

CHARGEABLE GREEN RECYCLING COLLECTION SERVICE SPECIFICATION**Introduction**

The Controlled Waste (England and Wales) Regulations 2012 provide that a Local Authority can charge for the collection of household green waste / recycling.

As a response to the need to make substantial financial savings, in February 2013 the City Council agreed that with effect from February 2014, a new household green recycling service will be launched, based around a wheelie bin collection service, for which an annual charge of £35 per bin would be made.

The charges for this service will be reviewed annually through a Fees and Charges Report, with a view to ensuring that the charge covers the full collection costs incurred by the Fleet and Waste Management Service.

This document details the Council's Service Specification for providing chargeable green recycling collections from February 2014.

Of those households participating, it is expected that 90-95% will be able to use the 'standard' specification comprising a 240 litre wheelie bin. In exceptional circumstances in relation to a particular property or particular residents at a property, provision is made within this specification for alternative services.

This service is launched at a time when wheelie bin collections for residual waste and recycling have been piloted in two Birmingham Wards, and plans are being made and implemented to roll-out waste and recycling wheelie bin collections across the remainder of the City, to be completed by December 2015.

Consequently, it is necessary to develop some interim arrangements for the chargeable household green recycling collection service, particularly around the assessment of properties for their suitability to have a wheelie bin service. These interim arrangements will ask residents to 'self-assess' for wheelie bin suitability. Eventually, this self-assessment will be superseded by the full waste and recycling wheelie bin roll-out so that the Council will be in a position to confirm whether the property is suitable for wheelie bins or not.

Radio Frequency Identification – “Chips”

Within this Service Specification, it is implicit that all wheelie bins provided for this service will be fitted at the point of manufacture with an RFID (Radio Frequency Identification) ‘chip’.

The chip contains only a Unique Property Reference Number – no other information is stored on the chip itself.

At the point of delivery to a household, the chip will be associated with the property details and identified as a bin of a certain type of waste / recycling stream and size. This will lead to consistent distribution processes and robust asset management, ensuring that the investment in these wheelie bins is managed appropriately.

It will also give Fleet and Waste Management the opportunity to future-proof the service in respect of other potential initiatives, subject to further consideration and review, such as:

- Proof of Service - The ability for the Service to confirm through the Contact Centre at the point when a customer makes contact that an individual bin has been lifted or not, leading to improved handling of Customer queries such as missed collections.
- The ability to prevent a bin from being lifted more than once within a defined time period (subject to a manual over-ride), or from an address with which it is not associated. This would help to prevent misuse / theft.
- The opportunity to introduce a robust participation led recycling reward scheme, and the further opportunity to allocate any such rewards at the individual or community level based on the weight of recyclates collected.

Definitions

- For the purposes of this document, the 'Council' is Birmingham City Council.
- 'Households' are the resident(s) occupying the property or the owner of the property if it is empty.
- 'Container' relates to a green recycling wheelie bin or green recycling sack provided by the Council
- Household green recycling comprises:
 - grass cuttings
 - Hedge, and shrub cuttings
 - Plants and weeds
 - Tree / shrub branch cuttings of less than 2 inch (4.8 cm) diameter
 - Leaves
 - Dead flowers
- For the avoidance of doubt, household green recycling does NOT include:
 - Green waste produced by or through a trade, business or otherwise on a commercial basis
 - Stones, soil, bricks and rubble
 - Garden chemicals
 - Treated wood
 - Garden tools and implements
 - Garden furniture
 - Kitchen / food waste
 - Tree / shrub branches greater than 2 inch (4.8 cm) diameter
 - Japanese Knotweed
 - Animal bedding / faeces

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Appendix 1 – Assessment criteria

1.0 Self-Assessment

- 1.1 Between the launch of the chargeable household green recycling collection service (the 'green recycling service') and the point at which the Council is generally able to utilise individual property assessment details to confirm suitability for wheelie bins, all households who require the green recycling service will be asked to make a self-assessment of their property against specified criteria to determine whether the property is suitable for wheelie bins. See Appendix A.
- 1.2 Where this self-assessment process determines suitability for wheelie bins, the service offered by the Council will be the Standard Service (see Section 3).
- 1.3 Properties in the Brandwood and Harborne wheelie bin pilot Wards who have already been assessed as suitable for wheelie bin services will be deemed suitable for the Standard Service (see Section 3). This will be cross-checked by a manual back-office process.
- 1.4 Where through the self-assessment process a property is considered unsuitable for wheelie bins or, in the case of unsuitable (red card) properties in Brandwood and Harborne Wards, an alternative green recycling sack collection service will be offered (see Section 4).
- 1.5 At the point where the Council is able to fully utilise information from the city-wide assessment of properties for suitability for wheelie bins, the self-assessment process shall be terminated and the Council will determine the nature of the service it is prepared to offer any individual household, based on its property assessments (and subject to any review procedures).
- 1.6 The objective, as far as it is achievable, is to maximise the number of customers who receive the Standard Service, and to minimise the number of customers who receive the alternative service. This will increase efficiency and reduce collection costs.

2.0 Assessment criteria

- 2.1 The criteria for self-assessment follow the outline criteria used in relation to the assessment of properties for the Brandwood and Harborne wheelie bin pilots, although it is recognised that occupiers of high-rise and low-rise flats will not require the green recycling service.
- 2.2 All low rise properties will be assessed against agreed criteria for their suitability to accommodate a wheelie bin collection service – Appendix 1

- 2.3 The assessment criteria provides for a default position for low rise properties where they have adequate storage space for wheelie bins at the front of the property (not on street) or at rear or to side of the property with appropriate access to the rear or side. In these circumstances, such properties will be provided with a wheelie bin service.

3.0 Standard Service (wheelie bins)

- 3.1 This includes all low-rise properties that are suitable for wheelie bins. The following standard service is provided:

Green Recycling – Standard Service

Material	Wheelie bin type	Bin size	Collection Frequency	Collection Charge (2014)
Household green garden recycling The recycling may be contained in plastic sacks, but it is helpful to minimise the amount of plastic contamination. This position will be reviewed at the end of 2014	Grey bin with brown lid fitted with a 125 htz RFID chip	240 litre wheelie bin	Fortnightly. The service is provided over 40 weeks of the calendar year (approx February – November) and each household will receive 20 scheduled collections. The service is suspended for 12 weeks over the winter period	£35 per wheelie bin (subject to a one-off 'early bird discount') Households may choose to have multiple bins, (with no limit) each chargeable at the standard collection charge. Half year charges apply (£17.50) if service ordered after 31 st July

- 3.2 Whilst the Council expects households to comply by presenting their green recycling for collection in the wheelie bin(s) provided for their particular premises, if persistent non-compliance is identified the Council will, if necessary, consider taking enforcement action (See Section 23 of this document – Enforcement) and / or withdrawing the service (See Section 24 – Service withdrawal)
- 3.3 Residents may choose to share green recycling wheelie bins and associated charges, for example by agreement with a neighbour. The sharing of these associated charges will be a local arrangement and the order for the service must come from a single property. The charge will not be split between properties. The wheelie bin(s) will only be collected from outside of the property which is the paid subscriber to the service.

- 3.4 Where appropriate, residents may elect not to present green recycling for a scheduled collection, for example where the wheelie bin is not full or if they miss a collection due to being on holiday and there is sufficient capacity to wait until a subsequent scheduled collection. However, they will not be permitted to present volumes of recycling that do not fit in to the container provided.
- 3.5 Household green recycling presented for collection must be capable of fitting in and wholly contained within the container provided.

4.0 Alternative Service (sacks)

- 4.1 The Council recognises that in the following circumstances, some properties will be unsuitable for the standard green recycling wheelie bin collection service:
- No adequate storage space for wheelie bins
 - Steps or slope between property and roadside, or other obstruction, that makes wheelie bins impractical
 - Properties where there is no vehicle access to a suitable collection point
 - Narrow pavement precludes presentation of a wheelie bin for collection
- 4.2 Where a property is assessed or self-assessed (interim position) as unsuitable for wheelie bins, an alternative green recycling collection service will be offered using brown plastic sacks. The sack collection service provides the same overall capacity as the wheelie bin service. Sacks will be clearly marked with the year to which the service relates and has been paid for and only sacks marked with the current year will be collected. Non-used sacks are not refundable. The following alternative service is provided:

Green Recycling – Alternative Service

Material	Sack type	Sack size	Collection Frequency	Collection Charge (2014)
Household green garden recycling	Disposable one-use translucent brown plastic sack Clearly marked to identify the sack as a City Council sack and the year of distribution	Standard 80 litre sacks	Fortnightly. The service is provided over 40 weeks of the calendar year (approx February – November) and each household will receive 20 scheduled collections. The service is suspended for 12 weeks over the winter period	£35 per roll of 60 sacks Households may choose to have multiple rolls of sacks, each chargeable at the standard collection charge.

- 4.3 Green recycling which is presented in a sack that is not provided by the Council for this chargeable service will not be collected, regardless of whether it was produced by a household who subscribes to this service or not.
- 4.4 Residents may choose to share green recycling sacks and associated charges, for example by agreement with a neighbour. The sharing of these associated charges will be a local arrangement and the order for the service must come from a single property. The charge will not be split between properties. The sacks will only be collected from outside of the property which is the paid subscriber to the service
- 4.5 Where appropriate, residents may elect not to present green recycling for a scheduled collection, for example where a sack is not full and there is sufficient capacity to wait until a subsequent scheduled collection.
- 4.6 Only sacks issued in that calendar year will be collected. This will assist the service to maintain records from which customers collections are to be scheduled.
- 4.7 Household green recycling presented for collection must be capable of fitting in and wholly contained within the sack provided.

5.0 Assisted Collections

- 5.1 The Council is committed to enabling all households to participate in green recycling services wherever possible. The Council recognise that, due to personal circumstances such as infirmity or disability, some households may have difficulty using the standard Council service and therefore, the Council needs to make alternative arrangements. One of these arrangements is the Assisted Collection Service. This service is provided at the Council's discretion.
- 5.2 An Assisted Collection is "the collection of a green recycling wheelie bin by the collection crew from an agreed point in the front of the property and the return of the empty container(s) back to that point". A parallel service will be provided for residents who use the green recycling sack collection service.
- 5.3 The Council will provide, upon request, an Assisted Collection to households where there is a registered Blue Badge holder or they are unable to participate without assistance due to infirmity or disability. However, should an able-bodied person aged 16+ years be resident in the house, it is expected that the able-bodied resident would present the recycling and refuse containers at their usual collection point.
- 5.4 Proof of eligibility may be requested. Referrals can also be made to the Council directly from recognised voluntary groups or healthcare providers.
- 5.5 Households will also be able to make a request for a temporary assistance should they only require help for a defined period of time.
- 5.6 The Council will, from time to time, issue an application to all those approved for an Assisted Collection to renew this service when the above criteria will need to be met.
- 5.7 The Council reserves the right to withdraw this service at any time if it has reason to believe a resident is no longer eligible.

6.0 Larger households

- 6.1 Regardless of the size of any household (or garden), there is no alternative sized container provision. Residents who have larger gardens may subscribe to multiple bins or rolls of sacks, each payable at the standard charge.

7.0 Excess recycling

7.1 'Side waste' – green recycling presented at the side of the wheelie bin or otherwise in non-authorised sacks or other receptacles will not be permitted, with the following exception:

- Where scheduled collections have been interrupted, for example through adverse weather, roadworks, etc. and the amount of additional green recycling presented appears reasonable, allowing for the time that has elapsed since the collection was due.

7.2 If persistent non-compliance is identified the Council will, if necessary, consider taking enforcement action (See Section 23 – Enforcement) and / or withdrawing the service (See Section 24 – Service withdrawal)

8.0 Overloading

8.1 'Overloading' is where a green recycling container has been filled with so much recycling that it is too heavy or too unstable to be moved safely.

8.2 The Council will not collect green recycling wheelie bins that it considers are overloaded as damage may be caused to the lifting equipment on the refuse vehicles. An information notice will be left on the bin explaining why the recycling has not been collected and requesting the householder to remove the excess recycling and present the wheelie bin on the next collection. Alternatively, the excess green recycling can be taken to the nearest Household Recycling Centre.

8.3 The Council will take a reasonable approach to 'closed lids' on green recycling wheelie bins. To avoid recycling spilling from the bin as it is lifted, it is preferable that the bin lid is fully closed.

8.4 If persistent non-compliance is identified the Council will, if necessary, consider taking enforcement action (See Section 23 – Enforcement) and / or withdrawing the service (See Section 24 – Service withdrawal)

9.0 Contamination

9.1 All green recycling containers supplied by the Council shall be accompanied by an information leaflet informing residents of the type of materials that should, and should not be put in those containers. The Council also provides guidance regarding

what can and can't be recycled which can be found on the Council's website. Should the type of materials accepted change then the residents will be informed of these changes by issuing a revised leaflet and updating the information held on the website.

- 9.2 Households shall ensure that their green recycling container(s) are not contaminated with the wrong materials and that the container does not contain waste that could cause damage to the collection vehicle (such as rubble).
- 9.3 Green recycling placed in a wheelie bin should preferably be 'loose' and not in plastic or other sacks. This will be reviewed at the end of 2014.
- 9.4 Containers that are contaminated will not normally be collected. An information notice / sticker will be left on the container explaining why the recycling has not been collected and requesting the householder to remove the contaminant and present the container on the next scheduled collection day. Alternatively, the waste can be taken to the nearest Household Recycling Centre.
- 9.5 The Council expects households to comply by presenting their green recycling for collection so as to avoid contamination. If persistent non-compliance is identified the Council will, if necessary, consider taking enforcement action (See Section 23 – Enforcement) and / or withdrawing the service (See Section 24 – Service withdrawal)
- 9.6 Green recycling placed in residual / dry recycling wheelie bins, sacks or boxes will result in that container being treated as 'contaminated' and it will not normally be collected. An information notice / sticker will be left on the container explaining why the waste has not been collected and requesting the householder to remove the contaminant and present the container on the next scheduled collection. Alternatively, the waste can be taken to a Household Recycling Centre.

10.0 Communication of Arrangements for the Collection of green recycling

- 10.1 Households will be notified (by notice served on the occupier) in accordance with Section 46 Environmental Protection Act 1990 of the Council's requirements for householders to place green recycling for collection in receptacles of a kind and number specified. Householders may be notified from time to time of changes to collection requirements by a Section 46 Notice or by other correspondence, including the use of stickers fixed to containers.
- 10.2 Households will receive adequate communication via a number of channels about when and how their green recycling will be collected, including any planned changes to the standard collection.

- 10.3 The Council will provide instruction and guidance regarding its collection requirements, including collection dates, which can be found on the Council's website.

11.0 Collection Points

- 11.1 Unless otherwise directed, residents are required to place their wheelie bins / sacks out for collection on the pavement at the edge of their property nearest to the road or other notified collection and return point. In most circumstances, this will be at the front of the property, however, for some properties / roads, the Council may designate a rear of property collection and return point.
- 11.2 In situations where collections cannot reasonably be made from directly outside the property, the Council will, in order to maintain operationally safe, economic and efficient collections, identify other collections and return points that residents will be required to use.
- 11.3 Where a number of households share a rear access alleyway (as in many terraced properties across the City), wheelie bins should be presented on the pavement at the end of the alleyway, taking care not to block the alleyway or pavement.
- 11.4 Wheelie bins must not be left in the middle of a pavement (where they cause an obstruction to pedestrians) or at the kerbside of the pavement (where they may cause an obstruction to people getting out of parked cars).
- 11.5 Wheelie bins must be left in a position where they are easily accessible by the collection crews. All residents are requested to present their bins with the handles facing towards the road to assist the crews to collect and empty them.
- 11.6 Once wheelie bins have been emptied, the Council will return the wheelie bins to the point from where they were collected.

12.0 Collection Times and Dates

- 12.1 Householders, except those with 'Assisted Collection' arrangements, will be expected to place their green recycling containers at the specified collection point by 06.00 hrs on their scheduled collection day (or no earlier than 3.30pm the day before) and then, where appropriate, retrieve their wheelie bin from the collection point as soon as possible once emptied.

- 12.2 If persistent non-compliance is identified the Council will, if necessary, consider taking enforcement action (See Section 23 – Enforcement) and / or withdrawing the service (See Section 24 – Service withdrawal)
- 12.3 Residents will be informed of the collection day and cycle for their green recycling collection service. It must be recognised, and included in appropriate promotional material, that in order to maximise the efficiency and cost-effectiveness of this service, the collection day / cycle for green recycling may be different to the collection cycle / day for standard recycling and dry recycling.

13.0 Properties that are difficult to access for collection vehicles

- 13.1 Due to the condition of some road surfaces particularly unmade/unadopted/private/weight restricted roads, some roads in the City are unsuitable for collection vehicles. Access can also be limited by the physical width of the road or parking of other vehicles or roadworks etc, meaning the collection vehicle cannot access the property or collection point.
- 13.2 Where damage could occur to a collection vehicle due to the condition of the road, the Council may agree or prescribe an alternative collection point.
- 13.3 In the case of a private/unadopted road, if written authority from all households concerned is received indemnifying the Council from any claim for damages in taking the collection vehicle on the private/unadopted road, consideration may be given by the Council to the practicalities of agreeing a suitable collection point on that road.
- 13.4 Where the Council has been undertaking refuse collections for a number of years there may be a continued right of access and the authority of households may not be required, subject to an appropriate indemnity.
- 13.5 When a collection cannot be made due to access being restricted by parked cars, roadworks, etc., the Council will make a further attempt within the next 2 working days to make the collection. If access is restricted on that occasion then the collection must wait until the next scheduled collection (see also Section 7 – Excess recycling). Alternatively, residents can take their green recycling to their nearest Household Recycling Centre. If the problem persists it may be necessary to agree a new or temporary collection point.
- 13.6 The Council may take action where there are repeated problems with access. This action may involve, although not exclusively, imposing new parking restrictions, changing the collection day or changing collection points.

14.0 Missed Collections

- 14.1 In the event of a scheduled collection being missed through circumstances outside of the Council's control, such as inclement weather, industrial action or civil emergency, the Council shall make arrangements, as possible and appropriate, to collect the containers as soon as reasonably practical.
- 14.2 In the event of a scheduled collection being missed due to crew error, then the collection will be made by the end of the working day following the day the missed collection is reported. The container(s) should be left at their normal collection point until emptied.
- 14.3 Where a container has not been emptied due to the recycling being presented late or in the incorrect manner, the household will be required to wait until the next programmed collection before it is removed. In these circumstances households will be required to return the green recycling container(s) to their property until the next scheduled collection. Alternatively, the householder can take the recycling to the nearest Household Recycling Centre.

15.0 Property

- 15.1 All wheelie bins provided by the Council are the property of the Council.
- 15.2 Households will be responsible for the wheelie bins which should remain with the property in the event of the residents moving home (See also Section 17.0 – Moving home). The new householder will therefore benefit from the provision of the wheelie bin and there will be no refund payment to the resident who has moved from that property.
- 15.3 Wheelie bins will be delivered to the household on commencement of the green recycling collection service at that household (See also Section 18.0 – Part-Year Collections). Any household receiving the alternative sack collection service will receive their sacks either via post or by hand delivery. Where hand delivery takes place, a card shall be put through the letterbox informing the resident that a delivery has taken place.
- 15.4 Any unused wheelie bins / sacks should be reported to the Council for collection and reuse, e.g. if the new resident decides not to use the service.

- 15.5 Households are asked to ensure that they clearly identify / mark their wheelie bins with their house number and take adequate precautions to prevent theft – including, wherever possible, taking the container within the property boundary as soon as possible following collection.

16.0 Damage to wheelie bins

- 16.1 The Council's collection crews are required to record any damage to wheelie bins and operatives have a duty to report any damaged wheelie bins caused through the collection operation.
- 16.2 Only wheelie bins that are damaged through the fault of the Council and reported as such will be replaced by the Council at the Council's cost, or where the bin is reported lost, stolen or damaged within 10 working days of delivery.
- 16.3 Other than in wholly exceptional circumstances (such as storm damage or where there has been a wider incident involving a number of households) any wheelie bins that are otherwise damaged will be replaced by the Council and a charge made to the household. The charge will cover administration and delivery. This charge is not for the sale of the wheelie bin to the household and therefore the wheelie bin remains the property of the Council.
- 16.4 If the resident decides not to pay for a replacement bin they will be unable to present garden recycling for collection and by default, chooses to opt out of the service. They will not, however, receive a refund.
- 16.5 The fees for replacement wheelie bins are determined by the Council on an annual basis and will be notified to residents.

17.0 Moving Home

- 17.1 The charge for the green recycling service relates to the property, not the occupier(s) of the property.
- 17.2 Should an occupier move away from that property after paying for the green recycling collection service for that calendar year, there will be no refund of the charge made, either in full or pro-rata.
- 17.3 Where a wheelie bin service is provided, the green recycling wheelie bin must be left at the property and will be available for use by any new occupier.

- 17.4 Any new occupier of that property will receive the service paid for (if required) without further charge for the remainder of that calendar year.

18.0 Part year collections

- 18.1 Where an occupier decides to take up a part-year service, a charge will be made, as follows, calculated on a date representing the mid-point of the collection season.

- Service paid for on or before 31st July – Full annual charge
- Service paid for after 31st July – Half annual charge

There are no exceptions.

- 18.2 To allow for service planning, route planning, delivery of containers etc, new customers can expect to have their first scheduled collection of green recycling within 2 -4 weeks of payment for the service being received. New customers will be informed of this at the time they make payment for the service.

19 Payments and renewals

- 19.1 Residents who wish to subscribe to the green recycling service will be provided with a number of access channels and payment options.

- 19.2 Access channels to book the service will include:

- On-line
- Contact Centre

To minimise costs, the Council will encourage residents to access the service on-line

- 19.3 Payment options may include:

- Direct Debit (this facility is under review)
- Debit / Credit card

- 19.4 Towards the end of each green recycling collection season, customers of the service will be invited, by letter, to renew their payment for the following year using the established payment and access options

- 19.5 A parallel general awareness and marketing campaign will also seek to encourage new customers into the service for the following season.
- 19.6 Residents who renew the service in subsequent years will be provided with a dated sticker to be displayed on the wheelie bin indicating that a payment has been made for collection.
- 19.7 An 'Early Bird' discount will be available in Year 1 of the service only to encourage residents to come into the service as soon as possible and thereby assist in logistical planning.

20.0 Refunds / Total Service Failure

- 20.1 Where a customer has paid for the service and is unhappy with the quality of the service provided, for example, the green recycling has not been collected as scheduled, the Council's response will be to collect the recycling within a stated period (See also Section 14 - Missed Collections).
- 20.2 It is not intended that any refund or rebate of the annual charge will be made in these or similar circumstances.
- 20.3 However, under specific circumstances, the Council will make a full refund of the charge made where it is accepted by the Council that there has been a 'Total Service Failure'.
- 20.4 A Total Service Failure is defined as follows:
- If the Council fail to deliver a green recycling wheelie bin (or sacks) within 6 weeks of the date on which the customer should have had their first collection in any calendar year
 - If the Council fail to replace a green recycling wheelie bin within 6 weeks of the date on which the Council reported that they had damaged a bin
 - If, without reasonable cause, the Council fail to collect a green recycling wheelie bin (or sacks) on 3 consecutive collection cycles.

21.0 Community collections

- 21.1 The Council recognises that a variety of community based groups and residents voluntarily support the Council by collecting green recycling, particularly fallen leaves from the highway during the Autumn season.

- 21.2 The Council supports, encourages and thanks those groups and residents for their contribution to keeping the City clean and safe.
- 21.3 On request, the Council will supply any such bona-fide group / residents with green recycling collection sacks and make appropriate arrangements for their collection, free of charge.
- 21.4 Requests should be made to the Council through the Waste Minimisation Team who will deal with the request.

22.0 Wheelie bin Cleaning

- 22.1 The Council does not offer a wheelie bin cleansing service.
- 22.2 Household are expected to maintain the cleanliness of the wheelie bins which they are provided with.

23.0 Enforcement

- 23.1 The Council recognises that the service requirements contained in this specification will take time to be fully understood and will take a reasonable approach in managing this change process.
- 23.2 Consequently, the Council has decided to adopt an approach that will offer advice, support and guidance as the first and preferred way to establish this policy. However, the Council recognises that the use of formal enforcement powers may be necessary in some circumstances. Such powers will be utilised in a transparent, reasonable and proportionate way.
- 23.3 Where, without reasonable cause, an occupier persists in not complying with this Service Specification, for example by not presenting green recycling for collection on the required day, in the required containers, or by deliberately over-filling or contaminating the containers, then the Council will adopt a 3-stage approach in attempting to resolve the issue.
- 23.4 **Stage One** - On the first occasion, Council Officers (collection crews) who evidence households failing to comply with the service specification will affix an information notice or label onto the wheelie bin / sack. This will inform the occupier of the correct

service standard and, as appropriate, why the bin / sack was not collected. Variations of these notices will deal with the following issues:

- Excess / side waste
- Excess waste / open lid
- Excess waste / overloading
- Contamination – recycling / waste

- 23.5 **Stage Two** - On the second occasion, the Council will consider using formal powers in order to ensure compliance. This will involve serving a standard formal notice (Waste Minimisation Team Officer) on the occupier of a property to ensure that the green recycling is placed for collection in receptacles of a kind and number specified, or in a particular location at a particular time.
- 23.6 In addition, the Officer will attempt to contact the occupier in person and advise them of the issue and seek to determine the household's reasons for failing to adhere to the Service Specification. The officer will offer help and advice to the household to solve the problem.
- 23.7 **Stage Three** – Non-compliance with the Council's requirements may result in an offence being committed by an occupier. This means that in Stage 3, if a Council Officer identifies a third occasion of failure to comply this could potentially lead to Court action.
- 23.8 Legislation allows the Council to use Fixed Penalty Notices (FPNs) as an alternative to prosecuting offenders in the Courts. At this stage, a Council Officer will consider serving a FPN on the occupier for non-compliance with the formal notice described in Stage 2 (above).
- 23.9 If the occupier fails to discharge their liability by payment of the FPN amount and/or continues to fail to adhere to the service specification, then the Council will consider taking further legal action.
- 23.10 Where evidence of fly-tipping [illegal dumping of household or commercial recycling] is obtained the Council will undertake an investigation, as appropriate, with a view to initiating criminal proceedings to prosecute the alleged offender and to seek recovery of full costs.

24.0 Service Withdrawal

- 24.1 As an alternative to taking proceedings under Stage 3, above, for non-compliance, The Council may consider total withdrawal of the green recycling collection service for the remainder of that collection season.
- 24.2 In any such circumstances, a refund of payments made by the resident will not be made and any wheelie bin or sacks in the possession of the householder may be removed by the Council.

25.0 Change

- 25.1 The Council recognises that, from time to time, legislation, best practice, technology, and its objectives will change. Therefore, this Service Specification will be reviewed periodically take account of such changes.
- 25.2 Any proposed changes to this Service Specification that impact on service delivery may be amended by the Strategic Director of Local Services in consultation with the Cabinet Member for Green, Safe and Smart City in order to take account of legal, economic, environmental, financial or operational considerations
- 25.3 Households shall be given at least 4 weeks notice of any change to this Service Specification that materially impacts on service delivery.

END

Appendix 1 - Assessment criteria for green recycling collections

Wheelie bin services

Collection point for household wheelie bins

Default position

Issue	Solution	Green recycling collection service
Adequate storage space for wheelie bins at front of property (not on street) or at rear or to side of property with appropriate access to rear or side	Wheelie bin service	Each household provided with: • 1 X 240 litre bin (or multiples thereof, each chargeable at the standard rate) Collection frequency – fortnightly

Variations – All properties

Issue	Solution	Green recycling collection service
Properties unsuitable for wheelie bins	Sack collection service	Each household provided with: • Roll of 60 disposable one-use translucent brown sacks (or multiples thereof, each chargeable at the standard rate) Collection frequency – fortnightly