

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	22 October 2020
<b>Subject:</b>	Green Garden Waste Collection - Charging methodology and implementation plan
<b>Purpose of Report:</b>	The purpose of the report is to make sure the Council has an approved plan and adequate resources in place to ensure the efficient introduction of a chargeable Green Garden Waste collection service from 1 April 2021.
<b>Scrutiny Chair:</b>	Cllr Gwilym Owen Jones
<b>Portfolio Holder(s):</b>	Cllr Bob Parry, Portfolio Holder (Highways, Waste and Property)
<b>Head of Service:</b>	Huw Percy – Head of Service (Highways, Waste and Property)
<b>Report Author:</b> <b>Tel:</b> <b>Email:</b>	Marc Jones – Director of Function Resources (Chair of the Waste Management Steering Group).  Huw Percy – Head of Service (Highways, Waste and Property)
<b>Local Members:</b>	Applicable to all Scrutiny Members

### 1 - Recommendation/s

The Committee is requested to consider and make comments to the Executive on the recommendations listed below, as shown in the attached Executive Report which will be considered on 26 October 2020:

- a. the charge of £35 per annum for the first Green Garden Waste wheeled bin collection service and £30 per annum for additional wheeled bins.
- b. the additional expenditure budget as set out in paragraph 5.4, with the additional expenditure budget being funded from the income generated by implementing the charge

### 2 – Link to Council Plan / Other Corporate Priorities

Objective 3 of the Council's Plan 2017 – 2022 states that the Council will work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment.

### 3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1** Impact the matter has on individuals and communities [**focus on customer/citizen**]
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]
- 3.3** A look at any risks [**focus on risk**]
- 3.4** Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]
- 3.5** Looking at plans and proposals from a perspective of:
- Long term
  - Prevention
  - Integration
  - Collaboration
  - Involvement
- [**focus on wellbeing**]

### 4 - Key Scrutiny Questions

1. To what extent is the Executive satisfied that all possible options for determining the charging structure have been explored?
2. To what extent is the Executive satisfied that the suggested charging structure is consistent with other Local Authorities?
3. In what way does the charging model comply with the Welsh Government's waste Collections Blueprint (part of the national waste strategy – 'Towards Zero Waste'?)
4. What mitigation measures will be in place to deal with any potential challenges?
5. What are the financial and resources implications needed to deliver this new service, and how will these be funded?

### 5 – Background / Context

On 27 January 2020, officers provided the Executive with the initial 'Stage 1' findings of the procurement process for the new Waste Collection & Cleansing Contract. In the report, officers highlighted the feedback from other North Wales local authorities, potential income projections and the risks of introducing a new chargeable Green Garden Waste collection service. Based on this feedback, the Executive confirmed its final service configuration for the procurement process and bidders were asked to provide final tender solutions on this basis.

Similar to all other local authorities in North Wales, the Executive decided that the Contract would specify that a new chargeable Green Garden Waste collection service would commence from 1 April 2021, ending the current free service which has been in place for several years. This is in-keeping with the Welsh Government's waste Collections Blueprint (part of the national waste strategy – 'Towards Zero Waste'), and

their recommendation to Welsh local authorities that they should apply a charge for collecting Green Garden Waste.

Subsequently, in July 2020, the Council awarded a new Waste Collection & Cleansing Contract to Biffa Waste Services. Council officers and Biffa are now working on a mobilisation plan for the new Contract, which includes plans for the introduction of a new chargeable Green Garden Waste collection service.

The first stage in the process has been to try and collect as much information on service provision from North Wales local authorities and Biffa (Biffa has several chargeable Green Garden Waste collection services across the UK). Officers have conducted Teams meetings with all North Wales local authorities and with the Green Garden Waste Manager at Biffa. Officers now have a very good appreciation of the challenges likely to be faced when introducing such a new service, together with what would constitute best practice. In preparing the proposed way forward for the Council, officers have taken into consideration all the feedback obtained from the North Wales local authorities and Biffa.

#### **6 – Equality Impact Assessment [including impacts on the Welsh Language]**

An Equality Impact Assessment (EIA) has been carried out. The EIA concluded that there were no significant impacts as a result of introducing a new charging policy for Green Garden Waste collection.

#### **7 – Financial Implications**

The financial implications of introducing a new chargeable Green Garden Waste collection service is highlighted in paragraphs 2.4, 2.5 and 5.4 of the enclosed Executive Report dated 26 October 2020.

#### **8 – Appendices:**

None

#### **9 - Background papers (please contact the author of the Report for any further information):**

Executive Report (and appendices) dated 26 October 2020.

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>EXECUTIVE</b>
<b>Date:</b>	<b>26 OCTOBER 2020</b>
<b>Subject:</b>	<b>GREEN GARDEN WASTE COLLECTION - CHARGING METHODOLOGY AND IMPLEMENTATION PLAN</b>
<b>Portfolio Holder(s):</b>	<b>COUNCILLOR R.G.PARRY OBE FRAgS COUNCILLOR R.W. WILLIAMS</b>
<b>Head of Service / Director:</b>	<b>HUW PERCY – HEAD OF SERVICE (HIGHWAYS, WASTE &amp; PROPERTY)</b>
<b>Report Author:</b> Tel: E-mail:	<b>MARC JONES – DIRECTOR OF FUNCTION RESOURCES (CHAIR OF THE WASTE MANAGEMENT STEERING GROUP).  HUW PERCY – HEAD OF SERVICE (HIGHWAYS, WASTE &amp; PROPERTY)</b>
<b>Local Members:</b>	<b>ALL MEMBERS</b>

<b>A –Recommendation/s and reason/s</b>
<p><b>The Executive:</b></p> <p><b>1) Authorises/approves:</b></p> <p style="padding-left: 40px;"><b>a. the charge of £35 per annum for the first Green Garden Waste wheeled bin collection service and £30 per annum for additional wheeled bins.</b></p> <p style="padding-left: 40px;"><b>b. the additional expenditure budget as set out in paragraph 5.4, with the additional expenditure budget being funded from the income generated by implementing the charge</b></p> <p>The reasons for the recommendations are to make sure the Council has an approved plan and adequate resources in place to ensure the efficient introduction of a chargeable Green Garden Waste collection service from 1 April 2021.</p>

<b>B – What other options did you consider and why did you reject them and/or opt for this option?</b>
<p>Continuing with a free and reduced (9 months only, excluding the winter months) Green Garden Waste collection service was considered by the Executive. However, a final decision was made by the Executive on 27 January 2020 to start an all year round, fortnightly chargeable Green Garden Waste collection service from 1 April 2021.</p> <p>Other options were considered as detailed in paragraph 2.4 and 2.5.</p>

<b>C – Why is this a decision for the Executive?</b>
The Executive is required to agree the methodology to roll-out the new chargeable Green Garden Waste collection service, the terms & conditions and the charges to be applied.

<b>CH – Is this decision consistent with policy approved by the full Council?</b>

<b>D – Is this decision within the budget approved by the Council?</b>
Charging for the collection of Green Garden Waste will generate significant income. The level of income will be dependent on the charges applied and the number of households that finally sign-up to the service. More detail is provided in the body of this report.

<b>E – Impact on our Future Generations(if relevant)</b>		
1	<b>How does this decision impact on our long term needs as an Island</b>	The collection of Green Garden Waste contributes to meeting the requirements of the Wales Waste Strategy, to ensure the sustainable management of waste services for future years.
2	<b>Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-</b>	This decision will result in income being generated which will reduce the burden on the budget in the future years.
3	<b>Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom:</b>	Officers have conducted Teams meetings with all North Wales local authorities and with the Green Garden Waste Manager at Biffa.
4	<b>Have Anglesey citizens played a part in drafting this way forward? Please explain how:-</b>	This report was discussed in the Partnership and Regeneration Scrutiny Committee.
5	<b>Outline what impact does this decision have on the Equalities agenda and the Welsh language</b>	Not applicable

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Senior Leadership Team (SLT)</b> (mandatory)	The report was considered by the SLT and their comments have been incorporated into the report.
2	<b>Finance / Section 151</b> (mandatory)	This is the Section151 Officer's report.
3	<b>Legal / Monitoring Officer</b> (mandatory)	The Monitoring Officer took part in the discussions on the report at the meeting of the SLT.

4	<b>Human Resources (HR)</b>	
5	<b>Property</b>	
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Procurement</b>	
8	<b>Scrutiny</b>	This report was discussed in the Partnership and Regeneration Scrutiny Committee on the 22 October 2020
9	<b>Local Members</b>	

<b>F - Appendices:</b>
Appendix 1 – Draft Terms & Conditions
Appendix 2 – Draft Information Pack for New Customers and Frequently Asked Questions

<b>FF - Background papers (please contact the author of the Report for any further information):</b>

## 1.0 INTRODUCTION AND BACKGROUND

- 1.1 On 27 January 2020, officers provided the Executive with the initial 'Stage 1' findings of the procurement process for the new Waste Collection & Cleansing Contract. In the report, officers highlighted the feedback from other North Wales local authorities, potential income projections and the risks of introducing a new chargeable Green Garden Waste collection service. Based on this feedback, the Executive confirmed its final service configuration for the procurement process and bidders were asked to provide final tender solutions on this basis.
- 1.2 Similar to all other local authorities in North Wales, the Executive decided that the Contract would specify that a new chargeable Green Garden Waste collection service would commence from 1 April 2021, ending the current free service which has been in place for several years. This is in-keeping with the Welsh Government's waste Collections Blueprint (part of the national waste strategy – 'Towards Zero Waste'), and their recommendation to Welsh local authorities that they should apply a charge for collecting Green Garden Waste.
- 1.3 Subsequently, in July 2020, the Council awarded a new Waste Collection & Cleansing Contract to Biffa Waste Services. Council officers and Biffa are now working on a mobilisation plan for the new Contract, which includes plans for the introduction of a new chargeable Green Garden Waste collection service.
- 1.4 The first stage in the process has been to try and collect as much information on service provision from North Wales local authorities and Biffa (Biffa has several chargeable Green Garden Waste collection services across the UK). Officers have conducted Teams meetings with all North Wales local authorities and with the Green Garden Waste Manager at Biffa. Officers now have a very good appreciation of the challenges likely to be faced when introducing such a new service, together with what would constitute best practice. In preparing the proposed way forward for the

Council, officers have taken into consideration all the feedback obtained from the North Wales local authorities and Biffa.

## 2.0 INCOME PROJECTIONS, CHARGING STRUCTURE & PAYMENTS SYSTEMS

2.1 The level of actual net income generated for charging for the collection of Green Garden Waste is difficult to predict as it is dependent of three main variables:

- a) the charging structure to be adopted by the Council;
- b) the costs to administer the service (additional staffing, administration, Information Packs, Identification Stickers, mailing costs, IT costs etc) and;
- c) the number of households who will actually sign-up for the service.

### Number of Households

Having compared sign-up figures across North Wales local authorities, three likely scenarios can be considered based on a low, medium and high number of householder participation as shown below:

	<b>Low Sign-up (30% of total households)</b>	<b>Medium Sign-up (35% of total households)</b>	<b>High Sign-up (40% of total households)</b>
<b>Participating Households</b>	<b>10,000</b>	<b>12,000</b>	<b>14,000</b>

2.2 Officers have consulted with all other North Wales local authorities and have found a wide range of charging structures. There are several variables to consider if a comparison is to be made between different charging structures across North Wales including:

- 2.2.1 The size of the wheeled bin to be used (140 litre, 180 litre or 240 litre).
- 2.2.2 The number of collections per year (e.g. every fortnight throughout the year, reduction of one collection over the Christmas period, reduced collections in December, January and February or no collections in December, January and February).
- 2.2.3 Whether a reduced price should be charged for additional bins (some households will want additional wheeled bins for Green Garden Waste).
- 2.2.4 Whether the annual fee should be a one-off payment per financial year or based on a pro-rata basis linked to when a householder actually signs-up.
- 2.2.5 Whether a reduced fee should be applied if an online payment is made, as an incentive to use this service;

2.3 The comparison of the various charging variables across North Wales local authorities is shown below:

No.	Variable	Gwynedd	Conwy	Denbighshire	Flintshire	Wrexham
1.	<b>Size of wheeled bin</b>	240 litre	240 litre	140 litre	180 litre	240 litre
2.	<b>Number of collections per annum</b>	25	26	26	20	23
3.	<b>Annual cost for first Green Garden Waste wheeled bin</b>	£35	£35	£24 (online) £27 (phone)	£32 (online) £35 (phone)	£25
4.	<b>Annual cost for an additional wheeled bin</b>	£30 (up to an additional 3 wheeled bins)	£20 (up to an additional 3 wheeled bins, however, a £20 delivery charge per bin is applied).	£12 Capped at 2	£30 (up to an additional 2 wheeled bins)	£17 (no cap on additional wheeled bins)
5.	<b>Annual or pro-rata payment</b>	Annual	Pro rata	Pro rata	Annual	Annual

2.4 Based on the collection of 10,000 collections every fortnight (26 collections per annum), the cost per collection per annum is estimated at £50. This covers the direct costs of collection incurred by the contractor, the cost of financing the vehicles used for the provision of the green garden waste service and the cost of the waste collection contractors charge for management, other overheads and profit. In addition it includes a sum to cover the Council's overheads to arrange and manage the green garden waste collection service. This figure does not include the cost of providing a bin to each property.



2.5 The proposed fee of £35 is a contribution towards the cost of providing the service which currently falls on the Council's budget to fund. If the proposed fee was reduced by £5 and based on 10,000 collections, this would reduce the income generated by £50,000 which would have to be funded from the Council's budget. i.e. through an additional increase of £1.59 in Band D Council Tax (this is based on the 2020/21 taxbase). A £5 increase in the fee, from the proposed level would result in the rise in Band D Council Tax having to be £1.59 less than if the fee was £35 provided the same number of users signed up at the increased price.

2.6 Having considered what other North Wales local authorities offer in terms of costs and services, the proposal is to use the following charging structure as noted below

No.	Variable	Proposed Charging Structure for Anglesey from 1 April 2021	Rationale /Notes
1.	<b>Size of wheeled bin</b>	240 litre	Almost all existing Green Garden Waste wheeled bins are 240 litre in volume.
2.	<b>Number of collections per annum</b>	26	The new Contract stipulates 26 collections per annum for Green Garden Waste, as per the existing service (confirmed by the Executive on 27 January 2020).
3.	<b>Annual cost for first Green Garden Waste wheeled bin</b>	£35 per bin	No charge for Green Garden Waste collection from cemeteries, places of religious worship or village/community halls, based on existing level of service.
4.	<b>Annual cost for an additional wheeled bin (capped at 3 additional wheeled bins per household).</b>	£30 per bin	
5.	<b>Annual or pro-rata payment</b>	Annual	The process to administer a pro-rata payment system would be very complex and time consuming to manage,

No.	Variable	Proposed Charging Structure for Anglesey from 1 April 2021	Rationale /Notes
			therefore a one-off annual payment system is proposed, regardless of the time of sign-up.

2.7 With regards to making payments for the Green Garden Waste service, households will be given the option to pay online or over the phone. All other North Wales local authorities offer the option to pay for the service over the phone – the main reason for this being households who do not have access to the internet or are not confident enough to use this option to make payments. Officers are working with the IT Section to ensure a payment system for the service is available from early December 2020.

### 3.0 TERMS AND CONDITIONS

3.1 All local authorities who operate a chargeable Green Garden Waste collection service have specific terms and conditions. These set out clearly the obligations of participating households so that no ambiguity on service delivery exists down the line. These terms and conditions are very similar for most local authorities, but will need some modification to reflect the Anglesey specific scenario. The draft proposed Terms and Conditions for Anglesey are shown in **Appendix 1**.

### 4.0 COMMUNICATION, INFORMATION PACKS FOR NEW CUSTOMERS & FAQs

4.1 It is proposed that the Council makes a public statement in October / November 2020, explaining that a new charging structure will commence for the collection of Green Garden Waste from 1 April 2021. Following this, it is proposed to provide households with further information on how to sign-up and pay for the new service in the 2020 Christmas letter, which contains the annual waste collection calendar. Using the Christmas letter avoids significant additional postage costs of reaching all households on Anglesey.

4.2 Once a household has signed up and paid for the service they will need to be sent an Information Pack. This Information Pack will contain a specific Identification Sticker (marked with the financial year), the Terms and Conditions (Appendix 1) and a welcome letter. The welcome letter will explain where the Identification Sticker should be placed on the Green Garden Waste wheeled bin so that waste collection crews can clearly see it during their rounds. The draft Information Pack and Frequently Asked Questions are shown in **Appendix 2**.

### 5.0 ADMINISTRATION AND STAFFING RESOURCES

5.1 The feedback from other North Wales local authorities is that the level of administration required is very significant, especially during the roll-out of a new service such as this. The two main areas that need particular consideration are as follows:

- i) Dealing with significantly increased customer calls/emails and taking payments over the phone;

- ii) Dealing with preparing, packing and posting of Information Packs (including the Identification Stickers) to new customers.

5.2 In order to deal with the high volume of customer calls, over the phone payments and emails, it is proposed to employ **two** temporary additional Customer Services Advisors, one on an initial 16 month full time basis and the second on an initial 6 month full time basis, to provide additional administrative/Call Centre support for this project. These posts have an existing job description and have been evaluated for job evaluation purposes at Grade 3. It is hoped that these posts will commence in early December 2020. It is hoped a further assessment can be made on the actual staffing required after 6 months once more is known regarding the demands of the work. The current total annual cost (including on-costs) to employ a Customer Services Advisor at Grade 3 is **£27k**.

5.3 There will be a need to prepare, pack and post a very significant number of Information Packs to signed-up customers, possibly between around 10,000-14,000 in number (dependent on the level of sign-up). From the feedback from other North Wales local authorities, there are two ways of preparing, packing and posting Information Packs to new customers. The first is for the Council to employ its own staff to carry out this work, meaning employing additional staff throughout the winter/spring/summer period to carry out this work. The second option would be to use an experienced external mailing company, similar to how Council Tax bills are currently sent to households. Discussions have already taken place with an experienced external mailing company, who have confirmed the likely costs for carrying out this service would be around **£0.60 per household** (this would include them providing and printing the welcome letter, the Terms & Conditions and the envelope, together with inserting the agreed Identification Sticker and paying the postage). Based on this estimate per participating household, the cost for this service would be in the region of £6k-8k per annum). Having considered all the information, officers believe that the Council should use an external mailing company to prepare, print and post the Information Packs to signed-up customers. This reduces the administrative burden and avoids the need for further additional staff to what has already been proposed.

5.4 The summary of estimated costs are shown in the following table:

No.	Cost Description	Cost 2020/21	Cost 2021/22	Cost 2022/23
1	IT system/payment set-up costs	£10k	£3k	£3k
2	Prepare/print Information Stickers	£3k	£3k	£3k
3	Print Welcome Letter, T&Cs, Envelope, packing and postage.	£8k	£8k	£8k
4	Additional x2 Customer Services Advisors	£18k	£32k	*£27k
5	Additional computers, phones and licensing costs for two new Customer Services Advisors.	£2k	£0	£0
6	Additional costs to retrieve unused Green	£15k	£5k	£3k

No.	Cost Description	Cost 2020/21	Cost 2021/22	Cost 2022/23
	Garden Waste wheeled bins.			
7	Cost to purchase and deliver Green Garden Waste wheeled bins	£5k	£18k	£18k
8	<b>Total</b>	<b>£61k</b>	<b>£69k</b>	<b>£62k</b>

*\*Cost for a Customer Services Advisor has been included for budget planning purposes – however, an assessment on actual required resources will be made closer to the time.*

## 6.0 PROPOSED TIMETABLE

6.1 The proposed timetable for completion of this project is as follows:

No.	Action	Date
1.0	Executive agrees Green Garden Waste charging and methodology.	26 October 2020
2.0	Council releases press statement informing households that a new charging system for Green Garden Waste will apply from 1 April 2021.	October / November 2020
3.0	2 x Customer Services Advisors commence roles.	Early December 2020
4.0	Council issues Christmas calendar letter including details on how households can sign-up to the new chargeable service (online or by phone).	Early-mid December 2020
5.0	Online booking commences.	Early-mid December 2020
6.0	Phone bookings commences.	January 2021
7.0	Information Packs (with Identification Stickers) are sent out to participating households.	Late December 2020 - onwards
8.0	Green Garden Waste collection rounds finalised and collection days shared with participating households.	Early March 2021 - onwards
9.0	Green Garden Waste collection service commences.	1 April 2021



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## GREEN GARDEN WASTE COLLECTION SERVICE

### DRAFT TERMS & CONDITIONS – GREEN GARDEN WASTE COLLECTION SERVICE

1. This agreement is made between the householder (the “Customer”) and Anglesey Council (the “Council”) of Council Headquarters, Llangefni, LL77 7TW. It sets out the terms and conditions (the “Terms & Conditions”) under which the Customer may use the Council’s Green Garden Waste fortnightly collection service (the “Service”). The Council may vary or change the Terms & Conditions at any time without the Customer’s prior consent. The Customer will be given 10 days written notice of any such changes.
2. In line with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the Customer has 14 days from receipt of these Terms & Conditions to request cancellation of the Service. Requests to cancel the Service must be in writing to the Council or emailed to [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk). Cancellations of the Service cannot be accepted over the phone.
3. The Service will only be available to Customers who have paid a subscription (the “Annual Fee”) in advance. The Council will base its decision to empty or leave a Green Garden Waste wheeled bin on whether the Customer has attached the correct Identification Sticker (provided by the Council) to the bin – the Identification Sticker must be clearly visible at all times or the Council may decide not to collect the bin.
4. The Annual Fee must be renewed annually for the Service to continue. Only householders who have paid their Annual Fee are eligible to receive the Service.
5. The Annual Fee consists of an annual charge for one Green Garden Waste wheeled bin to be provided to the Customer. The period of the Service shall run from 1 April – 31 March each year with any new future fees subject to review at the Council’s discretion. Householders can subscribe at any time during the year to the Service, however, the same Annual Fee will need to be paid regardless of the actual start date.
6. Additional Green Garden Waste wheeled bins can be supplied and will be charged at the stated rate. The Council will allow a total of 4 Green Garden Waste wheeled bins per household.
7. For the avoidance of doubt, any Green Garden Waste wheeled bin that is provided to the Customer by the Council (including any replacement) is under an exclusive and revocable licence and any such bin must be used in accordance with these Terms & Conditions. The Customer is not permitted to assign or novate this contract to anyone else, and the Council shall retain ownership of all its Intellectual Property Rights.
8. The Council will empty Green Garden Waste wheeled bins fortnightly, except where other factors such as extreme weather or unforeseen or unplanned circumstances exist. If the Council genuinely misses or cannot collect a Customer’s Green Garden Waste wheeled bin for any reason, every effort will be made to return to collect the wheeled bin(s) as soon as possible. Under no circumstances will the Council give refunds (whole or partial) for missing a Green Garden Waste wheeled bin due to circumstances out of its control.
9. Customers will be responsible for the Green Garden Waste wheeled bins, which must remain with the named property in the event of the Customer moving home during the year in which the Annual Fee has been paid for unless the Customer moves within Anglesey, in which case they will be able to transfer their subscription to the new property. Customers must contact the Council to confirm the new collection address details within (10) working days of having moved house. If a Customer moves out of Anglesey no refunds will be given. However, the new person residing at the old Customer’s property will receive the Service for the remainder of that financial year (provided a Green Garden Waste wheeled bin remains



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## GREEN GARDEN WASTE COLLECTION SERVICE

at the property). The new householder will therefore benefit from the provision of the Green Garden Waste subscription service (whether or not they sign up to the scheme) for the remainder of the year and there will be no refund payment to the former Customer who has moved from that property. If the new property does not have a Green Garden Waste wheeled bin then the Council will arrange for one of these to be supplied, (all requests for Service changes should be emailed to [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk))

10. There are no refunds or part refunds if a Customer decides to cancel the Service part way through the year. If there is any evidence of misuse of the Service or of the Council supplied Green Garden Waste wheeled bin by the Customer, then the Service may be cancelled and no refund will be provided. The Customer will have the right of appeal in respect of such an incident occurring, provided the appeal is raised within 14 days of receiving notice of cancellation.

11. Any Customer's Green Garden Waste wheeled bin(s) must only be used for Green Garden Waste from your own property on Anglesey. Only organic garden waste may be placed in the bin (loose), and the lid must remain closed when not in use and when presented on the scheduled collection day. Green Garden Waste includes grass cuttings, hedge clippings, twigs and branches up to 5cm diameter, bark, leaves, straw, hay, flowers, plants, fallen fruit, general weeds, garden prunings (all items must be contained in your green wheeled bin and the lid must be shut). Green Garden Waste does not include general household waste, plastic trays, plastic bags, large branches over 5cm in diameter, invasive species or poisonous plants such as Japanese knotweed, ragwort & Himalayan balsam, turf, earth, soil, stones, gravel, wood that has been treated or painted, food or kitchen waste including peelings, cat or dog faeces, animal waste, pet waste, metal objects, cat litter etc. No plastic of any kind may be put in the Green Garden Waste wheeled bin. Any non-conforming materials placed in the Green Garden Waste wheeled bin will be treated as contamination and will not be emptied.

12. Contaminated Green Garden Waste wheeled bins (i.e. bins containing incorrect materials) will not be emptied. If a Customer's Green Garden Waste wheeled bin is contaminated, it is the Customer's responsibility to remove the item(s) of contamination prior to the next scheduled collection. If the contamination continues, the Council may remove the Green Garden Waste wheeled bin(s). There will be no refunds issued for occasions on which a Customer's Green Garden Waste wheeled bin is not emptied due to contamination or non-conformance.

13. The Green Garden Waste wheeled bin must be presented at the kerbside of the property (which is normally the nearest adopted highway, typically the pavement or highway verge) by 7.00am on the Service collection day as per the collection calendar information provided by the Council. The Green Garden Waste wheeled bin lid must be completely closed and no side waste presented i.e. no extra Green Garden Waste outside or next to the bin or placed on the lid. In this scenario the extra side waste will not be collected. If the Customer is unable to take the Green Garden Waste wheeled bin to the kerbside because of disability or health problems, he/she must apply to the Council in advance for an Assisted Collection Service.

14. If the Customer's Green Garden Waste wheeled bin becomes damaged during the emptying process the Council will repair or replace it free of charge, as soon as is reasonably practical. In circumstances where a Green Garden Waste wheeled bin has been damaged through neglect or misuse by the Customer, the cost of repair or replacement shall be charged to the Customer. If the Customer's Green Garden Waste bin is damaged they should email [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk) and provide further details.

## DRAFT INFORMATION PACK &amp; FREQUENTY ASKED QUESTIONS

[www.ynysmon.gov.uk/ailgylchu](http://www.ynysmon.gov.uk/ailgylchu)  
[www.anglesey.gov.uk/recycling](http://www.anglesey.gov.uk/recycling)



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## GREEN GARDEN WASTE COLLECTION SERVICE

Dear Householder,

Thank you for subscribing to the Isle of Anglesey County Council's new Green Garden Waste collection service for 2021/22.

**Identification Sticker:** You will need to stick the enclosed Identification Sticker to your Green Garden Waste wheeled bin(s) at the location shown on the picture below, around 30cm (12 inches) below the grab handles. The surface of the green wheeled bin(s) will need to be clean and dry in order to ensure the Identification Sticker does not come off.



### WHAT YOU NEED TO DO:

Add your address to your label and carefully peel-off the backing before positioning your self-adhesive label on your green bin as shown in the photograph.

Please also find enclosed a copy of the **Terms & Conditions** for the service. You can also view these by logging on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX)

**Collection Calendar:** Please log on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX) after 20 March 2021 to check your allocated collection day for Green Garden Waste. Alternatively, you can contact the Waste Management Section's Call Centre who can confirm your collection day at that time.

Should you have any queries regarding the Green Garden Waste collection service please refer our **Frequently Asked Questions** by logging on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX), emailing us on [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk) or contacting our Call Centre on 01248 XXXXXX.

Yours faithfully,

**WASTE MANAGEMENT SECTION  
ISLE OF ANGLESEY COUNTY COUNCIL**

**A5 DRAFT IDENTIFICATION STICKER**

[www.ynysmon.gov.uk/ailgylchu](http://www.ynysmon.gov.uk/ailgylchu)  
[www.anglesey.gov.uk/recycling](http://www.anglesey.gov.uk/recycling)



Gwasanaeth  
Casglu Gwastraff  
Gardd Werdd  
Ynys Môn

Anglesey  
Green Garden Waste  
Collection Service

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## FREQUENTLY ASKED QUESTIONS – GREEN GARDEN WASTE

### 1. Do other North Wales Councils charge for green garden waste collections?

Yes, all other Councils in North Wales charge for green garden waste collections.

### 2. What is the law about charging to collect green garden waste?

The Controlled Waste (England & Wales) Regulations 2012 allow Councils to make a charge for green garden waste collections. Councils are not obliged to provide free green garden waste collections for households. The law says Councils can make a reasonable charge to collect household green garden waste, in the same way that is done for bulky waste collections. However, you will be able to continue to dispose of your green garden waste free of charge at our Household Waste Recycling Centres. Charging for green garden waste collections also ensures the Council follows the Welsh Government's Blueprint recommendations for waste collection options in Wales.

### 3. Don't I already contribute to the cost of providing this service through my Council Tax?

Councils do not have to provide householders with a free collection of their green garden waste, although they do have a legal duty to dispose of household waste free of charge. The law gives Councils the discretion to make a reasonable charge for the collection of household green garden waste. Additionally, not all properties in Anglesey need a green garden waste collection service because some properties do not have a garden or home compost. For this reason, it is also felt that introducing a charge is fair as the service will only be paid for by those households that choose to use it.

### 4. What do we accept/don't accept in the green garden waste bin?

#### We accept:

- grass cuttings, hedge clippings, twigs and branches up to 5cm diameter, bark, leaves, straw, hay, flowers, plants, fallen fruit, general weeds, garden prunings (all items must be contained in your green garden waste bin and the lid must be shut).

#### We don't accept:

- general household waste, plastic trays, plastic bags, large branches over 5cm in diameter, invasive species or poisonous plants such as Japanese knotweed, ragwort & Himalayan balsam, turf, earth, soil, stones, gravel, wood that has been treated or painted, food or kitchen waste including peelings, cat or dog faeces, animal waste, pet waste, metal objects, cat litter etc. No plastic of any kind may be put in the green garden waste wheeled bin. Any non-conforming materials placed in the green garden waste bin will be treated as contamination and will not be collected.

**5. What will I receive as part of my green garden waste collection service?**

You will receive a fortnightly green garden waste collection service throughout the year from a 240 litre wheeled bin.

**6. How much is it and when will it start?**

The annual fee for the first green garden waste bin per household will be £35.00 . The new chargeable green garden waste collection service will start on 1 April 2021.

**7. Can I have more than one green garden waste bin?**

Yes, you may subscribe up to a total of 4 green garden waste wheeled bins per household. Please note, no commercial Green Garden Waste whatsoever can be placed into the Council supplied wheeled bins.

**8. How do I pay?**

Payments can be taken online through the Council's website or over the phone. Payment will be required prior to any green garden waste collection service starting.

**9. Can I pay the fee in instalments?**

No, we can only take the fee in one payment.

**10. Can I pay for the service partway through the year?**

Yes, you can join the service at any point during the year but the fee will remain fixed at £35.00 for the first bin, regardless of the time of sign-up. The year runs from 1 April to 31 March. For example, if you choose to wait until July before paying for the service you will receive less collections, but the price will still be £35.00.

**11. I have a small green garden waste bin - will there be a difference in price?**

The annual fee of £35.00 is the fixed fee for emptying any green garden waste bin up to 240 litres in size. If required, you can exchange your small green bin for a larger 240 litre bin at no extra cost.

## 12. How will you know I've paid for the service?

After you've paid you will receive a welcome letter and an Identification Sticker through the post – you will be required to stick this Identification Sticker onto your green garden waste wheeled bin. This specific Identification Sticker shows that you have paid for the service and is readily identifiable to the collection crews. You must place the Identification Sticker on your green garden waste wheeled bin in the location indicated (see instructions below). This Identification Sticker must be on your green garden waste bin in the specified location in order for your bin to be collected.

## 13. Where do I stick the Identification Sticker to show I have paid?

Please attach the Identification Sticker around 30cm (10 inches) below the grab handles of your green garden waste wheeled bin (as per picture below) - this allows the collection crew to readily identify who has paid for the chargeable service. The collection crews will not collect any green garden waste bins without an Identification Sticker displayed.



## 14. What if I lose my Identification Sticker?

Please contact the Waste Management Section on [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk) or 01248 xxxxx

## 15. What is my collection day for green garden waste?

Please log on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX) after 20 March 2021 to check your allocated collection day for green garden waste. Alternatively, you can contact the Waste Management Section's Call Centre who can confirm your collection day at that time.

**16. Where do I leave my green garden waste bin on collection day?**

The green garden waste bin must be presented at the kerbside of the property (which is normally the nearest adopted highway, typically the pavement or highway verge) by 7.00am on the collection day as per the collection calendar information provided by the Council. Please make sure the bin grab handles face the centre of the adopted highway so the collection crews can clearly see your Identification Sticker.

**17. Can I leave extra green garden waste on the floor next to my wheeled bin?**

No, we will only collect green garden waste that is placed in the bin with the lid closed.

**18. I don't want to receive a green garden waste collection - do I need to do anything?**

No, there is no need for you to do anything. We suggest you keep the green garden waste bin at your house in case you decide to use the service in the future.

**19. I don't want to pay for the garden waste service. What should I do with my green garden waste?**

You can take your green garden waste to one of our Household Waste Recycling Centres (at Penhesgyn and Gwalchmai). Alternatively, you could compost at home. Green garden waste should not be placed in your black bin for disposal - this is for non-recyclable waste only.

**20. I'm moving to another house on Anglesey and have paid for the green garden waste service - can I have a refund?**

No refunds will be given if you change your address on Anglesey - however, you can transfer the service to your new house on Anglesey. You will need to contact us to confirm your new details. If you're moving from Anglesey you won't receive a refund but you can notify the person that will be moving in to your home that the service will continue for them for the rest of the financial year. Please do not remove your green garden waste wheeled bin from your home.

**21. Do I need to renew my payments every year?**

Yes, a payment will need to be made every year for the service to continue. You will be contacted later in the year when new subscriptions for the following financial year will open.

**22. What happens if the Council failed to collect a green garden waste bin?**

If it is a genuine missed collection (bin presented on the correct day and at the correct time) please contact us no later than 5pm the day after the scheduled collection day and we will arrange to return at an agreed time.

### **23. What if I need an assisted collection?**

If you don't have anyone able bodied in your household you can ask for an assisted collection service. Please contact us for further information.