

## Waste Services customer survey response 2016

A survey for Waste Services was published on Bath and North East Somerset Council's website in August 2016. Shortly after this we published a link to the survey via our Waste Services Facebook page to encourage more responses.

We have also looked at the results of the exit surveys we had carried out from various Campaigns Team events including our Clothes Swap event.

This year we included additional questions relating to things like timeliness, professionalism and fairness in addition to overall satisfaction. We will look to include these questions in the future Campaigns Team surveys.

The initial survey work provoked some interesting points of view especially where services could be improved. However we need to aim for additional responses in the future to ensure a balance of views and measure drivers of satisfaction more precisely. We will be keeping our survey open for a full year to allow this to happen but will be checking out results along the way.

Below are responses to some of the themes that started to emerge in the survey.

- It's clear some residents want to know where to get information on items that can and cannot be recycled. We have lots of information on the Bath and North East Somerset Council [website](#). We also publish information in the quarterly Connect magazine which goes out to all residents of Bath and North East Somerset. On an annual basis we send out a leaflet containing lots of information regarding our service to all households in Bath and North East Somerset.
- Feedback helps to confirm that people like waste ready for collection to be as tidy as possible. As part of [Waste Services re-design](#) we will be providing wheelie bins or re-usable sacks to almost all of the residents of Bath and North East Somerset Council. This will significantly reduce the levels of loose waste on the streets on waste collection day and help keep the streets cleaner.
- We know you want our processes to be as easy as possible. In response to the issue of the ordering of recycling containers, we have recently implemented an [on-line ordering service](#) for these products.
- Feedback from the exit surveys carried out by our Campaigns team at events we have held has been very positive. The results of these show that people attending events very much enjoy what is being provided. For example feedback for a recent Clothes Swap event was 100% very satisfied/satisfied and comments such as 'good fun' and 'never been to anything like this before, would definitely be back were given.'