Welcome...
The survey was sent to members by post and by email.
We received 577 responses by the deadline, representing an overall response rate of 60%.

This survey’s lucky winner!
Ms Gorringe of Headington completed our Talkback survey and entered our prize draw. First out of the hat - she wins high street shopping vouchers for £30.

Do you know of anybody else that would like to become a member of Talkback?
Talkback helps us find out what residents’ views and opinions are on a range of services and issues. The views of panel members are important in helping us improve local areas and the way we deliver our services.

Every effort is made to ensure the panel mirrors the population of the city. Panel members are selected on the basis of where they live, age, ethnicity etc.

The results of all surveys are examined by officers in the Council who, together with your elected Councillors, use the panel’s views to help develop local policies and improve services.

Anybody interested in joining Talkback can do so by calling 01865 252057 or going to www.oxford.gov.uk/talkback
Section 1: Current Arrangements

- Over 70% of respondents had all bins and boxes, with the exception of blue wheelie bins, which only 26% of the panel had.

- 26% found the current system complex – chiefly relating to confusion over collection days and which items could be recycled.

- 31% had difficulty storing their current containers, but 43% found that their current containers did not provide sufficient capacity for their waste and recycling needs.

- 64% of respondents had issues with the waste and recycling service in their street, mainly relating to boxes and sacks blowing away or over spilling, or untidiness by refuse collectors.

- 68% would not prefer a wheelie bin for garden waste and only 9% would be prepared to pay for one.

- Around half of respondents used a composter, but only 25% of these respondents found that it catered for all garden waste.

- Only 10-15% of respondents were dissatisfied with waste services, recycling banks, green and blue boxes and garden waste sacks. However, a number of issues were raised in relation to the frequency of collections, the state of recycling banks, capacity of and damage to boxes, and the durability of garden waste sacks.

- Half of respondents had heard of the reminder services, but only 5% had used them. However, many panel members took the opportunity to sign up through the survey.

- The top ranked priorities were more frequent collection for refuse and recycling that could cause sanitation issues, a greater range of items that could be recycled, and more information about the service and what happens to waste and recycling materials.
Section 2: Options for the future

- The Council’s proposal for food waste collections received a mixed reception with an average rating of 6 out of 10. Most respondents supported the intention, but a number feared that there would be a sanitary threat if food waste was allowed to stand for two weeks.

- 54% of respondents supported the provision of three wheelie bin for all waste and recycling needs. Respondents from North Oxford and respondents from ACORN category 1 disproportionately supported this idea.

- Respondents had varied space for wheelie bins, and 14% had no space for any at all. However, 66% of respondents had space for at least two bins.

- 65% supported the idea of one bin for all dry recycling.

- 78% of respondents favoured a charge of £10 for moving three bulky items. However, over one third of the panel did not answer this question. The chief reasons given against charging were the danger of fly tipping and the problems for those on low incomes, or without cars.
Section 3: Communication

- Just under half of respondents had contacted the Council in the last year about waste and recycling.

- There were no particular standout reason for this contact, but rather a combination of factors around missed collection times, problems with containers and complaints about refuse collectors.

- The vast majority of respondents contacted the Council by telephone.

- Satisfaction ratings for the way the query was dealt with averaged at 6.87 out 10.

What will happen to the results?

- We are market testing the most cost effective way of delivering the waste and recycling service. The results of Talkback will help us specify what we need to market test. The results from the market testing will be available in Spring 2010 and the implementation of any changes, which market testing indicates will make the waste and recycling service better for you, will occur in autumn 2010.

- We have agreed to introduce a food recycling service in the autumn subject to us receiving an external grant to pay for the setting up costs.

You can find the full report to this survey (Report for October 2008 Survey) on our website at

www.oxford.gov.uk/consultationresults