

Overview Board Meeting – 29th June 2010
Briefing Paper

Garden Waste Services – Future Development

The following brief report provides answers to a series of questions provided by the Overview Board at their meeting held on 1st June 2010.

What consultation arrangements are planned before any decisions are made on future developments?

So far this year there has not been any consultation with the public regarding the garden waste service. There are no major changes planned to the basic operation of the Garden waste service.

Possible alterations to the service that are due to be considered by members later this year are as follows

- The introduction of Direct Debits as an additional payment method
- A proposal to investigate various methods of bin identification for the future.
- To assure that the Garden Waste Service is financially viable and sustainable
- Working with Redditch Borough Council to develop the possibility of a shared garden waste collection service
- To work with the county council to provide a local tipping facility for garden waste, that will allow for a change to rear loading collection vehicles.

It is however our intension later this year to undertake a customer satisfaction survey which will be taken from a random sample of our existing customers.

What is the optimum take up of these services? How many households?

At this point in time we are operating the service utilising three vehicles and crews and collect 16500 bins over a two week period. At full capacity at present the service could handle between 19000 and 20000 bins depending on the spread of customers throughout the district. After this it will be necessary to increase the number of vehicles to four and employ additional staff.

What are the marginal costs of increased take up? Are there any economies of scale?

Based on and up to the optimum number of bins that can be collected by the existing operation apart from the proportional cost of additional fuel and maintenance there would not be an increase in operating costs. Once the

number of bins exceeded the optimum the cost of an additional vehicle and crew would need to be taken into account.

However for each new customer gained we have to purchase and deliver a wheelie bin at a current cost of £ 26.75 plus delivery this takes up a large proportion of the customer's initial payment of £30. Over subsequent years this balance is redressed, if they remain a customer. For this reason we would not advocate reducing the charge for people requesting more than one bin. The cost of replacement bins through damage or loss needs to be taken into consideration.

Can you provide details of the Income and Expenditure of green waste service?

The income from the service is straight forward in that the current charge for the service is £30 and we have 16500 customers to date which provides an income of £495,000

It is difficult at present to discuss the costs of the service when the expenditure has not previously been separated from the general refuse service. We are at present waiting for the first quarter's figures from the finance service that members have already requested. With these figures it will be possible to project the year's expenditure.

Are there national targets for green waste services which we have to achieve and if so how are we performing against these?

There are not any national indicators for the collection of Garden Waste the only indicator is NI192 measuring the percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion. Currently Bromsgrove achieve approx 38%

However within Bromsgrove we do have a very high take up of the service compared with other councils within the county who offer the service.

Bromsgrove	48%
Wychavon	17%
Redditch	17% (Trail)
Malvern	6%

Is there any customer satisfaction feedback for these services?

No customer surveys have been carried out on the Garden Waste Service however it is our intension later this year to undertake a customer satisfaction survey that will be taken from a random sample of our existing customers.