

Appendix

Fees for 2025/26Comparison of fees

Table 1 below shows the current fees for the kerbside garden waste collection service for all district councils within Nottinghamshire.

Local Authority	First bin price (2024/25)	Additional bin price (2024/25)	Cost per collection	Service Provision
Broxtowe Borough Council	£43	£25	£1.95	Fortnightly March to November, monthly December through to February. Discount is offered to those signing up from 1 October (£25 for the first bin and then £12.50 for the second bin).
Ashfield District Council	£35	£20	£1.75	Fortnightly March to December.
Bassetlaw District Council	£38	£38	£2.11	Fortnightly March to November.
Gedling Borough Council	£40	£20	£2.00	Fortnightly April to March – no service January and February. Currently have a waiting list for the service.
Mansfield District Council	£37	£20	£1.95	Fortnightly March to November, one in December and no collections in January and February.
Newark and Sherwood District Council	£37	£37	£1.76	Fortnightly March to November, monthly December through to February.
Rushcliffe Borough Council	£45	£30	£2.05	Fortnightly but no collections over the Christmas and New Year period.

Table 1: Current garden waste subscription fees across Nottinghamshire

The current fee of £43 for the first bin is slightly above the average price of £39 across all the Nottinghamshire districts. There are differences in the subscription fees for additional bins. The Authority's current fee for an additional bin is £25, which is below average (£27) across the Nottinghamshire districts.

As of 1 October 2024, 2,374 subscribers across the Borough have paid for the use of additional bins.

Comparative pricing for garden waste subscription fees has also been undertaken outside of the Nottinghamshire boundary but in areas still local to the Borough (Table 2). This was to evaluate the competitiveness of the Council's current garden waste fees. The findings show that the Council's subscription fee for the first bin, is lower than districts outside of, but local to Nottinghamshire.

Local Authority	First bin price (2024/25)	Additional bin price (2024/25)	Cost per Collection	Service Provision
Amber Valley Borough Council - Derbyshire	£45	£23	£2.25	Collections run fortnightly from February through to November. Residents also need to pay a one off fee of £28 to purchase the bin and have it delivered.
Derbyshire Dales District Council - Derbyshire	£56	£56	£2.43	Fortnightly throughout the year.
Erewash Borough Council – Derbyshire	£37	£18.50	£1.95	Collections run from February through to November.
Charnwood Borough Council - Leicestershire	£50	£50	£2.17	Fortnightly throughout the year (Except Christmas and New Year). £50 via direct debit. £55 other payment methods.
Harborough District Council - Leicestershire	£62	£61	£2.95	Collections run fortnightly April to November and then the following March. (Nine Months).
Boston Borough Council - Lincolnshire	£50	£30	£2.50	
South Holland District Council - Lincolnshire	£57	£33	£2.38	

Table 2: Current garden waste subscription fees for districts outside of Nottinghamshire but local to the Council.

Payment mechanisms

Residents can currently subscribe to the service in two ways:

- Online
- By telephone (both via customer services and Automated Telephone Payment (ATP))

Approximately 76% of Broxtowe subscribers use the online payment system. Online subscription is by far the cheapest and easiest payment method.

The breakdown for payments received are as follows:

Method	Amount	Percentage
Self-Service - Online	£779,802	76.7%
Self-Service – Automatic Telephone Payment	£134,461	13%
CRM	£99,332	9.8%
Cash/Cheque	£5,000	0.5%

Table 3: Breakdown of payment avenues for garden waste subscriptions (This breakdown is for payments received up until the 11 August 2024).

Proposal to change current methodology for informing residents about the garden waste service.

Currently, individual letters are sent to all householders and incur a cost of £30,000, primarily due to the necessity of including Automatic Telephone Payments (ATP) numbers. These ATP payments currently represent 13% of all garden waste payments. Transitioning to a generic leaflet drop would eliminate the need for ATP and payments could be directed between Customer Services and Online. This shift is projected to save £15,000 and reduce the demand for officer time by 12 hours.

Additionally, another benefit for this approach is that the operational teams in Environment would handle the delivery of the leaflets, following the same model as the bin collection calendars. This method not only streamlines delivery but also allows team members to receive some additional income.

Discussions with the Head of Revenues, Benefits and Customer Services confirm that the customer services team have capacity to manage the anticipated increase in calls resulting from the change, as additional cover can be secured for a two-month period without incurring additional costs to the Council. Whilst additional phone calls may arise, it is anticipated that this trend will transition across to online payments over time.

Proposed subscription fees

In order to align the proposed fee structures for garden waste with current economic realities, the Council must consider adjustments that reflect increases in employee, material and fuel costs. These adjustments will ensure that the Council can continue to maintain appropriate services to residents, whilst maintaining the financial sustainability of its operations.

It is proposed that a £2 increase on the first bin and a £1 increase on any additional bin be considered as a minimum.

First bin

Fee options for 2025/26 are shown in tables 4 and 5 below. Current subscriber numbers have been used to assist in the forecast of the financial projections.

£43 (current price)	£45 (+£2)	£50 (+£5)
£963,931	£1,008,765	£1,120,850
Potential additional income against current subscription price.	£44,834	£112,085
Cost per Collection (23 collections per season)	£1.96	£2.17

Table 4: First garden bin subscription fee options

Additional bin prices

Number of additional bins	Number of subscribers	£25 (current price)	£26 (+£1)	£27 (+ £2)	£30 (+ £5)
1	2,085	£52,125	£54,210	£56,295	£62,550
2	211	£5,275	£5,486	£5,697	£6,330
3	52	£1,300	£1,352	£1,404	£1,560
4	11	£275	£286	£297	£330
5	9	£225	£234	£243	£270
6	1	£25	£26	£27	£30
7	2	£50	£52	£54	£60
8	0	£0	£0	£0	£0
9	3	£75	£78	£81	£90
Potential additional income		£59,350	£61,724	£64,098	£71,220

Table 5: Additional garden bin subscription fee options

Autumn/Winter discount

From 1 October, subscription fees for garden waste are reduced to encourage residents that haven't already done so, to sign up to the service. At this time, there are approximately ten collections remaining until the end of the season.

Currently, subscribers signing up from the 1 October pay £25 on the first bin and any additional bins ordered are half price. There have been an additional 70 subscribers to the garden waste service since the 1 October 2024. For the season 2024/25, it is proposed to increase the autumn discount price by **£1** to **£26**, but further additional bins would continue to be half price.

Risks

The challenge for the 2025/26 season will be to maintain the existing customer base. Increasing the price may increase the risk that customers do not subscribe to the service. However, this needs to be balanced against the increase in the cost of providing the service.