

# Waste and street cleansing survey

**We're carrying out a review of the start of the new waste contract, and want to hear about your experience before and after the changes on 25 March 2024.**

## Section 1

### About you and your collections

To help us understand how the change of contract affected people across the borough, we want to know a bit more about the services you use.

#### 1. How is your waste and recycling collected

Kerbside       Communal

#### 2. Are you registered for Assisted collection

Yes       No

#### 3. Are you registered for clinical waste collection

Yes       No

#### 4. Do you have an active garden waste subscription

Yes       No

#### 5. Please provide your postcode

This is so we can get a picture of how different areas of the borough were affected, and will not be used for any other reason.

## Section 2

### Before the contract started on March 25 2024

To help us look at how the contract started, we want your views about the service **before** the change of contract on 25 March 2024.

#### 6. Before the contract change, did you, or anyone in your household:

	Yes	No	Can't remember	Didn't live in the area
Receive a letter about changes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel you had enough information about the changes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Try to find more info about change to service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### 7. If you wanted more information, how did you try to find it? Please select all the apply.

- Council website       Calling council       Social media
- Local press       I didn't look for more information
- Other

#### 8. Were you able to find the information you wanted?

- Yes – all the information I needed
- I found some of the information I needed       No – I couldn't find the information I needed
- I didn't look for more information       Can't remember

## Section 3

### The start of the new contract

We want to know about your experience of the new service in the first few weeks after it began on 25 March 2024.

#### 9. Were your collections on the day[s] you expected?

- Yes       No       Can't remember

#### 10. Did you experience any missed/delayed collections?

- Yes       No       Can't remember

#### 11. Which collections were missed? Please select all that apply.

- General waste       Recycling       Food waste  
 Garden waste       Clinical collection       Bulky waste  
 I didn't have any missed collections

#### 12. Did you try to report the missed collections?

- Yes       No       Can't remember

- I didn't have any missed collections

#### 13. If you tried to report a missed collection, how did you report it? Please select all that apply.

- On council website       Called the council       Email to council  
 Contacted my local councillor       I didn't have any missed collections  
 Other

**14. Were you able to report the missed collection?**

Yes       No       Can't remember

I didn't have any missed collections

**15. If you reported a missed collection, how satisfied were you with:**

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	I didn't have a missed collection
<b>Finding how to report a missed collection</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Completing the missed collection report</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The response to reporting the missed collection</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**16. If you wanted more information, how did you try to find it?**

Council website       Calling council       Social media

Local press       I didn't look for more information

Other

**17. Were you able to find the information you wanted?**

Yes – all the information I needed       I found some of the information I needed

No – I couldn't find the information I needed

I didn't look for more information       Can't remember

**18. Other than missed/delayed collections, have you had any other issues with your waste and recycling service?**

## Section 4

### Recent performance

We want your feedback on how the service is currently performing

**19. How satisfied are you with the recycling and waste collection service**

- Very satisfied                       Somewhat satisfied
- Neither satisfied nor dissatisfied     Somewhat dissatisfied
- Very dissatisfied

**20. If you have any issues with your collections, will you report them?**

- Yes       No       Maybe

**21. If you have any issues with your collections, how are you most likely to report them?**

- Via council website     Call council     Email to council
- I wouldn't report it     Other

**22. Have you changed how you use the waste and recycling service since the contract changed on 25 March?**

- Yes       No       Not sure

**23. If you have changed how you use the service, please tell us how?**

**24. Do you have any other comments about the service you would like to share?**

Please don't use this to report a missed collection, instead visit  
[www.swale.gov.uk/report-a-missed-bin](http://www.swale.gov.uk/report-a-missed-bin)

## Section 5

### Street cleaning

**We want to know your views on the street cleaning service**

**25. How satisfied are you with the way the council keeps streets and footpaths clean?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

26. Since 25 March, have you reported any of the following? Please select all that apply:

- Overflowing street bin       Flytipping       Graffiti

27. If you reported one of these issues, how satisfied were you with:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	I haven't reported one of these issues
Finding how to report the issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing the report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The response to the report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. Do you have any other comments about street cleaning you would like to share

Thank you for taking the time to fill in this questionnaire. Please return it using the pre-stamped/addressed envelope provided, by **2 October 2024**.

If you have any queries or concerns about completing this questionnaire, please contact the Swale Borough Council Policy Team: [policyteam@swale.gov.uk](mailto:policyteam@swale.gov.uk)