

Councillors Briefing Note Briefing Note No. 20-015

Service Area: Waste Management
Further Enquiries to: Martin Litherland
Date Prepared: 14 April 2020
Direct Line: 01225 718524

Changes to the chargeable garden waste collection service renewal process and pro-rata charging 2020/21

1. Purpose

The purpose of this note is to provide an update on the chargeable garden waste collection service renewal process for 2020/21 following the council's decision to delay the start of the renewal process until 15 June 2020. Because of this change, some amendments to the renewal process and pro-rata charges have been agreed.

2. Background

Due to the pressure on council services because of COVID-19, the council took a decision to postpone the renewal process for the garden waste collection service until 15 June. While the renewal process was postponed, the garden waste collections will continue as normal, provided the council's contractor has sufficient staff to maintain service delivery.

Following the decision to postpone the renewal process, the council contacted all existing customers to advise them of the delay.

New customers to the garden waste collection service continue to be accepted. Any new customer signing up for the service from 1 April will pay £50 for collections until 30 June 2021.

Following the decision to postpone the renewal process, the renewal timetable has been reviewed and some changes have been agreed to ensure that customers have time to renew while not experiencing a break in their garden waste collection service.

3. Chargeable garden waste collection service renewal process

In previous years customers have been asked to renew their subscription for the garden waste collection service from April and have been asked to renew by mid-June to ensure that they pay for their service before the previous year's collections cease on 30 June each year.

Following the decision to delay the start of the renewal process, the renewals will now commence from 15 June 2020. Customers will be asked to renew from that date, paying £50 to cover collections from 1 July 2020 to 30 June 2021.

Customers will be asked to sign up by 14 August to ensure that they receive a continuous service. As per the existing process, we will send email reminders and a postal reminder to those residents who do not renew. All customers that renew in advance of 14 August will receive their new green sticker by 1 September 2020. Collections will have continued as normal in the meantime for all households which have a red sticker on their bin.

Any customers who sign up between 1 April and 30 June 2020 will pay £50 and sign up for the contract year to 30 June 2021. They will be sent a red sticker at the point of sign up. They don't need to renew in 2020 but will receive a new green sticker by 1 September 2020.

Revised timeline:

From 15 June	Renewal period starts, and customers contacted.
July	Renewal reminders are sent either by email or by post (if no email address is held) to those customers who have not renewed.
Early August	Final email reminders are sent if customers have not yet renewed.
14 August	Cut-off date for renewals to ensure customers receive no break in service.
1 September	End of renewal period. All customers who renewed their service before 14 August will have received their new green sticker. Cease collection from any customers who have not renewed and are not displaying their new sticker.

4. Chargeable garden waste collection service pro-rata charges

Residents can sign up to receive the garden waste service at any point throughout the year. A reducing pro-rata charge is applied depending on the month in which customers sign up for the service.

Due to the requirement to delay the renewal process and to encourage existing customers to renew before 14 August, therefore avoiding a break in service, we will also change the basis on which charges are reduced throughout the year for those who sign up as new customers, or who had allowed their subscription to lapse. These are set out in the table below.

Month you sign up	Amount you will pay
April, May, June, July, August	£50
September, October, November, December	£30
January, February, March	£12.50

5. Arrangements for subscription renewals for 2021

The renewals process for the 2021 contract year will commence on 1 April 2021, with the contract period running from 1 July 2021. The charge will be £50 plus any adjustments due to increases in the costs of collection. This process is subject to any requirement to suspend the service in the short term due to Covid-19 related resource issues. Collections will continue provided the council's contractor has sufficient staff to maintain service delivery. However, if the service does need to be suspended the 2020-21 garden waste collection service contract year would be extended from 1 July 2021 to ensure that those residents who had paid for the service during the period of any suspension would be compensated through the provision of additional collections.

6. More information

If you require any further information about the briefing outlined above, or if you have any questions, please contact the officers below –

Martin Litherland Head of Service – Waste Manager 01225 718524 Martin.Litherland@wiltshire.gov.uk	Vicki Harris Waste Manager - Technical 01225 718523 Vicki.Harris@wiltshire.gov.uk
--	---