

BLACKPOOL COUNCIL  
HOUSEHOLD WASTE & RECYCLING  
PUBLIC SATISFACTION SURVEY 2014



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# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 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](http://www.hwrsurvey.org.uk) for details. Results for Blackpool Council are shown as 'Authority'.

### KSI ANALYSIS

Question	Authority	HWR Average	HWR Best	Rank	Change from 2013	
<b>KERBSIDE COLLECTION</b>						
KSI 01 - Collection, Service Overall	79.5	80.0	84.3	4	2.3	
KSI 02 - Collection, Aspects of Service	78.0	77.8	83.7	3	2.5	
KSI 03 - Recycling Collection, Aspect of Service	75.2	75.8	80.6	4	1.3	
KSI 04 - General Waste Collection	81.1	82.3	85.1	4	1.1	
KSI 05 - Recycling Collection	77.6	81.7	85.8	5	-0.7	
KSI 07 - Garden Waste Collection	83.9	83.8	85.0	3	-1.2	
KSI 08 - Bulky Waste Collection	55.1	55.3	59.6	4	2.1	
<b>RECYCLING CENTRES</b>						
KSI 09 - Recycling Centres, Service Overall	84.3	83.8	87.9	3	2.4	
KSI 10 - Recycling Centres, Aspects of Service	80.5	81.5	84.8	4	1.2	
<b>COMMUNICATION</b>						
KSI 11 - Collection/Recycling Information Overall	65.5	69.2	72.5	5	0.3	
KSI 12 - Collection/Recycling Information, Aspects	65.3	67.6	69.9	5	-0.7	
KSI 13 - Recycling Centre Information	60.8	69.4	73.5	5	-1.1	
<b>ENQUIRIES/COMPLAINTS</b>						
KSI 14 - Collection Enquiry/Complaint Handling	70.6	74.1	76.8	5	-2.4	
KSI 15 - Recycling Centre Enq/Complaint Handling	73.6	77.3	81.3	5	-6.4	

# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 1. SUMMARY




















### SATISFACTION INDICATORS (SI's)

SI's are derived using weighted data, see [www.hwrsurvey.org.uk](http://www.hwrsurvey.org.uk) for details. Results for Blackpool Council are shown as 'Authority'.

Question	Authority	HWR Average	HWR Best	Rank	Change from 2013	
<b>GENERAL WASTE COLLECTION</b>						
1.01 Frequency of general waste collection	77.8	79.2	83.3	4	1.6	
1.02 Type of general waste container provided	84.6	86.0	88.6	5	2.3	
1.03 Size of general waste container provided	81.0	81.8	84.9	4	-0.4	
<b>RECYCLING COLLECTION</b>						
2.01 Frequency of recycling collection	82.3	83.2	86.8	5	0.6	
2.02 Type of recycling container provided	75.0	81.8	86.9	6	-1.5	
2.03 Size of recycling container provided	75.5	80.1	84.0	5	-1.1	
<b>GARDEN WASTE COLLECTION</b>						
4.01 Frequency of garden waste collection	83.4	81.5	83.4	1	-0.8	
4.02 Type of garden waste container provided	84.8	86.4	87.9	5	-1.6	
4.03 Size of garden waste container provided	83.5	83.5	85.4	3	-1.1	
4.04 Amount Household have to Pay	62.5	61.9	67.4	2	-0.3	
<b>COLLECTION SERVICE</b>						
5.01 Number of containers you have to use	79.5	77.0	80.2	2	2.3	
5.02 The reliability of collections	89.4	86.8	89.7	2	3.3	
5.03 The friendliness/helpfulness of crew	80.2	79.0	84.0	3	4.6	
5.04 Levels of noise during collection	78.0	78.3	82.8	4	1.4	
5.05 Your container put back in the same place	70.2	70.6	81.4	3	0.1	
5.06 'Clean and tidy' street after collection	70.9	75.3	83.9	5	3.6	
5.07 The collection scheme overall	79.5	80.0	84.3	4	2.3	
<b>RECYCLING COLLECTION ASPECTS</b>						
6.01 Range of materials recycled	74.6	75.5	84.0	3	0.9	
6.02 How much separation of materials	77.4	77.8	81.3	4	1.3	
6.03 How much preparation of materials	73.7	74.0	76.6	5	1.7	
<b>BULKY WASTE</b>						
10.01 Range of bulky waste items collected	62.6	63.5	68.0	5	2.9	
10.02 Amount households pay for bulky collections	41.0	40.8	44.7	4	2.9	
10.03 Ease arranging bulky waste collection	61.7	61.6	66.0	3	0.6	
<b>INFORMATION ON COLLECTION/RECYCLING</b>						
11.01 What can/can't be put out for general waste	69.6	73.3	77.0	5	2.4	
11.02 What can/can't be recycled	65.5	69.5	75.8	5	1.5	
11.03 Collection dates	78.6	81.3	85.1	5	-1.5	
11.04 Changes to collection dates	76.2	74.3	77.4	2	-1.9	
11.05 How to arrange assisted collections	60.1	63.1	67.2	5	-4.2	
11.06 How to donate items	60.5	61.2	65.7	5	-2.0	
11.07 What happens to recyclable materials	57.0	55.5	57.0	1	1.5	
11.08 How to report a problem	62.0	69.2	73.6	6	-4.2	
11.09 How to reduce waste in the first place	63.2	66.1	69.5	5	1.4	
11.10 How to home-compost	60.1	62.1	67.1	5	0.1	

# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 1. SUMMARY

Question	Authority	HWR Average	HWR Best	Rank	Change from 2013	
11.11 The provision of information overall	65.5	69.2	72.5	5	0.3	
<b>COLLECTION COMPLAINTS/ENQUIRIES</b>						
14.01 Ease getting through to the right person	65.1	73.8	78.5	5	-4.7	
14.02 Helpfulness of staff	77.4	78.5	80.9	4	0.0	
14.03 Outcome of contact	69.3	69.9	73.0	3	-2.6	
<b>RECYCLING CENTRES</b>						
16.01 Their opening hours	70.2	77.4	84.4	5	-0.5	
16.02 Ease of finding them	81.7	86.7	88.2	5	2.3	
16.03 Queuing time	78.3	79.6	84.5	4	1.5	
16.04 Layout	82.1	80.0	86.1	3	1.9	
16.05 Signage advice on containers	79.4	80.1	84.9	4	-1.5	
16.06 The range of materials that are accepted	82.1	84.4	86.8	5	-0.3	
16.07 Ease of getting waste into the containers	80.8	79.8	83.4	4	1.2	
16.08 Frequency of containers being emptied	79.3	80.4	83.2	4	-0.4	
16.09 The friendliness/helpfulness of staff	84.6	82.1	85.8	2	4.7	
16.10 How 'clean and tidy' the centre is	87.0	84.5	87.0	1	2.9	
16.11 Recycling centres overall	84.3	83.8	87.9	3	2.4	
<b>INFORMATION ON RECYCLING CENTRES</b>						
18.0 Availability of recycling centres information	60.8	69.4	73.5	5	-1.1	
<b>RECYCLING CENTRE COMPLAINTS/ENQUIRIES</b>						
21.01 Ease getting through to the right person	68.8	76.4	81.5	5	-10.3	
21.02 The helpfulness of staff	77.9	80.5	82.2	5	-7.1	
21.03 The outcome of your contact	74.0	75.2	81.1	3	-1.7	

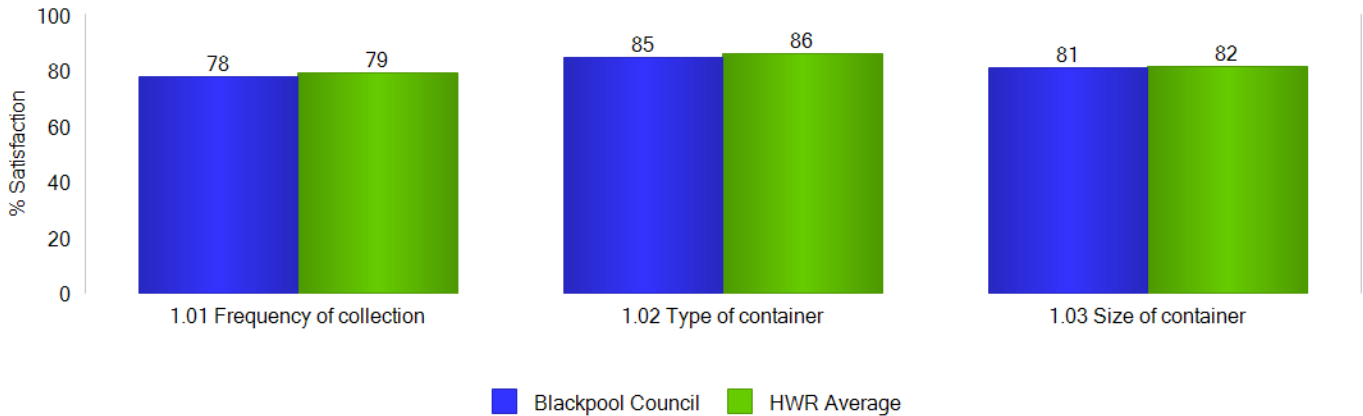
# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 2. GENERAL WASTE COLLECTION

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

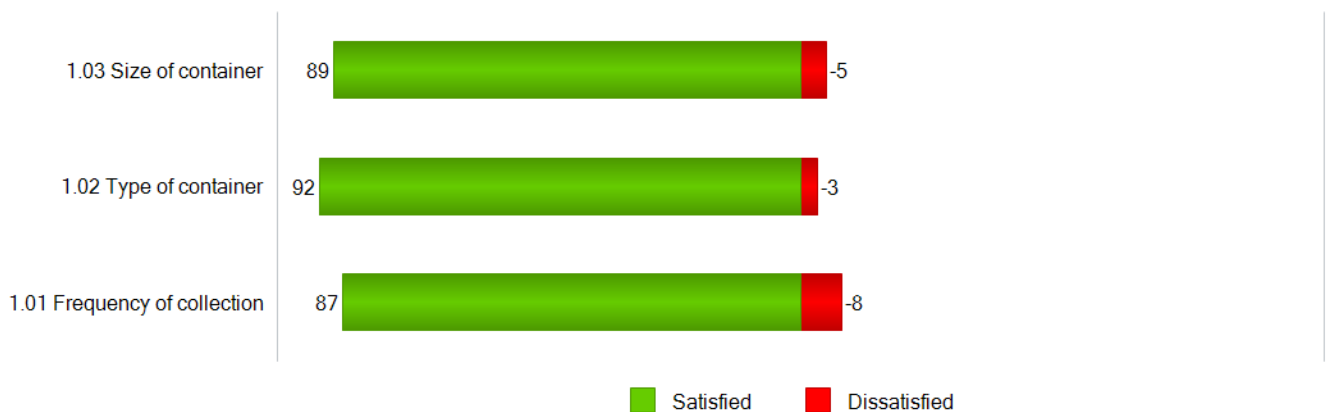
#### COMPARISON WITH HWR AVERAGE

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



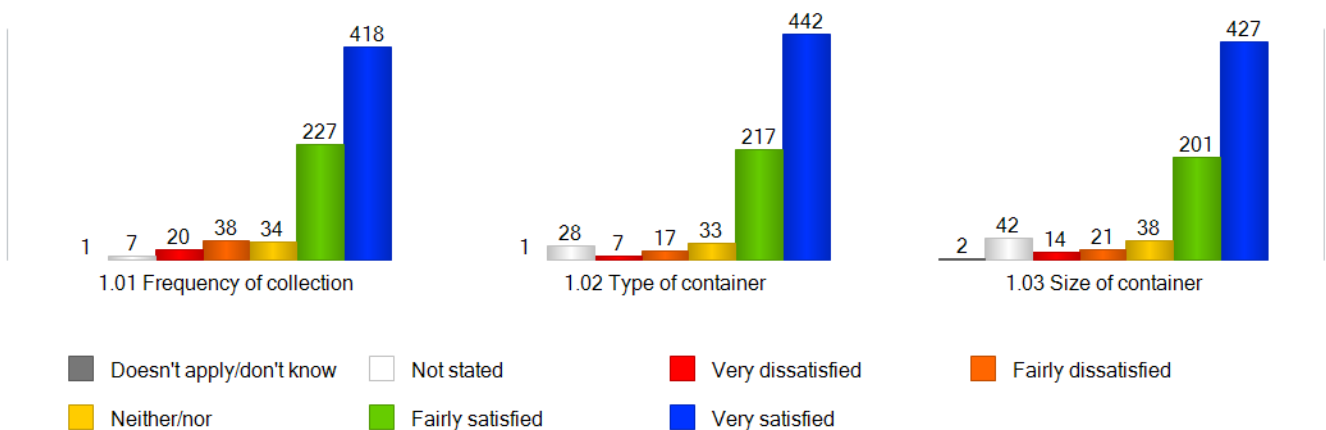
#### NET SATISFACTION

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

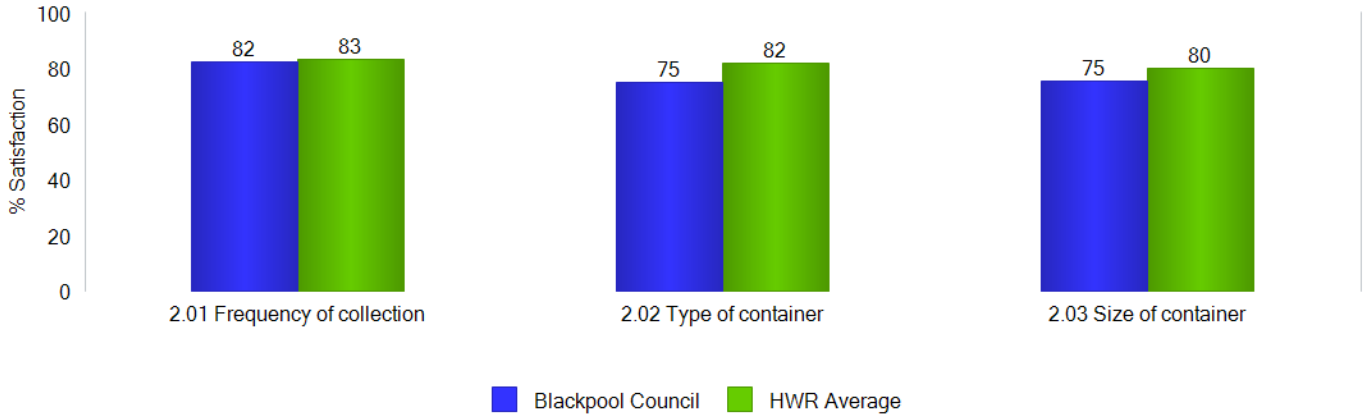


## 3. RECYCLING WASTE COLLECTION

### 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 ...?

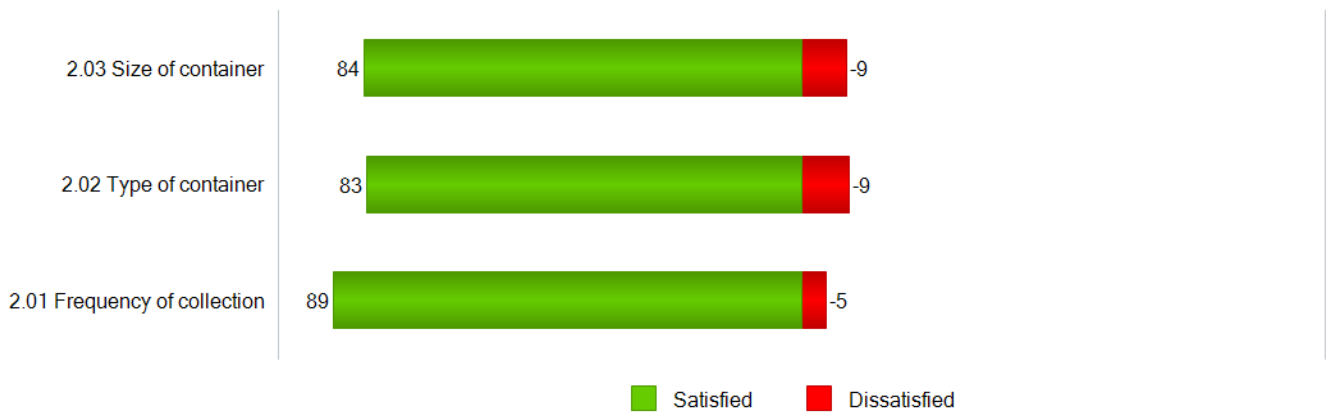
#### COMPARISON WITH HWR AVERAGE

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



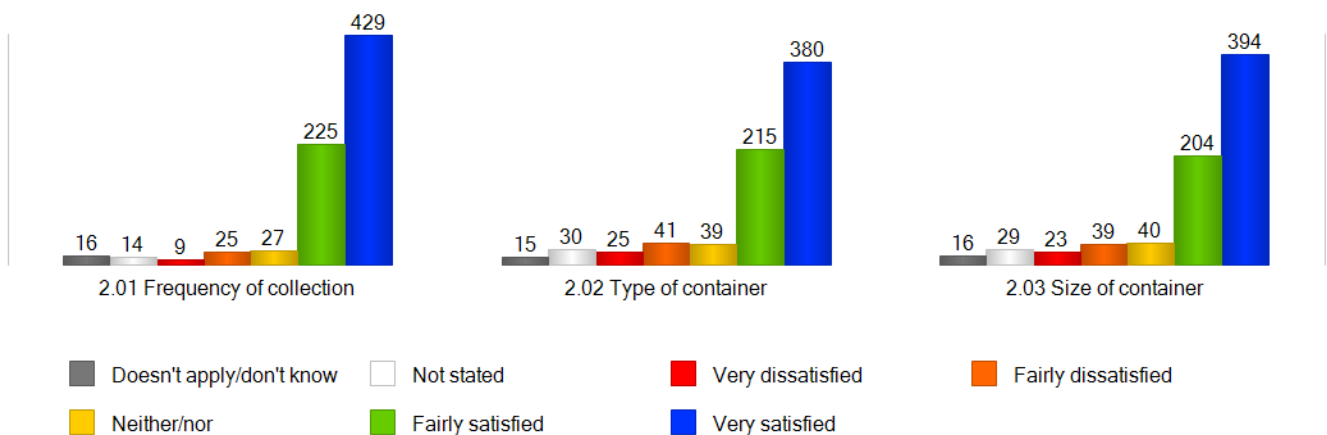
#### NET SATISFACTION

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

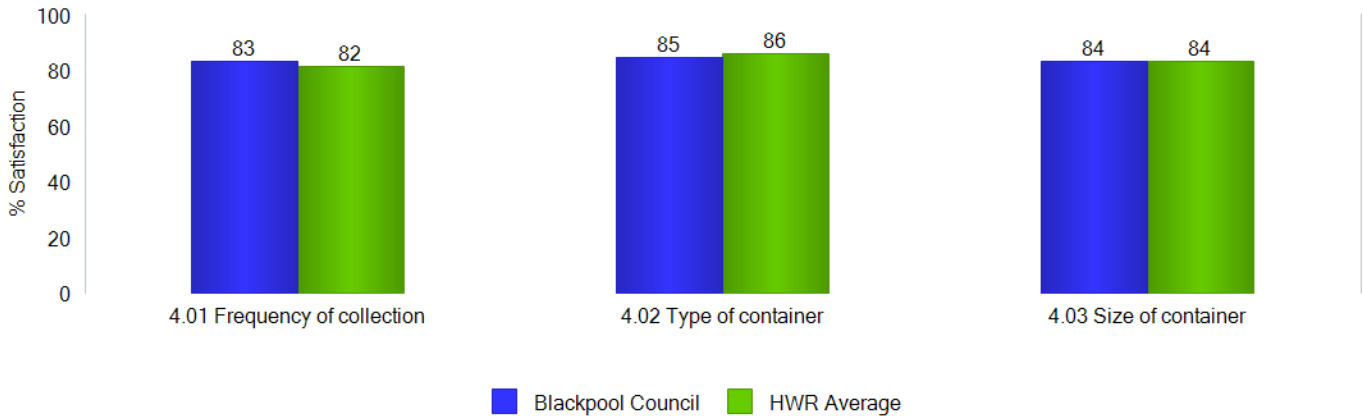


## 4. GARDEN WASTE COLLECTION

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

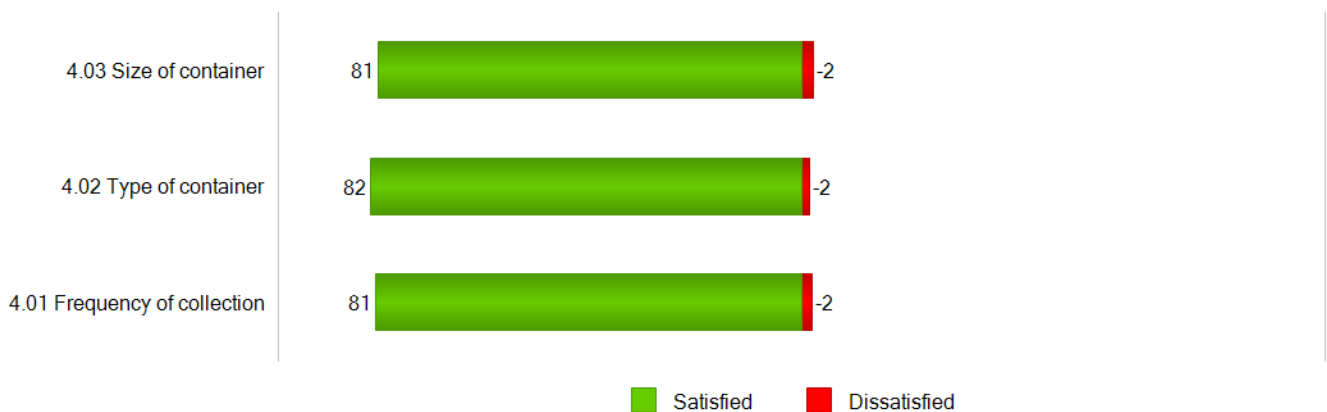
#### COMPARISON WITH HWR AVERAGE

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



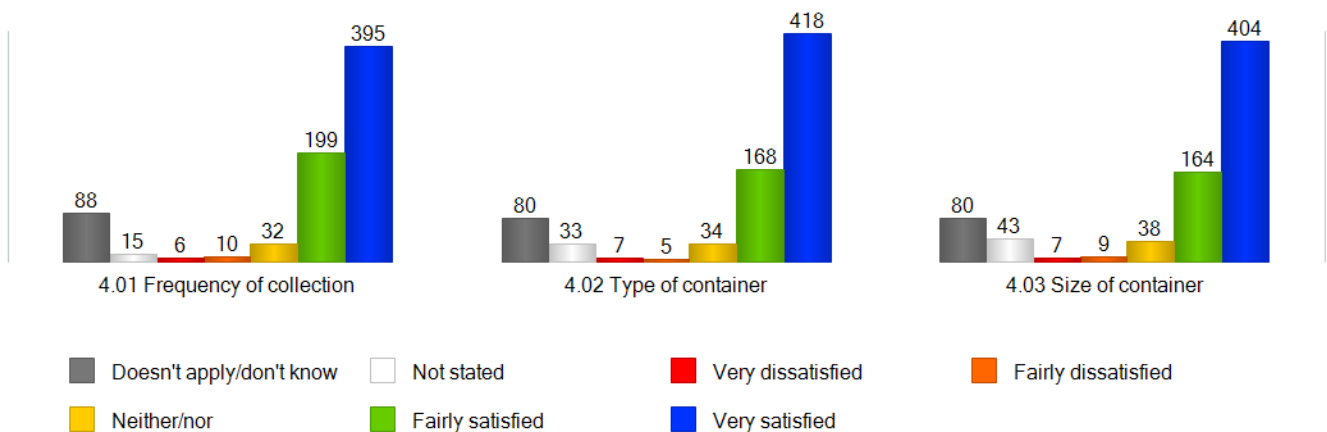
#### NET SATISFACTION

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

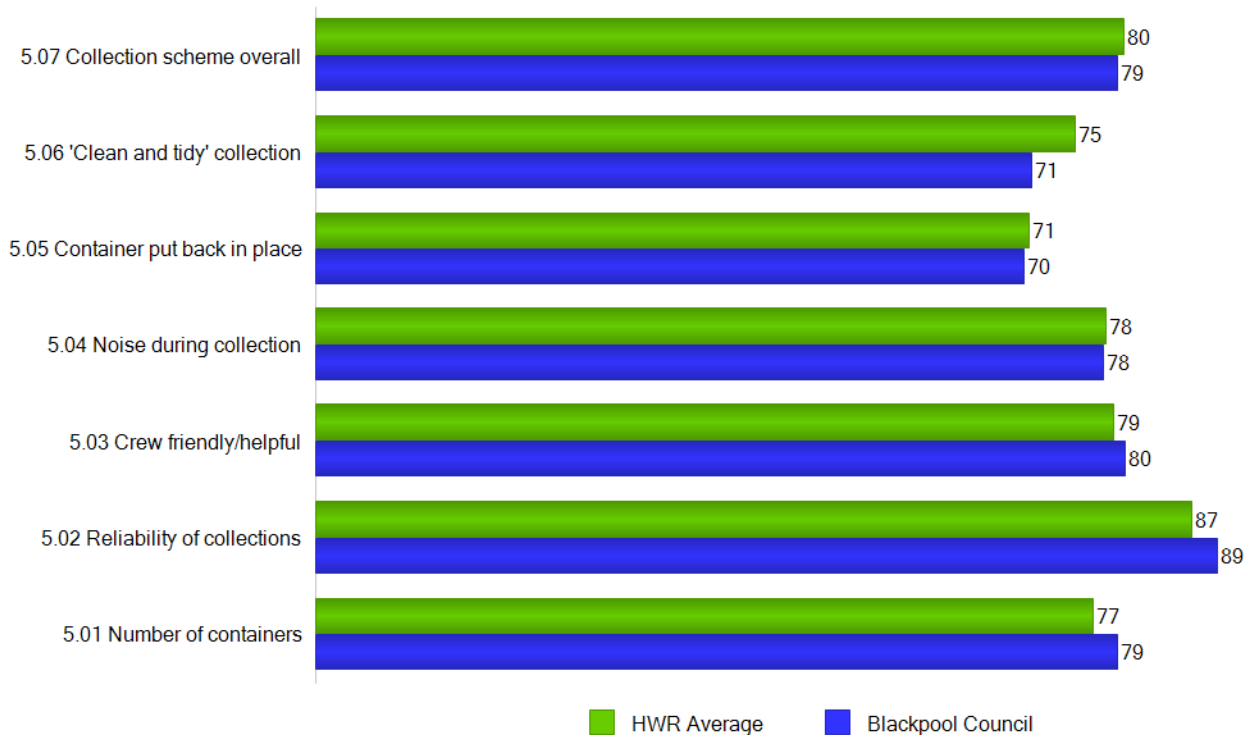




### Q5 THINKING ABOUT COLLECTION IN GENERAL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

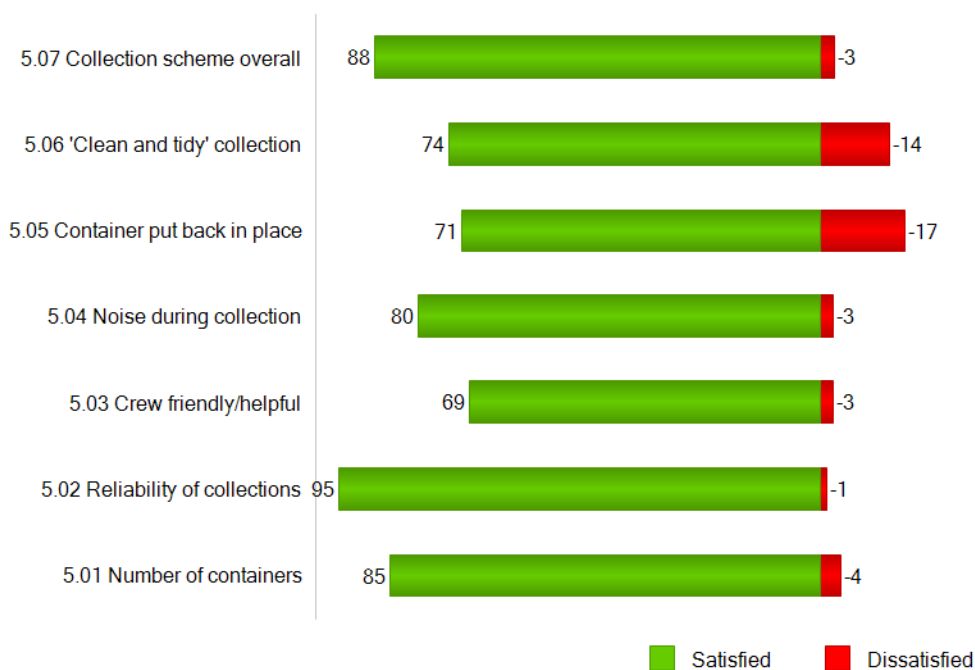
#### COMPARISON WITH HWR AVERAGE

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



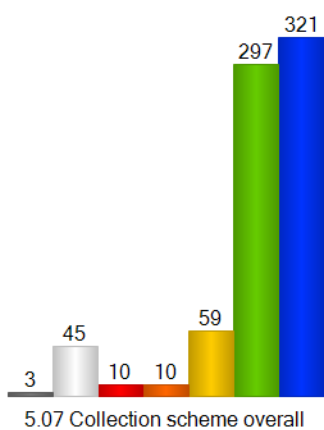
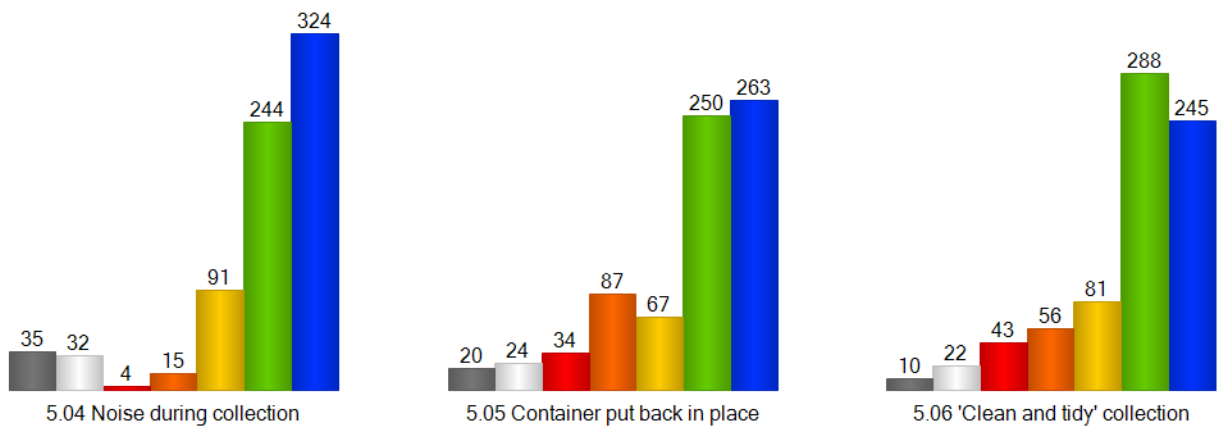
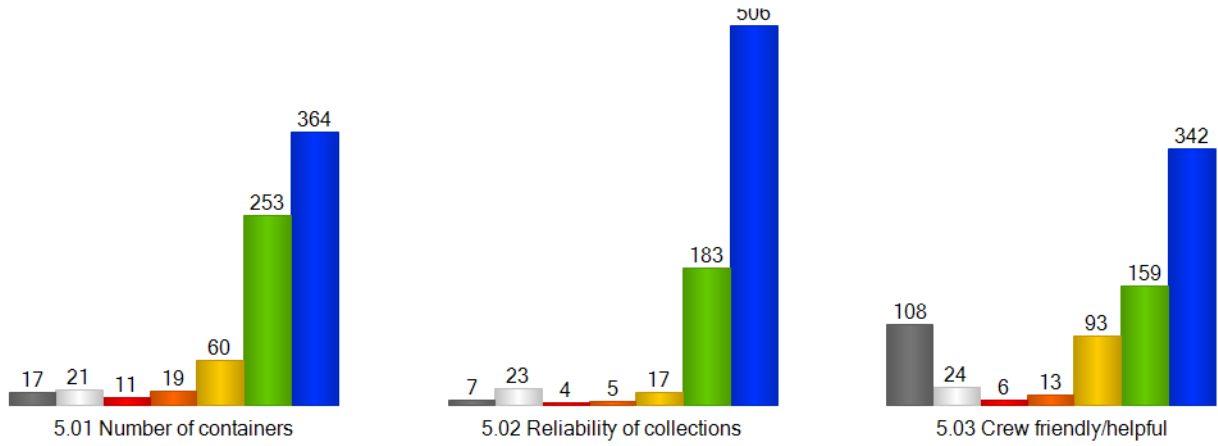
#### NET SATISFACTION

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)



### RESPONSE ANALYSIS

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



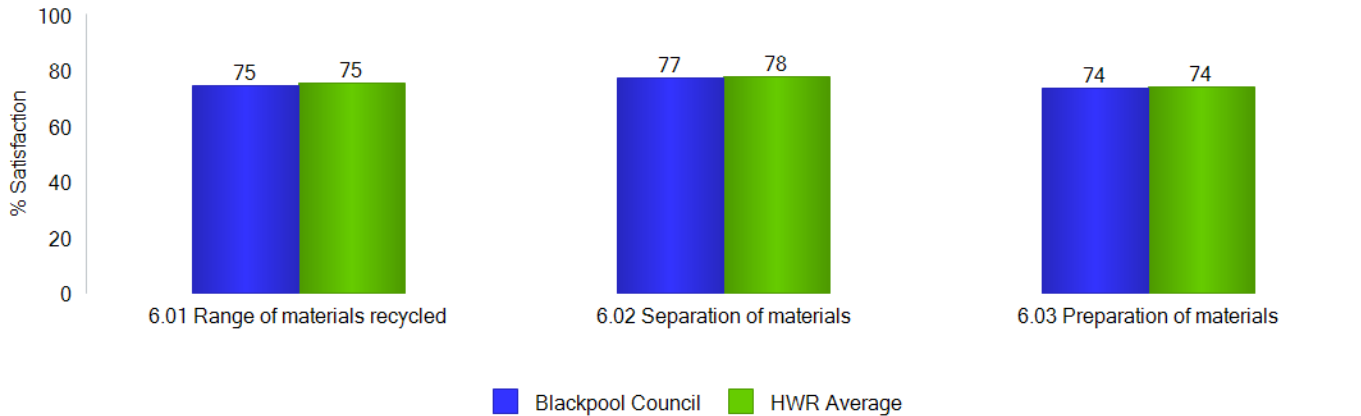
# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 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 ...?

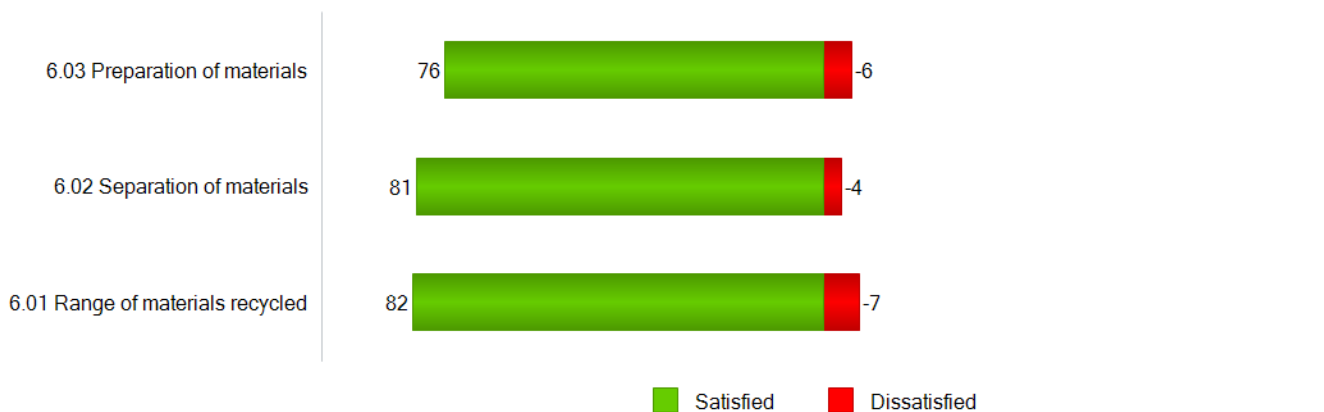
#### COMPARISON WITH HWR AVERAGE

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



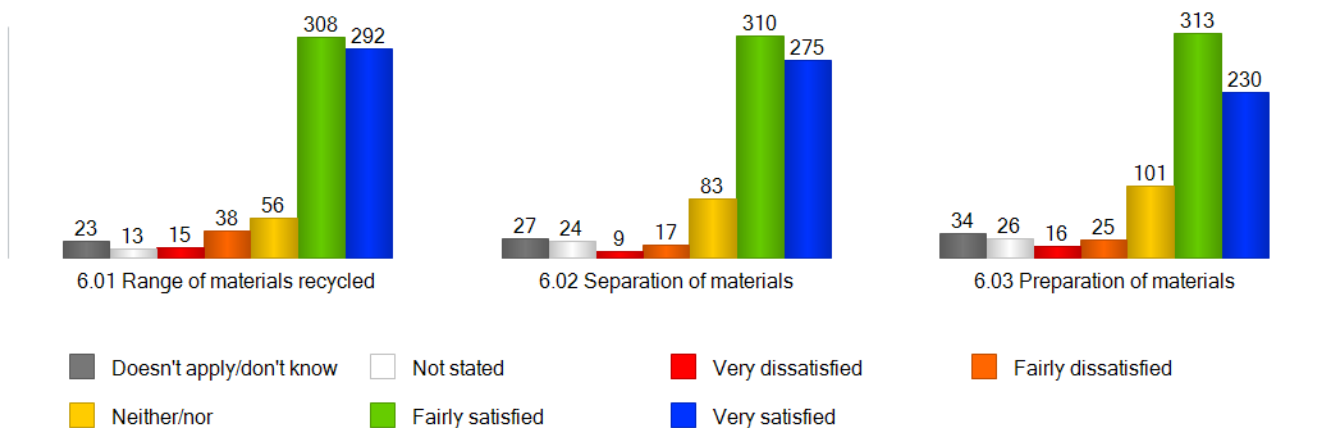
#### NET SATISFACTION

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

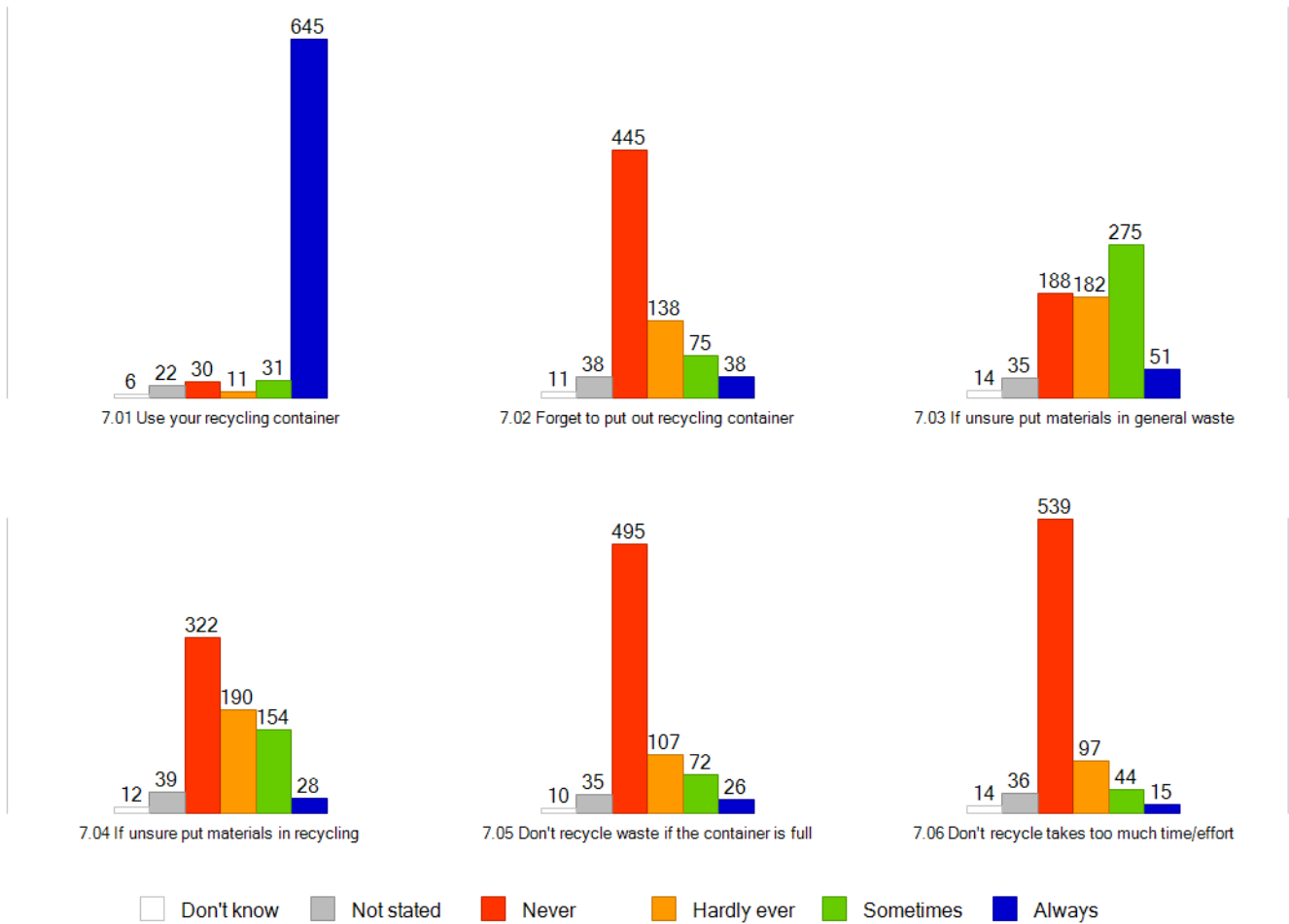
This graph shows a breakdown of the Blackpool Council resident responses to the Recycling Collection questions



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

#### RESPONSE ANALYSIS

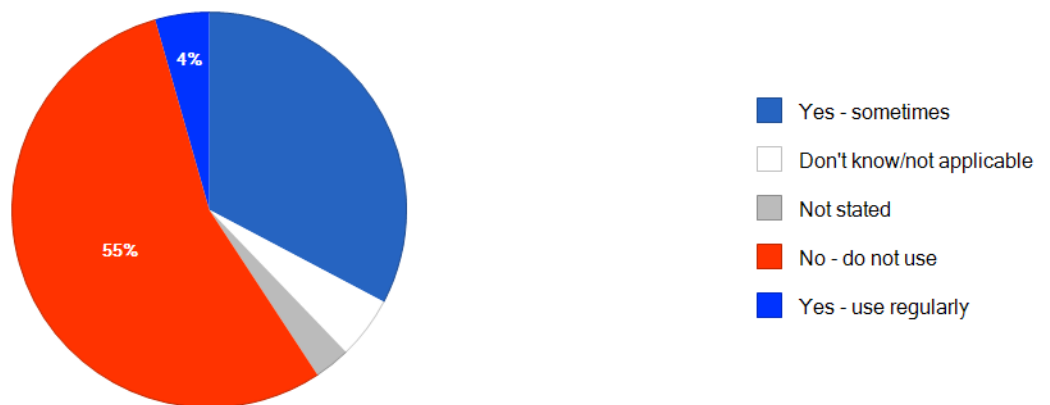
The graphs below show a breakdown of the Blackpool Council resident responses to the questions on recycling



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

#### RESPONSE ANALYSIS

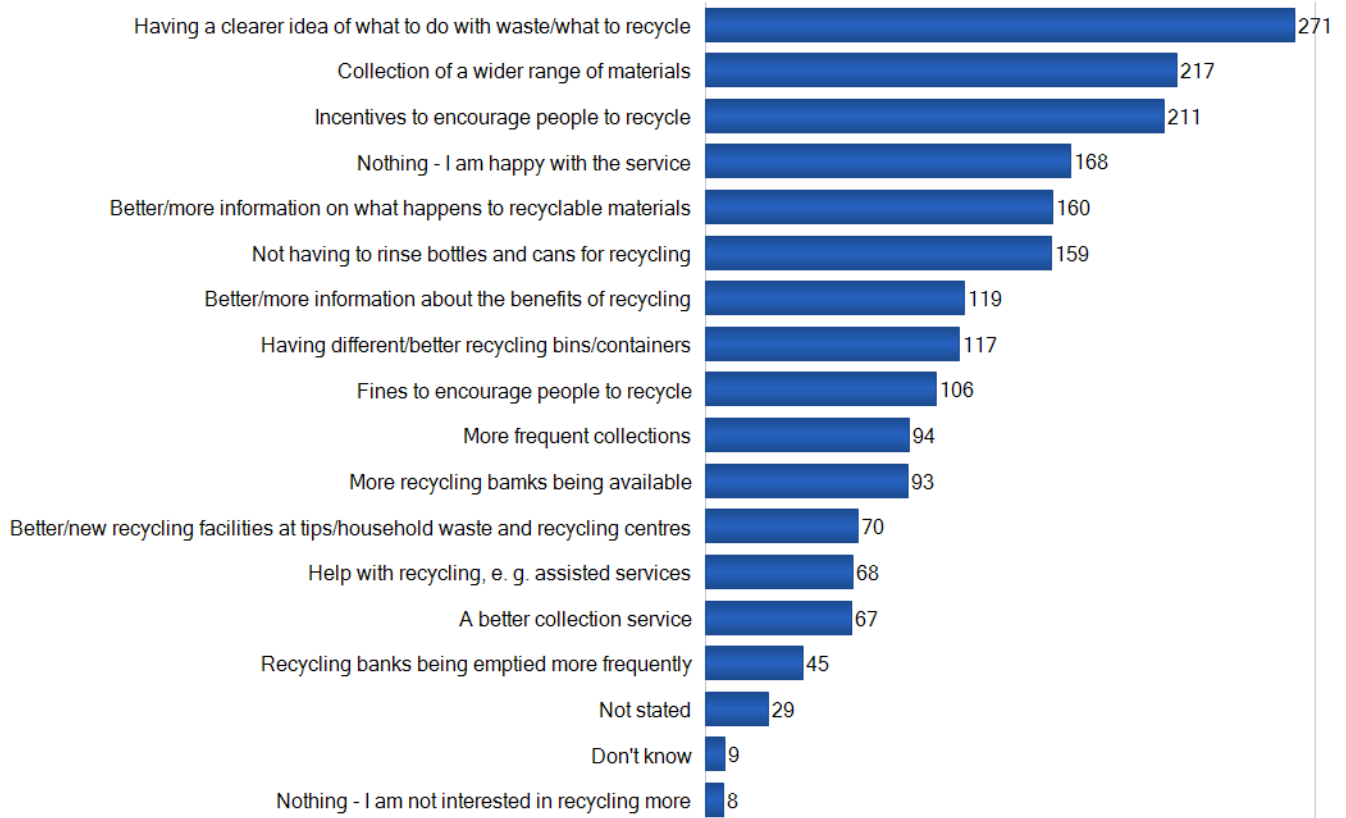
This pie chart shows a breakdown of the Blackpool Council resident responses to using local recycling banks



### 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



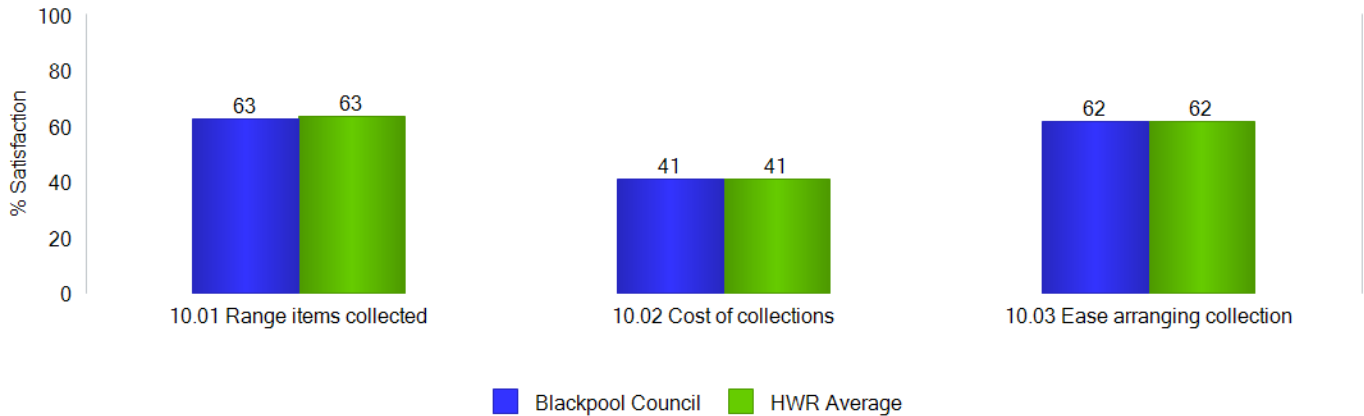
# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 8. BULKY WASTE COLLECTION

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

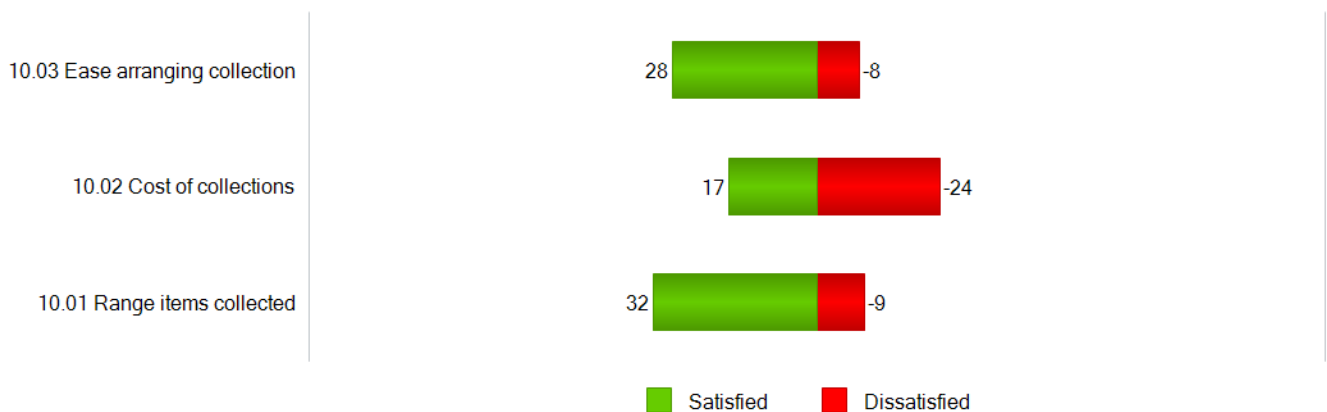
#### COMPARISON WITH HWR AVERAGE

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



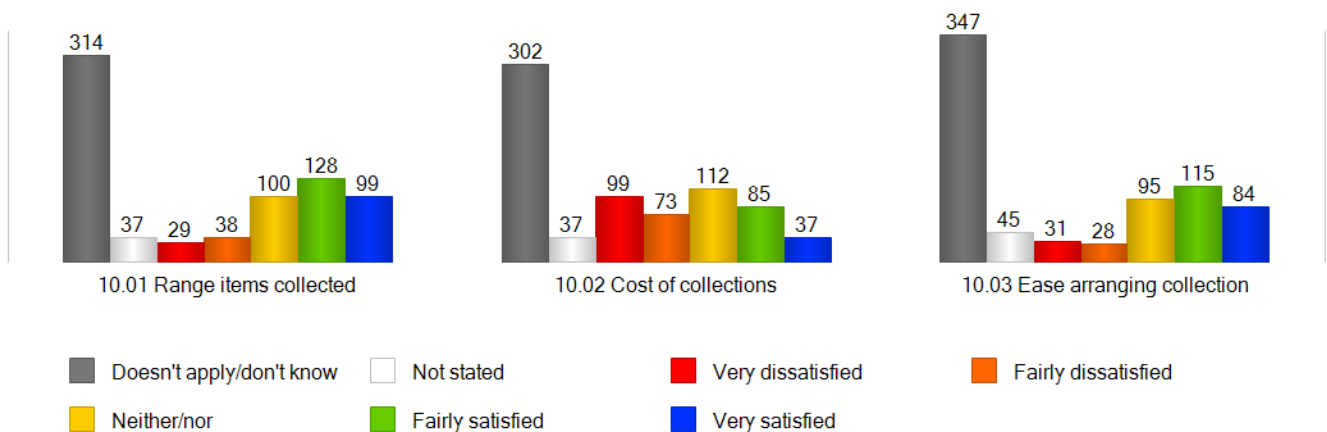
#### NET SATISFACTION

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

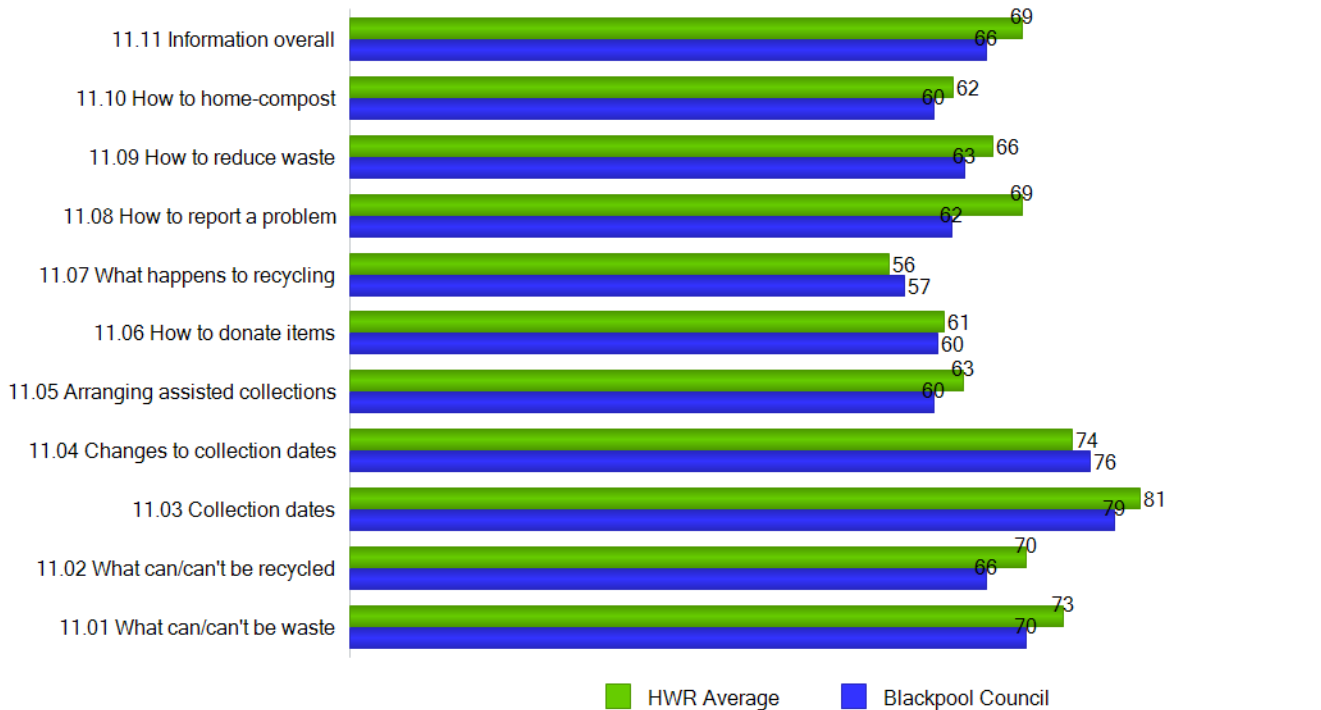
This graph shows a breakdown of the Blackpool Council resident responses to the Bulky Waste Collection questions



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

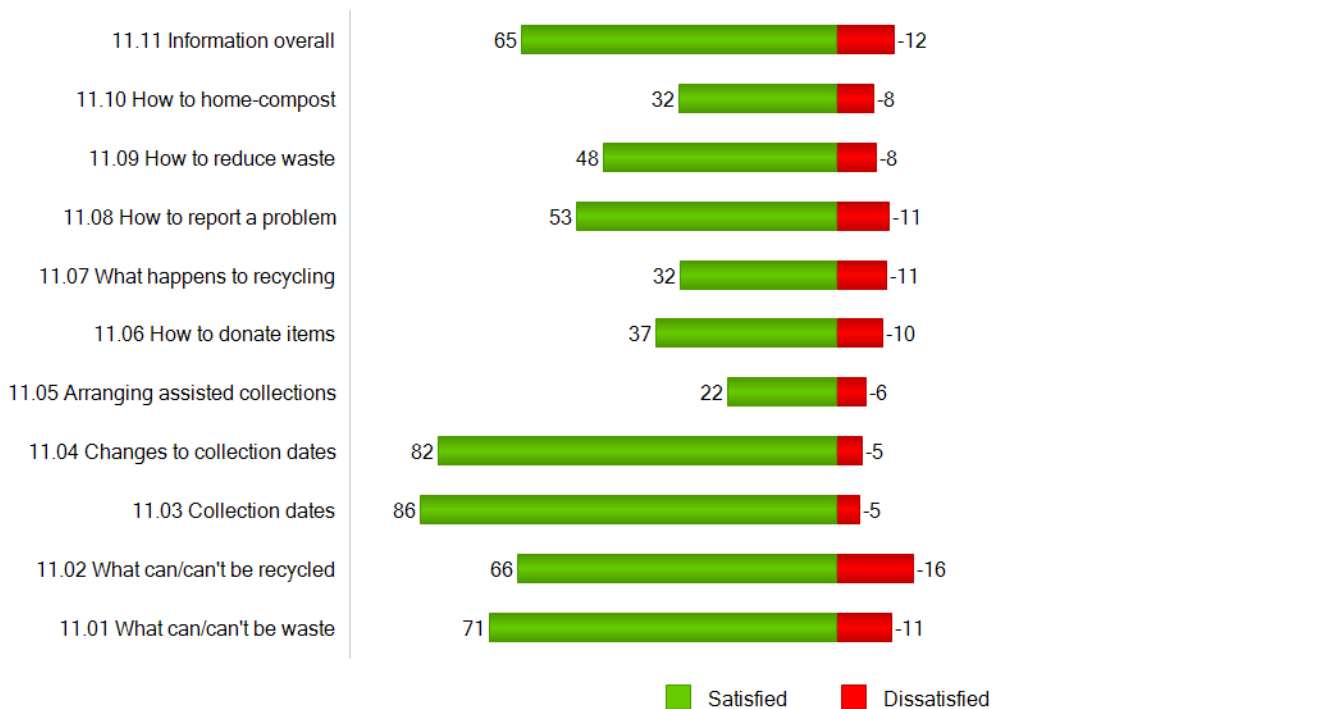
#### COMPARISON WITH HWR AVERAGE

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



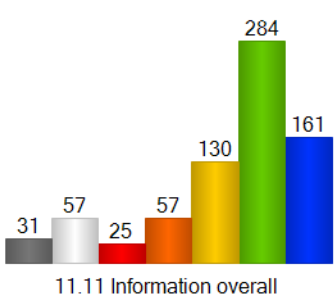
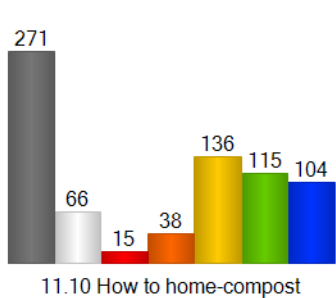
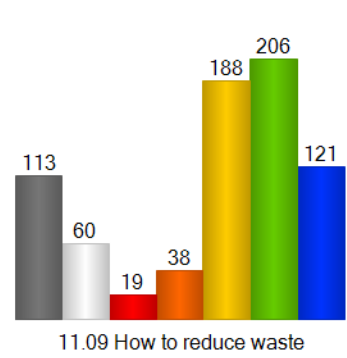
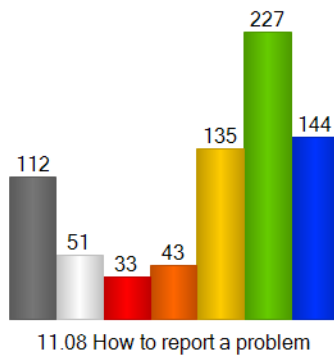
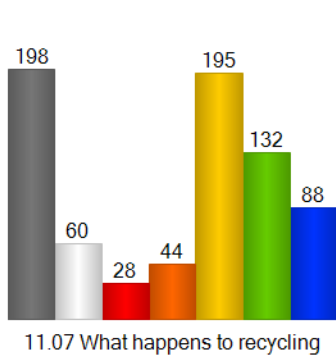
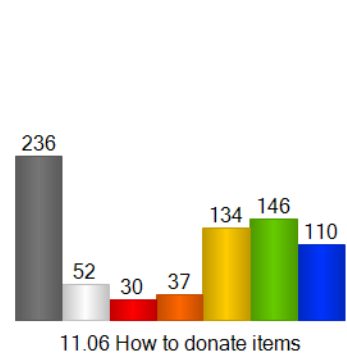
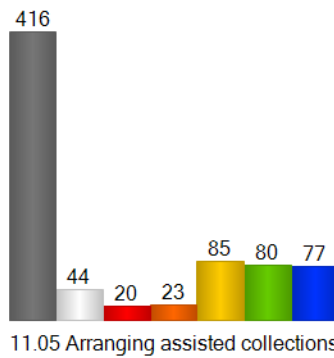
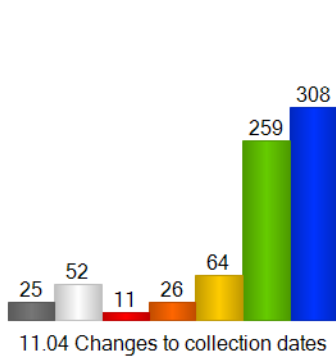
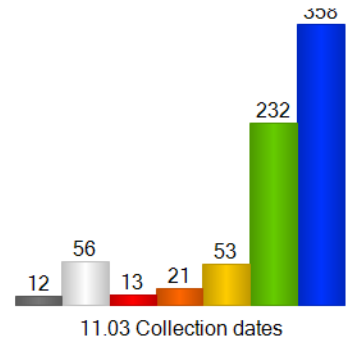
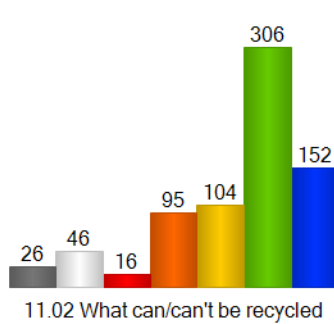
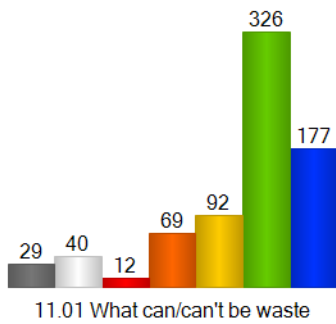
#### NET SATISFACTION

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)



### RESPONSE ANALYSIS

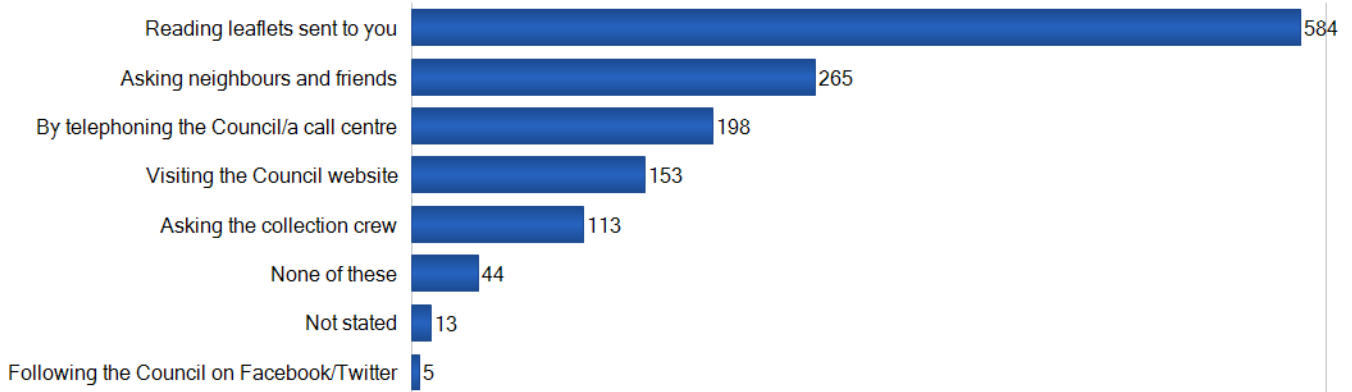
This graph shows a breakdown of the Blackpool Council resident responses to the questions about the amount of information available





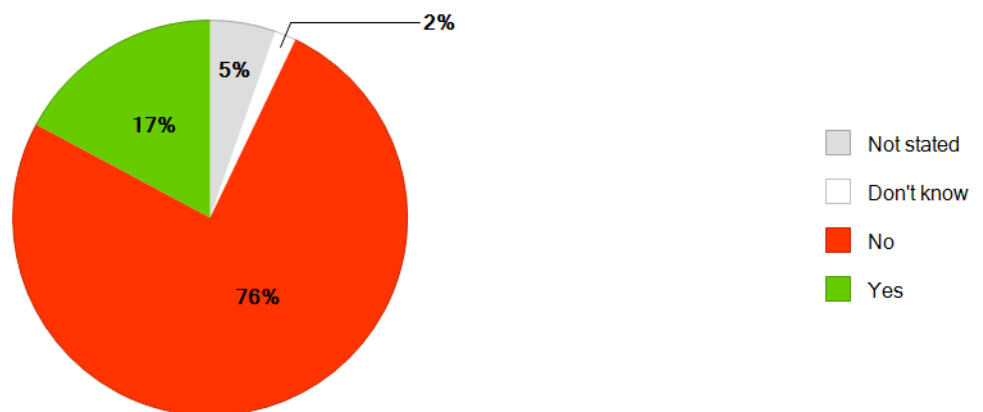
### Q12 WHICH, IF ANY, OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT COLLECTION OF WASTE/RECYCLING FROM YOUR HOME?

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?

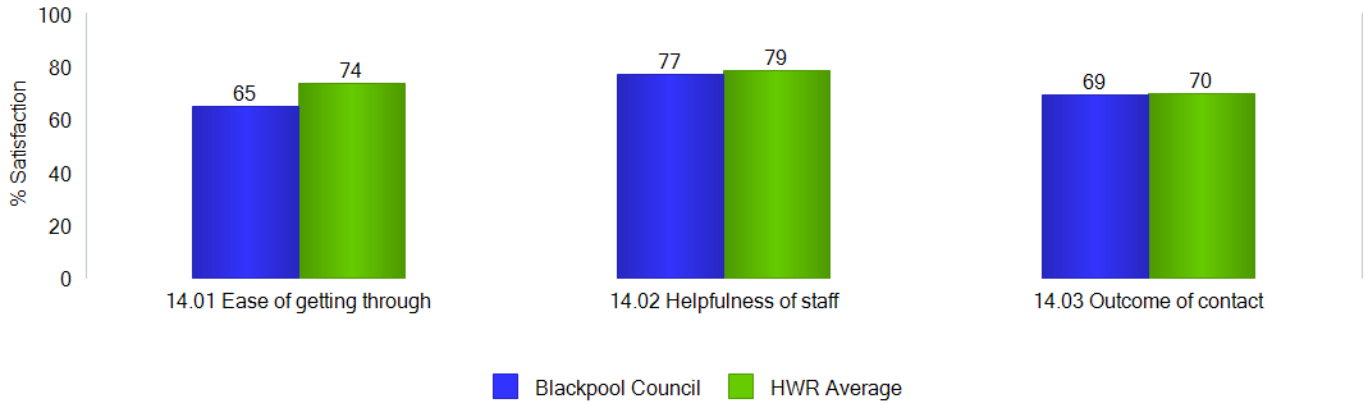
This pie chart shows a breakdown of the Blackpool Council residents contacting the local council to make a complaint or enquiry about waste/recycling collections from their home



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

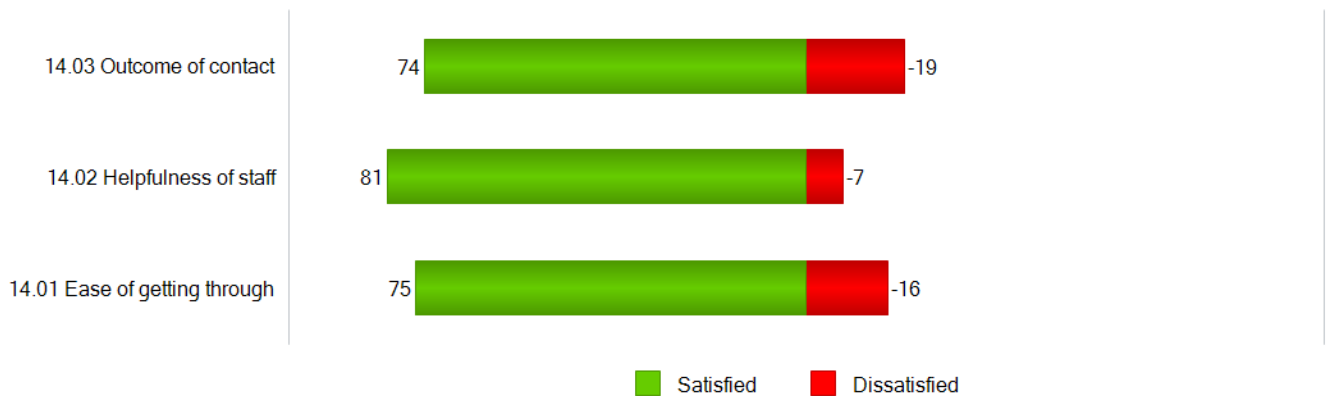
#### COMPARISON WITH HWR AVERAGE

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



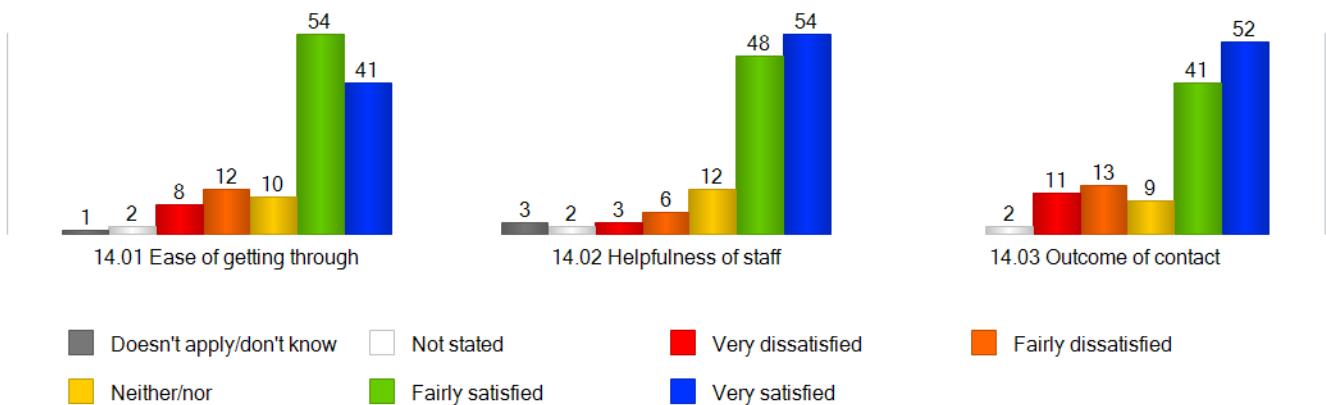
#### NET SATISFACTION

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)



#### RESPONSE ANALYSIS

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



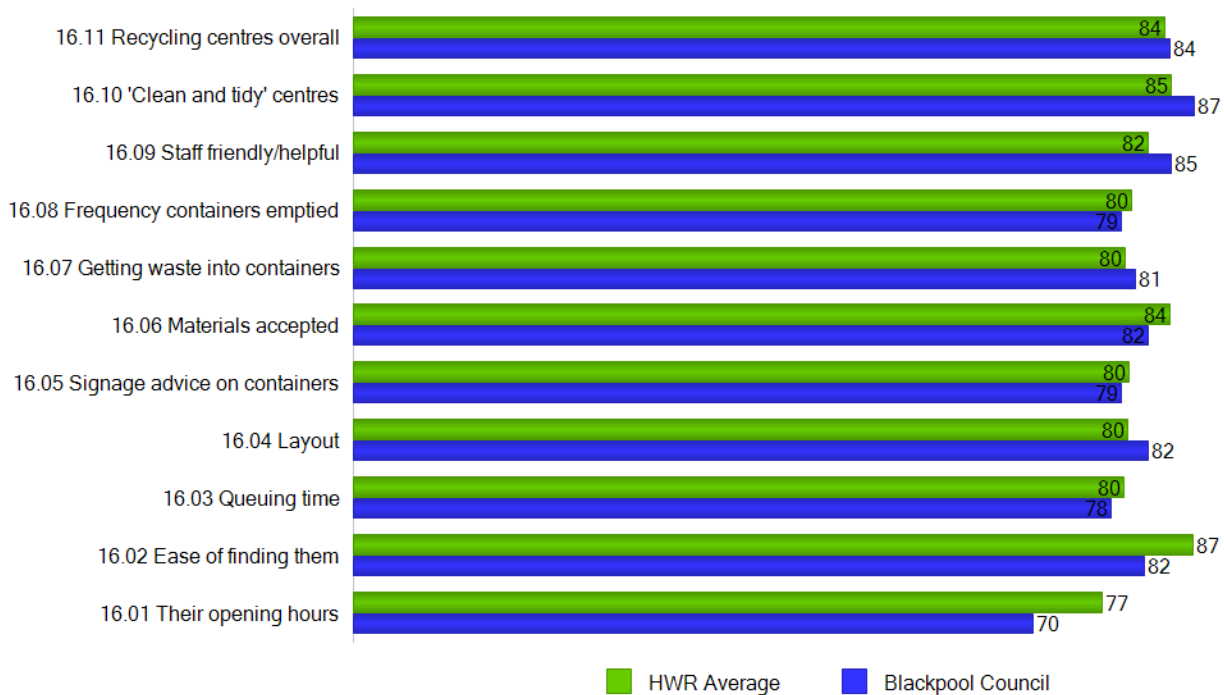
# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 11. RECYCLING CENTRES IN GENERAL

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

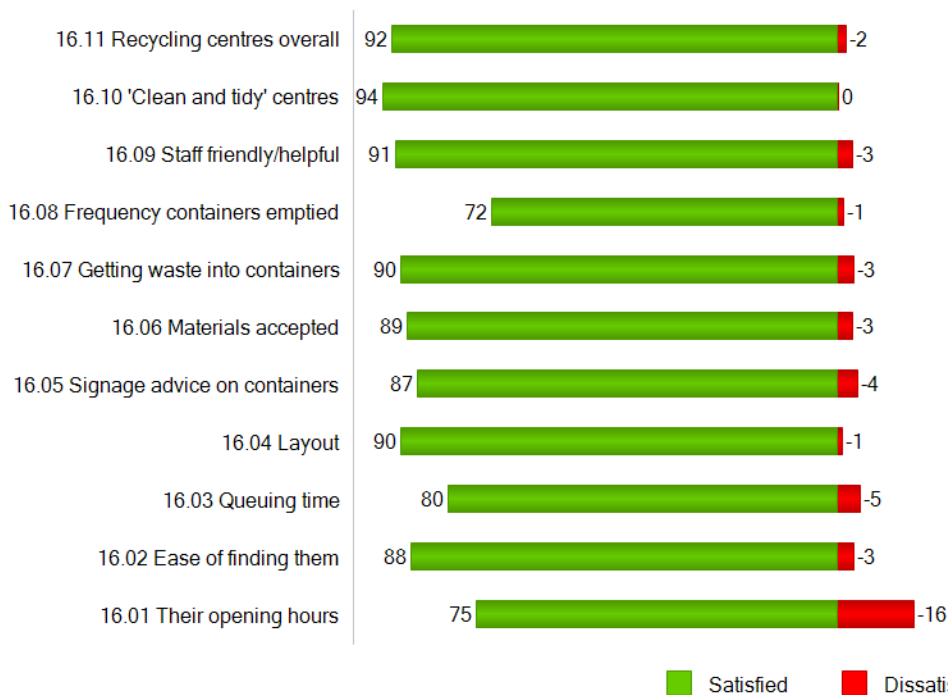
#### COMPARISON WITH HWR AVERAGE

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)

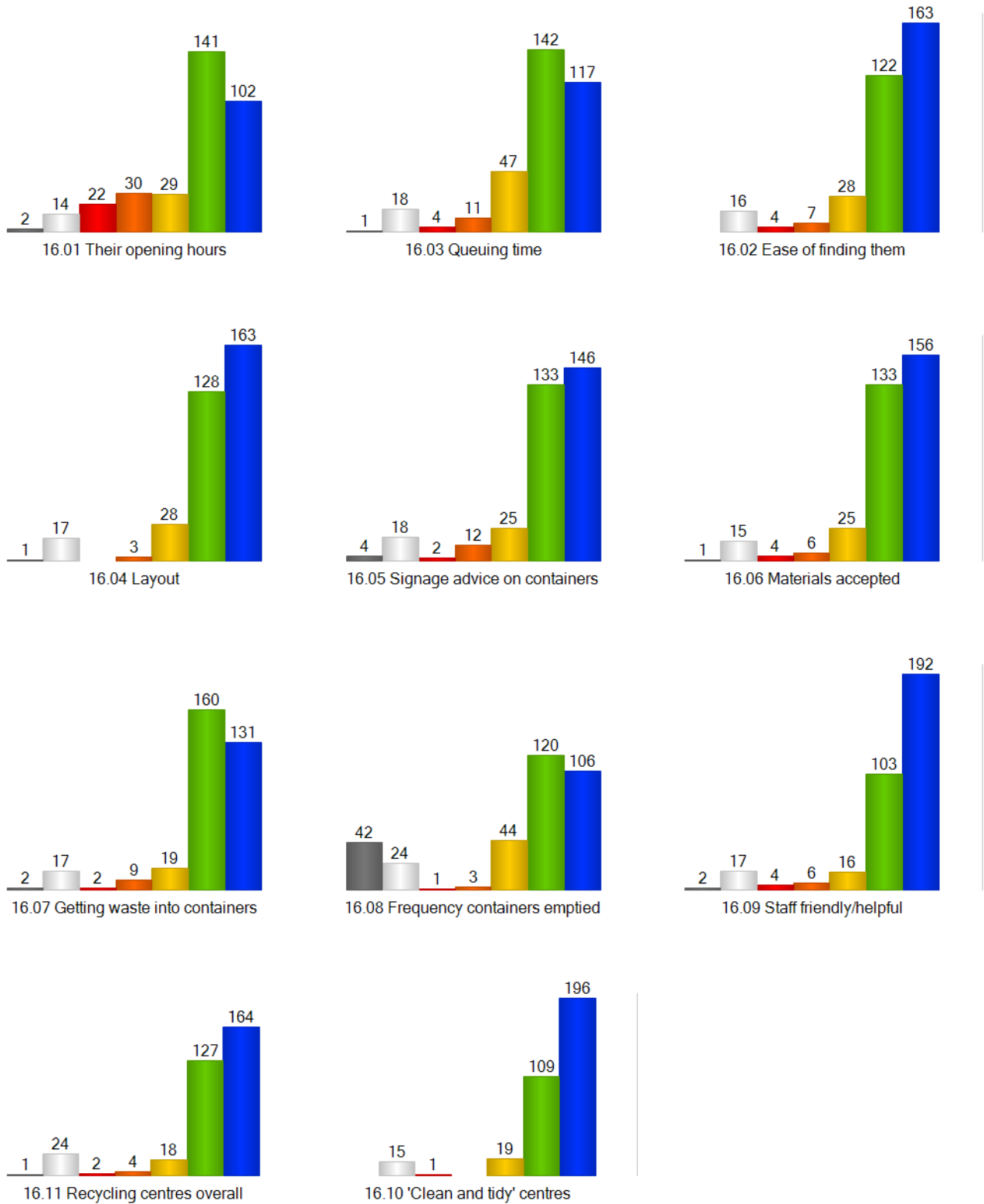


# HOUSEHOLD WASTE & RECYCLING SURVEY 2014

## 11. RECYCLING CENTRES IN GENERAL

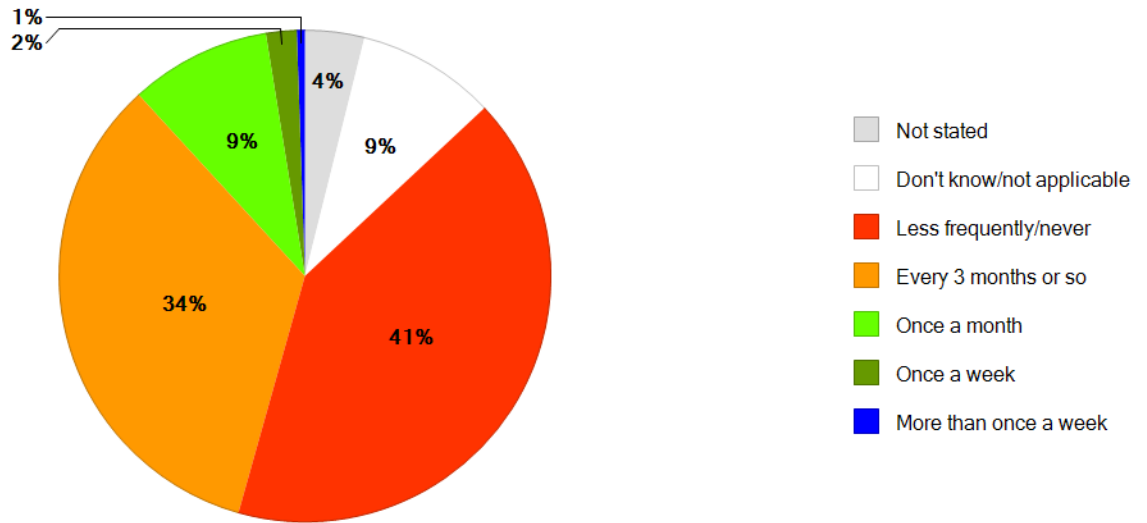
### RESPONSE ANALYSIS

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



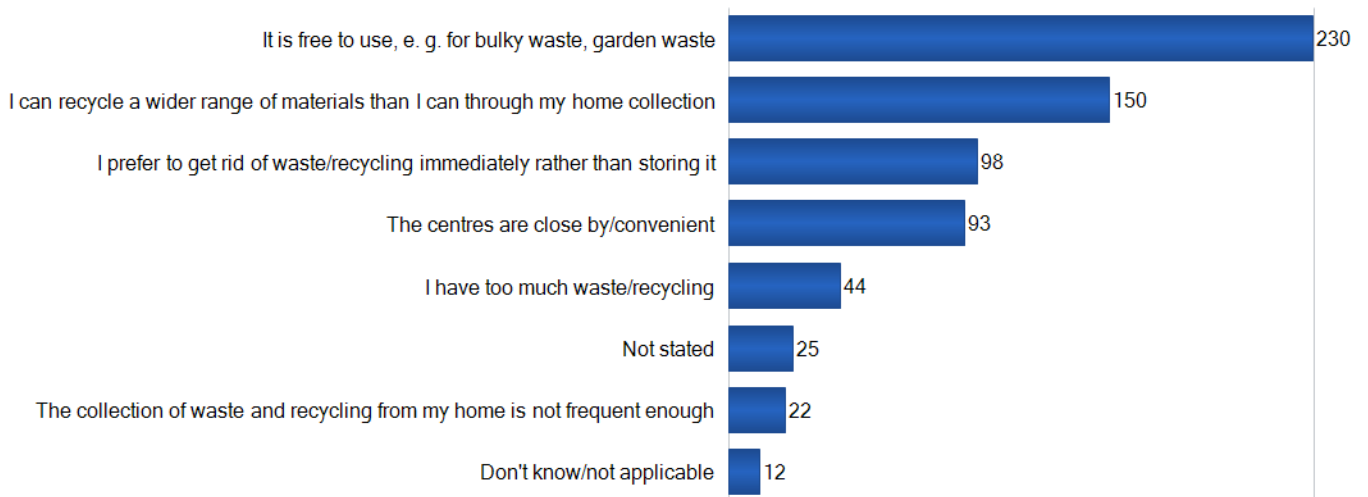
### Q15 THINKING ABOUT THE LAST 12 MONTHS OR SO, HOW OFTEN IF AT ALL WOULD YOU SAY YOU, OR MEMBERS OF YOUR HOUSEHOLD, HAVE TYPICALLY TAKEN WASTE AND RECYCLING TO HOUSEHOLD WASTE AND RECYCLING CENTRES?

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



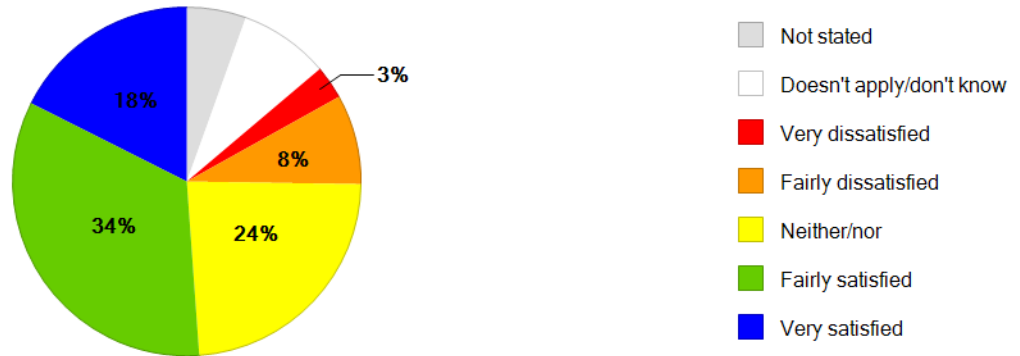
### Q17 WHICH OF THESE POSSIBLE REASONS, IF ANY, BEST EXPLAINS WHY YOU OR MEMBERS OF YOUR HOUSEHOLD USE WASTE AND RECYCLING CENTRES?

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



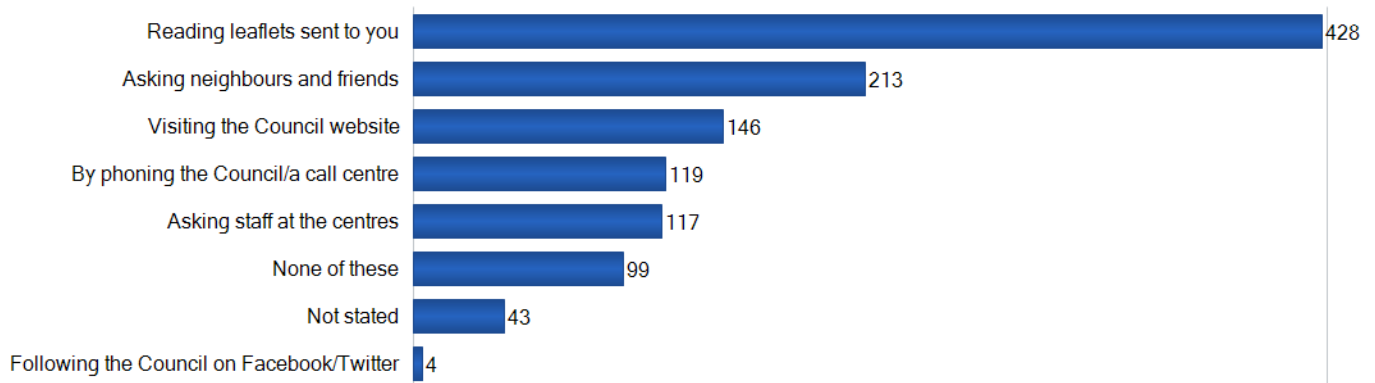
### Q18 HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE AVAILABILITY OF INFORMATION FOR HOUSEHOLDS ABOUT LOCAL HOUSEHOLD RECYCLING CENTRES

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



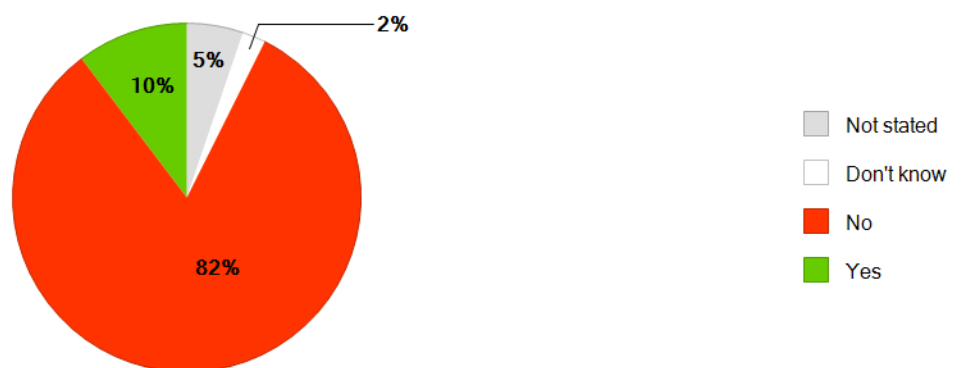
### Q19 WHICH IF ANY OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT HOUSEHOLD WASTE AND RECYCLING CENTRES?

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?

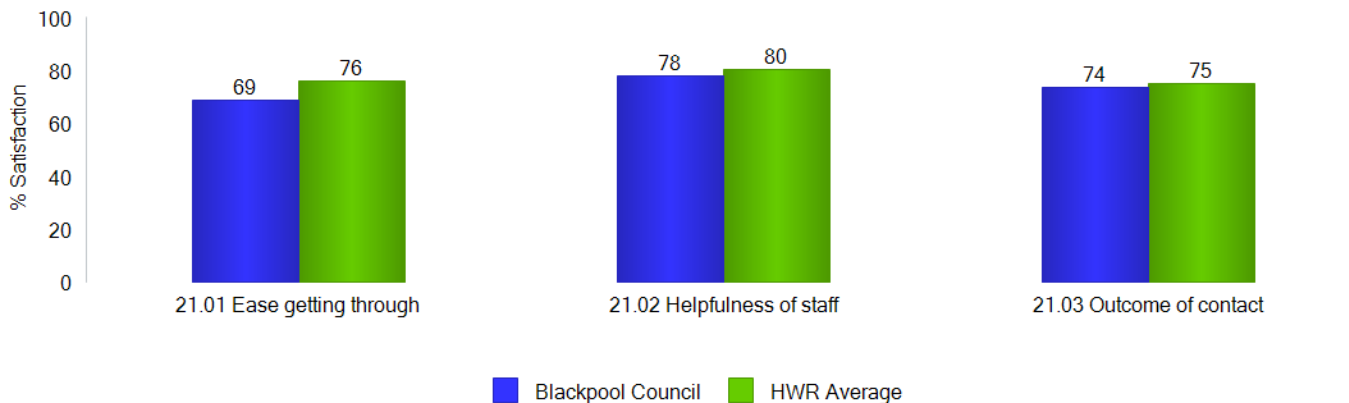
This pie chart shows a breakdown of the Blackpool Council residents contacting the local council to make a complaint or enquiry about household waste recycling centres



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

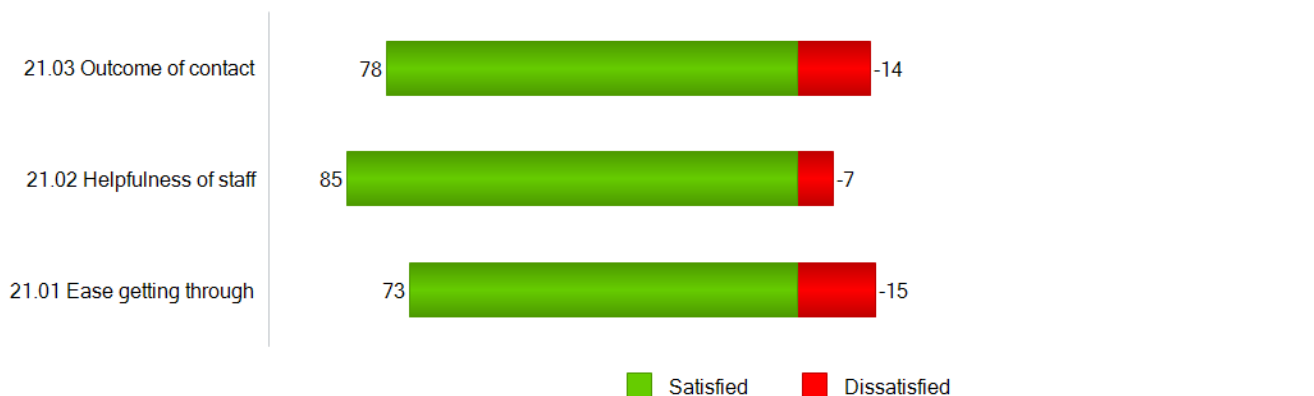
#### COMPARISON WITH HWR AVERAGE

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)



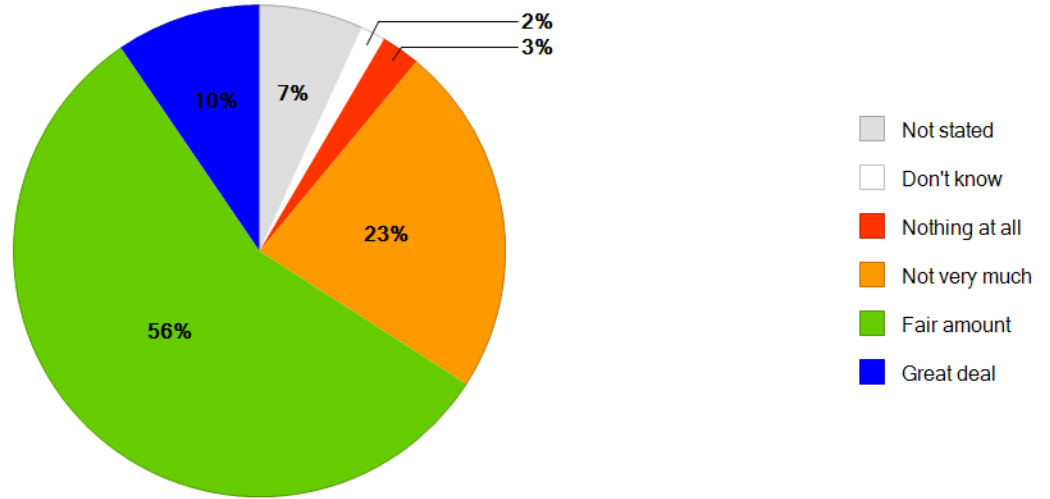
#### RESPONSE ANALYSIS

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

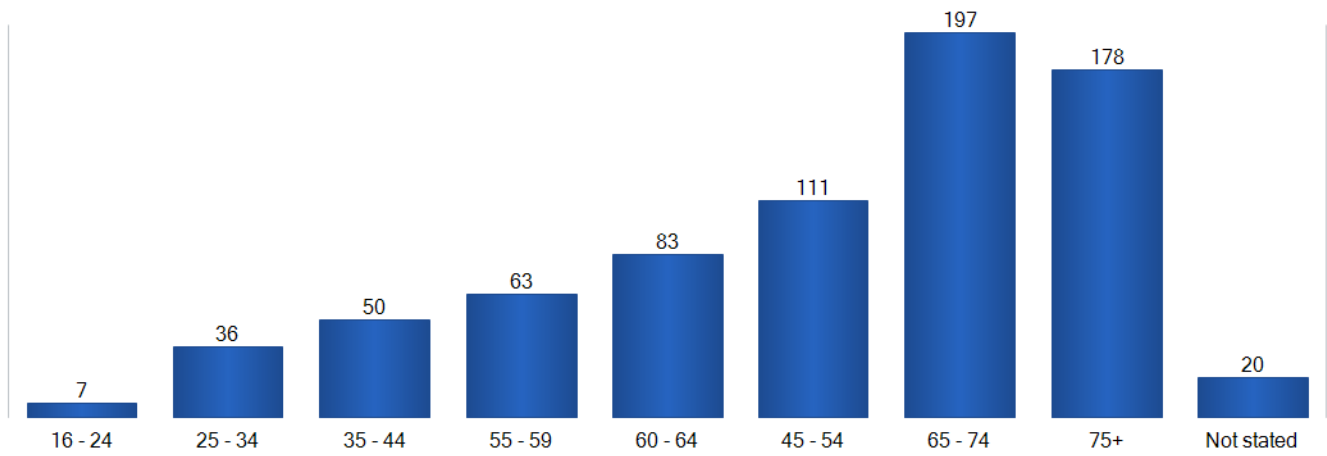




## 16. RESPONDENTS

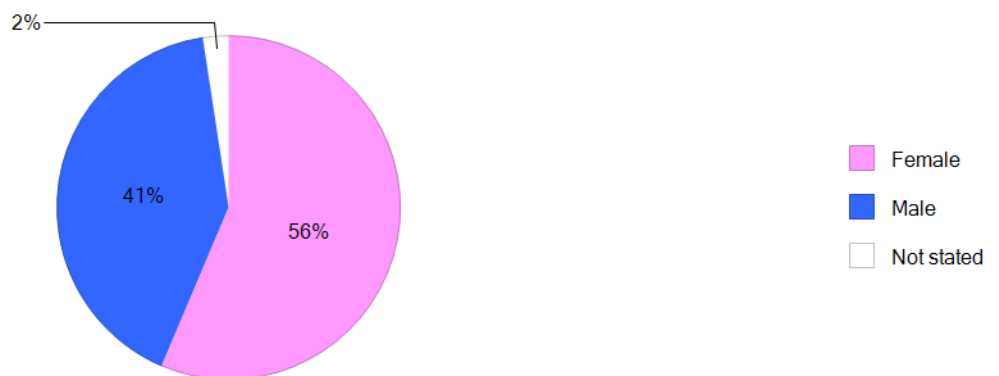
### D1 AGE GROUPS

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



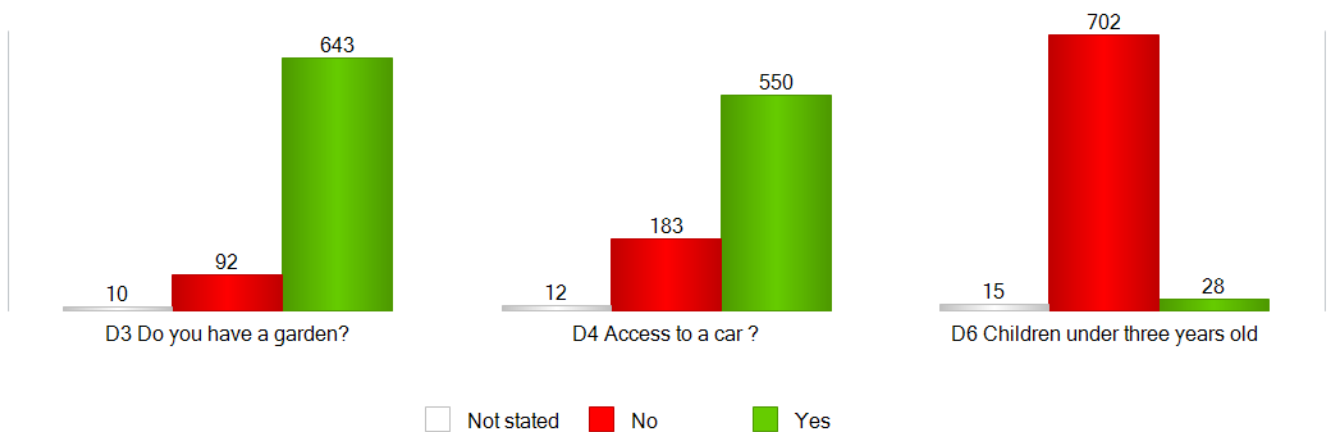
### D2 GENDER

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



### D3 GARDEN, D4 CAR OWNER, D6 CHILDREN UNDER THREE

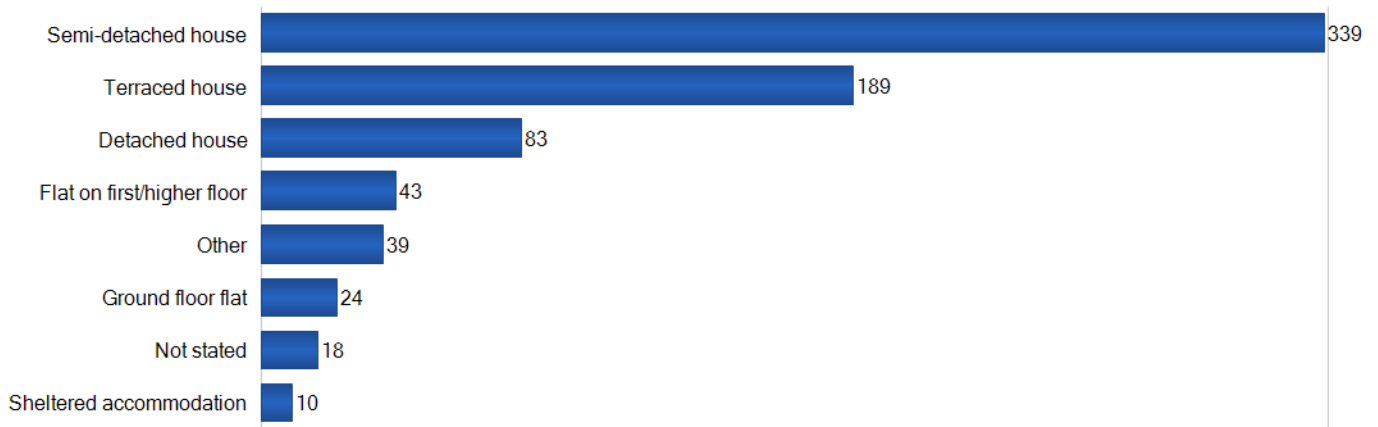
This graph shows the proportion of Blackpool Council respondents that have a garden, that own a car and that have children under three.



## 16. RESPONDENTS

### 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

