



LINCOLNSHIRE WASTE PARTNERSHIP

A MEETING OF THE LINCOLNSHIRE WASTE PARTNERSHIP
WILL BE HELD ON THURSDAY, 19 NOVEMBER 2015 AT 10.30 AM
IN COMMITTEE ROOM ONE, COUNTY OFFICES, NEWLAND, LINCOLN LN1
1YL

AGENDA

- | | | |
|----------|---|-----------------|
| 1 | PARTNERSHIP MANAGEMENT ISSUES | LEAD |
| 1a | Apologies for Absence | |
| 1b | Declaration of Interests | |
| 1c | Minutes of the meeting held on 10 September 2015
(Pages 3 - 12) | |
| 1d | Terms of Reference
<i>(To approve the revised Terms of Reference for the Lincolnshire Waste Partnership)</i> | LCC |
| 1e | Revised Meeting Dates
<i>(To agree the following revised LWP dates – move the 5 May meeting to 2 June 2016 and move the 1 September meeting to 15 September 2015)</i> | LCC |
| 1f | Partner Updates
<i>(To provide partners with an opportunity to update the rest of the Lincolnshire Waste Partnership on any developments within their areas which may affect or be of interest to the Partnership as a whole)</i> | ALL |
| 2 | STRATEGIC ISSUES | |
| 2a | Feedback from Task and Finish Group/County Recycling Campaign
<i>(To receive feedback following the task and finish group held to discuss a County recycling campaign)</i> | CoLC/LCC |
| 2b | North Kesteven District Council Waste Policy | NKDC |

(To receive a copy of the recently published North Kesteven District Council Waste Policy, which the Partnership is encourage to discuss and comment on)

- | | | |
|----------|--|-------------|
| 2c | Waste Collaboration Project - Update
<i>(To receive a report which provides an update on the current status of the Waste Collaboration Project)</i> | NKDC |
| 2d | Fly Tipping Enforcement (To Follow) | NKDC |
| 2e | District Heating Update
<i>(To receive an update in relation to the District Heating project)</i> | LCC |
| 3 | OPERATIONAL ISSUES | |
| 3a | Energy from Waste Plant Update
<i>(To receive a report detailing the findings and actions at the Energy from Waste (EfW) plant at Hykeham during the recent closedown for planned maintenance)</i> | LCC |
| 3b | Officer Working Group Update
<i>(To receive an update on the work of the Officer Working Group)</i> | LCC |

11 November 2015

Rachel Wilson
Democratic Services Officer
Lincolnshire County Council
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**LINCOLNSHIRE WASTE
PARTNERSHIP
10 SEPTEMBER 2015**

**PRESENT: COUNCILLOR R A SHORE (LINCOLNSHIRE COUNTY COUNCIL)
(CHAIRMAN)**

Councillor A H Turner MBE JP	(Lincolnshire County Council)
Steve Willis	(Lincolnshire County Council)
Sean Kent	(Lincolnshire County Council)
Councillor M Brookes	(Boston Borough Council)
George Bernard	(Boston Borough Council)
Councillor Mrs S Harrison	(East Lindsey District Council)
Victoria Burgess	(East Lindsey District Council)
Councillor F Smith	(City of Lincoln Council)
Steve Bird	(City of Lincoln Council)
Councillor R Wright	(North Kesteven District Council)
Mark Taylor	(North Kesteven District Council)
Councillor R Gambba-Jones	(South Holland District Council)
Emily Spicer	(South Holland District Council)
Councillor N Craft	(South Kesteven District Council)
Ian Yates	(South Kesteven District Council)
Ady Selby	(West Lindsey District Council)
Rachel Wilson	Democratic Services
Ian Taylor	(Lincolnshire County Council)

58 PARTNERSHIP MANAGEMENT ISSUES

58a Apologies for Absence

Apologies for absence were received from Councillor D Cotton (West Lindsey District Council)

It was also noted that Keith Morgan was in attendance from the Environment Agency.

58b Declaration of Interests

There were no declarations of interest at this point in the meeting.

58c Minutes of the meeting held on 10 July 2015

RESOLVED

That the minutes of the meeting held on 10 September 2015 be signed by the Chairman as a correct record.

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During consideration of the minutes it was noted that the Household Waste Recycling Centre in Bourne was planned to open in April 2016.

Updates were requested on a number of items, however, the Partnership was advised that these were already on the agenda for the meeting.

58d Partner Updates

Members of the Partnership were provided with the opportunity to update the rest of the Partners on any developments within their individual districts which may be of interest, and the following was reported:

North Kesteven District Council – the authority was looking at its charging regime for green waste.

South Kesteven District Council – officers were continuing to try and bridge the gaps from funding arrangements.

Boston Borough Council – nothing to report.

South Holland District Council – a business case for green waste collection scheme was being worked on. The best method for collection was with wheelie bins, however South Holland did not have them so there would be a cost implication. It was hoped that green waste collection would commence in April 2016 subject to member approval.

East Lindsey District Council – officers were looking at different options for service provision.

City of Lincoln Council – a fly tipping initiative was underway. When fly-tipped waste was collected the location would be marked as city council aware, and door knocking and a letter drop would be carried out in the immediate area. The trial was coming to an end and officers would be examining how effective it had been.

It was confirmed that if officers could get enough evidence, the City of Lincoln Council would always seek a prosecution for fly tipping.

A discussion followed and some of the points raised by members of the partnership included the following:

- It would be interesting to know the outcomes at the end of the evaluation process.
- The City Council had written to the Minister as there was a gap in the legislation regarding fly tipping, as students clearing out rented property at the end of the year were dumping rubbish on the street, however the legislation only allowed for residents of the property to be prosecuted.
- Officers reported it was very difficult to obtain 'concrete' evidence.
- There had been over 1000 incidents of fly tipping reported in South Kesteven during the year.

- South Kesteven were planning to run a campaign regarding the Duty of Care regulations. It was noted that North Kesteven had successfully prosecuted using the Duty of Care regulations.
- It was suggested that a few successful prosecutions would help to deter potential fly tipping.
- The City of Lincoln did investigate every incident of fly tipping which was reported.
- There had been some high profile cases of residents being fined for leaving bins on the street.
- The City of Lincoln would be employing an enforcement officer, as it was believed that the fines obtained would fund the post.
- Fly tipping was a countywide issues, and it was suggested that County News was a good place to highlight the issue.
- North Kesteven was very keen to pursue this issue, however it was very resource intensive work, and it was estimated that the time spent investigating fly tipping was the equivalent of a full time employee.
- Members were informed that local authorities could apply to reclaim operational costs as well when going to court for a fly tipping offence.
- It was suggested that authorities should avoid reminding people that they will investigate the waste that was fly tipped, as people may start to ensure that they remove any personal details from waste that was fly tipped.
- It was noted that Lincolnshire County Council had cut its fly tipping gang as part of the budget review. It was acknowledged that the team which had been running for eight years had added great value, but it had had to be cut as part of the savings plan.

59 STRATEGIC ISSUES

59a Duty of Care Regulations - Waste

Consideration was given to a report introduced by Victoria Burgess from East Lindsey District Council which advised that Defra was seeking views of the revised duty of care Code of Practice and were inviting comments on whether it offered clear, fit for purpose and practical guidance to holders of waste.

It was reported that the Duty of Care was set out in Section 34 of the Environmental Protection Act 1990 and was a legal requirement for those dealing with certain kinds of waste to take all reasonable steps to keep it safe. This ensured that waste was dealt with responsibly, and described and treated correctly. Compliance with the duty of care helped to prevent waste crime and fly-tipping.

The purpose of the Code of Practice was to give simple, clear and practical guidance on what those who import, produce, carry, keep, treat or dispose of controlled waste have to do to fulfil their legal duty of care obligations; it did not amend the legislation. The changes to the Code of Practice had been made to reflect the legislative changes made to the duty of care since the Code of Practice was published in March 1996 and to promote the awareness of it. The consultation requested responses to 10 questions and the proposed LWP responses had been circulated to the Partnership for discussion.

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In response to one of the consultation questions it was commented that from a local authority perspective the guidance was clear and concise, however, the obligations on the occupier of a domestic property may need to be made clearer. For example, the term 'waste holder' may not be obvious to a member of the public that this referred to an ordinary household.

It was also highlighted to the Partnership that in response to the question regarding whether the signposting of other legislative requirements in Section 4 was useful, that the signposting of the relevant information in this document was useful. It was also thought that it would be useful to know how the revised Code of Practice would be publicised once it was finalised, specifically in relation to raising awareness of householders.

The Partnership was provided with the opportunity to discuss the proposed consultation responses and some of the points raised included the following:

- The revised Code of Practice was now only 11 pages long, the main change was that it included links to the additional information, and had been adapted so it could be accessed online.
- The revised version was considered to be more user friendly and used less legal language.
- It was felt that for residents it was still not clear that they were waste holders and that they had a duty of care. It was considered important that it was explained to residents the part they can play in reducing fly tipping.
- It was commented that it would probably be the role of the Partnership rather than Defra to get these messages out to residents.
- It was suggested whether a picture guide could be produced for residents which showed what a legitimate licence looked like, when employing people to remove waste from a property. It was also suggested that this could be done through County News.

RESOLVED

That the proposed consultation responses on behalf of the Lincolnshire Waste Partnership be agreed.

59b Update on the Waste Collaboration Project

Mark Taylor from North Kesteven District Council presented the Project Initiation Document for the project to assess the viability of proposals for enhanced joint working on waste/recycling in Lincolnshire. Members were advised that the focus of the project would be two-fold, firstly to look at the potential impact on collections by eliminating the boundaries between districts and also to look at the management costs and support services costs.

In relation to the potential impact of eliminating district boundaries for collections, it was reported that Webaspx was undertaking work into this and the information would be fed back into a computer model. It was expected that there would be savings in terms of vehicles and the number of crews which would be required.

The Partnership was provided with the opportunity to discuss the project initiation document, and some of the points raised included the following:

- It was queried whether there were any examples of areas where joint working had been successful. It was noted that this issue had already been identified and a small group had been set up to identify questions that needed to be asked as the project developed. It would be important to learn from the experiences of others, however, authorities should not be put off if it had not worked as planned in other places.
- It was planned to carry out a survey and hold telephone conversations with others that had been through this process.
- Boston Borough had been working successfully with East Lindsey for some time with collection routes.
- It was suggested that visits to other authorities that had implemented joint working would be useful.
- There was a limited amount of time in which to carry out this project and so some of the work may need to be carried in parallel to that being carried out by the consultant.
- South Kesteven had previously highlighted some concerns which were reflected in the document.
- It was suggested that a model be looked at which included the authorities forming a separate company, to ensure that the support costs were not just spread out within each authority. It was also have the advantage of becoming outsourced, but also being in control of the service.
- Members were advised that all options would be considered.
- It was queried whether the private sector had been tested to see whether there was a company that could provide this service for the whole county.
- It was noted that this was a piece of work which was just starting, but it could be a catalyst for other work as well.

RESOLVED

That the Project Initiation Document presented and comments made be noted.

59c Glasgow Refuse Vehicle Fatal Collision December 2014 - Briefing Note

The Partnership received a briefing note which had been presented to the Lincolnshire Health and Safety (Waste and Streets) Group in relation to the fatal crash of a refuse vehicle in Glasgow in December 2014. The Lincolnshire Health and Safety (Waste and Streets) Group had been following proceedings to try and identify lessons learned. The briefing note set out the current legal position, interim learning and future activity.

The Partnership was advised that at the time of writing of the report neither the Council nor the driver had been charged under criminal law such as death by dangerous driving however, this is still open to civil claims.

It was reported that this report had been brought forward to members so that the Partnership knew that officers were aware that there would be implications for working practices following this incident. There had also been a lot of information about this

incident through press coverage. This was not a straight forward issue and there would be some complexities, including around the future design of vehicles. It was suggested that the report and the findings from the inquiry were noted, and then bring back a report.

It was suggested that if there were to be changes to vehicles such as panic buttons in the cabs or installation of collision avoidance systems, authorities should be looking to the industry to provide this in new vehicles, as it could cost local authorities a lot of money if these systems needed to be fitted to vehicles retrospectively. However, it was felt that authorities should try to accommodate safety measures where practicable.

RESOLVED

That the update be noted.

59d County Campaign and Contamination in Recycling

The Chairman advised that he was going to consider the two items of County Campaign and Contamination in Recycling together. It was noted that it was planned to run an article in the January edition of County News in relation to contamination in recycling.

The Partnership was advised that when Mid-UK commenced the new contract, they also started a materials sampling operation. However, initially there were some serious concerns raised regarding the way that samples were collected as part of the sampling regime. Following a series of engagement meeting with Mid-UK the methodology for collecting samples has been changed and has significantly improved. However, there were still considerations that could be made.

It was noted that a decision had been made regarding the statistics which had been presented in April, May and June of 2015 would not be used as they were flawed. The data collected in July (using the new methodology) would be applied retrospectively to the earlier months.

The sampling process was still showing high levels of contamination in the materials collected, and officers were meeting monthly with Mid-UK. An overview of the market for recyclables was requested, as with the reducing oil prices, it was now cheaper to produce new plastics than to recycle.

It had also been found that when residual bins were analysed, there were still considerable levels of recyclable material being thrown away.

Members of the Partnership were provided with the opportunity to ask questions to the officers present in relation to this issue and some of the points raised during discussion included the following:

- It was commented that it should be a moral obligation rather than financial reward which drove the need to recycle.
- There was a need to work towards a more consistent mix, in order to provide a better quality product.

- It was noted that an article in Materials Recycling Weekly had observed that recycling markets were approximately where they expected to be for the time of year.
- It was suggested that the reason why the quality of recyclables presented was so poor was because districts did not have the budget available to promote good quality recycling.
- It was suggested whether a visit to Mid-UK could be organised?
- One of the biggest issues was that there were so many different variables, with a need to try and simplify the message across all districts as there was a lot of confusion among residents.
- In relation to the sampling methodology, what day the sample was taken could be important, as the City of Lincoln officers were aware of particular areas in the City where recycling contamination was high.
- County Council officers would be exploring further with Mid-UK how the sampling was programmed.
- It was reported that in June 2015 the levels of contamination in recycling were between 28% - 30%, but they had now fallen to 15%-18%.
- There was also an issue in relation to target and non-target materials, and whether non-target materials were being recycled. Members were informed that Mid-UK were a fairly proactive company and if there was a way for something to be recycled it would be.
- It was queried whether not increasing the recycling rate would affect the calorific value of the EfW. Members were advised that an increase in green waste would affect it, however, when all waste reached the EfW it was mixed. The most important role within the facility was the grab operator to ensure that the waste was mixed properly before it was fed into the grate.
- It was reported that the EfW was currently operating at its optimum level, and it had been working very efficiently for the last 18 months.
- It was queried whether removing all plastics from the residual waste and into the recycling stream would have a negative effect on the EfW. It was commented that this was a matter for debate, as it was possible that if the recycling mix was simplified, this could lead to an increase in residual waste and a decrease in recycling.
- There was a need to consider what the optimal mix was and what financial impact this would have.
- It was noted that there was still work to do to build relationships between the County Council and Mid-UK. Ian Taylor and his staff would visit periodically to watch the processes at work.
- It was suggested that a very small task and finish group should be set up to meet before the next meeting of the Partnership which was scheduled for 19 November 2015, to discuss some of the ideas for the County News article, and then make a presentation to the meeting on 19 November 2015. Councillor Shore, Sean Kent, Councillor Smith and Steve Bird agreed to be part of the group and meet up with Simon Cotton from the Communications Team.
- In South Holland the recycling wheel had been the most successful tool for promoting recycling.
- The message in the article needed to be simple, such as no food waste in recycling, no black bags in recycling etc..

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- It was suggested that it should be included in the article how much it cost if an average household recycled as much as possible compared to not recycling.
- It was queried whether the longer term impact of the requirement to recycle 50% of household waste by 2020 was understood, or whether this was something which should be looked at further.
- It was queried whether there was a need to come up with a uniform list of what items were accepted for recycling.

RESOLVED

1. That the update be noted;
2. That Councillors R A Shore and Mrs F Smith, and Sean Kent (LCC), Simon Cotton (LCC) and Steve Bird (CoLC) form a working group to discuss ideas for an article in the January 2016 edition of County News on recycling practices, and then present these suggestions to the meeting of the Lincolnshire Waste Partnership scheduled for 19 November 2015.

60 OPERATIONAL ISSUES60a Overview of Officer Working Group Workload

It was reported that the Officer Working Group (OWG) was working really well and there were three things to make the partnership aware of:

- Road Traffic Accident clean up – legal advice had come back, and the advice stated that this was a district council function. Further discussions with colleagues in Legal Services had been arranged.
- Clinical waste – discussions were underway with the Executive Director of Community Wellbeing and Public Health to explore the extent of the issue, such as the number of sharps boxes presented etc..
- Confidentiality agreement – a report was being put together by FCC at the time of the meeting, and it was planned that this would be signed off by the Chief Executives.

RESOLVED

That the update be noted.

60b Energy from Waste Update

It was reported that the EfW was currently on a scheduled close down for maintenance until 23 September 2015. However, it had been working well and there had been no issues reported by the district councils.

The Partnership was advised that the facility had performed extremely well over the past year with only one or two minor problems.

It was queried what research had taken place regarding use of the energy which was produced. It was reported that the first meeting in relation to the district heating scheme had taken place in August, and there was a meeting of the project board scheduled for October 2015. Work was currently in the data gathering process and to begin with a 'quick win' was being looked for. Officers were working with Teal Park representatives and a lot of work was being done on a heat study. However, there was a need for businesses which required a lot of energy such as refrigeration companies, swimming pool, green houses etc.

The first phase of the work should be completed by January and it was planned to bring a report to the Partnership.

It was confirmed that the MOD had been included in discussions regarding possible uses for the energy produced.

It was noted that the EfW was never meant to be the only solution for waste disposal in the future, but there had been a 29 year contract (including the build time). The facility had a 50 year life span as after 25 years of operation the County Council would go out to tender for a new contract for operation, which would include a refit. There may still be a need for to look at other processes, such as anaerobic digestion, however, no district council had indicated that they were going to collect food waste.

RESOLVED

That the update be noted.

The meeting closed at 12.15 pm

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Agenda Item 1d

LINCOLNSHIRE WASTE PARTNERSHIP

TERMS OF REFERENCE

1. The main roles of the Lincolnshire Waste Partnership shall be to:
 - i) oversee the implementation of the Lincolnshire Municipal Waste Management Strategy;
 - ii) undertake other project activity through the use of focused workshops and/or short life working groups in support of the delivery of integrated waste management within Lincolnshire;
 - iii) support through endorsement where appropriate the procurement activity of any individual authority;
 - iv) co-ordinate waste collection and waste disposal activities within Lincolnshire to maximise benefits to the residents of the County.
2. The Waste Partnership shall be comprised of one Member and one Officer from each Council outlined below, but each Local Authority shall have only one vote:-

Boston Borough Council
City of Lincoln Council
East Lindsey District Council
Lincolnshire County Council
North Kesteven District Council
South Holland District Council
South Kesteven District Council
West Lindsey District Council
3. A representative from the Environment Agency, shall be invited to attend Waste Partnership meetings as observers.
4. The quorum for the Lincolnshire Waste Partnership shall be five Elected Members.
5. Substitute Members from each Council are permitted.
6. A Chairman and Vice-Chairman shall be elected on an annual basis, rotated between the Lincolnshire County Council Member and a District Council Member. Where there is no opposition, the Chairman's and Vice-Chairman's terms of office may be extended so that they serve for a second continuous year.
7. The Vice-Chairman will succeed the Chairman in the forthcoming year.

8. The Waste Partnership shall operate within a framework of joint working, agreement and partnership. Each Local Authority represented on the Waste Partnership shall be represented by a person with executive authority to take decisions on behalf of his/her Local Authority in relation to matters to be considered by the Waste Partnership, with the exception of West Lindsey District Council who will be represented by the Chairman or nominated representative of the Prosperous Communities Committee. Decisions can be taken in accordance with the majority of votes cast but those decisions shall only be binding on all Local Authorities in the Waste Partnership where there has been a unanimous vote of those Local Authorities.
9. The Waste Partnership can set up working parties to look at and report back on particular issues. The working parties will, where appropriate, include individuals drawn from outside the Waste Partnership.
10. Lincolnshire County Council will provide secretariat support for the Waste Partnership.
11. The Waste Partnership shall meet on a quarterly basis with additional meetings being held as necessary. All meetings for the year ahead shall be diaried at the start of the Municipal Year.
12. The Annual General Meeting of the Lincolnshire Waste Partnership will be the first scheduled meeting after the AGM of Lincolnshire County Council. The Chairman and Vice-Chairman for the forthcoming year will be elected at this meeting.
13. The Waste Partnership will be supported by the Waste Officer Group which will meet not less frequently than four weeks before and four weeks after a meeting of the Waste Partnership, and these meetings will be diaried for the year ahead.
14. Provisions of the Local Government Access to Information Act 1985 shall be applied to meetings of the Waste Partnership and consequently, meetings of the Waste Partnerships shall be open to the public and press, except when matters relating to confidential and exempt information, as defined in the Act, are likely to be disclosed.

Amended July 2015.

Agenda Item 1e



LINCOLNSHIRE WASTE PARTNERSHIP

SUBJECT :	PROPOSED SCHEDULE OF MEETING DATES
REPORT BY:	SEAN KENT GROUP MANAGER – ENVIRONMENTAL SERVICES LINCOLNSHIRE COUNTY COUNCIL
CONTACT NO:	01522 554833

BACKGROUND INFORMATION

This report seeks to agree meetings dates for the Lincolnshire Waste Partnership, Member/Officer Pre-Meeting and the Officer Working Group for 2015/16.

DISCUSSIONS

In accordance with the governance arrangements for the Lincolnshire Waste Partnership, the table below sets out proposed meeting dates and start times for the Lincolnshire Waste Partnership, Member/Officer Pre-Meeting and the Officer Working Group.

Officer Working Group (1.00 pm start)	Member/officer pre-meeting (3.00 pm start)	Lincolnshire Waste Partnership (10.30 start)	Officer Working Group (1.00 pm start)
5 February 2015	3 March 2015	13 April 2015	2 April 2015
30 April 2015	18 May 2015	4 June 2015	25 June 2015
7 August 2015	18 August 2015	10 September 2015	1 October 2015
22 October 2015	4 November 2015	19 November 2015	17 December 2015
14 January 2016	26 January 2016	11 February 2016	10 March 2016
7 April 2016	20 April 2016	2 June 2016	2 June 2016
4 August 2016	16 August 2016	15 September 2016	29 September 2016
27 October 2016	8 November 2016	24 November 2016	22 December 2016

RECOMMENDATION

That the meeting dates as set out above be agreed or amended accordingly.

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LINCOLNSHIRE WASTE PARTNERSHIP

19 November 2015

SUBJECT : North Kesteven DC Waste Policy

REPORT BY: Mark Taylor
Head of Environment and Public Protection NKDC

CONTACT NO: 01529 308154

BACKGROUND INFORMATION

North Kesteven has, until recently, never published a comprehensive waste policy document. The services delivered have evolved significantly over a number of years and it was felt appropriate that a summary be brought together and published to help the Council's residents understand the basis of the services provided.

A copy of the waste Policy document is attached to the report as Appendix 1.

The document aims to

- Set out the services provided;
- Identify what happens to the waste streams collected;
- Set out the Council's 'Service Guarantee' and
- Identify what we expect our residents to do to help us

alongside other useful information.

The document has been publicised and is available on the Council's website. All Council Members have been sent an electronic copy of the policy, as have all the Parish Councils in the District. Paper copies can be made available to residents on request

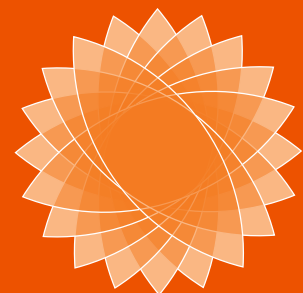
RECOMMENDATIONS

The Lincolnshire Waste Partnership is encouraged to consider and comment on the document, its format and its contents.

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Residual, Recycling And Composting Collection Policy



districtnk
North Kesteven District Council

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This document is available in large print and in alternative languages upon request.

Foreword

North Kesteven District Council's waste service is one of the most important services delivered by the Council.

Some statistics give a flavour of the extent of the service:

- Every week we collect around 65,000 bins from residents' homes, or well over 3 million bin collections a year;
- In collecting the bins the refuse collection vehicles travel in excess of 315,000 miles each year, the equivalent of more than 12 times around the world;
- We collect a total of 44,000 tonnes of waste and recycling material from homes each year;
- The service costs a total of £2.46 million a year to operate which equates to £51 per household.

Many residents tell us how much they value the service and how efficient it is, but we are still constantly trying to improve things.

Until now, though, we have never had a single document which gives a comprehensive picture of the services we provide, which outlines the standards you can expect us to deliver and identifies what you can do to help. This Collection Policy aims to do that.

I hope you find it useful. We will keep the document under review and will update it regularly. If you have any comments or suggestions for improvement please let us know **(Contact details can be found on page 24)**.

Cllr Richard Wright
Executive Member with
Responsibility for Waste Services



Section 1 – Introduction And Scope Of Service

North Kesteven really is a great place to live. Ranked as the 11th best place to live according to “Rural Quality of Life Survey– Halifax Building Society” in 2014, and with the lowest crime rate in the country the district offers a great quality of life which our residents, businesses and visitors all recognise.

The 2011 census showed that North Kesteven was the fourth fastest growing district in England and Wales. Latest projections from the Office of National Statistics indicate that this is set to grow by a further 10% by 2021. This growth in population and the number of households will place increasing demands on many Council services.

North Kesteven District Council is responsible for the collection of waste from households and some other premises in the district. The waste collection service is operated by the Council’s own employees, not by contractors. We work closely with Lincolnshire County Council who are responsible for the recycling, composting or disposal of the waste we collect. The waste services the Council offers support our priorities – supporting our communities and being an important part of making our council both high performing and value for money.

This document will help you to understand the services we provide. It will explain what happens to the various wastes we collect and will give details of the service standards that we strive to achieve. It will highlight how you can help us to achieve these standards and describe what will happen if things go wrong.

The Council is proud of the service it provides and we hope that the publication of this document will help us to improve the service further, with your help.

In this section we will outline the main services we provide.

A. Recycling Collection

Dry recycling is collected every other week. New properties are provided with a 360 litre wheeled recycling bin (black with a green lid) as standard. Older properties have a 240 litre bin.

B. Garden Waste

Garden waste is collected every other week (every 4 weeks in December and January). This service is only available to those who pay for the service. Garden waste wheeled bins (brown) are 240 litres in capacity. Up to 4 bins per property can be supplied.

Residents not wishing to pay for the garden waste service can either compost the garden waste at home, take it to the Household Waste Recycling Centre or engage an authorized waste collection contractor to make a collection.

C. Residual Waste

Residual waste is collected every other week. New properties are provided with a 180 litre wheeled residual waste bin (black) as standard. Older properties have a 240 litre bin.

NOTE: A small number of properties have different waste container provision including

- 660 and 1100 litre wheeled bins for communal sites, schools etc.
- Smaller capacity wheeled bins where requested or where space is limited
- Sacks for residual and recycling waste where the location is unsuitable for wheeled bins.

D. Assisted collections

This is a service offered to any resident where there is no-one at a property to move their bin to the point of collection by reason of illness, disability or infirmity (permanent or temporary). Such residents can request the Council to collect, empty and return their bins. Once a request is received a visit is made to the customer to agree the collection point and details of the service to be provided.

E. Non-domestic collections

The Council offers free waste collections from a range of non-domestic premises, including schools, village halls and churches.

F. Recycling Bring Banks

A range of bottle banks are available at locations throughout the district; see <http://www.n-kesteven.gov.uk/residents/waste-recycling-and-your-environment/bring-bank-locations/>. These are operated by contractors on behalf of the Council. Glass can however be placed in domestic dry recycling bins.

G. Bulky Waste Collections

A separate collection service is provided for the collection of bulky domestic or electrical items (items that will not fit into a wheeled bin or weigh over 25kg.) A charge is levied for this service but concessions are available if you are in receipt of an income related benefit. Full details of current charges, terms and conditions are available at www.n-kesteven.gov.uk/residents/waste-recycling-and-your-environment/bulky-collections/, or by contacting customer services. Current charges are also given in the Appendix.

H. ‘Sharps’ Collections

The Council will provide upon request by a customer a collection service for “sharps” (medical needles) boxes. The service is undertaken on a Wednesday and is fortnightly, however the Council does not supply the sharps boxes.

I. Hazardous Domestic Wastes

The Council can arrange for a separate collection of hazardous wastes (for example garden chemicals, mercury thermometers) which should not be disposed of in ordinary domestic waste. This service is free of charge.

J. Delivery of Bins

The Council delivers bins to new properties and replacement bins where they have been damaged and cannot be repaired.

K. Trade Waste Collection

The Council does not offer a regular service for the collection of Trade Waste. However the law requires us to offer a service on request.

Where such requests are received we will arrange for the collection by a contractor and will pass on our direct costs in organising the collection. This means that it will usually be more cost-effective for the business to arrange a collection direct with the contractor.



Section 2 – What Happens To The Waste We Collect?

A. Recycling (including bring banks)

Recyclables from the green lidded bins are delivered to two Waste Transfer Sites (WTS) within the North Kesteven district and then collected by a contractor for processing at a Materials Recycling Facility (MRF).

Each year an audit is undertaken to satisfy ourselves that the material we collect can be traced to the final processor and is genuinely recycled. The large majority of the recyclables are reprocessed within the UK. (Note – the final destination of materials is subject to change due to market conditions and is not controllable by the District Council).

A copy of the latest waste audit can be downloaded at <http://microsites.lincolnshire.gov.uk/sustainnk/residents/waste-and-recycling/what-happens-to-my-recycling?tab=downloads>

The glass placed into the glass recycling banks located around the district is collected for reprocessing by Glass Recycling Limited from Barnsley.

B. Garden Waste

The garden waste collected by the Council is delivered to two local compost facilities; at Swinderby and at Caythorpe. The material, once tipped, is shredded and put into large 'windrows' (externally stored heaps of material) for composting. It is turned several times to help the maturing/composting process. When ready the compost is graded and used for either garden or agricultural compost.

C. Residual Waste

Since July 2013 residual waste collected goes to feed the County Council's new Energy from Waste plant in North Hykeham. Collections made by North Kesteven Council are delivered either directly into the plant or to a waste transfer station in Sleaford from where the material is bulk transported to North Hykeham.

Energy from Waste (EfW) is a process of burning waste under strictly controlled conditions to recover the energy contained within the waste, in the form of heat and electricity.

The electricity produced by the North Hykeham EfW plant is sold to the National Grid and powers the equivalent of 15,000 homes. Lincolnshire County Council, along with North Kesteven District Council and other partners, has now started a project to look at the best way of also using the waste heat from the plant to heat homes or provide energy for businesses.

Most of the ash that is produced as a by-product of the incineration process is recycled for use in the construction industry, to help build roads for example.

D. Bulky Waste

The Bulky items collection service is split into three categories for collection: electricals, mattresses and other domestic items.

Bulky electrical items are taken to the County Council Household Waste recycling centres then collected for recycling by Sims Group UK.

Mattresses are taken to the County Council waste transfer station from where they are bulked up to be recycled at Mid UK Recycling Ltd's site at Barkston Heath.

Most other bulky waste is disposed of at the Energy from Waste Plant.

E. Sharps

Sharps are stored at the Council's depot in Metheringham and regularly collected for disposal by PHS Ltd.

Section 3 – What Our Customers Can Expect From The Council

a) Emptying bins

The Council will empty your bins on the day we have notified you, unless there is severe weather which prevents this (see section 4 m).

Some events can prevent us from emptying the bins completely:

- If too much material has been forced into the bin it will sometimes become compacted and unable to be released – see section 4 k);
- In some extreme cases in the winter all forms of waste can freeze into bins. In such cases we will attempt to empty the bin by sending it up to empty at least twice but may not be able to do so. If this occurs we will make a case by case assessment to see how we can best resolve the problem. It may not be possible to return to make a second attempt to empty until the next scheduled collection day.

b) Missed bins

Where the Council is notified of a missed bin due to an error by the collection service we will return to empty it by the end of the next working day.

Please note that we will not return to empty your wheeled bin if it was:

- Contaminated
- Not presented for collection by 07.30am
- Not presented at the kerbside or the alternative agreed location
- Inaccessible
- Reported as missed very close to your next scheduled collection
- Overloaded (maximum weight 100kg)

The Council has equipment in their vehicles onto which the collection crew will record information about a bin; for example if it was not presented for collection on time or it has been left due to being contaminated. This information allows the Council to explain to the customer any legitimate reason why a bin has not been collected.

c) Bin deliveries

The delivery of a wheeled bin to either a new property, as a replacement or an additional bin will take place within five working days of the request being received. In the event of any delay we will endeavor to keep you informed.

Note on pre-used bins. As the Council buys wheeled bins that are of a good quality and suitable for reuse over many years, we may provide customers with a pre-used bin. We will always ensure that pre-used bins are clean, any previous house numbers are removed and that it is suitable for service prior to re-use.

d) Bulky waste collections

The Council will collect your bulky waste within 5 working days of your request.

We hope shortly to introduce an appointment based system which will advise you on which day we expect to make the collection.

e) Collection of sharps

The Council will collect your sharps box within 10 working days of your request.

We will advise you which day we expect to make the collection.

f) Requests for assisted collections

The Council will make a decision regarding applications for assisted collections, and put the necessary arrangements in place within 2 weeks of the request being made.

g) Bin standards

The Council purchases wheeled bins that meet the requirements of EN840 or ISO EN 3834 which are recognised quality standards that ensure the bins are of an appropriate quality.

h) Replacing damaged wheeled bins

If a wheeled bin is lost or damaged the Council will replace it within 5 working days of it being brought to our attention.

Repairs and replacements will be free of charge unless due to a deliberate action by the resident.

i) Changes to bin sizes

Residents can request a change to the size of their bin in the following circumstances:

- Downsize from a 240 litre wheeled bin for residual or recycling to a 180 litre wheeled bin if the resident is physically unable to handle the larger bin and wishes to retain their independence.
- Upsize from a 240 litre green lidded wheeled bin to a 360 litre wheeled bin for recyclable material if more capacity is required. Please note that this option is subject to a one off payment.

Larger or smaller bins will be delivered within 5 working days of the request being received.

j) Additional bins

Residual waste and dry recycling

We want all our residents to think carefully about how they generate all kinds of waste, be that residual waste or recyclable/compostable material. We will not normally agree to requests for additional bin capacity.

However, we recognise that in some instances certain households have a legitimate need for more disposal capacity and therefore will consider each case individually.

Examples of this are households where:

- Two or more children are in nappies;
- A medical condition results in the need to dispose of a large quantity of dressings or medicine packaging.

In these cases additional or larger bins may be provided on a temporary basis.

Garden waste

Customers can purchase up to a maximum of four brown wheeled bins for this service. Current charges are outlined in the Appendix.

k) Information on collection days and Bank Holiday changes

Dry recycling and residual waste collections

The Council aims not to change our collection days from year to year.

However, from time to time, in order to take account of new home building, we need to undertake a fundamental route review which may result in a change in collection days for some residents. We aim to do this no more frequently than every 4-5 years.

In the event that we undertake a route review every household will receive a calendar of collection dates. This may be by email (where available), by post or on a tag or sticker attached to the wheeled bin.

In between route reviews we will not normally provide a collection calendar every year – your normal collection day will not have altered.

The Council will provide details of collection days to occupiers of new properties – these will be delivered along with the new wheeled bins.

Garden waste collections - The collection dates will be notified on the letter that will be sent with the bin stickers at the time of joining the scheme.

Collection changes for Bank Holidays

Arrangements for collections on bank holidays will be as follows

Good Friday	no change to collections
Easter Monday	collections will be undertaken on the preceding Saturday
Early May BH	collections will be undertaken on the preceding Saturday
Spring BH Mon	collections will be undertaken on the preceding Saturday
August BH Mon	collections will be undertaken on the preceding Saturday

Christmas/Boxing Day/New Year

The collections for all variations (depending on which day of the week Christmas falls) are as follows:

CHRISTMAS DAY – MONDAY

Saturday 23rd December		Collect Monday 25th bins
Sunday 24th December		
Monday 25th December	Christmas Day	Bank Holiday
Tuesday 26th December	Boxing Day	Bank Holiday
Wednesday 27th December		Collect Tuesday 26th bins
Thursday 28th December		Collect Wednesday 27th bins
Friday 29th December		Collect Thursday 28th bins
Saturday 30th December		Collect Friday 29th bins
Sunday 31st December		
Monday 1st January	New Year's Day	Bank Holiday
Tuesday 2nd January		Collect Monday 1st bins
Wednesday 3rd January		Collect Tuesday 2nd bins
Thursday 4th January		Collect Wednesday 3rd bins
Friday 5th January		Collect Thursday 4th bins
Saturday 6th January		Collect Friday 5th bins

CHRISTMAS DAY – TUESDAY

Saturday 22nd December		Collect Monday 24th bins
Sunday 23rd December		
Monday 24th December		Collect Tuesday 25th bins
Tuesday 25th December	Christmas Day	Bank Holiday
Wednesday 26th December	Boxing Day	Bank Holiday
Thursday 27th December		Collect Wednesday 26th bins
Friday 28th December		Collect Thursday 27th bins
Saturday 29th December		Collect Friday 28th bins
Sunday 30th December		
Monday 31st December		No change
Tuesday 1st January	New Year's Day	Bank Holiday
Wednesday 2nd January		Collect Tuesday 1st bins
Thursday 3rd January		Collect Wednesday 2nd bins
Friday 4th January		Collect Thursday 3rd bins
Saturday 5th January		Collect Friday 4th bins

CHRISTMAS DAY – WEDNESDAY

Saturday 21st December		Collect Monday 23rd bins
Sunday 22nd December		
Monday 23rd December		Collect Tuesday 24th bins
Tuesday 24th December		Collect Wednesday 25th bins
Wednesday 25th December	Christmas Day	Bank Holiday
Thursday 26th December	Boxing Day	Bank Holiday
Friday 27th December		Collect Thursday 26th bins
Saturday 28th December		Collect Friday 27th bins
Sunday 29th December		
Monday 30th December		No change
Tuesday 31st December		No change
Wednesday 1st January	New Year's Day	Bank Holiday
Thursday 2nd January		Collect Wednesday 1st bins
Friday 3rd January		Collect Thursday 2nd bins
Saturday 4th January		Collect Friday 3rd bins

CHRISTMAS DAY – THURSDAY

Saturday 20th December		Collect Monday 22nd bins
Sunday 21st December		
Monday 22nd December		Collect Tuesday 23rd bins
Tuesday 23rd December		Collect Wednesday 24th bins
Wednesday 24th December		Collect Thursday 25th bins
Thursday 25th December	Christmas Day	Bank Holiday
Friday 26th December	Boxing Day	Bank Holiday
Saturday 27th December		Collect Friday 26th bins
Sunday 28th December		
Monday 29th December		No change
Tuesday 30th December		No change
Wednesday 31st December		No change
Thursday 1st January	New Year's Day	Bank Holiday
Friday 2nd January		Collect Thursday 1st bins
Saturday 3rd January		Collect Friday 2nd bins

CHRISTMAS DAY – FRIDAY

Saturday 19th December		Collect Monday 21st bins
Sunday 20th December		
Monday 21st December		Collect Tuesday 22nd bins
Tuesday 22nd December		Collect Wednesday 23rd bins
Wednesday 23rd December		Collect Thursday 24th bins
Thursday 24th December		Collect Friday 25th bins
Friday 25th December	Christmas Day	Bank Holiday
Saturday 26th December	Boxing Day	Bank Holiday
Sunday 27th December		
Monday 28th December	Bank Holiday in lieu of 26th	No change
Tuesday 29th December		No change
Wednesday 30th December		No change
Thursday 31st December		No change
Friday 1st January	New Year's Day	Bank Holiday
Saturday 2nd January		Collect Friday 1st bins

CHRISTMAS DAY – SATURDAY

Saturday 25th December	Christmas Day	
Sunday 26th December	Boxing Day	
Monday 27th December	Bank Holiday in lieu of 25th	No change
Tuesday 28th December	Bank Holiday in lieu of 26th	No change
Wednesday 29th December		No change
Thursday 30th December		No change
Friday 31st December		No change
Saturday 1st January	New Year's Day	
Sunday 2nd January		
Monday 3rd January	Bank Holiday in lieu of 26th	No change
Tuesday 4th January		No change
Wednesday 5th January		No change
Thursday 6th January		No change

CHRISTMAS DAY - SUNDAY

Saturday 24th December		Collect Monday 26th bins
Sunday 25th December	Christmas Day	
Monday 26th December	Boxing Day	
Tuesday 27th December	Bank Holiday in lieu of 25th	No change
Wednesday 28th December		No change
Thursday 29th December		No change
Friday 30th December		No change
Saturday 31st December		Collect Monday 2nd bins
Sunday 1st January	New Year's Day	
Monday 2nd January	Bank Holiday in lieu of 1st	
Tuesday 3rd January		No change
Wednesday 4th January		No change
Thursday 5th January		No change
Friday 6th January		No change

General

Residents can remind themselves of their collection days by using the 'Find my bin collection day' tool on our website – www.n-kesteven.gov.uk/residents/waste-recycling-and-your-environment/find-my-bin-collection-day/

l) Replacing bins where we got them from

After emptying a bin we will replace it where it was collected from unless this was creating an obstruction. The team will always try to leave bins so that they do not block driveways.

m) Cleaning up spillages

On occasions spillages occur during the emptying of a wheeled bin. The collection crew carry on the vehicle a brush and shovel and will clear up to the best of their ability. In the event of the spillage being a liquid such as paint, oil etc. then the collection crew will notify the office to organize a more specialist team.

n) Collections from unadopted roads and private drives

Some residential properties are served by a private drive that has not been constructed to an adoptable standard and is therefore not maintained by a Local Authority; such areas are known as "private drives". They may not be constructed to a standard suitable for access by our refuse collection vehicles. This includes access roads on residential caravan sites.

Officers work closely with colleagues in Development Control to influence developers to provide roads to an adoptable standard or to minimize the length of private drives.

Normally the Council will not take our vehicles onto private drives. This will require the residents to bring their bins to a collection point adjoining the public highway.

In some circumstances, including residential caravan sites, we will use our smaller refuse collection vehicles to collect waste. This will only be done with the consent of the site owner/residents.



Section 4 – What The Council Asks Of Our Customers

a) Put the waste materials in the correct bin

It is important that only the right materials are placed in each bin. Putting the wrong material into a bin (contamination) will mean it won't be emptied until the next time it is due to be collected, once the contamination has been removed.

Please refer to the tables below.

Green lidded wheeled bin – recyclable material

Yes please	No thank you
Paper and cardboard including: ✓ Newspapers/Magazines ✓ Unwanted mail ✓ Egg boxes ✓ Directories/Catalogues ✓ Card and cardboard ✓ Waxed drink cartons ✓ Cereal boxes	✗ Food waste
	✗ Blankets, sheets, duvets, pillows ✗ Curtains and textiles ✗ Carpets
	✗ Medical waste
	✗ Wood
	✗ Electrical items
	✗ Nappies
	✗ Crisp bags
✓ Glass bottles and jars	✗ Polystyrene
Metals including: ✓ Aerosols (empty) ✓ Drink and food cans ✓ Aluminium foil and food trays (clean)	Large plastic items including: ✗ Garden hoses ✗ Toilet seats ✗ Washing up bowls ✗ Plastic flower pots ✗ CDs and DVDs
	Plastics including: ✓ Food pots tubs and trays ✓ Plastic bottles

Contamination in the dry recycling bin may lead to a whole lorry load being rejected. Food waste and nappies are a common contaminant and should be placed into the black wheeled bin.

More information on recycling can be found in our A-Z recycling guide.

Brown wheeled bin – garden waste

Yes please	No thank you
✓ Grass, weeds and hedge cuttings	✗ Bags (plastic or biodegradable)
✓ Leaves	✗ Food waste (including fruit and vegetables)
✓ Clean straw	✗ Ash
✓ Flowers and plants	✗ Glass
✓ Twigs and small branches	✗ Bricks and hardcore
✓ Real Christmas trees (cut into small lengths)	✗ Tree stumps and root balls
	✗ Grass sods and turf
	✗ Soil
	✗ Household waste
	✗ Soiled pet bedding

Black wheeled bin – residual waste

Yes please	No thank you
✓ Any other household waste that is not covered in the above lists.	✗ Garden waste
✓ House plants and flowers	✗ Hazardous waste (including gas bottles, car batteries, chemicals and asbestos)

b) Put your bins out on time

Please place bins out ready for collection by 7.30 am on the day of collection.

c) Put your bins out in the right place

Unless you have an assisted collection place your bins at the edge of your property with the wheels facing into the road and the lid closed. Please try not to obstruct the footpath - giving particular thought to partially sighted pedestrians, those with wheelchairs and those with pushchairs/prams.

For properties on unadopted roads/private drives your bins may have to be placed at a designated collection point beyond your property boundary.

d) Provide access for assisted collections

Where you have an assisted pull collection make sure we can get access to it on the collection day (e.g. no locked gates or loose dogs).

e) Retrieve your bins after collection

Please move your bins to their storage areas away from the footpaths as soon as you can after we have emptied them. This prevents them being an obstacle to other users of the footpaths.

f) Place bulky waste outside in a convenient location for collection

The Council will collect bulky waste from outside your premises. Please leave it somewhere that we can easily collect it from.

g) Take care of bins

With care wheeled bins can give many years of good service. Please report any damaged or missing bins so we can repair or replace them. In the event of missing bins turning up please let us know so that the additional bin can be collected back.

h) Put your house number/name on bins (recommended)

The Council encourages customers to put their house number or name on their bins. It is recommended that this be done on the back of the wheeled bin (where the wheels are). This will help you to ensure you get your own bin back and also helps the Council to ensure wheeled bins are replaced correctly.

i) Make sure the bin lids are closed

Bin lids that are up make it difficult for the refuse collection staff to be able to place the bin onto the lifting mechanism. Lids partly open can get caught in the collection vehicles machinery and then snap and break off.

j) Don't put out additional waste ('side waste') next to your bin

The Council operates a 'no side waste' policy. We will not routinely collect waste that isn't in a wheeled bin. The only exception to this is at Christmas when we acknowledge residents will have more waste and provide a collection of side waste on the first collection after Christmas for both the black and green lidded wheeled bins.

k) Don't compact the material too much

It is acceptable to firm waste down a little to maximize use of the capacity available but please don't compress it too much as it will not come out of the bin when lifted and tipped. The emptying process does not permit us to get in and loosen materials so if it sticks and we can't empty it then we may have to return it un-emptied. In such circumstances customers will need to loosen the contents so that we can empty it on the next scheduled collection day.

l) Don't overload bins

Bins have to be moved by hand and if they are too heavy our refuse collectors won't be able to move them safely. There is also a safety limit (100kg) on the bin lifts on the vehicles, which will not operate if the bins are too heavy. If a bin is too heavy we may be unable to empty it.

m) Check with us in the event of severe weather – particularly snow and ice

The Council will always try to collect waste whatever the weather but, particularly in the winter, we have to be sure the service is safe, not only to our employees but also to the public. Although main roads may be clear the Council's vehicles will be collecting in villages, in housing estates and on side streets which may be hazardous or impassable. This may mean that occasionally we will have to suspend operations.

In the event of snow and ice we would ask that:

- You put your bins out for collection as normal by 7.30 am
- You listen to local radio and/or check our website www.n-kesteven.gov.uk for information about changes to collections, including catch up arrangements.

In the event of excessive wind customers are asked to place their wheeled bins for collection out of the direct line of wind that may blow them over if possible. After collection the refuse team may lay empty wheeled bins on their side to prevent them blowing over.

n) Provide us with your email address if you have one (recommended)

If the Council has your email address we can communicate with you more frequently and more effectively. For example we can send you an email to remind you of changes to collection dates at Bank Holidays, or to advise you of a suspension of service during bad weather.

Section 5 – What Happens When Things Go Wrong

Contamination – the wrong waste in the bin

Section 46 of the Environmental Protection Act 1990 gives the Council the powers to direct what types of waste can be placed in each bin and gives us enforcement powers to deal with contamination (when materials are placed in the wrong bin).

The Council will always place emphasis on education rather formal action. However, sometimes formal enforcement action is the only way to deal with repeat problems. The process normally follows the four stages below but stages may be omitted in exceptional circumstances.

1. The first time contamination is found the bin will not be emptied. A tag will be attached to the bin explaining the reason it has not been emptied and that it will be emptied on the next scheduled date (once the contamination has been removed). Details of the case will be entered onto a database. A letter or email will be sent to the resident confirming the action and spelling out the process in the event of a recurrence.
2. The second time the same process will take place. However on this occasion a letter will be sent including a formal notice under s46 of the Environmental Protection Act.
3. On the third occasion in any 12 month period the same process will take place, but a final warning letter will be sent stating that any future contamination will lead to the bin being withdrawn. NOTE – we will not remove the residual waste (black) bin; in the case that this bin is repeatedly contaminated further enforcement measure will be considered – see below.
4. On the fourth occasion the bin will be removed and a letter sent to the resident confirming that this has happened.

In addition there is also the potential for the issuing of a fixed penalty notice or in the most serious cases, prosecution.

It is anticipated that the majority of cases of contamination will be resolved at step 1. The Council does not expect that it will prove necessary to remove bins.

If in any period of 12 months there are no recorded contamination incidents at a property the process would recommence from the first stage in the event of future contamination.

Complaints procedure

Where the Council do not meet our service obligations to you please contact Customer Services to give us the chance to put things right.

If this does not resolve your problem you can use the Council's formal complaints process – details are available here [Corporate Complaints Process](#) or you can contact Customer Services – **see section 7 for how to do this.**



Section 6 – Further Useful Waste Information

Household waste recycling centers (HWRCs)

Lincolnshire County Council operates a number of Household waste recycling centers in the district and details of their location and opening times are given in the Appendix.

More information on HWRCs can be found here:

www.lincolnshire.gov.uk/recycle-for-lincolnshire/household-waste-rubbish-and-recycling

Sustainability Team

The Council's Sustainability team provides a range of support to community groups, schools and business within the district that includes waste minimization, maximization of energy efficiency and promoting sustainable development. More information can be found at: [Sustainnk website](http://Sustainnk.com)

Home composting

The Council offers a subsidised compost bin purchase scheme in conjunction with getcomposting.com – see their website or telephone **0844 571 4444**. Advice on composting can be found at the [recyclenow](http://recyclenow.com) website.

Section 7 – Contact Details

Website: www.n-kesteven.gov.uk

E mail: customer_services@n-kesteven.gov.uk

Telephone : Customer Services **01529 414155**

Write to us: North Kesteven District Council
District Council Offices
Kesteven Street
Sleaford
Lincolnshire
NG34 7EF

Appendix

A. Bulky Waste Collection charges 2015/16

Service	Cost for 2015/16 financial year
Collection of 1-3 non-electrical items	£11.22
Collection of 4-6 non-electrical items	£22.44
Collection of 1-3 electrical items	£11.22
Collection of 4-6 electrical items	£22.44

Notes:

1. Electrical and non-electrical items cannot be mixed as they are collected separately.
2. The service is free for those in receipt of certain means-tested benefits.

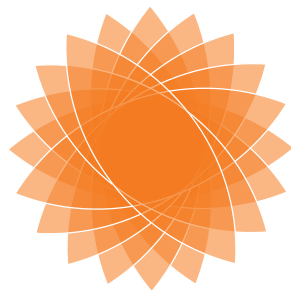
B. Garden Waste charges 2015/16

Service	Cost for 2015/16 financial year
Collection of first bin	£25
Purchase of additional brown bin	£25
Collection of additional bins	£10 per bin

Additional bins can be purchased at a cost of £25 each. In addition there will be a collection charge of £10 per additional bin per year.

C. Household Waste Recycling Centres – Locations and Opening hours

Great Northern Terrace, Lincoln, LN5 8LG Open Monday – Sunday: 9am – 4pm	Eagle Road, Whisby, LN6 9BT Open 3.5 days a week Monday, Thursday and Friday: 9am – 4pm Saturday: 9am – 12 noon
Pottergate, Leadenham, LN5 0QF Open 3 days a week Friday, Saturday and Sunday: 9am – 4pm	Pride Parkway, Enterprise Park, Sleaford, NG34 8GL Open 4 days a week Friday, Saturday, Sunday and Monday: 9am – 4pm



districtnk
North Kesteven District Council



LINCOLNSHIRE WASTE PARTNERSHIP

19 November 2015

SUBJECT : Waste collaboration project – update

REPORT BY: Mark Taylor
Head of Environment and Public Protection NKDC

CONTACT NO: 01529 308154

BACKGROUND INFORMATION

At the last meeting of the Waste Partnership I introduced the Project Initiation Document for the project which is exploring the potential benefits of enhanced collaborative working.

In the two months since the last meeting officers from all eight authorities have been meeting regularly to move forward the actions required to complete this phase of the project.

The current status of the project is, in summary:

Work completed

1. PID approved.
2. Collection route data provided to Webaspx for route modelling.
3. Existing staffing structures, pay levels and waste time allocations collated.
4. Support services costs identified and collated (with exception of LCC due to problems with their finance systems).
5. Structured interviews/questionnaires with existing waste partnerships to identify lessons learned.

Work in progress

1. Route modelling (Webaspx). It is anticipated that the initial outputs from this modelling work will be available by the end of November, which will enable a view to be taken as to the likely efficiencies available

2. Consideration of options for a new management/supervisory structure and identification of savings therefrom.
3. Consideration of options for governance arrangements for a new joint service

Work to be started

1. Consideration of funding models for a new joint service
2. Report writing.

It is expected that a report summarising the outcome of this phase of the project will be presented to a meeting of Chief Executives in January 2016 for consideration as to whether the project should continue to a second phase (which would involve production of a more detailed business case for a new service model).

RECOMMENDATIONS

That the Lincolnshire Waste Partnership note the progress with the project.



LINCOLNSHIRE WASTE PARTNERSHIP

19 NOVEMBER 2015

SUBJECT:	ENERGY FROM WASTE PLANT UPDATE
REPORT BY:	IAN TAYLOR
CONTACT NO:	01522 814326

BACKGROUND INFORMATION

Outage Report

FCC has now submitted the final report detailing the findings and actions at the Energy from Waste (EfW) plant at Hykeham during the recent closedown for planned maintenance.

The facility was closed down on Friday 4th of September and work began on the 5th across the whole plant. The outage was planned to last fourteen days but was actually completed in twelve due to the use of a night shift on the largest item of work the overhaul of the fire grate. This reduced down period also reflected the high level of forward planning and preparation that had gone into this, starting almost immediately after the last planned outage.

This inspection and maintenance process was significantly more intensive than the first one in 2014 to ensure that any work or equipment replacements that might be required under warranty were completed before that expired in March 2016.

Substantive use was made of ultrasonic thickness testing (UT) to ascertain the wear on pipes that had been carrying water or steam at high pressure, and from these reading it is possible to predict the expected lifespan of these items. This allows future outages to be planned around what will need to be repaired or replaced and avoids time, money and effort being expended on areas where work is not required.

The grate was given a major inspection which included removing all the bars and replacing a small number of them, and undertaking a thorough clean of the grate structure itself. Minor repairs were also made as required. This was justified when a fault to the clinker weir was identified that will be repaired under warranty.

Both the steam turbine and the generator were also given thorough inspections and strip downs, as whilst neither of these were required by the timetables in the operational manuals it was considered worthwhile to ensure there were no defects requiring rectification under warranty.

The overall view was that the plant was in very good condition and wear and tear was either less than or in line with that to be expected.

Service Continuity

During the whole of the outage direct deliveries to the EfW bunker were maintained for the three Waste Collection Authorities that applies to operationally, whilst all HGV deliveries were diverted to landfill.

R1 Status

FCC have stated their intention of achieving R1 status for the EfW, where the plant is acknowledged through certification issued by the Environment Agency that it is a recovery as opposed to a disposal facility. This relates to the energy output from the plant being at a high level in relation to the amount of waste being burnt.

There are very few EfWs with this accreditation in the UK, and it is only ever likely to be achieved by modern facilities where energy generation has been a part of the plant from design rather than as a retro-fit.

This move could have a much wider significance following an announcement by a speaker at the recent Local Authority Recycling Advisory Committee (LARAC) conference. This speaker is involved in EU policy development in for waste, and stated that as part of the circular economy package under development in the EU a ban on disposal of key recyclates such as paper, cardboard and plastic by any means other than recycling is under serious consideration.

If this ban was to be implemented the implication would be that Waste Collection Authorities would need to keep all of those materials out of the residual waste bin.

The one exception currently considered appropriate to relax that requirement would be if those materials were going to an EfW plant with R1 status.

RECOMMENDATIONS

The Lincolnshire Waste Partnership is recommended to note the contents of this report.