



<b>Report To:</b>	Performance Monitoring Panel
<b>Date:</b>	26 May 2026
<b>Subject:</b>	Garden waste collection rounds
<b>Purpose:</b>	To provide an update on the current performance of the garden waste collection.
<b>Key Decision:</b>	No
<b>Portfolio Holder:</b>	Councillor Jim Astill, Portfolio Holder for Corporate and Environmental Services
<b>Report Of:</b>	Jason King, Executive Director - Communities
<b>Report Author:</b>	Victoria Burgess, Service Director - Neighbourhoods
<b>Ward(s) Affected:</b>	n/a
<b>Exempt Report:</b>	No

### Summary

This report provides an update on the current performance of the garden waste collection service, including the introduction of new garden waste collection rounds across the district.

### Recommendations

That PMP:

- Notes the content of this report.
- Notes that a more detailed report will follow, pending the outcome of a review of what has occurred in relation to the garden waste collection rounds and any matters requiring consideration ahead of the wider waste collection round changes planned for later in this year.

## **Reasons for Recommendations**

To provide PMP with an update on the current performance of the garden waste collection service.

To enable PMP to scrutinise the introduction of the new garden waste collection rounds.

## **Other Options Considered**

Not applicable.

## **1. Background**

- 1.1 There are currently 12,199 subscribers to the Council's garden waste collection service. The collection rounds have recently been redesigned to enable all residents across the district to apply for a garden waste collection.
- 1.2 Historically, the collection rounds were based on defined geographical areas, and only residents living within those areas were able to subscribe to the service.
- 1.3 As part of the redesign, the rounds were optimised to ensure maximum efficiency, following the most effective collection routes and servicing the highest possible number of properties within the available operational timeframe each day. Optimising the rounds has enabled the service to meet the additional capacity required to cover the whole district within existing resource.
- 1.4 The garden waste service makes 292,776 collections annually, and in 2025/26, 99.78% were collected on their scheduled collection day. The service is well received, with very few complaints (8 last year), and 99.5% of residents renewing the service.

## **2. Report**

- 2.1 When waste collection rounds are optimised, it is inevitable that some residents will experience a change to their scheduled collection day or collection week.
- 2.2 In March, the waste service wrote to approximately 2,500 existing subscribers who had been identified as being affected by such changes, advising them of their new garden waste collection arrangements.
- 2.3 Following this communication, an issue was identified with the software used by the waste service to manage the collection rounds. This issue resulted in incorrect collection information being displayed on the Council's website for the affected subscribers. As the website is also used to report missed collections, this functionality was unavailable to those residents impacted.

- 2.4 Actions were taken promptly to rectify the issue, which has now been resolved. The revised garden waste collection rounds are fully live and operating effectively, and accurate collection and reporting information has been restored on the website. A garden waste collection service is now accessible to all residents within the district.
- 2.5 It is important that the cause of the software issue is fully understood. A review has therefore been commissioned to establish the factors that contributed to the problem and to identify any lessons learned. The findings of this review will be reported to PMP at the Committee's next available meeting.
- 2.6 In parallel, new collection rounds are currently being developed for the forthcoming waste collection service covering refuse, recycling and food waste. These rounds are being designed using different software, and there is established experience across the partnership, built over several years, demonstrating successful implementation using these systems.

### **3. Conclusion**

- 3.1. Although the garden waste collection rounds are now operating effectively, and residents across the whole of the South Holland District area have the opportunity to subscribe, it is important that we understand what contributed to the initial problem, and identify any lessons learned. This information will be brought forward to the next available PMP committee meeting for consideration.

### **Implications**

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

None.

#### **Corporate Priorities**

None.

#### **Staffing**

None.

#### **Workforce Capacity Implications**

None.

#### **Constitutional and Legal Implications**

None.

#### **Data Protection**

None.

## **Financial**

A charge is made for the garden waste collection service to cover the cost of providing the service. Failure to provide efficient collection rounds increases the cost of delivering the service.

Failure to provide an effective garden waste collection service has a financial impact through a reduction in subscribers to the service.

## **Risk Management**

Understanding what contributed to the initial problem relating to the garden waste rounds, and the lessons learnt from the review will reduce the risk of such events occurring in future.

## **Stakeholder / Consultation / Timescales**

None.

## **Reputation**

Understanding what contributed to the initial problem relating to the garden waste rounds, and the lessons learnt from the review will reduce the risk of such events occurring in future and affecting the reputation of the Council. In this instance the garden waste collection crews worked to ensure that disruption was kept to a minimum to maintain this paid for service and protect the Councils' reputation.

## **Contracts**

None.

## **Crime and Disorder**

None.

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

Providing a kerbside garden waste collection service which covers all households within the district, ensures that residents who are unable to take their garden waste to the Household Waste Recycling Centre can receive a service.

## **Health and Wellbeing**

None.

## **Climate Change and Environment Impact Assessment**

Not undertaken.

## **Acronyms**

None.

**Appendices**

None.

**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**

None.