

## INFRASTRUCTURE SAFETY AND GROWTH COMMITTEE

22<sup>nd</sup> August 2024

### Report of the Operations Manager of the Joint Waste Service

#### Review of Bulky Waste Service

**None Exempt**

#### **Executive summary**

The purpose of this report is to provide the Committee with an understanding of the Joint Waste Service's bulky waste as requested.

#### **Recommendations**

It is recommended that Members:

1. Endorse the progress and updates provided.
2. Officers take the paper, and recommendations, to the Joint Waste Board for consideration.

#### **Background**

In 2023/24 the Joint Waste Service had 4831 service requests for Bulky Items to be collected with 2471 of these coming from Tamworth residents. A breakdown of these requests is attached as Appendix 1.

We offer a bulky waste collection service (for beds, sofas and furniture etc) and a scrap metal collection (for dishwashers, fridges, freezers etc). You can book the service up to a month in advance.

In 2023/24 the Bulky Waste service generated £90k income; many customers request more than one item to be collected.

The first item costs £18 and each subsequent items cost £7.50. Residents can book up to 4 items on a bulky collection and you can book up to 2 items on a scrap collection - this is due to the size of our collection vehicles.

There is a maximum size for items (75 inches/190cm long). Scrap items must be able to be moved by one person, and bulky items by two people.

All items must be outside the resident's property, along with their usual bins, items are not collected from inside properties.

Metal items are collected by the bin delivery vehicle on collection day be that refuse or recycling; we have 4 slots on the north round and 4 on the south. OF for scrap metal residents can book in up to two items at a time. Deliveries of bins are completed first to make space for the 'bulkies', using a 3.5t tail lift box van to carry this out. These items are taken to an appropriate disposal location (usually a Household Waste Site or the Council depot), where they can be sent for recycling if the product is suitable.

Non-metal items are collected on refuse day by the truck emptying the black bins, there are 4 slots on each round with up to 4 items from each household. These items are mixed in with the general black bin waste and end up at the Energy from Waste (EfW) Plant at Four Ashes for disposal.

The Joint Waste Service do not have separate vehicles for bulky waste collections, hence the item limits that households can book at any one time. There are limits to what can be collected both by number and size. The bin collection vehicle has a trolley for the operative and a tail lift, but for the non-bulky items they need to be taken to the vehicle (which in some cases can mean a considerable walk e.g. where houses are on cycle paths and not adopted road) and then lifted into the back of the wagon.

Customer service centre staff are trained on which products can be collected via the Bulky Waste service, and advise customer appropriately.

Does the current level of service contribute to increased fly tipping? This is unfortunately very difficult, if not impossible to answer. Information of how many failed requests for the service there have been in the last year is not recorded, i.e. requests for non-domestic waste or the item is simply too large.

It is fair to assume that residents who make the initial enquiry are unlikely to then revert to fly-tipping their waste. However, the concern of Members that they may book an unscrupulous 'white van man' may be a factor.

### **Options Considered and potential options for the future**

**Continue as is** – no financial impact, service is well used by Tamworth residents', greater proportion of collections in Tamworth compared to household numbers, brings income in.

**Introduce separate vehicle to do the collections** – this would require an increase in both a vehicle and staff, increase in fuel costs and therefore have an impact on carbon footprint. To run a dedicated crew and vehicle for a bulky waste service would cost circa £80k pa:

In practice the costs of the bulky collection service are currently absorbed across the costs of the Joint Waste Service. Collections are completed as part of regular kerbside rounds or bin delivery duties. It should also lead to higher re-use and recycling of the items collected.

**A hybrid version of the Bulky Waste Service** including:

- Integrated kerbside and drop-off services
- On demand collection services

**Greater promotion of reuse, links with community groups.** Consider:

- Re-use and Recycling Programs
- A review of items that could be collected
- Community engagement and education
- Public-private partnerships
- Additional information published on the Councils website
- Signpost to reputable licensed organisations.

## **Resource Implications**

The decision not to have a dedicated bulky vehicle(s) was taken when the Joint Waste Service was created as it saved costs by only providing the service when we are in the area collecting using the vehicles that are already in operation in the area, thus reducing the need for extra vehicles and staff which also has a positive impact on the authorities commitment to reduce its carbon footprint.

## **Legal/Risk Implications Background**

It is not a statutory requirement for bulky waste collection services to be provided.

## **Equalities Implications**

Any resident can book a bulky waste collection throughout the borough.

## **Environment and Sustainability Implications (including climate change)**

By collecting bulky waste through the current waste collection services, and not having additional staff and vehicles, it maximises the use of current resources and reduces the impact that additional vehicles and staff would have on both cost and the carbon footprint.

There is currently limited reuse/recycling of bulky waste collected, as it is predominantly directed to Energy from Waste (EfW).

## **Appendices**

Appendix 1: Bulky Item Requests 2023/24

Appendix 2: Website Link and Key Information for residents

Appendix 3: Bulky Items

Appendix 1

Bulky items service requests 2023/24

See attached appendices

Appendix 2

Website Link and key information for residents

A full list of what can and cannot be taken is attached as Appendix 3. We are limited by size i.e. what can fit in our vehicles, can be safely moved by our staff and what is classed as domestic waste as opposed to non-domestic e.g. building waste/DIY waste/waste from vehicle repairs cannot be taken as this is not classed a general household waste.

Information on bulky items can be found on the website Residents can book bulky item collections online and all the necessary guidance and information is given at this point. They can also ring our dedicated Joint Waste phone number and the Contact Centre team are trained on what can and cannot be taken and can offer advice on alternatives.

Information on the bulky collection service including what can and can't be taken, the terms and conditions and alternative ways to get rid of items can be found by clicking on the following link [Bins and recycling | Tamworth Borough Council](#).

The TBC site links through to the Lichfield Website <https://www.lichfielddc.gov.uk/recycling-bins-waste/bulky-scrap-collections>

## Bins and recycling

Our waste services are operated in partnership with Lichfield District Council.

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<a href="#">Bins, recycling and waste</a>	<a href="#">Tamworth garden waste</a>	<a href="#">Tips</a>
<a href="#">Bulky items</a>	<a href="#">Missed bin updates</a>	<a href="#">Report a missed bin</a>
<a href="#">Business waste</a>	<a href="#">Clinical waste</a>	


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## Other ways to get rid of bulky items

Before you throw away an item that's still usable, why not consider donating it to a charity who can ensure it reaches someone who needs it - from a functioning fridge, through to an old sofa.

## Visit a local household recycling centre

If you can transport your items, visit one of our neighbourhood recycling centres (or tips), where you can recycle bulky items including turf and soil, bricks and rubble, fridges and freezers, car batteries and more.

Visit the [Staffordshire Waste Partnership site](#)  to find your nearest household recycling centre.

## Retailer recycling schemes

If you are buying new white goods (such as fridges and freezers, or even large items of furniture) speak to your new supplier and see if they can remove your old item.

Sometimes this will be offered free of charge and other times they may charge a small fee.

Appendix 3

Bulky Items List for what can and can't be collected.