

A chargeable garden waste service... the Angus experience

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**APSE Scottish Fleet, Waste and
Grounds Seminar**

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**Collected
fortnightly**



**Collected
fortnightly**



**Collected
weekly**

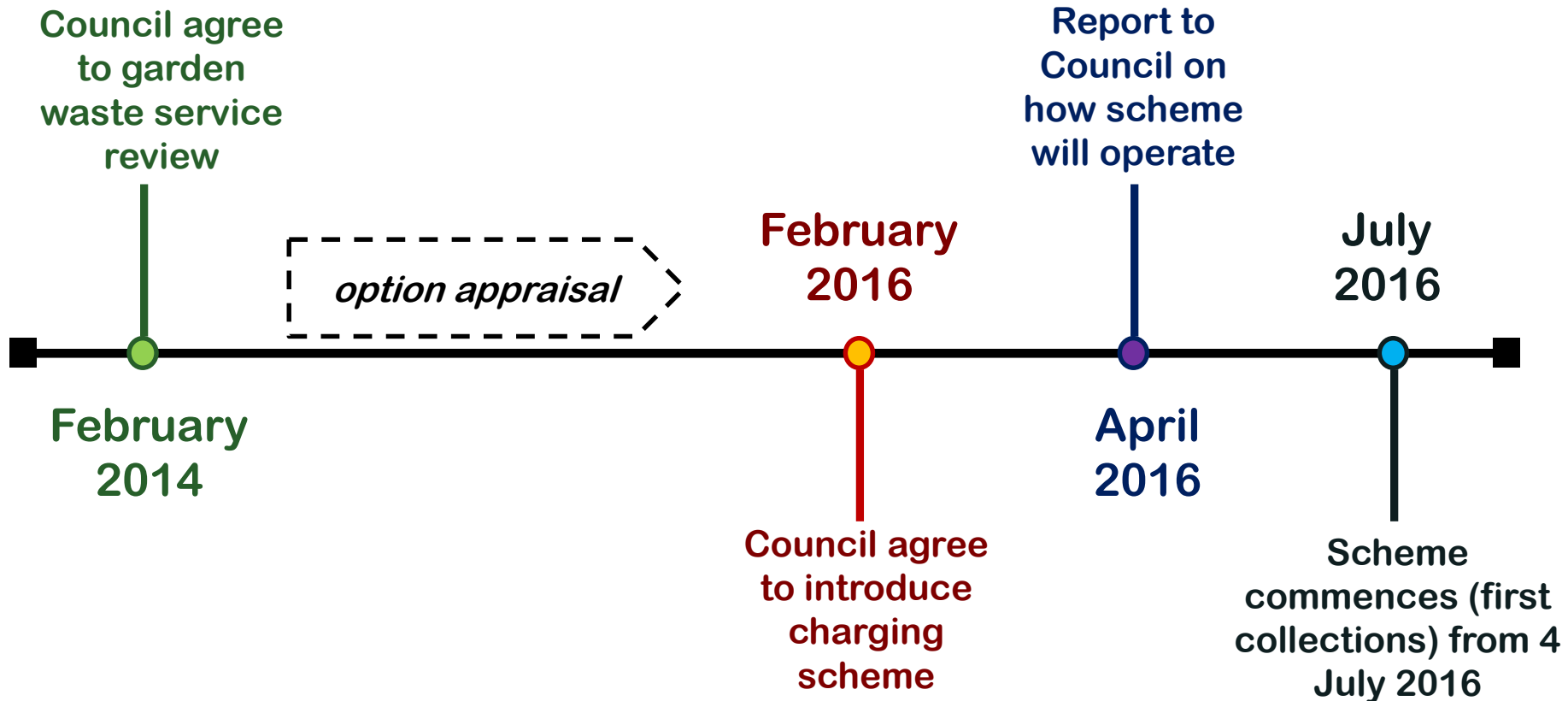


**Collected
fortnightly**

Why?



Timeline



how it works

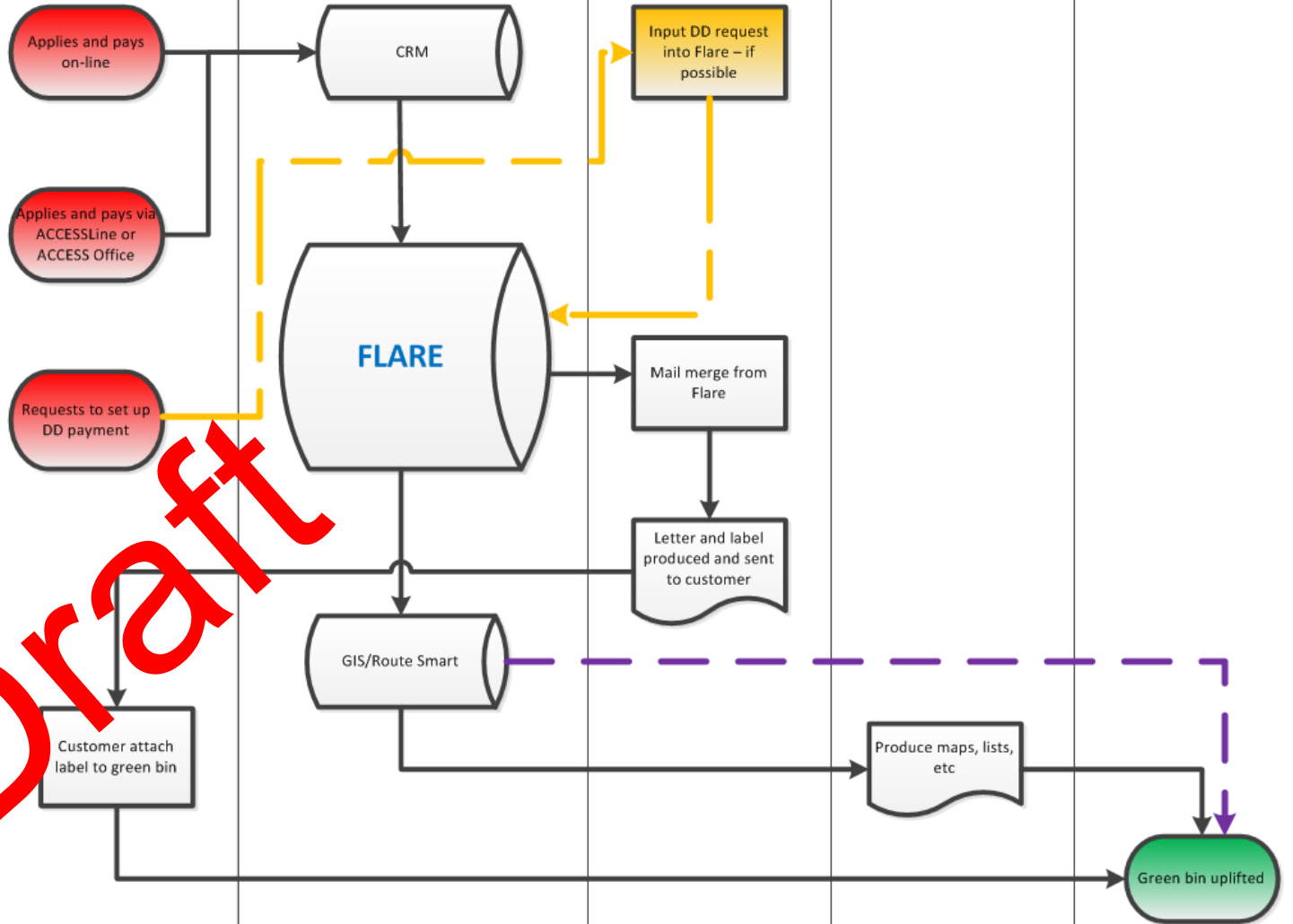


Green Waste Collection

Mailshot	Customer	System/s	Administration	Waste Tech	Crew
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Mailshot from Gazetteer!

- Letter to include page on Angus Council Website for further information
- How to apply
- ACCESSLine



Draft

Phase

Service when launched

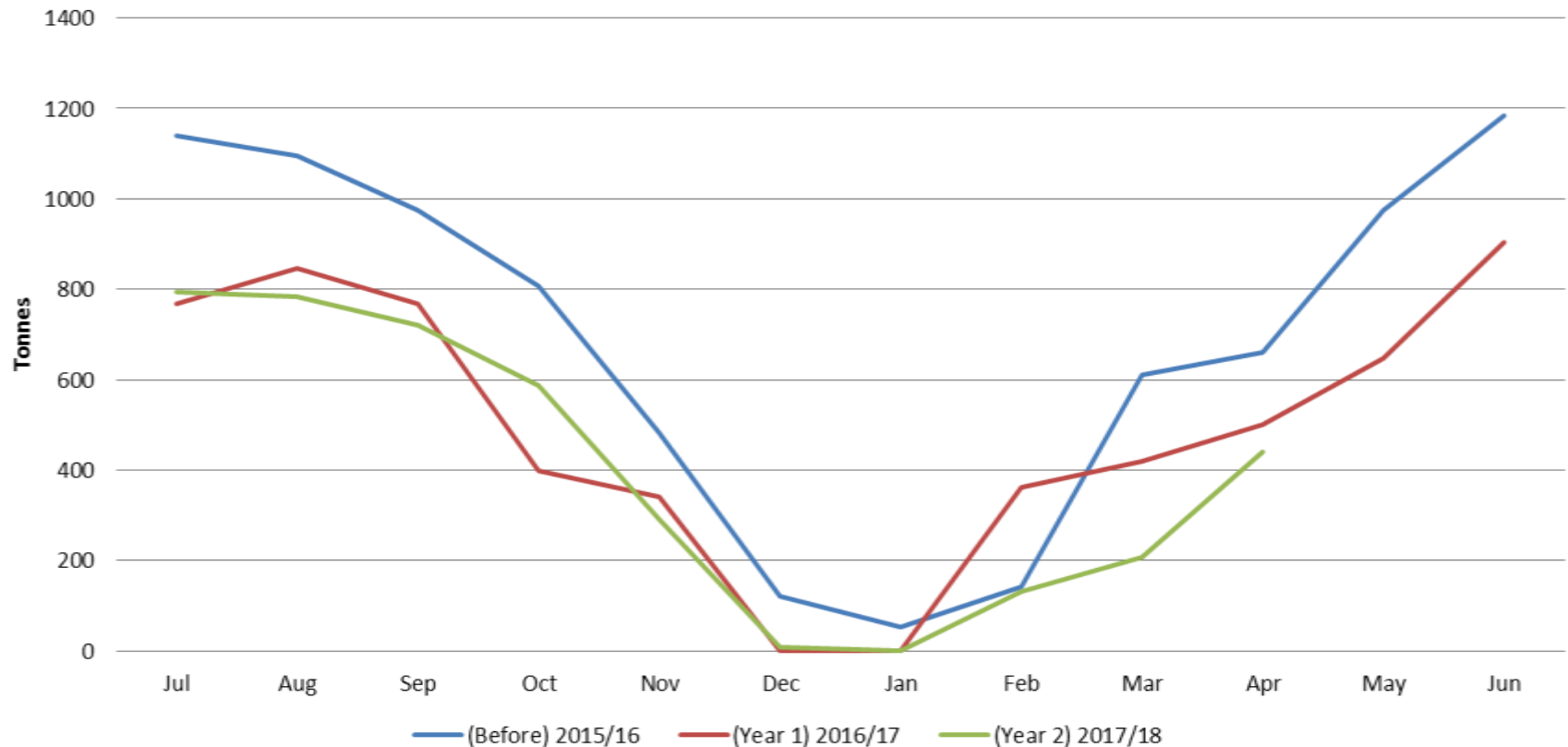
- Fortnightly service - no collections over 10 week winter period
- Annual cost of £25 per bin.
- No limit to number of bins per property
- No exemptions or concessions
- Fixed annual period 4 July to 3 July
- Can subscribe at any time during year, but annual charge remains the same

Results

Subscriptions

	Households	Bins	Income
2016/17 (Year 1)	21,317	22,144	£553,600
2017/18 (Year 2)	20814	21,791	£544,775
Difference	503	353	£8,825

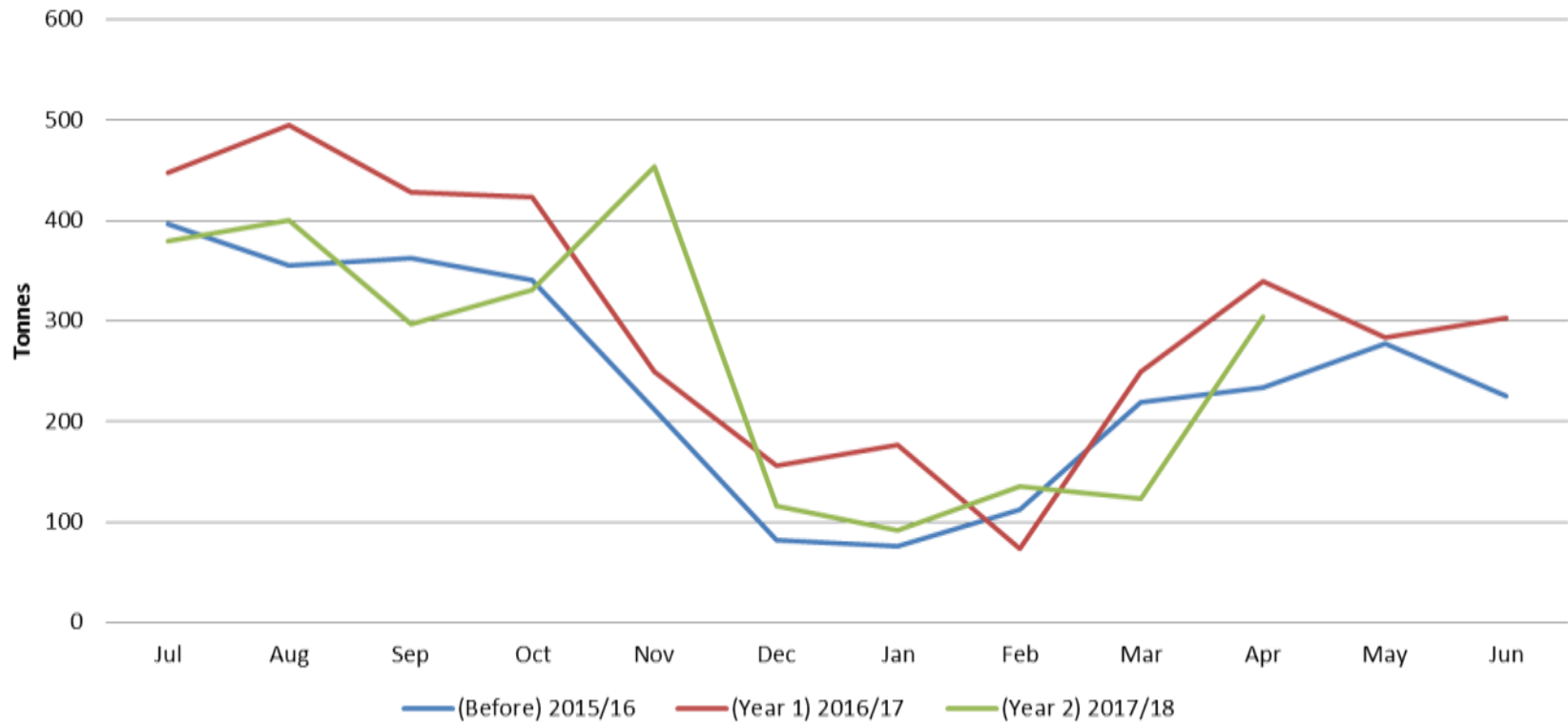
Kerbside Garden Waste



- **2016/17 (Year 1) = 28% decrease**
- **2017/18 (Year 2) = 35% decrease***

* 10 months data compared

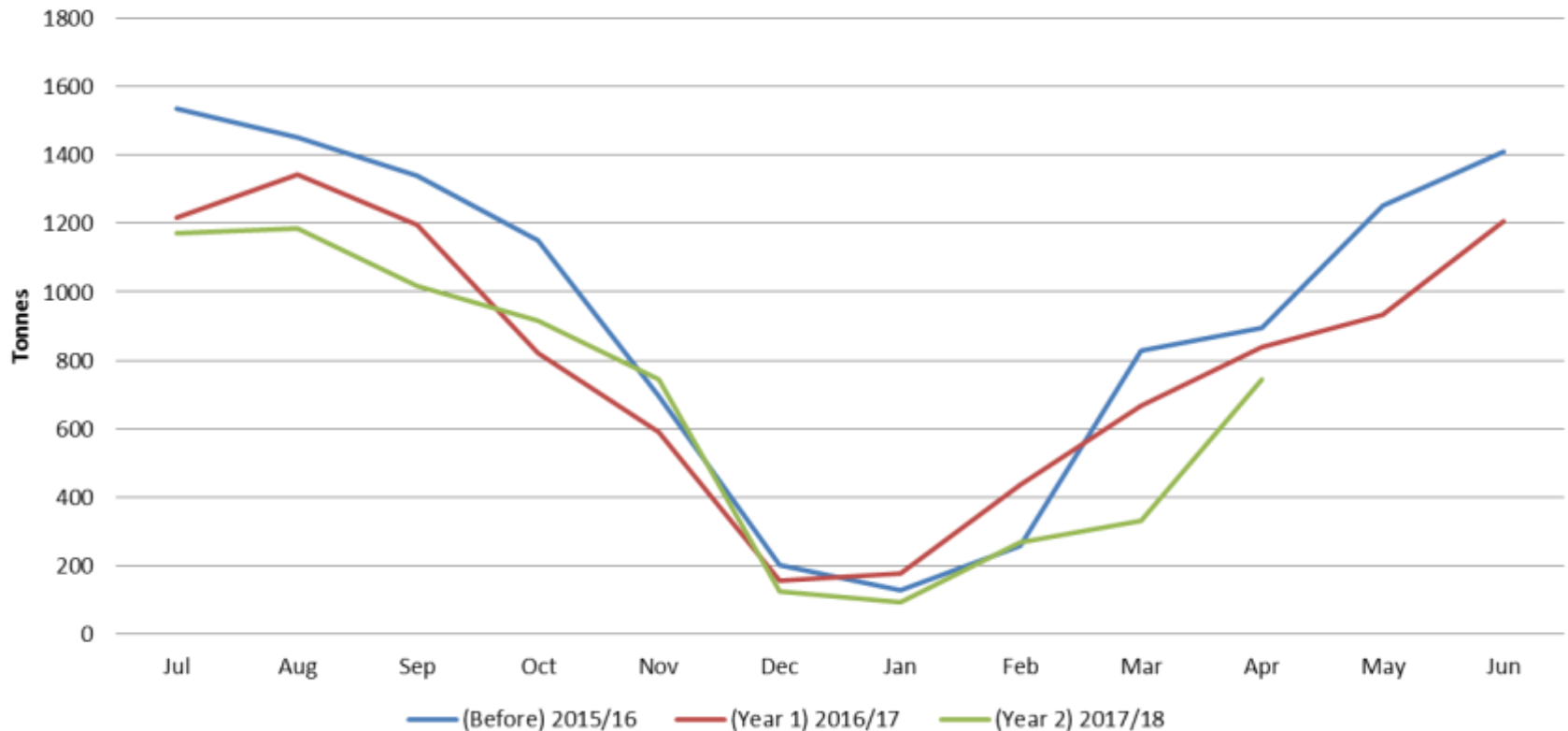
Recycling Centre Garden Waste



- **2016/17 (Year 1) = 25% increase**
- **2017/18 (Year 2) = 10% increase***

* 10 months data compared

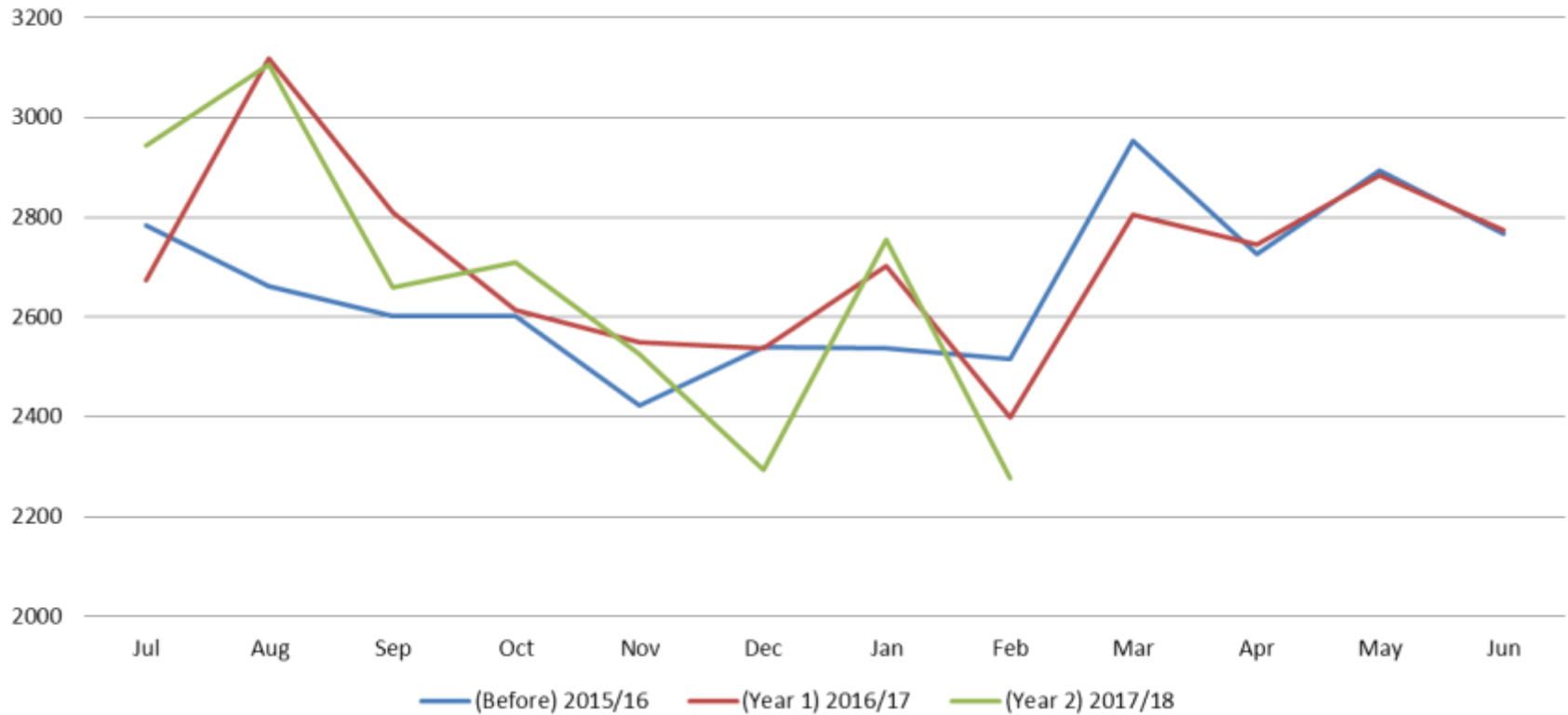
Total Garden Waste Collected



- 2016/17 (Year 1) = 14% decrease (1,558t)
- 2017/18 (Year 2) = 22% decrease*

* 10 months data compared

Kerbside collected residual waste



- **2016/17 (Year 1) = 1.9% increase (609t)**
- **2017/18 (Year 2) = 2.9% increase***
- 9 months data compared

Year 2 changes

- **Pushing the digital agenda**
 - Email customer reminders
 - No customer payments at council offices
 - Avoid reference to phone number on communications
 - Support for customers at libraries
 - MyAccount registration mandatory
 - Year 1 = 50% online, 25% offices, 25% phone
 - Year 2 = 80% online, 20% phone

Year 3 changes

- Increase from £25 to £27.50 per bin
- Leaner admin processes
- Introduction of direct debit option
- Introduction of rolling year subscriptions

Lessons
Learned

- **Balance rounds afterwards**
- **Think about impact on recycling centres**
- **Not popular!!!**
- **Not everyone ready for digital payments**
- **IT systems crucial**
- **More about business processes and efficiencies**

