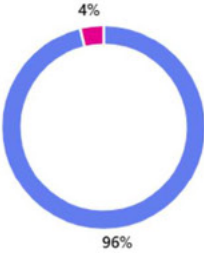


Responses Overview

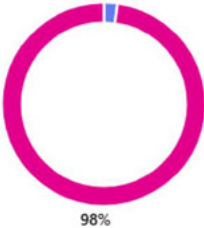
1. How is your waste and recycling collected?

- Kerbside collections 2020
- Communal collection (eg shared bin for flats) 77



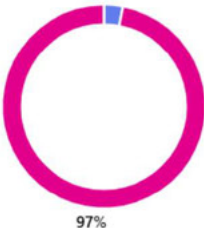
2. Are you registered for an assisted collection?

- Yes 44
- No 2042



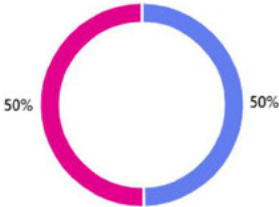
3. Are you registered for a clinical waste collection?

- Yes 62
- No 2024



4. Do you have an active garden waste subscription?

- Yes 1041
- No 1053



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 reasons.

2088

Responses

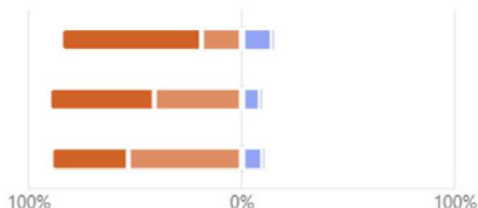
6. Before the contract change, did you, or anyone in your household:

- Yes
- No
- Can't remember
- Didn't live in the area

receive a letter informing you of any changes?

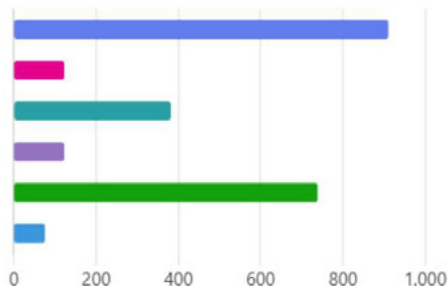
feel you had enough information about the changes to the service?

try to find more information about changes to the service?



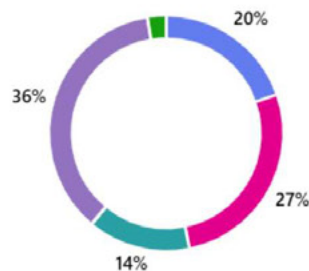
7. If you wanted more information, how did you try to find it? Please select all that apply.

- Council website 909
- Calling the council 121
- Social media 380
- Local press 121
- I didn't look for more information 737
- Other 74



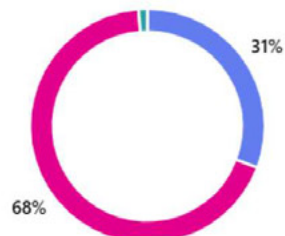
8. Were you able to find the information you wanted?

- Yes - all the information I needed 391
- I found some of the information I needed 539
- No - I couldn't find the information I needed 282
- I didn't look for more information 724
- Can't remember 51



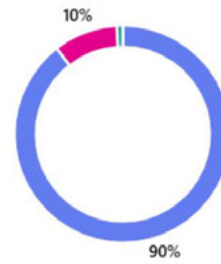
9. Were your collections on the day(s) you expected?

- Yes 644
- No 1425
- Can't remember 25



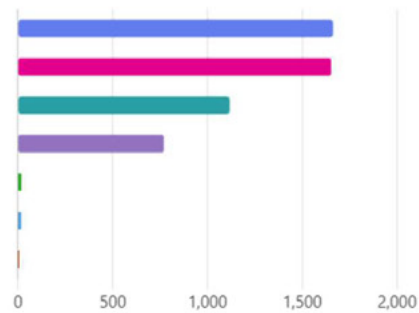
10. Did you experience any missed collections?

● Yes	1872
● No	200
● Can't remember	19



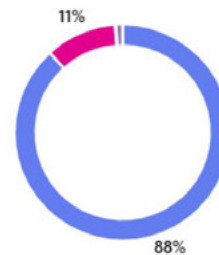
11. Which collections were missed? Please select all that apply

● General waste	1660
● Recycling	1650
● Food waste	1114
● Garden waste	767
● Clinical collection	14
● Bulky waste	13
● I didn't have a missed collection	2



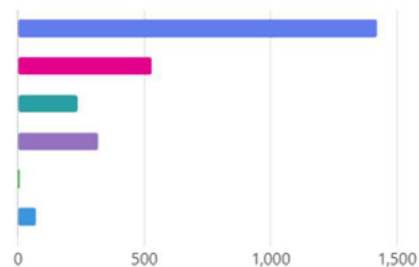
12. Did you try to report the missed collection?

● Yes	1650
● No	199
● I didn't have a missed collection	3
● Can't remember	18



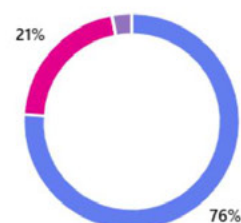
13. If you tried to report a missed collection, how did you report it? Please select all that apply

● On council website	1419
● Called the council	527
● Email to council	234
● Contacted my local councillor	315
● I didn't have any missed collections	4
● Other	69



14. Were you able to report the missed collection?

● Yes	1339
● No	369
● I didn't have a missed collection	1
● Can't remember	51



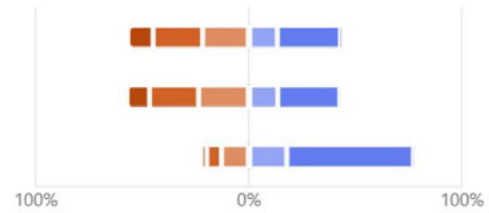
15. If you reported a missed collection, how satisfied were you with:

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- I didn't have a missed collection

Finding how to report a missed collection

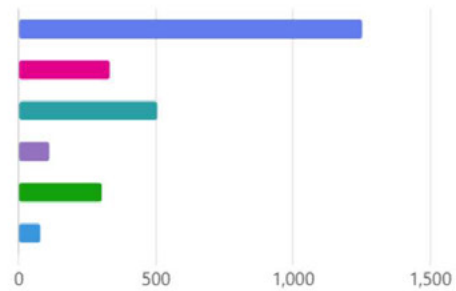
Completing the missed collection report

The council's response to reporting the missed collection



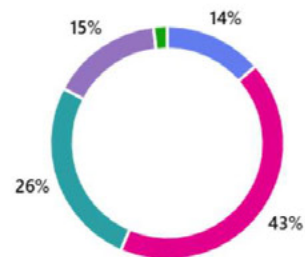
16. If you wanted more information about your collections, how did you try to find it? Please select all the apply

- Council website 1250
- Calling the council 329
- Social media 503
- Local press 109
- I didn't look for more information 300
- Other 76



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

- Yes - all the information I wanted 249
- Some of the information I wanted 784
- No - I couldn't find the information I wanted 479
- I didn't look for more information 282
- Can't remember 34



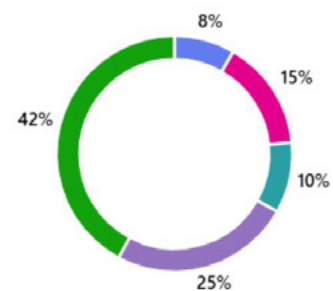
18. Other than missed/delayed collections, have you had any other issues with your waste and recycling service?

1337

Responses

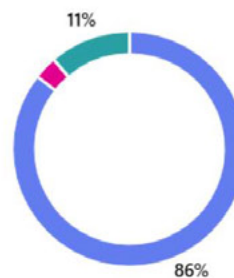
19. How satisfied are you with the waste and recycling service?

- Very satisfied 169
- Somewhat satisfied 307
- Neither satisfied nor dissatisfied 197
- Somewhat dissatisfied 501
- Very dissatisfied 856



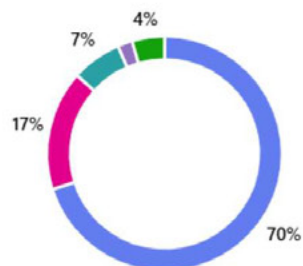
20. If you have any issues with your collections, will you report them?

● Yes	1734
● No	65
● Maybe	227



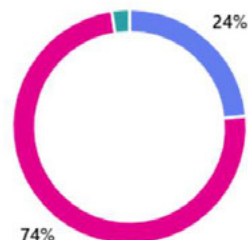
21. If you have any issues with your collections, how are you most likely to report them?

● On council website	1406
● Call to council	331
● Email to council	138
● I wouldn't report it	41
● Other	89



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

● Yes	477
● No	1500
● Maybe	49



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

548

Responses

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

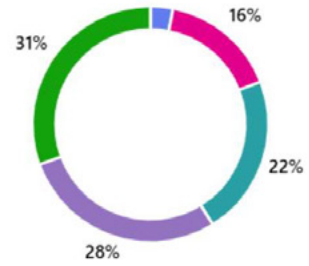
Please don't use this to report a missed collection, visit www.swale.gov.uk/report-a-missed-bin instead

1304

Responses

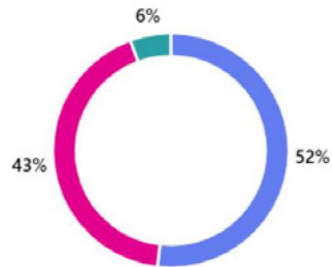
25. How satisfied are you with the way the council keeps streets and footpaths clean?

● Very satisfied	64
● Somewhat satisfied	331
● Neither satisfied nor dissatisfied	454
● Somewhat dissatisfied	584
● Very dissatisfied	630



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

● Overflowing litter bin	409
● Flytipping	336
● Graffiti	44



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
 Completing the report
 The response to the report



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

887

Responses