

CABINET

Waste / Recycling Collection- Updated Policies for Householders

24th July 2012

Report of Head of Environmental Services

PURPOSE OF REPORT			
To seek Cabinet approval for a set of updated policies for household waste collection / recycling.			
Key Decision	X	Non-Key Decision	Referral from Cabinet Member
Date Included in Forward Plan	April 2012		
This report is public			

RECOMMENDATIONS OF COUNCILLOR D SMITH

- (1) That Cabinet approves the waste / recycling collection- updated policies for householders set out in the report.

1.0 Introduction

1.1 A priority in the Council's corporate plan is the provision of 'Clean, Green and Safe Places'. One of the measures of success for this will be increasing the amount of household waste that is recycled or composted and reducing the amount that isn't. In so doing the Council will be contributing to the delivery of the Lancashire Waste Strategy.

1.2 This priority has to be delivered within current budgetary and resource pressures and the potential for this pressure to increase in the coming years. This means that it is important to get the most from the Council's assets and resources. With this in mind Cabinet considered the subject of charges for the delivery of wheeled bins and boxes at the meeting of 14 February 2012, when it resolved to:

"(i) That Cabinet does not approve the introduction of charges to householders for the delivery of wheeled bins and recycling boxes as part of the 2012/13 budget.

(ii) That the costs of replacing wheeled bins and recycling boxes be

monitored and reported to Cabinet on a monthly basis and consideration given to the possibility of introducing such charges as part of the 2013/14 budget process if requests for replacements continue to rise.”

1.3 Whilst The Council has not introduced charges for replacement wheeled bins and boxes it is still imperative that we have in place policies that support-

- The reduction of the overall amount of waste that householders produce
- An increase in the % amount of household waste re-used, recycled and composted.
- Making the best use of the Council’s limited resources.

2.0 Proposal

2.1 The report sets a range of policies to support this. These policies are tried and tested and adapted to fit local needs. They have naturally developed in conjunction with the roll out of the waste collection / recycling arrangements that are now fully established in this District. It is therefore appropriate that they are now agreed by Cabinet. This will then provide a consistent set of standards for the provision of the Council’s waste and recycling collection service.

2.2 Included are measures to restrict the grey bin capacity to households, which will encourage them to fully participate in the Council’s recycling scheme and also help control the amount of replacement and extra bins provided to households.

WASTE / RECYCLING COLLECTION- UPDATED POLICIES FOR HOUSEHOLDERS

1	Households Requiring Additional Residual Containers (grey bins)	<p>Residents are not automatically entitled to additional containers for non-recyclable waste (grey bins). If a resident requests an additional grey bin, a questionnaire will be issued to the householder for their completion and return.</p> <p>Following receipt of the completed questionnaire a waste audit will be arranged. The purpose of the audit is to ensure that the householder is recycling fully and to allow Council officers to provide waste minimisation advice.</p> <p>If the request is approved, the householder will be issued with an additional 140L container.</p> <p>If the request is declined, the householder will be sent a letter setting out the reasons why.</p>
2	Replacement of Wheeled Bins	<p>Replacement wheeled bins will only be provided after investigating the loss of the container.</p>

		<p>In the first instance requests for replacements would be made via Customer Services.</p> <p>A maximum number of three containers will be replaced per household.</p> <p>If it is found that bins are being misused, they will be removed and the household will instead be provided with orange sacks. Household waste produced by the property will then be monitored to ensure that bags are being left out on the appropriate day etc (in line with the council's enforcement procedures).</p> <p>For damaged bins, if the cause of the damage is found to be due to neglect/abuse of the container, householders will be charged the cost of the replacement container.</p> <p>If the Council has caused the loss or damage, the Council will provide the replacement free of charge.</p>
<p>3</p>	<p>Misuse of Grey Wheeled Bins</p>	<p>It is important that householders make full use of the recycling facilities provided by the Council and that householders don't misuse grey bins by trying to dispose of types of waste that the Council doesn't collect.</p> <p>If the grey bin is continually contaminated with non-residual waste (eg chemicals, batteries, paint, oil) or contains waste that could be recycled / composted every effort will be made to help the householder rectify this situation.</p> <p>These efforts will be made through education and if appropriate enforcement to help the householder rectify the situation</p> <p>It is recognised that in most cases educating the householder will be all that is required.</p> <p>Where continued efforts fail to work a strict rule of 'three strikes and you are out' will apply; (giving the householder two chances to improve the situation).</p> <p>If no effort is made to improve, on the third 'strike', the bin will be removed.</p> <p>The bin will be replaced with orange sacks and waste from the property will be monitored to ensure that bags are being left out on the appropriate day etc (in line with the council's enforcement procedures).</p> <p>The bin will only be replaced subject to the</p>

		householder providing, in writing, an undertaking that future misuse does not occur.
4	Misuse of Green Wheeled Bins	<p>If the green bin is continually contaminated with non-compostable waste (this includes household waste) bin tags will be left on the bin to inform the residents the reason why the bin has not been emptied.</p> <p>Efforts will be made through education and if appropriate enforcement to help the householder rectify the situation.</p> <p>It is recognised that in most cases educating the householder will be all that is required.</p> <p>Where these efforts fail to work a strict rule of ‘three strikes and you are out’ will apply; (giving the householder two chances to improve the situation).</p> <p>If no effort is made to improve, on the third ‘strike’, the bin will be removed</p> <p>The bin will be replaced with compostable bags and waste from the property will be monitored to ensure that bags are being left out on the appropriate day etc (in line with the council’s enforcement procedures).</p> <p>The bin will only be replaced subject to the householder confirming, in writing, an undertaking ensuring future abuse does not occur.</p>
5	Misuse of Recycling Boxes	<p>If householders do not use the boxes for their intended use (the storage of appropriate recyclables) efforts will be made through education and if appropriate enforcement to help the householder rectify the situation.</p> <p>It is recognised that in most cases educating the householder will be all that is required.</p> <p>Where these efforts fail to work a strict rule of ‘three strikes and you are out’ will apply; (giving the householder two chances to improve the situation).</p> <p>If no effort is made to improve, on the third ‘strike’, the recycling boxes will be removed.</p> <p>Officers will continue to work with the householder to help them recycle before enforcement action is taken against them.</p> <p>Box cards will be used to inform the residents the reason why the box has not been emptied.</p>

6	Misuse of Food Waste Caddies.	<p>For the benefit of the health and safety of the collection staff, food waste must be presented for collection in a solid form and not liquid.</p> <p>If food waste is not presented appropriately a bin tag will be left for the householder to inform them of why it has not been collected.</p> <p>Officers will educate and support the householders to improve the situation.</p>
7	Side Waste	<p>In order to encourage householders to minimise and segregate their waste into recyclable and non-recyclable waste, side waste <i>will not</i> be collected.</p> <p>Education of householders to minimise and manage their waste will continue.</p> <p>Enforcement action will be considered once all other options have been exhausted.</p> <p>This will be relaxed for two weeks following the Christmas holiday period when a limited amount of side waste will be removed. To avoid abuse, this will not be widely advertised.</p>
8	Side Recyclables	<p>The purpose of the waste and recycling scheme is to maximise recycling.</p> <p>Therefore, additional recycling <i>will</i> be taken.</p> <p>Householders can have their additional recycle alongside their recycling boxes in carrier bags or bundled for collection.</p> <p>For safety reasons glass should be only be left for collection in the recycling boxes.</p>
9	Side Green Waste	<p>It is expected that green waste will be contained in a wheeled bin or compostable sacks.</p> <p>Exceptions may be made on an individual basis and if the capacity of the vehicle is deemed sufficient.</p> <p>A maximum of 3 green 240L containers will be provided per property.</p>
10	Assisted	<p>Criterion will be applied to point of storage collections</p>

	Collections	<p>that are offered to elderly and disabled residents.</p> <p>The householders will receive the usual wheeled bins and recycling boxes.</p> <p>Following collection the containers will be returned back to the point of storage.</p> <p>Before qualifying for this service a questionnaire will be signed by the occupant to declare they do require assistance.</p> <p>A list of properties requiring assisted collections will be maintained and reviewed on a regular basis.</p> <p>Assistance <i>will not</i> be provided if there is an able bodied person in the property to put out the bins and boxes.</p>
11	Small Bin Collections	<p>140 litre bins will be issued on request to properties where there is narrow access or lack of storage and where an assisted collection is unnecessary.</p> <p>140 litre containers will be issued to households who have qualified for an additional container.</p> <p>140 Litre containers have been issued to the area within West End of Morecambe known as Zone 3 (approx 770 properties) where on-street recycling facilities are provided.</p>
12	Medical Waste Collections	<p>Additional 140L bins will be provided to households where there is a requirement for medical waste collections that falls outside the clinical waste collection service.</p> <p>A questionnaire will be completed by the householder and reviewed on an annual basis.</p> <p>A waste audit will take place to ensure that the residents are recycling fully.</p>
13	Sack Collection	<p>Every effort will be made to allow people to use wheelie bins and recycling boxes.</p> <p>In flats this will include communal waste and recycling areas.</p> <p>Special collection systems are provided for areas (eg within the West End of Morecambe and in Lancaster</p>

		<p>city centre) where it is difficult to provide containers due to access issues.</p> <p>Sacks containing residual waste are collected on a weekly basis in some specific areas. Weekly collections will only be available once other collection methods have been determined to be unfeasible.</p> <p>Every effort will be made to reduce the number of properties on weekly sack collections.</p> <p>Residents who refuse to use the other aspects of the waste management system (eg recycling) would not be provided with a weekly collection.</p>
14	Private Drives	<p>Householders will be expected to pull their bins and boxes out to the end of private drives to the edge of their property at the nearest point to the highway.</p> <p>Assistance will be provided as necessary according to certain criteria (see point 10).</p>
15	Composite Dwellings (A shop/business with residence above).	<p>An allowance will be made for composite dwellings whereby a proportion of payments will be made as per existing arrangements. Recycling boxes will be provided.</p> <p>Payments will be made to cover the business element of the waste.</p>
16	Missed Bins	<p>Drivers will provide at the end of each day a list of properties where grey/green bins were not presented for collection.</p> <p>Should a resident contact us to inform of a missed collection and their property is on the list, we will not return to the property for the container.</p> <p>We aim to collect genuine missed collections within 72 working hours.</p>
17	Enforcement of Unauthorised Containers	<p>Unauthorised containers will be removed from properties.</p> <p>Removal of unauthorised containers will be ad-hoc, as and when we come across them or through targeted enforcement action.</p> <p>Contact via letter or face-to-face will inform the residents of the procedure for approving additional</p>

		containers.
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2.0 Proposal Details

- 2.1 It is proposed that the set of updated policies for household waste collection / recycling is formally approved by Cabinet.

3.0 Details of Consultation

- 3.1 The waste collection / recycling arrangements that are currently in place in the District have taken around 10 years to be fully rolled out. During that period the policies set out above have been introduced on a gradual basis as operational issues have arisen. Therefore, the set of policies above is not new. However they have been reviewed and updated so that they can be approved by Cabinet. Because they have evolved over such a long period of time they take into account feedback from residents, elected members, staff and also best practice from other areas.

4.0 Options and Options Analysis (including risk assessment)

	Option 1: To adopt the set of policies outlined	Option 2: To adopt only parts of the policies outlined	Option 3: Not to adopt the policy outlined
Advantages	<p>Clear guidelines for officers to work to.</p> <p>Consistent service to householders.</p> <p>Encourages householders to maximise recycling.</p> <p>Achieve the success measures set out in the corporate priority Clean, Green & Safe Places.</p> <p>Continue to deliver the objectives of the Lancashire Waste Strategy 2008-2020</p> <p>Supports the control measures for monitoring costs of replacing wheeled</p>	<p>Clear guidelines for officers and consistent service to householders where parts of the draft Policy have been adopted.</p>	

	<p>bins and recycling boxes .</p> <p>Can be delivered within existing budgets.</p> <p>Tried and tested and adapted to local needs.</p>		
Disadvantages		<p>Lack of clarity and consistency, where parts of the draft Policy have not been adopted.</p> <p>Potential of not achieving all the objectives of Clean, Green & Safe Places.</p> <p>May not be possible to deliver within existing budgets.</p> <p>Not tried and tested</p>	<p>No clear guidelines for officers to work to.</p> <p>No consistency in service to householders.</p> <p>No restraint to grey bin capacity to householders.</p>
Risks	<p>Dissatisfaction of some householders that the quality of the service falls below their level of expectation</p>		<p>Dissatisfaction of some householders at perceived differences in level of service</p> <p>The potential to lead to continued budget requests, through the budget process, if requests for replacements continue to rise.</p>

5.0 Officer Preferred Option (and comments)

- 5.1 Option 1 – to formally agree the tried and tested set of policies as set out above. The adoption of these will provide clear and consistent guidelines for both officers and householders, encourage householders to maximise recycling and make the most efficient use of limited Council resources.

6.0 Conclusion

RELATIONSHIP TO POLICY FRAMEWORK

As set out in the report

CONCLUSION OF IMPACT ASSESSMENT

(including Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)

The policies set out in the report will be applied consistently throughout the District. They have however been designed to account of the diverse needs of the residents of the District.

LEGAL IMPLICATIONS

Legal have been consulted and have no comments to make

FINANCIAL IMPLICATIONS

The set of policies outlined within the report can be provided within existing budgets. Previous reports to cabinet have highlighted the potential risk to budgets with regard to not charging for replacement of bins and boxes. These policies do at least put in place some control measures.

Cabinet should be aware that were they to recommend changes to the policies outlined they could well have financial implications which would need to be reconsidered.

OTHER RESOURCE IMPLICATIONS

Human Resources:

None

Information Services:

Customer Services have been consulted on the report

Property:

None

Open Spaces:

None

DEPUTY SECTION 151 OFFICER'S COMMENTS

The proposed policies are consistent with Cabinet's decision on 14th February 2012 regarding the charging policy and with the budgetary position for 2012/13. If any changes to the draft policy are proposed (option 2) which have further financial implications, these could be outside the budget framework and require further consideration and decision.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and has no further comments

BACKGROUND PAPERS

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