

Tracker Survey Satisfaction Results

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1. Premis

This report provides an update on the latest tracker survey results for the joint waste service, which took place in November 2015, including an indication of trends from the previous surveys. It also provides a comparison of the results for this service as compared with the average results from other Serco contracts.

2. Methodology

Serco use an independent third party to carry out six monthly tracker surveys on each of their contracts, to obtain data on customer satisfaction. Surveys take place each year in May and in November. Responses are obtained from a sample size of 200 residents (100 per district) and this is the standard sample size that Serco use across all of their contracts where customer satisfaction is not linked to KOTs. Each telephone interview lasts approximately 8 minutes and residents are contacted using Random Digit Dialling (RDD). This information is then screened to ensure the interviewees live in the Chiltern & Wycombe catchment area.

RDD ensures inclusion of residents who are ex-directory. If the sample is limited to those in published telephone directories, it will be skewed towards older adults and those who have not moved home for many years. The results are then weighted to reflect the local population profile using census 2011 data. In addition, all numbers are screened against the Telephone Preference Services (TPS - www.tpsonline.org.uk).

3. Autumn Results – November 2015

The survey was carried out in November 2015.

Overall

- Overall satisfaction in Chiltern has decreased by 6.3% this wave to 85.6% but is the same as the same period last year which was 85.6%
- Overall satisfaction in Wycombe has decreased slightly by 0.3% this wave to 83.5% and is down against the same period last year which was 87%

Over the last two and a half year the overall level has been:



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Overall	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	79%	85%	88%	86 %	92.1%	85.6%
Wycombe	86%	85%	90%	87%	83.8%	83.5%
Overall	82%	85%	89%	86%	88%	84.55%

4. Comparison with other Serco contracts

Appendix 1 provides a comparison of the customer satisfaction results of the joint waste contract as compared with the averages of Serco's other contracts. Since 2014, the results have outperformed the results of other contracts and although the Wycombe results dipped slightly last year, they are still within the upper range of results.

5. Results by service

Street cleaning

- Satisfaction with street cleaning in Chiltern is 75.2% this wave, a decrease of 5.0% from last wave and is also down against the same period last year which was 81.0%
- Satisfaction with street cleaning in Wycombe is 69.0% this wave, a decrease of 15.5% from last wave and is also down against the same period last year which was 88.0%

From the comments we know that:

- Satisfied residents are happy that streets and roads are clean / tidy with not much litter around, and that they are cleaned regularly
- 46 residents were dissatisfied with this service (21 in Chiltern and 25 in Wycombe) The main reasons given for dissatisfaction were:
 - 21 comments that the streets are not clean / tidy (9 Chiltern and 12 Wycombe), with 5 residents from Chiltern Rise
 - 12 comments on the frequency of cleaning (5 Chiltern and 7 Wycombe) with 5 residents from Chiltern rise
 - 8 comments on insufficient litter bins (6 Chiltern and 2 Wycombe) with 4 residents from St Mary's and Waterside

Grot spots

Of the 46 dissatisfied residents, 24 identified 'grot spot' areas, that they felt need further

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attention. Not all of the issues raised were within the remit of this contract, eg maintaining pot holes.

Over the last two and a half year the overall level has been:

Cleansing	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	79%	77%	75%	81%	80.2%	75.2%
Wycombe	86%	84%	89%	88%	84.5%	69%
Overall	83%	81%	82%	85%	82%	72.1%

Street cleansing action plan:

- The results of the survey have been discussed at the Serco contract meeting
- Serco have been tasked with paying closer attention to the locations identified by residents during the survey
- Contract Officers will monitor cleansing of these areas
- Contract Officers will review the provision of litter bins in the areas identified by residents and will also monitor the emptying of the existing bins
- 'Grot spot' locations have been shared with Serco and Contract Officers for monitoring

General Waste (Refuse) collections

- Satisfaction with refuse collection in Chiltern is 81.0% this wave, a decrease of 13.1% from last wave and is also down against the same wave last year which was 87.0%
- Satisfaction with refuse collection in Wycombe is 75.0% this wave, a decrease of 4.4% from last wave and is also down against the same wave last year which was 85.0%

From the comments we know that:

- Satisfied residents are happy with the regularity and reliability of the efficient service, and that collections are made at a convenient time
- 28 residents have told us they are dissatisfied with this service (13 Chiltern and 15 Wycombe) the main reasons they give for dissatisfaction are:
- 12 comments on missed collections (4 Chiltern and 8 Wycombe) with 3 of those residents from Greater Hughenden
- 11 comments on bin placement (6 Chiltern and 5 Wycombe) with 3 of those residents from Greater Hughenden and 4 residents from St Mary's and Waterside
- 8 residents commented that if they do not present their bin, it is not emptied (2 Chiltern and 6 Wycombe) with 3 residents from Greater Hughenden and 3 from Ryemead

- 6 comments on frequency (5 Chiltern and 1 Wycombe) with 3 residents from Ridgeway

Over the last two and a half year the overall level has been:

General Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	80%	83%	90%	87%	94.1%	81%
Wycombe	87%	79%	89%	85%	79.4%	75%
Overall	84%	81%	90%	86%	87%	78%

Refuse action plan:

- Serco have provided an additional resource for 6 months to review performance by crews and each week are shadowing the 3 worst performing crews from the previous week. So far results seem to be indicating an improvement in the performance of those crews. This resource will be targeted at which ever service requires attention.
- Supervisors have been tasked with actively checking that the worst repeated misses have been collected.
- Serco and Contract Officers will monitor the specific areas highlighted by residents during this survey.

Recycling collections

- 91 Chiltern residents said they participate in the recycling collection service, of whom 83.3% are satisfied, a decrease of 12.2% from last wave
- 92 Wycombe residents said they participate in the recycling collection service, of whom 89.7% are satisfied, an increase of 17.6% from last wave.

From the comments we know that:

- Satisfied residents are happy with the frequency of efficient collections and that they are made on time / promptly
- 20 residents (11 Chiltern and 9 Wycombe) are dissatisfied with the service because:
 - 10 comments on missed collections (9 Chiltern and 1 Wycombe) 6 residents from St Mary’s and Waterside
 - 7 comments on frequency(6 Chiltern and 1 Wycombe) 2 residents from St Mary’s and Waterside
 - 5 comments on lack of information as to what can be recycled x 5 (all Chiltern) 4 residents from St Mary’s and Waterside



Over the last two and a half year the overall level has been:

General Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	76%	84%	91%	85%	95.5%	83.3%
Wycombe	85%	89%	92%	91%	72.1%	89.7%
Overall	81%	86%	92%	88%	84%	86.5%

Action plan/commentary:

- Specific comments relating to St Mary’s and Waterside are likely to have been made by residents living in flats – the provision of mixed recycling to flats in Chesham is due to take place over the next few months and residents will receive information to advise. Website information is also available

Food waste collection

- 78 Chiltern residents said they participate in the food waste collection service, of whom 98.8% were satisfied, an increase of 2.9% from last wave which is up on the same period last year which was 86.8%
- 71 Wycombe residents said they participate in the food waste collection service, of whom 89.6% were satisfied, a decrease of 6.3% from last wave which is up on the same period last year which was 77.3%

From the comments we know that:

- Satisfied residents are generally happy with the regular collections and that they are made on time / promptly
- Residents are mainly dissatisfied with the perceived infrequency of collections

Over the last two and a half year the overall level has been:

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Food Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern		91%	90%	87%	95.9%	98.8%
Wycombe		85%	88%	77%	95.9%	89.6%
Overall		88%	89%	82%	96%	94.2%

Action plan/commentary:

- Generally, collections are going well but any properties with repeated missed food waste collections will be highlighted on Serco's hot spot list.
- Waste team will use communications to emphasise weekly frequency of this collection

Garden waste collections

- 50 Chiltern residents said they participate in the garden waste collection service, of whom 90.7% were satisfied, a decrease of 4.3% from last wave which is up on the same period last year which was 88.2%
- 77 Wycombe residents said they participate in the garden waste collection service, of whom 92.9% were satisfied, an increase of 7.1% from last wave which is similar to the same period last year 93.7%

From the comments we know that:

- Satisfied residents are generally happy with the regular, timely and efficient collections which save them from going to the tip
- Just 5 residents are dissatisfied with the service, suggesting that waste is not collected regularly enough and not enough space in the bin

Over the last two and a half years the overall level has been:

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Garden Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern		88%	94%	80%	95%	90.7%
Wycombe		91%	91%	94%	85.7%	92.9%
Overall		90%	93%	87%	90%	91.8%

Action plan/commentary:

- Generally, collections are going well, but any properties with repeated collection issues will be highlighted on Serco's hot spot list

6. Benchmarking against other local authorities

As indicated in Appendix 1, the customer satisfaction results of the joint waste service compare favourably with the average Serco contract results and also with the satisfaction rates of other local authorities nationally.

7. Next Surveys

Discussions are taking place with Serco to establish the costs of increasing the sample size.

The next survey will take place in May 2016.