

Section: Operational Services	Names of those undertaking assessment: Ady Selby, Rob Gilliot, Steve Leary, Elaine Bilton	
Name of Policy to be assessed: Bulky Waste charging policy	Date of Assessment: 8 October 2021	Is this a new or existing policy? Existing Policy. Review of charging options
Policy aims		
<p>What is the purpose of the policy or function? What outcomes are required?</p> <p>Purpose of bulky waste collection: To provide a cost effective bulky waste collection service to West Lindsey residents in compliance with the Councils' statutory duty as a Waste Collection Authority under Part II, Sec 45, Environmental Protection Act 1990.</p> <p>Purpose of charges review Members wished to explore options. First principle is to ensure a consistent, non-discriminatory, cost effective service delivery and approach for collection of bulky household waste for all residents of West Lindsey. The review considers current charges and the possibility of offering free collections, free 2nd bulky waste collections to all residents who have already paid in the calendar year, or reduced price collections. These options are considered against 'as is.'</p> <p>Purpose of fees and charges policy When reviewing any charges, Officers should refer to this. The Council has in place a corporate Fees, Charges and Concessions policy which aims to provide clear guidance on a number of areas. In particular this focuses on how fees and charges can assist in the achievement of corporate priorities and the setting of new and reviewing of existing charges, our approach to cost recovery and income generation from fees and charges and eligibility for concessions.</p> <p>The Council needs a framework for the setting of fees and charges for services provided by West Lindsey District Council.</p> <p>Outcomes required from the corporate fees charges and concessions policy are to ensure:</p> <ul style="list-style-type: none"> • That fees and charges are applied in a fair and consistent manner across all Council services; • The reasons for applying fees and charges are fully explored and understood; • Tariffs, rates and the scope of charges are regularly reviewed and updated to ensure they are fit for purpose. <p>Outcomes required from review of bulky waste charges</p> <ul style="list-style-type: none"> • To ensure continued provision of a unified, non-discriminatory, cost effective waste collection service across the whole of West Lindsey. • Heighten awareness of householder responsibility for their waste. • Positive impact on Councils' recycling rate by diversion of waste from disposal to recycling centres. Reduced tonnage of controlled waste collected by the Council ultimately leading to a reduction in the tonnage of controlled waste going to EFW 		

- To investigate the potential effects of charging policy changes on Council budgets
- To investigate the potential effects of charging policy on flytipping rates
- To investigate reputational impact of charging policy changes
- To benchmark charging policy against other local authorities

Who is intended to benefit from the policy?

Under current policy:

- Residents within West Lindsey who don't use the bulky waste collection service, but manage their waste in a more sustainable way, currently don't subsidise the service through their council tax. The charges help provide a more efficient and cost effective and fairer service.
- West Lindsey District Council by reducing tonnage of controlled waste collected for disposal at landfill.
- Positive impact on Councils' recycling rate by reducing overall tonnage of household waste collected.
- Charities and social enterprises benefit through more donations of furniture and other items and more cooperative working with West Lindsey.
- Residents of West Lindsey benefit as the charges will promote the exchange and reuse of goods
- Customer Services through clear guidance, and knowledge empowerment.
- Businesses, as the charges are designed not to be anti-competitive or designed to keep genuine competitors out of the collection market.

The initial review has suggested that any move away from a controllable cost recovery model could have negative impacts in all of these areas, whilst a move to total cost recovery (all staff / vehicle costs etc) may bring negative externalities if it pushes prices to unaffordable levels.

Who are the main stakeholders in relation to the policy?

- Residents
- Businesses
- Councillors
- Waste Disposal Authority
- Charities and social enterprises
- Staff

Does the policy contribute to the achievement of the Council's Equality and Diversity Policy? Can any aspects of the policy contribute to inequality?

Yes, under current policy WLDC are providing a service to those who would prefer not to use other disposal methods or do not have easy access to a household recycling centre (HWRC). The policy contributes to equality objectives because some disabilities may reduce an

individual's ability to drive or lift items into a vehicle, so limiting the ability to use HWRC's. The current charging policy is towards the lower end of the scale when compared to those charged by other LA's.

Although full cost recovery is the customary approach when setting charges, this is not felt to be appropriate in this case and the keeping proposed amount charged static (against increasing collection costs) reflects the potential impact on vulnerable customers and seeks not to price the service out of their reach.

Bulky waste collections are available to all West Lindsey residents. Inequality might be considered to occur if reduced collection charges result in all residents subsidising collection of bulky waste through their Council Tax, whilst only a minority of residents take up the service each year. Under a 'free' or reduced charging policy, the direct cost to the Council in providing a bulky waste would increase and revenue decrease (see financial appraisal) It would likely increase the Councils' tonnage of un-recycled waste collected and associated disposal charges for LCC. There is also an inequality in that charities may find it hard to compete for some items against a Council that will collect and dispose of them for no direct charge.

Bulky waste is collected from an accessible place outside individual properties. Disabled residents arrange for waste to be placed in an accessible place and special circumstances and individual needs can be considered. It is not considered that price of collections disproportionately affect accessibility to the service for this group.

Evidence

What are the existing sources of evidence and mechanisms for gathering data?

The Council have for many years operated a bulky waste collection service. The Council has a clear understanding over the issues that are facing residents. These have already been identified in earlier EIA's. Because impact assessments have previously been carried out, sources of evidence have been identified and data gathered in areas where it was felt specific attention was needed.

Examples include customers registered on the assisted collections list, Sharps collections list. Please see individual EIA's for detail. Other data include:

- Bulky waste requests logged on CRM and recorded on Flare
- Requests checked and 'closed off' to ensure completion
- Tonnages diverted from disposal recorded via 3rd party recycling credits
- General feedback and comments, compliments, complaints logged
- Customer Satisfaction with bulky waste previously recorded via surveys

Is there any evidence, or other reason to believe, that there is a higher or lower level of participation or uptake among different groups?

The policies apply equally to all users as the service is provided to all across the district. Households that are closer to HWRC's may be more likely to use them rather than the bulky waste collection service.

Is there any evidence that different groups have different needs, experiences,

issues and priorities in relation to the particular policy or function?

No evidence. However, the elderly / infirm / disabled may well need assistance in moving their bulky waste items to the designated collection point. Therefore it is not unreasonable to assume that they have different needs and priorities in relation to using the service.

Those persons who do not have English as a first language may find difficulty in understanding the written information that is provided to residents.

Is there any informal feedback from managers, staff or voluntary organisations?

The bulky waste collection service has been running for many years throughout the District. A charge has been levied since 2011/12.

The bulky waste collection service is generally a popular one and there have been few complaints. A charge is felt necessary to maintain the level of service and control demand

Informal feedback also comes from the bulky waste collection crews who provide feedback on those that may be struggling to use the service correctly. Evidence is logged via collection sheets.

What further evidence is needed to understand the impact upon equality?

None at this stage. Further work may be needed to understand effects if a free or subsidised collection service is to be recommended.

Impact

Does the data show different impact upon different groups? What existing evidence is there for this?

Race	No	Gender	No	Age	No
Religion	No	Disability	No	Sexual Orientation	No

Do these differences amount to an adverse impact?

Not currently

Future actions:

Reuse charities / exchange forums and HWRCs to be publicised through WLDC comms channels following MT decision. Review of bulky waste website pages and booking procedures

Signed: Adrian Selby

Date: 8 October 2021