

Chief Officer Decision Notice

For non-key decisions



Notice is hereby given that the following Chief Officer Decision has been made, as delegated by the Cabinet/Cabinet Member or under their delegated authority in the Council's Constitution.

1. NOTICE FOR PUBLICATION

Title of decision	Household Waste & Recycling Provision Improvements
Name and Title of Chief Officer(s) making the decision	Daniel Kennedy, Corporate Director Resident Services
Directorate	Resident Services
Reference No.	2026/1734
Date of decision	10/07/2026
Relevant Ward	N/A

Details of Decision Taken

Decision	The Chief Officer agrees to: To approve the implementation of an enhanced waste and recycling service model, increasing resident access to disposal facilities through the use of a seven-day-a-week Household Recycling Centre at Space Waye, Feltham, supported by an expanded programme of Pop-Up Waste Drop events across the borough. This enhanced approach will provide residents with greater flexibility, improved availability, and a more modern and resilient service offer. In order to facilitate this transition and deliver the associated financial efficiencies, approval is also sought to serve six months' notice on the existing PowerDay contract for the Weekend Waste Service at West Drayton CA Site.
Reason for decision	The Council is proposing to implement an enhanced waste and recycling service model designed to provide residents with greater flexibility, improved accessibility, and a more sustainable long-term service offer. Central to this approach is the provision of access to the Space Waye Recycling Centre in Feltham, operated by the London Borough of Hounslow, which offers a seven-day-a-week service, alongside an expanded programme of Pop-Up Waste Drop events within the borough.

Hillingdon have no contract, formal or binding legal agreement with Hounslow for the use of this facility and there is no plan to do so for the use of the Space Way facility. The facility itself is a non-exclusive site and open to the public from all WLWA boroughs and no preferential access arrangements have been granted to Hillingdon residents. Procurement implications have been considered and procurement colleagues have been involved throughout this decision making process. It is considered that this activity does not constitute procurement activity.

This enhanced model represents a significant improvement on the current arrangement, which is limited to weekend-only access at the existing West Drayton Civic Amenity (CA) Site. By moving to a service that is available throughout the week, the Council will provide residents with greater choice and convenience, reduce reliance on peak weekend periods, and improve the overall user experience.

To enable the delivery of this enhanced service model, it is necessary to serve six months' notice on the existing contract with PowerDay for the Weekend Waste Service at West Drayton CA Site. Termination has been carried out in accordance with the existing contract terms on 24 June with the last service provided under this contract being the weekend of the 19 & 20 December. TUPE has been considered but is not expected to apply as this is a cessation of a service not a transfer to a new organisation. Assurances have been provided by PowerDay that the current operation will continue as normal until the final day of closure and that further meetings will be arranged to facilitate demobilisation.

The current provision operates at a cost of approximately £700,000 per annum (excluding disposal costs) and represents a high-cost model for a relatively limited level of access. Alternative delivery options, including reducing the frequency of the service, have been explored but do not achieve the required level of financial efficiency due to the largely fixed cost base.

The proposed approach ensures the service is both financially sustainable and operationally effective, enabling the Council to meet its Medium-Term Financial Strategy (MTFS) requirement to deliver a saving of between £300,000 and £500,000 over the 2026/27 and 2027/28 financial years. Importantly, these savings are achieved while maintaining, and in some respects enhancing, the overall level of service provision available to residents.

In addition to improved access through a seven-day facility, the continued and expanded deployment of Pop-Up Waste Drop events will provide targeted, localised disposal opportunities, particularly in areas with high-density housing or increased levels of fly-tipping. This complementary provision ensures that residents continue to have convenient and accessible options close to where they live.

The proposal also supports wider operational improvements, including reducing pressure and congestion at existing sites such as Tavistock

	Road, and enabling a more efficient and balanced use of resources across the waste service. Overall, the decision is required to enable the Council to deliver: • A more flexible and accessible service for residents, with significantly increased availability • A modern, resilient and better-balanced service model • Targeted local provision through expanded Pop-Up services • Significant and necessary financial savings in line with corporate requirements The recommended approach therefore represents a positive service transformation, aligning financial sustainability with an enhanced and more adaptable offer for residents.
Alternative options considered and rejected	Option 1: Do Nothing Retain the existing Weekend Waste Service at West Drayton CA Site in its current form. Reason for rejection: This option would not deliver the required savings identified within the Medium-Term Financial Strategy (MTFS) and would result in the continued operation of a high-cost service model with limited availability (weekend-only access). As such, it is not considered financially sustainable. Option 2: Reduce the Frequency of the Service (e.g. Fortnightly Operation) Reduce the current weekend provision to operate on a less frequent basis. Reason for rejection: This option was explored with the current contractor; however, due to the largely fixed cost structure of the service (including site rental and core staffing), the savings achieved would fall significantly short of the required MTFS target. In addition, a reduced service frequency would further limit resident access without delivering a proportionate financial benefit.
Factors considered	In developing this proposal, a number of corporate and operational considerations have been assessed to ensure the decision is robust, proportionate and aligned with the Council's wider responsibilities. Public Sector Equality Duty (PSED) The Council has considered its obligations under the Equality Act 2010. The removal of the West Drayton Weekend Waste Service may disproportionately impact residents with limited access to private transport, including older people, disabled residents, and those on low incomes. Mitigating actions include: • Provision of 7-day access to Space Way Recycling Centre • Continued access to existing kerbside collection services • Expansion of Pop-Up Waste Drop events in accessible locations • Ongoing monitoring of resident impact and service usage

	These measures are intended to minimise adverse impacts and ensure continued access to waste services across the borough. Stakeholder Engagement Engagement has taken place with: • London Borough of Hounslow, who have agreed to continued access for Hillingdon residents at Space Way Recycling Centre • Internal service areas, including Waste Operations and Communications Further engagement will be undertaken through a comprehensive communications campaign to ensure residents are informed and supported through the transition. Internal Consultation The proposal has been developed in consultation with relevant internal teams, including: • Waste Services • Finance (in relation to MTFS delivery) • Legal and Procurement (in relation to contractual notice provisions) This has ensured the proposal is deliverable, compliant, and aligned with corporate priorities. Human Resources Implications There are no direct Council staffing implications, as the current service is delivered through an external contractor (PowerDay). Any workforce implications arising from the cessation of the contract will be managed by the contractor in line with their statutory responsibilities. Financial and Value for Money Considerations The proposal delivers a significant recurring saving and represents improved value for money when compared to the current high-cost, limited-access service. It also enables the Council to reinvest in more flexible and targeted service provision. Operational and Service Delivery Considerations The proposal supports a shift toward a more efficient and flexible service model, including: • Increased access through a 7-day facility • Reduced congestion at existing sites • Greater use of targeted, local interventions Operational risks have been identified and will be actively monitored and managed. Overall, these factors have been carefully considered to ensure the proposal achieves the required financial savings while maintaining a fair, accessible and sustainable service for residents.
Report Author & Directorate	Jordan Groves, Head of Waste and Green Spaces, Resident Services

Legal and Finance Comments

Finance comments	The current Weekend Waste Service at West Drayton Civic Amenity Site costs approximately £700,000 per annum (excluding disposal) for limited weekend-only access. Transitioning to a seven-day service at Space Waye alongside expanded Pop-Up Waste Drop provision will deliver £300,000–£500,000 savings across 2026/27–2027/28, in line with the MTFS. Implementation costs will be contained within existing budgets and offset by contract cessation, resulting in a net recurring saving and improved value for money while enhancing service availability.
Finance Officer name and Title	Nish Narendran, Head of Finance
Legal Comments	The proposal involves the termination of the existing contract, and the report confirms that notice has been served in accordance with the contractual provisions; officers should ensure that all remaining exit and demobilisation obligations are completed in line with those terms. No procurement exercise is required on the basis that no contractual or legally binding arrangement will be entered into with the London Borough of Hounslow or the West London Waste Authority, and that access to the facility will remain on a non-exclusive public basis. Officers must ensure that no arrangements or conduct give rise to an implied contractual relationship or otherwise amount to the commissioning of services. TUPE has been considered and is not expected to apply for the reasons set out in the report. The report sets out that an Equality Impact Assessment has been completed and has informed the approach to the proposed changes. Potential impacts on residents have been identified, and mitigation measures, including ongoing engagement and appropriate transition arrangements, have been put in place together with engagement with key stakeholders. Subject to the above, there are no legal reasons preventing the decision from being taken.
Legal Officer Name and Title	Neena Sharma Deputy Principal Lawyer, 01.07.2026

Appendices / report attached

List here any report / appendices / e.g. tender evaluations or other documentation to be included in	N/A
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support of this decision	
Exempt Classification	N/A - public

Cabinet Member & other Chief Officer consultation

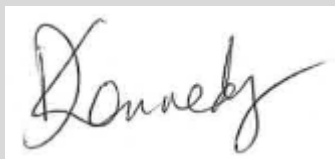
Name and Title of any other Chief Officer(s) you have consulted with and as per any delegation.	Chris Wheeler, Director of Environment
Name and Title of the Cabinet Member you have consulted, and as per any delegation	Councillor Bridges, Cabinet Member for Resident Services
Any conflicts of interest declared by the Chief Officer making this decision and/or Cabinet Member who is consulted by the officer which relates to the decision - or if dispensation by the CEO was granted to them.	N/A

Authority for this decision

Detail authority from Cabinet or under delegated authority in the Constitution / Officer Scheme of Delegations	Delegated authority in the Officer Scheme of Delegations for the Chief Officers to make this decision To management levels A and B "management of recycling and civic amenity facilities".
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2. APPROVAL

Formal approval by Chief Officer making the decision



Signed Date.....10.07.2026.....

Corporate Director of Residents Services

3. REPORT - PUBLIC

SUPPORTING INFORMATION

Background

The Council currently provides residents with access to a Weekend Waste Service at the West Drayton Civic Amenity Site through a contract with PowerDay. The service operates on weekends only and provides an opportunity for residents to dispose of household waste and recycling that cannot be accommodated through the Council's kerbside collection arrangements.

As part of the Council's Medium-Term Financial Strategy (MTFS), Waste Services has reviewed a range of service delivery options to identify opportunities for financial efficiencies whilst maintaining appropriate waste and recycling facilities for residents. The review identified that the current service model, costing approximately £700,000 per annum excluding disposal costs, is a relatively high-cost service with limited operational availability.

Proposed Enhanced Service Model

Officers are proposing the implementation of an enhanced waste and recycling service model based on resident access to the Space Way Household Recycling Centre in Feltham, operated by the London Borough of Hounslow, together with an expanded programme of Pop-Up Waste Drop events across Hillingdon.

The Space Way facility operates seven days a week and provides considerably greater availability than the current arrangement. The facility is already accessible to residents from West London Waste Authority boroughs and operates on a non-exclusive basis. Whilst no contractual or legally binding arrangement exists between Hillingdon and Hounslow regarding the use of the site, discussions have confirmed that Hillingdon residents will continue to be able to access the facility in the same way as other eligible residents.

The proposed model provides residents with greater flexibility in how and when they dispose of household waste and recycling. Access throughout the week will reduce reliance on weekend-only provision, improve convenience and provide a more resilient service offer. Officers consider this approach to be a modern and financially sustainable alternative to the current service arrangement.

Pop-Up Waste Drop Service Expansion

The Council has successfully introduced Pop-Up Waste Drop events to provide localised opportunities for residents to dispose of household waste and bulky items closer to their homes. These events have also supported wider environmental improvements by providing additional disposal routes in areas experiencing higher levels of fly-tipping.

Under the proposed model, the scope and frequency of these events will be expanded. Events will continue to be targeted using operational data, demand levels and intelligence relating to fly-tipping and local community needs. This approach will enable the Council to provide additional disposal opportunities in areas where they are most needed and complement access to the Space Way facility.

Financial Considerations

The current Weekend Waste Service operates at a significant annual cost and includes a largely fixed cost base associated with site rental, staffing, operational management and other service overheads. A review of the current arrangements concluded that retaining the service in its existing format would not deliver the savings required through the Medium-Term Financial Strategy.

The enhanced service model is expected to generate savings of between £300,000 and £500,000 during the 2026/27 and 2027/28 financial years while still maintaining access to household waste disposal services. The proposal therefore delivers improved value for money through a combination of increased service availability, lower operating costs and the ability to target resources more effectively through localised interventions.

Contractual Arrangements and Service Transition

To facilitate implementation of the enhanced service model, notice has been served to terminate the existing contract with PowerDay for the Weekend Waste Service at West Drayton Civic Amenity Site. Termination has been undertaken in accordance with the provisions contained within the contract, with the final operational weekend scheduled for 19 and 20 December 2026.

Discussions have taken place with the contractor regarding the demobilisation process and arrangements for maintaining service continuity until the end of the contract. PowerDay has confirmed that the service will continue to operate as normal throughout the notice period and that appropriate transition arrangements will be put in place ahead of closure.

The potential application of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) has also been considered. As the proposal represents the cessation of the existing service rather than a transfer to a replacement provider, TUPE is not expected to apply.

RESIDENT BENEFIT & CONSULTATION

The proposal has been developed with the objective of maintaining access to essential waste and recycling services whilst delivering a more flexible, accessible and financially sustainable service model for Hillingdon residents.

The most significant benefit for residents is the increased availability of household waste disposal facilities through access to the Space Way Household Recycling Centre, which operates seven days per week. This represents a substantial increase in accessibility compared to the current arrangement, which is limited to weekends only. Residents will therefore have greater flexibility to dispose of waste and recycling at times that are convenient to them.

The proposal will also support a more resilient approach to service delivery by reducing reliance on a single weekend-only facility. Access to a seven-day site is expected to improve the overall resident experience and assist in managing demand more effectively throughout the week.

The continued development of the Council's Pop-Up Waste Drop programme will provide additional local disposal opportunities within communities across the borough. These events can be targeted at locations experiencing higher levels of fly-tipping, areas with higher-density housing and communities where residents may face barriers to accessing traditional waste disposal facilities.

An Equality Impact Assessment has been undertaken as part of the decision-making process. The assessment identified that some residents, particularly older people, disabled residents and those with limited access to private transport, could experience a greater impact as a result of the closure of the West Drayton Weekend Waste Service.

To mitigate these impacts, residents will continue to benefit from comprehensive kerbside waste and recycling collection services, access to the seven-day-a-week Space Way Household Recycling Centre and an enhanced programme of Pop-Up Waste Drop events. Officers will continue to monitor service usage, resident feedback, complaints, fly-tipping reports and operational performance following implementation to assess whether any further mitigating actions are required.

Overall, officers consider that the proposal supports the Council's commitment to putting residents first by providing a more flexible and accessible service whilst ensuring that waste services remain financially sustainable and capable of meeting future service demands.

Consultation & Engagement carried out (or required)

The proposal has been developed following engagement with a range of internal and external stakeholders to ensure that the recommended approach is operationally deliverable, financially sustainable and aligned with the Council's wider service objectives.

Engagement has taken place with the London Borough of Hounslow regarding continued resident access to the Space Way Household Recycling Centre. Discussions have confirmed that Hillingdon residents can continue to access the facility on the same basis as other eligible residents from West London Waste Authority boroughs.

Internal consultation has been undertaken with relevant Council services, including Waste Services, Finance, Legal Services, Procurement and Communications. This engagement has informed the development of the proposal, particularly in relation to operational delivery, contractual requirements, financial implications, legal considerations and resident communications.

Finance officers have been consulted regarding the Medium-Term Financial Strategy (MTFS) savings requirement and have reviewed the anticipated financial implications of the proposal. Legal and Procurement officers have also provided advice regarding the contractual notice provisions associated with the existing PowerDay contract and the status of the proposed arrangements relating to access at Space Way.

The Director of Environment and the Cabinet Member for Resident Services have been engaged throughout the development of the proposal to ensure alignment with service priorities and the Council's strategic objectives.

A formal public consultation has not been undertaken. The proposal does not remove access to household waste and recycling disposal services but instead changes the method by which residents access those services. Under the proposed arrangements, residents will continue to benefit from access to household waste disposal facilities through the seven-day-a-week Space Way Household Recycling Centre, existing kerbside collection services and an expanded programme of Pop-Up Waste Drop events across the borough.

An Equality Impact Assessment has been completed to assess the potential effects of the proposal on residents and groups with protected characteristics. The findings of that assessment have informed the development of mitigation measures, including the continued provision of alternative disposal routes and the targeting of Pop-Up Waste Drop events in areas where they are most needed.

Subject to approval, a comprehensive communications and engagement programme will be delivered before implementation. This will include information published on the Council's website, digital channels, social media platforms, resident communications and onsite signage, ensuring residents are aware of the changes, implementation timescales and alternative disposal options available to them.

Officers are satisfied that the engagement undertaken has provided sufficient information to assess the operational, financial and resident impacts of the proposal and supports the recommendations set out within this report.