

Fenland Garden Waste Service



Garden Waste Service Update June 2023

Subscriptions

The subscription level in 2022/23 was again positive (23,900) with total income of £933,410 covering the costs of providing the service.

To date this year more than 23,200 subscriptions have already been purchased, which is ahead of this point last year. This total includes 19,093 direct debits (82%), along with more than 4,120 customers who have paid by cash via Paypoint, card online, or over the telephone.



Subscription Stickers

The sticker deliveries have taken place well this year, with the 10-day service standard being upheld. In the region of 1.2% of customers have requested a replacement sticker after reportedly not receiving it, losing it or placing it on the wrong bin.

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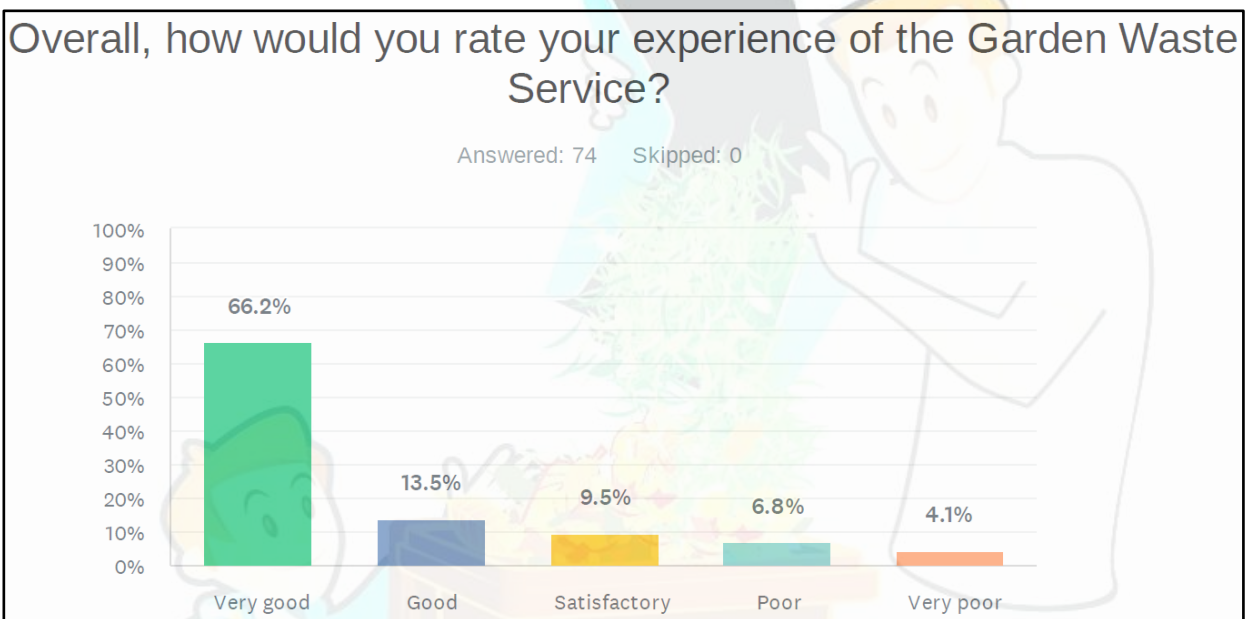
Direct Debits

So far this year we see a good percentage of customers choosing to pay by direct debit, at 82%, which is similar to last year.

Crew Actions

Since the beginning of April, the garden waste crews have to date performed 6 full collections for customers and found 4,756 garden waste bins presented without an up-to-date subscription in place. These bins were rejected, and the customer requested to purchase their new subscription via a bin hanger on the handle of the bin.

2022/23 Customer Satisfaction



Customer satisfaction remains good for this type of service at 89% but is down slightly on 2021/22. The level of customer interaction is lower than previous years too. 18,000 emails were sent with the link to the feedback survey with 74 customers completing the online survey.

We are working with the team on the comments raised by customers.