



Waste Services - Customer Consultation

YOU SAID – WE DID

Waste Services value the feedback we receive through our customer consultation and use this feedback to change and improve our services to meet the needs and expectations of our customers.

Below are some examples of the changes and improvements we have made to services as a result of customer feedback

Waste Services	
YOU SAID	WE DID
<i>Introduce more opportunities to recycle glass</i>	In 2014 West Lothian Council embarked on a project to introduce 200 new glass recycling sites across West Lothian. By the end of 2014 over 100 of these were in place with the remainder to be introduced throughout 2015. This has also taken away the need for another household recycling bin which was something that you told us you didn't want.
<i>Increase the products which can be recycled within the Blue Bin</i>	A new Blue Bin contract was introduced last year which has increased the products which can now be recycled through the blue bin including plastic bags and a variety of plastic food containers.
<i>Provide more opportunities to recycle</i>	Following a successful trial in 2013 the service rolled out the food waste recycling service to the majority of households in West Lothian in the Autumn of 2014.

Data Label: Public