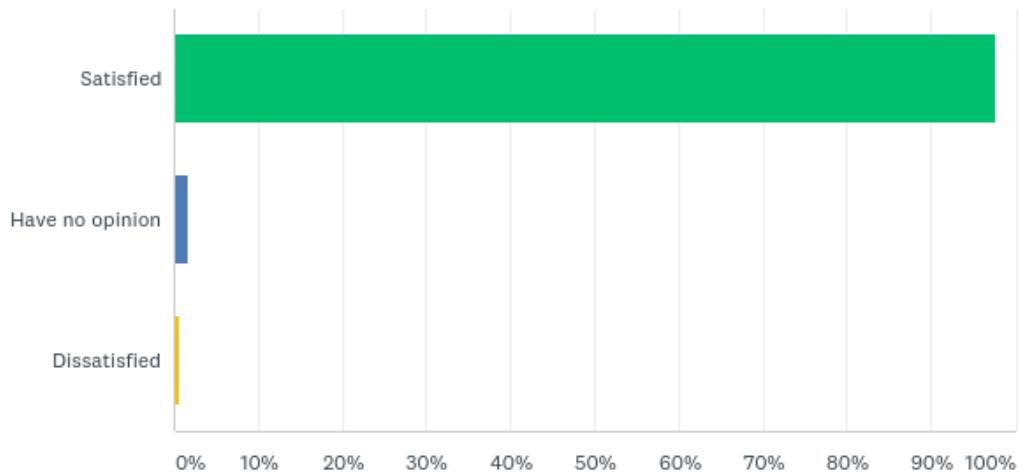


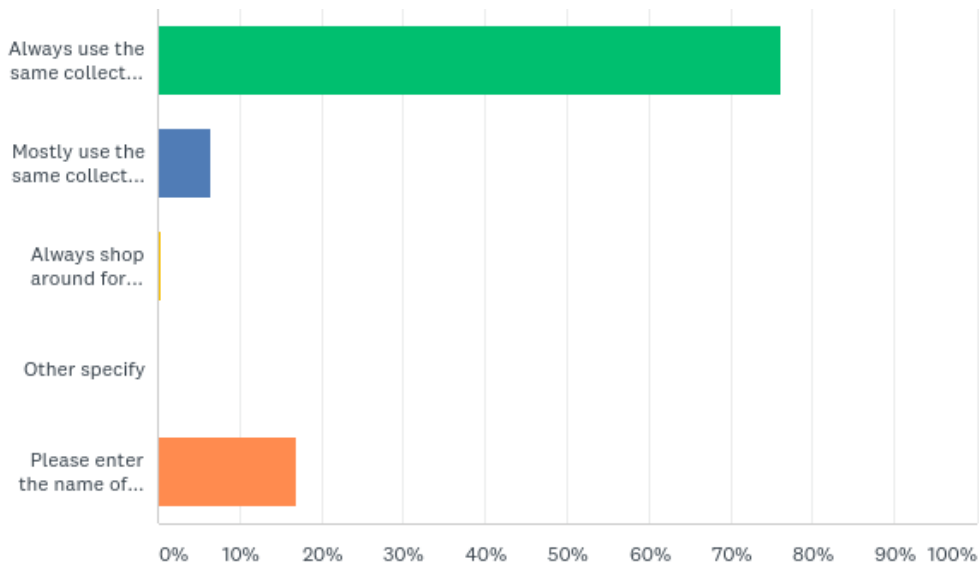
NFSCo Member Survey Summary - 2017

Q2: Thinking about the last three NFSCo collections, how satisfied were you with the service you received from your collector or renderer?



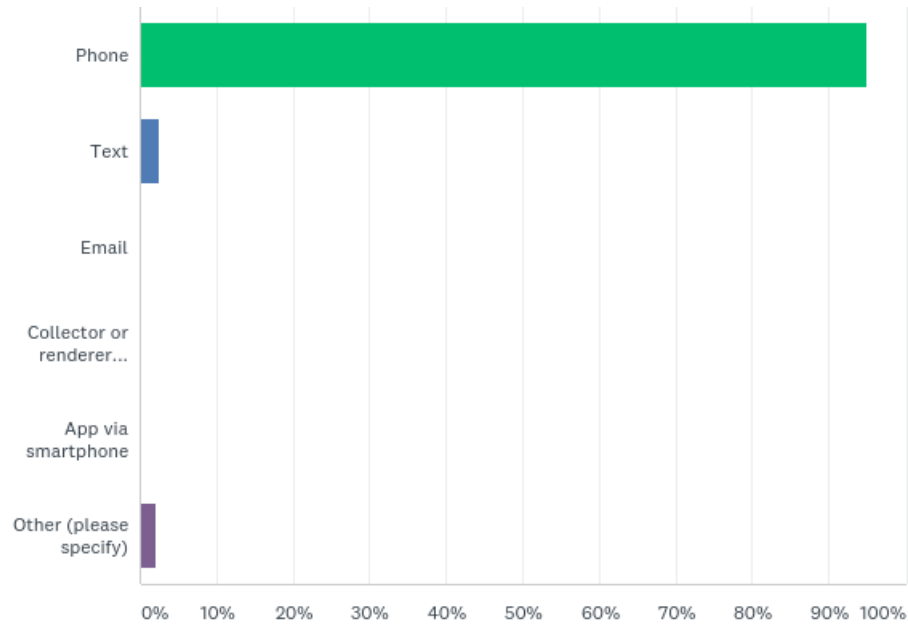
Answer Choices	Responses	
Satisfied	97.72%	4722
Have no opinion	1.70%	82
Dissatisfied	0.58%	28
Total		4,832

Q3: When you need to arrange collection of fallen stock, do you



Answer Choices	Responses	
Always use the same collector or renderer	76.09%	3,657
Mostly use the same collector or renderer and occasionally shop around	6.47%	311
Always shop around for competitive rates	0.42%	20
Other specify	0.17%	8
Please enter the name of your regular collector or renderer	16.85%	810
Total		4806

Q4: How do you contact your collector or renderer to arrange a collection?



Answer Choices

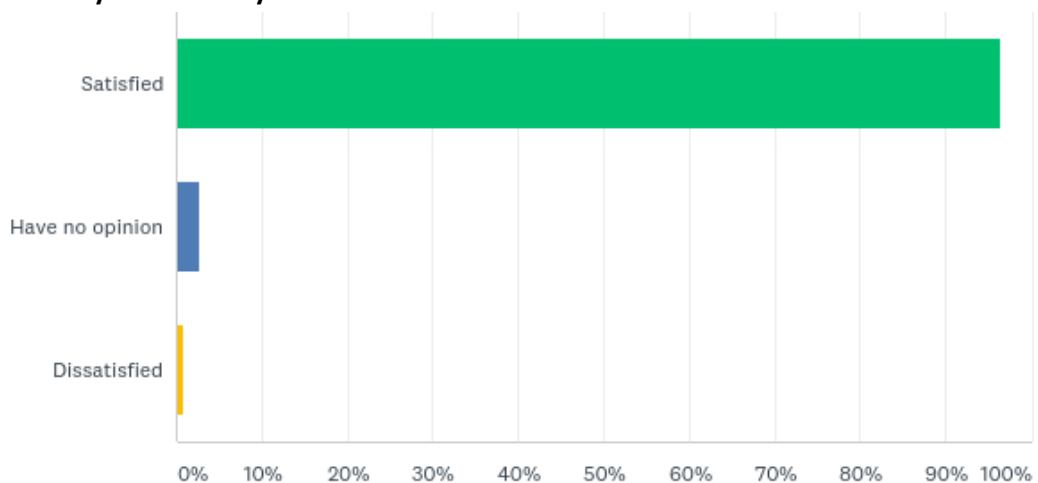
Responses

Phone	94.92%	4650
Text	2.54%	122
Email	0.29%	14
Collector or renderer website	0.06%	3
App via smartphone	0.02%	1
Other (please specify)	2.16%	104

Total

4,804

Q5: To what extent are you satisfied your collector or renderer makes collections in reasonable time?



Answer Choices

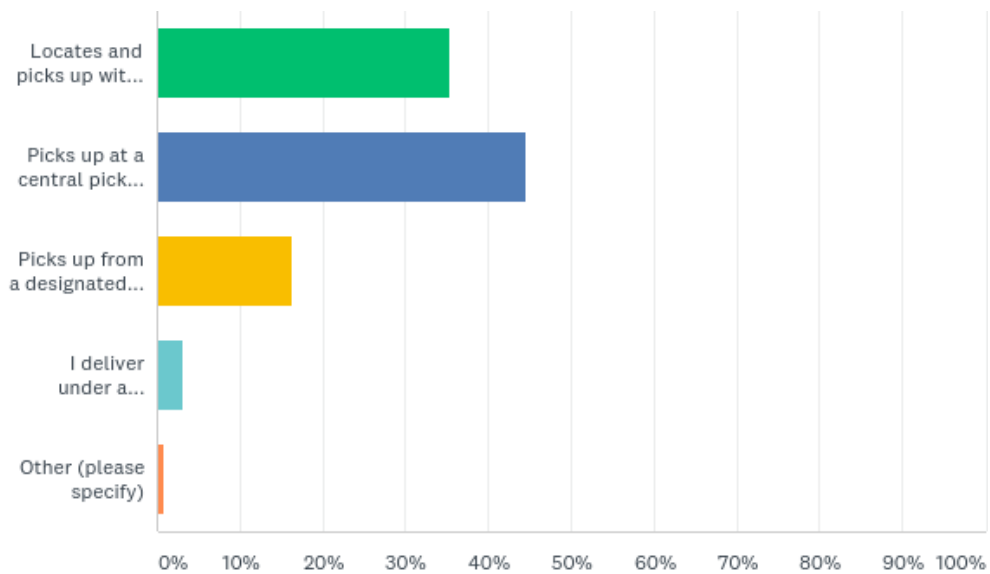
Responses

Satisfied	96.54%	4,571
Have no opinion	2.64%	125
Dissatisfied	0.82%	39

Total

4,735

Q6: In general, how does your collector or renderer pick up your fallen stock?



Answer Choices

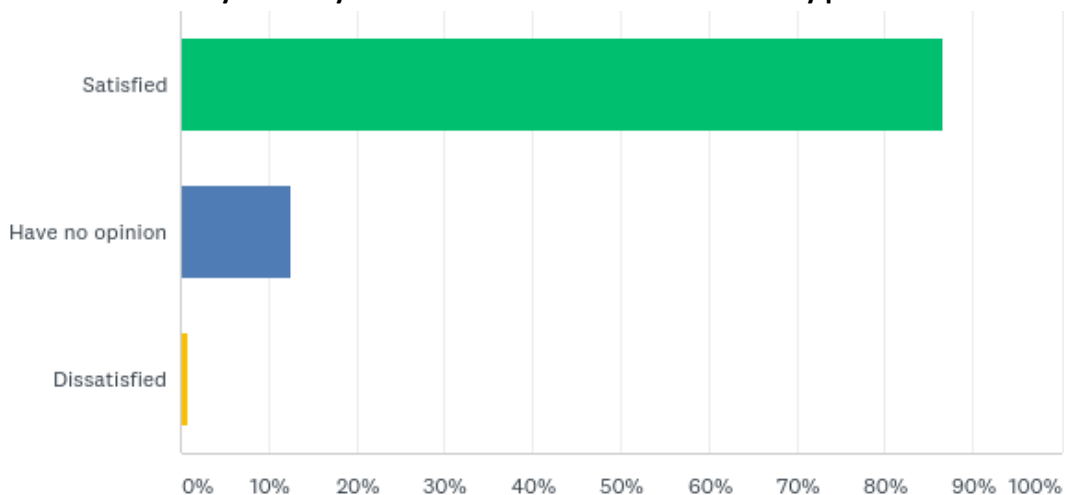
Responses

Locates and picks up within the perimeter of the farm	35.28%	1,699
Picks up at a central pick up point within the perimeter of the farm	44.48%	2,142
Picks up from a designated pick up point at the perimeter of the farm	16.32%	786
I deliver under a disposal only tariff	3.05%	147
Other (please specify)	0.87%	42

Total

4,816

Q7: In general, how satisfied are you with your collector or renderer's bio-security procedures?



Answer Choices

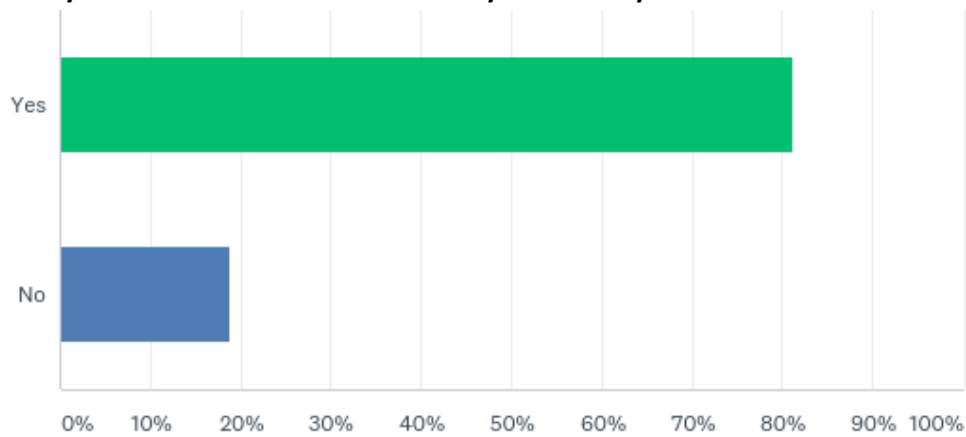
Responses

Satisfied	86.62%	4,174
Have no opinion	12.45%	600
Dissatisfied	0.93%	45

Total

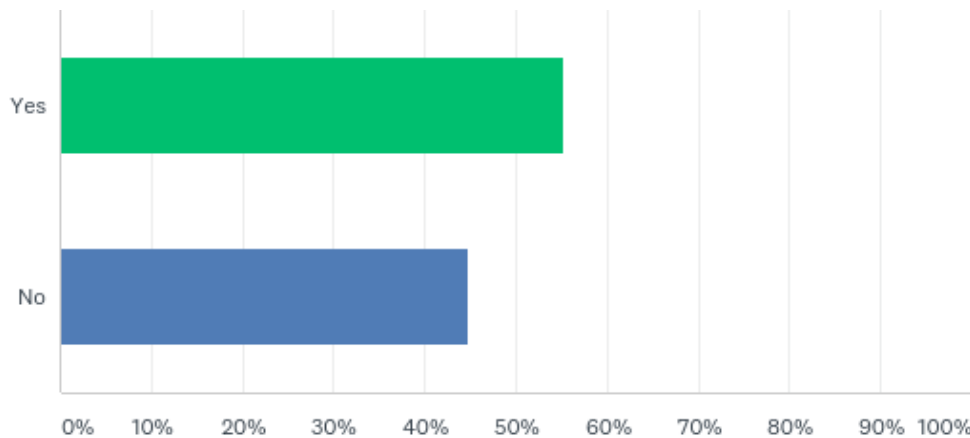
4819

Q8: The NFSCo Compliance Statement demonstrates that members are compliant with current regulations on fallen stock and is accepted by the enforcement authorities. Do you currently receive the statement?



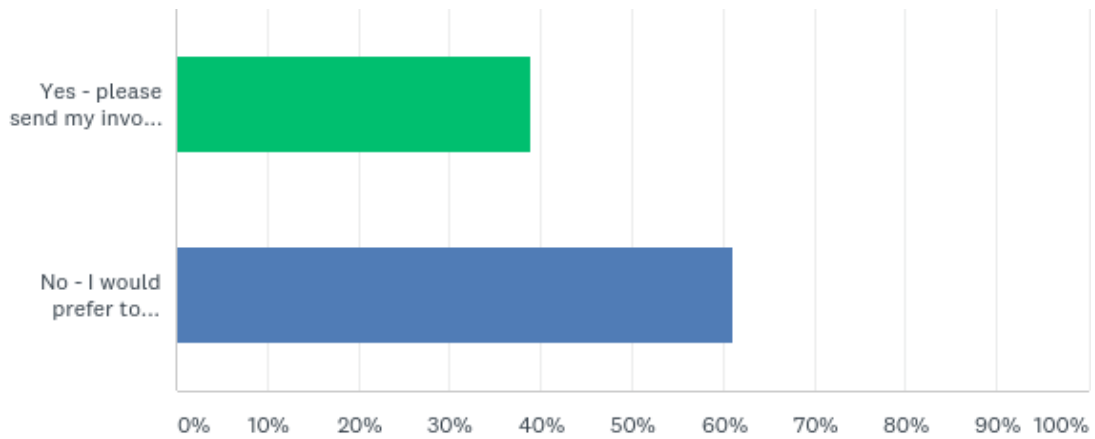
Answer Choices	Responses	Count
Yes	81.2%	3,829
No	18.88%	891
Total		4,720

Q9: If you answered 'No' to Question 8, would you like to receive a Compliance Statement for 2017? (a Cost of £4.65 + VAT annually)



Answer Choices	Responses	Count
Yes	55.15%	632
No	44.85%	514
Total		1,146

Q13: Please complete your email address above and tell us if you would you like to receive your NFSCo invoice by email in future? You will save 50p per invoice if you choose to receive them by email.



Answer Choices

Yes – please send my invoice by email in future
No- I would prefer to receive my invoices on paper

Responses

38.83% 1,715
61.17% 2,702

Total

4,417