

Waste Satisfaction Survey 2023

REPORT ON THE RESULTS

A review of the feedback received from residents and other stakeholders on the waste services in South and Vale.

AUGUST 2023

If you require this report in an alternative format (for example large print, Braille, audio, email, Easy Read and alternative languages) please email haveyoursay@southandvale.gov.uk or call 01235 422425.



CONTENTS

EXECUTIVE SUMMARY	3
ENGAGEMENT METHODOLOGY	4
ENGAGEMENT COMMUNICATIONS	5
SOCIAL MEDIA ENGAGEMENT	6
QUANTITATIVE AND QUALITATIVE DATA	7
BULKY WASTE SERVICE	11
STREET CLEANLINESS	12
WHAT COULD HELP HOUSEHOLDS REDUCE WASTE?	16
ABOUT THE RESPONDENTS	19
FURTHER INFORMATION	24

Note: When stating percentages in the analysis, we are referring to the percentage of respondents that answered the specific question, rather than the total number of responses to the overall survey. Response percentages may not add up to 100% due to rounding up over .5 and rounding down under .5. Words that appear in italics are quotes taken from comments received.

EXECUTIVE SUMMARY

This report has been produced by council officers to analyse the comments received to the waste satisfaction survey. The survey ran from Monday 12 June 2023 until 11.59pm on Monday 10 July 2023 and was aimed at residents living in South Oxfordshire and Vale of White Horse, who use the waste services. The survey included questions about the waste and recycling collection service, food waste service, bulky waste service, street cleaning and overall satisfaction. 2,069 responses were received and the key findings are provided below.

Key findings:

Waste and Recycling Collection Service

Overall, respondents expressed satisfaction with the waste and recycling collection service (83%). Respondents are satisfied with the reliability of the service i.e. collecting on the correct date (85%) the state their bins have been returned i.e not damaged (66%) and how the collection team returned their bins to the correct location (54%)

Bulky Waste Collection Service

A large majority (76%) have not used the bulky waste service. 79% are aware the council collect bulky furniture or appliances for a charge.

Street Cleaning Service

The street cleaning service received mixed feedback while 38% expressed satisfaction with street cleanliness, 37% also expressed dissatisfaction. A total of 899 free text comments were received. The most frequently mentioned issues were with overall dissatisfaction with road sweepers (45%) and dissatisfaction with the lack of sweeping which they believe is resulting in overgrown vegetation in the streets and gullies which is causing blocked drains and leading to flooding in some areas (22%).

Food Waste

82% of respondents use the food waste service, 11% do not use the service and 7% sometimes use it.

Overall Satisfaction

Respondents expressed satisfaction with the overall service. Most are satisfied with the enquiry response time (70%), the amount of time taken to resolve it (61%) and how it was dealt with (65%). Over half of respondents were also satisfied with the advice and help provided (63%), the way they were spoken to (65%) and satisfied with overall service received (66%).

ENGAGEMENT METHODOLOGY

The Waste Satisfaction Survey ran from Monday 12 June 2023 until 11.59pm on Monday 10 July 2023. There were 1,693 emails and 290 letters issued to consultees registered on the councils' general consultation database. Posters were displayed in all libraries across both districts, as well as sent to Town and Parish Councils, local leisure centres, community centres and supermarkets.

Social media posts were scheduled and promoted throughout the live period on Facebook, Instagram, Twitter and the Nextdoor app, which included engagement on Facebook with local community pages/groups.

A notification email was sent to South and Vale councillors via In Focus. A press release was also published on the councils' websites.

Communications were also sent to staff members to encourage participation if they live within South Oxfordshire or Vale of White Horse.

An online survey was created to gather feedback on the waste service which included questions on the following services: food waste and recycling collection, bulky waste and street cleaning. Residents could also provide feedback on overall satisfaction and communication received from the councils.

For residents that did not have access to the internet or preferred a paper version, this was available on request.

Reporting methodology

A total of 2,069 completed responses were received. This is made up of 2,066 responses via the online survey and 3 responses via post which were manually added to the survey.

A summary of the comments to the consultation is included in this report. Any personal information supplied to us within the comments that could identify anyone has been redacted and will not be shared or published in the report. Further information on data protection is available in our general consultation's privacy statement on our [South](#) or [Vale](#) websites.

Some spelling, grammatical and punctual errors in the original comments raised were corrected in the main body of this report; a full list of unedited comments is available on request.

ENGAGEMENT COMMUNICATIONS

A copy of the email notification issued to consultees on the council's consultation database is provided below.

Subject: Have your say on our waste and recycling services

Dear [NAME]

We would like to know what you think of our waste and recycling services across South Oxfordshire and the Vale of White Horse.

Take part in our survey and let us know what you think about waste services, this includes household waste, recycling, food waste collections, bulky waste collections, street cleaning services, customer services and the councils' waste and recycling information.

The survey will help to identify satisfaction levels with these services and highlight areas for improvement.

Please complete this survey by 11.59pm on Monday 10 July 2023.

How to take part

The quickest and easiest way to comment is to use our online comment form.

Note that this is a unique link just for you and is tied to your email address. If you would like to forward this message to anybody else, please refer them to the public link to the survey.

We look forward to hearing your views.

Kind regards

Waste Team

South Oxfordshire and Vale of White Horse District Councils

If you have any questions about our waste services, or if you require this survey in an alternative format (for example large print, Braille, audio, email, Easy Read and alternative languages) please email waste.team@southandvale.gov.uk or call 01235 422146.

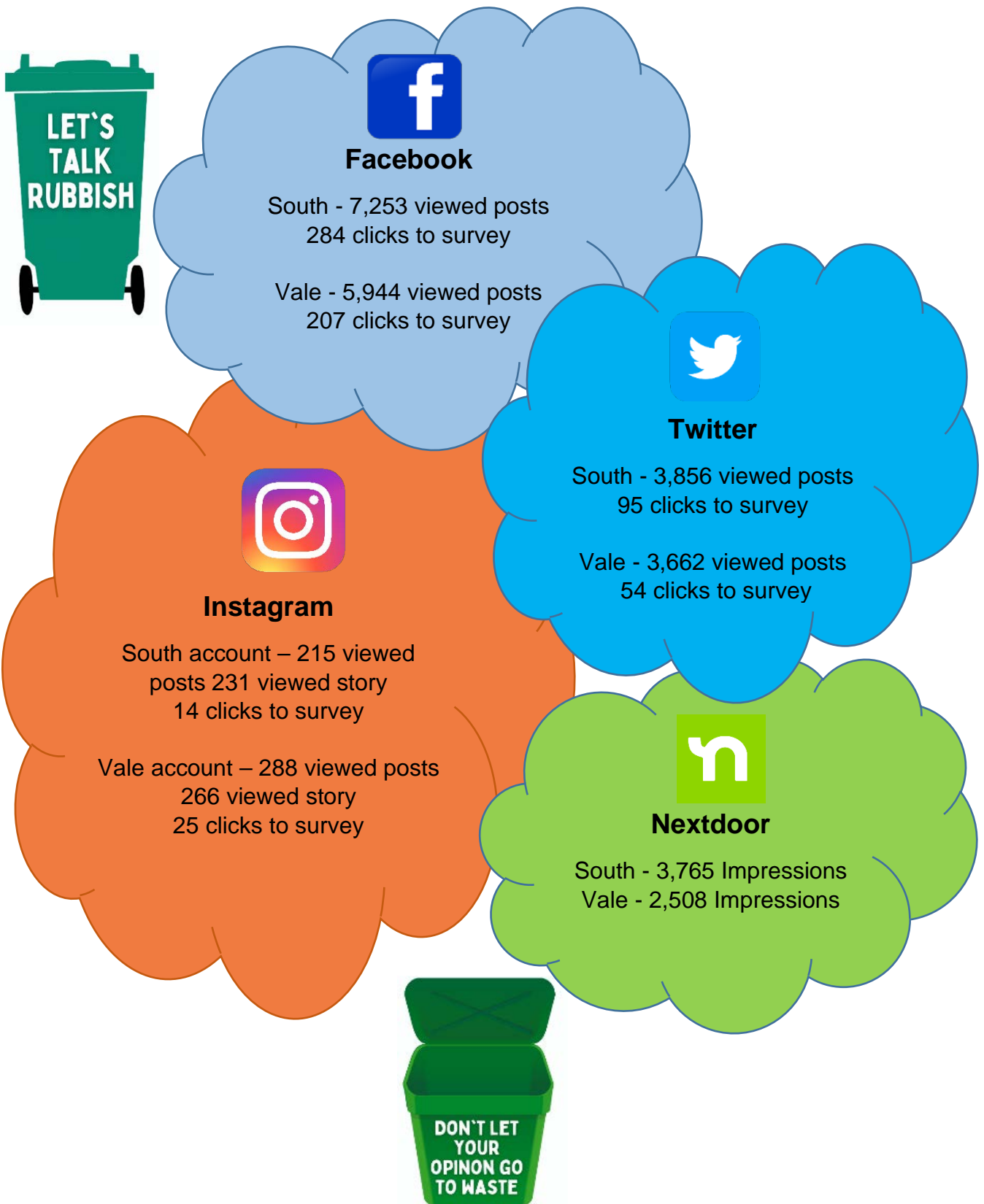
Opt out: If you do not wish to receive further emails from us like this, please click the link below, and you will be removed from our consultation mailing list. Please note, we may still need to contact you for certain consultations if we have a legal obligation to do so.

<http://survey.southandvale.gov.uk/s/Remove/>

Data protection: Please refer to our privacy policy regarding how your personal data is used for this consultation, available on the consultation page of our websites: South or Vale. If you would like to know more about the council's data protection registration or to find out about your personal data, please visit our websites: South or Vale.

SOCIAL MEDIA ENGAGEMENT

The following information provides insight into the online social media engagement, which includes the number of times residents clicked through to view and/or take part in the Waste Satisfaction Survey.



QUANTITATIVE AND QUALITATIVE DATA

The Waste Satisfaction Survey was targeted at residents living in South Oxfordshire and Vale of White Horse. There wasn't an equal split between residents of the districts, with South Oxfordshire residents making up just over half the respondents (57%), and the Vale 42%. 2,069 completed responses were received.

Waste and Recycling Collection Service

The survey asked respondents to indicate their level of satisfaction with the following aspects of the waste collection service:

➤ The overall waste collection service (collection of general, food and recycling)

A large majority of respondents (83%) are either very satisfied (36%) or satisfied (47%) with the overall service.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	I don't know
36%	47%	10%	5%	2%	0%

➤ The reliability of the service i.e. collecting on the correct date

A total of 85% of respondents are either satisfied (46%) or very satisfied (39%) with the reliability of the service i.e. collecting on the correct date.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	I don't know
39%	46%	9%	5%	2%	0%

➤ How the collection team return my bin to the correct location

A combined 54% of respondents are either satisfied (36%) or very satisfied (18%) with how the collection team returned their bin to the correct location. However, a quarter of respondents (25%) are either dissatisfied (17%) or very dissatisfied (8%), followed by 21% who are neither satisfied nor dissatisfied.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	I don't know
18%	36%	21%	17%	8%	0%

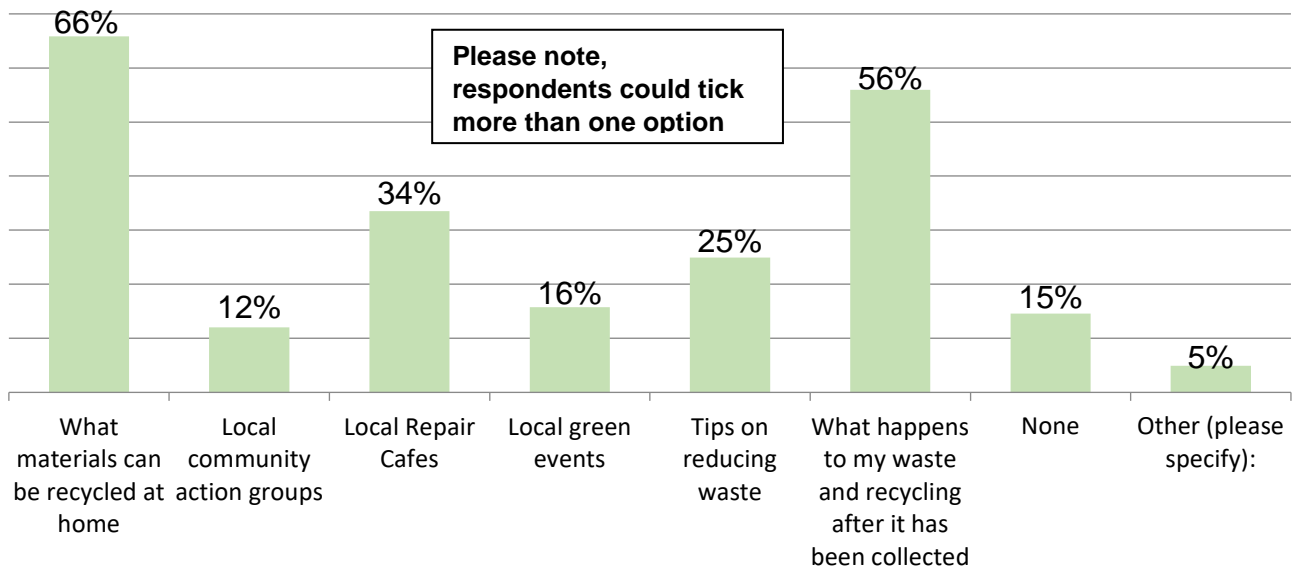
➤ Returning my bins in a reasonable state i.e not damaged

A majority (66%) are either satisfied (41%) or very satisfied (25%) with the state in which their bin has been returned. A total of 17% of respondents indicated feeling neither satisfied nor dissatisfied. The number of respondents that have expressed dissatisfaction stands at 17%, where respondents are either dissatisfied (12%) or very dissatisfied (5%) with the returning of their bin.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	I don't know
25%	41%	17%	12%	5%	1%

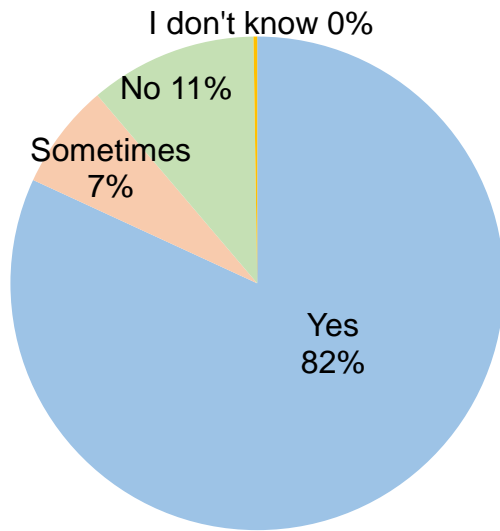
What information on recycling would you find useful to receive?

The most popular answers to this question were: what materials can be recycled at home (66%), what happens to waste and recycling after it has been collected (56%), information on local repair cafés (34%) and tips on reducing waste (25%).



Other (please specify):

- Clear communications about non-recyclables / how to dispose of them **X50**
- Information about recycling centre's/other Facilities (location and what can be disposed of) **X15**
- Print materials are useful (e.g., recycling wheel, stickers, and bin calendar) **X11**
- More general information about waste and recycling (what happens to waste, why we should recycle) **X10**
- Other **X7**
- I am already well informed / no answer provided **X6**
- Feedback about the waste team **X5**



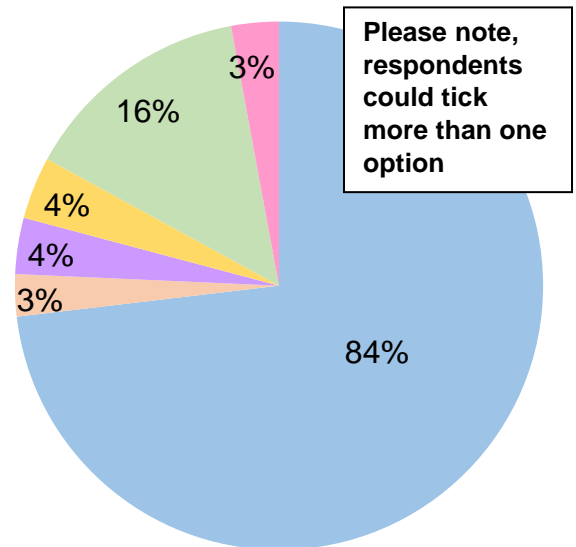
Do you use the food waste collection service?

82% use their food waste collection service. Only 11% do not, followed by 7% who sometimes use it.

How do you dispose of your food waste?

Of the 82% of respondents that use the collection service, the majority (84%) put their food waste in 100% compostable/biodegradable liners. However, 16% use a plastic bag.

- In 100% compostable/biodegradable liners
- Line food waste bin with a sheet of paper and put food straight into the bin
- Wrap in newspaper
- Put food straight into the bin
- In a plastic bag
- Other (please specify):



Please note, respondents could tick more than one option

Other (please specify):

Compost bin **X26**

Compostable/biodegradable bags **X12**

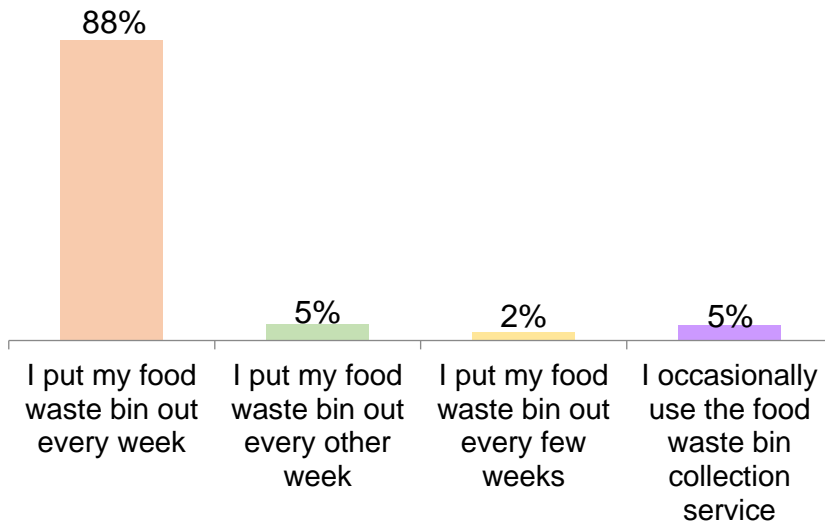
In different ways depending on item/what is available at the time **X8**

Disposal unit/insinkerator **X7**

Other **X3**

No/little waste **X3**

No comments / blank response **X2**



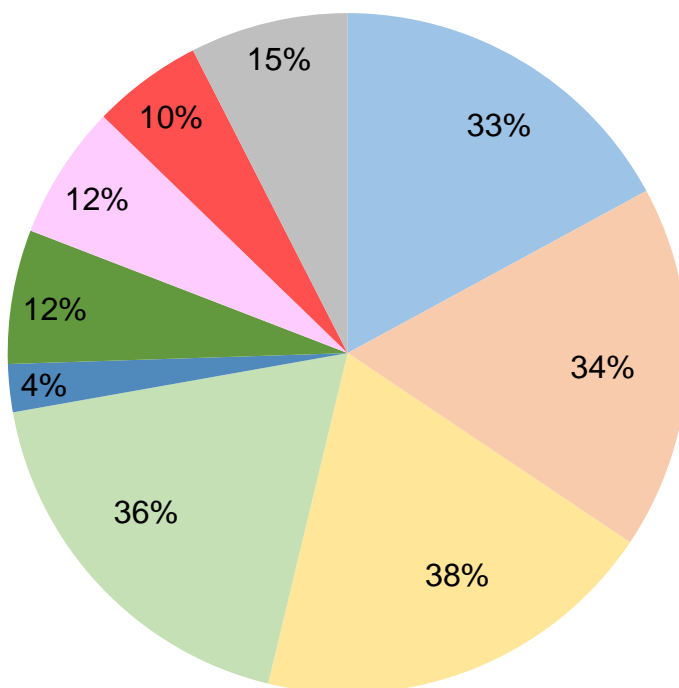
How frequently do you put your food waste bin out for collection?

Of the 82% of respondents that use the waste collection service, most put their bin out for collection every week (88%).

Why don't you use the food waste collection service?

11% of respondents said they do not use the waste collection service and 17% said they use it sometimes. When asked why they don't use the service the most popular responses are: it's too messy/smelly (38%), it attracts flies/vermin (36%), not enough food waste to recycle (34%) and waste is put into compost bin (33%).

Please note, respondents could tick more than one option



- I put food waste into my home compost bin
- I don't have enough food waste to recycle
- It's too messy/smelly
- It attracts flies/vermin
- I don't have enough time
- I don't have enough storage space
- I don't have a food waste bin
- I have run out of liners/liners are too expensive
- Other (please specify):

Other (please specify):

- Food waste is composted / put in the insinkerator / disposal unit **X14**
- Food waste is given to pets/wildlife **X6**
- Complaints about service **X4**
- Not aware of the waste service **X4**
- No/little waste **X3**
- Waste attracts unwanted animals/insects **X3**
- Other **X1**

BULKY WASTE SERVICE

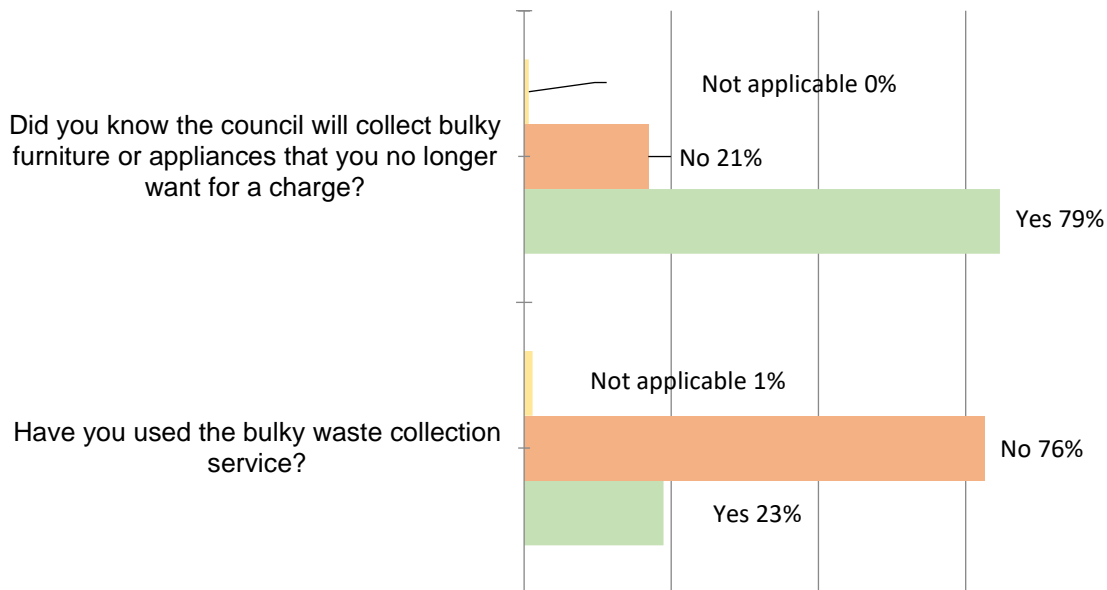
This section in the survey was about the bulky waste service.

Have you used the bulky waste collection service?

A majority (76%) have not used the service before. Only 23% have.

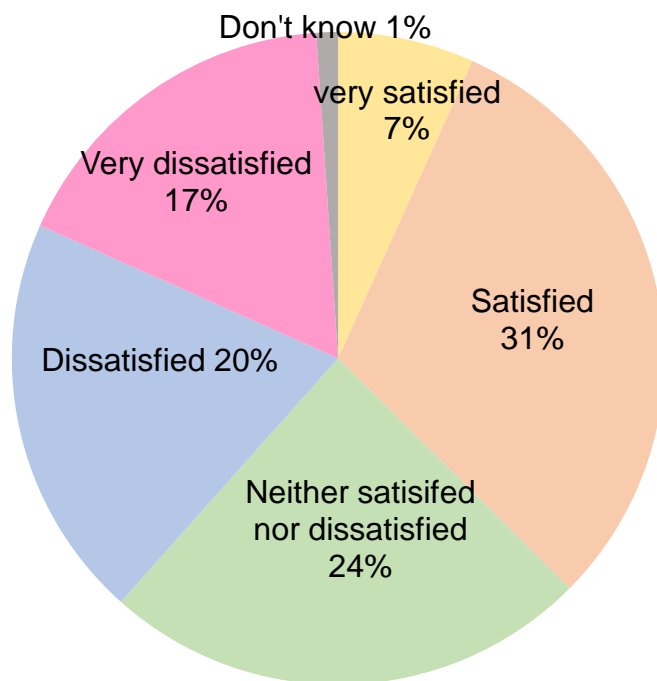
Did you know the council will collect bulky furniture or appliances that you no longer want for a charge?

Respondents were also asked if they knew the councils collect bulky furniture or appliances for a charge, which resulted in 79% indicating yes and 21% who are not aware of the service.



STREET CLEANLINESS

This section in the survey was included to gather feedback on satisfaction levels with street cleaning.



How satisfied or dissatisfied are you with the standard of street cleanliness in your area?

38% expressed satisfaction with street cleanliness, with 31% reporting being 'satisfied' and 7% indicating being 'very satisfied'. 37% expressed dissatisfaction with this statement, with 20% being 'dissatisfied' and 17% being 'very dissatisfied.' This question also received a considerable number of respondents (24%) who felt neither satisfied nor dissatisfied with the standard of street cleanliness.

Respondents could express their views further in a free textbox provided. A total of 899 free text comments were received and a summary of the results is provided below. A full list of the comments received are available on request.

Following text analysis of the comments received, the most frequently mentioned issues (45%, 545 comments) were overall dissatisfaction with road sweepers. 23% of the comments (282 comments) expressed feeling dissatisfied with the infrequent, poor-quality service provided, and frustrated about not receiving prior notice of their arrival to allow resident to move vehicles from the road. The remaining 22% (263 comments) included dissatisfaction with the lack of sweeping which they believe is resulting in overgrown vegetation in the streets and gullies which is causing blocked drains and leading to flooding in some areas.

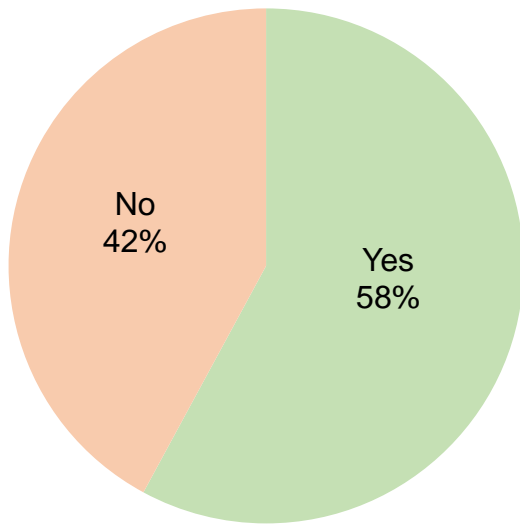
24% (285 comments) expressed dissatisfaction with the cleanliness of streets due to litter and items being fly tipped around the districts. 16% (190 comments) mentioned feeling dissatisfied with the amount of litter on the street and dog fouling. 4% (48 comments) mentioned the litter issue caused by bin crews not picking up everything on bin collection day. However, 4% (47 comments) feel the issue is due to residents and businesses behaviours around littering.

10% (123 comments) didn't know the street cleaning service existed or don't receive street cleaning due to living on a private road/estate or a road which hasn't been adopted.

Other comments included satisfaction with the cleanliness of the streets due to voluntary litter pickers keeping it clean. 5% (56 comments) offered positive feedback about the waste service and cleanliness of the streets.

9% (8 comments) expressed dissatisfaction with the public bins and dog bins. More specifically, the lack of bins and the small size which is resulting in bins overflowing.

OVERALL SATISFACTION

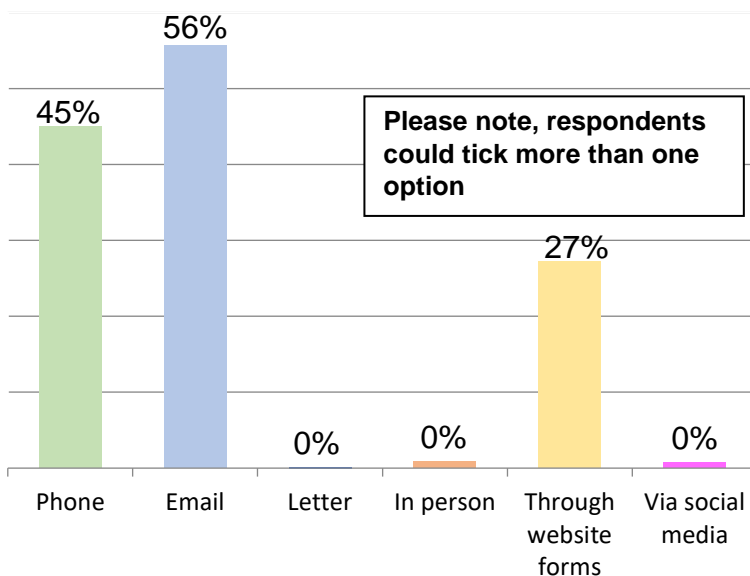
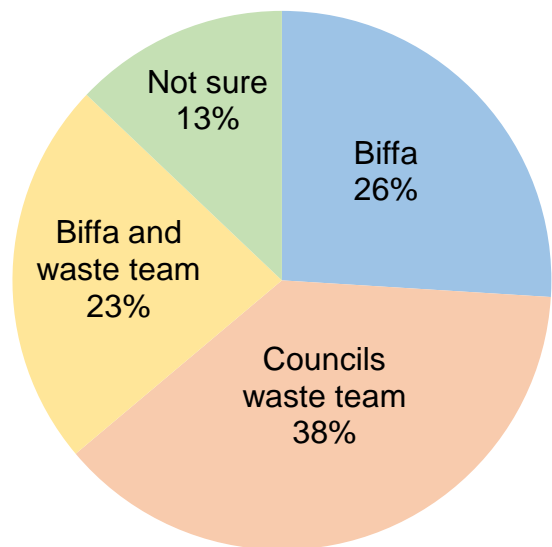


Have you ever contacted us about any issues related to waste and recycling?

Over half of respondents (58%) have contacted the councils about issues relating to waste and recycling, whilst 42% have not.

Who did you contact?

Of the 58% of respondents that have contacted the councils, most (38%) contacted the councils waste team, followed by Biffa (26%). Some respondents (23%) contacted both Biffa and the councils' waste team. A small proportion (13%) weren't sure who they contacted.



How did you contact us?

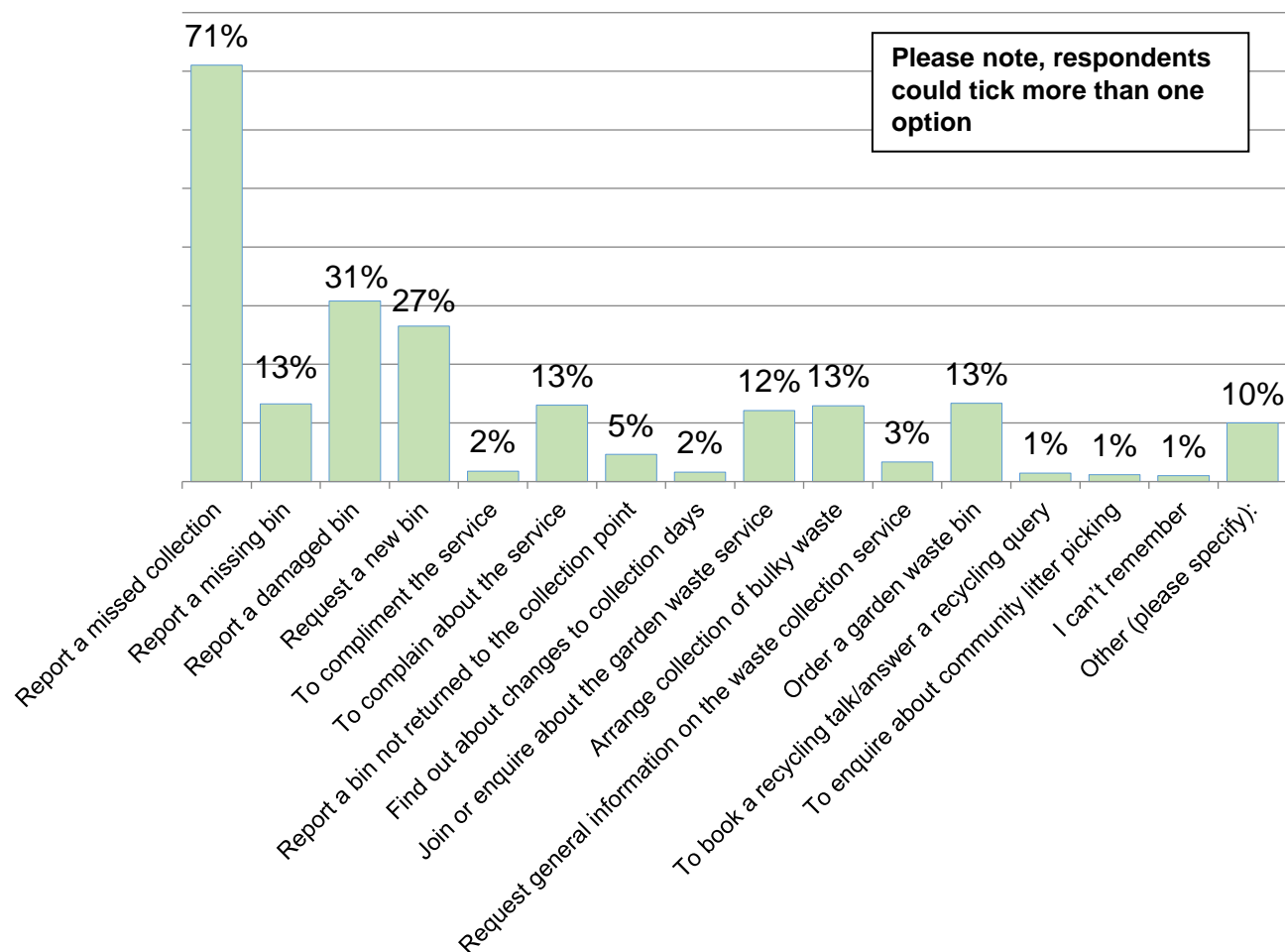
The majority of respondents contacted the councils or Biffa via email (56%), followed by phone (45%). Only 27% made contact through website forms.

Other (please specify):

FixMyStreet **X2**
 Lorry Driver **X1**
 Respondent can't remember **X5**
 Other **X3**

What was the reason for contacting us?

The vast majority (71%) contacted the councils or Biffa to report a missing collection. Other reasons included: reporting a damaged bin (31%) and requesting a new bin (27%).



Other (please specify):

- Report Cleanliness Of Streets/Fly-Tipping **X31**
- Report A Missed Bin/Collection **X19**
- Request A New/Additional/Removal Of A Bin/ Bin Bags **X16**
- Query On How To Dispose Waste/Recycling Correctly **X15**
- General Enquiry **X11**
- To Complain About The Collection Service/Crew **X9**
- Other **X9**
- Report Overflowing Public Bins **X4**
- To Make A Complaint About A Neighbour Or Resident **X3**
- No Comments/Blank Response **X2**

If you selected 'to complain about the service' please provide more information about this below.

This question received 200 comments.

Following text analysis of the comments received, the majority of the comments (51%, 111 comments) provided information about complaints made to the councils about a missed collection, lost or damaged bin.

24% (52 comments) of respondents provided details about complaints made to the councils about crew members and the service provided. 12% (27 comments) raised comments about the lack of cleanliness on the streets due to rubbish / food waste being left out post bin collection.

The remaining 12% (27 comments) included other comments e.g. charges around garden waste, extending garden waste to businesses, lack of nearby recycling centres and late despatch of bins.

Overall, how satisfied or dissatisfied were you with the following:

The time taken to respond to my enquiry

46% are satisfied or very satisfied (24%) with the time taken to respond to their enquiry whilst 7% are dissatisfied and 5% are very dissatisfied.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
24%	46%	16%	7%	5%	1%

The advice or help I was given

41% are satisfied or very satisfied (22%) with the advice or help given, whilst 8% are dissatisfied (8%) or very dissatisfied (6%).

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No applicable
22%	41%	18%	8%	6%	5%

The manner in which I was spoken to

The results show that 39% felt satisfied or very satisfied (26%) with the manner in which they were spoken to whilst 2% were dissatisfied and a further 2% were very dissatisfied.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
26%	39%	14%	2%	2%	17%

The time taken to resolve my enquiry

Over half of respondents felt satisfaction with the time it took the councils to resolve their enquiry (61%), with 39% feeling satisfied and 22% feeling very satisfied. 17% felt dissatisfaction with 10% feeling dissatisfied and 7% feeling very dissatisfied.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
22%	39%	18%	10%	7%	4%

The way my problem or request was dealt with

The majority of respondents (65%) felt satisfaction with the way their problem or request was dealt with, specifically 41% expressed being satisfied and 24% being very satisfied. 14% expressed dissatisfaction with 8% being dissatisfied and 6% being very dissatisfied.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
24%	41%	18%	8%	6%	3%

The overall service received

The overall service received also gained a very similar percentage of satisfaction (66%), with 43% feeling satisfied and 23% feeling very satisfied. 14% expressed dissatisfaction with 8% being dissatisfied and 6% being very dissatisfied.

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
23%	43%	19%	8%	6%	3%

WHAT COULD HELP HOUSEHOLDS REDUCE WASTE?

Do you have any ideas about what could be done to help households reduce the amount of waste they produce? If so, please write them in the box below.

While we might not have the powers or resources to put your ideas into action ourselves, we may be able to use them in discussions with our partners and the national government. We may also be able to use them in future campaigns to encourage people to reduce the waste they produce.

This question received 827 comments.

Following text analysis of the comments received, the most frequently mentioned comments were around packaging issues (39%, 366 comments). More specifically, concerns around the

amount of packaging included when purchasing from supermarkets and or online retailers which is unnecessary and needs to be tackled at source.

Other comments mention the needs for supermarkets / retailers to take responsibility and use more recyclable/biodegradable materials, or discard unnecessary packaging on certain items e.g., fruit and vegetables etc. Some suggested that consumers should be able to return recyclable materials to their local supermarkets/ retailers which may help reduce the amount of household waste produced. However, other comments suggested residents should consider what they are purchasing and opt for items with the least amount of packaging.

The second most frequently mentioned comments were centred around encouraging people to reduce, reuse and recycle (260 comments, 28%). Of these, the vast majority (200 comments, 22%) suggest we do this by improving communication and education on reduce/reuse/recycle. Another 45 (17%) think we should encourage people to reuse items by visiting refill shops and repair services. A small minority of respondents in this group (9 comments, 4%) said we should charge those who don't recycle or produce excess waste, and finally 6 proposed alternative ways to incentivise recycling e.g. affordable refill bottles and financial incentives.

13% of respondents (120 comments) suggested offering additional collection services, such as more waste and recycling, garden waste, soft plastics and textile collections as well as offering additional recycling points for household goods. Other suggested providing larger household bins.

Finally, 4% (40 comments) suggested encouraging residents to compost or to form a composting community. Others suggested that free compost bins be provided to help reduce waste. 4%, (37 comments) weren't related to this question, but included feedback about the waste service, specifically feedback about the bin crew, garden and bulky waste. The remaining 11% (104 comments) didn't have any ideas or comments to share (3%) and 8% (78 comments) made other comments.

How do you currently receive information about waste and recycling? If you would prefer to receive information in a different format, please indicate below.

Respondents were asked to indicate which method of communication they currently receive information from the council and how they would prefer to. Currently, the majority of respondents receive information about waste and recycling via paper leaflets (72%), information from the district council websites (68%), Facebook (65%) Twitter (62%) and BINZONE smartphone app (62%).

However, respondents would prefer to receive information via email (57%), text message (54%), Instagram (50%), e-newsletter (47%) and digital leaflet download from district council's website (41%).

Answer Choice	current method(s)	preferred method(s)
Paper leaflets	72%	28%
BINZONE smartphone app	62%	38%
Text message	46%	54%

E-newsletter (e.g. Vale News or South News)	53%	47%
Email	43%	57%
Digital leaflet downloaded from district council website	59%	41%
Information published on district council website	68%	32%
Facebook	65%	35%
Twitter	62%	38%
Instagram	50%	50%

Other (please specify):

Paper communications via the district council (annual calendar/recycling wheel, annual letter)

X27

No communication received/I don't know **X26**

Online communications via the district council (email/website/social media/BINZONE) **X25**

Local communications (email/social media/newsletter) **X25**

BINZONE- negative feedback about the app/ not aware of it **X21**

Feedback/recommendations **X18**

Word of mouth **X7**

Other **X6**

If you have any additional comments you would like to make about the waste and recycling services, please provide them in the comment box below.

This question received 777 responses.

Following text analysis of the comments received, we identified the largest group of respondents as being those who expressed satisfaction with the waste service (192 comments, 20%). More specifically, respondents in this group consider the service they receive as being overall good and efficient, especially when compared to other areas of the country, and the operatives they interact with as helpful and friendly. They also praised the Oakley Wood recycling centre.

This was followed by 14% (134 comments) who said they have or have had issues with waste collections or the delivery of bins. More specifically, most respondents in this group mentioned issues with the collection of 'other' items, like textiles, batteries and WEEE. 16 respondents said they had issues with garden waste collections, and 12 with the collection of bulky waste.

An additional 12% of comments (117) included complaints around the mishandling of bins and waste that spills over and is not picked up, leaving dirt and rubbish scattered around. Most people in this group also complained about their bins not being returned to the right location and being left in a way which obstructs pedestrians and cars. Respondents also said that they have seen operators throwing their bins on to the ground from the collection van. This often results in damage to the bins which have to be replaced, and more plastic and other waste being left around.

10% of responses (97 comments) said they would like the information around waste and recycling, for example what is available on the websites, to be improved. They also said that

more education on waste and recycling is needed, and that customer care should be improved. Another 10% (96) would like the recycling and collection schemes to be revised. More specifically, respondents in this group mentioned that waste collections and the emptying of public bins should be more frequent, and that certain items should be collected from the doorsteps instead of having to travel to a recycling centre.

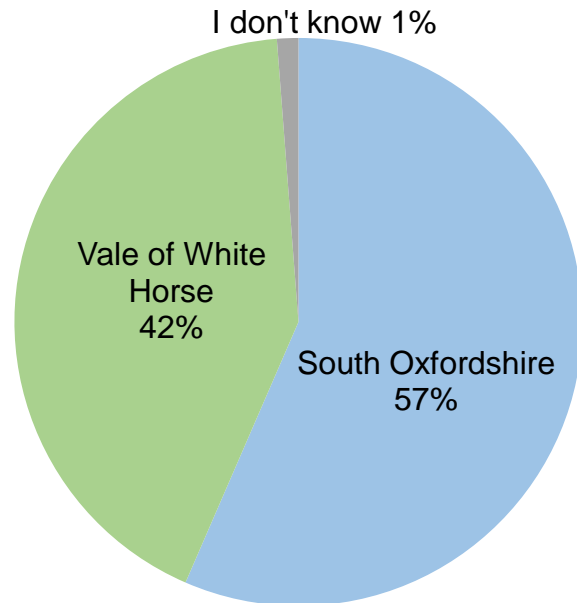
6% (57) said that streets and kerb side cleaning should improve and be more frequent, and another 6% made comments on the recycling centres (61).

Finally, 4% (35) said they have had issues with the app Binzone and with the collection calendar, whilst another 4% (40) made other comments.

ABOUT THE RESPONDENTS

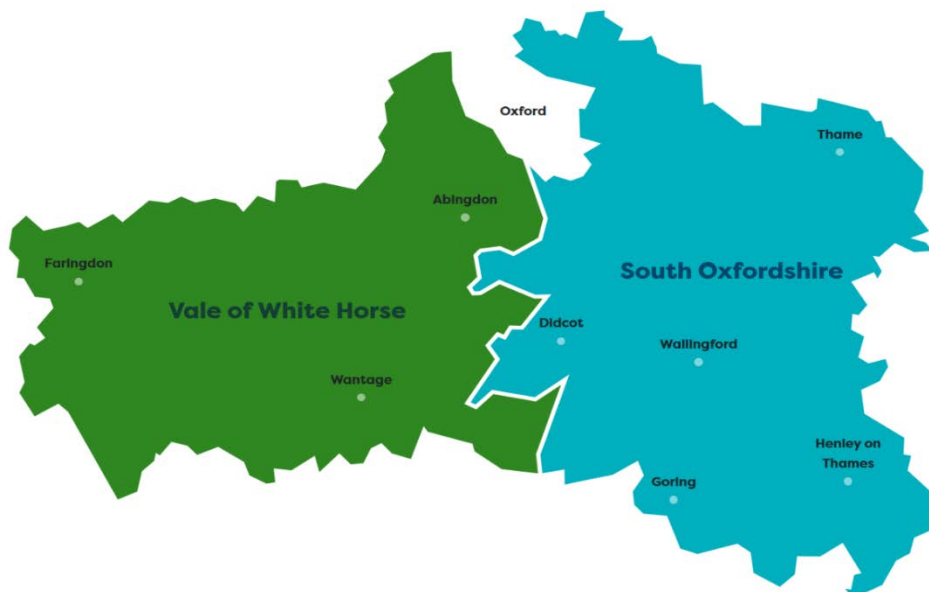
Do you live in South Oxfordshire or Vale of White Horse?

Over half of respondents (57%) live in South Oxfordshire, followed by 42% living in the Vale of White Horse. The remaining 1% of respondents selected 'I don't know'.



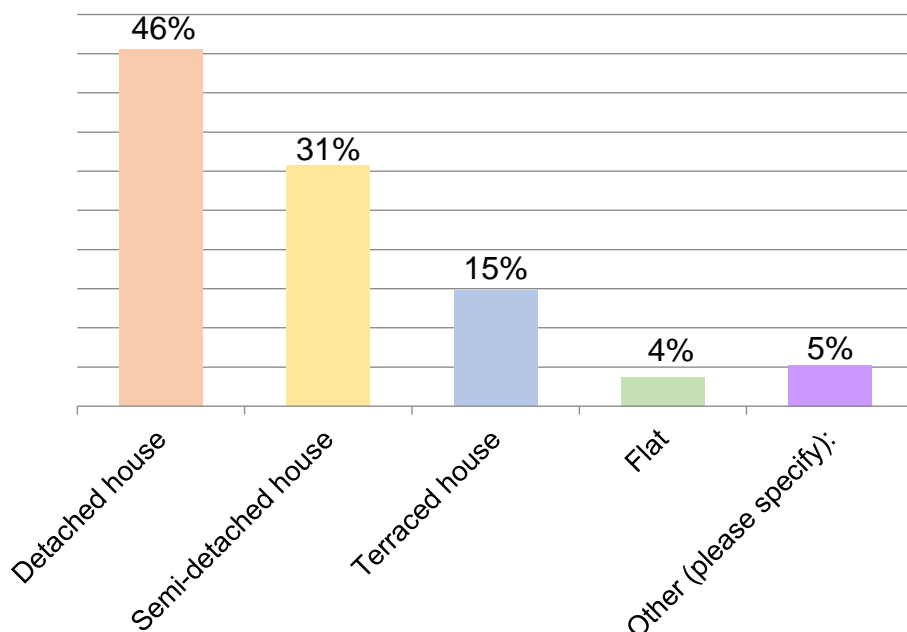
What is the name of the town/village you live in?

The majority of respondents (25%) live in Abingdon (13%) and Didcot (12%), followed by Henley-on-Thames (10%), Thame (5%), Faringdon (5%) and Wantage (4%).



What type of property do you live in?

Almost half of respondents (46%) live in a detached house, followed by: semi-detached house (31%), terraced house (15%) and flat (4%).



Other:

(please specify);

Bungalow **X68**

Terrace/Town house **X13**

Park/mobile home **X8**

Link detached house **X5**

Other **X5**

No comments/blank responses **X4**

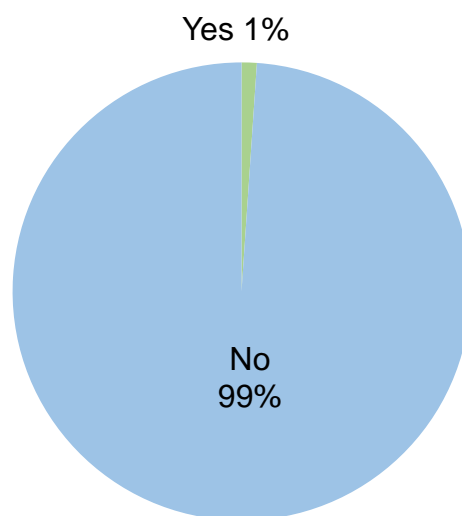
House **X3**

Maisonette **X2**

Do you live in shared accommodation?

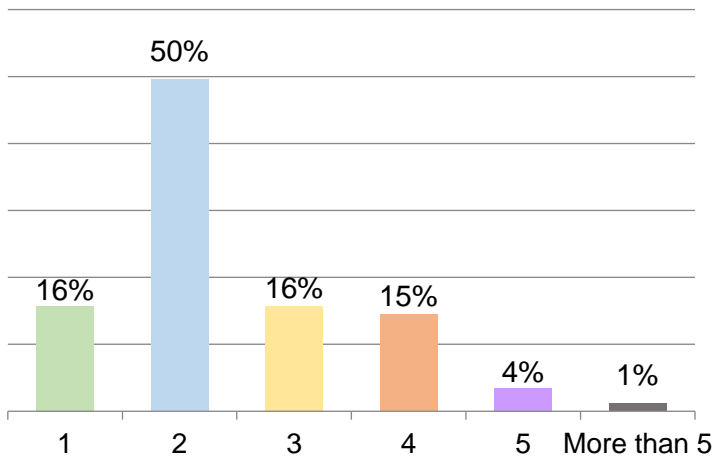
Shared accommodation means that renters live in the same property and share specific spaces. Typically, each renter has their own bedroom and shares other rooms, such as the living area, kitchen and sometimes the bathroom.

A large majority of respondents (99%) do not live in shared accommodation. Only 1% said they do.



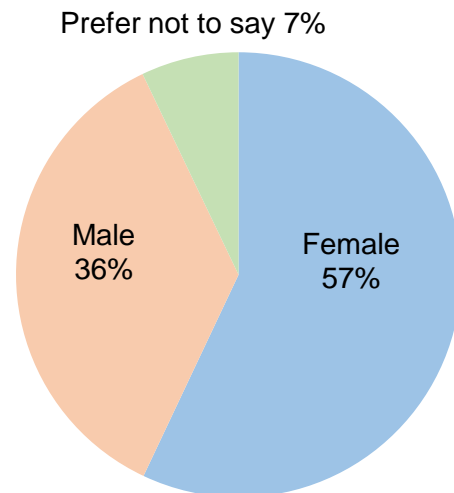
How many people live in the property? This includes yourself and children.

Half of respondents (50%) live in a property with someone else. 16% of respondents live alone and 16% live in a property with three people, followed by 15% of properties including four people.



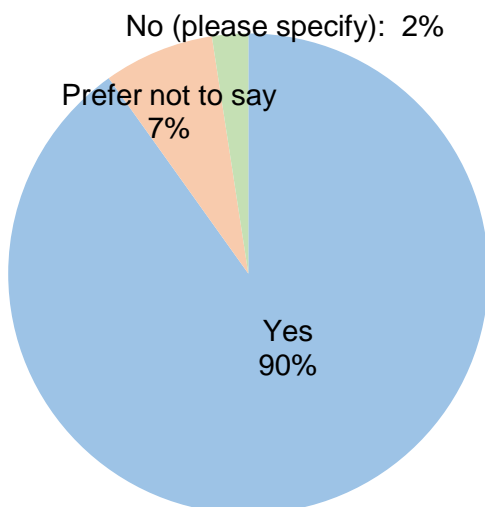
What is your sex?

The majority of respondents (58%) were females and 36% were males. A small percentage of respondents preferred not to provide an answer to this question.



Is the gender you identify with the same as your sex registered at birth?

The vast majority of respondents (90%) said yes. However, 7% of respondents preferred not to answer this question. Only 2% of respondents said no and specified an answer.



No (please specify):

Question is irrelevant to this survey/why is it included **X24**

Yes, gender identified is the same as sex registered at birth **X6**

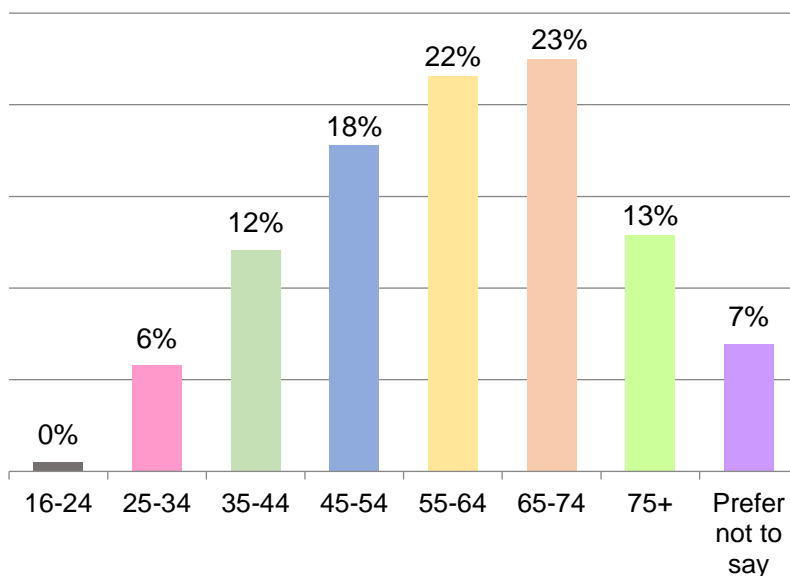
Other comments **X5**

No gender identified **X4**

No comments/blank response **X3**

How old are you?

Most respondents were between 45 to 74 years old (63%). 13% of respondents were over 75 years old followed by 12% from 35 to 44-year-olds.



What is your ethnic group?

A total of 2,030 answered this question. A majority (83%) are from a 'White British - English, Welsh, Scottish, Northern Irish' ethnic group. 10% of respondents preferred not to say.

Answer Choice	Response Percent
Prefer not to say	10%
English, Welsh, Scottish, Northern Irish, British	83%
Irish	0%
Any other White background	4%
Indian	0%
Pakistani	0%
Chinese	0%
Any other Asian background	0%
Caribbean	0%
Any other Black, Black British or Caribbean background	0%
White and Black Caribbean	0%
White and Black African	0%
White and Asian	0%
Any other Mixed or Multiple background	0%
Arab	0%
Other (please specify):	0%

Other (please specify):

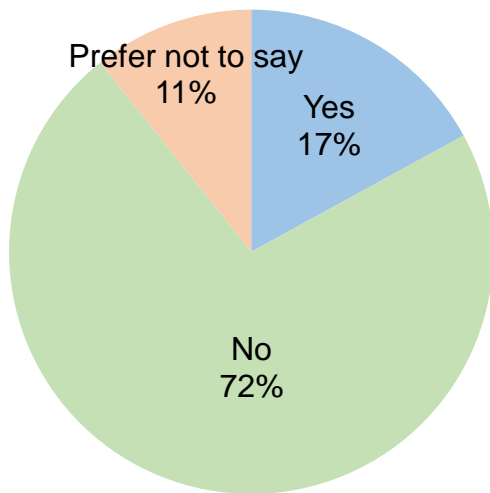
Question is irrelevant to this survey/why is it included **X11**

Other comments **X4**

European **X2**

White British /Dutch **X1**

White African **X1**

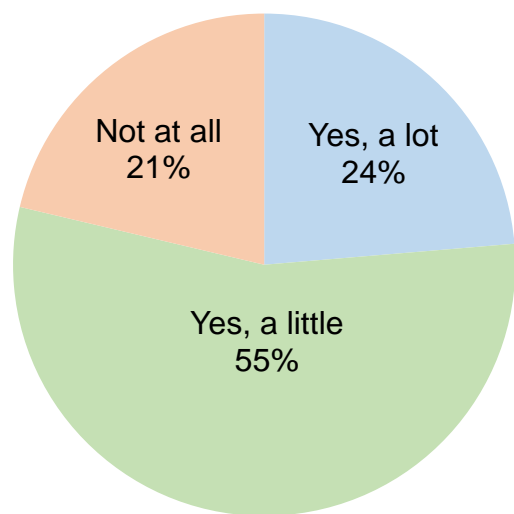


Do you have any physical or mental health conditions or illness lasting or expecting to last 12 months or more?

The majority of respondents do not have a physical or mental health condition (72%). 17% stated yes they do. 11% preferred not to answer this question.

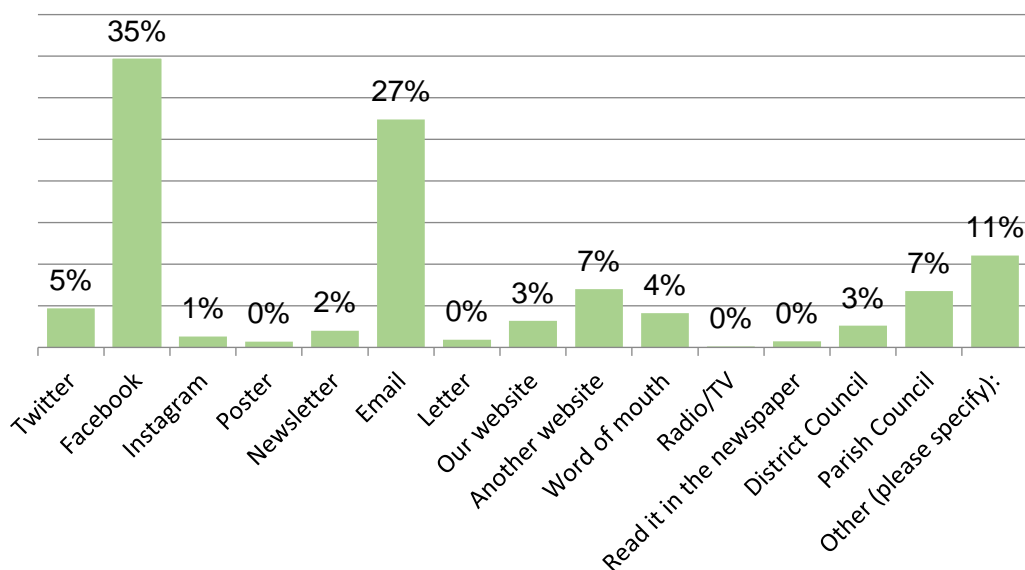
Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Of the respondents that said they have a physical or mental health condition or illness, over half (55%) said the condition or illness has reduced their ability to carry out day to day activities a little 24% of respondents said it has reduced their ability a lot, followed by 21% who said not at all.



How did you hear about this waste satisfaction survey?

The most popular way that respondents heard about the survey was via Facebook (35%), followed by email (27%).



FURTHER INFORMATION

If you would like more information about this consultation and the results presented in this report, or you require this report in an alternative format (for example large print, Braille, audio, email, Easy Read and alternative languages) please contact:

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END.