

WASTE & COLLECTION SURVEY

PROPERTIES WITH BLUE AND CLEAR SACKS – GAINSBOROUGH

RESULTS

Residents of Gainsborough that received a weekly sack collection service for their refuse and recycling collections were asked to complete a survey.

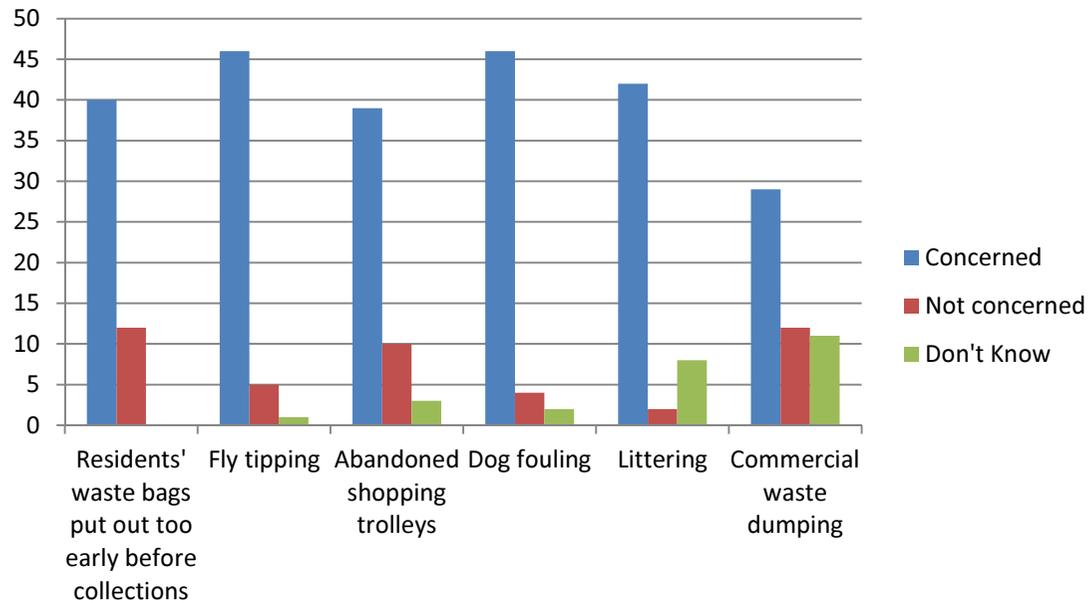
The results will be used to assess opinions to help improve the street scene, increase recycling rates, reduce waste and ensure customer satisfaction.

SECTION 1 THE WASTE COLLECTION ENVIRONMENT

Fly tipping and waste bags dumped in the streets between collection days spoil the appearance of our local area. It is something residents have told us they feel strongly about.

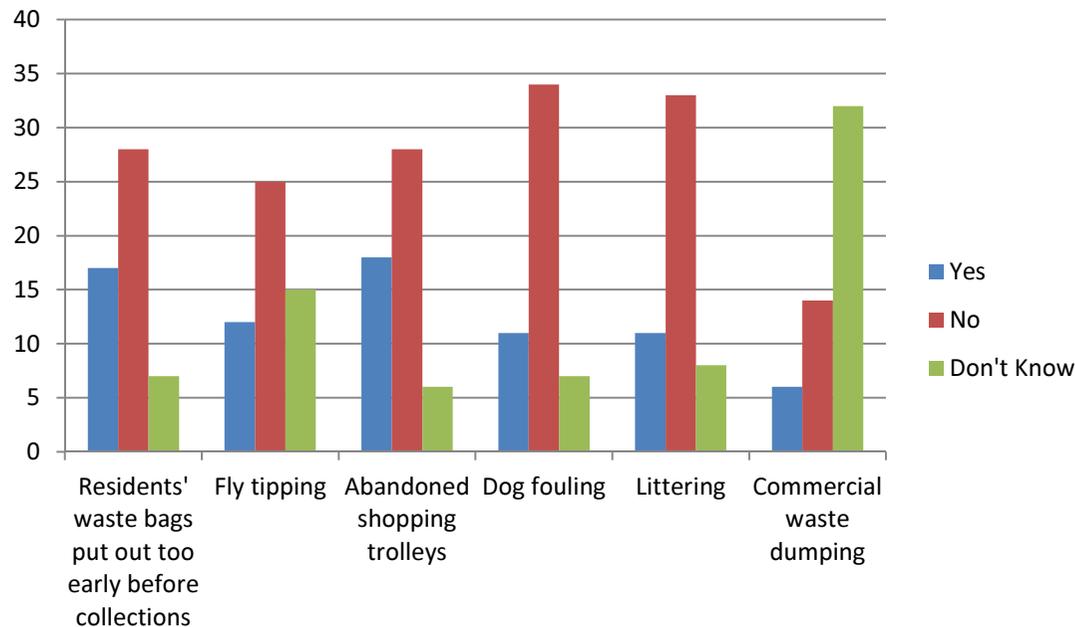
Despite street cleansing teams removing bags of rubbish, litter and discarded items every day in some parts of Gainsborough, it is still an issue. We are now taking strong action against offenders.

How concerned or unconcerned are you about each of the following types of environmental crimes in your area?



High level of concern about all environmental crimes

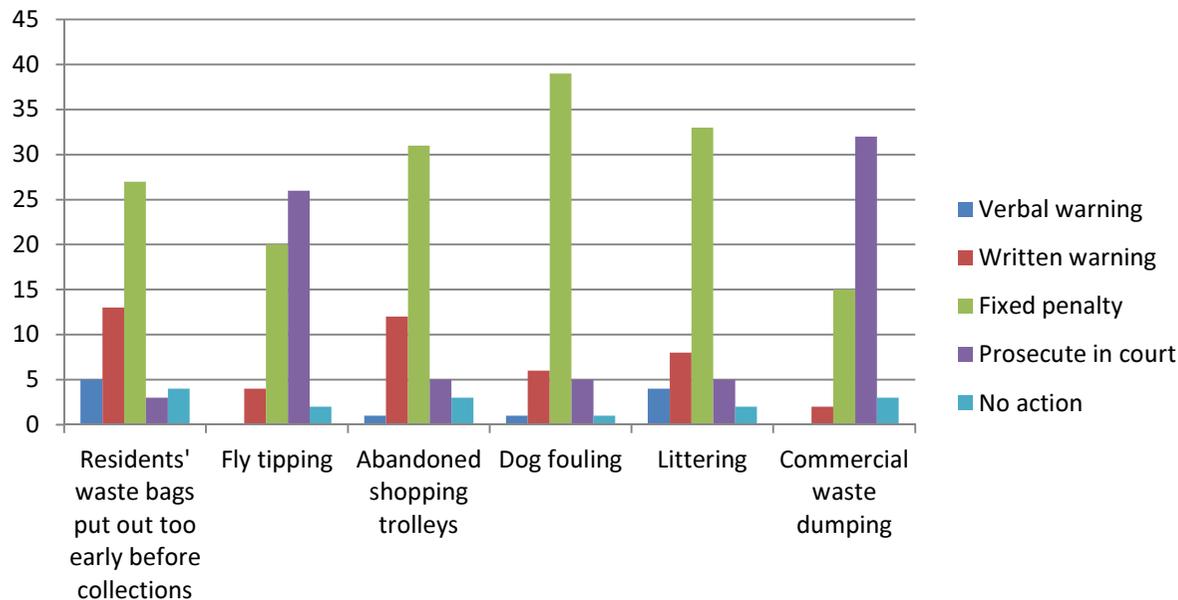
Have you noticed any improvements in the levels of these offences in your area in the last 6 months?



During the last 6 months, the council has done things such as increasing our enforcement presence and CCTV in the area. We have used new powers to tackle environmental crimes such as fixed penalty notices.

Some improvement noticed, particularly with early presentation and abandoned shopping trolleys.

How would you like the council to deal with each of these types of environmental crimes?



Strong support for strong enforcement action in all areas

Fixed penalties or prosecution (for fly tipping and commercial waste dumping).

Do you have any suggestions as to what else the council should be doing to tackle these issues?

Comments include:

- Have more enforcement officers on the street
- More CCTV
- Street lighting
- More enforcement action
- Harsher enforcement action
- Communal skips placed at strategic sites on a regular basis
- Street wardens

findings

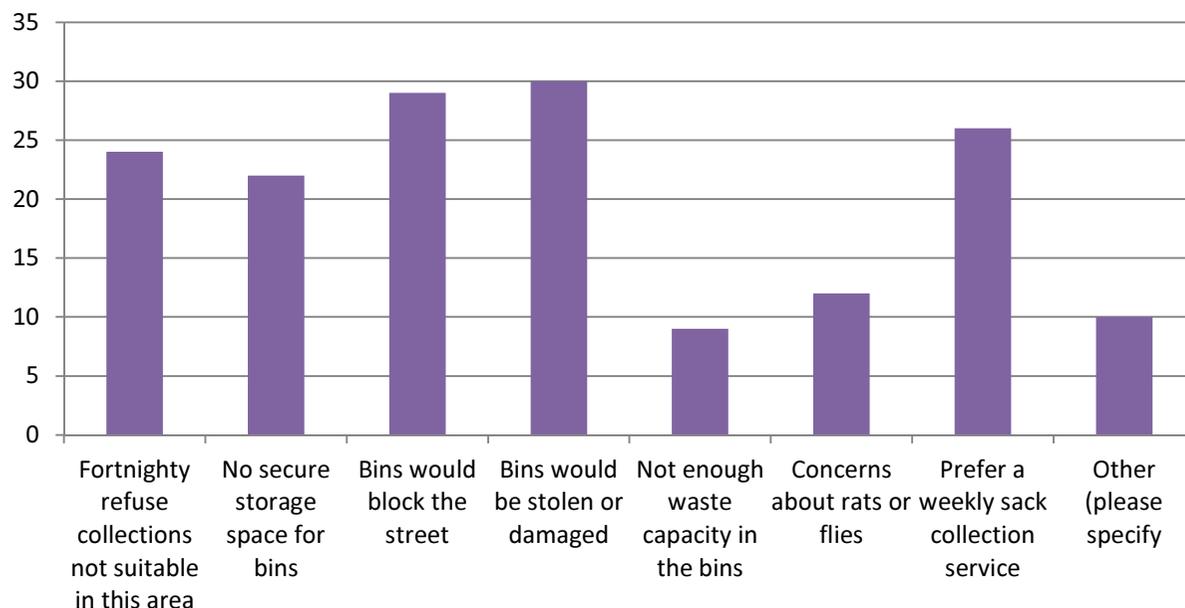
SECTION 2

FREQUENCY OF COLLECTIONS AND WASTE CONTAINERS

Due to the narrow streets and lack of storage space for bins, residents in the area have previously told us they prefer a weekly sack collection, rather than the fortnightly refuse and recycling collections that take place in the rest of the district.

We asked for opinions on the idea of providing a 180 litre refuse bin and 240 litre recycling bin to each household in the area, collecting them on an alternate weekly basis.

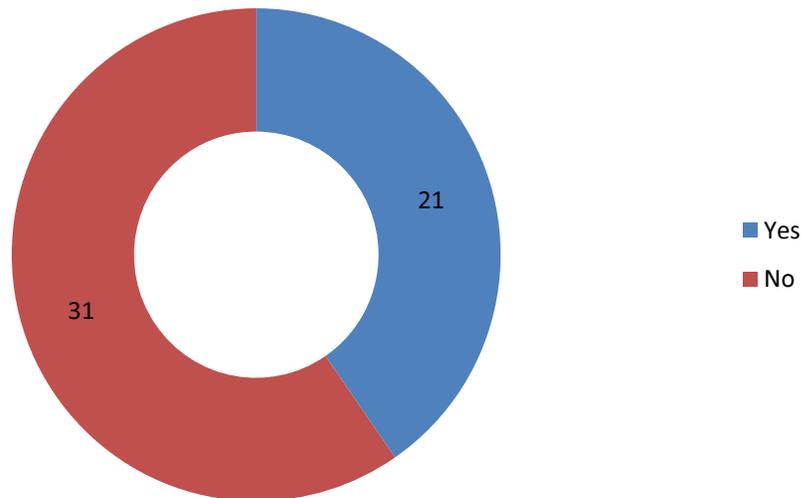
If wheeled bins were to be introduced, which issues do you feel may be a concern?



Issues specified under 'other' included:

- I would have to take a bin through my neighbours garden
- People would probably still dump rubbish in the alleyways which would have to be cleared away
- Bin raids
- People who put their sacks out early most likely do the same with bins, causing more problems
- Collecting bins would be taking the bin through the house or kept permanently in front of the house

Considering the potential issues mentioned, would you support a proposal for the introduction of wheeled bins in your area?

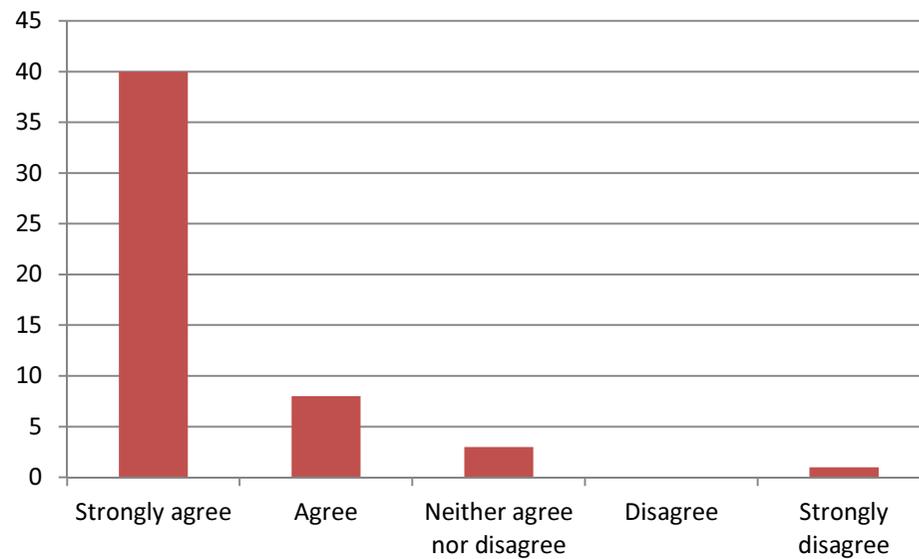


31 of the 52 people who filled out the survey said they would not support the proposal for the introduction of wheeled bins in the area.

SECTION 3 RECYCLING RATES

Recycling rates are lower in some parts of Gainsborough than the rest of the district. Working with residents to increase this will help protect the environment and save money.

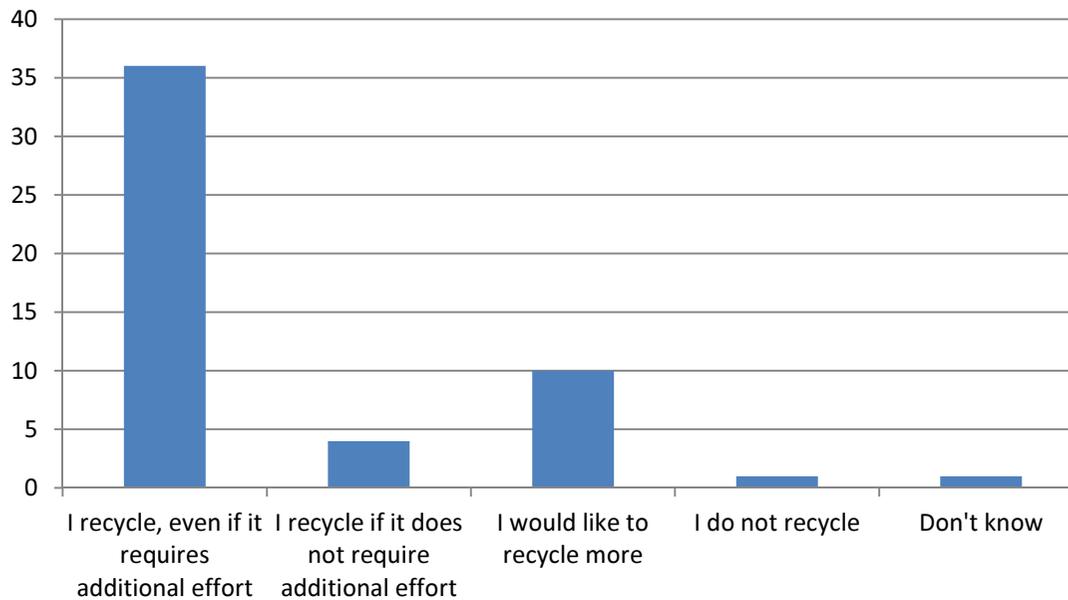
Do you agree with the following statement:
“Recycling is important to me”



48 of the 52 who responded either agree or strongly agree with the statement.

Although recycling rates are lower in the area, recycling is still important to the majority.

Which of the following best applies to you?



The majority of people who responded said they recycle even if it requires additional effort. 10 people said that they would like to recycle more.

What, if anything would persuade you to recycle more?

Comments include:

- Ability to recycle more items
- A more detailed list of what can be recycled in the area as it is not clear
- Being able to see the benefits more
- Having a recycling bin
- More clarity on the types of plastics that can be recycled
- Reduce the amount of blue bags and provide more clear bags

Actionable items that can form a communications plan

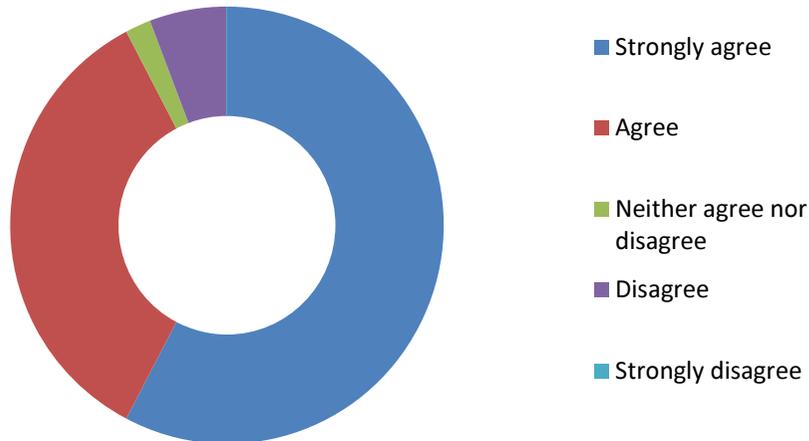
SECTION 4 SATISFACTION LEVELS

Every week our collection crews collect refuse and recycling sacks from outside properties within the area. We also clear the streets beforehand to ensure access for our vehicles and sweep the area afterwards to ensure the streets are left clean.

We asked the residents how they thought our staff were doing.

Thinking about general waste and recycling collections from your home, do you agree with the following statement

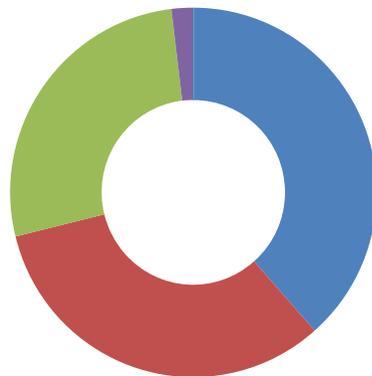
My collections are reliable



Vast majority are satisfied, we'll analyse comments for individual issues.

Thinking about general waste and recycling collections from your home, do you agree with the following statement

The attitude and appearance of collection staff is of a high standard

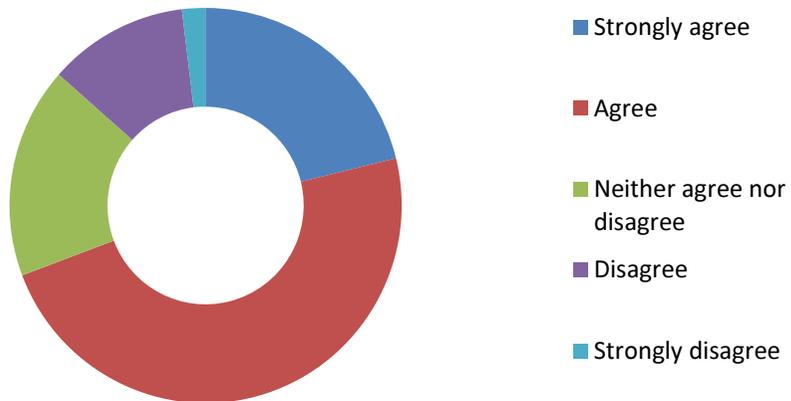


- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Some high praise in the comments section and we'll feed this back to crews

Thinking about general waste and recycling collections from your home, do you agree with the following statement

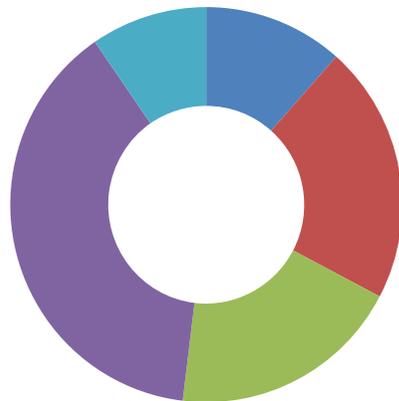
My street is left clean after waste collections



Particularly positive comments at drop in sessions and through letters received.

Thinking about general waste and recycling collections from your home, do you agree with the following statement

I am happy with how clean my street is between collection days

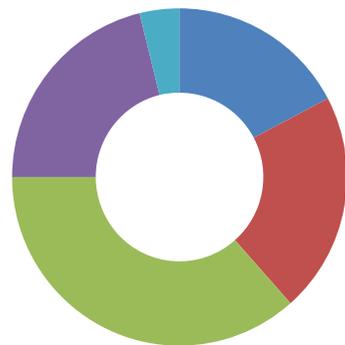


- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Residents were displeased at levels of flytipping and early presentation in the area and again called for strong action against offenders.

Thinking about general waste and recycling collections from your home, do you agree with the following statement

I am happy with the way waste collection issues are resolved and responded to



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

Findings will be analysed and passed onto customer service team.

If you could suggest any improvements in any of the areas mentioned, or in a way that we currently collect your waste, what would they be?

Comments included:

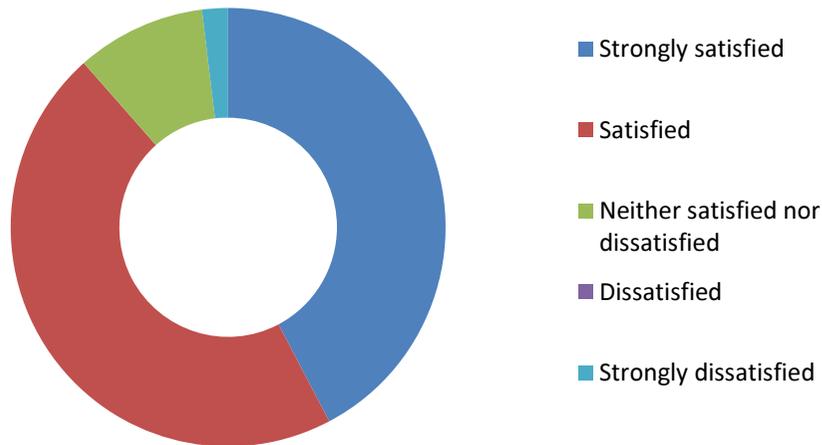
- The street is often untidy in between collection days, due to people dropping litter, leaving out furniture and other items.
- Balance of amount of sacks – families getting same amount as single people
- More enforcement with harsher punishments
- Communal skip provided once a month
- Different collection points
- Street wardens

Results will be further analysed and proposed solutions investigated. Residents will receive call backs to discuss in more detail where requested

**SECTION 45
KEEPING YOU INFORMED**

How satisfied are you with the information available to you from the council about the following:

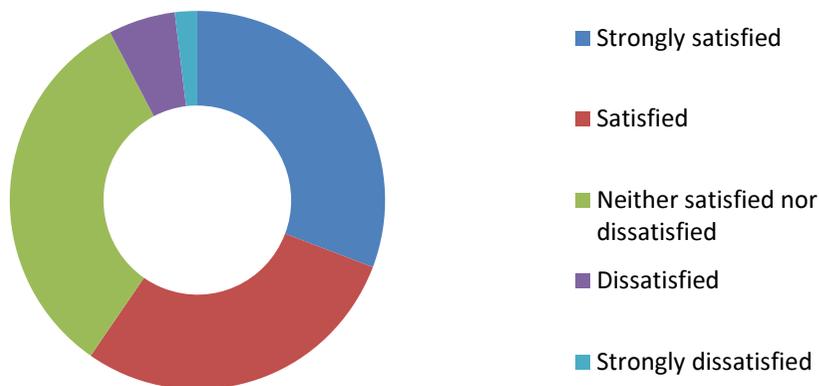
Collection days



High level of satisfaction here – survey distributed at same time as calendars

How satisfied are you with the information available to you from the council about the following:

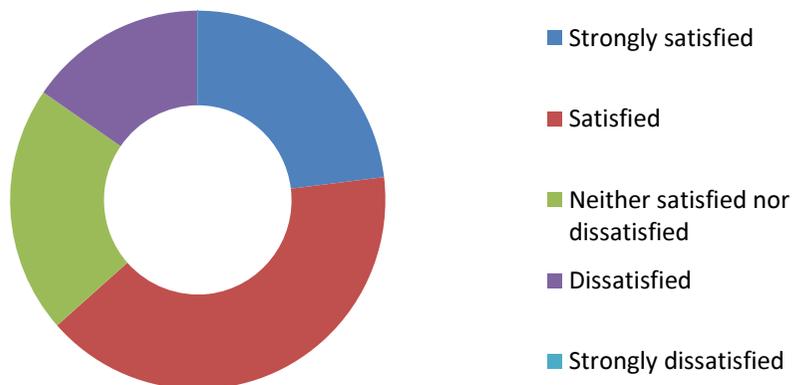
How to get in touch with the council to report a waste issue



Officers will pay particular attention to the few responses marked as 'dissatisfied' to see if there are barriers or issues.

How satisfied are you with the information available to you from the council about the following:

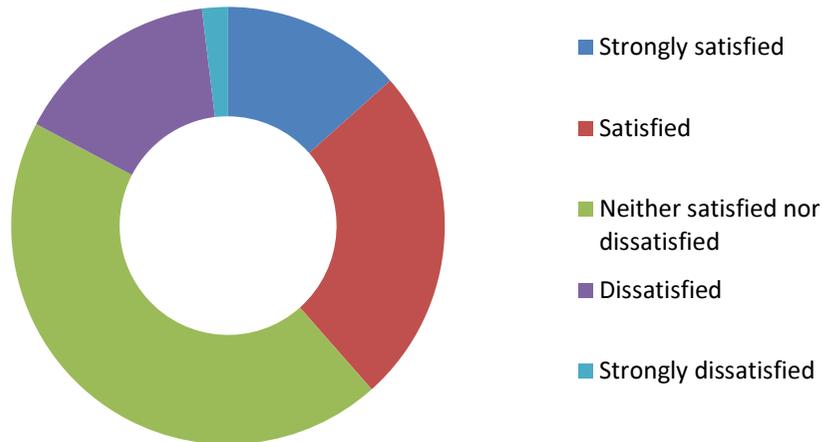
What can / can't be put out for general waste collections



High satisfaction (materials are listed on collection calendars) but officers will look to see if improvements can be made.

How satisfied are you with the information available to you from the council about the following:

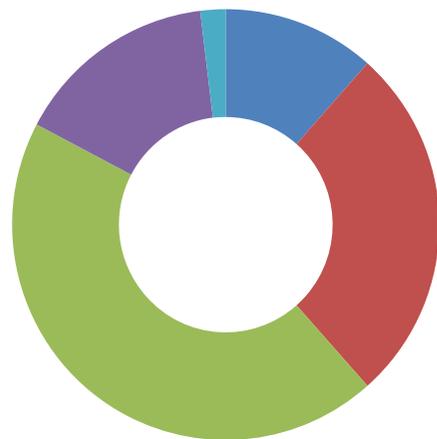
How to donate to charities / re-used



Less than 50% satisfaction here. Re-use charities work in the area. Various charity shops in Town centre Officers will investigate ways to improve connect them to residents. Officers are investigating best practice elsewhere.

How satisfied are you with the information available to you from the council about the following:

How to reduce waste

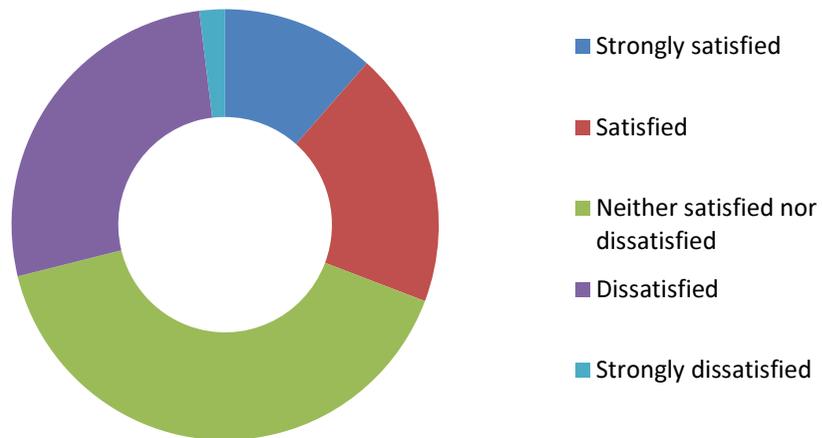


- Strongly satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Strongly dissatisfied

To be included in a proposed targeted communications plan.

How satisfied are you with the information available to you from the council about the following:

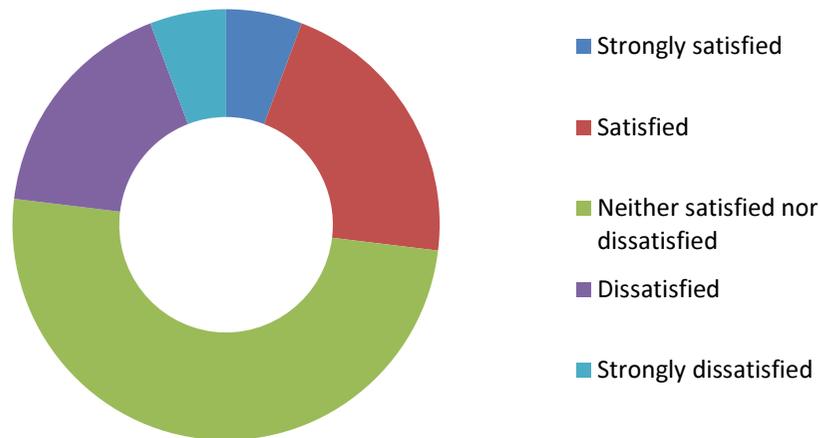
How to arrange a bulky collection



Lower satisfaction. Officers will study the reasons why and look at potential for improvements.

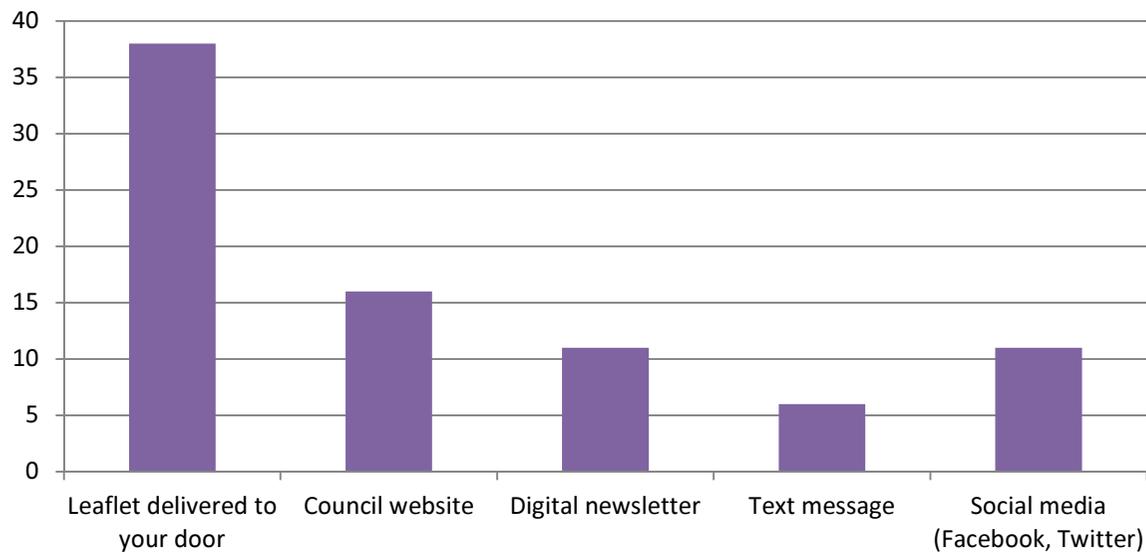
How satisfied are you with the information available to you from the council about the following:

What happens to recycling



Comments included those from residents that wanted to know more. Linked to higher recycling rates and satisfaction rates.

How would you prefer to receive information about your waste and recycling services?



Traditional methods preferred. But in the context of low numbers of residents responding to a leaflet campaign.







