

SUBJECT:	<i>Waste Services – Customer satisfaction & street cleansing update</i>
REPORT OF:	<i>Cllr Mike Smith</i>
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WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

To provide Resources Overview Committee with details of the results of the latest customer satisfaction survey and to also provide information on the street cleansing performance, as requested by committee.

RECOMMENDATION

This report is for information as requested by the Resources Overview Committee. The Committee is therefore asked to note the report.

2. Executive Summary

Resources Committee requested information on the latest customer satisfaction survey results for the Chiltern District. Serco provide a six monthly tracker survey for the joint waste contract, which is a random telephone survey of 100 residents in the Chiltern District and 100 residents in the Wycombe District. The following results are from the latest tracker survey undertaken by Serco in November 2016 and specific results for Chiltern are provided against the following services:

- Street cleansing – 78.1% satisfaction rate
- Refuse collections – 89.6% satisfaction rate
- Recycling collection – 88.3% satisfaction
- Food recycling – 75.9% satisfaction rate
- Garden waste - 85.3% satisfaction rate

Where overall combined satisfaction rates are provided, these relate to the combined satisfaction rates for the joint waste contract (both Chiltern & Wycombe).

3. Reasons for Recommendations

No recommendations are sought; this report is for information purposes as requested.

4. Content of Report

4.1 Methodology of customer satisfaction surveys

Serco use an independent third party to carry out six monthly tracker surveys on each of their contracts, to obtain data on customer satisfaction levels with waste and cleansing services. Responses are obtained from a sample size of 200 residents within the Chiltern and Wycombe districts (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 key outcome targets. 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).

To provide some context to the survey, we provide a waste collection service on behalf of 111,165 households (39,394 within the Chiltern District and 71,771 within the Wycombe District) and the contractor empties in excess of 300,000 containers per week. Therefore, the sample size in comparison is small. However, Serco provide this service as part of the contract offer and Chiltern and Wycombe are not directly charged for the service.

Autumn results 2016

The latest survey was carried out in November 2016 and the results for Chiltern District Council are set out below. Please note that the overall combined satisfaction rates apply to the combined results from Chiltern and Wycombe (the joint waste contract). Where results do not add up to 100%, this is because they do not include 'Don't know'.

Satisfaction with street cleansing service	
Satisfied	78.1%
Dissatisfied	15.9%
Reasons for dissatisfaction	7 reported untidy streets 2 reported leaves not swept 2 reported pot holes & roads not maintained
Overall combined satisfaction rates compared with last survey	Increased by 4.8%

Satisfaction with refuse collection	
Satisfied	89.6%
Dissatisfied	10.4%
Reasons for dissatisfaction	5 reported missed collections 2 reported collections not taking place at a set time 5 reported issues with bin replacement
Overall combined satisfaction rates compared with last survey	Increased by 2.6%

Satisfaction with recycling service	
Satisfied	88.3%
Dissatisfied	7%
Reasons for dissatisfaction	4 reported bins not put back in right place 3 reported contractor showing lack of care with bins 2 reported rubbish spilt at collection
Participation in the recycling collection	85.3%
Reasons for not participating	4 did not know there was a service
Since new recycling service, do you recycle more?	54.4% recycle more 2.8% recycle less 32.5% recycle the same amount 10.4% do not know
Overall combined satisfaction rates compared with last survey	Decreased by 3.2%

Satisfaction with food recycling collection	
Satisfied	75.9%
Dissatisfied	24%
Reasons for dissatisfaction	3 reported contractor showing lack of care with bins 4 reporting bins not put back in right place 1 reported missed collection
Participation in the food recycling collection	75.9%
Reasons for not participating	7 do not have a bin 6 do not have much food waste 3 say its smelly 1 lives in a flat
Overall combined satisfaction rates compared with last survey	Increased by 2%

Satisfaction with garden waste collection	
Satisfied	85.3%
Dissatisfied	3.8%
Reasons for dissatisfaction	1 reported not enough room in the bin
Participation in the chargeable garden waste collection	42.9%
Reasons for not participating	8 do not have a garden 6 take garden waste to the tip 6 do not have much garden waste
Overall combined satisfaction rates compared with last survey	Decreased by 7.2%

The tracker survey results are discussed with Serco at contract meetings and focus is placed on any areas of concern.

5. Street Cleansing update

Our contractor, Serco, operates a combination of scheduled cleansing operations for dealing with litter picking, sweeping and litter bin emptying, in addition to reactive works to deal with highway spillages, fly tipping, dog fouling, litter problems, removal of dead animals, graffiti and fly posting.

Our contract with Serco requires them to maintain acceptable levels of cleansing across all streets, with agreed response times for restoring streets back to acceptable levels depending on the location and severity of the problem.

Serco are contracted to carry out street cleansing at the frequencies necessary to ensure that acceptable standards are achieved and maintained. The Contractor will therefore be required to provide flexible and responsive programming to respond to changing needs. For instance, if a location experiences regular problems with litter, this will be removed more frequently as required.

Litter bin emptying is carried out from twice daily to weekly depending on the location, however, again, more frequent emptying will be specified if required.

In terms of litter picking and litter bin emptying, compared to the last year, to date, Serco cleansing operatives have collected 121 tonnes of paper and 29 tonnes of cans and plastics, which have subsequently been processed for recycling.

During the leafing season additional resources are used to deal with scheduled leaf clearance operations, in addition to request to deal with problem areas and safety concerns from slippery footpaths. During the recent leafing season, in the period up to December 2016, Serco cleared 885 tonnes of leaves across the whole contract area (Chiltern & Wycombe) which roughly equates to the weight of approximately 885 family cars.

The following summary provides an overview of the re-active cleansing that has been carried out within the Chiltern district between April and December:

Cleansing Requests CDC	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Collect Dead Animal	18	10	16	13	12	5	11	14	6	105
Collect Fly Tip	51	46	52	36	48	65	65	52	45	460
Collect litter & debris	19	7	3	5	1	9	18	8	12	82
Cover Spillage		2	1			1			1	5
Excessive Leaf Fall							2	16	15	33
Litter Bin Overflowing	43	17	9	18	12	19	21	10	17	166
Sweep Area	30	6	15	16	7	15	37	33	26	185
Grand Total	161	88	96	88	80	114	154	133	122	1036

6. Consultation

Not applicable

7. Options

Report provided for information purposes

7. Corporate Implications

Reports must include specific comments addressing the following implications;

3.1 *Financial – no implications*

3.2 *Legal – Under The Environmental Protection Act, 1990, local authorities have a statutory duty under the Environmental Protection Act (EPA)1990 to ensure public spaces and highways are kept free from litter and refuse as far as is reasonably practicably (as detailed in the Code of Practice on Litter & Refuse (Nov 2006)).*

8. Links to Council Policy Objectives

This work supports the corporate objective to 'strive to conserve the environment and promote sustainability', supporting 'Chiltern residents to reduce waste and increase recycling'.

9. Next Step

No decision proposed

Background Papers:	None other than those referred to in the report
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