

Policy for the provision of additional garden waste bins

1. Background

- 1.1. This policy develops the information on additional garden waste bins in paragraphs 3.3.4 and 3.5.2 of Appendix 7 to the report to Cabinet, 'Transformation of Waste and Recycling Collections' of 19 October 2010.

2. Additional bins

- 2.1. Households are limited to a maximum of one additional 180 litre garden waste bin.
- 2.2. The additional waste bin will be provided on request on receipt of the annual service charge.
- 2.3. Households with an additional garden waste bin will be subject to an annual review to determine whether the additional bin is still required.
- 2.4. Requests for additional bins will be processed as set out in Annex 1.

3. Requests for more than one additional bin

- 3.1. Requests for more than one additional garden waste bin will be refused. Households requesting extra bins will be informed about waste minimisation, facilities for garden waste at Household Recycling Centres and home composting, including the council's subsidised Green Johanna scheme.

4. Harmonisation of former district council policies

- 4.1. From the beginning of 2012, households which have more than one additional bin, in compliance with former district council policies, will fall outside of the limits of this policy.
- 4.2. Households which currently use more than one additional bin will be written to early in 2012 to advise them that the policy has changed and that they will be required to comply with the policy from the winter of 2012/2013 (see Annex 1 for details).
- 4.3. Households which have one additional bin currently will be informed that the additional bin will be subject to a service charge if they wish to continue to receive the service (see Annex 1 for details).

Annex 1

Protocol for the provision of additional garden waste bins

1. New requests for additional garden waste bins

- 1.1. All requests for additional garden waste bins will be processed through customer services (or the online equivalent), which will advise customers about waste minimisation in relation to garden waste, including home composting and information about the council's subsidised Green Johanna scheme.
- 1.2. Customers who wish to proceed with ordering an additional bin will be informed about the annual service charge and that the service is subject to an annual review.
- 1.3. Payment must be taken before a bin delivery worksheet is raised.
- 1.4. Any request for more than one additional bin will be refused. Customers will be informed about waste minimisation and that purchasing a subsidised Green Johanna may help them to compost the garden waste that they anticipate generating.
 - 1.4.1. Where customers insist that there is a genuine need for an additional waste bin beyond the scope of the policy, a site visit from an officer may be undertaken to help understand the issues and to suggest solutions.

2. Managing existing additional bins provided by former district councils

- 2.1. Households with two garden waste bins will be informed by letter that continued use of their second bin is subject to a service charge. Households will be invited to inform us whether they intend to continue using the service.
 - 2.1.1. Where households contact the council and pay the service charge for the additional bin, the service will continue.
 - 2.1.2. Where households decline to continue using their additional bin, collections from unauthorised additional bins will cease in line with information in the letter and the bins will be recovered by the council at the earliest opportunity.
 - 2.1.3. Where households decline to contact the council, collections from unauthorised additional bins will cease in line with information in the letter and the council will seek to recover the bin at the earliest opportunity after further contact with the household.

2.2. Households with more than one additional bin will be informed by letter that the council's policy only allows one additional bin per household. The letter will explain that existing additional bins above the permitted one extra bin will no longer be collected after a defined date in the winter of 2012/2013. It will also explain that each of these additional bins can still be used, subject to a pro rata service charge per bin, until that point. A letter will also be sent nearer to the cessation of collections to remind residents that the policy change will be coming into force soon.

2.2.1. Where households cite a genuine need for an additional garden waste bin beyond the scope of the policy, a site visit from an officer may be undertaken to help understand the issues and to suggest solutions.