

## Appendix 6

### Trial Survey feedback - highlights

#### **Wheeled bins**

- 491 residents responded, which is 9% of the overall number of residents in the trial areas.
- 37% of residents felt that the introduction of wheeled refuse bins has improved the collection service, 52% felt it had stayed the same and 11% felt it got worse.
- 65% of residents have reported street cleanliness has improved.
- 72% of residents are able to dispose of their weekly rubbish in the bin. Out of those residents who reported they could not fit their weekly waste in the bin, only 31% contacted us for an assessment for a bigger bin.
- Of those that did request an assessment for a bigger, 30% were provided with one.
- 19% of residents felt they are recycling more since the trial began with 'I want to recycle more items' being the main reason preventing residents from recycling more.
- Overall, 77% of residents are either 'very satisfied' or 'satisfied' with the introduction of wheeled bins for refuse.

#### **3 bin bag or reusable sack trials**

- 364 residents responded, which is 20% of the overall number of residents in the trial areas.
- 10% of residents felt that the introduction of reusable bags, 3 bag restriction had improved the collection service, 31% felt it had stayed the same and 59% felt it got worse.
- 30% of residents have reported street cleanliness has improved.
- 76% of residents are able to dispose of their reusable bag/ 3 x bags. Out of 209 residents who reported they could not dispose of all of their waste in this way, only 52 contacted us for an assessment for a bigger bin.
- Of those that did request an assessment for a bigger, 30% were provided with one.
- 16% of residents felt they are recycling more since the trial began with 'I want to recycle more items' being the main reason preventing residents from recycling more.
- Overall, 37% of residents are either 'very satisfied' or 'satisfied' with the introduction of reusable sacks or 3 x bin bag.