

Garden Waste Subscription Service

Operational
performance

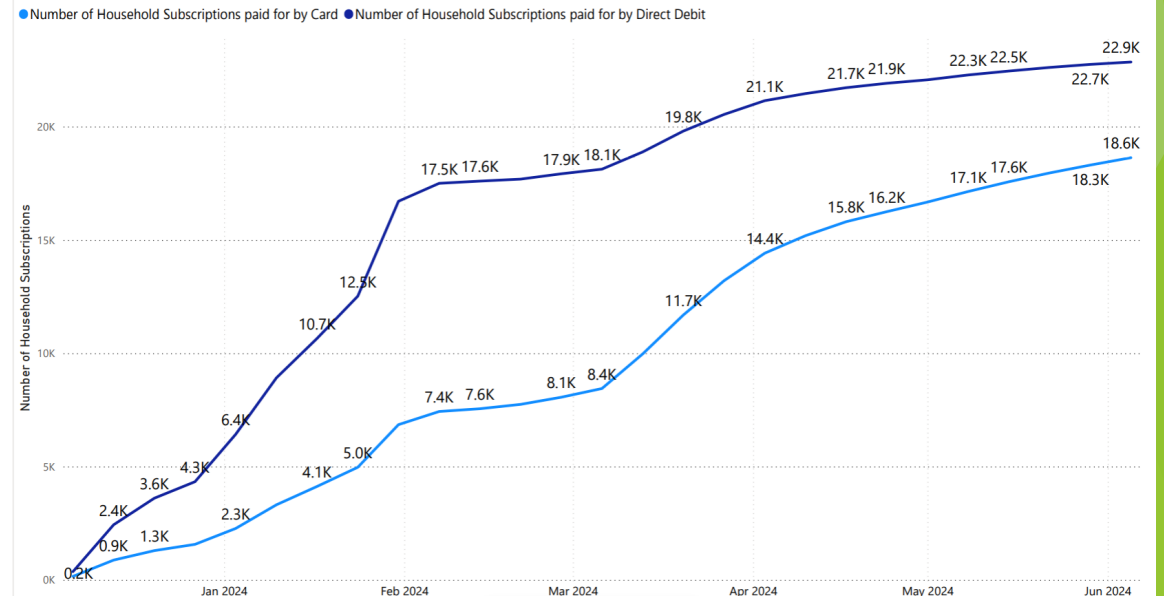
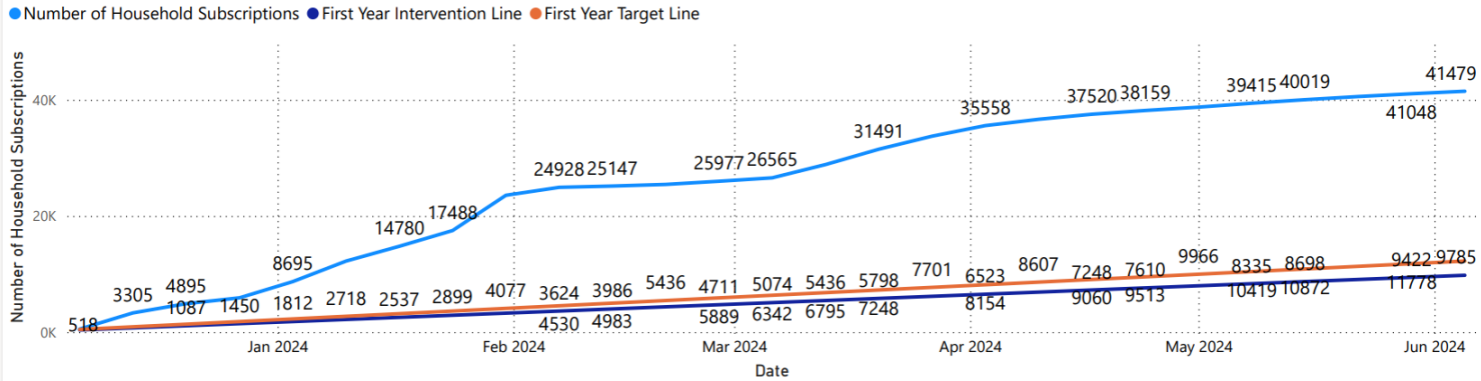
Summer 2024

- Project close and
transition into BAU
update

1. Subscriptions and payment methods

***update to include w/c 10 June

Cumulative total number of household subscriptions by Date

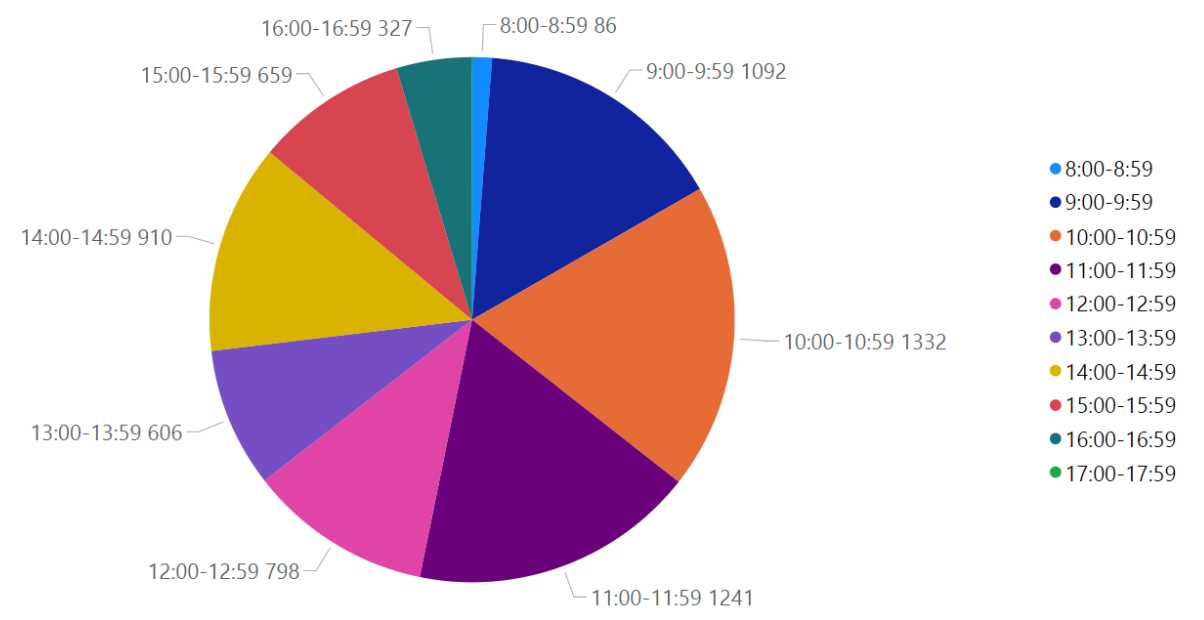
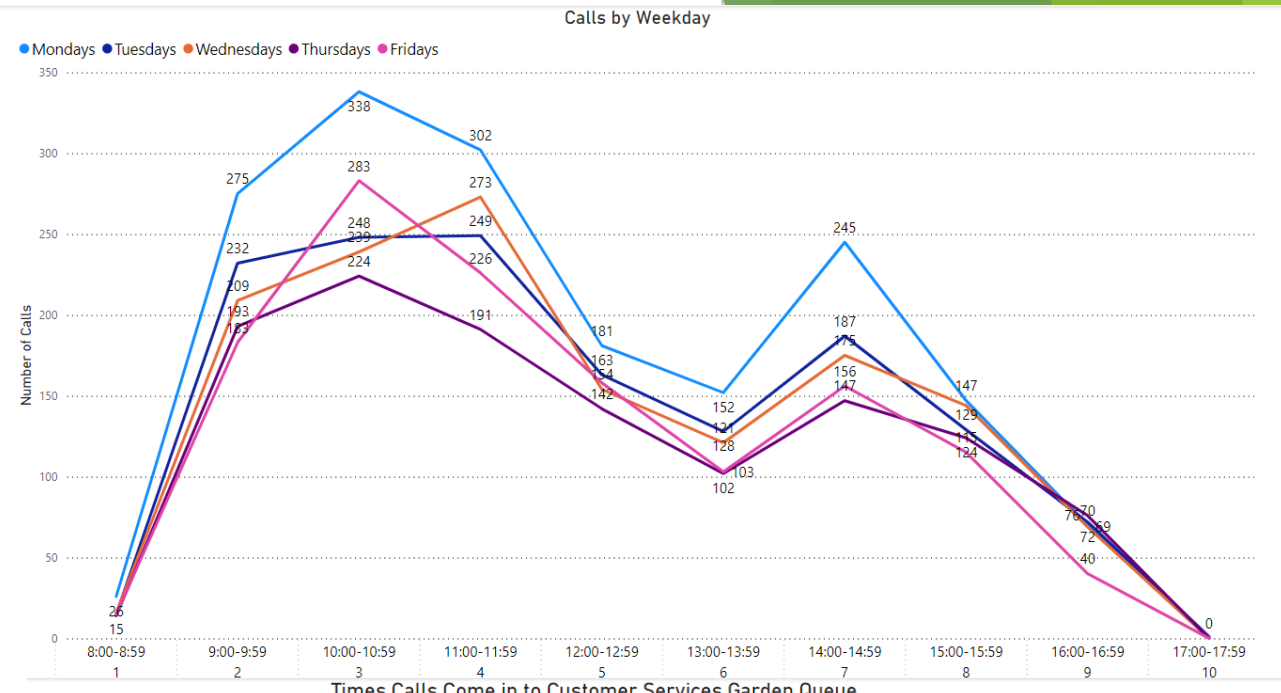
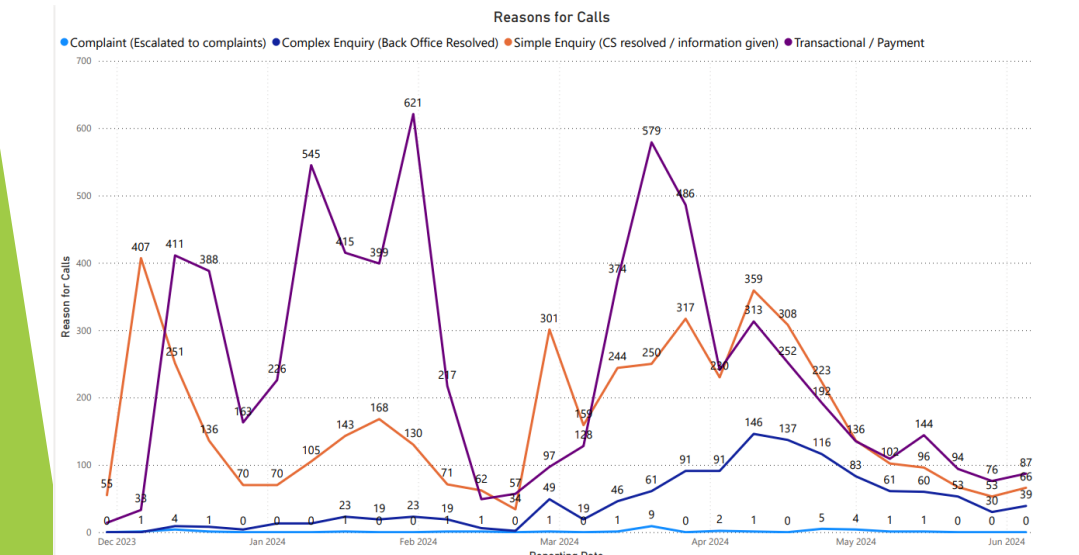
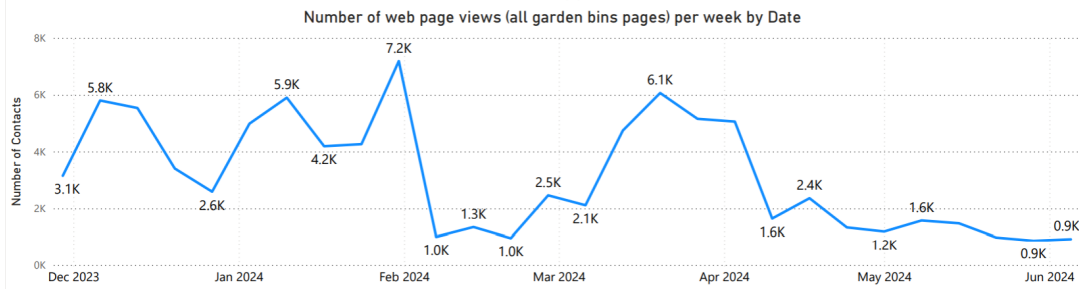
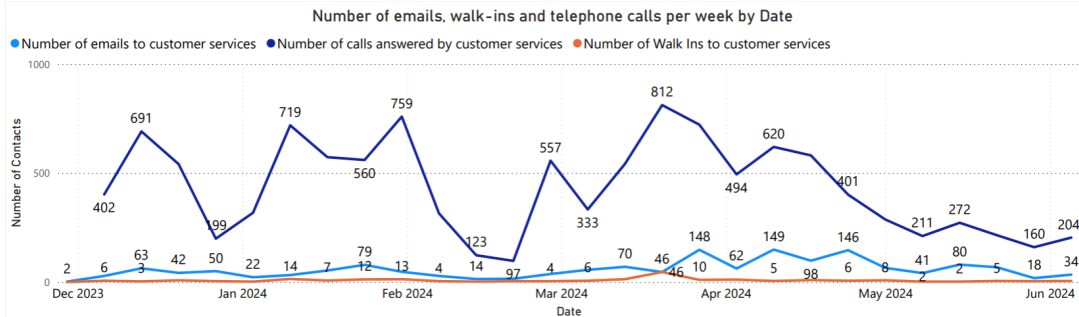


2. Change over; schedules, crews and missed bins

April and May 2024

- ▶ 194,279 scheduled garden waste collections
- ▶ 4,317 collections per day
- ▶ Average 7.5 bins missed per day across 5 collection rounds
- ▶ To date the culminative performance target for the service is 540 missed bins. Year to date there have been 744 missed bins reported across all services. This is higher than expected and predominately through garden collection which was anticipated with the introduction of new collection rounds.
- ▶ Feedback from residents to the collections crew has been positive. Residents have been keen to understand how the crews know where subscriptions are in place. The crews are still receiving a healthy supply of cakes and drinks from residents to show their appreciation.

3. Resident contacts to date



4. Saturday freighters

- ▶ 555 visits to date.
- ▶ 14.41 tonnes has been received.

Garden waste has arrived in various forms from tonne bags, trailers to a bin being towed by a resident on their mobility scooter.

Between April and May there were 32 sites available therefore an average 17 visits per site. The cost to us to provide the service to those who have visited so far equates to £23 per visit.

No commercial waste has been brought to the freighters.



St Neots
Trina Corbett · 25 May at 10:11 · 🌐
Just used the new garden waste drop off in Riverside car park. Even helped us put it in their bins!

1 w Like Reply



Philip Dockerill

I used this service last weekend at One Leisure. Quick and easy 👍

1 w Like Reply



Trina Corbett Author

Neil Parrish exactly why I posted it. If it isn't used we will lose it too or as stated they will only locate in areas it is shown to be used.

1 w Like Reply



Marcus Pickering

Neil Parrish it was planned all along. Take up has been higher than expected.

5. Home composting

- ▶ The compost bin offer allows residents to purchase up to two 220 litre black home composter converter for £10 each (usually £30.84) plus the delivery charge of £3.99
- ▶ Composter is delivered directly to the resident.
- ▶ 136 composters have been purchased since the scheme launching in mid-March

getcomposting

COUNCIL OFFERS COMPOSTING FOOD WASTE WATER SAVING SUPPORT

Find the Perfect Composter for Your Space

HOME > BLACKWALL 220 LITRE BLACK COMPOST CONVERTER

★★★★★ 280 Reviews

Blackwall 220 Litre Black Compost Converter

£10.00 ~~£30.84~~

Transform your kitchen and garden waste into nutritious, valuable compost that enriches your soil and nurtures your g... [Read more](#)

Choose size: 220 LITRE 330 LITRE

Choose colour: BLACK GREEN

Add these extras:

- Straight 5 Litre Green Kitchen Caddy £6.99
- Compost Aerator £9.99
- Straight 5 Litre Silver Kitchen Caddy £6.99

Shipping from £3.99

Sum of Ordered Quantity	Month			Grand Total
	Feb 2024	Mar 2024	Apr 2024	
Product by Month				
Be Green 500ml Compost Maker		4	10	14
Be Green 500ml Water Butt Freshener			1	1
Blackwall 220 Litre Black Compost Converter			4	4
Blackwall 220 Litre Black Compost Converter - HUN		68	68	136
Blackwall 220 Litre Green Compost Converter		6	1	7
Blackwall 330 Litre Black Compost Converter	1	6	2	9
Blackwall 330 Litre Green Compost Converter	4	7	1	12
Blackwall Compost Converter Base Plate	1	37	15	53
Blackwall Twin Pack Bokashi Bin			1	1
Bokashi Bran 3kg Refill			1	1
Compost Aerator	1	10	5	16
Green Johanna 330 Litre Compost Bin			1	1
Green Johanna 330 Litre Compost Bin with Insulating Jacket		1	1	2
Mini Rainsaver 100 Litre Green Water Butt Kit			1	1
Straight 5 Litre Black Kitchen Caddy		1		1
Straight 5 Litre Green Kitchen Caddy			1	1
Straight 5 Litre Silver Kitchen Caddy		3	4	7
Thermo-King 600 Litre Compost Bin		1		1
Grand Total	7	144	117	268

Count of Order	Month			Grand Total
	Feb 2024	Mar 2024	Apr 2024	
Order Source				
facebook		9	22	31
local council website	3	83	54	140
other			1	1
repeat customer		1		1
search engine - Google	2	15		17
word of mouth	1		7	8
(blank)		8	5	13
Grand Total	6	116	89	211

6. Local Community initiatives; land management and Parish Councils

Community Initiative	
Parish Council bin requests (to be located at a central location)	7 Parish Councils 48 bins allocated
Land management bin requests	9 Parish Councils

Household Recycling Centres

- ▶ Garden waste tonnages at the recycling centres have increased by a total of 72.92 tonnes in April. May's tonnages to be confirmed
- ▶ 'We are monitoring the impact of the Huntingdonshire District Council service change on garden waste accepted at household Recycling Centres and the residual waste stream. It is currently too early to assess due to the limited data available and the service only starting in April 2024, but we will continue to monitor, and will provide feedback once a clearer picture becomes available.'



	Year	April
Alconbury HRC	23/24	34.38
	24/25	51.22
		Increase of 16.84
Bluntisham HRC	23/24	85.94
	24/25	109.10
		Increase of 23.16
St Neots HRC	23/24	66.10
	24/25	99.02
		Increase of 32.92
		72.920

7. Removal of unwanted bins

- ▶ 3,221 bins have been requested for removal to date
- ▶ Removals will be starting w/c 8th July
- ▶ Resident will be notified via email where an email address has been provided. The schedule will also be communicated via social media and the district council website

Parish	Count of removals	Parish	Count of removals	Parish	Count of removals	Parish	Count of removals	Parish	Count of removals	Parish	Count of removals
Abbots Ripton	3	Conington	2	Great Paxton	13	Little Paxton	105	St. Ives	256	Wyton-on-the-Hill	24
Abbotsley	8	Covington	4	Great Staughton	5	Needingworth	2	St. Neots	779	Yaxley	114
Alconbury	23	Diddington	1	Haddon	1	Offord Cluny and Offord D'Arcy	22	Stilton	25	Yelling	10
Alconbury Weston	13	Earith	34	Hail Weston	8	Old Hurst	7	Stow Longa	2		
Bluntisham	39	Easton	2	Hamerton and Steeple Gidding	2	Old Weston	1	The Stukeleys	55		
Brampton	92	Ellington	12	Hemingford Abbots	6	Perry	10	Tilbrook	3		
Brington and Molesworth	2	Elton	7	Hemingford Grey	57	Pidley cum Fenton	15	Toseland	1		
Broughton	6	Farcet	17	Hilton	17	Ramsey	123	Upton and Coppingford	5		
Buckden	45	Fenstanton	36	Holme	17	Sawtry	98	Upwood and the Raveleys	21		
Buckworth	1	Folksworth and Washingley	20	Holywell-Cum-Needingworth	29	Sibson-cum-Stibbington	6	Warboys	80		
Bury	22	Glatton	2	Houghton and Wyton	27	Somersham	85	Waresley-cum-Tetworth	2		
Bythorn and Keyston	7	Godmanchester	142	Huntingdon	419	Southoe and Midloe	4	Winwick	1		
Catworth	3	Grafham	7	Kimbolton	16	Spaldwick	6	Wistow	13		
Chesterton	3	Great Gidding	8	Kings Ripton	3	St Ives	1	Wood Walton	5		
Colne	18	Great Gransden	16	Leighton	2	St Neots	13	Woodhurst	18		

8. Fly Tipping

	Number of Fly Tips		Number of Garden Waste related fly tips	
	2023	2024	2023	2024
April	558	311	22	19
May	341	356	21	35



9. Existing Contact and support for our residents

- ▶ Digital by design and will continue to be optimised
- ▶ Permanent additional Customer Service Advisers in post to meet demand.
- ▶ Call routing in place for customer calls; select 1 to streamline calls to the trained garden waste subscription service call handlers
- ▶ Customer Service Advisers available to undertake the transaction on behalf of the resident if they are unable to do so online
- ▶ Complex enquiries eg: schools, communal bin locations, domestic households with 4 bins or more, will be contacted directly by the Waste minimisation team and directed to the back-office team to assist
- ▶ Existing Direct debit customers will be contacted early 2025 with details about when the annual payment will be taken
- ▶ Assisted bin collection for residents who apply

10. Food waste and next steps

- ▶ We have worked hard with the County Council and District colleagues to pursue food waste collection at the earliest opportunity following introduction of the Government's "Simpler Recycling Plans"
- ▶ We will join the new food waste scheme at the earliest opportunity
- ▶ The current waste contract in Cambridgeshire and Peterborough legally guarantees all of our waste to the current provider, in the current form of collection. Preventing earlier introduction.
- ▶ We have had unequivocal legal guidance that under the current legislation "Domestic food waste cannot be legally placed in a charged for garden waste bin" but will address this via early introduction of the food waste scheme.



Any Questions?



Thank you