Appendix I

WLGA

Waste Improvement Programme Benchmarking Fees and Charges For Waste Services

Working Paper Confidential - for reasons of commercial confidentiality, distribution limited to local authority waste manager / sections & CSS waste sub-group

1. Background

The Waste Improvement Programme has been working to assist local authorities improve the performance and efficiency of recycling collections and diversion from landfill since October 2007.

An important strand of this work involved the development of a framework for the consistent reporting of waste finance data and the subsequent development of a process of benchmarking the data, allowing for the qualitative analysis of services based on cost and performance.

Selection

Since 2013 the CSS Waste group decided that the benchmarking work was to include all 22 Welsh authorities (previously a sample of 8 local authorities was selected). In April 2015 the CSS waste sub-group selected food waste as one of the two topics to be examined in 2015, based on 2013-14 and 2014-15 financial year data. In September 2015 the CSS waste sub group decided on Benchmarking services that LAs were implementing any fees and charges to residents for the delivery of these services.

Fees and charging data from 20 Authorities was gathered and collated from November 2015 onwards, the findings are detailed here.

Trade Waste

1. Eight Authorities generated a Net profit from their Trade Waste service in 2013-14

2. There is potential to increase income by expanding customer base.

The data in the chart below comes from the WAO Trade waste Benchmarking group work from 2013-14. The latest data available is for 2014-15.

Figure 13

Trade waste income has been expanded using a couple of different approaches for example:

Torfaen used wider service change as an opportunity to ensure properties were receiving the correct service and expand the number of trade waste customers. The roll out of new smaller bins allowed the authority to identify properties that were receiving domestic waste collections when they were ineligible e.g. community centres, church halls. Bins that these premises had acquired over time were removed and these properties offered a trade waste collection instead.

Pembrokeshire charges commercial customers at HWRC sites. Trade Waste customers arriving at the HWRC either identify themselves as such or are challenged by staff. They are charged per bag of residual waste taken to the site. Recycling is not charged for.