



Copeland Borough Council

Proposed Waste Service Changes Consultation Document

Like all Local Authorities, Copeland Borough Council is facing challenging budgetary constraints over the next few years. Over the next four years, the Council faces a deficit of £4.5m. In 2012/13 alone, the Council has to find £1.8m in savings.

This document outlines specific proposals on changes to the Council's Waste Service which will lead to an estimated saving of £120,000. We are consulting with a range of partner organisations with regard to these proposals, including, for example: Age UK, Older Persons Forum and Copeland Disability Forum. We will also be consulting with service users in the near future.

This consultation will close on 07 September 2012.

If you have any questions regarding this consultation or would like to respond by telephone, please contact Joanne Fisher on 01946 593028.

Copeland Borough Council

Waste Services

Copeland Borough Council's Waste Services provides a number of services direct to residents. These include familiar services like bin collection, kerbside recycling and 'bring' sites. Over recent years, the Service has changed in order to reduce household waste, increase recycling; reduce the amount of waste going to landfill; and make efficiencies. At the same time, the Service has accommodated more than 1500 new homes in Copeland.

Here are some key facts about the current Service:

- The Service collects waste from 33,000 homes in Copeland. This is equivalent to 1.7 million collections per year.
- The average collection takes 20 seconds.
- The Service is delivered by 25 full time staff and 7 refuse collection vehicles.
- The Service uses 130,000 litres of diesel each year.
- The direct cost of waste collections on average per household is £25 per year.

At a time when all councils have unprecedented savings to make, the Service is required to make further efficiencies and reduce costs. The proposed changes are likely to affect every household because we are rescheduling all our refuse collection routes. For most, it will just mean a change to their collection day. But for others the change will be more significant. Our proposals include changes to the following discretionary services:

- The Assisted Collections Service;
- Larger Wheeled Bin Provision;
- Off Route Collections; and
- Garden Waste Collections.

In this document we tell you more about these proposed changes and ask for your views.

Assisted Collections Service

This service is provided for households who are unable to place their bin at the edge of their property for collection due to disability or restricted mobility. The service involves a member of the waste crew collecting the bin from its normal storage point e.g. in the garden and returning it when emptied. 1500 households (4.5%) in the borough are in receipt of the Assisted Collection Service and our crews spend more than 8 hours a week moving bins in this way.

Our proposal

We recognise that this service is important in helping residents with particular needs to live as independently as possible. We need to ensure that those residents most in need benefit from this service. It is proposed that the Assisted Collection Service continues to be provided to those households which cannot place their refuse at the edge of the property due to permanent or temporary disability or restricted mobility irrespective of age (minimum qualifying age of 16). We also propose to introduce revised eligibility criteria to determine which households will be entitled to assistance and at what level.

You can find further details on these criteria at the end of this document.

Large Wheeled Bins

Large wheeled bins hold 360 litres of refuse. They are 50% larger than standard wheeled bins and can be 50% heavier. A refuse vehicle can service 600 standard bins/households in one load. It can only service 400 larger bins/households in one load, therefore reducing the number of households that can be serviced in a working day. They also cost more to provide. The large bins are currently available for households with 5 or more permanent residents. The original eligibility criteria were introduced in 2003, before the introduction of kerbside recycling, an important way of reducing the amount of waste going into black bins.

Our proposal

Recycling reduces the amount of waste going into black bins and avoids resources being disposed of. We recognise, however, for a small number of households, larger bins may still be required, even after recycling as much as possible. It is proposed that the provision of large bins continues for larger households (or in certain cases those with non-infectious clinical waste) but with the introduction of revised eligibility criteria.

You can find further details on these criteria at the end of this document.

Some other councils charge for Large Wheeled Bins. As part of this consultation we would also like to know your views on charging customers for larger bins. This would be a one off charge on the commencement of the service.

Off Route Collections

Off route collections mean the refuse vehicle needs to drive off-route (e.g. a main road) on private roads and side tracks to make a collection. In most cases, returning to the same point they left the road when they have completed it. Collections for around 700 properties in Copeland are off route and refuse vehicles spend at least 15 hours a week travelling to and from these properties. It takes 4.5 times longer and costs 4.5 times more to collect from off route properties.

Our proposal

There are two proposed options to reduce the time spent on off route collections. These are:

- That collections for all off-route properties be made from the edge of the nearest roadside or;
- Where collection time off route takes more than an average of 1 minute per property (the average time is 20 seconds), it is proposed that collections will change to the edge of the nearest roadside.

The choice of type of wheeled bin (or bags) used for these collections will be determined by specific circumstances and agreed locally with affected residents.

Garden Waste Collections (Brown Wheeled Bins)

The introduction of a garden waste collection has made a significant contribution to the increase in recycling of household waste in Copeland. On average, each vehicle collects 1200 brown bins per day. Currently, some households have more than one brown bin. Households which place more than one brown bin out for collection, reduces the number of other brown bins and households that can be serviced that day by the vehicle.

Our proposal

The best way of dealing with green waste is to compost it at home. It is proposed that to ensure efficient provision of the Green Waste Collection Service, one brown bin will be

serviced per property on collection day and households will be encouraged to compost at home.

Next Steps

The plan is during September we will analyse the results of this consultation and report the outcome to the Councils' Executive with a recommended way forward in October. For the majority of people where the only change will be to the day of collection we will then issue new collection calendars detailing what day of the week refuse collections will be made.

Depending upon the outcome of the consultation we would then anticipate working with affected individual householders to effect the further changes to our service over the following 12 months. If the policy of one garden bin per property is agreed, it will be implemented from the 5 November. However, the transition from the current position to the proposed new one for the other services will be managed over a period of around 12 months.

Equality Impacts

Under the Equality Act 2010, public sector bodies have a duty to eliminate discrimination, promote equality and foster good relations.

In assessing these proposed changes, there are potential implications on the following protected characteristics regarding: age and disability.

We want your views

We would welcome your views regarding:

- Proposed changes to the Assisted Collections Service
- Proposed changes to the Larger Wheeled Bins Service
- Proposed changes to the Garden Waste Service
- Proposed changes to the Off Route Collections

We would also like your feedback regarding:

- Any alternative proposals
- Any specific circumstances or needs of potential service users which we may need to mitigate for in the development of our procedures

Revised Criteria

Assisted Collection Service

The proposed revised criteria for the Assisted Collection Service are as follows:

Applications will be accepted from anyone who is over 16 years of age, is the householder and who is in receipt of at least one of the following:

- Disability Living Allowance care component at the middle or higher rate.
(or from April 2013 Personal Independence Payment - PIP)
- Higher Rate Mobility.
- Attendance Allowance

Assistance may also be granted in other exceptional circumstances; where proof of service need will be required.

It is proposed that there will be 4 levels of service, with an assessment being made to ensure that the customer receives the right level of assistance.

These levels are shown below.

	Adapted or Assisted Service	Collection Point	Return Point after emptying
Level 1	Smaller (easier to manage 120 ltr bins) or blue bags.	Edge of property	Edge of property
Level 2	Smaller (easier to manage 120 ltr bins) or blue bags.	A suitable point no further than 5 metres (or reasonably practical) within property.	Edge of property
Level 3	Standard bin	A suitable point no further than 5 metres (or reasonably practical) within property.	Edge of property
Level 4	Standard bin	A suitable point no further than 5 metres (or reasonably practical) within property.	Collection point no further than 5 metres (or reasonably practical) within property.

Revised Criteria

Large Wheeled Bins

The proposed revised criteria for the Larger Wheeled Bins Service are as follows:

Customers will be able to apply for a larger wheeled bin (or additional blue bags) where they meet the following criteria:

- 6 or more permanent residents
- 5 permanent residents including 1 under the age of 3
- 4 permanent residents including 2 under the age of 3
- A medical condition which produces non-infectious clinical waste