

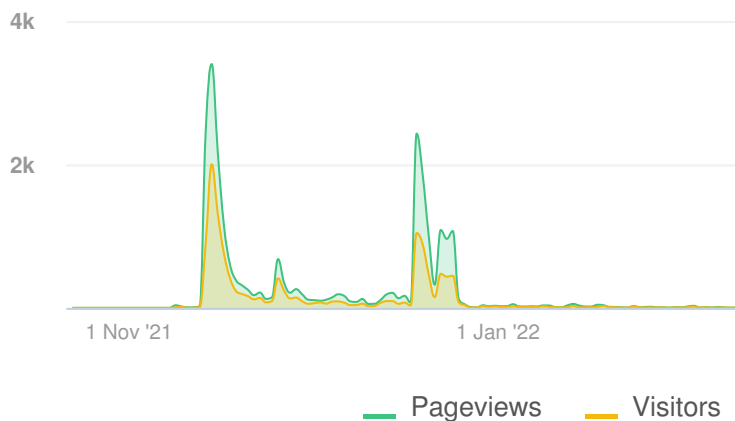
Project Report

05 January 2021 - 06 February 2022

Your Voice West Sussex Recycling Centre Booking Consultation



Visitors Summary

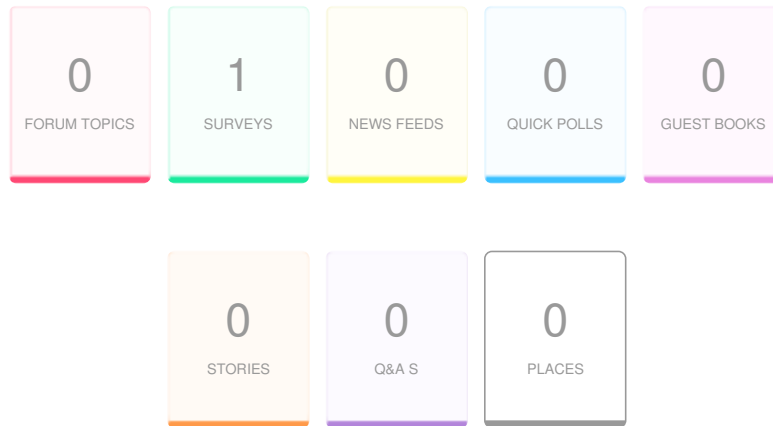


Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
13.9 k	2 k	
NEW REGISTRATIONS		
2		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
7.2 k	8.4 k	12.3 k

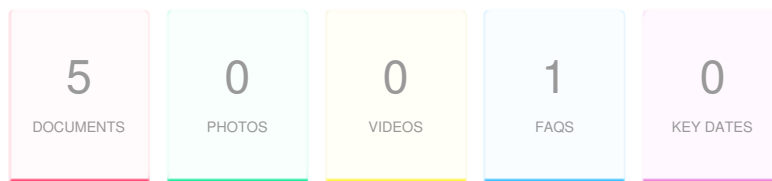
Aware Participants		Engaged Participants	
12,295		7,174	
Aware Actions Performed	Participants	Engaged Actions Performed	Registered Unverified Anonymous
Visited a Project or Tool Page	12,295	Contributed on Forums	0 0 0
Informed Participants	8,412	Participated in Surveys	9 0 7,165
Informed Actions Performed	Participants	Contributed to Newsfeeds	0 0 0
Viewed a video	0	Participated in Quick Polls	0 0 0
Viewed a photo	0	Posted on Guestbooks	0 0 0
Downloaded a document	151	Contributed to Stories	0 0 0
Visited the Key Dates page	35	Asked Questions	0 0 0
Visited an FAQ list Page	794	Placed Pins on Places	0 0 0
Visited Instagram Page	0	Contributed to Ideas	0 0 0
Visited Multiple Project Pages	1,078		
Contributed to a tool (engaged)	7,174		

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Consultation survey	Archived	8007	9	0	7165

INFORMATION WIDGET SUMMARY



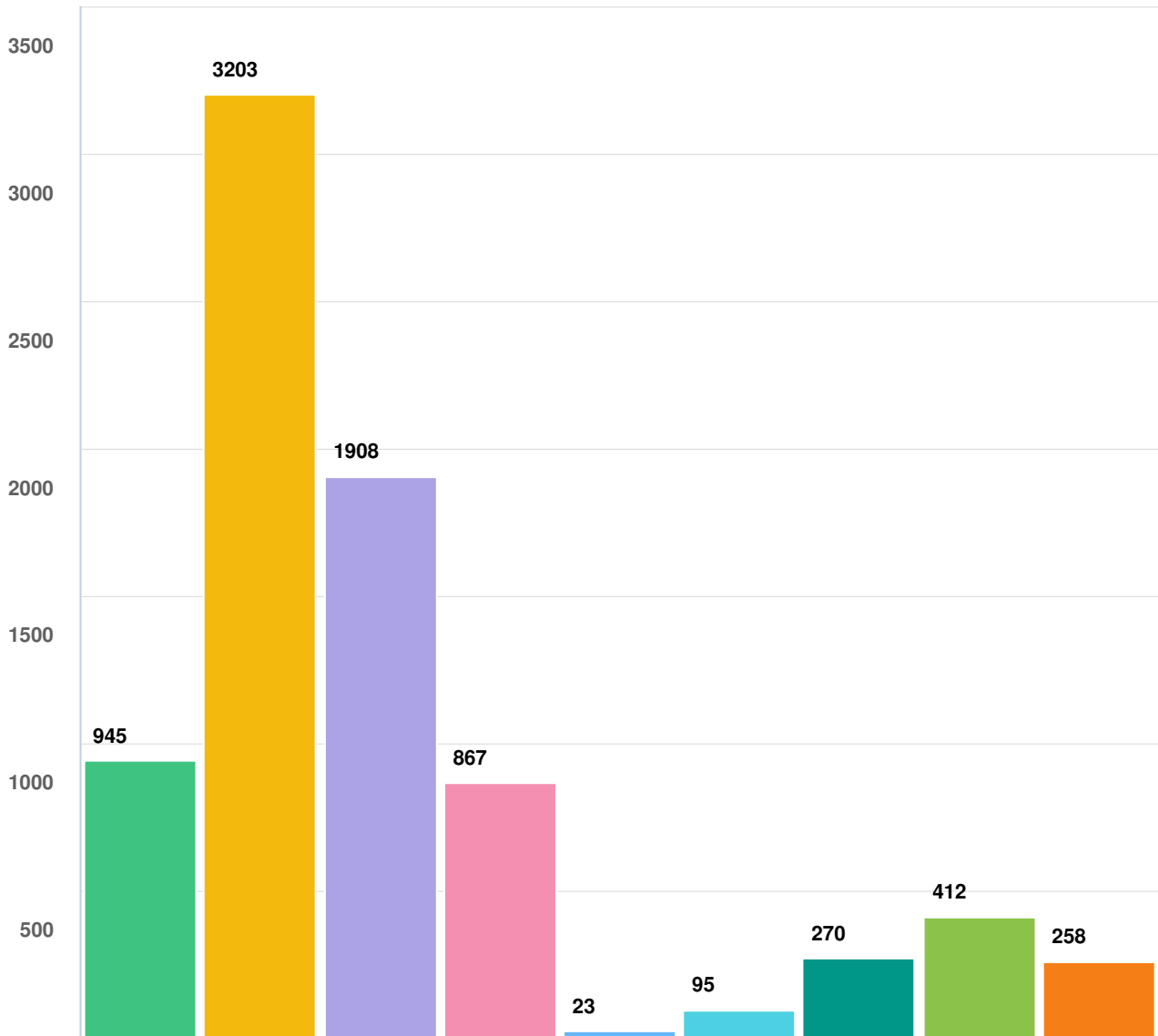
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Faqs	faqs	794	831
Document	Appendix 1 - Recycling Centre Booking System Review.pdf	57	86
Document	Appendix C Burgess Hill Housing and Recycling Centre.pdf	29	47
Document	Appendix E - Email Feedback Summary.pdf	27	45
Document	Consultation Information and FAQs.docx	24	42
Document	Appendix D - Recycling Centre Survey Report.pdf	24	43
Document	deleted document from	2	4
Document	deleted document from	1	2
Key Dates	Key Date	35	35

ENGAGEMENT TOOL: SURVEY TOOL

Consultation survey

Visitors 8007	Contributors 7174	CONTRIBUTIONS 7374
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How did you hear about this consultation? Select all that apply.



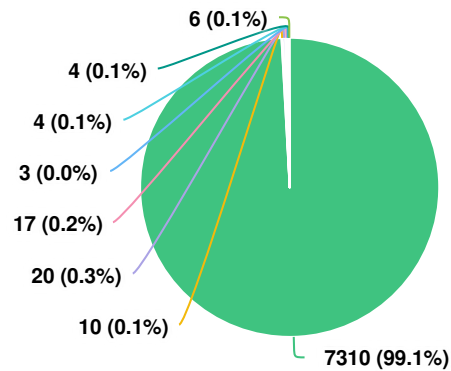
Question options

- Westsussex.gov.uk website
 ● Received an email from West Sussex County Council
- Social media (Facebook, Twitter, Instagram)
 ● At a Recycling Centre
● At a Library
● Poster or postcard
- Press article
 ● Word of mouth
● Other (please specify)

Mandatory Question (7374 response(s))

Question type: Checkbox Question

Are you responding as...? Please select the option from the list below that most closely represents how you will be respond...



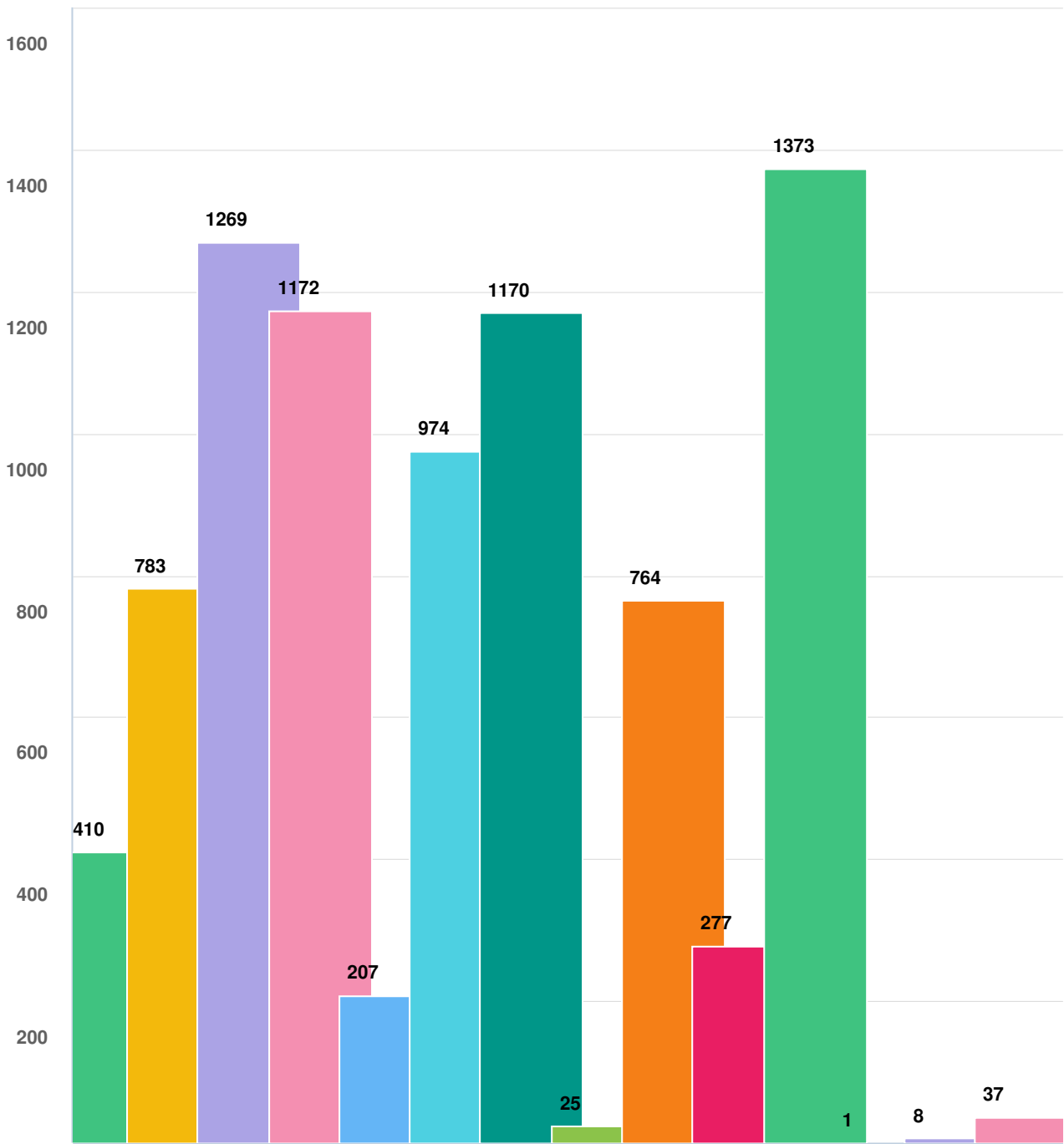
Question options

- A West Sussex Resident
- A resident from somewhere else
- On behalf of a West Sussex resident, e.g., friend, carer or relative – please answer all questions using their details and not your own
- A County / District / Borough / Parish / Town Councillor
- On behalf of a District / Borough / Parish / Town Council in an official capacity
- A business owner or representative
- A Charity, Voluntary or Community Sector organisation (VCS)
- Other (please specify)

Mandatory Question (7374 response(s))

Question type: Radio Button Question

Which Recycling Centre(s) do you normally visit? Please select all that apply.



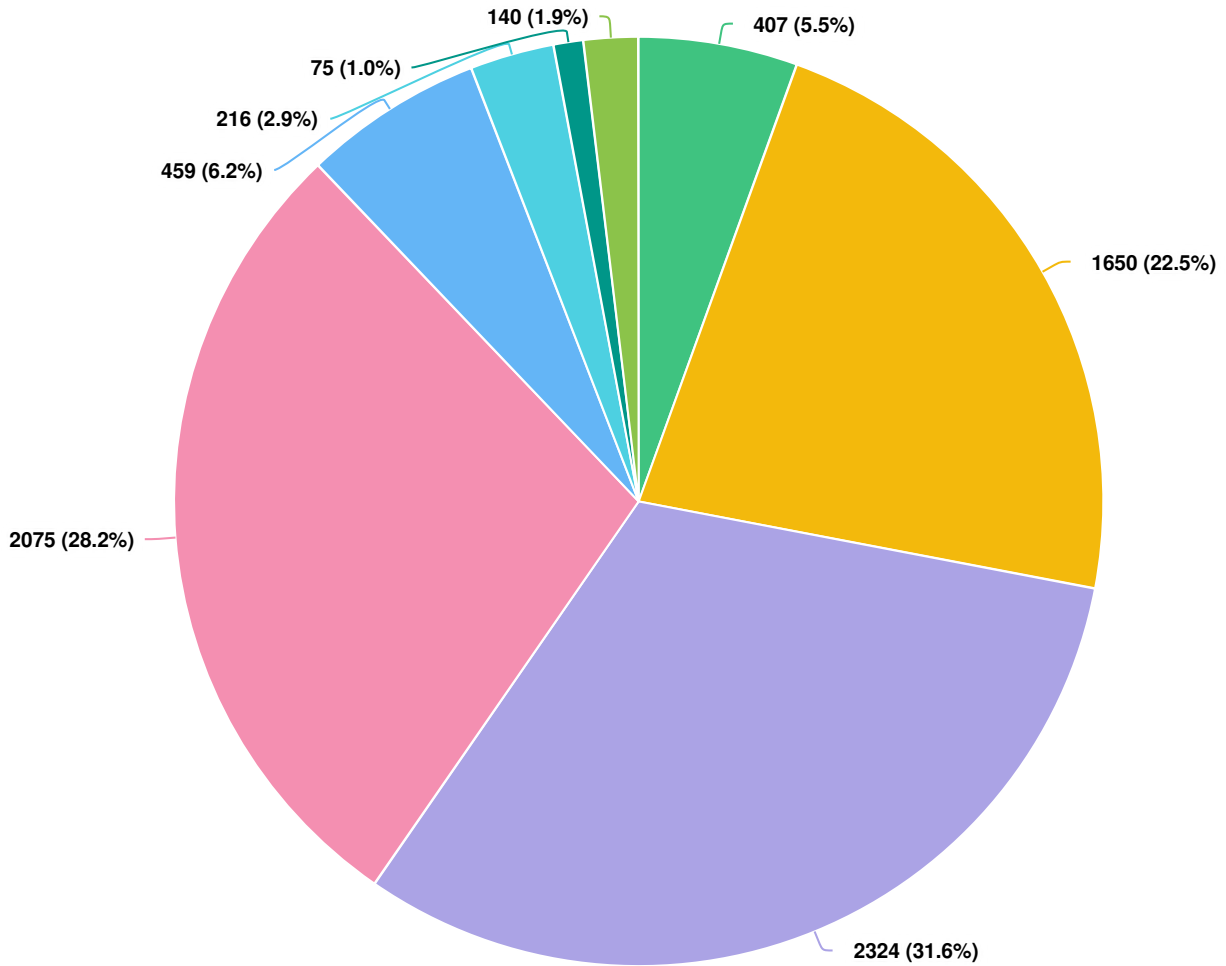
Question options

- Billingshurst ● Bognor Regis ● Burgess Hill ● Crawley ● East Grinstead ● Horsham (Hop Oast)
- Littlehampton ● Midhurst ● Shoreham ● Westhampnett (Chichester) ● Worthing ● Don't Know
- I don't visit a Recycling Centre ● Other (please specify)

Mandatory Question (7346 response(s))

Question type: Checkbox Question

How frequently do you visit a Recycling Centre? Select one option.



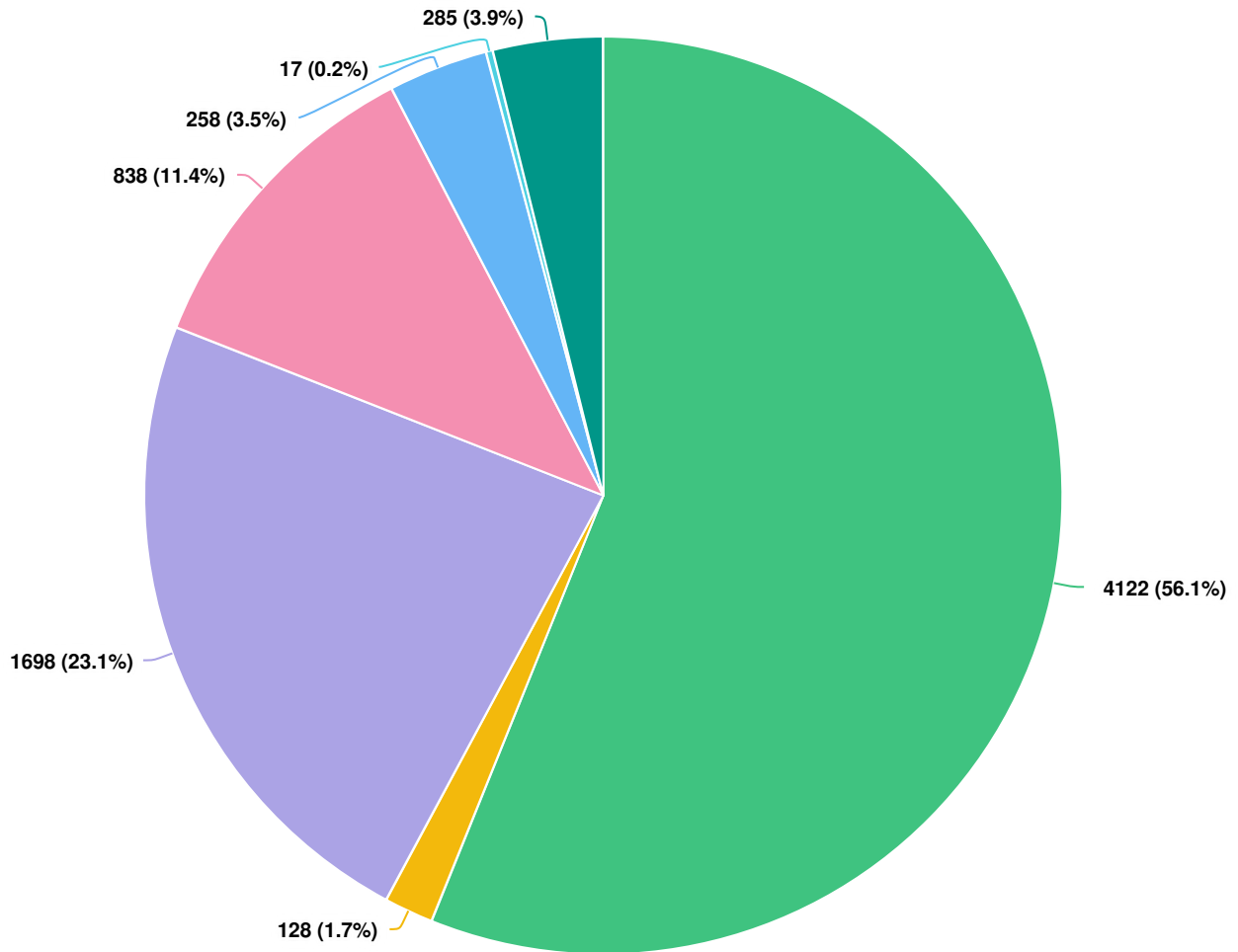
Question options

- Weekly
- 2-3 times a month
- Once a month
- Once every 3 months
- Once every 6 months
- Every 6-12 months
- Less often than 12 months
- Don't know

Mandatory Question (7346 response(s))

Question type: Radio Button Question

What is the main reason for your use of the Recycling Centre(s)? Select one option.



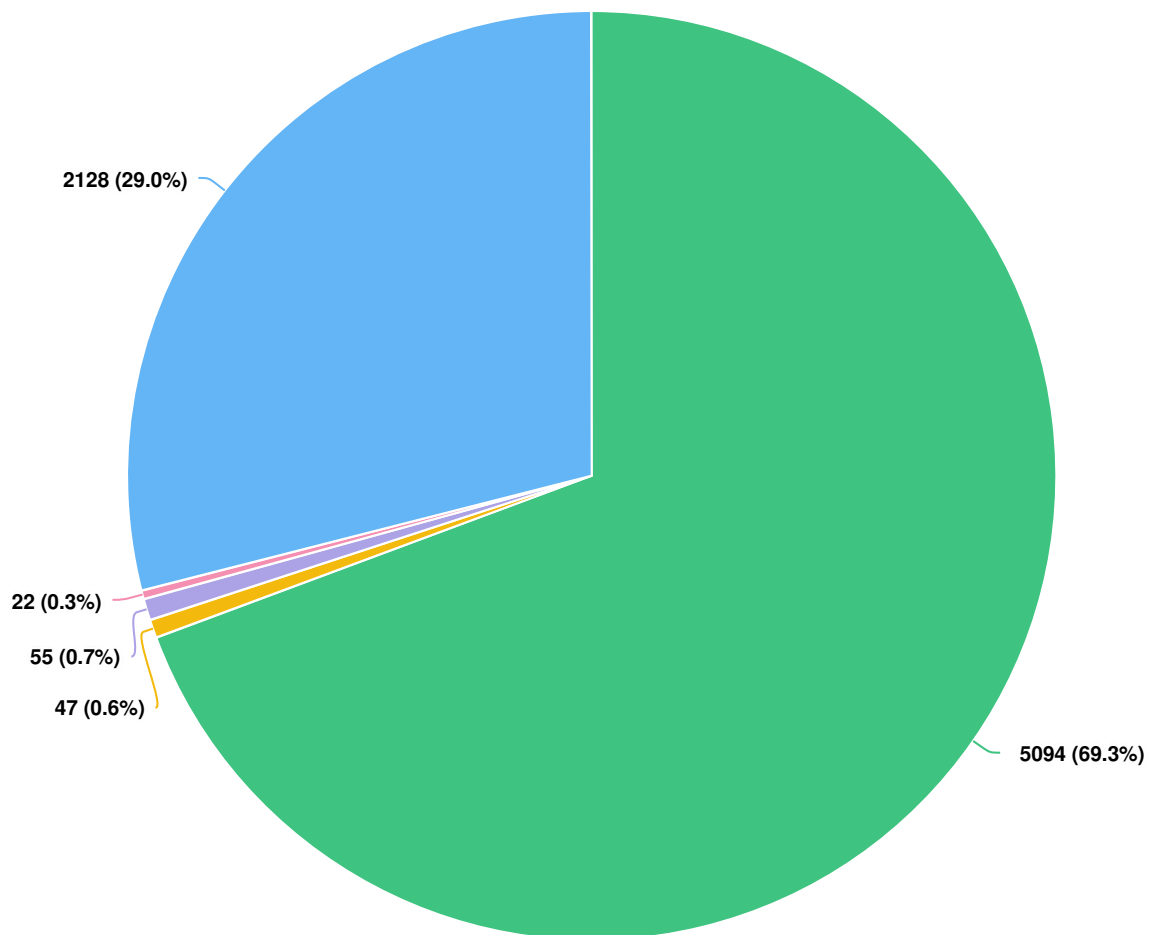
Question options

- To dispose of household waste following a sort/clear out
- It is part of my regular routine/I enjoy visiting
- To dispose of garden waste
- Following home improvements and DIY projects
- I prefer to dispose of my waste more frequently than my kerbside collection allows
- Don't know
- Other (please specify)

Mandatory Question (7346 response(s))

Question type: Radio Button Question

Have you used the Recycling Centre booking system since it was introduced in March 2021? Select one option.



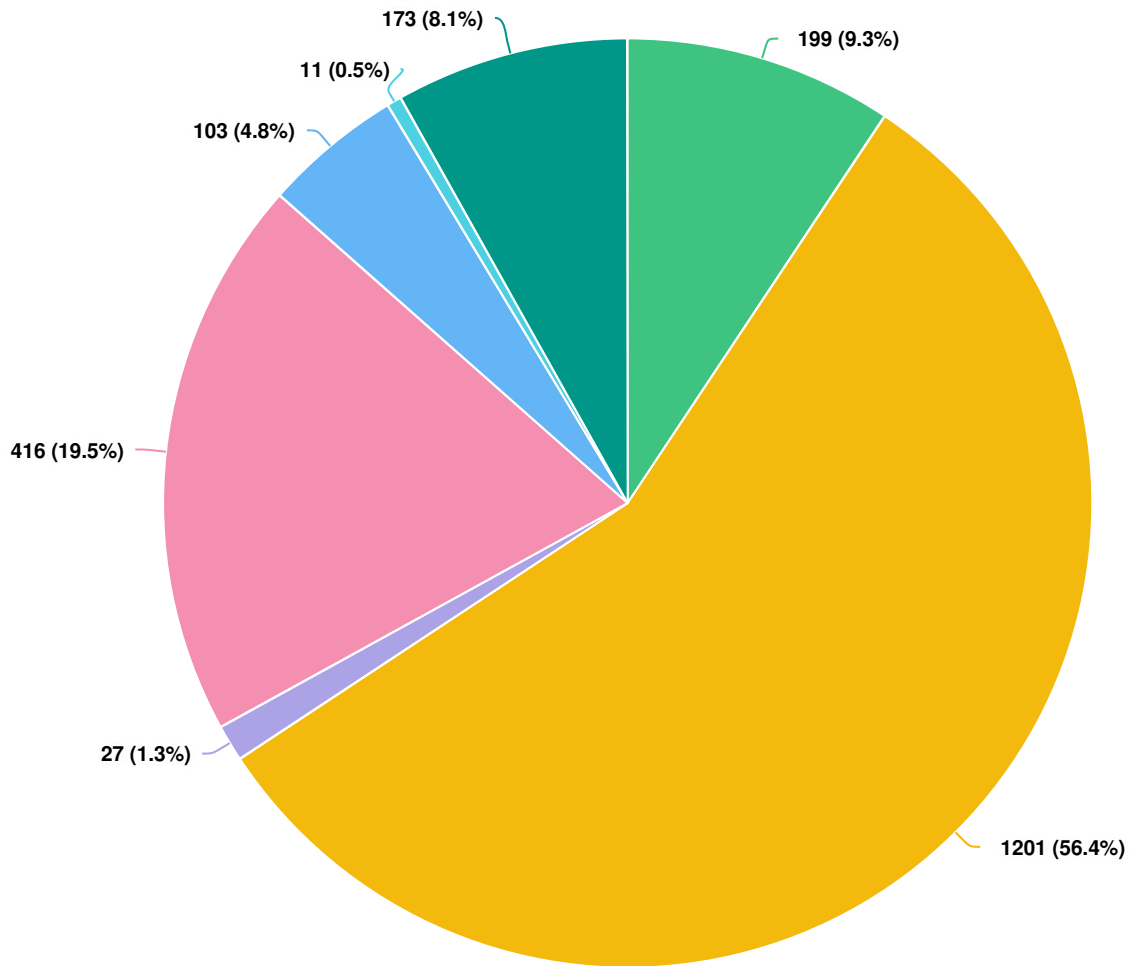
Question options

- Yes, booked online
- Yes, booked by telephone (via WSCC's contact centre)
- Yes, booked online and by telephone
- Don't know
- No

Mandatory Question (7346 response(s))

Question type: Radio Button Question

If you answered 'no', what is the reason for not using the booking system? Select one option.



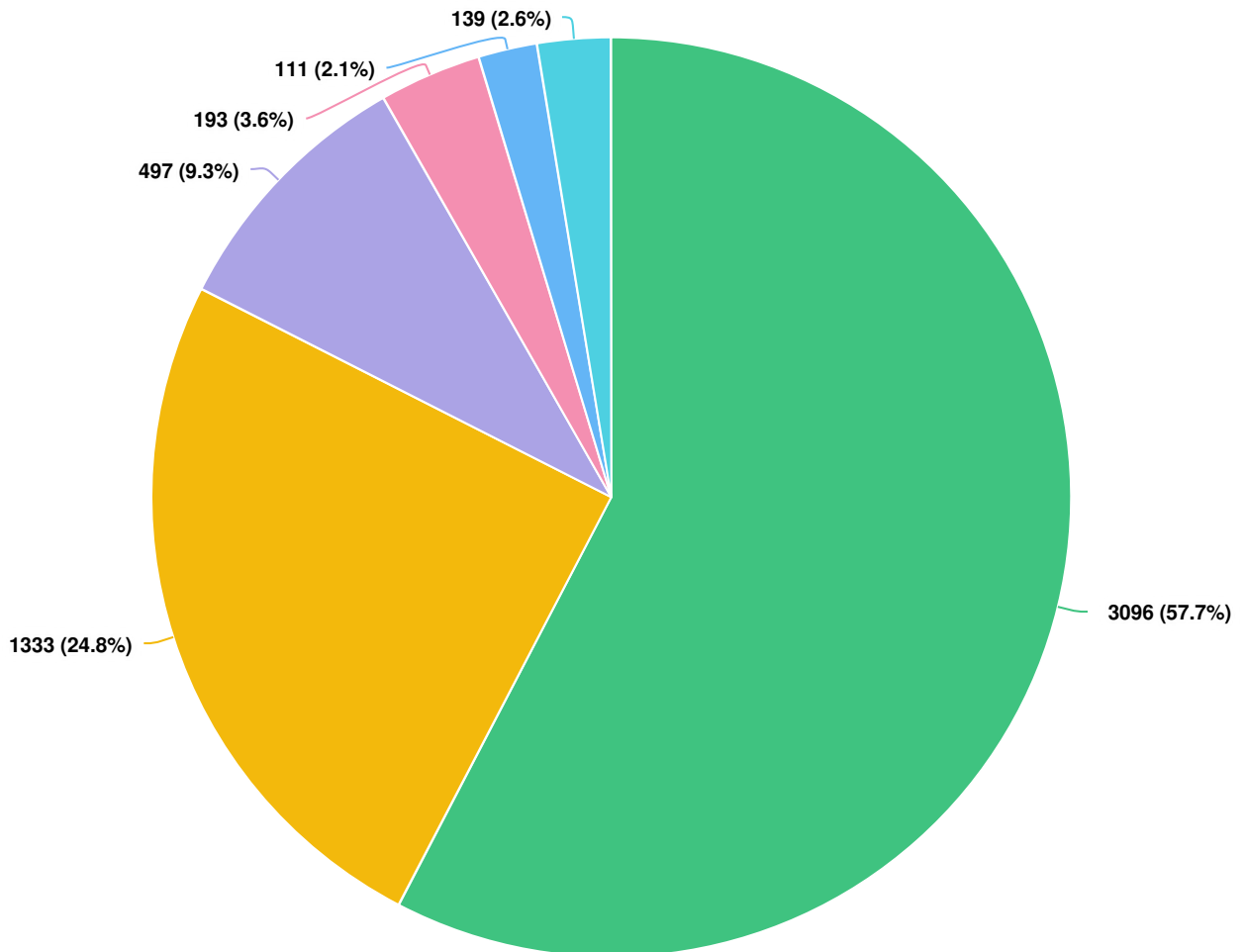
Question options

- I haven't needed to visit any Recycling Centre
- I don't need to book at my preferred Recycling Centre
- I have used an alternative means of disposal e.g., skip hire, district council bulky waste collection, private contractor, reuse
- I didn't/do not want to have to make a booking
- I could not find an appointment at a date/time to suit my requirements
- I don't know
- Other (please specify)

Mandatory Question (2130 response(s))

Question type: Radio Button Question

If you answered 'yes', thinking about the last time you made a booking, how did you find making the booking? Select one option.



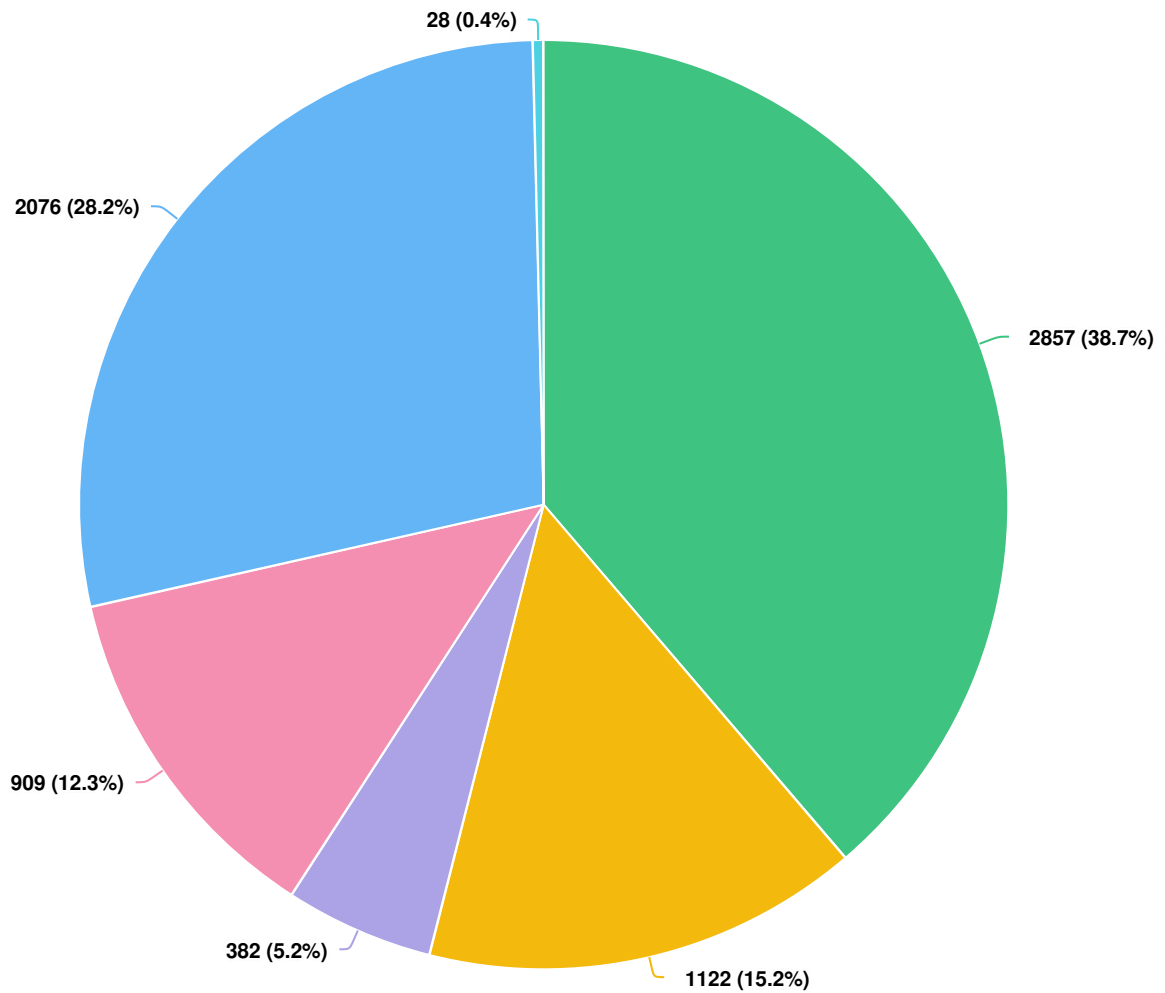
Question options

- Extremely easy
- Quite easy
- Neither easy nor difficult
- Quite difficult
- Extremely difficult
- Don't know

Mandatory Question (5369 response(s))

Question type: Radio Button Question

How positive or negative would you feel about using a booking system to access the Recycling Centres in the future? Select one option.



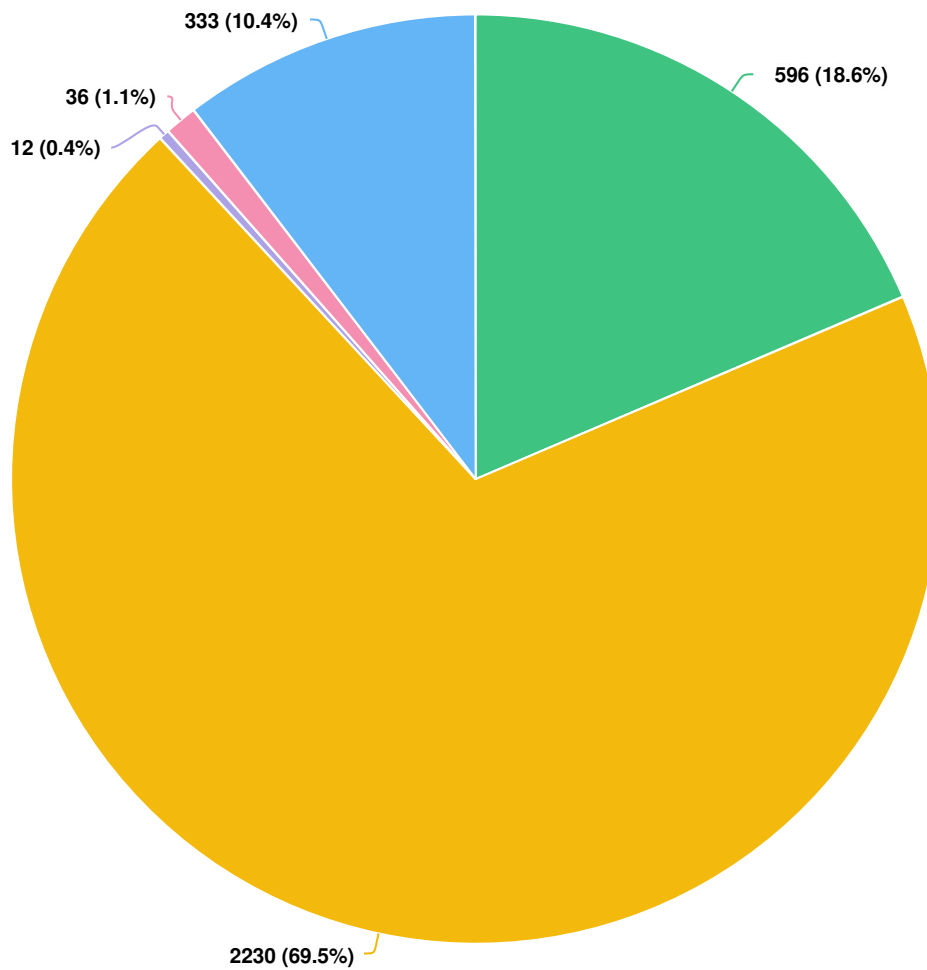
Question options

- Extremely positive
- Quite positive
- Neither positive nor negative
- Quite negative
- Extremely negative
- Don't know

Mandatory Question (7374 response(s))

Question type: Radio Button Question

If you answered that you felt 'extremely' or 'quite negative' about using a booking system to access the Recycling Centres, what is your main reason for this? Select one option.



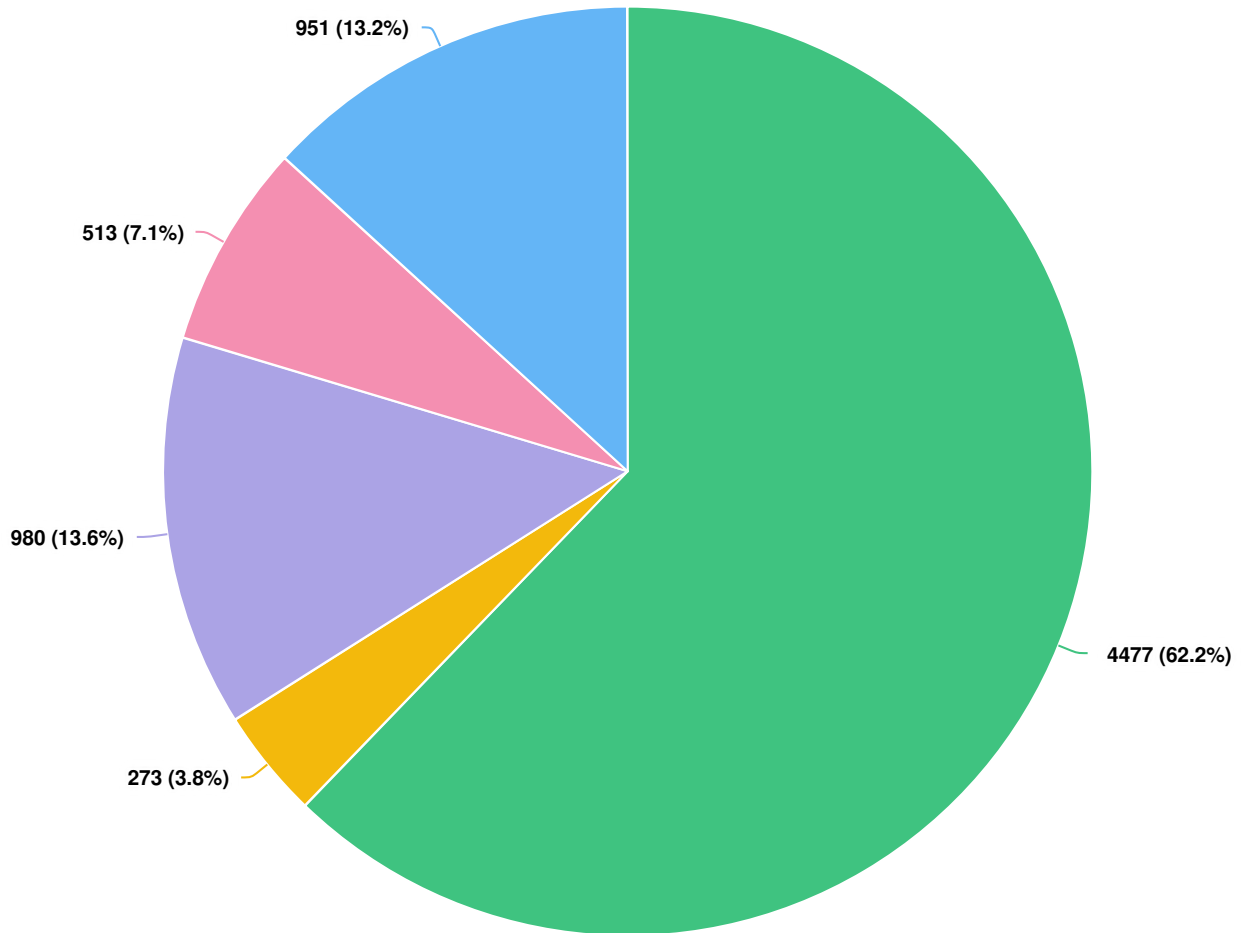
Question options

- It is an inconvenience to have to book
- I want to decide to go on the day
- I don't like disclosing my personal details
- I do not find the booking system easy to use
- Other (please specify)

Mandatory Question (3207 response(s))

Question type: Radio Button Question

If you could make one improvement to the booking system, what would it be? Select one option.



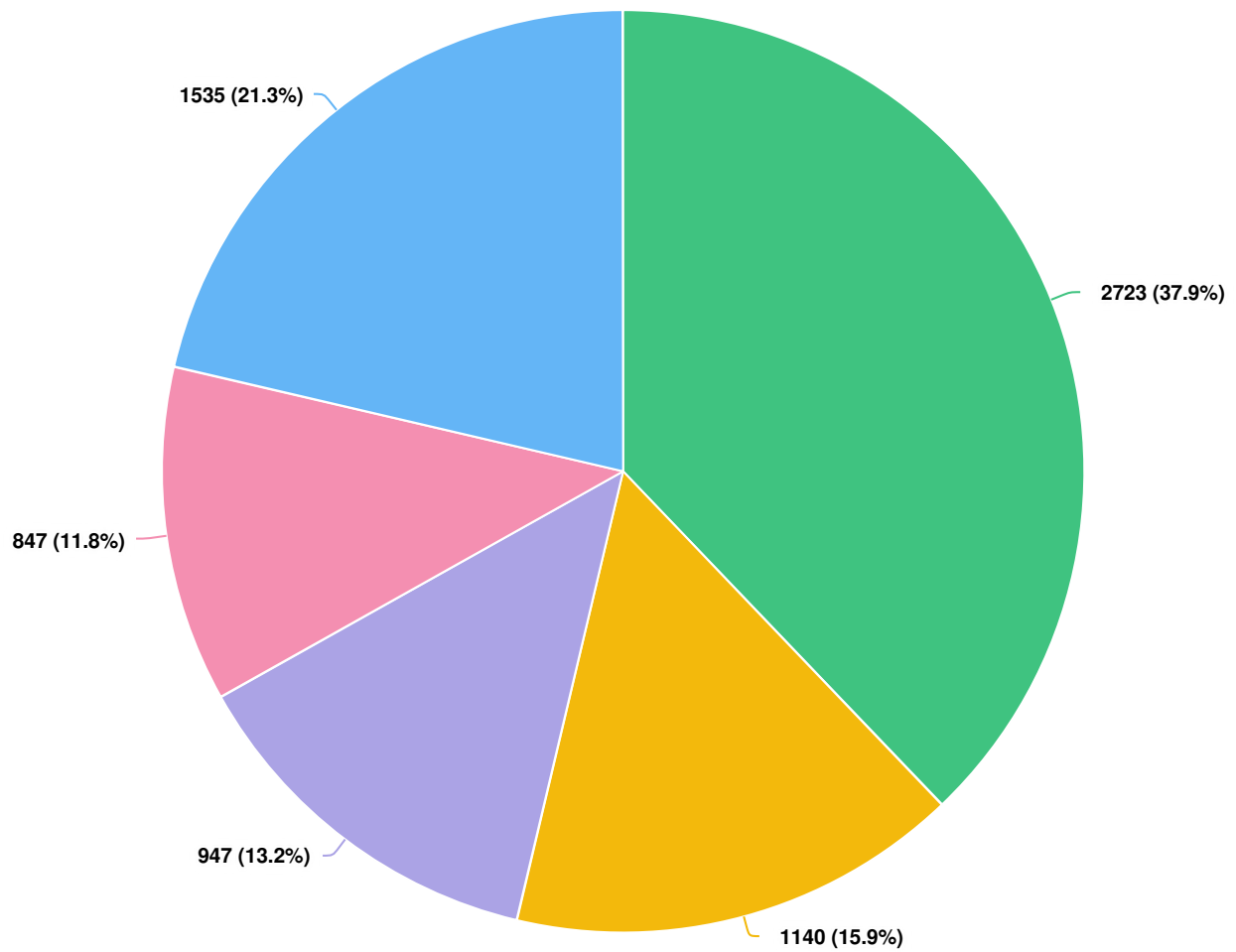
Question options

- Allow 'on the day' bookings
- Increase number of slots available
- I wouldn't make any improvements
- I don't know
- Another improvement (please provide details below)

Mandatory Question (7194 response(s))

Question type: Radio Button Question

How much do you agree or disagree with the proposal to maintain the booking system at the current Recycling Centres (Bognor Regis, Crawley, Horsham, Littlehampton, Shoreham and Worthing)? Select one option.



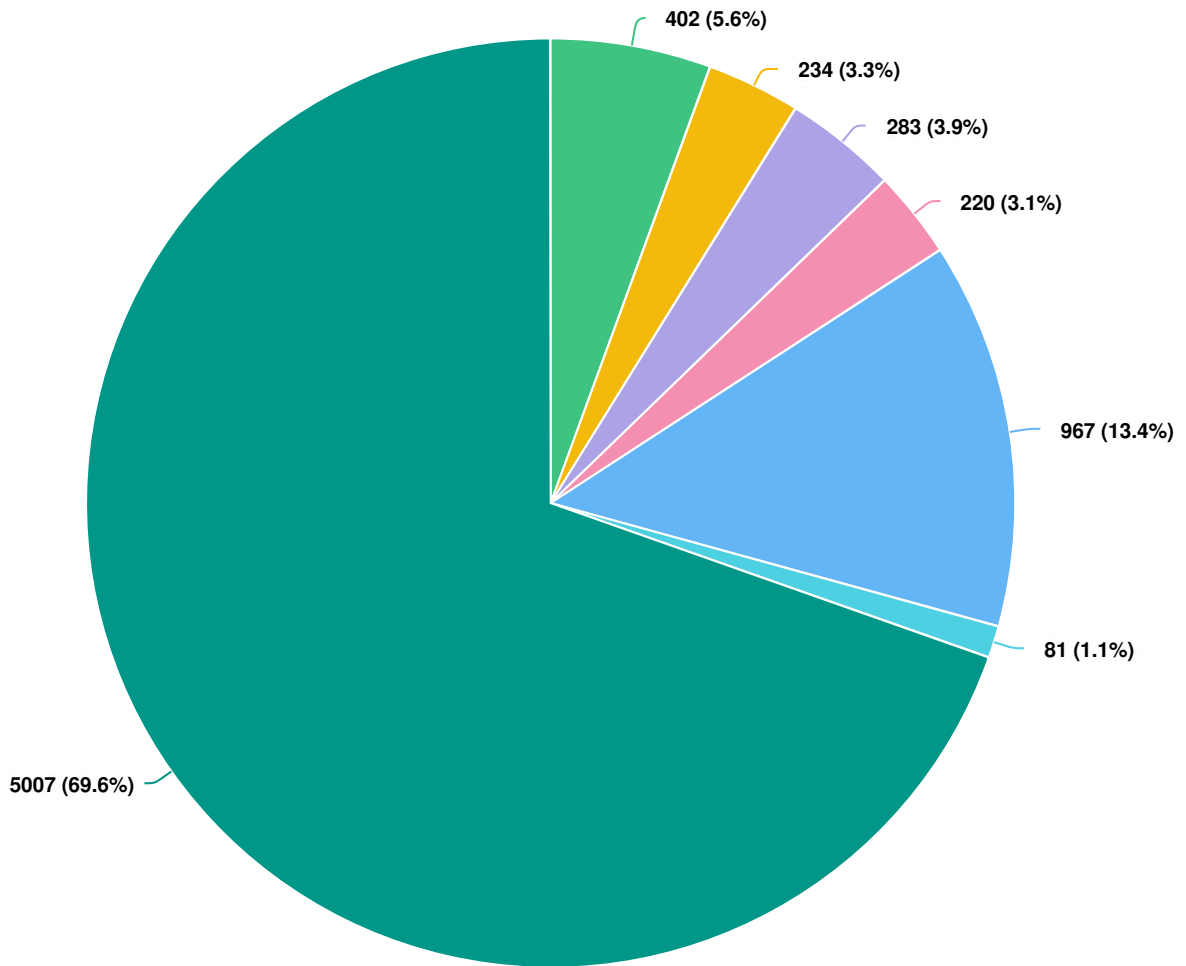
Question options

● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

Mandatory Question (7192 response(s))

Question type: Radio Button Question

How much do you agree or disagree with the proposal to introduce the booking system permanently at Burgess Hill in addition to the current 6 sites? (If you do not use the Centre please indicate this below) Select one option.



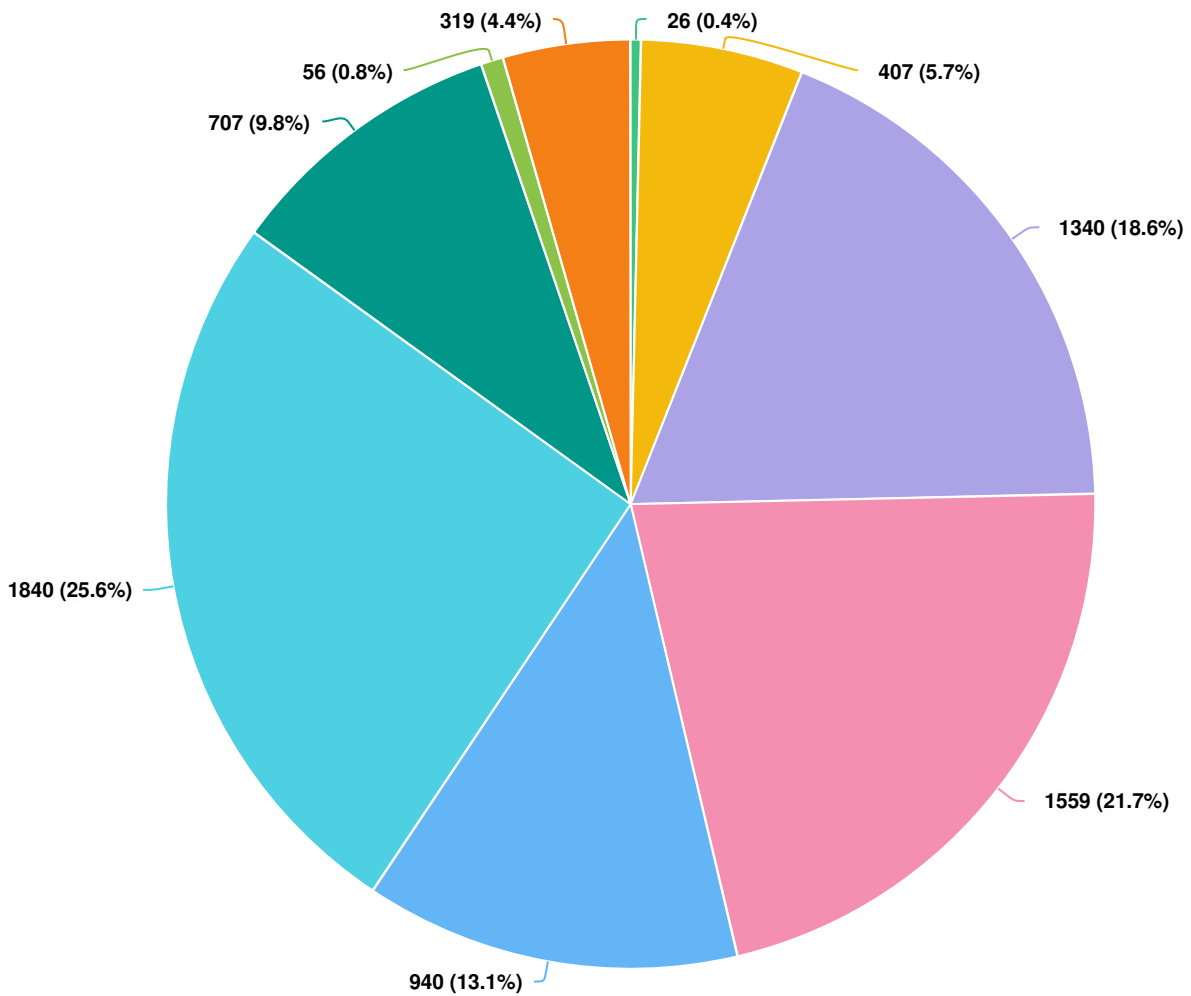
Question options

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Don't Know
- Don't use this Centre

Mandatory Question (7194 response(s))

Question type: Radio Button Question

Which of these age groups applies to you? Please select one option.



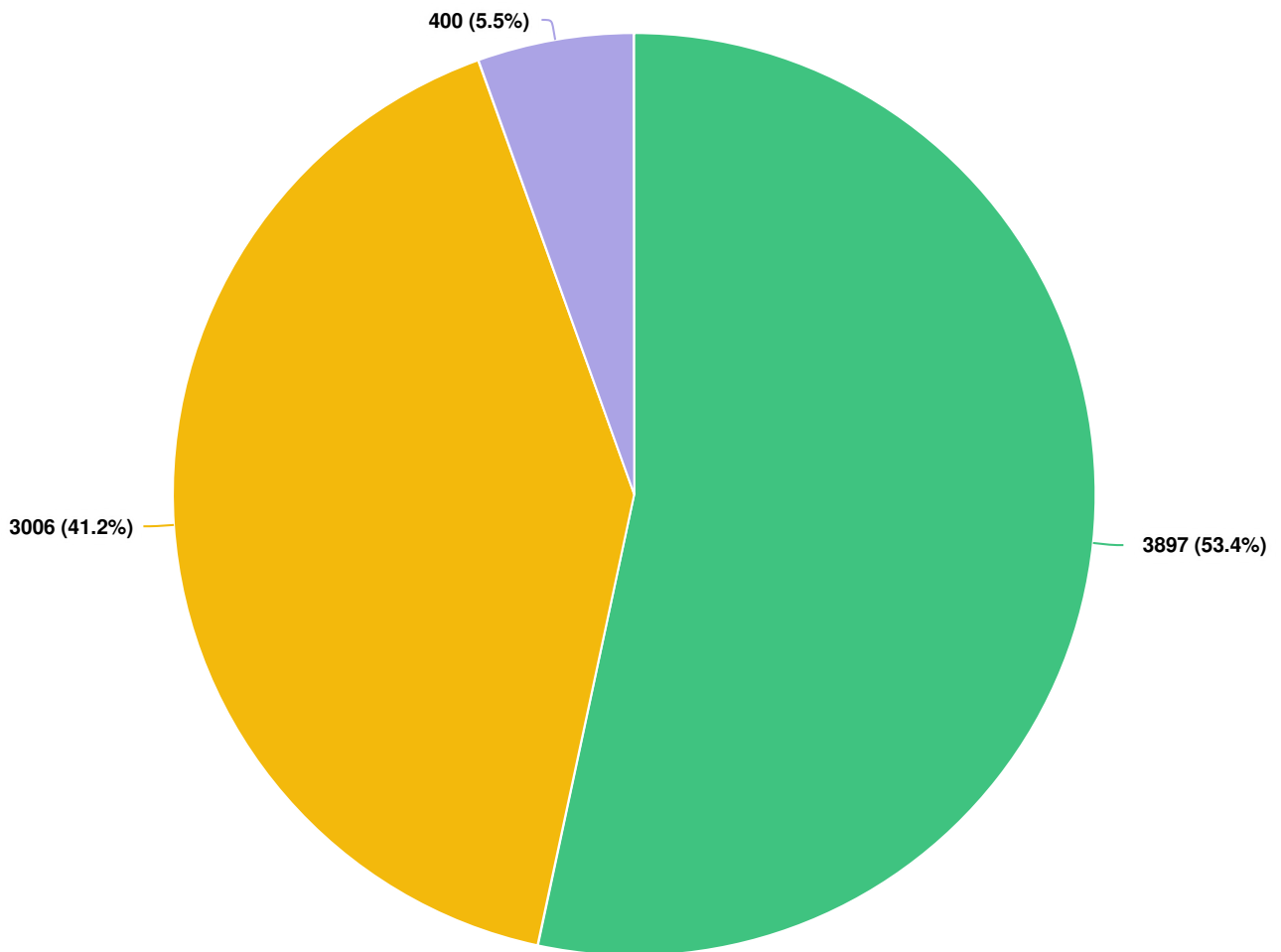
Question options

- 16-24
- 25-34
- 35-49
- 50-59
- 60-64
- 65-74
- 75-84
- 85+ over
- I prefer not to say

Mandatory Question (7194 response(s))

Question type: Radio Button Question

Are you?



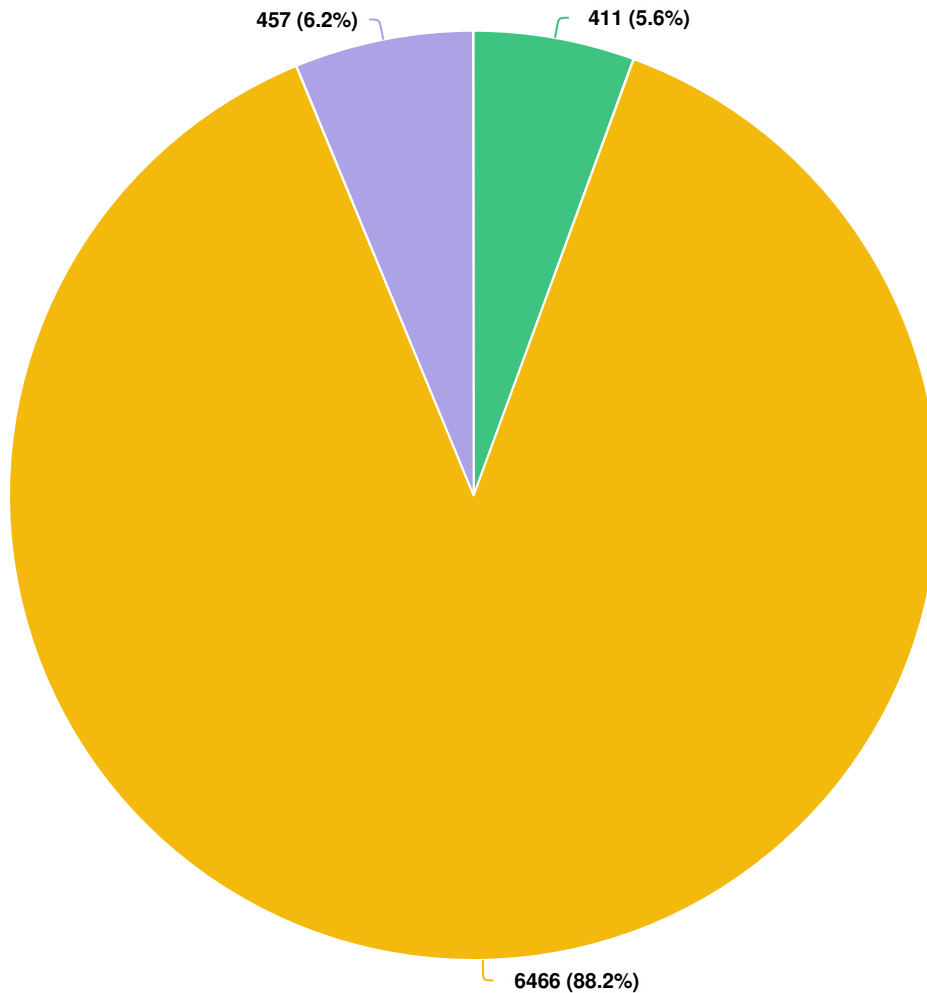
Question options

- Male
- Female
- I prefer not to say

Optional question (7303 response(s), 71 skipped)

Question type: Radio Button Question

Do you consider yourself to be disabled as set out in the Equality Act 2010? Please select one option.



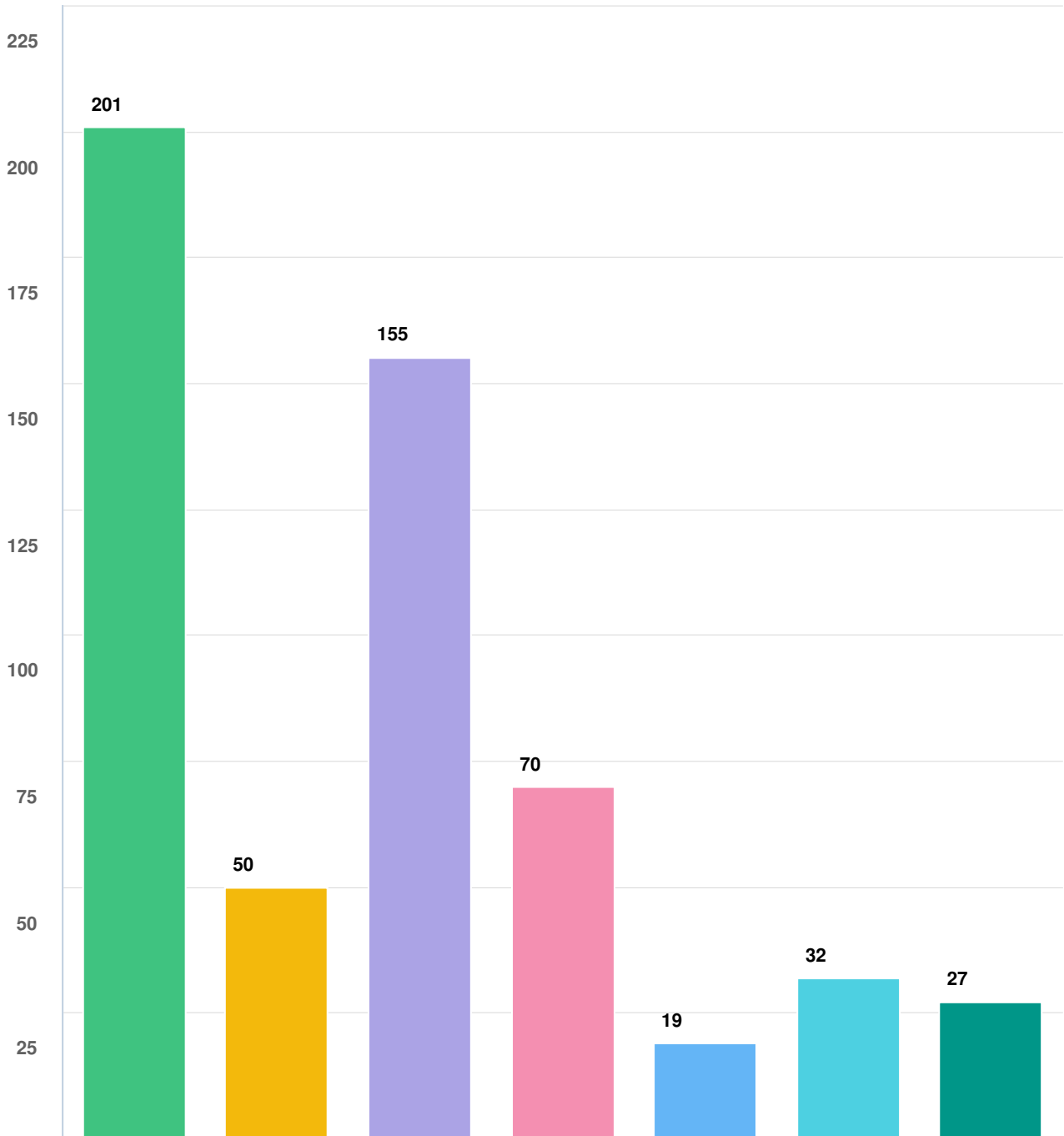
Question options

- Yes
- No
- I prefer not to say

Optional question (7334 response(s), 40 skipped)

Question type: Radio Button Question

Please tell us the type of impairment that applies to you. You may have more than one type of impairment, so please select all that apply. If none of these applies to you, please select 'Other' and give brief details of the impairment you have.



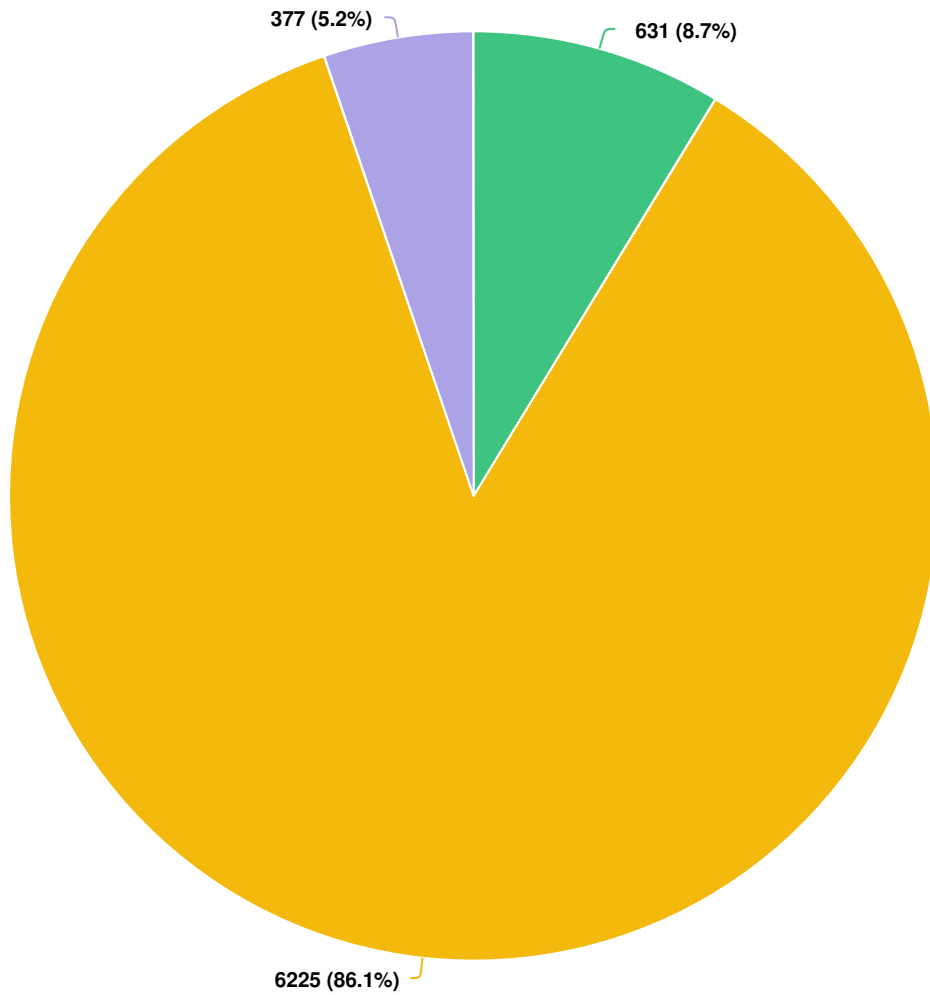
Question options

- Physical impairment
- Sensory impairment (hearing, sight or both)
- Longstanding illness or health condition, such as cancer, HIV/AIDS, heart disease, diabetes or epilepsy
- Mental health condition
- Learning disability
- I prefer not to say
- Other (please specify)

Optional question (428 response(s), 6946 skipped)

Question type: Checkbox Question

Are you a Carer? Please select one option.



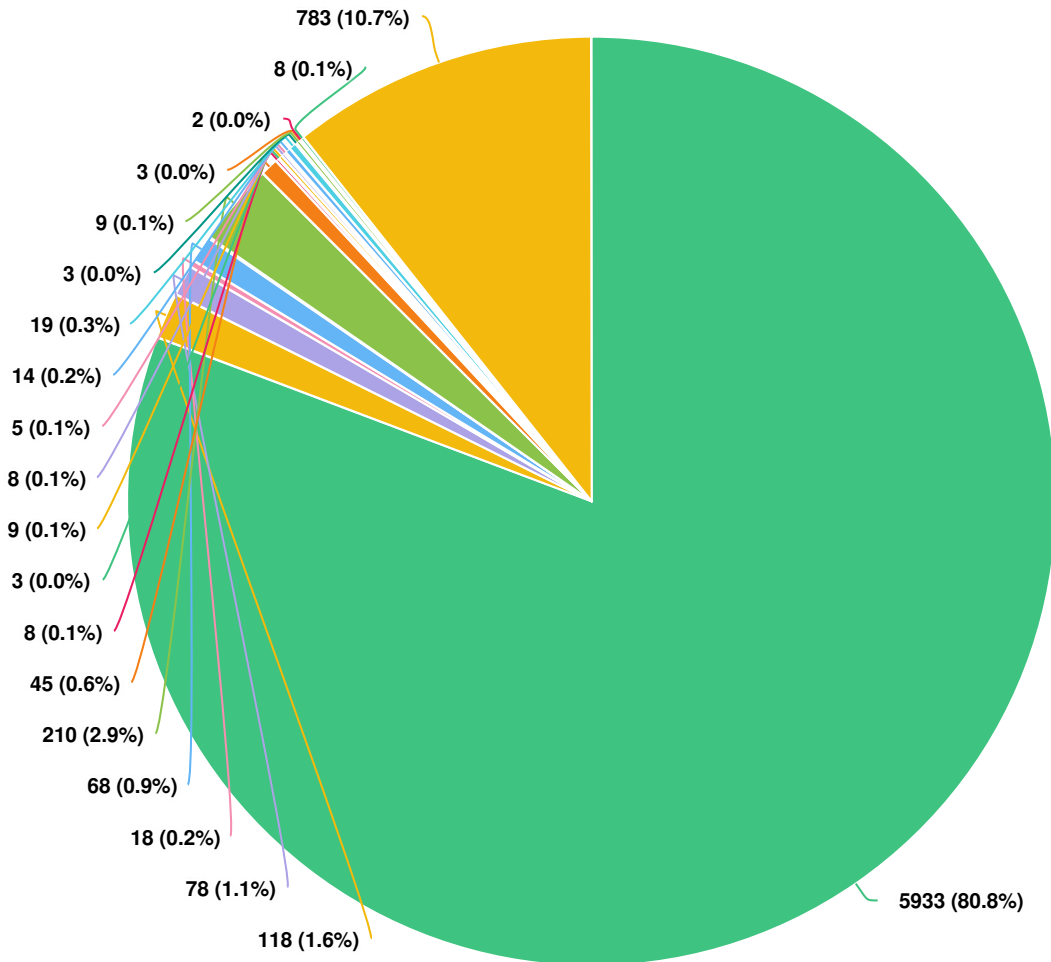
Question options

- Yes No I prefer not to say

Optional question (7233 response(s), 141 skipped)

Question type: Radio Button Question

To which of these ethnic groups do you feel you belong? Please select one option.
(Source 2011 Census)



Question options

- White English
 ● White Scottish
 ● White Welsh
 ● White Northern Irish
 ● White Irish
 ● White Gypsy/Roma
- White Irish Traveller
 ● White Other*
 ● Asian or Asian British Indian
 ● Asian or Asian British Pakistani
- Asian or Asian British Bangladeshi
 ● Asian or Asian British Other*
 ● Mixed White & Black Caribbean
- Mixed White & Black African
 ● Mixed White & Asian
 ● Mixed Other*
 ● Black or Black British Caribbean
- Black or Black British African
 ● Black or Black British Other*
 ● Arab
 ● Chinese
 ● I prefer not to say

Optional question (7347 response(s), 27 skipped)

Question type: Radio Button Question