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Dear Parish Clerk

Mrs Metcalfe

Garsdale

Sedbergh

LA10 5PP

Cumbria

6 Railway Cottages

Clerk to Garsdale Parish Council

CHANGE IN SERVICE DELIVERY TO THE BULKY HOUSEHOLD WASTE COLLECTION SERVICE

Following an open selection process South Lakeland District Council has approved the letting of the Bulky Household Waste Collection Service to the Oaklea Trust. The new service will commence on September 19th 2011.

The Council currently make 6,000 bulky household waste collections each year from households in the district. This means that 260 tonnes of waste goes direct to landfill as the Council has no access to facilities or a mechanism to recycle this type of waste.

The Oaklea Trust is an established local charity who support people with learning disabilities, or who are dis-advantaged. The Oaklea Trust have set up a Social Enterprise to operate the collection service, creating jobs and training opportunities for disadvantaged people in South Lakeland. Employees will develop new skills in many areas of work, including furniture restoration and the repair of domestic appliances and computers.

The new service will be an improvement for the customer and the environment. It will be appointment-based, with a target collection time of seven working days. This will dramatically improve the service and reduce the number of failed collections, currently 44% of requests. This will also reduce the number of vehicle journeys made, reduce the carbon footprint of the operation, and improve customer satisfaction.

The Council's Customer Contact Centre will remain the single point-of-contact for service requests. Items collected will either be recycled or re-used by the Oaklea Trust, with affordable furniture available from an outlet in South Lakeland.



The Authority also approved a new pricing schedule for the future collection of Bulky Household Waste, which is:

- Collection of waste single collection (up to 3 items per collection), £30.00 including VAT.
- Extra item (maximum 10 items per appointment),
- Single collection for 1 fridge freezer
 - Additional fridge freezers

£9.60 including VAT. £30.00 including VAT £30.00 including VAT

Information regarding these charges has already been communicated to residents and communities across the district through the local media, and there is an article explaining the proposed changes in the summer issue of South Lakeland News recently distributed to all households.

This letter is being sent to all South Lakeland District Councillors, Parish Council Clerks and Local Area Partnerships. Further information is available on the SLDC website at www.southlakeland.gov.uk.

I trust this information is helpful, but should you have any further queries regarding these changes please do not hesitate to contact me.

Yours faithfully

Rob Kitchen Streetcare Client Officer

