

## Appendix 1 - Recycling, Waste Collection and Street Cleansing Policy

### Service Standards

#### Standard household waste and recycling collection service

Waste	Container	Frequency
Food waste	7lt kitchen caddy 23lt caddy	Weekly
Mixed recycling	240lt blue lidded	Fortnightly
Residual	180lt black	Fortnightly
Garden	240lt green lidded	Fortnightly

- New properties: charge developer for delivery and administration of bins. If they decline to pay, charge falls to resident. Charge specified each year in fees and charges document.
- Replace lost, damaged, or stolen bins: Free of Charge
- Bins remain property of ECDC
- We will only empty bins provided by ECDC
- If a household can accommodate these bins, but does not want them, no alternative services will be offered, and no sacks will be collected.

#### Alternative service

##### *Criteria*

- No space to store a bin or bins off the public highway
- No suitable location to present wheeled bins for collection
- Have physical barriers such as steps, steep inclines or long distances that prevent safe handling of a bin to the collection point.
- Bins would need to be wheeled through the house from storage to collection point.
- All adults living at the property have a physical disability or issue that prevents them from being able to place waste in a wheeled bin.
- Where a property only has sufficient space to accommodate one wheeled bin, priority will be given to the provision of a recyclables bin.

The following service will be provided as an alternative:

Waste	Container	Frequency
Food	7lt kitchen caddy 23lt caddy	Weekly
Mixed recycling	Clear sacks 104 sacks delivered per year	Four sacks fortnightly
Residual waste	Purple sacks 78 sacks delivered per year	Three sacks fortnightly
Garden waste	Brown sacks - sacks delivered per collection	Three sacks Fortnightly

- New property: charge developer for delivery and administration. If declines, charge falls to resident. Charge specified each year in fees and charges document.
- Replace lost, damaged, or stolen sacks: Free of Charge
- Sacks remain property of ECDC
- We will only collect residual waste and garden sacks provided by ECDC
- We will only collect recycling in clear sacks or in a suitable alternative container (see excess waste/recycling section)
- Free delivery of 'top up' recycling sacks
- No more than three sacks of residual waste each collection unless the resident qualifies for extra capacity.
- Store sacks in own property until collection day.

### **Assisted collections**

If no one in the property can move the bins due to infirmity, illness or disability (temporary or long term) they will be eligible for an assisted collection.

Bins/bags are collected from and returned to an agreed storage point on the property: clearly visible closest to road and not be in a shed or other structure. Access gates must be unlocked.

Every two years, each household will be reviewed by ECDC for continued eligibility.

### **Extra black bin capacity**

Residents can request to swap their black residual waste bin for larger one if they believe the standard size is too small, and meet at least one of the following criteria:

- Five or more permanent residents.
- Two or more children in nappies
- Hygiene medical waste is produced in the household.

A 240lt bin will then be provided (or if on the alternative service, up to four sacks of waste will be collected). A larger recycling bin (360lts) will also be provided automatically if there are 5 or more permanent residents in the household.

Every two years, each household will be reviewed by ECDC for continued eligibility.

If no longer eligible will remove the larger bins or at any time where the council becomes aware of circumstances changing.

### **Extra recycling and food waste capacity inc. alternative service**

Larger or additional bin (recycling / garden waste) provided on request, no criteria to meet (except that they have room to store).

An extra food waste caddy can be provided for families that meet the extra black bin capacity criteria. However, before issuing, the Council will provide advice on minimising food waste.

### **Smaller bins**

Provided on request. If excess waste or recycling is regularly presented, a smaller bin will be switched for the standard size bin.

### **Side Waste – Waste that does not fit in the bin or bag allocation**

*Side waste put out for collection that is:*

- Not stored in the required container
- Or not in line with the alternative service requirements of three sacks per fortnight
- Or not in line with the extra capacity policy

*Residual Side Waste (black bin/purple bag)* - Side waste will be stickered and left by the crew. The sticker will contain information on how to apply for extra capacity if required by the household, and also what to do with the extra sacks – e.g take to HWRC or if it will fit in the bin for next collection.

This will also apply to residents receiving an alternative service: any sacks in addition to the three allowance (or four if eligible for extra capacity) will be stickered and not collected

Repeated excess residual waste may result in further warnings / FPN (policy below).

*Recyclable side waste (blue bin/clear sack)* - Ad hoc extra dry recycling will be collected provided it is contained in a cardboard box or a tied up clear plastic sack. Large cardboard boxes must be flattened and lent against the side of the bin.

*Garden side waste* - Ad hoc extra garden waste will not be collected and needs to be taken to HWRC.

Residents must return sacks that have not been collected to their own property and ensure the waste does not escape.

### **Heavy bins**

A collection crew member will not be required to remove an excessively heavy bin. This is based on the crew's judgement: a heavy bin will be left with a tag explaining the problem and action to take (take to HWRC, spread out the amount of waste over a number of future collections).

### **Contamination – Incorrect items placed in the sacks or bins**

(linked to [Environment Crime Enforcement Policy \(eastcambs.gov.uk\)](https://www.eastcambs.gov.uk))

ECDC will only empty bins and collect sacks that contain the right items as outlined on website.

#### *Procedure*

Crew to check bin prior to emptying it. If found to contain unaccepted material, then the crew will record this and the bin will be left with a tag applied to explain the reason and action to take:

- Remove the contamination and re-present on the next scheduled collection.

- Take recycling to HWRC

### *Enforcement*

Consistent failure to present waste and recycling correctly:

1. The bin or sack will have applied the relevant tag or sticker advising them of the problem. The waste or recycling will not be taken by the crew.
2. If this is not complied with, and on the next collection the problem remains, the resident will receive a letter containing instructions under section 46 of the Environmental Protection Act 1990, with instructions to use the service properly, and not contaminate their containers or present excess waste. If this is complied with, no further action will be taken, although if the same incident occurs within 3 months of the letter, the resident will progress immediately to stage 3.
3. If stage 2 is not complied with, the next stage will be dependent on the breach that has occurred. Environmental Health will be consulted to determine the appropriate response: a Fixed Penalty Notice in more serious cases, or a Community Protection Notice or Warning (CPN or CPW) if the breach being better characterised as nuisance conduct rather than merely technical failure (such as the bin lid not being fully down).

### **Using the containers**

#### *Collection time*

Crews collect from 7am and so residents must have their bins or sacks out by this time. Bins should not be placed at the collection point before 6PM the day before collection.

#### *Collection Point*

- Bins should be put on the property boundary closest to the public highway, so it is visible from the street. If the property is gated, the bin needs to be outside it, but not blocking the pavement or road.
- Bins should not block paths, roads, shared driveways
- Crews will return bins to the collection point and not block access to roads or footpaths.

*An alternative collection point may be specified by the Council if the road is:*

- Privately owned.
- Not accessible (e.g. overhanging branches which could or have damaged the vehicles).

#### *Bins not presented for collection*

- If bin/sack is not placed on the property boundary by 7am or access to it is obstructed. Crews will record that a collection was not possible and no reattempt to collect it will be made.

- Residents will be advised to either wait for next collection day or redirected to HWRC.

### *Storage of bins*

Bins and sacks must be stored inside the resident's own property until collection day as per guidance above and must not be stored on the public highway.

### **Missed collections**

Must be reported by 5pm the next day. If there is no reason recorded by the crew for non-collection, then the bin will be emptied within two working days from the report.

Missed bins can be reported by the resident at any time after the crew has reported completing collections in their road.

### **New Developments:**

Waste collections will not commence until road surfaces are complete and access is feasible and not hindered by ongoing construction work. Until these criteria are met, and where a development requires a waste collection service, provision will have to be made by the developer at their cost.

### **Communal collections (flats and Houses of Multiple Occupancy ((HMOs))**

#### *Container solutions*

Full standard service provided. Size of bins determined by number of dwellings (see RECAP Design Guide).

Garden waste will not be collected and contractors for communal areas must be responsible for the removal of this waste.

- New site: charge developer / managing agent for delivery and administration of bins.
- Replace lost or damaged by crew bins: Free of charge
- Bins damaged by site: charge managing agent
- Bins remain property of ECDC

#### *Access to bins*

Waste excess to the bins will be left in line with the Council's excess waste policy. If bins are blocked (e.g. by bulky or side waste or parked cars), they will be left and where possible, the managing agents advised. Access will need to be cleared by the managing agent before collection can take place. The Council is able to do this for a charge (see fees and charges for that year).

Managing agents are responsible for advising or updating the Council of any codes for gates or bin stores that are new or changed. If collection has been prevented by not doing this, a charge may apply if re-attempting is required.

#### *Contamination*

(linked to [Environment Crime Enforcement Policy \(eastcambs.gov.uk\)](http://eastcambs.gov.uk) )

ECDC will only empty bins that contain the right items as outlined on website

#### *Procedure*

Crew to check bin prior to emptying it. If found to contain unaccepted material, then the bin will be left, and a sticker applied to the bin to explain the reason and action to take:

- Remove the contamination and arrange for bins to be cleared if not able to wait until next collection.

Where records are held, the Council will attempt to make contact with the managing agents and also ascertain who the land belongs to.

#### **Service disruption (Applies to individual households and communal collections)**

##### *Blocked access*

If a collection cannot be made due to a road being blocked (such as roadworks, parked cars etc), if practical, the crew will reattempt later that day.

If the road is still blocked, the crew will re-attempt up to two further times during the collection period. If collection is not possible during the interval, excess waste up to two residual waste sacks (four if in receipt of extra capacity) will be taken on the next collection day.

The Customer Service Team will have this information in order to let residents know. If a resident has a self service account, if they try to log a missed collection online, they will be informed the crew has not been able to collect from their road.

If there are roadworks that last a number of weeks, the waste team will attempt to arrange access with the organisation carrying out the work. If this is not possible, the waste team may write to residents to advise a temporary collection point where the vehicle can access. Separate arrangements for residents in receipt of an assisted collection will be made.

##### *Severe weather*

Crews 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 must be determined locally by the driver of that vehicle.

The crews 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 for residents to store waste 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.

*Frozen bins*

The crew will make every attempt to empty these, but if the waste does not empty then the bin will be left with the contents still in it. The crew will apply a tag to advise the resident an attempt was made. No reattempt will be made before the next scheduled collection.

**Table 1: Summary of main changes to existing waste collection service.**

EXISTING SERVICE								
Type	Container	Frequency of collection	Side Waste	Charges for extra bin	5 or more in family / 2 in nappies, healthcare waste	Alternative service	Repeated misuse of containers	Other
<b>Food</b>	Mixed with garden	Fortnightly	-		-	-	-	-
<b>Mixed recycling</b>	240lt blue lidded bin	Fortnightly	Not taken, advice left.	Yes - one off	Directed to purchase additional bin	Clear sacks. Top up provided by Council on request	Bin not emptied and tag applied by crew on every occasion	None
<b>Residual</b>	Black bag, unlimited	Weekly	No limit on number of bags put out	N/A	No limit on number of bags put out	As standard service	Bag left and sticker applied by crew on every occasion	None
<b>Garden</b>	240lt green lidded bin	Fortnightly	Not taken, advice left.	Yes - annual subscription	Directed to subscribe to additional bin	Brown sacks, up to 4 replacement sacks delivered each collection. No option to purchase more	Bin not emptied and tag applied by crew on every occasion	None



New service								
Type	Container	Frequency of collection	Side Waste	Charges for extra bin	5 or more in family / 2 in nappies, healthcare waste	Alternative service	Repeated misuse of containers	Other
<b>Food</b>	23t kerbside caddy 5lt kitchen caddy	Weekly	Not taken, advice left	No	Can apply for additional caddy	23t kerbside caddy 5lt kitchen caddy	Staged education and enforcement approach	Provide first year of liners
<b>Mixed recycling</b>	240lt blue lidded bin - No change	Fortnightly	Taken, regular producers advised to request second bin	No	Larger families automatically get 360lt bin	Clear sacks. Top up delivered by Council on request	Staged education and enforcement approach	
<b>Residual</b>	180lt black bin	Fortnightly	Not taken - advice left	N/A	Can apply for 240lt bin or extra sacks, reviewed by ECDC every 2 years	Purple sacks, one off annual delivery. Up to 3 sacks per collection.	Staged education and enforcement approach	
<b>Garden</b>	240lt green lidded bin - NO FOOD	Fortnightly	Not taken, advice left. Order additional bin	No	N/A	Brown sacks. Delivered each collection. Additional can be requested.	Staged education and enforcement approach	Service suspended for 6 Weeks during winter.