

Question (a) Surplus Funds

Surplus funds in respect of Green bins from the inception of the scheme.

Since the service was implemented, there has been a separate allocation of costs associated with the delivery of the service and the revenue received. During 2012/13 and 2013/14 the accounts showed an approximate surplus of £200k for each year. This however is based on estimates of staffing and other costs attributed to the service and the estimated surplus generated is on an estimated basis and offsets the cost relating to other services provided.

Question (b) Carbon Footprint

Has the carbon footprint been calculated in respect of providing the green bins?

The carbon footprint for this service has never been calculated due to the complexity and variance of considerations.

The garden waste collections are intrinsically linked to the JMWMS, which does contain a performance target for climate change within it however, a meaningful target is still to be developed again due to the complexity and variable associated with this.

As no current figure is available, the following issues should be considered:

- Garden waste is collected by using 3-4 26 tonne refuse vehicles
- Peak demand collection periods utilise up to 4 26 tonne vehicle per week
- Low demand collection utilise 3 26 tonne vehicles per week
- There are approximately 18,000 customers receiving this service over a two week period
- 9,000 properties are collected per week
- Mileage of collection vehicle shave been reduced following RO
- Our collection vehicles cover approximately 1742 miles over the two week period

If this service was not available to customers; there is the potential for 18,000 customers to:

- Look at alternative methods of dealing with garden waste, such as composting

- Hide garden waste within the grey domestic wheelie bins: increasing volume and weight of wheelie bins, increase in transport costs and disposal costs to WCC
- 18,000 customers may take garden waste to the HRC at Romsley, which would have a huge impact in their own carbon footprint, impact greatly on the HRC site capacity and running costs for WCC
- Some customer may fly-tip the garden waste.

Question (c) Compost garden waste

It was understood that there was a policy in place to encourage people to compost garden waste, is this still in place and why are we not encouraging residents to do this rather than providing them with a green bin.

The policy referred to is the Joint Municipal Waste Management Strategy (JMWMS) and one of the fundamental principles is to prevent waste from entering the waste streams. The principle upon which the strategy is built is that of waste prevention, the top of the waste hierarchy as in Waste Strategy for England 2007. Through making opportunities available, designing appropriate collection systems and raising awareness, the Partnership will endeavour to ensure that everyone in our communities can play an active role in ensuring that the amount of waste is reduced before it enters the waste stream.

The Partnership will continue to promote waste prevention through a variety of campaigns and initiatives that will be reviewed to ensure that the most effective campaigns, targeting key waste streams such as food waste, are implemented.

Worcestershire County Council (WCC) takes on the role of promoting the home composting scheme and does this through 2 main channels:

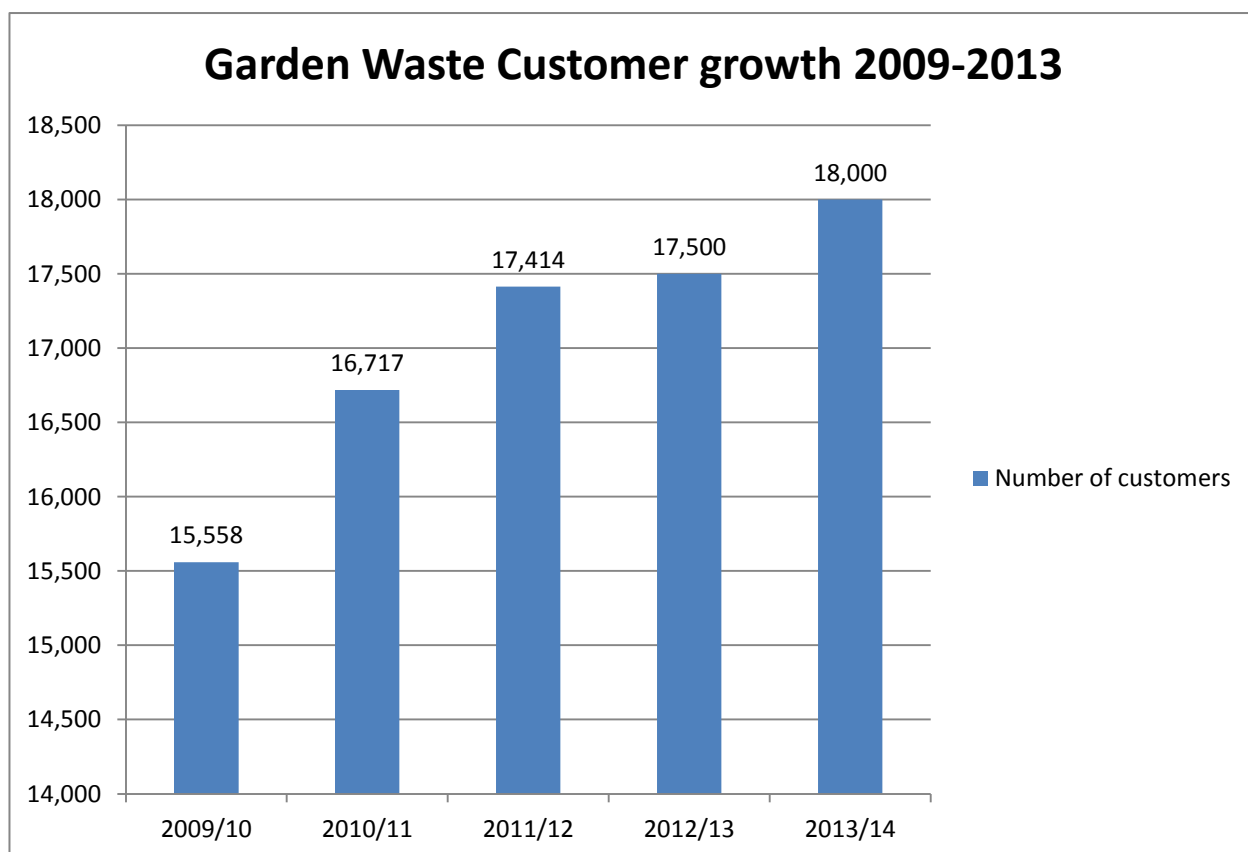
- a) They run a master composter scheme which trains and supports a number of volunteers that attend local events etc where they encourage people to try composting and also provide support to those who require assistance in getting over problems with composting.
- b) The discounted home compost bin promotion is still actively running and residents can purchase bins at a highly subsidised price. Recently (sept 2014) BDC residents were delivered a home composting leaflet delivered via the Advertiser newspaper (some homes may have been excluded due to distribution issues).

Composting will be discussed with customer at point of contact and promoted throughout 2015 on our collection vehicles.

Question (d) Collection rates

How much has been collected over recent years. (There appears to be a significant increase in profit.)

Year	Total (tonnes)	Number of Customers	kg/hh/yr	Price £	Collection period
2004/5	3,512.880	36,423	96.45	0	12 mth
2005/6	8,667.690	36,423	237.97	0	12 mth
2006/7	7,621.810	36,423	209.26	0	Apr - Dec
2007/8	8,295.710	36,423	227.76	0	Apr - Nov
2008/9	9,070.000	36,423	249.02	0	Apr - Nov
2009/10	6,026.000	15,558	387.32	30	Mar - Nov
2010/11	6,275.000	16,717	375.37	30	Mar - Nov
2011/12	6067	17,414	348.40	31	Mar - Nov
2012/13	6,330.950	17,500	361.77	32	Mar - Nov
2013/14	6,395.030	18,000	355.28	35	Mar - Nov



Question (f) Bulky Collections

Bulky collection – full explanation of the new process, including the provision of quotations and why this has been put in place.

PURPOSE – “HELP ME GET RID OF ITEMS I DON’T WANT”

OPERATING PRINCIPLES:-

Principle 1: We will collect anything provided it is not a hazardous substance.

Practice:

- We will not collect items that require specialist handling such as unidentified chemicals, asbestos or oil.
- Any other item will be collected.
- If it is a hazardous substance we will provide information to help the customer to contact someone who can help them.

Principle 2: We will encourage re-use by signposting to re-use centres.

Practice:

- Customers will be asked whether an item is re-useable and information will be provided to help the customer contact someone who can help them.
- If we collect items that are in our opinion re-useable, we will take them to the re-use centres rather than the tip.

Principle 3: We will collect at a time to suit the customer

Practice:

- The customer will be asked when they would like us to collect and we will make arrangements to meet that request whether it be the same day or booked in advance.
- There will be no limit to the number of pre-booked collections.

Principle 4: We will collect from wherever suits the customer.

Practice:

- The customer will be asked where they would like the item collected from.

- If the customer is happy to leave outside in an accessible place they do not need to be present when collected.
- If the customer needs help removing the item from their home we will make arrangements to meet that request.
- The customer or a nominated person will need to be available at the time of collection.

Principle 5: We will not do anything illegal or dangerous

Practice:

- We will observe manual handling requirements.

Practice 6: We will respect people and their homes/surroundings

Practice:

- We will be polite at all times portraying a customer focused service.
- We will take care when entering people's property to ensure we do not cause any damage.

Bulky Quotations – Price Structure & Procedure

The new bulky charges are now in place for Bromsgrove:

Single Item = £7.50 (A 3 piece suite would be 3 items/ a 2 piece suite 2 items etc.)

2 Items = £15.00

3 Items = £20.00

Black Bags = £2.00 per bag minimum of 10 bags

We do **not** remove hazardous/dangerous items such as asbestos, liquids or fire arms.

If you have any doubts, please speak to your line manager.

Quotes should be carried out by the person/persons undertaking the removal where ever possible and based on an estimation of timing.

Taking into account the following: access, size, if it needs dismantling, disposal facilities, weight and the amount of operatives needed.

Quoted at £30 per hour per operative – (most jobs will need at least 2 operative.)

Example:

If a bulky removal will take 15 minutes, and needs 2 operative to remove the quote will be £15.

If it takes 4 operatives to remove and takes 15 minutes then the quote will be £30.

The £30 per hour/per operative is based on the price to include all overhead costing's.

Procedures – Operational

When giving a quote the operative can make a decision to either take the items while they are there (depending on work load) or arrange an alternative collection time/date with the customer.

When giving a quote the operative should follow the procedure below:

1. If the customer is happy to go ahead and book the bulky collection

Phone Business Support on 01527 881188

Tell the support team the cost you have quoted and when you have agreed to remove the items. Pass the phone to the customer to make payment by Credit/Debit Card.

Once the customer has made the payment take the call back and confirm with the support team that the payment is complete.

2. If the customer is not on site or wants to think about the quote given.

Phone Business Support on 01527 881188

Tell the support team the cost you have quoted and that the customer will call back if they decide to use the service.

When entering a residents property **do not** remove safety boots, please ensure you cover the boots with 'Happy Feet' footwear protector that slips over the boot as supplied by your co-ordinator.

Where 'straight forward' the Business Support team will quote the customer a price over the phone, rather than passing to the area teams to quote. This will be done using the same pricing structure for the removal of items such as: mattresses, electrical items, furniture and black bags etc.

If a bulky collection has been arranged by Business Support and when you arrive at the property the items are not as stated on the paperwork the following steps should be taken:

1. Where possible speak to the customer and if necessary re-quote to include the additional items and confirm with business support that the additional payment has been made prior to taking the items.
2. If unable to speak to the customer only take those items listed on the paperwork.

In Some cases it may be that the authority will not be the cheapest option.
Example: A resident asked for a quote to remove 40 2x2 slabs from a rear garden, taking into consideration access from the rear garden to the vehicle and the fact that only 20 slabs could be put on the vehicle (due to legal weight limits) this would be 2 loads at a minimum of 1 hour for 2 operative at £60, the resident was advised that it may be more cost effective to look elsewhere or hire a small skip.

Procedures – Support Services

1. Taking a call about a Bulky Collection

Questions to be asked first are:

- Where is the bulky collection?
- What is the bulky collection?

This will tell you whether it needs to be quoted or if it's a standard booking.

A quote will be needed if:

- The item is over 6ft
- The items are large or not standard
- There is a mixture of non-standard items (like piano, garage door, rubble)
- If it is garden waste (even if its bagged)
- If it is inside the property or garage
- If it is in a rear garden
- Bagged items that can't be lifted by 1 man

If a quote is needed **DO NOT** give the customer a verbal price, you can explain that the minimum cost will be £7.50 but the price will be confirmed by the Officer that visits.

Information to get from the customer at the time of booking:

- Name
- Address
- Contact telephone number
- Detailed description of the items (how heavy, size, what it is etc)
- Location of where the items will be placed for collection

- Payment
- Date of collection
- Time of collection (if applicable)

Information to tell the customer at the time of booking:

- Tell the customer about our refund policy at the time of taking the payment (see below).
- Tell the customer where the items need to be placed ready for collection
- Tell the customer the date the collection will be made
- Tell the customer what time the items need to be ready by
- Receipt number for payment

2. Booking a time for a standard bulky collection

If the customer wants to book a specific time for the collection then you need to agree what the time is and make sure it is recorded on M3 / Orb calendar.

Confirm the date and time to the customer at the end of the call.

We **do not** do same day collections unless it is specifically agreed with the Team Leader / Place Co-ordinator.

3. Booking a quote

Log the request for a quote to be given onto M3 or Oneserve with as much detail about the items, location.

When you speak to the customer explain that an officer will be in touch soon, (knock door or telephone) to arrange the quote. Support Services **do not** book the date/time of the quote.

4. Cancellation of bulky collections

If a customer cancels 24 hours prior to the collection, update M3 / Orb Calendar and then ring the Team Leader/Place Co-ordinator to let them know its cancelled as they may have already arranged their workload for the next day.

Refunds are not given unless the cancellation has been received 24 hours before the collection.

5. Payment Options

We want customers to ideally pay by Debit/Credit Card as this is the cheapest payment method.

If customers want to pay by cash let them know that they can go into the Customer Service Centre or One Stop Shops.

Always see if you can persuade the customer to pay by card or see if they have a family/friend that could use their card.

Operatives can take payments whilst quoting but this should be the exception rather than the rule as it causes additional work.

(a) [Details of the Trade Waste scheme proposals.](#)

A review is currently being carried out to identify the most appropriate direction for our current Trade Waste Service. A full and detailed report will be presented to cabinet in the spring of 2015.

Options under consideration and investigation are:

Option 1 - Keep the current Trade Waste Service in-house

Option 2 - Create a partnership with another authority

Option 3 - Selling existing client list & stock to external contractor

Option 4 - Create a partnership with a tendering third party who will run the service including collections.

Option 5 - Create a partnership with an external third party who will assist us to increase customer numbers but the collection service would be carried out by a company owned by the Local authority or a group of local authorities..

