

# Waste Satisfaction Survey 2024

## REPORT ON THE RESULTS

A review of the feedback received from residents and stakeholders on the waste services in South Oxfordshire and Vale of White Horse.

**JUNE 2024**

If you require this report in an alternative format (for example large print, Braille, audio, email, Easy Read and alternative languages) please email [jointheconversation@southandvale.gov.uk](mailto:jointheconversation@southandvale.gov.uk) or call 01235 422425.



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**Note:** When stating percentages in the analysis, we are referring to the percentage of respondents that answered the specific question, rather than the total number of responses to the overall survey. Response percentages may not add up to 100% due to rounding up over .5 and rounding down under .5. Words that appear in italics are quotes taken from comments received.

## EXECUTIVE SUMMARY

This report has been produced by council officers to analyse the comments received to the waste satisfaction survey. The survey ran from Tuesday 12 March 2024 until 11.59pm on Tuesday 23 April 2024 and was aimed at residents living in South Oxfordshire and Vale of White Horse, who use the waste services. The survey included questions about the waste and recycling collection service, street cleansing, food waste service, reduce, reuse, repair, recycle, and bins, as well as actions the councils should focus on. 252 responses were received and the key findings are provided below.

### Key findings:

#### Waste and Recycling Collection Service

Overall, 86% of respondents expressed satisfaction with the waste and recycling collection service. Respondents were satisfied with the reliability of the service i.e. collecting on the correct date (86%), the state their bins have been returned i.e not damaged (66%) and how the collection team returned their bins to the correct location (54%).

#### Street Cleansing

36% of respondents expressed dissatisfaction with street cleanliness and 40% with road sweeping across the districts. Whilst, respondents feel satisfied with how often their public litter bins are emptied (36%).

#### Food Waste

82% use the food waste collection service while 12% do not and 6% who sometimes use it.

#### **Reduce, reuse, repair, recycle, and bin!**

62% of respondents didn't know the following five stages form part of the waste management hierarchy: 1. reduce the amount of things we buy, 2. reuse and repair, 3. recycle, 4. energy recovery or incineration and 5. disposal or landfill.

#### Actions from the councils

Respondents were asked what types of actions they would like the councils to focus on to help residents cut down on the amount of things they use and throw away. The highest number of responses (29%) selected their top priority as 'promoting the use of local refill stations in zero waste shops (shops that do not provide traditional packaging and strongly encourage customers to bring and refill containers from home) and some larger supermarkets in our districts.'

## ENGAGEMENT METHODOLOGY

The Waste Satisfaction Survey ran from Tuesday 12 March 2024 until 11.59pm on Tuesday 23 April 2024.

The main engagement method for this survey was via the annual council tax leaflet which is delivered to residents in South Oxfordshire and Vale of White Horse. The councils general consultation database were also informed about the survey, more specifically 1,622 emails and 283 letters.

An online survey was created to gather feedback on the waste services which included questions on the following services: waste and recycling collection service, street cleansing, food waste service, reduce, reuse, repair, recycle, and bins, as well as actions the councils should focus on. For residents that did not have access to the internet or preferred a paper version, this was available on request.

### Reporting methodology

A summary of the comments to the consultation is included in this report. Any personal information supplied to us within the comments that could identify anyone has been redacted and will not be shared or published in the report. Further information on data protection is available in our general consultation's privacy statement on our [South](#) or [Vale](#) websites.

The following postcodes have been excluded from the postcode map on page 23, due to being invalid 'UX11 7' and 'OX8 0SG'. A detailed breakdown of the postcodes received is available on request.

Some spelling, grammatical and punctual errors in the original comments raised were corrected in the main body of this report; a full list of unedited comments is available on request.

## QUANTITATIVE AND QUALITATIVE DATA

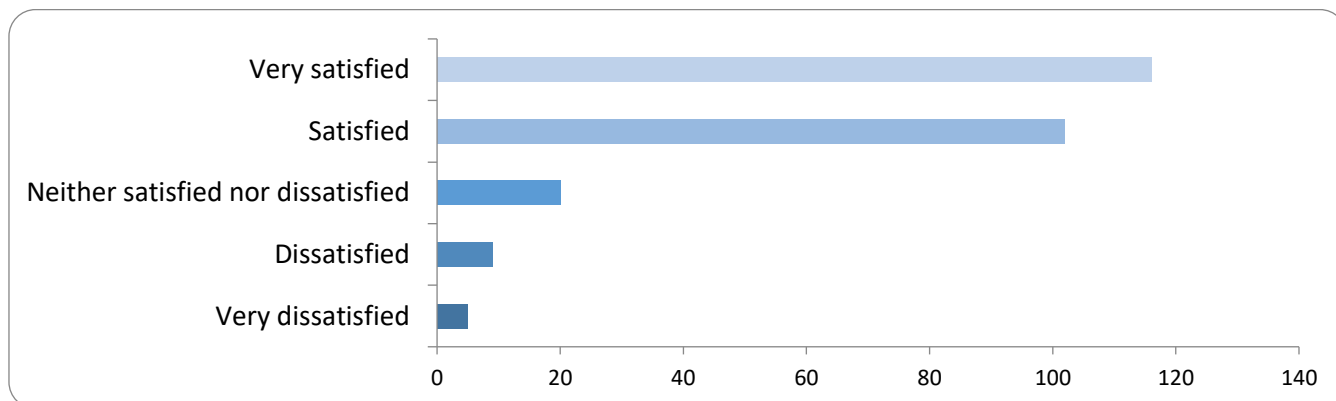
The Waste Satisfaction Survey was targeted at residents living in South Oxfordshire and Vale of White Horse. There was almost an equal split between residents of the districts, with South Oxfordshire residents making up half the respondents (50%), and the Vale 49%. 252 completed responses were received.

### Waste Collection Service

The survey asked respondents to indicate their level of satisfaction with the following aspects of the waste collection service:

#### ❖ The overall waste collection service (collection of general, food and recycling waste)

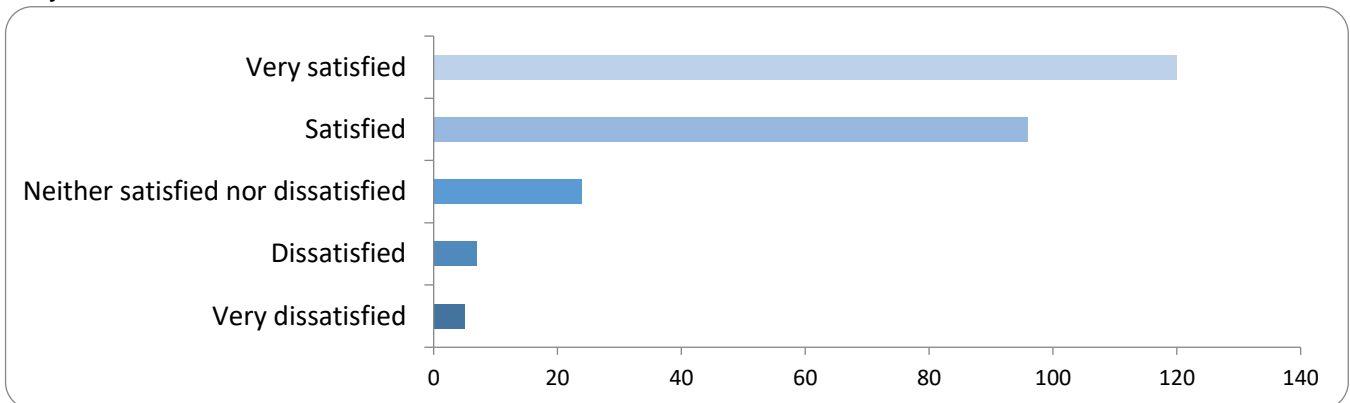
The majority of respondents (86%) are very satisfied (46%) and satisfied (40%) with the overall service. Only 6% are either dissatisfied (4%) or very dissatisfied (2%).



Option	Total	Percent
Very satisfied	116	46.03%
Satisfied	102	40.48%
Neither satisfied nor dissatisfied	20	7.94%
Dissatisfied	9	3.57%
Very dissatisfied	5	1.98%
I don't know	0	0.00%
Not Answered	0	0.00%

## ❖ The reliability of the service i.e. collection on the correct date

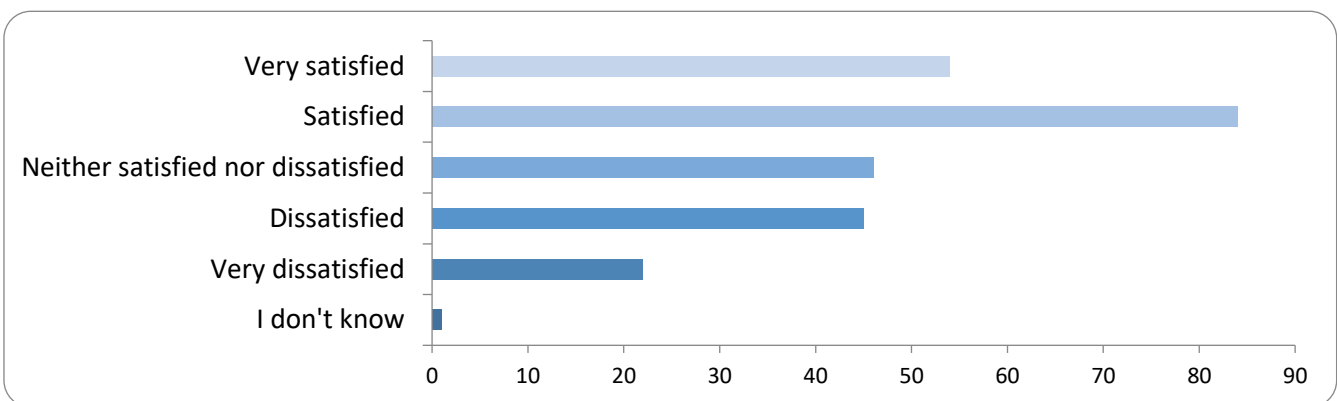
The majority of respondents (86%) are very satisfied (48%) or satisfied (38%) with the reliability of the service i.e. collecting on the correct date while 3 % are dissatisfied and 2% are very dissatisfied.



Option	Total	Percent
Very satisfied	120	47.62%
Satisfied	96	38.10%
Neither satisfied nor dissatisfied	24	9.52%
Dissatisfied	7	2.78%
Very dissatisfied	5	1.98%
I don't know	0	0.00%
Not Answered	0	0.00%

## ❖ How the collection team return your bins to the correct location

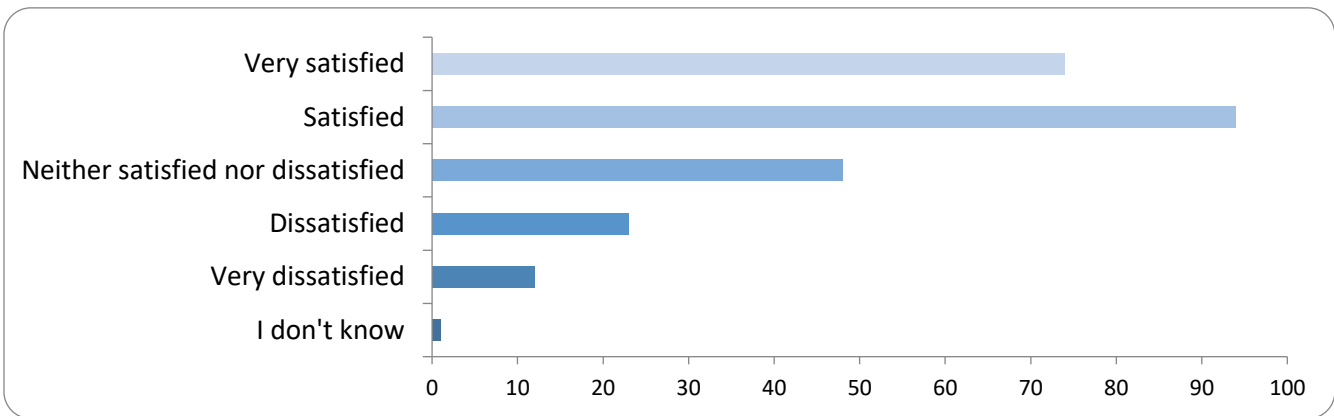
Over half of respondents (54%) expressed satisfaction with how the collection team return their bins to the correct location, more specifically 33% said they are satisfied and 21% are very satisfied. 18% stated they are dissatisfied and 9% are very dissatisfied.



Option	Total	Percent
Very satisfied	54	21.43%
Satisfied	84	33.33%
Neither satisfied nor dissatisfied	46	18.25%
Dissatisfied	45	17.86%
Very dissatisfied	22	8.73%
I don't know	1	0.40%
Not Answered	0	0.00%

❖ **The returning of your bins in a reasonable state i.e. not damaged**

66% expressed satisfaction with with the state in which their bin has been returned of which 37% are satisfied and 29% are very satisfied . 9% are dissatisfied with this service and 5% are very dissatisfied.



Option	Total	Percent
Very satisfied	74	29.37%
Satisfied	94	37.30%
Neither satisfied nor dissatisfied	48	19.05%
Dissatisfied	23	9.13%
Very dissatisfied	12	4.76%
I don't know	1	0.40%
Not Answered	0	0.00%

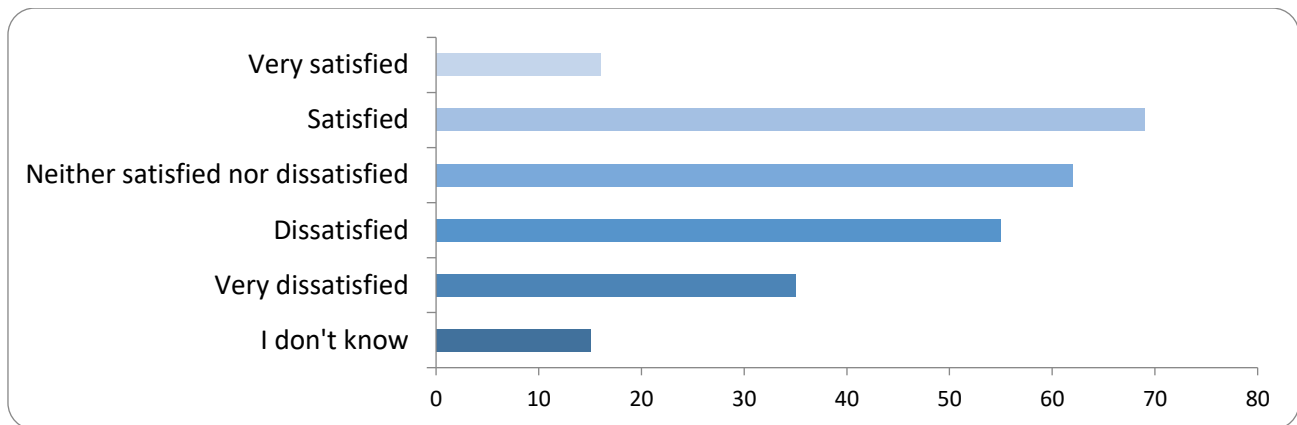
## Street Cleansing

This section of the survey was included to gather feedback on satisfaction levels with street cleansing. Respondents were asked to indicate their level of satisfaction with the following aspects of street cleansing:

Please note, street cleansing does not cover any issues related to highways and weeds as these services are owned and managed separately by Oxfordshire County Council.

### ❖ Street cleanliness

36% of respondents feel dissatisfaction with street cleanliness, 22% indicated they are dissatisfied and 14% are very dissatisfied. 33% expressed satisfaction with street cleanliness, 27% indicated they are very satisfied and 6% are satisfied. 25% are neither satisfied nor dissatisfied with street cleanliness.

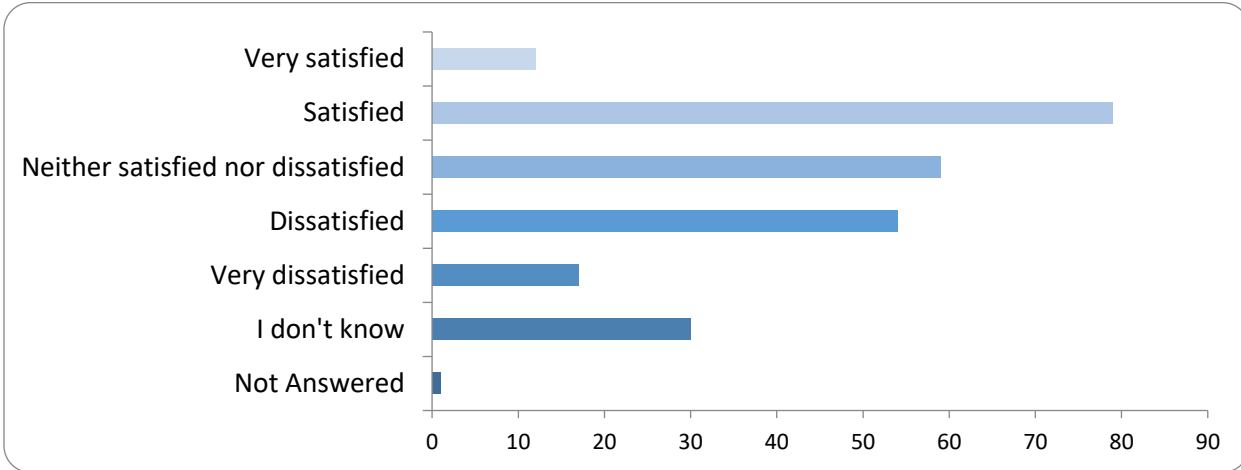


Option	Total	Percent
Very satisfied	16	6.35%
Satisfied	69	27.38%
Neither satisfied nor dissatisfied	62	24.60%
Dissatisfied	55	21.83%
Very dissatisfied	35	13.89%
I don't know	15	5.95%
Not Answered	0	0.00%



## ❖ Public Litter bins (how often they are emptied)

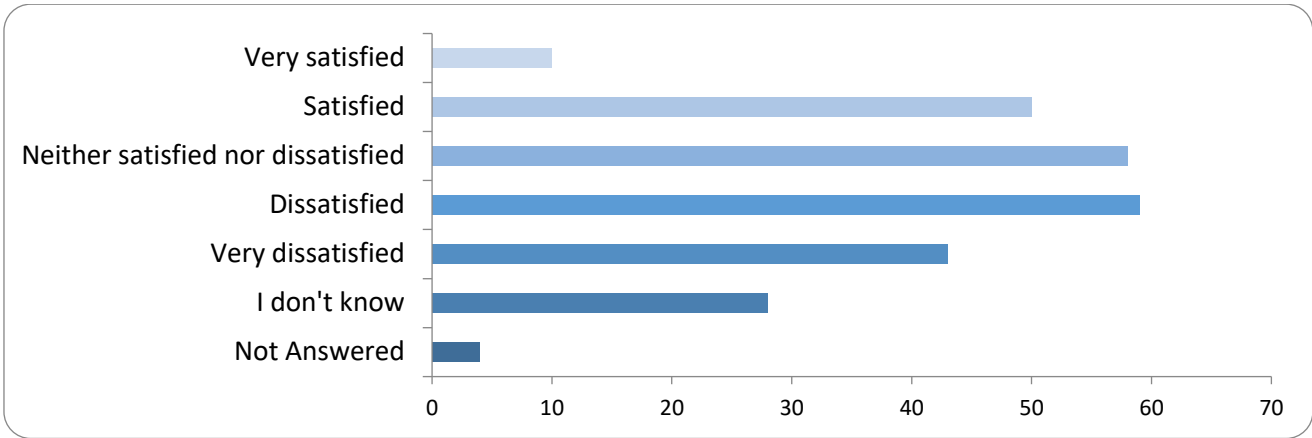
36% of respondents feel satisfied with public litter bins, more specifically 31% indicating they are satisfied and 5% stating they are very satisfied, whilst 28% expressed dissatisfaction, 21% indicating they are dissatisfied and 7% feeling very dissatisfied. 23% are neither satisfied nor dissatisfied with public litter bins.



Option	Total	Percent
Very satisfied	12	4.76%
Satisfied	79	31.35%
Neither satisfied nor dissatisfied	59	23.41%
Dissatisfied	54	21.43%
Very dissatisfied	17	6.75%
I don't know	30	11.90%
Not Answered	1	0.40%

## ❖ Road sweeping

40% of respondents feel dissatisfied with road sweeping across the districts, more specifically 23% stating dissatisfied and 17% stating very dissatisfied, whilst 24% expressed satisfaction, 20% indicating they are satisfied and 4% very satisfied. 23% are neither satisfied nor dissatisfied with road sweeping.



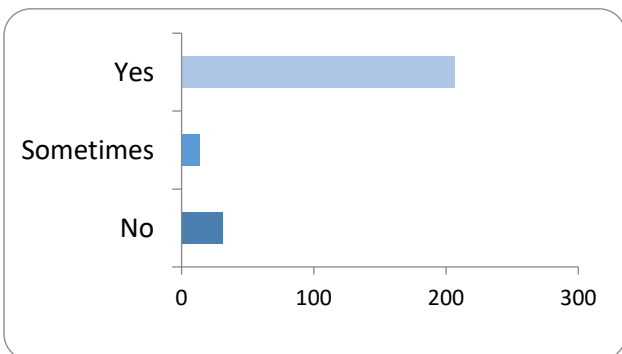
Option	Total	Percent
Very satisfied	10	3.97%
Satisfied	50	19.84%
Neither satisfied nor dissatisfied	58	23.02%
Dissatisfied	59	23.41%
Very dissatisfied	43	17.06%
I don't know	28	11.11%
Not Answered	4	1.59%

## Food Waste

This section of the report relates to food waste.

### Do you use the food waste collection service?

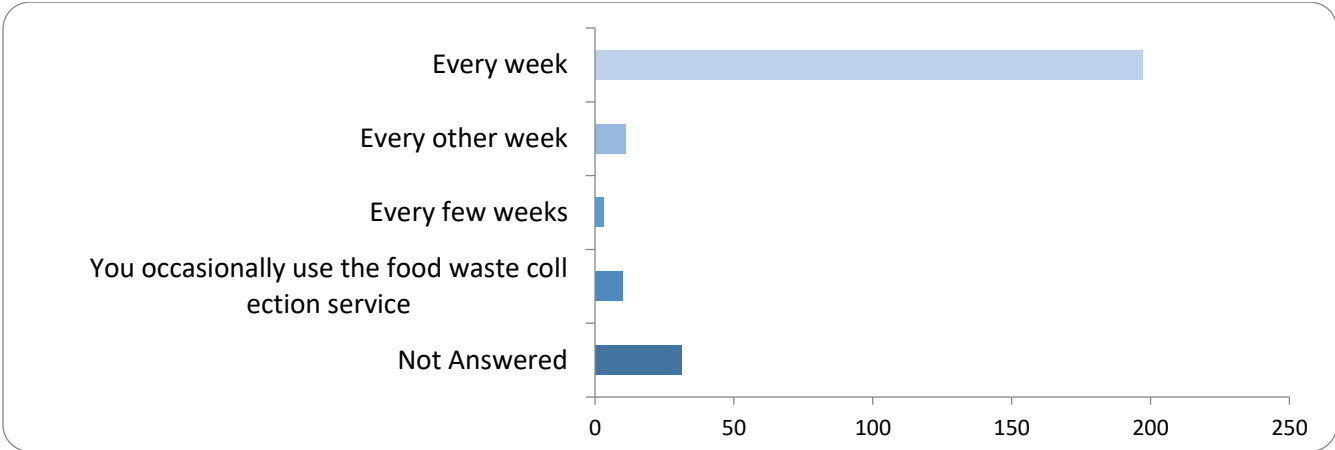
82% use the food waste collection service. Only 12% do not, followed by 6% who sometimes use it.



Option	Total	Percent
Yes	207	82.14%
Sometimes	14	5.56%
No	31	12.30%
Not Answered	0	0.00%

### How frequently do you put your food waste out for collection?

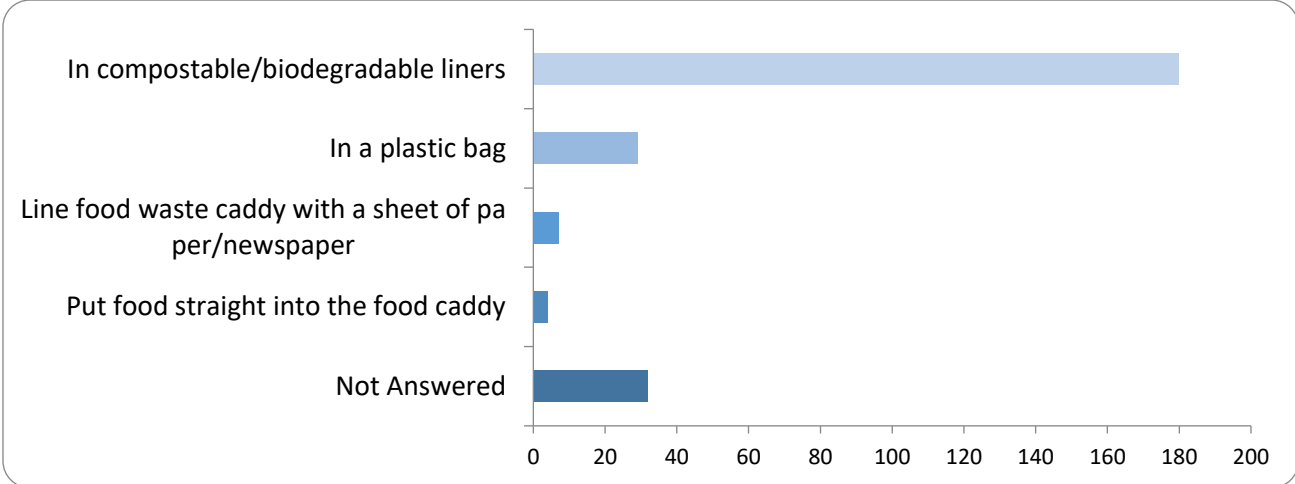
Of the 82% of respondents that use the food waste collection service, the majority (78%) put their food waste bin out every week.



Option	Total	Percent
Every week	197	78.17%
Every other week	11	4.37%
Every few weeks	3	1.19%
You occasionally use the food waste collection service	10	3.97%
Not Answered	31	12.30%

### How do you dispose of your food waste in your food caddy?

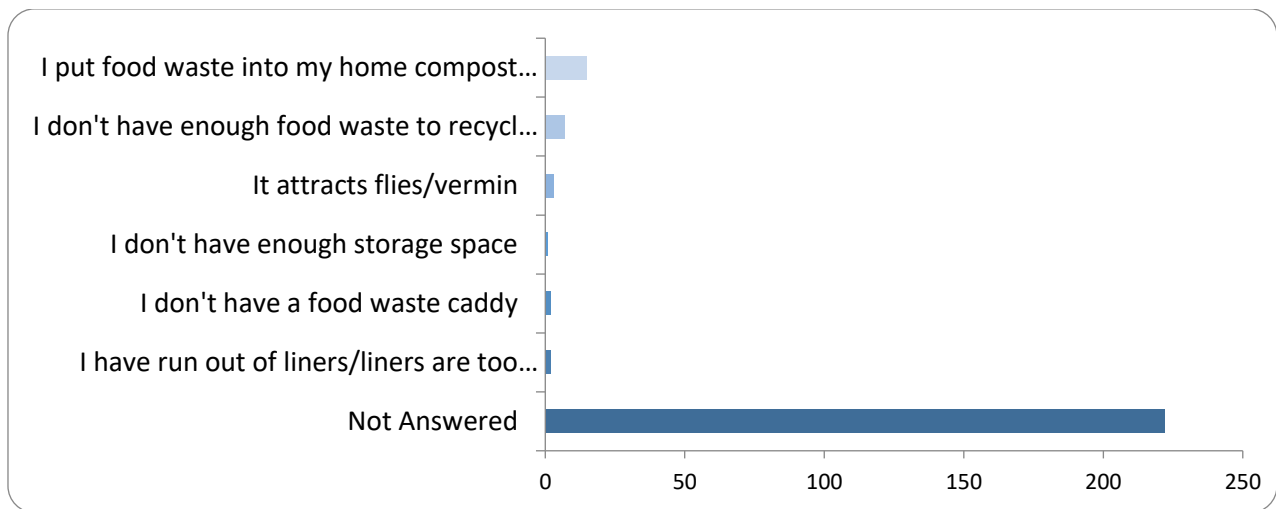
Of the 82% of respondents that use the waste collection service, the majority (71%) put their food waste in compostable/biodegradable liners.



Option	Total	Percent
In compostable/biodegradable liners	180	71.43%
In a plastic bag	29	11.51%
Line food waste caddy with a sheet of paper/newspaper	7	2.78%
Put food straight into the food caddy	4	1.59%
Not Answered	32	12.70%

## What is the main reason for not using the food waste collection service?

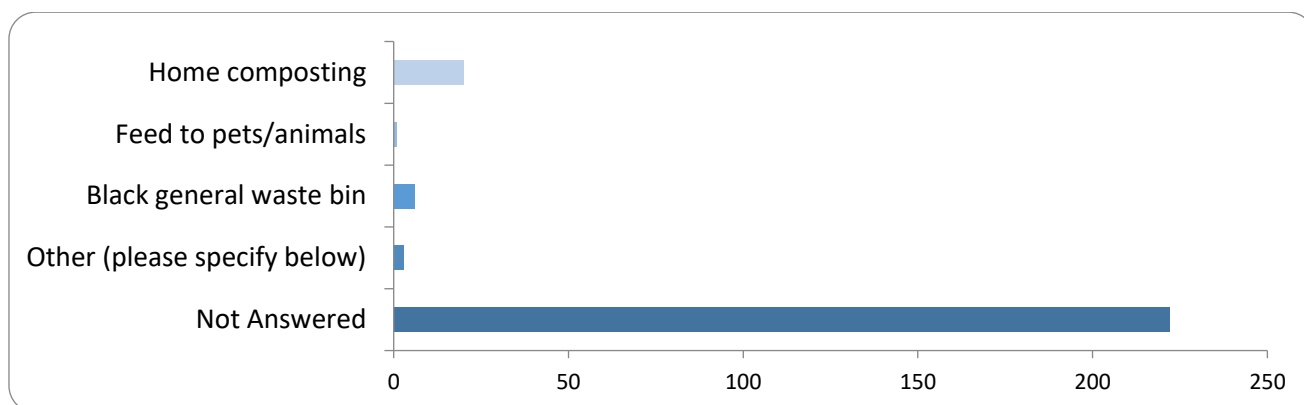
Of the 12% of respondents that don't use the food waste collection service, the main reason is due to putting the food waste into a home compost bin (6%), followed by not having enough food waste to recycle (3%).



Option	Total	Percent
I put food waste into my home compost bin	15	5.95%
I don't have enough food waste to recycle	7	2.78%
It's too messy/smelly	0	0.00%
It attracts flies/vermin	3	1.19%
I don't have enough time	0	0.00%
I don't have enough storage space	1	0.40%
I don't have a food waste caddy	2	0.79%
I have run out of liners/liners are too expensive	2	0.79%
Not Answered	222	88.10%

## How do you most often dispose of your food waste?

Of the 12% of respondents that don't use the waste collection service, 8% of respondents home compost their food waste.



Option	Total	Percent
Home composting	20	7.94%
Feed to pets/animals	1	0.40%
Black general waste bin	6	2.38%
Other (please specify below)	3	1.19%
Not Answered	222	88.10%

## Reduce, reuse, repair, recycle, and bin!

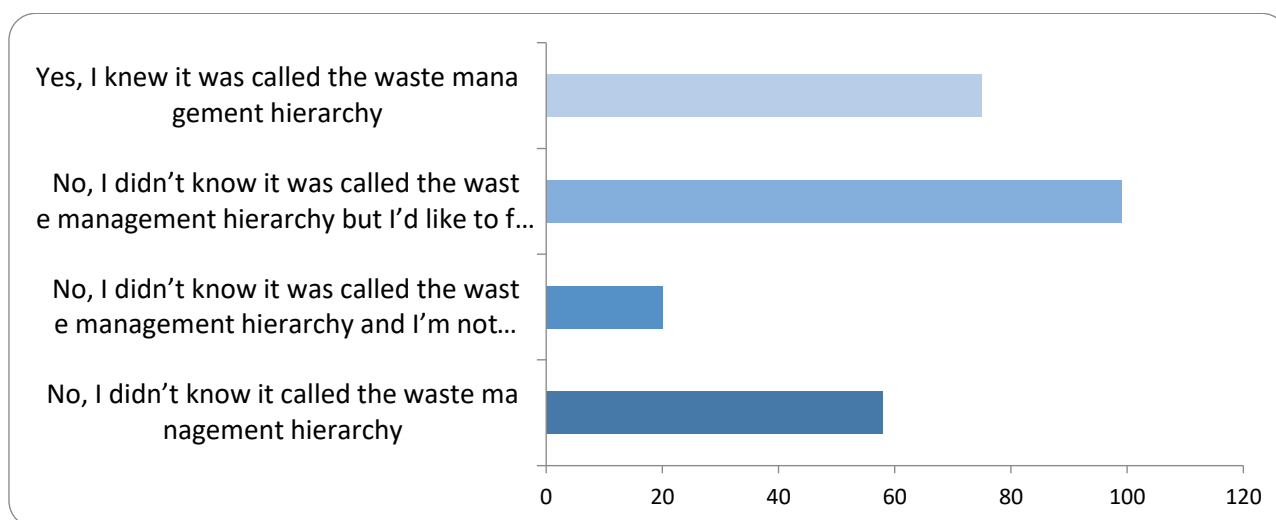
This section relates to the actions we can all take to cut down on our waste. Below are the list of actions in priority order, from most to least environmentally friendly.

- 1. Reduce the amount of things we buy** is always the most environmentally-friendly option, whether it's a new pair of shoes or kitchenware.
- 2. Reuse and repair** - for example, instead of throwing away a broken kettle, you can bring it to a local repair cafe for repairing, or donate clothing to a charity shop.
- 3. Recycle.** Putting the correct item in your green recycling bin gives it a second chance to be made into a brand-new product.
- 4. Energy recovery or incineration.** Non-recyclable items, such as nappies or tissues, which go in your black bin, are burned to produce energy. This option is far from desirable though as burning waste isn't great for the environment.
- 5. Disposal or landfill.** In South Oxfordshire and the Vale of White Horse, the only things we ever send to landfill are bulky items which can't be disposed of through any other method. This is less than 5% of all the waste produced in our districts but we are looking at other ways to reduce this figure.

These five stages are known as the "**waste management hierarchy**".

## Did you know it was called the waste management hierarchy?

39% of respondents didn't know the five stages above form part of the waste management hierarchy but would like to follow it and 23% didn't know it was called that, whilst 30% already knew it was called the waste management hierarchy.



Option	Total	Percent
Yes, I knew it was called the waste management hierarchy	75	29.76%
No, I didn't know it was called the waste management hierarchy but I'd like to follow it	99	39.29%
No, I didn't know it was called the waste management hierarchy and I'm not interested in following it	20	7.94%
No, I didn't know it called the waste management hierarchy	58	23.02%
Not Answered	0	0.00%

## What type of actions would you like us to focus on to help you to cut down on the amount of things you use and throw away?

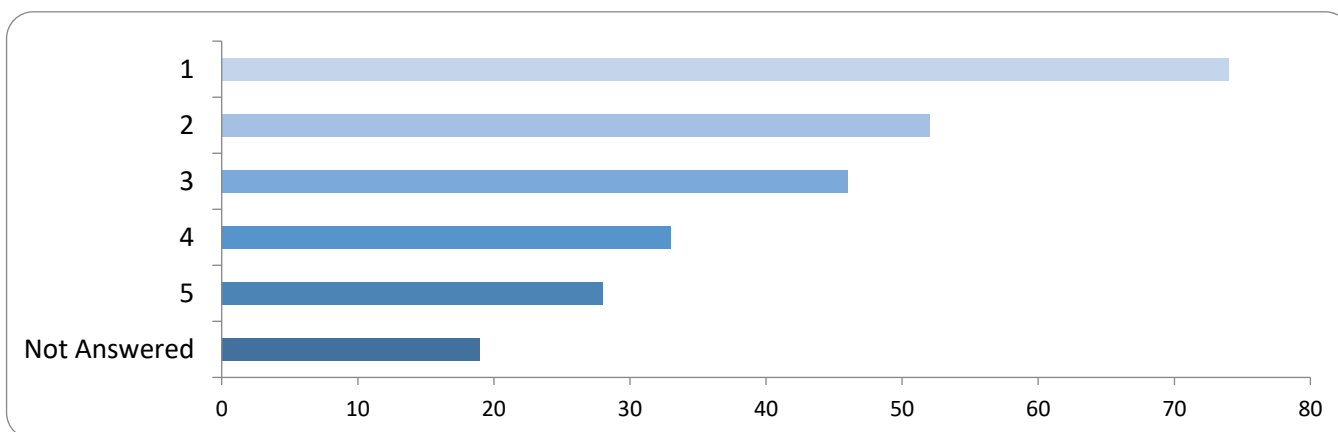
This question asked respondents to rank the following options in priority order. 1 meaning their top priority and 6 meaning their least:

- Increase doorstep communication
- promote the use of local refill stations in zero waste shops (shops that do not provide traditional packaging and strongly encourage customers to bring and refill containers from home) and some larger supermarkets in our districts
- Encourage people to donate, sell and share items
- Encourage people to join repair, swap and donation events
- Highlight people and community groups who are successfully reducing the amount they throw away

Overall, 29% of responses highlighted ‘promoting the use of local refill stations in zero waste shops (shops that do not provide traditional packaging and strongly encourage customers to bring and refill containers from home) and some larger supermarkets in our districts’ as their **highest priority**.

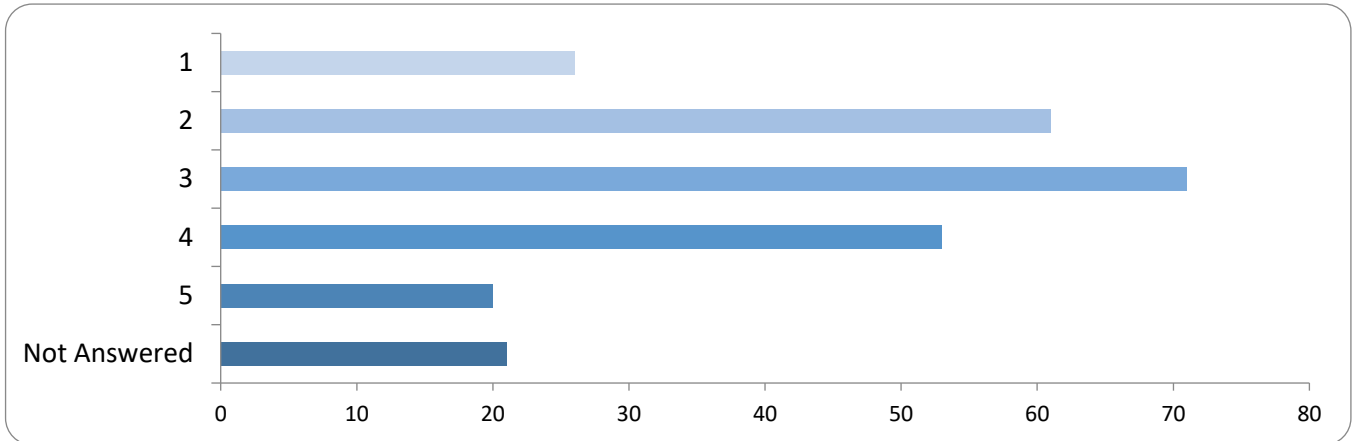
The full results to this ranking question are provided below.

❖ **Promote the use of local refill stations in zero waste shops (shops that do not provide traditional packaging and strongly encourage customers to bring and refill containers from home) and some larger supermarkets in our districts.**



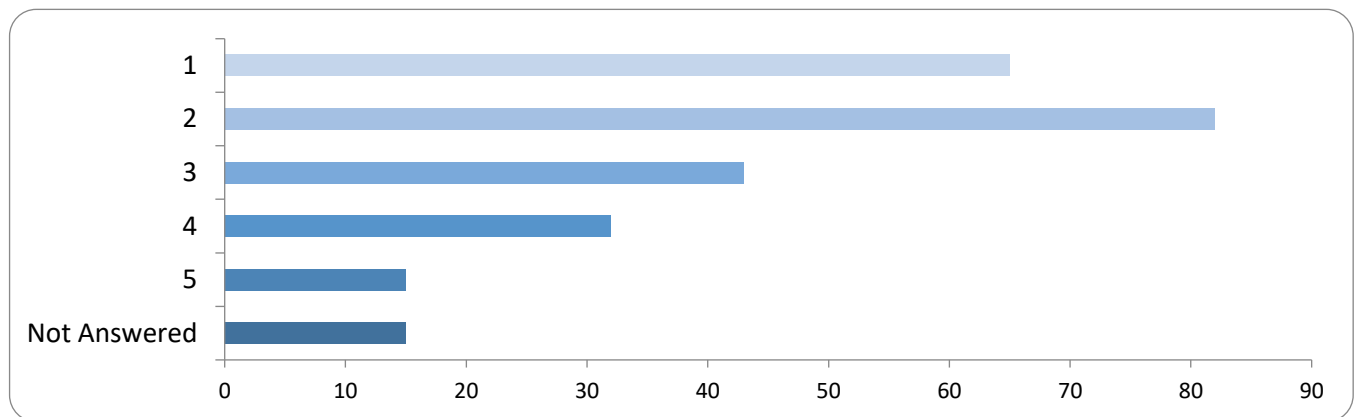
Option	Total	Percent
1	74	29.37%
2	52	20.63%
3	46	18.25%
4	33	13.10%
5	28	11.11%
Not Answered	19	7.54%

## ❖ Encourage people to join repair, swap and donation events



Option	Total	Percent
1	26	10.32%
2	61	24.21%
3	71	28.17%
4	53	21.03%
5	20	7.94%
Not Answered	21	8.33%

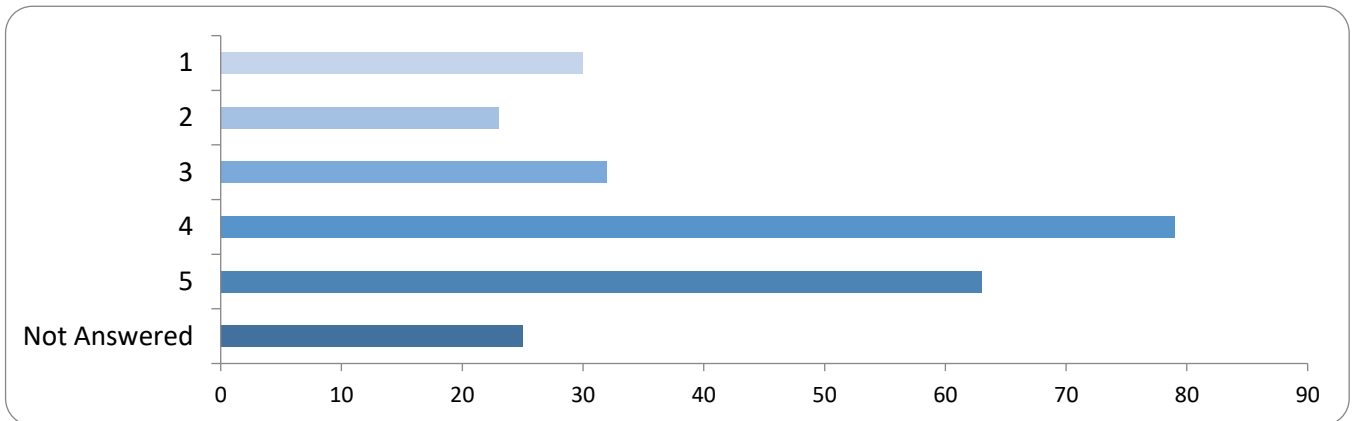
## ❖ Encourage people to donate, sell and share items



Option	Total	Percent
1	65	25.79%
2	82	32.54%
3	43	17.06%
4	32	12.70%
5	15	5.95%
Not Answered	15	5.95%

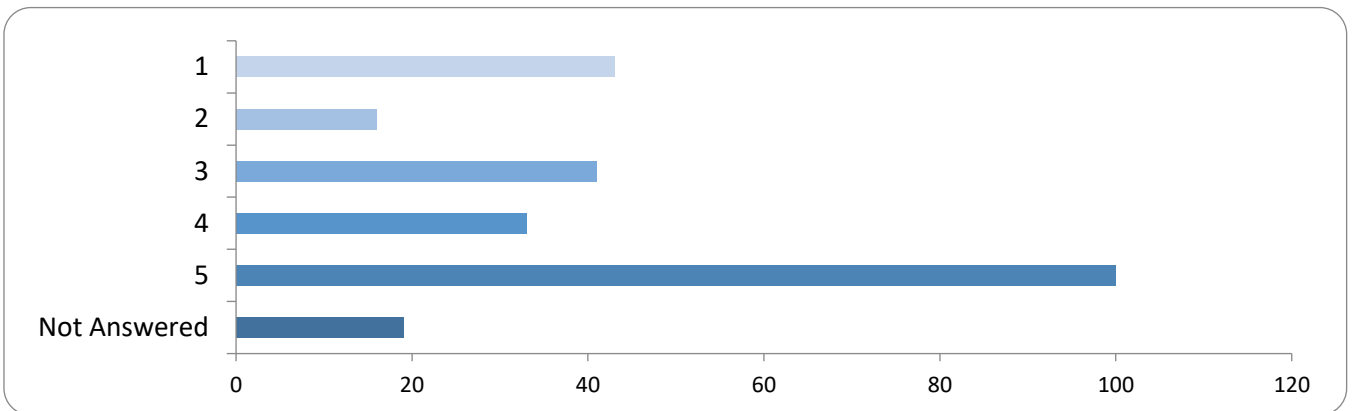


❖ Highlight people and community groups who are successfully reducing the amount they throw away



Option	Total	Percent
1	30	11.90%
2	23	9.13%
3	32	12.70%
4	79	31.35%
5	63	25.00%
Not Answered	25	9.92%

❖ Increase doorstep communication



Option	Total	Percent
1	43	17.06%
2	16	6.35%
3	41	16.27%
4	33	13.10%
5	100	39.68%
Not Answered	19	7.54%

## What type of information would you find useful to receive?

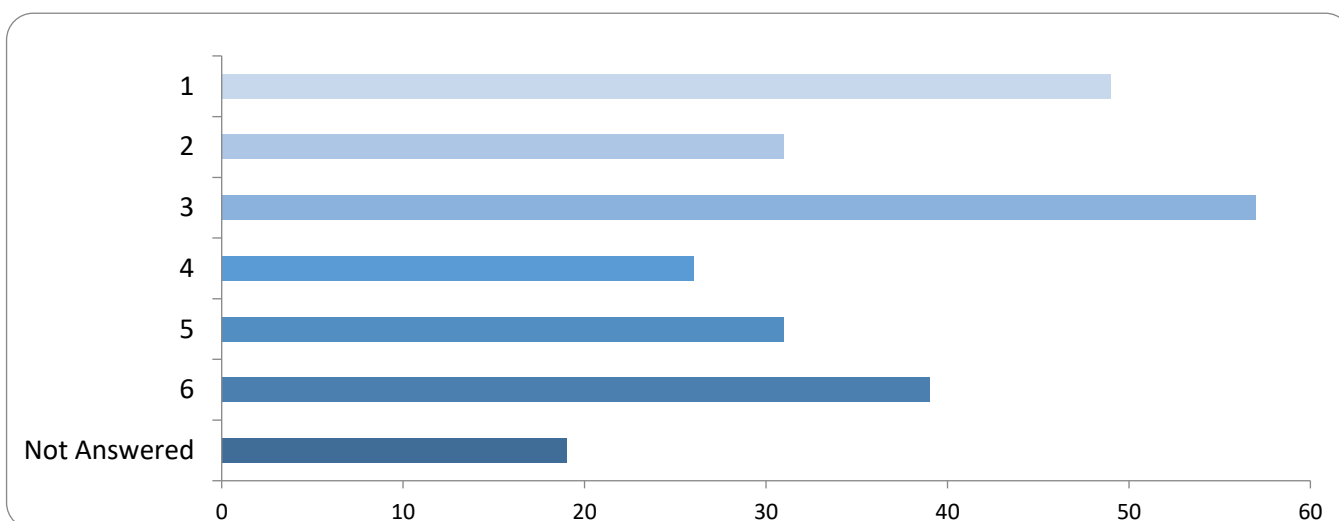
This question asked respondents to rank the following options in priority order. 1 meaning their top priority and 6 meaning their least:

- What items can go in the green recycling bin
- Local repair and swap events
- What happens to my waste and recycling after it has been collected
- Tips on reducing waste
- Local green events
- Local community action groups

The top option with 35% of responses was ‘what items can go in the green recycling bin.’

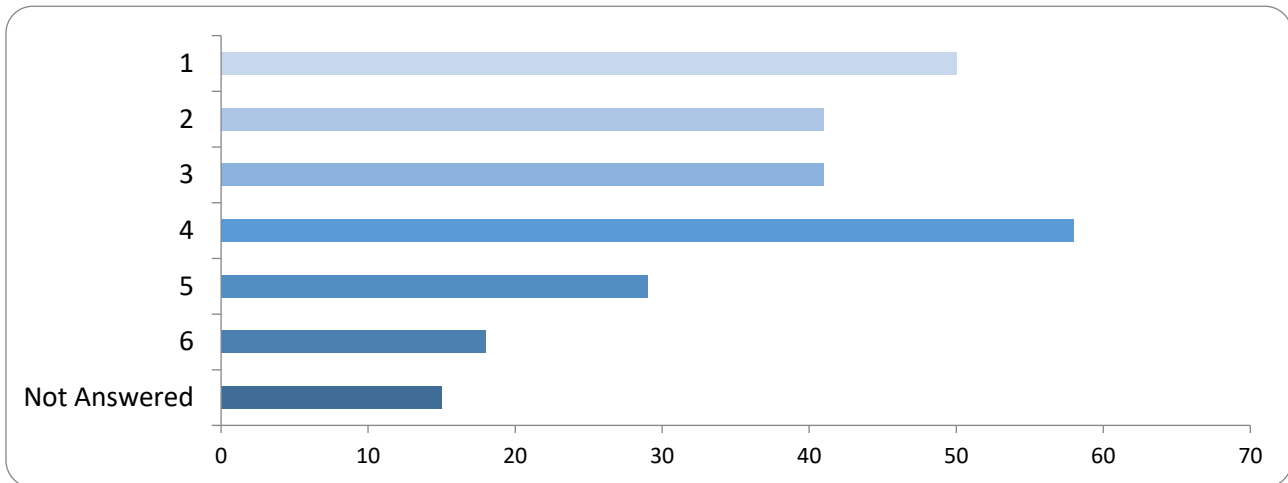
The full results to this ranking question are provided in the tables below.

### ❖ Tips on reducing waste



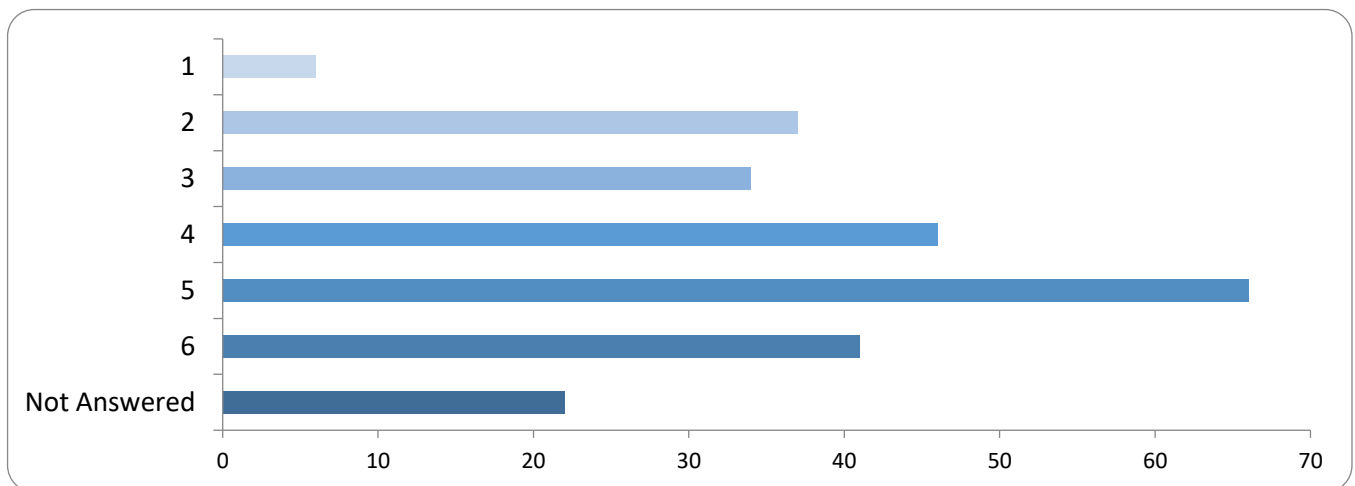
Option	Total	Percent
1	49	19.44%
2	31	12.30%
3	57	22.62%
4	26	10.32%
5	31	12.30%
6	39	15.48%
Not Answered	19	7.54%

## ❖ Local repair and swap events



Option	Total	Percent
1	50	19.84%
2	41	16.27%
3	41	16.27%
4	58	23.02%
5	29	11.51%
6	18	7.14%
Not Answered	15	5.95%

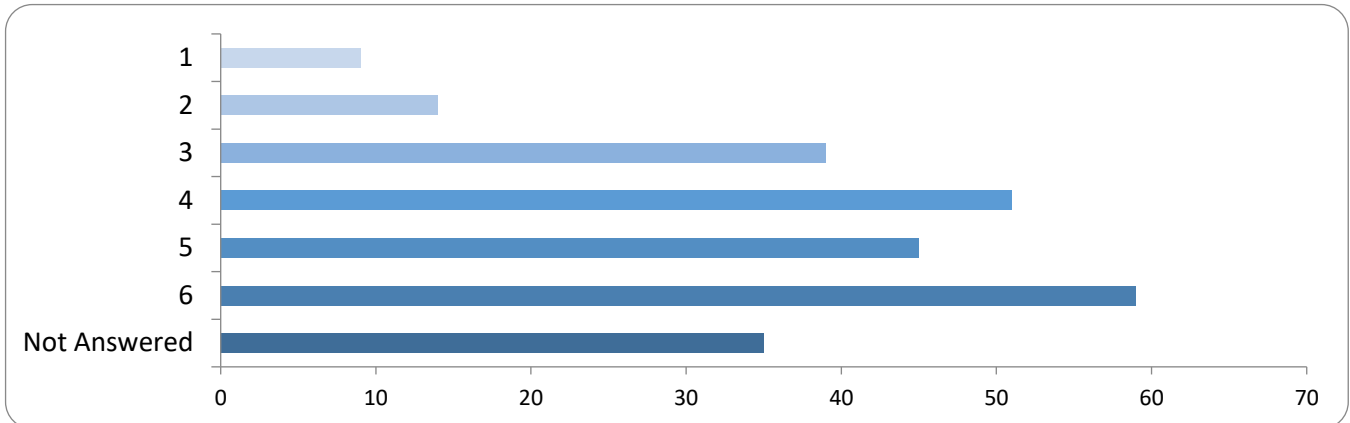
## ❖ Local green events



Option	Total	Percent
1	6	2.38%
2	37	14.68%
3	34	13.49%
4	46	18.25%

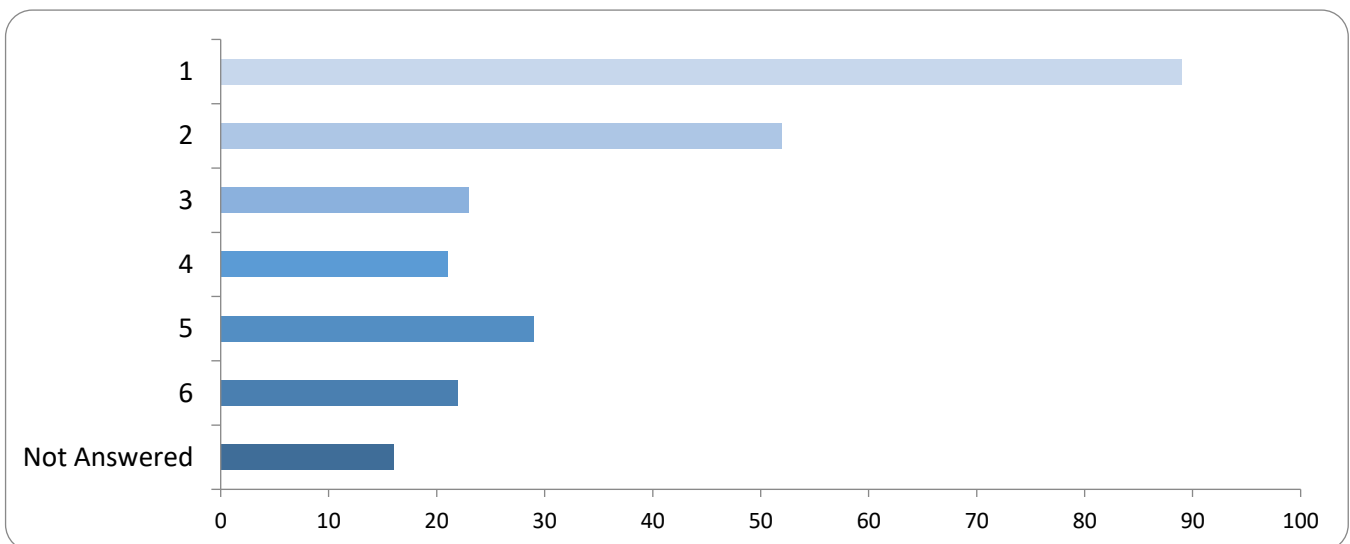
5	66	26.19%
6	41	16.27%
Not Answered	22	8.73%

### ❖ Local community action groups



Option	Total	Percent
1	9	3.57%
2	14	5.56%
3	39	15.48%
4	51	20.24%
5	45	17.86%
6	59	23.41%
Not Answered	35	13.89%

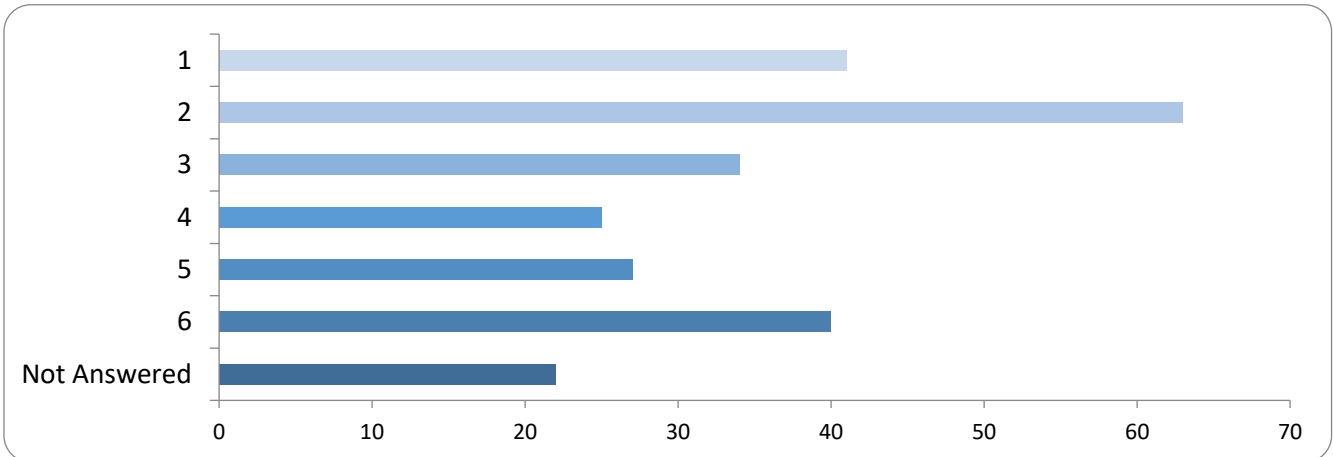
### ❖ What items can go in the green recycling bin



Option	Total	Percent
1	89	35.32%

2	52	20.63%
3	23	9.13%
4	21	8.33%
5	29	11.51%
6	22	8.73%
Not Answered	16	6.35%

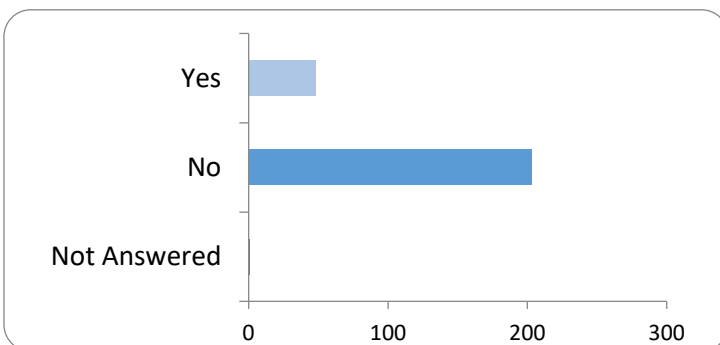
### ❖ What happens to my waste and recycling after it has been collected



Option	Total	Percent
1	41	16.27%
2	63	25.00%
3	34	13.49%
4	25	9.92%
5	27	10.71%
6	40	15.87%
Not Answered	22	8.73%

### Are you aware we offer free waste and recycling talks for groups including schools and other children groups?

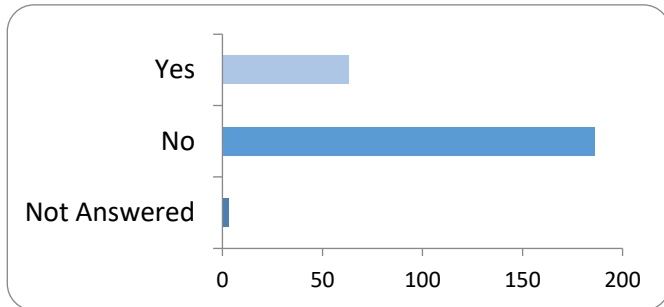
A majority (81%) are not aware the councils offer free waste and recycling talks for groups including schools and other children groups. Whilst 19% are aware.



Option	Total	Percent
Yes	48	19.05%
No	203	80.56%
Not Answered	1	0.40%

## Are you aware that we offer free waste facilities tours (general waste and food waste)?

The majority of respondents are also not aware that the councils offer free waste facilities tours (74%), whilst 25% are aware.

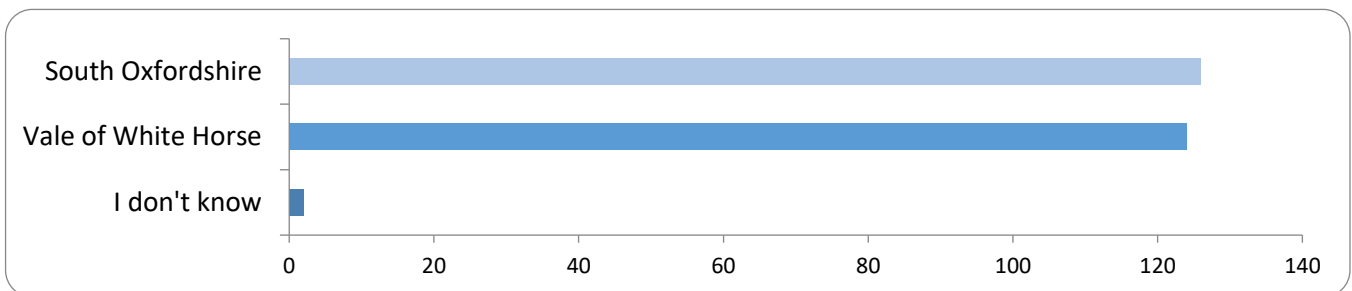


Option	Total	Percent
Yes	63	25.00%
No	186	73.81%
Not Answered	3	1.19%

## ABOUT THE RESPONDENTS

### Do you live in South Oxfordshire or Vale of White Horse?

Half of respondents (50%) live in South Oxfordshire, followed by 49% living in the Vale of White Horse.



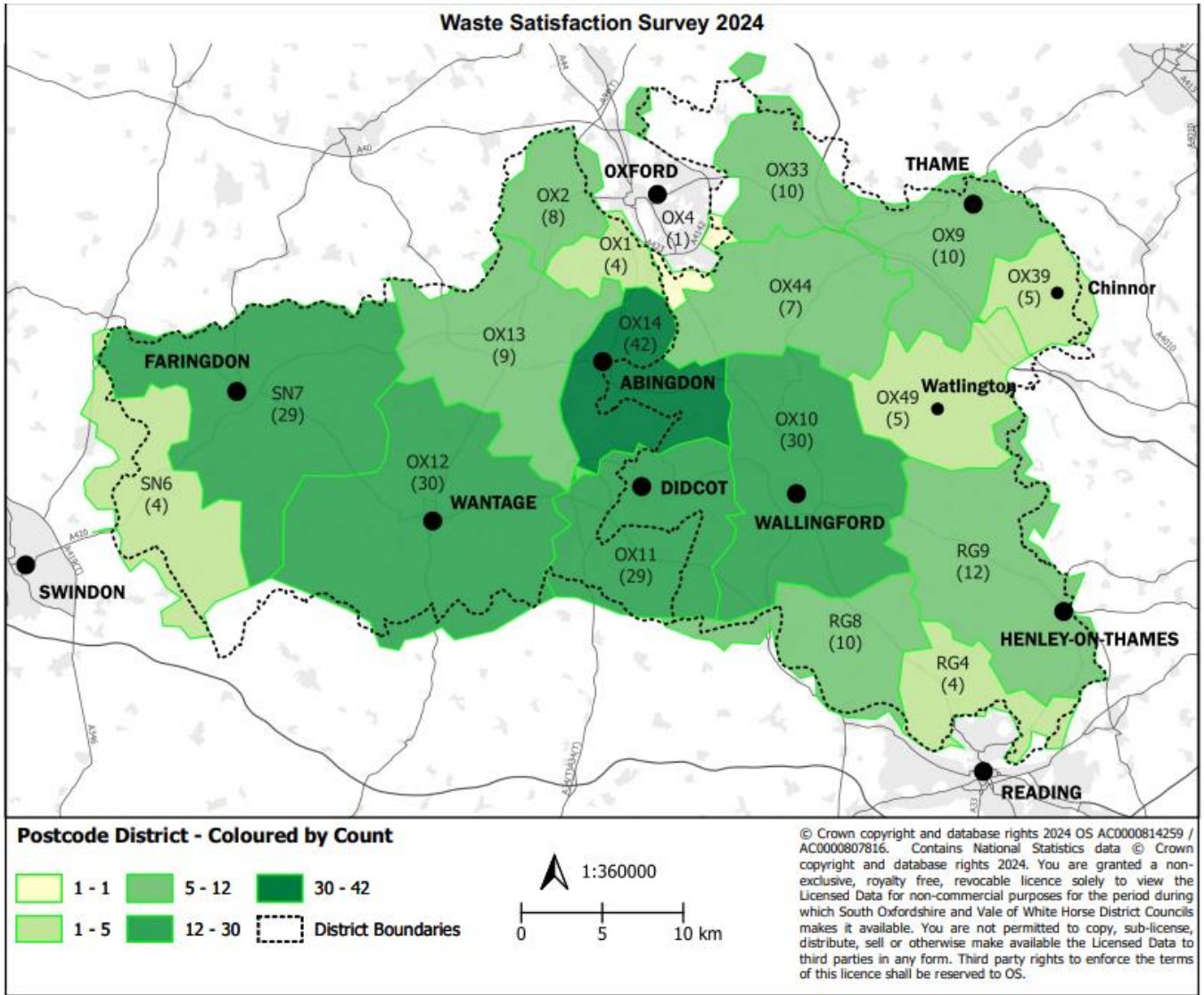
### So we can understand if we've reached everyone we need to, please tell us the first part of your postcode in the box below, e.g. OX10 5

This question was included in the survey to allow us to assess the geographical spread of the responses.

249 postcodes were received. The most frequently mentioned are provided below. 65% of respondents were received from the following locations:

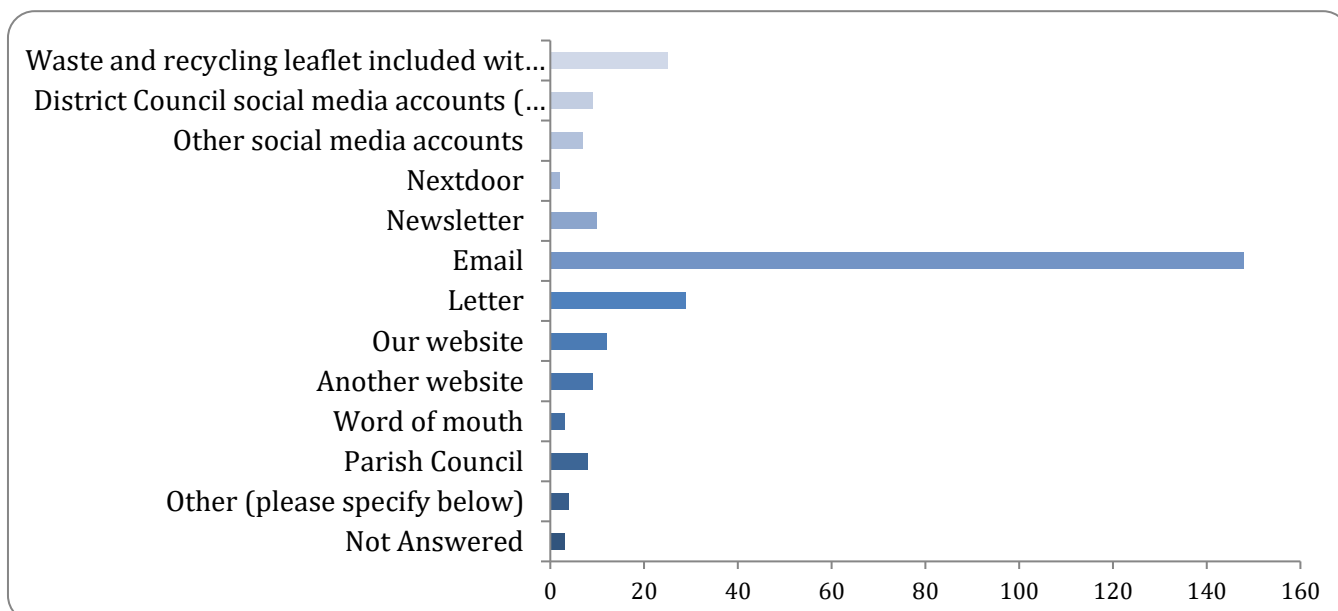
- Abingdon (OX14) – 42 postcodes (17%)
- Wallingford (OX10) – 30 postcodes (12%)
- Wantage (OX12) – 30 postcodes (12%)
- Didcot (OX11) – 29 postcodes (12%)
- Faringdon (SN7) – 29 postcodes (12%)

The remaining 36% of postcodes can be viewed on the map below.



## How did you hear about the Waste Satisfaction Survey 2024? Tick all that apply.

59% of respondents heard about the waste satisfaction survey 2024 via email.



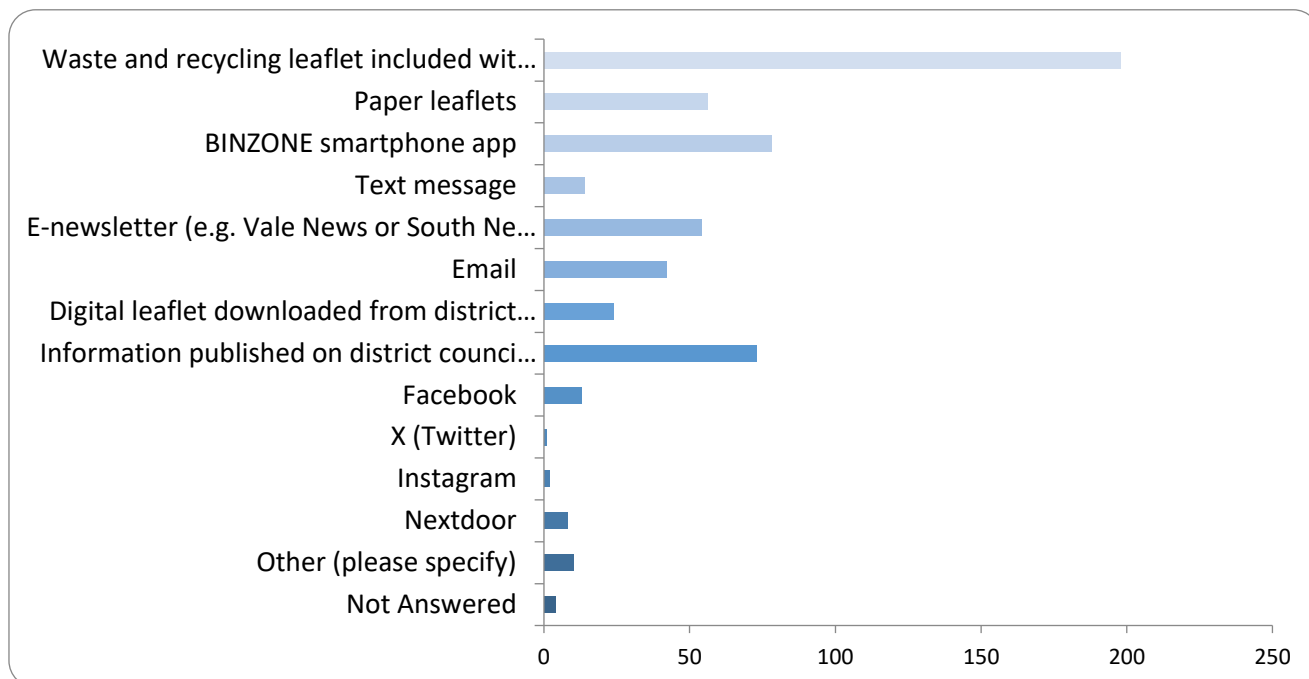
Option	Total	Percent
Waste and recycling leaflet included with my council tax bill	25	9.92%
District Council social media accounts (e.g. Facebook, X (Twitter), Instagram)	9	3.57%
Other social media accounts	7	2.78%
Nextdoor	2	0.79%
Poster	0	0.00%
Newsletter	10	3.97%
Email	148	58.73%
Letter	29	11.51%
Our website	12	4.76%
Another website	9	3.57%
Word of mouth	3	1.19%
Parish Council	8	3.17%
Other (please specify below)	4	1.59%
Not Answered	3	1.19%

## How do you currently receive information about waste and recycling? Tick all that apply.

79% of respondents receive information about waste and recycling via the leaflet which is included with the council tax bill annually, whilst 30% use the BINZONE smartphone app.

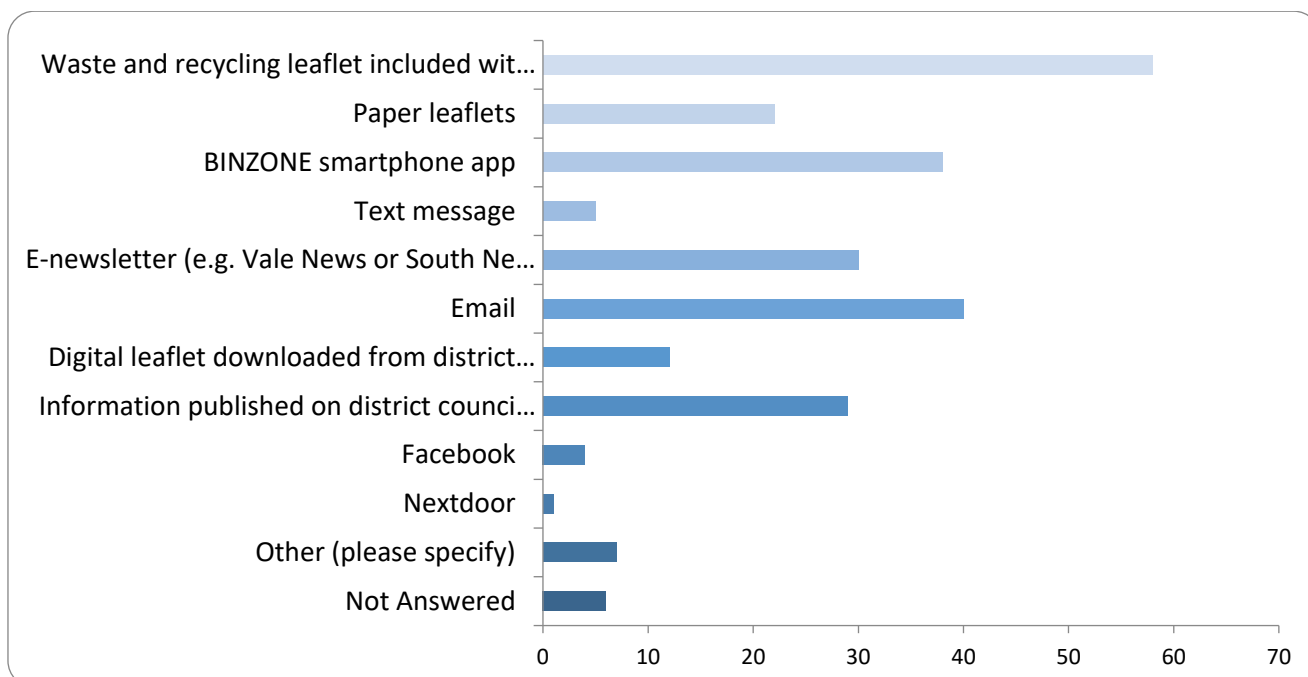


Respondents were then asked how they would prefer to receive information about waste and recycling. The majority (23%) are happy to continue receiving information via the leaflet which is included with the council tax bill annually, as well as via the BINZONE smartphone app (31%).



Option	Total	Percent
Waste and recycling leaflet included with my council tax bill	198	78.57%
Paper leaflets	56	22.22%
BINZONE smartphone app	78	30.95%
Text message	14	5.56%
E-newsletter (e.g. Vale News or South News)	54	21.43%
Email	42	16.67%
Digital leaflet downloaded from district council website	24	9.52%
Information published on district council website	73	28.97%
Facebook	13	5.16%
X (Twitter)	1	0.40%
Instagram	2	0.79%
Nextdoor	8	3.17%
Other (please specify)	10	3.97%
Not Answered	4	1.59%

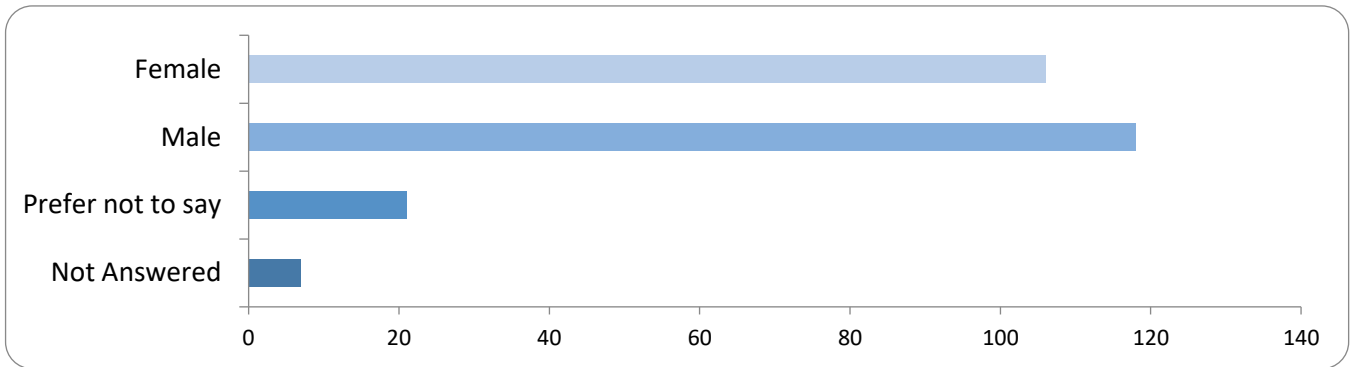
## How would you prefer to receive information about waste and recycling?



Option	Total	Percent
Waste and recycling leaflet included with my council tax bill	58	23.02%
Paper leaflets	22	8.73%
BINZONE smartphone app	38	15.08%
Text message	5	1.98%
E-newsletter (e.g. Vale News or South News)	30	11.90%
Email	40	15.87%
Digital leaflet downloaded from district council website	12	4.76%
Information published on district council website	29	11.51%
Facebook	4	1.59%
X (Twitter)	0	0.00%
Instagram	0	0.00%
Nextdoor	1	0.40%
Other (please specify)	7	2.78%
Not Answered	6	2.38%

## What is your sex?

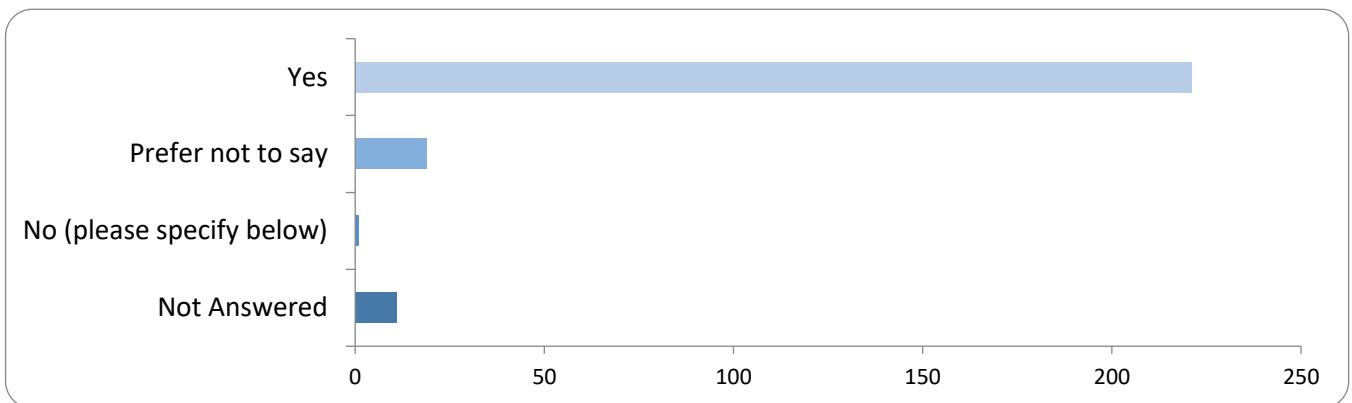
Respondents were asked what their sex is, 47% are males and 42% are females.



Option	Total	Percent
Female	106	42.06%
Male	118	46.83%
Prefer not to say	21	8.33%
Not Answered	7	2.78%

### Is the gender you identify with the same as your sex registered at birth?

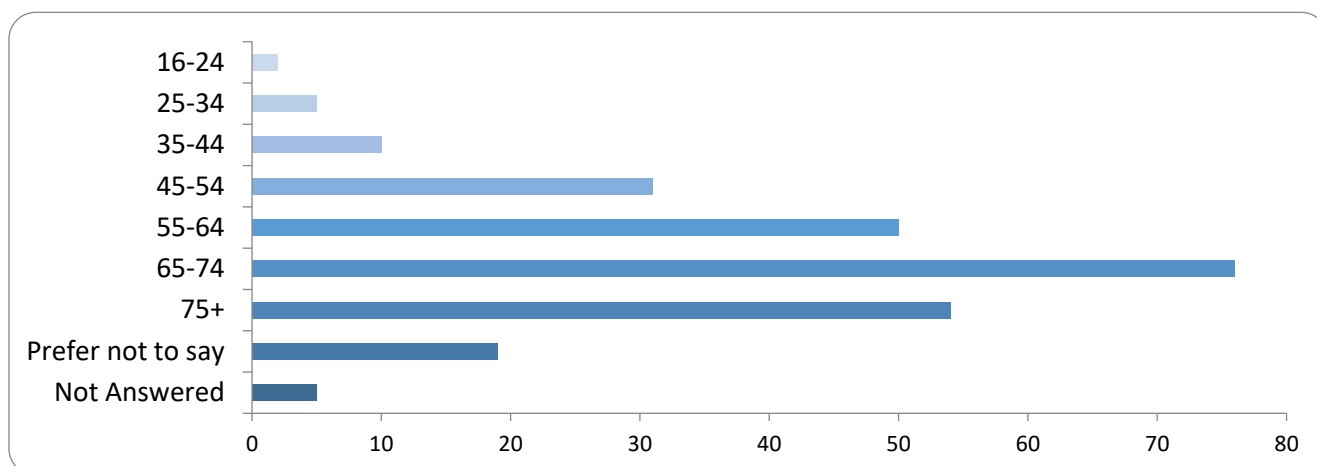
The vast majority of respondents (88%) said yes. 8% of respondents preferred not to answer this question.



Option	Total	Percent
Yes	221	87.70%
Prefer not to say	19	7.54%
No (please specify below)	1	0.40%
Not Answered	11	4.37%

### How old are you?

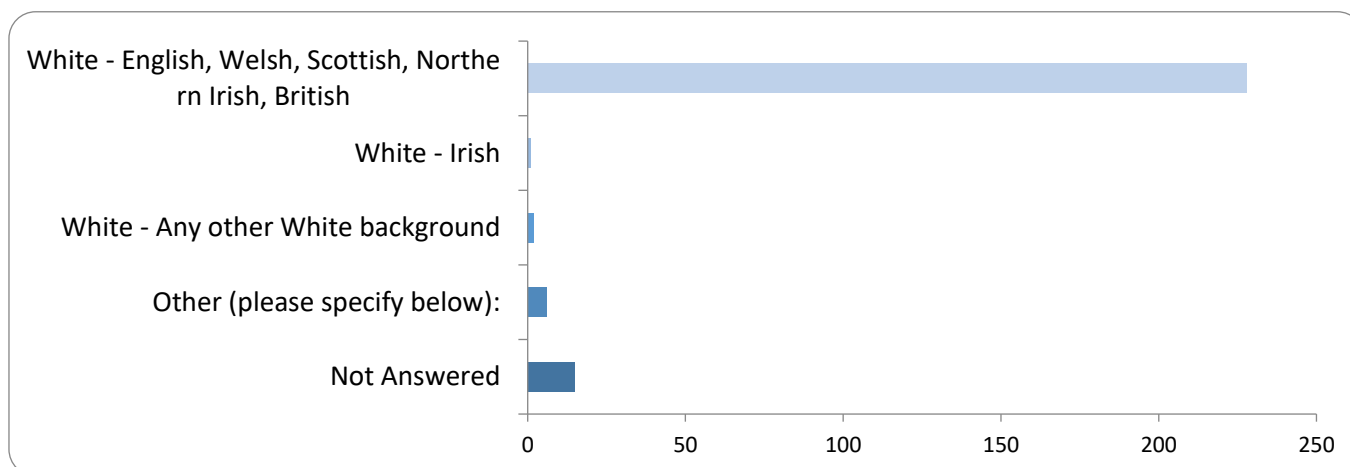
30% of respondents are aged between 65 to 74 years old. 21% of respondents were over the age of 75, closely followed by 20% from 55 to 64-year-olds.



Option	Total	Percent
Under 16	0	0.00%
16-24	2	0.79%
25-34	5	1.98%
35-44	10	3.97%
45-54	31	12.30%
55-64	50	19.84%
65-74	76	30.16%
75+	54	21.43%
Prefer not to say	19	7.54%
Not Answered	5	1.98%

## What is your ethnic group?

A total of 237 respondents answered this question. A majority (90%) are from a 'White British - English, Welsh, Scottish, Northern Irish' ethnic group.



### Other (please specify):

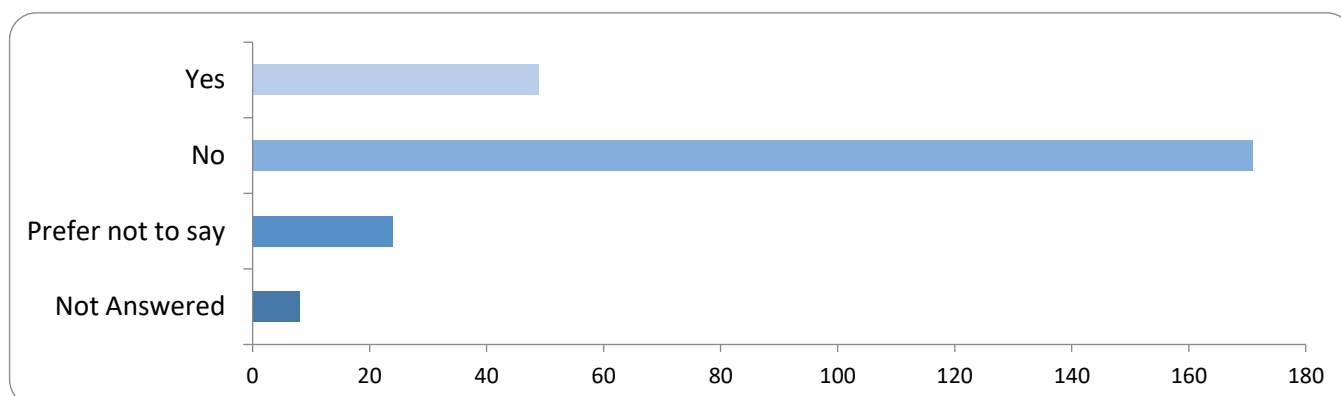
- *Prefer not to say it has no relevance to this*

- *Prefer not to say X3*
- *not of relevance*
- *What's this got to do with waste*
- *Humanoid*
- *none of your business - what do you do with this information. I've never known a Council do anything useful with it. Why waste your resources collecting it?*
- *Non orthodox Jewish*

Option	Total	Percent
White - English, Welsh, Scottish, Northern Irish, British	228	90.48%
White - Irish	1	0.40%
White - Any other White background	2	0.79%
Other (please specify below):	6	2.38%
Not Answered	15	5.95%

### Do you have any physical or mental health conditions or illness lasting or expecting to last 12 months or more?

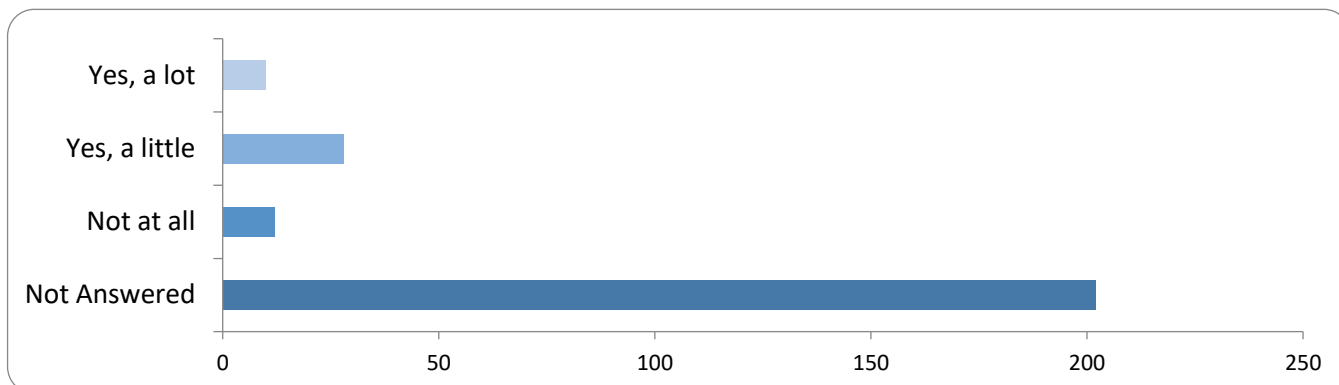
68% of respondents do not have a physical or mental health condition lasting or expecting to last 12 months or more, whilst 19% stated they do.



Option	Total	Percent
Yes	49	19.44%
No	171	67.86%
Prefer not to say	24	9.52%
Not Answered	8	3.17%

### Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Of the respondents that said they have a physical or mental health condition or illness (19%), 11% said the condition or illness has reduced their ability to carry out day to day activities by a little.



Option	Total	Percent
Yes, a lot	10	3.97%
Yes, a little	28	11.11%
Not at all	12	4.76%
Not Answered	202	80.16%

## ENGAGEMENT COMMUNICATION

A copy of the email notification issued to consultees on the councils consultation database is provided below.

[View this email in your browser](#)



South Oxfordshire  
District Council



Vale of White Horse  
District Council



# Join the Conversation

Hello!

We're excited to introduce you to '[Join the Conversation](#)' our new consultation and engagement platform. We've revamped the way we engage with you online – making it easier for you to have your say.

'Join the conversation' also comes with a new email address:

[jointheconversation@southandvale.gov.uk](mailto:jointheconversation@southandvale.gov.uk) - please remember to update your contact list with our new details!

To see the new platform in action, take part in in our **Waste Satisfaction Survey 2024** below.



## Have your say on waste and recycling in your area

Hello!

We would like to know what you think of our waste and recycling services across South Oxfordshire and the Vale of White Horse.

You may recall that we asked for your views on our services in summer 2023. We received over 2,000 responses - thank you to everyone who took part! If you would like to see the summary report from last year, please [click here to view the report](#).



In last year's survey 83% of respondents expressed satisfaction with the waste and recycling collection service. The survey also highlighted that some residents are unsure about who is responsible for street cleaning - we are now working towards making this clearer for people.

## Take our 2024 waste survey

We would now appreciate it if you could take part in this new survey to let us know what you think about waste and recycling, food waste collections and street cleaning services. This will help us to continue to identify satisfaction levels with these services and highlight areas for improvement.

Please complete this survey by **11.59pm on Tuesday 23 April 2024**.

[Click here to complete the survey!](#)



If you have any questions about our waste service, or you require the survey in an alternative form at (for example large print, Braille, audio, email, Easy Read and alternative languages), please email [waste.team@southandvale.gov.uk](mailto:waste.team@southandvale.gov.uk) or call 01235422146.

### Data protection

Please view our Privacy Notice regarding how your personal data is used for this consultation, available on our websites: [South Oxfordshire webpage](#) and [Vale of White Horse webpage](#).

### Want to unsubscribe or change your preferences?

Please click on the links below. Please note, we may still need to contact you for certain consultations if we have a legal obligation to do so. You can [update your preferences](#) or [unsubscribe](#)



## FURTHER INFORMATION

If you would like more information about this consultation and the results presented in this report, or you require this report in an alternative format (for example large print, Braille, audio, email, Easy Read and alternative languages) please contact:

### **Consultation and Community Engagement Team**

South Oxfordshire/ Vale of White Horse District Council

01235 422 425

[jointheconversation@southandvale.gov.uk](mailto:jointheconversation@southandvale.gov.uk)

To enquire about the councils work on the waste services, please contact:

### **Louise Brown**

Environmental Services Tech Team Leader

South Oxfordshire/ Vale of White Horse District Council

01235 422 146

[waste.team@southandvale.gov.uk](mailto:waste.team@southandvale.gov.uk)

**END.**