

Public Document Pack

Date of meeting Tuesday, 11th August, 2015
Time 6.00 pm
Venue Committee Room 2, Civic Offices, Merrial Street,
Newcastle-under-Lyme, Staffordshire, ST5 2AG
Contact Julia Cleary

Recycling and Waste Strategy Cabinet Panel

AGENDA

PART 1 – OPEN AGENDA

- 1 Apologies**
- 2 DECLARATIONS OF INTEREST**
To receive any declarations of interest from Members on items included in the agenda.
- 3 MINUTES OF PREVIOUS MEETINGS.** (Pages 3 - 38)
To consider the minutes of the previous meeting(s).
- 4 Service Standards Discussion** (Pages 39 - 50)
- 5 Update on Staff Consultation**
- 6 Procurement**
- 7 DEPOT RESTRUCTURE**
 1. Layout
 2. Acoustic Report
 3. Planning
- 8 URGENT BUSINESS**
To consider any business which is urgent within the meaning of Section 100(B)4 of the Local Government Act.

Members: Councillors Beech (Chair), Bailey, Fear, Hambleton, Loades, Reddish and Williams

PLEASE NOTE: The Council Chamber and Committee Room 1 are fitted with a loop system. In addition, there is a volume button on the base of the microphones. A portable loop system is available for all other rooms. Should you require this service, please contact Member Services during the afternoon prior to the meeting.

Members of the Council: If you identify any personal training/development requirements from any of the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Democratic Services Officer at the close of the meeting.

Meeting Quorums :- 16+= 5 Members; 10-15=4 Members; 5-9=3 Members; 5 or less = 2 Members.

Officers will be in attendance prior to the meeting for informal discussions on agenda items.

RECYCLING AND WASTE STRATEGY CABINET PANEL

Tuesday, 9th June, 2015

Present:- Councillor Ann Beech – in the Chair

Councillors Bailey, Fear, Loades and Reddish

1. APOLOGIES

No apologies were received.

2. MINUTES OF THE PREVIOUS MEETING

Officers drew Members attention to page 6 of the agenda regarding the replacement of Green bags. The process would be started by issuing green boxes to households and a note would be issued to a resident when they were issued with a box. The issuing of green boxes would not be publicised until a later date in order to avoid a huge demand for what would be a limited supply of boxes initially.

Resolved: That the minutes of the meeting be agreed as a correct record.

3. DECLARATIONS OF INTEREST

There were no declarations of interest stated.

4. UPDATE OF PROJECTED RISKS

1. Transfer of Staff onto revised contract terms:

Officers stated that they were due to meet with the unions towards the end of June after which a meeting would be held with the workforce followed by individual meetings with staff.

At the moment there were a number of different staff working on a number of different contracts therefore the changes would affect individuals differently such as the change to a 5 day working and the ending of payment for overtime for Bank Holidays that would be replaced by an allowance paid throughout the year.

2. Health and Safety Issues at the Depot.

Officers confirmed that planning permission was still required regarding the required changes at the depot and that these would hopefully be taken to the Planning Committee in July. A noise survey had been carried out and work would be completed in December/January regarding a trial site which would allow officers to make any required amendments.

Officers confirmed that there would be a requirement for additional capital for acoustic screening which would be in the regions of 100k. A detailed report would be taken to Cabinet in September following the meeting of the Planning Committee.

The question was raised as to whether the changes would have any effect on the highways. Officers stated that the number of vehicles entering and leaving the depot would not be greatly increased with the only issue being the earlier start time and the change to a 5 day working week. Attempts would be made to move vehicles away from operating during peak travel times.

5. DEPOT RESTRUCTURE

With regards to the weigh bridge, officers had been to look at some in operation including where issues had been identified regarding the siting of the bridge and examples of the equipment that would be required for sorting and baling. Work at the Depot would be likely to start in September 2015 to ensure completion on time.

An application was also almost complete to change the current Waste Management Permit to a more flexible standard permit with would again result in a cost saving.

6. BARTEC COMPUTER SOFTWARE.

Members received a presentation regarding the preferred computer software (BARTEC) that officers were considering for the new recycling and waste collection process. The software would link in with the existing Council customer services software (LAGAN) and was already being used in Tamworth and Lichfield.

The new software would greatly speed up back office processes and allow customer services staff to monitor in real time when a collection had been made or if a collection had been missed and emails could be sent to drivers rather than phone calls having to be made.

The software would be installed on 30 vehicles at a total cost of £100,000 and would integrate with LAGAN. The capital costs were already included in the budget along with money from the DCLG. The software would be put on 5 vehicles this year to help get staff used to using it and to fine tune any issues with the integration. The cost for the BARTEC back office software and installation on 5 vehicles would be in the region of 45k.

Resolved: (a) That Officers be authorised to purchase the BARTEC software and handsets for five vehicles this year.

(b) That a copy of the slides be sent to all members of the working group.

7. SERVICE STANDARDS DOCUMENT

A copy of the document would be circulated with the minutes and included on the next agenda for adoption.

8. ANY OTHER BUSINESS

Members requested that a summary be provided for Members regarding the benefits of the new system for residents. Officers agreed and confirmed that there would also be a presentation before the meeting of Full Council on 9th September.

9. **DATE AND TIME OF NEXT MEETING**

COUNCILLOR ANN BEECH
Chair

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What is Collective?

Modular, paperless system for complete control of all collection, cleansing & maintenance operations.

- Domestic refuse and recycling
- Street cleansing
- Commercial refuse and recycling
- Grounds maintenance
- Licencing and permits
- Environmental Health and Public Safety

Overview

Bartec manage all IT and equipment issues – users simply log-in and use the system via the internet

Immediate info at control centre
Customer enquiries
Vehicle messages



Round updates in real time
New entitlements (assisted collections etc),
bin deliveries, new houses
Round analysis and routing



Reducing round errors
assisted collections, recalls, traffic
information etc

Improved controller info
Non-presentation, contamination,
bins lifted, position, status

Efficient use of wardens
Automatically informed of events (contamination etc)
Household-level participation reporting
Requests for new bins etc
Bin checks



Proven in use

Collective is currently serving over 2 million households throughout over 50 UK Council customers

Over 1,000 mobile working systems in daily use

Customers are listed on our website, along with some very strong case studies

Systems Integration

Successful integrations running today with CRM and financial applications including:

The logo for LAGAN consists of three yellow dots above the word 'LAGAN' in a bold, black, sans-serif font.The logo for northgate INFORMATION SOLUTIONS features a stylized purple figure with an orange dot above its head, followed by the word 'northgate' in purple and 'INFORMATION SOLUTIONS' in orange below it.The logo for SAP is the word 'SAP' in white, bold, sans-serif font, set against a blue trapezoidal background that tapers to the right.The logo for SIEBEL is the word 'SIEBEL' in a bold, blue, sans-serif font.The logo for ORACLE is the word 'ORACLE' in a bold, red, sans-serif font.The logo for Pitney Bowes MapInfo features a blue grid icon to the left of the text 'Pitney Bowes' in blue and 'MapInfo' in a lighter blue below it.The logo for Microsoft Dynamics features a colorful, multi-pointed star icon to the left of the text 'Microsoft Dynamics' in a grey, sans-serif font.The logo for CIVICA is the word 'CIVICA' in a bold, purple, sans-serif font.The logo for Agresso is the word 'Agresso' in a bold, blue, sans-serif font.

Web Services

Web services providing open, secured integration with external systems and web presence

- 'bin day' web pages
- Self-service portals
- CRM integrations

Route Optimisation

Collective integrates with route optimisation engines.

- Monitoring actual routes against planned routes allows the optimisation parameters to be continuously improved
- Harrow are automatically re-optimising every trade round every day so the best sequence is always suggested to the driver.
- Live integration with RouteSmart established at Durham County Council, Gateshead Council and Leeds City Council.

In-Cab Terminal

In-Cab Terminal

- Proven in hundreds of trucks running every day
- Robust touch-screen
- Experienced, high-quality installations compliant with VOSA regulations
- Remote diagnostics, admin and support
- Off-line working
- Interface options, weighing, camera systems, RFID, bin weigh, CanBus



Driver Sign-in

- Driver sign-in
- Start of day vehicle check
- Select round for the day
- End of day vehicle check

A screenshot of a driver sign-in interface. It has a blue background with three rows of information, each with a green icon on the left. The first row shows a person icon, the text "Driver:", and "Driver 1". The second row shows a wrench icon, the text "Inspection Status:", and a green bar containing the word "SAFE". The third row shows a clipboard icon, the text "Workpack:", and "Waste-C2-091014". At the bottom right, there is a green bar with a white checkmark icon.

Driver:
Driver 1

Inspection Status:
SAFE

Workpack:
Waste-C2-091014

Vehicle Check





- Traffic light system
- Report Major and Minor defects
- Major defects reported prevent a Work Pack being selected
- Defect report generated for work shop
- 'Start of Day' and 'End of Day' checks



Selecting a Work Pack

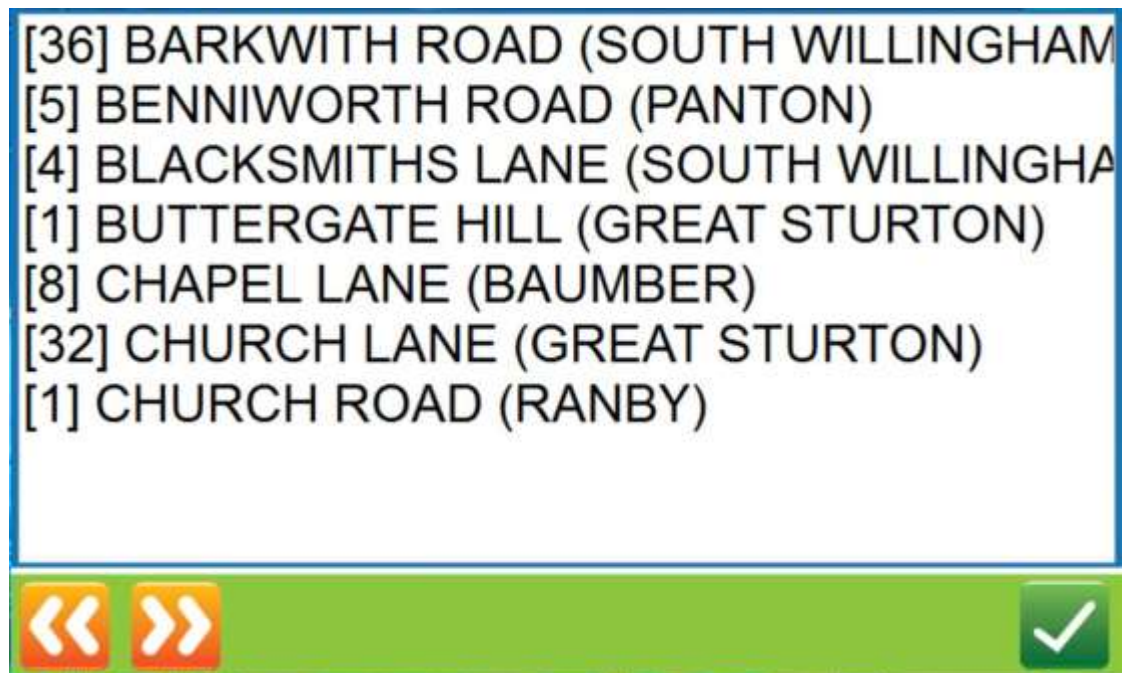
SELECT WORKPACK

- Waste-CREW-E-270614
- Waste-CREW-F-270614
- Waste-CREW-G-270614
- Waste-CREW-H-270614
- Waste-CREW-I-270614
- Waste-CREW-J-270614
- Waste-CREW-K-270614
- Waste-CREW-L-270614

Domestic Collections View

Once the Work Pack has been selected the driver can view their route street-by-street.




A screenshot of a route list interface. The list contains seven items, each with a count in brackets followed by a street name and location in parentheses. At the bottom of the list is a green bar with navigation icons: two orange arrows pointing left and right, and a green checkmark icon on the right.

- [36] BARKWITH ROAD (SOUTH WILLINGHAM)
- [5] BENNIWORTH ROAD (PANTON)
- [4] BLACKSMITHS LANE (SOUTH WILLINGHAM)
- [1] BUTTERGATE HILL (GREAT STURTON)
- [8] CHAPEL LANE (BAUMBER)
- [32] CHURCH LANE (GREAT STURTON)
- [1] CHURCH ROAD (RANBY)





Standard Domestic Collections View

The cab computer shows crews key information such as:

- Assisted collections
- Multiple bins
- Previously missed bins
- Hazards












 106 ABBEY ...	113 ABBEY ...
107 ABBEY ...	 114 ABBEY ...
 108 ABBEY ...	115 ABBEY ...
109 ABBEY ...	116 ABBEY ...
110 ABBEY ...	117 ABBEY ...
111 ABBEY ...	118 ABBEY ...
112 ABBEY ...	119 ABBEY ...




ABBHEY ROAD

Special Collections View

Display automatically switches to show job list

The Railyway Inn HIGH STREET GATESHEAD 1 Job			
39 FRONT STREET WINLATON 3 Jobs			
REFUSE RECYCLING POINT AREA REAR OF WINLATON 1 Job			
30 THE GARTH FRONT STREET WINLATON 2 Jobs			
4 NEWBANK WALK WINLATON 2 Jobs			

Navigation bar:   

Special Collections View

Special collections require positive reporting to confirm collection. Exceptions events also supported.

COAL AND COKE

MEADOWHALL ROAD
KIMBERWORTH

LATER

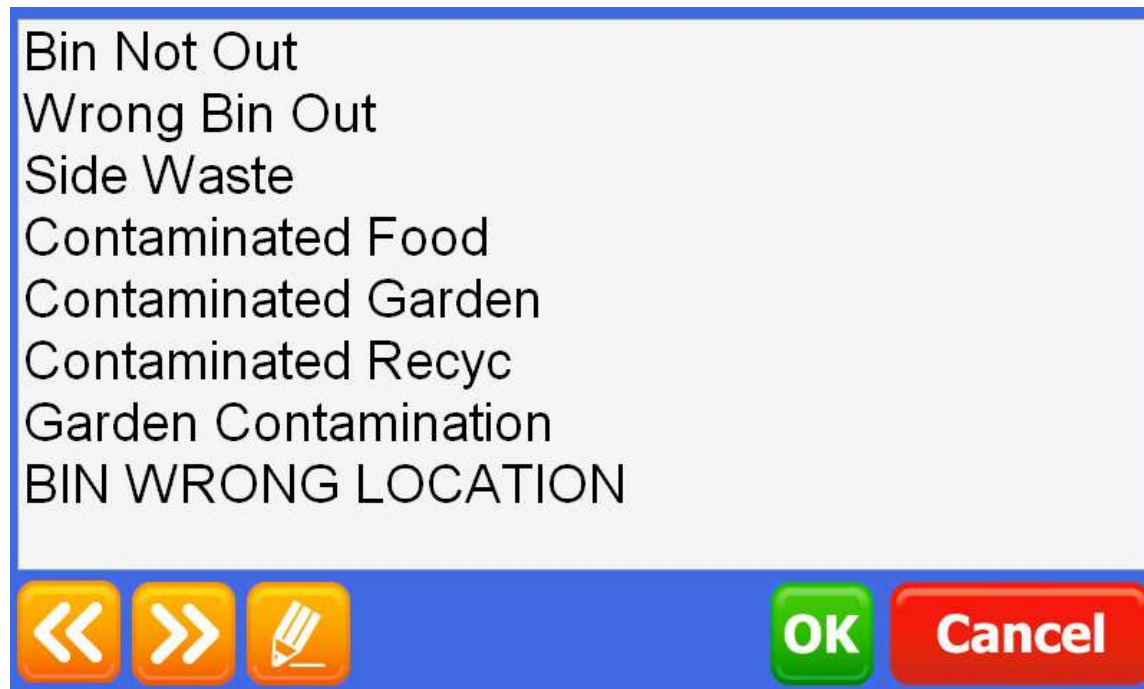
RESET

REPORT

Collect 3 Seater Sofa

Reporting Exception Events

Crews can select one or more premises to record information about. Data from the truck immediately updates the back-office application.

A screenshot of a software dialog box for reporting exception events. The dialog has a white background and a blue border. It contains a list of event types: "Bin Not Out", "Wrong Bin Out", "Side Waste", "Contaminated Food", "Contaminated Garden", "Contaminated Recyc", "Garden Contamination", and "BIN WRONG LOCATION". At the bottom, there is a blue bar with three orange navigation buttons (left arrow, right arrow, and a pencil icon), a green "OK" button, and a red "Cancel" button.

Bin Not Out
Wrong Bin Out
Side Waste
Contaminated Food
Contaminated Garden
Contaminated Recyc
Garden Contamination
BIN WRONG LOCATION

<< >> ✎ OK Cancel

Reporting Sub-Events

Sub-events can also be reported, for example the type of contaminants. Multiple sub-events are also supported.



Messaging

New jobs / recalls can go to the crew within minutes.

Round automatically updates.

Missed bins can be resolved on the same day.

Crew get a message to ensure they know the route has changed.



Route Alerts

Route alerts are also relayed to the crew

- Schools
- One side collections
- Road closures



ALERT - SCHOOL ON
STREET

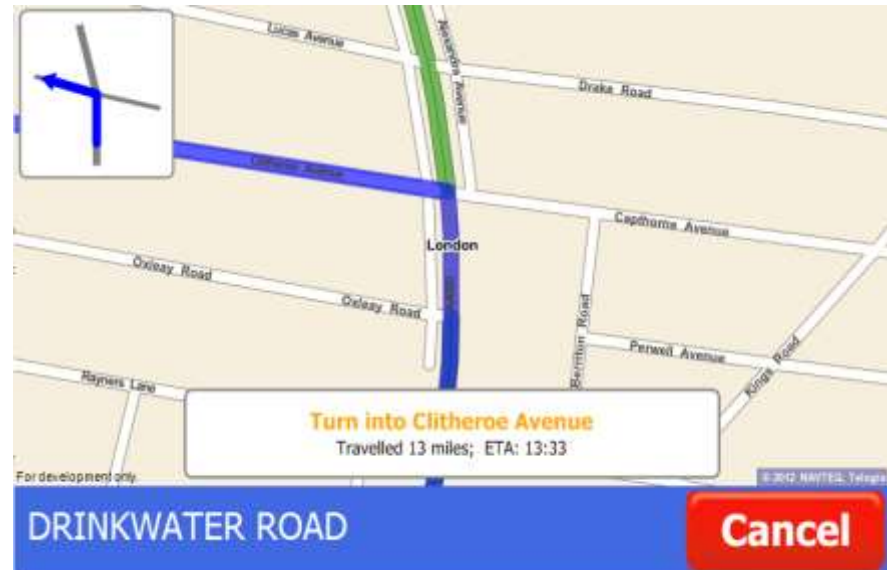
ACKNOWLEDGE

Satellite Navigation

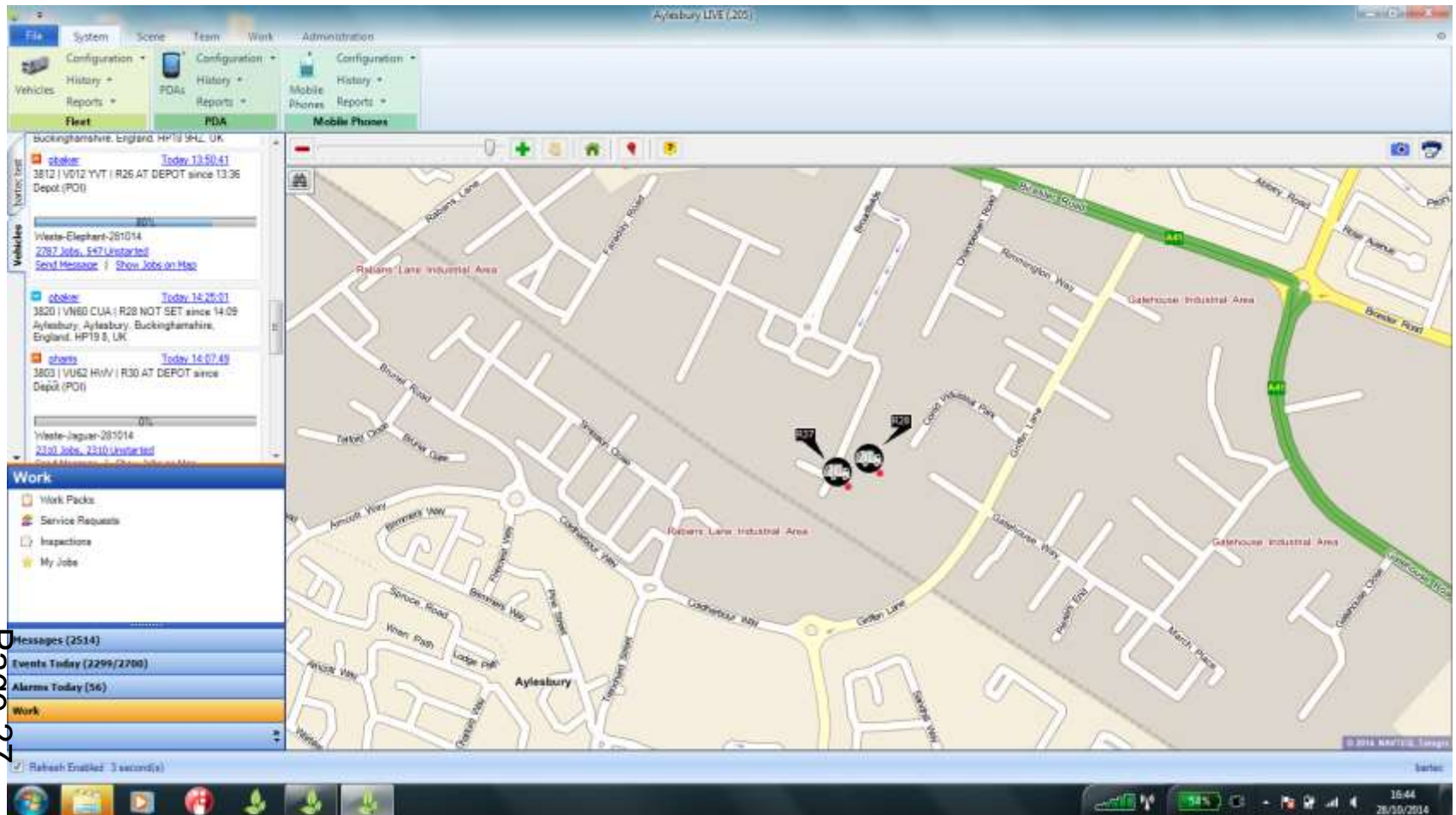
Allows simple, one-click access to the best appropriate route to

- Start of route
- Depot
- Tipping site(s)
- Points of Interest (rest stops, fuel point etc)

System selects an appropriate route for the size of vehicle, using up-to-date traffic restriction information.



Collective Core System



The screenshot displays the BARTEC Collective Core System interface. The main window is titled "Aylesbury LIVE (205)". The interface includes a menu bar (File, System, Scene, Team, Work, Administration) and a toolbar with icons for configuration, history, reports, and mobile phones. The left sidebar contains several panels: "Fleet" with a list of vehicles (e.g., 3812 | V012 YVT | R26 AT DEPOT since 13 36), "Work" with a list of tasks (e.g., Work Packs, Service Requests), and "Messages (2514)", "Events Today (2299/2700)", and "Alarms Today (56)". The main area is a map of Aylesbury, showing industrial areas like "Roberts Lane Industrial Area" and "Gatehouse Industrial Area". Two vehicle icons are visible on the map, labeled "R26" and "R27". The bottom status bar shows the system is "Refresh Enabled: 3 second(s)" and the current time is 16:44 on 28/10/2014.

Collective Core System

Collective system encompasses:

- Collections round management, live and historic views
 - Scheduled work
 - Reactive work
- Service Request Management
- Comprehensive premises history
- Asset register
- In-cab & mobile communications
- Vehicle tracking and monitoring
- Comprehensive management reports

Premises Manager

Premises Manager, a single screen enquiry for all aspects of service to a specific premises.

Clearly shows:

- Collections schedule (past and future)
- Bin register
- Service requests
- Documents
- Parent-child relationships
- Attributes
- Reported events
- Customer accounts (finance profile, account balance, billable items, invoices, documents etc.)

Premises Manager Screen

UPRN: 1002280595 ALLOTMENT GARDENS, ALEXANDRA GARDENS, CROOKHILL RYTON, GATESHEAD

Map | Addressing | Relationships | Features | Schedules | Attributes | Businesses | Cases | Licences | Jobs | Inspections | **Events** | Service Requests | Messages | Notes | Documents

Subject	Link	Event ID	Event Date	Event Type	Sub Events	Work Pack	Image	Added By	Comments
This Premises		26	28 Oct 2014	CONTAMINATION	RUBBLE			barlec	
This Premises		24	16 Oct 2014	NOT OUT		View TRACE 1: 16/10/14		Driver 1	
This Premises		25	16 Oct 2014	NOT OUT		View TRACE 1: 16/10/14		Driver 1	
This Premises		23	13 Oct 2014	ACCESS ISSUE	PARKED CARS	View TRACE 1: 13/10/14		Driver 1	
This Premises		22	10 Oct 2014	ACCESS ISSUE	GATE LOCKED	View TRACE 1: 10/10/14		Driver 1	
This Premises		21	10 Oct 2014	DAMAGED RFID TAG		View TRACE 1: 10/10/14		Driver 1	
This Premises		19	10 Oct 2014	NOT OUT		View TRACE 1: 10/10/14		Gateshead	
This Premises		20	10 Oct 2014	NOT OUT		View TRACE 1: 10/10/14		Gateshead	
This Premises		7	09 Oct 2014	DAMAGED RFID TAG				barlec	

Planned Work

- Configure Crews as members of distinct Work Groups.
- Allocate work on any combination of Crew, Day and frequency
- Plan for public holidays, weather exceptions and special events
- Compare schedules against service standards

Reactive Work

- Customised forms for each Service Request type
- SLA applied and automatically routed to a Crew or to intervention queue
- SLA monitored and escalated automatically
- CRM ticket updated in real-time

Service Request Form

New Open Save View Delete Create Documents Actions Create Case

Service Code: SR0027640 Expected Completion: 24 Oct 2014
 Date of Request: 23 Oct 2014 16:31 SLA Date: 23 Oct 2015 16:31 (363 da) ✔ OK

Request Reporter Related Items Jobs * Missed Bin Details Documents

Request Classification

Class: MISSED BIN

Type: DOMESTIC

Category: General

Default Crew: Waste - Crew 25 FMS

Status: OPEN

SLA: Default

Defer Until: 24 October 2014

Request Relates To

Relationship: [dropdown]

UPRN: 7662852

Address: 100 BICESTER ROAD OAKLEY HP12 9QG

Business: Individual

Completion Details


Date Closed: [input]

Closing Code: [input]

Closing Comments: [input]

Request Location

Selected location: [input] 📍 Use Set Address



Location Description

Premises Coordinates	Metric - 1 060944.51 804690 BNG 212198N 464292E	Request Coordinates	Metric - 1 060944.51 804690 BNG 212198N 464292E
Ward	BH11	Parish	[input]
Land Type	HH		

Notes

Identifier	Type	Public	Notes	Added By	Date Added

New Edit View Delete

Service Requests Status View

Work - Service Requests								Current View	ALL ITEMS	Delete	Save
SR	Service Code	UPRN	Work Group	SLA Status	Date Requested	Premises	Contact Name				
	SR00034037	10070268679	Arboricultural Servi	Breach	13/05/2013 16:42	ROXBORNE PARK VEHICLE ENTRANCE CANNON LANE, PINNER	Quick Customer				
	SR00034039	10070265549	Arboricultural Servi	OK	13/05/2013 16:58	FLATS 41 TO 47A PETERBOROUGH ROAD, HARROW	Harrow School				
	SR00034043	10000001958	Corporate Repairs	OK	13/05/2013 17:57	PUBLIC CONVENIENCE OPPOSITE 659 UXBRIDGE ROAD, PINNER	Pierre Royan				
	SR00034065	100003036257	Arboricultural Servi	OK	14/05/2013 08:30	WESTFIELD COURT 1 WESTFIELD PARK, PINNER, HA5 4JJ	DIFEYA PATEL				
	SR00034110	10070268656	Parks Horticulture	OK	14/05/2013 13:29	KENTON RECREATION GROUND VEHICLE ENTRANCE KENMORE AVENUE, HARROW	m richardson				
	SR00034114	758007041	Responsive + Parks L	OK	14/05/2013 13:38	STREET RECORD REYNOLDS DRIVE, EDGWARE	marin				
	SR00034115	100021313540	Responsive + Parks L	Jeopardy	14/05/2013 13:41	1 ENNERDALE AVENUE, STANMORE, HA7 2LB	Corinne Gibson				
	SR00034116	758006221	Responsive + Parks L	OK	14/05/2013 13:44	STREET RECORD CHARLTON ROAD, HARROW	marin				
	SR00034119	100021258367	Arboricultural Servi	OK	14/05/2013 14:17	66 CHURCH DRIVE, HARROW, HA2 7NS	Davinder Tah				
	SR00034123	100021272733	Responsive + Parks L	Jeopardy	14/05/2013 14:27	2 KENTON PARK CRESCENT, HARROW, HA3 8JA	Tina Gilmarin				
	SR00034125	100021285328	Responsive + Parks L	Jeopardy	14/05/2013 14:38	139 SOMERVELL ROAD, HARROW, HA2 8TZ	S Gardner				
	SR00034128	100021280251	Arboricultural Servi	OK	14/05/2013 14:52	125 THE RIDGEWAY, HARROW, HA2 7QB	Manesh Patel				

Work Packs

- Collective automatically creates work packs for each crew,
- Work packs can be a combination of Scheduled work and Reactive work.
- Work packs are automatically transferred to the in-cab or mobile computers and displayed in sequence order.

Work Packs & Progress View

Work - Work Packs							02/06/2014
Workgroup	Crew	Workpack Name	Crew Size	Completion	Progress	Job Count	
Waste	Crew 29	Waste-FMS-020614	1		100 %	0	
Waste	Crew 6	Waste-Fox-020614	4		100 %	0	
Waste	Crew 35	Waste-Garden 10-020614	2		18 %	656	
Waste	Crew 22	Waste-Garden 1-020614	2		77 %	478	
Waste	Crew 36	Waste-Garden 11-020614	3		50 %	474	
Waste	Crew 23	Waste-Garden 2-020614	1		20 %	1026	
Waste	Crew 24	Waste-Garden 3-020614	1		0 %	701	
Waste	Crew 25	Waste-Garden 4-020614	1		100 %	621	
Waste	Crew 26	Waste-Garden 5-020614	1		69 %	941	
Waste	Crew 27	Waste-Garden 6-020614	1		0 %	942	
Waste	Crew 32	Waste-Garden 7-020614	1		99 %	947	
Waste	Crew 33	Waste-Garden 8-020614	1		0 %	540	
Waste	Crew 34	Waste-Garden 9-020614	1		100 %	725	
Waste	Crew 21	Waste-Garden Narrow-020614	1		99 %	450	
Waste	Crew 7	Waste-Gorilla-020614	4		100 %	0	
Waste	Crew 8	Waste-Hippo-020614	4		100 %	0	
Waste	Crew 9	Waste-Impala-020614	4		100 %	0	
Waste	Crew 900	Waste-Inspections-020614	1		100 %	0	
Waste	Crew 999	Waste-Intervention-020614	1		0 %	293	
Waste	Crew 10	Waste-Jaguar-020614	4		100 %	0	
Waste	Crew 11	Waste-Kangaroo-020614	4		100 %	0	
Waste	Crew 12	Waste-Lion-020614	4		100 %	0	
Waste	Crew 30	Waste-Mixed Bins-020614	2		100 %	0	
Waste	Crew 31	Waste-Mixed Garden-020614	2		100 %	0	
Waste	Crew 13	Waste-Monkey-020614	4		100 %	0	
Waste	Crew 28	Waste-Mop Up 1-020614	1		100 %	0	
Waste	Crew 14	Waste-Newt-020614	3		100 %	0	
Waste	Crew 100	Waste-OPS-020614	2		100 %	0	
Waste	Crew 15	Waste-Otter-020614	4		100 %	0	
Waste	Crew 16	Waste-Panda-020614	3		100 %	0	
Waste	Crew 17	Waste-Quail-020614	4		100 %	0	
Waste	Crew 18	Waste-Rhino-020614	3		100 %	0	
Waste	Crew 19	Waste-Shark-020614	3		100 %	0	
Waste	Crew 20	Waste-Tiger-020614	3		100 %	0	
Waste	Crew 37	Waste-Trade-020614	3		0 %	1	

Customer Testimonials

Harrow Council

Missed bin call volumes down by 25%
Outbound follow up calls reduced by 95%
£3.2 million to be saved over 10 years

Tamworth & Lichfield

Missed bins down by 35%
95% customer enquiries dealt with in first contact
Recycling up by 2%
£51K annual savings

Exeter City Council

Capital Savings - £340K – reduced fleet, then avoided costs for c. 5,000 new homes
Revenue Savings - £350k over past 3 years

Bolton

Recovered 3000 recycling bins
Cut contamination costs
Retrieved £60,000 bin assets

South Hams

Trade system saves 400 hours in invoicing administration alone



**Newcastle under Lyme
Borough Council**

**Recycling, Waste and
Fleet Service**

**Recycling & Refuse Collections Policies
July 2016 onwards**

Document Control

Prepared by:	Trevor Nicoll
Title	Recycling & Refuse Collections Policies - July 2016 onwards
Status	Draft
Author	Trevor Nicoll
File Name	
Document Owner	Recycling and Waste Cabinet Panel
Date of Review	

Revision History

Version	Date	By	Summary of Change
Draft Final 1.0	16 June 2015	Recycling and Waste Cabinet Panel	

Approval Signature

Name:		Date	

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Newcastle under Lyme Borough Council

Recycling, Waste and Fleet Service

Recycling & Refuse Collections Policies July 2016 onwards

1. Introduction

This policy specifies Newcastle Borough Council's methods for dealing with recycling and refuse collections. The policy has been written to:-

- Support the implications of local, national and European pressures for change to reduce the amount of biodegradable waste that is sent to landfill.
- Address tightening health and safety law. This means moving from manual to mechanical handling operations wherever possible.
- Ensure that the Council maintains safe, economic and efficient recycling and waste collections.

2. Service Charter with Residents

What you should expect of us

- We will be courteous, helpful and polite at all times.
- We will collect containers left out by 6.00am on your appointed collection day and if we fail to empty it, we will endeavour to return and correct this within two working days except where the failure is as a result of weather conditions or in cases of householder error (e.g. bins containing the wrong materials, not presented in the correct location, not presented at the correct time).
- A weekly separate collection of your food waste.
- A weekly collection of separately dry recyclables.
- A fortnightly collection of garden waste from properties with gardens (3 collection /8 week break over winter).
- A fortnightly collection of residual household waste.
- Repair or replacement of damaged or stolen containers within ten working days.
- Treat collected material in the most economical and environmental manner, in accordance with statutory requirements.
- Recycling/bring bank sites located throughout the Borough for use by local residents.
- Help and advice where required

What we ask of you

- Use the recycling, garden waste and food waste collection services for as much of your 'waste' as possible – The refuse bin is only for items which cannot be collected through recycling, food waste and garden waste collection services

- Put the correct materials into the appropriate containers
- Ensure your garden waste, food waste, recycling and residual waste are made available for collection by 6.00 a.m. on your scheduled collection day.
- Place your containers at the agreed location
- Please be considerate when parking vehicles, as vehicles blocking or obstructing access make it difficult to make collections and can stop access.
- As soon as possible, following your collection, please return your containers onto your property.
- Please ensure that the lid to your garden waste, food waste and residual waste bin is fully closed when it is put out for collection
- Please do not overfill your container(s) or put heavy objects, i.e. bricks etc. into your garden waste, food waste and residual waste bin or put side waste by your food waste bin, garden waste bin or residual waste bin, otherwise it will not be collected.
- Make use of your recycling/bring sites and the Staffordshire County Council Household Waste Recycling Centres.
- Report non-collection or any other complaint regarding refuse/recycling collections, via website, email or 01782 717717. If a return visit is required, a missed collection must be reported on the next working day.

3. General arrangements for the collection of recycling and refuse

Households are notified of their collection dates and times through the provision of a collection calendar. Any planned changes to the standard collection of their recycling and collection service will be notified in the press and on the Council's website at www.newcastle-staffs.gov.uk/recycling

In order to ensure that recycling and waste can be efficiently collected at minimal disruption to all, households must adhere to the following presentation times to present containers in accordance with the collection point policy.

- Be presented by 6:00 am on the scheduled day of collection to ensure collection.
- Not be presented any earlier than 6:00 pm on the evening before the scheduled day of collection.
- After collection the container will be returned to the place where it was presented for collection or in the event that this place is not suitable then to a suitable place as close as possible to where it was presented minimising obstruction of the highway.
- Households will be expected to return their empty container back onto their property on the day of collection, by no later than 7.00pm.
- Enforcement action may take place in cases of containers being repeatedly left outside the boundary of the property they were issued to between collections.

4. Collection Points

The council has a duty to arrange for the collection of household waste from properties unless the properties are so isolated or inaccessible that the cost of collecting it would be unreasonably high. (Environment Protection Act 1990 s45).

The council may, by Notice require the occupier to place the waste for collection in receptacles of a kind and number specified and may make provision with respect to the size, construction and maintenance and the placing of receptacles for the purpose of facilitating the emptying of them (Environment Protection Act 1990 s46).

Standard designated collection points will be at the boundary of the property. Where the boundary of a property does not border on an adopted highway, containers should be placed adjacent to an adopted highway for collection, irrespective of distance, unless otherwise agreed with the council.

Collection vehicles will not use private roads, tracks or drives serving one or two properties unless it is expedient for the Council to do so and a local agreement is made with the relevant landowner.

Groups of 3 or more properties liable for council tax, which are served from a shared private road, track, or drive, will be provided with an edge of property collection unless an accessible shared collection point can be located to serve the properties. The Council will seek to collect from as near to the adopted highway as possible in such circumstances.

The use of un-adopted roads, tracks or private drives will only be acceptable to the council when the condition, surface and alignment are suitable. Deterioration of any aspect of the suitability of the private road, track or drive may result in the removal of a local arrangement. In this case a direction would be made requiring waste to be placed at a specified point adjacent to the adopted highway.

Collections of recycling, garden, food and residual waste will be taken in accordance with the service standards from the designated collection point on the designated collection day.

Individual collection arrangements made under the assisted collections policy or difficult to access (both rural and urban properties) and multi-occupancy properties may take precedence in determining the designated collection point and will be subject to review in accordance with the timescales proposed in those policies.

Consideration of each of these premises has to be undertaken on an individual basis, and a usable system proposed.

The policy in respect of these premises proposed is as follows;

1. Any premises that cannot utilise the standard waste collection system will be inspected by an Officer.
2. Bespoke solutions will be implemented in agreement with the Officer, Resident and Ward Councillor as required.
3. Collections of all waste streams will be made at a designated point on the designated collection day.
4. Designated collection points will be at a point next to a highway and may include, end of alleyway, communal refuse compounds.
5. Communal recycling and residual waste systems may be implemented where the Council deems them applicable.
6. Recycling and residual waste collections will be made at all premises.
7. All residents currently receiving a non-standard collection service, will be considered in view of the new policy and where applicable these may be retrospectively applied.

5. Designated Containers

All collection containers remain the property of the Borough Council.

Only Newcastle Borough Council approved containers (bins, boxes or sacks) will be emptied.

Recycling and Food Waste Service	Accepted Materials	Container Size
Red box	Metals (cans, tins, foil, aerosols) Plastic Bottles	55ltr
Blue box	Glass bottles and jars Paper Bagged Waste electric Items of carrier bag size (WEEE) Bagged Textiles (clean clothing, household textiles, paired shoes) Bagged Household batteries (single use, rechargeable, hearing aid, AA, AAA, C, D and button)	55ltr
Green Box	Clean Card (any sort) – folded to fit the box were possible	55ltr
Green outdoor caddy (used to present for collection)	Food waste (raw/cooked)	23ltr
Silver kitchen caddy (used to store waste in kitchen before emptying into green caddy)	Food waste (raw/cooked) – Food waste can be contained within plastic or biodegradable liner	5 or 7ltr
Garden Waste Collection Service		
Brown-lidded wheelie bin (Council provided bin only)	Grass, Leaves Weeds Prunings Cut flowers Hedge cuttings Twigs Small branches	240ltr (or 140ltr upon request)
Compostable/biodegradable sacks provided by Council (provided only at properties unsuitable for wheeled bins)	Grass, Leaves Weeds Prunings Cut flowers Hedge cuttings Twigs Small branches	100ltr
Refuse Collection Service		
Grey-lidded wheelie bin	Plastic packaging Nappies Polystyrene Bagged incontinence pads Sanitary waste Tetra pak cartons Emptied stoma bags Urine bags	180ltr (or 140ltr upon request, or 240ltr upon Officer approval for households of 6 or more permanent residents, medical need, or

	Items not listed as collected by recycling, food waste or garden waste services (excludes bricks, rubble, soil, DIY waste, hazardous materials, commercial waste)	exceptional bespoke circumstances))
Council-logo'd sack (provided only at properties unsuitable for wheeled bins)	Plastic packaging Nappies Polystyrene Bagged incontinence pads Sanitary waste Tetra pak cartons* Emptied stoma bags Urine bags Items not listed as collected by recycling, food waste or garden waste services (excludes bricks, rubble, soil, DIY waste, hazardous materials, commercial waste)	90ltrs

* Tetra paks can be recycled on a limited number of Council provided bring sites.

6. Excess Dry Recycling and Food Waste

Householders can request additional recycling and food waste containers free of charge, subject to the agreed collection point not being deemed unsafe due to the volume of containers presented for collection.

7. Excess Residual Waste – Larger Households/Insufficient Capacity Claims/health Conditions

Where a household claims that they have insufficient capacity to store their waste in the Council issued container, they will be visited by an Officer who will assist them. If it is shown that the current capacity is still inadequate after careful recycling and composting on a regular basis then,

The Council will assess the quantity of waste produced and:

- If there is excess domestic residual waste and it is determined that maximum recycling is taking place in that household then the Council may provide an additional container.
- Where recycling is not taking place, the Council will write to the householder explaining that an additional container will not be provided and provide further advice on how to maximise recycling.

Larger households (6 persons or more) will not be required to have a waste assessment but will be asked to apply for a larger residual waste container. The householder's use of the additional bin will be subject to review.

A household with excess domestic residual waste due to an occupier having a recognised health condition – requiring the use of incontinence pads, catheters, catheter bags, stoma bags, home dialysis or 'peg feeding' equipment, anal plugs and so on – will not be required to have a waste assessment but will be asked to apply for an additional / larger waste container. The householder's use of the additional bin will be subject to periodic review.

8. Excess Garden Waste

Additional bins are available for garden waste at a charge to residents published annually in 'Fees and Charges'. An initial charge will be made for delivery of additional bins, in addition to the annual collection charge.

9. Excess Waste – Side Waste and Closed Lids

'Side Waste' is extra waste from the household, which is presented bagged, boxed or loose for collection at the side of the container.

Any side waste (residual or garden) left by households will not be collected. A notice will be left on the bin explaining why the waste has not been collected.

Wheeled containers presented with waste that does not fit comfortably within the container and where the lid is ajar will not be collected. A notice will be left on the container explaining why the waste has not been collected.

The householder will be advised to use the Household Waste Recycling Centre/Local Recycling site, or wait until the next collection.

10. Assisted Collections

An 'assisted collection' is the collection of recycling or waste by the collection team from an agreed collection point within the boundary of the resident's property and the return of the container to this collection point following emptying.

An assisted collection scheme is operated for all recycling and waste streams for those persons who are unable to present the waste containers for collection. The demand for this service increases each year and it is reasonably foreseeable that this will increase further. Assisted collections are resource intensive and the increase in provision of this service if not managed will create operational difficulties and increase operational costs.

In order to manage this service the following policy is in place to enable an assessment of the residents' application to be undertaken to determine eligibility and also enable a review of their situation.

- The criteria for assisted collection eligibility will be based on the rules of the 'Blue Badge' scheme for parking and where no able-bodied person is resident at the property. The criteria used for the 'Blue Badge' scheme requires applicants to meet one of the points below:
- Registration as totally blind under the National Assistance Act 1948. This does not apply to partially sighted registration;
- Receipt of Mobility Allowance or the higher rate of the mobility component of the Disability Allowance;
- Receipt of a War Pensions Mobility Supplement;
- You have severe disability in both upper limbs, regularly drive, but cannot turn the steering wheel by hand, even if the wheel is fitted with a steering knob;
- You have a permanent substantial disability that means you are unable to walk or have very considerable difficulty walking. In this last case, the issuing of a badge would be required to be supported by evidence from your GP. People with a psychological disorder

will not normally qualify unless their impairment causes very considerable difficulty in walking.

- Where a householder does not meet the 'Blue Badge' criteria the assisted collection service may still be granted on the grounds of poor health or disability, particularly where the features of the property magnify the effect of ill-health or disability. The Council would reserve the right to ask for medical evidence if deemed appropriate.
- A formal application for an assisted collection will have to be completed.
- An Officer visit will be made to assess eligibility and suitability for assisted collections for the recycling, food, garden and residual waste collections.
- Duration for assisted collections to be determined by Officer.
- Residents will be required to apply and renew their assisted collection request by means of an application form for re-assessment.
- Non-return of re-applications will lead to removal from the service.
- Provision of the assisted collection service will also be dependent on the property being assessed as suitable to receive the service in accordance with Health & Safety procedures.

11. Medical Waste

The Council does not operate a separate collection of 'clinical waste'. Collections of clinical waste (i.e. waste that is infective and for which antibiotics have been prescribed) can be arranged via your GP or hospital. Waste which includes bodily fluids, or excretions for which antibiotics have not been prescribed can be disposed of bagged, in your ordinary refuse bin, along with nappies, incontinence pads, sanitary waste, dressings, tubing, gloves and so on.

Where a household produces such waste, if it cannot be fitted into the refuse bin, the Council may provide additional refuse capacity upon request. An Officer may contact you for further details in order to ascertain the volume of extra capacity required, and additional bins may be provided on a temporary or permanent basis as appropriate. When the extra capacity is no longer required, the council must be advised, so that the container can be collected. The material collected will only be through 'self-treatment' – i.e. any waste or materials (such as aprons or gloves) generated by a healthcare professional during the course of a domiciliary treatment is considered to be their waste, and must be removed by the health professional.

12. Contamination

A recycling, garden waste or food waste container may be deemed 'contaminated' if it contains contrary material(s). The refuse container may 'contaminated' if it contains waste that could be recycled.

If a recycling container is found to be contaminated prior to collection, it will not be emptied and a notice will be left on the container explaining why the waste has not been collected and the householder advised to remove these items by the next collection. The Council may not return to empty the container prior to the next collection, even if the contrary item has been immediately removed.

If refuse is found to contain items that could be recycled the collection crews will empty the container and leave a notice on the container explaining the situation and the consequences of

further occurrences. In the case of individual properties using sacks written notification will be posted through the door of the household.

Where it is established that recycling, garden waste, food waste and refuse containers are repeatedly not being used correctly, enforcement action may commence.

13. Replacement Containers

Householders will be responsible for the safekeeping of container(s) provided to them. Householder should label or mark containers to enable them to identify the container(s) issued to them.

The Council will charge for the replacement residual waste bins unless a lost property reference number is provided or the bin was removed unintentionally during handling by the council. The charge will be subject to annual review and published in the scales of fees and charges. Bins with broken lids and wheels will be replaced or repaired free of charge.

There will be no charge for the replacement of missing or broken garden bins, food waste caddies or recycling boxes.

Collection operatives have a duty to report any damaged containers caused through the operation.

14. Bulky Waste

A chargeable bulky collection service for larger or heavier items is available in the Borough. Charges for the service are published annually in the Fees and Charges. However if the item can be reused the collection will be undertaken free of charge. To increase the amount of items that can be recycled and reused, collections are made from within your property. Please leave items inside your home for collection not outside. If any item(s) which are collected can be recycled and reused, they will be provided to people in hardship.

15. Enforcement

The Council recognises that the service requirements contained in this policy will take time to be fully communicated and understood. 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 is fully aware that resorting to the use of formal powers will be necessary in some circumstances and is committed to seeing such measures applied in an open, reasonable and proportionate way.

Any Enforcement will be undertaken in accordance with the Council Enforcement Policy.

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