



Waste Collection Survey 2010 - 2011

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>
Glass (your blue box)	60.6%	34.6%	3.4%	1.4%	0.0%
Paper (your white sack)	59.1%	34.3%	3.9%	1.9%	0.8%
Plastic bottles and cans (your blue sack)	57.2%	34.7%	6.1%	1.7%	0.3%
Cardboard	52.4%	33.4%	7.1%	5.1%	2.0%
Textiles, shoes and other clothing (your green plastic bag)	36.7%	23.2%	9.6%	6.4%	24.1%
Garden waste (if applicable)	47.5%	27.4%	3.5%	4.6%	17.0%
Non-recyclable waste (your grey bin)	56.5%	32.9%	3.4%	1.9%	5.3%
The bulky waste collection service (i.e. TV's, Fridges, Furniture etc)	39.9%	31.2%	3.1%	1.9%	24.0%

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

100.0%

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 clear of litter	21.4%	59.7%	12.7%	4.5%	1.7%
The number of litter bins provided	12.9%	51.3%	21.4%	5.0%	9.4%
How frequently the litter bins are emptied	14.7%	50.7%	11.4%	2.9%	20.2%
The condition of litter bins	13.2%	62.2%	7.8%	2.4%	14.4%
Controlling weeds on roads, backstreets and footpaths	14.3%	59.2%	14.3%	5.8%	6.4%

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

100.0%

Q5 Do you think Recycling should be compulsory?

81.5% *Yes*

13.9% *No*

4.6% *Don't know*

Q6 Do you think the Council should fine residents who continually refuse to recycle?

68.4% *Yes*

21.6% *No*

9.9% *Don't know*

Q7 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.

100.0%

Q8 Want a written response to the issues raised?

100.0% *Yes*

Q9 Round (see top left of survey)

47.8% *North*

52.2% *South*

Q10 Day (see top left of survey)

28.5% *Monday*

14.6% *Wednesday*

18.0% *Friday*

20.2% *Tuesday*

18.8% *Thursday*