

**NORTH LINCOLNSHIRE COUNCIL**

**ENVIRONMENT AND STRATEGIC PLANNING  
CABINET MEMBER**

**BULKY WASTE COLLECTION SERVICE**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To seek Cabinet Member approval to introduce an appointment based collection service for bulky waste items from households.

**2. BACKGROUND INFORMATION**

- 2.1 The Council currently provide a kerbside bulky waste collection service to help residents dispose of bulky, large or heavy items which are unsuitable for collection as part of their normal refuse collection.
- 2.2 Residents can currently receive one free collection (up to three items) during a rolling 12 month period. Second and subsequent collections are charged at £21. Approximately 9000 free collections are carried out each year.
- 2.3 The council recognise that this ancillary service in its current form does not always meet the expectations of both service users and elected members. There are a number of reasons for this.
- **Waiting times** - delays often arise as a consequence of the demands placed on the service.
  - **Critical service pressures** – our priority is first and foremost to deliver general waste and recycling collections to our residents. This can impact on our ability to deliver ancillary services.
  - **Environmental amenity** – Current service times and the way in which the scheme currently operates encourages residents to leave their unwanted items in their gardens or on the public highway awaiting collection. This is unsightly in our local neighbourhoods and the council occasionally receive negative feedback from residents on this issue.
- 2.4 In January 2007 the Waste Electrical and Electronic Equipment (WEEE) Regulations came into force. This required companies who sell electrical goods to provide a way for their customers to dispose of their old household electrical and electronic equipment when they sell them a replacement item. Consequently, some retailers now offer to collect and

recycle electronic goods for a charge of approximately £15. This move towards producer responsibility provides greater choice and control for residents wishing to dispose of their waste electrical items.

- 2.5 Bulky items can be taken free of charge by householders to the council's network of HRC sites.

### 3. **OPTIONS FOR CONSIDERATION**

- 3.1 Option 1: Launch a redesigned appointment based kerbside bulky waste service via a new on-line booking system.

- 3.2 Option 2: To maintain the status quo.

### 4. **ANALYSIS OF OPTIONS**

- 4.1 Option 1: This is the preferred option. We have been working to develop and test a system where residents can choose and book specific dates for their bulky request. This will provide a number of available slots at specific times for the collection of bulky items. The number of slots will align to the available resource.

- 4.2 It is estimated that the service has the capacity to achieve approximately 160 collections each week or 8000 a year (based on 50 weeks).

- 4.3 Residents will be able to exercise choice and control when choosing a bulky item collection service that best meets their individual needs from a range of providers in the marketplace. The council has a role to play in encouraging its residents to choose sustainable options in accordance with the waste hierarchy where possible. The implementation of an appointment-based system may encourage residents to opt for a reuse collector rather than throw away their bulky items. This may increase recycling as some of their items may be reused and recycled by others.

- 4.4 Option 2 – retain the current bulky collection service whilst recognising the service vulnerabilities outlined in paragraph 2.3.

### 5. **FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)**

- 5.1 The implementation of an appointment-based system will enable bulky waste to be collected in a far more efficient manner. Vehicles will service specific areas on specific days, therefore reducing the distances covered and fuel consumed.

- 5.2 The revised service will be run with a dedicated staff resource that will be identified from within the existing service. It is anticipated that this will be met from within existing budgets.

6. **OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)**

6.1 Opportunities to raise the profile of waste prevention and recycling in accordance with the waste hierarchy will have positive environmental impacts.

6.2 The revised service is likely to reduce our carbon footprint by optimising travel routes and keeping collections in specific areas. This will minimise distances covered and fuel consumption and increase sustainability.

7. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

7.1 A Stage one Integrated Impact Assessment (IIA) has been completed for this decision which confirmed a full IIA was not required.

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 There are no known conflicts of interest to highlight.

9. **RECOMMENDATIONS**

9.1 That the Cabinet Member approves the introduction of redesigned appointment based kerbside bulky waste service with dedicated resource and incorporating a new on-line booking service.

DEPUTY CHIEF EXECUTIVE AND DIRECTOR OF COMMERCIAL

Church Square House  
SCUNTHORPE  
North Lincolnshire  
Author: Daryl Cole  
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**Background Papers used in the preparation of this report – Nil**