

Portfolio Holder for Waste, Recycling and Energy

DATE	25 th September 2026
REPORT OF	Councillor Darren Mayne Portfolio Holder for Waste, Recycling and Energy
RESPONSIBLE OFFICER	Dee Hitter – Assistant Director for Environment
SUBJECT	Updated 2026 Waste and Recycling Collection Policy.
STATUS	Open
FORWARD PLAN REF NO.	PFHWRE 09/26/01

CONTRIBUTION TO OUR AIMS

The updated Waste and Recycling Service Policy supports North East Lincolnshire Council's strategic aim of delivering stronger communities and a stronger economy by providing a clear, consistent and transparent framework for the delivery of household waste and recycling services. The policy promotes responsible waste management, supports increased recycling, prepares the authority for the introduction of weekly food waste collections from 2027 and ensures residents receive a fair and efficient service across the borough. The policy also strengthens alignment between waste services, environmental enforcement and wider council policies, reducing ambiguity and supporting consistent decision-making.

EXECUTIVE SUMMARY

This report seeks approval of the updated Waste and Recycling Service Policy. The existing policy has been comprehensively reviewed to ensure it reflects current service delivery arrangements, legislative requirements, operational practices and the Council's wider policy framework. The revised policy provides greater clarity for residents and officers, introduces additional service standards and operational guidance, supports future service developments including weekly food waste collections, and aligns enforcement approaches across relevant council services.

RECOMMENDATIONS

It is recommended that the Portfolio Holder:

1. Approves the adoption of the revised Waste and Recycling Service Policy.
2. Notes that the policy supersedes the previous Waste and Recycling Collection Service Policy.
3. Delegates authority to the Assistant Director for Environment, in consultation with the Portfolio Holder for Environment and Energy Security, to make minor administrative, legislative or operational amendments which do not materially alter the substance of the policy.

REASONS FOR DECISION

The existing Waste and Recycling Collection Service Policy was due for review and no longer fully reflected current service delivery arrangements, council policies and operational procedures. The revised policy provides a more comprehensive framework for waste and recycling services, aligns operational practices with enforcement and environmental regulation procedures, and ensures residents receive clear and consistent information regarding service standards and responsibilities.

1. BACKGROUND AND ISSUES

North East Lincolnshire Council maintains responsibility for household waste and recycling collections across more than 77,000 households and undertakes more than 4.3 million collections annually. The current Waste and Recycling Collection Service Policy was approved in 2026 and has since been reviewed to ensure continued relevance and alignment with operational requirements.

The previous policy focused primarily on collection arrangements, container provision and resident responsibilities. Whilst the policy provided an effective framework, several areas required updating to reflect changes in service provision, operational practices, future legislative changes and wider council policies.

The revised policy has been developed collaboratively between Waste Services, Environmental Enforcement and Regulation teams to ensure consistency across council functions and remove ambiguities which could otherwise create operational or enforcement challenges. This collaborative approach has ensured that policies across the authority do not contradict one another and that residents receive consistent messages regardless of which service area they contact.

Key amendments within the revised policy include:

- Expansion of the policy from a collection-focused document to a comprehensive Waste and Recycling Service Policy covering all major aspects of service delivery.
- Introduction of a specific bin charging policy and clarification of responsibilities for landlords, tenants and developers.
- Introduction of formal communal bin allowance guidance and dedicated provisions for Houses in Multiple Occupation (HMOs).
- Clear eligibility criteria for larger bins and additional recycling capacity.
- Introduction of a dedicated section covering collection schedules and service disruptions, including emergency situations.
- Additional guidance regarding adopted highways, rural properties and private roads.
- Enhanced assisted collection arrangements including periodic review processes.

- Introduction of formal service standards setting out what residents can expect from waste collection crews.
- Strengthened provisions relating to side waste, contamination and overloaded bins.
- Enhanced arrangements covering missed collections and missed streets.
- Inclusion of dedicated sections covering fly-tipping, clinical waste and future food waste collections.
- Expanded CCTV provisions explaining the range of uses for vehicle cameras including health and safety, complaints investigation, training and evidence gathering.

The revised policy also prepares the Council for the future rollout of weekly food waste collections from 2027, ensuring residents understand anticipated future service arrangements.

2. RISKS, OPPORTUNITIES AND EQUALITY ISSUES

The updated policy reduces operational and reputational risks by ensuring officers and residents work from a clear and consistent framework. Clearer guidance will support service efficiency, improve customer understanding and reduce disputes regarding service provision.

The policy supports equal access to services through continued assisted collection arrangements for residents with mobility, health or disability-related needs. The revised policy also clarifies eligibility criteria for larger bins where households have specific medical or family circumstances.

There are opportunities to improve customer satisfaction through greater transparency and clearer communication of service standards.

No adverse equality impacts have been identified through the policy review process.

3. OTHER OPTIONS CONSIDERED

Option 1: Do nothing. -This option is not recommended as the existing policy no longer fully reflects current operational practices, emerging service requirements and wider council policy alignment. Retaining the existing document could lead to inconsistencies in interpretation and enforcement.

Option 2: Approve the revised Waste and Recycling Service Policy -This is the preferred option as it provides an up-to-date and comprehensive policy framework that supports operational consistency and future service development.

4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

There are positive reputational implications arising from the adoption of the revised policy. The policy demonstrates the Council's commitment to transparency, consistency and continuous service improvement. The updated policy will be published via the Council's website and made

available through customer contact channels.

5. FINANCIAL CONSIDERATIONS

The policy review has been undertaken using existing officer resources and does not create any direct additional budget requirements.

The revised policy supports value for money by providing greater clarity around service entitlements, reducing avoidable repeat visits, formalising service standards and supporting efficient service delivery.

6. CHILDREN AND YOUNG PEOPLE IMPLICATIONS

There are no direct implications for children and young people arising from this report. However, the policy supports cleaner neighbourhoods and effective waste management arrangements which contribute to healthier and safer communities.

7. CLIMATE CHANGE, NATURE RECOVERY AND ENVIRONMENTAL IMPLICATIONS

The revised policy promotes recycling, waste minimisation and responsible disposal of waste. The policy supports the Council's ambitions to increase recycling and prepare for household food waste collections. It also reinforces residents' responsibilities regarding contamination and recycling behaviour.

8. PUBLIC HEALTH, HEALTH INEQUALITIES AND MARMOT IMPLICATIONS

The policy supports public health through the effective and reliable collection of waste and recycling. Clear arrangements for assisted collections ensure vulnerable residents can continue to access services. Effective waste management also contributes to cleaner neighbourhoods and a reduction in environmental health issues associated with uncontrolled waste.

9. CONSULTATION WITH SCRUTINY

No formal scrutiny consultation is proposed. The policy has been developed through consultation with Waste Services, Environmental Enforcement and Regulation teams to ensure consistency across council services.

10. FINANCIAL IMPLICATIONS

There are no direct financial concerns arising from the adoption of the policy. The proposals are consistent with the approved revenue budget and support the efficient and cost-effective delivery of waste and recycling services.

11. LEGAL IMPLICATIONS

- 11.1 The Council has statutory duties as waste collection authority under the Environmental Protection Act 1990 and related waste legislation. The revised policy supports lawful, consistent and transparent delivery of those duties and

assists the Council in applying service standards, enforcement provisions and discretionary arrangements fairly.

- 11.2 The Portfolio Holder has delegated authority to approve modifications to existing policies affecting services within that Portfolio, including policies with council-wide implications, provided that the policy does not form part of the Council's Policy Framework.
- 11.3 Legal Services should be consulted on any future amendments which materially affect statutory obligations, enforcement powers, charging arrangements, data protection matters or residents' service entitlements.

12. HUMAN RESOURCES IMPLICATIONS

There are no direct implications, however, employees may be affected by proposed changes to their ways and systems of working. Any proposed changes will need to be managed through the Council's Change Management Policy with support from the Partnering Team.

13. WARD IMPLICATIONS

All wards across North East Lincolnshire are affected by this policy as household waste and recycling services are delivered borough-wide. The revised policy does not introduce any significant changes to residents' existing service entitlements; instead, it clarifies service standards, updates operational arrangements and ensures alignment with related council policies. This will support a more consistent approach to service delivery, enforcement and customer communications across the authority.

14. BACKGROUND PAPERS

Waste and Recycling Collection Service Policy May 2026 (previous policy)
Waste and Recycling Service Policy July 2026 (new policy)

15. CONTACT OFFICER(S)

Gary Edwards – Head of Waste and Operational Services

Councillor Darren Mayne:
Portfolio Holder for Waste, Recycling and Energy