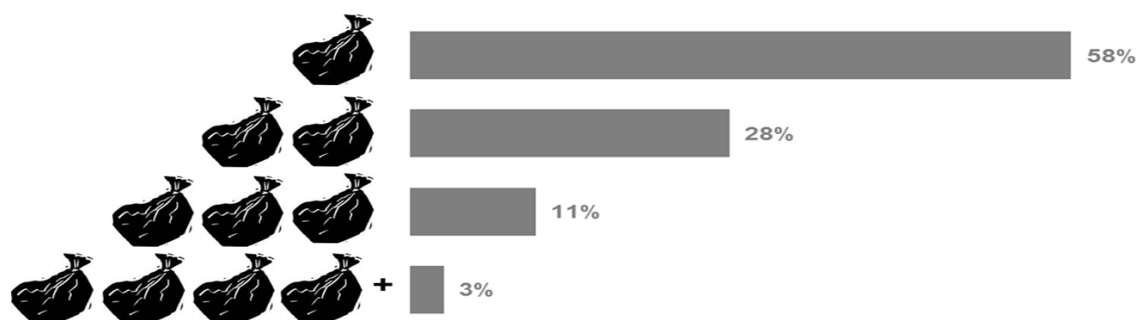


Appendix 1B – Customer Satisfaction Results

Voicebox Results

The graphic below shows the average number of black sacks respondents said their household produced a week:



- ❖ 51% of B&NES residents would like a wheeled bin to store rubbish (2014)
- ❖ 72% residents thought they would have somewhere to store a wheeled bin (2014)

There is a political and public desire to improve street cleanliness (gull strategy)

Key themes:

Positives

- Regularity and reliability
- Wide range of material recycled
- Polite, friendly and helpful staff

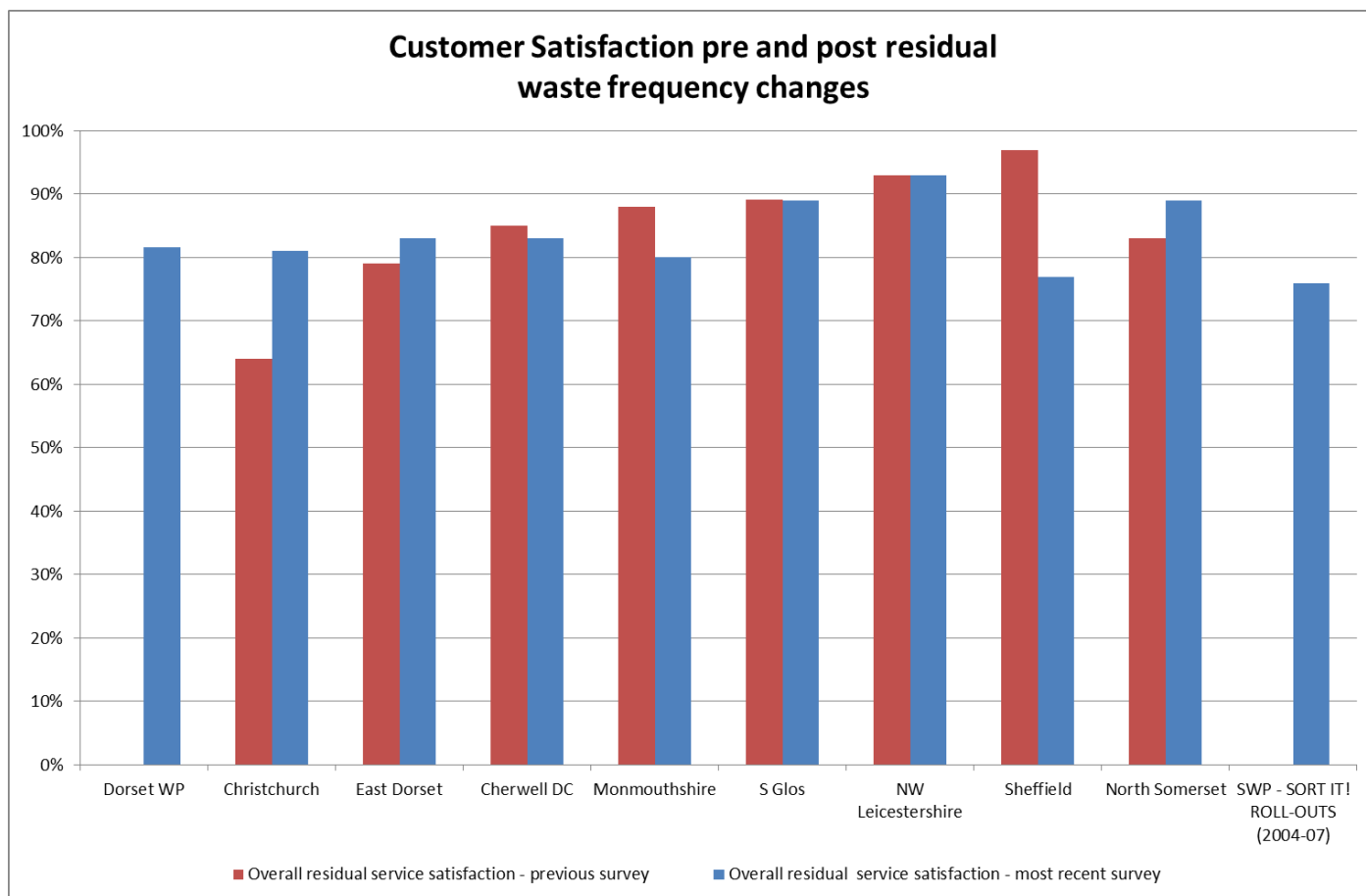
Negatives

- Mess left after collection
- Problems with birds and animals getting into the rubbish

In order to provide a snapshot of the customer satisfaction rates of comparable authorities, the table below shows Surrey's most recent satisfaction rates. All authorities operate fortnightly refuse collections.

	WBC % 2008 figures in brackets	SHBC %	MVDC %	EBC 2013
General Waste	91 (75)	95	92	92
Recycling Collection	92 (82)	94	93	
Food waste bin	93	93	94	-
Garden waste collection service	90	94	94	-
Recycling textiles	93	92	94	-
Small electrical goods/batteries	91	90	95	-
CRC's	94	90	89	-
Bring sites	79	78	77	-

The chart below shows customer satisfaction rates from survey's undertaken before and after the implementation of fortnightly refuse collections.



The table below provides a summary of the political party control pre and post service design changes to fortnightly residual waste collections. It does not appear to be a political issue for residents. The only change noted was in South Somerset where it changed from Lib Dem to Conservative.

Prior to service changes in Somerset, Members agreed that waste would not be a political issue, as a result all members were supportive of the changes being made which helped implement and engage residents in the new services.

Authority	Year of Change	Party before	Party after	Change - Yes/No
Cherwell DC	2003	Con	Con	No
South Glos	2003/04	Lab	Lab	No
NW Leicestershire	2003	Lab	Lab	No
Sheffield	2012	Lab	Lab	No
North Somerset	2010	Con	Con	No
Dorset Waste Partnership				
Christchurch	2012	Con	Con	No
East Dorset	2013	Con	Con	No
North Dorset	2013	Con	Con	No

Weymouth and Portland	2014	NOC	NOC	No
Purbeck	2014	NOC	NOC	No
West Dorset	2015	Con	Con	No
Somerset Waste Partnership	2004 - 2007			No
Taunton Dean	2004 - 2007	Con	Con	No
South Somerset	2004 - 2007	Lib	Con	Yes
West Somerset	2004 - 2007	Con	Con	No
Sedgemoor	2004 - 2007	Con	Con	No
Mendip	2004 - 2007	Con	Con	No
Surrey Waste Partnership				No
Woking Borough Council	Pre 2006	Con	Con	No
Waverley Borough Council	Pre 2006	Con	Con	No
Tandridge District Council	2012/13	Con	Con	No
Surrey Heath Borough Council	2009/10	Con	Con	No
Spelthorne Borough Council	2010/11	Con	Con	No
Runnymede Borough Council	2010/11	Con	Con	No
Reigate & Banstead Borough Council	2012/13	Con	Con	No
Mole Valley	2003	Con	Con	No
Guilford Borough Council	2010/11	Con	Con	No
Epsom & Ewell Borough Council	2008/09	Residents Associations of Epsom and Ewell	Residents Associations of Epsom and Ewell	No
Elmbridge Borough Council	2009/10	Con	Con	No