



Hyndburn Borough Council

Customer First Analysis

The weekly collection of Offensive / Hygiene waste

1. Purpose

- What are you trying to achieve with the policy / service / function?
Stop the current separate weekly collection of offensive / hygiene waste.

- Who defines and manages it?
The service is a historic service that collects the following waste types, disposable bed-pan liners urine containers, incontinence pads and stoma bags from residents with medical conditions.

All waste is classified and under the Environmental Agency's classification of waste types and there is no legal requirement for the Council to separately collect small amounts of offensive / hygiene waste, as it can be presented within the normal residual waste stream (grey wheeled bin).

- Who do you intend to benefit from it and how?
The Council will benefit by releasing resources to deploy on other functions such as removing fly-tipped waste and will make a small saving by not having to purchase 'Tiger Bags'. Lancashire County Council will benefit by reduced landfill costs. Residents will benefit by have a secure storage container for the waste.
- What could prevent people from getting the most out of the policy / service / function?
Residents not having sufficient capacity to store their waste between collections.
- How will you get your customers involved in the analysis and how will you tell people about it?
All residents / trade customers that use the service will be informed of the changes by letter. This letter will explain the reasons and who how we can help them if they feel they will struggle with their waste capacity.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
Resources being made available so they can be deployed on other functions and residents having sufficient capacity for their waste between collections.
- How satisfied are your customers and how do you know?
This will come via feedback from residents, the number of application forms received / issued with additional capacity i.e. an additional 140Ltr grey wheeled bin.
- What existing data do you have on the people that use the service and the wider population?
The collection list highlights the number of bags each property usually presents. The collection driver is also required to confirm if bags were presented or not.

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Since 2009 no resident have been added to the separate weekly collection service, instead they have been informed they can present this waste inside their grey wheeled bin.

- What other information would it be useful to have? How could you get this?

We will survey each property to identify their current waste capacity. Any property found to only have the small 140Ltr grey wheeled bin can, if they so wish, be automatically exchanged for the standard 240Ltr bin, almost doubling their capacity.

- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?

No, households on the list were only assessed on their medical condition irrespective of their gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy or maternity.

- Are you using partners, stakeholders, and councillors to get information and feedback?

Discussions will be held with the Portfolio Holder and Leader of the Council.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?

All residents on the existing collection list will continue to have this waste collected by the Council. Once the weekly collection service is removed all residents in the Borough that produce offensive / hygiene waste will receive the same collection service.

4. Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?

Any resident that creates additional waste can apply for additional waste capacity through the Council's existing policy and if they meet the criteria they will be issued with an additional 140Ltr grey wheeled bin.

- Is it discriminatory in any way?

No, there is a Council policy for additional waste capacity which any resident can apply for and if they meet the criteria they will be issued with the additional 140 Ltr capacity.

- Is there a possible impact in relationships or perceptions between different parts of the community?

Some households already have more than one grey wheeled bin for their residual waste i.e. large families or those with large numbers of babies who meet the criteria for the additional waste capacity policy.

- What measures can you put in place to reduce disadvantages?

Maintain the additional waste capacity policy, Councillors making residents aware of the policy criteria.

- Do you need to consult further?

No

- Have you identified any potential improvements to customer service?

Residents currently store waste in bright yellow and black striped sacks, either inside or outside their property. However, once the service changes, residents will be able to store this waste inside their grey wheeled bin.

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- Who should you tell about the outcomes of this analysis?
Portfolio Holder and Leader of the Council.
- Have you built the actions into your Business Plan with a clear timescale?
No but looking to implement changes late summer 2011.
- When will this assessment need to be repeated?
N/A.

Steve Riley
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13 July 2011