

Subject: Bulky Waste Service Charges

Report to: ELT – 4/11/19

**Policy and Resources – 26/11/19
Council - 19/12/19**

Report by: James Wilson - Head of Environmental Services

RECOMMENDATION

To recommend to Full Council the following:

- **April 2020/21 fees and charges for the Bulky Waste service are set at £20 for 1-3 items and £40 for 4-6 items.**
- **To include the revised charging structure for the Bulky Waste service within the existing fees and charges list for the Council to review annually in line with the Council's fees and charges policy from 21/22 onwards.**
- **To develop a cost effective service for local communities and landlords for large collections such as after a tenant has vacated a house.**

1. BACKGROUND

- 1.1. The Bulky Waste service is undertaken by GYBS. The council is responsible for setting the fees/charges associated with the service.
- 1.2. There has been no increase in the cost of the service from the decision being made to charge in 2000 until 2016 with the introduction of a charge for fridge freezers. In subsequent years there has been a nominal increase to the cost of the service of £1 per annum. The service charge therefore has not increased in line with inflation and is significantly lower than our neighbouring authorities and only just covers the cost of the service.
- 1.3. The GYBS review discussed at the Environment Committee on 28 March 2018 resolved a recommendation to review the charging structure for the Bulky Waste service. The service has been discussed at the Environment Committee on 8 July and 5 September 2018. These discussions have helped to shape this report.

2. INTRODUCTION

- 2.1. GYBS operate a charged for service for bulky waste collection throughout the borough. The service is provided 52 weeks per year excluding Bank Holidays. The service is undertaken by two GYBS operatives using a tail lift truck. Bulky items may be heavy and difficult to move and can require more than one operative to effect collection and may require additional handling equipment. GYBS ensures that wherever possible the waste collected through this service is re-used and/or recycled, now this is predominately electrical equipment but could extend in the future. The same crew are also used to deliver new and replacement bins throughout the Borough.
- 2.2. There are strict guidelines on items which cannot be collected as part of the bulky waste scheme due to the nature of the items. These include gas bottles, asbestos, chemicals and sunbed tubes. Items such as washing machines, furniture and barbeques can be collected as part of the bulky waste service.
- 2.3. In 2015 there were 2977 collections made of bulky items, this increased to 3875 in 2016. In 2018/19, the service has seen a significant increase in usage to 4329.

3. CURRENT CHARGING STRUCTURE

- 3.1. The current structure of charges for the service (and how this has changed over recent years) is summarised in the table, below.

Number of items for collection	2016/17	2017/18	2018/19
1	£11	£12	£14.00
2-3	£16	£17	£19.00
4	N/A	N/A	£33.00
5-6	N/A	N/A	£38.00
More than 6	N/A	N/A	On request

- 3.2. As a result of this charging structure in 2018/19 the Council received income of £74,999. The service cost £74,733 to operate in the same year, making a small income of £266.
- 3.3. The service has only broken even this year due to the increase in uptake of approximately 45% over the last 3 years. If this increase in uptake were to reduce even by a small amount the service would not cover its costs and would be loss making.
- 3.3. The Council is seeking to review these charges to ensure we continue to cover our increasing costs of collection and disposal and as part of the overall Council budgetary pressures but ensure we are still providing a service people can afford.

4. COMPARING THE CHARGES

- 4.1. When reviewing the charges for the service, information has been gathered from other local authorities in the region. This comparison is summarised and attached in an appendix 1.
- 4..2 The fees charged by the Council are significantly out of line compared to all other districts in Norfolk and neighbouring authorities in Suffolk and only just cover the cost of providing the service.

5. PROPOSED INCREASE IN CHARGE

- 5.1. The cost of the bulky waste collection service is increasing at a greater rate than the fee charged, due to factors associated with cost of disposal and fuel prices. In order for the service to continue to breakeven it is proposed a revised charging structure for the service is introduced with effect from 1 April 2020 as outlined, below.

Number of items for collection	2019/20 Current charges	2020/21 Proposed new charges
1	£14.00	£20.00
2-3	£19.00	
4	£33.00	£40.00
5-6	£38.00	
More than 6	On request	On request
Projected Income		£108,225

- 5.2. Analysis of collection data shows that 75% of requests are for up to 3 items and 25% are for between 4 and 6. By creating only two price bands it will simplify the charging structure as well as ensuring the service provided is cost neutral. Even with the price increases we are still providing the cheapest service within Norfolk.
- 5.3. The council will also update its webpages to highlight the other options to disposal of good condition unwanted items before considering a bulky waste collection. This aims to encourage the reuse of good quality items and ensure that wherever possible items can be removed from resident's property at no charge to the individual. This will include signposting to organisations such as Furnishaid.
- 5.4 The Council could also look to work with the local communities and landlords to offer a service for large collections after tenants have left a property or where a number of properties in community have bulky items to remove.

6. FINANCIAL IMPLICATIONS

There is a cost implication if the fees were not increased as the costs for disposal and running the service are increasing at a greater rate then the fees

charged, it is anticipated that during 20/21 with collection and disposal costs the service will longer be cost neutral.

7. LEGAL

The Council has a statutory requirement to collect household waste which includes Bulky Waste items over 25kg, regulations states we can charge for this service.

8. RISKS

- 8.1. There is a risk that the change in the charge could lead to less people using the service and additional fly-tipping throughout the borough. However, when initial charging was brought in during 2000, there was no noticeable increase in the number of fly-tipping events. The County Council changed the pricing structure at the waste transfer station in April 2018 and the council has seen an increase in the take up of the bulky waste collection service but no noticeable increase in the number of fly-tipping complaints throughout the borough.
- 8.2. An increase in the charge for removal of bulky waste items and a single charge for up to 3 items instead of charging for individual items may reduce the demand for the service and as such could reduce the level of income. The service is still comparatively very competitive to the cost of WEE removal and recycling charges made by retailers.
- 8.3. By redesigning the council web pages, we can provide alternative options for disposal which will include an educational aspect to encourage reuse. We will not see an increase in the cost of disposal of items as we are the collection authority and the disposal costs are paid by the County Council as the disposal authority.

9. RECOMMENDATION

To approve the revised charging structure for the Bulky Waste service.

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	Yes
Existing Council Policies:	Yes
Financial Implications:	Yes
Legal Implications (including human rights):	No
Risk Implications:	Yes
Equality Issues/EQIA assessment:	N/A

Crime & Disorder:	N/A
Every Child Matters:	N/A

Appendix 1

Number of items	Great Yarmouth	East Suffolk	Broadland	South Norfolk	Breckland	Kings Lynn and West Norfolk	Norwich	North Norfolk	West Suffolk
1	£14.00	N/A	N/A	N/A	N/A	N/A	£23.50	N/A	N/A
2	N/A	N/A	N/A	N/A	N/A	N/A	£27.00	N/A	N/A
3 (or up to 3 items)	£19.00	£44.00	£27.70	£47.75	£30.00	£31.00	£30.00	£39.00	N/A
4	£33.00	N/A	N/A	N/A	N/A	N/A	£50.00	N/A	N/A
5 (or up to 5 items)	N/A	N/A	N/A	N/A	N/A	N/A	£53.50	N/A	£32
6 (or 4-6 items/5-6 items)	£38	N/A	N/A	N/A	N/A	N/A	£56.50	£44.50	N/A
7	N/A	N/A	N/A	N/A	N/A	N/A	£77.00	N/A	N/A
8	N/A	N/A	N/A	N/A	N/A	N/A	£80.00	N/A	N/A
9 (or 7-9 items)	N/A	N/A	N/A	N/A	N/A	N/A	£83.00	£60.00	N/A
10	N/A	N/A	N/A	N/A	N/A	N/A	£103.50	N/A	N/A
Additional Charge	On request	£15 per additional item	£9.20 per additional item up to max of 6 items.	£5.30 per additional item	£5 per additional item up to max of 6 items.	£10.50 per additional item over 3.	N/A	£10.00 per additional item over 9.	£3 per additional item up to max of 10 items.