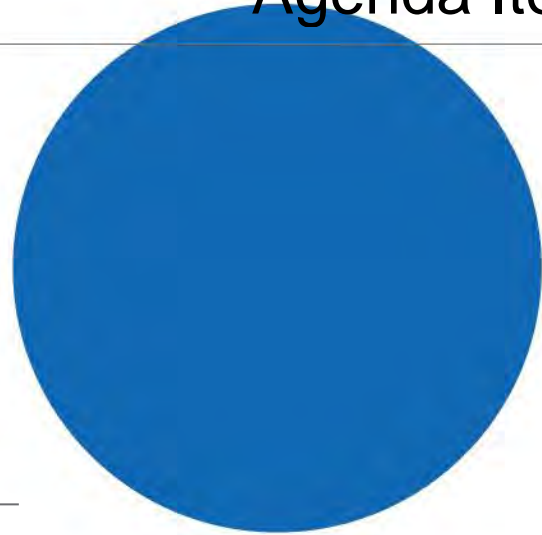


Prepared for:



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## Measuring resident perceptions of recycling & waste management 2022

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November 2022

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# 1 Introduction

## 1.1 Background

In July 2022 DJS Research was commissioned by the South London Waste Partnership (SLWP) to undertake a residents' survey to understand residents' perceptions of waste management and to build on research previously conducted in 2010, 2013, 2016 and 2019.

SLWP also wished to compare the views of residents who live within the locality of the Beddington Farmlands site (home to the Beddington Energy Recovery Facility, landfill site, waste transfer station and the focal point of the SLWP's waste management activities) to see whether they differ from the SLWP region as a whole. This area is defined as residents who live within the six nearest wards<sup>1</sup>: Beddington Ward, Hackbridge Ward, Broad Green Ward, West Thornton Ward, Cricket Green Ward, Pollards Hill Ward.

## 1.2 Methodology

In August and September 2022, 1007 telephone interviews were conducted with residents across the four London boroughs of Croydon, Kingston, Merton and Sutton. Representative quotas were set during the fieldwork at a borough level by age, gender and working status.

On an observed statistic of 50%, a sample size of 1007 is subject to a maximum standard error of +/-3% at the 95% level of confidence. This means that if all residents living within the boundaries of the SLWP had responded to the survey, we are 95% confident that a figure of 50% in this report would actually have been between 53% and 47%.

370 shorter booster interviews within the locality of the Beddington Farmlands site were conducted at the same time, using a face to face methodology, to gauge whether the views of residents living near the site differed from the core sample area, with particular attention to the questions concerning the treatment of non-recyclable waste. Quotas were set at a ward level by age, gender and working status.

A sample size of 370 is subject to a maximum standard error of +/- 5.1%.

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<sup>1</sup> Take care when comparing results for the Booster interviews from the last survey as there were Boundary changes in Sutton in 2021.



## 1.3 Weighting the data

The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn. As for all surveys of this type, although a random sample of telephone numbers was selected, and quotas were set during fieldwork, the achieved sample was not perfectly representative.

Under these circumstances, inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Weights are assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation is then multiplied by its weight to ensure that the weighted sample will conform to the known population characteristics.

To ensure that the data set is representative the data has been weighted by age, gender and working status at a borough level. Demographic weights were based on the 2020 mid-year population estimates/2011 census.

## 1.4 Reporting conventions

Results have been presented rounded to 0 decimal places – this may mean that some totals exceed 100%. This also has implications regarding how summary percentages appear. For example, if 25.4% of residents state they are very satisfied and 30.3% of residents are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7%, which is rounded up to 56%, whereas the individual rounded responses suggest this total should be 55%. This explains any instances of where summary text does not match a graph or table it is referring to. Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

Where possible the findings have been compared to the 2012, 2010, 2016 and 2019 surveys.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

In this report when referring to the Booster sample, this refers to residents who live within the six nearest wards of the Beddington Farmlands site: Beddington Ward, Hackbridge Ward, Broad Green Ward, West Thornton Ward, Cricket Green Ward, Pollards Hill Ward. They have been reported in a separate section in the report, with direct comparisons to the core interviews on all questions. A booster sample was first undertaken in 2019 and these interviews were conducted by telephone. Over recent years, it has become increasingly difficult to obtain telephone interviews in very small geographical areas, and



fieldwork took longer than anticipated because of this. To improve the representativeness of the sample and to ensure that fieldwork could be conducted effectively for this wave and in the future, these interviews were conducted face to face in 2022. When changing methodology, it is always difficult to identify whether any differences in responses from one year to the next are down to methodological differences. Although both a face to face and telephone interviewing approach are both interviewer-led, DJS Research has observed some differences between responses within the core and booster samples. DJS Research has looked at the profiles of the samples and these differences are across the board – and not just within one group or sub sample. The profiles of the samples are also comparable with 2019 and so any differences cannot be explained by a shift in the profile of respondents. For this reason DJS Research believes that the change in methodology has had an impact on the results in the booster areas in 2022. For these reasons, the results of the booster interviews have been reported in a separate section of this report and are not presented in comparison with the 2019 research due to this methodological change.





## 2 Executive Summary

### 2.1 Attitudes towards recycling

Commitment among the public to recycle remains high in 2022, however significantly fewer respondents than in 2019 recycle as much as they can, even if it requires additional effort. One in five say they recycle when it is easy to do so. Only a small minority of respondents say they do not recycle.

### 2.2 Motivations and barriers to recycling

Three-fifths of residents who currently recycle indicate that their reason for doing so is the resulting environmental benefits. The remaining reasons are mentioned by around one tenth or fewer but include:

- It's the right thing to do/I want to do it
- Second nature/easy/easier than not doing it
- Helps future generations
- Reduces the amount of landfill
- To get rid/avoid waste
- Encouragement from the local council

The responses on what motivates recycling behaviours are largely unchanged from 2019, although there is an indication that residents continue to recognise the benefits of recycling on the environment.

When asked what prevents them from recycling more of the waste produced in their household the most common response given by was nothing, i.e. that they already make every effort to recycle (34%). When barriers to recycling activity were mentioned, these most commonly related to the range of materials it is possible to recycle, not having enough space for their recycling and confusion over what can be recycled.

### 2.3 Perceptions of recycling

A similar proportion to 2019 agree that they feel their own recycling efforts make a difference but the agree strongly figure is significantly lower than the 2019 finding (30% cf. 38%).

Half of residents would like more information on what can and can't be recycled, but this is again lower than in 2019, and two-fifths of residents agree that they need to know more information either about the benefits or recycling and waste minimisation. The desire for more information is driven by greater effort and engagement in recycling behaviours.

Trust in the councils was continuing to improve wave on wave, with the proportion of residents strongly agreeing that their council does not recycle all the items collected for recycling showing a downward trend over the previous 9 years (from 31% in 2010 to 15% in 2019), however the proportion strongly agreeing in 2022 is 21%, the first increase for 3



waves, but still significantly lower than 2010.

It is also encouraging that in 5 years time residents believe that a recycling rate of 76% is achievable, and believe that the current recycling rate sits at 43%, compared to the actual rate of 48%.

Residents were asked which measure they feel is the most relevant to use for measuring recycling rates – the percentage of waste that is recycled or composted or by carbon footprint. Nearly half believe that councils' recycling rates should be judged by their carbon footprint (47%) rather than the recycling rate itself, while around two-fifths say the latter (38%).

Levels of current knowledge about where recycling is taken and what it's turned into are relatively low, with over two-thirds saying they don't know very much or nothing at all. Over three-quarters said they would like to know more about the subject.

One third say they know a great deal or a fair amount about the terms 'carbon neutral' and 'net carbon zero'. However, when asked if they're aware of anything their local council is doing to reduce the carbon impact of recycling and waste collection in the borough, only one in ten said they were aware.

Trust is highest for the local council, with nearly half of respondents providing a rating of 4 or 5, although this rating has decreased from over half in 2019. This is closely followed by other individuals. Over two-fifths have trust for SLWP and private waste management and one third trust local businesses/shops. Trust is lowest for National Government with less than three in ten providing a trust rating of either 4 or 5.

## **2.4 Communications**

In the context of the finding reported earlier, where half of residents agree that they need more information on what can be recycled, it is interesting to note that only two-fifths feel that their local council keeps them very or fairly well informed about what can and cannot be recycled. Informed levels have dropped significantly since 2019 (52% to 43%).

## **2.5 HRRCs**

Two-thirds of residents use their local tip at least once or twice a year, significantly lower than three-quarters reported in 2019. The majority of residents also remain pleased with the service provided at their local tip with four-fifths satisfied with the overall service provided and two-fifths indicating that the service has improved over the last few years.

Questions regarding the introduction of the online booking system (at Kimpton Park Way, Villiers Road and Garth Road) suggest it is generally easy to use, with seven in ten rating it very or fairly easy. Satisfaction with the availability of slots were similar to ease of use, with over seven in ten being satisfied. Three-fifths say the introduction of the online



booking system has been positive. The fair use policy (at Kimpton Park Way and Villiers Road) hadn't had a negative impact on residents (seven in ten said it hadn't) with one in ten not aware of the policy at all.

## **2.6 SLWP**

There has been a steady increase in awareness of the South London Waste Partnership since 2012, from 12% in 2013, 23% in 2016, 30% in 2019 and 37% in 2022. However, 62% of residents remain unaware of the Partnership, with 1% answering don't know. Despite an upturn in awareness of the South London Waste Partnership, the proportion who indicate that they know a great deal or a fair amount about it has remained relatively stable from 2019 to 2022 at around one quarter. Awareness of what the organisation is responsible for remains unchanged since 2019, with responses most commonly given relating to the collection of waste, its subsequent disposal and recycling facilities and landfill sites.

## **2.7 Landfill**

The importance of sending less waste to landfill remains clearly understood by the residents of Croydon, Merton, Sutton and Kingston. Over nine in ten residents indicate that that this is important and within this, virtually the same as reported in 2019. Alternatives to landfill suggest that waste should be burned, incinerated or treated to recover energy but more than one in ten say it should still be sent to landfill.

## **2.8 Energy recovery facilities**

In 2018, the £205m energy recovery facility (ERF) at the former landfill recycling/waste transfer station in Beddington, Sutton became operational.

When asked specifically about their knowledge of energy recovery facilities only one in ten indicated that they know either a great deal or a fair amount about them virtually the same as in 2019; around one third of residents don't know anything at all.

Awareness of the Beddington ERF site has decreased since 2019, with fewer than three in ten saying they were aware of it.

Energy recovery facilities are still seen as a good alternative to landfill for non-recyclable waste, and support for the technology has almost recovered to the proportions witnessed in 2016. Seven in ten residents agree that these facilities are a good way to dispose of non-recyclable waste and that they represent a better way of disposing of waste than landfill.

Only a small proportion are aware that the Environment Agency is responsible for regulating ERFs (5%, down from 12% in 2019).



## 2.9 Home waste collection services

Two-thirds of respondents are satisfied with their recycling and waste collection service, with residents living in Kingston being most satisfied.

Three in ten respondents subscribe to their local garden waste collection service (32%) and three-quarters of subscribers are satisfied with the garden waste collection service (84%) and over nine in ten subscribers think they will renew their subscription next year (93%).

These figures are similar to those reported in 2019.

## 2.10 The local area

Fewer than half of respondents in the SLWP area as a whole are satisfied with the cleanliness of the residential streets in their area (48%); and only 13% of respondents think that the cleanliness of streets has got better over the last two years, with one third saying they'd got worse (33%).

Fewer respondents are satisfied with the cleanliness of the streets in the local town centre (39%).

These figures are down on those reported in 2019 (54% residential streets in your area and 46% local town centre).

## 2.11 Core vs booster interviews

### ***Attitudes towards recycling***

Respondents interviewed as part of the booster survey have significantly different attitudes towards recycling than the core sample, and also to what was reported in 2019. Less than half say they recycle as much as they can, even if it requires additional effort (44%), significantly fewer than the core sample (71%) and significantly lower than in 2019 (79%). One third say they recycle when it is made easy to do so, and only requires a little additional effort, significantly more than the main sample (22% cf. 33%) and significantly higher than in 2019 (22%). One fifth say they only recycle if it does not require any additional effort (22%), significantly more than the main sample (4%) and a significant increase since 2019 (2%).

### ***Change in waste produced and recycled***

Significantly fewer residents in the booster areas say they produce more waste compared to the core sample. There are also significantly fewer saying they recycle more.

### ***Impact of Covid-19 on recycling habits***

Booster area residents are significantly less likely to strongly agree with the statement "The Covid-19 pandemic resulted in me and those in my household spending more time at home and contributed to the production of more household waste" than residents in the



core sample; they're more likely to *slightly* agree than the core sample, which does mean net satisfaction shows only a 5% point difference.

### ***Knowledge of where recycling is taken***

Booster area residents are significantly less likely to say they know nothing at all about where their recycling is taken and what it's turned into than the core sample. They are more likely to say they know a fair amount. Significantly fewer residents would like to know more about where recycling is taken than the core sample.

### ***Knowledge of carbon neutral terminology***

Booster residents are significantly more likely to say they know nothing at all about the terms carbon neutral and net carbon zero than the core sample. However, they're significantly more likely than the core sample to say that they are aware of things the local council is doing to reduce the carbon impact and waste collection and treatment in the borough.

### ***SLWP***

Awareness of SLWP is significantly higher among residents living in the booster area than the core sample, and residents in the booster wards are significantly more likely to say they know a great deal or a fair amount about South London Waste Partnership than the core sample.

### ***Attitudes towards landfill***

Net importance amongst booster residents is similar to the core sample, with over nine in ten saying it's important to send less waste to landfill. However, the intensity of views is significantly different across the two samples: booster area residents are significantly less likely to say it's *very* important to send less waste to landfill and more likely to say it's *fairly* important than the core sample. Significantly more residents in the booster wards would like to see non-recyclable waste re-used if possible or disposed of in a clean/environmentally safe way, compared to the core sample who say it should be burned/incinerated/treated to recover energy most often.

### ***Energy Recovery Facilities***

Significantly more residents living in the booster wards are aware of the Energy Recovery Facility in Beddington than the core sample (52% cf. 28%). Not a surprising result given their vicinity to the site. Over half of residents in the booster areas think that the local council is officially responsible for deciding if an ERF is safe, the top answer given by the core sample too. However one in five correctly know that it is the Environment Agency who officially decides, significantly higher than the core sample (22% cf. 5%).

### ***Home waste collection services***

Satisfaction with waste collection services is significantly higher among residents living in the booster areas. Nearly nine in ten residents say they are satisfied with the services, compared to two-thirds in the core sample.

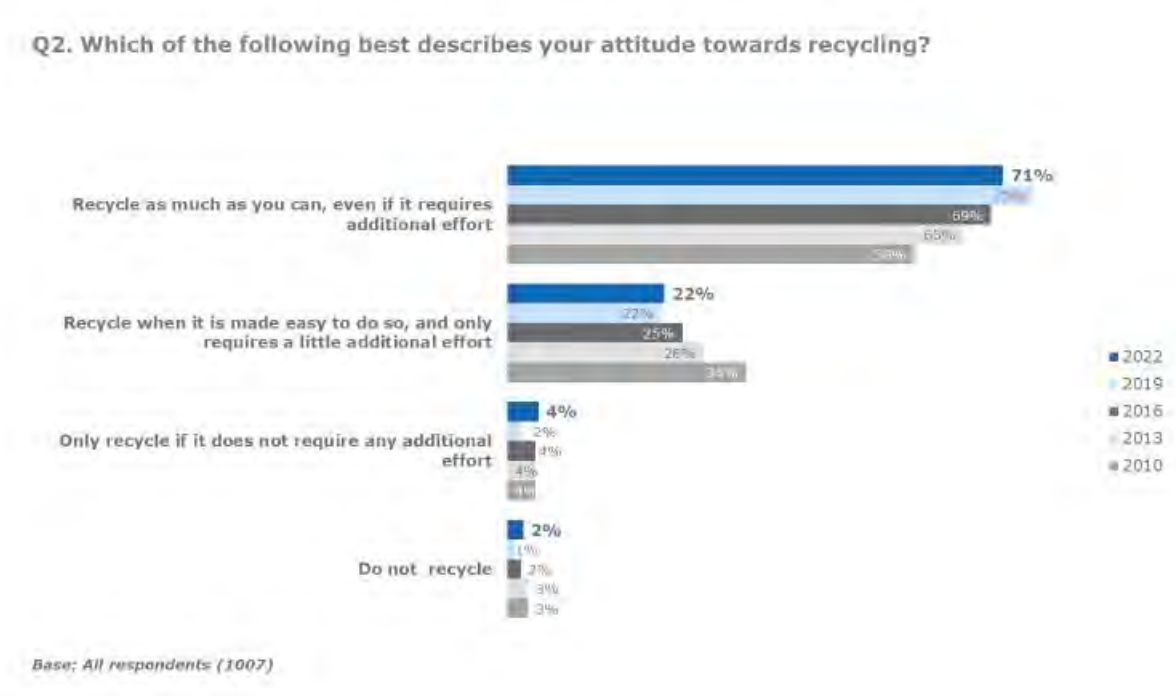


### 3 Attitudes towards recycling and the environment

#### 3.1 Attitudes towards recycling

Commitment among the public to recycle remains high in 2022, however significantly fewer respondents recycle as much as they can, even if it requires additional effort than in 2019 (71% cf. 75%). One in five (22%) say they recycle when it is easy to do so. Only a small minority of respondents say they do not recycle (2%).

**Figure 1: Attitudes towards recycling**



Analysis of responses by age shows that the commitment to recycling as much as possible is lowest among those aged 16 to 34 (59%), significantly lower than all other age groups.

**Table 1: Attitudes to recycling by age**

	16-34	35-44	45-54	55-64	65+
Recycle as much as you can, even if it requires additional effort	59%	71%	77%	73%	83%
Recycle when it is made easy to do so, and only requires a little additional effort	30%	19%	20%	25%	14%
Only recycle if it does not require any additional effort	8%	5%	2%	2%	2%
Do not recycle	3%	4%	1%	0%	0%
Base: All respondents	314	204	182	133	174

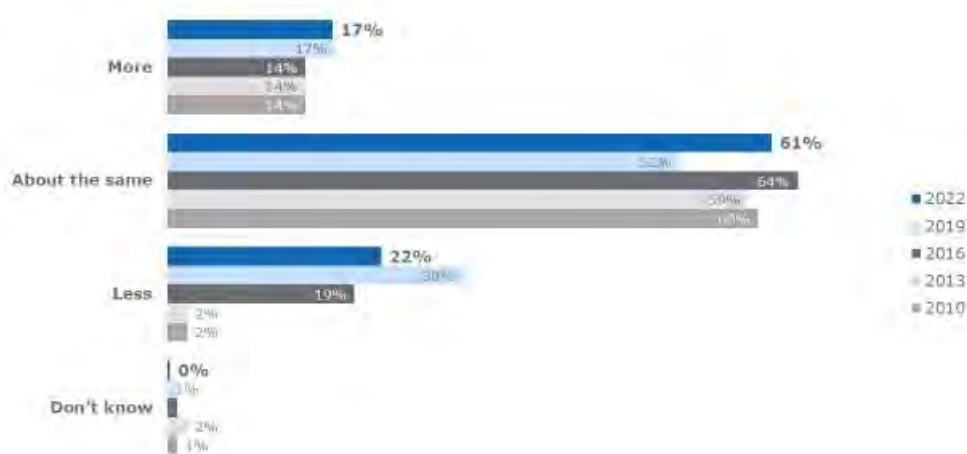


### 3.2 Change in waste produced and recycled

When residents were asked to think about their waste production relative to this time a year ago, three-fifths (61%) indicate that it is unchanged, significantly higher than reported in 2019 (52%). One fifth of residents feel that they produce less waste than a year ago, a significantly lower proportion than in 2019 (22% cf. 30%). Encouragingly, the figure for producing more waste than last year has remained static since 2019, at 17%. It is worth noting that when residents were asked to compare their waste production to a year ago, this period was during the Covid-19 pandemic, and not a 'normal' period, therefore this may have had an impact on the views being expressed.

**Figure 2: Change in quantity of waste produced**

**Q4. Thinking about the waste your household produces (including recyclable and non-recyclable waste), do you think you produce more, less or about the same amount as you did last year?**



Base: All respondents (1007)

Younger residents (aged up to 44) are more likely to say they produce more waste than they did last year when compared to the older age groups (45+).

**Table 2: Change in quantity of waste produced by age**

	16-34	35-44	45-54	55-64	65+
More	27%	21%	7%	7%	10%
About the same	52%	58%	68%	67%	71%
Less	21%	20%	25%	25%	19%
Base: All respondents	134	164	192	223	294

Other significant differences are evident for respondents saying they produce **more** waste than they did last year:

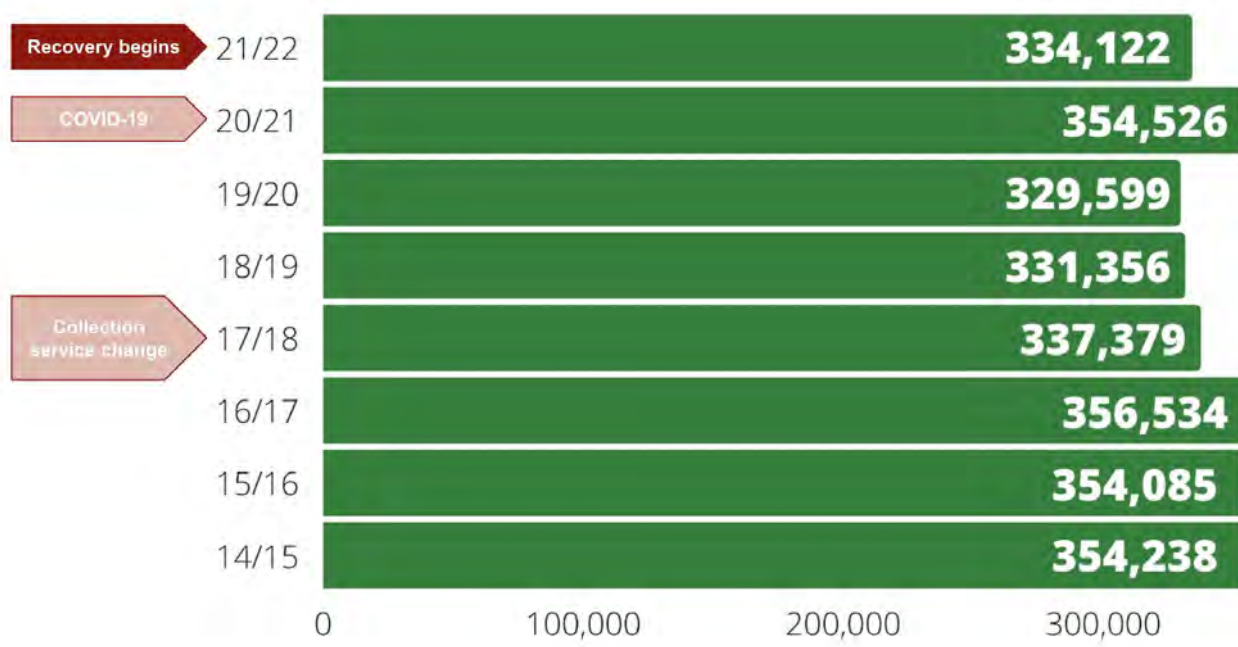
- working (20% cf. 12% non-working)



- non-white ethnicities (25% cf. 14% white ethnicities)
- no children in household (14% cf. 21-35% having one or more child)

The figure below shows actual waste tonnages over the last 8 years<sup>2</sup>. It shows a positive downward trend with a 'blip' during Covid that had started to reverse. Volumes of waste seem to be driven to some extent by economic forces, and the impact of the cost-of-living crisis may have a negative impact on the volume of waste households produce in the future.

**Figure 3: Total SLWP waste arisings (tonnes)**



When the 2019 survey was conducted, respondents were being asked to think back to 2018, and compare volumes of waste and recycling habits. The four boroughs launched a new collection contract with Veolia in 2017, which made significant changes including the introduction of wheelie bins, fortnightly residual collections and new food waste recycling services. You can see the impact that had on waste arising in the chart above. These service changes took 2 years to roll out. So it's not surprising that when residents were asked in 2019 to compare their waste and recycling behaviours with the year before, many felt they were recycling more and wasting less due to the substantial service changes that had been introduced.

Alongside this, three-fifths of respondents recycle about the same amount year on year (60%), significantly higher than reported in 2019 (43%). However, significantly fewer feel that the quantity of their household waste they recycle is higher (33% cf. 51% 2019). Encouragingly, the proportion saying they recycle less year on year remains low at 6%, the same as in 2019.

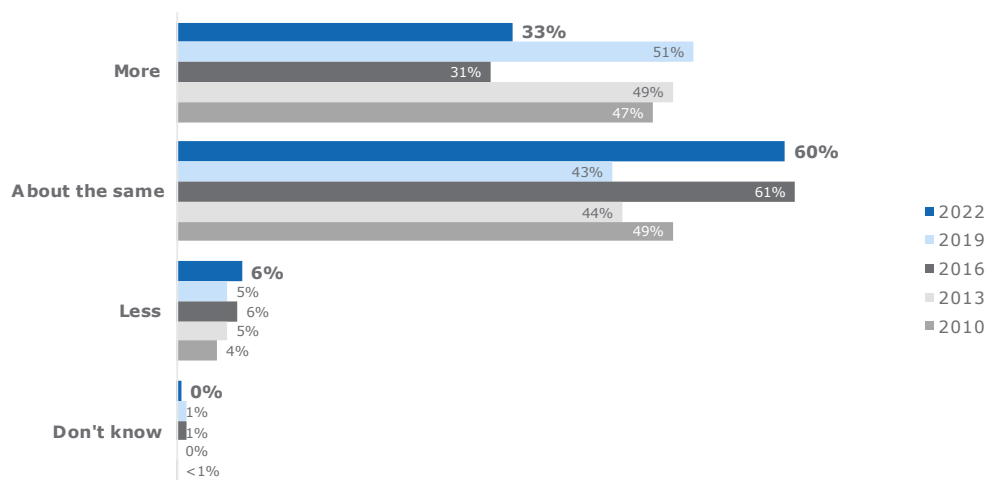
<sup>2</sup> Source: South London Waste Partnership





## Figure 4: Change in quantity of waste recycled

**Q5. And of that household waste, would you say you recycle more of it, less of it, or about the same amount as you did last year?**



Base: All respondents (1007)

Younger residents (aged up to 44) are more likely to say they recycle more than they did last year when compared to the older age groups (45+).

**Table 3: Change in quantity of waste recycled by age**

	16-34	35-44	45-54	55-64	65+
More	37%	39%	30%	32%	23%
About the same	54%	55%	65%	63%	69%
Less	8%	5%	6%	5%	7%
Base: All respondents	134	164	192	223	294

The results from these two questions show residents feel they are producing about the same amount of waste and recycling the same proportion of that waste as they were 12 months ago – a positive result overall.



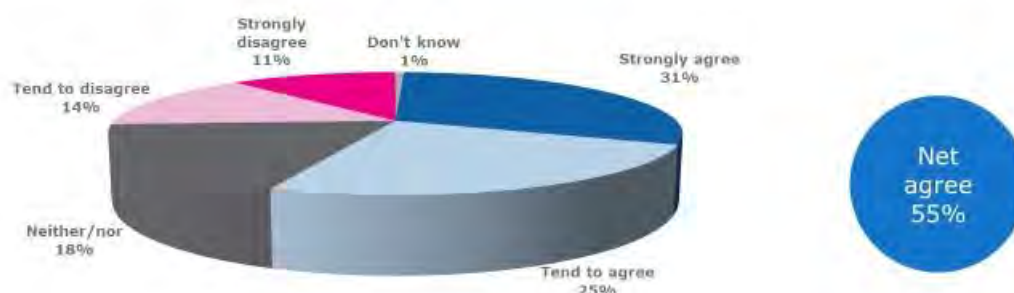
### 3.3 Impact of Covid-19 on recycling habits

A new question was introduced in 2022 asking respondents whether they agreed with the statement: "The Covid-19 pandemic resulted in me and those in my household spending more time at home and contributed to the production of more household waste".

Over half of respondents agreed with the statement (55%), whereas around one quarter disagreed (26%).

**Figure 5: Whether Covid-19 contributed to the production of more household waste**

Q42. To what extent do you agree or disagree with the following statement: "The Covid-19 pandemic resulted in me and those in my household spending more time at home and contributed to the production of more household waste."



Base: All respondents (1007)

Respondents under 35 are significantly more likely to agree that the pandemic has contributed to the production of more household waste.

**Table 4: Whether Covid-19 contributed to the production of more household waste by age**

	16-34	35-44	45-54	55-64	65+
Net disagree	12%	24%	26%	35%	47%
Net agree	70%	58%	56%	45%	32%
Base: All respondents	134	164	192	223	294

Other significant differences are evident for:

- Working 60% agree cf. 46% non-working
- Non-white ethnicities 66% cf. 52% White ethnicities



## 4 Motivations and barriers to recycling

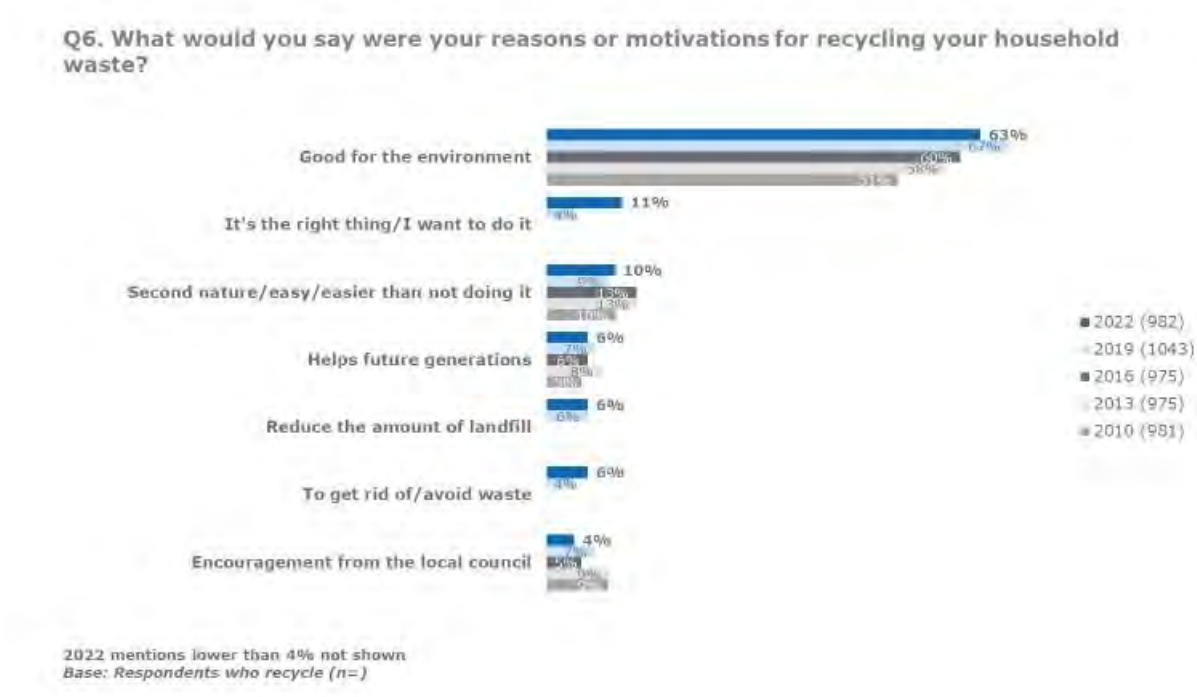
### 4.1 Motivations for recycling

Three-fifths (63%) residents who currently recycle indicate that their reason for doing so is the resulting environmental benefits. The remaining reasons are mentioned by around one tenth or fewer but include: it's the right thing to do/I want to do it (11%), second nature/easy/easier than not doing it (10%), helps future generations (6%), reduces the amount of landfill (6%), to get rid/avoid waste (6%) and encouragement from the local council (4%). These responses on what motivates recycling behaviours are largely unchanged from 2019, although there is an indication that residents are continuing to recognise the benefits of recycling on the environment.

All other comments in this category were mentioned by fewer than 4%, but include:

- Everyone else is doing it
- Encouragement from friends/family/ neighbours
- Encouragement from central government
- It can be reused (e.g. give to others, use more than once, energy etc.)
- Plastics/reducing plastics
- Helps with the household rubbish bin space
- I have no choice/I was asked to

**Figure 6: Reasons or motivations for recycling household waste**



As shown below, probing these reasons by age shows that the response 'good for the environment' was most commonly given by all age groups, but that this response is particularly prevalent among residents aged 35 to 64 (35-44 – 70%, 45-54 – 70%, 55-64 – 66%), as opposed to the youngest 16 to 35 (58%) and oldest ages 65+ (53%).

**Table 5: Reasons or motivations for recycling household waste by age**

	16-34	35-44	45-54	55-64	65+
Good for the environment	58%	70%	70%	66%	53%
It's the right/a good thing to do/I want to do it	11%	12%	9%	10%	12%
Second nature/easy/easier than not doing it	13%	8%	9%	8%	9%
Helps future generations	6%	9%	6%	5%	6%
To get rid of/avoid waste/I do not like waste/nothing should be wasted	7%	6%	3%	6%	9%
To prevent it going to/reduce the amount of landfill	5%	2%	8%	8%	6%
<i>Base: All who recycle</i>	<i>130</i>	<i>158</i>	<i>189</i>	<i>221</i>	<i>291</i>

## 4.2 Barriers to recycling

When asked what, if anything, prevents them from recycling more of the waste produced in their household the most common response given by 34% was nothing, i.e. that they already make every effort to recycle. When barriers to recycling activity were mentioned, these most commonly related to the range of materials it is possible to recycle (20%), not having enough space for their recycling (Bin / box/ sack not being big enough – 7%, Not enough space to store recyclables – 4%, Not collected often enough – 4%) and confusion over what can be recycled (confusion over plastic recycling – 6%; don't know what I should be recycling – 5%; packaging is non-recyclable – 4%).

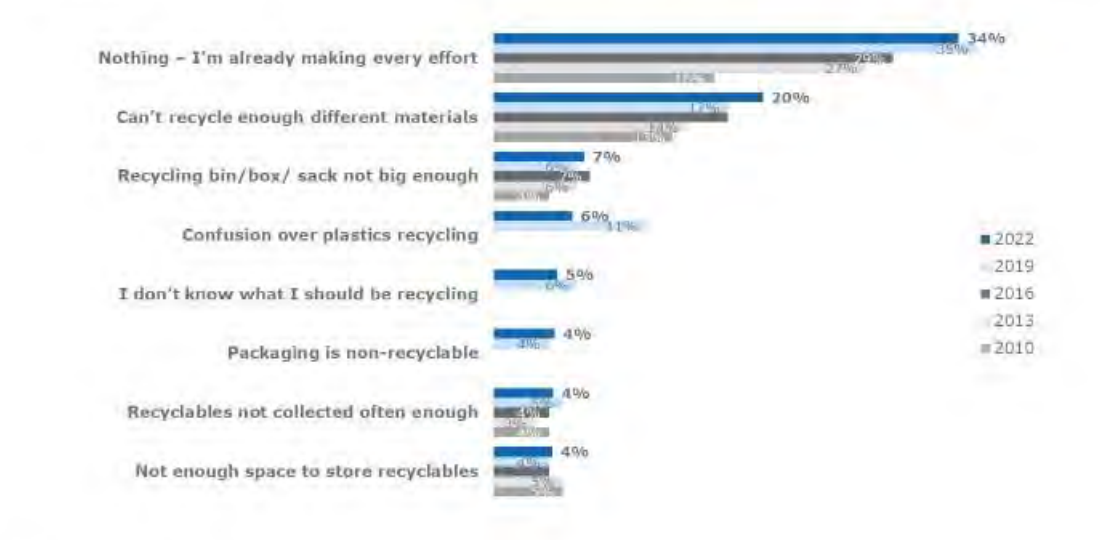
Other barriers were mentioned by 3% or fewer residents and include:

- Don't have enough information
- Inconvenient
- All gets mixed in together anyway
- No recycling centres nearby
- The councils' policies/rules/changes
- Lazy/too much effort/too much hassle
- There is no doorstep collection scheme
- Couldn't be bothered to wash it/too much hassle to wash it/smelly
- No compost bin
- Time/lack of time/too busy
- I don't know where to take it/what to do with it
- Transport/lack of transport



## Figure 7: Barriers to recycling more of the waste produced at home

Q7. And what, if anything, prevents you from recycling more of the waste produced in your household?



Base: All respondents (1007)

Residents living in Kingston are more likely than the other boroughs to say that recycling is inconvenient (8% cf. 4% Croydon, 2% Merton and Sutton), and also more likely than Merton and Sutton to say the council's policies/rule/changes affect their likelihood to recycle (5% Kingston cf. 1% Sutton, 0% Merton).

Residents in Sutton are significantly more likely than Merton residents to say their recycling bin/box/sack is not big enough (9% cf. 4% respectively).

A significantly higher proportion of residents aged over 65 (49%) are likely to state that they are already making every effort they can, than all other age groups (32% 16 to 34, 25% 35 to 44, 32% 45 to 54, 34% 55 to 64).



## 5 Perceptions of recycling

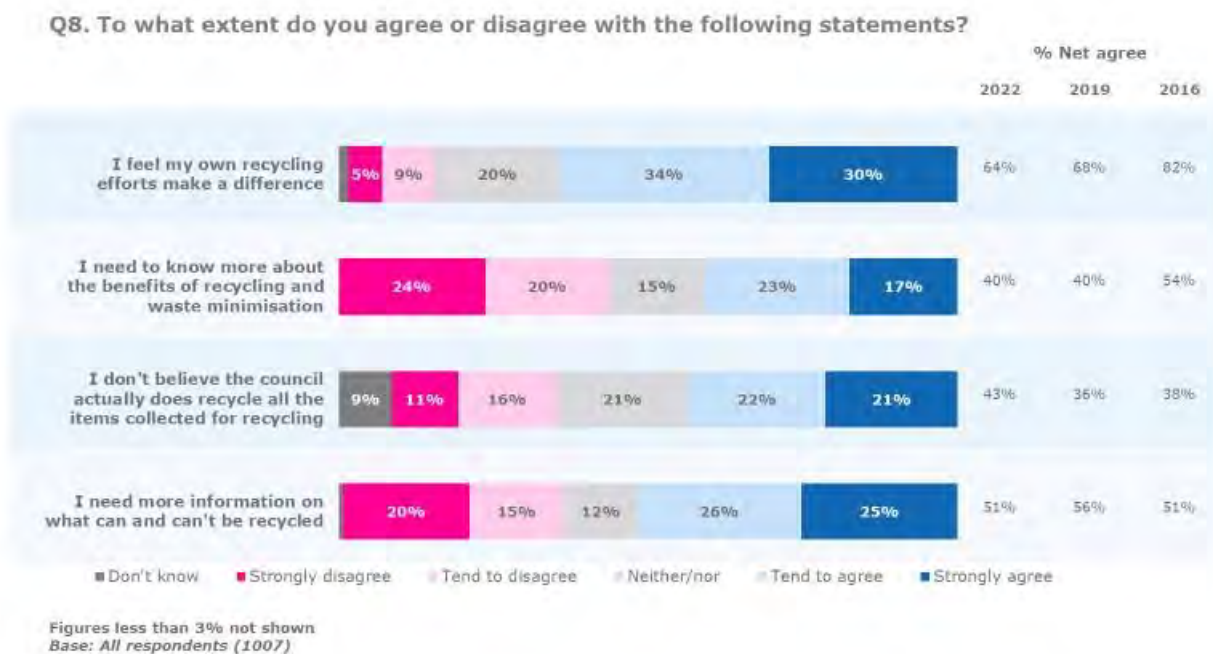
### 5.1 Understanding about what happens to recycling

All respondents were asked to what extent they agree or disagree with four statements relating to their perceptions on what happens with recycling after it has been collected. Two-thirds (64%) agree that they feel their own recycling efforts make a difference, with three in ten strongly agreeing (30%). The agree strongly figure is significantly lower than the 2019 finding (38% strongly agree).

Half of residents would like more information on what can and can't be recycled (51%), but this is lower than in 2019 (58%), and two-fifths of residents agree that they need to know more information either about the benefits or recycling and waste minimisation (40%). The desire for more information is driven by greater effort and engagement in recycling behaviours.

Trust in councils actually recycling all items collected has increased since 2019; over two-fifths agree in 2022 (43% cf. 36% 2019). Net agree scores have decreased slightly since 2019 for residents feeling their own recycling efforts make a difference and needing more information on what can and can't be recycled, whereas the score for needing to know more about the benefits of recycling and waste minimisation has remained unchanged.

**Figure 8: Attitudes towards different aspects of recycling**



Significant differences by borough are mainly concerning Kingston residents. They are least likely to agree the council actually does recycle all the items collected (31% cf. 42% Merton, 45% Croydon, 53% Sutton), but they do believe their recycling efforts make a difference, significantly more so than Croydon residents (71% cf. 61% respectively) and Kingston residents are significantly more likely to agree they would like to know more



about what can and can't be recycled than residents in Croydon and Merton (59% cf. 47% and 49% respectively).

Residents aged between 16 and 34 are less likely to agree (53%) than those aged 45 to 54 (72%), 55 to 64 (71%) and 65 or over (74%) that their own recycling efforts make a difference, this is possibly due to a lower proportion of younger residents recycling even if it requires additional effort.

## 5.2 Household recycling rates

After removing those respondents who are unsure, on average, residents believe that 43% of household waste is currently recycled and the borough should be aiming to recycle 76% of household waste in the next 5 years. Residents in Kingston say the current recycling rate in their borough is 51%, significantly higher than the other three boroughs (43% Sutton, 42% Croydon, 39% Merton); they also give a significantly higher desired rate (78%) than Croydon (75%) and Merton (74%), but the differences are less notable.

A new question was introduced in 2022 with a statement to read out to respondents, as follows: "Local Councils are currently judged by their recycling rate – the percentage of waste (by weight) that is recycled or composted. An alternative approach could be to judge Councils by their Carbon Footprint (i.e. how much carbon they save by encouraging residents to minimise waste and recycle as much as they can)". Residents were asked which measure they feel is the most relevant to use, taking into account the environmental challenges faced today, and nearly half (47%) believe that councils' recycling rates should be judged by their carbon footprint rather than the recycling rate itself, which around 38% say should be the case.

**Figure 9: Recycling in the area**





When comparing what residents perceive the current recycling rate to be against what the actual recycling rate is for each of the boroughs (as shown in Table 6 below), it is notable that residents in Merton and Sutton are under-estimating how much of their waste is currently recycled. A positive in the fact that the actual number is higher but further work is needed to make people aware of how much of their waste is currently recycled.

**Table 6: Perceived recycling rates vs actual recycling rates**

	Perceived recycling rate	Current recycling rate
Croydon	42%	41.3%
Kingston	51%	47.6%
Merton	39%	40.8%
Sutton	43%	46.1%

Residents in all boroughs are more in favour of councils being judged on their carbon footprint, however the gap between the two measures is significantly less notable in Croydon and Sutton, as shown in Table 7 below.

**Table 7: How to judge recycling rates by borough**

	Croydon	Kingston	Merton	Sutton
Recycling rate	40%	34%	31%	44%
Carbon footprint	43%	48%	54%	46%
<i>Base: All respondents</i>	<i>390</i>	<i>187</i>	<i>220</i>	<i>210</i>

Residents aged 16 to 34 are significantly more likely to say councils should be measured by their carbon footprint (56%), than those aged 35 to 44 (39%), 55 to 64 (44%) or 65+ (41%).

### 5.3 Knowledge of where recycling is taken

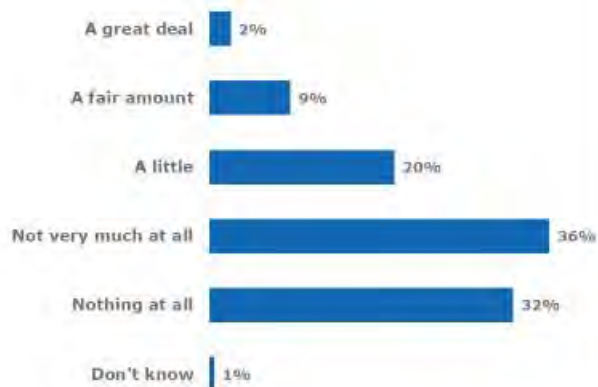
New questions were introduced in 2022 asking residents how much they feel they know about where recycling is taken and what it's turned into, and whether they would like to know more. Levels of current knowledge are relatively low, with 68% saying they don't know very much or nothing at all about where recycling is taken and what it's turned into. Over three-quarters (78%) said they would like to know more about the subject.





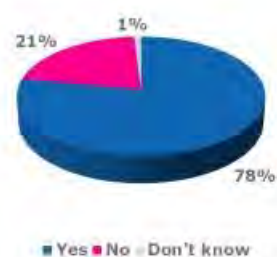
## Figure 10: Knowledge of where recycling is taken

Q44. How much do you feel you know about where your recycling is taken and what it's turned into?



Base: All respondents (1007)

Q45. Would you like to know more about where your recycling is taken and what it's turned into?



Residents in Kingston are significantly less likely to say they know nothing at all about where their recycling is taken (20%), than the other boroughs (37% Croydon, 37% Merton, 30% Sutton).

Residents aged 65+ are significantly less likely to say they would like to know more about where their recycling is taken and what it's turned into:

- 16 to 34 - 79%
- 35 to 44 - 82%
- 45 to 54 - 79%
- 55 to 64 - 79%
- 65+ - 70%

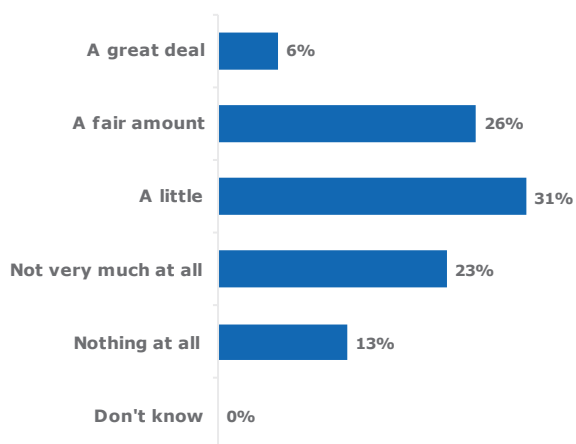


## 5.4 Knowledge of carbon neutral terminology

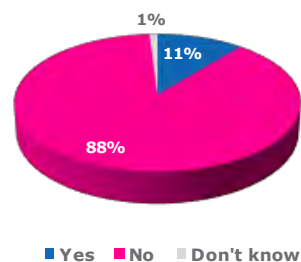
Another new question in 2022 asked how much, if anything, residents knew about the terms 'carbon neutral' and 'net carbon zero'. One third say they know a great deal or a fair amount about the terms (33%), however, when asked if they're aware of anything their local council is doing to reduce the carbon impact of recycling and waste collection in the borough, only one in ten said they were aware (11%).

**Figure 11: Knowledge of carbon neutral terminology**

**Q46. How much, if anything do you feel you know about the terms 'carbon neutral' and 'net carbon zero'?**



**Q47. Are you aware of anything your local council is doing to reduce the carbon impact of recycling and waste collection and treatment in your borough?**



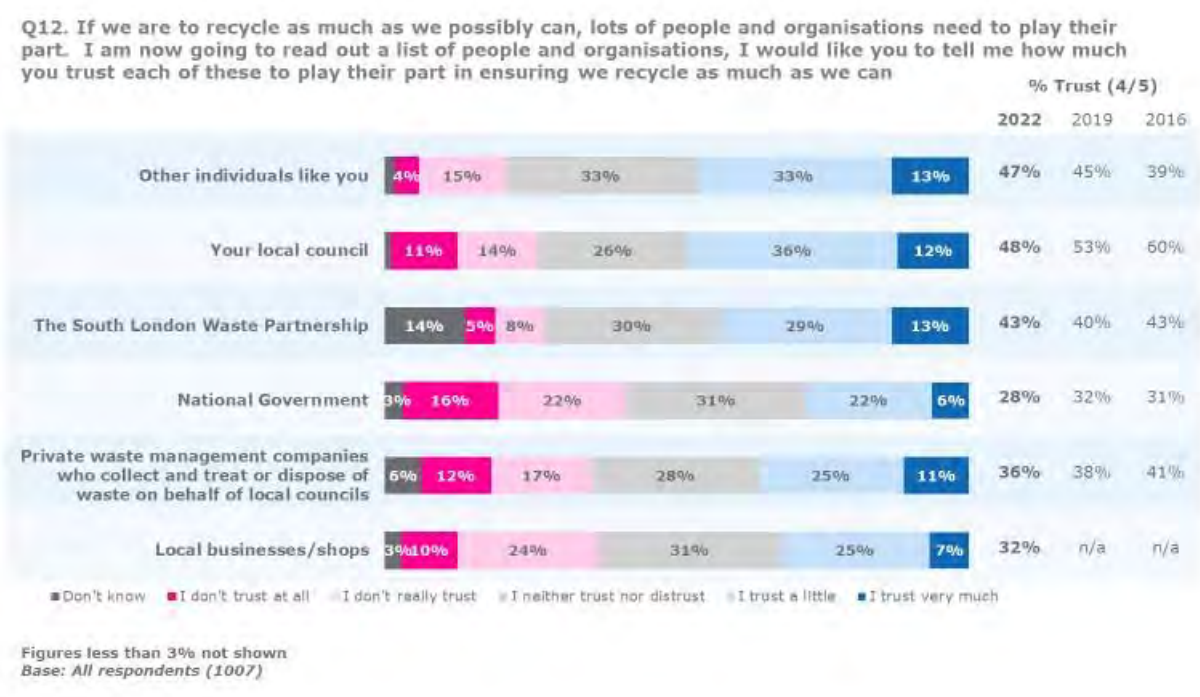
Base: All respondents (1007)



## 5.5 Trust

All respondents were asked, on a scale of 1 to 5, where 1 is not at all, and 5 is very much so, to what extent they trust other people/organisations to play their role in ensuring waste is recycled properly. As illustrated below, trust is highest for the local council, with 48% of respondents providing a rating of 4 or 5, although this rating has decreased from 53% in 2019. This is closely followed by other individuals (47%). Over two-fifths have trust for SLWP and private waste management companies (43% and 36% respectively). Local businesses/shops were introduced as part of the question in 2022, but only one third trust them to play their part. Trust is lowest for National Government with 28% providing a trust rating of either 4 or 5.

**Figure 12: Trust levels amongst relevant people/organisations playing their part in recycling**





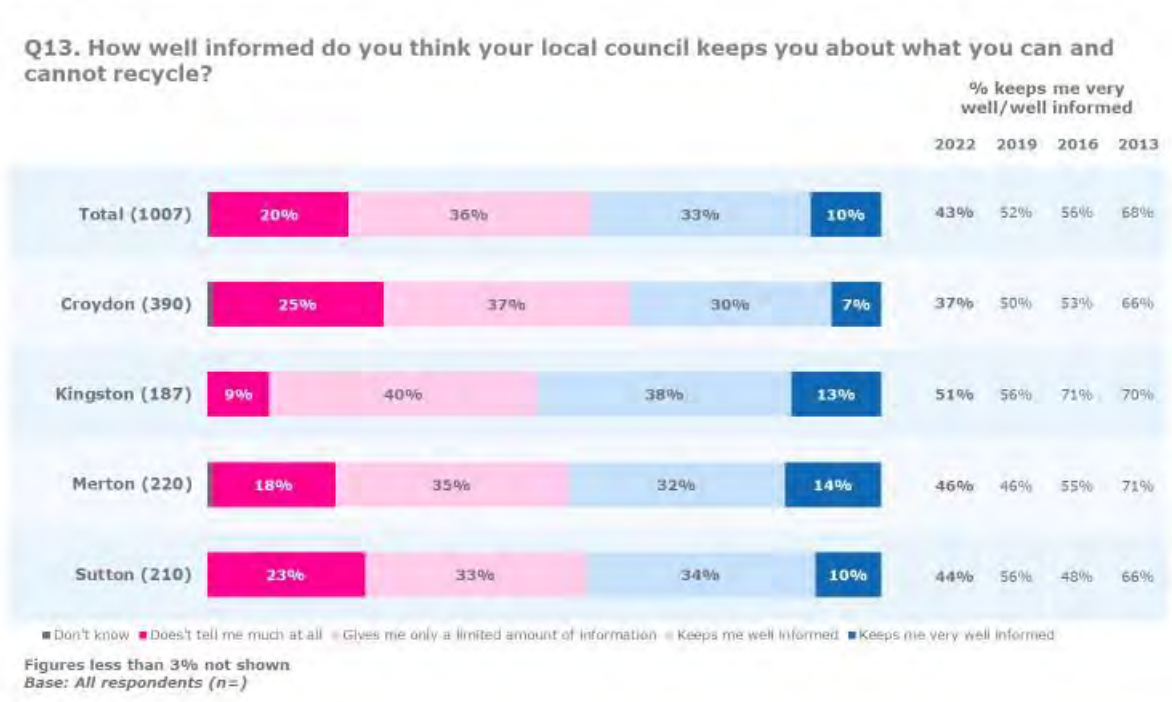
## 6 Communications

### 6.1 Levels of information provision

In the context of the finding reported earlier, where 51% of residents agree that they need more information on what can be recycled, it is interesting to note that only 43% feel that their local council keeps them very or fairly well informed about what can and cannot be recycled. Informed levels have dropped significantly since 2019 (52% to 43%).

The drop in informed levels is most noticeable in Croydon (37% cf. 50%), and Sutton (44% cf. 56%). Whereas Merton has remained unchanged since 2019 at 46%.

**Figure 13: Perceptions of how well-informed local council keeps you about recycling**



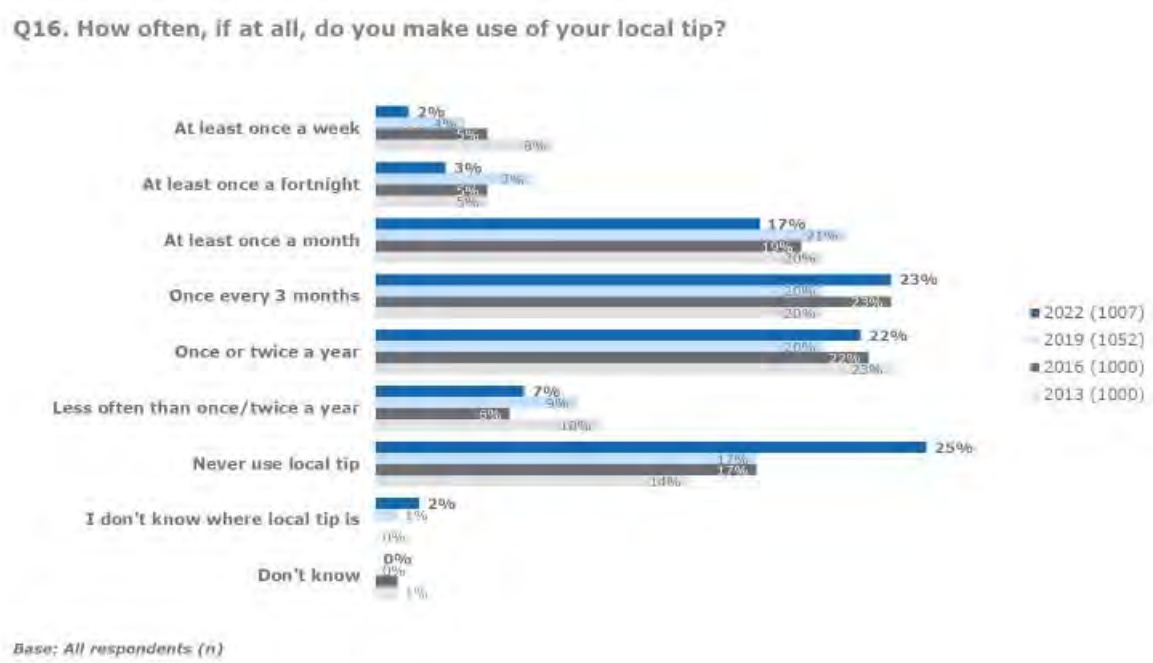


## 7 Household re-use and recycling centres

### 7.1 Frequency of use

Two-thirds (66%) of residents make use of their local tip at least once or twice per year, with a further 7% doing so less often, this is significantly lower than in 2019 when three-quarters were using their local tip at least once or twice a year (73%). The most common frequency with which tips are used is once every 3 month (23%), closely followed by once or twice a year (22%). Only a small proportion (2%) make use of their local tip weekly or fortnightly (3%), while at the other end of the scale only 2% of residents do not know where their nearest tip is.

**Figure 14: Frequency of use of local tip**



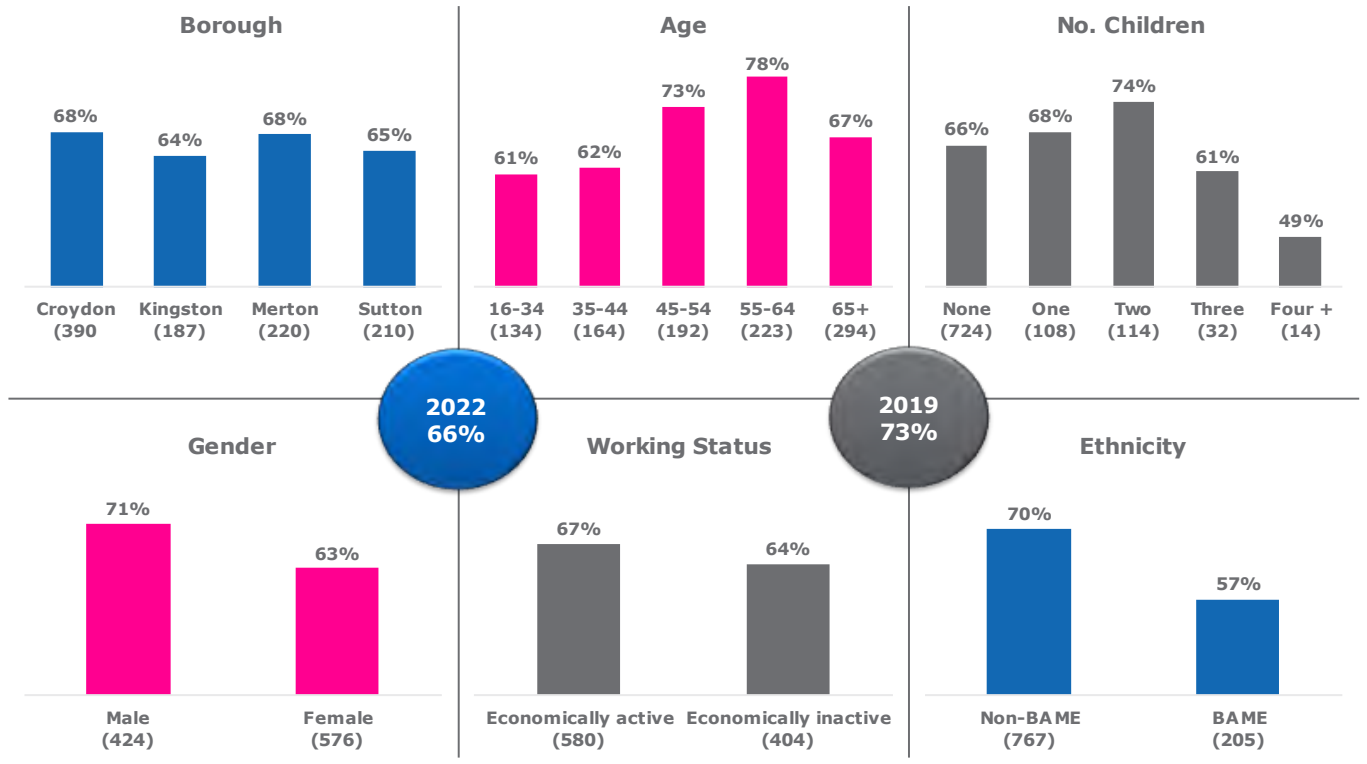
Residents aged 55 to 64 are least likely to say they *never* use their local tip than the other age groups:

- 16 to 34 – 29%
- 35 to 44 – 28%
- 45 to 54 – 20%
- 55 to 64 – 16%
- 65+ – 24 %



The figure below shows the proportion of tip users (at least yearly) by borough and among key demographic groups. This illustrates that Kingston residents are the least common tip users (64%) and that users are most commonly found in the 55-64 age group (78%) and of non-BAME ethnicities (70%).

**Figure 15: Users of local tip at least once or twice a year**

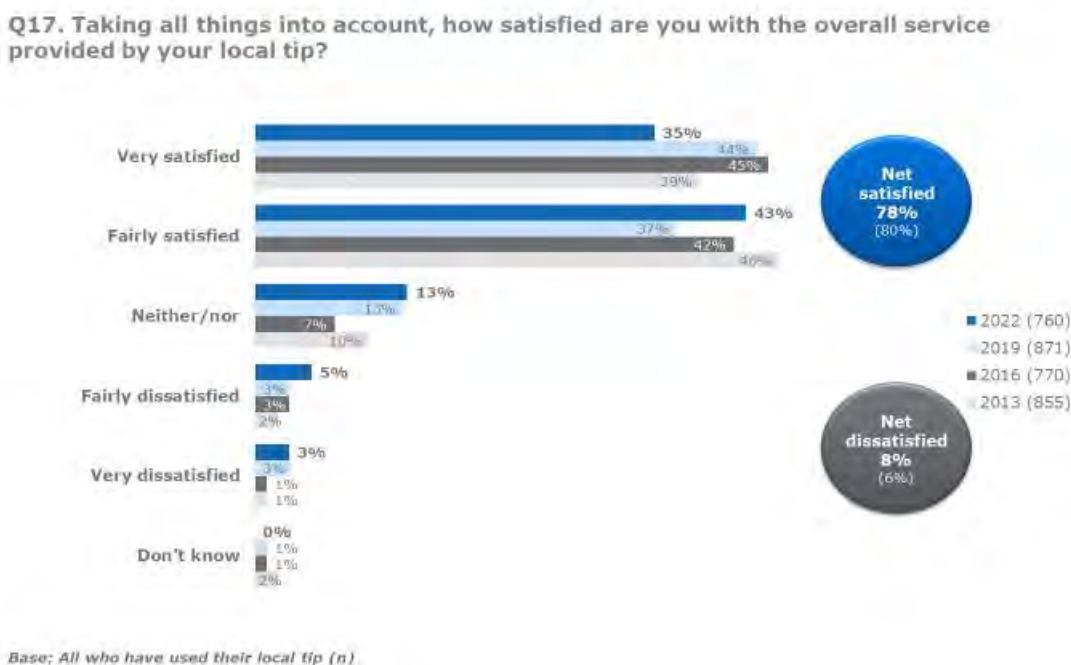




## 7.2 Overall service provided at HRRC

The intensity of the level of satisfaction expressed by local tip users has fallen since 2019. In 2022, 35% of tip users (those who use a tip at least once or twice a year) are very satisfied with the overall service provided by their tip, compared to 44% in 2019. However, within this it should be noted that the proportion of tip users showing net satisfaction (very satisfied and fairly satisfied) has not seen such a drastic decline (78% cf. 80%). Overall dissatisfaction with local tip services remains low (8% of users).

**Figure 16: Satisfaction with the overall service provided by local tip**



Given that residents in each London borough are likely to be using different tip facilities it is important to examine these responses at borough level. However, this spatial analysis does not identify any significant variations in user satisfaction (Croydon: 75%, Kingston: 77%, Merton: 79%, Sutton: 83%).



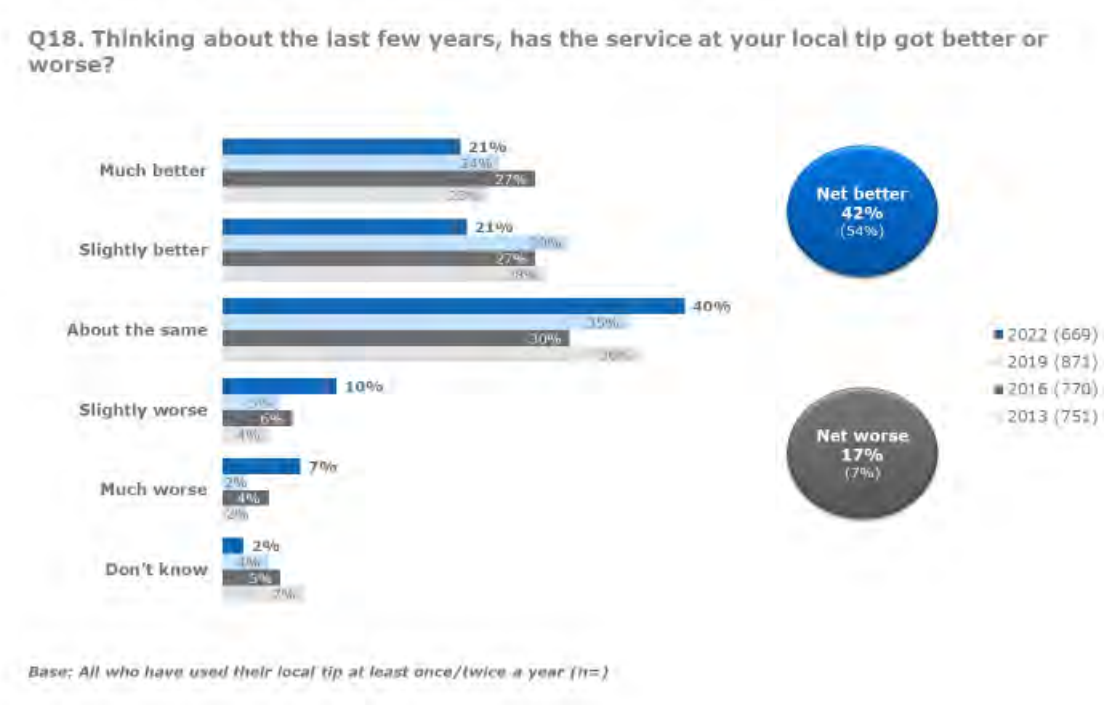
### 7.3 Service at HRRC improved or declined

While overall levels of satisfaction with local tips has remained similar, and users of these facilities more commonly suggest that over the last few years these facilities have improved rather than got worse (42% compared to 17% respectively), it should be noted that the proportion saying they have got better has decreased significantly since 2019 (42% cf. 54%). It could indicate that residents' expectations have peaked and/or that service standards have reached an acceptable level, or that there are other factors driving overall satisfaction; continuing perceptions from changes made during the pandemic, for example.

The resulting positive balance in opinion of +25 percentage points in 2022 is significantly lower than the +47 percentage points seen in 2019. This balance score is calculated by subtracting the proportion who feel the facilities have got worse from those who feel that they have got better.

Half of residents in the booster wards say the facilities have improved, with 7% saying facilities have got worse; resulting in a positive balance opinion of +43 percentage points.

**Figure 17: Whether the service at local tip has got better or worse**



One quarter of Merton residents say that the service has got worse at their local tip (26%), a significantly higher proportion than in Croydon (13%) and Sutton (12%). One in six Kingston residents said the service has got worse (17%), but this is not a significant difference versus the other boroughs.





## 7.4 Which HRRC used

As would be expected, residents in Kingston, Merton and Sutton are most likely to use their closest tip, with at least 9 out of 10 residents using the tip in their borough. These figures should be 100% as residents are supposed to only use the tip in their borough; the numbers involved are extremely small and could be due to residents' locality to each site at the time of need. Croydon residents are most likely to use the tip on Factory Lane (43% of Croydon residents), followed by Purley Oaks (33%) and Fishers Farm (21%).

**Table 8: Which HRRC used**

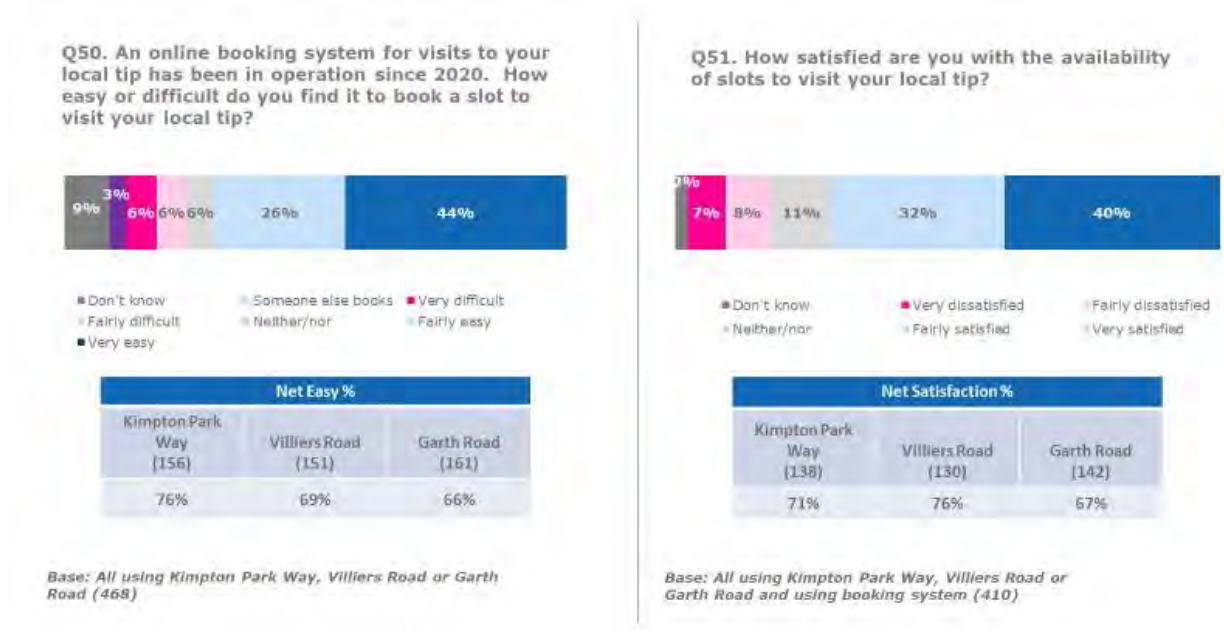
	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
Factory Lane (Croydon)	18%	43%	0%	4%	3%
Purley Oaks (Croydon)	13%	33%	0%	1%	0%
Fishers Farm (Croydon)	8%	21%	0%	0%	0%
Kimpton Park Way (Sutton)	20%	2%	1%	2%	92%
Villiers Road (Kingston)	19%	0%	99%	2%	2%
Garth Road (Merton)	21%	0%	0%	91%	4%
<i>Base: All using their local tip once/twice a year</i>	760	292	145	166	157



## 7.5 Online booking system

Users of Kimpton Park Way, Villiers Road or Garth Road tips were asked subsequent questions about the availability and ease of booking of the online booking system at these sites. Seven in ten users find it easy to book a slot at their local tip (70%), with a similar proportion saying that they are satisfied with the availability of the slots (71%).

**Figure 18: Opinions of online booking system**



Significantly more Merton residents are likely to be dissatisfied with the availability of slots than Kingston residents (21% cf. 9% respectively), which could be explained by the fact they're significantly more likely to say it's difficult to book a slot (18% cf. 9% in Kingston and 8% in Sutton).

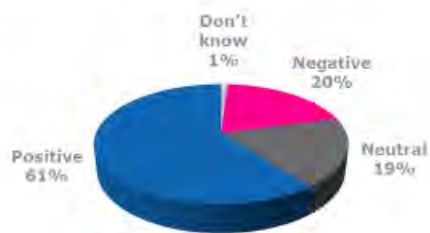
When asked whether they thought the introduction of the online system had been a positive or negative one, three-fifths (61%) agreed it has been positive, compared to only 20% negative. Significantly more residents in Merton said that it has been negative (31% cf. 13% Kingston and 15% Sutton), but this is more than likely linked to the fact they're dissatisfied with the availability of slots and also find it difficult to book a slot at their local site.

Over three-quarters of residents using the Kimpton Park Way or Villiers Road sites say that the introduction of a fair use policy (which restricts the number of visits that can be made each year), hasn't had a negative impact on them (78%). This compares with one fifth who say that it has had a negative impact.



## Figure 19: Impact of online booking and fair use policy

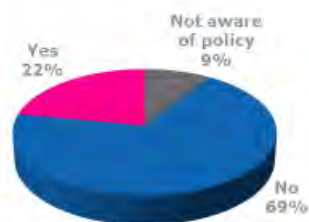
Q52. Overall, would you say the introduction of the online booking system has been...?



Introduction of booking system has been positive %		
Kimpton Park Way (138)	Villiers Road (130)	Garth Road (142)
70%	63%	51%

Base: All using Kimpton Park Way, Villiers Road or Garth Road and using booking system (410)

Q53. Has the introduction of a fair use policy for this site (which restricts the number of visits that can be made each year) had a negative impact on you?



Fair use policy has had a negative impact %	
Kimpton Park Way (156)	Villiers Road (151)
25%	19%

Base: All using Kimpton Park Way or Villiers Road (307)



## 8 Awareness and knowledge of the SLWP

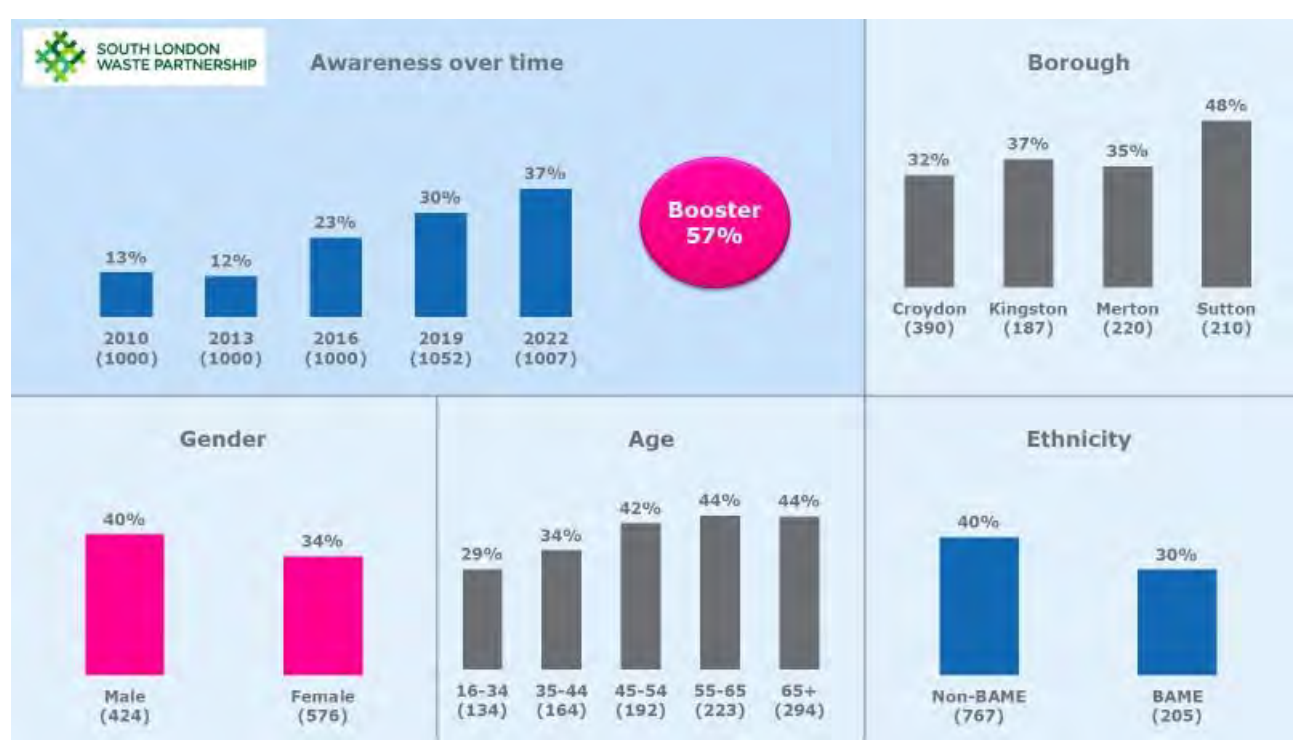
### 8.1 Awareness of SLWP

There has been a steady increase in awareness of the South London Waste Partnership since 2012, from 12% in 2012, 23% in 2016, 30% in 2019 and 37% in 2022. However, 62% of residents remain unaware of the Partnership, with 1% answering don't know.

Breaking responses down further shows that awareness of the South London Waste Partnership is highest in Sutton (48%), significantly higher than in Kingston (37%), Merton (35%) and Croydon (32%).

Males (40%) are significantly more likely than females (34%) to have heard of the Partnership, and the differences in awareness by age in the figure below are significantly higher for residents aged 45 or above and of non-BAME ethnicity.

**Figure 20: Awareness of the South London Waste Partnership**

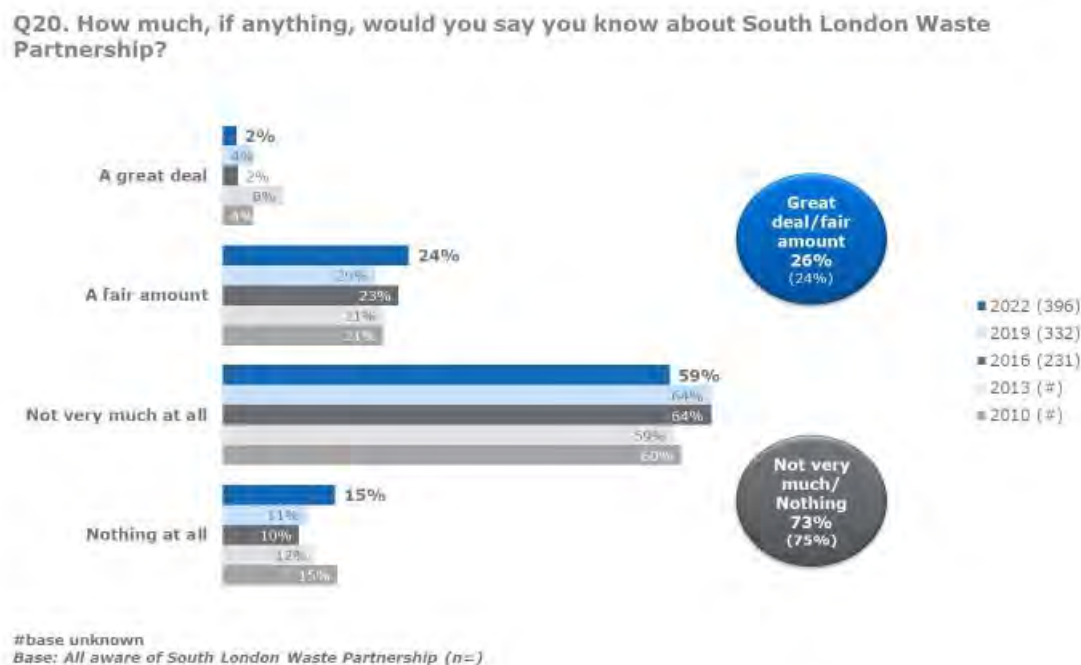




## 8.2 Knowledge of the SLWP

Despite an upturn in awareness of the South London Waste Partnership the proportion who indicate that they know a great deal or a fair amount about it has remained relatively stable from 2019 to 2022 (26% cf. 24%). The most common response remains that they don't know very much at all, which has fallen slightly from 64% in 2019 to 59% in 2022.

**Figure 21: Level of knowledge of the South London Waste Partnership?**



The level of understanding of the South London Waste Partnership expressed at this question varies significantly by borough, with two-fifths of residents in Kingston saying they know a great deal or a fair amount (39%), compared with 20% in Croydon, 31% in Merton and 22% in Sutton. No respondents in Sutton said they know a great deal about SLWP.

Significantly more 16 to 34 year olds know a fair amount, as shown in the table below.

**Table 9: Level of knowledge about the South London Waste Partnership by age**

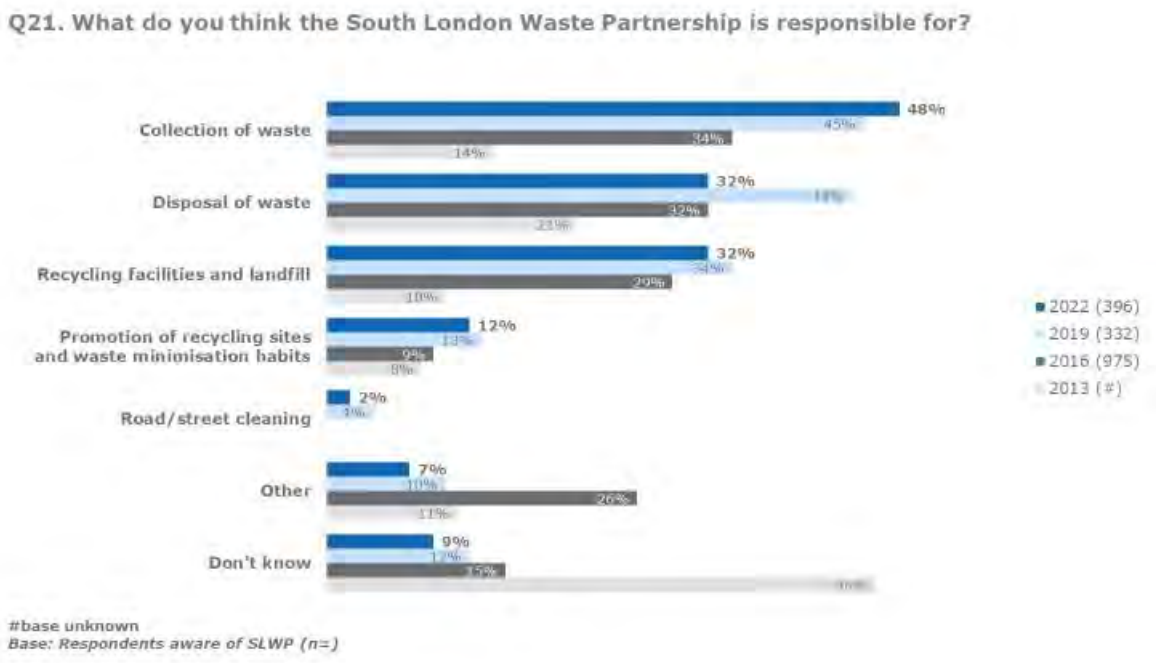
	16-34	35-44	45-54	55-64	65+
A great deal	0%	2%	3%	3%	2%
A fair amount	35%	20%	23%	23%	18%
Not very much at all	55%	66%	56%	53%	63%
Nothing at all	9%	11%	19%	20%	17%
<i>Base: All respondents aware of South London Waste Partnership</i>	38	57	80	97	124



### 8.3 SLWP responsibilities

Those who have previously heard of the South London Waste Partnership were asked in an unprompted manner what the organisation is responsible for. The responses most commonly given related to the collection of waste (48%) and its subsequent disposal (32%). A further 32% mentioned recycling facilities and landfill sites. The same top three answers were given in 2019, however those saying disposal of waste has decreased significantly.

**Figure 22: What do you think the South London Waste Partnership is responsible for?**



Residents in Sutton are less likely than those in Merton to mention collection of waste (40% cf. 57%).

Residents aged 16 to 34 are least likely to mention recycling and landfill sites as a key responsibility than all other age groups (23%); 35 to 44 (41%), 45 to 54 (36%), 55 to 64 (33%) and 65+ (28%) but that is the main difference by demographics.



## 9 Landfill

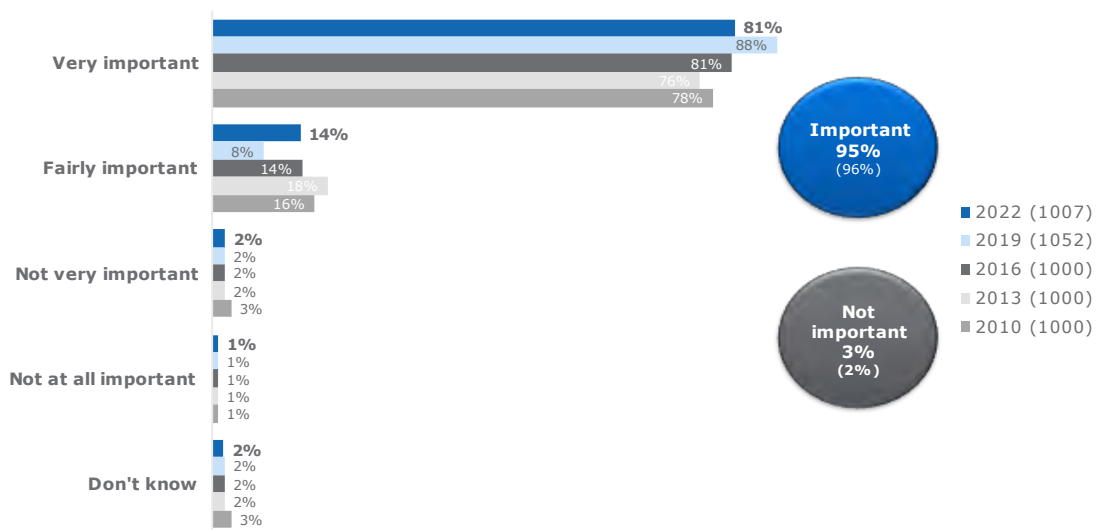
### 9.1 Attitude towards landfill

The importance of sending less waste to landfill remains clearly understood by the residents of Croydon, Merton, Sutton and Kingston. Over nine in ten (95%) residents indicate that that this is important and within this, virtually the same as reported in 2019 (96%).

There are few significant differences given that residents in all boroughs and of different ages agree that it is important to send less waste to landfill.

**Figure 23: Importance of sending less of waste to landfill**

Q22. How important, if at all, do you think it is to send less of our waste to landfill?



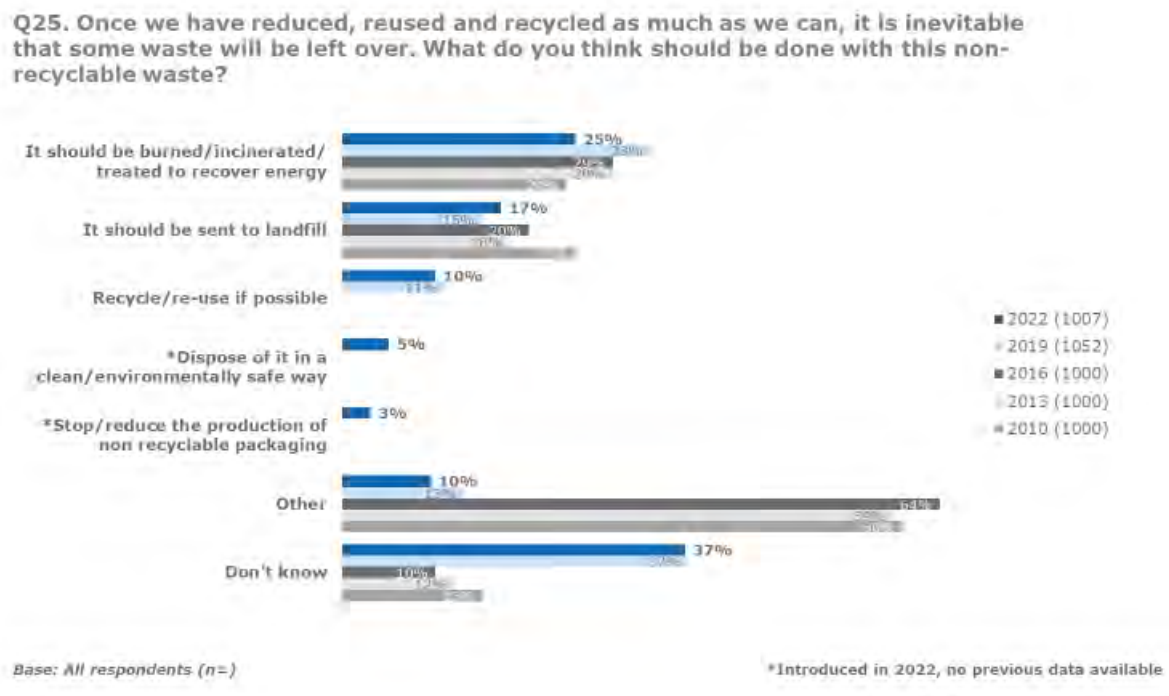
Base: All respondents (n=)



## 9.2 Alternatives to landfill

Once we have reduced, reused and recycled as much as we can, it is inevitable that some waste will be left over. In this context all residents were asked what they think should be done with non-recyclable waste. This question was asked in an unprompted manner, with the spontaneous responses given being allocated by the telephone interviewer to pre-existing list of options available on screen. While 37% of residents are unsure, (answering don't know), 25% suggest that it should be burned, incinerated or treated to recover energy and 17% said it should be sent to landfill.

**Figure 24: What should be done with non-recyclable waste**





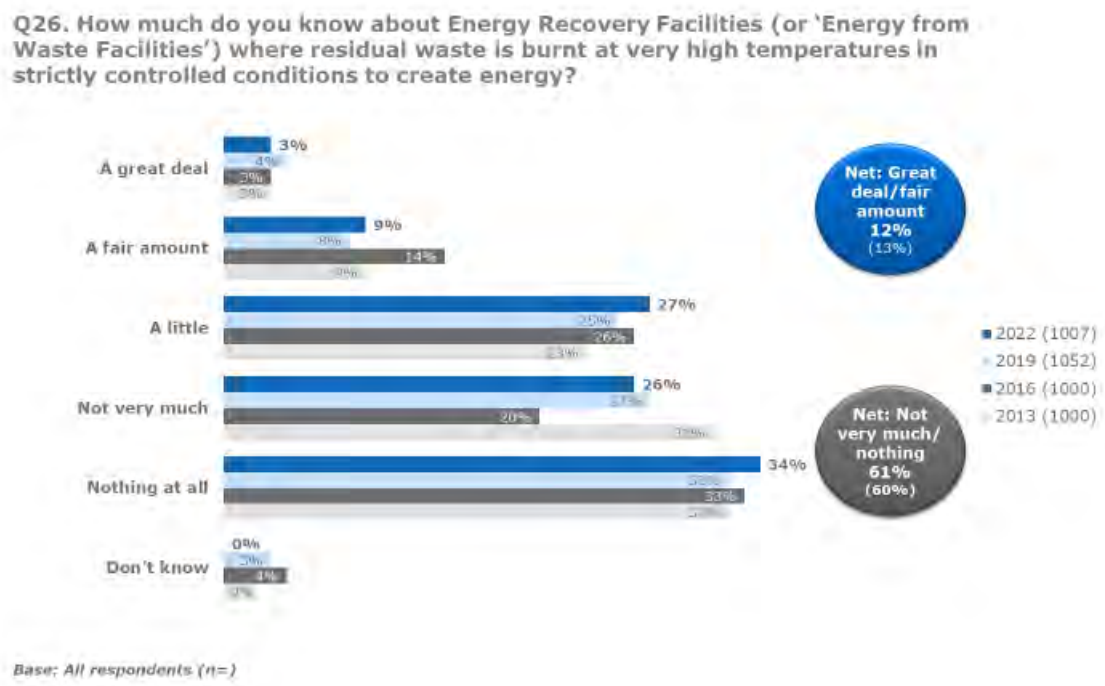


# 10 Energy recovery facilities

## 10.1 Knowledge of energy recovery facilities

When asked specifically about their knowledge of energy recovery facilities only a minority of 12% indicated that they know either a great deal or a fair amount about them virtually the same as in 2019; the most common response remains that residents don't know anything at all (34%).

**Figure 25: Level of awareness of energy recovery facilities (or 'Energy from Waste Facilities')**



In all four boroughs the majority of residents know not very much/nothing at all about energy recovery facilities, with those in Croydon most likely to give these responses (67% cf. 61% in Merton, 55% in Kingston and 53% in Sutton).



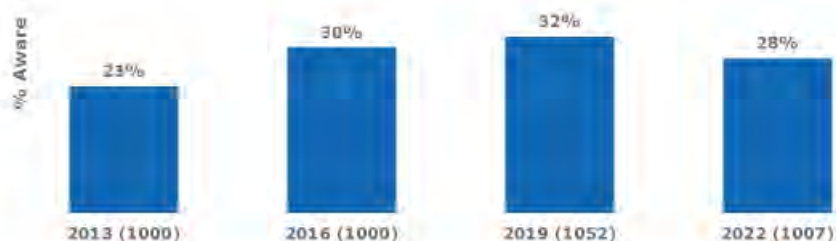
## 10.2 Awareness of Beddington ERF

Fewer than three in ten residents are aware that an energy recovery facility has been built in Beddington, Sutton (28%). Awareness had been rising prior to this year but has dropped by four-percentage points since 2019.

Given the site’s location, it’s understandable that residents in Sutton are most likely to know that the energy recovery facility has been built (53% cf. 19% for Kingston, 18% for Merton and 24% for Croydon).

**Figure 26: Awareness of Beddington ERF**

Q27. Are you aware that an Energy Recovery Facility has been built in Beddington, Sutton, to treat household waste instead of sending it to landfill?



Base: All respondents. (n=)

Residents aged 45 or above are most likely to be aware the ERF has been built, than amongst those aged 16 to 44:

**Table 10: Awareness of Beddington ERF by age**

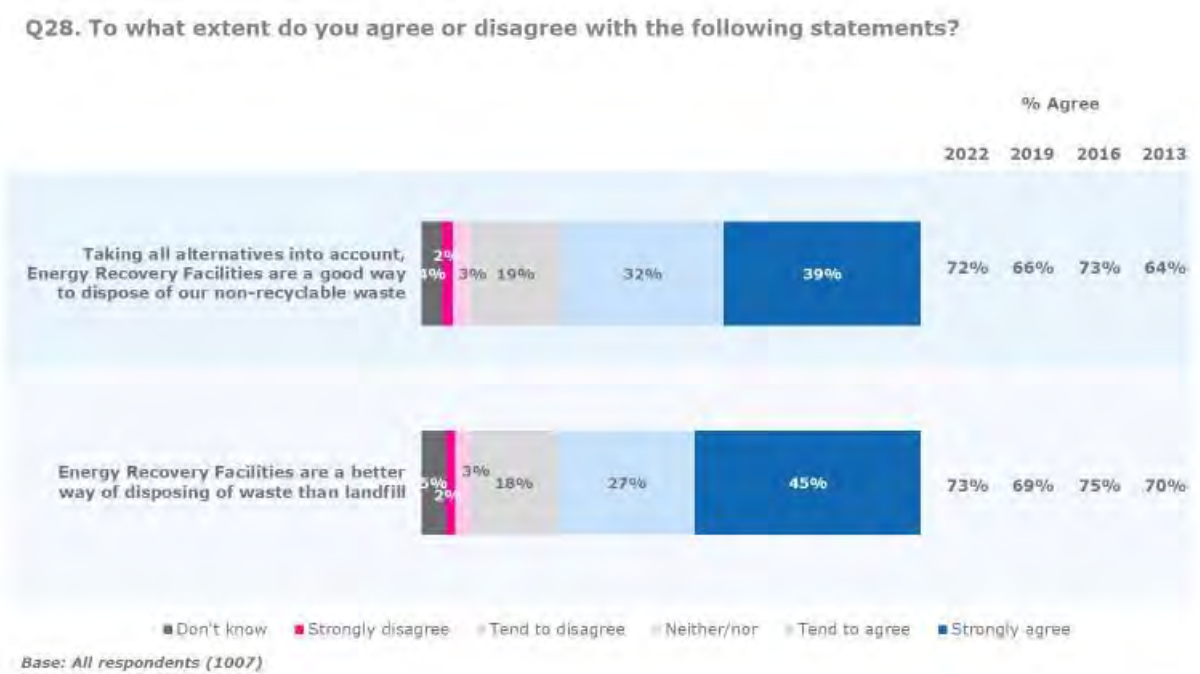
	16-34	35-44	45-54	55-64	65+
Yes	18%	19%	31%	41%	45%
No	82%	81%	69%	59%	55%
Base: All respondents	134	164	192	223	294



### 10.3 Views on energy recovery facilities

Energy recovery facilities are still seen as a good alternative to landfill for non-recyclable waste, and support for the technology has almost recovered to the proportions witnessed in 2016. Seven in ten residents agree that these facilities are a good way to dispose of non-recyclable waste (72% up from 66%) and that they represent a better way of disposing of waste than landfill (73% up from 69%).

**Figure 27: Agreement with ERF statements**



Support for energy recovery facilities as a way of treating non-recyclable waste is higher in Merton and Kingston (75% each) than Croydon (71%) and Sutton (67%), although none of these differences are significant. The same pattern is evident for those who agree Energy Recovery Facilities are a better way of disposing of waste than landfill, with 79% of residents in Merton and 76% in Kingston agreeing, compared with 69% in Croydon and 70% in Sutton.

Support is highest among older residents, with 80% of 65+ year olds agreeing Energy Recovery Facilities are a good way to dispose of our non-recyclable waste and 82% agreeing Energy Recovery Facilities are a better way of disposing of waste than landfill.

**Table 11: Agreement with ERF statements by age**

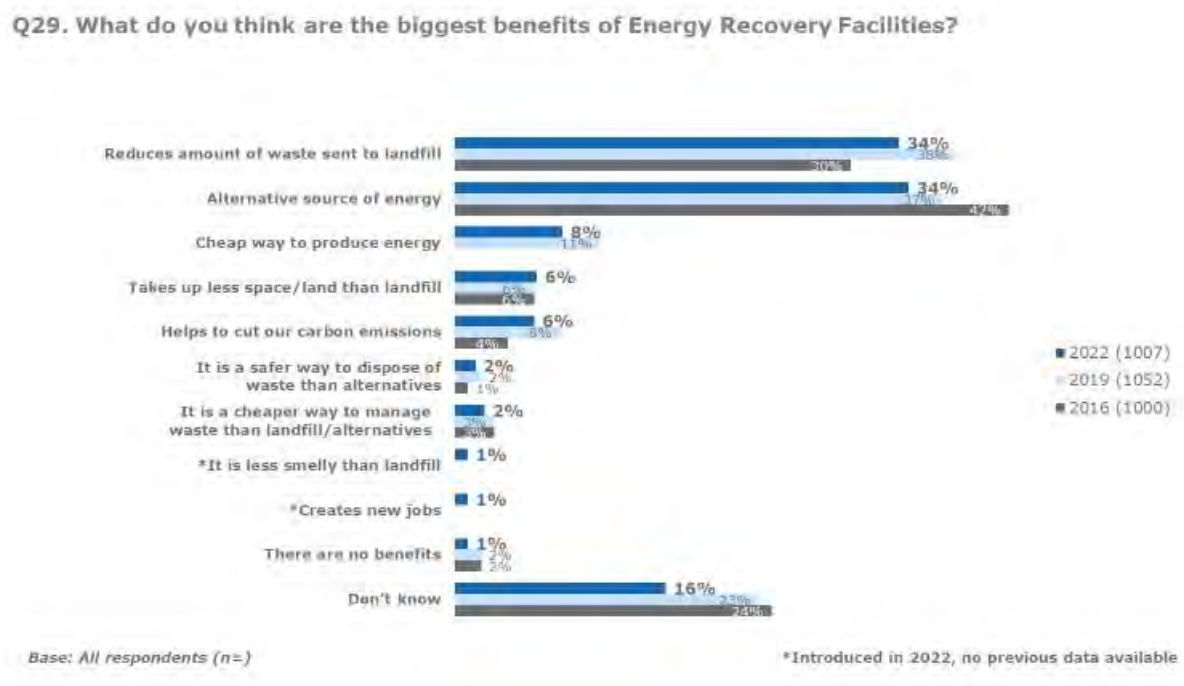
	16-34	35-44	45-54	55-64	65+
Energy Recovery Facilities are a good way to dispose of our non-recyclable waste	70%	66%	73%	72%	80%
Energy Recovery Facilities are a better way of disposing of waste than landfill	73%	66%	72%	70%	82%
Base: All respondents	134	164	192	223	294



## 10.4 Perceived benefits of energy recovery facilities

Irrespective of their prior knowledge of energy recovery facilities in general or of the Beddington ERF development, residents were asked to state what they think the biggest benefits of these facilities are. This question was asked in an unprompted manner, with the spontaneous responses given being allocated by the telephone interviewer to pre-existing list of options available on screen. Among these unprompted comments the benefits of an alternative source of/cheaper way to produce energy (34%) and of reducing landfill (34%) were most commonly mentioned. Fewer than one in ten residents said that it was a cheap way to produce energy (8%).

**Figure 28: Perceived benefits of energy recovery facilities**

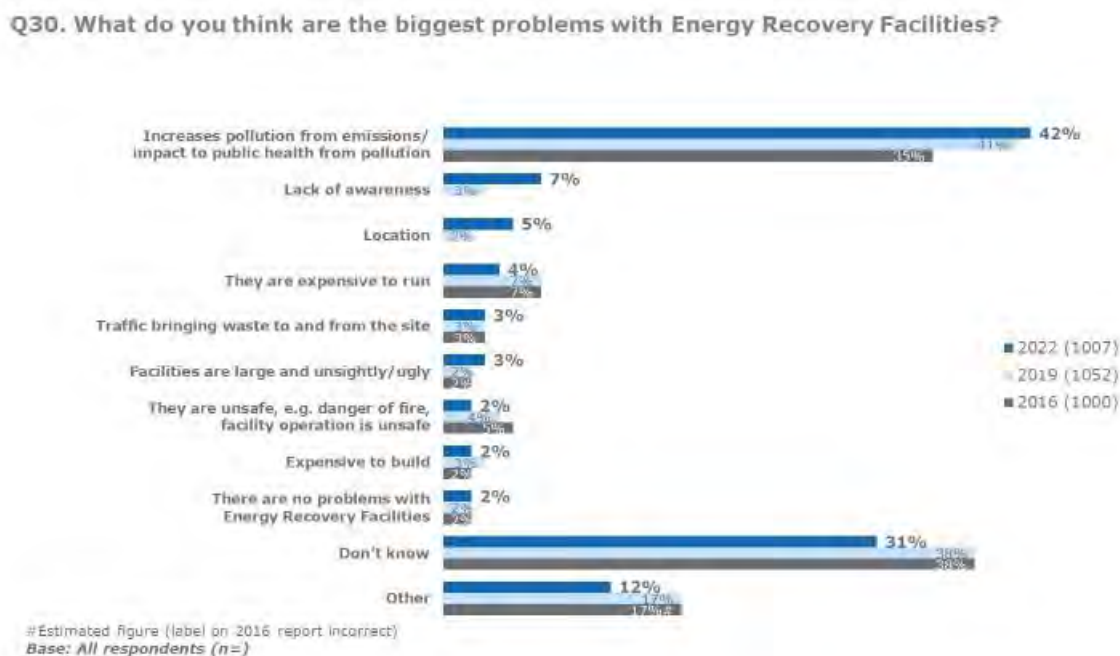




## 10.4 Perceived problems of energy recovery facilities

When asked about the biggest problems associated with energy recovery facilities, three in ten residents (31%) were not able to give a response and answered don't know. Among the remainder the most commonly identified drawback was an increase in pollution from emissions and associated impacts on public health which was mentioned by 42% of all residents. This question was again asked in an unprompted manner.

**Figure 29: Biggest problems with energy recovery facilities?**

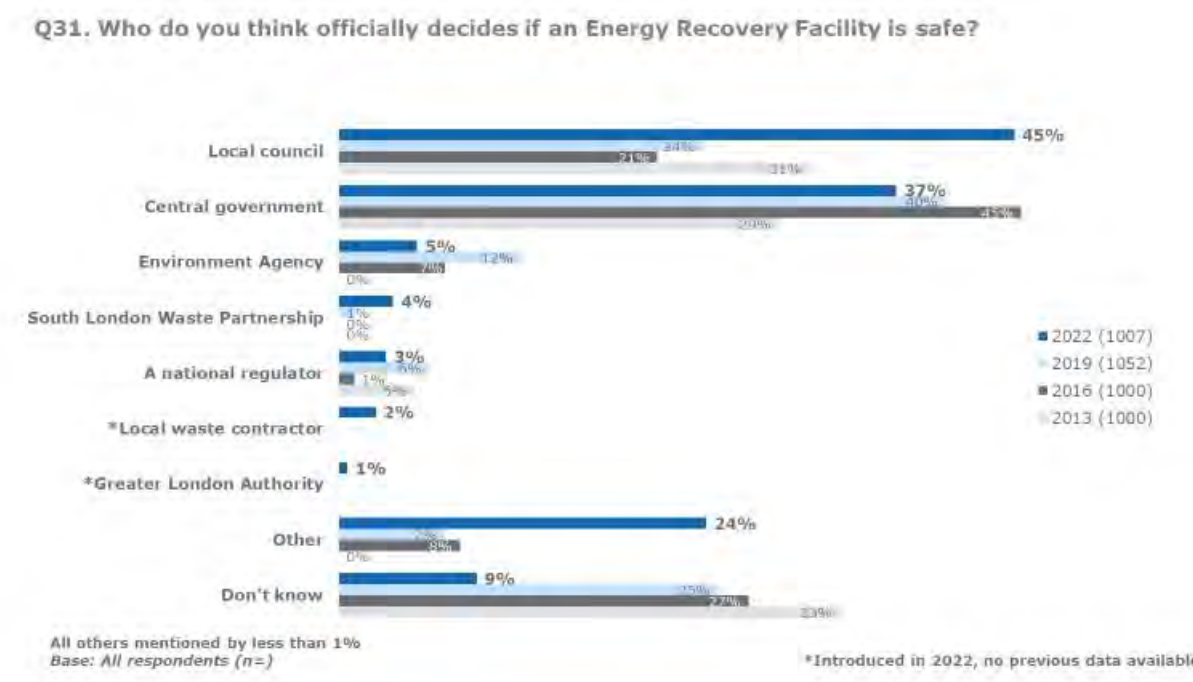




## 10.5 Monitoring of energy recovery facilities

Over two-fifths of residents (45%) believe that it is the local council who officially decides if an energy recovery facility is safe. This is followed by respondents thinking it is the central government that makes this assessment (37%). However, uncertainty on this issue remains with 33% unsure of which body officially decides if such a facility is safe, saying something else or don't know. Notably, the Environment Agency are actually responsible for regulating ERFs and ensuring they are operating safely, however with only 5% stating this (significantly fewer than in 2019 – 12%) it suggests the Environment Agency could do considerably more to raise awareness of their role.

**Figure 30: Who officially decides if an energy recovery facility is safe**



There are few notable differences across the different boroughs, 10% of Kingston residents know that the Environment Agency officially decides that an ERF is safe, compared with 5% each in Merton and Sutton, and 3% in Croydon.

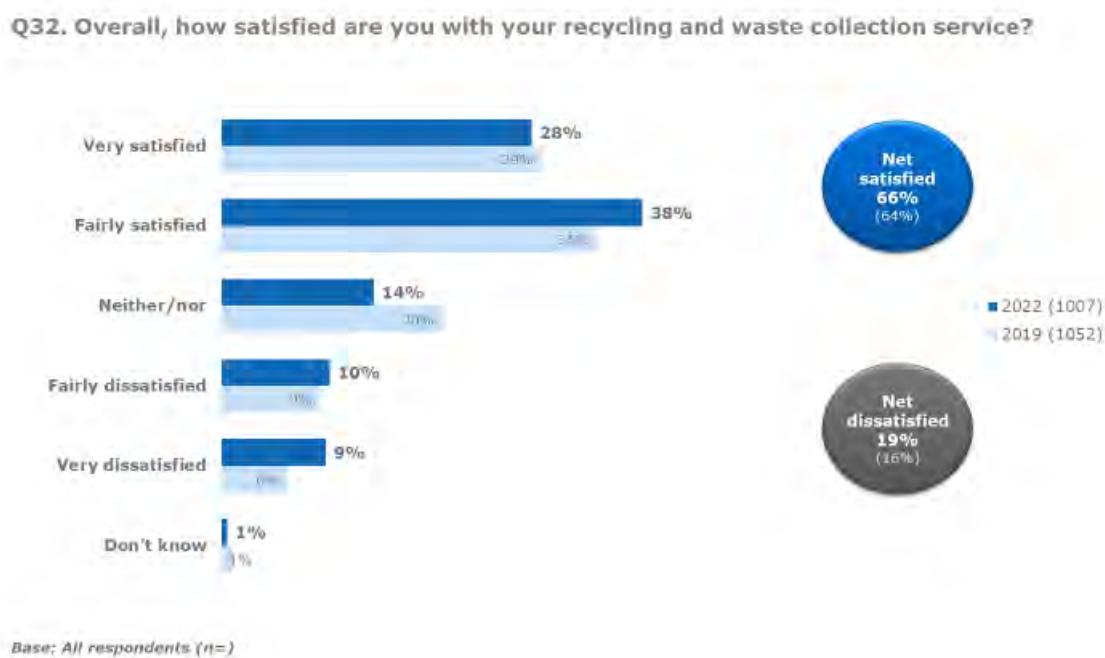


# 11 Home waste collection service

## 11.1 Satisfaction with waste collection service

Two-thirds of respondents are satisfied with their recycling and waste collection service (66%), with residents living in Kingston being most satisfied (80%). Around two-thirds of residents in Sutton and Merton are satisfied with the waste collection services in their area (71% and 64% respectively). Merton residents are least satisfied (59%).

**Figure 31: Satisfaction with waste collection services**



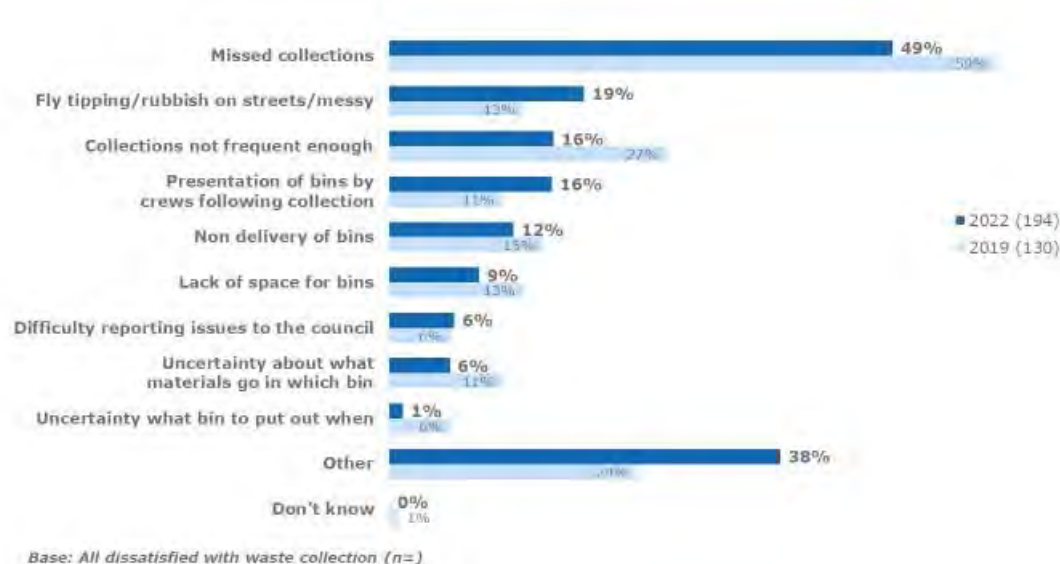
Older respondents are more satisfied with their recycling and waste collection services than the younger age groups (83% 65+, 74% 55 to 64 and 66% 45 to 54 cf. 56% 35 to 44 and 60% 16 to 34).

Respondents who were dissatisfied with the waste collection service were asked an unprompted question about what problems they'd had with the service and the main problem seems to be missed collections (49%).



## Figure 32: Problems experienced with waste collection services

Q33. What problems have you had with the service?



Others include:

- Mixing of non-recyclable waste and recycling on collection
- Nothing local/bins too far away
- Bins not big enough/not enough of them
- Broken bins
- Spillages/rubbish left on ground
- Attitude of refuse collectors

### 11.2 Garden waste collection service

Three in ten respondents subscribe to their local garden waste collection service (32%).

Kingston and Sutton residents are most likely to subscribe to their local garden waste collection service (40% and 39% respectively), whereas Croydon and Merton residents are least likely (27% each).

Older respondents are most likely to subscribe to their local garden waste collection service, with the proportion steadily increasing by each age group:

- 16 to 34 – 20%
- 35 to 44 – 23%
- 45 to 54 – 35%
- 55 to 64 – 41%
- 65+ – 53%

Over four-fifths of subscribers are satisfied with the garden waste collection service (84%).

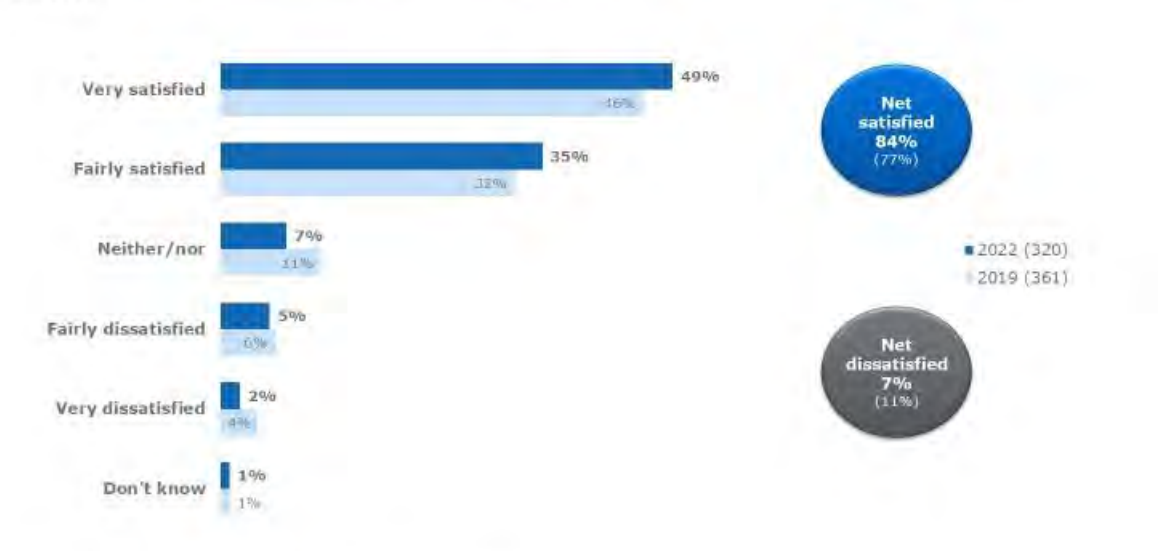




Kingston residents are significantly less satisfied with their garden waste collection service than those in the other boroughs (72% cf. 85% in Merton and Croydon and 94% in Sutton).

**Figure 33: Satisfaction with garden waste collection services**

Q36. Overall, how satisfied or dissatisfied are you with your garden waste collection service?

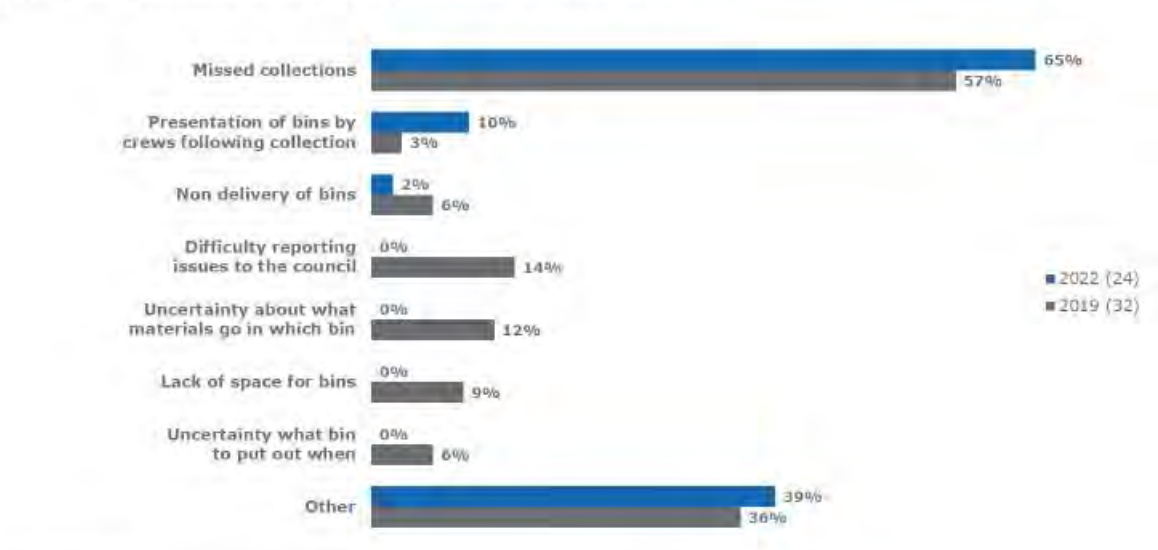


Base: All subscribing to garden waste collection service (n=)

Of those who were dissatisfied with the garden waste collection service, two-thirds said it was because of missed collections (65%). Base sizes are too low to look at individual boroughs in isolation.

**Figure 34: Problems experienced with garden waste collection services**

Q37. What problems have you experienced with the service?



#Low base size  
Base: All dissatisfied with garden waste collection (n=)



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Over nine in ten subscribers think they will renew their subscription next year (93%). Kingston residents are least likely to renew (89%), which is not surprising given they were least satisfied with the service.

Older respondents are more likely to renew their subscription compared with the younger age groups (16 to 34 85%, 35 to 44 91%, 45 to 54 91%, 55 to 64 98% and 65+ 97%).

The main reason for not subscribing to the garden waste collection service is that it's too expensive and because of unreliable collections. This question was only answered by 10 respondents so these results are indicative rather than conclusive.



## 12 The local area

Respondents were asked to rate the cleanliness of the streets in their area and the streets in the local town centre.

Kingston residents are most satisfied (64%), followed by Sutton residents (54%) and Croydon residents (43%). Merton residents are least satisfied (33%).

Fewer respondents are satisfied with the cleanliness of the streets in the local town centre (39%).

Over half of Kingston residents are satisfied with the streets in their local town centre, followed by Sutton residents (55% and 51% respectively). One third of Merton (33%) residents are satisfied. However, only one fifth of Croydon residents are satisfied with their streets in their town centre (22%).

Only 13% of respondents think that the cleanliness of streets has got better, with one third saying they'd got worse (33%) over the last two years.

**Figure 35: Satisfaction with cleanliness of streets**



Over two-fifths of Croydon residents said that the cleanliness of the streets in their local area had got worse over the past two years (44%), with fewer than three in ten Kingston, Merton and Sutton residents (29%, 27% and 25% respectively) saying the same.



## 13 Booster Interviews

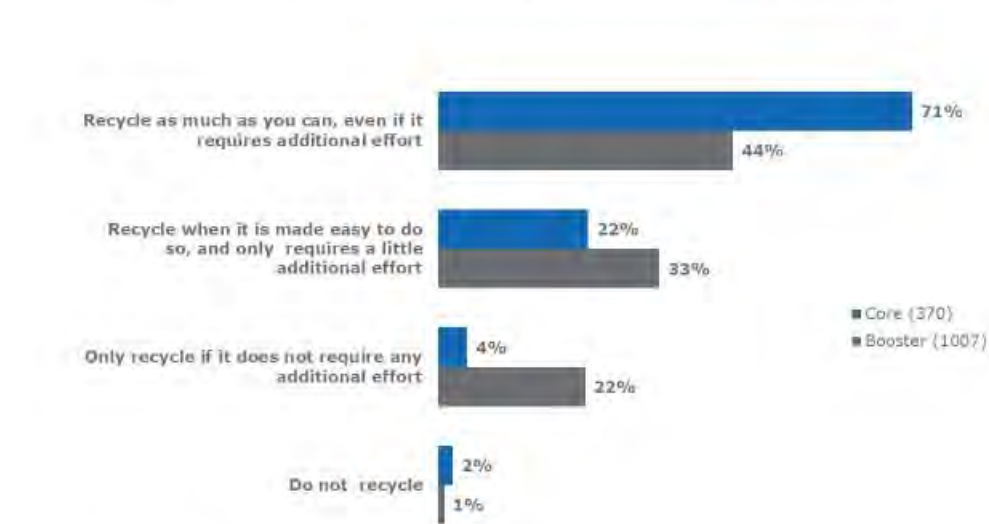
### 13.1 Attitudes towards recycling and the environment

#### *Attitudes towards recycling*

Respondents interviewed as part of the booster survey have significantly different attitudes towards recycling than the core sample, and also to what was reported in 2019. Less than half say they recycle as much as they can, even if it requires additional effort (44%), significantly fewer than the core sample (71%) and significantly lower than in 2019 (79%). One third say they recycle when it is made easy to do so, and only requires a little additional effort, significantly more than the main sample (33% cf. 22%) and significantly higher than in 2019 (22%). One fifth say they only recycle if it does not require any additional effort (22%), significantly more than the main sample (4%) and a significant increase since 2019 (2%).

**Figure 36: Attitudes towards recycling – core vs booster**

Q2. Which of the following best describes your attitude towards recycling?



Base: All respondents (n=)

Comparing the individual wards, residents living in West Thornton are significantly more likely than all other wards to say they recycle as much as they can (74% cf. 50% Broad Green, 46% Beddington, 33% Pollards Hill, 22% Cricket Green, 17% Hackbridge).

#### *Change in waste produced and recycled*

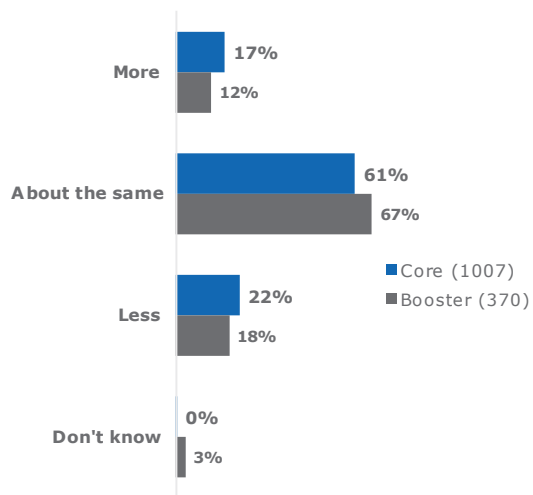
Two-thirds of residents in the booster area say they produce about the same amount of waste as last year (67%). One in five say they produce less waste than they did last year (18%) and only one in ten (12%) say they produce more waste. Significantly fewer residents in the booster areas say they produce more waste compared to the core sample (12% cf. 17%).



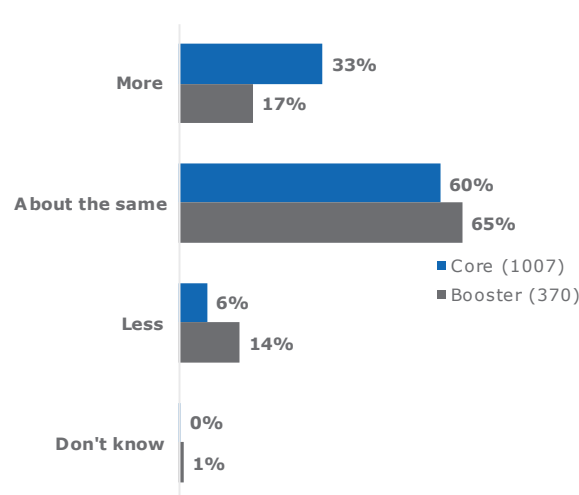
Alongside this, two-thirds of booster residents say they recycle about the same amount of waste as last year (65%), with one in six saying they recycle more (17%) and one in seven less (14%). Significantly fewer residents in the booster area say they recycle more waste compared to the core sample (17% cf. 33%).

### Figure 37: Change in waste produced and recycled – core vs booster

**Q4. Thinking about the waste your household produces (including recyclable and non-recyclable waste), do you think you produce more, less or about the same amount as you did last year?**



**Q5. And of that household waste, would you say you recycle more of it, less of it, or about the same amount as you did last year?**



Base: All respondents (n=)

Looking at the individual wards, residents in all areas say they produce about the same amount of waste rather than more or less than last year, Hackbridge residents are most likely to say they produce more waste (25% cf. 4-17% for the other wards), but also recycle more than the other wards (30% cf. 2-22%). Cricket Green residents are most likely to produce less waste than a year ago (34% cf. 3%-29%), but least likely to recycle more than they did, probably because they feel they have waste production in hand (2% cf. 8%-30%).

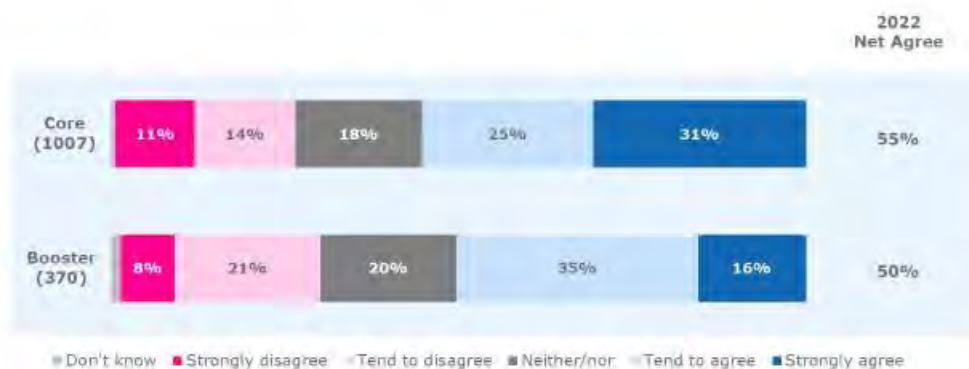


### Impact of Covid-19 on recycling habits

Booster area residents are significantly less likely to strongly agree with the statement "The Covid-19 pandemic resulted in me and those in my household spending more time at home and contributed to the production of more household waste" (16% cf. 31%). They're more likely to slightly agree than the core sample, with net satisfaction only showing a 5% point difference.

**Figure 38: Impact of Covid-19 on recycling habits – core vs booster**

Q42. To what extent do you agree or disagree with the following statement: "The Covid-19 pandemic resulted in me and those in my household spending more time at home and contributed to the production of more household waste."



Figures less than 3% not shown  
Base: All respondents (n=)

Residents in Pollards Hill are significantly less likely to agree the Covid-19 pandemic has contributed to the production of more household waste than the majority of the other wards:

- Broad Green – 62%
- West Thornton – 60%
- Cricket Green – 59%
- Beddington – 46%
- Hackbridge – 39%
- Pollards Hill – 27%



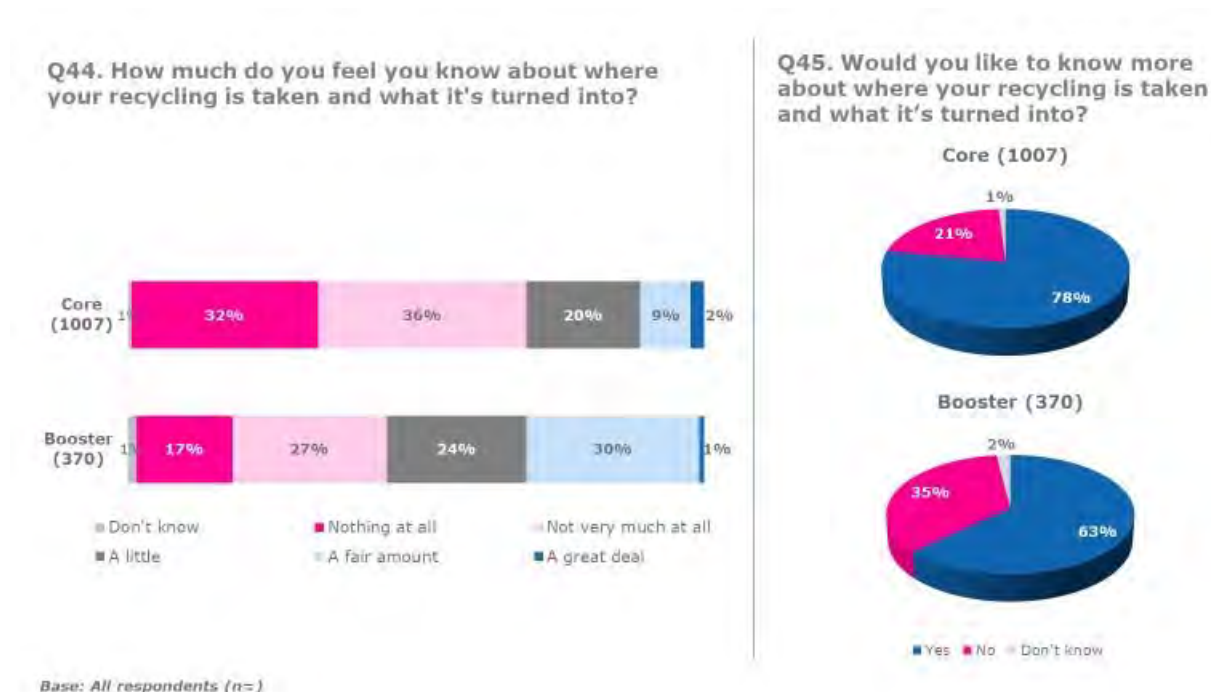
## 13.2 Perceptions of recycling

### Knowledge of where recycling is taken

Booster area residents are significantly less likely to say they know nothing at all about where their recycling is taken and what it's turned into than the core sample (17% cf. 32%). They are more likely to say they know a fair amount (30% cf. 9% core).

Significantly fewer residents would like to know more about where recycling is taken than the core sample (63% cf. 78%), which is understandable given they say they know a fair amount already.

**Figure 39: Perceptions of recycling – core vs booster**



Residents in Pollards Hill are significantly more likely to say they know nothing at all about where recycling is taken than the majority of the other wards:

- Pollards Hill – 32%
- West Thornton – 22%
- Beddington – 17%
- Hackbridge – 15%
- Broad Green – 9%
- Cricket Green – 5%

Residents in Beddington are most likely to want to know more about where their recycling is taken and what it's turned into, significantly higher than all other wards (with the exception of Cricket Green):

- Beddington – 86%
- Cricket Green – 77%



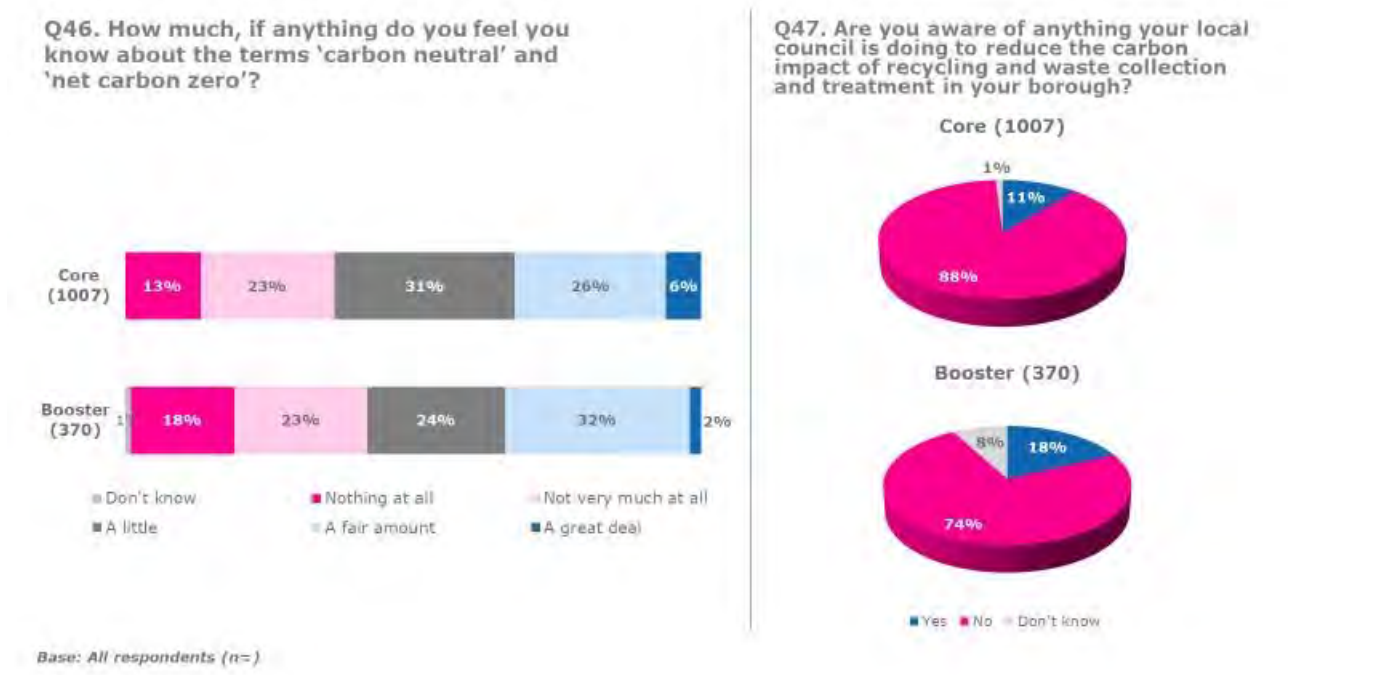
- West Thornton – 61%
- Broad Green – 58%
- Pollards Hill – 47%
- Hackbridge – 42%

**Knowledge of carbon neutral terminology**

Booster residents are significantly more likely to say they know nothing at all about the terms carbon neutral and net carbon zero than the core sample (18% cf. 13%).

However, they are significantly more likely than the core sample to say that they are aware of things the local council is doing to reduce the carbon impact and waste collection and treatment in the borough (18% cf. 11%).

**Figure 40: Knowledge of carbon neutral terminology – core vs booster**



Cricket Green residents are most likely to say they know nothing at all about the terms carbon neutral and net carbon zero (31%), significantly higher than Broad Green (8%) and Pollards Hill residents (5%).

Residents in Beddington are most likely to be aware of activities the local council is doing to reduce the impact of recycling and waste collection and treatment in the borough (28%), significantly more so than residents in Hackbridge (7%) and West Thornton (15%).



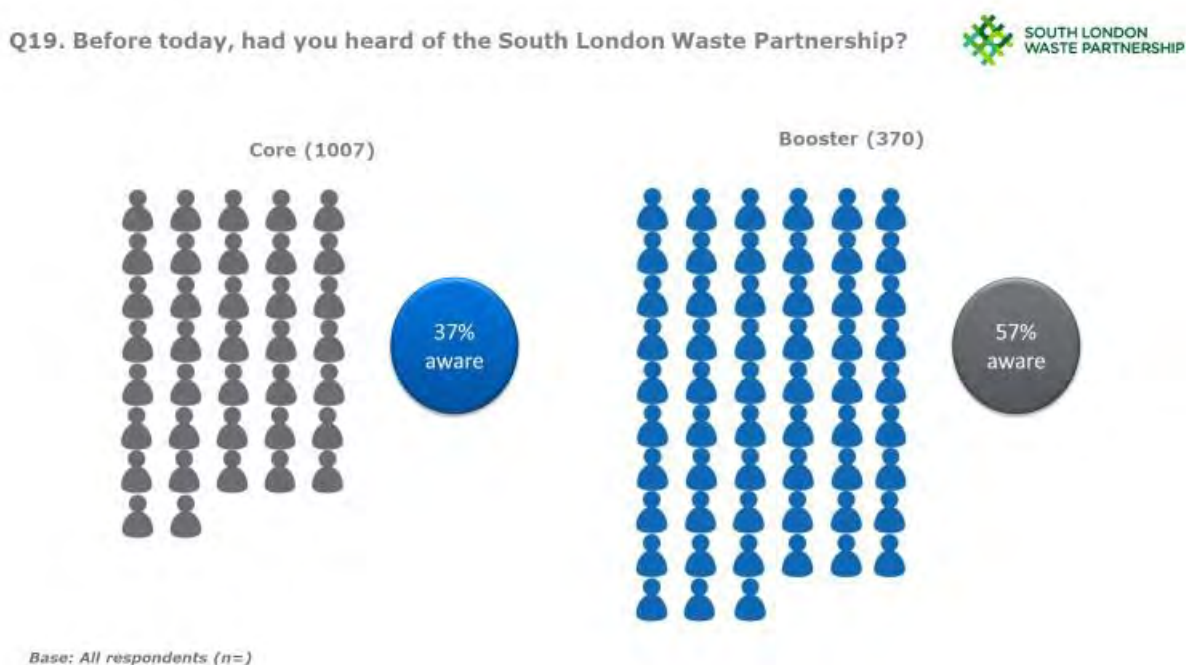


## 13.3 South London Waste Partnership

### Awareness of SLWP

Awareness of SLWP is significantly higher among residents living in the booster area than the core sample (57% cf. 37%).

**Figure 41: Awareness of the South London Waste Partnership – core vs booster**



Awareness of SLWP is higher across all individual wards in the booster area than the core sample as a whole, and residents in Cricket Green have the highest awareness:

- Cricket Green – 86%
- Beddington – 76%
- Pollards Hill – 51%
- Hackbridge – 47%
- Broad Green – 45%
- West Thornton – 43%

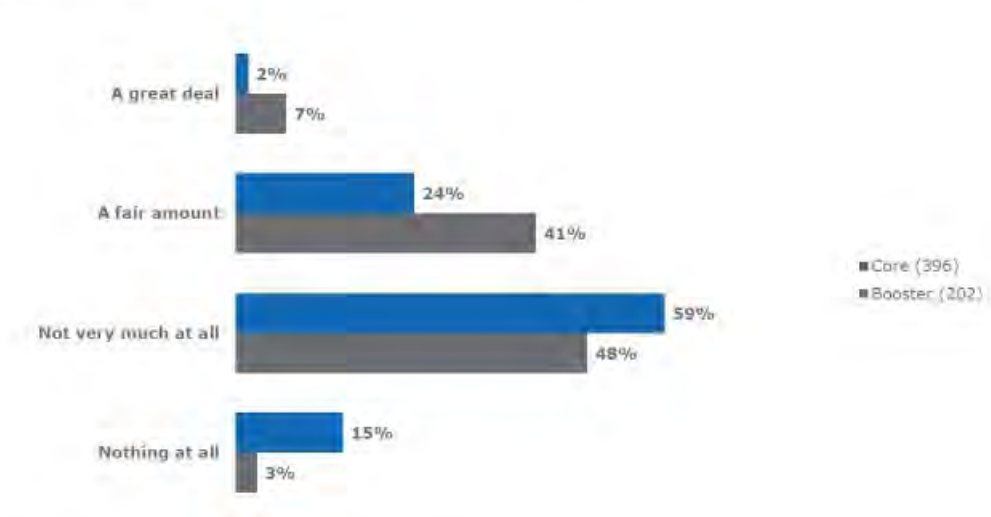


## Knowledge of SLWP

Residents in the booster wards are significantly more likely to say they know a great deal or a fair amount about South London Waste Partnership than the core sample (26% cf. 49%).

**Figure 42: Knowledge of the South London Waste Partnership – core vs booster**

Q20. How much, if anything, would you say you know about South London Waste Partnership?



Base: All aware of South London Waste Partnership (n=)

Hackbridge residents are least likely to say they know a great deal or a fair amount about SLWP, with Cricket Green residents most knowledgeable:

- Cricket Green – 83%
- Beddington – 51%
- Broad Green – 44%
- West Thornton – 41%
- Pollards Hill – 28%
- Hackbridge – 16%

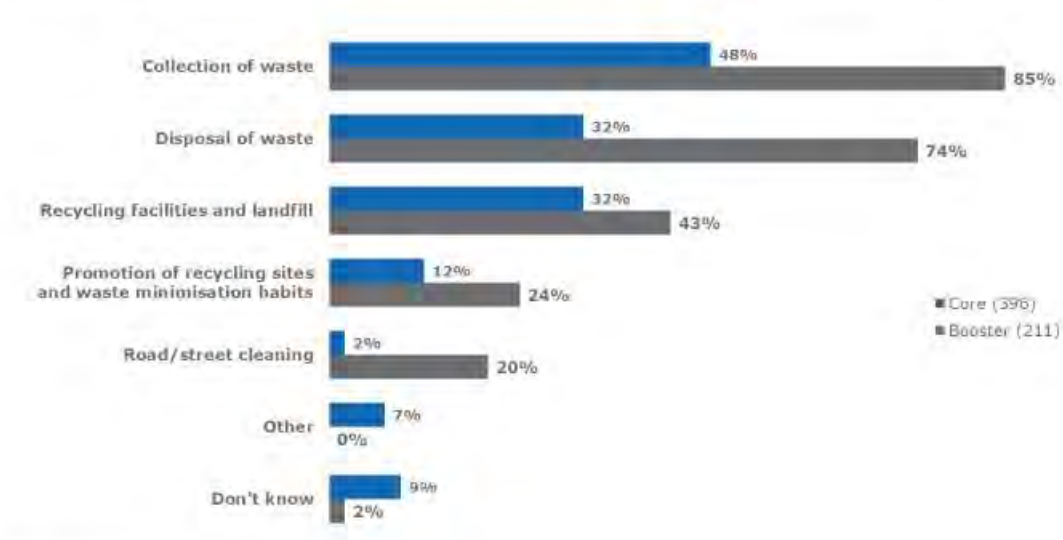


## SLWP responsibilities

Results amongst the booster residents are significantly higher for all statements about what SLWP is responsible for. This is probably due to the fact the booster interview was far shorter than the core interview, giving face to face interviewers far more time to probe for answers.

**Figure 43: What do you think the SLWP is responsible for – core vs booster**

Q21. What do you think the South London Waste Partnership is responsible for?



Base: Respondents aware of SLWP (n=)

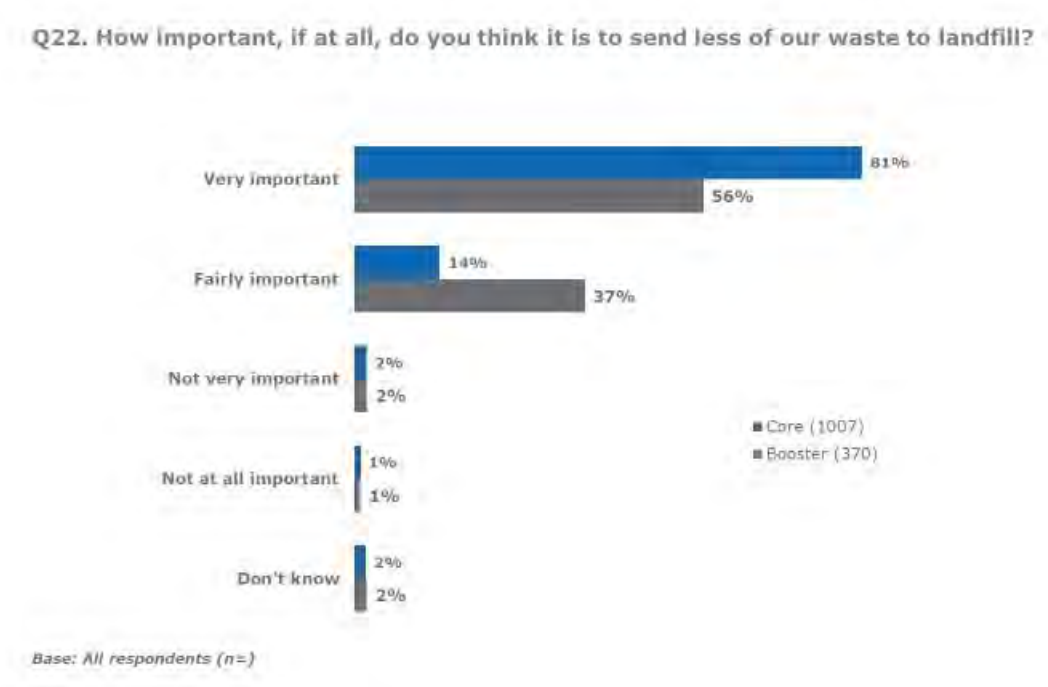


## 13.4 Landfill

### Attitudes towards landfill

Net importance amongst booster residents is similar to the core sample, with over nine in ten saying it's important to send less waste to landfill (93% cf. 95% respectively). However, the intensity of views is significantly different across the two samples: booster area residents are significantly less likely to say it's very important to send less waste to landfill and more likely to say it's fairly important than the core sample, as shown in Figure 44 below.

**Figure 44: Importance of sending less waste to landfill – core vs booster**



All residents living in Pollards Hill think it's important to send less waste to landfill, the highest of all the wards, with Hackbridge being the lowest at 80%:

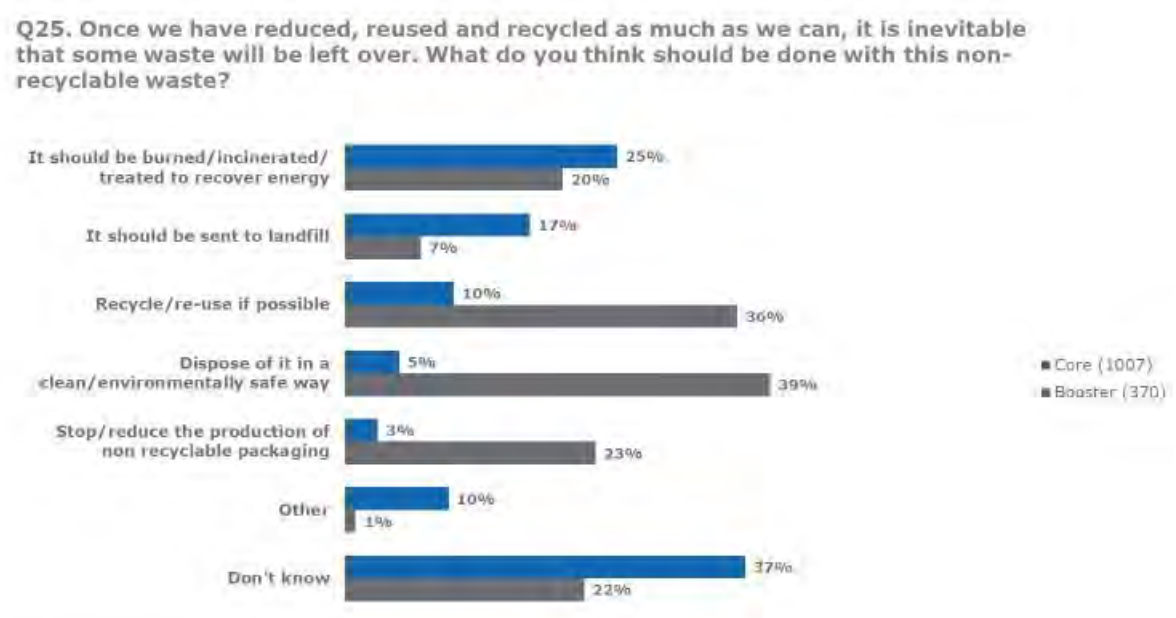
- Pollards Hill – 100%
- Beddington – 95%
- Broad Green – 95%
- Cricket Green – 93%
- West Thornton – 91%
- Hackbridge – 80%



## What should be done with non-recyclable waste

Significantly more residents in the booster wards would like to see non-recyclable waste re-used if possible or disposed of in a clean/environmentally safe way, compared to the core sample who say it should be burned/incinerated/treated to recover energy most often and mention other ideas far more frequently than the core sample. As mentioned previously, this is probably due to the fact the booster interview was far shorter than the core interview, giving face to face interviewers far more time to probe for answers.

**Figure 45: What should be done with non-recyclable waste – core vs booster**



Base: All respondents (n=)



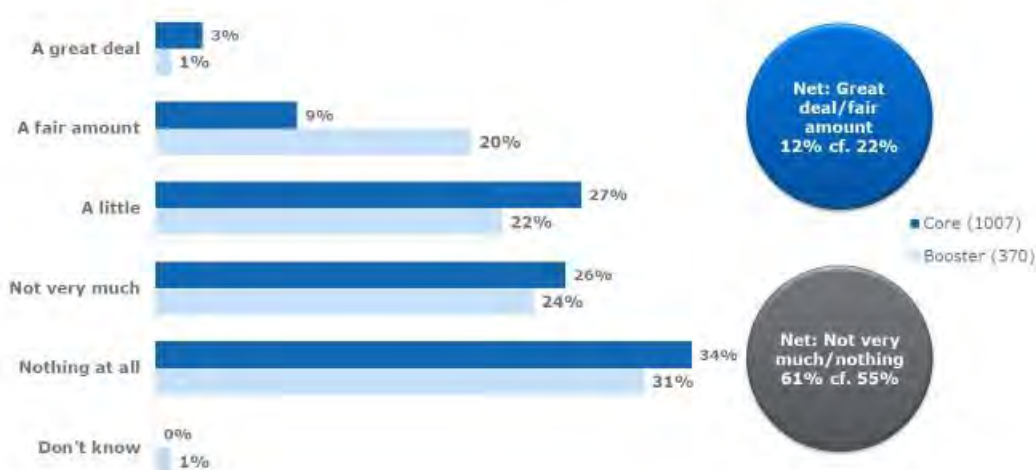
## 13.5 Energy Recovery Facilities

### Level of knowledge of Energy Recovery Facilities

Residents in the booster wards know far more about Energy Recovery Facilities than the core sample – over one fifth of booster residents (22%) say they know a great deal/fair amount, compared with one-tenth of the core sample (12%).

**Figure 46: Level of awareness of ERFs – core vs booster**

Q26. How much do you know about Energy Recovery Facilities (or 'Energy from Waste Facilities') where residual waste is burnt at very high temperatures in strictly controlled conditions to create energy?



Base: All respondents (n=)

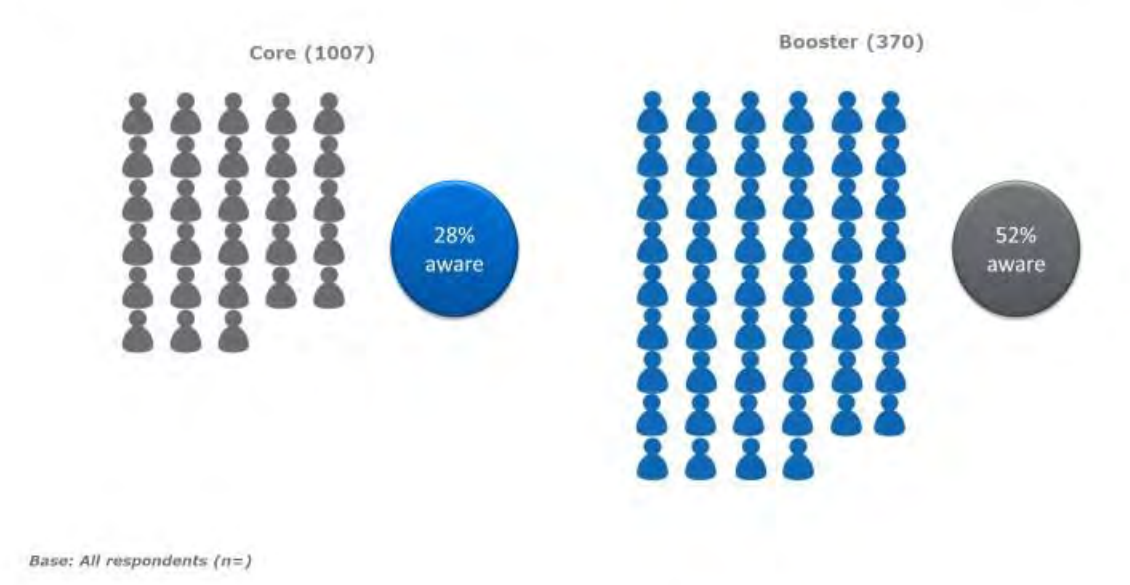


## Awareness of ERF in Beddington

Significantly more residents living in the booster wards are aware of the Energy Recovery Facility in Beddington than the core sample (52% cf. 28%). Not a surprising result given their vicinity to the site.

**Figure 47: Awareness of ERF – core vs booster**

Q27. Are you aware that an Energy Recovery Facility has been built in Beddington, Sutton, to treat household waste instead of sending it to landfill?



Only seven in ten respondents living in Beddington are aware of the facility, still higher than the other wards, but perhaps surprising that not everyone is. Awareness is lowest in Hackbridge:

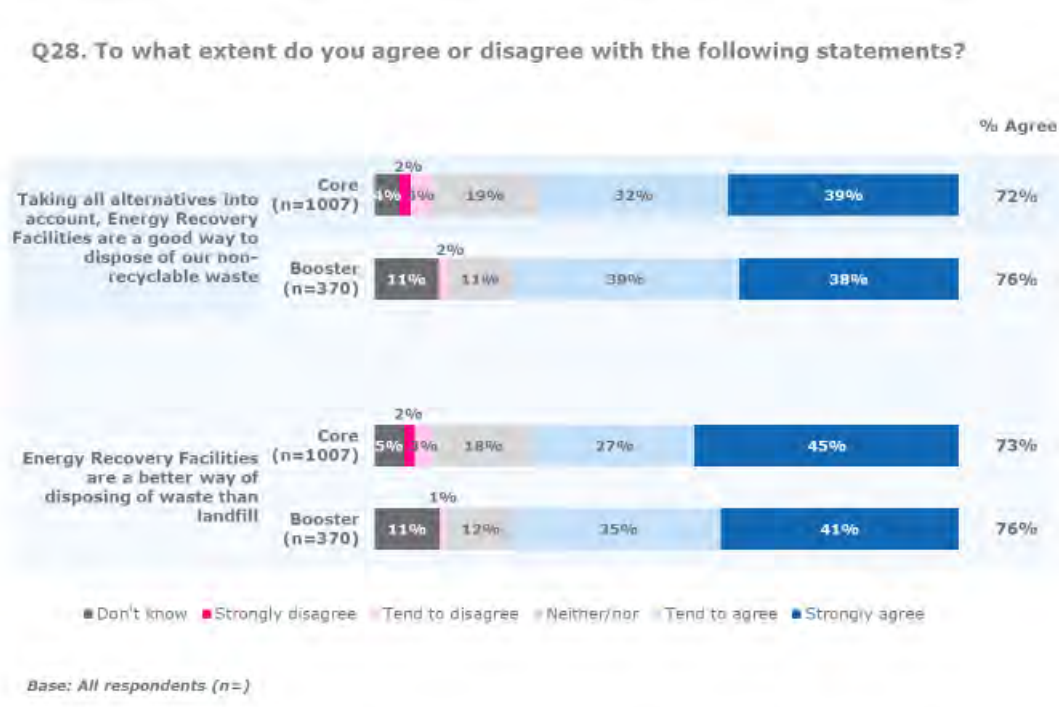
- Beddington – 70%
- Cricket Green – 58%
- Broad Green – 53%
- Pollards Hill – 49%
- West Thornton – 47%
- Hackbridge – 26%



## Views on Energy Recovery Facilities

Residents in the booster areas have slightly higher agreement than the core sample that Energy recovery facilities are a good alternative to landfill for non-recyclable waste, with just over three-quarters in agreement (76% cf. 72%). The same proportion agree that these facilities are a good way to dispose of non-recyclable waste, again slightly higher than the core sample (76% cf. 73%).

**Figure 48: Views on ERFs – core vs booster**





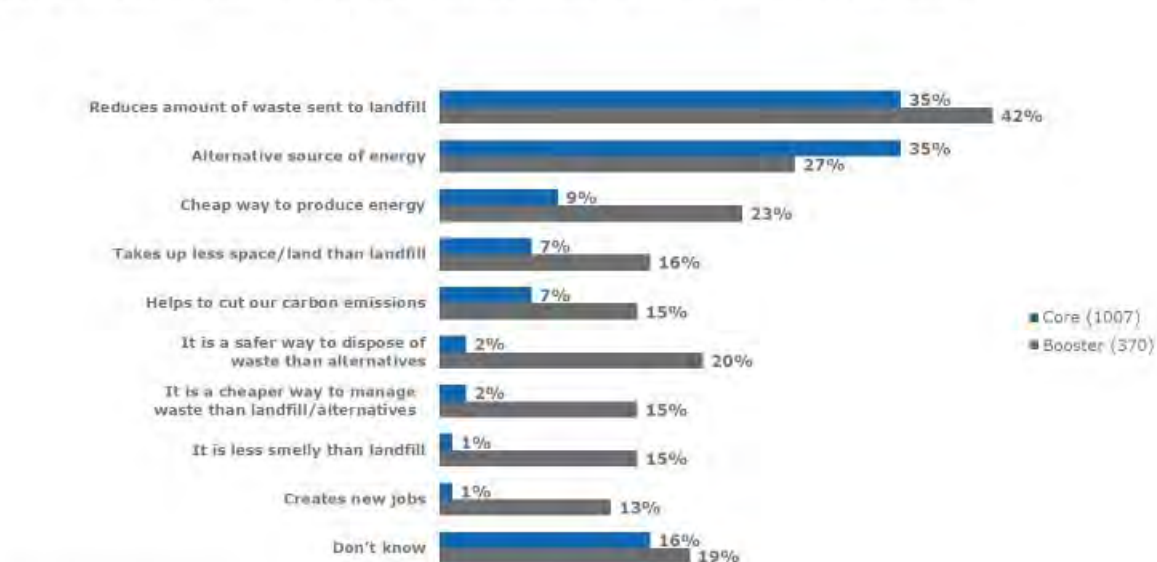


## Perceived benefits of ERFs

As seen in the core sample, the biggest benefit seen for Energy Recovery Facilities is the fact that it reduces the amount of waste sent to landfill and is an alternative source of energy. Booster area residents also think it's a cheap way to produce energy and it is a safer way to dispose of waste than alternatives, significantly more so than the core sample. Again, given the booster interview was far shorter, mentions are much higher for all benefits.

**Figure 49: Perceived benefits of ERFs – core vs booster**

Q29. What do you think are the perceived benefits of Energy Recovery Facilities?



Base: All respondents (n=)



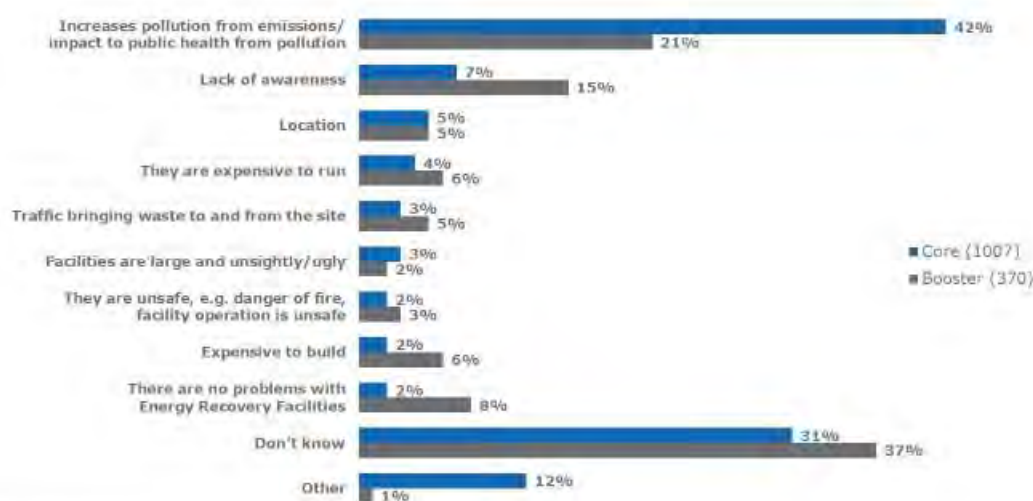
## Biggest drawbacks of ERFs

Over one-third of residents living in the booster wards say they don't know what the drawbacks of ERFs are (37%).

Respondents who do have an opinion about the drawbacks of ERFs believe that the biggest problem with them is that it increases pollution from emissions/impacts public health from pollution, this is the top mention among both core and booster residents. However, half as many booster residents mention this than the core sample (21% cf. 42%).

**Figure 50: Perceived drawbacks of ERFs – core vs booster**

Q30. What do you think are the biggest problems with Energy Recovery Facilities?



Base: All respondents (n=)

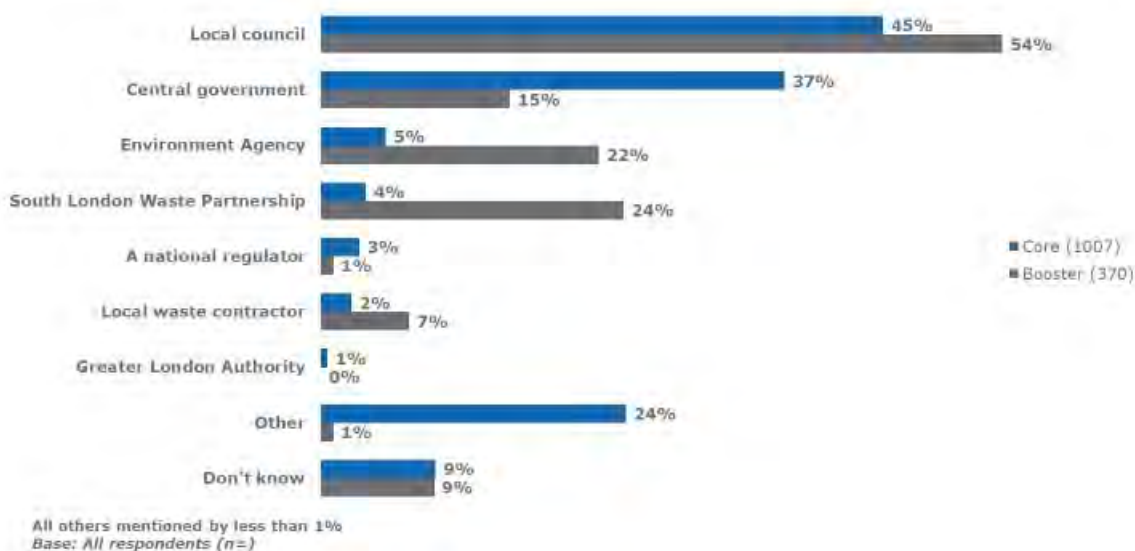


## Monitoring Energy Recovery Facilities

Over half of residents in the booster areas think that the local council is officially responsible for deciding if an ERF is safe, the top answer given by the core sample too. However one in five correctly know that it is the Environment Agency who officially decides, significantly higher than the core sample (22% cf. 5%).

**Figure 51: Who decides if an ERF is safe – core vs booster**

Q31. Who do you think officially decides if an Energy Recovery Facility is safe?



Residents in Cricket Green appear most informed, with two-fifths identifying the Environment Agency, with only one in ten saying so in Broad Green and West Thornton:

- Cricket Green – 44%
- Beddington – 37%
- Pollards Hill – 22%
- Hackbridge – 16%
- Broad Green – 11%
- West Thornton – 10%

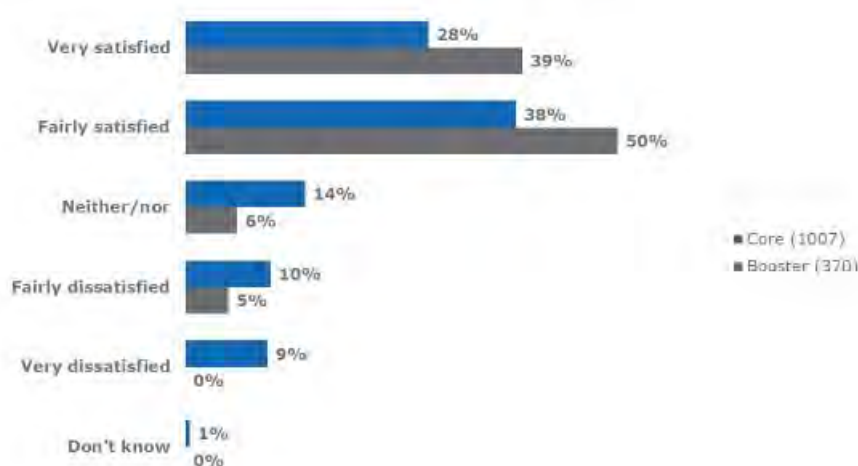


## 13.6 Home waste collection services

Satisfaction with waste collection services is significantly higher among residents living in the booster areas. Nearly nine in ten residents say they are satisfied with the services, compared to two-thirds in the core sample (88% cf. 66%).

**Figure 52: Satisfaction with recycling and waste collection service – core vs booster**

Q32. Overall, how satisfied are you with your recycling and waste collection service?



Base: All respondents (n=)

Satisfaction levels vary across the wards, with all/nearly all Cricket Green and Beddington residents being satisfied in their areas:

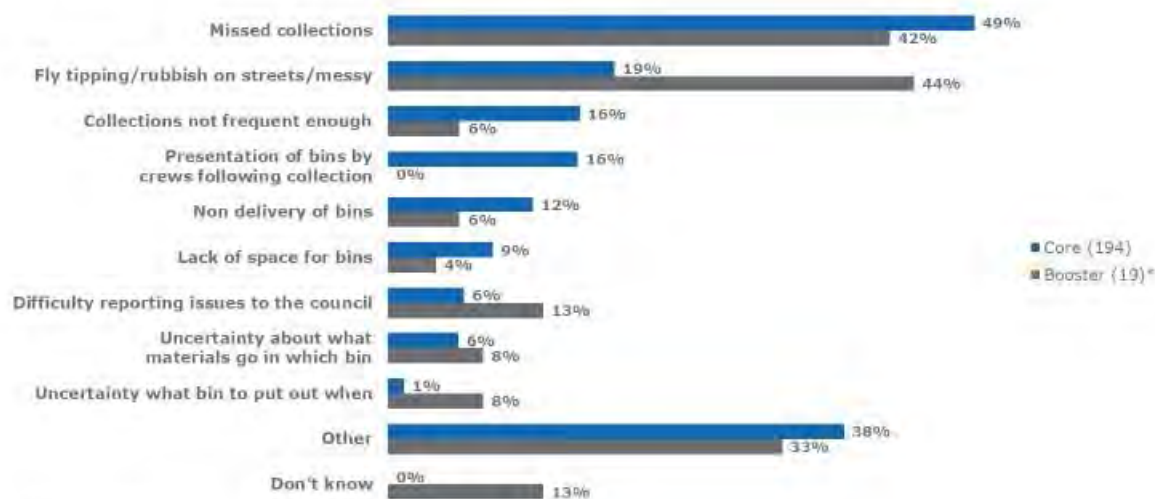
- Cricket Green – 100%
- Beddington – 99%
- Pollards Hill – 95%
- Broad Green – 81%
- Hackbridge – 79%
- West Thornton – 79%



Only a small proportion of residents had experienced problems with their waste collection service, with missed collection and fly tipping the most mentioned issues. Results in the figure below should be treated as indicative rather than conclusive due to the very low base size.

**Figure 53: Problems experienced with waste collection services – core vs booster**

Q33. What problems have you had with the service?



*\*Low base size  
Base: All dissatisfied with waste collection (n=)*



## 14 Conclusions

### 14.1 Core interviews

Commitment among the public to recycle remains high in 2022, however significantly fewer respondents than in 2019 recycle as much as they can, even if it requires additional effort. Residents say they are producing the same or less waste than they were a year ago.

It is worth noting that when residents were asked to compare their waste production to a year ago, this period was during the Covid-19 pandemic, and not a 'normal' period, therefore may have had an impact on the views being expressed. Around half of residents agree that the pandemic resulted in them spending more time at home and contributing to the production of more household waste.

Communication about what happens to recycling needs to continue as more residents say they don't believe the council actually does recycle all the items collected than in 2019 (44% cf. 36% 2019) and intensity of agreement that their own recycling efforts make a difference has decreased significantly since 2019 (30% *strongly* agreed cf. 38% in 2019).

Two-thirds of residents feel they don't know very much or nothing at all about where their recycling is taken and what it's turned into, with over three quarters wanting to know more.

The research does points to the fact that there is still support to find alternatives to landfill. 95% indicated that it is important to send less waste to landfill, with understanding remaining high that this is bad for the environment.

SLWP will have a role to play in this, and it is positive that there is an increased awareness of the organisation and this may help to spread the word, but it is important to note that people continue to remain unclear about what the partnership does and clearer messages may need to be put out to the public to improve knowledge.

There is though still some way to go. As we reported in 2019, the Mayor of London set a target in 2016 for London to achieve a 65% recycling rate by 2030. Residents believe a rate of 76% is achievable, but with actual recycling rates sitting at around 43%, there is a long way to go to achieve that. It will be important to address some of the issues revealed from this survey around what can and cannot be recycled and ensuring that people understand that their efforts can make a difference are addressed if further progress is to be made.

Over seven in ten residents agree that ERFs are a good way to dispose of non-recyclable waste and a better way than disposing waste sending it to landfill. However, two-fifths remain concerned about the pollution from emissions.



## 14.2 Booster interviews

Respondents interviewed as part of the booster survey have significantly different attitudes towards recycling than the core sample, and also to what was reported in 2019. Less than half say they recycle as much as they can, even if it requires additional effort and one third say they recycle when it is made easy to do so, and only requires a little additional effort.

They do feel they know more than the core sample about where their recycling is taken and what it's turned into, with only one in six saying they know nothing at all compared to one third of the core sample.

Over half of residents living in the booster areas had heard of South London Waste Partnership, and nearly half said they know a great deal/fair amount about SLWP.

Awareness of ERFs is higher in the booster areas too, around half knew that the site had been built, although given residents' vicinity to the site, we would expect fewer than three in ten to say they know nothing at all about what it does.

Encouragingly residents in the booster area are less worried about pollution from emissions from the site, with half as many as the core sample mentioning this spontaneously as a problem.

Further communication campaigns to a wider area will inevitably contribute to greater awareness of the importance of recycling and sending less waste to landfill.



## 15 Sample profile

**Table 12: Weighted sample profile – Core Survey**

<b>Borough</b>	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
<i>Unweighted Bases</i>	1007	390	187	220	210
<i>Weighted Bases</i>	1007	393	182	220	212
Croydon	39%	100%	-	-	-
Kingston upon Thames	18%	-	100%	-	-
Merton	22%	-	-	100%	-
Sutton	21%	-	-	-	100%
<b>Age</b>	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
<i>Unweighted Bases</i>	1007	390	187	220	210
<i>Weighted Bases</i>	1007	393	182	220	212
16 - 34	31%	31%	34%	32%	28%
35 - 44	20%	19%	20%	22%	20%
45 - 54	18%	19%	17%	17%	19%
55 - 64	13%	14%	12%	12%	13%
65+	17%	17%	17%	16%	19%
Prefer not to say	-	-	-	-	-
<b>Gender</b>	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
<i>Unweighted Bases</i>	1007	390	187	220	210
<i>Weighted Bases</i>	1007	393	182	220	212
Male	47%	47%	47%	47%	48%
Female	52%	52%	51%	51%	52%
<b>House type</b>	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
<i>Unweighted Bases</i>	1007	390	187	220	210
<i>Weighted Bases</i>	1007	393	182	220	212
Terraced/mews house	28%	26%	24%	35%	25%
Semi-detached house	34%	31%	39%	33%	38%
Detached house	11%	14%	17%	6%	8%
Detached bungalow	1%	1%	0%	0%	1%
Semi-detached bungalow	1%	1%	2%	0%	0%
Converted flat	6%	8%	1%	8%	4%
Purpose built flat	14%	15%	13%	13%	15%
Flat above a shop	1%	1%	0%	0%	2%
Other	3%	2%	2%	2%	6%
Prefer not to say	2%	1%	2%	3%	2%





<b>Working status</b>	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
<i>Unweighted Bases</i>	1007	390	187	220	210
<i>Weighted Bases</i>	1007	393	182	220	212
Working full time (30+ hours per week)	51%	51%	53%	51%	49%
Retired	13%	12%	11%	15%	17%
Working part time (under 30 hours per week)	19%	20%	19%	17%	21%
In full-time education	3%	1%	6%	5%	1%
Looking after the home	4%	4%	2%	2%	6%
Unemployed, but not registered	3%	4%	1%	3%	2%
Registered unemployed	1%	2%	0%	1%	0%
Permanently sick/disabled	2%	3%	2%	1%	3%
Doing voluntary work	0%	0%	0%	0%	0%
On a training scheme	0%	0%	0%	0%	0%
Other	3%	3%	5%	5%	1%
<b>Ethnicity</b>	<b>Total</b>	<b>Croydon</b>	<b>Kingston</b>	<b>Merton</b>	<b>Sutton</b>
<i>Unweighted Bases</i>	1007	390	187	220	210
<i>Weighted Bases</i>	1007	393	182	220	212
British	60%	49%	68%	58%	73%
Irish	1%	1%	1%	2%	1%
Any other white background	9%	7%	12%	14%	7%
White and Black	1%	2%	0%	0%	1%
White and Asian	1%	1%	0%	2%	0%
Any other mixed background	2%	2%	1%	3%	0%
Indian	5%	7%	5%	2%	1%
Pakistani	4%	4%	3%	4%	2%
Bangladeshi	0%	0%	0%	1%	0%
Any other Asian background	2%	1%	1%	2%	4%
Caribbean	5%	9%	1%	2%	3%
African	6%	10%	4%	3%	3%
Any other black background	1%	1%	1%	1%	0%
Chinese	0%	0%	1%	0%	0%
Any other ethnic background	1%	1%	0%	2%	0%
Prefer not to say	3%	4%	1%	5%	3%



**Table 13: Weighted sample profile – Booster Survey**

<b>Borough</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
Croydon	42%						
Merton	28%						
Sutton	30%						
<b>Ward</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
Beddington	19%	100%	-	-	-	-	-
Hackbridge	11%	-	100%	-	-	-	-
Broad Green	22%	-	-	100%	-	-	-
West Thornton	20%	-	-	-	100%	-	-
Cricket Green	13%	-	-	-	-	100%	-
Pollards Hill	15%	-	-	-	-	-	100%
<b>Age</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
16 - 34	32%	27%	33%	36%	33%	32%	32%
35 - 44	20%	18%	22%	21%	19%	20%	19%
45 - 54	18%	19%	18%	19%	18%	18%	17%
55 - 64	14%	16%	13%	13%	15%	14%	14%
65+	16%	20%	13%	11%	15%	17%	18%
<b>Gender</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
Male	49%	50%	49%	49%	50%	47%	48%
Female	51%	50%	51%	51%	50%	53%	52%
<b>House type</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
Terraced/mews house	45%	21%	37%	60%	48%	42%	58%
Semi-detached house	24%	42%	23%	7%	26%	12%	35%
Detached house	3%	4%	0%	1%	1%	13%	0%
Detached bungalow	4%	6%	2%	2%	4%	8%	0%
Semi-detached bungalow	2%	4%	4%	0%	0%	8%	0%
Converted flat	6%	2%	4%	12%	11%	2%	3%
Purpose built flat	14%	18%	23%	19%	8%	13%	3%
Flat above a shop	1%	2%	4%	0%	0%	2%	0%
Other	0%	0%	2%	0%	0%	0%	0%
Prefer not to say	1%	0%	2%	0%	2%	0%	0%



<b>Working status</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
Working full time (30+ hours per week)	47%	56%	48%	47%	44%	40%	43%
Retired	13%	15%	12%	10%	10%	15%	17%
Working part time (under 30 hours per week)	17%	18%	17%	11%	22%	15%	18%
Looking after the home	7%	7%	4%	7%	6%	8%	10%
Unemployed, but not registered	8%	3%	6%	13%	8%	10%	10%
In full-time education	2%	0%	0%	5%	3%	0%	0%
Permanently sick/disabled	2%	0%	4%	2%	2%	4%	0%
Doing voluntary work	2%	2%	2%	2%	3%	6%	0%
Registered unemployed	1%	0%	2%	2%	0%	2%	2%
On a training scheme	1%	0%	2%	2%	0%	0%	0%
Other	1%	0%	4%	0%	1%	0%	0%
<b>Ethnicity</b>	<b>Total</b>	<b>Beddington</b>	<b>Hackbridge</b>	<b>Broad Green</b>	<b>West Thornton</b>	<b>Cricket Green</b>	<b>Pollards Hill</b>
<i>Unweighted Bases</i>	370	49	48	87	87	48	51
<i>Weighted Bases</i>	370	70	41	80	75	49	56
British	42%	52%	30%	44%	35%	39%	47%
Irish	0%	0%	2%	0%	0%	0%	0%
Any other white background	11%	10%	18%	9%	8%	13%	13%
White and Black	1%	0%	2%	0%	2%	0%	0%
White and Asian	0%	0%	2%	0%	1%	0%	0%
Any other mixed background	2%	2%	2%	2%	1%	4%	0%
Indian	5%	2%	4%	8%	7%	4%	6%
Pakistani	6%	7%	8%	4%	6%	5%	6%
Bangladeshi	3%	2%	2%	5%	1%	5%	3%
Any other Asian background	6%	4%	11%	6%	8%	2%	4%
Caribbean	8%	7%	0%	12%	12%	7%	7%
African	11%	8%	4%	9%	14%	13%	14%
Any other black background	2%	0%	9%	0%	1%	4%	0%
Chinese	3%	6%	2%	3%	4%	4%	0%
Any other ethnic background	0%	0%	2%	0%	1%	0%	0%
Prefer not to say	0%	0%	2%	0%	0%	0%	0%



# 16 Questionnaire

## Questionnaire:

<b>Client name:</b>	Brand Narrative
<b>Project name:</b>	South London Waste Partnership: Resident perceptions of environmental services 2022
<b>Job number:</b>	8564
<b>Methodology:</b>	CATI & CAPI
<b>Version</b>	1

### **Introduction**

**All respondents**

Good morning/afternoon/evening, my name is ... and I’m calling from DJS Research on behalf of the South London Waste Partnership. The South London Waste Partnership is made up of four local Councils: Croydon, Kingston, Merton and Sutton. The Partnership is interested in your views on a range of local environmental services including the collection of household recycling and waste, what happens to that recycling and waste after it’s been collected, Recycling Centres and street cleaning services.

The survey will take around 15 minutes to complete. Your individual responses will be treated in the strictest confidence and will not be passed on to the South London Waste Partnership or any third parties and DJS Research will abide by the Market Research Society Code of Conduct. The findings from the survey will help your local council plan services for the future that meet the needs of local people.

Note: if challenged please leave the telephone and contact details for:  
Lyn Allen, DJS Research – 01663 767857 or John Haynes, SLWP, 07932 690 947.

**IF YES, CONTINUE**

**All respondents:**

**CATI – INTERVIEWER READ OUT: All interviews will be recorded for training and quality purposes.**

Is it convenient to complete this now?



**SCREENER**

**INFO1**

Firstly, I will ask you some demographic questions to make sure that we talk to a representative cross section of people.

**S00a. CATI ONLY**

**Base: All respondents who don't provide a full postcode**

Are you able to confirm which borough or district you live in?

**SINGLE RESPONSE**

*Prompt if necessary*

Code	Answer list	Scripting notes	Routing
1	Croydon		S00c
2	Kingston		S00c
3	Merton		S00c
4	Sutton		S00c
87	None of the above		SCREEN OUT
85	Don't know		S00c
86	Prefer not to say		S00c

**S00b. DELETE**

**S00c. CATI ONLY**

**Base: All respondents**

Is this your postcode? Please be aware that is only so that we can be sure we are speaking to a representative cross section of people – this information will not be used for any other purpose or be identifiable to you in any way

**PULL UP RESPONDENT POSTCODE FROM SAMPLE FILE**

*READ OUT*

Code	Answer list	Scripting notes	Routing
1	Yes		S01
2	No		S00d
85	Don't know		SCREEN OUT
86	Prefer not to say		SCREEN OUT

**S00d. CATI ONLY**

**Base: All respondents whose postcode is different to what is in sample (S00c = 2)**

Please can you confirm your current postcode?

*Read out only if necessary:* Again, this is only so that we can be sure we are speaking to a representative cross section of people – this information will not be used for any other purpose or be identifiable to you in any way

**OPEN RESPONSE, INSERT POSTCODE LOOKUP, FORCE ENTRY OF FULL POST CODE E.G. A1 AA1, AA1 1AA, AA11 1AA**

*Make sure to collect full postcode e.g. SK23 7NA*

Code	Answer list	Scripting notes	Routing
1	ENTER POST CODE		S01
85	Don't know		SCREEN OUT
86	Prefer not to say		SCREEN OUT



PN: POSTCODES ENTERED AT S00d ARE TO BE RETROSPECTIVELY BACKCODED INTO RELEVANT QUOTAS

### S01. CATI AND BOOSTER

**Base: All respondents**

What age band do you fit into?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	16 to 24		
2	25 to 34		
3	35 to 44		
4	45 to 54		
5	55 to 64		
6	65+		
86	Prefer not to say	SCREEN OUT	

### S02. CATI AND BOOSTER

**Base: All respondents**

Which gender do you identify with?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Man		
2	Woman		
3	Non-binary		
4	Other		
80	Prefer to self-describe (please specify)	OPEN	
86	Prefer not to say		

### S03. CATI AND BOOSTER

**Base: All respondents**

Which of the following best describes what you are doing at present?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Working full time (30+ hours per week)		
2	Working part time (under 30 hours per week)		
3	Retired		
4	In full-time education		
5	Looking after the home		
6	Registered unemployed		
7	Unemployed, but not registered		
8	Permanently sick/disabled		
9	Doing voluntary work		
10	On a training scheme		
80	Other		
86	Refused ( <i>do not read out</i> )	SCREEN OUT	



## QUESTIONNAIRE

### Q01. DELETED

### Q02. CATI AND BOOSTER

**Base: All respondents**

Which of the following best describes your attitude towards recycling?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Recycle as much as you can, even if it requires additional effort		
2	Recycle when it is made easy to do so, and only requires a little additional effort		
3	Only recycle if it does not require any additional effort		
4	Do not recycle		
85	Don't know ( <i>do not read out</i> )		

### Q03. DELETED

### Q04. CATI AND BOOSTER

**Base: All respondents**

Thinking about the waste your household produces (including recyclable and non-recyclable waste), do you think you produce more, less or about the same amount as you did last year?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	More		
2	About the same		
3	Less		
85	Don't know ( <i>do not read out</i> )		

### Q05. CATI AND BOOSTER

**Base: All respondents**

And of that household waste, would you say you recycle more of it, less of it or about the same amount as you did last year?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	More		
2	About the same		
3	Less		
85	Don't know ( <i>do not read out</i> )		

### Q042 CATI AND BOOSTER

To what extent do you agree or disagree with the following statement: "The Covid-19 pandemic resulted in me and those in my household spending more time at home and contributed to the production of more household waste."

Code	Answer list	Scripting notes	Routing
1	Strongly disagree	-	



2	Tend to disagree	-	
3	Neither/nor	-	
4	Tend to agree	-	
5	Strongly agree		
85	Don't know ( <i>do not read out</i> )	-	

### Q06. CATI ONLY

**Base: All respondents who recycle – codes 1-3 at Q02**

What would you say were your reasons or motivations for recycling your household waste?

*INT: Do not read out, tick all that apply*

**MULTI RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Good for the environment		
2	Second nature/easy/easier than not doing it		
3	Encouragement from the local council		
4	Helps future generations		
5	Everyone else is doing it		
6	Encouragement from friends/family/ neighbours		
7	Saw/heard information about it on the TV/in leaflets/on radio		
8	My children encourage me		
9	Encouragement from central government		
10	Encouragement from environmental groups		
11	Encouragement from supermarkets		
80	Other ( <i>please specify</i> )	OPEN	
87	Nothing – I've always done it	EXCLUSIVE	
85	Don't know	EXCLUSIVE	

### Q07. CATI ONLY

**Base: All respondents**

And what, if anything, prevents you from recycling more of the waste produced in your household?

*INT: Do not read out, tick all that apply*

**MULTI RESPONSE. SHOW IN COLUMNS ON ONE SCREEN.**

Code	Answer list	Scripting notes	Routing
1	Can't recycle enough different materials		
2	Recycling bin/box/ sack not big enough		
3	Not enough space to store recyclables		
4	Time/lack of time/too busy		
5	There is no doorstep collection scheme		
6	No recycling centres nearby		
7	The recyclables are not collected often enough		
8	Lazy/too much effort/too much hassle		
9	Don't have enough information		
10	I don't know what I should be recycling		
11	Inconvenient		
12	Not interested		





13	I don't know where to take it/what to do with it		
14	No compost bin		
15	Transport/lack of transport		
16	Don't understand the purpose of it		
17	No kerbside glass collection		
18	Confusion over plastics recycling		
19	Doesn't make any difference/doesn't help the environment		
20	All gets mixed in together anyway		
21	Couldn't be bothered to wash it/too much hassle to wash it/smelly		
80	Other ( <i>please specify</i> )	OPEN	
87	Nothing - I'm already making every effort	EXCLUSIVE	
85	Don't know	EXCLUSIVE	

### Q08. CATI ONLY

#### Base: All respondents

To what extent do you agree or disagree with the following statements? Please use a scale where 1 is strongly disagree, 2 is tend to disagree, 3 is neither agree nor disagree, 4 is tend to agree and 5 is strongly agree.

Read out each statement, tick one response for each statement.

SINGLE GRID, RANDOMISE STATEMENTS

Code	Answer list	Scripting notes	Routing
1	Strongly disagree	-	
2	Tend to disagree	-	
3	Neither/nor	-	
4	Tend to agree	-	
5	Strongly agree		
85	Don't know ( <i>do not read out</i> )	-	

Statement number	Statement	Scripting notes	Routing
1	I feel my own recycling efforts make a difference		
2	I need to know more about the benefits of recycling and waste minimisation		
3	I don't believe the council actually does recycle all the items collected for recycling		
4	I need more information on what can and can't be recycled		

### Q09. CATI ONLY

#### Base: All respondents

What percentage of household waste do you think is currently recycled in your borough? If don't know, probe to the nearest 10%.

NUMERICAL RESPONSE, LIMIT 0-100.

Code	Answer list	Scripting notes	Routing
85	Don't know ( <i>do not read out</i> )		

**Q010. CATI ONLY****Base: All respondents**

What percentage of household waste do you think your borough should be aiming to recycle in the next five years? If don't know, probe to the nearest 10%.

**NUMERICAL RESPONSE, LIMIT 0-100.**

Code	Answer list	Scripting notes	Routing
85	Don't know ( <i>do not read out</i> )		

**Q011. DELETED****Q043. CATI ONLY****Base: All respondents**

Local Councils are currently judged by their recycling rate – the percentage of waste (by weight) that is recycled or composted. An alternative approach could be to judge Councils by their Carbon Footprint (i.e. how much carbon they save by encouraging residents to minimise waste and recycle as much as they can). Which measure do you feel is the most relevant to use, taking into account the environmental challenges we face today?

**SINGLE CODE.**

Code	Answer list	Scripting notes	Routing
1	Judged by recycling rate	-	
2	Judged by carbon footprint	-	
85	Don't know ( <i>do not read out</i> )	-	

**Q012. CATI ONLY****Base: All respondents**

If we are to recycle as much as we possibly can, lots of people and organisations need to play their part. I am now going to read out a list of people and organisations and I would like you to tell me how much you trust each of these to play their part in ensuring we recycle as much as we can. Please use a scale from 1 to 5 where 1 is I do not trust at all and 5 is I trust very much.

*Read out each statement, tick one response for each statement.*

**SINGLE GRID, RANDOMISE STATEMENTS**

Code	Answer list	Scripting notes	Routing
1	I don't trust at all	-	
2	I don't really trust	-	
3	I neither trust nor distrust	-	
4	I trust a little	-	
5	I trust very much		
85	Don't know ( <i>do not read out</i> )	-	

Statement number	Statement	Scripting notes	Routing
1	Other individuals like you		
2	Your local council		
3	The South London Waste Partnership		
4	National Government		
5	Private waste treatment companies who collect and treat or dispose of waste on behalf of local councils		
6	Local Businesses/Shops		

**Q013. CATI ONLY****Base: All respondents**

How well informed do you think your local council keeps you about what you can and cannot recycle?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Keeps me very well informed		
2	Keeps me well informed		
3	Gives me only a limited amount of information		
4	Doesn't tell me much at all		
85	Don't know ( <i>do not read out</i> )		

**Q044. CATI AND BOOSTER****Base: All respondents**

How much do you feel you know about where your recycling is taken and what it's turned into?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	A great deal		
2	A fair amount		
3	A little		
4	Not very much at all		
5	Nothing at all		
85	Don't know ( <i>do not read out</i> )		

**Q045. CATI AND BOOSTER****Base: All respondents**

Would you like to know more about where your recycling is taken and what it's turned into?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
85	Don't know ( <i>do not read out</i> )		

**Q014. DELETED****Q015. DELETED****Q046. CATI AND BOOSTER****Base: All respondents**

How much, if anything do you feel you know about the terms 'carbon neutral' and 'net carbon zero'?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	A great deal		
2	A fair amount		
3	A little		
4	Not very much at all		
5	Nothing at all		



85	Don't know ( <i>do not read out</i> )		
----	---------------------------------------	--	--

**Q047. CATI AND BOOSTER**

**Base: All respondents**

Are you aware of anything your local council is doing to reduce the carbon impact of recycling and waste collection and treatment in your borough?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes		Q048
2	No		Q016
85	Don't know ( <i>do not read out</i> )		Q016

**Q048. CATI AND BOOSTER**

**Base: All respondents saying Yes (Q047/1)**

Can you give me an example?

**OPEN RESPONSE**

85	Don't know ( <i>do not read out</i> )		
----	---------------------------------------	--	--

**Q016. CATI ONLY**

**Base: All respondents**

How often, if at all, do you make use of your local tip? *Read out if necessary.*

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	At least once a week		Q17
2	At least once a fortnight		Q17
3	At least once a month		Q17
4	Once every 3 months		Q17
5	Once or twice a year		Q17
6	Less often than once / twice a year		Q17
7	Never use local tip		Q49
8	I don't know where local tip is		Q49
85	Don't know ( <i>do not read out</i> )		Q49

**Q017. CATI ONLY**

**Base: All respondents using local tip (Q16/1-6)**

Taking all things into account, how satisfied are you with the overall service provided by your local tip? Please use a scale where 1 is very dissatisfied, 2 is fairly dissatisfied, 3 is neither satisfied nor dissatisfied, 4 is fairly satisfied and 5 is very satisfied.

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Fairly dissatisfied		
3	Neither/nor		
4	Fairly satisfied		
5	Very satisfied		
85	Don't know ( <i>do not read out</i> )		

**Q018. CATI ONLY****Base: All respondents using local tip at least twice per year (Q16/1-5)**

Thinking about the last few years, has the service at your local tip got better or worse. Please use a scale where 1 is much worse, 2 is slightly worse, 3 is stayed the same, 4 is slightly better and 5 is much better.

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Much worse		
2	Slightly worse		
3	About the same		
4	Slightly better		
5	Much better		
85	Don't know ( <i>do not read out</i> )		

**Q049. CATI ONLY****Base: All respondents**

Which tip do you usually use?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Factory Lane (Croydon)		Q019
2	Purley Oaks (Croydon)		Q019
3	Fishers Farm (Croydon)		Q019
4	Kimpton Park Way (Sutton)		Q050
5	Villiers Road (Kingston)		Q050
6	Garth Road (Merton)		Q050

**Q050. CATI ONLY****Base: All using 'Kimpton Park Way', 'Villiers Road' or 'Garth Road' (Q049/4,5,6)**

An online booking system for visits to your local tip has been in operation since 2020.

How easy or difficult do you find it to book a slot to visit your local tip?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Very difficult		
2	Fairly difficult		
3	Neither easy nor difficult		
4	Fairly easy		
5	Very easy		
6	Someone else books it for me ( <i>do not read out</i> )		Q052
86	Don't know ( <i>do not read out</i> )		Q052

**Q051. CATI ONLY****Base: All using 'Kimpton Park Way', 'Villiers Road' or 'Garth Road' (Q049/4,5,6) and using booking system (Q050/1-5)**

How satisfied are you with the availability of slots to visit your local tip?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Fairly dissatisfied		
3	Neither satisfied nor dissatisfied		



4	Fairly satisfied		
5	Very satisfied		
86	Don't know ( <i>do not read out</i> )		

**Q052. CATI ONLY**

**Base: All using 'Kimpton Park Way', 'Villiers Road' or 'Garth Road' (Q049/4,5,6) and using booking system (Q050/1-5)**

Overall, would you say the introduction of the online booking system has been...?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Positive		
2	Neutral		
3	Negative		
86	Don't know ( <i>do not read out</i> )		

**Q053. CATI ONLY**

**Base: All using 'Kimpton Park Way', 'Villiers Road' (Q049/4,5)**

Has the introduction of a fair use policy for this site (which restricts the number of visits that can be made each year) had a negative impact on you? *INT: Do not read out.*

**SINGLE RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Not aware of fair use policy		
86	Don't know		

**Q019. CATI AND BOOSTER**

**Base: All respondents**

Before today, had you heard of the South London Waste Partnership?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes		Q20
2	No		Q22
85	Don't know ( <i>do not read out</i> )		Q22

**Q020. CATI AND BOOSTER**

**Base: All respondents aware of SLWP (Q19/1)**

How much, if anything, would you say you know about the South London Waste Partnership? *Read out if necessary.*

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	A great deal		
2	A fair amount		
3	Not very much at all		
4	Nothing at all		
85	Don't know ( <i>do not read out</i> )		

**Q021. CATI AND BOOSTER****Base: All respondents aware of SLWP (Q19/1)**

What do you think the South London Waste Partnership is responsible for?

*INT: Do not read out, tick all that apply***MULTI RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	Disposal of waste		
2	Collection of waste		
3	Recycling facilities and landfill sites		
4	Promotion of recycling and waste minimisation habits		
80	Other ( <i>please specify</i> )	OPEN	
85	Don't know	EXCLUSIVE	

**Q022. CATI AND BOOSTER****Base: All respondents**

Until recently, all of the general (non-recyclable) waste your council collects was sent to landfill. Now less than 5% of it is sent to landfill. How important, if at all, do you think it is to send less of our waste to landfill? Please give me a number between 1 and 4 where 1 is not at all important, 2 is not very important, 3 is fairly important, and 4 is very important.

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Not at all important	-	
2	Not very important	-	
3	Fairly important	-	
4	Very important	-	
85	Don't know ( <i>do not read out</i> )	-	

**Q023. DELETED****Q024. DELETED****Q025. CATI AND BOOSTER****Base: All respondents**

Once we have reduced, reused and recycled as much as we can, it is inevitable that some waste will be left over. What do you think should be done with this non-recyclable waste?

*INT: Do not read out, tick all that apply***MULTI RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	It should be sent to landfill		
2	It should be burned/incinerated/ treated to recover energy		
80	Other ( <i>please specify</i> )	OPEN	
85	Don't know	EXCLUSIVE	

**Q026. CATI AND BOOSTER****Base: All respondents**

How much do you know about Energy Recovery Facilities (or 'Energy from Waste Facilities') where residual waste is burnt at very high temperatures in strictly controlled conditions to create energy? *Read out if necessary.*

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	A great deal		
2	A fair amount		
3	A little		
4	Not very much at all		
5	Nothing at all		
85	Don't know ( <i>do not read out</i> )		

**Q027. CATI AND BOOSTER****Base: All respondents**

Are you aware that an Energy Recovery Facility has been built in Beddington, Sutton, to treat household waste instead of sending it to landfill?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

**Q028. CATI AND BOOSTER****Base: All respondents**

To what extent do you agree or disagree with the following statements? Please use a scale where 1 is strongly disagree and 5 is strongly agree.

*Read out each statement, tick one response for each statement.*

**SINGLE GRID, RANDOMISE STATEMENTS**

Code	Answer list	Scripting notes	Routing
1	Strongly disagree	-	
2	Tend to disagree	-	
3	Neither/nor	-	
4	Tend to agree	-	
5	Strongly agree		
85	Don't know ( <i>do not read out</i> )	-	

Statement number	Statement	Scripting notes	Routing
1	Taking all alternatives into account, Energy Recovery Facilities are a good way to dispose of our non-recyclable waste		
2	Energy Recovery Facilities are a better way of disposing of waste than landfill		





### Q029. CATI AND BOOSTER

**Base: All respondents**

What do you think are the biggest benefits of Energy Recovery Facilities?

*INT: Do not read out, tick all that apply*

**MULTI RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	Reduces amount of waste sent to landfill		
2	Alternative source of energy		
3	Cheap way to produce energy		
4	Takes up less space/land than landfill		
5	Helps to cut our carbon emissions		
6	It is a cheaper way to manage waste than landfill/alternatives		
7	It is a safer way to dispose of waste than alternatives		
8	Replaces need to recycle		
9	Creates new jobs		
10	It is less smelly than landfill		
80	Other ( <i>please specify</i> )	OPEN	
87	There are no benefits	EXCLUSIVE	
85	Don't know	EXCLUSIVE	

### Q030. CATI AND BOOSTER

**Base: All respondents**

What do you think are the biggest problems with Energy Recovery Facilities?

*INT: Do not read out, tick all that apply*

**MULTI RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	Increases pollution from emissions/ impact to public health from pollution		
2	They are unsafe, e.g. danger of fire, facility operation is unsafe		
3	Traffic bringing waste to and from the site		
4	They are expensive to run		
5	Encourage people to throw away more		
6	They burn precious resources that we should re-use/recycle		
7	Reduces incentives to recycle and re-use		
8	They are noisy		
9	Facilities are large and unsightly/ugly		
10	Expensive to build		
11	You need a constant supply of waste to keep them running		
12	Waste has to be treated first		
80	Other ( <i>please specify</i> )	OPEN	
87	There are no problems with Energy Recovery Facilities	EXCLUSIVE	
85	Don't know	EXCLUSIVE	



### Q031. CATI AND BOOSTER

#### Base: All respondents

Who do you think is responsible for ensuring an Energy Recovery Facility is operating safely?

*INT: Do not read out, tick all that apply. If respondent asks after answering, the Environment Agency is responsible.*

**MULTI RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	Local council		
2	Central government		
3	European authority (Commission, European Environment Agency, European Parliament, etc)		
4	A national regulator		
5	Local waste contractor		
6	Mayor of London		
7	Greater London Authority		
8	Local MP		
9	United Nations		
10	South London Waste Partnership		
11	Environment Agency		
80	Other ( <i>please specify</i> )	OPEN	
85	Don't know	EXCLUSIVE	

### Q032. CATI AND BOOSTER

#### Base: All respondents

Now I'm going to ask you a few questions about the way recycling and rubbish is collected from your home.

Overall, how satisfied or dissatisfied are you with your recycling and waste collection service? Please use a scale from 1 to 5 where 1 is very dissatisfied, 2 is fairly dissatisfied, 3 is neither satisfied nor dissatisfied, 4 is fairly satisfied and 5 is very satisfied.

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		Q33
2	Fairly dissatisfied		Q33
3	Neither/nor		Q35
4	Fairly satisfied		Q35
5	Very satisfied		Q35
85	Don't know ( <i>do not read out</i> )		Q35

### Q033. CATI AND BOOSTER

#### Base: All respondents dissatisfied with waste collection (Q32/1-2)

What problems have you experienced with the service?

**MULTI RESPONSE.**

*Do not read out, probe fully*

Code	Answer list	Scripting notes	Routing
1	Missed collections		
2	Non delivery of bins		
3	Uncertainty about what materials go in which bin		
4	Uncertainty what bin to put out when		



5	Difficulty reporting issues to the council		
6	Lack of space for bins		
7	Presentation of bins by crews following collection		
80	Other	OPEN	
85	Don't know ( <i>do not read out</i> )	EXCLUSIVE	

**Q034. DELETED**

**Q035. CATI ONLY**

**Base: All respondents**

Do you subscribe to the Garden Waste Collection Service?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes	-	Q36
2	No	-	Q40
86	Prefer not to say		Q40

**Q036. CATI ONLY**

**Base: All respondents subscribing to garden waste collection (Q35/1)**

Overall, how satisfied or dissatisfied are you with your garden waste collection service?

Please use a scale from 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		Q37
2	Fairly dissatisfied		Q37
3	Neither/nor		Q38
4	Fairly satisfied		Q38
5	Very satisfied		Q38
85	Don't know ( <i>do not read out</i> )		Q38

**Q037. CATI ONLY**

**Base: All respondents dissatisfied with garden collection (Q36/1-2)**

What problems have you experienced with the service?

**MULTI RESPONSE.**

*Do not read out, probe fully*

Code	Answer list	Scripting notes	Routing
1	Missed collections		
2	Non delivery of bins		
3	Uncertainty about what materials can go in the bin		
4	Uncertainty about when to put the bin our collection		
5	Difficulty reporting issues to the council		
6	Lack of space for bins		
7	Presentation of bins by crews following collection		
80	Other	OPEN	
85	Don't know ( <i>do not read out</i> )	EXCLUSIVE	

**Q038. CATI ONLY****Base: All respondents subscribing to garden collection (Q35/1)**

Do you think you will renew your subscription next year?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes	-	Q40
2	No	-	Q39
86	Prefer not to say		Q40

**Q039. CATI ONLY****Base: All respondents not renewing subscription (Q38/2)**

Why would you not renew your subscription?

*INT: Do not read out, tick all that apply***MULTI RESPONSE.**

Code	Answer list	Scripting notes	Routing
1	Too expensive		
2	Unreliable collections		
3	Moving away		
4	Don't produce enough garden waste		
80	Other ( <i>please specify</i> )	OPEN	
85	Don't know	EXCLUSIVE	
86	Prefer not to say	EXCLUSIVE	

**Q040. CATI ONLY****Base: All respondents**

Overall, how satisfied or dissatisfied are you with the cleanliness of the streets in your area?

Please use a scale from 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

**SINGLE GRID**

Code	Answer list	Scripting notes	Routing
1	Very dissatisfied		
2	Fairly dissatisfied		
3	Neither/nor		
4	Fairly satisfied		
5	Very satisfied		
85	Don't know ( <i>do not read out</i> )		

Statement number	Statement	Scripting notes	Routing
1	Residential streets in your area		
2	Streets in your local town centre		

**Q041. CATI ONLY****Base: All respondents**

And thinking about the cleanliness of the streets in your local area over the last two years, would you say they have...?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Got better		
2	Got worse		



3	Stayed about the same		
85	Don't know ( <i>do not read out</i> )		

<b>Demographics</b>
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**INFO2. CATI AND BOOSTER**

**Base: All respondents**

Finally, I would just like to ask a few questions about you. This information will help us to analyse the responses to this survey.

**C01. CATI AND BOOSTER**

**Base: All respondents**

Which ethnic group do you consider you belong to?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
	<b>White</b>		
1	British		
2	Irish		
3	Any other white background		
	<b>Mixed</b>		
4	White and Black		
5	White and Asian		
6	Any other mixed background		
	<b>Asian or Asian British</b>		
7	Indian		
8	Pakistani		
9	Bangladeshi		
10	Any other Asian background		
	<b>Black or Black British</b>		
11	Caribbean		
12	African		
13	Any other black background		
	<b>Chinese or other ethnic groups</b>		
14	Chinese		
15	Any other ethnic background		
86	Prefer not to say		

**C02. CATI AND BOOSTER**

**Base: All respondents**

How many children aged under 18 are there living in your household?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	None	-	
2	One	-	
3	Two	-	
4	Three		
5	Four or more		
86	Prefer not to say		



### C03. CATI AND BOOSTER

**Base: All respondents**

Do you have a disability or long-standing or chronic illness?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Yes	-	
2	No	-	
86	Prefer not to say		

### C04. CATI AND BOOSTER

**Base: All respondents**

Which of these best describes the type of property you live in?

**SINGLE RESPONSE**

Code	Answer list	Scripting notes	Routing
1	Terraced/mews house		
2	Semi-detached house		
3	Detached house		
4	Detached bungalow		
5	Semi-detached bungalow		
6	Converted flat		
7	Purpose built flat		
8	Flat above a shop		
80	Other ( <i>please specify</i> )	OPEN	
86	Prefer not to say		

**Thank you very much for your help and time completing this survey.  
MRS freephone number.**

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# For more information

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