

Minute Extract: Corporate Policy and Resources Committee – 13 December 2018

75 REVIEW OF THE GARDEN WASTE SUBSCRIPTION SERVICE ROLL-OUT

Note: Councillor Matt Boles returned to the Council Chamber, but Councillor Mick Devine briefly left.

Members considered a report on the performance of the garden waste subscription roll-out.

The following points were highlighted:

- A total of 58.3% of householders subscribed to the service by the end of October 2018, and almost 10000 transactions had been dealt with by Customer Services. In Nettleham and Sudbrooke wards, an uptake rate of 75% was achieved;
- The tonnage of waste collected in 2018/19 was currently down on that collected in 2017/18. There had been a slight rise in residual waste. Officers concluded that the variances in the tonnage collected was due to the long hot summer of 2018; however officers also recommended a minimum of three years' data for a clearer picture;
- There had been a slight increase in the amount of compost bins sold;
- Garden waste fly-tipping had decreased in year, along with fly-tipping as a whole;
- There had been 11 formal complaints, and 11 comments about the service, which had been dealt with acceptably;
- A smaller project team was planned for year 2 of the scheme. The team had knowledge of when residents subscribed, and through which channels. There would be a focus in dealing with the subscriptions online; however, the phone lines would be opened up in February to deal with anyone who couldn't, or didn't want to register over the internet;
- In the next year, addresses would be printed on bin stickers rather than leaving them blank for residents to fill in. There were other options here, such as in-cab technology, but these options would be more costly;
- There were no immediate plans to change collection rounds;
- Financial costs had increased due to a higher than expected take-up of the service, and also due to the pay award for staff;

Note: Councillor Mick Devine rejoined the Chamber at 1940, prior to Members discussing the item.

Following comments from Members, further information was provided:

- The Council must make sure they were contactable by those residents who have no access to IT;
- Officers hope to be able to include a wait time on the telephone when residents call to sign up, or renew their garden waste subscription;
- 121 composters were sold through the Council scheme in the previous year, compared to 33 in the year before that. Unfortunately there was no accurate overall figure for the District as residents can buy compost bins from a number of outlets;
- One Member praised Customer Services when he registered to use the service on the telephone.

RESOLVED to approve a charge of £35 per subscription for the 2019/20 garden waste season.