Plastic and Cardboard Trial Survey

During October 2012 the council introduced a trial to collect plastic and cardboard from households in your area. South Lakeland District Council (SLDC) invited over 7,000 households to take part, using a single-use plastic sack to collect plastic recyclables and the blue paper box to collect cardboard.

The amount of plastic and cardboard collected has exceeded our expectations with an average of 20 tonnes extra per month being recycled. As a result, the council has decided to continue with the trial whilst we consult with everyone taking part to review how well the system we put in place worked. The council will also be speaking to the companies that process the recycled materials.

As a householder taking part in the trial, we are now asking you to spare a few minutes to answer a short set of questions. SLDC would like to find out if the method of collection is successful, or if there are any parts of the service that need improving.

Your views are important as once SLDC has received feedback from householders taking part, the council will review how successful the trial has been. SLDC will then be able to make a decision about the future collection of plastic and cardboard from the kerbside across the rest of the district.

**Please return your questionnaire by 31 March 2013.**

Completed questionnaires can be returned using the enclosed pre-paid envelope.

You can also complete this survey online using this link: [www.tinyurl.com/kendal-recycling-trial](http://www.tinyurl.com/kendal-recycling-trial)

If you have any queries, would like to request additional copies or would like help taking part please contact SLDC on: **0845 0504434** or email: **recycling@southlakeland.gov.uk**

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**General recycling information**

Where possible please wash and squash plastic bottles, containers and drinks cans. This will help to make sure your bins, sacks and boxes do not overflow and will also help the council when collecting your materials for recycling.

Don't forget to check your collection calendar for changes to your waste collection day at Easter and the bank holidays in May.

Would you like a collection calendar, more advice about recycling, or help to recycle more? If so please telephone our Customer Contact Centre on **0845 050 4434** or email [info@southlakeland.gov.uk](mailto:info@southlakeland.gov.uk).

For more information on the plastic and cardboard trial, and other waste and recycling services, including bulky waste collections please visit: [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)
### Q1
Overall, how satisfied are you with the plastic and cardboard collection during the trial? Tick ONE only

- Very satisfied
- Satisfied
- Neither/nor
- Dissatisfied
- Very dissatisfied

### Q2
How well informed do you feel you were about the trial? Tick ONE only

- Very well informed
- Well informed
- Not informed
- Not well informed
- Don't know

### Q3
We would like to know how often you recycle plastic and cardboard. Tick ONE on each line

**Before the trial started:**

a) Did you take your plastic and cardboard to a recycling centre?

Which one? Please give details

**During the trial:**

b) Did you recycle plastic using the kerbside collection?

c) Did you recycle cardboard using the kerbside collection?

d) Did you continue to take your plastic and cardboard to a recycling centre?

### Q4
If you haven’t recycled plastic and cardboard during the trial, why is this? Please give details below

### Q5
In your opinion how much do you agree with the following statement? Tick ONE on each line

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither/nor</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
</table>
a) The blue paper recycling box is a convenient way of leaving cardboard for kerbside collection
b) The clear bag is a convenient way of leaving plastic for kerbside collection
c) I always have enough space for cardboard in my blue paper recycling box
d) I would prefer to use a wheelie bin for my plastic and cardboard
e) As the trial continued I have started to recycle more plastic and cardboard
f) Having a plastic and cardboard collection has reduced the amount of waste in my grey bin
g) During the trial I have used my grey bin to dispose of waste I would otherwise have taken to the HWRC (tip). Please give details of this waste below

### Q6
How likely are you to continue recycling plastic and cardboard at the kerbside, if the trial continues? Tick ONE only

- Very likely
- Likely
- Unlikely
- Very unlikely
- Don’t know
Do you use a green bin to dispose of your garden waste?  
Tick ONE only

Yes □  No □

If yes, please tick how many green bins you have

1 □  2 □  3+ □

How often do you put your green bin out for collection?  
Tick ONE on each line

Every time there is a collection □
Once a month □
Less than once a month □
Never □
I don't have a green bin □

a) In the summer (BST) □

b) In the winter (GMT) □

Overall, how satisfied are you with the garden waste collection?  
Tick ONE only

Very satisfied □
Satisfied □
Neither/ nor □
Dissatisfied □
Very dissatisfied □

Would you like to see any of the following collected at the kerbside in the future?  
Tick ALL that apply

Batteries □
Small domestic and/or electrical appliances e.g. hair dryers or mobile phones □
Books, CDs and DVDs □
Textiles (including clothes and shoes) □
Food waste □

We have developed a QR (quick response) code to help residents’ access information about waste and recycling services easily. For example by scanning this picture into a smartphone or tablet using a QR reader, the user links straight to the ‘using your bins and boxes’ page on the SLDC website.

Do you have a smartphone or tablet?  
Tick ONE only

Yes □  No □

How likely are you to use a QR code to access information about SLDC services?  
Tick ONE only

Very likely □
Likely □
Unlikely □
Very unlikely □
Don’t know □

Would it be helpful to make more use of QR codes to give you access to more information about SLDC services quickly?  
Tick ONE only

Yes □  No □

If yes, please state where you think the code could be used e.g. leaflets, collection boxes, calendar and car park machines.

Any other comments?  Please give details below


Questions 18 to 21 are optional, they help us to identify which members of the community are taking part in this consultation, whose views we are missing and how the scheme affects all members of the trial area.

Q18 Do you have a long-standing disability or infirmity? Tick ONE only

Yes ☐ No ☐

Q19 Do you have an assisted collection? Tick ONE only

Yes ☐ No ☐

Q20 What was your age on your last birthday? Tick ONE only

Under 16 ☐ 17-25 ☐ 26-35 ☐ 36-50 ☐ 51-65 ☐ 66-80 ☐ Over 80 ☐

Q21 Are you …? Tick ONE only

Male ☐ Female ☐ Transgender ☐

What will happen as a result of the consultation?

The trial will continue whilst the consultation takes place and the results will be used to help the council decide how waste and recycling collections could take place in the future.

A report will be presented to SLDC councillors containing the results of the consultation, information on how the trial has affected the kerbside collection service and the collections at recycling banks in the trial area. The council will also consider the financial implications of the trial and the next steps.

The results of the consultation will be placed on the website at www.southlakeland.gov.uk and in the resident’s newsletter, South Lakeland News.

Thank you for taking part.

Please return your questionnaire using the pre-paid envelope by 31 March 2013.

Don't forget to wash and squash your recycling!