

Central Bedfordshire  
Council  
Priory House  
Monks Walk  
Chicksands,  
Shefford SG17 5TQ

**This meeting  
will be filmed.\***



**Central  
Bedfordshire**

**please ask for** Sandra Hobbs

**direct line** 0300 300 5257

**date** 2 May 2018

## **NOTICE OF MEETING**

### **SPECIAL EXECUTIVE**

Date & Time

**Thursday, 10 May 2018 9.30 a.m.**

Venue at

**Council Chamber, Priory House, Monks Walk, Shefford**

Richard Carr  
**Chief Executive**

To: The Chairman and Members of the EXECUTIVE:

Cllrs	J Jamieson	– Chairman and Leader of the Council
	R Wenham	– Deputy Leader and Executive Member for Corporate Resources
	I Dalgarno	– Executive Member for Community Services
	S Dixon	– Executive Member for Families, Education and Children and Lead Member for Children's Services
	E Ghent	– Executive Member for Assets and Housing Delivery
	C Hegley	– Executive Member for Adults, Social Care and Housing Operations (HRA)
	B Spurr	– Executive Member for Health
	N Young	– Executive Member for Regeneration

All other Members of the Council - on request

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# AGENDA

1. **Apologies for Absence**

To receive apologies for absence.

2. **Members' Interests**

To receive from Members any declarations of interest.

3. **Public Participation**

To respond to general questions and statements from members of the public in accordance with the Public Participation Procedure as set out in Part 4G of the Constitution.

## Decisions

**Item Subject**

4. **Waste Collection & Street Cleansing - Service Design and Delivery Method**

To outline the possible options for the commissioning of the kerbside collection of household waste and street cleansing services in Central Bedfordshire and recommend a preferred commissioning route.

5. **Purchase of Transitional Accommodation**

The report seeks approval for the Council's Housing Revenue Account (HRA) to purchase residential accommodation identified in exempt papers. The rationale is to provide transitional accommodation to clients presenting as homeless (CBC has a statutory obligation to provide accommodation).

6. **Exclusion of the Press and Public**

To consider whether to pass a resolution under section 100A of the Local Government Act 1972 to exclude the Press and Public from the meeting for the following items of business on the grounds that the consideration of the items is likely to involve the disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Act.

<b>Exempt Reports</b>
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<b><i>Item</i></b>	<b><i>Subject</i></b>	<b><i>Exempt Para.</i></b>
7.	<b>Purchase of Transitional Accommodation</b>  To receive the Exempt Appendix.	* 3

## Central Bedfordshire Council

Executive

10 May 2018

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### Waste Collection & Street Cleansing - Service Design and Delivery Method

Report of: Cllr Ian Dalgarno, Executive Member for Community Services  
([ian.dalgarno@centralbedfordshire.gov.uk](mailto:ian.dalgarno@centralbedfordshire.gov.uk))

Responsible Director(s): Marcel Coiffait, Director of Community Services  
([marcel.coiffait@centralbedfordshire.gov.uk](mailto:marcel.coiffait@centralbedfordshire.gov.uk))

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#### Purpose of this report

1. To outline the possible options for the kerbside collection of household waste in Central Bedfordshire, consider the:
  - results of the public consultation,
  - potential impact on environmental performance,
  - financial modelling of the options and
  - operational deliverability of each option,and make recommendations for future service provision.
2. To outline the possible options for the commissioning of the kerbside collection of household waste and street cleansing services in Central Bedfordshire and recommend a preferred commissioning route.

#### RECOMMENDATIONS

The review of waste collection has enabled the council to set our strategy for the service for future years. Residents are strongly in favour of recycling more and saving money in the service and therefore the primary objectives are to:

- a. drive up recycling rates by making it as easy as possible for our residents to recycle
- b. give our customers a consistent service and
- c. deliver best value to our rate payers.

**On the basis of this the Executive is asked to:**

1. **consider the information contained in the report and appendices and approve the following recommendations that the council:**

- 2. offers a harmonised waste collection service across the whole of Central Bedfordshire.**

**Commits to increasing recycling rates to meet targets of 50% by 2020 and 55% by 2025.**

**To achieve these commitments the council will:**

- **Introduce a weekly food waste collection to the south of Central Bedfordshire**
- **Maintain a free green (garden) waste collection service to all residents, where possible offering the choice of a bin or reusable bags**
- **Approve the separate collection of glass as a desired future additional service to residents and include as an optional item in the procurement of the services**
- **Support residents to maximise recycling by the use of proactive, targeted officer and contractor support particularly to those having difficulties**
- **Following the introduction of the new recycling services and initiatives across the whole of Central Bedfordshire, recycling rates should improve the residual waste decrease, once this has been achieved, delegated authority is given to the Director of Community Services in consultation with the Executive Member for Community Services to implement a three-weekly residual collection service.**

- 3. delegates authority to the Assistant Director – Environmental Services in consultation with the Executive member for Community Services and working in conjunction with procurement officers to commence and carry out a full procurement process compliant with the Public Contracts Regulations 2015 to out-source the services to a third-party supplier in order to maximise cost efficiencies.**

### **Overview and Scrutiny Recommendations**

3. Sustainable Communities Overview and Scrutiny Committee have received a report outlining the waste collection options, the interim results of the public consultation, financial modelling and environmental performance of the options and operational deliverability.
4. The Committee made the recommendation that the following comments from the Committee be provided to Executive during its consideration of the proposals:-
- i) That a new contract allow for flexibility within its processes in order to maximise service level efficiencies.

- ii) That the Committee support the harmonisation of service delivery across the north and south of Central Bedfordshire in relation to food waste and green garden waste collection.
- iii) That the majority of the Committee supported a £nil charge for green garden waste.
- iv) That the kerbside collection of glass, paper and cardboard be supported.
- v) That the option of a dual service [for green waste] for residents in order to increase the choices available to them be supported.
- vi) That, following changes, the directorate invest time and resources to supporting and educating the public with regards to appropriate recycling and waste disposal.
- vii) That the service be kept as simple and as streamlined as possible.
- viii) That the vehicles should be suitable for multi-operational collections as necessary, minimising the impact on the capital budget.

## **Background**

5. The Council's waste collection services are currently delivered by Biffa Municipal Ltd. under two contracts which expire in 2019. The end of these contracts presents an opportunity to fully review the design of the services and set the way they are delivered into the future. This opportunity will not come around again for a period of at least 7 years.
6. The current recycling rate for Central Bedfordshire is 46%. Under the revised Waste Framework Directive from 2008, EU member states must achieve 50% recycling (including composting and re-use) by 2020. The EU's Circular Economy Package contain challenging recycling targets for member states of 55% by 2025, 60% by 2030 and 65% by 2035. It is expected that these requirements will be transposed into UK law.
7. In order to achieve a balanced budget, the Council is required to make significant savings and efficiencies within the Medium Term Financial Plan (MTFP). To this end the current MTFP includes a total saving target of £2.55m from retendering and changes to waste services in 2019/20 and 20/21.

8. A report to Executive on 6 February 2018 set out the options for future waste collection in Central Bedfordshire and gained approval to carry out a public consultation on the possible options for the future service. In addition to a comprehensive consultation, further work has been undertaken to further understand the financial implications, environmental performance and operational considerations for each of the options as well as learning from other Local Authority experiences and best practice.

### **Options Considered**

9. Details of the future collection options are set out in Appendix A and described below:

#### **Option 1. Recycling - Continue as is**

10. This is the recycling system currently adopted across Central Bedfordshire where recycling is presented by residents fortnightly, mixed in a wheeled bin.

#### **Option 2. Recycling - Separate paper and card**

11. For this recycling option, residents would present their paper and cardboard in a box by the side of their wheeled bin containing the rest of the recycling (plastic packaging and metal tins and cans) and they are collected fortnightly.

#### **Option 3. Recycling - Separate glass**

12. This recycling option is the same as option 1 with fortnightly collection of recycling, but glass would be collected separately using a box by the side of the wheeled bin containing plastic packaging, tins and cans, and paper and card. This is the current recycling system for around 13,000 households in the south of Central Bedfordshire.

#### **Option 4. Weekly food waste collection**

13. This involves the roll out of separate weekly food waste collection in the south to harmonise the service across the whole of Central Bedfordshire. All residents in the south would receive a small brown outdoor caddy to use for kerbside collections and a smaller kitchen caddy and a roll of bags to use in the house.



### **Option 5. Three-weekly residual (black bin) collection**

14. This involves the collection of residual (black bin) waste on a three-weekly basis rather than fortnightly.

### **Option 6. Chargeable green (garden) waste collection**

15. This involves charging for the green waste collection, for residents who want to use it. Green waste would be collected fortnightly and for the full year rather than the 9 months of the current service. The service would be optional and an indicative annual charge of £40 per household has been proposed and consulted on.

### **Summary of Findings**

16. The **consultation results** show that the public are highly supportive of increasing recycling with 95% of respondents to the open survey agreeing that people should be helped to recycle as much as possible. A majority also supported the need to make savings in this service. There was a preference for separate food waste collections and separate paper/card recycling services and there was also majority support for the separate collection of glass. Opinions are less positive on both three-weekly residual (black bin) collections however, such views would be influenced if mitigating factors were put in place such as keeping other services as they are. A chargeable garden waste service was the least popular option.
17. **The environmental performance** analysis would suggest that all options, when combined with the roll out of food waste, would increase recycling rates. However, not all options are predicted to achieve the environmental performance target of 50%. The option that delivers the highest recycling rate includes food waste collection together with separate glass collection and three weekly black bin collection which is predicted to achieve 57% recycling. This would exceed the expected 2025 target of 55% recycling.
18. **The financial modelling** assumes food waste collections are rolled out across the area. The modelling suggests that the most cost-effective combination of options would be to move to a new recycling service including separate paper and card collection and food waste collection services, combined with the introduction of a year-round, discretionary and chargeable garden waste service. Whilst there are some variables that would affect the costings of this (e.g. take up of the garden waste service and market value of paper and card) this combination would enable the highest financial savings. The next best value combination would be to introduce three weekly residual black bin collections (instead of chargeable garden waste) together with separate paper and card collection and food waste collection services.

However, with the current market instability for paper and card in particular this combination becomes less favourable.

19. There are some important **operational issues** which have been highlighted which could impact the deliverability of the options. Some would require appropriate service negotiations or policies to enable the option to be delivered or to mitigate their impacts. The most significant impacts, however, are the current uncertainty in the market for recyclable materials and the introduction of the new national Deposit Return Scheme and the UK Plastics Pact which will have an unknown impact on the current volumes of material collected at the kerbside. Because of this uncertainty, it would not be sensible to make wholesale changes to the collections of recycling at this time, particularly where the case for change is based on either the cost or volume of collected materials. However, the council would see financial benefits from operating the service over the whole area, rather than via the two separate contracts currently in place. Offering a harmonised service enables efficiencies and economies of scale from working across the whole area rather than in two separate geographic zones related to the old districts.

## Consultation Results

20. In order to fully understand the views of the residents of Central Bedfordshire, the council has undertaken an extensive consultation exercise which launched on 26 February and closed on 20 April. The approach included:
  - Household leaflets delivered across Central Bedfordshire and inviting 211,000 residents to give their views on options around future recycling and waste services
  - A written survey, open to all residents, and available on line and through paper copies
  - A telephone survey with a sample of 1,200 people who are representative of the whole population
  - A series of discussion groups with residents from towns and villages across Central Bedfordshire
  - A series of drop in sessions to answer resident's queries and encourage participation in the consultation.
21. The Council promoted the consultation widely and at the close of the consultation 15,086 responses have been submitted via the open survey. The full Consultation Results report can be found in Appendix B and includes the results of the open survey, the telephone survey and feedback from discussion groups.

22. A summary of the headline results is set out below:
- There are some consistent themes from all of the consultation methods.
  - Almost everyone agreed it is important to help people to recycle as much as possible.
  - The majority agree that savings should be found from these services.
  - On recycling, retaining the status quo was the least preferred option, with majority support for both the alternatives (separating paper and card and glass collections).
  - Separating paper and cardboard is the most popular recycling option.
  - The majority of respondents support food waste collection for households across Central Bedfordshire.
  - The majority do not support three weekly black bin collections, although over a third did.
  - Retention of free garden waste collection and introduction of food waste collection would be the most influential factors in changing the opinions of residents who disagree.
  - The introduction of charges for green waste collection was the least preferred option with less than a third supporting it.
  - Retention of the fortnightly domestic waste collection would be the most influential factor in changing the opinions of those who disagreed with charging for green waste. However, a greater proportion said that their opinion could not be changed.
  - Comments in the surveys and focus groups highlight some of the practical issues and concerns residents raised about each of the options and how some of these could be mitigated.

### **Environmental Performance**

23. The modelled recycling and residual waste mass flow for each of the collection options was used to calculate the greenhouse gas (GHG) emissions of collection and disposal. The model accounts for the GHG impacts from the following activities:
- Recycling in to other items;
  - Residual (Black bin waste) disposal;
  - Infrastructure (running of MRFs and depots); and
  - Transport (collection and onward transport).

All options show a net GHG reduction due to the collection of food waste from the south of the area.

24. The recycling rates for each option have been modelled and are set out in table 2. These all show an increase on the current rate of 46% due to the collection of food waste in the south. The combination of options that is likely to generate the highest recycling rate is Recycling Option 3 – separate glass, weekly food waste collection and three-weekly black bin collection.

**Table 2- Predicted Recycling Rates**

Recycling Option	Food (Option 4)	Residual (Option 5) (where applicable)	Chargeable Garden waste (Option 6) (where applicable)	Recycling Rate
<b>Recycling (Option 1)- Co-mingled Recycling (as is)</b>				
Option 1	Weekly	Fortnightly	Free	49%
Option 1 with 3-weekly residual	Weekly	3-weekly	Free	55%
Option 1 with chargeable garden	Weekly	Fortnightly	Chargeable	48%
<b>Recycling (Option 2)- Co-mingled with Separate Paper &amp; Card</b>				
Option 2	Weekly	Fortnightly	Free	49%
Option 2 with 3-weekly residual	Weekly	3-weekly	Free	55%
Option 2 with chargeable garden	Weekly	Fortnightly	Chargeable	48%
<b>Recycling (Option 3)- Co-mingled with Separate Glass</b>				
Option 3	Weekly	Fortnightly	Free	51%
Option 3 with 3-weekly residual	Weekly	3-weekly	Free	57%
Option 3 with chargeable garden	Weekly	Fortnightly	Chargeable	51%

25. When looking at each recycling option independently, only Recycling Option 3 – separate glass (with food waste collection), would achieve the target of 50% by 2020. Recycling Options 1 and 2 (with food waste collection) achieve the target once combined with three-weekly black bin collection. Any combination of the recycling options with food waste collection and three-weekly collection look to increase recycling rates to 55% or more which is the expected recycling target for 2025.
26. To improve the quality and volume of recycling the Waste (England and Wales) Regulations 2012 require all local authorities to collect paper, glass, plastics and metals separately from each other unless it can be demonstrated that it is not necessary to produce high quality/volumes of recycling or it is not technically, environmentally or economically practicable to do so. The analysis carried out indicates that separate collection of one or more of the four materials is not 'necessary' to comply with the regulations and so any of the options is suitable to take forward.

## Financial Modelling

27. The Environmental Services team have accessed independent consultancy support from environmental consultancy Eunomia, funded by the Waste and Resources Action Programme (WRAP) to investigate the requirements and related costs for all options available to the Council for service design. The modelling includes one off capital costs of containers and infrastructure such as adaptations required at tipping facilities, the ongoing capital costs of container replacement and ongoing revenue costs of vehicles, staff, depots, waste transfer, waste disposal and recycling material sales. The capital costs include MRP and interest over 10 years.
28. The indicative costs and savings of each of the options has been modelled in comparison to the Business as Usual (BAU) baseline and are set out in table 1 below.

**Table 1- Financial Costs/Savings against Baseline (BAU)**

Recycling Option	Food (Option 4)	Residual (Option 5) (where applicable)	Chargeable Garden waste (Option 6) (where applicable)	Costs/Savings (,000)	
				Annual Revenue Cost	Total Capital Cost
<b>Recycling (Option 1)- Co-mingled Recycling (as is)</b>					
Option 1	Weekly	Fortnightly	Free	£15	£603
Option 1 with 3-weekly residual	Weekly	3-weekly	Free	-£1,105	£792
Option 1 with chargeable garden	Weekly	Fortnightly	Chargeable	-£1,846	£1,206
<b>Recycling (Option 2)- Co-mingled with Separate Paper &amp; Card</b>					
Option 2	Weekly	Fortnightly	Free	-£1,353	£2,527
Option 2 with 3-weekly residual	Weekly	3-weekly	Free	-£2,720	£2,527
Option 2 with chargeable garden	Weekly	Fortnightly	Chargeable	-£3,214	£2,943
<b>Recycling (Option 3)- Co-mingled with Separate Glass</b>					
Option 3	Weekly	Fortnightly	Free	-£65	£1,088
Option 3 with 3-weekly residual	Weekly	3-weekly	Free	-£1,075	£1,083
Option 3 with chargeable garden	Weekly	Fortnightly	Chargeable	-£1,926	£1,501

**Important note:** The figures are indicative only and are to be used as a comparison between the various options rather than taken as an absolute cost or saving. They do not show cost variances against the base budget held in the service.

29. These figures include the savings that would be made from the efficiency and economies of scale of operating a unified service across the whole of central Bedfordshire rather than the two distinct areas and differential services currently in place.
30. The roll out of weekly food waste collections to the south of the area has been included in the modelling for all options. This was a prerequisite of the WRAP funding and shows the effect of harmonising the food collection service across the whole of Central Bedfordshire. If food waste collections are not included the impact on costs is a net revenue saving of £15k.
31. In all cases assumptions have been used relating to areas such as material costs, locations of future depots and tipping points, material tonnages, staffing and vehicle requirements. For example, the savings for chargeable garden waste are based on several assumptions including where residents might dispose of their green waste if they don't join the scheme and the likely participation rate (a participation rate of 43% has been used in the modelling, this is the median rate from comparator authorities). Any differences in these assumptions once the scheme was operational would impact on the actual costs.
32. Also, these indicative figures rely heavily on the modelled prices for recycling. These can fluctuate considerably over a short period. The market for paper and card has declined considerably since the first modelling was produced, and it is uncertain when or to what extent the market might recover.
33. The modelling does not show the impact the decline in the materials market has on the current base budget held within the service because the baseline costs are also impacted and the modelling shows the variance against this baseline. The effect of the decline on base budget will also need to be reflected via associated pressures of several hundred thousand pounds which has already been flagged as a risk in 2018/19.
34. The figures show there are opportunities to make significant savings or roll out additional services at a low cost. The table shows the combination of Recycling Option 2 – separate paper and card, weekly food waste collection and chargeable green waste collection offers the most significant savings. The second most financially beneficial combination of options is Recycling Option 2 – separate paper and card, weekly food waste collection and three-weekly residual waste collection. However, as previously stated, the current market conditions for the sale of paper and card are declining and would therefore impact on the modelled savings.

## **Operational Considerations**

35. The practicality of operating each of the options has been further investigated, including researching other local authorities who already operate these systems for their experiences and to obtain best practice. The results of this work are set out overleaf.

### **Option 1. Recycling - Continue as is**

36. This is the current system used across the whole of Central Bedfordshire to collect recycling, mixed, in a wheeled bin. The operational advantages of this system are that:
- This is a tried and tested system,
  - It does not involve any changes to the current system.
37. The operational disadvantage is that operating differential services across the area does not enable the most efficient service.
38. There are no operational risks related to this option.

### **Option 2. Recycling - Separate paper/card**

39. The operational advantages of this method are:
- This gives residents more capacity for recycling avoiding overflowing bins or the need for larger bins.
40. However, the operational disadvantages are that:
- Each section of the vehicle must be exactly the right size to ensure both sides fill up at the same rate and further work will be necessary to ensure the system is as efficient as possible,
  - The specialised vehicles cannot be used to collect other materials reducing the flexibility of the fleet,
  - The lead times for procuring specialised vehicles is longer than for standard vehicles,
  - An additional container is required for residents to store,
  - The additional container increases the time taken to collect and could cause road congestion,
  - Boxes are unlikely to be large enough to contain the large volumes of cardboard packaging collected and residents might put any excess in the wheeled bin thereby contaminating the plastic and cans,
  - Open boxes can lead to the paper and card blowing out of the box causing littering,
  - This requires residents to further sort their recycling increasing contamination and reducing efficiency if they don't, and
  - A thorough communications campaign would be required to roll out this option.

41. The operational risks are that:

- The transfer station, owned and operated by a neighbouring authority would need to be adapted, at their discretion, to allow separate tipping of paper and cardboard and sorting of the mixed plastic and cans and this is not viable at the current time,
- A national Deposit Return Scheme (DRS) for plastic, metal and glass drinks containers is being introduced and the impact of this on volumes of these materials is not known.
- The UK Plastics Pact is also gaining momentum, with organisations who are responsible for 80% of the plastic packaging on the UK's products signing up. This could reduce overall volumes of plastic waste but increase the recycling of what is left, making it difficult to predict the most efficient split of the vehicle.
- The paper and card may also require further sorting before sale and there are only a handful of facilities available to do this,
- Central Bedfordshire Council do not currently have the expertise or resources to sell materials directly on the open market,
- The specialised vehicles required are more prone to breakdown risking delays in collections, and
- Open boxes lead to paper becoming dirty and wet and of less value.

### **Option 3. Recycling - Separate glass**

42. This system has the operational advantage that:

- Glass can be collected separately across the whole of the council area, without impacting on the way residents present the rest of their materials.

However, the disadvantages are that:

- Each section of the vehicle must be exactly the right size to ensure both sides fill up at the same rate and this is more difficult to predict where historic information on the potential volumes of glass does not exist.
- The specialised vehicles cannot be used to collect other materials reducing the flexibility of the fleet,
- The lead times for procuring specialised vehicles is longer than for standard vehicles,
- An additional container is required for residents to store
- The additional container increases the time taken to collect and could cause road congestion,
- This requires residents to further sort their recycling increasing contamination and reducing efficiency if they don't,
- A thorough communications campaign would be required to roll out this option.



The operational risks are that:

- The new DRS scheme could reduce the volumes of glass being left out for collection making this option less efficient.
- The UK Plastics Pact is likely to impact on the volumes of plastic, making it difficult to predict the most efficient split of the vehicle.
- The transfer station, owned and operated by a neighbouring authority would need to be adapted, at their discretion, to allow separate tipping of paper and cardboard and sorting of the mixed plastic and cans and this is not viable at the current time,
- Central Bedfordshire Council do not currently have the expertise or resources to sell materials directly on the open market,
- The specialised vehicles are more prone to breakdown risking delays in collections.

#### **Option 4. Weekly food waste collection**

43. The operational advantages of this option are that:

- This is a tried and tested system across the north of Central Bedfordshire. There is high participation in the scheme with almost 5,000t of food waste being collected annually,
- It is fairly simple operationally to roll out food waste collections to the south,
- It will be simple for residents to understand and does not impact on the way residents present the rest of their materials for collection,
- Separate vehicles are used so there are no issues with sections of the vehicle filling up more quickly than others,
- No modifications to the transfer station are required,
- This enables the efficiency of running the service across the whole area.

44. The operational issues are that:

- Additional resource will be required to roll out food waste collection to the south of the area including designing and distributing communications, distributing outdoor and kitchen caddies and bags and ensuring that the collection runs smoothly once it is in place,
- An additional container is required,
- This requires residents to further sort their waste, reducing the efficiency of the service if they don't,
- A thorough communications campaign would be required to roll out this option.

45. There are few risks related to this option as we have successfully rolled it out and are operating it within the north of the area.

### **Option 5. Three-weekly residual (black bin) collection**

46. Operational advantages include the need for fewer vehicles and crew to operate this system.
47. The operational issues are that:
- Significant additional resource will be required to roll out a three-weekly collection system including, but not limited to, designing and delivering communications, dealing with requests for larger bins, delivering larger bins and collecting in old bins, inspecting bins and dealing with complaints,
  - If residents struggle to contain three weeks of residual waste in their bins they may leave out additional side waste or leave bin lids up and policies around these issues will need to be drawn up and approved,
  - Residents may be confused about which bins to present each week resulting in more complaints and calls to the contact centre,
  - General calls to the contact centre will increase as a result of anticipated customer questions and concerns,
  - A thorough communications campaign would be required to roll out this option.

The risks are:

- A move to three-weekly collections could influence customer satisfaction and could be seen as a reduction in service,
  - Although food waste would be collected weekly from all households some residents will not use this, potentially causing odour and pest issues in their residual bins,
  - As a system this is not well established; only 17 out of 369 district and unitary authorities responsible for waste collection have moved to a three-weekly collection of residual waste so there is limited data on the risks and issues of doing so.
48. The findings from further research on other local authorities who have introduced three-weekly residual collections is summarised in Appendix C. This includes information on when three-weekly collections were introduced, the collection system provided, policies for nappies and hygiene waste, provision for larger households, policies for replacement bins, closing of bin lids, side waste, assisted collections and clinical collections.

### **Option 6. Chargeable green (garden) waste collection**

49. The operational advantages of this service are that:
- Based on updated research, as this is not a statutory service that councils are legally required to provide, 188 (47%) of councils now charge for these collections so there is good data available on the impacts of introducing it,

- Frequent requests for replacement bags for garden waste in the north would no longer be made,
  - No additional collection vehicles would be required in the north as overall amounts of green waste are not forecast to increase (due to the extra green waste from bins being offset by the lower estimated participation rates).
50. The operational issues are that:
- Additional resource will be required including designing and distributing ongoing communications, collecting in and distributing bins, administering the scheme and ensuring that the collection runs smoothly once it is in place,
  - An additional wheeled bin is required, however options for retaining bags or having a smaller bin at a lower cost are possible,
  - The roll out of the scheme is operationally challenging, involving the removal of bins where residents have not joined the scheme,
  - There must be some way for collection crews to easily identify which bins have been paid for that cannot be tampered with or copied,
  - Policies, for example, for larger bins, additional bins, concessions or continuing to use bags, would have to be agreed and approved,
  - A thorough communications campaign would be required to roll out this option.
51. The operational risks are that:
- The service would be resourced to a level based on the modelling, but participation or volumes of garden waste could be much higher than anticipated and as a result more vehicles could be required at short notice.
52. The findings from further research on other Local Authorities that have introduced charged garden waste schemes is summarised in Appendix D. This includes information on the charge, the months collected, charges for additional bins and the availability of sacks or smaller bins.

### **Public Health Considerations**

53. Considering each of the options, the only option that has the potential for impacting public health is the introduction of a three weekly black bin collection. A report on the potential health impacts of extended collection frequencies by Zero Waste Scotland in 2014 is included as a Background Paper. It includes a full risk analysis and suggested mitigating measures. It concluded that 'laboratory analysis findings demonstrate that certain characteristics of non-recyclable waste are affected by collection frequency.

Although householders, collectors and staff at tipping facilities could theoretically be affected by these factors, the conclusion is that the lower exposure of householders and the availability of simple precautions mean the risk for them is little changed from that experienced with existing weekly and fortnightly collections.'

54. It further recommends that potential impacts can be mitigated by:
- Capturing biodegradable waste (e.g. absorbent hygiene products (including nappies) and food waste) through separate, more frequent collections. This will reduce the potential for bacteria and odour and will lessen attraction from vermin.
  - Promoting good practice measures for storage of waste. Encourage residents to bag waste, rather than placing it loose in bin.

### **Other Considerations**

55. Any of the proposed changes to the collection service will impact on at least half of the residents of Central Bedfordshire and, in some cases, all. These include changes in container, collection frequency and expected behaviour around maximising recycling. This will require sufficiency of resource for receiving and dealing with incoming queries and concerns, proactive communications encouraging recycling to all residents and to ensure the smooth roll out of new services on the ground. This could include additional temporary staff or a reconfiguration of the team to implement the changes successfully.

### **Recommendations for Collection Methodology**

#### **Waste Collection Strategy**

56. The review of waste collection has enabled the council to set our strategy for the service for future years. Residents are strongly in favour of recycling more and saving money in the service and therefore the primary objectives are to:
- a. drive up recycling rates by making it as easy as possible for our residents to recycle
  - b. giving our customers a consistent service and
  - c. delivering best value to our rate payers.

#### **Harmonised service**

57. This report recommends that the council offers a harmonised waste collection service across the whole of Central Bedfordshire. The current service is not uniform across all areas with food waste only being collected in the north and, for green waste, bags are provided in the north and bins in the south. Also 13,000 homes in the south have a separate glass collection. Harmonising the service will allow the

efficiency and economies of scale from the working across the whole area rather than in two distinct 'district' areas. It will also ensure council tax payers are receiving an equivalent waste service across the area.

### **Increase recycling rates**

58. The council's current recycling rate is 46%. This is under the national target of 50% by 2020. Further targets of 55% by 2025, 60% by 2030 and 65% by 2035 are likely to be introduced. Consultation responses made it clear that residents are strongly in favour of being helped to recycle as much as possible with 95% agreeing in the open survey and 98% in the telephone survey. Recycling also reduces costs as the disposal of recycling is around four times cheaper than the disposal of the material put in the black bin – therefore making best value of tax payers money. Despite efforts to promote and encourage recycling, the council will not achieve these targets unless new recycling services are introduced. Residents will be encouraged and supported to make every effort to recycle as much as possible.

To achieve these commitments the report recommends that the council will:

### **Introduce weekly food waste collections to the south**

59. Introducing a weekly food waste collection to the south of Central Bedfordshire at the start of the new contract. Food waste collection is very popular with residents and will both harmonise the service across the area and facilitate an increase in recycling rates. Separate food collection is currently provided in the north of the area and so is operationally proven. It will be at a minimal cost due to the reduced disposal costs of food waste versus black bin waste. The outputs of treating food waste can also create electricity and be used as a fertiliser on farms.

### **Choice of container for green waste**

60. Although significant savings could be made with a chargeable scheme an increased cost to council tax payers is incurred and this is unpopular with residents. Also, although it is operationally deliverable it does not improve recycling rates. This option has therefore been discounted. However, we do have an opportunity to harmonise the service across the area. Currently the north have two reusable sacks and the south have wheeled bins. Feedback from the consultation showed residents wanted flexibility in choice of container. Therefore, it is recommended that, as of the date of the new contract and where practicable, bins are offered to those who would like them in the north and bags are offered to those who would prefer them in the south. This will incur further cost for vehicles and disposal of additional green waste, particularly if the uptake of bins in the north is high. However, this will have the effect of further driving up recycling rates and therefore supports the overall strategy.

### **Separate collection of glass**

61. It is recommended to approve the separate collection of glass at the kerbside as a potential future additional service to residents and include as an optional item in the procurement of the services. This is popular with residents, harmonises the service across the area and increases recycling rates. However, there are restrictions on flexibility of the fleet and the unknown impact of the new national Deposit Return Scheme (DRS). Therefore, a separate glass collection, which can be introduced at any stage in the future once the impact of DRS is known, is recommended. This will be at a higher cost than the modelling indicates as separate vehicles would be used for collection rather than the two stream vehicles modelled but it will increase recycling rates.
62. Due to the many unknowns for the separate collection of paper and card, and the fact that it does not increase recycling rates, although this option is popular with residents it is being discounted at this stage in preference for separate glass collection.

### **Supporting residents to maximise recycling**

63. It is recommended that an ongoing, proactive and targeted campaign is introduced to engage residents to use the new services and help them to recycle as much as possible. The recommended service changes will also need to be delivered effectively from a public perspective including dealing with incoming queries and concerns and ensuring the smooth roll out of new services to residents on the ground. This will require sufficiency of resource and will require additional fixed term or permanent staff, support from the collection contractor or a reconfiguration of the team.

### **Three-weekly black bin collection**

64. Although just over half of residents did not support this option, over a third did and many of those who didn't said their opinion could be changed by keeping other services available, such as free garden waste collection. We believe that by maximising recycling through introducing new services and helping residents to recycle more, we can move to three-weekly black bin collection in the longer term but only when everyone has maximised efforts to recycle as much as possible and are ready for the change. We recognise the difficulties some elements of the waste stream may pose for some residents, such as nappies or hygiene waste, and we will look at how we might mitigate these learning from best practice elsewhere.

Therefore, it is recommended to approve the option of three-weekly residual collection and include it in the procurement of the services as a future service variation.

## Delivery Model Options

65. As well as the opportunity to revise the collection method, the end of the current contracts for waste collection also provide the opportunity to review the commissioning options for the service rather than assuming that an outsourced service is the most beneficial for Central Bedfordshire.
66. The following commissioning options were considered and appraised for cost, qualitative factors and risks:
- Outsourcing: conduct a new procurement exercise and engage an external contractor to deliver the waste and recycling services. This is most familiar option as our current commissioning route.
  - In-house: bring the services in-house, or in-sourcing, is another common service delivery model to deliver environmental services.
  - Local Authority Company (LAC): deliver the environmental services through a LAC (commonly referred to as a Teckal company), either by setting up a new company, or use an existing company founded by another authority, to deliver the services. This service delivery model is growing in popularity, although it is still relatively uncommon.

## Out-sourcing

67. The principle advantage of procuring an external contractor (outsourcing or contracting out) to provide environmental services is to benefit from market competition. Procuring a service from the market enables authorities to secure a price-competitive contract that allows relative certainty of service cost throughout the life of the contract and demonstrates best value through transparent, open competition. The ability of the authority to maximise these benefits will largely be determined by three factors:
- the degree of competitiveness of the market at the time of procurement combined with the attractiveness of the contract to the market- the contract can be designed to be clear and simple, less risky and with a simple procurement process making it more attractive to potential providers and there are several key providers who have already expressed an interest in supplying a service for Central Bedfordshire;
  - the structure of the contract tendered, including the authorities' and the contractor's attitude to the allocation of risk and the mechanisms used to regulate payment and performance- the council have a risk sharing approach and are well practiced at designing and delivering payment and performance mechanisms within contracts; and

- the contract management approach taken by the authority and the culture of both the authority and the contractor- a partnership approach is preferred where ideas and innovation are key and this would form part of the specification requirements.

### **In-House**

68. The option of bringing services in-house (or in-sourcing) is always open to currently outsourced authorities at the end of a contract, as there is no legal requirement to re-tender services, provided best value can be demonstrated. There are a number of advantages and disadvantages associated with this model:

- In-house services offer the greatest level of direct, day-to-day control of services for the authority, but at the expense of not being able to share reputational or financial risk with a third party;
- The lack of access to the market as a source of creativity, innovation and problem solving is also a limitation;
- In-house services are more costly, despite avoiding the need to generate a profit margin for distribution to third party shareholders. Unit labour costs are higher, driven by better terms and conditions of employment for workers, in particular as a result of the requirement to enrol local authority staff onto the Local Government Pension Scheme (LGPS).

### **Local Authority Company (LAC)**

69. Over recent years, LACs are becoming a more popular vehicle for providing local authority services. A LAC is an independent legal entity but is wholly owned and ultimately controlled by one or more shareholding local authorities. They can be set up to perform statutory and non-statutory services, with a view to third-party trading or otherwise. The principal benefits of adopting this option include the ability to:

- operate in a more culturally distinct way than many in-house services are able to do, perhaps including being more commercially driven and structured however a well drafted contract for outsourcing can also achieve the same results;
- deliver services more flexibly compared to an out-sourced service but again an outsourced contract can be designed to allow flexibility during the term of the contract and should even encourage it based on innovation and a partnership approach; and
- have the ability to offer lower operating costs than an in-house service

However:

- a major obstacle can be the complex process of establishing and operate a LAC, particularly for an authority with no experience of doing so; also



- a LAC lacks the scale of an external provider and thus benefits of drawing on staff, fleet, equipment, spares and maintenance resources from across their business.

### **Proposed Delivery Model**

70. It is recommended that the council agrees to out-source the services to a third-party supplier and undertake a full EU procurement process in order to maximise cost efficiencies. Generally In-house services are flexible but carry a greater cost and out-sourcing is less flexible but also less costly. However, flexibility can be designed in to a contract to ensure that changes can be made quickly and efficiently at any time during the term, particularly where a partnership approach is adopted. Although a LAC could be similarly priced to an out-sourced contract and would allow flexibility, the complexity of establishing one in an authority with no experience of doing so is prohibitive. For these reasons it is recommended to continue to out-source the contract to a third-party supplier.

### **Council Priorities**

71. The review of waste collection services supports three of the Council's key priorities –
- a. Provide Value for Money- Maintaining a range of recycling services whilst providing cost savings and efficiencies
  - b. Enhance Central Bedfordshire- Keeping the number and movement of waste vehicles down to a minimum and reducing emissions.
  - c. Quality Universal Services- Continuing to provide excellent recycling and waste collection service to Central Bedfordshire residents.

### **Corporate Implications**

#### **Legal Implications**

72. Recycling: Under the revised Waste Framework Directive from 2008, member states must achieve 50% recycling rate (including composting and re-use) by 2020. The EU's Circular Economy Package contain challenging recycling targets for member states of 55% by 2025, 60% by 2030 and 65% by 2035. It is expected that these requirements will be transposed into UK law. Individual local authorities do not currently have specific recycling targets.
73. Garden waste: The collection of garden waste is non-statutory. Under the Controlled Waste Regulations 2012, local authorities are permitted to charge for collection of garden waste, and a third of local authorities currently do so.

74. Food waste: The collection of food is non-statutory. Government published a Food Waste Recycling Action Plan in July 2016 to help increase the quality and quantity of food waste collected for recycling and are planning further work in 2018 to encourage a higher capture rate from households. The Circular Economy Package includes measures to achieve the UN's Sustainable Development Goal of halving per capita global food waste at the retail and consumer level.
75. Three-weekly collections: There is no legislation that requires local authorities to collect any waste at a specific frequency.
76. Separate collection: The Waste (England and Wales) Regulations 2012 require all local authorities to collect paper, glass, plastics and metals separately from each other unless it can be demonstrated that it is not necessary to produce high quality recyclate or it is not technically, environmentally or economically practicable to do so. The modelling has shown that all of the options, including BAU, comply with the regulations.
77. Receptacles: Local authorities are at liberty to specify the type and number of receptacles used by householders to present waste for collection under the Environmental Protection Act 1990.

### **Financial and Risk Implications**

78. The costs, savings, issues and risks of each option are set out in the relevant section of this report. The figures are indicative and to be used as a comparison between the various options and the baseline rather than taken as an absolute cost or saving. Also, these costs do not take in to consideration the £300k and £2.25m saving already in the current MTFP in 2019/20 and 2020/21. For MTFP purposes any additional savings would need to be shown as net of these pressures and savings. The effect of the decline in the market on base budget will also need to be reflected via associated pressures which have already been flagged as a risk in 2018/19.
79. Should the recommendations be taken forward the likely impact on the budget will be an increased cost in the short term when introducing additional food and glass collection services and harmonising the green waste service. A potential £1m saving would be achieved at the point of introducing 3 weekly residual collections, however the actual saving will be subject to the procurement process for the service and will not be clear until that is completed.
80. It is clear that the recommendations contained in this report will not achieve the £2.25m savings set out in the MTFP. It will, therefore be necessary to find supplementary savings from elsewhere in the organisation.

### **Equalities Implications**

81. Central Bedfordshire Council has a statutory duty to promote equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
82. This report includes the full results of the consultation on the changes that may impact on residents. The Council has followed good practice guidance by conducting a consultation to ascertain their needs, attitudes and priorities and consider their feedback as part of the service design process. The consultation has attracted responses from a broad cross section of residents and the findings have been largely consistent across different groups. Comments in the surveys and focus groups have highlighted some of the practical issues and concerns residents raised about each of the options and how some of these could be mitigated.

### **Sustainability Implications**

83. The environmental impacts are covered within the main report. All options show a net GHG reduction and an increase in recycling due to the collection of food waste from the south, the inclusion of glass collection or the change in recycling behaviour encouraged by three weekly black bin collection.

### **Public Health Implications**

84. Considering each of the options, the only option that has the potential for impacting public health is the introduction of a three weekly black bin collection. The Zero Waste Scotland report includes a full risk analysis, concluding that the risk to health is little changed from operating a fortnightly collection. Also, the suggested mitigating measures including separate collections of food waste and nappies and promoting good practice measures for storage of waste could all be offered should three weekly black bin collections be introduced.

### **Procurement Implications**

85. In delivering this procurement, the Council will act in accordance with the EU Procurement Directives and ensure that all procurement activity is conducted in compliance with the Public Contracts Regulations 2015. The internal procurement team have been fully engaged with this process, will support and oversee the procurement process and remain engaged until contract award. A full audit trail will be in place covering the entire exercise which will be kept as a full record of the process for the required period.

## **Community Safety Implications**

86. The Council's statutory duty under Section 17 of the Criminal and Disorder Act 1998 includes the need to address environmental crimes such as fly tipping. The provision of a waste collection service allows residents to safely deposit their waste items, in a responsible and legal manner. If the provision of this service were disrupted it could lead to an increase in the incidents of fly tipping, a criminal offence. The recommendations ensure that the Council fulfils its statutory duties in relation to crime and disorder.

## **Conclusion and next Steps**

87. Should the recommendations in this report be agreed, the contract documents and related procurement documentation will be completed. A tender for the services will commence in July 2018 and a report asking for approval to award the contract will be submitted to Executive later this year. The resourcing required to deliver the recommendations will be considered and steps taken to ensure sufficiency of resource at the appropriate times.

## **Appendices**

- Appendix A:** Future Collection Options  
**Appendix B:** Consultation Results  
**Appendix C:** 3 Weekly Collections Research Findings  
**Appendix D:** Chargeable Green Research Findings

## **Background Paper**

### **Commentary Report: The Potential Health Impacts of Extending the Frequency of Non-Recyclable Waste Collections, Zero Waste Scotland, July 2014**

Report author:

Tracey Harris, Assistant Director Environmental Services

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## Appendix A

### Future Collections Options Detail

Option No.	Option Name	Recycling Collection Frequency	Containers Used	Vehicles Used
1	Continue As Is	Fortnightly	All dry recycling collected in 1 wheeled bin.	Refuse Collection Vehicle (RCV) for dry recycling.
2	Recycling- Separate Paper and Card	Fortnightly	Cans, Plastic and Glass collected in 1 wheeled bin. Paper and card collected in 1 box.	RCV (for recycling) with two compartments. One compartment for cans plastic and glass and one for paper and card.
3	Recycling- Separate Glass	Fortnightly	Cans, Plastic, Paper and Card collected in 1 wheeled bin. Glass collected in 1 box	RCV (for recycling) with two compartments. One compartment for cans plastic paper and card and one for glass.
4	Food Waste Collection	Weekly	Food waste collected from the kerbside in 1 outside caddy. Kitchen caddy and bags provided.	Separate small RCV for food waste.
5	3 Weekly Residual	3 weekly	1 wheeled bin.	Standard RCV.
6	Chargeable Green (Garden) Waste	Fortnightly	1 wheeled bin.	Standard RCV.

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**Appendix B**



# Waste & Recycling

Consultation results

## Introduction – Process

In order to fully understand the views of the residents of Central Bedfordshire on waste and recycling, the council has undertaken an extensive consultation exercise. This launched on 26 February and closed on 20 April. The approach has included:

- Household leaflets delivered across Central Bedfordshire and inviting residents to give their views on options around future recycling and waste services
- A written survey, open to all residents, and available online and through paper copies
- A telephone survey with a sample of 1,224 people who are representative of the whole population
- A series of discussion groups with residents from towns and villages across Central Bedfordshire
- A series of drop in sessions to answer residents' queries and encourage participation in the consultation

The council has promoted the consultation widely and 15,086 responses have been submitted via the open survey.

This report includes the results of the open public survey, the results of the telephone survey and feedback from discussion groups.

### Headline findings

- There are some consistent themes emerging from all of the consultation methods
- Almost everyone agreed it is important to help people to recycle as much as possible
- The majority agree that savings should be found from these services
- On recycling, retaining the status quo was the least preferred option, with majority support for both the alternatives. (separating paper and card and glass collections)
- Separating paper and cardboard is the most popular recycling option
- The majority of respondents support food waste collection for households across Central Bedfordshire
- The majority do not support three-weekly domestic waste collections, although around a third did. Retention of free garden waste collection and introduction of food waste collection would be the most influential factors in changing the opinions of residents who disagree.
- A similar majority do not support the introduction of charges for green waste collection, although around a third did. Retention of the fortnightly domestic waste collection would be the most influential factor in changing the opinions of those who disagreed. However, a greater proportion were more likely to say that their opinion could not be changed than was the case with three-weekly domestic waste collection.
- Comments in the surveys and focus groups highlight some of the practical issues and concerns residents raised about each of the options and how some of these could be mitigated.

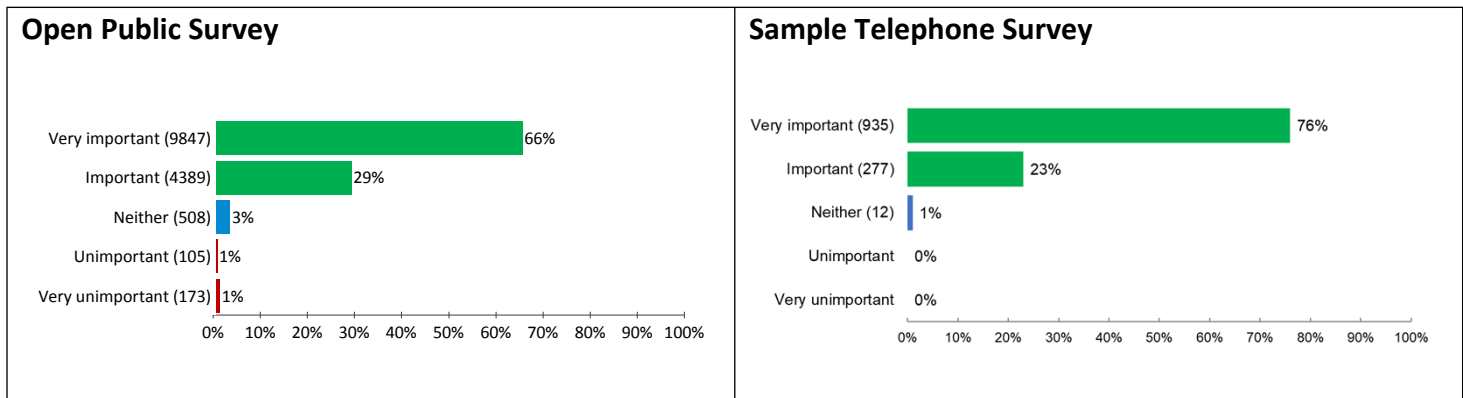


Note: The numbers in brackets in the charts are the number of respondents.

Percentages may not always add up to 100% due to rounding.

## Priorities

### Q1 – Priorities. How important is it that people are helped to recycle as much as possible?

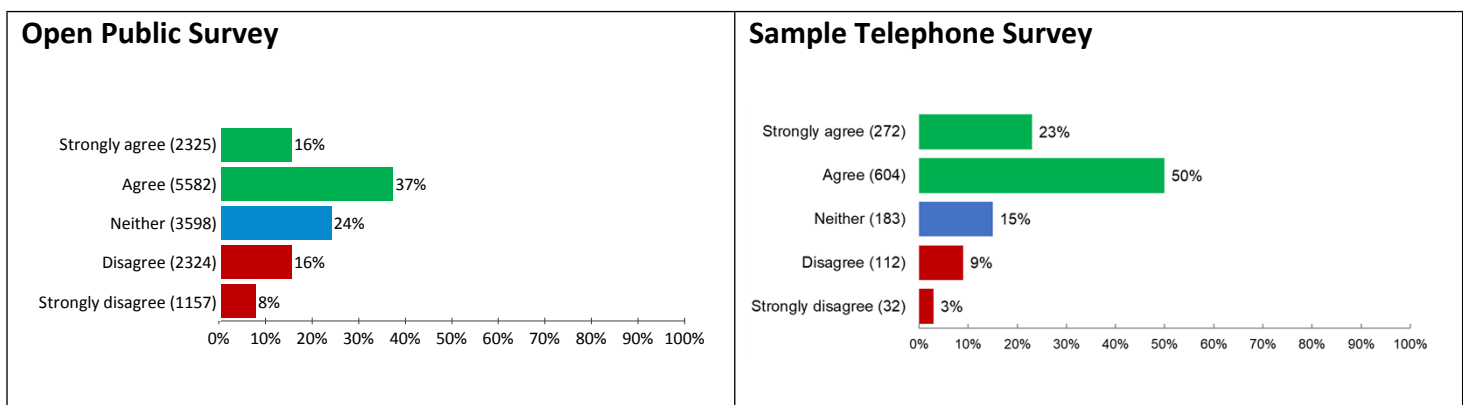


#### Discussion group feedback

- Participants were generally supportive of efforts to encourage more recycling. They said that more investment should be made to educate residents about what they can and cannot recycle. Similarly, they also want to understand the impact of their recycling efforts, for example, by knowing how much Central Bedfordshire recycles and what good comes of the recycling. Participants said that a lack of understanding about recycling and its impact is a barrier to recycling more. Therefore, participants said that education, information and feedback should accompany (or come before) any changes to bin collections to maximise the benefits and reduce the impact:

“If they bring these changes in they need to educate people first. We need information about what we can and can’t recycle to help us recycle more and not put as much in our black bins. They need to tell us how well we’re doing and what impact we’re having to encourage us to recycle.” *Male, North of Central Bedfordshire*

### Q2 – Priorities. To what extent do you agree or disagree that savings should be found from these services?



#### Discussion group feedback

- Most participants appreciated that savings must continually be made. They also tended to agree that waste and recycling is an area where savings can be made, but not to the detriment of delivering good quality services that meet residents’ needs:

“I think most of us understand that money is tight and councils have to always keep looking at how they can save money. Waste and recycling is important, but it’s not a life and death service so it is reasonable to try to save some money. But we still need our bins collected regularly – they have a duty to do that.” *Male, South of Central Bedfordshire*

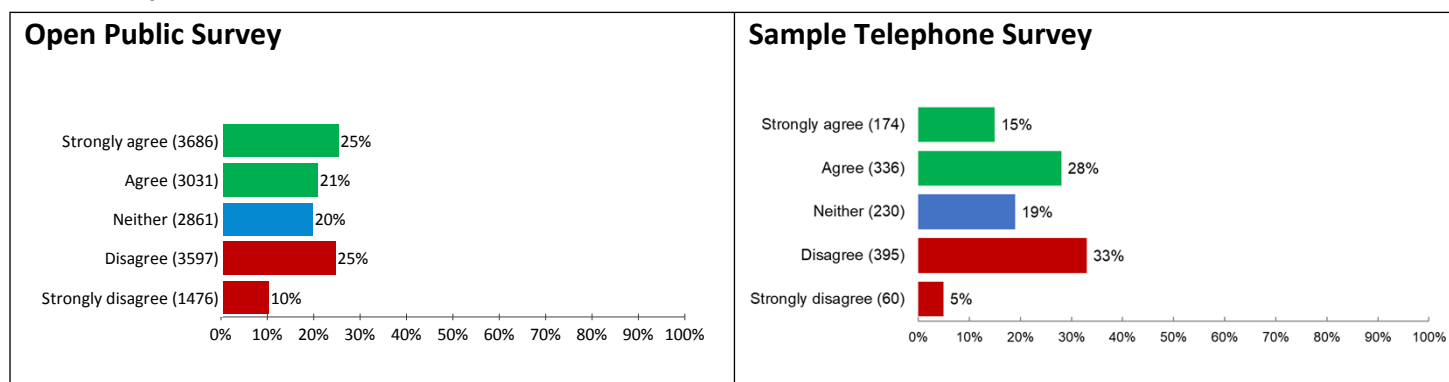
“Some of this is about recycling and some of this is about saving money. I support the idea of recycling more and I’d be more likely to support the proposals if I knew that the money would be spent on important things like adult social care and children in need. They suggest they will do that, but there are no guarantees from what I can tell and it seems a bit vague.” *Female, North of Central Bedfordshire*

### Priorities Summary:

- Respondents strongly support the idea that residents should be helped as much as possible to recycle.
- Feedback suggests more education and engagement around recycling would encourage more people to do so. This is a recurring theme throughout the consultation.
- Whilst a majority support the need for savings, many suggested that savings should not be made if they would negatively impact on the current service level. This perspective might explain the unusually high percentage of people selecting neither agree nor disagree in both surveys (Open survey = 24%, Sample survey = 15%).
- Respondents who expressed a willingness to achieve savings cited other key services that the council provides that should be supported.

## Recycling

**Q3a - Recycling. To what extent do you agree or disagree with option one, which would see current recycling arrangements remaining unchanged (with no financial savings being achieved)?**



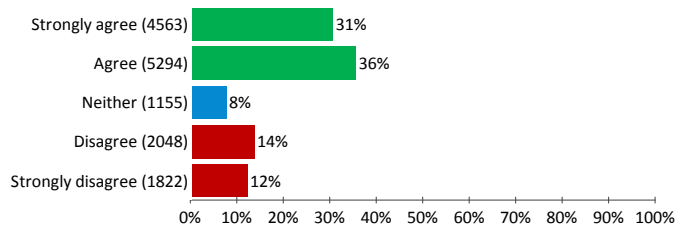
### Discussion group feedback

- Some participants, satisfied with the current approach, expressed concerns about the implication of changes:

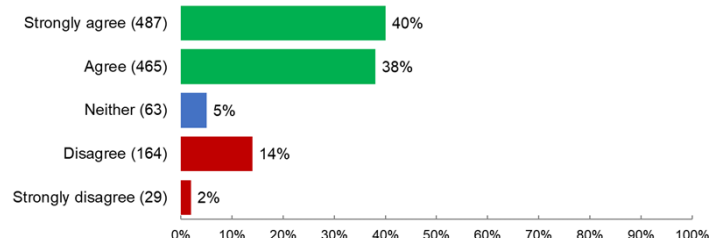
“I’m quite happy with the way it is at the moment. I have a big recycling box and fit everything in there. I go to the bottle bank now and then. I think I do enough recycling already and I don’t think any of the changes will encourage me to recycle anymore. Having too many boxes will make it complex and clutter the space outside my house.” *Male, South of Central Bedfordshire*

**Q3b – Recycling. To what extent do you agree or disagree with option two, which would see residents continuing to use a wheelie bin for all their recycling except paper and cardboard, which they would be asked to put in a separate box provided by the council (to achieve financial savings)?**

### Open Public Survey



### Sample Telephone Survey



### Discussion group feedback

- Those participants that support the proposal to separate out paper and card said that it would not be an issue for them, hoped it would help residents recycle more and appreciated that it may lead to savings. A few participants also welcomed having an additional box for recycling because their current recycling wheelie bin is full upon collection:

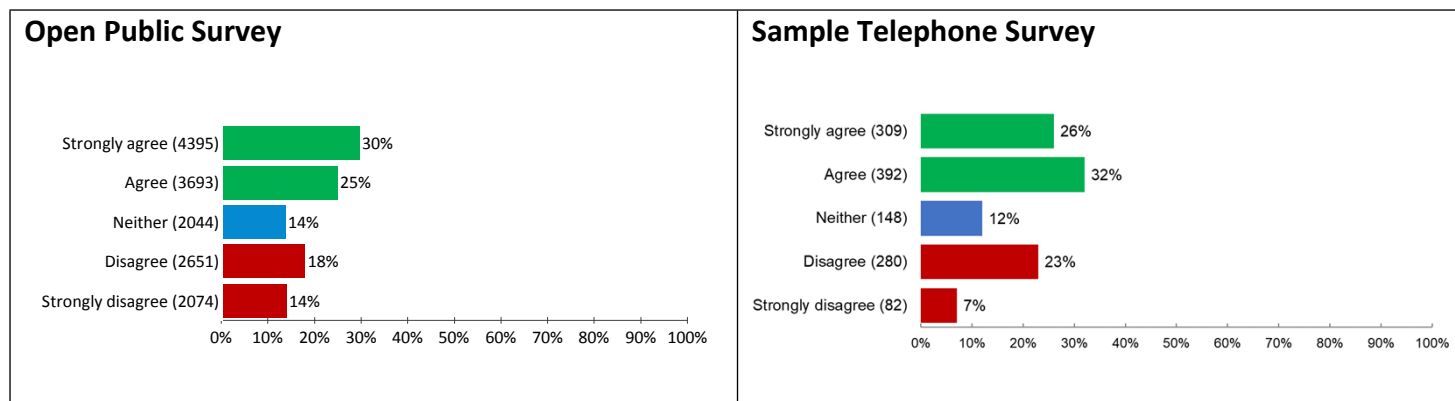
“I’ll support anything that will encourage people to recycle more. Having more space to put recycling in has got to help. Our recycling bin is always full, so it will be good to have more space. I’m sometimes forced to put stuff that I could recycle into our black bin because we don’t have any more space in our recycling wheelie bin.” *Male, South of Central Bedfordshire*

- Those residents that are against the proposal to separate out paper and cardboard are concerned about:
  - Having additional boxes outside their house.
  - The boxes not having lids and the contents getting wet or blown away.
  - The boxes being too heavy to move.

“There isn’t much space outside my house, so I don’t like the idea of having more boxes. There’s no room and it will make the outside of my house look cluttered.” *Female, North of Central Bedfordshire*

- Consequently, some participants said they would want to see creative solutions, which could allow for separation of paper and cardboard within the existing wheelie bin to avoid additional boxes taking up space. Almost all residents said they expected any box provided to include a lid. A few participants said that assisted collections should be made easily available to help older or disabled residents.

**Q3c – Recycling. To what extent do you agree or disagree with option three, which would see the introduction of glass collection for everyone. Residents would continue to use a wheelie bin for all their recycling. Glass would need to be put in a separate box provided by the council (which is unlikely to achieve financial savings)?**



### Discussion group feedback

- Some participants that lived in villages/certain areas already had glass collections and they tended to value it. They were concerned that it would be taken away:

“We already have a glass collection. It works well. It is pretty full every two weeks. If it wasn’t there I’d have to save it up and take it to the bottle bank, which would be a hassle. Or I’d be tempted to put it in the black bin.” *Male, South of Central Bedfordshire*

- A few participants said they supported kerbside glass recycling as their preferred option because it would encourage more and better recycling:

“Not everybody is prepared to go to a bottle bank. Lots of people put glass in their black bins. I even do it sometimes. Glass is the best thing to recycle. It can be recycled infinitely, whereas plastic and paper degrade over time. A roadside collection might not lead to savings, but it will be the best for recycling.” *Male, South of Central Bedfordshire*

- Similar concerns were raised about a kerbside glass collection as they were for separating out paper and card i.e. having additional boxes outside their house, the boxes not having lids and the contents getting wet or blown away and the boxes being too heavy to move.
- In addition, a small number of participants said they were concerned about broken glass, whether it be after a collection or because people would come past their house and smash glass that is in their recycling box.
- Most participants did not see glass collection as a priority because it does not offer any savings and they are prepared to continue taking their glass to a bottle bank (and there were some requests that facilities at bottle banks be improved, including more frequent collections):

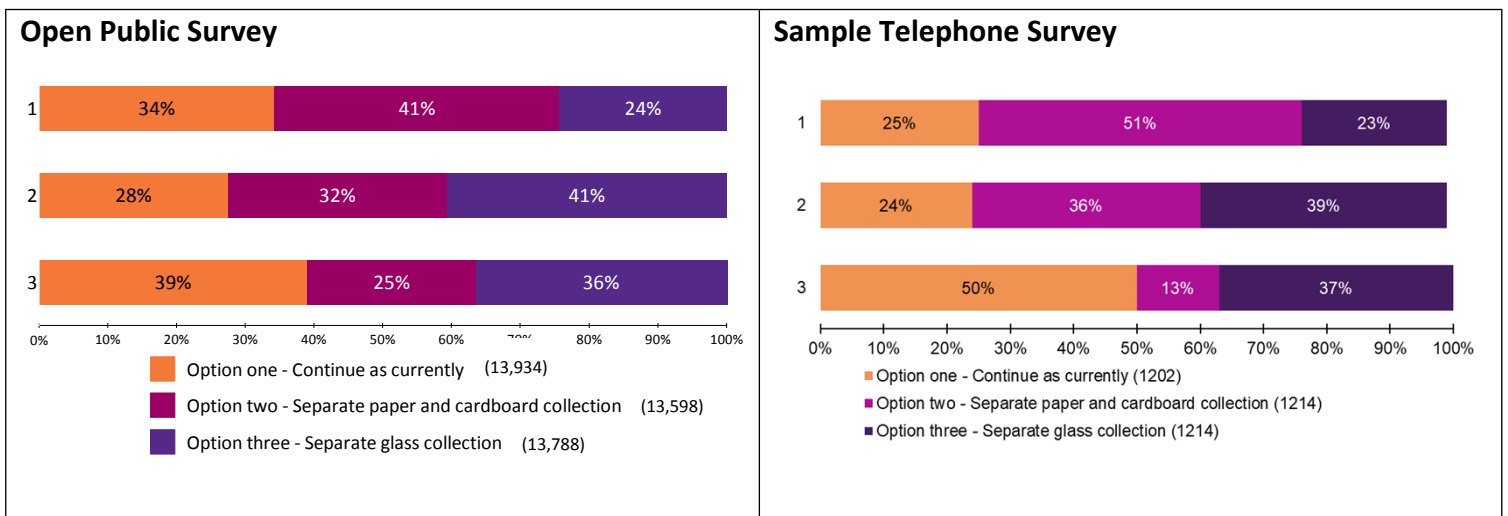
“We take our glass to the bottle bank and we can continue to do that. But the bottle banks can be quite full and messy, with lots of broken glass, especially at busy times of the year like Christmas. I think it probably puts some people off. So, if they don’t introduce the glass collection they should improve the bottle banks – maybe more of them, keep them clean and safe and empty them more often.” *Male, North of Central Bedfordshire.*

- Some participants would welcome glass recycling, but only in addition to separating out paper and cardboard, because they believe a kerbside glass collection would help them and others recycle more:

“I know we don’t want lots of boxes, but if this is about improving recycling then surely we need to do it properly. The best way to do it is to have a fourth option – a box for paper and a box for glass. This will make it easier and give people more space [for] their recyclables.” *Female, South of Central Bedfordshire.*

- A small number of participants also asked if it would be possible to have glass recycling included within the main recycling wheelie bin. They said they had seen this work well in neighbouring Hertfordshire, where they have friends, family or used to live.
- A small number of participants suggested introducing a three-weekly recycling collection, with bigger recycling bins, which could encourage more recycling as well as generate savings (instead of a three-weekly domestic bin collection).

**Q4a – Recycling. Please rank these options in terms of preference with 1 being your preferred option and 3 being your least preferred**



- Both surveys indicate a preference for option two – separate paper and cardboard, followed by glass collection and then continue as currently as the third option.

### Q4b – Recycling. Do you have any comments regarding these proposals?

Most frequent themes found below:

#### Open public survey

#### Sample telephone survey

Q4b	Number of comments	% of all respondents	% of people who commented	Number of comments	% of all respondents	% of people who commented
Bottle banks are widely available / happy to use bottle banks	1012	7%	15%	32	3%	17%
Concerns about storage for additional boxes / don't want extra boxes or bins	995	7%	15%	43	4%	23%
Support for glass collection	713	5%	11%	9	1%	5%
Introduce both paper and glass collection	642	4%	10%	7	1%	4%
Remain unchanged / system works well / changes too complicated	452	3%	7%	21	2%	11%
Containers need to be weather proof (rain and wind) i.e. have lids	377	2%	6%	19	2%	10%
Concerns additional containers will not be large enough	369	2%	6%	9	1%	5%
Support for paper and card option	333	2%	5%	7	1%	4%
Support for anything that gets people to recycle more	282	2%	4%	-	-	-
Need to educate and provide information so people can recycle better	257	2%	4%	13	1%	7%
Create hazards on streets – blocked pavements because lots of bins, litter and smashed glass	-	-	-	17	1%	9%
Elderly people may struggle to lift boxes	-	-	-	11	1%	6%
Other themes (x22)	2251	15%	34%			
Other: Domestic waste*	511	3%	8%			
Other: Garden waste*	257	2%	4%			
Other: Food waste*	92	1%	1%			

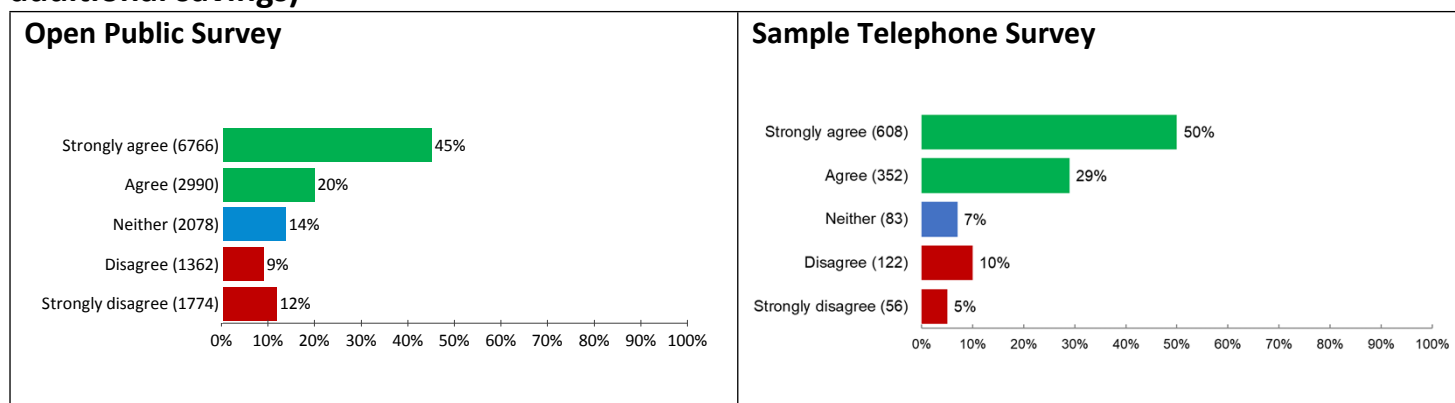
\*Please note: some comments were not relevant to this section and are captured in the more relevant section.

## Recycling Summary

- A majority of respondents support both separate paper & cardboard and glass collection options, but a larger proportion support paper & cardboard.
- Continuing current recycling arrangements was less well supported in both surveys (Open survey = 46% / Sample survey = 43%).
- A significant percentage of respondents selected neither agree nor disagree (Open survey = 20% / Sample survey = 19%).
- Practical issues were raised with both options such as a lack of storage for the additional boxes. Some respondents also commented that they were happy to continue using bottle banks, suggesting that existing arrangements were adequate.
- Others suggested introducing both options to encourage even higher levels of recycling. This further reinforces the general support for additional recycling from Central Bedfordshire residents.

## Food waste

### Q5a – Food Waste. To what extent do you agree or disagree with weekly food waste collection for every household in Central Bedfordshire? (This option doesn't offer any additional savings)



### Discussion group feedback

- Most participants that already have a separate food waste collection (in the north of Central Bedfordshire) value it and use it effectively. They said initially it was challenging, but they got used to it and it is now habit. All participants that currently have separate food waste collections said they would not want it stopped:
 

“It’s habit now, we’re used to it [food waste collection]. When it was first introduced it took some getting used to but now it doesn’t bother us. It’s a good thing to do and does free up space in your black bin. I hope they wouldn’t take it away from us.” *Male, North of Central Bedfordshire.*
- Those participants that do not currently have a separate food waste collection tend not to support this option, because:
  - They are concerned about mess, smells, hygiene and infestation.
  - They are concerned about having more bins in and outside their house.
  - It is another chore they will have to do.
- Several participants asked questions about frequency of collection and bags, implying that they would be more inclined to support it as long as collections are weekly, plenty of bags are provided free and the outside caddy is lockable:

“Are they collecting it each week? They would have to because otherwise it would smell.” *Male, South of Central Bedfordshire*

“They’ve got to provide lots of bio-degradable bags and replace them easily when we need some more. If I have the bags I’d give it a go, but without it I don’t think anyone would do it – they’ve got to make it easy to do.” *Female, South of Central Bedfordshire*

“What about vermin and foxes? Won’t they be attracted to it and get in? The caddy would need to be one of those lockable ones.” *Female, South of Central Bedfordshire*

- A few participants questioned the value of introducing food waste collections because it will not result in any savings and they were not persuaded by the environmental argument:

“I don’t see the point. It won’t achieve any savings. It can be expensive to process food waste. I see it as coming from the land and going back to the land, so I don’t have a problem with it going in my black bin.” *Male, South of Central Bedfordshire*

- A few participants said they would not need to use the service, if introduced, because they do not generate much food waste and/or they compost.

### Q5b – Food waste. Do you have any comments regarding weekly food waste collections?

Most frequent themes found below:

Q5b	Open public survey			Sample telephone survey		
	Number of comments	% of all respondents	% of people who commented	Number of comments	% of all respondents	% of people who commented
Support for proposal	1065	7%	17%	24	2%	15%
Concerns with smell, mess, hygiene and risk of infestation	708	5%	11%	35	3%	22%
Already have this service *	642	4%	10%	25	2%	16%
Collections must be weekly	592	4%	9%	17	1%	11%
Do not support	375	2%	6%	-	-	-
Concerns about a lack of savings/ cost	360	2%	6%	-	-	-
Would not use – do not create much food waste or compost	353	2%	5%	30	2%	19%
Service works well currently*	340	2%	5%	-	-	-
Currently compost much of the waste	268	2%	4%	-	-	-
Too many bins	-	-	-	11	1%	7%
Important to provide bags	-	-	-	6	1%	4%
Other themes (x28)	2725	18%	42%			

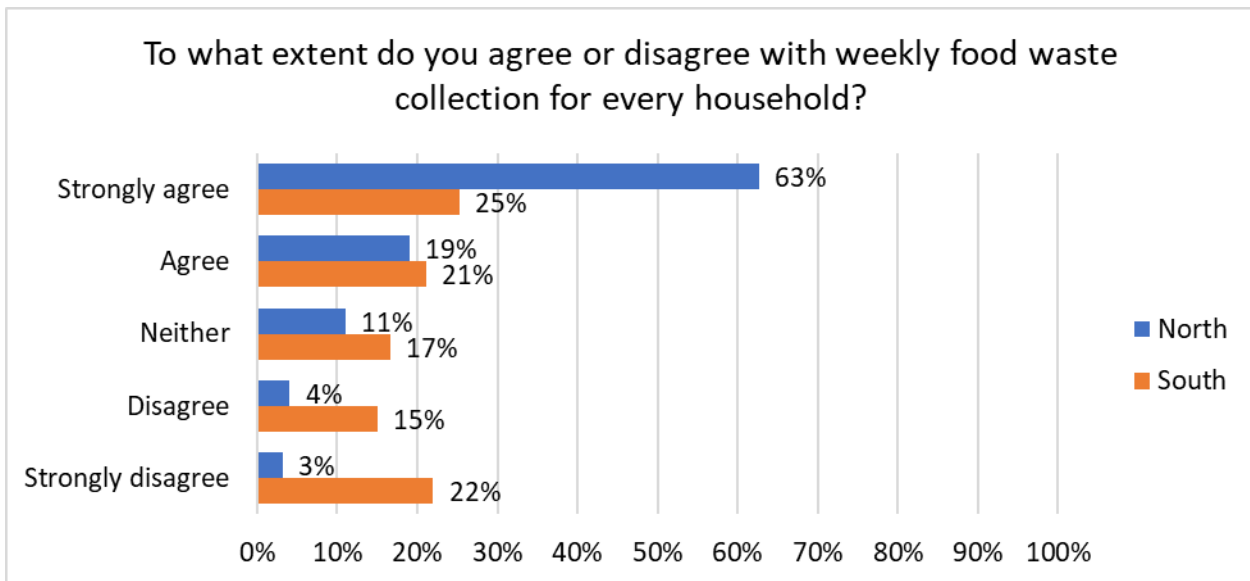
\* Likely to be made by residents from North Central Bedfordshire (see additional food waste analysis)



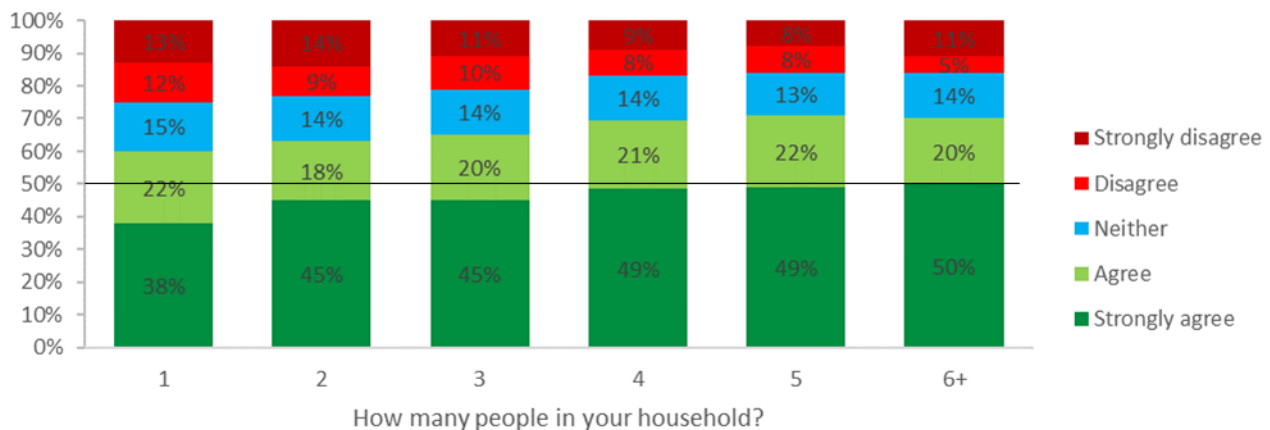
### Additional food waste analysis (Open public survey)

The following results highlight that:

- Residents in the north are more supportive of the proposal than those in the south. This may be the result of their previous experience using the system.
- Residents in larger households are more likely to agree with the proposal to introduce weekly food waste collection for every household.
- Please note: Similar analysis was conducted on the telephone survey with comparable results



To what extent do you agree or disagree with weekly food waste collection for every household... by How many people are there in your household?



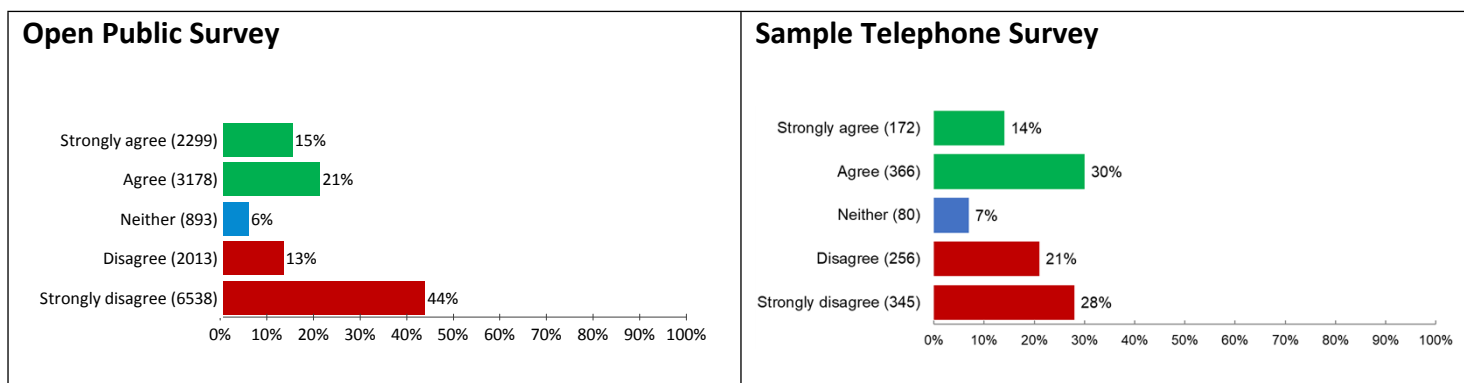
### Food Waste Summary:

- A majority (Open survey = 65% / Sample survey = 79%) strongly agree with the proposal to provide weekly food collections to all Central Bedfordshire residents.
- Residents in the north are more supportive than residents in the south. This is probably due to their previous experience of using the service, unlike residents in the south.
- Residents in the south have raised concerns over the smell, mess and the possibility of attracting animals

- There were also some concerns about the additional cost to the council should this option be introduced, given that there is a stated aim to seek savings within the service.

## Domestic waste (black bins)

### Q6a – Domestic waste (black bin). To what extent do you agree or disagree with collecting domestic waste (black bin) once every three weeks? (this option is likely to deliver very significant savings)



#### Discussion group feedback

- Participants tended to fall into three groups – the smallest group are residents that actively support the proposals to reduce cost and encourage recycling. They also stated that the changes would not affect them because their bins are not full after two weeks:
 

“I don’t have a problem with it. My bins are not full at the end of two weeks. I think if people have less space in their bins it will encourage them to recycle more. If it saves money, which can be spent on more important things then it is fine.” *Female, North of Central Bedfordshire*
- The next group would, at best, reluctantly go along with the change, in that the proposals would not affect them directly because their bin is not full upon collection. However, they did have some concerns, such as:
  - Neighbours’ bins over-flowing.
  - Smells from bins where households do not recycle food, or have nappies, hygiene/healthcare waste or animal waste.
  - ‘Bin wars’ whereby people will put excess waste into the bins of their neighbours.
  - Fly-tipping because people do not have space in their bins.
  - Forgetting the three-weekly collection (i.e. because it will not be on alternate weeks with the recycling collection):

“Personally, we could cope, our bin is not full after two weeks. But my neighbour’s bin over the road is over flowing. What will they do? I can see bins lying around for weeks and smelling. I can imagine people going around and putting their bins in other people’s and causing arguments between neighbours – bin wars. And I can see people just dumping their waste, fly-tipping.” *Male, North of Central Bedfordshire*

“What about people with nappies? My elderly mum has to put some health-related items into the black bin, which would really smell by three-weeks. And what about animal waste, that has to go in the black bin and would smell.” *Female, South of Central Bedfordshire*

“The three-week collection worries me. At the moment it is quite easy to know when your bin will be collected because it is alternate weeks. But I can see people forgetting when it is every three weeks. And if you forget, what happens then? It could be six weeks without a collection!” *Female, North of Central Bedfordshire*

- The third group, which is broadly similar in size to the previous group, are strongly against the proposal, partly for some of the reasons stated above and also due to practical concerns because their bins tend to be full upon collection. Most of these participants said they already recycle a lot and do not believe they can do much more to reduce the waste in their black bin. These participants tended to come from larger households (4-5 members) and/or have young families (including nappies):

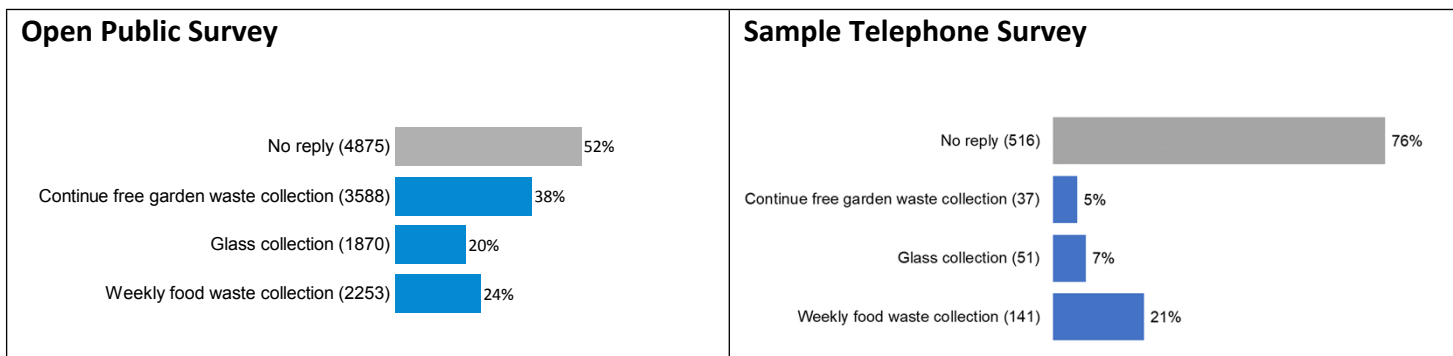
“This is a ridiculous proposal. I already have to jump up and down in my bin at the end of the two weeks to fit everything in. I have no idea how we’d cope with three weeks. We already recycle a lot and I don’t think we create much food waste. We’re a household of five people. I just don’t see how it can work and it doesn’t feel fair to households like ours.” *Male, South of Central Bedfordshire*

“I have a young family and we go through lots of nappies. They need to find a way to deal with those, because this [three-weekly bin collection] discriminates against families with children. Our bins are full at the end of two weeks and they already smell, so it’s going to be a lot worse after three weeks.” *Female, North of Central Bedfordshire*

- Participants were asked to identify if anything would help reduce their concerns/lessen the impact:
  - Most said larger bins should be provided for households that can prove the standard size is not big enough and that they cannot recycle anymore (the current provision for families of 6+ households was seen as too high a threshold).
  - A few participants mentioned special collections at Christmas, when more waste is generated.
  - Some said clear information to help people remember when their black bin will be collected.
  - A few mentioned special provisions to collect missed bins if people forget to put them out in the early days of the new collection while people get used to the new arrangements.
  - Some participants mentioned improved education and information to help people recycle more.
- However, some participants still said that the above would not be enough to resolve their practical issues and/or in principle that they are against the proposals:

“You can introduce some of these things [some of the issues mentioned above] but I don’t think it would be enough, I just think it is going a bit too far to go to three-weeks.” *Male, North of Central Bedfordshire*

**Q6b - Domestic waste (black bin). If you disagreed with three-weekly collections, would the introduction or retention of any of the following alter your opinion? (Note: Respondents who agreed with the previous question were not asked to complete)**



**Discussion group feedback**

- A few participants said that the introduction of food waste collection and improved recycling could make the change more manageable:

“I don’t think you can do this [introduce a three-weekly collection] without a food waste collection.”

Some people will need to do that to free up space in their black bins. And anything that helps us recycle more will also help." *Female, South of Central Bedfordshire*

Respondents to the telephone survey were less likely to indicate that they were prepared to alter their opinion. This difference may be more likely to happen with a telephone survey because respondents have less time to think about the possible options.

Residents were able to choose more than one option, so percentages for this question will not round to 100%.

### Q6c - Domestic waste (black bin). Do you have any comments regarding three-weekly black bin collections?

Most frequent themes found below:

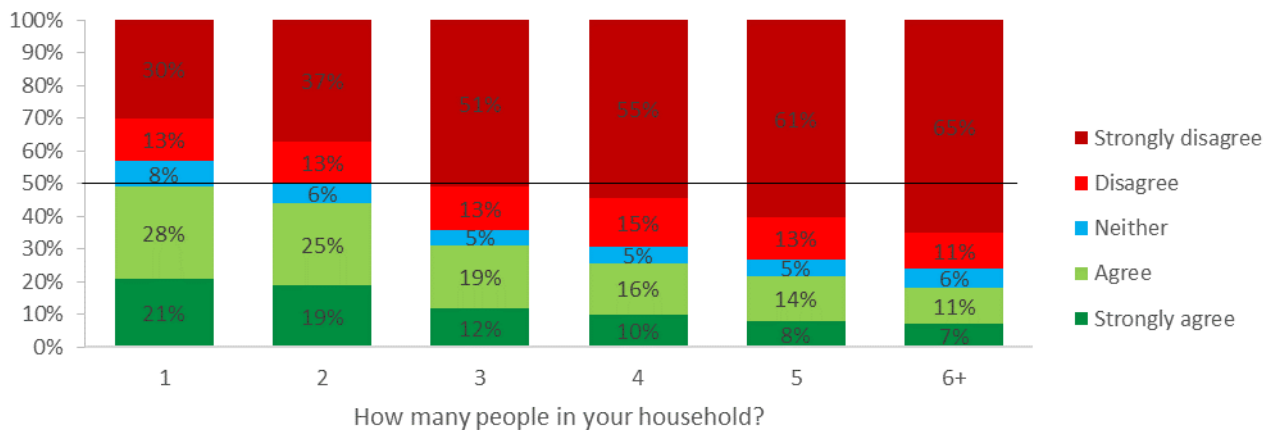
Q6b	<u>Open public survey</u>			<u>Sample telephone survey</u>		
	Number of comments	% of all respondents	% of people who commented	Number of comments	% of all respondents	% of people who commented
Disagree with proposal/must remain fortnightly	1947	13%	22%	56	5%	21%
Concerns with smell, vermin and infestation	1883	12%	21%	59	5%	22%
Will lead to more fly-tipping	949	6%	11%	11	1%	4%
Concerns about disposable nappies	938	6%	10%	16	1%	6%
Bins would be overflowing	865	6%	10%	14	1%	5%
Support proposal	808	5%	9%	24	2%	9%
Full black bin - despite recycling as much as possible	778	5%	9%	38	3%	14%
Black bin is rarely ever full	683	5%	8%	14	1%	5%
Support if food waste collection is introduced	611	4%	7%	29	2%	11%
Provide larger bins	521	3%	6%			
Black bin is already full	457	3%	5%			
Recent council tax increase, yet less service	448	3%	5%			
Concerns about hygiene/healthcare waste	413	3%	5%			
Concerns about pet waste	390	3%	4%			
Three-weekly would be a health hazard	366	2%	4%			
Educating people to recycle more would also help	300	2%	3%			
Collection days could get confusing	297	2%	3%			
Support if it encourages people to recycle more	248	2%	3%			
Other themes (x5)	1132	8%	13%			

## Additional domestic waste analysis (Open public survey)

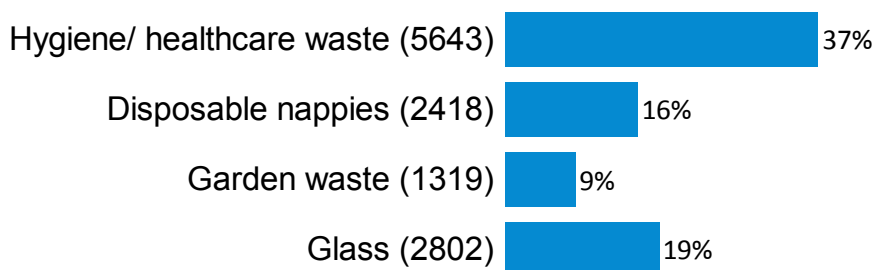
The following results highlight that:

- Those in larger households are less likely to support three-weekly bin collections
- Some respondents have indicated that they dispose of recyclable items such as glass (19%) and garden waste (9%) in their black bin. Suggesting that alternative means of disposal are unavailable or not used.
- Of those disposing of garden waste in their black bin, 77% have a small or medium sized garden which suggests that volume of garden waste is not a contributing factor as to why people dispose of garden waste in their domestic waste bin.

To what extent do you agree or disagree with collecting domestic waste once every three weeks... by How many people are there in your household?



### Do you dispose of any of the following in your domestic waste bin?



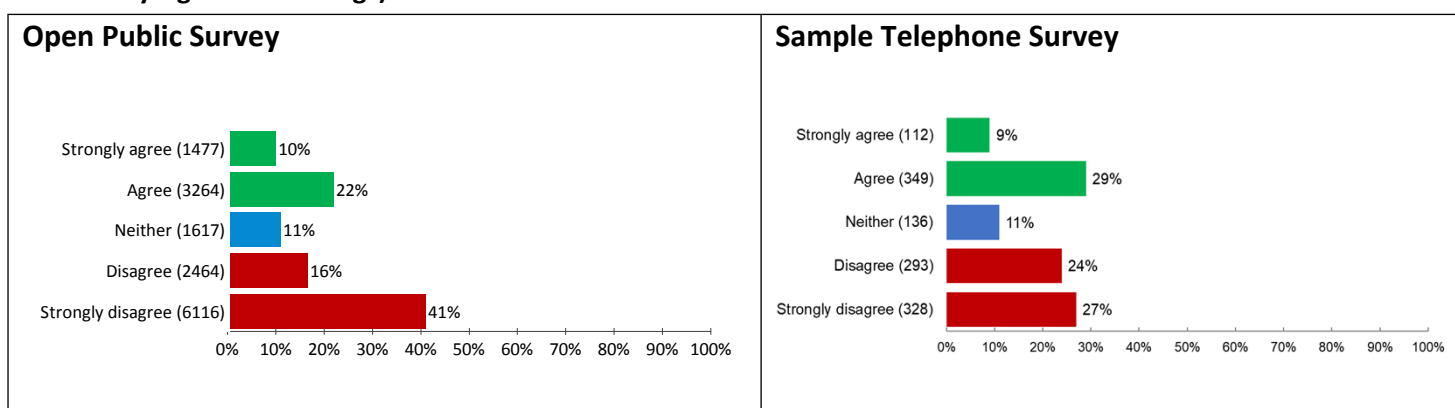
### Domestic Waste Summary:

- There were larger variations in results between the open public survey and the sample telephone survey, unlike previous questions.
- The majority of respondents to the open public survey disagreed (57%) with the proposal to introduce three-weekly collections. Only 49% of the sample telephone survey disagreed with the same proposal.
- The majority of those that disagreed with three-weekly collections did not select any options or factors which would change their mind, suggesting they would not support this proposal under any circumstances.
- Of those who did select an option which would change their mind, 38% said the continuance of free garden waste collections would alter their view of three-weekly domestic waste collections. In the sample telephone survey, the option that would most likely alter their views would be the introduction of weekly food waste collections (21%).

- The main concerns that respondents had regarding this proposal were around smell, infestation, tipping and the disposal of nappies. Many also suggested their black bins were full after two weeks and they would not be able to cope with an additional week between collections.
- As a result, larger households were more likely to disagree with the proposal.

## Garden waste

**Q7a – Garden waste. To what extent do you agree or disagree with the proposal to charge customers who wish to have their garden waste collected? (This option is likely to deliver very significant savings)**



### Discussion group feedback

- This proposal also evoked negative reactions amongst many participants, who resent being charged:
 

“This one really gets me going. It is just under-hand to charge for something we already get free. They have just increased council tax as high as they can and now they want to charge for this. It just feels wrong. I’d expect this to be included in my council tax, I pay enough.” *Male, North of Central Bedfordshire*
- A similar number of participants said they oppose the proposal for practical reasons. In some cases, it is a service they value, while others said they are worried that people will fly-tip, make bonfires or put their garden waste in a black bin:
 

“In the long run it won’t work. They’ve tried this elsewhere and people just put it in their black bins or fly-tipped. It will cost them more than they save in the end. So I think it’s a bad idea.” *Male, North of Central Bedfordshire*
- A similar number of participants do not currently use the garden waste collection service – they either do not generate much garden waste, they compost or they generate so much garden waste that they find the current collection service unsuitable, and therefore already take their waste to the tidy tip. Therefore, the change will not have an impact on them (although some still resent its introduction).
 

“Just out of principle I wouldn’t pay. I do use the collection now, but I can just as easily put it in the car and go to the tidy tip. The tidy tip isn’t far. But I’d probably do more harm to the environment by driving there and I can just imagine the queues at the tidy tip. Have they thought about that?” *Male, North of Central Bedfordshire*

“I like getting my bin collected at the moment – we have a big garden and we fill it up. I would probably pay because I can’t be bothered to go to the tidy tip, but I would be paying reluctantly.” *Male, South of Central Bedfordshire*

- A smaller number of participants said that elderly, disabled people, people on low incomes or people without a car would not have an alternative to take their garden waste to the tidy tip and so would have to pay for the collection. They suggested that garden waste collections should remain free to some residents:

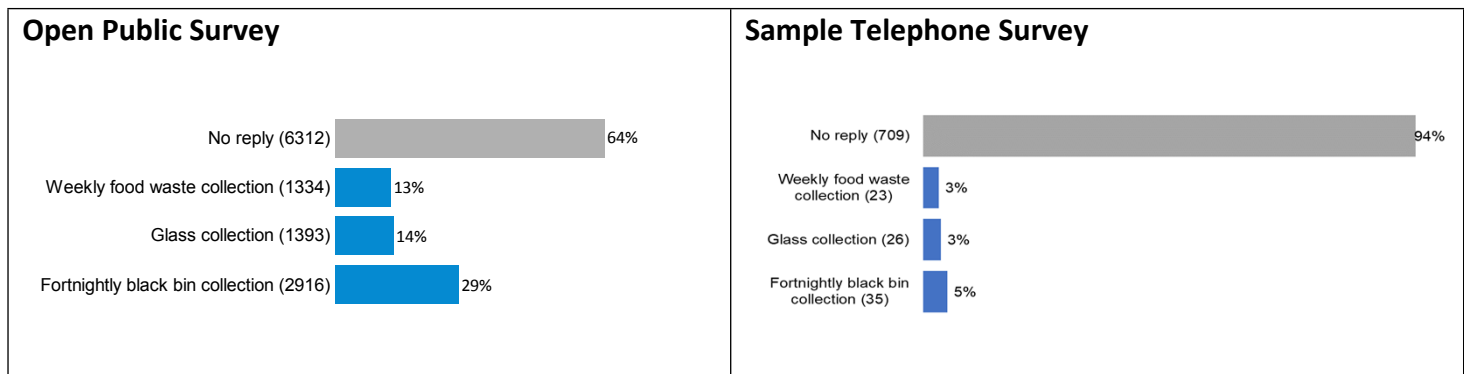
“What about people who don’t have alternatives? Who can’t get to the tip or afford to drive? They’re basically being forced to pay, and some of them might not be able to afford it. If the council did make this change they should at least keep it free for the elderly and disabled.” *Female, North of Central Bedfordshire*

- A similar number of participants supported the proposal or at least were not against it, partly because they would find regular collections useful or partly because they would prefer a green wheelie bin (if they live in the north and do not currently have one, although some people in the north said they like the orange sacks):

“I’d be happy to pay. It’s not that much money in the big scheme of things and if it helps the council. I find it useful to get the green waste collected and I’d like to get one of those big green bins.” *Female, North of Central Bedfordshire*

**7b – Garden Waste. If you disagreed with charging for garden waste collection, would the introduction or retention of any of the following alter your opinion?**

**(Note: Respondents who agreed with the previous question were not asked to complete)**



**Discussion group feedback**

- The green waste proposal was generally seen in isolation by participants in the discussion groups and their views were not influenced by consideration of other options:

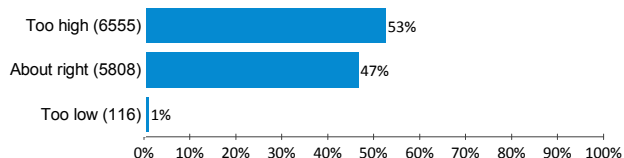
“My view would not be affected by whether they introduced the other proposals or not. I don’t see it as an either-or, or a trade-off. I may prefer one over the other, but I still don’t like the idea of my garden waste not being collected or having to pay for it.” *Female, South of Central Bedfordshire*

Respondents to the telephone survey were less likely to indicate that they were prepared to alter their opinion. This difference may be more likely to happen with a telephone survey because respondents have less time to think about the possible options.

Residents were able to choose more than one option, so percentages for this question will not round to 100%.

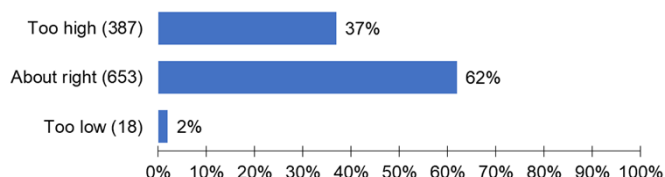
**7c – Garden waste. Around a third of councils charge for this service, with £40 being the average. What do you think about the cost of the proposed annual charge?**

**Open Public Survey**



What should the price be?	Frequency
£0	3702
£1-10	420
£11-20	709
£21-30	658
£31-40	103
£41-50	26
£51-70	29
£70+	33
<b>Grand Total</b>	<b>5680</b>

**Sample Telephone Survey**



What should the price be?	Frequency
£0	98
£1-10	10
£11-20	36
£21-30	54
£31-40	6
£41-50	2
£51-70	4
£70+	2
<b>Grand Total</b>	<b>212</b>

Note: A high number of respondents did not answer because they do not agree with the charge or could not identify a suitable price.

**Discussion group feedback**

- Participants said that the price is not the issue, it is more the principle of it being charged that some participants disliked:
 

“I can’t really give a view on the price because I don’t want to pay it. It is not the price, it is more about being charged in the first place and removing a service which is currently free and covered in our council tax.” *Male, North of Central Bedfordshire*
- The proposal for a £40 charge was generally considered reasonable for those participants that said they would likely pay it.
- A few participants said that they would consider paying for a service for some parts of the year (and pay less) or pay on a per use basis:
 

“They say it’s £40 or £1.50 odd per collection, but not everyone will want to use it every two weeks, especially in the winter. I don’t know why they don’t do it for 9 or 6 months like they currently do and charge less. It seems stupid to do it for the full year. Or they could just charge you as and when you use it. I know the technology is available to do that.” *Male, North of Central Bedfordshire*



## 7d – Garden waste. Do you have any comments about charging for garden waste collections?

Most frequent themes found below:

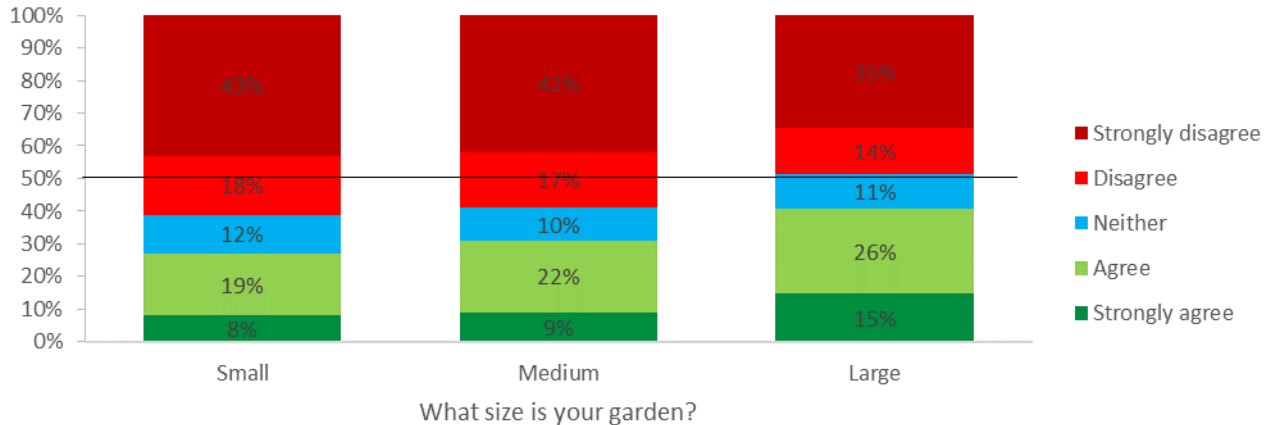
Q7d	<u>Open public survey</u>			<u>Sample telephone survey</u>		
	Number of comments	% of all respondents	% of people who commented	Number of comments	% of all respondents	% of people who commented
High council tax yet more charges	2074	14%	22%	80	7%	28%
Should not be an additional charge	1853	12%	20%	49	4%	18%
Will lead to more fly tipping	1598	11%	17%	47	4%	17%
Support for proposal	1190	8%	13%	27	2%	10%
Wouldn't use/wouldn't pay/use alternatives such as taking to tidy tip or composting	894	6%	10%	17	1%	6%
People will dump garden waste in their black bins	763	5%	8%	20	2%	7%
Concern for disabled/ elderly/ low income households who cannot afford charge	702	5%	8%	19	2%	7%
Reduce charge and provide service for 9-6 months of the year or charge on a pay as use basis	-	-	-	8	1%	3%
Not everyone can travel to the tidy tip	546	4%	6%			
Unfair to charge all residents the same as some would not use the service regularly	501	3%	5%			
£40 is too much	489	3%	5%			
Fortnightly collection all year is not needed	452	3%	5%			
Concerns around storage of another bin	348	2%	4%			
Do not change the service	270	2%	3%			
Offer extra/ larger bags/bins	253	2%	3%			
People will use their neighbours paid for bins	252	2%	3%			
Recycling will go down if charge is introduced	237	2%	3%			
Other themes (x13)	1846	12%	20%			

## Additional garden waste analysis (Open public survey)

The following results highlight that:

- The majority of respondents who have smaller and medium sized gardens disagree with the option to charge for garden waste collection. Opinions are more balanced amongst those with larger gardens but they are still more likely to disagree (49%) than agree (41%).

To what extent do you agree or disagree with the option to charge for garden waste collection... by What size is your garden?

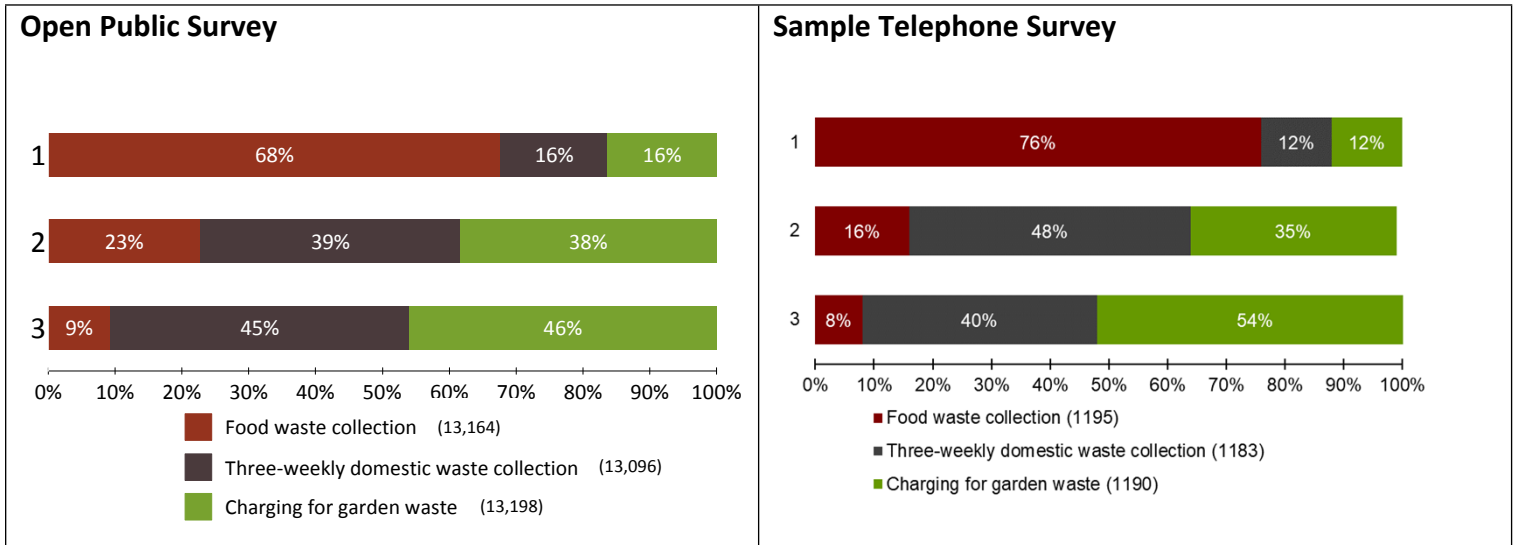


### Garden Waste Summary:

- The majority of respondents in both surveys disagreed with the proposal to charge for garden waste collection (Open survey = 57% / Sample survey = 51%)
- Respondents who disagreed were even less likely to have their views altered than those who disagreed with three-weekly domestic waste collections with 64% (Open survey) and 94% (Sample survey) not replying, suggesting none of the other options would make them change their mind about charging for garden waste collections.
- The cost of the charge was generally split with 53% in the open public survey saying the cost was too high and 62% in the sample telephone survey saying it was about right.
- Comments regarding the cost suggested it was too high and that it was unfair to charge everyone the same price as many would not use the service every fortnight. Some suggested flexibility in the charging could help persuade them.
- General concerns about the proposal were around this additional charge that would be on top of the recent increase in council tax, which was announced during the consultation. There were also concerns that the charge could lead to more fly tipping which in turn would cost the council more to clear up. Some suggested they would rather visit the local tidy tip than pay the charge.

## Preferred Options

8. Please rank these options in terms of preference with 1 being your preferred option and 3 being your least preferred.



- Both surveys indicate a preference for option one – food waste collection, with charging for garden waste as their least preferred option.

### Preferred Options Summary:

- Food waste collection was the overwhelming preference out of the three options.
- Three-weekly collections and charging for garden waste were evenly split in the public survey, with 39% selecting three-weekly collections as the second choice in comparison to 38% for chargeable garden waste.
- In the telephone survey 48% of respondents selected three-weekly domestic waste collections as the second choice in comparison to 35% for chargeable garden waste.

## 9. Do you have any other comments or suggestions regarding changes to waste services in Central Bedfordshire?

Most frequent themes found below:

### Open public survey

### Sample telephone survey

Q9	Number of comments	% of all respondents	% of people who commented	Number of comments	% of all respondents	% of people who commented
Disagree with three-weekly black bin collections	700	5%	13%	9	1%	7%
Keep services unchanged	619	4%	12%	31	3%	24%
Disagree with all proposals	601	4%	11%	32	3%	24%
Disagree with charging for garden waste	488	3%	9%	-	-	-

Higher council tax - less value for money	455	3%	9%	-	-	-
Proposals will lead to more fly-tipping	439	3%	8%	10	1%	8%
Find savings elsewhere	369	2%	7%	-	-	-
Educate the public about recycling	323	2%	6%	21	2%	16%
Support for more recycling	289	2%	5%	-	-	-
Support for general ideas proposed	283	2%	5%	19	2%	15%
Support for weekly food waste collection	270	2%	5%			
Other themes (x20)	2328	16%	45%			

### Discussion group feedback

Participants raised some other points of note:

- A few participants said additional boxes and bins would create more hazards, including blocking pavements for wheelchairs and pushchairs.
- A few participants said that they were concerned about mess being left after collections, and they expected the new waste collection provider to be monitored so that they did not leave litter and mess lying around on the streets, which could be worse if recycling boxes and food waste are introduced.
- A few participants said they felt this was “too much, too soon” and that the changes should be phased in, with education and information preceding food waste collections and recycling changes before any further changes are introduced.
- A few participants said that the council should commit to reviewing the impact of any changes a year or so after introduction and be prepared to reverse changes if they prove unsuccessful. Similarly, a few participants said that some policies being proposed by Central Government such as charging for plastic bottles and paying for returning glass could make some of the council’s proposals outdated in the future.

### Other Suggestions Summary:

- Comments reinforced disagreement with three-weekly collections and charging for garden waste, with many wishing to see services remain unchanged and for savings to be found elsewhere.
- Other comments expressed a desire to see more opportunities for recycling and for greater education for residents to help understand what can and can’t be recycled and what happens to the waste once it has been collected. This has been a common theme throughout the consultation and demonstrates an enthusiasm in residents to continue to recycle in the future.

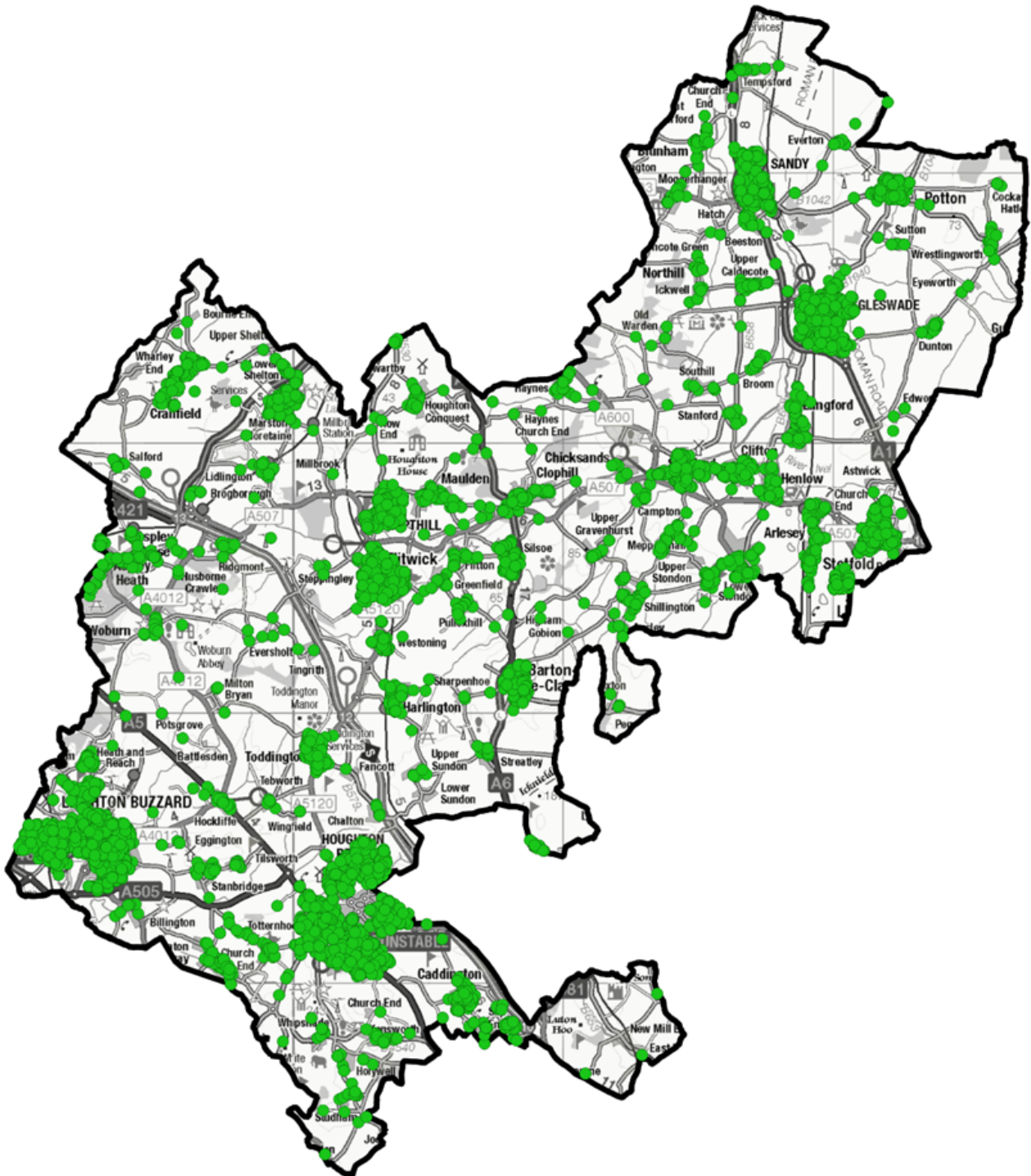
## Demographic profile of respondents

Profile	% in population (16+)	Open public survey	Sample telephone survey
Female	51%	58%	52%
Male	49%	42%	48%
16-29	19%	5%	17%
30-44	25%	27%	25%
45-59	27%	31%	28%
60-74	19%	29%	21%
75 and over	9%	7%	9%
Disability/ No disability	17% / 83%	7% / 93%	7% / 93%
White British / Other ethnic group	90% / 10%	95% / 5%	91% / 9%
Property: Detached	28%	43%	40%
Property: Semi-detached	34%	37%	40%
Property: Terraced	25%	17%	16%
Property: Other	13%	3%	4%
Garden size: Small	n.a.	29%	21%
Garden size: Medium	n.a.	51%	51%
Garden size: Large	n.a.	19%	25%
Garden size: Not applicable	n.a.	1%	3%
Household numbers: 1	11%	12%	9%
Household numbers: 2	30%	43%	34%
Household numbers: 3	21%	17%	22%
Household numbers: 4	25%	20%	25%
Household numbers: 5	9%	6%	7%
Household numbers: 6+	4%	2%	4%

Note: Property type figures are as a % of dwellings; household numbers are a % of all people (not just 16+).

Map 1: Location of respondents to the open public consultation

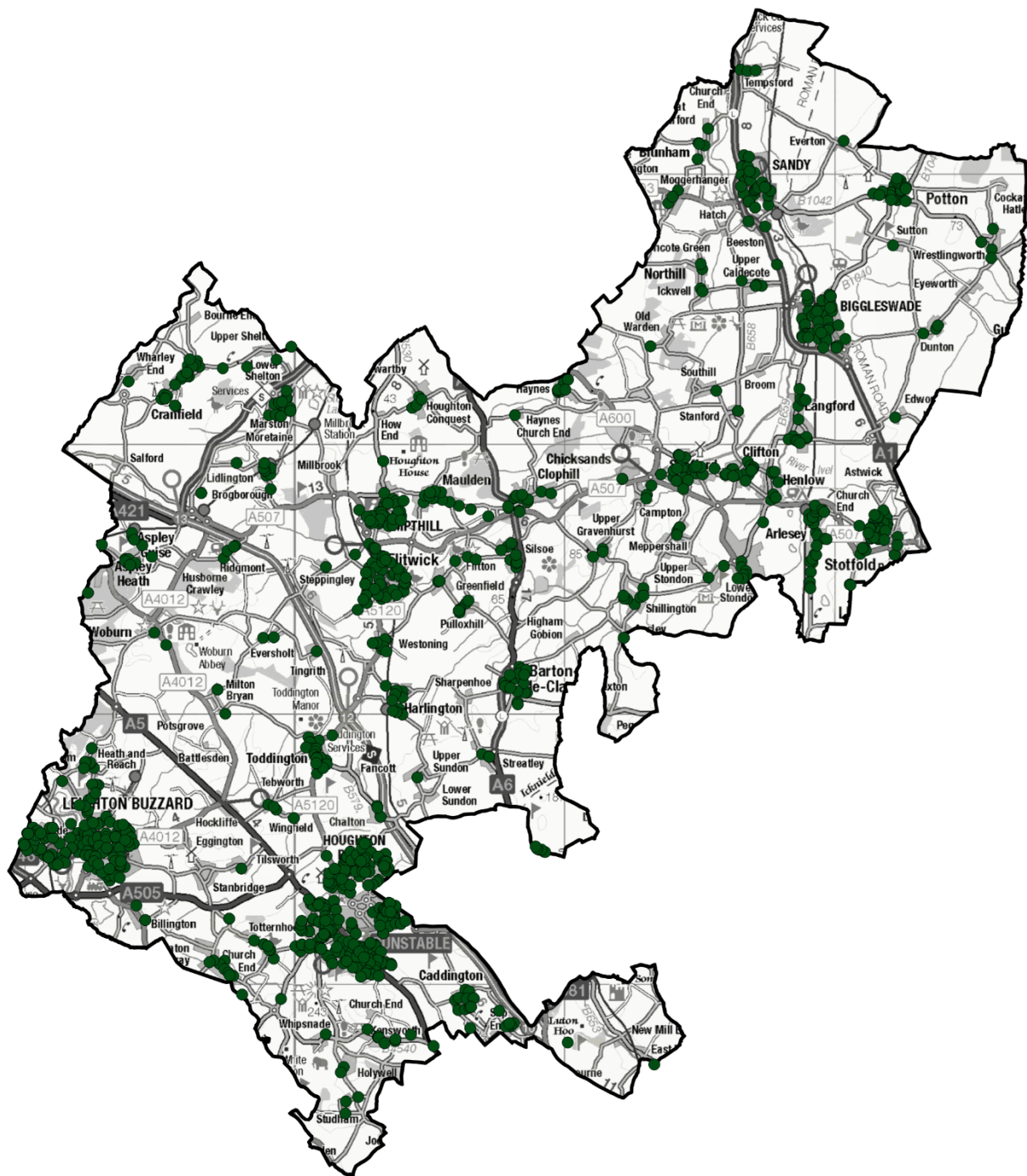
This map shows the residency of respondents from Central Bedfordshire who gave a valid postcode (84% of all respondents) and illustrates that responses came from across Central Bedfordshire.





Map 2: Location of respondents to the telephone survey

This map shows the residency of respondents to the telephone survey and illustrates that responses came from across Central Bedfordshire.



## Conclusions

- The provision of effective waste and recycling services is very important to residents, as demonstrated by the unprecedented levels of participation in the open public survey. (15,086 responses)
- The headline findings of the consultation are largely consistent across the different consultation methods.
- The vast majority of respondents agree that it is important to help people recycle as much as possible.
- There is also majority agreement that savings should be found in waste and recycling services.
- Respondents generally support improvements in recycling such as the separation of paper and cardboard, introduction of glass collection and food waste collection.
  - In order to make improvements in recycling and introduce food waste collection for all residents, respondents have indicated that it will be important to include a strong focus on public education and information and ensuring that practical concerns (such as lids for boxes, provision of free food waste bags etc.,) are addressed.
- The largest proportion of respondents in both surveys do not support the introduction of three-weekly domestic waste collection, (Open survey = 57% / Sample survey = 49%).
  - Some respondents who disagree might be persuaded to change their opinion if food waste collection is introduced and charges are not implemented for green waste collection.
  - Respondents are concerned about smell, infestation, fly-tipping and disposal of nappies.
- The majority of respondents in both surveys do not support the proposal to charge for garden waste collection (Open survey = 57% / Sample survey = 51%)
  - Respondents who disagreed were far less likely to say that their views could be altered on this issue.
  - Respondents are concerned that this would be an additional charge on top of the recent increase in council tax. It is felt that fly-tipping could increase.
- The findings suggest that a phased approach to the introduction of any changes would be advisable, in order to ensure that residents are supported as much as possible to maximise levels of recycling.



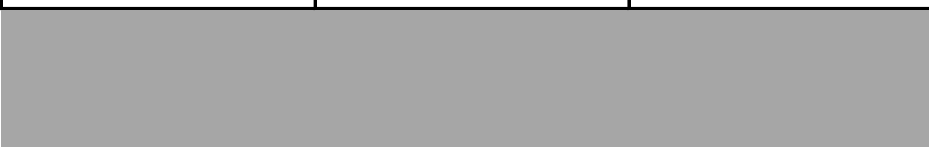
**Central  
Bedfordshire**

# **Central Bedfordshire in contact**

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	Bury	Oldham	Rochdale
<b>Introduced 3-weekly</b>	October 2014	October 2016	October 2015
<b>Collection system (residual in 240l unless stated)</b>	Fortnightly garden & food, 3-weekly recycling (2 bins)	Weekly garden & food, 3-weekly recycling in 2 bins.	Weekly food waste, 3-weekly recycling in 2 bins
<b>Nappies / Adult Hygiene Products</b>	Apply for additional residual bin following audit, prove recycling.	Following a waste audit, may have an additional bin for healthcare waste or 2+ children in nappies.	Advice and waste audit by officer to householders requesting additional bins for household with a 'large number of children'. Application (but no waste assessment) required for households producing medical waste. Residual
<b>Provision for larger households</b>	Apply for additional residual bin following audit, prove recycling. Red lid identifies additional bin.	Following a waste audit, may have an additional bin for 5+ people.	Additional 140l bin (or replace 240l with 360l bin) for household 6-9, 2 x 240l for 10+ in household following
<b>Fly tipping / littering</b>	Collected <i>less</i> street cleansing tonnage. Dec 2015 O&SC - no evidence		
<b>Replacement bins</b>		Charge £18.45 (refurbished) / £30.75 (new) for replacement (unless damaged, then free)	No charge.
<b>Bin lids closed</b>	Yes	Yes.	Yes
<b>Residual Side waste</b>	Not accepted.	Not accepted.	Not accepted
<b>Recycling boxes (where applicable)</b>			
<b>Assisted</b>			

<b>Clinical collection</b>			
<b>Other</b>	Ahead of service: FAQs and policies developed and published , additional contact centre staff. Can request additional recycling bins after an audit (no min. household size). Policy of returning to any bin reported as missed regardless of reason within first 4 months. After 11 months, 90-95% presented with closed lidsn and v. little side waste. Street cleansing tonnages decreased.		Additional recycling bin FOC.



	<b>Argyll &amp; Bute</b>	<b>East Ayrshire</b>	<b>East Renfrewshire</b>
<b>Introduced 3-weekly</b>	Oct - Nov 206	October 2016	October 2016
<b>Collection system (residual in 240l unless stated)</b>	Fortnightly recycling bins/bags and collection points (different arrangements due to rural/island environment, some rural areas do not have food waste collections). No garden waste collections, 25% household receive food waste collections.	Weekly food, weekly recycling trolley boxes	Weeekly garden & food, 3-weekly recycling in 2 bins

<b>Nappies / Adult Hygiene Products</b>	Additional 140l bin for healthcare waste or nappies, following a waste review visit.	Weekly collection service for nappies and AHP.	Additional bin for 2+ in nappies, or incontinence/healthcare waste. May complete waste diary. Provided for 2 years, then must reapply.
<b>Provision for larger households</b>	Additional 140l bin for 5+. Phone call/home visit if needed. Red lid identifies second bin. May provide 240l bin rather than standard 140l. No charge. Eligibility reviewed		Additional bin for 6+ in household
<b>Fly tipping / littering</b>			
<b>Replacement bins</b>	Charge for replacement/repaired residual bins. Recycling bin repaired/replaced FOC.		
<b>Bin lids closed</b>			
<b>Residual Side waste</b>	Not accepted	Not accepted	
<b>Recycling boxes (where applicable)</b>			
<b>Assisted</b>			
<b>Clinical collection</b>			

<p><b>Other</b></p>	<p>Advice from SEPA indicated no increased to public health if waste is wrapped and bin lid kept closed. Policies agreed in Feb 2016, 3-weekly collection agreed June 2016.</p>		
<p><b>WALES</b></p>			
	<p><b>Anglesey</b></p>	<p><b>Blaenau Gwent</b></p>	<p><b>Conwy (4 weekly from Sept. 2018 after 18 mth trial of 20k properties)</b></p>
<p><b>Introduced 3-weekly</b></p>	<p>October 2016</p>	<p>October 2015</p>	
<p><b>Collection system (residual in 240l unless stated)</b></p>	<p>Weekly food waste, weekly recycling with trolley boxes</p>	<p>Weekly food waste, weekly recycling with trolley boxes</p>	<p>Weekly food waste, weekly recycling with trolley boxes</p>
<p><b>Nappies / Adult Hygiene Products</b></p>	<p>Separate collection available for children &lt; 4 yrs old (max. 2 bags/household) at frequency specified by council. Collect offensive waste separately.</p>	<p>Weekly nappy and adult hygiene collection service (opt-in).</p>	<p>Separate collection for nappies and offensive waste, in council-provided sacks from storage caddy, collected weekly.</p>

<b>Provision for larger households</b>	6+ in household, following home visit, maximising recycling services. Annual review. Charge for exchange	Assessed on case-by-case basis.	Apply for second bin if 6+ in household (or less at discretion). Reviewed every 2 years.
<b>Fly tipping / littering</b>			
<b>Replacement bins</b>	Charge £31 for new, damaged, lost or stolen bins (admin charge, bin remains property of council). Collections only from branded Anglesey bins. If resident refuses payment, may not present waste in sacks.		
<b>Bin lids closed</b>	Bins designed to empty with lids closed, for H&S. Lids must be shut.		Yes
<b>Residual Side waste</b>	Not accepted. Sticker on bin by operative and additional bags placed in empty bin after		Not accepted
<b>Recycling boxes (where applicable)</b>	Householders to use box hats/nets where provided to keep contents dry. Cardboard cut to 50x50cm		Troliboc
<b>Assisted</b>	Council may request doctor's note to confirm incapacity. Home visit by officer possible. Reviewed annually		
<b>Clinical collection</b>	Chargeable		

<b>Other</b>	Putting waste other than prescribed by council in any bin will result in the council taking it away. Failure to separate waste may result in container not being emptied. Waste too compacted to empty on regular mechanical process will need loosening by householder before next collection.	Additional recycling boxes available.	Additional recycling boxes available.
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<b>ENGLAND</b>			
<b>Salford</b>	<b>Wigan</b>	<b>East Devon</b>	<b>Daventry</b>
Rolled out by August 2017	September 2017	June 2017 (trial Sept. 2015)	June 2018
Weekly food, fortnightly recycling in 2 bins	Fortnightly garden & food, 3-weekly recycling (2 bins)	Weekly food, weekly recycling with box and bag.	Weekly food, fortnightly garden (charged), fortnightly recycling.
Advise to double bag nappies. Larger bin if have specific medical condition, following waste awareness officer visit. (£51.50 charge for bin)	Advise to double bag nappies, may apply for more capacity after an audit. Flexible with those with healthcare waste.	Advise to double wrap, help to minimise waste, bigger bins if required, fortnightly collection for nappies or incontinence waste if necessary, BUT no-one has needed bigger bins or separate collections during trial.	Proposed weekly nappy collection in consultation and small proportion of respondents advised they would use it. Extra large bin for 2+ in nappies.
360l bin for households of 6+ following waste awareness officer visit (£51.50 charge for bin)	Households of 6+ or those producing large quantities of nappies may apply for more capacity.		Extra large bin for 6+ in household.
Charge £25.75 for replacement refuse bins.		Replacement bins or sacks free. Buy additional recycling boxes (£7.50), reusable recycling sacks (£5). Food caddies FOC.	
Yes	Yes		
Not accepted	Not accepted	Not accepted	Not accepted

			Additional recycling bin on request. Not collecting in existing recycling boxes (2 per household), collect garden bin if not required.

SCOTLAND

<b>Falkirk (now 4 weekly)</b>	<b>Fife (Fortnightly)</b>	<b>Fife 3-weekly and 4-weekly trial (12 months)</b>	<b>North Lanarkshire</b>
March 2014, 4-weekly from October 2016	Trial September 2015		October 2017
Weekly food, fortnightly recycling in wheeled bin, box and bag	4 bin - residual (140l - fortnightly), plastic & cans (240l - 4-weekly), paper & cardboard (240l - 4-weekly) food & garden (fortnightly, 4-weekly in winter). Additional 240l bin recycling/organic provision for 5+ households or medical needs with extra packaging.	Trialled 2,000 households on each 3-weekly and 4-weekly residual, with fortnightly or 3-weekly recycling.	Fortnightly garden & food, 3-weekly recycling (2 bins)

Households demonstrate maximum recycling, complete a waste diary, and have an audit before larger bin is approved.	Larger residual bin for households with nappies or AHP (240l instead of 140l)	Additional 140l bin emptied fortnightly for nappies (child under 3)/AHP for 3-weekly trial. Fortnightly collection of existing bin for 4-weekly trial.	Indoor nappy bin to compact nappy waste provided for household with 2+ children in nappies. Weekly collection. Advise nappies and cat litter/dog waste to be
Application and complete waste audit diary. Individual basis.	Larger residual bin for 5+ households (240l instead of 140l)	Additional 140l bin emptied fortnightly for 5+ permanent residents	360l bin application for 5+ people after 7-day waste diary is completed.
Charge for replacement if due to householder negligence.			Recycling bins replaced FOC. Residual replacement bins charged £49,37 new or £37.03 2nd hand. May buy additional refuse
For H&S, litter and spillages	Yes.	Yes.	
Not accepted	Not accepted	Not accepted	
Refer to NHS			

<p>2004 = 240l/week, 2012 = 430l/week (3 x 240 bins, plus box + food caddy). Before change, 60% of residual bin was recyclable (incl. batteries, WEEE, textiles and shoes, as well as kerbside services). Changed to 50% one year after service change. Used this angle to promote a more sustainable waste collection system, challenging residents' attitude to waste as a resource</p>		<p>50% of residual bin could have been recycled. Business case of 6% recycling increase, 3-weekly trial saw 0.3% increase, and 4-weekly trial saw 1.6% increase. No increase in contamination during trial but already high - paper &amp; cardboard (3%) and organics waste streams (7%). 10% increase in cans &amp; plastics during trials. Increase in capture rates but not prediction of 80% total capture rate - increases of 4% food and 10% cans and plastics on 4-weekly, 8% increase in paper &amp; cardboard in both trials. Reverted to</p>	<p>Larger recycling bin FOC.</p>
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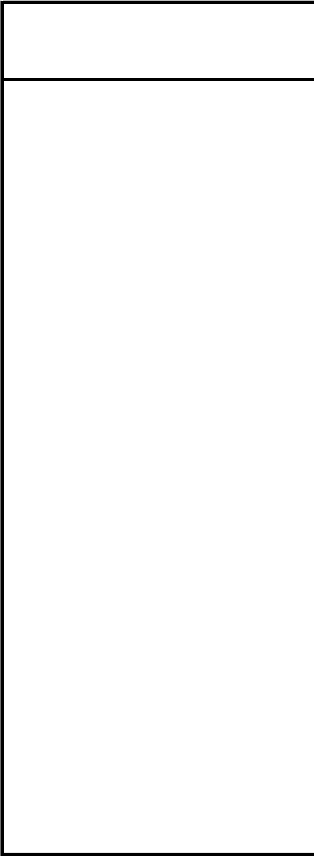


<p><b>Gwynedd</b></p>	<p><b>Powys</b></p>
<p>October 2014</p>	<p>November 2015</p>
<p>Weekly food waste, weekly dry recycling collection with trolley boxes</p>	<p>Weekly food, weekly recycling in 3 boxes, 180l residual bin.</p>
<p>Separate nappy collection (1 yellow bag/week)</p>	<p>Larger bins considered for 2+ in nappies or incontinence waste.</p>

<p>Self-assessment form for large families (7+), may have 360l bin.</p>	<p>Advice by officer to householders requesting additional capacity. Additional sacks available for purchase (£52 for 26). Larger bins considered for 6+ in household</p>
	<p>May buy additional residual sacks.</p>
	<p>Yes</p>
<p>Not accepted</p>	<p>Not accepted</p>
<p>Troliboc</p>	<p>Lid for paper box, net for plastic and cans box.</p>
<p>Arranged by community nurse.</p>	

<p>Up to 2 food caddies, up to 4 recycling boxes, lids or nets for available for boxes.</p>	<p>Additional recycling boxes available.</p>
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## Organic

### Local Authority

### Frequency

Sunderland City Metropolitan Borough Council	Fortnightly
Newcastle upon Tyne City Council	Fortnightly
Gateshead Council	Fortnightly
Warrington Borough Council	Fortnightly
Halton Borough Council	Fortnightly
Wyre Borough Council	Fortnightly, Fortnightly
Pendle Borough Council	Fortnightly
Lancaster City Council	Fortnightly
Wirral Metropolitan Borough Council	Fortnightly
North East Lincolnshire Council	Fortnightly
York City Council	Fortnightly
Scarborough Borough Council	Fortnightly, Fortnightly
Ryedale District Council	Fortnightly, Fortnightly
Richmondshire District Council	Fortnightly
Harrogate Borough Council	Fortnightly
Craven District Council	Fortnightly
Sheffield City Council	Fortnightly, Fortnightly
Kirklees Metropolitan Council	Other
Bradford Metropolitan District Council	4-Weekly
Calderdale Metropolitan Borough Council	Fortnightly
Derby City Council	Fortnightly
Amber Valley Borough Council	Fortnightly
Leicester City Council	Fortnightly
Melton Borough Council	Fortnightly
Hinckley and Bosworth Borough Council	Fortnightly
Harborough District Council	Fortnightly
Charnwood Borough Council	Fortnightly
Blaby District Council	Fortnightly, Fortnightly
West Lindsey District Council	Fortnightly
South Kesteven District Council	Fortnightly
North Kesteven District Council	Fortnightly
Lincoln City Council	Fortnightly
East Lindsey District Council	Other
Boston Borough Council	Fortnightly
East Northamptonshire District Council	Fortnightly, Fortnightly
Daventry District Council	Fortnightly
Rushcliffe Borough Council	Fortnightly
Newark and Sherwood District Council	Fortnightly
Mansfield District Council	Fortnightly
Gedling Borough Council	Fortnightly
Broxtowe Borough Council	Fortnightly
Ashfield District Council	Fortnightly
Wyre Forest District Council	Fortnightly

Wychavon District Council	Fortnightly
Worcester City Council	Fortnightly
Malvern Hills District Council	Fortnightly
Herefordshire Council	Fortnightly
Bromsgrove District Council	Fortnightly
Birmingham City Council	Fortnightly
Peterborough City Council	Fortnightly
Fenland District Council	Fortnightly, Fortnightly
Southend-on-Sea Borough Council	Weekly, Weekly
Uttlesford District Council	Fortnightly
Tendring District Council	Fortnightly
Maldon District Council	Weekly, Weekly
Harlow District Council	Other
Harlow District Council	Fortnightly
Colchester Borough Council	Fortnightly
Brentwood Borough Council	Fortnightly, Fortnightly
Welwyn Hatfield District Council	Fortnightly
Three Rivers District Council	Fortnightly
Broxbourne Borough Council	Fortnightly
South Norfolk District Council	Fortnightly, Fortnightly
Norwich City Council	Fortnightly
North Norfolk District Council	Fortnightly
Kings Lynn and West Norfolk Borough Council	Fortnightly
Great Yarmouth Borough Council	Fortnightly, Fortnightly
Broadland District Council	Fortnightly
Breckland District Council	Fortnightly
Waveney District Council	Fortnightly
St Edmundsbury Borough Council	Fortnightly, Fortnightly
Mid Suffolk District Council	Fortnightly, Fortnightly
Forest Heath District Council	Fortnightly
Babergh District Council	Fortnightly
Bexley London Borough Council	Fortnightly
Havering London Borough Council	Fortnightly, Fortnightly, Fortnightly
Camden London Borough Council	Weekly, Weekly
Lewisham London Borough Council	Weekly
Sutton London Borough Council	Fortnightly, Fortnightly
Merton London Borough Council	Fortnightly, Fortnightly
Royal Borough of Kingston upon Thames	Fortnightly, Fortnightly
Croydon London Borough Council	Fortnightly, Fortnightly, Fortnightly, Fort
Bromley London Borough Council	Fortnightly, Fortnightly
Richmond upon Thames London Borough Council	Fortnightly, Fortnightly
Hounslow London Borough Council	Fortnightly, Fortnightly
Harrow London Borough Council	Fortnightly
Ealing London Borough Council	Fortnightly, Fortnightly
Brent London Borough Council	Fortnightly
Lambeth London Borough Council	Weekly
Royal Borough of Kensington and Chelsea	Fortnightly
Wokingham Council	Fortnightly, Fortnightly
Windsor and Maidenhead Borough Council	Fortnightly
Reading Borough Council	Fortnightly, Fortnightly
Bracknell Forest Borough Council	Fortnightly, Fortnightly

South Bucks District Council	Fortnightly
Chiltern District Council	Fortnightly, Fortnightly
Aylesbury Vale District Council	Fortnightly
Brighton and Hove City Council	Fortnightly
Rother District Council	Fortnightly
Lewes District Council	Fortnightly
Hastings Borough Council	Fortnightly
Eastbourne Borough Council	Fortnightly, Fortnightly
Southampton City Council	Fortnightly, Fortnightly, Fortnightly

Portsmouth City Council	Fortnightly
Test Valley Borough Council	Fortnightly
Rushmoor Borough Council	Fortnightly, Fortnightly
New Forest District Council	Fortnightly
Havant Borough Council	Fortnightly, Fortnightly

Hart District Council	Fortnightly, Fortnightly, Fortnightly
Gosport Borough Council	Fortnightly
Eastleigh Borough Council	Fortnightly

East Hampshire District Council	Fortnightly, Fortnightly
Basingstoke and Deane Borough Council	Fortnightly
Isle of Wight Council	Fortnightly
Thanet District Council	Fortnightly
Swale Borough Council	Fortnightly
Shepway District Council	Fortnightly
Sevenoaks District Council	Fortnightly, Fortnightly
Maidstone Borough Council	Fortnightly, Fortnightly, Fortnightly
Gravesham Borough Council	Fortnightly
Dover District Council	Fortnightly
Dartford Borough Council	Fortnightly
Canterbury City Council	Fortnightly
Ashford Borough Council	Fortnightly, Fortnightly

Vale of White Horse District Council	Fortnightly, Fortnightly
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South Oxfordshire District Council	Fortnightly, Fortnightly
Oxford City Council	Fortnightly
Woking Borough Council	Fortnightly, Fortnightly, Fortnightly
Waverley Borough Council	Fortnightly
Tandridge District Council	Fortnightly
Surrey Heath Borough Council	Fortnightly
Spelthorne Borough Council	Fortnightly
Runnymede Borough Council	Fortnightly
Reigate and Banstead Borough Council	Fortnightly

Mole Valley District Council	Fortnightly
Guildford Borough Council	Fortnightly
Epsom and Ewell Borough Council	Fortnightly, Fortnightly
Elmbridge Borough Council	Fortnightly, Fortnightly
Worthing Borough Council	Weekly
Mid Sussex District Council	Fortnightly, Fortnightly
Horsham District Council	Fortnightly
Crawley Borough Council	Fortnightly
Chichester District Council	Fortnightly, Fortnightly
Arun District Council	Fortnightly

Adur District Council	Weekly
Bath and North East Somerset Council	Fortnightly, Fortnightly
Bristol City Council	Weekly, Weekly
Torbay Council	Other
Teignbridge District Council	Fortnightly, Fortnightly
Mid Devon District Council	Fortnightly, Fortnightly, Fortnightly
Exeter City Council	Fortnightly, Fortnightly
East Devon District Council	Fortnightly
Poole Borough Council	Fortnightly
Weymouth and Portland Borough Council	Fortnightly
West Dorset District Council	Weekly
Purbeck District Council	Fortnightly
North Dorset District Council	Fortnightly
East Dorset District Council	Fortnightly
Christchurch Borough Council	Fortnightly
Tewkesbury Borough Council	Fortnightly
Stroud District Council	Fortnightly
Gloucester City Council	Fortnightly
Forest of Dean District Council	Fortnightly, Fortnightly
Cotswold District Council	Weekly, Weekly
Cheltenham Borough Council	Fortnightly, Fortnightly
North Somerset Council	Fortnightly
West Somerset District Council	Fortnightly, Fortnightly
Taunton Deane Borough Council	Fortnightly, Fortnightly
South Somerset District Council	Fortnightly, Fortnightly
Sedgemoor District Council	Fortnightly, Fortnightly
Mendip District Council	Fortnightly, Fortnightly
South Gloucestershire Council	Fortnightly
Swindon Borough Council	Fortnightly, Fortnightly
Conwy County Borough Council	Fortnightly
Denbighshire County Council	Fortnightly
Gwynedd County Council	Fortnightly, Fortnightly, Fortnightly
Powys County Council	3-Weekly
Ceredigion County Council	Fortnightly
Pembrokeshire County Council	Fortnightly
Carmarthenshire County Council	Fortnightly
Monmouthshire County Council	Weekly
Bridgend County Borough Council	Fortnightly
Vale of Glamorgan Council	Fortnightly
Angus Council	Fortnightly
Durham County Council	Fortnightly, Fortnightly, Fortnightly
Northumberland Council	Fortnightly
Cornwall Council	Fortnightly, Fortnightly, Fortnightly
Wiltshire Council	Fortnightly, Fortnightly

**Total LAs offering garden waste collection - 393**  
**LAs charging for garden waste collection - 188**

**Discount for subsequent bins/sacks - 18.6%**

**Smaller bins available - 13.8%**

**Sack collection available - 33%**

## Charge

£30 for one, £20 for each additional bin, max 4.

£20 per bin

£35 for bin, £31/33 per year for additional.

£34 per bin per year

£25 per bin per year.

£30 for one, £25 each additional bin if requested at initial subscription

£30 per bin

£40 per bin

£40 for one, £37 charge for each bin and £25 for annual collection

£35 per bin

1 is free, £38 for each additional bin collected

£29 per annual licence plus £15 charge per bin. Alternatively pay for 70 sacks for

£15

£38 per bin

£22 for one, £15 for each additional bin. May use bags instead of bin (and purchase additional at £2.50/10 bags).

£39 per bin (or equivalent capacity in reusable sacks if restricted space)

£32.50 per bin

£50.60 plus £20 charge per bin

£1 per bag - min. 5, max 20

£36 for one, £18 for additional bins

£40 per bin (max. 9)

£40 for one, £20 for additional bins.

£40 for one, £20 for additional bins.

£48 for one, £20 for additional bins.

£57 per bin

£24 per bin

£40 per bin

£40 per bin

£40 per bin

£40 per bin

£35 per bin

£32 for one bin, £15 for additional collections, plus £26/bin charge ( plus £10 per

delivery)

£30 for one bin, £12 for additional collections, plus £30/bin charge

£33 for one bin, £15 for additional bins (max. 4), plus £15 delivery per new bin.

£40 per bin

£30 for one, £15 for additional bins (plus £25 charge for bin)

£55 per bin (max. 4), on demand collection of sacks (£16 for 10x75l compostable sacks)

£35 per bin

£35 for one bin, £20 for additional bins (max. 5)

£35 per bin (max. 5)

£30 for one, £15 for additional bins

£36 for one bin, £18 for additional bins.

£32 for one bin, £14 for additional bin

£28 for one bin, £14 for additional bin

£48.50 plus £20 fee for new customers.

£47 per bin.  
£56 per bin plus £10 registration fee  
£70 for one bin, £55 for additional bins  
£3.80 for 5 sacks  
£45 per bin.  
£38 per bin or 60 sacks (if use sacks for other waste)  
£45 for one bin, £20 for additional bins.  
£40 per bin. (Plus £30 charge for bin if needed)  
£43.60 per subscription (plus £29.13 charge for bin)  
£40 per bin (plus £20 charge for bin)  
£50 fee plus £25 charge for bin  
£38 per bin plus £20 charge for bin. Or £1/sack

£50 per bin plus £25 charge for bin.

£50 per bin or £3.10/10 biodegradable sacks.  
£35 for one bin, £60 for additional bins.  
£40 for one bin, £80 for additional bins.  
£34 per bin.  
£47.50 per bin  
£48 per bin  
£46.02 per bin  
£54 per bin.

£53.50 per bin or buy 12/24 bags.  
£44 per bin.  
£43 per bin plus £10 charge for new bin.  
£40 per bin  
£55 per bin  
£40 per bin, or 4 sacks.  
£55 per bin.  
£33 for one bin, £30 for additional bins (max. 4)  
£55 per bin.  
£75 per bin or 3 reusable sacks for 12 months, or £60 for 9 months  
£60 per bin or 80 sacks (if use sacks for other waste)  
£61.50 per bin  
£70 per bin (max. 3) or 25 sacks.  
£67 per bin, £32 for roll of 10 compostable bags (60l)  
£61.50 per bin  
£60 per bin or £1.60 per collection of garden waste in black sack  
£33 for 6 months, £62 for 12 months, plus £27 charge per bin if required  
£50 per bin or max. 2 sacks (90l)

£40 for 6 months, £75 for 12 months for one bin, 50% discount for additional bins  
£75 per bin or 3 reusable sacks for 12 months.

£60 per bin

£61.50 for 2 reusable bags, £16.50 for each additional bag, plus £6 charge per bag.

£65 for 3 reusable bags, £9 per additional bag  
£60 per bin or £1 per sack.  
£35 per bin.  
£50 per property - max 2 containers either bins or bags, plus £51.19 bin or £11.35 bag.  
£50/46 per bin plus £35 charge for 240/140l bin

£39 per bin  
£39 for one bin or 2 reusable bags, £70 for additional bins.  
£45 per bin (max. 6)  
£52 for one bin, £25 for additional bins  
£35 per bin (max. 3)  
£70 per bin  
£60 per bin  
£52 per bin  
£40 (240l), £37.50 (140l), £42.50 (50 bags per year, max. 4 per collection)

£42.50 (140l), £45 (240l), £65 (360l) or 50 bags per year (max. 4 per collection)  
£32.50 for one bin, £17.50 for additional bins.  
£39 per bin or £2 per pay-as-you-go single-use sack  
£33 for one reusable bag (20kg), £17 for each additional sack.  
£43 for 140l, £64 for 240l per bin.

£47.24 for 140l (plus £31.49 charge for bin), £70.86 (plus £31.49 per bin)  
£60 for one bin, £40 for additional bins.  
£36 for one bin, £33 for additional bins  
£68 for one bin, £62 for second, £55 for third or fourth, plus £29 charge for bin/delivery  
£35 for 2 sack, £17.50 for additional sacks  
£52 per bin or 3 reusable sacks  
£50 per bin plus £35 charge for bin  
£37 for one bin, £35 for subsequent bins  
£46 per bin plus £29.95 charge for bin  
£46 per 240l bin, £31 per 140l bin or £14.50 for 25 x 80l sacks  
£37 per 240l bin, £33.30 per 140l bin  
£43 per 240l bin, £27 per 140l bin or £25 for 25 x 75l sacks  
£45 per bin or 6 sacks (£4 charge for purchasing sack)  
£40 per bin plus £42 charge for bin

£35 per bin

£40.50 per bin

£40.50 per bin or 50 sacks (exceptional circumstances)  
£47 per bin (140l or 240l) or £33/£50 for roll of 10/20 compostable sacks.  
£45 per bin (140l or 240l)  
£60 per bin plus £20 one-off charge for bin.  
£65 per bin for first year, £55 for renewal.  
£45 per bin (140l or 240l)  
£54 per bin plus £25 one-off charge for bin or £36 for sack collection.  
£55 (large) or £34 (small) per bin plus £28/21 one-off charge for bin.  
£65 per bin (max. 10)

£56 per bin plus £40 charge for bin  
£35 per bin  
£51.50 per bin.  
£45 for one bin (140l or 240l), £30 for additional bins. £40 for service renewal.  
£80 per bin or £1.20 per sack.  
£65 per bin  
£39 for one bin, £29 for additional bins  
£55 per bin  
£51.50 per bin.  
£86.62 per bin



£80 per bin or £1.20 per sack.

£44 per bin (140l or 240l) or £2.75 per sack (80l)

£29 per bin plus £21 charge for bin, or buy garden sacks and book a collection

Sack collection - £6 for up to 8 bags, £1 per additional bag on demand.

£35 per bin (max. 3).

£49 per 240l bin, £37 per 140l bin, £13 per roll of 10 sacks (pay-as-you-go)

£46 per 240l bin, £35 per 140l bin, £35 or £25 per additional bin (respectively). £2.10 per sack (min. 5, pay-as-you-go)

£48 per bin (max. 3)

£39.70 per bin.

£49 per bin or £44 per 50 sacks

£49 per bin or £44 per 50 sacks

£49 per bin or £44 per 50 sacks

£49 per bin or £44 per 50 sacks

£49 per bin or £44 per 50 sacks

£49 per bin or £44 per 50 sacks

£45 per bin

£39 per bin plus £20 charge for bin (180l)

£42 per bin

£30 per bin

£30 per bin or 50 sacks (or £1 each)

£42 per bin or £12.50 for 10 sacks (75l) if no space for a bin.

£25 charge for bin (180l or 240l), max. 2, or 3 bags if no space for a bin

£55.40 per bin (180l) or £27.40 for 10 sacks.

£55.40 per bin (180l) or £27.40 for 10 sacks.

£55.40 per bin or £26 for 10 sacks (no max.),

£55.40 per bin or £26 for 10 sacks (no max.),

£55.40 per bin (180l) or £27.40 for 10 sacks (90l).

£30 per bin or £2.10 per sack (75l) (book a collection)

£50 per bin

£1.50 for reusable bag (max. 6)

£22 for one bin (140l) or 3 dumpy sacks, £34 for 2 or 6 dumpy sacks.

£33 for one bin, £28 per additional bin (max. 4)

£13.56 (10 sacks) (go to landfill)

£1.20 per reusable bag (no max.)

£49.50 per bin.

£42 per bin

£18 per reusable bag (no limit)

£28 for 2 reusable bags, £5 per additional bag

£2 charge per bag

£27.50 per bin,

£30 for one bin, £20 per additional bin

£36 per bin

£24 per 140l bin, £37.50 per 240l bin

£48 per bin



Additional info	Discount for subsequent bins	Sacks available	Smaller bins available
	Y		
	Y		
	Y		
	Y		
March - Nov		Y	
March - Nov	Y		
March - Nov		Y	
March - Nov			
April - Oct			
Not permitted in black bin 4-weekly.	Y		
April - Nov			
£25 for smaller bin. April - Nov	Y		Y
Charge £20 if don't already have a bin. March - Nov	Y		
March - Nov	Y		
140l bin may be available			Y
£45 if not paid by direct debit			
£24 for 140l bin. £5.20 for 3 degradable garden bags		Y	Y
April - Nov			
+£3/£1.50 if paid offline	Y		
	Y		
	Y		
Price fixed for 4 years			
April - Nov	Y		
		Y	
	Y		
Fortnightly March - Nov, monthly Dec - Feb. 120l bins available for same cost.	Y		Y
£19 for collections Sept - March, £10 for additional bins	Y		
Fortnightly March - Nov, monthly Dec - Feb.	Y		
£34 (£17 additional bins) if not paid by Direct debit. Freeze prize for 2 years. March - Dec.	Y		
March - Dec			

Sacks available (landfilled)			
March - Dec.	Y		
£75 if not paid by Direct debit.	Y		
Landfilled.		Y	
£40 if paid by phone. March - Nov.		Y	
	Y		
25% discount for residents on benefits.			
£43 by cheque, £20 for collection Oct - Jan			Y
		Y	
£45 if not paid by direct debit			
£39 if not paid by Direct debit.			
£53 if not paid by Direct debit.			
£50.70 if not paid by Direct debit			
Green waste not allowed in black bin.			Y
Also one-off bulk bag collections (£42.25 for 1 tonne bag)			Y
Also one-off bulk bag collections (£42.25 for 1 tonne bag)			Y
	Y		
		Y	
240 or 140l bins (same price)		Y	Y
£50 for 6 months.		Y	
Buy stickers for black sacks		Y	
Concession for over-75s: £25 (6 mth), £47 (12 mth)			
50% for those on concessions for income-related benefits.		Y	
Discount for those on income-related benefits. Part year applications pro rata	Y		
Discount for those on income-related benefits and over-65.		Y	
March - November. £10 discount for early subscription. 20% discount for those on income-related benefit.			
Or £17 per roll of 10 compostable bags (including collection cost). £5 cheque surcharge.		Y	
£45 concession. One-off collection of up to 20 reusable bags for £120.		Y	
		Y	
25% discount for those on Council Tax support		Y	
50% discount for those on income-related benefit.			Y

140l bin may be available		Y	
Feb - Nov			
	Y		
140l bin available			Y
Waiting list currently. Microchip bins			
£5 extra for paying early or online		Y	Y
		Y	Y
£25 charge for bin, £1.50 for 130l sack	Y	Y	
		Y	
Charge less for 6 or 9 months.		Y	
			Y
50% for 140l or 33% collection discount for those on income-related benefit			Y
Provided by Urbaser	Y		
£7.50 discount for those on income-based benefits.	Y		
	Y		
Biffa garden waste club. Phasing out sacks due to HSE advice.			
Pro-rata prices for collection period		Y	
Discounts for 2- or 3-year subscriptions if subscribe early.		Y	
		Y	Y
		Y	Y
Can pay for 1-12 months collection if sign-up later.		Y	
One-off days in Autumn and Spring when collect additional waste			
One-off days in Autumn and Spring when collect additional waste		Y	
£3 extra if not paid by Direct debit.		Y	Y
50% discount for those on income-related benefits.			Y
Biffa garden waste club.			
50% discount for those on income-related benefits.		Y	Y
			Y
£15 refunded if usable bin is returned at the end of required service.			
£5 extra if not paid by Direct debit.		Y	Y
50% discount for those on income-related benefits.		Y	
Weekly. Refunds for pro-rata		Y	
	Y		
£2.50 extra if not paid by Direct debit.			
£8 extra if not paid by Direct debit			
Biffa's Green waste club			

Weekly. Refunds for pro-rata			Y
March - November		Y	Y
£3 extra if not paid by Direct debit. £15 per bin, £10 charge for bin for income-related benefits.			
Also operate monthly garden waste collection points Feb - Nov. £30 for those on income-related benefits.			Y
	Y	Y	Y
Mid-Feb to mid-Dec. 50% discount on first bin for leisure card holders (for those on income-related benefits)			
Part-year applications pro rata.		Y	
Part-year applications pro rata.		Y	
Part-year applications pro rata.		Y	
Part-year applications pro rata.		Y	
Part-year applications pro rata.		Y	
Part-year applications pro rata.		Y	
Feb - Nov			
£24 for those on income-related benefits			
50% discount for those on income-related benefits.		Y	
		Y	
		Y	Y
		Y	
		Y	
£103.50 for 24-month subscription		Y	
		Y	
50% discount for income-related benefits		Y	
		Y	
£2 extra for paying other than by Direct debit.	Y	Y	
	Y		
Recommend home composting first.		Y	
		Y	
March - November			
March - November			
April - November		Y	
£24 for pensioners	Y	Y	
		Y	
Fortnightly March - November, on request December - February			
Feb - Nov. Compostable bags for those without space for a bin			
April - November. Subscribe for 3 years at 2018/19 price (i.e. £90)	Y		
March - November. Online subscriptions prize draw for 1 year's subscription.			
£2.50 (1 year) or £5 (2 year) extra for non-online payments.			Y
Discount for 2 year subscription.			
Part-year applications pro rata.			



< 12 months  
of  
collections

Y  
Y  
Y  
Y  
Y

Y  
Y  
Y  
Y

Y

Y

Y  
Y



Y

Y

Y



Y

Y  
Y  
Y

Y

Y

Y

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## Central Bedfordshire Council

EXECUTIVE

Thursday 10 May 2018

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### Purchase of Transitional Accommodation

Report of Cllr Carole Hegley, Executive Member for Social Care and Housing ([carole.hegley@centralbedfordshire.gov.uk](mailto:carole.hegley@centralbedfordshire.gov.uk)), Cllr Richard Wenham, Executive Member and Deputy Leader of the Council ([richard.wenham@centralbedfordshire.gov.uk](mailto:richard.wenham@centralbedfordshire.gov.uk))

Advising Officer: Julie Ogle, Director of Social Care, Health and Housing ([julie.ogle@centralbedfordshire.gov.uk](mailto:julie.ogle@centralbedfordshire.gov.uk)), Tony Keaveney, Assistant Director Housing ([tony.keaveney@centralbedfordshire.gov.uk](mailto:tony.keaveney@centralbedfordshire.gov.uk))

### This report relates to a Key Decision

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#### Purpose of this report

1. The report seeks approval for the Council's Housing Revenue Account (HRA) to purchase residential accommodation identified in exempt papers. The rationale is to provide transitional accommodation to clients presenting as homeless (CBC has a statutory obligation to provide accommodation).

#### RECOMMENDATION

##### The Executive is asked to:

1. **delegate to the Director of Community Services, in consultation with the Executive Member for Assets and Housing Delivery, to authorise the acquisition identified in exempt papers.**

#### Background

2. Housing needs, including homelessness, is increasing in Central Bedfordshire and must be met. This has arisen due to affordability problems and limited supply of rented housing at or below Local Housing Allowance (LHA) limits.
3. The acquisition of these units is one of many actions being taken to reduce housing and homelessness pressures facing CBC. Some of these also include: empty home reoccupation; new build schemes; affordable housing delivery through section 106 entitlements.

### **Council Priorities**

4. The proposed action supports the priority to enhance CBC by providing great resident services, protecting the vulnerable and improving wellbeing. By reducing spend on transitional accommodation, this demonstrates our aspiration to maximise efficiency. In addressing homelessness, our actions illustrate CBC is responsive to an evolving local and national issue.

### **Risk Management**

5. The client mix will be varied, vulnerable and likely to incorporate individuals with mental health needs. CBC is already managing large multiple unit accommodation and has effective management and support arrangements in place to mitigate this risk.

### **Community Safety**

6. There is a pro-active approach to casework, as well as close monitoring of performance, to ensure anti-social behaviour is managed by the Housing Service. Security arrangements will be put in place to minimise any adverse impacts arising from the use of this site for transitional accommodation.

### **Sustainability**

7. The addition of assets to the HRA will assist the HRA Business Plan as a result of retained rentals, which can be used to make further investment or repay debt. Additional units also offset the stock implications arising from the Right to Buy (RtB).

### **Conclusion and Next Steps**

8. These acquisitions are opportunities for the following reasons:
  - the properties provide multiple units, they are well located for transport routes, within easy access of local amenities;
  - critically they are suitable specifications for use as transitional accommodation, there is limited additional cost or time delay and demand could be addressed.
9. The report highlights pressures in neighbouring authorities (evident for some years) are now becoming significant challenges within Central Bedfordshire. Approximately 50% of the current Transitional Accommodation (TA) demand is from those who are generally in low paid, uncertain employment, those who are young, unsettled and in transient relationships.

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