Colchester

Domestic Recycling and Waste Collection Policy



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Document History

Version	Document	Comment	Date	Author
Issue 1	Waste Collection Policy – Pilot Areas	Added adaptions for Pilot Implementation	19 August 2024	Michael Adamson
Issue 2	Updates from review	Update to Recycling Bin colour and Garden Subscriptions	27 January 2026	John Kellett
Issue 3	Updates from Pilot	Removal of Pilot, addition of Recycling Exemption	TBC	John Kellett

1. Introduction- Waste Vision

Colchester City Council is committed to delivering high quality, value for money waste collection services.

The Council has developed a series of recycling and waste policies based on current working practices to ensure that, in fulfilling its statutory obligations as a Waste Collection Authority, it provides waste and recycling services that operate in a timely, reliable, safe, and cost-effective manner that encourage waste minimisation and recycling amongst householders in Colchester.

At a time when public sector funding is reducing, investment opportunities are limited and positive action in response to the climate emergency is required, the effective provision of these services can only be made if Colchester householders also take on day to day responsibility for managing their household waste in a considerate, responsible, and environmentally sustainable manner.

This document incorporates details about our new transformed kerbside waste collection service which is being rolled out to all urban and rural areas alongside our existing services.

2. Purpose of the Recycling and Waste Collection Policy

This document sets out the Council's recycling and waste policies as they relate to the Council's waste collection functions, to ensure that they are clearly defined, to avoid any uncertainty for householders, elected members or officers of the Council. The document also sets out actions required of householders and the standards and levels of service that householders can expect to receive from the Council.

This policy document is intended to cover both existing services and also our pilot kerbside collection service. This policy is aligned with the Resources and Waste Strategy for England and the draft Waste Strategy for Essex 2024 - 2055.

Whilst this document sets out the Council's policies with respect to recycling and waste collection practices, it must be recognised that there may be exceptional circumstances where these policies may need to be applied at the discretion of Senior Council Officers in consultation with relevant elected members.

This policy document is underpinned by the following provisions of the Environmental Protection Act 1990 (EPA 1990) that relate to the Council's role as a Waste Collection Authority.

3.1 Environmental Protection Act (EPA) 1990 Section 45

- It shall be the duty of each waste collection authority—
  (a) to arrange for the collection of household waste in its area except waste—

(i) which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting it would be unreasonably high, and

(ii) as to which the authority is satisfied that adequate arrangements for its disposal have been or can reasonably be expected to be made by a person who controls the waste.

3.2 Environmental Protection Act (EPA) 1990 Section 46

- Permits the Council to specify the type of receptacle to be used by the householder for the disposal of their waste.
- The Council can require separate receptacles to be used for waste which is to be recycled.
- The Council may also specify the size, construction, and maintenance of the receptacles.
- The Council may determine the position that Householders place their waste collection receptacles for emptying by the Council and steps to be taken by Householders to facilitate the collection of waste from the receptacles.
- A Householder who fails without reasonable excuse to comply with the Council's requirements under this legislation may be issued with a Fixed Penalty Notice (FPN).

3. Recycling and Waste Collection Policies

4.1 Recycling and Waste Collections – Kerbside Service.

4.1.1 Summary

Our Collection Service applies to all properties where we collect recycling and waste materials from the kerbside.

This policy establishes the type of receptacle that the Council will collect household recycling and waste from, the type of waste it will collect in these receptacles and when it will deliver these services.

For Colchester households, the Council will only collect waste and recycling materials that householders place in recycling bags, containers and wheeled bin(s) as per the service specification in 4.1.3.

The Council will only collect specific materials from the appropriate receptacle. This information can be found in Check what you can put out · Colchester City Council on Colchester City Council's website.

Where prohibited items are found in receptacles they will be classed as contamination and the receptacle will not be emptied by the Council; the householder will need to remove the contaminated material and re-present the receptacle uncontaminated, for emptying on the next scheduled day of collection. Failure to do so may result in the Council taking enforcement action in accordance with Section 46 of the Environmental Protection Act (1990).

Where an annex has been formally added within the boundary of an existing property Colchester City Council will provide a kerbside service for both properties.

The annex must have its own Unique Property Reference Number (UPRN). Where an annex does not have its own UPRN the house and annex are treated as one property with one collection allowance.

4.1.2 Purpose

The Environment Act 2021 has established a mandatory framework and timeline for Waste Collection Authorities (e.g. Colchester City Council) and Waste Disposal Authorities (e.g. Essex County Council) to both reduce and transform the collection and recycling of waste materials.

Householders who place prohibited / incorrect materials in their receptacle(s) compromise the Council's ability to secure the required levels of recycling performance as contaminated bins cause delays to waste collections (if the bin can't be collected), contaminate the recycling load in the collection vehicle (if the bin is collected), which increases the risk of the load being 'rejected' at the recycling facility and also leads to higher costs to the Council and subsequently householders.

4.1.3 Service Specification

The type, number and specification of household waste receptacles and which materials can be presented for collection are documented within the 'what to put out' section of our website: Check what you can put out · Colchester City Council

Householders are encouraged to neatly mark their wheeled bins and / or boxes with their house number or name so that they can be readily identified.

Householders should ensure their materials are placed on the boundary before 07:00 on planned day of collection. The boundary location will vary according to the type of property and surroundings, Householders should ensure that their materials are placed in a visible location to ensure reliable collection.

4.1.3.1 Kerbside Service Criteria:

The following criteria are used to determine which properties will receive the standard kerbside service and which a non-standard kerbside service:

If the property has a front garden, or a rear garden with access to the highway then the property will have the new kerbside standard wheeled bin service. A trained officer performs an on-site individual assessment and takes into account space and access such as number and type of steps used to present bins at the kerbside.

Where the property does not meet the above criteria:

- The resident can choose to have wheeled bin service, making necessary adaptations such as taking bins through the property. In this case the property will receive standard wheeled bin kerbside service. See Table 1.
- All other properties will receive the kerbside non-standard service. See Table 2.

- Properties at the top/bottom of multiple steps from the highway and no rear access can opt for standard wheeled bin service where the resident is capable of manoeuvring the bins up and down steps or stay on the existing sacks service
- Where a resident is in receipt of an Assisted Service, the Council will determine the method of containment.
- Where a resident holds a Waste Limit Exemption, the Council will determine the method of containment, frequency of collection, and / or number of bins needed.

4.1.4 Frequency of Waste Collections.

The council will provide householders with a kerbside collection, Tuesday to Friday, as outlined in the table below.

Residents are provided with a collection calendar personalised for their address here: Your recycling calendar · Colchester City Council

Table 1: Outlines kerbside collection services for Standard Properties.

Kerbside Standard Service: The number, type and specification of waste receptacles provided to households			
Service Type	**Receptacle Type**	**Standard Provision**	**Frequency of collection**
Dry Mixed Recycling: Mixed Paper & Card, Plastic, and Tins & Cans	Black wheeled bin with green lid	1 x 240 litre bin	Fortnightly (opposite week to Rubbish)
Glass	Box	55 litre box, or similar sized rigid non-cardboard box Unlimited	Fortnightly (opposite week to Rubbish)
Garden Waste Collection Service	Brown wheeled bin/s	Up to 5 x 240, or 140 litre bins by subscription	Fortnightly (same week as Dry Mixed Recycling)
Food waste	Green Kerbside Caddy Kitchen Caddy	23 litre caddy 7 litre kitchen caddy	Weekly
Rubbish (non-recyclable waste)	Black wheeled bin	1 x 180 litre bin	Fortnightly (Unchanged)

Table 2: Outlines kerbside collections for Non-Standard Properties and in areas where wheeled bins have yet to be rolled out.

Kerbside Non-Standard Service: The number, type and specification of waste receptacles provided to households			
Service Type	**Receptacle Type**	**Standard Provision**	**Frequency of collection**
Dry Mixed Recycling: Mixed Paper & Card, Plastic, and Tins & Cans	Clear recycling bags	Clear Recycling bags Unlimited	Fortnightly (opposite week to Rubbish)
Glass	Box	55 litre box, or similar sized rigid non-cardboard box Unlimited	Fortnightly (opposite week to Rubbish)
Garden Waste Collection Service	Brown wheeled bin/s	Resident may have to make adaptations: Up to 5 x 240, or 140 litre bins by subscription	Fortnightly
Food waste	Green Kerbside Caddy Kitchen Caddy	23 litre caddy 7 litre kitchen caddy	Weekly
Rubbish (non-recyclable waste)	Resident supplied black bags if premises is unsuitable for a wheeled bin.	3 x 60 litre black sacks per household	Fortnightly (Unchanged)

4.1.5 Presentation of Recycling and Rubbish: Kerbside Standard Service

4.1.5.1 Paper & cardboard, plastic, tins & cans

- All approved recycling items other than glass must be placed loose in the black recycling wheeled bin with green lid, with plastics and cans rinsed to remove any residue before being deposited in the bin.
- Where residents have a cardboard box which is too large to be collapsed and placed in the recycling wheeled bin, residents should remove any non-recyclables such as polystyrene, which needs to go with the rubbish in a black wheeled bin, and then collapse the box placing it alongside the recycling wheeled bin for collection.
- Residents should not present cardboard boxes full of paper/card for collection and any presented will NOT be collected
- Please ensure the handle is presented facing the road because this will help crews to collect more efficiently
- Where residents are recycling correctly but have too much recycling for a standard 240 litre recycling bin they should apply for a Recycling Exemption.

4.1.5.2 Glass

- Glass should be rinsed and placed in a recycling box.

4.1.5.3 Garden waste in wheeled bins

Garden waste goes in your brown wheeled bin. Households can put out up to five wheeled bins.

The Council will only collect garden waste if the household has signed up to the **Garden Waste Subscription Service**.

All garden waste must be placed in the wheeled bin ensuring that the lid is firmly shut. We will not collect any garden waste placed next to a wheeled bin or on top of a closed lid.

Please ensure the handle is presented facing the road because this will help crews to collect more efficiently

4.1.5.4 Non Recyclable Rubbish

All non recyclable rubbish must be placed in the black 180litre wheeled bin ensuring that the lid is firmly shut. The Council will not collect any black bags placed next to a black wheeled bin or on top of a closed lid.

Unless the household has a rubbish limit exemption, they can put out a maximum of one 180 litre wheeled bin.

Please ensure the handle is presented facing the road because this will help crews to collect more efficiently

4.1.6 Presentation of Recycling and Rubbish: Kerbside Non-Standard Service

4.1.6.1 Paper & cardboard, plastic, tins & cans

- All approved recycling items should be placed loose in a clear recycling bag, with plastics and cans rinsed to remove any residue.
- Where residents have a large cardboard box which is too large to be collapsed and placed in a recycling bag, residents should remove any non-recyclables such as polystyrene (which needs to go with the rubbish in a black bag) and then collapse the box placing it alongside the other recycling bags for collection.
- Residents should not present cardboard boxes full of paper/card for collection and any presented will NOT be collected.

4.1.6.2 Glass:

- Glass should be rinsed and placed in a recycling box.

4.1.6.3 Garden waste in wheeled bins:

Garden waste goes in brown wheeled bin/s. Householders can put out up to five wheeled bins.

The Council will only collect garden waste if the householder has signed up to the **Garden Waste Subscription Service.** Householders should ensure they attach their permits to the bins under the handle so it is visible to the crews.

All garden waste must be placed in the wheeled bin ensuring that the lid is firmly shut. The Council will not collect any garden waste placed next to a wheeled bin or on top of a closed lid. Where properties are non-standard the resident may need to make adaptations to receive the service. These could include choosing the smaller bin and taking it through the property etc…

Please ensure the handle is presented facing the road because this will help crews to collect more efficiently

4.1.6.4 Non Recyclable Rubbish:

Put any non-recyclable rubbish in black 60 litre bags.

Unless the household has a rubbish limit exemption, householders can put out a maximum of 3 x 60 litre black bags.

The Council will not collect more than three black bags. The bags need to be of a manageable weight and be tied closed to ensure the waste collection crews can collect them safely

4.1.7 Replacement Recycling and Waste Containers and Bags

Colchester City Council recognizes that over time containers for recycling and waste will degrade and need to be replaced. The plastic material used in the manufacture of boxes and caddies is not fully ultraviolet radiation (UV) stable and will eventually fail under normal handling.

Households finding their equipment needs to be replaced should order as below. Old boxes and caddies can be recycled by the recycling collection service by rinsing them out and either placing them inside a recycling wheeled bin or in a clear recycling bag and then placing them on the boundary on the next scheduled Dry Mixed Recycling collection date.

4.1.7.1 Ordering Replacement Containers and Bags

Residents can order replacement black non-recyclable rubbish bins, dry mixed recycling bins, boxes, kitchen and kerbside food caddies and clear recycling bags using our Click and Collect Service. Order recycling containers · Colchester City Council

Replacement brown garden waste bins can be ordered via the Garden Waste Service webpage: Garden Waste Subscription Service · Colchester City Council (report an issue

menu). The Council will only supply garden waste bins to residents with a current Garden Waste subscription. In the case of a lost or stolen bin there is a charge.

Where households do not have internet access, they can telephone Colchester City Council Contact and Support Team who will order on their behalf.

To prevent abuse of scarce Council resources, households are restricted to ordering each item no more than once every 60 days. Where households need a replacement item more often they need to speak to our Contact and Support team to explain the issue.

4.1.7.2 Collecting your ordered containers and bags

Where households have entitlement to an assisted collection service any Click and Collect orders are delivered to the doorstep.

All other households are expected to collect their item(s) from a chosen Community Stockist. Stockists are available across the city offering a variety of locations and opening times. Residents can review available stockists, locations, and opening times, and select any stockist for their convenience at point of order. Order recycling containers · Colchester City Council

Where a household needs a replacement wheeled bin, the new bin will be delivered, and the old one will be collected if it is left on the boundary. The old bin needs to be empty at the point of collection.

Where a garden waste bin is lost, stolen or damaged residents should order a replacement here: Garden Waste Subscription Service · Colchester City Council

All recycling and waste containers supplied by Colchester City Council remain the property of the Council and should not be removed from the household address to which they have been assigned other than for collection purposes. Householders are entrusted to keep and maintain their waste receptacles in a safe and clean condition and are encouraged to neatly label their wheeled bins and containers with the house number / name so that it can be identified to their address.

4.1.7.3 Presentation on Collection Days

Wheeled bins, containers and clear sacks must be presented by householders at the kerbside outside of their property on their scheduled day of collection by 07.00 in a tidy and considerate manner.

Where a wheeled bin is presented, the handle should face outwards and be easily accessible. Where possible, wheeled bins should be left on a hard surface; this will assist the recycling and waste crews. Following emptying, the householder should return the wheeled bin(s) and containers to their property as soon as possible.

Once emptied, the Council's collection teams will endeavour to return the containers close to the boundary in a manner that does not obstruct the footpath, or where practicably possible, driveways or gates.

4.1.8 Private Roads.

On occasions the Council undertakes recycling and waste collections by travelling on a private road or driveway.

Where a resident objects to a collection vehicle using their private road or driveway, then the resident will be asked to nominate an alternative collection point, on the public highway or grass verge, for themselves and any other residents on their section of private highway. This will then be reviewed by the Council for suitability and if unsuitable an alternative location will be nominated by the Service.

Where a resident has asked Colchester City Council not to drive on a private road or driveway, the service will NOT walk in to collect the materials because this would negatively impact collection capacity, and be detrimental to the health and safety of the staff.

4.2 Recycling and Waste Collections – Flats.

4.2.1 Summary

This policy sets out the Council's recycling and waste collection arrangements for flats where there are arrangements in place for the collection of recycling and waste due to the type of property.

4.2.2 Purpose

The Council is committed to ensuring that as many households as possible have access to, and use of, the full range of recycling and waste services in line with the Environment Act 2021 and Simpler Recycling Legislation from Central Government.

4.2.3 Service for Flats, Houses of Multiple Occupation, and mixed-use business/residential units.

Flats, apartments (low rise and high rise), houses of multiple occupation and mixed-use business/residential properties present several challenges for effective delivery of recycling and waste services and a 'one-size fits all' approach is not always practical. Containers that are suitable to the particular property design will therefore be required and the Council will assess the individual needs of these properties taking into consideration the following issues:

- The number and type of property.
- Capacity across the site for waste and recycling bin/container storage.
- The presence of waste chutes.
- Access for rear loading waste and recycling vehicles.
- Physical access to Bin Stores

All properties will have access to containers for non-recyclable rubbish and most properties also have containers for dry mixed recycling (paper & card, plastics, tins & cans), for separate Glass and for Food Waste.
It is the responsibility of the managing agent and / or residents:

- to provide sufficient storage for all containers required by Simpler Recycling
- to take responsibility for the correct use of these containers
- to fund and provide suitable bins

Should contamination and fly tipping become a problem, preventing regular collections it is the managing agent and / or residents' responsibility to arrange for the contaminated materials or fly tip to be collected by a Licensed Waste Carrier. Once the bin store area is cleared then the managing agent and / or resident should contact the Council to arrange for collections to recommence.

Colchester City Council will consider enforcement action where deemed necessary.

4.2.4 Flats with Bin Stores

4.2.4.1 Summary

Managing agents and / or residents are responsible for the provision of and maintenance of suitable bin stores. Managing agents or residents need to ensure the door codes are shared with the Council when they change and that bin stores, doors, locks and access are maintained in a serviceable state to ensure collections can be made by the Council. All changes to access arrangements should be notified by email to shrubend@colchester.gov.uk.

Where managing agents, or residents, choose to use keys or fobs to control access will need to supply a minimum of 6 copies to ensure an effective service can be maintained. Where a Colchester City Council held key or fob becomes unserviceable the Managing Agent will need to replace the same at their own cost to ensure collections can continue.

The majority of blocks of flats have bin store facilities for all recycling and waste materials in line with Colchester City Council services for flats. Where space is too limited to offer storage for all materials Colchester City Council encourages residents to use Recycling Banks and Centres. For details of these please see https://www.colchester.gov.uk/recycling-and-rubbish/

Managing agents and / or residents are responsible for providing and maintaining bins in bin stores and access to the same. Colchester City Council can provide a bin replacement service where needed for a commercial charge. Residents should report broken bins to their managing agent at their earliest opportunity to avoid service disruption and extra costs for clearing waste left outside the bin.

Colchester City Council will be unable to empty bins:

- Where fly tipped waste is blocking access
- Deemed to be unserviceable due to damage either to the bin wheels or to the bin itself, or
- Where access to bin-stores is blocked by parked cars

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner.

4.2.4.2 Service for Flats with Small Bin stores.

A proportion of flats have only very small bin stores which can only take black sacks. Residents in these properties are provided with a hybrid service including:

- A weekly non-recyclable rubbish sacks service for the small bin stores,
- A non-standard fortnightly kerbside recycling collection for Dry Mixed Recycling: mixed paper & card, plastics, cans & cans, in clear recycling bags
- A non standard fortnightly kerbside collection of glass in 55 litre boxes, and
- A weekly kerbside food collection.

Where residents need replacement containers for kerbside collections, please see section 4.1.7 above - Replacement Recycling and Waste containers.

4.2.5 Flats in Converted Houses

Where a house has been converted into a small number of flats, Colchester City Council generally delivers a kerbside service to each individual property. For full details please see the kerbside section above.

4.2.6 Houses in Multiple Occupation (HMO)

4.2.6.1 Summary

A licensed House in Multiple Occupation (HMO) is a single building or part of a building (such as a flat) which is occupied by more than one household e.g., a single house where there is a separate householder in each bedroom.

Responsible storage and disposal of recycling and waste can be a particular problem in HMOs and the Council therefore requires that the license holder, landlord or property owner / managing agent ensures that waste is not allowed to accumulate within the house except where properly stored, pending its collection by the Council. The license holder, landlord or property owner / managing agent must also ensure that sufficient residual waste and recycling bins are provided for the property and that these are clearly identifiable to the property so that the Council can empty them. Colchester City Council will determine an appropriate allowance for residual waste collection based on the capacity of the Licensed HMO to encourage recycling.

The tenants should be informed of the day their waste and recycling collections take place by the license holder, landlord or property owner / managing agent. It is good practice that this information should also be permanently displayed in a prominent position within the property.

Residents can check their Collection Calendar and present their waste for collection on the correct days:
https://www.colchester.gov.uk/your-recycling-calendar/

Any waste arising from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties and bulky items for disposal on change of tenancy will NOT be collected free of charge by the Council as household waste - this waste is classified as commercial waste, because it has been generated as a result of a business. Therefore, a registered waste collection contractor must remove this waste and it should be disposed of at a suitably permitted facility.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

Where it is apparent that a house has been turned into an unlicensed HMO, Colchester City Council will pass details to our Private Sector Housing Office for investigation and enforcement.

4.2.7 Mixed Use Business/Residential Units

4.2.7.1 Summary

Mixed-use business / residential units are generally business properties with living accommodation above or attached e.g., a flat above or behind a shop. Domestic recycling and waste collections from mixed-use properties are treated by the Council in the same manner as normal domestic households. These may either be kerbside or flats type collections depending on the number and layout of properties.

The bins provided by the Council for household waste collection must not be used to dispose of business waste. Should the Council identify evidence of business waste being presented in the residential bins, Colchester City Council will consider enforcement action against any such offending business.

All businesses are required to have a current “Duty of Care” certificate with a Licenced Waste Carrier for disposal of all separate business waste streams as defined by the Environment Act 2021. It is an offence not to have a “Duty of Care” Certificate. Colchester City Council provides a Business Waste Collection Service for more details see: Business waste · Colchester City Council

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct.

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

4.3 Service for Hard-to-Reach Properties.

4.3.1 Definition of Hard-to-Reach Properties within Colchester City Council Area.

There are geographical locations within Colchester City Council where the use of a standard refuse / recycling collection vehicle presents an increased health and safety risk for both the waste collection teams, pedestrians and other road users. These locations include Town Centre, Urban and Rural locations.

Such areas include un-adopted roads, tracks, or private driveways where the condition, surface and alignment of the highway are unsuitable for the vehicles used for the collection of the waste and recycling. Furthermore, due to their location, it may not be cost-effective to carry out collections at some rural properties using large refuse collection vehicles.

4.3.2 Kerbside service adaptations for Hard-to- Reach Properties.

The following adaptations to the kerbside service may be considered by Colchester City Council to ensure that properties of this nature continue to receive an effective service:

- The Council may utilise a smaller waste collection vehicle to collect residual waste and recycling materials.
- Consideration may be given to the use of a designated collection point for waste receptacles, which will normally be where the end of the private road serving the affected properties meets the public highway. For such properties, waste must be stored in the receptacles determined by the Council, which may vary from property to property, and be placed out for collection at the designated collection point by 07.00 on the scheduled day.
- The Council will determine the most appropriate receptacles that will be used for individual properties.
- Householders must ensure that all recycling and waste materials are presented at ground level, adjacent to where the waste vehicle will collect from. Where this is not possible, an agreed collection point will be used.
- Where the property is at the end of a narrow access road, the resident is required to ensure that there is a suitable turning point available for the collection vehicle. Where there is no suitable turning point available, the resident is required to agree a suitable collection point with the Council.
- Householders are required to ensure that all road surfaces on private roads / driveways are maintained to a suitable standard for a waste vehicle up to 11 tonnes. Where a surface is deemed by the Council to be unsuitable for a collection vehicle the resident is required to agree a suitable collection point with the Council.
- Householders are required to ensure that hedges, trees and other vegetation are maintained to ensure that the waste vehicle is able to access the collection point. If the collection vehicle is unable to access the collection point safely, a new collection point at the boundary of the highway will be utilised.
- Any access to the property must not involve the collection vehicle having to undertake any unnecessary reversing.

4.3.3 Kerbside service for Hard-to-Reach Properties.

Properties in Hard to Reach areas have a slightly different collection cycle to areas served by our normal vehicles. Hard to reach properties receive the same number of collections as properties served by our standard vehicles. The key difference is that Garden Waste where subscribed is collected same week as Rubbish. Please see Tables 3 and 4 below.

Table 3: Outlines kerbside collection services for Hard-to-Reach Standard Properties.

Kerbside Standard Service: The number, type and specification of waste receptacles provided to households			
Service Type	**Receptacle Type**	**Standard Provision**	**Frequency of collection**
Dry Mixed Recycling: Mixed Paper & Card, Plastic, and Tins & Cans	Black wheeled bin with green lid	1 x 240 litre bin	Fortnightly (opposite week to Rubbish)
Glass	Box	55 litre box, or similar sized rigid non-cardboard box Unlimited	Fortnightly (opposite week to Rubbish)
Garden Waste Collection Service	Brown wheeled bin/s	Up to 5 x 240, or 140 litre bins by subscription	Fortnightly (same week as Rubbish)
Food waste	Green Kerbside Caddy Kitchen Caddy	23 litre caddy 7 litre kitchen caddy	Weekly
Rubbish (non-recyclable waste)	Black wheeled bin	1 x 180 litre bin	Fortnightly (Unchanged)

Table 4: Outlines kerbside collections for Hard to Reach Non-Standard Properties and in areas where wheeled bins have yet to be rolled out.

Kerbside Non-Standard Service: The number, type and specification of waste receptacles provided to households			
Service Type	**Receptacle Type**	**Standard Provision**	**Frequency of collection**
Dry Mixed Recycling: Mixed Paper & Card, Plastic, and Tins & Cans	Clear recycling bags	Clear Recycling bags Unlimited	Fortnightly (opposite week to Rubbish)
Glass	Box	55 litre box, or similar sized rigid non-cardboard box Unlimited	Fortnightly (opposite week to Rubbish)
Garden Waste Collection Service	Brown wheeled bin/s	Resident may have to make adaptations: Up to 5 x 240, or 140 litre bins by subscription	Fortnightly (same week as Rubbish)
Food waste	Green Kerbside Caddy Kitchen Caddy	23 litre caddy 7 litre kitchen caddy	Weekly
Rubbish (non-recyclable waste)	Resident supplied black bags if premises is unsuitable for a wheeled bin.	3 x 60 litre black sacks per household	Fortnightly (Unchanged)

5. Access for Collection Vehicles

Householders are requested to leave reasonable vehicular access for recycling and refuse collection vehicles to reduce the risk of collections not being able to be completed. Where the Council is experiencing difficulty making collections, a notice may be placed on the relevant vehicle(s) requesting the owner's assistance on scheduled collection days.

Where the collection team have attempted to gain access to a road / area but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc. it may be necessary to make alternative arrangements for the collection of the waste. This may include finding suitable communal collection points or suspending collections until the next scheduled collection day.

Where roadworks prevent or restrict access to properties for collections the Highway Authority or Utility concerned should provide temporary access or temporary collection points to ensure planned collections can be completed.

6. Missed Collections

The Council will make all reasonable efforts to empty bins presented for collection by householders in accordance with this policy.

- Where a resident experiences a missed collection they can report it online Missed bins · Colchester City Council after 17.30 on day of planned collection [see Your recycling calendar · Colchester City Council]. Any non-digital residents can also report to the Recycling and Rubbish team by phone.
- Missed bins must be reported within 48 hours of 17.30 on the planned day of collection.
- We endeavor to collect all reported missed bins within 2 working days (Tuesday to Friday) AFTER the day of report.
- The missed bins collection service works four days a week Tuesday to Friday. Consequently, correctly reported missed collections from Thursday and Friday may be collected by end of business the following Tuesday.
- Householders should leave their correctly reported missed materials on their boundary by 07.00 Tuesday to Friday

6.1 We will not return to empty a bin where our crews servicing the property have reported:

- They have already collected the specific material from the address.
- Where there is contamination (by mixing materials in a container/bag).
- The container contains prohibited materials such as Asbestos.
- Where waste is reported as not out by the crew when the crew make their collection in the area.
- Extra side waste is left by a wheeled bin.
- A resident has left more than 3 rubbish bags out (non-standard property assessment collections)
- The waste presented is too heavy to manoeuvre safely.
- In the case of a wheeled bin the lid is not closed.
- No permit is visible in the case of Garden Waste.
- Expired permit in the case of Garden Waste.
- The contents or lid of a wheeled bin were found to be frozen, preventing emptying at time of collection.
- The contents of a bin are excessively compacted preventing the bin from being emptied by our crews.
- The resident is presenting a non-Colchester City Council wheeled bin, or food caddy.
- Safe access to the wheeled bin / waste receptacle was obstructed e.g., by a parked vehicle.
- Where a large bin (such as an 1100, 660 or 360 litre bin) is owned by a managing agent or resident and is damaged and cannot be safely lifted and emptied, the managing agent or resident will be responsible for emptying and replacing the bin.
- Where a standard 140, 180 or 240litre bin is damaged the householder should order a replacement as documented above.

It should be noted that the Council has installed 360° Closed Circuit Television Camera's on its waste collection fleet and video footage from the system may be used to investigate customer reports.

7. Bank Holiday Working Arrangements

All relevant updates will be posted on the Council's website Recycling and rubbish · Colchester City Council

8. Recycling and Waste Collections During Severe Weather

During occasions of severe weather, the Council will endeavour to maintain scheduled waste collections.

However, should the Council determine that collections need to be temporarily suspended, or collection times adjusted; we will issue appropriate guidance using usual media including a Press Release, Website updates, Social Media and inbound messaging for our Recycling and Rubbish team.

Householders should refer to the Council's website for information on the revised arrangements.

9. Servicing Properties subject to Access Controls

Wherever there is access control at a property(ies) householders / managing agents will need to be prepared to accommodate the arrival of the collection team(s) and to provide timely entry. Due to the size of the collection rounds it is not feasible for collection teams to wait for excessive periods of time for gates to open. If timely access is not permitted, the collection team will be unable to carry out the collection and the householders bin will be emptied on the next scheduled day of collection.

Where access is controlled via a key operated lock it is the responsibility of the owner / managing agent or householder to provide the collection teams with 6 keys, fobs or codes to access the site.

Where additional keys are required, the waste service will request these to be made available. Where access is not permitted, householders will be required to present their wheeled bin(s) outside the gates for collection.

10. Waste Limit Exemptions Applications

10.1. Summary

The non-recyclable rubbish collection service offered by the Council provides kerbside householders with a fortnightly allowance of up to 3 x 60litre black sacks or 1 x 180litre wheeled bin.

This allowance is adequate for most households on the basis they are recycling all their recyclable waste including paper & card, plastic, glass, tins & cans, garden and food.

Where residents have specific medical needs, a large family or else multiple children in nappies, the householder can choose to apply for a non-recyclable

rubbish waste limit exemption Waste Limit Exemption - Apply · Colchester City Council or by telephone to 01206-282700.

All such applications are assessed by a Warden and the outcome confirmed to the applicant.

10.2. Purpose

The Council needs to encourage householders to fully utilise their recycling service and so reduce the amount of waste being sent to incineration and to increase the amount of waste being recycled, thereby reducing disposal costs. By allowing householders to have unchecked access to additional black bin capacity, the Council would not be providing the necessary incentive to recycle.

The Council will therefore work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream has been made, and that extra non-recyclable waste is being generated on a regular basis.

10.3. Further Information

Before an application for an exemption can be approved the resident must demonstrate both:

- the reason they need more non-recyclable waste capacity, and
- that they are recycling all their recyclable's materials correctly.

Where additional containers for recycling are needed the council will provide the same via our Click and Collect Service Click and Collect Recycling Equipment - Start · Colchester City Council

Colchester City Council regularly reviews live exemptions to ensure that residents continue to meet the requirements for the exemption in place.

In the case of a black sack exemption the resident must ensure they place an exemption sticker on every extra sack to ensure collection.

11. Assisted Collections

11.1. Summary

The Council currently offers assisted collections to householders who need help to put their recycling and waste materials out on the boundary of their property for collection. This means that the recycling and rubbish collection teams will retrieve the bin(s) and other materials from an agreed collection point on the qualifying householders' property and return them following emptying.

Eligibility for this service is based on genuine need and subject to there being no other able-bodied person at the property, family member, neighbour or friend, who can place the bins out for collection. Householders will be required to make an application to the Council for this service here: https://www.colchester.gov.uk/AssistedCollectionApplication/ or by telephone to 01206-282700.

11.2 Purpose

The Council must offer all households a recycling and rubbish collection service. However, the Council's household recycling and rubbish collection policies stipulate that wheeled bins and other containers, clear recycling bags and black sacks must be presented for emptying at the kerbside or at a designated collection point.

To support householders who are unable to present their waste for collection in this way, the Council has put in place an assisted waste collection service.

The Council do not offer an assisted collection service to any property with a communal front door, due to difficulty in accessing the property.

11.3 Further Information

As part of an application, the resident will

- need to explain why they feel they need an assisted collection service.
- propose a collection point which must be both an accessible location and outside of any building.
- need to confirm they are unable to put their materials out for collection.
- need to confirm there is nobody living in the house, a relative or neighbour who can put their materials out on their behalf.

Once submitted, the Council will assess the application to ensure it meets our agreed policy and that the suggested collection point is both suitable and safe for our crews.

The Council may contact the resident to review any aspect of the application prior to the decision being made.

11.4 Review of Assisted Collections

Colchester City Council regularly reviews live Assisted Collections to ensure that residents continue to meet the requirements for any agreed assisted collection and that the collection point is still appropriate.

Where an existing collection is on wheeled bins and a resident applies for an assisted collection the Council will determine the containment based on accessibility of the collection point. This may result in a decision to collect sacks rather than the wheeled bin(s).

12. Recycling Bin Exemptions

12.1 Summary

Colchester City Council offer a Recycling Bin Exemption service to residents living in Standard Kerbside collection properties who find they have more Recycling than will fit in a standard 240l recycling wheeled bin. The grant of an exemption is on the basis of an assessment and decision

12.2 Purpose

The purpose of the policy is to maximise recycling and minimise rubbish sent for incineration

12.3 Criteria

Residents need to apply for a recycling bin exemption, the application process is intended to confirm:

- The resident is recycling correctly with their existing bin placing materials in loose, squashing plastic bottles etc to maximise capacity, collapsing large cardboard boxes and placing alongside the recycling bin
- There is no Business Waste included in the recycling
- The size of the household
- Any specific Medical needs
- Whether the property is an HMO

A trained warden then reviews the application and will determine the outcome by visiting the property ahead of a scheduled collection to validate the application. Applications may take 2 to 3 weeks dependent on staff availability and the collection cycle.

12.4 Assessment

The warden will assess the application based on the application details and site assessment

The outcome and reasons will be shared with the resident. The outcome will be either Approved or Declined.

If approved the warden will arrange for sufficient recycling bin capacity to meet needs.

12.5 Exemption Duration

Recycling Bin exemptions based on household size or HMO will be valid for 2 years

Recycling Bin exemptions based on Medical needs will be valid for 5 years

12.6 Exemption Renewals

Colchester City Council will contact the original applicant one month prior to expiry to ask the resident to re-apply if they wish to keep the Exemption.

When a resident re-applies they can choose:

- To state they no longer need the exemption
- To renew the exemption as is
- To ask for a change to the exemption

If an exemption is not renewed it will automatically expire and any larger bins will be recovered and replaced with a standard 240l bin

13. Special Collections.

13.1 Summary

Colchester City Council encourages residents to donate any reusable items to a local reuse organisation such as Reuse Essex | Find a new home for your unwanted items

The Council provides a paid for service for the collection of items not collected by our residential recycling and waste service.

The charge for this service is publicised on the Council's website and is reviewed annually.

Colchester City Council collect a variety of Bulky items, Hazardous items (Fridge/Freezers), other Electrical items and items containing Persistent Organic Pollutants (Upholstered Furniture)

To arrange a Special Collection residents can use our web based booking and payment service: Book a special collection · Colchester City Council

14. Clinical Waste Collections

14.1 Summary

Colchester City Council currently provide free collection services for clinical waste and sharps boxes in Colchester City area. These services are for all residents who self-administer medical treatment at home.

14.2 Clinical waste

Clinical waste is any waste from healthcare activities that could pose a risk to public health or the environment if not disposed of correctly.

14.3 Non-infectious waste disposal

Other clinical waste that may be offensive in nature but has no identified risk of infection, this includes:

- incontinence wear/pads
- colostomy bags
- catheters

If the waste is not infectious, it can be double-bagged and put in your household bin.

If you have more than three black bags of waste every two weeks when added to non recyclable waste then the resident may apply for a waste limit exemption here: Waste Limit Exemption - Apply · Colchester City Council

If approved this will either in the case of a non-standard property result in stickers being provided for extra Black Sacks or else if a standard property a bigger black bin for rubbish.

14.4 Sharps collection

We do not provide empty boxes, but you can get sharps boxes on prescription from your GP. Any orange or tiger bags you have requested a collection for, will be replaced by our contractor Medisort, on your collection day.

In the case of higher-risk clinical wastes (e.g. sharps/needle sticks and infected waste) that have arisen due to medical treatment in the home, householders should seek disposal advice from their local health visitor, Primary Care Trust or General Practitioner (GP).

For more details and to book a collection please use the following link: Book a clinical waste collection · Colchester City Council

15. Other Hazardous Waste

Residents should ensure that disposable vapes and batteries are never placed in domestic recycling and waste collections due to the inherent risk of fire.

These items must be disposed of either by returning them to the retailer or taking them to a local Household Waste Recycling Centre.

In addition, the Council does not provide routine collections of other hazardous household wastes e.g. solvent-based paints, solvents and garden chemicals, weed-killers and insecticides. This waste can generally be disposed of at your local Household Waste Recycling Centre.

Further information is available via Love Essex

16. Places of Worship

For places of worship, waste (residual and mixed recyclables) can be collected free-of-charge if they are exempt from local non-domestic rating under the Local Government Finance Act 1988 - this covers most churches, and other places of worship.

However, collection charges may apply for certain types of waste e.g. bulky waste items and waste from a church hall used wholly or mainly for public meetings and / or available for hire. The Council may charge for collecting waste from these

premises as legislation allows. To avoid collection charges, any non-chargeable waste must therefore be kept separate from chargeable waste.

A full Equality Impact Assessment for the Recycling and Waste Service is available on our website.