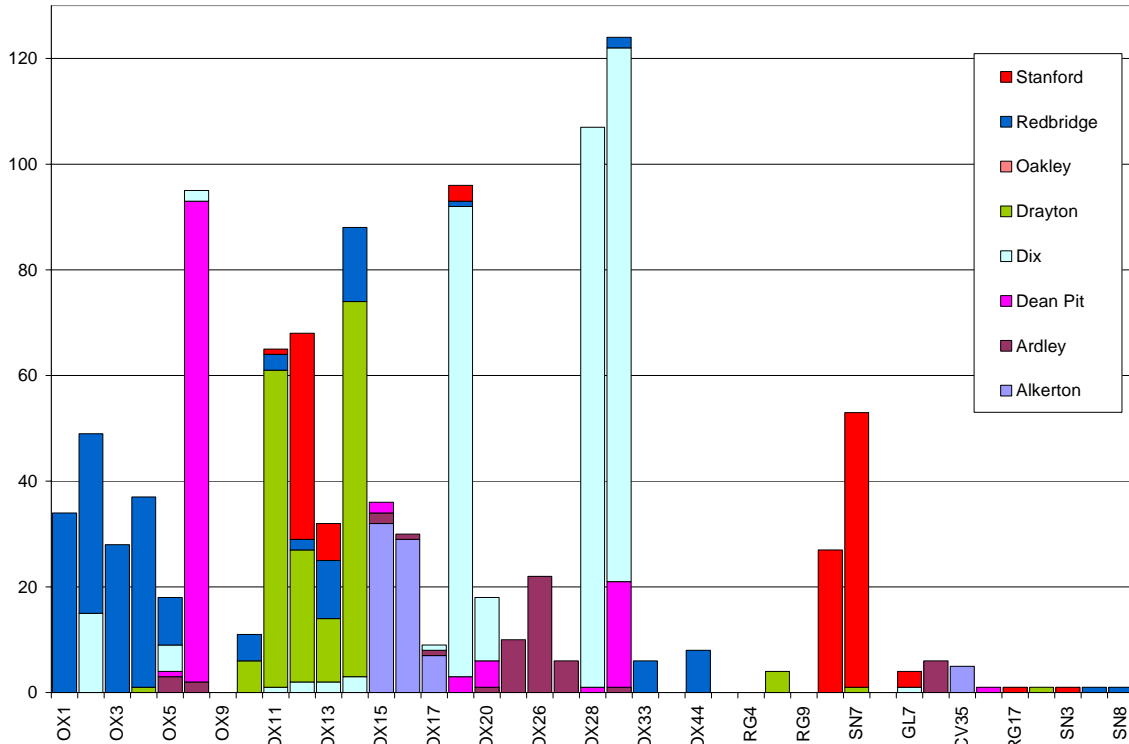


## Oxfordshire County Council Waste Recycling Centre Questionnaire 2009

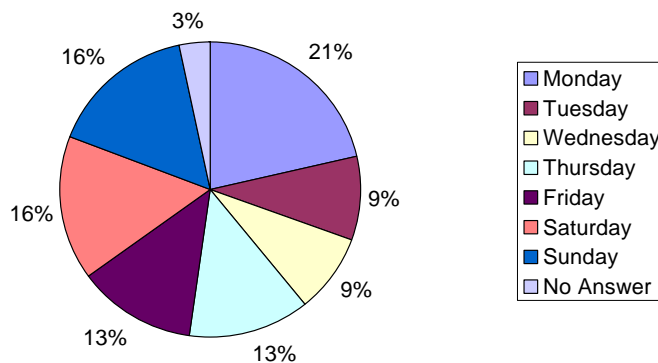
From March 13th 2009 questionnaires were distributed residents using 7 of Oxfordshire's recycling centres. (Oakley Wood was not included because it closed for redevelopment during the survey period.) We received 1151 replies, which we will use help us to improve our services and identify areas which could be improved, as well as things that we are doing well.

### Q1. Postcode



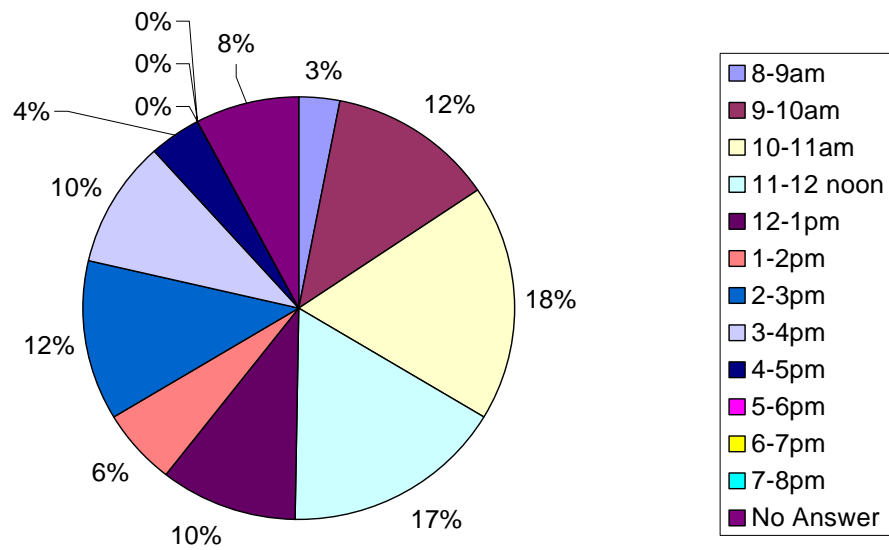
This graph shows where people come from to visit each site. This helps us analyse how far people have to travel to use a recycling centre and where there may be gaps in service provision. On average residents travel 6 miles to their nearest recycling centre.

### Q2. Date of visit to the recycling centre



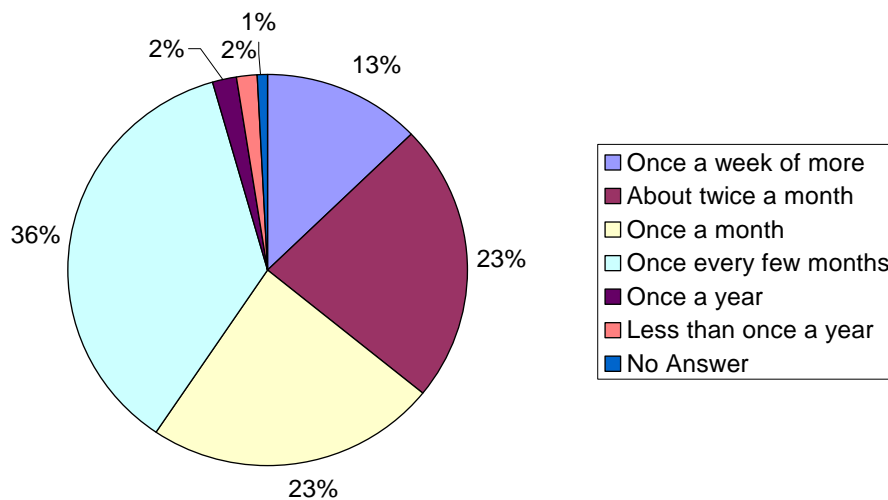
This shows that the most popular day to go to a recycling centre is Monday, followed by Saturday and Sunday. The quietest days of the week are Tuesday and Wednesday.

### Q3. Approximate time of visit to the recycling centre



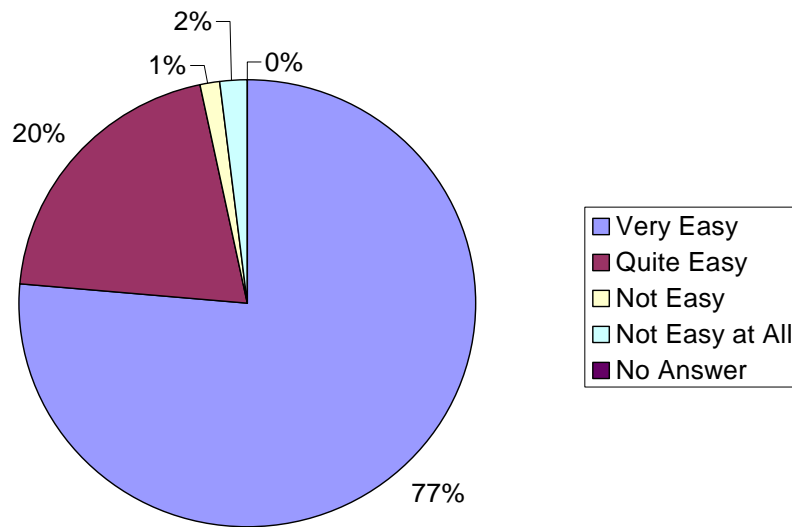
The most popular time to visit the recycling centres was between 10-11am. The quietest time was 8-9am. The results show that no one visited the site after 5pm; however our longer summer opening hours on a Thursday did not start until the end of April. Otherwise the quietest time was 8-9am.

### Q4. How often do you visit the site?



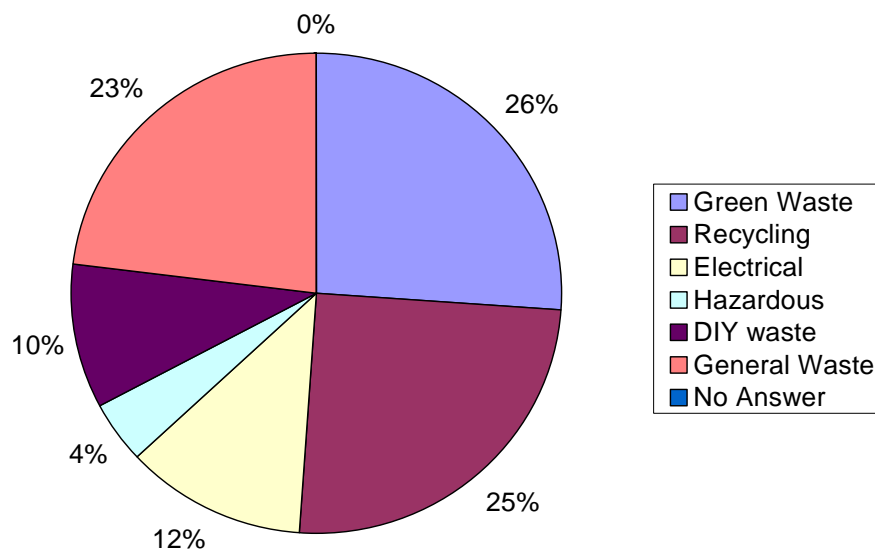
These results show that the majority of people use the recycling centres regularly with roughly 50% of people visiting either once or twice a month, with another third of people visiting a recycling centre once every few months. Understanding how often people use the sites helps us to ensure messages are distributed on site for sufficient time.

**Q5. If this was your first time visiting the site, how easy was it to find?**



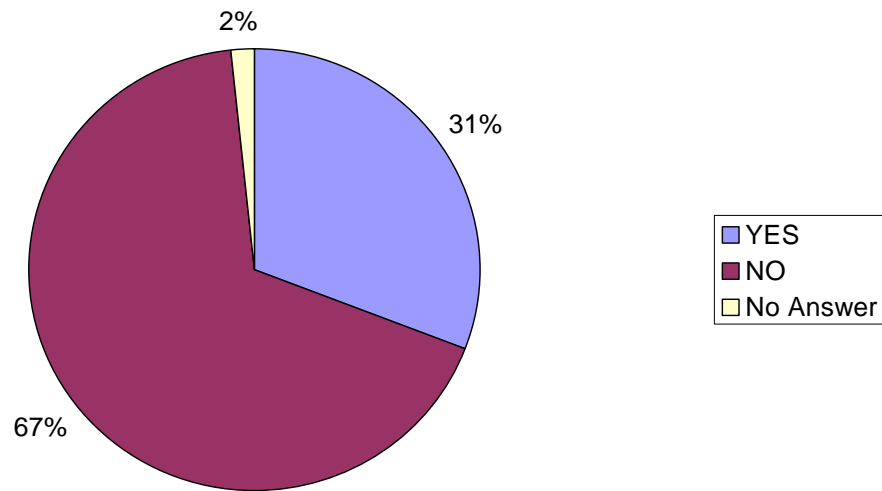
19% of all respondents answered this question, and over three quarters of first time users found the recycling centre very easy to find.

**Q6. What type of waste did you bring with you when you visited the site?**



Green waste was the most popular type of waste being brought to the recycling centre; however the survey was carried out in the spring which is a popular time for gardening activities. It is great to see that only 23% of the waste brought to the sites was 'general waste', everything else is recyclable. Hazardous waste such as oil or household chemicals was the least common item to bring.

**Q7. Have you heard of our DIY waste charging scheme “1,2,3 for free”**

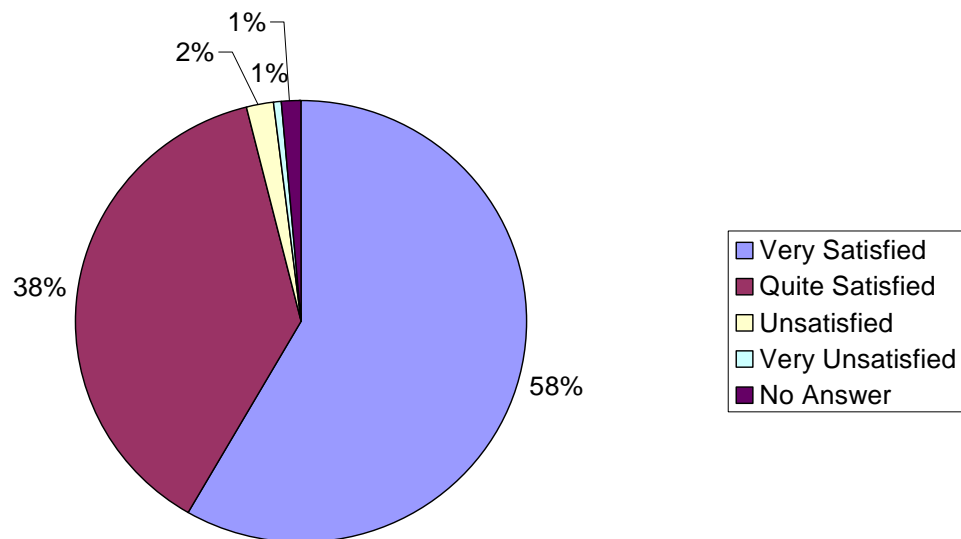


Nearly a third of all users of the waste recycling centres have heard of our DIY waste charging scheme called “1,2,3 for free”. This shows we still have some work to do to make all users aware of this. More information on the scheme can be found on the [‘charges’](#) page of our website.

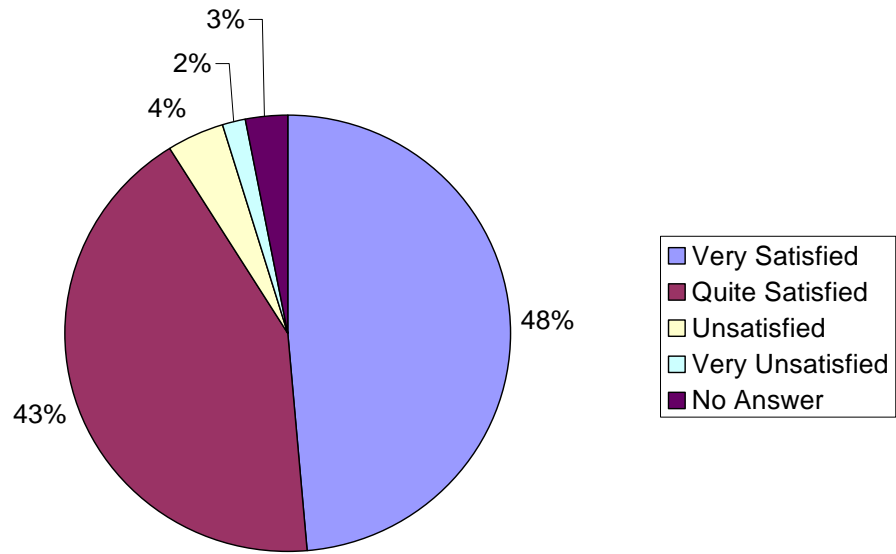
**Q8. How satisfied are you with the following aspects of the service?**

This question was split up into seven categories which respondents could give a mark of ‘very satisfied’ through to ‘very unsatisfied’.

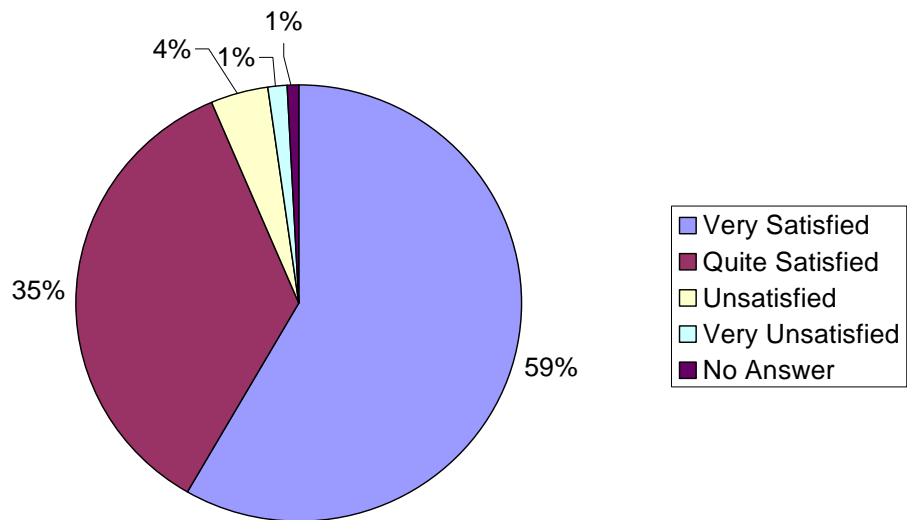
**8a. Site Signage**



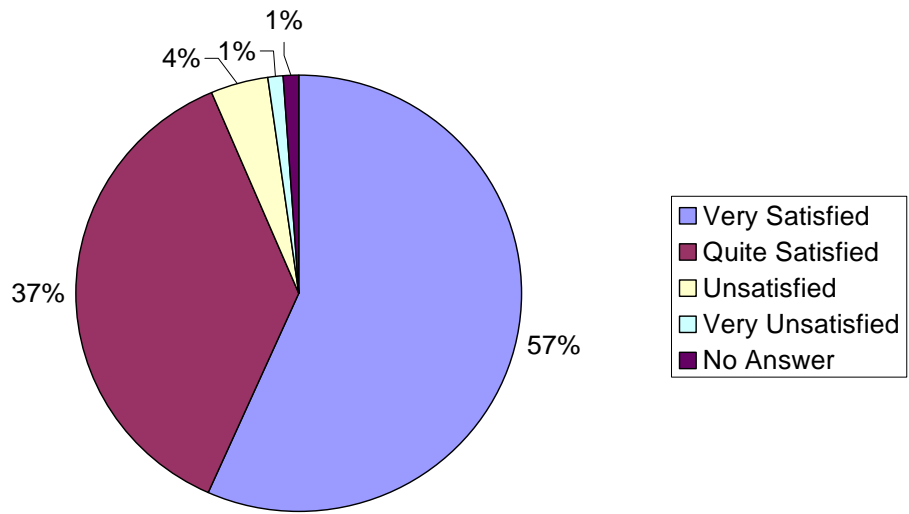
**8b. Distance travelled to site**



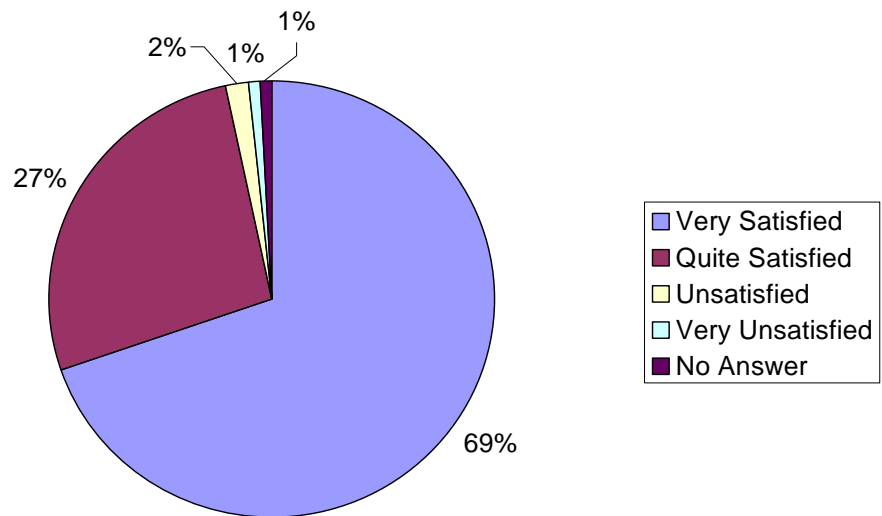
**8c. Site layout**



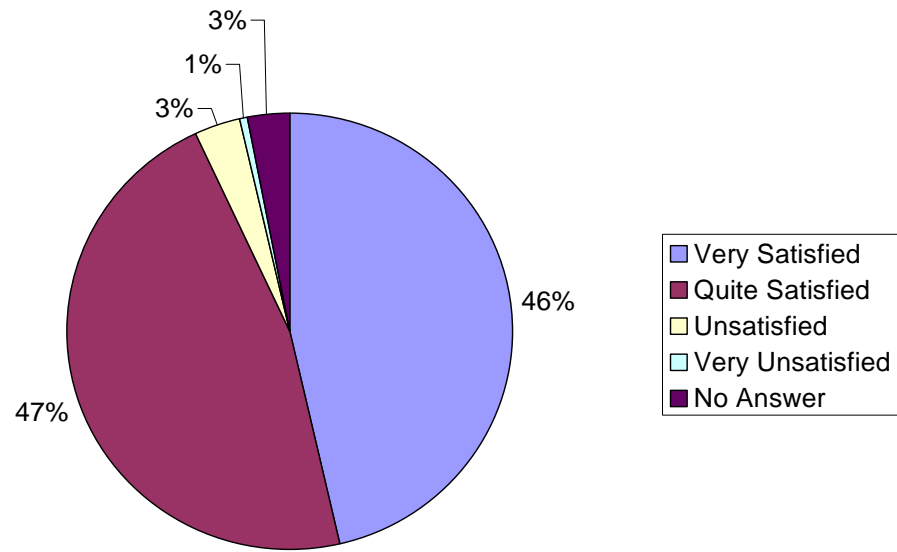
**8d. Ease of access to containers**



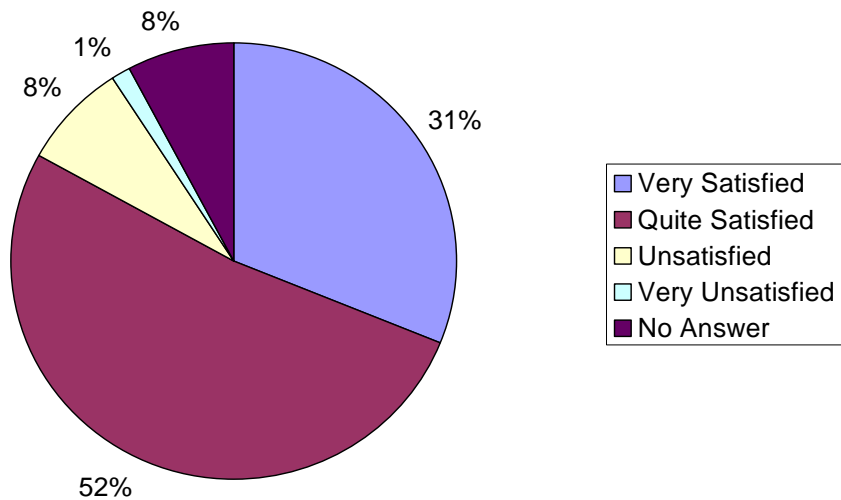
**8e. Staff helpfulness**



### 8f. Queue times

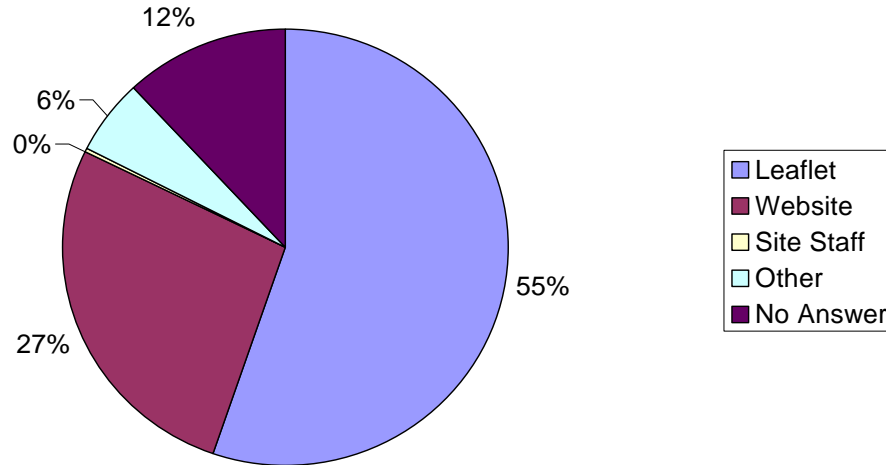


### 8g. Information available on services provided



These results show that overall the majority of users are either very satisfied or quite satisfied with the services offered at the waste recycling centres. The main thing we need to work on is making sure that we provide enough information on the services we provide. The results showed that 96% of visitors are either very satisfied or quite satisfied with how helpful the recycling centre site staff are, which is great to hear and we have passed on this positive feedback directly to the site operatives.

**Q9. How would you like to receive further information about the services we provide?**



These results show that the majority of people still prefer to receive information via leaflets so we will ensure that these are provided at our recycling centres. Our website will also be kept up to date as over a quarter of people prefer to be communicated with in this way.

**Further Comments**

Over a third of people who completed a questionnaire also wrote an additional comment about our services. These give us valuable feedback on things we can improve on and also let us know what we are doing well. For example, we received comments about containers needed to be emptied more frequently so we passed this on to our contractors who arranged extra collections.

Here is a selection of some of the most common issues.

“The staff are always very helpful and courteous. Many thanks.”

“The green waste containers need to be emptied more frequently - especially at weekends”

“The very high standards of organisation, cleanliness and tidiness at the site were a credit to the staff.”

“Generally a good service and facility is provided. Main problem is access to parking bays to dispose of waste, plus occasionally waste receptacle containers (eg. Paper, bottles, plastic) are full.”

“Need more information on how material will be recycled and for what. It would help with putting the correct things in the right bins”

“Good opening times mean recycling is easy. Thank you”