



<b>Report To:</b>	Performance Monitoring Panel
<b>Date:</b>	15 July 2025
<b>Subject:</b>	Refuse and recycling sack delivery service
<b>Purpose:</b>	To update the Performance Monitoring Panel on the options to improve the reliability of the sack delivery service and consider options for the future.
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Councillor Jim Astill – Portfolio Holder for Corporate, Governance, Communications & Environmental Services
<b>Report Of:</b>	Jason King, Director of Communities
<b>Report Author:</b>	Matt Fisher, Head of Environmental Services
<b>Ward(s) Affected:</b>	All
<b>Exempt Report:</b>	No

### Summary

Members received a briefing note at the meeting of 20 May 2025 in respect to the current refuse and recycling sack delivery and have requested a further report examining the current service, to identify shortcomings and making suggestions for a more foolproof service.

The report sets out the current service position alongside future opportunities for improvement.

### Recommendations

That the committee:

1. Note the report.
2. Provides any feedback to the service and Cabinet for consideration.

## Reasons for Recommendations

To provide information to Members on the sack delivery service and consider options for improving the service.

## Other Options Considered

Do nothing.

### 1. Background

- 1.1 The Council has a duty to arrange for the collection of household waste in its area under section 45 of the Environment Act 1990. The Council's current waste service requires residents to segregate residual waste into black sacks and mixed dry recycling into green sacks for a weekly collection. The Council provides a quantity of sacks and delivers these to each household twice per year.

### 2. Report

- 2.1 The Council's current policy for providing refuse and recycling sacks is published on its website at [www.sholland.gov.uk/replacementsacks](http://www.sholland.gov.uk/replacementsacks).
- 2.2 The policy provides households with 52 black sacks and 80 recycling sacks. Sacks are delivered to each property twice per year, in batches of 26 black and 40 green. Any black sacks needed in addition to this can be purchased from most supermarkets or hardware stores or on-line. Additional recycling can be presented in any transparent or white coloured sack.
- 2.3 The service is delivered by a 1 x FTE driver using a light commercial vehicle (van), the driver has a delivery route to complete each working day and visits every property every six months, completing c 90,174 deliveries of 5.95 million sacks each year.
- 2.4 The annual revenue cost of the sack delivery service for 24/25 is £355,355.
- 2.5 The service focusses resources on waste collections. Therefore, staff absences through sickness and annual leave are challenging to cover. Residents are able to contact the service to request a sack delivery if their expected sack allocation has not been received.
- 2.6 The service is administered by a simple paper-based delivery system, where the driver is provided with a pre-populated list of addresses and a tick box confirming delivery. Paper-based systems can be inefficient, particularly due to staff absence and lead to unreliable data which can lead to missed, delayed or duplicated deliveries. Therefore, without investment in a robust and reliable database, the current service is at risk of inefficiency and greater human error. The Council does not use its sack delivery data to produce any performance monitoring

information. The team however regularly check that planned delivery routes are completed, and deal with problems in the course of normal business.

- 2.7 The current sack delivery service is in place to facilitate the current waste collection model. The Environment Act 2021 sets out the requirements for Councils to have in place an efficient and effective waste service, the current model requires the ongoing cost and resource to deliver sacks, which is not efficient and effective. This is recognised by the service and a thorough and substantial review has been carried, recognising the need to deliver an efficient and effective, reliable service to residents. The changes recently proposed and approved by Cabinet will help the service to achieve this.
- 2.8 At its meeting of 26 June 2025, Cabinet made a decision to move from sacks to wheeled bins and made recommendations to Council to amend the capital programme to facilitate this model. The new model will meet the requirements of the Environment Act and eliminate the current sack delivery service. The service acknowledges that the proposed changes are significant and a continued effort will be required until all changes are fully implemented. Therefore, sack deliveries will continue until the transition is complete.
- 2.9 There is currently no demonstrable evidence available to indicate a significant problem with the current sack delivery service and it is suggested that current measures are sufficient to deal with any service problems. The scale and imminence of the proposed waste changes would mean that any investment in technology to improve the reliability of sack delivery would not achieve a payback period which represents value for money. Whilst some households will remain on sack based collection once all waste changes have been implemented, this is expected to be a manageable number of households using the current system.

### **3. Conclusion**

- 3.1. The current sack delivery service is in place to deliver the current waste service model. The Council has decided to transition to a new service which will eliminate the need for a sack delivery service to the majority of households. During the transition period from the current to new service, officers are tasked to ensure that deliveries continue as efficiently and effectively as possible.

### **Implications**

#### **South and East Lincolnshire Councils Partnership**

Introducing the new service highlighted within this report, more closely aligns the operation of South Holland with Boston Borough Council and East Lindsey District Council and will eliminate the current sack delivery service.

#### **Corporate Priorities**

*Implement the Environment Act 2021 and Extended Producer Responsibility as they come forward.*

A new wheeled bin service, controlling the amount of waste presented, improving the quality of recycling presented, and introducing a separate food waste collection, to ensure a more efficient and effective waste management service aligns with this priority.

### **Staffing**

1 FTE is used to deliver the current service.

### **Workforce Capacity Implications**

None.

### **Constitutional and Legal Implications**

Section 45 Environmental Protection Act 1990 provides a duty for the Council to make arrangements for the collection of household waste.

### **Data Protection**

None.

### **Financial**

None.

### **Risk Management**

None.

### **Stakeholder / Consultation / Timescales**

None.

### **Reputation**

Failure to provide an efficient and effective service risks the Council's reputation.

### **Contracts**

The service is working with the Contracts and Procurement Team to ensure that the current sack purchase is compliant.

### **Crime and Disorder**

None.

## **Equality and Diversity / Human Rights / Safeguarding**

None.

## **Health and Wellbeing**

None.

## **Climate Change and Environmental Implications**

None.

## **Acronyms**

N/A.

## **Appendices**

N/A.

## **Background Papers**

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

## **Chronological History of this Report**

A report on this item has not been previously considered by a Council body.

## **Report Approval**

Report author: Matt Fisher, Head of Environmental Services  
[matt.fisher@sholland.gov.uk](mailto:matt.fisher@sholland.gov.uk)

Signed off by: Jason King, Director of Communities  
[jasonking@sholland.gov.uk](mailto:jasonking@sholland.gov.uk)

Approved for publication: Cllr Jim Astill, Portfolio Holder for Corporate, Governance, Communications & Environmental Services  
[jastill@sholland.gov.uk](mailto:jastill@sholland.gov.uk)