

**South Cambridgeshire District Council
Health and Environmental Services –
Annual Satisfaction Survey 2008-2009**

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**Prepared For: South Cambridgeshire District
Council**

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8 Recycling and Waste in South Cambridgeshire

Both customers and residents were asked about recycling and waste services in South Cambridgeshire. Firstly they were asked to rate their satisfaction with services provided or supported by South Cambridgeshire District Council.

Overall, respondents were satisfied with the services provided or supported by SCDC.

Satisfaction was highest with doorstep recycling – 87% of respondents were satisfied with this aspect with 40% stating they were ‘very’ satisfied. Eight in ten respondents were satisfied with refuse collections (82%) and household waste recycling centres (81%).

Three quarters of respondents expressed satisfaction with the following aspects:

- Level of street cleanliness/tidiness following the waste collection (78%);
- Local recycling centres (76%);
- Cleanliness of local recycling centres (76%);
- Keeping public land clear of litter (72%);
- Abandoned or burnt out car removal (72%).

Two thirds said they were satisfied with the frequency local recycling centres are emptied (64%), graffiti removal (69%) and fly posting removal (66%).

A fifth of respondents expressed dissatisfaction with the frequency local recycling centres are emptied (19%).

Table 25: How satisfied or dissatisfied are you with each of the following services provided or supported by South Cambridgeshire District Council?

SERVICE	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Base
Keeping public land clear of litter	21%	50%	14%	10%	5%	737
Refuse collections (green & black bins)	38%	44%	5%	7%	6%	745
Doorstep recycling (green box)	40%	47%	4%	6%	3%	726
Local tips/ household waste recycling centres	37%	44%	9%	7%	4%	673
Level of street cleanliness/ tidiness following the waste collection	30%	48%	9%	8%	5%	730
Local recycling centres (e.g. paper, glass, can, banks)	29%	47%	12%	8%	3%	633
The cleanliness of local recycling centres (e.g. paper, glass, can, banks)	29%	47%	13%	8%	4%	616
Frequency local recycling centres are emptied	23%	41%	18%	13%	6%	530
Graffiti removal	32%	38%	24%	4%	2%	487
Fly posting removal	29%	37%	23%	6%	5%	493
Abandoned or burnt our car removal	30%	42%	22%	4%	3%	514

There was little difference in the views of customers and residents. Residents were more likely to express satisfaction with doorstep recycling: 91% were satisfied compared to 83% of customers.

Table 26: Percentage of respondents satisfied with services by survey type (% 'very' or 'fairly' satisfied)

SERVICE	TOTAL	Customers	Residents
Keeping public land clear of litter	72%	72%	71%
Refuse collections	82%	80%	84%
Doorstep recycling	87%	83%	91%
Local tips/ household waste recycling centres	81%	82%	79%
Level of street cleanliness/ tidiness following the waste collection	78%	76%	80%
Local recycling centres	76%	77%	76%
The cleanliness of local recycling centres	76%	75%	76%
Frequency local recycling centres are emptied	64%	61%	66%
Graffiti removal	69%	69%	70%
Fly posting removal	66%	66%	66%
Abandoned or burnt out car removal	72%	70%	74%

Table 27 shows scores from the 2008 Place Survey. Comparisons with refuse and recycling facilities have been made where possible but analysis should be treated with caution as the methodologies differed (the Place Survey was conducted by postal methodology).

Satisfaction levels for all aspects are lower in the Place Survey.

Table 27: 2007 Place Survey Results for waste and recycling (% 'very' or 'fairly' satisfied)

	Keeping public land clear of litter	Refuse collection	Doorstep recycling	Local tips/ household waste
2008 Annual Satisfaction Survey	72%	82%	87%	81%
SCDC	61%	77%	79%	74%
Cambridge City	67%	71%	71%	65%
East Cambs	60%	72%	65%	70%
Fenland	57%	77%	69%	76%
Huntingdonshire	67%	83%	80%	75%
County	63%	77%	74%	72%

The table below shows scores for the 2007 Best Value User Survey. Comparisons with refuse and recycling facilities have been made where possible but analysis should be treated with caution as the wording of questions was not identical and the methodologies differed (the Best Value User Survey was conducted by postal methodology).

Since 2007, there has been an increase with satisfaction in recycling facilities in the district. Results are comparable to other districts in Cambridgeshire. There has been a slight decrease in satisfaction with the cleanliness of streets following waste collection but

it should be noted the questions were phrased differently. Satisfaction with keeping public land clear of litter has remained constant.

Table 28: Best Value Survey Results for waste and recycling (% 'very' or 'fairly' satisfied)

	Keeping public land clear of litter (BVPI 89)	How clean and tidy the street is after waste collection	Overall satisfaction with the service for the collection of items for recycling	Satisfaction with how "clean and tidy" the local recycling site is	Satisfaction with provision of the local recycling facilities (BVPI 90B)
2008 Annual Satisfaction Survey	72%	78%	87%	76%	76%
SCDC	73%	84%	77%	62%	67%
Cambridge City	73%	72%	78%	55%	61%
East Cambs	73%	78%	63%	63%	71%
Fenland	67%	86%	85%	76%	76%
Huntingdonshire	77%	86%	88%	79%	82%
County	69%	80%	80%	71%	72%

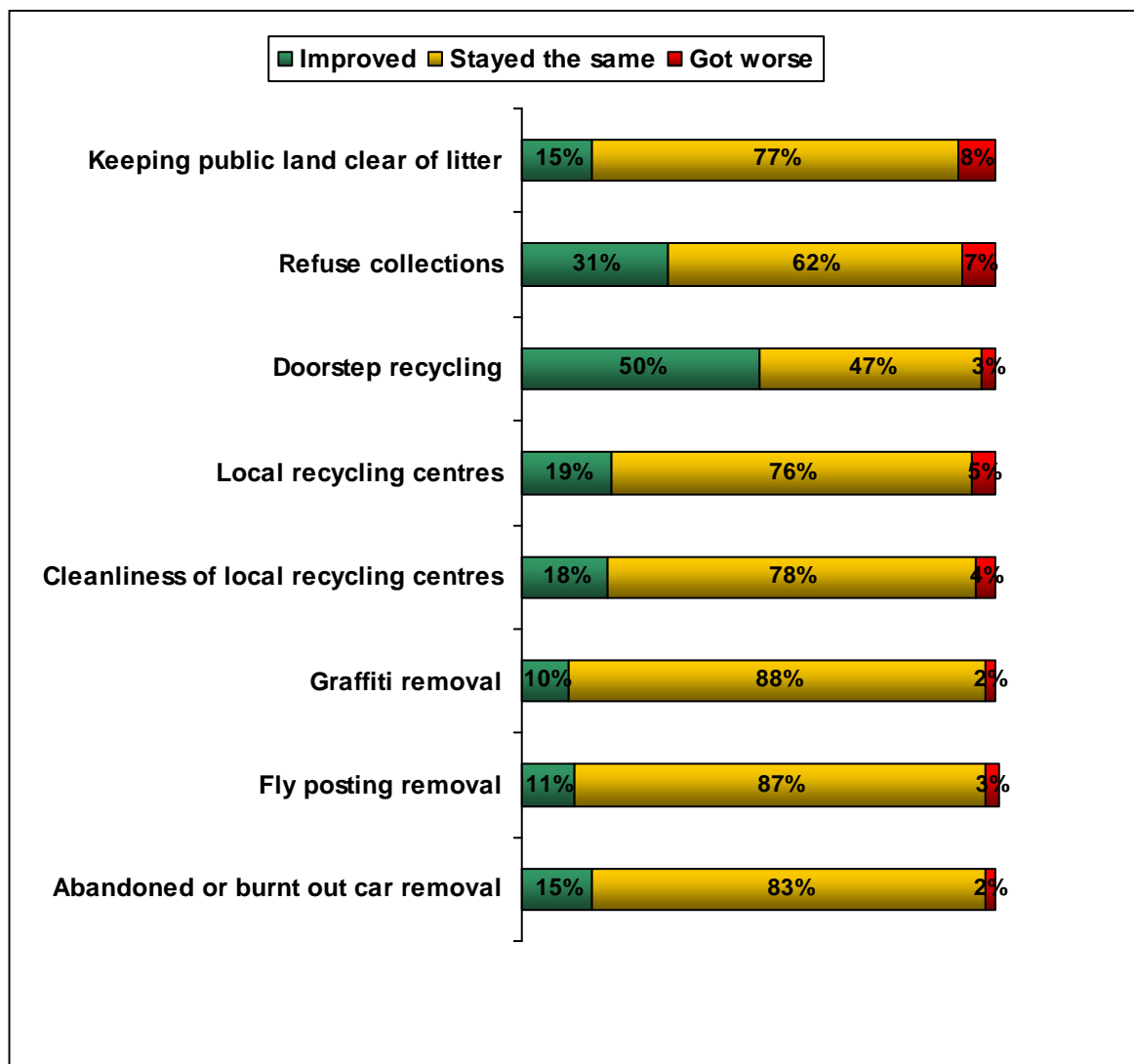
Respondents were then asked if they thought services had improved, got worse or stayed the same over the last twelve months.

For the majority of respondents, services have remained constant over the last year.

Respondents have seen an improvement in doorstep recycling over the past twelve months with 50% stating this service has improved. A third (31%) have seen improvements in refuse collections. One in five respondents said local recycling centres (19%), cleanliness of local recycling centres (18%), keeping public land clear of litter (15%) and abandoned or burnt out car removal (15%) had improved in the last year.

Relatively few respondents said services have got worse in the last year. Less than one in ten respondents said keeping public land clear of litter (8%) and refuse collections (7%) have got worse in the last year.

Figure 16: Do you think the services have improved, got worse or stayed the same in the last twelve months?



With the exception of keeping public land clear of litter, residents were slightly more likely than customers to say all services had improved in the last twelve months.

Table 29: Percentage of respondents who said services have improved in last twelve months by survey type

SERVICE	TOTAL	Customers	Residents
Keeping public land clear of litter	15%	15%	15%
Refuse collection	31%	27%	33%
Doorstep recycling	50%	46%	54%
Local recycling centres	19%	16%	22%
The cleanliness of local recycling centres	18%	15%	20%
Graffiti removal	10%	7%	14%
Fly posting removal	11%	7%	15%
Abandoned or burnt out car removal	15%	10%	18%

The table below shows scores for the 2007 Best Value User Survey. Analysis should be treated with caution as the wording of questions was not identical and the Best Value User Survey asked about improvements over the last three years. It should also be borne in mind that the methodologies differed between surveys (the Best Value User Survey was conducted by postal methodology). The results for the 2008 Place Survey were not available at the time of writing the report.

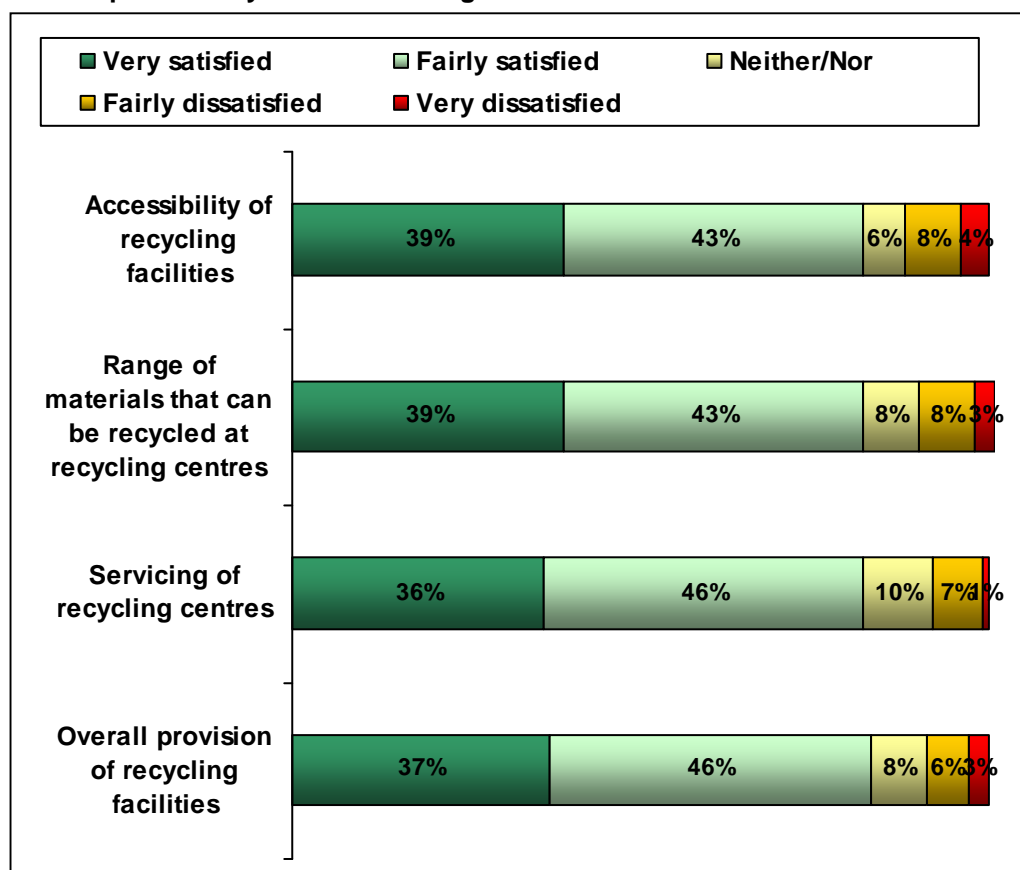
With the exception of local recycling centres, results are similar between the surveys. There has been a decrease in the number of respondents reporting the local recycling facilities have improved.

Table 30: Best Value Survey Results for waste and recycling (% of respondents who said service had improved in last three years)

	Keeping public land clear of litter and refuse	Collection of household waste	Doorstep collection of items for recycling	Local recycling facilities
2008 Annual Satisfaction Survey	15%	31%	50%	19%
SCDC	14%	33%	42%	35%
Cambridge City	21%	40%	49%	37%
East Cambs	18%	23%	39%	39%
Fenland	29%	50%	53%	45%
Huntingdonshire	29%	54%	66%	52%
County	21%	31%	47%	42%

Respondents were asked to rate their satisfaction with recycling services provided by SCDC.

Figure 17: How satisfied or dissatisfied are you with each of the following elements of the service provided by South Cambridgeshire District Council?



Base varies (All respondents)

Overall, the majority of respondents were satisfied with the provision of recycling facilities: 83% expressed satisfaction with a third (37%) stating they were very satisfied. Just one in ten expressed dissatisfaction (9%).

Four out of five respondents expressed satisfaction with the accessibility of recycling facilities (82%), the servicing of recycling centres (82%) and the range of materials you can recycle at the recycling centres (81%).

There was little difference in the views of customers and residents. Residents were slightly more satisfied with the range of materials that could be recycled at recycling centres: 84% compared to 79% of customers.

Table 31: Percentage satisfied with aspects of recycling facilities by survey type (% 'very' or 'fairly' satisfied)

	TOTAL	Customers	Residents
Accessibility of recycling facilities	82%	81%	82%
Range of materials that can be recycled at recycling centres	81%	79%	84%
Servicing of recycling centres	82%	80%	83%
Overall provision of recycling facilities	83%	81%	84%

Respondents were asked what improvements they would like to see made to waste and recycling services provided by SCDC. A third of respondents said they did not want to see any improvements.

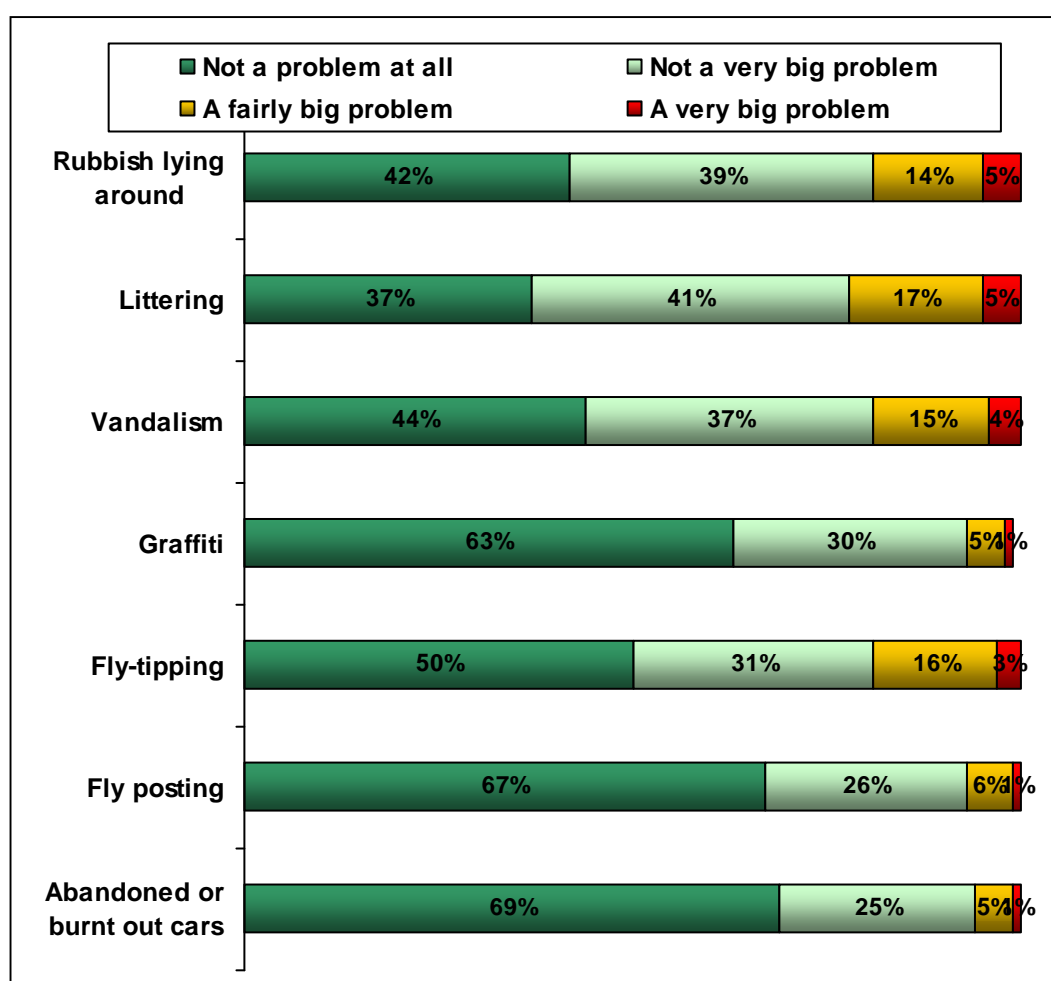
Of those who suggested an improvement, comments included:

- Would like to be able to recycle a wider variety of materials, such as plastic, batteries and light bulbs (25%);
- Would like the bins emptied more frequently (18%);
- Would like a more local recycling centre (6%);
- Would like larger or more recycling bins (4%);
- Would like a wider variety of doorstep recycling collections (4%);
- More information from the Council (3%);
- More facilities for recycling larger items (2%);
- Bin men should be tidier when collecting refuse (2%);
- Extended opening hours of recycling collections (1%);
- Introduce fines for not recycling (1%);
- Improve conditions at recycling centres such as improved lighting (1%);
- Staff to be more helpful at recycling centre (1%);
- Reduce the number of recycling bins and containers (1%);
- There shouldn't be any charges for recycling services; these should be free (1%);
- Provide bins with lids (1%).

9 Neighbourhood Problems

Respondents were asked to what extent they thought a range of issues were a problem in their local area. Local area was defined as the area within 15-20 minutes walking distance from their home.

Figure 18: Thinking about your local area, how much of a problem do you think each of the following are?



Base varies (All respondents)

The most common problem in the local area was considered to be littering (22% said this was a 'very big' or a 'fairly big' problem). One in five said the following were problems in their local area: rubbish lying around (19%), vandalism (19%) and fly-tipping (19%).

There is little difference between the views of customers and residents. Customers were slightly more likely to say that rubbish lying around was a problem (22% compared to 16% of residents). Residents were slightly more likely to say that fly-tipping is a problem in their local area (23% compared to 16% of customers).

Table 32: Extent issues are a problem in local area by survey type (% 'very big' or 'fairly big' problem)

PROBLEM	TOTAL	Customers	Residents
Rubbish lying around	19%	22%	16%
Littering	22%	22%	20%
Vandalism	19%	19%	20%
Graffiti	6%	9%	5%
Fly-tipping	19%	16%	23%
Fly-posting	7%	5%	8%
Abandoned or burnt out cars	6%	7%	5%

The table below shows scores for the 2008 Place Survey. Analysis should be treated with caution as the methodologies differed between surveys (the Place Survey was conducted by postal methodology).

Results for the Health and Environmental Services Annual Satisfaction Survey are comparable to the Place Survey. When compared to the other districts, the issues are less problematic for South Cambridgeshire residents.

Table 33: Place Survey Results for waste and recycling (% 'very big' or 'fairly big' problem)

	Rubbish and litter lying around	Abandoned or burnt out cars	Vandalism, graffiti and other deliberate damage
2008 Annual Satisfaction Survey	19%	6%	19%
SCDC	22%	4%	21%
Cambridge City	34%	4%	28%
East Cambs	29%	5%	27%
Fenland	34%	10%	37%
Huntingdonshire	24%	5%	24%
County	27%	5%	27%