



**Prosperous
Communities Committee**

Tuesday, 15 July 2025

Subject: Temporary Excess Waste Update (Big Bin Clear Out BBCO)

Report by:	Alan Bowley Interim Director of Operations & Commercial Services
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Purpose / Summary:	To consider the results of the trial of Big Bin Clear Out service and a decision on whether to continue.

RECOMMENDATION(S):

This paper is a follow up to the Big Bin Clear Out which was agreed at Prosperous Communities Committee on the 30th January 2024, and the recommendations at that committee also included the need to return after a full year of the service for a decision on whether to continue with the service or not, one of the following options will then be considered is required:

- a/ cease the big bin service, honouring those that we have outstanding or
- b/ continue the big bin service and for it to become a business-as-usual service offering

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 : FIN/38/26/MT/SSc

This report is recommending the Big Bin service becomes a permanent service.

2024/25 Performance

As the initial service provision was for a trial period, the income wasn't budgeted for within the MTFs. The service provided £13.3k net income for the Council in 2024/25. See table below for more details:

	Forecast 2024/25	Actual 2024/25	Percentage Achieved
Number of Bin Hires	780	464	59%

Description	Forecast 2024/25 £	Actual 2024/25 £	Variance 2024/25 £
Income (464 hires)	(42,900)	(27,540)	15,360
Bins (Second Hand & New)	5,411	2,732	(2,679)
Big Bin stickers	200	425	225
Vehicle costs *	8,731	1,156	(7,575)
Staffing costs *	16,845	7,477	(9,368)
System Development **	1,450	0	(1,450)
Customer Services	7,500	2,419	(5,081)
Comms & Marketing **	400	0	(400)
Total	(2,363)	(13,331)	(10,968)

* based on 60% of an average cost per day for 49 weeks as started 16/04/24

** Unable to identify specific costs relate to these services for Big bins

Forecast Performance for 2025/26 to 2029/30

The bin hire forecast is shown below:

Description	2025/26 Forecast	2026/27 Forecast	2027/28 Forecast	2028/29 Forecast	2029/30 Forecast	Total
Number of Bin Hires 1100	471	495	520	546	573	2,605
Number of Bin Hires 660	29	30	32	34	36	161
Total	500	525	552	580	609	3,230

The table below shows the forecast income and expenditure for 2025/26 to 2029/30. The increased costs of continuing the service of c£13k pa are offset by the additional income of c£33k pa and is forecast to contribute towards the MTFs with a net increase in income of c£20 pa.

This will be additional income for 2025/26 and will be built into the MTFs through the 2026/27 budget setting process.

Description	2025/26	2026/27	2027/28	2028/29	2029/30	Total
	Estimated £	Estimated £	Estimated £	Estimated £	Estimated £	
Income - Bin hires	(29,700)	(31,200)	(32,800)	(34,500)	(36,200)	(164,400)
Vehicle costs *	1,300	1,400	1,400	1,500	1,600	7,200
Staffing costs(include oncosts) **	8,400	8,700	8,900	9,100	9,400	44,500
Customer Services	2,600	2,700	2,800	2,900	3,000	14,000
System Development ***	0	0	0	0	0	
Comms & Marketing ***	0	0	0	0	0	
Total Pressure/(Saving)	(17,400)	(18,400)	(19,700)	(21,000)	(22,200)	(98,700)

* increase in vehicle costs of 5% per year.
** based on 60% of an average cost per day for a band 5 and band 3. Includes pay award 2025/26 3% and 2.5% for each of the following years
*** Unable to identify specific costs relate to these services for Big bins

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, higher levels of demand which required additional staff would be covered using agency resources, with the level of charge been calculated to ensure cost recovery.

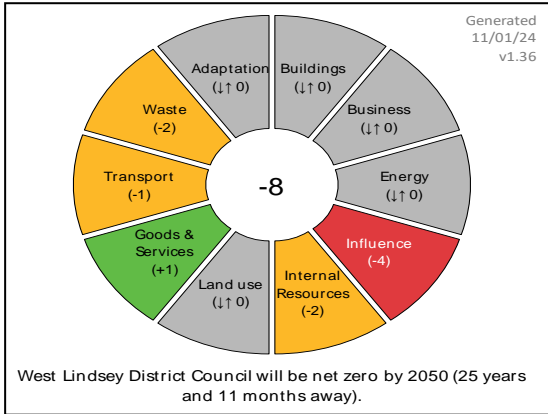
Equality and Diversity including Human Rights :

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, would be processed in line with the Council's existing data protection policies and procedures.

Climate Related Risks and Opportunities:



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 :

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

Key Decision:

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

Yes

No

1 Introduction

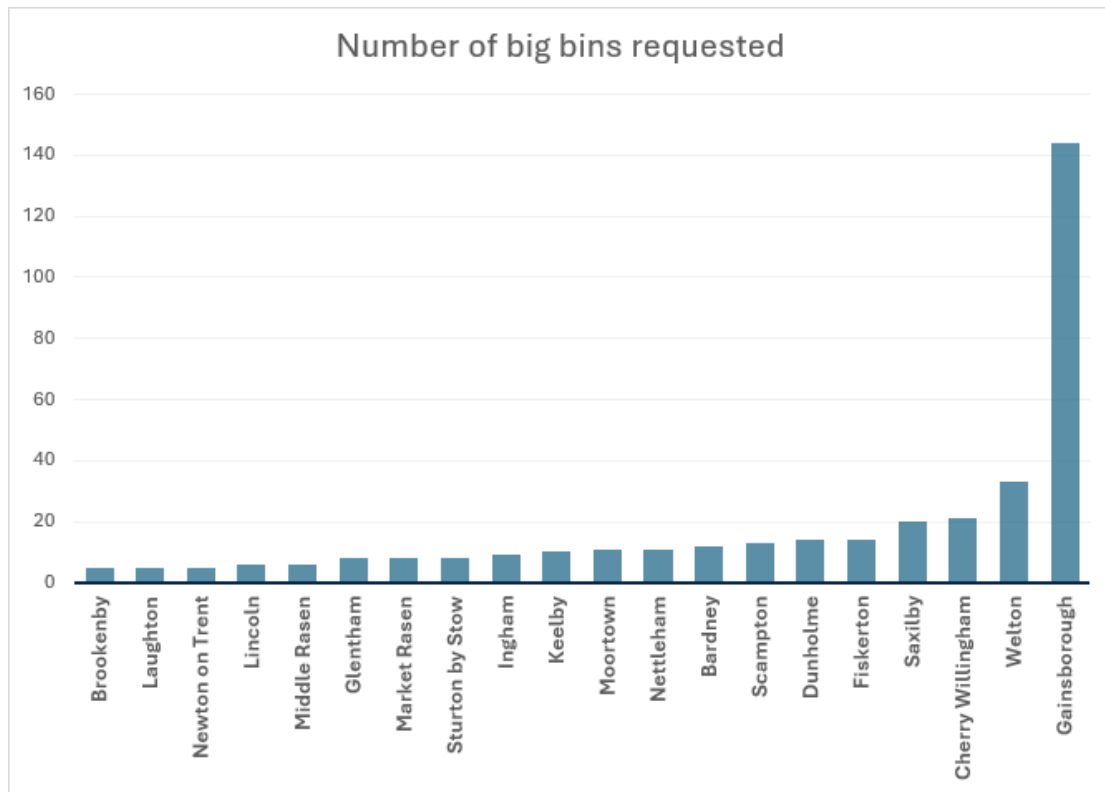
- 1.1 This paper is a follow up to the Big Bin Clear Out which was agreed in Prosperous Communities Committee on the 30th of January 2024, and the recommendation at that committee to return after a full year of the service for a decision on whether to continue with the service or not
- 1.2 West Lindsey District Council offers award winning and innovative Operational Services including waste collection and street cleansing.
- 1.3 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.
- 1.4 The current services work 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 to improve satisfaction and reduce fly-tipping wherever possible by offering a trusted alternative to rogue or unlicensed waste collectors.
- 1.5 In terms of residual household waste, the Council currently provides a 180 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.
- 1.6 In addition, a charged-for Bulky Waste collection service is available for large items.
- 1.7 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.
- 1.8 A further alternative is the option to purchase additional blue sacks which are collected alongside wheeled bins on collection day.

2. The data from trial period (24/25 financial year)

2.1 Over the first year, 437 – 1100 ltr bins and 27 – 660ltr bins have been hired to residents

2.2 As shown in figure 1 below the deliveries are scattered across the district with the majority falling within the Gainsborough area, however this is due to several factors, the largest being that Thursdays drop off/collections are limited to 6 due to the size of the area covered (everything east of the A15).

Fig 1- Areas of big bin request (only areas of 5 or more bins utilised are shown in this graph)



2.3 Customer satisfaction is high with this service averaging 95% 4 or 5 star, a few comments below but please see appendix 1 for full list of comments

“You communicated well with me, and I knew exactly when and where you would provide the service. The guys who delivered the bins were really friendly efficient and courteous. Real credit to the council and I hope the positive feedback gets passed on to them. They were brilliant.”

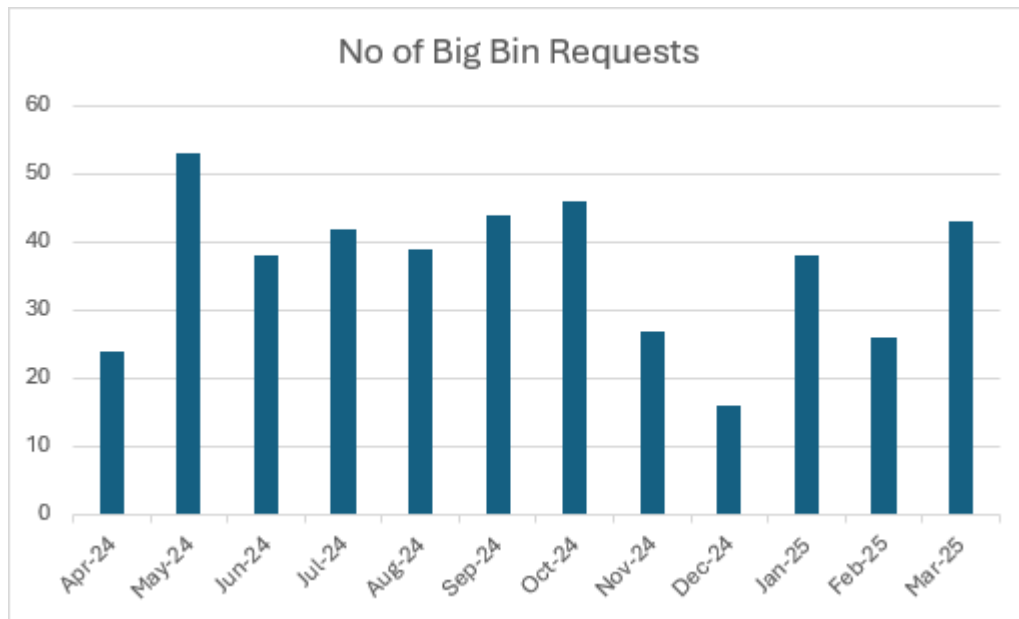
“Easy to order, prompt delivery and collection, good sized bin and good value for money.”

“Fantastic Service Delivered and collected on correct dates”

2.4 So far digital comm’s has been used to “sell” this service (as to not create to much of a demand and therefore Operational Services have not been overwhelmed with service requests) with various adverts used to highlight the service (as seen in appendix 2).

2.5 The graph below (fig 2) shows the monthly demand on the service with the average booking time for the Thursday collections being 7 days and no booking delays on the Tuesday/Wednesday collections.

Fig 2- bookings per month



3. Financials

3.1 As can be seen in the table below the original target has not been met however this figure was based a dedicated service/crew, the current service can be scaled up if required (which currently happens if demands exceed a set time period for waiting) and is currently delivered within existing resources to keep costs as low as possible, costs would increase drastically if additional resources were required on a constant basis.

Big bin costing as at 02/06/25

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4. Options and Recommendation

a/ cease the big bin service, honouring those that we have outstanding or
b/ continue the big bin service and for it to become business as usual

Due to customer satisfaction and income generation option b is recommended by officers