

BLACKPOOL COUNCIL HOUSEHOLD WASTE & RECYCLING PUBLIC SATISFACTION SURVEY 2015



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HOUSEHOLD WASTE & RECYCLING SURVEY 2015

1. SUMMARY

KEY SATISFACTION INDICATORS (KSI's)

KSI's are derived by aggregating the results of Satisfaction Indicators (SI's) and use weighted data, see www.hwrsurvey.org.uk for details. Results for Blackpool Council are shown as 'Authority'.

KSI ANALYSIS

Question	Authority	HWR Average	HWR Best	Rank	Trend
KERBSIDE COLLECTION					
KSI 01 - Collection, Service Overall	77.9	79.1	83.3	4	-1.5 
KSI 02 - Collection, Aspects of Service	76.5	77.6	82.7	4	-1.5 
KSI 03 - Recycling Collection, Aspect of Service	79.3	75.9	79.3	1	4.1 
KSI 04 - General Waste Collection	80.2	80.4	82.3	4	-0.9 
KSI 05 - Recycling Collection	76.4	80.8	83.6	5	-1.2 
KSI 07 - Garden Waste Collection	85.9	80.3	85.9	1	2.0 
KSI 08 - Bulky Waste Collection	53.7	51.7	56.7	3	-1.4 
RECYCLING CENTRES					
KSI 09 - Recycling Centres, Service Overall	83.7	84.6	90.8	3	-0.6 
KSI 10 - Recycling Centres, Aspects of Service	82.9	82.4	86.4	3	2.3 
COMMUNICATION					
KSI 11 - Collection/Recycling Information Overall	67.7	68.6	71.0	4	2.2 
KSI 12 - Collection/Recycling Information, Aspects	68.4	67.6	69.0	2	3.2 
KSI 13 - Recycling Centre Information	65.4	69.7	73.8	5	4.6 
ENQUIRIES/COMPLAINTS					
KSI 14 - Collection Enquiry/Complaint Handling	67.3	70.2	75.2	4	-3.4 
KSI 15 - Recycling Centre Enq/Complaint Handling	75.3	76.9	79.6	4	1.7 

HOUSEHOLD WASTE & RECYCLING SURVEY 2015

1. SUMMARY


















SATISFACTION INDICATORS (SI's)

SI's are derived using weighted data, see www.hwrsurvey.org.uk for details. Results for Blackpool Council are shown as 'Authority'.

Question	Authority	HWR Average	HWR Best	Rank	Trend
GENERAL WASTE COLLECTION					
1.01 Frequency of general waste collection	77.9	77.7	79.8	3	0.1 
1.02 Type of general waste container provided	83.4	84.5	86.5	3	-1.1 
1.03 Size of general waste container provided	79.3	78.9	81.9	4	-1.8 
RECYCLING COLLECTION					
2.01 Frequency of recycling collection	83.1	80.2	83.1	1	0.8 
2.02 Type of recycling container provided	73.1	82.4	86.4	5	-1.9 
2.03 Size of recycling container provided	73.1	79.7	83.0	5	-2.4 
GARDEN WASTE COLLECTION					
4.01 Frequency of garden waste collection	86.3	79.5	86.3	1	2.9 
4.02 Type of garden waste container provided	86.0	81.7	87.6	2	1.1 
4.03 Size of garden waste container provided	85.3	79.6	85.3	1	1.8 
COLLECTION SERVICE					
5.01 Number of containers you have to use	80.5	78.7	80.5	1	1.0 
5.02 The reliability of collections	87.4	84.2	89.2	2	-2.0 
5.03 The friendliness/helpfulness of crew	77.4	78.3	82.6	4	-2.8 
5.04 Levels of noise during collection	79.8	79.2	82.6	3	1.8 
5.05 Your container put back in the same place	67.2	71.0	80.2	4	-3.0 
5.06 'Clean and tidy' street after collection	66.7	74.0	82.5	5	-4.2 
5.07 The collection scheme overall	77.9	79.1	83.3	4	-1.5 
RECYCLING COLLECTION ASPECTS					
6.01 Range of materials recycled	81.5	75.2	81.5	1	6.9 
6.02 How much separation of materials	80.4	78.1	80.4	1	3.0 
6.03 How much preparation of materials	76.0	74.2	76.6	2	2.3 
BULKY WASTE					
10.01 Range of bulky waste items collected	62.2	58.3	64.0	3	-0.4 
10.02 Amount households pay for bulky collections	40.1	40.5	44.3	3	-1.0 
10.03 Ease arranging bulky waste collection	58.8	56.3	62.5	3	-2.9 
INFORMATION ON COLLECTION/RECYCLING					
11.01 What can/can't be put out for general waste	71.0	71.9	74.8	4	1.4 
11.02 What can/can't be recycled	68.3	68.5	72.2	3	2.8 
11.03 Collection dates	83.6	81.0	84.3	2	5.0 
11.04 Changes to collection dates	83.5	76.8	83.5	1	7.3 
11.05 How to arrange assisted collections	64.5	63.4	66.5	2	4.3 
11.06 How to donate items	61.9	60.1	61.9	1	1.4 
11.07 What happens to recyclable materials	57.7	55.2	57.7	1	0.7 
11.08 How to report a problem	66.2	69.0	73.9	5	4.2 
11.09 How to reduce waste in the first place	65.2	65.5	67.9	3	2.0 
11.10 How to home-compost	62.6	64.4	67.8	4	2.4 
11.11 The provision of information overall	67.7	68.6	71.0	4	2.2 

HOUSEHOLD WASTE & RECYCLING SURVEY 2015

1. SUMMARY

Question	Authority	HWR Average	HWR Best	Rank	Trend
COLLECTION COMPLAINTS/ENQUIRIES					
14.01 Ease getting through to the right person	65.7	71.0	75.7	5	0.5 
14.02 Ease of using the website	62.3	64.5	70.7	4	
14.03 Helpfulness of staff	68.9	74.6	78.7	5	-8.5 
14.04 Outcome of contact	72.1	70.7	75.6	2	2.8 
RECYCLING CENTRES					
16.01 Their opening hours	74.8	80.6	85.2	5	4.6 
16.02 Ease of finding them	84.9	88.3	89.7	5	3.1 
16.03 Queuing time	80.7	78.6	85.7	3	2.5 
16.04 Layout	84.5	80.8	86.1	2	2.4 
16.05 Signage advice on containers	84.0	82.3	86.2	3	4.6 
16.06 The range of materials that are accepted	82.3	84.9	88.3	5	0.2 
16.07 Ease of getting waste into the containers	82.3	79.6	86.2	2	1.5 
16.08 Frequency of containers being emptied	81.7	80.5	83.5	3	2.4 
16.09 The friendliness/helpfulness of staff	86.3	83.2	87.9	2	1.7 
16.10 How 'clean and tidy' the centre is	87.0	85.0	88.6	2	0.1 
16.11 Recycling centres overall	83.7	84.6	90.8	3	-0.6 
INFORMATION ON RECYCLING CENTRES					
18.0 Availability of recycling centres information	65.4	69.7	73.8	5	4.6 
RECYCLING CENTRE COMPLAINTS/ENQUIRIES					
21.01 Ease getting through to the right person	72.5	75.4	78.0	5	3.7 
21.02 The helpfulness of staff	77.5	80.3	84.2	4	-0.4 
21.03 The outcome of your contact	75.7	75.0	78.5	3	1.8 

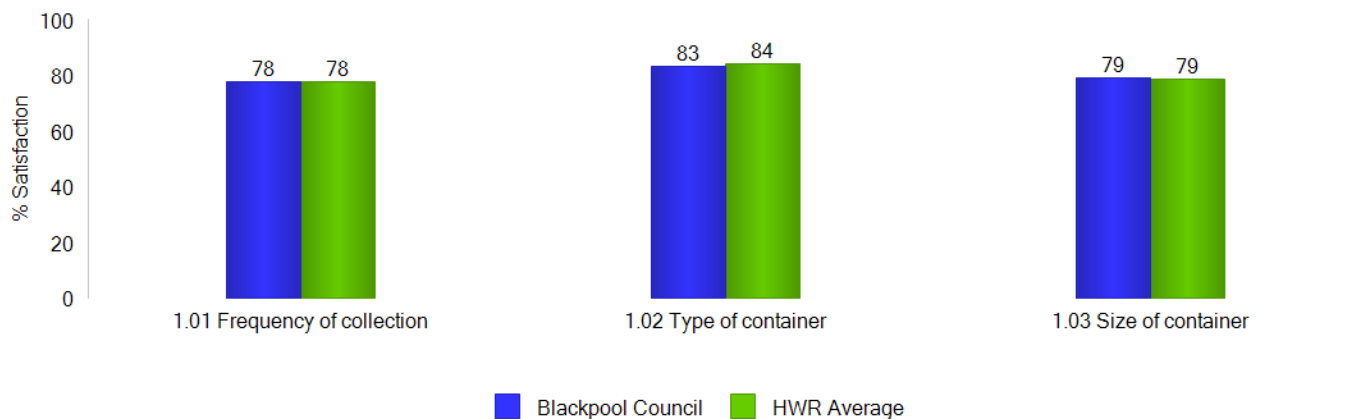
HOUSEHOLD WASTE & RECYCLING SURVEY 2015

2. GENERAL WASTE COLLECTION

Q1 THINKING ABOUT GENERAL WASTE (RUBBISH) COLLECTION FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

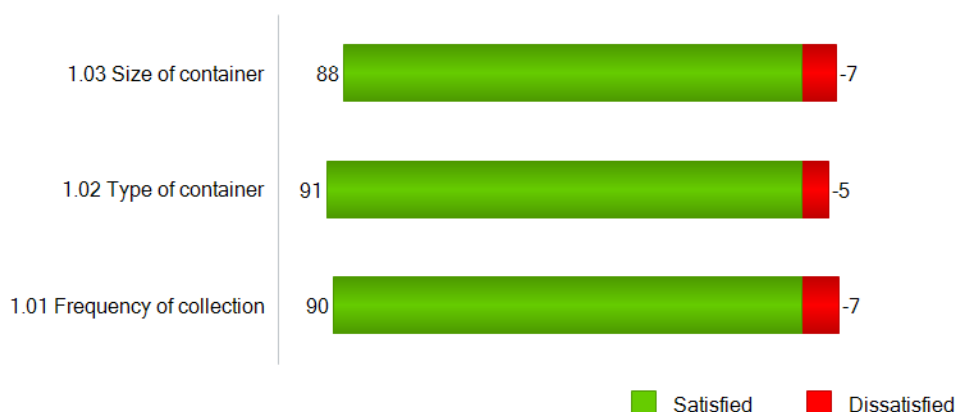
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for General Waste Collection compared with the HWR Survey Average scores



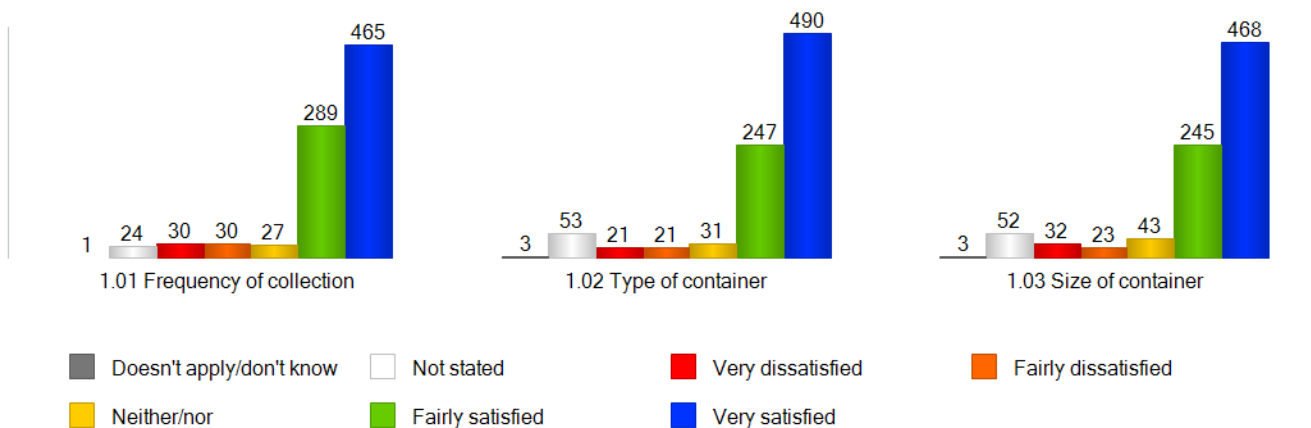
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with General Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to General Waste Collection questions



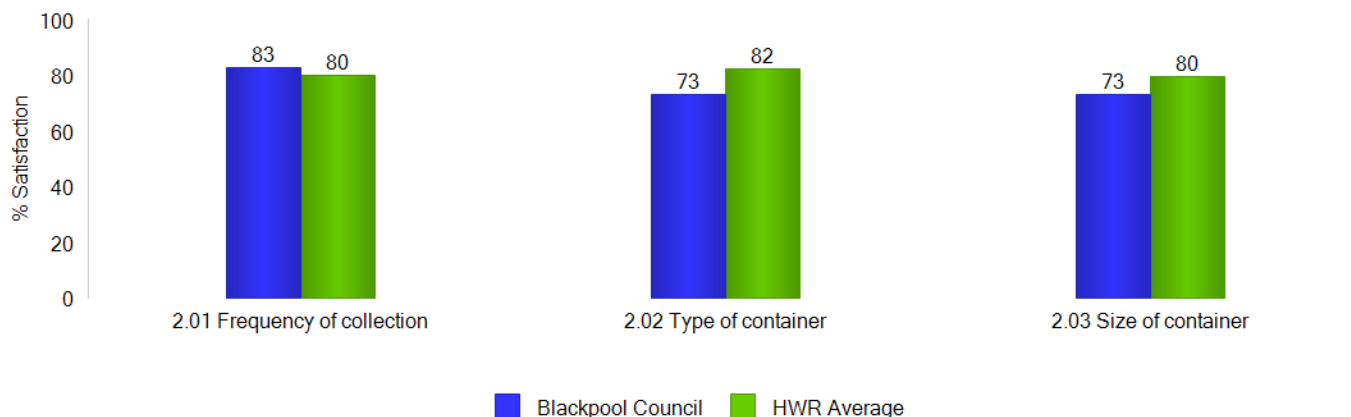
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3. RECYCLING WASTE COLLECTION

Q2 THINKING ABOUT THE COLLECTION OF RECYCLING (E.G. PAPER, CANS, PLASTIC BOTTLES) FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

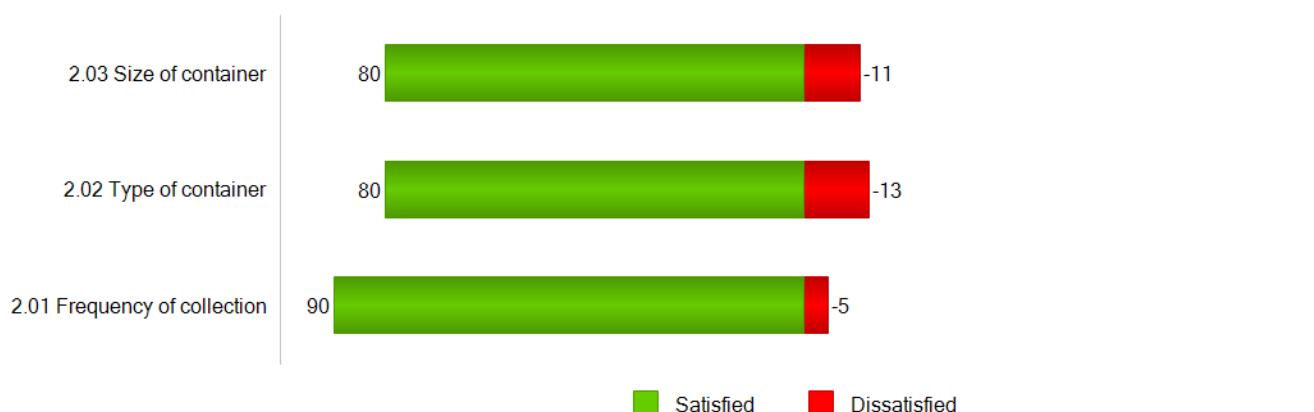
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for Recycling Collection compared with the HWR Survey Average scores



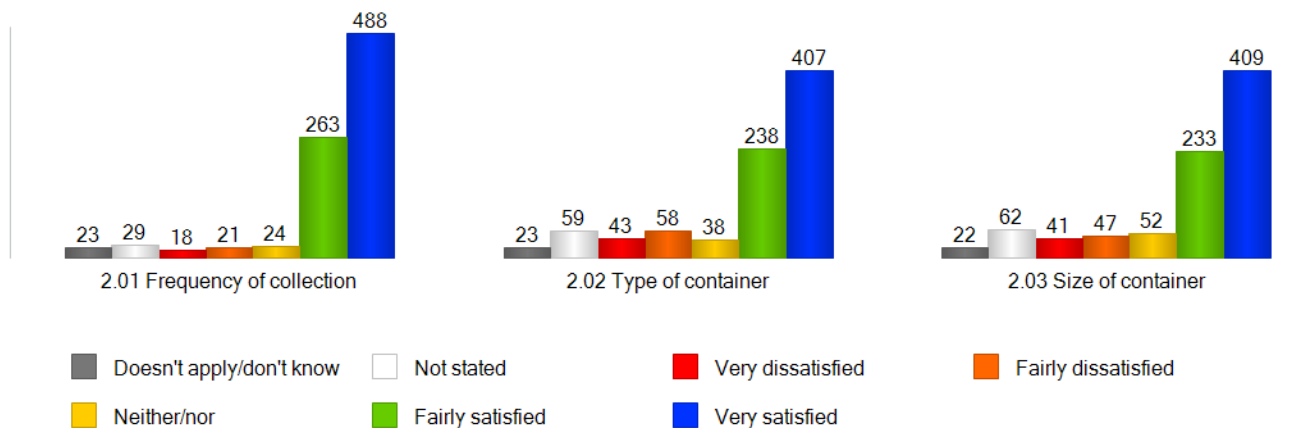
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Recycling Collection against those that were fairly or very dissatisfied (uses unweighted data).



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the Recycling Collection questions



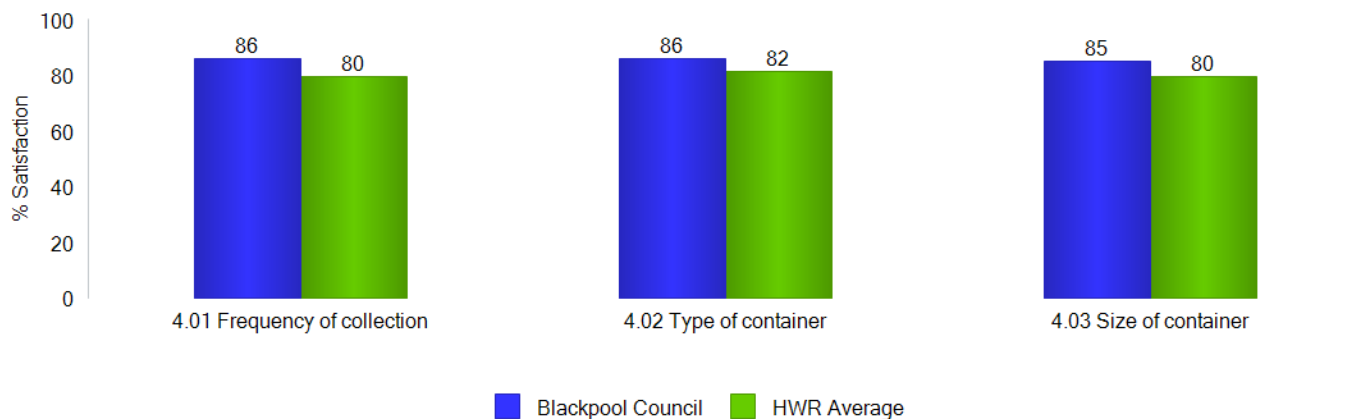
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4. GARDEN WASTE COLLECTION

Q4 THINKING ABOUT COLLECTION OF GARDEN WASTE FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

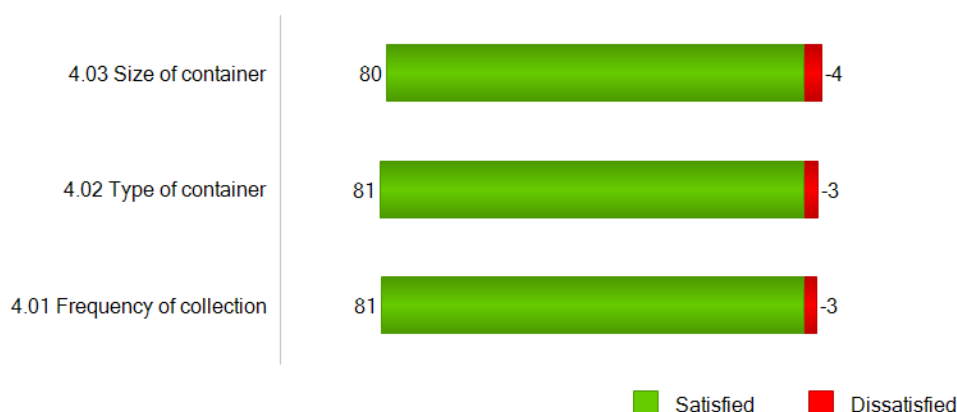
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for Garden Waste Collection compared with the HWR Survey Average scores.



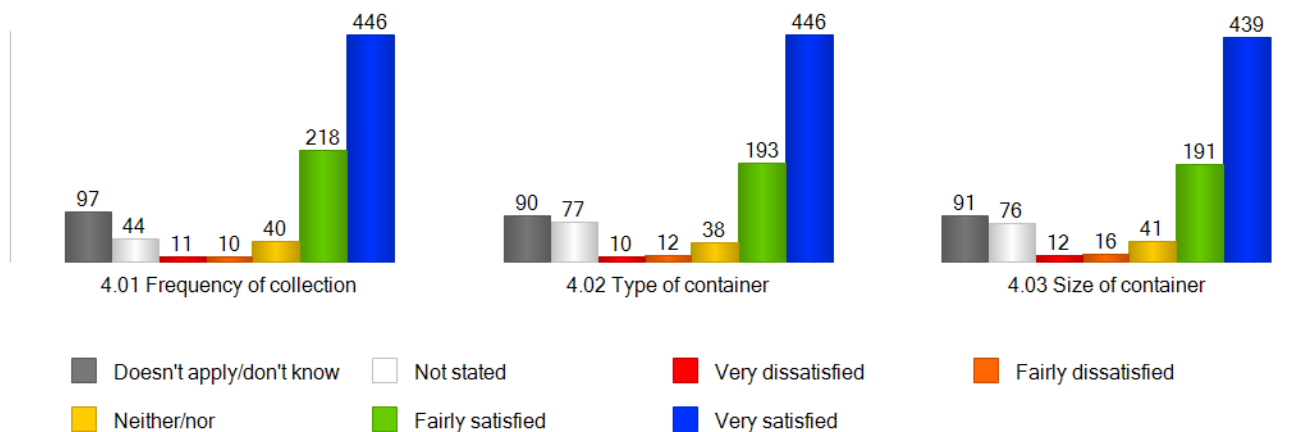
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Garden Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



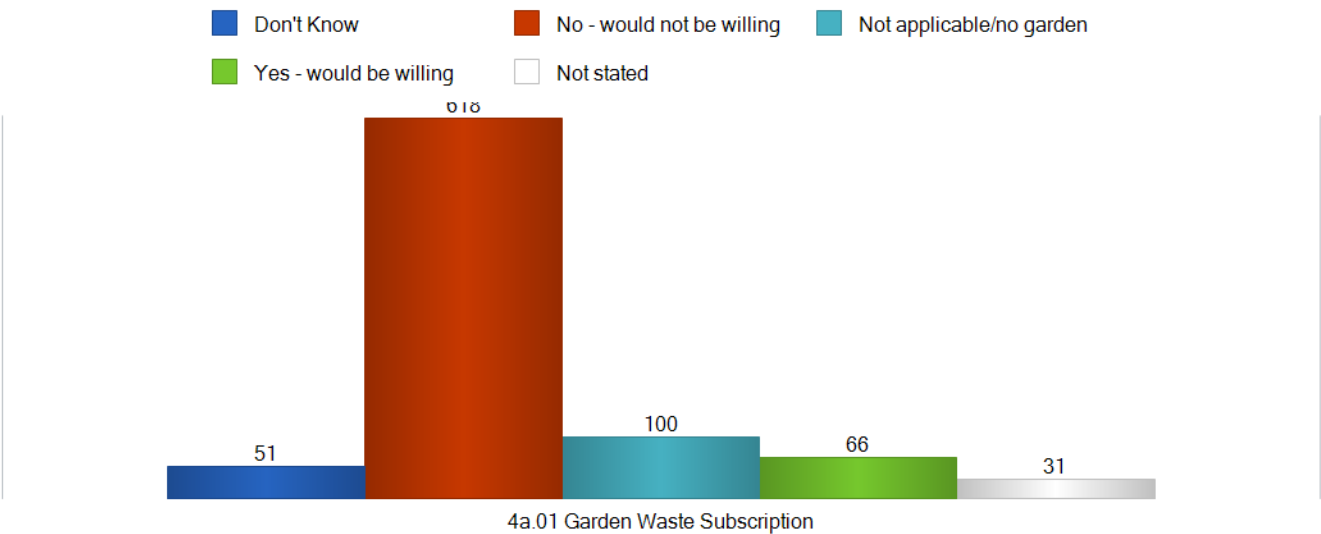
RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the Garden Waste Collection questions



Q4A THE COUNCIL IS CONSIDERING EXCLUDING GARDEN WASTE FORM ITS STANDARD COLLECTION SERVICE. IN PRINCIPAL, WOULD YOU BE WILLING OR NOT TO PAY A SUBSCRIPTION FEE TO HAVE GARDEN WASTE COLLECTED FORM YOUR

RESPONSE ANALYSIS



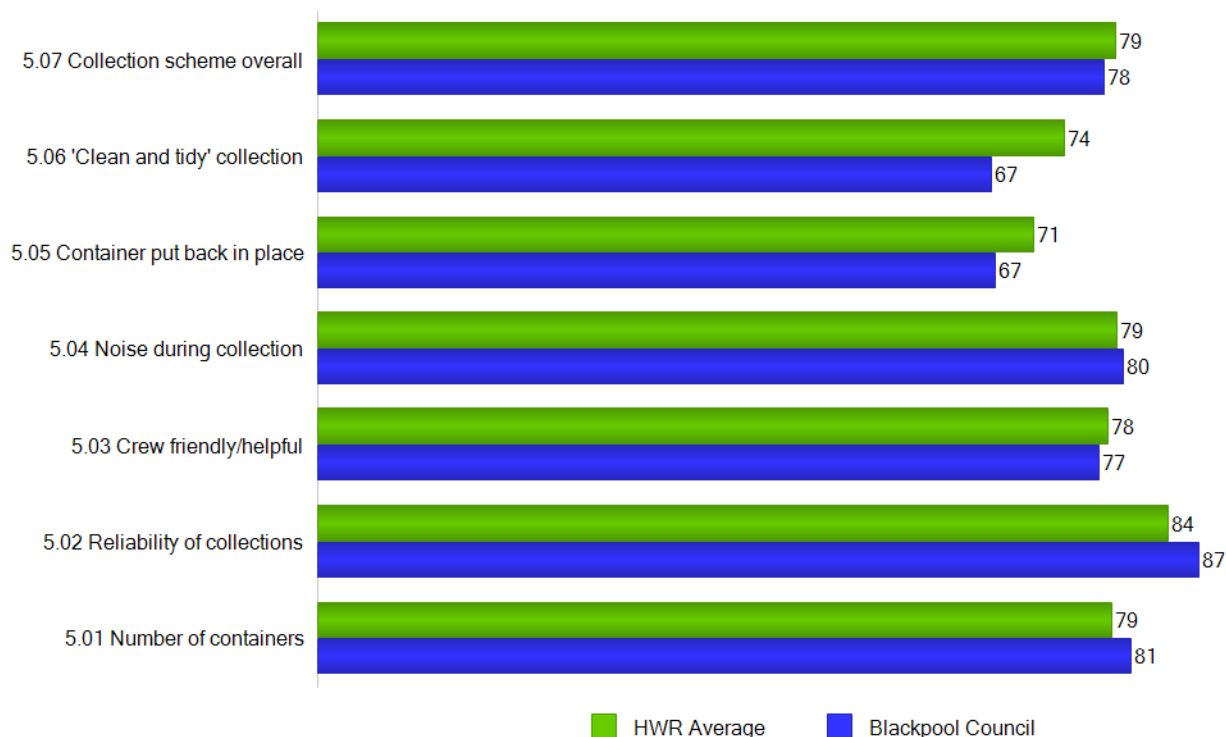
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5. COLLECTION IN GENERAL

Q5 THINKING ABOUT COLLECTION IN GENERAL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

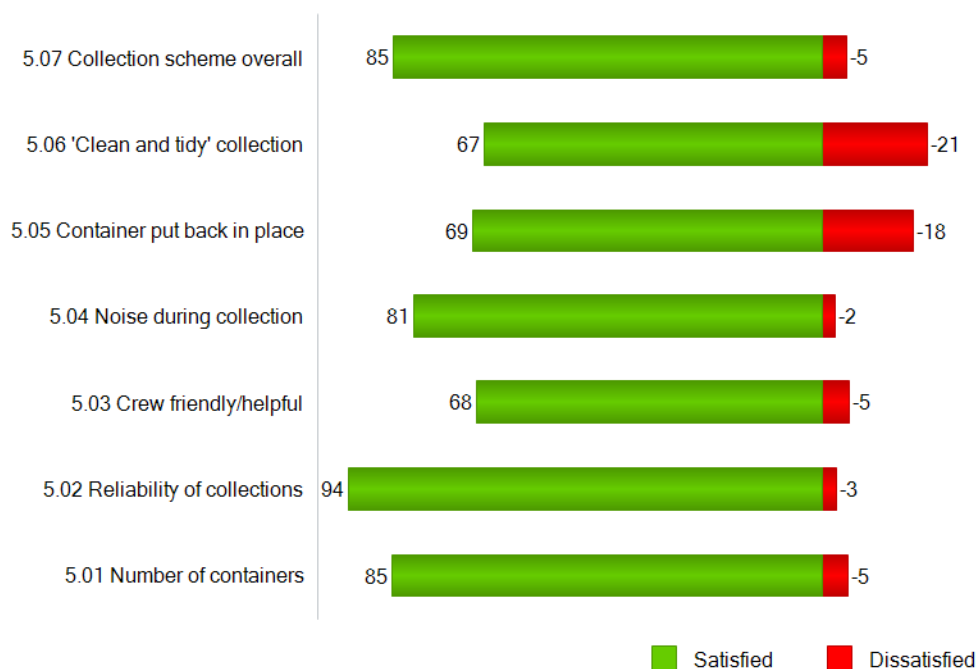
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores with Collection generally compared with the HWR Survey Average scores



NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Collection generally against those that were fairly or very dissatisfied (uses unweighted data)

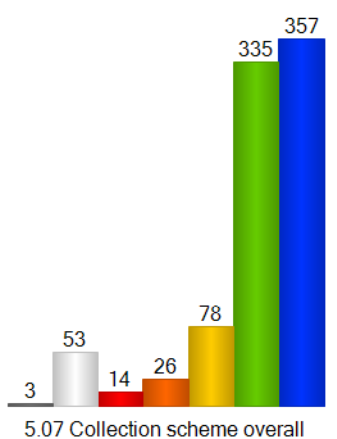
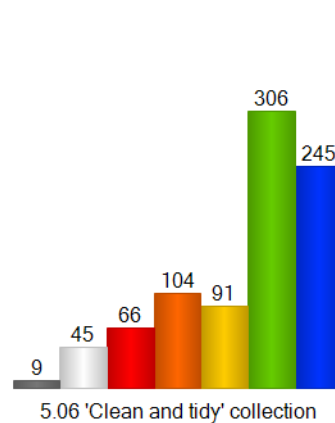
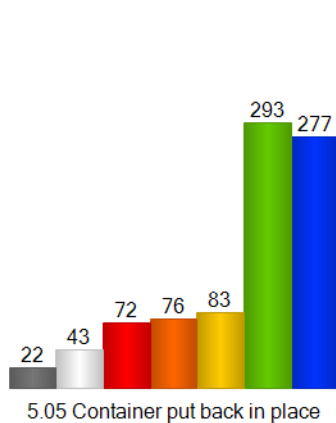
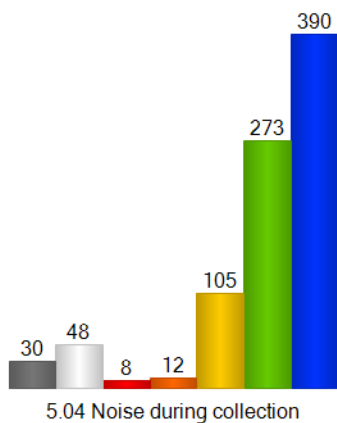
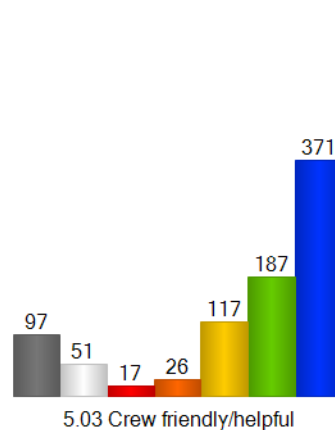
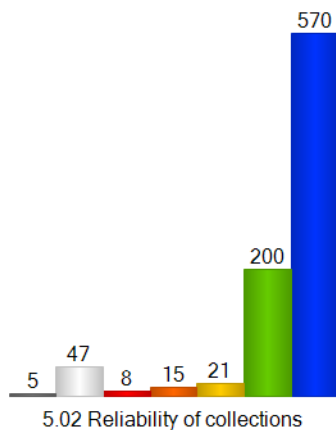
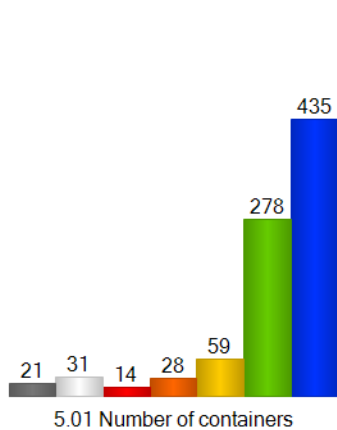


HOUSEHOLD WASTE & RECYCLING SURVEY 2015

5. COLLECTION IN GENERAL

RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the questions about Collection in general



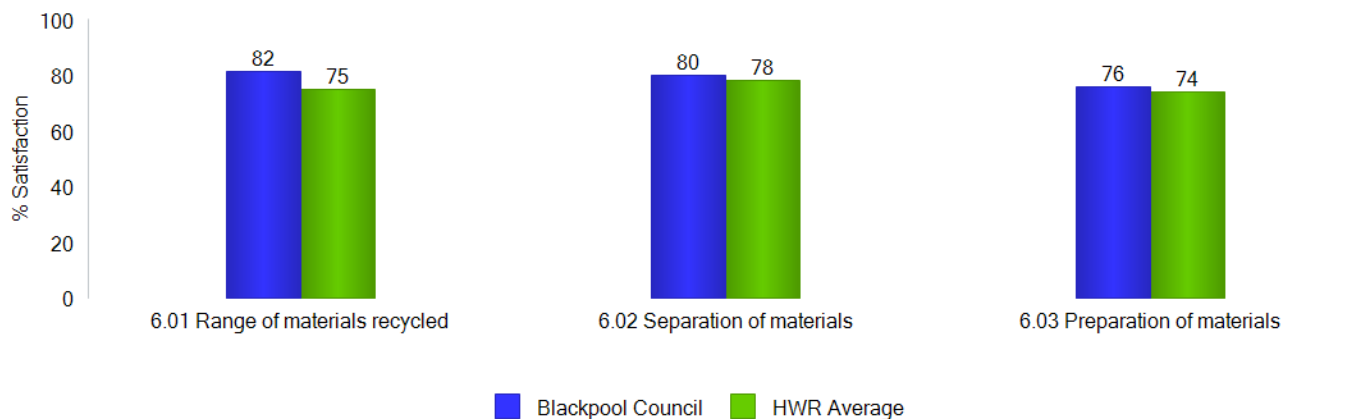
HOUSEHOLD WASTE & RECYCLING SURVEY 2015

6. RECYCLING IN GENERAL

Q6 THINKING ABOUT THE COLLECTION OF MATERIALS FOR RECYCLING FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

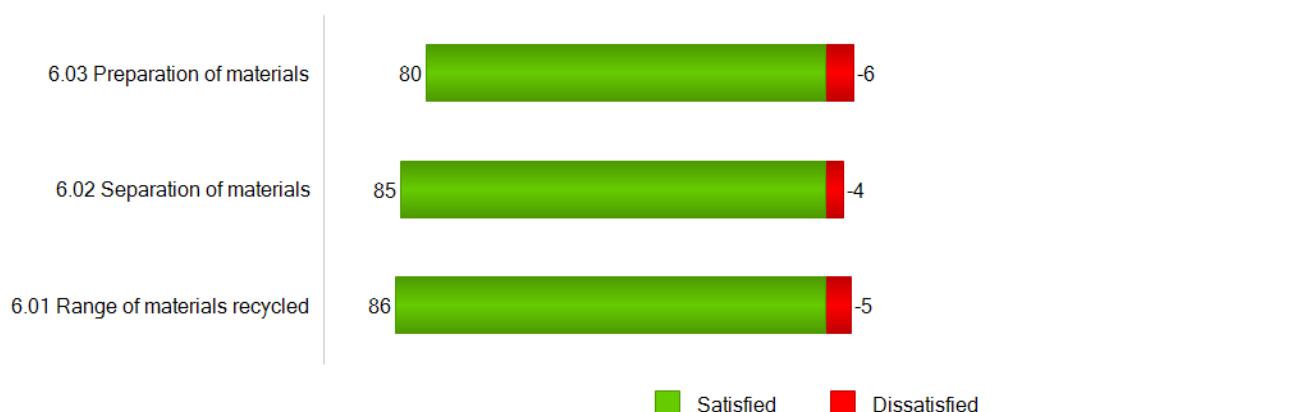
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for recycling generally compared with the HWR Survey Average scores



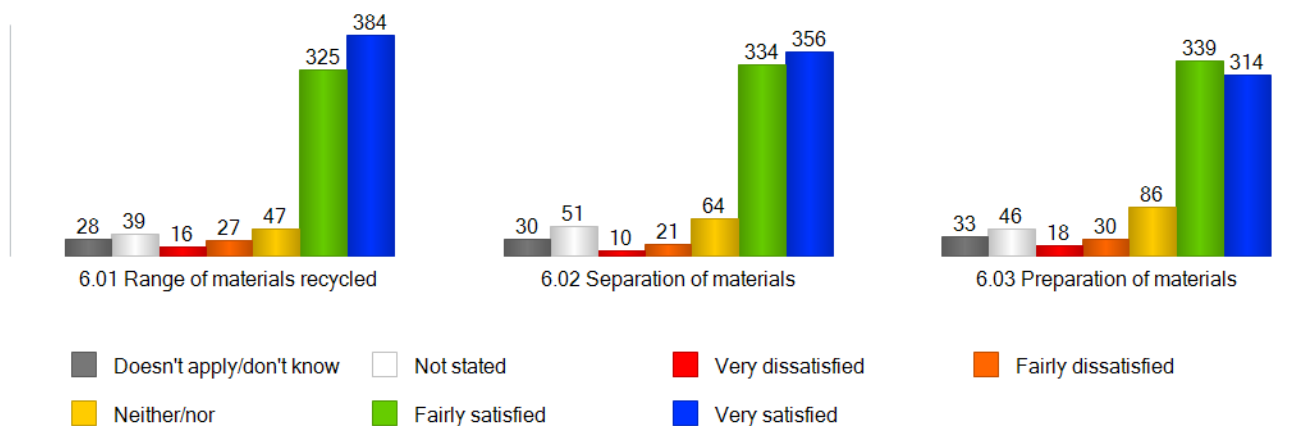
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with recycling generally against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the Recycling Collection questions



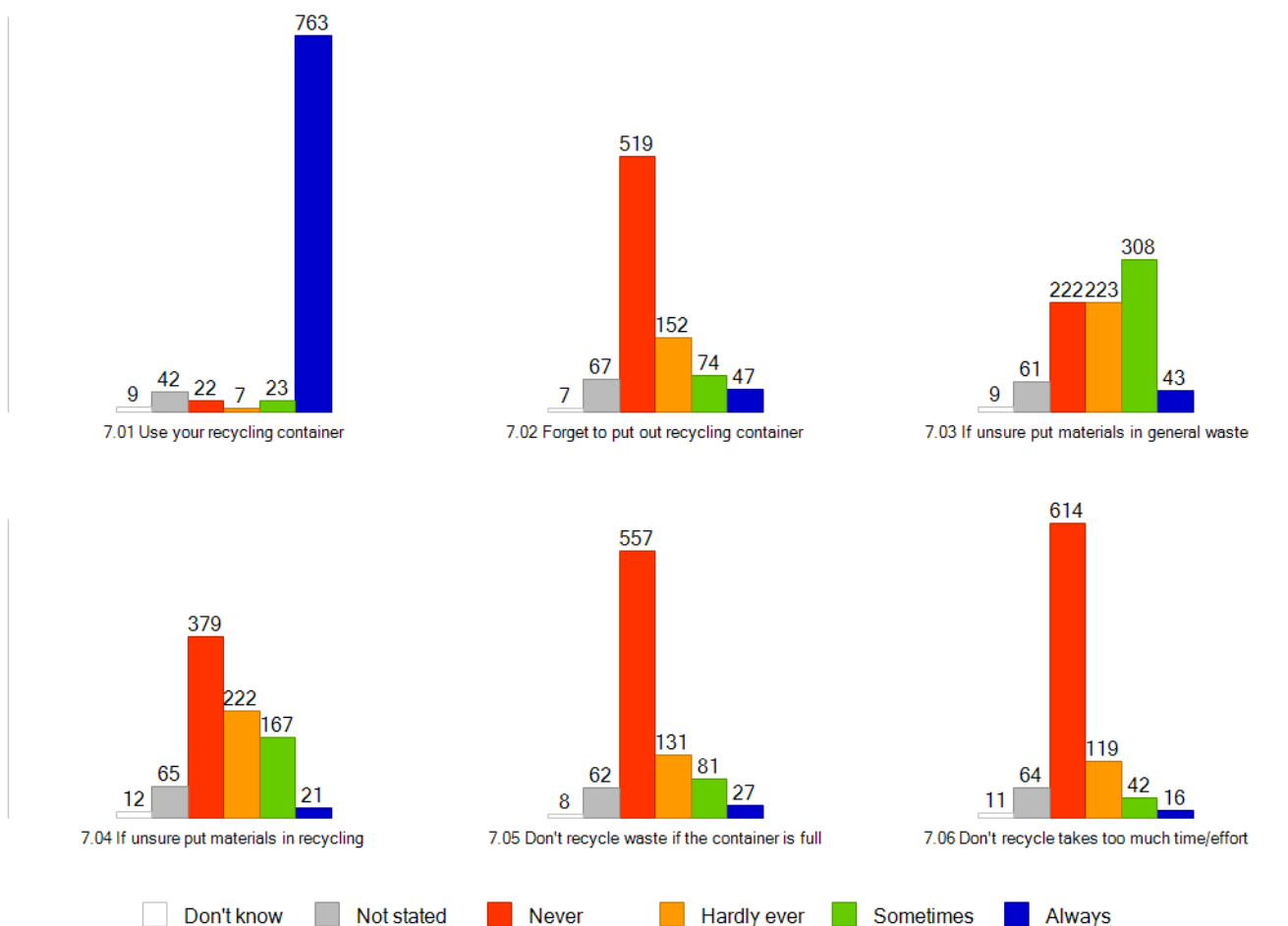
HOUSEHOLD WASTE & RECYCLING SURVEY 2015

7. RECYCLING BEHAVIOUR & ATTITUDES

Q7 HOW OFTEN IF AT ALL DO YOU DO THE FOLLOWING ...?

RESPONSE ANALYSIS

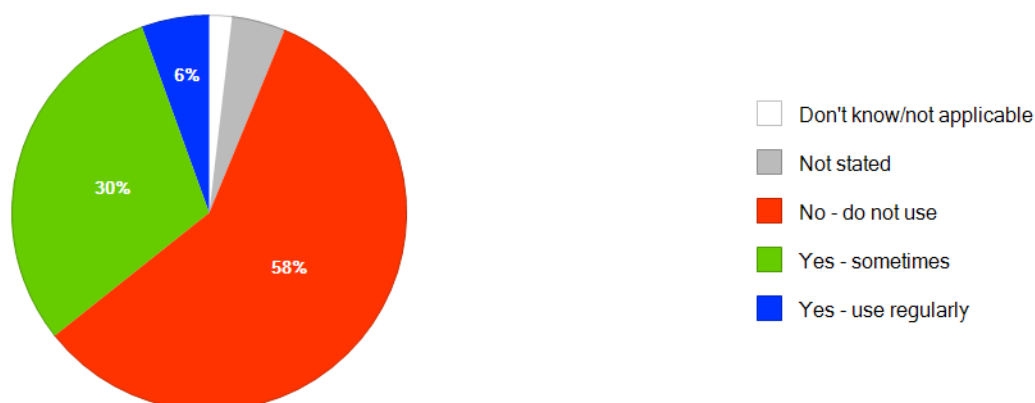
The graphs below show a breakdown of the Blackpool Council resident responses to the questions on recycling



Q8 HOW OFTEN IF AT ALL, DO YOU USE LOCAL RECYCLING BANKS FOR SMALL ITEMS SUCH AS GLASS BOTTLES, PAPER AND TEXTILES?

RESPONSE ANALYSIS

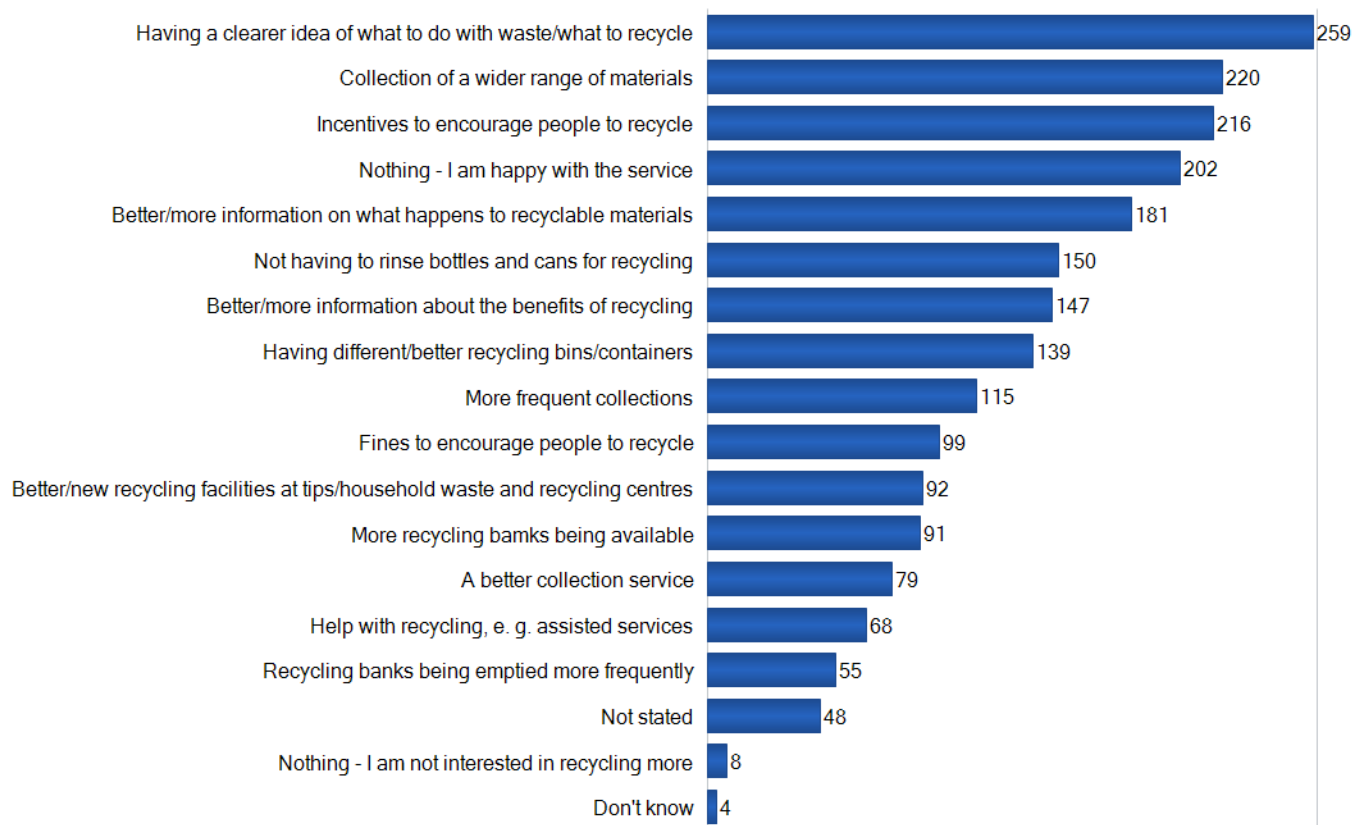
This pie chart shows a breakdown of the Blackpool Council resident responses to using local recycling banks



Q9 WHAT IF ANYTHING WOULD PERSUADE YOU PERSONALLY TO RECYCLE MORE ...?

RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council responses to the questions on what would persuade residents to recycling more



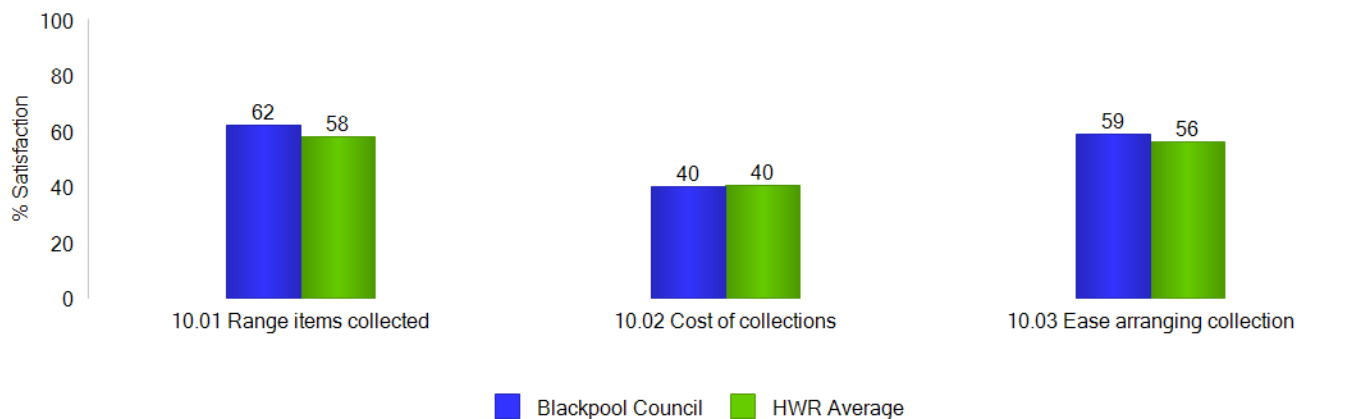
HOUSEHOLD WASTE & RECYCLING SURVEY 2015

8. BULKY WASTE COLLECTION

Q10 THINKING ABOUT BULKY WASTE E.G. FURNITURE, LARGE ELECTRICAL APPLIANCES, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for Bulk Waste Collection compared with the HWR Survey Average scores



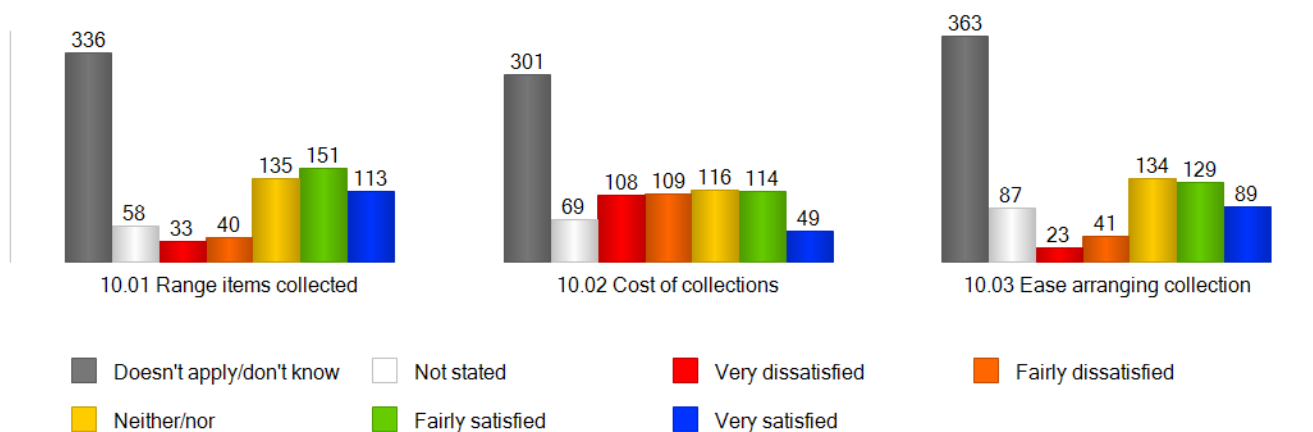
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with Bulky Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the Bulky Waste Collection questions



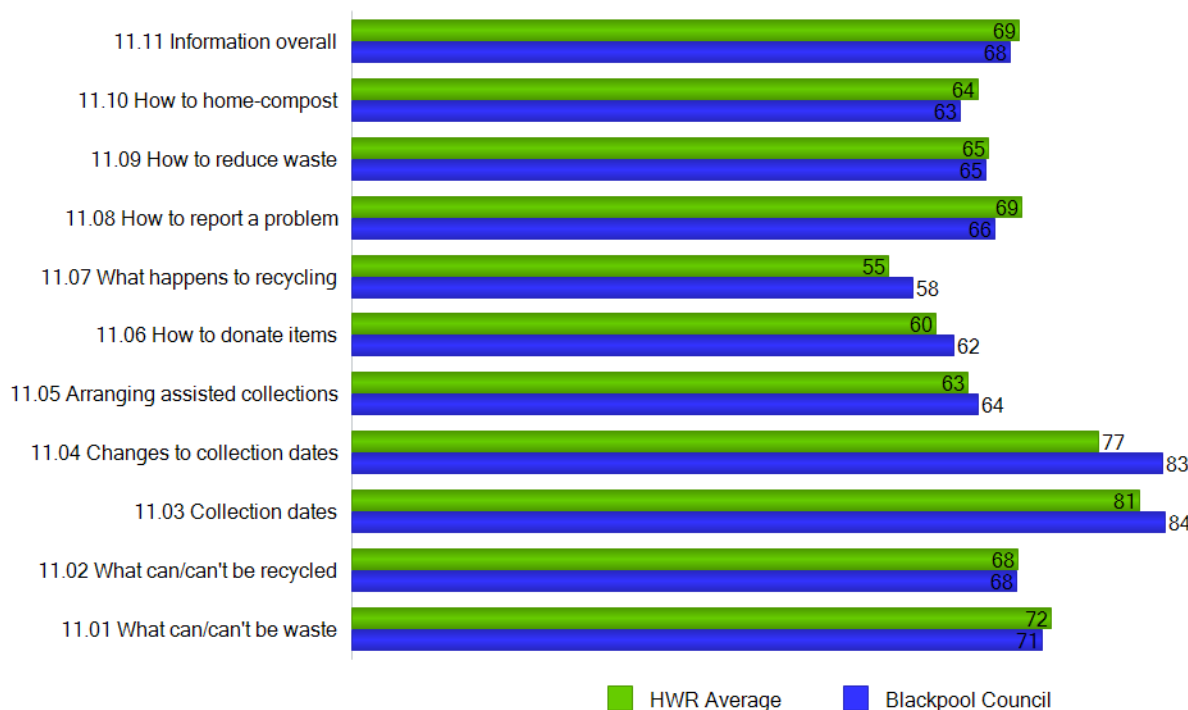
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9. INFORMATION ON COLLECTION

Q11 How SATISFIED OR DISSATISFIED ARE YOU WITH THE AMOUNT OF INFORMATION AVAILABLE ON THE FOLLOWING?

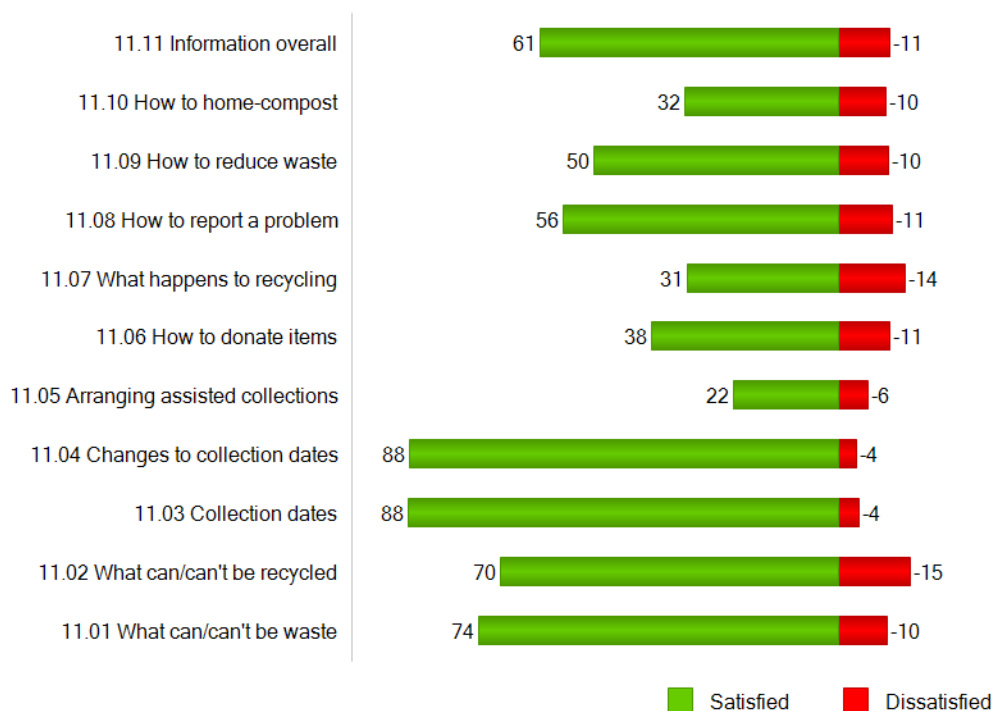
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores with information on collection compared with the HWR Survey Average scores



NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with information of collection against those that were fairly or very dissatisfied (uses unweighted data)

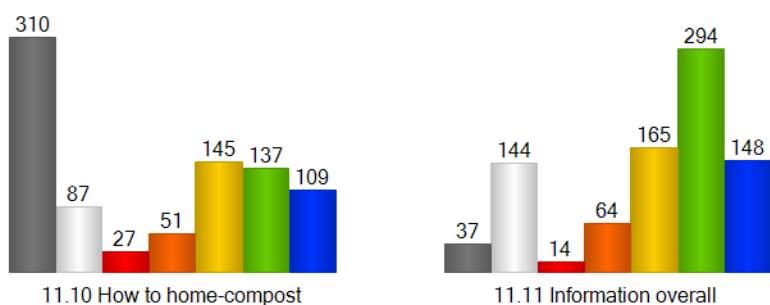
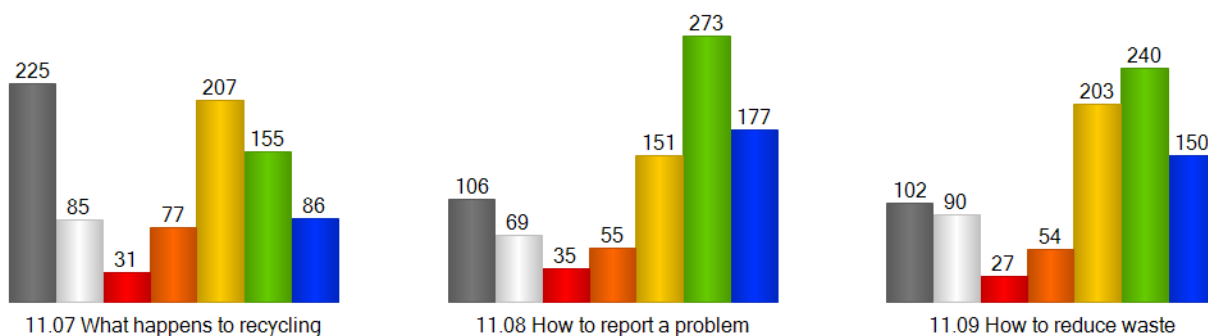
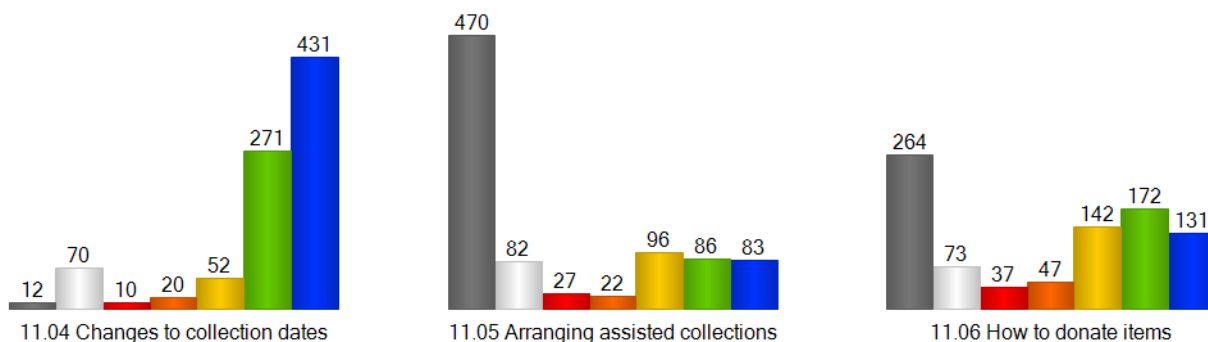
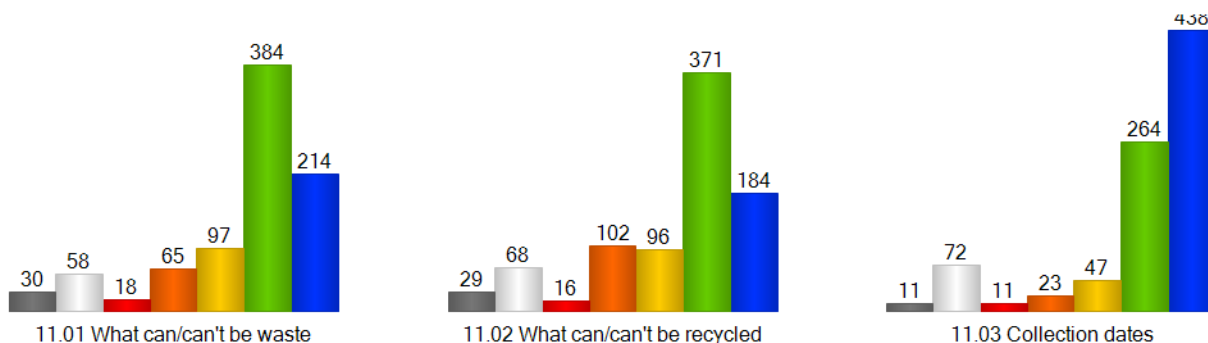


HOUSEHOLD WASTE & RECYCLING SURVEY 2015

9. INFORMATION ON COLLECTION

RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the questions about the amount of information available

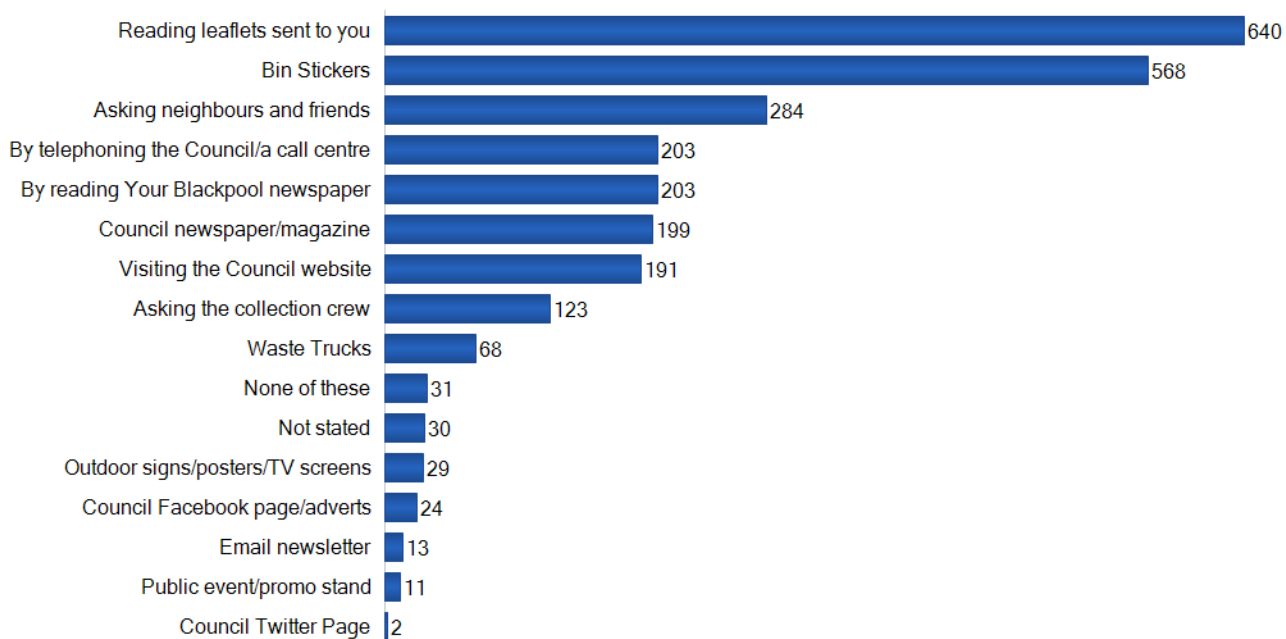


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9. INFORMATION ON COLLECTION

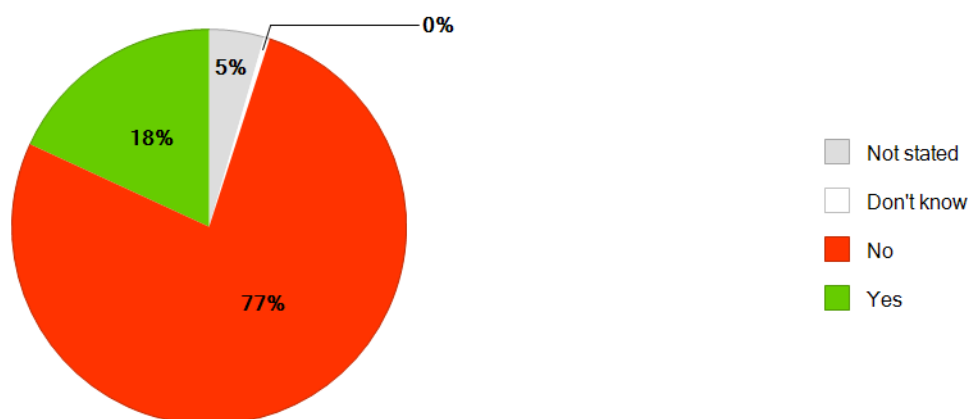
Q12 WHICH, IF ANY, OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT COLLECTION OF WASTE/RECYCLING FROM YOUR HOME?

This graph shows a breakdown of the Blackpool Council responses on methods used to find out about collection of waste /recycling from the home



Q13 IN THE LAST 12 MONTHS HAVE YOU CONTACTED YOUR COUNCIL TO MAKE A COMPLAINT OR ENQUIRY ABOUT WASTE/RECYCLING COLLECTIONS FROM YOUR HOME?

This pie chart shows a breakdown of the Blackpool Council residents contacting the local council to make a complaint or enquiry about waste/recycling collections from their home



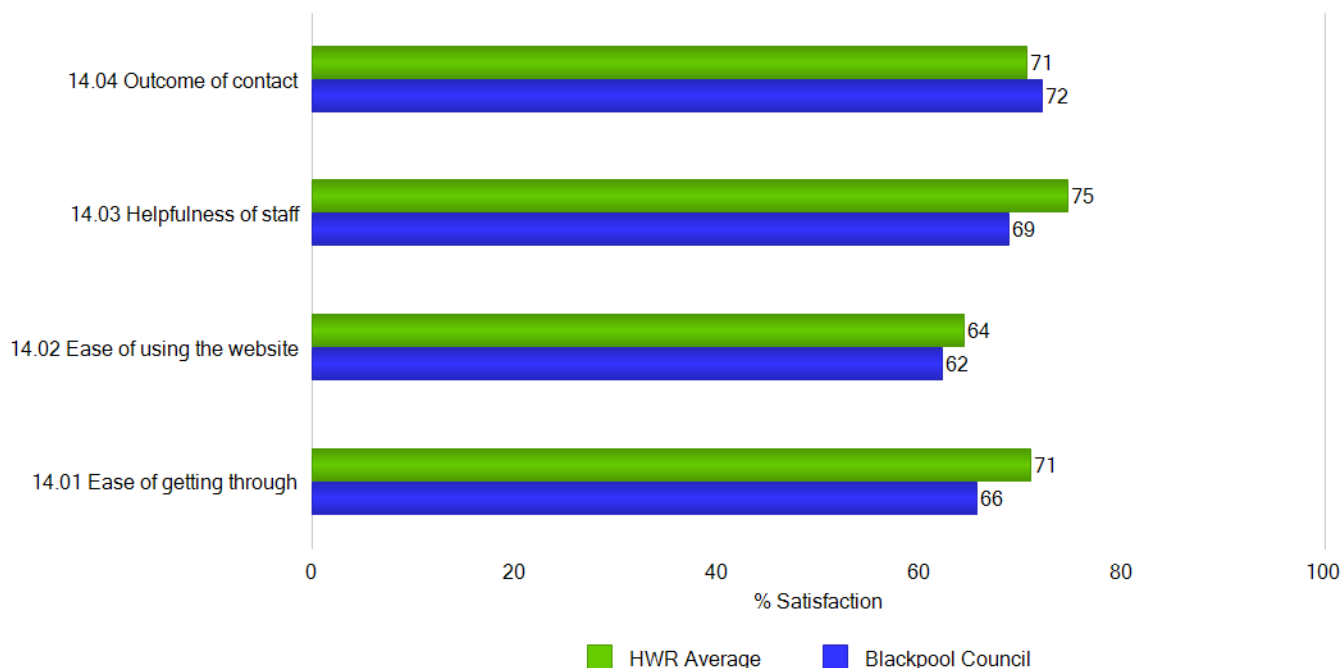
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10. COLLECTION ENQUIRIES/COMPLAINTS

Q14 THINKING ABOUT THE MOST RECENT TIME YOU CONTACTED THE COUNCIL, HOW SATISFIED OR DISSATISFIED WERE YOU WITH THE FOLLOWING?

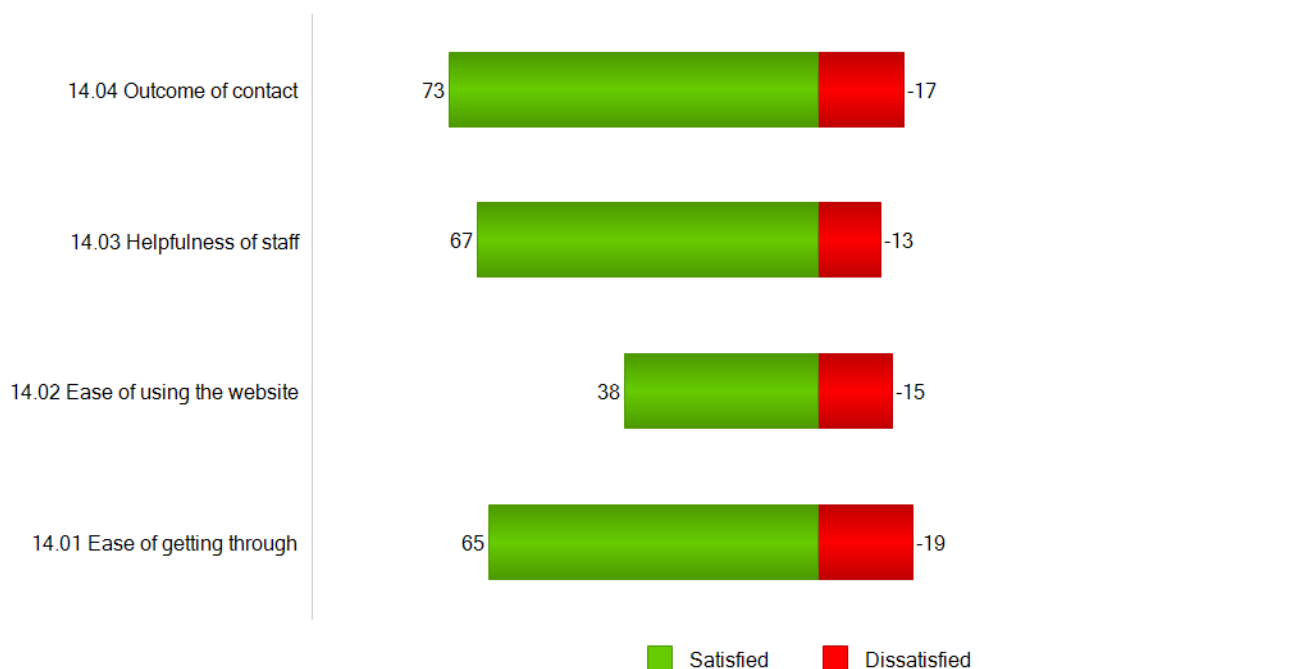
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for the handling of enquiries and complaints compared with the HWR Survey Average scores



NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with the handling of enquiries and complaints against those that were fairly or very dissatisfied (uses unweighted data)

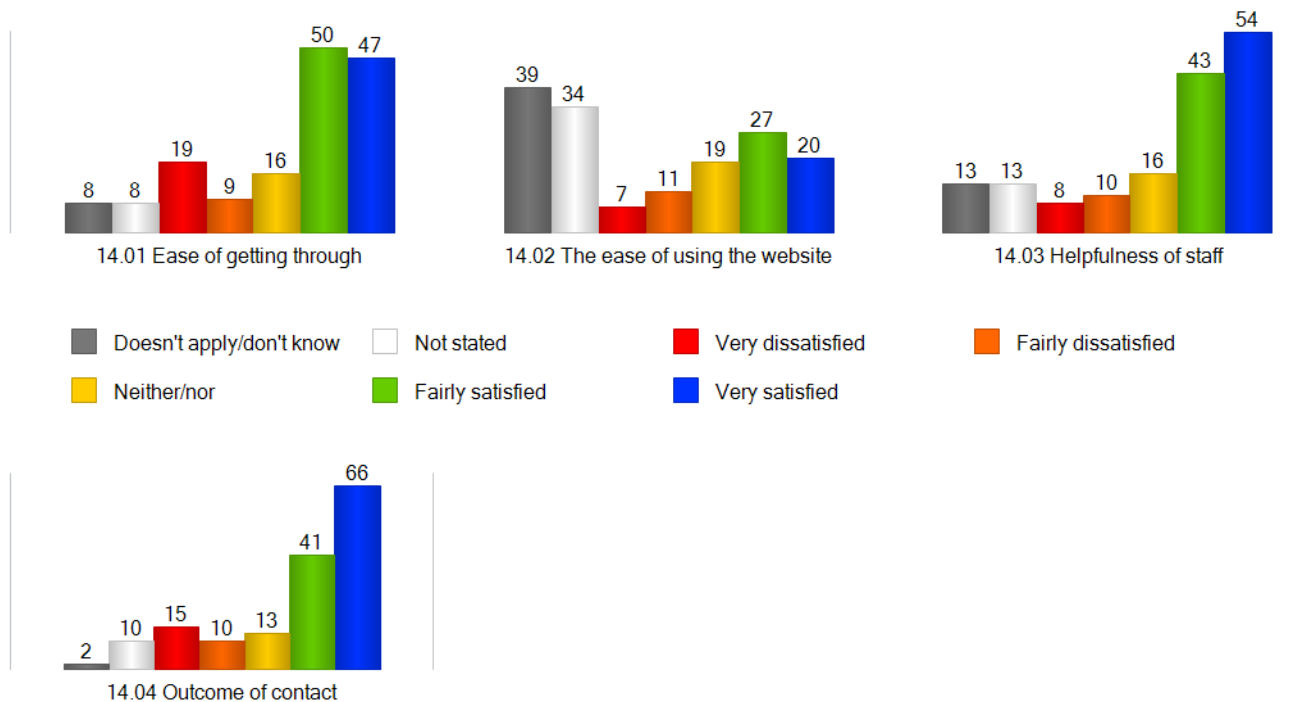


HOUSEHOLD WASTE & RECYCLING SURVEY 2015

10. COLLECTION ENQUIRIES/COMPLAINTS

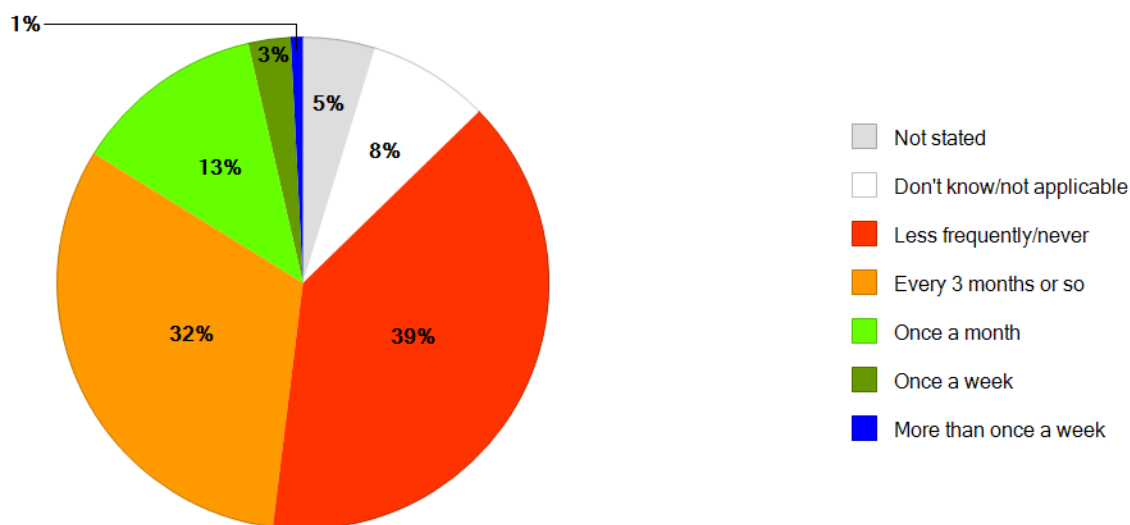
RESPONSE ANALYSIS

These graphs show a breakdown of the Blackpool Council resident responses to questions about contacting the Council



Q15 THINKING ABOUT THE LAST 12 MONTHS OR SO, HOW OFTEN IF AT ALL WOULD YOU SAY YOU, OR MEMBERS OF YOUR HOUSEHOLD, HAVE TYPICALLY TAKEN WASTE AND RECYCLING TO HOUSEHOLD WASTE AND RECYCLING CENTRES?

This pie chart shows a breakdown of the Blackpool Council resident responses to using household waste recycling centres



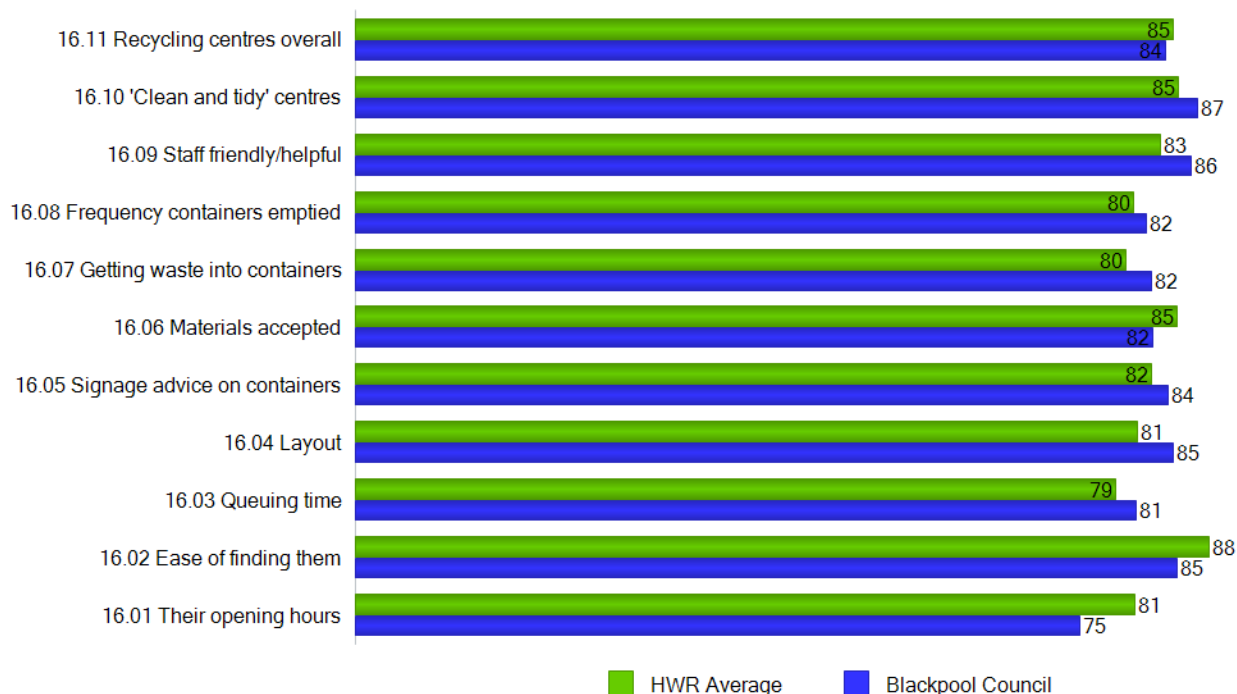
HOUSEHOLD WASTE & RECYCLING SURVEY 2015

12. RECYCLING CENTRES IN GENERAL

Q16 THINKING ABOUT HOUSEHOLD WASTE RECYCLING CENTRES HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

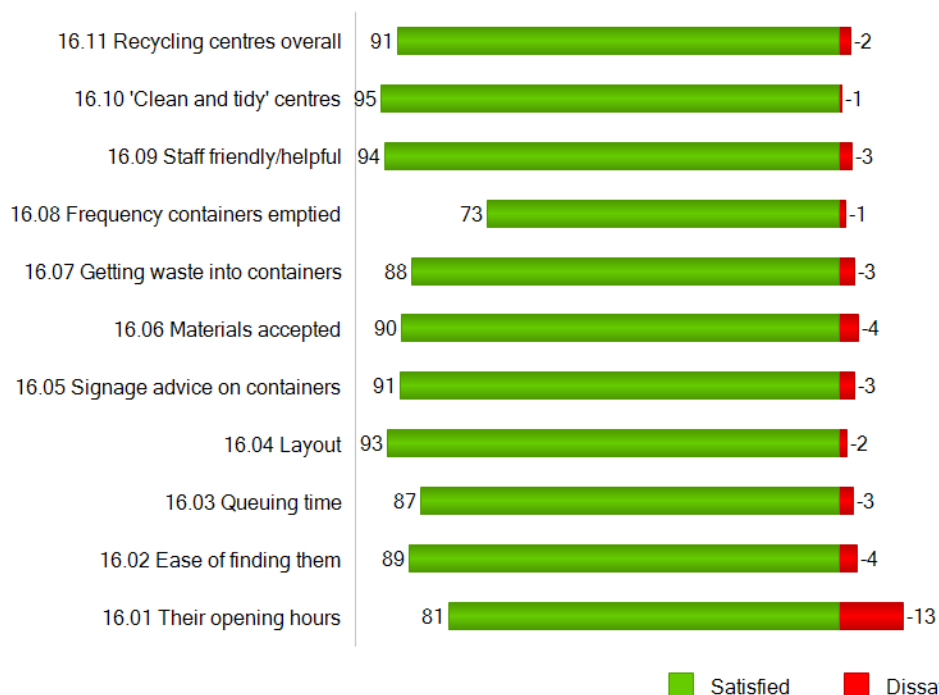
COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores with recycling centres compared with the HWR Survey Average scores



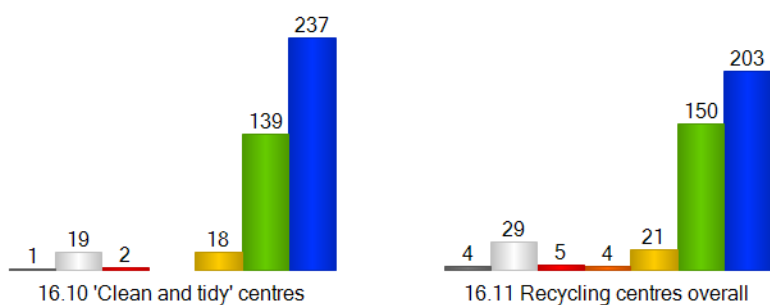
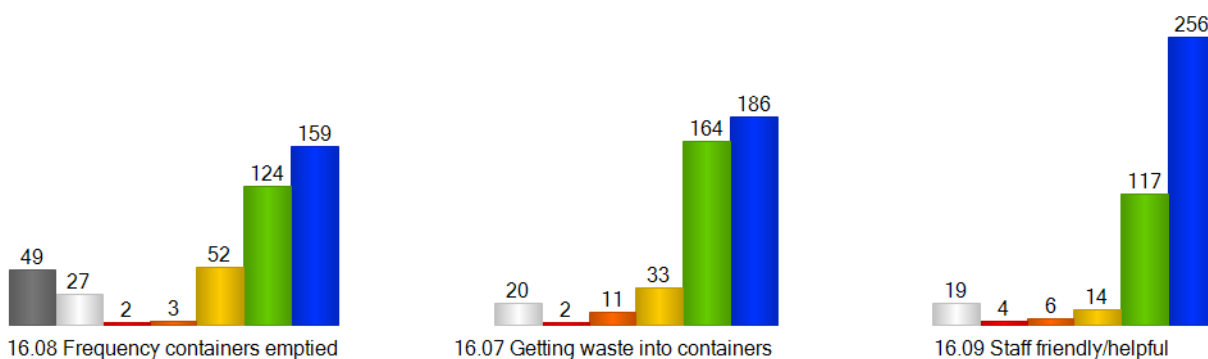
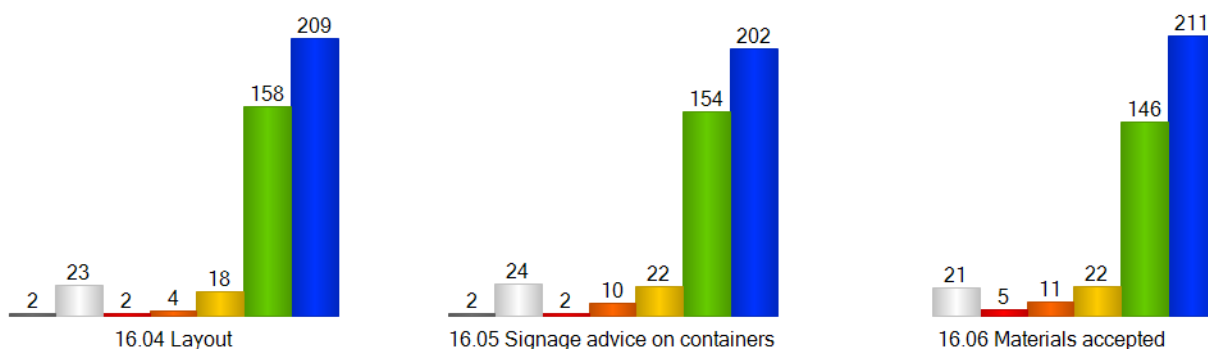
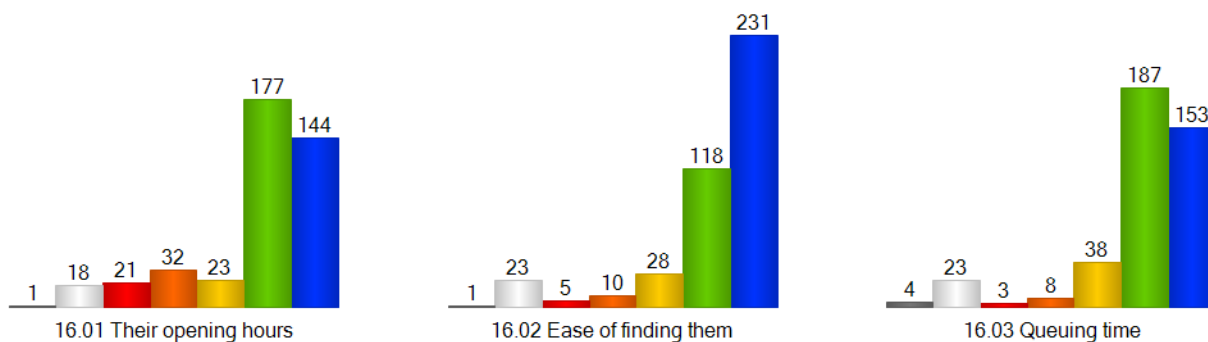
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with recycling centres against those that were fairly or very dissatisfied (uses unweighted data)



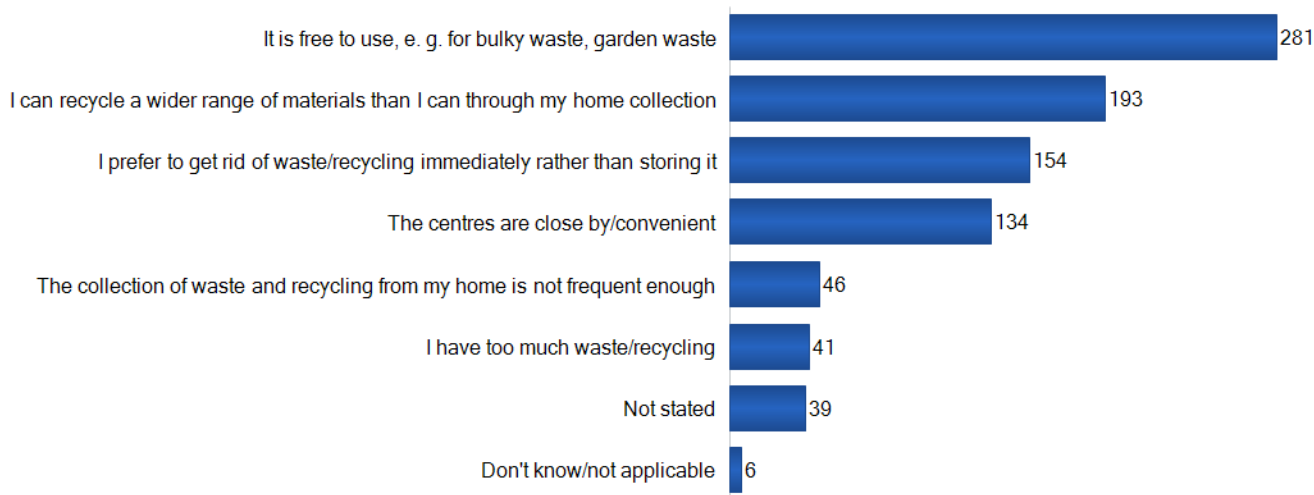
RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the questions about recycling centres



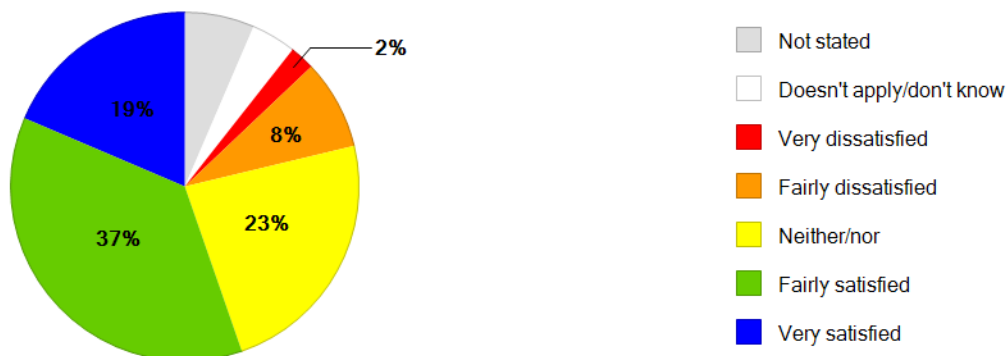
Q17 WHICH OF THESE POSSIBLE REASONS, IF ANY, BEST EXPLAINS WHY YOU OR MEMBERS OF YOUR HOUSEHOLD USE WASTE AND RECYCLING CENTRES?

This graph shows a breakdown of the Blackpool Council responses on reasons for using household waste recycling centres



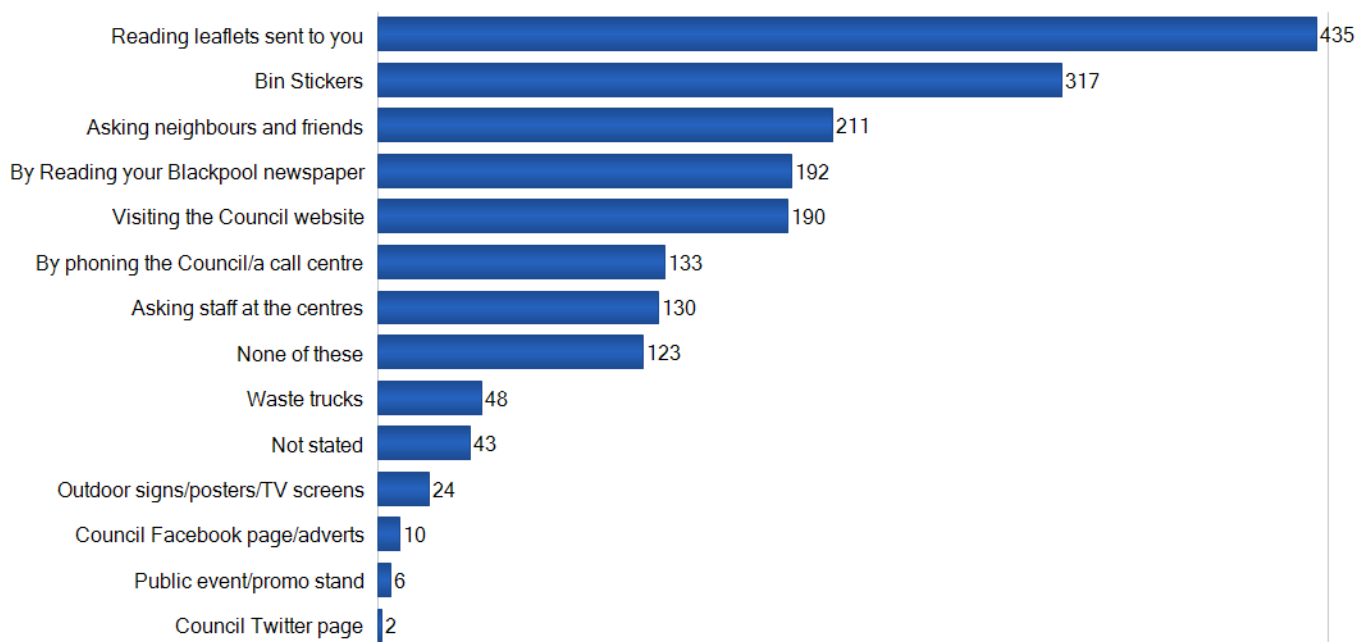
Q18 How SATISFIED OR DISSATISFIED ARE YOU WITH THE AVAILABILITY OF INFORMATION FOR HOUSEHOLDS ABOUT LOCAL HOUSEHOLD RECYCLING CENTRES

This pie chart shows a breakdown of the Blackpool Council resident responses to the availability of information on local household waste recycling centres



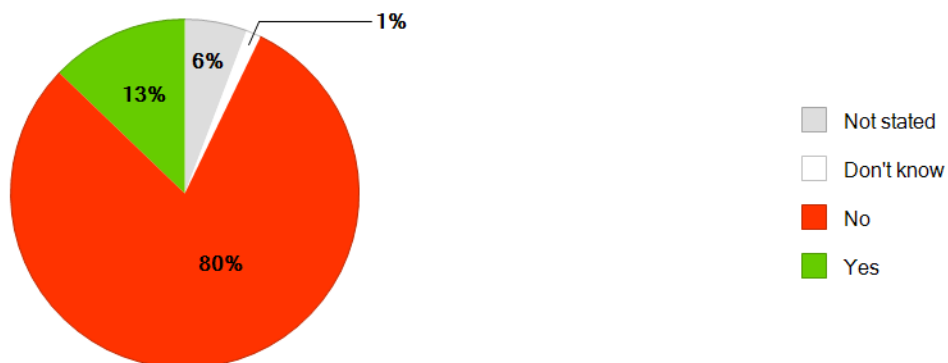
Q19 WHICH IF ANY OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT HOUSEHOLD WASTE AND RECYCLING CENTRES?

This graph shows a breakdown of the Blackpool Council responses on methods used to find out about household waste and recycling centres



Q20 HAVE YOU CONTACTED YOUR LOCAL COUNCIL ABOUT HOUSEHOLD WASTE AND RECYCLING CENTRES IN THE PAST 12 MONTHS?

This pie chart shows a breakdown of the Blackpool Council residents contacting the local council to make a complaint or enquiry about household waste recycling centres



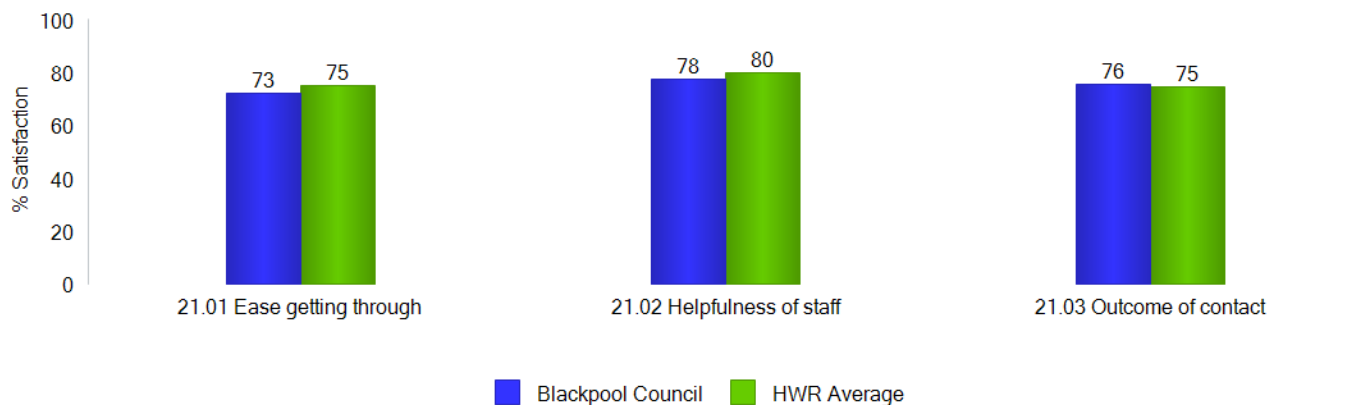
HOUSEHOLD WASTE & RECYCLING SURVEY 2015

15. RECYCLING CENTRE ENQUIRES/COMPLAINTS

Q21 THINKING ABOUT THE MOST RECENT TIME YOU CONTACTED THE COUNCIL HOW SATISFIED OR DISSATISFIED WERE YOU WITH THE FOLLOWING ...?

COMPARISON WITH HWR AVERAGE

This graph shows Blackpool Council satisfaction scores for handling enquiries and complaints with recycling centres compared with the HWR Survey Average scores



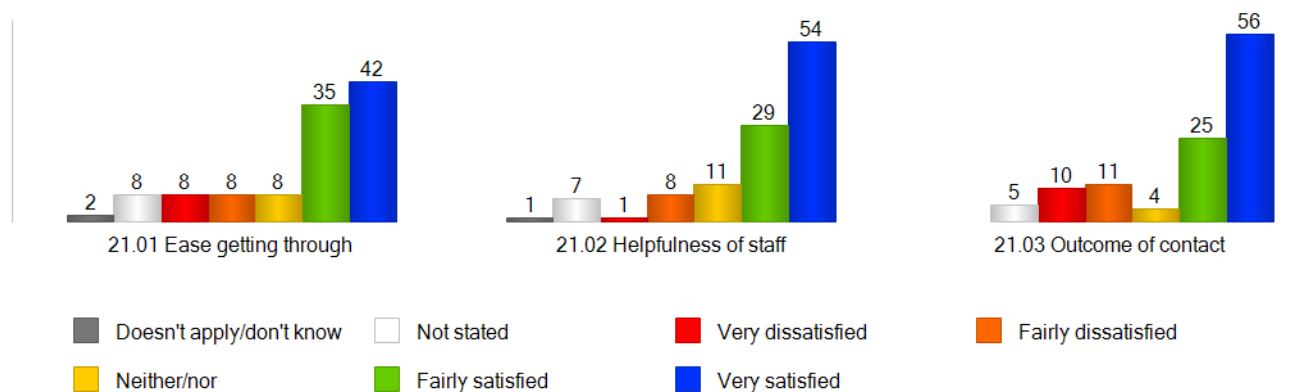
NET SATISFACTION

This graph shows the percentage of Blackpool Council respondents that were very or fairly satisfied with the handling of enquiries and complaints with recycling centres against those that were fairly or very dissatisfied (uses unweighted data)



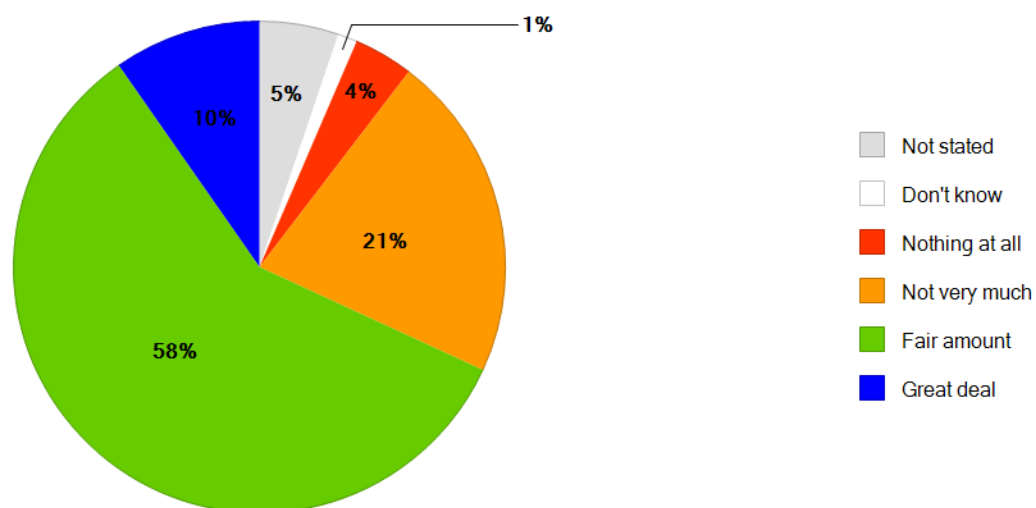
RESPONSE ANALYSIS

This graph shows a breakdown of the Blackpool Council resident responses to the contacting the council



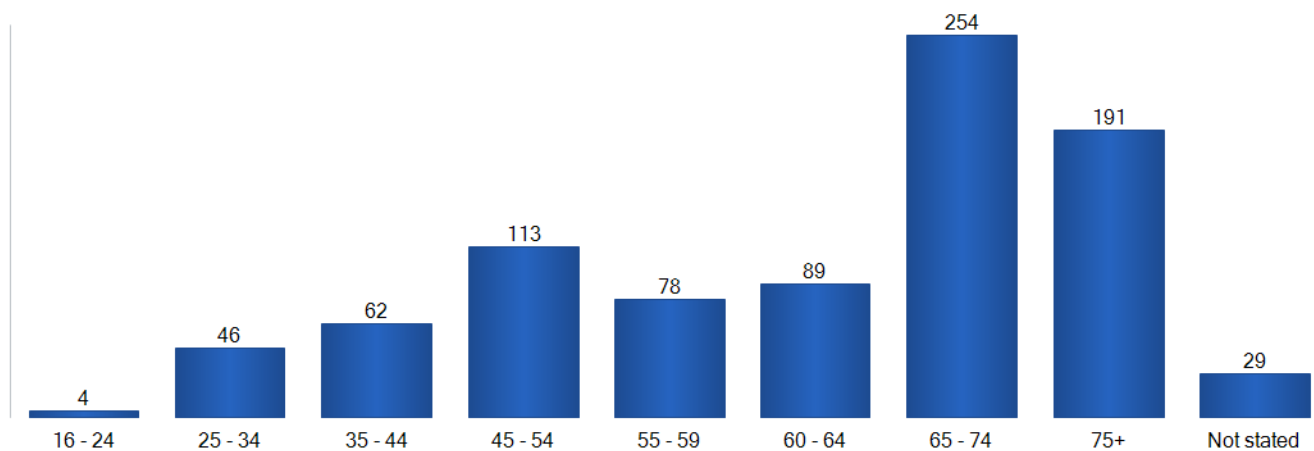
Q22 How much if anything do you feel you know about how to reduce the amount of waste you/your household produces?

This pie chart shows a breakdown of the Blackpool Council resident responses to knowing how to reduce the amount of waste their household generates



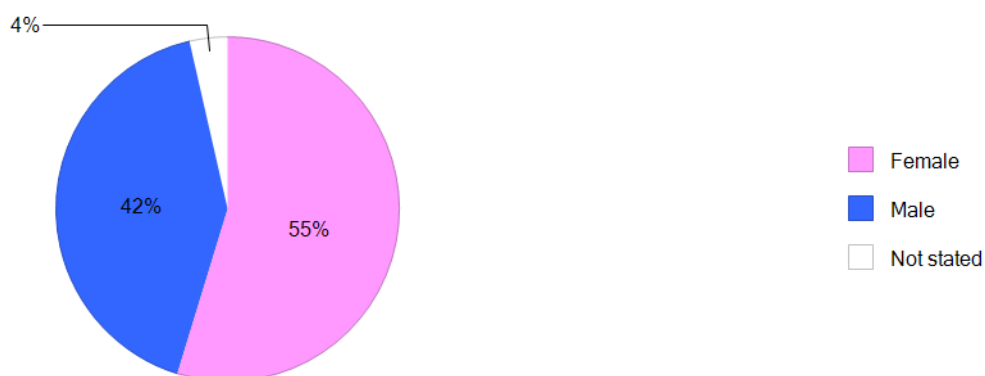
D1 AGE GROUPS

This graph shows a breakdown of the Blackpool Council respondents by age group



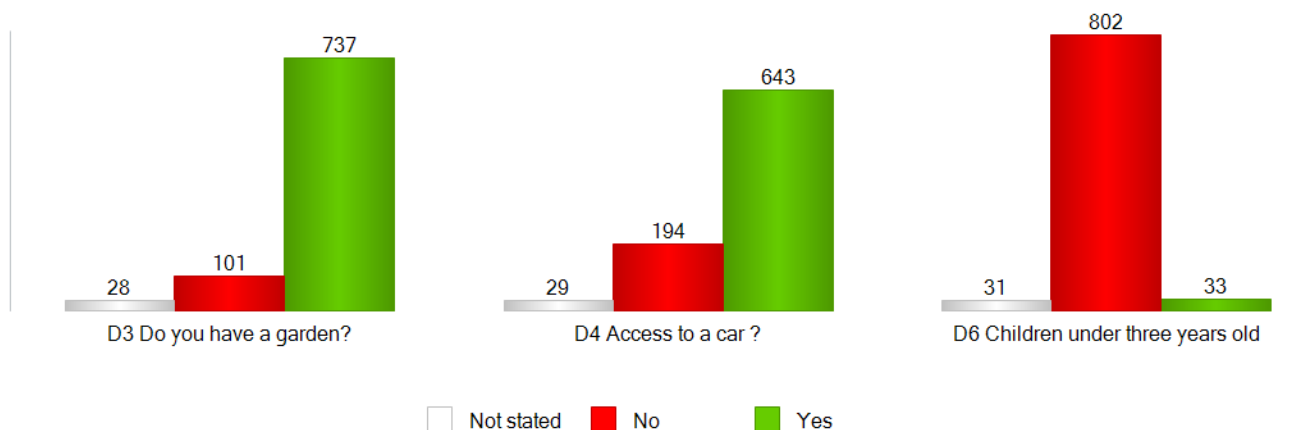
D2 GENDER

This graph shows a breakdown of the Blackpool Council respondents by gender



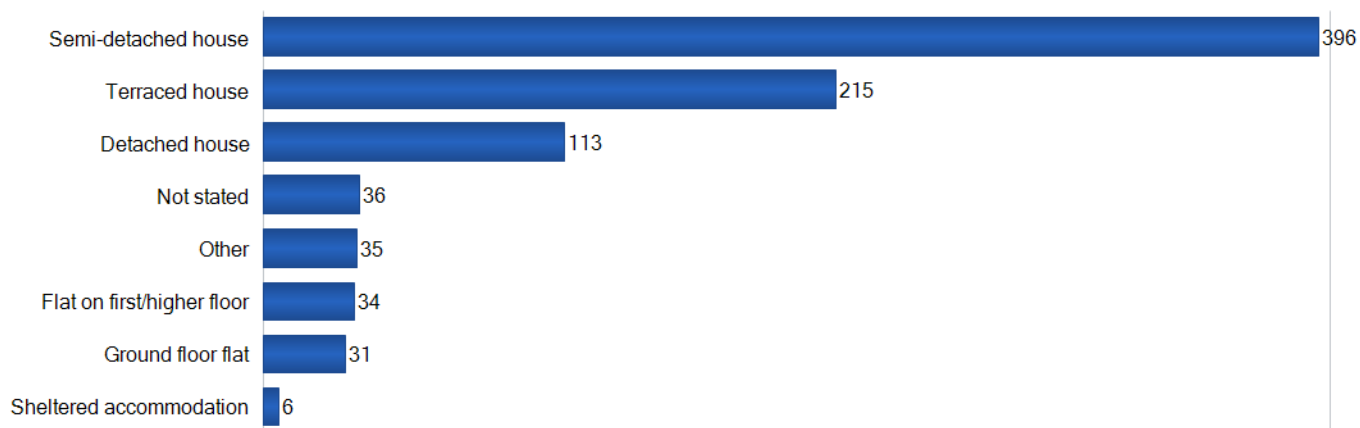
D3 GARDEN, D4 CAR OWNER, D6 CHILDREN UNDER THREE

This graph shows the proportion of Blackpool Council respondents that have a garden, that own a car and that have children under three.



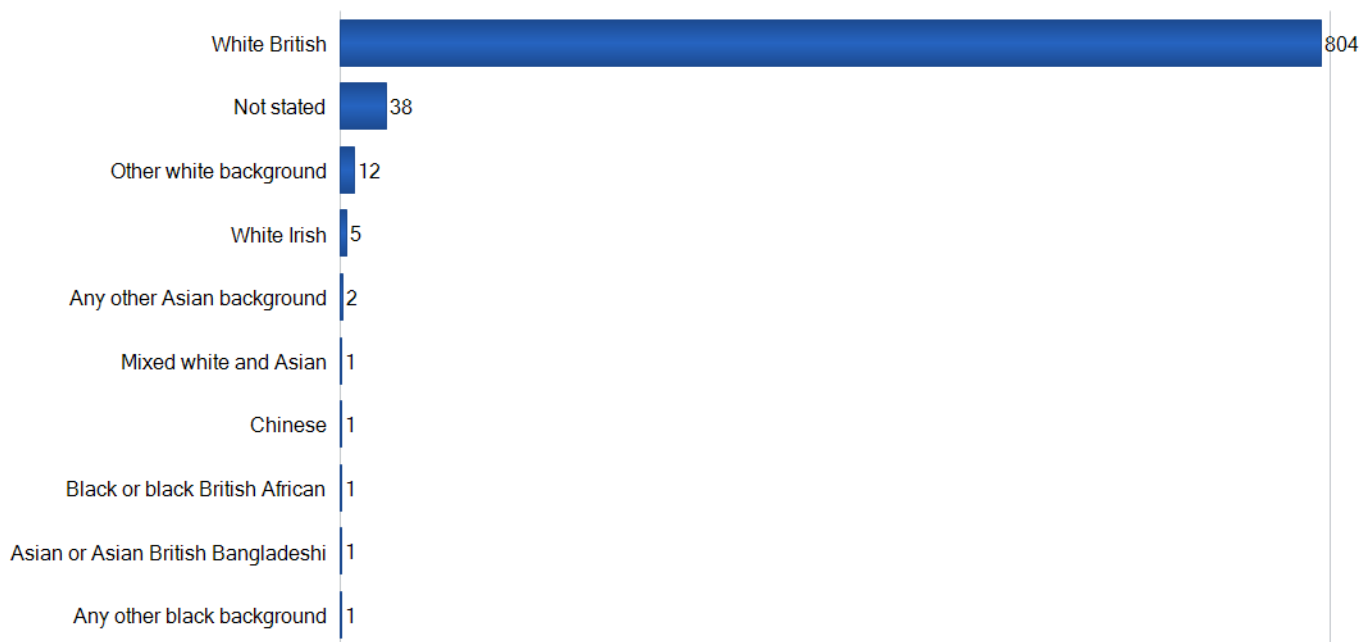
D5 ADDRESS

This graph shows a breakdown of the Blackpool Council respondents by type of address



D7 ETHNICITY

This graph shows a breakdown of the Blackpool Council respondents by ethnic group



D8 & D9 LONG STANDING ILLNESS, DISABILITY OR INFIRMITY

This graph shows the proportion of Blackpool Council respondents with a long standing illness, disability or infirmity and whether that limits their activities

