

Garden Waste Briefing Report

Overview Board

4th January 2011

The purpose of the report is to update Councillors on the 2010 collection service and to brief Councillors on developments for the 2011 collections and the future years.

2010 Service

The Council's paid for garden waste service went from strength to strength in 2010.

In order to transfer the service in 2010 new brown bins were delivered to customers from October 2009. The new brown bins were required as the new co-mingled recycling service was utilising the existing green bins.

16,756 brown bins were delivered to customers between 12 October 2009 and 30 September 2010.

By the end of the 2010 collection season, the total number of bins was 16,756, an increase of 1,119 on 2009.

The service generated £502,000 (figure to be confirmed by financial services that will be reported to Councillors at the overview board meeting) during the 2010/11 financial year.

Bromsgrove DC now has one of the largest paid for garden waste service in the Country and is being looked at by other councils who are considering moving away from a free collection.

2011 Service

The cost of the service has increased by the rate of inflation from £30.00 to £31.00.

A project team chaired by Kevin Hiron, including representatives from Financial Services, Customer Services, IT, the Communications Team and officers from Environmental Services, was established early in the year to ensure that everything is in place to ensure a smooth process for engaging and billing our customers.

Specifically tailored bills have been sent out by Financial Services and as of the 13th December 2010, 6690 payments had been received with a value of £207,390.00. 232 Direct debits mandates received as of the 13th December 2010.

The Customer Service Centre are now dealing with the vast majority of customer contact – to streamline customer contact.

The Business Support Team at the depot have sent out stickers for customers to put on their bins so that our crews can identify all those who have paid for the 2011 service.



Now that the system is more improved and processes are working, IT Services are in the process of developing the functionality of the Uniform system so that in future years the system can be automated far more to limit officer time required to process annual payments..

Members are aware that we want to have a more standardised fleet. Officers are currently working with the County Council to agree new local tipping arrangements for 2011, which will mean that the problematic side arm collection vehicles can be replaced with new rear loaders, similar to those used for the recyclable and non recyclable waste collections. This will also mean that we should be able to extend the coverage of the garden waste collection to some of the properties who at present are not offered the service.

Future developments

During the first half of the 2011/12 financial year the head of service will be carrying out a full review of the 2010/11 collection year and will at the request of the portfolio holder be taking a report to cabinet regarding the future options for future service enhancements and efficiencies.

CLlr Mike Webb, Portfolio Holder

Guy Revans Head of Environmental Services