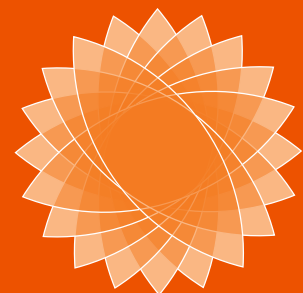




Residual, Recycling And Composting Collection Policy



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
	✗ Mixed material items
Plastics including: ✓ Food pots tubs and trays ✓ Plastic bottles	✗ Gas cylinders

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.

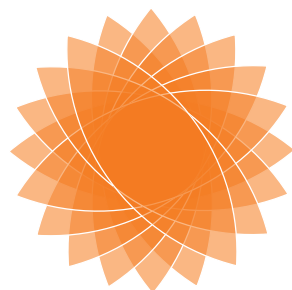
B. Garden Waste charges 2015/16

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



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North Kesteven District Council