

# Waste Service Standards (Reviewed 2018)

Fenland District Council provides an integrated refuse and recycling service that includes the collection of a broad range of dry recycling materials and garden waste. The Garden Waste Service is a subscription only service.

## **Points of note, supplementary service standards 2018 for Clinical Waste Service changes and Houses of Multiple Occupancy (HMO) legislative update.**

1. Updated standards for Clinical Waste collection from April 2019 following NHS changes
2. Recognise that waste produced by the occupants of HMOs is domestic waste and waste produced in the management of the property is commercial waste.
3. Landlords of HMOs are responsible for ensuring that waste is managed appropriately by their tenants and in line with the service standards set out here.

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
1	<p>Bin<sup>1</sup> out and no record on in-cab system of reason for non-collection, and in the case of Garden Waste Service, that there is a valid subscription for the bin.</p> <p>“Missed Bin”</p>	<p>Following customer contact –</p> <ul style="list-style-type: none"> <li>• A return collection will be offered same or next day at the request of customer up to four working days from the day of collection</li> </ul> <p>In cases of non-residual waste:</p> <ul style="list-style-type: none"> <li>• Customer made aware that recycling cannot be guaranteed and materials might be sent for treatment at Mechanical Biological Treatment (MBT) plant with residual waste</li> <li>• Sacks offered as additional storage where customer does not want recycling disposed of at MBT plant</li> </ul> <p>In cases of Garden Waste Service</p> <ul style="list-style-type: none"> <li>• Subscription application details sent to customer where a subscription is not in place</li> <li>• Garden Waste collected on missed collections will be collected separately from other materials and will be processed for composting</li> </ul>	<ul style="list-style-type: none"> <li>• Collection<sup>2</sup> same or next working day</li> <li>• Deliver by post, 2 appropriate sacks and system highlighted for collection on next scheduled collection</li> <li>• Advise customer that excess will be allowed at the next collection as an exception to our normal policy on additional waste</li> <li>• Garden Waste Service, check bin clearly displays subscription sticker and property in on collection record</li> </ul>	<ul style="list-style-type: none"> <li>• Waste removed in a timely fashion</li> <li>• Responsive service delivery for customer</li> <li>• Efficient collection system</li> <li>• Customer ownership of bin collection system</li> <li>• Improved customer awareness of services</li> <li>• Encourage participation in Garden Waste Service</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
2	Bin reported via in-cab system <sup>3</sup> as not at point of collection prior to time of collection.  "Bin Not Out"	<ul style="list-style-type: none"> <li>No repeat collection provided</li> </ul> <p>Following customer contact –</p> <ul style="list-style-type: none"> <li>Customer made aware that general waste can be taken to HWRC for disposal</li> <li>Sacks offered where customer will need to contain extra recycling or refuse until the next collection</li> <li>Bin can be presented on next scheduled collection.</li> </ul>	<ul style="list-style-type: none"> <li>Record made on in-cab system</li> <li>Bin emptied on next scheduled collection day for that bin</li> <li>Deliver by post 2 clear or black sacks and system highlighted for collection on next scheduled collection</li> </ul>	<ul style="list-style-type: none"> <li>Encourages responsible use of the refuse/recycling service</li> <li>Improved education and awareness about the service</li> <li>Effective use of resources</li> <li>Prevents misuse of the Garden Waste Service</li> </ul>
3	Wrongly sorted <sup>5</sup> recycling or composting bin identified prior to collection	<ul style="list-style-type: none"> <li>No repeat collection provided</li> <li>Information in relation to reason for non-collection attached to bin</li> </ul> <p>Following customer contact –</p> <ul style="list-style-type: none"> <li>Customer made aware that general waste can be taken to HWRC for disposal</li> <li>Sacks offered where customer will need to contain extra recycling</li> <li>Contaminated non-subscription brown bins removed within 5 working days</li> </ul>	<ul style="list-style-type: none"> <li>Record made on in-cab system with detail of issue</li> <li>Educational leaflet or letter produced and sent where appropriate</li> <li>Bin emptied on next scheduled collection day for that bin</li> <li>Deliver by post, 2 recycling sacks and system highlighted for collection on next scheduled collection</li> <li>Arrange removal of any non-subscription bins identified and reported as presented and containing incorrect materials</li> <li>Educational visit offered where more than 2 occasions</li> </ul>	<ul style="list-style-type: none"> <li>Encourages responsible use of the refuse/recycling service</li> <li>Maintains awareness about the service and value of recycling/composting</li> <li>Reduces chance of rejected loads at transfer station at a cost of ~£1000 per load.</li> <li>Removes unused brown bins from circulation</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
			<p>in 6 months.</p> <ul style="list-style-type: none"> <li>Repeat occasions and deliberate misuse referred for enforcement</li> </ul>	
4	Wrongly sorted recycling or composting bin identified after collection	<ul style="list-style-type: none"> <li>Customer made aware of issue with materials presented via letter, leaflet, card or personal visit</li> </ul>	<ul style="list-style-type: none"> <li>Record made on in-cab system</li> <li>Educational letter produced and sent next working day</li> <li>Educational visit offered where more than 2 occasions in 6 months.</li> <li>Repeat occasions and deliberate misuse referred for enforcement</li> </ul>	<ul style="list-style-type: none"> <li>Encourages responsible use of the refuse/recycling service</li> <li>Maintains awareness about the service and value of recycling/composting</li> <li>Reduces chance of refused loads at transfer station at a cost of ~£1000 per load.</li> </ul>
5	Customer identified by crew as not making effective use of recycling system	<ul style="list-style-type: none"> <li>Bin emptied</li> <li>Customer made aware of issue with materials presented via letter, leaflet, card or personal visit</li> </ul>	<ul style="list-style-type: none"> <li>Driver request Recycling Support visit in case of serious or repeat issues</li> <li>Educational visit offered where more than 2 occasions in 6 months.</li> <li>Repeat occasions and deliberate misuse referred for enforcement</li> </ul>	<ul style="list-style-type: none"> <li>Enforces responsible use of the refuse/recycling service</li> <li>Improved education and awareness about the service</li> <li>Increased efficiency</li> </ul>
6	Bin deemed to be beyond a reasonable weight by collection team  "Heavy Bin"	<ul style="list-style-type: none"> <li>No repeat collection provided</li> <li>Information in relation to reason for non-collection attached to bin</li> </ul> <p>Following customer contact –</p> <ul style="list-style-type: none"> <li>Customer made aware that</li> </ul>	<ul style="list-style-type: none"> <li>Record made on in-cab system with detail of issue</li> <li>Educational letter produced and sent where appropriate</li> <li>Bin emptied on next scheduled collection day for that bin if heavy items removed</li> <li>Deliver by post, 2 appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Safe manual handling</li> <li>Reduced potential for injury and compliance with local risk assessments and Health &amp; Safety obligations</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		<p>weight of bin needs reducing and that general waste can be taken to HWRC for disposal</p> <ul style="list-style-type: none"> <li>• Sacks offered where customer will need to contain extra recycling or refuse</li> </ul>	<p>sacks and system highlighted for collection on next scheduled collection</p>	
7	Bin reported by customer as damaged	<ul style="list-style-type: none"> <li>• Bin replaced once fee paid.</li> <li>• Where bin damaged as the result of arson, this information will be shared with local fire safety team</li> <li>• Sacks offered where customer will need to contain extra waste or recycling</li> <li>• Bin replaced free of charge if damaged during collection and reported by crew</li> </ul>	<ul style="list-style-type: none"> <li>• Crew record any issues on in-cab system</li> <li>• Replacement delivered within 5 working days following day of payment</li> <li>• New subscription issued where required</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain customer satisfaction with service</li> <li>• Continuity of service following damage to containers</li> </ul>
8	Bin lost or Stolen	<ul style="list-style-type: none"> <li>• Customer asked to complete form after bin remains lost for two weeks</li> <li>• Bin replaced for fee after such time</li> <li>• Sacks offered where customer will need to contain extra waste, recycling</li> </ul>	<ul style="list-style-type: none"> <li>• Letter, bags and form delivered to customer for completion</li> <li>• Collection via bags arranged for subsequent two collections</li> <li>• Bin delivered 5 working days following return of payment</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain customer satisfaction with service</li> <li>• Reduce likelihood of unnecessary bin deliveries via two week wait</li> </ul>
9	Waste in addition to the standard bins provided (or their sack equivalent). “Side Waste”	<ul style="list-style-type: none"> <li>• Waste will not be collected unless contained within appropriate and approved bins supplied and authorised by this council</li> <li>• Information stickers attached to unauthorised containers<sup>1</sup> of</li> </ul>	<ul style="list-style-type: none"> <li>• Exception – where cases 2,3,4 6, 7 or 8 above result in authorised sacks being used for one week only</li> <li>• Record of additional waste kept on in-cab system</li> </ul>	<ul style="list-style-type: none"> <li>• Manual handling</li> <li>• Health &amp; safety</li> <li>• Resident responsibility</li> <li>• Promotion of safe working practice</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		<p>additional waste</p> <p>Following customer contact –</p> <ul style="list-style-type: none"> <li>• Customer made aware that general waste can be taken to HWRC for disposal</li> <li>• Customer made aware that additional blue bins are available for larger families who meet the criteria</li> <li>• Additional Residual bins for households of 6 or more who are recycling actively and cannot contain residual waste in bins supplied. Delivery charges apply.</li> <li>• Garden Waste Only See No.15</li> </ul>	<ul style="list-style-type: none"> <li>• Information letter sent to customer where appropriate, including options around garden waste disposal</li> <li>• Additional and unauthorised containers will be removed and disposed of</li> </ul>	
10	Bin lid not closed to a reasonable degree	<ul style="list-style-type: none"> <li>• Bin emptied where safe to do so</li> <li>• It may be appropriate to treat bags presented on top of wheeled bin, with lid open or closed as per additional waste (9)</li> </ul>	<ul style="list-style-type: none"> <li>• Information letter sent to customer where appropriate</li> <li>• Driver request Recycling Support visit in case of serious or repeat issues</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; safety compliance</li> <li>• Promotion of safe working practice</li> <li>• Prevent damage to bin</li> </ul>
11	Street level access issue	<ul style="list-style-type: none"> <li>• Every effort will be made by collection team to collect obstructed bins</li> <li>• Collection team return later same day to review access</li> <li>• Where feasible, bins will be walked to and collected</li> </ul>	<ul style="list-style-type: none"> <li>• Arrangements made for return next working day upon failed second attempt</li> <li>• Where road construction or planned works prevents normal collection then temporary arrangements will</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain customer satisfaction with service</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		<ul style="list-style-type: none"> <li>Upon failed later attempts record made on in-cab system</li> </ul> <p>Vehicular obstruction</p> <ul style="list-style-type: none"> <li>Notice left with vehicles that regularly cause an issue for collection teams</li> <li>Support for regular issues will be sought via local Police</li> </ul>	<p>be made and customers affected informed by letter</p>	
12	<p>Arrangements where customer cannot manage to move bins themselves.</p> <p>“Assisted Collection”</p>	<ul style="list-style-type: none"> <li>Assisted collection provided from an agreed location on customer's property</li> <li>Application form to be completed</li> <li>Service commences week following first point of contact for a period of four weeks without completed application</li> <li>Bins will be collected, emptied and returned to the agreed point of collection</li> <li>Assisted collections will be reviewed a maximum of once every eighteen months via reapplication</li> <li>The council reserves the right to remove/refuse this service where other occupiers of the property can facilitate the presentation of waste</li> <li>An assisted collection can be</li> </ul>	<ul style="list-style-type: none"> <li>Assisted collection recorded on in-cab system</li> <li>Crews can report requirement of and non requirement of service via in-cab system</li> </ul>	<ul style="list-style-type: none"> <li>Maintains customer's ability to live independently in their own home</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		<p>refused where the nature or length of the surface over which the bin needs to be moved is considered unreasonable or unsafe. See Nos.18 and 21.</p> <ul style="list-style-type: none"> <li>• A reasonable limit will be placed on the number of garden waste subscription bins per property</li> </ul>		
13	Bins (and uncollected waste) not removed from collection point following collection	<ul style="list-style-type: none"> <li>• Bins/waste should be removed from the collection point by the end of the day following collection</li> <li>• Information letters sent to repeat issues</li> <li>• Bins removed and replaced with alternative arrangements where persistent problems are identified</li> </ul>	<ul style="list-style-type: none"> <li>• Letter sent to property and landlord where appropriate</li> <li>• Officer visit as required</li> <li>• Removal of bins a last resort solution</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages responsible use of the refuse/recycling service</li> <li>• Improved education and awareness about the service</li> <li>• Increased efficiency</li> </ul>
14	Bank holiday collection arrangements	<ul style="list-style-type: none"> <li>• One day holidays will usually result in the collection being performed one day in arrears unless other arrangements prove to be beneficial</li> <li>• Arrangements for the Christmas and New Year will be advised each year</li> </ul>	<ul style="list-style-type: none"> <li>• Customers informed via website and delivery of bank holiday information.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer well informed and confident with collection arrangements</li> <li>• Effective service delivery</li> </ul>
15	Request for extra waste containment	<ul style="list-style-type: none"> <li>• Families of five or more will be entitled to an additional blue bin upon application</li> <li>• Unused or abused bins will be removed</li> <li>• Additional clear sacks for recycling can be requested and</li> </ul>	<ul style="list-style-type: none"> <li>• Additional blue and green bins can be supplied upon criteria being met</li> <li>• Blue bin supply is expected to take precedence over green bin.</li> <li>• A record will be kept of such</li> </ul>	<ul style="list-style-type: none"> <li>• Increase recycling where possible</li> <li>• Reduce impact of additional waste on local environmental quality</li> <li>• Option of additional</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		<p>presented next to blue bins</p> <ul style="list-style-type: none"> <li>• Garden Waste Only bins can be supplied and charged in line with Fees and Charges</li> <li>• Home composting promoted</li> <li>• Unauthorised bins will not be emptied and will be removed and disposed of.</li> </ul>	<p>bins supplied and regularly reviewed</p> <ul style="list-style-type: none"> <li>• Annual charges will need to be paid in advance or bins will not be collected</li> <li>• Where bins are presented and not identified as authorised on the system then a record will be made on the in-cab system, the bins will be removed and an information letter will be sent to customer</li> </ul>	<p>waste collection for properties of multiple occupancy</p> <ul style="list-style-type: none"> <li>• Demonstrate changes to policy as a result of customer request</li> <li>• To adhere to the objective of increasing recycling and reducing waste to landfill</li> </ul>
16	Private access driveways	<ul style="list-style-type: none"> <li>• With the exception of existing custom and practice collections are made at the Highway boundary with each property</li> <li>• New dwellings where this might be an issue will be considered on their individual merits and where possible, agreement sought with developer to resolve any potential issues at the planning stages in line with Recap waste guidelines</li> <li>• With the authority of all concerned parties and receipt of suitable indemnity appropriate private roads can be included within collections</li> <li>• Where access is narrow or not appropriate then an agreed point of collection will be</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors will visit</li> <li>• General principle adhered to is that we offer a collection from the boundary of private property with the Highway, but each case is examined on its merits</li> </ul>	<ul style="list-style-type: none"> <li>• Waste collection issues planned out of future developments</li> <li>• Service provided where possible and suitable</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		established		
17	Clinical Waste Collection Service	<ul style="list-style-type: none"> <li>Local collection points will be advertised through shops, website and with local healthcare professionals.</li> <li>Where a customer qualifies for a Clinical (Hygiene) Waste Collection on medical grounds then this will be provided in addition to the standard collections.</li> <li>Service commenced for a period of three weeks prior to receipt of qualification materials</li> <li>Clinical Waste does not include offensive waste (Hygiene Waste) which can reasonably be accommodated with other residual waste services offered.</li> <li>As set out in 22 below, charges can be made for the collection of Clinical Waste.</li> </ul>	<ul style="list-style-type: none"> <li>Qualification criteria may be required</li> <li>Clinical Waste resulting from treatment by medical professionals will not be collected</li> <li>Customer offered option of an additional residual waste container where required to contain Hygiene Waste.</li> <li>Where charges apply, these will be waived where customers, through care in their own home, require collection of large amounts of Clinical Waste on a weekly or two-weekly basis.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with duty of care</li> <li>Equality of service provision</li> <li>Enable care within their own home for those who require it</li> <li>Efficient and effective Clinical Waste Service</li> <li>Work in partnership with local business to provide the best service options</li> </ul>
18	Bin not presented in appropriate location for collection	<ul style="list-style-type: none"> <li>Recorded on system as 'not on boundary'</li> <li>One courtesy collection possible same or next working day</li> <li>Further occasions will result in non-collection of bin</li> </ul>	<ul style="list-style-type: none"> <li>Information letter sent</li> <li>Location of collection to be agreed by supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Service efficiency</li> </ul>

	<b>SERVICE ISSUE</b>	<b>SERVICE STANDARD</b>	<b>ACTION</b>	<b>CUSTOMER IMPACT</b>
19	Bins not present at property at change of occupier	<ul style="list-style-type: none"> <li>• Where bins have previously been delivered to a property and one or more is missing following a change of occupier then replacements will be charged for at a set fee.</li> <li>• Current fee is set out in Fees and Charges</li> <li>• New builds and first sets of bins are supplied at reasonable charge or purchased and provided by the developer</li> </ul>	<ul style="list-style-type: none"> <li>• Letter sent to new occupier</li> <li>• Bin delivered five working days from day of payment receipt</li> <li>• Details of Garden Waste subscription sent</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce incidence of bins being removed from properties as customers move within or outside of the district</li> <li>• Increased efficiencies</li> <li>• Promote Garden Waste Service</li> </ul>
20	Change of occupier waste issues	<ul style="list-style-type: none"> <li>• A one off courtesy collection for new occupiers is available where customers find bins full following a change of occupier at a property.</li> </ul>	<ul style="list-style-type: none"> <li>• Collection provided same or next working day of suitable contents of approved bins at property all waste sent for processing at Mechanical Biological Treatment plant</li> <li>• Local household waste recycling centres will take a range of household waste delivered by householder</li> <li>• Courtesy collection available only to property occupiers and reasonable limits apply</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain customer satisfaction with service</li> </ul>
21	Collections from properties on or near poor quality or extraordinary roadways including isolated and inaccessible properties	<ul style="list-style-type: none"> <li>• Where roadway, adopted or otherwise, present a risk to staff; an exceptional cost or could damage council vehicles, then the roadway will not be utilised.</li> </ul>	<ul style="list-style-type: none"> <li>• Alternative locations for collection will be given to customers by supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced risk of accident</li> <li>• Providing an efficient and effective service to all customers</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
22	Charges for waste collection	<ul style="list-style-type: none"> <li>Where the Controlled Waste Regulations, as adopted by County Council and Fenland District Council, allow then charges will be applied and identified in Fees and Charges.</li> </ul>	<ul style="list-style-type: none"> <li>Garden (organic) Waste</li> <li>Bulky Waste</li> <li>Commercial Waste</li> <li>Clinical Waste</li> </ul>	<ul style="list-style-type: none"> <li>Service efficiency</li> <li>Reduced costs of collection</li> <li>Users of service pay for those services</li> </ul>
23	Waste generated by Houses of Multiple Occupancy (HMO) <sup>8</sup>	<ul style="list-style-type: none"> <li>In keeping with the Council's support of recycling and the waste hierarchy, and in keeping with the license for the property, landlords of HMOs must ensure that their tenants understand and comply with the waste collection arrangements at their property, as set out within these service standards.</li> <li>As set out in 3, 4, 6, 9 and 10 of these service standards, waste must be contained in the containers provided and sorted and presented to allow for the maximum amount of recycling to be achieved.</li> <li>In line with 15 of these service standards, household of five or more will be entitled to an additional blue bin upon application and unused or abused [recycling] bins will be removed.</li> <li>In line with 9 of these service standards, households of 6 or</li> </ul>	<ul style="list-style-type: none"> <li>Additional blue and green bins can be supplied upon criteria being met</li> <li>Blue bin (recycling) supply is expected to take precedence over residual waste bin</li> <li>A record will be kept of such bins supplied and regularly reviewed</li> <li>Where bins are presented and not identified as authorised on the system then a record will be made on the in-cab system, the bins will be removed</li> </ul>	<ul style="list-style-type: none"> <li>Increase recycling where possible</li> <li>Reduce impact of additional waste on local environmental quality</li> <li>Option of additional waste collection for properties of multiple occupancy</li> <li>Provide clarity to landlords on their responsibilities</li> <li>To adhere to the objective of increasing recycling and reducing waste to landfill</li> <li>Ensure domestic waste and waste as a result of commercial activities is separate and appropriately disposed of.</li> </ul>

	SERVICE ISSUE	SERVICE STANDARD	ACTION	CUSTOMER IMPACT
		<p>more who are recycling actively and cannot contain residual waste in bins will be supplied with an additional residual waste bin. Delivery charges apply.</p> <ul style="list-style-type: none"> <li>• Waste accumulations at properties, waste outside of these service standards, construction waste and waste generated as property occupier(s) change are not domestic waste and will need collection by approved waste carriers at the instruction of the landlord.</li> </ul>		

## Footnotes –

1. **Bins** – this term is to include all types of refuse containment approved by FDC for customer use in this system; normally historically 240lt and 140lt wheeled bins, or 90lt sacks, and can include 180lt or other size containers as the preferred waste container size. In relation to the subscription garden waste service, the container is a 240lt wheeled bin only.
2. **Collection** – attend property or normal collection point or the purpose of collecting waste as presented. The collection will be considered as having been completed by attendance regardless of whether waste is presented or not.
3. **In-cab system** – primarily on board electronic systems for the recording of events and property attributes, although the term to also include back-up paper based systems.
4. **Offensive Waste** – a category of waste including sanitary waste, nappies and incontinence pads.
5. **Wrongly sorted** – also known as incorrectly sorted and contaminated. This is to be any material deemed by the collection staff to be outside of the materials suitable for collection in the supplied container, and as a result designates the entire contents of the bin as wrongly sorted. Collection staff will use their best judgement in determining sensible levels, but will act to preserve the quality of the materials collected.
6. **Containers** – bins, sacks, boxes or otherwise that are used with or without authority to contain and present waste.
7. **Subscription** – refers to the charge identified within Fees and Charges for the collection of brown bins as part of the Fenland Garden Waste Service.
8. **HMOs** - are subject to mandatory licensing in line with section 55(2)(a) of the Housing Act 2004 and the Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018. As defined in legislation, an HMO (including flats) is a property occupied by five or more persons, from two or more separate households.