

Summary of Responses from Task and Finish Group Survey

Herefordshire Household Recycling Centre User Survey

The purpose of the survey was to obtain feedback from householders who use these sites to help review provision and make improvements to the service in the future. Paper copies of the survey were available at info shops and at Household Recycling Centres; the online survey was available from Tuesday 28th January until Thursday 6th March. Links to the online survey were sent to Parish Councils via the Parish Liaison Officer.

A total of 324 responses were received.

Survey Evaluation

Q1. What is your home postcode?

Mapping has shown a very wide geographical spread of responses received. All areas of the county seem to be represented.

Q2. Approximately how regularly do you use a Household Recycling Centre?

Results show that 29.1% of respondents visit the site either weekly or more frequently. However the biggest proportion of visitors come monthly or annually (57.2% combined).

Q3. What type(s) of vehicle do you use to bring materials on site?

Almost all visitors are coming in a private car/people carrier (95.9%).

The survey shows that 20.1% of respondents have used a trailer to bring materials on site at some point. This is unclear whether this is regular use or just a one off.

Q4. What waste(s) do you commonly bring to the Household Recycling Centre?

Garden waste is the most common material brought to the HRC's; followed by general waste. The survey shows that a high proportion of visitors sometimes bring soil and rubble, and building and DIY waste.

Q5. Do you agree with restricting commercial type vehicles and trailers?

53.9% of respondents agreed with restricting commercial type vehicles and trailers. Of the remaining respondents, 16.2% had no opinion and 29.9% did not agree with the restrictions.

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

89.1% of visitors were aware that a commercial vehicle and trailer permit scheme is in operation. For the benefit of respondents, the scheme was briefly outlined in the survey to avoid confusion with past permit schemes.

Q7. How effective do you think the permit scheme is?

51.6% of respondents did not know how effective the permit scheme is. 32% thought it was effective, 6.6% thought it was neither effective nor ineffective and 9.8% believed it to be ineffective.

Q8. What effect, if any, do you think these restrictions have had on: illegal disposal of trade waste, congestion/waiting time and your visit to the site?

Respondents were asked to state if they thought the CVT permit scheme has a positive change, no change or negative change on the above three subjects (the option of 'don't know' was also available). This in mind, when asked what change the CVT permit scheme has had on illegal disposal of trade waste some people may have taken 'positive change' to mean an increase in illegal disposal of trade waste. The statements were meant to ask if the affect had been a positive or negative one rather than physical increase or decrease. Therefore the results from this question must be dealt with cautiously, the results are ambiguous.

Q9. How effectively do you think the sites are managed?

77.7% of respondents said that they thought the sites were managed effectively.

Q10. Is there anything you would like to add?

The most recurring comments received have been summarised below:

Helpful staff	48
Want sites open on different days/longer hours	42
Sites are poorly laid out	19
Operatives should be responsible for stopping trade	14
Comments about flytipping	12
Negative opinions on restricting trailers	12
Thinks traders should be able to pay to dispose	11
Would like reuse facilities on sites	8
Staff are unhelpful	6
Poor advertising about the new scheme	5
Poor site maintenance	4
Set times for commercial type vehicles and trailers	3
Wants pedestrian access	2
Wants garden collection service	2
Concerned that recyclable waste is being landfilled	2