

Refuse, Recycling and Street Cleaning Survey 2009

The closing date for this survey is the 4th September 2009. All responses will remain anonymous. You can also give us your views using the contact details at the end of this survey and via the feedback form on our website anytime.

Q1	Name		97.5%
Q2	First line of address		97.9%
Q3	Town		97.6%
Q4	Postcode		88.4%
Q19	Parish		
	BE	17.1%	
	BU	17.6%	
	DE	11.4%	
	DO	0.0%	
	FR	10.6%	
	FU	0.0%	
	GX	12.1%	
	HE	0.4%	
	IV	12.2%	
	SP	6.2%	
	TA	5.6%	
	WX	2.7%	

We are always looking to improve our services and would value your comments. Please tick only one box for each question.

Q5	Do you find it easy to find the information you need about refuse and recycling services?		
	Yes		80.0%
	No		10.8%
Q6	Have you used our website to find information about these services?		
	Yes		31.2%
	No		61.3%
Q7	How do you prefer to receive information from us?		
	<i>South Bucks Report</i>		61.2%
	<i>Local Press</i>		8.9%
	<i>E-mail</i>		20.4%
	<i>Leaflets</i>		41.0%

<i>Other (please state)</i>	1.6%
-----------------------------	------

We can let you know about changes to collection dates and other useful information about refuse and recycling services via email. All email addresses provided will be used solely for this purpose and not shared with other departments or organisations.

Q8 If you would like to receive email updates from us, please write your email address below:

23.9%

Did you know we can provide up to 3 paper and card and 3 glass and cans recycling boxes to each property? Please call us on 01895 837362 if you need to order more, or submit a request via email (details below) or through this website.

Q9 Which members of your household most influence your recycling behaviour?

<i>Adults</i>	66.7%
<i>Young Children</i>	0.9%
<i>Teenagers</i>	1.3%
<i>The whole house takes responsibility</i>	27.6%
<i>Other (Please state)</i>	0.0%

Home composting is the most environmentally friendly way to dispose of your fruit and vegetable peelings and garden waste.

Q10 Do you compost at home?

<i>Yes</i>	54.2%
<i>No</i>	42.3%

Q11 Approximately how often do you visit recycling bring sites?

<i>Weekly</i>	25.1%
<i>Monthly</i>	36.7%
<i>Every few months</i>	23.0%
<i>Annually</i>	3.3%
<i>Never</i>	10.8%

Q12 How would you describe the cleanliness of your road?

<i>Always clean and free of litter</i>	15.0%
<i>Usually clean and free of litter</i>	68.5%
<i>Never clean and free of litter</i>	15.3%

Q13 How would you describe our refuse collection service?

<i>Excellent</i>	32.9%
<i>Good</i>	27.6%
<i>Usually good</i>	33.9%
<i>Occasionally poor</i>	3.3%
<i>Generally poor</i>	1.8%

Q14 How would you describe our recycling collection service?

<i>Excellent</i>	27.5%
<i>Good</i>	29.1%
<i>Usually good</i>	33.3%
<i>Occasionally poor</i>	3.4%
<i>Generally poor</i>	4.8%

Q15	Do you have any comments on how we could improve our services?	
	<i>Object to Ethnicity Question</i>	1.4%
	<i>Want more frequent recycling collections</i>	4.0%
	<i>Want to keep weekly refuse collections</i>	4.0%
	<i>Would like green waste collections</i>	13.9%
	<i>Would like plastic recycling collections</i>	29.3%
	<i>Would like to have or keep existing wheelie bins</i>	8.9%
	<i>Would like better street cleaning</i>	5.1%
	<i>Would like better grounds maintenance services</i>	2.4%
	<i>Would like battery recycling</i>	1.1%
	<i>Would like tetra-pak recycling</i>	2.1%
	<i>Boxes and bins not being returned to collection point</i>	4.6%
	<i>Spillages not cleaned up on collection day</i>	4.6%
	<i>Concern about dog fouling</i>	0.5%
	<i>Would like people to be fined for littering and other anti-social environmental behaviour</i>	0.8%
	<i>Would like bigger or more recycling boxes</i>	2.1%
	<i>Highways Issues</i>	2.7%
	<i>HWRC</i>	1.8%
	<i>Want recycling sites to be emptied more frequently</i>	1.1%
	<i>More or better information and education on waste issues</i>	2.4%
	<i>Other comments</i>	10.1%

If you receive unwanted junk mail, please remove any confidential information and recycle it. Alternatively you can request to be removed from company mailing lists. The MPS (Mail Preference Service) is a free, non profit service which allows you to register to have your name removed from most mailing lists in the Country. You will still receive mail from companies you have done business with in the past. To find out more about the MPS or to use the service call 0845 703 4599 or visit www.mpsonline.org.uk

**The Council is committed to good customer relations and to treating all service users and residents with fairness, honesty and respect. To help us to monitor and improve our performance, we would be grateful if you would also answer the following questions.
Thank you.**

Q16	What is your gender?	
	<i>Male</i>	41.2%
	<i>Female</i>	57.2%
Q17	What is your age group?	
	<i>Under 16</i>	0.0%
	<i>16-18</i>	0.2%
	<i>18-24</i>	0.5%
	<i>25-44</i>	16.1%
	<i>55-64</i>	34.9%
	<i>65-79</i>	41.5%
	<i>80+</i>	4.5%

What is your ethnic group?

Q18	Please tick the box that best describes your ethnic origin out of Asian or Asian British, Black or Black British, Chinese, Mixed or White listed below:	
	<i>Indian</i>	1.7%
	<i>Pakistani</i>	0.1%
	<i>Bangladeshi</i>	0.0%
	<i>Any other Asian background</i>	0.2%
	<i>Caribbean</i>	0.1%
	<i>African</i>	0.1%
	<i>Any other Black background</i>	0.0%
	<i>Chinese</i>	0.1%
	<i>White and Black Caribbean</i>	0.0%
	<i>White and Black African</i>	0.1%
	<i>White and Asian</i>	0.5%
	<i>Any other mixed background</i>	0.2%
	<i>British</i>	88.5%
	<i>Irish</i>	1.3%
	<i>Any other White background</i>	3.0%
Q24	Do you have a long-standing illness or disability which limits your activities?	
	<i>Yes</i>	17.4%
	<i>No</i>	80.3%
Q25	Are you without a permanent home?	
	<i>Yes</i>	1.0%
	<i>No</i>	96.5%
Q26	Do you have access to your own method of transport?	
	<i>Yes</i>	87.0%
	<i>No</i>	11.0%
Q27	Are you registered as unemployed?	
	<i>Yes</i>	2.1%
	<i>No</i>	95.0%
Q28	Do you provide unpaid care for another person?	
	<i>Yes</i>	8.8%
	<i>No</i>	88.3%
Q29	Type of Refuse Collection	
	<i>Wheelie bin (trial)</i>	8.8%
	<i>Black Sack</i>	86.6%
	<i>Flats (if known)</i>	2.1%

You can e-mail us with any comments or issues you have at refuseandrecycling@southbucks.gov.uk or call 01895 837 362. You can find information on all the services we provide on this website, including recycling collection calendars.