

Customer First Analysis

Funding For Weekly Bin Collections

Purpose

The government has set aside £250m of funding to reinstate weekly bin collections of 'smelly' waste. Council's can bid for the funding which is time limited and they must guarantee to continue with the weekly collections for five years. All residents would receive the service.

Evidence

Hyndburn has operated an alternate weekly collection of household waste since 2003. Feedback from the waste services focus group and recycling calendar questionnaire gave high levels of customer satisfaction with no equality issues identified. There is no evidence to suggest that Hyndburn's residents wish to revert back to weekly collections.

The Council is acquiring new recycling vehicles and introducing an improved collection system based on alternate weekly collections.

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. There would be no additional equality benefits to any equality group in moving to weekly collections.

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 revised alternate weekly scheme. It will also be discussed at the resident focus group.