

## REPORT TO CABINET

REPORT OF: Garry Knighton – Head of Waste and Contract Services

REPORT NO. WCS11

DATE: 6 February 2006

<b>TITLE:</b>	Alternate Weekly Collection Policies
<b>FORWARD PLAN ITEM:</b>	Waste Collection Arrangements
<b>DATE WHEN FIRST APPEARED IN FORWARD PLAN:</b>	16 June 2005
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	PFP

<b>COUNCIL AIMS/PORTFOLIO HOLDER NAME AND DESIGNATION:</b>	Ray Auger – Portfolio Holder for Healthy Environment
<b>CORPORATE PRIORITY:</b>	Recycling
<b>CRIME AND DISORDER IMPLICATIONS:</b>	Minor
<b>FREEDOM OF INFORMATION ACT IMPLICATIONS:</b>	Unless exempt, this report is a public document and available from the Council's website: <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>
<b>BACKGROUND PAPERS:</b>	WCS7 to Cabinet on 8 August 2005 WCS10 to Cabinet on 9 January 2006

## **ALTERNATE WEEKLY COLLECTION POLICIES**

### **1. INTRODUCTION AND SUMMARY**

With the forthcoming introduction of an alternate weekly collection service for waste, changes to our current policies are required and more added relating directly to the use of wheeled bins.

This report considers these policies and the impact they will have on waste collection in the future.

### **2. RECOMMENDATIONS**

- To adopt the policies on:
  - Waste Collection and Twin Bin Service
  - Exempt Properties, including flat complexes with communal bin areas
  - Side Waste
  - Large Families
  - Mixed Hereditaments
  - Assisted Collections
  - Enforcement

### **3. DETAILS OF REPORT**

The introduction of a wheeled bin collection service for waste collection is a significant change from the current arrangement. As such there will be a need to provide residents with thorough guidance and instruction on the use of the bins and the service. In order for this information to be consistent, these policies need to be decided upon to direct future publicity.

Other authority policies have been used to assist with the development of our own, covering the service and details of its provision, handling properties unsuited to a wheeled bin service, additional waste presented with the bins, larger families, properties operating a business from home, assisted collections and dealing with misuse of the service.

## **Waste Collection and Twin Bin Service**

Waste collection includes recycling and refuse (residual waste) collections.

### *Containers*

All waste must be presented in the correct container, as described in the following table:

	<b>Typical Household</b>	<b>Household identified as being exempt through the Policy on Exempt Properties</b>
<b>Recycling Collections</b>	Designated wheeled bin, and any side waste presented as described in the Policy on Side Waste	55-litre recycling box(es) and any side waste as described in the Policy on Side Waste
<b>Residual 'Landfill' Waste</b>	Designated wheeled bin	Black refuse sacks – one bag being issued by the Council per week and additional bags provided by the householder

Bins for recycling will be collected alternate / opposite weeks to bins collecting residual 'Landfill' waste.

### *Edge of Property*

Waste should be placed at the edge of the property boundary nearest the highway or footpath. Containers should not be left to cause an obstruction, though they should be easily accessible from the road, with minimal obstruction to the collection staff.

There have been an increasing number of complaints regarding the vehicles accessing shared or private driveways and causing damage to property. Therefore, the household will be required to move the containers to the end of these drives, so they are nearest the **public highway**. Collectors will not access private roadways or drives, except where special agreement has been given by residents and Head of Waste and Contract Services or Operational Manager.

Residents living in properties with long driveways, these being over a quarter of a mile long, will be asked to place their waste at the end of the drive, nearest the highway. If the householder is willing to sign a declaration for the collection vehicles to travel their on drive, accepting that any damage done to their property is not to be claimed from the Council, special agreement will be given by Head of Waste and Contract Services or Operational Manager. A draft copy of this form is attached as Appendix A.

### *Time*

Waste collections will continue to commence at 7.30 am. Therefore, householders are required to ensure their waste is ready for collection by this time on the morning of their collections.

### *Use of the Bins*

The recycling bin will be used for the collection of paper, cardboard, plastic bottles, cans and tins, and clothing and shoes.

The residual 'Landfill' waste bin will be for current 'black bag' waste.

### **Policy on Exempt Properties**

It is unavoidable that some properties will not be able to use wheeled bins, due to the access and location of their property. Such properties will be identified through this **Policy on Exempt Properties**.

Those properties unsuitable for having a wheeled bin will be identified through a number of measures:

1. GIS mapping
2. Results from the consultation exercise in Autumn 2005
3. Special requests from householders and assessment by staff within Waste and Contract Services

The results from the consultation exercise have been analysed and it is evident that there are areas where we need to consider:

- Grantham town centre – 14 of 19 (73%) of respondents wishing to continue using black sacks and boxes for recycling
- Stamford town centre – 79 of 195 (41%) of respondents wishing to continue using black sacks and boxes for recycling
- Postcode area PE9 4, covering villages outside Stamford – 28 of 76 (37%) of respondents wishing to continue using black sacks and boxes for recycling
- Postcode area NG23 5, covering villages north of Grantham – 16 of 45 (36%) of respondents wishing to continue using black sacks and boxes for recycling

These areas are those that showed the highest support for black sacks and boxes.

Through local knowledge and GIS, it is known that this is due to the properties being terraced or flats, with either no garden or no access to it from the highway. Though there is still strong support for wheeled bins in these areas, awareness to a minority of properties whom would have problems with the bins is needed.

### POLICY STATEMENT 1

The provision of wheeled bins would be compulsory amongst all residents of the district, unless the property has no storage area for the bin (either front or back) or has no access to the highway from a potential storage point.

Areas where properties are likely to be exempt will be identified using GIS, results from the consultation exercise and upon special request from the householder.

Properties identified as being exempt will not be issued with wheeled bins, and will continue to receive a black bag collection for residual 'Landfill' waste. This will be collected every week. Recyclables will be collected every two weeks, through a 55-litre recycling box or clear sacks.

### POLICY STATEMENT 2

Properties identified as being exempt will receive a black bag collection for residual 'Landfill' waste, every week, and a box or sack collection for recyclables, every two weeks. Residents will receive the equivalent to one sack (black and clear) per week in a bulk delivery once per year. Two boxes will be issued to each household.

Some properties within the district have communal bin store areas. These properties will be assessed individually for the viability for using two large 1100 litre wheeled bins, one for residual 'Landfill' waste and the other for recyclable materials. These will be collected in the same way as those smaller bins from their neighbours.

### POLICY STATEMENT 3

Flat complexes and communal dwellings, such as GOPD's, will be assessed for their viability to have two larger 1100 litre wheeled bins – one for the collection of recyclables and the other for residual 'Landfill' waste.

Those areas not felt to be adequate for such a service, will be judged as all other properties of the district.

### **Policy on Side Waste**

A key reason for introducing a twin bin service is to restrict the amount of waste diverted to landfill and to increase recycling rates. The issue of side waste is greatly influential for the service to have the desired impact.

A typical household waste bin is approximately 50% recyclable (paper, cardboard, glass, cans and tins, plastic bottles, clothing and shoes), and therefore, for ardent recyclers, the recyclables wheeled bin may not provide enough capacity, despite glass needing to be recycled through the glass recycling banks. As such, additional recyclable waste will be accepted alongside the wheeled bin on collection day. This waste must be presented in either clear sacks / bags, carrier bags or cardboard boxes.

#### POLICY STATEMENT 4

Side waste will be accepted for collection beside the recycling wheeled bin, if presented in clear sacks / bags, carrier bags or cardboard boxes.

In order to be effectively controlling waste disposed into landfill, no side waste will be accepted beside the residual 'Landfill' waste bin. If the scheme is used correctly, there will be little need for additional capacity to that offered through the wheeled bin. Advice and guidance will be given to residents complaining of insufficient storage space in this bin.

#### POLICY STATEMENT 5

Side waste will not be accepted beside the residual 'Landfill' waste bin. Residents feeling this policy does not meet their needs will be offered comprehensive advice about the use of their bins, including better choice of shopping and increasing the amount they recycle.

#### **Policy on Large Families**

Whilst it is recognised that larger families may create more waste, moving towards an alternate weekly collection will lead to a more responsible attitude towards waste, created by the restrictions on the bin space available.

Each household will have the equivalent to 6-8 black sacks per two weeks, made up of an equal split in residual 'Landfill' waste and recyclables. This should provide ample disposal space, though if not, the householder will be responsible for making alternative arrangements, such as using a Household Waste Recycling Centre.

#### POLICY STATEMENT 6

Comprehensive advice and guidance will be offered to all households, especially where they make request for additional bin space. This will cover issues such as 'waste conscious' shopping, home composting and increasing recycling.

Large families will be given this advice, and more detailed instruction on how best to use the bins.

Changes from this will only be for those properties identified through the Policy on Exempt Properties.

### **Policy on Mixed Hereditaments**

A mixed hereditament is a property registered for both domestic and non-domestic rates.

The business element of these properties are responsible for making suitable arrangements for their trade waste, with their household waste collected as any other household in the district.

In the past, mixed hereditaments have been advised that only two black sacks of waste will be collected per week. Since this is difficult to manage with the introduction of wheeled bins, it is felt that they should receive the same capacity as other households in the district. This will continue to be solely for their household waste.

#### **POLICY STATEMENT 7**

Mixed hereditaments will receive two wheeled bins, as other households in the district, unless their property is identified within the Policy on Exempt Properties. If they are to remain on a black bag system, they will continue to be restricted to two black sacks of household waste per week.

### **Policy on Assisted Collections**

Currently, all residents making a claim of being unable to present their waste for collection due to ill health or incapacity are offered our Assisted Collection Service. This is whereby residents are not expected to place their waste at the edge of their property for collection, and collection staff will collect from the point of storage. The only responsibility on householders is to ensure that the waste is available for collection by 7.30 am on the correct morning.

It is felt that some residents are abusing this list, especially as there is no current review system in place, and the address remains on the list unless otherwise requested.

Also, there are no formal criteria to be added to the Scheme, allowing all claimants to be accepted without question. It has been recognised that some formal guidelines for this scheme, especially with the introduction of wheeled bins, are needed, especially since collection staff will be expected to return the bins to the point of storage, adding time to their work.

Assisted Collections will be made on the following criteria, determined by completion of a detailed Application Form:

- Physical difficulty walking
- Physical difficulty pushing / pulling
- Physical difficulty lifting
- Learning difficulties / Behavioural problems

It will also be necessary to assess that there are no other persons able to present the waste for them, such as a neighbour, relative, carer etc

#### POLICY STATEMENT 8

The current list will be reviewed, with all residents asked to comply with the criteria, over the next 12 months.

All new applicants will be asked to complete an application form and comply with the above criteria.

#### **Policy on Enforcement**

Wheeled bins bring with them issues not arising with a black sack or box collection, made more significant by the restrictions placed on the amount of waste collected.

The expected issues are:

- Bins being left on the highway, causing an obstruction, between collections
- Contamination of the recycling bin with non-recyclable materials
- Bins being presented for collection sooner than 24 hours prior to the scheduled collection
- Side waste being left with the residual 'Landfill' waste bin
- Bins being presented for collection with the lid left ajar

Each of these are to be addressed through this **Policy on Enforcement**.

##### *Bins left to cause an obstruction on the highway*

Correct and appropriate storage of bins between collections is the responsibility of the householder. It is important they are aware that causing an obstruction on the highway outside their home is not suitable storage for their bins, either before or after collections.

Should the Council receive reports from neighbours that bins are causing a problem, the householder responsible (identified using the electronic identification tag on the bin) will be contacted by post asking them to make the appropriate arrangements for its storage.

If they continue to ignore the requests, an officer will visit the address to establish the problem. Advice and guidance will be given, and consideration to the Policy on Exempt Properties will be made.

#### POLICY STATEMENT 9

Obstruction on footpaths outside a residents home will not be tolerated. They will be first asked to make suitable arrangements for the storage of their bins, though continued obstruction of the highway will result in the issuing of a £50 fixed penalty notice.

### *Contamination of the Recycling Bin with non-recyclable materials*

A full and exhaustive list of materials will be issued to every resident at the start of the changeover, brought through the extensive publicity campaign. Details of the materials accepted within the recycling wheeled bin (or boxes) will also be available on the South Kesteven District Council website.

This is because contamination may result in all recyclables being landfilled. As such, contamination must be addressed as an urgent matter.

Contamination will be identified by:

- a. Frequently, both the recycling and residual 'Landfill' bins are similar weights
- b. Collection staff seeing contamination on emptying of the recycling bin

If contamination occurs:

- a. A letter will be sent to remind the householder of the correct list of materials recyclable through the service, and the consequence of contaminating the recycling bin. Second warnings will be issued, explaining the next steps if contamination persists
- b. If this fails to resolve the problem, a visit to the address will be made, and the bin thoroughly checked before emptying. If contamination exists, the bin will not be emptied
- c. This will continue until such a time as there is no contamination occurring

#### POLICY STATEMENT 10

Contamination will not be tolerated. Bins will not be emptied if contamination persists after warnings have been issued, until the Council can satisfy itself that the problem has been resolved.

### *Bins being presented too early for collection*

Wheeled bins on the highway can pose a problem for vehicles and pedestrians if not presented correctly. In order to avoid the problems being expanded, residents will be asked to present their bins for collection no earlier than 24 hours prior to the collection.

If complaints are received by neighbouring properties, letters will be sent to the residents concerned, identified by the electronic identification chip in their bin, to ask them to change the time they place their bin out for collection.

If the problem persists, further action will be taken, as with the bins being stored on the highway.

### POLICY STATEMENT 11

Bins left on the highway will not be tolerated, and residents are expected to present their bins for collection no sooner than 24 hours before the collection day, that is 7.30 am on the morning before their scheduled collection day.

Action will be taken in the same way as that taken for bins being left on the highway causing an obstruction, with advice being given before a £50 fixed penalty notice is issued.

#### *Side waste being presented with the residual 'Landfill' bin*

As stated in the **Policy on Side Waste**, additional waste will not be accepted alongside the residual 'Landfill' bin.

Moving towards an alternate weekly collection places the focus on householders to be responsible for the waste they produce, and ensuing that it is presented in the specified manner.

The terms specified in the **Policy on Side Waste** will be followed if a householder persistently presents side waste with their residual 'Landfill' bin, with the side waste not being accepted.

### POLICY STATEMENT 12

Side waste will not be accepted with the residual 'Landfill' bin, and persistent presentation of side waste with the bin will be addressed by the Council. Letter and advice on reducing their waste will be issued, and if necessary, a visit to see the contents of their bin made. Ultimately, side waste will not be collected.

#### *Bins presented with the lid ajar*

It is not possible for the bins to be emptied with the bin lid open, and therefore, residents will be advised to present the bin with the lid fully closed.

If bins are presented with the lids ajar, they will not be collected. Notification will be left on the bin to explain the reason for the action, and advising them to refer to the publicity materials issued to them at the start of the campaign.

### POLICY STATEMENT 13

Bins not presented correctly for collection will not be emptied.

Advice will be given to the householders at the start of the service change, and throughout the service where necessary.

These policies should enable the Twin Bin Scheme to operate most efficiently and effectively.

They have been formulated using the advice and guidance of other authorities using this service, only altered to suit the needs of the District.

**4. COMMENTS OF DIRECTOR OF FINANCE AND STRATEGIC RESOURCES**

**5. COMMENTS OF CORPORATE MANAGER, DEMOCRATIC AND LEGAL SERVICES (MONITORING OFFICER)**

No comments.

**6. COMMENTS OF OTHER RELEVANT SERVICE MANAGER**

**7. CONCLUSIONS**

This report presents the Policies required to ensure the best use and impact of the Twin and Alternate Weekly Collection service. Some policing of the bins will be required to produce the desired outcome – increased recycling and reduced landfilling of residual waste.

**8. CONTACT OFFICER**

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