

### **Waste & Street Cleansing Scrutiny Review – summary of responses to public survey free text questions**

(This summary of over 2100 responses to the survey have been generated by AI)

#### **Other than missed/delayed collections, have you had any other issues with your waste and recycling service?**

##### **Key Themes from the Survey Responses on Waste Collection Issues**

Based on the survey responses, several key themes emerged regarding the issues people faced with their waste collections:

##### **Missed Collections and Delays**

- **Frequent missed collections:** This was the most common complaint, with many residents reporting that their bins were not collected for weeks at a time.
- **Inconsistent collection schedules:** Respondents noted that collection days were often changed without notice, leading to confusion and missed pickups.
- **Delayed responses to missed collections:** Many residents complained about the lack of timely responses from the council or Suez when reporting missed collections.

##### **Damage to Bins and Property**

- **Damaged bins:** Several respondents reported that their bins had been damaged by the bin lorries or during collection.
- **Damaged fences and property:** Some residents said that the bin lorries had damaged their fences or other property.

##### **Poor Communication and Customer Service**

- **Conflicting information:** Residents often received conflicting information from the council or Suez, leading to frustration and confusion.
- **Lack of communication:** Many respondents felt that there was insufficient communication from the council or Suez regarding service disruptions or changes.
- **Rude or unhelpful staff:** Some residents reported encountering rude or unhelpful staff when trying to resolve issues.

##### **Environmental Concerns**

- **Overflowing bins and litter:** Many residents complained about overflowing bins and litter scattered around their neighbourhoods.
- **Health hazards:** Some residents expressed concerns about the potential health hazards associated with uncollected waste, such as pests and odours.

## Other Issues

- **Incorrect bin placement:** Some residents reported that their bins were left in the wrong places after collection.
- **Issues with food waste collection:** Some residents experienced issues with their food waste bins, such as missed collections or damage.

Overall, the survey responses highlighted a significant number of problems with the waste collection service, including reliability, communication, and customer service. These issues have led to frustration and inconvenience for residents.

## Any other comments about the (recycling and waste collection) service you would like to share?

### Key Themes from the Survey Responses on Further Comments

Based on the additional survey responses, several key themes emerged regarding the waste collection service:

#### Continued Dissatisfaction with the Service

- **Poor performance:** Many respondents continued to express dissatisfaction with the overall performance of the waste collection service, citing missed collections, delays, and other issues.
- **Lack of improvement:** Some respondents noted that despite initial improvements, the service had deteriorated in recent months.

#### Communication and Customer Service Issues

- **Conflicting information:** Residents continued to report receiving conflicting information from the council or Suez.
- **Lack of responsiveness:** Some respondents complained about the lack of timely responses to complaints or inquiries.

#### Specific Issues

- **Missed collections:** Missed collections remained a significant problem, particularly for residents in multi-occupancy buildings and rural areas.
- **Damaged bins:** Respondents reported that their bins were often damaged during collection.
- **Environmental concerns:** Concerns about overflowing bins, litter, and potential health hazards persisted.

#### Comparison to Previous Service

- **Nostalgia for previous service:** Many respondents expressed a preference for the previous waste collection service, highlighting its reliability and efficiency.
- **Disappointment with the change:** Respondents felt that the change in contractors had resulted in a significant decline in service quality.

#### Calls for Improvement

- **Better communication:** Respondents called for improved communication from the council and Suez, including clearer information about collection schedules and service disruptions.
- **Improved service quality:** Respondents urged the council and Suez to take steps to improve the overall quality of the waste collection service.
- **Compensation:** Some respondents suggested that residents should be compensated for the inconvenience and financial losses caused by the poor service.

Overall, the additional survey responses reinforced the concerns raised earlier in the survey regarding the waste collection service. Despite some improvements, many residents remain dissatisfied with the current service and are calling for significant changes.

## **Do you have any other comments about street cleaning you would like to share?**

### **Lack of Street Cleaning**

- **Infrequent or non-existent cleaning:** Many respondents reported that their streets were rarely cleaned or not cleaned at all.
- **Focus on town centres:** Some respondents felt that the focus was on cleaning town centres, while residential areas were neglected.

### **Overgrown Vegetation and Litter**

- **Unmaintained vegetation:** Respondents complained about overgrown weeds, hedges, and bushes obstructing sidewalks and roads.
- **Litter and fly-tipping:** Litter and fly-tipping were common issues, especially in rural areas and near overflowing bins.

### **Drainage Issues**

- **Blocked drains:** Blocked drains were a concern for some residents, leading to flooding and waterlogged areas.

### **Public Health and Safety**

- **Health hazards:** Overgrown vegetation, litter, and overflowing bins were seen as potential health hazards.
- **Safety concerns:** Blocked drains and overgrown vegetation were also considered safety hazards, especially for pedestrians and cyclists.

### **Dissatisfaction with Council Response**

- **Lack of action:** Many respondents felt that their complaints about street cleaning issues were not addressed adequately by the council.
- **Inconsistent responses:** Some respondents reported receiving conflicting or inconsistent information from the council.

Overall, the survey responses highlighted a significant lack of street cleaning services in many areas, leading to concerns about public health, safety, and the overall appearance of the communities. Residents called for more frequent and thorough street cleaning, as well as better maintenance of public spaces.