



## CABINET – 2ND JULY 2014

**SUBJECT: BULKY HOUSEHOLD COLLECTIONS – PROPOSALS TO CHARGE FOR FAILURE TO NOTIFY OF CANCELLATION**

**REPORT BY: ACTING DEPUTY CHIEF EXECUTIVE**

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### **1. PURPOSE OF REPORT**

- 1.1 To advise members of the impact of free bulky household collections for 3-piece suites and beds on service delivery and seek approval to advise residents that a charge may be incurred for failure to notify the Authority of a cancellation.

### **2. SUMMARY**

- 2.1 Since the re-introduction of free bulky collections for 3-piece suites and beds in April 2013 the number of premises visited with no items presented for collection has significantly increased to up to 3 premises per day. This is now causing unnecessary time delays (approximately 5-10% of the working day is lost on non-collections) and has a financial impact on the service going forward as we still need to assign a crew and vehicle to each call received.
- 2.2 This report seeks member approval to advise residents that a charge may be levied for failure to notify of a cancellation.

### **3. LINKS TO STRATEGY**

- 3.1 The re-introduction of free bulky household collections for beds and 3-piece suites was part of the budget setting process which was implemented in April 2013.
- 3.2 The Community and Leisure Service Plan contains several objectives relating to sustainable waste management and delivery of services in accordance with the medium term financial plan.
- 3.3 The report also links to the Greener theme of "Caerphilly Delivers", the local service board single integrated plan.

### **4. THE REPORT**

- 4.1 Free bulky household collections for 3-piece suites and beds was re-introduced in April 2013. This led to a significant increase in the number of service requests received for these items per annum but also an increase in the number of premises visited per week where no items are presented for collection (approximately 15-18).

- 4.2 This causes un-necessary expenditure to the department as 5-10% of the working day is un-productive and adds to the overall waiting time for residents (some of which have paid for the collection of items) as time slots are being allocated to residents no longer requiring the service. At present there is no incentive for residents eligible for a free collection to notify the Authority if the service is no longer required.
- 4.3 It is hoped that if residents were advised at the time of booking that a charge may be incurred for failure to notify of a cancellation then this would result in a decrease in the amount of properties visited where items are not present for collection. To cover costs and encourage advance notification it is proposed that this charge should be £20.
- 4.4 It is anticipated that the Authority will not need to invoke any charges as residents will be more inclined to advise of cancellation if a charge may be incurred.

## **5. EQUALITIES IMPLICATIONS**

- 5.1 There are no significant equality implications associated with this report, however the situation will have to be monitored where no items are presented for collection, because the reasons why there is nothing to collect after it has been booked, may be due to that individual's physical condition or age for example.
- 5.2 Any charging structure or advice given on booking would need to take these issues into account to avoid any challenges later at an appeal stage over equalities issues, and to avoid any claims of discrimination at any stage in the process.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no real financial implications if residents heed this advice but it will ensure the collection crews avoid the time wasted in undertaking abortive visits (which could equate to up to 5% of their time - probably over £5,000 pa) and by eliminating these ineffective calls it could ensure we are able to undertake the genuine collections in a more timely fashion.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no personnel implications associated with this report.

## **8. CONSULTATIONS**

- 8.1 The report reflects the views of the listed consultees.

## **9. RECOMMENDATIONS**

- 9.1 Cabinet agree the proposal to advise residents booking a bulky household waste collection that a £20 charge may be incurred for failure to notify of cancellation.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To maximise the efficiencies of the service and to encourage householder responsibility for waste disposal.

## **11. STATUTORY POWER**

### **11.1 Local Government Act 1972, Environmental Protection Act 1990.**

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**Consultees:** Sandra Aspinall, Acting Deputy Chief Executive  
Councillor Dave Poole, Cabinet Member for Community & Leisure Services  
Mark S Williams, Head of Community & Leisure Services  
Mike Eedy, Finance Manager  
Gail Williams, Interim Head of Legal Services and Monitoring Officer  
David Thomas, Senior Policy Officer (Equalities and Welsh Language)  
Tony White, Waste Strategy & Operations Manager