

Members and Parish Councils

Our ref: PK/jw  
Your ref:  
Date: 1 September 2017

## **GREEN WASTE UPDATE – SEPTEMBER 2017**

If you recall when I last wrote I advised that I would keep you informed on progress especially in relation to the second phase of the project which was to expand the service to include all those households which did not currently receive it, as well as those that did.

I am pleased to be able to advise that phase 1 is now complete with over 25,000 properties being registered. This is more than was initially anticipated, but there are some key reasons for that, which include:

- This service was already being used by the residents who lived in those properties and so was well established. This is not the case for phase 2.
- A greater number of properties were identified as receiving the existing service than were originally thought, resulting in more being able to sign up in phase 1 rather than phase 2 as anticipated. This was down to a lack of data but as part of the project, new back office systems have been introduced including “in cab” technology which helps us to establish far more accurately information about the numbers of properties and those who have or have not signed up to the scheme. This is used in conjunction with the licences which are attached to the bins to minimise the risk of missing a collection, especially if a licence is stolen.

What this means is that for phase 2 there are fewer property owners to invite to join the scheme. In addition, many of them are unlikely to want to sign up to the service because they are in rural areas e.g. farms, or flat owners with no gardens etc. so consequently it is anticipated they will not need the service. Taking that into account and recognising that no-one in this group has benefited from the service previously, it is not anticipated that the ‘sign up’ as a percentage, will be anything like as great as that for phase 1. This means that we are still anticipating a total sign up of 40% across the district from 2018 which is equivalent to 28,200 properties. This may grow a little as new properties are built and occupied but this will be on a rolling basis.

With regards to the rollout of phase 2 and inviting people to sign up for 2018 we are starting that in October 2017. Some may feel this is early but it is only necessary to do it for next year so that we know numbers by Christmas. This will then give us time to look at optimising the routes

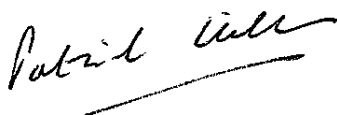
so that we can ensure the staff and vehicles will be operated in the most cost effective way, keeping down costs to the consumer. Because there are so many properties involved and the work required to ensure the routes are worked out to not only operate in the most efficient ways but also to minimise risk (e.g. avoid school areas during the start and end times of the school day when there are a lot of school children about) we need several weeks to complete this work. Once complete it will be necessary to have a little time to be able to advise householders of their new collection days prior to the start of the new season in March, hence the need to know numbers by the end of December.

The programme for delivery of the next phase of this project is attached below and shows the key pieces of work required and the timetable for delivery. You will note that we will be communicating with customers inviting them to sign up over a period of several weeks. This has been deliberate to ensure that our customer services section is not overwhelmed by a huge number of calls which would be the case if we offered it to everyone at the same time. We are hoping that more and more people will use the online system which is now working very well and if they used it last time the process will be a lot quicker as they will not this time need to register an account. That was a one off and is now set up so all they will have to do is renew their membership. This means that some people may get a communication earlier on than others, but all will do so by 13 November 2017.

Those who have signed up to receive emails will be contacted via email and those who have not, including all those who are being offered the service for the first time will be written to and sent a pack.

I hope you find this helpful and please feel free to use it to advise anyone who needs to be aware of what is happening. In the case of the Parishes it would be helpful if this letter and the attached programme could be included in your notice boards. If you have any questions or need anything clarifying please do not hesitate to contact me via email on [patrick.kilburn@harrogate.gov.uk](mailto:patrick.kilburn@harrogate.gov.uk).

Yours sincerely



**PATRICK KILBURN**  
**Head of Parks and Environmental Services**  
01423 500600 Ext: 51106

*If you are replying to this communication by post, please ensure that you use the address at the bottom of the letter*

# GARDEN WASTE – THE ENTIRE DISTRICT FINAL COUNTDOWN

Early September 2017

Bin collection firmstep form live on web

Early September 2017

Press release for able to still sign up and how to get rid of unwanted bins

Early September 2017

Marketing to send proofs of all mail out documents and Agrippa panels to PES

25<sup>th</sup> September 2017

PES to send amends to marketing for all mail out

PES to send approval/amends of Agrippa Panels through to marketing

Cabinet member to see all amends of marketing documents by email

Mid September 2017

Scrutiny to see amends of all documents

25<sup>th</sup> September 2017

Ensure all workflows to sign up are updated and working

w/c 25<sup>th</sup> September 2017

Sort list of contact details for non-subscribers to notify they can subscribe or sign up for bin collection

25<sup>th</sup> September 2017

Bartec to sort out planned routes (new properties available, current properties have second sign up option)

9<sup>th</sup> October 2017

Mail out sent to printer

20<sup>th</sup> October 2017

Web pages updated and live re new subscription period

23<sup>rd</sup> October 2017

Letter to arrive at all properties for new phase only (18,000 properties)

30<sup>th</sup> October 2017

Letter sent to all current subscribers without email or text numbers (approx. 1500 properties)

30<sup>th</sup> October to 13<sup>th</sup> November 2017

Email/text to current subscribers (approx. 8500 per week)

13<sup>th</sup> November 2017

Text/email non-subscribers from Phase 1 to encourage subscriptions/bin

13<sup>th</sup> November 2017

Press Release and Social Media releases encouraging people to sign up now for GW 2018 season

13<sup>th</sup> November 2017

Agrippa Panels on vehicles (not just GW vehicles)

8<sup>th</sup> December 2017

Last collection for 2017 Garden Waste

31<sup>st</sup> December 2017

Closing date for sign up for subscription scheme

31<sup>st</sup> December 2017

STOP collecting green sacks as general waste completely.

Jan- mid Feb 2018

Route Optimisation

From 2<sup>nd</sup> January 2018

Unwanted bin collections start (weather permitting)

Mid February 2018

Commence bin/bag deliveries to new customers

19<sup>th</sup> February 2018

Transfer all data sets to Bartec from WebAspex (route optimising software)

26<sup>th</sup> February 2018

Euclid post licences from this date with letter stating change of collection day!

26<sup>th</sup> February 2018

Ensure website fully updated with new rounds data/change of days highlighted on In My Area

February 2018

Installation of Agrippa Panels onto GW vehicles

12<sup>th</sup> March 2018

**Full Subscription only GW Collections start**

P&ES Action

Marketing Action

KEY DATES

External Organisation