

# **DRAFT DOMESTIC WASTE AND RECYCLING POLICY**




## Instructions for Street-Level Properties Only

### **1. Introduction and background**

- 1.1** We are facing a climate emergency and we all have a responsibility to reduce our impact on the environment and to tackle global heating. One way to do this is to use less, reuse items where possible and recycle more, which reduces carbon emissions from landfill and means we use fewer natural resources and produce fewer emissions to make new products.
- 1.2** Research tells us that over half the waste thrown away in the non-recyclable collection in Hackney is recyclable and we therefore need to encourage people to use less and recycle more.
- 1.3** Hackney Council provides comprehensive weekly recycling services and to encourage our residents to use these services Hackney will no longer be collecting non-recyclables on a weekly basis from street-level properties. By reducing non-recyclable waste collections, other London boroughs have increased recycling by over 4%.
- 1.4** Non-recyclables (general waste/rubbish) will now be collected fortnightly (once every 2 weeks) from one 180 litre wheeled bin where space is available at the property, and from Council-issued sacks where space is not available (recycling containment will remain unchanged). Recycling services will remain unchanged.
- 1.5** The aim of this document is to provide clarity around the Council's waste policy to ensure residents are fully informed as to what they can expect from the Council and what the Council expects from residents in relation to waste and recycling collections.
- 1.6** On certain busy streets in the borough there is a time banded collection system in place for waste and recycling. On these streets businesses and residents are only allowed to place waste outside at certain times to ensure high streets and town centres remain as clean and clear as possible. The waste and recycling arrangements in place in these areas **will not change** when street-level properties move to fortnightly waste collections.
- 1.7** It is recommended that this policy is read in conjunction with our Waste Enforcement Policy for Street-Level Properties, which can be found on our website.

## 2. Waste Containment

### 2.1 General Waste (non-recyclable rubbish) Containment


	Space in front or to the rear of property for a 180 litre wheelie bin	Space in front of property but obstructions present	No space at all outside of the property
<b>General Waste</b>	 <p>A single 180 litre wheelie bin stored on own property collected once per fortnight</p>	 <p>Up to two 90-litre dustbins collected once per fortnight</p>	 <p>A single 180 litre wheelie bin stored on street* collected once per fortnight</p>

*\* the bin will need to be kept tight against the property boundary to ensure sufficient space to pass. Where this isn't upheld or where other factors mean pass space is limited, alternative arrangements will need to be made.*

- 2.1.1 If there is sufficient space within the property boundary for your household to store a 180 litre wheelie bin then the Council will supply this bin for you and you will be required to use it (subject to 2.1.9 below). Your bin will be emptied once every 2 weeks. The Council will not collect waste that is not contained within your bin (please see section 4 for further explanation).
- 2.1.2 Our waste operatives cannot pull wheelie bins up and down more than 2 steps, so if there is space outside your property but there are steps preventing collection then the Council will supply 2 x 90 litre dustbins for you to store outside your property. Our operatives will collect the bags from inside the dustbins on collection day. Your two dustbins will be emptied once every 2 weeks.
- 2.1.3 If there is no space outside of your property, for example if your door opens directly onto the street or all available space within the property is taken up by your neighbours' bin(s), then the Council will supply you with a 180 litre wheelie bin which should be stored on the public highway (pavement) immediately outside your property and tight against your property boundary. Your bin will be emptied once every 2 weeks.

- 2.1.4 **Please note that storing a bin on the highway is a last resort and will only be permitted in unique and exceptional circumstances.**
- 2.1.5 All reasonable efforts should be made to keep the bin(s) within the boundary of your property. Reasonable efforts include making changes to bin housing to accommodate wheelie bins (i.e. if you have housing built for dustbins), storing your bin(s) in your back garden and moving it to the front of the property on collection day (you may use 2 x 90 litre dustbins for this if preferred), storing the bin on steps or entranceway where there is sufficient space to pass, and making minor landscape changes in front gardens to accommodate bins.
- 2.1.6 If you think you have no option to store a bin on your property then please contact the Council and we will arrange a visit. If we agree then we will give permission for the wheelie bins to be stored on the highway. Please be aware, however, that failure to keep your bin tight against your property boundary may result in the bin being removed and you being placed on a fortnightly sack service.
- 2.1.7 If there is no space outside of your property (as described above) and the highway is too narrow for a wheelie bin to be stored there (either because the pavement is less than approximately 2 metres wide or there is a tree/ street furniture present), then alternative arrangements will need to be made. If you think your property fits into this category then please contact the Council and we will arrange a visit.
- 2.1.8 Waste in your wheelie bin should be contained within sacks to keep your bin clean and to ensure litter is not created during collection. Repeated instances of loose waste in your bin may result in the bin not being collected.
- 2.1.9 Whilst the policy points above around general waste are provided for clarity and will apply respectively to the vast majority of street-level properties in the borough, the Council reserves the right to adjust the collection arrangements for the sake of efficiency and/or to mitigate against any issues. This may in some instances include properties remaining on a weekly collection.

## 2.2 Mixed Dry Recycling


Mixed dry recycling	All properties	
		Weekly unlimited green sacks

2.2.1 There will be no change to the mixed dry recycling policy so it will continue to be collected **weekly** from green sacks supplied by the Council.

2.2.2 Sacks will be delivered approximately every 3 months, although more can be requested.

2.2.3 The items that we accept in green sacks are detailed on our website.

## 2.3 Food Waste

Food recycling	Space outside property for a 23 litre caddy	No space for 23 litre caddy
		Contact council for alternative solutions
Weekly food waste collection		

2.3.1 There will be no change to the food waste recycling policy so it will continue to be collected **weekly** from 23 litre caddies that are supplied by the Council.

2.3.2 Liners will be delivered approximately every 3 months, although more liners and caddies can be requested.

2.3.3 Accepted items in food waste caddies.



You can recycle all *raw and cooked* food waste:

- vegetables and peelings
- fish and fish bones
- fruit cores and skins
- bones
- bread, rice, pasta

- meat (raw or cooked)
- teabags, coffee granules
- egg shells
- plate scrapings
- cheese

2.3.4 If you do not have space for a caddy outside your property then please contact the Council and we will attempt to find an alternative option such as a nearby communal food waste bin.

## 2.4 Garden Waste

Garden waste (if required)	Either a 140 litre bin or a reusable sack	
		

2.4.1 There will be no change to the garden waste recycling policy so it will continue to be collected fortnightly from brown 140 litre wheelie bins or a reusable sack supplied by the Council.

### 3 Waste & Recycling Presentation on Collection Day

- 3.1 Wheelie bins should be placed unobstructed at your property boundary with the pavement (or as close as is possible) no later than 7am on collection day. **Bins should at no point be placed on the public highway** to avoid creating an obstruction and risking enforcement action (unless we have given you prior permission, see 2.1.3). Any unauthorised bins or bags on the highway will be subject to enforcement action and bins may not be emptied.
- 3.2 The service will be a "point of storage collection", so where bins are stored within the boundary of a property, they will be collected from that point, emptied and returned to the same point. Bins stored on the street will be emptied and returned to their original storage location.
- 3.3 Dustbins should be left as conveniently as possible and waste operatives will collect sacks directly from the dustbins.
- 3.4 Recycling sacks should be placed unobstructed at your property boundary with the pavement (or as close as is possible) no later than 7am on collection day. **Bags should at no point be placed on the public highway** (i.e. the pavement) to avoid obstruction except where there is no space outside of your property (if there is no space outside your property then bags are only permitted on the highway on collection day).
- 3.5 **Only recyclable materials should be placed in the recycling sacks (please see the Council's website for a list of all recyclable materials) and repeated contamination of recycling sacks by a household may result in that service being removed for that household.**
- 3.6 Twenty-three (23) litre food waste caddies should be placed unobstructed at the boundary with the pavement (or as close as is possible) no later than 7am on collection day. **Food bins should at no point be placed on the public highway** (i.e. the pavement) to avoid obstruction except where there is no space outside of your property (if there is no space outside your property then the caddies are only permitted on the highway on collection day). Any bins on the highway will not be emptied and will be subject to enforcement action and/or removed.

## 4 Overproduction of Waste

- 4.1 The Council's Waste and Recycling Policy has been designed to provide enough waste capacity for any household as long as they are recycling all recyclable materials, including food, and employing reasonable steps to reduce their waste output overall. **If there is still waste being produced that does not fit into the bins provided by the Council then the household is deemed to be overproducing waste and the Council will not collect this extra waste.**
- 4.2 All lids on bins must be closed. If they are not because there are too many bags in the bin then the offending bag will be classed as overproduced waste and will not be collected. Bags should not be excessively compressed within a bin as this can cause problems when emptying the bins.
- 4.3 If any overproduced waste is dumped on the public highway (i.e. the pavement) then the waste will be investigated and those responsible for the dumping will be subject to enforcement action, including the potential for fines and prosecution.

## 5 Hygiene and Medical Type Waste

### 5.1 Non-Clinical waste/ offensive waste

This describes healthcare and similar municipal waste, apart from clinical and hazardous waste. Examples include nappies, feminine hygiene products and incontinence waste. This is non-infectious waste and does not require specialist treatment or disposal.

### 5.2 Non-Clinical waste / offensive waste

The Council will collect non-clinical / offensive waste from residential properties where we have received a referral from either a GP or a hospital and the amount of offensive waste totals more than 7kgs per week. The Council will collect offensive waste from 'tiger bags' and can provide an extra bin to contain this waste prior to collection if preferred; please ask Hygiene Services when making arrangements for the offensive waste collections.

- 5.3 If the total amount of offensive waste is less than 7kgs per week then the waste can be placed in the normal residential waste stream.

- 5.4 If you have more than 7kgs of offensive waste to dispose of but it will not be routinely produced, then the Council will likely collect it as a 'one-off' collection. Please contact Hygiene Services to enquire about a 'one-off' collection.

### 5.5 Clinical waste

Clinical waste is defined as any waste which may cause infection to any person coming into contact with it. This may consist wholly or partly of: human or animal

tissue; blood or other body fluids; excretions; drugs or pharmaceutical products; swabs or dressings; syringes; needles or other sharp instruments. It is waste which unless rendered safe may prove hazardous to any person coming into contact with it.

#### 5.6 Clinical waste collections

The Council will collect small sharps boxes on request; please contact Hygiene Services if you have a small sharps box for collection. For other clinical waste please contact your GP or chemist for advice on disposal.

Please do not dispose of drugs or pharmaceuticals in the regular waste or offensive waste collections; drugs or pharmaceuticals need to be returned to the GP or chemist where they came from.

5.7 To organise a collection or for any advice relating to offensive and/or clinical waste, please contact us by emailing: [hygieneservicesupport@hackney.gov.uk](mailto:hygieneservicesupport@hackney.gov.uk) or by calling on 020 8356 6688.

## 6 Large Family Policy

6.1 Large families are able to apply for extra bin capacity. For the purpose of the Large Family Policy a family must comprise:

- more than four people living in a single dwelling  
**and/or**
- 4 people including one baby in nappies living in a single dwelling

6.2 Those who qualify as a Large Family under the above definition will need to apply for the extra capacity. They will then be contacted by an officer from the Behaviour Change Team to assess their needs, which may include an Assessment and Education Visit. Depending on the number of permanent residents they will receive the following capacity:

Number of permanent residents	Litres of containment for general waste*
4 including a baby in a nappy**	240 litre bin or extra 90 litre bin or special sack***
5-6	240 litre bin or extra 90 litre bin or special sack***
7+	2 x 180 litre bins per fortnight

\* the exact literage will depend on the best containment method for the household

\*\* this extra provision would only be available for 2 years.

\*\*\* Special sacks will be a coloured, logo-printed sacks provided by the Council.



- 6.3 A register will be kept of those households provided with extra capacity to account for nappy waste. After 2 years the extra capacity will be removed and the household will return to having a 180 litre limit on their waste to ensure consistency with regular households.
- 6.4 During the Assessment and Education Visit families will be educated about recycling and will be required to sign a Recycling Commitment, committing the household to recycling mixed dry recycling, food waste and garden waste, if applicable. Failure to meet the requirements of this commitment could mean that the extra capacity is reduced.
- 6.5 Large Families receiving extra capacity will also be served with a section 46 Notice to ensure that they only use the containment that has been supplied based on the assessment.

## 7 Houses of Multiple Occupancy

- 7.1 Houses of Multiple Occupancy are able to apply for extra bin capacity. It works in the same way as the Large Family Policy in that it only applies where more than four people are living in a single dwelling. Where this is the case they will then be contacted by an officer from the Behaviour Change Team to assess their needs, which may include an Assessment and Education Visit. Depending on the number of permanent residents they will receive the following capacity:

Number of permanent residents	Litres of containment for general waste*
4 including a baby in a nappy**	240 litre bin or extra 90 litre bin or special sack***
5-6	240 litre bin or extra 90 litre bin or special sack***
7+	2 x 180 litre bins per fortnight

\* the exact literage will depend on the best containment method for the household

\*\* this extra provision would only be available for 2 years.

\*\*\* Special sacks will be a coloured, logo-printed sacks provided by the Council.

- 7.2 A register will be kept of those households provided with extra capacity to account for nappy waste. After 2 years the extra capacity will be removed and the household will return to having a 180 litre limit on their waste to ensure consistency with regular households.
- 7.3 Both tenants and landlords of the HMOs receiving extra capacity will be served with a section 46 Notice to ensure that they only use the containment that has been supplied based on the assessment.

- 7.4 The outcome will be dependent on the assessment but it is likely that for households with more than 8 individuals we would provide shared facilities (such as a eurobin).

## **8 Assisted Collections**

- 8.1 If any resident is unable to move their bin to the edge of their property on collection day then they should notify the Council to arrange an Assisted Collection. The collection crew will collect the waste from where it is stored providing it is safe for them to do so. If you require an Assisted Collection then please contact the Council by calling on 020 8356 6688. You will be required to complete a short form to assess eligibility.

## **9 Special Collections**

- 9.1 Where a household has overproduced waste, or otherwise failed to present their waste as per the instructions above and this has led to a build-up of waste on the property, the Council may collect the extra waste for a charge. The charge will be set as a part of the Council's annual Fees and Charges process (exemptions apply) and the Council will collect up to 10 black sacks per request.

- 9.2 **A household is only able to request 1 special collection per year.**

- 9.3 A special collection will only apply where the resident has contacted the Council and procured the service. If waste is removed by the Council as a result of enforcement action then this charge may be substantially higher through fines and / or prosecution.

- 9.4 A household may not have repeated special collections; each household will be provided with enough capacity for their waste if they manage it correctly. As such the Council reserves the right to refuse the request of a special collection.

## **10 Managing the Impacts of Fortnightly Collections**

### **10.1 Streetscene**

It is important that the service change does not have a negative long-term impact on the streetscene and we will have a dedicated Behaviour Change Team that will work with residents leading up to and after the introduction of fortnightly collections. The team will investigate any reports of dumping from resident's and our waste crews as well as making proactive patrols themselves. Perpetrators of dumping will be educated and where this is unsuccessful repeat offenders will be subject to enforcement action, including fines and prosecution.

## 10.2 **Dry recycling contamination**

Our waste crews will check recycling sacks to make sure they only contain recyclable material that we accept. If they contain non-recyclable material your recycling sack will be left and you will be notified that we couldn't collect your recycling because it contained incorrect items. You will need to remove the item(s) so it can be taken away on your next collection day.

## 10.3 **Misuse of estate bins and public street bins**

Our Behaviour Change Team will work alongside our collection crews to monitor use of the street-level collection service as well as neighbouring estate bins and public waste and recycling bins. Perpetrators found to be misusing these bins will be educated and where this is unsuccessful repeat offenders will be subject to enforcement action, including fines and prosecution.

## 10.4 **Missed Collections**

For any genuine missed collections we will aim to return to collect the bins/sacks within 48 hours of being made aware that they've been missed. Residents must report missed collections to the Council within 48 hours of the collection being missed.

# 11 **Replacement bin**

11.1 If your bin needs replacing because it was damaged during collection then it will be provided and delivered free of charge. This will be reported to us by our collection crews.

11.2 If your bin needs replacing for another reason then the first replacement will be free of charge, however there will be a subsidised delivery charge which will be detailed on our website.

11.3 If your bin needs replacing more than once (and this is not due to damage incurred during collection) then the replacement will be free of charge, however there will be a non-subsidised delivery charge which will be detailed on our website.

## Frequently Asked Questions

### **Who would be affected by these changes?**

Properties affected will be those living in street level properties. This will generally be houses, or houses that have been converted into flats, that have green sack recycling services in Hackney.

This would not affect flats above shops or properties with communal bins, typically including estates and new build blocks.

### **As the waste authority aren't you obliged to take my waste?**

The Environmental Protection Act 1990 Section 45(1)(a) states that it is the duty of each Waste Collection Authority (WCA) to arrange for the collection of household waste in its geographical area provided it is absolutely clear that the items are being presented for collection by the waste authority. To ensure that it is clear we require the waste be presented in the appropriate container (and the Council is permitted to stipulate the size of that container).

### **How do I know what waste goes into what containment?**

There will be information sent out during the roll-out of fortnightly collections and all details are available on our website. Where further clarity is needed we will also issue section 46 (of the Environmental Protection Act 1990) notices which is an administrative notice formally explaining how you should present your waste for collection.

### **But what if my waste won't fit in the container(s) you have provided?**

Studies have found that more than 70% of the typical household's waste is recyclable. The average amount of total waste produced per street-level household in Hackney is approximately 32kgs per fortnight. So the non-recyclable content of this is just under 10kgs per fortnight (30% of 32kgs). This is equivalent to 2 or 3 black sacks of waste which will easily fit into a 180 litre wheelie bin or two dustbins.

The main recyclable content of your waste, that is dry mixed recycling and food waste, will continue to be collected weekly and in unlimited volume. Garden waste will continue to be collected for free fortnightly.

In short, if you recycle the recyclable content of your waste then it will easily fit in the containers provided.

### **We are a large household so can we have more bins or coloured sacks?**

Yes. Where there are more than 4 people living in a household they will be able to apply to the Council for more capacity. Where this is the case they will then be contacted by an officer from the Behaviour Change Team to assess their needs, which may include an Assessment and Education Visit. Households with 5 or 6 inhabitants will be provided with upto 270 litres and above 6 will be provided with 360 litres.

**Won't my rubbish get smelly after two weeks?**

It is generally only food waste that rots or smells. By using your blue lockable, fox-proof caddy to recycle food waste, which would continue to be collected every week, you can prevent your rubbish from smelling.

**Won't fortnightly collections attract vermin?**

By using the weekly food waste service and your lockable, fox-proof caddy to recycle food waste, you can prevent rubbish from attracting vermin. You can also keep vermin away by making sure that you keep all of your non-recyclable waste in your rubbish bin and keep the lid shut.

**Some households have more waste than others, especially with nappies, sanitary waste, general medical waste or people with pets. How would these proposals work for these households?**

These items would continue to be collected in your rubbish and should be emptied and wrapped tightly in a bag to reduce space and smells.

If your household does produce a lot of nappies or incontinence pads or has a large number of people living in it, we may be able to provide you with more capacity once we have carried out an assessment.

**I don't produce much waste, can I elect to have less capacity?**

Yes. We will probably have to deliver 180 litre bins or two dustbins in the first instance to make the roll-out more streamlined. However if you'd like to return one of your bins then please let the Council know and we'll contact you to arrange collecting it.