

# INFORMATION NOTE



## Update on the Introduction of a Subscription Based Service for Green Waste in Fylde

The Council has an approved corporate priority to 'Mitigate the impact of the loss of the LCC waste subsidy', as set out in the Corporate Plan. The reduction in funding to Fylde Council from LCC amounts to £763,000 per annum from 2018/19 onwards. Consequently, at the meeting of 5<sup>th</sup> December 2016, Council agreed to introduce an 'opt-in' chargeable green waste service to address this reduction in funding.

At the January 2017 Operational Management Committee it was RESOLVED to approve the following recommendations for the operation of the green waste subscription scheme:

- Implementation date of subscription service 1<sup>st</sup> June 2017
- Annual subscription of £25 per bin in year 1 (reduced year service to March 31<sup>st</sup> 2018)
- Collection of additional wheeled bins at annual subscription of £25 per bin in year 1
- Subscription increase to £30 from year 2 (full year service April 1<sup>st</sup> to March 31<sup>st</sup>)
- Collection of additional wheeled bins at annual subscription of £30 per bin from year 2
- Fortnightly collections with a Christmas period suspension
- No reduction for part year subscription
- No refunds or transfer of subscription
- No reductions or concessions applied until the scheme has been proven
- Online direct debit payment system
- Expenditure of £38,500 on communications, finance and back office support in Year 1
- To delay making a decision on the collection of non-scheme green bins until after the scheme matures

The green waste project team subsequently met on the 25<sup>th</sup> January to agree the operational considerations in support of these recommendations.

### Finance / ICT

The Civica upgrade to the payment system has been completed and work is underway developing the online payment system. This should be completed by the end of February and test data will be run through the system for a few weeks before going live. It is anticipated that customers will be able to sign up to the scheme and make online payments via direct debit or credit/debit cards by mid-March. Only electronic payments methods will be available for this service and cash/cheques will not be accepted. This is consistent with progressing the digital transformation agenda in line with the corporate plan.

A demonstration of the online subscription and payment process will be provided to Elected Members at the Operational Management Committee.

### Communication

A coloured 6 page communication and information leaflet will be delivered to all suitable properties during the weeks of the 20<sup>th</sup> and 27<sup>th</sup> March. The leaflet advertises the subscription service with details on how to subscribe and make payment, together with a comprehensive list of FAQs that provide a response to many of the queries that residents may have. The Council website will also be kept up to date with details on the scheme: [www.fylde.gov.uk/greenwaste](http://www.fylde.gov.uk/greenwaste).

A copy of the final leaflet has been provided as an attachment to this report.

### **Customer Services**

Two temporary Customer Services staff have been recruited for a 6 month period to support the team with the anticipated increased number of enquiries associated with the subscription service. They will be trained to deal with the full range of enquiries and processes handled by Customer Services. The whole team will undergo training to respond to green waste queries and assist residents in subscribing to and making electronic payment for the service over the phone and face to face in the contact centre. The waste team will be working with Customer Services staff to finalise appropriate scrips and frequently asked question responses to ensure the correct information is provided to Customers.

### **Operational Issues**

ICT staff are working closely with waste colleagues to ensure that the correct information is recorded at sign up and payment so that address details for subscribed properties can be uploaded into the Bartec system. An appropriate attribute will be assigned to all subscribed properties and this will appear as an icon next to the address on the in-cab screen, identifying scheme properties to the collection crews so that the correct bins are emptied. Subscribed bins will also be identified by a large green, 'G' sticker, which will be applied to the bins by staff shortly after the property has subscribed.

A subscription deadline of the 17<sup>th</sup> May has been given to provide sufficient time to finalise collection rounds and ensure service continuity from the 1<sup>st</sup> June. Customers will be able to subscribe at any time after the 17<sup>th</sup> May however, they may miss the next scheduled collection due to the time required to process their application and assign the property to a round.

Officers are meeting once again on the 13<sup>th</sup> March prior to the delivery of the communication leaflets and an update on subscriptions and enquiries will be provided to Elected Members at the May Operational Management Committee.

Attached Documents: Green Waste leaflet

### **FURTHER INFORMATION:**

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