

Gloucester City Council

OVERVIEW AND SCRUTINY COMMITTEE

BULKY WASTE REVIEW TASK AND FINISH GROUP

REPORT AND RECOMMENDATIONS

1 NOVEMBER 2010



GLoucester
CITY COUNCIL

CONTENTS

	Page
1 INTRODUCTION	1
2 MEMBERSHIP OF THE TASK AND FINISH GROUP	1
3 TERMS OF REFERENCE	1
4 WHAT IS BULKY WASTE	1
5 HOW DOES THE SERVICE OPERATE AT PRESENT?	2
6 FINDINGS	3
7 CONCLUSIONS AND RECOMMENDATIONS	9
8 ACKNOWLEDGEMENTS	12
9 APPENDICES	13

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1 INTRODUCTION

- 1.1 The purpose of this report is to set out the recommendations of the Bulky Waste Review Task & Finish Group. The Task & Finish Group was established following a decision by Council on 25 February 2010 and the background to this is outlined in appendix 1 of this report. The report outlines the purpose of the review, the process of the review, the Task & Finish Group's findings and its recommendations.

2 MEMBERSHIP

- 2.1 The Task and Finish Group had a cross-party membership comprising:

Councillor Sebastian Field (Lead Member)
Councillor Gordon Taylor
Councillor Kate Haigh

3 TERMS OF REFERENCE

- 3.1 The Task and Finish Group was established to consider a bulky waste service that would:

- **Provide a sustainable service that was fair and accessible to all and meets our recycling objectives**
- **Aspire to work with Voluntary Sector Partners**
- **Reduce the overall cost of the service**
- **Consider the standard of the service and whether a charge could be introduced**
- **Consider the use of concessionary rates if charging was to be introduced**

4 WHAT IS BULKY WASTE?

- 4.1 When considering the bulky waste service the Task and Finish Group wished to understand several things about the service. This included:

- Who uses the service?
- Should waste be disposed of in another way?
- Can more be re-used or recycled?
- Is it a service that is good enough to charge for or can it be improved?

- 4.2 Bulky waste consists of many types of items and the only common factor is that the items are too big to fit in a refuse bin. For many of the items that we are collecting we are missing the opportunity to re-use or recycle them and that really is a waste. A bulky waste item is defined as "an item of waste that weighs more than 25 kg or any item that does not fit in a households' bin; or if no container is provided, a cylindrical receptacle of 750mm in diameter and 1m high".

- 4.3 Bulky waste has traditionally gone to landfill but as a result of emerging targets, new producer responsibility and new hazardous waste regulations it has come to be seen as more of a priority. The Overview

& Scrutiny Committee wished to review this mixed waste to see if new ways of managing it could increase re-use or recycling.

4.4 Re-use and recycling has become important to people in Gloucester as it:

- Stops goods and materials going to landfill
- Helps to tackle climate change
- Reduces demand for scarce resources and therefore helps to reduce the number of products produced and this helps to reduce Carbon Dioxide emissions
- Helps local people and businesses with training, education and employment

5 HOW DOES THE SERVICE OPERATE AT PRESENT?

5.1 The City Council currently provides a free bulky waste collection service for the removal of items that cannot be collected through the normal household collection service. The service operates from Monday to Friday and all items are collected from outside the property. As part of the service, the Council operates a white goods service every Friday. This allows for the collection of items such as fridges and freezers.

At present:

- The approximate total cost of the service is £134,000 per annum. This cost includes the cost of the contact centre.
- The collection service is a daily appointment system managed by the Council's contact centre. The current waiting time for collection is 16 working calendar days. The waiting time has varied as a result of demand and has been as high as 25 working calendar days.
- The point of collection is from outside the property, from 7.00am. Therefore there is little opportunity for re-use or recycling of items as they are continuously exposed to adverse weather.
- The resource provides a capacity to carry out 12,500 collections of bulky waste per annum. This equates to approximately 50 collections per day over a 5 day week, although use of overtime can increase this rate.
- In 2009/10, 436.52 tonnes were collected, 23% of which were recycled or treated.
- The service is not suitable for people who cannot take their items to outside their home and therefore does not help individuals that have disabilities or are infirm.
- On average approximately 5,570 properties request to use the service once a year. Approximately 20 Houses in multiple occupation (HMOs) use the service 14 - 36 times per annum. In total 7,500 properties use the service annually. This is outlined in the diagrams below.

Diagram 1 – Breakdown of use by frequency of request for the service

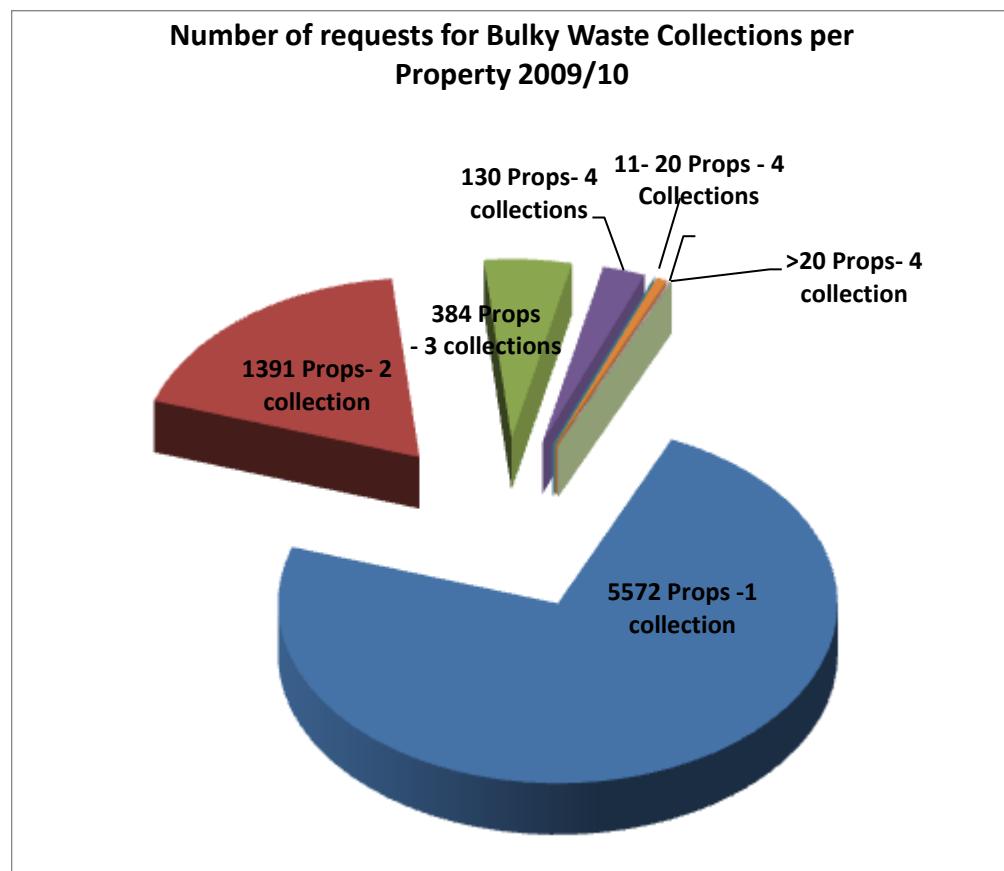
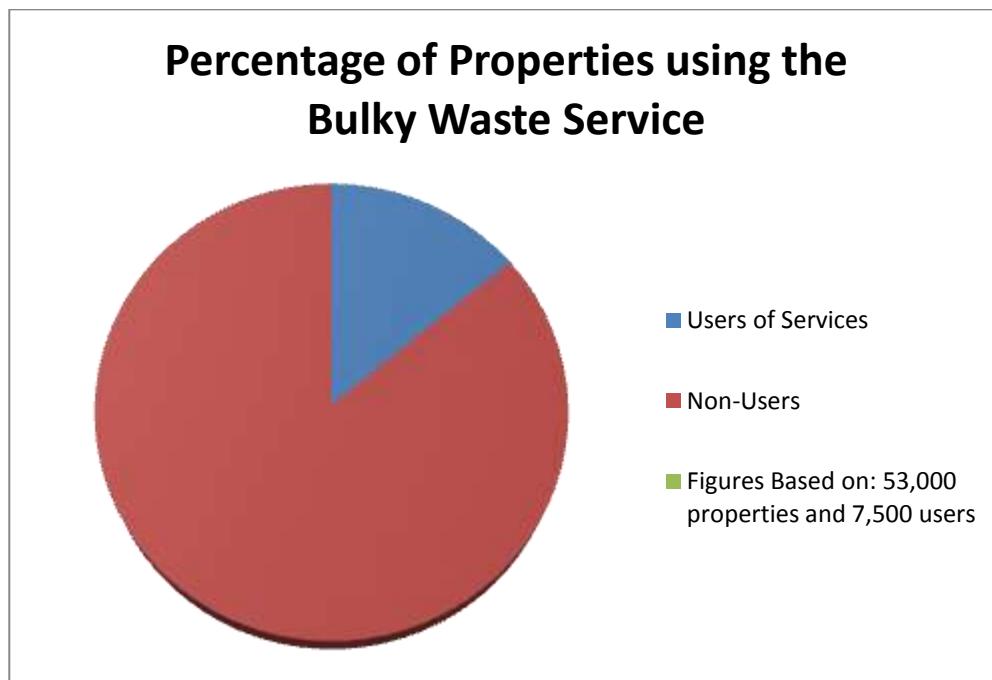


Diagram 2 – Percentage of Properties in Gloucester that use the Bulky Waste Service



- 6 **FINDINGS** – the Task & Finish group undertook a range of meetings and site visits to complete the review of bulky waste. The findings of each of

these meetings are detailed below. The main points can be found in highlight text boxes.

6.1 **Meeting 1:** 24 June 2010: At this meeting the Group met with:

David Sutton – Gloucester City Council

The purpose of **meeting 1** was to gain an understanding of the bulky waste service currently provided by the City Council. The meeting explored:

- The service currently provided by the Council (as outlined in section 5 above) and a background to the impact of charging last time it was introduced. This is shown in appendix 2 of the report.
- Demand for the service is high compared to other councils. Items which could be reused or recycled are being landfilled because it is easy and cheap to do so.
- The service the Council's waste partner, Enterprise, could offer
- It outlined the bulky waste service that other councils across the county provided. This is detailed at appendix 2.
- It outlined discussions that officers had held with voluntary groups that offered recycling services.

At the conclusion of this meeting, the Group had confirmed the aims of the review (detailed in section 3.1 above) and agreed that at future meetings the Group would consult with:

- David Sutton and Sinead Tunney to gain a more detailed understanding of the Council's Service
- Sandra Thomas – Group Manager – Benefits, Investigations & Welfare Rights to discuss the issue of concessions
- Enterprise as the Council's waste partner
- Officers from the County Council as the Lead Waste Authority
- Furniture Recycling Project, Emmaus and British Heart Foundation

Headlines from Meeting 1:

The Task and Finish Group agreed that:

- **If the Council is going to charge for bulky waste, the service provided would have to improve**
- **If a charge is going to be introduced the Council should consider introducing a concessionary rate**
- **The possibility of working with a voluntary group should be investigated**

6.2 **Meeting 2:** 23 July 2010: At this meeting the Group met with:

David Sutton, Sandra Thomas and Sinead Tunney - Gloucester City Council

**Tony Childs and Roger Smith, Waste Management -
Gloucestershire County Council Environment Directorate
Keith Rowe, General Manager, Enterprise**

The purpose of **meeting 2** was to gain a detailed understanding of the mechanisms for booking appointments and charging. The meeting also examined the feasibility of a concessionary rate and discussed in more detail how the Council's present scheme operated.

Whilst discussing the introduction of a concessionary rate, the group noted that:

- It is possible to take payment over the phone during the call to the contact centre.
- The reason for examining the introduction of a concessionary rate was that the possibility of introducing charges for the bulky waste collection was being examined. A concessionary rate would make the scheme more accessible to people on some benefits.
- The group noted that data protection rules may require customers to authorise the use of information gathered for any benefit claims for other purposes.
- A simple way to confirm that a customer was entitled to a concessionary rate would be if they were entitled to Housing Benefit or Council Tax Benefit by them quoting their claim number. Other means tested benefits would be unsuitable criteria as it would be impractical to check.
- If the request for a bulky collection was to be submitted through the Council's Contact Centre, it could be that confirmation of entitlement to the concessionary rate was resolved during that call and in advance of collection. Alternatively, it may be able to do this in retrospect as fraud was considered to be a low risk.
- The Group agreed that it was important that a simple process for the administration of a concessionary rate was required.

Headlines from Meeting 2:

The Task and Finish Group agreed that:

- **If charging is to be introduced the process needs to be simple and aimed at the customer and that must also apply to any concessions**

Meeting 3: 31 August 2010 – Site Visit to British Heart Foundation. The Group undertook a site visit with Ron Humphries, Area Manager, at the Gloucester store. The purpose of the site visit was to gain an understanding of the service offered by British Heart Foundation and to investigate whether they would be interested in working in partnership with the Council. British Heart Foundation advised that:

- They offered a free collection service and undertook 14-16 collections a day. They confirmed that they collected at weekends and that they collected from inside the property.
- Collections were arranged by telephone to the store. During this process an assessment process was undertaken by a trained member of staff to ensure the product was suitable
- A further assessment would be undertaken on site.
- They undertook regular advertisement and had the ability to rotate stock across stores and to react to supply and demand issues for particular types of goods.
- Goods are priced to sell and at the same time raise as much money for the charity as possible.
- It was estimated that their rejection rate of items was 5%.
- They would be interested in exploring the possibility of working in partnership with the Council to deliver the bulky waste service.

Headlines from Meeting 3:

The Task and Finish Group agreed that:

- **The model of collecting from inside the property and at the weekend was a good one**
- **British Heart Foundation's service contributed to a nationwide goal**
- **British Heart Foundation could be a potential partner for the Council**

6.3 **Meeting 4:** 31 August 2010 – Site Visit to Emmaus. The Group met with Neil Booker of Emmaus at their site in Gloucester. The purpose of the site visit was to gain an understanding of the service offered by Emmaus and to investigate whether they would be interested in working in partnership with the Council. Emmaus advised that:

- They offered a free collection service and undertook approximately 12 collections a day. They collected between Monday and Friday. They collected from inside the property and would undertake house clearances.
- Collections were arranged by telephone to the store and an initial assessment of the item(s) was undertaken by telephone.
- A further assessment would then be undertaken on-site
- It was estimated that their rejection rate of items was 10%.
- The general approach of Emmaus was to recycle and re-use as many goods as possible.
- Goods are sold at low prices so that the most disadvantaged people can afford them.
- They provided social benefits to individuals through providing work, training and accommodation.
- They helped to support vulnerable individuals in Gloucester.

- They also have wider charitable aims which are funded through surpluses.
- They expressed an interest in developing clothing collection points with the Council.
- Expressed an interest in the white good service provided by the Council.
- Expressed an interest in cardboard collection and recycling.
- Felt they could deliver a flexible service that could include evening and weekend collections.

Headlines from Meeting 4:

The Task and Finish Group agreed that:

- **The model of collecting from inside the property was a good one**
- **Emmaus' approach to recycle and re-use as many of the items and goods collected as possible was responsible and positive**
- **Emmaus provided social benefits and support to vulnerable individuals in Gloucester**
- **Emmaus could be a potential partner for the Council**

6.4 **Meeting 5:** 31 August 2010 - At this meeting the Task & Finish Group discussed a site visit to Bulky Matters in Lancaster that had been undertaken by Councillor Haigh. Bulky Matters is a partnership scheme between Lancaster City Council and Furniture Matters a furniture re-use charity. The key points from this meeting are attached at appendix 3.

6.5 **Meeting 6:** 15 September 2010 - At this meeting the Group met with:

David Sutton and Sinead Tunney - Gloucester City Council

The purpose of this session was to examine in detail the cost of the current service and to consider a range of options in terms of future provision. The Group discussed:

- The impact of introducing charges of £15, £24 and £30 and the estimated savings (details attached at appendix).
- The impact of a concessionary rate based on these levels of charging.
- The impact on the administrative costs of introducing the concessionary rate.

The group also discussed the advantages of 4 scenarios and these were:

1. A white goods service provided by a voluntary sector partner
2. The outsourcing of the full bulky waste service to a single voluntary sector partner

3. The outsourcing of the full bulky waste service to multiple voluntary sector partners
4. The continued support of the Council's voluntary sector partners through advertising and road shows.

Headlines from Meeting 7:

The Task and Finish Group agreed that:

- If the Council provides an improved service then it would be possible to introduce a charge for bulky waste
- If a charge was introduced it would be sensible to introduce a concessionary rate and the process for a concessionary rate should be customer focussed
- The service could be improved by the introduction of a evening or weekend collection service
- The Council should aspire and continue to work more closely with voluntary organisations
- It may be possible to trial the outsourcing of the white goods service. This would have to be subject to a suitable tendering process

6.6 **Meeting 8:** 23 September 2010 – Furniture Recycling Project (FRP). The Group met with Ian Ellis and Christine Nash of FRP. The purpose of the meeting was to gain an understanding of the service offered by FRP and to investigate whether they would be interested in working in partnership with the Council. FRP advised that:

- They offered a free collection service and they collected 3,380 items in 2009/10 from 1,650 households. They collected between Monday and Friday and collect from inside the property.
- Collections were arranged by telephone to FRP and an initial assessment of the item(s) was undertaken by telephone. FRP had a unique electronic booking system for this purpose.
- A further assessment would then be undertaken on-site.
- FRP provided additional social benefits in the form of a detailed training programme, they also provided volunteering opportunities and helped individuals with learning disabilities.
- They expressed an interest in participating with the Council on the delivery of a bulky waste service.
- Expressed an interest in the white good service provided by the Council.
- Felt they could deliver a flexible service that could include evening and weekend collections.
- They would be happy to work with other organisations to deliver the bulky service.

Headlines from Meeting 8:

The Task and Finish Group agreed that:

- **The model of collecting from inside the property was a good one**
- **FRP provided social benefits and support to vulnerable individuals in Gloucester**
- **FRP could be a potential partner for the Council**

7.0 CONCLUSIONS AND RECOMMENDATIONS

7.1 The Task and Finish Group considers that the current service is unsatisfactory for the following reasons:

- The collection arrangements in place do not lend themselves to the reuse or recycling of bulky items once collected and, whilst a small percentage of the items collected can be recycled, the remainder is land filled.
- The high level of demand places a financial burden on the majority of residents who do not make use of the service and at present only a small number of residents are using the service.
- There is no incentive for customers to pursue alternative disposal options that promote reuse or recycling.
- Budgetary constraints have meant that waiting times have varied according to demand, and at times have exceeded 5 weeks, which is considered to be an unacceptable standard of service.
- That in some cases a domestic waste service is being used instead of businesses fulfilling their obligations to dispose of trade waste.

7.2 The Task and Finish Group makes the following recommendations:

Recommendation 1 – That the Bulky Waste Service be improved to offer a better, more flexible service to the customer and an increased amount of re-use and recycling. That this be done in partnership with voluntary organisations that can provide training and employment to local people.

7.3 If the service was improved then it would be possible to introduce a charge for the service.

7.4 Working with a voluntary organisation would provide benefits to local people in Gloucester.

Recommendation 2 – That bulky items should be collected from inside the customer's property wherever possible on an am/pm appointment basis, the service be expanded to include at least one evening or Saturday morning and this should be introduced within 12 months of the introduction of charging.

- 7.5 The introduction of these features would improve the service currently on offer to the customer.
- 7.6 Collecting from inside the property increases the opportunity to re-use or recycle items.

Recommendation 3 – That the Council introduces a charge for the improved service, with discounts for customers in receipt of Housing or Council Tax Benefit

The Task & Finish Group recommend that a charge of £24 for the collection of up to three items and £8 for additional items thereafter. Households in receipt of housing benefit or Council Tax benefit to receive a concessionary rate and will be charged £12 for the collection of up to three items and £4 for additional items.

- 7.6 The Task and Finish Group noted experience from elsewhere that demonstrates that introducing charges for the collection of bulky household waste is an effective tool in reducing the number of collections and reducing the overall amount of household waste generated. The charge would also encourage residents to make alternative arrangements, which include re-use organisations.
- 7.7 The Task & Finish group also recognises the budgetary pressures that the Council faces and the need to invest in improving bulky waste collection and other services.
- 7.8 Most residents do not use the service and experience elsewhere has shown that residents are willing to pay a reasonable fee for a good service.

Recommendation 4 – That the Council increases the promotion of Emmaus, British Heart Foundation and the Furniture Recycling Project

The Task and Finish Group recommends that the Council actively promote the work of all three organisations through featuring them in ongoing waste & recycling promotional campaigns and on the website. The group also recommends that customers contacting the Council regarding the bulky waste service are encouraged to make use of the free services that these organisations provide.

- 7.9 The Task and Finish Group recognises that the adoption of recommendation 3 will increase the attractiveness to customers of the services provided by the charitable organisations, and make promotion of these services more productive.

Recommendation 5 – That, as far as is practicable, an increased proportion of bulky waste collected by Enterprise is recycled.

The Task & Finish Group recognise that there are logistical issues that may prevent all potentially reusable or recyclable items being diverted from landfill, but recommends that efforts are made to overcome these difficulties as far as is economically practicable.

- 7.10 In the Council's role as community leader it is important that it is seen to be leading by example with regard to minimising waste to landfill.
- 7.11 It is important that if the Council does start to charge that we provide a better standard of service and demonstrate commitment to greener alternatives to waste.

Recommendation 6 – That the Council pursues provision of the “white goods” element of the bulky item collection service by one or more charitable organisations on a trial basis.

The Task and Finish Group recommends this trial on an in principle basis, whilst recognising that there are several possible solutions involving one or more organisations. The group recommends that the procurement process is not overly prescriptive and encourages flexible and innovative proposals.

- 7.12 A successful trial will provide experience in closer partnership working between the Council and charitable organisations and may be a first step towards moving towards further improving the service as envisaged by recommendation 7 below.

Recommendation 7 – That the Council aspires to work more closely with one or more charitable organisations in the longer term to deliver a cost effective service to customers that is flexible and convenient and minimises waste to landfill.

The Task and Finish Group recommends that the Council seeks to move towards a seamlessly integrated service that offers customers the benefits of effective partnership working.

- 7.13 The Task and Finish Group commend the model for service delivery that is found in Lancaster and neighbouring districts under the Furniture Matters partnership. The group recognises that the feasibility of replicating such a scheme in Gloucester requires further investigation.
- 7.14 Successful implementation of recommendations 1 to 6 will assist in moving towards successfully implementing recommendation 7.

Recommendation 8 – That the Council works more closely with local businesses to encourage them to responsibly dispose of trade waste which they are legally required to remove.

8.0 ACKNOWLEDGEMENTS

The Task and Finish Group would like to thank the following for their contribution to the review –

- Sandra Thomas, Gloucester City Council
- Tony Childs, Gloucestershire County Council
- Roger Smith, Gloucestershire County Council
- Keith Rowe, General Manager, Enterprise plc.
- Neil Booker, Emmaus,
- Ron Humphries, British Heart Foundation
- Ian Ellis and Christine Nash, Furniture Recycling Project
- Stephen Buchanan, Furniture Matters, Lancaster
- Elizabeth Bateson, Lancaster City Council

Appendix 1

The Group was established following the Council meeting on 25 February 2010. At this meeting Council resolved that:

"The Council considered a report recommending the budget, council tax increase for 2010/11, and the Three Year Money plan for revenue and capital for 2010/11 to 2012/13.

Councillor James (Leader of the Council) (Cabinet Member for Regeneration and Culture), moved the recommendation set out in the report, namely:-

"That Council be recommended to approve the budget proposals for 2010/11 included in the report and the financial framework of the Three Year Money Plan 2010/11 - 2012/13 (TYMP) based on the proposals considered by Cabinet and the outcome of the budget consultation process.

Subject to an amendment to:

"Increase council tax by a further half of one percent, increasing the net expenditure by some £34,400, enabling either additional investment in services or a reduction in the budget savings target."

The motion was seconded by Councillor Debbie Llewellyn (Cabinet Member for Performance and Resources).

Councillor Jeremy Hilton moved the following amendment:-

"The budgeted savings target arising from the review of Bulky Waste, as shown in Appendix 15 of the report is reduced to £20,000, being adjusted against an increased savings target of £171,000 in vacancy management, and that an all-party task and finish group be established to review the Bulky Waste collection service in order to meet the council's objectives."

The amendment was seconded by Councillor Declan Wilson.

Councillor James indicated that he was willing to accept the amendment as part of his motion.

Councillor Kate Haigh moved the following amendment:-

"That no changes to the charges for the collection of bulky waste be introduced until the proposed task and finish group had completed its review"

The amendment was seconded by Councillor Mark Hobbs.

Councillor James indicated that he was willing to accept the amendment as part of his motion.

Councillor Mark Hobbs moved the following amendment:-

“That the additional £34,400 arising from Councillor James’ amendment be used to fund improvements to the City Council’s Dog Warden service, with particular focus on dog fouling, out-of-hours response to stray dogs and general advice to owners.”

The amendment was seconded by Councillor Kate Haigh.

Councillor James indicated that he was willing to accept the amendment as part of his motion.

Following discussion, the substantive motion as now amended was put to the vote and declared carried.

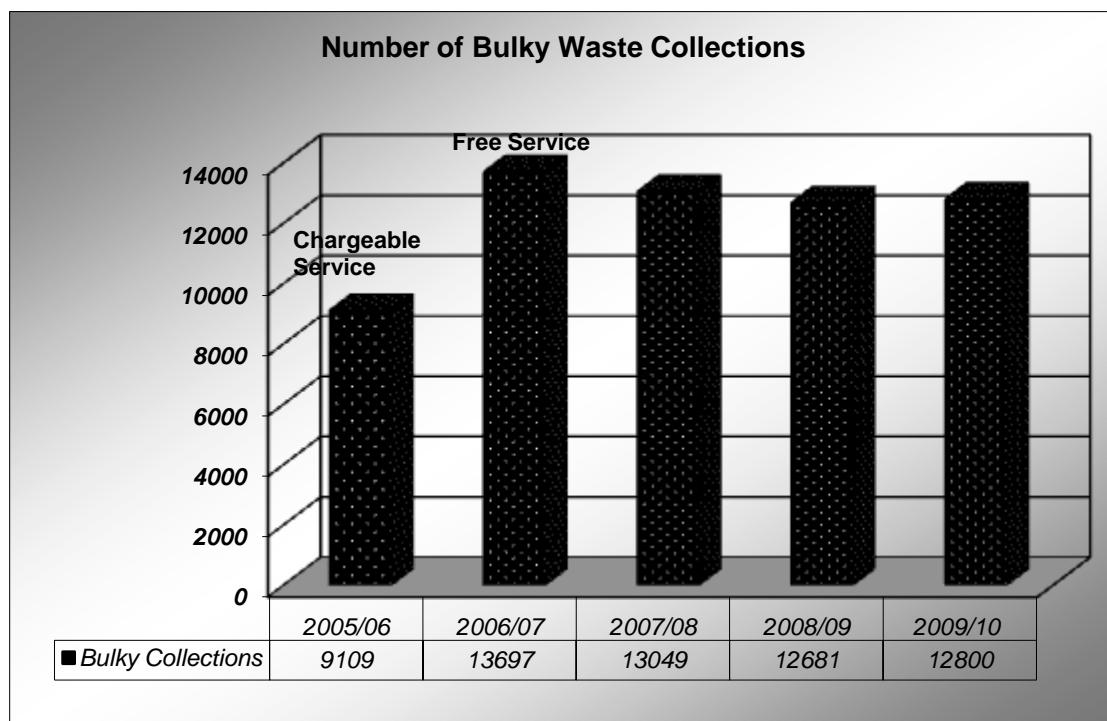
RESOLVED

That the amended budget proposals for 2010/11 and the financial framework of the Three Year Money Plan 2010/11 - 2012/13 (TYMP) based on the proposals considered by Cabinet and the outcome of the budget consultation process, be approved.”

The Overview & Scrutiny Committee resolved that the Waste and Recycling Task & Finish Group would be reconvened to consider the issues relating to Bulky Waste.

The Group met on the following dates –

- 24 June 2010
- 23 July 2010;
- 31 August 2010 – site visits to British Heart Foundation/Emmaus
- 15 September 2010;
- 23 September 2010 – session with Furniture Recycling Project

Background to Bulky Collection Service Provided by the Council:

A free bulky waste service was in place in 2005/2006. In 2006/07 the charge was removed, and the number of collections increased by approximately 50%.

Service Provided by other Councils in Gloucestershire:

A survey of neighbouring authorities showed that the majority of authorities charge for the collection of bulky waste, as detailed below:

Council	Charge
Cotswold District Council	£14 for up to 3 items (add. Items on a pro-rata basis)
Forest of Dean District Council	£15 for up to 3 items/£30 for 4-6 items
Stroud District Council	Free Service
Tewkesbury District Council	£17.50 for 3 items
Cheltenham Borough Council	£14 per unit. A unit is equivalent to 3-piece suite or a double bed and mattress and cooker
Bristol City Council	£15 for 3 items
South Gloucestershire Council	£15 for 3 items
Herefordshire Council	£15 for 3 items

Visit to Bulky Matters Lancaster by Cllr Haigh

Key Points

1. The scheme is a partnership between Lancaster City Council and Furniture Matters furniture reuse charity.
2. It is an 'open book' arrangement - some aspects are delivered by the Council and some by the charity. For example the Council deal with bookings and purchasing vehicles, the charity makes the collections and disposes of the items.
3. The charity continues to collect for free, using volunteers, items which are reusable but has seen no change to demand since the introduction of 'Bulky Matters' and charges by the Council.
4. The Council collects, for a fee, items which are not included in the scheme.
5. Since introduction of charging fly tipping has decreased and use of the recycling centres has increased.
6. The housing department contract the scheme (ie pay them) to collect from their tenants for free (part of rent agreement).
7. Those in receipt of Council tax or Housing Benefit get a 50% discount by quoting their claim no. on booking. This is % checked retrospectively but they were not aware of any instances of fraud.
8. The scheme offers Saturday and some evening collections. The service level is that an appointment can be booked within 3 days if requested.
9. Items are collected from inside the property by staff and vans with a 'Bulky Matters' brand. They promote other council recycling services during collections.
10. Furniture matters offer training in all aspects of the service and literacy and numeracy.
11. The charity run 3 shops - 2 open to the public and 1 which accepts referrals from social services to provide goods at minimal cost to those in greatest need.

Gloucester City Council Bulky Waste Service - Costs of service and potential income from charging – Appendix 4

OPTION 1 - £15 for three items (£8 concessions)			OPTION 2 - £24 for three items (£12 concessions)			OPTION 3 - £30 for three items (£15 concessions)	
current collections p.a.	12874		current collections p.a.	12874		current collections p.a.	12874
% reduction	30		% reduction	30		% reduction	30
collections p.a.	9012		collections p.a.	9012		collections p.a.	9012
Costs			Costs			Costs	
Call centre (£5.75 per call)	£51,818	(current cost)	Call centre (£5.75 per call)	£51,818	(current cost)	Call centre (£5.75 per call)	£51,818
vehicle & crew	£90,000	(current cost)	vehicle & crew	£90,000	(current cost)	vehicle & crew	£90,000
marketing, publicity, training	£20,000		marketing, publicity, training	£20,000		marketing, publicity, training	£20,000
outsource white goods	£30,000		outsource white goods	£30,000		outsource white goods	£30,000
Gross Cost	£191,818		Gross Cost	£191,818		Gross Cost	£191,818
Income							
full price	£15		full price	£24		full price	£30
concessions	£8		concessions	£12		concessions	£15
% concessions	25		% concessions	25		% concessions	25
Number full price	6759		Number full price	6759		Number full price	6759
number concessions	2253		number concessions	2253		number concessions	2253
Income full price	£101,383		Income full price	£162,212		Income full price	£202,766
Income concessions	£16,897		Income concessions	£27,035		Income concessions	£33,794
Gross Income	£118,280		Gross Income	£189,248		Gross Income	£236,560
OPTION 1 - £15 for three items (£8 concessions)			OPTION 2 - £24 for three items (£12 concessions)			OPTION 3 - £30 for three items (£15 concessions)	
Net Cost	-£73,538		Net income	-£2,570		Net income	£44,742

Assumptions and approximations in the figures detailed above:

1. Current number of collections p.a. 13,000
2. Charging will reduce demand by 30% (this is an approximation based on experience in Gloucester when charging was last introduced)
3. 25% of customers will be in receipt of Council Tax or Housing Benefit, based on previous experience when a charge was made
4. Outsourcing the collection of white goods to a charitable organisation will incur an additional cost of c£30k. This service will be an enhanced appointment and "from property" collection. Capacity equivalent to 1 day per week will be freed up within the current bulky waste team. These will not be cashable savings, but will facilitate further efficiencies and / or service improvements within the streetcare partnering contract.