



## Your Black Bin Collection Service - Tell us what you think: Summary report

This report was created on Thursday 01 April 2021 at 09:03 and includes **2401** responses.

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

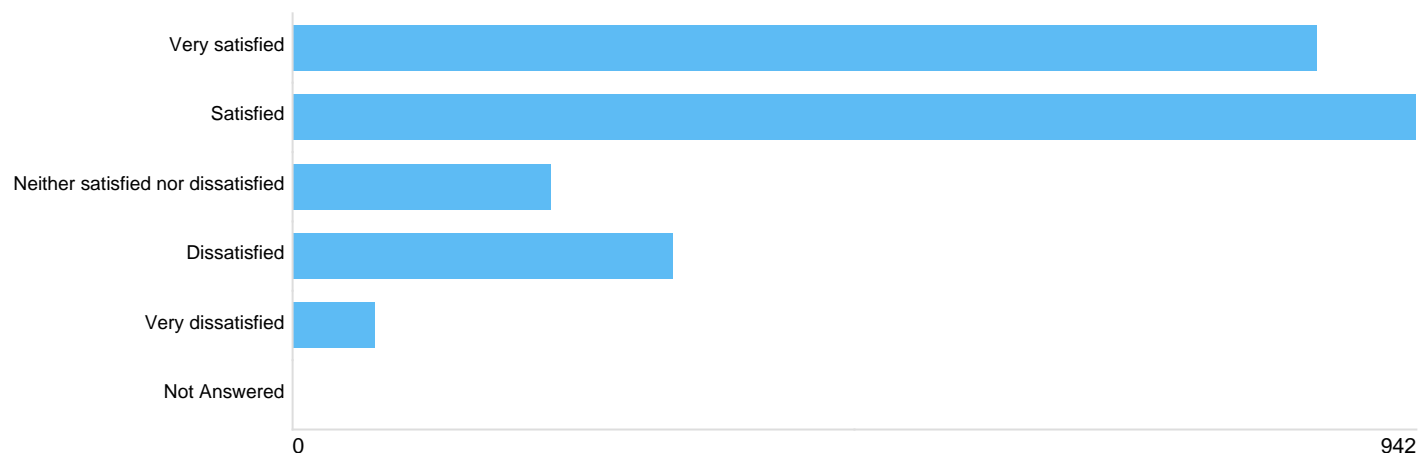
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**Question 1: Overall, how satisfied or dissatisfied are you with your black bin collection service?**

**Black bin satisfaction level**



Option	Total	Percent
Very satisfied	858	35.74%
Satisfied	942	39.23%
Neither satisfied nor dissatisfied	215	8.95%
Dissatisfied	318	13.24%
Very dissatisfied	68	2.83%
Not Answered	0	0.00%

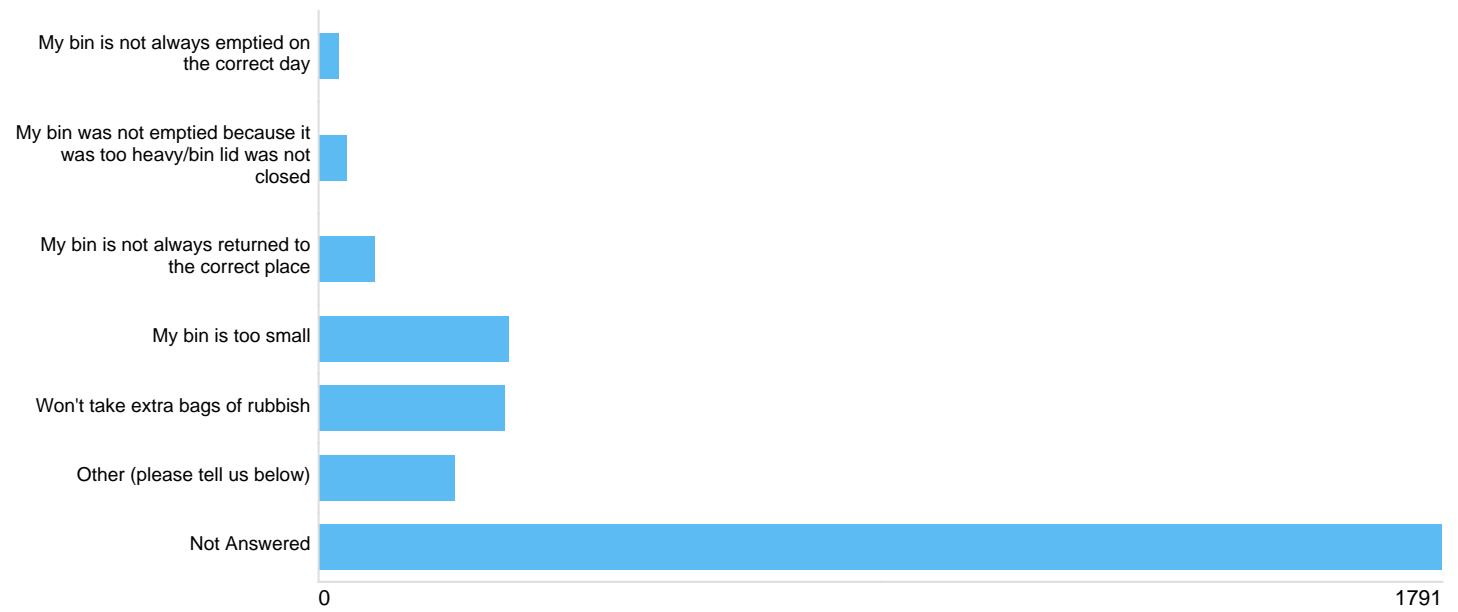
**Question 2: Use the box below to provide any comments you would like to make about your black bin collection service**

**Comments - satisfied**

There were **939** responses to this part of the question.

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

**Black bin - reason for dissatisfaction**



Option	Total	Percent
My bin is not always emptied on the correct day	30	1.25%
My bin was not emptied because it was too heavy/bin lid was not closed	44	1.83%
My bin is not always returned to the correct place	87	3.62%
My bin is too small	301	12.54%
Won't take extra bags of rubbish	295	12.29%
Other (please tell us below)	215	8.95%
Not Answered	1791	74.59%

**Please tell us why you are dissatisfied with your black bin collection service**

There were **256** responses to this part of the question.

**Question 4: In the past 12 months, have you contacted us to report a problem with your black bin collection service?**

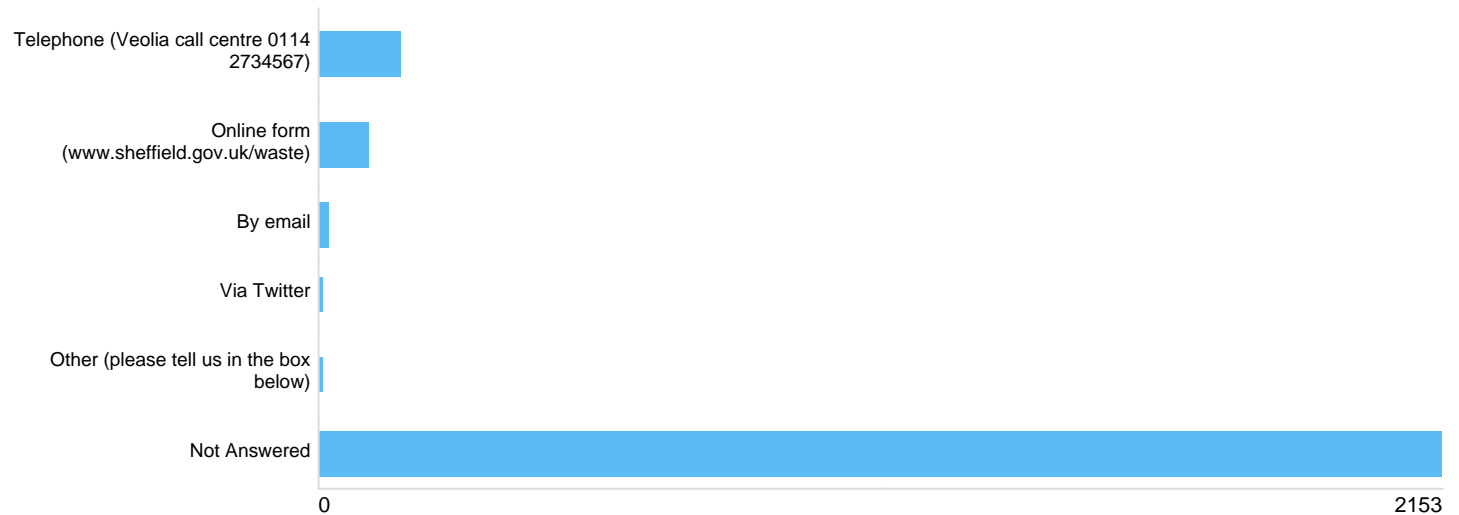
**Contact**



Option	Total	Percent
Yes	248	10.33%
No	2152	89.63%
Not Answered	1	0.04%

**Question 5: Thinking about your most recent contact, please tell us how you contacted us**

**Contact method**



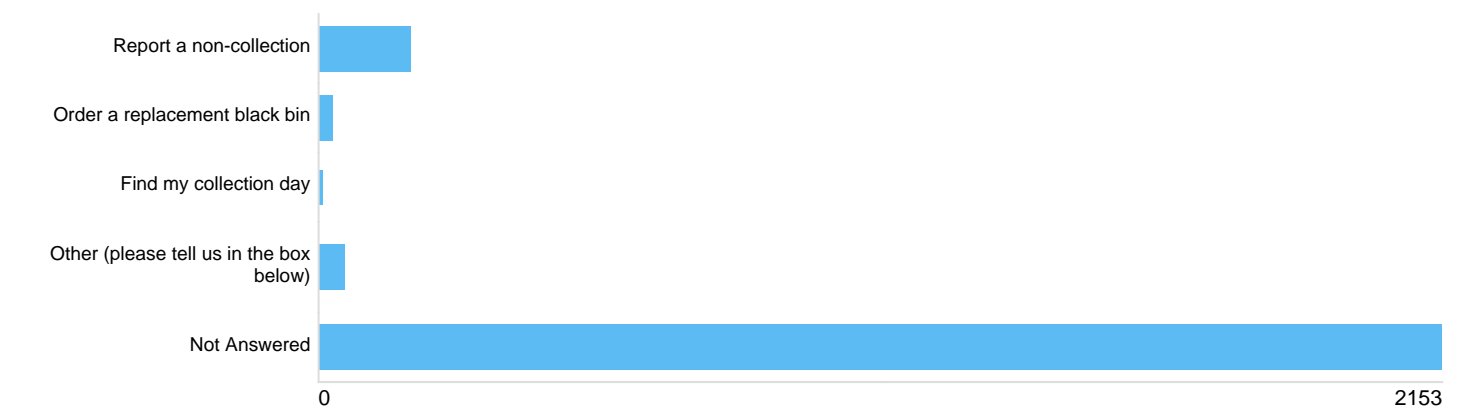
Option	Total	Percent
Telephone (Veolia call centre 0114 2734567)	157	6.54%
Online form (www.sheffield.gov.uk/waste)	92	3.83%
By email	17	0.71%
Via Twitter	6	0.25%
Other (please tell us in the box below)	3	0.12%
Not Answered	2153	89.67%

**Other method of contact**

There were 4 responses to this part of the question.

**Question 6: Please tell us why you contacted us**

**Reason for contact**



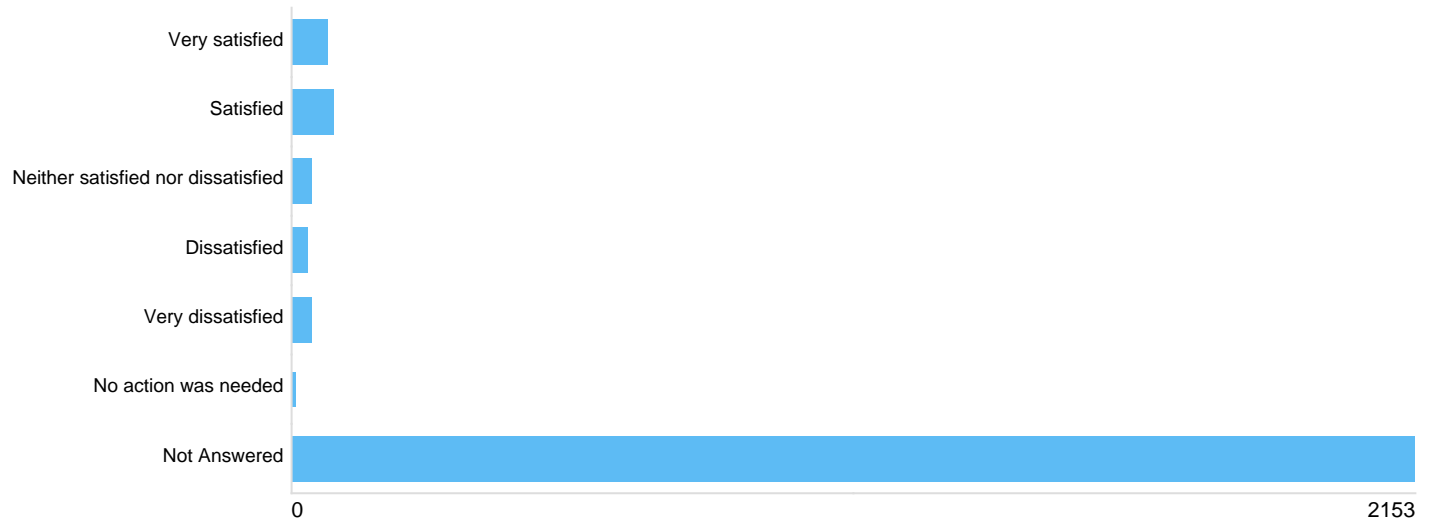
Option	Total	Percent
Report a non-collection	175	7.29%
Order a replacement black bin	23	0.96%
Find my collection day	4	0.17%
Other (please tell us in the box below)	46	1.92%
Not Answered	2153	89.67%

**Other reason for contacting us**

There were **56** responses to this part of the question.

**Question 7: 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	66	2.75%
Satisfied	79	3.29%
Neither satisfied nor dissatisfied	36	1.50%
Dissatisfied	28	1.17%
Very dissatisfied	38	1.58%
No action was needed	1	0.04%
Not Answered	2153	89.67%

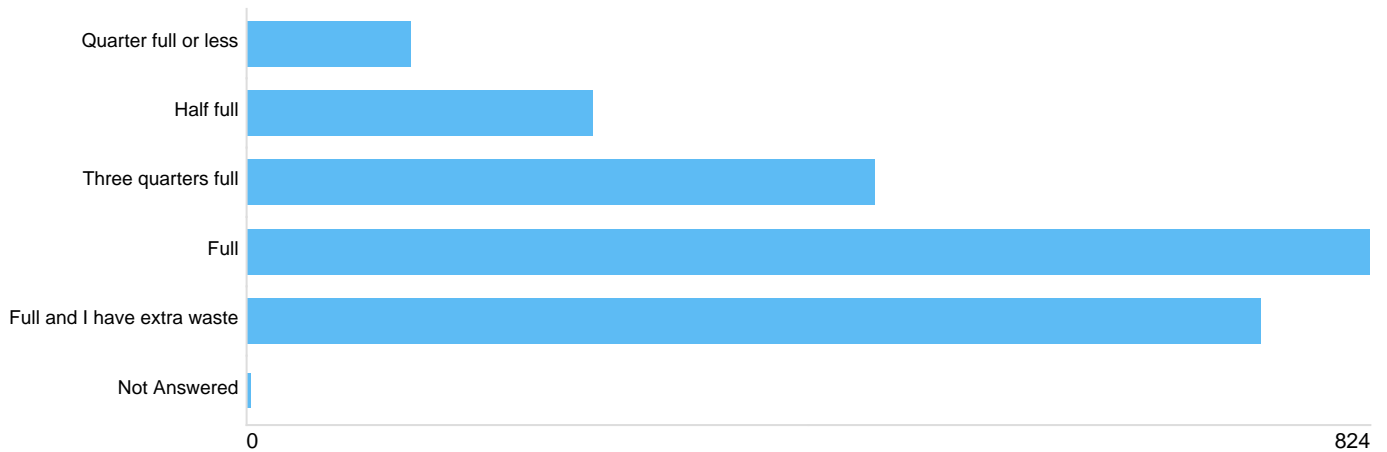
**Question 8: If you would like to provide any further information about your overall experience when contacting us, please tell us using the box below**

**Further information about the contact you had with us**

There were **72** responses to this part of the question.

**Question 9: On a typical collection day, how full is your black bin when it is emptied?**

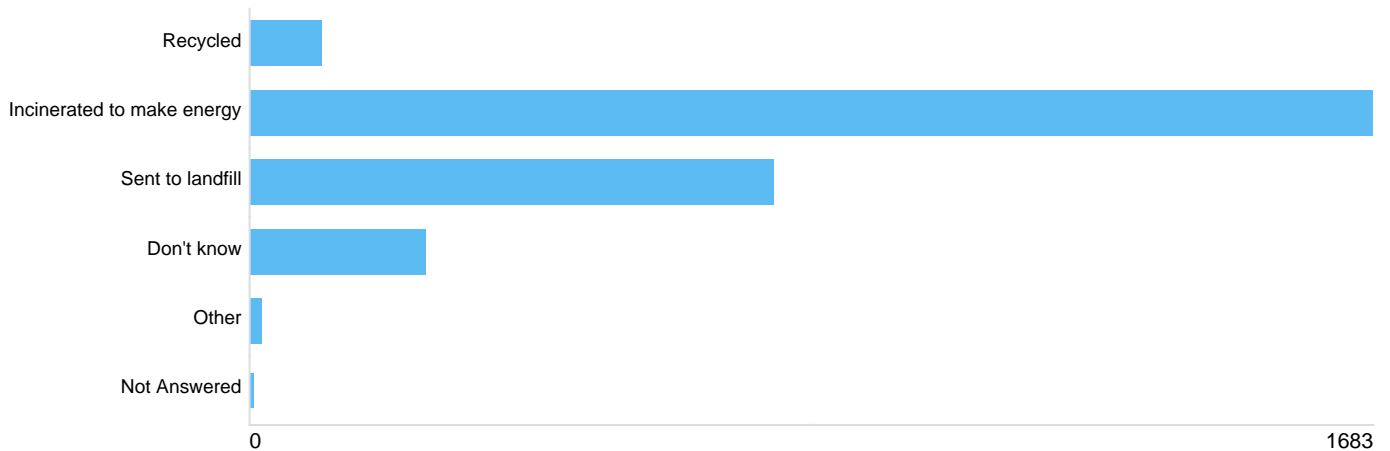
**Black bin fill level**



Option	Total	Percent
Quarter full or less	120	5.00%
Half full	253	10.54%
Three quarters full	460	19.16%
Full	824	34.32%
Full and I have extra waste	743	30.95%
Not Answered	1	0.04%

**Question 10: What do you think happens to the waste collected from your black bin?**

**What happens to black bin waste**



Option	Total	Percent
Recycled	106	4.41%
Incinerated to make energy	1683	70.10%
Sent to landfill	782	32.57%
Don't know	262	10.91%
Other	15	0.62%
Not Answered	1	0.04%

**Please tell us what you think happens to the contents of your black bin**

There were 34 responses to this part of the question.

**Question 11: How would you like to receive your bin collection calendar?**

**Table of "Collection calendar preference" in rank order**



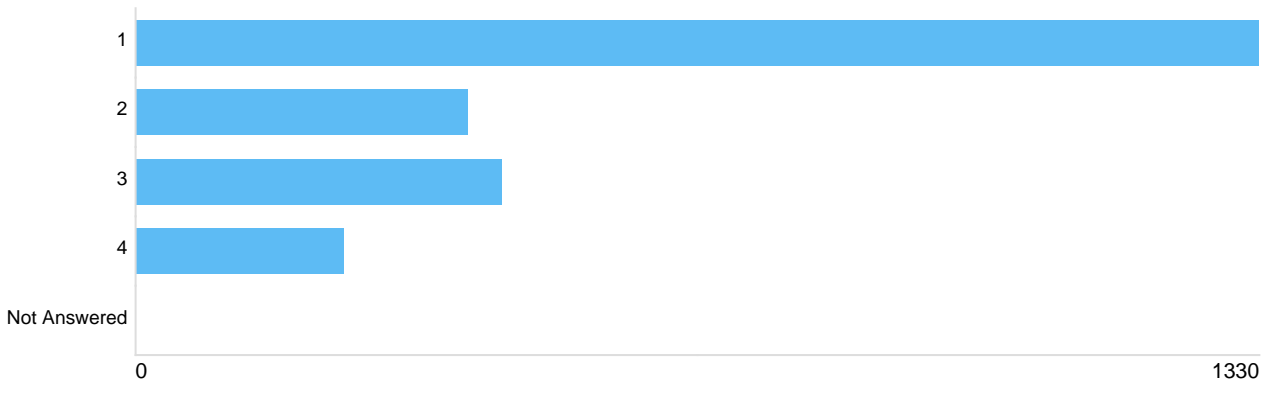
Item	Ranking
Leaflet through your door	3.17
Bin tag	2.52
Bin sticker	2.42
Via the Council website	1.89

**Collection calendar preference - Via the Council website**



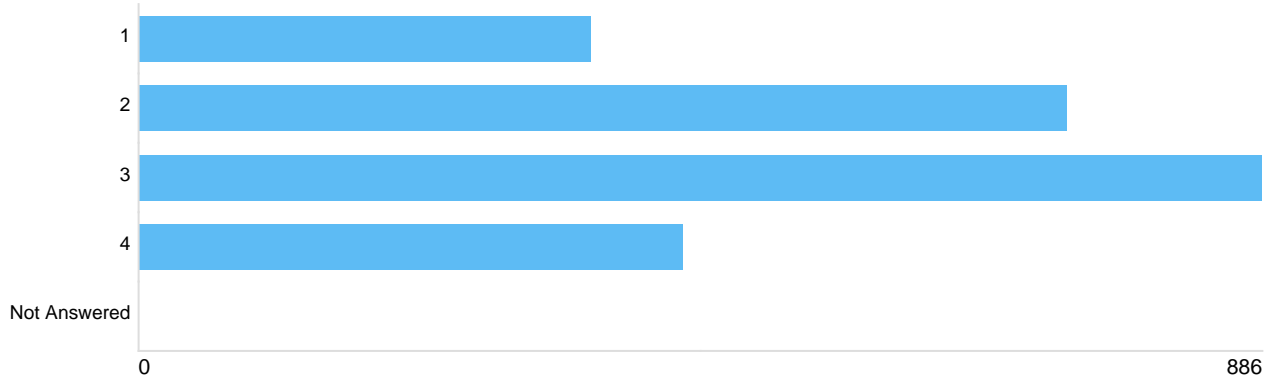
Option	Total	Percent
1	365	15.20%
2	365	15.20%
3	320	13.33%
4	1351	56.27%
Not Answered	0	0.00%

**Collection calendar preference - Leaflet through your door**



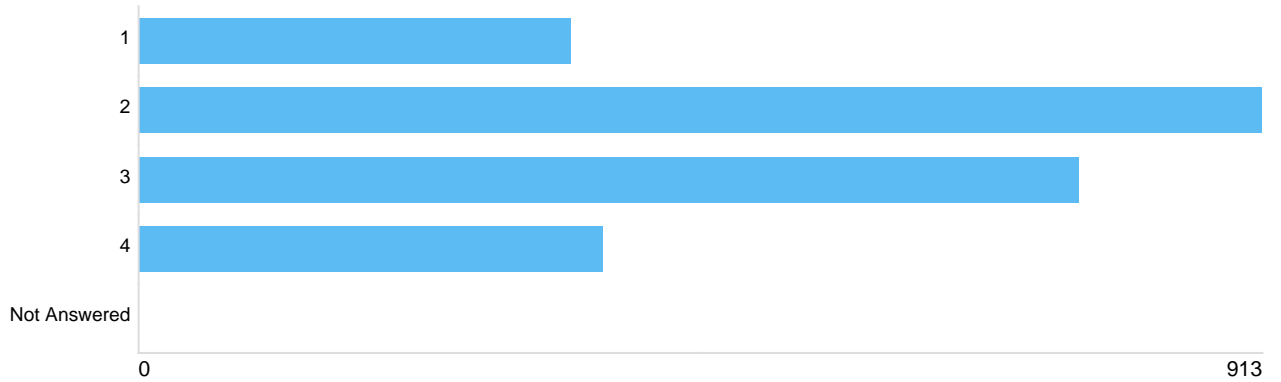
Option	Total	Percent
1	1330	55.39%
2	392	16.33%
3	433	18.03%
4	246	10.25%
Not Answered	0	0.00%

**Collection calendar preference - Bin sticker**



Option	Total	Percent
1	356	14.83%
2	731	30.45%
3	886	36.90%
4	428	17.83%
Not Answered	0	0.00%

**Collection calendar preference - Bin tag**





Option	Total	Percent
1	350	14.58%
2	913	38.03%
3	762	31.74%
4	376	15.66%
Not Answered	0	0.00%

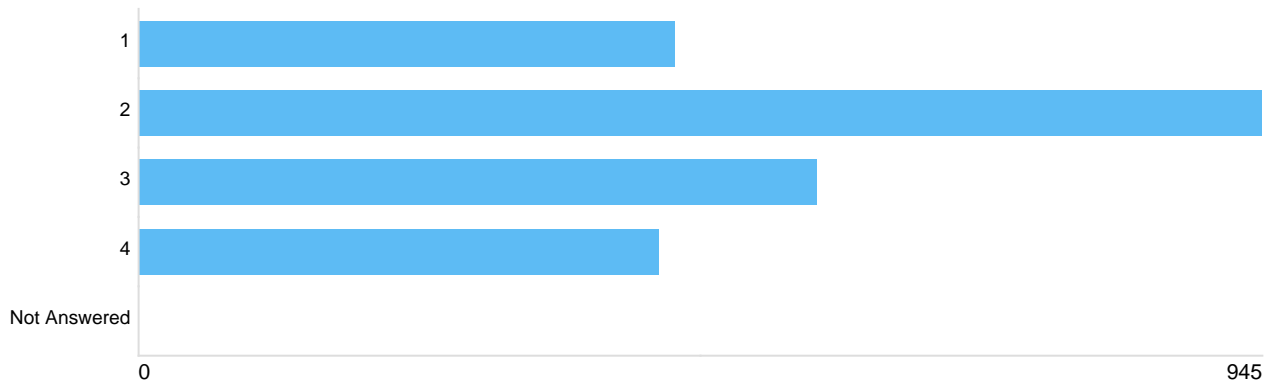
**Question 12: How would you prefer to access information relating to any changes to your bin collection days due to bad weather (snow and ice) or staff shortages (COVID-19)?**

**Table of "Service issue notification method" in rank order**



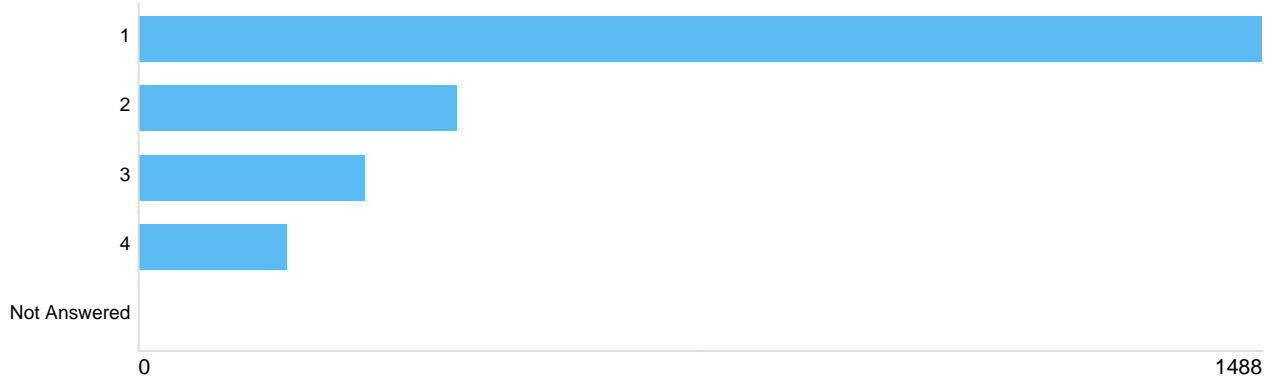
Item	Ranking
Email mailing list	3.33
Council website	2.59
Social media eg Twitter	2.40
Local press (newspaper or radio)	1.68

**Service issue notification method - Council website**



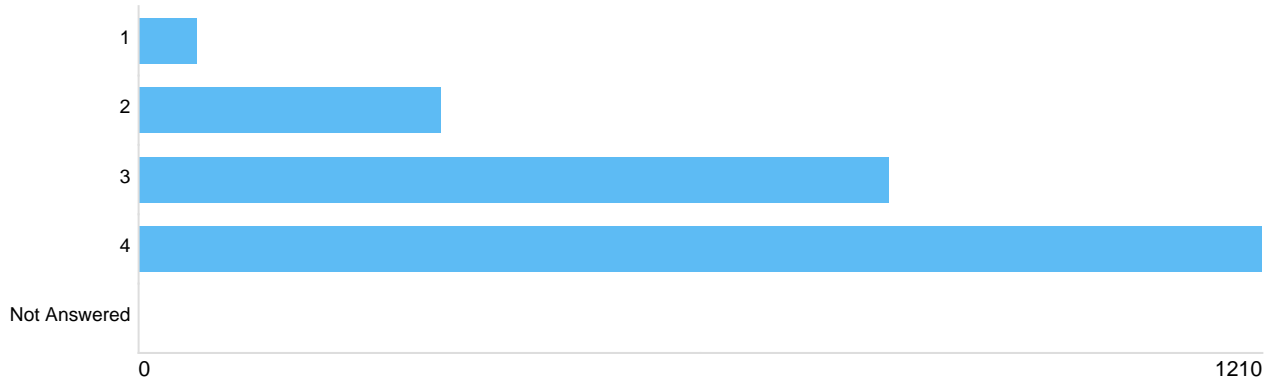
Option	Total	Percent
1	449	18.70%
2	945	39.36%
3	570	23.74%
4	437	18.20%
Not Answered	0	0.00%

**Service issue notification method - Email mailing list**



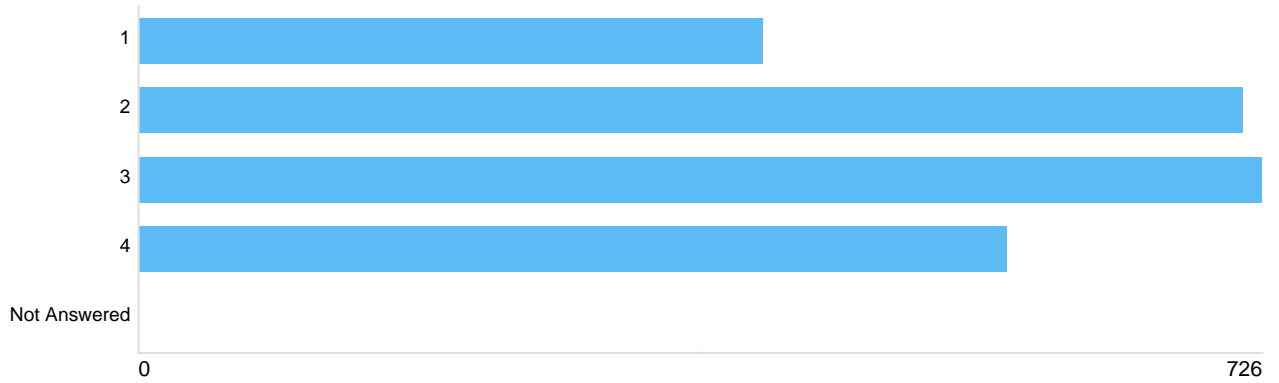
Option	Total	Percent
1	1488	61.97%
2	420	17.49%
3	299	12.45%
4	194	8.08%
Not Answered	0	0.00%

**Service issue notification method - Local press (newspaper or radio)**



Option	Total	Percent
1	62	2.58%
2	323	13.45%
3	806	33.57%
4	1210	50.40%
Not Answered	0	0.00%

**Service issue notification method - Social media eg Twitter**



Option	Total	Percent
1	402	16.74%
2	713	29.70%
3	726	30.24%
4	560	23.32%
Not Answered	0	0.00%

**Question 13: Do you receive an assisted collection service for your bins?**

**Assisted status**



Option	Total	Percent
Yes	37	1.54%
No	2364	98.46%
Not Answered	0	0.00%

**Question 14: How many people live in your household?**

**Number of people living in household**

There were **2401** responses to this part of the question.

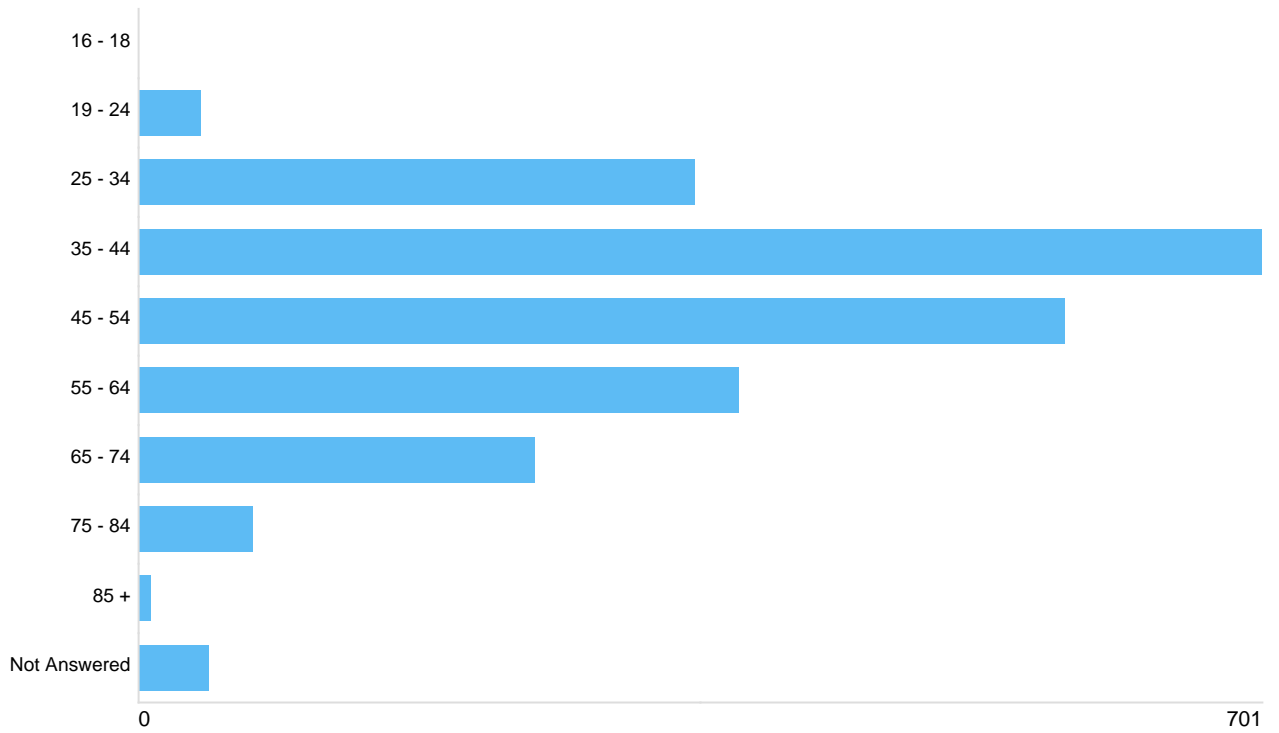
**Question 15: Postcode**

**Postcode**

There were **2401** responses to this part of the question.

### Question 16: Age

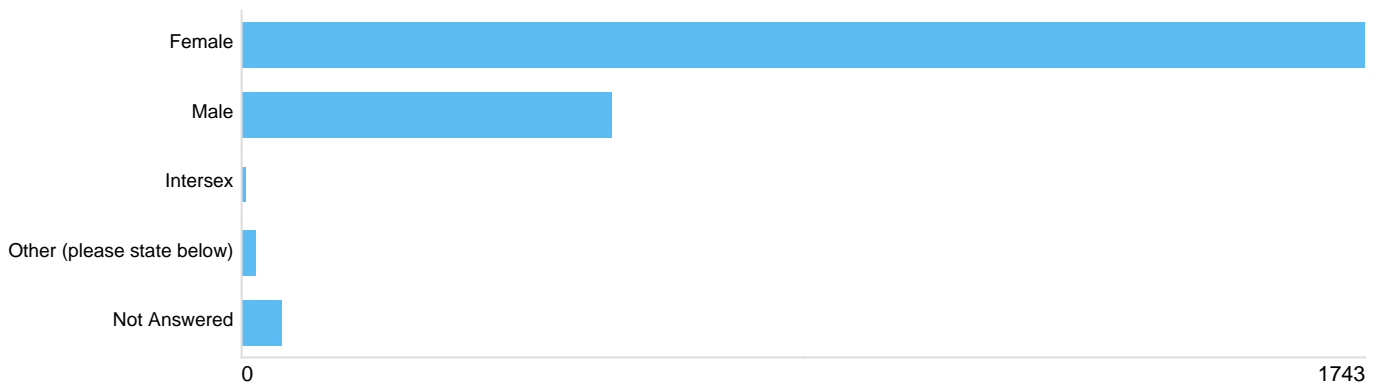
#### Age



Option	Total	Percent
16 - 18	0	0.00%
19 - 24	38	1.58%
25 - 34	346	14.41%
35 - 44	701	29.20%
45 - 54	577	24.03%
55 - 64	373	15.54%
65 - 74	246	10.25%
75 - 84	70	2.92%
85 +	7	0.29%
Not Answered	43	1.79%

### Question 17: Sex

#### Sex



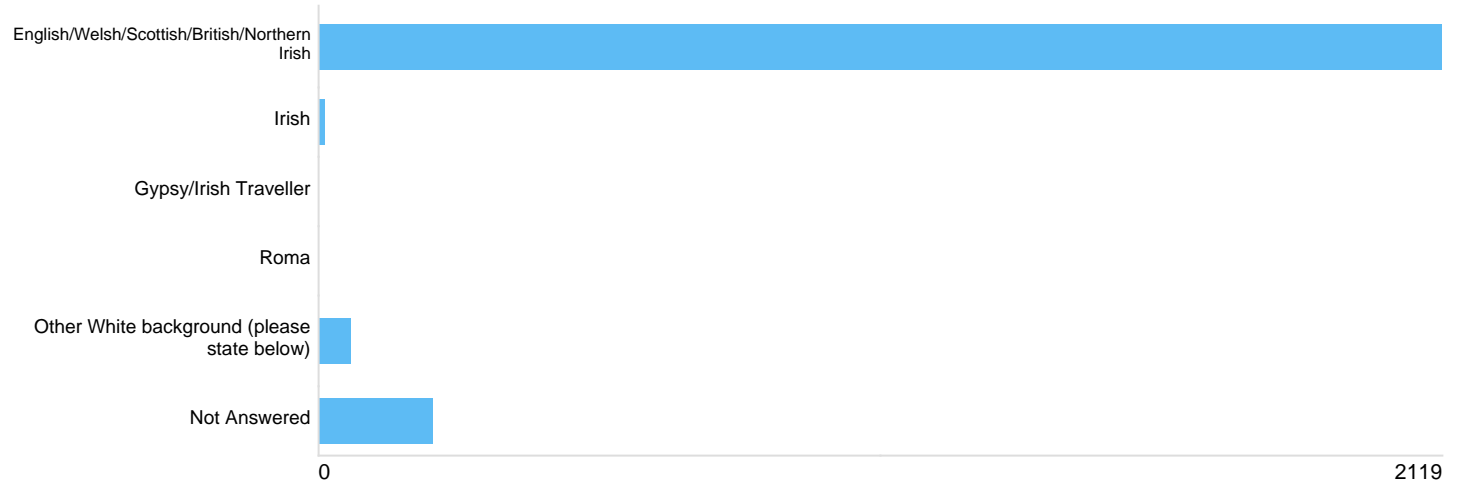
Option	Total	Percent
Female	1743	72.59%
Male	572	23.82%
Intersex	4	0.17%
Other (please state below)	20	0.83%
Not Answered	62	2.58%

**Sex other**

There were **246** responses to this part of the question.

**Question 18: Ethnicity**

**White**

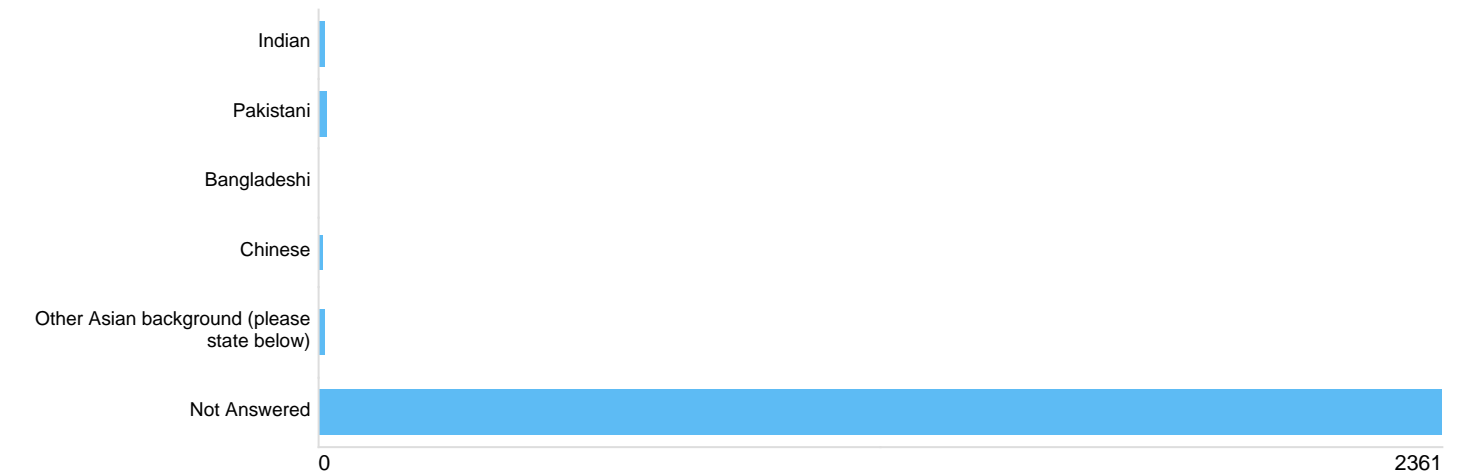


Option	Total	Percent
English/Welsh/Scottish/British/Northern Irish	2119	88.25%
Irish	8	0.33%
Gypsy/Irish Traveller	0	0.00%
Roma	0	0.00%
Other White background (please state below)	60	2.50%
Not Answered	214	8.91%

**Other White background**

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

**Asian or Asian British**



Option	Total	Percent
Indian	10	0.42%
Pakistani	15	0.62%
Bangladeshi	0	0.00%
Chinese	5	0.21%
Other Asian background (please state below)	10	0.42%
Not Answered	2361	98.33%

**Other Asian background**

There were 6 responses to this part of the question.

**Black or Black British**



Option	Total	Percent
Caribbean	5	0.21%
Somali	0	0.00%
Other African	0	0.00%
Other Black background (please state below)	2	0.08%
Not Answered	2394	99.71%

**Black or Black British other**

There was 1 response to this part of the question.

**Other ethnic group**

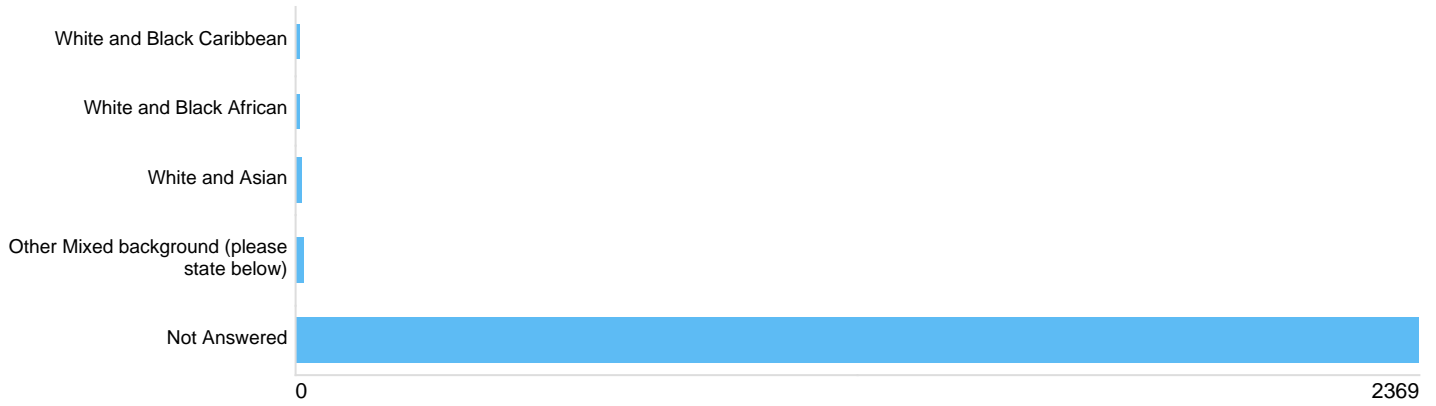


Option	Total	Percent
Yemeni	0	0.00%
Other Arab	3	0.12%
Other ethnic group (please state below)	3	0.12%
Not Answered	2395	99.75%

**Other ethnic group**

There were 3 responses to this part of the question.

**Mixed /multiple heritage**



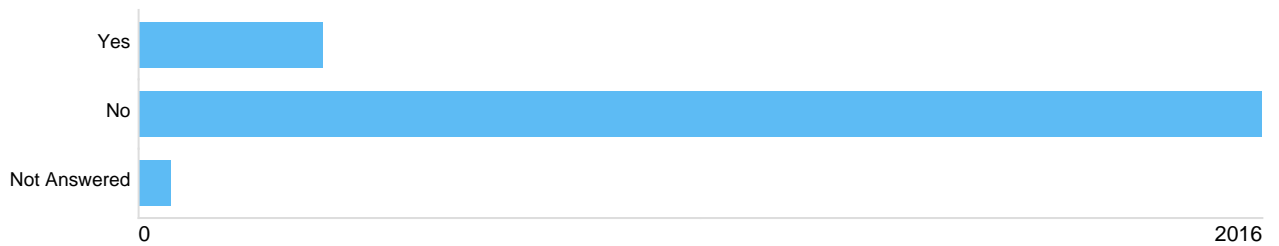
Option	Total	Percent
White and Black Caribbean	7	0.29%
White and Black African	1	0.04%
White and Asian	9	0.37%
Other Mixed background (please state below)	15	0.62%
Not Answered	2369	98.67%

**Other mixed background**

There were 12 responses to this part of the question.

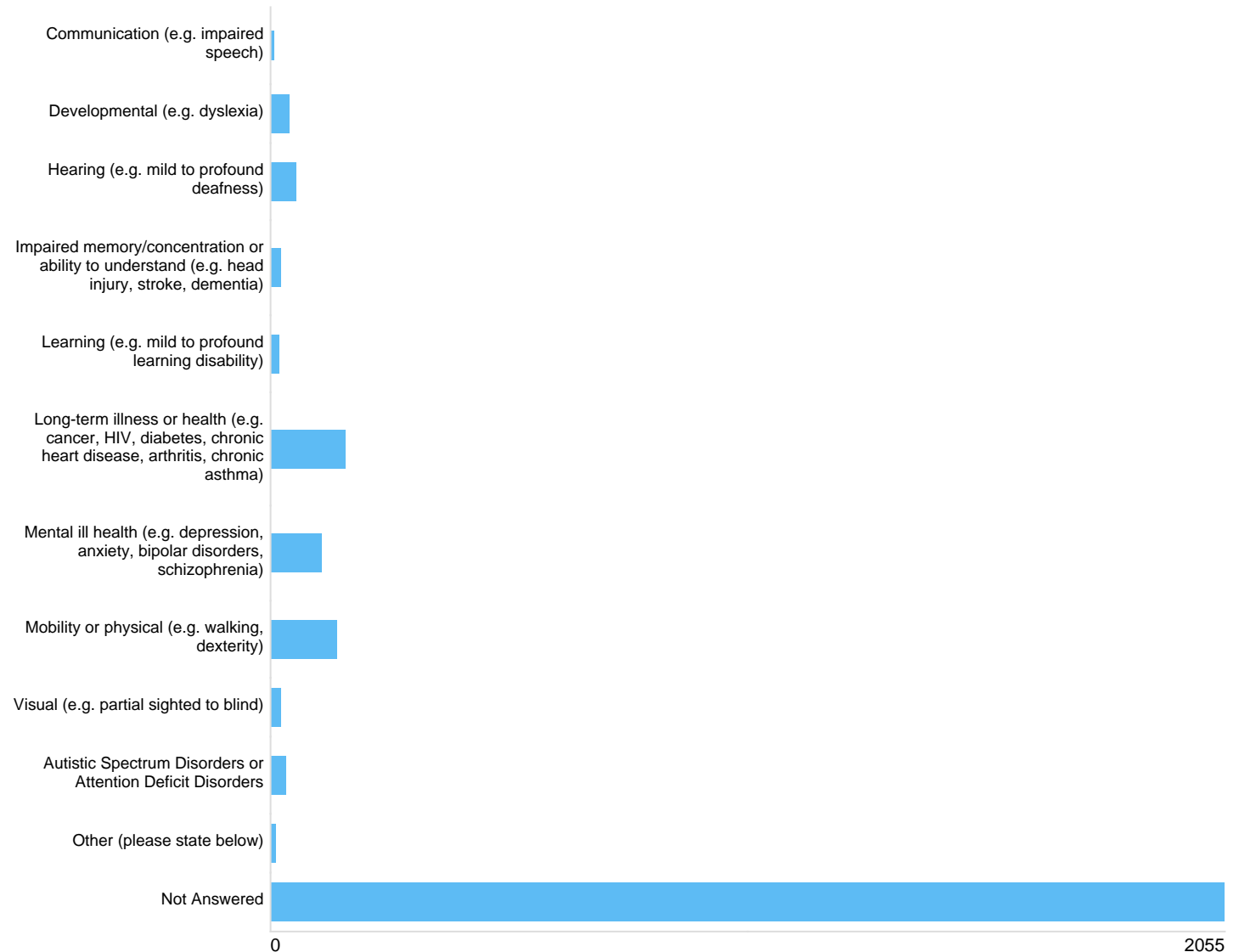
**Question 19: Disability**

**disability**



Option	Total	Percent
Yes	329	13.70%
No	2016	83.97%
Not Answered	56	2.33%

**Disability detail**



Option	Total	Percent
Communication (e.g. impaired speech)	6	0.25%
Developmental (e.g. dyslexia)	39	1.62%
Hearing (e.g. mild to profound deafness)	53	2.21%
Impaired memory/concentration or ability to understand (e.g. head injury, stroke, dementia)	20	0.83%
Learning (e.g. mild to profound learning disability)	15	0.62%
Long-term illness or health (e.g. cancer, HIV, diabetes, chronic heart disease, arthritis, chronic asthma)	159	6.62%
Mental ill health (e.g. depression, anxiety, bipolar disorders, schizophrenia)	107	4.46%
Mobility or physical (e.g. walking, dexterity)	140	5.83%
Visual (e.g. partial sighted to blind)	20	0.83%
Autistic Spectrum Disorders or Attention Deficit Disorders	31	1.29%
Other (please state below)	10	0.42%
Not Answered	2055	85.59%

**other disability**

There were **22** responses to this part of the question.