

Scrutiny: Waste Strategy Task and Finish Group

Meeting: 28 September, 2016

Reports: What customers want and think of waste services (evidence of a pilot and satisfaction surveys)

Introduction

Milton Keynes Council as a local authority is legally obliged to provide waste service within the borough for the benefit of the borough's residents (109,000 households). In the provision of waste services, the Council has always placed a high value on achieving customer satisfaction as reflected by the **Zero Waste Strategy Refresh 2013**¹. For this reason the Council's Waste Strategy has always been informed by what is wanted by customers in the borough evidenced historically evidenced by the Municipal Waste Strategy and Waste Development Plan 2005. This Plan was predicated on what customers wanted at that point in time and it has guided the Council's waste service provision up to the present (period for development of a new Waste Strategy).

In evidencing the Council's efforts at undertaking valuable customer engagement, this report:-

1. Outlines the results of a Trial of Reusable Bags in Beanhill (January/February 2016)- Annex 1, and Survey Returns Summary- Annex 2
2. Outlines customer satisfaction as determined by Serco satisfaction surveys, customer contact centre and website statistics- Annex 3 (Report to follow)

For the Council the above is important as they provide valuable insight as to the expectations of residents of not only what they are obliged to receive, but what they demand as customers of waste services.

Milton Keynes Council Waste Service Obligations to Residents

Milton Keynes Council as a local authority is governed by legislation which guide waste service provision to customers². Recently the Waste (England and Wales) (Amendment) Regulations 2012 has meant that from 1 January 2015, the Council must collect waste paper, metal, plastic and glass separately. It has also imposed a duty on the Council when making arrangements for waste collection, to ensure that arrangements are by way of separate collection where it is technically, environmentally and economically practicable. The duties apply to waste from households and commercial or industrial waste.

Guided by legislation, the Council provides a number of waste services to the borough's customers including Waste Streams Collected Weekly: Residual, dry recyclables, mixed glass, mixed food and garden waste. Development of a new Waste Strategy by the Council will ensure that the Council's waste service provision is in keeping with current legislation determining quality service to customers.

¹ Overarching Goal/Vision- To be rated highly by local residents (in terms of satisfaction)

² *Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005, Animal By Products Regulations 2005, Public Supply Contracts Regulations 1995, Local Government Act 1999 - Part 1, Best Value, Health & Safety at Work Act 1974, Environmental Permitting (England and Wales) Regulations 2010, Waste Regulations (England and Wales) 2011, The Waste (England and Wales) (Amendment) Regulations 2012, Landfill (England and Wales) Regulations 2002, Controlled Waste Regulations (England and Wales) 2012, and Waste Electrical and Electronic Equipment Regulations 2006*