



USER SURVEY RESULTS - 2024 TRANSFER STATION AND MRF

INTRODUCTION
RESPONSE SUMMARY
RESULT HIGHLIGHTS
SPECIFIC RESULTS

1

INTRODUCTION

Aims:

- To find out what works well.
 - To find out what could be improved.
 - To check crew understanding.
- Open to any team who deposits waste at a re3 facility (transfer station or MRF) on behalf of the Council.

Ran from 30th Jan – 1st March.



RESPONSES

11 Responses

- 8 Bracknell Forest
- 0 Reading
- 3 Wokingham

Estimated Response Rate of ~8%.
Mainly/wholly kerbside collections.

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2

RESULT HIGHLIGHTS

- 1/11 - Could remember a time in the last year when they weren't issued with a weighbridge ticket.
- 1/11 – Couldn't remember seeing a copy of the site rules.
- 10/11 - Happy with site opening times.
- 10/11 - Happy to raise a near miss.
- 2/11 - Would worry if a near miss was raised against them.
- 2/11 – Said they hadn't made a Queue Complaint because they didn't want to complain.

The most common top factor affecting how long vehicles spend at the sites was “vehicles loading”.



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3

OTHERS

How often do you feel safe at the site?

	Always	Usually	Sometimes	Never
Longshot Lane	4	6	1	0
Smallmead	2	1	0	0

How would you rate the following?

(All results - Both Sites)	V. Good	Good	OK	Poor	V. Poor
Signs	1	5	7	1	0
Layout	1	4	7	2	0
Staff Helpfulness	2	1	8	3	0



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4

SIGNING

How often are you asked to sign your Weighbridge Ticket?

	Always	Usually	Sometimes	Never
Longshot Lane	1	2	4	4
Smallmead	1	1	1	0

Signing of the Turnaround Delay Form

Everyone who stated that they had been asked to complete a turnaround delay form (at both sites) said that “The weighbridge staff select the reason for the delay, and I sign the form”.



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5

DO YOU CHECK YOUR WEIGHBRIDGE TICKET TO MAKE SURE IT IS ACCURATE?

	Always	Sometimes	Never
Date and Time	5	3	3
Vehicle Registration Number	8	2	1
Waste Type	6	5	0
Weights	8	3	0



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6

CAN YOU REMEMBER WHAT PERSONAL PROTECTIVE EQUIPMENT (PPE) YOU NEED WHEN YOU'RE ON SITE?

Hard Hat – 10/11

Proximity Sensor – 9/11

High Vis Jacket – 11/11




Ear Protection – 2/11

Safety Boots – 11/11

Eye Protection – 2/11

Gloves – 8/11




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7

PLEASE TELL US WHAT TYPES OF ITEMS YOU COLLECT/ACCEPT IN THE RECYCLING BINS

	BFC			WBC			
	Never	At low levels	Always	Never	At low levels	Always	
Clean Paper/Card	0	0	3	Clean Paper/Card	0	0	3
Glass Bottles/Jars	2	0	1	Glass Bottles/Jars	2	1	0
Rigid Plastics (e.g. washing up bowls)	2	1	0	Rigid Plastics (e.g. washing up bowls)	2	1	0
Plastic Bottles	0	0	3	Plastic Bottles	0	0	3
Plastic pots, tubs and trays	0	0	3	Plastic pots, tubs and trays	0	0	3
Aluminium Foil	0	2	1	Aluminium Foil	0	2	1
Crisp Packets	0	1	2	Crisp Packets	2	1	0
Tetrapak/Cartons	0	1	2	Tetrapak/Cartons	1	1	1
Drinks cans/ Food Tins	0	0	3	Drinks cans/ Food Tins	0	0	3
Empty Carrier Bags	1	1	1	Empty Carrier Bags	3	0	0
Empty Food Pouches	1	0	2	Empty Food Pouches	2	1	0
Full Carrier Bags (with Unknown Contents)	2	0	1	Full Carrier Bags (with Unknown Contents)	2	1	0
Household Batteries	2	1	0	Household Batteries	3	0	0



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8