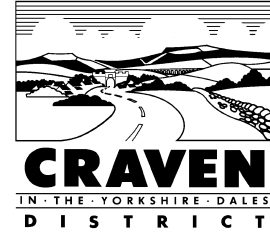


Policy Committee – March 3rd 2015



COLLECTION POINT POLICY PROGRESS

Report of the Director of Services

Ward(s) affected: ALL

1. **Purpose of Report** – To update members on progress in implementing the Collection Point Policy.
2. **Recommendation** – Members are recommended to:
 - 2.1 Note the report
3. **Background**
 - 3.1 The Collection Point Policy was approved by members at September 2014 Policy Committee and it was also agreed that the Waste and Recycling Manager consults with each individual householder who may be affected by the introduction of the Collection Point Waste Collection Policy prior to implementing any Collection Points.
 - 3.2 The changes will affect approximately 2500 households.
 - 3.3 In complying with the HSE's advice the Council is aligning with all other North Yorkshire Councils that have implemented a similar policy
 - 3.4 The changes will apply to green bin (domestic), blue bin (recycling) and brown bin (garden waste if householders have subscribed). Blue bag (paper collections) will not be affected.
 - 3.5 Households that will fall into the scope of the review will be either isolated dwellings where vehicle access is very difficult without considerable risk of damage to collection vehicles or terraced properties who currently leave their wheeled bins for collection in places inaccessible for refuse collection vehicles. Most households will see no change to their collections and will remain as 'edge of property' or curtilage.
4. **Progress**
 - 4.1 A methodology has been devised by Waste Officers that identifies appropriate collection points. This is further broken down into 4 categories:
 - Kerbside ie edge of property (no change to existing)
 - Kerbside front garden **or** designated collection point
 - Collection point only
 - Lane End

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The key reasons for change of collection will also be identified:

- No or limited access
- Excessive manual handling
- Poor terrain
- Obstacles (gates/trip hazards)
- Unable to safely follow reversing policy
- Other information

- 4.2 All domestic waste collection rounds have been reviewed to identify which households will be affected by the policy change. All affected households are currently being electronically mapped to allow Officers to identify whether they will become Lane End or Terraced Collection Points.
- 4.3 Regarding Lane Ends properties the new approved policy states *that residents living in properties situated on unadopted roads will be required to present their waste to the nearest public highway unless the collection point is agreed with the Council. (The Road has to be driveable with a suitable turning point and contain three or more properties) and furthermore Where refuse is required to be taken to a lane end or communal collection point the Waste Collection Authority has the powers to require occupiers to do so under the terms of Environmental Protection Act 1990 S46(4b). This being as a consequence of S45(1) of the Act in respect to a property being in the opinion of the Authority so isolated or inaccessible that the cost of collecting it would be unreasonably high. There would be no appeal process as part of this policy.* These criteria have been applied in highlighting which dwellings will become lane end collections
- 4.4 Regarding Terraced Properties—the new approved Policy states *‘In respect of terraced properties if the collection vehicle cannot access the back alley then residents will be required to present their waste to collection points’.* The majority of affected properties will be terraced housing stock that have rear alleyways that are too narrow for waste trucks to pass through. Early indications from the round reviews are that the majority of these households will be in the Skipton and South Craven area
- 4.5 Letters have been devised to communicate changes to affected residents. The content of the letter is based on consultations that have taken place with Waste Officers from other North Yorkshire local authorities who have successfully implemented a collection point policy. Letters will be issued on a rolling programme basis in order to facilitate any consultations required by residents. Letters will be mailed out between March and June 2015.
- 4.6 A project team has been established consisting of Waste Officers and representation from Customer Services, Legal and Communications.
- 4.7 A review will be undertaken by Waste Officers on the initial findings to ensure that the data is correct and that the methodology has been applied.
- 4.8 Waste officers will then need to clarify if there are any land ownership issues with the proposed collection points

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4.9 At this point a rolling communication programme can commence that will explain and confirm changes to residents. The letters will contain information relating to:

- Why collections are changing
- What are my new arrangements
- What if I require assistance putting my waste out for collection
- How to get in touch

4.10 Letters will make it clear to the resident the reason for change e.g. poor terrain, limited access, other obstacles etc. The letters will also identify the proposed collection point and make it clear to the resident that they have the opportunity to propose an alternate collection point though it would have to be suitable. Communications will be rolled out on a 'round by round' basis to facilitate this process

4.11 A Wheeled Bin Collection Point Policy has been developed and placed on the Council website. This includes information about the new policy and some frequently asked questions (FAQs)

4.12 Before any communications to householders begins members will be made aware of how many households will be affected in their respective wards. The Council's website will be updated and the local media will be made aware via press releases.

5. Implications

5.1 Financial and Value for Money (vfm) Implications –

There will be some additional costs associated with the project as a Technical Officer has been seconded from the Waste Management workforce to undertake this work. This work is expected to extend between March and June 2015 at a cost of £6,000. The cost is attributable to agency labour costs associated with back filling a substantive post. It has been important to use a front line operative from the service who has an understanding of the requirements of the new collection point policy.

5.2 Legal Implications –

The Council has a duty to comply with Health and Safety at Work etc. Act 1974 (the Act). By section 2(1) of the Act;

6 Consultation with others

All householders affected will receive letters as part of the Council's consultative approach and will receive an opportunity to propose a different collection point though it would have to be a suitable location.

Trade Unions and staff have been consulted as part of this process and have confirmed that they want to see the recommendations of the Health and Safety Executive implemented as soon as possible.

7 Appendices

Appendix A – Project Plan/Time Line

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Appendix A Project plan/timeline

Date	Action
January 2015	Collection Point Policy to be uploaded to the Council website
January 2015	FAQs developed and placed on the Council website.
February 2015	Project Team established
February-March 2015	Round assessments completed to identify any affected households
February-March 2015	Pilot areas (Ingleton and part of Cowling to receive letters)
March-April 2015	Management 'sense check' of round reviews
March-June 2015	A dedicated Customer Services line will be available to take related queries
March-June 2015	The Waste and Recycling Manager to attend Parish Council meetings and Parish Liaison Group to discuss changes
February 2015-June 2015	Commence communication programme(on a 'round by round' programme)
February 2015-June 2015	Ward Councillors made aware of households within their area that will be affected by the policy change
February 2015-June 2015	Council website updated and Press Releases issued
February 2015-June 2015	Householders given the opportunity to discuss collection points with Council Officers
February 2015- June 2015	Review of existing assists
June 2015	Upload Collection Points to Website (subject to cost)
June 2015	Review existing collection rounds and implement any necessary changes to balance workloads
July 2015	Update route risk assessments

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Appendix B Terraced Property letter pro-forma

1 Belle Vue Square
Broughton Road
SKIPTON
North Yorkshire
BD23 1FJ



Telephone: 01756 700600
wastemanagement@cravenc.gov.uk

xxx 2015

Dear Resident

Important Changes to your Collection Point for Waste and Recycling Collections

The Council needs to make changes to the way it collects wheeled bins from certain properties in the district. This change means that your wheeled bins can no longer be collected from the current collection point.

Instead you will need to place your **green blue** and **brown** (if you subscribe to the garden waste service) **wheelie bins** at a new collection point. This letter contains details of your proposed new collection point.

Why are we making changes?

The Health and Safety Executive (HSE) have issued the Council with an improvement notice to address Manual Handling in waste collection. In order to reduce the risk of repetitive strain injury we have changed the way we collect waste from properties inaccessible to a waste vehicle. The Council has a legal duty to comply with these instructions and as a result have introduced a new Wheeled Bin Collection Point Policy. Craven District Council is one of the last authorities in North Yorkshire to implement such a policy.

What are my new arrangements?

Following a site inspection, we have identified a suitable alternative collection point for your green blue and brown (if applicable) bins. The proposed alternative collection point is shown on the separate map/instructions enclosed. If you would like to propose a different location please contact our waste management team on the above number. Please bear in mind when you call that we do have to identify a suitable collection point.

The new collections will start from xxx . From this date please leave your wheelie bins at the agreed designated collection point (identified on the map by a red dot). Once collection has taken place, your bins must be taken back and stored in it's usual place.

Blue Bag collections will be unaffected and should be left in the usual place.

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What if I require assistance putting my waste out for collection

If you have difficulties putting out your refuse and recycling for collection due to disability, illness or infirmity, you may qualify for household waste assisted collections. Apply online at <http://www.cravencd.gov.uk/assist> . Alternatively you can also send a request by letter to Waste Management Services, Craven District Council, 1 Belle Vue Square, Broughton Road, Skipton, North Yorkshire, BD23 1FJ. or call our Customer Helpline at 01756 700600

If you are already receiving assistance you will not be affected by these changes and your collections will continue to be collected from your existing collection point

Identifying your wheeled bin

Householders are advised to clearly mark their bin with their house number so they can be easily identified after collections have taken place.

(A copy of our collection point policy is available to view online at www.cravencd.gov.uk/wastecpp

Thank you for your co-operation.

Yours faithfully

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Appendix C Lane End letter pro-forma

1 Belle Vue Square
Broughton Road
SKIPTON
North Yorkshire
BD23 1FJ



Telephone: 01756 700600
wastemanagement@cravenc.gov.uk

January 2015

Dear Householder

Important Changes to your Collection Point for Waste and Recycling Collections

Since the introduction of wheeled bins it has been Council Policy to only provide a 'back door' collection to isolated properties of 3 or more dwellings provided suitable vehicle access is available. In cases of less than 3 dwellings, or where vehicle access is unsuitable, occupiers must place waste and recycling in containers/bags at the lane end or at a designated communal collection point. The Council has the powers to require occupiers to do so in respect of a property being so isolated that the cost of collecting it would be unreasonably high.

We are aware that informal arrangements are in place from your property whereby our collection vehicles drive up the lane/track to provide a back door collection even though there are less than 3 dwellings which does not comply with our policy.

We are informing you that you will need to place your wheelie bins/bags at a **new** collection point.

What are my new arrangements?

Following a site inspection, we have identified a suitable collection point for all your wheelie bins and bags to be located at the end of the lane, next to the highway (see enclosed map).

We will provide you with 4 lilac sacks to place your refuse into which can then be transferred into the green bin for collection. The collection crew will leave replacement sacks under your bin lid every fortnight.

The changes will take effect from week commencing xx 2015. Therefore the bins will need to be placed at the new collection point by 7.00am on your scheduled collection before the changes start.

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If you are unable to transfer the bins to the new collection point please contact us as soon as possible so we can make arrangements to move them for you.

These are the only changes the Council will be making to your waste collection service. The day of collection will remain the same.

Can I recommend an alternative collection point?

If you would like to propose a different location please contact our waste management team on the above number. Please bear in mind when you call that we do have to identify a suitable collection point.

A copy of our collection point policy is available to view online at www.cravenc.gov.uk

Thank you for your co-operation.

Yours faithfully

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