

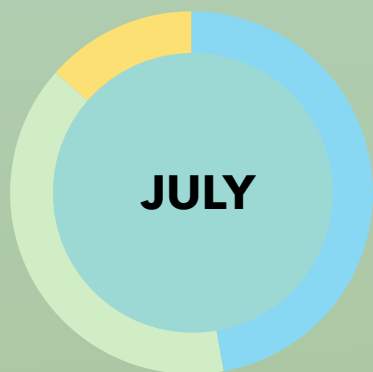
# SIMPLY WEEKLY RECYCLING SURVEY



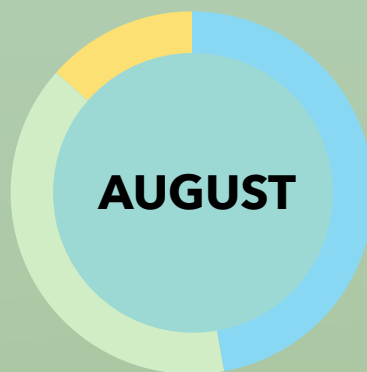
Date

August

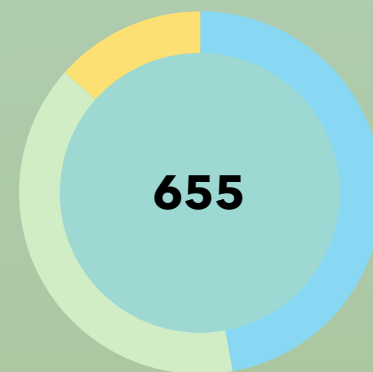
2018



Date sent to respondents



Deadline



Responses received

Please contact Adama Roberts or Craig Salmon in the Policy, Performance & Governance Team should you require more information on the Future40 Survey Report 2018  
Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)

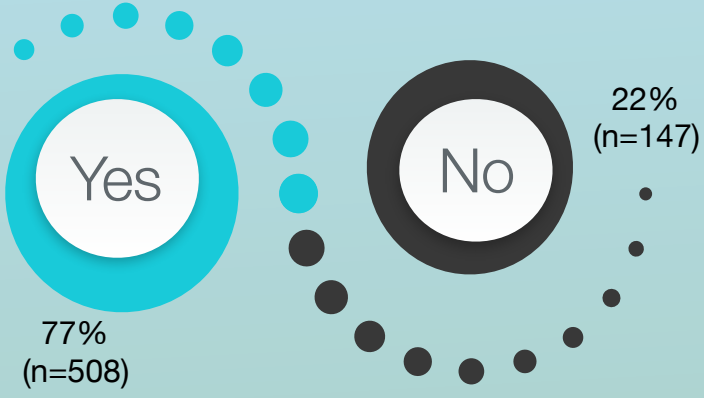


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# Summary of main findings

## Are you a Citizens' Panel member?

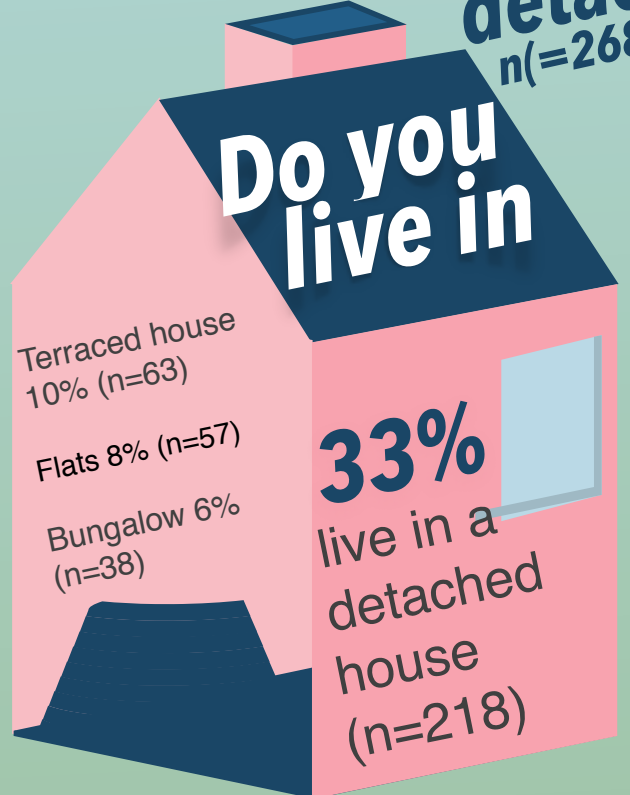


The survey ran from 23 July to 17 August 2018. It was available online and as a paper copy. It was sent to all Citizens' Panel members. We received 655 responses. The survey was also promoted via our social media platforms.

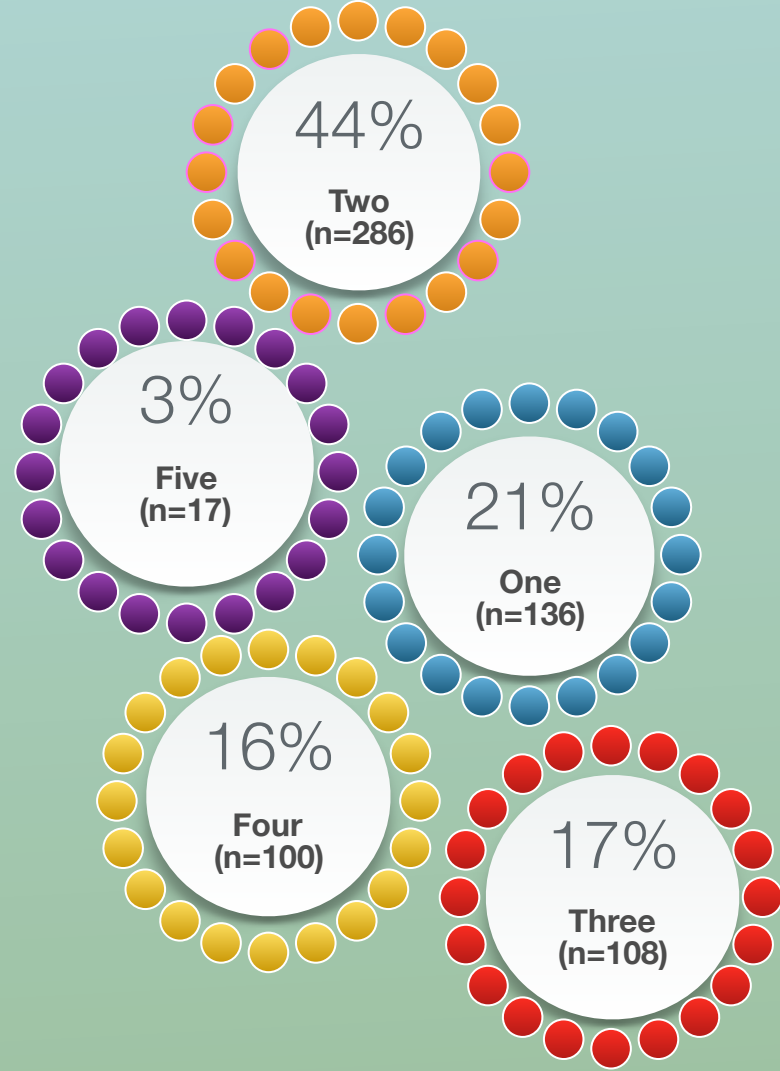
Six in ten respondents were British white 63% (n=415), this was followed by English white 22% (n=142). Nearly six in ten respondents said that they are Christians 58% (n=380) while 8% (n=51) stated that they had a disability.

**41% live in a semi-detached house**  
n(=268)

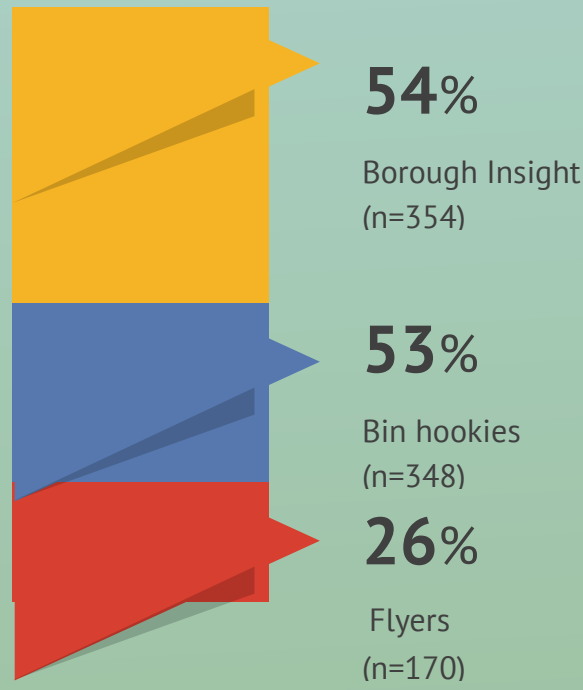
## Do you live in



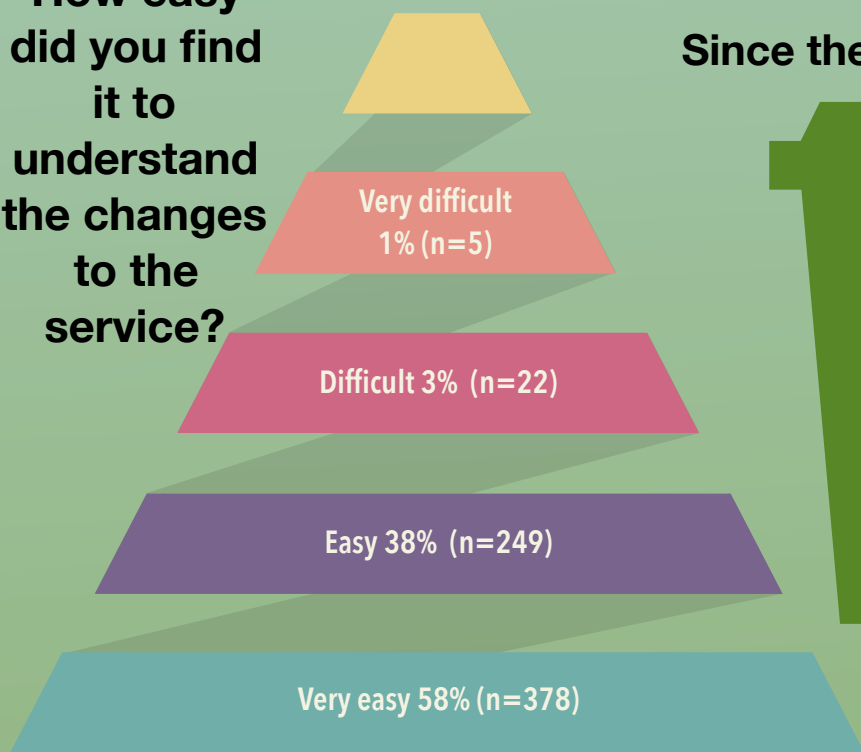
## How many people live in your property?



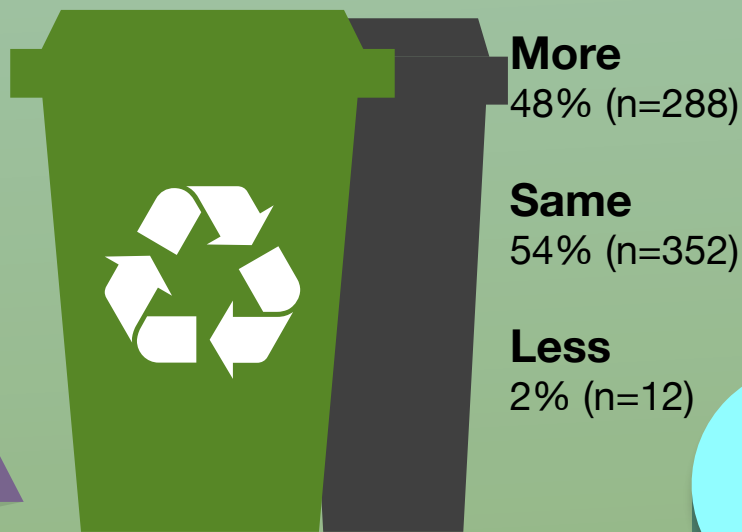
## How did you hear about Simply Weekly? Top three...



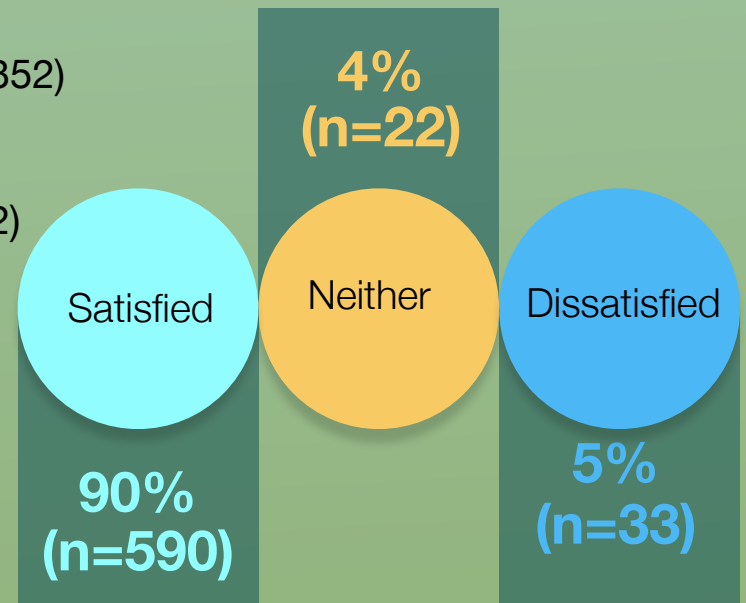
## How easy did you find it to understand the changes to the service?



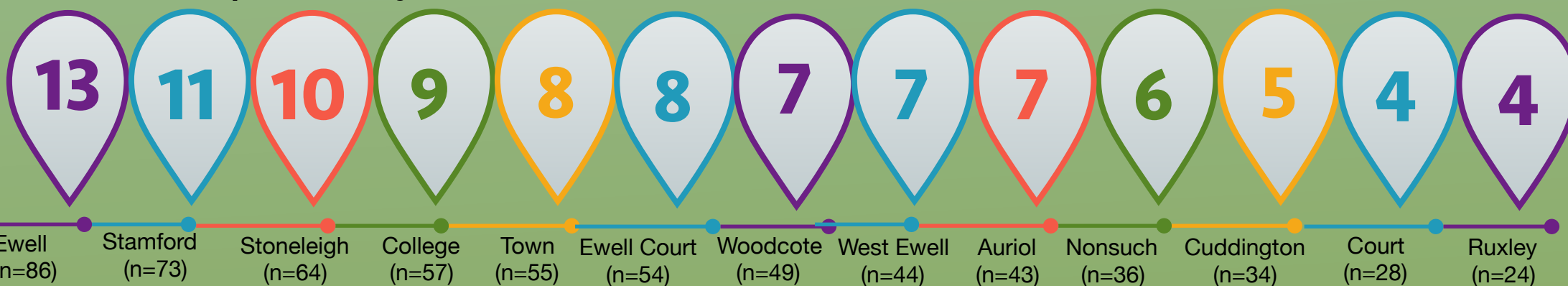
## Since the Big Switch, have you recycled...



## How satisfied are you with Simply Weekly Recycling service?



## % of respondents by ward



# Objectives & methodology

The survey was conducted by Epsom & Ewell Borough Council to gauge how satisfied residents are with the changes made to our recycling service by introducing Simply Weekly Recycling.

The purpose of the consultation was to engage with local residents to seek their views regarding the Big Switch to Simply Weekly Recycling. Councillors will use the findings of this survey as part of their decision making process.

## **Questionnaire Development:**

The questions were developed in liaison with the Transport & Waste Services Manager and Policy, Performance and Governance Team. Question areas included:

- Are you a Citizens Panel Member?
- Which ward do you live in? Do you live in a... How many people live in your property?
- Where did you hear about Simply Weekly Recycling?
- When we made the Big Switch last year to our new recycling service, Simply Weekly Recycling, how easy did you find it to understand the changes?
- How satisfied are you with Simply Weekly Recycling services?
- Is there anything else you think we could have done to help you understand the Big Switch better?
- How easy have you found it to use your recycling and refuse services since the Big Switch?
- Since the Big Switch, I have recycled...
- If you have recycled more or less, why has this changed?
- Is there anything we can do to help you recycle more?
- Is there anything we do that you think is a barrier to recycling?
- What do you like most about Simply Weekly Recycling, compared to how we collected your recycling and refuse before?
- What do you like least about Simply Weekly Recycling, compared to how we collected your recycling and refuse before?
- Equalities monitoring questions

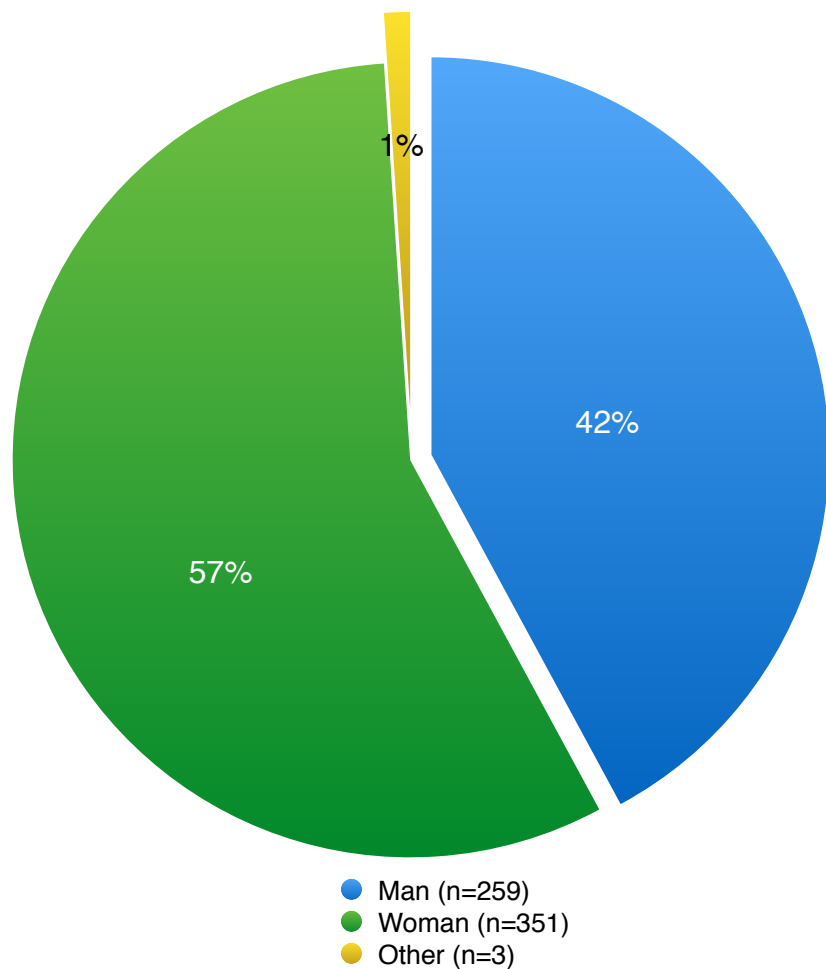
## **Methodology:**

The survey ran from 23 July to 17 August 2018 - a period of four weeks. The survey was available online, hardcopies were provided and it was widely promoted via our social media platforms eg Twitter and Facebook. The survey was also sent to 800 Citizens' Panel members. It generated 655 responses of which 76% were panel members (n=509) and 22% (n=147) were not. The results were analysed by our Policy, Performance & Governance Team.

The figures in this report are calculated as a proportion of respondents who answered each question – excluding No Reply responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent is allowed to give more than one answer to the question. Please note that respondents equate to the actual number of people that answered a question while responses equate to one respondent giving more than one answer to a qualitative or literal question.

# Respondents' Demography & Equalities Monitoring

## Sex



## Gender Reassignment

When asked if their gender identity is different from the sex assigned at birth, 89% (n=583) ticked 'No' and 3% (n=21) ticked 'Yes'.

## Sexual Orientation

Overall, eight in ten were heterosexual 81% (n=533), a further 9% (n=56) ticked prefer not to say, 1% (n=5) said they were either Bisexual or a Gay man and 0.3% (n=2) ticked other.

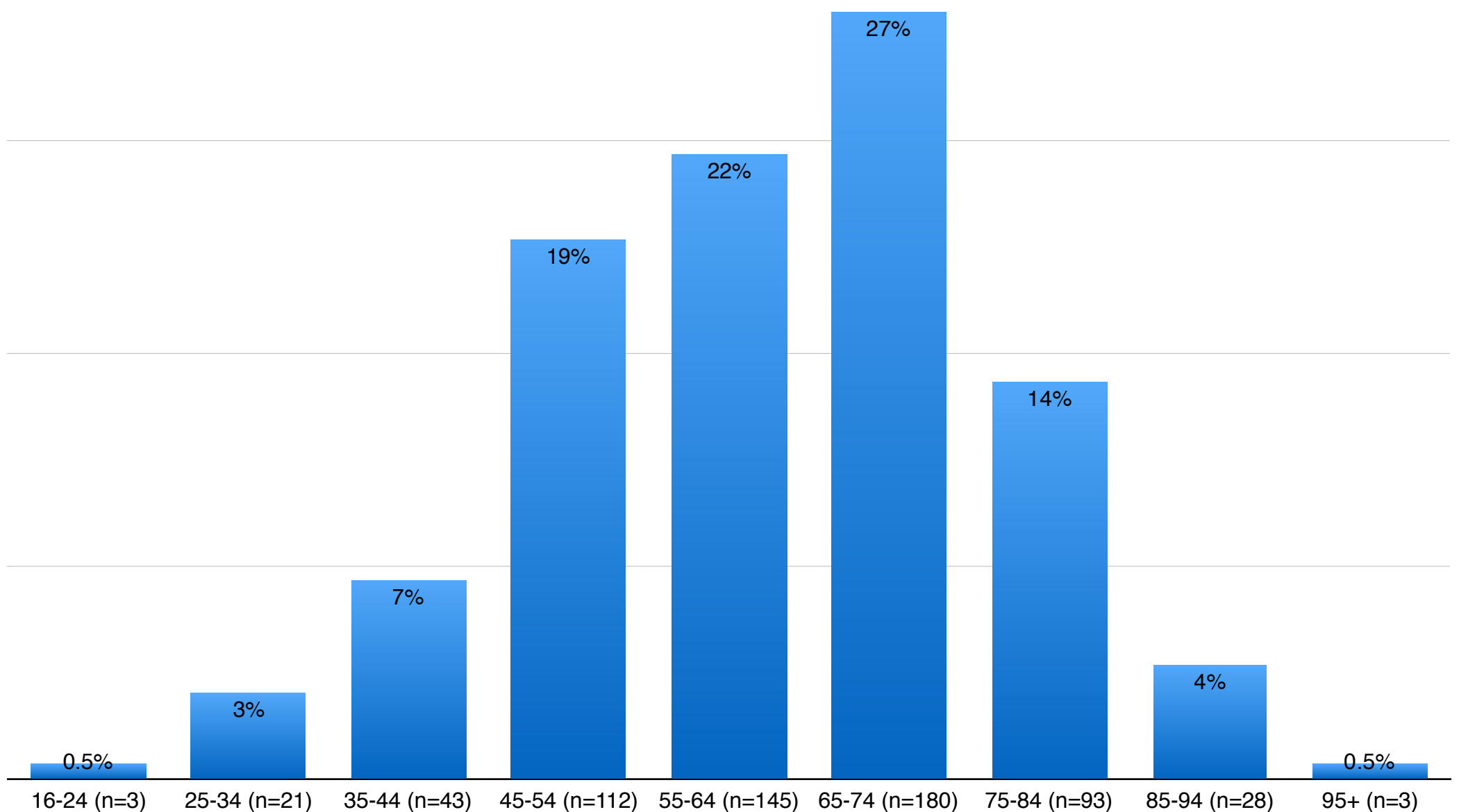
## Disability

Respondents were asked if they had a disability according to the Equality Act, 82% (n=573) ticked 'No' and 8% (n=51) ticked 'Yes'

## Marital Status

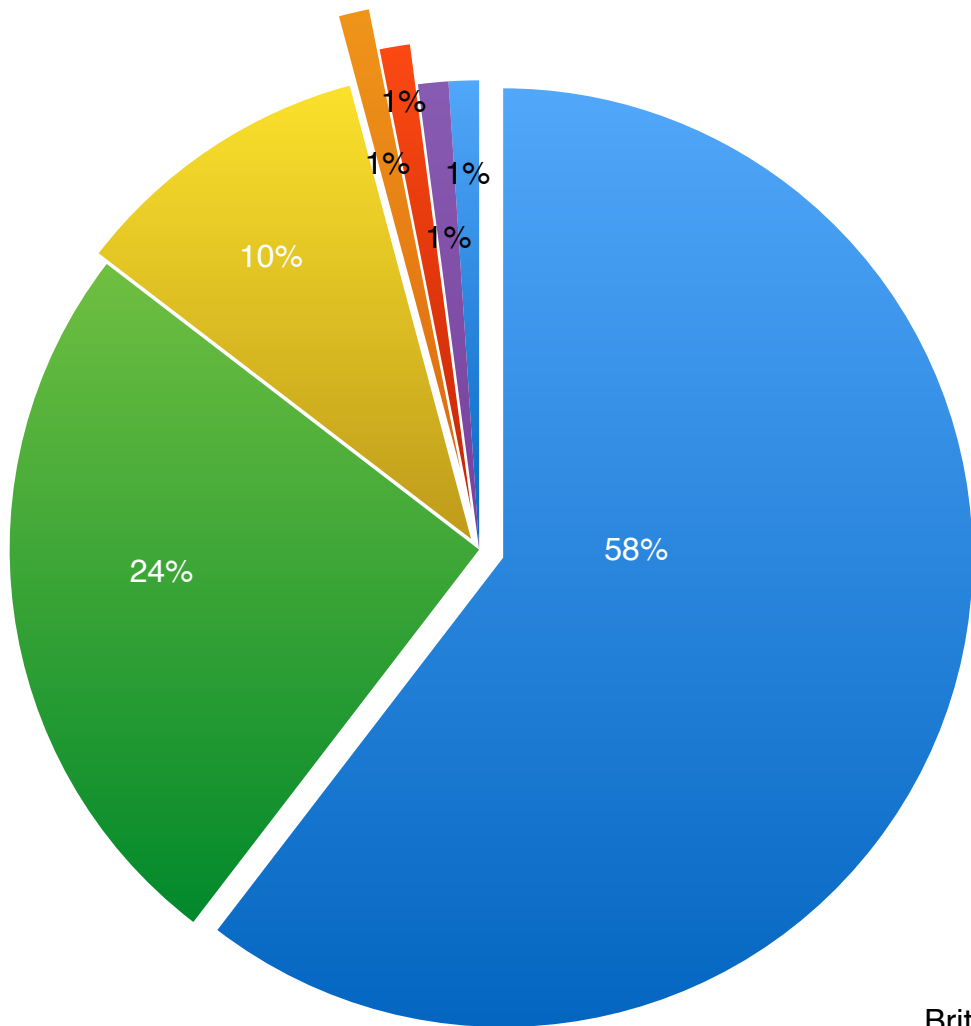
Overall, 65% (n=429) are married/Civil partnership, 10% are either single or widowed (n=66), 6% (n=39) are divorced and 1% (n=7) are separated

## Age



# Respondents' Demography & Equalities Monitoring

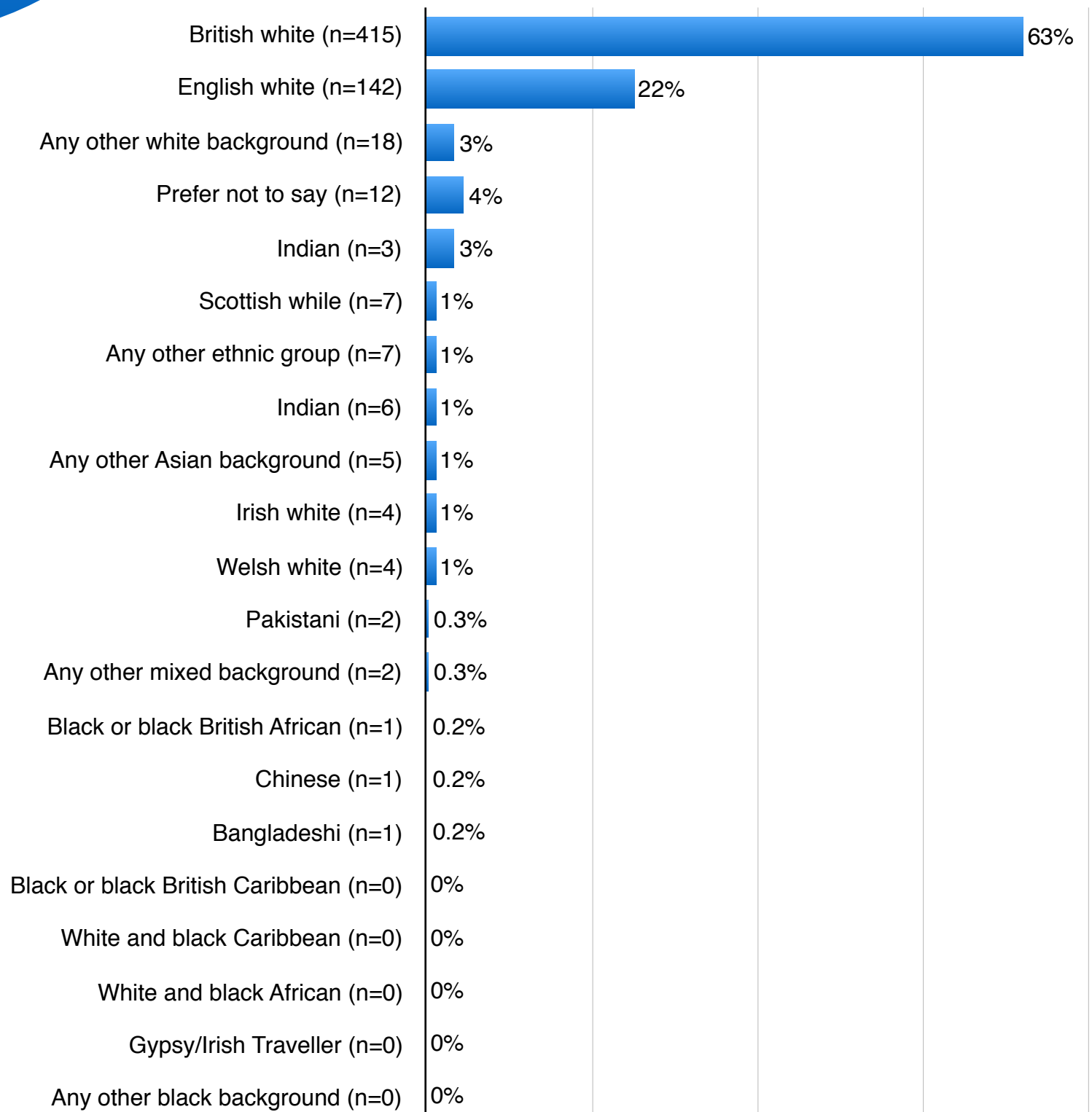
## Religion or Belief



- Christian (n=380)
- No religion (n=129)
- Prefer not to say (n=63)
- Muslim (n=5)
- Any other religion or belief (n=6)
- Buddhist (n=5)
- Hindu (n=4)

Nearly six in ten respondents are Christian 60% (n=380) as illustrated on the graph. None of the respondents were Jewish or Sikh.

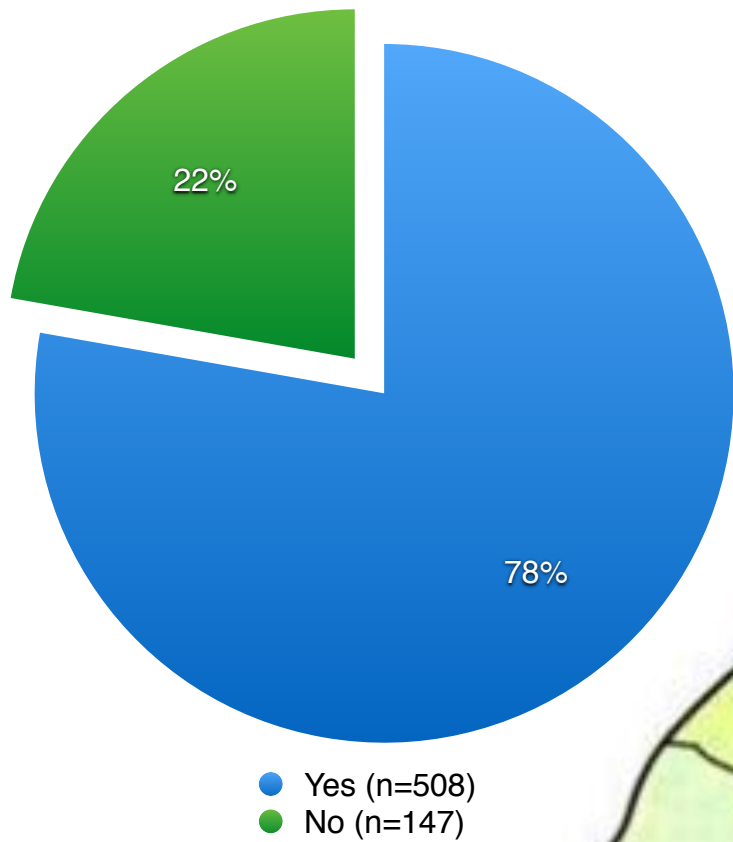
## Ethnic Group



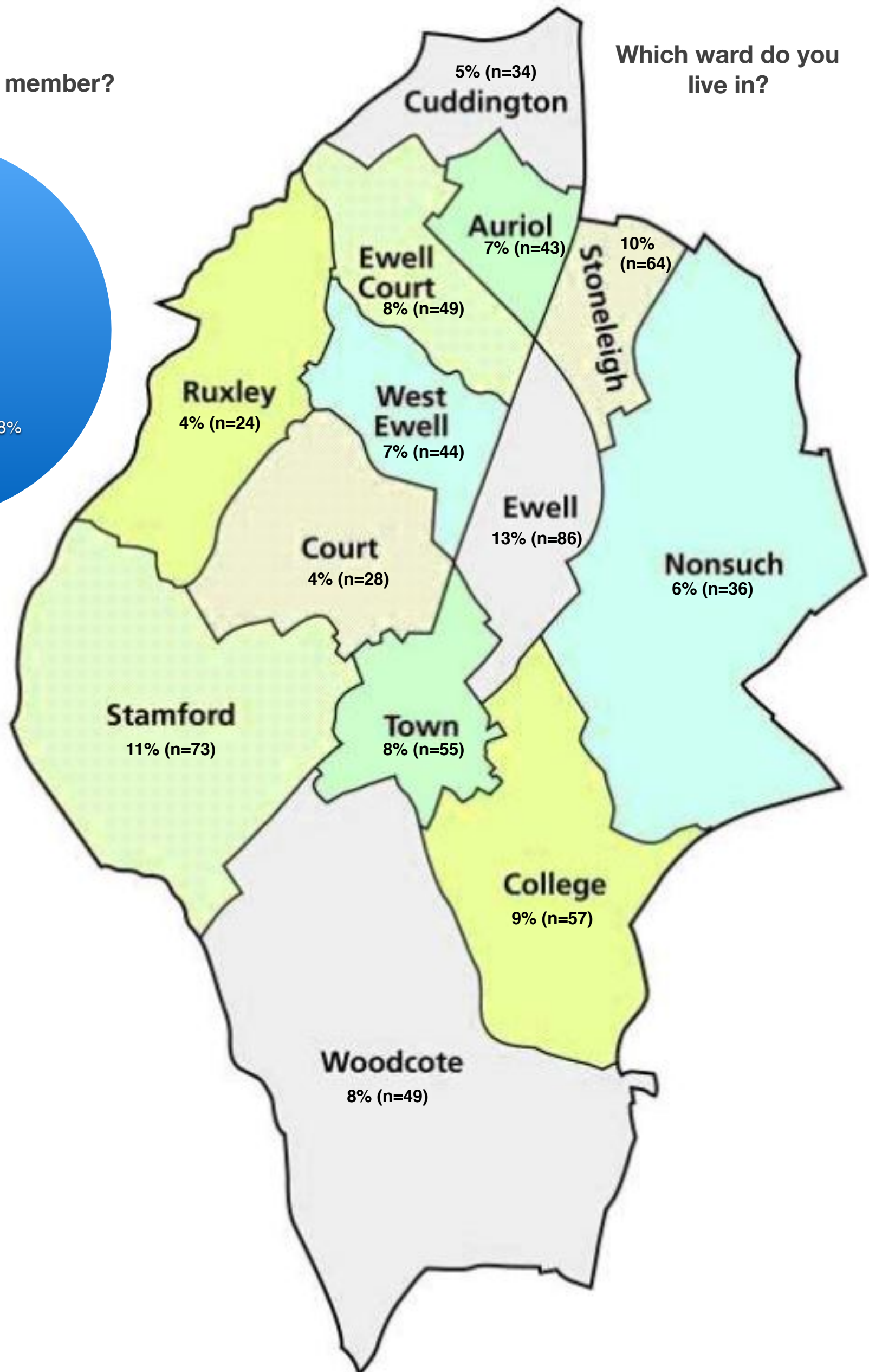


# Analysis of results

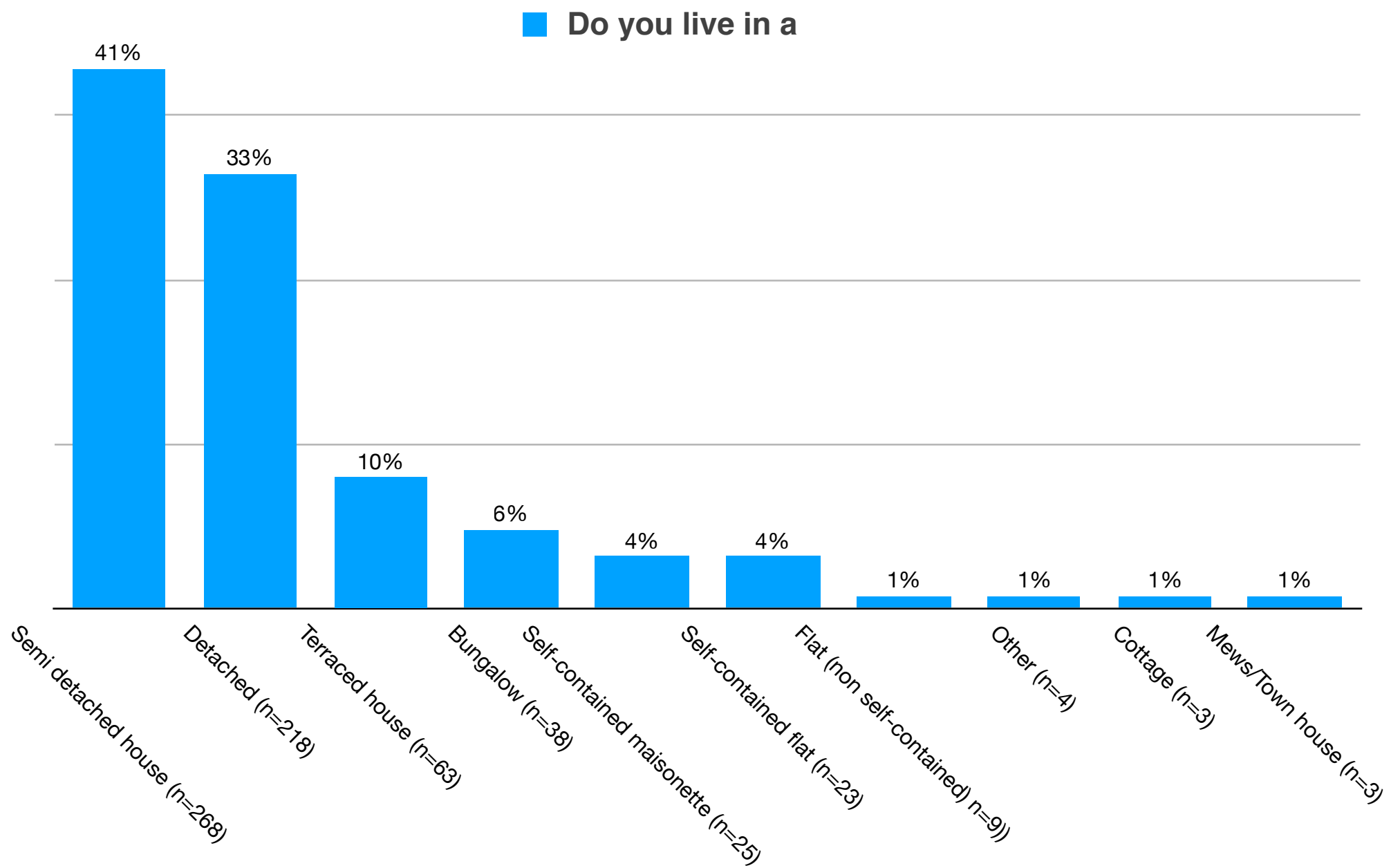
Are you a Citizens Panel member?



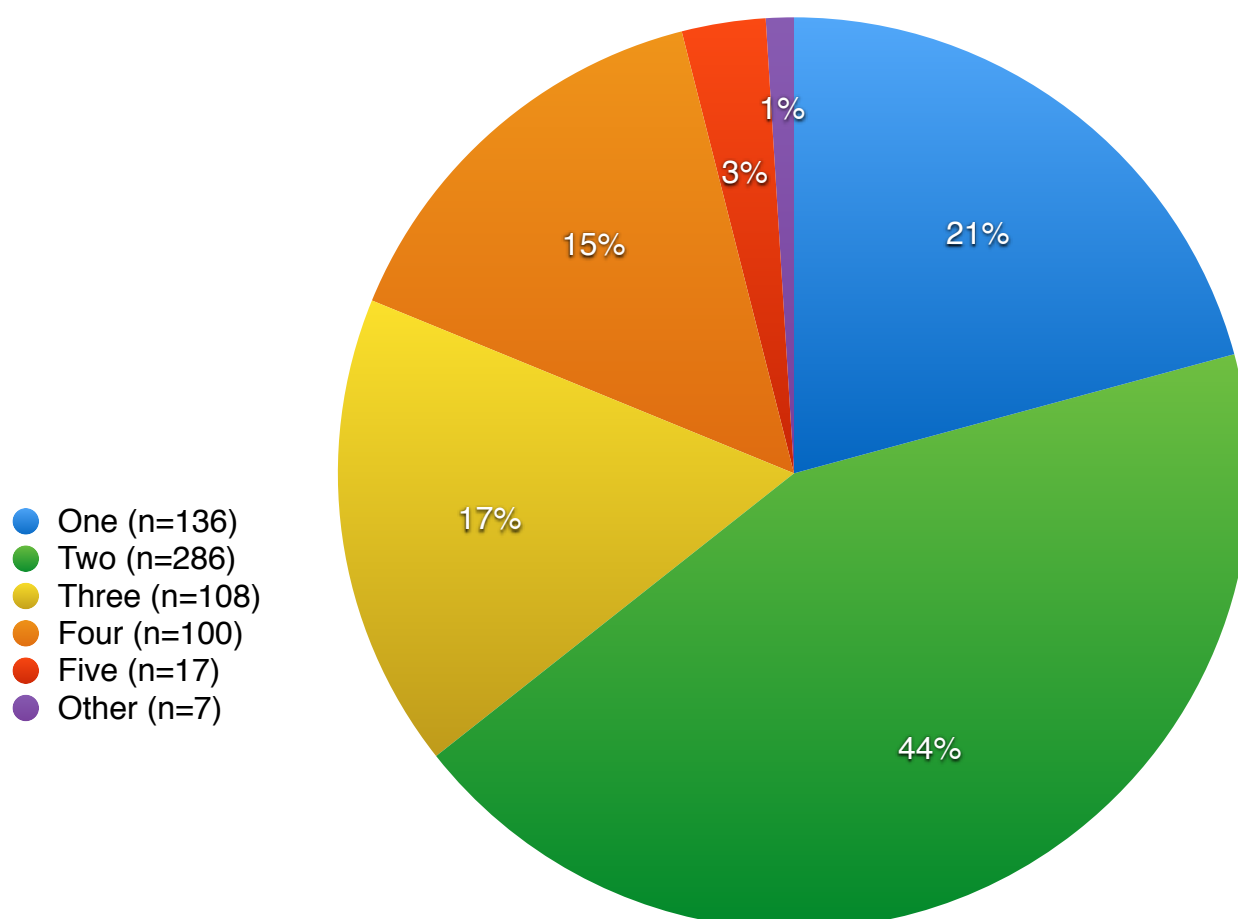
Which ward do you live in?



# Analysis of results



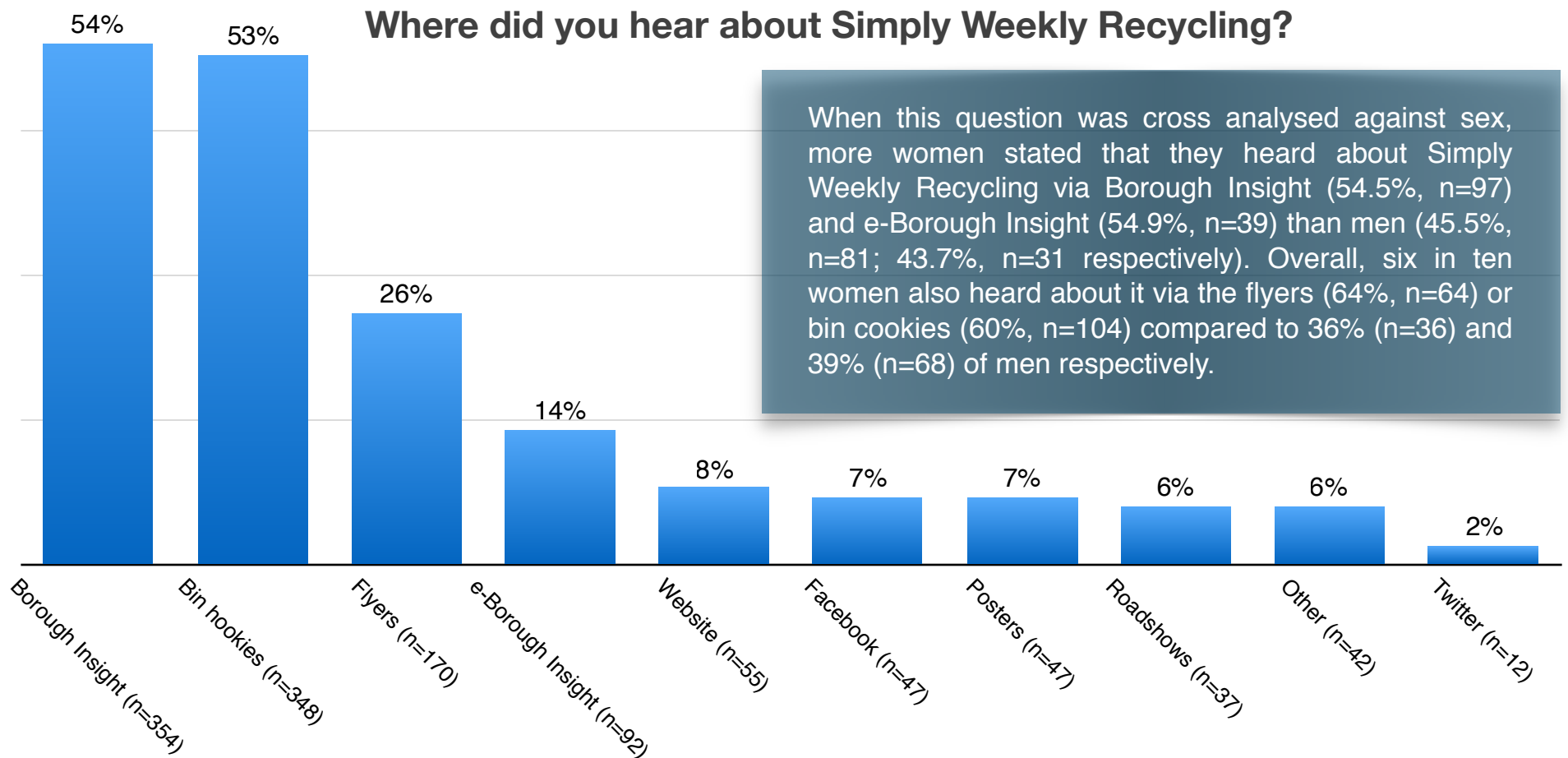
## How many people live in your property?





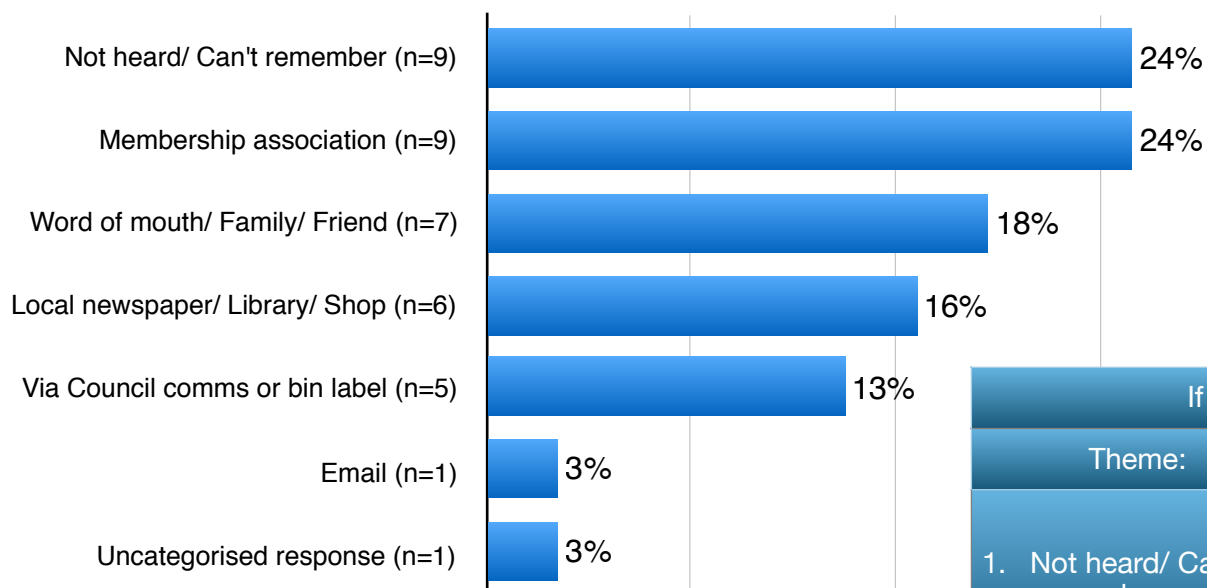
# Analysis of results

## Where did you hear about Simply Weekly Recycling?



When this question was cross analysed against sex, more women stated that they heard about Simply Weekly Recycling via Borough Insight (54.5%, n=97) and e-Borough Insight (54.9%, n=39) than men (45.5%, n=81; 43.7%, n=31 respectively). Overall, six in ten women also heard about it via the flyers (64%, n=64) or bin cookies (60%, n=104) compared to 36% (n=36) and 39% (n=68) of men respectively.

## Literal Comments to Where did you hear about Simply Weekly Recycling?

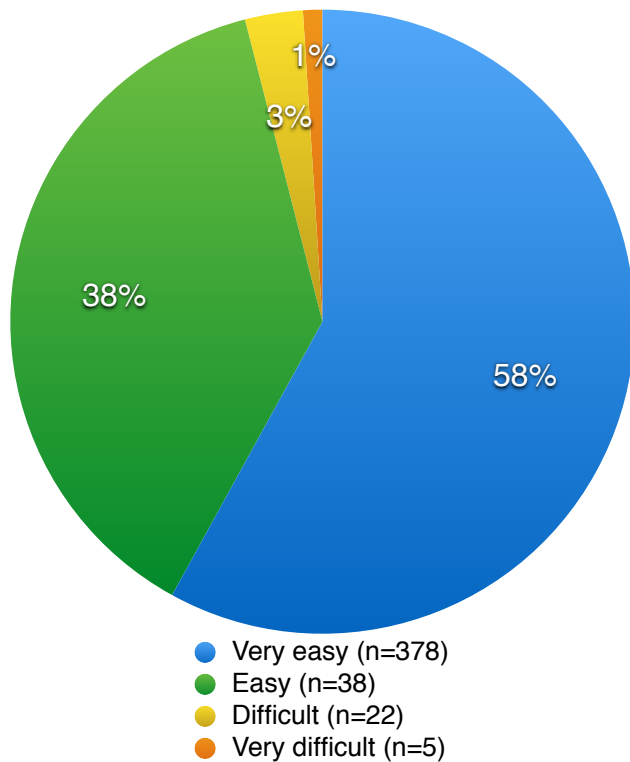


### Example of literal comments

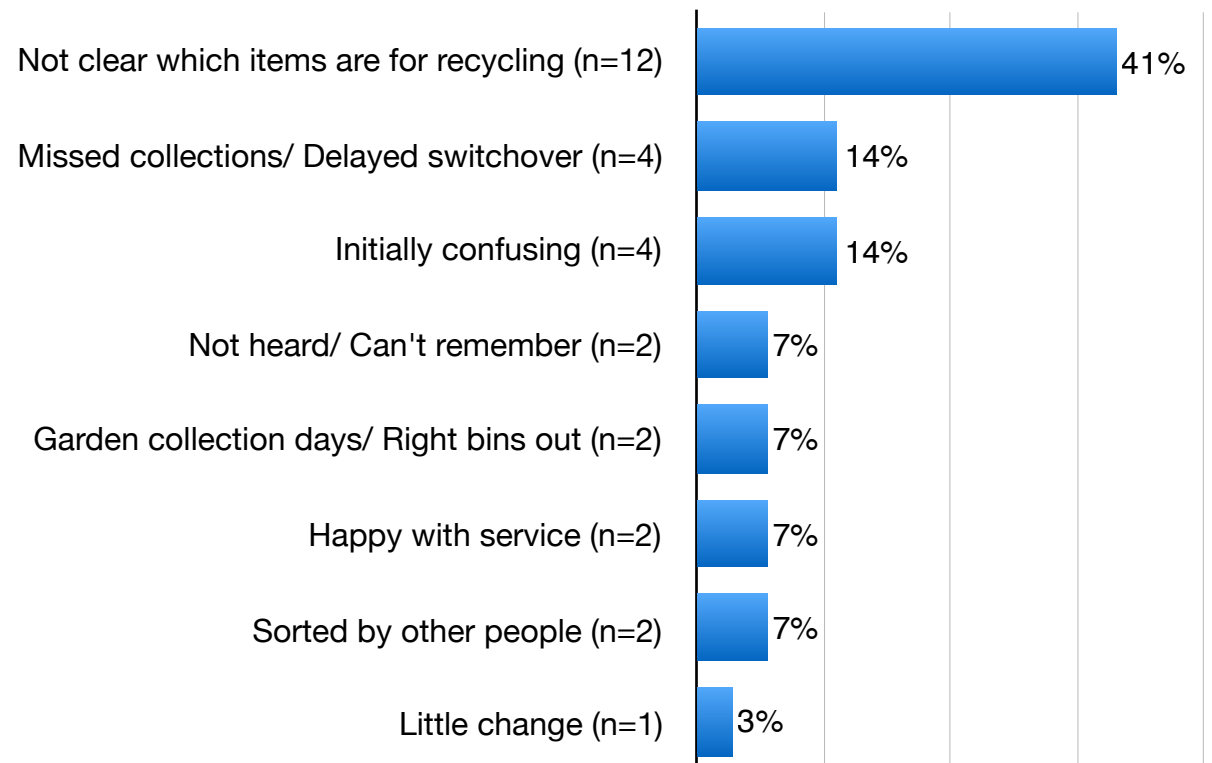
If Other, please specify: (Base: All responses=39)	
Theme:	Examples:
1. Not heard/ Can't remember	<ul style="list-style-type: none"> <li>I have never heard about it.</li> <li>Not heard, didn't know that was what it is called.</li> <li>Can't remember.</li> </ul>
2. Membership association	<ul style="list-style-type: none"> <li>Conversations with councillor at Residents Association meetings.</li> <li>Ewell Court Residents Association.</li> <li>Cuddington Residents' Association meeting.</li> </ul>
3. Word of mouth/ Family/ Friend	<ul style="list-style-type: none"> <li>Family.</li> <li>My mum.</li> <li>Friends told me.</li> </ul>
4. Local newspaper/ Library/ Shop	<ul style="list-style-type: none"> <li>Local Guardian.</li> <li>In the library.</li> <li>Sainsbury.</li> </ul>
5. Via Council comms or bin label	<ul style="list-style-type: none"> <li>A Council representative visited the house with the information.</li> <li>Sent email by council.</li> <li>Bin label.</li> </ul>
6. Email	<ul style="list-style-type: none"> <li>[Councillor's name] email.</li> </ul>
7. Uncategorised response	<ul style="list-style-type: none"> <li>Please put it in as many languages as possible.</li> </ul>

# Analysis of results

When we made the Big Switch last year to our new recycling service, how easy did you find it to understand the changes made?



If 'Difficult' or 'Very difficult', please explain your reasons

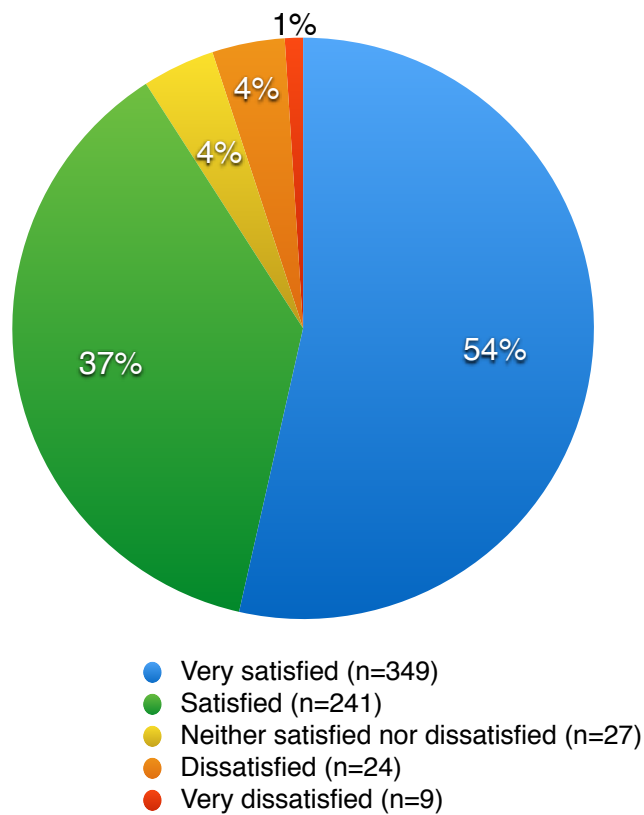


## Examples of literal comments

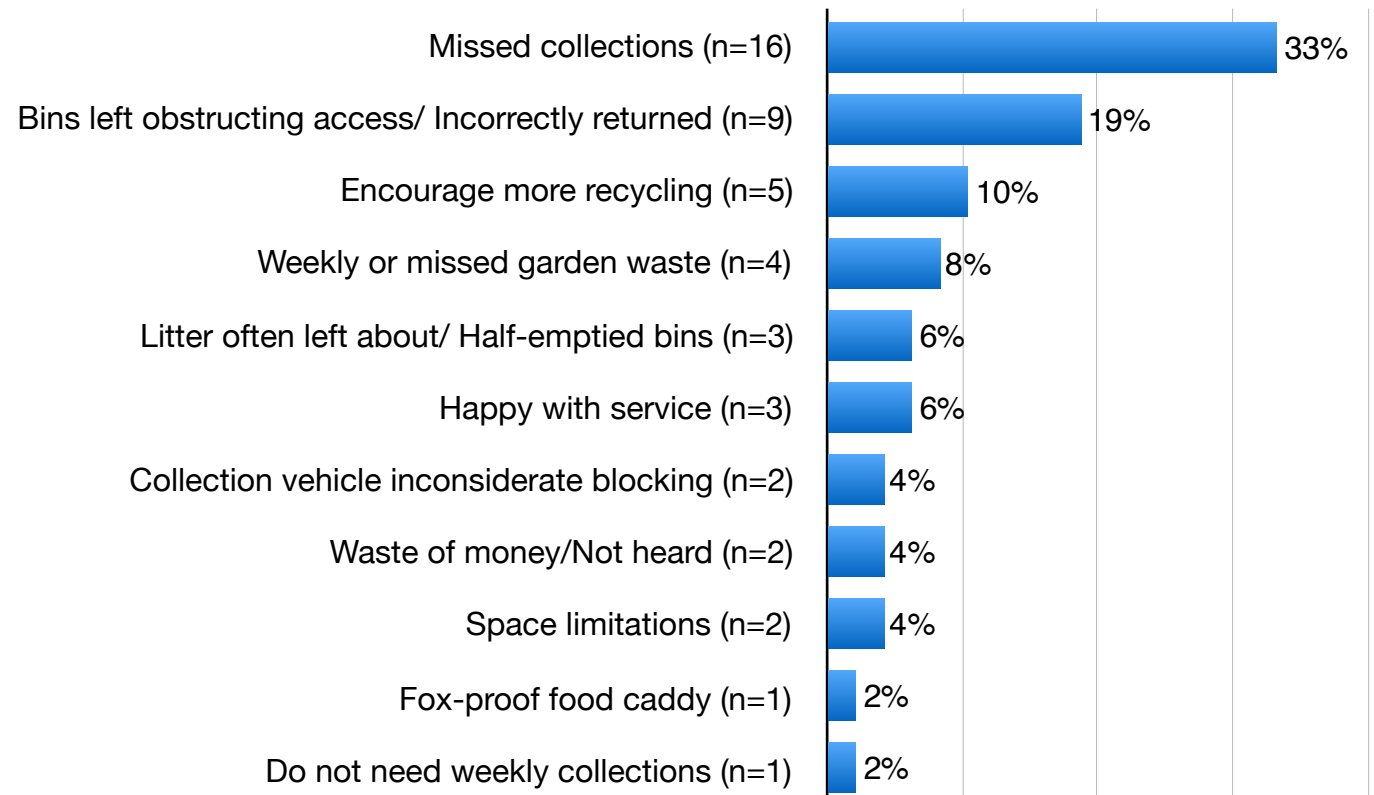
'Difficult' or 'Very difficult', please explain your reasons: (Base: All responses=29)	
Theme:	Examples:
1. Not clear which items are for recycling	<ul style="list-style-type: none"> <li>Still not 100% sure of what is and what is not recyclable.</li> <li>I am still confused as to what can and cannot be kerb recycled.</li> <li>Some of the recycling items was not very clear so they could have been put in the wrong bin.</li> </ul>
2. Missed collections/ Delayed switchover	<ul style="list-style-type: none"> <li>Binmen keep missing my bin despite left clearly outside property.</li> <li>Missed collections.</li> <li>It was delayed.</li> </ul>
3. Initially confusing	<ul style="list-style-type: none"> <li>It was confusing to start with, took a few weeks to get used to it.</li> <li>Remembering the bin change from the old system.</li> <li>The changes appeared illogical and initially demanded some real thought.</li> </ul>
4. Not heard/ Can't remember	<ul style="list-style-type: none"> <li>I have never heard about it.</li> <li>Haven't heard a thing about it.</li> </ul>
5. Garden collection days/ Right bins out	<ul style="list-style-type: none"> <li>Difficult to work out when the brown bin - garden waste gets collected now.</li> <li>Remembering to put the right bins out. Neighbours were a great help.</li> </ul>
6. Happy with service	<ul style="list-style-type: none"> <li>Fairly easy.</li> <li>For myself, easy.</li> </ul>
7. Sorted by other people	<ul style="list-style-type: none"> <li>I live in [place name] which is a block of flats, the caretaker does all the sorting.</li> </ul>
8. Little change	<ul style="list-style-type: none"> <li>Little change for us.</li> </ul>

# Analysis of results

## How satisfied are you with Simply Weekly Recycling service?



## If 'Dissatisfied' or 'Very dissatisfied' please explain your reasons

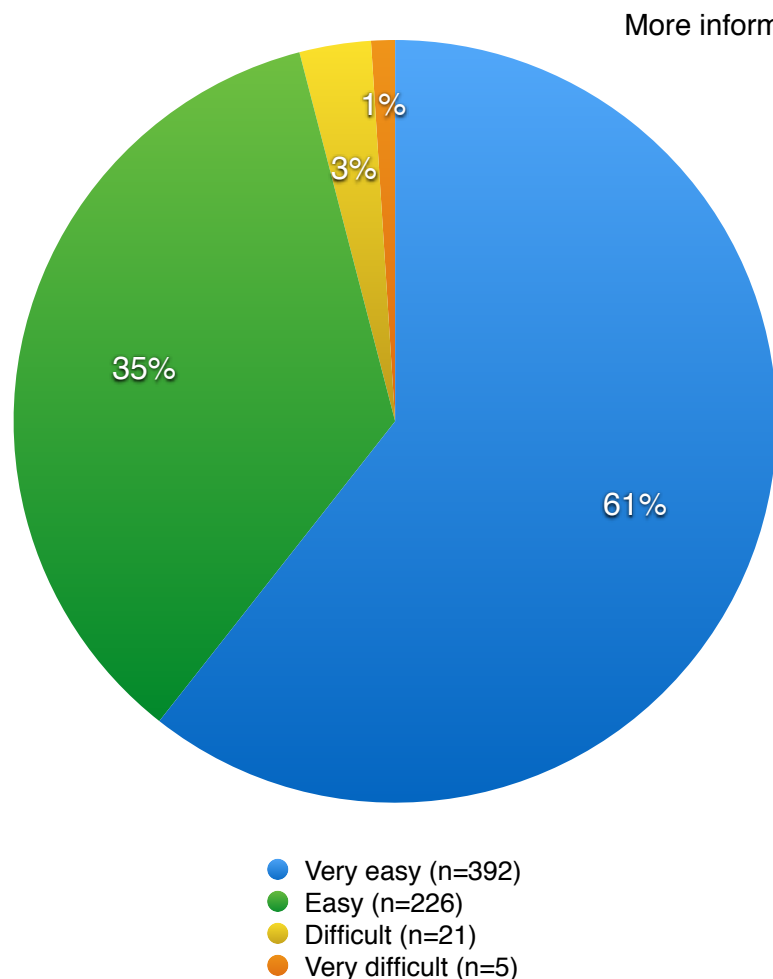


## Examples of literal comments

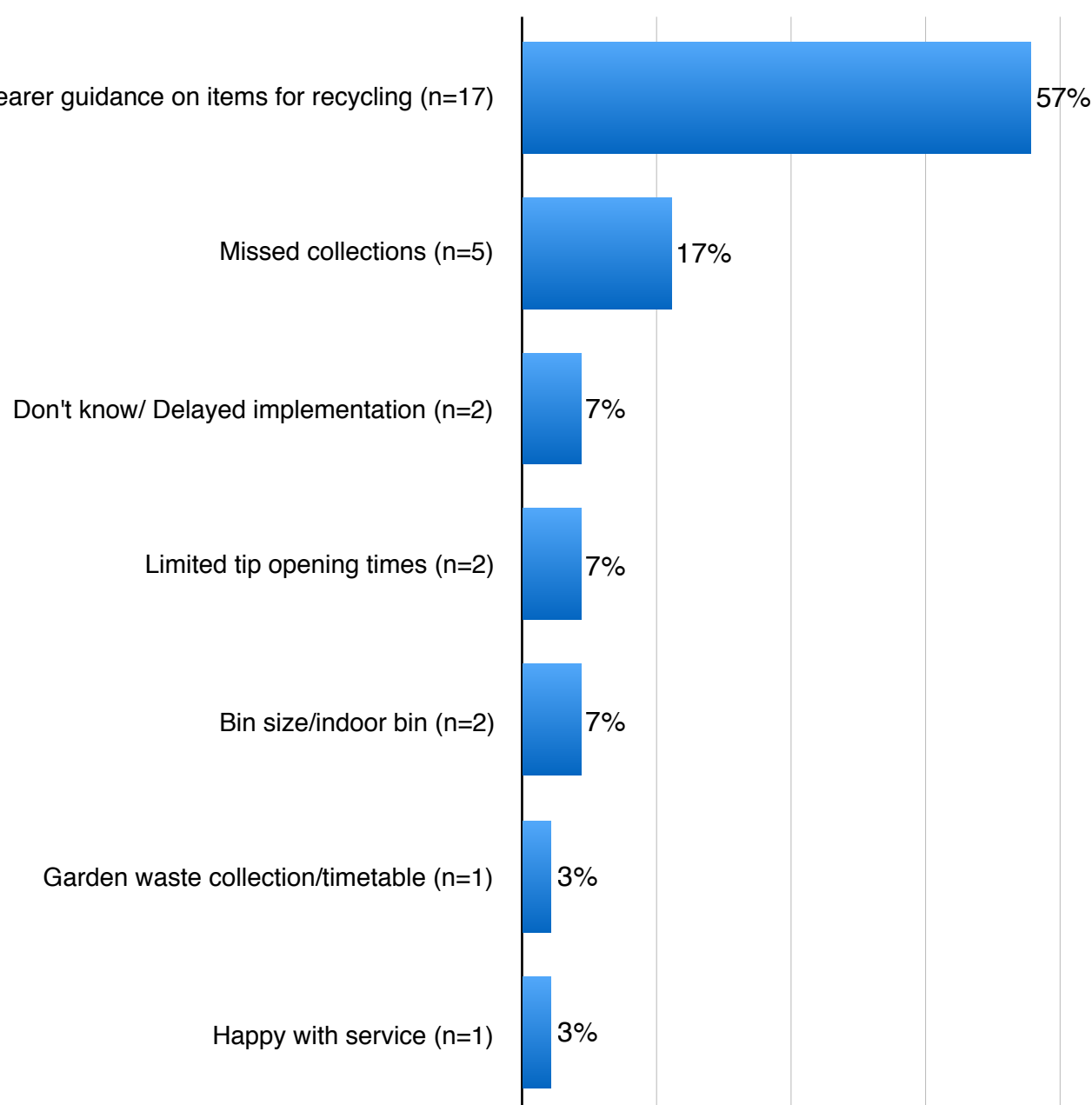
If 'Dissatisfied' or 'Very dissatisfied' please explain your reasons: (Base: All responses=49)	
Theme:	Examples:
1. Missed collections	<ul style="list-style-type: none"> <li>The one issue we have is the missed collections, particularly our recycling bins and bottles.</li> <li>Unreliable, irregular collections. Poor excuses for missed collections.</li> <li>Mine and others in the road are often missed or only half emptied.</li> <li>Collection service not emptying the bin on a few occasions.</li> </ul>
2. Bins left obstructing access/ Incorrectly returned	<ul style="list-style-type: none"> <li>Emptied bins are left across the pavements rather than on the verges or replaced in driveways.</li> <li>Despite repeated requests, the condition your rubbish collectors leave our road in is a disgrace.</li> <li>They leave bins scattered over the road and pavement.</li> <li>Please could the operatives make sure that the bins are returned to the correct house?</li> </ul>
3. Encourage more recycling	<ul style="list-style-type: none"> <li>I think more can be done to encourage people to recycle.</li> <li>We should be able to recycle more waste.</li> </ul>
4. Weekly or missed garden waste	<ul style="list-style-type: none"> <li>I would wish that the brown bins were collected once a week during the growing half of the year and perhaps less during the winter.</li> <li>My garden waste is often not collected and I have to keep bringing it back full.</li> <li>Garden waste still only on alternate weeks, so have to remember if an on or off week, even though pay extra.</li> </ul>
5. Litter often left about/ Half-emptied bins	<ul style="list-style-type: none"> <li>Dissatisfied at the amount of litter left in my front garden after bin trucks have been. Litter caused by collections.</li> <li>Food waste often left in bin.</li> <li>Only half emptied as they lean in and remove what can be reached and leave rest.</li> </ul>
6. Happy with service	<ul style="list-style-type: none"> <li>On the whole it is a good service.</li> <li>Working well.</li> </ul>
7. Collection vehicle inconsiderate blocking	<ul style="list-style-type: none"> <li>Needlessly block the road with their wagon. I understand that they have to sometimes but I have witnessed them many times stopping inconsiderately, blocking cars from getting past.</li> </ul>
8. Waste of money/Not heard	<ul style="list-style-type: none"> <li>A waste of money swapping bin colours over. We lost our large family recycling bin.</li> <li>Haven't heard about it.</li> </ul>
9. Space limitations	<ul style="list-style-type: none"> <li>The black bin seems almost redundant, yet takes up room.</li> </ul>
10. Fox-proof food caddy	<ul style="list-style-type: none"> <li>I have recently been given a replacement food bin. It's the old version with the handle that swings over. Foxes know how to open them.</li> </ul>
11. Do not need weekly collections	<ul style="list-style-type: none"> <li>Do not need weekly collections - do not have enough refuse to justify weekly collection.</li> </ul>

# Analysis of results

## How easy have you found it to use your recycling and refuse service since the Big Switch?



## If 'Difficult' or 'Very difficult', please explain your answer

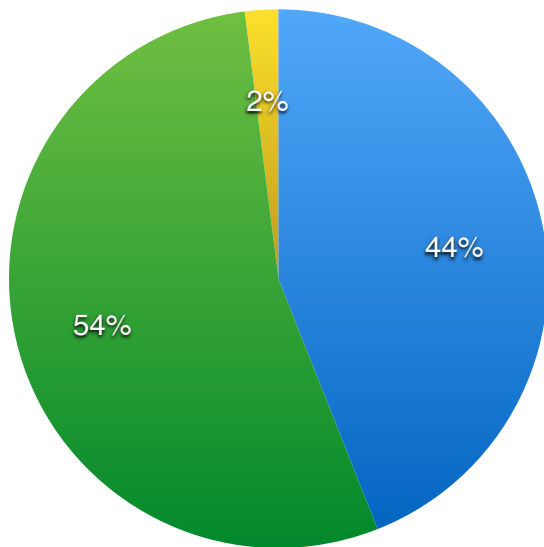


## Examples of literal comments

If 'Difficult' or 'Very difficult', please explain your answer. (Base: All responses=30)	
Theme:	Examples:
1. More information/ Clearer guidance on items for recycling	<ul style="list-style-type: none"> <li>It is not clear what types of plastic can be recycled and what has to go into the black bin.</li> <li>Further information about what can and cannot be recycled would be very useful.</li> <li>We are not sure what kind of plastics we/you can recycle. Most packaging labels say ask your local Council. Also, they have different recycling symbols, which can be confusing.</li> </ul>
2. Missed collections	<ul style="list-style-type: none"> <li>Hit and miss collecting.</li> <li>No feedback or support with missed collection or reason why bin was not collected.</li> <li>Erratic and unreliable collections.</li> </ul>
3. Don't know/ Delayed implementation	<ul style="list-style-type: none"> <li>Not in effect yet.</li> <li>Didn't know.</li> </ul>
4. Limited tip opening times	<ul style="list-style-type: none"> <li>Great difficulty in taking garden waste to Longmead as it is closed for 2 days a week!</li> <li>Disgusted that local rubbish tip is closed for half the week. This causes long queues and encourages fly-tipping.</li> </ul>
5. Bin size/indoor bin	<ul style="list-style-type: none"> <li>Difficult in that I find the green bin too large for one person.</li> <li>Indoor bin needed.</li> </ul>
6. Garden waste collection/ timetable	<ul style="list-style-type: none"> <li>Garden waste still only on alternate weeks, so have to remember if an on or off week, even though pay extra.</li> </ul>
7. Happy with service	<ul style="list-style-type: none"> <li>Makes much more sense to use green bin for recycling.</li> </ul>

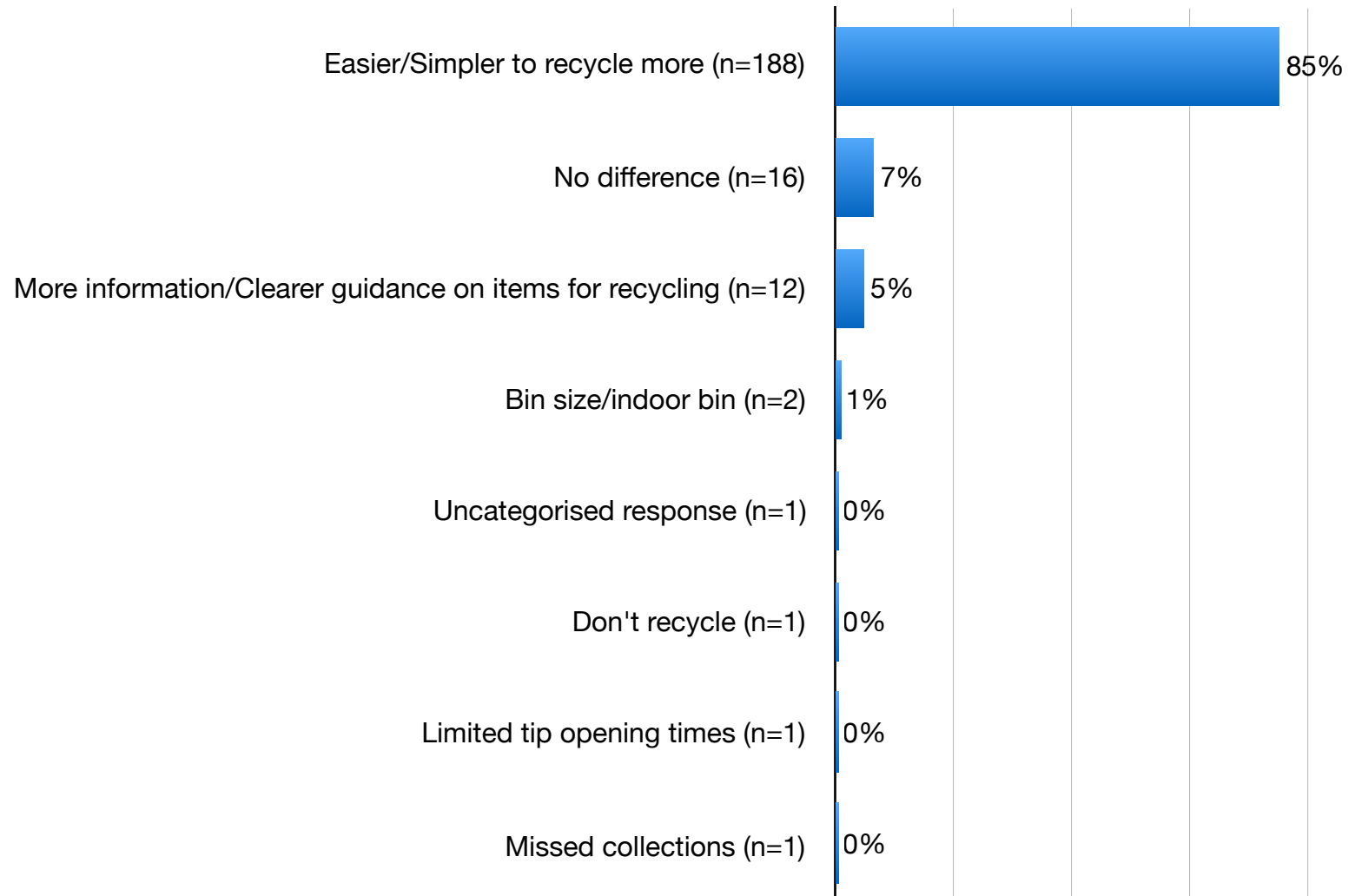
# Analysis of results

## Since the Big Switch, I have recycled...



- More of my waste (n=288)
- No change (n=352)
- Less of my waste (n=12)

## If you have recycled more or less, why has this changed?



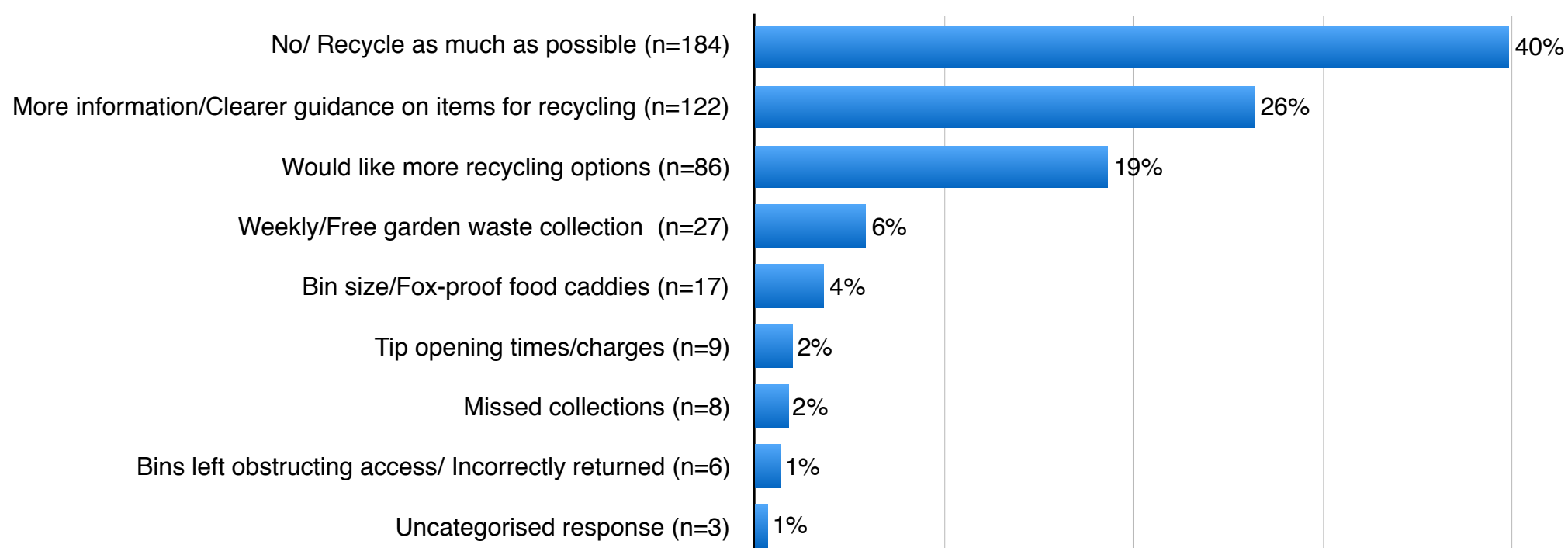
## Examples of literal comments

If you have recycled more or less, why has this changed? (Base: All responses=222)	
Theme:	Examples:
1. Easier/ Simpler to recycle more	<ul style="list-style-type: none"> <li>• Bin change for recycling to the bigger bin has made recycling easier.</li> <li>• I have become more green thinking.</li> <li>• More space in the bins.</li> <li>• Much more can be recycled and as weekly can fit all the recycling in. The bin was very full previously.</li> </ul>
2. No difference	<ul style="list-style-type: none"> <li>• I think it has stayed the same.</li> <li>• No change.</li> <li>• About the same.</li> </ul>
3. More information/ Clearer guidance on items for recycling	<ul style="list-style-type: none"> <li>• Clearer description of what is recyclable.</li> <li>• Not sure which material is recyclable.</li> <li>• Metal foil as I am not sure if I can or not.</li> </ul>
4. Bin size/indoor bin	<ul style="list-style-type: none"> <li>• Main bin is too small.</li> <li>• Not enough space in the recycling bin.</li> </ul>
5. Uncategorised response	<ul style="list-style-type: none"> <li>• David Attenborough told me to take care of the planet.</li> </ul>
6. Don't recycle	<ul style="list-style-type: none"> <li>• Don't recycle a thing. Waste of time and effort.</li> </ul>
7. Limited tip opening times	<ul style="list-style-type: none"> <li>• Changes to availability of the Longmead recycling centre have reduced the incentive to separate out some smaller items that would previously have been taken there.</li> </ul>
8. Missed collections	<ul style="list-style-type: none"> <li>• Bin is not emptied every week.</li> </ul>



# Analysis of results

## Is there anything we can do to help you recycle more?



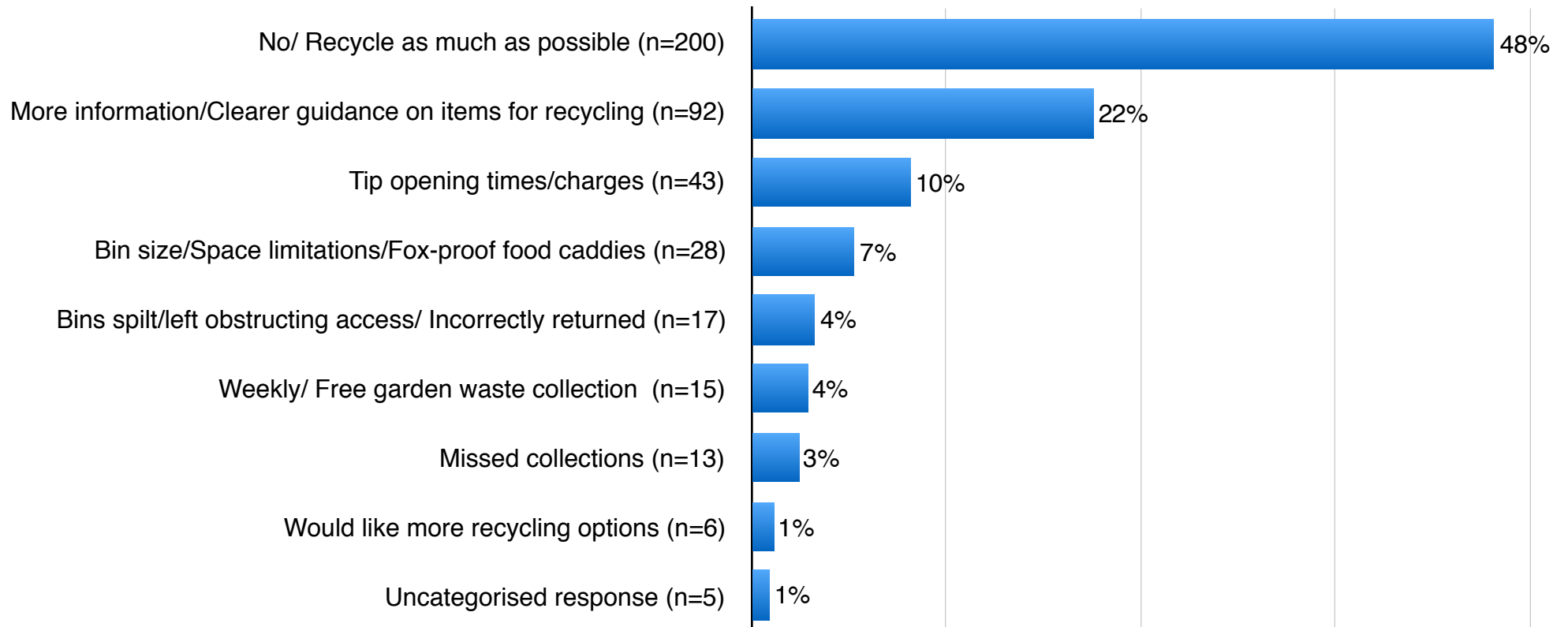
## Examples of literal comments

Is there anything we can do to help you recycle more? (Base: All responses=462)	
Theme:	Examples:
1. No/ Recycle as much as possible	<ul style="list-style-type: none"> <li>No, I recycle as much as I can and it is easy to do so.</li> <li>No as I make an effort to recycle as much as I can.</li> <li>No the instructions are clear and easy to follow.</li> <li>I recycle all I possibly can.</li> </ul>
2. More information/ Clearer guidance on items for recycling	<ul style="list-style-type: none"> <li>Clarify which types of plastic are recyclable.</li> <li>Tell us more about what can and cannot be recycled, including how items should be prepared/cleaned.</li> <li>Provide clarity on plastics - can fruit containers from supermarkets be recycled? Do I have to wash out glass jars?</li> <li>Is it possible to identify more clearly what is genuinely recyclable?</li> </ul>
3. Would like more recycling options	<ul style="list-style-type: none"> <li>It might make it easier if we could recycle batteries and toner cartridges via the door step scheme.</li> <li>Kerbside collections of textiles would be useful.</li> <li>Accept batteries.</li> <li>Recycle tin foil.</li> </ul>
4. Weekly/ Free garden waste collection	<ul style="list-style-type: none"> <li>Maybe in summer months do a weekly collection of garden waste when people are cutting grass more.</li> <li>Why can't there be weekly collections of garden waste during the growing season and autumn and none during the winter months.</li> <li>Make garden waste collection free rather than additional charge or brown bin.</li> </ul>
5. Bin size/ Fox-proof food caddies	<ul style="list-style-type: none"> <li>Have a more practical container for collecting food waste ie. a proper bin with secure lid.</li> <li>Fox proof food bin.</li> <li>Larger recycling bin, green, to accommodate Amazon delivery cardboard boxes.</li> <li>Provide single households with smaller bins.</li> </ul>
6. Tip opening times/ charges	<ul style="list-style-type: none"> <li>Stop the charging at Epsom Recycling Centre.</li> <li>Abolish charges and limiting of rubbish we are able to dispose of at Longmead waste disposal site.</li> <li>Persuade SCC that it is vital to open the Longmead Waste centre for 5 days a week.</li> </ul>
7. Missed collections	<ul style="list-style-type: none"> <li>Items that we leave beside the bins are never taken.</li> <li>The last 2 collections we have been missed &amp; had to call the council to arrange another collection.</li> <li>They are not always emptied.</li> </ul>
8. Bins left obstructing access/ Incorrectly returned	<ul style="list-style-type: none"> <li>Please ask the operatives to replace the bins in a neat and tidy manner on the verge. Sometime the road looks as if it has been hit by a "Wheelie Bin Whirlwind".</li> <li>Put bin out of driveway space for car to get in.</li> </ul>
9. Uncategorised response	<ul style="list-style-type: none"> <li>Review the collection times around schools. Refuse collections should not happen when children are trying to get to school safety.</li> <li>Please send me a garden.</li> </ul>



# Analysis of results

## Is there anything we do that you think is a barrier to recycling?



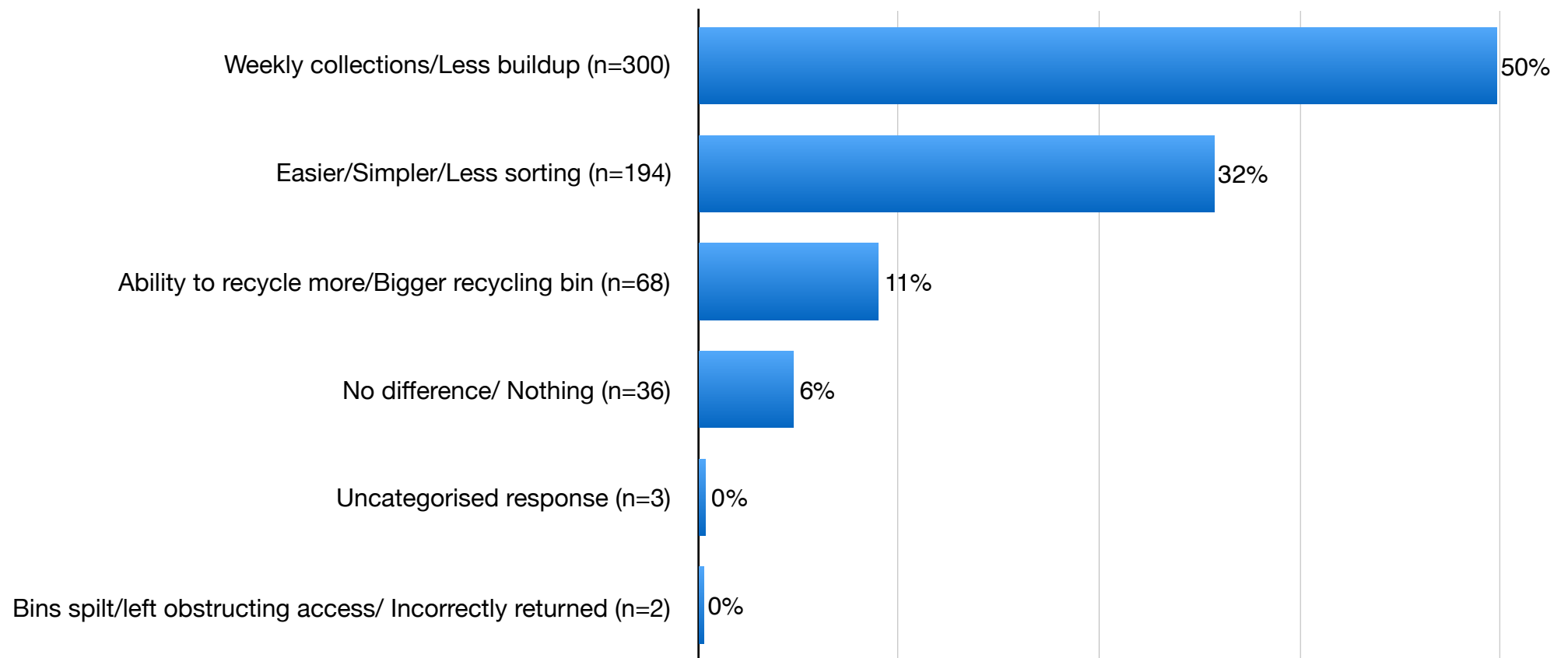
## Examples of literal comments

Is there anything we do that you think is a barrier to recycling? (Base: All responses=419)

Theme:	Examples:
1. No/ Recycle as much as possible	<ul style="list-style-type: none"> <li>It is easy to recycle almost anything now.</li> <li>No, I am 100% into recycling.</li> <li>I do not think you could do anymore, to me it is perfect.</li> <li>No we love it how it is.</li> <li>No. I think you do a very good job.</li> </ul>
2. More information/ Clearer guidance on items for recycling	<ul style="list-style-type: none"> <li>Some items are marked check local recycling. Is there s list?</li> <li>Knowing which plastics are recyclable.</li> <li>I think it's still unclear what goes where or what happens if it doesn't go in the right bin.</li> <li>Only the doubt about whether things can or can't be recycled - more info please.</li> </ul>
3. Tip opening times/ charges	<ul style="list-style-type: none"> <li>Having the rubbish tip closed on Tuesdays and Wednesdays.</li> <li>The Longmead centre should be open 7 days a week to minimise illegal dumping. Also, for the same reason, drop the charges for certain waste.</li> <li>By closing dump 2 days a week doesn't help with recycling.</li> <li>The limited opening of the dump makes it harder to recycle stuff.</li> </ul>
4. Bin size/ Space limitations/ Fox-proof food caddies	<ul style="list-style-type: none"> <li>Need for multiple bins for different type of waste, and lack of space.</li> <li>There are a lot of senior citizens in the borough who maybe find the bins a bit difficult to handle.</li> <li>I suppose the only problem is the space required for all the various bins.</li> <li>The food bins are not fox proof.</li> </ul>
5. Bins spilt/left obstructing access/ Incorrectly returned	<ul style="list-style-type: none"> <li>Sometimes rubbish is left on floor where it has fallen out during collection and not picked up.</li> <li>Bin men do not clean up after them if any rubbish is dropped so streets look untidy and dirty.</li> <li>Bins that are not put back at the right property.</li> <li>More care to be taken with recycling boxes that are often thrown and end up cracked.</li> <li>Bins not always put back tidily in the same place.</li> </ul>
6. Weekly/ Free garden waste collection	<ul style="list-style-type: none"> <li>Would it be possible to have garden waste collected weekly during the summer months?</li> <li>Weekly garden waste collections and lower or no extra fee.</li> </ul>
7. Missed collections	<ul style="list-style-type: none"> <li>I have found it almost impossible to get textile waste collected. Every time I leave a bag, it is not collected and I have to phone the council.</li> <li>Sometimes they forget to take our small green food waste container.</li> <li>Occasionally forget to empty the bins once placed outside and then find we have to call you or wait another week.</li> </ul>
8. Would like more recycling options	<ul style="list-style-type: none"> <li>Need more recycling centres in the town centre and properly signposted.</li> <li>Not many recycling bins provided in public places.</li> <li>Perhaps extend recycling to include metal/aluminium foil.</li> </ul>
9. Uncategorised response	<ul style="list-style-type: none"> <li>Divest from fossil fuels and use electric vehicles.</li> </ul>

# Analysis of results

## What do you like most about Simple Weekly Recycling, compared to how we collected your recycling and refuse before?

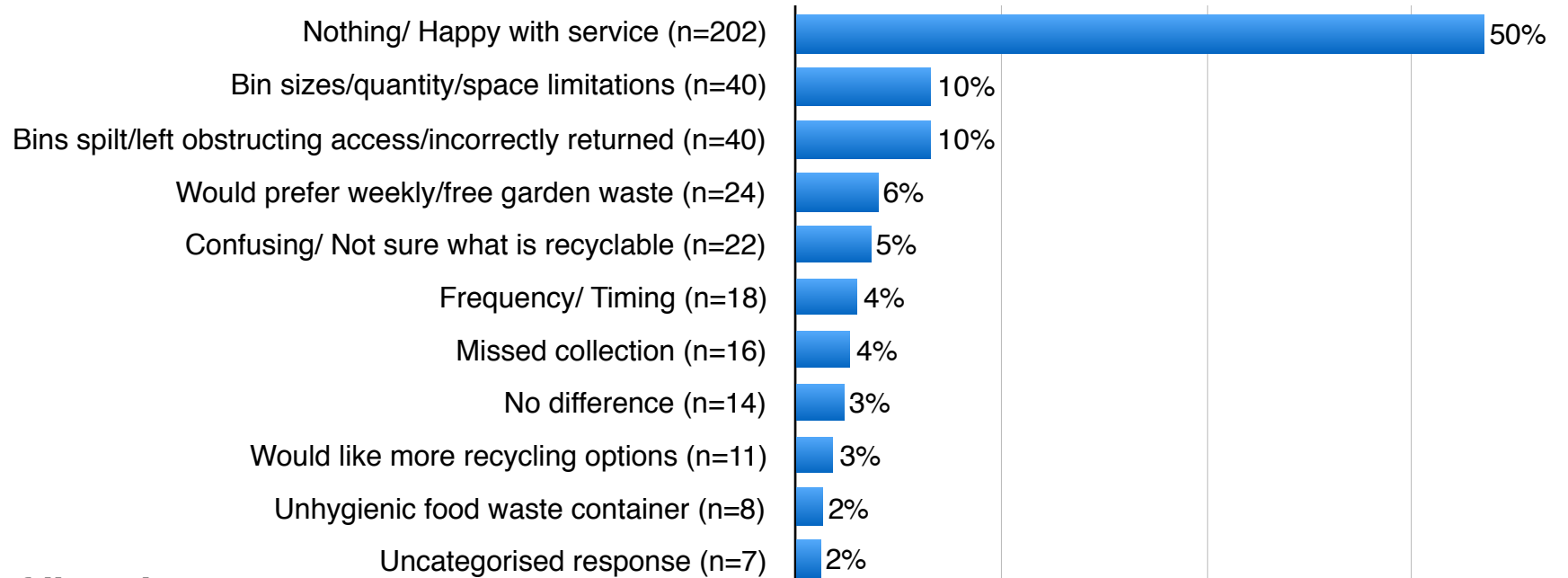


## Examples of literal comments

What do you like <u>most</u> about Simple Weekly Recycling, compared to how we collected your recycling and refuse before? (Base: All responses=603)	
Theme:	Examples:
1. Weekly collections/ Less build-up	<ul style="list-style-type: none"> <li>Everything - no smells from decomposing waste, excellent service from our refuse collectors who work so hard. Just loving the new system.</li> <li>It's done every week, saves a build-up of rubbish.</li> <li>The weekly collections. Especially the refuse, keeps smells and flies to a minimum.</li> <li>That it's collected once a week and it's not hanging around getting smelly. From my point of view the borough council does a fantastic job in this area and others and should be recognised for their efforts in their forward thinking.</li> </ul>
2. Easier/Simpler/Less sorting	<ul style="list-style-type: none"> <li>I am a very keen recycler so used to recycling everything before, but probably is easier now.</li> <li>Less out-sorting to do.</li> <li>It's simpler with weekly collections of recyclable and non-recyclable waste.</li> <li>It's easy to understand.</li> <li>Easier than before. Just put all the bins out each week. No need to remember week 1 or week 2.</li> </ul>
3. Ability to recycle more/ Bigger recycling bin	<ul style="list-style-type: none"> <li>Plenty of space for recycling.</li> <li>Bigger bin, much easier to fit all of recycling in.</li> <li>We can recycle more materials which is great.</li> <li>More capacity to recycle via bigger bins.</li> </ul>
4. No difference/ Nothing	<ul style="list-style-type: none"> <li>No different.</li> <li>Did not see much change.</li> <li>To us, no different as before.</li> </ul>
5. Uncategorised response	<ul style="list-style-type: none"> <li>I cannot say, as I'd never heard of it.</li> <li>I've already answered this.</li> </ul>
6. Bins spilt/left obstructing access/ Incorrectly returned	<ul style="list-style-type: none"> <li>The way the bin men lob the boxes as far as possible to block drives and break boxes.</li> <li>The mess the binmen make.</li> </ul>

# Analysis of results

## What do you like least about Simple Weekly Recycling, compared to how we collected your recycling and refuse before?

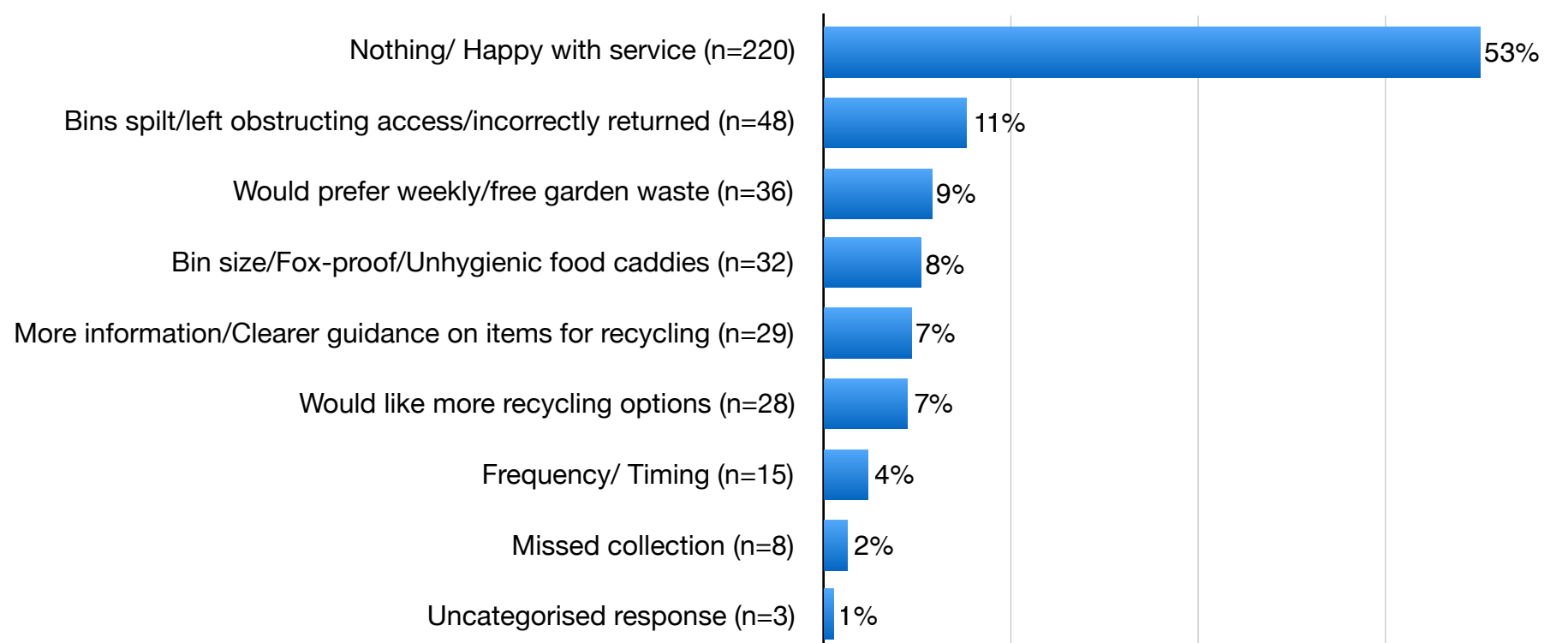


## Examples of literal comments

What do you like least about Simple Weekly Recycling, compared to how we collected your recycling and refuse before? (Base: All responses=402)	
Theme:	Examples:
1. Nothing/ Happy with service	<ul style="list-style-type: none"> <li>Nothing, I think it is a complete improvement and easy to understand.</li> <li>The whole idea of weekly recycling is perfect.</li> <li>It just got better so no complaints.</li> <li>Nothing, it works better, really efficient.</li> <li>Nothing, It has been a fantastic idea.</li> <li>Nothing - it is very good and easy to use.</li> </ul>
2. Bin sizes/ quantity/ space limitations	<ul style="list-style-type: none"> <li>There is not much space outside to put all the bins.</li> <li>The space taken up on my drive by all the containers.</li> <li>So many heavy bins to bring to the front of the property.</li> </ul>
3. Bins spilt/left obstructing access/ incorrectly returned	<ul style="list-style-type: none"> <li>Our bins are never returned and left at the end though of the road.</li> <li>There are also bins and boxes all over the pavement which amounts to an obstacle course for those with pushchairs, wheelchairs or the partially sighted.</li> <li>Collectors are sometimes messy and leave items on the road.</li> <li>It would be better if your operatives could be a bit more neat and tidy when returning bins to pavements after emptying them.</li> </ul>
4. Would prefer weekly/ free garden waste	<ul style="list-style-type: none"> <li>I pay to have a brown garden waste bin and I think it is unfair that I am paying the same amount for it but the garden waste is now only collected fortnightly, which isn't enough in the summer.</li> <li>The charge for the brown bins is now too expensive.</li> <li>We pay for garden recycling, but even in summer only done every other week.</li> <li>Paying for brown bin. It should be free.</li> </ul>
5. Confusing/ Not sure what is recyclable	<ul style="list-style-type: none"> <li>Still not sure exactly what I can recycle, what about metal and wiring for example?</li> <li>Ambiguity as to what is and what is not recyclable.</li> <li>What types of can / tins can be recycled is not clear.</li> <li>Plastic recycling is confusing. There are so many types of plastic that are recycled and some are not recycled.</li> </ul>
6. Frequency/ Timing	<ul style="list-style-type: none"> <li>Extra collections means more lorries in the street.</li> <li>Glass separate, we have to wait a couple of months to make it worth putting out.</li> <li>Does take longer doing all the bins each week, so noisy on collection day starts earlier and lasts longer!</li> <li>Sometimes the bins are emptied before 7am loudly!</li> </ul>
7. Missed collection	<ul style="list-style-type: none"> <li>Food waste has been missed several times.</li> <li>Sometimes only half of amount in bins is emptied leaving half behind, why? There are occasions when food containers are not emptied.</li> <li>Occasionally bins get missed.</li> <li>Recycled clothes were not collected one week.</li> </ul>
8. No difference	<ul style="list-style-type: none"> <li>I don't think that otherwise there is much difference, you still recycle what you did.</li> <li>No difference.</li> <li>No change really.</li> </ul>
9. Would like more recycling options	<ul style="list-style-type: none"> <li>Inability to get rid of items which necessitates a visit to the recycle centre.</li> <li>Mixing newspapers etc. with other recyclables so there is more potential for them to get contaminated.</li> <li>Don't collect batteries.</li> </ul>
10. Unhygienic food waste container	<ul style="list-style-type: none"> <li>I don't like the food waste container. It is so unhygienic.</li> <li>Food bin, maggots and foxes.</li> </ul>
11. Uncategorised response	<ul style="list-style-type: none"> <li>That we don't have our own door numbered bins.</li> <li>Living in a flat, a lot of people do not read or speak English.</li> </ul>

# Analysis of results

## Is there anything about Simply Weekly that you would like to see changed?



### Examples of literal comments

Is there anything about Simply Weekly that you would like to see changed? (Base: All responses=419)	
Theme:	Examples:
1. Nothing/ Happy with service	<ul style="list-style-type: none"> <li>I am very satisfied with weekly!</li> <li>Not really. It seems to work very well.</li> <li>No. I like it!</li> <li>No. A good system.</li> <li>No it is great.</li> </ul>
2. Bins spilt/left obstructing access/ incorrectly returned	<ul style="list-style-type: none"> <li>Staff should be trained to replace bins carefully and not obstruct/cross over drives.</li> <li>Bins not left in the middle of the drive or pavement.</li> <li>When the men come to collect the rubbish they always leave a mess on the ground, i.e. food and sometimes broken glass. I find I need to clear up after them.</li> <li>The bins put back from where they were collected from and not "thrown" across the pavement/driveways blocking access.</li> </ul>
3. Would prefer weekly/ free garden waste	<ul style="list-style-type: none"> <li>I would appreciate if the garden bin could be collected every week during the summer.</li> <li>During the Summer &amp; Autumn months a weekly collection of garden waste would be beneficial to me.</li> <li>I object to paying for garden waste.</li> <li>Yes, provide free garden bins.</li> </ul>
4. Bin size/Fox-proof/ Unhygienic food caddies	<ul style="list-style-type: none"> <li>The food waste bins are vulnerable to attack by foxes.</li> <li>Hot weather and rotting food doesn't make a good combination, except for the maggots.</li> <li>Slightly bigger food waste recycling bin.</li> <li>Fewer bins/boxes on the pavement.</li> </ul>
5. More information/ Clearer guidance on items for recycling	<ul style="list-style-type: none"> <li>Clearer guidance on plastics.</li> <li>More information about items that can/cannot be recycled.</li> <li>Maybe more guidance on what can be recycled, e.g. different types of plastic.</li> <li>We need greater clarity as to what can be recycled.</li> <li>Is it possible to have a list of non-recyclable materials?</li> </ul>
6. Would like more recycling options	<ul style="list-style-type: none"> <li>Extend recycling to include aluminium foil.</li> <li>Collect batteries, shoes, low energy light bulbs and ink jet cartridges.</li> <li>Collection of small electrical items.</li> <li>Adding in textiles and small electrical collections.</li> </ul>
7. Frequency/ Timing	<ul style="list-style-type: none"> <li>Although it's easier to remember we really do not need general waste to be collected every week.</li> <li>Would prefer to go back to Monday collection.</li> <li>Collect later in the day even if this means evening collection</li> <li>Less frequent black bin collection.</li> </ul>
8. Missed collection	<ul style="list-style-type: none"> <li>Really annoying when the bin man takes every other bin and leaves ours.</li> <li>If a bin is missed, come back and get it.</li> <li>Sometimes certain containers do not get emptied - usually the food waste box which is sometimes ignored.</li> <li>Remember to empty the bin when I put it out.</li> </ul>
9. Uncategorised response	<ul style="list-style-type: none"> <li>Bin cleaning service?</li> <li>You could survey all of us and tell us what could be done with the savings.</li> <li>I cannot say as I'd never heard of it.</li> </ul>

# Conclusion

Overall, nine in ten respondents are satisfied with Simply Weekly Recycling service (Very satisfied 53%, n=349; Satisfied 37%, n=241). The majority of respondents stated that they found it easy to understand the changes made to the service 96% (n=627). However, it's worth noting that since the Big Switch the majority of respondents stated that they have recycled the same amount 54% (n=352), a further 48% (n=352) ticked more and only 2% (n=12) ticked less.

When asked if there was anything the council could do to help them recycle more, respondents stated more information or clearer guidance on items for recycling; more recycling options/ weekly or free garden waste collection etc. More information or clearer guidance on items for recycling seemed to be a common theme as it was cited when respondents were asked if there was anything they thought was a barrier to recycling. Other barriers to recycling include tip opening times or charges; bin sizes/ space limitations/ fox proof food caddies etc.

When asked what they liked most about Simply Weekly Recycling, respondents stated weekly collections/ less build-up; easier/ simpler/ less sorting; ability to recycle more/ bigger bins etc.

Respondents stated that what they least liked was bin sizes/ quantity/ space limitation; bins split/ left obstructing access/ incorrectly returned and that they would prefer weekly/ free garden waste etc.

Overall, respondents are satisfied with the service and have raised some development points for consideration to help improve the service further.