



**Prosperous
Communities Committee**

**Tuesday 30 January
2024**

**Subject: Temporary Excess Waste Solution for Residents (Big Bin
Clear Out)**

Report by:	Director of Commercial & Operational Services
Contact Officer:	Ady Selby Director - Operational & Commercial Services ady.selby@west-lindsey.gov.uk
Purpose / Summary:	To consider the introduction of a trial of a Big Bin Clear Out service.

RECOMMENDATION(S):

- 1. Prosperous Communities Committee support and recommend the temporary excess waste solution for residents (to be known as the 'Big Bin Clear Out' service) to the Corporate Policy & Resources Committee for approval.**
- 2. If approved, a further report to Prosperous Communities Committee in March 2025 for a final decision on whether to continue with the service.**

IMPLICATIONS

Legal: As a “waste collection authority” the Council has a duty to collect “household waste”, under section 45 of the Environmental Protection Act 1990, as amended (EPA 1990). Under the Act, the local authority may charge for the collection of specified types of household waste.

Financial : Operational Services would like to introduce a new fee earning service. Initially this would be a pilot for 12months. If successful, the service could be added as a permanent offering. The service would offer either a 660litre or 1100litre bin for hire for a week. The hire for a week would be £50 for a 660litre bin or £60 for a 1100litre bin.

The service has potential to cover costs and generate an income. The pilot year could generate income of £2.3k. This is expected to rise in future years as shown in the table below.

The table below is based on an average 15 bin hires a week. If the hire numbers were 5 or less this would be covered in the normal bulky waste collection service and not require additional vehicle or staffing costs.

Description	2024/25 costs	2025/26 costs	2026/27 costs	2027/28 costs	2028/29 costs
Bin costs	5,600	2,800	2,900	3,000	3,100
Vehicle costs	25,600	26,500	27,400	28,400	29,400
Software costs	1,500	300	300	300	300
Customer services	7,500	3,750	3,900	4,000	4,100
Communication & Marketing	400	200	200	200	200
Total costs	40,600	33,550	34,700	35,900	37,100
Income	(42,900)	(42,900)	(42,900)	(42,900)	(42,900)
Total pressure/(Saving)	(2,300)	(9,350)	(8,200)	(7,000)	(5,800)

The following assumptions have been made if the service was continued on a permanent basis:

- 22 bins of each type would initially be acquired. Each subsequent year would have costs to either replace half the bins or cover refurbishment of the original bins.
- Vehicle costs would rise by 3.5% each subsequent year.
- Customer services called would fall from initial 96% calls to half this going forward. Once the new contact centre is up and running this may fall even further.
- The initial software costs would be for the development of the booking system. Future years costs would be for ongoing maintenance of the booking system.

FIN/124/24/MT/SSc

(N.B.) All committee reports MUST have a Fin Ref

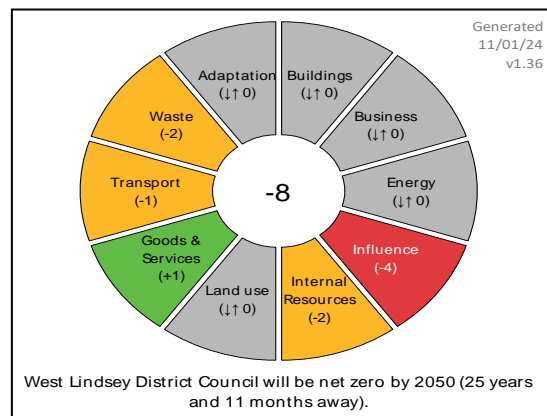
Staffing : Low level of demand for this service would have no staffing implications as it could be incorporated into the current Bulky Waste collection service. During the trial period, higher levels of demand which required additional staff would be covered using agency resources.

Equality and Diversity including Human Rights :

All residents would have access to this service, therefore no Equality and Diversity implications resulting from the pilot service

Data Protection Implications : All data collected throughout the trial period would be processed in line with the Council's existing data protection policies and procedures.

Climate Related Risks and Opportunities:



This proposal has the potential to reduce flytipping from unlicensed operators and give residents a trustworthy and reliable waste disposal solution. However, it does promote an option at the bottom of the waste hierarchy and goes against a long running national trend to restrict residual waste to promote waste minimisation. That said, similar to the bulky waste service, users will be given advice about alternative, more environmentally friendly disposal options including the use of charity shops, reuse and recycling material before taking up the service.

Section 17 Crime and Disorder Considerations: None relating to this report.

Health Implications: None relating to this report.

Title and Location of any Background Papers used in the preparation of this report :

Risk Assessment : A full risk assessment will be developed as part of the project management process. The main risk relates to unexpectedly high or low demand, this can be mitigated by amending the amount of dedicated resource.

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

x

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

x

1 Introduction

- 1.1 As a “waste collection authority” the Council has a duty to collect “household waste”, under section 45 of the Environmental Protection Act 1990, as amended (EPA 1990). Under the Act, the local authority may charge for the collection of specified types of household waste. Section 45(3) of the EPA 1990 provides that “no charge shall be made for the collection of household waste except in cases prescribed in regulations made by the Secretary of State.”
- 1.2 The schedule provides that a charge may be made for the collection of the following; a. Any article of waste which exceeds 25kg in weight; or b. Any article of waste which does not fit or cannot be fitted into - a receptacle for household waste provided in accordance with section 46 of the Act; or where no such receptacle is provided, a cylindrical container 750mm in diameter and 1m in length.
- 1.3 West Lindsey District Council offers award winning and innovative Operational Services including waste collection and street cleansing.
- 1.4 Part of the Council’s innovative approach includes benchmarking performance against other authorities and scanning other authorities’ offers to further improve the service delivered to our residents and businesses.
- 1.5 The current services works within the parameters of the Waste Hierarchy, which encourages re-use and recycling of material above disposal. This needs to be balanced against the need to provide a range of disposal options for residents in order to improve satisfaction and reduce fly-tipping wherever possible by offering a trusted alternative to rogue or unlicensed waste collectors.
- 1.6 In terms of residual household waste, the Council currently provides a 240 litre wheeled bin fortnightly residual waste collection service as standard to the majority of residents. For the more difficult to access and remote areas, a weekly sack collection service is offered.
- 1.7 In addition, a charged-for Bulky Waste collection service is available for large items, this is also offered to residents in Lincoln as part of a service level agreement with City of Lincoln Council.
- 1.8 House and outbuilding clearance services are also available, these are individually assessed and provided on a bespoke ‘quote for work’ basis, in order to achieve cost recovery.
- 1.9 A further alternative is the option to purchase additional blue sacks which are collected alongside wheeled bins on collection day.
- 1.10 Research has identified that some other councils offer a temporary large bin disposal solution where residents can ‘rent’ a 660 or 1100litre bin for a period of time to dispose of household waste at times of high demand e.g. after parties or room clearances, where the hire of a skip would be beyond the needs of the householder.

1.11 This opportunity is assessed in the paragraphs below. Demand is not expected to be high enough to demand a bespoke collection service, initially it could be delivered as part of the Bulky Waste collection service. However, should demand increase to a level where a full day of collections is required, the assessment at paragraph 3 demonstrates the financial implications.

1.12 The service would be badged as the 'Big Bin Clear Out' service.

1.13 The current Waste Service Policies will be updated to include guidance for this service. These policies are due to be reviewed and presented to Prosperous Communities Committee in March 2024.

2. The Proposal

2.1 The proposal is to allow residents to 'rent' a 660 or 1100 litre bin for a period of one week, delivery and collection days would fit in with the current Bulky Waste collection schedule and be dependent on the area where the residence was located.

2.2 Requests can be made through an online booking system, similar to the Bulky Waste form, or via the Customer Contact Centre.

2.3 All bookings agree to the terms and conditions outlined in the amended Waste Policies which will be presented to Prosperous Communities Committee in March 2024.

2.4 Materials to be disposed of will be limited to normal household waste items. Any unauthorised items, as outlined in the Waste Policies document, will incur an additional disposal charge.

2.5 Residents will need to store bins securely and present them on collection day.

2.6 The service will be based on a cost recovery basis.

2.7 It is anticipated that up to five collections per week can be incorporated into the normal bulky waste collection regime. Any demand above this would require a dedicated day of service.

2.7 It is proposed to trial the service for 12 months initially and if successful make the service permanent. A review of the service would be undertaken towards the end of year one and the results presented to this Committee for a decision on whether to continue.

2 Corporate Plan links

2.1 This proposal links to the following objectives in the Corporate Plan;

- Deliver high quality, customer-centric services that offer an excellent customer experience.
- Services that deliver value for money to local taxpayers.
- Modern, sustainable services that offer equality of access to all.
- High performing services that demonstrate a culture of continuous learning and improvement.
- Climate responsibility is on a par with fiscal responsibility when making key decisions.

3. Financial Implications

3.1 A full financial analysis has been undertaken. As noted above, demand of up to five deliveries and collections per week can be incorporated into the current bulky waste collection service.

3.2 If demand exceeds five per week, a level of dedicated service will be required. Table 1 below summarises set up costs.

Table 1 Initial Costs

Item	Full year cost
Bin stock and stickers	£5,611
Running costs for van and labour	£25,576
System development and maintenance	£1,500
Customer Services	£7,500
Comms and Marketing	£400
Total	£40,587

3.3 An indication of income required to cover costs is demonstrated in Table 2 below. It is based on an average of fifteen requests per week. If demand is lower than that level, some costs identified above including bin stock, running and Customer Services costs can be reduced accordingly.

Table 2 Income

1100 litre bin charge	390	£60	£23,400
660 litre bin charge	390	£50	£19,500
Total Recovered	780		£42,900

3.4 The £60 fee for an 1100 litre bin and £50 for a 660 litre bin are broadly in line with those charged by another authority which offers this service.

4. Timeline

4.1 If approved, Officers propose to start the service on April 1, 2024.

4.2 The proposal is being developed through the Council's normal project management processes.

4.3 Performance will be continually monitored and reviewed with a further report to Prosperous Communities Committee in March 2025 for a final decision on whether to continue.