



**Committee – Prosperous
Communities**

20 March 2018

Subject: *Waste Service Policies* - an update to collection procedures following the introduction of a charge for garden waste and incorporating the latest Government guidance.

Report by:

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Purpose / Summary:

- The report provides commentary on proposed changes to the existing “Waste and Recycling Operational Policies” document covering all refuse and recycling related services provided by WLDC.
- Members are asked to approve the policy document, including the introduction of formal waste collection charges for some categories of premises.

RECOMMENDATION(S):

1. That Members approve the proposed changes to the Waste and Recycling Operational Policies Document, as outlined at Appendix 2, incorporating changes relating to the introduction of garden waste charges and the Controlled Waste Regulations 2012.

2. That the new charges be formally introduced from the dates specified in Appendix 3.

IMPLICATIONS

Legal: The Controlled Waste (England and Wales) Regulations 2012, which came into force in April 2012, enables local authorities to charge for waste collection and disposal services which had previously been free. Authorities are now required to fully recover costs for commercial waste collections where they are able to do so. The regulations stipulate exemptions that may be applied according to Local Authority discretion. This report notes these exemptions and the proposed changes to West Lindsey District Council Operational Policies to incorporate them.

Financial : FIN/155/18/TJB

These policies help support the attainment of the budgeted income targets within the Medium Term Financial Plan relating to Garden Waste and Trade Waste services.

The proposals relating to the formal introduction of charges for waste that is properly classified as 'commercial' have been considered and approved as part of the business case for the commercial waste service.

In accordance with the Fees and Charges Policy, additional income will be sought from levying charges to non-domestic customers who have previously received the service for free ie village halls etc.

Additional operating costs and administration of the charges will be minimum and will be contained within existing budgets.

Other policies and procedures have no impact on existing budgets.

Staffing : HR049-2-18 There are no additional resource implications but improvements in performance should be a benefit, as there will be more clarity on waste policies which should result in notional savings in Operational and Customer Services staff time in dealing with some issues.

Equality and Diversity including Human Rights : Waste and Recycling Operational Policies have previously been introduced with following full equality impact assessments. A high level review has identified no new issues.

Risk Assessment : Although WLDC have long had a ban on garden waste being presented in refuse bins, there is a risk of unfavourable public reaction if a hard line enforcement approach is taken. Similarly, whilst proper waste collections are a legal requirement, and many of the charges are required by Government, the main risk is unfavourable public reaction from businesses and non-domestic establishments that have been used to receiving a free service.

As well as reputational risk, there is a risk that low take up of the chargeable WLDC services could potentially affect some of the income projections in the garden waste business case and commercial waste business case. These risks are minimised as the practical work in implementation will be continue to done by the commercial waste team. Marketing and communications strategies are in place and the team are experienced in this area. After appropriate education, enforcement measures are available to be used if they are required. Set against this are the risk management implications of not being seen to have a fair, transparent and equitable approach if clear policies are not adopted and publicised.

Climate Related Risks and Opportunities : The policies are designed to promote waste minimisation and facilitate recycling. Therefore, they will have a positive environmental impact locally and globally.

Title and Location of any Background Papers used in the preparation of this report:

The Controlled Waste (England and Wales) Regulations 2012:
<http://www.legislation.gov.uk/uksi/2012/811/schedule/1>

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

Executive Summary

- 1.1 This report provides commentary on proposed changes to the existing “Waste and Recycling Operational Policies” document covering all refuse and recycling related services provided by WLDC. The aim of this Policies Document is to provide a standardised transparent approach, which can be used to manage the wider expectations of the service as well as providing a basis for which service standards can be monitored.
- 1.2 The Council last considered it’s policies document in its entirety in 2009. It is now in need of a refresh following the introduction of the Controlled Waste Regulations in 2012 and then, the launch of WLDC’s Commercial Waste Service in 2014 and the decision to charge for garden waste collections in December 2017.
- 1.3 This report considers the approach taken by other Lincolnshire authorities. In line with current practice for strategic waste decisions in Lincolnshire, these proposed policies were shared for consideration at Lincolnshire Waste Partnership on 8th March.
- 1.4 The Appendices lay out the proposed areas for change in the new Policies Document. It can be seen that the main policy changes involve a formal introduction of a number of charges for certain categories of waste under the Controlled Waste Regulations 2012 – both for garden waste and refuse and recycling collections. This report sets out the implications of these changes and recommends the formal introduction of new policies and practice to meet the discretionary power to charge for the collection and disposal of waste from certain classes of premises.
- 1.5 Most of the policies stay the same but are reworded to reflect new legislation and a more collaborative Lincolnshire approach. Members are particularly directed to sections 4-4-1 to 4-4-6 of this report which consider policies 22-26 within the policy document and specifies key proposed changes, these are also summarised in Appendix 2.

2. Background

- 2.1 The Operational Policies Document has been in existence for some years. It was first published to coincide with the introduction of the Triple Bin Scheme in 2009 and it has been somewhat updated to reflect changes in service standards and procedures since then. A version is available on the WLDC website www.west-lindsey.gov.uk/wastepolicies and it has previously been presented to various stakeholders including customer services and collection operatives to ensure that the policy is fit for all involved in the provision of the service.
- 2.2 In 2017, a mixed group of WLDC officers reviewed the document to ensure policies are delivering against their aims, our corporate objectives and Government legislation. Input was received as to how improvements could be made. Where no formal change to policy is required, some of the recommendations of that group are already being incorporated to make improvements in operational procedures. In other cases, recommendations for change are presented in this report.
- 2.3 At the same time, Lincolnshire Waste Officers appointed a working party made up from representatives of each waste collection authority (WCA) to review the current arrangements across Lincolnshire relating to The Controlled Waste Regulations 2012 (CWR 2012). These Regulations define waste that should be classified as household waste and that for which a charge for collection and/or, disposal should be made. The results of the exercise revealed different approaches are currently in operation across Lincolnshire and a common approach has been proposed for service delivery, supported by Lincolnshire Waste Partnership. This is summarised in Appendix 3 and it can be seen that WLDC's position, and proposed changes to our Operational Policies document are in line with these Waste Officer recommendations. Other Lincolnshire WCA's are expected to amend their policies. The aim is to ensure a consistent application of the Regulations across Lincolnshire, but allow local discretion on pricing.
- 2.4 West Lindsey District Council has not, in the past, charged certain premises for collection of waste which have been incorporated into the domestic waste stream and until recently was the only authority in Lincolnshire not to make a charge for garden waste collections. However, the introduction of a charge, together with the continued expansion of the Commercial Waste and Recycling service has provided an opportunity to harmonise our policies with CWR 2012, to begin to deliver a fair and consistent approach, and ensure that the Council recovers costs for services provided. It is proposed that a formal set of policies and procedures are now introduced for collection of such waste as recommended in Appendix 2.
- 2.5 It is important to note that the majority of the changes in the CWR 2012 are already being applied to some degree in West Lindsey. Where the Regulations provide clarity and now classify waste as being 'Commercial Waste' WLDC recovers a charge for collection *and disposal* where we provide a service. The latter element of the charge is handed back to Lincolnshire County Council (the Waste Disposal Authority) under agreement. In several circumstances, there is a degree of flexibility in how the Regulations are implemented. Categories affected by such discretionary decisions are discussed in section 4 of this report and a standardised approach with clear written guidance is recommended for adoption in the Operational Policies document.

3. Proposed Changes To The Operational Policies Document

- 3.1 The revised Operational Policies can be found at Appendix 1. The updated policies have been developed to ensure that the customer, officers and Members are all aware of the services which are being provided, the manner in which they are provided and what parties can expect of each other. The policies have been updated to ensure of residents know what to expect from the new garden waste subscription service and ensure that all parties know their responsibilities when disposing of this type of waste. The new policy document reflects changes in Government legislation such as CWR 2012 and they centre on being customer focused whilst delivering environmental performance and helping the service remain as cost efficient as possible.
- 3.2 The proposed changes within the document are outlined in Appendix 2. In fact most of these are not policy changes as such but clarification of existing policies which have needed rewording and/or updating. All areas but Policies 22-26, can be classified as 'business as usual' and it is from Policy 22 onwards where Officers would ask Members to focus their attention in this report.

Whilst there are a number of minor policy amendments proposed, largely around delivering a subscription based garden waste collection service rather than one paid for through Council Tax, it can be seen that the main policy changes involve a formal introduction of a number of new charges specifically for collections from non-domestic establishments. These charges are in line with CWR 2012 and the recommendations of the Lincolnshire Waste Partnership and they support the effective delivery of the Commercial Waste Service. Further detail and rationale for charges is presented in section 4 below.

Policy 25 provides a summary of the councils enforcement approach, but it is intended that the policy document will outline how West Lindsey District Council will deliver the refuse and recycling collection service and with appropriate education and support, enforcement should not be required.

Policy 26 simply gives general principles of how the council would operate during instances of severe weather, when snow, ice, floods or other conditions disrupt waste and recycling collection services. This has been discussed with the appropriate agencies, and a contingency action plan is in place.

4 Commentary on CWR 2012 and Proposed Policy Changes

4.1 Background

- 4.1.1 The Controlled Waste (England and Wales) Regulations 2012 (CWR 2012) replaced the Controlled Waste Regulations 1992 (CWR 1992) which specify which premises are required to pay for disposal and/or collection of their waste. The existing WLDC operations policy document was constructed under the 1992 rules -where the costs for waste from some private institutions and businesses was paid for by the taxpayer.
- 4.1.2 The 2012 Regulations classify waste as household, industrial or commercial, and also list types of waste for which local authorities may make a charge for collection and/or disposal. CWR 2012 re-classified a number of premises and also obliged local authorities to charge for the disposal of waste from a wider range of non-domestic premises than the CWR 1992 permitted. Following their introduction, the Government took steps to minimise the impact of the Regulations on small businesses and publicly-funded educational establishments and as such certain exemptions from disposal costs were included in an amendment to the Regulations made on 9 October 2012.
- 4.1.3 WLDC's fees and charges guidance, highlights the need for the Council to ensure that suitable recovery of costs is made for services provided. This is especially important given the economic climate which we are operating within.
- 4.1.4 West Lindsey District Council have previously not charged for collection of some of this waste, however changes to the Regulations allow greater scope for charging and introduction of the Commercial Waste and Recycling Service provided an opportunity to begin to ensure consistency of application. This approach to charging is one that is being followed jointly by the other Waste Collection Authorities in Lincolnshire.
- 4.1.5 For clarity, Members should be aware that West Lindsey District Council are responsible for waste collection, whilst Lincolnshire County Council is responsible for providing waste disposal. It is LCC's policy to levy a disposal charges where they are able to do so under CWR 2012, and WLDC pass on an element of the revenue collected from commercial waste customers under an agreement with LCC.

4.2. Proposed charges

- 4.2.1 It is proposed that the charging principles that followed the introduction of West Lindsey's commercial waste service now be formally adopted as a policy and that generally a collection charge is levied where it is legal and we are obliged to do so. It is suggested that charges for non-domestic properties will follow those of the commercial waste service and are set to incentivise recycling over refuse collection. There is some variation in our commercial charges, but a fixed rate is recommended here, whereby the cost of service for individual premises would vary according to the number and size of bins needed and whether they would be liable to pay collection and disposal charges or a collection charge only.

When considering the level of charge to levy consideration has been given to:

- The level of charge levied by potential competitors – in order to maximise business retention a charging scheme is competitive to that that charged by the private sector would seem appropriate.
- WLDC's fees and charges guidance and the need to recover costs.
- The impact of introducing charges on the budgets of the organisations that have until now received a free service – introduction of a more modest charge would give organisations the ability to adjust to the charge. Charges would then be reviewed annually.

In light of the above factors a scheme of charges at the bottom of our commercial scale is recommended

- 4.2.2 Certain charging exemptions apply including allowing those publicly funded schools which currently benefit from free disposal to continue to do so. Other exemptions apply and more details of these in relation to each proposed type of premises is given in 4.4 along with the scale of any impact.
- 4.2.3 If the charges are adopted as policy, this will enable the Council as the Waste Collection Authority to show that it is meeting the requirements of CWR 2012, thereby delivering potential savings to the waste management budget and income to the commercial waste service. It will also provide clear guidance for communication to existing and potential users of the services, and ensure consistency of application. It may also cause those premises potentially affected to rethink how they manage their waste and look at more sustainable ways to either reduce or recycle it.
- 4.2.4 West Lindsey now has a comprehensive commercial waste collection service and there are number of other commercial waste operators in the district. There is an opportunity to continue to collect waste on the domestic rounds and receive an income for a service that was previously being utilised for free. Businesses will also be made aware that there are other commercial providers operating in the area.
- 4.2.5 It should be noted that not all premises to which these changes apply, currently utilise West Lindsey's domestic waste services. These premises may choose to continue with their current arrangements or switch to WLDC Commercial Waste Solutions if they provide a more attractive alternative.

4.3. Policy Detail

- 4.3.1 As stated, where CRW 2012 presents clear guidance, charging arrangements have already been applied to some or all of the relevant premises across West Lindsey. It is intended that they will mirror wherever possible those of the other Lincolnshire collection authorities and the Waste Disposal Authority.
- 4.3.2 In accordance with the regulations, it is proposed that we now formalise the charges for collection of waste and these be levied on certain premises formerly classed as 'schedule 2 household waste' in the Operational Policies Document. The types of premises this applies to include the following:-

- Waste from a charity shop or community interest company which collects or sells donated goods from a non-domestic origin
- Waste from a residential or care home
- Waste from premises forming part of a university, school or other educational establishment (subject to certain exemptions see 4.4.3 below)
- Waste from a hospital
- Waste from prisons and penal institutions

4.3.3 The Regulations have re-classified the following premises as commercial waste and collection charges are now being applied. There are a number of exemptions which are described in section 4.4 below.

- Premises occupied by a club, society or association
- Premises occupied by a charity used for charitable purposes
- Self-catering holiday accommodation
- Camping and caravan sites
- Waste from any part of a composite hereditament* used for the purpose of a trade or business

**These are premises which may be used for domestic and trade purposes such as public houses. It is proposed that any premise paying Council Tax will continue to have a free collection subject to standard domestic limits. Additional waste will be treated as commercial. It is proposed that this should also apply to other premises listed here which pay domestic Council Tax.*

4.4. Decisions required concerning premises and waste types

4.4.1 In several circumstances, there is a degree of flexibility in how the regulations are implemented. Categories affected by such discretionary decisions, or where a degree of pragmatism is required, are detailed below. It is intended that the Controlled Waste Regulations (2012) will be applied in all other cases. The Local Government Ombudsman has previously recommended that councils have a specific policy in these areas. The proposals below have been incorporated into the new draft version of the “Waste and Recycling Operational Policies” document to satisfy this requirement and provide clarity.

4.4.2 Charity Shops, Community Interest Companies and Premises occupied by a Charitable Organisation

The Regulations make a distinction between these categories. ‘Premises occupied by a charity and wholly or mainly used for charitable purposes’ is deemed to produce commercial waste and ‘A charity shop selling donated goods originating from domestic property’ produces household waste for which a collection charge should be made. In addition, the Regulations stipulates that where waste from the charity originates from a commercial source, disposal may be charged. However, it is acknowledged that differentiating between commercial and domestic sources of charity shop waste would prove challenging, particularly as all charity shops can currently dispose of their waste for free under a disposal permit scheme operated by Lincolnshire County Council.

Proposed Policy Approach

Premises occupied by charities, but which are not charity shops, will be charged for collection and disposal. Charity shops will be charged for collection only if a service is required, but they will be sign-posted to Lincolnshire County Council's scheme where they can transport their own waste to a free disposal point if they wish.

4.4.3 Universities, Schools and Other Educational Establishments

Local Authorities could previously only charge for the collection of waste, but not disposal, from educational establishments including universities, schools and colleges. The new regulations now allow local authorities to also charge for disposal of waste. However, an exemption applies; where a Council offered a waste collection service to a Local Authority funded educational establishments without a disposal charge prior to the 2012 regulations coming into force, they would be able to continue to receive free of charge disposal after the Regulations came into force on 6 April 2012. West Lindsey offered waste collections to all Local Authority schools and so now charge for collection only.

Charges for recycling collections have been levied since April 2016 and the immediate impact on West Lindsey's schools has been minimal with a number offsetting the recycling collection charge by switching all of their waste collections to West Lindsey. WLDC can, in most cases, offer a better service and rate for then the private sector can and to date, 45 schools have signed up for our commercial offering. The Council continues to work closely with schools and students to reduce, reuse and recycle their wastes and the reaction to the changes has been largely positive

Proposed Policy Approach

No change to the current arrangements. Existing procedure is adapted as a policy statement.

4.4.4 Small and micro-businesses

The government has included the following exemption to help minimise the impact of the Controlled Waste Regulations on small and micro businesses. The Regulations provided an exemption from waste disposal charges for businesses which immediately before CWR 2012 came into force were (a) eligible for free waste disposal and (b) entitled to Small Business Rate Relief (SBRR).

Proposed Policy Approach

Where a business meets both requirements for this exemption they could be liable to pay a collection charge only for their waste. West Lindsey previously offered no service so it is recommended where a business operated from home and may be entitled to free disposal, they will have the option of utilising spare capacity in their domestic limits for their business waste. This will be standard household allocation of 180 litre refuse bins and 240 litre recycling bins (or sack equivalent) only. Extra waste will be charged for collection and disposal.

4.4.5 Businesses employing up to 20 people

To minimise the impact of the Regulations on firms employing up to 20 people, the Regulations have provided that local authorities shall have the freedom to decide whether to charge for collection and disposal on a case-by-case basis, allowing them to make decisions which best support local needs and aspirations. Those most likely to be affected are in self-catering holiday accommodation and childcare (pre-school) categories.

Proposed Policy Approach

In line with Lincolnshire County Council disposal charge policy, the Council will charge for *collection and disposal* where the regulations allow. Charges will not be discretionary as a consistent and fair approach needs to be adopted.

4.4.6 Community and Village Halls

CWR 2012 states that 'waste from premises used wholly or mainly for public meetings' is to be regarded as household waste for which a *collection charge*, but not disposal charge, may be made. However most village and community halls which host public meetings are very often also used by clubs or societies or are hired out for events such as parties etc. The Regulations state that 'premises occupied by a club, society or any association' is classified as commercial waste for which both collection and disposal charges apply.

There is an obvious conflict between these two classifications and a policy is needed to avoid doubt. Within West Lindsey there is a contrast of policies in different areas regarding the services provided and the charges for these services. There are many ways such venues deal with waste for example: some have a commercial contract, some receive a free collection, and others encourage users to take waste home.

Whilst it is appropriate that discretion is used not to charge for waste collected from halls in the first category, there is a possibility of an unfair competitive advantage given to such premises which also generates commercial waste and which may be in competition with other venues (which are not exempt from charges) for social events, hosting clubs etc.

Proposed Policy Approach

Halls used wholly or mainly for public meetings will be offered the same service as a domestic household (1 x 180 litre refuse bin, 1 x 240 litre recycling bin) free of charge. 1 garden waste collection bin will be offered, for which a *collection charge only* will be made at the standard household rate. Any additional waste generated at the premises would be treated as commercial waste and *collection and disposal charges* levied.

5 Timescale and next steps

- 5.1 Following approval to proceed from Members, the new policy document would be adopted with immediate effect. Charges would be introduced as per the timescale in Appendix 3. Where there are new charges or procedures, Officers would like to follow a communication plan - similar to the one used to successfully introduce new charges for schools and garden waste. Many organisations potentially affected by the review of waste policies and charging have already been notified that the matter is under consideration, and that charges may be introduced.
- 5.2 Following discussion by Lincolnshire Waste Officers, all the WCAs have committed to discussing this matter further within their Councils as to their approach for charging for these categories of premises.
- 5.3 The Policies Draft Paper was considered by the Lincolnshire Waste Partnership (LWP) at its meeting on 8 March.. Recent decisions at the LWP regarding governance arrangements included an agreement to refer all strategic waste decisions for consultation to the LWP before implementation. The proposal to introduce charging for these waste categories could be seen to fall within that arrangement. The deliberations of the LWP are not however binding on member authorities.
- 5.4 If approved, adopting these policies will help us come into line with both Government policy and the standard within Lincolnshire.
- 5.5 Where a business does not have a current waste contractor they will receive a warning and a reasonable period of time to comply unless it is considered a serious enforcement breach. With residents, we would look to inform and educate before escalating if our policies are being contravened. In all cases, Further action would be undertaken via West Lindsey's Corporate Enforcement Strategy.

6. Alternative Options and reasons rejected

- 1) **To continue to collect waste from some of the premises under consideration free of charge** - This is considered inappropriate as some categories of premises are considered businesses.
- 2) **To continue to work under the Operational Services Policy Document written in 2009** – It is recommended that this is rejected as the policies document is now in need of a refresh following the introduction of the Controlled Waste Regulations in 2012 and then, the launch of WLDC's Commercial Waste Service in 2014. Failure to adopt new policies that incorporate CWR 2012 will jeopardise the ability of the Commercial Waste service to hit its customer projection level and expected contribution to WLDC's budget.

WASTE AND RECYCLING OPERATIONAL POLICIES



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INTRODUCTION

West Lindsey District Council's Refuse and Recycling Policy aims to ensure that our waste and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of residual waste.

This policy document is designed to lay out agreed policies and procedures that are clearly defined, ensuring transparency and maintaining certainty for residents, council members and officers of the district council.

Under the terms of the Environmental Protection Act 1990, West Lindsey District Council is classed as a Waste Collection Authority, and as such, under section 45(1) we have a statutory duty to collect household waste from all domestic properties within our administrative area.

Under Section 46(4) of the Environmental Protection Act 1990, the Council has specific powers to stipulate:

- The size and type of the collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collection and emptying
- The materials or items which may or may not be placed within the receptacle(s)

Any residents not complying with the Council's requirements, as per the Section 46 notification, may be subject to a fixed penalty ticket or other legal action, or a loss of the collection service.

It is intended that the policy document will outline how West Lindsey District Council will deliver the refuse and recycling collection service and with appropriate education and support, enforcement should not be required.

POLICY 1: FREQUENCY OF COLLECTION

The council will collect household refuse and household recyclables on an alternate weekly basis in most areas of the District. For paid subscribers to the service, garden waste will also be collected on a fortnightly basis during the collection season. The collection season is currently set to run from the beginning of April to the start of December. Garden waste collections are organised to ensure that each household receives 18 collections, providing they sign up to the service prior to the start of the collection season. See Policy 21 for more information about the garden waste collections.

The collection day will normally be the same day of the week for refuse and for recycling.

The time of the day for collection may vary due to road works, vehicle breakdowns or other situations outside of our control. Therefore, please present your bin(s) before 7am on your designated collection day. Bins can be presented after 7pm on the evening prior to collection.

During Bank Holiday weeks, collections will usually be as per your regular collection day. However, there may be occasions when collection days are altered. This is normally over the Christmas and New Year period.

Information about alterations will be advertised through a number of methods including on the Council's website at www.west-lindsey.gov.uk, resident publications and local newspapers.

We aim not to change your collection day from year to year, but occasionally this is necessary to ensure that our collection rounds take account of new home building and are routed efficiently.

We currently provide collection calendars to all households in the district on an annual basis, to advise of collection arrangements throughout the year. Details of collection arrangements will always be made available on our website at www.west-lindsey.gov.uk/mybinday

POLICY 2: PROVISION OF WHEELED BINS

All households are required to present their waste and separated recyclables in wheeled bins or bags issued by the council. Presentation must be made at the front boundary of their property where it meets the kerbside. We refer to this point as the *curtilage*. (See policy 5)

The exception to this policy will be where households are unable to move wheeled bins to the curtilage of the property, due to access difficulties, e.g. terraced properties with no viable access for wheeled bins from the rear of the property to the curtilage. In these or similar access or health and safety circumstances, alternative waste collection receptacles will be provided, by arrangement with and at the discretion of West Lindsey's Waste & Recycling Team Manager.

In the interests of waste minimisation, and therefore reducing costs to the council tax payer and lowering impact of landfill on the environment, the council issues black (refuse) wheeled bin capacity to households based upon household occupancy.

Household occupancy is defined as number of permanent, full time occupants. Please be aware that a charge also now applies for supplying additional wheeled bins.

A standard family wheeled bin (180L) is the default bin provided to the majority of residents. Separate policies are applicable for flats and premises of multiple-occupancy (see Policy 12.)

Large Family wheeled bin (240L)

Only households that have four or more occupants, or a specific verified need, such as medical waste, (see Policy 20) can apply for additional refuse bin capacity. This request can be completed online by visiting www.west-lindsey.gov.uk/doitonline or alternatively you can call our Customer Services on 01427 676676. This request will only be approved subject to residents using the existing recycling facilities to the fullest extent. Once provided, a family wheeled bin may be taken away and replaced with a Standard Family wheeled bin (180L) if this condition is not satisfied. Households will then not be eligible for another assessment for a period of 6 months. Please be aware that a charge also applies for supplying wheeled bins.

Second refuse wheeled bin

There will be a very limited number of households who will need greater waste capacities than is offered by the 240L bin. In such cases residents may be offered a second wheeled bin to enable them to safely dispose of the waste that they produce. The bin size offered will reflect the needs of the household which will be assessed by the Council. Examples include large families with more than 3 children in nappies and adults with large quantities of non-hazardous medical waste.

Two bins will be provided for a fixed period only and this will be reviewed at the end of this period. Once again, provision will be subject to households using the existing recycling facilities to the fullest extent.

At these properties both bins will display a sticker so that collection crews will know to empty 2 bins.

POLICY 3: CHARGES FOR WHEELED BINS

Charges for supplying wheeled bins were introduced by West Lindsey District Council in 2012.

Due to the current financial situation, the council is under increased pressure to save money. The charges for bin provision solely cover the cost of the bins and their delivery. We also aim to encourage householders to take better care of their bins by labelling with their house number and bringing back in as soon as possible after collection.

This charge applies both to new properties and for replacement bin and payment will be taken prior to any replacement being ordered / delivered. The exception is where bins are damaged by our crews or reported as stolen to the Police. If your bin is stolen you should contact the Police and ask for an incident reference number. Please visit www.west-lindsey.gov.uk/wastefees for details of current charges.

Any requests to provide new wheeled bins (refuse or recycling) for a new build property or due to damage, loss or theft must be made to the Council; either by contacting the Customer Service Centre on 01427 676676 or using the online request service which can be found at www.west-lindsey.gov.uk/doitonline

Replacement wheeled bins will be delivered to householders as soon as practicable after the payment has been received, but in all cases within 10 working days.

All refuse and recycling receptacles supplied to householders shall always remain the property of the Council.

When householders move home they must leave the refuse and recycling wheeled bins at the property for the new occupant. Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles.

For newly built properties, either the developer or the builder (if smaller estates or individual properties) will be responsible for the purchase of wheeled bins for the properties they have constructed. If developers fail to make this provision, the resident will be liable for the purchase of the wheeled bins. No collections will be made until such time as wheeled bins, of an approved design and colour, have been purchased.

These wheeled bins can be purchased from the Council or can be procured by the developers, provided they are approved for use by the Council. The wheeled bins will become the property of the Council and must be left at the property when residents move out.

POLICY 4: AUTHORISED SACK SCHEME FOR EXEMPT PROPERTIES

Where agreed by the Waste & Recycling Team Manager (or designated Officer) individual households unable to utilise wheeled bins to contain their waste and recyclables, will be provided alternative receptacles. These will consist of blue (refuse) and clear (recycling) 'authorised sacks'. Sacks for the presentation garden waste can be provided for a small charge (See Policy 21)

Properties that **may be** exempted from the triple bin scheme include:

- Purpose built blocks of flats.
- Flats above shops.
- Properties with no frontage.
- Properties with very small front gardens (less than 1 metre deep) that have insufficient space for a wheeled bin.
- Very long drive.
- Properties the Council's regular fleet cannot access.

The suitability of a wheeled bin collection to properties with steps or steep frontages will be assessed on a case by case basis. If, for health and safety reasons, they are found to be unsuitable then they will be exempted.

Authorised sacks will be issued to households every 6 months and will provide the same capacity to contain waste and recyclables, as would be available if the householder were provided with wheeled bins. Unless a prior arrangement has been made, a maximum of four blue bags per collection will be picked up. Any more will be treated as side waste and not collected.

Table 1 below identifies the number of authorised sacks provided to households under this arrangement.

Where households use their allocation of 'authorised' sacks before they are replenished, the householder will be required to purchase 'pre-paid' authorised sacks in which to present their waste. (See Policy No 19)

Where households, not recorded as being on the authorised sack scheme present authorised sacks, the sacks will be rejected for collection.

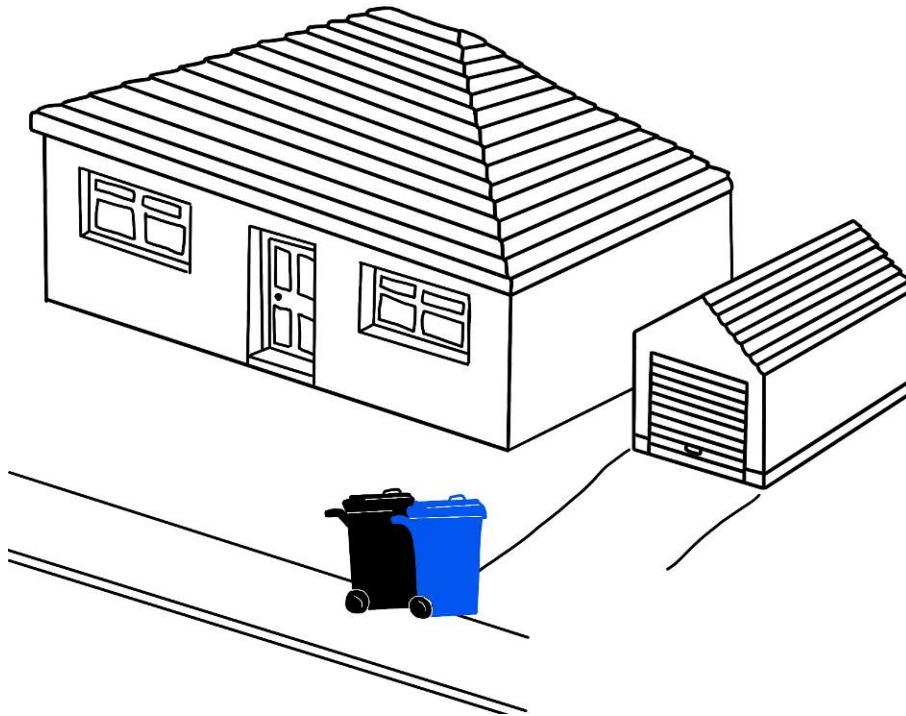
Table 1 - Number of Authorised Sacks Issued to Households – per 6 months

Household Occupancy	Refuse (Blue)	Recycling (Clear)
4	65	78
5	78	100
More than 5	To be assessed *	To be assessed *

* At discretion of the Waste & Recycling Team Manager or Designated Officer

POLICY 5: PRESENTATION OF REFUSE AND RECYCLABLES

Waste and recycling receptacles must be presented at the curtilage (front boundary) of the property, at the point nearest the highway by 7am on the appointed day of collection. The wheeled bins should then be taken back onto your property by the end of the collection day.



The Council will not empty any non-WLDC wheeled bins.

Where residents report difficulty in terms of being able to present their bin, due to access issues such as steep slope or steps to access their property, a council officer will visit the householder to determine the most appropriate solution.

Where householders share a driveway, they will be required to present their waste receptacles for collection at the end of the shared drive, at a point nearest to the highway.

Where an individual property is located down a 'long-driveway', the householder is required to present their waste receptacle for collection at the point nearest the highway. The Council's designated Officer will visit the householder to assess the most appropriate location to present the waste receptacles and the type of receptacles to be used. Where the 'long-driveway' serves several properties, the Council will arrange for the designated Officer to visit and assess if it is appropriate for a collection freighter to access the properties.

Any variation to this policy will be at the discretion of the Waste & Recycling Team Manager or designated Officer. Their decision will be deemed to be final.

POLICY NO 6: COLLECTION OF REFUSE

All refuse receptacles are liable to inspection before collection.

The refuse receptacle should contain 'non-recyclable' household waste only:

The refuse receptacle **must not** contain:

- Liquid waste
- Garden/yard waste
- Soil
- High grade clinical waste, including sharps
- Tyres
- Hazardous waste
- Waste Electrical and Electronic Equipment
- Large 'bulky' items.
- Construction/DIY waste such as bricks, plasterboard; cement, aggregates, and timber.
- Paint (in liquid form)

The Council can be contacted regarding arrangements for disposal of the types of waste listed above or see www.west-lindsey.gov.uk/householdwaste.

Should the refuse receptacle contain wastes of the type detailed above, the refuse operator will not collect the waste. In this circumstance, should the refuse not be collected, the disposal of the waste will then become the responsibility of the householder, who will be required to dispose the waste in accordance with instructions provided by the Supervising Officer.

Generally the householder will be required to remove the incorrect waste item(s). The receptacle can then be presented on the next refuse collection day. In this circumstance householders are required to contain additional waste they are not able to fit into the wheeled bin, in WLDC pre-paid sacks until the next refuse collection. See Policy No 19.

Failure to comply with instructions of the Supervising Officer may result in enforcement action being taken under appropriate legislation. See Policy 24.

POLICY NO 7: RECYCLING COLLECTION

Under Section 46 of the Environmental Protection Act 1990 the Council is exercising its powers to require households to segregate their waste for recycling purposes.

All recycling receptacles will be liable to inspection prior to collection, to establish that they contain only the designated recyclable materials, as detailed on the back of your collection calendar. Or visit www.west-lindsey.gov.uk/recycling for further information.

The Council will provide additional printed information or a visit to explain which materials are suitable for recycling upon request.

Contamination can have a major impact on our recycling and composting schemes by reducing the quality of the material and the risk that it will be rejected by the re-processors. The rejection of loads increases disposal charges.

Recycling and garden waste receptacles considered by operatives to be contaminated' will not be collected. Should the operative observe a contaminated receptacle, a sticker will be attached to it, notifying the resident why it has not been collected.

At the discretion of the Waste Operative he may remove contaminating materials from receptacles and empty the bin if contamination is not considered severe enough to warrant a bin rejection.

WLDC will not make an unscheduled return to collect recycling receptacles rejected for collection, even if the offending material has been removed by the householder. In this circumstance, should the recycling receptacle not be collected, the disposal of the rejected waste will be the responsibility of the householder, who will be required to dispose of the materials in accordance with instructions provided.

Generally the householder will be required to remove the waste causing the contamination problem. The receptacle can then be presented on the next recycling collection day. In this circumstance, householders are required to contain the recyclables they are not able to fit into the wheeled bin in their own clear plastic sacks, until the next recycling collection. It can then be presented next to the blue bin. Excess garden waste may not be presented in this way.

The Supervising Officer has the discretion to arrange for the contaminated recycling receptacle to be collected on the following refuse collection day. This option will be made available to the householder on one occasion only, following a receptacle being rejected for being contaminated.

Should a householder continue to present recycling receptacles containing contaminating waste material, the Council will take appropriate enforcement action under available legislation. See Policy 24

The Council will provide a reasonable level of advice and assistance to householders regarding how to recycle their waste effectively, prior to taking enforcement measures.

POLICY NO 8: REJECTION OF RECEPTACLES FOR COLLECTION

The Council will reject for collection, refuse and recyclable receptacles for the following reasons:

- Bin lid not fully closed;
- Wrong receptacle presented, e.g. recycling bin presented on refuse week;
- Materials not suitable for recycling placed into the recycling receptacle;
- Refuse receptacle contains waste as detailed in Policy 6 above;
- Waste receptacle too heavy to lift, due to it containing heavy waste such as construction/DIY/soil/yard/garden wastes.

- Waste and recyclables presented in blue authorised sacks at properties not recorded as being part of the authorised sack scheme.
- Authorised sacks presented in dustbins.

POLICY NO 9: ASSISTED COLLECTION

This policy outlines how householders can access the assisted collection service so they can participate fully in the refuse and recycling collection service.

Residents, who are unable to transport their wheeled bins/bags to the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), will be placed on the 'assisted collection' scheme, upon request.

Residents are required to provide information so that a simple assessment may be completed. Applications are considered on a case by case basis. Home visits are carried out where necessary.

Assisted collections are subject to the Council being satisfied that service provision is warranted.

Alternative receptacles, for example bags, can be provided on assessment of the needs of the customer as well as to facilitate collection by our operatives.

Residents on the assisted collection scheme will have their wheeled bins/bags collected by a collection operative from an agreed location and emptied into the collection vehicle. Wheeled bins will be returned to the same location.

It is the resident's responsibility to ensure the unobstructed availability of the receptacles i.e. gates etc. are unlocked by 7.00am on the date of collection. If the collection operative is unable to gain access to the wheeled bin/bags they will not be emptied/collected until the next scheduled collection.

If the householder's circumstances change, the resident must inform the Council.

The Council will periodically review the assisted collection register.

POLICY NO 10: PRESENTATION OF SIDE WASTE (REFUSE)

The presentation of 'side' waste does not support waste minimisation principles or encourage residents to maximise recycling. Therefore, excess household refuse left beside the wheeled bin will not be collected, unless it is contained within pre-paid WLDC authorised refuse sacks.

Pre-paid authorised sacks are made chargeable so as to provide incentive to householders to recycle and compost their waste at home, thereby reducing waste arising.

Should households not be able to contain refuse within the refuse bin, they may take this waste to a Household Waste and Recycling Centre, (see www.lincolnshire.gov.uk/recycling for a list) or purchase pre-paid excess refuse sacks.

The Council will provide advice to householders on reducing their waste, upon request.

Should the householder continue to present unauthorised side waste, the Council will take appropriate enforcement action under the relevant legislation.

POLICY NO 11: PRESENTATION OF ADDITIONAL RECYCLABLES

The Council encourages households to maximise the presentation of recyclable materials for recycling.

Where insufficient capacity exists for the householder to contain additional recyclable waste in their blue wheeled bin, the householder may present additional recyclables outside the wheeled bin. Excess recycling should be placed within clear polythene sacks, open carrier bags, or open cardboard boxes. Black bags will not be accepted.

Where bulky items of cardboard packaging arise, householder may present this material outside the authorised receptacle for collection by the WLDC on recycling collection week. The bulky packaging must be free of polystyrene, plastic films, string, rope, banding and other non-recyclable waste.

Where a property is part commercial and part residential councils are entitled to charge for collection of all of the waste. The Council will provide only 1 x 240 litre recycling bin for the collection of the household element, but the occupier must be able to provide proof of disposal route for the commercial waste and where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent) then additional recyclables will not be collected or a charge will be made.

POLICY NO 12: PREMISES IN MULTIPLE-OCCUPANCY

This policy sets out the provisions for refuse and recycling collection within communal refuse storage areas.

It is the Council's preference to supply individual wheeled bins wherever possible, even for flats, but for multiple occupancy households/properties, the Council may supply an appropriately sized larger wheeled bin(s) for refuse and recyclables. It may be that a bag service as is deemed most suitable in some instances.

The developer/builder/management agent should engage with the council at the earliest opportunity when considering waste management arrangements for their complexes. Larger bins will only be serviced by prior arrangement and a fee must be paid to the Council for their provision. Only WLDC approved bins will be emptied.

Where residents of multiple occupancy properties do not segregate their waste for recycling in an effective manner, the Council will endeavour to work with residents to encourage recycling. If appropriate the Council will use its enforcement powers to achieve improvement in recycling performance from multiple-occupancy properties.

Where the reasonable efforts of the Council fail to improve the quality of recyclables presented for collection, the Council may remove the recycling receptacle. The refuse receptacle will still be collected fortnightly on refuse collection week. The combined

capacity of the refuse receptacles (in litres) should not exceed 180 multiplied by the number of occupied properties.

The Council will assess the servicing of flats/ mixed properties on an individual basis and cases will be considered on their merits. Property visits and discussions with the relevant management agencies will be carried out where appropriate.

Where there is contamination within the waste on a regular basis the Council will require the management agency/housing association/ landlord to, at their own expense, ensure all non-recyclable material is removed in readiness for the next collection.

It is the property management company / residents' role to present the bins in a manner that allows for a collection to take place. Where access is not possible due to locked gates etc the wheeled bins/bags will not be collected. Only where damage is caused as a direct result of the collection process will the Council pay for the repair or replacement of the receptacles.

Where bin stores have excess waste blocking access (bags, loose waste, furniture etc), the collection crew will not clean the area. If it is not possible for the collection crew to collect the wheeled bins/bags, they will be left and it will be the responsibility of the Management Company / residents to dispose of the waste.

Any disposal of wastes by residents or landlords should be carried out in compliance with current legislation.

Where a property is part commercial and part residential - for example a public house with living accommodation above or a shop with living accommodation, councils are entitled to charge for collection of all of the waste. The Council will provide standard capacity (1 x 180 litre refuse bin, 1 x 240 litre recycling bin) for the collection of the household element, but where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent) then the waste will not be collected or a charge will be made.

POLICY NO 13: MISSED COLLECTIONS

Waste and recycling receptacles are to be presented for collection by 7am on the designated day of collection.

If receptacles are not presented by 7am on the day of collection, bins reported as missed will not be considered a 'missed' collection. Responsibility for disposal of the waste will then become that of the householder.

Waste and recycling receptacles not presented for collection at the time the collection operatives arrive at the property will be recorded on the round sheet, which will be submitted to the Supervising Officer at the end of the working day.

If a receptacle is recorded on the round sheet as 'not presented', responsibility for disposal will become that of the householder. Therefore WLDC will not return to collect the bin.

A collection will not be recorded as missed collection until after 4:30 pm on the designated day of collection, as collection routes and times are liable to change. However if a householder has not had their bin collected and adjacent neighbours have, they should

contact the Council on 01427 676676. We will then attempt to revisit for collection on the same day subject to the record sheet failing to show the receptacle as not being presented for collection.

Should a missed collection be reported after 4.30pm on the designated day of collection, and subject to the record sheet failing to show the receptacle as not being presented for collection, WLDC will be required to go back within 5 working days and collect the waste.

Where householders do not present their refuse or recyclables for collection in accordance with Council requirements, the householder will have the following options:

- Take the waste to the Household Waste and Recycling centre;
- Store the waste until the next collection day;
- If required purchase authorised pre-paid sacks to contain the waste until the next collection.

POLICY NO 14: WHEELED BIN LOST IN COLLECTION VEHICLE

There may be some circumstances where a bin is lost or damaged in the back of the collection vehicle. Should this occur, our operative is instructed to place a note through the householder's door advising of the incident.

In these cases, the Council will replace the wheeled bin free of charge as soon as reasonably practicable.

In the interim, the Council will send sufficient authorised sacks to the householder to cover the period between when the bin is reported missing, to the planned delivery date of the replacement receptacle.

POLICY NO 15: STOLEN WHEELED BIN

When a resident reports their bin as stolen this must be supported by a police incident number. If this is not provided, a charge will be levied to cover administration and delivery.

The council will send sufficient authorised sacks to the householder to cover the period between when the bin is reported missing, to the planned delivery date of the replacement bin.

The report of the stolen bin will be recorded and should a further bin be reported as stolen within a 3 year period, the householder will be required to pay for a replacement bin.

If a stolen bin is reported from an address where the previous occupants had a bin stolen, the Council will provide the first replacement bin free of charge. Once again, this is dependent upon a police incident number being provided.

If we believe a bin has been misused, damaged or lost by a householder the Council will charge the householder for a replacement. Even when a charge is paid by the householder, the bin remains the property of the Council.

This policy is designed to encourage responsible use of containers, and because we consider it fairer that the cost of replacements be met by the residents requiring them, not council tax payers as a whole.”

POLICY NO 16: PROVISION OF NON-STANDARD WHEELED BINS

Where household occupancy changes or circumstances arise so as to merit extra receptacle capacity, the Council can make arrangements to provide the additional capacity required upon receipt of the necessary payment.

POLICY NO 17: PROVISION OF WHEELED BINS TO NEW DWELLINGS

The Council will provide wheeled bins to new dwellings upon receipt of the necessary payment for bins, the minimum requirement is for a black and blue bin, with the garden waste bin being optional.

The property developer should contact Operational Services regarding new developments in order that adequate and suitable storage is identified.

POLICY NO 18: PROVISION OF AUTHORISED SACKS TO NEW DWELLINGS

New dwellings will not be provided with authorised sacks as an alternative to wheeled bins, unless Policy Statement 2 applies.

POLICY NO 19: PRE-PAID AUTHORISED SACKS

To encourage effective recycling and waste minimisation, the Council does not collect ‘side waste’, in accordance with Policy Statement 8, unless contained within an authorised pre-paid sack.

Blue sacks are available to purchase from WLDC offices at Gainsborough and Market Rasen. They are also available by post (although a delivery charge applies).

For current charges of the authorised pre-paid sacks (including garden waste) please visit www.west-lindsey.gov.uk/wastefees

The Council will review provision of the service and increase the charge in-line with inflation, on an annual basis, thereafter.

POLICY NO 20: CLINICAL AND MEDICAL WASTE PROVISIONS

West Lindsey is required to collect Clinical Waste (Healthcare) waste from domestic properties, (although it is classed as household waste for which a charge can be made).

Hazardous Clinical Waste

Some clinical waste, e.g. haemodialysis waste and sharps are classified as hazardous waste and need to be disposed of separately and sent for incineration.

West Lindsey currently only collect sharps waste and this service is available upon request by telephoning 01427 676676. An appointment will be given for collection (within a 48 hour slot). In order to make best use of resources we limit

Requests for collection of other hazardous clinical waste such as haemodialysis waste must be referred by the appropriate PCT, (Primary Care Trust) onto Lincolnshire County Council for a collection to be organised with a specialised contractor.

Non-Hazardous Clinical / Medical Waste

Most types of low grade clinical waste, such as bandages, dressings, drainage bags, colostomy bags and incontinence pads are classed as low grade (non-hazardous) can be disposed of along with your normal domestic refuse, and placed within your black wheeled bin.

Upon request, the Council will provide larger or additional wheeled refuse bin to residents. For residents on a refuse sack service, the Council will also supply additional refuse sacks for this purpose and to enable the waste to be double-bagged.

To request a larger or additional wheeled bin for medical waste reasons, written confirmation of need is required from a qualified person (carer, nurse, doctor), which should include a description of the waste to be collected.

The Council does not provide a service for the removal / disposal of unused pharmaceuticals, which should be returned to a pharmacy.

POLICY NO 21: BULKY WASTE COLLECTION SERVICES

The Council provides a bulky waste collection service for large household items such as:

- Table & chairs
- Washing machines
- Dishwashers
- Carpets
- Mattresses
- Suites
- Beds
- Wardrobes
- Cookers etc.
- Fridge/freezers

There is a charge for this service, see www.west-lindsey.gov.uk/wastefees for current charges. The minimum charge will consist of a number of items but not to exceed 6 points. If the points value is exceeded then an extra amount also applies.

An example of the points value is given below.

3 points

- King sized bed base, mattress, headboard and fittings;
- 3 piece suite

2 points

- Cooker;
- Dishwasher;

1 point

- Chest of drawers;
- Kitchen table;
- Dressing table.

A collection date (within a 48 hour slot) is given to the customer when they request a collection. Means tested benefits no longer apply.

The bulky waste collection service does not include collection of items such as

- Bricks
- Concrete
- Tyres and car parts
- Cast Iron Boilers
- Oil tanks
- Plasterboard

POLICY 22: GARDEN WASTE COLLECTIONS

This policy sets out the optional garden waste service which is provided by the council.

A separate, chargeable service for the collection of green garden waste is available to householders. Information on how to subscribe can be accessed on www.west-lindsey.gov.uk/gardenwaste or by calling the Customer Service Centre on 01427 676676.

Garden waste is not permitted in the residual or recycling waste wheeled bins/bags and will not be collected. Householders who do not subscribe to the service must make arrangements to dispose of their own garden waste either by composting or at a Household Waste Recycling Centre.

For paid subscribers to the service, garden waste will also be collected on a fortnightly basis during the collection season. The collection season is currently set to run from the beginning of April to the start of December. Garden waste collections are organised to ensure that each household receives 18 collections, providing they sign up to the service prior to the start of the collection season.

The charge for the service is £35 per year, there is no reduction for part year subscriptions.

Where agreed by the Waste & Recycling Team Manager (or designated Officer) individual households unable to utilise wheeled bins to present their garden waste will be able to purchase garden waste sacks. Households who purchase sacks will be added to our collection round database, and sacks will be picked up and taken for composting during the collection season. Sacks will be a minimum of 80 litres in capacity and will be available to purchase in bundles of 54 bags for a cost of £35 (including delivery.) This gives the same equivalent capacity to contain garden waste as would be available if the householder were provided with a wheeled bins and is priced at the same rate. In addition, there is no expiry date for the sacks, so any unused from the bundle can be presented in the next collection season.

Sacks purchased on an individual basis to be used as a top up to the standard service will be charged at £1.65 each + postage and packing.

Our standard collection vehicles will be unable to ensure that garden waste contained in sacks is recycled and therefore, the sack service will only be available to residents where a wheeled bin collection is unsuitable.

There is no limit to the number of garden waste wheeled bins or sacks which a householder may purchase.

It is possible to opt-out of the scheme once joined but no refunds will be given under any circumstances; householders are not required to return the wheeled bin to the Council.

Where householders have opted out of the service and subsequently wish to subscribe, there will be a charge of £15 for delivery of a garden waste bin to a property where that is required.

It is possible to opt back into the scheme at any time following payment of the appropriate fee.

If a resident is moving within the administrative area of the Council they will need to inform the Council either at the Customer Service Centre on 01427 67676 or online at www.west-lindsey.gov.uk/gardenwaste where arrangements will be made to transfer the service to the new property. The householder is required to leave the garden waste wheeled bin (and sticker) at the property they are moving from. If the householder is moving out of the administrative area of the Council they should inform the Council, but there is no entitlement to a refund for the remainder of the chargeable period. Full terms and conditions for the service can be found at www.west-lindsey.gov.uk/gardenwaste

POLICY NO 23: COMMERCIAL WASTE COLLECTIONS

A commercial / trade waste and recycling collection service is offered to businesses in West Lindsey.

The service is be available to all schools, parish, church and village halls as well as shops and businesses of all sizes.

The service is available at an agreed charge, based on frequency, numbers of bins and number of collections.

The collections, where possible, will be co-mingled with domestically generated waste but may, where required by frequency of collection, be collected by a separate, designated vehicle.

The service will be based on wheeled bin collections but will be customer focussed in that bag collections may be available to those customers with insufficient storage capacity for wheeled bins.

Waste generated from residential premises being used for business purposes, where there is a requirement for planning permission for such use, will be dealt with as commercial waste.

Aside from the exceptions in Policy 24, free waste collection services to non domestic properties has ceased. Non-domestic customers, using a domestic wheeled bin, will have that bin removed.

POLICY NO 24: NON DOMESTIC PROPERTIES (VILLAGE HALLS, CHARITIES, SCHOOLS ETC)

West Lindsey District Council will provide and empty, a set of bins, comprising of 1 x 180 litre refuse bin and 1 x 240 recycling bin to; Village Halls; Community Centres; places of worship and any halls attached. A charge for provision of any new bins applies.

The Council will make a charge for providing any additional capacity above this standard issue. Requests would be charged at our standard commercial rates (see policy 23) or alternatively, any request for additional waste bin capacity should be referred to a private contractor.

The Council would also charge in instances where the predominant activity on such premises is commercial in nature, i.e. operated to generate a profit, such as pre-school/child-minding or private fitness/slimming classes.

Activities that are set up and run as an adjunct from some external organisation (e.g. nurseries would be subject to a charge.)

Since free waste collection is only intended to benefit premises whose main function is hosting public meetings, in some cases, the Council will request that applications are made in writing detailing activities. We reserve the right to monitor and review periodically to see if such premises remain in scope.

Premises occupied by charities, but which are not charity shops, will be charged for collection and disposal of waste as charities are classified as producers of commercial waste. Charity shops will be charged a rate for collection only if a service is required, but

they should be aware that Lincolnshire County Council operate a scheme where charity shops can transport their own waste to a free disposal point if they wish. For more details, Charity shops should email: Dev_HouseholdWaste@lincolnshire.gov.uk

As per the Controlled Waste Regulations 2012, WLDC continues to charge for the collection of waste, but not disposal, from Local Authority educational establishments including universities, schools and colleges that were offered the service prior to 2012. Educational establishments that don't fall into this category are offered a commercial waste collection service at standard rates.

Waste generated from residential premises being used for business purposes, where there is a requirement for planning permission for such use, will be dealt with as commercial waste.

Premises such as public houses which are also used as domestic residential accommodation are known as a "mixed hereditaments" and as such are only entitled to the standard issue of wheeled bins.

It is recognised that some individual traders work from home and provided that any waste generated along with the normal household waste does not require any additional capacity or have any particular hazardous qualities it will be dealt with as normal domestic waste.

POLICY NO 25: EDUCATION AND ENFORCEMENT PROCEDURES

This policy outlines the enforcement procedures for the Waste and Recycling Service. Building awareness and having an educational approach is important to help residents understand their role, and assist with improving recycling and operating efficient services. Enforcement activities will be in accordance with the Council's 'Corporate Enforcement Policy' and as such, any enforcement will follow these principles and be applied in a staged approach. There are no significant changes in approach to that presented in the existing waste enforcement policies, but this policy provides a summary:

All waste must be presented in Council approved receptacles to ensure it can be safely collected from the kerbside (or a position agreed by the Council).

The Council will reject for collection, refuse and recyclables receptacles for the following reasons:

- i) Overloaded wheeled bins (by weight and volume)
- ii) Wrong receptacle presented e.g. recycling wheeled bin presented on refuse week.
- iii) Wheeled bin is too heavy to lift, due to containing heavy waste e.g. construction, DIY or soil waste.
- iv) Contamination of recyclable materials.

v) Garden waste in residual collection (black wheeled bin or blue bag).

Repeated presentation of residual side waste will be dealt with by the Council in the same manner as contamination of recyclable materials.

Recycling wheeled bins containing major contamination will not be emptied. A sticker be placed on the bin to provide information as to the contamination types and it will be recorded on our system. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner.

The householder may be given two letter notifications for two separate occurrences of contamination of the recycling wheeled bin, the third incident may result in a notice being served to the householder, under Section 46 of the Environmental Protection Act 1990 and will allow a Fixed Penalty Notice (FPN) to be issued on the next occasion.

POLICY 26: SEVERE WEATHER

In the event of severe weather, when snow, ice, floods or other conditions disrupt waste and recycling collection services, the following general principles will apply:

The Council will try to maintain services if they can be performed safely, for example from a gritted road or another area assessed as safe by the collection vehicle driver. Among key factors that apply are: road conditions, access past parked cars, risks to public or crews.

The condition of the roads in terms of the district as a whole will be assessed by the Waste and Recycling Team Manager.

A decision will be made by 9am as to whether normal collections will be attempted; thereafter hourly reassessments will be made until 2pm. Communication will be through our usual channels (West Lindsey District Council website and social media pages) with regular updates to local radio and via other media outlets (newspapers, local television).

Should it be necessary to suspend the service, staff will be re-deployed where appropriate (initially to assist residents deemed most vulnerable such as those in the Supported Housing Section) and thereafter to assist Lincolnshire County Council in the discharge of their duties i.e. gritting pathways and clearing snow.

In cases of flood, staff will assist in the provision of sandbags in line with the Council's Policy.

Additional information regarding collections:

Bulky waste collections may be suspended to maintain main services depending on the duration of the severe weather event.

Limited quantities of extra waste will be accepted alongside containers during any catch up period.

MAIN CHANGES TO “WASTE AND RECYCLING OPERATIONAL POLICY DOCUMENT” PROPOSED BY OFFICER WORKING GROUP

Change to existing / Inclusion	Rationale	Alternative Options	Working Group Recommendation(s)
Policy 2: Provision of wheeled bins	Clarification of application procedure for households that require extra waste capacity. The web form for obtaining a larger bin online will be amended to ensure proper checks.	Extra capacity is agreed following minimal checks to ensure maximum recycling is taking place. We accept risk that existing procedure not robust.	To accept recommendation as simply proper application of existing procedure.
Policy 3: Charges for wheeled bins	This clarifies, without changing, the requirement for payment for replacement bins if they fall within certain categories.	No alternative as this is already policy but does not have appear to have been applied consistently.	There are no fundamental changes to the policy on the website, this just refreshes written policy. That the change is accepted and implemented in conjunction with customer services.
Policy 4: Authorised sack scheme	Further information on distributing sacks to residents who cannot have a bin, along with standardisation regarding numbers of bags to be presented each week to align with bin collections.	The alternate method would be to issue sacks as and when customers request them. This will be problematic with regards to monitoring usage and would be cost prohibitive.	That the change be accepted and implemented in conjunction with customer services.
Policy 5: Presentation of refuse and recyclables	Pictorial information regarding collection points to avoid confusion as to where bins/bags should be left i.e. where the property/ private land meets the public highway.	Do nothing	This is simply a visual representation of the policy already in place. That the change be accepted
Policies 10 and 11:	The standard household	This is already encompassed	To accept recommendation as

presentation of side waste and additional recycling.	allocation of 1 x 240 litre recycling bin and 1 x 180 litre refuse bin applies to premises which may be used for domestic and trade purposes such as public houses. Additional waste will be treated as commercial and chargeable.	in current procedures but needs highlighting in policy.	simply clarification of policy.
Policy 22: Garden Waste Collections	New policies approved by PCC in December 2018	N/A	N/A
Policy 23: Commercial Waste Collections	Update of Operational Policies document to reflect that WLDC service is now in operation	The commercial waste service is already operating under these policies.	N/A
Policy 24: Waste collections from Non-Domestic Properties	The new "Waste and Recycling Operations policy document" provides clarification of intended policy in these areas. Section 4 of the main report provides rationale. Appendix 4 sets out proposed charges.	Remain as is and lose the opportunity to set out a consistent approach in line with Government legislation, other Lincolnshire districts and take a less commercially orientated business like outlook.	Accept the LWP officer recommendations for these premises as outlined in Appendix 3 and charge as per CWR 2012 in all other cases.
Policy 25: Eduction and Enforcement.	Clarifies without fundamentally changing policy in this area.	This is already encompassed in current procedures but needs highlighting in policy	Incorporate this policy into the Waste and Recycling Operational Policies document to help ensure standard, transparent approach.
Policy 26: Severe Weather	This brings an existing internal procedure into the overarching public document.	The alternative would be to not make the procedure public, but this is not best practice.	Accept and keep under regular review.

LWP CONSULTATION SUMMARY WITH WLDC OFFICER RECOMMENDATIONS

Type of waste	Original proposal considered by Waste Officers	Position of 7 WCAs (officers – for further consideration by each authority)	Collection and disposal chargeable (CWR 2012)	WLDC position and LWP Officer recommendation	Proposed date for introduction of charge policy
Waste collected from premises used wholly or mainly for public meetings	Free service from a place of worship but to charge for collection from Church Halls, Village Halls, Community Centres etc.	Proposal supported by officers of all 7 WCAs	Collection charge only for first bins up to household allocation, subsequent bins collection and disposal charge	WLDC currently offer free collections from some of these premises. LWP recommend that a charge be levied for collections from these premises (other than places of worship). WLDC propose to continue to offer free collections of 1 x 180 litre refuse and 1 x 240 litre recycling bins and charge for commercial rates for any additional capacity.	01 April 2018
Clinical waste and offensive waste produced at a domestic property	Free service	Proposal supported by officers of all 7 WCAs	Collection charge only	WLDC currently offer free collections from these premises. It is recommended that no charge be levied.	Not applicable
Waste from a residential hostel	Free service	2 other WCAs (CoLC/ELDC) wish to/do charge for collection	Collection charge only	There are no residential hostels in WLDC. It is recommended that a charge would be levied.	No change, but charging policy formally adopted from 01 April 2018
Waste from a charity shop selling donated goods originating	Charge for collection	Proposal supported by officers of all 7 WCAs	Collection charge only	WLDC currently charge for collections from these premises. It is recommended that a charge be levied (for collection only) from these	No change, but charging policy formally adopted from

from domestic property				premises.	01 April 2018
Waste from premises occupied by a community group that collects goods for re-use	Charge for collection	Proposal supported by officers of all 7 WCAs	Collection & disposal charge	WLDC currently offer free collections from these premises. It is recommended that no charge be levied.	Not applicable
Waste from a residential home	Free service	3 WCAs (CoLC/ELDC/WLDC) wish to/do charge for collection for all. 1 WCA (SKDC) wishes to charge for collection where business rates are payable.	Collection & disposal charge	WLDC currently charge for commercial waste collections from these premises. It is recommended that a charge be levied for collections from these premises.	No change, but charging policy formally adopted from 01 April 2018
Waste from a premises forming part of a university, school or other educational establishment	Charge for collection	Proposal supported by officers of all 7 WCAs	Collection charge only (for publicly funded schools)	WLDC currently charge for collections from these premises. It is recommended that a charge be levied for collections from these premises.	No change, but charging policy formally adopted from 01 April 2018
Waste from premises forming part of hospital or nursing home	Free service if no business rates are paid but Charge for collection if business rates are paid	2 WCAs (ELDC/WLDC) wish to/do charge for collection for all	Collection & disposal charge	WLDC currently charge for commercial waste collections from these premises. It is recommended that a charge be levied for collections from these premises.	No change, but charging policy formally adopted from 01 April 2018
Waste from a	Charge for	Proposal supported	Collection &	WLDC don't collect from these premises.	No change,

penal institution	collection	by officers of all 7 WCAs	disposal charge	It is recommended that a charge would be levied for collections from these premises.	but charging policy formally adopted from 01 April 2018
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