# Section A: Recycling and Rubbish

## Q1
Which, if any, of the following do you have?  

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green box (for recycling metal, newspapers, cardboard, plastics etc)</td>
<td></td>
</tr>
<tr>
<td>Green bag (for recycling garden waste)</td>
<td></td>
</tr>
<tr>
<td>Brown box (for recycling food waste)</td>
<td></td>
</tr>
</tbody>
</table>

## Q2
If you have a green box… How many green boxes do you have (and which you use for your household recycling)?  

<table>
<thead>
<tr>
<th>One</th>
<th>Two</th>
<th>Three</th>
<th>Four or more</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## ALL RESPONDENTS

## Q3
When, if ever, did you last put recyclable waste into these containers?  

<table>
<thead>
<tr>
<th>Today/yesterday</th>
<th>Within past week</th>
<th>Within past 6 weeks</th>
<th>Within past 12 months</th>
<th>Before then/never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green box</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green bag</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brown box</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Q4
IF YOU HAVE NOT USED YOUR GREEN BOX IN THE PAST 12 MONTHS, PLEASE ANSWER Q4. OTHERWISE GO TO Q5. You say you don’t have or haven’t used a green box recently. We’d really like to understand the reasons people don’t use them. Which of the following applies to you…?  

PLEASE TICK ANY THAT APPLY

<table>
<thead>
<tr>
<th>I use recycling banks instead</th>
<th>It’s hard in the type of property I live in</th>
<th>No collections in my town centre area</th>
<th>It’s hard to lift the box</th>
<th>Just don’t get round to it</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Noise, smell or not wanting passers-by to get at my recycling  
I don’t think there’s any point  
Someone else in my household does the recycling  
Other reason  
What other reason?  

W hat other reason?
Q5  IF YOU HAVE USED A GREEN BOX IN THE PAST 12 MONTHS, PLEASE ANSWER QUESTIONS 5 TO 9. IF NOT, GO TO Q10. How satisfied are you overall with each of the following elements of the GREEN BOX service?

<table>
<thead>
<tr>
<th>Element</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, the green box recycling service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The reliability of the collection of the green box</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How ‘clean and tidy’ the street is following the collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>That your green box is always returned to your property</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The attitude of the collectors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q6  In the past couple of years the range of materials that can be recycled in the green box has increased (now includes thin cardboard, foil and plastics). Has this made you use your green box for a wider range of things compared with a couple of years ago?

Yes  [ ]  No  [ ]

Q7  Do you usually separate materials within the green box (e.g. put cans in one area of the green box, bottles in another)?

Yes  [ ]  No  [ ]

Q8  In the past three months, have you had a missed recycling collection (collecting the green or brown box)? This means where you have done everything right but they still haven’t taken your green box.

Yes  [ ] Go to Q9  No  [ ] Go to Q10

Q9  In the past three months, how many missed green box collections have you had?

[ ] One  [ ] Two  [ ] Three  [ ] Four or more
Garden waste recycling
(Green bag).

Q10  IF HAVE USED A GREEN GARDEN WASTE BAG IN THE PAST 12 MONTHS, PLEASE ANSWER QUESTIONS 10 ONWARD. OTHERWISE GO TO Q15.
How satisfied are you overall with each of the following elements of the GREEN BAG (garden waste)?

<table>
<thead>
<tr>
<th>Element</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall the green bag service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The reliability of the collection of the green bag</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How ‘clean and tidy’ the street is following the collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>That your green bag is always returned to your property</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The attitude of the collectors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q11  In the past three months, have you had a missed collection for your green bag? This means where you have done everything right but they still haven’t emptied your green bag.

Yes [ ] Go to Q12  No [ ] Go to Q13

Q12  In the past three months, how many missed green bag collections have you had?

One [ ]  Two [ ]  Three [ ]  Four or more [ ]

Q13  IF YOU HAVE USED GREEN BAG IN PAST 6 WEEKS, PLEASE ANSWER Q13 AND Q14. As this is not a winter month, we are on a cycle of fortnightly collections of green bags. Last time you put bags out for a collection, roughly how many full green bags did you put out?

One [ ]  Two [ ]  Three [ ]  Four [ ]  Five [ ]  Six or more [ ]
Q14 Would you say this is a roughly typical amount of garden waste for you to put out at this time of year?
- Yes
- No, usually I put lots more out at this time of year
- No, usually I put lots less out at this time of year

Food waste recycling (Brown box)

Q15 IF YOU HAVE USED BROWN BOX IN PAST 12 MONTHS, PLEASE ANSWER QUESTION 15 ONWARD. OTHERWISE GO TO Q19. How satisfied are you overall with the FOOD WASTE RECYCLING (brown box) service?

<table>
<thead>
<tr>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Q16 How often, if ever, do you have more food waste than can fit into one brown box?

- Never Go to Q19
- Once or twice a year Go to Q19
- Once or twice a month Go to Q17
- Every/almost every week Go to Q17

Q17 Why do you think that you generate more food waste than can fit in one box?

Q18 Would you like an extra brown box?
This is not an offer for such a box, we are just trying to see how much demand there is for more than one box.
- Yes
- No
## Other recycling facilities

### Q19 When, if ever, did you last ...?

<table>
<thead>
<tr>
<th>Facility</th>
<th>Today/yesterday</th>
<th>Within past week</th>
<th>Within past 6 weeks</th>
<th>Within past 12 months</th>
<th>Before then/never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use a Household Waste Recycling Centre (aka HWRC or the tip)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use a recycling bank (e.g. in supermarket car park)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GO TO Q21**

### Q20 How satisfied are you with each of the following elements of the Household Waste Recycling Centre (HWRC - also known as the tip)?

<table>
<thead>
<tr>
<th>Element</th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall the HWRC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How tidy the site is</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How helpful the staff at the site are</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The opening hours of the site</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How ‘user-friendly’ the site is (the ability to deposit your waste easily)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The range of materials that can be recycled at the site</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How easy it is to put things where they are supposed to go</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long it takes you to get in and out of the site in working hours (Mon to Fri, 9 to 5)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long it takes you to get in and out of the site outside working hours</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

5
Recycling

Q21 Compared with a couple of years ago... in terms of bulk and weight and considering all recycling together (food, green box, green bag) do you now...?

- Recycle a lot more
- Recycle a bit more
- Made no difference
- Recycle a bit less
- Recycle a lot less
- Don’t know

General waste (grey bags or wheelie bins)

Q22 Does your household have a wheelie bin?

- Yes
- No

Q23 Is your property of the type that should have a wheelie bin?

- Yes
- No
- Don’t know

Q24 Do you know how to get a wheelie bin (or a new wheelie bin if yours breaks)?

- Yes
- No

Q25 How satisfied are you with...?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don’t know

Overall, service for the collection of rubbish

The reliability of the collection of rubbish

How ‘clean and tidy’ the street is following collection

That your wheelie bin is always returned to your property (if no wheelie bin, tick ‘don’t know’)

The attitude of the collectors
Q26 Thinking back over the past year, how often, if ever, do you leave at least a carrier bag size amount of extra waste over-and-above your full wheelie bin (as in the picture)?

All collections Most collections Some collections Never

Q27 What are the top 5 types of material that you still place in your general rubbish (grey bag/ wheelie bin)? Please tick the top 5 in terms of weight.

PLEASE TICK ONLY 5 THINGS

- Kitchen organics (food etc)
- Organic garden waste
- Paper
- Cardboard
- Plastic bottles and other dense plastic containers
- Black plastic containers
- Plastic film, e.g. wrappers, carrier bags, refuse sacks
- Glass bottles
- Other glass
- Aluminium cans and foil
- Other metals
- Textiles
- Nappies
- Pet waste
- Other

What ‘other’ do you mean?

Q28 In the past three months, have you had a missed collection for your general rubbish? This means where you have done everything right but they still haven’t taken your grey bag or emptied your wheelie bin.

Yes Go to Q29 No Go to Q30

Q29 In the past three months, how many missed rubbish collections have you had?

One Two Three Four or more
Q30 Do you know how to get (or get an extra)...?

- Green box (general recycling) □
- Green bag (garden waste recycling) □
- Brown box (food recycling) □

Q31 How confident are you that you understand exactly what can and can’t go into...?

<table>
<thead>
<tr>
<th></th>
<th>Very confident</th>
<th>Fairly confident</th>
<th>Not very confident</th>
<th>Not at all confident</th>
</tr>
</thead>
<tbody>
<tr>
<td>The green box</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The green bag</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The brown box (food waste box)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Grey bags or wheelie bin</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Q32 How well informed do you feel about what happens to recycling materials after collection?

<table>
<thead>
<tr>
<th></th>
<th>Very well informed</th>
<th>Fairly well informed</th>
<th>Not very well informed</th>
<th>Not at all well informed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Q33 Before reading this, were you aware that you can do the following things on the council’s website?

- Yes, I was aware □
- No, I wasn’t aware □

  - Report a missed rubbish or recycling collection □
  - Request a new (or extra) recycling box /bag □

Q34 Before reading this, had you ever considered the idea that separating your waste inside your green box can save collection time and thus ease traffic congestion?

- Yes □
- No □
Contacting the council about waste issues

Q35  In the past 3 months have you tried unsuccessfully to contact the council about waste or recycling services for your household?

Yes ☐ Go to Q36  No ☐ Go to Q39

We constantly monitor how we are doing with people contacting the council. We must assume that some people who would like to make contact don’t manage to do so, so these next three questions are to help us learn about that.

IF YOU HAVE HAD MORE THAN ONE UNSUCCESSFUL CONTACT IN THE PAST 3 MONTHS, PLEASE ANSWER Q36 TO Q38 IN TERMS OF THE MOST RECENT ONE.

Q36  What was the issue you tried to contact the council about?

- Missed collections
- Order new bag or box
- Container not delivered
- Other

Q37  How did you try to make that contact?

- Phone
- Website
- Email
- Letter
- Going to a council office
- Other

Q38  What stopped you making that contact?

☐

Q39  In the past 3 months have you actually contacted the council about waste or recycling services for your household?

Yes ☐ Go to Q40  No ☐ Go to Q44

Q40  What was the issue you contacted the council about?

- Missed collections
- Order new bag or box
- Container not delivered
- Other

9
Q41  How did you make that contact? PLEASE TICK ONE

- Phone  Go to Q42
- Website  Go to Q43
- Email  Go to Q42
- Letter  Go to Q42
- Going to a council office  Go to Q42
- Other  Go to Q43

Q42  How satisfied are you with the way you were dealt with?

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Don’t know/can’t remember/does not apply

Q43  How satisfied are you that you got what you wanted as a result of contacting the council?

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Don’t know/can’t remember/does not apply

**Finally (on rubbish and recycling)**

Q44  How do you feel about using the council’s website to either... report a missed collection of your waste or recycling, or ask for recycling containers (green box etc)?

- I’d much prefer to do such things via the website
- I’d prefer to do such things via the website
- I’d reluctantly do such things via the website
- I’d be very reluctant to use the website to do those things
- Not sure

Q45  Can you explain why you answered as you did in Q44?

---

Q46  Compared with the situation a couple of years ago, are the new waste and recycling services, introduced over summer 2010, overall, for your household...?

- Better
- No difference
- Worse
Q47 Do you have any comments or suggestions about the way rubbish, recycling or other waste disposal services are run in North Somerset? This is not a good place to raise specific complaints or service requests. For this sort of specific issue please contact us by phone on 01934 888 802 or 01275 888 802 or by email at streetsandopenspaces@n-somerset.gov.uk.

Section B: Independent living at home

It is generally better for people (and helps keep social care costs down) if people are able to live in their own homes for as long as possible, as opposed to moving into residential care

Q48 One thing that can help people is a personal pendant or watch. When pressed, it raises an alarm or makes an immediate call to a trained operator who can get the right kind of help.

Before reading this, how well informed, if at all did you feel about this type of pendant/watch in terms of...?

<table>
<thead>
<tr>
<th>What it does</th>
<th>Very well informed</th>
<th>Fairly well informed</th>
<th>Not very well informed</th>
<th>Not at all well informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>What it costs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get information about it</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who provides these kind of things</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Q49 Considering your present situation (and that of any friends or relatives in North Somerset), how important is it for you to be well-informed about this sort of equipment and service?

<table>
<thead>
<tr>
<th>Very important</th>
<th>Fairly important</th>
<th>Fairly unimportant</th>
<th>Very unimportant</th>
<th>..</th>
</tr>
</thead>
</table>
**Section C: GPs**

**Q50** Do you have views about...
- GPs out-of-hours services, or
- the appointment systems used at GP surgeries?

North Somerset councillors (the Health Overview and Scrutiny Panel) are currently looking at these issues. So, if you have any views on these specific aspects of GP services, based on your experience as a patient or someone working in health, please send your comments to Joanna Pyke, by email at Joanna.pyke@n-somerset.gov.uk or call her on 01934 634 911.

**AS WITH ALL CITIZENS’ PANEL RESPONSES, YOUR VIEWS WILL BE ANALYSED AND REPORTED ANONYMOUSLY.**

**SCRUTINY PANELS MEET IN PUBLIC SO COMMENTS (NOT YOUR NAME) MAY BE AVAILABLE PUBLICLY. SO TO PRESERVE YOUR ANONYMITY, YOU MAY WANT TO MAKE SURE YOU DO NOT IDENTIFY YOURSELF BY WHAT YOU WRITE.**

**Q51** It is cheaper and quicker to run the Citizens’ Panel by email/internet rather than by paper and post. Would you like to change so that you join the online part of the Citizens’ Panel?

The only difference is that you receive future questionnaires and communications about the Citizens’ Panel by email instead of a letter. The email contains a link to an internet questionnaire.

Choose one:
- Yes please change me to email
- No thanks I’d like to stay on paper and post.

**Go to Q52**

**Q52** What is your email address? PLEASE PRINT VERY CLEARLY

_____________________________________@ _______________________

Thank you very much for taking part in this Citizens’ Panel survey. Please return your completed questionnaire in the Freepost envelope provided (no stamp needed), putting it in the post by 23 September.

If you have lost the envelope, you can send this questionnaire in a normal envelope (no stamp needed) to:
North Somerset Council, FREEPOST (BS 7607), Bristol BS35 3YA

You can see the results of the last Citizens’ Panel survey at the council website www.n-somerset.gov.uk/cpnews.