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North East Lincolnshire Council

Waste and Recycling Collection Service Policy

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Introduction and Context

North East Lincolnshire Council's priorities are clear:

'Stronger economy and stronger communities'

To achieve this vision the Council, need to work in new ways with partners in the public and private sectors, the voluntary and community sector, and with individuals, families, and communities. The Council must support and enable the achievement of improved community outcomes with creativity and innovation.

As a local authority North East Lincolnshire Council are proactively looking to make financial savings where possible whilst still maintaining a consistent level of service within the given area. As such a review of the authorities waste collection services has been undertaken during 2019/20, and more information will be made available. North East Lincolnshire Council will work closely with residents to ensure the environmental impacts of waste are minimised and costs are affordable to residents.

Aims

This document serves to evidence North East Lincolnshire Councils commitment to demonstrate the continued objective to provide a good waste and recycling service, which represents value for money and meets the needs of our residents. This means the Council will:

- Explain clearly what services residents can expect to receive
- Provide a regular and reliable collection service
- Consider any special requests that individual households may have
- Design our services and carry out collections in a way that minimises the production of litter
- Collect as many materials for recycling as possible and explain what happens to them
- Explain clearly what our service rules are and the reasons for them
- Tell residents in good time if changes must be made to services, even temporarily
- Respond to complaints received about the service
- Tell all residents about this commitment to collect waste

Targets

North East Lincolnshire Council is committed to working with the residents of North East Lincolnshire to facilitate reducing, re-using, and recycling as much waste as possible, as an alternative to landfill disposal. So, at the beginning of 2020 we undertook a public consultation to collect resident's views on how North East Lincolnshire Council manage household waste and recycling in the future and received one of the best response rates ever. The results found that residents really care about the environment, want to recycle more but found the boxes too small or difficult to manage. As a result, North East Lincolnshire Council provided residents with two new wheelie bins for recycling. This will help residents recycle more and make it easier for our crews to collect.

North East Lincolnshire Council have declared a Climate Emergency committing us to reduce our carbon emissions to net zero by 2030. Waste management will contribute to this aim and if the Resources and Waste Strategy is implemented by the government or they give us an idea of what their plans are then we can think about what to do next. In the strategy the government is proposing some big changes to how recycling and waste is managed in England, and this will shape what councils across the country do in the future

The following minimum targets for recycling or composting household waste have been agreed:

- Recycling - 55% household recycling rate by 2025, 60% by 2030 and 65% by 2035 reflecting the EU revised Waste Framework Directive targets
- Recovery - Maximising the recovery of energy from the residual waste by treating all of it in the Energy from Waste (EFW) facility

Kerbside Waste and Recycling Collection Service

General Waste Collection Services

North East Lincolnshire Council offer a fortnightly kerbside collection to residents within the Borough.

Recycling Waste Collection Services

North East Lincolnshire Council offer a fortnightly kerbside collection to residents within the Borough.

Garden Waste Collection Services

North East Lincolnshire Council offer a paid for garden waste kerbside collection service which runs from early April until the end of March each year with a break in service from the end of November/start of December until mid-February (23 collections per annum). There is a cost **per bin**, which is payable each year.

Waste Containers

Standard Issue for Properties

- 180 litre wheeled bin for non-recyclable waste
- 240 litre wheeled bin for garden waste (subscription-based service)
- 240 litre wheeled bin for plastic bottles and cans recyclable waste
- 240L wheeled bin for paper and card recyclable waste

All residents are required to purchase containers at a cost. More information can be found: [Order a bin | NELC](#). Bins remain council property and should stay at the premises if residents move home. This rule applies apart from garden waste wheeled bins which if

residents move within North East Lincolnshire it is their responsibility to move the garden waste bin to their new property and to notify the Council of the change of address.

Alternative Waste Containers

For residents with medical needs, larger households, and households with children in nappies a larger 360L bin is available on application, for general waste

Additional Recycling Bins

All householders can also choose to purchase additional 240L recycle bins at a cost. More information can be found: [Order a bin | NELC](#).

If a resident needs an additional recycle bin due to excess medical waste and can provide proof of this, they may be entitled to a free additional recycle bin.

To find out if they are eligible or should they wish to buy an extra recycle bin residents can call the waste services hotline 01472 326288 option 2.

Expectation from Residents

Kerbside Waste and Recycling Collection Service - What will be collected:

General Waste

Generally, all general household waste generated from the property can be placed into the appropriate wheeled bin.

Please note – if the wrong items are put in the bin the waste will not be collected.

Recyclable Waste

Paper and Cardboard (Blue wheeled bin)

 **Yes please**

Cardboard boxes. Cardboard packaging (remove all polystyrene, bubble wrap and other packaging) Magazines (no plastic bags). Junk mail (menus, leaflets etc). Envelopes Shredded paper (shred or tear up any personal or financial information). Old receipts. Letters

Greeting cards and wrapping paper (no foil or glitter). Scrap paper and note paper.
Newspapers. Telephone directories.

✗ No thank you

Pizza or takeaway boxes, Books, Spiral wire on notepads (take off the wire and the note paper can go in), Nappies and sanitary products, Food waste.

Cans, Plastic Bottles and Glass (grey coloured wheeled bin)

✓ Yes Please

All household plastic bottles including milk, all drinks, sauce, washing up liquid, bleach, shampoo, conditioner, liquid soap, all bathroom, and kitchen cleaning products (please wash, squash, and put the lid back on). Rinsed food tins and drinks cans. Rinsed glass bottles and jars. Empty household aerosols (shaving foam gel, deodorants, etc). Metal biscuit and sweet tins. Tetra-pak cartons (e.g., juice cartons). Foil and foil trays. Toothpaste tubes.

✗ No thank you

Other plastics such as yoghurt pots, tubs, and food trays. Plastic bags and bin liners. Paint cans or tubs, aerosols for paints, oils or solvents. Plastic bottles or containers from the garage or shed, such as creosote tubs. Sheets of glass, broken glass, mirrors or pyrex.

Please note - wheeled bins containing the wrong materials will not be collected and returned unemptied to the boundary of the property from which they were collected.

Garden Waste

A chargeable kerbside Garden Waste collection service is available for garden waste.

✓ Yes Please

Grass and hedge cuttings, plants and cut flowers from your garden, weeds and fallen fruit, twigs, and small branches.

✗ No thank you

Soil compost, garden sheeting, vegetable peelings or kitchen food waste (this is due to animal byproducts legislation, when using the windrow composting system on farmland, as in North East Lincolnshire), paint or chemical tins, aerosol, or pressurised cans.

Please note – if the wrong items are put in the garden waste bin waste will not be collected.

Householder Duty of Care

Householders have a legal obligation (duty of care) to take all reasonable measures to ensure that their waste is disposed of properly. The Environmental Protection (Duty of Care) Regulations require all householders to make sure their waste is only removed from their premises by registered waste carriers.

Where do we collect from?

The Council provides a kerbside waste collection service. Residents are required to place all waste containers at the “edge of their premises” which is the point where individual properties meet the adopted public highway or other location agreed with the waste service.

Only correctly presented containers will be collected. If there is a problem finding a suitable location for the container residents should contact the Council and an officer will arrange to visit the property to identify a suitable alternative collection point.

Residents are required to return the waste containers to a position within the confines of their property on the same day following collection.

Assisted Collections

An assisted bin collection service is available for households where no-one is physically able to place their bins out at the edge of their premises. A collection point will be agreed within the property boundary.

When do we collect?

Wheeled bins must be presented at the boundary of the property by 7am on the scheduled day of collection. Residents are asked to return their bins from the boundary post collection as promptly as possible. If they are not presented on time we will be unable to collect them and will not return until the next scheduled collection day.

Missed Collections

As the collection crews are out working until around 2.00pm the Council are unable to log missed bins before this time as the crew may still return to complete the work. Therefore, after this time missed bins can be recorded. It is Council policy to only return for bins that have been missed by the crews and not those that have not been presented by residents.

If following checks made by the service, it is found that the collection crew have missed the bin the crew will return as soon as they can.

Should this not be possible residents with a missed general bin will be informed that they can leave up to 5 bags of additional waste. This additional waste is to be placed at the side of their bin in standard size black domestic bin bags on the next scheduled collection day, and the crews will be notified so they know to take the extra bags.

Residents who have a missed collection of recycling will be informed they can present extra bags of recycling that are not contaminated or mixed. Again, crews will be notified to take the extra recyclables.

To help the collection crews would please ensure that parked vehicles are not blocking access. Consideration should be given whether vehicles need to be moved on collection day.

Non-Presented Bins

If the bin is not put out at the kerbside by 7.00am on the scheduled day of collection, then the bin may not be emptied. The Council will not return to collect the bin until the next due collection date for that material. Alternatively, residents can take their waste and recycling to one of the Community Recycling Centres or their recycling to a bring to site if appropriate.

What We Cannot Collect

Rubble, soil, building materials, car parts, batteries, oil, solvent based paint, chemicals, tree branches, asbestos based materials, fluorescent tubes (including compact fluorescent lamps) TV's and anything too large to fit comfortably into the bin. Such materials should be taken to one of the Community Recycling Centres.

Do not put recyclable materials in the bin for general waste.

Community Recycling Centres

There are two Community Recycling Centres in North East Lincolnshire one located on Estuary Way in Grimsby and the other on Queens Road, Immingham. For more information on the Community Recycling Centres please visit our website at www.nelincs.gov.uk.

Contaminated Waste

Residents must ensure the right materials are placed into the correct containers. When collection teams find containers that are contaminated (contain the wrong materials) they are instructed not to collect them, and they will post a card through the resident's door to advise the reason for non-collection. Also wheeled bins which are excessively heavy cannot be emptied due to health and safety reasons and the vehicle lifting mechanism (maximum lifting capacity is 100kg). Collection crews will post a card through the residents door to advise the householder of the problem.

Excess or Side Waste (excess bags from the household)

North East Lincolnshire Council operates a strict no side waste and bin lid closure policy and only waste contained in North East Lincolnshire Council containers will be collected, no excess waste will be removed from around the bin. Any side waste will be placed in the emptied bin or returned within the boundary of the property following collection.

All householders can choose to purchase additional 240L recycle bins at a cost. More information can be found: [Order a bin | NELC](#).

Continual issues with side waste may require a visit to the property by an officer, to discuss reasons for the problem.

Wheeled Bin Lid Closure

Waste stacked high above the top level of the wheeled bin, preventing the lid from closing, will be removed, and be placed back in the emptied bin, or returned within the boundary of the property after collection. Overfilled bins pose a health and safety risk for collection operatives in presenting bins to the lifting mechanism. Waste which cannot fit comfortably

into a container can be taken to one of the Community Recycling Centres.

Bins Left Outside Properties

Collection crews are instructed to return bin(s) to the area they were collected from. It is the responsibility of residents to take bin(s) back to their property by the end of the day on which they are collected. If residents do not take back their bin(s) to their property without reasonable cause, enforcement action may be taken. First offence enforcement action will include a warning letter to any resident who has not taken back their bin(s) to their property. Should a further offence be committed following receipt of a warning letter and subsequent first offence enforcement action, NELC **MAY** take away the bin(s) from the resident, **AND** further enforcement action may be taken in accordance with NELC's enforcement policy.

In the event of a resident's bin(s) being removed by NELC, these will be replaced with an alternative smaller waste receptacle(s). Should residents who have had their bin(s) removed by NELC wish to have their bin(s) returned, they will need to request this by contacting Waste Services. A decision on whether the bin(s) will be returned to the resident will be made by NELC. The resident must pay the administration cost for the return of the bin(s) and agree to the terms of use for the bin(s).

More information can be found: [Order a bin | NELC](#).

Food Waste

- The Council does not currently offer a separate food waste recycling service, but encourages residents to reduce food waste, where possible.
- From 26th April 2021 the Council began a food waste pilot to approximately 4,500 households which has been suspended, to give us vital data and information for the government mandated roll out of food waste collections date to be announced.

What Happens When We Have Not Been Able to Collect Residents Waste?

If residents waste has not been collected due to contamination, excess/side waste or being too heavy we will always leave a card explaining why it has not been collected. Collection teams will report all non-collections to their supervisor and a visit may be arranged with the householder to discuss the situation. The Council will not return to collect general waste, garden waste or recycling materials until the next scheduled collection day.

If we have been unable to collect residents waste due to a disruption in service, North East Lincolnshire Councils online and social media channels will endeavour to provide updates and guidance.

CCTV and Monitoring of Vehicles

CCTV cameras are fitted to refuse collection vehicles for the purposes of a) the safety, health, and protection of staff; b) the safety and protection of the public; c) for the investigation of accidents, incidents, and near misses; d) to improve efficiency and customer service. Real-time tracking keeps managers aware of the vehicle locations and live status information.

Replacement Bins

North East Lincolnshire Council can provide a new wheeled bin should it be lost/damaged/stolen for a cost. If it is found that a wheeled bin was damaged or destroyed by a fault of North East Lincolnshire Council, they will replace or repair it free of charge. In addition, in a case of arson providing a police crime reference number is produced then replacement bins will be supplied free of charge. More information can be found at: [Order a bin | NELC](#)

Remote Properties

Residents living in remote properties, or on un-adopted roads, will be required to bring their containers to the edge of the nearest adopted public highway.

Disposing of Large Household Items and bulky household waste

North East Lincolnshire Council offer a collection service for large or heavy items and excess household waste which may be unsuitable for collection as part of the normal refuse collection service. For more information on the Bulky Waste collections please visit our website at www.nelincs.gov.uk

Disruption to Service

If collections have not been made due to road closures, parked cars, severe weather, such as flooding, snow or icy conditions, residents are requested to take their containers back in and re-present the following day.

North East Lincolnshire Councils online and social media channels will endeavour to provide updates and guidance during periods of disruption.

Public Holidays

For public holidays during the year, excluding Christmas Day, Boxing Day and New Year's Day, kerbside waste collection services for all households will operate as normal.

Festive Collections

During the festive holiday period, collection arrangements will vary from year to year and collections may run either a day or two late or early. We will endeavour to provide information and updates through the local press, information leaflets and the Councils online and social media channels.