

Customer First Analysis

Replacement Recycling Vehicles

Purpose

The current recycling vehicles have reached the end of their operational life and they are due to be replaced. Replacement of the recycling vehicles has allowed us to review and improve the recycling service we provide to residents and introduce operational efficiencies. All residents will benefit from the improved service as we will be in a position to collect a wider range of materials and address the major areas of concern with the current method of collecting recycling.

Evidence

Feed back from the waste services focus group and recycling calendar questionnaire gave high levels of customer satisfaction with no equality issues identified. The major areas of concern were around cardboard and textile collections. The focus group asked that we address these issues in order to provide a better service. Replacement of the vehicles means that the various streams of recycling will be collected on one type of vehicle in a 'one pass' system making it easier for residents to recycle and address concerns about missed collections, cardboard blowing around on windy days and vehicles arriving at different times.

The new vehicles and collection system has been endorsed by the recycling panel set up at the request of Cabinet to review our waste services generally.

Impact

There is no evidence to suggest some people may be benefiting more than others. All residents in Hyndburn receive an alternate weekly collection of household waste. This will continue but in a more efficient and customer friendly way.

Actions

Residents are offered various types and sizes of containers to suit their needs. An assisted collection service is offered to residents who cannot manage their waste. The customer feedback questionnaire will be repeated in the next recycling calendar so we can gauge the success of the scheme. It will also be discussed at the resident focus group.