

SUMMARY OF CONSULTATION

There were 1290 Public Surveys completed

The key issues raised were:

- Recycle more materials at the kerbside (small electrical, textiles, tetrapak, batteries)
- New container for cardboard/ability to present more cardboard
- Simplify collection systems
- Don't change refuse collections

Questions regarding garden waste service identified that:

- Majority of Garden waste customers use service Feb - Oct (42% use Nov - Jan)
- 51% would support a winter shut down of Garden waste
- 74% put food waste in garden waste bin
- 71% of customers would still subscribe to fortnightly garden waste service
- Only 24% would be prepared to pay more to retain a weekly Garden waste service

Twenty four district councillors attended the Members' workshop

Comments echoed those received in the public survey regarding maintaining refuse collection arrangements, recycling more materials, and improving cardboard container.

It was suggested that Garden waste could be weekly in the summer and fortnightly in Winter.

There was support for an adaptable flexible service particularly in light of card and plastics uncertainty.

It was felt the Food caddy could be improved.

Two out of three groups supported seasonal garden waste collection.

18 Town and Parish Council representatives attended for 15 Town and Parish Councils

Comments echoed those above. Of three groups, one supported fortnightly garden waste collections, one supported seasonal garden waste and one suggested a variable weekly Summer/Fortnightly Winter collection.

Operational Staff

The operational staff that collect the waste were also surveyed. A total of 29 staff (35%) responded, of which 60% wanted a move to a comingled service, predominantly as it would reduce manual handling, be safer and easier, boost morale and assist with staff recruitment and retention. A number of staff also highlighted a comingled service with a wheeled bin would be easier for residents and would reduce the number of boxes and bags which often blow around and get damaged. The kerbside sort service and the requirement for drivers to also load vehicles make the work unattractive, and Ubico struggle to recruit. The staff identified that there are considerable problems with the existing ageing fleet due to its condition and lack of capacity for certain materials. These issues will be addressed whichever option is selected.

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