

East Herts Council Non-Key Decision Report

Date: 28 April 2020

Report by: Executive Member for Environmental Sustainability

Report title: Suspension of Commercial Waste Operations

Ward(s) affected: All

Summary

- Businesses face a challenging time in both dealing with and recovering from the Covid 19 pandemic. This decision seeks to provide a temporary simplified process for customers to suspend their commercial waste collections during the period of government lockdown by removing the need for a notice period and allowing for temporary suspension without charge.

RECOMMENDATIONS FOR DECISION:

- (a) To allow for the temporary suspension of commercial waste collection contracts at customer request.
- (b) To allow for the suspension during the government instigated lockdown with immediate effect from any request, i.e. without notice.

1.0 Proposal(s)

- 1.1 To allow for the temporary suspension of commercial waste collection contracts.
- 1.2 To allow for the suspension to be with immediate effect from notification by a customer.

1.3 To allow for the suspension period only to be without charge.

2.0 Background

2.1 The Covid-19 pandemic has led to a government instigated lockdown requiring the closure of many businesses.

2.2 Although some government relief is in place for businesses. It is likely that many of the SME's to which we provide services will suffer hardship as a consequence of the impacts of the virus.

2.3 We have started to receive calls from businesses requesting the suspension of contracts to reduce their unnecessary costs during the lockdown period.

2.4 The Waste Shared Service client team need a position statement with regard to how to treat customer accounts during the lockdown as the current terms and conditions do not allow for this.

2.5 The relief will not impact on any outstanding debt

2.6 The relief will not impact on any period where a customer requires a service

2.7 The relief will not impact if the customer does not request a suspension.

3.0 Reason(s)

3.1 This proposal allows a small amount of relief for businesses during the period that they do not require our services.

3.2 The period of lockdown is not under the control of local businesses.

4.0 Options

- 4.1 Continue to charge all customers full rates regardless of whether they need the service.
- 4.2 Charge no customers during the period

5.0 Risks

- 5.1 There will be a financial impact on the Council dependant on the number of customers who suspend and the number of weeks the government lock down.
- 5.2 There is a reputational risk if the Council is not seen to be supportive to local SME's during the lockdown.

6.0 Implications/Consultations

- 6.1 Consultation has been undertaken with the Head of Strategic Finance and Property and Head of Operations

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

Yes – reduction in unnecessary vehicle mileage.

Financial

Yes – reduction income to the Council for period of the lockdown, from any business who choose to suspend services.

Health and Safety

No

Human Resources

Yes – manual creating of invoicing required, additional calculation necessary for any suspension period.

Human Rights

No

Legal

No

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 None

Contact Member

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