



## Your Blue and Brown Bin Recycling Service - Tell us what you think : Summary report

This report was created on Thursday 01 April 2021 at 09:03 and includes **6050** responses.

The consultation ran from 10/02/2021 to 31/03/2021.

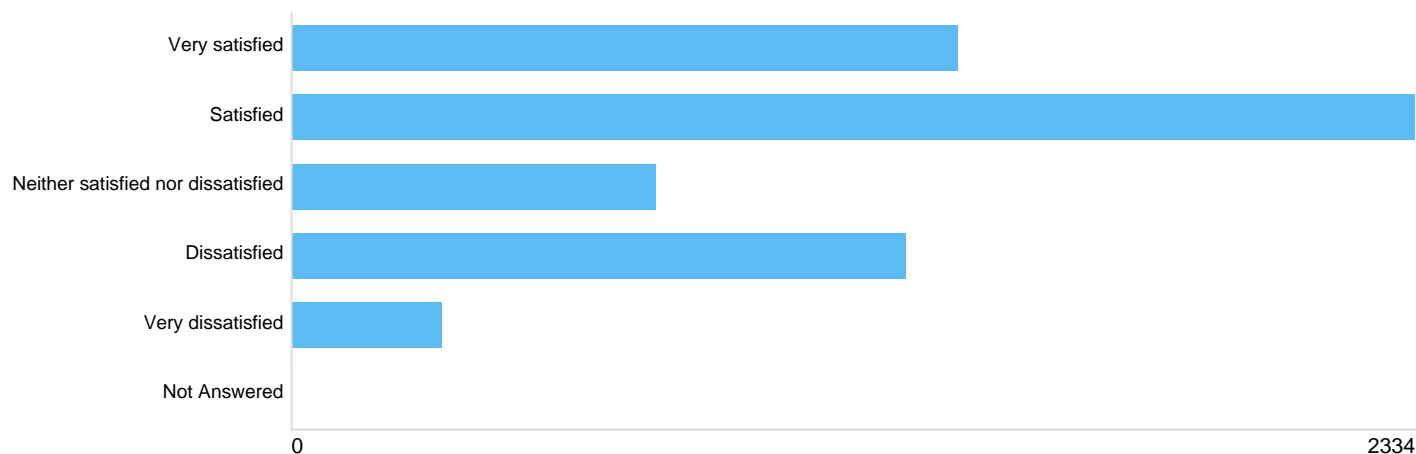
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**Question 1: Overall, how satisfied or dissatisfied are you with your brown bin collection service?**

**Brown bin satisfaction**



Option	Total	Percent
Very satisfied	1382	22.84%
Satisfied	2334	38.58%
Neither satisfied nor dissatisfied	755	12.48%
Dissatisfied	1271	21.01%
Very dissatisfied	308	5.09%
Not Answered	0	0.00%

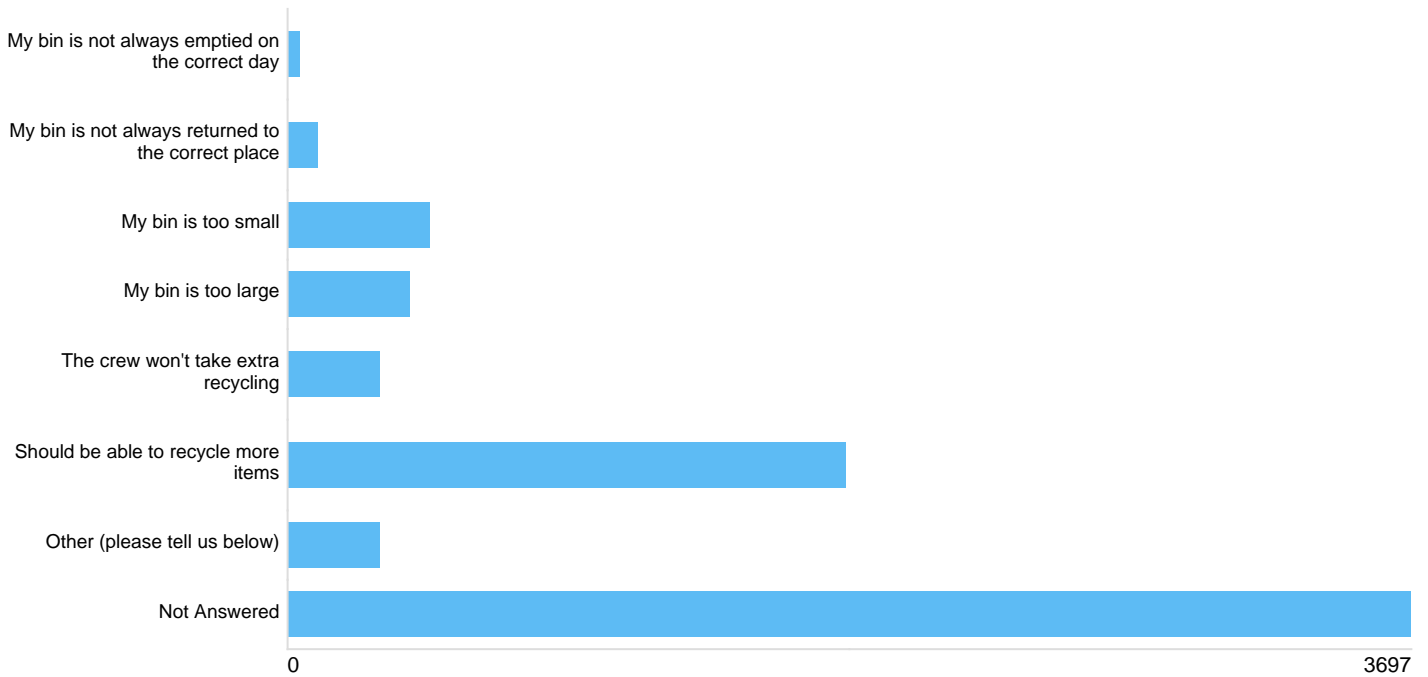
**Question 2: Use the box below to provide any comments you would like to make about your brown bin collection service**

**Brown bin satisfaction comments**

There were **1958** responses to this part of the question.

**Question 3: Please tell us why you are not satisfied with your brown bin collection service (select all that apply)**

**Brown bin dissatisfaction**



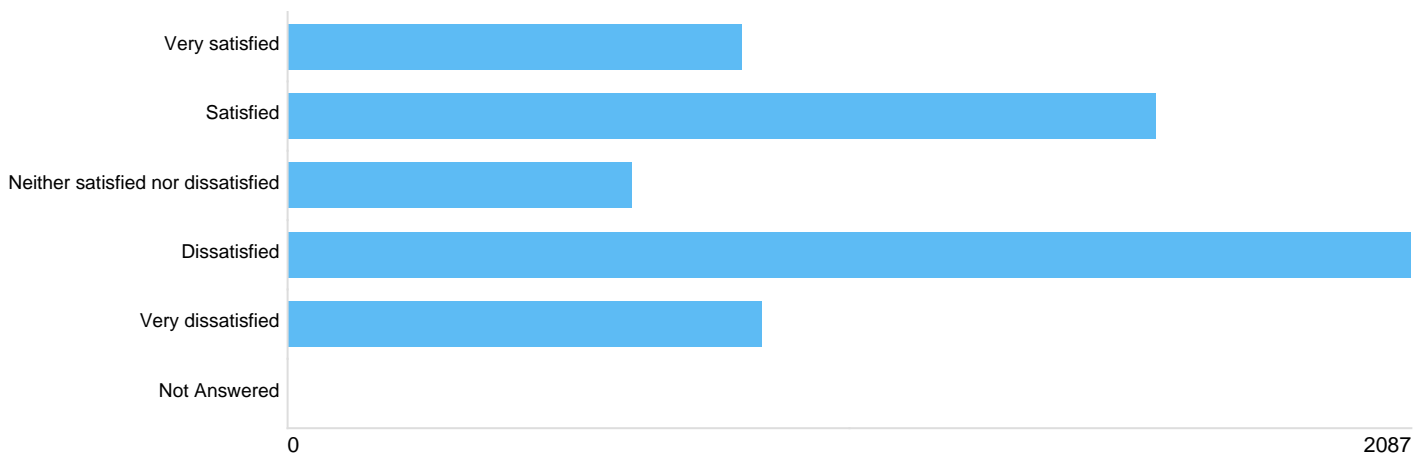
Option	Total	Percent
My bin is not always emptied on the correct day	35	0.58%
My bin is not always returned to the correct place	95	1.57%
My bin is too small	462	7.64%
My bin is too large	401	6.63%
The crew won't take extra recycling	301	4.98%
Should be able to recycle more items	1829	30.23%
Other (please tell us below)	302	4.99%
Not Answered	3697	61.11%

**Please tell us why you are not satisfied with the brown bin collection service**

There were **509** responses to this part of the question.

**Question 4: Overall, how satisfied or dissatisfied are you with your blue bin collection service?**

**Blue bin satisfaction**



Option	Total	Percent
Very satisfied	842	13.92%
Satisfied	1608	26.58%
Neither satisfied nor dissatisfied	636	10.51%
Dissatisfied	2087	34.50%
Very dissatisfied	877	14.50%
Not Answered	0	0.00%

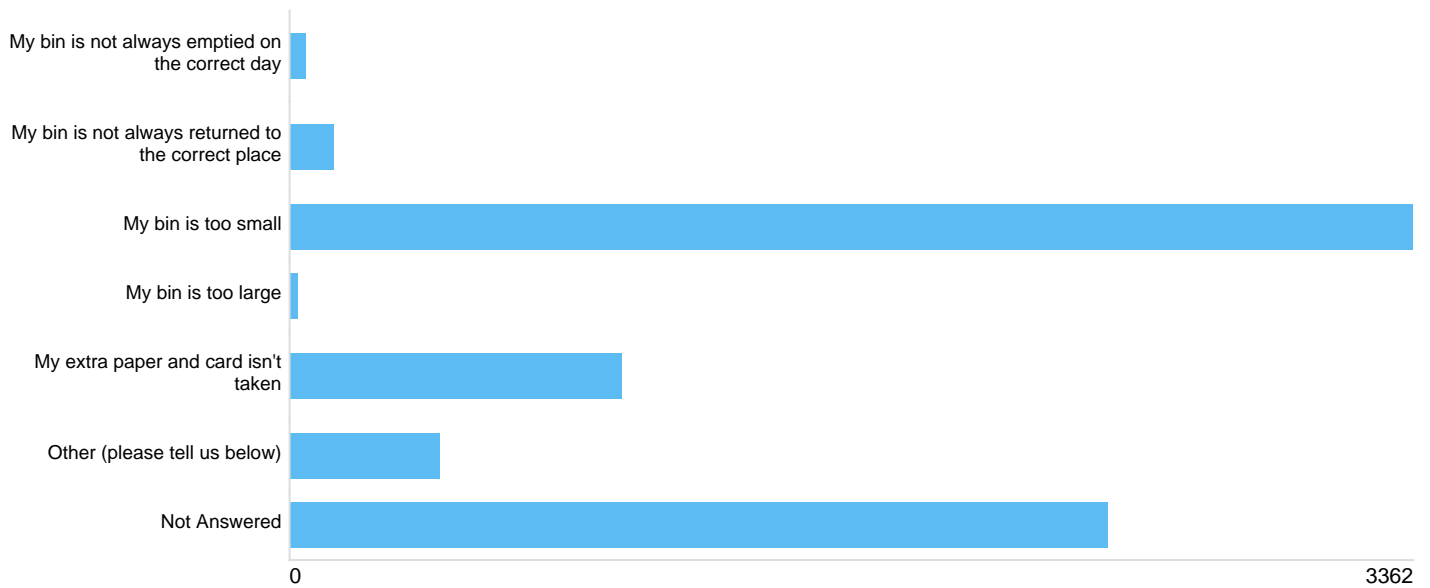
**Question 5: Use the box below to provide any comments you would like to make about your blue bin collection service**

**Blue bin satisfaction comments**

There were **1316** responses to this part of the question.

**Question 6: Please tell us why you are not satisfied with your blue bin collection service (select all that apply)**

**Blue bin - reason for dissatisfaction**



Option	Total	Percent
My bin is not always emptied on the correct day	47	0.78%
My bin is not always returned to the correct place	130	2.15%
My bin is too small	3362	55.57%
My bin is too large	19	0.31%
My extra paper and card isn't taken	992	16.40%
Other (please tell us below)	448	7.40%
Not Answered	2444	40.40%

**Please tell us why you are not satisfied with your blue bin collection service**

There were **786** responses to this part of the question.

**Question 7: In the past 12 months, have you contacted us to report a problem with your brown or blue bin collection services?**

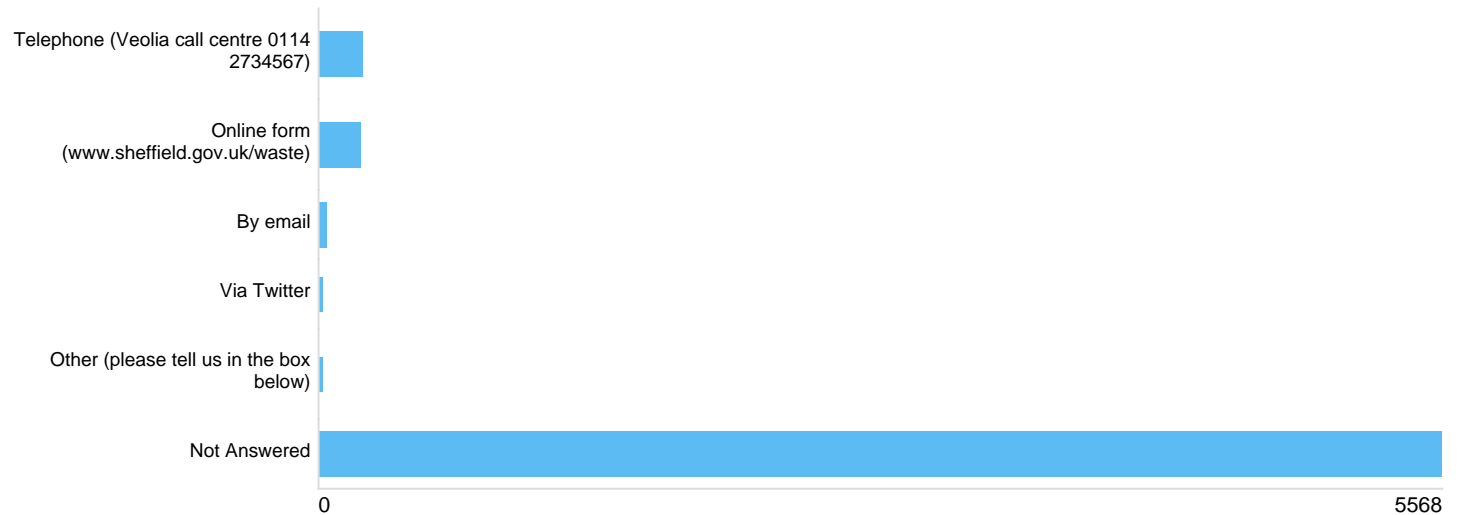
**Have you contacted us?**



Option	Total	Percent
Yes	481	7.95%
No	5569	92.05%
Not Answered	0	0.00%

**Question 8: Thinking about your most recent contact, please tell us how you contacted us**

**Contact method**



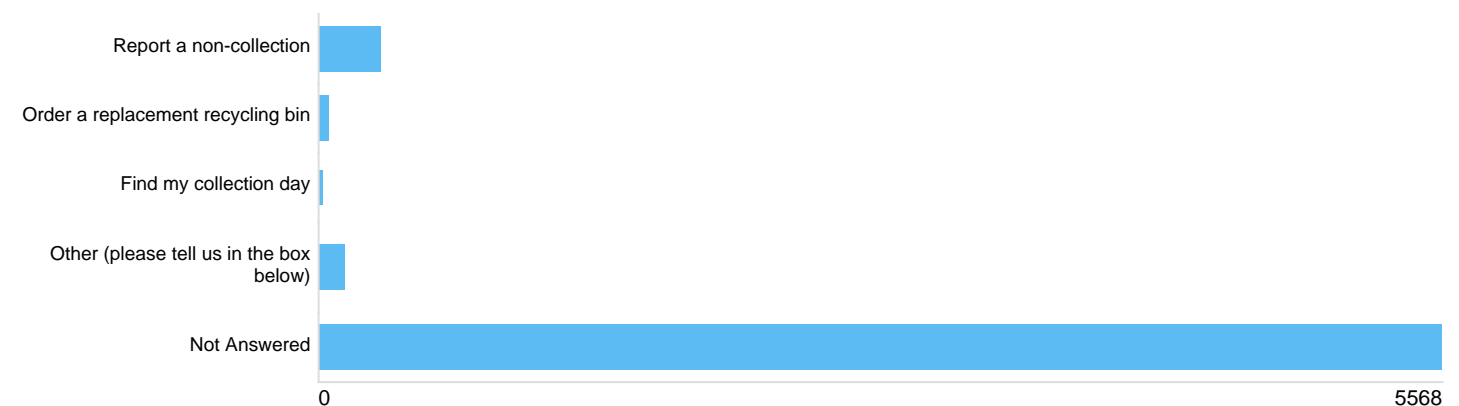
Option	Total	Percent
Telephone (Veolia call centre 0114 2734567)	216	3.57%
Online form (www.sheffield.gov.uk/waste)	206	3.40%
By email	37	0.61%
Via Twitter	11	0.18%
Other (please tell us in the box below)	12	0.20%
Not Answered	5568	92.03%

**Other contact method**

There were 17 responses to this part of the question.

**Question 9: Please tell us why you contacted us**

**Reason for contact**



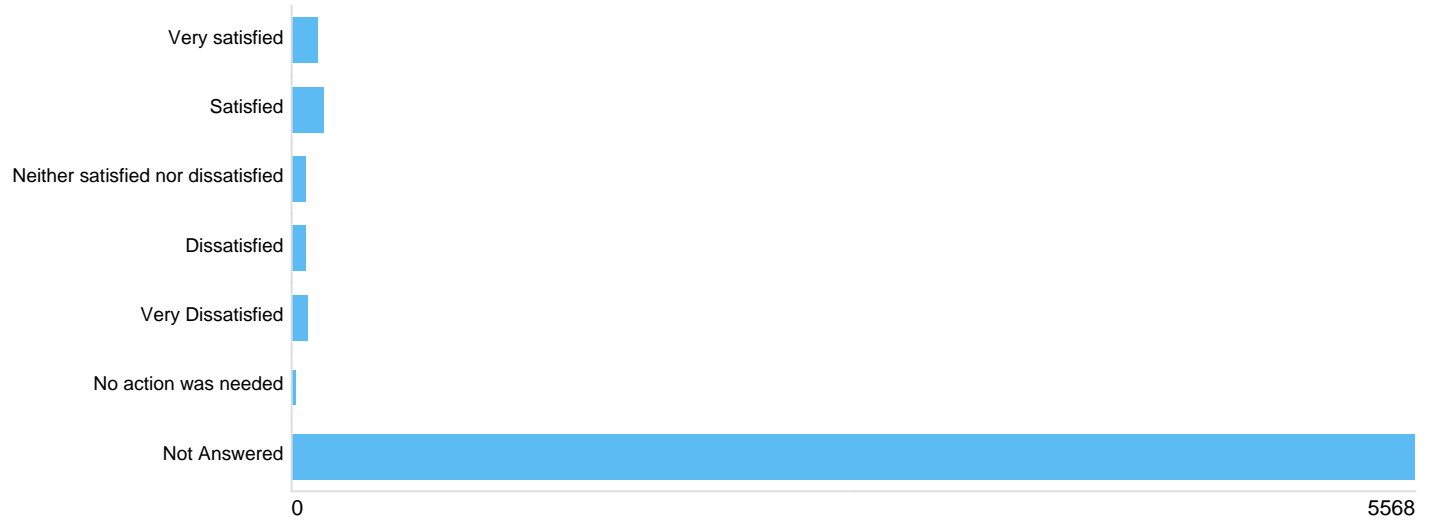
Option	Total	Percent
Report a non-collection	305	5.04%
Order a replacement recycling bin	48	0.79%
Find my collection day	3	0.05%
Other (please tell us in the box below)	126	2.08%
Not Answered	5568	92.03%

**Other reason for contacting us**

There were 150 responses to this part of the question.

**Question 10: How satisfied or dissatisfied were you with any action taken as a result of your call/contact?**

**Satisfaction with contact**



Option	Total	Percent
Very satisfied	120	1.98%
Satisfied	153	2.53%
Neither satisfied nor dissatisfied	66	1.09%
Dissatisfied	64	1.06%
Very Dissatisfied	70	1.16%
No action was needed	9	0.15%
Not Answered	5568	92.03%

**Question 11: If you would like to provide any further information about your overall experience when contacting us, please tell us using the box below**

**Overall experience of contacting us**

There were 152 responses to this part of the question.

**Question 12: On a typical collection day, how full is your brown bin when it is emptied?**

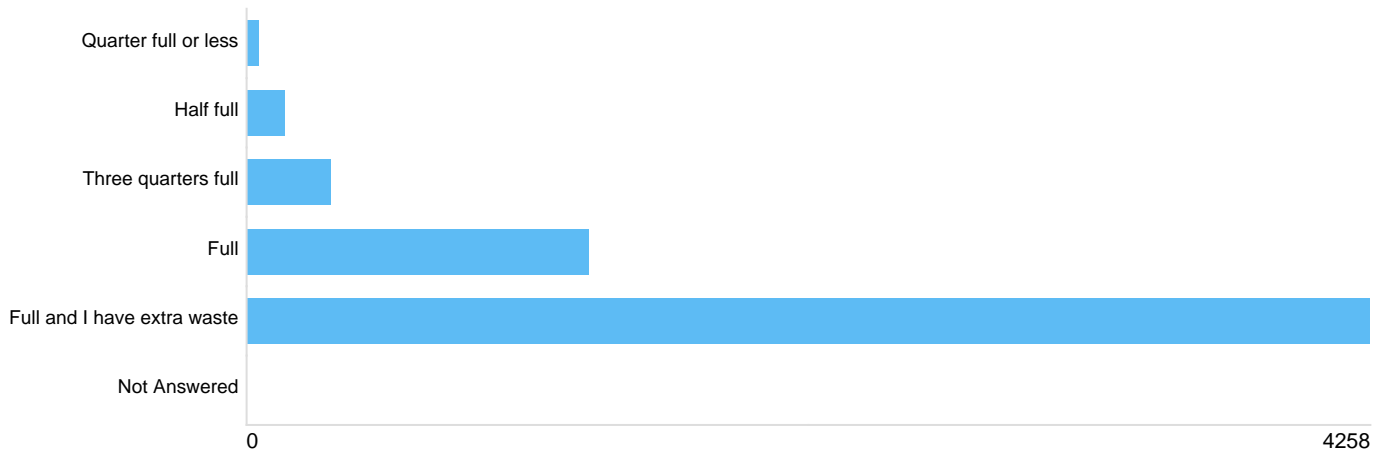
**Brown bin fill level**



Option	Total	Percent
Quarter full or less	1068	17.65%
Half full	1439	23.79%
Three quarters full	1340	22.15%
Full	1276	21.09%
Full and I have extra waste	927	15.32%
Not Answered	0	0.00%

**Question 13: On a typical collection day, how full is your blue bin when it is emptied?**

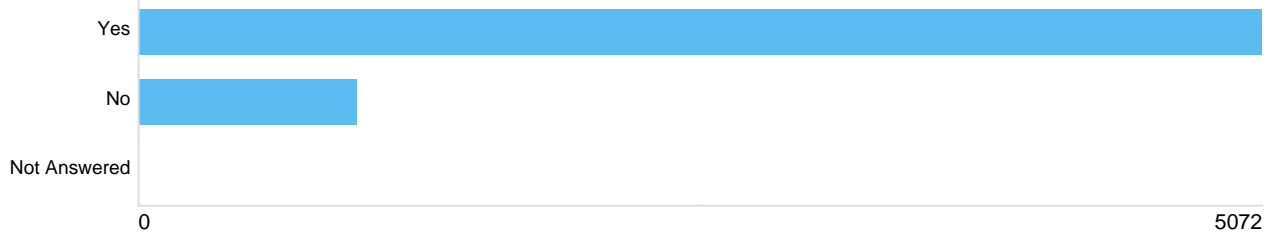
**Blue bin fill level**



Option	Total	Percent
Quarter full or less	44	0.73%
Half full	142	2.35%
Three quarters full	315	5.21%
Full	1291	21.34%
Full and I have extra waste	4258	70.38%
Not Answered	0	0.00%

**Question 14: If you had the option, would you choose to have a larger blue bin for your paper and card?**

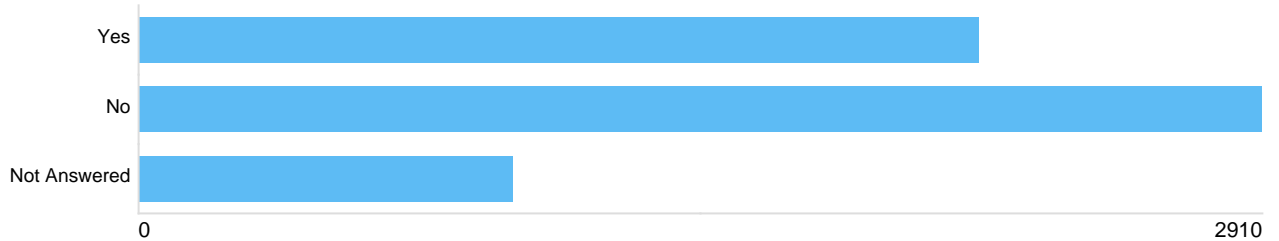
**Choice for a larger blue bin**



Option	Total	Percent
Yes	5072	83.83%
No	978	16.17%
Not Answered	0	0.00%

**Question 15: Would you be willing to make a one off payment of £26 for a larger blue bin?**

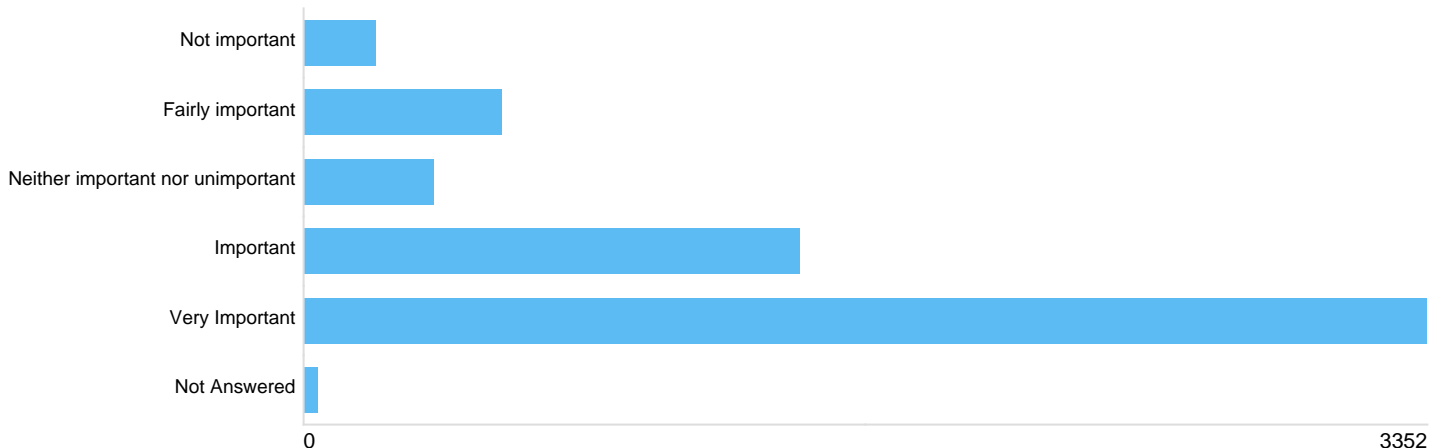
**Larger blue bin**



Option	Total	Percent
Yes	2173	35.92%
No	2910	48.10%
Not Answered	967	15.98%

**Question 16: In future, the following materials could be added to your recycling collection service. Please tell us how important you think it is to have these materials collected for recycling.**

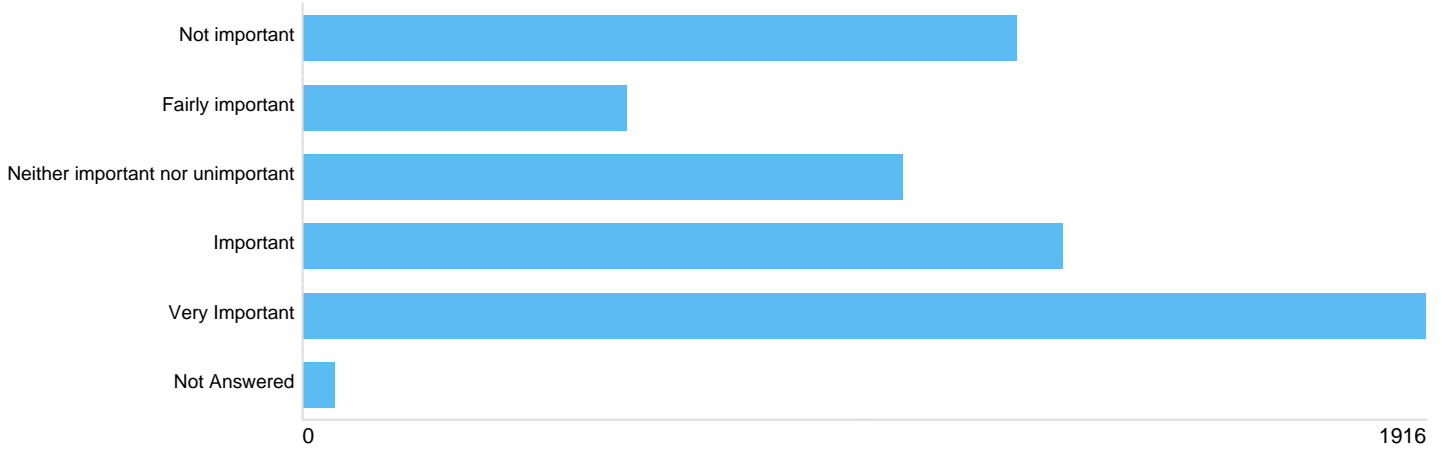
**Other items - matrix - Cartons (tetra pac)**





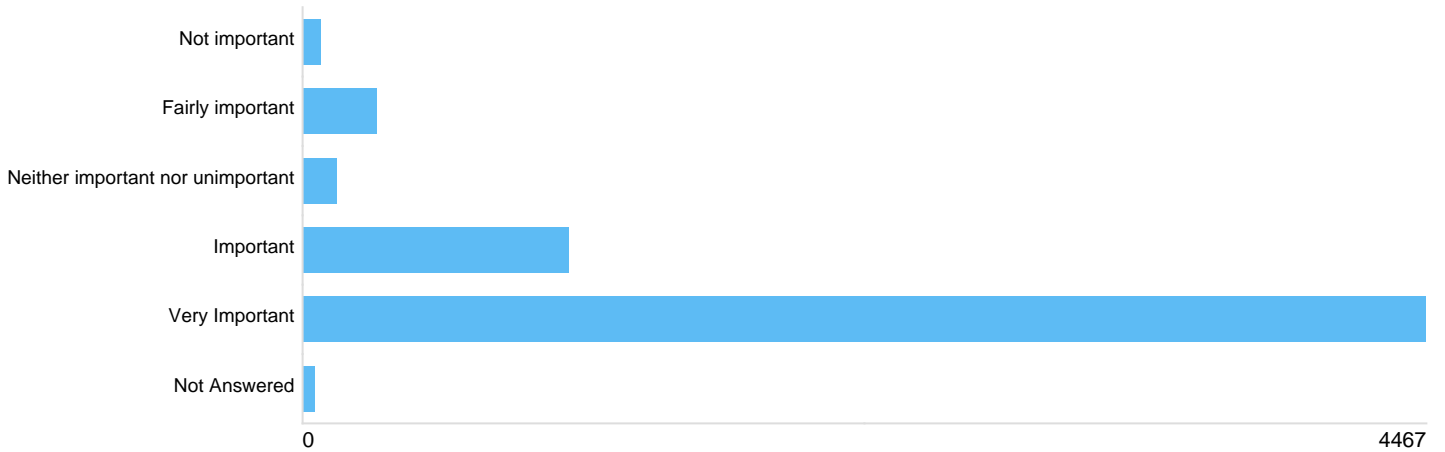
Option	Total	Percent
Not important	211	3.49%
Fairly important	590	9.75%
Neither important nor unimportant	387	6.40%
Important	1474	24.36%
Very Important	3352	55.40%
Not Answered	36	0.60%

**Other items - matrix - Food waste**



Option	Total	Percent
Not important	1217	20.12%
Fairly important	550	9.09%
Neither important nor unimportant	1022	16.89%
Important	1293	21.37%
Very Important	1916	31.67%
Not Answered	52	0.86%

**Other items - matrix - Plastic pots, tubs and trays**



Option	Total	Percent
Not important	67	1.11%
Fairly important	289	4.78%
Neither important nor unimportant	130	2.15%
Important	1055	17.44%
Very Important	4467	73.83%
Not Answered	42	0.69%

**Question 17: Do you receive an assisted collection service for your bins?**

**Assisted status**



Option	Total	Percent
Yes	73	1.21%
No	5977	98.79%
Not Answered	0	0.00%

**Question 18: How many people live in your household?**

**Number of people living in household**

There were 6050 responses to this part of the question.

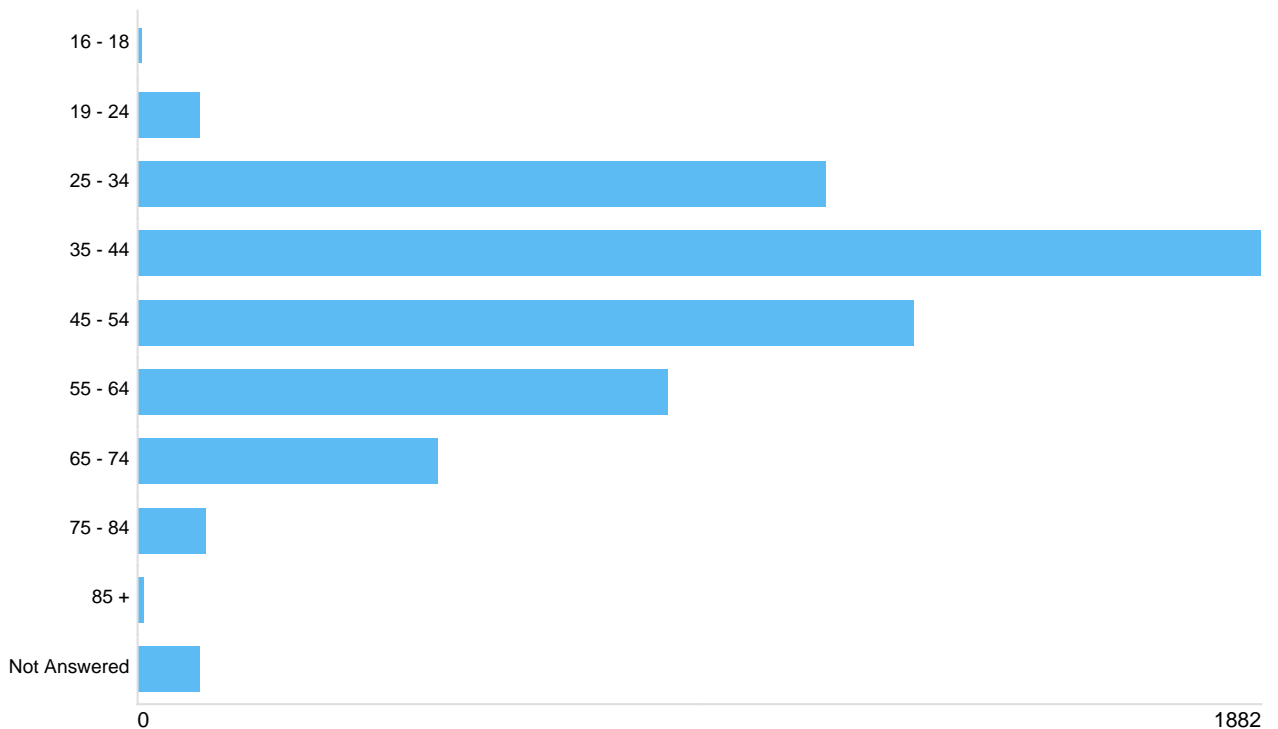
**Question 19: Postcode**

**Postcode**

There were 6050 responses to this part of the question.

**Question 20: Age**

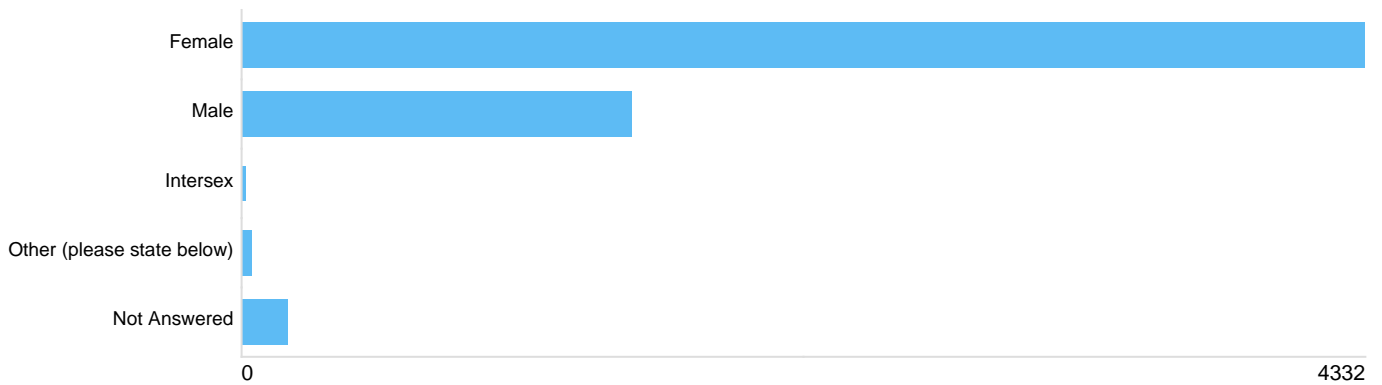
**Age**



Option	Total	Percent
16 - 18	4	0.07%
19 - 24	103	1.70%
25 - 34	1151	19.02%
35 - 44	1882	31.11%
45 - 54	1299	21.47%
55 - 64	887	14.66%
65 - 74	499	8.25%
75 - 84	112	1.85%
85 +	10	0.17%
Not Answered	103	1.70%

### Question 21: Sex

#### Sex



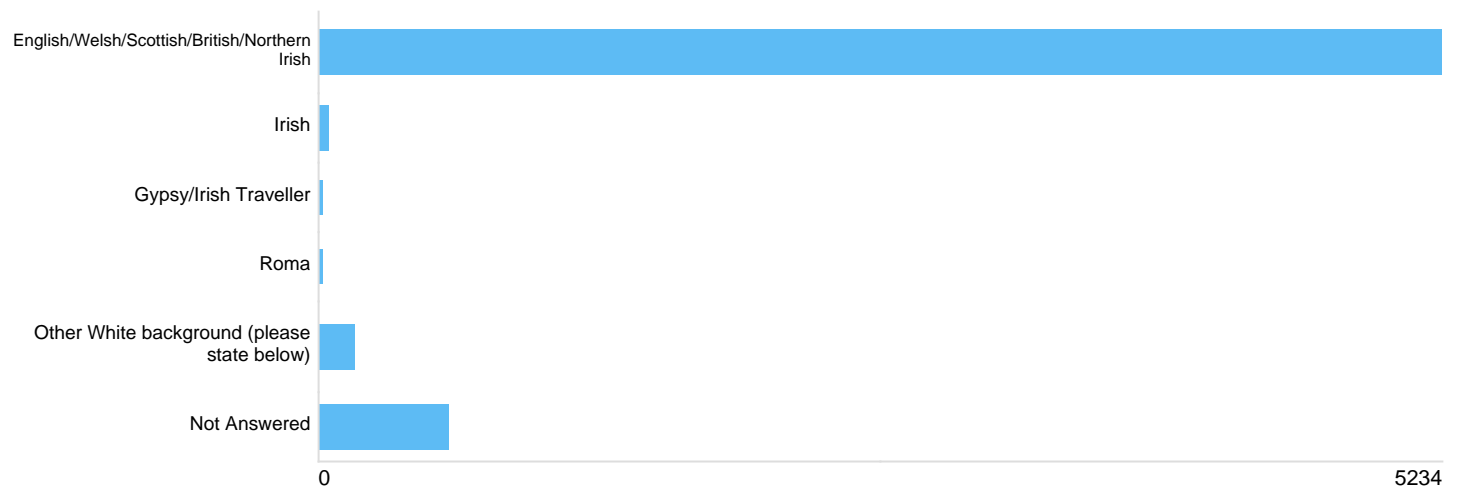
Option	Total	Percent
Female	4332	71.60%
Male	1500	24.79%
Intersex	10	0.17%
Other (please state below)	35	0.58%
Not Answered	173	2.86%

#### Sex other

There were **584** responses to this part of the question.

### Question 22: Ethnicity

#### White

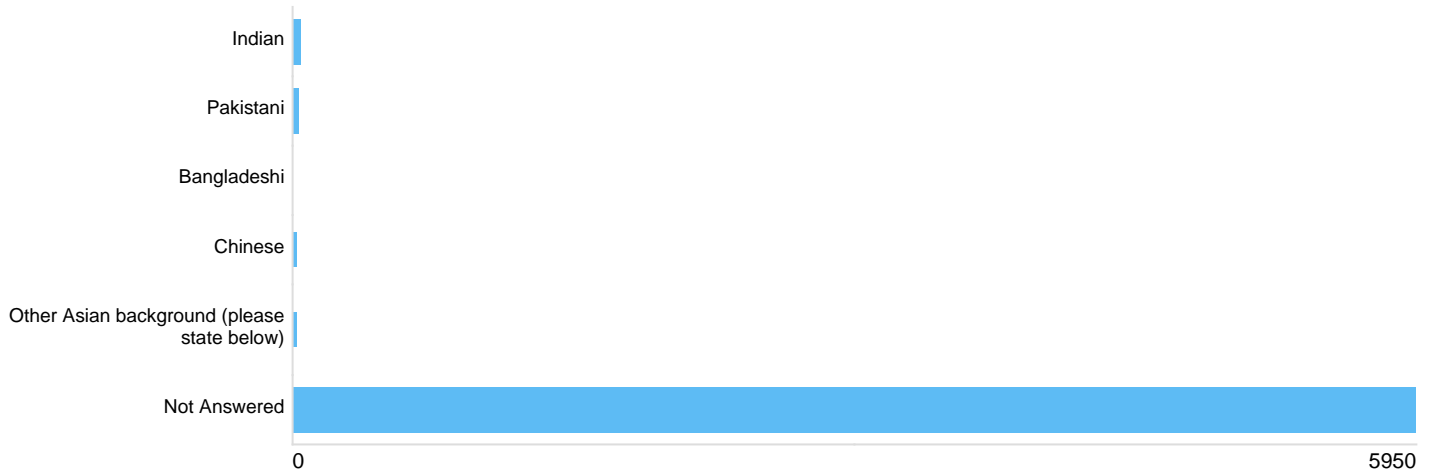


Option	Total	Percent
English/Welsh/Scottish/British/Northern Irish	5234	86.51%
Irish	43	0.71%
Gypsy/Irish Traveller	4	0.07%
Roma	1	0.02%
Other White background (please state below)	165	2.73%
Not Answered	603	9.97%

**Other White background**

There were **142** responses to this part of the question.

**Asian or Asian British**

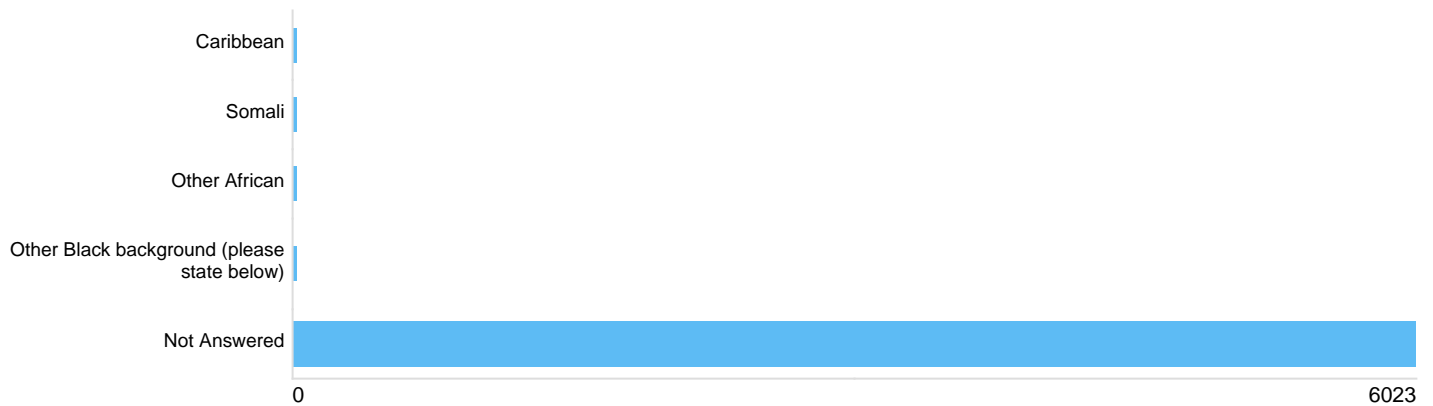


Option	Total	Percent
Indian	38	0.63%
Pakistani	31	0.51%
Bangladeshi	0	0.00%
Chinese	11	0.18%
Other Asian background (please state below)	20	0.33%
Not Answered	5950	98.35%

**Other Asian background**

There were **12** responses to this part of the question.

**Black or Black British**



Option	Total	Percent
Caribbean	14	0.23%
Somali	1	0.02%
Other African	6	0.10%
Other Black background (please state below)	6	0.10%
Not Answered	6023	99.55%

**Black or Black British other**

There were **0** responses to this part of the question.

**Other ethnic group**

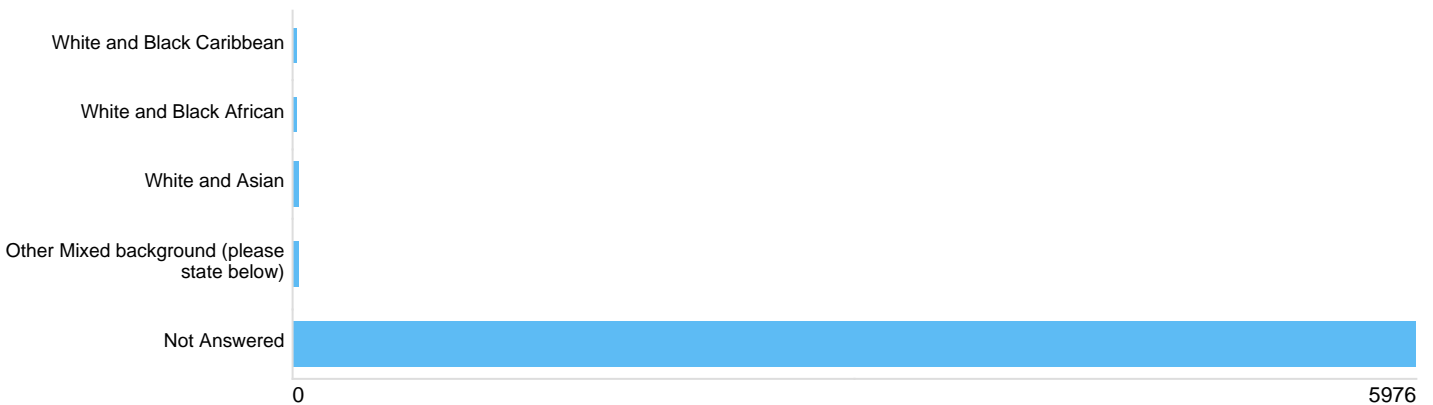


Option	Total	Percent
Yemeni	0	0.00%
Other Arab	4	0.07%
Other ethnic group (please state below)	8	0.13%
Not Answered	6038	99.80%

**Other ethnic group**

There were **5** responses to this part of the question.

**Mixed /multiple heritage**



Option	Total	Percent
White and Black Caribbean	16	0.26%
White and Black African	6	0.10%
White and Asian	26	0.43%
Other Mixed background (please state below)	26	0.43%
Not Answered	5976	98.78%

**Other mixed background**

There were **11** responses to this part of the question.

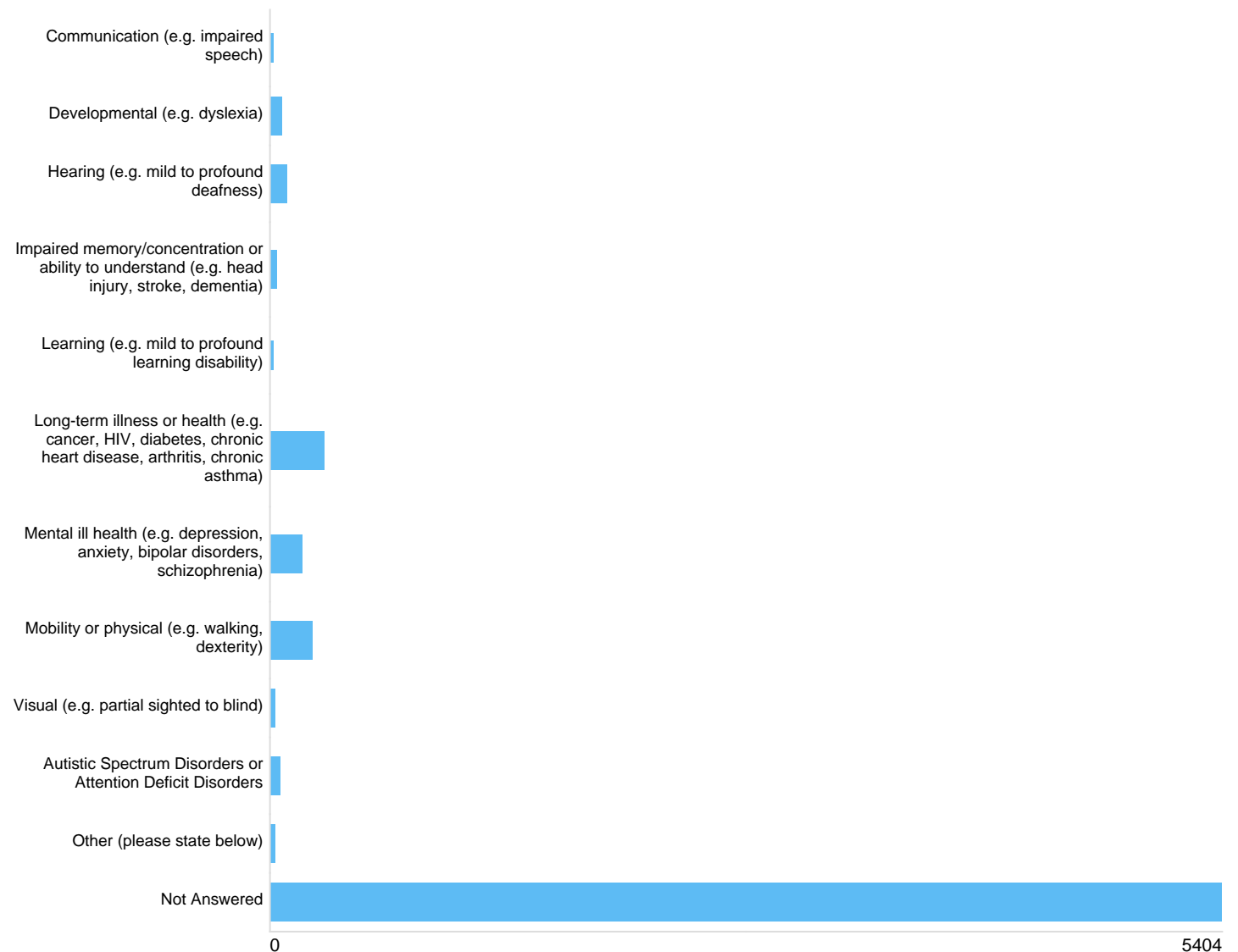
## Question 23: Disability

### disability



Option	Total	Percent
Yes	606	10.02%
No	5250	86.78%
Not Answered	194	3.21%

### Disability detail



Option	Total	Percent
Communication (e.g. impaired speech)	10	0.17%
Developmental (e.g. dyslexia)	59	0.98%
Hearing (e.g. mild to profound deafness)	96	1.59%
Impaired memory/concentration or ability to understand (e.g. head injury, stroke, dementia)	33	0.55%
Learning (e.g. mild to profound learning disability)	18	0.30%
Long-term illness or health (e.g. cancer, HIV, diabetes, chronic heart disease, arthritis, chronic asthma)	305	5.04%
Mental ill health (e.g. depression, anxiety, bipolar disorders, schizophrenia)	174	2.88%
Mobility or physical (e.g. walking, dexterity)	232	3.83%
Visual (e.g. partial sighted to blind)	22	0.36%
Autistic Spectrum Disorders or Attention Deficit Disorders	51	0.84%
Other (please state below)	22	0.36%
Not Answered	5404	89.32%

***other disability***

There were **50** responses to this part of the question.