



HOUSEHOLD WASTE AND RECYCLING POLICY 2011

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HOUSEHOLD WASTE AND RECYCLING POLICY AMENDED FOR BLUE BIN SCHEME - 2009

1 Objectives

- 1.1 The Council is committed to increasing recycling in order to maximise use of finite resources thereby minimising energy use and waste disposal. The Council wants to develop services that bring about reductions in carbon emissions. The Council supports the waste hierarchy and understands the need to emphasise waste prevention and reuse. One of the Council's 4 medium term objectives is to 'Promote Cambridge as a sustainable city, in particular by reducing carbon dioxide emissions and the amount of waste going into landfill in the City and sub-region'. These objectives hold for both waste generated from households and from the street. The Council has recently introduced street litter recycling to support this approach.

2 Introduction

- 2.1 The council operates an alternate week collection of general rubbish collected in the black bins one week followed by recycling and compostable waste in the green and blue bins the next week. This policy document is designed to lay out agreed policies and standards that are clearly defined so as to avoid any uncertainty both for residents and officers of the council.

3 Frequency of collection for all receptacles

- 3.1 The council will empty all receptacles provided by the council once every 2 weeks. They are as follows:-
- Black bin/white sacks for domestic waste
 - Green bin/brown sacks for garden and all food waste
 - New blue bin/black and blue boxes for dry recyclables
- 3.2 In most cases the collection day will be the same day of the week for all receptacles.
- 3.3 In most cases the black bin will be collected one week and the green bin and blue bin the following week
- (Note - See below information for residents who have their refuse collected in white sacks.)
- 3.4 Public Health
- Please note** – The Council consulted the Director of Public Health and the Consultant in Communicable Disease Control when deciding to move to alternate week collections of refuse and recycling. They confirm that there should not be any increased risk of communicable disease or infection as a consequence of the alternate week collection for refuse, providing that the basic public health advice given is followed, i.e. wrapping waste and keeping the lid of the refuse bin firmly closed.

This advice has also been given by other directors of Public Health to other local authorities who undertake alternate week collections of refuse.

Why?

Collecting rubbish and recycling alternately encourages people to think about the amount of rubbish they throw away, and to separate materials for recycling. Since introducing alternate week collections our recycling rate has increased by more than 11%.

4 Black Bins – Household waste

- 4.1 Black bins are for household waste that cannot be recycled. Single occupancy properties of five or less people are entitled to one wheeled bin container for household waste only. Single occupancy properties of six or more people are permitted to have a second container for domestic waste. Details for requesting a further container are described below. A 2nd bin is only permitted while there are 6 or more in the household. If the permanent household size changes to below 6 then the resident must notify the council and they will arrange for the 2nd bin to be collected. 2nd bins will also have red lids attached to them so that these can be easily identified by crews as authorised second black bins.

Why?

Placing reasonable limits on the amount of space available to store general rubbish encourages people to separate materials for recycling. It also means that the council can plan the routes of the collection vehicles with a good idea of how many households can be collected from in one day. The council will consider certain special circumstances that may mean a particular household needs a second black bin.

- 4.2 There are two sizes of wheeled bin containers available for single occupancy properties. They are a 240 litre bin or a 140 litre bin. These bins are both the same height but the 140 litre bin is slightly less deep and less wide. The cost of these different bins is covered in Appendix A. The developer, owner or landlord is responsible for paying this cost to Cambridge City Council if the property does not have a black bin or if the bin has been lost or stolen.
- 4.3 Residents requesting a 2nd black wheeled bin need to complete a form demonstrating that they meet the criteria. If the council is satisfied that the resident meets the criteria then a second bin will be delivered within 3 weeks from date of request.
- 4.4 New multiple occupancy properties can be supplied with a larger wheeled bin container for domestic waste of either 660 litre or 940 litre capacity at a cost to the developer, owner or landlord of the property. Prices may fluctuate depending on the market value at the time. Prices include delivery.
- 4.5 In specific circumstances, white plastic sacks may be supplied as an alternative but not in addition to wheeled bin containers for domestic waste. These are supplied to properties that have physical barriers that prevent a wheeled bin container from being safely handled to the required collection point. These properties are generally located in the central area of the city.

Sacks are collected fortnightly and residents can request a storage bin(s) if they require one.

- 4.6 Three rolls of plastic sacks are delivered to each property every six months free of charge. Further white sacks will not be issued as this collection service also needs to reflect the importance of recycling and this quantity is deemed to be equivalent to a 240 litre wheeled bin
- 4.7 Residents wishing to be placed on the plastic sack collection for domestic waste must make a request in writing to the Manager of Waste and Fleet at Mill Road Depot, who will consider each case. A visit will be made to the property to determine need prior to being added to the list.
- 4.8 If a property has no outside storage space for refuse, a visit will be made by the Council to assess requirements and collection arrangements.

5 Green Bins – Organic waste for composting

- 5.1 The Council will supply a green wheeled bin for organic waste free of charge to those properties who have the necessary space to store the bin off the public highway, so this biodegradable waste can be composted. Normally, each property will have only one wheeled bin container for green waste. The bin can be either 140 litres or 240 litres.
- 5.2 In exceptional circumstances, the Council will provide a 2nd green bin. Residents need to meet all of the following criteria:-
 - have a larger than average garden,
 - inability to visit any of the County Council run Recycling Centres,
 - inability to home compost.With such requests the Recycling Technician may visit the resident
- 5.3 Residents who do not have space for a green wheelie bin can be provided with paper sacks for their green waste instead of a green bin. Up to a maximum of 6 sacks would only normally be issued by the collection crew per fortnight. If more are requested an officer would visit the resident to assess the need. Paper sacks can also be posted to residents at additional cost. In certain circumstances crews would need to use a neighbouring bin as certain vehicles are not suitable for the loading of sacks. Staff would need to monitor the issuing of sacks in these areas as too many might cause manual handling problems for staff.
- 5.4 Kitchen caddies are offered to residents free of charge to help residents manage their food waste. These caddies are ideal for use within the kitchen before wrapping food waste and putting it in the green bin.
- 5.5 Kitchen caddies can be collected from the following locations
 - Mandela House – ground floor CSC reception,
 - Mill Road Depot - main reception,
 - City Homes North
 - City Homes South.
- 5.6 Small paper sacks can be purchased for lining kitchen caddies as a way of helping residents to deal with food waste properly. Please see Appendix A for charges. They can also be used as bin liners for the resident's own kitchen waste bin or as a stand alone item instead of wrapping food waste in newspaper. They can be purchased from Mandela House – ground floor CSC cashiers office, Mill Road Depot - main reception, City Homes North and City Homes South.

6 Blue Bins – Mixed Recyclables

- 6.1 The Council will provide a blue wheeled bin for mixed dry recyclables free of charge to those properties that have space for the bin to be stored off the public highway. This bin can either be 140 litres or 240 litres.
- 6.2 If a need can be demonstrated a 2nd or a larger blue bin can be provided. Single occupancy households are unlikely to require 2nd blue bins, however, large households or Houses of Multiple Occupancy may require greater capacity. A council officer may need to visit to assess requirements.
- 6.3 Residents living in properties that do not have space to store a 240 litre blue bin off the public highway have a number of options as follows:-
- To have a 140 litre blue bin
 - To change the black and green bins to 140 litre bins
 - To use a recycling box instead, which the council will provide free of charge
- 6.4 Residents who have space for a blue bin but are not keen to have one will be:
- encouraged to participate through the Customer Service Centre pointing out the advantages
 - given the option of having a 140 litre blue bin
 - given the option of changing their black and/or green bin to a 140 litre bin
 - asked to try the blue bin scheme for 3 or 6 months and if they still do not want the bin the council will collect it after 6 months of use. If the resident is still adamant that they do not want a blue bin and is unwilling to do any of the above for good reason then the council will not deliver a bin and will continue to collect the resident's recycling from the boxes.
 - The resident will also be told that if they change their mind that we will deliver a blue bin at a later stage free of charge. The Council recognises that it is not advantageous to insist on the use of a blue wheelie bin (as opposed to a box) and feels that the number of people not wanting a blue bin is likely to be low.

7 New Developments

- 7.1 This section relates to major new developments and smaller developments within the city.
- 7.2 All properties with two bedrooms or fewer in new developments will be provided with a 140 litre refuse bin as standard instead of a 240 litre bin. The other two bins for recycling would continue to be 240 litres as standard. This policy is intended to support and encourage waste prevention and recycling. However, households with four or more occupants can apply for a 240 litre bin if they find the 140 litre bin is not big enough. A charge will be made for the larger bin. The current schedule of charges is shown in Appendix A. Information from planners, developers or occupants will be used to provide the correct bin.
- 7.3 **Underground banks or bins** provide for the storage of waste and recycling under the ground and therefore, in certain circumstances, can be beneficial in terms of:-
- being aesthetically more pleasing than above ground facilities
 - reducing flytipping
 - certain systems provide efficiencies as they can be emptied less frequently i.e. the underground container is larger than some used above ground

- 7.4 The council recognises the need for flexibility and does not want to be prescriptive about when the underground systems are appropriate to use. However, it does require underground banks for public recycling points on all new developments of 1000 properties or more. Developments between 200 and 1000 will be assessed on a site by site basis but consideration will be given to the potential for incorporating small underground mini recycling facilities related to the scale of the development.
- 7.5 Section 106 contributions will be required in respect of all residential developments for the provision of waste and recycling receptacles and underground systems. Further detail about these financial contributions is available in the Planning Obligations Strategy.
- 7.6 Underground bins should also be considered by developers for high-density housing/developments.
- 7.7 It is more cost-effective to include these facilities in the initial design than to retrofit them at a later stage. Efficiencies may also be achieved through reduced frequency of emptying as underground containers are usually larger than above-ground containers.
- 7.8 Underground systems can also be fitted with locks and other mechanisms to control access and frequency of use. If required, access cards can be issued to the residents for whom the system is provided.
- 7.8 These underground systems are innovative, but are becoming more popular with local authorities in this country. They are being used extensively in mainland Europe, for example in Germany, Denmark, Spain and Portugal.

8 Repair or Replacement of Waste Containers - Refuse, Recycling and Organic Waste

- 8.1 Any wheeled bin container or recycling box that is damaged or destroyed by the City Council's equipment or staff during the course of their work will be repaired or replaced by the City Council free of charge.
- 8.2 Any wheeled bin container designated for domestic waste (usually a black bin) that is damaged, destroyed or stolen by anyone else must be repaired or replaced at a cost to the owner of the property. The cost of replacement with a new 240 litre or 140 litre bin is shown at Appendix A. On occasions residents may be able to purchase a reconditioned 240 litre black bin but this is subject to availability.
- 8.3 Residents who currently have a 140 litre black bin and believe that they may not have enough space in a smaller bin for an alternate weekly collection of their refuse, can contact the Council's Customer Service Centre (CSC) on 458282 and a 240 litre bin will be provided instead. Please see Appendix A for details of cost of this change. The CSC will encourage residents to try the system with the 140 litre bin and see if this is sufficient before changing to the larger size.
- 8.4 The Council will replace a stolen, missing or broken/cracked blue or green wheeled bin container free of charge.
- 8.5 The Council will replace free of charge, a stolen or missing black or blue recycling box with a blue box.

9 Collection of Waste Containers - Refuse, Recycling and Organic Waste

- 9.1 All official City Council receptacles will be emptied fortnightly on the appointed collection day as long as they are put out for collection at the kerbside by 7am. The lids on wheeled bins must be properly closed.
- 9.2 Boxes should not have their lids on when put out for collection.
- 9.3 Any non-official receptacle cannot be emptied by the council. However, for residents still using boxes additional boxes can be provided if required for extra material, by contacting the council. These will be provided free of charge.
- 9.4 The council will monitor and review any property with a 2nd black bin. Some properties have two bins but only one is emptied.
- 9.5 Overloaded bins, sacks or boxes will not be emptied and this will be recorded on the daily round sheets and the helpdesk notified. A card will be left under the bin handle, inside the recycling box, or put through the resident's letterbox explaining why the bin or box has not been emptied. The resident will then be responsible for reducing the load of the receptacle, which will then be collected on the next scheduled collection day.
- 9.6 Information will be provided to residents notifying them of any change to collection days. Information about collection arrangements for bank holidays is included on the yearly calendars, which are usually distributed in September.

10 Collect and Return Service

- 10.1 Residents who are unable to safely move a wheeled bin container, sack or recycling box to the required collection point may ask to be placed on the 'collect and return list' by making a request in writing to the Head of Waste and Fleet Management who will consider each case.
- 10.2 Residents on the 'collect and return' list will have their wheeled bin container, plastic sack or recycling box collected from a mutually agreed location, emptied onto the collection vehicle and then returned to that same location. If circumstances change, the resident must inform the City Council. There will also be a review every 3 years.

11 Side Waste

- 11.1 Excess material put beside the bin in black sacks or anything else (side waste) will not be collected. Please see the options under section 14 - Contaminated bins and boxes for what residents should do with excess material.

Why?

Lifting sacks into a refuse vehicle is a Health and Safety risk to staff.

Refuse vehicles with rear lifting mechanism have a particularly high opening, which is difficult to throw bags into. Many accidents and injuries have occurred as a result of people getting caught on bin lifting mechanism.

It does not support waste minimisation or encourage residents to maximise their recycling.

12 Bins not put out for collection

- 12.1 If residents do not put their bin(s) out by 7 am for collection then the crew log the house number on their round sheet. In some situations it is difficult to be certain of which house the bin belongs to.
- 12.2 If the resident then contacts the council to find out why their bin has not been emptied the CSC will inform the resident that the bin was not out early enough for emptying.
- 12.3 In this situation the resident is informed that the bin will be emptied on the next scheduled collection day.
- 12.4 However, if the resident wants the bin emptied before this the resident will need to pay for the vehicle to return to empty the bin. The charge for this return is in Appendix A.

13 Missed Bins

- 13.1 If a bin or box is not recorded on the round sheet and the resident reports it as not being emptied before 12.00 the crew will go back and empty it the same day.
- 13.2 If the bin or box is reported after 12.00 the crew will return either that day or the following day depending on the availability of resources.

14 Contaminated bins and boxes

- 14.1 Contaminated means that the container has items in it that cannot be recycled or composted, or in the case of the black bin, items which are too heavy or hazardous for the bin to be emptied safely. If a green bin, blue bin, black bin, black box or blue box is contaminated it will be reported by the collection crews on the round sheet.
- 14.2 Contaminated bins and boxes cannot be emptied as this contamination may affect the whole load and potentially render it rejectable by the Materials Recycling Facility or Composting Facility.
- 14.3 A card will be left under the bin handle, inside the recycling box, or put through the resident's letter box saying that the bin or box has not been emptied because of the contamination and that the contamination needs to be removed so that the bin can be emptied on the next scheduled collection day.
- 14.4 Black bins are rarely contaminated but can be contaminated with for example rubble, bricks or soil. This type of contamination is mainly related to the fact that it makes the bin too heavy to empty. Other contaminants such as paint tins with paint in are classed as contamination because they can leak out onto the road causing problems and damage to the road. Any hazardous waste is also classed as contamination.
- 14.5 If the bin is contaminated, the resident needs to take the contamination out of the bin and then the bin will be emptied on the next collection day.
- 14.6 If the resident is unwilling to wait for the next collection the bin can be emptied, but there will be a charge. Please see Appendix A. This is the same charge as for one bulky waste item or 4 black sacks. The resident would need to make the payment before the bin collection took place. The bin would be emptied no more than 3 working days after the payment has been received. The appropriate vehicle would then return to empty the bin, however if the contamination was not removed when

the vehicle returned, the bin would not be emptied and no refund could be made to the resident.

- 14.7 If communal bins are contaminated at flats this information will be passed to the Recycling Technician who will arrange for letters to be sent to all residents informing them of the contamination. If the bins are reported as contaminated on 4 occasions in a 6 month period the particular bins may be removed. This situation mainly occurs with green bins and paper bins. Managing agents of flats may be charged if it is necessary to empty recycling or organic waste bins as refuse because of the contamination.

15 Other Options

Other options for residents include:-

- 15.1 Taking black bin waste and garden waste to any of Cambridgeshire County Council's Recycling Centres free of charge.
- 15.2 Arranging a bulky waste collection of up to 4 bags of waste. Please see Appendix A for charges. If this is required for green waste it is important to note that this waste may not be composted
- 15.3 Blue bin recyclables can be taken to any of the large recycling points in supermarket car parks around the city. The only (blue bin) material that cannot be recycled at these locations is cardboard.

16 Exceptional circumstances

- 16.1 We have approximately 5,000 people living in houses with multiple occupants. These people live in a house with shared facilities but independently of each other and as a result of this generate more waste. We are keen to encourage recycling in these properties in the same way as we do for other households but also need to recognise certain differences and where necessary provide extra bins.
- 16.2 Flats that do not have space for recycling containers will continue with a weekly collection of refuse. Certain flats with chutes and chamberlain refuse bins have a twice weekly collection of refuse and it is likely that this will have to continue. A few properties on a sack collection for their refuse, with no external storage for waste, have a weekly collection as they have to store their refuse inside.
- 16.3 Where families have more than 2 children permanently in disposable nappies it is unlikely that one bin would be adequate even if the family size was only 5 and therefore does not fall into the category of getting a 2nd black bin. In these circumstances an officer would visit and if necessary arrange a 2nd black bin. A 2nd black bin form would need to be completed and authorised so that the bin could be collected after a period of time. Residents are expected to notify the council when these circumstances change.
- 16.4 If there is any significant disruption to services then side waste would be collected.

17 Wheelie bins and boxes on the public highway

- 17.1 Wheelie bins and boxes should be put out for collection no earlier than 6pm the day before collection and by 7am on the day of collection.

- 17.2 Receptacles should be placed so as not to cause an obstruction to passers by and must be removed at the earliest convenience after collection and no later than midnight of the day of collection.
- 17.3 If residents leave a bin or box on the public highway outside these times an officer will visit the resident to find out why the bin or box is not being taken off the public highway. If the resident repeatedly leaves the bin or box on the public highway enforcement powers will be employed under the Environmental Protection Act 1990 Section 46, or any other applicable legislation will be applied.

18 Kerbside Battery collection service

- 18.1 The council are proposing to launch a kerbside battery collection in May 2011. This service will be available to residents who live in houses or street level properties in the city and have a green bin or brown sack.
- 18.2 Residents will be supplied with a bag for their portable household batteries, which they can put out for collection with their green bin or brown sack. These bags will then be collected by the crews and taken to the depot where they will be collected for recycling by a contractor operating on behalf of a battery compliance scheme.
- 18.3 Residents will be asked to stick battery bags onto the back of their green bins or put them on the top of their brown sacks for collection. Crews will deliver a replacement bag when one is collected.

19 Nappies

- 19.1 Whilst disposable nappies and incontinence pads are technically classed as clinical waste it was previously agreed with the Consultant in Communicable Disease Control (CCDC) that domestic scale and small quantities of this material are capable of being satisfactorily disposed of in the normal domestic waste stream, providing sensible precautions, such as bagging of the waste, are carried out by residents.
- 19.2 The council is using Cambridge Matters and other promotions to encourage the use of Real Nappies.
- 19.3 See Exceptional circumstances at section 16.

20 Clinical Waste

- 20.1 Clinical waste is collected free of charge by the Council
- 20.2 GP's notify the authority of the need for a collection giving details of address etc.
- 20.3 Yellow bags are provided to the resident and whatever number is put out for collection the same number of replacements is provided.
- 20.4 Clinical waste is taken to an incinerator. This is a County Council contract and the county council pay for disposal of this waste.

21 Review of charges

- 21.1 Charges will be reviewed on an annual basis and are likely to increase in line with inflation.
- 21.2 Current details of charges are attached at Appendix A

22 What can and cannot go in the Green Bin

<p>YES</p> <p>All cooked and uncooked food waste including stale bread, vegetable peelings, meat, fish, dairy and bones (wrap in newspaper) Grass and hedge cuttings Flowers and weeds Bark and untreated wood</p> <p>Shredded paper Paper used for wrapping food waste NB. Cardboard should preferably be put in the Blue Bin for recycling, but Green Bins containing cardboard will be accepted.</p>	<p>NO</p> <p>Plastic or plastic bags Disposable nappies Glass, cans or textiles Soil or stones Painted/treated wood Cat or dog waste Oil Non-compostable items Juice/wine cartons (e.g. Tetra Pak) Biodegradable and compostable plastic bags</p>
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23 What can and cannot go in the Blue Bin or Recycling boxes

<p>YES</p> <p>Paper (newspaper, magazines, junk mail, office paper, envelopes) All Cardboard Glass jars and bottles Tins and cans Aerosols Clean foil All plastic bottles (remove lids) Cardboard juice, milk or soup cartons (e.g. Tetra Pak)</p>	<p>NO</p> <p>Broken glass and pyrex Plastic bags Other plastic packaging Crisp packets Saucepans and other metal items Food or garden waste</p>
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24 What can and cannot go in the Black Bin

<p>YES</p> <p>Only items not listed above including: Dog and cat waste (must be wrapped in plastic bags)</p> <p>All plastic packaging and lids except plastic bottles Empty paint tins Sanitary items and nappies (wrap in plastic bags)</p>	<p>NO</p> <p>Any items listed above in the 'yes' columns for recycling receptacles Rubble, bricks, soil or very heavy items Textiles, shoes and books – these can go to certain recycling points or charity shops Batteries – these can be put out with the green bin or taken to the 7 collection points in the city or to any of the Recycling Centres run by the County Council. Full/part full paint tins – any of the Recycling Centres</p>
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Appendix A: Schedule of Charges as at March 2011

Refuse bins – new or replacement

240 litre container	£50
140 litre container	£25
140 litre to 240 litre	£25
660 litre container	Request a quotation as prices
940 litre container	Request a quotation as prices
240 litre container – reconditioned	£25 (subject to availability)

Small brown sacks for lining Kitchen Caddy

50 sacks	£2.50
50 sacks – posted	£5.50

Bulky waste collection

4 black bags of waste	£20
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Recycling containers

Blue boxes	FOC
Green bin	FOC
Blue bin	FOC
75 litre brown sacks	FOC
Rolls of white sacks	FOC

Return to empty a bin

1 bin	£20
2 bins of different colour	£40
2 bins of same colour	£20

FOC = Free Of Charge