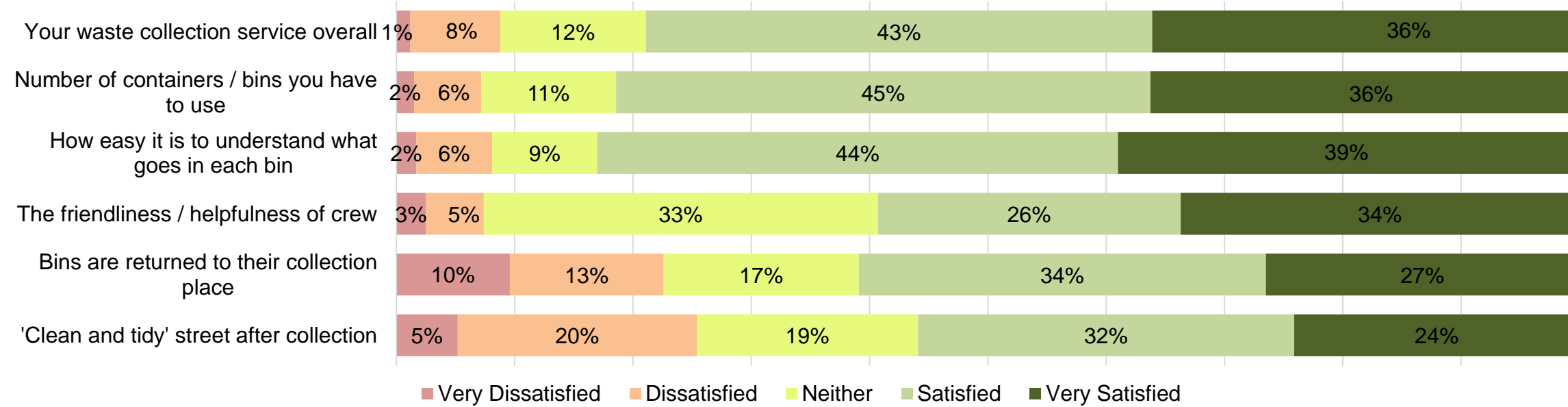


WASTE AND RECYCLING SERVICES – SATISFACTION SURVEY 2024 (407 Responses)

Waste Collection Services Overall

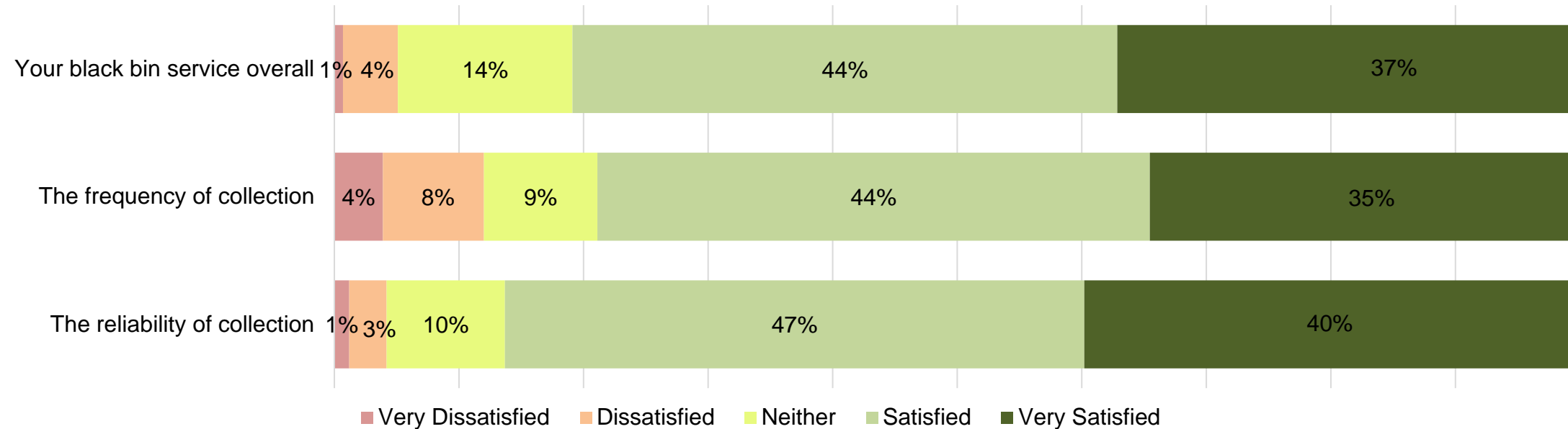
How satisfied are you with the following?



Satisfied	Previous (2023)	Direction
79%	77%	No Sig Change
82%	79%	No Sig Change
83%	82%	No Sig Change
59%	54%	No Sig Change
61%	58%	No Sig Change
56%	57%	No Sig Change

General / Non-Recyclable Household Waste Collection (Black Bins)

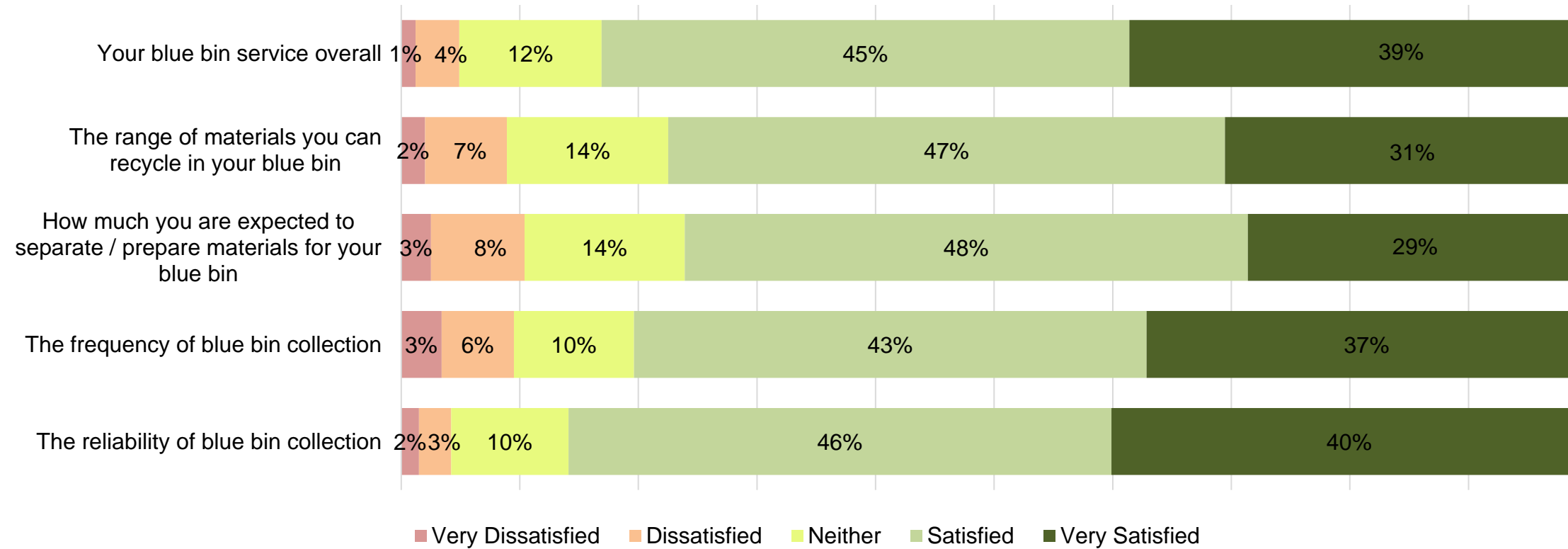
How satisfied are you with the following?



Satisfied	Previous (202)	Direction
81%	78%	No Sig Change
79%	77%	No Sig Change
86%	83%	No Sig Change

Recycling Waste Collection (Blue Bins)

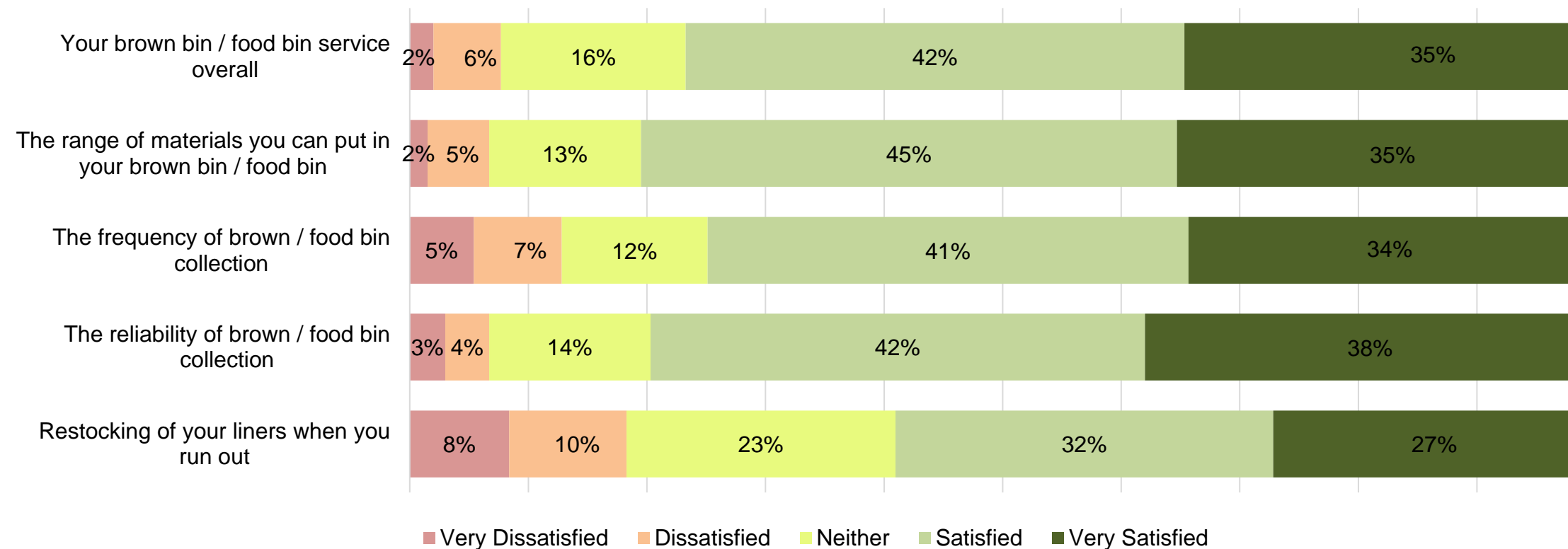
How satisfied are you with the following?



Satisfied	Previous (2023)	Direction
83%	83%	No Sig Change
77%	75%	No Sig Change
76%	71%	No Sig Change
80%	78%	No Sig Change
86%	83%	No Sig Change

Food and Garden Waste Collection (Brown Bins and Food Caddies)

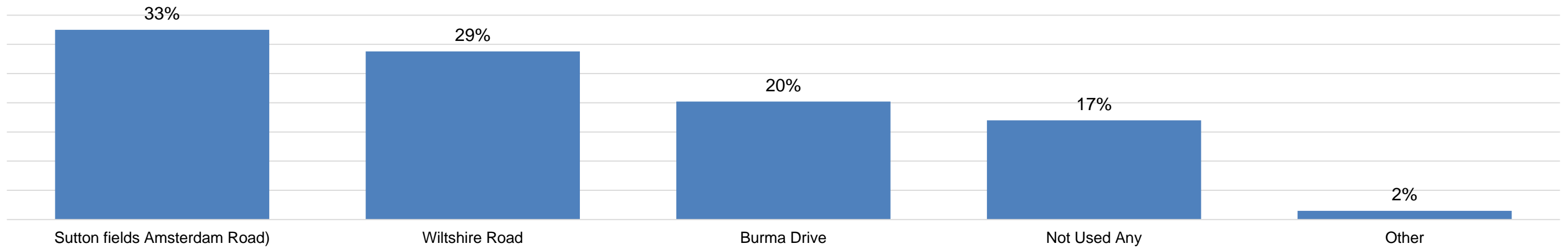
How satisfied are you with the following?



Satisfied	Previous (2023)	Direction
77%	74%	No Sig Change
81%	76%	▲
75%	72%	No Sig Change
80%	78%	No Sig Change
59%	55%	No Sig Change

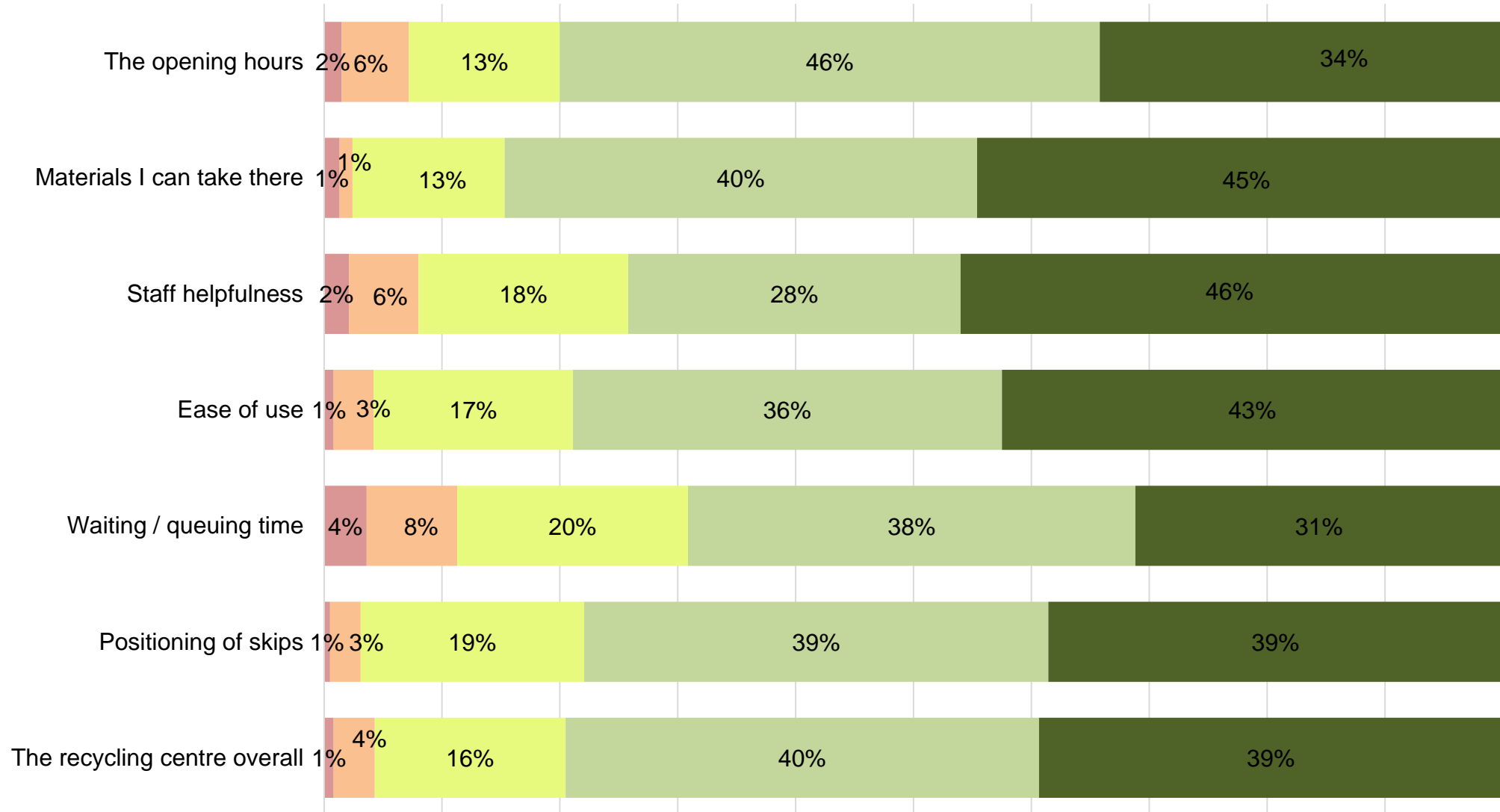
Household Recycling Centres

Which of the following household waste recycling centres have you used most often in the last 2 years?



Thinking about the recycling centre you said you use the most often, how satisfied are you with each of the following?

Only Respondents Who Have Used In Last 2 Years

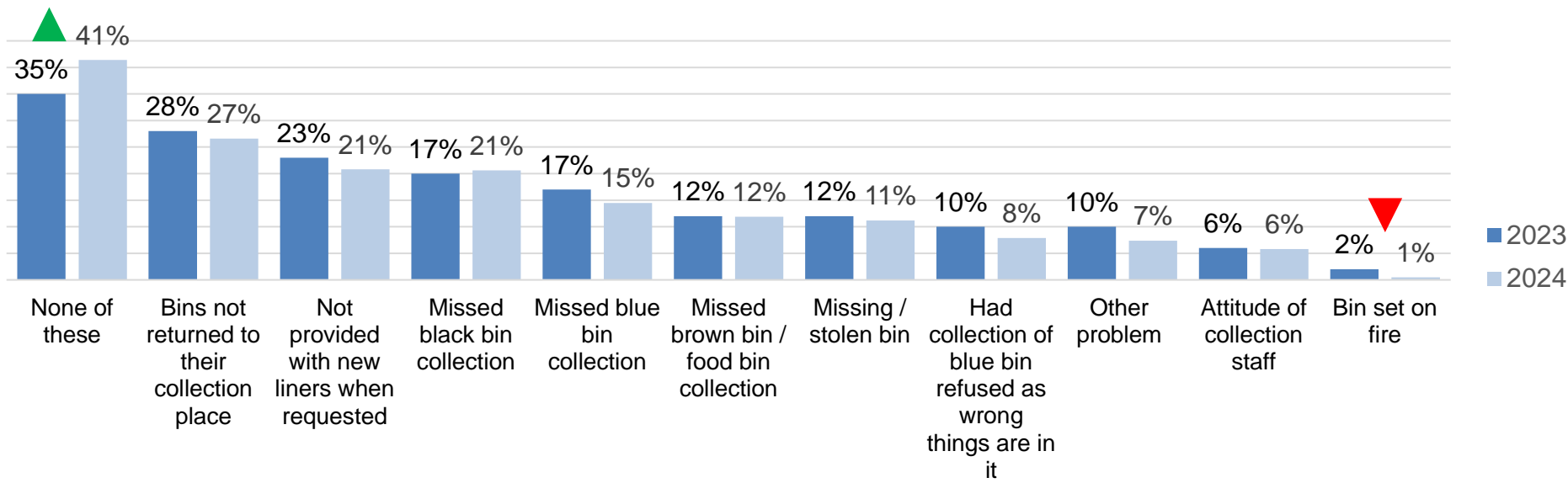


Satisfied	Previous (2023)	Direction
80%	80%	No Sig Change
85%	93%	▼
74%	82%	▼
79%	86%	▼
69%	68%	No Sig Change
78%	84%	▼
80%	88%	▼

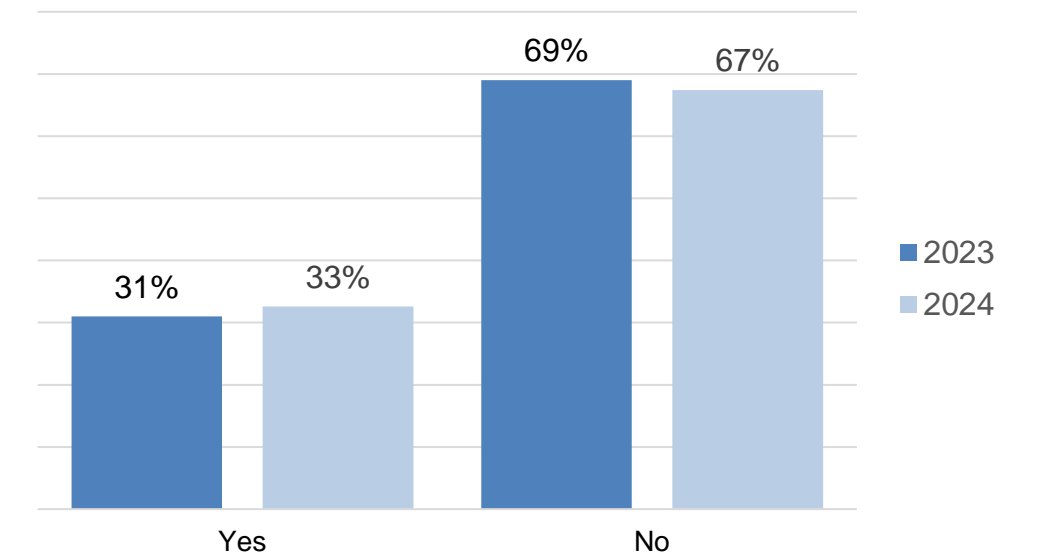
Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

Waste Collection Problems and Issues

Have you had a problem with any of the following in the last 2 years?

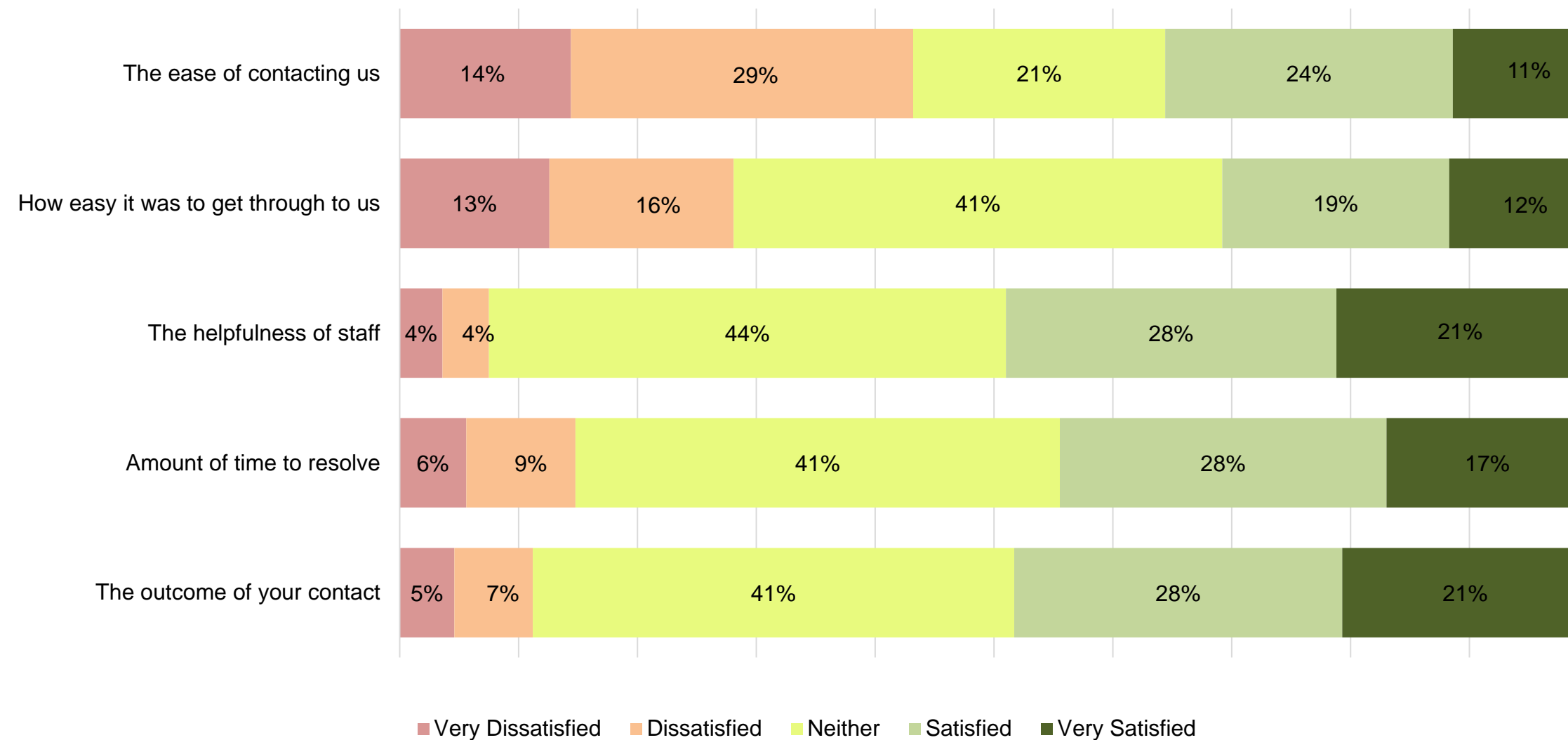


In the last 2 years have you ever contacted the council to make a complaint or enquiry about the waste collection service or bins?



If Yes, How satisfied were you with each of the following?

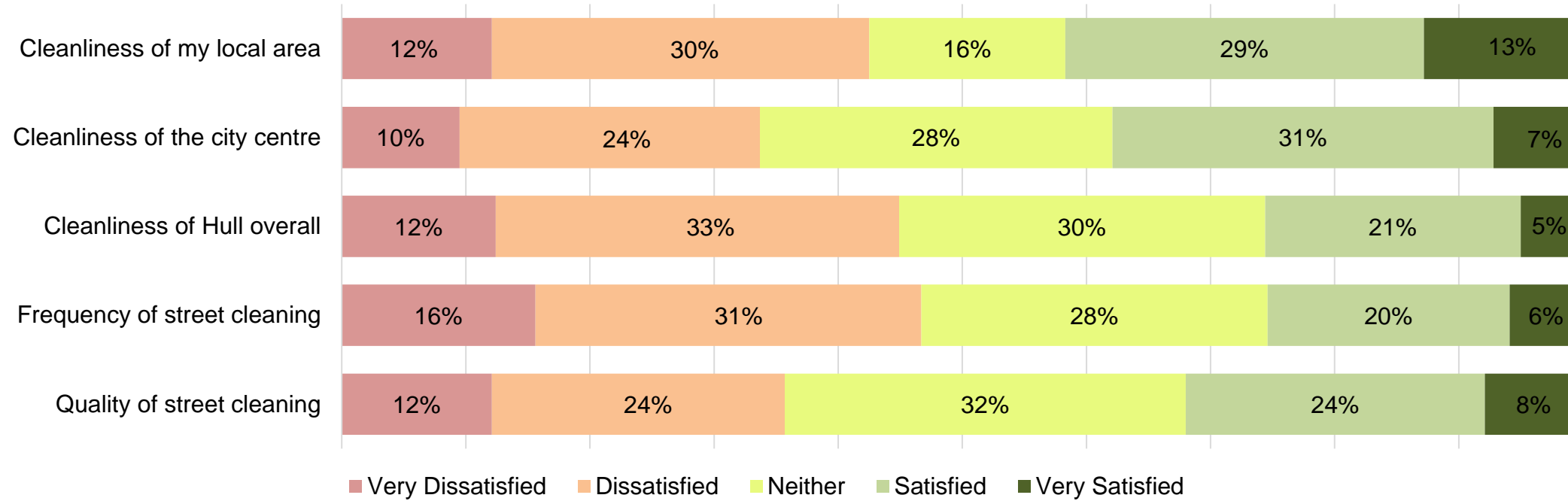
Only Respondents Who Have Contacted In Last 2 Years



Satisfied	Previous (2023)	Direction
36%	42%	No Sig Change
31%	36%	No Sig Change
49%	57%	No Sig Change
45%	51%	No Sig Change
48%	56%	No Sig Change

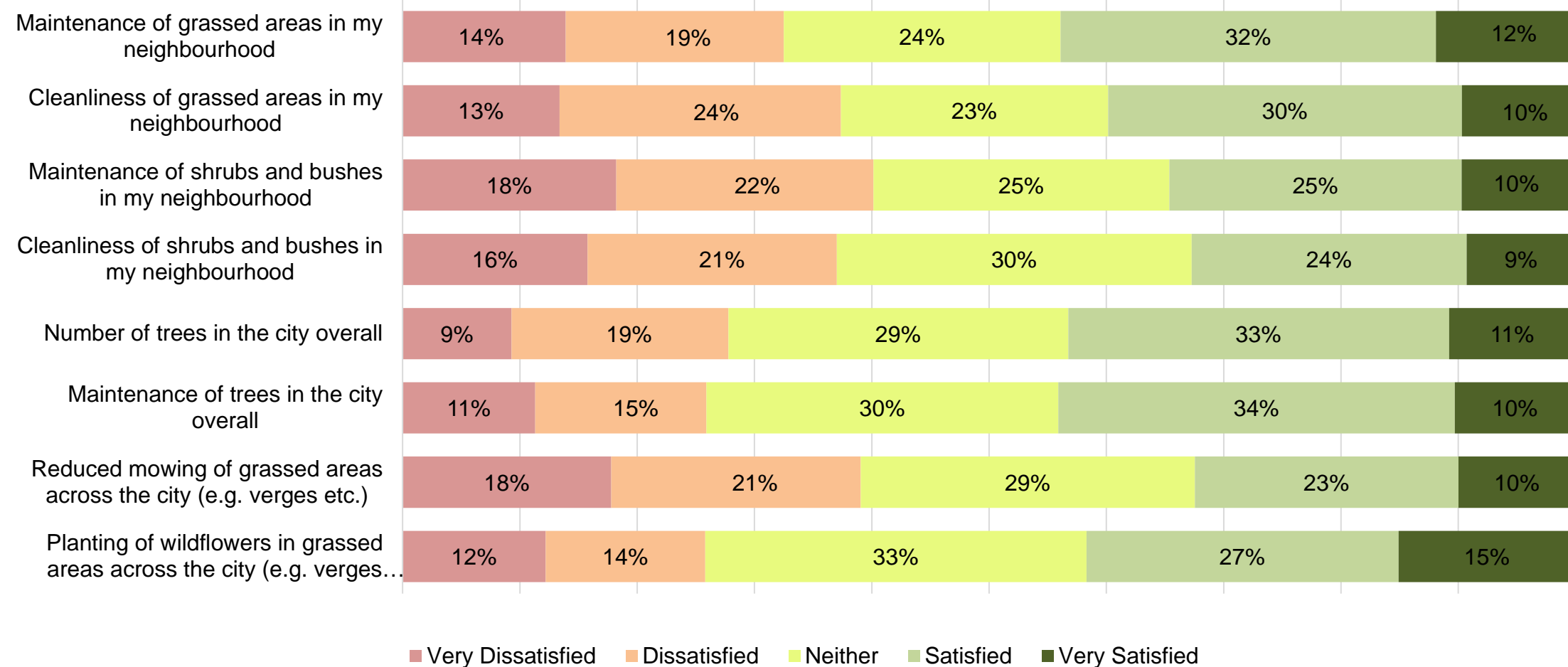
Local Priorities

How satisfied are you with the following?



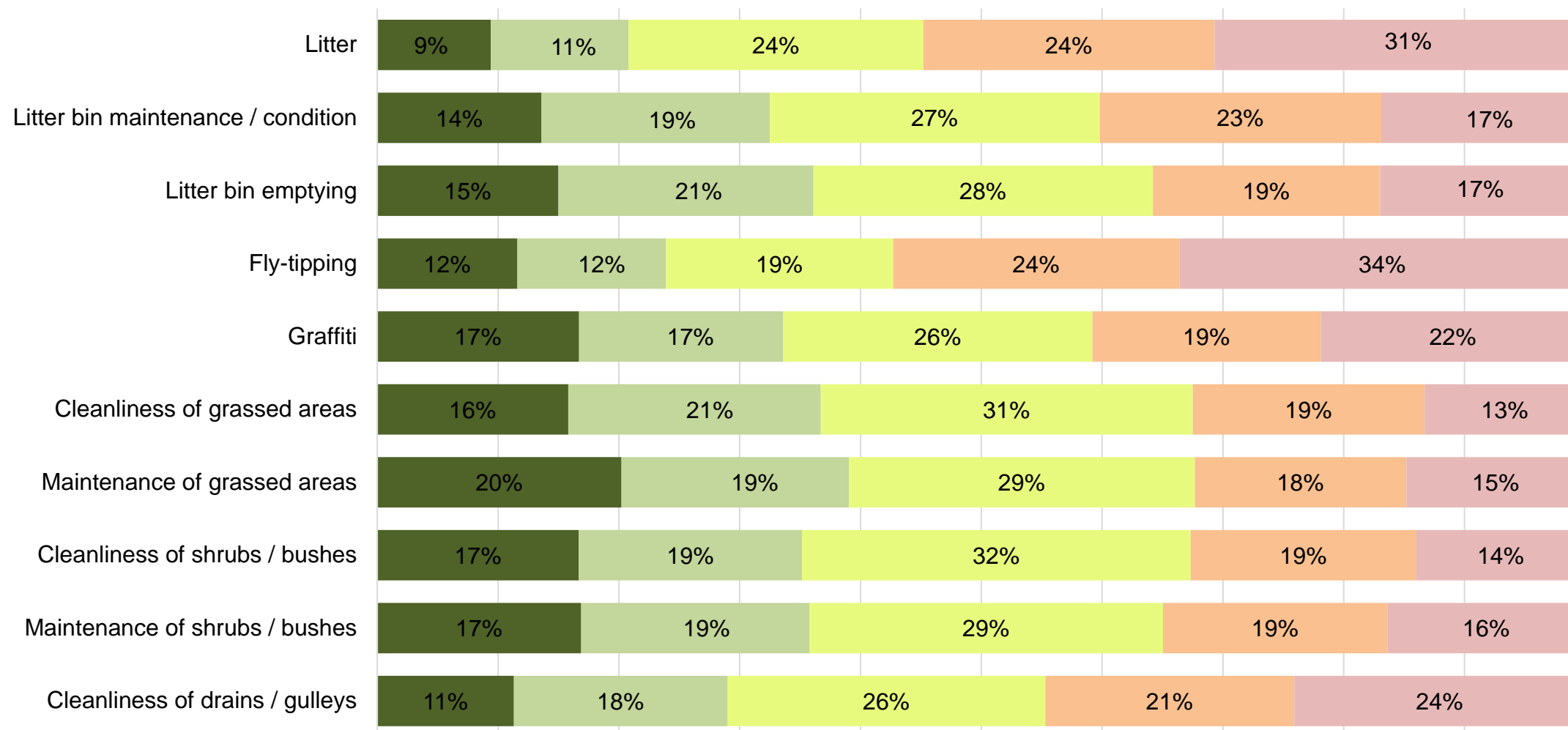
Satisfied	Previous (2023)	Direction
42%	39%	No Sig Change
38%	36%	No Sig Change
26%	25%	No Sig Change
25%	25%	No Sig Change
32%	31%	No Sig Change

How satisfied are you with each of the following?



Satisfied	Previous (2023)	Direction
44%	46%	No Sig Change
40%	38%	No Sig Change
35%	30%	No Sig Change
33%	31%	No Sig Change
43%	40%	No Sig Change
44%	38%	▲
33%	31%	No Sig Change
42%	42%	No Sig Change

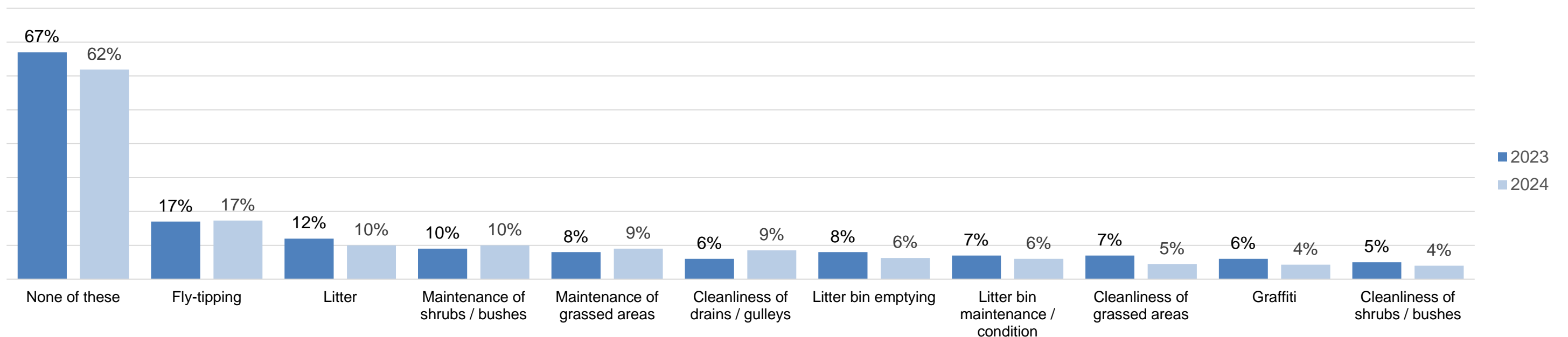
How much do you think any of the following are a problem in your local area?



Problem	Previous (2023)	Direction
55%	61%	▼
40%	44%	No Sig Change
36%	42%	▼
57%	55%	No Sig Change
41%	37%	No Sig Change
33%	30%	No Sig Change
32%	29%	No Sig Change
33%	31%	No Sig Change
35%	30%	No Sig Change
45%	44%	No Sig Change

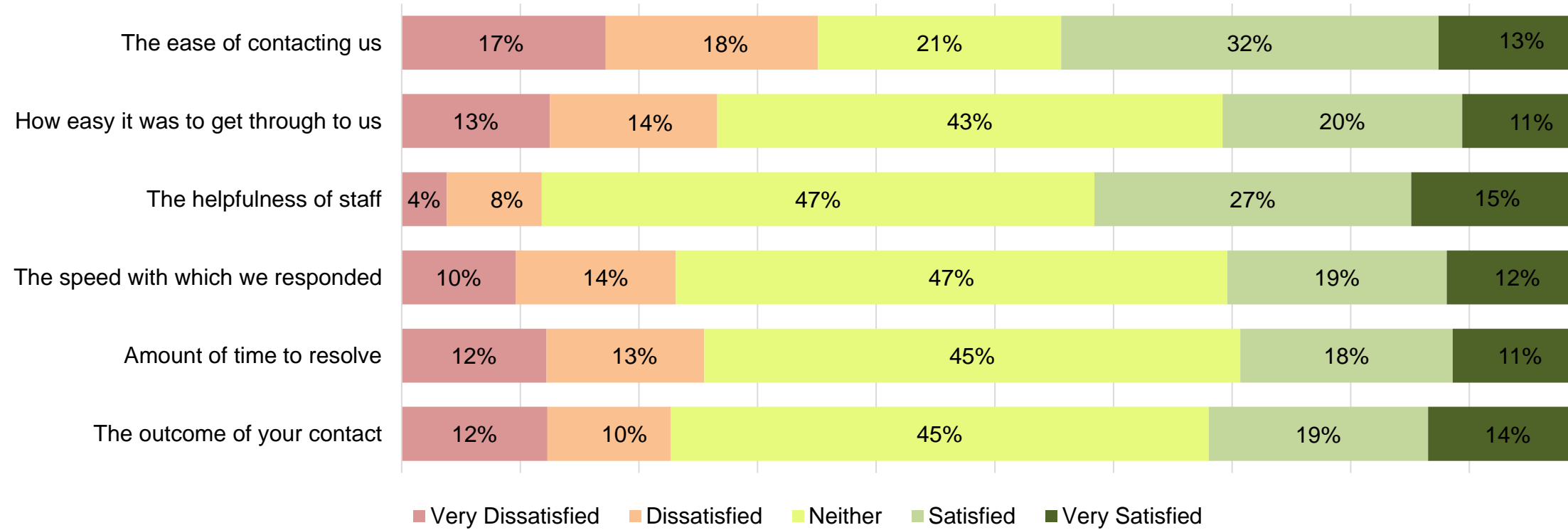
■ 1 - Not a Big Problem ■ 2 ■ 3 ■ 4 ■ 5 - A Big Problem

Have you reported a problem with any of the following in your local area in the last 2 years?



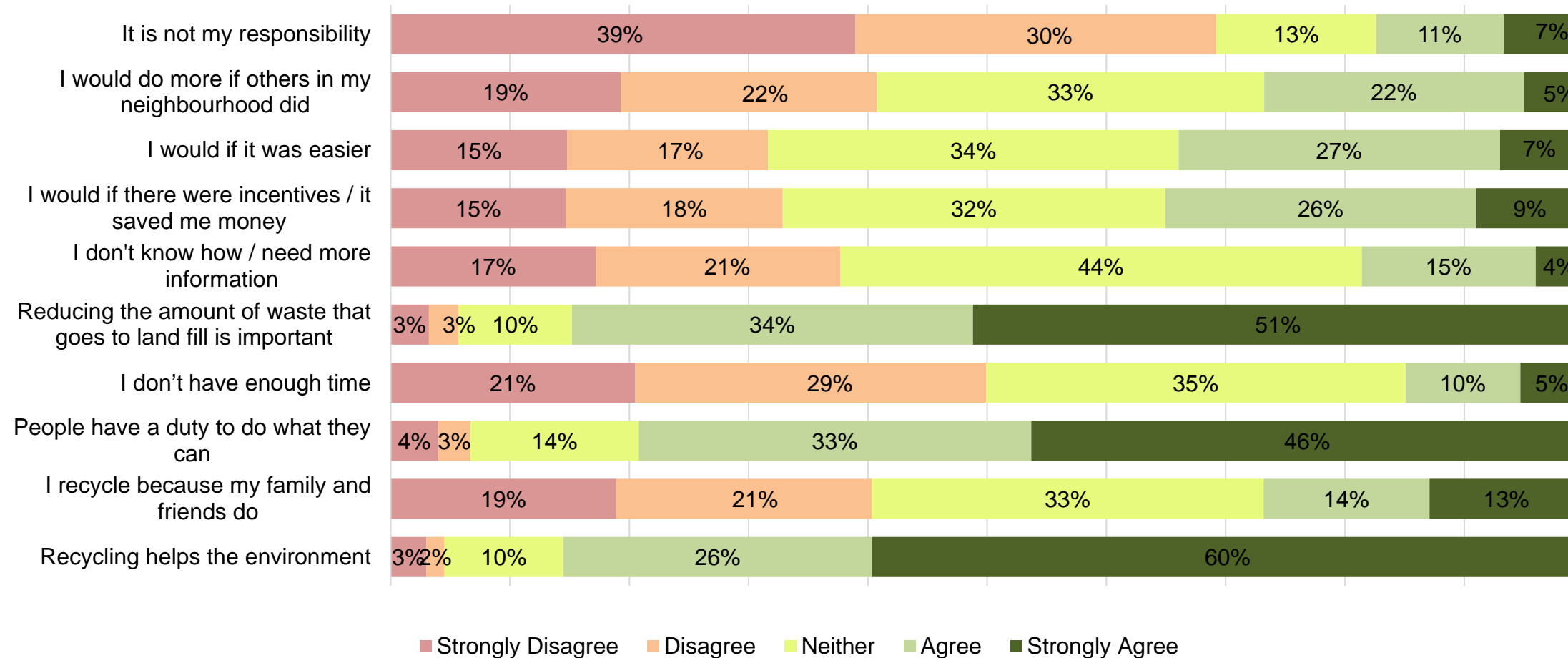
If Yes, How satisfied were you with each of the following?

Only Respondents Who Have Reported Problem In Last 2 Years



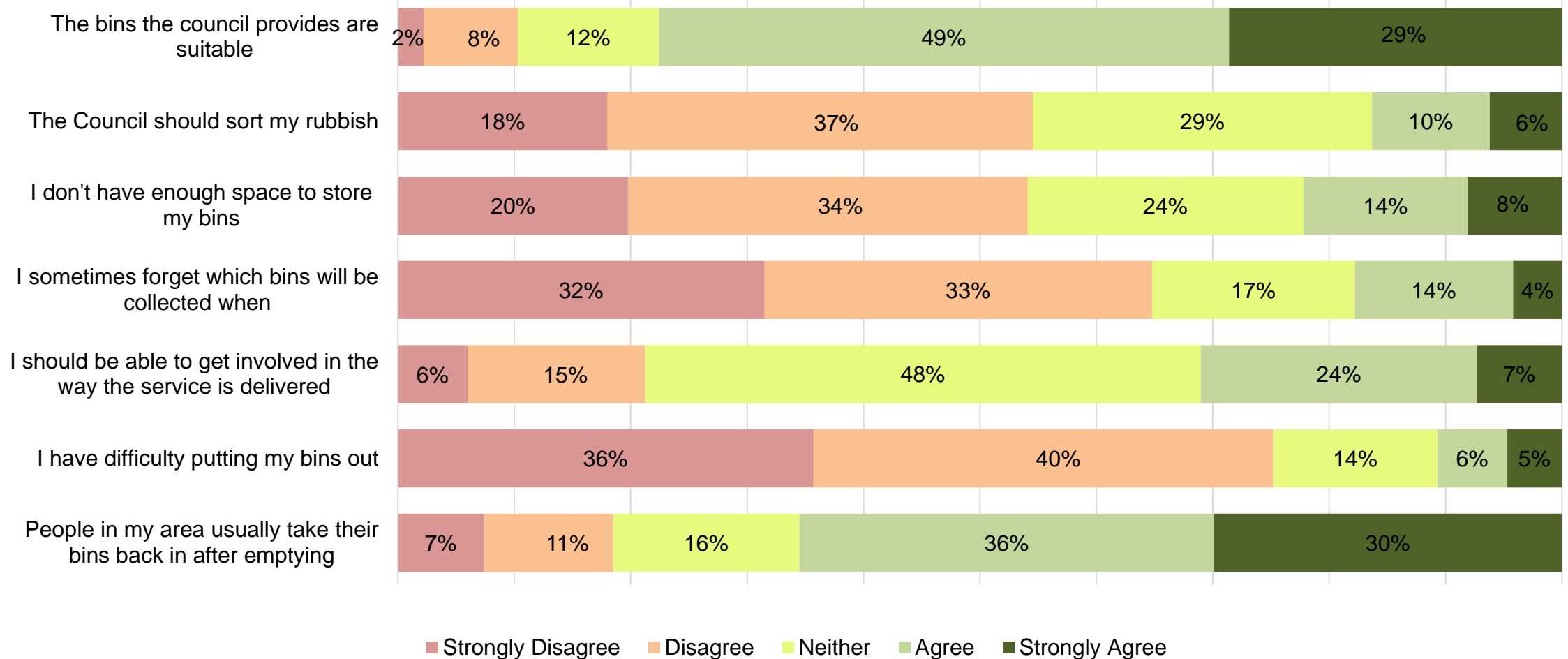
Satisfied	Previous (2023)	Direction
44%	40%	No Sig Change
31%	33%	No Sig Change
42%	46%	No Sig Change
30%	35%	No Sig Change
29%	33%	No Sig Change
32%	31%	No Sig Change

How much do you agree with the following about caring for the environment, by reducing waste, repairing or re-purposing items, or recycling?



Agree	Previous (2023)	Direction
17%	10%	▲
27%	18%	▲
34%	32%	No Sig Change
35%	39%	No Sig Change
19%	17%	No Sig Change
85%	88%	No Sig Change
15%	14%	No Sig Change
79%	85%	▼
27%	21%	▲
86%	91%	▼

How much do you agree with each statement?



Agree	Previous (2023)	Direction
78%	77%	No Sig Change
16%	18%	No Sig Change
22%	19%	No Sig Change
18%	18%	No Sig Change
31%	25%	▲
11%	8%	No Sig Change
66%	71%	No Sig Change

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