

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter:	Review of Waste Policies
Meeting/Date:	Overview & Scrutiny Panel (Economy and Growth) – 9th February 2016 Cabinet – 17th March 2016
Executive Portfolio:	Councillor Robin Carter – Executive Councillor for Operations & the Environment
Report by:	Alistair Merrick – Interim Head of Service (Operations)
Ward(s) affected:	All

Executive Summary:

1. The current waste collection policies have been in place for 4 years and they have served the Council well but review of the policies has been undertaken to ensure they are fully customer focused and represent the best practice for top performing local authorities. The review of the policies has been based on analysis of the current policies that need to be retained but updated and the options for new policies that will promote and deliver higher levels of waste minimisation by residents.
2. The policies that have been retained but updated to be fully customer focused include the following:
 - **Lane end collection arrangements:** following detailed surveying of individual locations bespoke collection arrangements have been identified for implementation and the operational policies and procedures against which these arrangements will be managed.
 - **Rejections policy in respect of repeated contamination of bins:** building on the new policy proposals previously considered by the Overview and Scrutiny Panel to determine if a bin is to be rejected because it has been contaminated, these draft policy statements have been finalised in the policy work now completed. This includes that if after working with the resident to resolve the issue problems are still occurring then the following proactive action is recommended; before removing the bin the Council will contact the resident and provide details of the ongoing contamination and if required undertake a further site visit to provide further information on the waste collection service and allow the resident time to resolve the issues. This will be deemed to be the '**first yellow card warning**'. If further ongoing contamination occurs then a '**second yellow card warning**' will be given. If further contamination occurs then a '**red card**' will be given and removal of the bin will take place. No additional capacity will be provided for waste collection if a bin is removed.

3. The policy options that are being proposed for consultation with residents include the following:

- **Options for reducing the bin capacity on domestic collection (grey bins) to reduce the waste produced by households:** Changing the behaviour of residents in respect to the waste they produce is generally achieved by having a robust and on-going awareness campaign that highlights the impact of current behaviour and the benefits of changing behaviour to produce less waste; making recycling as easy as possible for residents; and by restricting the capacity of the bin provided for residual waste. The report sets out three options in paragraph 3.11 for reducing grey bin capacity and it is proposed to conduct a consultation exercise with residents to confirm a preferred option.
- **Options for charging for replacement bins that have been damaged, lost or stolen:** The proposal is again to test through consultation with residents the options set out in paragraph 3.16 for charging for replacement bins that have been damaged, lost or stolen within the context of the current arrangements in Cambridgeshire and Peterborough.

Recommendation(s):

1. The Panel are invited to make comments that will be included in the report to Cabinet seeking the endorsement of the draft revised waste policies.
2. The Panel are also invited to make comments that will be included in the report to Cabinet on the proposed options for waste minimisation and charging for replacement bins to be tested through a consultation exercise with residents.
3. The Cabinet is recommended to endorse the revised waste policies and approve the proposed consultation on the options for waste minimisation and potential charges for bin replacements.

Purpose of the Report

- 1.1 An update of the Council's waste collection policies has been undertaken to account for any changes in material types collected and clarify some service delivery issues. The revision also includes a policy for remote properties located on private roads/tracks and unadopted roads (lane end policy); and an updated rejection policy based on trials we have been undertaking and a new policy regarding repeated contamination of recycling bins.
- 1.2 The report also outlines proposed options for:
 - Making further steps in waste minimisation which remains the strategic priority of the Council in respect to its Waste Service and recommends consultation with residents on these options.
 - Charging for replacement bins that have been damaged, lost or stolen.

2. Background

- 2.1 The current waste collection policies have been in place for 4 years and they have served the Council well but review of the policies has been undertaken to ensure they are fully customer focused and represent the best practice for top performing local authorities. The review of the policies has been based on analysis of the current policies that need to be retained but updated and the options for new policies that will promote and deliver higher levels of waste minimisation by residents.
- 2.2 The policies that have been retained but updated to be fully customer focused include the following:
 - Lane end collection arrangements;
 - Rejections policy in respect of repeated contamination of bins.
- 2.3 The policy options that are being proposed for consultation with residents include the following:
 - Options for reducing the bin capacity on domestic collection (grey bins) to reduce the waste produced by households;
 - Options for charging for replacement bins that have been damaged, lost or stolen.

3. Analysis and Options Appraisal

- 3.1 **Lane End Operating Policy:** The Council operates a collection point for waste at the edge of property where it meets the public highway. When the wheeled bin service was introduced, remote properties accessed from private/unadopted roads, where collections had taken place from the property, were continued with only new properties, or properties which were assessed following collection issues changed to a collection point on the public highway.

- 3.2 Collection of these remote properties can incur a significant amount of time for our collection crews. In addition many of these properties are located down roads in very poor condition and there have been instances where we have caused damage to our vehicles incurring vehicle repair and maintenance costs. These roads are not normally built to highway standard; often have soft verges and overhanging trees. In addition a number of roads have to be reversed down for considerable distances, sometimes in the dark, with no safe place for an employee to operate as a reversing assistant to see the vehicle safely back.
- 3.3 There have been a number of incidents involving our collection vehicles when undertaking remote collections, these include, a vehicle becoming stuck after a road edge gave way; a vehicle coming off a private road into a ditch in bad weather and allegations of damage to farm buildings. These have resulted in Officer time investigating complaints and dealing with insurance claims and the cost of having vehicles recovered (over £1,000 in one case). The consequence of these type of incidents has meant that we have had to provide other crews and vehicles to cover the work which can affect service delivery.
- 3.4 Overview and Scrutiny previously considered a proposed policy for waste collection arrangements for these properties which was as follows:
- a) In a small number of cases due to the access or the remote location of a property it may not be possible for residents to place bins near the public highway for collection. In certain circumstances a collection from a point on a private/unadopted road may be agreed subject to an inspection and the following conditions being met:
 - i. Road surface – roads must be of sound construction with a suitable hard surface, free of large/deep potholes and obstructions which could cause damage or injury to vehicles or persons. The vehicle should be able to travel safely at 25 kmph along the road.
 - ii. Road width – the minimum road width is no less than 3.5 metres with no obstruction from trees, shrubs etc. which could cause damage to the vehicle
 - iii. Road length – if there are a number of properties located down a road, then there should be passing places, suitable for a refuse collection vehicle (hard surface, not a verge).
 - iv. Height clearance – the minimum clearance should be no less than 5.5 metres with no obstruction from overhanging branches, cables etc. which could cause damage to the collection vehicle
 - v. Turning area – where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn. The turning area should have a hard surface which is of a sufficient size to allow an 11.5 metre long vehicle to turn with no more than three manoeuvres and have sufficient space either side of the vehicles to safely turn in the dark. Our collection vehicles will not reverse onto a public highway in order to turn round.
 - vi. There must be access for the collection vehicle. Any gates must be left unlocked and open as our crews will not open and close these when undertaking collections.
 - vii. An indemnity will be required from the road owner/s so that the Council will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard.

- b) Where the conditions above cannot be met then the collection point will be where the private/unadopted road meets the public highway. If this location is not suitable for wheeled bins, then alternative collection arrangements may be made, such as a sack collection or a communal collection point if there are a number of properties located on a private/unadopted road.
- c) In some circumstances a collection point part of the way down a private/unadopted road may be used if the above criteria can be met at that point.
- d) For assisted collection customers the above criteria will still apply, however alternative collection methods such as sacks will be considered to make collections easier for the resident if the vehicle is not able to travel the full length of the road.
- e) In adverse weather conditions where our crews are concerned regarding visibility of the road e.g. due to snow cover or icy conditions where they feel the vehicle may slip off the road then we will suspend collections to such properties. Waste will need to be placed on the public highway for collection, or it will be collected on the next scheduled collection day if conditions have improved.
- f) Further information was requested on the numbers of properties likely to be affected by introducing this policy. An initial survey was carried out of the areas where collections were currently taking place on an unadopted road/lane or track. To date 93 locations have been assessed, 90 which are unadopted serving 359 properties. The locations were surveyed against the proposed policy detailed above. The results from this survey suggest the following actions should be taken:
- Continue with indemnity in place – 24 locations (134 properties)
 - Continue with indemnity in place but reviewed after 12 months due to road surface starting to deteriorate – 13 locations (29 properties)
 - Potential to continue collections with indemnity in place if repairs are completed to road surface – 4 locations (11 properties)
 - Further review required – 49 locations (185 properties)
- g) For those locations requiring further review, there is the potential that we will need to move to a roadside collection, however due to the issues highlighted as part of the initial survey, by working with the residents concerned we may be able to reduce this number to enable our vehicle to access the road with an indemnity in place.

3.5 Once the policy has been approved, the proposal is to write to all the properties advising them of the policy and how it is to be implemented. Where residents have concerns we will arrange to meet them on site to discuss the issues and try and come to a mutual solution. This will be done on a phased basis due to the potential number of locations we may have to visit. Wherever possible we will be looking to see whether an alternative collection point could be agreed (for instance this may be half way down the track where our vehicle can turn), or whether we need to consider an alternative collection method (such as sacks rather than bins to help facilitate collections). If all the owners of a track do not agree to provide an indemnity then a roadside collection will be necessary. We hope that by working with

residents we will be able to come to a practical solution for the properties involved.

- 3.6 **Rejection Policy:** Following the trials carried out on both the recycling and garden waste collections, we are proposing to implement the revised operating policy from 29 February 2016 (to allow for delivery of the bags). For recycling and garden waste collections small pieces of litter which have been dropped on the top of the bin will be removed and left in a small bag tied to the bin. In addition photographs will be taken of rejected bins so these can be shared with the call centre when they have queries from the resident. The waste collection policies have been updated to reflect this change.
- 3.7 **Repeated Contamination of Bins:** There are occasions where bins are repeatedly contaminated by the householder this is despite rejection hangers being left on the bin detailing the contaminated item. Whilst we wish to encourage our residents wherever possible to recycle, repeated contamination of recycling bins can cause the Council issues with rejected loads of waste, or costs to remove such items as part of the processing of the waste.
- 3.8 As part of our awareness campaign we will be looking to raise awareness with residents who have repeatedly contaminated bins, to ensure they are aware of what can go in each bin by using bin hangers, letter or leaflets and visiting residents if necessary. If after working with the resident to resolve the issue problems are still occurring then the following proactive action is recommended; before removing the bin the Council will contact the resident and provide details of the ongoing contamination and if required undertake a further site visit to provide further information on the waste collection service and allow the resident time to resolve the issues. This will be deemed to be the **'first yellow card warning'**. If further ongoing contamination occurs then a **'second yellow card warning'** will be given. If further contamination occurs then a **'red card'** will be given and removal of the bin will take place. No additional capacity will be provided for waste collection if a bin is removed.
- 3.9 This removal of a recycling bin will only be done once we have tried to engage with the resident and resolve any issues they may have. However this policy amendment does provide the necessary ultimate sanction in that it allows for a repeatedly contaminated bin to be removed.
- 3.10 **Waste Minimisation Policy:** Changing the behaviour of residents in respect to the waste they produce is generally achieved by having a robust and on-going awareness campaign that highlights the impact of current behaviour and the benefits of changing behaviour to produce less waste; making recycling as easy as possible for residents; and by restricting the capacity of the bin provided for residual waste. The Waste Service will going forward produce an annual awareness campaign to run from 1 April to 31 March each financial year; and the basic configuration of the dry recyclates service is correct being based on co-mingled collections but operating policies and practices will continue to be smoothed from the customer perspective. However to make a further step change a **possible** reduction in the bin capacity for residual waste from 240 litres to 140 litres needs to be considered and tested.

3.11 The Waste Service is already actively promoting the option for residents to reduce the capacity of their residual waste bin and bin exchanges are already taking place. However further testing is required to confirm the preferred option for reducing residual bin capacity from the following options:

- a) **Option 1:** Issuing 140 litre bins to all new properties unless they have been built to accommodate 6 plus residents but providing an additional 240 litre blue bin for recyclates on request, and providing 140l bins to any residents requesting a smaller bin.
- b) **Option 2:** Issuing 140 litre bins to all new properties unless they have been built to accommodate 6 plus residents but providing an additional 240 litre blue bin for recyclates on request; and providing 140 litre bins to any property requesting a replacement bin.
- c) **Option 3:** Issuing 140 litre bins to all new properties unless they have been built to accommodate 6 plus residents but providing an additional 240 litre blue bin for recyclates on request; and a mandatory retrofitting all existing properties in the District with 140 litre bins.

These are detailed in the table below and apply to individual domestic properties.

Options	Residual				Recycling	Garden waste
	New Properties (or by request from householder)	Existing	Replacements	Properties with over 6 residents (comply with policy 7b)		
Option 1	140l	240l	240l		240l	240l
Option 2	140l	240l	140l		240l	240l
Option 3	140l	140l	140l		240l	240l

3.12 It is recommended that the Waste Service should formally consult with residents on the options through a tailored survey on the Council's website and on social media to confirm the preferred option from the perspective of residents.

3.13 During the consultation the Waste Service would project the potential impact of each option in respect to the reduction of tonnage in residual waste that would be collected. This will then enable dialogue with the County Council on the impact of the options on the existing PFI Contract that HDC is party to for waste processing. The cost of this contract to the participating local authorities is determined by a minimum tonnage guarantee of residual waste for the contractor to process to make the rate of return they require under the contract. If the waste to be processed falls below the minimum tonnage guarantee then penalty payments have to be made by the local authorities. If HDC were the cause of the tonnage guarantee not being met the County Council could require HDC to meet the penalty payments. The outcome could then be that waste has been minimised but at an unaffordable cost for HDC.

3.14 **Charging for Replacement Bins:** Some local authorities charge for replacement bins that have either been damaged, lost or stolen. Others do not because of the complications of managing charging arrangements, with residents challenging the fairness of charges when their bin has been damaged by a third party or stolen. Some councils also do not charge for replacement recycling bins as part of their drive to increase recycling. The experience is that when some residents realise there is a charge for a lost bin they then report it stolen. Currently the annual profile of replacement bins across the three waste collection streams is as follows:

- Domestic collections (grey bin) – 315 bins at £25.00 per bin = £7,875;
- Recycling collections (blue bin) – 256 bins at £25.00 per bin = £6,400;
- Garden waste collections (green bin) – 415 bins at £25.00 per bin = £10,375;
- Total annual cost of circa £24,650.

3.15 Detailed below is the current position of the other local authorities in Cambridgeshire and Peterborough regarding charging for replacement bins:

- **East Cambridgeshire District Council** – No charges are made for replacement bins but the Council reserve the right to charge for a replacement bin if someone had been witnessed destroying their own bin. To date this policy has not been implemented.
- **South Cambridgeshire District Council** – Charges are subject to review at the moment due to the change in Police policy. The position used to be that if the resident got a Police incident number the Council would replace the bin free of charge, otherwise they would have to pay. Now the Police are no longer issuing incident numbers for stolen bins this policy cannot be implemented and it is being reviewed as part of the aligning of waste policies between South Cambridgeshire and the City.
- **Fenland District Council** - No charges are made for replacement bins but the Council do charge when there is a change of occupier at a property and where bins are missing.
- **Peterborough City Council** - No charges are made for replacement bins but the Council is considering reviewing this position.
- **Cambridge City Council** – the Council only charge for replacement black bins (domestic waste), £50.00 for a new 240 litre, £25 for a reconditioned bin and £25.00 if it is a 140 litre bin.

3.16 Subject to the support of the Overview and Scrutiny Panel it is proposed to extend the proposed consultation on future bin capacities to include introducing charges for replacement bins, with residents being asked the following questions:

- Do you feel charging for all replacement bins is fair because they are the responsibility of the resident?
- Or do you think charging should only be for damaged or lost bins?
- Or do you think stolen bins should only be replaced free of charge if reported within 24 hours of the last scheduled collection if the bin is not stored on the public highway?
- Do you feel new occupiers of properties should be charged for replacement bins if they are missing when they move in?
- Do you feel that charges should only be for grey bins (domestic waste) to promote recycling?

- Do you feel that charges should reflect replacement with a new bin (premium rate) or reconditioned bin (lower rate)?

4. COMMENTS OF OVERVIEW & SCRUTINY PANEL

- 4.1 Comments of the Panel will be included in the future report to the Cabinet seeking endorsement of the revised waste policies and proposals for consultation on future waste minimisation and bin replacement charging policies.

5. KEY IMPACTS/RISKS AND HOW THESE WILL BE ADDRESSED

- 5.1 The revised waste policies have been developed to make the service more customer focused seeking to work with residents to resolve issues and problems that occur in the delivery of the services. The intent is to improve resident satisfaction with the service and to deliver higher levels of waste minimisation by residents. The latter is key to the Council delivering the service in the medium to long term within the budget envelop set for the service.

6. WHAT ACTIONS WILL BE TAKEN/TIMETABLE FOR IMPLEMENTATION

- 6.1 The revised policies will be implemented on their endorsement by the Cabinet; and the proposed consultation with residents on the future options for waste minimisation and bin replacement charging will be programmed to be completed within 3 months of the approval of the report by Cabinet. This will allow the reporting back on the outcome of the consultation in July 2016 to confirm the preferred option.

7. LINK TO THE CORPORATE PLAN

- 7.1 The revised policies will ensure that the Operations Service becomes more business-like and efficient in the way it delivers the Waste Service to our customers.
- 7.2 The proposed consultation on waste minimisation policies will ensure that customer engagement is driving future priorities and improvements for the Waste Service.

8. CONSULTATION

- 8.1 The report includes specific proposals in Section 3 for consultation with residents on the future options for waste minimisation and the potential for charging for replacement bins to ensure customer engagement drives the future direction of the service.

9. LEGAL IMPLICATIONS

- 9.1 The policy has been drafted to fully comply with all relevant legislation.

10. RESOURCE IMPLICATIONS

- 10.1 The policy has been developed within existing resources. The implementation of the preferred option for waste minimisation will be the subject of a business case to confirm the costs and funding. The latter will include dialogue with the County because they will be a major beneficiary of the waste minimisation proposals as a consequence of having to process less waste collected in Huntingdonshire.

11. OTHER IMPLICATIONS

- 11.1 The support of the ICT Shared Service will be needed for the proposed consultation because this will be driven through the Council's website.

12. REASONS FOR THE RECOMMENDED DECISIONS

- 12.1 The scrutinising of the revised policies and proposed options for waste minimisation and charging for replacement bins gives the Panel the opportunity to influence the final document submitted to the Cabinet for endorsement.

13. LIST OF APPENDICES INCLUDED

- 13.1 Appendix 1: the draft Waste Policies document.

BACKGROUND PAPERS

None.

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Waste Collection Policies

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Policy 1 – Collection Service

Policy 1a - Standard Service for Individual Properties: The standard service for the collection of residual domestic waste, green waste and food waste from individual properties will be an alternate weekly service using 240l wheeled bins for properties with 3 or more people living at the property. The bins provided are as follows:

- Residual domestic waste (which cannot be recycled) – grey wheeled bin. Food waste can be placed in this bin as well as the green waste bin to enable a weekly collection of food waste.
- Dry recycling waste – blue wheeled bin (please note some areas still have green bins for dry recycling waste).
- Green waste and food waste – green wheeled bin.

The correct bin must be used for the right type of waste.

Exemptions may be made subject to certain criteria (see **Policy 1c**).

Where a property is provided with the standard service only waste presented in wheeled bins provided by Huntingdonshire District Council will be collected.

Where residents only have room for one wheeled bin, priority will be given to the provision of a residual domestic waste bin which will be collected fortnightly.

Policy 1b - Provision of smaller bins: Where space is limited or a resident requests they can be provided with a smaller 140l wheeled bin for one or more of the waste types we collect (residual domestic waste, recycling or green waste). These will be collected on the same frequency as the standard service (see **Policy 1a**).

Policy 1c – Properties not suitable for the standard service: To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

- i. All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the **assisted collection service**.
- ii. There is no reasonable rear or side access and the useable front area is too small to accommodate the bins.
- iii. The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins.
- iv. The bins would have to be wheeled through the house to the collection point.
- v. It is impractical to pull wheeled bins out for collection e.g. a considerable distance.
- vi. The household produces excessive quantities of offensive and hygiene waste
- vii. Any other exceptional circumstance as agreed by the Council.

Where properties have space for one wheeled bin, then a residual domestic waste bin will be delivered and collected fortnightly.

If your property meets at least one of the exemption criteria we will deliver you with 26 blue sacks for residual domestic waste and 26 clear sacks for dry recyclables every quarter.

For the residual domestic waste service we will only collect blue sacks provided by Huntingdonshire District Council. If non-recyclable waste is presented for collection in other sacks/containers it will not be collected. No additional blue sacks will be provided between the quarterly delivery dates.

Excess recycling sacks are not provided. Customers can provide their own sack/liner which must be in a clear sack or bag so the waste can be identified. Excess recyclable waste put out for collection in black or dark coloured sacks will not be collected.

The collection frequency will be as detailed in **Policy 2**.

Policy 1d - Multi-occupancy properties (flat blocks etc.): Properties such as flat or accommodation blocks will normally be collected using communal 1,100l wheeled bins wherever possible. The number of bins provided will depend on the number of properties. Bins will normally only be provided for the collection of residual domestic waste and dry recyclables.

Where bins cannot be provided sacks will be delivered and provided. Residents will be provided with the same quantities of sacks as detailed in **Policy 3**.

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

The frequency of collection from multi-occupancy properties will be as per **Policy 2**.

For multi-occupancy properties, where the bin is contaminated it will be rejected and not emptied. It will be the responsibility of the residents/managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. Only items detailed in **Policy 4** will be collected. No loose rubbish or sacks around the bins will be collected or any other items and 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.

A limited number of flat blocks have chute collections which are collected twice per week. All waste must be put down the chute for collection and contained within the chute bags. Excess waste dumped around the collection area will not be collected.

Policy 1e – Mixed Domestic & Commercial Properties (Hereditament Properties): Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be provided with the standard service (**Policy 1a**) 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 1f – Remote properties located on private roads/tracks and unadopted roads: In a small number of cases due to the access or the remote location of a property it may not be possible for residents to place bins near the public highway for collection. In certain circumstances a collection from a point on a private/unadopted road may be agreed subject to an inspection and the following conditions being met:

- i. **Road surface – roads must be of sound construction with a suitable hard surface, free of large/deep potholes and obstructions which could cause damage or injury to vehicles or persons. The collection vehicle should be able to travel safely at 25 kmph along the road.**

- ii. **Road width** – the minimum road width is no less than 3.5 metres with no obstruction from trees, shrubs etc. which could cause damage to the collection vehicle.
- iii. **Road length** – if there are a number of properties located down a road, then there should be passing places, suitable for a refuse collection vehicle (hard surface, not a verge).
- iv. **Height clearance** – the minimum clearance should be no less than 5.5 metres with no obstruction from overhanging branches, cables etc. which could cause damage to the collection vehicle
- v. **Turning area** – where a through road does not exist, a suitable turning area must be available to allow the collection vehicle to turn. The turning area should have a hard surface which is of a sufficient size to allow an 11.5 metre long collection vehicle to turn with no more than three manoeuvres and have sufficient space either side of the vehicles to safely turn in the dark. Our collection vehicles will not reverse onto a public highway in order to turn round.
- vi. There must be access for the collection vehicle. Any gates must be left unlocked and open as our crews will not open and close these when undertaking collections.
- vii. An indemnity will be required from the road owner/s so that the Council will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard.

Where the conditions above cannot be met then the collection point will be where the private/unadopted road meets the public highway. If this location is not suitable for wheeled bins, then alternative collection arrangements may be made, such as a sack collection or a communal collection point if there are a number of properties located on a private/unadopted road.

In some circumstances a collection point part of the way down a private/unadopted road may be used if the above criteria can be met at that point.

For assisted collection customers the above criteria will still apply, however alternative collection methods such as sacks will be considered to make collections easier for the resident if the collection vehicle is not able to travel the full length of the road.

In adverse weather conditions where our crews are concerned regarding visibility of the road e.g. due to snow cover or icy conditions where they feel the vehicle may slip off the road then we will suspend collections to such properties. Waste will need to be placed on the public highway for collection, or it will be collected on the next scheduled collection day if conditions have improved.

Policy 2 – Frequency of Collections

The following collection frequencies will apply:

Policy	Service	Collection Frequency
1a	Standard Service	Alternate weekly
1b	Provision of smaller bins	Fortnightly
1c i	All the adults living in a property who have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the assisted collection service	Fortnightly
1c ii	There is no reasonable rear or side access and the useable front area is too small to accommodate the bins	Fortnightly
1c iii	The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins	Fortnightly
1c iv	The bins would have to be wheeled through the house to the collection point	Fortnightly
1c v	It is impractical to pull wheeled bins out for collection e.g. properties located a considerable distance from the highway	Fortnightly
1c vi	The household produces excessive quantities of offensive/hygiene waste	Fortnightly
1c vii	Any other exceptional circumstance as agreed by the council	To be agreed
1d	Multi-occupancy properties	Weekly (residual domestic waste) Fortnightly (dry recycling waste)
1e	Mixed domestic/commercial properties (hereditament properties)	Fortnightly
1f	Relevant collection frequency for the type of service provided (bins or sacks)	As per the service provided

Site visits may need to be carried out in some cases to agree frequency and method of collection.

Policy 3 – Number of Wheeled Bins and Sacks Provided

Service Type	Container type	Standard provision	Provision of extra receptacles
<i>Residual domestic waste</i>	Grey wheeled bin	1 x 240l bin	No further receptacle provided unless the criteria is met for an additional bin (see Policy 7b).
<i>Residual domestic waste</i>	Blue sack	26 sacks per quarter	No further sacks provided and waste presented in non-HDC sacks will not be collected.
<i>Dry recycling</i>	Blue wheeled bin (please note some areas still have green bins for dry recycling waste)	1 x 240l bin	1 additional 240l bin provided on request.
<i>Dry recycling</i>	Clear sack	26 sacks per quarter	Excess waste can be put out by residents who may use their own clear sacks (as long as the waste is clearly visible) for any additional recycling.
<i>Green waste and food waste</i>	Green wheeled bin	1 x 240l bin	1 additional 240l bin can be provided on request (subject to an annual charge).

Policy 4 – Materials Allowed in Wheeled Bins & Sacks

Grey Residual Domestic Bin & Blue Sacks	Blue Recycling Bin (Green in some areas) & Clear Sacks	Green Recycling Bin
<ul style="list-style-type: none"> • Plastic waste (except plastics allowed in the recycling bin) • Nappies and sanitary products • Polystyrene • Broken toys • Ash – this must be contained within a bag/sack • Cat litter & dog faeces – only a small amount which must be wrapped • Any items which cannot be put in the blue and green recycling bins unless prohibited (see below) 	<ul style="list-style-type: none"> • Newspapers and magazines • Junk mail and flyers • Envelopes • Holiday brochures • Directories • Cardboard • Packaging Card • Egg boxes (cardboard only) • Milk, Juice and Squash cartons • Plastic bottles • Plastic yoghurt pots • Plastic margarine or spread tubs, ice cream tubs • Plastic trays from chocolate & biscuit boxes, meat, vegetables and fruit • Plant pots (clean) • Plastic bottle tops, lids and triggers • Plastic packaging – cling film, bread bags, bubble wrap • Carrier bags • Sandwich packets • Plastic cream, custard pots, soup pots, instant noodle pots • Plastic tubs for dishwasher & laundry tablets • Cans, tins & foil, biscuit and sweet tins • Glass bottles and jars • Jam jar lids • Aerosols 	<ul style="list-style-type: none"> • Grass cuttings & leaves • Untreated wood (i.e., no nails, paint or varnish) & sawdust • Flowers and weeds • Windfall • Prunings from hedges, shrubs & trees • Straw • Shredded paper (providing it's mixed with green waste) • Bread • Fish • Vegetable and fruit peelings • Meat • Bones • Dairy products • All cooked and uncooked food • Tea bags and coffee grinds • Compostable paper liners for food waste • Small amounts of soil (please see Appendix 2 for clarification)

Policy 5 – Items Prohibited from Wheeled Bins & Sacks

Grey Residual Domestic Bin & Blue Sacks	Blue Recycling Bin (Green in some areas) & Clear Sacks	Green Recycling Bin
<ul style="list-style-type: none"> • Dry recyclables and compostable organic waste (that is accepted in the blue or green recycling bin) • Hot ashes • Car parts • Builders rubble & soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes & low energy light bulbs • Electrical and electronic equipment • Pesticides 	<ul style="list-style-type: none"> • Black sacks (with or without recyclable waste in them) • Textiles (clothes, bedding, duvets etc.) • Food waste • Polystyrene • Broken toys • Nappies 	<ul style="list-style-type: none"> • Green waste or food waste contained in any type of plastic bag • Any type of degradable & biodegradable bag/sack (including corn starch bags) • Garden items such as plastic flower pots & trays • Any items that should be in the recycling or residual domestic bin • Soil (large amounts of) • Stones, hardcore & rubble

Policy 6 – Collection Arrangements

Policy 6a - Collection Day & Time: Details of your day of collection can be found here www.huntingdonshire.gov.uk/bins. Additional garden bins will be collected on the same day as your 1st garden bin.

The bins/sacks must be available at the collection point by 6.30am on the day of collection.

Waste must not be placed out for collection before 6pm on the day before collection.

Policy 6b - Collection Point for Wheeled Bins & Sacks: The waste should be presented at the edge of a resident's property, where the premise meets the public highway. If properties are located down a private driveway then the bins must be presented where the private access road/driveway meets the public highway.

In a small number of cases due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable location point. Where the collection vehicle has to travel over a private road/drive we will require an indemnity from the owner/s that we will not be liable for any damage due to wear and tear to the road surface which is unlikely to have been built to highway standard.

Policy 6c - Return of Bins: Bins will be returned to the collection point where possible or another safe place within a reasonable distance to the property and should be removed by the householder as soon as reasonably possible after collection has been made.

Where a bin store has been provided the bins will be returned to the bin store wherever possible.

Policy 6d - Excess Waste & Side Waste

Grey Residual Domestic Bin & Blue Sacks	Blue Recycling Bin (Green in some areas) & Clear Sacks	Green Recycling Bin & Paper Sacks
<p>Excess waste beside or piled on top of the grey residual domestic wheeled bin will not be taken and a rejection hanger left on the bin. Persistent excess waste may result in an officer visit to advise on management of waste and could ultimately result in legal action being taken against the householder.</p> <p>For the first residual waste collection after Christmas Day, two black sacks of excess waste will be collected if they are placed next to the bin. Sacks must be tied to ensure the waste</p>	<p>Additional recycling materials for the blue bin will be collected as long as these are contained in a clear sack/bag or cardboard box. Any excess waste put out for collection in black or dark coloured sacks will not be collected. Please do not use your own recycling boxes only the wheeled bins provided by HDC.</p>	<p>Excess waste will not be collected with the exception of real Christmas trees which should be cut down to the same size as the wheeled bin and left separately.</p>

is contained and not too heavy for collection.		
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Policy 6e – Bin Lids: Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift.

Policy 6f – Rejected Wheeled Bins and Sacks because of Contamination: Where wheeled bins are found to be contaminated, residents will be notified by means of a sticker or hanger placed on the relevant bin or sack (if possible) requiring them to remove the offending material and dispose of it in a responsible manner.

For garden waste bins and dry recycling bins where 1-2 small litter items (e.g. crisp packet, drinks can, cigarette butt) have been dropped on top of the bins contents, the bin will either be emptied or the contaminating item removed and placed in a bag which will be tied to the bin for the resident to dispose of appropriately. For larger amounts of contamination or other items obviously not litter related the bin will not be emptied until the offending material has been removed and they will be collected on the next scheduled collection day. We will not return to empty the bin or collect the sack before the next scheduled collection date where they have been rejected in these circumstances. A flow chart showing the process is included at Appendix 1.

Policy 6g – Repeated contamination of recycling and garden waste bins:

Where a resident repeatedly contaminates a recycling or garden waste bin then the Council may remove the bin. Before removing the bin the Council will contact the resident and provide details of the ongoing contamination and if required undertake a site visit to provide information on the waste collection service and allow the resident time to resolve the issues. This will be deemed to be the '**first yellow card warning**'. If further ongoing contamination occurs then a '**second yellow card warning**' will be given. If further contamination occurs then a '**red card**' will be given and removal of the bin will take place. No additional capacity will be provided for waste collection if a bin is removed.

Policy 6h - Missed Collections: We will only return for missed collection bins in the following circumstances:

- The bin or sack was placed out before 6.30am on the day of collection.
- The right collection point was used.
- In the case of assisted collections there was access to get the bin (e.g. gate) was unlocked.
- A rejected sticker/hanger has not been put on the bin.
- A crew report has not been received regarding the bin e.g. heavy, excessive waste.

A missed collection must be reported within 4 days of your normal day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day unless there are exceptional circumstances. In this instance if the bin has been genuinely missed and the resident cannot store all their waste until their next collection day they will be sent HDC sacks so they can manage until their next collection.

Missed collections reported within the timescales above will be collected within 3 working days of a report being received.

Policy 6i - Assisted Collections: Assisted collections are available to anyone with a disability or mobility problem where no-one in the household is able to take the bins to the normal collection point (see **Policy 6b**). The collection team will collect the waste or recycling from its normal storage point, empty the container and return it back to the householder's storage point.

The bins/sacks must be easily accessible for the crews, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark. Wherever possible the bins should be stored at the front of the property to enable easy collection.

Where a property on an assisted collection is located a long way from the public highway on a private driveway/road we may require an indemnity from the owner/s of the road to enable our vehicle to access the property where it is not suitable for our crews to walk to collect the waste.

Checks **will** be carried out by the Council from time to time on resident's suitability for the collection and evidence requested from the householder. **Failure to provide such evidence will lead to this service being withdrawn.** Any change in circumstance must be notified to the Council as soon as possible.

Policy 6j - Frozen Green Waste Bins: When green waste is frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection. This includes additional garden waste bins for which an annual fee has been paid.

Policy 6k – Overweight & Overloaded Wheeled Bins and Sacks: Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left unemptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.

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

Where any bin or sack is found to be too heavy the householder 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 presented on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

Policy 7 – General Wheeled Bin Policies

Policy 7a - Ownership of Wheeled Bins & Sacks: All wheeled bins and sacks provided remain the property of the Council and should be left at the property when moving out with the exception of any additional bin provided for residual domestic waste or chargeable 2nd garden bin. These bins should be taken with you if you are moving to a property in Huntingdonshire. Please ensure the bins are empty before moving them. You must notify us of your change of address otherwise the bin may not be emptied. If you are moving out of Huntingdonshire you should notify us so we can collect the additional domestic and/or chargeable garden bin.

Wheeled bins and sacks provided must only be used for the collection of waste and recycling.

The householder is responsible for keeping the bins and sacks safe whilst they are on their property and to protect them from misuse. The Council will charge for the replacement of any wheeled bin that has been misused.

Policy 7b - Additional Bins for Residual Domestic Waste: All households will be provided with a 240l capacity bin. Residents can request one additional grey residual domestic waste bin (140l) if they meet one or more of the criteria as follows:

- There are 6 or more permanent residents in the household and excessive residual domestic waste that cannot be recycled.
- There are 5 permanent residents in the household including children in full time nappies.
- There are 4 permanent residents in the household with more than one child in full time nappies.
- A resident in the household has special circumstances creating an unusual amount of waste to be produced on a regular basis.
- A household where a large quantity of offensive hygiene waste is being produced.

Residents that have a grey residual 140l domestic waste bin can request an upgrade to grey residual 240l domestic waste bin if they meet one or more of the criteria as follows:

- There are 2 permanent residents in the household including children in full time nappies.
- A resident in the household has special circumstances creating an unusual amount of waste to be produced on a regular basis.
- A household where a large quantity of offensive hygiene waste is being produced.
- They have moved from another property in Huntingdonshire where they had a 240l bin for residual waste and have left the bin at that property

All households that request additional capacity will have to complete a declaration as to how they meet the criteria. Checks **will** be made on any application and may include:

- A waste audit to ensure the household is utilising the recycling bins as much as possible. A second recycling bin may be provided before an additional residual domestic bin is provided if the waste is mainly recyclable.
- A check on the names listed permanently residing at the property.
- Site visits to ensure the information is still relevant.

Additional capacity is approved on the agreement that the household makes full use of the recycling service. We may carry out random spot checks to ensure this is being complied with.

If additional capacity is authorised due to babies in nappies then the maximum duration of the additional capacity period is two years. After two years the household will revert back to a standard 240l bin unless they then meet the criteria for the number of adults/children in the household or for some other exceptional reason.

Additional bins are supplied on a conditional basis, which will be reviewed periodically. If circumstances have changed, the additional bin will be removed.

Policy 7c - Stickers on Wheeled Bins: Only stickers provided by HDC will be allowed on bins, or stickers which residents use to identify their bin e.g. house number. No other advertising/promotional stickers will be put on the bins without the permission of the Council.

Policy 7d - Provision of New & Replacement Wheeled Bins: If you are moving into a new build/renovated property, or a property where the previous occupier has not left the bins, please contact us to arrange delivery of a set of bins. Please note bins will not be put on our delivery schedule until the property is occupied and registered with Council Tax. Delivery can take up to six weeks. We will provide residents with sacks for residual domestic and dry recycling waste as appropriate until the bins are delivered. If you have paid for an additional garden bin this will be delivered within 10 working days.

Policy 7e - Stolen Wheeled Bins: In the event that a bin has been stolen householders should check with their neighbours and in the street once other bins have been removed before contacting us to request a replacement bin. The householder will not be able to request a replacement bin until three days after their collection. Delivery will take up to six weeks or 10 working days for a chargeable 2nd green bin; however sacks will be provided in the meantime for residual domestic and dry recycling waste as appropriate until the bins are delivered.

Policy 7f - Lost & Damaged Wheeled Bins: If you suspect your bin has been lost please check the surrounding area before requesting a new bin. If the bin has been lost because it has been left out on the highway for a number of days following collection you may be charged the cost of delivery and replacement for a new bin.

Policy 7g - Sharing Wheeled Bins: If residents request to do so, then they may share bins with their neighbour if both are in agreement. One resident must claim overall responsibility for the bin as a bin can only be allocated to one address. It is the responsibility of the named householder if the bin is contaminated, misused or needs replacing.

Chargeable 2nd garden bins may be shared between properties, however the only one property will have overall responsibility for this and the full payment required. If payment is not received from that property the bin will be removed.

Policy 8 – Disruptions to Services (for Access or Environmental Reasons)

Policy 8a - Severe Weather: During severe weather we 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 refuse 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.
- We will try to return and collect missed bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions we may make alternative arrangements such as providing sacks to properties so they can store their waste until the next scheduled collection day.
- If significant disruption occurs we will update the Council's website with the information on what is happening and may decide to prioritise which services are caught up. First priority will normally be given to the residual domestic waste service.

Policy 8b - Access Issues: Where we have on a number of occasions attempted to gain access to a road but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc. we may make alternative arrangements such as the delivery of sacks to properties for residual domestic and dry recycling to enable households to have sufficient capacity to last until their next scheduled collection day.

Policy 9 – Offensive & Hygiene Waste: The Council does not offer a separate collection for low grade offensive and hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products etc. unless excessive quantities are produced. This waste should be double wrapped and placed in the non-recyclable (grey wheeled bin). Where a large quantity is being produced then the household may be eligible for an additional grey wheeled bin under **Policy 7b**.

Sharps must never be placed in the grey wheeled bin but disposed of in special sharps boxes as advised by the Clinical Commissioning Group.

Policy 10 – Clinical Waste (Infectious or Hazardous Waste): Patients producing infectious or hazardous waste must contact the Clinical Commissioning Group for the correct disposal procedure.

HDC only offer a collection service for dialysis waste and will only accept referrals from the Clinical Commissioning Group or dialysis nurse.

Policy 11 – Policies Relating to Additional Garden Bins, (more than 1 garden bin)

Policy 11a – Cost of Service: The charge for providing this service will be £40 per additional bin from 1 July to 30 June. If you join part way through the year the charge will be the same and only valid for collections until 30 June.

Policy 11b – Paying for the Service: Payment can be made in the following ways:

- Credit / Debit card either via the internet or on the telephone.
- BACS – bank transfer using the following details: Natwest Branch Huntingdon, Sort Code 60-11-30, Account Number 04815939, Account Name Income Suspense.
- Cash – using any Post Office or Retailer displaying the “Paypoint” sign.

Policy 11c – Delivery of bins following receipt of payment: Bins will be delivered within 10 working days of receipt of payment.

Policy 11d – Number of additional bins allowed: Householders will be allowed two additional chargeable bins.

Policy 11e – Refunds: No refunds will be given once payment has been received for the year, even if the service is only used for part of the year.

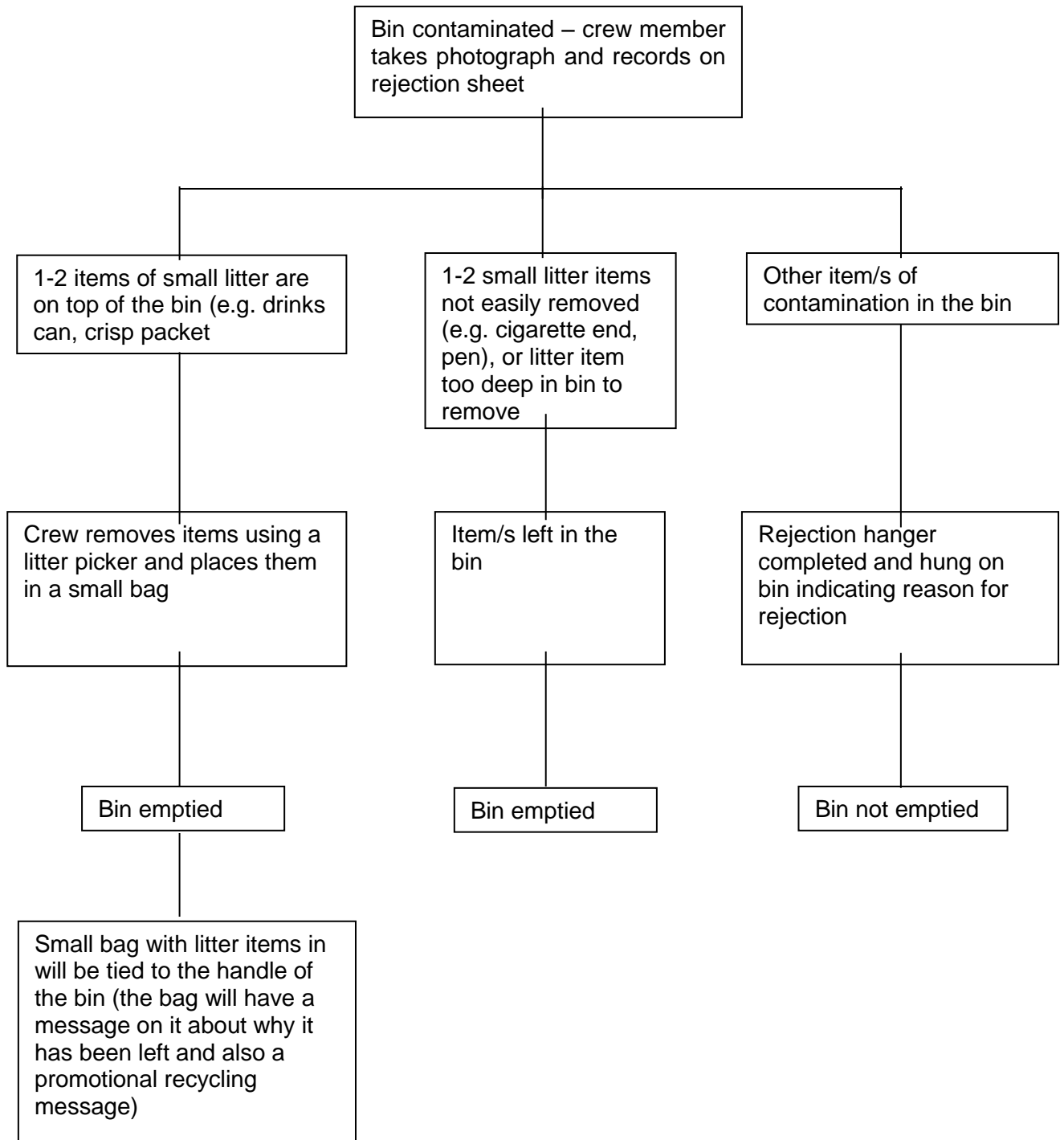
Policy 11f – Non-payment: If payment is not received for the additional then it will be removed.

Policy 11g – Exemptions from Payment: The only exemptions in relation to the charge for an additional garden bin will be in relation to schools where the bin is provided for use with a school allotment or garden for educational purposes.

Policy 11h – Bin Stickers: The resident must ensure the bin sticker provided is stuck to the lid of the bin. If the bin sticker is not on the bin it will not be collected and no re-collection will be made even if payment has been received.

Policy 11i – Missed Collections: No refunds will be given for missed collections. Missed collections must be reported in line with **Policy 6h** and re-collection will be arranged if you meet one of the circumstances described in the policy. If the bin sticker is not stuck to the lid of the bin, re-collection will not be arranged.

Appendix 1: Rejected Bin Flow Chart (Dry Recycling & Garden Waste Collections).



Appendix 2: Clarification of the Amount of Soil Accepted within the Green Bin

We can't get away from the fact that there will be an amount of soil within the green bins which has come from plant pots. The Council is happy to accept soil which is approximate to the size of an 8" plant pot. Any plant which is still within soil from any pot that is bigger will result in the bin being rejected. If it is clear that an attempt has been made to knock off the soil then please empty the bin

The images should give you a guide to how much soil is acceptable.



Acceptable amounts of soil



Unacceptable amount of soil

A large amount of turf is also unacceptable. If there are a few offcuts and the bin isn't too heavy to move, the bin can be collected