

# North Tyneside Council

## Report to Director of Environment

### Date: 08 September 2025

**Title: Update to terms and conditions for the garden waste collection service**

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<b>Report from Service Area:</b>	Environmental Sustainability
<b>Responsible Officer:</b>	Paul Nelson – Head of Environmental Sustainability
<b>Wards affected:</b>	All Wards

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#### **PART 1**

##### **1.1 Purpose of Report**

The report seeks approval from the Director of Environment to the Authority updating the terms and conditions for the garden waste collection service.

##### **1.2 Recommendation(s):**

It is recommended that the Director of Environment agrees: -

- (1) to the Authority updating the terms and conditions for the garden waste collection service; and
- (2) to take all necessary steps to implement recommendation (1).

##### **1.3 Forward Plan**

Twenty-eight days' notice of this report has been given and it first appeared on the Forward Plan that was published on 1 August 2025.

## **1.4 Council Plan and Policy Framework**

The proposals in this report relate to the following priority in Our North Tyneside, the Council Plan 2021 to 2025:

- A thriving North Tyneside, and
- A green North Tyneside

In accordance with the Authority's Constitution and Budget and Policy Framework Procedure Rules, the Authority has commenced the process to develop a new Council Plan for the period 2025–2029.

The new Council Plan will be based on the following five policy priorities: –

1. Working with local people and organisations for a healthier, fairer and better quality of life;
2. Giving our children and young people the best start in life;
3. Building neighbourhoods and town centres that are clean, green and safe, and places to be proud of;
4. Increasing jobs, skills and work experience opportunities; and
5. Delivering more affordable and social housing.

This report links to Priority 3 as well as the priorities identified above in the current Our North Tyneside Plan.

## **1.5 Information:**

### **1.5.1 Background**

As part of the 2024–2028 Financial Planning and Budget Process, the introduction of a charge of £30 for garden waste collections was approved by full Council on 15 February 2024 at the budget-setting meeting. Previously a brown bin for garden waste was provided to circa 73,000 households and collected free of charge by the Authority. Brown bins are collected between the months of March and November, and collections stop between December to February. From March 2025, the same service has been provided, but only to those households who subscribed to the service for £30 per annum. The introduction of a charge brought the Authority into line with other waste collection authorities around the region who charge for the collection of garden waste, although the fee of £30 was the lowest across the seven North East local authorities.

It was forecast that approximately 22,000 households would subscribe for the chargeable garden waste collection service, which would generate a gross income of £0.660m per annum. Following the implementation of the new service, over 36,100 households subscribed, generating a gross income of almost £1.1m for the 2025 service period.

Cabinet agreed the terms and conditions for the garden waste collection service at its meeting on 24 June 2024 and authorised the Director of Environment to keep under review the Terms and Conditions for the garden waste collection service and if considered appropriate, following consultation with the Cabinet members for Climate Emergency and the Environment, the Director of Resources and the Head of Law, vary the Terms and Conditions for the garden waste collection service, including (but not limited to) the level of charge for the provision of the garden waste collection service.

Following a successful first year of the service it is sensible to review the terms and conditions to ensure they reflect the delivery of the service and incorporate resident feedback where appropriate.

#### 1.5.2 Changes to terms and conditions

An officer working group was established in 2024 to oversee the delivery of the chargeable garden waste service including a communication and marketing campaign, the reorganisation of collection rounds, development of payment methods and a set of Terms and Conditions. The Terms and Conditions cover key areas such as service description, application and payment process, refunds and information on which materials are eligible for collection.

The officer working group has reviewed year one of the charged for service and proposed changes to the terms and conditions including:

- a new subscription deadline for households to sign up to the service; this will be closer to the start date for the service and households will have less time to wait to receive their bin sticker
- updated guidance for households on new estates regarding how they can sign up for the service
- updated the deadline for reporting a missed bin collection

- strengthened the wording on cancellations and refunds to make it clearer that a subscription cannot be transferred from one household to another, for example if a resident moves home within the Borough, and
- updated price for a replacement bin from £20 to £25, in line with the standard charge for refuse and recycling bins.

The proposed update to the terms and conditions also includes a rise in the subscription cost from £30 (2025 service) to £35 (2026 service). This is in line with the budget that was approved by full Council on 15 February 2024. This remains the lowest across the seven North East local authorities.

## **1.6 Decision options:**

The following decision options are available for consideration by the Director of Environment:

### Option 1

To agree the recommendations set out in paragraph 1.2 of this report.

### Option 2

Not to agree the recommendations set out in paragraph 1.2 of this report.

Option 1 is the recommended option.

## **1.7 Reasons for recommended option:**

Option 1 is recommended for the following reasons:

It is recommended that the terms and conditions are updated to ensure they reflect the delivery of the service.

## **1.8 Appendices:**

Appendix 1: Terms and conditions for the garden waste collection service

Appendix 2: Equality Impact Assessment

## **1.9 Contact officers:**

Paul Nelson, Head of Environmental Sustainability, 0191 643 6467

Kim Pye, Head of Environment and Safer Neighbourhoods, 07974 569908

David Mason, Head of Finance (Deputy 151 Officer), 0191 643 3293

## **1.10 Background information:**

- (1) [Cabinet Report: Terms and Conditions for Garden Waste Collection Service 24 June 2024](#)
- (2) [2024-2028 Financial Planning and Budget Process: Elected Mayor and Cabinet Budget and Council Tax Requirement Resolution for 2024/25 and appendices](#)

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

There are positive financial implications directly arising from the introduction of charges for garden waste collections and a review of the terms and conditions.

The additional revenue of a price increase for the 2026 service was included in the Authority's 2024-2028 Medium Term Financial Plan (MTFP), approved by full Council on 15 February 2024. The wider implications of the introduction of the charge are also included in the MTFP.

### **2.2 Legal**

There are no legal implications directly arising from this report. Local Authorities have a legal obligation under the Environmental Protection Act 1990 to collect household waste. The Controlled Waste (England and Wales) Regulations 2012 allows a charge to be made for the collection of household garden waste. Following consultation on Simpler Recycling, the government confirmed in its consultation response that local authorities will be required to provide a garden waste collection service where it is requested but, as is currently the case, they can continue to choose to charge for this service. Householders will be able to make their own decision about whether they wish to use this optional service or make other arrangements.

## **2.3 Consultation/community engagement**

### **2.3.1 Internal Consultation**

Internal consultation has taken place with the relevant Cabinet Members and Directors of Service.

### **2.3.2 External Consultation/Engagement**

The proposal to introduce a subscription fee was included in information that accompanied the borough-wide council budget consultation, which ran from 29 November 2023 to 21 January 2024. The budget consultation was extensively promoted to residents and stakeholders and included an online survey and face-to-face sessions.

## **2.4 Human rights**

There are no human rights issues directly arising from this report.

## **2.5 Equalities and diversity**

An Equality Impact Assessment has been carried out and is attached as Appendix 2 of this report. It identified that people who have a socio-economic disadvantage may feel deterred from re-subscribing to the service due to the price increase. However, this impact can be mitigated in a number of ways. Residents are able to dispose of garden waste for free at the Household Waste & Recycling Centre. The Authority subsidises home compost bins. Residents can share subscriptions with neighbours, friends and family. The Authority offers council house tenants two free collections of "bulk" waste a year and this can be used for garden waste. Residents are still able to dispose of garden waste in their normal home refuse bin (not recycling). These will be highlighted through the Authority's on-going, comprehensive and inclusive communications plan.

## **2.6 Risk management**

There are no risk management implications directly arising from this report.

## **2.7 Crime and disorder**

There are no crime and disorder implications directly arising from this report.

## **2.8 Environment and sustainability**

There are no environment and sustainability implications arising directly from this report.

### **PART 3 – SIGN OFF**

- Director of Service

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- Chief Finance Officer

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- Monitoring Officer

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- Interim Director of  
Corporate Strategy and  
Customer Service

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