



**COMMITTEE TITLE:** Clean & Green Committee

**DATE:** 26 February 2024

<b>REPORT TITLE:</b>	Garden Waste Wheeled Bin Collection Service – Bin Stickers
<b>REPORT OF:</b>	Marcus Hotten, Director of Environment
<b>REPORT IS FOR:</b>	For decision
<b>WARDS:</b>	All

### **REPORT SUMMARY**

The Council offers residents a chargeable garden waste collection service. The service has approximately 6,500 customer who pay £60 per bin each year for the provision of a 240 litre brown wheeled bin which is emptied fortnightly, other than for the two weeks over the Christmas and New Year holidays.

Collections are currently made from all brown bins that are presented on the scheduled day as there are no visual indicators on the bins to show that accounts have been paid, and therefore that the containers should be emptied. This can result in collections being made from residents who no longer subscribe to the service but have retained the bin from a previous year's subscription which has elapsed, or who have purchased or acquired their own containers.

This report seeks approval for the introduction of stickers which are to be placed on the wheeled bins giving the collection teams a very clear indication which bins should be emptied.

### **RECOMMENDATION**

**R1 To approve the introduction of a stickering system for the garden waste wheeled bin service.**

### **SUPPORTING INFORMATION**

#### **1.0 REASON FOR RECOMMENDATION**

1.1 To ensure that only wheeled bins that are presented by customers who have an active subscription to the service are collected. This will make the service

more efficient and prompt residents who are not paying for the service to subscribe, thereby increasing income.

## **2.0 BACKGROUND INFORMATION**

- 2.1 The Council offers residents a chargeable brown wheeled bin collection service to help them to dispose of their garden waste. The service has approximately 6,500 paying customers, many of whom have more than one bin, and is forecast to generate an income of £450,000 in this financial year. The annual charge for the service is currently £60 per bin and this includes the hire of the wheeled bin(s) fortnightly collection except for the two weeks over the Christmas and New Year period.
- 2.2 Most Councils who operate a similar subscription service, issue bin stickers when customers join the scheme or renew their subscriptions. Customers are asked to attach the stickers to their bins in an agreed position and present them for collection with the stickers facing the road. The stickers can then be easily seen by the collection teams who will empty the bins displaying them.
- 2.3 In Brentwood, there is nothing to make the collection teams aware that the bin has been paid for, and therefore all Council brown wheeled bins presented on the collection day are emptied. This often results in residents who no longer subscribe to the service receiving collections, resulting in potential lost income and additional operational costs. Based on the number of customers whose contracts have been cancelled, but where it has not been possible to reclaim the bins, it is estimated that approximately 500 containers could still be being presented for collection and potentially be being emptied. This is in addition to customers who may have purchased or acquired their own brown bins.
- 2.4 ~~OBJ~~By introducing a sticker system the bins presented by paying customers will be easily identifiable and emptied. Those not displaying a sticker would not be emptied until payment is made. This will ensure collections are only made from residents who subscribe to the service.
- 2.5 Should residents whose bins have not been emptied, wish to join, or rejoin the service, arrangements will be made for a sticker to be issued and collections scheduled. Payments can be made online or by calling the Council's Contact Centre who are able to take card payments. If payments are not made and the bins clearly belong to the Council, efforts will be made to remove them.
- 2.6 The introduction of the sticker system would be publicised in advance to give residents an opportunity to subscribe to the service and avoid any disruption to collections. This campaign could also promote the service with the intention of generating new customers.
- 2.7 The stickers will be provided externally by a company who, on instruction from the Council will mail them to service subscribers. These stickers will display the contract end date and provide a very visible and easy way for the collection staff to see which bins they should be emptying.

- 2.8 Locally - Basildon, Castlepoint, Havering, Barking and Dagenham and Southwark Councils all operate a sticker based wheeled bin garden waste collection service and work with a company who have extensive experience of managing the logistics and distribution. This company is very keen to work with Brentwood should Members agree this report.
- 2.9 Based on current bin numbers introducing the sticker system would cost approximately £18,000 in year one with ongoing annual costs of around £9,600. The additional costs in year one will ensure all customer are issued with stickers from “go live” and additional stickers when they re-subscribe to cover them for the next full-service year. Officers are confident that these costs would be off set and more income generated because of increased subscriptions to the service.

### **3.0 OTHER OPTIONS CONSIDERED**

- 3.1 An alternative option would be to introduce stickers as current rolling contracts are renewed. This would avoid the additional costs in year one, however adopting this approach would take a year to introduce before it results in all paying customers displaying stickers on their bins. This would prolong the current arrangements where residents who are not subscribing to the service have their bins emptied, and therefore it is not recommended.
- 3.2 The service could continue to operate as it currently does with limited controls to ensure only wheeled bins presented by customers who subscribe to the service are emptied.

### **4.0 RELEVANT RISKS**

- 4.1 Continuing to provide the service as it is currently delivered with collection teams emptying all bins presented for collection presents a risk of not maximising the income potential the service could generate.
- 4.2 The number of additional paying customers the introduction of permit stickers would generate is unknown.
- 4.3 If the number of non-paying customers who no longer have their bins emptied are not replaced by a matching number of customers who subscribe to the service, the collected tonnage of green waste could drop. This would impact on the tonnage of garden waste collected and the associated performance indicators.

### **5.0 ENGAGEMENT/CONSULTATION**

- 5.1 No engagement or consultation has been undertaken.

5.2 A communications campaign introducing the change to a sticker system along with the availability of the service could also generate new customer and further increase income.

## **6.0 FINANCIAL IMPLICATIONS**

**Name & Title: Tim Willis, Director – Resources & Section 151 Officer**

**Tel & Email: 01277 312500 / [tim.willis@brentwood.rochford.gov.uk](mailto:tim.willis@brentwood.rochford.gov.uk)**

6.1 The cost to introduce a sticker system for current garden waste service customers will be in the region of £18,000 in year one followed by an annual cost of £9,600 per year. Based on the current charge of £60 per bin, if 60% of customers who have cancelled subscriptions but have retained their bins and are having them collected re-subscribe to the service the year one costs will be covered and an additional £8,400 generated in following years.

6.2 The cost of the sticker system would be managed within existing service budgets.

## **7.0 LEGAL/GOVERNANCE IMPLICATIONS**

**Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer**

**Tel & Email 01277 312500 / [Claire.mayhew@brentwood.rochford.gov.uk](mailto:Claire.mayhew@brentwood.rochford.gov.uk)**

7.1 Under section 45(3) of the Environmental Protection Act 1990, and the Controlled Waste (England and Wales) Regulations 2012, waste collection authorities may recover a reasonable charge for the collection of garden waste.

## **8.0 ECONOMIC IMPLICATIONS**

**Name & Title: Laurie Edmonds, Corporate Manager – Economic Development**

**Tel & Email 01277 312500 / [laurie.edmonds@brentwood.rochford.gov.uk](mailto:laurie.edmonds@brentwood.rochford.gov.uk)**

8.1 The proposed service change should generate additional income but will not impact on the business community.

## **9.0 EQUALITY & HEALTH IMPLICATIONS**

**Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health**

**Tel & Email 01277 312500 [kim.anderson@brentwood.gov.uk](mailto:kim.anderson@brentwood.gov.uk)**

The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act make discrimination etc. on the grounds of a protected characteristic unlawful.

- b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
- c) Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and 'civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

The proposals in this report will not have a disproportionate adverse impact on anybody with a protected characteristic.

## **10.0 ENVIRONMENTAL IMPACT**

10.1 There are no direct environmental implication relating to this report.

**Name & Title: Henry Muss, Sustainability & Climate Officer**  
**Tel & Email 01277 312500 [henry.muss@brentwood.gov.uk](mailto:henry.muss@brentwood.gov.uk)**

### **REPORT AUTHOR:**

**Name:** Paul Ellis

**Title:** Corporate Manager Waste and Streetcare

**Phone:** 01277 312759

**Email:** [paul.ellis@brentwood.gov.uk](mailto:paul.ellis@brentwood.gov.uk)

### **APPENDICES**

None

### **BACKGROUND PAPERS**

None