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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 available later in 2020 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 residents views on how North East Lincolnshire Council manage household waste and recycling in the future.

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. More details about these proposals are expected later in 2020.

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 (22 collections per annum). There is a cost **per bin**, which is payable each year.

## **Waste Containers standard issue**

* 240 litre wheeled bin for non-recyclable waste
* 240 litre wheeled bin for garden waste (subscription based service)
* 1 x 55 litre box for plastic bottle and cans recyclable waste
* 1 x 38 litre box for paper and card recyclable waste
* 1 x 38 litre box for glass recyclable waste

Residents can request additional recycling boxes up to a maximum of 5.

Containers are Council property and should remain 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**

i) For residents who only produce a small volume of waste, a 180-litre bin is available on request, for general waste.

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

# 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 you put the wrong items in your bin your waste will not be collected – a card will be posted through your door to advise

## **Recyclable Waste**

## **Paper and Cardboard (Blue Box)**

**Green tickYes please**

Magazines, junk mail (menu’s leaflets etc.), envelopes, shredded paper, old receipts, letters, scrap paper, note paper, newspapers, telephone directories, , clean card or cardboard that will tear up to lay flat inside the container.

**Red cross** **No thank you**

Books, spiral wire on notepads (take it off and the note paper can go in), large cardboard pieces that won’t fit in the box and tetra-pak cartons

## **Cans and Plastic Bottles (Orange Box)**

big-tick[1]**Yes Please**

Rinsed, squashed, food and drinks cans, empty household aerosols (shaving foam/gel, room fresheners, hairspray, deodorants etc.), metal biscuit tins, metal biscuit and sweet tins, all household plastic bottles e.g. milk, all drinks, sauce, washing-up liquid, bleach, shampoo, conditioner, liquid soap, all bathroom and kitchen cleaning products etc. Please wash, squash and put the lid back on.

**Red cross** **No thank you**

Other plastics. e.g. no tetra- pak cartons, yoghurt pots, margarine/butter tubs, plastic food trays, plastic bags or bin liners, tin foil, paint cans, aerosols for paints, oils, or solvents from the garage, or shed and plastic bottles from the garage or shed e.g. creosote.

## **Glass (Green Box)**

Green tick**Yes Please**

Rinsed glass bottles and jars in any colour.

**Red cross** **No thank you**

Sheets of glass, broken glass, mirrors and pyrex.

Please note - boxes containing mixed materials (for example glass and cans) will not be collected and returned unemptied to the boundary of the property from which they were collected, a card will be posted through the residents door to advise.

## **Garden Waste**

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

Green tick**Yes Please**

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

**Red cross** **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 – a card will be posted through the residents door to advise

Alternatively, residents can compost at home their garden waste material and some food waste. The Council, in partnership with a national company, offer subsidised prices for home composters.

The prices up to end of March 2020 are:

* 220L compost bin £9.50 and a second at £4.75
* 330L compost bin £10.50 and a second at £5.25
* Single delivery charge of £5.99 per order

View the [NEL Get Composting website](http://www.nel.getcomposting.com/) to take advantage of this offer.

The compost bin will take garden and uncooked vegetable food waste and other organic materials (card, paper). Composting at home is not affected by any animal by-products legislation, which is why you may compost vegetable peelings from your kitchen.

# Householder Duty of Care

Householders have a legal obligation (duty of care) to take all reasonable measures to ensure that their r 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 and boxes out at the edge of their premises. A collection point will be agreed within the property boundary.

# When do we collect?

Wheeled bins and boxes 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 and boxes before this time as the crew may still return to complete the work. Therefore, after this time missed bins and boxes can be recorded. It is Council policy to only return for bins and boxes 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 or boxes 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 3 bags of additional waste if bin is 240L and 5 bags of additional waste if bin is 360L. This additional waste is to be placed at the side of their bin 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 if they have more than 5 boxes that they can present them all. Alternatively, 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 and Boxes

If the bin or box is not put out at the kerbside by 7.00am on the scheduled day of collection, then the bin or box may not be emptied. The Council will not return to collect the bin/boxes 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 Centre’s in North East Lincolnshire, one located on Estuary Way in Grimsby and the other on Queens Road, Immingham. Visit our website for more information on the [Community Recycling Centres](https://www.nelincs.gov.uk/rubbish-and-recycling/recycling-centre/).

# 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 residents door to advise the reason for non-collection. Also wheeled bins or boxes 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 or boxes. Any side waste will be placed in the emptied bin or box or returned within the boundary of the property following collection.

The Council encourages residents to recycle as much as possible and will allow residents to have additional recycling boxes to a maximum of 5 (whatever colour combination they want) to ensure individual households have enough capacity to meet their requirements.

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 on Pavements

Collection crews are instructed to return bins to the area they were collected from. It is the responsibility of residents to take bins back to their property by the end of the day on which they are collected. If residents do not return the bins back to their property without reasonable excuse, enforcement action may be taken in line with the Enforcement Policy.

# Food Waste

The Council does not currently offer a separate food waste recycling service, but encourages residents to reduce food waste, where possible.

# 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.

# New build Development

Every property in North East Lincolnshire is provided with a green coloured 240L household general waste bin and a set of recycling boxes, or has shared access to a communal waste and recycling bins. To request a new general waste bin, garden waste bin or set of recycling boxes for a new property or to find out the day waste is collected, or to report a lost or stolen bin, residents should visit our [rubbish and recycling](https://www.nelincs.gov.uk/rubbish-and-recycling/) webpages.

# Replacement Bins

North East Lincolnshire Council can provide a new wheeled bin should it be lost/damaged/stolen for a cost of £25.00 for a 240L and £30.00 for a 360L. 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 is number is produced then replacement bins and or boxes will be supplied free of charge.

# Replacement recycling boxes and costs

North East Lincolnshire Council can provide replacement recycling boxes for a set cost of £10.00 for a set of three recycling boxes (blue, orange and green). Individual boxes are available at a cost of £3.50 each. If it is found that boxes were damaged or destroyed by a fault of North East Lincolnshire Council, they will be replaced free of charge.

# 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.

Visit our website for more information on [bulky waste collections](https://www.nelincs.gov.uk/rubbish-and-recycling/bulky-household-waste/).

# 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.