

## **Garden Waste Collection Service: Survey summary 2019**

The consultation ran over a two week period from 29<sup>th</sup> October to 12<sup>th</sup> November 2019.

In total, there were 3,411 respondents, and of these 2,356 used the service in 2019, and 1,055 did not use the service in 2019.

The survey provided tailored questions according to whether the respondent indicated they had or had not used the service in 2019.

### **Used the service in 2019**

*Q2. How often did you put your green bin out for collection?*

65% of respondents indicated that they put their green bin out on every collection, with a further 30% putting their bin out on most collections.

*Q3. On average how full was your green bin when it was emptied?*

95% of respondents present their bin when it is three quarters full or more. 22% indicated they had more garden waste than could fit in the green bin.

*Q4. Overall, how satisfied or dissatisfied were you with the 2019 green bin collection service?*

90% of respondents indicated they were very or fairly satisfied with the service. 4% indicated they were dissatisfied with the service.

*Q5. If you indicated that you were dissatisfied or fairly dissatisfied in question 4, please tell us why you were dissatisfied with this year's green bin collection service*

Of the 4% of respondents who indicated a level of dissatisfaction with the service, 39% indicated this was because the service was too expensive, and 38% due to there being too few collections.

*Q6. Please rank the following options, with 1 being your most preferred option and 3 being your least preferred option*

The option to keep the service the same achieved the highest average ranking score (1.97), followed by the option to extend the service to a 12 month period (1.88). However, the **main preference** as indicated by 57% of respondents was to **extend the service** beyond the current 16 collection period.

## Did not use service in 2019

*Q7. What is the main reason for not using this year's green bin collection service?*

Of the 1,055 responses, the **main reason** respondents gave for **not paying** for the service in 2019 was because it was **too expensive (59%)**, followed by 'use other means (17%)'. Of the 15% who stated 'Other' the main reasons given were that they already pay Council Tax and the service should be free, as well as a lack of space. A lack of awareness of the service was not highlighted as an issue, with only 6% of respondents providing this response.

*Q8. How do you currently get rid of your garden waste?*

Of the 1,470 responses, 31% of respondents put their garden waste in their black bin, and the same percentage takes it to a Household Waste Recycling Centre. 27% use a home compost bin.

*Q9. Would you be willing to pay £50 for next year's green bin collection service?*

Of the 1,027 respondents, **79%** indicated that they would **not pay £50**, with the remaining 21% indicating that they would be willing to pay this amount. The highest percentage of people willing to pay £50 came from S11 (28%), S10 (26%) and S8 (23%).

*Q10. Would you be willing to pay an additional one off charge of £25 for the delivery of a green bin?*

Of the 1,055 responses, **78%** indicated that they would **not be willing to pay £25**, with 22% indicating that they would be willing.

*Q11. (If 'no' for Q10, Please tell us how much you would be willing to pay for a green bin collection service)*

Of the 814 responses from respondents indicating that they would not be willing to pay £50 for the service, the highest proportion of respondents, **58%** indicated that they would **not be willing to pay anything**, followed by **33%** who **would be willing to pay £20-29**. Just 14% would be willing to pay £30-£39 and 1% £40-£50.