



TO COUNCILLOR:

N Alam
L A Bentley
G A Boulter
F S Broadley (Vice-Chair)
J K Chohan

M L Darr
J K Ford
D A Gamble
C S Gore
S Z Haq

G G Hunt
P Joshi
J Kaufman
K J Loydall
I K Ridley (Chair)

I summon you to attend the following meeting for the transaction of the business in the agenda below.

Meeting: Policy, Finance & Development Committee
Date & Time: Tuesday, 30 April 2024, 7.00 pm
Venue: Freer Community Centre, 242A Leicester Road, Wigston, Leicestershire, LE18 1HQ
Special Title: Extraordinary, Waste Transformation Implementation
Contact: Democratic Services
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Yours faithfully

Council Offices
Oadby
22 April 2024

Anne E Court
Chief Executive



Meeting ID: 2690

ITEM NO.

AGENDA

PAGE NO'S

1. Apologies for Absence

To receive apologies for absence from Members to determine the quorum of the meeting in accordance with Rule 7 of Part 4 of the Constitution.

2. Appointment of Substitutes

To appoint substitute Members in accordance with Rule 26 of Part 4 of the Constitution and the Substitution Procedure Rules.

3. Declarations of Interest

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.



Postal Address: Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ

Refuse & Recycling Centre: The Depot, Wigston Road, Oadby, Leicester, LE2 5JE

Telephone: (0116) 288 8961 **Email:** customer.services@oadby-wigston.gov.uk



oadby-wigston.gov.uk



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4. Waste Transformation Implementation

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Report of the Corporate Project, Systems and IT Manager

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Policy, Finance and Development Committee	Tuesday, 30 April 2024	Matter for Information and Decision
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Report Title: **Waste Transformation Implementation**

Report Author(s): **Ben Wilson (Corporate Project, System & IT Manager)**

Purpose of Report:	The Council is committed to providing a cost-effective waste service that fulfils legislative obligations whilst ensuring the long-term financial sustainability of the Council is maintained and offering an efficient collection service to its residents.
Report Summary:	To adopt a new Household Waste and Recycling Kerbside Collection Policy (the Policy), to provide key details on the implementation of the policy and the budgetary information to transform the service model to achieve the £250K saving that was set out in the approved budget for 2024/25 and thereafter.
Recommendation(s):	<p>A. That the 'Household Waste and Recycling Kerbside Collection Policy' described in paragraph 2 and Appendix 1 is approved;</p> <p>B. That the proposed implementation of the policy, and key project dates be noted;</p> <p>C. That Members consider the financial details provided in paragraph 4, review the options in paragraph 5 and approve financial option 'B'; and</p> <p>D. That the capital budget, included in Appendix 3, for implementing the service transformation is approved.</p>
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk</p> <p>David Gill (Head of Law and Democracy / Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk</p> <p>Ben Wilson (Corporate Project, System & IT Manager) (0116) 257 2711 ben.wilson@oadby-wigston.gov.uk</p> <p>Jon Wells (Strategic Manager) (0116) 257 2692 jon.wells@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1)</p> <p>Our Communities (SO2)</p> <p>Our Environment (SO4)</p>
Vision and Values:	<p>"Our Borough - The Place To Be" (Vision)</p> <p>Customer & Community Focused (V1)</p> <p>Proud of Everything We Do (V2)</p> <p>Collaborative & Creative (V3)</p>

	Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	The implications are as set out at paragraphs 1.4, 1.5 and appendix 3 of this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1) Key Supplier / Partnership Failure (CR2) Reputation Damage (CR4) Regulatory Governance (CR6) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	<ol style="list-style-type: none"> 1. Household Waste and Recycling Kerbside Collection Policy 2. Waste Project Timeline 3. Waste Project Budget Sheet

1. Introduction

- 1.1 Under the provisions of the Environmental Protection Act 1990, Oadby & Wigston Borough Council is classed as a Waste Collection Authority, and as such, under section 45(1), has a statutory duty to collect household waste from all domestic properties within the Oadby and Wigston Area. Under section 46(4) of the Act, the Council has specific powers to stipulate the size and type of collection receptacle(s), where the receptacle(s) must be placed for the purpose of collecting and emptying, the substances or articles which may or may not be placed within the receptacle(s) & the frequency of collection(s).
- 1.2 The Council's waste policies are developed in order to provide clarity on the collection service provided, with information on what residents can expect to happen and what they need to do to use the service.
- 1.3 In 2023, a review of the waste service was undertaken, the aim of which was to demonstrate the most cost-effective future delivery model.
- 1.4 Following the review and the ambition to ensure the long-term financial sustainability of the

Council, members approved at Full Council (Feb 2024) that the service would move to an alternate weekly refuse and recycling collection, which brings us in line with all neighbouring district and borough authorities. This report outlines the details of the changes and includes a proposed Policy that sets out how the Council will deliver its refuse and recycling collection services borough wide.

- 1.5 Members should be aware that this report relates to the refuse and recycling collections only and is not seeking to amend or change the garden waste service, the collection of clinical/medical waste, and bulky household, or persistent organic pollutants (POP's) items.
- 1.6 Members should also note that there will be no changes to the collection of refuse and recycling from flats or sheltered schemes (communal waste collection areas), as these will remain weekly collections from the current receptacles and location.
- 1.7 Waste collections that fall on a bank holiday will continue as previously agreed.

2. Household Waste and Recycling Kerbside Collection Policy

- 2.1 The policy is provided at **Appendix 1**.
- 2.2 The aim of this policy is to clearly communicate the services and methods used by the Council in carrying out its duty to collect waste, and to ensure a consistent and fair approach that is understood by both borough residents and council employees.
- 2.3 The content of the policy is determined by key factors including:
 - Financial: Delivering a cost-effective service that considers short term budget ambitions and long-term financial sustainability plans for the Council.
 - Simplicity: Offering a simple solution that is easily understood by residents.
 - Environmental: delivering a service model that supports the reduction of the carbon footprint of the Council.
 - Recycling rates: to continue to allow residents to maximise use of their 240 litre recycling bins to promote the increase of recycling of all suitable items, which would improve the recycling rates for the Council whilst minimising waste that goes to land fill.
 - Legislation: Complies with legislation and the responsibilities of the Council for collecting and disposing of waste.
 - Future proof: The new service model considers the impacts of future waste changes (arising from government policy changes) and the need to have a robust and adaptable operating model for years to come.
 - Health and Safety: the policy allows the Council to ensure collecting, loading and handling of waste is done so in a safe manner and without risk to its staff and residents.
- 2.4 The Policy also provides further clarity on the receptacles that will be used to collect a household's waste and what a resident can do if they require additional capacity. Households will not be able to present refuse or recycling waste outside of the receptacle provided by the Council unless it is flattened and folded cardboard to the side of their recycling bin on their collection day.
- 2.5 Households, as standard, will keep their current receptacles for the collection of their refuse and recycling waste. This, for the vast majority of the borough, is a 140 litre refuse bin and a 240 litre recycling bin. There are exceptions to this, where some households opted for a

140 litre recycling bin (at the time we transitioned from bags to bins) and this was mainly due to not having space for a 240L bin on their premises or having low occupancy in the household.

- 2.6 A household can opt for the XL collection service, which is a larger refuse bin (or a larger recycling bin if they have the smaller 140 litre bin) but a household will need to complete an online form or contact customer services where they will need to pay the bin swap fee which will mean their current bin will be swapped to the larger bin prior to the new service commencing.
- 2.7 All households that want to swap a bin will need to pay the fee as standard. The only exception to this will be where a resident is liaising with the council regarding additional support due to their financial difficulties. In these circumstances a member of the Senior Leadership Team will be able to reduce or waive the fee. It will be the responsibility of the resident to provide evidence of their financial difficulties and they must be getting further support from the Councils 'Financial Inclusion Officer' or other relevant monetary advice service that is helping them in improving their financial position. The fee will only be waived in cases of extreme financial hardship to ensure a fair and transparent approach to the bin swaps for the whole borough.
- 2.8 Where a household has excessive medical waste, the fee can also be reduced or waived by a member of the Senior Leadership Team. This will be on a case-by-case basis and the household must demonstrate in written format (on official documentation), that they will be producing excessive medical waste. The Senior Leadership Team have discretion to refuse applications if the evidence is not provided.
- 2.9 Purchasing a larger bin will be open for residents during a set period defined within the project plan. This ordering window will need to close to ensure the Council has enough time to swap out the old bin for the new one. These swaps will be done as near as possible to the new alternate weekly service starting.
- 2.10 Once the new alternate weekly service commences, the ordering of a larger bin will reopen for residents that may require the additional capacity for collection.

3. Project Implementation Phase

- 3.1 To fulfil the expected savings, presented to members via the sustainability plan, the implementation of the new service model is due to be undertaken throughout the summer of 2024 with the new service commencing from September 2024. This is a challenging timescale but needs to happen to provide the Council with a half yearly saving for the 2024/25 budget, and further saving each year thereafter on fuel, number of staff required and reduction of vehicles and their maintenance.
- 3.2 The council has identified a relevant project team to successfully manage the project and work is underway to complete the transition within the agreed timeframe.
- 3.3 Appendix 2 confirms the timeline of key project milestones. There is a full communication plan that will operate in tandem with the project to ensure residents are fully kept abreast of changes and impacts to their waste collection service are clearly communicated to them before the new service begins.
- 3.4 A members advisory group will be established to support the project. The group will meet on a monthly basis to focus on the key communication elements of the project.
- 3.5 To ensure the routes taken by the vehicles to collect waste from each household and dispose of the waste at the suitable point is optimised, the Council has sought assistance

from a reputable organisation that specialises in waste collection route optimisation. They will be undertaking a review of the current collection routes, looking for efficiencies and cost savings to ensure the service model is robust and cost effective where fuel consumption, wear and tear on the vehicles and the amount of staff needed to fulfil the service are all reduced, that supports key corporate priorities of the organisation.

- 3.6 With the expectation of reducing the travelled distance and in turn, reducing fuel usage, this will also help towards other corporate initiatives that are trying to lower the carbon footprint of the organisation and the emissions of the Councils fleet.
- 3.7 To maximise the benefits of the route optimisation, it is expected that some households may have their collection day changed. This will be communicated with households at the relevant point in advance of the new service provision starting.
- 3.8 All refuse and recycling collections will be the same weekday, but alternate week to week. For example, if Monday was a households collection day, they would have a refuse collection on a Monday, a recycling collection the following Monday, a refuse collection the following Monday, a recycling collection the following Monday, so on and so forth.
- 3.9 Garden waste collections will remain fortnightly, and they will be the same collection day as other waste collections.
- 3.10 All assisted collections will remain in place to support residents with additional physical needs.

4. Project Implementation Costs/Budget/Income

- 4.1 **Appendix 3** confirms the expected project transition costs.
- 4.2 To successfully transition all of the households within the borough to the new cost-effective service model, this will require written communication to each household on 2 separate occasions. The first letter will contain information relating to the service change and give advance notice. It will also include how residents can move to a larger bin if they wish. The second letter will include their new collection day information.
- 4.3 For each larger bin purchased by a household, the Council will need to purchase the bin that will be provided to them. There will be minimum stock kept in reserve due to the high cost of purchasing each bin.
- 4.4 For each larger bin purchased by a household, the Council will need to deliver the new bin, collect their old bin and dispose of their old bin which incurs administrative systems and resource costs too.
- 4.5 To support with the transition from a customer relationship perspective, the Council will require 2 interim staff members to answer calls, respond to written enquiries, run relevant reports and support the administration of the project. This is likely to be a formal recruitment where the successful candidates will be offered fix term contracts. Where no suitable candidates are found, it may be necessary to seek temporary staff from a recruitment agency however every effort will be made to not use an agency. This will be the last resort due to being a more costly way to have resource.
- 4.6 The route optimisation works due to be carried out by a third party also carries a fee.
- 4.7 Projects, of this scale and associated risk, should have a suitable budget contingency in place to manage additional expenditure that may be out of the control of the Council. This could be increased charges following formal procuring of services/products, increase in

costs due to supply chain shortages and/or elements that are dictated by other legislation as the project progresses.

- 4.8 For accurate accounting purposes, staffing time of the project group, where they are delivering on this capital project, would be paid through this capital budget rather than the revenue budget.
- 4.9 For each household that wants a larger 240 litre bin, a fee will be taken to purchase that households new bin, have it delivered to the Depot site, deliver the bin to the relevant property, collect the old bin from the relevant property, dispose of the old bin and the relevant admin costs for completing this swap. The cost of this process for each household will be at least £38.
- 4.10 There is an option to increase the charge to £50 per household for a larger bin which would allow the Council to operate more commercially and assist in working towards the long-term sustainability of the Council.

5. Options

- 5.1 **Option A:** Charge Households £38 for their bin swaps. This amount only covers the purchase of the bin and the associated delivery and basic administration costs of the bin swaps.

All other costs would be paid for through either the revenue budget or capital receipts.

- 5.2 **Option B:** Charge households £50 for their bin swap. This amount will also cover the purchase of the bin and the associated delivery and basic administration costs of the bin swaps.

The £50 also contributes to the full cost of providing the swap service. This includes supporting residents through the change, online enquiry solution, reporting tools, communication tools, website, administration of a waste database, payment charges from 3rd party supplier, and financial income management.

6. Recommendation

- 6.1 Officers' recommendation is **Option B** as this fits with Members and Officers aspirations to be more commercially minded in its business decision making, as set out in the Council's approved Corporate Charging Policy, and to support the long-term financial sustainability of the Council.

Household Waste and Recycling Kerbside Collection Policy

April 2024

1. Introduction

Oadby and Wigston Borough Council (OWBC) has a duty to collect both household waste (refuse) and recycling material across our area, which covers an area of approximately 9 square miles in Leicestershire with just over 24,300 domestic properties and a population of approximately 57,000 people.

OWBC act only as the waste and recycling collection authority. Responsibility for the disposal or processing of material lies with Leicestershire County Council (LCC). LCC will direct OWBC where to 'tip' waste and recycling collected from within the borough.

The aim of this document is to clearly communicate the services and methods used by OWBC in carrying out this duty, to ensure a consistent and fair approach that is understood by both borough residents and council employees. It builds on the earlier Policy approved by the Policy, Finance and Development Committee on 16 November 2021 and revises it now the Council is changing the current weekly service to alternate weekly from September 2024.

This version will include all the other relevant services previously included in the earlier version for completeness and ease of reference.

2. Our Services

2.1 Collection of Non-Recyclable Waste (Refuse) & Recyclable Material

OWBC will operate an alternate weekly service for refuse and recycling commencing in September 2024. This will mean that refuse will be collected one week and then recycling the next. Collection routes are being optimised to ensure they are the most efficient. Residents are able to check their regular collection days through the OWBC website.

2.2 Collection of Recyclable Garden Waste (Compost)

OWBC operate a collection service for garden waste. This service is operated on a subscription basis, meaning an annual payment is required by a household to maintain collection. The charge for this service is permitted in accordance with 'The Controlled Waste (England and Wales) Regulations 2012'.

Garden waste collections take place on a fortnightly basis from March to November. Subscription fees are outlined on the OWBC website.

2.3 Bulky Item & Clinical Collections

OWBC offer the collection of items too large to fit into a household bin. These are known as 'Bulky Items'. A charge is made for this service which is permitted by 'The Controlled Waste (England and Wales) Regulations 2012'.

Collections are made weekly.

Clinical waste produced at home, including sharps/syringes, are also collected by OWBC. No charge is made for these collections, which take place on a weekly basis.

Residents are able to book bulky item and clinical collections by telephone.

2.4 Persistent Organic Pollutants Collection Service (POPs)

Since 1 January 2023 the Environment Agency issued guidance regarding the disposal of waste containing POPs which will no longer be accepted at landfill and must be destroyed by incineration and separately collected and handled. OWBC now offer a chargeable weekly service for the collection of such material.

POPs is included in upholstered material such as sofas, beds, kitchen and dining room chairs, armchairs, bean bags, and cushions.

Residents are able to book a POPs collection by telephone.

3. The Council's Duties & Provisions of Service (Environmental Protection Act 1990 Sec. 45 & 46)

3.1 Section 45 Duty

The Council has a legal duty under section 45 of the Environmental Protection Act 1990 to arrange the collection of household waste in its area. Under this section of the act, the Council is also obliged to make arrangements for the collection of recyclable material produced by households. This can take place either alongside or separate to the household waste collections.

3.2 Section 46 Provisions

In order to carry out the legal duty outlined in Section 45, the Council is permitted under section 46 of the Environmental Protection Act 1990 to make a number of provisions to enable collections to take place. Specifically this refers to the receptacles used for collection and the material placed within them.

The following information outlines OWBC's requirements for the collection of waste and recycling made in respect of this section of the legislation.

3.2.1 Bin Types and Provision

Household waste and recycling is collected on an alternate week basis. OWBC provides all households (new or existing) with the following bins as standard under this policy.

All households	Bin type
Refuse bins	140l, 2 wheeled plastic bin with handles for household refuse

All households	Bin type
Recycling bins	240l, 2 wheeled plastic bin with handles for household recycling

Should households require a greater capacity than that provided as standard, the council will provide, upon request, the bins listed below. A 'once only' charge will be applicable for the provision of a larger capacity bin. Please see below for clarification:

- i. Upgrade to a replacement 240 litre, 2 wheeled plastic bin with handles for household waste (refuse) – fee amount to be determined by Policy, Finance & Development Committee.
- ii. For households who now have a 140l recycling bin (this was chosen by the occupier at the time the council moved from bags to bins) they may upgrade to a replacement 240l, 2 wheeled plastic bin with handles for recycling – fee amount to be determined by Policy, Finance & Development Committee.

The only exception to this will be where a resident is liaising with the council regarding additional support due to their financial difficulties. In these circumstances a member of the Senior Leadership Team will be able to reduce or waive the fee. It will be the responsibility of the resident to provide evidence of their financial difficulties and they must be getting further support from the Councils 'Financial Inclusion Officer' or other relevant monetary advice service that is helping them in improving their financial position. The fee will only be waived in cases of extreme financial hardship or where there are circumstances such as those for medical reasons (see paragraph 3.13), to ensure a fair and transparent approach to the bin swaps for the whole borough.

3.3 Presentation & Collection of Bins on Collection Day

The Council requires that all bins are clearly presented for service on the householders land, at the boundary of the public highway (highway includes pavements in this definition). All bins should be clearly labelled with the address of the property affixed to them. If bins are placed on the footpath (due to limited frontage space) they should be positioned in such a manner as not to cause an obstruction to either vehicles or pedestrians.

All bins intended for waste and recycling collections are to be presented for service at the collection point detailed above by 6:30am on the day of collection.

If bins are to be presented on the public highway due to a lack of property frontage, then the council expects that these bins are returned to private property within **24 hours of service**. Non-compliance with this requirement may lead to formal withdrawal of the ongoing service.

Council waste and recycling collection vehicles (specifically HGV's) will not be required to access roads that are not publicly maintained without the prior written agreement of all parties liable for the roads maintenance. Written agreements will state that the council

is not liable for damage caused whilst carrying out its day to day service as outlined in this policy. Allegations of negligent damage whilst servicing private roads will be investigated and dealt with via the council's insurers.

3.4 Materials Permitted for Collection and Contaminated Bins

3.4.1 Business & Construction Waste

All bins provided are intended for domestic household waste and recycling material only. Waste produced by a business should be stored and collected separately to household material. The Council currently does not offer a business waste collection service. Material classified as construction waste is also not permitted for collection within this service. The Council will not collect any bins presented for service containing material not classified as household waste or recycling. It will be the resident's responsibility to remove this material before collections can resume.

3.4.2 Recycling Material

The council will not empty a recycling bin that is presented for service containing items that are not suitable for recycling. Should this occur, a notice will be affixed to the recycling bin indicating to the resident that the bin was not serviced due to it containing unsuitable material. It will be the resident's responsibility to determine the unsuitable material (this will not be clarified on the notice left on the bin) and remove it to enable further collections. In this instance the decision to return for a corrected bin, prior to the next scheduled collection, will be at the discretion of the Depot Manager or Assistants, and will be made in consideration of efficiency and staff/vehicle availability and will be subject to a charge of £50.

Information on suitable recycling material is available on the Council's website.

3.5 Overfilled and Overweight Bins

All bins should be safe to manoeuvre by collection operatives. Bins which are deemed to be too heavy to manoeuvre safely will not be emptied. It will be the responsibility of the resident to correct this to enable further collections. In this instance, the decision to return for a corrected bin prior to the next scheduled collection will be at the discretion of the Depot Manager or Assistants, and will be made in consideration of efficiency and staff/vehicle availability and a cost of £50 will be incurred.

3.6 Additional (Side) Waste

Material presented for collection in addition to that of the capacity of the **household waste bin or recycling bin** provided will not be collected. Residents can present folded and flattened cardboard boxes as additional waste as long as they are secured alongside the bin when presented for service.

The volume of material presented for service at the kerbside has to be limited in this way to enable to council to control the efficiency and feasibility of collections.

Excess waste produced by households should be transported to a Leicestershire County Council Recycling & Household Waste site by the resident, or alternatively held back for the next scheduled kerbside collection.

3.7 Replacement of Damaged and Missing Bins

Bins damaged through normal wear and tear and/or during service will be replaced free of charge upon request. The bin will be replaced 'like for like' with the same capacity.

Bins that are reported as missing or allegedly stolen will also be replaced free of charge upon request, but this will be limited to one occasion for each resident. For further occurrences, within a 2 year time frame, a charge will apply for the replacement of the bin.

The charge will not apply where the occupant of property has changed during the 2 year time frame or where the collection crew have reported that the bin fell into the back of the collection vehicle.

Missing or stolen bins will also be replaced 'like for like' with the same capacity.

3.8 Assisted Collections

In cases where all residents in the household are physically incapable (either due to infirmity, disability or illness) of placing containers at the collection point, applications can be made for an Assisted Collection. This means that Council operatives will collect and return bins and containers directly from a property (not the rear), from a place jointly agreed with the resident. Requests for assisted collections can be made via the council website, by email or by telephone. Applications will require a supporting medical certificate from a Doctor, evidence of being registered disabled or a written reference from a carer or healthcare professional (please note we are unable to reimburse any costs involved). A member of the refuse and recycling team will evaluate your requirements and if necessary carry out a risk assessment. All requests will be dealt with on an individual basis and the assistance may be provided by changing the point of collection, the bin or both. Any assistance can be either permanent or temporary.

Every three years following the start of the assistance, OWBC will write to confirm the eligibility criteria are still met.

Eligibility for this service can be withdrawn or refused at any time if:

- Significant operational difficulties, including health and safety issues, or unreasonable expenses would be incurred.
- Circumstances have changed and you or your property no longer meet the eligibility requirements.

3.9 Bins for New Occupancies

The Council may make a charge for the provision of bins provided to new occupancies. This includes all new occupants of dwellings, and is not limited to the first occupancy of new dwellings. For example a resident moving into an existing dwelling may be required to pay for their bins if none are left by the previous resident. This requirement applies regardless of the ownership of the property i.e. to both rented, social and privately owned properties.

3.10 Frequency of Collections

Under normal circumstances the Council will collect refuse, recycling and garden waste on a fortnightly basis. Other services such as those for clinical waste, bulky items or POPs are weekly.

There may be factors that prevent the Council from collecting waste such as very bad weather or access issues. If the Council miss a collection it will endeavour to reschedule as soon as practically possible.

All waste collections maybe suspended by the Depot Manager or Assistants during extreme circumstances for example inclement weather.

3.11 Wheeled Bin Hygiene and Food Waste

It is important to ensure that household waste is disposed of correctly throughout the year and the responsibility for this lies with the householder. There are a variety of ways in which residents can ensure the wheeled bins stay clean and reduce the risk of maggots and bad smells.

Residents should have regard for the following:

- a. Bins should always have the lid shut
- b. The bin should be stored in the shade if possible
- c. All 'smelly' waste should be bagged before depositing in the bin
- d. Not put liquid waste in the bin
- e. Use fly sprays and bin odour products if required
- f. Rinse out packaging before disposal
- g. Wash out the bin with disinfectant
- h. Ensure bin is numbered/named

From March 2026 the Government will require all Local Authorities to operate a weekly food waste service to remove such material from the refuse waste stream.

3.12 Missed Collections

The service always aim for no missed collections. However where a bin is genuinely missed and it is our error we will return within 48 hours of a report. Any missed bins reported after 48 hours will not be returned to. Any missed collection due to a resident error will not be collected until the next scheduled collection. The resident can pay for a bulky waste collection or take their waste to the recycling and household waste site.

3.13 Medical Exemptions

There are a number of residents who require additional capacity for medical reasons. The criteria used to assess these will be based on how much additional waste will be residual waste and the medical condition. In these circumstances a visit will be made to assess what is required and applications may require supporting medical certificate from a Doctor or a written reference from a carer or healthcare professional. In such cases senior management will have the discretion to reduce or waive any fee.

4. Communal Bins

All flats and apartment blocks who have communal bins will retain a weekly refuse and recycling service. In some circumstances a recycling service is not provided due to the limited take up or past contamination problems. This is at the discretion of the Depot Manager.

Some communal bins are kept in designated areas, others are housed in bin stores with restricted access, others in basements at the bottom of internal chutes. In these circumstances the normal collection model will not be suitable. (The other key consideration with communal bins is the health and safety requirements of the crews who have to service them and this will be a chief factor in determining suitable requirements).

Where bins are required on a communal basis, as is often the case for apartment blocks, flats or houses in multiple occupancy, the council will determine the number and size of bins to provide based on maximum occupancy of the site. This will be established based on the guideline of 70 litres of household (non-recyclable) waste per person per fortnight, but may be restricted by the availability of space within the communal bin store, where provided.

As per section 3.4 of this policy, the Council will not be obliged to service communal refuse or recycling bins that contain unsuitable materials. The removal of these materials will be the responsibility of the residents of the site, the managing agent, or the landowner. The Council may be appointed to collect contaminated recycling material as household waste (refuse) by the landowner or managing agent at a charge suitable to cover the materials collection and disposal. This charge levied will be £75 for a 600l bin and £100 for a 1100l bin.

5. New Developments and Planning

It is recommended that residential developers and planning officers consult with the Council's waste collection department to ensure the inclusion of appropriate waste storage and collection point facilities in all new developments.

The Council formally approved a Waste Storage and Collection Guide at the Policy, Finance and Development Committee on 28 June 2022 which gives separate guidance

for new developments to ensure they have adequate storage of waste, recycling opportunities are maximised and that access is suitable for the refuse, recycling and compost vehicles.

Appendix 2

Waste Project Timeline:

Key Dates

Date	Activity
April/May/June	Route optimisation and planning work taking place due to lead in time for works.
30 April	Additional PFD meeting called to seek agreement for bin charge, service transformation budget and Waste Policy.
Approx 1 May	Waste crews/depot staff briefed along with customer services team.
Week commencing 6 May	Member Advisory Group opportunity to meet officers to review and input into comms plan and sign off first letter to residents.
W/c 20 May	Letters to be sent to all residents about the new scheme and options regarding XL collection service.
27 May	Early bird window to sign up to XL collection service opens.
Week commencing 3 June	Member Advisory Group Meeting (monthly).
5 July	Early bird window to sign up to XL collection service closes.
Week commencing 1 July	Member Advisory Group Meeting (monthly).
July & August	Residents signed up to XL collection service have their 140litre bin swapped for a 240litre bin.
July or early August	Letters to be sent to all residents to advise of new collection dates. Website also updated to reflect new collection dates when residents search their postcode.
Week commencing 5 August	Member Advisory Group Meeting (monthly).
2 September	Alternate weekly collection service goes live.
14 October	Opportunity to sign up to XL waste service re-opens and remains open permanently.
October 14 onwards	Residents that sign up have their 140litre black bin swapped for a 240litre bin within an appropriate service-level agreed timeframe.

Waste Project Budget				
Key Expenditure	Details	Individual Cost	Budget Required	Further Info
External communications	<p>Letters to all households advising of initial service change and larger bin purchase in May 2024.</p> <p>A further letter for bin collection day change notification.</p> <p>(All data and letter merging completed by OWBC to reduce costs).</p> <p>Budget for smaller physical communications item – likely to be a calendar or bin hanger.</p>	<p>Each letter is quoted at £16,000.</p> <p>24000 physical communication items quoted at £5,000.</p>	£37,000	<i>With only other Comms free: Social media, Govdelivery, etc</i>
Purchasing 240 litre bins	<p>Price per 240L bin is £22 with delivery to the Depot in bulk.</p> <p>Assumption of 30% take up @ 7,200 households.</p>	£22 per bin	£158,400	<i>There will be no purchasing of additional stock due to high purchasing cost</i>
Delivering new bin & collecting old & disposal	<p>Delivery is £6 per bin.</p> <p>Admin Fee: £5.</p> <p>Disposal Cost £5 per bin</p> <p>Assumption @ 7,200 households.</p>	Totals £16 per bin	£115,200	
Route optimisation	'Integrated Skills' to be awarded work due to most cost effective	One time fee	£14,850	<i>May be minor costs to amend incab technology but unlikely.</i>
Customer Service Staff	2 x Customer services/project support staff to deal with the additional customer demand throughout such a significant waste change to residents. Temporary roles for duration of project only	£15,975 per employee	£31,950	<i>Formal recruitment rather than high costs of agency staff. Roles will go through Job evaluation and likely to be Band 3 or 4.</i>
Misc - Contingency	+ 5% contingency for matters of low value that may be required throughout project that are outside of the control of the Council		£17,870	<i>This would cover any additional purchasing that is required due to elements outside of the control of OWBC – ie increase in bin costs due to supply chain issue, etc.</i>
	<u>GRAND TOTAL OF PROJECT COST:</u>		£375,270 expenditure	
Capitalisation of Salaries	Staff time, whereby they are supporting the implementation of the project, will be paid for through the Capital program (and not the revenue budget)	8 staff @ 1 day per week for the duration of the project – approximated:	£65,000	<i>This is 2 Senior Officers, 4 x Corporate management team, 2 x officer level.</i>

	Overall Project Expenditure:		£440,270	
INCOME – Option A	Assumption of 30% take up @ 7,200 households @ £38 each	£38 charge	£273,600 income	Covers the cost of purchasing the bins and swapping them only.
INCOME – Option B	Assumption of 30% take up @ 7,200 households @ £50 each	£50 charge	£360,000 income	Operating in more commercial mindset and supporting the long-term sustainability of the Council
Net Project Costs – Option A (£38 charge):	Gross cost of project: £440,270 Expenditure – Option A = <u>440,270 – 273,600 =</u>	<i>£38 charge</i>	£166,670 – Capital budget required	<i>To be taken from Capital receipts</i>
Net Project Costs – Option B (£50 charge):	Gross cost of project: £440,270 Expenditure – Option B = <u>440,270 – 360,000 =</u>	<i>£50 charge</i>	£80,270 – Capital budget required	<i>To be taken from Capital receipts</i>

Overview of options:

A: If the Council charges £38 for the larger bins per household, the project would need an estimated capital budget of **£166,670** – this is dependent on the take up of the larger bin scheme, but this assumption is on a 30% take up (approx. 7200 households).

B: If the Council charges £50 for the larger bins per household, the project would need an estimated capital budget of **£80,270** – this is dependent on the take up of the larger bin scheme, but this assumption is on a 30% take up (approx. 7200 households). The charge being £50 post project implementation, would also support the long-term sustainability of the Council.

Yearly Revenue Saving				
Revenue Budget Savings – year on year	From route optimisation, Depot staffing changes, reduction in mileage/fuel, vehicles and maintenance	<i>Yearly</i>	Circa £250,000+	<i>To be reduced on the revenue budget</i>

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