
TITLE: REVIEW OF WASTE COLLECTIONS POLICY

Committee: Regulatory & Support Services Committee

Date: 30 October 2014

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[P105]

1.0 ISSUE

1.1 To Review the Council's Waste Collections Policy one year after introduction of service changes.

2.0 RECOMMENDATION(S)

2.1 That Members agree suggested amendments to the Council's Waste Collections Policy.

2.2 That Officers are given delegated power to make further minor amendments to the Policy as necessary in consultation with the Service Delivery Champion for Waste.

3.0 BACKGROUND/OPTIONS

3.1 During 2013 The Council changed recycling and food & garden waste collections to wheeled bin services. To support service changes a Waste Collections Policy was produced. This was intended to provide guidance regarding a range of issues relating to the new collection services and existing refuse service.

3.2 The Policy was approved by the Waste & Environment Sub-Committee of 17th June 2013, subject to it being reviewed one year after introduction of new recycling services.

3.3 Following introduction of wheeled bin services, officers were asked to investigate options for providing additional garden waste collection capacity where requested by residents. A proposal to provide additional garden waste only bins in return for payment of an annual licence fee was approved by Waste & Environment Sub-Committee on 3rd February 2014 & implemented from 1st April.

3.4 A proposal to introduce charges for the provision of wheeled bins to newly built properties was subsequently approved by the Community & Environment Committee of 8th May 2014.

3.5 The Waste Collections Policy has now been reviewed in accordance with the wishes of the Waste & Environment Sub-Committee, one year after introduction of new services and is submitted for approval.

4.0 ARGUMENTS/CONCLUSIONS

4.1 The availability of a Waste Collections Policy was helpful during the introduction of new wheeled bin services. It was particularly useful as guidance when assessing the suitability of properties for wheeled bin services.

4.2 It is now appropriate to update the Policy in accordance with the wishes of the Waste & Environment Sub-Committee, to include policy decisions made since it was produced, and to make refinements in the light of operational issues that have arisen since its production.

4.3 Principle changes to the Policy are inclusion of the option for additional paid for garden waste bins & charges for the provision of wheeled bins to newly constructed properties as highlighted in the Background section of this report. Further minor changes have been made where clarification of issues has been considered necessary, and to reflect the fact that services are now established & not in the process of introduction.

4.4 An option to allow provision of additional recycling bins where requested by householders has not been included within the Policy as this would result in unquantifiable costs to the Council that could not legally be recovered from householders.

4.5 The Policy, including suggested amendments highlighted in red ink is attached to this report as Appendix 1.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 There are no financial implications to this report as the implications of paid for garden waste bins and wheeled bin charges for new properties have been covered in previous committee reports.

5.2 Equality Impact Assessment (INRA) - An Equalities Impact Assessment was completed for the original policy. No amendments are considered to have equalities implications.

6.0 APPENDICES

6.1 Proposed Waste Collections Policy

Background Documents**Location**

Room FF113
The Grange,
Ely

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(Appendix 1)

East Cambridgeshire District Council

Proposed Waste Collections Policy

August 2014

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WASTE COLLECTION POLICY

Introduction

East Cambridgeshire District Council provides waste collection and street cleansing services through a contract with Veolia Environmental Services. The contract commenced on 1st April 2008 & was for an initial period of 7 years to 31st March 2015. It has recently been extended for a further 3 years to 31st March 2018, with an option to extend for 1 further year.

During 2013 the Council received a £5 million grant from The Department of Communities & Local Government to improve its recycling collection services. Both recycling, and food & garden waste collections were changed to fortnightly wheeled bin services between September & November of 2013.

Approximately 1600 properties are considered unsuitable for wheeled bins & are provided with an alternative service of clear plastic sacks for recycling & brown paper sacks for food & garden waste.

Weekly black sack refuse collections are provided to all but around 400 difficult to access properties where collections are fortnightly.

The policies within this document are intended to provide information needed by residents to use waste services provided, and circumstances in which non-standard services will be provided.

Policy Statements

Policy 1 – Service provision

1.1 Standard service to individual properties

Service	Container	Collection frequency	Service limitations
Recycling	240 litre wheeled bin – Blue lid	Fortnightly	1 bin per household. Waste will only be collected in bins provided to that household by ECDC.
Food & Garden Waste	240 litre wheeled bin – Green lid	Fortnightly	1 bin per household. Waste will only be collected in bins provided to that household by ECDC.
Refuse	60 litre black sack	Weekly	52 sacks per year provided, equivalent to 1 per collection. Additional waste within suitable black refuse sacks provided by residents will be collected, but no additional sacks will be provided until the next due distribution date.

Where a property only has sufficient space to accommodate one wheeled bin, priority will be given to the provision of a recyclables bin.

1.2 Alternative service where wheeled bin services can't be introduced

Service	Container	Collection frequency	Service limitations
Recycling	60 litre clear plastic sack	Fortnightly	52 sacks per year will be provided, equivalent to 2 per collection. Additional will be provided on request.
Food & Garden Waste	75 litre brown paper sacks	Fortnightly	Like for like replacements will be provided up to a maximum of 4 per collection.
Refuse	As standard service		

1.3 Remote properties

A small number of remote farms and properties exist where it is disproportionately expensive to provide the standard service. These properties receive refuse & recycling collections one week, followed by garden & food waste collections the next. The most appropriate collection containers are provided.

1.4 Multi-occupancy properties (e.g. flats)

Alternative arrangements may be provided at the discretion of the Council, including the provision of larger shared use bins. The number and size of bins provided will depend on the number of properties, the space available, and the distance to the collection point.

Bins will be collected from the bin storage or other designated area as agreed by the Council and returned to the same location.

Where in the judgement of the Council a multi-occupancy property is unable to accommodate a wheeled bin service, clear sacks will be provided for recycling & brown sacks for food & garden waste as for the alternative service to individual households.

Where a multi-occupancy property does not have space to accommodate recycling and food & garden waste collection services, recycling facilities will be given priority.

Only items detailed in Policy 2 will be collected. No loose rubbish or sacks around the bins will be collected **or any other materials not accepted by collection services**. It will be the responsibility of the residents / managing agents to remove or clear any such items. Where a bin is blocked in with loose rubbish / sacks it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day. For multi-occupancy properties, if a bin is repeatedly contaminated then the Council may if the contamination continues remove the bin(s) and withdraw that service.

1.5 Mixed use residential and commercial properties

These are generally business properties with living accommodation attached for example a flat above a shop. Such properties will be provided with the standard service ([Policy 1.1](#)) unless an exemption applies. The bins provided must not be used to dispose of business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act 1990.

Policy 2 - Material types accepted

Materials listed below on the 'Acceptable items' list:

2.1	Acceptable items	Excluded items
Recycling	<ul style="list-style-type: none">• Paper:<ul style="list-style-type: none">• Newspapers• Magazines• Junk mail• Envelopes• Office paper• Catalogues & brochures• Telephone directories• Cardboard• Glass bottles and jars	<p>Anything not on the 'Acceptable Items' list, including:</p> <ul style="list-style-type: none">• Plastic bags• Textiles (clothes, bedding etc)• Carrier bags• Food waste• Polystyrene• Cling film

	<ul style="list-style-type: none"> • Food & drinks cans • Metal lids from jars & bottles • Aerosols • Aluminium foil & cartons • Plastic bottles • Hard plastic food containers (pots, tubs & trays) • Food & drinks cartons 	<ul style="list-style-type: none"> • Toys • Plastic flower pots
2.2 Food & garden waste	<p>Acceptable items:</p> <ul style="list-style-type: none"> • Garden Waste: <ul style="list-style-type: none"> • Grass cuttings • Leaves • Hedge cuttings • Prunings • Dead plants/weeds • Small branches (less than 7cm/ 3 inches diameter) • Food Waste, including: <ul style="list-style-type: none"> • Fruit and vegetables • Meat • Meal leftovers • Bones • Tea bags • Egg shells • Natural bedding from vegetarian pets: straw, hay, sawdust, shredded paper. 	<p>Excluded items:</p> <p>Anything not on the 'Acceptable Items' list, including:</p> <ul style="list-style-type: none"> • Stones • hardcore & rubble • Plastic sacks & carrier bags, even if biodegradable • Plastic flower pots & trays • Cornstarch bags • Soil & turf • Cat litter • Poisonous weeds • Animal waste
2.3 Refuse	<p>This refuse service is for small items of household waste that are produced on a daily basis and cannot be recycled through existing services. Sacks must be tied securely to reduce the risk of spillage. Materials allowed in black sacks include:</p> <p>Any items which cannot be put in the recyclables or garden & food waste bins unless prohibited</p> <p>Plastic waste not allowed in the recycling bin such as toys</p> <p>Hygiene waste such as nappies (see Policy 20)</p> <p>Polystyrene</p>	<p>It is not possible to provide an exhaustive list, but excluded items include:</p> <ul style="list-style-type: none"> • Hot ashes • Car parts, including batteries • Hazardous wastes such as needles, asbestos & corrosive substances including paint & oil • Materials generated from construction, demolition, home improvement or decorating. • Soil • Fluorescent tubes/low energy light bulbs

		<ul style="list-style-type: none"> • Electrical & electronic equipment • Pesticides & weed killer • Garden waste • Materials accepted by recycling collections.
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From time to time it may be possible to increase the range of materials accepted by recycling and garden waste services, and such changes will be publicised at the time.

For all services, waste will only be collected if presented in the specified container at the required presentation point and time, and does not contain unacceptable materials.

Policy 3 – Criteria under which wheeled bins will not be issued to households

Locations unsuitable for wheeled bin use as decided by Council Officers will be based on the criteria detailed below.

A wheeled bin collection service will be provided for recyclables and garden & food waste collections except where:

- there is insufficient space to store bins within the property boundary without blocking pedestrian or vehicular access, and there is no reasonable rear or side access to allow off street storage of bins.
- the nature of the property makes it impractical to use wheeled bins.
- bins would need to be wheeled through the house from storage to collection point.
- there is no suitable location to present wheeled bins for collection.
- all adults living at the property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin.
- it would be unsafe to move the bins from the storage location to the collection point. Lack of maintenance by the householder to hedges, walls, paths or fences will not be seen as an adequate reason not to accommodate wheeled bins.
- any other exceptional circumstances in the judgement of the Council, including where alternative arrangements would improve the safety or operational efficiency of collections.

If it has been judged by the Council that a property is not suitable for the provision of wheeled bin services, but the resident wishes to receive this service, bins will be provided where mutually acceptable arrangements can be agreed.

If in the judgement of the Council a property is able to accommodate a wheeled bin service, no alternative recycling services will be offered. Black sacks containing garden waste will not be collected.

Where in the judgement of the Council a property is unable to accommodate a wheeled bin service, **alternative recycling services will be provided as outlined at 1.2.**

Policy 4 – Additional or smaller bins

Only standard 240 litre wheeled bins are available except for communal bins used at some multi-occupancy properties. A single bin is provided to each household for recycling collections, and another for garden and food waste collections.

Additional garden waste only bins will be provided in return for payment of an annual licence fee. These will be emptied if presented for collection together with the standard garden & food waste bin & displaying a current licence sticker. Food waste is excluded from additional bins as the Council is not permitted to charge for collection of food waste. It is permitted to charge for collection of garden waste.

No additional recycling bins will be provided because of the additional collection costs that this would impose on the Council that it is not legally able to recover from the householder.

Additional recycling materials can be taken to recycling banks or Household Waste Recycling Centres. The latter will also accept a wider range of materials for recycling and disposal than household collection services.

Policy 5 – Collection day and time

Details of collection days can be found at:

<http://www.eastcambs.gov.uk/waste/household-refuse-recycling-collections> or can be obtained by contacting Customer Services, telephone 01353 665555 or e-mail customerservices@eastcambs.gov.uk

Bins and sacks must be ready for collection by 7.00 a.m. on the designated day as collection times will vary.

Waste must not be placed out for collection any earlier than 6.00 p.m. on the evening before collection, and bins should be removed as soon as possible following emptying.

Leaflets containing details of collection days & dates will be delivered to individual households periodically.

Policy 6 – Collection point

Wheeled bins and sacks should be presented on the property boundary closest to road access so that it is clearly visible from the street. Where properties are located down a private road or track, materials must be presented for collection where this meets the public highway or as agreed with the Council.

In a small number of cases it may not be feasible to present material for collections as outlined above. These cases will be reviewed on an individual basis to confirm a suitable presentation point. Where collection vehicles are required to travel over a private road or track, the Council will require the owner(s)/managing agent to indemnify the Council and its agents against any claim for damage due to wear and tear to the road surface or damage to underlying services.

Policy 7 – Assisted collections

Assisted collections are available where householders, due to long-term infirmity, illness or disability are unable to move their waste to the normal collection point. The service is only provided where no member of the household is able to move the waste.

The waste and recycling crews will then collect materials from the normal storage point on the property, and return containers once emptied.

Bins and sacks must be clearly visible on the side of the property closest to road access, and must not be within a structure or container. Residents are required to ensure there are no overhanging branches or overgrown shrubs on the collection route as collections may be carried out in the dark.

Checks may be carried out by the Council from time to time on resident's suitability for the assisted collection and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible.

A resident wishing to apply for an assisted collection must complete and sign an application form. On receipt of a signed application form the Council will contact the resident to arrange a collection point and start date for the assisted collection.

Application forms can be found at

http://www.eastcambs.gov.uk/sites/default/files/rubbish_waste_recycling/assisted_waste_collection_request_form_32364.pdf or obtained by calling the Council's Customer Services on 01353 665555

Policy 8 - Return of bins to collection point

Bins will be returned to where they were collected from and should be removed by the householder as soon as reasonably possible after collection has been made.

Where a bin store has been provided and the bins and or sacks are collected from the store, they will be returned to that store.

Policy 9 – Ownership of wheeled bins and sacks

All wheeled bins and sacks remain the property of the Council and should be left at the property when a resident moves out. Wheeled bins and sacks provided must only be used for the collection of materials as specified in Policy 2.

The householder is responsible for keeping the bins and sacks safe from misuse and in a clean and tidy condition whilst on the householder's property. **Misuse of bins may result in services being withdrawn & bins removed.** The Council does not provide a bin cleaning service.

Policy 10 - Storage of wheeled bins between collections

Wheeled bins must be stored within a property boundary between collections, and residents are asked to store them so as to make them as inconspicuous as possible. It is important that bins

are not left on public land between collections so as to reduce the impact of collection services on the Streetscene. Where residents persistently leave bins on public property between collections so as to cause public nuisance, the bins may be removed & service withdrawn. Opportunities will be given to conform with storage requirements before such action is taken.

Policy 11 – Side waste or excess waste

Only material contained within the correct bin or bag **provided to that property** will be collected. Bin lids should be closed otherwise the bin will not be emptied. The exception to this policy is real Christmas trees which should be left beside the food & garden waste bin on the relevant collection day following Christmas.

Policy 12 – Contaminated wheeled bins and sacks

Where wheeled bins or sacks are found to contain incorrect materials (Policy 2), residents will be notified by means of a sticker/card/letter placed on the relevant bin or sack. They will be required to remove the offending material and dispose of it appropriately. Once the contamination has been removed the bin or sack will not be collected until the next scheduled collection date. The Council reserves the right to withdraw recycling and food & garden waste collection services in the event of repeated contamination.

Policy 13 – Overweight wheeled bins and sacks

Where in the judgement of a collection crew member it is not possible to safely manoeuvre and position a wheeled bin onto the vehicle, or the vehicle cannot lift the bin due to its weight, then it will be left un-emptied. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.

When collecting sacks, the crew member will assess the weight of the bag. If this is too heavy to carry safely to the vehicle or the bag is likely to split or the crew member can't safely lift it into the vehicle it will not be collected.

Where a bin or sack is found to be too heavy a sticker/card/letter will be left to notify the householder who will be required to remove sufficient material from the bin and dispose of it in a responsible manner. Once sufficient weight has been removed, the bin or sack should be represented on the next scheduled collection date. Return visits will not be provided in these circumstances. The final decision as to whether or not a bin is too heavy to collect will be made by the collection crew member & will not be overturned.

Policy 14 – Missed collections

The Council will only return for missed collections in the following circumstances

- the bin or sack was placed out before 7.00am on the day of collection
- the right collection point was used
- in the case of an assisted collection there was access to the bin e.g. gate unlocked
- a rejection sticker/card/letter has not been put on the bin or sack

- a crew report has not been received regarding the bin or sack e.g. overweight, contaminated
- a missed collection must be reported by the end of the working day (5:00 p.m. Monday – Thursday, 4:30 p.m. Friday) following collection. Any missed collections reported after this time will not be collected until the next scheduled collection day. Missed collections reported within the timescales above will be collected by the end of the working day following the report.

Policy 15 – Stickers on wheeled bins

Only stickers provided by the Council or by residents for the purpose of identifying the house/flat name or number will be allowed on bins. No advertising, promotional or other stickers of any kind are permissible on the bins without the prior written permission of the Council.

Policy 16 – Charges for the provision of wheeled bins

Residents moving into a previously occupied property without the required bins and/or sacks should contact the Council. Bins will not be delivered until the property is occupied and registered for Council Tax.

The Council makes a charge for the provision of wheeled bins to new properties. For larger developments this charge will in most cases be paid by the property developer in advance of residents moving in. There may, however, be circumstances where this charge will be imposed on residents as they move into properties as the first resident. In the case of small & single property developments this charge is likely to be imposed on the resident moving in. Charges cover the cost of introducing services to a new property, wheeled bins provided remain the property of East Cambridgeshire District Council.

Details of charges can be obtained by contacting Customer Services on 01353 665555 or e-mail customerservices@eastcambs.gov.uk

Policy 17 – Service disruption due to severe weather

During severe weather the Council will continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to public and or the crew.

The Council will try to return and collect missed collections as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions it may be necessary to retain materials until the next due collection date.

If significant disruption occurs the Council will update its website and issue media releases with information on what is happening and may decide to prioritise certain services in an effort to make good the collections. First priority will normally be given to the refuse service.

Policy 18 – Frozen garden & food waste bins

Occasionally green waste can become frozen in the bin. If as a result the waste does not empty when lifted by the vehicle mechanism then the bin will be left with the contents still in it. The lid of the bin will be left open to indicate that the crew has tried to empty the bin. Resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. The Council is unable to return to empty frozen bins before the next scheduled collection.

Policy 19 - Enforcement of waste collection service requirements

Under Section 46 of the Environmental Protection Act 1990, the Council may specify the container type, frequency of collection, & presentation point for household waste services. This enables the Council to impose certain requirements on residents for the provision of waste collection services.

In accordance with the Council's wider Environmental Enforcement Policy, it is only intended to take enforcement action where persistent & serious breaches of requirements occur, and where other lower level interventions have failed. Wherever possible residents will be encouraged to comply through awareness raising measures & advice.

Where necessary the Council can withdraw recycling, and food & garden waste collection services from non-compliant households. Formal enforcement action using powers provided in Section 46 of the Environmental Protection Act, are only expected to be applied in the worst cases.

Policy 20 – Hygiene waste

Normal non infectious waste such as nappies, feminine hygiene products and incontinence pads should be double wrapped and placed in refuse sacks.

Policy 21 – Clinical waste

The Council operates a weekly clinical waste collection service throughout the district. Residents requiring a clinical waste collection will need to be referred by their hospital or NHS practice, who will also supply sharps boxes and yellow bags for the collection of the clinical waste. Waste resulting from the provision of treatment by a healthcare professional will be removed by the healthcare professional.

A Clinical Waste Collection Application form can be found at:

<http://www.eastcambs.gov.uk/customer-services/customer-portal-online-form?type=117351&svId=118191>.

or obtained by calling the Council's Customer Services on 01353 665555. Residents are required to have their referring health professional details before contacting the Council.

Policy 22 – Bulky Waste Collections

The Council offers a "bulky domestic refuse" collection service for items of household furniture and such as beds, TV's, carpets, washing machines and cookers. This service is chargeable.

The Council is also able to dispose of domestic fridges and freezers for a charge per item. Further details can be found at:

<http://www.eastcambs.gov.uk/waste/disposal-bulky-household-items>

All Bulky Waste Collections take place weekly. Items must be left in an accessible location (not in the street). If a collection is booked and payment made before 12 noon on a Friday, the collection will take place the following week. If it is booked after 12 noon on Friday, the collection will take place a week later. Residents will be informed of the collection day when booking a collection, waste must be ready for collection by 7am, and a repeat fee will be charged if a return trip is required due to waste not being ready for collection at the required time. To book a collection residents should call the Council's Customer Services on 01353 665555.

Unfortunately, the Council is unable to collect such items as: industrial fridges and freezers from commercial businesses, asbestos, batteries, chemicals, fluorescent tubes, paint or hazardous waste(s).

The Council does not undertake house clearances.

Residents who would prefer not to pay for the removal of bulky items (including fridges & freezers) can take them to Household Waste Recycling Centres provided by Cambridgeshire County Council. Further details can be found at:

http://www.cambridgeshire.gov.uk/info/20128/recycling_centres

The Council's website provides information regarding local charity groups which provide re-use of old furniture and electrical goods services.

Policy 23 – Business Waste Collections

Chargeable collection services for business waste are provided in East Cambridgeshire by:

Fenland District Council

Contact details for arranging a collection service:

<http://www.fenland.gov.uk/waste-and-recycling>

Telephone: 01354 654321

South Cambridgeshire District Council

Contact details for arranging a collection service:

<http://www.scambs.gov.uk/tradewaste>

Telephone: 01954 713496

Both Councils only collect from part of the East Cambridgeshire area & the closest to a business premises should be contacted.

Veolia (the Council's current waste collection contractor)

Contact details for arranging a collection service:

Tel: 0203 5676739

Email; jordan.gudgin@veolia.com

<http://www.veolia.co.uk/>

Waste collections are also available from other waste management companies that operate in the district.