

## DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
WASTE MANAGEMENT	OPERATIONAL MANAGEMENT COMMITTEE	12 JANUARY 2021	4

### BULKY WASTE COLLECTION SERVICE

#### PUBLIC ITEM

This item is for consideration in the public part of the meeting.

#### SUMMARY

This report provides details of proposed bulky waste collection arrangements triggered in response to the closure of Refurb (BWC) and subsequent suspension of the service. The success of the service and the need to implement the appropriate service delivery option are outlined in the report.

Collection of bulky waste falls within the council's general duty under section 45 of the Environmental Protection Act to arrange for the collection of household waste. The difference is that for waste with certain dimensions or larger, a reasonable charge for collection can be made and the duty arises only on request by the person controlling the waste.

#### RECOMMENDATIONS

1. That the committee considers the details proposed in this report and recommend to Council the approval of a recurring, unfunded budget increase in the sum of £27,122 per annum to meet the service shortfall in fulfilling the Council's statutory obligation to provide residents with a bulky waste collection service.

#### SUMMARY OF PREVIOUS DECISIONS

N/A

#### CORPORATE PRIORITIES

Economy – To create a vibrant and healthy economy	✓
Environment – To deliver services customers expect	✓
Efficiency – By spending money in the most efficient way	✓
Tourism – To create a great place to live and visit	✓

## REPORT

1. Fylde Council has worked in partnership with Bulky Waste Collectors (Refurb) since 2012 to collect, reuse and recycle large household items which cannot be disposed of through the kerbside refuse and recycling service. In March 2020 the company announced they were to cease trading which resulted in the suspension of service until a suitable provider could be found.
2. As part of this service customers were able to book collection slots for the removal of unwanted household furniture such as sofas, beds and fridges freezers, at an agreed time from both inside and outside properties to which the Council approved charges were applied.
3. The service has demonstrated continued high levels of customer satisfaction and has been extremely popular amongst Fylde households with many customers repeating custom over the years. Between April 2019 and March 2020, Fylde residents made 1560 separate requests for this chargeable bulky waste collection service. This equates to 20 tonnes of household waste diverted from landfill and sent for reuse through the service.
4. Since the suspension of the bulky waste collection service in April 2020, the Customer Services team have responded to high numbers of enquiries, due to the popularity of the service. This meant that a recorded message had to be added to the main telephone number to reduce telephone call queues diverting resources to the pandemic response.
5. A procurement exercise has been carried out through a quick quote process to investigate alternative service provision. Three companies were identified through current partnership working with Lancashire based neighbouring authorities and were invited to submit tender proposals, with just one choosing to submit a proposal.
6. Furniture Matters have been delivering bulky waste services since 2006. They are committed to reducing the environmental impact of waste, whilst supporting those most in need by offering low cost quality furniture and white goods, as well as offering local people the opportunity to develop their skills and experience in order to improve their employment prospects. Furniture Matters joined the Calico Group in 2014 which is made up of innovative charities and businesses working together to provide a wide range of high quality services focused on maximising profit over social gain through their mission 'To make a real difference to peoples' lives'. Through their workshops, training facilities and retail outlets during 2019/20 they were able to reuse 200 tonnes and recycle 465 tonnes of furniture items. Refurbished items were sold on at low, affordable prices through their retail outlets and online channels to help low income families in local communities.
7. The Calico Group has an established partnership arrangement to manage and deliver a bulky waste collection service with neighbouring authorities Blackpool, Wyre and Lancaster which offer a high level of customer satisfaction. A statement of technical and professional ability has been provided as part of their bid.
8. Calico will offer customers pre-booked slots, collecting items at an agreeable time from both inside and outside properties within 3 working days of a request being made. The service would be continuous throughout the year except for bank holidays, operating Monday to Friday from 9am to 5pm, with amended hours to allow for either one evening or weekend slot.
9. Calico's organisation infrastructure includes a dedicated head office health and safety support team, qualified transport manager, IT support team and is fully supported by back office administration staff. All staff are fully trained to comply with health and safety legislation with service specific risk assessments and safe systems of work. The organisation is fully compliant with employment legislation, waste management legislation and adhere to the Data Protection Act. The organisation has also adhered to all government guidelines to ensure Covid secure operations during the current pandemic.
10. The Calico bid based on previous collection demand at Fylde provides for a year-round collection of bulky materials, 5 days a week, at an annual fee of £68,555 broken down as follows:

Staffing	£43,787	1 x full time driver, 1 x full time crew member and holiday cover
Vehicle costs	£7,831	Lease/purchase, insurance, fuel, maintenance and repair
Rent	£3,000	10% contribution to the rental costs of the depot
Other costs	£2,075	Training, PPE, mobile phones, IT and Health and Safety
Overhead & profit	£11,862	Protection management, group business services (HR, Finance, IT)

11. Based on the 2020/21 fees and charges a total income of £41,433.15 is predicted for this level of service in year 1, incurring additional service costs of £27,122.43 to be met via an unfunded budget increase, this will be a recurring charge based on demand.
12. The Operational Management Committee is requested to consider and recommend to Council the approval of a recurring, unfunded budget increase to meet the service shortfall in fulfilling the Council's statutory obligation to provide residents with a bulky waste collection service.

IMPLICATIONS	
Finance	This report requests that the committee considers the proposal set out in this report and recommends to Council the approval of a recurring, unfunded budget increase in the sum of £27,122 per annum in respect of the proposed service.
Legal	Collection of bulky waste falls within the council's general duty under section 45 of the Environmental Protection Act to arrange for the collection of household waste. The difference is that for waste with certain dimensions or larger, a reasonable charge for collection can be made and the duty arises only on request by the person controlling the waste.
Community Safety	No Community Safety implications arising from this report
Human Rights and Equalities	No Human Rights and Equalities implications arising from this report
Sustainability and Environmental Impact	No Sustainability and Environmental Impact implications arising from this report
Health & Safety and Risk Management	No Health & Safety and Risk Management implications arising from this report

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BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
N/A	N/A	address/ NA