

# Recycling Survey 2010



QCBZ01100000A46

Please spare a few minutes to complete this survey about the recycling services you are offered by Three Rivers District Council. We are always looking to improve the refuse and recycling services we offer to residents across the district so your comments are much appreciated. As a thank you we are having a prize draw and are giving away £25 of Harlequin gift vouchers to ten respondents who return their survey to the freepost address **Opinion Research Services, Freepost (SS1018), PO Box 530, Swansea SA1 1ZL** by 16 July 2010. The survey and prize draw are open to all residents living in Three Rivers.

*For each question, put a cross in the appropriate box like this*   
*Mark only one box for each question unless otherwise instructed.*  
*If you mark the wrong box, fill in the box  and cross  the correct one.*  
*All the information you provide will be treated as strictly confidential.*

## A Your Recycling Boxes

The Council provides 3 boxes for the fortnightly collection of:

- Paper
- Cans, plastics, cartons and aerosols
- Glass bottles and jars

**A1 How often do you use your recycling boxes?** *Please cross one box only*

All the time  Sometimes  Never

**A2 Do you know about the extended range of plastics that is now collected?**

*Please cross one box only*

Yes   $\longrightarrow$  *Please go to A3 and following*

No   $\longrightarrow$  *Please go to A4 and following*

**A3a If yes, how satisfied or dissatisfied are you with the extended plastics collection?**

*Please cross one box only*

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

**A3b If you answered fairly or very dissatisfied in the question above, please let us know why?** *Please write in*

**A4a** Now that more plastics are collected, do you need extra storage for your recycling of plastics? *Please cross one box only*

Yes   $\longrightarrow$  *Please answer A4b and following*

No   $\longrightarrow$  *Please go to section B*

**A4b** If the Council was to provide additional capacity for your recycling, which of the following options would be your first choice? *Please cross one box only*

A re-usable recycling bag  
(like a large shopping 'bag  
for life')

Another  
box

Another  
wheeled bin

A supply of clear  
plastic sacks for all  
your plastics recycling

## B Your Brown Bin

The council provides a maximum of two brown wheeled bins per household for the fortnightly collection of garden waste, most cardboard and all food waste including meat products (raw and cooked).

**B1** Did you know that ALL food waste should go into your brown bin?

*Please cross one box only*

Yes  No

**B2** If you are not regularly putting all your food waste in the brown bin, please let us know why? *Please cross all that apply*

I didn't know I could  I compost some food waste myself

It is not collected often enough, and I'm concerned about smells and pests  Other

*Please cross box and write in below*

## C Your Green Bin

**C1** Depending on how much you recycle and use your brown bin, you may now be finding that your green bin does not need emptying every week. On average, how frequently do you put out your green bin for collection? *Please cross one box only*

Every week

Every two weeks

Less frequently

**C2** When you do put out your green bin, how full is it on average?

*Please cross one box only*

A quarter full

$\frac{1}{4}$

Half full

$\frac{1}{2}$

Three quarters full

$\frac{3}{4}$

Full bin

**D****Service Standards**

The Council is committed to providing a weekly collection service, but some people have contacted us to say we should review our current collection arrangements.

**D1 Using the numbers 1 to 3, where 1 is the most important and 3 is the least important, please rank the following options. Please make sure you use every number from 1 to 3 once, and do not use any number more than once.**

A weekly collection of  
your food waste

A weekly collection of  
your recycling

A weekly collection of  
your other refuse

**D2 Overall, how satisfied or dissatisfied are you with the service you receive?**

*Please cross one box only*

Very  
satisfied

Fairly  
satisfied

Neither satisfied nor  
dissatisfied

Fairly  
dissatisfied

Very  
dissatisfied

**D3 If you answered fairly or very dissatisfied in the question above, please let us know why? Please write in**

**E****About You**

This questionnaire is anonymous. Your views are confidential and will not be disclosed to anyone.  
We are asking these questions to ensure that all groups are included.

**E1 Are you...? Please cross one box only**

Male

Female

**E2 Could you please indicate your age on your last birthday? Please cross one box only**

18 - 24

45 - 64

25 - 34

65 and over

35 - 44

**E3a The Disability Discrimination Act (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. Do you consider yourself to have a disability? Please cross one box only**

Yes

No

**E3b If yes, does this limit your day to day activities in any way? Please cross one box only**

Yes

No

Not applicable

**E4 What is your religion? Please cross one box only**

Buddhist

Jewish

Other

Christian

Muslim

No religion

Hindu

Sikh

**E5 To which of the following groups do you consider you belong?**

*Please cross one box only*

White

Asian or Asian British

Mixed

Chinese or other ethnic group

*Please cross box and write in below*

Black or Black British

In order for us to monitor the service across the district please provide your road name and postcode below.

**ROAD NAME**

**POSTCODE**

**FREE PRIZE DRAW** If you wish to enter the free prize draw for a chance to win one of ten prizes of £25 Harlequin vouchers, please provide your details below. These details will not be linked to your responses to this questionnaire in any way and will only be passed on to Three Rivers District Council in the event of winning a prize for the purposes of administering that prize. Please leave the following boxes blank if you do not wish to enter the prize draw. The winner will be notified in September 2010.

**NAME**

**PHONE NUMBER**

**EMAIL** *Please write clearly, separating each letter, number and symbol*

**HOUSE NUMBER**

If you are a TRDC Councillor, staff member or relative of either please tick here

Please return the survey but we regret you are not eligible for the voucher prize draw.

**Free Prize Draw Terms and Conditions** 1. The promoters of the prize draw are Three Rivers District Council. 2. Entry to the prize draw is optional and is free. 3. In order to enter the prize draw, the prize draw entry slip must be completed and returned to Opinion Research Services, Freepost (SS1018), PO Box 530, Swansea SA1 1ZL. 4. The closing date for receipt of all entries is 16 July. 5. Only one entry will be accepted per household. 6. No responsibility is accepted by the promoters or their agents for the loss, late receipt, damage or illegibility of entries, however caused. 7. Prize draw details will be separated from questionnaire responses on receipt by Opinion Research Services (ORS). Contact details (address and telephone number) will be used only for the purpose of the prize draw, and will not be retained longer than is necessary to conduct the prize draw. Contact details will not be sold to or shared with any other organisation. 8. There are ten prizes each of £25 of Harlequin vouchers. Three Rivers District Council reserve the right to replace the prize with alternative vouchers of equal value. 9. Winners will be chosen at random from the completed entries. 10. The prizes are non-transferable and no alternatives will be offered. 11. The prize draw will be administered by ORS. An observer, independent of ORS and Three Rivers District Council, will supervise the administration of the prize draw to ensure that all entrants have an equal chance of winning. 12. Prize winners will be notified and will receive their prizes within eight weeks of the closing date. The names of the winners will be published on [www.ors.org.uk/threerivers](http://www.ors.org.uk/threerivers).

***Thank you very much for taking the time to complete this questionnaire.  
Please return the questionnaire to Opinion Research Services, FREEPOST (SS1018),  
PO BOX 530, Swansea, SA1 1ZL. You do not need a stamp.***