

OSC Briefing Paper – Bulky Waste Service

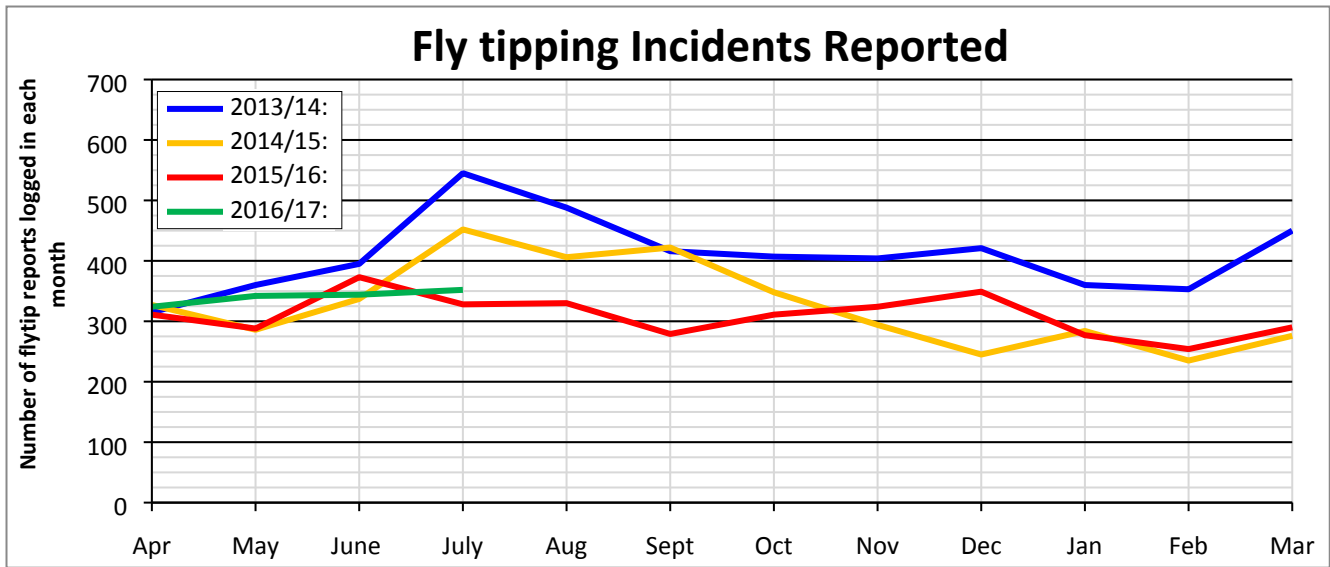
September 2016

The table below provides a summary of the number of bulk waste collections, income received, service complaints and reported fly-tips since the bulky waste collection charge was introduced compared to the same period one year earlier.

Current Year (from start of charges Dec 15)	Dec- 15	Jan- 16	Feb -16	Mar -16	Apr- 16	May -16	Jun -16	Jul- 16	Aug -16	Sep -16	Oct- 16	Nov -16
No. of collections	879	552	658	599	802	805	850	742				
Income rec'd (£'000)	8.67	12.1	11.3	9.6	12.8	12.9	13.6	11.9	0.00	0.00	0.00	0.00
No of complaints	13	14	7	12	19	10	31	23				
Reported Flytips	349	277	254	290	324	342	344	352				
Previous year comparison data	Dec- 14	Jan- 15	Feb -15	Mar -15	Apr- 15	May -15	Jun -15	Jul- 15	Aug -15	Sep -15	Oct- 15	Nov -15
No. of collections	1704	1890	174 8	184 6	189 5	217 8	217 8	195 3	217 5	217 9	202 8	182 6
Income rec'd (£'000)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
No of complaints	10	4	8	10	13	13	15	14	14	19	14	7
Reported Flytips	245	284	235	276	311	288	373	328	330	279	311	324

The main conclusions that can be drawn from this information are as follows:

- The number of bulky waste bookings since the charged service commenced has reduced to just under 40% of the number over the same period one year earlier. A fall in the number of bulky waste collection bookings was anticipated when the charged service was introduced.
- The income generated by bulky waste bookings to date is £93k – this would equate to around £127k for a full financial year.
- The number of complaints has remained at very low levels since the changes were introduced in December 2015 apart from the two most recent months. This is as a result of changes in the way the requests are handled in the back office. These changes have now settled and the number of complaints received is expected to fall again as a result.
- Fly tipping appears to be holding at similar levels to last year overall with some month by month variations as has always been the case. Please see the graph below for a longer term trend analysis



Conclusion

The introduction of charges for bulky waste collections has been successful in terms of creating an income stream from the council. It has also been successful in terms on migrating a significant number of service requests from the telephone booking to on-line booking.

Work continues to improve the service still further with improvements to the on-line booking process underway to ensure that it is clear what items can and can't be collected and to proceed to fully automated transaction handling.

The year on year reduction in reported fly tips appears to have slowed but there is no evidence to suggest the introduction of a charge for this service has had a negative impact.