

DECISION RECORD ¹

Officer Key Decisions are subject to the Council's Call-In Procedure (Part 4 of the Council's Constitution [Part 4e - Overview and Scrutiny Procedure Rules](#))

Subject: Bulky Waste Fees 2026/27

Staff Contact: Atif Iqbal

Tel: 07709 329629

Cabinet Member: Jeannette Thomas

Portfolio: Resources & Performance

1. Decision

It is recommended that the revised fee structure for Bulky Waste services be adopted as part of the 2026/27 Fees and Charges schedule, with implementation from January 2026 to align with the majority of General Fund fees and charges. For further details, please refer to Appendix A.

2. Reasons for the decision

As part of the 2026/27 Fees and Charges review, Bulky Waste fees were initially assessed, with CPI related normal uplift recommendations included in the October Fees & Charges Cabinet report. That report also recommended that delegated authority be granted to the Strategic Director and Section 151 Officer to approve any final amendments to the Fees and Charges, following consultation with the Cabinet Member for Resources and Performance.

The current bulky waste service is operating at a financial deficit, with a reported shortfall of £14,000 in 2024/25 and a projected deficit of approximately £21,000 for 2025/26. This trend indicates that the existing pricing structure is not sustainable and requires revision to ensure cost recovery and long-term viability. Additionally, the current tiered pricing model lacks transparency and flexibility, which can impact customer engagement and satisfaction. To address these issues, a revised fee structure has been recommended for 2026/27. The new model offers a flat rate of £51.00 for up to three items, with an additional £14.00 per item for any items above this threshold (up to a maximum of ten). This simplified approach replaces the previous tiered system, making pricing clearer and fairer for residents. The change is expected to improve customer experience, enhance transparency, and support efforts to reduce the service deficit while maintaining a reliable and trusted service.

As the Cabinet has already approved the overall Fees & Charges for 2026/27 in October, it is recommended that this minor revision to the bulky waste fee structure, as above and detailed in Table 2 of Appendix A, be adopted as part of the 2026/27 Fees and Charges implementation.

3. Alternative options considered and rejected ²

Do not Implement revised Fees Structure: This option is not recommended, as it would fail to simplify the existing pricing model and would not support efforts to address the current service deficit.

4. Consultation

(a) Comments of Cabinet Member ^{3 4}

The Leader of the Council, Cllr Richard Henry and Deputy Leader of the Council, Cllr Jeannette Thomas were consulted in the Commercial Investment Working Group on 14th October, and both supported the revised fee structure.

Portfolio folder for Environment, Cllr Rob Broom, was consulted on 5th November, and agreed with the streamlined fees and the continuation of a concessionary rate.

(b) Comments of other consultees ⁵

5. Following consultation with, and the concurrence of the Cabinet Member, I am proceeding with the proposed decision.

Signed: Atif Iqbal

Title: Assistant Director Finance & Deputy S151 Officer Date: 13.11.25

6. PLEASE RETURN COMPLETED/SIGNED FORM TO DEMOCRATIC SERVICES FOR PUBLICATION

¹ for guidance see Borough Solicitor's note "Taking Decisions"

² details of any alternative options considered and rejected by the officer at the time the decision was made

³ record any conflict of interest declared by any Cabinet Member consulted. If a Cabinet Member declares a conflict of interest DO NOT PROCEED without seeking advice from the Borough Solicitor

⁴ If the matter has general significance for the Council and/or is, or is likely to be, controversial, then the officer shall consult the appropriate Cabinet Member before proceeding. In some cases it will be necessary to consult more than one Cabinet Member, and in some cases the Leader of the Council will need to be consulted

⁵ If the matter has local significance, but no general significance for the Council and no controversial aspects, the officer shall consult or inform the local member in writing (or by e mail) and proceed. It is essential that all officers responsible for delivering services ensure that local members are kept well briefed on issues affecting their areas.

APPENDIX A

Bulky Waste Service Review & Marketing

The bulky waste removal service is operated by Stevenage Direct Services and is available to all residents of Stevenage. It facilitates the collection and disposal of large household items, which customers place outside their property at a pre-booked time. Bookings are made through a self-service digital platform, with no staff intervention required. During the booking process, customers must specify the items to be collected, enabling the collection team to prepare accordingly.

For the financial year 2024/25, the service reported a final deficit of £14,000. The projected deficit for 2025/26 is approximately £21,000.

The Cabinet on 8th October approved Bulky Waste Fees & Charges for 2026/27 as per table 1 below, part of the Council overall Fees & Charges review process.

Table 1: The Council's Approved Bulky Waste Fees for 2026/27

Bulky Waste Fees	2026/27	Charge per item (for 26/27)
3 Items	£51.00	£17.00
6 Items	£82.50	£13.75
7 Items	£93.00	£13.29
8 Items	£103.00	£12.88
9 Items	£112.50	£12.50
10 Items	£123.00	£12.30
Cancellation Fee	£ 12.00	

Officers are working towards the following objectives:

- Enhancing market share by increasing awareness and visibility of the service.
- Promoting services across all available channels and platforms, with a strong emphasis on unique selling points (USPs).
- Ensuring marketing efforts are customer-focused, aiming to improve overall satisfaction and engagement.
- Reducing service deficits by identifying and addressing gaps in delivery and performance.

To support the above objectives, officers have recommended a revised Bulky Waste fee structure for 2026/27, outlined in Table 2, to the Commercial Investment Working Group on 14th October. The proposal received support from the members.

Table 2: New Revised Pricing Structure for Bulky Waste Fees for 2026/27

Bulky Waste Fees	New Fees
Up to 3 Items	£51.00
Per additional item above 3 (up to maximum of 10 items)	£14.00
Cancellation Fee	£ 12.00

For collections involving 11 or more items, please contact the assessed collections team for a priced quotation.

Extra items placed beyond the agreed amount will not be collected.

Residents will be required to book a separate bulky waste collection for these additional items.

The revised pricing structure is expected to improve transparency, enhance the perceived value of services, and encourage greater resident engagement. It is therefore, recommended that the proposed fee adjustments outlined above be adopted as part of the 2026/27 Fees and Charges Schedule.