

# Waste Management Services

## 2008 Customer Survey Results

**“Community Recycling Centre has improved over the last year - more opportunity to recycle whereas previously everything was just dumped into a huge skip”**

**“Keep up the good work”**

These are one of the many positive and constructive comments that were received by Waste Management Services in response to the annual customer survey which was sent out to 2780 members of the citizens panel across West Lothian.

Overall 83% of respondents were happy with the service provided by Waste Management Services

Main areas of satisfaction:

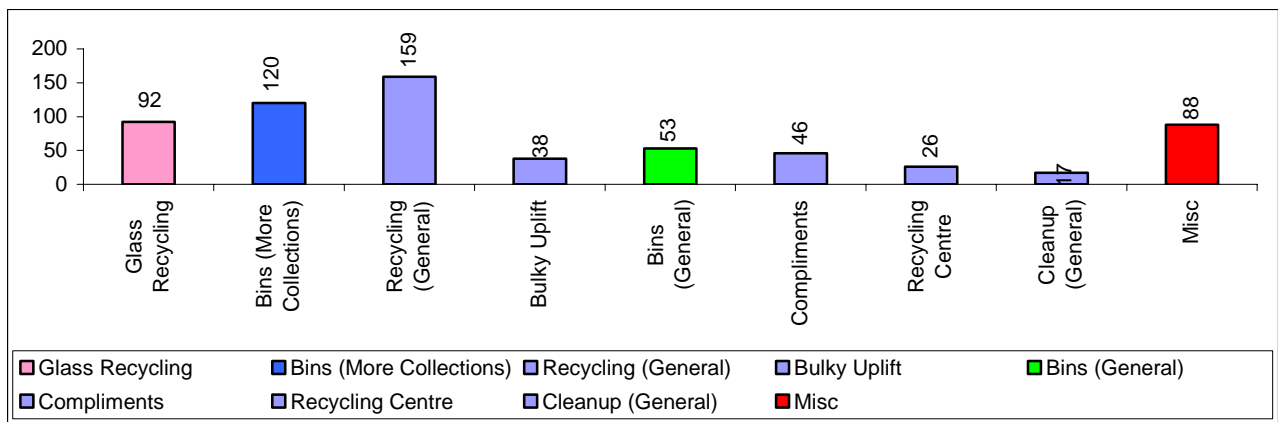
- The service provided by Community Recycling Centres (CRC) sites, including opening hours, site layout and helpfulness of staff
- The professional conduct of Waste Management employees
- The quality and ease of understanding of our literature and publications
- The waste and recycling collection service
- Waste Management staff helpfulness

Main areas of improvement:

- The removal of spillage and litter from bins after emptying
- Bins being returned to their location
- Information regarding what can be recycled in blue and brown bins

Waste Management Services have analysed all the responses from the survey and would like to thank all of the householders who took the time to participate.

The comments received through the survey were segmented into the following categories to show where the main areas of interest are to the customers. This will help in improving the service further within the next year.



### SWAG:

The Scottish Waste Awareness Group conducts surveys throughout Lothian and Borders to determine public attitudes and behaviours towards waste. To view their website on the results and for further information on waste, please see [www.wascot.org.uk](http://www.wascot.org.uk)