



Waste Collection Survey 2012 - 2013

In 2008, we asked you what you thought about our services, and over 1,700 residents replied. We listened to what you said and have implemented many of your suggestions. Two years on we are asking again that you tell us what you think. We welcome both your views on the improvements we've made and our services. So please take part in our survey.

Q1 How satisfied or dissatisfied are you with the following waste collection services provided by Hyndburn Council?

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
Mixed plastics, food and drink cans, aerosols and foil (your blue sack)	70.4%	25.8%	2.7%	1.2%	0.0%
Paper, cardboard and Tetra Pak cartons (your white sack)	69.5%	25.7%	3.1%	1.6%	0.1%
Glass bottles and jars (your blue box)	70.7%	26.1%	1.8%	1.2%	0.2%
Textiles, shoes and other clothing (your green bag)	50.2%	24.7%	3.8%	1.5%	19.8%
Household batteries (your clean bag)	55.8%	23.7%	1.5%	0.8%	18.2%
Garden waste - where applicable (your green bin)	59.0%	20.4%	3.4%	3.0%	14.2%
Non-recyclable waste (your grey bin)	65.8%	25.0%	2.3%	1.5%	5.3%

Q2 If you have answered "dissatisfied" or "very dissatisfied" to any of the above, please explain why below (including your postcode):

0.0%

Q3 The Council provides a number of other services to residents. How satisfied or dissatisfied are you with each of the following?

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
Keeping the roads and footpaths in your area clear of litter	32.3%	54.1%	10.2%	2.7%	0.7%
The number of litter bins provided	19.9%	54.4%	15.4%	3.4%	7.0%
How frequently the litter bins are emptied	24.1%	52.2%	7.7%	1.4%	14.6%
The cleanliness and condition of litter bins	22.2%	55.9%	6.0%	0.9%	15.0%
Controlling weeds on roads, backstreets and footpaths	20.3%	59.6%	10.3%	4.2%	5.6%
The bulky waste collection service (i.e. TV's, Fridges, Furniture etc)	36.1%	43.1%	2.4%	0.5%	17.9%
Our Customer Services Team (i.e. 388111 or enquiries@hyndburnbc.gov.uk)	36.9%	42.1%	1.0%	0.4%	19.6%

Q4 If you have answered “dissatisfied” or “very dissatisfied” to any of the above, please explain why below (including your postcode):

0.0%

Q5 Have you heard about the Cashback Challenge?

42.3% *Yes*

57.7% *No*

Q6 If yes how did you hear about it and will it encourage you to recycle more?

100.0%

Q7 Round (see top left of survey)

46.8% *North*

53.2% *South*

Q8 Day (see top left of survey)

22.5% *Monday*

18.8% *Wednesday*

14.8% *Friday*

21.6% *Tuesday*

22.4% *Thursday*

Q9 Postcode

100.0%