



talkback newsletter

Spring **2013**

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Welcome and Introduction

'Welcome' to the first edition of our Newsletter for 2013, we hope you find it of interest and enjoy reading it. As always your views are very important to help us shape and improve policies and services in Calderdale in the most cost effective way. A big 'thank you' to all panel members who completed and returned our November 2012 survey - the results of which can be found in the following pages. Please take time to complete our New Year survey as your views are key to help us improve the services we provide in Calderdale.

Inside this issue

The November survey contained four topics on issues and initiatives relating to both Council services in Calderdale and services provided by NHS Calderdale. The results are summarised in the following pages, the topics covered include:

- ▶ Household Waste and Recycling
- ▶ NHS Dental Care
- ▶ Halifax Borough Market
- ▶ Flooding in Calderdale

If you would like this Newsletter in large print or a different language, please contact us and we will do our best to help.

Calderdale Engage

If you wish to know more about, or be involved with, other consultations in Calderdale, please visit the community consultations section on our interactive website:



www.calderdale.gov.uk/council/consultations

Data protection and you

As we are bound by law under the Data Protection Act and by the Market Research Code of Conduct, we have to ensure that Talkback is carried out in an ethical manner which ensures confidentiality and protection of personal data.

Change of details

If you have changed, or about to change, either your home address or your email address please tell us your new details when you return your questionnaire.

Contact details

If you no longer wish to be a member of the **Talkback** panel, would prefer to receive the survey by email, or have any other questions regarding the panel, please let us know by contacting:

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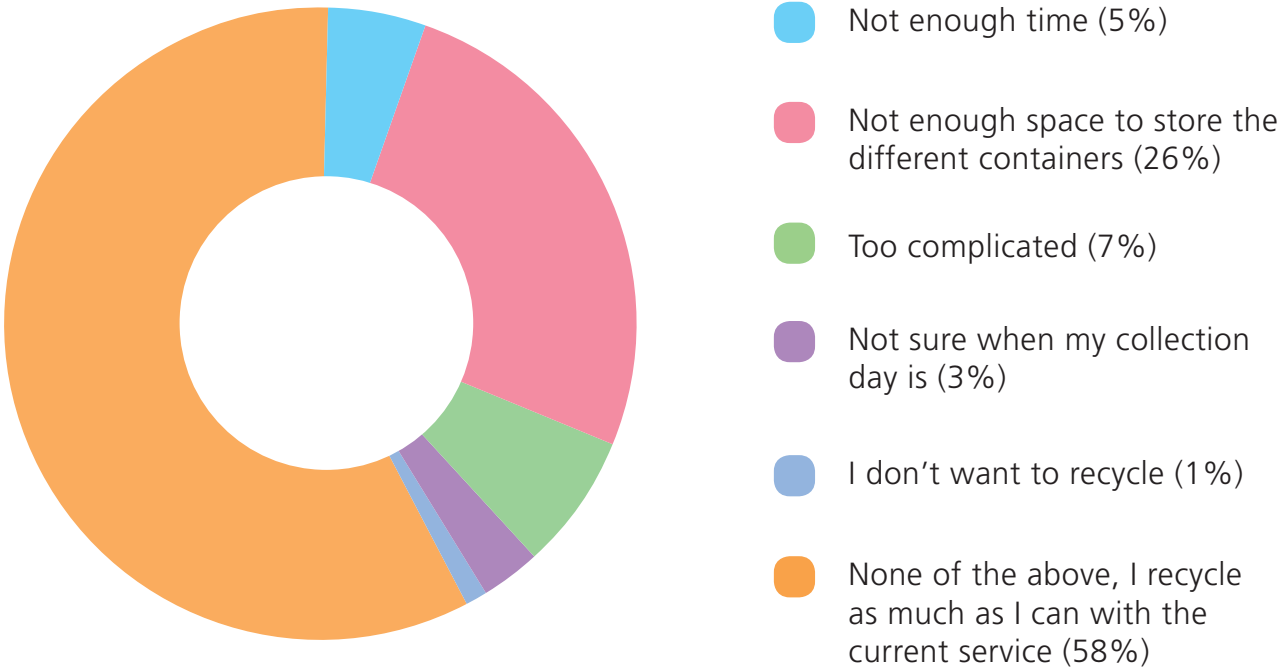
Household Waste and Recycling

As the Council's current waste collection contract with SITA UK ends in 2015 the waste and recycling team are reviewing the service and starting to look at the requirements for the new contract. The questions asked in the November survey will help the team understand residents views about the current waste collection service and where we can make improvements.

Over 93% of panellists said they have a 'full understanding'/'understand a lot' about the current recycling system. Over 75% said they recycle as much as they can, 21% said they recycle some things but would like to do more, 2% said they would recycle if it was easier and only 1% said they would be unlikely to recycle in the future.

The following chart highlights some of the reasons that prevent panelists from recycling more waste:

Reasons that prevent recycling of more waste



We then gave the panel a list of options which may encourage them to recycle more. The table below shows the responses we were given:

	Definitely recycle more	Might recycle more	Would not make a difference
Prizes for recycling	25%	13%	62%
Collect more types of recycling	54%	20%	26%
Smaller bins for non recyclables	12%	11%	77%

We then asked the panel how satisfied they are overall with the current waste collection service. 71% said they think the current refuse collection service is Excellent/Good, 22% think it is Satisfactory and 7% said the service is Not very good/Poor.

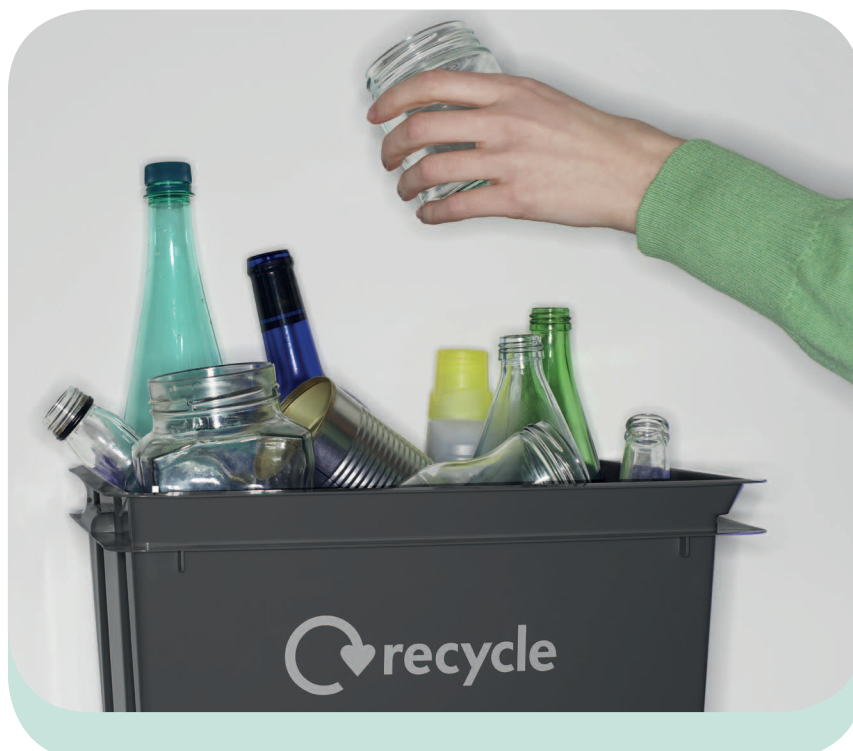
The same question was then asked about the current recycling service. 68% said they think the recycling service is Excellent/Good, 25% said it is Satisfactory and 7% said the service is Not very good/Poor.

31% of respondents said they had reason to contact the Council about their waste and recycling in the last year. Of these respondents the majority of panellists said they were satisfied with the result of their enquiry, however there were a number of issues which were not resolved satisfactorily these included:

Problem with the collection crew

Missed collection

Asked for an extra bin



Panellists were then given a number of options for collection of their recycling in the future. The table below details the results of this question:

	Yes
Option 1 Stay with the current system. A weekly collection of recycling using a combination of separate boxes and bags for the different types of recycling	60%
Option 2 Have a wheelie bin for some recycling combined with boxes for glass and food waste	18%
Option 3 Have two wheelie bins for your recycling	18%
Option 4 None of the above	4%



The panel was then asked how often they would like non recyclable, general rubbish collecting: 70% said they prefer a weekly general rubbish collection with 30% saying a fortnightly collection is preferable.

Over 69% of respondents said they would not be willing to pay a small charge for specific extra collections (eg garden waste).

67% of panellists said they have experienced problems with collections during winter weather but a lot of respondents were sympathetic with the issues the crews encounter in the snowy/icy weather we have on occasions here in Calderdale!

Panellists were then asked to prioritise a number of options to achieve the best possible service for waste and recycling. The results can be seen below:

	High priority 1	2	3	4	Low priority 5
Weekly recycling services	50%	17%	15%	6%	12%
Collection of more types of plastic	29%	20%	22%	13%	16%
Collection of garden waste	21%	15%	22%	17%	25%
Collection of tetrapak cartons	15%	18%	25%	19%	23%
Collection of corrugated cardboard	21%	21%	24%	14%	20%
More publicity about recycling	15%	14%	25%	15%	31%
More public recycling centres on car parks	18%	22%	23%	15%	22%

All of these responses as well as the suggestions and ideas given in the 'suggestions for improvements' section will be analysed closely and put towards the service review in the coming months. By understanding the needs of our residents the waste and recycling team hope to provide an efficient and useful service for the people of Calderdale.



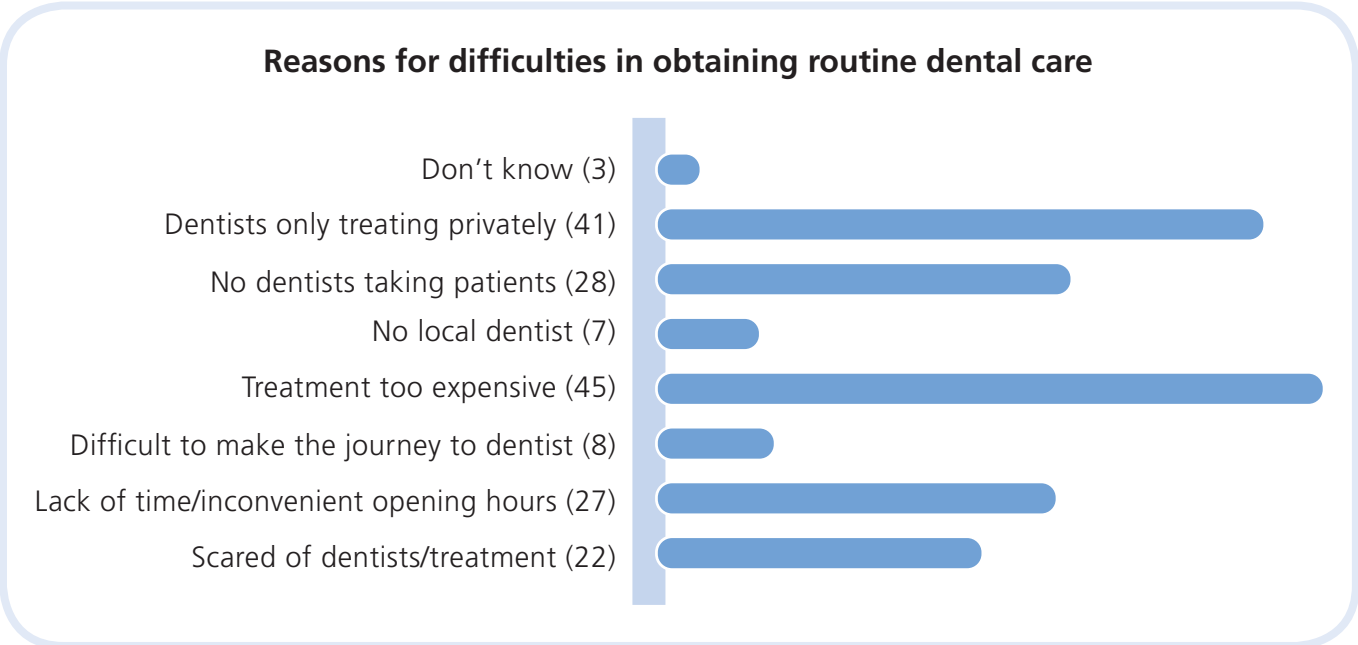
NHS dentistry continues to be available in Calderdale with many residents already registered with NHS dental practises. The responses to the questions asked in the November survey will help the NHS Dental Care team to understand your experiences of NHS dental care in Calderdale.

63% of panellists are registered as a NHS patient and 23% as a private non-NHS patient.

Over 78% of panellists have visited a dentist in the last 12 months, the majority of these to have a regular check up.

10% of respondents said they currently do not have a dentist but would like to have one. 13% said they find it difficult to get routine dental care with 10% saying they have difficulty in getting dental care if they have a problem.

The reasons given for these difficulties can be seen in the graph below:



82% of respondents find it easy to access a dentist with 9% finding access difficult. Most panellists find their dentists surgeries to be clean and comfortable with only 4% finding these aspects poor and in need of improvement.

Over 96% of respondents said their dentist puts them at their ease during their examination and a similar number said their dentist explains their treatment to them in full.



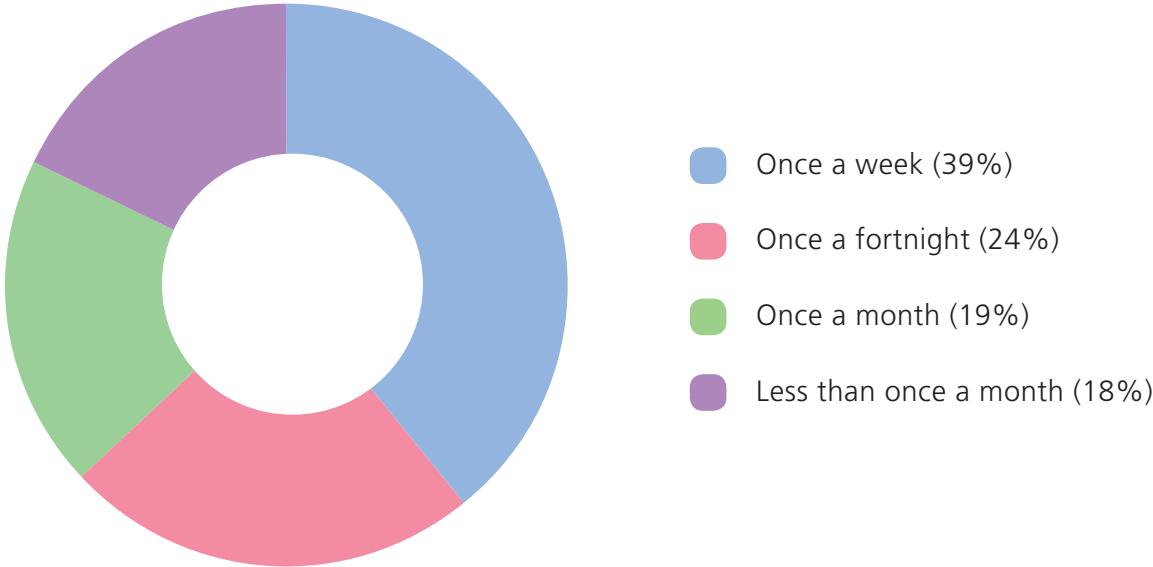
If you would like to attend an NHS dentist please contact the PCT Dental Helpline on **01422 281576**.

Halifax Borough Market

The Council's market service currently provides and manages the Borough Market in Halifax. The questions asked in this section were to help the market service understand the needs and views of residents to help shape the future plans for the Halifax Borough Market.

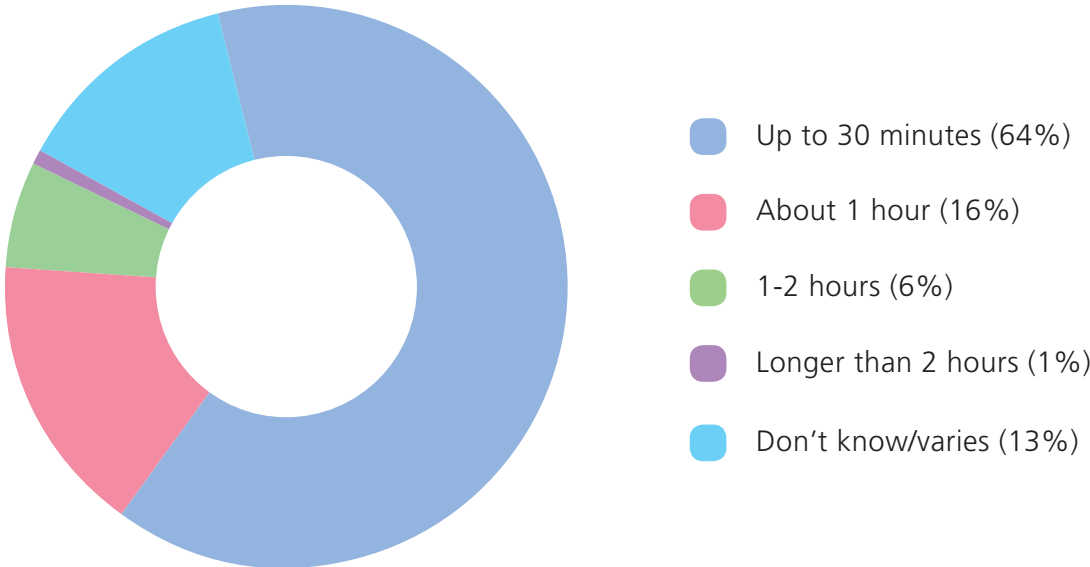
Over 88% of respondents said the Borough Market is Very important / Important to Halifax town centre with only 7% saying they think it is not important. 84% of the panellists said they either visit or shop in the market - the following graph shows the frequency of these visits:

Frequency of shopping/visits to Halifax Borough Market



The graph below shows the length of time people spend in the market when shopping/visiting:

Length of time spent at Halifax Borough Market



The majority of panellists said there was no specific day they visited the market (57%) but the busiest single day to shop/visit was Saturday (23%). The majority of visitors stayed in the market for upto 30 minutes (64%) with 16% staying for about one hour.

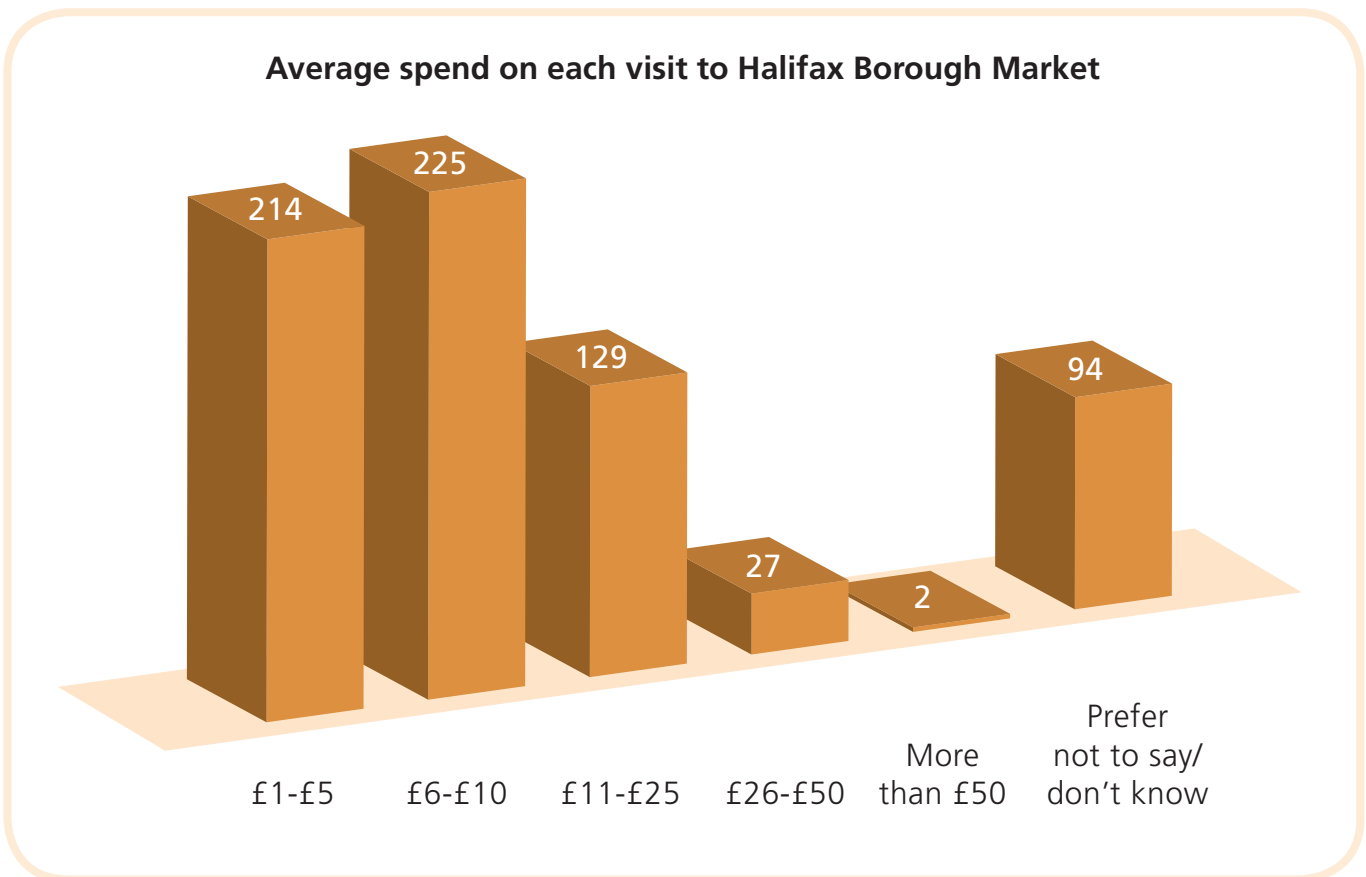
Reasons for visiting/shopping at the market were variable with the top three reasons being:

- ▶ Price/value for money
- ▶ Support local business
- ▶ Atmosphere

58% said the extent to which they shop at the market has stayed the same compared to a year ago, 11% said it has increased and 21% said it has decreased.



The graph below shows the average spend on each visit:



Most panellists said they travel to the market by car (63%), bus (21%) or by foot (14%). Only 43% said they were satisfied with the car parking facilities available when visiting the market, with 36% saying they found the parking unsatisfactory. 86% said they feel safe when visiting the market.

When asked to rate the market on a number of issues the following aspects all achieved over 90% satisfaction rates:

- ▶ Price/value for money
- ▶ Quality of products
- ▶ Customer service
- ▶ Location
- ▶ Market overall

The following aspects were not rated as highly with all receiving between 20 - 30% Poor/Very poor ratings:

- ▶ Facilities provided (toilets/seating)
- ▶ News and offers
- ▶ Appearance of stalls
- ▶ Cleanliness

Of the respondents who do not visit the market 54% said they are aware of the Totally Locally initiative. Over 35% said they would visit the market more had they been aware that most market traders live locally and support other local businesses. The main 3 reasons that deter them from shopping at the Borough Market are:

- ▶ Inconvenient location
- ▶ Lack of car parking
- ▶ Poor image

We then asked what goods and services might encourage the panellists to use the Borough Market more if they were provided. The top 4 responses to this question were:

- ▶ None of the above
- ▶ More local products
- ▶ Arts and crafts
- ▶ More fruit and vegetables

The responses given in this section of the questionnaire will be looked at carefully and considered when making improvements to the market service.



Flooding in Calderdale

A number of Calderdale residents were badly affected by flooding in 2012. In addition to the information already received the Flood Response team asked questions in the November survey to help them further understand the extent and nature of the flooding. This will help them to plan better flood defences in the future and improve the effectiveness of their response.

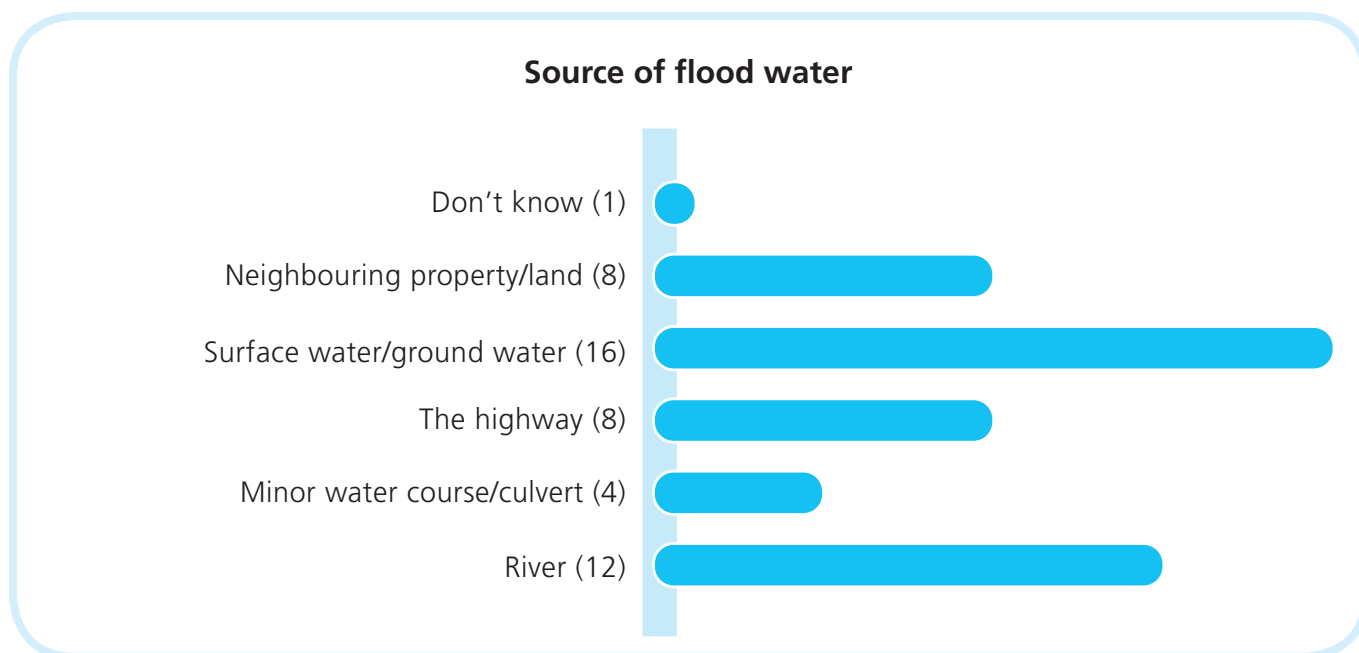
38% of panellists said their property was affected by the floods in 2012. 80% of the affected properties were privately owned, 11% rented from landlords and 9% rented from a housing association.

90% of the properties affected were covered by buildings and contents insurance. 34% of the properties affected had been flooded in previous bad weather.

The areas mainly affected by the flood waters were:

- ▶ Garden (41%)
- ▶ Cellar (38%)
- ▶ Footpath/bridleway (32%)

The graph below indicates where the flood water was thought to come from:



All the information provided will be used by the Flood Response team to continue to improve the flood defences in Calderdale.



www.calderdale.gov.uk

If you have any queries please contact ►

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