

SLOUGH BOROUGH COUNCIL

REPORT TO: NCS Scrutiny Panel **DATE:** 3rd September 2015

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PORTFOLIO: Commissioner for environment and open spaces
Cllr Satpal Parmar

PART I **FOR COMMENT & CONSIDERATION**

BULKY WASTE COLLECTION SERVICE REVIEW

1 Purpose of Report

To finalise and agree with the Neighbourhood and Community Services (NCS) Scrutiny Panel proposals to modify and change the existing Bulky Waste Collection System in Slough linked to both the outcomes of the Five Year Plan and the commissioning and procurement of the new waste collection and waste management contract.

2 Recommendation/Proposed Action

NCS Scrutiny Panel is requested to provide comment to the Cabinet regarding:

- A. The Bulky Waste Collection Review and the contents of this report;
- B. The proposal to change the pricing mechanism for Bulky Waste Collection in Slough;
- C. The proposal of installing an online payment portal for residents to make Bulky Waste Collection payments and make bookings;

3 The Sustainable Community Strategy, the JSNA and the Corporate Plan

3a. Sustainable Community Strategy Priorities

Slough Borough Council has stated through the Sustainable Community Strategy in the Environment and Regeneration section that it will pursue steps to:

- move up the waste hierarchy and increase the amount of waste recycled;
- reduce the overall amount of waste produced; and
- reduce dependency on landfill for final waste disposal.

The primary environmental commitment and statement made by the Council through the Slough Sustainable Community Strategy is that the council has set itself the target of recycling 60% of its waste by 2028. This is a core driver behind the Waste Strategy in development and defines the strategic horizon period.

Furthermore it also states that the council will support and ensure residents can:

- Volunteer for community clean up campaigns;
- Keep their neighbourhood clean and tidy

3b. **Five Year Plan Outcomes**

The Five Year Plan's outcomes the proposal will help to deliver are:

- *Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay*

Ensure that the gateways to the town, prominent places and green spaces are clean and well maintained

A fully functioning and dedicated Bulky Waste Collection Service is a key deliverable working towards the keeping the gateways to the town, prominent places, bin stores, roads and pavements clear of bulky items that cannot be placed in residents kerbside or estate collection systems. It improves the visual amenity of the town and prevents additional waste being flytipped.

- *The Council's income and the value of its assets will be maximised*

Ensure that a revolutionised approach to household waste collection is in place Ensure that no household waste will be disposed of in landfill sites

Residents play an important part in the sustainable management of the borough's waste and ensuring that any waste that is produced is placed in the correct receptacle for disposal. Most commonly this relates to placing waste in the kerbside residual and recycling bins. However, this also relates to the way and facilities available to residents to enable them to dispose of bulky items in a civically minded and environmentally responsible manner.

Therefore, the bulky waste collection services is a crucial service to realising the two outcomes as identified above.

4 **Other Implications**

(a) Financial

Changing the way that Bulky Waste Collection services are processed will be based on a 'Pay As You Throw' or points based system. The minimum number of items for collection will be two items for £10.00. Every additional item shall increase the cost by £5.00 up to a maximum of £30.00 for six items.

(b) Risk Management

None.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications.

(d) Equalities Impact Assessment

There is no identified need for the completion of an EIA.

5 Supporting Information

- 5.1 As a Unitary Council Slough Borough Council is responsible for collection, management and disposal of all municipal waste generated within the borough and all street cleaning, gully and channel sweeping, litter picking and detritus sweeping operations within the borough. The Waste Collection / Management & Street Cleaning function for Slough Borough Council is delivered by Amey under the Environmental Services contract which runs until November 2017. The Bulky Waste Collection Service forms part of this contract.
- 5.2 The current 'Bulky Waste Collection' service is an opt in paid for service which costs £30.75 for up to 5 bulky items to be removed. It is provided to ensure that residents have access to services for disposal of bulky waste items and provide a service which mitigates residents using unlicensed waste carriers. The service is free to the resident if the resident is either registered as disabled or retired (over the age of 65). Of the 329 authorities in England that could charge, only 52 offer free collections. In terms of pricing out of 271 Authorities currently charging for Bulky Waste removal Slough is the 58th most expensive.
- 5.3 For every 'Charged' collection a fee of £30.75 is made to the resident. Amey charges £12.08 per collection to operate the service. The income to the Council of each paid collections in financial year 2013/14 was £13.55. On average 138 collections are made every month by Amey equating to 9.6 (10) per day.
- 5.4 A free service is available for residents who are registered disabled or households where the sole occupants are pensioners (limited to two per year per household). This service is monitored through the Mayrise system by Amey so that eligible residents cannot claim more than two free bulky waste collections per year. However, Amey are unable to authenticate if the resident is a pensioner or registered disabled.
- 5.5 The Council is collecting more 'Non-charged' than 'Charged' collections. Therefore, the charged collections are subsidising the 'Non-charged' collections but as 'Non-charged' collection far exceed 'Charged' collections then the services runs at a cost. In 2010 '27.4%' of collections were charged, in 2011 '25.2%', in 2012 '23.7%', in 2013 '31.2%' and in 2014 '29.2%' of collections were charged. This creates an average of 27.5% of bulky waste collections charged being paid for over the past five years.
- 5.6 All collections are booked through Amey call centre or in person at Chalvey Transfer Station. Payment must be made prior to the day of collection, either by cash, cheque or postal order (payable to Slough Enterprise Ltd). Payment can only currently be made through Amey. Residents can only pay at the site office Monday to Friday between 8am and 4pm or by post to Amey, White Hart Road. This process is cumbersome and restricts the number of residents who due to transport issues can utilise the system.

- 5.7 Changing the way that Bulky Waste Collection services are processed could be based on a 'Pay As You Throw' or points based system. The minimum number of items for collection will be two items for £10.00. Every additional item shall increase the cost by £5.00 up to a maximum of £30.00 for six items.
- 5.8 The majority of residents who are claiming to be over 65 require one or two items to be collected. Therefore, there will be an increase in cost to these residents from free to £10.00 - £15.00 per collection. One free collection could be implemented per year as an alternative although this might not stem the 'Non-charged' to 'Charged' ratio.
- 5.9 Based on the last financial year's figures a total of 469 'Chargeable' collections and 1,129 'Non-chargable' collections, the total cost to run the services was £19,303.84 less the credit from the income (£6,354.95) the council paid £12,948.89. Using the same figures an example using the PAYT system if every collection was a 'Chargeable' collection the income would cover the cost for the service.
- 5.10 The Council has undertaken steps to identify an online payment portal solution for 'Bulky Waste Collection' whereby residents can make and pay for a booking online. There are currently, three options of 'Do Nothing', 'Add waste services to the existing online payment system on SBC website' and 'Develop a new online waste services collection & payment system on SBC website'.
- 5.11 The standard system will book a bulky waste collection online, pay for the collection using any debit or credit card, see the amount I need to pay for each bulky item listed, review the amount I need to pay for all bulky items prior to making a payment, email receipt to confirm that my payment is accepted and collection is provisionally booked i.e. Booking reference number
- 5.12 A more definitive version of the solution could enable customers to be able to submit supporting documents online to confirm eligibility for free service or provide a reference number. Choose from a list which bulky items need to be collected, colour coded map showing which date the collection is for my ward or area. It could also enable information to be collected regarding the condition of items if they are 'fit for reuse' within the community.
- 5.13 Clear direction needs to be provided from members of the NCS Scrutiny Panel to inform the direction of the service. It is felt that the ratio of charged collections is too low and therefore a 'Pay As You Throw' system for everyone could assist in reducing the overall cost to the Council while ensuring that the service is universally available affordable. However, this will require a universal system and therefore rescinding free collections to residents in favour of a single adopted system.
- 5.14 Clear direction is requested from members of the NCS Scrutiny Panel regarding the online payment portal and the scope of these recommendations will influence the scope of work undertaken for the installation of the online solution.

6. **Comments of Other Committees**

None.

7 **Conclusion**

NCS Scrutiny Panel is requested to provide comment to the Cabinet regarding:

- A. The Bulky Waste Collection Review and the contents of this report;
- B. The proposal to change the pricing mechanism for Bulky Waste Collection in Slough;
- C. The proposal of an online payment portal for residents to make Bulky Waste Collection payments and make bookings;

8. **Appendices Attached**

None.

9. **Background Papers**

None.

