



**REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE
SERVICES COMMITTEE ON 10 FEBRUARY 2015**

SUBJECT: RECYCLING CENTRE SURVEY

**BY: ACTING CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,
PLANNING AND INFRASTRUCTURE)**

1. REASON FOR REPORT

- 1.1 This report asks Committee to consider the existing operation of Recycling Centres across Moray.
- 1.2 This report is submitted to Committee in terms of Section III (F) (24) of the Council's Scheme of Administration relating to determining arrangements for waste management, street sweeping, refuse collection and refuse disposal including recycling.

2. RECOMMENDATION

- 2.1 It is recommended that the Committee welcome the result of the Recycling Centre Survey which indicates a high level of satisfaction and agree that no further action is required at this time.**

3. BACKGROUND

- 3.1 The Committee requested at their meeting on 19 August 2014 (Item 6 ii refers) that a survey would be conducted with recycling centre customers regarding opening times and a report on the outcome would be submitted to a future meeting of this Committee.
- 3.2 Environmental Protection is responsible for the collection, transfer and disposal of municipal solid waste and recyclable material generated by domestic residents and the majority of commercial outlets across Moray. It is legally obliged to provide facilities for householders to dispose of their (landfill) waste and recyclable material. There are 8 recycling centres, 5 of which are staffed and licensed to accept residual waste for disposal. Nether Dallachy operates by utilising staff intermittently and as required from the landfill operation.

The survey was undertaken with a view to establishing site user feelings on the effectiveness of the individual sites, their opening hours and the potential for improvement in service delivery.

4. **SURVEY RESULTS**

4.1 **Survey Format**

The survey was run across 3 formats, a web based option, a face to face interaction and a postal option for those willing to complete a survey but unable to complete at the time of asking.

Surveys, which totalled 987, were conducted as follows:

Format	Timeframe	Number asked to complete Survey
Face to Face with users	Saturday 11 th to Friday 17 th October 2014	845
Post (133 issued)	Saturday 11 th October to 1 st December 2014	69
Online response	Friday 17 th to Friday 31 st October 2014	73
Total Responses		987

In an effort to establish user origination, the area was broken into areas that match the Area School Groups (ASG's).

91% of responses were received from users who lived within Buckie, Elgin, Keith and Forres.

9% of responses were received from users who lived within Laich, Milnes and Speyside.

Responses received: 980.

No responses: 7.

4.2 **Recycling Centre Use**

Respondents were asked to indicate which site they used most often, why this was the choice and how often they visited the site:

Question 7: Satisfaction with current opening hours

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
59.49%	33.44%	4.62%	2.26%	0.21%	975	12

Question 3: Most Visited

Keith	Elgin	Buckie	Forres	Dallachy	Responses	No Response
34%	33%	21%	11%	1%	970	17

Question 4: Why Visited

Location	Access within site	Customer Service	Responses	No Response
99%	23%	22%	979	8

Question 5: How Often Visited (Times per year)

Once	2 to 10	11 to 20	20+	Responses	No Response
1.54%	35.0%	33.27%	30.19%	977	10

4.3 Increasing the use of Centres

Respondents were asked to indicate which factors would increase their use of Recycling Centres (Question 6). These included physical improvements on site, and changing opening hours (Question 8). The responses indicate that this could be achieved in the following ways:

Question 6: What would make you use the Centres more often?

More Information	Better Location	Improved Layout	Improved Access	Responses	No Response
41.43%	14.52%	39.52%	27.42%	124	863

Question 8: Which of the following would help improve opening hours?

Late Mon to Fri	Late Sat and Sun	Late All Week	Late March to Sept	Late All Year	Responses	No Response
31%	39%	8%	24%	6%	318	669

4.4 Materials Deposited Question 9

Kerbside Recyclables	Other Recyclables	Non Recyclables	Responses	No Response
54%	47%	54%	940	47

4.5 Customer Satisfaction Question 10

In an effort to establish the levels of satisfaction with the facilities currently provided, the following aspects were questioned:

Question 10: Traffic Queue Times

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
50.26%	40.85%	5.69%	2.9%	0.31%	967	20

Question 10: Layout of the Site

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
51.45%	42.44%	3.62%	2.17%	0.31%	966	21

Question 10: Ease of Access to Containers

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
52.8%	43.17%	2.59%	1.35%	0.1%	966	21

Question 10: Signage and Information on the Site

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
51.87%	40.15%	5.08%	2.49%	0.41%	964	23

Question11: How Satisfied are you with the level of customer service received at this household recycling centre today?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
56%	38%	5%	<1%	<1%	949	38

4.6 Service Difficulties

Respondents were asked if they had ever experienced problems when visiting Recycling Centres. This was based on a yes/no question and followed up with clarification on satisfaction over how the issue was resolved. The responses are detailed below:

Question 12: Have you ever experienced a problem when visiting a site?

Yes	No	Responses	No Response
4%	96%	966	21

Question 14: How satisfied are you with the way the problem was handled?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
0%	15%	70%	15%	0%	33	954

4.7 Summary**4.7.1 Opening hours:**

The survey has highlighted that 92% of those site users who responded to the survey were satisfied with the current opening hours of the recycling centres. (897 satisfied with no responses at 12 from 987 surveyed)

When asked what would improve opening hours, only 318 (32) of the 987 responded with a suggestion. Of these responses the greatest at 39% (or 12.6% of the 987) suggested longer opening hours at weekends.

Given the very high rate of satisfaction with the current opening hours and the additional costs in doing so, there is no merit in extending the opening hours.

4.7.2 Other suggested improvements:

Responses given for question 6 in relation to 'what would make you use the centres more often' indicate that improvements can be made. However, the number of responses was relatively low at 12.5% of the total and the satisfaction rate shown in question 10 is high for Site Layout and Information. Nonetheless these improvements are important and remedial action is taken on an ongoing basis to make sites more user friendly for the customer.

4.7.3 Overall:

In general positive responses were received which gives a good indication that the Council is currently providing the service that residents want in terms of its Recycling Centres.

5. SUMMARY OF IMPLICATIONS**(a) Moray 2023: A Plan for the Future/Service Plan**

Continuing availability of Recycling Centres would be in accordance with corporate objectives in respect of economic development, protecting the natural environment and working with householders to further increase the volume of waste that is recycled.

(b) Policy and Legal

The Council is legally obliged to provide facilities for householders to deposit their waste.

(c) Financial implications

Given overwhelming indications of satisfaction there are no changes proposed with financial implications.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities

None.

(h) Consultations

None.

6. CONCLUSIONS

6.1 It is evident from the survey that the majority of residents (92% of those who responded) are satisfied with the current opening hours of the Recycling Centres. Considering this and that additional budget will be required to provide longer opening hours it is recommended that no further action be taken at this time.

6.2 The survey questions received positive responses and give a good indication that the Council is currently providing a good service in terms of its Recycling Centres.

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