

Recycling & Waste Policy CHARTER



www.redbridge.gov.uk/our-streets

Contents

1 Recycling and Waste Policy Charter	4
1.1 The London Borough of Redbridge will	4
1.2 Our target response times are	4
1.3 We ask residents to	4
2 Summary Table	5
3 Policy One – Standard Recycling and Waste Containers	6
3.1 Standard container details	6
3.2 The Authority will	7
3.3 Residents are responsible for	7
3.4 Reason for policy	7
4 Policy Two – Exemption from Standard Recycling and Waste Containers	8
4.1 Wheeled bin exemptions	8
4.2 Recycling box exemptions	8
4.3 Operational exemptions	8
4.4 The Authority will	8
4.5 Residents in exempt properties will be responsible for	9
4.6 Reason for this policy	9
5 Policy Three – Exceptions	10
5.1 Assisted collections	10
5.2 Smaller residual waste containers	10
5.3 Additional residual waste capacity	10
5.4 Additional recycling capacity	11
5.5 Reason for the policy	11
6 Policy Four – Side Waste	12
6.1 Residual waste	12
6.2 Recycling	12
6.3 Reason for policy	12





7 Policy Five – Contamination and Enforcement	13
7.1 Recycling	13
7.2 Residual Waste	13
7.3 Procedure for contaminated containers	13
7.4 Enforcement of contaminated containers or side waste	14
7.5 Reason for policy	14
8 Policy Six – Use of Containers	15
8.1 Closed wheeled bin lid	15
8.2 Time of collection	15
8.3 Placement of containers for collection	15
8.4 Point of Collection	16
8.5 Bins not presented for collection (Not-Outs)	16
8.6 Missed collections	16
8.7 Storage of containers	16
8.8 Reason for policy	16
9 Policy Seven – Flats, Communal Properties and Houses of Multiple Occupation (HMOs)	17
9.1 Container solutions	17
9.2 Supply, maintenance and repair of containers	17
9.3 Bin stores	18
9.4 Ramps and drop kerbs	18
9.5 Reason for policy	18
10 Policy Eight – Access policy	19
10.1 Blocked access	19
10.2 Private road/private accesses	19
10.3 Electronic gates	19
10.4 Distance bins should be pulled out by crews	19
10.5 Excessively Heavy Bins	19
10.6 Pets	19
10.7 Minimising difficult vehicle manoeuvres	19
10.8 Reason for policy	19

1 Recycling and Waste Policy Charter

The London Borough of Redbridge is committed to delivering a high-quality recycling and waste collection service.

1.1 The London Borough of Redbridge will

- provide a recycling and waste service that is value for money
- provide a service that helps residents reduce residual waste and recycle more
- ensure everyone is able to access our services by providing those with specific needs with a tailored service
- collect all correctly presented materials on the stated collection day and return containers safely to their original presentation point
- speak to residents in a polite and respectful manner
- ensure that any spillage caused by the crew is cleared up by the end of the working day
- respond to resident concerns and inform them about how and when we will resolve them
- ensure that crews advise residents by leaving a card, sticker or bin hanger why their container was not emptied
- advertise any changes to collections well in advance

1.2 Our target response times are

- return to collect a missed collection within 2 working days when it has been reported by midnight of the following working day
- to deliver or replace collection receptacles within 10 working days

1.3 We ask residents to

- place their recycling and waste containers out on the correct day with the correct materials in them by 7am on the day of collection. Containers should not be presented before 7pm the evening before collection
- consider where they park their vehicle on collection day as vehicles blocking access make collections very difficult
- contact us if they require help or are unsure which material goes in which container



2 Summary Table



The table below summarises the Recycling and Waste Policies and the benefits gained from their implementation.

Recommended Policy	Efficiency of Service	Reduce Disposal Cost	Increased Recycling	Reduced Residual Waste	Equality & Diversity	Legal requirement / Health & Safety
Recycling & Waste Containers	✓	✓		✓		
Exemption from Wheeled Bin Policy					✓	✓
Exceptions Policy		✓	✓	✓	✓	✓
Side Waste Policy	✓	✓	✓	✓		
Contamination and Enforcement		✓	✓	✓		
Use of Containers Policy						✓
Flats and Communal Properties Policy	✓	✓	✓			
Access Policy	✓					✓

3 Policy One – Standard Recycling and Waste Containers

The London Borough of Redbridge will only empty the official recycling and waste containers issued by the Authority to each individual household. This is to ensure compatibility with the collection vehicles and ensure the safety of the collection crews and residents. Bins/boxes purchased by residents will not be collected.

If residents already own wheeled bins, these can still be used for storage of waste, but waste will not be collected from them. A new bin that is compatible for collections will instead be provided. Wheeled bins already owned by residents can be used for alternative uses at the residents' discretion e.g. storage of garden implements, as a wormery or arranged to be removed as part of the free bulky waste collection service.

3.1 Standard container details

Waste Stream	Standard Containers
Residual Waste Container	One 180 litre wheeled bin supplied by the Authority (smaller and larger containers available upon request and meeting the required criteria) Grey body and lid Embossed with the London Borough of Redbridge logo
Recycling Boxes	One black recycling box One blue recycling box Residents can request additional (unlimited) recycling boxes Embossed with the London Borough of Redbridge logo
Garden Waste Bags	One green garden waste bag

Please note that exemptions to this policy are dealt with in [Policy Two](#) (Exemption from Standard Recycling and Waste Containers) and [Policy Three](#) (Exceptions).

Containers remain the property of the London Borough of Redbridge.





3.2 The Authority will

- levy a charge to the developer or estate managers for the supply and/or replacement of residual waste containers which have been lost, stolen, or are needed by new developments
- supply a standard sized container to replace any lost, stolen or damaged residual waste container unless there has been a prior agreement for additional capacity
- replace the recycling boxes with the same container that was lost, stolen or damaged. Residents can collect recycling boxes free of charge from box outlets or alternatively pay for the boxes to be delivered to their property
- replace containers that have been damaged during the collection process free of charge

3.3 Residents are responsible for

- ensuring containers are only used to store recycling and waste before collection
- seeking permission from the Authority before removing containers from the property to which they were issued
- ensuring that containers are kept safe and secure
- ensuring the containers do not block any footpaths

3.4 Reason for policy

Unauthorised containers may not conform to BS 840 and as such there is a risk of them falling off of the collection vehicle during emptying. This would pose a serious health and safety risk to staff and members of the public.

4 Policy Two – Exemption from Standard Recycling and Waste Containers

All properties within the borough will be deemed suitable for the standard recycling and residual waste containers as outlined in [Policy One](#), unless they meet the criteria below to qualify for an exemption.

4.1 Wheeled bin exemptions

- a property **may** be exempt from using a wheeled bin if one of the following applies:
- the front door opens directly onto the pavement, or
- the front garden does not have at least 1m² of available space (excluding space required for access but including any space taken up by plants and landscaping), or
- there are more than 2 steps up or down to gain access to the public highway and there is less than 1m² of available space between the steps and the boundary (excluding space required for access but including any space taken up by plants and landscaping).

and the property has;

- no alternative space for the storage of a bin in-between collections, which is accessible to the property boundary.

4.2 Recycling box exemptions

A property will be exempt from using recycling boxes for the collection of recyclable materials only if it is already exempt from the use of the residual waste wheeled bin.

4.3 Operational exemptions

Some properties may be deemed unsuitable for wheeled bins due to certain criteria, including, but not limited to: the need to lift bins over steps and pulling bins up steep inclines or over long distances.

4.4 The Authority will

- provide clear recycling sacks for properties exempt from using recycling boxes, there is no limit on the number of recycling sacks that can be presented for collection.
- provide red residual waste sacks to properties exempt from using wheeled bins, there will be a limit of 3 sacks per week that can be presented for collection





4.5 Residents in exempt properties will be responsible for

- presenting their residual waste and recycling in appropriate sacks as provided by the Authority
- storing their residual waste and / or recycling sacks internally until their collection day
- presenting their residual waste and recycling sacks at the front of the property to avoid presenting them on the footpath
- supplying accurate information when requesting an exemption from Policy One

4.6 Reason for this policy

This policy defines the reasons a property would be exempt from the use of wheeled bins or recycling boxes.

5 Policy Three – Exceptions

Special arrangements or changes to the core recycling and waste collection arrangements will be made available in the circumstances detailed below:

5.1 Assisted collections

Assisted collections will be made available to residents who on assessment are deemed to be unable to use the core recycling and waste collection service without assistance from the Authority (i.e. collection of the recycling and residual waste containers inside the property boundary).

Assisted collections will only be offered where no one else is able to assist placing the bin out for collection. Assisted collections are also available on a short-term basis e.g. following surgery.

The collection crew will only collect containers which are visible from the road side e.g. from beside the front door, or placed in the agreed collection point. Following collection, the crew will return the container to its original location.

Assisted collections will be regularly reviewed to ensure the service is still required for each property.

5.2 Smaller residual waste containers

Residents are able to request smaller residual waste containers. The standard 180 litre wheeled bin will be swapped for a 140l litre wheeled bin.

5.3 Additional residual waste capacity

Residents can request larger residual waste containers should they believe that the standard 180 litre size wheeled bin be too small. To qualify for a larger residual waste container, the following criteria must be met with relevant evidence provided:

- 5 or more permanent residents, or
- 2 or more children in nappies, or
- unsoiled medical waste is produced in the household

and the residents can demonstrate;

- the household is recycling all materials correctly through the Authority's recycling service.





Should these criteria be met, a larger 240 litre wheeled bin will be provided. This will replace the 180 litre wheeled bin provided as standard. Should a property be exempt from wheeled bins, they will instead be able to put out 4 sacks of residual waste per week, instead of the standard 3.

Where additional residual waste capacity is approved and it is later found that a resident is not fully using the recycling service available, the Authority reserves the right to withdraw the additional capacity.

In the case of Houses of Multiple Occupation (HMOs), this will be dealt with on an individual basis in discussion with the landlord. In larger HMOs, the landlord may be required to purchase larger wheeled bins (1100 litres) from the Authority. Further details can be found in [Policy Seven](#).

5.4 Additional recycling capacity

Residents are able to request additional recycling containers as required. There is no limit on the number of recycling boxes that properties are allowed to use.

5.5 Reason for the policy

This policy ensures that all residents are able to access the recycling and waste services offered by the Authority, providing a tailored service to those with specific needs.

6 Policy Four – Side Waste

Side waste is defined as residual waste or recycling put out for collection, which is:

- not contained in the standard container issued to the household for that service
- not in line with the Authority's 3 residual waste sack per collection policy for properties exempt from bins (or 4 for a property exempted and approved for additional residual capacity)

The process for managing side waste depends on the type of waste is set out below.

6.1 Residual waste

No residual side waste will be collected by the residual waste collection service except:

- where a property is in the process of being assessed for additional residual waste as per [Policy Three](#), side waste will be allowed. The property will receive 'authorised' side waste stickers which they should place on their side waste whilst awaiting a decision. These sacks will then be collected by the crew.

Should side waste be found next to a residual waste wheeled bin, it will be stickered and returned to within the property boundary. This sticker will provide details of how to apply for additional residual waste capacity if required by the household.

The same procedure will apply in situations where an exempt property (as defined in [Policy Two](#)) presents more than the 3 sacks allowed per week, or 4 sacks in the case of properties exempted and approved for additional residual capacity.

6.2 Recycling

Recycling side waste will be collected so long as it is placed in a clear bag. Cardboard will be taken so long as it is flattened and does not contain any polystyrene.

6.3 Reason for policy

This policy clearly sets out what is, and is not, accepted in terms of side waste by households in Redbridge. By encouraging proper use of the residual wheeled bin, the amount of waste disposed of will be reduced.



7 Policy Five – Contamination and Enforcement



The Authority will only empty recycling and residual waste containers which contain the correct materials.

7.1 Recycling

Recycling boxes used to store dry recycling should not contain any non-recyclable waste, garden waste, or any materials not listed as acceptable in our recycling collection scheme. Materials that are suitable for recycling through the Authority's kerbside service can be found on the Authority's website (<https://www.redbridge.gov.uk/bins-waste-and-recycling/recycling-collection/>). Should a recycling box contain any of the incorrect items, it will be 'contaminated'.

7.2 Residual Waste

Containers used to store residual waste should only contain those items that cannot be recycled using the Authority's recycling services or the Chigwell Road Reuse and Recycling Centre (including garden waste), or other disposal centres managed by the Authority which are listed on <https://eastlondonwaste.gov.uk>. Those materials suitable for recycling can be found on the Authority's website (<https://www.redbridge.gov.uk/bins-waste-and-recycling/recycling-collection/>). If a residual waste wheeled bin is too heavy, the crew will leave the bin and place a hanger on the bin advising for the reason of non-collection.

7.3 Procedure for contaminated containers

Should a container be found at the point of collection to be contaminated such that its collection may contaminate the entire load, the collection crew will not empty the container. The collection crew will leave a sticker or leaflet for the resident to advise them of the problem and to identify the contaminant.

If a container is left because of contamination the resident may:

- remove the contamination and re-present the uncontaminated container on the next due collection day
- make their own arrangements for the proper and legal disposal of the waste

7.4 Enforcement of contaminated containers or side waste

Should a household contaminate their recycling bin or present side waste (as defined in [Policy Four](#)), an enforcement process will be put into place. This procedure will follow these steps:

1. The resident will receive a letter warning them that they should not contaminate their bin or present side waste. The letter will advise them of the following steps should they continue to do so. If the resident complies with this advice, then no further action will be taken.
2. If the resident does not comply with the advice, a notice of intention will be served against the household. This notice will last for 12 months and will advise that if the resident continues to contaminate their containers, or present side waste, they will be served with a Fixed Penalty Notice (FPN).
3. If the resident continues not to follow the advice, an FPN will be served against the household.

Following 12 months where the household does not contaminate their container or present side waste, the enforcement process would start from Step 1.

7.5 Reason for policy

This policy defines what can and cannot be presented for collection in each of the containers provided and the process for managing contaminated waste and side waste. An improvement in the materials placed out for recycling will enable the Authority to reduce residual waste and increase the amount that is recycled.



8 Policy Six – Use of Containers



The Authority will only collect waste that is presented correctly.

8.1 Closed wheeled bin lid

The Authority will only collect from wheeled bins with closed lids. This is to ensure that the wheeled bins and lids are not damaged during the collection and lifting process, and to comply with the Health and Safety Executive best practice guidelines that lids should be fully closed.

Where a wheeled bin is presented for collection with an open lid, the crew will take out the top sack and sticker it as 'side waste' to advise the resident that the bin lid was too open for the bin to be emptied. They will then subsequently empty the bin and leave the sack to the side of the bin. The collection crew will take a photo of the overfull bin before and after collection, showing the empty bin with the side waste placed next to it following collection.

8.2 Time of collection

Containers must be presented for collection by 7am on the day of collection and no earlier than 7pm of the evening before collection day. Collections will be made between 7am and 5pm.

8.3 Placement of containers for collection

Residents should:

- present their containers within 1 metre of the boundary of their property nearest to the public highway (or in another location only with prior agreement given by the Authority)
- ensure that their containers are visible
- make sure wheeled bin handles are facing outwards
- make sure containers do not block the footpath

Following collection, the collection crew will return the containers back to their original presentation point.

The rules outlined above also apply to households exempted from containers and which are provided with sacks.

8.4 Point of Collection

Where possible the Authority will endeavour to collect from the boundary of properties nearest to the public highway. However, the Authority reserves the right to request an alternative collection point should any of the following apply:

- there is a danger posed to the crew e.g. uncontrolled dogs
- there is a danger posed to the collection vehicle e.g. overhanging cables or trees

8.5 Bins not presented for collection (Not-Outs)

The Authority will not return to empty a container that has been reported by the crew as “not-out” or not presented on the boundary of the property for collection. “Not-outs” do not apply for assisted collections.

8.6 Missed collections

The Authority will only return to collect missed collections that have been reported by midnight of the next working day (with the exceptions of assisted collections).

Missed bins can be reported on the Authority’s website at any time after the road has been reported as collected by the crew.

The Authority will endeavour to collect any missed collection within 2 working days from when the report is received.

In certain circumstances where returning to collect is operationally difficult, the Authority may arrange with the resident to collect additional materials on the next scheduled collection day.

8.7 Storage of containers

Containers must not be stored on the pavement or on the public highway in between collections.

8.8 Reason for policy

This policy ensures waste presented for collection can be collected safely.



9 Policy Seven – Flats, Communal Properties and Houses of Multiple Occupation (HMOs)

The Authority will endeavour to collect recycling and residual waste from flats, communal properties and HMOs providing that those managing the property comply with the following guidelines.

9.1 Container solutions

The most optimum container solution for flats, communal properties and HMOs will be assessed on an individual basis. Depending on the number of residents in any development, communal bins may be used instead of individual bins.

Each property in a block of flats, flat conversions and HMOs will be provided with a minimum allowance equivalent to 120 litres capacity per week for residual waste. Larger flatted properties will normally be provided with 1100ls; however, some properties may be provided with smaller bins.

It is the Authority's intention to make collections as efficient as possible by reducing the number of bins at any property and increasing the bin size, however this will be subject to the available space at the property for containers and having a suitably level and smooth hard standing, with no step-up or step-down especially for the larger bins; and easy access to the roadside where the collection vehicle will be positioned. Individual assessments will be made by the Authority at each property to determine the most appropriate bin size and quantity.

The Authority will endeavour to offer the full range of recycling services to communal properties; however, this may be restricted by the available space.

9.2 Supply, maintenance and repair of containers

The supply, ongoing maintenance and repair of residual waste and recycling containers for flats, communal properties and HMOs is the responsibility of the Management Agent, Resident Association or Facility Management company ("Controlling Agents").

Communal bins should be inspected on a regular basis by the Controlling Agents to ensure that they are fit for purpose. Communal bins have a limited lifespan and when they are considered beyond repair, they should be replaced to the same specification as existing containers.

When a damaged bin is identified on collection day the crew will apply a sticker to the bin requesting it is repaired. The bin will only be emptied if it is considered safe to do so.

9.3 Bin stores

Bin stores should be well lit, built on level hard standing and the entrance should be wide enough for the bins to easily pass through.

Vehicular access to the bin store should allow the collection vehicles to drive as close as possible to the bin storage area, all pathways leading from the bin store should be hard standing.

Where bin stores are not on a level surface bins should be secured by applying breaks or through another method.

The Authority recommends that bin stores are locked.

On the day of collection bin stores should be cleared of any bulky items or obstructions (including bags of waste not contained in the bins) so that the crews have access to move the containers safely in and out of the bin stores. Please see [Policy Four](#) (Side Waste) as this also applies to communal properties.

9.4 Ramps and drop kerbs

Ramps and drop kerbs should be installed to allow bulk containers to be safely wheeled to the rear of the collection vehicle.

9.5 Reason for policy

Flats, communal properties and HMOs have different needs than houses and therefore this policy details how the Authority will approach the collection of waste and recycling from flats and communal properties.



10 Policy Eight – Access policy



10.1 Blocked access

Should a collection fail due to blocked access the Authority will return on the collection day to re-attempt collection.

If re-attempted collection fails on the day of collection the Authority will monitor the blockage and attempt collection (if resources permit) during the collection interval.

10.2 Private road/private accesses

Where possible, the Authority will endeavour to collect from the boundary of properties via private roads/accesses however the Authority reserves the right to request an alternative collection point where a private road/access is deemed to be unsafe for a collection vehicle to attend, for example due to narrow access, unkempt verges/trees or road surfaces.

Where a collection on private property has been requested, the Authority will not be held responsible for the deterioration of any road surfaces, earth banks or verges and shall be indemnified against any resultant claim.

Where road surfaces are constructed to a non-highway standard that may not support a refuse collection vehicle the Authority may insist on an alternative collection point.

10.3 Electronic gates

Electronic closing gates must comply with the Health and Safety Executive's 2010 safety advice alert.

10.4 Distance bins should be pulled out by crews

The distance that crews "pull out" containers should be minimised, where possible. Distances of more than 20 metres will require an individual risk assessment undertaken to assess the manual handling risk and whether an alternative collection method is required. (Risks such as uneven/broken surfaces, kerb edges, slopes, speed humps must be assessed and taken into account).

10.5 Excessively Heavy Bins

Bins that are deemed too heavy to be safely lifted by the lifting mechanism on the rear of the vehicle will not be emptied and a sticker, hanger or leaflet will be left to notify the resident.

10.6 Pets

Residents are requested to ensure that all pets are controlled in such a manner that when a collection is enacted they cannot injure an operative or escape from the property.

10.7 Minimising difficult vehicle manoeuvres

Recycling and residual waste containers should be placed in locations that minimise the need for difficult vehicle manoeuvres. (Reversing is considered a difficult manoeuvre by the HSE.)

10.8 Reason for policy

This policy ensures the service compliance with the best practise guidelines from the Health and Safety Executive.



#OurStreets

#WeAreTeamRedbridge

www.redbridge.gov.uk/our-streets