

Appendix 5 HWRC Survey 2015

1. Name of Household Waste Recycling Centre you normally use?

Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
10.60	9.30	12.30	15.20	18.80	9.50	8.30	8.10	7.90

2. How often do you visit a Household Waste Recycling Centre?

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Once a week	12.90	20.00	5.20	26.10	9.10	17.80	15.60	13.70	11.90
Twice a month	7.90	17.10	11.60	26.10	22.70	17.80	18.20	14.40	19.20
Once a month	19.3	17.70	23.20	30.70	29.30	28.90	26.60	27.50	31.10
Once every few months	49.00	41.10	48.90	15.70	35.50	27.80	27.30	39.90	31.80
Once a year	5.90	1.10	7.30	1.00	2.30	2.80	3.20	1.30	2.00
Less than once a year	2.00	2.30	1.30	-	0.60	2.20	3.90	2.00	2.00
Visited once	3.00	0.60	2.60	0.30	0.60	2.80	5.20	1.30	2.00

3. What is the main purpose of your visit today?

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
To deposit at the re-use shop	13.40	26.10	14.20	24.40	21.00	8.30	14.50	10.10	12.60
To browse and buy from the re-use shop	5.40	46.00	3.90	13.60	8.20	21.70	12.50	7.40	13.20
To deposit recyclable household waste	82.20	47.70	82.00	83.30	85.80	70.00	57.90	82.40	89.40
To deposit construction and demolition waste	73.80	44.30	64.40	62.40	49.00	72.80	71.70	69.60	80.80
To deposit chemical waste	-	4.00	2.60	4.20	4.20	4.40	1.30	0.70	1.30
To deposit trade waste	-	0.60	1.70	1.70	1.10	0.60	1.30	-	0.70

4. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with the site opening times.

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	0.50	2.30	10.00	1.10	3.70	0.60	1.90	2.00	6.00
Poor	5.00	6.20	14.30	15.80	8.20	6.20	6.50	9.80	4.70
Fair	12.40	14.10	27.30	18.20	36.30	22.50	13.00	26.80	32.70
Good	46.30	35.00	38.10	52.60	44.80	50.60	21.40	45.10	45.30
Excellent	35.80	42.40	10.40	12.30	7.10	20.20	57.10	16.30	11.30
% Satisfied	94.50	91.50	75.80	83.10	88.20	93.30	91.50	88.20	89.30

5. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with traffic queue times.

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	-	0.60	2.60	-	0.60	0.60	-	-	1.30
Poor	1.00	1.10	4.30	0.40	5.70	1.10	1.90	1.30	2.00
Fair	3.00	9.10	28.60	7.10	31.80	8.40	8.40	5.30	22.80
Good	29.00	27.80	53.70	63.30	56.50	40.80	24.70	61.20	58.40
Excellent	67.00	61.40	10.80	29.30	5.40	49.20	64.90	32.20	15.40
% Satisfied	99.00	98.30	93.10	99.70	93.70	98.40	98.00	98.70	96.60

6. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with signage and information on site

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	0.50	-	-	-	-	-	0.70	0.70	-
Poor	0.50	2.30	2.60	2.10	1.10	-	1.30	0.70	0.70
Fair	1.50	6.90	15.10	6.40	19.30	5.10	5.90	6.00	4.00
Good	30.00	35.40	63.80	62.50	67.30	55.90	23.50	60.90	67.10
Excellent	67.50	55.40	18.50	29.00	12.20	39.00	68.60	31.80	28.20
% Satisfied	99.00	97.70	97.40	97.90	98.80	100.00	98.00	98.70	99.30

7. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with tidiness and cleanliness of site

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	0.50	0.60	-	-	-	-	-	0.70	-
Poor	0.50	0.60	-	1.40	0.60	0.60	-	1.30	0.70
Fair	1.00	2.80	12.90	5.30	12.60	2.20	3.90	5.30	1.30
Good	22.00	34.50	65.90	62.30	74.90	47.50	24.70	60.50	55.00
Excellent	76.00	61.60	21.10	31.00	12.00	49.70	71.40	32.20	43.00
% Satisfied	99.00	98.90	99.90	98.60	99.50	99.40	100.00	98.00	99.30

8. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with user friendliness of site

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	-	1.10	1.30	0.40	2.00	0.60	1.30	0.70	1.30
Poor	2.00	2.30	4.30	-	3.10	0.60	1.30	2.00	0.70
Fair	2.50	6.20	13.90	7.70	13.00	2.80	5.20	6.60	8.00
Good	21.40	27.10	56.70	61.30	68.00	39.70	21.30	55.30	40.70
Excellent	74.10	63.30	23.80	30.60	13.90	56.40	71.00	35.50	49.30
% Satisfied	98.00	96.60	94.40	99.60	94.90	98.90	97.50	97.40	98.00

9. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with staff approachability and helpfulness

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	0.50	1.70	2.20	-	0.90	1.70	2.00	0.70	0.70
Poor	1.50	2.80	2.60	1.40	2.60	0.60	2.60	3.40	0.70
Fair	3.00	11.30	11.30	4.90	9.70	1.10	4.60	6.20	4.70
Good	22.50	24.30	46.80	43.80	64.80	31.70	15.00	47.90	28.70
Excellent	72.50	59.90	37.20	49.80	22.20	65.00	75.80	41.80	65.30
% Satisfied	98.00	95.50	95.30	98.50	96.70	97.80	95.40	95.90	98.70

10. Thinking about the Household Waste Recycling Centre you normally use, how satisfied are you with overall service and facilities

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Very Poor	-	-	2.20	-	0.30	-	-	-	0.70
Poor	0.50	1.70	6.10	0.40	1.70	1.10	1.90	0.70	2.70
Fair	3.50	5.10	10.80	4.20	13.90	2.20	3.90	7.30	10.00
Good	23.50	28.20	62.80	68.60	70.30	40.20	22.70	54.00	34.00
Excellent	72.50	65.00	18.20	26.90	13.90	56.40	71.40	38.00	52.70
% Satisfied	99.50	98.30	91.80	99.70	98.10	98.80	98.00	99.30	96.70

11. Have you ever used the late night opening until 6.30pm on Wednesday between April and September

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Yes	10.90	10.20	13.00	30.20	22.60	8.60	8.80	12.80	11.10
No, but knew about it	13.40	8.50	9.10	8.40	8.60	40.00	17.60	13.40	-
No, and didn't know about it	75.70	81.40	77.90	61.40	68.80	51.40	73.60	73.80	88.90

12. Were you offered assistance at the Household Waste Recycling Centre today?

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Yes	45.50	38.10	36.20	33.10	35.90	40.60	86.10	27.30	16.70
Yes, but didn't want/need help	17.30	6.30	8.60	19.10	13.10	12.20	7.30	2.70	44.70
No, and did want help	5.00	7.40	7.30	3.20	10.50	4.40	1.30	5.30	5.30
No and didn't want any help	32.20	48.30	47.80	44.60	40.50	42.80	5.30	64.70	33.30

13. If more Council financial savings lead to us having to charge to cover the costs for the deposit of non-household waste (like DIY material) at the centres, would you be prepared to pay?

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
Yes	49.00	33.30	29.30	34.60	31.30	42.20	23.30	42.80	53.70
No	51.00	66.70	70.70	65.40	68.70	57.80	76.70	57.20	46.30

14. If yes to previous question how much per car visit would be acceptable?

	Lower House Farm %	Judkins %	Hunters Lane %	Cherry Orchard %	Princes Drive %	Stockton %	Wellesbourne %	Burton Farm %	Shipston %
£2	76.90	78.20	72.20	40.70	63.00	77.80	92.00	58.20	73.30
£4	20.90	20.00	24.10	55.60	31.50	19.40	8.00	29.10	24.00
£6	2.20	1.80	3.70	3.70	5.60	2.80	-	12.70	2.70