Recommendations

It is recommended that Policy and Performance Scrutiny Panel:

(1) Comments on the proposed revisions to the Waste Policy

It is recommended that Cabinet:

(2) Agrees that the proposed revisions to the waste policy be adopted.

Summary

In May 2011 Cabinet approved a new single policy for the waste and recycling service to bring together the results of the review, incorporate current policy, custom and practice, and place all existing policies into one consolidated policy.

National policy changes, expansion of food and garden waste, growth in population, waste composition changes and improvements to technology mean that the Council now needs to consider adjusting this policy to ensure that the Council can meet its waste obligations and objectives.

Statutory Powers

The Environmental Permitting (England and Wales) Regulations 2010, as amended

The Waste (England and Wales) Regulations 2011

1. Strategic Implications

1.1 The changes proposed will ensure that the Council is able to continue to meet its Minimising Waste and Maximising Resources objective in the Corporate Plan 2015-2025, and that the service is delivered in a way that helps to Tackle Congestion.
1.2 The waste and recycling service is a significant part of the Council’s operations and expenditure, delivering key statutory as well as discretionary services and playing a significant role in the reputation and community leadership role of the Council with residents and other stakeholders.

2. Introduction

2.1 The last revision to the Council’s waste policy was in May 2011 when Cabinet approved a new single policy for the waste and recycling service.

2.2 National policy changes, growth in population, waste composition changes and improvements to technology mean that the Council now needs to consider adjusting this policy to ensure that the Council can meet its waste obligations.

2.3 The revisions to Policy proposed in this document are specifically designed to respond to changes over the last 8 years.

3. Improvements to the policy

2.1 The following amendments are proposed to the Waste Policy from the previous iteration:

- The Council has a role in inspecting Houses of Multiple Occupation (HMOs); an additional category setting out the number of bins provided to multi-occupancy households has been added.
- Collection times are planned to avoid causing congestion issues, with main roads targeted before rush hour. Every effort is made to minimise the impact of noise on residents, including ensuring that all new vehicles have electric bin lifts.
- The policy includes clarification of guidance for residents who wish to present further recyclable material should they have insufficient capacity in bins.
- Clarification as to where and when residents should present their bins.
- Clarification regarding the assisted collection service.
- The policy has also been amended to provide a more realistic timescale for the service recovery due to severe weather or unforeseen incidents.

4. Financial Implications

4.1 There are no significant financial implications related to the proposals as set out in the new policy.

5. Risk Assessments

5.1 Changes within the policy are designed to minimise risks associated to delivering the waste service. There are no identified risks due to the proposals within this document.

6. Equality and Diversity Implications

6.1 Consideration has been given for the protected characteristic groups.
6.2 The Equality Act is relevant to the decision in this report as the decision relates to eliminating discrimination, advancing equality of opportunity, or fostering good relations between different people in the following ways: The decision/change of service will result in an improvement for people with mobility problems. A full Equality Impact Assessment (EIA) has not been carried out, because while there are some equalities impacts, it is not proportionate to carry out a full EIA.

7. Conclusion

7.1 The changes proposed to the waste policy will lead to significant improvements to the waste service and improve clarity regarding how the service is operated.

7.2 It is recommended that Cabinet agrees to adopt the revised policy.

JASON LIGHT
STRATEGY LEAD FOR ENVIRONMENT

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Appendices Attached: 1

LOCAL GOVERNMENT ACT 1972 - SECTION 100D

The following is a list of documents which disclose facts or matters on which this report or an important part of it is based and have been relied upon to a material extent in the preparation of this report. This list does not include any published works or documents which would disclose exempt or confidential information.

* List Background Papers or state None.
Appendix 1 – Proposed Waste Policy

Eastleigh Borough Council

Domestic Waste and Recycling Policy February 2019

Background

Eastleigh Borough Council (EBC) is committed to minimise waste in the borough, tackle climate change and create an excellent environment for all.

In May 2011 Cabinet approved a new single policy for the waste and recycling service to bring together the results of the review, incorporate current policy and custom and practice, and place all of the existing policies into one consolidated policy document. This policy


The Service

The Council operates an alternate weekly collection service for household residual waste and Dry Mixed Recycling, alongside weekly food waste and monthly glass/battery collection services. In addition a chargeable garden and bulky waste collection services are available. Healthcare waste is also collected from residents upon arrangement with the Clinical Commissioning Group.

Bin type/colour

The standard general (residual) waste container offered will be a 180 litre wheeled bin and will be coloured black. Flatted developments will have 1100 litre wheeled bin with a black lid for shared usage.

Recycling bins will be 240 litre wheeled bins and coloured green; bins at flatted developments 1100 litre and will have a green lid.

A 7 litre brown internal food waste bin (caddy) and a 23 litre brown external food waste bin is provided. (Please note that the food waste collection service is not currently available at flatted developments)

A 38 litre glass box is provided. A 240 litre wheeled bin is available on request for properties that have large quantities of glass each month (in excess of three glass boxes).
Residents that subscribe to the garden waste service will received a 240 litre wheeled bin coloured green with a brown lid.

**Waste Capacity**

Bin capacity is allocated on the number of occupants.

All waste bins must be identified with the property number to ensure only authorised bins are collected. Unauthorised bins or properties with excessive numbers of bins will be recorded by the waste collection crews and reported to the Direct Services Unit. Residents will be contacted and advised of council policy, provided with advice on how to minimise waste and maximise recycling. In cases of excessive capacity, bins will be not be emptied and may be removed.

<table>
<thead>
<tr>
<th>Number of Occupants within a domestic premise (including houses of multiple occupation).</th>
<th>Waste Container provision</th>
</tr>
</thead>
</table>
| 1 or 2 | • 1 x 140 litre black wheeled bin (residual waste)  
• 1 x 140 litre green wheeled bin (recyclable waste)  
• 1 x 7 litre indoor kitchen caddy  
• 1 x 23 litre external kitchen bin  
• 1 x 38 litre glass box |
| 3 - 5 | • 1 x 180 litre black wheeled bin (residual waste)  
• 1 x 240 litre green wheeled bin (recyclable waste)  
• 1 x 7 litre indoor kitchen caddy  
• 1 x 23 litre external kitchen bin  
• 1 x 38 litre glass box |
| 6 - 9 | • 2 x 180 litre black wheeled bin (residual waste)  
• 2 x 240 litre green wheeled bin (recyclable waste)  
• 1 x 7 litre indoor kitchen caddy  
• 1 x 23 litre external kitchen bin |
### Additional Recycling

Recycling capacity is not restricted, additional recycling containers are available on request.

**Recycling** – Free clear bags will be provided on request to residents to allow them to present additional recycling which must be filled in accordance with the policy.

**Glass** - Additional Glass bottles/jars can be placed in an additional container to the one provided by the Council and must be filled in accordance to the policy. Should a household frequency require additional glass collections they will be provided additional containers.

**Card** – Additional Card will be collected as side waste as long as it is provided in accordance to the policy (it must be dry and safely stored not obstructing the highway).

### Collection Times

Wheeled bins for refuse and recycling will be collected on alternate weeks. Food waste bins will be collected weekly.

Glass recycling boxes and batteries will be collected monthly.

Garden waste will be collected fortnightly from subscribing households.

Detailed collection frequencies are also available on www.eastleigh.gov.uk ‘What’s at my property’.

<table>
<thead>
<tr>
<th>10+</th>
<th>Where a household with 10 or more occupants or with more than one child in nappies or for any other acceptable reason can demonstrate that they have insufficient capacity then they will be allocated additional capacity. This assessment will be made by a Waste Management Officer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flats (per six units):</td>
<td>• 1100 litre black wheeled bin (residual waste)</td>
</tr>
<tr>
<td></td>
<td>• 1100 litre green wheeled bin (recyclable waste)</td>
</tr>
<tr>
<td></td>
<td>Mini glass recycling facility (subject to site assessment)</td>
</tr>
<tr>
<td></td>
<td>Kitchen waste container available on request</td>
</tr>
</tbody>
</table>

| • 1 x 38 litre glass box |  |
All bins, boxes and bags must be put out for collection before 6.30am the specified collection day.

- Wheeled bins must be presented with the lid closed.
- Glass boxes must not be overfilled (glass must be level with the rim of the box). Batteries must be contained within a clear plastic bag and placed on top of the glass within the box.

Food waste bins must be presented with the lid closed and all waste must be wrapped in either newspaper or biodegradable bags printed with the following logo:

- Wheeled bins including the garden waste bins must not be overflowing or too heavy for the collection crew to handle. Overflowing or over heavy bins will not be collected. Collection crews must be able to manoeuvre bins safely. All wheeled bins must be closed for health and safety and spillage reasons.

**Additional Household Waste (not contained within the bins)**

Collection crews are instructed not to collect additional household waste from alongside or on top of the wheeled bins.

Any additional household waste left by the collection crew is the responsibility of the householder who may:

- Place the waste in their wheeled bin awaiting the next collection
- Dispose of the waste at their local Household Waste recycling Centre (HWRC)
- Arrange for a bulky household waste collection from the council (specified items only) please note that this is chargeable service.
- Arrange for another licensed waste carriers to collect and dispose of the waste having mind to their Duty of Care.

No additional household waste will be collected other than for one household waste bin (black bin) collection following the Christmas bank holiday; provided the waste is properly contained in refuse sacks/suitable container (not exceeding 70cm square) when a maximum of one additional waste sack/container will be taken.

Refuse sacks are not provided by the council.

**Additional Recycling Material**

Additional recycling material will be collected provided it is properly...
contained in clear plastic bags or loose in a cardboard box (not exceeding 70cm square). Additional bags/cardboard boxes must be placed adjacent to the wheeled bin on the specified collection day.

Clear plastic bags are available free of charge from the council for this purpose.

Collection Points

Unless otherwise agreed with the Council, householders are asked to place their bins/boxes/bags at the curtilage at the front of their property.

Collection arrangements for properties with private lanes/roads will be identified. Wherever possible, the point of collection will be where the private lane meets the public highway. Householders are required to return their bins to their property within 24 hours of collection to ensure the highway is not obstructed.

Assisted Collections

Elderly or infirm householders who require assistance to get their wheeled bins, food waste bins, glass box or garden waste bag from their normal point of storage to the point of collection may be eligible for an assisted collection.

- Eligibility is based on genuine need and subject to there being no other abled bodied person at the property.

- The person making the request will be required to complete an assisted collection form. This request will be logged on a confidential database, which will be provided to the crew only.

- All requests will be agreed by a waste management officer and will be reviewed annually.

- A sticker will be placed on the bins to mark that assistance will be provided.

- Households are responsible for alerting the Council should circumstances change or there is a change in occupant and the service is no longer required.

Non Collected Bins

If bins are not collected as a result of the crews’ inattention, the highway is temporarily blocked or for any exceptional circumstance then a return trip to empty the bin will be made aim for this to be within 72 hours of the issue being raised.

Bins not collected due to the resident not making them available at the
specified collection time and day, or they contain incorrect items will have to wait until the next scheduled collection. Residents may choose to dispose of their waste at the Household Waste Recycling Centres or alternatively the Council can return to empty the bin, however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

Non-collected bins from communal bin stores - where possible the Managing Agent will be contacted to advise of the support and options available.

**Contamination (incorrect materials with in the recycling bins)**

Information on how to use the recycling bins is provided on the Council website, by the Recycling & Development team and on the annual recycling calendar. Residents who regularly put recycling in the residual bin could face a fixed penalty notice under Section 46. Recycling bins containing non-recyclable items or bins that are contaminated with other items such as food waste/nappies will not be emptied.

A notice will be left on the bin stating why the bin has not been emptied. (This applies to individual household waste bins only. The council will (where possible) contact the managing agent directly for properties with communal bin stores.)

Residents will be required to remove the incorrect material and then wait for the next scheduled collection.

Continual contamination of the recycling bins may result in enforcement action being taken.

Alternatively the Council can return to empty the bin, however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

**Replacement Bins**

The householder is responsible for purchasing replacement household (black) wheeled bins should the bin go missing or be damaged. However should any bin be damaged or lost due to crew error, the Council will replace it at no charge to the resident.

Bins are available from the Council or residents can purchase bins from other suppliers as long as they meet specified standards. The standards are available on request. This is in accordance with section 46 of the Environmental Protection Act 1990.

Recycling bins will be replaced free of charge.
All waste containers (including garden waste bins) remain the property of Eastleigh Borough Council and must be left for the use of the new occupier when moving house. Garden waste bins remain the property of the Council and will be collected when a resident no longer subscribes to the service.

Container charges will be reviewed annually in the Fees and Charges report.

**Residential Homes/Schools**

Where requested to collect waste from residential homes/hostels or schools a charge will be made.

**Charity shops**

- Waste from charity shops is not permitted in the domestic waste stream and will not be collected;
- A separate, chargeable service for charity shop waste is offered through the Business Waste Collection Service. Details are available at [www.eastleigh.gov.uk](http://www.eastleigh.gov.uk)

**Businesses Working From Home**

- Waste from businesses working from home (including childminders) will be subject to a charge;
- No additional capacity will be provided for waste from businesses working from home;

In the event that householders do not comply with the policies of waste from businesses working from home (including childminders), the following process will apply:

- The bin will not be emptied; an advice note will be left by the collection crew giving the reason;
- Advice will be given to the householder on their responsibilities under the Duty of Care; the bin can be emptied by the Council for an appropriate charge.

**Animal Waste in Domestic Bin**

- Waste from domestic pets is collected as part of residual (black bin) waste collections only;
- The waste must be double-wrapped;
- No additional capacity will be provided for waste from domestic pets;
- The quantity of waste will be limited by the weight of the bin, i.e. if it s
overfilled with heavy waste (cat litter especially), then no collection will be made.

- Waste from businesses e.g. catteries & kennels is defined as industrial waste under the Controlled Waste Regulations (Schedule 3); as such, the Council has no duty to collect it. Paid collections can be made through the Business Waste Collection Service on request.

In the event that householders do not comply with the policies on animal waste in the domestic wheeled bins the following process will apply:

- The bin will not be emptied; an advice note will be left by the collection crew giving the reason;

- Residents will be required to remove the offending material then either wait for the next scheduled collection. Residents may choose to dispose of their waste at the Household Waste Recycling Centres or alternatively the Council can return to empty the bin however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

Garden Waste in Domestic Bins

- Garden waste is not permitted in the residual waste or recycling waste containers and will not be collected;

- A separate, chargeable service for green garden waste is available to householders. Information on how to subscribe is available on www.eastleigh.gov.uk

In the event that householders do not comply with the policies of waste from garden waste the following process will apply:

- The bin will not be emptied; an advice note will be left by the collection crew giving the reason;

- Residents will be required to remove the offending material then either wait for the next scheduled collection. Residents may choose to dispose of their waste at the Household Waste Recycling Centres or alternatively the council can return to empty the bin however a contribution towards the cost of doing so will be applied. Payment for bin emptying will be payment in advance.

DIY Waste in Domestic Bins

The council recognises that on occasion that small amounts of DIY (wallpaper/plasterboard) waste will be placed in the black wheeled bin for collection.
• The quantity of waste will be limited by the weight of the bin, i.e. if it is overfilled with heavy waste (plasterboard especially), then no collection will be made.

• No additional capacity will be provided for DIY waste;

• Paint tins are not accepted for collection through the black wheeled bin as they get compressed during the collection process causing paint residue to leak onto the road surface.

• Brick rubble is not accepted for collection through the black wheeled bin as the weights involved contravene Health & Safety Guidelines

Healthcare Waste

The council provides a non-chargeable separate collection for infectious waste and discarded sharps from domestic properties.

• The person making the request will be required to complete a Healthcare Waste Collection request which must be signed by their GP. This request will be logged on a confidential database, which will be provided to the crew only.

• All requests will be agreed by a waste management officer and will be reviewed annually.

Bulky Household Waste Collections

• Eastleigh Borough Council provides a separate chargeable collection of bulky household wastes; a list of items suitable for collection is listed at appendix 1.

• Collections are made on a specified day, only those items listed at time of request will be collected.

• Payment of the relevant charge must be paid prior to the collection.

• Residents are required to present their items no earlier than 24 hours before collection.

• Where practicable, items to be collected must be presented for collection at the front of the householder’s property or at the point where the refuse is collected from on their collection day. If the householder is disabled or elderly and is unable or there is no one else available to carry the items to be collected to the collection point an assisted collection may be provided.

• No collections will take place from inside the householder’s home.
• If a collection is not made on the day specified due to unforeseen circumstances, a member of the Support Services team will contact the resident to rearrange the collection at a convenient collection time.

• Cancellation of a bulky household waste collection must be made no later than 2 working days prior to the agreed collection date.

• Where a cancellation is made within 2 working days of the agreed collection date a full refund will be made.

• In the event that a bulky waste item(s) is/are not presented for collection on the agreed collection date a refund will not be made unless cancellation or amendment was made 2 working days prior to the agreed collection date.

Concessions for residents in receipt of benefits

• Concessions will be available for residents in receipt of a means tested benefit for bulky waste and garden waste collection.

• These concessions will be reviewed annually under the Fees and Charges report.

Christmas Working Arrangements

• All households will receive a collection of waste (residual or domestic) equivalent to one per week i.e. (usually) 52 collections per year; please note special arrangements will be employed during periods of inclement weather. Information on these changes will be advertised on our website and through our E News service.

• Collections should be no more than 2 working days late and ordinarily collections will not be brought forward although from time to time, depending on which days the public holidays fall, this will be unavoidable. This will be with the agreement of the Portfolio lead