



Recycling Satisfaction 2018

Location of respondents by ward

Table 1: Number of respondents from each ward

Ward name	Responses received
Audley	46
Bradwell	75
Clayton	29
Crackley and Red Street	79
Cross Heath	39
Holditch and Chesterton	46
Keele	9
Kidsgrove and Ravenscliffe	117
Knutton	12
Loggerheads	18
Madeley and Betley	18
Maer and Whitmore	8
May Bank	65
Newchapel and Mow Cop	53
Silverdale	35
Talke and Butt Lane	123
Thistleberry	41
Town	52
Westbury Park and Northwood	44
Westlands	60
Wolstanton	80
Unknown location	220

Analysis of data

Q1) Are you satisfied with the weekly frequency of the service?

Figure 1: Q1) Are you satisfied with the weekly frequency of the service?

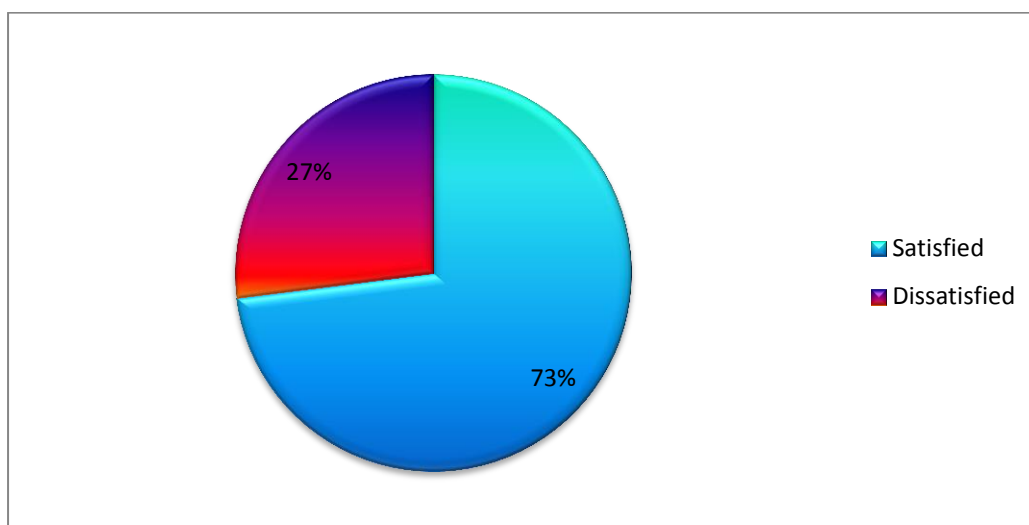


Table 2: Q1) Proportion of respondents dissatisfied with the weekly frequency, by ward.

Ward	Percentage of respondents who were dissatisfied
Audley	11%
Bradwell	28%
Clayton	24%
Crackley and Red Street	24%
Cross Heath	33%
Holditch and Chesterton	17%
Keele	22%
Kidsgrove and Ravenscliffe	30%
Knutton	33%
Loggerheads	21%
Madeley and Betley	22%
Maer and Whitmore	25%
May Bank	22%
Newchapel and Mow Cop	38%
Silverdale	26%
Talke and Butt Lane	35%
Thistleberry	10%
Town	33%
Westbury Park and Northwood	30%
Westlands	26%
Wolstanton	26%

Q2) How satisfied are you with how your containers are left after they are emptied?

Figure 2: Q2) How satisfied are you with how your containers are left after they are emptied?

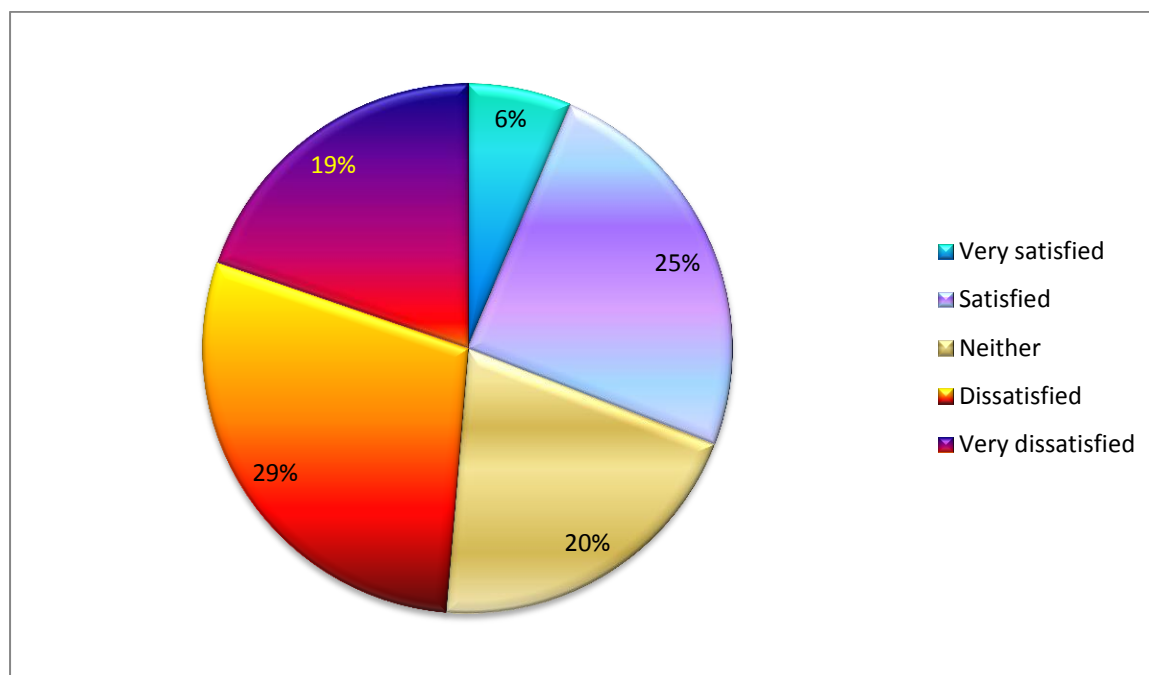


Table 3: Q2) How satisfied are you with how your containers are left after they are emptied? By ward.

Ward	Percentage of respondents who were dissatisfied
Audley	30%
Bradwell	54%
Clayton	45%
Crackley and Red Street	61%
Cross Heath	36%
Holditch and Chesterton	59%
Keele	44%
Kidsgrove and Ravenscliffe	53%
Knutton	25%
Loggerheads	61%
Madeley and Betley	28%
Maer and Whitmore	50%
May Bank	55%
Newchapel and Mow Cop	40%
Silverdale	66%
Talke and Butt Lane	51%
Thistleberry	29%
Town	33%
Westbury Park and Northwood	45%
Westlands	35%
Wolstanton	59%

Q3) How satisfied are you with the type and number of containers provided for your recycling materials?

Figure 3: Q3) How satisfied are you with the type and number of containers provided for your recycling materials?

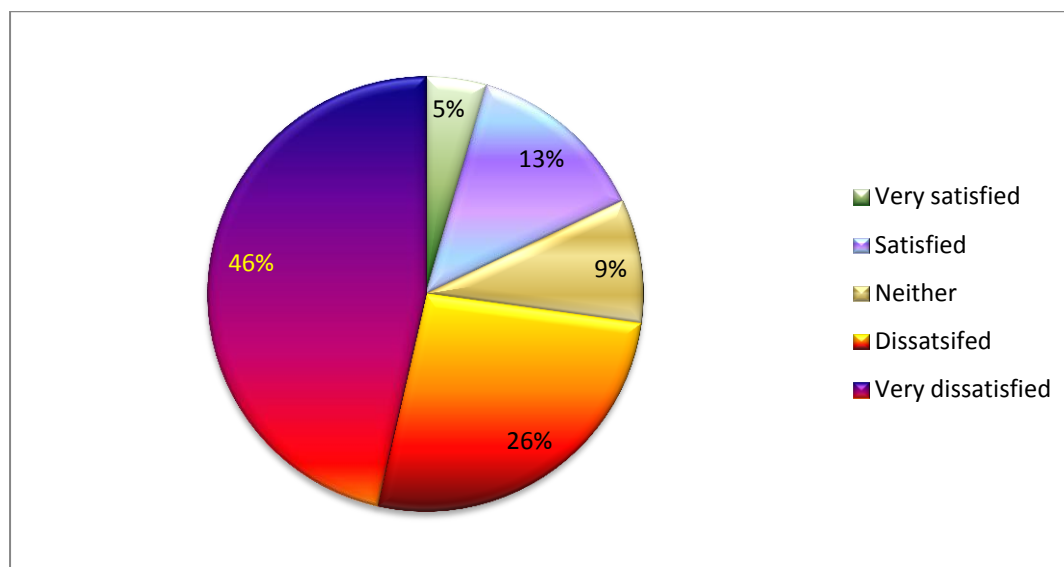


Table 4: Q3) How satisfied are you with the type and number of containers provided for your recycling materials, by ward?

Ward	Percentage of respondents who were dissatisfied
Audley	69%
Bradwell	75%
Clayton	59%
Crackley and Red Street	71%
Cross Heath	77%
Holditch and Chesterton	83%
Keele	89%
Kidsgrove and Ravenscliffe	87%
Knutton	75%
Loggerheads	33%
Madeley and Betley	56%
Maer and Whitmore	75%
May Bank	63%
Newchapel and Mow Cop	77%
Silverdale	63%
Talke and Butt Lane	84%
Thistleberry	63%
Town	55%
Westbury Park and Northwood	82%
Westlands	58%
Wolstanton	70%

Q4) How satisfied are you with the reliability of collections made on the scheduled day?

Figure 4: Q4) How satisfied are you with the reliability of collections made on the scheduled day?

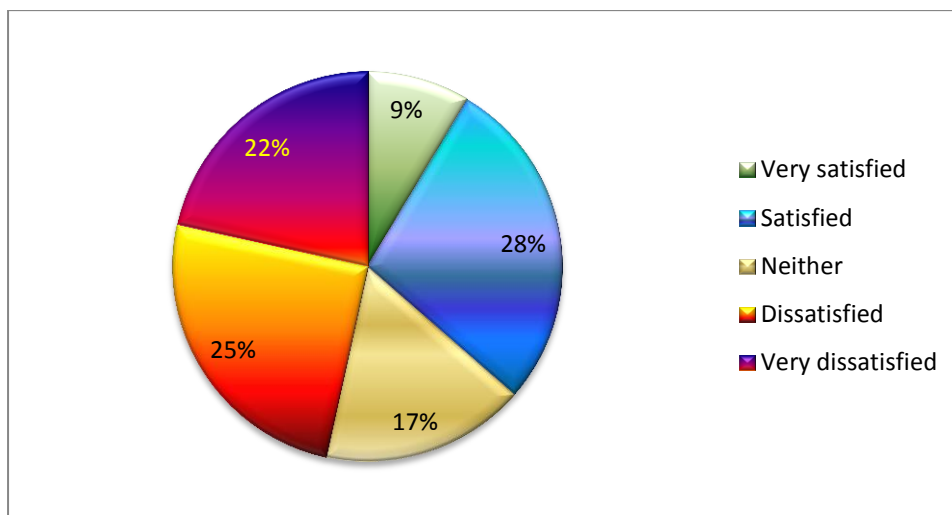


Table 5: Q4) How satisfied are you with the reliability of collections made on the scheduled day? By ward

Ward	Percentage of respondents who were dissatisfied
Audley	17%
Bradwell	57%
Clayton	38%
Crackley and Red Street	55%
Cross Heath	33%
Holditch and Chesterton	71%
Keele	33%
Kidsgrove and Ravenscliffe	45%
Knutton	17%
Loggerheads	39%
Madeley and Betley	29%
Maer and Whitmore	50%
May Bank	50%
Newchapel and Mow Cop	58%
Silverdale	49%
Talke and Butt Lane	59%
Thistleberry	35%
Town	43%
Westbury Park and Northwood	49%
Westlands	57%
Wolstanton	45%

5) If you have contacted the Council regarding your recycling collection, how satisfied were you with how your enquiry was dealt with?

Figure 5: Q5) If you have contacted the Council regarding your recycling collection, how satisfied were you with how your enquiry was dealt with?

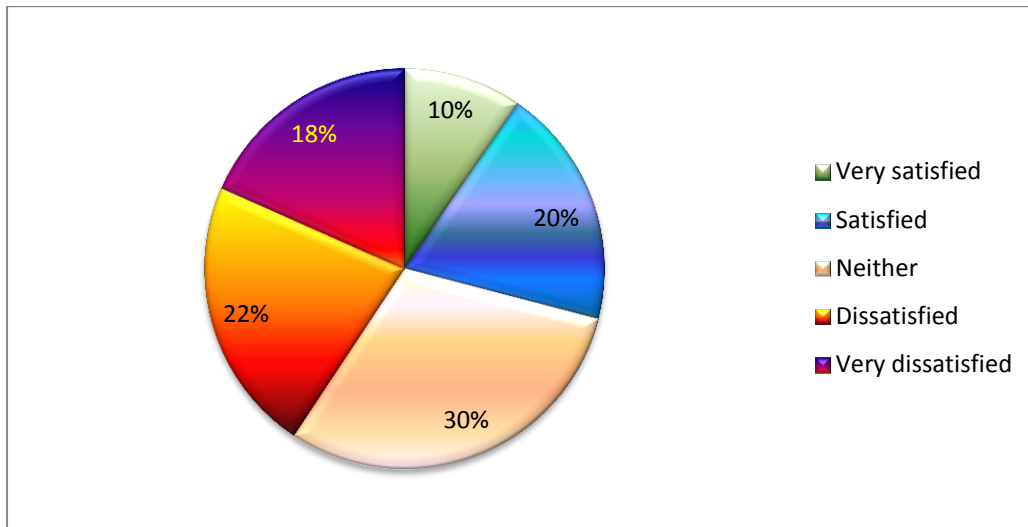
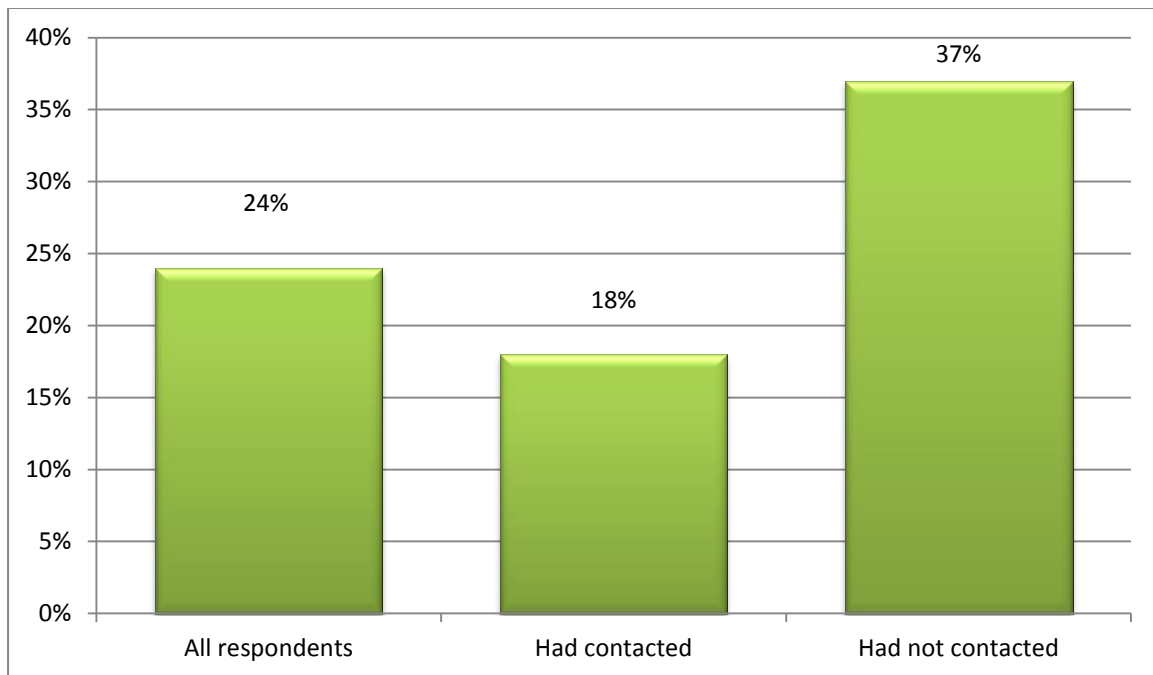


Table 6: Q5) Percentage of respondents dissatisfied with how their enquiry was dealt with – by ward.

Ward	Percentage of respondents who were dissatisfied
Audley	39%
Bradwell	45%
Clayton	59%
Crackley and Red Street	39%
Cross Heath	50%
Holditch and Chesterton	50%
Keele	43%
Kidsgrove and Ravenscliffe	40%
Knutton	13%
Loggerheads	60%
Madeley and Betley	23%
Maer and Whitmore	50%
May Bank	39%
Newchapel and Mow Cop	38%
Silverdale	52%
Talke and Butt Lane	41%
Thistleberry	22%
Town	44%
Westbury Park and Northwood	41%
Westlands	46%
Wolstanton	37%

Figure 6: Proportion of respondents who were satisfied, overall, with recycling, based on if they had contacted the Council about their collection.



Q6) How would you rate your overall satisfaction with the Council's recycling service?

Figure 7: Q6) How would you rate your overall satisfaction with the Council's recycling service?

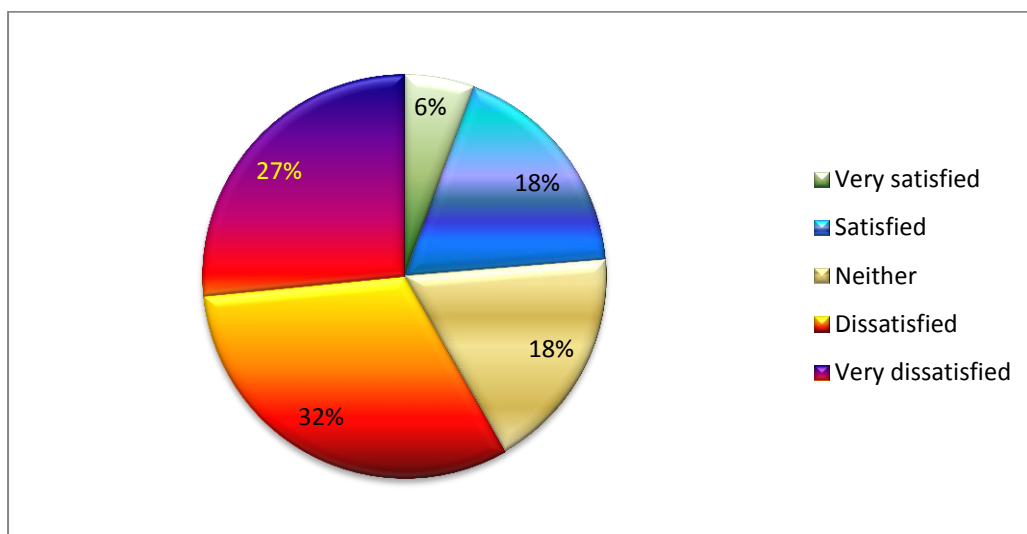


Table 7: Q6) Percentage of respondents who were dissatisfied, overall, with the recycling service – by ward.

Ward	Percentage of respondents who were dissatisfied
Audley	41%
Bradwell	66%
Clayton	31%
Crackley and Red Street	63%
Cross Heath	55%
Holditch and Chesterton	67%
Keele	44%
Kidsgrove and Ravenscliffe	65%
Knutton	50%
Loggerheads	39%
Madeley and Betley	18%
Maer and Whitmore	63%
May Bank	56%
Newchapel and Mow Cop	60%
Silverdale	54%
Talke and Butt Lane	78%
Thistleberry	39%
Town	42%
Westbury Park and Northwood	56%
Westlands	55%
Wolstanton	60%