



Charnwood Borough Council

Refuse Survey 2008

1. Introduction

The consultation was carried out by the Communications, Consultations and Partnerships Team in January – February 2008 via a postal questionnaire.

A Total of 3,000 surveys were sent out and 1199 valid responses were received giving a response rate of 39.9%.

This survey should be considered as a “snap-shot” of the views of local people and stimulate further work to explore the motivations behind the issues / problems raised.

It is important to remember that there is always a need for caution when claiming that a statistical survey response is a definitive statement of the views of the wider population. Whilst surveys with large responses (e.g. those in the 1,000's) are very likely to be closely reflective of the true, wider picture they may not be and the data should always be used / quoted with that in mind.

In terms of statistical reliability the minimum reliable response rate for a borough wide survey for the size of population in Charnwood is 500. However, the ideal is 1,000 plus. With this size of response rate you can say that the overall response is reliable but if you break down the data into small categories such as age, ethnicity this will reduce the numbers and resultantly the statistical reliability as well.

2. Main Findings

This section identifies the main findings of the survey. The information shown is in an un-weighted format.

- 92% of respondents recycle.
- There is no single reason why the remainder don't recycle.

- The main reasons why respondents recycled were reduce the amount of rubbish sent to landfill (83.5% of respondents) and because it is good for the environment (85.3% of respondents).
- 32.6% of respondents never recycle textiles and 41.9% never recycle garden waste. The remaining recyclable items are recycled by a large majority of respondents.
- 76.7% of respondents said that the kerbside recycling service is convenient.
- Respondents identified the main ways in which the kerbside collection service can be improved as being “wider variety of items collected” (48.6%) and “more frequent collections” (26.1%).
- 44% of respondents would use a separate food waste container but a majority wouldn't.
- 89% of respondents had heard about the brown bin scheme but only 32% have one.
- 78.5% of respondents were to some extent satisfied with the wheelie bin service we provide.
- The main reason for dissatisfaction with the wheelie bin service was the frequency of collections.
- 85.8% of respondents were satisfied with the overall refuse and recycling service provided.
- 68.9% of respondents thought it would be a good idea to offer incentives to households to increase recycling.
- 27.6% of respondents felt that their street / road wasn't cleaned enough (Q38) and 53.2% of respondents felt were to some extent dissatisfied with street cleanliness across the borough.
- 53.2% of respondents felt that they were not well informed about the service.