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North-East Lincolnshire Council

Waste and Recycling Service Policy

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1. Introduction

North-East Lincolnshire Council (NELC) is committed to delivering a high-quality, cost-effective, and environmentally responsible waste and recycling service in alignment with its Waste Strategy 2020–2035 and the overarching vision of “Stronger economy and stronger communities.”

The aim behind this waste policy is to provide certainty and transparency for residents as to the criteria under which the services are provided and outlines how NELC will deliver waste and recycling services along with responsibilities and actions required of householders and residents to enable everyone to benefit fully from these services

NELC will work collaboratively with public, private, and community partners delivering 100% of residual waste to partnering organisations for processing, to ensure services are efficient, sustainable, and responsive to local needs continually aiming to reach national recycling targets of 60% by 2030 and 65% by 2035.

The Key Objectives:

- Maintain reliable and consistent waste and recycling collections
- Maximise recycling rates and minimise environmental impact
- Ensure services represent value for money
- Communicate clearly with residents and respond to feedback

- Continuously review and improve service delivery

Waste services team collects and empties domestic household waste and recycling from over 77,000 residential properties, every week. Annually this equates to:

- 1,848'000 green domestic household waste bins
- 924,000 grey domestic household co-mingled recycling bins
- 924,000 blue domestic household paper and cardboard recycling bins
- 636,000 brown domestic household garden waste bins

From 2027, NELC aims to begin to provide over 4,000,000 annual food waste caddy collections to all domestic households.

It is therefore essential these services operate effectively and efficiently. NELC wants to provide a service which offers value for money, is efficient, consistent and meets the needs of our residents, whilst adhering to legislation such as section 46 of the Environmental Protection Act 1990.

Waste collection authorities can mandate the type, number, size, and construction of containers (e.g., bins, sacks) per household waste collection, the waste types, how often it is collected and specify the collection points. More information can be found Environmental Protection Act 1990
Additionally, we will undertake to tell residents in good time about any changes to services, including temporary changes, and respond in a timely manner to service or formal complaints

The journey of household waste can be found at www.nelincs.gov.uk/bins-and-recycling/your-waste-overview/

2. Bin Allowance per Household.

A standard household is considered a single registered council tax paying property, with up to 5 people living in the premises. Each standard property will receive the following services:

Collection	Frequency	Standard Container size
Domestic Waste	One collection every two weeks	1 x 180 litre green bin

Paper & Card Recyclables	One collection every four weeks	1 x 240 litre blue bin
Co-Mingled Recyclables	One collection every four weeks	1 x 240 litre grey bin
Food Waste	One collection every week (from 2027)	5 litre 23 litre or shared 120litre
Garden Waste	One collection every two weeks. Max 23 collections per subscription year.	1 x 240 litre brown bin (Subscription only)

2.1 Communal Bin Allowance.

Areas across the borough with communal bins (large, shared containers) for both waste and recycling are given the same allowance of bin space per commodity as a standard household. For example. 10 flats sharing communal bins would be given 3 x 660 litre bins for domestic household waste.

2.2 Houses of Multiple Occupancy (HMO)

Where further capacity for general waste and recycling is required, it is the responsibility of the proprietor/manager of the HMO to arrange a commercial contract with a supplier.

2.3 Larger Bin Needs and Requests

Residents may be able to exchange a standard general waste bin for a larger 360L bin if the household has:

- Six or more permanent residents forming one household. (Please be aware that this does not include HMOs).
- Five residents with one child under five years old in nappies
- Three or more children in nappies under five years old
- Someone in the household has medical needs (adult or child).

Please note: This will not apply to food waste bins and caddies and the maximum allowance provided will be 5 litre kitchen caddy and a 23 litre external waste bin.

If you need an additional recycling bin due to excess medical waste and provide proof, you may be entitled to a free additional recycling bin. Please visit Order a bin | NELC and complete the online form for an extra or larger bin or call the waste services hotline **01472 326288 option 1.**

If you are entitled to a larger bin, we aim to approve the larger bin request within four weeks of receiving the application if the requested evidence has been received within the stated time frame. Once application has been approved, the resident is entitled to place an extra five bags of general waste next to their bin on the designated collection day until the larger bin has been delivered.

To help us make sure that the larger 360L bin is still the right size for your household, we may periodically review your need for it and ask you to send us proof again to show that you still qualify.

All residents can choose to purchase additional 240L recycle bins. The cost is reviewed annually in line with the consumer price index

Shared accommodation or houses in multiple occupancy **will not** qualify for a larger bins or additional bins.

3. Bin Charging Policy

Following a review of the bin charging policy in 2025, existing charges for the replacement of containers will remain in effect. Additionally, all bins are chargeable, including new development properties. If you move property, it is advisable to check the provision of containers before you move.
For rented accommodation, it is the landlord's responsibility to ensure that there is adequate waste provision at the start of each tenancy.

All charges are subject to annual review and may be adjusted accordingly. Charges can be found at Order a bin | NELC4. Schedules of Collections

4. Schedules of Collections

All collections are scheduled. Information regarding the dates of collection can be found at www.nelincs.gov.uk/refuse-collection-schedule/ NELC have the right to make exceptions to this rule i.e. during the Christmas period, where altered collection dates

will be advertised to householders in advance.

In exceptional or unforeseen circumstances, the Council may need to delay, suspend, or cancel waste and recycling collections until further notice. Such circumstances may include, but are not limited to, severe weather conditions, public emergencies, industrial action, vehicle breakdowns, or the temporary redeployment of resources to support emergency response activities.

Where service disruptions occur, the Council will endeavour to notify residents as soon as reasonably practicable. Recognising that some situations may arise at short notice, the Council will use appropriate communication channels to keep residents informed of any changes to collection services.

The Council's Customer Contact Centre will be notified of any service disruptions, and updates will be published through the Council's website and social media channels. The Council will make every reasonable effort to minimise disruption and resume normal collection services at the earliest opportunity.

NELC continually monitors and reviews the service to ensure bests value and efficiencies. Collection scheduled are subject to change over time to accommodate findings from reviews or legislative implementation. Households will be notified in advance of any changes being made.

5. Collection Point.

Waste services carry out more than 4.3 million collections annually, therefore specifying a collection point is essential so our teams can maintain the front-line scheduled service for over 77,000 residents, each week.

5.1 Properties with Adopted Access

Residents should present containers at the kerbside outside their property boundary by 7:00 a.m. on the scheduled day of collection. While teams often arrive at consistent times, road closures or route diversions may result in earlier collections therefore it is essential bins are presented by 7am. Residents are asked to collect their bins as soon

Commented [CG1]: @Jade Hassan (NELC) - is this something that crosses into your area

Commented [J(2R1]: Someone needs to check that insurance covers liability of bins being placed on adopted highway and has consent been given to do this, if so whom?

Commented [C(3R1]: @Jade Hassan (NELC)- Do you mean council insurance or peoples personal home insurance and thatll give me a clue who to follow it up with :D

Commented [4R1]: Council insurance.

Commented [L(5R1]: @Kate Fox (NELC) waiting for a response from insurance and legal.

Commented [J(6R1]: @Chloe Gibbon (NELC) Did you get a response from Council insurance?

as possible after emptying.

5.2 Rural Properties and Private Roads

Residents who live in a rural area, (e.g. isolated farm or house) will receive the same collections as the rest of the borough. It may be necessary for the Council to nominate a collection point to households, where such properties are situated some distance from the adopted highway or where there is no adequate turning point for a collection vehicle at the end of the adopted highway. Collection vehicles are not required to drive on an unmetalled road (or a road not having a hard surface). Home visits or telephone contact may be carried out where necessary to assess a safe collection point.

6. Assisted Collections

Residents, who are unable to transport their wheeled bins to the required collection point, because of ill health, infirmity or disability, and who have no other occupants in the household able to assist them, will be placed on the 'assisted collection' register, upon request by visiting www.nelincs.gov.uk/bins-and-recycling/assisted-collections/ or call the waste services hotline 01472 326288. Assisted collections are subject to NELC being satisfied that service provision is warranted.

Residents on the 'assisted collection' register will have their bins collected by the waste team from an agreed location, emptied into the collection vehicle and then returned to that same location. Should there be any instances where the bin is not returned, then the service must be informed promptly to enable an operative to complete the collection by calling waste services hotline 01472 326288.

- The Council will periodically review the assisted collection register.
- Residents will be asked to confirm that the service is still required.
- Reasonable efforts will be made to obtain such a confirmation.
- Where requests for confirmation are not returned, NELC reserve the right to withdraw the assisted collection without further notice. (On subsequent information it may be reinstated following validation of the request).

- If the resident's circumstances change or if they move house, the resident must inform NELC.
- The decision of waste services department will be final.
- Access must be made to the bins on collection day such as unlocked gates and cars not parked in the way etc.
-

7. Access for Collection Teams

To assist with efficient collections, residents are kindly asked to ensure that access is not blocked with cars, skips, etc. Where necessary, please consider relocating vehicles on collection days to allow safe and unobstructed access. Access via gates or communal bins stores will need to be available by 7am on the scheduled days of collection.

8. Standards of Service

Residents can expect the following standards of service from their waste teams

- Bins are collected on the scheduled day of collection
- Bins are collected from the agreed collection point, fully emptied and returned to the collection point.
- Spillages made from the waste teams will be cleared by the waste team
- Waste teams are not expected to collect or clear waste that has fallen from a bin as a result of the bin being overfilled, or presented with the lid open
- Waste teams are approachable if residents wish to ask any questions or have queries
- If a bin is missed and this is the fault of the team, they will return to collect
- If bins fall into the back if the vehicle during the emptying process, crews will report this, and a bin will be replaced free of charge.
- Items that are placed in the incorrect bin for disposal will be classed as contamination and the bin will not be emptied by the crews. You will need to remove the incorrect items from the bin before the next collection date. Your

bin will be tagged if it is contaminated.

9. Side Waste (extra waste)

No excess waste will be removed from around the bin, and it remains the responsibility of the resident(s) property owner / occupier / manager. Side waste next to domestic household bins does not support waste minimisation principles or encourage residents to maximise recycling. Excess household waste will not be collected. Only waste contained in North-East Lincolnshire Council containers will be collected.

Residents, who are unable to contain their refuse within the refuse bin provided, are encouraged to recycle as much as possible. Items of what can be recycled can be found at **www.nelincs.gov.uk/bins-and-recycling/what-goes-in-your-bins/ and** A to Z directory of waste | NELC

If residents still have excess waste that cannot be separated into recycling bins, then they have access to the community recycling centres (CRC) where this can be disposed of without charge. CRC details can be found in section four.

Residents who routinely have more recyclable waste than their recycling bin can contain, and who do ensure that they compact and crush the dry recyclable materials, can purchase an additional recycling bin (see section 2.3) which will be emptied on the scheduled day of collection.

10. Overloaded / Heavy Bins

The Council has a duty of care to safeguard employees from unnecessary risks such as overloaded / heavy bins. Bins considered to be overloaded, either by weight or volume will be rejected at the discretion of the operator's judgement and not emptied based on health and safety reasons.

The wheeled bin will only be emptied when deemed 'manageable' by the teams. There will be occasions when the bin can be moved to the vehicle but still not emptied,

leading to misconception that teams have failed to empty the bin missed. However, waste collection vehicle hoist operate are set to the manufacture's safety guidance of a safe lifting limit of 100kg therefore any bins weighing more than 100kg will be rejected by the vehicle and cannot be emptied.

It is the responsibility of the resident, landlord, property manager to reduce the weigh to the bin prior to the next scheduled collection. A team will not return until the next scheduled collection. If the resident needs to dispose of the excess waste before the next scheduled days of collection, can take this to the community recycling centres (CRC) without further charge. CRC details can be found in section four.

11. Missed Collections

NELC receives over 30,000 waste related calls each year, including a high volume of reported missed collections. Returning for bins is costly and does not support the council's value for money approach, which is why collection teams will only return for missed collections they are responsible for.

If a bin that was presented appropriately for collection is missed by the service, this must be reported within 24 hours of the scheduled collection. Please visit www.nelincs.gov.uk/bins-and-recycling/missed-collections/ or contact the waste hotline on 01472 326288.

If, following checks, it is confirmed a team is responsible, they will return as soon as operationally possible. In cases where a return is not possible, residents may present up to five additional standard-size bin bags of waste alongside their bin on the next scheduled collection day. Teams cannot empty bins if they are:

- not presented for collection
- overflowing
- too heavy
- contaminated with the wrong items.

Bins (including communal bins) that are not collected for these reasons will be tagged to advise residents of the reason for non-collection and will not be considered missed. If waste service teams are not at fault for the missed collection the residents will be responsible for either taking it to the recycling centre or store the waste until the next collection. If this is a communal bin, residents will need to contact the

proprietor/manager.

Contaminated bins will not be collected until the contamination has been removed

12. Missed Streets

If the street is missed, this is likely to be because the crews are unable to access the area. This may be due to parked cars or road closures. The teams will return as soon as operationally possible. Residents are asked to park any cars in the correct way so access it not blocked. NELC understand parked cars do not always belong to residents. If cars are continually parked obstructively, leading to access issues and service delays, residents may wish to apply for a traffic regulation order. Information can be found at www.nelincs.gov.uk/streets-travel-and-parking/traffic-and-road-safety/traffic-regulation-orders/

13. Fly-Tipping

North-East Lincolnshire council urges residents to take responsibility and dispose of their waste and recycling in the correct way.Fly-tipping is the illegal dumping of liquid or solid waste on land or in water. The waste is usually dumped to avoid disposal costs. It is a criminal offence that can range from a single bag of household rubbish left on the pavement to entire truckloads of construction materials or hazardous waste dumped in a country lane.

Householders have a duty of care to ensure that their household rubbish is only passed to authorised waste carriers. If your waste is fly-tipped, you can be held legally accountable.

Fly-tipping is a serious criminal offence under the Environmental Protection Act 1990 which carries an unlimited fine and/or imprisonment. NELC will investigate instances of fly-tipping and action where required.

14. Community Recycling Centres

There are two Community Recycling Centre's in North-East Lincolnshire one located on Estuary Way in Grimsby and the other on Queens Road in Immingham. For more information on the Community Recycling Centres please visit http://www.nelincs.gov.uk/bins-and-recycling/recycling-centres-the-tip/ and refer to A to Z directory of waste | NELC for guidance on what and how much waste can be disposed of at the Community Recycling Centre's.

15. CCTV and Monitoring of Vehicles

CCTV cameras are fitted to refuse vehicles for the purposes of safety, health, and protection of staff and public. This is also used for investigating accidents, incidents, near misses, improving efficiency and customer service.

CCTV footage from Council waste vehicles can also be used as supporting evidence for:

- Investigating and responding to complaints, service requests, enquiries etc.
- Handling claims or allegations of damage by Council vehicles and / or employees.
- Reporting abusive / unacceptable behaviour towards employees to the police.
- Improvements for employee training, development and induction processes.

Requests for access to CCTV footage should be made by visiting

www.nelincs.gov.uk/your-council/information-governance/data-protection/.

In the event of a complaint or incident, the Council will consider all relevant evidence provided to them.

16. 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. NELC online and social media channels will endeavour to provide updates and guidance during periods of disruption.

17. Public Holidays

For public holidays during the year, excluding Christmas Day, Boxing Day and New Year's Day, waste collection services for all households will operate as normal, therefore residents will need to present their bins as per scheduled collection.

18. Festive Collections

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

19. Bulky Items/white goods

NELC provides a chargeable service to enable householders to dispose of amenity items. Householders can dispose of up to 10 items per order. For more information visit www.nelincs.gov.uk/bins-and-recycling/bulky-waste-collections/.

Bulky items can also be taken by the householder at no cost to the community recycling centres. Further information on what waste our teams can collect and how this must be presented is available under the terms and conditions on Bulky waste collections | NELC

20. Clinical Waste

NELC provides a weekly clinical waste collection service from registered addresses. Clinical waste must be put in a yellow sharps box given to you by the service. This must be locked securely otherwise we cannot take it.

Please note that the council no longer collects clinical waste bags from residents. You will need to arrange collection of clinical waste bags from your health care provider.

You can find more information of how to register for clinical waste collections on Other waste | NELC

21. Food Waste

NELC will introduce a weekly Food Waste collection service in 2027.