

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	HOUSING, NEIGHBOURHOODS & LEISURE COMMITTEE		
DATE:	5th JULY 2016	AGENDA ITEM:	14
TITLE:	WASTE OPERATIONS - WASTE OPERATIONS SERVICE STANDARDS		
LEAD COUNCILLOR:	COUNCILLOR LIZ TERRY	PORTFOLIO:	NEIGHBOURHOODS
SERVICE:	TRANSPORTATION AND STREETCARE	WARDS:	BOROUGHWIDE
LEAD OFFICER:	DAVID MOORE	TEL:	(0118) 937 2676
JOB TITLE:	NEIGHBOURHOOD SERVICES MANAGER	E-MAIL:	David.moore2@reading.gov.uk

1 PURPOSE AND SUMMARY OF REPORT

1.1 This report describes the current pressures on the waste collection service and makes recommendations for operational service changes and the adoption of a Waste Operations Service Standard which will make the service more efficient, reduce costs, reduce the amount of waste sent to landfill and improve recycling rates. The service review is one of the high priority actions of the Waste Minimisation Strategy (2015 - 2020) action plan.

1.2 Service Pressures.

The main pressures on the waste operations service are outlined below:

- The need to make efficiency savings equivalent to 19% of the current operating budget of £2.1 million by the end of 2017/2018.
- To achieve the EU Waste Framework Directive 2008 recycling target of 50% by 2020 thus avoiding potential fines from central government.
- An annual increase in Landfill tax equivalent to RPI.
- Risk in relation to PFI credits it receives as a joint signatory to the re3 waste PFI contract. That contract binds all parties to achieve a 50% recycling rate through the contract.

- An increase in the number of collection properties and therefore the volume of waste by c 2500 in the next 3 years.
- Continuing material price fluctuations and global commodity market volatility which affects the return we make through the re3 contract for recycled materials.
- Changes in the composition of recycling, notably a reduction in newspaper.

1.3 Proposed Service Changes

In order to address these pressures the service review, as one of the main strands of the Waste Minimisation Strategy, was conducted by officers and concluded that the amount of landfill waste currently being collected must be reduced and the recyclable material in the grey bins diverted to the red recycling bins.

In order to achieve this some of the current collection practices should be changed and a new Waste Operations Service Standard (**Appendix A**) should be adopted which clearly sets out what the Council will collect and the responsibilities of residents. The main operational changes are as follows:

- Closed bin lid policy - where lids are open no return visit will be made until the next scheduled collection to collect excess waste.
- No side waste - any excess waste left at the side of the grey bin will not be collected.
- One bin policy - the Council will collect one standard 240l grey bin from domestic properties and at least one recycling bin/box on a fortnightly frequency. Households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin.
- Unauthorised bins - some properties have too many grey bins for the number of residents and a survey of all properties with more than one 240L grey bin will be carried out to confirm the numbers. If the number of bins is found not to be appropriate then householders will be given information on how to reduce their waste and extra recycling bins will be provided and the grey bins collected.
- The current collection round structure will be rationalised in October 2016 and in April 2017 in order to reduce the number of rounds to drive out the efficiencies required to achieve the agreed savings targets.
- Introduction of Bank Holiday collections (excluding Christmas Day, Boxing Day and Easter day), subject to staff consultation and agreement.

2. RECOMMENDATION(S)

- 2.1 That Members note the results of the review of section 1k (service redesign) of the Waste Minimisation Strategy Action Plan 2016/17.
- 2.2 That Members adopt the Waste Operations Service Standards document as shown in Appendices A and B to this report.
- 2.3 That the existing waste collection rounds be re-configured with the first change being made in October 2016 and with further changes being made as required as of new properties coming on line.
- 2.4 That Members agree that Bank Holiday working be introduced from April 2017 subject to the necessary staff consultations being carried out.
- 2.5 That Members are updated on the progress of the changes at the November 2016 and March 2017 meetings of the Committee.

3. POLICY CONTEXT

- 3.1 One of the service priorities of the Council's Corporate Plan 2016 -2019 is 'Keeping the town, clean safe green and active', to ensure we retain and attract residents and businesses and remain an attractive place to live, work and visit'. An important means of delivering this priority is to reduce the volume of waste sent to landfill and improve recycling rates through implementation of the Waste Minimisation Strategy.
- 3.2 The EU Waste Framework Directive 2008 sets a new recycling and re-use target of 50% for certain waste materials from households and other origins similar to households to be achieved by 2020.
- 3.3 Reading currently sends 27.4% of its municipal waste to landfill with 72.6% being recycled, composted or sent for Energy from Waste. The recycling rate for 2015/2016 was 33%. All waste authorities must reach a target recycling rate of 50% by 2020.
- 3.4 On 15th March 2015 HNL Committee approved the Waste Minimisation Strategy 2015 -2020, which set out an approach for working with residents, stakeholders and partners to improve the way waste is managed with a growing population and limited resources. The strategy was subject to a four week web based consultation.
- 3.5 The implementation of the Strategy Action Plan delivers the 4 objectives of the Waste Minimisation Strategy:
 - To increase recycling and re-use rates.
 - To minimise the amount of waste sent to landfill.

- To increase understanding and engagement in waste and recycling for the local community and key stakeholders.
- To ensure effective, efficient, value for money service delivery.

4. THE PROPOSAL

4.1 Current position

The main waste operations service pressures are outlined below:

- The need to make efficiency savings equivalent to 19% of the current operating budget of £2.1 million by the end of 17/18. The current climate of austerity dictates that service efficiencies already agreed as part of previous budget saving proposals have to be realised. In order to achieve this, the waste service collection rounds will be re-organised to ensure the delivery of a high quality waste collection service continues.
- To achieve the EU recycling target of 50% by 2020 thus avoiding potential fines from central government.
- An annual increase in Landfill tax equivalent to RPI.
- Risk to £1 million pa PFI credit should the 50% target not be met.
- An increase in the number of collection properties by 2437 in the next 3 years. These figures don't take into account the number of additional properties that will come on stream via permitted development where commercial properties are converted to residential without the usual planning conditions around provision of suitable waste storage facilities.
- Continuing material price fluctuations and global commodity market volatility which affects the return we make through the re3 contract for recycled materials.
- Changes in the composition of recycling, notably a reduction in newspaper.

4.2 Current Policy

RBC does not currently have an adopted service standard for waste collection. The current practices have evolved over many years without a proper evaluation of additional costs of, for example, collecting bags of side waste left by a full bin.

Budget pressures, the need to make the system more efficient and an opportunity to adopt sector wide working methods dictate that a clearly defined and rigorously enforced collection standard should now be adopted.

4.3 Current Service.

The Council is committed to providing a high quality waste collection and disposal service and the proposed service changes will maintain this in the current challenging financial climate. The Council will continue to provide red recycling bins, a kerbside WEEE collection service and the collection and disposal of clinical waste free of charge.

The Council currently provides the following services:

- A residual and recycling collection service for 68,500 households, which are primarily on an alternate fortnightly collection for both residual and recycling collections. Reading has 11,500 properties within blocks of flats that are collected on a weekly basis and approximately 700 properties that have a sack collection because they have insufficient storage space for a wheeled bin.
- A chargeable bulky waste collection and disposal service which has been reviewed as part of the waste minimisation strategy and was introduced on the 1st July 2016.
- A free kerbside small electrical (WEEE) recycling service.
- A free kerbside green waste collection service.
- A free clinical waste collection service
- A successful commercial trade waste collection and disposal service the income from which helps to offset the cost of the waste service.

4.4 Current Service Design

The following crews utilise the large Refuse Collection Vehicles (RCV's) with a GVW of 26 tonnes.

- Recycling (red bin) collection crews
- Residual waste (grey bin) collection crews
- Green waste collection crews
- Bulk bin collection crews
- 1 housing crew (SLA with housing to collect fly-tipping and excess waste)
- 1 trade waste collection crew.

4.5 Proposed Service Changes.

The Waste Minimisation Action Plan 2015-2020 sets out a range of measures which aim to increase recycling rates and reduce the amount of waste sent to landfill. In order to address these pressures the service review concluded that the amount of landfill waste currently being collected must be reduced and the recyclable material in the grey bins diverted to the red recycling bins.

In order to achieve this some of the current collection practices should be changed and a new Waste Operations Service Standard must be adopted which clearly sets out what the Council will collect and the responsibilities of residents.

The main operational changes proposed are as follows:

- Closed bin lid policy - Bins are designed to be emptied safely with lids closed and the standard 240L grey bin has a set capacity and a safe weight limit of 75Kg. Under the new standard collection crews will remove any items not contained within the bin and will not collect the excess waste. Collection crews will identify properties where bins are regularly over-filled and a Waste Minimisation Officer will visit the residents to discuss a solution to the problem by carrying out a waste audit.
- No side waste - any excess waste left at the side of the grey bin will not be collected and if it is not removed from the public highway will be regarded as fly-tipping. Again, residents who regularly present side waste will be identified via the collection crew and will be visited by a Waste Minimisation Officer to discuss the issue and to find a solution if possible.
- One bin policy - the Council will collect one standard 240l grey bin from domestic properties and at least one recycling bin/box on a fortnightly frequency. As currently, households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin on application to the Council.
- Unauthorised bins - Some properties have too many grey bins for the number of residents and a survey of all properties with more than one 240L grey bin will be carried out to confirm the numbers involved. A similar exercise carried out in 2009 found 3500 additional 240L grey bins were being used and it is reasonable to assume that the numbers will be similar today. Properties with multiple bins will be subject to a waste audit to determine whether this capacity is necessary or appropriate. If the number of bins is not appropriate then Waste Minimisation Officers will carry out a waste audit and householders will be given help and advice on how to reduce their waste, extra recycling bins will be provided and the grey bins collected. Red bins will continue to be issued free of charge to encourage recycling and householders will be encouraged to recycle.

4.5.1 Improving Customer Experience

The current collection round structure will be rationalised in October 2016 and in April 2017 in order to reduce the number of rounds to drive out the efficiencies required to achieve the agreed savings targets.

For waste collection purposes the Borough is currently split into East and West. Until recently round design was achieved by manual systems using paper maps and schedules, but recently the Webaspx scheduling software package has been introduced and populated with RBC collection data and it is now used to optimise routes quickly and accurately allowing changes to be made more quickly to absorb additional properties as they come on line.

The new proposed round structure will split the borough into equal areas, and each crew will be dedicated to that area collecting refuse and recyclable waste on alternate weeks. Routing and vehicle location monitoring will be more efficient and mileage will be reduced. Properties which are failing to present their waste according to the service standard will be easier to identify.

In line with the Council's ambitions to introduce digital working the waste service is trialling an in-cab reporting and monitoring system which will allow reporting of a range of issues such as bins which are not presented on time (missed bins), contaminated recycling bins, side waste and open bins by collection crews. The system will present the information to the Customer Contact Centre in real-time improving customer contacts, reducing the number of return visits made by crews and providing reports and optimisation data for the waste service. If the trial is successful the system will be introduced as soon as possible.

Introduction of Bank Holiday collections (excluding Christmas Day, Boxing Day and Good Friday and Easter Monday).

Currently, collections are not made on Bank Holidays and collections slip to the next available day resulting in a 2 day collection delay which can be longer if the bank holidays are either side of a weekend. This often results in accumulation of excess side waste, increased pressure on collection crews to re-establish normal collections, extra costs and customer dissatisfaction.

Numerous councils offer a bank holiday collection service except on Christmas Day, Boxing Day, Good Friday and Easter Monday and it is proposed that a similar service is introduced in Reading, subject to consultation with collection crews and union representatives, commencing in April 2017. This will simplify collections and provide an enhanced collection service to residents and reduce the amount of side waste which builds up over the bank holiday periods. Round calendars will be refreshed and posted to residents, information will also be available on-line. Advisory stickers will be placed on residents bins in the first instance, where non-compliance is noted.

4.5.2 A recent trial of a 7.5 tonne refuse collection vehicle (RCV) in narrow, heavily parked streets in the Borough area proved successful and the introduction of a

small vehicle into the refuse fleet will be considered as part of the service changes ensuring bins are collected on schedule in roads where access has proved more difficult in the past for a standard RCV.

4.7 Communications Strategy

A communications Strategy will be put in place to give residents as much notice as possible of upcoming service changes. This will involve the use of direct mailing of round calendars, posting of information and FAQ's on the Council and re3 websites and posts on social media.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The Waste Operations Service Standard and Waste Minimisation Strategy 2015 - 2020 contribute to the council's Corporate Plan 2015 -2018 objective of 'Keeping the Town Clean, Safe, Green and Active'.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 The Waste Minimisation Strategy was subject to a public consultation via the website. It is not proposed to carry out any further consultation regarding the proposed service changes.

7. LEGAL IMPLICATIONS

- 7.1 The Council has duties under various UK and EU legislation to deliver waste collection and disposal services, principally the Environmental Protection Act 1990 and the revised EU waste framework directive 2008.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 In addition to the Human Rights Act 1998 the Council is required to comply with the Equalities Act 2010. Section 149 of the Equalities Act 2010 requires the Council to have due regard to the need to:-
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 8.2 An equality impact assessment has been carried out and is shown in Appendix C to this report.

9. FINANCIAL IMPLICATIONS

- 9.1 The waste collection service will be delivered in line with the agreed budget subject to the number of new dwellings which come on-line in the near future.

Efficiency savings equivalent to 19% of the current operating budget of £2.1 million have been agreed and will be made by the end of 2017/2018.

10. BACKGROUND PAPERS

- 10.1 RBC Corporate Plan.
- 10.2 HNL Committee March 2016
- 10.3 HNL Committee November 2015

Reading Borough Council



Waste Operations Service Standards

APPENDIX A May 2016



www.reading.gov.uk



Reading
Borough Council
Working better with you

Contents

Introduction	4
1. Household waste containers for kerbside household waste collections:	
Grey refuse bin or black sacks	
Red recycling bins or boxes	
Green garden waste bins or bags.	4
Presentation of containers for collection	5
What materials can be placed in each bin?	7
2. Green Garden Waste	9
3. Communal properties	10
Flats	10
Mixed domestic / commercial properties	11
4. Waste Electronic and Electrical Equipment (WEEE)	11
5. Bulky Waste Collections (chargeable service)	12
6. Healthcare (Clinical) Waste Collections	12
7. Miscellaneous	13
8. Alternative sites for disposal of waste – Household Waste Recycling Centres (HWRC's)	13
9. How to contact us	14
10. Future Updates	14

INTRODUCTION

Under the terms of the Environmental Protection Act 1990, Reading Borough is classed as a Waste Collection & Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection

As part of the Waste Minimisation Strategy 2015 - 2020, the council is committed to providing a full collection service to all properties as well as increasing recycling re-use and composting rates and reducing the amount of waste sent to landfill.

This Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service.

1. HOUSEHOLD WASTE CONTAINERS

This section covers the following waste receptacles for kerbside household waste collections:

Grey refuse bin or black sacks
Red recycling bins or boxes
Green garden waste bins or bags.

- 1.1. Each household is required to have one standard size grey bin and at least one red recycling bin.
- 1.2. Properties with 5 or more adults permanently residing at the property may be eligible for a larger grey 360l grey bin. Residents must apply to the Council for a larger bin and following a residence check a Waste Minimisation Officer will assess their current waste practices before agreeing to a larger bin.
- 1.3. Households with more than one child in nappies, may be eligible for a larger grey 360l bin. This will be subject to review when the youngest child is 3.
- 1.4. Properties that accumulate non-hazardous clinical waste (incontinence pads, stoma bags etc.) will be reviewed every 2 years for eligibility.
- 1.5. Households who have limited/ no curtilage or who are in a road with limited width for a kerbside collection vehicle are required to present up to 3 black sacks on a weekly basis or clear bags (provided by the council) on a fortnightly basis.

- 1.6. Developers are required to provide one of each grey and red bins for use by households in new or converted properties.
- 1.7. Green wheeled bins or re-usable green bags can be purchased for collection of garden waste. The council will only collect green bins or bags that have been purchased from the council.
- 1.8. Additional or replacement recycling bins will be provided by the council free of charge to encourage households to participate in or increase their recycling.
- 1.9. Grey and green waste bins will be replaced by the Council If the bin falls into the waste collection vehicle on collection day or the collection vehicle damages the bin on collection, no charge will be made for a replacement.
- 1.10. In the event that a bin is stolen from within the householder's property boundary the householder is expected to pay for a replacement bin. If a bin is lost under any other circumstances the Council will use its discretion in re-charging for a replacement.
- 1.11. Where a householder damages a grey or green bin, (e.g. by using hot ashes or modifying the bin) a replacement will be provided at cost and a delivery charge will be made.
- 1.12. Households are required to purchase replacement grey or green bins for those that have been damaged through general wear and tear (eg. loose wheels, cracked body or lid).
- 1.13. New or replacement bins will usually be delivered within 20 working days after payment for grey and green bins or when requested for red bins.
- 1.14. All of these bins are provided for domestic purposes only. Their use for commercial purposes is illegal.
- 1.15. All bins remain the property of the households and can be taken with them if they move.
- 1.16. Householders are responsible for the upkeep of all wheeled bins on their property.

Presentation of containers for collection

- 1.17. Householders are informed of the collection day via a calendar delivered annually, information can also be found on the Council's website.
- 1.18. Unless otherwise notified, bins are emptied on the same day of each week and should be placed out for collection on alternate weeks, black sacks are collected weekly.

- 1.19. Households with a bag collection need to ensure that bags are not presented in bins for collection. The sacks should be removed from the bins and placed on the pavement/footpath.
- 1.20. It is the householder's responsibility to place the bin, bag or box at the boundary of their property by 7am on the day of collection. If the bin is not out by the time required the crews will not return to collect the bin until the next scheduled collection.
- 1.21. We offer assisted collections to households for elderly and/or infirm residents who do not have an able bodied person in the household to present the bins at the kerbside.
- 1.22. Bins, bags or boxes should be placed on the nearest public (Council maintained) pavement /footpath, normally in front of the householder's property in a position that does not obstruct access to pedestrians and other users.
- 1.23. Where there is no pavement adjoining a property (i.e. the property is next to the road), residents must place their bin, bag or box on collection day just inside the curtilage of their property adjacent the edge of the road).
- 1.24. The collection crews should not have to walk to retrieve bins more than 15 metres for 2 wheeled bins and 10 metres for 4 wheeled bins according to current British Standards.
- 1.25. Only bins that have been missed by the collection crew will be returned to. Bins which have not been presented by the stipulated time will not be collected as missed bins. Missed bin reports will be verified by the crew records and camera footage from the collection vehicles.
- 1.26. The Council reserves the right to change the location of any collection points for operational reasons.
- 1.27. Collections will normally be provided from private/un-adopted roads where the following conditions are met and maintained:
 - i) Road Surface - roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle.
 - ii) Road Width - the minimum road width to be not less than 3.2 metres with no obstruction from trees, shrubs, etc which could cause damage to the side of the vehicle.
 - iii) Height Clearance - the minimum clearance should not be less than 4 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the lighting on the roof of the vehicle

- iv) Turning Area - where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn round. The turning area should be sufficient to allow the waste collection vehicle to turn with no more than three manoeuvres- i.e. 10.22 metres kerb to kerb.
- 1.22 The Council monitors compliance with these conditions. Should the situation deteriorate to the extent whereby the Council cannot be reasonably expected to continue the service, residents will be asked to take their wheeled bins to the nearest public highway on collection day unless a suitable accessible alternative location can be agreed.
- 1.23 Bins, bags or boxes must not be left on the public highway or footpaths after collection day (Highway Act 1980).
- 1.24 Residents are responsible for ensuring that there are no parked cars belonging to their household or visitors which impede access for waste collection vehicles on collection day. The Council is required to make reasonable efforts to collect bins provided it is safe to do so. If bins cannot be collected on the due day they will not be emptied until the next collection.

What materials can be placed in each bin?

Grey Refuse bin

- 1.25 The grey refuse bin is for waste that cannot be recycled either via the kerbside collection, at local recycling banks or the Household Waste Recycling Centre (HWRC) in Island Road. The material in the grey bin is either sent to landfill or to an Energy from Waste facility (EFW) which are both more expensive forms of disposal than recycling.
- 1.26 The lists below refers to items that can and cannot be placed in the grey bins:

Yes Please	No Thank You
General waste which can't be recycled, reused or composted:- Food waste Plastics other than plastic bottles Polystyrene Nappies and sanitary waste	Recyclable and garden waste that can be placed in the red or green bins. Small Waste Electrical and Electronic Equipment (Weee) Rubble and soil Hot ashes Hazardous waste which includes but is not limited to:- Hazardous clinical waste (sharps, blood products) Asbestos Pesticides, paint and oils

- 1.27 Bins are designed to be emptied safely with lids closed. Collection crews will remove any items not contained within the bin and will not collect that excess waste.
- 1.28 Any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected and if it is not removed from the public highway will be regarded as fly tipping.
- 1.29 Grey bins found to contain waste which is not household waste (e.g. vehicle parts, hazardous materials, builder's rubble, concrete, business waste, etc.) will not be emptied. There is a weight limit for wheeled bins of 75 kilograms. Any bins exceeding this weight cannot be emptied by the vehicle and residents will be required to remove all heavy items before the next scheduled collection. The crew will report this on their schedules. Crews will not return to collect bins which have been made lighter until the next scheduled collection.

Red recycling bins/boxes

- 1.30 Householders are asked to ensure recyclable containers (plastic bottles/tins) are rinsed out and lids are removed from plastic bottles.
- 1.31 The list below refers to items that can and cannot be placed in the red bins/boxes:

Yes Please	No Thank You
Paper & Card Junk mail & flyers Plastic bottles (drinks, toiletries, bleach & detergents)*no lids Empty drinks cans Empty food cans (includes pet food cans) Empty Aerosols	Trade Recycling Glass Bottles and jars Other plastic containers (meat trays, yoghurt pots etc) Food waste Nappies or sanitary waste

- 1.32 Small amounts of shredded paper can be sent for recycling provided they are placed in an envelope or cereal box. Loose shredded paper causes problems with the sorting equipment.
- 1.33 All recyclable waste should be placed loose in the red bins/boxes **not in plastic bags as this makes it difficult to separate.**
- 1.34 Large cardboard packaging boxes should be folded or cut up and placed in the bin. If they will not fit in the bin they should be placed neatly next to the bin on the day of collection to keep the cardboard as dry as possible.

Larger items of cardboard should be taken to the Household Waste Recycling Centre in Island Road

- 1.35 Bins/boxes containing items other than those described in paragraph 1.30 "Yes Please" will not be emptied and will be classed as 'contaminated'. When found, the Council will leave the bin/box and report it to the contact centre. It will be the responsibility of the individual householder to remove the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- 1.36 Excess recyclable waste only can be placed in cardboard boxes by the side of the bin/box on collection day.
- 1.37 If households have a need for an additional bin/box for recycling they may request one by contacting us using an online form of the Council's website www.reading.gov.uk or contacting us on 0118 9373 987

2. GREEN GARDEN WASTE

- 2.1 Households in properties that maintain their own garden will need to purchase a green waste bin/box in order to receive the free garden waste collection service.
- 2.6 The service is carried out on an annual basis, with collections suspended from the last Friday before Christmas and resuming four weeks later. Charges for the purchase of bins are reviewed annually and details of current charges can be found at: <http://www.reading.gov.uk/rubbish>.
- 2.7 The list below refers to items that can and cannot be placed in the green bins/bags:

Yes Please	No Thank You
Grass cuttings and leaves Flowers and annual weeds Hedge clippings Very small amounts of turf and soil Small branches up 100mm thick	Animal waste, bedding and straw Gravel, rubble or hard core Food waste (including fruit & veg) Large amounts of turf or soil Waste from a gardener or contractor working at the property

- 2.8 All green waste should be placed loose in the green bins/bags **not in plastic bags**.
- 2.9 Bins/bags containing items other than those described in paragraph 2.2 "Yes Please" will not be emptied and will be classed as 'contaminated'. When found, the Council will leave the bin/bag and report it to the contact centre. It will be the responsibility of the individual householder to remove

the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection

- 2.10 Green bins/bags need to be presented at the curtilage of the property with the handles facing the road and away from the other grey and red bins by 7am on the morning of collection. The Council will not return to properties that have presented their green waste containers until the next scheduled collection.
- 2.11 Any green waste presented in containers other than those purchased from the council will not be collected.
- 2.12 Green bins are designed to be emptied safely with lids closed; therefore any overloaded and overweight bins exceeding 75kgs will be rejected and not emptied.
- 2.13 In freezing weather it may not be possible to empty green bins as the contents become frozen. The crew will inform the contact centre and emptied on the next scheduled collection.
- 2.14 If households have a need for an additional bin/bag for green waste they may request one by contacting us using an online form of the Council's website www.reading.gov.uk or contacting us on 0118 9373 787

3. COMMUNAL PROPERTIES

Flats

- 3.1 The Council currently provides weekly or fortnightly refuse collection services for residents living in purpose-built blocks of flats, with separate collections of recycling undertaken on a fortnightly basis.
- 3.2 The collection frequency for all new developments and new build/converted properties will be on a fortnightly basis for both household and recyclable wastes.
- 3.3 It is the responsibility of the developers or managing agents to provide the correct number of bins for both household and recyclable wastes. The Council has produced information and guidance for developers and managing agents about the Council's requirements for the management of waste in developments which can be found at www.reading.gov.uk/
- 3.4 The council will work with developers and managing agents to ensure the correct number of bins are in place in relation to the number of properties.
- 3.5 Where there is limited access to collect bins from a designated bin store (internal or external). The Council will request that managing agents/housing associations make arrangements for the bins to be presented as a designated collection point and returned to the bin store area after collection.

- 3.6 It is the responsibility of the Managing Agent/Housing Association to ensure that all bins and bin stores are secure and access and lighting is maintained.
- 3.5 Large or hazardous items are not to be placed in the communal bins e.g. furniture, electrical items, vehicle parts, hazardous materials, builder's rubble, large DIY items and concrete. See section 5 for details of the Council's chargeable bulky waste service.
- 3.6 Bins are designed to be emptied safely with lids closed; therefore any over filled bins will have any bags or other items not contained within the bin removed and placed in the bin store area.
- 3.6 Excess or side waste is not permitted and if the crews cannot access the bins they will not be emptied. The Managing Agent / Housing Association will be contacted to rectify the situation. When the area has been cleared the bins will be emptied on request of the Managing Agent / Housing Association and when payment has been made for a revisit. Otherwise the bins will be emptied on the next scheduled visit.
- 3.7 Communal recycling bins containing items other than those described in paragraph 1.30 "Yes Please" will not be emptied and will be classed as 'contaminated' and will not be emptied. The Managing Agent / Housing Association will be contacted to rectify the situation. The Council will on request empty the contaminated bins when payment has been made for a revisit. Otherwise the bins will be emptied on the next scheduled visit.

Mixed domestic / commercial properties

- 3.8 Business properties with living accommodation attached, e.g. Flats above shops or flats/developments where there are commercial businesses included on the same site (e.g. hairdresser, food outlet, grocery shop) must have separate lockable bin areas. The managing agents/landlords will need to provide the containers for both domestic and household waste to ensure properties have the standard household waste collection service. The bins provided for domestic purposes must not be used to dispose of any business waste. Anyone found using bins in this way may be subject to prosecution under the Environmental Protection Act 1990 and the bins may be removed.
- 3.9 Flats above shops that don't have access to bins, will be required to present their waste in black bags in designated collection areas set by the Council.

4 . WASTE ELECTRONIC AND ELECTRICAL EQUIPMENT (WEEE)

- 4.1 The council provides a collection service for small electrical items from households that present their own individual recycling bins for kerbside collections.
- 4.2 The items - which include electric or battery-powered children's toys, hairdryers, toasters and power tools - should be left in an untied carrier

bag next to the red bins or boxes on collection day. They should not measure any more than 30cm x 24cm and any power cables can also be included.

- 4.3 The crews will take one bag per household on each recycling collection and the items will be placed in special collection cages on the refuse lorries.
- 4.4 Where items are too large to be collected, the crew will place a sticker on the bag advising the resident of how to dispose of the item.

5 . BULKY WASTE COLLECTIONS (chargeable service)

- 5.1 This Council operates a discretionary service for the removal of up to five domestic household goods (generally items that you would take when you move home) for a charge.
Full details of what the Council will collect and its charges can be found at: www.reading.gov.uk/rubbish
- 5.2 There is a charge for the first item, and a smaller charge for up to four additional items.
- 5.3 Households can request a bulky waste collection either online at www.reading.gov.uk/rubbish or contact us on 0118 9373 787
- 5.3 Collections will be made with five working days from receipt of payment with the East of Reading collected on a Monday, the West on Wednesday and Fridges/Freezers on a Friday.
- 5.4 The Council will not collect any items other than those stated on the website.
- 5.5 Items must be left on the day of collection in a location from where they can be easily retrieved and without causing a risk to the public. Collection staff will not enter a property to collect items.
- 5.6 In the event that there are too many requests for a particular day, the Council reserves that right to change the collection day after notice is given to the resident.

6. HEALTHCARE (CLINICAL) WASTE COLLECTIONS

- 6.1 If the resident is self-treating a medical condition and has healthcare/clinical waste which could potentially carry an infection (e.g. needles, syringes or other sharp instruments, any waste which includes blood or body fluids, human tissue, swabs or dressings, drugs or other pharmaceutical products), the Council will collect this free of charge.
- 6.2 Residents requiring a clinical waste collection should be referred to the Council by their GP Surgery, District Nurse or NHS Trust. Such referrals

should be in writing either by letter or email, and be clearly identifiable as coming from the patient's medical providers.

- 6.3 The Council's contractor (Grundon) will provide the first container and replacement containers on collection. Replacements are based on the same number of containers left as those collected (i.e one for one)
- 6.4 Residents are required to leave the clinical waste for collection on their own property, usually in a discreet location agreed prior to the commencement of collections. Replacement containers are left in the same location.
- 6.5 Collection currently takes place on a Tuesday and collections may occur early morning through to late afternoon on that day. Residents will be informed by telephone if there is any delay or change to this collection day.
- 6.6 It is the surgery or NHS trust's responsibility to update the Council when a patient no longer requires a clinical collection.
- 6.7 If no clinical waste has been presented from a regular user of the service for 3 consecutive weeks, the residents will be contacted to confirm they still require the service.
- 6.8 Currently there is no charge for this service; however the Council reserves the right to charge for the service.

7. MISCELLANEOUS

- 7.1 Waste Minimisation & Recycling Officers monitor contamination reports from collection crews to identify properties that are having difficulty recycling and continually place the wrong items in their red recycling bins. The Officer will visit the household, undertake an assessment of their waste capacity and any issues relating to recycling and make recommendations for improvements.
- 7.2 The Council reserves the right to amend the collection frequency and time of collections at any time and for any reason.
- 7.3 The Council reserves the right to withdraw any discretionary services at any time.

8. ALTERNATIVE DISPOSAL OF WASTE - HOUSEHOLD WASTE RECYCLING SITES (HWRC'S) and RECYCLING BANKS

- 2.3 Residents use either the Smallmead or Longshot Lane HWRC's to dispose of excess waste and recycling materials. Details of the arrangements can be found at:

www.reading.gov.uk/rubbish.

These sites are operated on behalf of the Council and its other partners, Bracknell and Wokingham Councils by re3 Ltd. The site is their responsibility.

- 2.4 Residents can recycle glass bottle and jars and textiles at any of our neighbourhood recycling sites throughout the Borough, the location of which can be found at:-

www.reading.gov.uk/rubbish

9. HOW TO CONTACT US

- 9.1 Residents wishing to make service request, or enquiry can either fill out an online Webform at www.reading.gov.uk call 0118 9373 787 or write to Neighbourhood Services, 19 Bennet Road, Reading, RG2 0QX
- 9.2 Residents wishing to make a compliment or complaint www.reading.gov.uk/complaintorcomment call 0118 9373 787 or write to Neighbourhood Services, 19 Bennet Road, Reading, RG2 0QX
- 9.2 Residents wishing to make comment or complaint about the re3 Ltd facilities at Longshot Lane or Smallmead should contact re3 Ltd: Smallmead Waste Management Park, Island Road, Reading, RG2 0RP; Tel: 0800 9883023, website: <http://www.re3.org.uk/opening-and-access-times.asp>.

10. FUTURE UPDATES

- 11.1 These operational procedures are kept under review in light of the ever changing operational demands. The current version will be published on the Council's website.

Reading Borough Council



Waste Operations Service Standards Summary

APPENDIX B May 2016



www.reading.gov.uk



Reading
Borough Council
Working better with you

INTRODUCTION

Under the terms of the Environmental Protection Act 1990, Reading Borough is classed as a Waste Collection & Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection

As part of the Waste Minimisation Strategy 2015 - 2020, the council is committed to providing a full collection service to all properties as well as increasing recycling re-use and composting rates and reducing the amount of waste sent to landfill.

This Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service effectively and efficiently.

Individual Households:

- The council will collect one standard grey bin (domestic) and at least one red (recycling) bin/box from households that present their bins on a fortnightly frequency.
- Households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin.
- Households who have limited or no storage for bins will have a weekly domestic waste, and fortnightly recycling waste collections.
- Households in properties that maintain their own garden, will need to purchase a green waste bin/box in order to have the free garden waste collection service.
- Households can leave small Waste Electronic & Electrical Equipment (WEEE) on the recycling collection by leaving the items in a carrier bag by the side of their recycling bin.
- All standard bins are the property of the householder and they are responsible for the replacement of lost/stolen and damaged bins.
- The Council will replace those that they have either lost in the lorry or damaged on collection.
- Householders need to place their bin, bag or box at the boundary of their property by 7am on the day of collection otherwise we won't be able to empty it.
- All bin lids are required to be down (fully closed) for collection, items stopping the lid closing will be removed.

Flats with Communal Facilities:

- Households who have limited or no storage for bins (flats) will have a weekly domestic waste, and fortnightly recycling waste collections.
- Managing agents/developers are responsible for providing the correct number of bins for the flats that have communal facilities and for ensuring the collection crew have access
- All bin lids are required to be down (fully closed) for collection, items stopping the lid closing will be removed.
- Recycling bins containing items that cannot be recycled will not be emptied and will be classed as 'contaminated', the Council will notify the Managing Agent/Housing Association who will then need to arrange for the removal of the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- The Council will not remove excess (side) waste from any communal bins.
- Maintenance and cleaning of the area surrounding the bins is the responsibility of the managing agent/housing association

For all households:

- The Council will ensure that information relating to Rubbish, Recycling and Garden Waste collections is up to date and current.
- The Council will provide a free clinical waste collection service for those residents that treat themselves in their own home.
- The Council will return to collect genuine missed bins within 6 working days of being reported.
- Recyclable waste should be placed loose in the recycling bins not in carrier or black bags. Residents in flats can request reusable recycling bags to transport their recycling to communal bins.
- Waste Minimisation Officers will offer support and advice to residents, managing agents and housing associations to manage their waste and increase recycling participation & quality.
- Residents can log onto the website www.reading.gov.uk/rubbish to view their collection dates and lists of items that can or cannot be placed in their bins.
- Residents can contact us via the web at www.reading.gov.uk/rubbish or by calling the Contact Centre on 0118 9373 787
- All enquiries will be responded to within 5 working days.

Equality Impact Assessment

Provide basic details

Name of proposal/activity/policy to be assessed

Waste Operations Service Standards

Directorate: DENS

Service: Waste Operations

Name and job title of person doing the assessment

Name: David Moore

Job Title: Neighbourhood Services Manager

Date of assessment: 18.05.2016

Scope your proposal

What is the aim of your policy or new service/what changes are you proposing?

Developing and improving the Waste Operations service by introducing a waste operations service standard, setting out the responsibilities of the Council and householders. The main changes are as follows:

Closed bin lid policy - bins whose lids are open due to excess waste will not be collected and no return visit will be made until the next scheduled collection to collect excess waste.

No side waste - any excess waste left at the side of the grey bin will not be collected.

One bin policy - the Council will collect one standard 240l grey bin from domestic properties and at least one recycling bin/box on a fortnightly frequency. Households with 5 or more adults permanently residing in the property, or with 2 children in nappies may be eligible for a larger 360l bin.

Unauthorised bins - Some properties have too many bins for the number of residents and a waste audit will determine whether this capacity is necessary or appropriate and if not changes will be made to the number of

bins collected. Red bins will be issued to encourage recycling if necessary and householders will be encouraged to recycle.

The current collection round structure will be rationalised in October 2016 and in April 2017 in order to reduce the number of rounds to drive out the efficiencies required to achieve the agreed savings targets.

Introduction of Bank Holiday collections (excluding Christmas Day, Boxing Day and Easter day), subject to staff consultation and agreement.

Round calendars will be posted to residents, and all information will be available on-line.

Who will benefit from this proposal and how?

All service users will have clear guidance on how to manage their domestic waste and what services the Council will provide and how that information can be accessed.

What outcomes does the change aim to achieve and for whom?

The service review and introduction of the new waste operations service standard aims to make the waste service more efficient and reduce costs to achieve the corporate savings.

The standard sets out to clarify what services the Council will supply and the responsibilities of householders to manage their waste.

The introduction of waste collections on bank holidays will simplify and improve the waste collection service for all users.

Who are the main stakeholders and what do they want?

All residents of the borough who want an efficient, cost effective waste collection and recycling service.

Waste collection crews who need clarity on what waste to collect.

Assess whether an EqIA is Relevant

How does your proposal relate to eliminating discrimination; promoting equality of opportunity; promoting good community relations?

Do you have evidence or reason to believe that some (racial, disability, gender, sexuality, age and religious belief) groups may be affected differently than others? (Think about your monitoring information, research, national data/reports etc.)

No

Is there already public concern about potentially discriminatory practices/impact or could there be? Think about your complaints, consultation, and feedback.

No

If the answer is Yes to any of the above you need to do an Equality Impact Assessment.

If No you **MUST** complete this statement

An Equality Impact Assessment is not relevant because: There will not be a reduction in the frequency of the current statutory waste and recycling collection service. The current assisted collections service will remain as well as the concessions for opt-in chargeable services such as bulky waste.

Signed (completing officer)

Date

Signed (Lead Officer)

Date
