

Policy for the provision of additional residual waste capacity

1. Background

- 1.1. This policy develops the information on additional residual waste bin capacity in paragraphs 3.5.4 and 3.5.5 of Appendix 7 to the report to Cabinet 'Transformation of Waste and Recycling Collections' of 19 October 2010.

2. Additional residual waste capacity

- 2.1. Households which are authorised to use additional residual waste capacity (in accordance with sections 1, 2 and 4 of Annex 1) will be provided with a 240 litre residual waste bin in place of the standard 180 litre bin.
- 2.2. Households which are authorised to use additional residual waste capacity (in accordance with sections 1, 3 and 4 of Annex 1) will be provided with a 360 litre residual waste bin in place of the existing container.
- 2.3. A different container or combination of containers may be supplied, at an officer's discretion, where the individual circumstances at a property require a different approach (eg health and safety concerns about wheeling a 360 litre bin on a steep slope).

3. Application process

- 3.1. Households must apply for additional residual waste capacity by completing an application form (Annex 2), and signing the declaration.
- 3.2. All applicants will be subject to the application process as set out in Annex 1.
- 3.3. Where a waste audit is required, as defined in Annex 1, a standard waste audit form (Annex 3) should be completed by the officer.

4. Review process

- 4.1. All households in receipt of additional residual waste capacity will be subject to an annual review in accordance with section 4 of Annex 1.
- 4.2. A household may be audited at any time without prior notice in order to check compliance with any signed declaration in accordance with section 4 of Annex 1.

5. Managing existing additional bins provided by former district councils

- 5.1. Households which have additional waste capacity in excess of the limits set out in section 2 above will transfer to the harmonised policy as set out in section 5 of Annex 1.

Annex 1

Protocol for the provision of additional residual waste capacity

1. Application process

- 1.1. All applicants for additional residual waste capacity will be processed through customer services (or the online equivalent).
- 1.2. All applicants who contact the Council before the harmonised services begin should be informed about the new services before they can proceed with their application. Scripting should steer applicants towards waiting until they have used the new services before applying for additional capacity.
 - 1.2.1. Applications from the north and south hubs, where fortnightly collections are being introduced, should not progress beyond stage 1.4 below until three months after the side waste amnesty has ended (except in the case of medical needs – see 2.1.1 and 3.1.1 below).
- 1.3. Information on the recycling containers currently on site at the applicants' properties should be captured at the first point of contact.
- 1.4. If applicants do not have all of the necessary recycling containers at their properties, the application for additional residual waste capacity will be refused. The missing recycling containers should be ordered and supplied by the Council at this first point of contact. The household should trial the use of these containers for a minimum of six weeks before contacting the Council to review whether they are eligible for additional capacity.
- 1.5. Before additional capacity can be authorised, all applicants who progress beyond stage 1.4 must complete an application form with a signed declaration stating that they will not put recyclable material in the residual waste bin. The declaration will also state that households understand that waste audits may be carried out at any time to check compliance with the agreement.

2. Eligibility criteria for the provision of a 240 litre bin for residual waste

- 2.1. All applications will be assessed against the criteria set out below:
 - 2.1.1. Households where a resident's illness or disability causes generation of excess waste, such as Category E Clinical Waste, will be exempt from paragraph 1.4 above, so additional residual waste capacity will be authorised on receipt of a signed application form. A waste audit will not be carried out as part of the process.
 - 2.1.2. Households with six or more residents may be authorised to have additional residual waste capacity on receipt of a signed and completed form. A waste audit will not be carried out prior to delivery of the larger bin, but retrospective waste audits will be carried out to ensure compliance with signed declarations.

- 2.1.3. Households of five with a child or children in nappies may be authorised to have additional residual waste capacity on receipt of a signed and completed form. A waste audit will not be carried out prior to delivery of the larger bin, but retrospective waste audits will be carried out to ensure compliance with signed declarations. The household must commit to returning to a 180 litre bin when the children are out of nappies.
- 2.1.4. Households of less than five with children in nappies would have to undergo a waste audit before additional capacity can be authorised.
- 2.1.5. In any other cases where a household does not meet the criteria in paragraphs 2.1.1, 2.1.2 and 2.1.3, a waste audit must be undertaken before additional capacity can be authorised. In these cases, scripting should deter households from applying for the service by informing them about the waste hierarchy, including information on waste minimisation. If a customer insists, an application form can be sent out on the understanding that a waste audit will take place before any additional capacity can be authorised.
- 2.1.6. Where households covered by paragraph 2.1.5 have three or fewer residents, any waste audit should consider what waste reduction measures are being taken, and not just recycling measures, to ensure that the household is taking steps to reduce their total waste arisings.

3. Eligibility criteria for the provision of a 360 litre bin for residual waste

- 3.1. All applications will be assessed against the criteria set out below:
 - 3.1.1. Households where a resident's illness or disability causes generation of excess waste, such as Category E Clinical Waste, will be exempt from paragraph 1.4 above if further capacity is requested. A 360 litre bin will be authorised on receipt of a signed application form. A waste audit will not be carried out as part of the process with a 360 litre bin being granted where a resident has previously been in receipt of a 240 litre bin and found this inadequate.
 - 3.1.2. Households which have an authorised 240 litre bin must complete and sign another application form and a waste audit must be carried out if further capacity is requested (except in cases covered in paragraphs 3.1.1 and 3.1.3). If a household is taking all reasonable measures to reduce and recycle waste, a larger bin may be authorised, but these cases should be rare because waste reduction measures should be effective in minimising residual waste.
 - 3.1.3. Households which have three or more children in nappies may have an additional bin authorised on a temporary basis on receipt of a signed application form. A waste audit will not be carried out prior to delivery of the larger bin, but retrospective waste audits will be carried out to ensure compliance with signed declarations. The household must commit to returning to a 240 litre bin (if they still meet the basic eligibility criteria) or to 180 litre bin (if they do not meet the criteria for the provision of a 240 litre bin), when the children are out of nappies.

- 3.1.4. Households of five or fewer will generally be refused additional capacity unless special circumstances apply as set out in paragraphs 3.1.1, 3.1.2 and 3.1.3.
- 3.2. On a first application for additional residual waste capacity a 360 litre bin may be provided, rather than a 240 litre bin, at an officer's discretion if the household meets the criteria in paragraph 3.1.

4. Review process

- 4.1. All households with additional residual waste capacity will be subject to an annual review process, which may involve a waste audit.
- 4.2. The Council reserves the right to carry out a waste audit at any time to check compliance with the signed declaration. This would usually occur when the collection crew notices recyclable material in the bin during collection.
- 4.3. Officers carrying out waste audits will use the following criteria to decide whether a household remains eligible for additional capacity.
 - 4.3.1. If materials that can be recycled at the kerbside are found in the bin, additional capacity should not be authorised.
 - 4.3.2. If materials that can be recycled at a Household Recycling Centre are found in the bin, an officer should give appropriate advice about the waste hierarchy. Discretion should be used to determine whether additional capacity should be authorised, taking into account individual circumstances (eg transport).
 - 4.3.3. If no recyclable materials are found in the bin, additional capacity should be authorised, but advice should be given about waste minimisation.
- 4.4. The result of each waste audit will be recorded on a standard form with a breakdown of the recyclable material found in the bin (if applicable).
- 4.5. Waste audits should be carried out at the kerbside on collection day where possible.
 - 4.5.1. If the resident is not at home and the bin is not at the kerbside, the waste audit should not be carried out.
 - 4.5.2. If the resident is at home and the bin is not at the kerbside, the waste audit can be carried out within the curtilage of the property with the resident's permission.
 - 4.5.3. In the event that a waste audit cannot be carried out on collection day (e.g. the crew usually goes to the street first thing in the morning), the audit should take place the day before collection where possible. It is likely that the bin will not be at the kerbside, so the resident's permission must be sought before the audit is carried out.

- 4.6. Photographs of the waste should be taken as evidence to back up the officer's decision.
- 4.7. A decision on whether additional capacity is authorised should not be made on site so as to avoid confrontation. The decision should be made back in the office with the outcome communicated to the resident by phone or email.
- 4.8. The outcome of each case should be recorded in a central database so that there are records of both successful and unsuccessful requests for additional capacity.

5. Managing existing additional and larger bins from former district council policies

- 5.1. The following issues listed in 5.1.1 and 5.1.2 will be dealt with by waste officers once the harmonised services have been in operation for sufficient time for residents to trial increasing their recycling and reducing the amount of residual waste they generate. This would be a minimum of six weeks. Forms will be sent to households identified as having additional capacity and the eligibility criteria in sections 2 and 3 will be used to determine whether households are eligible to keep their additional capacity.
 - 5.1.1. In the west hub there are approximately 3,000 additional 240 litre bins presented for collection.
 - 5.1.2. In the north and south hubs a number of households present an additional 180 litre bin, giving them 360 litres of capacity.
 - 5.1.3. Approximately 700 households in the east hub have an additional 140 litre bin.
 - 5.1.4. Approximately 500 households in the west hub have authorised 360 litre bins.
- 5.2. In the west hub the majority of 58,000 households have a 240 litre bin for residual waste, which is larger than the harmonised standard size of 180 litres. It would be too costly to replace these bins in one go, so they can be presented until they need replacing, at which point 180 litre bins will be supplied instead.
- 5.3. Where customers have paid for additional capacity under the policies of the former district councils, a standard response will be drafted to explain that this service will no longer be provided and that refunds will not be issued for any reduction in residual waste capacity. Residents will be advised that they are able to apply for additional capacity in accordance with this policy.

6. New requests for additional waste capacity before the new services begin

- 6.1. Households which request additional capacity before the new services begin (up until 1 October 2011) because they are unable to cope with the residual waste capacity currently provided will be dealt with in line with existing policies in each hub if they are not persuaded to wait until the new services are introduced (see 1.2 above). Officers should consider whether the household would require the additional capacity when the new services begin when making a decision on whether to authorise additional capacity.
- 6.2. Households which request additional capacity before the new services begin, because they are concerned that they will not be able to cope when fortnightly collections commence, will have their applications processed in accordance with paragraph 1 above.

Request for additional residual waste capacity

Name			
Address			
Post code		Telephone number	

Reason for request	
How many people live in the household on a permanent basis?	
Please list the names of every person living in the house and their dates of birth (please continue on the back of this form if necessary). If you have temporary residents, please indicate it by putting '(T)' next to their names. Please give details of how often they stay at the property in the 'Additional Information' section on the back of the form.	
Name	Date of birth
Please list the type and number of waste and recycling bins and boxes that you currently have at your address:	
Container type	Quantity
I agree to the following statements on behalf of all residents in the household:	
<ol style="list-style-type: none"> 1. The council may inspect the contents of my/our waste and recycling containers at any time without prior notice; 2. I/we will not put recyclable material in the residual waste bin; 3. I/we will inform the council if I/we move house prior to the house move taking place; 4. I/we will inform the council if the circumstances detailed on this form change; 5. I/we understand that my/our situation will be reviewed annually, which may include an inspection of the contents of my/our waste and recycling containers without prior notice; 	

Annex 2: application form

6. If I/we are authorised additional capacity, I/we agree to return to using a smaller bin if the circumstances which led to this request change;
7. I we/will abide by any other instructions from the council with regard to waste collection.

I certify that the information on this application is complete, accurate and true. I understand that any information given falsely or withheld will render the application invalid and any additional capacity provided will be withdrawn.

Signed	
Date	

Please return this form to:
[insert address]

Additional information

Office use only

Additional capacity offered	<input type="checkbox"/>	Bin number	
Waste audit required	<input type="checkbox"/>	Database updated with outcome	<input type="checkbox"/>
		Database reference	
Officer initials		Date	

Residual waste audit inspection form

Inspecting officer			
Applicant name			
Applicant address			
Reference number (eg Whitespace, Lagan)		Date of visit	
Purpose of visit	Application audit	Was the householder present during audit?	Yes <input type="checkbox"/>
	Review audit		No <input type="checkbox"/>

Black box items found			
Item	Found?	Comments (eg quantity, type)	Photograph?
Cans	<input type="checkbox"/>		<input type="checkbox"/>
Foil	<input type="checkbox"/>		<input type="checkbox"/>
Paper	<input type="checkbox"/>		<input type="checkbox"/>
Textiles	<input type="checkbox"/>		<input type="checkbox"/>
Glass	<input type="checkbox"/>		<input type="checkbox"/>
Aerosols	<input type="checkbox"/>		<input type="checkbox"/>

Plastic bottles and cardboard items found			
Item	Found?	Comments (eg quantity, type)	Photograph
Plastic bottles	<input type="checkbox"/>		<input type="checkbox"/>
Cardboard	<input type="checkbox"/>		<input type="checkbox"/>

Other items found			
Item	Found?	Comments (eg quantity, type)	Photograph
Garden waste	<input type="checkbox"/>		<input type="checkbox"/>
Other plastics	<input type="checkbox"/>		<input type="checkbox"/>
Waxed cartons	<input type="checkbox"/>		<input type="checkbox"/>
WEEE	<input type="checkbox"/>		<input type="checkbox"/>
Food waste	<input type="checkbox"/>		<input type="checkbox"/>
Bulky waste	<input type="checkbox"/>		<input type="checkbox"/>
Category E clinical waste	<input type="checkbox"/>		<input type="checkbox"/>
Nappies	<input type="checkbox"/>		<input type="checkbox"/>

Excess waste			
Was there excess waste with the bin?	Yes	<input type="checkbox"/>	Quantity
	No	<input type="checkbox"/>	

Signed (Inspecting officer)	
Date	

Outcome			
Additional capacity offered	<input type="checkbox"/>	Database updated by (initials)	
Additional capacity refused	<input type="checkbox"/>	Date database updated	