

Pass It On

Leicester's Reuse Service

Waste Management Team

&

Revenue and Benefits Service



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Background

- The 'Pass it On' reuse scheme was developed to:
 1. Provide our residents in crisis, essential goods through the Community Support Grants (CSG).
 2. Divert good quality furniture and household goods away from landfill.
 3. Save money



Pilot scheme

- Original 3 month trial started in Oct 2013
- Initial success saw the trial extended for 6 months until June 2014.
- The scheme utilises 1 x warehouse; 1 x Luton van; 2 x driver loaders; 1 x supervisor.
- Waste is diverted from the bulky waste service by Customer Services.
- Up to 30 calls a week are diverted for reuse.
- Items are collected, cleaned and minor repairs made.
- Items deemed unsuitable are disposed of.
- Items are delivered in to homes.



Key Figures

Figures are based on 9 months of operation from October 2013 – June 2014:

– Number of phone calls made in relation to CSG	2864
– Number of CSG applications submitted	671
– Number of CSG claims awarded	373
– Number of Applicants supported by Pass it On	267
– Number of deliveries made by Pass it On	297
– Number of items reused	1082
– The % of CSG applicants supported by Pass it On	72%

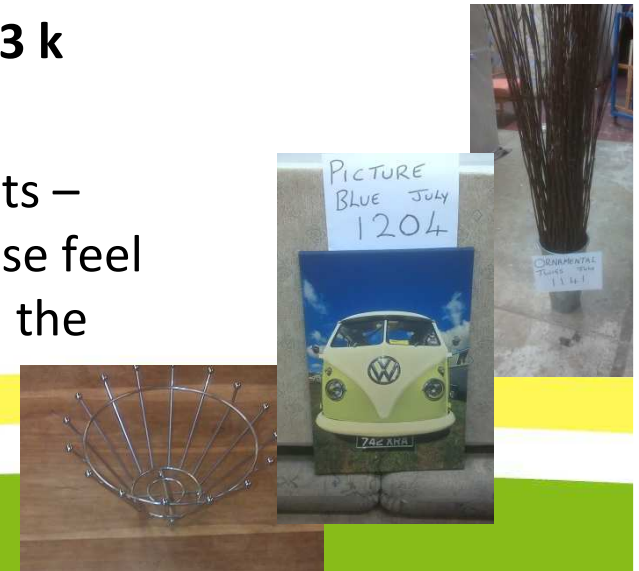


Success so far...

The scheme has delivered clear environmental benefits and cost savings to LCC so far:

- **1082 items** diverted from our Household Waste and Recycling Centres.
- **12 tonnes** (approx.) of waste diverted from landfill at a saving of c. **£887** in landfill tax.
- Saved Revenue & Benefits gross expenditure of c.**£80k**
* cost of items if procured directly through another partner.
- Saved Revenue & Benefits net expenditure of c.**£13 k**

The scheme has also provided added value to our residents – items such as pictures, mirrors, rugs etc. help make a house feel like a home and are which not normally available through the CSG.



The difference we've made...

Whilst the environmental benefits and cost savings are clear, the scheme also helps to improve our resident's quality of life in a time of crisis– the following demonstrate how the scheme is helping:

Case study 1

A customer who was a single, full time student, pregnant with twins applied for support grant. She was living in a hostel and was unable to carry out her part time job.

Due to the customer's exceptional circumstances she was granted items through the 'Pass It On' scheme and we were able to supply a chest of drawers, single sofa, wardrobes, rug and coffee table.



The difference we've made...cont.

Case study 2

A single female customer, aged 28, had a severe fire at her property. She had to be rehoused along with her 3 children. She had no household goods or clothes for herself and her children. The customer was in receipt of Income Support and receives Disability Living Allowance and had little surplus income.

The customer was awarded a support grant to provide all of the essential furniture items via the 'Pass it On' scheme.

Even non-essential items such as mirrors, a Hoover, cups and saucepans, small coffee tables and baby chairs were provided.

The customer was *“very grateful for the support provided to help make her new home a more pleasant place to live in.”*



Next steps

Our priority is to expand the service to enable us to meet more of our residents' needs :

- Recruitment of a Supervisor and 2 Driver loaders on temporary contracts until 30th June 2016.
- Double our warehouse capacity.
- Work with Customer Services to increase the number of items diverted from bulky waste for reuse.
- Install IT infrastructure in the warehouse and develop stock monitoring systems.
- Develop new online customer interface to allow residents to choose the items they want.



Next steps cont.

Once the service is established, we will look to expand further, by:

- Doubling our collection/delivery capacity by hiring a second van.
- Employing two temporary staff to support the driver loaders.



With expansion comes increased efficiencies and cost savings.

It is estimated that the reuse of c. 2885 items (2014/15) will:

- Divert approx. 31.5 tonnes from landfill and save c. **£2.5k** landfill tax.
- Save Revenue & Benefits gross expenditure of c. **£218k**
- Save Revenue & Benefits net expenditure of c. **£63k**.



Future development and links

Due to diminishing funding, it is essential that this scheme looks for ways to become sustainable:

- accepting referrals from other organisations
- sale of high value or unsuitable donated items
- Work with third sector partners
- Links to the new HWRC reuse shop (third sector operated)
- Links to other LCC departments to provide environmental and cost benefits.



The scheme also has the potential to provide additional local social benefits, such as:

- Volunteer and training opportunities

