

TO: ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE –  
23 MARCH 2005

SUBJECT: SCRUTINY OF REFUSE SERVICE

FROM: WASTE MANAGEMENT TEAM

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1. PURPOSE OF REPORT

- 1.1 To report back the findings of the informal meeting of this Committee.
- 1.2 To note the current processes adopted by this Council with regards to clinical, special and bulky waste.
- 1.3 To appoint three Councillors from this Committee to consider and suggest revisions which Members would like to see included in the next Refuse Collection Contract to be tendered in 2008.

2. BACKGROUND

- 2.1 As part of its work programme for 2004/2005 this Committee agreed to undertake a review of refuse collection, including an update on the progress made with the introduction of the door to door multi material collection service.
- 2.2 At its meeting on 20 October 2004 the Committee agreed to investigate 3 areas of refuse collection over the next 12 months;
  - (1) Performance;
  - (2) Waste types; and
  - (3) Amendments to the current Contract.
- 2.3 **Performance:** The Committee then appointed three groups to focus on different aspects of the performance of the service, which would include missed collections, new properties, joint working and public perception, with an interim report to be submitted from the three working groups to the December meeting and a final report from these groups was submitted to the February meeting of the Committee, which is attached as **appendix 1** to this report.
- 2.4 At its meeting on 2 February 2005 the Committee agreed to hold an informal meeting to discuss with representative from Stratford Upon Avon District Council their processes and ways of working with regard to refuse collection. The notes from this meeting are attached as **appendix 2** to this report
- 2.5 **Waste Types:** In addition, to the above, the Committee also appointed the following Councillors to undertake each of the following investigations into different waste types and report back to 8 June 2005 meeting of this Committee:
  - Bulky Waste: Councillors Gill and Sandhar;
  - Garden Waste: Councillors Mrs Compton and Short; and
  - Special and Clinical Wastes: Councillors Copping and Smith.

- 2.6 To assist the above attached as **appendix 3** is a brief guide to the process used for each of the above services, the current contract details, including costs and the charges made to users of the service where applicable.
- 2.7 **Revisions to the Current Service** – It is proposed to appoint three Councillors from this Committee to consider and suggest revisions which Members would like to see included in the next Refuse Collection Contract to be tendered in 2008.
3. **POLICY AND BUDGET FRAMEWORK**
- 3.1 Refuse collection is closely linked to the Council's recycling services and waste minimisation which are key policy areas. Current refuse collection services are within the present budgetary framework and this report proposes no amendments to the budget.
4. **OUTCOMES REQUIRED**
- 4.1 To note the content of the report.
- 4.2 To appoint three Councillors from this Committee to consider and suggest revisions which Members would like to see included in the next Refuse Collection Contract to be tendered in 2008.

Jackie Webb  
Community Services Manager

### **BACKGROUND PAPERS**

Environment Overview & Scrutiny Committee

**Areas in District Affected:** All

**Executive Portfolio Area and Holder:** Councillor Mrs Begg – Environmental Services.

**For further information about this report please contact:**

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## Refuse Collection Service

In addition to the weekly domestic refuse service the following collection services are also offered for the benefit of local householders:

- Bulky Waste (Special Collections)
- Garden Waste
- Special and Clinical Waste

### Bulky Waste/Special Collection service

This is a service for which the Council makes a charge to householders. The current charge is:

- £5.00 for the first item and £2.50 for each subsequent item up to a maximum of 5 items

For those on benefit the charge is:

- £4.00 for the first item and £2.00 for each subsequent item up to a maximum of 5 items

The service covers the removal of large domestic items (normally taken with you when you move house) which will not fit into a refuse container. The service does not cover the removal of builders or DIY waste or fixtures and fittings of a property or garden.

Items are collected on the same day as the householder's usual refuse collection by a separate crew.

The Council subsidises this service in paying a flat rate to the contractor of £11.44. This has always been the case but the previous charging structure of £6.00 for up to 6 items was inequitable for those only requiring the removal of 1 or 2 items and required a considerable subsidy from the Council to maintain the service.

The extent of the subsidy has reduced over the last year following the revamp of the charging structure which is now more equitable to householders since they pay a charge related to the number of items to be removed.

There are approximately 3000 requests per annum for this service.

### Garden Waste

At present some 24,000 householders across the District are serviced by the 'green bin' garden waste collection scheme carried out as part of the Council's recycling services.

For those for whom the scheme is currently not available, the Council collects garden waste as part of the refuse collection service. However there is a charge for this service which currently costs £1.00 per ticket. The ticket is attached to the bag of garden waste which is then collected by the usual refuse crew at the same time as the domestic refuse is collected. Garden waste will not be collected unless a ticket has been purchased and clearly attached to the bag. There are reductions for purchase of books of tickets.

The Council has considered the provision of a free collection service for this green waste. However such a provision would be likely to increase the tonnages collected as part of the refuse collection service as householders would be less likely to recycle or compost their garden waste.

Last year there were only around 500 tickets sold for this service and with the provision of green bins to half the District this figure has dropped considerably. The contractor carries out this service at no additional charge to the domestic refuse collection and the waste is landfilled.

### **Clinical Waste**

This service is offered 'free of charge' to residents who require a collection of clinical waste either on a temporary or a long-term basis. The collection is made on a weekly basis by a specialist contractor sub-contracted to the main refuse contractor and services around 70 residents each week.

The Council subsidises this service since each collection costs £6.86. The contractor supplies the special collection bags and the waste is incinerated.