

Service update – Stroud

General Overview

To date, three of five planned changes for Stroud's new waste and recycling services have now been implemented; these include the introduction of the chargeable Bulky waste and Garden waste services in September 2015 and February 2016 respectively and, the smooth changeover of contractors on 2nd July. The latter represents a business as usual approach to the delivery of the council's waste and recycling services until the introduction of weekly food waste collections and fortnightly residual waste collections this November.

Residents received the first of two service information leaflets through the post during w/c 8th August; these were well received by residents. Delivery of new containers and detailed information leaflets commenced on 15th August and is scheduled to be completed by 19th October. The council has received a number of queries which mainly focussed on requests for different types of containers ie residents due to receive a wheeled bin requesting a sack and vice versa. Collection calendars will be posted to residents during w/c 10th October.

The approach taken by Stroud and its contractor 'Ubico' in the way it has implemented key service changes has been beneficial in minimising service disruption at a critical time. This is reflected in low service complaint levels and the types of responses to the service change generally.