



Report for: **DECISION**

<b>Contains Confidential or Exempt Information</b>	NO
<b>Title</b>	REG 436 - Waste and Recycling Service – policies and fees and charges
<b>Member Reporting</b>	Cllr Amrit Mann, Lead Member Environment
<b>Contact Details</b>	Andrew Baker Interim Head of Commissioning – Waste and Recycling, Highways PFI and Parking Services 020 8583 2976 andrew.baker@hounslow.gov.uk
<b>For Consideration By</b>	Cabinet
<b>Date to be Considered</b>	11 October 2016
<b>Implementation Date if Not Called In</b>	24 October 2016
<b>Affected Wards</b>	All wards
<b>Keywords/Index</b>	Recycling, waste, rubbish, Recycle 360, policy, charges

**1. Details of Recommendations**

Cabinet is asked to: -

1. Approve the changes to existing council policy that will come into effect at the start of the contract with Recycle 360 on 31 October 2016
2. Note the progress of the overall project.

<b>If the recommendations are adopted, how will residents benefit?</b>	
<b>Benefits to residents and reasons why they will benefit, link to Values</b>	<b>Dates by which they can expect to notice a difference</b>
	All detailed as the December 2015 report (REG372)

**2. Report Summary**

This report recommends a number of changes to Council policy at the start of the new contract with Recycle 360.

**3. Reason for Decision and Options Considered**

**3.1 Background**

3.1.1 The new recycling and Waste service starts on 31 October with the service being delivered by Recycle 360

3.1.2 In April 2016, Cabinet received a progress report with draft documents attached. Which set out the proposed arrangements for the monitoring and management of the service. i.e.

1. Waste and Recycling Service Specification
2. Key Performance Indicators (KPIs)
3. Waste and Recycling Service Level Agreement
4. Waste and Recycling Contract Monitoring
5. Monitoring – Default Procedures
6. Arrangements for collections over Christmas

3.1.3 Materials Handling Facility. R360 will also operate the Materials Handling Facility at Southall Lane, which will sort recyclable materials and prepare them for transport into the re-processing markets, when it becomes operational. The revenues generated by the sale of materials will be retained by the Council.

3.1.4 Commercial Waste. The Council is in the process of signing an agreement with London Business Waste and Recycling (LBWR) as agreed by this Cabinet at its meeting on 15 December 2015. This will enable the Council to have in its ownership a number of commercial waste and recycling collection contracts, sold on its behalf by LBWR that, in time, will become a viable business. In the interim collections will be undertaken by a third party contractor.

It is proposed that R360 will take over these collections during year 2 of its operation once a viable business has been created. At the same time it will enter the Commercial Waste and Recycling collection in areas outside the boundary of L B Hounslow. This will be in partnership with LBWR.

## 3.2 Options for policy changes/charging

**3.2.1 Materials to be collected.** The new recycling vehicles offer the opportunity to significantly improve the health and safety and productivity of collections crews as they will no longer have to board and manoeuvre themselves inside the vehicle. There is a small downside to this in that the vehicles are less flexible in terms of variations to storage capacity and there is less capacity to store items that are only collected infrequently. The main materials that will be collected are paper, glass, cardboard, food, and mixed plastics and cans. There is a small additional space for other miscellaneous materials. The following changes are proposed for miscellaneous materials: -

Additional materials	
Collect	Textiles (bagged) Small WEEE (bagged) Cooking oil (bottled) – <b>i.e. new material</b>
Stop collecting	Engine Oil Mobile Phones Batteries Print Cartridges

Following the Recycle Refresh in Jan/Feb 2017 all the above materials will be collected weekly. The use of bags and sacks will also be discontinued and the service will be based on the use of boxes.

**3.2.2 Provision of bins and Boxes.** The completion of the changeover to a wheeled bin service brings to an end the free provision of wheeled bins to residents. It is proposed to introduce the following charges, which will bring policy for low-rise homes into line with communal (high-rise) properties:

<b>Provision of bins/boxes to low-rise homes</b>	
Provision of wheeled bins and boxes to new properties and conversions	All 140/240 litre wheelie bins to be provided subject to a charge of £50 to cover the cost of supply, delivery and VAT.  Boxes to be provided FOC until after Recycle Refresh (Jan/Feb 2017). Review to follow that

The following policies are proposed to deal with bins and boxes that go missing. Currently all replacements are provided free of charge. The introduction of a charge for replacement wheeled bins, where the bins have been lost, stolen or burnt will reduce costs to the council. Where the bin or box is missing following a collection, the council will retain responsibility to replace them.

Bins or boxes lost in the back of the collection vehicle or missing after collection	Provide replacement FOC
Bins or boxes lost, stolen or burnt	All 140/240 litre wheelie bins to be provided subject to a charge of £50 to cover the cost of delivery and VAT.  Boxes to be provided FOC

**3.2.3 Missed Collections.** The new ICT system means that there will be much better information flow between collection crews and the call centre. Crews will be able to record reasons why collections have not been made and this will be available to the call-centre in real-time. This provides an opportunity to engage with residents if they have mis-used the system to ensure that similar problems do not occur in the future. The council's policy on returning to collect a genuine missed bin will continue. The following changes are proposed which provide residents with a number of options to rectify a problem. The introduction of a charge would recognise that sending a collection vehicle back has a significant cost which should be met by the resident rather than the council tax payer

<b>Missed collections</b>	
<ul style="list-style-type: none"> <li>- Not recorded by the crew</li> </ul> <p>(i.e. a genuine missed bin)</p>	<p>Bin to be emptied by contractor.</p> <p>No charge to resident</p>
<ul style="list-style-type: none"> <li>• "Bin Not Out" recorded by crew</li> </ul> <p>(i.e. resident did not have bin in the correct location by 7am or when the crew visited the round)</p>	<p>No return to collect.</p> <p>Next collection on the next scheduled collection day – but NO excess will be cleared.</p> <p>OR</p> <p>Resident to take waste to civic amenity site</p> <p>OR</p> <p>Resident to pay £50 for collection of wheelie bin</p>
<ul style="list-style-type: none"> <li>• "Bin contaminated" or</li> <li>• "Bin too heavy"</li> </ul> <p>(i.e. the resident has put the wrong type of waste in the wheeled bin. e.g. garden waste in the residual bin; non-garden waste in the brown bin; or, heavy materials such as plaster, bricks, soil, sand etc. in the residual waste bin.)</p>	<p>No collection.</p> <p>Resident to remove contamination or excess weight and dispose of correctly.</p> <p>Next collection on the next scheduled collection day – but NO excess will be cleared.</p> <p>OR</p> <p>Resident to take waste to civic amenity site</p> <p>OR</p> <p>Resident to pay £50 for collection of cleaned wheelie bin</p>
<ul style="list-style-type: none"> <li>• "Excess Waste"</li> </ul> <p>(i.e. the resident has placed additional waste next to the wheeled bin - either bagged or loose – or has put out a bin with excess waste above the top of the bin. E.g. items which are too long, additional bagged waste etc.)</p>	<p>No collection</p> <p>Next collection on the next scheduled collection day – but NO excess will be cleared.</p> <p>OR</p> <p>Resident to take waste to civic amenity site</p> <p>OR</p> <p>Resident to pay £50 for collection of cleaned wheelie bin</p>

**Provision of bins/sacks for garden waste service.** An unforeseen problem with the new service this year has been the continuing demand from the public to sign up for the new service. Delivery of new bins and bags to meet this demand has been difficult to resource as it has exceeded SUEZ's capacity to deliver and procuring other contractors has been difficult when the level of demand is not predictable. In part, this has been a problem of success as the demand for the service has continued to increase.

Recent discussions with colleagues from other West London boroughs indicate that this has also been a problem. L B Harrow will be adopting a "window of opportunity" policy for next year, which allows people to sign up for the service only during specified periods. The following is proposed to be operated in Hounslow: -

- We will trial the "window" system in October, with the window closing on 31 October.

For January to March, we will

- Open the renewals/sign-up window mid- January
- Offer a 10% discount to the end of February
- (with guaranteed delivery to new customers by end of March)
- Keep the window open to end of March for new customers
- Guaranteed delivery to remaining new customers by end of April.

This change will allow the council to organise bin deliveries within a defined window and resolve the issues we currently have for extended delivery.

For existing customers, who do not renew by the end of March, the service will stop and they will receive a final reminder that they need to renew for the service to continue. Where the subscription is not received, the brown wheelie bins will be removed by the end of April. People who do not surrender the bin, will be charged £50 to retain it (but it will not be emptied unless payment for the garden waste service is made).

Where we remove the bin and are subsequently asked to reinstate the service, we will make an additional charge of £30 (with no concessions) to cover the additional costs involved.

We will open another window in the first two weeks of July for people to sign up for the service. There will be no reduction in the charge.

The current provision to deliver bins/bags for the service within three weeks will continue to apply.

**Discounts.** The table below sets out the current system of charges and discounts. No changes are proposed

<b>Garden Waste Collection Charges</b>	
Annual charge (April to March)	£50
Discount for signing up by end of February	10%
Discount if in receipt of Council Tax Benefit	50%

**3.2.5 Tidy Town Collections.** The current regime for Tidy Town collections is as follows: -

- Charge for a collection is £50 for up to five items
- An additional charge of £10 for each additional item

- Concessions of one free collection a year (5 items only) for people receiving Income Support, Pension Credit, Housing Benefit, Council Tax Benefit, Attendance Allowance or Disability Living Allowance
- People living outside the borough, private sector companies and landlords cannot book the service.

The service operates for only three days a week due to lack of demand. At the same time, there is a significant problem with the dumping of mattresses on the street. However, there is no direct evidence that the level of charge discourages people from using the service and encourages dumping on the street.

The service is not zoned so it is entirely possible for collections on any one day to be spread across the borough, which is an inefficient way to provide the service.

Budgeted annual income is currently - £53k

The new contract will have the capacity to provide a five day a week service. The following changes are proposed: -

- We will agree with Recycle 360 the number of available service slots in each day.
- Collections to be zoned – following the same pattern of Monday to Friday collections as other waste collection services.
- Residents requiring an out-of-zone collection will have to book (and pay for) a double service slot
- Service can be used by out of borough person (for an address within the borough, private sector and landlords. However no concessions
- Concession to be restricted to people in receipt of Council Tax Benefit (i.e. the same criteria as the garden waste service) – only for the address to which the benefit applies
- Concession to be 50% of standard charge
- Charge will be based on a per item cost.
- One item of bagged waste to be defined as three, securely tied sacks each one weighing no more than 10 kg.
- Total demand will be managed by the level of the charge levied. The aim of the charge will be to maximise service utilisation (and maximise income as far as possible).
- Free collections of mattresses for residents. Landlords to be charged.

**3.2.6 Business Rules.** The council currently has no business rules as to how long they have to report a missed collection (or other problem) after a collection. It is proposed to introduce the following rule: -

- Residents must report a problem either on the scheduled day of collection or on the following working day.

This rule limits the time available and therefore enables corrective action to be taken more efficiently. The new ICT system and the revised website also mean that feedback to residents will be much improved, with real-time information from the crews being available to both the call centre and residents using web-forms

**3.2.7 Flats above Shops.** The current system for collections from 2130 flats above shops provides for a twice weekly service from: -

- 1400 properties use sacks. i.e.
- Recyclable waste is collected in clear bags

- Residual waste is collected in purple sacks.
  - Approx. 1200 are collected from the front and 180 from the side
- 600 properties use bulk bins collected from the rear service road

Tonnage collected for recycling is zero due to contamination. All waste is sent to landfill. With the end of the SUEZ contract, the council will no longer have access to a recycling outlet for mixed recyclables so it is proposed to discontinue the current clear bag mixed recycling provision.

The use of purple sacks will be continued as it is useful in identifying what waste is from households. However, people still tend to leave waste out on any day of the week and after an initial flurry of enforcement, people have learnt not to leave any evidence in the bags.

The programme of change, identified in the following section, is significant and officers do not believe they can resource an intensive campaign on flats above shops until that programme has been completed. The following Box shows the proposed solution for Flats above Shops that will be used in the contract documents.

The intention is to allow the client and R360 to work closely together to develop a service that is fit for purpose during this initial nine-month period.

### **2.12 Flats above shops**

This service will be reviewed over the first nine months of the contract. The existing service will be split into premises that present their waste and recycling on the street (as they have no rear access or storage areas), and premises that can store their waste and recycling to the rear (generally via a rear service alley). The council will no longer have access to a recycling outlet for mixed recyclables.

**2.12.1 Street Access Flats.** This is approx. 1400 properties. The current system will be replaced with a waste only collection service for the first nine months of the service. This will be initially collected daily (Monday to Friday) to ensure that the streetscene is kept clean and clear while the introduction of the major service changes to the rest of the borough are introduced and settle down.

People will continue to be issued with purple sacks for domestic waste so that commercial waste and fly-tipping can be identified and enforcement action taken wherever possible.

The replacement service that will be developed will look to bring together the following elements: -

- Delivery of purple sacks for residual waste
- Collection of sacks for disposal
- Timed collections
- Collection frequency to be decided
- Coordination with London Business Waste and Recycling to ensure that all businesses have commercial waste and recycling collections
- Coordination with LBH Enforcement and Hounslow Highways enforcement.

**2.12.2 Service Road Access Flats.** This is approx. 600 properties. The current system will be incorporated into the normal high rise service - see paras: -

- 2.7 Household Dry Recycling Materials Service – High-rise homes
- 2.11 Residual household waste – High Rise

The council will either: -

- locate bulk bins in suitable locations in the rear service road for bulk refuse and recycling (where possible)
- identify specific locations for collection points for sacks (this relates to approx. 23 properties).

The contractor will be expected to: -

- Collect at a minimum frequency of once a week, but will be expected to increase the frequency of collections as required to ensure that sites are kept clean and overflows are avoided.
- Collect all excess materials
- Delivery of purple sacks (where required) for residual waste.

## **3.3 Progress Report**

**3.3.1 Fleet.** The collection fleet for the new service is currently being delivered. The majority of the fleet will be available the service changeover. Delays to a small number of specialist vehicles mean that we have either sourced the existing vehicles from SUEZ or we have hired in additional vehicles to cover the gaps.

**3.3.2 ICT.** The new ICT system from Bartec (Collective) will be operationally phased-in during November - inclusive of training for staff and collection crews. The go-live for Customer Services is scheduled for mid-Dec.



The system allows drivers to report collection issues using in-cab terminals. In turn, this will allow call centre staff to provide residents with accurate information relating to any problems – providing an opportunity to provide information if residents have used the system incorrectly. As highlighted above (section 2), Recycle 360 will not be required to return to a property if the resident is responsible for the issue.

Self-service for residents will be available from 16 January 2017 at which point web-forms will be available which are linked to the ICT system allowing residents to see real-time information as to any problems with their collection.

Recycle 360 and Client officers will be able to use Collective to monitor performance on a day to day basis. There will be formal monthly meetings to review performance, discuss issues and devise and report back on action plans to resolve issues. Both parties will report back to their respective senior management team on a quarterly basis to ensure that performance is transparent and actions requiring a more high level resolution are discussed and resolutions agreed.

The service will be formally review annually in September each year to enable any changes to service requirements to be formally discussed and agreed. This will include discussions of issues such as potential budgetary savings (if required) and service enhancements (if required).

As Collective will record accurately and transparently all service issues it is not considered appropriate at this stage to set performance levels. The system needs to bed down first and Members will then be able to take a view as to whether the recorded level of performance is satisfactory.

Until Collective is fully operational (mid-Dec) officers will continue to use paper-based systems to measure service issues and performance.

This change is of major importance if the management of the service is to be transformed into a reliable and transparent system. It will be critical that all service requests pass through the system to ensure that there is a record of the issue and a clear audit trail. The system will prevent duplicate issues arising and ensure that both the client and Recycle360 can concentrate on resolving genuine issues.

**3.3.3 Christmas/New Year.** New collection arrangements for Christmas and New Year will be introduced this year. Key features of the new system are: -

- All collections over this period will be completed within two weeks
- During this period there will be no garden waste collections
- Following this period, all households will be scheduled one garden waste collection to collect any real Christmas trees

**3.3.4 Recycle Refresh.** The existing service will continue essentially unchanged until after Christmas/New Year. Over a three week period starting on 16 January 2017 each low-rise household will be delivered two recycling boxes – Red (Cans and plastics) and Blue (Paper and Card). The existing Green box will be retained for

glass bottles and jars. An initial supply of food waste bags will also be delivered. Once delivered the service will change: -

- All recyclable materials and food waste will be collected by the same crew
- Plastics will be collected weekly (currently fortnightly)
- The use of white and blue sacks will be discontinued

There is an additional cost associated with this delay – estimated at £411k in 2016/17 in collection costs.

**3.3.5 Alternate Week Collections.** The proposed change to the frequency of collection of the residual waste service is scheduled to be the last change as this will ensure that residents have the necessary capacity to recycle food and dry recyclables before it is introduced. The change will be phased in over 6 weeks after Easter 2017, which would enable both LBH and R360 to manage the significant changes associated with the implementation.

The most significant effect is likely to be with people who cannot contain their waste in the current 140 litre wheelie bin. An option to upgrade to a larger 240 litre bin will be available. Following the introduction of AWC there will be intensive monitoring of how residents are coping with the system. A specialist environmental communication company will be employed to identify people who have issues and to provide advice as to how they can maximise the waste they recycle and reduce unnecessary waste. Where people can demonstrate a clear need for a larger bin this will be delivered. This will replace the current policy for issuing a larger bin which is based on the number of people in a house. The qualification will be on the amount of actual waste they produce.

The delay in introducing this change is estimated at £232k in 2016/17 in collection costs and £63k in 2017/18.

**3.3.6 Southall Lane Waste Depot.** Provision of the new depot and Materials Handling Facility at Southall Lane has been delayed because of contractual difficulties.

The council has appointed a new contractor, Willmott Dixon for the delivery of the north-side of the site (which includes the MHF, the offices and the vehicle maintenance facility). The change in contractor has delayed completion of the north-side until mid-2017.

The south-side of the site will be completed by Hounslow Highways – as originally planned. It is anticipated that this will be ready by 1 October allowing the new fleet to be parked on the site. Some temporary welfare/office facilities will be required.

**3.3.7 Space Waye.** A Single Member Decision in August has allowed the work to reorganise Space Waye in order for it to provide tipping arrangements for the recycled materials collected (by Recycle 360) from 31 October onward.

The site will reopen to the public on Saturday 4 November on Saturdays and Sundays only until Southall Lane Waste depot is completed. Opening hours have been extended to 18:00 hours

**3.3.8 Refurbishment of Space Way.** Officers are currently investigating options to refurbish Space Way once the above temporary arrangements have been completed. The aim will be to introduce a raised level deck for the public to use to deposit waste and remove the need for them to use steps to access the containers. This will also ensure that the public and site plant are kept entirely separate – thereby allowing the site to remain open when containers are being changed. The position will be reported back to Members in the new year when we expect to have a costed proposal.

**3.3.9 Commercial Waste.** An agreement with London Business Waste and Recycling (LBWR) to establish a SPV to sell commercial waste and recycling services to businesses within Hounslow (and potentially beyond) has been signed. LBWR will recruit a sales team to promote the service. Initially collections will be undertaken by a third party contractor until the volume of business is sufficient to enable Recycle 360 to provide a resource to undertake the work. It is anticipated that this will be in eighteen months to two years. LBWR will meet their admin costs through a percentage fee and a loan from the London Waste and Recycling Board (LWARB), which is the Mayor for London's body to promote and establish sustainable waste management in London. LBWR's business plan envisages that once the initial loan has been repaid, any profits will be distributed back to L B Hounslow

#### 4. Key Implications

The process of changing the service has already started with the work at Space Way. The new contract starts on Monday 31 October. For the next seven months the service will undergo significant change across a range of areas. By the end of this period the service will be quite different with new vehicles, new ICT system, a refreshed recycling system and Alternate Week Collections for residual waste.

#### 5. Financial Details.

a) Financial Impact On The Budget (Mandatory)

The following table shows the expected charges from Recycle 360: -

This includes the additional costs due to the delay in implementing the Recycle Refresh and AWC, and the cost associated with the delay in delivery of SLWD. However there still remains uncertainty over the cost of the new depot and the Materials Handling Facility and the delivery date.

Description	16/17	17/18	18/19
	£000s	£000s	£000s
Recycling and Food	1,356	3,206	3,206
E.O for separate food and plastics	411	0	0
Residual (AWC)	823	1945	1945
E.O. for weekly residual	279	76	0
Tidy Town	41	96	96
Bin Delivery	25	60	60
Garden Waste	240	564	564

Space Way labour	63	80	0
MHF	0	799	1732
Flats above shops	85	200	200
<b>TOTAL</b>	<b>3,323</b>	<b>7,027</b>	<b>7,803</b>

The above table excludes any allowance for inflation. It should be noted that Recycle 360, in their own internal business model, are assuming a 2% increase in salary per annum.

The Council is committed to pay the workforce and sub-contractors working on this contract the London Living Wage, so (as a minimum) wage costs will need to track the percentage increase in LLW. This will probably may need to be applied across all salaries in order to preserve differentials.

As agreed in the report to Cabinet in June, it is proposed that Recycle 360 will provide the service on an at-cost basis until April 2018. The annual review in September 2017 will allow for a budget to be agreed for 2018/19 and that a more formal contractual arrangement will be entered in to.

The following table shows the anticipated net effect of the changes to the waste and recycling service and includes budgeted savings already agreed. At this stage, the Council has not agreed any increase in budgets – so the 2% assumed growth has been excluded.

<b>Description</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
Revenue Budget	16,567	16,467	16,817
Revenue Expenditure (No inflation)	17,321	15,651	15,595
Savings (-)	754	-816	-1,222

The current estimate is that there will be additional expenditure of £754k in 16/17 but by 19/20 there will be additional savings of £1.2m pa. (excluding inflation).

The above includes the income (payment) to Property Services from the lease of Southall Lane depot of £120k (16/17). £600k (17/18) and £950k (18/19).

Note that the above assumes no net income from the commercial waste agreement with LBWR.

b) Comments of the Director – Finance and Corporate Services

Paragraph 5a above provides the current financial model of the new service at an estimated cost of £3.3m, £7.0m and £7.8m in 2016/17, 2017/18 and 2018/19 respectively commencing from 31<sup>st</sup> October 2016. The above proposal is estimated to increase the budget gap by some £0.8m in 2016/17 which will be funded from reserves with the reserve replenished from the estimated cost savings of £0.8m and £1.2m in 2017/18 and 2018/19

respectively. This will allow additional savings to be offered from 2018/19. The estimated savings above are in addition to the savings of £0.8m in 2017/18 and £0.6m in 2018/19 already agreed by Cabinet as part of the MTFS exercise for those years which have also been taken into account in the revenue budget detailed at Para 5a above. Furthermore, the projections above include the income (payment) to Property Services from the lease of Southall Lane depot of £120k (2016/17). £600k (2017/18) and £950k (2018/19). Also, the above analysis includes the financing costs of the revised capital expenditure considered by Cabinet on 14<sup>th</sup> June 2016 and the analysis of the impact of the delay to alternate week collection.

Officers have confirmed that the proposals contained within this report can be delivered as planned within existing approved Waste Service budgets based on the assumptions detailed above. However, Members should note that the financial case for this project is sensitive to many factors and also the associated risks are significant and if not managed, could materially undermine the additional savings target above. Further work will continue to establish the unknown costs and report back to Members regularly as part of the budget monitoring exercise and overall future financial position of the council.

## **6. Legal**

- a) Legal Details  
The Interim Head of Governance has been consulted on this report and has no comments.
- b) Comments of the Head of Governance

## **7. Value for Money**

All as detailed as the December 2015 report (REG372)

## **8. Sustainability Impact Appraisal**

All as detailed as the December 2015 report (REG372)

## **9. Risk Management**

All as detailed as the December 2015 report (REG372)

## **10. Links to Council Priorities**

A clean green borough

## **11. Equalities, Human Rights and Community Cohesion**

All as detailed as the December 2015 report (REG372)

## **12. Staffing/Workforce and Accommodation implications:**

All as detailed as the December 2015 report (REG372)

**13. Property and Assets**

All as detailed as the December 2015 report (REG372)

**14. Any Other Implications**

Not applicable

**15. Consultation**

Not applicable

**16. Timetable for Implementation**

The new services will operate from Monday 31 October 2016

**17. Appendices**

None

**18. Background Information**

Cabinet report. – 22 September 2015: -  
REG 307: Waste and Recycling Service: proposed Future Arrangements  
<http://memberservices.hounslow.gov.uk/documents/g9230/Public%20reports%20pack%20Tuesday%2022-Sep-2015%2019.00%20Cabinet.pdf?T=10>

Cabinet report. – 15 December 2015: -  
REG372 - Waste and Recycling: Decision on recycling collection method and in-house/LAC for delivery of service  
<http://memberservices.hounslow.gov.uk/documents/s121778/REG%20372%20-%20Waste%20recycling%20-Recycling%20Method%20LAC%20v%20CAB%20%20v%203.12.15.pdf>

Cabinet report – 26 April 2016  
REG 381 – Proposed Delivery of waste and recycling service by Lampton 360.  
<http://memberservices.hounslow.gov.uk/documents/s124984/REG%20381%20-%20Proposed%20Delivery%20of%20Waste%20and%20Recycling%20Service%20by%20Lampton%2036.pdf>

Cabinet report – 28 June 2016  
REG 408 - Future Delivery of Waste and Recycling Service  
<http://memberservices.hounslow.gov.uk/documents/s126749/Late%20report%20-%20REG408ProvisionofWasteandRecyclingServicev05%202%20mhamends.pdf>

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