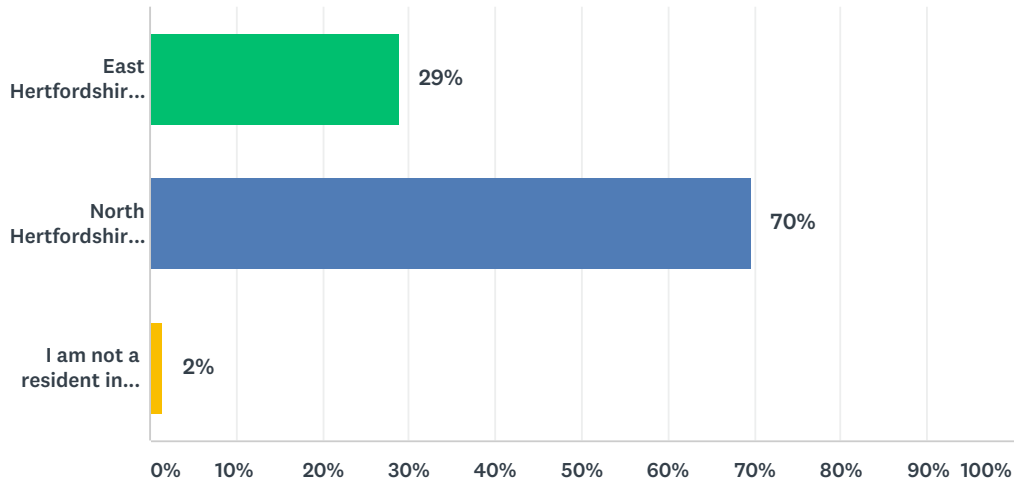


Q1 Which district are you resident in?

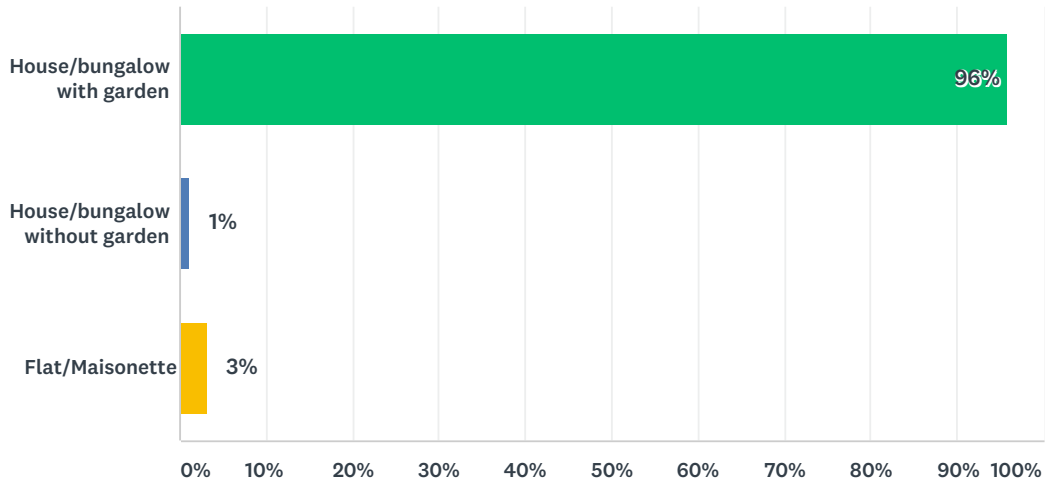
Answered: 8,016 Skipped: 0



ANSWER CHOICES	RESPONSES	
East Hertfordshire i.e. you have a black recycling bin with blue lid	29%	2,314
North Hertfordshire i.e. you have a purple rubbish bin	70%	5,578
I am not a resident in North or East Hertfordshire	2%	124
TOTAL		8,016

Q2 What type of property do you live in?

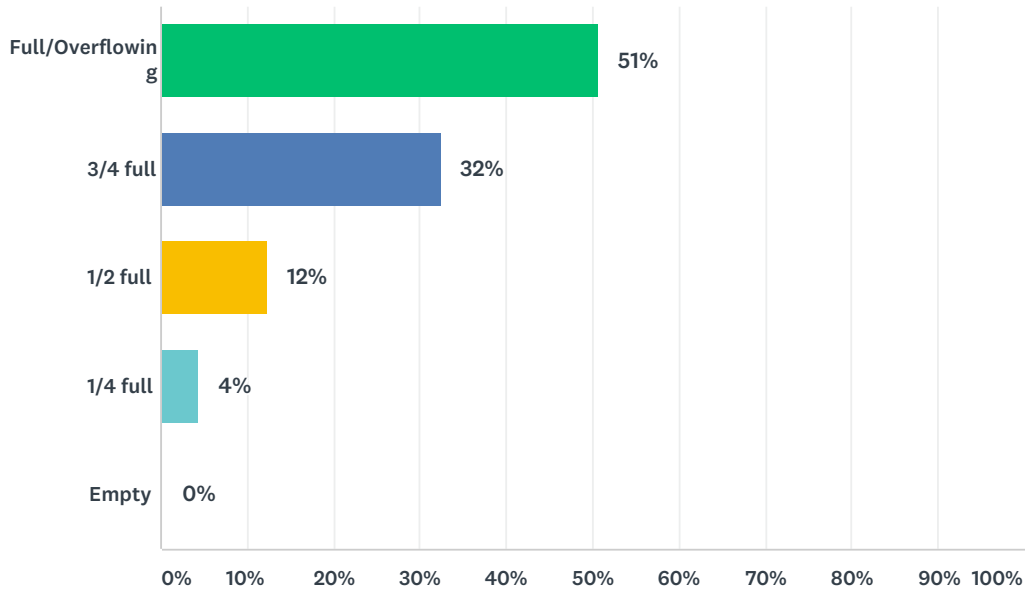
Answered: 8,016 Skipped: 0



ANSWER CHOICES	RESPONSES	
House/bungalow with garden	96%	7,674
House/bungalow without garden	1%	87
Flat/Maisonette	3%	255
TOTAL		8,016

Q3 How full is your recycling bin on the average collection week?

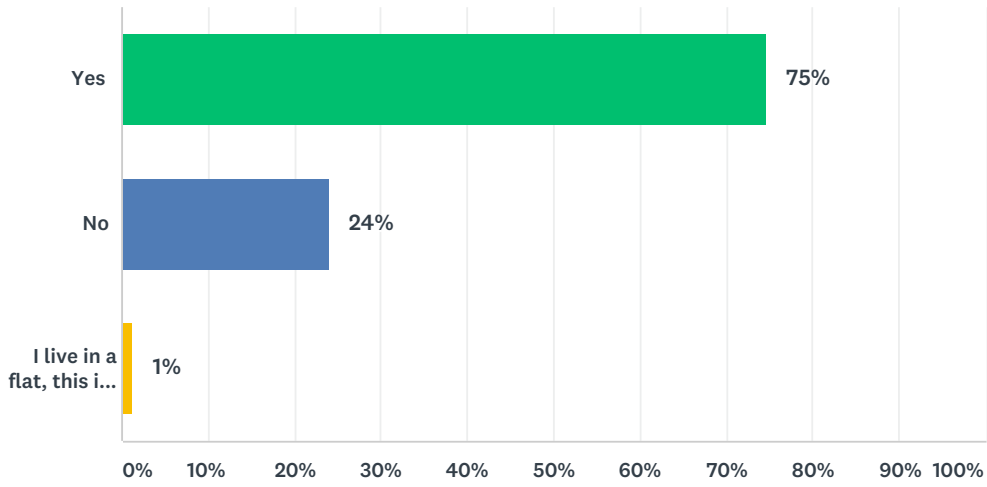
Answered: 7,990 Skipped: 26



ANSWER CHOICES	RESPONSES	
Full/Overflowing	51%	4,044
3/4 full	32%	2,594
1/2 full	12%	978
1/4 full	4%	357
Empty	0%	17
TOTAL		7,990

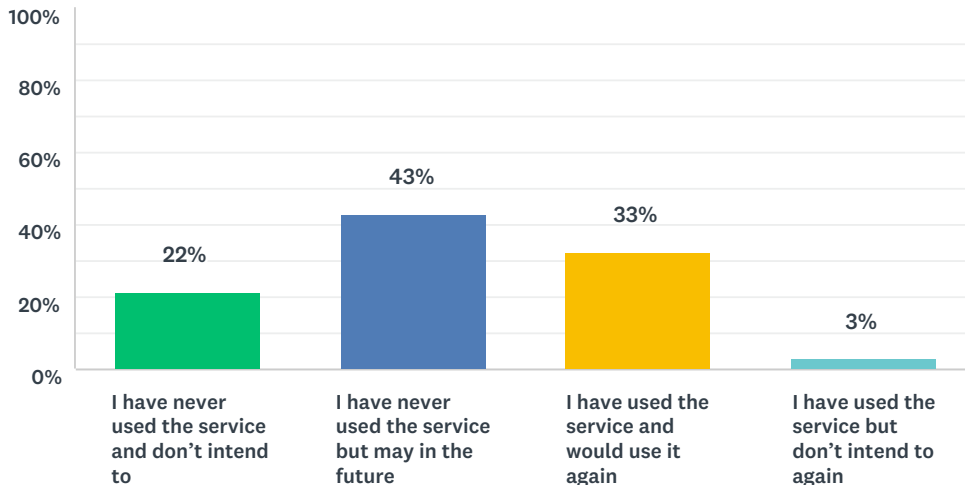
Q4 Are you aware that you can place textiles out, next to your bin, for recycling on your collection day?

Answered: 5,540 Skipped: 2,476



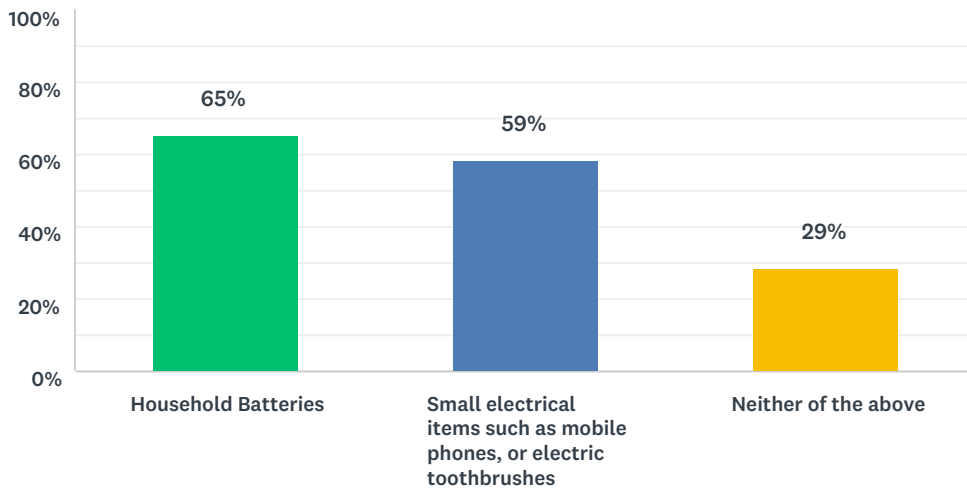
Q5 Have you ever used the kerbside textile recycling service (please select one option)?

Answered: 5,550 Skipped: 2,466



Q6 If these items were available to recycle at the kerbside, which (if any) would you recycle? (tick all that apply)

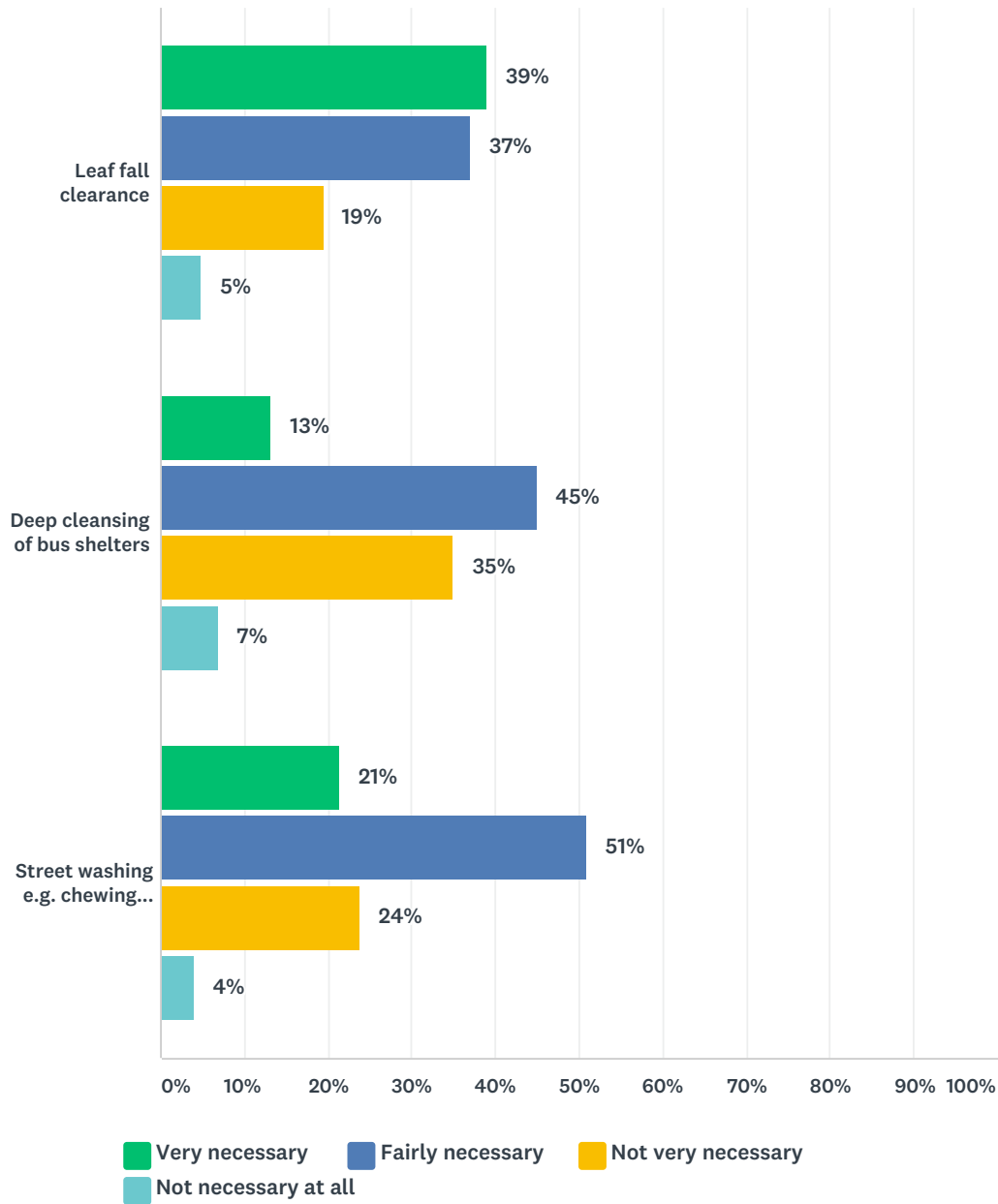
Answered: 5,536 Skipped: 2,480



Q7 In addition to the usual street cleansing service, the Council has to decide whether or not it should spend money on the following services.

Given the financial pressures facing Councils, to what extent do you feel it necessary that the Council should spend money on the following?

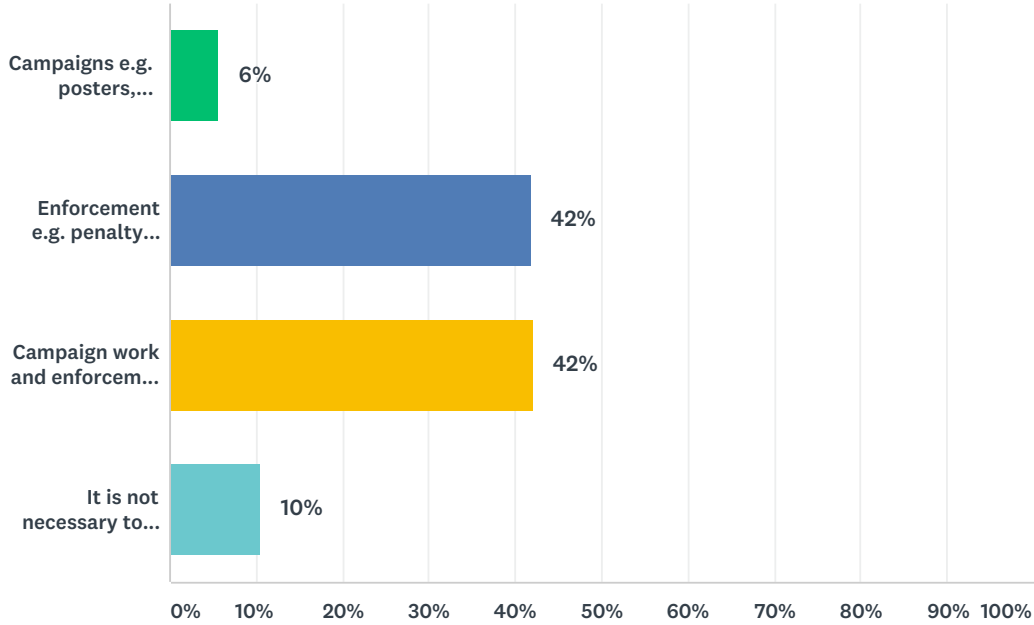
Answered: 5,523 Skipped: 2,493



	VERY NECESSARY	FAIRLY NECESSARY	NOT VERY NECESSARY	NOT NECESSARY AT ALL	TOTAL
Leaf fall clearance	39% 2,149	37% 2,035	19% 1,067	5% 260	5,511
Deep cleansing of bus shelters	13% 713	45% 2,445	35% 1,896	7% 371	5,425
Street washing e.g. chewing gum removal	21% 1,171	51% 2,792	24% 1,312	4% 214	5,489

Q8 If the Council were to focus more attention/resources on anti-social behaviour such as littering, which of the following do you think will be most effective?

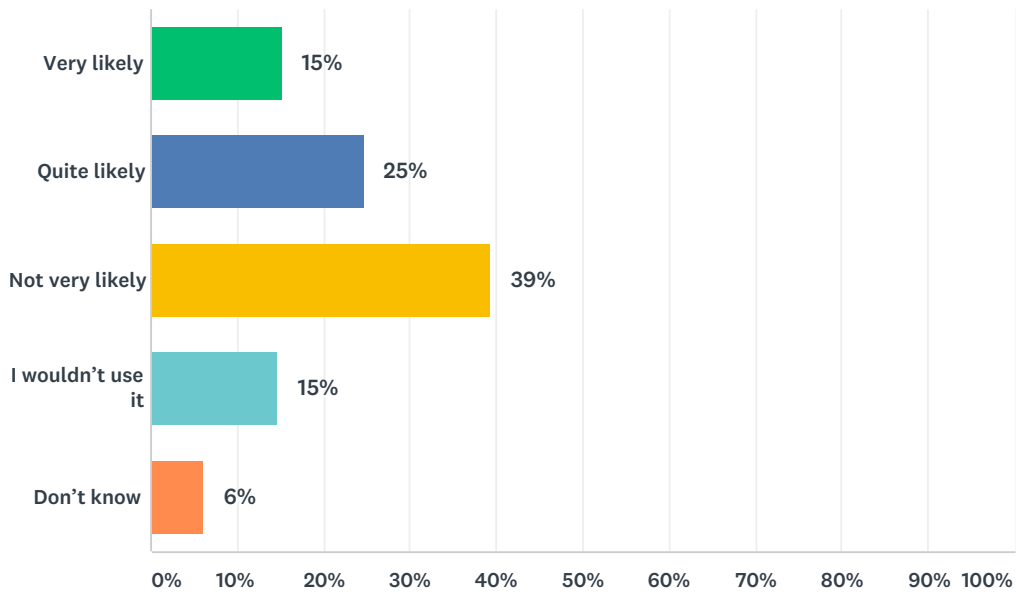
Answered: 5,484 Skipped: 2,532



ANSWER CHOICES	RESPONSES	
Campaigns e.g. posters, magazine articles, events	6%	308
Enforcement e.g. penalty charge notices for people who drop litter	42%	2,296
Campaign work and enforcement together	42%	2,310
It is not necessary to focus more attention or resource on anti-social behaviour	10%	570
TOTAL		5,484

Q9 If a Textiles kerbside recycling service were provided, how likely would you be to use it?

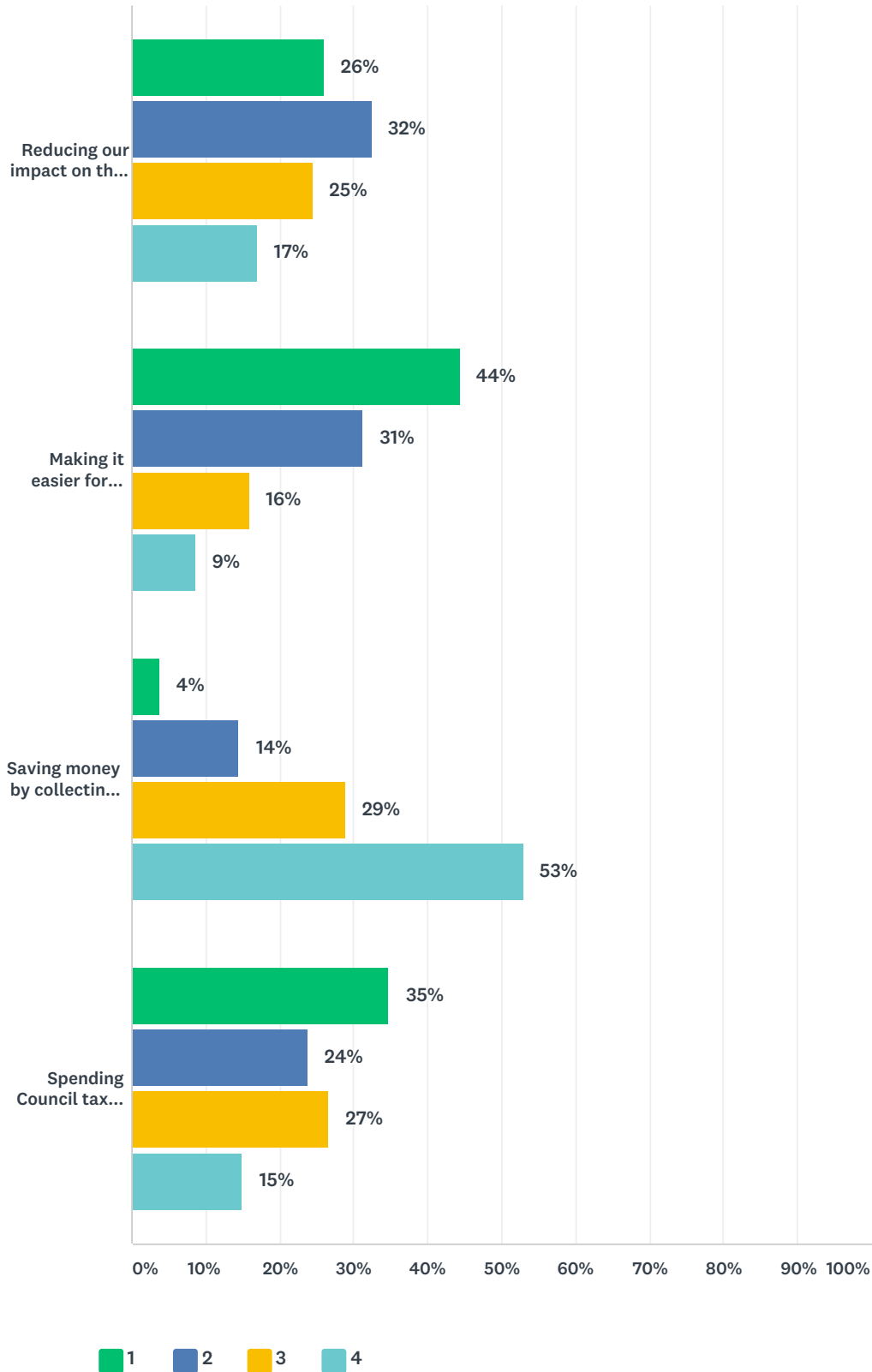
Answered: 2,289 Skipped: 5,727



ANSWER CHOICES	RESPONSES	
Very likely	15%	350
Quite likely	25%	563
Not very likely	39%	898
I wouldn't use it	15%	337
Don't know	6%	141
TOTAL		2,289

Q10 As the Council's current waste and recycling contract is coming to an end, we now have the opportunity to consider whether we should make any changes to the service we provide to residents. Please rank in order (1 being most important, 4 being least important) – which should be the Council's key drivers for change?

Answered: 7,556 Skipped: 460

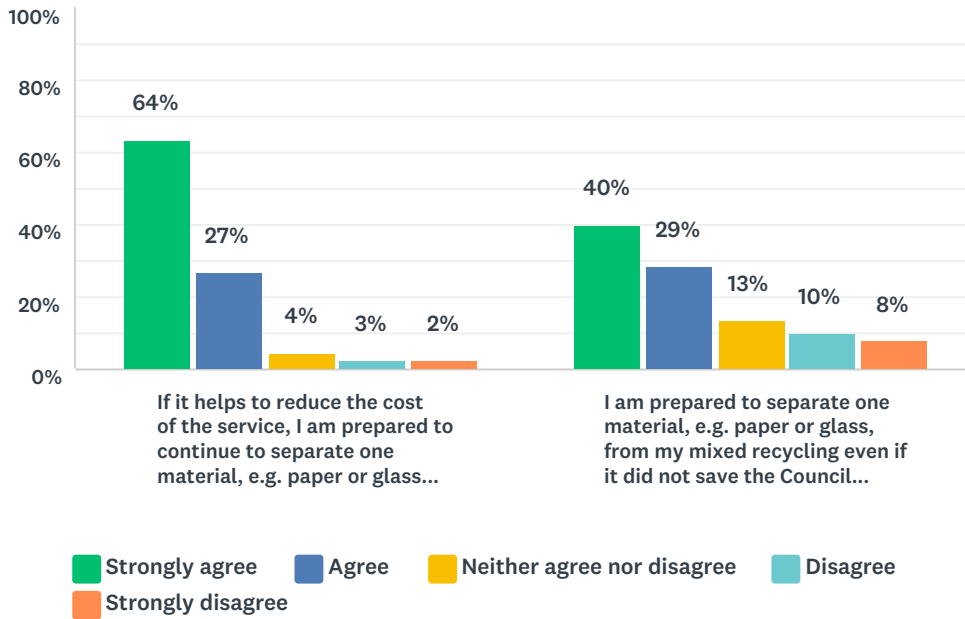


Waste Collection and Street Cleansing Consultation

	1	2	3	4	TOTAL	SCORE
Reducing our impact on the environment	26% 1,637	32% 2,046	25% 1,545	17% 1,071	6,299	2.67
Making it easier for residents to recycle more materials	44% 2,881	31% 2,026	16% 1,040	9% 558	6,505	3.11
Saving money by collecting better quality recycling material	4% 260	14% 995	29% 1,976	53% 3,637	6,868	1.69
Spending Council tax payers money efficiently	35% 2,527	24% 1,729	27% 1,941	15% 1,081	7,278	2.78

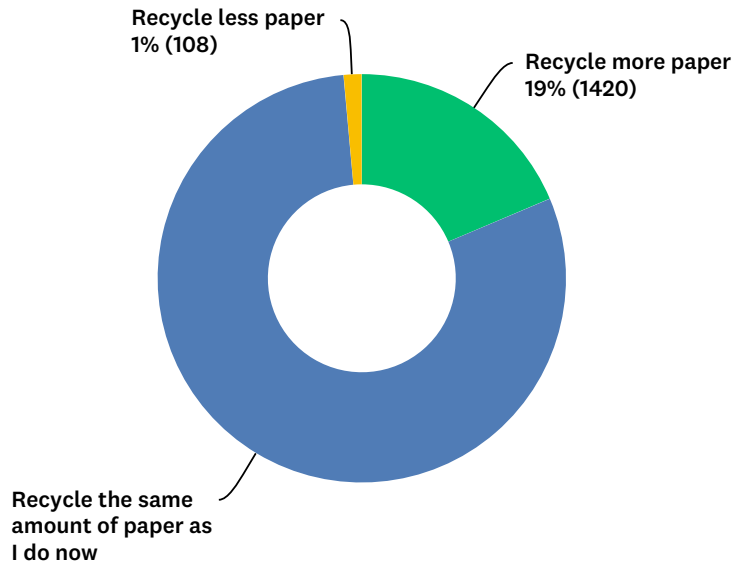
Q11 To what extent do you agree or disagree with the following statements:

Answered: 7,650 Skipped: 366



Q12 If you could include paper in the mixed recycling bin without the need to place it in a box would you:

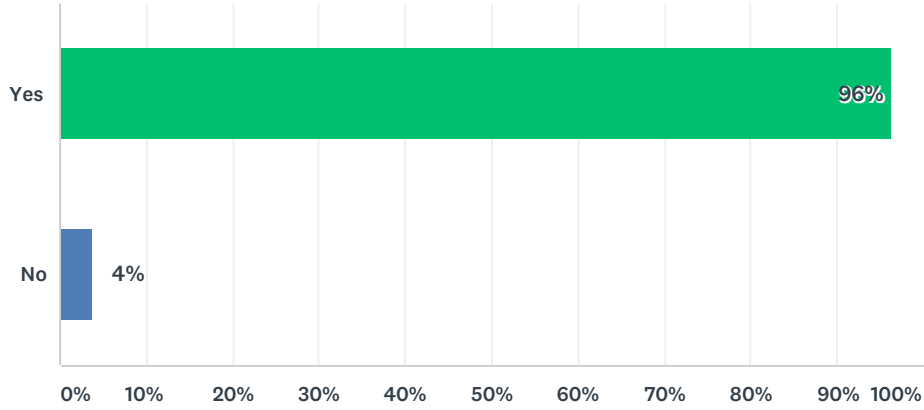
Answered: 7,620 Skipped: 396



ANSWER CHOICES	RESPONSES	
Recycle more paper	19%	1,420
Recycle the same amount of paper as I do now	80%	6,092
Recycle less paper	1%	108
TOTAL		7,620

Q13 Are you aware that all of your food waste can currently be recycled in your brown bin? E.g. chicken carcasses, fish bones, mouldy food, tea bags

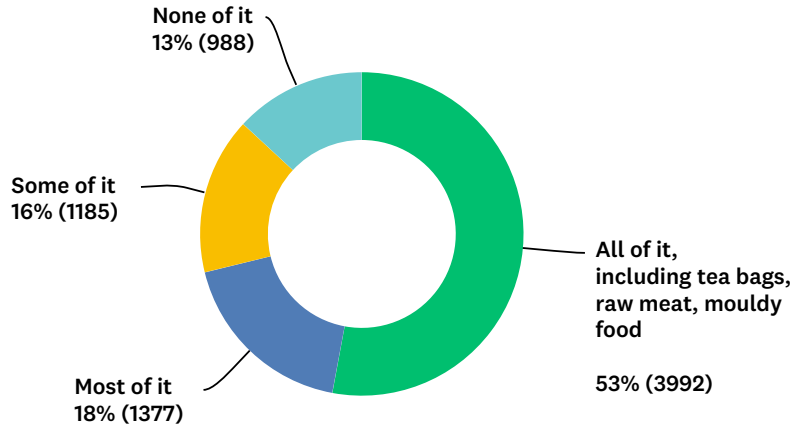
Answered: 7,532 Skipped: 484



ANSWER CHOICES	RESPONSES	
Yes	96%	7,244
No	4%	288
TOTAL		7,532

Q14 How much of your food waste would you say you currently recycle in your brown bin?

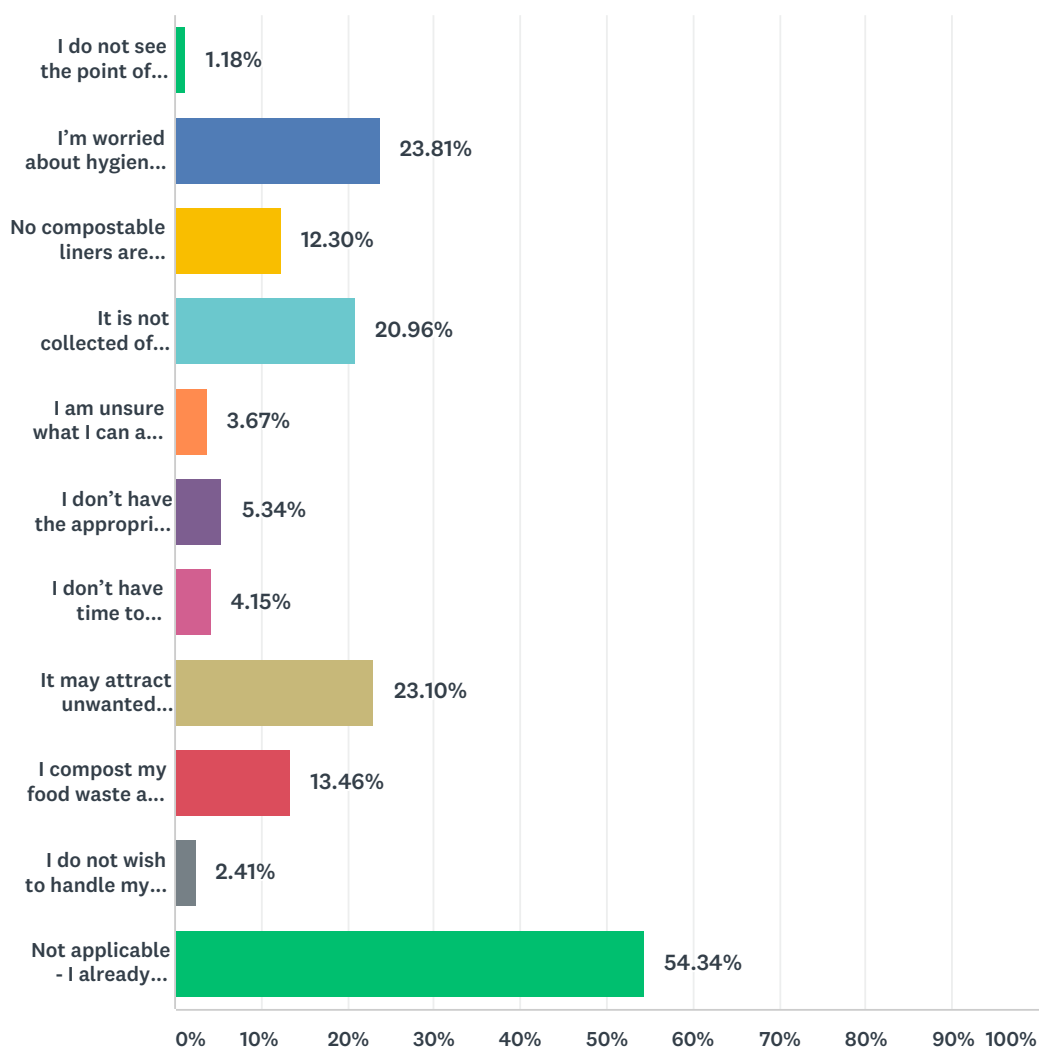
Answered: 7,542 Skipped: 474



ANSWER CHOICES	RESPONSES	
All of it, including tea bags, raw meat, mouldy food	53%	3,992
Most of it	18%	1,377
Some of it	16%	1,185
None of it	13%	988
TOTAL		7,542

Q15 What reasons do you have for not putting your food waste into your brown bin? (tick all that apply)

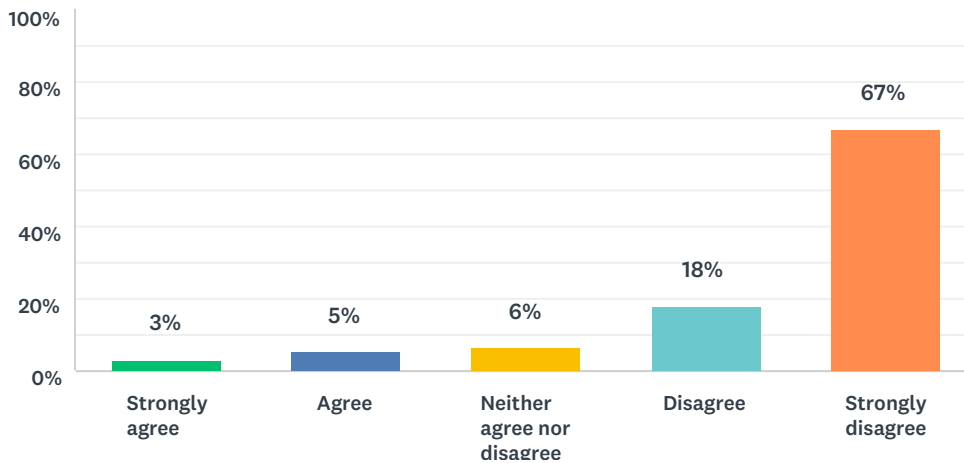
Answered: 7,472 Skipped: 544



ANSWER CHOICES	RESPONSES	
I do not see the point of recycling my food waste	1.18%	88
I'm worried about hygiene and smells coming from the bins	23.81%	1,779
No compostable liners are provided	12.30%	919
It is not collected often enough	20.96%	1,566
I am unsure what I can and cannot put into my brown bin	3.67%	274
I don't have the appropriate means to separate and carry my food waste to my brown bin	5.34%	399
I don't have time to separate my food waste	4.15%	310
It may attract unwanted pests/insects	23.10%	1,726
I compost my food waste at home	13.46%	1,006
I do not wish to handle my food waste	2.41%	180
Not applicable - I already recycle it all	54.34%	4,060
Total Respondents: 7,472		

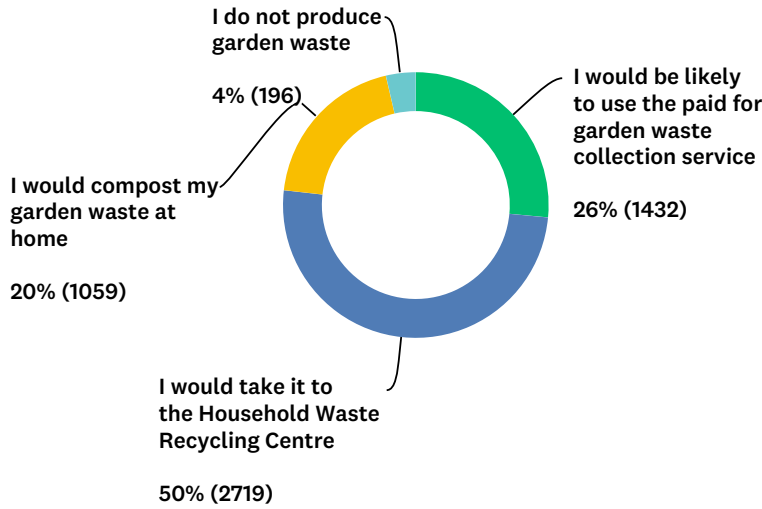
Q16 Currently the Council collects food and garden waste fortnightly in the same brown bin. Although the Council do not wish to stop this service, it has no legal obligation to collect garden waste. Bearing this in mind and the need for Councils to save money, we are considering changing the service to a more frequent (weekly) food waste collection service alongside a chargeable garden waste service. To what extent do you agree or disagree that the Council should make this change to the service?

Answered: 7,556 Skipped: 460



Q17 If the paid for garden waste collection service was to be introduced, how would you dispose of your garden waste?

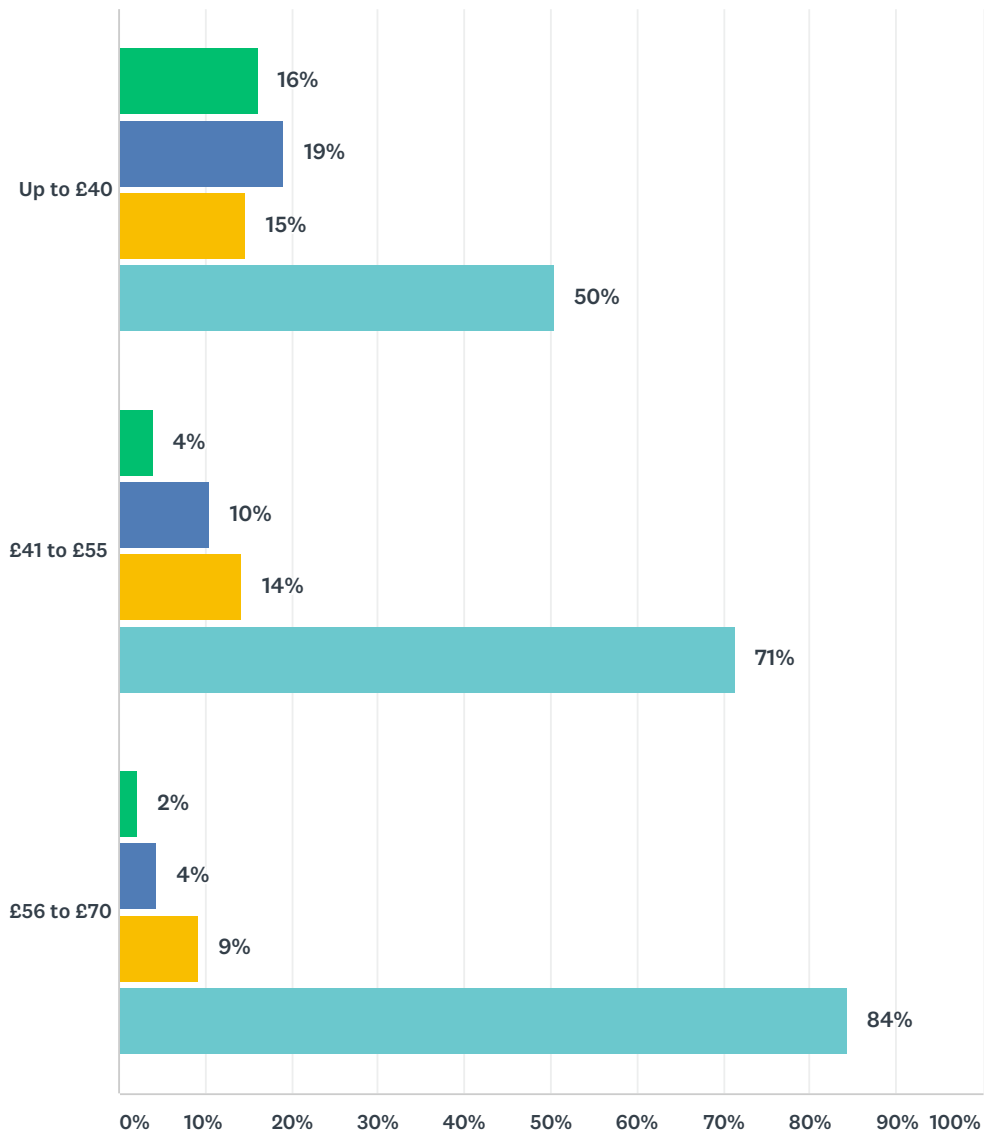
Answered: 5,406 Skipped: 2,610



ANSWER CHOICES	RESPONSES	
I would be likely to use the paid for garden waste collection service	26%	1,432
I would take it to the Household Waste Recycling Centre	50%	2,719
I would compost my garden waste at home	20%	1,059
I do not produce garden waste	4%	196
TOTAL		5,406

Q18 Please indicate how likely you would be to use a paid for garden waste collection service if the annual cost were:

Answered: 7,508 Skipped: 508

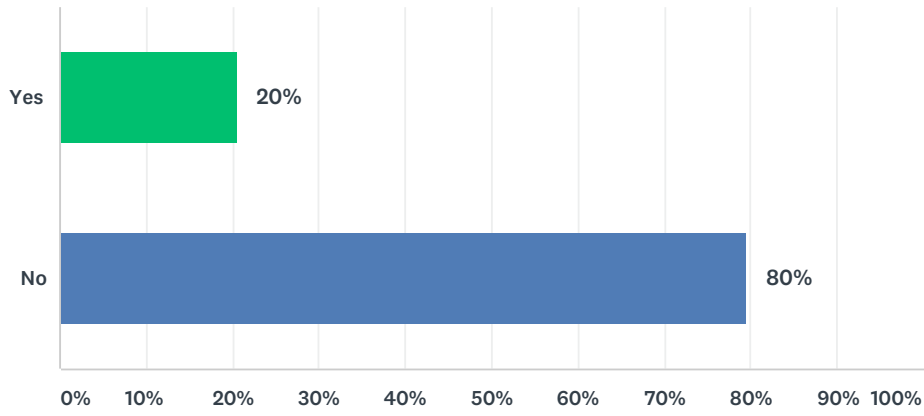


■ Very Likely
 ■ Quite Likely
 ■ Not Likely
 ■ Very Unlikely

	VERY LIKELY	QUITE LIKELY	NOT LIKELY	VERY UNLIKELY	TOTAL
Up to £40	16% 1,201	19% 1,415	15% 1,086	50% 3,755	7,457
£41 to £55	4% 274	10% 715	14% 969	71% 4,854	6,812
£56 to £70	2% 147	4% 293	9% 631	84% 5,756	6,827

Q19 If we were to charge for garden waste collections, would you be interested in having more than one bin?

Answered: 7,413 Skipped: 603



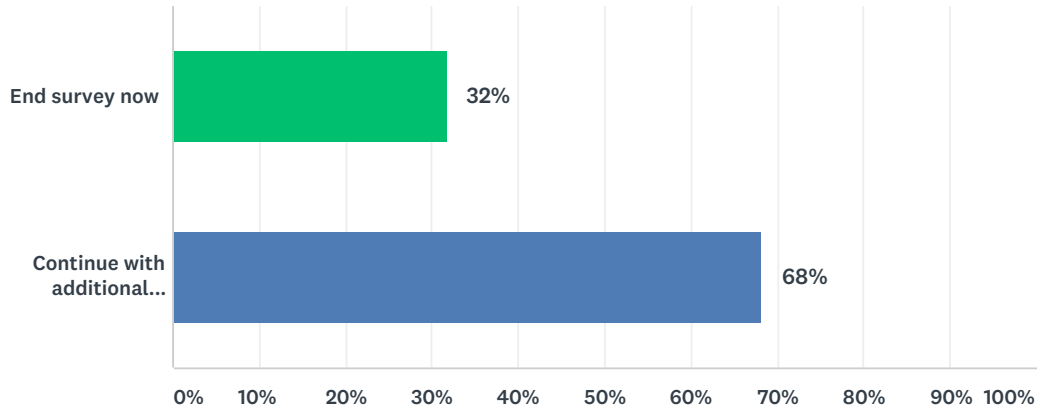
ANSWER CHOICES	RESPONSES	
Yes	20%	1,515
No	80%	5,898
TOTAL		7,413

Q20 Do you have any other comments you wish to make regarding the future of the Council's waste, recycling and street cleansing services?

Answered: 5,172 Skipped: 2,844

Q21 Thank you for completing our survey, you can either end the survey now or help us understand more about recycling behaviour by completing some additional questions. (This will take an additional 10 minutes to complete)

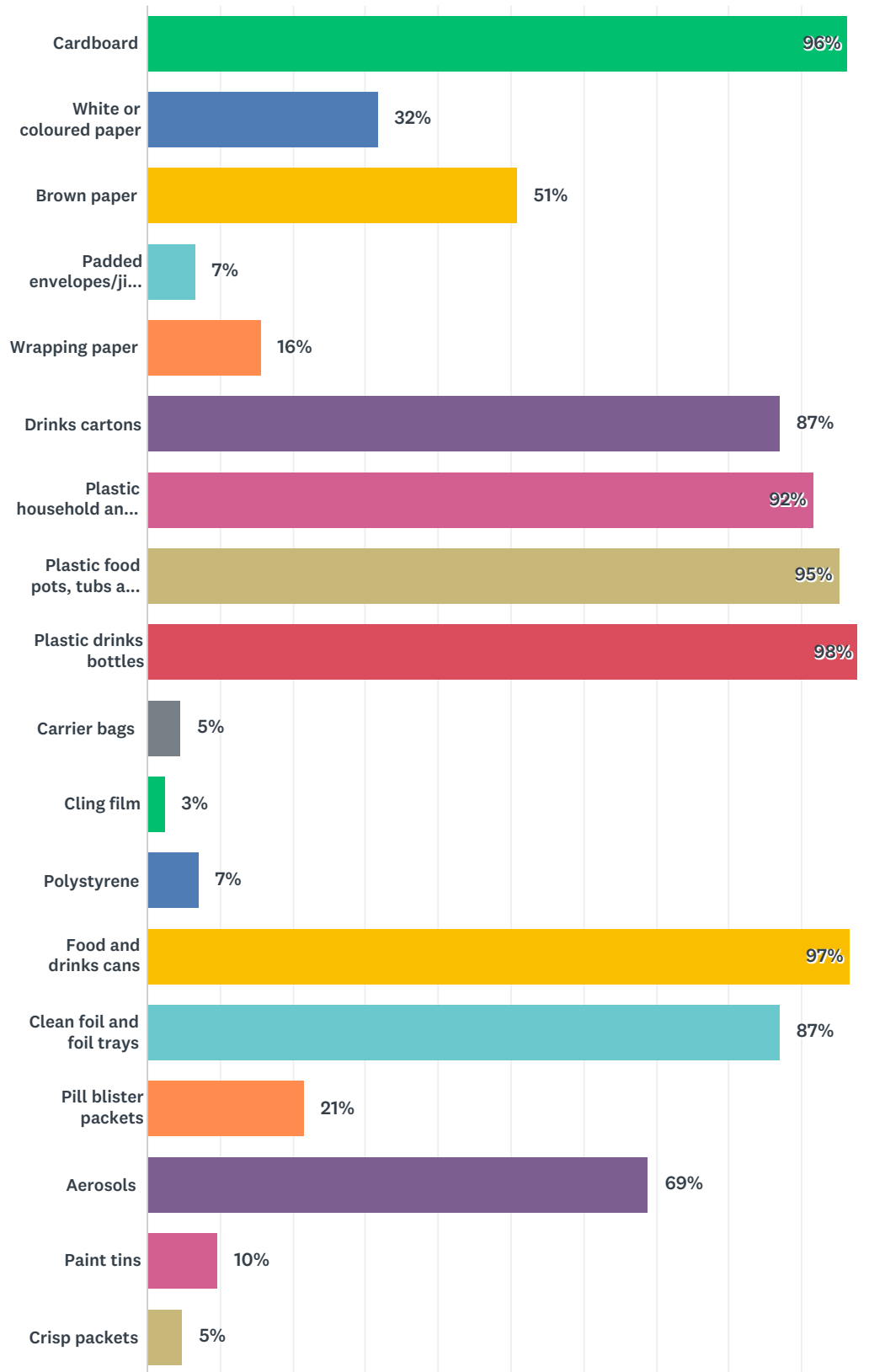
Answered: 7,470 Skipped: 546



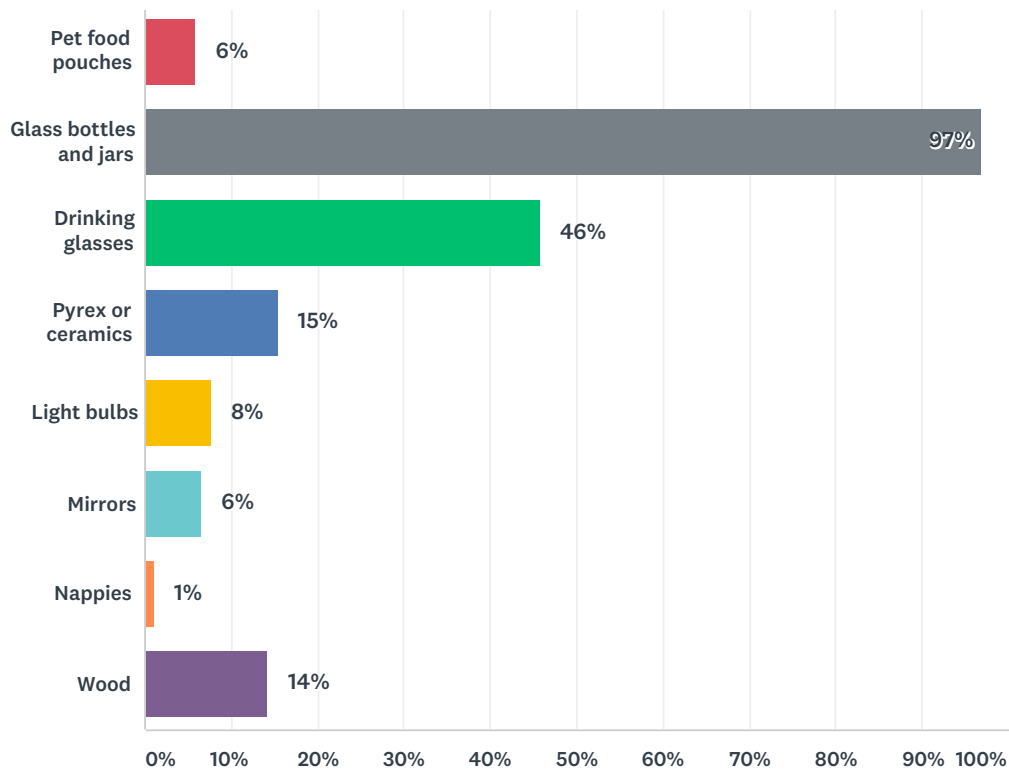
ANSWER CHOICES	RESPONSES	
End survey now	32%	2,370
Continue with additional questions	68%	5,100
TOTAL		7,470

Q22 Which of the following items do you think you can currently recycle using your mixed recycling bin? Not all of the answers are correct. We will use this information to improve the communications we provide on what can and can't be recycled. More information on this is available on our website

Answered: 4,838 Skipped: 3,178



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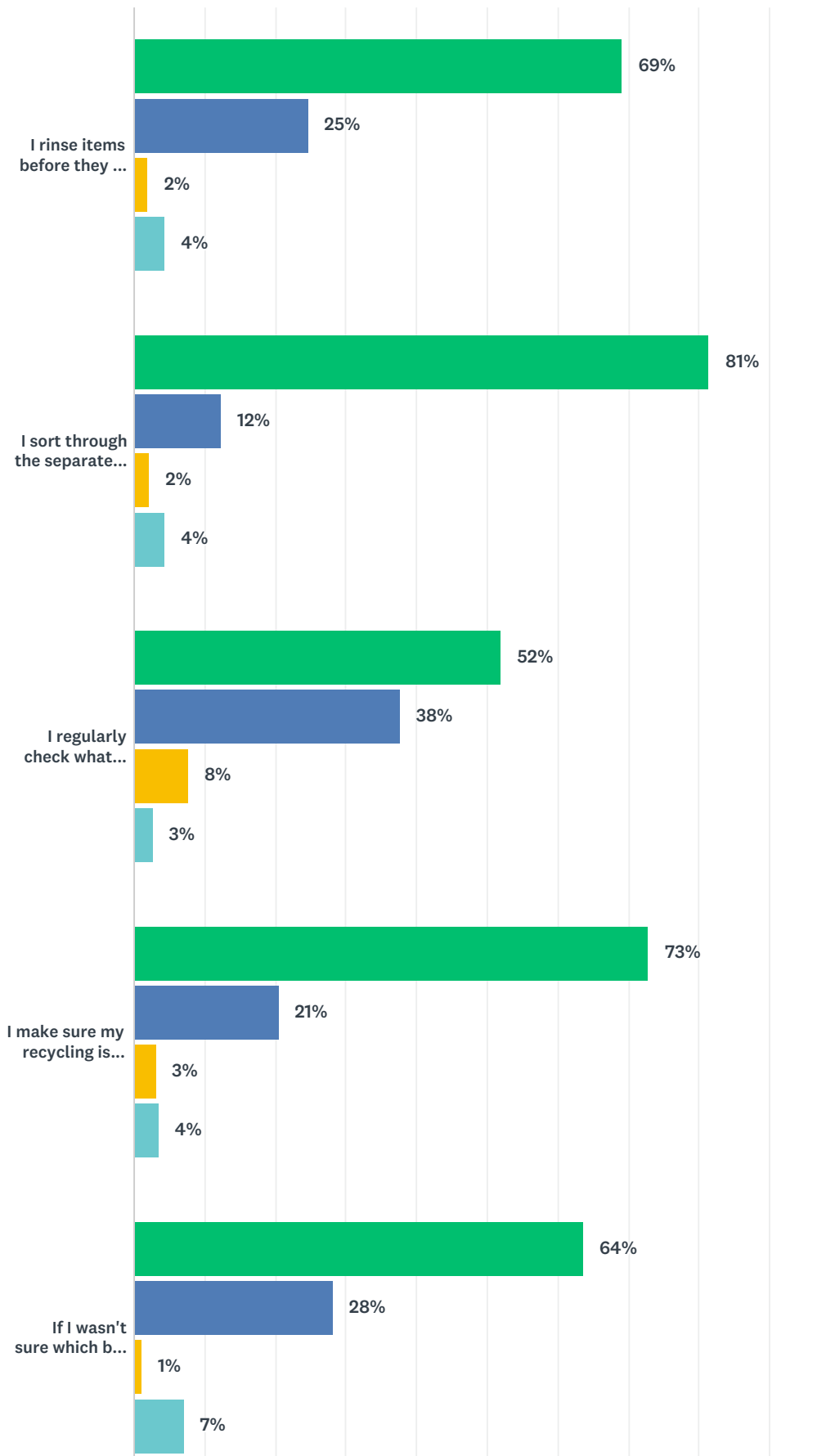
ANSWER CHOICES	RESPONSES	
Cardboard	96%	4,660
White or coloured paper	32%	1,543
Brown paper	51%	2,459
Padded envelopes/jiffy bags	7%	326
Wrapping paper	16%	761
Drinks cartons	87%	4,206
Plastic household and beauty bottles, pots, tubs and trays	92%	4,430
Plastic food pots, tubs and trays	95%	4,606
Plastic drinks bottles	98%	4,731
Carrier bags	5%	224
Cling film	3%	123
Polystyrene	7%	345
Food and drinks cans	97%	4,681
Clean foil and foil trays	87%	4,206
Pill blister packets	21%	1,038
Aerosols	69%	3,330
Paint tins	10%	464
Crisp packets	5%	230
Pet food pouches	6%	284
Glass bottles and jars	97%	4,682
Drinking glasses	46%	2,215

Waste Collection and Street Cleansing Consultation

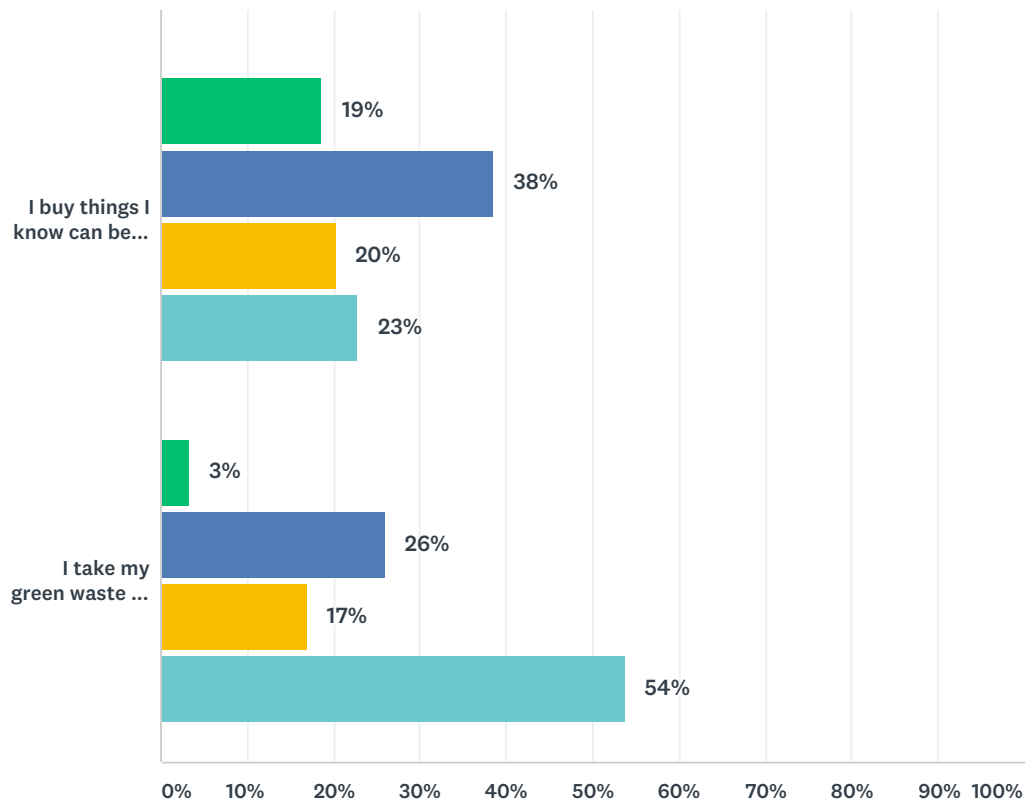
Pyrex or ceramics	15%	744
Light bulbs	8%	374
Mirrors	6%	310
Nappies	1%	48
Wood	14%	688
Total Respondents: 4,838		

Q23 Do you do the following now, if not would you be willing to do this in the future?

Answered: 4,856 Skipped: 3,160



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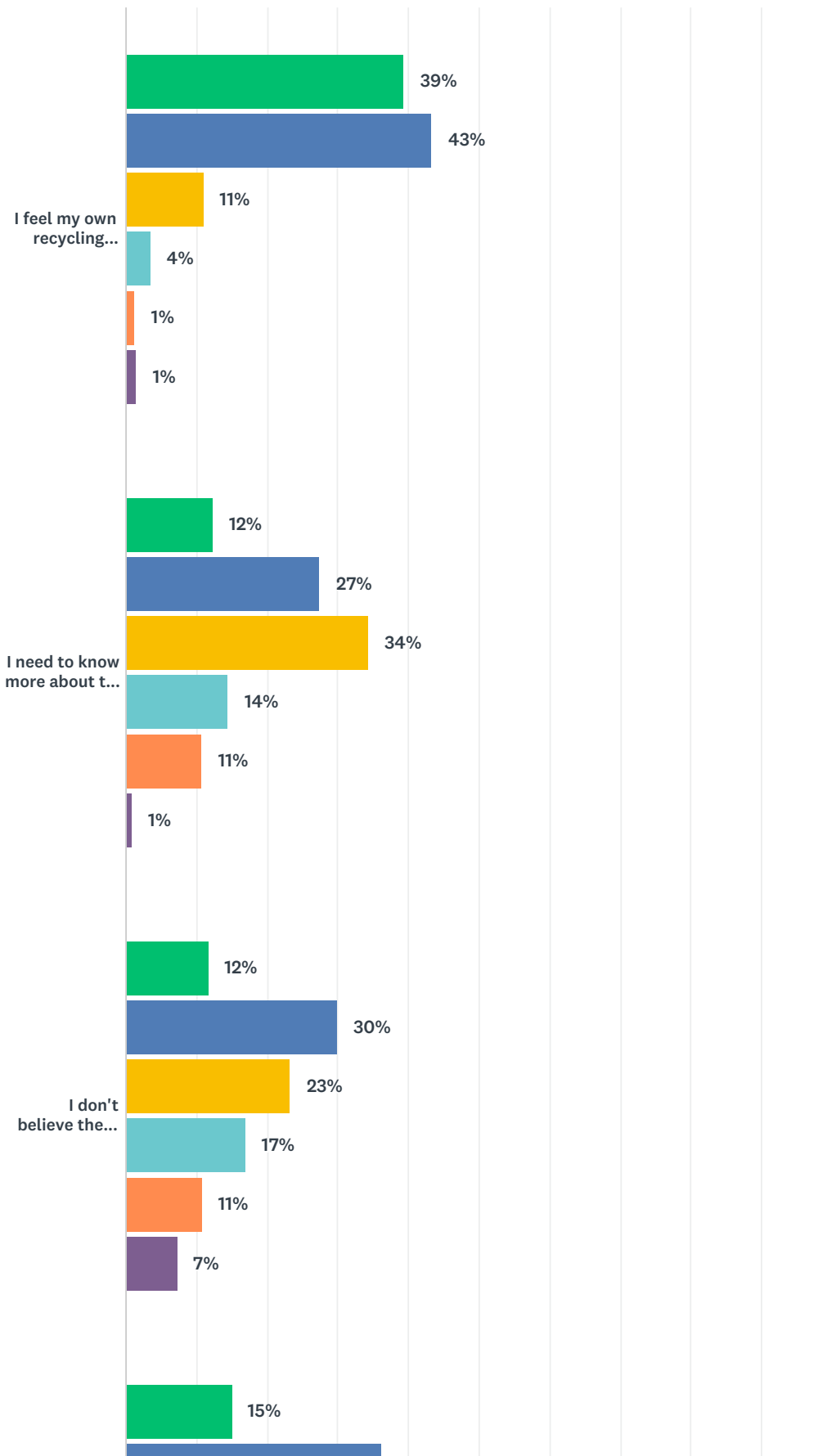


- I always do this now
- I sometimes do this now
- I don't do this now, but I would in the future
- I don't do this now, and would not do this in the future

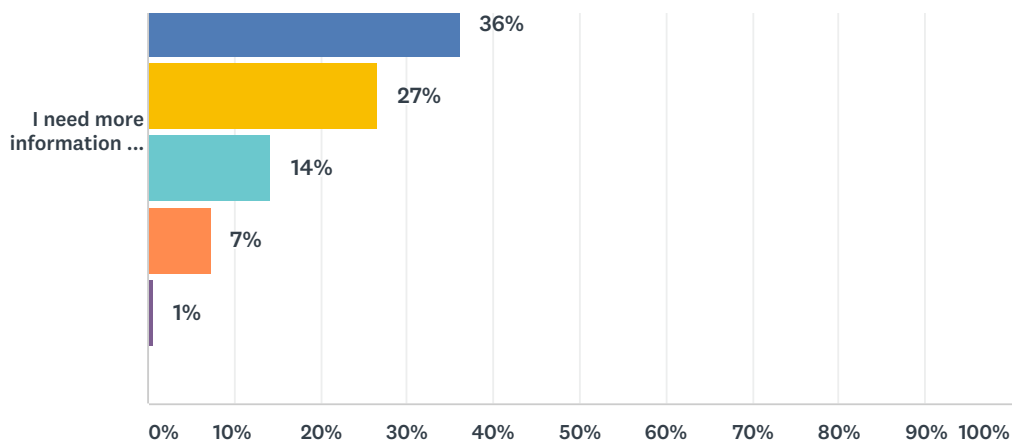
	I ALWAYS DO THIS NOW	I SOMETIMES DO THIS NOW	I DON'T DO THIS NOW, BUT I WOULD IN THE FUTURE	I DON'T DO THIS NOW, AND WOULD NOT DO THIS IN THE FUTURE	TOTAL
I rinse items before they go in my recycling containers	69% 3,351	25% 1,201	2% 90	4% 209	4,851
I sort through the separate bins in my home to put things in my recycling containers	81% 3,925	12% 594	2% 99	4% 207	4,825
I regularly check what items can be put in my household recycling, so I can recycle more	52% 2,508	38% 1,817	8% 377	3% 127	4,829
I make sure my recycling is not contaminated (e.g. with food waste or scraps)	73% 3,524	21% 996	3% 148	4% 174	4,842
If I wasn't sure which bin to put something in I'd put it in the rubbish bin	64% 3,056	28% 1,360	1% 50	7% 346	4,812
I buy things I know can be more easily recycled	19% 887	38% 1,837	20% 968	23% 1,088	4,780
I take my green waste to household waste recycling centres	3% 162	26% 1,237	17% 810	54% 2,566	4,775

Q24 To what extent do you agree or disagree with the following statements?

Answered: 4,851 Skipped: 3,165



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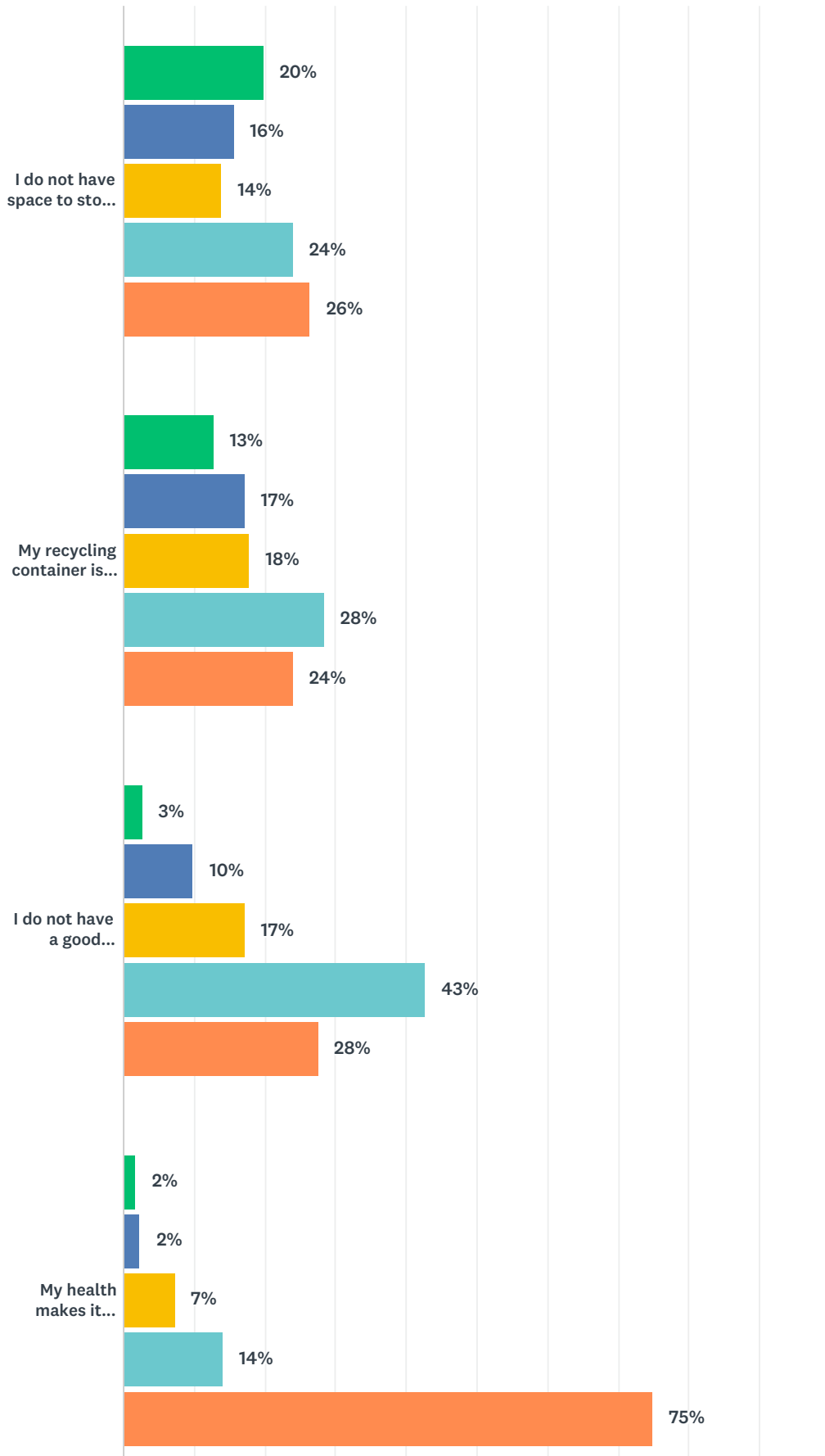


■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know

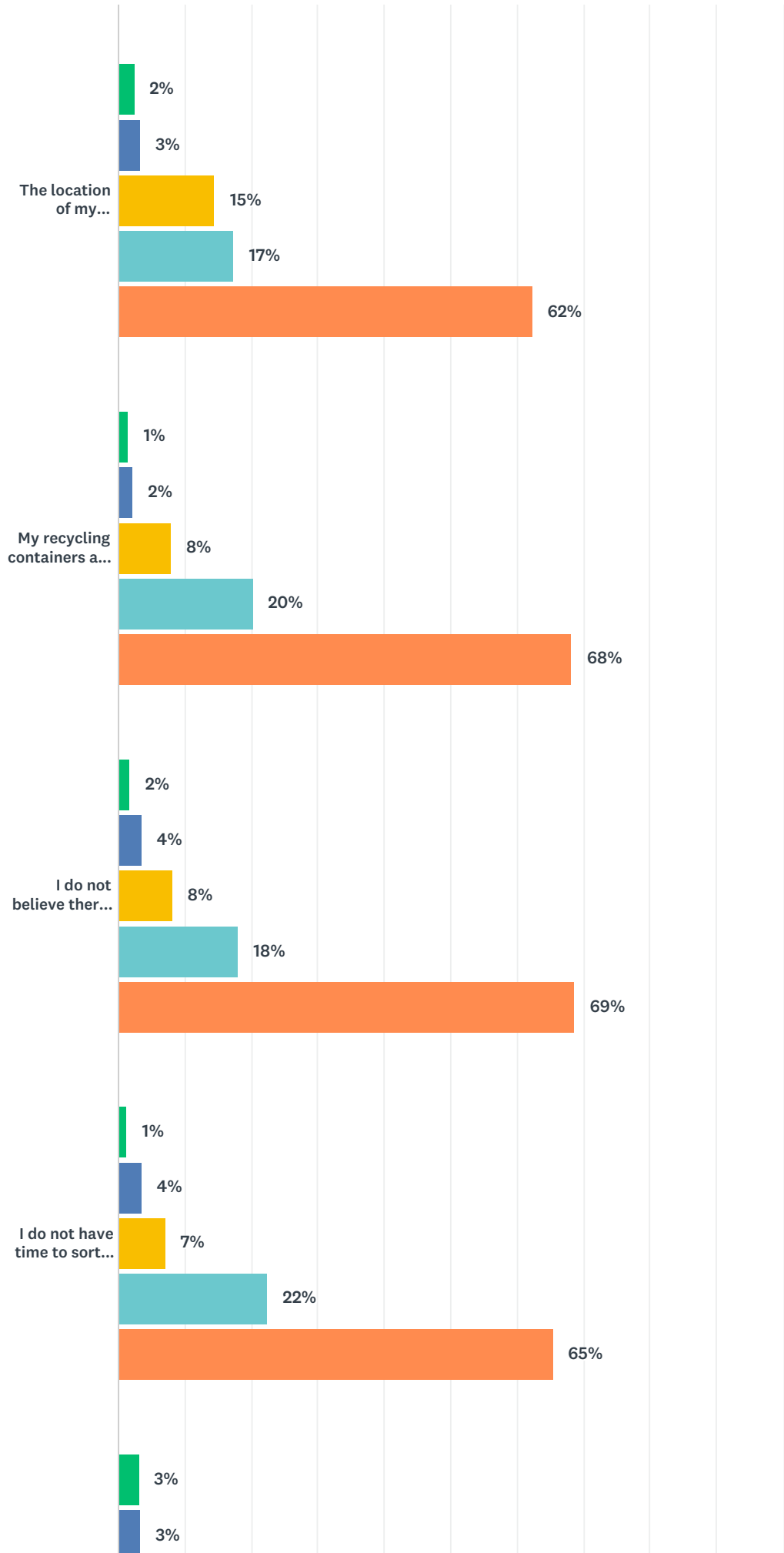
	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I feel my own recycling efforts make a difference	39% 1,904	43% 2,100	11% 535	4% 171	1% 64	1% 69	4,843
I need to know more about the benefits of recycling and waste minimisation	12% 589	27% 1,319	34% 1,648	14% 694	11% 512	1% 44	4,806
I don't believe the Council actually does recycle all the items collected for recycling	12% 568	30% 1,444	23% 1,126	17% 814	11% 524	7% 353	4,829
I need more information on what can and can't be recycled	15% 730	36% 1,740	27% 1,285	14% 686	7% 349	1% 30	4,820

Q25 To what extent do you agree or disagree that the following act as a barrier to you recycling items using your household recycling service?

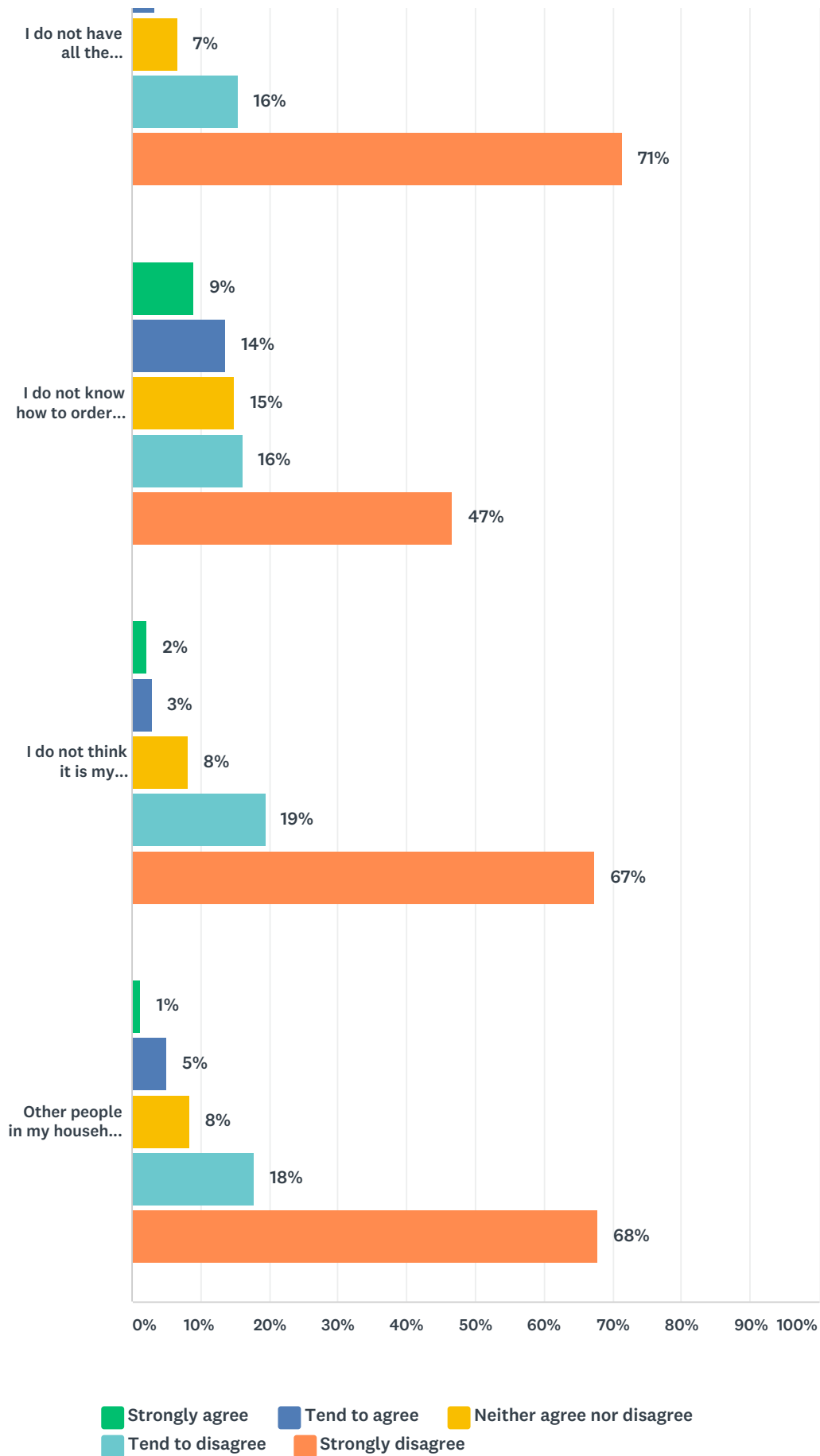
Answered: 4,848 Skipped: 3,168



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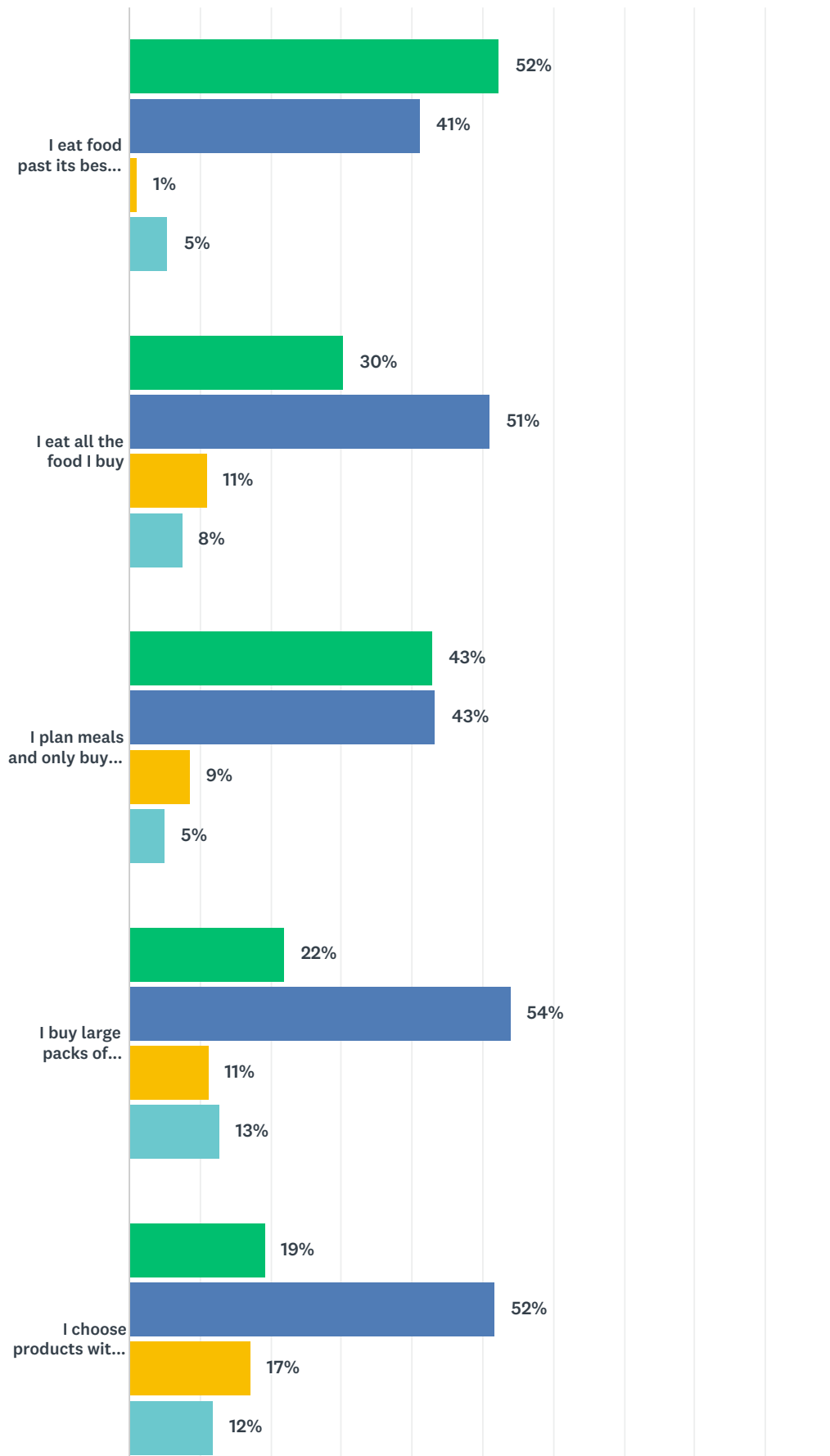
	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	TOTAL
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Waste Collection and Street Cleansing Consultation

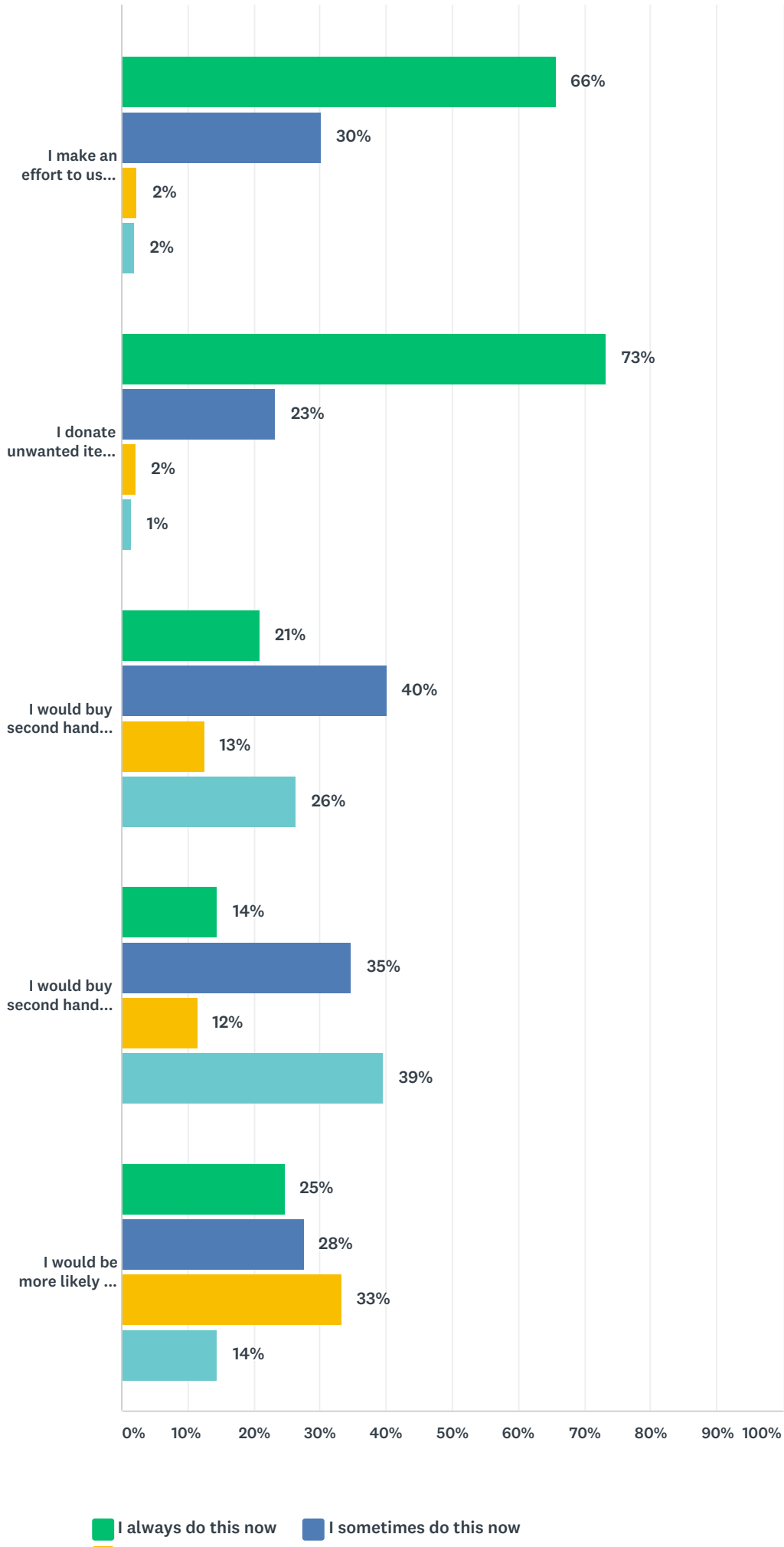
I do not have space to store my recycling inside my house until its convenient to put items in my recycling container outside	20% 962	16% 761	14% 673	24% 1,162	26% 1,280	4,838
My recycling container is not large enough to recycle everything I want to	13% 614	17% 828	18% 859	28% 1,376	24% 1,160	4,837
I do not have a good understanding of what I can put in my recycling containers	3% 136	10% 477	17% 827	43% 2,060	28% 1,332	4,832
My health makes it difficult for me to put out my recycling containers	2% 77	2% 112	7% 349	14% 675	75% 3,615	4,828
The location of my collection point is inconvenient	2% 119	3% 162	15% 699	17% 833	62% 3,001	4,814
My recycling containers are not collected when they should be	1% 70	2% 105	8% 381	20% 974	68% 3,294	4,824
I do not believe there is a significant benefit to recycling	2% 77	4% 175	8% 389	18% 869	69% 3,311	4,821
I do not have time to sort through my waste to recycle	1% 65	4% 174	7% 346	22% 1,080	65% 3,146	4,811
I do not have all the recycling containers	3% 150	3% 165	7% 317	16% 745	71% 3,422	4,799
I do not know how to order replacement recycling containers	9% 433	14% 650	15% 711	16% 770	47% 2,244	4,808
I do not think it is my responsibility to sort through my waste so it can be recycled	2% 100	3% 145	8% 390	19% 937	67% 3,253	4,825
Other people in my household do not recycle	1% 58	5% 237	8% 401	18% 852	68% 3,245	4,793

Q26 Do you do the following now, if not would you consider doing this in the future?

Answered: 4,846 Skipped: 3,170



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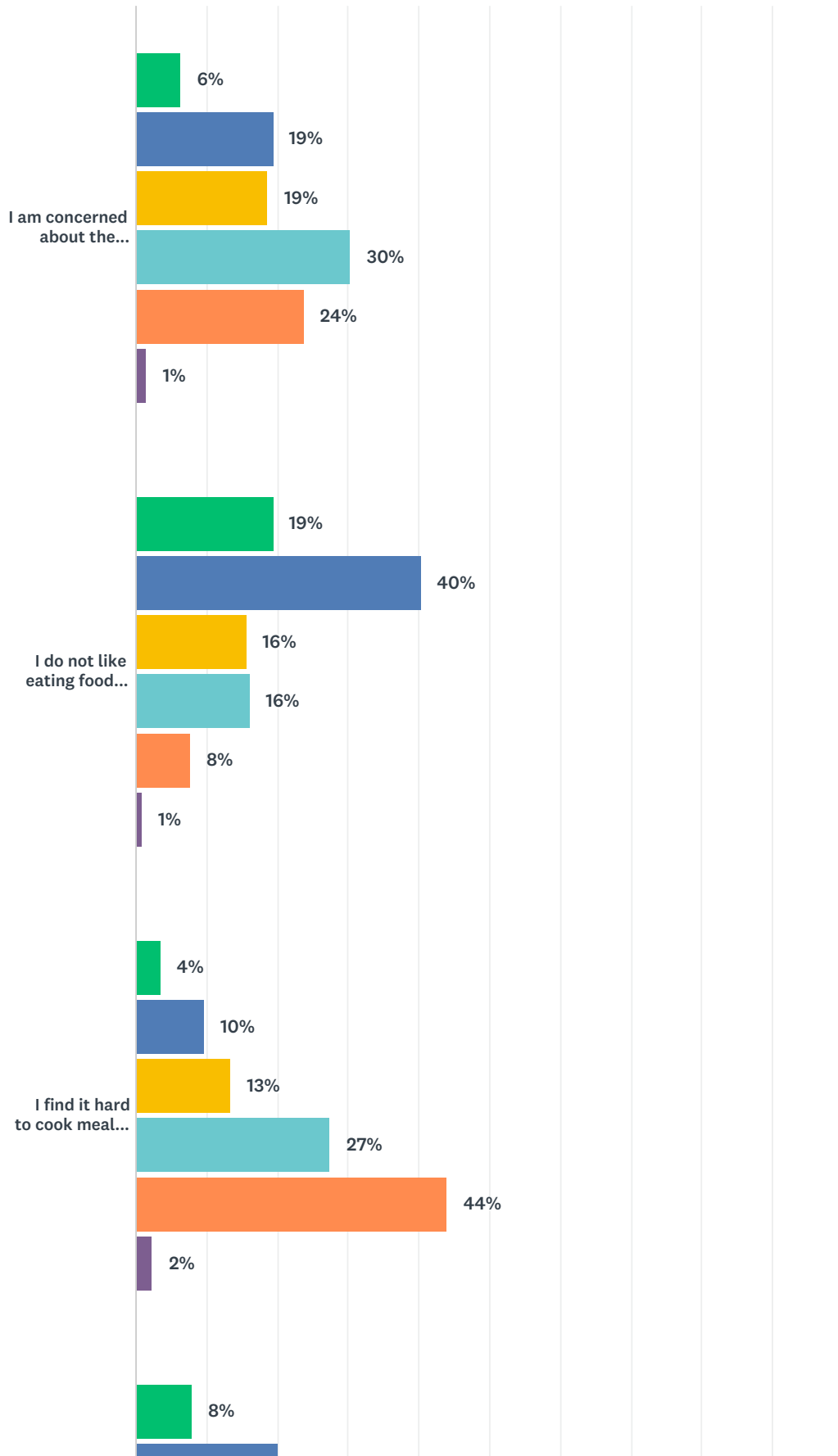
Waste Collection and Street Cleansing Consultation

- I don't do this now, but I would likely do this in the future
- I don't do this now, and would not do this in the future

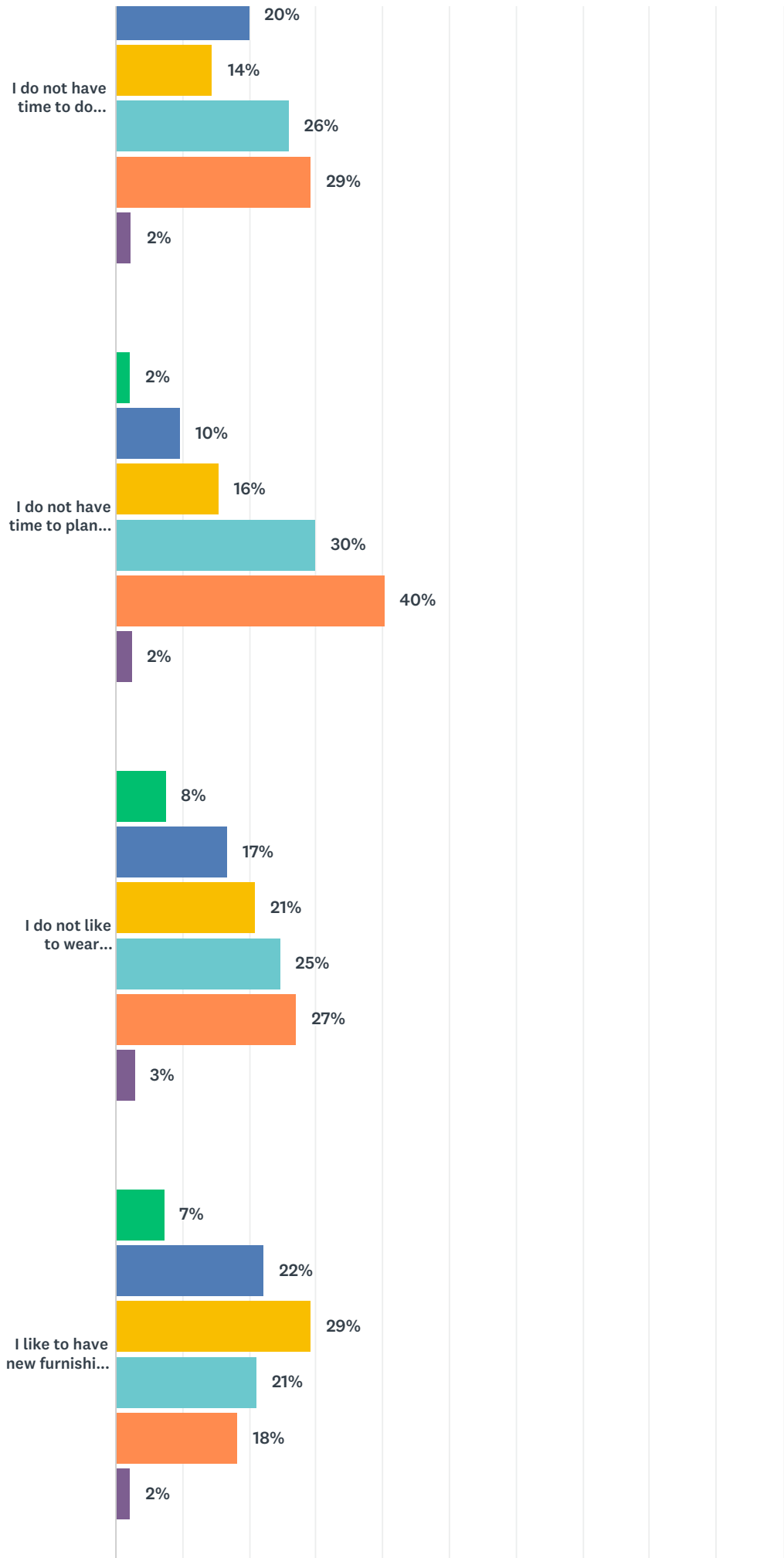
	I ALWAYS DO THIS NOW	I SOMETIMES DO THIS NOW	I DON'T DO THIS NOW, BUT I WOULD LIKELY DO THIS IN THE FUTURE	I DON'T DO THIS NOW, AND WOULD NOT DO THIS IN THE FUTURE	TOTAL
I eat food past its best before date if I think it is fine	52% 2,528	41% 1,990	1% 53	5% 266	4,837
I eat all the food I buy	30% 1,450	51% 2,451	11% 531	8% 364	4,796
I plan meals and only buy the food I need	43% 2,069	43% 2,089	9% 413	5% 245	4,816
I buy large packs of products with less packaging, rather than several smaller items	22% 1,054	54% 2,599	11% 549	13% 614	4,816
I choose products with less packaging	19% 927	52% 2,487	17% 824	12% 577	4,815
I make an effort to use what I buy for as long as possible, e.g. clothes, furniture	66% 3,168	30% 1,458	2% 109	2% 94	4,829
I donate unwanted items to charity shops or use second hand selling sites	73% 3,535	23% 1,126	2% 102	1% 66	4,829
I would buy second hand furniture	21% 1,000	40% 1,927	13% 601	26% 1,263	4,791
I would buy second hand clothes	14% 692	35% 1,664	12% 554	39% 1,895	4,805
I would be more likely to recycle textiles with the Council if it partnered with a charity	25% 1,163	28% 1,296	33% 1,568	14% 675	4,702

Q27 To what extent do you agree or disagree that the following act as a barrier to you reducing the amount of waste you produce?

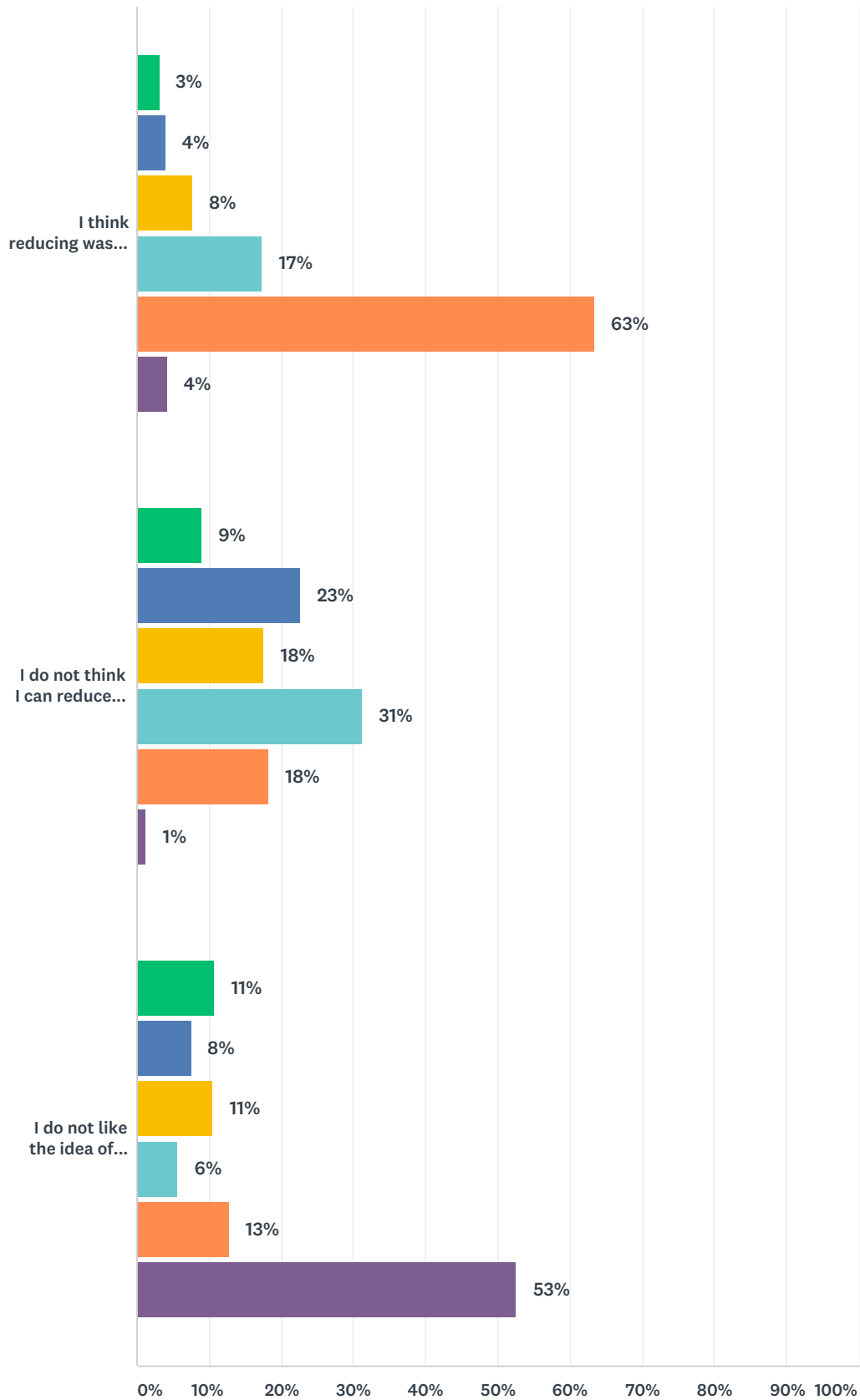
Answered: 4,837 Skipped: 3,179



Waste Collection and Street Cleansing Consultation



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■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
■ Tend to disagree
 ■ Strongly disagree
 ■ Not applicable

	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL
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Waste Collection and Street Cleansing Consultation

I am concerned about the safety of eating food past its best before date	6% 303	19% 936	19% 900	30% 1,469	24% 1,153	1% 67	4,828
I do not like eating food that does not look fresh	19% 937	40% 1,947	16% 754	16% 776	8% 370	1% 39	4,823
I find it hard to cook meals using 'bits and bobs' I have left	4% 174	10% 460	13% 646	27% 1,318	44% 2,117	2% 111	4,826
I do not have time to do smaller shops for fresh food	8% 379	20% 965	14% 696	26% 1,255	29% 1,412	2% 112	4,819
I do not have time to plan meals ahead	2% 103	10% 462	16% 750	30% 1,446	40% 1,941	2% 117	4,819
I do not like to wear unfashionable and/or worn clothes	8% 367	17% 805	21% 1,003	25% 1,190	27% 1,304	3% 146	4,815
I like to have new furnishings and décor	7% 352	22% 1,064	29% 1,404	21% 1,013	18% 870	2% 102	4,805
I think reducing waste does not have a significant benefit to the environment	3% 153	4% 194	8% 367	17% 838	63% 3,047	4% 201	4,800
I do not think I can reduce the amount of waste I produce	9% 437	23% 1,090	18% 843	31% 1,498	18% 879	1% 65	4,812
I do not like the idea of washing reusable nappies	11% 515	8% 362	11% 505	6% 270	13% 614	53% 2,516	4,782