

WasteDataFlow User Feedback 2011 - Isabella Hayes

1. WasteDataFlow User Feedback 2011

This survey is designed to gather user feedback on WasteDataFlow, to inform possible changes to the system. It will enable us to consider how WasteDataFlow could be improved to ensure it remains a valuable resource for users, whilst ensuring we are not placing unnecessary burdens on local authorities.

The survey is voluntary and should only take about 5 minutes to complete. All responses are completely anonymous.

Why are we carrying out this survey?

There are a number of recent developments which make it timely to look at WasteDataFlow. The Department for Communities and Local Government's announcement regarding phasing out National Indicators and replacing them with a list of central government reporting requirements means we need to look at reducing the data burden on local authorities. In addition Defra's review of waste policy, and particularly looking at Landfill Directive targets and Landfill Allowance Trading Scheme, requires us to think about how the outcomes of the review will need to be reflected in WasteDataFlow. WasteDataFlow will continue to be needed in the future, not least to monitor household recycling rates for the revised Waste Framework Directive. Any potential changes to WasteDataFlow as a result of this will only affect England.

This survey is focused on the English WasteDataFlow questionnaire. However, we will be sharing the results with the other UK countries. If you are a WasteDataFlow user outside of England, we still welcome your comments. To help us make best use of them, please tell us about your main country of interest below.

*** 1. Which country are you most interested in as a WasteDataFlow user?**

2. General - to be answered by all users

* 2. How would you describe your occupation for WasteDataFlow purposes?

Other (please specify)

3. How often do you use WasteDataFlow?

* 4. What do you use WasteDataFlow for?

3. To be answered by data entry or authorisation users only

5. How do you enter data into WasteDataFlow?

- Typed by hand
- Copied and pasted from internal spreadsheet/management information system
- Using the XML upload facility

Other (please specify)

6. We are interested in ways we can reduce the reporting burden on Local Authorities. This question focuses specifically on how much effort is required to enter a quarterly return into WasteDataflow. Please do not include any time required to gather information from your local management information systems etc, which you would be collecting for local monitoring anyway regardless of any national reporting requirement.

On average, how long does it take to enter the data for a quarterly return into WasteDataFlow?

7. We are interested in the perspective of users responsible for completing the quarterly returns, particularly to find out which parts of the return are the most time consuming or difficult to enter. Please note that all survey respondents will have an opportunity to comment on specific questions or general usability issues later on in the survey. Please use this space for any issues which cause problems for you as frontline users having to submit data into WasteDataFlow.

Which part of the questionnaire is the most complicated or time consuming to fill in?

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4. Question review - to be answered by all users

From initial discussions with a number of local authorities we have highlighted a number of questions currently in the WasteDataFlow questionnaire which we believe could be removed or downgraded, as they are required rarely by end users of the data. Options for dealing with these questions could be:

- retain question as it is now
- make question annual (only ask for it in quarter 4)
- retain but make an optional return
- remove question completely

8. Please tell us how you think we should deal with the questions listed below:

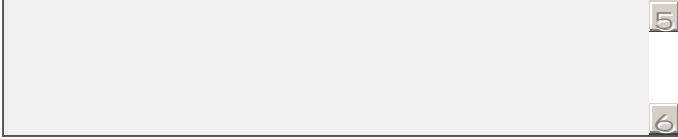
***These questions are currently asked annually.**

	Option
Question 3* - No. of premises receiving a regular waste collection service	<input type="text" value="6"/>
Question 4 - How many households were provided with the following methods of residual waste containment?	<input type="text" value="6"/>
Question 5 - How many households were offered the following containment methods for dry recyclable collection?	<input type="text" value="6"/>
Question 6 - How many households were offered the following containment methods for green waste / organics collection?	<input type="text" value="6"/>
Question 7 - How many households are served by a kerbside collection of one, two, three or four recyclable materials?	<input type="text" value="6"/>
Question 8* - Participation rates for the kerbside dry recyclable and green waste collections	<input type="text" value="6"/>
Question 13 - Total no. of Civic Amenity Sites by District (WDA)	<input type="text" value="6"/>
Question 15a - Total no. of Bring Sites operated by LA or its contractors	<input type="text" value="6"/>
Question 21 - No. of home composting bins distributed by LA (broken down by composter type)	<input type="text" value="6"/>
Question 22* - Initiatives for the promotion of home composting	<input type="text" value="6"/>
Question 24 - No. of reported fly-tipping incidents	<input type="text" value="6"/>
Question 25 - No. of abandoned vehicles disposed of by your authority	<input type="text" value="6"/>
Question 26 - No. of fridges/freezers disposed of by your authority	<input type="text" value="6"/>
Question 28* - Type of organisation contracted for household waste	<input type="text" value="6"/>
Question 29* - Type of organisation contracted for non-household waste	<input type="text" value="6"/>
Question 30* - Type of organisation contracted for recycling & composting services	<input type="text" value="6"/>

9. Please tell us about any other questions (or parts of questions) you think we should also amend.

<input type="text"/>	<input type="text" value="5"/>
<input type="text"/>	<input type="text" value="6"/>

10. Are there any additional questions or information you would like to see added?



5. Reports - to be answered by all users

WasteDataFlow allows all public users to produce data reports summarising the results of the survey.

11. Which of these WasteDataFlow data reports do you use?

- National Indicator 191
- National Indicator 192 (WCA and UA)
- National Indicator 192 (WDA)
- National Indicator 193 (UA)
- National Indicator 193 (WDA)
- National Indicator 191, 192, 193 Summary
- BVPI 82a - Household Waste Sent for Recycling
- BVPI 82b - Household Waste Sent for Composting
- BVPI 82c - Household Waste Sent for Energy Recovery
- BVPI 82d - Household Waste Sent for Landfill
- BVPI 84a - Household Waste Collected (Kg per head)
- BVPI 84b - Household Waste Collection % Change on Previous Year
- BVPI 86 - Cost of Household Waste Collection per Household
- BVPI 87 - Cost of Municipal Waste Disposal
- BVPI 91a - Kerbside Collection of 1 Recyclable
- BVPI 91b - Kerbside Collection of 2 Recyclables
- Municipal Waste by Management Method (UA and WDA)
- Total Collected Residual Waste
- Total Waste Sent for Recycling, Composting and Reuse (UA and WCA)
- Total Waste Sent for Recycling, Composting and Reuse (WDA)
- Municipal Waste by Final Disposal Route (WDA)
- Municipal Waste by Final Disposal Route (UA)
- APSE Report
- CSV reports

12. Are there any reports you would like to see added to the WasteDataFlow system?

6. Comments - to be answered by all users

13. Are there any changes we could make to WasteDataFlow to improve its usability (data entry or reporting)?

14. Please add any further comments on any aspect of WasteDataFlow.

7. Thank you for completing this survey

Thank you for your feedback. We will assess the results and publish a summary of results on the WasteDataFlow website in due course. Any planned changes or developments to WasteDataFlow in response to the survey results will also be announced on the website.

If you have further comments on WasteDataFlow at any time, please email them to the [WasteDataFlow helpdesk](#).

Regards

The WasteDataFlow Team