

Appendix A
ENVIRONMENTAL SERVICE REFUSE/RECYCLING
EXISTING and NEW SERVICE POLICY CONTRASTED

The following table sets out the previous policy on waste collection and contrasts it with the new policy additions to meet the needs of the waste service redesign implemented in 2011.

SECTION 1 – “REFUSE” (RESIDUAL, NON-RECYCLABLE HOUSEHOLD WASTE) COLLECTION POLICY

CURRENT POLICY	NEW ADDITIONS TO POLICY
<ol style="list-style-type: none"> 1. Residual household waste is collected on a fortnightly basis in wheeled bins, supplied by the Council, which are required to be placed at boundary of the property nearest the highway for collection. Where households cannot accommodate a wheeled bin waste can be presented in sacks. The council does not provide sacks to householders. 2. Where the space available at a property to store waste containers is severely limited, or access restrictions prevent the supply of sufficient wheeled bins to allow for a fortnight’s waste to be stored, a weekly or twice weekly service will be offered. This service will be offered only following assessment by the Strategic Client officer or delegated officer (which can be an employee of Ubico) to confirm need. 3. Each household is provided, free of charge, with one green coloured, 180 litre wheeled bin for residual waste. 4. 360 litre bins are provided to households with 5 or more occupants, those with two or more children in nappies or residents who are producing large amounts of waste due to 	<ol style="list-style-type: none"> 1. Residents who are unable to manage a large bin will be offered a smaller wheeled bin of 140 litres. (See SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS). 2. During the two-week period including Christmas Day and New Year’s Day for one collection only, households may present an additional amount of residual waste in black bags alongside their green wheeled bin/beige refuse bags and it will be collected on their collection day. However, during this period, if excessive additional bags are presented at any one property, Ubico will conduct a site inspection to establish the reasons for the large quantity of residual waste and offer waste reduction/recycling advice. <p><i>These 2 points are already in the collection policy embedded in the Service Contract</i></p> <p><i>Proposal</i></p> <ol style="list-style-type: none"> 3. Residents who would like to present additional waste as the result of special circumstances i.e. family party or house

medical condition (i.e. incontinence pads and disposable sheets) if required, following assessment by the Strategic Client officer or delegated officer (which can be an employee of Ubico) to confirm need.

5. Smaller 140 litre bins are available for households who have access/storage problems at their property.
6. In houses of multiple occupancy or flats, or other areas where it is not feasible or operationally practical to provide individual wheeled bins, households will be issued with larger, shared wheeled bins.
7. Where sacks are used, householders are required to supply their own sacks and tie the tops once filled.
8. It is the householder's responsibility to place their wheeled bin or plastic sacks (bin bags) on the kerbside in a safe position by 7am on the day of collection. Once emptied, the wheeled bin will be returned by the contractor to a safe position as close as possible to the point it was collected from.
9. Residual waste should not include any recyclable, organic or compostable waste.
10. The contractor will only remove waste that is completely contained within a bin with the lid closed. The contractor will not take any side waste or waste placed on top of bins. Where households present their waste in black sacks, a maximum of four black sacks may be presented per fortnight. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
11. Sacks or bins containing non-domestic waste such as soil, bricks, rubble, DIY waste (pieces of windows, doors, tiles, MDF

move can purchase coloured refuse bags from the Council offices in multiples of 15 at a cost of £12.50 (= £0.84p per sack).

etc) will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.

12. Overloaded sacks (i.e. too heavy to be safely picked up by an average collection operative or overflowing) will be rejected and not emptied. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
13. Where the Council or its contractor fails to collect household waste as a direct result of service failure it will usually be collected within 24 hours of the Council being notified.
14. Wheeled bins supplied by the Council must stay at the address to which they are delivered and remain the property of the Council.
15. Householders are responsible for maintaining their bins in a hygienic and serviceable condition.
16. Refuse crews will only empty one bin per property per fortnight unless the Strategic Client Officer or delegated officer (which can be an employee of Ubico) confirms need and gives specific approval for additional collections.
17. Only receptacles supplied by the Council will be collected/emptied, with the exception of plastic sacks where a wheeled bin is not suitable.
18. Residual waste may be rejected and will not be collected if it is contaminated with non-domestic waste. The contractor will not return to collect contaminated bins or sacks. It will then be the responsibility of the householder to remove the contamination before the next scheduled collection. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such

<p>circumstances.</p> <p>19. A replacement bin will be issued free of charge if damage or loss occurs during handling by the contractor. If a householder damages or loses a bin it will be replaced upon request and a charge will be made. This includes bins that are stolen unless the fault is accepted by the Council (assessed on a case-by-case basis)</p> <p>20. A reporting system operates for residents who deliberately abuse the residual waste collection service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the bin/bag(s) explaining why the residual waste has not been collected and giving details of how to contact the Council for advice/instruction.</p>	
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SECTION 2 – “DRY RECYCLABLES” COLLECTION POLICY

CURRENT POLICY	NEW POLICY
<p>1. Each household is provided, free of charge, with one x 55 litre plastic box with lid for the storage and presentation of dry recyclables. Replacement and additional boxes will be offered free of charge and will be delivered upon request or can be collected from the Council Offices.</p> <p>2. In houses of multiple occupancy or flats, or other areas where it is not feasible or operationally practical to provide individual boxes, households will be issued with shared wheeled recycling bins.</p>	

3. The Council collects the following materials for recycling:

Paper, cans/tins, glass bottles & jars light kitchen card, plastic bottles and clean aluminium foil. *Note: Card is not collected in shared wheeled bins as there is no bin lifting mechanism on the vehicles' cardboard bays.*

4. Recyclables may be presented in an alternative plastic box which is of similar size to 55 litres. Recyclables will not be collected if they are presented in cardboard boxes or plastic bags/sacks.
5. The boxes/bins are collected on a fortnightly basis.
6. It is the householder's responsibility to place their boxes on the kerbside by 7am on the day of collection. Once emptied, the boxes will be returned by the contractor to a safe position as close as possible to the position they were collected from.
7. Boxes containing non-recyclable waste such as residual waste, soil, bricks, rubble, DIY, organic waste etc. will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
8. Recycling material may be rejected due to contamination and will not be collected. The contractor will not return to empty rectified contaminated boxes until the next scheduled collection date. It is the responsibility of the householder to remove the contamination before the box is emptied on the next scheduled collection. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
9. Boxes containing items which are broken or damaged which pose a risk to the safety of the collection staff will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise

the customer in such circumstances.

10. Boxes which contain items which may pose a hygiene risk for collection staff (such as nappies, faeces etc) will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
11. Contaminated material cannot be recycled. Therefore all householders are required to ensure recyclables are clean and comply with any detailed guidelines issued or published on the Councils website – www.cheltenham.gov.uk
12. Overloaded or excessively heavy boxes may not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
13. The box/es will remain the property of the Council and must stay with the address of issue. Individual householders will be responsible for maintaining their boxes in a hygienic and serviceable condition.
14. Recycling material not collected by the contractor as a direct result of service failure will normally be removed within 24 hours of the Council being notified.
15. A reporting system operates for residents who deliberately abuse the dry recycling service, by ignoring guidance regarding collection requirements. A coloured advice note will be left on the box(s) explaining why the recyclable waste has not been collected and giving details of how to contact the Council for advice/instruction.


SECTION 3 – “GREEN WASTE” COLLECTION POLICY

CURRENT POLICY	NEW POLICY
<ol style="list-style-type: none"> 1. The garden waste wheeled bin collection service is optional and available to householders who wish to participate. Householders who subscribe to the service will receive a 240 litre brown bin. 2. Bins supplied by the Council remain the property of the Council and must stay at the address to which they are delivered. 3. Residents in pre-determined areas where it is not feasible to use a wheeled bin may purchase compostable sacks. 4. Householders are responsible for maintaining the bin(s) in a hygienic and serviceable condition. 5. Householders may pay for more than one brown garden waste bin. 6. The contractor will only collect green waste contained in the bins/sacks provided by the Council. 7. The green waste service is a fortnightly collection of: <ul style="list-style-type: none"> Grass cuttings Weeds, flowers, leaves and bark Hedge and shrub cuttings Tree stumps, twigs and branches up to 10cm in diameter Christmas trees cut into 3ft sections 8. It is the householder's responsibility to place the bin(s)/sack(s) on the kerbside by 7am on the day of collection, in a position from where it/they can be emptied. Once emptied, the bin(s) will be returned by the contractor to a safe position as close as possible 	

to the position they were collected from.

9. Overloaded or excessively heavy bins/sacks will be rejected and not emptied. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
10. Bins containing non-green waste such as soil, bricks, rubble, household waste etc will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
11. The contractor will only remove garden waste contained in a brown bin or compostable sack where the householder has a current subscription to the service.
12. If the contractor fails to collect the green waste as a direct result of service failure it will normally be removed within 24 hours of the Council being notified.
13. A replacement bin will be issued free of charge if damage or loss occurs during handling by the Council's Contractor. If a householder damages a bin or it is stolen it will be replaced on request within 7 working days.
14. A reporting system will operate for residents who deliberately abuse the green waste service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the bin/sack(s) explaining why the garden waste has not been collected and giving details of how to contact the Council for advice/instruction.

SECTION 4 – “FOOD WASTE” COLLECTION POLICY

CURRENT POLICY	NEW POLICY
<ol style="list-style-type: none"> 1. Each household is provided, free of charge, with one 7 litre dark green coloured lockable food waste container for use inside the home, and one 23 litre dark green coloured lockable food waste container to present on collection day. 2. In houses of multiple occupancy or flats, or other areas where it is not feasible or operationally practical to provide individual caddy sets, households are issued with the 7 litre caddy and a shared wheeled bin specifically for food waste. 3. Food waste containers supplied by the Council remain the property of the Council and must stay at the address to which they are delivered. 4. Householders are responsible for maintaining the food waste containers in a serviceable condition. 5. Compostable liners are not provided by the Council. The Council will collect food waste presented within the kitchen caddy in compostable liners provided that they display the appropriate compostable logo.  <p>Residents are requested to tie their compostable liners prior to their food waste collection being made. Residents using newspaper should wrap the food in it rather than line the container, which should prevent paper remaining stuck to the side of the container following a collection</p>	

<ol style="list-style-type: none"> 6. Householders may have additional kitchen caddies free of charge on request. 6. Food waste will comprise all cooked and uncooked waste food matter. 7. It is the householder's responsibility to place their food waste container on the kerbside in a safe position by 7am on the day of collection. Once emptied, the container will be returned by the contractor to a safe position as close as possible to where it was collected from. Wherever practical/possible the contractor will make every effort to ensure that food waste containers are returned in such a way as to reduce the risk of loss or damage. 8. Green food waste containers containing non-green/food waste such as residual waste, dry recyclables, soil, bricks, rubble, DIY, hazardous waste etc will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances. 9. Overloaded food waste containers may be rejected and not emptied. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances. 10. A reporting system operates for residents who deliberately abuse the food waste collection service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the food waste container explaining why the food waste has not been collected and giving details of how to contact the Council for advice/instruction. 	
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SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS

CURRENT POLICY	NEW POLICY
<ol style="list-style-type: none"> 1. The Council recognises that for some people putting their wheeled bins or sacks, recycling boxes or food waste containers out for collection is outside their capability. Therefore, an enhanced service is provided for people who have been assessed by the Strategic Client Officer or delegated officer (which can be an employee of Ubico) to confirm as having a genuine need due to infirmity, disability or medical reasons. Assistance will not be deemed necessary and therefore will not be provided where there is an able bodied person permanently living at a property. 2. The service is only available for those residents who qualify – qualification being determined through a home visit by the Strategic Client Officer or delegated officer (which can be an employee of Ubico). 3. Service provision is subject to adequate access being available at all times on the day of collection. 4. The service is only provided if the access and storage arrangements are safe and pose no hazard to the collection staff. 	

SECTION 6 – OTHER DIFFICULTIES WHICH MAY ARISE

CURRENT POLICY	NEW POLICY
	<p style="text-align: center;"><u>Property without a Pavement</u></p> <ol style="list-style-type: none"> 1. Where properties do not have pavements or kerbs adjoining their boundary, householders will be permitted to present

their waste and recycling containers just inside the curtilage of their property (to a maximum of 1.5 metres from the roadside). Free access must be maintained – e.g. no locked gates.

Private/Unadopted Roads

2. The contractor's staff will only travel on private/unadopted roads that are of a suitable construction and a satisfactory standard, so that damage will not be incurred to either the vehicle or the road surface. If security gates are present they must be left open to enable collection vehicles to gain unrestricted access. There must also be adequate provision to allow the freighter to turn safely.
3. Residents in private / unadopted roads must indemnify the council and its contractor for any damage caused by heavy vehicles.
4. If private/unadopted roads fail to meet the above criteria, residents will be required to present their waste and recycling for collection at the kerbside of the nearest adopted highway.

Bin Storage Areas

5. Bin storage areas must be accessible on the day of collection. If security gates are present they must be left open to enable the collection crews to gain unrestricted access.

SECTION 7 – “BULKY WASTE” SERVICE FOR THE COLLECTION OF LARGE ITEMS OF HOUSEHOLD WASTE

CURRENT POLICY	NEW POLICY
<ol style="list-style-type: none"> 1. The bulky waste service is available for the removal of large domestic household items, furniture, and white goods – e.g. cookers, refrigerators and washing machines. This service cannot be used for the removal of any DIY waste. 2. The council makes a charge for this service. Pricing details are available on the Council's website – www.cheltenham.gov.uk or by contacting customer services on 01242 262626. 	

SECTION 8 – ENFORCEMENT

CURRENT POLICY	NEW POLICY
<p>In January 2007 the Council's adopted powers under the Clean Neighbourhood and Environment Act CNEA 2005.</p>	<p>Waste minimisation and recycling are some of the council's highest priorities and the council has signed up to recycling targets of 50% by 2015 and 60% by 2020.</p> <p>These targets have been agreed because the government is imposing heavy penalties and taxes on rubbish that is sent to landfill which means that councils across the UK are looking to find more environmentally friendly and cost effective ways of dealing with rubbish.</p> <p>Following the introduction of the service redesign in 2011 the Council allowed residents the opportunity to get used to the new collection arrangements and overloaded bins were emptied - however the 'no side waste' and 'closed bin lid policy' are now in force.</p> <p>Additional recycling boxes and kitchen caddies can be supplied on request and if householders are</p>

having a particular problem in managing the waste their household produces then we can organise for a representative to contact and discuss the options available to them. Please contact our Customer Services team on 01242 262626 if would like to arrange assistance.

Households which persistently breach the waste collection policy by presenting more waste than their wheeled bin will hold and do not respond to advice and assistance by the Council will be subject to enforcement action which is detailed in the procedure below;

No Side Waste' & 'Closed Bin Lid' Policy Enforcement

No Compliant Collection Instances	Type of Contact	Event	Action Taken
1st	Policy Education	1	Crew to remove overloaded bin obstruction then empty bin and/or take additional side waste apart from 1 x sack. Additional waste is to be placed back in bin and information tag to be attached to bin highlighting why some waste has not been collected - Ubico record action taken
2nd	Policy Education	2	Crew to remove overloaded bin obstruction then empty bin and/or take additional side apart from 1 x sack. Additional waste is to be placed back in bin and information tag to be attached to bin highlighting why some waste has not been collected - Ubico record action taken

	3rd	Policy Enforcement	3	Crew to remove overloaded bin obstruction then empty bin and/or take additional side waste apart from 1 x sack. Additional waste is to be placed back in bin and information tag to be attached to bin highlighting why some waste has not been collected - Ubico record action taken which triggers informal visit by Waste & Recycling Officer to give advice and information to householder. Details of occupier and notes of meeting taken with photographic evidence (if available). Enforcement Letter 1 - sent to householder and file produced for case notes, letter and any evidence.
	4th	Policy Enforcement	4	Crew to remove overloaded bin obstruction then empty bin and/or take additional side waste apart from 1 x sack. Additional waste is to be placed back in bin and information tag to be attached to bin highlighting why some waste has not been collected - Ubico record action taken which triggers second visit by Waste & Recycling Officer to obtain evidence including bagged evidence from waste and photographs. Enforcement Letter 2 - sent to householder and file updated with case notes, letter and evidence.
	5th	Policy Enforcement	5	Crew to remove overloaded bin obstruction then empty bin and/or take additional side waste apart from 1 x sack. Additional waste is to be placed back in bin and information tag to be attached to bin highlighting why some waste has not been collected - Ubico record action taken and case file with audit trail passed to Public Protection. Community

				Protection Officer to visit and if breach is identified a Section 46 notice will be served.
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SECTION 9 – GENERAL POLICIES

CURRENT POLICY	NEW POLICY
Any financial amount shown in this document is subject to annual price review	

SECTION 10 – SERVICE REQUESTS OR COMPLAINTS

CURRENT POLICY	NEW POLICY
	Complaint procedure - UBICO/Cheltenham Borough Council

The Service Contract requires UBICO to follow CBC's policies and procedures including that for handling complaints and information requests.

Customer Services at the Municipal Offices handle contact with customers. Negative feedback and service requests or business as usual requests for information will be handled by the customer services team by providing an explanation/reasons and offering a course of action to help solve the problem where possible, raising Exor tickets for action to resolve the service request or by providing the necessary information. Where customers remain dissatisfied after customer services have tried to resolve the issue, the matter should be forwarded to customer relations as a complaint.

Stage 1 complaints

Where customers remain dissatisfied after customer services have tried to resolve the issue at the first point of contact, the complaint is forwarded to UBICO by customer relations for a timely response by the relevant service manager or contact. Prompt telephone or e-mail response to the customer is expected. If appropriate, a response will be sent to the customer and copied to customer relations as soon as possible and within 10 working days.

Stage 2 complaints

Where customers still remain dissatisfied after UBICO have responded, the complaint should be referred back to customer relations who will arrange for the Strategic Client Officer to respond for the Council promptly and within 10 working days where possible.

Stage 3 complaints

If customers remain unhappy with the responses they have received, the complaint should be referred back to customer

relations who will arrange for the chief executive to take an independent view of the complaint and the solution offered. A prompt reply will be sent and within 10 working days where possible.

Freedom of Information/EIR procedure - UBICO/Cheltenham Borough Council

Information requests received by the council will be forwarded to the contact officer at UBICO to provide a response to CBC customer relations as soon as possible but certainly within the statutory 20 day response time required. Information requests received directly by UBICO should be passed to customer relations to be logged as soon as possible and responded to.

Business as usual information requests will be dealt with where possible by customer services at the Municipal Offices.

April 2012
Customer Relations

GENERAL NOTE

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