

## Report to Cabinet

21<sup>st</sup> July 2016

By the Cabinet Member for Waste, Recycling & Cleansing

### DECISION REQUIRED



Not Exempt under Part 1 of Schedule 12A to the Local Government Act 1972

## Waste and recycling collections from restricted access properties

### Executive Summary

Horsham District Council provides waste and recycling collections to approximately 127 properties across the district, that are accessed by poorly maintained driveways, unmade tracks or have secure property entrance systems (e.g. electric gates and intercoms). Council vehicles sustain significant damage when accessing such properties and the cost of providing such waste collections to these properties is much greater due to the loss of productivity time, challenging- often dangerous vehicle manoeuvres on to the highway and high risk of damage to private property. When damage is sustained to our small capacity vehicles we have difficulty in sourcing temporary replacement hire vehicles which causes service disruption and inconvenience to the customer.

We have identified 88 properties with unmade tracks or poorly surfaced driveways which have or could cause potential damage to our vehicles or present a hazard to our collection crews undertaking delivery of the service. With regard to the secure property entrance systems, 39 properties have been identified.

In order to improve crew safety, reduce damage to our waste collection vehicles, eliminate damage to third party property and improve service efficiency, we propose to write to owners of those affected properties and either inform them of new collection points at the highway or give them 28 days' notice to undertake driveway/access improvements. The Council will continue to provide assisted collections for those residents who meet the relevant criteria.

Whilst the number of properties affected by these proposals is currently 127, this will need to be kept under review as driveways can deteriorate (wet weather/potholes developing) and more properties add secure access systems.

### Recommendations

That the Cabinet is recommended:

- i) To agree revised collection points for properties serviced by small capacity vehicles that are either accessed by poorly maintained driveways, unmade tracks, difficult access or secure property entry systems.

## **Reasons for Recommendations**

- i) The Council spends circa £40,000 per annum repairing damage to vehicles sustained travelling down unmade access tracks that landowners do not maintain to a suitable standard. This results in vehicles being off the road and presents service delivery challenges. In addition, third party claims are made against the council for damage to property (grassed lawns, paving damage, trees etc) due to restricted access and manoeuvring arrangements. Many private driveways (including those with secure property entrance systems) require vehicles to be reversed on to the highway which puts staff at risk. Collection from secured properties can often add several minutes wait time on the highway for gates to be opened /permissions given to enter a property which is inefficient and increases the cost disproportionately of waste collection at these properties.

## **Background Papers**

**Wards affected:** All wards

**Contact:** John McArthur, Head of Waste, Street Scene and Fleet.

## **Background Information**

### **1 Introduction and Background**

- 1.1 The Council provides services to 127 properties across the district using four small 12-ton capacity Rear End Loading collection vehicles and one 7.5-ton collection vehicle. The collections made by the 7.5t vehicle only focus on residual waste with no recycling service offered at present.
- 1.2 When providing services via secure property access systems, poorly maintained driveways and unmade tracks the Council is exposed to financial risk and loss, caused by damage to vehicles or disproportionate service costs when negotiating security systems such as electric gates and other secure entry systems
- 1.3 Changes to collection arrangements to these properties mitigates any financial risk linked to damage and inordinate delay in access. In addition, it will allow service provision to be supplied by larger collection vehicles with associated economies of scale and for a number of properties to receive recycling collections where previously they were excluded.

### **2 Relevant Council policy**

- 2.1 Implementing the proposed waste collection changes will support:

Efficiency - Great value services, through the delivery of a more cost effective, productive waste collection service which minimises damage to Council vehicles.

Environmental - manage our natural and built environment- by enabling more households to have access to a kerb-side recycling service. Reduced CO2 emissions resulting from fewer specialist vehicle journeys.

### **3 Details**

- 3.1 We have undertaken a review which has identified each property and the ward/parishes distribution. The number of properties affected by these proposals are detailed in Table 1, Appendix 1. The service delivery model will be changed to improve efficiency, financial risk, resilience and in addition recycling can be offered to properties that have previously been excluded.
- 3.2 The proposal offers customers access to the same collection of materials in line with Council policy and relevant legislation.

### **4 Next Steps**

- 4.1 Once this proposal has been agreed. Letters will be issued to each of the affected properties informing them of the changes and allowing owner/occupiers reasonable time (28 days) to take corrective action to make appropriate changes to their driveways. Officers will liaise with those property owners affected to ensure any corrective action is appropriate to meet the needs of the service. Secure access

properties will be informed of new collection arrangements from the highway and be given 28 days' notice before new arrangements apply.

## **5 Views of the Policy Development Advisory Group and Outcome of Consultations**

- 5.1 The Cabinet Member's Policy Development and Advisory Group (PDAG) has been consulted. Originally the list was more comprehensive as the criteria was broader to include all 'isolated, long drive-way' properties. Following discussion at the PDAG, Members were supportive of introducing changes to waste collection points from properties where access is difficult and presents risks to our vehicles and crews, where road surfaces are unsuitable, and where secure entry systems are in place.
- 5.2 The Councils Monitoring Officer and Director of Corporate Resources have been consulted and their comments have been incorporated in to this report.
- 5.3 Where appropriate Ward Councillors have been informed of the number of properties that are likely to be affected by these proposals.

## **6 Other Courses of Action Considered but Rejected**

- 6.1 The service can remain unchanged, however this continues to expose the Council to unacceptable and avoidable risks associated with damage to vehicles and property and disproportionate cost to providing such a service.

## **7 Resource Consequences**

- 7.1 The Council currently requires a specialist 7.5-ton collection vehicle to undertake collections from narrow driveways/unmade tracks. To agree waste collection changes from more challenging properties where our vehicles should not access, will result in such a specialist vehicle not being required. This current vehicle is currently due for replacement. By not replacing the 7.5-ton vehicle will save approximately £84,000 in capital replacement costs. Further fuel efficiencies, a reduction in vehicle repairs and insurance claims will also be achieved and reflected in appropriate 2016/17 revenue budgets.
- 7.2 The efficiency saving linked to the 39 secured access properties is measured against the current service provision using a 12t vehicle entering the demise of each property, compared to service provision costs for a 26-ton collection vehicle, collecting from the edge of the public highway. An efficiency saving of £8,000 per annum can be achieved by implementing such measures and will be reflected in the 2016/17 revenue budget.
- 7.3 Staffing remains unchanged however we will operate the proposed model with a reduced, small vehicle fleet.

## **8 Legal Consequences**

- 8.1 The Environmental Protection Act 1990- section 45 and section 46, offers authorities the power to review collections where disproportionate costs are incurred for service

provision and in addition, gives the Council powers to determine where and at what time waste and recycling containers should be placed out for collection by residents.

## **9 Risk Assessment**

- 9.1 Lack of acceptance on the part of the property owner maybe a risk however we will consider variations on a case by case basis if any individual case is proven unreasonable.
- 9.3 The revised collection arrangements will reduce risk associated with vehicle and property damage and improve safety provision will improve when considered against reversing manoeuvres currently undertaken in tight restricted spaces or directly onto the highway.

## **10 Other Considerations**

- 10.1 The proposal adds value in terms of sustainability and reduction in carbon foot print and enables more properties to have access to the kerbside recycling service.

## Appendix 1

**Table.1 Property distribution across Wards/Parishes where properties will be affected by revised waste collection points.**

Area	Properties with Electric Gates/intercom access	Properties identified with Unsatisfactory Tracks/Driveways	
	No. of Properties		No. of Properties
ASHINGTON	12		
			5
SLINFOLD	6		2
			3
			3
PULBOROUGH	0		1
			2
WEST CHILTINGTON	0		3
HORSHAM	0		2
			16
			4
HENFIELD	2		14
ASHURST	0		6
			6
STEYNING	0		10
BILLINGSHURST	0		4
COOLHAM	0		6
DIAL POST	1		1
SHIPLEY	5		0
ADVERSANE	6		0
COWFOLD	2		0
NUTBOURNE	1		0
WIGGONHOLT	1		0
ITCHINGFIELD	2		0
CONEYHURST	1		0