

Summary of Results from Waste Services Survey

The survey was distributed to every household as part of the recycling collections guide in Spring 2013. 5159 surveys were returned, giving an 11.4% response rate, which is considered high for an unsolicited postal survey.

Question 1			
Which of these statements best describes how much you recycle? (Select one)			
Answer	Number of responses	% of SURVEY responses	% of TOTAL households
I recycle everything that can be recycled	3441	66.7%	7.6%
I recycle a lot, but not everything that can be recycled	1610	31.21%	3.56%
I recycle sometimes	69	1.34%	0.15%
I do not recycle much	22	0.43%	0.05%

Question 2			
Which of these statements best describes your attitude to recycling? (Select one)			
Answer	Number of responses	% of SURVEY responses	% of TOTAL households
I recycle even if it requires additional effort	4440	86.06%	9.81%
I recycle if it does not require additional effort	668	12.95%	1.45%
I do not recycle	21	0.41%	0.05%

Question 3**How satisfied are you with your recycling being collected once a fortnight?**

(Select one)

Answer	Number of responses	% of SURVEY responses	% of TOTAL households
Very satisfied (go to Q5)	2483	48.13%	5.49%
Satisfied (go to Q5)	1497	29.02%	3.31%
Neither satisfied or dissatisfied (go to Q4)	599	11.61%	1.32%
Dissatisfied (go to Q4)	409	7.93%	0.90%
Very dissatisfied (go to Q4)	102	1.98%	0.23%

Question 4**What is it about your fortnightly collection that you do not like?**

(Select all that apply)

Answer	Number of responses	% of SURVEY responses	% of TOTAL households
Can't remember which week the collections fall	229	4.44%	0.51%
Have too much recycling by the end of two weeks	667	12.93%	1.47%
Have too much recycling for the containers by the end of two weeks	954	18.49%	2.11%
Worries about vermin/ pests	285	5.52%	0.63%
Hygiene issues	307	5.95%	0.68%
Don't like smells	192	3.72%	0.42%
Other (specify)	299	5.8%	0.66%

Question 5

In some parts of Scotland, rubbish is collected one week and recycling the next. This means your green rubbish bin is emptied every other week. How would you feel if this system was introduced here? (Select one)

Answer	Number of responses	% of SURVEY responses	% of TOTAL households
Very happy	1243	24.09%	2.75%
Quite happy	1282	24.85%	2.83%
Neither happy nor unhappy	584	11.32%	1.29%
Not very happy	842	16.32%	1.86%
Not happy at all	1170	22.68%	2.58%

Question 6

The Scottish Government require most households to be provided with a separate food waste collection by 2016. If you could still have your food waste collected weekly would you be satisfied for your green rubbish bin to be emptied every second week?

Answer	Number of responses	% of SURVEY responses	% of TOTAL households
Yes	3582	69.43%	7.91%
No	1452	28.14%	3.21%