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Improving the Performance of Waste Diversion Schemes: A Good Practice  
Guide to Monitoring and Evaluation

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# Annex 3

## Library of questions

This annex contains a series of questions designed to help you answer your research questions.

WRAP helps individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change.

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# Introduction

This annex contains a series of questions designed to help you answer your research questions (as identified via the process described in Chapter 4).

Some questions, such as the 'filter for responsibility', are to make sure that are you speaking to the right person, and so should be included at the start of questionnaires.

The questions are grouped into sections, in the following order:

- 1 Recycling
- 2 Promotional activities
- 3 Usage of HWRCs
- 4 Composting
- 5 Food waste prevention
- 6 Other waste prevention
- 7 Socio-demographics.

Rather than simply flicking through to the section of interest and picking out some questions that look suitable, the way we recommend that you use this annex is to list your research questions, identify the subject area it is referring to, and then use the table to identify the questions that might be appropriate. The reason for this is because the questions here are not an exhaustive list and there may be a question or questions from a different section that could be modified to answer your research question, or you may need to design and test your own. For some research questions there may be multiple questions that would be suitable, and so what is presented here is a selection for you to choose from.

If there isn't a suitable question listed here, you will have to design and test your own, or commission someone to do it for you. See Chapter 4 for more description of questionnaire design.

# Guidance for use of questions

The questions as they are presented here are based on a face-to-face survey format, and so the instructions are for the interviewer. If you want to use the questions in a self-completion survey such as postal or web-based, then you will need to modify questions so that the instructions are for the respondent.

There are also notes for the interviewer as to whether the answer options should be read out, are unprompted, or where the interviewer needs to probe for more responses. For questions where the interviewer should read out the answers, if there are more than about five answers to read out, then a show card should be used.

If the instruction to the interviewer says 'do not read out', as in Question 15, then it is essentially an open question (the respondent can give any answer). It is useful in these cases to have a list of the likely possible answers (as we have provided here), so that interviewers can code the response into prepared categories. This makes data recording and data entry less laborious. There may be answers that do not fit into these categories, and so an 'other' (specify) response should always be provided, as well as a 'don't know' response.

Other types of instructions for the interviewer are whether only one or more than one answer may be given to a question. Routing is provided to other parts of the questionnaire depending on the responses to certain questions. You will also need to insert wording in the questionnaire for the interviewers to give explanations to respondent that helps them to understand the context in preparation for groups of questions. For example in Question 41 this explanation is provided for the respondent about alternate week collections.

*In some parts of the UK, refuse is collected one week and recycling the next. This means your rubbish is collected every other week.*

Where square brackets appear in questions, e.g. [recycling], you should replace the wording with something that is relevant to your local authority. For example you may want to replace the word [recycling] with food waste or garden waste. Please note though that all the instructions for the interviewer are in upper case and in square brackets. These should only be changed if they are going to be used for a self-completion questionnaire (e.g. postal).

In a survey where more than one metric question is asked, we suggest that you should ask the one least likely to be agreed with first to avoid getting into a chain of positive answers.

When you have constructed your questionnaire, even if you have used questions exclusively from this annex, you should still pilot the questionnaire to make sure you have the questions in a logical and non-leading order, and that they make sense to respondents. You can do this by testing them on non-waste colleagues.

# Questions

## 1.0 Recycling

### 1.1 Filter for responsibility

The first question of any survey is often a filter question to make sure that you are speaking to the right person. If you cannot speak to the person responsible, then proceeding with the questionnaire is likely to be futile for your data collection and frustrating for both the respondent and interviewer.

---

**1. Are you solely or jointly responsible for deciding what to do with the household waste?**

---

Yes <sub>1</sub> Continue with questionnaire.

---

No <sub>2</sub> Ask to speak to the decision maker. If they are not available then close.

---

### 1.2 Committed recycler metric

These three questions should be asked to enable you to measure the proportion of committed recyclers in your target population. It is a very useful measure of change as a result of new infrastructure or awareness campaigns. It is compulsory to include these questions under certain circumstances if you receive funding from WRAP.

All three questions must be asked of all respondents.

---

**2. Thinking about recycling household waste, which of these statements best describes how important recycling is to you personally?**

**1.1 [READ OUT, SELECT ONLY ONE]**

---

Very important <sub>1</sub>

---

Quite important <sub>2</sub>

---

Not very important <sub>3</sub>

---

Not at all important <sub>4</sub>

---

Don't know **DO NOT PROMPT** <sub>5</sub>

---

---

**3. Which of these statements best describes your attitude to recycling?**

**1.2 [READ OUT, SELECT ONLY ONE]**

---

I recycle even if it requires additional effort <sub>1</sub>

---

I recycle if it does not require additional effort <sub>2</sub>

---

I do not recycle <sub>3</sub>

---

Don't know **DO NOT PROMPT** <sub>4</sub>

---

---

**4. Which of these state best describes how much you recycle?****1.3 [READ OUT, SELECT ONLY ONE]**

- 
- |   |                            |
|---|----------------------------|
| I recycle everything that can be recycled               | <input type="checkbox"/> 1 |
| I recycle a lot but not everything that can be recycled | <input type="checkbox"/> 2 |
| I recycle sometimes                                     | <input type="checkbox"/> 3 |
| I do not recycle  | <input type="checkbox"/> 4 |
| Don't know <b>DO NOT PROMPT</b>                         | <input type="checkbox"/> 5 |
- 

**1.3 Awareness of services**

---

**5. Were you aware, before today, that there is a collection service that comes round and picks up [recycling] from outside your home?**

- 
- |     |                            |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No  | <input type="checkbox"/> 2 |
- 

---

**6. Were you aware, before today, of the waste recycling centre or "the tip" available near you?**

- 
- |     |                            |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No  | <input type="checkbox"/> 2 |
- 

The wording of the following question could be changed to 'mini recycling centre' (or appropriate) if you are doing a survey in flats.

---

**7. Were you aware, before today, of recycling centres ('bottle banks') available near you?**

- 
- |     |                            |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No  | <input type="checkbox"/> 2 |
-

For the following question, the first answer option has value if you collect a single material in one container (even if you collect other materials in other containers). If you have a co-mingled collection it might not be appropriate. You will need to modify the question to make it relevant to your local services.

---

**8. So far as you know which of these recycling services are provided in your area?**

**1.4 [READ OUT OR SHOW CARD, SELECT AS MANY AS APPLY]**

Collection from your home of one material only	<input type="checkbox"/>	1
Collection from your home of more than one material	<input type="checkbox"/>	2
Recycling facilities at flats	<input type="checkbox"/>	3
Public recycling centre, for example at supermarkets	<input type="checkbox"/>	4
Recycling facilities at the household waste site ('tip')	<input type="checkbox"/>	5
None of these	<input type="checkbox"/>	6
Other (specify)	<input type="checkbox"/>	7
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	8

---

The following question may need to be modified to reflect your local services.

---

**9. How often does your local council collect your recyclable waste and your normal rubbish bin waste?**

**1.5 [READ OUT OR SHOW CARD, SELECT ONLY ONE]**

Weekly normal bin collection and fortnightly recycling collection	<input type="checkbox"/>	1
Weekly normal bin collection and weekly recycling collection	<input type="checkbox"/>	2
Fortnightly normal bin collection and fortnightly recycling collection (alternate weeks)	<input type="checkbox"/>	3
Other (specify)	<input type="checkbox"/>	4
Not sure / don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	5

---



The following question would suit collection schemes that are not weekly collections of all recycling and residual waste. Its aim is to find out whether respondents are aware of the position on the collection cycle. For the data analysis, you will need to know when in the cycle the survey was carried out.

**10. A: Thinking first about next week, which of the following collections will you have?**

1.6 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

**B: And the week after next, which of the collections will you have?**

1.7 [READ OUT, SELECT ONLY ONE]

	A: Next week	B: Week after next
Recycling collection	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>
Garden waste collection	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>
Other – non-recycling collection	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>
No collection at all	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>

1.4 Usage of services

If there are parts of these questions that are not addressing your research questions, it may make sense to delete them.

If appropriate to your research question, it would be a good idea to have a question that asks **why** people do not use a service which you ask only those people.

It is a good idea to include the following question, or something similar, in all questionnaires for comparative surveys, as you may be able to measure a change, even if your metric does not change (as discussed in Chapter 4, Section 4.16).

**11. Which of these services do you use?**

1.8 [READ OUT OR SHOW CARD, SELECT ONE ANSWER FOR EACH SERVICE USED]

SERVICE	Weekly	Every two weeks	Monthly	Occasionally	Never	I used to, but not anymore
[Recycling collection service] from outside your house	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Recycling banks	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Household waste recycling centres ('the tip')	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Charities	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Other (specify)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

You will need to modify the following question to specify the local sites that residents can use.

---

**12. Do you ever take recyclable waste to local sites (e.g. ....) to be recycled?**

1.9 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

Yes, I take materials to be recycled that <u>are not</u> collected by the Council's household recycling collection scheme	<input type="checkbox"/>	1
Yes, I take materials to be recycled that <u>are also</u> collected by the Council's household recycling collection scheme	<input type="checkbox"/>	2
Both of the above	<input type="checkbox"/>	3
Do not use recycling sites	<input type="checkbox"/>	4

---

---

**13. Compared with this time last year, would you say the amount of household waste you recycle has increased, decreased or stayed the same?**

1.10 [READ OUT, SELECT ONLY ONE]

---

Recycle more than last year	<input type="checkbox"/>	1	Go to Question 14.
Recycle less than last year	<input type="checkbox"/>	2	
Recycle the same as last year	<input type="checkbox"/>	3	Continue with rest of questionnaire.
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	4	

---

---

**14. Would you say you recycle more because...?**

1.11 [READ OUT, SELECT ONLY ONE]

---

... we are recycling materials (i.e. cans, paper, etc) that we weren't recycling last year	<input type="checkbox"/>	1
... we are recycling a greater proportion of the materials we were recycling last year	<input type="checkbox"/>	2
Both of the above	<input type="checkbox"/>	3
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	4

---

## 1.5 Understanding household behaviour

### 15. What do you usually do when your refuse bin is overflowing?

1.12 [DO NOT READ OUT, SELECT AS MANY AS APPLY]

Put extra waste at the side of the bin	<input type="checkbox"/>	1
Save it for the next collection	<input type="checkbox"/>	2
Take it to the household waste site or 'the tip'	<input type="checkbox"/>	3
Try to squash it in the bin	<input type="checkbox"/>	4
Try to recycle more	<input type="checkbox"/>	5
Try to compost more	<input type="checkbox"/>	6
Put it in a neighbour's bin	<input type="checkbox"/>	7
My refuse bin never overflows	<input type="checkbox"/>	8
Other (specify)	<input type="checkbox"/>	9

### 16. What do you usually do when your recycling container is overflowing?

1.13 [DO NOT READ OUT, SELECT AS MANY AS APPLY]

Put extra waste at the side of the container	<input type="checkbox"/>	1
Put it in the container for next collection	<input type="checkbox"/>	2
Take it to the household waste site or "the tip"	<input type="checkbox"/>	3
Try to squash it in the container	<input type="checkbox"/>	4
Take it to a recycling bank (e.g. bottle bank at supermarket)	<input type="checkbox"/>	5
Put it in the refuse bin	<input type="checkbox"/>	6
Put it in a neighbour's bin/recycling container	<input type="checkbox"/>	7
My recycling container never overflows	<input type="checkbox"/>	8
Other (specify)	<input type="checkbox"/>	9

**17. Most people find there are times when they don't recycle things they could. Please tell me for each statement, how often this happens to you? Firstly, how often do you....**

**1.14 [READ OUT OR SHOW CARD, SELECT ONLY ONE FOR EACH STATEMENT]**

	Never	Sometimes	Often	Don't know
... forget to put the recycling out because you are not sure of the collection date	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
... throw things in the normal bin because you are not sure if they can be recycled	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
... throw recyclable materials from the bathroom (like plastic bottles) in the normal bin	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
... throw things in the normal bin if your recycling container is full	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
... throw dirty recyclable materials in the normal bin rather than cleaning them out	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
... throw things in the normal bin because you don't want to go outside to use the recycling container	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
... put things in the recycling containers even though you're not sure if they can be recycled	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

You may want to expand the following question if you want to know about kerbside collections in detail. For example, 'collection in the black box from outside your house' and 'bulky waste collection from outside your house'.

**18. Which materials do you recycle and where do you recycle them?**

**1.15 [READ OUT OR SHOW CARD, SELECT ONLY ONE FOR EACH LOCATION]**

	Glass (bottles and jars)	Food and drinks cans	Paper	Plastic	Textiles	Card	Bulky waste	Other <i>Specify</i>
Collection from outside my house	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>
Bring sites (e.g. supermarket bottle banks)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>
Household waste recycling centres ('the tip')	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>
Charities	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>
Other (specify)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

The following question has a long list of materials. You might want to shorten it to the materials that you are interested in it to limit respondent fatigue

**19. A: To the best of your knowledge, which of these household items can be recycled in your area?**

1.16 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

**B: For those items that you identified, how often do you recycle them?**

1.17 [SELECT ONLY ONE FOR EACH ITEM SELECTED FOR PART A]

	A: AWARENESS		B: FREQUENCY			
	Aware		Every time	Most times	Sometimes	Never
Paper (e.g. newspapers, magazines, junk mail)	<input type="checkbox"/> <sub>1</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Card / cardboard (e.g. cereal boxes)	<input type="checkbox"/> <sub>2</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Glass jars and bottles	<input type="checkbox"/> <sub>3</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Food and drink cans / tins	<input type="checkbox"/> <sub>4</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Aerosols	<input type="checkbox"/> <sub>5</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Plastic bottles	<input type="checkbox"/> <sub>6</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Other hard plastics (e.g. trays or yoghurt pots)	<input type="checkbox"/> <sub>7</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Plastic carrier bags	<input type="checkbox"/> <sub>8</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Cartons / Tetra Pak	<input type="checkbox"/> <sub>9</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Textiles (e.g. clothing)	<input type="checkbox"/> <sub>10</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Food waste (for home composting)	<input type="checkbox"/> <sub>11</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Food waste for collection / civic amenity site	<input type="checkbox"/> <sub>12</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Garden waste (for home composting)	<input type="checkbox"/> <sub>13</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Garden waste for collection / civic amenity site	<input type="checkbox"/> <sub>14</sub>		<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
None of the above	<input type="checkbox"/> <sub>15</sub>					
Don't know what can be recycled in my area	<input type="checkbox"/> <sub>16</sub>					

## 1.6 Collection containers

You will need to modify this question to include all types of collection containers provided to residents by your local authority.

---

### 20. A: Thinking of the council's household recycling collections, what sort of containers has the council provided for your household to put your recyclable waste in?

1.18 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

### B: How many of each container do you have?

1.19 [WRITE NUMBER IN BOX AT PART B FOR THOSE SELECTED AT PART A]

	A	B
Box (write number)	<input type="checkbox"/> 1	<input type="checkbox"/>
Bag (write number)	<input type="checkbox"/> 2	<input type="checkbox"/>
Recycling bin (write number)	<input type="checkbox"/> 3	<input type="checkbox"/>
Communal recycling bin	<input type="checkbox"/> 4	
I don't currently have a recycling container	<input type="checkbox"/> 5	

---

You may need to expand the following question if you are trying to find out about more than one container.

---

### 21. Do you have a [colour and container] for [material]?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Don't know	<input type="checkbox"/> 3

---

Only ask the following question if you know that someone doesn't have a container, for example by asking Question 21.

---

### 22. Why don't you have a container for your recyclables?

1.20 [DO NOT READ OUT, SELECT ONLY ONE]

Didn't want one / opted out	<input type="checkbox"/> 1
Container was stolen	<input type="checkbox"/> 2
Container was lost	<input type="checkbox"/> 3
Container was destroyed	<input type="checkbox"/> 4
Containers was thrown away	<input type="checkbox"/> 5
Council hasn't provided one	<input type="checkbox"/> 6
Using it for other purposes	<input type="checkbox"/> 7
None there when we moved into the house	<input type="checkbox"/> 8
Other (specify)	<input type="checkbox"/> 9

---

The following three questions are related to issues with container size.

---

**23. Do you think that your [colour / type] recycling container is ...?**

1.21 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

- 
- |   |                            |                              |
|---|----------------------------|------------------------------|
| Too big   | <input type="checkbox"/> 1 | Go to Question 24.           |
| Too small   | <input type="checkbox"/> 2 |                              |
| About right   | <input type="checkbox"/> 3 | Continue with questionnaire. |
| About right, because we are allowed more than one container, otherwise it would be too small* | <input type="checkbox"/> 4 |                              |
| Don't know <b>DO NOT PROMPT</b>   | <input type="checkbox"/> 5 |                              |
- 

\* Only include this option if it is relevant for your collection scheme / service.

---

**24. Does [colour / type] recycling container being too big affect your use of the [scheme / collection]?**

1.22 [READ OUT, SELECT ONLY ONE]

- 
- |  |                            |                              |
|--|----------------------------|------------------------------|
| Yes  | <input type="checkbox"/> 1 | Go to Question 25.           |
| No   | <input type="checkbox"/> 2 |                              |
| Might do in the future                     | <input type="checkbox"/> 3 | Continue with questionnaire. |
| Don't know / not sure <b>DO NOT PROMPT</b> | <input type="checkbox"/> 4 |                              |
- 

---

**25. In what way does it affect your use of the [scheme / collection]?**

1.23 [DO NOT READ OUT, SELECT ONLY ONE]

- 
- |  |                            |
|--|----------------------------|
| I don't put the container out as often as I could              | <input type="checkbox"/> 1 |
| I cannot carry the container because it is too heavy / too big | <input type="checkbox"/> 2 |
| I have nowhere / not enough room to keep the container         | <input type="checkbox"/> 3 |
| I don't need to put it out every collection                    | <input type="checkbox"/> 4 |
| Other (specify)  | <input type="checkbox"/> 5 |
- 

The following question could be asked of all people, or just those currently without a container.

---

**26. Are you aware of who to contact if you need to replace your recycling container(s) or need a new one?**

1.24 [READ OUT, SELECT ONLY ONE]

- 
- |  |                            |
|--|----------------------------|
| Yes, I know who to contact   | <input type="checkbox"/> 1 |
| No, I don't know who to contact but would like to know             | <input type="checkbox"/> 2 |
| No, I don't know who to contact and I am not interested in knowing | <input type="checkbox"/> 3 |
-

## 1.7 Attitudes to recycling

### 27. Which of the following, if any, motivates you to recycle?

1.25 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

Reduces amount of rubbish disposal (landfill / incineration)	<input type="checkbox"/>	1
Saves space in my waste bin / in my home	<input type="checkbox"/>	2
Good for environment / saves resources	<input type="checkbox"/>	3
It's the right thing to do	<input type="checkbox"/>	4
Reduces pollution	<input type="checkbox"/>	5
Good for the economy	<input type="checkbox"/>	6
Good for future generation / children	<input type="checkbox"/>	7
Feel guilty if don't / better if I do	<input type="checkbox"/>	8
Because it's easy / no extra effort	<input type="checkbox"/>	9
Being nagged by others	<input type="checkbox"/>	10
Nothing, I don't recycle	<input type="checkbox"/>	11
Other (specify)	<input type="checkbox"/>	12
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	13

### 28. Thinking about how convenient it is for you personally to recycle your household waste, would you say it is ...?

1.26 [READ OUT, SELECT ONLY ONE]

Very convenient	<input type="checkbox"/>	1
Fairly convenient	<input type="checkbox"/>	2
Not very convenient	<input type="checkbox"/>	3
Not at all convenient	<input type="checkbox"/>	4
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	5



The following two questions are designed to ascertain whether recent media reports have affected attitudes to recycling.

---

**29. How concerned are you that the materials you put out for recycling might not always actually be recycled?**

1.27 [READ OUT, SELECT ONLY ONE]

---

Very concerned	<input type="checkbox"/>	1	Go to Question 30.
A little concerned	<input type="checkbox"/>	2	
Not very concerned	<input type="checkbox"/>	3	Continue with questionnaire.
Not at all concerned	<input type="checkbox"/>	4	
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	5	

---

---

**30. And does this put you off recycling at all?**

1.28 [READ OUT, SELECT ONLY ONE]

---

A great deal	<input type="checkbox"/>	1
Some	<input type="checkbox"/>	2
Makes no difference	<input type="checkbox"/>	3
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	4

---

### 1.8 Questions for non-recyclers

All of these questions will need to be preceded by a question that checks whether the respondent recycles, e.g. Questions 3, 4 or 11.

---

**31. You said earlier that you don't recycle. Have you recycled previously?**

---

Yes	<input type="checkbox"/>	1	Go to Question 32
No	<input type="checkbox"/>	2	Go to Question 33

---

You may want to ask the following question if, for example, you are investigating a scheme which has seen a reduction in participation.

---

**32. How long did you use the service before giving up?**

1.29 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

Less than three months	<input type="checkbox"/>	1
Between three months and six months	<input type="checkbox"/>	2
Between six months and one year	<input type="checkbox"/>	3
Between one and two years	<input type="checkbox"/>	4
Between two and three years	<input type="checkbox"/>	5
More than three years	<input type="checkbox"/>	6

---

---

**33. Why don't you recycle, or why did you stop recycling?****1.30 [DO NOT READ OUT, SELECT ALL THAT APPLY]**

---

- |  |                          |    |
|--|--------------------------|----|
| Not aware of a collection from my house or in my area                        | <input type="checkbox"/> | 1  |
| Don't know what / how to recycle   | <input type="checkbox"/> | 2  |
| I don't know when to put out my recyclables                                  | <input type="checkbox"/> | 3  |
| I always forget to put out my recyclables                                    | <input type="checkbox"/> | 4  |
| Don't produce enough recyclable material                                     | <input type="checkbox"/> | 5  |
| Don't have enough storage space  | <input type="checkbox"/> | 6  |
| Recycling is messy/dirty   | <input type="checkbox"/> | 7  |
| Not fit / well enough to manage  | <input type="checkbox"/> | 8  |
| It's not convenient enough to recycle  | <input type="checkbox"/> | 9  |
| Not interested / can't be bothered   | <input type="checkbox"/> | 10 |
| Don't have enough time   | <input type="checkbox"/> | 11 |
| Too much hassle  | <input type="checkbox"/> | 12 |
| Recycling is too complicated   | <input type="checkbox"/> | 13 |
| My box is never emptied / recyclables are never taken when I do put them out | <input type="checkbox"/> | 14 |
| It's more expensive  | <input type="checkbox"/> | 15 |
| Don't believe in the environmental benefits of recycling                     | <input type="checkbox"/> | 16 |
| No benefit to me   | <input type="checkbox"/> | 17 |
| I've never thought about it  | <input type="checkbox"/> | 18 |
| No one else in the area recycles   | <input type="checkbox"/> | 19 |
| Other (specify)  | <input type="checkbox"/> | 20 |
| The local recycling collection service is poor                               | <input type="checkbox"/> | 21 |

Go to Question 34.

---

This question follows on from Question 33 for those that said that the collection service is poor.

---

**34. In what way is the recycling collection service poor?**

1.31 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Seen crews throwing recyclables away	<input type="checkbox"/> 1
Crews kick boxes around / leave a mess	<input type="checkbox"/> 2
Some of my recyclables have not been collected	<input type="checkbox"/> 3
They don't always collect on the day that they should	<input type="checkbox"/> 4
Other (specify)	<input type="checkbox"/> 5

---

The following question can be asked question of everyone. You may want to split the analysis by recyclers and non-recyclers.

---

**35. What, if anything, would persuade you to start recycling, or to recycle more?**

1.32 [DO NOT READ OUT, SELECT ALL THAT APPLY]

A better local collection service*	<input type="checkbox"/> 1
More frequent collections	<input type="checkbox"/> 2
Collection of a wider range of materials	<input type="checkbox"/> 3
Being given a recycling container	<input type="checkbox"/> 4
Having a different recycling container	<input type="checkbox"/> 5
Better / new recycling facilities at household waste and recycling centre(s) ('the tip')	<input type="checkbox"/> 6
Emptying the recycling banks more often	<input type="checkbox"/> 7
More recycling centres	<input type="checkbox"/> 8
Better / more information about the service	<input type="checkbox"/> 9
Better / more information about the benefits of recycling	<input type="checkbox"/> 10
More information about what happens to recycled materials	<input type="checkbox"/> 11
Incentive to recycle, e.g. money off council tax	<input type="checkbox"/> 12
Charges for not recycling	<input type="checkbox"/> 13
Help with recycling, e.g. assisted lifts	<input type="checkbox"/> 14
Nothing – I am happy with the service	<input type="checkbox"/> 15
Nothing – I am not interested in recycling	<input type="checkbox"/> 16
Other (specify)	<input type="checkbox"/> 17
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/> 18

---

\* For response 1, this would include better collections, e.g. items left out for collection not missed, crews not leaving a mess, crews that are polite, etc.

The following question can be asked if a preceding question ascertains that the respondent does not use HWRCs. This question is not suitable for an on-site survey!

---

**36. Why don't you use the household waste recycling centres / civic amenity sites / tips?**

1.33 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Can't get there (no transport)	<input type="checkbox"/>	1
Use the bulky rubbish service instead	<input type="checkbox"/>	2
Use the other doorstep services instead	<input type="checkbox"/>	3
Don't produce anything that needs to go there	<input type="checkbox"/>	4
The recycling facilities are not very good	<input type="checkbox"/>	5
Staff are unhelpful	<input type="checkbox"/>	6
The centres are too dirty / unpleasant	<input type="checkbox"/>	7
The centres are all too far away	<input type="checkbox"/>	8
Not aware of the location of the centres	<input type="checkbox"/>	9
I don't know what I can take there	<input type="checkbox"/>	10
I don't know where my nearest site is	<input type="checkbox"/>	11
Other (specify)	<input type="checkbox"/>	12

---

1.9 Service issues

---

**37. Thinking about the people who collect your [rubbish or recycling], are they ...?**

1.34 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

Polite and courteous	<input type="checkbox"/>	1
Rude	<input type="checkbox"/>	2
Satisfactory in dealing with you	<input type="checkbox"/>	3
Never met them	<input type="checkbox"/>	4
Other (specify)	<input type="checkbox"/>	5
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6

---

---

**38. After the collection, how often is your [recycling box / bin / sack] put back in the same place as where you left it?**

1.35 [READ OUT, SELECT ONLY ONE]

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| Always                          | <input type="checkbox"/> | 1 |
| Most of the time                | <input type="checkbox"/> | 2 |
| Only sometimes                  | <input type="checkbox"/> | 3 |
| Never                           | <input type="checkbox"/> | 4 |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> | 5 |
- 

---

**39. How often is your recyclable waste collected on the correct day?**

1.36 [READ OUT, SELECT ONLY ONE]

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| Always                          | <input type="checkbox"/> | 1 |
| Most of the time                | <input type="checkbox"/> | 2 |
| Only sometimes                  | <input type="checkbox"/> | 3 |
| Never                           | <input type="checkbox"/> | 4 |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> | 5 |
- 

---

**40. How often is the area around your house left clean and tidy after a recycling collection?**

1.37 [READ OUT, SELECT ONLY ONE]

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| Always                          | <input type="checkbox"/> | 1 |
| Most of the time                | <input type="checkbox"/> | 2 |
| Only sometimes                  | <input type="checkbox"/> | 3 |
| Never                           | <input type="checkbox"/> | 4 |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> | 5 |
-

## 1.10 Alternate weekly collections

You may wish to ask Question 41 if you are considering introducing an alternate weekly collection.

**In some parts of the UK, refuse is collected one week and recycling the next. This means your rubbish is collected every other week.**

---

### 41. How happy would you be for this system to be introduced here?

1.38 [READ OUT, SELECT ONLY ONE]

Very happy	<input type="checkbox"/>	1
Quite happy	<input type="checkbox"/>	2
Not very happy	<input type="checkbox"/>	3
Not happy at all	<input type="checkbox"/>	4
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	5

---

You may wish to ask Questions 42 and 43 if you already operate an alternate weekly collection.

---

### 42. How happy are you with the collection every two weeks of your rubbish / recycling?

1.39 [READ OUT, SELECT ONLY ONE]

Very happy	<input type="checkbox"/>	1	Continue with questionnaire.
Quite happy	<input type="checkbox"/>	2	
Not very happy	<input type="checkbox"/>	3	Go to Question 43.
Not happy at all	<input type="checkbox"/>	4	
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	5	Continue with questionnaire.

---

---

### 43. What is it about the collection every two weeks of your [rubbish / recycling] that you do not like?

1.40 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Can't remember which week the collections fall	<input type="checkbox"/>	1
Have too much rubbish by the end of the two weeks	<input type="checkbox"/>	2
Have too much recycling for the containers by the end of two weeks	<input type="checkbox"/>	3
Worried about vermin / pests	<input type="checkbox"/>	4
Hygiene issues	<input type="checkbox"/>	5
Don't like smells	<input type="checkbox"/>	6
Other (specify)	<input type="checkbox"/>	7

---

## 2.0 Promotional activities

### 44. If you had a question that you wanted answering about the services the council provides for recycling and rubbish, what would you do?

1.41 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Ask friends / family / neighbours	<input type="checkbox"/>	1
Ask the people who pick up the bin	<input type="checkbox"/>	2
Ask my local councillor	<input type="checkbox"/>	3
Look on the Internet / council website	<input type="checkbox"/>	4
Look at the leaflet provided / sticker / calendar / promotional items	<input type="checkbox"/>	5
Ring the council help line / call centre	<input type="checkbox"/>	6
Contact the council by phone / email	<input type="checkbox"/>	7
Contact the council in writing	<input type="checkbox"/>	8
Nothing	<input type="checkbox"/>	9
Other (specify)	<input type="checkbox"/>	10
Don't know	<input type="checkbox"/>	11

### 45. How would you like us to provide information on the recycling scheme?

1.42 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Radio features	<input type="checkbox"/>	1
Radio advertisements	<input type="checkbox"/>	2
Newspaper features	<input type="checkbox"/>	3
Newspaper advertisements	<input type="checkbox"/>	4
Leaflets	<input type="checkbox"/>	5
Telephone information line	<input type="checkbox"/>	6
Website	<input type="checkbox"/>	7
Posters	<input type="checkbox"/>	8
Television	<input type="checkbox"/>	9
Face-to-face visit	<input type="checkbox"/>	10
Billboards	<input type="checkbox"/>	11
Meetings	<input type="checkbox"/>	12
Don't care	<input type="checkbox"/>	13
Other (specify)	<input type="checkbox"/>	14

**46. Have you seen or heard any promotional material locally about recycling in the last [12 months]?**

- |                                 |                            |                             |
|---------------------------------|----------------------------|-----------------------------|
| Yes                             | <input type="checkbox"/> 1 | Go to Question 47           |
| No                              | <input type="checkbox"/> 2 | Continue with questionnaire |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> 3 |                             |

**47. How informative was the promotional material that you saw / heard?**

1.43 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

- |  |                            |
|--|----------------------------|
| Very informative                               | <input type="checkbox"/> 1 |
| Fairly informative                             | <input type="checkbox"/> 2 |
| Fairly uninformative                           | <input type="checkbox"/> 3 |
| Very uninformative                             | <input type="checkbox"/> 4 |
| Don't know/can't remember <b>DO NOT PROMPT</b> | <input type="checkbox"/> 5 |

**48. To what extent do you agree or disagree with each of the following statements about the promotional material about waste that you saw?**

1.44 [READ OUT, SELECT ONLY ONE RESPONSE FOR EACH STATEMENT]

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly
A I learned something from it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
B It was interesting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
C It made me think about recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
D I recycled more after seeing it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**49. To what extent do you agree or disagree that the promotional material that you saw from the council has helped you to understand the following?**

1.45 [READ OUT OR SHOW CARD, SELECT ONLY ONE RESPONSE FOR EACH STATEMENT]

	Agree strongly	Agree slightly	Disagree slightly	Disagree strongly
A Knowing what can and can't be recycled	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
B Knowing when your recycling containers will be collected	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
C Understanding the real benefits of recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
D Understanding your local recycling scheme overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4



For the following three questions you will need to modify to encompass the media used by your campaign.

---

**50. Where did you see or hear the promotional material about recycling?**

1.46 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Television	<input type="checkbox"/>	1
National newspaper	<input type="checkbox"/>	2
Local newspaper	<input type="checkbox"/>	3
Poster	<input type="checkbox"/>	4
Local supermarket	<input type="checkbox"/>	5
Leaflet / letter delivered to your home	<input type="checkbox"/>	6
Other (specify)	<input type="checkbox"/>	7
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	8

---

---

**51. Where did you see / hear about recycling?**

1.47 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Local newspaper	<input type="checkbox"/>	1
National newspaper	<input type="checkbox"/>	2
Television	<input type="checkbox"/>	3
Magazine	<input type="checkbox"/>	4
Website	<input type="checkbox"/>	5
Billboard	<input type="checkbox"/>	6
Poster on bus / other public transport	<input type="checkbox"/>	7
Poster – other location	<input type="checkbox"/>	8
Local roadshow	<input type="checkbox"/>	9
Local radio	<input type="checkbox"/>	10
National radio	<input type="checkbox"/>	11
Leaflet / information pack put through my door	<input type="checkbox"/>	12
Someone called to the door	<input type="checkbox"/>	13
Heard about recycling campaign from friends / family	<input type="checkbox"/>	14
From a school	<input type="checkbox"/>	15
Supermarket	<input type="checkbox"/>	16
Other (specify)	<input type="checkbox"/>	17
Don't know/can't remember <b>DO NOT PROMPT</b>	<input type="checkbox"/>	18

---

---

**52. How did you find out about the collection from outside your house?****1.48 [DO NOT READ OUT, SELECT ALL THAT APPLY]**

---

Council supplied literature	<input type="checkbox"/>	1
Received a [container]	<input type="checkbox"/>	2
Side of vehicles	<input type="checkbox"/>	3
Local press	<input type="checkbox"/>	4
Radio	<input type="checkbox"/>	5
Television	<input type="checkbox"/>	6
Neighbour	<input type="checkbox"/>	7
Other (specify)	<input type="checkbox"/>	8
Don't know / can't remember <b>DO NOT PROMPT</b>	<input type="checkbox"/>	9

---

**3.0 Usage of HWRCs**

These questions are about usage of HWRCs and should be modified to reflect the facilities available at the site where you are going to do the survey.

---

**53. How often would you use the local household waste recycling centre ('tip') on average?****1.49 [READ OUT OR SHOW CARD, SELECT ONLY ONE]**

---

More than once a week	<input type="checkbox"/>	1
About twice a month	<input type="checkbox"/>	2
About once a month	<input type="checkbox"/>	3
Less often than monthly	<input type="checkbox"/>	4
This is my first visit	<input type="checkbox"/>	5

---

Insert either winter or summer into Question 54, depending on when you are asking it.

---

**54. How often would you use the local household waste recycling centre ('tip') on average [in the summer / winter]?****1.50 [READ OUT, SELECT ONLY ONE]**

---

More than once a week	<input type="checkbox"/>	1
About twice a month	<input type="checkbox"/>	2
About once a month	<input type="checkbox"/>	3
Less often than monthly	<input type="checkbox"/>	4
This is my first visit	<input type="checkbox"/>	5

---

---

**55. What is the main reason that you use the site?**

1.51 [DO NOT READ OUT, SELECT ONLY ONE]

- |  |                             |
|--|-----------------------------|
| I didn't want to wait for the refuse collection                        | <input type="checkbox"/> 1  |
| My rubbish is too bulky for my normal refuse collection                | <input type="checkbox"/> 2  |
| There is too much waste for the [fortnightly] collection               | <input type="checkbox"/> 3  |
| The council missed my refuse collection this week                      | <input type="checkbox"/> 4  |
| The council missed my recycling collection                             | <input type="checkbox"/> 5  |
| The council would charge to take this sort of waste away               | <input type="checkbox"/> 6  |
| The council do not collect this sort of waste                          | <input type="checkbox"/> 7  |
| I forgot to put the sack / bin out for the refuse collection this week | <input type="checkbox"/> 8  |
| I like to bring my waste here to be recycled / composted               | <input type="checkbox"/> 9  |
| Other (specify)  | <input type="checkbox"/> 10 |
- 

**56. Is the waste you have brought to the site from your own home or from somewhere else?**

1.52 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

- |                                       |                            |
|---------------------------------------|----------------------------|
| Own home                              | <input type="checkbox"/> 1 |
| Relative's house                      | <input type="checkbox"/> 2 |
| Friend's house                        | <input type="checkbox"/> 3 |
| Work / business premises              | <input type="checkbox"/> 4 |
| Somewhere else (specify)              | <input type="checkbox"/> 5 |
| Unwilling to say <b>DO NOT PROMPT</b> | <input type="checkbox"/> 6 |
- 

**57. Did you make a special trip to come here or were you travelling to or from somewhere else?**

1.53 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

- |  |                            |
|--|----------------------------|
| Special trip                               | <input type="checkbox"/> 1 |
| Travelling to / from shops                 | <input type="checkbox"/> 2 |
| Travelling to / from friends / family      | <input type="checkbox"/> 3 |
| Travelling to / from school / college      | <input type="checkbox"/> 4 |
| Travelling to / from work                  | <input type="checkbox"/> 5 |
| Travelling to / from other place (specify) | <input type="checkbox"/> 6 |
-

---

**58. How far is this site from your home?**

1.54 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

Less than one mile	<input type="checkbox"/> 1
1–2 miles	<input type="checkbox"/> 2
3–5 miles	<input type="checkbox"/> 3
6–10 miles	<input type="checkbox"/> 4
More than 10 miles	<input type="checkbox"/> 5

---

As an alternative to Question 58, you could ask respondents' postcodes, and then use GIS to map the catchment area.

---

**59. How do you usually bring your waste here?**

1.55 [DO NOT READ OUT, SELECT ONLY ONE]

Own car	<input type="checkbox"/> 1
Hire car	<input type="checkbox"/> 2
Work car	<input type="checkbox"/> 3
Own van	<input type="checkbox"/> 4
Hire van	<input type="checkbox"/> 5
Work van	<input type="checkbox"/> 6
Walk	<input type="checkbox"/> 7
Cycle	<input type="checkbox"/> 8
Share lift with car owner	<input type="checkbox"/> 9
Other (specify)	<input type="checkbox"/> 10

---

In Question 60 you may want to add / delete materials that are appropriate to your site. As the question is unprompted, you should ensure it covers everything that can be separated at the site e.g. all recyclables, WEEE, etc.

**60. A: What materials do you bring most often to this site?**

1.56 [DO NOT READ OUT, SELECT ALL THAT APPLY]

**B: Of the materials that you bring most often to this site, which do you separate and put into the containers for recycling that are provided?**

1.57 [SELECT ALL THAT APPLY]

	A: Materials	B: Recycle
Asbestos	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Batteries (household)	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Batteries (car)	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Books	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Cans and tins	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Cardboard	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Decorating waste	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Electrical items	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Engine oil	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Fridges / freezers	<input type="checkbox"/> 10	<input type="checkbox"/> 10
Garden waste	<input type="checkbox"/> 11	<input type="checkbox"/> 11
Gas canisters	<input type="checkbox"/> 12	<input type="checkbox"/> 12
Glass bottles and jars	<input type="checkbox"/> 13	<input type="checkbox"/> 13
Paper	<input type="checkbox"/> 14	<input type="checkbox"/> 14
Plastic bottles	<input type="checkbox"/> 15	<input type="checkbox"/> 15
Soil and building rubble	<input type="checkbox"/> 16	<input type="checkbox"/> 16
Scrap metal	<input type="checkbox"/> 17	<input type="checkbox"/> 17
Shoes	<input type="checkbox"/> 18	<input type="checkbox"/> 18
Textiles	<input type="checkbox"/> 19	<input type="checkbox"/> 19
Wood	<input type="checkbox"/> 20	<input type="checkbox"/> 20

For those who have previously indicated that they do not always separate their waste for recycling, e.g. from Question 60, ask Question 61.

---

**61. Why do you use the general waste skips instead of the recycling containers for some of your waste?**

1.58 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Cannot be bothered to separate my rubbish	<input type="checkbox"/> 1
Cannot be bothered to use the recycling containers	<input type="checkbox"/> 2
Could not find the recycling containers	<input type="checkbox"/> 3
Recycling containers tend to be full	<input type="checkbox"/> 4
Did not know there were any recycling containers	<input type="checkbox"/> 5
No recycling container for the material I wanted to recycle (specify)	<input type="checkbox"/> 6
Other (specify)	<input type="checkbox"/> 7
Unwilling to say	<input type="checkbox"/> 8

---

Ask this question if you have made improvements to the site or intend to make some in the future. Do not ask if not intending to make changes.

---

**62. What [further] improvements to the site would you like to see?**

1.59 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Earlier opening hours	<input type="checkbox"/> 1
Later opening hours	<input type="checkbox"/> 2
Greater capacity of bins (you may want people to specify which)	<input type="checkbox"/> 3
Wider range of recycling facilities	<input type="checkbox"/> 4
Improvements to accessibility	<input type="checkbox"/> 5
Better traffic flow through the site	<input type="checkbox"/> 6
Better signage for information at recycling points	<input type="checkbox"/> 7
Staff more helpful	<input type="checkbox"/> 8
Staff more informative	<input type="checkbox"/> 9
Staff more friendly	<input type="checkbox"/> 10
Other (specify)	<input type="checkbox"/> 11
None, I am happy with the site as it is	<input type="checkbox"/> 12

---

Questions 63 to 65 are all linked, and relate to the service given by site staff.

---

**63. Have you spoken to a member of staff today?**

---

Yes

 1

Go to Question 64.

No

 2

Continue with questionnaire.

---

---

**64. Why did you need to speak to a member of staff today?**

---

1.60 DO NOT READ OUT, SELECT AS MANY AS APPLY

To ask for assistance to lift a heavy object

 1

To ask for assistance using the skips, e.g. could not reach to the height of the skip

 2

To ask where to put certain materials (specify)

 3

To make a complaint

 4

To make a general enquiry, e.g. what time does the site open until?

 5

Other (specify)

 6

---

---

**65. Thinking about the level of service that you received from the member of staff ...?**

---

1.61 [READ OUT, SELECT ONLY ONE FOR EACH QUESTION]

	Yes	No
Were they easily identifiable?	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Were they polite?	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Could they answer your query satisfactorily?	<input type="checkbox"/> 1	<input type="checkbox"/> 2

---

Modify the following question for the elements of the service that you have changed, intend to change or those in which you have an interest.

**66. How satisfied or dissatisfied are you with each of the following elements of the service at the HWRC "tip"?**

1.62 [READ OUT OR SHOW CARD, SELECT ONLY ONE RESPONSE FOR EACH STATEMENT]

	Very satisfied	Quite Satisfied	Not very satisfied	Not at all satisfied
The opening hours of the site	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Site maps / direction signs showing where bins / areas for different materials are located	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Clarity of signs on individual containers	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Ease of access to containers once on site	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
The range of materials that can be recycled	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Instruction on where to park and unload	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Directional signing to site on approach roads to site	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Ease of entering the site from the road	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Ease of leaving the site onto the road	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Having enough space in the containers	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
The layout in terms of where the containers are located	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
Site appearance and tidiness	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
If you have ever applied for a permit, how would you rate this service?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

## 4.0 Composting

The following questions are about home composting.

### 4.1 Filter for responsibility

The first question of any survey is often a filter question to make sure that you are speaking to the right person. If you cannot speak to the person responsible, then proceeding with the questionnaire is likely to be futile for your data collection and frustrating for both the respondent and interviewer.

**67. Are you solely or jointly responsible for composting waste?**

Yes	<input type="checkbox"/> <sub>1</sub>	Continue with questionnaire.
No	<input type="checkbox"/> <sub>2</sub>	Ask to speak to the person responsible. If they are not available then close.



## 4.2 Committed home composter

These three questions should be asked to enable you to measure the proportion of committed home composters in your target population.

All three questions must be asked of all respondents.

---

### 68. Which of the following statements best describes how important home composting is to your household generally?

1.63 [READ OUT, SELECT ONLY ONE]

---

Very important  1

---

Fairly important  2

---

Not very important  3

---

Not at all important  4

---

Don't know **DO NOT PROMPT**  5

---

---

### 69. Which of the following statements best describes how much effort your household is prepared to put into home composting?

1.64 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

We are prepared to compost at home even if it requires a lot of additional effort  1

---

We are prepared to compost at home even if it requires some additional effort  2

---

We are prepared to compost at home even if it requires a little additional effort  3

---

We are prepared to compost at home only if it does not require any additional effort  4

---

We don't consider it requires additional effort as it is part of our normal routine **DO NOT PROMPT**  5

---

Don't know **DO NOT PROMPT**  6

---

---

### 70. Which of the following statements best describes how much your household composts at home?

1.65 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

We compost everything that can be home composted  1

---

We compost a lot but not everything that can be home composted  2

---

We compost only a small part of what can be composted  3

---

Do not make compost at home  4

---

Don't know **DO NOT PROMPT**  5

---

### 4.3 Lapsed composters

These two questions should be asked to enable you to measure the lapse rate for supported home composting bins.

---

**71. Are you currently using (any of) the home composting bin(s) that you got from the council to make compost at home?**

---

Yes <sub>1</sub> Continue with questionnaire.

No <sub>2</sub> Go to Question **Error! Reference source not found..**

---

---

**72. Have you previously used (any of) the home composting bin(s) that you got from the council to make compost at home?**

---

Yes, but stopped within the last 6 months <sub>1</sub> LAPSED

Yes, but stopped within the last 6-12 months <sub>2</sub> LAPSED

Yes, but stopped more than 12 months ago <sub>3</sub> LAPSED

No, never used <sub>4</sub> NEVER

---

If you want to measure the lapse rate for all home composters (supported and unsupported home composting bins) then use the following two questions.

---

**73. Are you currently composting at home?**

---

Yes <sub>1</sub> Continue with questionnaire.

No <sub>2</sub> Go to Question **Error! Reference source not found..**

---

---

**74. Have you previously composted at home?**

---

Yes, but stopped within the last 6 months <sub>1</sub> LAPSED

Yes, but stopped within the last 6-12 months <sub>2</sub> LAPSED

Yes, but stopped more than 12 months ago <sub>3</sub> LAPSED

No, never used <sub>4</sub> NEVER

---

#### 4.4 Other composting questions

**Notes to interviewer: Composting means AT HOME and NOT in a council garden waste collection.**

---

**75. Do you have access to any of the following?**

---

Private garden	<input type="checkbox"/> 1
Allotment	<input type="checkbox"/> 2
Patio/yard/balcony	<input type="checkbox"/> 3
Shared garden	<input type="checkbox"/> 4
None of these	<input type="checkbox"/> 5

---

---

**76. Has your household composted any of its waste at home in the last 12 months? [e.g. garden waste, and uncooked fruit and vegetable waste]**

---

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/> 3

---

Ask this question only of people who say that they home compost.

---

**77. How long have you been home composting?**  
1.66 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

Less than one year	<input type="checkbox"/> 1
Between 1 and 2 years	<input type="checkbox"/> 2
Between 2 and 3 years	<input type="checkbox"/> 3
Between 3 and 5 years	<input type="checkbox"/> 4
5 years or more	<input type="checkbox"/> 5

---

---

**78. What type of garden waste do you put in your home compost bin / compost heap?**

1.67 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

---

Grass cuttings	<input type="checkbox"/> 1
Fallen leaves	<input type="checkbox"/> 2
Soft plant material from borders and vegetable patches	<input type="checkbox"/> 3
Hedge clippings	<input type="checkbox"/> 4
Woody garden waste	<input type="checkbox"/> 5
Soil	<input type="checkbox"/> 6
Weeds	<input type="checkbox"/> 7
Other (specify)	<input type="checkbox"/> 8

---

---

**79. What type of food waste, if any, do you put in your home compost bin / compost heap?**

1.68 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

All food waste (including meats / fish / dairy)	<input type="checkbox"/> 1
All food waste excluding cooked food / meat / fish / dairy	<input type="checkbox"/> 2
None, I don't compost food waste	<input type="checkbox"/> 3

---

---

**80. Apart from food or garden waste, what other waste, if any, do you put in your compost bin(s) / heap(s)?**

1.69 [READ OUT, SELECT ALL THAT APPLY]

---

Paper	<input type="checkbox"/> 1
Cardboard	<input type="checkbox"/> 2
Pet bedding	<input type="checkbox"/> 3
Other (specify)	<input type="checkbox"/> 4
None	<input type="checkbox"/> 5

---

---

**81. How do you / will you use the compost that you produce?****1.70 [DO NOT READ OUT, SELECT ALL THAT APPLY]**

---

Apply to garden as a top dressing	<input type="checkbox"/> 1
Mix into the soil as a soil improver	<input type="checkbox"/> 2
Use as a potting compost	<input type="checkbox"/> 3
General garden use	<input type="checkbox"/> 4
Other (specify)	<input type="checkbox"/> 5

---

#### 4.5 Composting containers

This list of possible answers for this open question should be modified depending on any offers / promotions that you are signed up to.

---

**82. What sort of container, if any, do you use for home composting?****1.71 [DO NOT READ OUT, SELECT ALL THAT APPLY]**

---

Bokashi bin	<input type="checkbox"/> 1
Compost bin bought privately	<input type="checkbox"/> 2
Compost bin from a council promotion	<input type="checkbox"/> 3
Green cone	<input type="checkbox"/> 4
Green Johanna	<input type="checkbox"/> 5
Home made compost bin	<input type="checkbox"/> 6
Leafmoulder	<input type="checkbox"/> 7
Loose compost heap	<input type="checkbox"/> 8
Wormery	<input type="checkbox"/> 9
Other (specify)	<input type="checkbox"/> 10

---

---

**83. In total, how many compost bins or heaps do you have in your garden?****1.72 [INSERT NUMBER INTO RELEVANT BOXES]**

---

Number of compost bins	<input type="checkbox"/>
Number of compost heaps	<input type="checkbox"/>

---

#### 4.6 Questions for non-composters

---

### 84. What is the reason that you do not compost at home?

1.73 [DO NOT READ OUT, SELECT ALL THAT APPLY]

No garden	<input type="checkbox"/>	1
Not sure / don't know how to compost	<input type="checkbox"/>	2
No space to compost	<input type="checkbox"/>	3
Too old / disabled	<input type="checkbox"/>	4
Too much trouble / can't be bothered	<input type="checkbox"/>	5
Use garden waste collection / take garden waste to recycling site	<input type="checkbox"/>	6
Didn't know it was a way of reducing landfill waste	<input type="checkbox"/>	7
Got a compost bin / compost heap but don't use it now	<input type="checkbox"/>	8
Too expensive to buy compost bins	<input type="checkbox"/>	9
Not into gardening	<input type="checkbox"/>	10
Other (specify)	<input type="checkbox"/>	11
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	12

---

---

### 85. Which of the following would encourage you to begin home composting?

1.74 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

More information – a leaflet on how to compost	<input type="checkbox"/>	1
Provision by local council of low cost composting bins	<input type="checkbox"/>	2
Free home compost bin	<input type="checkbox"/>	3
Information provided on a website	<input type="checkbox"/>	4
Opportunity to attend a free composting workshop	<input type="checkbox"/>	5
It would only be worthwhile if I had a bigger garden	<input type="checkbox"/>	6
Help with composting at home / talk to local expert	<input type="checkbox"/>	7
If council stopped special collections of garden waste for composting or recycling	<input type="checkbox"/>	8
If there were no facilities at the household waste recycling centre ('tip') to collect garden waste separately	<input type="checkbox"/>	9
If the council stopped allowing it to be put in normal waste	<input type="checkbox"/>	10
Other (specify)	<input type="checkbox"/>	11
Nothing	<input type="checkbox"/>	12
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	13

---

## 5.0 Food waste prevention

### 5.1 Filter for responsibility

The first question of any survey is often a filter question to make sure that you are speaking to the right person. If you cannot speak to the person responsible, then proceeding with the questionnaire is likely to be futile for your data collection, and frustrating for both the respondent and interviewer.

- 
- 86. A: How responsible are you for food shopping in your house?  
B: How responsible are you for the preparation and cooking of food in your house?**

1.75 [READ OUT, SELECT ONE RESPONSE FROM EACH COLUMN]

	A	B	
I have responsibility for all or most of it	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>	
I have responsibility for about half of it	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>	Continue with questionnaire.
I have responsibility for less than half of it	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>	
I'm not responsible for any of it	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>	Ask to speak to the person with responsibility. If they are not available then close.

### 5.2 Committed food waste reducer metric questions

These three questions should be asked to enable you to measure the proportion of committed food waste reducers in your target population. This metric has been designed for the 'Love Food Hate Waste' campaign.

All three questions must be asked of all respondents.

- 
- 87. Thinking about when you have to throw food away, to what extent, if at all, does it bother you?**

1.76 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

A great deal	<input type="checkbox"/> <sub>1</sub>
A fair amount	<input type="checkbox"/> <sub>2</sub>
A little	<input type="checkbox"/> <sub>3</sub>
Not very much	<input type="checkbox"/> <sub>4</sub>
Not at all	<input type="checkbox"/> <sub>5</sub>
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/> <sub>6</sub>

---

**88. How much effort do you and others in the household go to in order to minimise the amount of food thrown away?**

1.77 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

A great deal	<input type="checkbox"/>	1
A fair amount	<input type="checkbox"/>	2
A little	<input type="checkbox"/>	3
Not very much	<input type="checkbox"/>	4
Not at all	<input type="checkbox"/>	5
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6

---

---

**89. Thinking about the food waste for your household, overall how much uneaten food would you say you throw away in general?**

1.78 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

Quite a lot	<input type="checkbox"/>	1
A reasonable amount	<input type="checkbox"/>	2
Some	<input type="checkbox"/>	3
A small amount	<input type="checkbox"/>	4
Hardly any	<input type="checkbox"/>	5
None	<input type="checkbox"/>	6
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	7

---



### 5.3 General food waste questions

#### 90. Thinking generally, how much of the following have you thrown away into the bin?

1.79 [READ OUT OR SHOW CARD, SELECT ONE RESPONSE FOR EACH WASTE]

	Quite a lot	A reasonable amount	Some	A small amount	Hardly any	None	Don't eat it
A Inedible food waste (e.g. peelings, bones)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
B Fruit, vegetables or salad	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
C Processed meat & fish (e.g. sandwich meats)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
D Bread and cakes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
E Food left on the plate after the meal	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
F Food you cooked or prepared too much of but didn't serve	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
G Raw or home-cooked meat & fish	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
H Ready meals or convenience foods	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
I Cheese and yoghurt	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
J Food that's gone past its date	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

You will need to modify the following question if you do not have a food waste collection.

#### 91. What do you do with the following wastes?

1.80 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

	Food waste collection	Home compost bin	Refuse bin
A Dairy products (e.g. eggs / cheese / yogurt)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>
B Uncooked vegetable and fruit peelings	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>
C Cooked fruit and vegetable	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>
D Raw meat and bones	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>
E Cooked meat and bones	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>5</sub>
F Uncooked fish	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>6</sub>
G Cooked fish	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>7</sub>
H Bread, cakes and pastries	<input type="checkbox"/> <sub>8</sub>	<input type="checkbox"/> <sub>8</sub>	<input type="checkbox"/> <sub>8</sub>
I Rice, pasta and beans	<input type="checkbox"/> <sub>9</sub>	<input type="checkbox"/> <sub>9</sub>	<input type="checkbox"/> <sub>9</sub>
J Plate scrapings (uneaten food from your plates or dishes)	<input type="checkbox"/> <sub>10</sub>	<input type="checkbox"/> <sub>10</sub>	<input type="checkbox"/> <sub>10</sub>
K Tea and coffee grounds	<input type="checkbox"/> <sub>11</sub>	<input type="checkbox"/> <sub>11</sub>	<input type="checkbox"/> <sub>11</sub>
L Out of date food	<input type="checkbox"/> <sub>12</sub>	<input type="checkbox"/> <sub>12</sub>	<input type="checkbox"/> <sub>12</sub>
M Other food waste (specify)	<input type="checkbox"/> <sub>13</sub>	<input type="checkbox"/> <sub>13</sub>	<input type="checkbox"/> <sub>13</sub>

---

**92. How is food waste disposed of in your home?****1.81 [DO NOT READ OUT, SELECT ALL THAT APPLY]**

'Ordinary' refuse bin	<input type="checkbox"/>	1
Home compost bin	<input type="checkbox"/>	2
Food waste digester – Bokashi	<input type="checkbox"/>	3
Food waste digester – Green Johanna	<input type="checkbox"/>	4
Food waste digester – Green Cone	<input type="checkbox"/>	5
Food waste digester – unspecified	<input type="checkbox"/>	6
In home wormery	<input type="checkbox"/>	7
Food waste collection by the council	<input type="checkbox"/>	8
Down the toilet / sink / drain	<input type="checkbox"/>	9
Feed to pets / birds / animals	<input type="checkbox"/>	10
Other (specify)	<input type="checkbox"/>	11

---

The following two questions are designed to follow on from each other.

---

**93. Compared with [this time last year], would you say that the amount of uneaten food that you throw away has increased, decreased or stayed the same? Do you...****1.82 [READ OUT OR SHOW CARD, SELECT ONLY ONE]**

Throw away much more than last year	<input type="checkbox"/>	1	
Throw away slightly more than last year	<input type="checkbox"/>	2	Continue with questionnaire
Throw away the same amount as last year	<input type="checkbox"/>	3	
Throw away slightly less than last year	<input type="checkbox"/>	4	Go to Question 94
Throw away much less than last year	<input type="checkbox"/>	5	
Don't know/can't remember <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6	Continue with questionnaire

---

**94. Which of these reasons describes the steps you have taken which have resulted in your household throwing away less food than [last year]?**

1.83 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

We are more careful about what we buy	<input type="checkbox"/>	1
We have become better at planning meals so that food isn't wasted	<input type="checkbox"/>	2
We have become better at using up food that is already in the fridge or cupboard before we buy more	<input type="checkbox"/>	3
We have become better at using leftovers	<input type="checkbox"/>	4
We are better at measuring the correct portion sizes so that we don't cook too much	<input type="checkbox"/>	5
We have become better at judging when food is still good to eat	<input type="checkbox"/>	6
We now understand date labels better	<input type="checkbox"/>	7
We have become better at using our freezer	<input type="checkbox"/>	8
We can make use of fruit and vegetables in new ways such as soups, smoothies and casseroles	<input type="checkbox"/>	9
We now make a list before we go shopping	<input type="checkbox"/>	10
We now do a 'stock check' before we go shopping	<input type="checkbox"/>	11
We now store more fruit and vegetables in the fridge to prolong their life	<input type="checkbox"/>	12
Other (specify)	<input type="checkbox"/>	13
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	14

**95. Thinking about when you go food shopping, how often, if at all, do you do the following...?**

1.84 [READ OUT OR SHOW CARD, SELECT ONLY ONE FOR EACH STATEMENT]

	All of the time	Most of the time	Some of the time	Rarely	Never	Don't know / not applicable
Make a list before you go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check what you have in the cupboards before you go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan what you will eat for each meal of the forthcoming week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buy fresh food on special offer like buy one get one free or three for two	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buy products that are reduced because they are damaged / near their sell by date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check several packets of the same product to find the one with the longest expiry date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.85 **ASK ONLY IF RESPONDENT MAKES A LIST**

Stick to the list you have made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buy additional items, not on the list	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**96. Thinking about the current 'credit crunch' and increasing food prices, please tell me what, if anything, you have started doing in terms of food and food shopping because of it?**

1.86 [DO NOT READ OUT, SELECT ALL THAT APPLY]

I buy more foods that are on 'buy one get one free' type deals	<input type="checkbox"/>	1
I have switched to better value or supermarket own brand foods	<input type="checkbox"/>	2
I have started using more leftovers for meals at a later date	<input type="checkbox"/>	3
I have started having more home made lunches	<input type="checkbox"/>	4
I buy different sorts of foods, which are cheaper (e.g. less meat)	<input type="checkbox"/>	5
I have started using a shopping list to ensure I buy only items I need	<input type="checkbox"/>	6
I go to a different, cheaper, supermarket or local market	<input type="checkbox"/>	7
I buy more food that has been reduced in price by the supermarket	<input type="checkbox"/>	8
I am more careful about the amount of food I prepare so less is wasted	<input type="checkbox"/>	9
I buy more goods in bulk to reduce costs	<input type="checkbox"/>	10
I try to avoid impulse buying	<input type="checkbox"/>	11
I use the freezer more to store foods for use later	<input type="checkbox"/>	12
No change in my behaviour	<input type="checkbox"/>	13
Other (specify)	<input type="checkbox"/>	14
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	15

Ask the following two questions if you have ascertained that wasting food DOES bother the respondent, for example by asking Question 87.

**97. Why does throwing away food bother you? Would you say that it's any of the following, or something else?**

**1.87 [READ OUT OR SHOW CARD, SELECT UP TO THREE ONLY. PROBE: is there anything else?]**

It's bad for the environment	<input type="checkbox"/>	1	Go to Question 98.
It's a waste of my money	<input type="checkbox"/>	2	
It makes me feel guilty	<input type="checkbox"/>	3	
It's dirty/makes the bin smell	<input type="checkbox"/>	4	
It makes me feel that I haven't planned very well	<input type="checkbox"/>	5	
I can't afford to throw away food	<input type="checkbox"/>	6	Continue with questionnaire.
It makes me feel like I've wasted my time	<input type="checkbox"/>	7	
It's a waste of good food	<input type="checkbox"/>	8	
Other (specify)	<input type="checkbox"/>	9	
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	10	

**98. You said that throwing away food bothers you because it is bad for the environment. In what way or ways do you think this is?**

**1.88 [DO NOT READ OUT, SELECT ALL THAT APPLY]**

Because food breaks down / decomposes in landfill releasing greenhouse gases such as methane / CO2	<input type="checkbox"/>	1
Because it fills up landfill sites	<input type="checkbox"/>	2
Because of all the food miles	<input type="checkbox"/>	3
Because of pests / vermin in my bins	<input type="checkbox"/>	4
Because it adds to climate change	<input type="checkbox"/>	5
Because it is dirty / smelly	<input type="checkbox"/>	6
Because it is a waste of resources	<input type="checkbox"/>	7
Other (specify)	<input type="checkbox"/>	8
Don't know	<input type="checkbox"/>	9

Ask the following two questions if you have ascertained that wasting food DOES NOT bother the respondent, for example by asking Question 87.

**99. Why does throwing food away not bother you? Would you say it is any of the following or something else?**

1.89 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

I don't throw away much food	<input type="checkbox"/>	1	Go to Question 100
Doesn't cost that much	<input type="checkbox"/>	2	
Other things to worry about	<input type="checkbox"/>	3	
Don't consider it a problem	<input type="checkbox"/>	4	
Want to eat the freshest food so there's bound to be some waste	<input type="checkbox"/>	5	
I compost my food at home	<input type="checkbox"/>	6	
I'd rather throw food away than risk food poisoning	<input type="checkbox"/>	7	
I have a specific collection for food waste by the council	<input type="checkbox"/>	8	Continue with questionnaire.
I'd rather cook more for me / other people than not have enough	<input type="checkbox"/>	9	
Food waste is natural / breaks down	<input type="checkbox"/>	10	
Can't be avoided	<input type="checkbox"/>	11	
Want to keep kitchen clean / organised	<input type="checkbox"/>	12	
Other (specify)	<input type="checkbox"/>	13	
Don't Know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	14	

**100. You said that you are not bothered about throwing food away because you don't throw away much food. Why do you not throw much food away?**

1.90 [DO NOT READ OUT, SELECT AS THAT APPLY]

I compost the majority of my food waste	<input type="checkbox"/>	1
I send the food for recycling/the council collects it for composting	<input type="checkbox"/>	2
The dog / birds / pet(s) eat the majority of my food waste	<input type="checkbox"/>	3
	<input type="checkbox"/>	4
	<input type="checkbox"/>	5
I don't create much food waste in the first place	<input type="checkbox"/>	6
	<input type="checkbox"/>	7
I'm very careful about the food I use	<input type="checkbox"/>	8
I can't afford to waste food	<input type="checkbox"/>	9
Other (specify)	<input type="checkbox"/>	10
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	11

## 5.4 Promotional activities about food waste

### 101. In [the last year], have you seen or heard anything about the amount of food we throw away or encouraging us to cut this down?

Yes	<input type="checkbox"/> 1	Continue with promotional activity questions.
No	<input type="checkbox"/> 2	Continue with questionnaire.
Don't know/can't remember <b>DO NOT PROMPT</b>	<input type="checkbox"/> 3	

You will need to modify Question 102 to reflect local and national campaigns.

### 102. Can you tell me which organisations you think were behind what you have seen or heard about food waste?

1.91 [DO NOT READ OUT, SELECT ALL THAT APPLY]

WRAP	<input type="checkbox"/> 1
Waste Aware Scotland	<input type="checkbox"/> 2
Waste Awareness Wales	<input type="checkbox"/> 3
Hoffi Bwyd Casáu Gwastraff	<input type="checkbox"/> 4
DEFRA	<input type="checkbox"/> 5
Local council	<input type="checkbox"/> 6
Food Standards Agency	<input type="checkbox"/> 7
A supermarket chain	<input type="checkbox"/> 8
The Government	<input type="checkbox"/> 9
Scottish Government	<input type="checkbox"/> 10
Welsh Assembly Government	<input type="checkbox"/> 11
Love Food Hate Waste	<input type="checkbox"/> 12
Other (specify)	<input type="checkbox"/> 13
Don't know/can't remember <b>DO NOT PROMPT</b>	<input type="checkbox"/> 14

**103. Thinking about what you have seen/heard, please tell me how strongly you agree or disagree with each.**

1.92 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

	Strongly agree	Tend to agree	Neither / nor	Tend to disagree	Strongly disagree	Don't know
I found it useful	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
It gave me useful tips and practical advice on how to reduce food waste	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
I understood it	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
It was about composting at home	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
It has made me more reluctant to throw food away	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

You will need to modify Question 104 to reflect local and national campaigns. Question 105 follows on from Question 104.

**104. Have you seen any of these in the last year?**

1.93 [SHOW FLASH CARD, SELECT ALL THAT APPLY]

Pear	<input type="checkbox"/> <sub>1</sub>
Scottish white on red logo	<input type="checkbox"/> <sub>2</sub>
Tomato	<input type="checkbox"/> <sub>3</sub>
Welsh logo	<input type="checkbox"/> <sub>4</sub>
Love Food Hate Waste logo (green on white)	<input type="checkbox"/> <sub>5</sub>
Summer berries	<input type="checkbox"/> <sub>6</sub>
TV still of apple	<input type="checkbox"/> <sub>7</sub>
Fridge couple	<input type="checkbox"/> <sub>8</sub>
Recipe card	<input type="checkbox"/> <sub>9</sub>
Child with carrots	<input type="checkbox"/> <sub>10</sub>
'Proud to support' logo	<input type="checkbox"/> <sub>11</sub>
None of these	<input type="checkbox"/> <sub>12</sub>



---

**105. Of those that you identified, where have you have seen them?**

1.94 [DO NOT READ OUT, SELECT ALL THAT APPLY]

Newspaper	<input type="checkbox"/>	1
Magazine	<input type="checkbox"/>	2
In a supermarket / shop	<input type="checkbox"/>	3
At <a href="http://www.lovefoodhatewaste.com">www.lovefoodhatewaste.com</a> (WRAP)	<input type="checkbox"/>	4
At <a href="http://www.wasteawarelovefood.com">www.wasteawarelovefood.com</a> (Waste Aware Scotland)	<input type="checkbox"/>	5
Supermarket website	<input type="checkbox"/>	6
Other website	<input type="checkbox"/>	7
In a council publication	<input type="checkbox"/>	8
On television	<input type="checkbox"/>	9
On a billboard / outdoor sign / poster	<input type="checkbox"/>	10
Leaflet	<input type="checkbox"/>	11
Other (specify)	<input type="checkbox"/>	12
Can't remember / Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	13

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---

**106. I am going to read out a number of statements. Please tell me whether you think they are true or false.**

1.95 [READ OUT OR SHOW CARD, SELECT ONE RESPONSE FOR EACH STATEMENT]

	True	False	Don't Know
A third of the food we buy ends up being thrown away	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food is biodegradable and so is harmless when it gets thrown out and sent to landfill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On average, the edible food that the average family with children throws away each year costs them around £610	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A best before date means that I can safely eat the product after this date but the quality may not be at its best	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Packaging waste is a worse environmental problem than wasting food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If we stopped throwing away food that could have been eaten we would reduce carbon emissions by an amount equivalent to taking one in five cars off the road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

---

## 6.0 Waste prevention

### 6.1 Filter for responsibility

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#### 107. Who do you think should be responsible for helping to reduce the amount of rubbish produced?

1.96 [READ OUT, SELECT ALL THAT APPLY]

---

Individuals	<input type="checkbox"/>	1
Councils	<input type="checkbox"/>	2
Manufacturers of products	<input type="checkbox"/>	3
Shops	<input type="checkbox"/>	4
Other (specify)	<input type="checkbox"/>	5
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6

---

---

#### 108. When out shopping, do you do any of the following?

1.97 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

---

Use cloth shopping bags	<input type="checkbox"/>	1
Use reusable plastic shopping bags	<input type="checkbox"/>	2
Use cardboard boxes for carrying shopping	<input type="checkbox"/>	3
Actively seek to buy goods with high recycled content	<input type="checkbox"/>	4
Choose goods with recyclable packaging	<input type="checkbox"/>	5
Buy goods with the smallest amount of packaging possible	<input type="checkbox"/>	6
Avoid buying excess of anything, particularly perishable goods	<input type="checkbox"/>	7
Other (specify)	<input type="checkbox"/>	8

---

### 6.2 Carrier bags

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#### 109. Thinking about using new shop single use carrier bags at the checkout or till of a major supermarket, to what extent, if at all, does it bother you?

1.98 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

---

A great deal	<input type="checkbox"/>	1
A fair amount	<input type="checkbox"/>	2
A little	<input type="checkbox"/>	3
Not very much	<input type="checkbox"/>	4
Not at all	<input type="checkbox"/>	5
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6

---

---

**110. How important is it to you personally, that you do not use new shop single use carrier bags at local shops and other stores?**

1.99 [READ OUT, SELECT ONLY ONE]

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| Very important                  | <input type="checkbox"/> | 1 |
| Fairly important                | <input type="checkbox"/> | 2 |
| Not very important              | <input type="checkbox"/> | 3 |
| Not at all important            | <input type="checkbox"/> | 4 |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> | 5 |
- 

---

**111. How much effort do you personally go to in order to minimise the number of new single use carrier bags that you take away from shopping?**

1.100 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| A great deal                    | <input type="checkbox"/> | 1 |
| A fair amount                   | <input type="checkbox"/> | 2 |
| A little                        | <input type="checkbox"/> | 3 |
| Not very much                   | <input type="checkbox"/> | 4 |
| None at all                     | <input type="checkbox"/> | 5 |
| Way of life                     | <input type="checkbox"/> | 6 |
| I don't do this                 | <input type="checkbox"/> | 7 |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> | 8 |
- 

---

**112. How important is it that you REUSE shop plastic carrier bags for future shopping trips?**

1.101 [READ OUT, SELECT ONLY ONE]

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| Very important                  | <input type="checkbox"/> | 1 |
| Fairly important                | <input type="checkbox"/> | 2 |
| Not very important              | <input type="checkbox"/> | 3 |
| Not at all important            | <input type="checkbox"/> | 4 |
| Don't know <b>DO NOT PROMPT</b> | <input type="checkbox"/> | 5 |
-

---

**113. How much effort do you personally go to in order to REUSE shop plastic carrier bags when you go shopping?**

1.102 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

A great deal	<input type="checkbox"/>	1
A fair amount	<input type="checkbox"/>	2
A little	<input type="checkbox"/>	3
Not very much	<input type="checkbox"/>	4
None at all	<input type="checkbox"/>	5
Way of life	<input type="checkbox"/>	6
I don't do this	<input type="checkbox"/>	7
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	8

---

---

**114. How important is it that you use your own reusable bags or containers when shopping?**

1.103 [READ OUT, SELECT ONLY ONE]

Very important	<input type="checkbox"/>	1
Fairly important	<input type="checkbox"/>	2
Not very important	<input type="checkbox"/>	3
Not at all important	<input type="checkbox"/>	4
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	5

---

---

**115. How much effort do you personally go to in order to use your own reusable bags or containers when shopping?**

1.104 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

A great deal	<input type="checkbox"/>	1
A fair amount	<input type="checkbox"/>	2
A little	<input type="checkbox"/>	3
Not very much	<input type="checkbox"/>	4
None at all	<input type="checkbox"/>	5
Way of life	<input type="checkbox"/>	6
I don't do this	<input type="checkbox"/>	7
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	8

---

Question 116 is in two parts, the second part being an open question.

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**116. Compared with this time last year, would you say that the number of new shop single use carrier bags that you take away from shopping has increased, decreased or stayed the same?**

1.105 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

Much more	<input type="checkbox"/>	1
Slightly more	<input type="checkbox"/>	2
The same	<input type="checkbox"/>	3
Slightly less	<input type="checkbox"/>	4
Much less	<input type="checkbox"/>	5
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6
Reason (specify)	<input type="checkbox"/>	7

---

### 6.3 Nappies

Questions about real nappies would not normally be included in a general questionnaire but would be directed at likely users (e.g. families with children under three, new parents or parents to be). A filter question would be needed to check that they fit the criteria.

#### 6.3.1 Filter for responsibility

---

**117. Which of these groups do you fall into?**

1.106 [READ OUT, SELECT ONLY ONE]

Parent-to-be	<input type="checkbox"/>	1	Continue with questionnaire.
New parent	<input type="checkbox"/>	2	
Parent	<input type="checkbox"/>	3	Go to Question 118.
None of the above	<input type="checkbox"/>	4	Close interview.

---

---

**118. Do you have a family with children under three years old?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

---

The following question can be used as a filter if you only wish to speak to users of real nappies. Alternatively it can be used to differentiate between users and non-users for subsequent questions.

---

**119. Do you use washable nappies rather than disposables?**

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	3

---

### 6.3.2 General nappy questions

**120. Are you a member of a parent & baby, or a mother & toddler group? IF YES, who organises it?**

1.107 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

No	<input type="checkbox"/>	1
Informal network of parents	<input type="checkbox"/>	2
Local church	<input type="checkbox"/>	3
Local nursery	<input type="checkbox"/>	4
Council run	<input type="checkbox"/>	5
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6
Other (specify)	<input type="checkbox"/>	7

**In this survey, we will be talking about 'real' nappies, which you might also know as 'non-disposable', 'terry', 'cloth' or 'reusable' nappies.**

**121. Which word do you use to refer to real nappies?**

1.108 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]

Real	<input type="checkbox"/>	1
Non-disposable	<input type="checkbox"/>	2
Terry	<input type="checkbox"/>	3
Cloth	<input type="checkbox"/>	4
Reusable	<input type="checkbox"/>	5
None of the above	<input type="checkbox"/>	6
Don't know <b>DO NOT PROMPT</b>	<input type="checkbox"/>	7
Other (specify)	<input type="checkbox"/>	8

**122. Thinking about the type of nappies you (plan to) use, i.e. disposable or 'real', which of the statements best describes you?**

1.109 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

I only (plan to) use disposable nappies	<input type="checkbox"/>	1
I mostly (plan to) use disposable nappies but sometimes use real	<input type="checkbox"/>	2
I (plan to) use disposable and real about the same amount	<input type="checkbox"/>	3
I mostly (plan to) use real nappies but sometimes use disposable	<input type="checkbox"/>	4
I only (plan to) use real nappies	<input type="checkbox"/>	5

**123. A: Who do you trust to advise you on real nappies?**

**B: Who out of the following list of people, if any, persuaded you to use real nappies?**

1.110 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY FROM EACH COLUMN]

	A	B
Other parents	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>
Midwives	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>
GPs	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>
Pre- and post-natal clinic staff	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>
Healthcare visitors	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>5</sub>
Maternity ward staff	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>6</sub>
Childcare staff	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>7</sub>
Voluntary organisations (e.g. NCT)	<input type="checkbox"/> <sub>8</sub>	<input type="checkbox"/> <sub>8</sub>
Internet sources	<input type="checkbox"/> <sub>9</sub>	<input type="checkbox"/> <sub>9</sub>
Magazines	<input type="checkbox"/> <sub>10</sub>	<input type="checkbox"/> <sub>10</sub>
My partner	<input type="checkbox"/> <sub>11</sub>	<input type="checkbox"/> <sub>11</sub>
None of these	<input type="checkbox"/> <sub>12</sub>	<input type="checkbox"/> <sub>12</sub>
Other (specify)	<input type="checkbox"/> <sub>13</sub>	<input type="checkbox"/> <sub>13</sub>

**124. You said you (plan to) use both types of nappies. For each of the following situations, could you please tell me which type of nappy you would be most likely to use?**

1.111 [READ OUT OR SHOW CARD, SELECT ONE FOR EACH SITUATION]

Situations	Disposable	Real	Don't know
At home – during the day	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
At home – at night	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Short trips, i.e. shopping	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
At childcare	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Visits to family	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Visits to friends	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Long journeys	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Holidays	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

---

**125. Which of these things, if any, would encourage you to use real nappies (more)?****1.112 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]**

---

Knowing other parents who use them	<input type="checkbox"/>	1
Information on where to get them	<input type="checkbox"/>	2
Information on the cost	<input type="checkbox"/>	3
Information about the effect of disposables on the environment	<input type="checkbox"/>	4
Help / lessons learning how to use them	<input type="checkbox"/>	5
Help with purchasing	<input type="checkbox"/>	6
Advice on number should buy	<input type="checkbox"/>	7
Vouchers or discounts to help with purchasing	<input type="checkbox"/>	8
Free samples	<input type="checkbox"/>	9
Free starter pack	<input type="checkbox"/>	10
Laundry service for nappies	<input type="checkbox"/>	11
Reassurances regarding hygiene	<input type="checkbox"/>	12
None of the above	<input type="checkbox"/>	13

---

**6.4 Unwanted mail**

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**126. A: Are you aware of the methods that you can use to reduce unwanted mail?****1.113 [READ OUT OR SHOW CARD, SELECT ALL THAT APPLY]****B: Do you use them?****1.114 [SELECT FOR THE ONES THEY USE]**

---

	<b>A: aware</b>	<b>B: use</b>
Mailing Preference Service	<input type="checkbox"/>	<input type="checkbox"/>
Royal Mail's opt-out service	<input type="checkbox"/>	<input type="checkbox"/>
Your Choice Preference	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>
Not aware of any	<input type="checkbox"/>	<input type="checkbox"/>

---



For those that are aware at Question 126, ask Question 127.

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**127. How did you hear about an unwanted mail reduction service?**

1.115 [DO NOT PROMPT, SELECT ALL THAT APPLY]

Via council run campaign	<input type="checkbox"/>	1
Specified information from the council (specified, e.g. junk mail leaflet)	<input type="checkbox"/>	2
Through information leaflets (non-specified)	<input type="checkbox"/>	3
Word of mouth (friends, neighbours)	<input type="checkbox"/>	4
Through the media (radio / TV / papers / magazines)	<input type="checkbox"/>	5
From the Post Office / Royal Mail	<input type="checkbox"/>	6
From environmental groups	<input type="checkbox"/>	7
Cannot remember / don't know	<input type="checkbox"/>	8
Other (specify)	<input type="checkbox"/>	9

---

Ask Question 128 of non-users from Question 126.

---

**128. Why do you NOT use an unwanted mail reduction service?**

1.116 [DO NOT PROMPT, SELECT ALL THAT APPLY]

Use a lot of catalogues / Internet shopping	<input type="checkbox"/>	1
Get a lot of mail	<input type="checkbox"/>	2
Don't mind junk mail / not a problem	<input type="checkbox"/>	3
Don't get very much junk mail	<input type="checkbox"/>	4
Don't think that they work	<input type="checkbox"/>	5
Don't know how to use them	<input type="checkbox"/>	6
Don't understand how they work	<input type="checkbox"/>	7
Don't know how to find out about them	<input type="checkbox"/>	8
Never heard about them before	<input type="checkbox"/>	9
Other (specify)	<input type="checkbox"/>	10

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## 7.0 Socio-demographic questions

The following questions are included in questionnaires to help to analyse any differences in the results. Which you include in your questionnaire will depend on the focus of the survey and the importance of particular characteristics in your survey population.

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### 129. How many people live in your household (including yourself)?

1.117 [PUT NUMBER IN RELEVANT BOX]

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Adults	<input type="checkbox"/>	Children 18 and under	<input type="checkbox"/>
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### 130. What type of household do you live in?

1.118 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

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One person household	<input type="checkbox"/>	1
Couple with children at home	<input type="checkbox"/>	2
Other household with children	<input type="checkbox"/>	3
Couple, no children	<input type="checkbox"/>	4
Lone parent with children at home	<input type="checkbox"/>	5
Other household: all adults	<input type="checkbox"/>	6
Couple, no children	<input type="checkbox"/>	7
Other type of household (specify)	<input type="checkbox"/>	8

---

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### 131. What type of occupancy do you have?

1.119 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

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Own outright	<input type="checkbox"/>	1
Own with a mortgage or loan	<input type="checkbox"/>	2
Rented from council (local authority)	<input type="checkbox"/>	3
Rented from private landlord / letting agency	<input type="checkbox"/>	4
Renting from housing association	<input type="checkbox"/>	5
Rented from relative or friend	<input type="checkbox"/>	6
Other type of occupancy (specify)	<input type="checkbox"/>	7
Unwilling to say <b>DO NOT PROMPT</b>	<input type="checkbox"/>	8

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**132. What type of dwelling do you live in?****1.120 [READ OUT OR SHOW CARD, SELECT ONLY ONE]**

Detached house or detached bungalow	<input type="checkbox"/>	1
Terraced house or terraced bungalow	<input type="checkbox"/>	2
Semi-detached house or semi-detached bungalow	<input type="checkbox"/>	3
Flat, maisonette or apartment: in a purpose-built block of flats	<input type="checkbox"/>	4
Flat, maisonette or apartment: part of a converted or shared house	<input type="checkbox"/>	5
Flat, maisonette or apartment: part of a converted or shared house	<input type="checkbox"/>	6
Flat, maisonette or apartment: in a commercial building	<input type="checkbox"/>	7
Other type of dwelling (specify)	<input type="checkbox"/>	8

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**133. To which age group do you belong?****1.121 [READ OUT OR SHOW CARD, SELECT ONLY ONE]**

18–24	<input type="checkbox"/>	1
25–34	<input type="checkbox"/>	2
35–44	<input type="checkbox"/>	3
45–54	<input type="checkbox"/>	4
55–64	<input type="checkbox"/>	5
65–74	<input type="checkbox"/>	6
75+	<input type="checkbox"/>	7
Unwilling to say	<input type="checkbox"/>	8

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**134. To which of these groups do you consider that you belong?****1.122 [READ OUT OR SHOW CARD, SELECT ONLY ONE]**

Black or Black British	<input type="checkbox"/>	1
White	<input type="checkbox"/>	2
Asian or Asian British	<input type="checkbox"/>	3
Chinese or other ethnic group	<input type="checkbox"/>	4
Mixed background	<input type="checkbox"/>	5
Unwilling to say <b>DO NOT PROMPT</b>	<input type="checkbox"/>	6
Other ethnic background (specify)	<input type="checkbox"/>	7

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Question 135 is an alternative ethnicity question, with subgroups for the main categories. A showcard would be essential for this question.

### 135. To which of these groups do you consider that you belong?

1.123 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

<b>Black or Black British</b>	Black Caribbean	<input type="checkbox"/>	1	<b>White</b>	White British	<input type="checkbox"/>	13
	Black African	<input type="checkbox"/>	2		White Irish	<input type="checkbox"/>	14
	Black British	<input type="checkbox"/>	3		White other (specify)	<input type="checkbox"/>	15
	Black other (specify)	<input type="checkbox"/>	4				
<b>Asian or Asian British</b>	Asian Indian	<input type="checkbox"/>	5	<b>Mixed background</b>	Mixed White and Black Caribbean	<input type="checkbox"/>	16
	Asian Pakistani	<input type="checkbox"/>	6		Mixed White and Black African	<input type="checkbox"/>	17
	Asian Bangladeshi	<input type="checkbox"/>	7		Mixed White and Asian	<input type="checkbox"/>	18
	Asian British	<input type="checkbox"/>	8		Mixed other (specify)	<input type="checkbox"/>	19
	Asian other (specify)	<input type="checkbox"/>	9				
<b>Chinese</b>	Chinese	<input type="checkbox"/>	10	<b>Other ethnic background (specify)</b>			
	Chinese British	<input type="checkbox"/>	11				
	Chinese other (specify)	<input type="checkbox"/>	12				
					Unwilling to say	<input type="checkbox"/>	21

### 136. Which of these activities best describes what you are doing at present?

1.124 [READ OUT OR SHOW CARD, SELECT ONLY ONE]

Employee in full-time job (30 hours plus per week)	<input type="checkbox"/>	1
Employee in part-time job (under 30 hours per week)	<input type="checkbox"/>	2
Self-employed full- or part-time	<input type="checkbox"/>	3
On a government training programme (e.g. modern apprenticeship / training for work)	<input type="checkbox"/>	4
In full-time education	<input type="checkbox"/>	5
Unemployed and available for work	<input type="checkbox"/>	6
Wholly retired from work	<input type="checkbox"/>	7
Permanently sick / disabled	<input type="checkbox"/>	8
Temporarily sick or injured	<input type="checkbox"/>	9
Looking after the home	<input type="checkbox"/>	10
Doing something else	<input type="checkbox"/>	11
Unwilling to say <b>DO NOT PROMPT</b>	<input type="checkbox"/>	12

The following question is useful for HWRC surveys.

<b>137. How many cars and/or vans does your household have use of?</b>	
None	<input type="checkbox"/> 1
One	<input type="checkbox"/> 2
Two	<input type="checkbox"/> 3
Three	<input type="checkbox"/> 4
Four or more	<input type="checkbox"/> 5

You may wish to add the following or a similar statement at the end of questionnaires to capture some contact information and to have a close off phrase thanking them for their time. You can split this into separate questions if you prefer.

[Local authority / organisation name] is responsible for this research. Would you be willing to be re-contacted by them or one of their research suppliers for any further research? Please be assured this is strictly for research purposes, and your details will not be passed on to any third party.

<b>Respondent name</b>	
<b>Telephone number</b>	
<b>Postcode</b>	
<b>Gender</b>	Male <input type="checkbox"/> 1 Female <input type="checkbox"/> 2

**Thank them for their time**

**Waste & Resources  
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0808 100 2040

[www.wrap.org.uk/local\\_authorities](http://www.wrap.org.uk/local_authorities)

