

Shadow Executive (Cabinet)

Title of Report:	Recommendations of the St Edmundsbury and Forest Heath Overview and Scrutiny Committees: 7 and 8 November 2018: Garden Waste Collection Service Review 2018	
Report No:	EXC/SA/18/016	
Report to and date:	Shadow Executive (Cabinet)	27 November 2018
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Purpose of report:	On 7 and 8 November 2018, both St Edmundsbury Borough Council and Forest Heath District Council's Overview and Scrutiny Committees considered Report Nos: OAS/SE/18/031 / OAS/FH/18/032 , summarising the review of the Garden Waste Collection Service by a Joint Task and Finish Group and presents recommendations for the service moving forward.
Recommendation:	It is <u>RECOMMENDED</u> that the recommendations, as set out in Section 4 of the Garden Waste Collection Service Joint Task and Finish Group Report, Report Nos OAS/SE/18/031 and OAS/FH/18/032, be approved.
Key Decision: <i>(Check the appropriate box and delete all those that do not apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>
Consultation:	<ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032
Alternative option(s):	<ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032
Implications:	
<i>Are there any financial implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032
<i>Are there any staffing implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032
<i>Are there any ICT implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032
<i>Are there any legal and/or policy implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032
<i>Are there any equality implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> • See Report Nos: OAS/SE/18/031 and OAS/FH/18/032

Risk/opportunity assessment:		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
Risk area	Inherent level of risk (before controls)	Controls	Residual risk (after controls)
See Report Nos: OAS/SE/18/031 and OAS/FH/18/032			
Wards affected:		All West Suffolk Wards	
Background papers: <i>(all background papers are to be published on the website and a link included)</i>		<p>St Edmundsbury: SEBC Cabinet: 8 Sept 2015 CAB/SE/15/051</p> <p>SEBC Performance and Audit Scrutiny Committee: 25 November 2015 PAS/SE/15/029</p> <p>SEBC Performance and Audit Scrutiny Committee: 28 January 2016 PAS/SE/16/003</p> <p>Forest Heath: FHDC Cabinet: 15 Sept 2015 CAB/FH/15/041</p> <p>FHDC Performance and Audit Scrutiny Committee: 25 November 2015 PAS/FH/15/029</p> <p>FHDC Performance and Audit Scrutiny Committee: 28 January 2016 PAS/FH/16/003</p>	
Documents attached:		Appendix 1 – Garden Waste Collection Service Review Report 2018 (OAS/SE/18/031 – OAS/FH/18/032)	

1.1 **Key issues and reasons for recommendation**

1.2 Both Committees received the above reports (attached as **Appendix 1** to this report), which summarised the review of the Garden Waste Service by a Joint Task and Finish Group and presents recommendations for the service moving forward.

1.3 On 6 and 7 June 2018, both St Edmundsbury and Forest Heath Overview and Scrutiny Committees resolved to establish a Joint Task and Finish Group to carry out a joint review of the Garden Waste Collection Service and make recommendations for 2019 onwards.

1.4 The Joint Task and Finish Group met on five occasions to discuss the planned approach to the review and to consider the specific areas to be explored. It was agreed that the review would explore the following areas:

- Finance
- Customer access
- Service terms and conditions
- Impact on residual waste
- Communications and marketing
- Operational changes
- Impact of proposed changes

1.5 The report included the background to the review and progress to date; the review carried out by the Joint Task and Finish Group and proposed recommendations. Also attached to the report were a number of appendices, namely:

Appendix A – Summary of meetings

Appendix B – Financial modelling

Appendix C – Subscription charges of other councils

Appendix D – Subscriptions through the Customer Access Team

Appendix E – Information flow and process map

Appendix F – Examples of branding used

Appendix G – Summary of meeting content, observations, recommendations

1.6 **Extract from Report Nos: OAS/SE/18/031 and OAS/FH/18/032**

Set out below is the extract from Section 4 of the above reports, setting out the proposed recommendations:

4. Garden Waste Collection Service review – recommendations

4.1 Throughout the four meetings, the Joint Task and Finish Group reviewed the various elements of the GWCS, experiences from other councils and the options moving forward. At the final meeting of the Joint Task and Finish Group, the following recommendations were agreed.

- 1 *Increase the current subscription charge from £40 to £43 for 2019-2020. This included:*
 - *The subscription charge to be reviewed annually;*

- *To be agreed with Portfolio Holders as part of budget setting and the Performance and Audit Scrutiny Committee or the Overview and Scrutiny Committee to review the fee annually; and*
 - *The GWCS budget is to be financially self-supporting.*
- 2 *The Group felt that there were not enough advantages to support the motion from Councillor David Nettleton to SEBC Council on 19 December 2017 and there would be a number of marketing and operational issues incurred. The Group also did not favour supporting a discounted charging scheme.*
 - 3 *To depart from the singular bin collection day approach for the GWCS to unlock collection capacity.*
 - 4 *Move towards a rolling subscription model by April 2020, to be linked to the Digital Strategy, Customer Access Strategy and marketing approaches.*
 - *Approach to be fully automated.*
 - *Cost to be within the budget of the GWCS.*
 - 5 *As part of the next subscription process:*
 - *Find out key reasons why households are not signing up;*
 - *Run a marketing campaign aimed at rounds where take-up is low but garden space is large;*
 - *Further promote bin sharing;*
 - *Investigate an incentivisation scheme to encourage sign up direct debit (part of a corporate approach); and*
 - *To understand the remaining potential in the households not currently subscribing to the GWCS.*
 - 6 *To retain the current service branding.*
 - 7 *Run a marketing campaign trial to change non subscriber behaviours.*
 - *Identify bin collection rounds with the highest amount of garden waste in the residual waste bins.*
 - 8 *To undertake collection round modelling to reflect future changes prior to the move to the WSOH.*
 - 9 *To continue to promote take-up and migration to direct debit.*
 - 10 *Review at a later date the "ban" option after all marketing options had been carried out, with a caveat on what goes in the black bin.*
 - 11 *Through colleagues in the Customer Services team, seek to create a new section on the website for residents who are new to the area.*
 - 12 *Work with ARP and encourage them to refer customers to the council's GWCS.*

- 13 *To scope work with ARP and any other partners to introduce a new homes pack for house moves.*

Appendix G provides a summary of each meeting including the content discussed, the observations made and the recommendations agreed.

- 4.2 *Subject to approval of the recommendations, officers will develop an implementation plan.*

2. **Overview and Scrutiny Committees**

- 2.1 Both Overview and Scrutiny Committees scrutinised the report and asked a number of questions to which officers duly responded. In particular discussions were held on the proposed increase; ensuring the GWSC was financially self-supporting; and gate fees.
- 2.3 Both Committees thank the members on the Joint Task and Finish Group on its comprehensive work on the GWCS.
- 2.4 The Overview and Scrutiny Committees have put forward recommendations as set out on page two of this report.