

REFUSE COLLECTION – BANK HOLIDAY PERIODS

1 SUMMARY

- 1.1 The purpose of this report is to provide Members with proposals regarding the notification to residents of revised refuse collection timetables around bank holiday periods.

2 INTRODUCTION

- 2.1 The Refuse Collection Contractor does not undertake the service on Bank Holidays and therefore residents will have their refuse collected on a different day than usual at these times, whilst the Contractor “catches up” the days that were missed due to being designated Bank Holidays.
- 2.2 In order to make residents aware of the revised collection timetable and to avoid people inadvertently missing their collection day, various forms of notification are utilised, some with more success and consistency than others.
- 2.3 The latest method of notification that has been employed was sending out revised collection details for the Easter, May, Jubilee and August Bank Holidays in with the Council Tax notification. Whilst this ensured that it went to all households and saved money on postage, officers found that residents did not expect the refuse details by this method and so many did not take notice of the information.

3 NOTIFICATION PROPOSALS

- 3.1 It is firstly proposed to provide all residents with a leaflet printed on coloured card of A4 size folded to A5. (See Appendix A) This would be delivered in early December, using volunteers from the Council’s own staff in a similar way to the distribution of the Poll Cards etc.
- 3.2 The front side of the leaflet would show the revised collection timetable for the Christmas and New Year period and also reminders about not overloading your bin, presenting it at 7.00am. and a contact number for further enquiries.
- 3.3 The left hand inside page will provide the collection timetable for Easter and the first May Bank Holiday, with the right hand inside page showing the timetable to the second May Bank Holiday and August

Bank Holiday. Information on the Civic Amenity Site will also be displayed on this page.

- 3.4 The back page of the leaflet will provide a collection calendar for the recycling scheme for the whole of 2003. This will detail for each week which bins and/or boxes will be collected.
- 3.5 It is envisaged that this leaflet will be more readily retained by the public due to the fact that it will be printed on a reasonably thick coloured card and will contain all the relevant refuse information covering the whole year ahead.
- 3.6 Extra copies of this leaflet would be displayed at the Council Office Receptions in Rochford and Rayleigh and Libraries, in addition to spare copies being held that can be posted out where necessary throughout the year.
- 3.7 The issue of this leaflet would be backed up by continuing to place advertisements in the relevant issues of Rochford District Matters and printing the collection timetables on the Council's website.
- 3.8 As part of the current refuse collection contract, Serviceteam also have a responsibility to notify residents of the revised timetables for each Bank Holiday period by way of a leaflet / flyer being placed under the lid of the bin. Whilst Members have in the past had concerns over this method, it would not cost the Council any extra money, would only be acting as a back up to the main four page leaflet and is also a commonly recognised method by local residents.

4 ENVIRONMENTAL IMPLICATIONS

- 4.1 The provision of an efficient refuse collection service can be of considerable benefit to the environmental conditions that exist within the District.

5 RESOURCE IMPLICATIONS

- 5.1 The cost of printing and distributing the four page annual leaflet would be approximately £4,700 and could be met from the overall refuse collection budget. The posting of the leaflet under the lid of the bin would be of no extra cost to the Council, as it is included within the Refuse Collection Contract as a specific responsibility of the Contractor.

9 RECOMMENDATION

That Members consider the information provided in this report and agree to the distribution of an annual four-page leaflet backed up by Rochford District Matters and website advertisements and flyers under the lids of bins.

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Background Papers:

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