



The how, what, where and why behind Angus Council's chargeable garden waste service

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Friday 18 November 2016

Where











THE HISTORY MAKERS

Arbroath F.C. players and officials when the Club beat Bon Accord 36-0 in a Scottish Cup tie, to put their name in the history books.

Back Row (l. to r.)—R. Tait, Match Secretary; W. Colie; J. Christie, Vice President; E. Doig; C. Mitchell, President
G. Campbell; C. Martin, Treasurer.

Centre Row (l. to r.)—W. Leslie; H. Rennie; J. Milne; J. Sims; D. Crawford.

Front Row (l. to r.)—J. Ross; J. Black; J. Black; J. Black.

- Population approx 117,000
- Households approx 56,000
- Approx 45,500 used garden waste service
- 2015 household recycling rate was 59.2%





**Collected
fortnightly**



**Collected
fortnightly**



**Collected
weekly**



**Collected
fortnightly**

Why



MONEY'S TOO
TIGHT TO
MENTION

Option appraisal

1. Provide to only our 7 main towns
2. Reduce to only 6 months per year
3. Change to 4 weekly collection
4. Introduce annual charge for service
5. Stop the service



When

- September 2015 - Revenue budget form submitted
- 18 Feb 2016 – full Council budget setting meeting – saving agreed
- 12 April – report to Committee detailing how scheme will be implemented
- 4 July 2016 – scheme commences (first collections)

What

- Fortnightly service - no collections over 10 week winter period
- Annual cost is £25 per bin. No limit to number of bins per property
- No exemptions or concessions
- Fixed period 4 July 2016 to 3 July
- Can subscribe at any time during year, but annual charge remains the same

What

- Register/pay online or via phone
- Can cancel the service at any time but we will not issue any refunds
- If you move house the subscription is not transferable
- No sticker, no collection
- Unwanted bins to be collected during winter break in collections

How

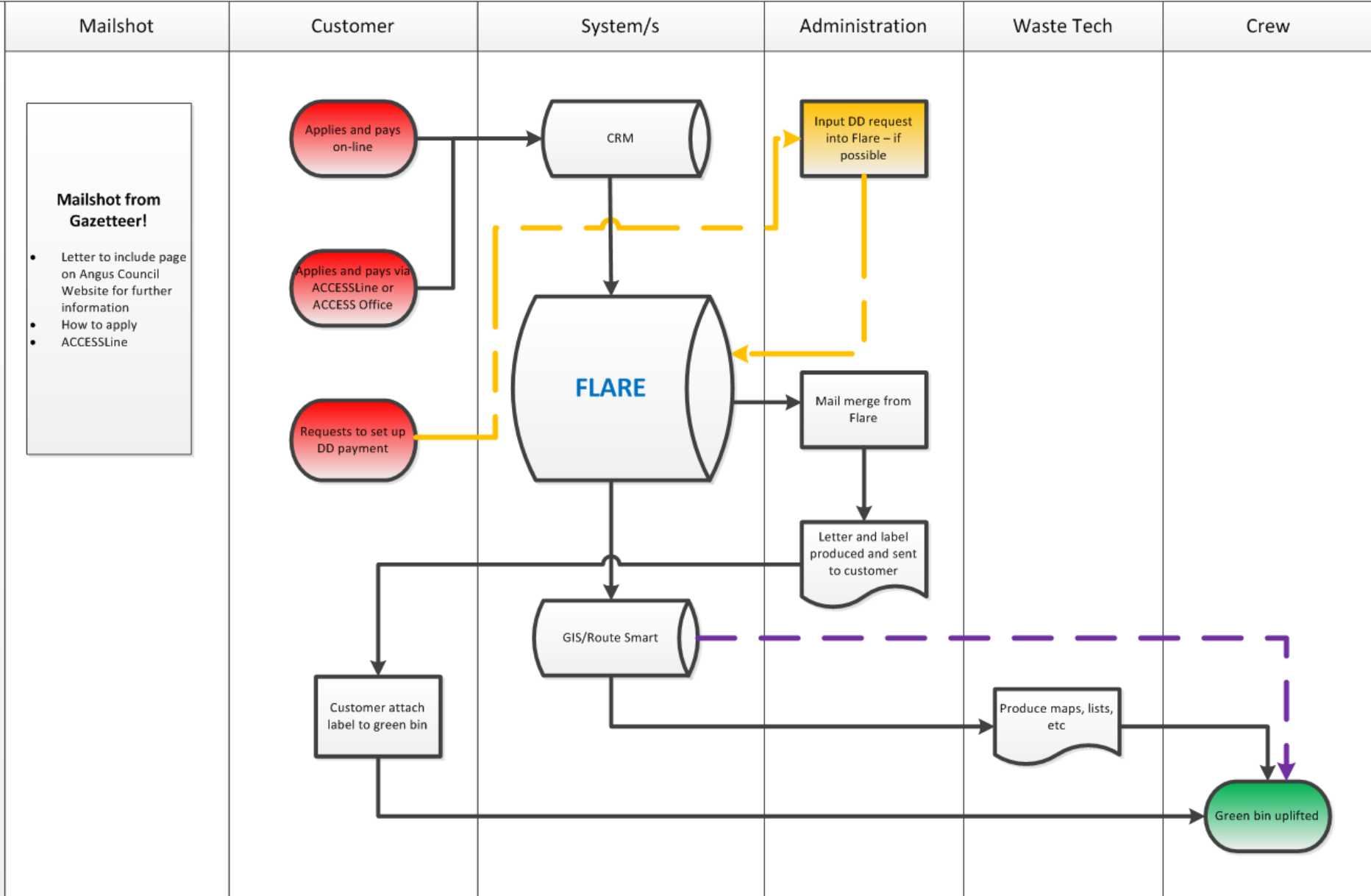


- Survey of English authorities
- APSE query
- Longer discussion with 2 authorities
- Assumptions made about participation and capture rates
- Reconfigured routes from 60 to 40
(6 to 4 crews – spare 2 crews on standby to assist on busier days)

How

- Set up cross departmental project team
- Seconded officer onto project
- Early consultation with IT and identification of systems crucial

Green Waste Collection



Phase

How

Communications

- Initial letter to all households 4 weeks before deadline
- Deadline for registering 1 week before start of new service
- Leaflet left in green bins on last collection before change to service
- Social media and press releases
- Staff and elected member briefing

How

Communications

- Within 5 days of registering customer sent letter with label to be applied to bin



Stats

Up to 16 November 2016

- 20,717 households subscribed
- 21,500 bin subscriptions
- 46% uptake
- Total income £537,500

Week commencing	TOTAL
30-May	2081
06-Jun	4711
13-Jun	3685
20-Jun	5117
27-Jun	1569
04-Jul	717
11-Jul	455
18-Jul	383
25-Jul	374
01-Aug	288
08-Aug	231
15-Aug	209
22-Aug	178

Week commencing	TOTAL
29-Aug	193
05-Sep	114
12-Sep	96
19-Sep	71
26-Sep	51
03-Oct	53
10-Oct	43
17-Oct	35
24-Oct	23
31-Oct	20
07-Nov	14
14-Nov	6
TOTAL	20717

		Kerbside Garden Waste	HWRC Garden Waste	Total Garden waste	Kerbside General Waste	Working Days in month
July	2015	1140	396	1536	1576	23
	2016	769	447	1216	1464	21
	% change	68%	113%	79%	93%	
August	2015	1095	356	1451	1477	21
	2016	847	495	1342	1785	23
	% change	77%	139%	93%	121%	
Septemb er	2015	976	362	1338	1515	22
	2016	767	428	1195	1600	22
	% change	79%	118%	89%	106%	
Total	2015	3211	1114	4325	4569	
	2016	2383	1370	3753	4849	
	% change	74%	123%	87%	106%	

Green waste no longer collected at kerbside diverted to:

Recycling Centres	27%	
Residual waste bin	16%	
Unknown	57%	

- Time of year to launch
- New collection rounds
- Imbalance of rounds
- Staff leave and sickness
- Web site issues
- Assisted lifts



NON ISSUE.

- Fly-tipping
- Bins left on street
- Stickers

