

Herefordshire Household Recycling Centre User Survey

Herefordshire Council provides Household Recycling Centres in Hereford (Rotherwas), Leominster, Ross on Wye, Bromyard and Ledbury to provide places where residents are able to dispose of any household waste that cannot be collected direct from the property through the refuse collection service. The sites are provided for the sole use of householders bringing their own household waste. No trade or business waste may lawfully be deposited at these sites.

In October 2013 increased restrictions were put in place to limit residents use of commercial vehicles and trailers to 12 visits per annum. The restrictions also included an outright ban on double-axle trailers and vehicles over 3.5 tonnes in weight.

This survey is being conducted in order to obtain feedback from householders who use these sites to help us review their provision and make improvements to the service in future. Please take the time to answer the following questions; we appreciate any comments you have to help improve our service. All personal details will be treated as confidential.

Please return your completed survey by post to: **Scrutiny Team, Herefordshire Council, Brockington, 35 Hafod Road, Hereford, HR1 1SH** or by email to **scrutiny@herefordshire.gov.uk** by **Thursday 20 February 2014**.

Alternatively you can complete the questionnaire on the Herefordshire Council website.

Please contact the council's scrutiny team for more information about this survey:
Tel: 01432 261885 - Email: scrutiny@herefordshire.gov.uk

Q1. What is your home postcode?

Q2. Approximately how regularly do you use a Household Recycling Centre? (Please tick one box)

- More than once a week*
 Monthly
 Less frequently
 Weekly
 Annually
 This is my first time

Q3. What type(s) of vehicle do you use to bring materials on site? (Please tick all that apply)

- Private car/people carrier*
 Minibus
 Van
 Pick up

Other, please specify:

Do you ever use a trailer*? (Please tick one box)

- Yes*
 No

If yes please provide details:

*A trailer is defined here as an unpowered/powering vehicle towed by another.

Q4. What waste(s) do you commonly bring to the Household Recycling Centre? (Please tick one box per row)

	<i>Mostly</i>	<i>Sometimes</i>	<i>Never</i>
Green garden waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appliances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Old furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soil and rubble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building and DIY waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other waste(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. Do you agree with restricting commercial type vehicles and trailers? (Please tick one box)

- Yes No Don't know/No opinion

Q6. Are you aware that a Commercial Vehicle and Trailer permit scheme (CVT) is in operation on all sites?** (Please tick one box)

- Yes No

** The Commercial Vehicle and Trailer (CVT) permit scheme is in operation to prevent the use of sites by traders disposing of their business waste, at a cost to the council tax payers of Herefordshire. Permits must be presented to site staff upon entry and each permit allows one visit. Permits will be retained by site staff upon entry. All CVT permits are only valid for the vehicle(s) described. Permits are non-transferable. Households within Herefordshire are able to apply for up to 12 permits per year, running from April to March. Applications can be made online at www.letswasteless.com/cms/recycling-centres/cvt-permits-new.aspx

Q7. How effective do you think the permit scheme is? (Please tick one box)

- Effective Neither Ineffective Don't know

Q8. What effect, if any, do you think these restrictions have had on: (Please tick one box per row)

	<i>Positive change</i>	<i>No change</i>	<i>Negative change</i>	<i>Don't know</i>
Illegal disposal of trade waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Congestion/Waiting time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your visit to site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9. How effectively do you think the sites are managed? (Please tick one box)

- Effectively Neither Ineffectively Don't know

Q10. Finally, is there anything you would like to add?

Thank you for completing the questionnaire.