

# Member Briefing

Number: 2079

**Title:** Garden bin subscription customer support options

**Summary:** A summary of customer support options available to residents to make garden waste subscriptions

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## Background

Providing high quality customer service is a key priority for the Council and work continues to make sure that customers can access what they need while promoting the best possible experience for our residents. Face-to-face customer support is available on an appointment basis in Chester, Ellesmere Port, Northwich, Winsford, and our libraries in Blacon, Frodsham and Neston. This service is also available to people without an appointment in emergency cases.

However, in line with the Council's digital channel shift ambitions and to help manage demand in the contact centre which is experiencing very high call volumes, the majority of residents are being encouraged to pay for their garden waste subscription online using debit or credit card. The Council is aware that some of our residents will always need to access non-digital customer support for a variety of reasons, including a lack of digital access or personal preference. The Council, therefore, has several alternative methods available for residents. These include:

- Calling the contact centre to pay by debit or credit card.
- Calling the contact centre for help with the online subscription form.
- Arranging a face-to-face appointment to pay by cash or cheque. This can be done by calling 0300 123 7026.
- Posting cheques and supporting information confirming the resident's name and address to Cheshire West and Chester Council, Customer Service, Wyvern House, The Drummer, Winsford CW7 1AH

## Next steps

Our current level of new garden waste subscriptions is good. As of Wednesday 9 March, there have been a total of 58,172 subscriptions to the service.

The Council continues to consider how communities can be better supported to access what they need online, including through targeted training and the provision of ICT equipment for those who would like to make greater use of the internet.

Our library staff are available to assist residents who have limited computer skills. They have now been given guidance specifically to help people complete the online garden waste subscription form.

Residents will also soon be able to visit their local library to pay for their garden waste subscription by cash or cheque. The Council will be updating the existing library payment system to allow this. Members will be updated when this has been completed.

Resident permits and first garden waste collections will be in place approximately 10 working days after the application has been received.

**For further information, contact:** Mark Brazil

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**Responsible Committee, Cabinet Member:** Councillor Karen Shore, Cabinet Member for Environment, Highways and Strategic Transport

**Date:** 11 March 2022