

Report on	Update/survey on Recycling Centre prepayment system
Date of Meeting	4 th April 2022
Reporting Officer	Mark McAdoo , Assistant Director, Environmental Services
Contact Officer	John Murtagh, Waste Data, Contracts & Compliance Officer

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report
1.1	To update members on the operation of the Recycling Centre prepayment system for the acceptance of commercial waste and results of customer satisfaction survey.
2.0	Background
2.1	A previous internal audit carried out identified the handling of cash received for the acceptance of commercial/trade waste at Recycling Centres as a theft/fraud risk.
2.2	As a result a pre-payment system was introduced on 4 th June 2018 at Cookstown, Dungannon and Magherafelt Recycling Centres (the only sites where commercial residual waste is accepted and which have weighbridges to weigh such waste).
2.3	A year later in June 2019 functionality was added to the Council website which permitted online payments to be made on the system. At this point all cash payments/handling for commercial waste disposal at the three sites ceased.
2.4	The cashless card/swipe system has proved beneficial during the recent pandemic as it has reduced the need for interaction between site attendants and customers.
2.5	An internal audit report on the system was received in early 2020 which provided a satisfactory level of assurance. However one of the recommendations of the audit was that six monthly updates would be provided to Committee on the operation of the system; hence the submission of this paper for members information.
2.6	The internal audit also recommended that customer feedback should be formally sought to determine the level of satisfaction with the operation of the new system and a customer satisfaction survey has now been completed.

3.0	Main Report
3.1	As of 31 January 2022 there were a total of 888 commercial customers registered on the Recycling Centre prepayment system (up from 634 on 31 March 2021).
3.2	In the 10 month period between 01 April 2021 and 31 January 2022 a total of £10,715.20 income/revenue has been processed through the pre-payment system for the disposal of waste at the three main Recycling Centres.
3.3	During the same period a total of 99 online payments amounting to £10,581.90 have been received accounting for 30% of the total payments made on the system in that time (up from 23% for the period April 2020 to March 2021).
3.4	The GenWaste prepayment system includes a waste data and recording function which is also being utilised at the Councils three waste transfer stations located at Drumcoo, Magheraglass and Magherafelt to record and report all municipal waste transported in and out of from these sites by either the Council or our contractors
3.5	In relation to obtaining customer feedback a short questionnaire was created comprising of 13 questions which was issued to all registered commercial customers either electronically (via Survey Monkey) or hard copy (see attached).
3.6	A total of 111 responses were received (64 via Survey Monkey and 47 hard copies) which represented a 12.5% return rate for the survey.
3.7	<p>The results of the survey are attached as appendix and summarised as follows:</p> <ul style="list-style-type: none"> • 99% of all responses felt the opening hours of the 3 main sites were “adequate” or above with 75% stating that they were “good” or “very good”. • 98% of responses felt that the recycling facilities on the 3 main sites were “adequate” or above with 84% stating that they were “good” or “very good”. • 97% replied that the staff were “somewhat helpful” or better with 85% recording that they were “very helpful” or “extremely helpful”. • 90% felt that the pre-paid system was “somewhat easy to use with help” with 58% stating that it was “easy” or “very easy” to use (only 3% stated that it was “somewhat difficult” and 6.8% stated that it was “difficult” to use). • 90% of the responses felt that the swipe card terminal at the 3 main sites was “somewhat easy to use with help” with 59% stating that it was “easy” or “very easy” to use (only 6% stated that it was “somewhat difficult to use” and only 4% stated that it was “difficult” to use). • Of the responses received only 34% stated that they use the online payment function. Of those that do use the online function 95% felt that it was “ok or better” with 65% stating that it was “a good” or “very good”. • When asked if satisfied with the service 70% stated either “satisfied” or “very satisfied” with only 10% “dissatisfied” or “very dissatisfied”. • When asked if they would recommend the service to another user the majority answered “yes” on a scale where 0 was “very likely” and 100 was “definitely not”. 101 respondents answered this question recording an average score of 20 which is very positive overall for customer satisfaction.

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	<p>Financial: The cost of installing the GenWaste prepayment system in 2018 was £25,000. Since that time a further £3,500 has been spent on developing the online payment functionality and related reports as well as the purchase of additional swipe cards.</p>
	<p>Human: Office time required for developing the system in partnership with Precia Molen Ltd</p>
	<p>Risk Management: The prepayment system has reduced the risk of fraud/theft from cash handling.</p>
4.2	Screening & Impact Assessments
	<p>Equality & Good Relations Implications: N/A</p>
	<p>Rural Needs Implications: N/A</p>
5.0	Recommendation(s)
5.1	Members are asked to note the contents of this report and survey results.
6.0	Documents Attached & References
6.1	Appendix 1 – Copy of the Genwaste Prepayment System Customer Survey questionnaire.
6.2	Appendix 2 – Survey results and analysis from Survey Monkey (including hard copy responses).