

Waste, Street Cleansing and Street Scene Consultation: Summary report

This report was created on Tuesday 22 December 2015 at 11:45.

The consultation ran from 01/10/2015 to 08/11/2015.

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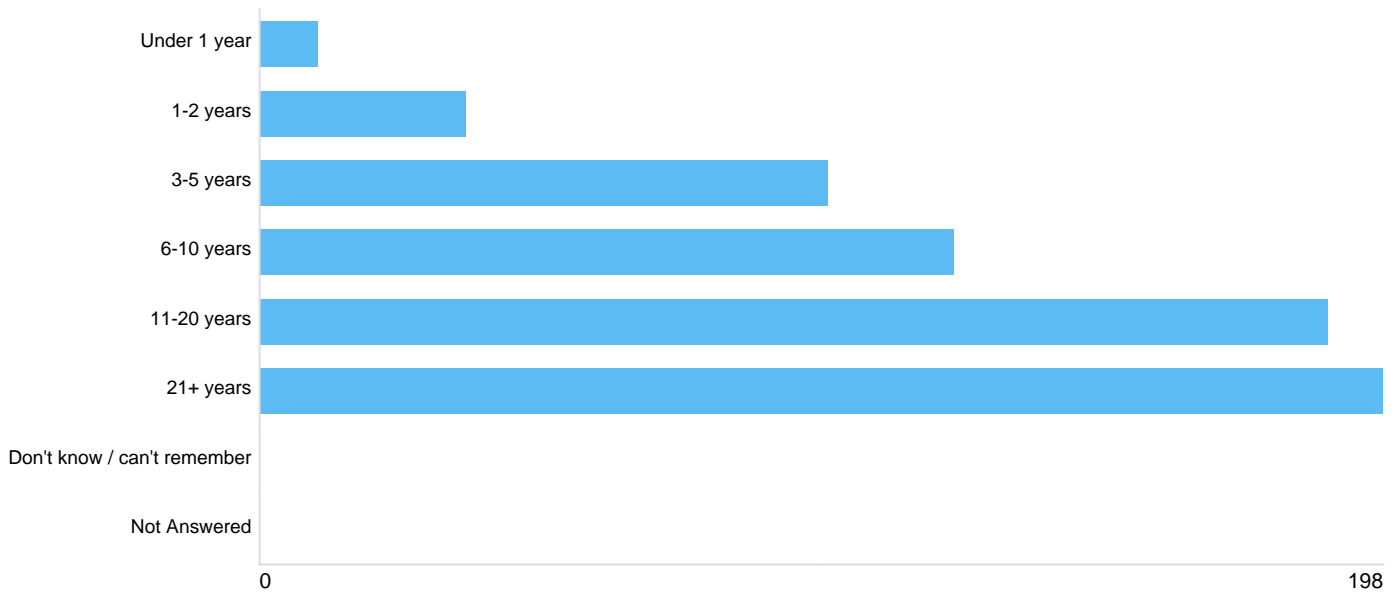
Question 1: What is your full postcode?

Post Code

There were **654** responses to this part of the question.

Question 2: How long have you been living in this area?

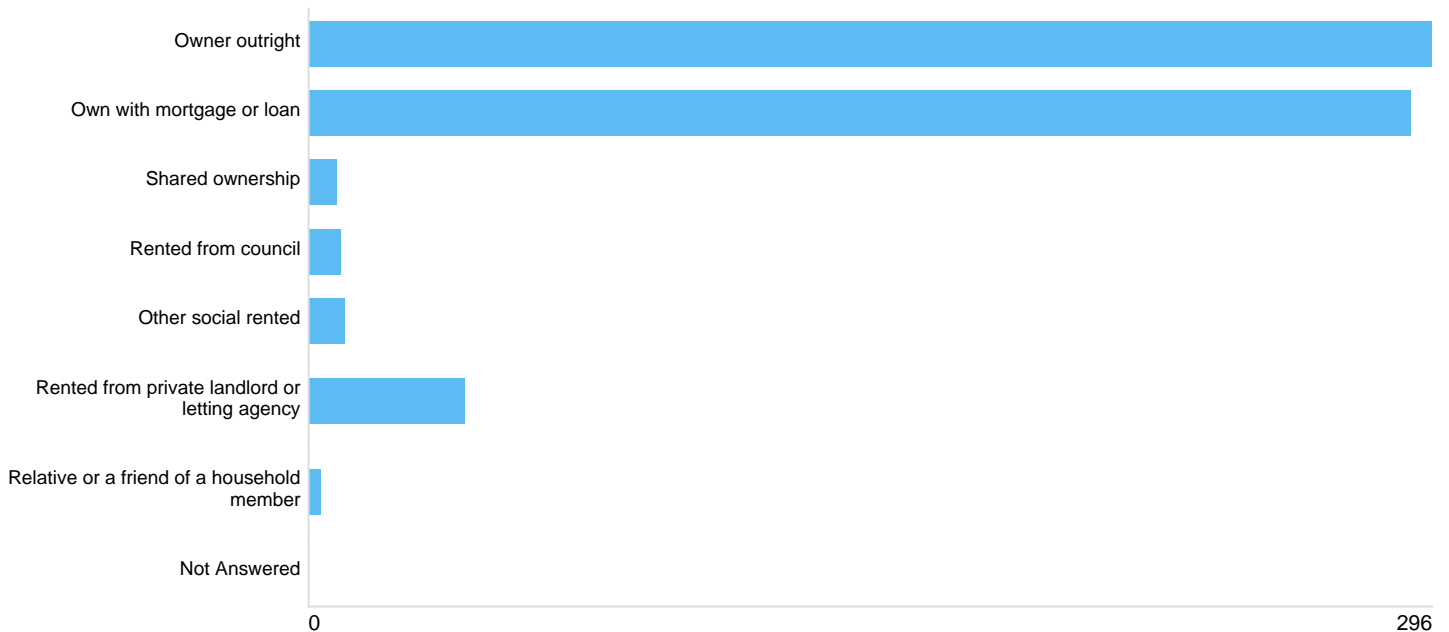
27 how long living in area



Option	Total	Percent
Under 1 year	10	1.53%
1-2 years	36	5.50%
3-5 years	100	15.29%
6-10 years	122	18.65%
11-20 years	188	28.75%
21+ years	198	30.28%
Don't know / can't remember	0	0%
Not Answered	0	0%

Question 3: Which of the following best describe your tenure type?

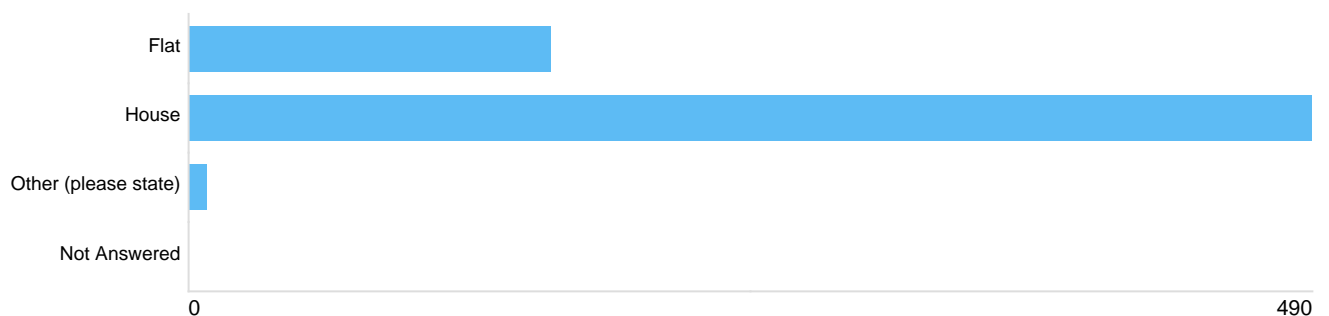
Tenure



Option	Total	Percent
Owner outright	296	45.26%
Own with mortgage or loan	290	44.34%
Shared ownership	7	1.07%
Rented from council	8	1.22%
Other social rented	9	1.38%
Rented from private landlord or letting agency	41	6.27%
Relative or a friend of a household member	3	0.46%
Not Answered	0	0%

Question 4: Which of the following best describe your housing type?

Tenure



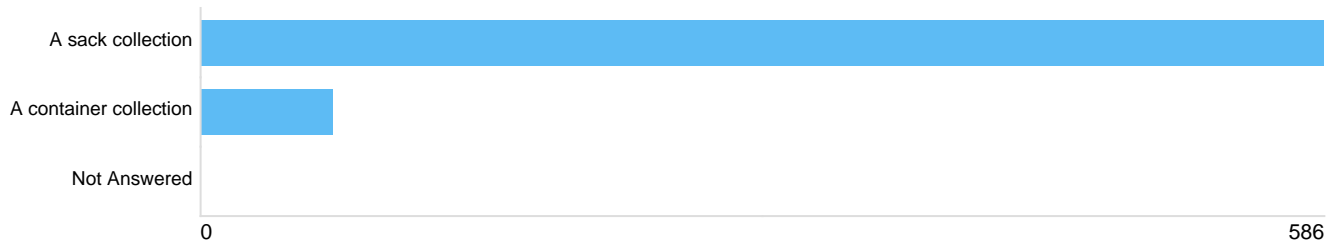
Option	Total	Percent
Flat	157	24.01%
House	490	74.92%
Other (please state)	7	1.07%
Not Answered	0	0%

(please state)

There were 7 responses to this part of the question.

Question 5: Do you receive:

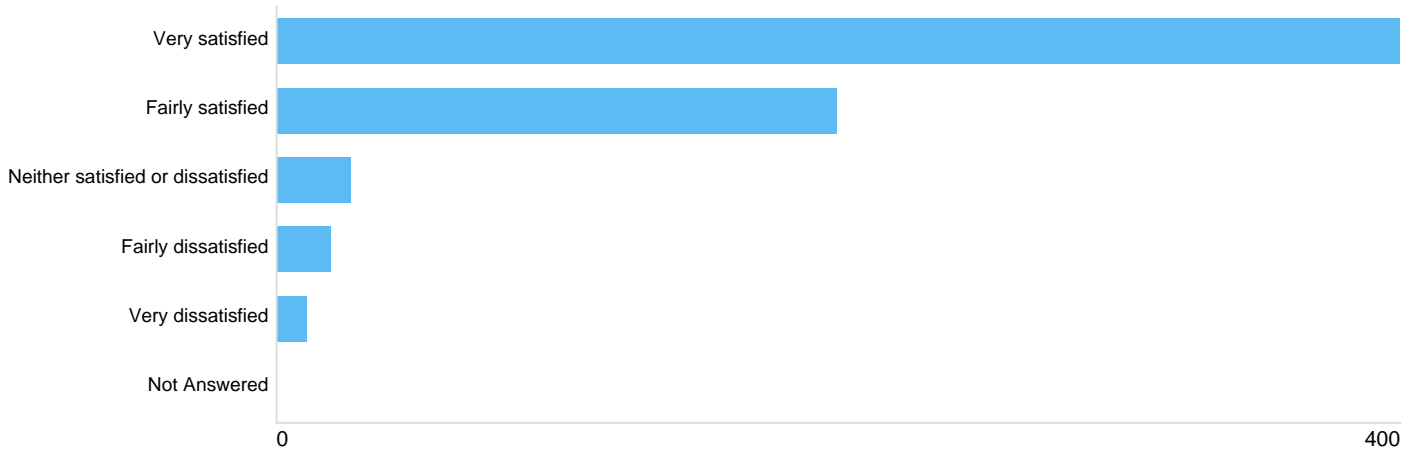
Collection Type



Option	Total	Percent
A sack collection	586	89.60%
A container collection	68	10.40%
Not Answered	0	0%

Question 6: How satisfied are you with the reliability of the collection service?

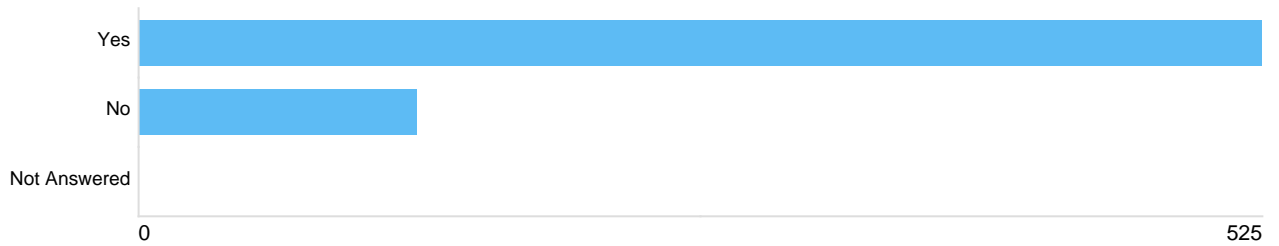
Reliability satisfaction



Option	Total	Percent
Very satisfied	400	61.16%
Fairly satisfied	199	30.43%
Neither satisfied or dissatisfied	26	3.98%
Fairly dissatisfied	19	2.91%
Very dissatisfied	10	1.53%
Not Answered	0	0%

Question 7: In your opinion, are collections frequent enough?

collection frequency



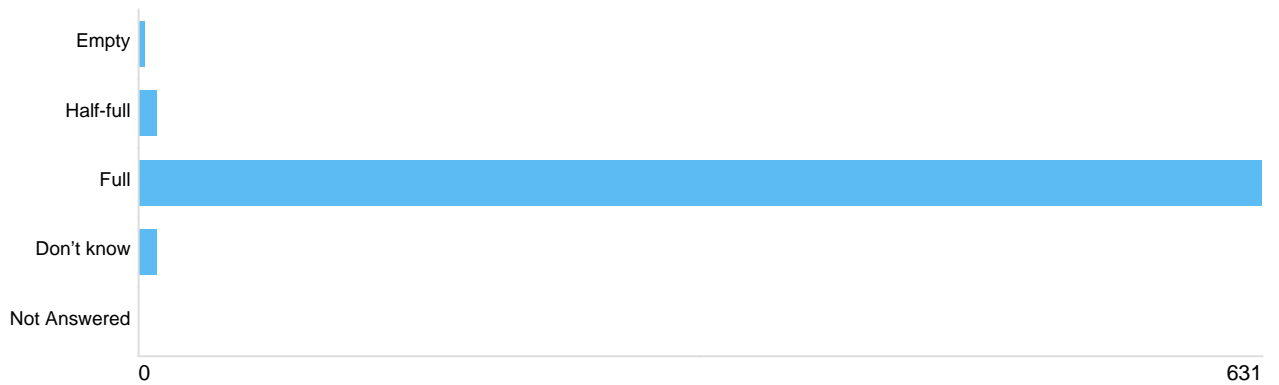
Option	Total	Percent
Yes	525	80.28%
No	129	19.72%
Not Answered	0	0%

If you are not satisfied with the number of collections, please state why.

There were 203 responses to this part of the question.

Question 8: How full usually are the bins when collections take place?

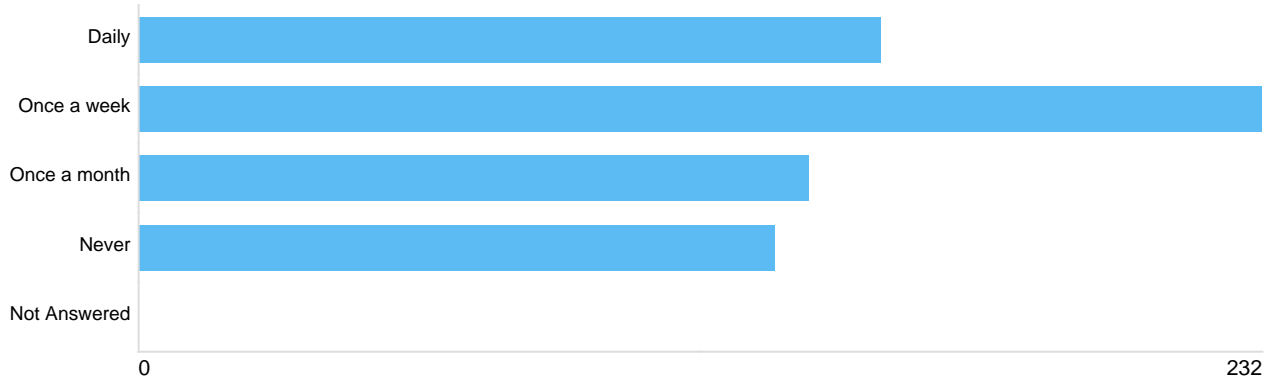
How full are the bins?



Option	Total	Percent
Empty	3	0.46%
Half-full	10	1.53%
Full	631	96.48%
Don't know	10	1.53%
Not Answered	0	0%

Question 9: How often do you see waste on the streets left out for collection at the wrong times?

Incorrectly presented waste



Option	Total	Percent
Daily	153	23.39%
Once a week	232	35.47%
Once a month	138	21.10%
Never	131	20.03%
Not Answered	0	0%

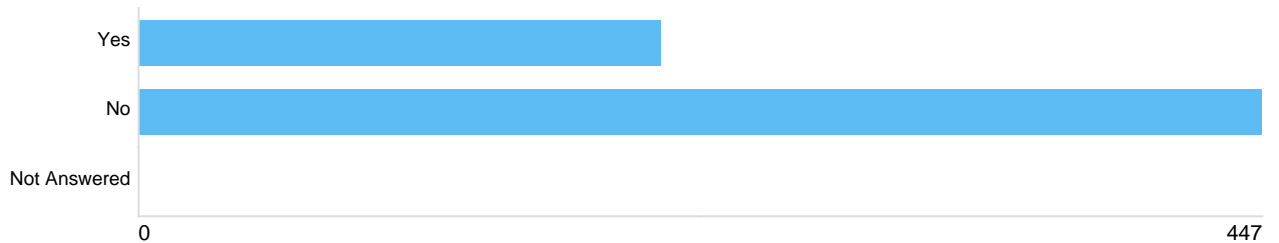
Question 10: Can you think of anything that the Council could do to improve the standards of the waste collection service?

Improvement suggestions

There were 475 responses to this part of the question.

Question 11: Bearing in mind budget restrictions and carbon emissions, would it be reasonable for residents to receive recycling sacks annually rather than quarterly?

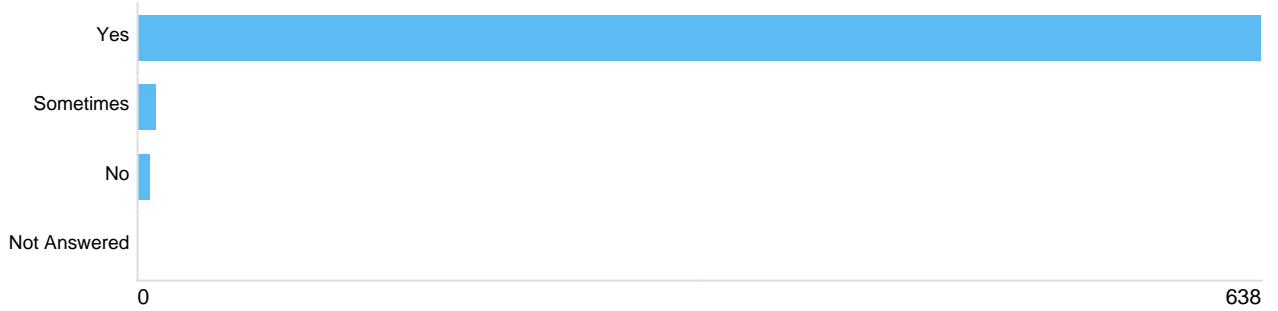
Annual sack delivery



Option	Total	Percent
Yes	207	31.65%
No	447	68.35%
Not Answered	0	0%

Question 12: Do you recycle?

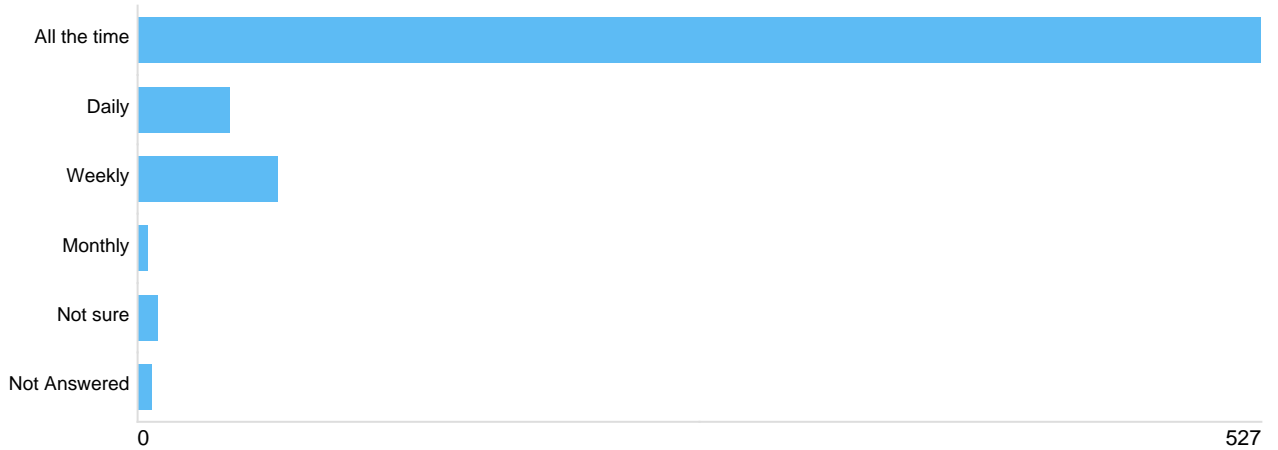
Do you recycle



Option	Total	Percent
Yes	638	97.55%
Sometimes	10	1.53%
No	6	0.92%
Not Answered	0	0%

Question 13: How often do you recycle?

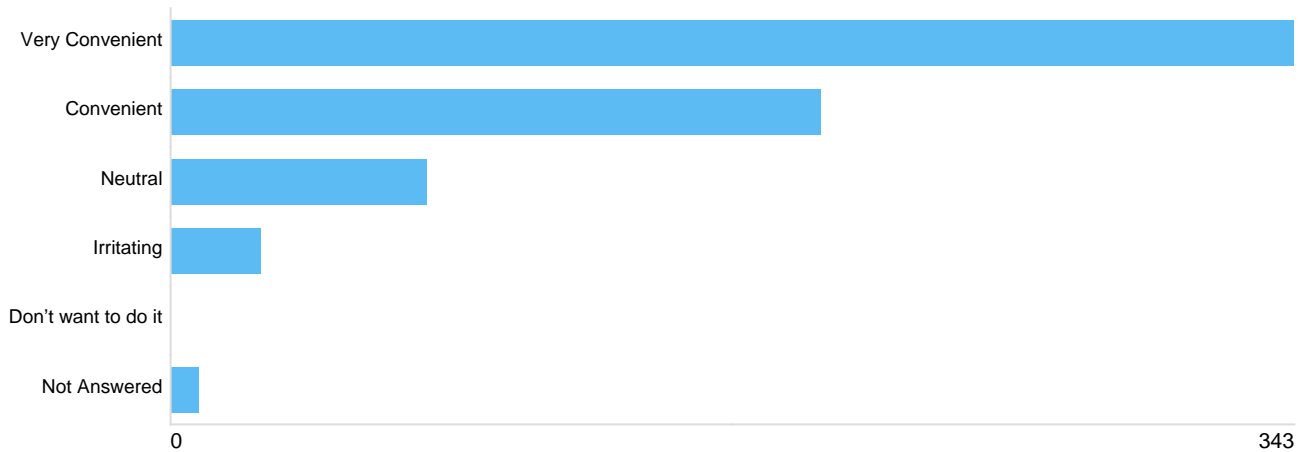
How often do you recycle



Option	Total	Percent
All the time	527	80.58%
Daily	43	6.57%
Weekly	65	9.94%
Monthly	4	0.61%
Not sure	9	1.38%
Not Answered	6	0.92%

Question 14: How convenient do you find recycling?

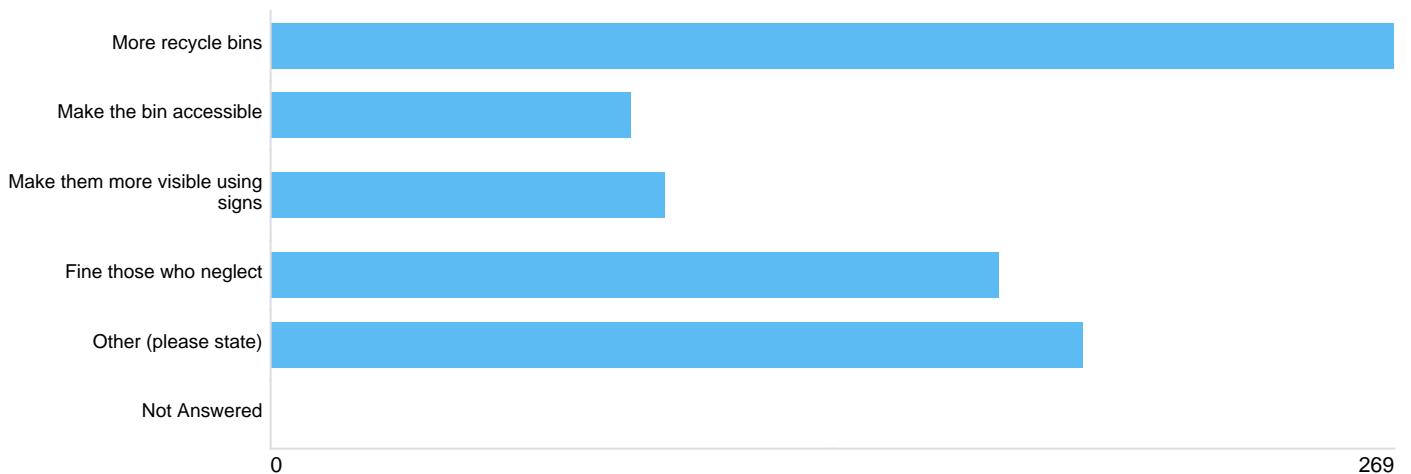
How convenient do you find recycling



Option	Total	Percent
Very Convenient	343	52.45%
Convenient	198	30.28%
Neutral	78	11.93%
Irritating	27	4.13%
Don't want to do it	0	0%
Not Answered	8	1.22%

Question 15: Is there anything that you feel we can do to make recycling easier?

Is there anything that you feel we can do to make recycling easier



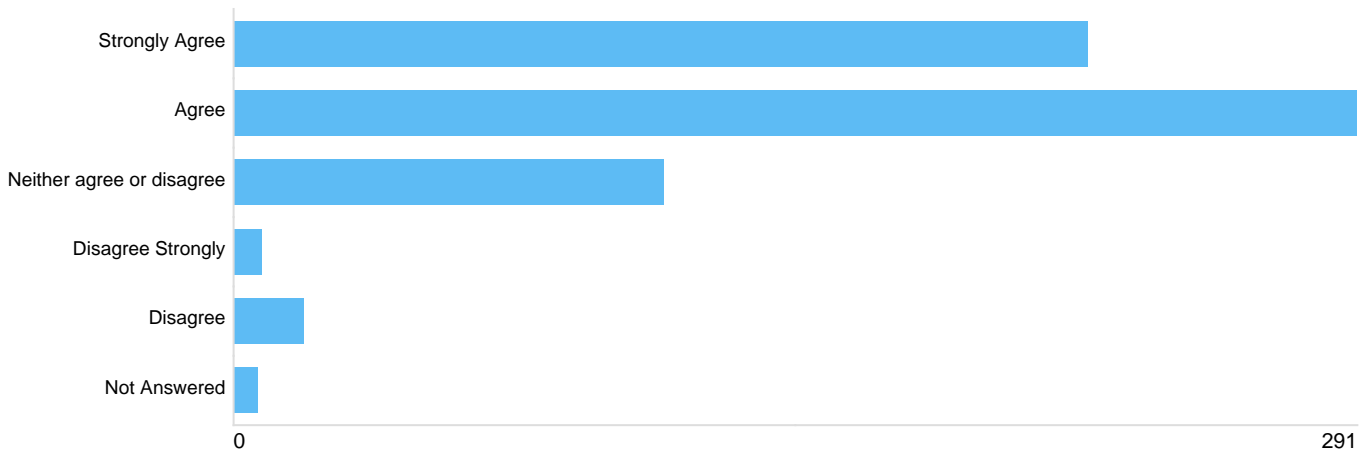
Option	Total	Percent
More recycle bins	269	41.13%
Make the bin accessible	86	13.15%
Make them more visible using signs	94	14.37%
Fine those who neglect	174	26.61%
Other (please state)	194	29.66%
Not Answered	0	0%

Other

There were **204** responses to this part of the question.

Question 16: Do you believe people need to be more educated on the subject of recycling and know where items go after they have been recycled?

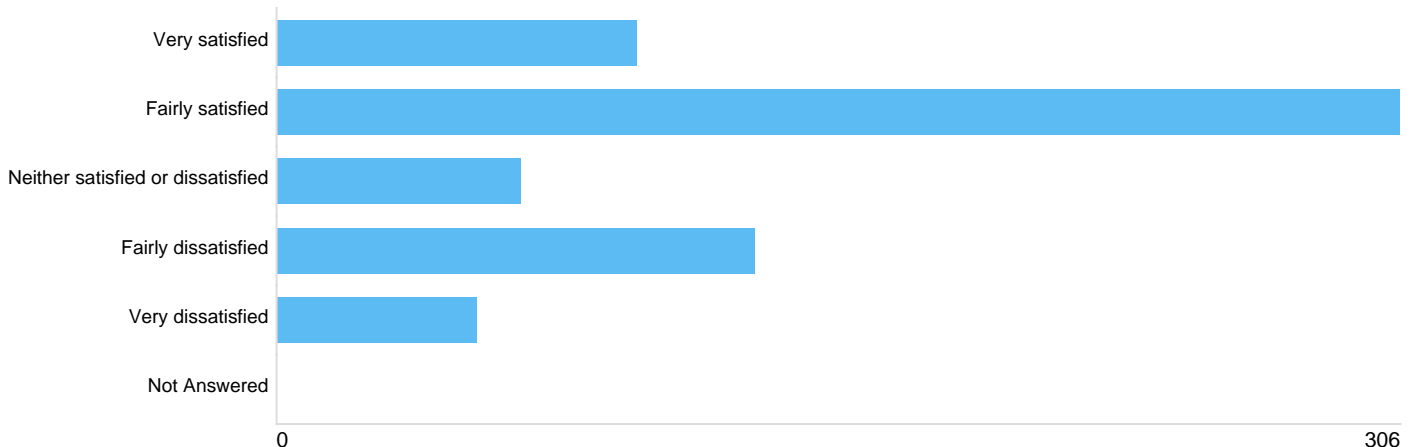
Education



Option	Total	Percent
Strongly Agree	221	33.79%
Agree	291	44.50%
Neither agree or disagree	111	16.97%
Disagree Strongly	7	1.07%
Disagree	18	2.75%
Not Answered	6	0.92%

Question 17: How satisfied are you that your roads are clean enough in your area?

Road cleanliness satisfaction



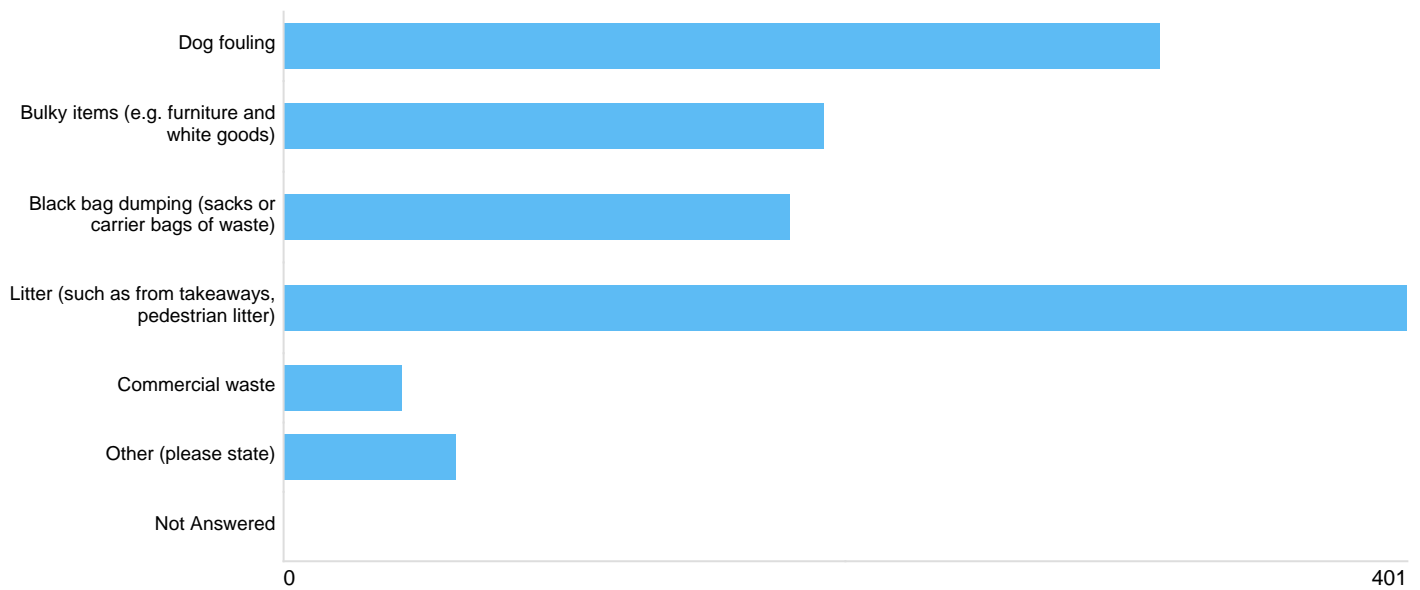
Option	Total	Percent
Very satisfied	98	14.98%
Fairly satisfied	306	46.79%
Neither satisfied or dissatisfied	66	10.09%
Fairly dissatisfied	130	19.88%
Very dissatisfied	54	8.26%
Not Answered	0	0%

If you are not satisfied with the cleansing in your area, please state why and the location where the problem is.

There were **220** responses to this part of the question.

Question 18: What do you think is the biggest problem in your area?

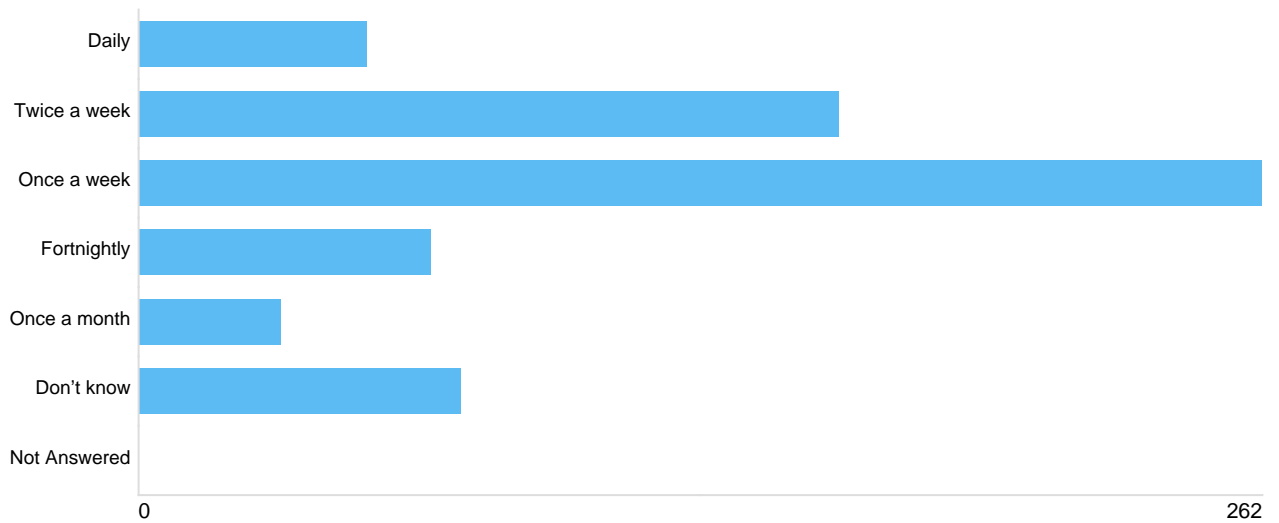
Biggest problem



Option	Total	Percent
Dog fouling	312	47.71%
Bulky items (e.g. furniture and white goods)	192	29.36%
Black bag dumping (sacks or carrier bags of waste)	180	27.52%
Litter (such as from takeaways, pedestrian litter)	401	61.31%
Commercial waste	42	6.42%
Other (please state)	61	9.33%
Not Answered	0	0%

Question 19: How often do you think your road is swept?

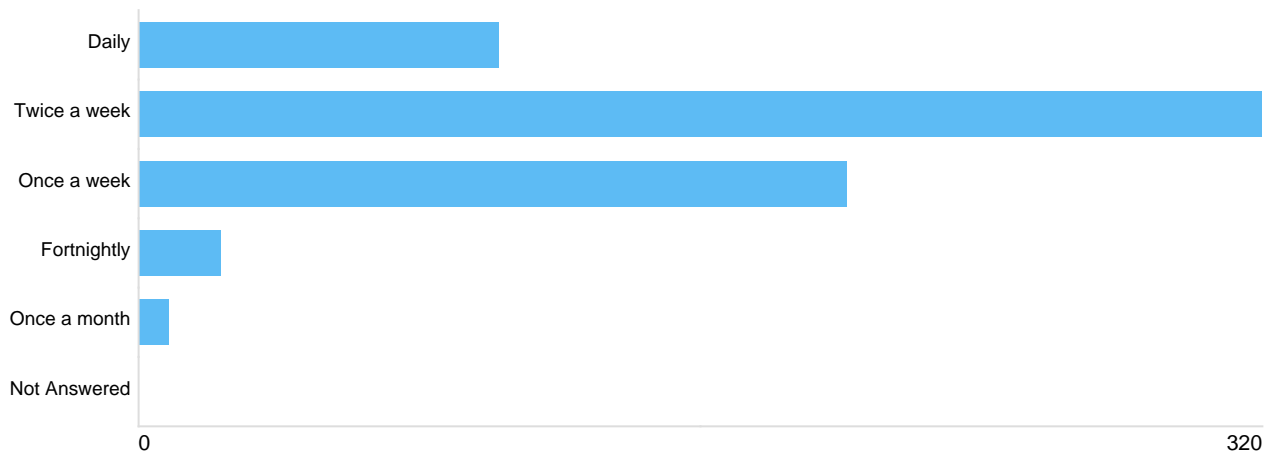
How often do you think your road is swept



Option	Total	Percent
Daily	53	8.10%
Twice a week	163	24.92%
Once a week	262	40.06%
Fortnightly	68	10.40%
Once a month	33	5.05%
Don't know	75	11.47%
Not Answered	0	0%

Question 20: How often do you think your road should be swept? (bearing in mind budget restrictions)

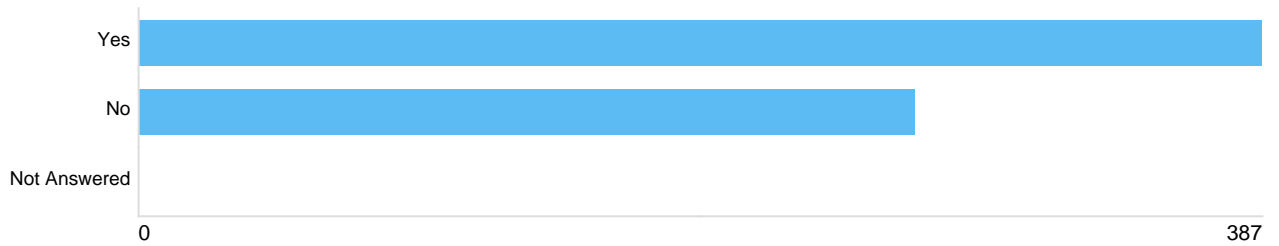
How often do you think your road should be swept



Option	Total	Percent
Daily	102	15.60%
Twice a week	320	48.93%
Once a week	201	30.73%
Fortnightly	23	3.52%
Once a month	8	1.22%
Not Answered	0	0%

Question 21: Are you aware that you can use ordinary litter bins for dog waste?

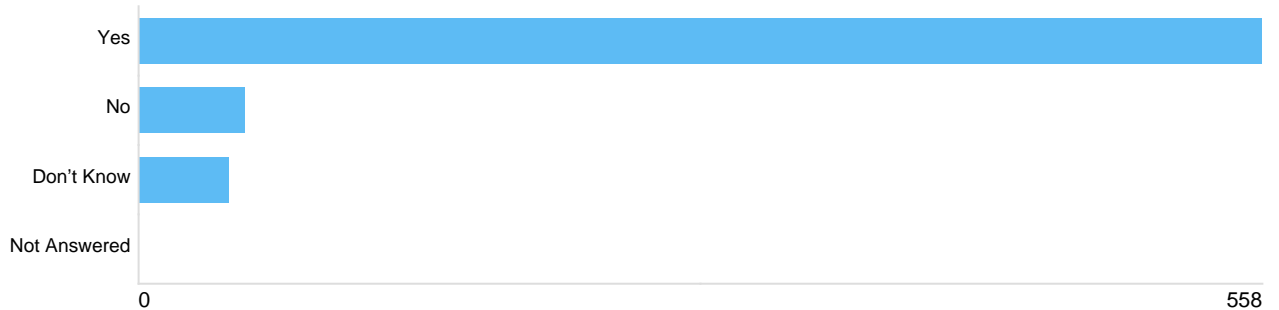
Are you aware that you can use ordinary litter bins for dog waste



Option	Total	Percent
Yes	387	59.17%
No	267	40.83%
Not Answered	0	0%

Question 22: Would you support authorised officers to be able to issue fixed penalty notices to people who drop litter?

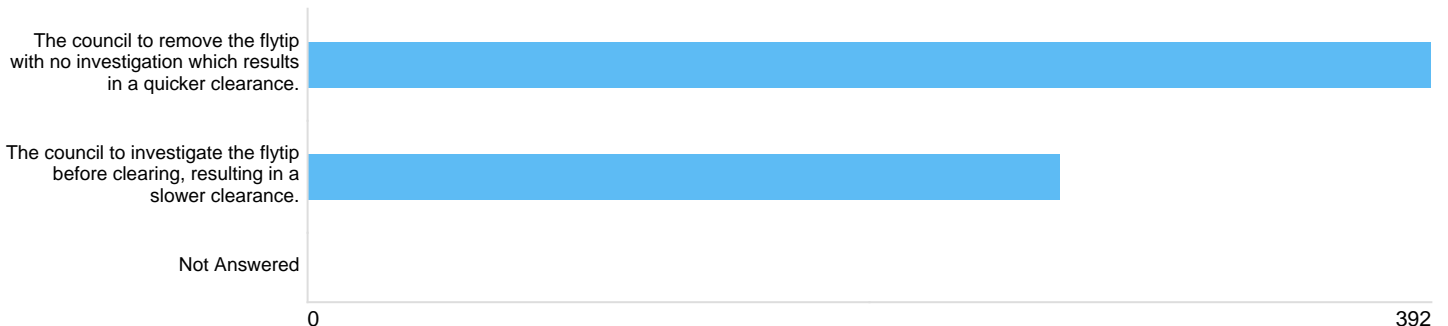
Would you support authorised officers to be able to issue FPNs



Option	Total	Percent
Yes	558	85.32%
No	52	7.95%
Don't Know	44	6.73%
Not Answered	0	0%

Question 23: If there is a flytip in your street, would you prefer:

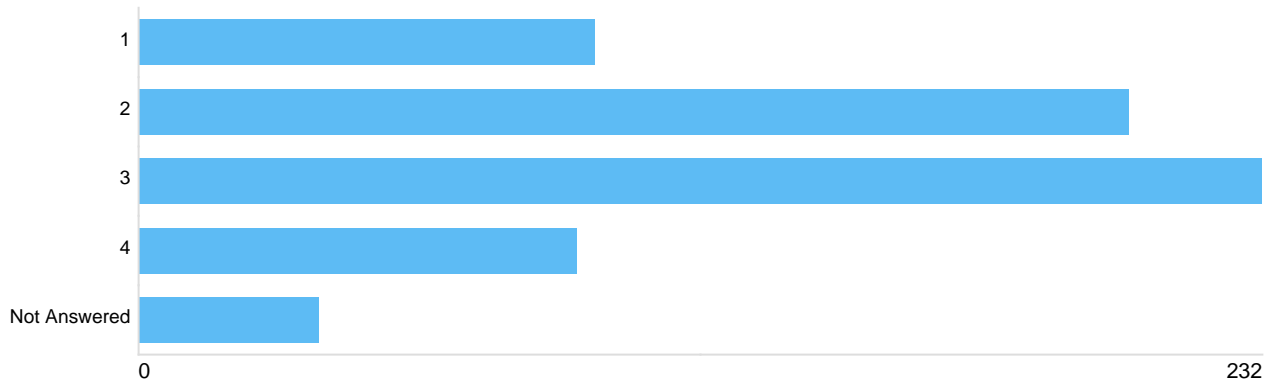
If there is a flytip in your street, would you prefer



Option	Total	Percent
The council to remove the flytip with no investigation which results in a quicker clearance.	392	59.94%
The council to investigate the flytip before clearing, resulting in a slower clearance.	262	40.06%
Not Answered	0	0%

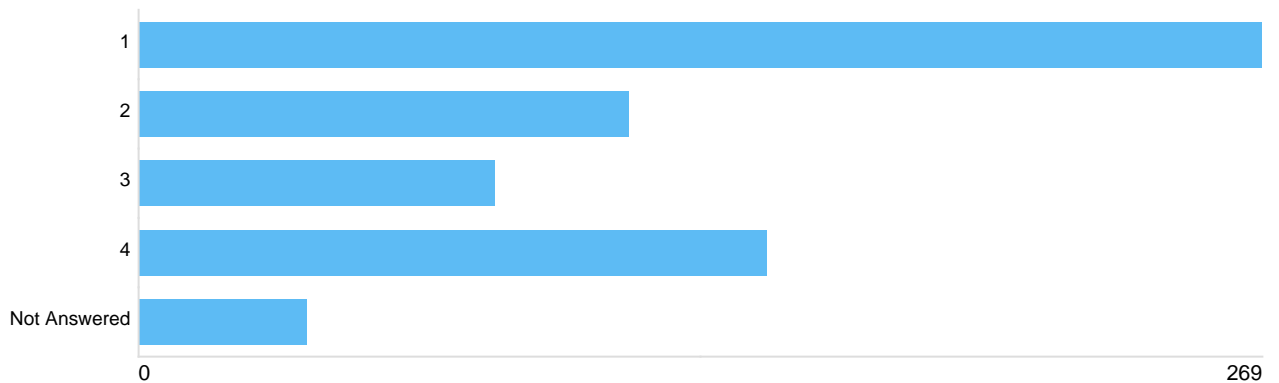
Question 24: At present, roads are swept an average of twice a week whilst main roads are swept daily. Could you put the following four options of service reductions in your order of preference, 1 being the first service change you would prefer, and 4 the last.

Matrix 1 - Streets swept once a week



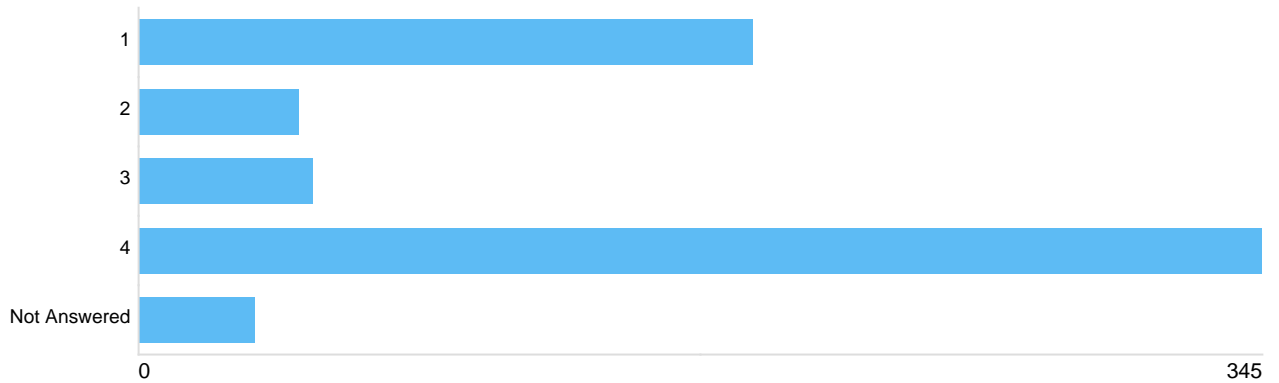
Option	Total	Percent
1	94	14.37%
2	204	31.19%
3	232	35.47%
4	90	13.76%
Not Answered	37	5.66%

Matrix 1 - Annual recycling sack delivery



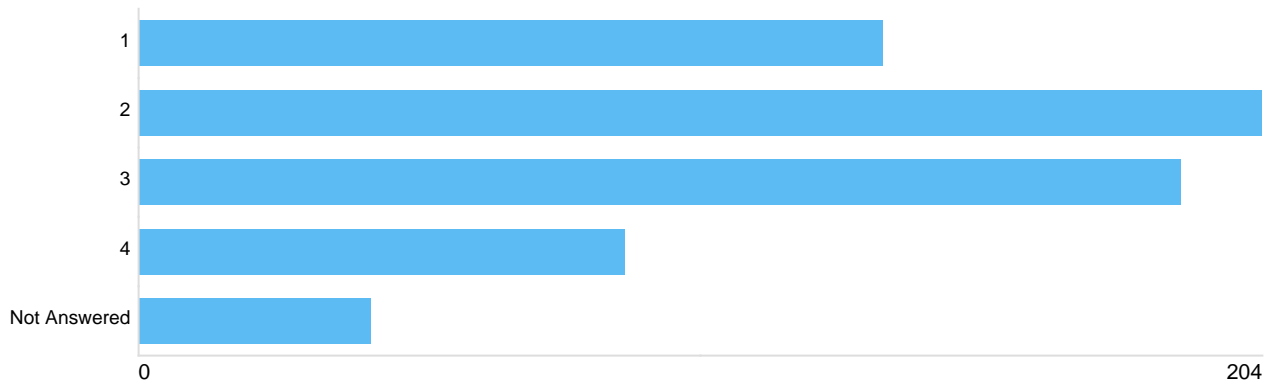
Option	Total	Percent
1	269	41.13%
2	117	17.89%
3	85	13.00%
4	150	22.94%
Not Answered	40	6.12%

Matrix 1 - Once a week refuse and recycling collection



Option	Total	Percent
1	188	28.75%
2	49	7.49%
3	53	8.10%
4	345	52.75%
Not Answered	35	5.35%

Matrix 1 - Flytips removed within 1 week



Option	Total	Percent
1	135	20.64%
2	204	31.19%
3	189	28.90%
4	88	13.46%
Not Answered	42	6.42%

Question 25: What improvements, if any, would you like to see incorporated into a future refuse collection contract in relation either to any of the questions? Please give details.

Improvement suggestions

There were 372 responses to this part of the question.

Question 26: Thank you for taking the time to answer these questions. If you would like to provide further feedback by participating in a focus group, please leave your e-mail address below.

Please leave email

There were **232** responses to this part of the question.