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**To:** Audit, Risk & Scrutiny Board

**On:** 23 January 2023

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**Report by:** Lead Officer

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**Heading:** Charges for Bulk Items Uplift for the Elderly

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## **1. Summary**

- 1.1. At its meeting on 22 August 2022, members of the Audit, Risk and Scrutiny Board agreed an annual programme of activity for the Board for 2022/2023. This included a review of charges for bulk items uplifts for the elderly as part of the programme of activity.

## **2. Recommendations**

The Board is asked to:

- 2.1. Approve the purpose and scope of the review;
- 2.2. Approve the provisional timescale as outlined in this report;
- 2.3. Authorise the Lead Officer to contact any organisations recommended by the Board who may have information useful to the Board and who may be potential witnesses;
- 2.4. Delegate powers to the Lead Officer, in consultation with the Convenor, and grant the Convenor of the Board permission to alter the timetable having regard to the availability of evidence and witnesses throughout the course of the review; and,
- 2.5. Authorise the Lead Officer to make the necessary arrangements to progress the review within the agreed timescales.

### **3. Background**

- 3.1. Residents of Renfrewshire can request special uplifts if they need us to pick up any bulky general waste and rubbish from their home. This can be for between 1 and 20 items but cannot include hazardous, clinical, or toxic waste. Loose waste must be bagged or tied in manageable bundles where necessary. In addition, appliances such as washing machines, freezers, cookers etc are all charged individually and cannot form part of the 1 to 20 items.
- 3.2. Ground clearances are when residents have more than 20 items and the charge quoted is for a maximum of one hour's work. However, if we visit and think it will take longer than this, we will contact you about the additional costs before we commence any work. Again, domestic appliances are charged individually and do not form part of a ground's clearance.
- 3.3. Renfrewshire aims to collect item(s) as soon as possible within 14 days. Residents must ensure any white goods have their doors removed or place in a position where no one can access it. Special uplift requests for white goods and general goods can be made at the same time, however white goods are charged for separately.
- 3.4. The charges for 2022/23 are £35.35 for a domestic uplift (1-20 items) and £35.35 for each domestic white good. The ground clearance charges are £83.80 for a maximum of one hour's work.
- 3.5. Residents who are council tenants are entitled to two special uplifts per year as part of their rent charge, this is paid for from within the overall housing revenue account (HRA). This is achieved by providing their rent reference number when making their booking.
- 3.6. The current scheme provides no free, discounted or exemptions for this service for any other residents.

### **4. Purpose of the Review**

- 4.1. The key purpose of this review will be to:
  1. Set out the current position in relation to bulk uplifts within Renfrewshire Council.
  2. Consider the impact of offering a free bulk uplift service for the elderly.
  3. Identify any other mitigations that could be recommended for the elderly that the council could pursue within available resources.

### **5. Scope of the Review & Timescales**

- 5.1. In relation to 4.1(1) above, the focus of the review will be on research into the demographics within Renfrewshire in particular the elderly population and current service trends for existing service demand.
- 5.2. In relation to 4.1(2) above, the focus of the review will be on assessing the financial and non-financial implications in relation to the provision of free bulk uplifts for the elderly.
- 5.3. In relation to 4.1(3) above, the focus on the review will be exploring existing or potential options available to the elderly within Renfrewshire through partner organisations such as the third sector.
- 5.4. In relation to 4.1(3) above, consideration will be given to the existing services provided within neighbouring local authorities in relation to free bulk uplifts for the elderly to consider any benefits for Renfrewshire.
- 5.5. For clarity, the level of charges applied to bulk uplifts within Renfrewshire is outwith the scope of this review.
- 5.6. It is proposed that the review commences following the meeting of the Audit, Risk and Scrutiny Board and is progressed through subsequent board meetings, with a report being submitted for approval 18 September 2023 and a final report to Council 14 December 2023. The table below provides an outline of the proposed timetable.

#### **Timetable for Bulk Uplift for the Elderly Review**

<b>Date of Board Meeting</b>	<b>Stage of Review</b>
23 January 2023	Commencement of review
18 March 2023	Continuation of review
22 May 2023	Continuation of review
21 August 2023	Continuation of review
18 September 2023	Report to Board
14 December 2023	Final Report to Council

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#### **Implications of this report**

1. **Financial** - The outcome of this review could result in additional costs to Renfrewshire Council.
2. **HR and Organisational Development** - None directly arising from this report.

3. **Community/Council Planning** - None directly arising from this report.
4. **Legal** - None directly arising from this report.
5. **Property/Assets** - None directly arising from this report.
6. **Information Technology** - None directly arising from this report.
7. **Equality and Human Rights** - The Recommendations contained within this report have not yet been assessed in relation to their impact on equalities and human rights because the paper sets out the scope for a review process rather than proposing any changes to services. Impact assessments will be undertaken as part of the review, and the results of the assessment will be published on the Council's website. Any policy changes arising from the review will also be fully assessed.
8. **Health and Safety** - None directly arising from this report.
9. **Procurement** - None directly arising from this report.
10. **Risk** - The potential risk that the Council will overspend its approved budgets for the year will be managed at a Council-wide level by the Chief Executive and Directors.
11. **Privacy Impact** - None directly arising from this report.
12. **Cosla Policy Position** - Not applicable.
13. **Climate Risk** - None directly arising from this report.

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### **List of Background Papers**

Audit, Risk and Scrutiny Board Annual Programme approved 22 August 2022.

The foregoing background papers will be retained within Finance and Resources for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Finance Business Partner John Kilpatrick who can be contacted at [john.kilpatrick@renfrewshire.gov.uk](mailto:john.kilpatrick@renfrewshire.gov.uk)

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