

Household Waste Recycling Centre Report

Research and Engagement, Corporate Services



Introduction

Background and methodology

Background

PCC reopened Portsmouth Household Waste Recycling Centre (HWRC) on Monday 11 May 2020, following the enforced closure during the national lockdown. To manage demand and address significant congestion issues seen around the site, a booking system was implemented. The Cabinet Member for Community Safety and Environment has since approved the retention of the booking system indefinitely at Portsmouth HWRC to support the management of customer demand and operational processes.

The purpose of this consultation was to find out what residents think about the booking system and whether they would like it to continue.

Methodology

An online survey was launched on Thursday 19 January 2023 and closed on Sunday 12 February 2023.

It was promoted through the following targeted marketing and communications channels to maximise consultation engagement:

- A letter drop to Port Solent residents offering a paper questionnaire and online version
- Door to door visits
- Telephone consultation line

In total, 195 respondents interacted with the survey.

Assuming a total population of 700 in the Port Solent area, this volume of responses ensures a 95% confidence level with a margin of error of 6%, within acceptable parameters.

Summary

Booking system usage

The majority of respondents have used the Port Solent Household Waste Recycling Centre booking system (85%). Individuals are more likely to have used the booking system than businesses.

Overall summary

The vast majority of respondents find the booking system easy to use, whilst just 5% find it difficult to use. A majority of respondents agree that the current booking system should remain in place (60%), whilst 39% disagree that it should remain in place.

Respondent profile

The vast majority of respondents responded to the survey as an individual, rather than on behalf of a business, and live in the PO6 area. Most respondents are male, over the age of 55, and are White or White British. Just 2% of respondents have a disability.

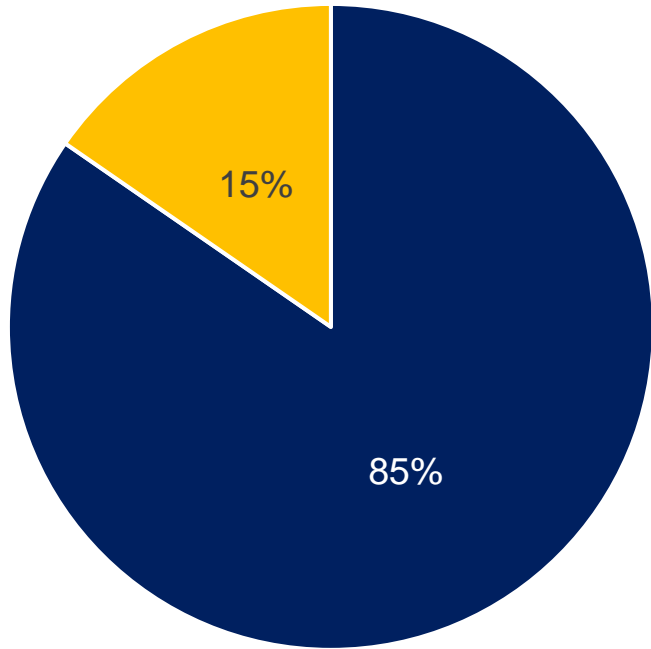


Booking system use

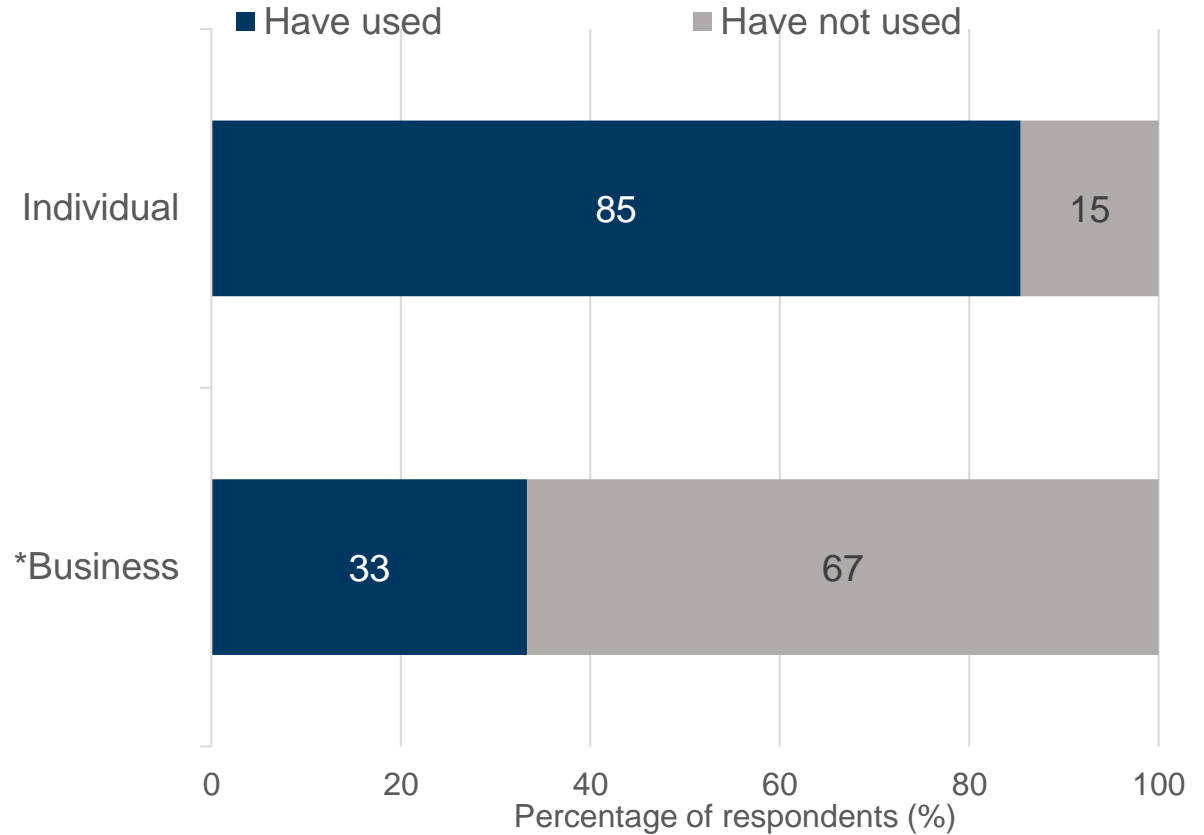
Usage

Q: 'Have you used the booking system at the Port Solent Household Waste Recycling Centre (HWRC)?' | Base: Total sample (195)

■ Yes - have used ■ No - have not used



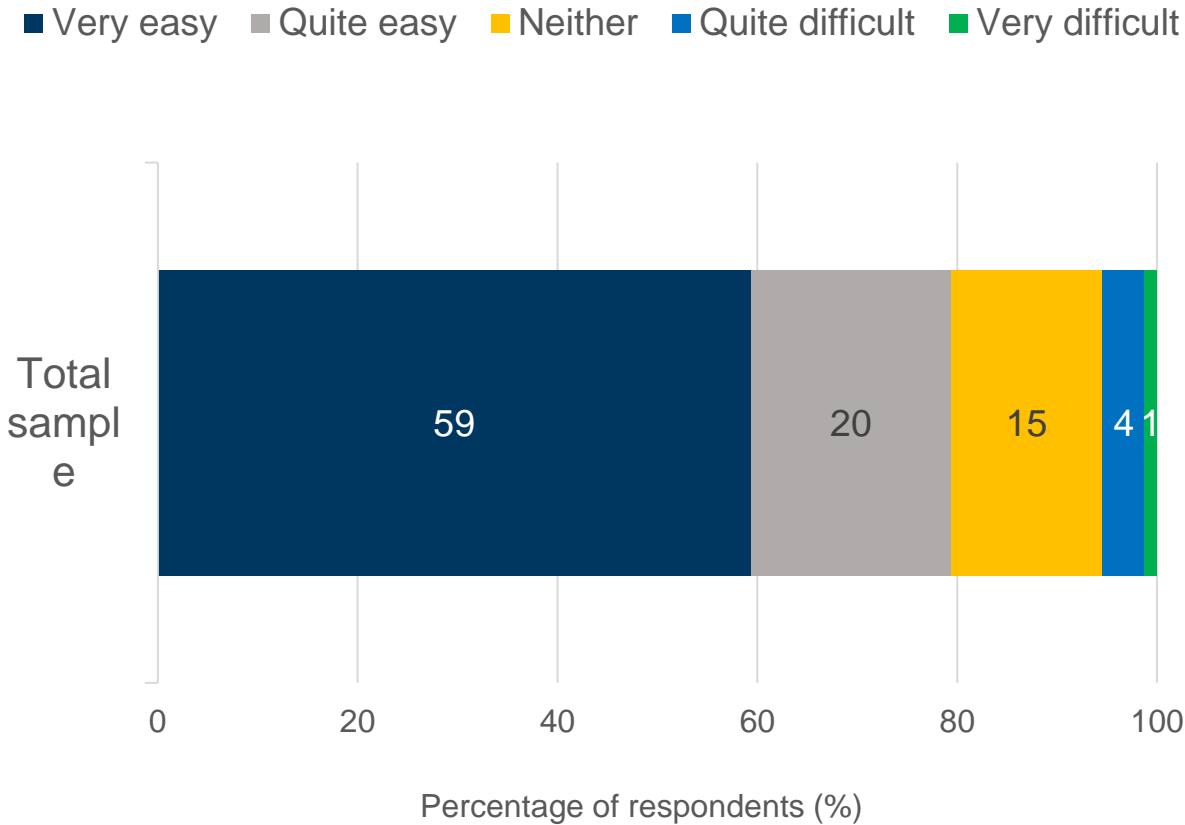
Q: 'Have you used the booking system at the Port Solent Household Waste Recycling Centre (HWRC) by respondent type?' | Base: Individual (192) | Business (3*) *Caution small base



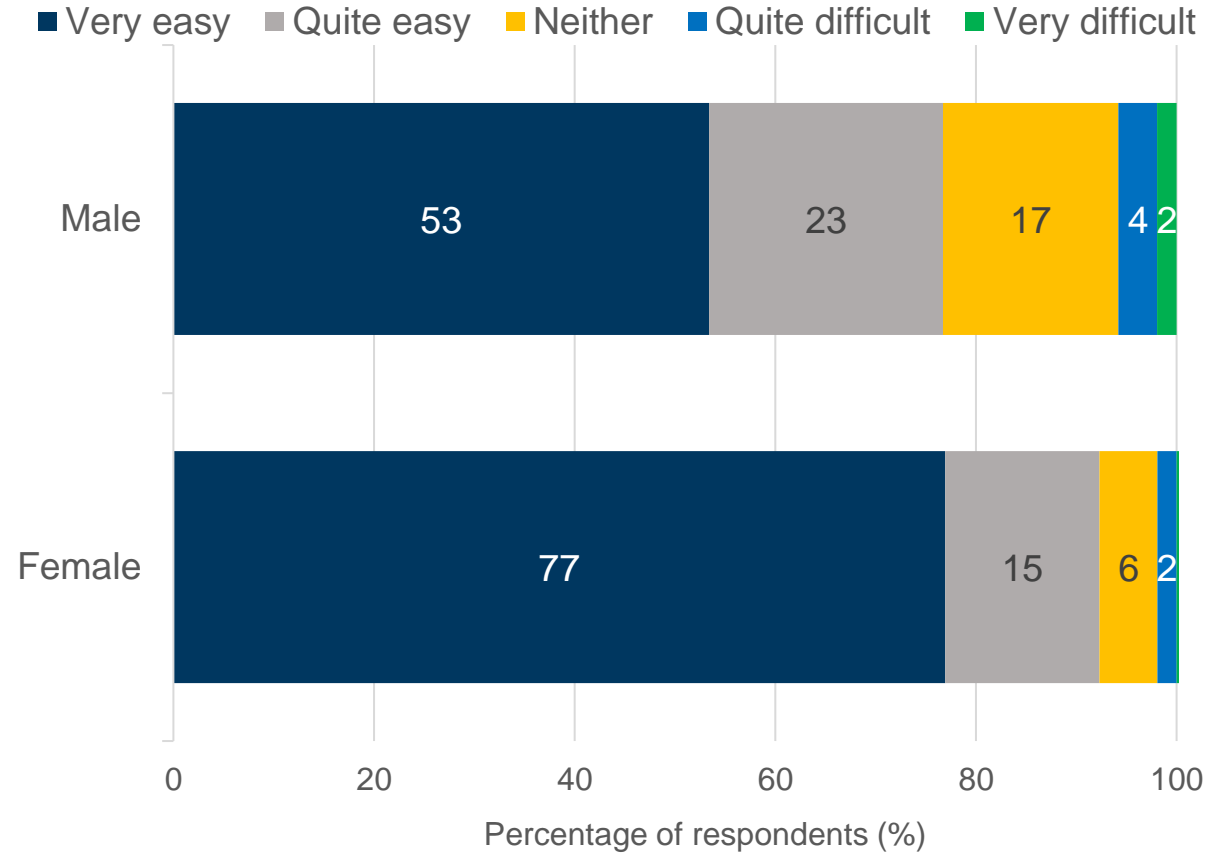
- The majority of respondents have used the booking system at the Port Solent Household Waste Recycling Centre (85%), whilst 15% have not
- Whilst 85% of individuals have used the booking system, only a third of businesses have used it, although caution should be taken interpreting these results due to a small base number for businesses

Ease of use

Q: **'How easy was the booking system to use?'** | Base: Respondents who have used the booking system (165)



Q: **'How easy was the booking system to use?' – by sex** | Base: Respondents who have used the booking system – Male (103) | Female (52)

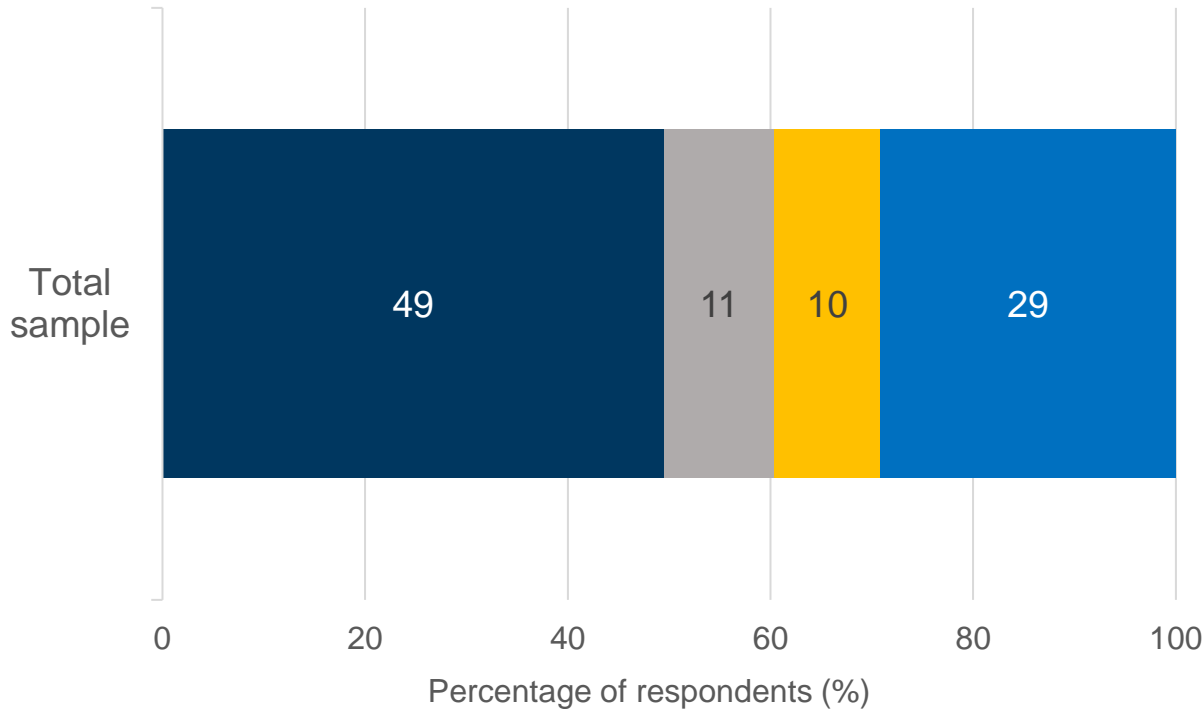


- The majority of respondents found the booking system 'very easy' to use (59%) a further fifth found it 'quite easy' to use. Only 5% of respondents found the booking system 'quite' or 'very difficult' to use
- A much higher proportion of females found the booking system 'very easy' to use compared to males (+24 percentage points)

Agreement levels with booking system remaining

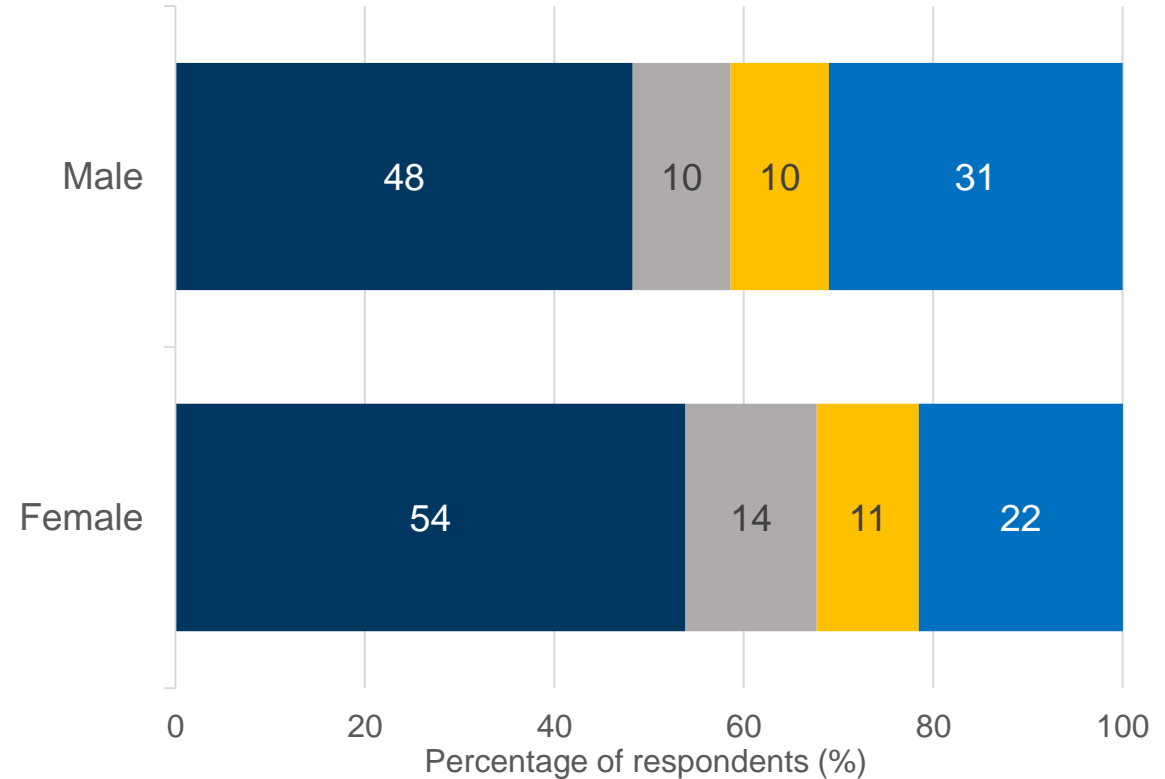
Q: 'How much do you agree or disagree that the current booking system at Port Solent HWRC should remain in place?' | Base: Total sample (192)

■ Strongly agree ■ Slightly agree ■ Slightly disagree ■ Strongly disagree



Q: 'How much do you agree or disagree that the current booking system at Port Solent HWRC should remain in place?' - by sex
Base: Male (117) | Female (65)

■ Strongly agree ■ Slightly agree ■ Slightly disagree ■ Strongly disagree



- 60% of respondents 'strongly' or 'slightly' agree that the current booking system at Port Solent HWRC should remain in place
- Females are more positive across the board; they were more likely to say they found using the booking system 'very easy' and are more likely to want the booking system to remain in place

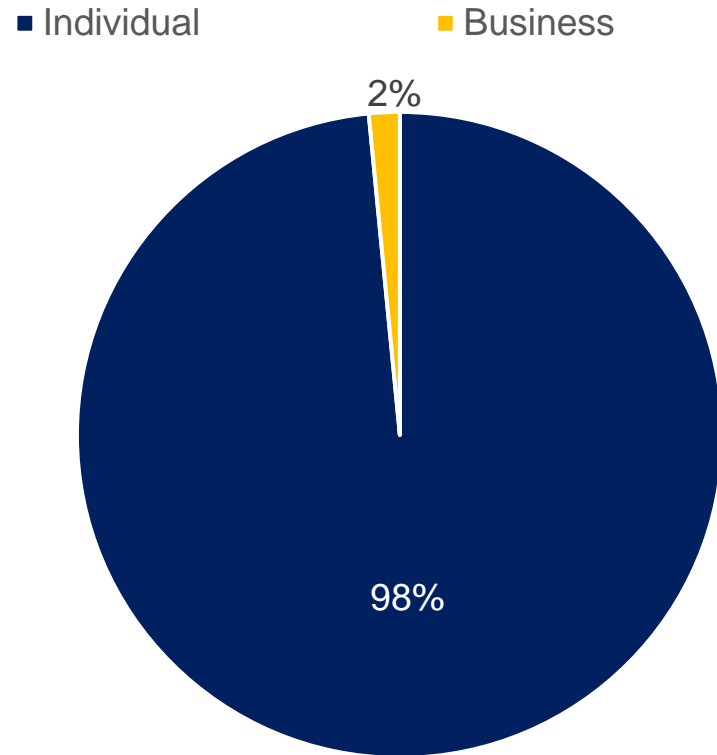


Who we engaged with

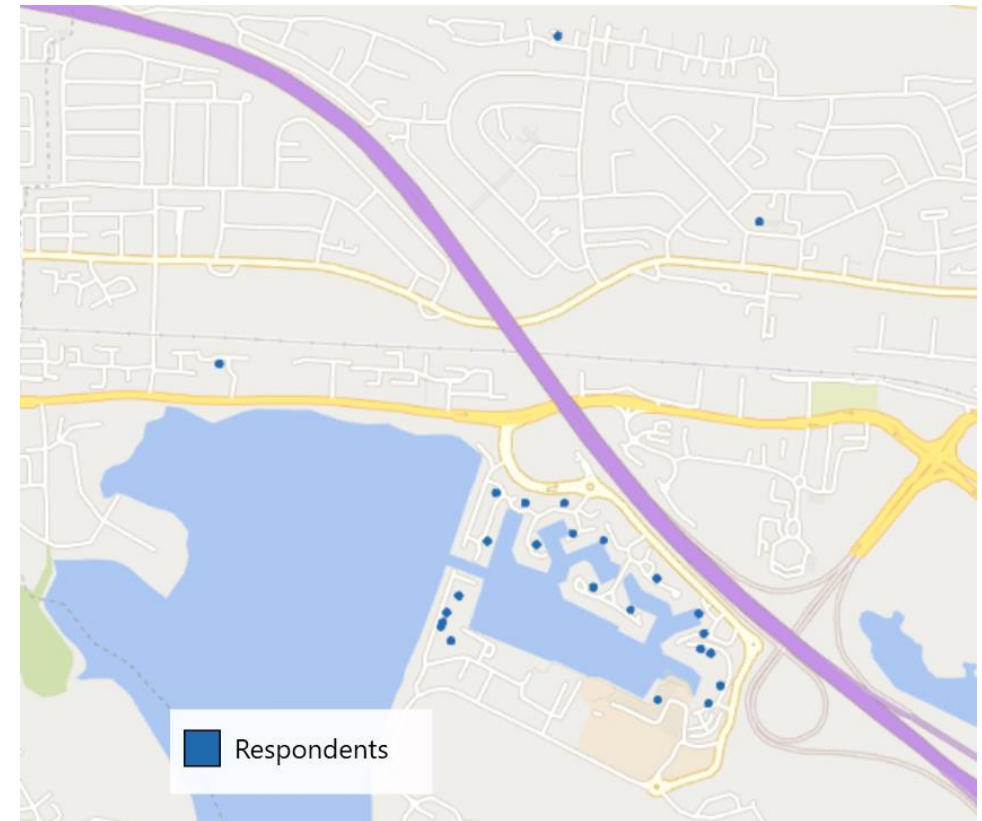
Respondent profile and postcode

Q: 'Are you responding as an individual or business?'

Base: Total sample (195)



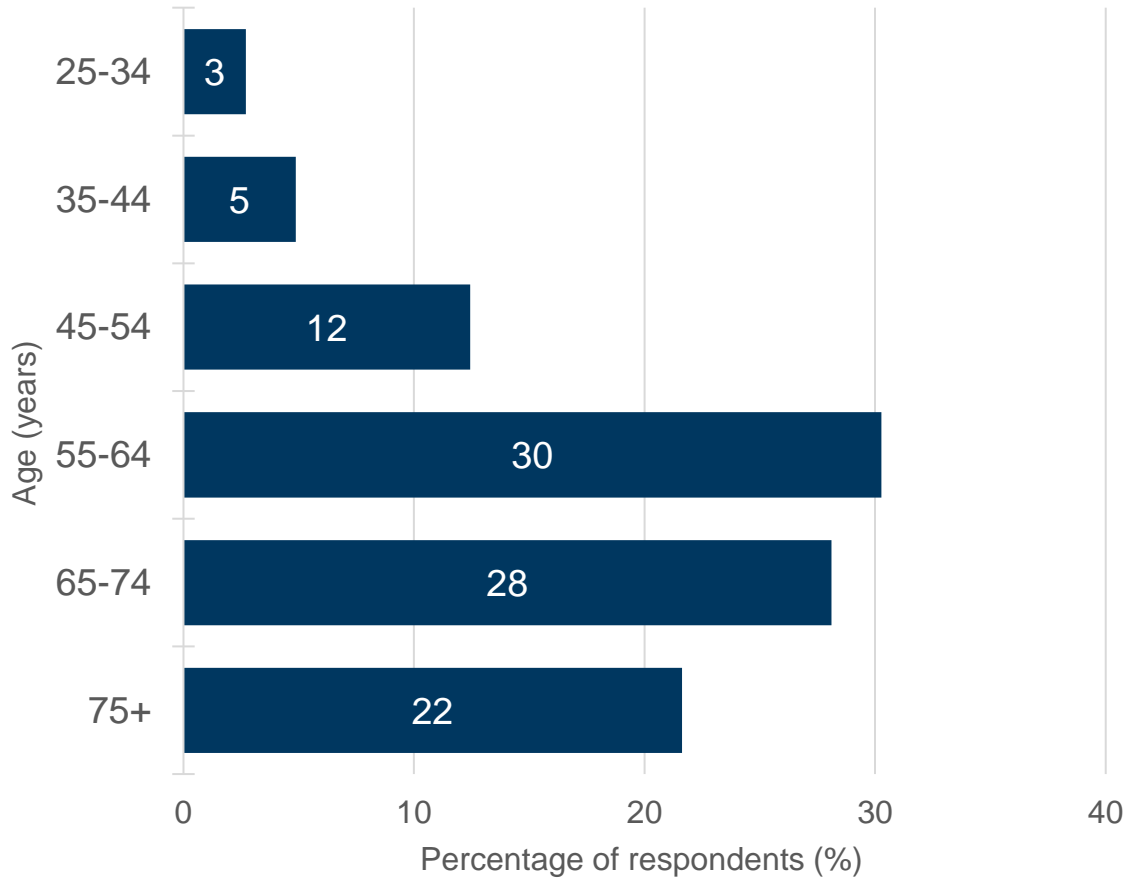
Q: 'What is your postcode?' | Base: Total sample (187)



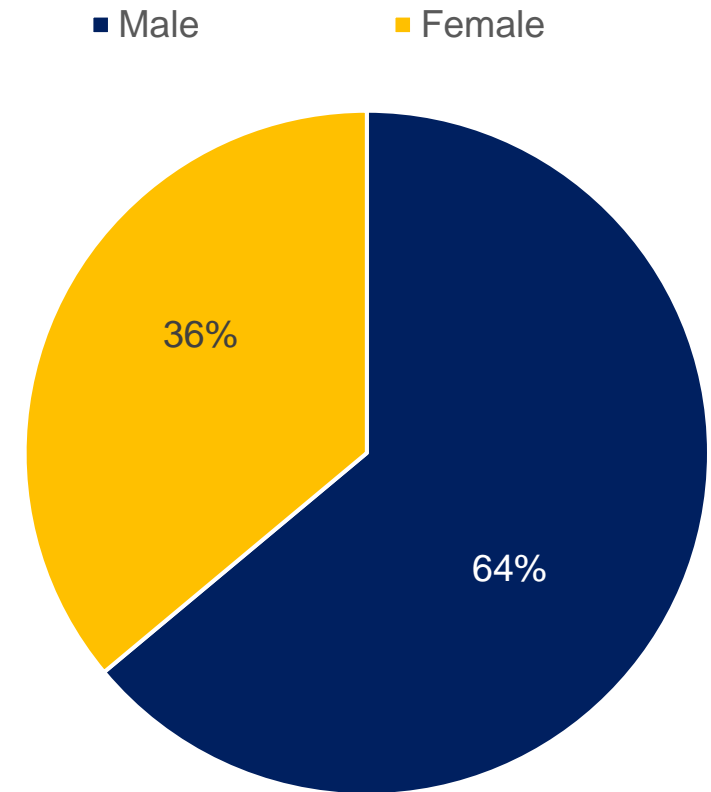
- The vast majority of respondents are responding as an individual (98%), whilst 2% are responding on behalf of a business
- The vast majority of respondents live in PO6, within the Port Solent area

Age and sex

Q: **'What is your age group?'** | Base: Total sample (185)



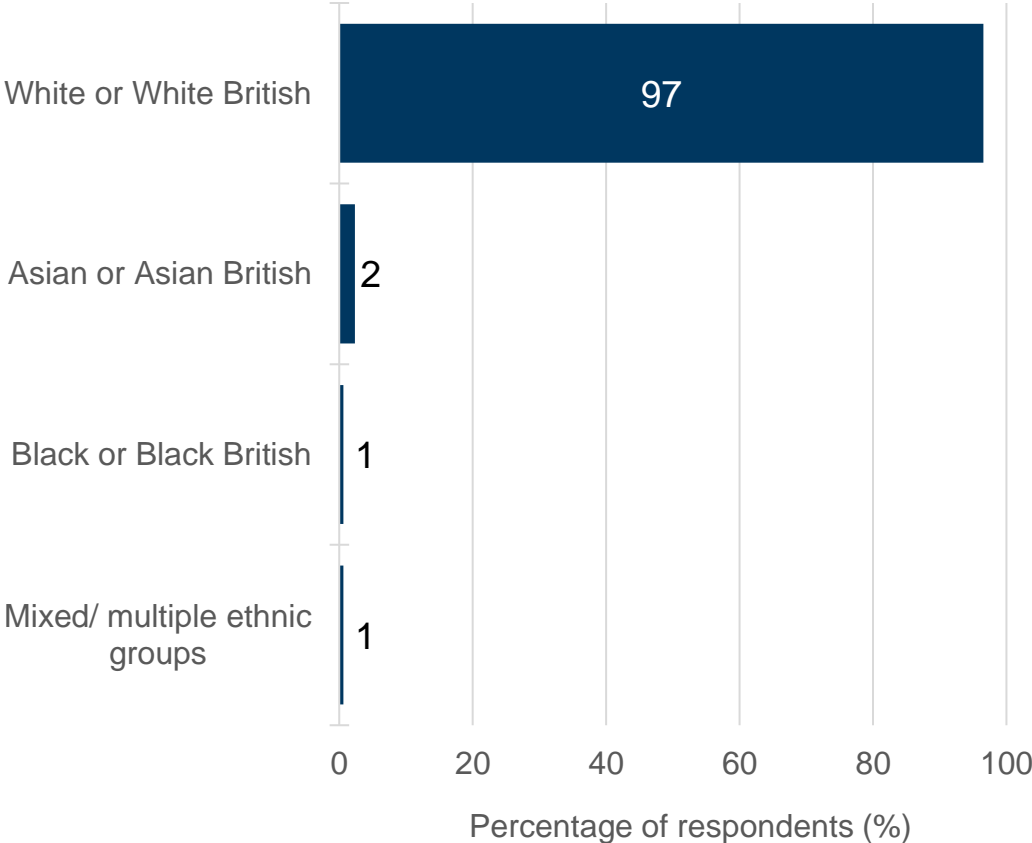
Q: **'What is your sex?'** | Base: Total sample (183)



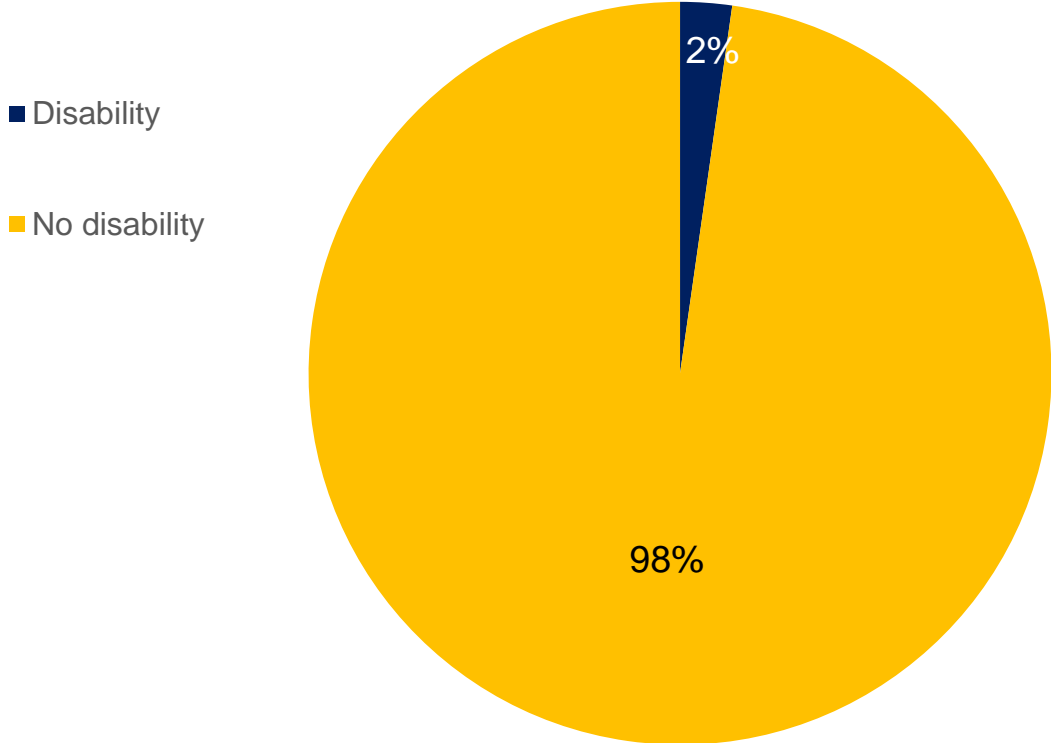
- The majority of respondents are aged 55 and over (80%), whilst just 8% are under the age of 45
- Just under two thirds of respondents are male (64%), whilst 36% are female

Ethnicity and disability

Q: **'What is your ethnic group?'** | Base: Total sample (172)



Q: **'Do you consider yourself to have a disability under the Equality Act 2010?'** | Base: Total sample (178)



- The vast majority of respondents are White or White British (97%), whilst 2% are Asian or Asian British, and 1% each are Black or Black British or mixed/ multiple ethnic groups
- The vast majority of respondents do not have a disability (98%)