TOWER HAMLETS SURVEY 2022
Final Survey Script

Section in Survey	Question in Survey and answer options	
	Auto capture: Date survey completed	
	1.1 Are you able to survey this site?	
	Yes	Show section 4
	Yes – site information already completed	Show section 5
	No, unable to find site	Show section 12
	No, unable to gain access to site	Show section 2
	No, not safe to survey	Show section 12
	No, non-residential	Show section 12
	No, a single flat above a shop	End survey
	1.2 Where applicable, please type address of where site information already completed	
	1.3 Are you able to assess the bin location?	
	Yes	Show section 5
	No, unable to find a bin location	Show section 12
1. Survey details	*No, on sack collection*	Show section 3
	No, unable to gain access to bin location	Show section 2
	No, not safe to survey	Show section 12
	No, all bin locations at site already surveyed	Show section 12
	N/A	
	1.4 What is being collected in this bin location?	
	Rubbish	Show sections 7, 8 and 9
	Recycling	Show sections 10 and 11
	Rubbish and Recycling	Show sections 7, 8, 10 and 11 NOT 9
	N/A	Show section 12
2. Unable to assess	Why are you unable to assess?	Section appears when answer 'No, unable to gain access to site' OR 'No, unable to gain

		access to bin location'
	What do you suspect is being collected? • *Rubbish* • *Recycling* • *Rubbish and Recycling* • *Unable to determine*	
	Please take a photo of the block and/or bin location	Yes/no slider
	End survey	
3. Sack Collection	LOCATION QUESTION TO PULL IN STRING	Section appears when answer 'No, on sack collection' at question 2. But after sections 2 and 3 Geo-location captured automatically
	What is the total rubbish bin capacity needed? *PDF: Rubbish capacity equation*	
	How many bins and what size? *PDF: Bin types and sizes*	
	What is the total recycling bin capacity needed? *PDF: Recycling capacity equation*	
	How many bins and what size? *PDF: Bin types and sizes*	
	Is there space to accommodate your recommended additional bins somewhere on the site? • *Yes* • *No*	
	Please provide additional comments as to where bins could be placed if needed	
	Please take a photo of the block/s and where bins could be stored	
	End survey	
4. Site Information	Number of blocks at this site?	Section appears when answer 'Yes' to 'Are you able to survey site?' Geo-location captured automatically
	Number of bin locations at this site	
	Is there a designated bulky waste area on the site? • *Yes* • *No* • *Yes, but unofficial* • *Undetermined*	
	If yes, where?	

	If information is present regarding the management company (e.g. posters or signage in bin store or lobby of flats) please note: • *Name of company:* • *Email:* • *Phone number:*	
	Please take photo of any contact information you come across	
5. Bin location details	LOCATION QUESTION TO PULL IN STRING	Section appears when answer 'Yes' to 'Are you able to assess the bin location?' Geo-location captured automatically
	Bin Location Name (description of location)	
	What type of bin location is it? • *Resident accessed chamber* • *Chute fed chamber* • *Metro store* • *Pods* • *Freestanding bin outside* • *Bins have been pulled out and left outside chamber* • *Unable to determine* • *Other* *PDF: Types of bin location*	
	If other, please specify	
	Number of households served by this bin location	
	Is this the same as information provided by LBTH? • Yes • No	
	If no, why not	
	Please take a photo of the blocks using this bin location	Yes/no slider
6. Condition of Bin Location	Is there signage about the bin location? • Yes • No	Section appears when answer 'Yes' to 'Are you able to assess the bin location?'
	Is the signage about the bin location clear? • Yes • No • N/A	
	Is there signage about bulky waste? • Yes • No	
	Is the signage about bulky waste clear? • Yes • No • N/A	
	Is there **rubbish** signage above the bins? • Yes • No • N/A	
	Is there enough for 1 sign per 2 bins • Yes • No	

	• N/A	
	Is the signage legible? • Yes • No • N/A	
	Is the signage up to date? • Yes • No • N/A *PDF: Up to date rubbish signage*	
	Is there **recycling** signage above the bins? • Yes • No • N/A	
	Is there enough for 1 sign per 2 bins • Yes • No • N/A	
	Is the signage legible? • Yes • No • N/A	
	Is the signage up to date? • Yes • No • N/A *PDF: Up to date recycling signage*	
	How many A0 signs is there space for? Recommend max 1 per 2 bins *PDF: A0 sign measurements*	
	Is there litter on the floor of the bin location? • Yes, lots – difficult to manoeuvre bins • Yes, some • No	
	Is there bulky waste on the floor of the bin location? • Yes, lots– difficult to manoeuvre bins • Yes, some • No	
	Is there lighting in or near the bin location? • Yes • No	
	Is the lighting working? • Yes • No • Unable to determine • N/A	
	Is the lighting adequate? • Yes • No • Unable to determine • N/A	

	Are the bin location walls/ceilings/fences clean and free of scratches? • Yes • No, not clean and some scratches • No, the walls are very dirty and there are lots of scratches • N/A	
	Where applicable, are the rubbish and recycling bins separated? • Yes, both bins are in designated spaces • Yes, but the bins are placed closely next to each other • No, the bins are all mixed with each other • Unable to determine • N/A	
	Are there any other bin location defects to be aware of? • *Broken / damaged doors* • *Doors need repainting* • *Walls / ceiling need repainting* • *Water on floor / flooded* • *Uneven / damaged floor* • *Bad odour* • *Graffiti* • *Overflowing rubbish* • *Fly-tipped rubbish* • *Signs of rough sleepers using location* • *Vermin/animals/insects* • *Access obstructed* • *Other* • *N/A*	Multiple choice question. Select all that apply
	If other, please give details	
	Is there empty space not being used in the bin location? • Yes • No • Unable to determine	
	If yes, how many 240L bins could fit into this empty space? *PDF: 240L bin measurements*	
	Further bin or signage recommendations/comments e.g. bin relocation	
	Please take a photo of the whole bin location (capturing bins, bulky waste, empty space, entrance/door)	
7. Rubbish facilities	LOCATION QUESTION TO PULL IN STRING	Section appears when answer 'Rubbish' or 'Rubbish and Recycling' to 'What is being collected in this
	How many collections of rubbish are there per week?	
	Is this an estimate? • Yes	

	• No	
	How many rubbish bins are there in this location?	
	What is the total bin capacity currently? (Add up the bin sizes)	
	What is the total weekly bin capacity currently? (Use the formula) *PDF: Current capacity equation*	
	What is the total weekly bin capacity needed? *PDF: Rubbish capacity equation*	
	Does this bin location require more rubbish bins? • *Yes* • *No*	
	If yes, how many bins and what size? *PDF: Bin types and sizes*	
	Is there space to accommodate your recommended additional bins? • *Yes* • *No* • *N/A*	
	Comments and suggestions on how to accommodate additional bins (e.g. increase collection frequency)	
8.Rubbish Bins	Bin number	Section appears when answer 'Rubbish' or 'Rubbish and Recycling' to 'What is being collected in this bin location?' Complete this section for each of the rubbish bins in the chamber
	What type of bin is it? • *Wheeled bin* • *Eurobin with one lid* • *Eurobin with aperture* • *Paladin/Chamberlain* • *Other, please specify* *PDF: Bin types and sizes*	
	What is the size of the bin? (in litres) • *180* • *240* • *360* • *660* • *820* • *940* • *1100* • *1280* • *Other*	
	If other, please specify	
	Does the bin have a lid? • *Yes* • *No*	

	Is the bin facing the correct way? (Sticker to the front) • Yes • No	
	Does the bin have a sticker on it? • *Yes* • *No* • *Unable to determine*	
	Is the sticker legible? • Yes, completely legible • *Yes, just about, but with some damage* • *No, completely illegible* • *N/A*	
	Is the sticker information up to date? • *Yes* • *No* • *N/A* *PDF: Up to date rubbish sticker*	
	Is the bin marked as 'Commercial' anywhere? • Yes • No • Unable to determine	
	Does the bin have dents or scratches? • Yes, major ones • Yes, minor ones • No, none • Unable to determine	
	Do all the wheels appear to work? • Yes • No, not working • No, one or more wheels missing • Unable to determine	
	How clean is the bin? • Very clean • Some cleaning needed • Very dirty, major cleaning needed • Unable to determine	
	Are there any other bin defects to be aware of? • Hole in / damage to lid • Hole in side/bottom of bin • Broken lid (no longer opens/closes) • Graffiti on bin • Bin needs repainting • Damaged lip of bin • Other • N/A	Multiple choice question. Select all that apply
	If other, please specify	
	Please take a photo of the bin	Yes/no slider

9.Potential for Recycling	LOCATION QUESTION TO PULL IN STRING	
	Is recycling being collected elsewhere on the site? • Yes • No	
	What would the total recycling bin capacity need to be? *PDF: Recycling capacity equation*	
	How many bins and what size? *PDF: Bin types and sizes*	
	Is there space to accommodate your recommended additional bins? • Yes • No	Section appears if select 'Rubbish' to 'What is being collected in this bin location?'
	Is there space to accommodate your recommended additional bins AND any additional rubbish bins recommended? • Yes • No • N/A	
	Comments and suggestions on how to accommodate additional bins (e.g. increase collection frequency)	
10.Recycling Facilities	LOCATION QUESTION TO PULL IN STRING	
	How many collections of recycling are there per week?	
	Is this an estimate? • Yes • No	
	How many mixed recycling bins are there in this bin location?	
	What is the total bin capacity currently? (Add up the bin sizes)	Section appears when answer 'Recycling' or 'Rubbish and Recycling' to 'What is being collected in this bin location?'
	What is the total weekly bin capacity currently? (Use the formula) *PDF: Current capacity equation*	
	What is the total weekly bin capacity needed? *PDF: Recycling capacity equation*	
	Does this bin location require more recycling bins? • *Yes* • *No*	
	If yes, how many more mixed recycling bins are required and what size? *PDF: Bin types and sizes*	

	Is there space to accommodate your recommended additional bins? • *Yes* • *Yes, if excess residual capacity removed* • *No* • *N/A*	
	Comments and suggestions on how to accommodate additional bins (e.g. increase collection frequency)	
	Is there excess cardboard propped up against the bin or walls? • Yes • No	
	Is the bin lid unable to close because of too much cardboard? • Yes • No • N/A	
11.Recycling Bins	Bin number	Section appears when answer 'Recycling' or 'Rubbish and Recycling' to 'What is being collected in this bin location?' Complete this section for each of the recycling bins in the chamber
	What type of bin is it? • *Wheeled bin* • *Eurobin with one lid* • *Eurobin with aperture* • *Paladin/Chamberlain* • *Other, please specify* *PDF: Bin types and sizes*	
	What is the size of the bin? (in litres) • *180* • *240* • *360* • *660* • *820* • *940* • *1100* • *1280* • *Other*	
	If other, please specify	
	Does the bin have a lid? • *Yes, a normal lid* • *Yes, a reverse lid* • *Yes, aperture* • *No lid, completely open*	
	Is the bin locked? • *Yes* • *No* • *Unable to determine*	
	Is the bin facing the correct way? (Sticker and reverse aperture to the front)	

	• Yes • No	
	Does the bin have a sticker on it? • *Yes* • *No* • *Unable to determine*	
	Is the sticker legible? • Yes, completely legible • *Yes, just about, but with some damage* • *No, completely illegible* • *N/A*	
	Is the sticker information up to date? • *Yes* • *No* • *N/A* *PDF: Up to date recycling sticker*	
	Is the bin marked as 'Commercial' anywhere? • Yes • No • *Unable to determine*	
	Does the bin have dents or scratches? • Yes, major ones • Yes, minor ones • No, none • *Unable to determine*	
	Do all the wheels appear to work? • Yes • No, not working • No, one or more wheels missing • *Unable to determine*	
	How clean is the bin? • Very clean • Some cleaning needed • Very dirty, major cleaning needed • *Unable to determine*	
	Are there any other bin defects to be aware of? • *Hole in / damage to lid* • *Hole in side/bottom of bin* • *Broken lid (no longer opens/closes)* • *Graffiti on bin* • *Bin needs repainting* • *Damaged lip of bin* • *Other* • *N/A*	Multiple choice question. Select all that apply
	If other, please specify	
	Please take a photo of the bin including any stickers on the bin	Yes/no slider

12.Additional comments	Additional comments from the Surveyor	Section is mandatory regardless of how routing questions are answered