

## **Appendix 5 - Results of Doorstepping Survey**

The doorstepping team is comprised of two staff members and a supervisor who are trained to visit properties across West Sussex, carry out surveys and deliver recycling information. They are employed by the West Sussex Waste Partnership and have been helping deliver feedback on services and projects for the District and Borough Councils for a number of years.

The team visited the properties in Area 1 from Tuesday 12<sup>th</sup> October to Saturday 6<sup>th</sup> November. Each property was approached initially, with a second visit made at a different time / on a different day to try and maximise the contact rate. In total the team achieved a contact rate of 34% (500 residents), with 14% of properties displaying “no cold caller” signs or similar.

Overall, the results of the survey are positive, with 95% of residents saying that they were using the food waste bins, and 85% stating they were “very satisfied” or “satisfied” with food waste collection service.

The main source of dissatisfaction was the general waste collection, with 74% of residents saying the 240ltr general waste bin provided was large enough. 73% responded that they were “very satisfied” or “satisfied” when asked about the general waste collection, with only 5% being “very unsatisfied”.

With regards to communications, a total of 96% of residents reported receiving a leaflet, booklet and calendar prior to the commencement of the trial, all of whom found them helpful. Only 16% of resident had needed to visit the ADC website, of whom 70% found it “helpful” or “very helpful”, and of the 10% who needed to call the ADC contact centre with regards to the trial, 60% reporting this service to be “helpful” or “very helpful”.

While only 4% of residents reported joining the private Facebook group, with 7% not knowing about it, we have seen an increase in members since the team visited properties. Further, 70% of those that did respond found the group to be “very helpful” or “fairly helpful”, which is a positive sign for future engagement.

**Survey questions:**

Q1: Have you been using the food waste bin provided to you as part of the trial?

Yes / No

Q2: Have you been using your recycling bin during the trial?

Yes / No

Q3: Have you been using the Absorbent Hygiene Product (AHP) collection service provided to you as part of the trial?

Yes / No / Don't know what it is

Q4: Have you needed to visit the Recycling Centre (formerly known as a Household Waste Recycling Site) since the trial began?

Yes / No

If yes Q4.5: Was this something you did before the trial, due to the suspension of garden waste services or directly due to the trial? If all three, please choose the biggest / most pressing reason.

Regular trip / Garden waste service suspension / Due to 123 trial

Q5: Have you found the general waste bin provided to be large enough for your household?

Yes / No

If no Q5.5: Have you applied for a larger general waste bin?

Yes (approved) / Yes (denied) / No (didn't want to) / No (unaware of availability)

Q6: How satisfied with the food waste collection service are you?

Very satisfied / Fairly Satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied / Don't know

Q7: How satisfied with the recycling collection service are you?

Very satisfied / Fairly Satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied / Don't know

Q8: How satisfied with the general waste collection service are you?

Very satisfied / Fairly Satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied / Don't know

Q9: How satisfied with the absorbent hygienic waste (AHP) collection service are you?

Very satisfied / Fairly Satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied / Don't know

Q10: Did you receive the leaflet, booklet and calendar before the trial began?

Yes / No / Don't recall

If yes Q10.5: Did you find the information in the leaflet, booklet and calendar helpful?

Yes / No / Unsure

Q11: Have you visited the Arun District Council website for information on the trial?

Yes / No / Didn't know about it

If yes Q11b: How helpful did you find this:

Very helpful / Fairly helpful / Neither helpful nor unhelpful / Fairly unhelpful / Very unhelpful / Don't know

Q12: Have to contact the Arun District Council Contact Centre for information on the trial?

Yes / No / Didn't know about it

If yes: Q12b: How helpful did you find this:

Very helpful / Fairly helpful / Neither helpful nor unhelpful / Fairly unhelpful / Very unhelpful / Don't know

Q13: Have you joined the private Facebook group for the trial area?

Yes / No / Didn't know about it / Don't use Facebook

IF yes Q13b: How helpful did you find this:

Very helpful / Fairly helpful / Neither helpful nor unhelpful / Fairly unhelpful / Very unhelpful / Don't know

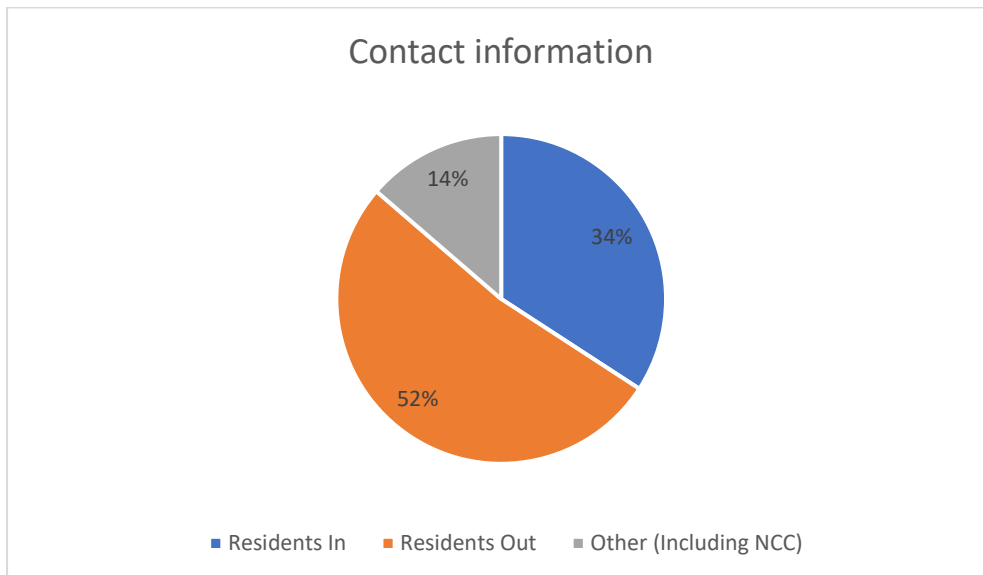
**Survey Results:**

**Details of Report:**

<b>Properties Knocked (First Knock)</b>	1149
<b>Properties Knocked (Second knocks)</b>	314
<b>Total Doors Knocked</b>	1463
<b>Total Hours of Activity</b>	51
<b>Doors Knocked per hour</b>	28.68627451

**Contact Information:**

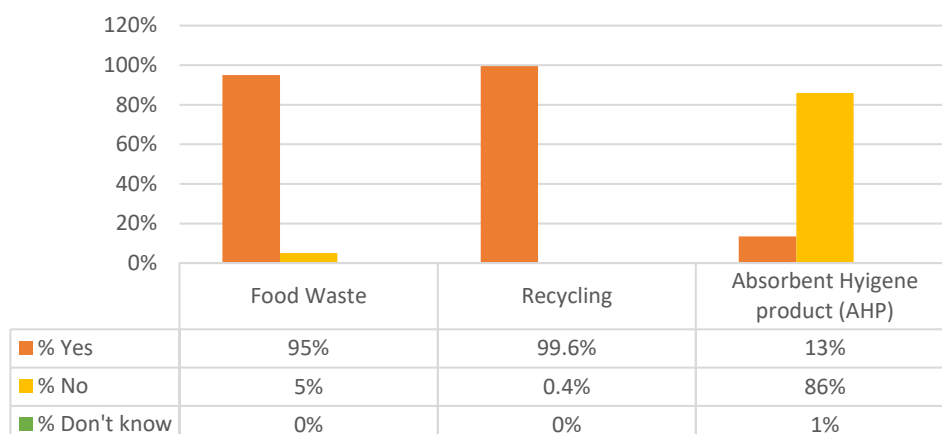
	<b>Total</b>	<b>%</b>
<b>Residents In</b>	500	34%
<b>Residents Out</b>	763	52%
<b>Other (Including NCC)</b>	200	14%



**Participation rates:**

<b>Q1,2 and 3 : Have you been using the following services since the trial began ?</b>	<b>Food Waste</b>	<b>Recycling</b>	<b>Absorbent Hygiene product (AHP)</b>
<b>Total (yes)</b>	475	498	67
<b>% Yes</b>	95%	99.6%	13%
<b>Total (No)</b>	25	2	430
<b>% No</b>	5%	0.4%	86%
<b>Total (don't know what it is)</b>	N/A	N/A	3
<b>% Don't know</b>	N/A	N/A	1%

Q1,2,3 Have you been using the following services since the trial began?

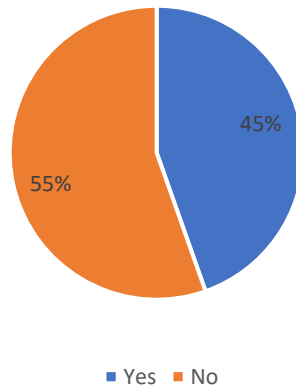


[We can cross reference the following answer against RC bookings if required?]

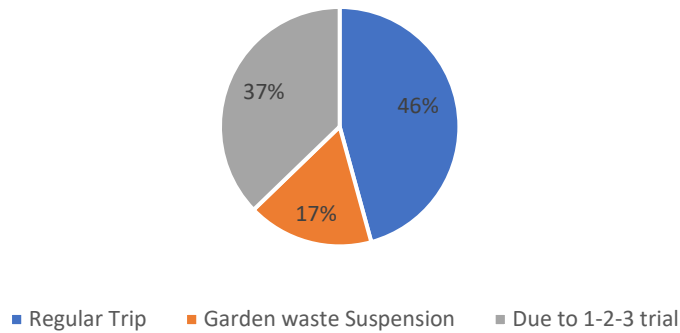
Q4 Have you needed to visit the recycling centre (HWRs) since the trial began ?	Yes	No
<b>Total</b>	223	277
<b>%</b>	45%	55%

If Yes to Q4 : Was this something you did before the trial , due to suspension of the garden waste services or directly due to the trial ?	Regular Trip	Garden waste Suspension	Due to 1-2-3 trial
<b>Total</b>	102	38	83
<b>%</b>	46%	17%	37%

Q4, Have you needed to visit the recycling centre since the trial began ?



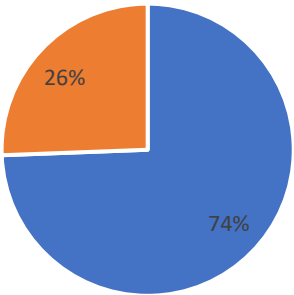
Q4B If yes to having to visit the recycling centre, was this something you did as a regular trip, suspension of garden waste or due to the trial ?



Q5 Have you found the general waste bin provided to be large enough for your household ?	Yes	No
<b>Total</b>	372	128
<b>%</b>	74%	26%

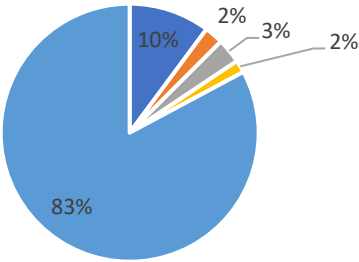
If No to Q5: Have you applied for a larger general waste bin ?	Yes (Approved)	Yes (Denied)	Waiting for outcome	No (Didn't want to)	No (unaware of availability)
<b>Total</b>	13	3	4	2	106
<b>%</b>	10%	2%	3%	2%	83%

Q5 Have you found the general waste bin provided to be large enough for your household ?



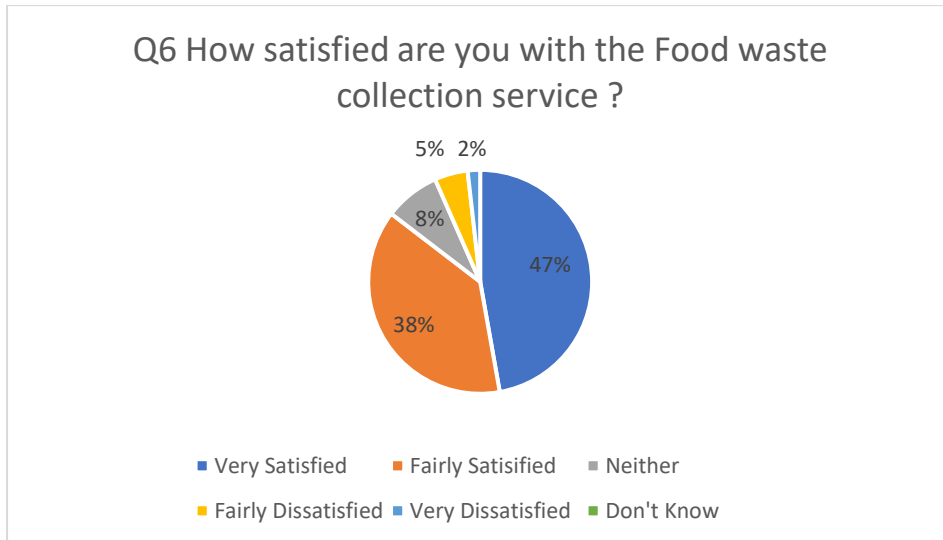
■ Yes ■ No

If no to Q5 Have you applied for a larger household waste bin ?



■ Yes (Approved) ■ Yes (Denied) ■ Waiting for outcome  
■ No (Didn't want to) ■ No (unaware of availability)

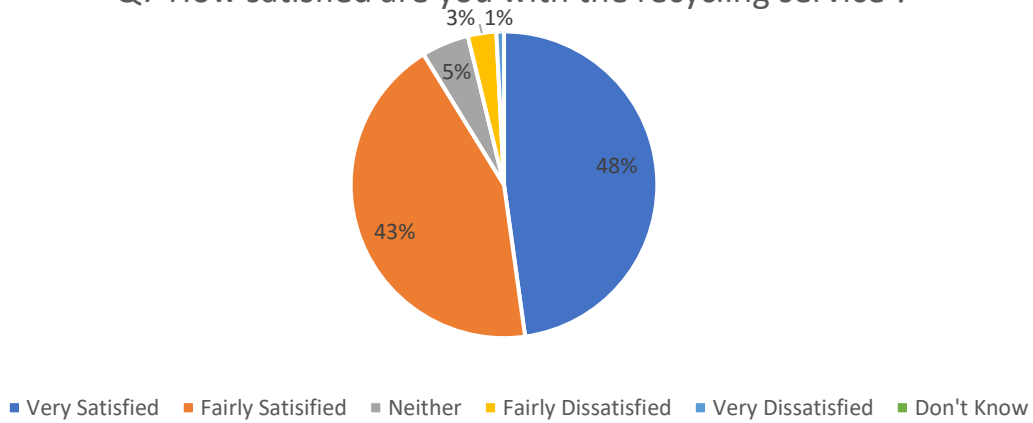
<b>Q6 How satisfied with the food waste collection service are you?</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Neither</b>	<b>Fairly Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
<b>Total</b>	236	191	40	24	9	
<b>%</b>	47%	38%	8%	5%	2%	0%



<b>Q7 How satisfied with the recycling collection service are you ?</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Neither</b>	<b>Fairly Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
<b>Total</b>	239	217	25	15	4	
<b>%</b>	48%	43%	5%	3%	1%	0%

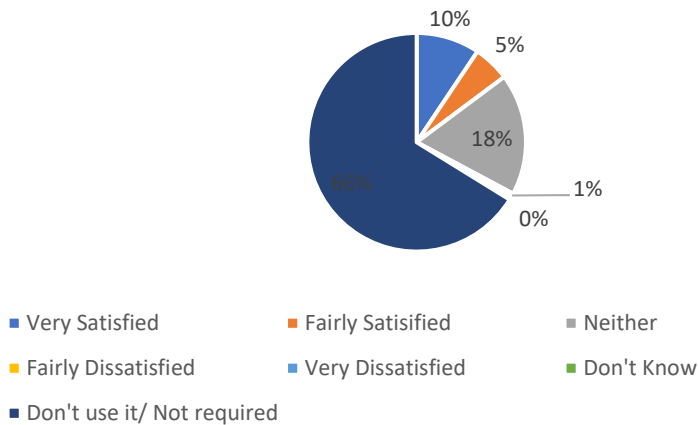


Q7 How satisfied are you with the recycling service ?

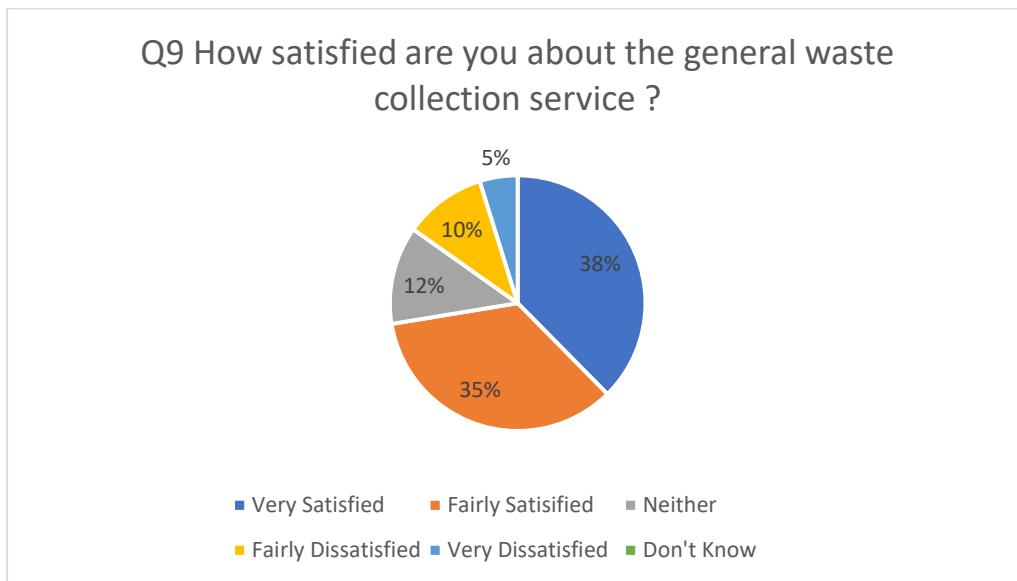


Q8 How satisfied with the Absorbent Hygiene product collection scheme are you ?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Don't Know	Don't use it/ Not required
<b>Total</b>	47	27	90	3		2	331
<b>%</b>	9%	5%	18%	1%	0%	0.4%	66%

Q8 How satisfied are you with the Absorbent Hygienic waste (AHP) Collection service ?



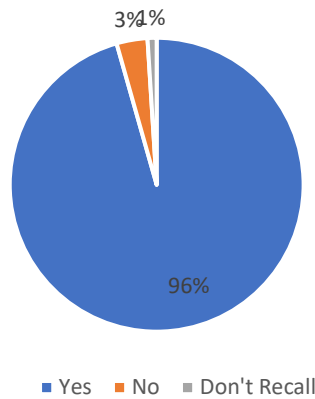
Q9 How satisfied with the general waste collection service are you ?	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Don't Know
<b>Total</b>	188	174	62	52	24	
<b>%</b>	38%	35%	12%	10%	5%	0%



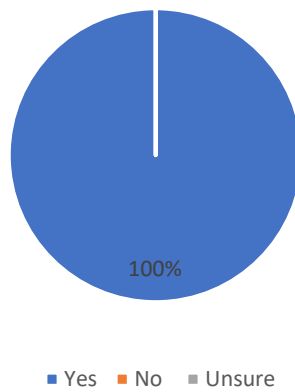
Q10 Did you receive the leaflet, booklet and calendar before the trial began ?	Yes	No	Don't Recall
<b>Total</b>	478	17	5
<b>%</b>	96%	3%	1%

If yes to Q10 Did you find the information in the leaflet, booklet and calendar helpful ?	Yes	No	Unsure
<b>Total</b>	478		
<b>%</b>	100%	0%	0%

Q10 Did you receive the information booklet and calendar before the trial began ?



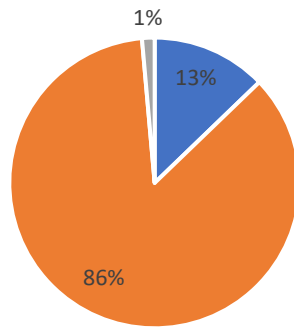
If Yes to Q10, Did you find the information in the booklet and calendar helpful ?



Q11 Have you had to visit the website for more information on the trial ?	Yes	No	Didn't Know about it
<b>Total</b>	64	429	7
<b>%</b>	13%	86%	1%

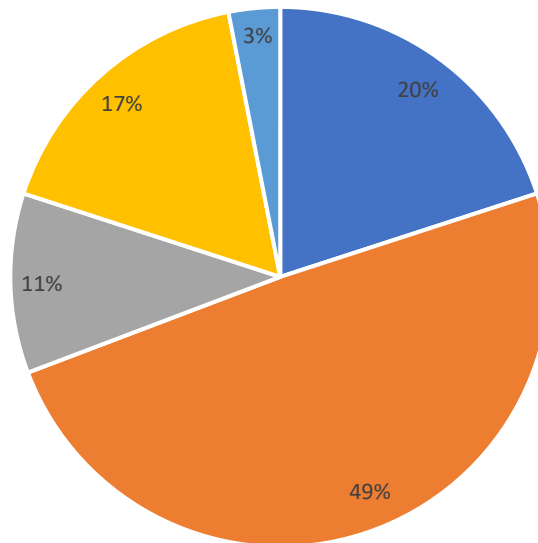
If yes to Q11 How helpful did you find this ?	Very helpful	Fairly helpful	Neither	Fairly unhelpful	Very unhelpful
<b>Total</b>	13	32	7	11	2
<b>%</b>	20%	50%	11%	17%	3%

Q11 Have you had to visit Arun website for more information on the trial ?



■ Yes ■ No ■ Didn't Know about it

If Yes to Q11 Did you find the information on the Arun website helpful?



■ Very helpful ■ Fairly helpful ■ Neither ■ Fairly unhelpful ■ Very unhelpful

Q12 Have you contacted Arun district council's contact centre for information on the trial ?	Yes	No	Didn't know about it
<b>Total</b>	52	444	4
<b>%</b>	10%	89%	1%

Q13 Have you joined the private Facebook group for the trial area ?	Yes	No	Don't know about it	Don't use Facebook
<b>Total</b>	20	445	34	1
<b>%</b>	4%	89%	7%	0.2%

If yes to Q13 how helpful did you find this ?	Very helpful	Fairly helpful	Neither	Fairly unhelpful	Very unhelpful
<b>Total</b>	4	10	2	1	
<b>%</b>	20%	50%	10%	5%	0%

