



Let's Talk Rubbish!

Waste Satisfaction Survey 2025

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.

SEPTEMBER 2025

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 or call 01235 422425.

CONTENTS

EXECUTIVE SUMMARY	3	
ENGAGEMENT METHODOLOGY	5	
QUANTITATIVE AND QUALITATIVE DATA	6	
ABOUT YOU		6
WASTE SERVICE		8
FOOD WASTE		10
GARDEN WASTE		12
STREET CLEANSING		16
HOW WE CAN HELP		21
DEMOGRAPHIC DATA		27
FURTHER INFORMATION	31	

EXECUTIVE SUMMARY

This survey received 2,114 responses. 55 per cent of respondents were residents of South Oxfordshire and 44 per cent were from the Vale of White Horse. The town of residence that was most prevalent among them was Didcot (16 per cent), followed by Abingdon (11 per cent).

WASTE COLLECTION SERVICE

- Most respondents were satisfied or very satisfied with the waste collection service. The highest level of satisfaction was given to its reliability (87 per cent), and the lowest to the location the bins are returned to by the collection team (66 per cent).
- 86 per cent said they put their waste and black general bins out for collection every week.
- The green recycling and the brown garden waste bins are brought outside every two weeks by 96 and 71 per cent respectively.

FOOD WASTE

- Most respondents use the food waste collection service (83 per cent).
- 82 per cent dispose of food waste in compostable/biodegradable liners.
- Among those who don't use this service, 48 per cent dispose of it in black general waste bags and 35 per cent through home composting.
- 26 per cent said they don't use the waste collection service because they prefer home composting, whilst 23 per cent don't produce enough food waste to recycle.

GARDEN WASTE

- Most respondents heard about the introduction of the garden waste permit, which changed the way residents can pay for the service (86 per cent), with most saying they read about this on bin hangers or on social media.
- 69 per cent have bought a garden waste permit and 96 per cent paid for this online.
- 41 per cent did not sign up to the garden waste permit scheme because of its cost, whilst 22 per cent said they don't need a brown bin because they home compost.

STREET CLEANSING

- On average, more respondents were dissatisfied with street cleansing (38 per cent) than satisfied with it (30 per cent)
- The highest dissatisfaction level was with road sweeping (40 per cent dissatisfied with this).

REDUCE, REUSE, REPAIR AND RECYCLE

- With regards to the 'Check it before you chuck it' campaign, 45 per cent said they saw this promoted on bin hangers, whilst 41 per cent did not.
- Of those who did see the bin hangers, 62 per cent did not remember whether they found the information offered by the campaign useful or not.
- 81 per cent have not used the bulky waste collection service before. Among those who did, 84 per cent did so only once over the past two years.
- 63 per cent tried to sell or donate their bulky item before booking a waste collection. Among them, the majority said that the reason the item was not donated or sold is that it was broken (52 per cent).

HOW WE CAN HELP

- Respondents would like the waste team to focus on providing more communication about packaging labels to help them better understand labels and recycle more (20 per cent selected this), and about what goes in which bin (17 per cent).
- They would also like the waste team to focus on supporting communities that offer repair opportunities and swap events (16 per cent).
- 30 per cent said they would find it useful to receive information on what materials can be recycled at home.
- 28 per cent would like to receive information about what happens to waste and recycling after it's been collected.
- Most respondents said it's unlikely they will visit a repair café (53 per cent), use a refill station (52 per cent), or attend an eco or green fair (54 per cent).
- Conversely, most respondents said it's likely they will use a selling platform (64 per cent), and it's very likely they will donate to a local group/charity (60 per cent).
- Respondents' favourite way to receive all type of information about waste and recycling is by email or e-newsletter.
- Just under half of respondents heard about this survey thanks to council social media messages (49 per cent), and 16 per cent heard about it by email.

ENGAGEMENT METHODOLOGY

The Let's Talk Rubbish – Waste Satisfaction Survey ran for six weeks, from 15 May to 13 June 2025. This survey is run to assess customer satisfaction levels among service users and its findings contribute to the overall waste services strategy and target setting.

An email notification containing a link to the survey was sent to 1,029 South and Vale residents on our corporate consultations database. Additionally, a letter with a QR code was sent to 263 residents who opted to be kept informed about our consultations via post.

The survey was also promoted on social media (Facebook, Instagram and Nextdoor) once a week, from the day it launched until it closed. This also included a paid promotion.

- Posts on Facebook reached 21,932 people in South Oxfordshire and 20,749 people in the Vale of White Horse. This led to 1,004 clicks in South and 922 in the Vale.
- Posts on Instagram reached 500 people in South and 500 in Vale.
- Posts on Nextdoor generated 1,257 impressions in South and 1,249 in Vale.

Reporting methodology

A summary of the comments to the survey 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.

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 per cent due to rounding up over .5 and rounding down under .5. Words that appear in italics are quotes taken from comments received.

QUANTITATIVE AND QUALITATIVE DATA

This section outlines the key quantitative and qualitative findings, which are organised by main section of the online survey .

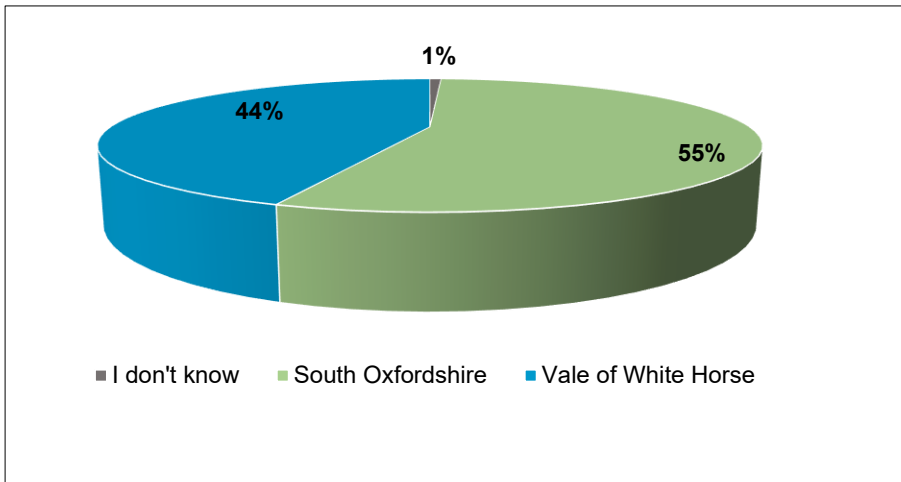
ABOUT YOU

Q1. DO YOU LIVE IN SOUTH OXFORDSHIRE OR THE VALE OF WHITE HORSE?

The majority of respondents to the survey lived in South Oxfordshire (55 per cent), whilst 44 per cent lived in the Vale of White Horse.

One per cent said they did not know which district they lived in.

Figure 1 – Where do you live?

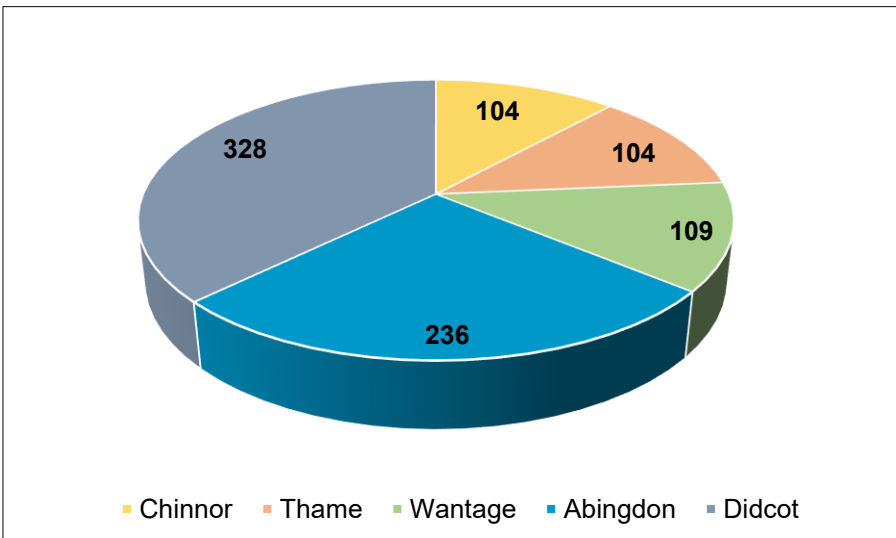


Q2. WHAT IS THE NAME OF THE TOWN OR VILLAGE YOU LIVE IN?

2,113 responded to this question. The chart below shows the villages/towns that were mentioned 100 times or more. Didcot residents made up the largest group of respondents (328 or 16 per cent of the total).

A list of all individual villages and towns is provided in the Appendix.

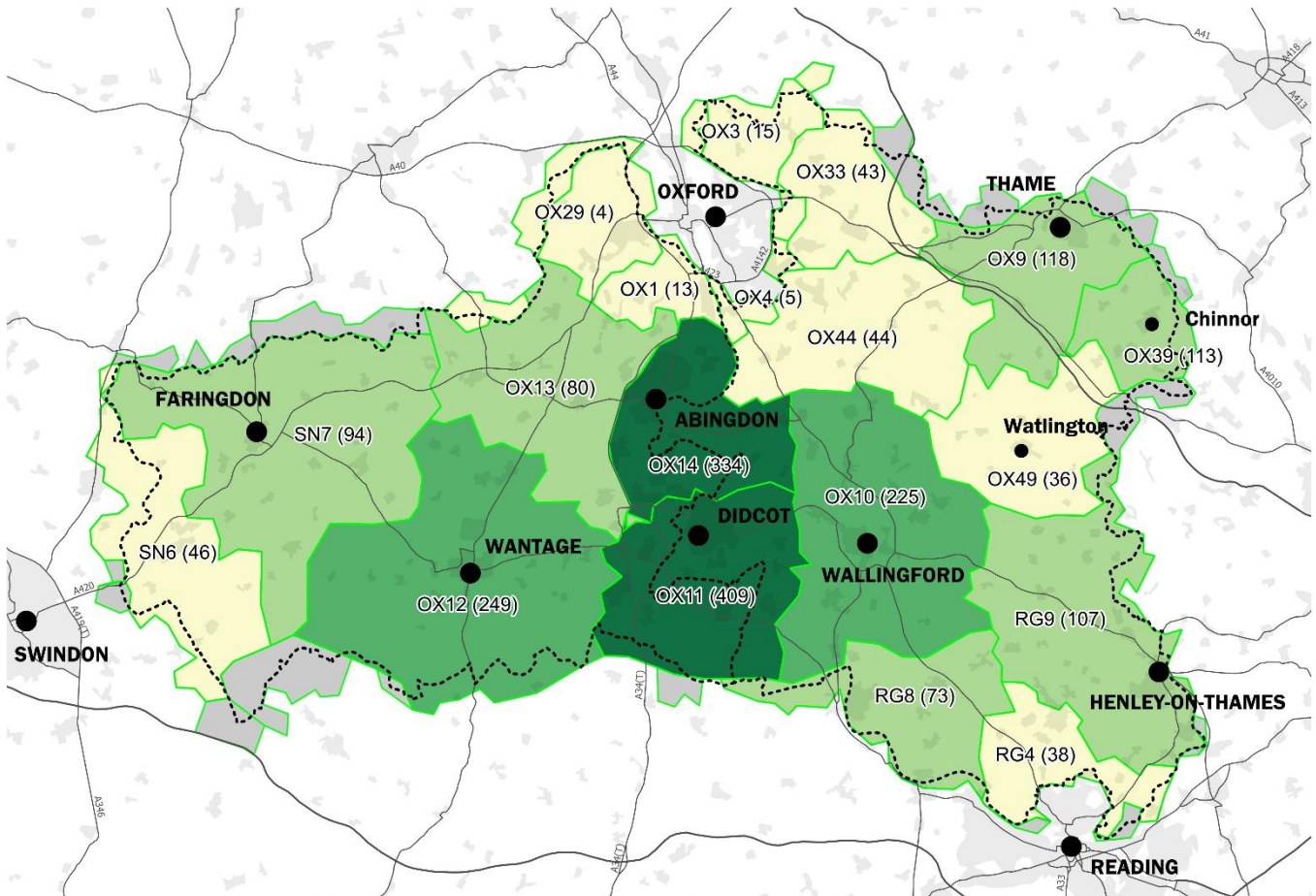
Figure 2 – The name of your town or village



Q3. 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

The map below shows all the 2,096 valid postcodes provided by respondents. For ease of representation, postcodes are grouped by main town only, which means that villages and hamlets are grouped together with the town they share the initial part of the postcode with.

For this reason, the total shown below for Didcot (409), Abingdon (334), Wantage (249), Thame (118) and Chinnor (113) is higher than in the previous chart.



WASTE SERVICE

Q4. HOW SATISFIED OR DISSATISFIED ARE YOU WITH...?

This question sought to measure satisfaction levels with the overall waste collection service, and more specifically with its reliability, and how and where bins are returned.

Most respondents were satisfied with all the above aspects of the waste collection service. In more detail:

- 81 per cent were satisfied with the overall waste collection service, including 36 per cent who were very satisfied with it;
- 87 per cent were satisfied with the reliability of the collection service, including 42 per cent who were very satisfied;
- 52 per cent were satisfied with the location bins are returned to, including 16 per cent who were very satisfied;
- 66 per cent were satisfied with how bins are returned after the collection, including 25 who were very satisfied.

The aspect of the service respondents were least satisfied with was the location where bins are returned by the collection team. This saw the highest proportion of respondents who were dissatisfied – 29 per cent, including nine per cent who were very dissatisfied.

Figure 3 – How satisfied or dissatisfied are you with...?

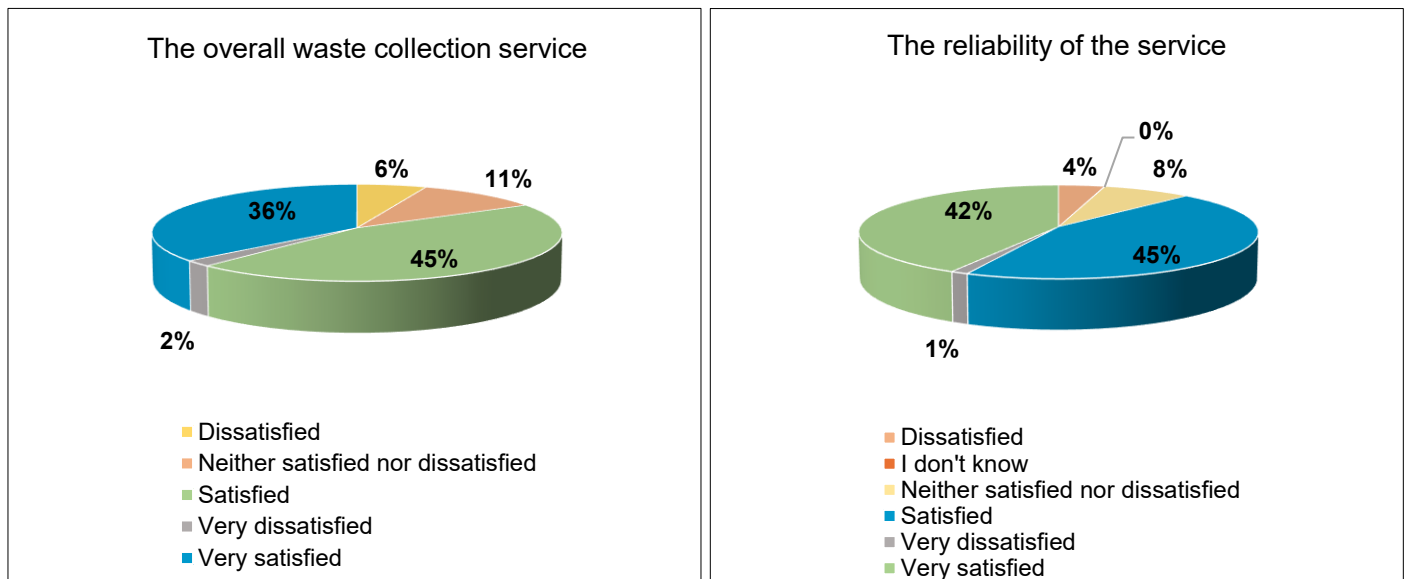
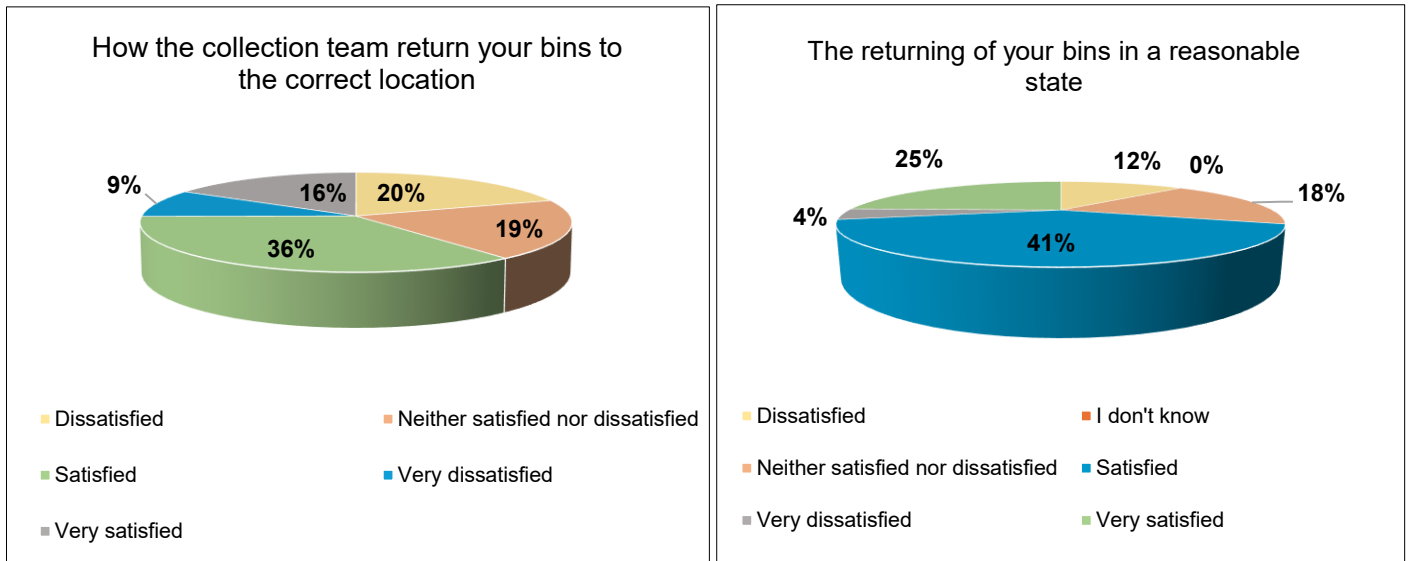


Figure 3 - How satisfied or dissatisfied are you with...? (2)

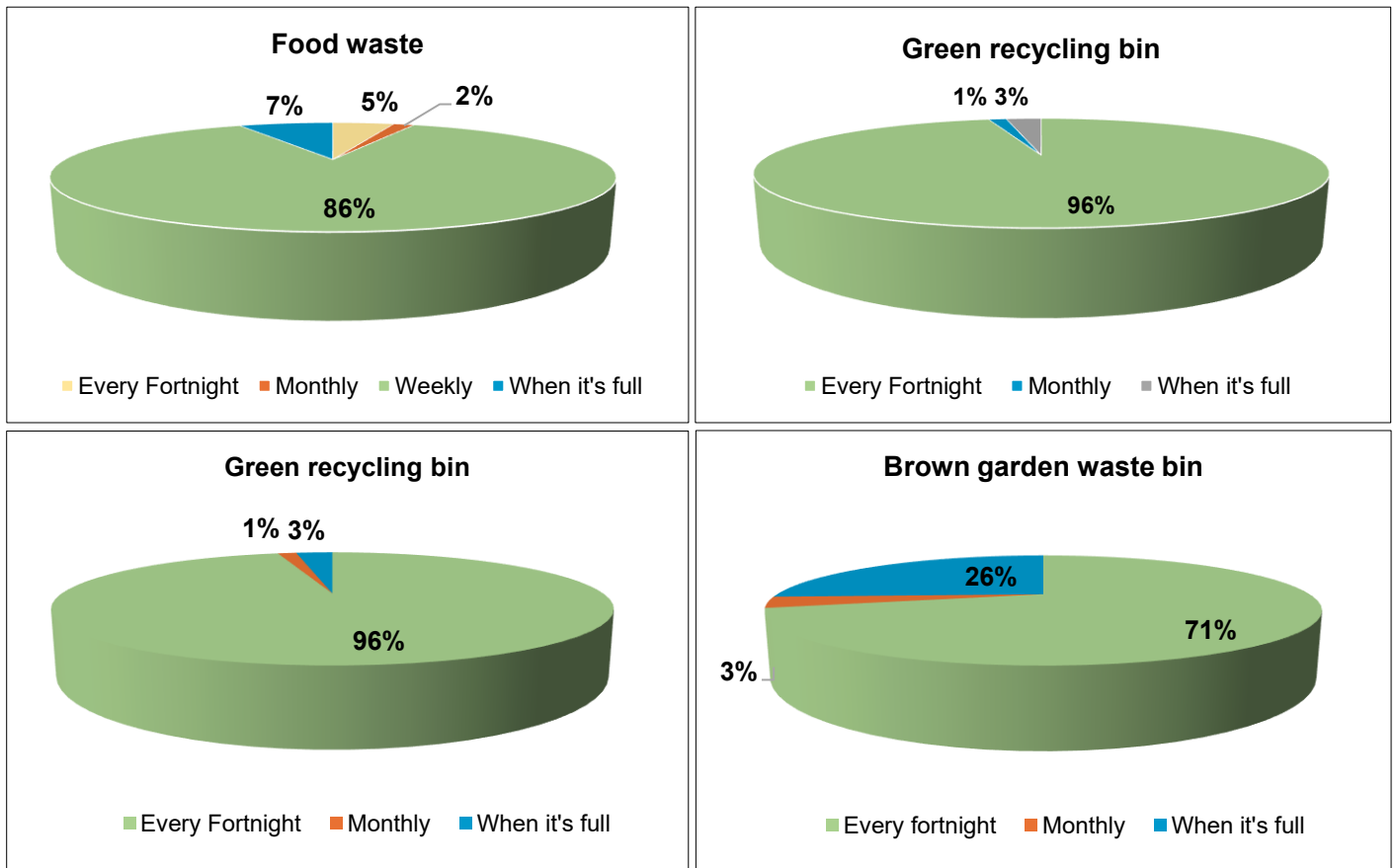


Q5. HOW OFTEN DO YOU PUT YOUR BINS OUT FOR COLLECTION?

The majority of respondents said they put their food waste and black general refuse bins out for collection on a weekly basis (86 per cent each).

The green recycling and the brown garden bins are both taken out for collection once every fortnight by the majority of respondents - 96 and 71 per cent respectively.

Figure 4 – How often do you put your bins out for collections?



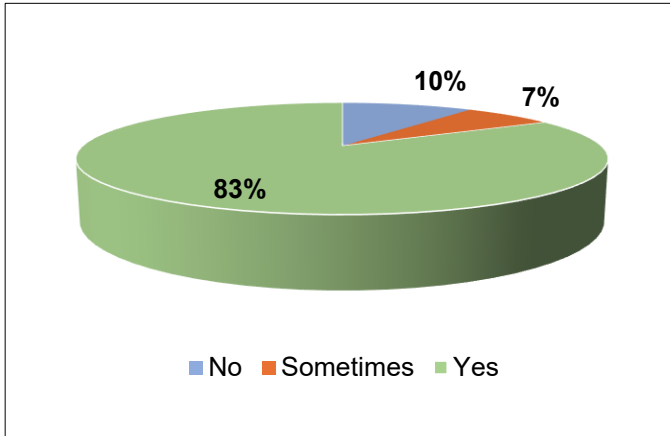
FOOD WASTE

This section of the survey relates to food waste.

Q6. DO YOU USE THE FOOD WASTE COLLECTION SERVICE?

The majority of respondents said that they use the food collection service (86 per cent), whilst ten per cent said they don't use it and seven per cent said they only use it sometimes.

Figure 5 – Do you use the food waste collection service?

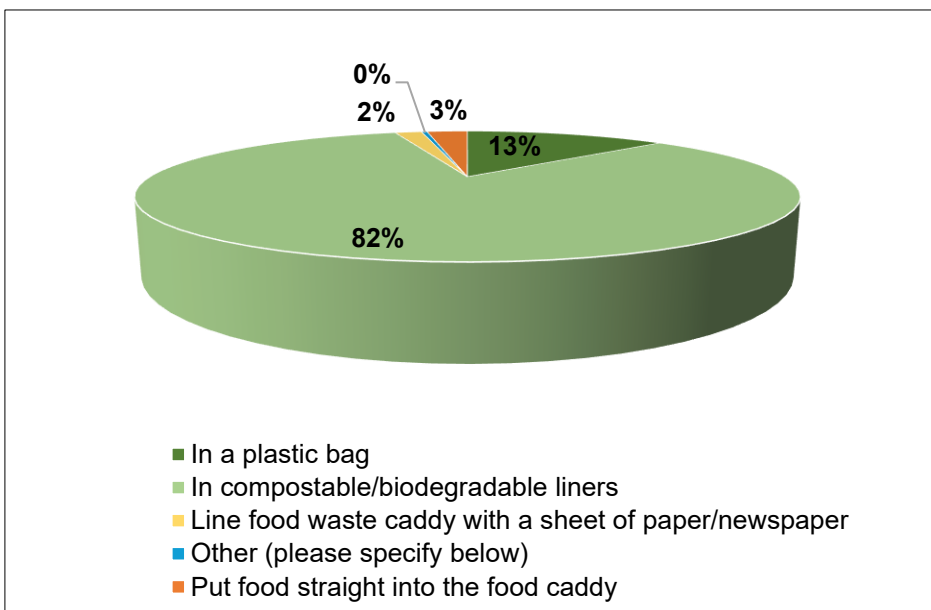


Q7. HOW DO YOU MOST OFTEN DISPOSE OF YOUR FOOD WASTE IN THE FOOD CADDY?

82 per cent of respondents said they dispose of their food waste in a compostable/biodegradable liner.

13 per cent said they use a plastic bag, three per cent put the food straight into the caddy, and two per cent said they line the food caddy with paper before putting the food waste in.

Figure 6 – How do you most often dispose of your food waste in the food caddy?

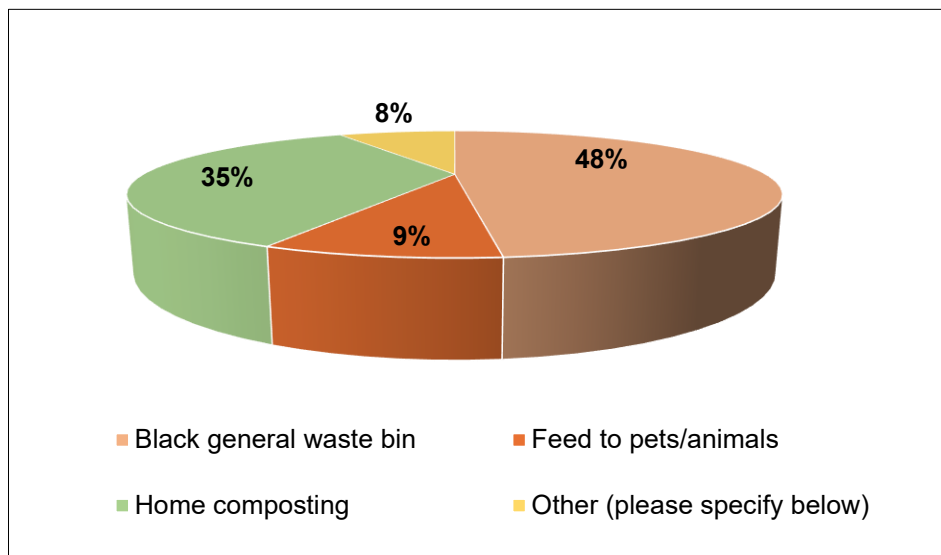


Q8. YOU SAID YOU DON'T USE OUR FOOD WASTE COLLECTION SERVICE. HOW DO YOU MOST OFTEN DISPOSE OF YOUR FOOD WASTE?

No clear majority emerged among respondents. However, the largest group of respondents said they dispose of their food waste in the black general waste bin (48 per cent).

Another 35 per cent said they dispose of it through home composting (35 per cent). Nine per cent said they feed it to pets/animals and eight per cent selected the option 'Other (please specify below)'.

Figure 7 – How do you most often dispose of your food waste?



OTHER (PLEASE SPECIFY BELOW).

26 comments were made by respondents on this topic.

Of them, the largest group said they use a home waste disposal unit (38 per cent). 27 per cent said they don't create much food waste, and 23 per cent said they dispose of it through home composting.

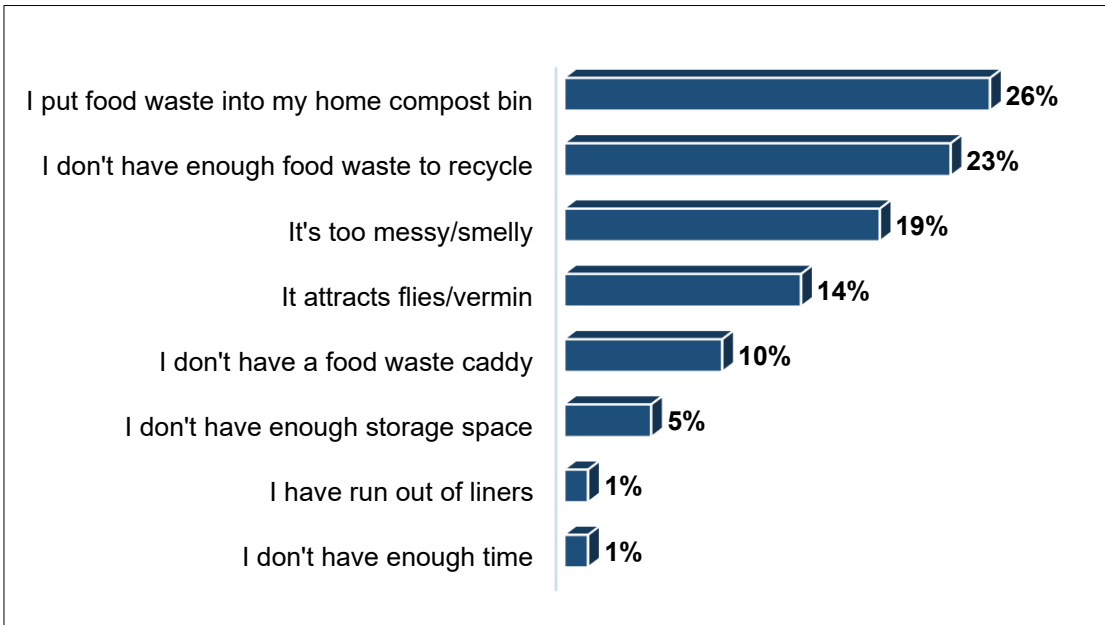
12 per cent said they don't have a food waste bin.

Q9. WHAT IS THE MAIN REASON FOR NOT USING THE FOOD WASTE COLLECTION SERVICE?

No clear majority emerged among respondents, however, the largest groups said they don't use the food waste collection service because they use their home compost bin (26 per cent), or don't have enough food waste to recycle (23 per cent).

Additionally, 19 per cent said they don't use the food waste caddy because it's too messy/smelly, 14 per cent said it attracts flies/vermin, and ten per cent said they don't have one.

Figure 8 - What is the main reason for not using the food waste collection service?



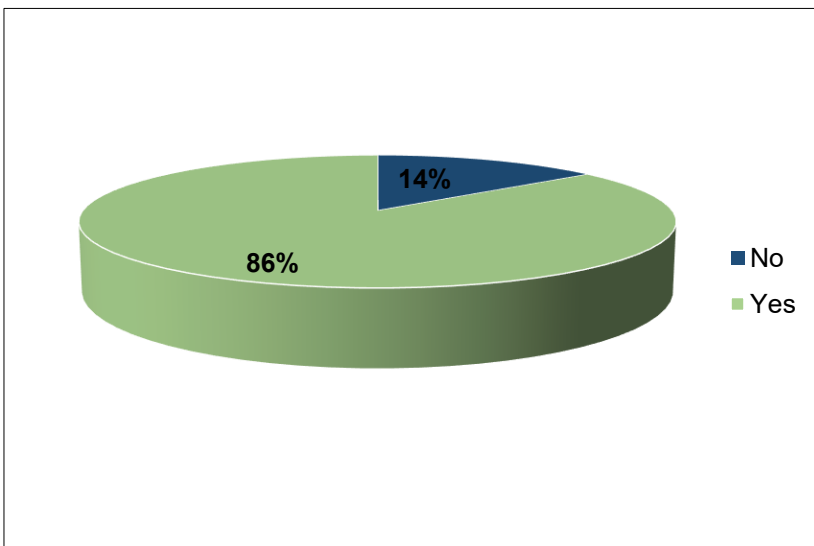
GARDEN WASTE

On 1 April 2025, we launched a new garden waste permit scheme, which changed the way that you pay for your garden waste collection.

Q10. DID YOU HEAR ABOUT THE CHANGES TO THE GARDEN WASTE SERVICE?

At the time of the survey, 86 per cent of respondents had heard about the changes to the garden waste service, whilst 14 per cent hadn't.

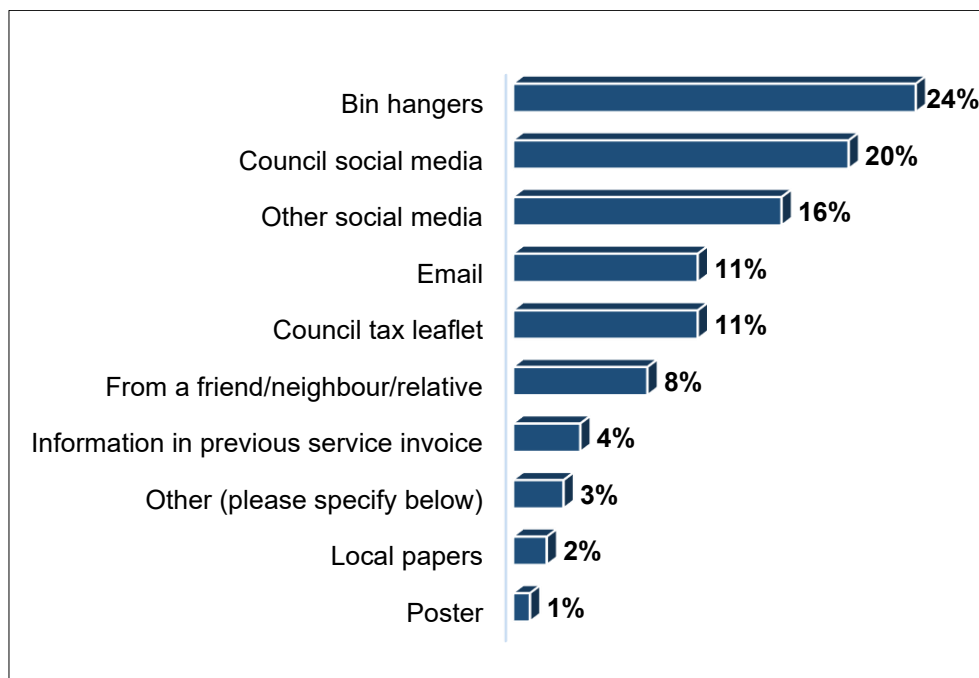
Figure 9 – Did you hear about the changes to the garden waste service?



Q11. IF YOU ANSWERED 'YES' TO THE ABOVE QUESTION, PLEASE LET US KNOW HOW YOU HEARD ABOUT THE CHANGES. YOU CAN TICK MORE THAN ONE ANSWER.

The majority of respondents heard about the changes to the garden waste service through the information on the bin hangers (24 per cent), on council social media (20 per cent), or other social media (16 per cent).

Figure 10 – How did you hear about the changes to the garden waste service?



OTHER (PLEASE SPECIFY BELOW).

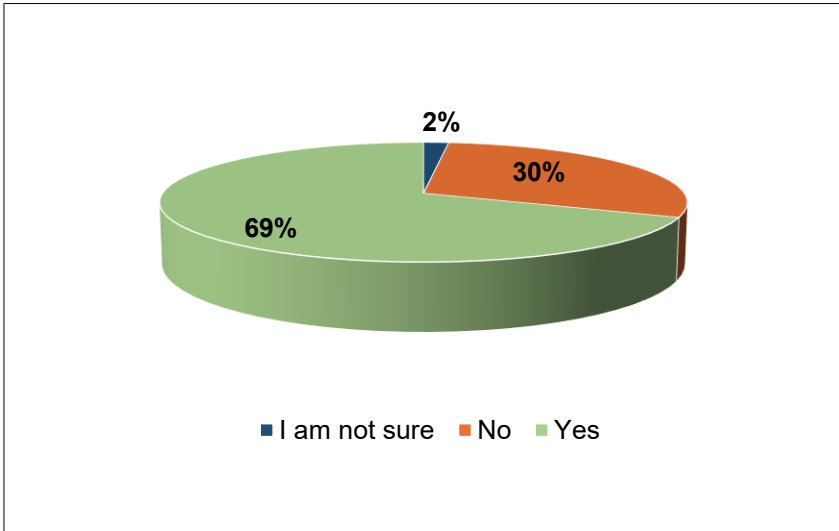
115 comments were made by respondents after selecting the above option. Of them, 23 per cent said they don't know or they can't remember how they heard about the changes to the garden waste service, and 22 per cent said they heard about them directly from the council or their councillor.

11 per cent said they heard about the changes on social media and another 11 per cent via post. Ten per cent found out about these changes in a local newsletter, and five per cent via word of mouth.

Q12. HAVE YOU BOUGHT A GARDEN WASTE PERMIT(S) UNDER THE NEW SCHEME?

At the time of the survey, most respondents had bought a garden waste permit (69 per cent), whilst 30 per cent hadn't and two per cent did not know.

Figure 11 - Have you bought a garden waste permit(s) under the new scheme?

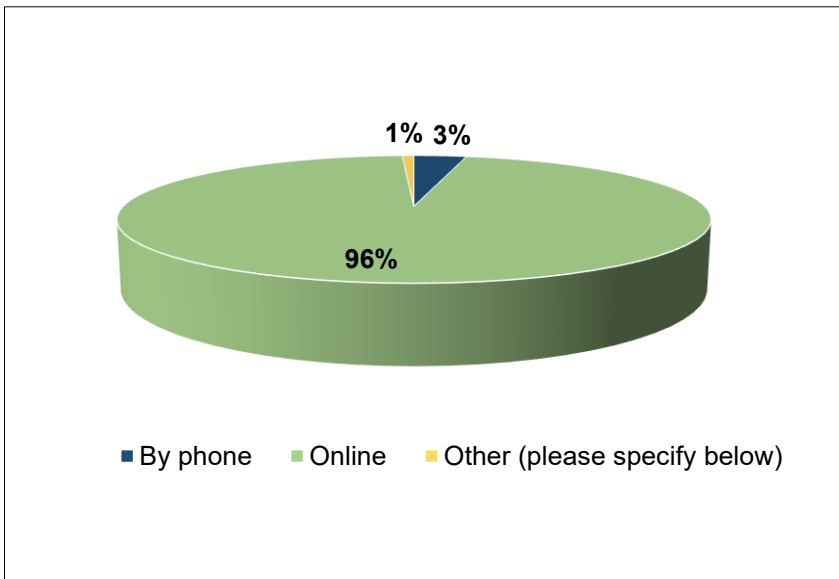


Q13. HOW DID YOU MAKE YOUR PAYMENT?

96 per cent paid for their garden waste permit online, and three per cent paid for it over the phone.

One per cent selected the option 'other (please specify below)'.

Figure 4 - How did you make your payment?



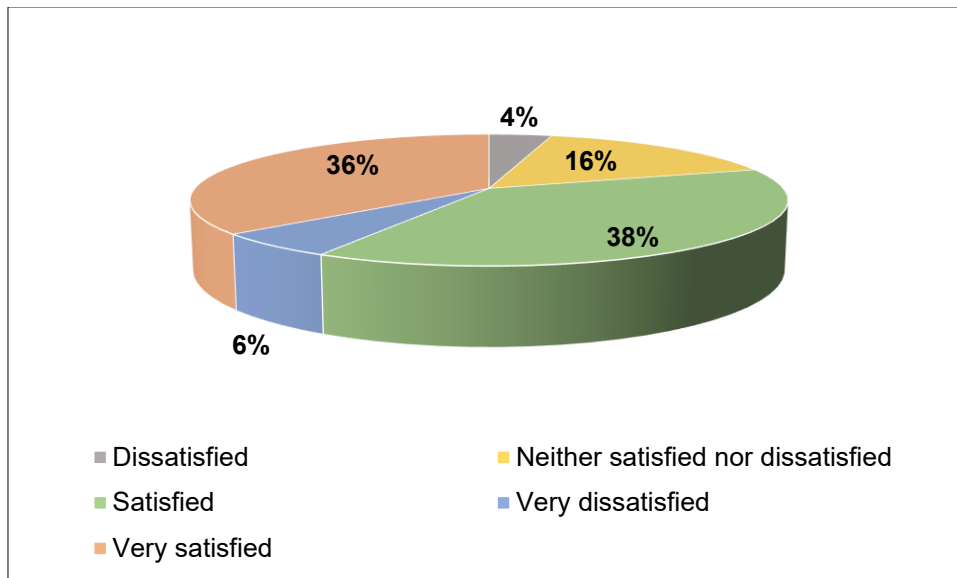
OTHER (PLEASE SPECIFY BELOW).

18 comments were made by respondents that selected this option. Of them, 22 per cent said they made the payment through another person or group, and 11 per cent said they made the payment on the phone.

Q14. HOW SATISFIED ARE YOU WITH YOUR EXPERIENCE OF MAKING PAYMENT OVER THE PHONE?

The majority of respondents were satisfied with their experience of making payment over the phone (76 per cent), including 36 per cent who were very satisfied with it.

Figure 5 - How satisfied are you with your experience of making payment over the phone?

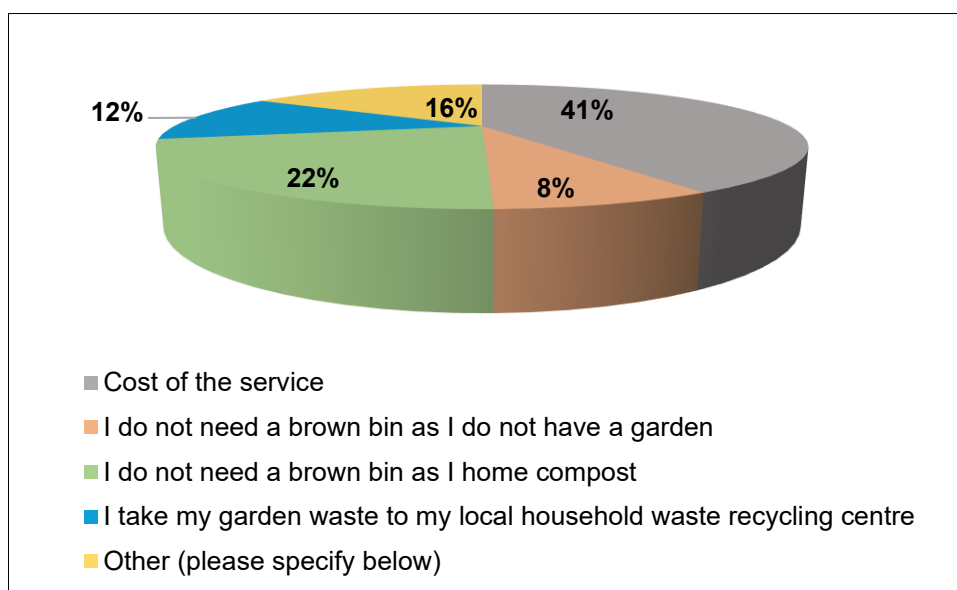


Q15. WHAT IS THE MAIN REASON FOR NOT SIGNING UP TO THE GARDEN PERMIT SCHEME?

No clear majority emerged among respondents, however, the largest group said they did not sign up to the garden waste permit scheme due to its cost (41 per cent). Another 22 per cent said they don't need a brown bin because they home compost.

16 per cent selected the option 'other (please specify)' and 12 per cent said they take their garden waste to their local household waste recycling centre. Eight per cent did not have a garden.

Figure 6 - What is the main reason for not signing up to the garden permit scheme?



OTHER (PLEASE SPECIFY BELOW).

119 comments were made in response to this question. Of them, 26 per cent indicated that the lack of a permit was due to not having a garden or having a small one.

18 per cent complained about the high cost of the service, whilst 15 per cent were unaware of the scheme.

STREET CLEANSING

South Oxfordshire and the Vale of White Horse District Councils are responsible for street cleansing, which includes emptying litter bins, road sweeping and clearing litter on verges and council owned land. Oxfordshire County Council is responsible for road maintenance and weeds.

Q16. HOW SATISFIED OR DISSATISFIED ARE YOU WITH:

Respondents were asked how satisfied or dissatisfied they were with street cleanliness, litter bins and road sweeping in their town or village. Although no clear majority emerged, the proportion of those dissatisfied with all aspects of street cleansing was larger than those who were satisfied.

More specifically:

- 39 per cent were dissatisfied or very dissatisfied with street cleanliness in their area, compared to 32 per cent who were satisfied or very satisfied.
- 36 per cent were dissatisfied or very dissatisfied with litter bins, compared to 32 per cent who were satisfied or very satisfied.
- 40 per cent were dissatisfied or very dissatisfied with road sweeping, compared to 26 per cent who were satisfied or very satisfied.

Figure 7 – How satisfied or dissatisfied are you with...?

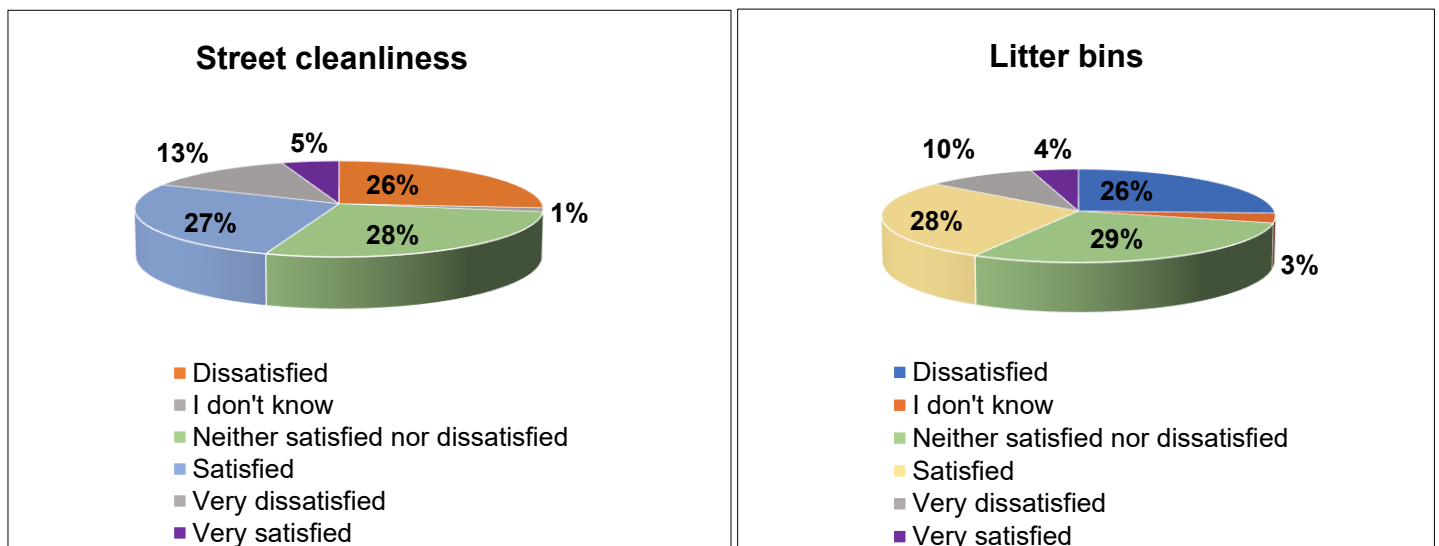
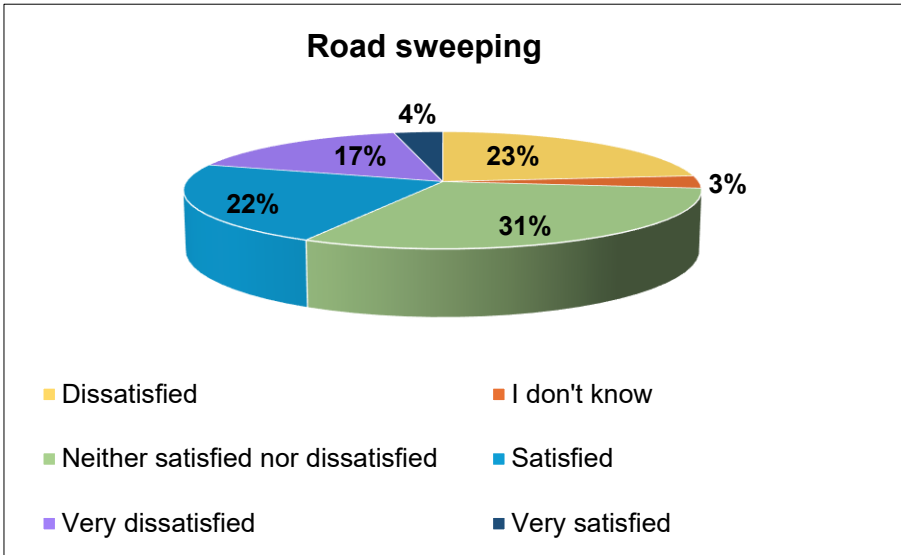


Figure 8 - How satisfied or dissatisfied are you with...?



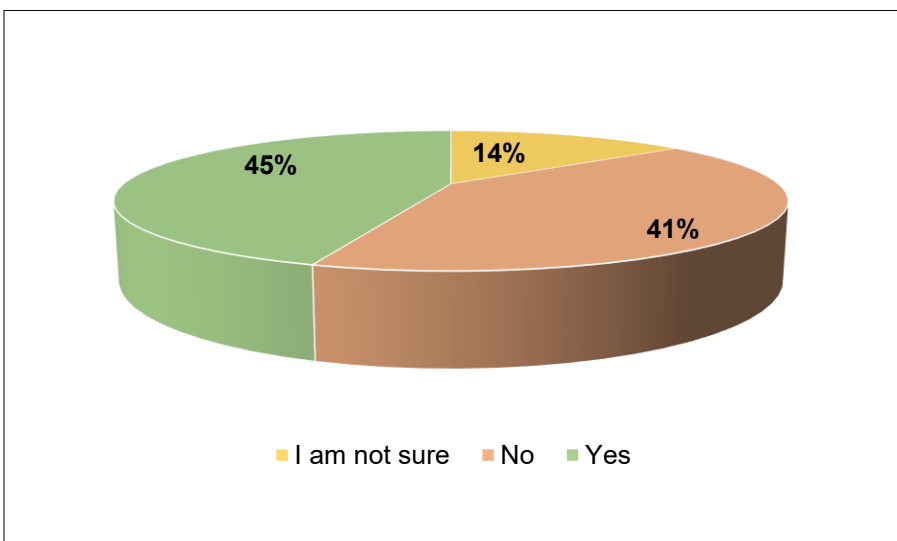
REDUCE, REUSE, REPAIR AND RECYCLE!

Last year we ran a recycling campaign called 'Check it before you chuck it'. Part of this campaign was placing stickers on the green recycling bin to encourage residents to check items can be recycled before placing them in the bin.

Q17. DID YOU SEE THEM?

Respondents were almost equally split between those who had seen the stickers on the green recycling bin (45 per cent), and those who hadn't (41 per cent). 14 per cent said they were not sure whether they had noticed the stickers or not.

Figure 9 – Did you see them?

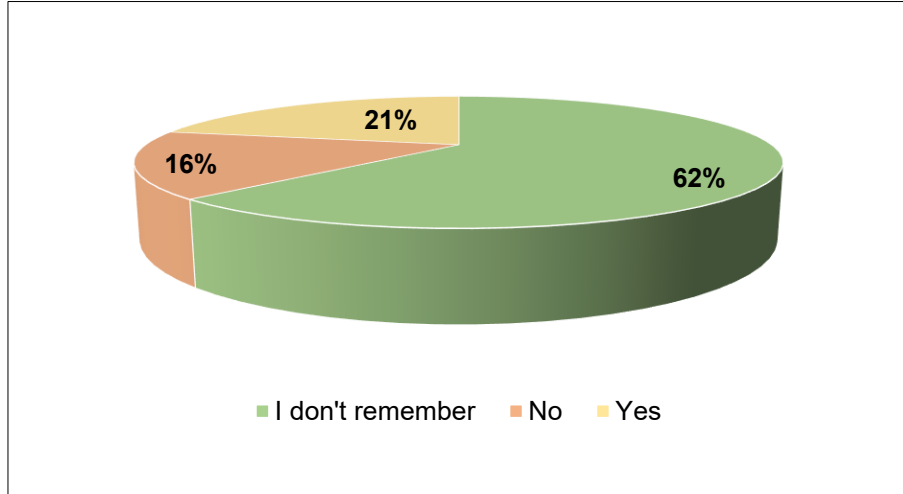


Q18. IF YOU SCANNED THE QR CODE, DID YOU FIND THE INFORMATION HELPFUL?

Most respondents did not remember whether they found the information provided as part of the 'Check it before you chuck it' campaign useful or not (62 per cent).

21 per cent said they found the information useful, whilst 16 per cent didn't.

Figure 10 - If you scanned the qr code, did you find the information helpful?

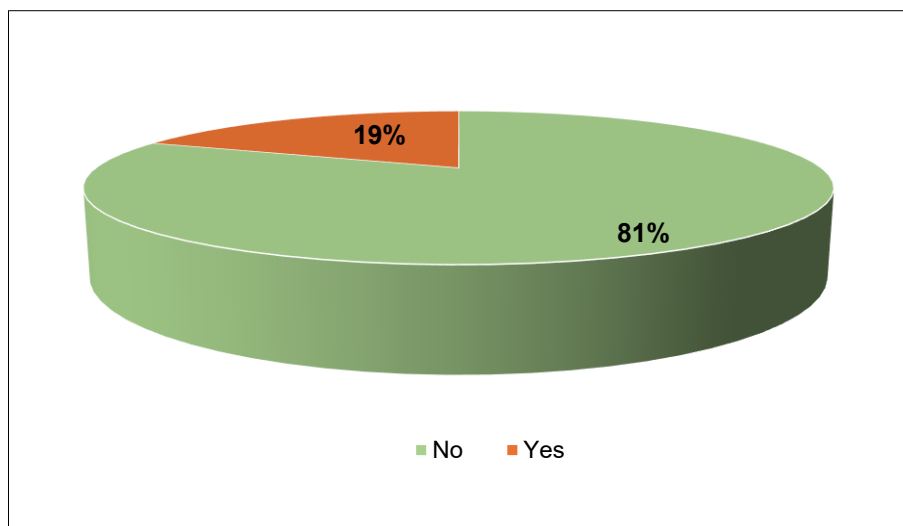


This section of the survey is about bulky waste. Large items like furniture and white appliances (i.e. washing machine, dishwasher), are considered 'bulky waste'. Our bulky waste service allows residents to have up to six items collected for a fee.

Q19. HAVE YOU USED OUR BULKY WASTE COLLECTION SERVICE?

The majority of respondents said they haven't used the bulky waste collection service (81 per cent), whilst 19 per cent have used it before.

Figure 11 - Have you used our bulky waste collection service?

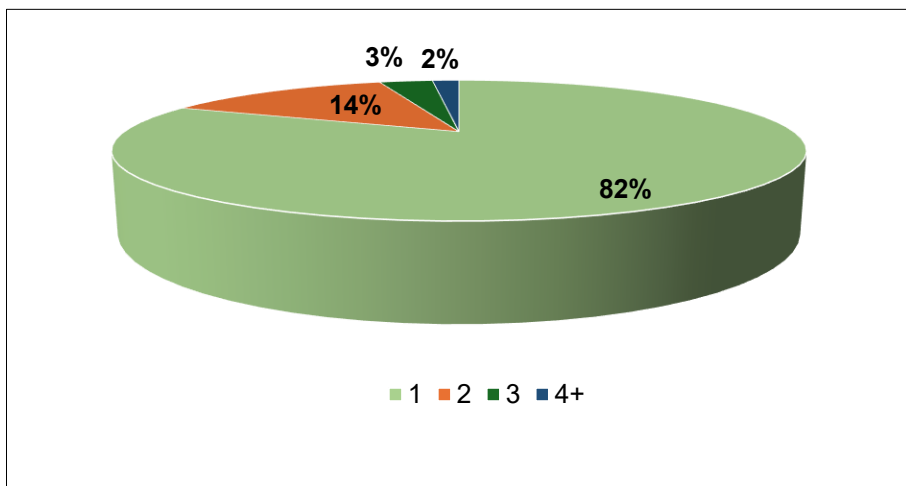


Q20. HOW MANY TIMES HAVE YOU USED THE BULKY WASTE COLLECTION SERVICE, OR HAD BULKY WASTE (SUCH AS WHITE GOODS, FURNITURE ETC.) REMOVED FROM YOUR PROPERTY IN THE PAST 2 YEARS?

Most respondents have used the bulky waste collection service only once over the past two years (84 per cent).

A smaller number of respondents used the service twice (14 per cent), three times (three per cent), and more than four times (two per cent).

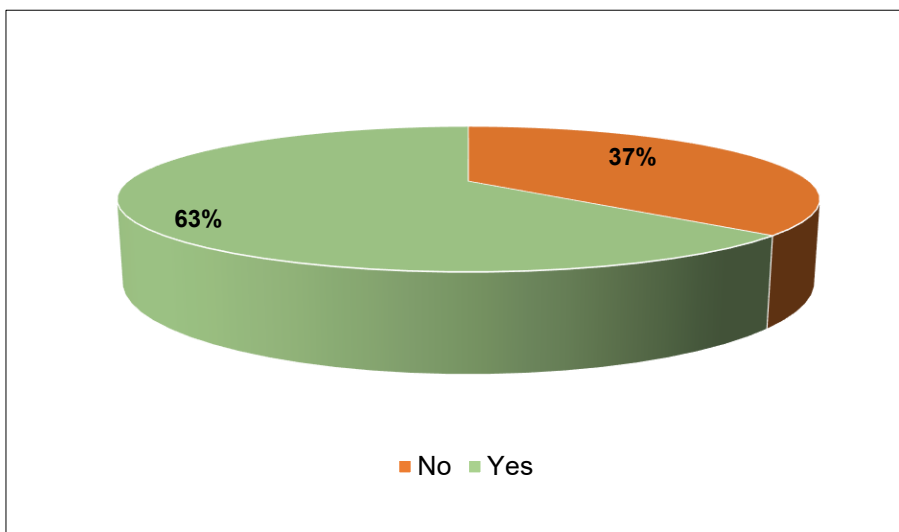
Figure 12 – How many times have you used the bulky waste collection service over the past two 2 years?



Q21. BEFORE BOOKING A BULKY WASTE COLLECTION OR TAKING YOUR ITEM TO THE RECYCLING CENTRE, DID YOU CONSIDER USING A SITE SUCH AS FREEGLE, MARKETPLACE, EBAY, VINTED, DONATING TO CHARITY ETC, SO IT COULD BE USED BY ANOTHER PERSON?

63 per cent of respondents did try to sell or donate their bulky item(s) before booking a bulky waste collection, using platforms such as Freegle, Marketplace, Ebay or Vinted, whilst 37 per cent didn't.

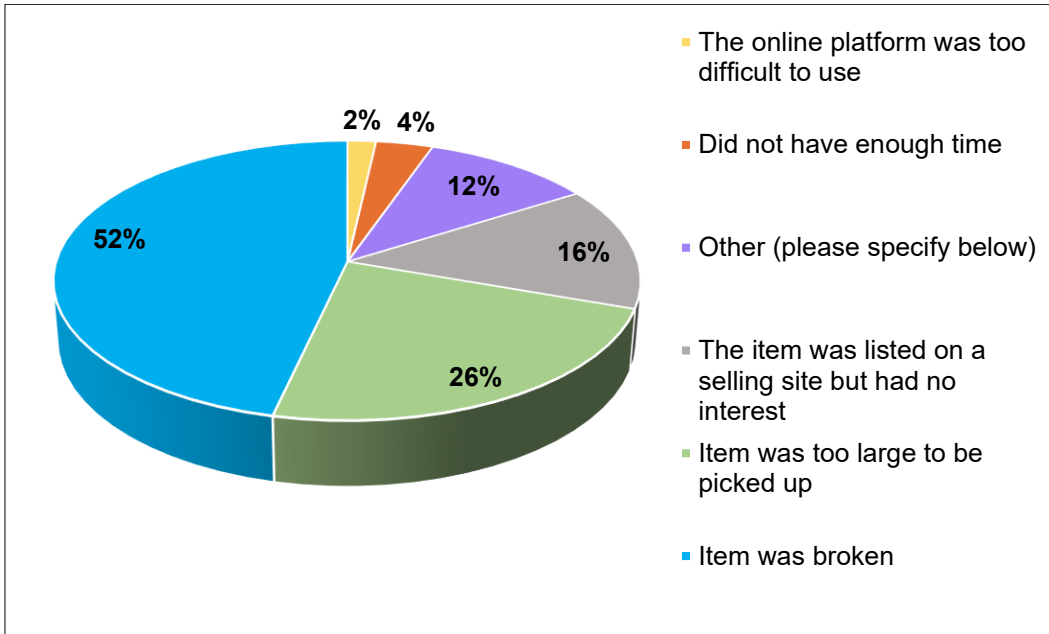
Figure 13 – Before booking a bulky waste collection or taking your item to the recycling centre, did you try to sell it or donate it?



Q22. IF YES, WHAT WAS THE MAIN REASON/BARRIER FOR NOT SELLING IT OR DONATING IT TO CHARITY? YOU CAN SELECT MORE THAN ONE ANSWER.

The majority of those who did try to sell or donate their bulky item said the reason it was not sold or donated was that the item was broken (52 per cent). 26 per cent said it was due to the item being too large to be picked up, and 16 per cent said it was listed on an online platform such as Freegle, Marketplace, Ebay or Vinted but did not receive any interest.

Figure 14 - If yes, what was the main reason/barrier for not selling it or donating it to charity? You can select more than one answer.



OTHER (PLEASE SPECIFY BELOW).

56 comments were made by respondents who selected the option 'Other (please specify below).'

Of them, 41 per cent said the item's condition (quality and cleanliness) meant it was unsuitable for donation. 21 per cent said charities did not want the item.

20 per cent said the item did not have an appropriate fire label, and five per cent said it was too large.

HOW WE CAN HELP

This section is about the ways in which we could help you reduce the amount of waste that is thrown away. Here are some definitions that you may want to read before answering the following questions:

Community Action Group (CAG) – is a network of over 100 groups working across Oxfordshire. They work in their local communities organising events and projects to take action on issues including waste, transport, food, energy, biodiversity and social justice.

Repair café - is a community-based initiative where people can bring in broken items (like electronics, clothing, furniture, or bicycles) and receive help from volunteers to repair them. These cafes promote skill-sharing and encourage people to repair things instead of throwing them away.

Refill station – is a store that sells products loose encouraging customers to bring their own containers to refill. This reduces packaging waste by reusing existing containers and allowing shoppers to buy only the amount of products they need. Refill shops typically stock items like food staples, cleaning supplies, and toiletries.

Green events - are events to promote environmentally friendly practices and conserve resources.

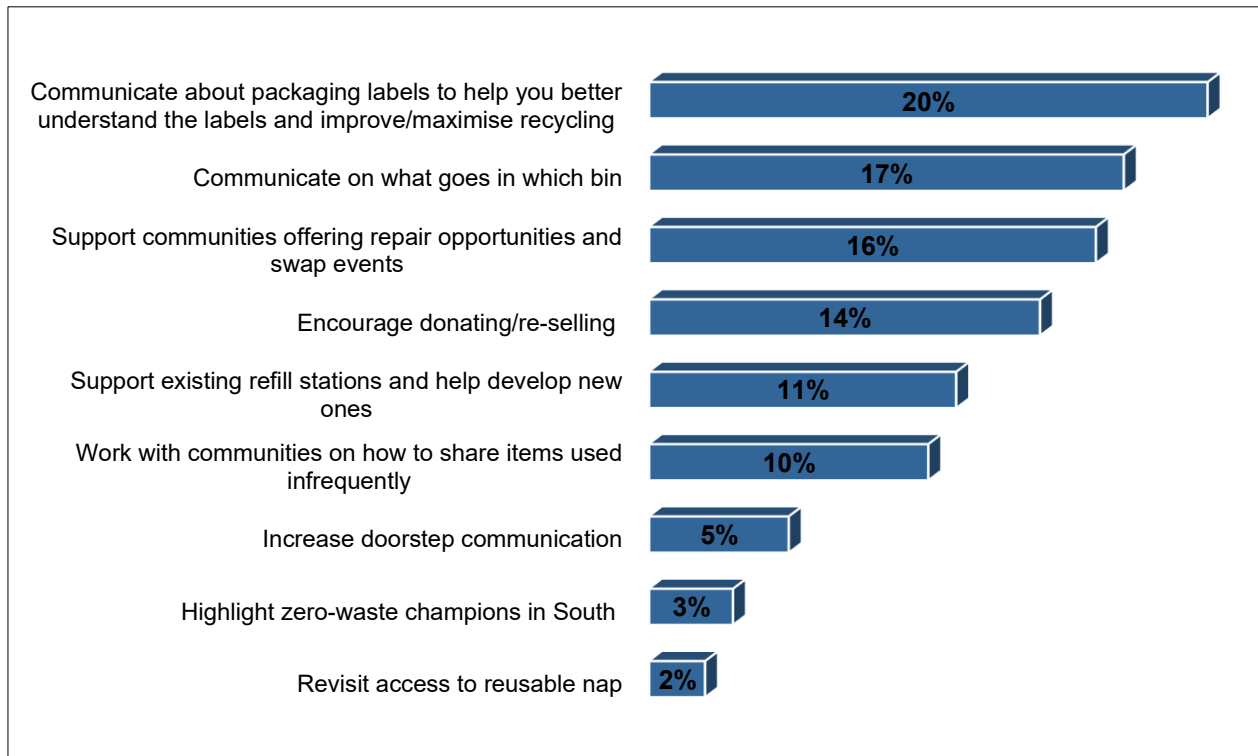
Q23. WHAT WOULD YOU MOST LIKE US TO FOCUS ON TO HELP YOU REDUCE THE AMOUNT OF RUBBISH THROWN AWAY AND TO REUSE, REPAIR AND RECYCLE MORE? PLEASE SELECT YOUR TOP-THREE CHOICES.

The three things that respondents would like the councils waste team to focus on to help them reduce the amount of waste and reuse, repair and recycle more are:

- Communicate about packaging labels to help you better understand the labels and improve/maximise recycling (20 per cent of total responses)
- Communicate on what goes in which bin (17 per cent)
- Support communities offering repair opportunities and swap events (16 per cent).

Please see chart below for further detail.

Figure 15 – Your top-three selection of what we should focus on to reduce waste and repair, reuse and recycle more

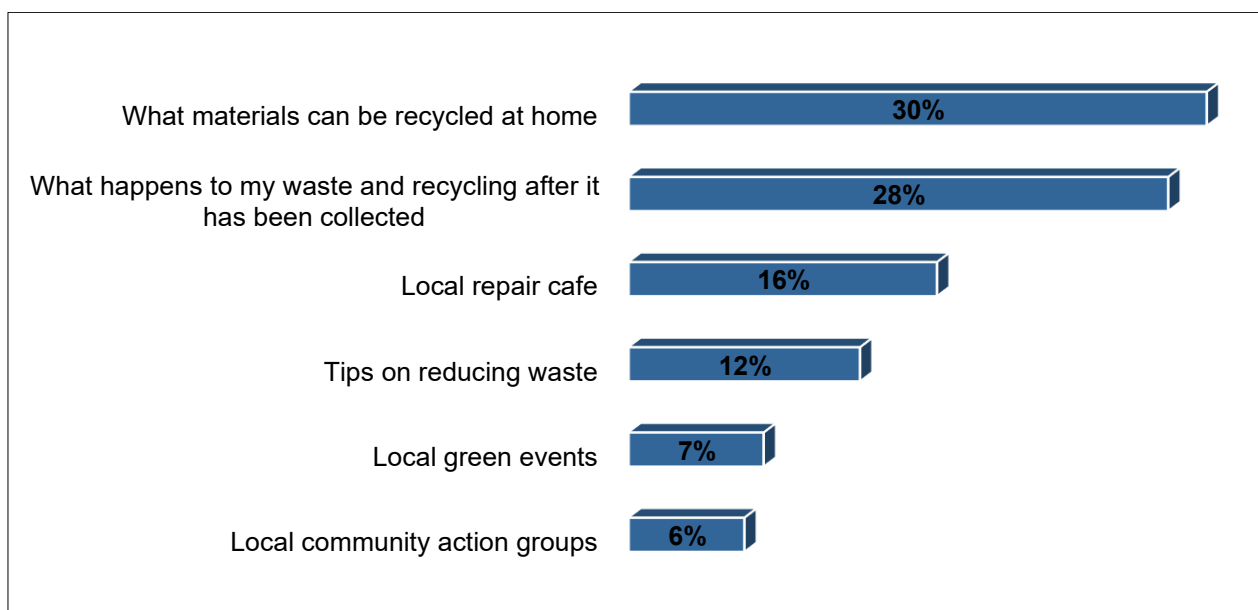


Q24. WHAT INFORMATION ON REUSE AND RECYCLING WOULD YOU FIND USEFUL TO RECEIVE? YOU CAN SELECT MORE THAN ONE ANSWER.

The two types of information on reuse and recycling that respondents said would find most useful to receive are:

- What materials can be recycled at home (30 per cent)
- What happens to my waste and recycling after it has been collected (28 per cent).

Figure 16 - What information on reuse and recycling would you find useful to receive? You can select more than one answer.



Q25. OVER THE NEXT YEAR, HOW LIKELY OR UNLIKELY ARE YOU TO...?

This question asked respondents how likely it is that over the next year they will visit a repair café, use a refill station, attend an eco and green fair, use a selling platform or donate an item to a local group/charity.

Responses varied widely. More specifically:

- Over half of respondents said it's unlikely they will visit a repair café (53 per cent, including 31 per cent who said this is very unlikely)
- Over half of respondents said it's unlikely they will visit and use a refill station (52 per cent, including 30 per cent who said this is very unlikely)
- Over half of respondents said it's unlikely they will attend an eco or green fair (54 per cent, including 34 per cent who said this is very unlikely)
- A large number of respondents said it's likely they will use a selling platform such as Freecycle or Ebay (64 per cent, including 36 per cent who said this is very likely)
- A majority of respondents said it's very likely they will donate an item to a local group/charity (60 per cent), with an additional 26 per cent saying this is somewhat likely.

Figure 17 - Over the next year, how likely or unlikely are you to...?

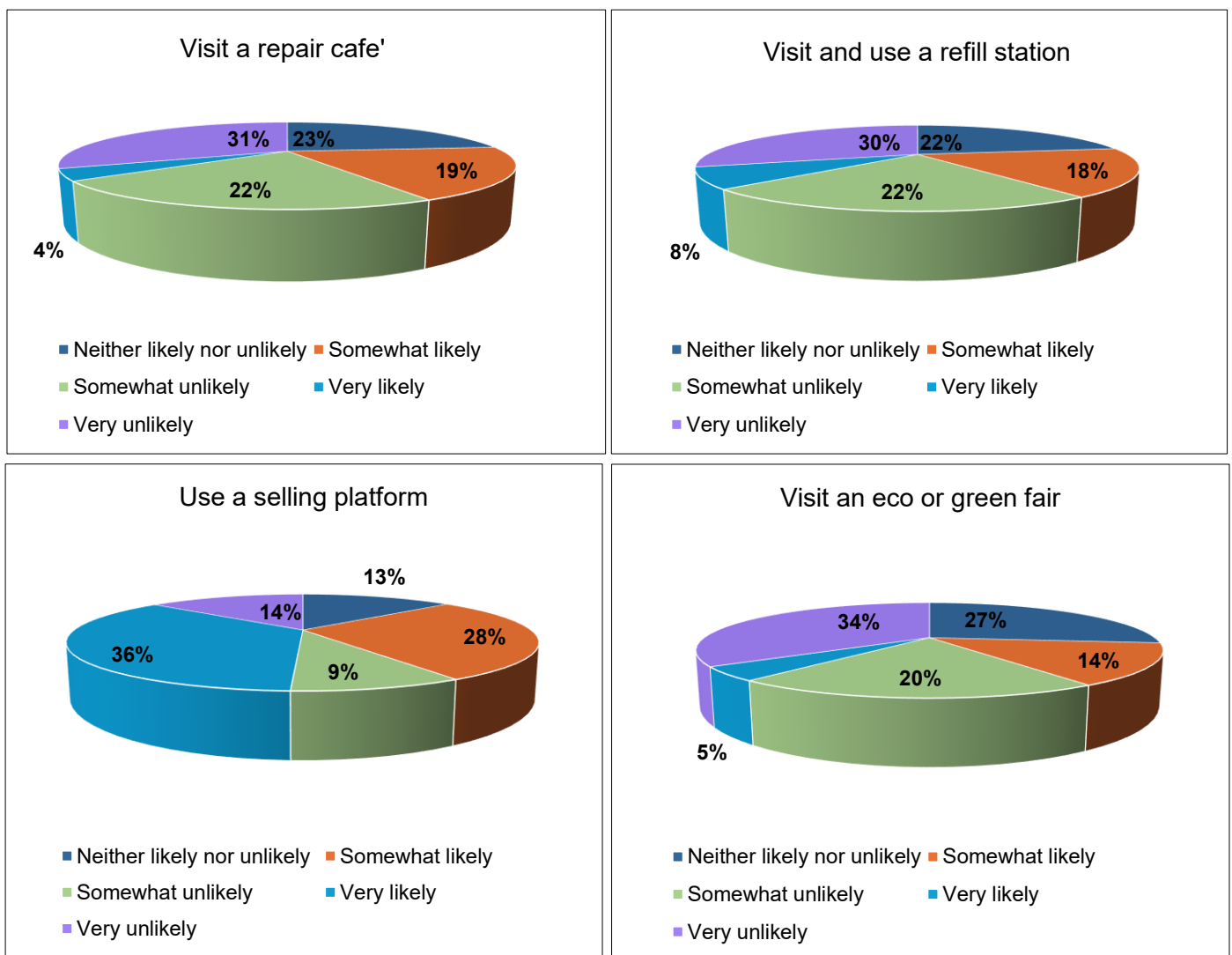
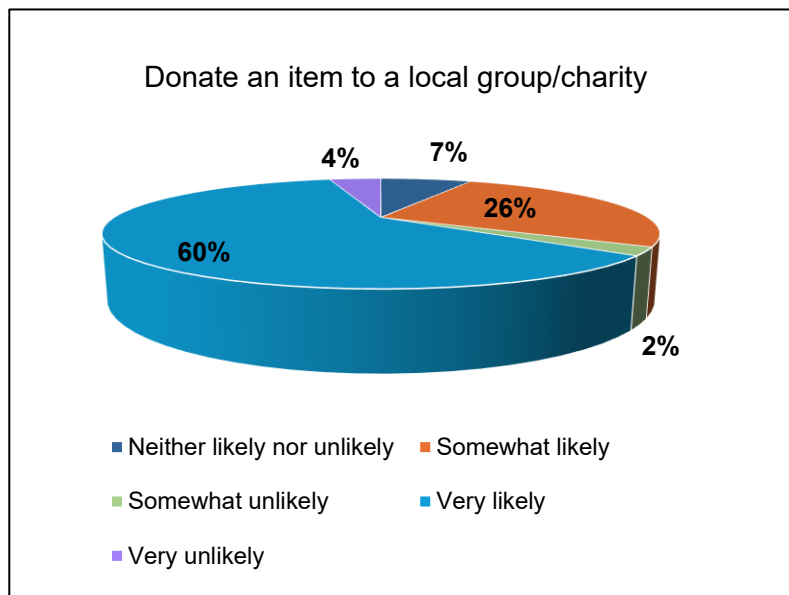


Figure 18 – Over the next year, how likely or unlikely are you to...? (2)



Q26. HOW WOULD YOU PREFER TO RECEIVE INFORMATION ABOUT WASTE AND RECYCLING?

Between a third and just under 40 per cent of respondents said that their favourite way to receive all different types of information about waste and recycling is by email or e-newsletters. Email and e-newsletter was the most common answer among respondents.

The second favourite way to receive information varies depending on the type of communication on waste and recycling. More specifically:

- For collection updates (i.e. flooding, snow, collections running behind) and information about the garden waste scheme, the second most favourite mean of communication was the mobile app, which was selected by 17 and 15 per cent respectively.
- For calendar and bank holiday collections, and for recycling information (i.e. what can/can't go into the bins) it was paper leaflets (19 and 22 per cent respectively).
- For reuse information (i.e. repair cafes, refill station), the second most favourite means were the mobile app, paper leaflets and Facebook, all selected by 13 per cent each.
- For information on flytipping and street cleansing, it was the district council website (16 and 14 per cent respectively).

Please see the charts below for further details. To improve representation the different ways of communication have been split into two charts.

Figure 19 - How would you prefer to receive information about waste and recycling? (1)

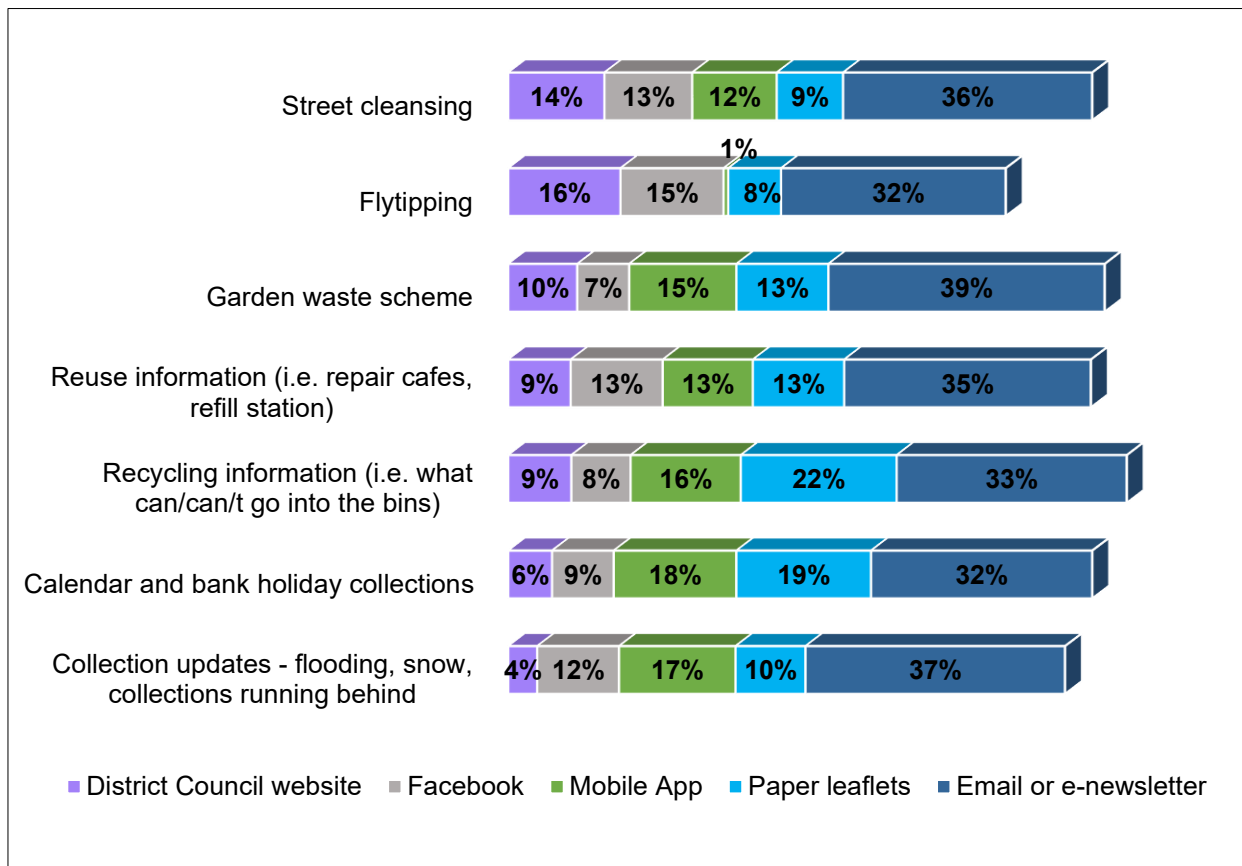
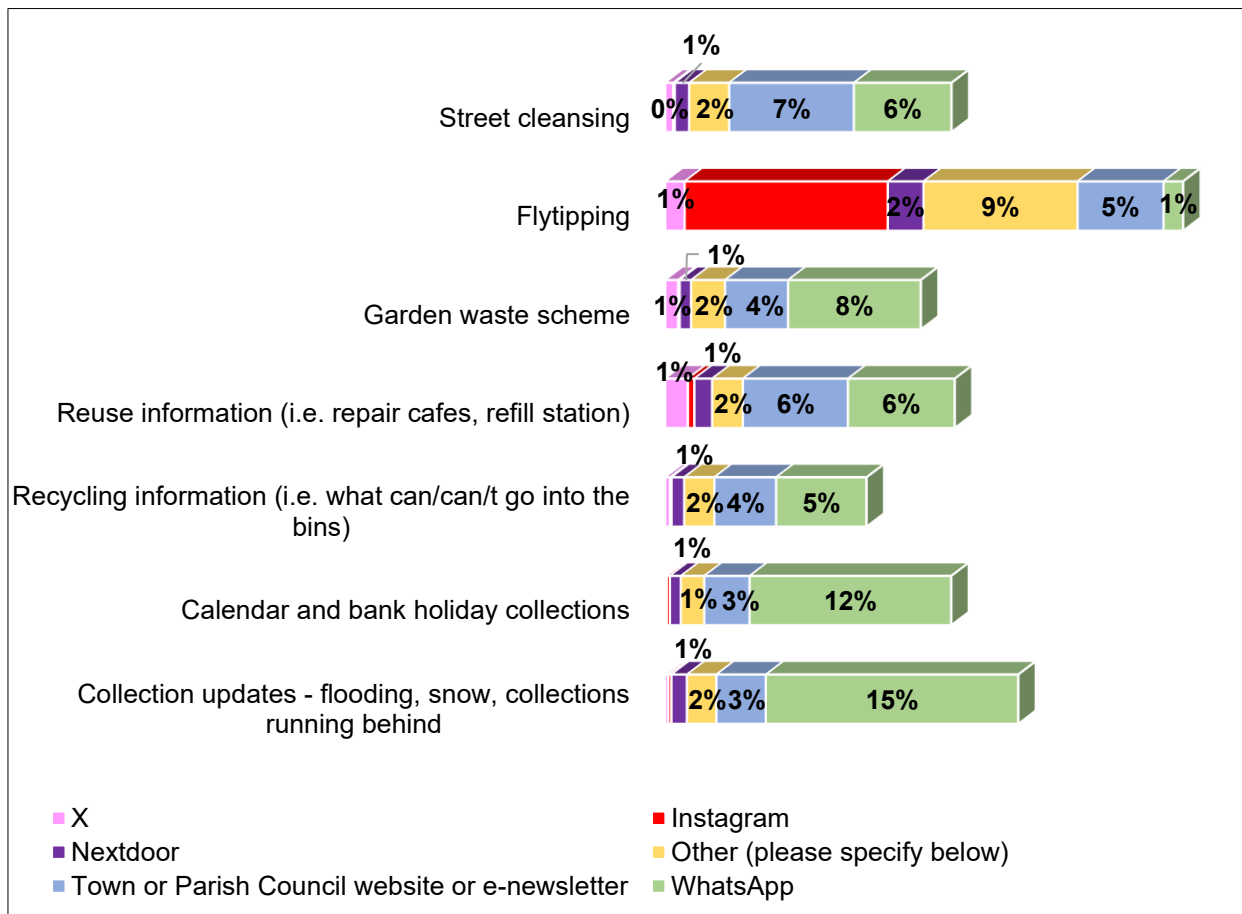


Figure 20 - Figure 26 - How would you prefer to receive information about waste and recycling? (2)



OTHER (PLEASE SPECIFY BELOW).

217 comments were made by respondents after selecting the option 'Other (please specify below)'. For all type of communication on waste and recycling this option was selected by a small proportion of respondents (two per cent), whilst for Flytipping the proportion was nine per cent.

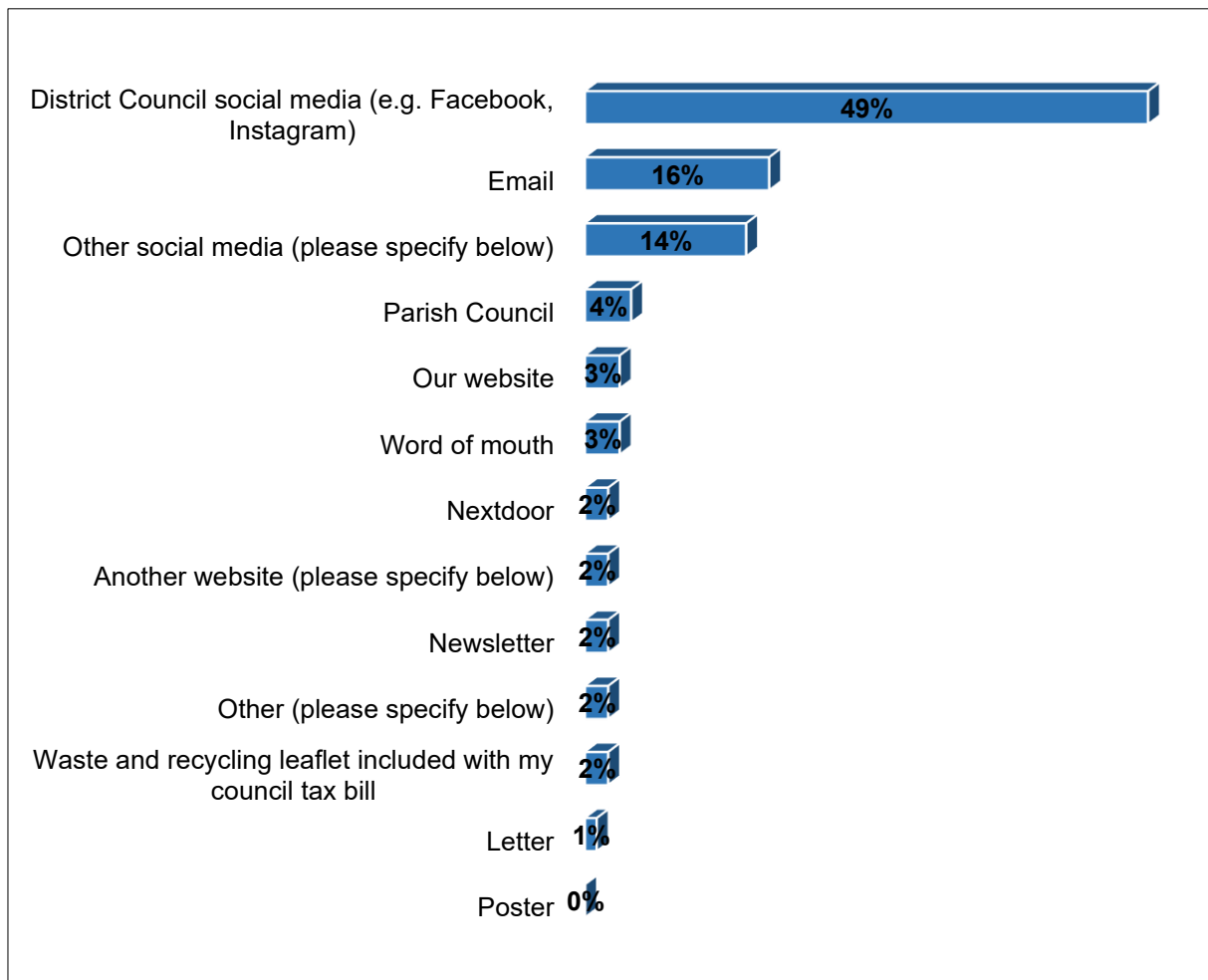
Due to an initial issue with the design of this question, respondents' comments flagged the issue which was then resolved. Among all other comments, 23 per cent mentioned 'email', 17 per cent 'mobile app' and 13 per cent commented on the level and/or frequency of the waste service.

Q27. HOW DID YOU HEAR ABOUT THE WASTE SATISFACTION SURVEY 2025? TICK ALL THAT APPLY.

Just under half of respondents said they heard about the waste satisfaction survey 2025 thanks to district council messages on social media (49 per cent).

16 per cents heard about it by email and another 14 per cent on other social media page or post.

Figure 21 - How did you hear about the Waste Satisfaction Survey 2025? Tick all that apply.



OTHER (PLEASE SPECIFY BELOW).

349 comments were made by respondents after selecting the above option. Of them, the vast majority said they heard about the waste satisfaction survey on social media (67 per cent), and another ten per cent on local newspapers or magazines.

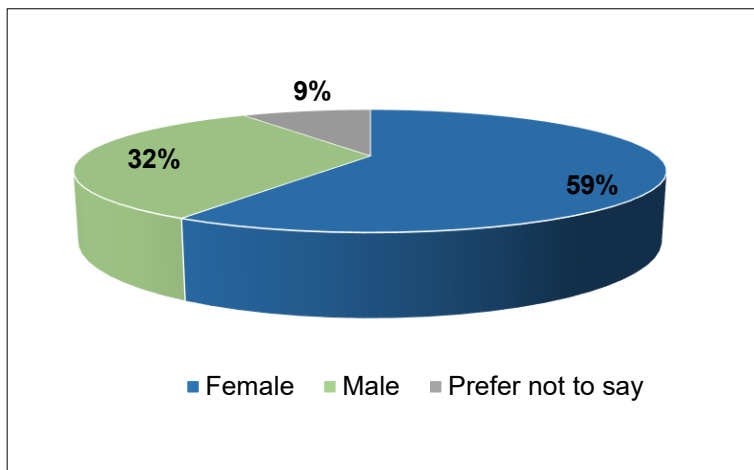
DEMOGRAPHIC DATA

Below is the demographic data collected in the engagement. Not all respondents answered so percentages given represent responses to each question. Comments in italics in brackets are provided for clarification.

Q28. WHAT IS YOUR SEX?

Most respondents were females (59 per cent), whilst just under a third were males (32 per cent) and nine per cent preferred not to answer.

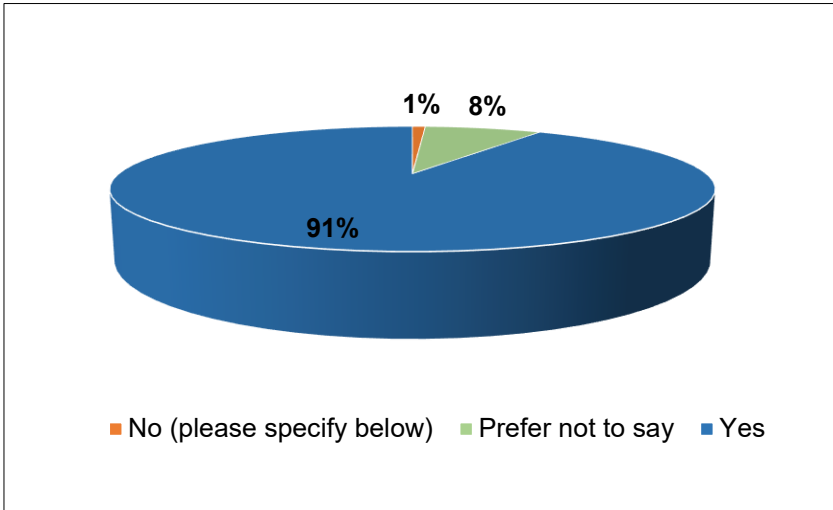
Figure 22 – What is your sex?



Q29. IS THE GENDER YOU IDENTIFY WITH THE SAME AS YOUR SEX REGISTERED AT BIRTH?

91 per cent of respondents stated their gender is the same as their sex registered at birth. Eight per cent preferred not to answer and one per cent said that their gender is different from sex registered at birth.

Figure 23 - Is the gender you identify with the same as your sex registered at birth?



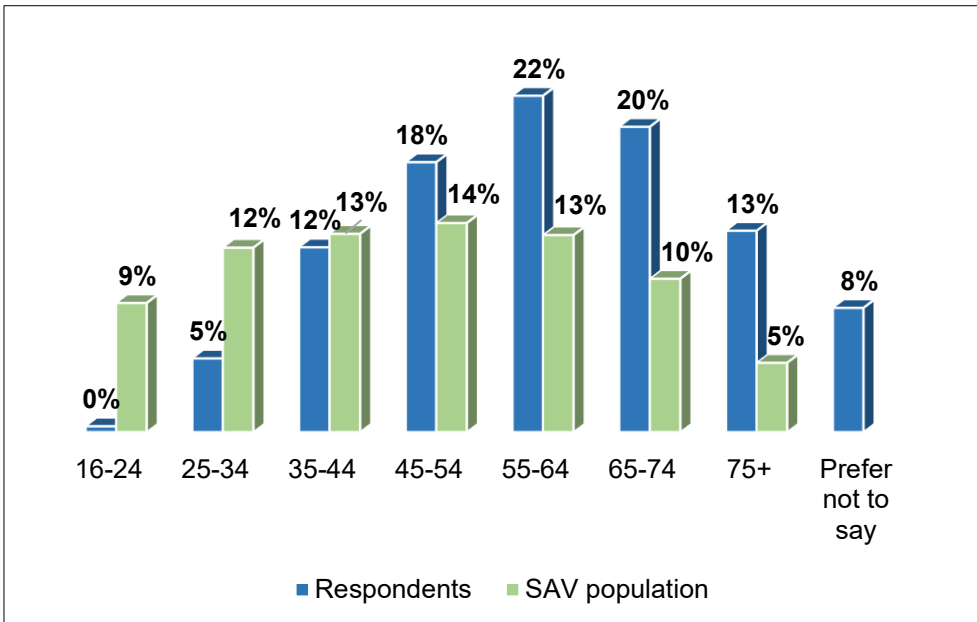
Q30. HOW OLD ARE YOU?

Apart from the 16-24-year-olds age group, all other age groups took part in the survey. Younger cohorts took part in smaller numbers compared to other age groups and relative to their share of the districts' population.

Older cohorts took part in larger numbers, especially the 65-74-year-olds, who made up 20 per cent of total respondents, but make up 10 per cent of districts' population.

Eight per cent preferred not to answer this question.

Figure 24 – How old are you?



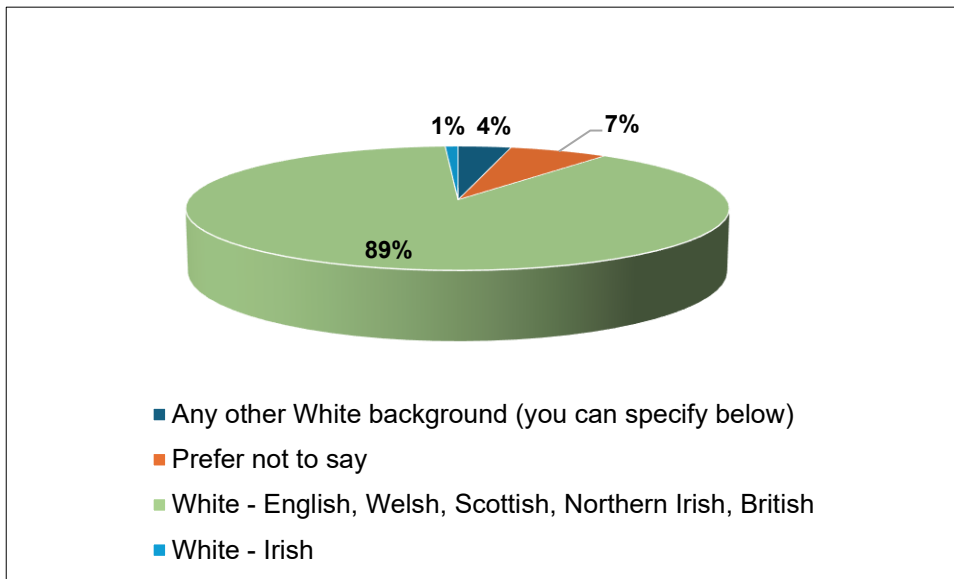
Q31. WHAT IS YOUR ETHNIC GROUP?

89 per cent of respondents were White – English, Welsh, Scottish, Northern Irish and British.

Four per cent selected 'any other White background' and one per cent were White Irish.

Seven per cent said they preferred not to answer this question.

Figure 25 – What is your ethnic group?

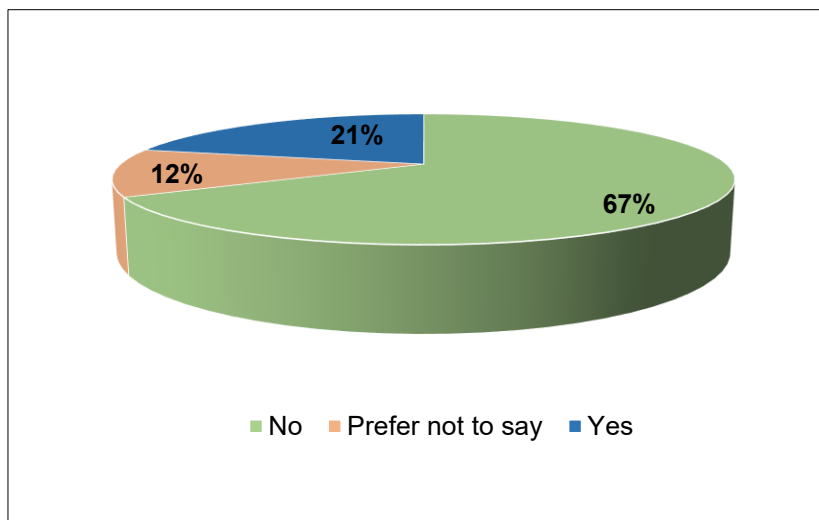


Q32. DO YOU HAVE ANY PHYSICAL OR MENTAL HEALTH CONDITIONS OR ILLNESS LASTING OR EXPECTING TO LAST 12 MONTHS OR MORE?

Most respondents said they don't have a medium to long term physical or mental health condition or illness (67 per cent).

21 per cent said they do have a physical or mental health condition or illness, and 12 per cent preferred not to answer this question.

Figure 26 - Do you have any physical or mental health conditions or illness lasting or expecting to last 12 months or more?

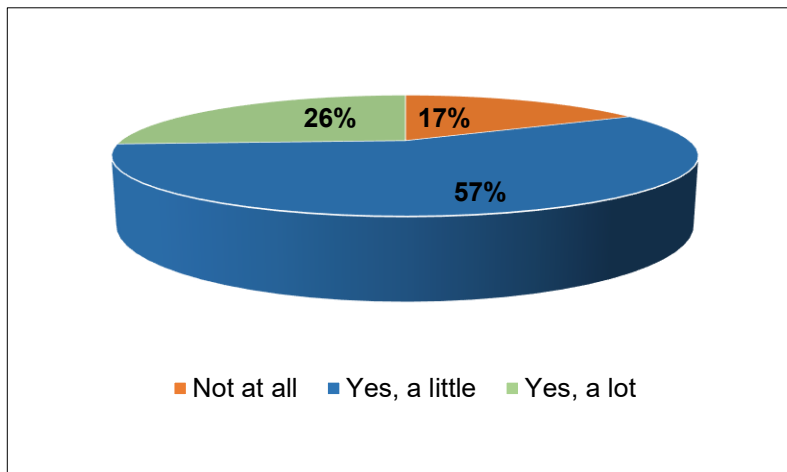


Q33. DO ANY OF YOUR CONDITIONS OR ILLNESSES REDUCE YOUR ABILITY TO CARRY OUT DAY TO DAY ACTIVITIES?

Just over half of respondents that answered 'yes' to the above question, said that their condition or illness affects their ability to carry out daily activities a little (57 per cent).

26 per cent said the impact on daily activities was a lot, and 17 per cent said their condition or illness did not have any impact at all on their ability to carry out daily activities.

Figure 27 - Do any of your conditions or illnesses reduce your ability to carry out day to day activities?



FURTHER INFORMATION

If you would like more information about this engagement and the results presented in this report, or you require this report in an alternative format (for example large print, Braille, audio, 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

To enquire about the councils 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

END.