

## **LEISURE & ENVIRONMENT COMMITTEE**

**18 SEPTEMBER 2018**

### **Update Report – Commercials Project - Garden Waste**

#### **1.0 Purpose of Report**

1.1 To inform Members on the progress made in transferring the administration for the garden waste service back to an in house provision.

#### **2.0 Background Information**

2.1 The current garden waste service is delivered in partnership with Rushcliffe Borough Council (RBC) and Mansfield District Council (MDC) and has been operating since 2014. The garden waste service currently has 11,500 garden waste customers and operates a mixed delivery approach within the district

| MDC  | RBC  | NSDC   |
|--|--|--|
| <ul style="list-style-type: none"><li>• 5,000 bins collected</li><li>• Administration for the 5,000 is provided by MDC</li><li>• Customer expected to contact MDC customer services to register for service or report missed bin</li></ul> | <ul style="list-style-type: none"><li>• 2,000 bins collected</li><li>• Administration provided by RBC for 6,500 and includes the 4,500 collected by NSDC</li><li>• Customer expected to contact RBC customer services to register for service or report missed bin</li></ul> | <ul style="list-style-type: none"><li>• 4,500 bins collected</li><li>• Administration for the 4,500 is provided by RBC</li><li>• Customer expected to contact RBC customer services to register for service or report missed bin</li></ul> |

2.2 Members agreed at Leisure and Environment Committee in June to transfer the administration for the garden waste scheme from RBC to an in house provision. Transferring the administration for 6,500 properties (4,500 collected by NSDC and 2,000 collected by RBC) to NSDC can be absorbed within current resources, with the exception of a one off cost, of £14k, for the expansion of the current customer records management system (CRM) to accommodate the service. Moving the administration back to an in house provision would result in an additional £30k income per annum as well as an improved customer experience.

2.3 Notice was served to Rushcliffe Borough Council for the administration in accordance with the Memorandum of Understanding in July 2018 and the service will operate in house from January 2019.

#### **3.0 Proposals**

3.1 The business units who will be impacted by the administration of the garden waste scheme from transferring to an in house provision have confirmed that they can accommodate this additional work within existing resources.

- 3.2 Discussions have taken place with the supplier who provides the waste management system (CRM) and an enhancement to the system will be in place by the end of December 2018.
- 3.3 Existing customers will receive their renewal email/letter from NSDC instead of RBC. This correspondence will make it very clear to customers that the service is now being administered by NSDC. The Customer Services Team receive a number of queries in relation to garden waste, these will now be dealt with by the team rather than being redirected to RBC, providing a simplified and overall better customer service experience.
- 3.4 Customers will have the option of paying either online or via customer services. Following the receipt of payment, the customer will be issued with a sticker to attach to their bin. The council will keep records of who has paid and will only be collecting bins from those homes that have paid.
- 3.5 The preferred contact method for this service is online via the council's website. Those customers who do not have access to the website will be able to contact customer services who will assist them in signing up for the service.
- 3.6 Ongoing marketing will take place to promote the service to new customers who can join the scheme at any time during the year.
- 3.7 A full business case on the bringing the entire collection and administration across the district back in house is to be presented to Members in November. This will include details of the additional resource required to administer the service.

#### **4.0 Equalities Implications**

- 4.1 It is expected that the administration would be absorbed by customer services and would operate in the same way as current customer enquiries. Therefore an EQIA is not required as there is no procedural or policy change.

#### **5.0 Impact on Budget/Policy Framework FIN8-19/2162**

- 5.1 The £30k additional income, which will be generated by the transfer of the administration back to the Council, will take effect from the 2019/20 financial year, and will be built into the budget process.
- 5.2 The one-off cost of £14k to enable the expansion of the Customer records management system can be funded from the Change/Capital Reserve during 2018/19.

#### **6.0 RECOMMENDATION**

Members note the update in respect of transferring the administration back to an in house provision.

**Reason for Recommendation**

To inform Members on the progress made in transferring the administration back to an in house provision.

**Background Papers**

Nil.

For further information please contact Deborah Johnson, Strategic Development Manager ext 5800 or Natalie Cook, Policy and Projects Officer on ext 5725.

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