

Buckinghamshire County Council
Household Waste Recycling Centres Survey

The County Council has designed this important questionnaire to find out your views and opinions on our household waste recycling centres (also know as the dump or tip). In very financially constrained times, we must always challenge the services we offer and check if they provide value for money. Therefore your feedback will help us to develop the services we offer at the recycling centres over the next few years. Please complete this questionnaire, which should take no more than 5 minutes.

Q1. What type of vehicle do you use when taking waste to the HWRC? *(tick one)*

- | | |
|----------------------------------|--------------------------|
| Saloon/Hatch back | <input type="checkbox"/> |
| Estate/People carrier/4x4 | <input type="checkbox"/> |
| Small van/pick up | <input type="checkbox"/> |
| Transit size van | <input type="checkbox"/> |
| Car and trailer | <input type="checkbox"/> |
| Not own vehicle/borrowed vehicle | <input type="checkbox"/> |
-

Q2. What is your post code? *(this information will only be used in conjunction with this survey)*

Q3. Which recycling centre do you visit normally? *(tick one)*

- | | |
|--|--------------------------|
| London Road East, Amersham | <input type="checkbox"/> |
| College Road North, Aston Clinton | <input type="checkbox"/> |
| Rabans Close, Rabans Lane, Aylesbury | <input type="checkbox"/> |
| A40 London Road, Lower Pyebushes, Beaconsfield | <input type="checkbox"/> |
| Wigans Lane, Bledlow Ridge | <input type="checkbox"/> |
| Yonder Slade, Buckingham Industrial Park, Buckingham | <input type="checkbox"/> |
| Crowpiece Lane, Burnham | <input type="checkbox"/> |
| Latimer Road, Chesham | <input type="checkbox"/> |
| High Heavens, Clay Lane, Booker, High Wycombe | <input type="checkbox"/> |
| Langley Park Road, Langley | <input type="checkbox"/> |
| Don't know/not sure | <input type="checkbox"/> |
| Don't use any site | <input type="checkbox"/> |

If you don't use any of the recycling centres can you please state why you don't use them.

Q4. How often do you use the recycling centre? *(please tick all that apply)*

- Summer
- Spring
- Autumn
- Winter
- Throughout the year

- Daily
- Weekly
- Monthly
- Every 6 months
- Yearly
- I don't use normally use the recycling centres this is a one off

Q5. When do you **normally** visit the recycling centre? *(please tick all that apply)*

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Bank Holidays	26 th December
8.00am - 9.00am									
9.00am – 11.00pm									
11.00pm – 1.00pm									
1.00pm – 3.00pm									
3.00pm – 5.00pm									
5.00pm – 6.00pm									
Don't know, it varies									

Q6. What is your reason for visiting the recycling centres at this day/time? *(tick all that apply)*

- Working patterns
- Childcare patterns
- School pick up/drop off
- Other, please state

Q7. When I use the recycling centre I? *(tick one)*

- Take my recycling/waste in one car/van load
- Take my recycling/waste in more than one car/van load

Q8. How often do you dispose the following type of waste at this site? *(Tick all that apply)*

Recycling Streams	Daily	Weekly	Monthly	Every 6 months	Yearly	I don't dispose this type of waste
Green Waste hedge (clippings & cuttings, tree branches etc.						
Manmade Wood (Chipboard)						
Wood						
Other metals (pipes, frames, metal furniture						
Washing machine, cooker, microwave, computers, irons, fans, TV's (WEEE items)						
Paper						
Cardboard						
Glass Bottles/jars						
Plastic Bottles						
Textiles						
Engine Oil/Filters						
Cooking Oil						
Car batteries						
Domestic Batteries (Duracell etc)						
DIY Waste Soil/bricks/stones, paving slabs Plasterboard, window frames, doors etc.						
Chemicals						
Gas Bottles						

Tyres						
Asbestos						
General Waste (sofas, beds, black bag waste, blinds plastic furniture etc)						

Q9. Which of Bucks County Council's other sites would you consider using? (please tick options according to preference)

	Option 1	Option 2
London Road East, Amersham	<input type="checkbox"/>	<input type="checkbox"/>
College Road North, Aston Clinton	<input type="checkbox"/>	<input type="checkbox"/>
Rabans Close, Rabans Lane, Aylesbury	<input type="checkbox"/>	<input type="checkbox"/>
A40 London Road, Lower Pyebushes, Beaconsfield	<input type="checkbox"/>	<input type="checkbox"/>
Wigans Lane, Bledlow Ridge	<input type="checkbox"/>	<input type="checkbox"/>
Yonder Slade, Buckingham Industrial Park, Buckingham	<input type="checkbox"/>	<input type="checkbox"/>
Crowpiece Lane, Burnham	<input type="checkbox"/>	<input type="checkbox"/>
Latimer Road, Chesham	<input type="checkbox"/>	<input type="checkbox"/>
High Heavens, Clay Lane, Booker, High Wycombe	<input type="checkbox"/>	<input type="checkbox"/>
Langley Park Road, Langley	<input type="checkbox"/>	<input type="checkbox"/>
Don't know, not sure	<input type="checkbox"/>	<input type="checkbox"/>
The site is out of Buckinghamshire	<input type="checkbox"/>	<input type="checkbox"/>
If the site is out of Buckinghamshire, please specify the name/location of the site		

Q10. Do you think the leaflets and posters on the site information boards are...? (tick one)

Very Helpful	<input type="checkbox"/>
Helpful	<input type="checkbox"/>
Not helpful	<input type="checkbox"/>
Not helpful at all	<input type="checkbox"/>
I haven't seen them/noticed them	<input type="checkbox"/>

Q11. How satisfied are you with the following elements of the service? (*insert numbers according to rating*) (1 = not satisfied at all, 2 = not satisfied, 3 = neither satisfied or dissatisfied, 4 =satisfied, 5 = very satisfied)?

- | | |
|------------------------------------|--------------------------|
| Range of materials you can recycle | <input type="checkbox"/> |
| Ease of use of site | <input type="checkbox"/> |
| Staff at the site | <input type="checkbox"/> |
| Site appearance and tidiness | <input type="checkbox"/> |
| Overall service | <input type="checkbox"/> |
| Road signs to the site | <input type="checkbox"/> |
| Site recycling signs | <input type="checkbox"/> |
| Layout of containers on site | <input type="checkbox"/> |
| Ease of access | <input type="checkbox"/> |
-

Q12. Have you used the Buckinghamshire Waste Permit Scheme for vans, pick-ups and large trailers? (*tick one*)

- | | | |
|-----|--------------------------|---------------------|
| Yes | <input type="checkbox"/> | (Continue with Q13) |
| No | <input type="checkbox"/> | (Go to Q15) |
-

Q13. How did you apply for your permit? (*tick one*)

- | | |
|---|--------------------------|
| By calling the Waste Permit Line (01296 387828) | <input type="checkbox"/> |
| Via the website | <input type="checkbox"/> |
| Via BCC Contact Centre (0845 370 8090) | <input type="checkbox"/> |
| Don't Know –Someone else did it for me | <input type="checkbox"/> |
-

Q14. How would you rate this service? (*tick one*)

- | | |
|--------------------|--------------------------|
| Very Helpful | <input type="checkbox"/> |
| Helpful | <input type="checkbox"/> |
| Not helpful | <input type="checkbox"/> |
| Not helpful at all | <input type="checkbox"/> |
-

Q15. Would you recycle the following materials if facilities were available at your local recycling centre? (*tick all that apply*)

- | | |
|--|--------------------------|
| Plastic bottles | <input type="checkbox"/> |
| Plastic bags / Plastic packing | <input type="checkbox"/> |
| Tetra Pac/ waxed juice cartons | <input type="checkbox"/> |
| Aerosols | <input type="checkbox"/> |
| Flat glass | <input type="checkbox"/> |
| Hard Plastic (garden chairs, plastic crates, kiddies' toys etc.) | <input type="checkbox"/> |
| Paint | <input type="checkbox"/> |

Q16. Are there any other comments you would like to make?

We want to make sure that the services we provide are responsive to the needs of everyone and that people are treated fairly. Please help us to find out whether we are achieving this by completing the following questions. You do not have to give us this information but it is helpful for us if you do.

GENDER:

- Male
- Female

AGE GROUP:

- Under 21
- 21 - 24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 and over

HOUSEHOLD COMPOSITION:

- Living alone
- Living with others
- Living with children
- Other, please specify _____

PLEASE INDICATE THE ETHNIC GROUP YOU REGARD YOURSELF AS BELONGING TO:

- | | | |
|-------------------------------|---|--------------------------|
| White | White British | <input type="checkbox"/> |
| | White Irish | <input type="checkbox"/> |
| | Polish | <input type="checkbox"/> |
| | Traveller Irish Heritage | <input type="checkbox"/> |
| | Gypsy/Roma | <input type="checkbox"/> |
| | Any other white background (please state) | <input type="checkbox"/> |
| Asian or Asian British | Indian | <input type="checkbox"/> |
| | Pakistani | <input type="checkbox"/> |
| | Bangladeshi | <input type="checkbox"/> |
| | Other Asian (please state) | <input type="checkbox"/> |

- | | | |
|--------------------------------------|---|--------------------------|
| | Black African | <input type="checkbox"/> |
| Black or Black British | Black Caribbean | <input type="checkbox"/> |
| | Other Black (please state) | <input type="checkbox"/> |
| | White/Black Caribbean | <input type="checkbox"/> |
| Mixed Race/Dual Heritage | White/Black African | <input type="checkbox"/> |
| | White/Asian | <input type="checkbox"/> |
| | Any other mixed background (please state) | <input type="checkbox"/> |
| Chinese or other ethnic group | Chinese | <input type="checkbox"/> |
| | Other ethnic group (please state) | <input type="checkbox"/> |

DO YOU HAVE A LONG-TERM DISABILITY OR ILLNESS THAT SUBSTANTIALLY AFFECTS YOUR ABILITY TO CARRY OUT NORMAL DAY TO DAY ACTIVITIES?

Yes

No

Thank you for taking the time to complete this questionnaire. Please return the completed survey using the enclosed envelope or post it to the following address by 27th August 2010:

HWRC consultation
Waste Management
Hampden Hall
Wendover Road
Stoke Mandeville
Aylesbury
HP22 5TB