

Assisted Collection Survey Results

We sent a survey to a quarter (225) of our residents on our assisted collection list to find out if they were satisfied with the assisted collection service we were provide.

Overall results

- we received a good response rate to the survey of 32%
- there was generally good satisfaction from residents, no average score for the first four questions was below 6 out of 10
- 70% of residents felt that they had been treated with privacy, dignity and respect when dealing with the assisted collection waste services. However this leaves just under a third who don't feel that way
- residents who were least satisfied were from both the north and south of the borough
- residents who were least satisfied tended to have Friday collections.

Action taken so far

The report has been passed on to and discussed with Veolia's (our recycling and rubbish contractor) contact manager. We passed on a list of properties who repeated have problems with their assisted collections to Veolia.

If you have problems with your assisted collection please [let us know](#).

Future action

We will repeat the survey on an annual basis to ensure that improvements to the service are made. In March 2009 we will send another quarter of the residents on our assisted collection list the survey.

The survey

We asked residents to respond to the following questions by rating their satisfaction on a 1-10 scale, 1 being not satisfied and 10 being very satisfied.

Q1 How satisfied or dissatisfied are you with the overall standard of collection?

Q2. How satisfied or dissatisfied overall are you with the time of your collection?

Q3. How satisfied or dissatisfied overall are you with the consistency of your collection?

Q4. How satisfied or dissatisfied overall are you with the behaviour, such as politeness and helpfulness of the collection crews?

Each resident was asked to answer the first four questions in relation to the services they received:

- green recycling box
- green organic wheelie bin
- biodegradable sack (bio-sack)
- grey rubbish wheelie bin.

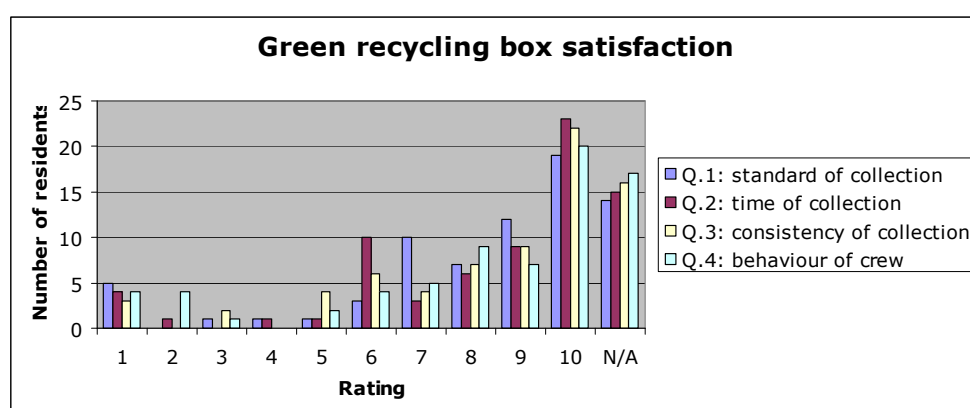
Lastly we asked residents to answer the following questions in relation to the waste collections overall:

Q5. Do you feel that you have been treated with privacy, dignity and respect when dealing with the assisted recycling and rubbish collection services?

Q6. Do you know how to complain about the assisted recycling and rubbish collection services?

Q7. Did you feel that you have been treated fairly by the assisted recycling and rubbish collection services?

Green recycling box



Question	Average score
1. Standard of collection	8
2. Time of collection	8
3. Consistency of collection	8
4. Behaviour of crew	8

Question 1, overall standard of collection, lowest five ratings with day of collection for green recycling box:¹

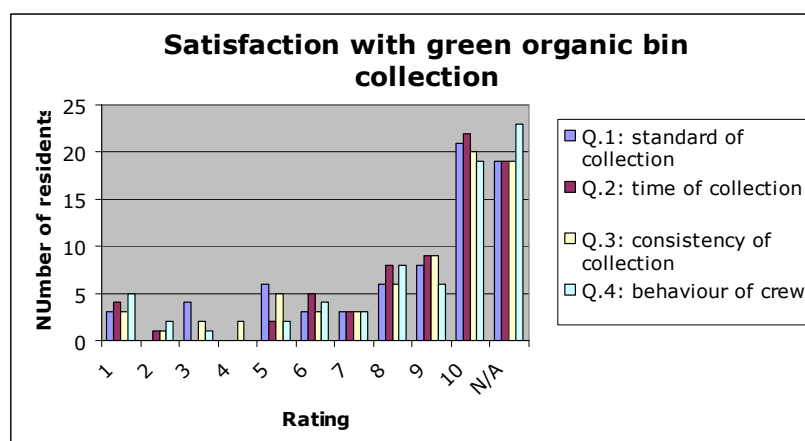
Rating	Ward	Day of collection
1	Kensal Green	Friday
	Tokynngton	Friday
	Dollis Hill	Friday
2	-	-
3	Alperton	Friday
4	Brondesbury Park	Friday
5	Mapesbury	Monday

¹ This table only includes responses which contained postcodes. Therefore the bar chart shows 5 responses for rating 1 in question 1 and the table shows 3 responses for rating 1 in question 1. The same applies to all the lowest five rating charts in this report.

Main complaints from residents:

- green boxes are thrown back into gardens. This results in trip hazards, residents having to wait until they have visitors so that their boxes can be moved and broken boxes.
- green boxes are not collected every week.
- lack of politeness from crew has resulted in a resident not using the service complaints about crew's bad language and some crews shout to each other across the street in the early hours.
- rubbish left in the road after the collection.

Green organic bin



Question	Average score
1. Standard of collection	8
2. Time of collection	8
3. Consistency of collection	8
4. Behaviour of crew	8

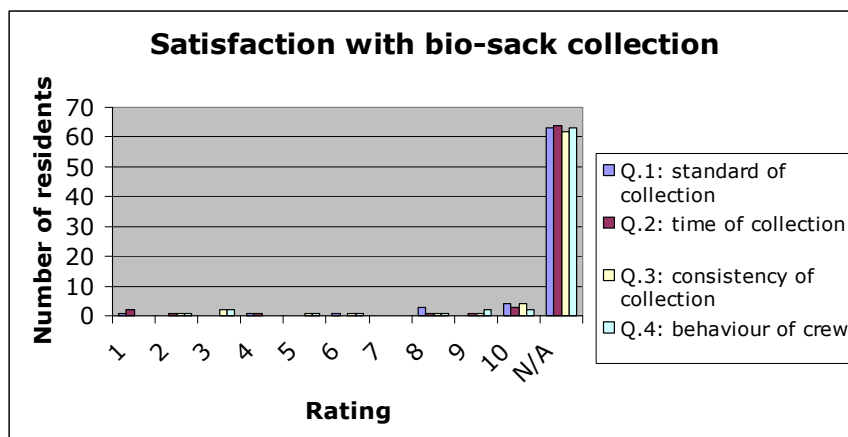
Question 1, overall standard of collection, lowest five ratings with day of collection for green organic bin:

Rating	Ward	Day of collection
1	Kensal Green	Friday
	Brondesbury Park	Friday
2	-	-
3	Tokynngton	Friday
	Brondesbury Park	Friday
4	-	-
5	Alperton	Friday
	Mapesbury	Monday
	Preston	Thursday
	Dollis Hill	Friday
	Queen's Park	Monday

Main complaints from residents:

- green organic bins are not replaced to their original position. This is a serious problem for blind residents and residents with mobility issues as it causes trip and access hazards and they may not be able to move their bins themselves.
- green organic bins are not collected and emptied every week, sometimes residents have to call two-three times per month to get their bin collected.
- green organic bins are not emptied completely.

Biodegradable sacks



Question	Average score
1. Standard of collection	8
2. Time of collection	6
3. Consistency of collection	7
4. Behaviour of crew	7

Question 1, overall standard of collection, lowest five ratings with day of collection for bio-sack service:

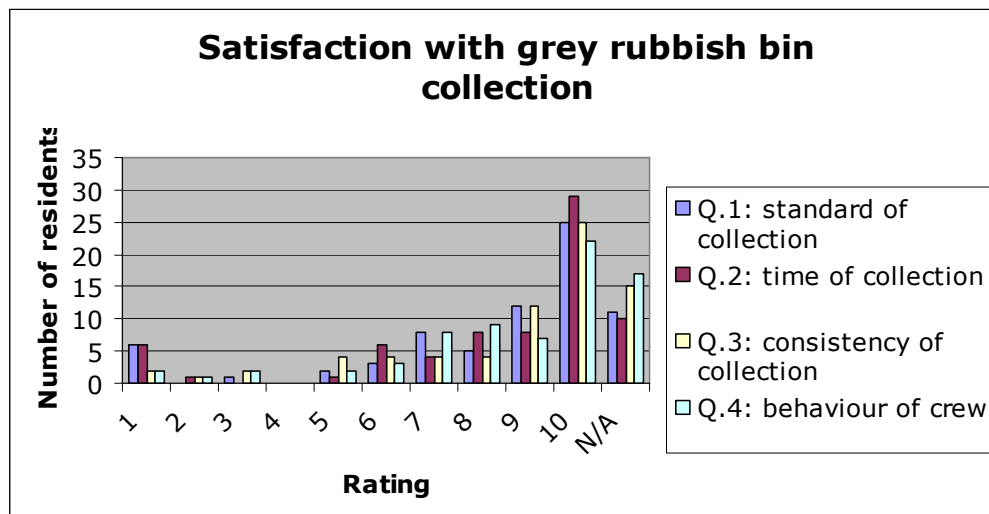
Rating	Ward	Day of collection
1	Kensal Green	Friday
2	-	-
3	-	-
4	Tokyngton	Friday
5	-	-

Main complaints from residents:

- no comments directly relating to bio-sack service.

Only one of the responses from our residents actually received a bio-sack collection, therefore the bio-sacks results are unreliable.

Grey rubbish bin



Question	Average score
1. Standard of collection	8
2. Time of collection	8
3. Consistency of collection	8
4. Behaviour of crew	8

Question 1, overall standard of collection, lowest five ratings with day of collection for grey rubbish bin service:

Rating	Ward	Day of collection
1	Kensal Green	Friday
	Tokyington	Friday
	Kensal Green	Thursday
2	-	-
3	-	-
4	-	-
5	Kilburn	Wednesday

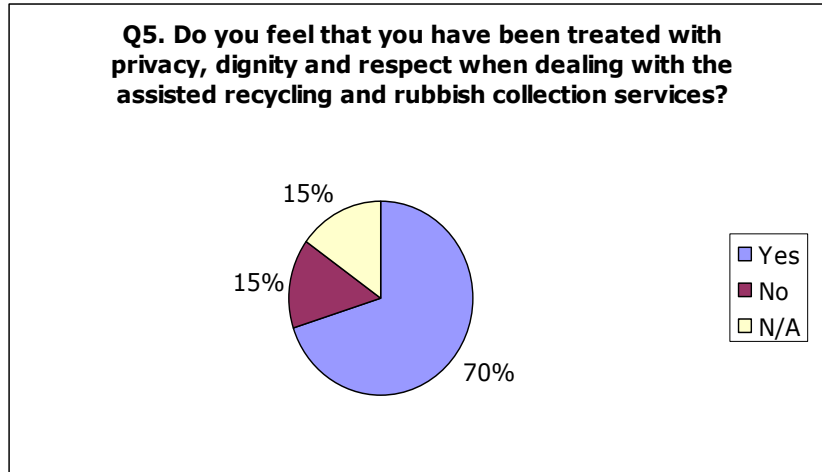
Main complaints from residents:

- grey wheelie bin is not returned to the original position.
- grey wheelie bin is replaced but left the wrong way around. Many residents with disabilities are not able to turn the wheelie bin the correct way around by themselves.
- grey wheelie bin is not collected and emptied every week. One resident calls every four-six weeks to report a non-collection.

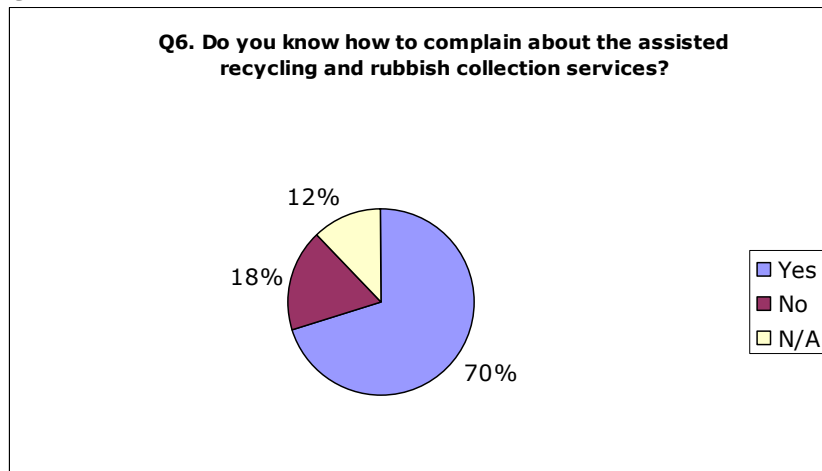
Praise for service:

- 'the crew we have collection the rubbish currently are brilliant. They are polite, considerate and efficient.'

Question 5



Question 6



Question 7

