

Introduction of charge for return to service bins



South Ayrshire

- Population 112,550
- Urban /Rural Authority
- 59,304 households



South Ayrshire

- Robert the Bruce
- Robert Burns
- John Loudon McAdam
- Birthplace of Open Golf



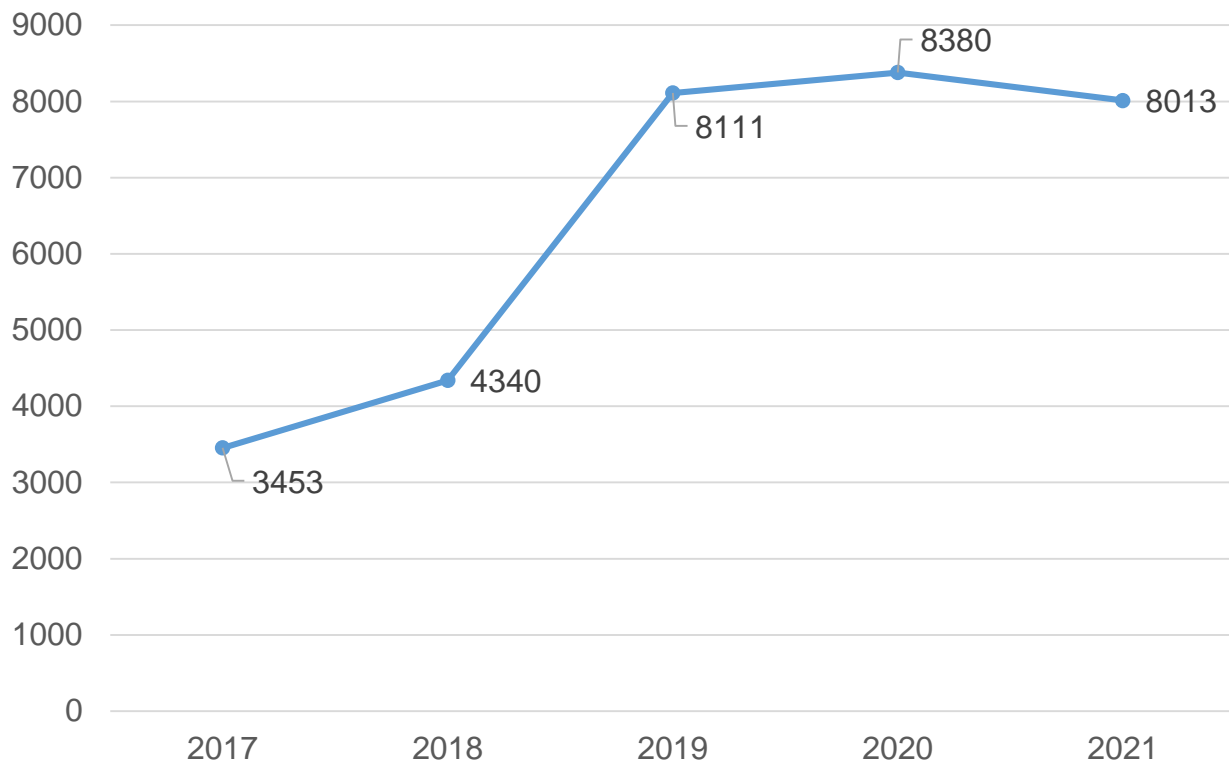
Why was the change introduced

- To encourage residents to separate their waste according to our Household Waste Recycling Service
- To reduce contamination and improve the quality of the recycling that we collect
- To reduce the number of return visits where bins are not put out on time on their collection day
- To make savings on fuel by making less journeys
- To provide savings on resources by freeing up personnel to carry out other tasks
- To identify repeat offenders

Implementation of Charge

- Panel Paper went to full council for approval
- £25 charge agreed as the same rate as a special uplift
- Communications Campaign
- Staff Training
- Not a money making scheme
- Soft approach taken with residents

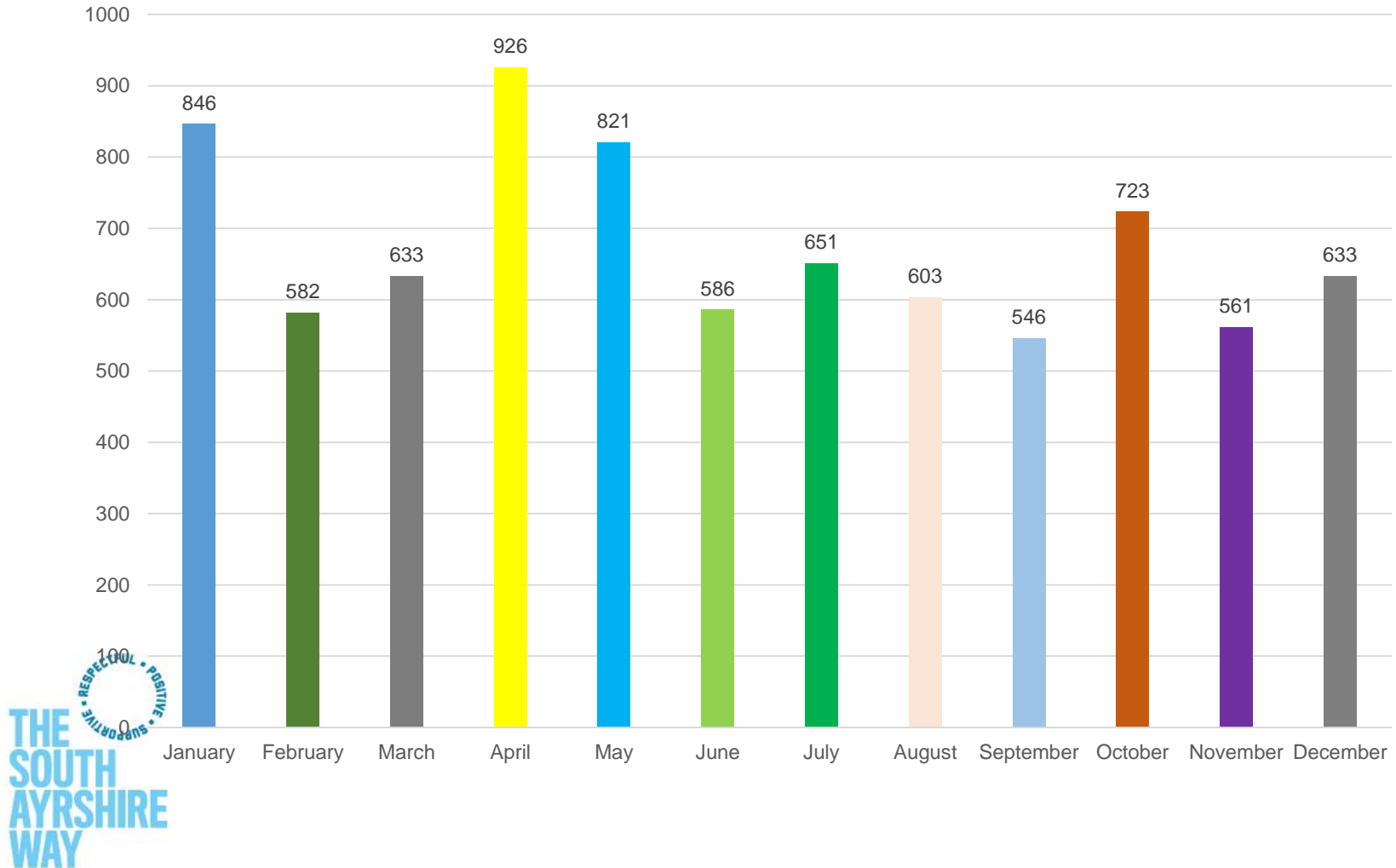
Return to Service Comparison 2017 to 2021



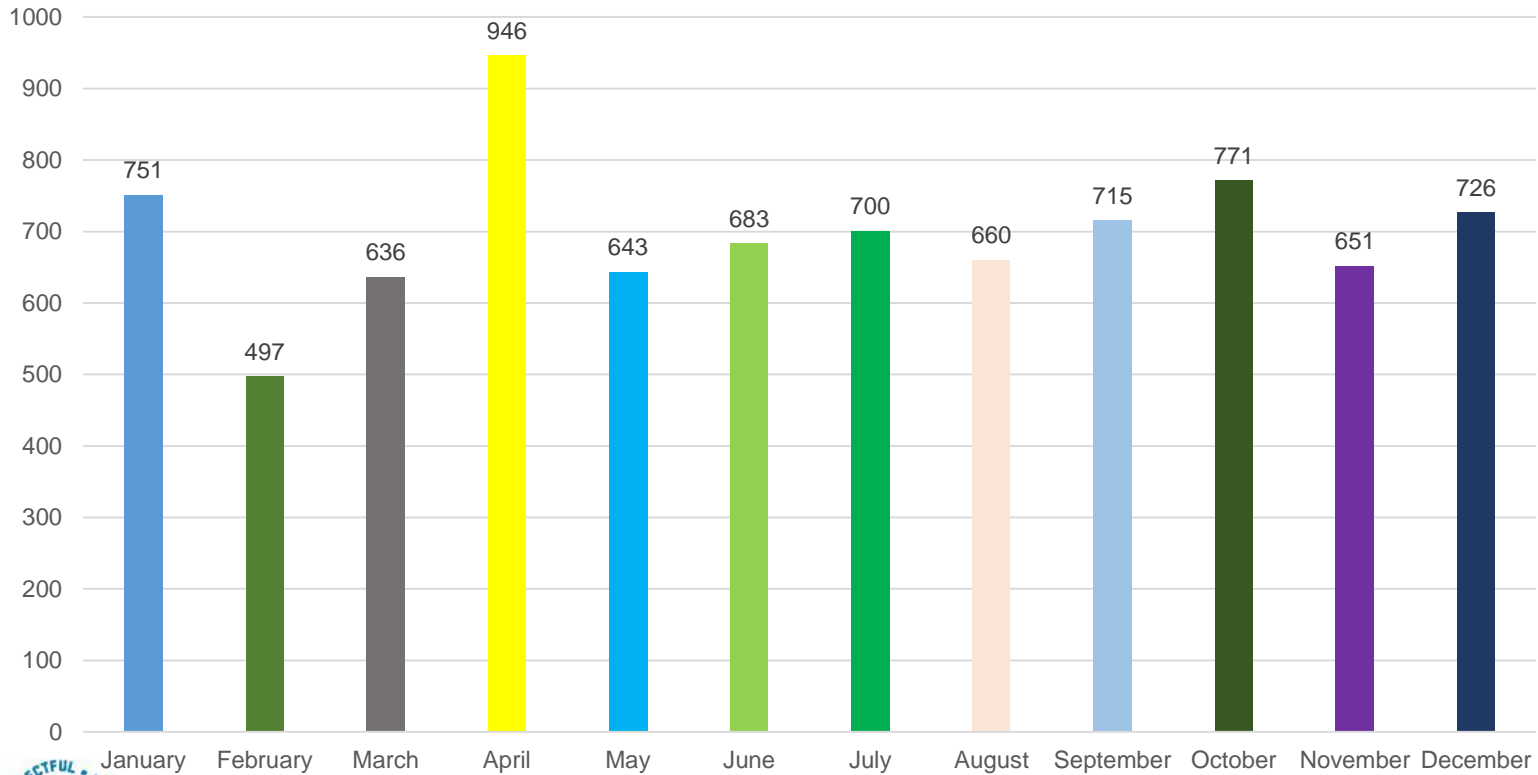
Data Analysis

- Introduction of Household Charter compliant system 2018/2019
- Increase in requests for Return to Service following introduction of new Household Waste Collection System
- Between 2018 and 2019 number of requests for return to service doubled.
- During 2019 and 2020 requests remained consistently high

Missed Bins January to December 2019

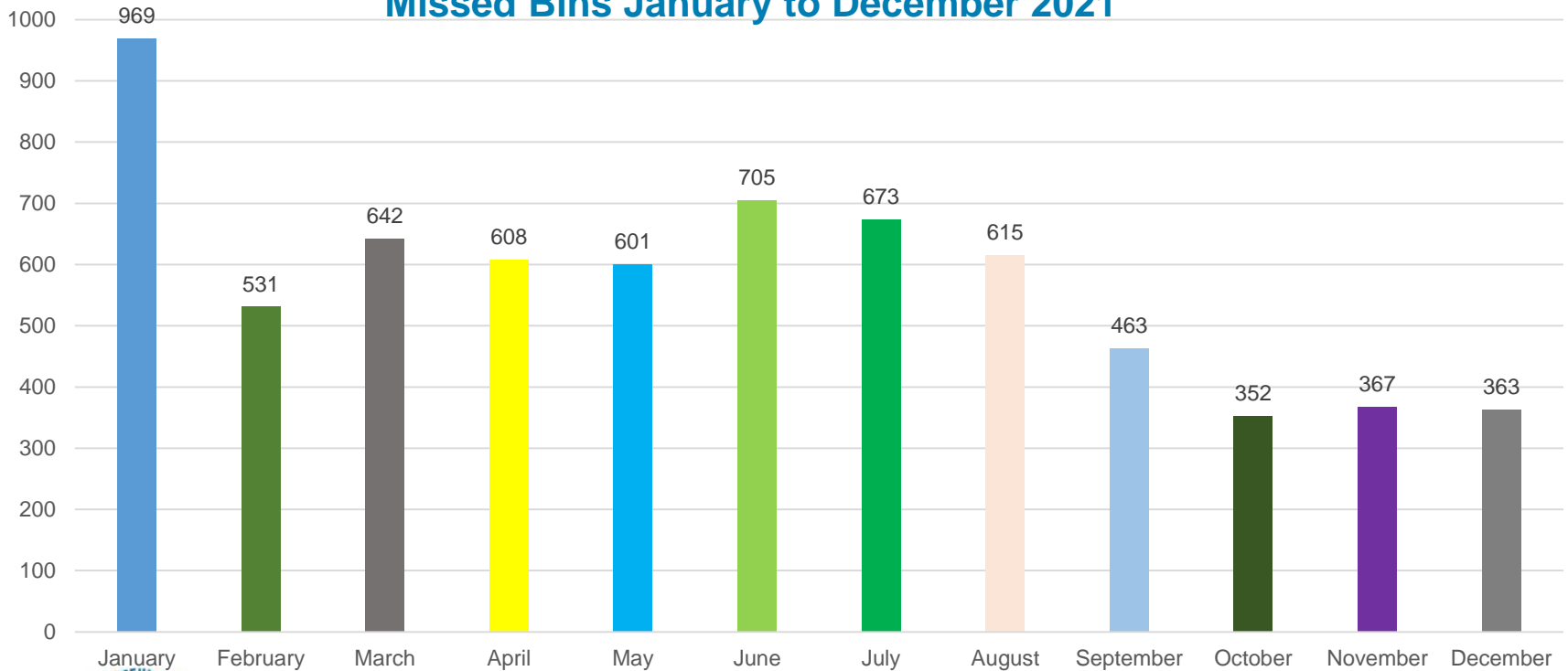


Missed Bins January to December 2020



Introduction of Charge – 27th September 2021

Missed Bins January to December 2021



Outcomes

- Reduction in requests for return to service received instantly
- Staffing issues during Covid-19 pandemic resulted in a number of returns to residents with an Assisted Collection
- Introduction of In-Cab Technology will reduce quantity of Assisted Collections where a return to service is required
- Investigations carried out by Waste Awareness Team and relevant action taken following communication with householders have resulted in reduction to Returns to Service
- Small income generation from introduction of charge in cases when householders have not presented bin for uplift or have contaminated bins
- SAC MYBIN APP created

Thank You