

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL
EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
CABINET PANEL

Date 25th July 2018.

1. **REPORT TITLE** **Recycling Satisfaction Survey**
- Submitted by:** **Executive Director of Operational Services**
- Portfolio:** **Operational Services**
- Ward(s) affected:** **All**

Purpose of the Report

To inform Cabinet Panel of the results of the recycling residents satisfaction survey and to consider the outcome and views expressed by residents in deliberation of the future direction for recycling and waste services in the Borough.

Recommendations

That the Cabinet Panel review the results of the survey and use the information as part of the ongoing process of considering options for the future design and delivery of the recycling and waste service.

Reasons

The views of residents are an integral part of deciding on a future strategy for the delivery of recycling and waste services in the Borough and the information provided through the survey is crucial to ensuring that resident's views are considered as part of the process of appraising options for future service delivery.

1. **Background**

- 1.1 The consultation was launched on 20th February 2018. The report attached at Appendix 1. was prepared on 13th June 18, having run for 16 weeks. Within that period the survey received comments from almost 1,300 people which is the highest number of respondents to any of the Council's online consultations. Assuming that responses were one per household who responded this represents around 2.5% of households in the Borough.
- 1.2 Questions were posed in respect of a range of aspects of the current service including, the frequency of service, how containers are left after emptying, the type and number of containers provided, reliability of collections, dealing with enquiries and overall satisfaction.
- 1.3 The detailed results for each question are set out in the attached survey report for Members to review including comments made by residents whilst completing the survey.
- 1.4 In respect of overall satisfaction, whilst there were significant differences in satisfaction between some wards, responses were largely negative where almost three-fifths of overall respondents (58 per cent) said that they were dissatisfied, with fewer than one in four (24 per

cent) saying they were satisfied. The remaining 18 per cent said that they were neither satisfied nor dissatisfied.

- 1.5 The highest level of overall satisfaction was expressed with the frequency of the service and the lowest level of satisfaction was expressed with the type and range of containers provided with a number of comments being made which expressed a preference for wheelie bins for recycling collection.

2. **Issues**

- 2.1 Responses from the survey indicate a significant overall level of dissatisfaction amongst residents who responded with the design and delivery of the current recycling and waste service.

- 2.2 The views of residents are an integral part of deciding on a future strategy for the delivery of recycling and waste services in the Borough and the information provided through the survey is crucial to ensuring that resident's views are considered as part of the process of appraising options for future service delivery.

3. **Proposal**

- 3.1 It is recommended that the Cabinet Panel review the results of the survey and use the information as part of the ongoing process of considering options for the future design and delivery of the recycling and waste service.

4. **Reasons for Preferred Solution**

- 4.1 The views of residents are an integral part of deciding on a future strategy for the delivery of recycling and waste services in the Borough and the information provided through the survey is crucial to ensuring that resident's views are considered as part of the process of appraising options for future service delivery.

5. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

- 5.1 The proposal is key to having in place an up-to-date efficient and customer focused Integrated Municipal Waste Management Strategy for Newcastle under Lyme Borough Council, and will contribute to the following corporate priorities:

- creating a cleaner, safer and sustainable Borough
- creating a Borough of opportunity
- transforming our Council to achieve excellence

6. **Legal and Statutory Implications**

- 6.1 The Council has a legal duty under the Waste Framework Directive 2012, to provide collection services for non-recyclable waste, and to collect separately four streams of recycling, paper/card, metal, plastic, and glass all free of charge. The Council has no statutory responsibility to provide garden waste collection services.

7. **Equality Impact Assessment**

- 7.1 The proposal supports the Equality Impact Assessment undertaken for the effective delivery of the Integrated Municipal Waste Management Strategy for Newcastle under Lyme Borough Council

8. **Financial and Resource Implications**

8.1 The proposal has no direct financial and resource implications for the Council.

9. **Major Risks**

9.1 There are no major risks in considering the results of the recycling satisfaction survey.

10. **Key Decision Information**

10.1 The proposal and recommendation set out in this report is not a key decision as defined in the Council's Constitution.

11. **Background Papers**

11.1 NBC Recycling Satisfaction Survey results