

Appendix 1 -Policies for Household Bins

Overview

The policies for providing bins for both authorities have been reviewed and aligned wherever possible. It is important to remember that the colours of bins have not changed and are different in both authorities (with the exception of the blue recycling bins). The policies below do not therefore refer to the colours of the bins but what they are used for.

Rubbish and recycling bins

The number of bins provided depends on the number of permanent residents in the household:

Household size	Bins provided
Up to 4	180 litre rubbish bin
5 or 6	240 litre rubbish bin + extra 240 litre recycling bin
7 or more	360 litre rubbish bin + extra 240 litre recycling bin
Families including 2+ children in nappies can have the next bin size up for rubbish	

If households do not meet the above criteria and still want another rubbish bin they can **pay £90 a year** for an extra 240l rubbish bin.

Impact

- The 180 litre bin is a new standard size for SNC and will help to reduce the amount of rubbish collected (already approved by Cabinet).
- The option to pay for an extra bin is new for CDC.
- Extra recycling bins for 5+ residents will encourage more recycling for both authorities (new for both).

Recycling bins

The first blue recycling bin is supplied to all residents **free of charge**. This applies to brand new households and people moving into an existing house if there are no bins there.

If households do not fit the criteria above, extra recycling bins are a **£30 one off fee** for a 240 litre bin or a 140 litre bin. Bin sales will be held at least twice a year when the price is reduced to £18.

Recycling boxes are **no longer usually supplied**. Where storage space for bins is a problem an officer will visit to determine arrangements and will have discretion to provide sacks or boxes where necessary.

Impact

- Making the first blue bin free in CDC will remove barriers to recycling and is more fair to residents.
- Stopping the supply of recycling boxes will save money in CDC and ensure consistency of service.
- The price for extra bins will be standardised.

Compost bins

The first 240 litre compost bin is provided free of charge. Extra bins are charged as follows:

SNC	CDC
£30 a year	£30 one off *

*(£18 one off during bin sale to be held at least twice a year)

CDC households can buy extra garden waste sacks for £10 for a roll of 25. These are not available for SNC residents due to the way the waste is processed.

Impact

- There is no change to CDC or SNC.

Missed bins

Crews will record collection problems and reasons for not emptying bins on Bartec. Customer services will check Lagan for any crew events logged against the missed collection. If no event is logged and a bin is reported as missed then we will return to empty **(by the end of the next working day for SNC, within four working days for CDC).*

If an event is logged (e.g. bin not out or contaminated) **we will not return** but can book an excess collection for next time or agree to empty recycling/compost bin on next rubbish collection if contaminated.

Online forms to report missed bins are being redesigned to check for events and will not automatically generate a service request to return for the missed bin if an event is logged.

Impact

- There is no change for SNC.
- This is a change for CDC but will significantly cut down on the number of unnecessary return visits.

Policies for Other Services

Clinical waste

We collect infectious clinical waste from households on request from the Health Authority. Sanitary/hygiene waste is collected in the rubbish bin; extra capacity is given if needed on request.

Sharps (needles) collections

No collection service provided for households in CDC as GP surgeries provide bins at surgeries.

Sharps are collected on demand every Tuesday for households in SNC. Some GP surgeries provide bins but not all. This is being reviewed by the Northamptonshire Waste Partnership.

Lost/stolen/damaged bins

Lost/stolen/damaged bins replaced free of charge (householders are asked to wait two working days to report in case bin turns up and online reports are automatically rejected if within two days).