

# Consultation on waste management services changes and charging policies

In common with local authorities across the country, Herefordshire Council is facing significant financial challenges as central government strives to balance its budget and we must continue to take the difficult decisions needed to enable us to continue to deliver important services to our residents whilst delivering savings of £87m between 2010 and 2020.

Significant changes have already been made to our waste management services over the past few years, including the change to alternate weekly collection, which have resulted in savings in excess of £500,000. As part of our ongoing work to ensure that our resources are used in the most efficient way we have reviewed the charges made for waste management services. The council has agreed that when we set charges we should ensure, where possible, that the charge covers the cost of delivering the service.

We seek your views on the proposed changes which cover the following service areas:

- Tip permits for charitable organisations
- Large item collections (furniture, domestic appliances etc.)
- Household bin swaps and replacements
- Charging residential and care homes for waste and recycling collections

## **Free disposal (tip permits) of waste from charitable organisations**

Waste from charities is classified by law as commercial waste for which payment should be made for both the collection and disposal. Waste from a charity shop selling donated goods originating from a domestic property is classified as household waste and a charge can be made for the collection of this waste if the council is requested to collect it.

Charities are currently provided with free disposal to landfill at council disposal sites for waste from their charity shops. This service provides charity shops a no cost means of disposing of items of low value that cannot be sold to raise money for their respective charitable causes.

In the financial year 2015/16 the council spent around £50,000 disposing of waste from charity shops to landfill sites.

The council is considering ending this service of free disposal to landfill and instead offering a scheme where charity shops pay for waste collection but can claim credits for the amount of donated items they reuse. It is hoped this will discourage landfill of unwanted items whilst ensuring the cost to the council of any waste collection is covered.

There is no obligation for the council to provide either the free disposal service or a credit scheme for reuse.

**1. Do you think it is reasonable to stop the free disposal to landfill service for charity shops?**

Yes

No

2. Do you support the introduction of a charge for a collection service to recover the cost of this service with a reuse credit scheme to encourage reuse of donated items instead?

Yes

No

2.a If you have any comments on this proposal please provide them below:

### **Large item collections**

The council currently offers a service for the collection of household waste which either cannot fit into the general rubbish wheeled bin or weighs more than 25kg, such as washing machines, sofas and televisions.

We charge £20 for up to three items to be collected and £5 for each additional item. The cost to the council is not always fully recovered through this charging mechanism; therefore we are considering charging a set price for three items at a time (provided none are a fridge or freezer).

<b>Number of items</b>	<b>Proposed cost of service</b>
1-3	£20
4-6	£40
7-9	£60
10-12	£80

There is a separate cost to the council for the collection of fridges and freezers therefore we are considering introducing a separate cost for the collection of these. Many retailers and distributors of these items offer to dispose of an old fridge or freezer for a fee when a new item is purchased. Herefordshire Council is considering introducing a set fee of £20/item for collection of each domestic fridge and freezer.

3. Do you, or have you ever, used the large item collection service?

Yes

No

4. If yes, will you use the service again and pay the above proposed charges?

Yes

No

**Do you think these are reasonable charges? Please tick one box**

5.a For the large items

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

### 5.b For a fridge/freezer

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

### 5.c If you disagree with these charges please explain why?

### Household bin swaps and replacements

Herefordshire Council has introduced wheeled bins as standard unless a property is deemed unsuitable for bins. The standard bins are a 180 litre black bin for general rubbish and a 240 litre green bin for recycling.

Where a property is not suitable for bins, the council provides recycling sacks and the residents provide their own black sacks for general rubbish. Each property not suitable for a bin is permitted to place out up to four black sacks every fortnight for collection. These properties are able to request a black bin for storage of their sacks prior to collection; this is currently provided free of charge.

Herefordshire Council currently provides a number of container size options for householders to have their waste and recycling collected. Within set criteria\* residents are able to make requests to have their bins swapped for a different size.

- \*• Families of 6 or more persons permanently living at the same address
- Households with 1 or more children under 3 years old using disposable nappies
- Medical reasons cause large amounts of non-hazardous medical waste to be produced

### **Bin delivery/removals**

We are thinking of introducing a charge of £15 to cover the cost of the delivery/removal and administration for all of the following:

1. Delivery of a general rubbish bin to be used as a storage receptacle where a property is not suitable for a wheelie bin
2. Delivery of a larger standard general rubbish bin where eligibility criteria has been met
3. Delivery / swap of any size recycling container
4. Delivery of additional recycling sacks requested outside of the delivery period
5. Removal of any bin

6. Do you agree that a charge should be made where a resident chooses to exercise their option for a different sized bin?

Yes

No

### **Damaged bins**

The incidence of this is rare but where fire or other damage is caused by the resident and renders a bin unusable then a replacement cost plus a bin swap charge will have to be paid by the resident before the bins will be replaced.

7. Do you agree that the replacement of bins damaged by residents should be paid for?

Yes

No

### **Charge for additional recycling capacity**

The standard capacity provided for recycling is either a 240 litre bin or 104 recycling sacks per annum. The provision of a 360 litre recycling bin is provided when requested by a resident because they 'consistently' have too much recycling. Residents can request the delivery of additional recycling sacks throughout the year if they run out. The council is thinking of introducing a charge to residents to cover the greater cost of the larger bin and a delivery fee for provision of additional sacks. This will be £10.50 for the 360 litre bin and £6 for additional sacks (prices correct at January 2017).

8. Do you agree that these charges should be made to cover the cost of providing additional recycling capacity?

Yes

No

### **Charging residential, care and nursing homes for waste and recycling collections**

Herefordshire Council is considering the introduction of a charge for all waste collection or recycling services provided by the council to residential, care and nursing homes across the county.

The reasons for considering this as a change are:

- Changes in waste legislation now allow for these charges to be applied
- Some homes already pay for waste collection and disposal due to historical differences in waste legislation and we feel there should be a single system for all
- Herefordshire Council currently provides a free of charge recycling collection service to many of these establishments but this is limited to the standard household service therefore does
- Most residential and care homes are domestic rated therefore are eligible to pay council tax but receive a reduction on the rate that is paid
- National policy promotes preventing waste in the first place and the producer of the waste paying for the management of their waste

Options for provision of service:

- 1) Provide with the maximum service provided to a household free of charge (1 x 240 litre black bin for general rubbish and 1 x 360 litre green bin for recycling).  
Additional bins would incur a charge in accordance with Herefordshire Council's trade waste collection charges.
- 2) Payment is made for waste services in accordance with trade collection charges for general rubbish and recycling.

Current trade collection charges are made per bin, each time they are emptied as below:

<b>Size of Wheelie Bin</b>	<b>Price</b>
<b>General waste</b>	
240 litre	£5.20
360 litre	£6.60
660 litre	£8.90
1100 litre	£12.00
<b>Recycling</b>	
240 litre recycling	£2.50

**9.a** Do you agree that all residential, care and nursing homes should pay for their waste collection services?

Yes

No

**10.a** Which option above (1-2) do you support Herefordshire Council implementing?

1

2

None of the above

**10.b** Please explain why you support or do not support these options?

## About you

This information helps us to ensure that our services are accessible to all.  
It will only be used for the purpose of statistical monitoring, treated as confidential and not used to identify you.

Are you responding on behalf of an organisation or group, or as an individual?

- Organisation or group*  
 *Individual*

If you are responding on behalf of an organisation or group please tell us the name of the organisation/group:

If you are responding as an individual please answer the following questions about yourself.  
This information helps us to ensure that our services are accessible to all.  
It will only be used for the purpose of statistical monitoring, treated as confidential and not used to identify you.

What is your gender?

- Male*  *Female*

What is your age band?

- 0-15 years*  *45-64 years*  
 *16-24 years*  *65-74 years*  
 *25-44 years*  *75+ years*

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes - limited a little*  *Yes - limited a lot*  *No*

How would you describe your national identity? (*tick all that apply*)

- English*  *Scottish*  *Welsh*  
 *Northern Irish*  *British*  *Irish*  
 *Other*

If *Other* please specify:

How would you describe your ethnic group?

- White British/English/Welsh/Scottish/Northern Irish*
- Other White (please specify below)*
- Any other ethnic group (please specify below)*

If Other White please specify:

If Any other ethnic group please specify:

Do you feel that the council has treated you differently (positively or negatively) because of who you are? (e.g. your gender, age, disability or ethnicity)

- Yes
- No

If yes, please specify:

Please provide your full postcode. We will not use this to identify you and the answers you have given will remain confidential.

**Thank you for your time**

**Please return your completed questionnaire to: FREEPOST AWC**

**Confidentiality:**

Please note that any information you provide will be treated as strictly confidential and will only be used for the purposes described above. It will not be shared with any other parties. Any comments provided may be included in anonymous form in any published results.

Your personal information will be held and used in accordance with the Data Protection Act 1998. The council will not disclose such information to any unauthorised person or body but where appropriate, will use such information when improving its various functions and services.