Waste Services

Service Improvements and Customer Feedback

You said	We did
You would like us to meet the Scottish Government set target of 40% recycling of waste by 2010, and to continue to increase	Together through working with the public and our partners, we met our 40% recycling target – a year ahead of schedule and we are considering how to meet the 50% target by 2013 for the anticipated Zero Waste (Scotland) Regulation.
You wanted improvements in our bin deliveries	We now have in place a bin management unit which improves delivery times
Following our improvement strategy you would like us to carry out our efficiencies to improve our brown bin collection routes	We have organised new collection routes and calendars to support this. We are currently considering how to make all routes more efficient
You wanted to see less spillage/litter on your street	We have put this question in our customers survey, and recently introduced new vehicles to improve on this
You wanted a brown bin collection through the winter	We run an additional brown bin collection over a 4 week period in January along with our real Christmas tree collections
That you lived in a flat and that you would like to be included in the recycling scheme	Approx one third - 1600 households now have the opportunity to participate in kerbside recycling
You said you wanted better signage at our community recycling centre	We plan to put these in place by 2012/13

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You would like us to explore more ways in which we communicate with you, especially with regards to severe weather	We now have emergency collection points, and have new ways we communicate by using eAlert, eBulletin, Facebook, and Council App
You would like to be able to recycle more products	Electrical, electronic materials, fluorescent tubes and household batteries can now be recycled at your Community Recycling Centre
You wanted us to provide you with more communication	We provide information on the side of our Waste vehicles, keep our Internet site up to date and provide up to date information via Bulletin, Media, Recycling Calendars, Council App, Facebook, Twitter, eBulletin, eAlert
You would like us to meet the Scottish Government target for further diversion of waste landfill from 2020 and beyond	We have undertaken the first steps with the best technology & partners from the waste industry for us to meet the requirements of this
In partnership with Education, support schools to become ‘ Eco Schools’	We have continued to provide support to schools to encourage waste reduction and recycling
You highly rated the professional conduct of the Waste Services Employees	This was passed on to our staff and operatives. Thank you