

# PORTFOLIO HOLDER DECISION RECORD



Report subject	<b>Garden Waste Service 2022</b>
Decision maker	<b>Councillor Mark Anderson – Portfolio Holder for Environment, Cleansing and Waste</b>
Decision date	Not before 8 October 2021
Decision taken	<p>To set the price for the 2022 Garden Waste Collection Service. The price reflects the 2021 service disruption resulting from staffing shortages due to Covid-19 isolation requirements and lack of availability within the local marketplace to backfill roles. Feedback from Service Users impacted by service similar disruption in 2020 on the extra collections provided in January 2021 was not favourable, and therefore it is not recommended that this approach is repeated.</p> <p>The price of the service usually increases annually by RPI. For 2022, this will also be the case but will also include a reduction to reflect the cost of the two missed collections.</p> <p>To approve:</p> <ul style="list-style-type: none"> <li>• Option 5 within the Decision Record. The price for the garden waste service in 2022 is £46.44 per bin, which is an increase by RPI of 3.9% on the 2021 price (£49 per bin), less £4.46 to cover the two missed collections in 2021. This will require a pressure of £77k to be included in the MTFP for 2022/23.</li> <li>• The discount received for the garden waste service for residents with an Access to Leisure and Learning (AtLL) card is continued for Poole residents for the 2022 service, and a review of the entire AtLL scheme will be carried out in due course. The cost of the service for AtLL card holders in Poole will be £23.22 per bin (on the first bin purchased).</li> </ul>
Reasons for the decision	<p>The decisions above are proposed to:</p> <ol style="list-style-type: none"> <li>1. Ensure the Council continue to provide a valued service to BCP Council residents at an affordable price, whilst also acknowledging the missed collections in 2021 with the disruption caused for residents and feedback on catch up collection usage in January 2021.</li> <li>2. For those with an AtLL card, the 50% discount on the first bin purchased, has been in place in Poole since the chargeable garden waste service</li> </ol>

	<p>was introduced in 2012 and not undergone an appropriate review since that time.</p>
<p>Call-in and urgency:</p>	<p>Subject to any urgency provisions which shall be identified, this decision will not come into force, and may not be implemented, until the expiry of 5 clear working days after the decision was made, recorded and published.</p> <p>Registrations for the next year's service usually start at the beginning of October. Delay to these timescales will impact on the Customer Service team due to demand by residents wanting to register.</p>
<p>Corporate Director</p>	<p>Chief Operations Officer</p>
<p>Responsible officer</p>	<p>Laura Neil</p>
<p>Wards</p>	<p>Council-wide</p>
<p>Status</p>	<p>Open</p>
<p>Background</p>	<p>At the start of the service in 2021, garden waste bins in Bournemouth were swapped to the 240 litre bins, in line with the bins provided in Christchurch and Poole. Bournemouth residents previously had 140 litre bins and received a discount on multiple bins purchased. The price of the service has been consistent across BCP Council in 2021 (£49 per bin).</p> <p>The price of the service has traditionally increased annually by RPI. There was a slightly larger increase in 2021 to enable the bins in Bournemouth to be swapped to the standard size.</p> <p>This is the second year collections have been suspended for periods of time, as a consequence of the Covid-19 pandemic and impacts of Brexit with the current labour market national and local shortages of LGV drivers and loaders.</p> <p>To make up for collections missed in 2020, the service commenced early in January 2021 to provide all subscribers with the equivalent two missed collections. Feedback from service users was not favourable, with many stating the service was of little use to them during that time of the year, with a preference for a discount or refund.</p> <p>Due to the transformation process to align systems across BCP Council, a decision on the price is welcomed as soon as possible, to allow for new processes to be put in place and for these processes to be tested by Customer Services and back office staff, well in advance of registrations going live at the beginning of October 2021.</p>

Options appraisal	See Financial options below.																																				
Consultation undertaken	<p>The following officers and Councillors have been consulted:</p> <p>Graham Farrant – Chief Executive  Adam Richens – Director of Finance and Section 151 Officer  Kate Ryan – Chief Operations Officer  Kate Langdown – Director of Environment  Ian Poultney – Head of Sustainability and Strategic Development  Rachel Davies – Waste Strategy Manager  Lynda Adby – Recreation Development Officer  Cllr Mark Anderson – Portfolio Holder for Environment, Cleansing and Waste  Cllr Drew Mellor – Leader of the Council</p>																																				
Financial/Resource implications	<table border="1" data-bbox="496 696 1477 976"> <thead> <tr> <th data-bbox="496 696 826 792">Options</th> <th data-bbox="826 696 975 792">New price</th> <th data-bbox="975 696 1123 792">Increased Registrations</th> <th data-bbox="1123 696 1246 792">Increased Disposal Costs</th> <th data-bbox="1246 696 1369 792">Fee Change</th> <th data-bbox="1369 696 1477 792">2022/23 Impact</th> </tr> </thead> <tbody> <tr> <td data-bbox="496 792 826 846">Option 1 - RPI 3.9% June</td> <td data-bbox="826 792 975 846">£ 50.90</td> <td data-bbox="975 792 1123 846">£ 196,000</td> <td data-bbox="1123 792 1246 846">-£ 145,000</td> <td data-bbox="1246 792 1369 846">£ 95,000</td> <td data-bbox="1369 792 1477 846">£146,000</td> </tr> <tr> <td data-bbox="496 846 826 878">Option 2 - 5% (rounded)</td> <td data-bbox="826 846 975 878">£ 51.50</td> <td data-bbox="975 846 1123 878">£ 196,000</td> <td data-bbox="1123 846 1246 878">-£ 145,000</td> <td data-bbox="1246 846 1369 878">£ 125,000</td> <td data-bbox="1369 846 1477 878">£176,000</td> </tr> <tr> <td data-bbox="496 878 826 909">Option 3 - No increase</td> <td data-bbox="826 878 975 909">£ 49.00</td> <td data-bbox="975 878 1123 909">£ 196,000</td> <td data-bbox="1123 878 1246 909">-£ 145,000</td> <td data-bbox="1246 878 1369 909">£ -</td> <td data-bbox="1369 878 1477 909">£ 51,000</td> </tr> <tr> <td data-bbox="496 909 826 940">Option 4 - RPI less £2.23</td> <td data-bbox="826 909 975 940">£ 48.67</td> <td data-bbox="975 909 1123 940">£ 196,000</td> <td data-bbox="1123 909 1246 940">-£ 145,000</td> <td data-bbox="1246 909 1369 940">-£ 16,500</td> <td data-bbox="1369 909 1477 940">£ 34,500</td> </tr> <tr> <td data-bbox="496 940 826 972">Option 5 - RPI less £4.46</td> <td data-bbox="826 940 975 972">£ 46.44</td> <td data-bbox="975 940 1123 972">£ 196,000</td> <td data-bbox="1123 940 1246 972">-£ 145,000</td> <td data-bbox="1246 940 1369 972">-£ 128,000</td> <td data-bbox="1369 940 1477 972">-£ 77,000</td> </tr> </tbody> </table> <p data-bbox="496 1021 1489 1160">Please note re. Option 5, the service restarted collection on 23 August 2021, there is however an ongoing risk due to ongoing recruitment shortfalls and a competitive marketplace, particularly for HGV drivers, which is currently a national issue.</p>	Options	New price	Increased Registrations	Increased Disposal Costs	Fee Change	2022/23 Impact	Option 1 - RPI 3.9% June	£ 50.90	£ 196,000	-£ 145,000	£ 95,000	£146,000	Option 2 - 5% (rounded)	£ 51.50	£ 196,000	-£ 145,000	£ 125,000	£176,000	Option 3 - No increase	£ 49.00	£ 196,000	-£ 145,000	£ -	£ 51,000	Option 4 - RPI less £2.23	£ 48.67	£ 196,000	-£ 145,000	-£ 16,500	£ 34,500	Option 5 - RPI less £4.46	£ 46.44	£ 196,000	-£ 145,000	-£ 128,000	-£ 77,000
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Summary of legal implications	<p>Clause 12 of the 2021 Bournemouth T&amp;Cs for the BCP Council Garden Waste Service states that:</p> <p><i>“No refunds will be provided in the event that collections cannot be carried out for reasons beyond the reasonable control of BCP Council.”</i></p> <p>Beyond the reasonable control of BCP Council would include but not be limited to the following: Epidemic or pandemic.</p> <p>BCP Council has taken all reasonable measures in order to protect its employees, its subcontractors, its customers and the general UK population. Accordingly, as a consequence of self-isolation and Covid, this has caused a delay and/interruption of the services that BCP Council ordinarily provides. This is in common with other service providers, whether public or private sector.</p> <p>In every case, the COVID-19 pandemic, the actions of the UK Government (and any other governments or official bodies) are beyond the control of BCP Council.</p>																																				

	<p>As a consequence of COVID-19, in common with many other private and public sector organisations BCP Council has been required to self-isolate staff. This has caused a minimal impact on the delivery of the garden waste services that BCP Council offers residents.</p>
Summary of sustainability impact	<p>The garden waste collection service is a discretionary service open to all residents, to dispose of their garden waste in a convenient and sustainable way. The waste is sent to a local site in Hurn where it is composted over several weeks and then sold to local gardening businesses.</p>
Summary of public health implications	N/A
Summary of equality implications	<p>The discount for the garden waste service AtLL card holders was introduced in Poole and, at the time, met the health needs of the profile of the population of that area.</p> <p>Whilst the proposed recommendation does not align the service and make it equitable across BCP Council, it is felt that a full review of the AtLL scheme is required to address the full impacts of the scheme, not just the garden waste discount. This review of the scheme will be carried out in due course.</p>
Summary of risk assessment	<p>Registrations for the next service year usually start at the beginning of October. Regular customers will be expecting this and could create an increase in waste work if there is a delay in setting the price for the 2022 service. It was not however appropriate to determine options until the service has confidence in its ability to maintain resourcing levels, which now appear to have stabilised.</p>
Conflicts of interest declared by Cabinet member consulted on this decision	Not applicable
Background papers	CMB Report – Garden Waste Service 2022

## Equality Impact Assessment: conversation screening tool

[Use this form to prompt an EIA conversation and capture the output between officers, stakeholders and interested groups. This completed form or a full EIA report will be published as part of the decision-making process]

<b>Policy/Service under development/review:</b>	Garden Waste Access to Leisure and Learning (AtLL) Discount and 2022 Price Setting								
<b>What changes are being made to the policy/service?</b>	<p>A chargeable garden waste service was introduced in legacy Borough of Poole in 2012. Prior to this, a free collection service was provided for 22,000 selected properties. As part of the introduction, Members agreed a 50% discount on the first bin purchased for residents with an Access to Leisure and Learning (AtLL) card.</p> <p>AtLL is a discount scheme that allows disabled people, people on low incomes and those in full-time education (aged 16 or over) to take part in leisure and sports activities at reduced rates. There are four leisure centres as well as a variety of sports and leisure clubs, which offer discounts as part of the scheme. All of these are located in the Poole area.</p> <p>It is recommended that the discount received for the garden waste service for residents with an Access to Leisure and Learning (AtLL) card is continued for Poole residents for the 2022 service, and a review of the entire AtLL scheme will be carried out in due course. The cost of the service for AtLL card holders in Poole will be £23.22 per bin (on the first bin purchased).</p> <p>It is also recommended that the price for the garden waste service in 2022 is £46.44 per bin, which is an increase by RPI of 3.9% on the 2021 price (£49 per bin), less £4.46 to cover the two missed collections. This will require a pressure of £77k to be included in the MTFP for 2022/23.</p>								
<b>Service Unit:</b>	Environment								
<b>Persons present in the conversation and their role/experience in the service:</b>	<p>Kate Langdown – Director of Environment</p> <p>Ian Poultney – Head of Sustainability and Strategic Development</p> <p>Rachel Davies – Waste Strategy Manager</p> <p>Lynda Adby – Recreation Development Officer</p>								
<b>Conversation dates:</b>	13/05/2021, 07/07/2021								
<b>Do you know your current or potential client base? Who are the key stakeholders?</b>	<p>Number of Poole residents who use the AtLL scheme to receive 50% off the first garden waste bin purchased:</p> <table border="1"> <thead> <tr> <th>Year</th> <th>No. of residents receiving the AtLL discount</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>1,245</td> </tr> <tr> <td>2019</td> <td>1,213</td> </tr> <tr> <td>2020</td> <td>1,135</td> </tr> </tbody> </table>	Year	No. of residents receiving the AtLL discount	2018	1,245	2019	1,213	2020	1,135
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	2021 (up to 16 July 2021)	1,157	<p>There are on average 5% of total garden waste registrations in Poole that currently use a AtLL card and receive a discount on the first bin purchased for the garden waste service.</p>
Do different groups have different needs or experiences in relation to the policy/service?	<p>Age – some more elderly residents may have less disposable income</p> <p>Disability – some residents with disabilities may have less disposable income</p> <p>Socio-economic status – some residents may have lower incomes</p>		
Will the policy or service change affect any of these service users?	<p>Yes, although there will not be a change in service from the current service.</p> <p>The discount for Poole residents with an AtLL card meets the health needs of the people in that area. Those service users in the Bournemouth and Christchurch area who could qualify, will not be able to benefit from the discount. However, a full review of the AtLL scheme will be carried out in due course.</p>		
<b>[If the answer to the three questions above is ‘don’t know’ then you need to gather more evidence and do a full EIA. The best way to do this is to use the Capturing Evidence form]</b>			
What are the benefits or positive impacts of the policy/service change on current or potential service users?	<p>Poole residents will continue to receive the discount for the garden waste service if they have an AtLL card.</p> <p>Recommending a full review of the entire AtLL scheme will allow for the whole scheme to be reviewed and not just the garden waste discount.</p>		
What are the negative impacts of the policy/service change on current or potential service users?	<p>Those residents in Bournemouth and Christchurch will be required to pay full price for the service, unless they choose to home compost, take their waste to a recycling centre, free of charge, or share a garden waste bin, and the cost, with one or more neighbours. These alternatives will be communicated to residents.</p>		
Will the policy or service change affect employees?	No		
Will the policy or service change affect the wider community?	Yes – as described above		
What mitigating actions are planned or already in place for those negatively affected by the policy/service change?	<ul style="list-style-type: none"> <li>• Communicating to all residents that they still have the option to dispose of their garden waste free of charge at one of the three recycling centres</li> <li>• The Council also subsidises home compost bins, which can be purchased for as little as £6 (plus delivery) as another alternative to disposing of garden waste</li> <li>• Residents can also share garden waste bins between neighbours to share the cost of the service.</li> </ul>		

**Summary of Equality  
Implications:**

The discount for the garden waste service AtLL card holders was introduced in Poole and, at the time, met the health needs of the profile of the population of that area.

Whilst the proposed recommendation does not align the service and make it equitable across BCP Council, it is felt that a full review of the AtLL scheme is required to address the full impacts of the scheme, not just the garden waste discount. This review of the scheme will be carried out in due course.

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For any questions on this, please contact the Policy and Performance Team by emailing [performance@bcpcouncil.gov.uk](mailto:performance@bcpcouncil.gov.uk)