

Waste and Recycling Voicebox Results

The Voicebox Resident Survey

The large scale Voicebox Resident Survey aims to provide an insight into Bath and North East Somerset and its local communities and to capture resident's views and experiences of their local area and council services.

The questionnaires are posted to **3,150** addresses selected randomly in the local authority area. Selected respondents also have the opportunity to complete the survey online.

There were waste and recycling questions in the 2008, 2010, 2012, and 2014 Voicebox Surveys.

In 2008 the survey overall generated approx. **900** responses, a response rate of approx. **29%**, in 2010, **1,310** responses, a response rate of **42%**, in 2012, **850** responses, a response rate of **27%**, and in 2014, **975** responses, a response rate of **31%**.

In order to ensure the results provide a representative view of the local authority area as a whole, Voicebox results are 'weighted' by age and gender i.e. corrective factor applied to each case to make sure no group is over or under represented. The weighting is based on Office of National Statistics mid-year population estimates for B&NES.



Waste and Recycling Voicebox Results

2014 Voicebox Resident Survey

Household Waste Kerbside Collections

The 2014 Voicebox Resident Survey asked residents questions about the following waste and recycling topics:

- Use of existing recycling services
- Black sacks of rubbish produced by households
- Storage of rubbish

Use of existing recycling services – The charts below outline the percentage of respondents that said they used the different recycling services:

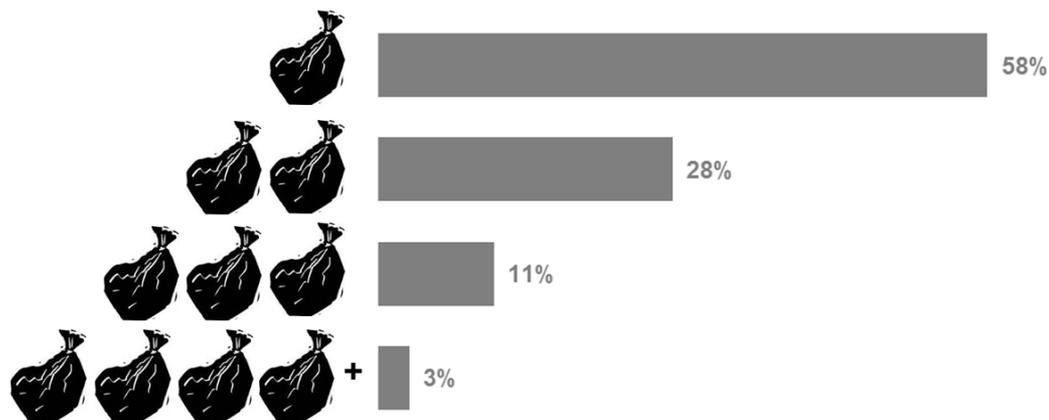


Waste and Recycling Voicebox Results

2014 Voicebox Resident Survey

Black sacks of rubbish produced by households

The graph below shows the average number of black sacks respondents said their household produced a week:



Storage of rubbish

Respondents said that they used the following to store and put their rubbish out for collection:

- **82%** black sacks
- **21%** a traditional dustbin
- **14%** carrier bags
- **6%** reusable rubbish bags
- **5%** other

72% of respondents outlined there was somewhere suitable to store a small wheeled bin at their property, **28%** outlined there was nowhere suitable.

51% of respondents outlined they would prefer a small wheeled bin and **49%** outlined they would not.

Waste and Recycling Voicebox Results

2014 Voicebox Resident Survey

What people liked about the refuse and recycling collection service

Respondents were given the opportunity to outline in a free text box what they liked about the current refuse and recycling collection service. **809** out of the 975 respondents (**83%**) responded to this question.

The main themes that came up repeatedly were:

- That it is a weekly service – approx. **252 (31%*)** respondents
- Its regularity and reliability – approx. **245 (30%*)** respondents
- Wide range of material that can be recycled – approx. **67 (8%*)** respondents
- Polite, friendly and helpful staff – approx. **49 (6%*)** respondents

* Of the 809 respondents who responded to this question.



What people did not like about the refuse and recycling collection service

Respondents were given the opportunity to outline in a free text box what they did not like about the current refuse and recycling collection service. **491** out of the 975 respondents (**50%**) responded to this question.

The main themes that came up repeatedly were:

- Mess left after a collection – approx. **89 (18%*)** respondents
- Problems with birds and animals getting into rubbish – approx. **36 (7%*)** respondents
- Cost of garden waste collection – approx. **34 (7%)**

* Of the 491 respondents who responded to this question.



Waste and Recycling Voicebox Results

2014 Voicebox Resident Survey

What would help people recycle more

Respondents were given the opportunity to outline in a free text box what would help them recycle more. **505** out of the 975 respondents (**52%**) responded to this question.

The main themes that came up repeatedly were:

- Expansion of materials collected for recycling (esp. black plastic) – approx. **69 (14%*)** respondents
- Change in size, number or type of recycling containers – approx. **49 (10%*)** respondents

* Of the 505 respondents who responded to this question.



Litter/mess in the local area

The 2014 Voicebox Survey also asked a series of questions about litter/mess in the local area, covering the following topics:

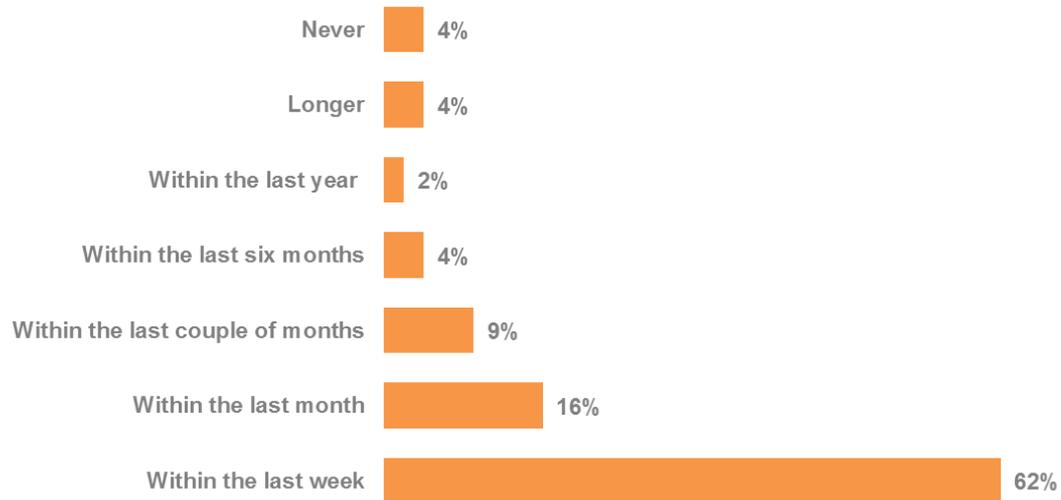
- last time people saw litter/mess in the local area
- clearing up of litter/mess
- reporting of litter/mess

Waste and Recycling Voicebox Results

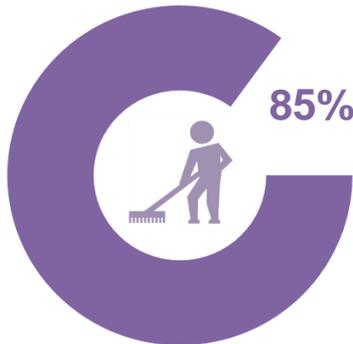
2014 Voicebox Resident Survey

Last time people saw litter/mess in the local area

The graph below shows when respondents said they had last seen litter/mess in their local area:



Clearing up of litter/mess



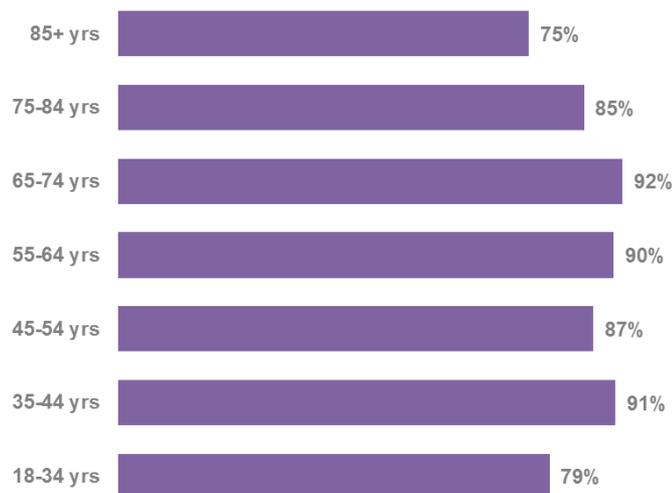
of respondents said that if they saw litter/mess outside their property they would clear it up.

Waste and Recycling Voicebox Results

2014 Voicebox Resident Survey

Clearing up of litter/mess

The proportion of men and women that said they would clear litter/mess outside their property was very similar, 86% of men, and 85% of women. However, there were greater differences between the age groups:



Reporting of litter/mess

When respondents were asked whether they would usually report litter/mess to the Council 20% said that they would, **18%** of men and **20%** women. The age group with the greatest proportion that said they would report litter/mess to the council was 75-84 year olds (**39%**), and the age group with the smallest proportion was 18-34 years (**13%**).

Of the **185** respondents who said they would report litter/mess to the Council, **76%** said they would do so over the phone, **28%** via email, **16%** through the Council website, **2%** by letter, and **1%** by text.

Waste and Recycling Voicebox Results

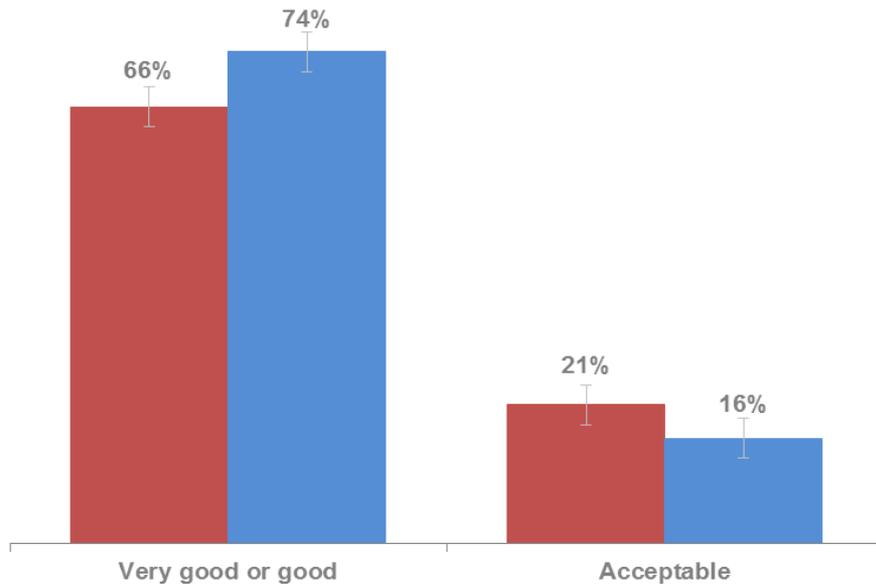
2008, 2010 and 2012 Voicebox Resident Surveys

Satisfaction with Waste and Recycling Services

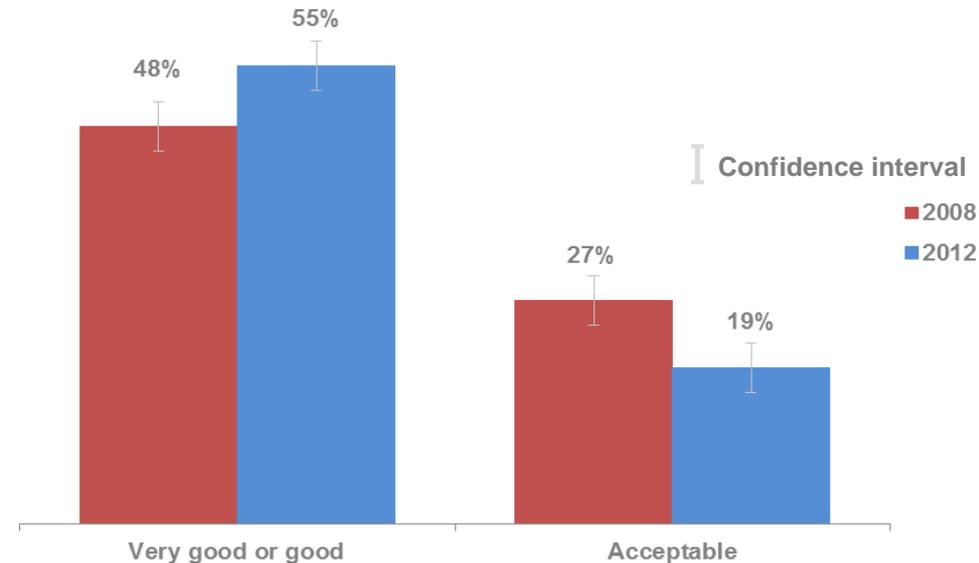
The 2008, 2010 and 2012 Voicebox Resident Surveys asked residents to rate their satisfaction with various waste and recycling services.

The recycling collection service and recycling centres - The proportions of respondents that rated their satisfaction with the recycling collection service and the recycling centres as very good or good were significantly higher in 2012 compared to 2008.

Level of satisfaction with the recycling collection



Level of satisfaction with local recycling centres



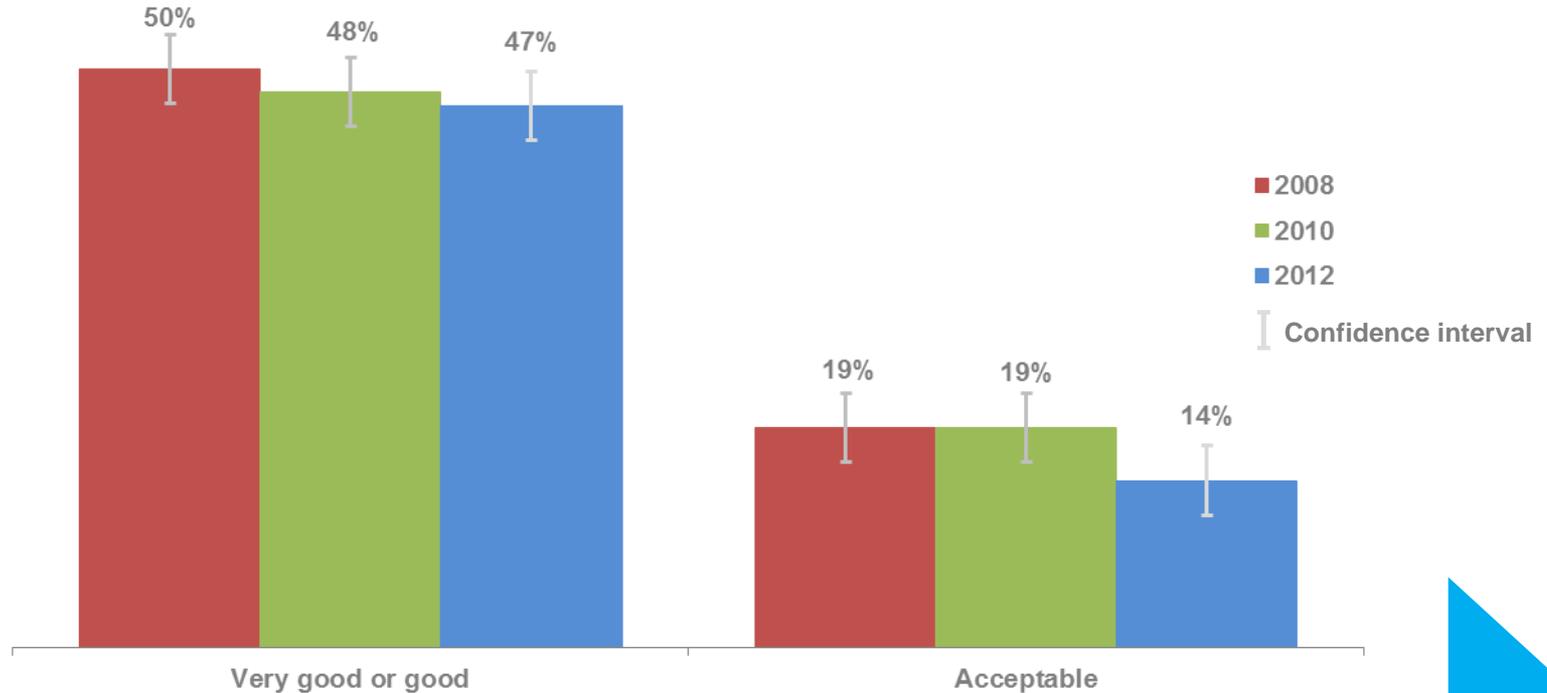
Waste and Recycling Voicebox Results

2008, 2010 and 2012 Voicebox Resident Surveys

Satisfaction with Waste and Recycling Services

The garden waste service – Though the level of satisfaction with the garden waste service was slightly lower in 2010 and 2012 compared to 2008 this decline was not statistically significant.

Level of satisfaction with the garden waste service



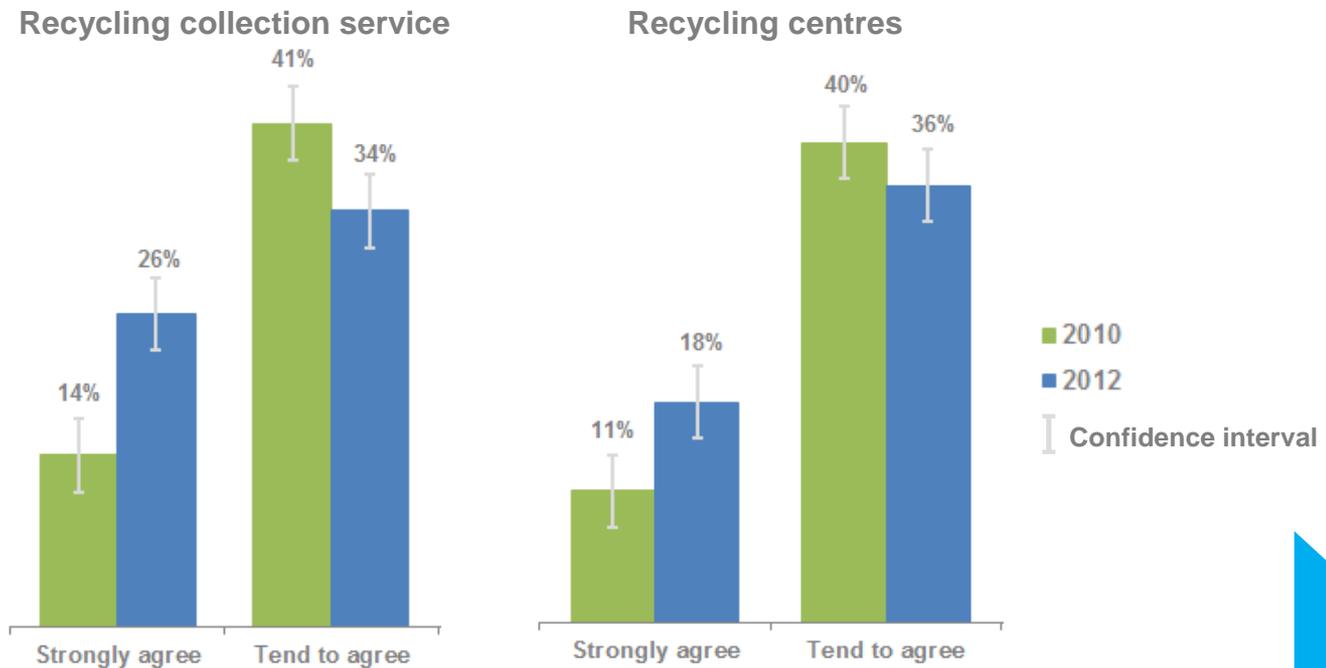
Waste and Recycling Voicebox Results

2008, 2010 and 2012 Voicebox Resident Surveys

The extent that staff are polite, courteous and treat all their customers fairly

The 2008, 2010 and 2012 Voicebox Resident Surveys asked residents the extent to which they agreed with the statement “staff working in the following services are polite, courteous and treat all their customers fairly” in relation to various waste and recycling services.

The recycling collection service and recycling centres - The proportions of respondents that strongly agreed that staff working in the recycling collection service and the recycling centres were polite, courteous and treated all their customers fairly were significantly higher in 2012 compared to 2010.



Waste and Recycling Voicebox Results

2008, 2010 and 2012 Voicebox Resident Surveys

The extent that staff are polite, courteous and treat all their customers fairly

The garden waste service - The proportion of respondents that strongly agreed that staff working in the garden waste service were polite, courteous and treated all their customers fairly was slightly higher in 2012 compared to 2010, but this increase was not statistically significant.

The garden waste service

