

Let's talk about recycling and waste

Complete this survey for a chance to win a guided tour of the Energy from Waste facility in Plymouth – a state of the art resource which uses your waste that cannot be recycled to produce heat and energy for local businesses.

This survey is available online at www.southhams.gov.uk/wastesurvey
The full response to this survey will be anonymised.

You may have heard that South Hams District Council are making improvements to recycling and waste collections over the next couple of years and we would like your opinion on the way we tell you about these changes.

Why are we changing the way we collect waste?

We know residents want to recycle more and have clear guides to local recycling facilities. More information on why we are making changes can be found on our website at <https://www.southhams.gov.uk/survey2019FAQs>

Why do you want my opinion?

Recycling and waste services cannot work effectively without your support so we want to know the best way of communicating with you as we introduce the changes.

You can help us by completing this short survey by 11 February. We will then be able to talk to you in the way you want us to.

What's in it for me?

If you have read this far we suspect you are either passionate about recycling or have ideas about how we can improve the service we currently offer.

By filling in this survey you can make a real difference. Help us find the best ways to communicate with residents, and we will see recycling improve across the whole district.

We are also offering a number of residents who complete the survey the chance to win a guided tour of the Energy from Waste facility in Plymouth – a state of the art resource which uses your waste that cannot be recycled to produce heat and energy for local businesses.

The survey will close on 11 February 2019

Q1 Do you use the blue and clear recycling sacks?

Yes No

Q2 If you answered 'Yes' to question one, please tell us why:

Sacks are easy to get hold of and use

I want to help the environment

I think recycling is important

Other

Q3 If you answered 'No' to question one, please tell us why:

I haven't got any sacks

I don't believe it actually gets recycled

I consider the service unreliable

Other

Q4 How do you think the current recycling service could be improved?
(Please tick all that apply)

A Recycling should be collected more often from the kerbside

B More types of materials recycled from the kerbside

C Better waste communications

D More reliable service

E Other

Q5 Have you seen or heard any advertising and / or promotions about recycling in the South Hams in recent months?

Yes No

Q6 If so, where? (Please tick all that apply)

South Hams District Council Service guide

Recycling leaflet

Local newspaper

Council website

Local roadshow

Facebook

Twitter

Email bulletin

YouTube

Other

Q7 How would you prefer to receive information on recycling and waste services from us? (Please tick all that apply)

South Hams District Council service guide

Collection crews

Local newspaper

Council website

Local roadshow

Facebook

Twitter

Email bulletin

Instagram

YouTube

Mobile App

Other

Q8 How often do you refer to your waste calendar which was delivered with your service guide?

- Weekly
- Monthly
- Christmas, Easter and Bank Holidays
- Once a year
- Never

Q9 Apart from the calendar, how often do you read the service guide which was delivered with your council tax bill?

- Weekly
- Monthly
- Once a year
- Never

Q10 Do you find the recycling and waste pages on our website easy to use?

Yes No

Q11 If you answered 'No' to question 10, please tell how you think we could improve our webpages:

- Make them easier to use
- Make them more informative
- Other

Q12 What information would encourage you to start recycling or recycle more? Please tick all that apply.

- 1 Clearer information on what can be recycled at the kerbside
- 2 Clearer information on where other items that are not collected on the kerbside can be recycled
- 3 Clearer information on what happens to the recycling after it is collected
- 4 Information on the amount of household waste in the South Hams that is recycled
- 5 Information about how recycling your waste helps the environment
- 6 Other

Q13 Of the list above, which one is the most important to you? Please rank 1 to 6, with 1 being the most important:

- 1 Clearer information on what can be recycled at the kerbside
- 2 Clearer information on where other items that are not collected on the kerbside can be recycled
- 3 Clearer information on what happens to the recycling after it is collected
- 4 Information on the amount of household waste in the South Hams that is recycled
- 5 Information about how recycling your waste helps the environment
- 6 Other

Q14 Would you be interested in becoming a local champion for recycling in your community and helping us to communicate the new changes when they happen?

Yes No

Q15 Would like to be entered into the prize draw to win a guided tour of the Energy from Waste Plant in Plymouth?

Yes No

Please provide your contact details (your contact details will only be used to contact you if you have selected to be a local champion or if you are successful in the prize draw).

Name
Postcode
Email
Phone number

It would be helpful if you could tell us how old you are

- | | |
|--------------------------|----------|
| <input type="checkbox"/> | Under 17 |
| <input type="checkbox"/> | 18 – 30 |
| <input type="checkbox"/> | 31 – 44 |
| <input type="checkbox"/> | 45 – 64 |

Thank you.

We will take your answers into consideration when we give you information about our recycling and waste services in the future. You can view the full response to this survey on our website after 19 February 2019.

This survey is available online at www.southhams.gov.uk/wastesurvey

If you prefer to complete this paper copy, please return it to:

South Hams District Council

Follaton House

Plymouth Road

Totnes

Devon

TQ9 5NE

