

**DAVENTRY DISTRICT PEOPLE'S PANEL SURVEY –
SATISFACTION WITH THE ENVIRONMENTAL
SERVICES CONTRACT**

**ON BEHALF OF DAVENTRY DISTRICT COUNCIL
SCRUTINY & IMPROVEMENT COMMITTEE TASK
PANEL**

DECEMBER 2012

In June 2011 Daventry District Council, (DDC), and Northampton Borough Council outsourced the contract for environmental services to Enterprise Managed Services Ltd (EMS).

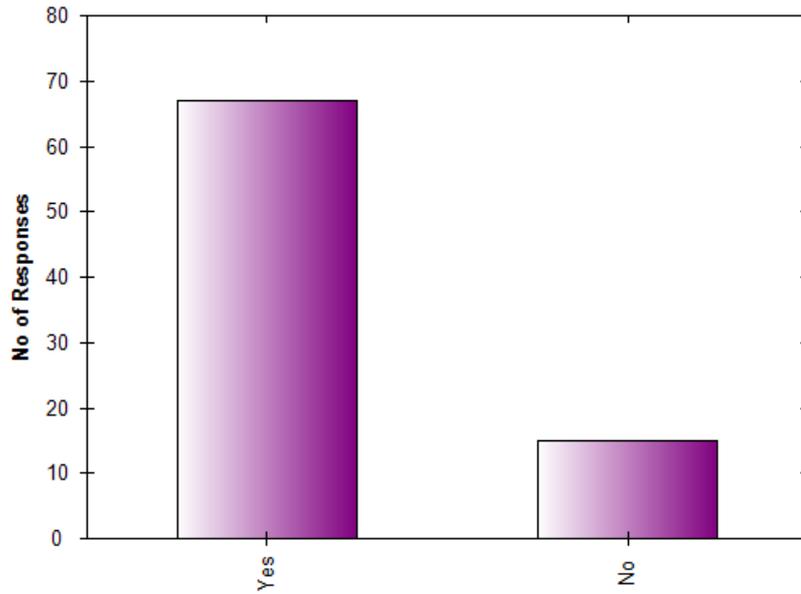
For DDC the contract includes the provision of waste and recycling, street cleansing, maintenance of public open spaces and parks, public toilets, markets, and cemeteries.

The Daventry District Council Scrutiny and Improvement Committee are now looking at the contract, how EMS has performed and satisfaction with the service.

In December 2012 the Scrutiny and Improvement Task Panel requested a survey be carried out on resident satisfaction to inform their decision making process.

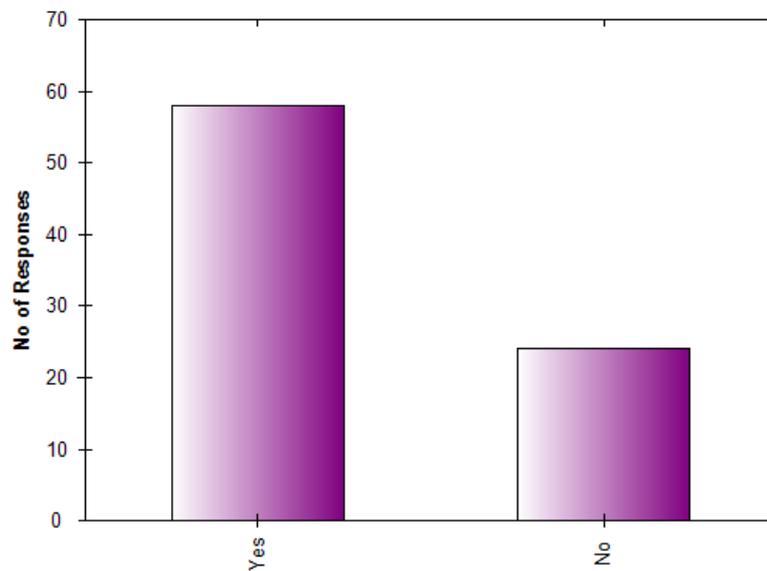
An electronic survey was sent to all those People Panel members who had registered an email address. The survey was sent to 297 members with 82 responses received (a response rate of 27.6%).

Q1. Were you aware that Daventry District Council had outsourced the contract for Environmental Services?



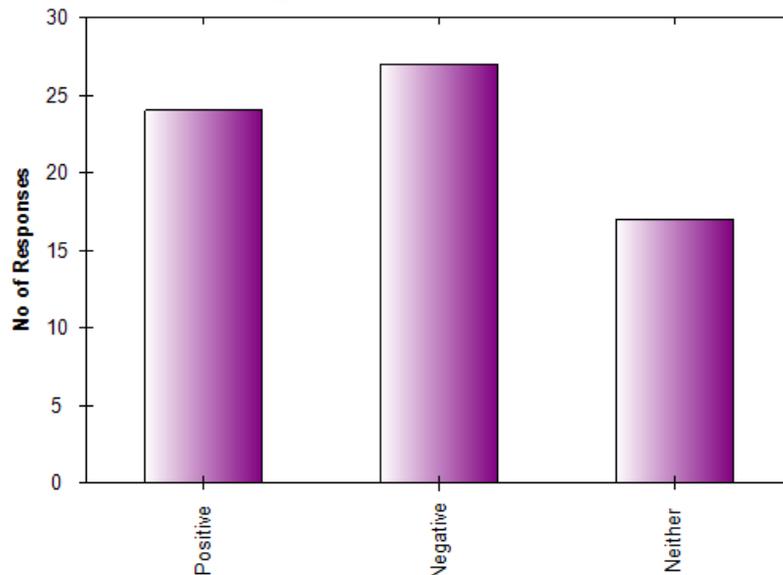
	No of Responses	%
Yes	67	81.7%
No	15	18.3%

Q2. Have you noticed any changes to the environmental service since the new contract started in June 2011?



	No of Responses	%
Yes	58	70.7%
No	24	29.3%

Q3 If yes, were these changes.....



	No of Responses	%
Positive	24	35.3%
Negative	27	39.7%
Neither	17	25.0%

Q4. If yes, what changes have you noticed?

The roundabouts are kept much tidier-the trees and bushes are not allowed to get overgrown.
Food waste collections every week.
Bins weren't collected for weeks, had to keep calling. Rubbish left all around where I put my bins (even on non windy days).
Saturday collection, I do not think this is a good idea as they turn up between 7am and 8am.
The dog bins are never emptied on a regular basis and we have to phone up all the time to say they are overflowing.
Maintenance of public open spaces. Bushes/trees on corner of Bury Dyke and Main Road in Crick is no longer cut back. Pathway has become narrow on this corner and road sign for Bury Dyke had been obscured prior to leaves falling. Also the public open space in Monks Way has on occasion been forgotten when all other grass areas have been cut.
Some improvement.
Sometimes bins have been left unemptied and pieces of rubbish left on the road.
Neater after collection bins left tidy.
Changes to what can and cant go in the brown bin and introduction of food waste bins
Very quick and tidy although they do tend to come at different times each week – not a problem.
Mostly no changes but when there is its generally a reduction in service.
Generally positive attitude of the teams and slightly higher quality of work. Less mess, helpful attitude at recycling centres. General cleanliness standards improved.
Too long between grass verges being cut.

Food recycling.
Lids are no longer provided with new recycling boxes.
Additional and separate collections for food & garden waste.
The bin men come earlier. The tip is closed on 2 days per week.
The much improved service and support at the recycling centre in Daventry.
Collection of waste food.
Food waste is now collected separately.
The recycling / food is collected much later in the day than the bin collection.
Grass cutting around the town not as often as before.
Refuse collection vehicles no longer arrive at a consistent time on the allocated day. (One week it may be 8am and the next week it may be 3pm). Also an additional box collection for food waste.
Lack of grass cutting and hedge trimming.
It is impossible to take on a contract of this magnitude without there being some teething problems. They are very helpful when approached to rectify any issues.
The collection times last all day Saturday. This is the worst possible day for bin collections as everyone has cars at home.
Grass cutting was very poor this year.
More items recyclable.
The collection service arrives well before 7am disrupting the early morning peace and quiet.
Collection of food waste.
Earlier collection.
We can no longer put cardboard in the brown bin.
Vegetable bin provided.
Grass and hedge cutting no longer acceptable standard.
Dog mess bins not emptied until overflowing.
On the positive side the new brown box for food waste is good.
Negative is that cardboard cannot be put in the big brown bin anymore, it has to go in the red bin which is too small – the temptation is to put it in the grey bin which defeats the object of recycling.
The recycling centre is better run but that may not be within your contract, probably NCC. On the negative side (you needed a 'Both' response to question 2) the litter bin situation in my village (Long Buckby) has been poor. We were without one for a long time by the Community Centre and the one by the school in High Street has been replaced but the bottom half of the old one nearby has not been removed.
The litter bins and dog poo bins in Boughton are frequently full to overflowing. It appears the frequency of emptying them has been substantially stretched. And plastic bin liners are not now being inserted after they are emptied.
More broken recycling boxes and they are left/thrown back on the road and not where they were picked up from. Bins also left in road and not where they were wheeled from. More rubbish left on road.
Yes...I logged via the website that my bin had not been emptied and then someone rang me back to tell me that it would be and could I ring them back to find out when. This is waste of money - why not email reply if someone has logged the incident online. I never rang back as I didn't see the point plus they had already been and collected the bin. Review this process as its a waste of phone call, an individuals time and mine too.
The time that they arrive to collect recycling is completely random. Some weeks they arrive before 6.30 in the morning so it makes for an early start as we daren't put our

already overflowing (as they are too small) recycling bins out the night before as they blow all over the street. Last week I got up at 6.30 to do this and they didn't arrive until late morning. Today, 6.35 am - no-one knows when to put out their bins. They often refuse to take refuse, despite the fact that I ALWAYS sort my recycling. If the crate has cardboard sticking out the top, they often remove it and leave it. If I put out a cardboard box - with all other cardboard packed neatly inside - they refuse to take it. Unless everything is the size of a cereal box and packed well down in the crate you are lucky if they take it. Two weeks ago I rushed out at 6.30 in the morning with my internal recycling bin to sort into crates as they had arrived so early, very nice man told me not to sort it - many people didn't bother - and he would sort the kitchen bin for me, which he did and returned it to me - today they caught me off guard today, my crates were full so I put the kitchen bin which contained cardboard and milk bottle cartons next to the crates as they assured me previously this would be OK. They didn't take it and slapped a great big sticker on what is clearly my kitchen bin saying SORRY - I can't get the sticker off without damaging bin. In addition to the above I am always picking up rubbish from the street that they have dropped. They are loud and make no attempt to consider children in bed when they arrive pre 6.30 am - I know the bin wagon is noisy but do they have to shout up and down the street? To top it all the change to having to put cardboard in the crates as the new contractors can't sort this from the brown bins is a joke. More than 50% of my rubbish is recycling yet I have 2 crates to fit it all into (family of 4) I requested 2 extra crates (waited 10 months to get them) only for the bin men to promptly leave my original 2 and the 2 new ones clearly somewhere else and probably now claimed by neighbours somewhere. Instead a bought a green crate to put the extra recycling in - it cracked when the bin men threw it back down - and the following week they assumed they crate was rubbish and took that too. I have today been out and spent £10 on an opaque lidded crate (the lid is attached) in the hope that I can use this for extra recycling and that they will not take this one too! Fed up - bring back the other contractor or give us some proper recycling bins that are full size like the brown ones (incidentally the brown one now never comes off the drive and has nothing in it as I have no garden waste).

Time differences, no consistency. Bins after being emptied just dumped on either side of road.

Street litter increased. Mowing / cleaning of public grass / access areas poorly done.

Enterprise do not take all the waste away which the council workers previously did (I had some extra plastic recyclable food containers and I placed them into a black bin bag alongside my recycling boxes and they didn't take them away. Also I have noticed that if the household bin is not completely shut they also have not taken the waste away. Finally I wrote to the council using "Street Doctor" as some branches were over hanging into my drive and I was told to cut them down myself to the boundary line (I cant do that as I don't have the tools nor do I want to risk climbing a ladder.

Very good service.

Bins not always emptied. Two lorries emptying boxes in one (short) street. Litter left on street after bins have been emptied.

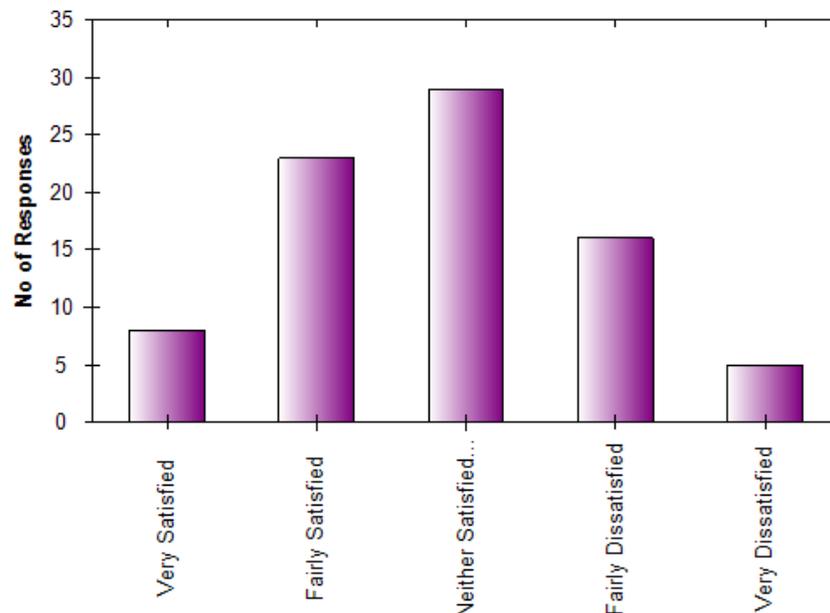
Parks, roadsides and roundabouts are very infrequently attended to. In the case of roadsides and roundabouts the long grass is a safety issue.

Although some variation in the times of collections, generally the bins are replaced neatly after collection rather than thrown down randomly. In fact of late they have actually been placed inside our gate.

Rubbish sometimes left scattered about - sometimes the bins are just missed off the collection round.

Better Bin collection service, At the refuse recycling centre there are more depositors than collectors as was the case.
The service appears to be more efficient.
Complete and abject failure to collect clinical waste reliably.
lack of maintenance to verges and parks, have not seen a street cleaning machine down our road for ages... used to see them regularly. also under the underpass on northern way, always lots of glass and litter rarely cleaned up. Wimbourne place playing field always littered, bins vandalised, paving ripped up.
Commercial Waste bins not collected on Nominated Day.
Collection times have changed and vary considerably from week to week.
Refuse collection has improved. It is now much tidier with less strewn rubbish and bins are stacked neatly.
No items left lying in the road.

Q5a. How satisfied or dissatisfied are you with - keeping public land clear of litter and refuse



	No of Responses	%
Very Satisfied	8	9.9%
Fairly Satisfied	23	28.4%
Neither Satisfied nor Dissatisfied	29	35.8%
Fairly Dissatisfied	16	19.8%
Very Dissatisfied	5	6.2%

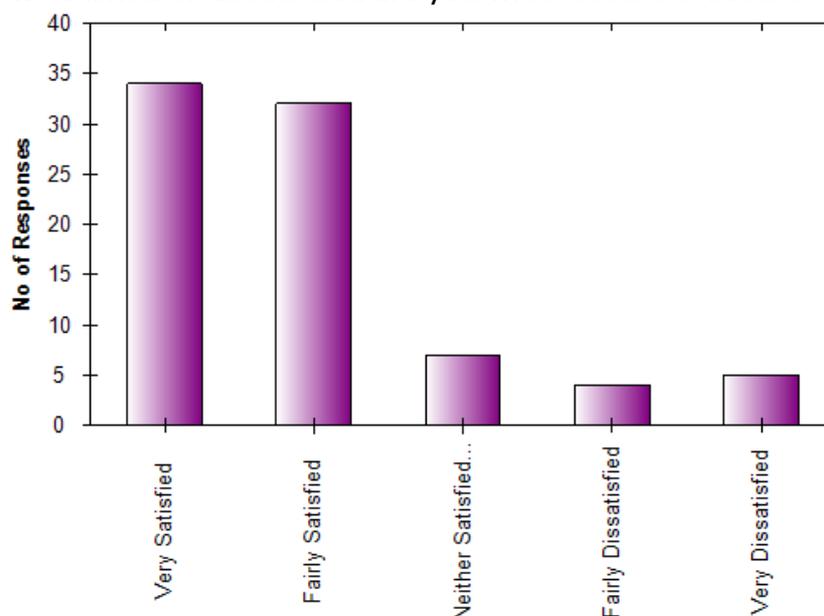
Note – the same question was asked in the 2008 & 2009 Place Survey. Whilst it is not possible to directly compare the results due to the difference in sample size and methodology it may be interesting background.

2008 Place Survey – 57.1% were very or fairly satisfied

2009 Place Survey – 58.2% were very or fairly satisfied

2012 People’s Panel survey - 38.3% were very or fairly satisfied

Q5b How satisfied or dissatisfied are you with - refuse collection



	No of Responses	%
Very Satisfied	34	41.5%
Fairly Satisfied	32	39%
Neither Satisfied or Dissatisfied	7	8.5%
Fairly Dissatisfied	4	4.9%
Very Dissatisfied	5	6.1%

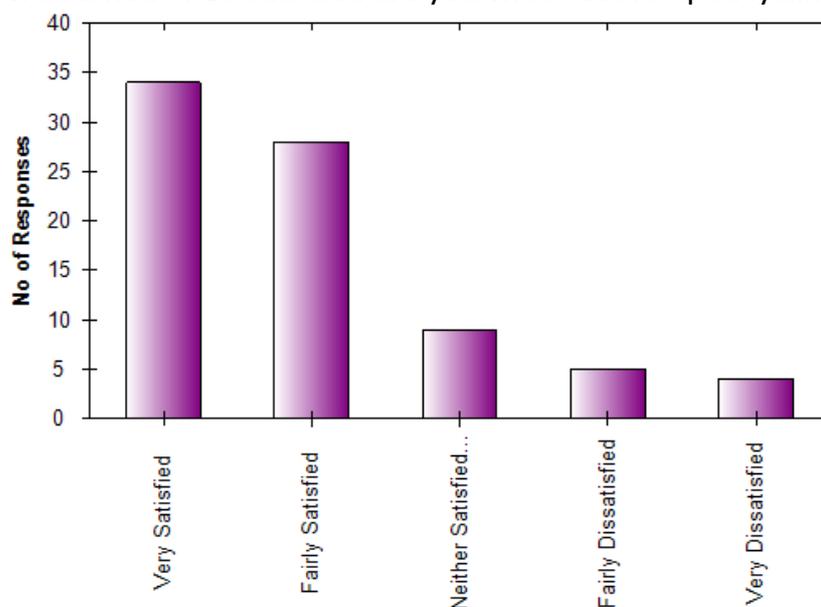
Note – the same question was asked in the 2008 & 2009 Place Survey. Whilst it is not possible to directly compare the results due to the difference in sample size and methodology it may be interesting background.

2008 Place Survey – 78.6% were very or fairly satisfied

2009 Place Survey – 81% were very or fairly satisfied

2012 People’s Panel – 80.5% were very or fairly satisfied

Q5c. How satisfied or Dissatisfied are you with - doorstep recycling?



	No of Responses	%
Very Satisfied	34	42.5%
Fairly Satisfied	28	35.0%
Neither Satisfied or Dissatisfied	9	11.3%
Fairly Dissatisfied	5	6.3%
Very Dissatisfied	4	5.0%

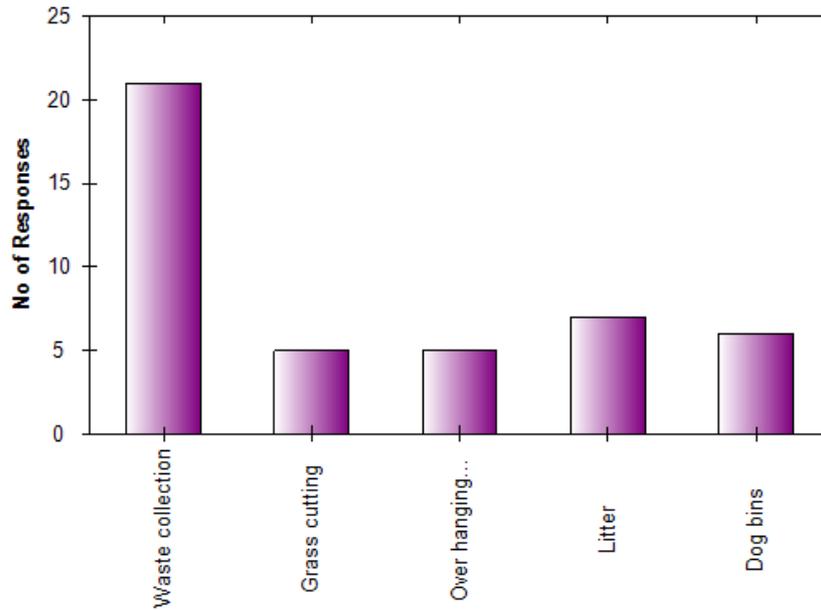
Note – the same question was asked in the 2008 & 2009 Place Survey. Whilst it is not possible to directly compare the results due to the difference in sample size and methodology it may be interesting background.

2008 Place Survey – 81.1% were very or fairly satisfied

2009 Place Survey – 85.4% were very or fairly satisfied

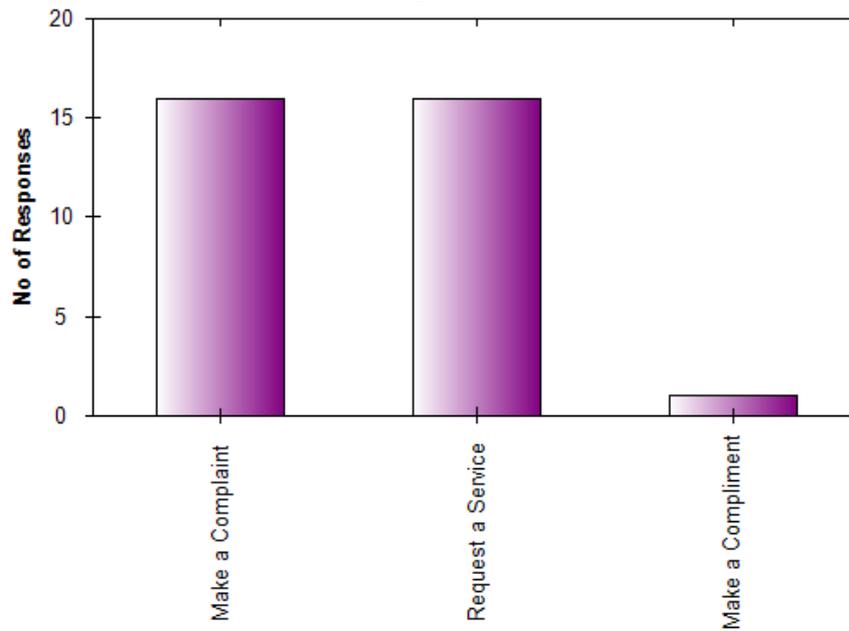
2012 People’s Panel – 77.5% were very or fairly satisfied

Q6. In the last 12 months, have you had to contact Daventry District Council about any of the following services?



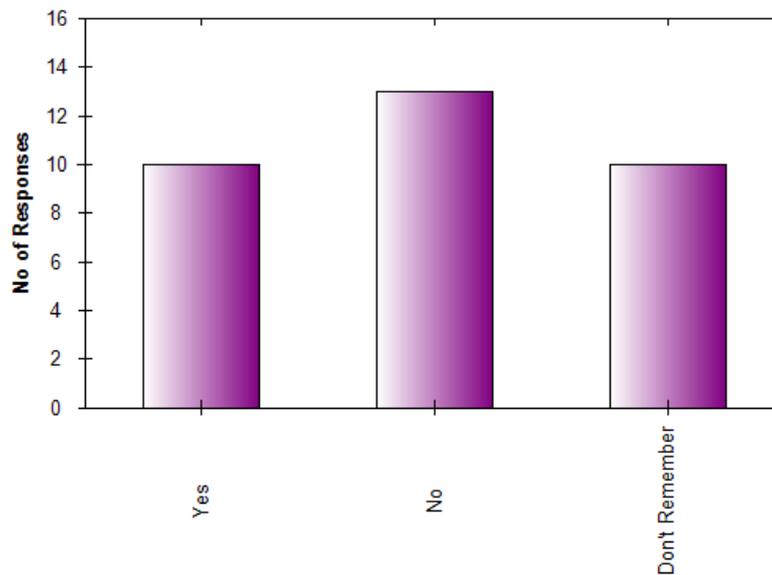
	No of Responses	No of Responses
Waste collection	21	47.7%
Grass cutting	5	11.4%
Over hanging trees/shrubs	5	11.4%
Litter	7	15.9%
Dog bins	6	13.6%

Q7 Was your reason for contacting the council to



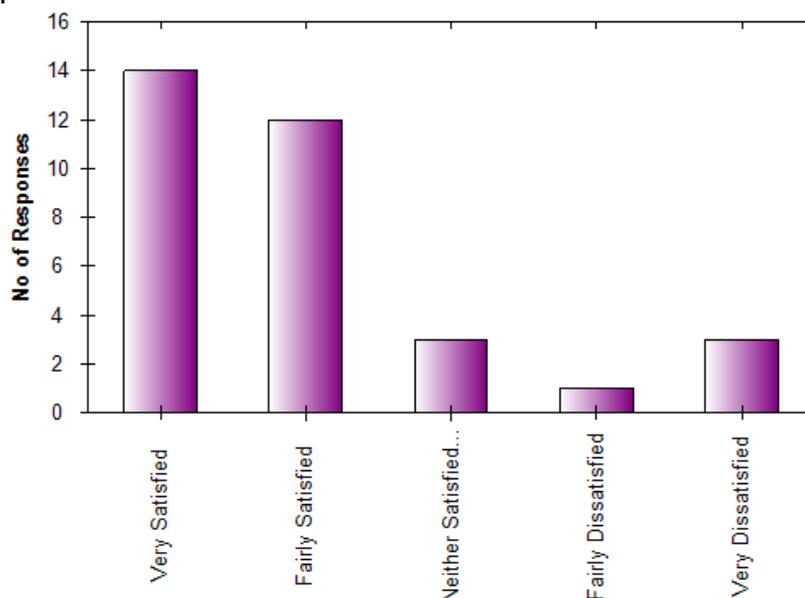
	No of Responses	%
Make a Complaint	16	48.5%
Request a Service	16	48.5%
Make a Compliment	1	3.0%

Q8. When you contacted the council about this issue were you given a reference number?



	No of Responses	%
Yes	10	30.3%
No	13	39.4%
Don't Remember	10	30.3%

Q9. How satisfied or dissatisfied were you with how your complaint or request was dealt with?



	No of Responses	%
Very Satisfied	14	42.4%
Fairly Satisfied	12	36.4%
Neither Satisfied or Dissatisfied	3	9.1%
Fairly Dissatisfied	1	3.0%
Very Dissatisfied	3	9.1%

Q10. Do you have any other comments you would like to make about the environmental services contract?

The food collection- quite often food is left in the bin-I think they need to give the bin a good shake and not just tip it up as wet food gets stuck to the newspaper at the bottom of the bin.

Also the plastic red/blue recycling boxes for glass and paper they just drag/kick along the road and they get broken.

My complaint to the council had been that the bin men had used our bin to tip all the glass/paper from several bins into and then tip into the dustbin lorry but then they walked off with our bin and we were left with no grey bin! When I rang the council they got a new bin to us within a couple of days which was brilliant as we had nowhere to empty our kitchen bin into .

There seems to be more litter in the street after the collections and the recycling bins seem to be mishandled more causing them to break

Collection personnel are very efficient, our collection is done by 8am clockwork so I can put my bins away before I leave for work. Feels like a very positive service to me. I am very glad to have recycling collections weekly. Entirely disagree with all the fuss that was made in the press during the switchover - I thought it was very well handled. My only niggle (and it is a minor one) is the quality of the outside food waste containers - my flip-over locking handle is a bit flimsy and dropped off the first time I used it but as I share my neighbours container I never bothered to ask for a replacement.

Outsourcing does not seem to bring the level of service that in-house services brings
Outsourcing does not seem to bring the level of service that in-house services brings
Generally doing a good job - hence few things to comment on.
Recycling is a great concept but it's now getting too onerous & time consuming for many. My elderly neighbour is so confused with it all she just puts everything into the grey bin. The small boxes are not big enough for cardboard waste - & at Xmas I won't be spending all day shredding boxes down into a size that can fit. This is probably why many streets are littered with soggy cardboard. Why on earth could you not retain the idea of cardboard going into the brown bin where it could be composted? The brown bin doesn't now need emptying in the majority of cases from November to March, especially as we can't put cardboard in there - so it's wasteful (& not very green) to be sending vehicles out every fortnight to make so few collections. Why not save some money & stop it altogether during the winter - or alternatively do extra grey bin collections instead? Also, from what I can see, the food waste idea has been one bin too far judging by the number left out on collection days.
Bins & recycling put in one place for several properties. They are now left much tidier after collection than previously when left strewn around. Operatives very cheery and polite.
As far as I am concerned we have one of the best in the country.
Bins have been missed in Kilsby (or at least some roads) on 3 occasions. Collecting the litter off Kilsby lane seems to have gone unless requested. As said earlier when it works it's OK but it seems to go wrong a little more often. Last time I reported missed bin collection I was given the number for Enterprise (your contractor). That won't do - they are your contractor not mine. When I called them I was told a 'supervisory investigation was under way' ! Eventually I managed to stop the script reading and asked when the bins would be emptied. He had no idea. If that's contracting out you need better contracts.
One day we came out and our brand new Brown Bin which had been requested (due to splitting of an old one) had just disappeared. Thinking a neighbour may have inadvertently wheeled it away as theirs we checked but to no avail. It had just gone without trace or explanation. We learned when we phoned for another that they occasionally get eaten by the auto emptying machinery. I think a new one should have automatically been requested and provided and a note put through the door. Easy - the number was on the bin. Also we have had to request replacement Red and Blue bins recently as the operatives seem very heavy handed and chuck the recycling bins around too much and damage them. Finally bins have been left at the end of the road some distance from the house frontage and sit there all day till we get back from work at night - often in the dark and have to go hunting for them by torchlight. Lids are needed for Red bins otherwise paper and cardboard blows out/gets wet. Otherwise a friendly and generally professional bunch. No complaints.
Generally satisfied overall.
Would like to see a recycling point where I live, have to travel to recycle large cardboard boxes
If I comment on litter it's no reflection on the service but the filthy litter louts. What a thankless task it is to keep anywhere clean when more litter is immediately chucked. Can the local schools be encouraged to teach children from a young age that their town will be a tip if they drop litter? I'd like to see young offenders/community service people out litter picking, would kill 2 birds with one stone!
Lids should be provided with recycling boxes to stop the contents being blown everywhere by the wind and to stop the boxes filling with water. There are 4 small holes in

<p>the bottom of the boxes so, if water gets inside, when you pick the box up the water will run out of the holes soaking your clothes!</p>
<p>I was impressed that refuse was collected even in very bad weather</p>
<p>Of the 7 different towns and cities we have lived in Daventry is the best. We were impressed in our first week and are impressed by the improvements made since.</p>
<p>A difficult job but done reasonably well. Would have liked to see more grass cutting and cut back of trees, still trees that 'look' rather dangerous, i.e. Burtons Meadow a large oak tree is partly dead. Bins have been damaged due to them being thrown back but this is better than it was. Only real issue for me is that our bins are sometimes left across our drive and this causes problem for us or visitors trying to get off a busy main road into our drive - unable to safely stop on the road to move the bins - please ask men to put bins away from drives.</p>
<p>Q5. The public litter is most noticeable on grass verges alongside A roads and dual carriageways.</p>
<p>I think that the little brown food waste bins are a waste of time, hardly anyone uses them and is an added cost. The brown wheelie bins for garden waste are under-utilised and should be used once again for paper and cardboard; red boxes for magazines, newspapers, and junk mail.</p>
<p>I have not contacted the Council about grass cutting or overhanging shrubs as I feel that the public's complaints fall on deaf ears.</p>
<p>I think we should work with them to rectify matters, rather than ditch them, bearing in mind that whoever comes after them, will not be perfect either - you can please everybody all the time.</p>
<p>NOT AT ALL HAPPY WITH WEEKEND COLLECTION OF RUBBISH HENCE NEGATIVE X. WEEKDAYS PLEASE!!!</p>
<p>Use you own employees to get a better job done. Contractors are not the answer.</p>
<p>Sometimes they get to us very late (4.30pm). Not a huge issue but can cause minor traffic problems.</p>
<p>The recycling centre off Leamington Road is a poor substitute for what was there previously. In the past if you went there to dump/recycle, you could have a look at what others were recycling in the " shop" area now it doesn't exist. I am told it has moved into the town centre. People invariably drive to the recycling / dump centre and will not go out of their way (hopefully) to another recycling only area.</p>
<p>Am impressed by the efficiency, speediness and reliability, (in all weathers), of the waste collections</p>
<p>Every week, dustbins and boxes are left on my driveway. I have to remove all these so that I can go to work. All the bins etc are on the grass, why are they put back on my driveway?</p>
<p>Generally satisfactory, but it is very awkward having to cut, or fold large cardboard items in order to fit them in the red box.</p>
<p>Staff are very courteous</p>
<p>Only a small point, but the new street collectors are very rough with the recycling boxes. Both our red and blue boxes have been damaged, so much so that they will need replacing soon. Our food waste bin was broken one week when we put it out, so the next week I had to put out the small kitchen bin, and that came back without its lid. I know it seems petty, but it costs the council money to replace these things.</p>
<p>My doorstep collection is fine; the lads are courteous and cheery and I have absolutely no complaints. The town does look a bit untidy and dishevelled from time to time.</p>

<p>overhanging trees and shrubs should be monitored and dealt with more effectively, a good example is the footpath leading out of Long Buckby up to the A428 - in places the undergrowth makes the path so narrow that walkers are in danger from passing traffic - esp lorries</p>
<p>Please ask the recycling collection personnel to try and return boxes to the place where they collected them, and not to THROW them! It will cost in the long run as we have to either order new boxes because we can't find our original ones, or we have to replace broken ones.</p>
<p>I contacted them about the litter bin but they wouldn't put me through to EMS. I think that is very poor. We should be able to speak to the people who provide the service and not have to go second hand through the Council. Messages get lost in transmission.</p>
<p>Occasionally the empty bins are left in the wrong place or blocking the entrance to my drive. Just a bit more thought would make a difference. But they do seem to generally do a conscientious job.</p>
<p>After initial teething problems it seems to be working well.</p>
<p>Sort out the size of the bins please. Since the new contractors I regularly watch neighbours putting recycling in the black bins as they either cant be bother or know it is likely to be left behind anyway - how is this an improvement?</p>
<p>The general poor service rec'd has a negative effect on the general appearance & promotion of Daventry & region. Small Extra Cost of improved maintenance would be money well spent, even if some more adventurous projects had to be deferred. Look after what we have & incorporate added maintenance cost when budgeting / planning new facilities.</p>
<p>Enterprise need to exercise some common sense when collecting bins and recycling, they should take whatever is put out by a resident. Otherwise people will not bother to recycle and just place everything into the black household bin. With regards to street doctor - I really struggled to work out if the cutting of overhanging branches was the responsibility of the district council, the county council or Enterprise. Furthermore, on the street doctor response it listed a woman's name who was dealing with the enquiry, however when I rang both the district council and the county council no one knew who she was (if your going to mention someone's name, you should also list their job role and contact details). As it stands I have not cut the branches yet nor will I be doing this as I don't want to risk climbing a ladder (clearly the person who was looking into my query did not bother to come to inspect the trees and look at how big they are, rather I suspect they just wrote a simple response that I should cut them back to the boundary line myself).</p>
<p>Is this contract value for money? Verges are full of litter - someone needs to educate the public so that litter is taken home, not thrown out of vehicles.</p>
<p>In the winter months the brown bins are rarely filled. Why not have a rota of two weeks grey bins and one week brown, or similar?</p>
<p>Street cleansing in the small village in which we live appears satisfactory.</p>
<p>Whilst much of the time the services work OK there is room for improvement.</p>
<p>Very few services apply to our village.</p>
<p>Street cleansing is not done regularly enough.</p>
<p>Other than the problems with the clinical waste (which are now hopefully being resolved) it is unacceptable for doorstep recycling to leave broken glass all over the pavement and roadway. It gets into animals' feet and causes cuts and infection; then is ingested by the animal and if big enough would have the capacity to kill.</p>

I didn't realise the arrangements for service provision had changed - I suppose this is positive in it's own right! Seems to me EMS are doing a very good job with waste collection and recycling services - collections are reliable.

It is generally well managed in my view.

It seems to be working well.