

Waste Collection Survey 2008 - 2009

Your Waste Collection Service

We want to hear your views!

Hyndburn Borough Council is committed to delivering excellent services to its residents and we always welcome feedback, both positive and negative. The following short survey will provide valuable information on how residents view the Council's performance and the areas for improvement.

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

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
Glass recycling collection (your blue box)	59.2%	33.5%	3.1%	2.2%	0.5%
Paper recycling collection (your white sack)	57.0%	32.5%	5.1%	2.9%	0.9%
Plastic bottles and cans recycling collection (your blue sack)	56.2%	31.4%	6.4%	3.9%	0.7%
Cardboard	46.9%	30.9%	10.4%	5.6%	1.9%
Textiles, shoes and other clothing (your green plastic bag)	33.3%	25.0%	5.6%	4.2%	17.9%
Garden waste (your green bin)	32.6%	17.6%	3.3%	3.7%	18.2%
Non-recyclable waste collection (your grey bin)	46.2%	26.8%	4.4%	3.3%	5.2%

Q2 If you have answered "dissatisfied" or "very dissatisfied" to any of the above, please provide further details below:

39.6%

Q3 Hyndburn Borough Council provides a number of other services. 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 your roads and footpaths clear of litter	19.6%	59.6%	13.5%	4.1%	0.7%
The number of litter bins provided	12.1%	49.8%	20.5%	5.7%	7.0%
How frequently the litter bins are emptied	13.2%	49.1%	10.2%	2.5%	16.9%
The cleanliness and condition of the litter bins	11.7%	51.5%	9.1%	1.5%	16.9%
Controlling weeds on your roads, backstreets and footpaths	12.9%	59.0%	11.5%	5.2%	8.0%
The bulky waste collection service (TV's, Fridges, Furniture etc)	27.6%	46.1%	3.4%	1.7%	16.1%

Q4 If you have answered "dissatisfied" or "very dissatisfied" to any of the above, please provide further details below:

Q5 Before reading this survey, were you aware that the bulky waste collection service we provide is free of charge?

Yes	85.2%
No	13.7%

Q6 Finally, do you have any other comments or suggestions as to how we could further improve the services highlighted in this survey? If so please provide details below.

52.0%

Thank you for taking the time to complete this survey. All information provided will be treated confidentially but if you would like a written response to a specific issue that you have highlighted then please provide your name and home address. Once completed please detach this sheet from the calendar and fold on the dotted lines sealing the edges. There is no need for a stamp just simply pop it in the post.

Q7 ROUND (SEE TOP LEFT OF SURVEY)

North	51.8%
South	46.3%

Q8 DAY (SEE TOP LEFT OF SURVEY)

Monday	24.8%
Tuesday	19.0%
Wednesday	17.9%
Thursday	22.2%
Friday	15.3%