

Progress Report

Rubbish and Recycling



Background



Members working group & project board

- Consideration of various issues including:-
 - Bin Sizes
 - Colours
 - Method
 - Frequencies
 - Communications

Communications strategy

- 11 Road Shows
- 2 Leaflet Drops
- Bus back campaign on 4 busses
- Information in 3 editions of the Borough Bulletin
- 2 Press Releases
- Newspaper Adverts

Operations

- Procurement of 70,000 wheelie bins
- Procurement of new fleet
- Extension of Depot site
- Re-routing of rounds
- Increased Customer Services section





Key Issues

- 85 % - 35,000 properties on Alternate Weekly Rubbish/Recycling Service
- Work to move remaining 5,000 on difficult properties over to the new scheme.
- High Participation levels
- Level of recycling currently estimated to be in excess of 30% per year
- Possible further increase to 40% + with further developments including the incorporation of difficult properties & Schools



Calls

- Large amount of calls from frail, elderly & disabled residents requesting assisted service.
 - 120 residents on assisted collection prior to change
 - Increased to 600

- Requests for additional and small bins
 - Smaller Bin Requests – 1200 plus
 - Extra Bin Requests – 800 plus

- All current requests completed by the end of this week



Issues

- 1000 properties were not initially able to use the new service
 - Non use of new bins
 - Not receiving new bins
 - Missed bins
 - Most problems dealt with within 24 hours

- During the roll out use of a much smaller collection vehicle has been fully costed and evaluated

Complaints

Complaints made by residents about:-

- Storage points
 - Collection points
 - Appearance of bins

These have quickly subsided in most areas

- Observations
 - overall appearance of the Borough has improved
 - litter has reduced compared to the previous blue box and bag collection scheme.
- No noticeable increase in fly-tipping since the change
- Requests re numbering of bins & signs.

