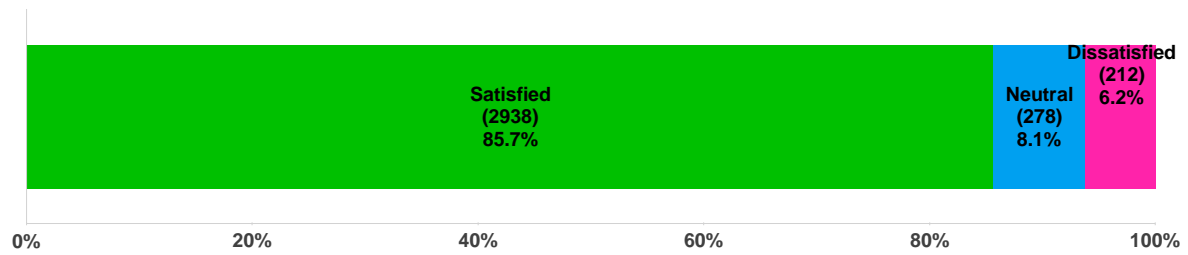


Resident Survey 2022 – Waste & Recycling Summary

Satisfaction with Rubbish collection (black bin)

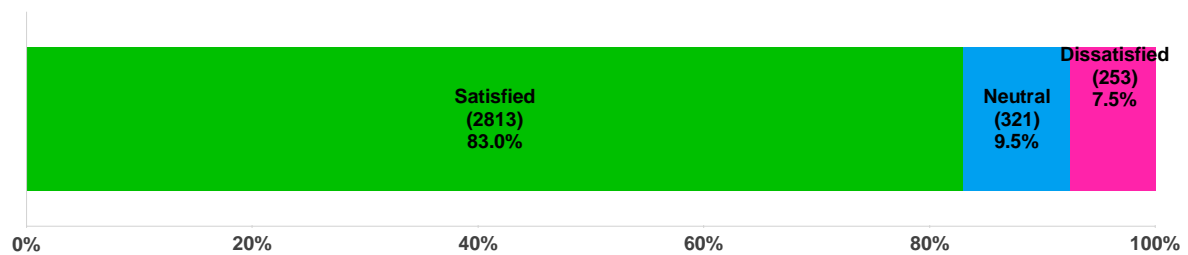


More than four out of five respondents were satisfied with rubbish collection (86%).

The following groups expressed significantly greater dissatisfaction when compared to their comparators:

- Respondents from multiple person households (11%)
- Respondents with a household income less than £9,999 (10%)

Satisfaction with Recycling collection (green bin)



More than four out of five respondents were satisfied with recycling collection (83%).

The following groups expressed significantly greater dissatisfaction than their comparators:

- Respondents who have lived in the borough between 6 and 10 years (14%)
- Lone parents with dependent children (11%)
- Respondents with a household income of £100,000 or more (10%)

Resident Survey 2022 – Waste & Recycling Summary

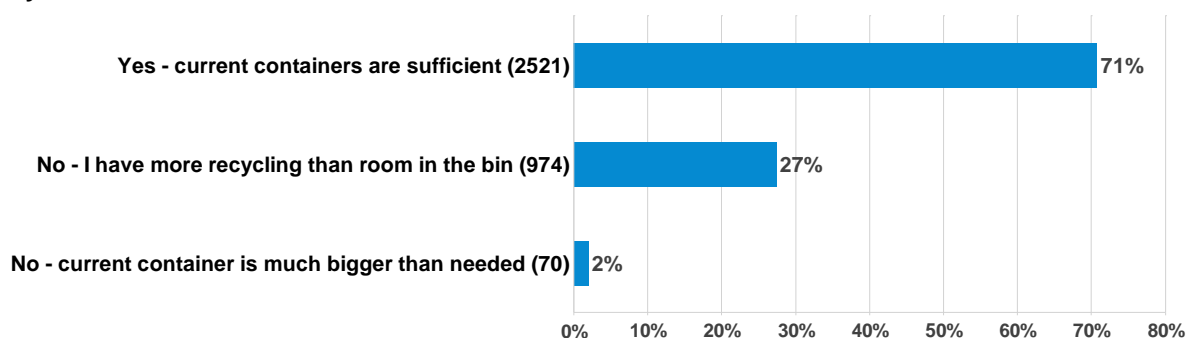
Ward (Unweighted)	Satisfied Black Bin	Satisfied Green bin
Allington (229)	95.2%	92.1%
Barming and Teston (67)	92.5%	93.8%
Bearsted (203)	90.1%	89.1%
Boughton Monchelsea and Chart Sutton (85)	91.8%	90.5%
Boxley(176)	86.9%	86.9%
Bridge (180)	82.8%	81.0%
Coxheath and Hunton(182)	86.8%	86.9%
Detling and Thurnham (79)	87.3%	84.8%
Downswood and Otham (74)	83.8%	80.3%
East (231)	90.5%	90.8%
Fant (225)	85.3%	84.5%
Harrietsham and Lenham (135)	84.4%	83.5%
Headcorn (112)	86.6%	84.8%
Heath (136)	80.1%	80.1%
High Street(243)	86.0%	84.0%
Leeds (47)	85.1%	83.0%
Loose (63)	84.1%	79.3%
Marden and Yalding (139)	92.8%	89.9%
North Downs (56)	91.1%	85.5%
North (220)	82.7%	80.5%
Park Wood (105)	81.0%	76.7%
Shepway North (165)	86.7%	87.9%
Shepway South (75)	85.3%	81.3%
South (190)	83.7%	83.4%
Staplehurst (139)	89.2%	84.8%
Sutton Valence and Langley (72)	80.6%	80.0%

Satisfaction by ward

This table shows the unweighted proportions that were satisfied with rubbish collections (black bin) and recycling collections (green bin) by ward.

Results shown in green fall in the upper quartile, while those shown as red are in the bottom quartile.

Do you feel the current supply of recycling containers is enough for the amount of recycling you have?



Resident Survey 2022 – Waste & Recycling Summary

More than seven in ten respondents said that the current supply of waste containers met their needs.

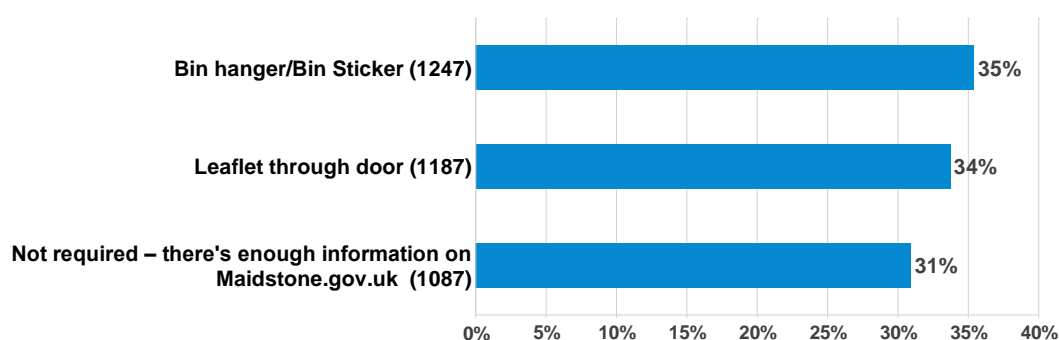
The following groups had significantly greater proportions, compared to their compactor groups, that stated they have more recycling than room in their bin:

- Respondents who have lived in the borough for less than a year (38%)
- Respondents aged 18 to 34 years (37%) and respondents aged 35 to 44 years (43%)
- Respondents in couples with dependents (41%)
- Lone parent respondents with dependents (37%)

The following groups had significantly greater proportions stating the current recycling container is much bigger than they need than their comparators:

- Respondents who have lived in the borough less than a year (5%)

How would you like to receive recycling service information?



Respondents from multiple person households had the greatest proportion answering bin hanger/sticker at 50%. In contrast, respondents who have lived in the borough less than a year had the lowest proportion selecting this response at 22%.

Respondents with a household income of between £40,000 and £50,000 had the greatest response to leaflet through door at 39%. In contrast, respondents with a household income of less than £9,999 had the lowest proportion selecting this response at 23%.

Respondents with a household income of less than £9,999 households had the greatest proportion of responses answering that recycling information was not required as there is enough information on the Council's website at 47%, whereas respondents from multiple person households had the lowest proportion selecting this response at 20%.