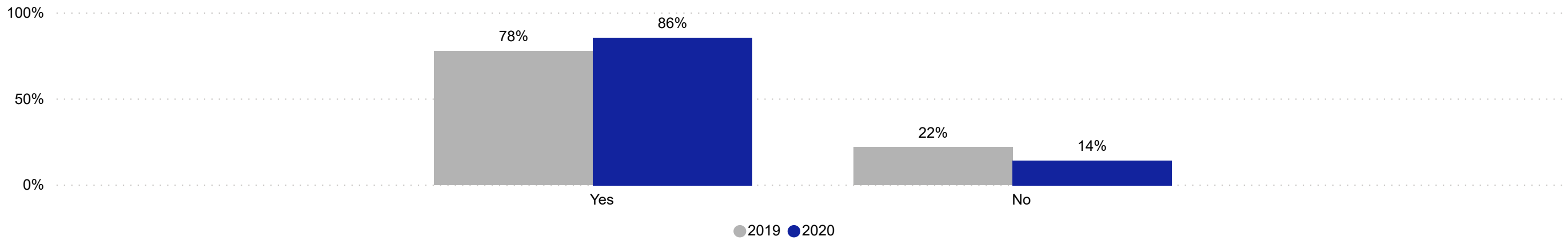


Please tell us the reason you chose either very dissatisfied or dissatisfied as your answer

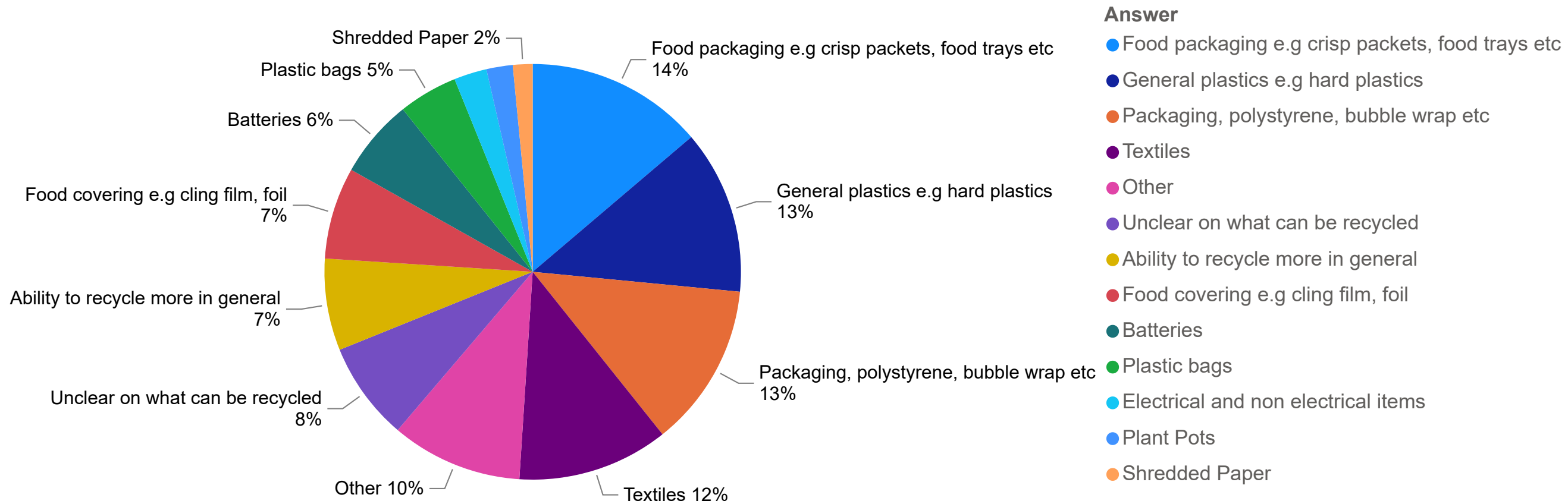


Recycling : About the blue bin recycling collection service

Are you happy with the range of items you can recycle in your blue bin?

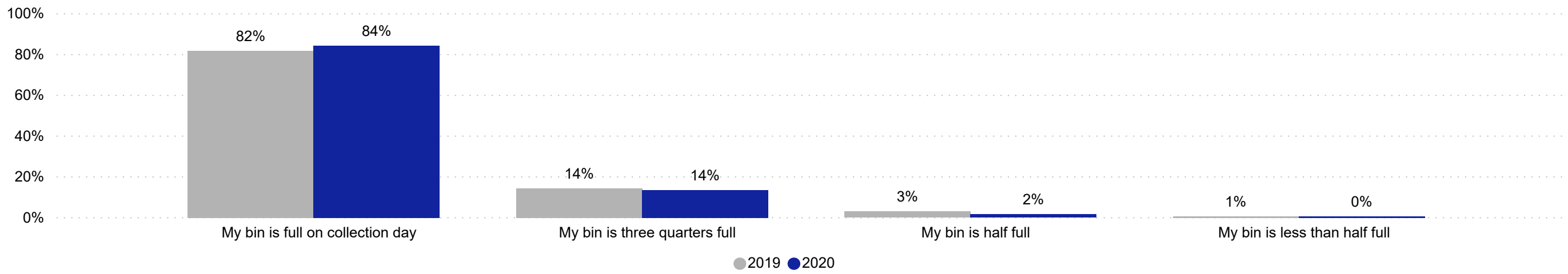


If you answered no, please state what else you would like to recycle



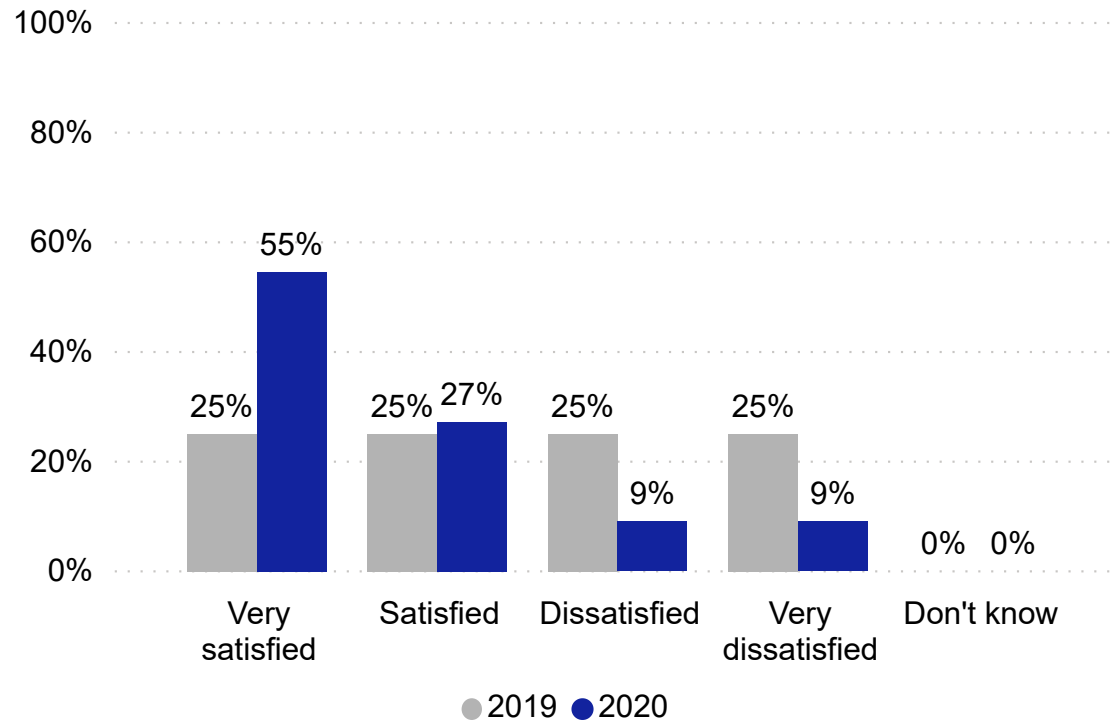
Recycling : About the blue bin recycling collection service

Which of the following statements do you agree with? (Blue Bins)



Recycling : About the clear sack collection

How satisfied are you with the recycling service? (Clear Sacks)



10 respondents explained the reason for their answer

Bags arrive as stated and full ones taken each fortnight even though I am the only resident in my block of flats who recycles - makes me feel my effort matters.

Got no problem with service.

Ideally it would be a weekly collection.

In March I put my bin out. It wasn't returned to where I leave it for collection and never saw it again. I ordered a blue bin 8 weeks ago but it hasn't been delivered. Now I cannot recycle as I've run out of clear bags and in self isolation.

Many things collected and always on time.

Never had any problems with the collection of waste or recycling.

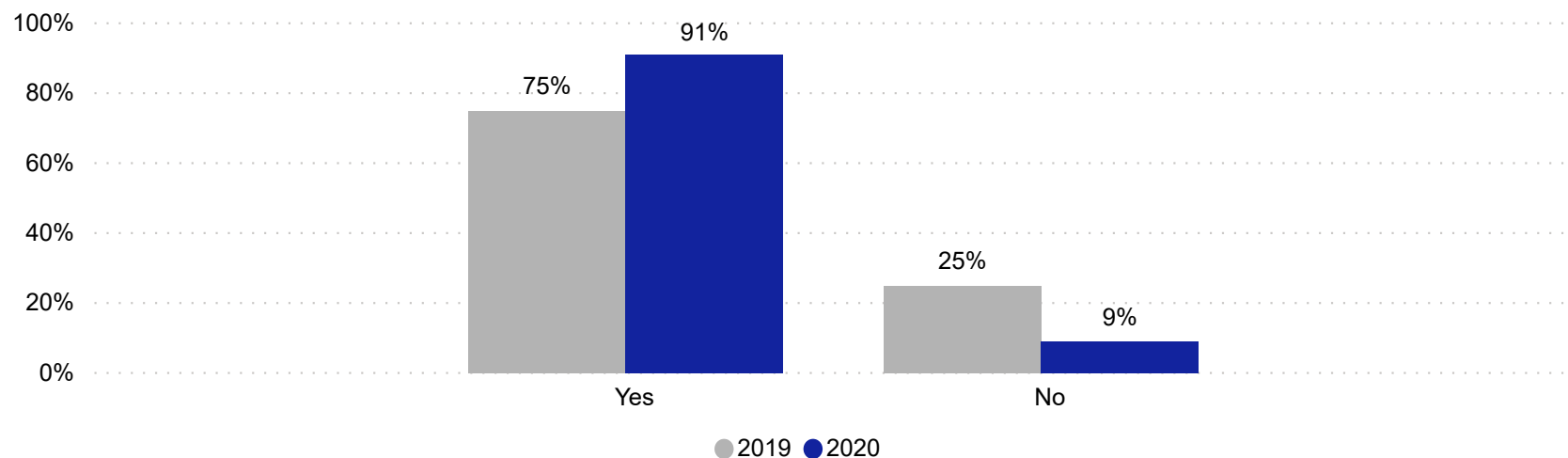
Service is reliable and adequate, weekly would be better if that were financially viable.

They do a good job.

We've never had a late collection, have always been very satisfied with the service.

Works well.

Are you happy with the range of items you can recycle in your clear sack?

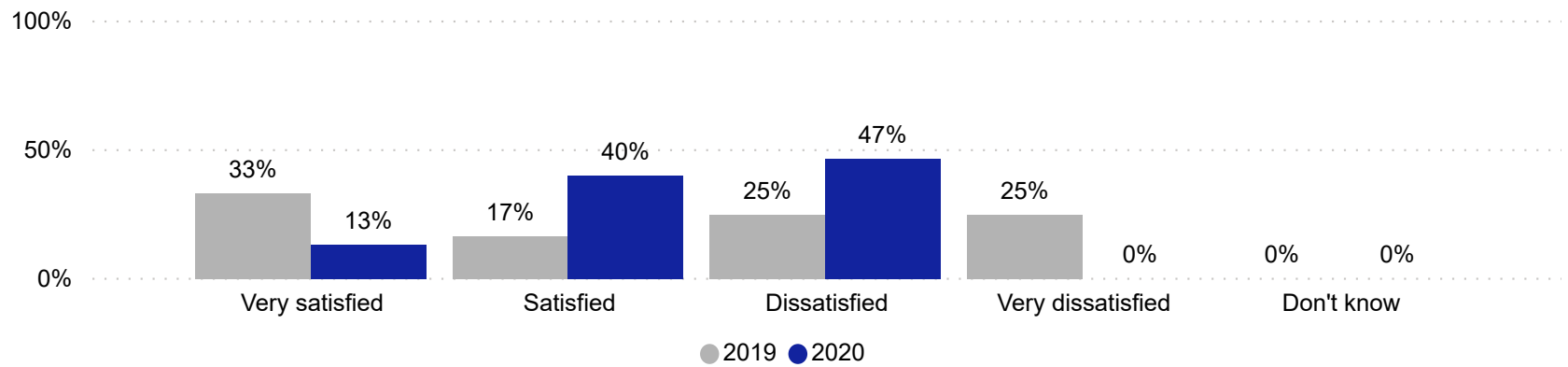


If respondents answered no to this question, we asked them to state what else they would like to recycle, only one respondent provided an answer:

"I don't have guidance on how to recycle in clear bags. I need a blue bin like all my neighbours"

Recycling : About the communal bin collection service

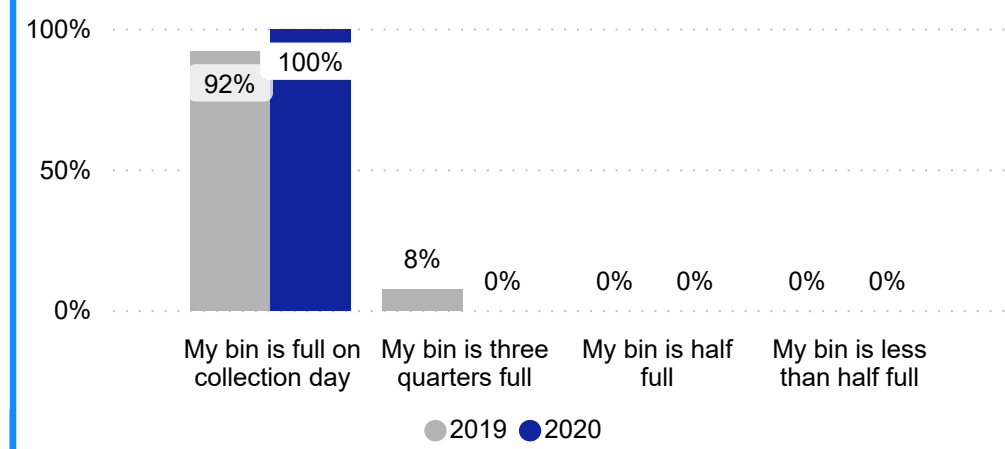
How satisfied are you with the recycling service? (Communal Bin)



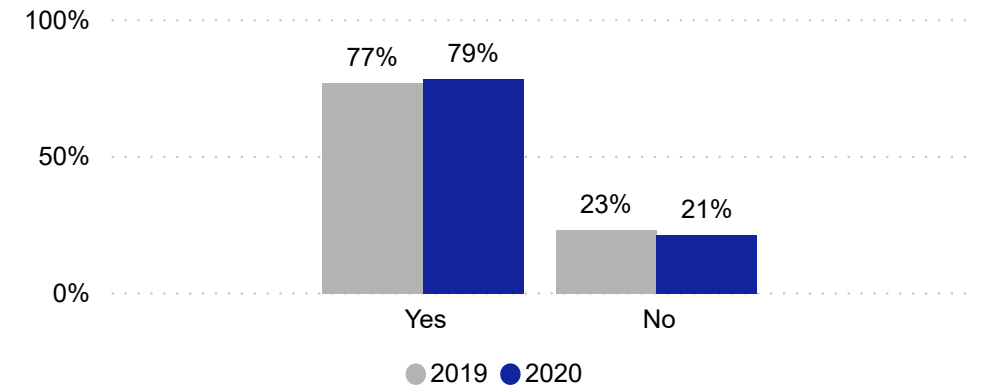
12 respondents explained the reason for their answer

- With 26 households on the estate would prefer weekly service as not everyone adheres to rules ie not breaking boxes down
- We have communal bins and anyone, even if they are not from our block of flats, can access them and put waste in them. They are often rejected due to contamination and then when I want to put rubbish in, they are full.
- There's never been a problem as far as I'm aware
- People from the other flats put stuff in all our bins and there's no room for anyone else's stuff, I'm left with 3 or so black bin bags in my hallway and it's gross
- Our recycling bins are overflowing every fortnight.
- It's more of certain residents not recycling properly nor breaking down their boxes, so it fills up a lot quicker than it should. Also I don't see why us residents are charged by our company who runs the estate just to put bins in and out, when the last 2 months they have been left in the centre edge of the car park, this works. Also I personally have been told by chamonix who run the estate that they have been told by the council that the council lorries cannot come into the car park to collect bins from the bin store as I have witnessed this since I have lived here so if they could do this then we wouldn't be charged unnecessarily for this
- It's a communal bin with unrestricted access and people do not put the correct recycling waste in the bin. It's always full of black bags and other items not intended to be recycled. It's hard to manage as anyone can use the bin, not just the residents it is intended for.
- Issues with contamination of recycling bin and request for increased signage to make residents follow the rules better. Also issues with bin placement within the communal storage area following collection.
- I have no complaints
- Have had problem with contamination from neighbours, HDC arranged new stickers and lid to make it super clear what goes where.
- Communal recycling always contaminated. We make efforts to separate and wash our waste for recycling only for efforts to be ruined by neighbours. Recycling bins should not be communal for this reason or more effort made to identify who is contaminating it
- Because although I have no control over what others put it, I am expected to pay when the "wrong stuff" is put in it. And it is always full to overflowing within a week, but only collected once a fortnight.

Which of the following statements do you agree with?



Are you happy with the range of items you can recycle in your communal shared bin?

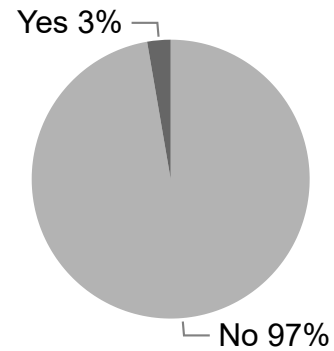


Three respondents told us what else they would like to recycle in their shared communal bins:

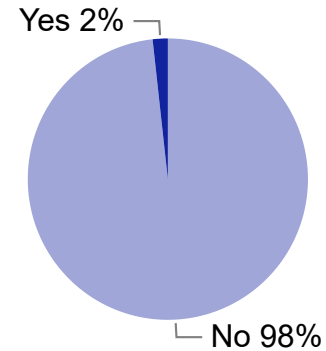
- More types of plastic
- Shreddings
- Textiles, clothes, pillows, linens, duvets

Recycling : About the assisted bin collection service

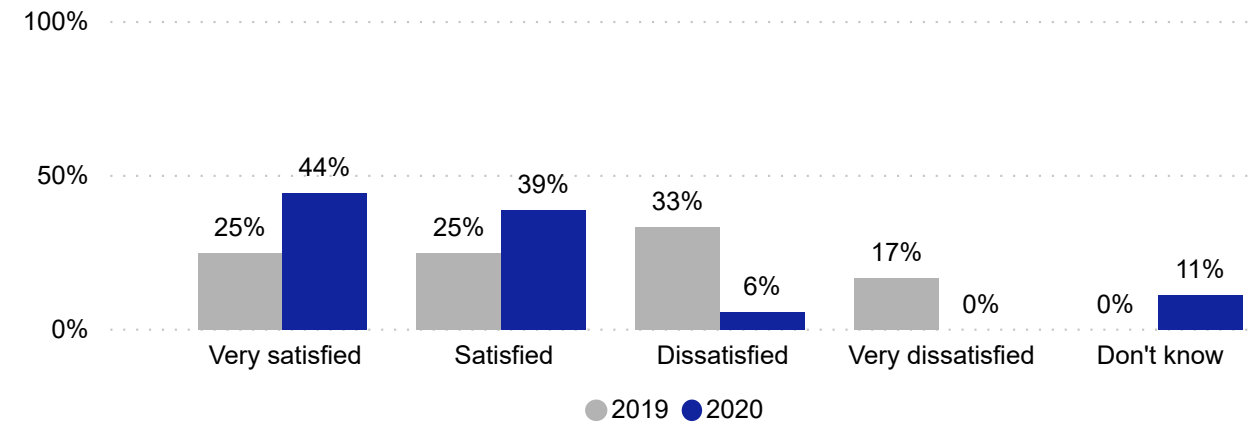
Do you receive an assisted collection service? (2019)



Do you receive an assisted collection service? (2020)



How satisfied are you with the assisted collection service?



Summary: About the assisted collection service

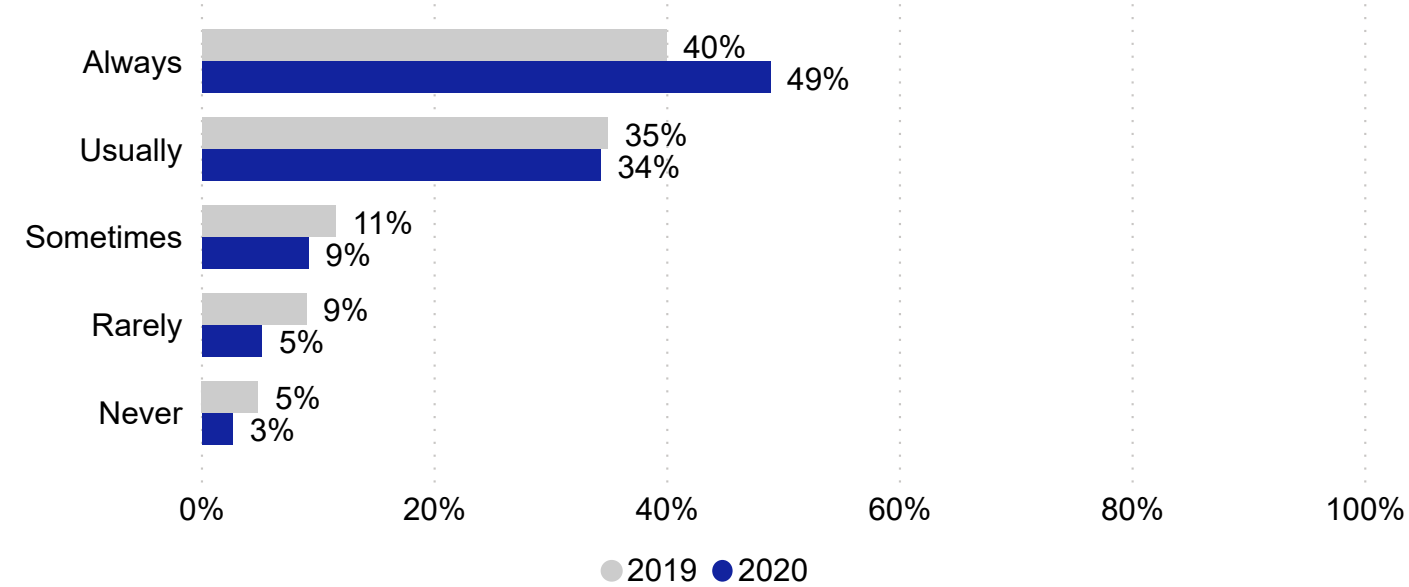
- 18 respondents stated that they receive an assisted collection service (2%).
- Over 80% said they were satisfied/very satisfied with the service they receive, one respondent stated they were dissatisfied with the assisted collection service.
- In 2019, only 50% of respondents stated they were satisfied/very satisfied with the assisted collection service and one in 3 people were dissatisfied.

Summary: About refuse/recycling collections generally

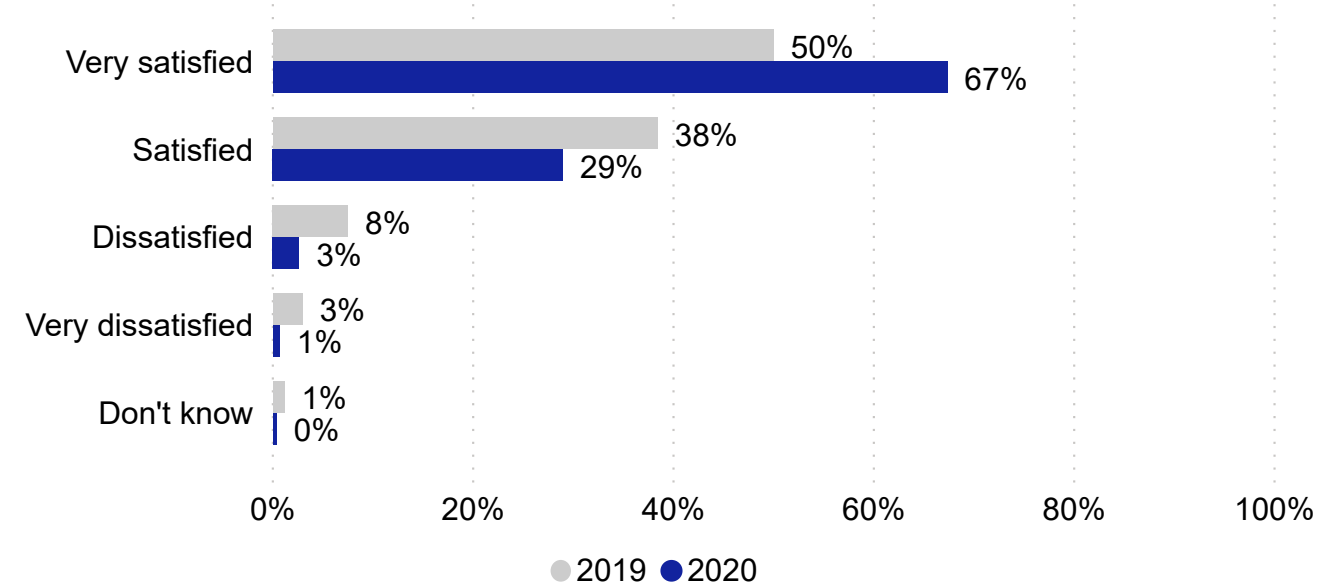
- 83% of those answering said their bins were 'always' or 'usually' returned correctly after collection, an improvement from 75% in 2019. 8% said they were 'rarely' or 'never' returned correctly in 2020 compared with 14% in 2019.
- 94% were satisfied or very satisfied with the condition of the street after collections, an increase of 9% percentage points when compared with results from the previous year.
- Overall, 97% were satisfied or very satisfied with the refuse/recycling service (excluding those whose answer was don't know) an improvement from 89% in 2019.

About refuse and recycling collections generally

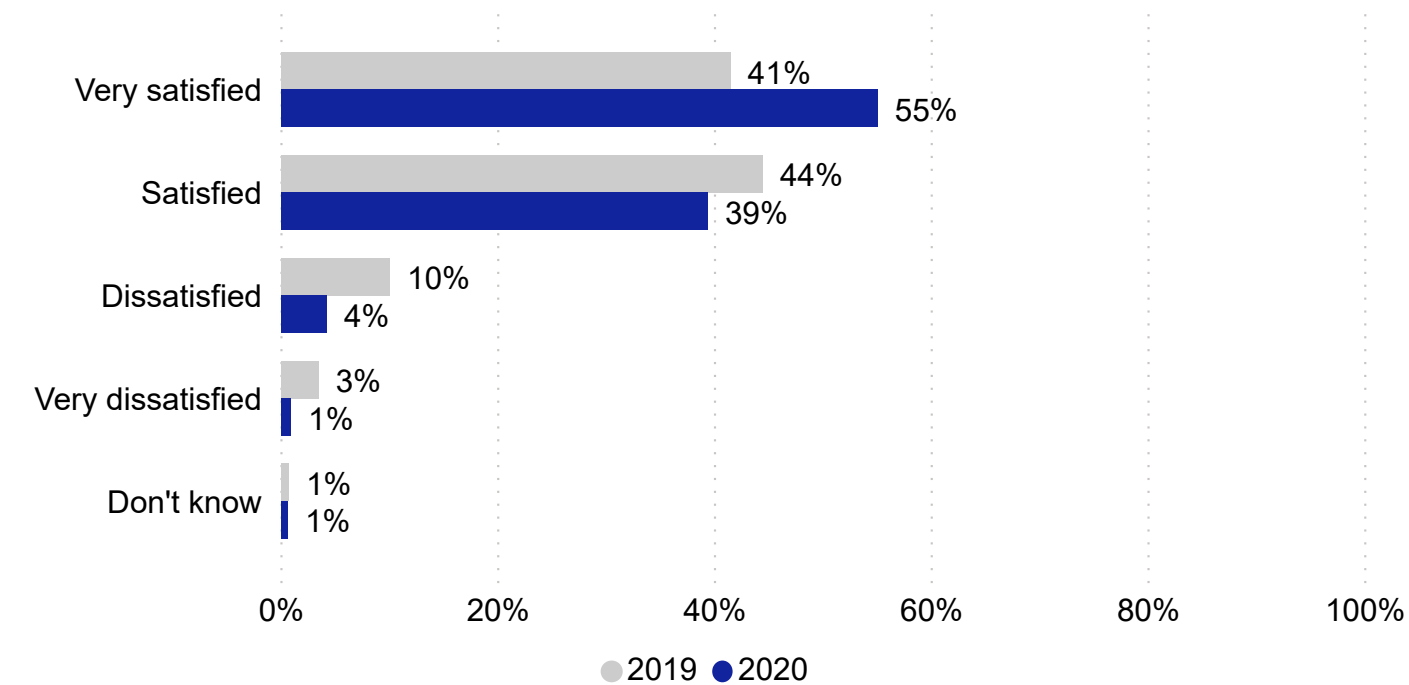
How frequently are your bins returned correctly after collection?



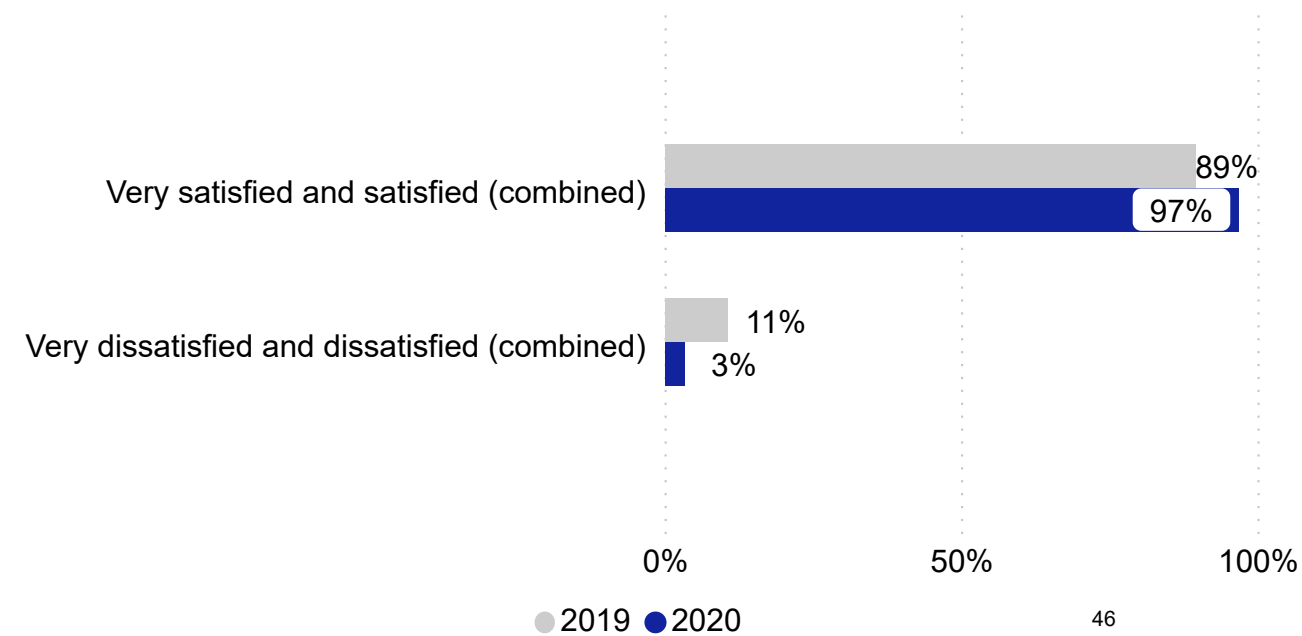
How satisfied are you with the refuse/recycling service overall?



How satisfied are you with the condition of the street after waste collections?



How satisfied are you with the refuse/recycling service overall?
(Excluding those who answered don't know)



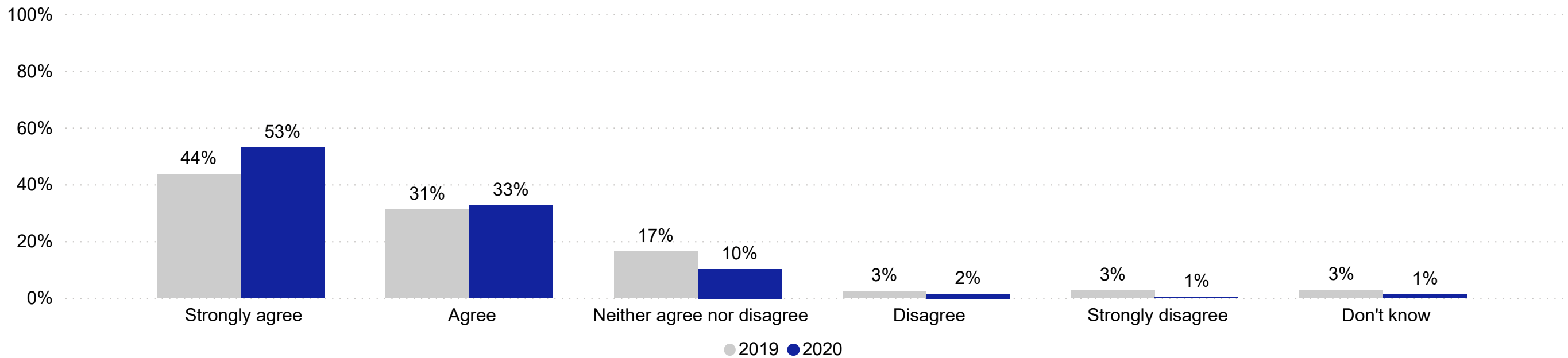
Summary: About value for money

Respondents were advised that HDC collects waste/recycling from just over 78,000 properties at an average cost per household of 61 pence per week.

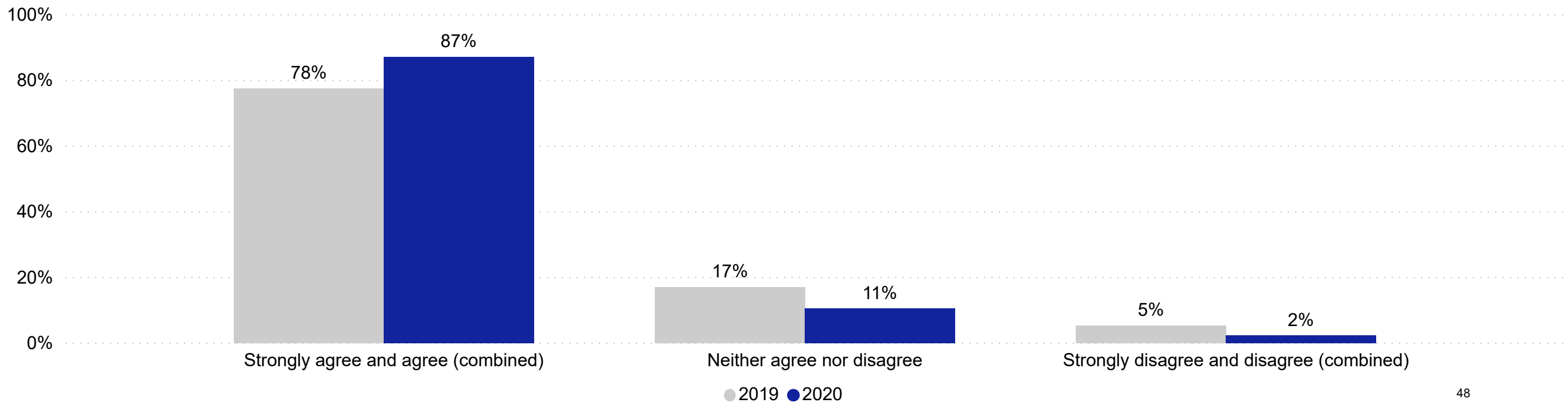
- When asked to what extent they agreed or disagreed that our waste collection services provide good value for money, 86% agreed or strongly agreed when answering in 2020 compared to 75% in 2019.
- 10% neither agreed nor disagreed in 2020 compared to 17% in 2019.
- 2% disagreed or strongly disagreed in 2020 compared to 5% in 2019.

About value for money

To what extent do you agree or disagree that our waste collection services provide good value for money?



To what extent do you agree or disagree that our waste collection services provide good value for money? (Excluding those who answered don't know)

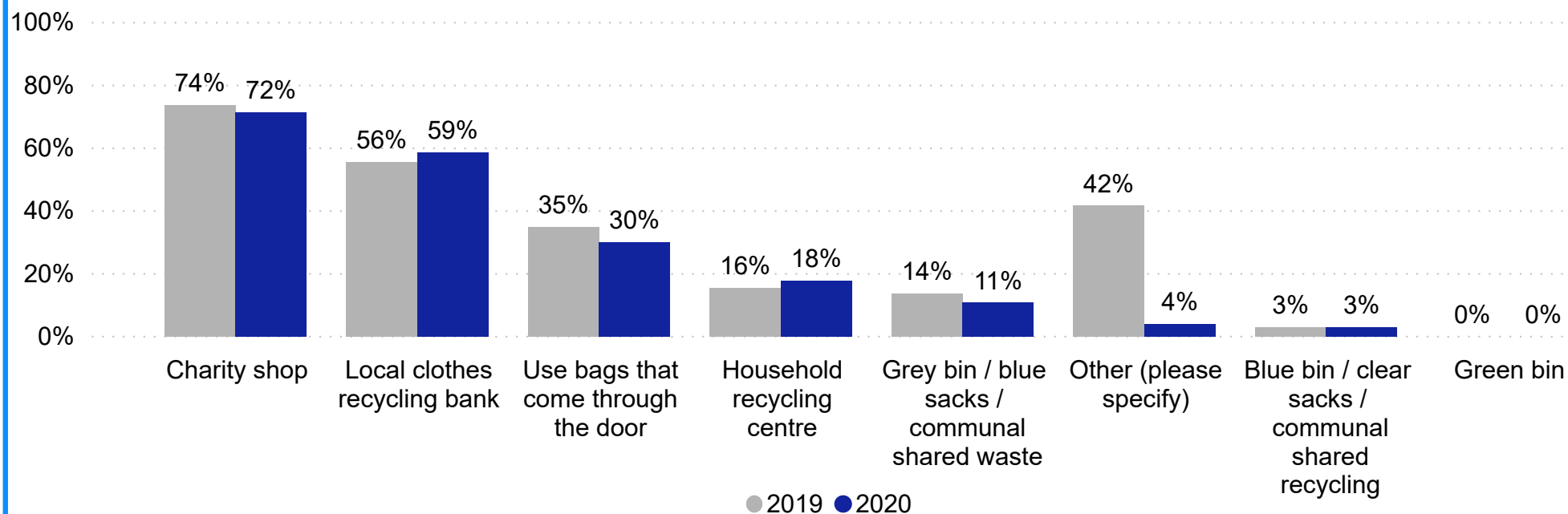


Summary: About disposing of other materials

- When asked how they usually dispose of clothing, the most popular answers were charity shop (72% of those answering) and local clothes recycling banks (59%)
- The most common 'other' way to dispose of clothing was to pass on for free (using social media platforms, friends or family) or to sell on using places like ebay, car boots and facebook.
- When asked how they usually dispose of small electrical items, the most popular answer was household recycling centre (86% of those answering in 2020, an increase of 8 percentage points from 2019).
- The most common types of other ways to dispose of small electrical items included selling on and using recycling facilities offered by retailers.

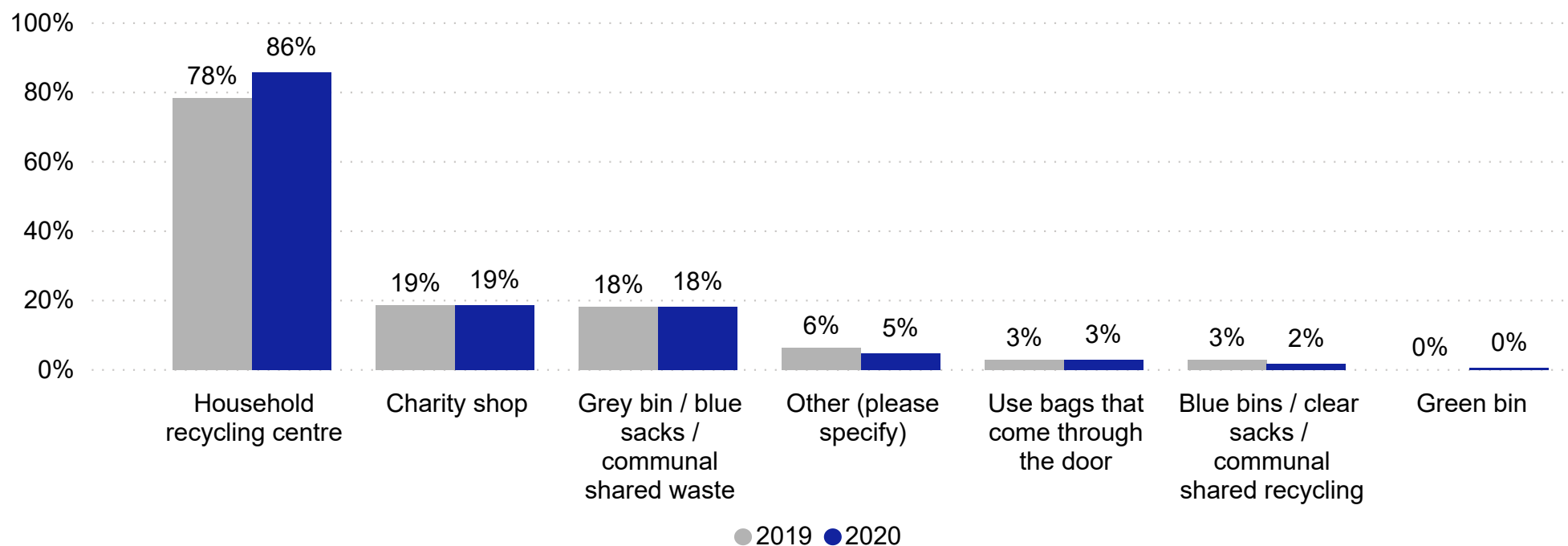
About disposing of other materials

How do you usually dispose of clothing? (respondents ticked all that applied)



Response	Result 2020
Respondents specified 46 other ways they usually dispose of clothing	▼
Pass on for free e.g Facebook, friends, family	37%
Sell on e.g Ebay, facebook, car boot	17%
Clothing Banks / Charity Shop	11%
Clothes for cash schemes	9%
Household Bin	9%
Rags	9%
Use retailer scheme	7%
Other	2%

How do you usually dispose of small electrical items? (respondents ticked all that applied)



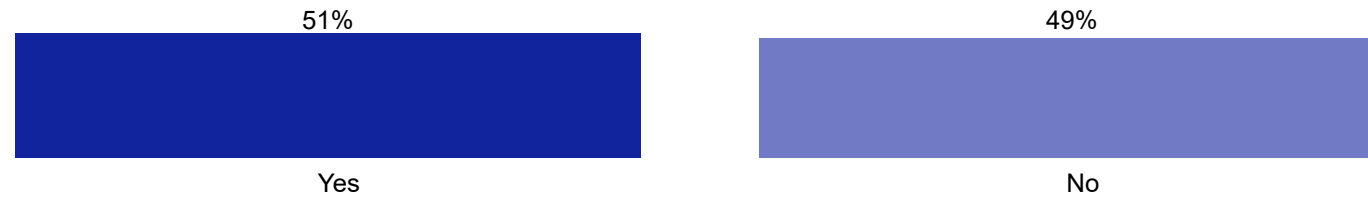
Response	Result 2020
Respondents specified 51 other ways they usually dispose of small electrical items	▼
Household recycling centre	22%
Sell on	16%
Other	12%
Recycling facilities by retailer	10%
At place of work	8%
Pass on e.g to friends, family	8%
Charity shop	6%
Scrap Collector	6%
Skip	6%
Commercial Waste Collector	4%
Household Bin	4%

Summary: About recycling points

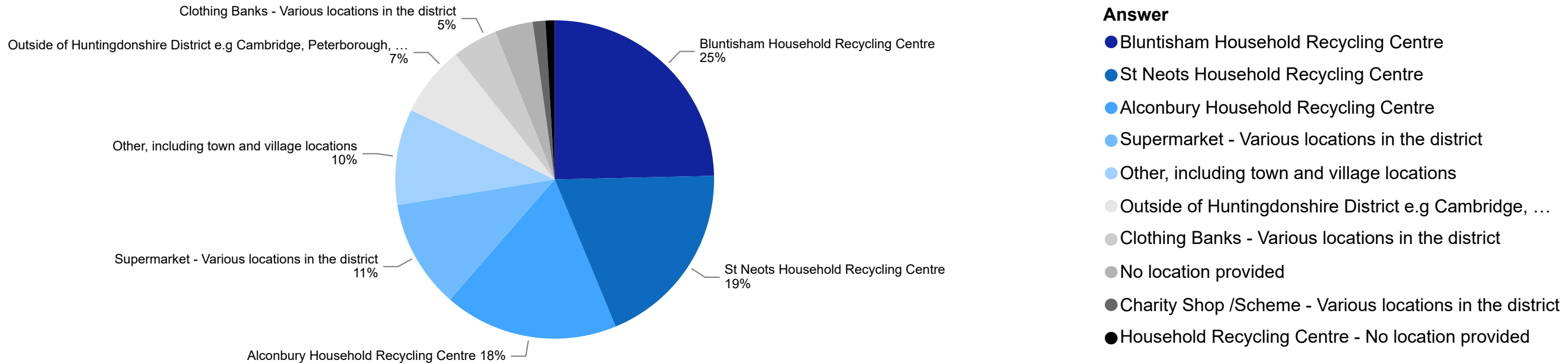
- 51% of those answering said they used public recycling bank sites, a decrease from 55% in 2019.
- The most popular public recycling banks that respondents used were (Top 4 in rank order) Bluntisham (25%), St Neots (19%), Alconbury (18%) Household Recycling Centres and 11% of those who answered this question used supermarket facilities at various locations around the district.
- 90% of respondents were satisfied/very satisfied with public recycling banks, 7% dissatisfied/very dissatisfied and 3% did not know.

About recycling points

Do you ever use public recycling bank sites?



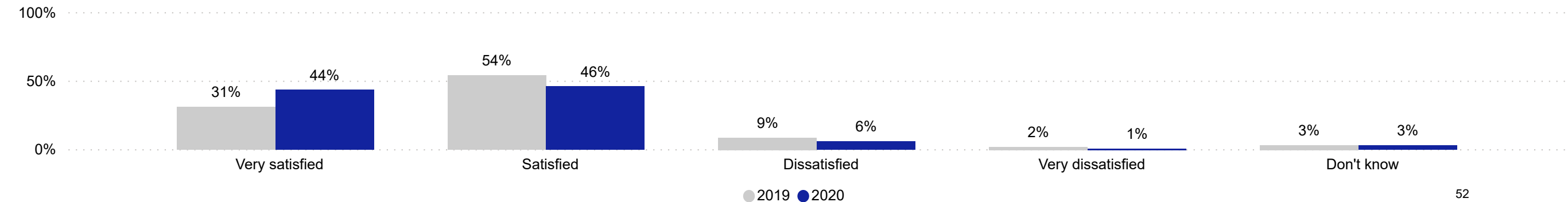
If you answered yes, please state which one(s)



Answer

- Bluntisham Household Recycling Centre
- St Neots Household Recycling Centre
- Alconbury Household Recycling Centre
- Supermarket - Various locations in the district
- Other, including town and village locations
- Outside of Huntingdonshire District e.g Cambridge, ...
- Clothing Banks - Various locations in the district
- No location provided
- Charity Shop /Scheme - Various locations in the district
- Household Recycling Centre - No location provided

How satisfied are you with public recycling banks?

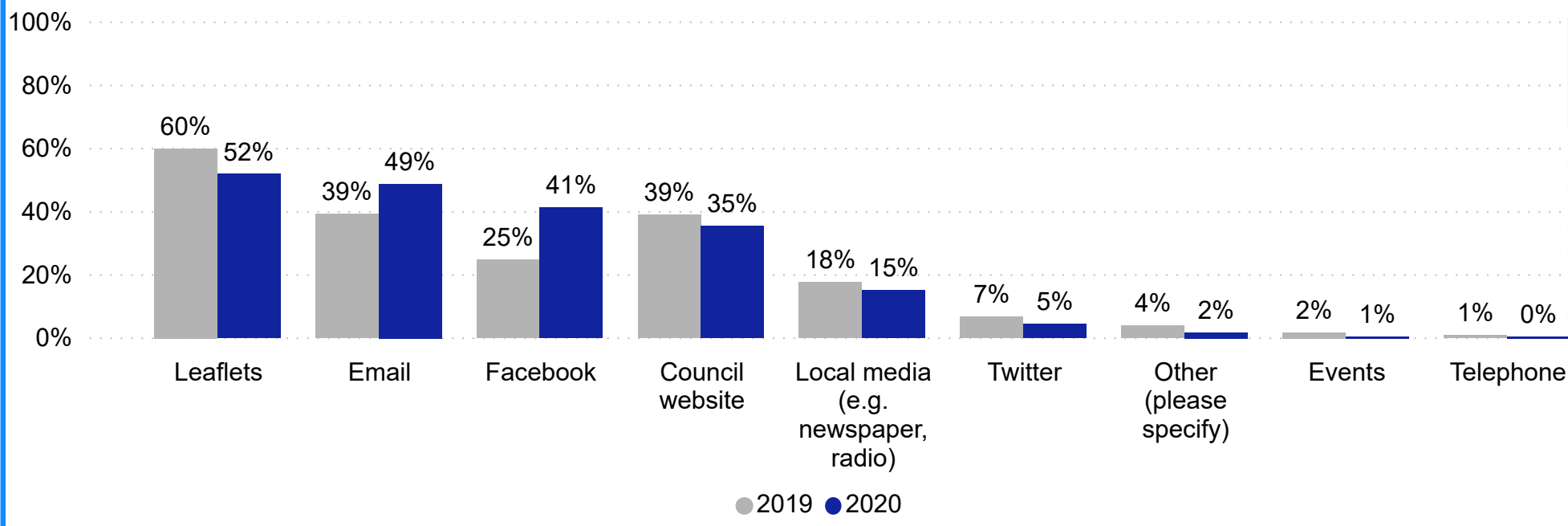


Summary: About communications

- The most popular way to receive information about waste collection services was through leaflets (52% of those answering), followed by email (49%) and Facebook (41%). There was a noted increase in respondents who chose Facebook as one of their answers compared to last year (up by just over 16 percentage points). 15% preferred information from local media.
- The most popular other ways that respondents prefer to receive information about waste collection services is via bin hangars, community leaflets and in the post.
- 90% of those answering said they felt either very well or fairly well informed about waste collection services, with 9% feeling not very well informed or not well informed at all. Less than 1% did not know how well informed they felt.

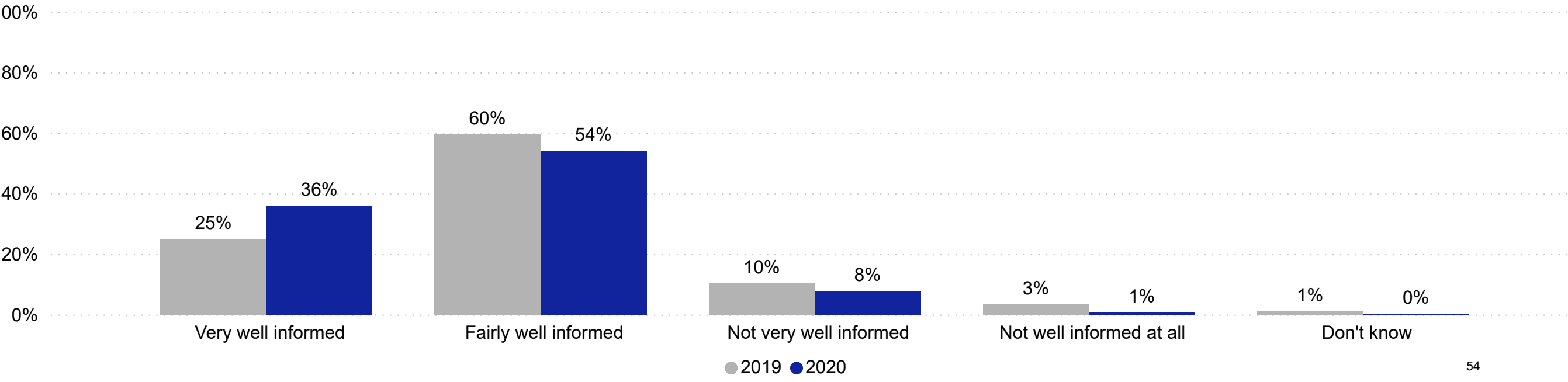
About communications

How do you prefer to receive information about waste collection services? (tick all that apply)



Respondents specified 16 other ways they prefer to receive information about the service	Result 2020
Bin Hangers	44%
Community Leaflets	13%
Other	13%
Post	13%
Calendar	6%
Social Media	6%
Text	6%

How well informed do you feel about waste collection services?



Summary: About You

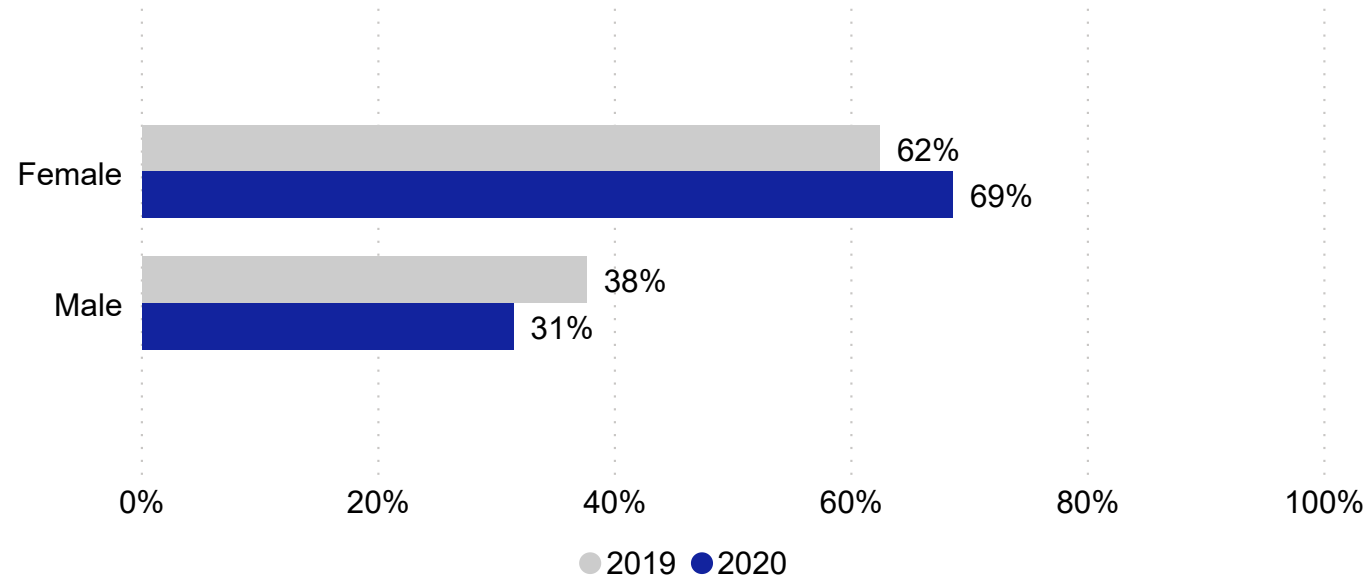
- 69% of those answering said they were female, 31% male.
- The majority (52%) were aged 40-64, with 19% aged between 25 and 39 years old and 27% aged 65 or over.
- 18% of those answering said they had a long-standing illness, disability or infirmity.
- 99% of respondents answering said their ethnicity was White British or White Other.
- 968 respondents stated which town or village within Huntingdonshire they live in.

The top 5 towns or villages by number of responses are shown below

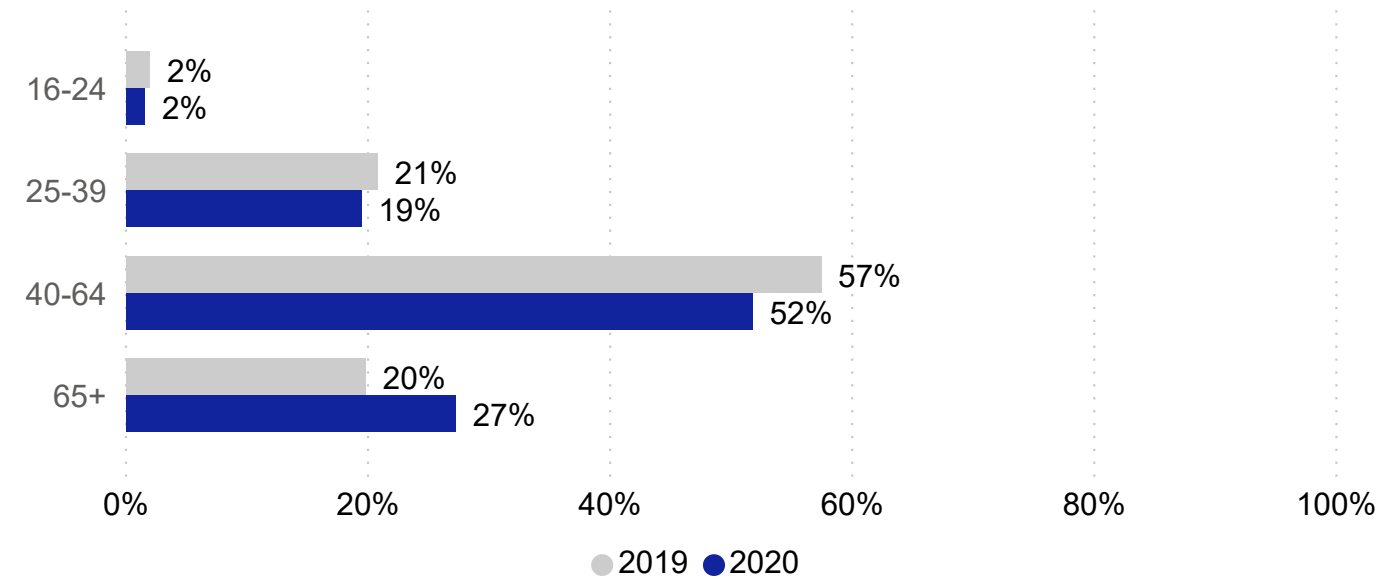
Location	Number of Respondents Per Town or Village
St Ives	97
Yaxley	93
St Neots	90
Huntingdon	63
Ramsey	54

About you

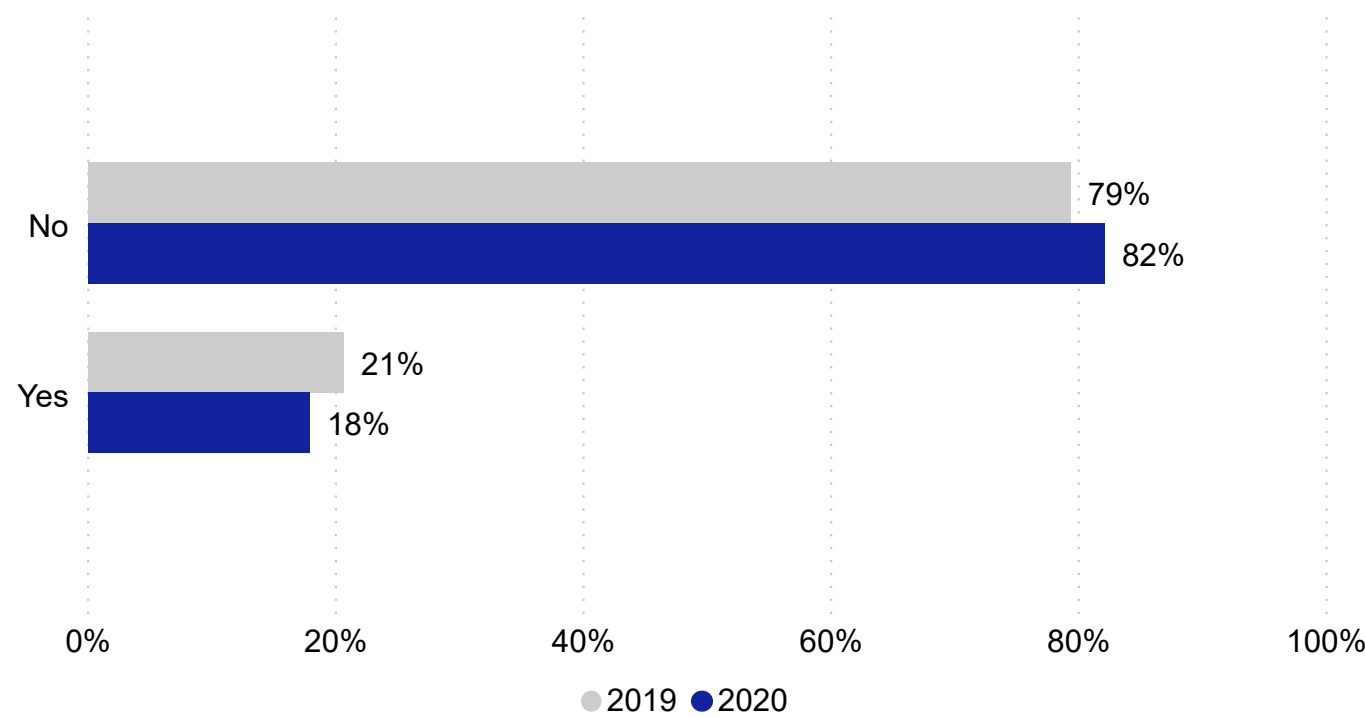
What is your sex?



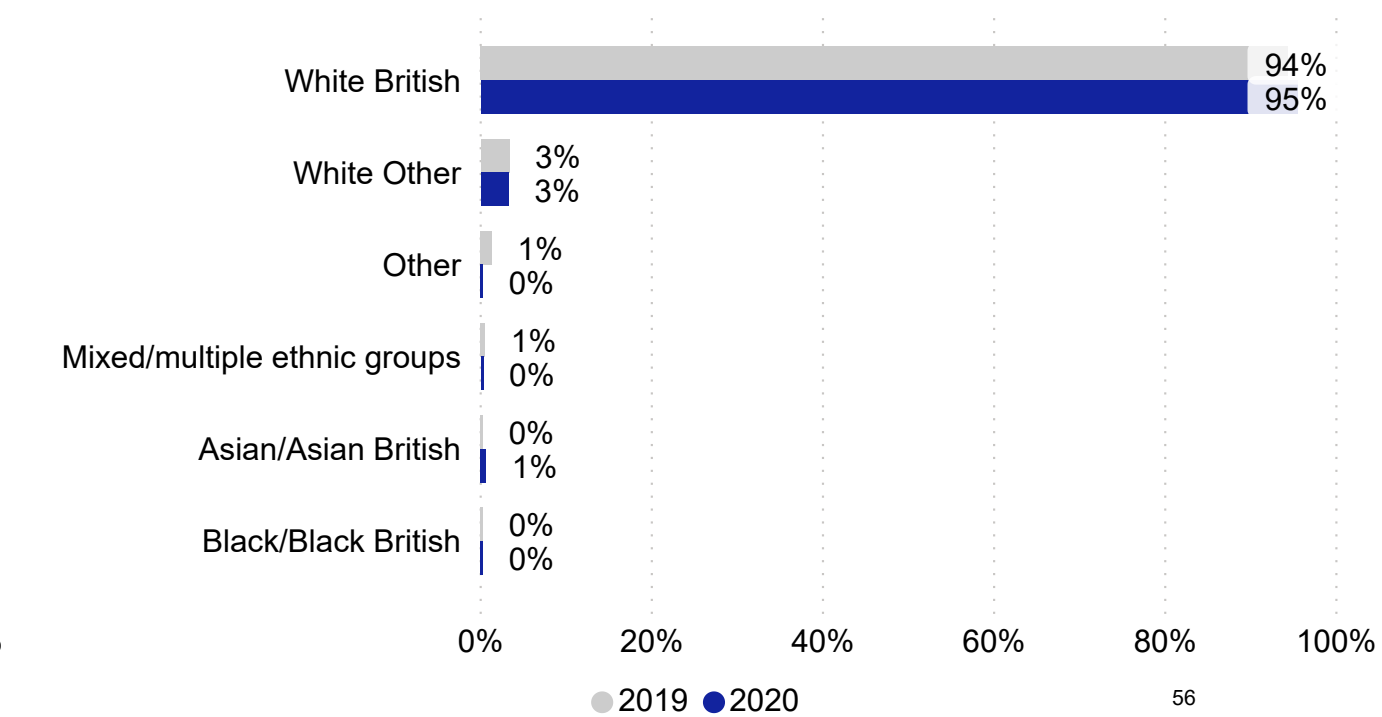
What is your age group?



Do you have any long-standing illness, disability or infirmity?



What is your ethnicity?



To provide information on the geographical spread of responses, please state which town or village you live in:

Location	Number of Respondents Per Town or Village	Location	Number of Respondents Per Town or Village	Location	Number of Respondents Per Town or Village
St Ives	97	Pidley	11	Old Hurst	3
Yaxley	93	Fenstanton	10	Waresley	2
St Neots	90	Wyton	9	Southoe	2
Huntingdon	63	Alconbury	9	Woodhurst	2
Ramsey	54	Kimbolton	9	Ellington	2
Godmanchester	40	The Offords	7	Tilbrook	2
Warboys	40	Somersham	7	Catworth	2
Hemingford	30	Upwood	7	Diddington	2
Buckden	28	Hail Weston	6	Ramsey Heights	2
Farcet	28	Holme	6	Wistow	2
Little Paxton	23	Hilton	6	Keyston	2
Folksworth	22	Bluntisham	6	Holywell	2
Eynesbury	21	Colne	5	Stonely	2
Wyton On The Hill	19	Stukeley Meadows	4	Woodwalton	2
Eaton Socon	19	Earith	4	Toseland	1
Brampton	19	Great Stukeley	4	Little Ravelly	1
Sawtry	17	Alconbury Weston	3	Abbotsley	1
Bury	13	Stibbington	3	Kings Ripton	1
Eaton Ford	13	Spaldwick	3	Perry	1
Ramsey Mereside	11	Great Staughton	3	Location out of district	2
Hartford	11	Grafham	3	Total Responses	968
Alconbury Weald	11	Little Stukeley	3		
Ramsey St Mary's	11	Ramsey Forty Foot	3		
Stilton	11	Houghton	3		
Needingworth	11	Great Paxton	3		