

<b>Committee:</b>	Cabinet	<b>Date:</b>
<b>Title:</b>	Kerbside garden waste collection service subscription charges 2019/20	Thursday, 10 January 2019
<b>Portfolio Holder:</b>	Portfolio Holder for Environmental Services	
<b>Report Author:</b>	Ben Brown, Operations Manager - Street Services bbrown@uttlesford.gov.uk	<b>Key decision:</b> N

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## Summary

1. The majority of garden waste service subscribers pay by card over the phone. Efficiencies would be achieved by moving subscriptions to direct debit mandate or online payment. Residents could be incentivised by offering a discount against the annual charge. There would also be customer benefit in collecting the subscription in small instalments. The scheme has already been simplified so that the subscription will not be reduced for those joining the scheme part way through the year. The annual subscription charge is £10.

## Recommendations

2. The Cabinet is recommended to approve
  - a) the kerbside garden waste collection subscription is set at £45 for the year 1 April 2019 to 31 March 2020.
  - b) A £10 discount will be made for new customers paying by direct debit and existing customers switching their payment method to direct debit mandate or online payment.

## Financial Implications

3. The budget implications of the proposal are anticipated to be neutral, however moving to more efficient payment methods, will reduce the administrative processes associated with the service. Budget monitoring will flag up variations from estimates and the outturn will be adjusted accordingly.
4. If the service continues to grow, it may be necessary to add an additional collection round (or part) which will increase expenditure. Any significant overspend can be met by drawing on the waste reserve. If the threshold for an additional round is not reached by year end, surpluses can be added to the reserve to manage any deficit arising in the following year.

## Background Papers

5. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

None

## Impact

- 6.

Communication/Consultation	The changes will need to be communicated effectively to existing and potential subscribers. A communication plan will be developed in January.
Community Safety	None
Equalities	None
Health and Safety	None
Human Rights/Legal Implications	None
Sustainability	The garden waste service makes a significant contribution to the Council's recycling rate which will continue to increase as the service grows.
Ward-specific impacts	None
Workforce/Workplace	As the subscriber base grows an additional collection round (or part) will need to be deployed.

## Situation

7. The kerbside garden waste collection service continues to grow, but there are opportunities to achieve efficiencies in the administration of its operation. Direct debit payments are potentially more stable than card payments, involve less staff time once the arrangement is set up, and should reduce the incidence of problems with termination and restarting service associated with failure to pay on time, such as missed collections.
8. The new charge whether discounted or not does not affect the entitlement to the 25% discount if you are receiving benefits (subject to meeting the criteria). For customers paying by direct debit the 25% discount will be applied after the £10 reduction has been made.

## Risk Analysis

9.

Risk	Likelihood	Impact	Mitigating actions
Demand for the service increases to a level in excess of capacity, requiring an additional collection round which is then not fully utilised	2 Service growth continues	2 Income does not increase in line with costs	Flexibility in deployment of resources.  Use of the waste reserve.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.