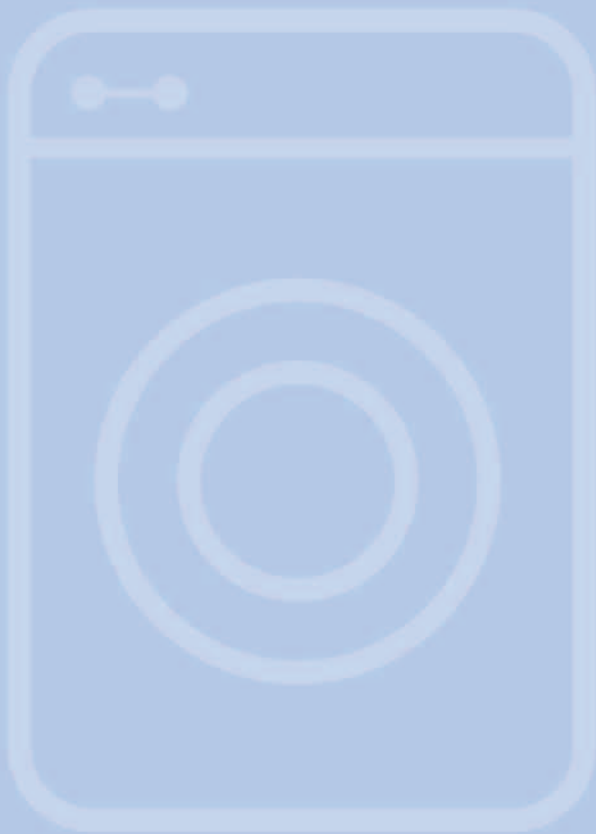




furniture re-use network



# bulky basics

A guide to partnerships, policies and procedures to maximise re-use from bulky household waste



Department for Environment  
Food and Rural Affairs



Local Authority Recycling Advisory Committee



# bulky basics

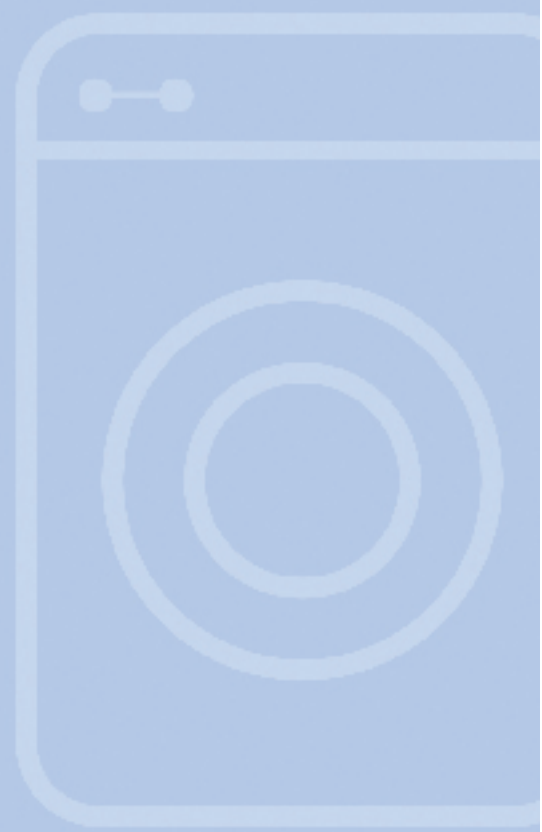
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# 1: Introduction



## Preface

*'In line with the Government's commitment to sustainable development, the Government's policy on waste minimisation seeks to break the link between economic growth and the amount of waste produced and to drive the management of waste up the waste hierarchy of reduction, re-use, recycling and composting, and energy recovery.'*

Ben Bradshaw, the Parliamentary Under-Secretary  
(Local Environment, Marine and Animal Welfare), Defra  
(Hansard, 26 March 2006)

*'Bulky waste and e-waste are the fastest growing waste streams...'*

John Burns, Director  
Waste Implementation Programme, Defra  
(‘Taking waste seriously’, p10, The Loop, Autumn 2005)

Bulky waste – unwanted household items that are too cumbersome to go in the ubiquitous wheelie bin – is a waste stream that deserves everyone’s attention. In today’s throw-away society, where fashion and technological change mean that we change our furnishings and electrical appliances with ever-increasing frequency, there is an urgent need to find ways to tackle the mountains of unwanted yet re-usable items that would otherwise be consigned to landfill sites.

Furniture re-use organisations (FROs), the only nationally organised group of re-users in the UK, are ideally placed to meet the challenge of taking these items out of the waste stream for the benefit of the local community. FROs currently receive nearly 2 million items of furniture and almost 250,000 domestic appliances per year, and pass them on to people who welcome them, primarily low income families, or people setting up home for the first time. However, much more could be achieved by working in partnership with other waste collectors – primarily local authorities (LAs) and their contractors, the waste management companies (WMCs).

*Bulky Basics* sets out the requirements and standards expected for bulky re-use services set up either through LA collections or at civic amenity (CA) sites. Its aim is to help all parties achieve an effective, economic and efficient service, while setting a high standard of customer service and maximising the potential for re-use. Although the manual is primarily aimed at FROs around the UK interested in setting up a bulky waste partnership, and those already undertaking one, it will also be very useful to partner LAs and WMCs.

In order to make the guidance in this manual as user friendly as possible, it is based on a range of partnership ‘scenarios’, most of which are structures tried and tested by FROs across the country. The scenarios were developed during 2005/06, as the result of an extensive research and evaluation project looking into the practices of all parties involved in bulky waste services. The project involved both desk-top research and fieldwork. The author also drew on her own and others’ expertise and previous work undertaken in this field. The research, analysis and model costings for the cost-benefit analysis section were conducted by Eric Bridgwater of Network Recycling.

FROs already divert over 125,000 tonnes of waste a year from landfill, and almost 3,000 (FTE) people work with over 6,000 trainees and 9,000 volunteers in the UK to collect, refurbish and deliver furniture and appliances. But that is just the beginning. If we all work together, to turn ‘bulky waste’ into ‘bulky re-use’, then the future will be green and socially responsible.

# Acknowledgements

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*Caroline Lee-Smith*  
*Bristol, May 2006*



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# Glossary

BVPs	Best value performance indicators
CA site	Civic amenity sites. Also known as HWRC (Household Waste Recycling Centre), HWC (Household Waste Centre) and HRC (Household Recycling Centre), amongst other names, but referred to in this document as CA sites.
CHIP	Chemicals (Hazard Information and Packaging) (Regulations)
CoSHH	Control of Substances Hazardous to Health (Regulations)
DCF	Designated collection facility (with reference to the upcoming implementation of the WEEE Directive)
Defra	Department for the Environment, Food and Rural Affairs
Defra WIP LASU	Waste Implementation Programme, Local Authority Support Unit
DSO	Direct services organisation
FRN	Furniture Re-use Network
FRO	Furniture re-use organisation. This is a term normally used to mean a community and/or voluntary sector organisation working to re-use furniture, appliances and other items and pass them on to people on low incomes.
HHW	Household hazardous waste
HSE	Health & Safety Executive
LA	Local authority
LARAC	Local Authority Recycling Advisory Committee
LATS	Local Authority Trading Scheme
MoU	Memorandum of understanding
PPE	Personal protective equipment
RCV	Refuse collection vehicle
RPI	Retail price index
SLA	Service level agreement
TUPE	Transfer of Undertakings (Protection of Employment) (Regulations)
WCA	Waste collection authority
WDA	Waste disposal authority
WEEE	Waste electrical and electronic equipment
WMC	Waste management company

## Note on “bulky waste collections” and “bulky re-use collections”

In order to differentiate, the term **bulky waste collections** describes the more traditional collections of bulky items, i.e. those involving a minimum amount of re-use and recycling, while **bulky re-use collections and services** describes the partnerships and arrangements outlined in this manual, i.e. involving re-use and recycling. However, the items that could be collected in either of these collections are still called **the bulky waste stream**.

# Background to Bulky Basics

For many years, members of the Furniture Re-use Network (FRN) around the country have been working with local authorities (LAs) and waste management companies (WMCs) to pilot services that integrate re-use and recycling with the bulky household waste stream. Furniture re-use organisations (FROs) are motivated to provide these services because household furniture and electrical items from this historically ignored waste stream can be supplied to their clients, fulfilling their charitable objective of alleviating poverty by the provision of basic goods to people on a low income.

The integration of re-use and recycling activities with the LA bulky household waste stream is aimed at achieving the following broad environmental, social and economic aims:

- Minimise waste
- Divert materials that do arise into re-use or recycling streams
- Improve the service to householders
- Maximise social benefit from the re-usable items
- Minimise the environmental impact of collecting and re-using these items
- Minimise occupational and public health risks from operating the service
- Improve the value for money of the service to the local taxpayer.

## Statutory obligations

Under the *Local Government Act 2000*, LAs were granted a general power to do anything intended to “promote or improve the economic, social or environmental wellbeing of their areas”. Therefore it is within LA’s remit to consider the wellbeing of the local community, and to evaluate the triple bottom line – social, economic and environmental – when preparing specifications for the delivery of services. It is likely that future procurement guidance will further encourage LAs to consider broader, cross-cutting themes such as social inclusion and regeneration when making purchasing and contract decisions.

## Previous good practice guidance

The Defra/Network Recycling publication *Local Authority Good Practice Assessment in the Re-use and Recycling of Household Collection Bulky Item Waste Stream* – toolkit and associated documents (April 2004) was the first step towards assisting LAs with forming partnerships with their local FROs. Although they included case study outlines of partnerships operating around the country, these documents were primarily focused on providing LAs with the tools to evaluate and chart their current status and progress towards good practice goals.

In 2004/05 over 20 bulky waste or civic amenity (CA) site consultancy projects were undertaken for LAs, funded by Defra’s Waste Implementation Programme, Local Authority Support Unit (WIP LASU). A further nine projects were completed in 2005/06. The majority of these projects included an element of developing community re-use partnerships. These projects were carried out by different consultants around the country and covered a wide range of approaches and conclusions. Consequently, an updated LA bulky waste toolkit, incorporating the learning from the above work, was published by Defra/Network Recycling/FRN in December 2005, entitled *Bulky Waste Collections – Maximising Re-use & Recycling, A step-by-step guide*.

## The role of the FRN

The FRN, the national coordinating body for FROs, recognised that there was a gap in published material in assisting FROs in developing these partnerships. The FRN's Bulky Waste Project started in June 2005, aiming to address this knowledge gap. The project's aims were to disseminate good practice on forming partnerships through the publication of this manual, *Bulky Basics*, and to help FROs around the country to develop partnerships on an individual and group basis.

Furthermore, *Bulky Basics* aims to take the previously published materials one step further and demonstrate the true value of forming these partnerships, through a cost-benefit analysis of the various options for turning a bulky waste service into a bulky re-use service.

## What is the bulky household waste stream?

### Definition

Regulation 4 of the Controlled Waste Regulations 1992 (which sets out the circumstances in which waste collection authorities may make a charge for the collection of certain types of household waste) states that bulky waste is:

- Any article of waste which exceeds 25 kilograms in weight.

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- Any article of waste which does not fit, or cannot be fitted into:
  - (a) A receptacle for household waste provided in accordance with section 46 of the *Environmental Protection Act 1990*; or
  - (b) Where no such receptacle is provided, a cylindrical container 750 millimetres in diameter and 1 metre in length.

---

- Green waste.

For the purposes of this manual, bulky waste therefore includes items presented to an LA for collection that are too big for a standard wheeled bin. Green waste is excluded because it is increasingly becoming a stand-alone collection service. The household bulky waste stream also includes items taken directly by householders to local CA sites or household waste recycling centres. LAs have a statutory obligation to provide a bulky household waste collection service and a general or bulky waste skip or container at CA sites into which these items can be placed.

Existing routes for the disposal of bulky household items include:

- Collected by LA or delivered to a CA site

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- Collected or delivered to a FRO

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- Collected or delivered to a charity shop

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- Collected or delivered to a second hand furniture store

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- Collected by a retailer (retailer take-back scheme in exchange for a new item)

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- Sold or traded privately (e.g. through private ads paper or similar)

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- Sold at a car boot sale or similar

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- Given to a third party (family or friends)

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- Fly-tipped.

### Names of collection schemes

There are various terms used to describe LA collection schemes:

- Bulky collection or bulky waste collection

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- Civic amenity collections or CA collection

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- Special collection or special

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- Bulky uplift

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- Furniture collection.

## What about WEEE?

**Waste electrical and electronic equipment (WEEE) is a significant waste stream. New regulations governing the collection and recycling of WEEE are expected to come into force in 2007.**

*From a survey by The Recycling Electrical Producers Industry Consortium (REPIC) December 2005:*

“Consumers are most likely to responsibly dispose of bulky items such as washing machines, fridge-freezers and tumble-driers. Just over 40% of those polled take large items to their local civic amenity site, while 33% pay their local council to collect their large items. 27% expect the retailer who sold them its replacement to take the old item away for free.

“Despite their low awareness of the new laws, the survey found that consumers have strong opinions on how items should be collected for recycling. Asked where they should be able to leave unwanted electrical and electronic equipment for collection, six out of ten opted for a designated recycling area or local civic amenity site. Other preferred options include outside their home (38%) and/or the retail store where they bought its replacement (32%).”

## What is IN bulky waste?

Bulky household waste commonly consists of:

- Furniture – hard and soft
- Large and small electrical and electronic items
- Carpet.

It may also include:

- Baths and boilers
- Radiators
- Bicycles
- Garden waste
- Garden furniture, sheds etc.
- Cardboard
- Wood off-cuts
- Black bags
- Windows and doors
- DIY waste
- Hazardous items
- Asbestos.

Some of the 2004/05 DEFRA WIP LASU Bulky Waste projects conducted bulky waste audits. However, the results of these varied considerably from one LA to another and from one week to another, reporting a wide range of items in varying states of repair. Until more comprehensive data is published, the following table demonstrates estimated average proportions of potential composition:

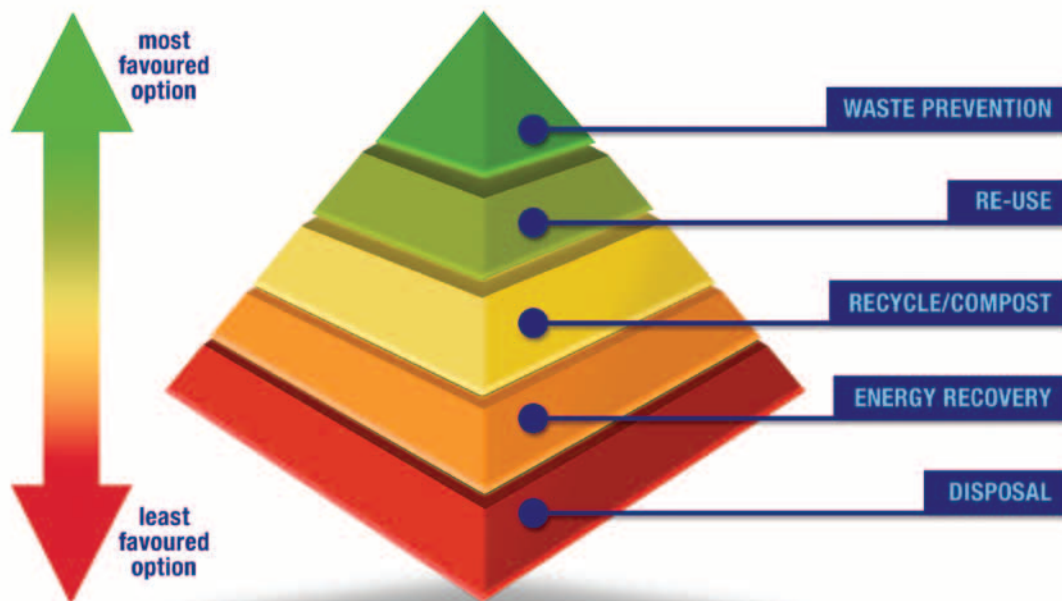
## Composition of bulky waste

Category of material	Range of composition	Average figure
Furniture: re-usable in current condition	5-10%	7.5%
Furniture: potentially repairable	10-20%	15%
White goods: potentially repairable	5-10%	7.5%
White goods and other metal: recyclable	10-30%	20%
Disposal	30-70%	50%
<b>Overall re-use rate</b>		<b>30% re-usable</b>
<b>Overall recycling rate</b>		<b>20% recyclable</b>
<b>Residual waste</b>		<b>50% waste</b>

LAs have the discretion to include or exclude whichever items they see fit from their collection service. Many have taken the decision to exclude hazardous items since the Household Hazardous Waste (HHW) Regulations came into force in July 2005, and green waste, which is separated as a collection service and composted.

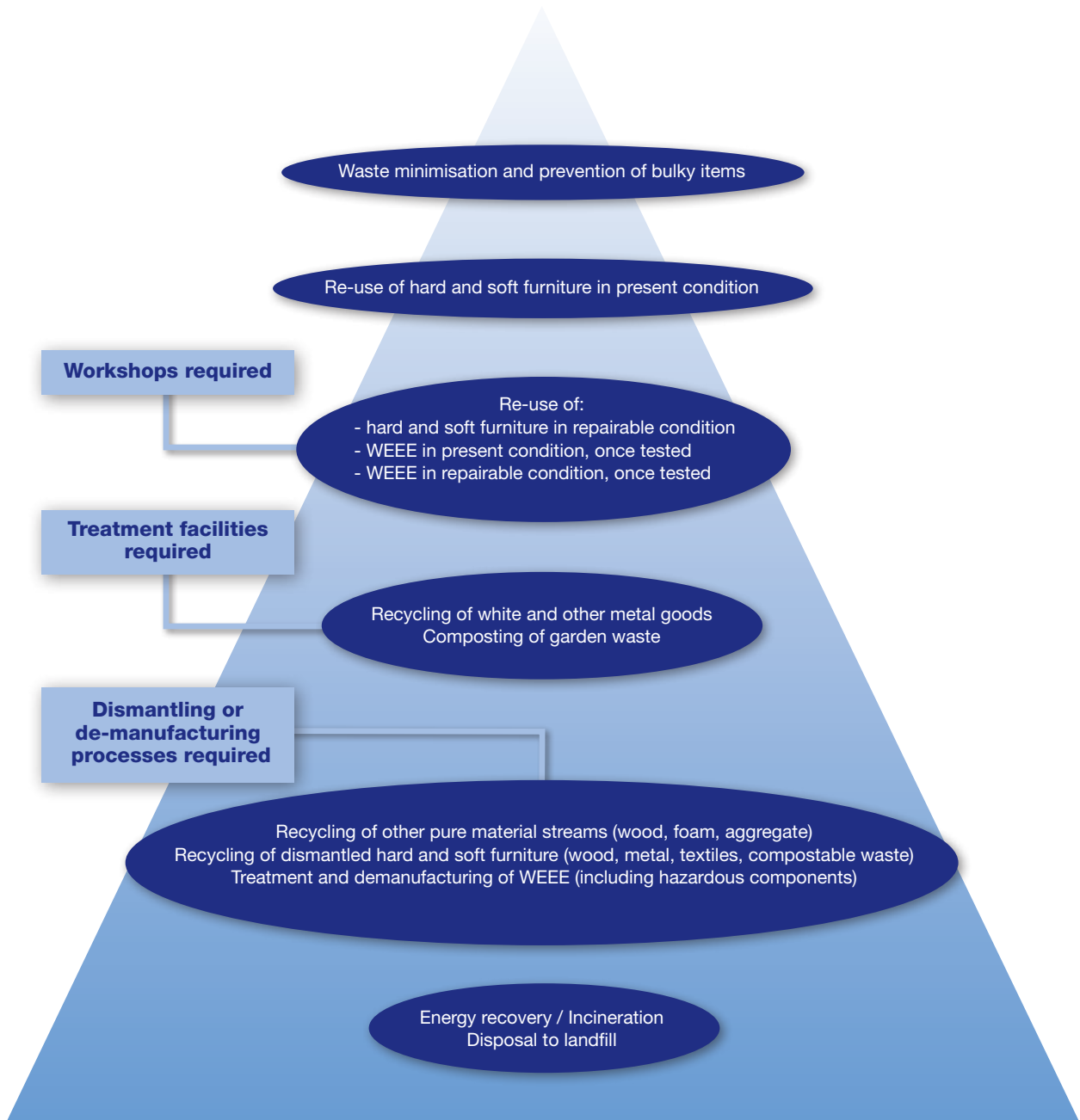
## The bulky waste hierarchy

Re-use is the second most favoured option in Defra's 'waste hierarchy'.



If we apply this logic to the bulky waste stream, the hierarchy would be as follows.

## The bulky waste hierarchy



# Bulky waste partnerships

## The FRO's viewpoint

Why would an FRO want a bulky waste partnership with an LA or a WMC?

- To assure a steady supply of re-usable goods
- To raise its profile with the LA
- To get paid for what they are already doing
- To develop a sustainable income stream
- To develop an integrated bulky items (waste and re-usable) service for the area, a one-stop-shop for members of the public.

FROs can offer:

- Expertise and experience in identifying, collecting and re-using
- Resource (not waste) management mentality
- Good customer service standards
- Community understanding and links
- Innovative, adaptable service
- Already established partnerships and routes for passing basic items onto people on low incomes.

What LAs/WMCs can offer FROs:

- Recognition of the service the FRO provides
- Funding – direct for service, or through grants
- Non-financial assistance: finding premises, access to publicity
- Potential integration of the services (LA/WMC and FRO).

## The LA's viewpoint

The drivers include:

- Environmental objectives (re-use is high up the waste hierarchy)
- Legislative drivers: the Waste Electrical and Electronic Equipment (WEEE) Directive and HHW Regulations
- LA targets: best value performance indicators (BVPIs), local authority trading scheme (LATS), national recovery targets
- WMC contract performance targets
- To encourage behaviour change – visible efforts to minimise waste
- To meet council/corporate social responsibility objectives – such as partnership working for the benefit of socially excluded groups
- Improve public opinion/public relations – by working in partnership with the community.

For many LAs, the move to draw materials for re-use and recycling out of the bulky waste stream is in line with the general movement to reduce the amount of waste in their authority area. These initiatives are being driven by European and central government targets, which translate into targets for each LA. Although there is to date no specific target for re-use, there are targets for recycling household waste and for reducing the amount of waste going to landfill. Moreover, since the introduction of LATS in April 2005, LAs are reaching for every extra tonne of biodegradable waste (e.g. wood) they can divert from landfill, to avoid financial penalties.

The recent review of the recycling credits system to include re-use is the latest Defra initiative (Guidance on the Recycling Credits Scheme 2004) and it is an incentive for LAs to set up a system to officially work with FROs. This is an important step in recognising re-use both at national and local level, and it sends out a clear message from Defra that waste streams should be moving up the waste hierarchy.

However, the main factors that may work against re-use partnerships are:

- Existing contractual arrangements
- Lack of political will, as diverting items for re-use is not yet a statutory requirement or broadly recognised as an important environmental option
- The prioritisation of recycling targets
- Council budget cut-backs e.g. through the Gershon Efficiency Review (see box).

#### However...

“[the] Value for money policy and the [Gershon] Efficiency Review need not present a barrier to sustainable procurement. Sustainable procurement should be mutually re-enforcing, particularly when the more sustainable option can be shown to offer the best value for money over the lifetime of the contract. It’s the lifetime assessment which may initially not necessarily be the cheapest choice but in the longer term may offer the better value of money and that’s what we need to consider.

...We do have ambitious policies and strategies in relation to sustainable production and consumption trying to change the trend/attitude within our own country dealing with ...less waste (more re-use and recycling).”

*Elliot Morley MP – Speech on Implementing Sustainable Procurement QEII Conference Centre, London, 19 October 2005*

#### Other stakeholders

Depending on the priorities of the LA, the following parties may also need to be involved in any partnership negotiations:

- Recycling organisations/kerbsiders (community sector and/or private)
- Other FROs
- WMCs, who may be already operating or tendering for the bulky waste collection service and/or management of a waste site
- Totters – LA or WMC staff or independent totters may already be selling or supplying items from bulky waste collections and/or CA sites.

#### Starting positions

In reality, each LA is at a different starting position with regard to:

- Current collection system
- Available budget
- Officer and manager resources for change/relationship building/partnership working
- Drive to include re-use
- Contractual constraints
- Other current priorities, e.g. rolling out green waste collections
- History between FRO(s) and the LA
- Waste or resource management mind-set.

#### So why aren't all FROs already doing it?

There are numerous reasons why FROs are not yet developing partnerships with LAs/WMCs to provide bulky re-use services. For example, some are concerned that there will be funding problems, or that they will not be paid enough; others focus on the practical issues, such as whether their funders or Board of Trustees will permit such a move, how to control the type and volume of re-use material they collect, and the potential volume of administration. Others have found their LA or WMC not interested or slow to respond to their advances, which of course can work the other way round too.

The aim of this manual is to allay some of the concerns, and to set out good practice guidance for establishing or developing a bulky re-use service.



# Guide to this manual

**Section 2: Scenarios** – outlines the collection and sites ‘scenarios’ that are most common for FRO and LA/WMC bulky waste partnerships. Each scenario includes signposts to guide readers to the other relevant parts of the manual.

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**Section 3: Preparation** – outlines what is necessary to set up or consider before starting to undertake a partnership arrangement. This includes advice on drawing up an agreement, resources required, organisational policies and other documentation, legal requirements, health and safety, and setting up monitoring, reporting and invoicing. It also includes a section on costing up an arrangement.

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**Section 4: Collections** – sets out good practice arrangements for operating a call centre and undertaking re-use collections. The call centre section includes LA call centre referrals, FRO direct bookings from customers and taking payments. The collections section covers collecting both re-usable and waste items and delivering them to various sites.

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**Section 5: Sites** – examines what is required to operate the various scenarios on CA sites.

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**Appendices** – the various standard and sample agreements, procedures, forms and information sheets that are referenced throughout the manual.

---

# 2: Scenarios



## Introduction

This section describes ten typical scenarios for partnerships between furniture re-use organisations (FROs) and local authorities (LAs) and/or waste management companies (WMCs) – five scenarios for bulky re-use collections and five for CA sites.

The scenarios are arranged in order of ‘ease of set-up’ i.e. from simple to complex. FROs that wish to work towards stronger partnerships should aim to progress through the scenarios from 1–5, depending on their local circumstances.

Each scenario is illustrated by a diagram, and the advantages and disadvantages are described. The ‘key to success’ and ‘key considerations’ provided are based on evidence of good practice gathered from around the country. Each collections scenario includes a detailed case study. There are also signposts in each scenario that refer to procedures and more detailed information contained elsewhere in the manual.

The following table summarises the scenarios for partnership arrangements between FROs and LAs and/or WMCs.

### Bulky re-use collections scenarios

### Bulky re-use CA site scenarios

Description	Name	Scenario	Name	Description
LA call centre refers customers with items for re-use directly to FRO	<i>Referral system</i>	<b>1</b>	<i>Signage</i>	Info at site to divert people with re-usable items to go to FRO directly
LA/WMC undertakes all collections. Re-usable items are either delivered directly to FRO or FRO collects them from a depot.	<i>Cherry picking</i>	<b>2</b>	<i>Storage facilities on site</i>	LA/WMC separates and stores items on site. FRO clears site area.
FRO picks up <b>only re-usable</b> bulky items from specific stream(s) e.g. all re-usable bulky items	<i>Re-use only</i>	<b>3</b>	<i>Staff involvement</i>	FRO staff on site (overseeing storage area)
FRO picks up <b>waste and re-usable</b> items from specific stream(s) e.g. all white goods. LA/WMC collects rest.	<i>One or more streams</i>	<b>4</b>	<i>Shop on site</i>	FRO retail activity on site
FRO collects <b>ALL</b> bulky waste	<i>All bulky waste</i>	<b>5</b>	<i>Workshop on site</i>	FRO workshop activity on site

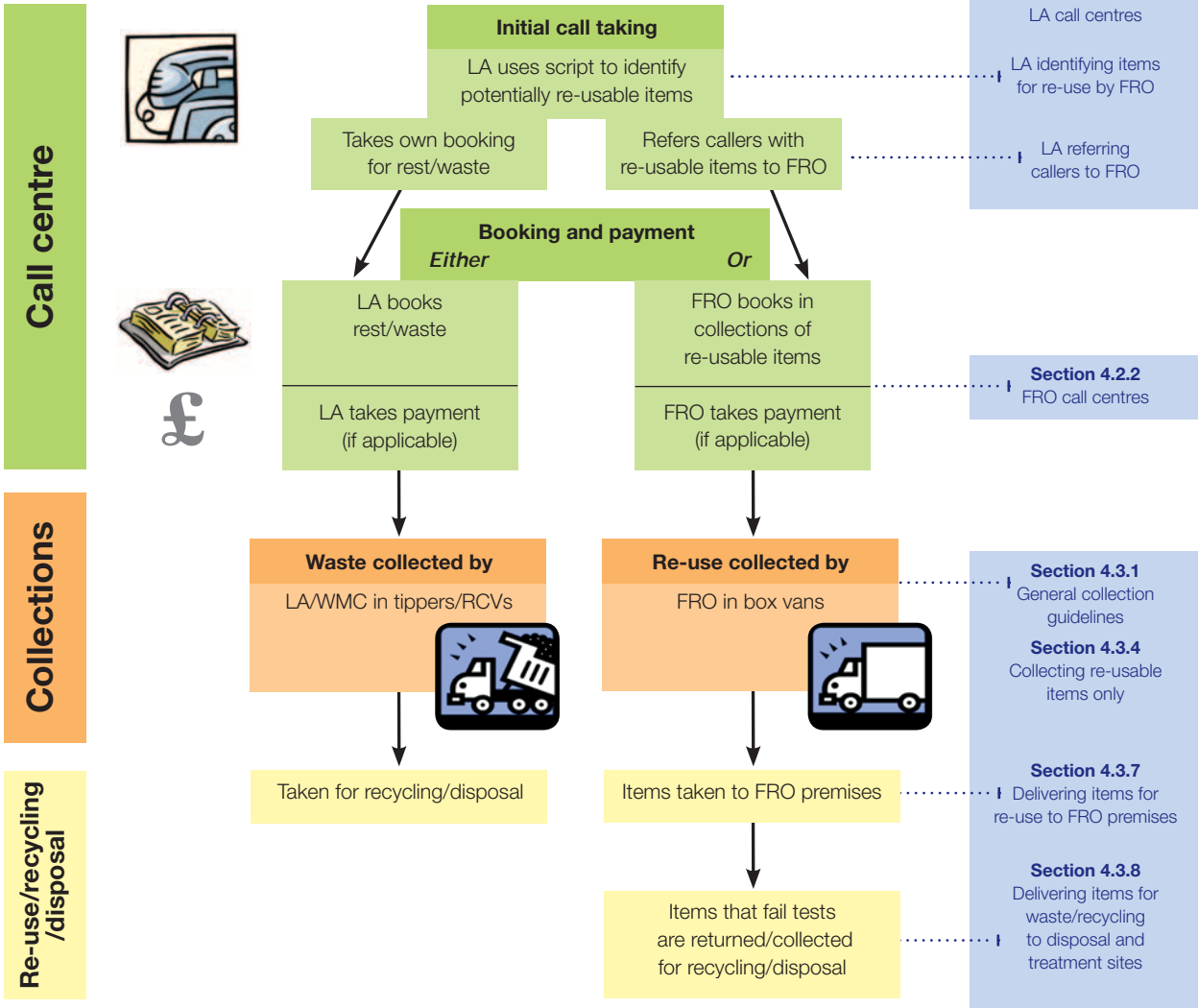
# Collections Scenarios

## Collections Scenario 1 : Referral system

LA call centre refers customers with items suitable for re-use directly to the FRO(s). Can be specific stream(s), e.g. all re-usable white goods only, or all re-usable items. All other collections are done by LA/WMC.

**Ease of set up** Easy

**Refer to:**



+	-
<ol style="list-style-type: none"> <li>1. Minimal changes to both parties' call centre systems</li> <li>2. Minimal change to both parties' collection systems</li> <li>3. FRO collection efficiencies: can schedule LA collections alongside own donations collections in same area</li> <li>4. Separates re-use from waste in customers' perception</li> <li>5. FRO can use full script with customer and arrange own collection</li> <li>6. Does not require contract/tendering procedure</li> <li>7. Can be a trial for further partnership working</li> </ol>	<ol style="list-style-type: none"> <li>1. Call centres are often restricted, which hinders effective use of script and can mean several calls for customer – and therefore bad customer relations</li> <li>2. Can lead to abuse of FRO service if FRO collects items for free while LA charges</li> <li>3. Could mean two vans going to same address</li> <li>4. LA often reluctant to recognise FRO part in service provision and provide payment</li> <li>5. In practice, can have problems due to reliance on customer to assess item/honesty</li> </ol>

## Key Considerations:

- Joint publicity
- Agreement and setting down of arrangement, e.g. in the form of a memorandum of understanding (MoU) or a service-level agreement (SLA)
- Agreement on LA call centre script/checklists to identify items suitable for FRO, with sufficient time for staff to use the script/checklists correctly
- LA call centre needs up-to-date information from the FRO at all times
- Clear procedure for referring callers to FRO
- FRO script must include 'subject to view' to refuse items, or FRO could take all items if agreed (this then becomes scenario 3 or 4)
- LA should review service budget allocation to include provision of FRO payment
- Set up audit trail for collecting, processing and reporting destination of all items

**Key to success**  
= LA call centre using script well to identify re-usable items

### Tip:

Works best if there is consistency between LA and FRO either both charging or not charging for all collections, otherwise an FRO free service could be open to abuse by public, if LA charges.

## Case study : Scenario 1

### Summary of partnership

The Community Furniture Project (Basingstoke) (CFP-B) and Basingstoke and Deane Borough Council jointly run a bulky waste and re-use service. Callers with potentially re-usable items are asked to call to CFP-B. All other items are collected by the LA's in-house collection crew.

**Date commenced :** October 2004

**Type of arrangement :** Informal

### Finances

- Charge to householder is retained by LA
- CFP-B:
  - Grant towards wider sustainability agenda, invoiced annually
  - Scrap metal income
  - Sales income from refurbished items.
- Funding from grant-making trusts and statutory funding.

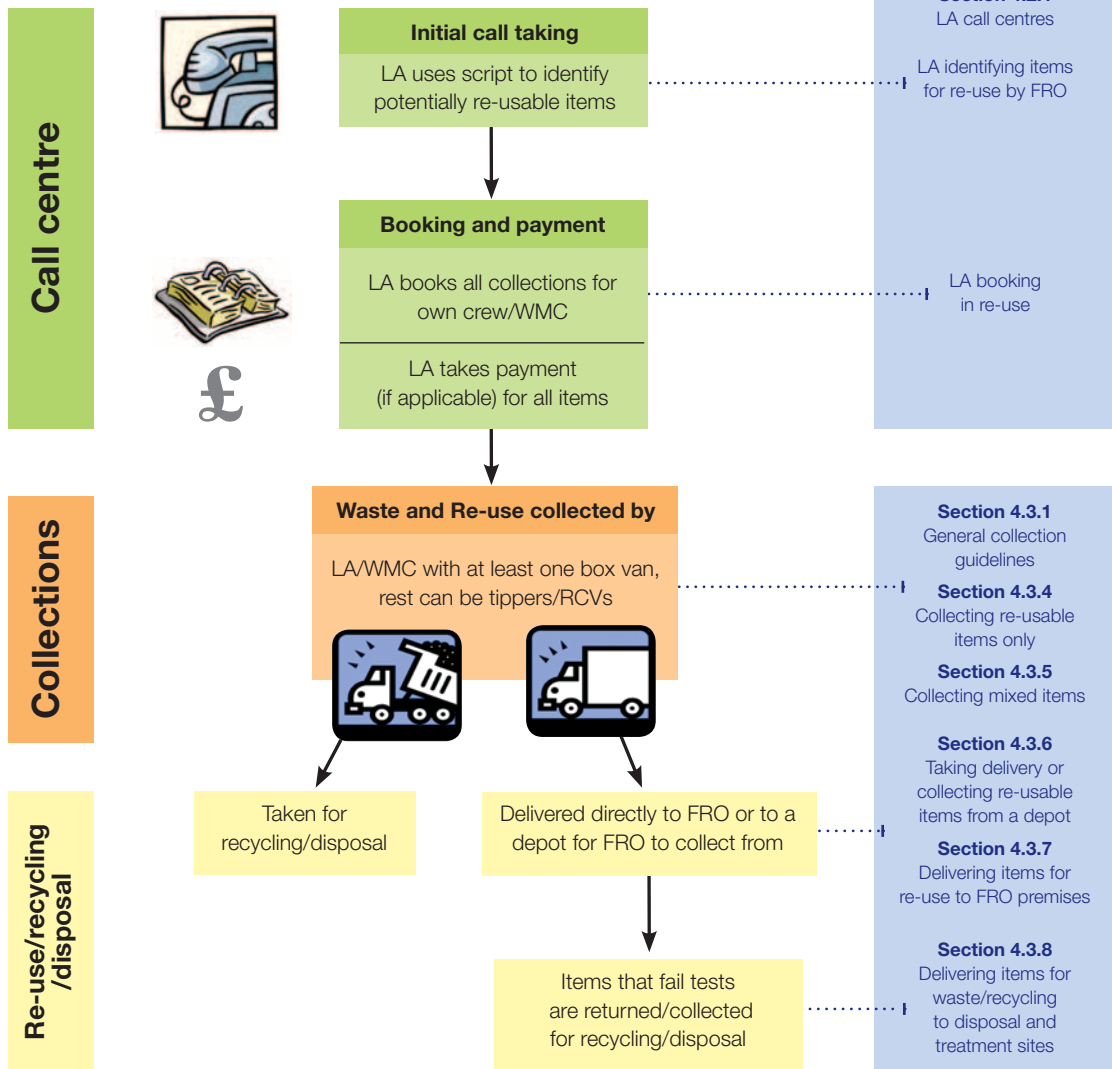
Call centre	Collection	Final destination												
<p><b>Who runs call centre?</b> LA: Callers with re-usable items are referred on to CFP-B.</p> <p><b>Explanation of options</b> CFP-B explains that potentially re-usable items collected for free. LA collects rest, charges explained.</p> <p><b>Booking job</b> Customer's details with items for collection noted. Appointment day given. CFP-B aim to pick up within 14 days (aiming for seven). LA within two working days.</p> <p><b>Charges</b> Re-usable items collected by CFP-B for free. Other items collected by LA for £10 per collection, (2 men loading for a maximum of 15 minutes). Non-fixtures and fittings and over and above 15 mins for £42.</p> <p><b>Payment options</b> Cash, cheque, credit or debit card. Must be processed before booking.</p> <p><b>Concessions</b> None</p> <p><b>Instructions to householders</b> CFP-B: To maximise re-use potential, callers are advised to keep items inside and be at home. If not possible, put under cover. LA: Items must be accessible.</p> <p><b>Passing job to collection crew</b> LA and CFP-B book and organise their own collections.</p>	<p><b>Who operates collections?</b> LA and CFP-B.</p> <p><b>Type of vehicle used:</b> LA: 3.5 caged flatbed. CFP-B: 3.5 tonne extended-wheelbase Luton box van with tail-lift.</p> <p><b>Frequency</b> LA collects five days a week. CFP-B collects five days a week, scheduling LA collections alongside donations collections in same area.</p> <p><b>Point of collection</b> LA collects from kerbside/front of property. CFP-B can collect from within properties, but do not dismantle or go upstairs (at driver's own risk).</p> <p><b>Handling</b> Handled according to potential for re-use.</p>	<p><b>Re-use</b> All items are taken back to the warehouse and electrical items are tested in the workshop. All re-usable items are sold through the store to people on low incomes and to other members of the public. CFP-B also breaks up wooden items for re-use. Parts re-used.</p> <p><b>Recycling</b> CFP-B: Items with a high metal content are taken for recycling. LA : minimal.</p> <p><b>Treatment</b> CFP-B: Any older refrigeration equipment that fails the tests is taken for treatment at a registered facility.</p> <p><b>Disposal</b> Waste items, picked up from CFP-B by LA. Disposed of at a transfer station.</p>												
<p><b>Performance</b> Performance for the financial year 2005/06:</p> <table border="1"> <thead> <tr> <th>Destination</th> <th>Proportion</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td>Re-use and recycling</td> <td>14.5%</td> <td>171 tonnes</td> </tr> <tr> <td>Landfill</td> <td>85.5%</td> <td>1010 tonnes</td> </tr> <tr> <td>TOTAL</td> <td>100.0%</td> <td>1181 tonnes</td> </tr> </tbody> </table>			Destination	Proportion	Weight	Re-use and recycling	14.5%	171 tonnes	Landfill	85.5%	1010 tonnes	TOTAL	100.0%	1181 tonnes
Destination	Proportion	Weight												
Re-use and recycling	14.5%	171 tonnes												
Landfill	85.5%	1010 tonnes												
TOTAL	100.0%	1181 tonnes												

## Collections Scenario 2 : Cherry picking

LA/WMC takes all bookings and makes all collections, identifying and sorting re-usable items. These items are then either delivered directly to the FRO or the FRO collects them from a depot.

**Ease of set up** Medium for LA/WMC; easy for FRO

**Refer to:**



+	-
<ol style="list-style-type: none"> <li>1. Can work well if LA/WMC needs to retain control over collections or if FROs in the area are small</li> <li>2. Minimal changes to LA call centre systems</li> <li>3. Minimal change to FRO collection systems</li> <li>4. Can be done without exchange of money (except recycling/re-use credits)</li> <li>5. Does not generally require contract/tendering procedure</li> <li>6. Onus put on LA/WMC to carry out well-run collections</li> </ol>	<ol style="list-style-type: none"> <li>1. Call centres often time restricted, which hinders effective use of script and can mean many items not identified as re-usable at time of call</li> <li>2. Depends on training and a big change in practice for LA/WMC collection staff</li> <li>3. Depends on willingness of LA/WMC collectors to co-operate</li> <li>4. Financial implications for LA/WMC due to reduced number of collections possible per day and change in existing fleet</li> <li>5. Can have legal implications for LA/WMC due to change in scope of service</li> </ol>

### Key Considerations:

- Agreement and setting down of arrangement, e.g. in the form of a memorandum of understanding (MoU) or a service-level agreement (SLA)
- Existing contract varied (if applicable) and cost of running service adapted
- Call centre script/checklists used for identifying items for re-use
- Householder given information to protect items prior to collection
- Booking and collection system identifies items for re-use
- Training for collection crews in identifying and handling items for re-use
- Vehicle specification suitable for collecting items for re-use
- Staff and vehicle time to take care of items (less collections/day)
- LA vehicle and collection staff time to deliver items to FRO, or FRO vehicle and collection staff time to collect items from the depot
- Dry and secure spot for storing re-use at depot (if applicable)
- Agreement on depot clearing schedule
- Set up audit trail for collecting, processing and reporting destination of all items

#### Tip:

An incentive scheme or performance related contract could be set up to encourage crews to put items aside for FRO.



### Case study : Scenario 2

#### Summary of partnership

Allerdale Borough Council runs the bulky waste collection service. LA vehicles take all potentially re-usable white goods items to Home Appliances, an FRO based in Cumbria, which cherry picks suitable items.

**Date commenced :** 2001

**Type of arrangement :** Informal

#### Finances

- Charge to householder is retained by LA
- Home Appliances:
  - Scrap metal income
  - Sales income from refurbished items.

Call centre	Collection	Final destination															
<p><b>Who runs call centre?</b> LA</p> <p><b>Explanation of options</b> LA collects all items, charges explained.</p> <p><b>Booking job</b> Customer's details with items for collection noted. Appointment day given, within 7-14 days.</p> <p><b>Charges</b> All normal household items e.g. beds, wardrobes, three piece suites etc. are charged at £10.25 per collection. White goods are charged at £5.15 per unit.</p> <p><b>Payment options</b> Cash, cheque, credit or debit card.</p> <p><b>Concessions</b> Free collection if on full council tax benefit.</p> <p><b>Instructions to householders</b> Asked to put the item outside. If they cannot do this inform the householder that the crew are not insured to enter the property, and therefore if they do so the LA is not liable for any damage.</p> <p><b>Passing job to collection crew</b> LA book and organise own collections.</p>	<p><b>Who operates collections?</b> LA</p> <p><b>Type of vehicle used:</b> 7.5 tonne box van with tail-lift.</p> <p><b>Frequency</b> LA collects bulky waste five days per week, white goods three days per week and drops at Home Appliances three days per week.</p> <p><b>Point of collection</b> LA collect from kerbside/front of property.</p> <p><b>Handling</b> Handled according to potential for re-use.</p>	<p><b>Re-use</b> LA delivers re-usable white goods to Home Appliances for testing in the workshop. All re-usable items are sold through the store to both people on low incomes and to other members of the public.</p> <p><b>Recycling</b> Home Appliances take any refrigeration items that do not pass the tests for treatment.</p> <p><b>Treatment</b> Refrigeration equipment is collected to be taken for treatment at a registered facility.</p> <p><b>Disposal</b> LA disposes of all other items at landfill site.</p>															
<p><b>Performance</b> Performance of the white goods bulky re-use service for the financial year 2004/05:</p> <table border="1"> <thead> <tr> <th>Destination</th> <th>Proportion</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td>Re-use</td> <td>39.8%</td> <td>83.3 tonnes</td> </tr> <tr> <td>Recycling</td> <td>26.6%</td> <td>55.6 tonnes</td> </tr> <tr> <td>Landfill</td> <td>33.6%</td> <td>70.4 tonnes</td> </tr> <tr> <td>TOTAL</td> <td>100.0%</td> <td>209.3 tonnes</td> </tr> </tbody> </table>			Destination	Proportion	Weight	Re-use	39.8%	83.3 tonnes	Recycling	26.6%	55.6 tonnes	Landfill	33.6%	70.4 tonnes	TOTAL	100.0%	209.3 tonnes
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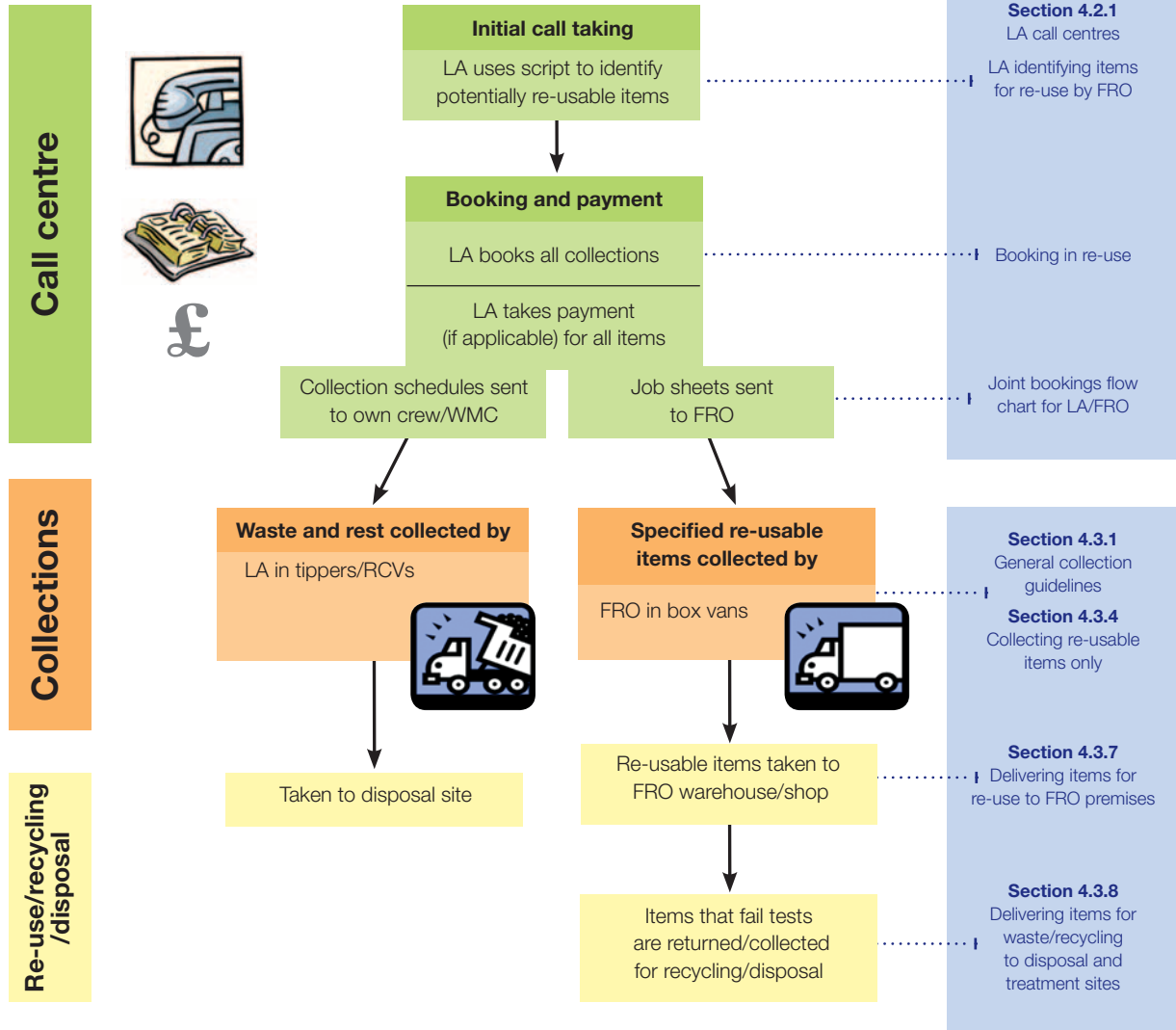
## Collections Scenario 3 : Re-use only

LA takes all bookings. FRO collects only re-usable bulky items; LA/WMC collects all other items. Could be of one or more specified stream(s) e.g. re-usable white goods and/or furniture.

Ease of set up

Medium

Refer to:



+	-
<ol style="list-style-type: none"> <li>1. No cross-contamination of items</li> <li>2. Effective and proper handling of each stream maximising re-use</li> <li>3. Easier to set up agreement and justify payment to FRO for specific collection services</li> <li>4. Often used for hazardous household waste and white goods</li> </ol>	<ol style="list-style-type: none"> <li>1. Call centres are often restricted, which hinders effective use of script and can mean unsuitable items are referred on or booked directly in for FRO</li> <li>2. Can mean two vans going to same address, high environmental impact and could imply double charging of customers</li> <li>3. Can lead to varying numbers of collections for each party/difficult to plan rounds</li> <li>4. If waste is found on FRO collections and it is refused, this can lead to complaints from the public (because of the refusal or the need to re-book a collection)</li> </ol>



### Key Considerations:

- Existing contract varied (if applicable) and cost of running service adapted
- Agreement and setting down re-use arrangement as SLA/contract
- Either LA call centre joint booking arrangement (as above) and procedure for forwarding job sheets to FRO; or callers are referred to FRO to book directly (see collection scenario 1)
- Agreement of standards of service for collection, including waiting times
- Agreement on procedure if waste items are presented for FRO re-use collection
- Agreement on taking back items that subsequently found to be unsuitable for re-use e.g. they fail FRO workshop tests
- Set up audit trail for collecting, processing and reporting destination of all items

### Tip:

This scenario works best if there is consistency between LA and FRO charging or not charging for all collections, otherwise the FRO free service could be open to abuse by public, where LA charges; and that any charging system is set up on a 'per item' basis i.e. minimum charge for one item, then rises according to number of items.

### Key to success

LA call centre using script well to identify re-usable items

## Case study : Scenario 3

### Summary of partnership

In the "Remove" partnership, Doncaster Metropolitan Borough Council (DMBC) contracts its bulky waste collection service to SITA. SITA collects all non-re-usable items and Doncaster Re-Furnish collects all re-usable items (furniture, white and brown goods). Re-usable items are identified at the time of call by the LA call centre. Re-usable items are collected free of charge; otherwise a collection fee applies.

**Date commenced :** October 2003

**Type of arrangement :** A two-year integrated contract between DMBC and SITA. Verbal agreement between SITA and Doncaster Re-Furnish to 2007 (end of integrated contract).

### Finances

- SITA and Doncaster Re-Furnish:
  - Service delivery payment per collection from DMBC, paid monthly. Reviewed annually and linked to the Retail Price Index (RPI)
  - Recycling credits for all items diverted from the waste stream
  - Scrap metal income
- SITA:
  - Contract fee from DMBC, paid monthly
- Doncaster Re-Furnish:
  - Sales income from refurbished items.

Call centre	Collection	Final destination
<p><b>Who runs call centre?</b> LA centralised call line or waste management department.</p> <p><b>Explanation of options</b> Checks to see if items suitable for re-use (script provided). If suitable, asked if they would like to donate to Doncaster Re-Furnish. If not, charges explained.</p> <p><b>Booking job</b> Customer's details with items for collection noted on Mayrise booking system. Given the day of collection, but no time, for both types of collection, normally within a couple of days of call.</p> <p><b>Charges</b> Non-re-usable items charged at £11.75 per collection. Free service to householder if items suitable for re-use.</p> <p><b>Payment options</b> Cash, cheque, debit/credit card.</p> <p><b>Concessions</b> Free if on benefits. Need to prove via a postal process which can take up to 25 days.</p> <p><b>Instructions to householders</b> For re-usable items: asked be at home and to store goods inside if possible, downstairs and dismantled if necessary. If they must put items outside, asked to store under cover. For waste items: instructed to place the items outside and that access must be available. The householder does not need to be at home for this collection.</p> <p><b>Passing job to collection crew</b> Day before collections, job sheets emailed over to SITA and Doncaster Re-Furnish.</p>	<p><b>Who operates collections?</b> SITA and Doncaster Re-Furnish</p> <p><b>Type of vehicle used:</b> SITA: RCV. Doncaster Re-Furnish: one 3.5 tonne GVV Luton box van with tail-lift.</p> <p><b>Frequency</b> Five days per week.</p> <p><b>Point of collection</b> SITA collect from outside of house but can be front or back garden of property. Doncaster Re-Furnish can collect from within properties, but do not dismantle or go upstairs (at driver's discretion).</p> <p><b>Handling</b> Handled according to potential for re-use.</p>	<p><b>Re-use</b> Re-usable furniture is taken to Re-Furnish Doncaster's warehouse, and potentially re-usable electrical items are taken to the workshop to be tested. If re-usable, they are put in the shop for sale to people on low incomes.</p> <p><b>Recycling</b> Items with a high metal content (mostly white goods) are taken for recycling.</p> <p><b>Treatment</b> Any older refrigeration equipment that fails the tests is taken for treatment at a registered facility.</p> <p><b>Disposal</b> Free disposal at landfill site.</p>
<p><b>Performance</b> Neither DMBC nor SITA record their household bulky item collection tonnages separately to the domestic waste stream.</p> <p>For the financial year 2004/05, Doncaster Re-Furnish re-used or recycled 47% (234.2 tonnes) of the total weight of items collected on behalf of Doncaster Metropolitan Borough Council. They disposed of the remaining 53% or 267.5 tonnes.</p>		

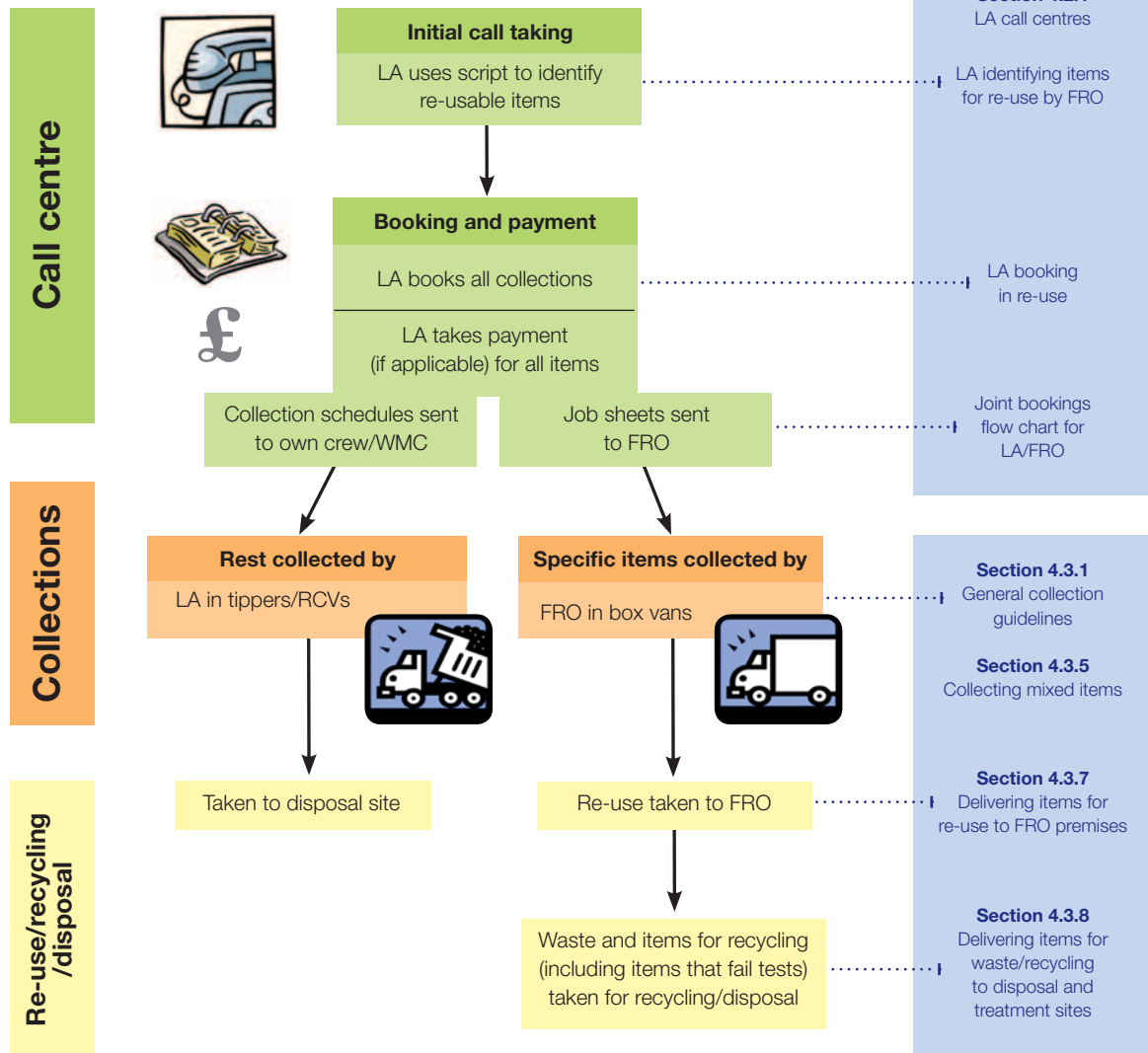
## Collections Scenario 4 : One or more streams

LA takes all bookings. FRO collects all waste and re-usable items of one or more specified stream(s), e.g. all white goods. LA/WMC collects all other items.

Ease of set up

Medium/complex

Refer to:



+	-
<ol style="list-style-type: none"> <li>1. Maximises waste diversion from chosen stream</li> <li>2. If for white goods, generally adds to recycling rates</li> <li>3. Does not depend so heavily on LA identifying re-usable items at time of call, as FRO collectors can assess</li> <li>4. Can work well as a trial for FRO taking over other streams/whole of bulky waste service</li> </ol>	<ol style="list-style-type: none"> <li>1. Could mean two vans going to same address, which could have a high environmental impact and imply double charging customers</li> <li>2. Can be an open-market tender/contract, which can take a long time (although tendering can be a plus, because the winner will be offered a contract and therefore a degree of security for the service)</li> <li>3. Requires call centre to use two systems: script/checklist etc. for specific items; and regular script for other items, which can be complicated</li> </ol>

## Key Considerations:

- Existing contract varied (if applicable) and cost of running service adapted
- Agreement and setting down of arrangement as a SLA or a formal contract
- Waste licencing (or exemptions) for FRO
- Either LA call centre joint booking arrangement (as above) and procedure for forwarding job sheets to FRO; or callers are referred to FRO to book directly (see collection scenario 1)
- Agreement of standards of service for collection, including waiting times
- FRO collection staff willing to handle waste items
- FRO collection staff protecting items for re-use from contamination by waste items
- Set up audit trail for collecting, processing and reporting destination of all items
- Satisfactory disposal arrangements for waste items.

### Tip:

This scenario works especially well for refrigeration and/or white goods collections, due to ease of separating out these collections both in customer perception and for call centres, and low risk of contamination of re-usable items from waste items.

### Key to success

=  
*If LA booking in FRO collections depends on LA call centre using script etc. well and giving customers information on storing items prior to collection, otherwise FRO collections turn into a waste round*

## Case study : Scenario 4

### Summary of partnership

The City Refrigeration Re-use Project is a partnership between Brighton and Hove Council and Hove YMCA (trading arm) to collect all unwanted fridges in the Brighton and Hove area. The remaining bulky household items are collected by Cityclean, the LA's in-house recycling, refuse and street cleansing service.

**Date commenced :** March 2004

**Type of arrangement :** Formal contract

### Finances

- Charge to householder is retained by LA
- Hove YMCA:
  - Paid per item collected, set amounts for different items, linked to the Retail Price Index (RPI)
  - Sales income from refurbished items

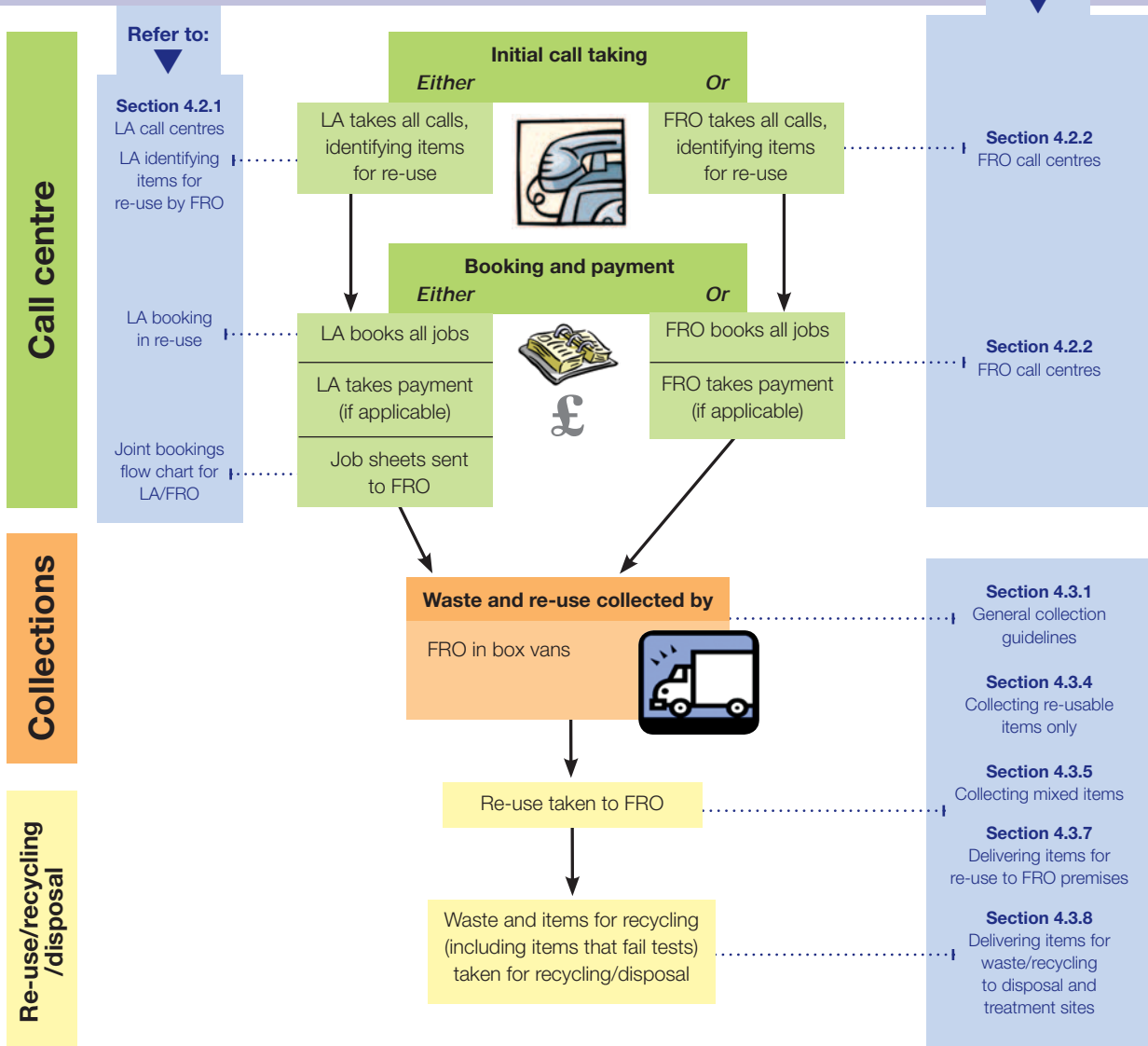
Call centre	Collection	Final destination															
<p><b>Who runs call centre?</b> Cityclean (LA)</p> <p><b>Explanation of options</b> Explained that fridges/freezers will be collected for potential re-use by Hove YMCA, charges explained.</p> <p><b>Booking job</b> Customer's details with items for collection noted. If refrigeration item plus bulky waste item, explained that will be two separate collections but will try to carry out on same day. Appointment day given, within 14 days.</p> <p><b>Charges</b> Fridge/freezer, chest freezer or large fridge £31; under counter fridge/freezer £20.50.</p> <p><b>Payment options</b> Driver of van takes collection payment. Resident shows proof for concession if applicable.</p> <p><b>Concessions</b> Pensioners and residents on income support 50% concession.</p> <p><b>Instructions to householders</b> To maximise re-use potential, are advised to keep items inside and be at home. If not possible, put under cover.</p> <p><b>Passing job to collection crew</b> Day before collections, job sheets are faxed over to the collection crew.</p>	<p><b>Who operates collections?</b> Hove YMCA</p> <p><b>Type of vehicle used:</b> 3.5 tonne GVW Luton box van with tail-lift.</p> <p><b>Frequency</b> Two days per week.</p> <p><b>Point of collection</b> Can collect from within properties.</p> <p><b>Handling</b> Handled according to potential for re-use.</p>	<p><b>Re-use</b> Fridges/freezers requiring minor repairs are taken to retail outlet.</p> <p><b>Recycling</b> N/A</p> <p><b>Treatment</b> Items not suitable for re-use and waste are taken to the Hove CA site and sent for treatment at a registered facility.</p> <p><b>Disposal</b> N/A</p>															
<p><b>Performance</b> Performance of the fridges collection service for three months from 1 August 2005 to 31 October 2005</p> <table border="1"> <thead> <tr> <th>Destination</th> <th>Proportion</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td>Re-use</td> <td>16%</td> <td>1.8 tonnes</td> </tr> <tr> <td>Recycling</td> <td>84%</td> <td>9.0 tonnes</td> </tr> <tr> <td>Landfill</td> <td>–</td> <td>–</td> </tr> <tr> <td>TOTAL</td> <td>100.0%</td> <td>10.8 tonnes</td> </tr> </tbody> </table>			Destination	Proportion	Weight	Re-use	16%	1.8 tonnes	Recycling	84%	9.0 tonnes	Landfill	–	–	TOTAL	100.0%	10.8 tonnes
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## Collections Scenario 5 : All bulky waste

LA or FRO takes all bookings.  
FRO collects ALL bulky waste.

**Ease of set up** Can be complex

**Refer to:**



+	-
<ol style="list-style-type: none"> <li>1. Having one organisation in control of service delivery allows a high degree of flexibility/innovation</li> <li>2. Simple solution for LA</li> <li>3. Efficient and simple solution for customers – one call and charges coordinated</li> <li>4. Maximises waste diversion – at point of call and collection</li> <li>5. Maximises fleet efficiency</li> <li>6. FRO not restricted for call taking, therefore can use script etc. properly</li> <li>7. Can also allow FRO to undertake estimates on house clearances</li> </ol>	<ol style="list-style-type: none"> <li>1. Potential for contamination due to a mix of waste/re-use items</li> <li>2. Depends on investment for increased collection and processing capacity of FRO</li> <li>3. FRO needs to be happy with setting up a social enterprise arm re: charitable aims and objectives</li> <li>4. LA can be reticent about handing over call centre service, so requires good procedures and customer care</li> </ol>

## Key Considerations:

- Agreement and setting down of arrangement as a service-level agreement (SLA) or formal contract
- Waste licencing (or exemptions) for FRO
- Either LA call centre takes all bookings and a procedure for forwarding collection details to FRO; or FRO takes all bookings
- Agreement of standards of service for collections, including waiting times
- FRO collections staff willing to handle waste items
- FRO capacity to undertake all collections
- FRO should include their donations collection in this comprehensive service
- FRO collections staff protecting items for re-use from contamination by waste items
- Set up audit trail for collecting, processing and reporting destination of all items
- Satisfactory disposal arrangements of waste items.



**Tip:**  
Works best if potentially contaminating items (e.g. garden waste and DIY rubble) are excluded from the service.

## Case study : Scenario 5

### Summary of partnership

CCVS Trading Limited (trading arm) and SOFA Project undertake the household bulky items collection service for Carrick District Council (CDC). CCVS collects all non-re-usable items, charged under the CDC contract, and SOFA collects all re-usable items.

**Date commenced :** February 1998

**Type of arrangement :** Contract for five years (second five-year contract secured in 2003).

### Finances

- CCVS Trading Ltd:
  - CDC contract annual fee, paid monthly, reviewed annually
  - Charge to householder is retained by CCVS Trading Ltd.
  - Recycling credits for all items diverted from the waste stream
  - Scrap metal income
  - Sales income from re-useable items

### Other arrangements

Other items, such as fixtures and fittings (bathroom suites, doors, radiators etc.), can be collected and are subject to a different fee scale.

Call centre	Collection	Final destination															
<p><b>Who runs call centre?</b> CCVS Trading Ltd/SOFA.</p> <p><b>Explanation of options</b> Quality of the item is 'vetted', charges explained.</p> <p><b>Booking job</b> Customer's details with items for collection noted. Appointment day given within 14 days.</p> <p><b>Charges</b> Re-usable items collected for free. Non-re-usable items charged £10 for 4 items (set by LA).</p> <p><b>Payment options</b> Customers can send a cheque to the company, pay the driver at the time of collection, or leave a cheque with the item or with a neighbour.</p> <p><b>Concessions</b> None</p> <p><b>Instructions to householders</b> Waste collection: leave at kerbside (unless customer is unable to move items from within their homes, in which case the householder is informed that the crew are not insured to enter the property, and therefore if they do move items in the home the LA is not liable for any damage). Re-use collection: crews can go inside.</p> <p><b>Passing job to collection crew</b> Job sheets are passed over to the collection crew the day before the collection is due.</p>	<p><b>Who operates collections?</b> CCVS Trading Ltd or SOFA.</p> <p><b>Type of vehicle used</b> CCVS: 7.5 tonne GVW box van with tail-lift. SOFA: two 3.5 tonne GVW Luton vans with tail-lifts.</p> <p><b>Frequency</b> Both services run five days per week.</p> <p><b>Point of collection</b> Kerbside/front of property for waste items. SOFA will remove re-usable items from inside premises.</p> <p><b>Handling</b> Handled according to potential for re-use.</p>	<p><b>Re-use</b> No repair or refurbishment carried out. Items have to be presented in re-usable condition.</p> <p><b>Recycling</b> White goods for metal content.</p> <p><b>Treatment</b> Non-re-usable fridges/freezers and televisions/monitors bulked up at re-use depot for transportation to a registered contactor once a week.</p> <p><b>Disposal</b> Any remaining items are landfilled. (Waste Disposal Authority pays landfill operator.)</p>															
<p><b>Performance</b> Carrick District Council household bulky item collection system performance financial year 2004/05</p> <table border="1"> <thead> <tr> <th>Destination</th> <th>Proportion</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td>Re-use</td> <td>10.8%</td> <td>48.88 tonnes</td> </tr> <tr> <td>Recycling</td> <td>28.8%</td> <td>130.64 tonnes</td> </tr> <tr> <td>Landfill</td> <td>60.4%</td> <td>273.42 tonnes</td> </tr> <tr> <td>TOTAL</td> <td>100.0%</td> <td>452.94 tonnes</td> </tr> </tbody> </table>			Destination	Proportion	Weight	Re-use	10.8%	48.88 tonnes	Recycling	28.8%	130.64 tonnes	Landfill	60.4%	273.42 tonnes	TOTAL	100.0%	452.94 tonnes
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# CA site Scenarios

## CA site Scenario 1 : Signage

Signage at site to divert people with re-usable items to FROs

**Ease of set up** Easy

**Refer to:**

**Section 5.2**  
Signs on sites



**Tip:**  
Put sign at the entry point of site to save householder from entering the waste site with re-usable items.

### Key Considerations:

- Signage must be clear and both at point of entry and the bulky waste disposal point/skip
- Signage must include comprehensive information i.e. directions, opening hours and state what the FRO can and can't accept, to allow householders to assess items themselves
- Site staff trained to identify potentially re-usable items and encourage householders to deliver to FRO
- Signed agreement setting down the arrangement
- Requires system for monitoring items/tonnages diverted from disposal.



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<ol style="list-style-type: none"> <li>1. FRO gets increased numbers of items delivered directly to them</li> <li>2. Places responsibility back with householders for their items</li> <li>3. Often used as a starting point for working with LAs/WMCs on sites</li> </ol>	<ol style="list-style-type: none"> <li>1. Depends on the willingness of the householder to undertake a further trip</li> <li>2. Not one-stop shop, can be confusing for householders</li> <li>3. Can result in move away from increasing householders' perception of CA sites as resource centres, back to the traditional separation of waste and resource sites</li> <li>4. Could lead to householder frustration if items subsequently refused/FRO closed/too far</li> </ol>

## CA site Scenario 2 : Storage facilities on site

LA/WMC separates and stores items in a covered area, container or shed on site; FRO clears site area as required. FRO collects ALL bulky waste.

Ease of set up

Medium

Refer to:

Section 5.3  
Storage on site



**Tip:**  
LA/WMC could introduce incentives or performance targets for their staff for re-use.

### Key Considerations:

- Depends on adequate and accessible space for a container/shed on site
- Requires secure and waterproof, especially dry, storage facilities
- Signed agreement setting down the arrangement, including agreed procedure for clearances
- Site staff trained and willing to identify items for FRO
- Communication lines established between site staff and FROs re: pre-arranged clearing schedule and extra clearances
- Good signage required, for when site staff not available
- FRO vehicle and collection staff availability to get to site and clear items as required
- FRO site staff compliance with LA/WMC health and safety and other site procedures
- Requires audit trail for collection, processing and reporting destination of items
- Satisfactory disposal arrangements of items subsequently not suitable for re-use.

**Key to success**  
= Site staff trained in identifying items and informing FRO to arrange clearances

+	-
<ol style="list-style-type: none"> <li>1. Low initial investment and low on-going costs for LA/WMC</li> <li>2. Single trip for householders</li> <li>3. Presents as an efficient and transparent use of site for householders, sitting well alongside storage facilities for other materials e.g. WEEE categories</li> <li>4. Increases waste awareness for site operatives and householders by moving towards 'resource and recovery' site, and away from 'waste' site</li> <li>5. Efficient use of resources because FRO picks up a van load in one trip</li> <li>6. Many items intended for waste are diverted for re-use</li> <li>7. Items needing repair and testing could also be set aside and taken to off-site workshops</li> </ol>	<ol style="list-style-type: none"> <li>1. Many sites do not have space for an additional container or shed</li> <li>2. Requires good communication between LA/WMC site staff/managers and FRO staff/managers; which can be affected up by other priorities/working relationship history</li> <li>3. Tends not to work well alongside tottering, unless division of items clear</li> </ol>

## CA site Scenario 3 : Staff involvement

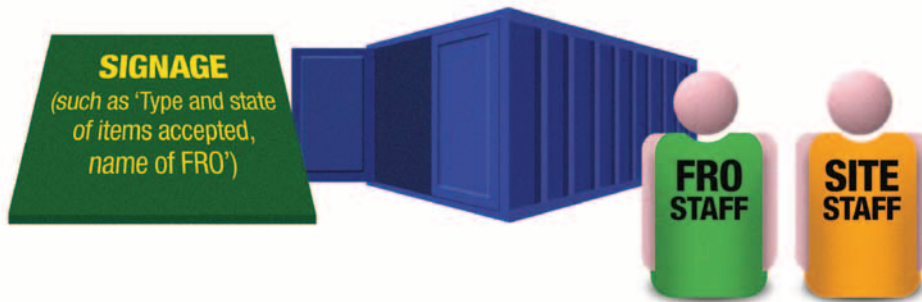
FRO staff on site (overseeing storage area)

Ease of set up

Medium

Refer to:

Section 5.4  
Staff on site



### Key Considerations:

- Depends on adequate and accessible space for a container/shed on site
- Requires secure and waterproof, especially dry, storage facilities
- Signed agreement setting down the arrangement, including agreed procedure for clearances
- Good signage required, for when staff not available
- FRO staff and volunteers availability
- FRO staff best deployed at busiest times e.g. weekends, as a minimum
- FRO site staff compliance with LA/WMC health and safety and other site procedures
- LA/WMC site staff willing to work alongside FRO staff
- LA/WMC managers should allow FRO site staff access to their site facilities
- Vehicle availability and staff time for FRO to get to site and clear
- Requires audit trail for collection, processing and reporting destination of items
- Satisfactory disposal arrangements of items subsequently not suitable for re-use

**Key to success**  
=  
FRO staff deployed at busiest times

#### Tip:

If FRO cannot supply paid staff all week, this arrangement could be done only at the busiest times i.e. weekends and bank holidays.

+	-
<p><i>(In addition to those of CA sites scenario 2)</i></p> <ol style="list-style-type: none"> <li>1. FRO staff can work to maximise re-use</li> <li>2. Can increase good will of site operatives because FRO staff are visible and no drain on their resources</li> <li>3. Builds FRO site staff's working knowledge of items suitable for re-use</li> <li>4. Builds LA/WMC/ FRO staff working relationships</li> <li>5. As FRO site staff are in regular contact with FRO office/collectors, easy to monitor and arrange extra clearances</li> </ol>	<p><i>(In addition to those of CA sites scenario 2)</i></p> <ol style="list-style-type: none"> <li>1. FRO not always able to supply and supervise paid staff for the site all week</li> </ol>



## CA site Scenario 4 : Shop on site

Retail unit on site manned by FRO staff/volunteers

**Ease of set up**

Medium/complex

Refer to:

Section 5.5  
Shop on site



### Key Considerations:

- Depends on adequate and accessible space for a retail unit
- Requires secure and waterproof (especially dry) unit space
- Signed agreement setting down the arrangement
- Units must also have electricity, for lights, and a heating system
- Good signage also required, to inform householders if staff inside or not available
- Planning permission and licence must allow sales from the site
- Needs guidance on reusability of many more items than traditional FRO stock
- FRO shop staff capacity and willing to work on waste site
- FRO site staff compliance with LA/WMC health and safety and other site procedures
- LA/WMC site staff willing to work alongside FRO staff
- LA/WMC managers must allow FRO site staff access to their site facilities
- Requires audit trail for re-used items

### Tip:

FRO could post volunteers on site as available in addition to one paid member of staff, to assist with sorting and selling.

### Key to success

Planning permission, site licences and management contract must all allow this activity

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<p><i>(In addition to those for previous CA site scenarios)</i></p> <ol style="list-style-type: none"> <li>1. Could be staffed just at busiest times unless agreement states every day opening</li> <li>2. Provides income from retail</li> <li>3. Proximity principle maximised (except items which require testing or repair)</li> <li>4. Wider range of products can be re-used (e.g. bathroom furniture) than those in regular FRO outlets</li> <li>5. Excess items could be collected for other FRO outlets and/or by other FROs</li> </ol>	<p><i>(In addition to those for previous CA site scenarios)</i></p> <ol style="list-style-type: none"> <li>1. Many sites do not have space because it requires a larger area on site than previous scenarios</li> <li>2. Requires higher investment (i.e. a building with electricity) than a container-based service</li> <li>3. Could require a change in planning permission and licence arrangements</li> </ol>

## CA site Scenario 5 : Workshop on site

Workshop activity on site, run by FRO staff with trainees (optional)

**Ease of set up**    Complex

Refer to:

Section 5.6  
Workshop on site



### Key Considerations:

- Signed agreement setting down the details of the arrangement
- Workshop area must be secure and waterproof, have electricity and a heating system
- Arrangement for transferring items between the CA site and the workshop
- Planning permission and licence must allow for workshop on site
- FRO workshop staff capacity and willing to work on waste site
- FRO workshop staff compliance with LA/WMC health and safety and other site procedures
- Own facilities or LA/WMC managers should allow FRO workshop staff access to site facilities
- Requires audit trail for testing, repairing and reporting final destination of items

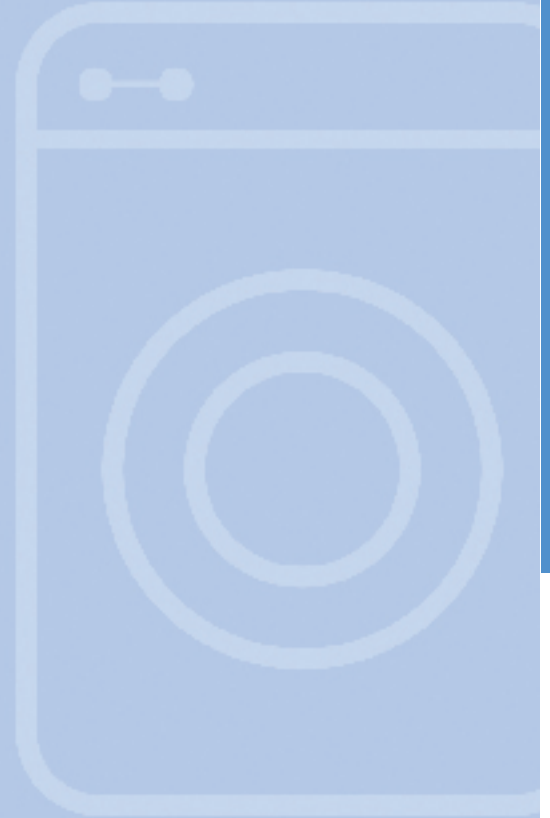
### Tip:

This is a big step for both LAs, WMCs and FROs so it is advisable to build gradually, starting with a shop on site then adding on the workshop.

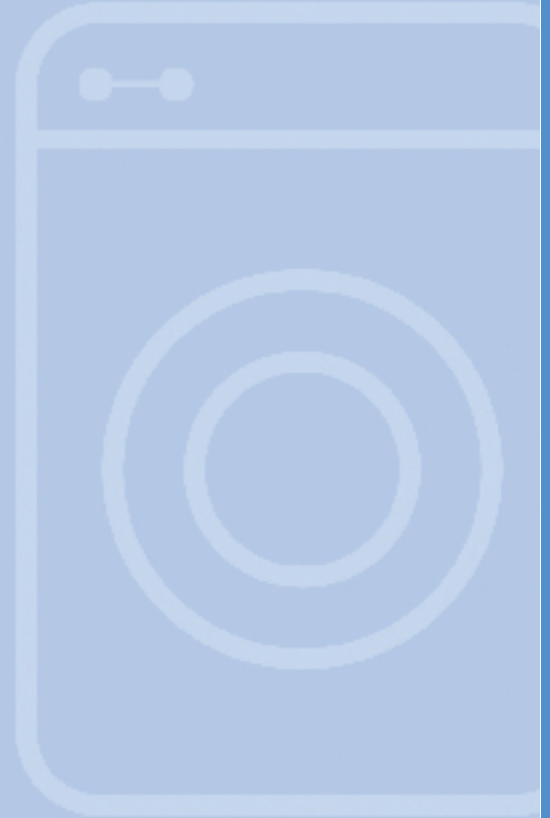
**Key to success**  
= Finding source of investment

+	-
<p><i>(In addition to those for previous CA site scenarios)</i></p> <ol style="list-style-type: none"> <li>1. Maximises proximity principle/diversion as items can be repaired on site</li> <li>2. Gives FRO access to workshop premises, which they can struggle to find and keep in the commercial marketplace</li> <li>3. Allows FRO to maximise efficient use of multiple locations for items requiring a variety of attention</li> </ol>	<p><i>(In addition to those for previous CA site scenarios)</i></p> <ol style="list-style-type: none"> <li>1. Requires significant investment in building with utilities and workshop set up</li> <li>2. Requires larger area on site than previous scenarios</li> <li>3. Can require a change in planning permission, which takes time and could be refused</li> <li>4. Having trainees on site can present health and safety risks</li> </ol>

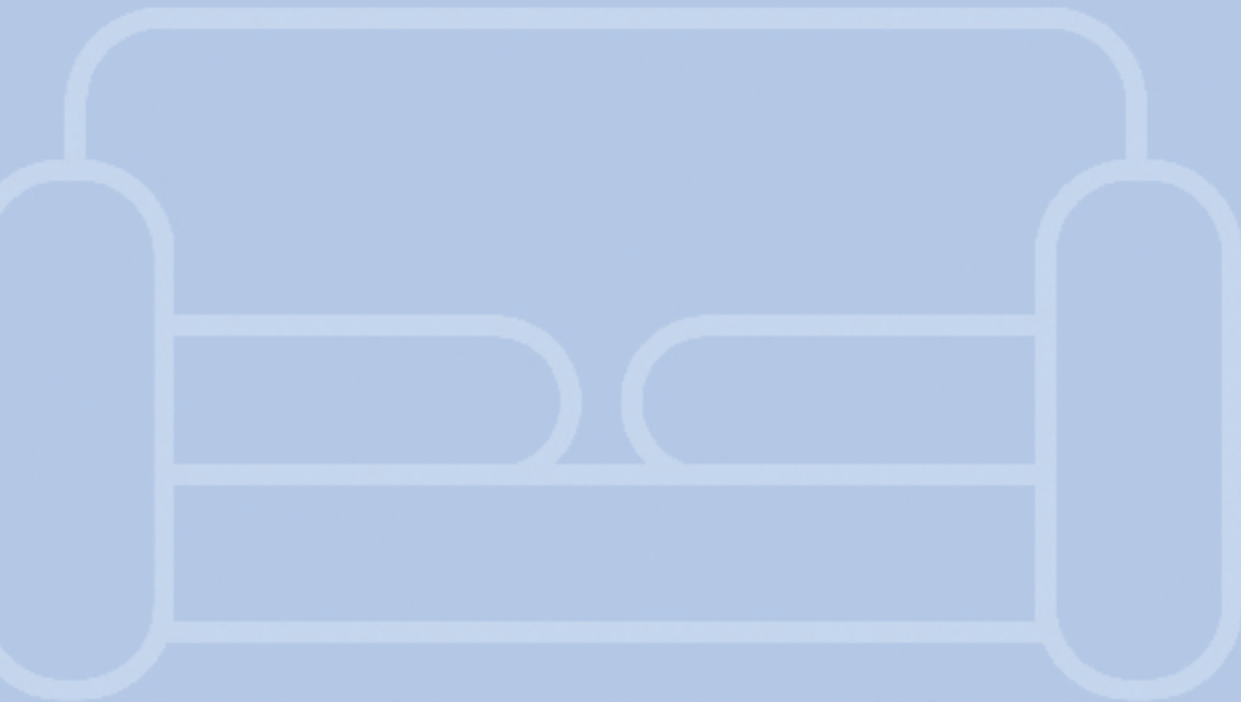
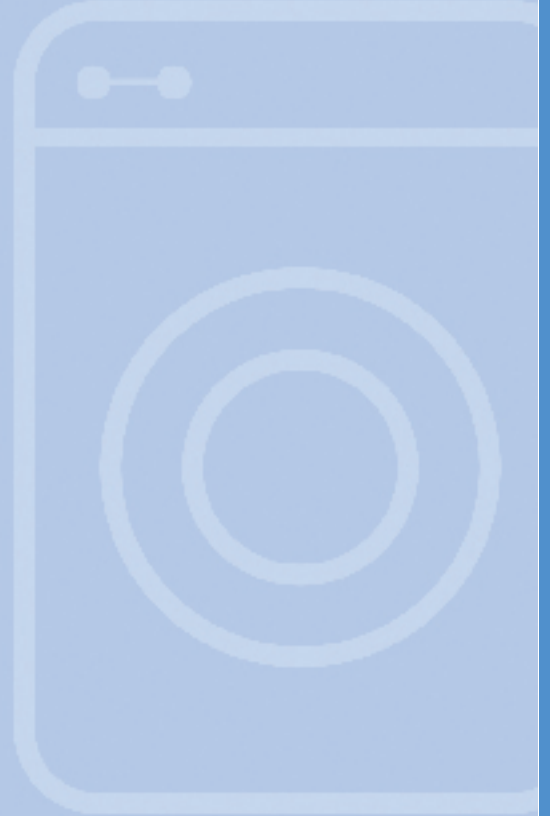
# 3: Preparation



# 4: Collections



# 5: Sites



# 6: Appendices

