

	<p>Executive 29th May 2007</p> <p>Report from the Director of Environment and Culture</p>
For Action	Wards Affected: ALL
<p>Charging System for Bulky Household Waste Collections</p>	

Forward Plan Ref: E&C-06/07-054

1.0 Summary

- 1.1 This report sets out the key proposals for introducing a charging scheme for the Council's Bulky Waste Collection Service, locally known as "Special Collections". The report recommends that a free service is retained for certain concession groups and for all residents in the case of single fridge or freezer collections.

2.0 Recommendations

- 2.1 That the Executive notes and approves the Bulky Household Waste Collections Policy described in this report at paragraph

3.0 Detail

- 3.1 The Council decided, as part of its Revenue Budget 2007-08, to set a charge of £25 for collections, with a net income target of £275k for 2007-08. The service is currently free, with residents able to request up to five items to be collected, on three separate occasions during the financial year.
- 3.2 To ensure that a charged for service is delivered equitably Officers have benchmarked costs from surrounding Boroughs (Appendix A). Analysis of this information forms the basis of a new Bulky Household Waste Collections Policy, described below. Officers are also proposing that a free service is retained for certain concession groups and in the

case of single fridge or freezer. This change to the service will be widely publicised prior to its implementation. Residents will be reminded of the availability of the Re-use and Recycling Centre at Park Royal as an alternative.

3.3 Bulky Household Waste Collections Policy

3.3.1 The Council will charge £25 to collect up to five items. For every item thereafter an additional £5 charge will be made. The service can be accessed as many times through the year as residents wish, with each request for service charged for (subject to concessions).

3.3.2 Households can have a maximum of one fridge and one freezer collected for free per financial year. Additional fridges and freezers will be charged for, to ensure that private landlords do not abuse the service. Please see table below.

3.3.3

Items	Charge
Up to five items	£25
Additional items, over and above five, for each service request	£5 per item
Five items + one fridge	£25
One fridge	Free
One freezer	Free
One fridge + one freezer	Free
Two fridges or two freezers	£25
Items taken by resident to the Re-use and Recycling Centre	FREE

3.3.4 An item must be able to be carried on a trolley, or by two operatives within Health and Safety Executive (HSE) guidelines for manual handling.

3.3.5 The Service can not collect items that are not classified as household waste by the West London Waste Authority. This includes fixtures and fittings (house and grounds refurbishment waste), soil and rubble, and clinical and hazardous wastes.

3.3.6 Payment can be made by the following methods:

- Cheque with guarantee card
- Postal order
- Debit and credit card
- Electronic transaction
- NO CASH (There are insufficient cash collection facilities in the borough).

- 3.3.7 Payment must be received in advance.
- 3.3.8 A concession (Free of charge) to the charging scheme will be given to those receiving:
- State Pension;
 - Disability Living Allowance;
 - Income Support or Job Seeker's Allowance;
 - Full Housing Benefit; and
 - Council Tax Benefit.

4.0 Financial Implications

- 4.1 The Council expects a net income of £275k for 2007/08 for this service, based on a charging scheme being in place by 01 April 2007. Due to the time required to set up the charging system, the projected start date is 01 July 2007. Officers advise therefore that there may be consequences for the income target.
- 4.2 The number of "free collections" in 2006 was 21,058. In 2007/08 free collections will only comprise fridge/freezer collections and concessions. It is estimated there will be approximately 1,000 of these at a cost of £33,000. Using an estimated 17% reduction, the number of remaining chargeable collections could reduce to 17,000.
- 4.3 The total cost of the special collection service is £700,000 pa plus disposal costs. The new charges will recover a total income of £420K. After adjustments for admin charges (£70K) and possible additional flytipping (£75K) this will secure a net income of £275K.
- 4.4 Any additional flytip removal costs are likely to result in payments to the Council's Waste Services Contractor - Veolia ES (UK) plc. The joint Brent / Veolia Partnership Board will review the impact on flytipping of the Council's decision to charge for Bulky Household Waste Collections at its quarterly meetings.
- 4.5 The potential shortfall in income in 2007/8, due to the three month delay, is in the order of £69K. Officers will look to reduce this shortfall by diverting resources, resulting from the expected reduced number of special collections, to fly tipping. This will require agreement at the joint Brent / Veolia Partnership Board. There may also be some savings in waste disposal costs if residents choose to use private contractors or take the items to Reuse and Recycling centres themselves and this can be used to mitigate the shortfall. Officers will closely monitor the budget position and will report back on proposals for dealing with the shortfall if the above measures are not successful.

5.0 Legal Implications

- 5.1 The Council has the power to charge for collection of bulky waste under paragraphs 1 and 2 of Schedule 2 to the Controlled Waste Regulations 1992.

6.0 Diversity Implications

- 6.1 Charging for Bulky Household Waste Collections will affect those on lower or restricted incomes. For this reason the proposed Bulky Household Waste Collections Policy shown at paragraph 3.3 above includes a concession scheme for customers who receive disability living allowance, income support or a state pension.
- 6.2 Bulky Household Waste Collections also present difficulties for those with mobility issues or disabilities. To address this Brent's Waste Services Contract specifically states that in respect of Bulky Household Waste Collections "the Contractor must make special arrangements to assist residents as required by the Authority".

7.0 Staffing/Accommodation Implications

- 7.1 Introducing a charging scheme will require two additional administrative officers in the Customer Contact Centre to take and process payments, ensure payments are cleared, and progress orders.
- 7.2 These administrative costs are estimated at £70,000 in a full year.

8.0 Environmental Implications

- 8.1 The existing free bulky household waste collection service allows the collection of a significant amount of material that can then be sent for reuse (example, sofas) or recycling (example, fridges).
- 8.2 Introduction of a charging scheme will more than likely result in fewer orders for collection with two major consequences.
- 8.3 First, Officers anticipate an increase in flytipping. Flytipped waste will affect the Best Value Performance Indicator scores for BV199d – the year on year decrease in flytipping incidents (the anticipation is that there will be an increase, not decrease). Some flytipped material, for example mirrors, can result in extra street litter (broken glass), which could affect the BVPI 199a score for litter and detritus. Both indicators affect the Borough's CPA score.
- 8.4 Secondly, material collected as a flytip cannot be sent for reuse or recycling as it must be considered contaminated. This will mean a real reduction in tonnage figures for recycling, which will show up in Best Value Performance Indicator BV82a – the percentage of household waste sent for recycling.

Background Papers

1. Report to Council 27th November 2006 - Authority to award the Council's Waste Services Contract

Contact Officers

Any person wishing to inspect the above papers should contact:

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Bulky Household Waste Collection Service

Benchmarking information for all other London Boroughs
From information on websites

Notes: CC = Credit Card; Chq = Cheque; DC = Debit Card; PO = Postal Order

BOROUGH	PRICING STRUCTURE	PAYMENT ARRANGEMENTS	CONCESSIONS?
Barking & Dagenham	£40 minimum, priced after visit by inspector (Beds, sofas, fridges & freezers are free of charge)	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	Not known
Barnet	£40 minimum Fridges & Freezers - £24 for 1; £36 for up to 3.	PAY IN ADVANCE CC; DC; Chq;	Registered Disabled - £18 & able to collect from inside
Bexley	£22 minimum for up to two items, extra items charges by time.	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	50% reduction for senior citizens
Bromley	£25 minimum, items individually priced on menu	PAY IN ADVANCE CC; Chq; P.O; Online NO CASH PAYMENTS	Discount for Council Tax or Housing Benefit recipients
Camden	£20 for 1-4 items; Fridges & Freezers - FREE	PAY IN ADVANCE CC; Chq;	Free if on income support; Assisted collections available for Elderly or Registered Disabled
Corporation of London	Free of Charge	Not applicable	Not applicable
Croydon	£20 for up to seven items; £30 for 8 to 15 items	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	Not known
Ealing	£20 for up to 8 items; If more than this - subject to quotation. Fridges & Freezers - £15 each	PAY IN ADVANCE CC; DC; Chq; P.O.; Cash in person only; The fee is an admin charge and non-refundable.	NOT KNOWN

BOROUGH	PRICING STRUCTURE	PAYMENT ARRANGEMENTS	CONCESSIONS?
Enfield	Free of charge, under review	Not applicable	Not applicable
Greenwich	£12 for up to 3 items, thereafter £4 per item	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	Not known
Hackney	Free of Charge	Not applicable	Not applicable
Hammersmith & Fulham	Free for up to 3 items or up to 10 bags; If more than this - subject to quotation. Fridges & Freezers - FREE	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	Assisted collections available for Elderly or Registered Disabled
Haringey	Free of Charge for certain items, other items £17 for up to 6 items	Not known	Not known
Harrow	£25 for 1-3 items if recyclable (including Fridges & Freezers) £30 for 1 non-recyclable item £45 for 2-3 non-recyclable items £70 for 4-7 non-recyclable items	FREEPHONE telephone number PAY IN ADVANCE CC; Chq; Cash in person only	NOT KNOWN
Havering	£16.75 per item	PAY IN ADVANCE CC; DC; Chq; No cash	£12.50 for state pensioners, disabled, and those in receipt of income support
Hillingdon	£12 for up to 4 items or up to 12 bags Fridges & Freezers - FREE	PAY IN ADVANCE CC; Chq; P.O.; Cash in person only.	Free to Elderly & Registered Disabled people, but only for up to 4 items or 6 bags
Hounslow	£25 for up to 5 items; thereafter £5 per item; Fridges & Freezers – FREE	PAY IN ADVANCE CC; DC; Chq; P.O.; No cash	Free for Registered Disabled
Islington	Free of Charge, up to 5 items, 3 times per year	Not applicable	Not applicable

BOROUGH	PRICING STRUCTURE	PAYMENT ARRANGEMENTS	CONCESSIONS?
Kensington & Chelsea	£21.50p for up to 10 items; Fridges & Freezers - FREE	PAY IN ADVANCE CC; DC; Chq; Cash; P.O	Free for recipients of Housing Benefit or Council Tax Benefit; Assisted collections available for Elderly or Registered Disabled
Kingston Upon Thames	Charge based on inspector visit	PAY IN ADVANCE CC; DC; Chq; Cash; P.O	Not known
Lambeth	Free of Charge, 4 times per year, up to 8 items	Not applicable	Not applicable
Lewisham	Charge based on inspector visit	PAY IN ADVANCE CC; Chq; P.O; Online NO CASH PAYMENTS	Not known
Merton	£15 for up to five items, thereafter £3 per item; fridges & freezers £10 per item	PAY IN ADVANCE CC; Chq; P.O; Online NO CASH PAYMENTS	£10 for up to five items for benefit recipients; and those over 60 years of age and not working
Newham	Free of charge, up to six items	Not applicable	Not applicable
Redbridge	Charge based on inspector visit	Not known	Reduced price for senior citizens
Richmond	£28 (no vat) for up to 5 items, plus £3 per item thereafter. Fridges & Freezers - £22 each	PAY IN ADVANCE Chq; P.O.	Free for up to 5 items if resident over 60yrs - 4 times per year; Free for Registered Disabled people, or those in receipt of Housing Benefit.
Southwark	Free of Charge for up to 15 items	Not applicable	Not applicable
Sutton	Charge based on inspector visit	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	Not known
Tower Hamlets	Free of Charge for up to 5 items, twice per year	Not applicable	Not applicable

BOROUGH	PRICING STRUCTURE	PAYMENT ARRANGEMENTS	CONCESSIONS?
Waltham Forest	3 free collections per year. Thereafter, £23.50 per collection.	PAY IN ADVANCE CC; Chq; P.O; NO CASH PAYMENTS	Not known
Wandsworth	From £13 per item, dependent on item.	PAY IN ADVANCE CC; Chq; P.O; Online NO CASH PAYMENTS	Not known
Westminster	FREE for up to 2 items; thereafter, subject to quotation	NOT KNOWN	Assisted collections available for people with limited mobility