

SELBY DISTRICT COUNCIL  
HOUSEHOLD WASTE & RECYCLING  
PUBLIC SATISFACTION SURVEY 2013



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### KEY SATISFACTION INDICATORS (KSI's)

KSI's are derived by aggregating the results of Satisfaction Indicators (SI's) and use weighted data, see [www.hwrsurvey.org.uk](http://www.hwrsurvey.org.uk) for details. Results for Selby District Council are shown as 'Authority'.

### KSI ANALYSIS

Question	Authority	HWR Average	HWR Best	Rank	Change from 2012
<b>KERBSIDE COLLECTION</b>					
KSI 01 - Collection, Service Overall	79.8	80.2	84.9	3	
KSI 02 - Collection, Aspects of Service	78.5	78.6	84.1	2	
KSI 03 - Recycling Collection, Aspect of Service	76.3	76.5	82.3	3	
KSI 04 - General Waste Collection	84.1	82.4	85.8	2	
KSI 05 - Recycling Collection	69.2	78.9	86.7	5	
KSI 06 - Food Waste Collection	77.4	78.8	80.6	4	
KSI 07 - Garden Waste Collection	86.3	85.0	86.3	1	
KSI 08 - Bulky Waste Collection	53.1	54.5	60.4	3	
<b>COMMUNICATION</b>					
KSI 11 - Collection/Recycling Information Overall	70.1	70.0	75.0	3	
KSI 12 - Collection/Recycling Information, Aspects	68.6	68.1	71.4	3	

# HOUSEHOLD WASTE & RECYCLING SURVEY 2013

## 1. SUMMARY

### SATISFACTION INDICATORS (SI's)

SI's are derived using weighted data, see [www.hwrsurvey.org.uk](http://www.hwrsurvey.org.uk) for details. Results for Selby District Council are shown as 'Authority'.

Question	Authority	HWR Average	HWR Best	Rank	Change from 2012
<b>GENERAL WASTE COLLECTION</b>					
1.01 Frequency of general waste collection	80.8	78.0	82.5	2	
1.02 Type of general waste container provided	86.6	85.7	88.8	2	
1.03 Size of general waste container provided	85.0	83.5	86.0	2	
<b>RECYCLING COLLECTION</b>					
2.01 Frequency of recycling collection	81.7	82.1	86.3	4	
2.02 Type of recycling container provided	63.3	78.1	88.9	5	
2.03 Size of recycling container provided	62.5	76.6	84.9	5	
<b>FOOD WASTE COLLECTION</b>					
3.01 Frequency of food waste collection	74.5	76.6	78.8	4	
3.02 Type of food waste container provided	79.2	80.2	82.3	4	
3.03 Size of food waste container provided	78.4	79.5	82.1	3	
<b>GARDEN WASTE COLLECTION</b>					
4.01 Frequency of garden waste collection	85.3	82.8	85.3	1	
4.02 Type of garden waste container provided	88.6	87.4	88.6	1	
4.03 Size of garden waste container provided	85.1	84.6	85.7	2	
4.04 Amount Household have to Pay	57.3	63.7	72.3	5	
<b>COLLECTION SERVICE</b>					
5.01 Number of containers you have to use	72.9	76.6	80.9	4	
5.02 The reliability of collections	89.1	87.0	89.1	1	
5.03 The friendliness/helpfulness of crew	79.2	79.7	84.5	3	
5.04 Levels of noise during collection	78.4	78.5	81.2	2	
5.05 Your container put back in the same place	75.5	74.1	82.9	2	
5.06 'Clean and tidy' street after collection	75.8	75.6	86.0	3	
5.07 The collection scheme overall	79.8	80.2	84.9	3	
<b>RECYCLING COLLECTION ASPECTS</b>					
6.01 Range of materials recycled	81.5	76.7	85.7	2	
6.02 How much separation of materials	75.0	78.2	83.3	5	
6.03 How much preparation of materials	72.3	74.7	78.0	4	
<b>BULKY WASTE</b>					
10.01 Range of bulky waste items collected	63.0	62.3	67.6	3	
10.02 Amount households pay for bulky collections	40.9	40.6	43.7	3	
10.03 Ease arranging bulky waste collection	55.4	60.6	70.4	4	
<b>INFORMATION ON COLLECTION/RECYCLING</b>					
11.01 What can/can't be put out for general waste	74.4	72.5	77.1	2	
11.02 What can/can't be recycled	73.0	69.8	75.2	2	
11.03 Collection dates	85.5	81.7	85.5	1	
11.04 Changes to collection dates	80.2	77.0	80.2	1	
11.05 How to arrange assisted collections	64.9	64.1	68.4	3	
11.06 How to donate items	59.8	61.8	65.7	4	

# HOUSEHOLD WASTE & RECYCLING SURVEY 2013

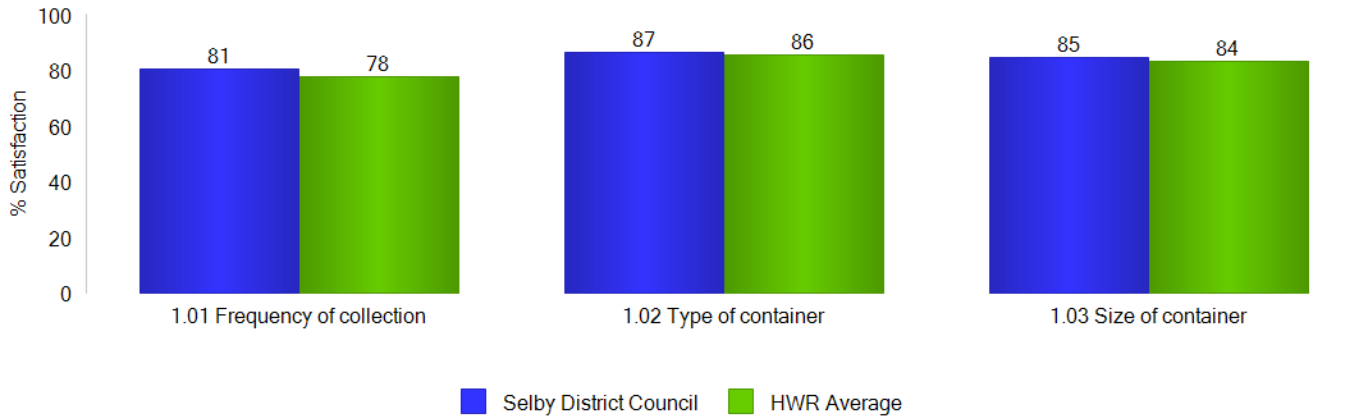
## 1. SUMMARY

Question	Authority	HWR Average	HWR Best	Rank	Change from 2012
11.07 What happens to recyclable materials	54.6	55.0	57.8	4	
11.08 How to report a problem	66.8	69.2	76.8	3	
11.09 How to reduce waste in the first place	64.7	65.0	68.4	3	
11.10 How to home-compost	62.3	64.6	69.0	4	
11.11 The provision of information overall	70.1	70.0	75.0	3	

### Q1 THINKING ABOUT GENERAL WASTE (RUBBISH) COLLECTION FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

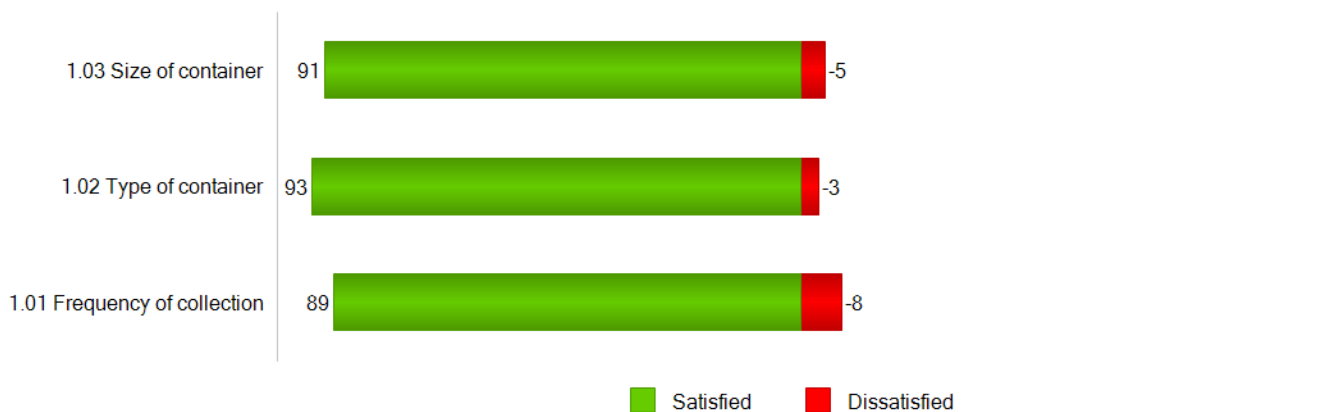
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for General Waste Collection compared with the HWR Survey Average scores



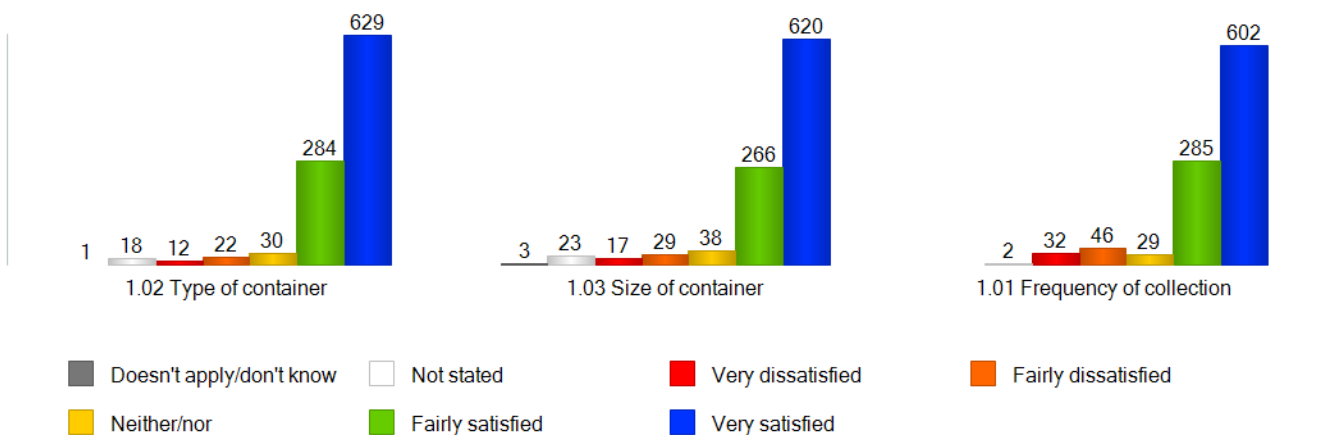
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with General Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



#### RESPONSE ANALYSIS

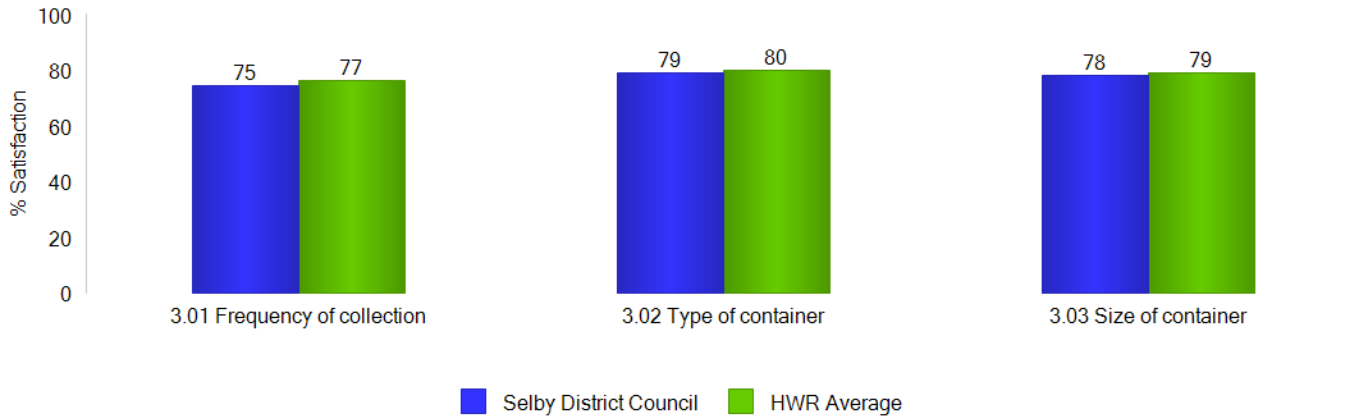
This graph shows a breakdown of the Selby District Council resident responses to General Waste Collection questions



### Q3 THINKING ABOUT FOOD WASTE COLLECTION FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

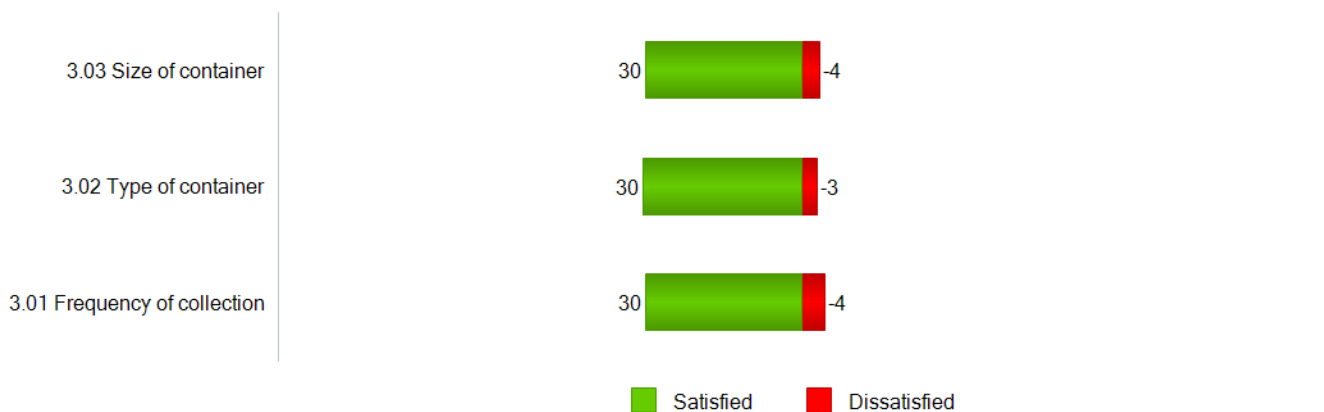
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Food Waste Collection compared with the HWR Survey Average scores



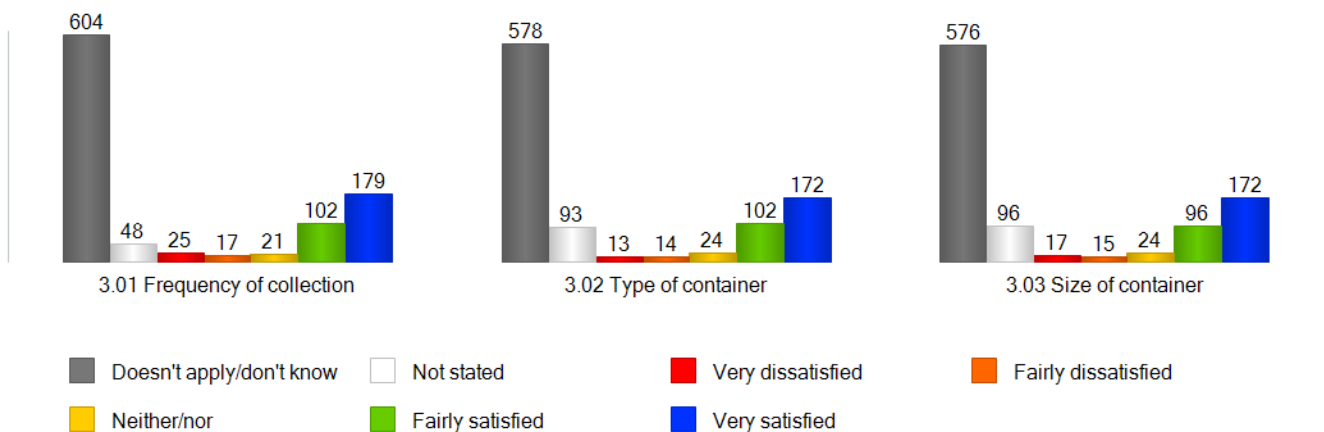
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Food Waste Collection against those that were fairly or very dissatisfied (uses unweighted data).



#### RESPONSE ANALYSIS

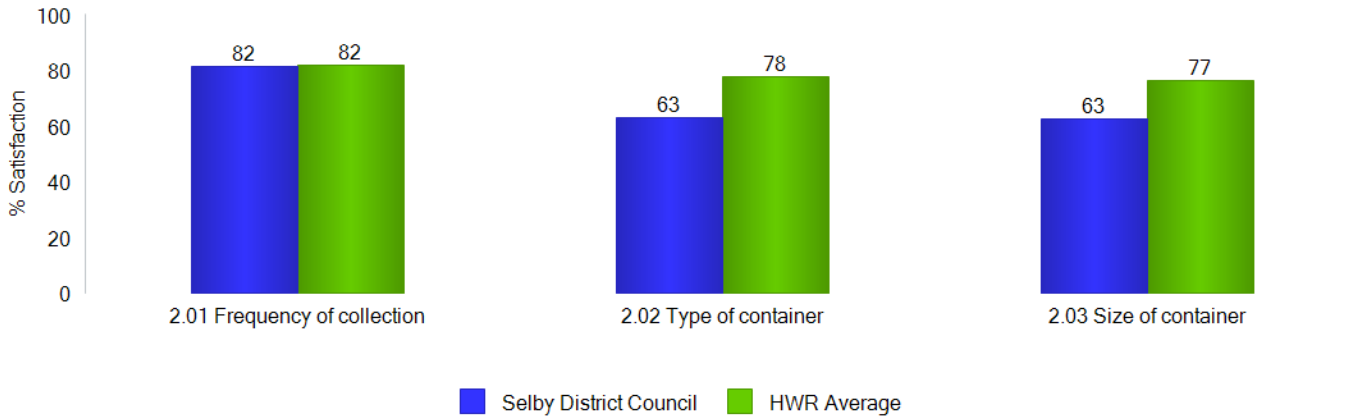
This graph shows a breakdown of the Selby District Council resident responses to the Food Waste Collection questions



### Q2 THINKING ABOUT THE COLLECTION OF RECYCLING (E.G. PAPER, CANS, PLASTIC BOTTLES) FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

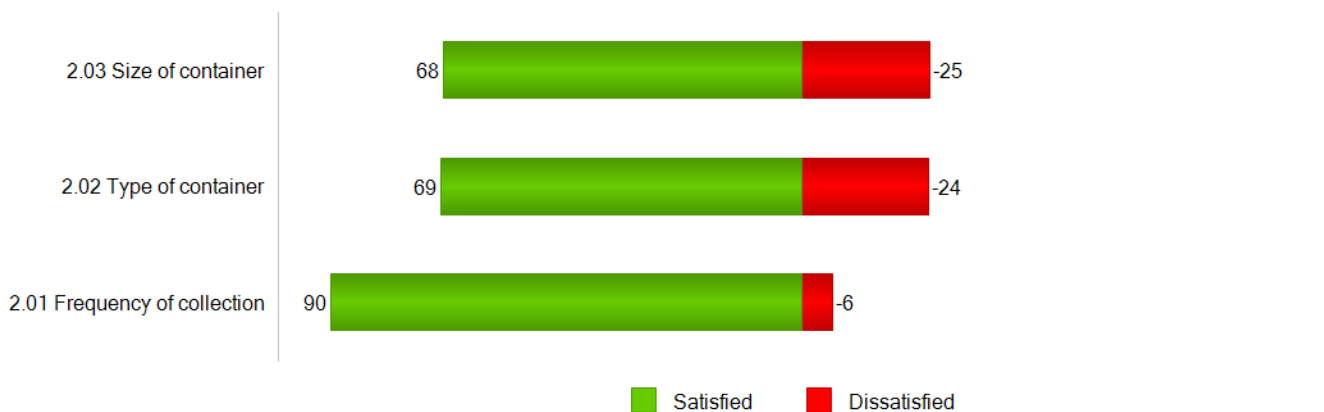
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Recycling Collection compared with the HWR Survey Average scores



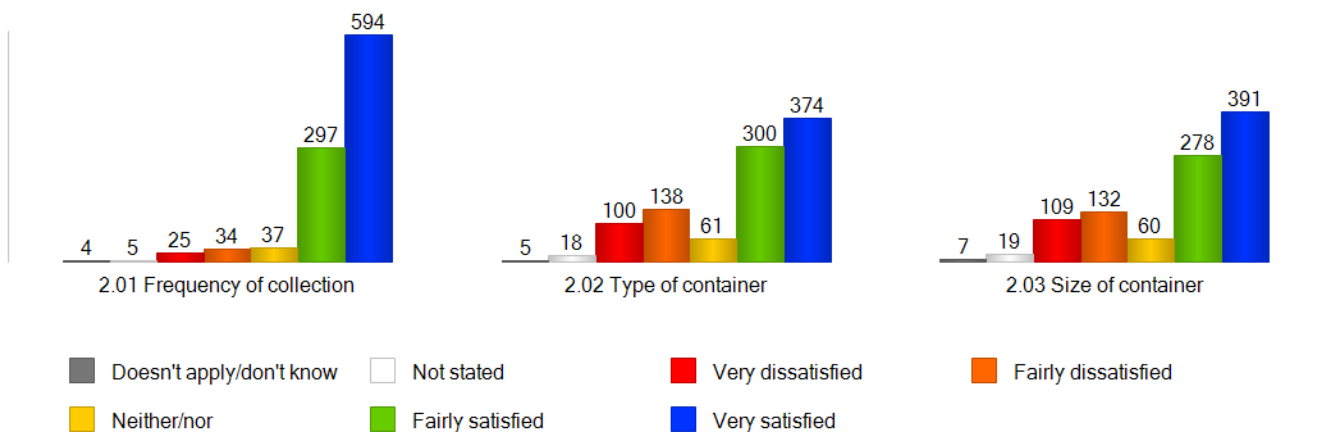
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Recycling Collection against those that were fairly or very dissatisfied (uses unweighted data).



#### RESPONSE ANALYSIS

This graph shows a breakdown of the Selby District Council resident responses to the Recycling Collection questions

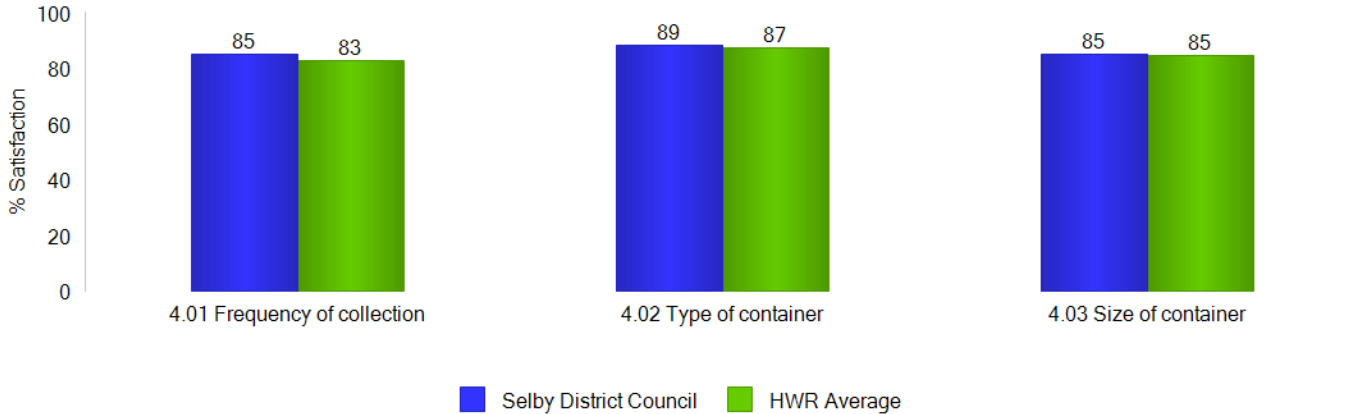




### Q4 THINKING ABOUT COLLECTION OF GARDEN WASTE FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

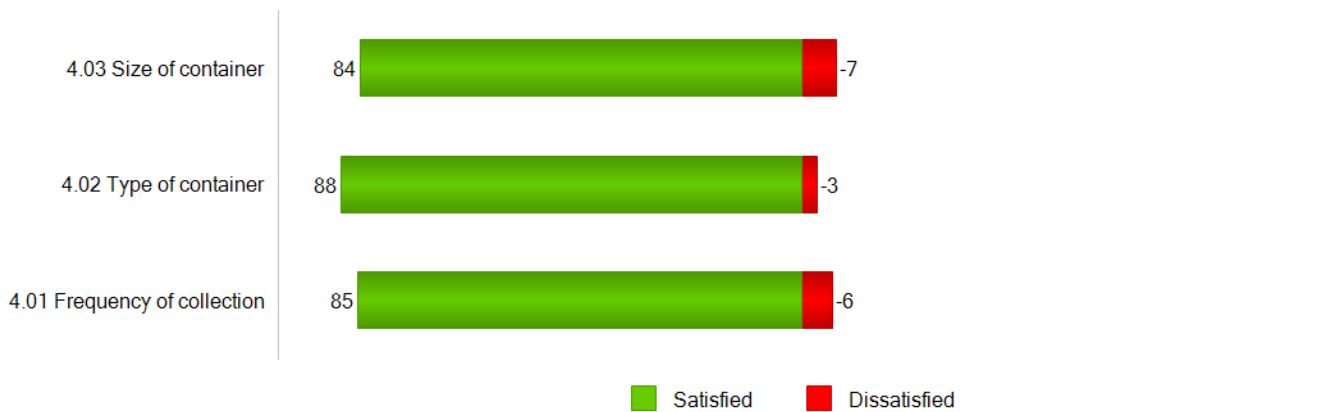
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Garden Waste Collection compared with the HWR Survey Average scores.



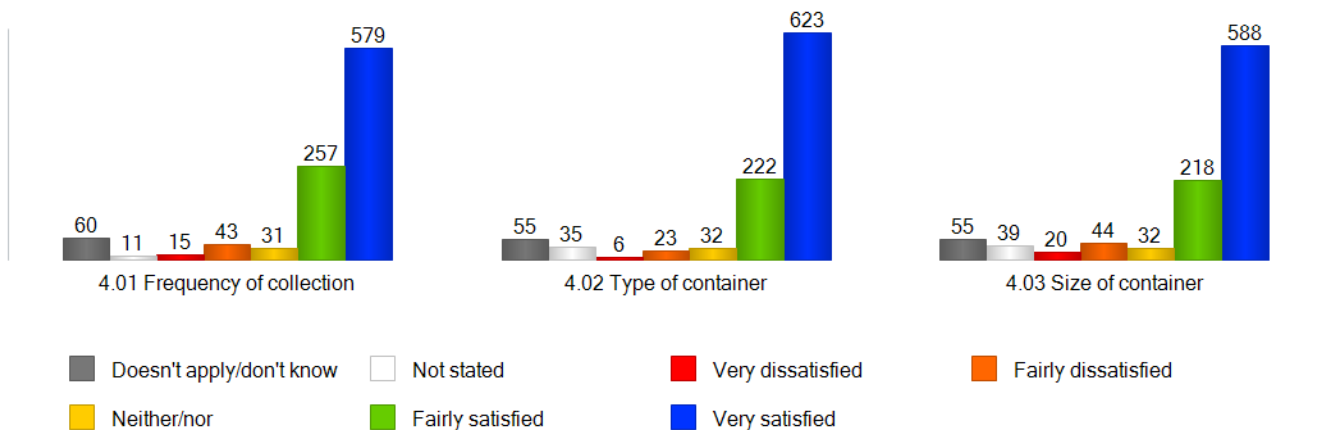
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Garden Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



#### RESPONSE ANALYSIS

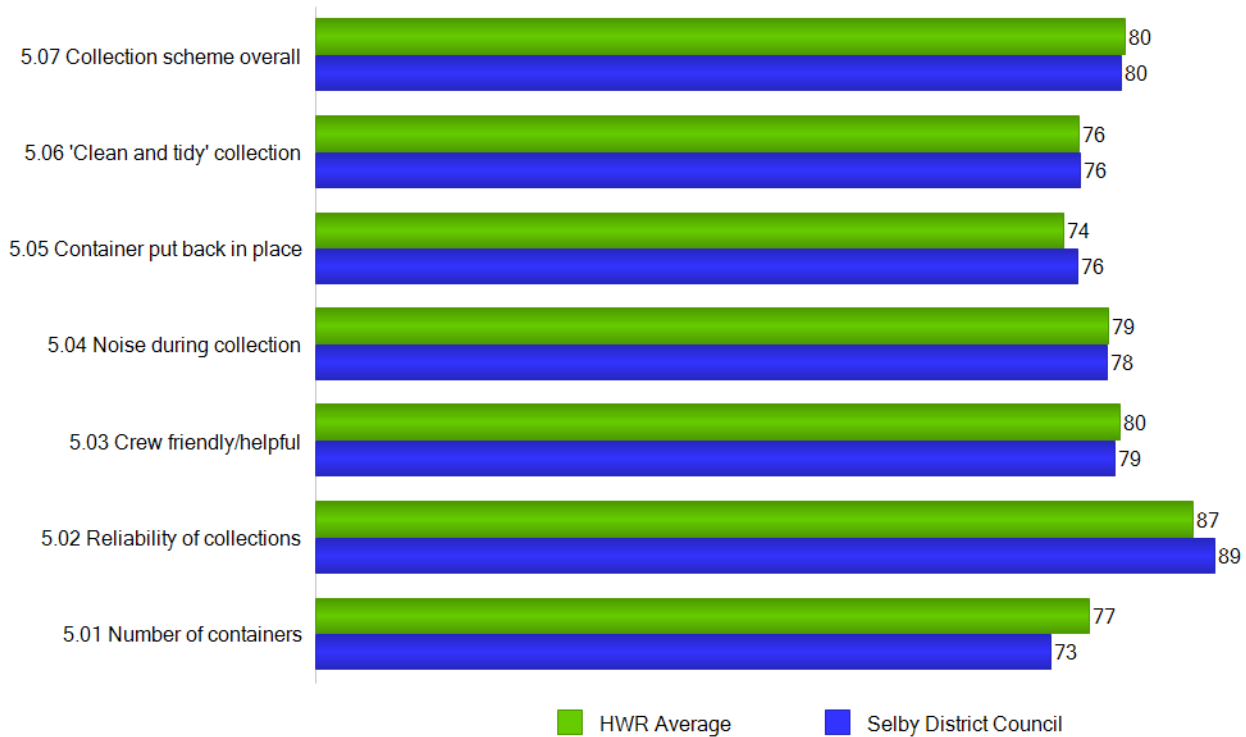
This graph shows a breakdown of the Selby District Council resident responses to the Garden Waste Collection questions



### Q5 THINKING ABOUT COLLECTION IN GENERAL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

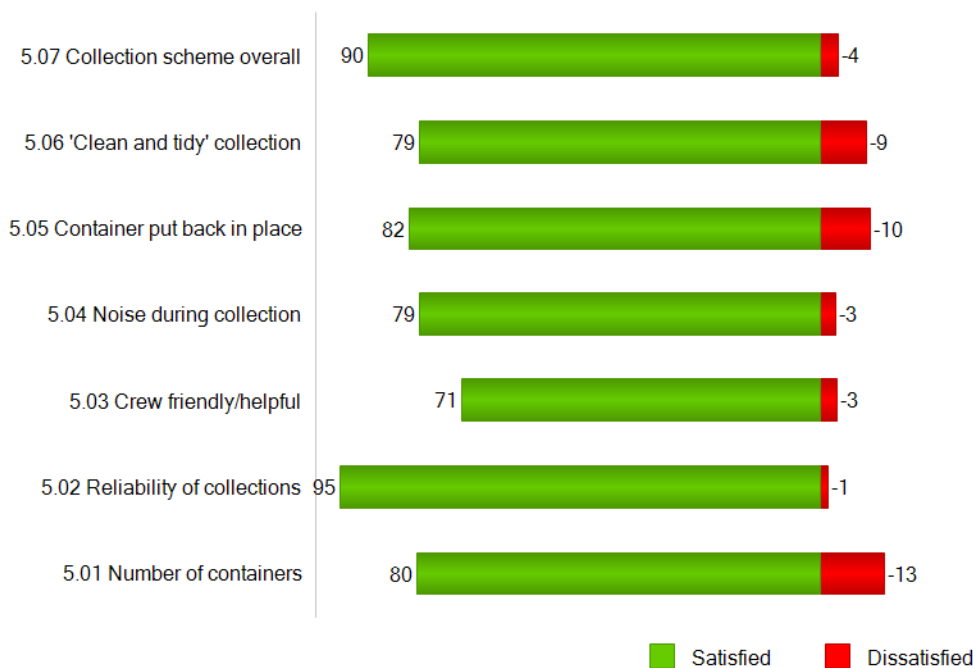
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores with Collection generally compared with the HWR Survey Average scores



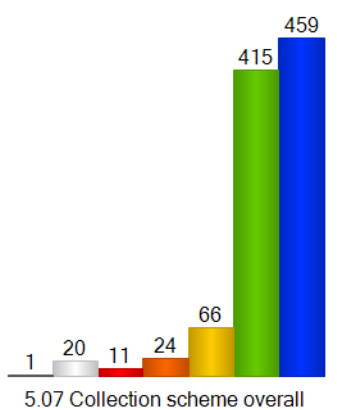
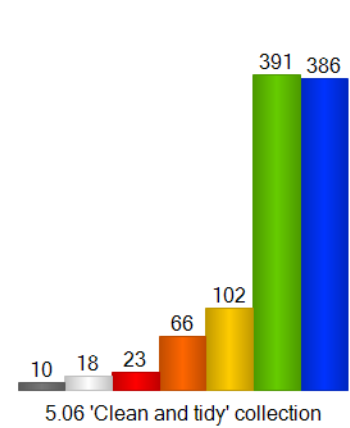
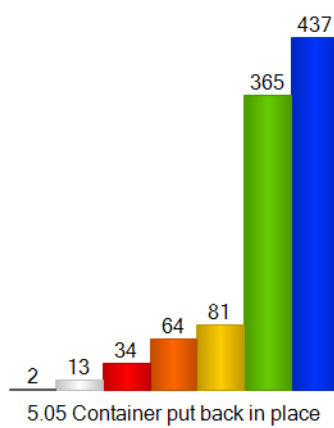
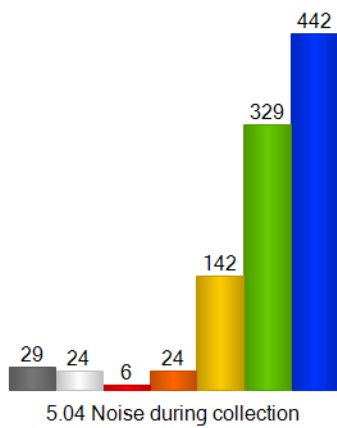
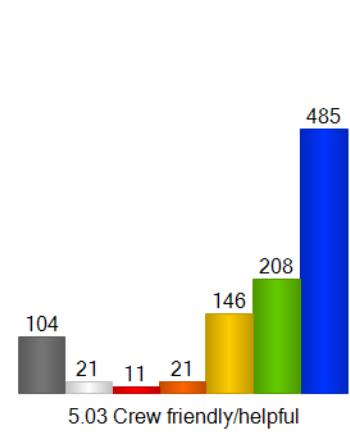
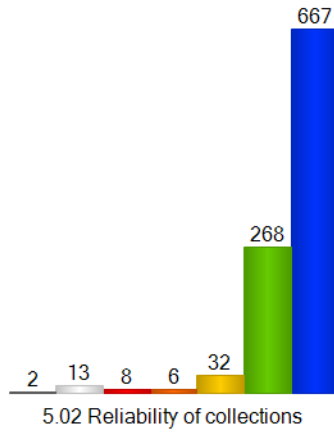
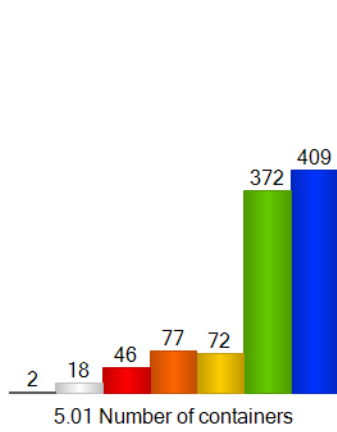
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Collection generally against those that were fairly or very dissatisfied (uses unweighted data)



### RESPONSE ANALYSIS

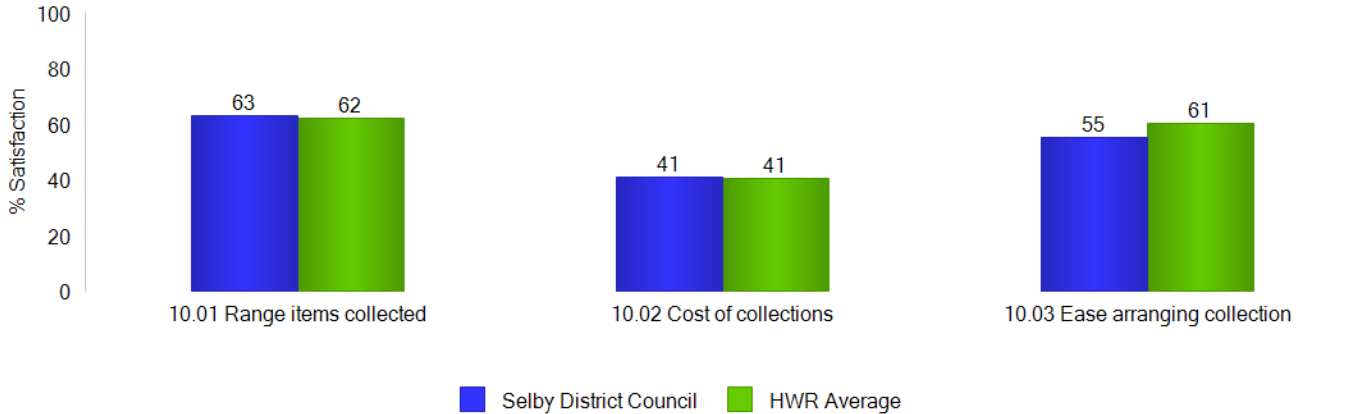
This graph shows a breakdown of the Selby District Council resident responses to the questions about Collection in general



### Q10 THINKING ABOUT BULKY WASTE E.G. FURNITURE, LARGE ELECTRICAL APPLIANCES, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

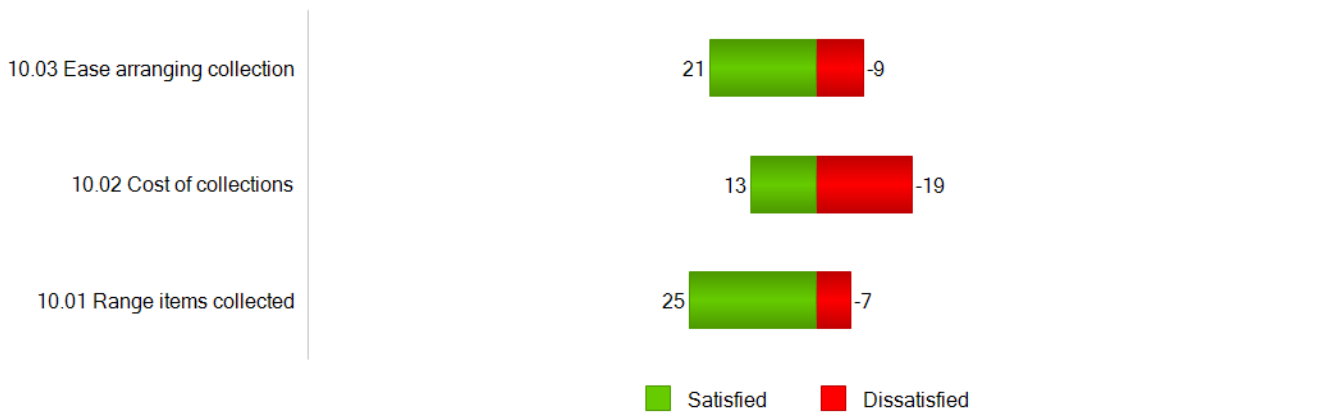
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Bulk Waste Collection compared with the HWR Survey Average scores



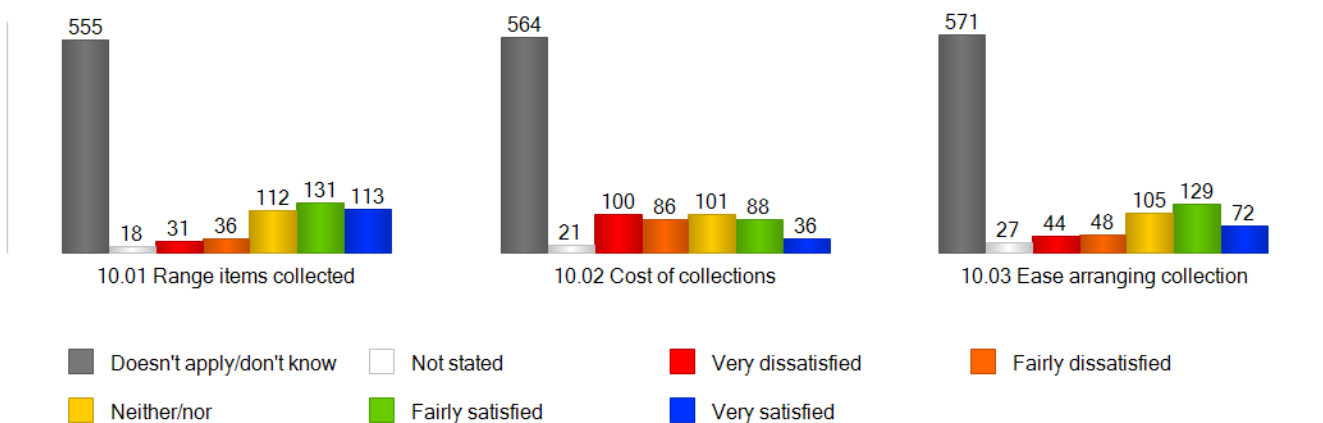
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Bulky Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



#### RESPONSE ANALYSIS

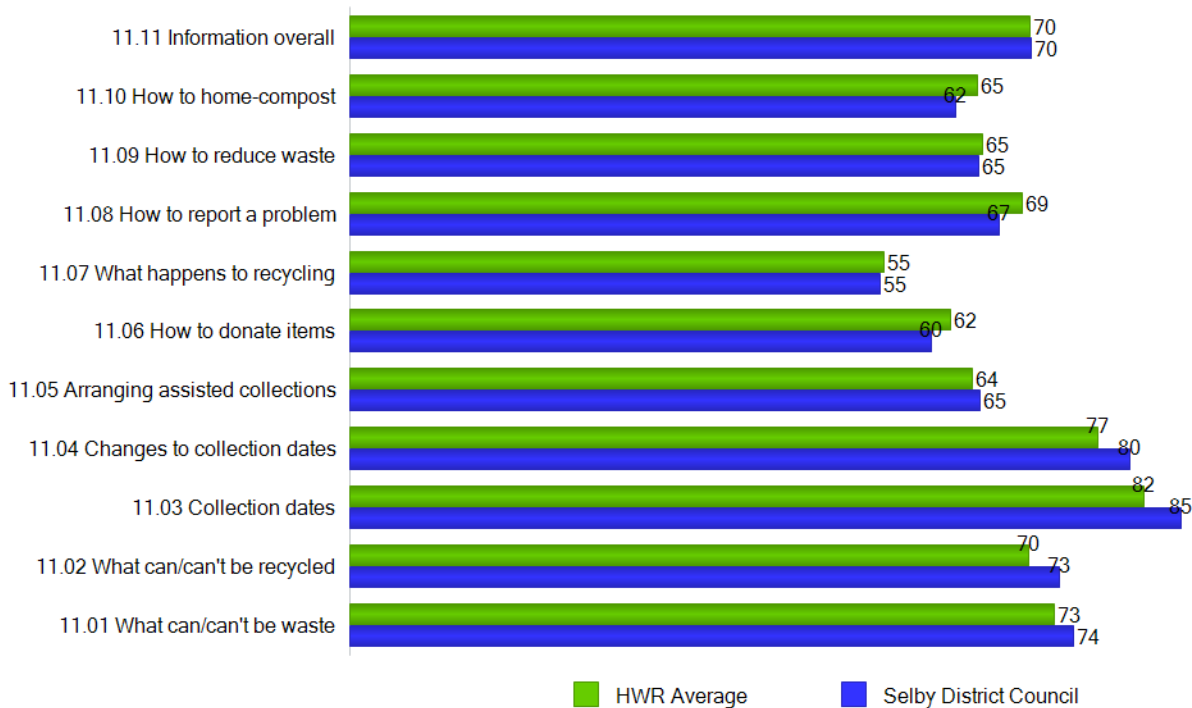
This graph shows a breakdown of the Selby District Council resident responses to the Bulky Waste Collection questions



### Q11 How SATISFIED OR DISSATISFIED ARE YOU WITH THE AMOUNT OF INFORMATION AVAILABLE ON THE FOLLOWING?

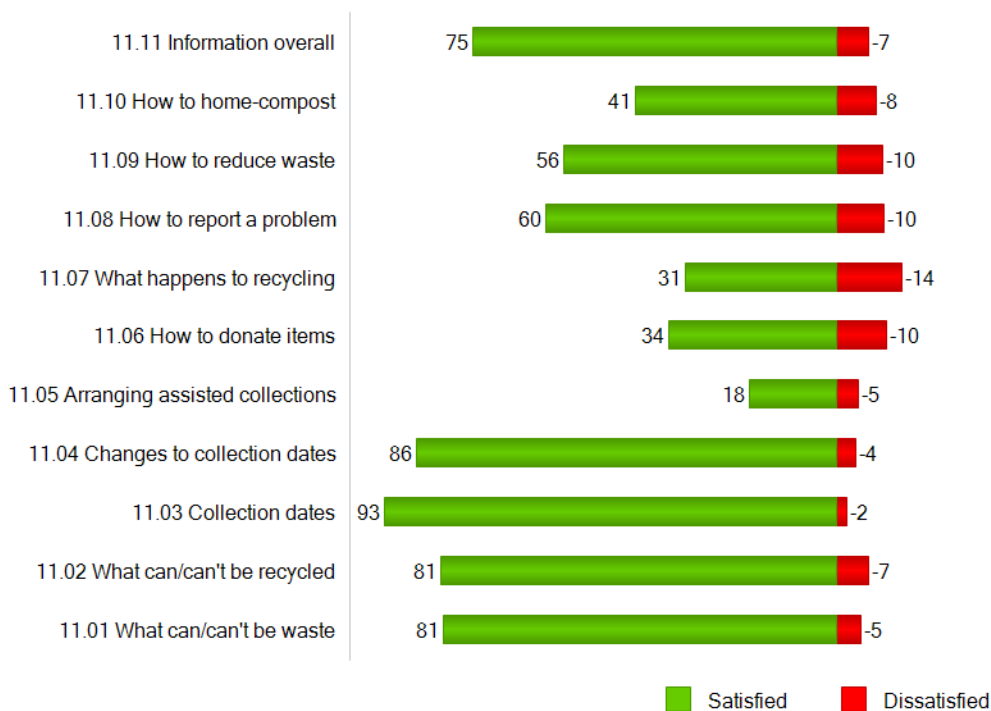
#### COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores with information on collection compared with the HWR Survey Average scores



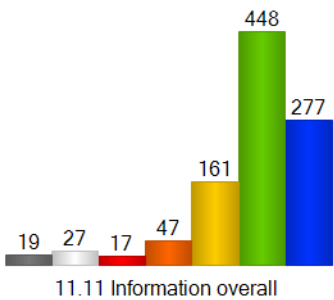
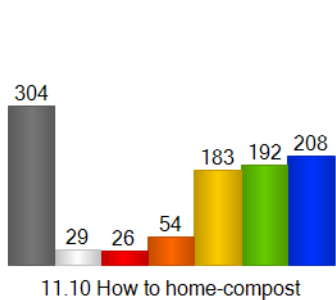
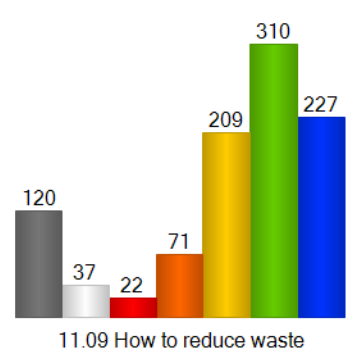
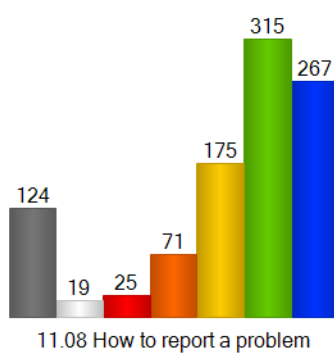
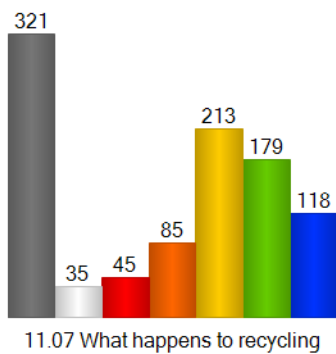
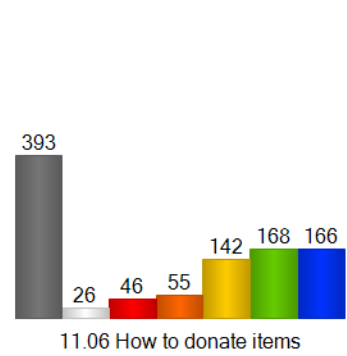
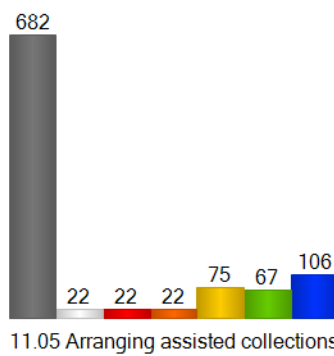
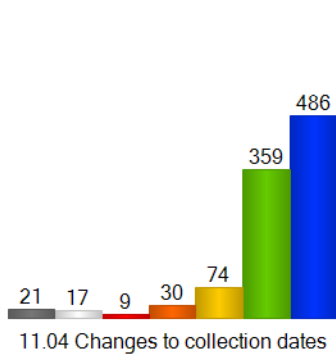
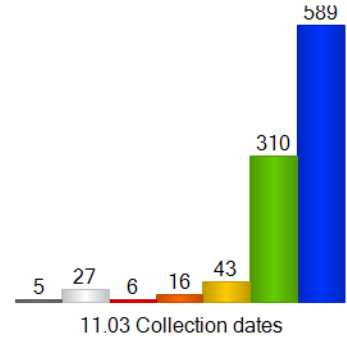
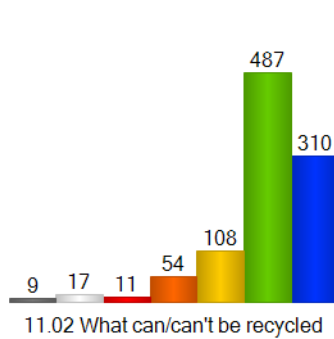
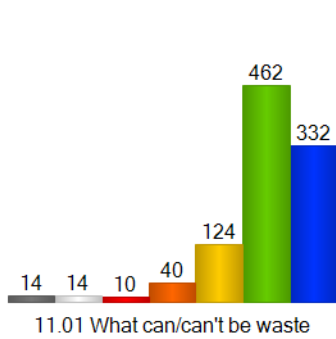
#### NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with information of collection against those that were fairly or very dissatisfied (uses unweighted data)



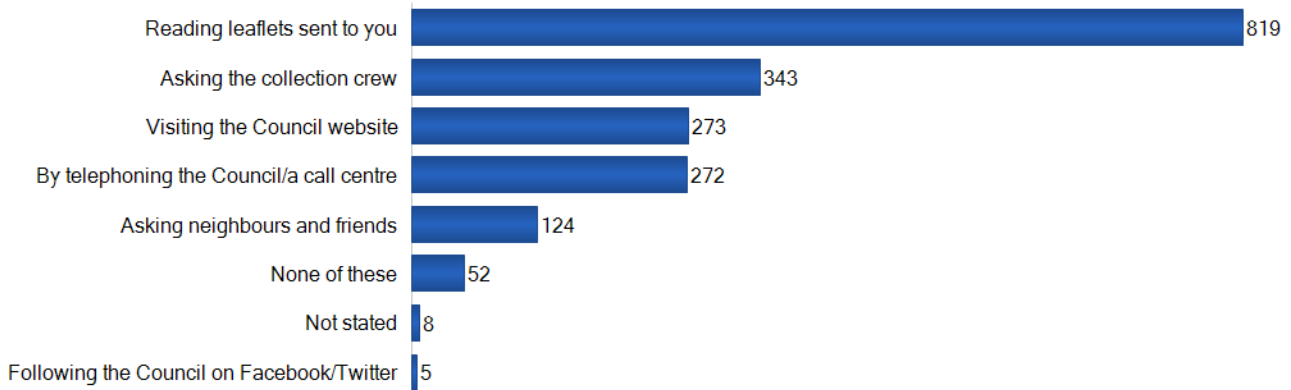
### RESPONSE ANALYSIS

This graph shows a breakdown of the Selby District Council resident responses to the questions about the amount of information available



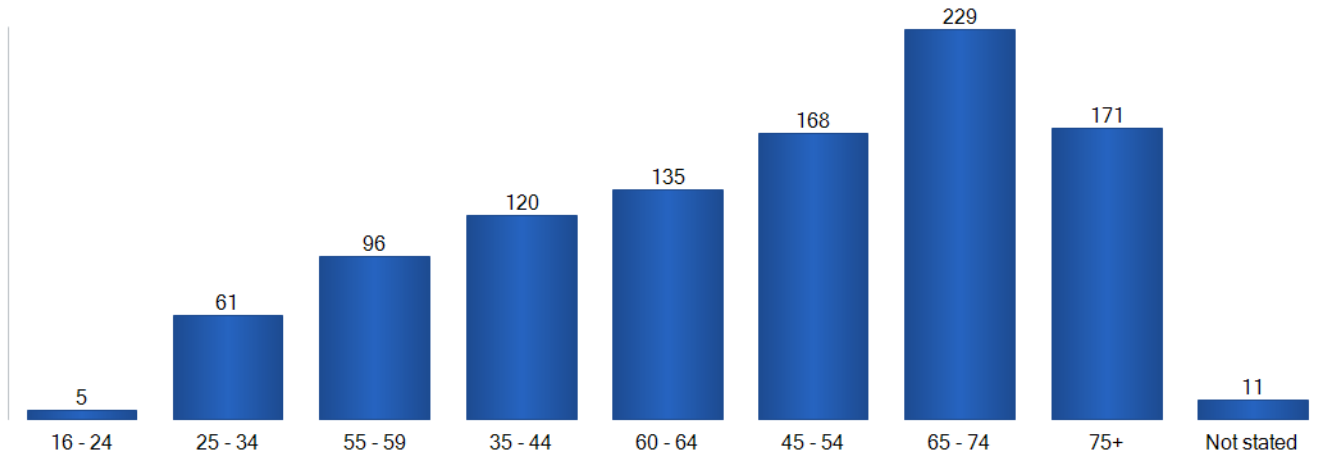
### Q12 WHICH, IF ANY, OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT COLLECTION OF WASTE/RECYCLING FROM YOUR HOME?

This graph shows a breakdown of the Selby District Council responses on methods used to find out about collection of waste /recycling from the home



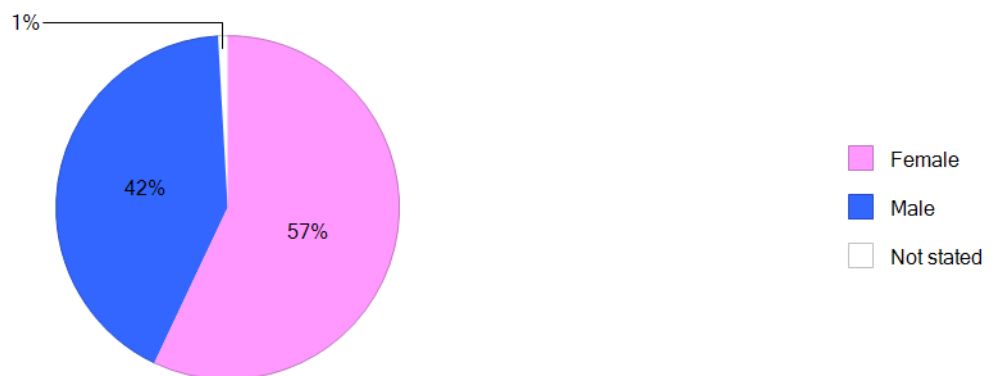
### D1 AGE GROUPS

This graph shows a breakdown of the Selby District Council respondents by age group



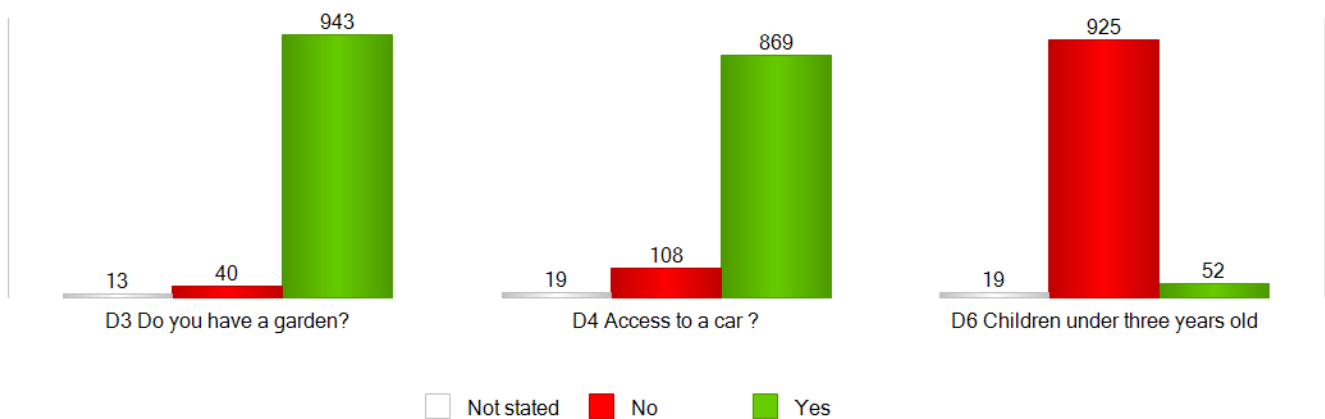
### D2 GENDER

This graph shows a breakdown of the Selby District Council respondents by gender



### D3 GARDEN, D4 CAR OWNER, D6 CHILDREN UNDER THREE

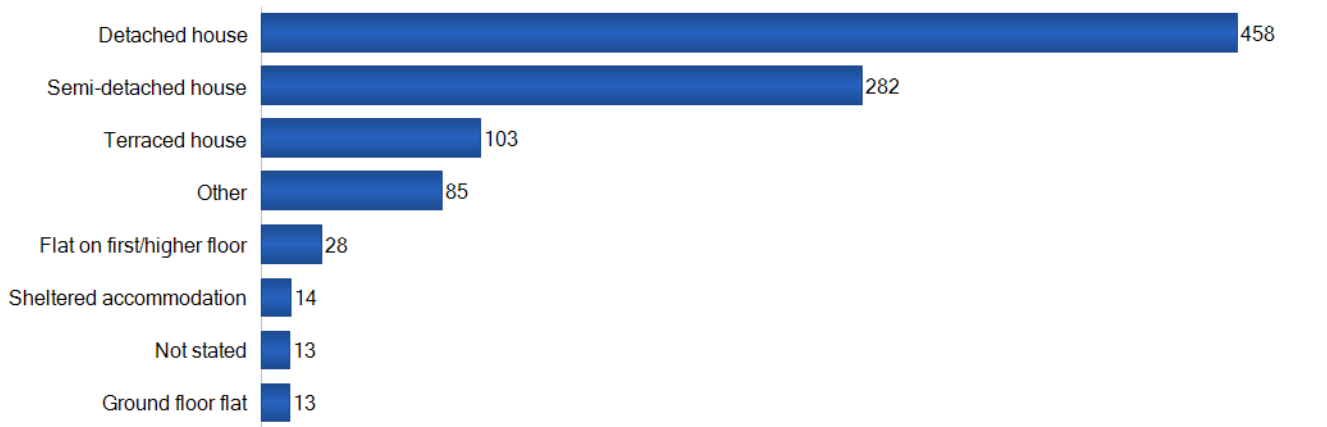
This graph shows the proportion of Selby District Council respondents that have a garden, that own a car and that have children under three.





### D5 ADDRESS

This graph shows a breakdown of the Selby District Council respondents by type of address



### D7 ETHNICITY

This graph shows a breakdown of the Selby District Council respondents by ethnic group



### D8 & D9 LONG STANDING ILLNESS, DISABILITY OR INFIRMITY

This graph shows the proportion of Selby District Council respondents with a long standing illness, disability or infirmity and whether that limits their activities

