

Policy Name	Missed Bins Policy
Committee Date/Name	Zero Waste Sub-Committee, 22 November 2016
Review Frequency	2 years
Next Review Due	November 2018
Implementation Date	1 January 2016

1.0 Purpose of Policy

1.1 To clarify the procedure for dealing with collections of domestic waste or recycling that are not collected by the Council and to define what constitutes a “missed” collection.

1.2 This policy does not apply to commercial properties.

2.0 Standard Service Provision

2.1 For householders using the wheeled bin service the Council's standard service provision is:

- 1 x 180 litre general waste wheeled bin (from March 2017)
- 1 x 240 litre mixed recycling bin (from March 2017)
- 1 x 240 litre garden and food waste bin

2.2 All of these containers are collected fortnightly.

2.3 This policy applies to all of the above services.

3.0 Definition of Missed Bins

3.1 There are four categories of missed bins:

1. The bin was not presented correctly by the householder – either the bin was not presented by 7 am (or other specified time) on collection day, or, it was presented on the wrong day.
2. The bin was presented by the householder on the correct day and time but the collection vehicle passed by it and did not empty it.
3. The bin was not collected due to adverse weather conditions or other unforeseen circumstances (road closures, accidents, riots, etc).
4. Missed assisted collection.

3.2 Where a bin has been left by the crew due to incorrect use, this will not be classed as a missed bin and no return will be made to collect (please refer to contamination policy). Incorrect use is:

1. Bin contents contaminated by wrong materials.
2. Bin filled with material that makes it unsafe to empty due to excessive weight (this is judged by the loader who will assess whether he/she feels it is safe to move the bin).
3. Unauthorised additional bin or non-standard bin.

In these cases the householder would be notified of the reason their bin was not collected and this would be logged onto the in-cab system.

4.0 Missed Bin Procedure

4.1 Bin not presented by householder.

- a. Where a domestic bin has not been presented, the collection crew will log this instance using their in-cab electronic system. This information is available to the Contact Centre and Waste Team staff in real time.
- b. If the householder subsequently complains that their bin was not collected, staff will check this against the collection records. If it is found that the bin was logged as not presented, staff will advise the householder of this and ask them if they can manage their waste until the next collection cycle – either by keeping the bin until the next collection, or by taking it to an HWRC/Recycling Point (where appropriate) or arrange for a special uplift (for which a charge will be made).
- c. If they cannot manage, arrangements will be made to return to collect the bin and the householder will be advised to leave it out for collection. Collection will be made on the next occasion where a vehicle is in the area and collection may not be made on that same day. The householder will be advised that they must take responsibility for the waste until it is collected – this means they must ensure it is secure and does not escape from the bin until it is collected.
- d. A letter will be sent to the householder (and a record of the letter being sent will be recorded against that address) setting out the policy for missed bins and advising the householder:
 - of the correct time and day of presentation to reduce the risk of recurrence.
 - to make contact with the Waste & Recycling Team if they are having difficulty with their waste.
 - that if the bin is not presented in time again then then it will not be collected until the next collection cycle.
 - side waste will not be accepted and the bin lid must be able to close prior to collection.
- e. If there is no further recurrence for 12 months then the record will be cleared.

4.2 Bin presented by householder correctly.

- a. Householder complains that their bin has not been collected.
- b. Staff will check this against the collection records, if no instance of a bin not being presented has been logged for that address (or an address nearby/adjacent), then the bin will be deemed to have been missed by the collection vehicle.
- c. Householder will be advised to leave their bin out for collection and the Waste & Recycling Service will undertake to return to empty the bin as soon as is practical.

4.3 Bin not collected due to adverse weather conditions.

During adverse weather conditions the service is at risk of widespread disruption. In this situation, the driver in consultation with a direct supervisor will make a decision whether to access a road / street based on route safety. During extreme conditions, the Waste Collection Manager will make a decision on the withdrawal of a complete route or service. In the absence of the Waste Collection Manager, approval to withdraw the service must be approved by the Waste & Recycling Manager or Head of Service.

4.4 Bin not collected due to other unforeseen circumstances.

Where an unforeseen occurrence (such as accident, fire, flood, riot, etc) has prevented bins being emptied, the Waste Collection Services Manager (or Waste & Recycling Manager in their absence) will make a judgement on when it is safe for the collection crews to return to carry out the service in consultation with relevant other agencies.

Interruptions to service delivery on individual routes will be notified to the Contact Centre for dissemination to the public and this will also be publicised via social media. During area-wide service disruption the Council's Communications Team will be notified and a public notification strategy agreed and implemented.

5.0 Assisted Collections

5.1 Where a householder reports that a bin that has an assisted collection has not been emptied, every effort will be made to return to empty it as soon as is practically possible.