Waste and Recycling Policy

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1. Policy Statement

1.1. In line with our Strategic Plan this policy sets out East Suffolk Council's commitment to fulfil its statutory obligations as a Waste Collection Authority under the Environmental Protection Act 1990 to collect household waste and, if requested, commercial waste, including a duty to arrange collection for specific recyclable materials like paper, card, glass, and plastics.

2. Purpose and Scope

2.1. This policy should be read and applied in conjunction with all other East Suffolk Council policies and procedures, including, but not limited to the Waste and Recycling Collections Service Adaptations Policy and the Compliance and Enforcement Policy.

2.2. This Policy affects every residential household in East Suffolk, and defines our service offering to residents for the collection of their waste and recycling.

3. Equality Duty

3.1. In line with the Public Sector Equality Duty the Council has a duty to consider the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010.
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

3.2. This policy will be implemented sensitively where persons are identified as having protected characteristics to ensure that they are not unfairly disadvantaged and have access to reasonable adjustments if needed.

4. Roles and Responsibilities

4.1. This policy is overseen by the Director of Corporate Services and the Strategic Waste Manager.

5. Policy Review

5.1. This policy and any appendices will be reviewed annually by the Director of Corporate Services and the Strategic Waste Manager.

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1. Service overview or background

1.1 East Suffolk District Council ("the Council") is a District Council and under the terms of the Environmental Protection Act 1990 (EPA) is classed as a Waste Collection Authority. As such, the Council has a statutory duty to collect household waste and recycling from all domestic properties within its administrative area and provide receptacles in which residents may deposit their household waste.

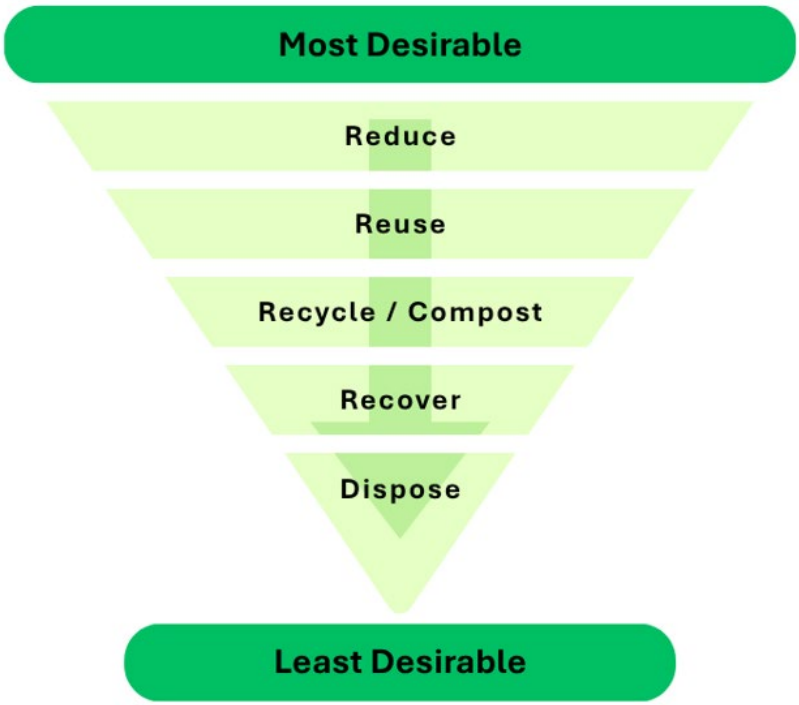
1.2 The district has approximately 123,000 households with a population of c.250,000 all of whom create waste and recycling. The Council is committed to reducing the environmental impact of waste within the district by implementing policies that promote waste minimisation and improving recycling practices.

1.3 This policy sets out the service standards that apply to waste and recycling collection services. The aim of which is to clearly define the Council's Recycling and Waste collections policy in a fair and transparent manner. The Policy outlines how the service will be delivered to residents and sets out the responsibilities of householders to ensure maximum participation.

1.4 The Council offers waste and recycling collection services to businesses and non-domestic properties as part of its Commercial Waste Service provided by our contractor East Suffolk Services Ltd. This policy does not include these services.

Better Recycling benefits and Waste Hierarchy principles

1.5 Better recycling offers several key benefits that align with the principles of the waste hierarchy which prioritises waste prevention, re-use, recycling, recovery, and disposal as the last resort.



By adhering to these principles, the Council aims to:

- **Reduce Environmental Impact:** Recycling reduces the need for raw materials, conserves natural resources, and decreases energy consumption, leading to lower greenhouse gas emissions.
- **Promote Resource Efficiency:** By reusing and recycling materials, the Council ensures that valuable resources are not wasted and are instead reintegrated into the production cycle.
- **Minimise Landfill Use:** Effective recycling practices reduce the volume of waste sent to landfills, thereby mitigating the associated environmental hazards such as soil and water contamination.
- **Support Circular Economy:** Recycling supports the transition to a circular economy where products and materials are kept in use for as long as possible, extracting maximum value before recovery and regeneration.
- **Enhance Community Engagement:** Simplified recycling processes encourage higher participation rates among residents, fostering a community-wide commitment to sustainable waste management practices

2. Legislation

2.1 Under the terms of the Environmental Protection Act 1990, the Council is classed as a Waste Collection Authority and, as such, under section 45(1), has a statutory duty to collect household waste from all domestic properties within the district.

2.2 Section 46 of the Environmental Protection Act 1990 empowers a Waste Collection Authority, by means of serving a Notice on Householders, to require them to present household waste out for collection, in designated containers and separated into specified waste streams. In so doing, it can stipulate:

- The size and type of collection container(s)
- Where container(s) must be placed for the purpose of collecting and emptying
- The materials or items which may, or may not, be placed within the container(s)

2.3 The Environment Act 2021 (The Act) introduces consistent recycling materials for collection across England by setting out the requirements of local authorities to collect a core set of recyclable materials. The core set of materials is designated by central government and can be reviewed on a regular basis to allow for new materials to be added to the core set in future.

The Council must therefore ensure that:

2.4 Recyclable waste streams are collected separately from other waste and from other recycling streams. Recyclable waste streams include:

- Glass
- Metal
- Plastic & plastic films
- Paper/card
- Food waste
- Garden waste

2.5 East Suffolk District Council is introducing new components **(Better Recycling)** to its waste collection service, which will involve each household receiving additional wheeled bins or containers to recycle paper and card and collect food waste separately.

2.6 This policy and its associated collection methodology are designed to support the Council's environmental ambitions and strategic targets. The approach aims to achieve the central govt. target of a 65% recycling rate by 2035 by increasing the volume of recyclable materials collected, reducing residual waste, minimising contamination, and lowering the carbon impact of waste management activities. It supports both national objectives and the aspirations of our residents.

2.7 Recycling has become common practice in households across the UK, with 88% of UK households claiming they regularly recycle (Source: Waste and Resources Action Programme (WRAP) Campaign Toolkit). However, while we should take pride in our collective achievements, recycling performance in England has plateaued, with the average household recycling rate remaining at 42.3% in 2023/24.

2.8 The Council is dedicated to implementing policies that promote reusing, recycling, or composting, with the primary goal of reducing overall household residual waste and increasing recycling rates to 60% by 2030, 65% by 2035, and a wider ambition of 70% or more.

3. Materials collected

Food waste

3.1 From June 2026, the Council will provide weekly food waste collections. Residents will receive two containers for food waste: a 5-litre indoor caddy and a 23-litre outdoor caddy. Upon delivery of the caddies, the Council will also provide an initial supply of caddy liners, enough to last approximately six months. After the initial supply has run out, residents will need to purchase their own liners if they wish to continue using them. Alternatively, residents can choose to line their indoor caddy with paper or a biodegradable bag which are available at supermarkets.

3.2 The Council expects that all biodegradable waste (except for garden waste, human/animal waste and pet bedding) is placed in the food caddy and not in any other waste container. This ensures it is appropriately disposed of. The following items can be disposed of in the food waste caddy:

- Uneaten food and plate scrapings
- Baked goods, bread, cakes, pastries
- Dairy product, eggs, and eggshells
- Fruit and vegetable, whole or peelings
- Out of date or mouldy food
- Pet food
- Raw and cooked meat or fish, including bones
- Tea bags and coffee grounds

3.3 Full details of what should go in the food waste caddy are available via the Better Recycling pages on our website.

Paper and card

3.4 Paper and card are susceptible to contamination from food residue and moisture. This damages the fibres and impacts the recyclability of these materials. Therefore, the Simpler Recycling policy, as part of the Environment Act 2021, sets out that paper and card should be collected separately, as standard. This protects the material from damage and increases the quality of recycling.

3.5 The Councils Standard Waste Collection Service aligns with this requirement by recommending that paper and card be collected separately from other mixed recyclables. Paper and card will be collected in a separate, **green-lidded** wheeled bin, as the standard practice, and collected once every three weeks.

3.6 The following is **not** accepted for recycling and should be placed in the refuse (black/dark grey-lidded) wheeled bin:

- Paper and card that contains glitter or foil
- Wrapping paper
- Paper that is laminated
- Stickers and sticky paper
- Padded lined envelopes
- Wallpaper

3.7 All recycling must be empty, clean, dry and loose i.e. cardboard must be emptied, free of other packaging, flattened and placed inside the designated wheeled (green-lidded) bin or bag.

3.8 Large items of cardboard packaging that do not fit into the green-lidded bin can be taken to Household Waste Recycling Centres – details available on our website.

Mixed recycling

3.9 The remaining recycling materials includes new materials that were not previously collected from households. These will be collected separately using **blue-lidded** bins, as per the Standard Waste Collection Service provision and collected once every three weeks.

3.10 All recycling must be empty, clean, dry and loose.

3.11 Materials that will be collected as part of the mixed recycling collection include:

- Glass:
  - Glass, including bottles and jars with lids on or off
- Metal:
  - Steel and aluminium tins and cans
  - Steel and aluminium aerosols
  - Aluminium foil & food trays
  - Steel and aluminium jars and bottle lids

- Plastic:
  - Plastic bottles

- Pots, tubs and trays
- Cartons e.g. Tetrapak
- Plastic film packaging and plastic bags

3.12 Full details of what should go in the mixed recycling (blue-lidded) wheeled bin are available on our website under Better Recycling.

3.13 Where households are on a non-standard collection, an alternative container or bag will be provided.

Non-recyclable waste (refuse)

3.14 The general waste (black/grey-lidded) bin is for non-recyclable household waste, referred to in this document as refuse. The refuse (black/grey-lidded) bin **must not contain** any recyclable waste that belongs in either the food caddies or the paper and card, mixed recycling, or garden waste bins. Collections crews may reject black bins if prohibited items are found.

3.15 Additional waste materials, including hazardous waste, paint, batteries, builders' rubble, concrete, large electrical items, liquids and business waste must not be placed in the refuse bin (black/grey-lidded). We encourage residents to take these items for disposal at designated places such as shop collection points or any one of the District's Household Waste & Recycling Centres.

3.16 We do collect small domestic appliances from households – these need to be placed on top of any 240l wheeled bin.

3.17 Non-recyclable materials that should be placed in the refuse (black/grey-lidded) bin include:

MUST be bagged	MAY be bagged
Nappies and sanitary products	Dirty, wet or greasy card or paper
Incontinence items	Hard plastics e.g. small DIY items, buckets, Tupperware etc.
Pet bedding, animal waste	Polystyrene packaging
Ash/dust	Porcelain and ceramics
	Tissues, tissue paper, napkins and wipes
	Wallpaper

3.18 Full details of what should go in the refuse (black/grey-lidded) bin are available on our website under Better Recycling.

3.19 If incorrect materials are found in the refuse (black/grey-lidded) bin, the Council reserves the right not to collect the bin. Residents must remove the non-acceptable items and present the refuse (black/grey-lidded) bin on the next scheduled collection day or alternatively take their waste to the local Recycling Centre. This information will be logged on the Councils in-cab reporting system and a sticker will be used to inform the resident. For more details, please refer to the education and enforcement section of this policy.

Garden waste collection service

3.20 The Waste Hierarchy states that garden waste is best composted at home where possible. Through the Suffolk Waste Partnership, residents can buy a range of heavily subsidised items, to compost both garden and kitchen waste at home.

3.21 Where this isn't possible, the Council offers a separate, chargeable service (by subscription) for the collection of garden waste which means that it can be composted on a larger scale and still maintain environmental benefits compared to other forms of disposal. Details available on our website under garden waste.

3.22 Visit the Councils website, for full details on the Garden Waste Collection Service Terms and conditions

4. The service to residents

4.1 The preferred and default service provision is the Standard Waste Collection Service and will be provided to residents wherever possible, followed by the Non-Standard Waste Collection Service. The property type, access and storage provision will determine the service that is provided to any given household.

4.2 The intention is that properties deemed suitable for the Standard Waste Collection Service will not be able to elect to have alternative containers because the benefits of the Standard Waste Collection Service would not be achieved e.g. maximising recycling and reducing non-recyclable waste.

4.3 Properties that are deemed non-standard to accommodate wheeled bins for the collection of their waste and recycling will be provided with either single-use sacks or reusable sacks for the relevant waste or recycling stream. The same material exclusions apply.

4.4 The wheeled bins or containers issued by the Council must be used to present waste for collection. No other wheeled bins or containers will be accepted.

4.5 Any special arrangements / variations to collection days, particularly for Bank Holidays and the Christmas period are published on the Councils website in advance of any changes.

4.6 The Council will evaluate properties to determine their suitability for the Standard Waste Collection Service based on the criteria laid out the Waste Collection Service Adaptations Policy.

4.7 For properties that do not meet the criteria, the Council will undertake a discretionary assessment. The assessment may be conducted physically or as a desktop review.

4.8 If a property is deemed unsuitable for the Standard Waste Collection Service, residents will be contacted and informed about the wheeled bins or containers they will receive as part of the Non-Standard Collection Service.

4.9 The Council's assessment decision is final.

5. Standard waste collection service

5.1 Where feasible, all households will receive and benefit from the Council's Standard Waste Collection Service. From June 2026, following the introduction of Better Recycling, this will consist of:

Household occupancy *	Waste stream	Type of container	Size	Colour	Collection frequency
1-6	Refuse**	Wheeled bin	240 litre	Black/grey-lidded	Three-weekly
	Paper and card	Wheeled bin	240 litre	Green-lidded	Three-weekly
	Mixed recycling (plastics, cartons, cans etc)	Wheeled bin	240 litre	Blue/blue-lidded	Three-weekly
	Food waste	1 x external caddy 1 x internal caddy	23 litre (external) 5 litre (internal)	Grey	Weekly
6+	At the discretion of the designated Waste Management Officer - based upon multiples of bin capacities available				
Premises in multiple occupation/ flats	Refuse**	Wheeled bin	240 - 1100 litre	Black	Three-weekly
	Paper and card	Wheeled bin	240 - 1100 litre	Green-lidded	Three-weekly
	Mixed recycling	Wheeled bin	240 - 1100 litre	Blue/blue-lidded	Three-weekly
	Food waste	1 x external caddy/bin 1 x internal caddy per household	140 litre (external) *** 5 litre (internal)	Grey	Weekly

** Household occupancy is defined by number of permanent, full-time occupants.*

*** There is a general limit of 240-litre wheeled bin for refuse collection. The Council will offer the option for householders to apply for additional bins in certain circumstances.*

**** 140 litre Food Waste Bin per 6 households irrespective of household occupancy. Other option wheeled bins can and will be provided at the discretion of the designated Waste Management Officer.*

6. Non-standard waste collection service and service adaptations

6.1 If individual households are unable to utilise the Standard Waste Collection Service to manage their waste and recyclables, the Council will assess their situation on a case-by-case basis. Based on this assessment, alternative containers will be provided at the Council's discretion.

6.2 Wherever possible, the following hierarchy of containers will be used to enable collection of waste that will support achievement of the ambitions set out.

1. Paper and card
2. Mixed Recycling
3. Non-recyclable
4. Food Waste

6.3 Discretion may be applied as necessary to support residents and service delivery, ensuring that recyclable materials are collected in such a way that minimises contamination and increases recycling capture rates.

6.4 If it is determined that the Standard Waste Collection Service is not suitable for a household, alternative containers will be provided.

6.5 Where collections for recycling cannot be achieved using wheeled bins, the Council will make provision by supplying **single-use sacks or reusable sacks for the relevant waste stream.** Recycling materials will still be required to be separated as per the Standard Waste Collection Service requirements.

6.6 Where refuse collections are made using authorised single use sacks for refuse, the Council will supply and deliver these upon request (maximum of once a year) and will provide a similar capacity to that of a 240l bin.

6.7 Non-standard waste collections will be made to the same schedule as the Standard Waste Collection Service wherever possible.

6.8 The protocol for service adaptations are defined in the Service Adaptations Policy.

7. Properties with communal bins and communal bin storage areas

7.1 Properties which legally comprise of two or more dwellings or households i.e. flats or houses that have been converted into flats, may qualify for a communal waste collection.

7.2 The preferred service for premises in multiple occupancy or flats is the Standard Waste Collection Service. If the Standard Waste Collection Service cannot be provided, the Council will consult on a case-by-case basis to determine an appropriate service provision.

7.3 The same material exclusions will apply to each waste stream

7.4 The Council will provide waste containers of appropriate capacity for such premises in multiple occupancy or flats. A charge will apply for these containers which is paid for by the Managing Agent / Housing Association / Landlord / Residents.

7.5 To qualify for a communal waste collection, a property must:

- Share a bin store or collection point
- Have a suitable designated location for placement of the bins
- Have an agreement with Managing Agent / Housing Association / Landlord / Residents and the Council regarding the collection and storage requirements

7.6 The number and size of the containers will be dependent on the number of dwellings served and the space in the bin storage area.

7.7 Collection frequency will be subject to negotiation with the Managing Agent/Housing Association/Landlord and may have charges applied for collections outside the Council's statutory obligation.

7.8 Where access to communal areas (including bin storage areas) requires the provision of a code, fob or key, the Managing Agent/Housing Association/Landlord/Residents will be required to provide the fob, required key(s) and codes to the Council's contractor, to allow the collections to be carried out. Where access is not provided, or is obstructed, this will be recorded and collection will not take place and the Council's contractor will not return until the next scheduled collection date.

7.9 Where communal bins are used for the collection of refuse and recyclable materials, the Managing Agent/Housing Association/Landlord/Residents will be responsible for maintaining the bins to ensure that they can be serviced by the collection crews.

7.10 If residents fail to segregate waste for recycling as specified, the Council will work with residents and/or the Managing Agent/Housing Association/Landlord, to promote proper recycling practices. If correct recycling practices are not followed after an engagement process, a charge will be levied for collection through our business waste service. The Council may also take appropriate enforcement action.

7.11 The collection crews are not responsible for clearing, or cleaning, any mess or spilt waste that has accumulated in the communal collection area as a result of residents' activities. The collection crews will only collect bagged waste or clear up spills that have resulted due to the collection process if safe to do so. It is the responsibility of the Managing Agent/Housing Association/Landlord/Residents to ensure that the communal bin areas are maintained and kept in a clean and tidy manner. The collection crews will log any issues relating to collections on the in-cab reporting system.

7.12 Collection crews will not remove any loose waste/bulky items that are presented by residents in the communal bin areas/bin stores. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove or clear such items.

7.13 The Managing Agent/Housing Association/Landlord/Residents can contact the Council if they are aware of an issue with the bin store area and a quote will be provided to clear additional waste and/or Bulky Waste items.

8. Business premises with domestic dwellings attached

8.1 Where a property is part commercial and part residential – for example living accommodation above a shop, public house or a business run from home, commercial waste must be kept separate from waste generated from the residence.

8.2 The Council will provide for the collection of household waste but, where there are doubts as to the origin of the waste (i.e. where business waste is apparent), the waste may not be collected or a charge could be made for collection. The Council may also take appropriate enforcement action.

9. Additional and reduced wheeled bin capacity

9.1 This is an 'on-request' service for all waste streams and is based on eligibility. Requests for a variation in wheeled bin capacity will be assessed using the following criteria:

For additional capacity

- The number of people living at the property on a permanent basis (according to Council records), providing every effort is made to maximise recycling
- Medical circumstances that generate additional waste
- Other exceptional circumstances at the discretion of the Council

For reduced capacity

- There remains sufficient capacity to maximise recycling and minimise refuse
- Other exceptional circumstances at the discretion of the Council.

9.2 To make a change to increase or reduce your waste containers capacity, residents are required to contact the Customer Services Team. Applications will be assessed on a case-by-case basis.

9.3 If deemed eligible there may be a one-off charge to supply additional refuse capacity.

9.4 It is the responsibility of the householder to let us know of any changes in their circumstances that may affect their eligibility for additional wheeled bin capacity. The Council reserves the right to review these arrangements from time to time and may withdraw this service if extra capacity is no longer deemed necessary.

9.5 A member of the Waste Team may visit the applicant/property to discuss the application or renewal.

10. Assisted collections

10.1 The Assisted Collection Service is an 'on-request' service for all waste streams. It is available to residents who are physically unable to present their waste and recycling for collection at the kerbside. The service enables all residents to fully participate in the refuse and recycling collection service.

10.2 Eligibility criteria

An assisted collection service is available to residents who meet all of the following conditions:

- Physical incapacitation: An individual in the household is unable to move the waste containers due to a disability, medical condition, injury, or age-related frailty.
- No able-bodied helper: There are no other able-bodied individuals aged 16 or over living at the property who can assist.
- Carer availability: The resident is not receiving help from a live-in carer who is able to assist with waste collection.

10.3 How the service works

Upon approval of an application, the collection crew will:

- Collect the designated waste and recycling containers from an agreed-upon, easily accessible point on the property.
- Empty the containers.

- Return the containers to the same agreed-upon location.
- The crew will not enter homes, sheds, or garages to retrieve bins.

10.4 Application and review process

Applying for the service:

- Online: Complete the application form available on the Council's website.
- Phone: Contact the Council's customer service team, who can complete the form on the resident's behalf.
- Documentation: The application must be supported by a brief explanation of the need for assistance. Supporting documentation, such as a doctor's letter or a copy of a Disabled Driver Blue Badge, may be requested.

10.5 A site visit may be carried out by an authorised officer from the council to assess any issues with the collection, e.g. container location, access etc.

10.6 Service duration:

- Temporary: For short-term needs, such as recovery from an operation, the service can be granted for up to 6 months.
- Permanent: For long-term disabilities or medical conditions, the service can be granted on an ongoing basis.

10.7 The council will periodically review eligibility to ensure the service is still needed.

10.8 Residents will be contacted to confirm they still require the service or to request a renewal application.

10.9 The resident is responsible for informing the council of any changes to their circumstances that may affect eligibility.

10.10 Conditions of the assisted collection service

10.11 Location: Containers must be stored at a single, consistent, and easily accessible point on the property, such as near the front door or garage.

10.12 Accessibility: The storage location must not be behind locked gates or require climbing more than a few steps. Obstructions, such as parked vehicles, must be cleared on collection day.

10.13 Identification: All containers should be clearly labelled with the property number to assist collection crews.

10.14 Contamination: The resident remains responsible for ensuring the correct waste is placed in each container. Contaminated bins may be refused for collection.

10.15 Coverage: The service may cover general refuse, recycling, food waste, and garden waste collections, depending on the Council's specific scheme.

10.16 Exclusions: The service is not available for properties with communal bins.

10.17 Service limitations

10.18 Collection crews are not permitted to enter a building to retrieve waste.

10.19 The service does not apply to situations where the primary issue is a long driveway or distance to the property boundary, as opposed to a physical limitation.

10.20 Assisted collections are not provided for the sole reason that the resident is away on collection day.

10.21 Contact and feedback

For new applications, changes to existing service, or to report a missed collection, residents should contact the Council's Customer Services team by phone or online.

11. Presentation of wheeled bins, containers and sacks on collection day

Refuse, recyclables and garden waste

11.1 On the scheduled collection day, waste and recycling containers must be placed at the boundary of the property, at the point nearest to the highway, no earlier than the night before and no later than **0600hrs**. This ensures they are accessible in case collection crews begin earlier due to operational needs.

11.2 The Council will adopt a balanced and proportionate approach to managing the improper storage of wheeled bins or containers. Waste and recycling containers must not be placed on the highway more than 24 hours before the scheduled collection and must be removed within 24 hours of collection. Residents are required to return all containers to their proper place of storage by the end of the collection day.

11.3 The Collection Point should be inside the boundary of the property but visible from the highway (or footpath). Wheeled bins and bags should not cause an obstruction to a public footpath or the highway. The collection crew should place the bins back in this same position, once emptied, in a tidy manner ensuring that they are unlikely to obstruct pedestrians or prevent vehicular access. Failure to comply may result in appropriate enforcement action under relevant legislation.

11.4 The Council will not collect refuse or recycling from containers that have not been issued to the property by the Council

11.5 Where residents share a driveway, they will be required to present their waste containers for collection at the end of the shared drive, at a point nearest to the highway.

11.6 Where an individual property is located down a ‘long-driveway’, the resident is required to present their waste containers for collection at the point nearest to the highway. Where necessary, the Council’s designated Waste Management Officer will visit the resident to assess the most appropriate location to present the waste containers and the type of containers to be used. Where a ‘long driveway’ serves several properties, the Council will arrange for the designated Waste Management Officer to visit and assess if it is appropriate for a collection vehicle to access the properties.

11.7 All containers must be presented with the lid fully closed and the bin handle facing the highway. Containers must not be overflowing or be too heavy, as this may prevent safe handling by the collection crew. Containers that are too heavy or overfilled will not be collected.

Food waste

11.8 In addition to the requirements outlined above, food waste caddies must be presented with the lid closed and the carry handle in the upright position (which is locked). This reduces the need for the collection crew to bend over and ensures the lid is in the locked position.

Contamination

11.9 The Council can only collect waste containers that contain the correct materials, and where it is safe for the collection crews to do so.

11.10 Contaminated means the waste container has items in it that cannot be recycled, composted or, in the case of general refuse, items which are too heavy or hazardous for the bin to be emptied safely. This can have a major impact on our recycling and composting schemes by reducing the quality of the material and creating a risk that the contaminated load will be rejected by the re-processors.

11.11 Operatives will not empty containers if they contain the wrong material, for example:

- The mixed recycling (blue-lidded) wheeled bin contains non-recyclable material or a recyclable material for which a separate container has been provided
- The paper/card (green-lidded) bin contains items other than paper and card.
- The weekly food waste caddy contains non-food items (except for the newspaper, plastic or compostable bag used to line it)
- The refuse (black/grey-lidded) bin contains material that is excluded from refuse waste collections.
- The garden waste bin contains quantities of soil, rubble, food, noxious weeds or other materials that are excluded from garden waste collections.

11.12 Wheeled bins containing ‘non-acceptable’ items that are not collected will be logged on the in-cab monitoring system and a sticker attached to the wheeled bin to inform the resident why the waste has not been collected.

11.13 The householder will be required to remove the ‘non-acceptable’ items and present their refuse, recycling, food or garden waste on their next scheduled collection.

11.14 Crews will not return to empty bins that have been found to be contaminated until the next scheduled collection.

11.15 Where there is contamination of waste within communal waste wheeled bins, the Council will require the Management Agency/Housing Association/Landlord to, at their own expense, ensure all non-recyclable material or other contaminants are removed, in readiness for the next collection.

11.16 Where a household repeatedly presents contaminated waste for collection, the Council may take appropriate enforcement action under relevant legislation. In addition, a charge may be applied.

11.17 Visit the Council's website to find out more about what you can and cannot put in each of your waste containers.

Additional refuse (side waste)

11.18 The Council will only collect waste contained in Council-issued wheeled bins. Any refuse or recycling left by the wheeled bin in unauthorised sacks, such as black bags or loose items, will not be collected.

11.19 Excess refuse waste may be taken to a Household Waste & Recycling Centre. Limitations may apply.

11.20 The Council is more than happy to provide advice on waste reduction upon request.

Clearance of spillages

11.21 Collection crews are required to clear any spillages that occur as a result of the collection process, where safe to do so.

11.22 Any spillages that occur in advance of collections are the responsibility of the householder to clear.

11.23 The Council will not collect split sacks, including if split by animals when presented overnight. It is the responsibility of the householder to clear any spillage of waste and present the waste in an unbroken/split sack on the next scheduled collection day.

11.24 Conditions such as high winds can result in windblown light recyclables during collection. In these instances, the collection crews will pick up as much windblown material as possible, where safe to do so, but they will not go onto private property to collect materials. Ensuring that all wheeled bin lids are closed will reduce instances of windblown litter during windy weather

Wheeled bin cleaning

11.25 The Council is not responsible for the cleaning of refuse, recycling, food, or garden waste bins or containers. The upkeep and cleanliness of all waste wheeled bins or containers provided by the Council for household use rests solely with the householder.

11.26 Residents are encouraged to maintain their wheeled bins or containers in a hygienic condition to prevent odours and pest problems. The following advice may help you keep your bins clean:

- Rinse your wheeled bins / containers regularly (you can use disinfectant, or warm soapy water). You may also contact a professional bin cleaner in your area.
- Rinse food packaging to remove any food scraps

- Squeeze air out of bags, before putting them into your refuse bin. The lack of air will slow down general decomposition and help to reduce smells.
- Place sheets of newspaper at the bottom of your refuse bin, to keep it dry. The paper will soak up any liquids that may escape from bags you place inside
- Keep the lids of your bins closed, to prevent animals and flies getting in
- Report a damaged bin so that we can repair or replace it

Bulky waste collections

11.27 A "bulky household item" is one which exceeds 25kg in weight or does not fit into the wheeled bin for household waste provided in accordance with Materials Collected above.

11.28 In accordance with the Councils goal to promote re-use of waste, large and bulky household items can be taken to one of many Household Waste & Recycling Centres, or consideration can be given to donating the items to a charity shop or give them away from free.

11.29 For more details about the service and to make a booking visit our Bulky Waste Collection webpage.

Waste Electrical and Electronic Equipment (WEEE)

11.30 Electrical waste contains various chemicals, some of which are hazardous and pose risks to both human health and the environment if not properly treated. These items also include valuable metals that, when recycled appropriately, can be recovered and reused, reducing the global demand for newly mined materials. For these reasons, reuse or recycling is strongly encouraged as the preferred method of disposal for unwanted electrical items

11.31 Small Waste Electrical and Electronic Equipment (WEEE) is an electrical item that is small enough to fit inside a carrier bag. This could include items such as:

- Electric toothbrushes
- Small radios
- Toasters
- Hairdryers

11.32 Residents have four options for disposing of small WEEE when these items are no longer serviceable or needed:

- Repair, sell or donate
- Place handheld items out for collection on top of any 240l bin to be collected for recycling
- Use the WEEE recycling bins. Visit the Recycle Now website to find your nearest location.
- Take the item to the nearest Household Waste & Recycling Centre
- Most areas will be receiving a small WEEE collection service by the time that Better Recycling is introduced – details can be found on our website.

11.33 For larger WEEE items such as washing machines, fridges/freezers or tumble dryers, residents can book a collection with our bulky waste service.

Missed collections

11.34 We do not routinely return to collect missed refuse, recycling, food waste or garden waste. We will only return to collect if a mistake has been made by the collection crews.

11.35 Refuse and recycling wheeled bins or containers are to be presented for collection by 0600hrs at the boundary of the property or designated collection point on the scheduled day of collection.

11.36 If refuse and recycling wheeled bins or containers are not placed in the correct location by 0600hrs. on the scheduled day of collection and are subsequently reported to the Council as 'missed' by the collection crew, the Council will not treat this as a valid missed collection. In such cases, the collection crew will not return, and responsibility for disposing of the waste rests with the resident. For guidance on safe disposal methods, please visit the Suffolk Recycles website.

11.37 If residents believe that their bin has been missed, they should report this to the Council **within two working days** of the collection being missed. Missed collections can be reported via the Council website or by contacting Customer Services team. Any missed bins reported after two working days will not be processed and will need to be presented on the next scheduled collection day.

11.38 Exceptions to the two day limit may be applied in extreme circumstances, such as the resident being bed-ridden and relying on carers etc.

11.39 On receipt of a genuine missed collection report the Council's contractor aims to make a return **as soon as it is feasible to do so**.

11.40 We will not return to collect a missed bin or container (refuse, recycling, food waste or garden waste) if:

- Wheeled bins or containers are not presented by 0600hrs.
- Wheeled bins or containers are presented in the wrong place
- The incorrect wheeled bin or container is presented e.g. refuse on a recycling week
- Wheeled bins or containers contain non-acceptable materials (contaminated)
- Black sacks left by the bin were not taken
- The wheeled bin or container is compacted, frozen or otherwise stuck and cannot be fully emptied
- The wheeled bin or container is too heavy or overflowing with waste
- The wheeled bin or container is damaged and emptying it would pose a health and safety risk
- The wheeled bin or containers are unauthorised e.g. not issued by the Council

12. Ownership and replacement of waste bins and containers

12.1 The refuse and recycling containers remain the property of the Council. Serviceable pre-used wheeled bins and other containers will be re-distributed wherever possible. Residents are responsible for the storage and safe keeping of the waste containers provided by the Council and for maintaining them in good, hygienic condition.

12.2 For properties that do not already have council issued authorised wheeled bins or caddies, such as newly built homes, these must be purchased by the developer through the Council for a specified fee. Once issued, the bins become the responsibility of the address to which they are assigned

12.3 Larger or additional containers may also be issued by the Council and charges applied.

Containers lost in collection vehicle

12.4 There may be some circumstances where a wheeled bin or container is damaged or lost in the back of the collection vehicle. In these cases, the Council will replace the wheeled bin / container, free of charge, as soon as reasonably practicable.

12.5 In the interim, the Council may supply an alternative (such as authorised sacks) to the householder to cover the period between when the wheeled bin / container is reported missing and the planned delivery date of its replacement.

12.6 All other reported containers will be replaced, but a charge may apply.

Lost, damaged or stolen

12.7 Requests to provide a replacement wheeled bin or container owing to damage can be made by contacting Customer Services.

12.8 Waste bins and containers that have been damaged, such as a broken lid or missing wheel, will be repaired or replaced by the Council free of charge. If a householder deliberately damages their waste bin(s) or container(s), a charge may apply.

12.9 If the wheeled bin or container cannot be fixed, the Council will replace it. All replacements will be serviceable and may be pre-used.

12.10 Once a householder has reported a damaged wheeled bin or container, it must remain accessible so the Councils repair operative can access it.

12.11 If able to do so, the householder can continue to use the damaged wheeled bin or container as normal until fixed or replaced.

12.12 In the interim, the Council may supply or agree an alternative (such as authorised sacks) to the householder to cover the period between when the wheeled bin / container was damaged and the planned delivery date of its replacement.

12.13 In certain circumstances, a charge may apply for lost or missing wheeled bins or containers. This will be determined at the Council's discretion.

Moving house

12.14 The refuse and recycling wheeled bins / containers supplied by the Council remain the property of the Council. If residents move house, the waste bins and/or containers must be left at the property, ready for the new residents, including kitchen caddies.

Moving House - Garden Waste Subscribers

12.15 Information on the Councils Garden Waste Collection Service including Terms and Conditions, is available on our website.

13. Disruption to service

13.1 The health and safety of the public, and of our collection crews, is of paramount importance. The Council will try to maintain services if they can be performed safely.

13.2 In the event of severe weather, such as snow, ice, flooding, extreme heat, or other significant disruptions including pandemics, large-scale staffing shortages, or a national emergency, the Council may need to make the difficult decision to temporarily suspend waste and recycling collections.

13.3 During periods of extremely cold weather, the lids or contents of waste containers, particularly garden and food waste bins, which tend to retain moisture, may freeze. In such cases, residents are encouraged to assist by gently loosening frozen lids or contents where possible, as collection crews are unable to do this. Please note that crews cannot repeatedly lift or shake bins to dislodge frozen material.

13.4 Where delays arise or collections are suspended for a prolonged period, residents are asked to leave their waste at their usual collection point and collection crews will work as quickly as possible to catch up. We will inform residents via regular service updates posted on the Council's website and social media.

Restricted access and road closures

13.5 Every effort will be made by the Council to ensure waste collections take place on the scheduled day, however, we **cannot guarantee this**, due to reasons outside of our control, such as roadworks or parked vehicles preventing safe access.

13.6 If the service is delayed, please continue to leave your bin out and accessible at its normal collection point. To check for service delays, please visit our website or contact the Customer Services Team.

13.7 When a collection cannot be made due to restricted access e.g. parked vehicles or roadworks, the collection crew will inform their manager/supervisor. The collection crew will aim to make a return as soon as it's feasible to do so.

13.8 Where there are repeated access problems, the Council may seek the following solutions:

- Writing to residents in the local area
- Change of collection point

14. Clinical and medical waste

Clinical waste

14.1 Clinical waste is any waste from healthcare activities that could pose a risk to public health, or the environment, if not disposed of correctly. The Council will facilitate a separate collection for residents who are self-treating at home. It is the responsibility of the householder to notify the Council that they require a collection. More details are available on our website.

14.2 Responsibility for disposal of waste arising from treatment by NHS workers in the home rests with the NHS.

14.3 Some clinical waste is hazardous and poses a risk of infection. It requires specialist containers for storage, which are available from healthcare providers. Residents must never put hazardous waste into household waste wheeled bins or containers. This waste includes any medical instruments that could cause punctures or cuts, or anything that could be harmful to others such as needles, sharps, waste arising from infectious diseases, swabs and wound dressings.

14.4 Non-infectious waste may be offensive in nature but has no identified risk of infection i.e. medical waste such as colostomy bags, incontinence pads and catheters. If the medical waste is not infectious, it should be double-bagged and put into the non-recyclable refuse (black/grey-lidded)waste bin/container.

14.5 The Council provides a clinical waste collection service to residents upon application. The service includes provision of a **yellow** clinical waste bin. There may be a charge for this.

14.6 For non-infectious medical waste and upon application and review, the Council may provide a larger or additional wheeled refuse bin to residents to accommodate medical waste. This provision is free of charge and will be at the discretion of the Council. We do not generally make more frequent collections.

Sharps box collections

14.7 The Council offers a Sharps box collection service, which operates on an ad hoc, on-demand basis. Restrictions apply to this service; for further details, please refer to our website.

14.8 For sharps boxes which we cannot collect, please contact the health care provider who issued them.

14.9 We are unable to collect sharps boxes from businesses and other non-domestic locations. ESSL, our contractor, may provide this service.

14.10 Sharps used on animals cannot be collected as part of the clinical waste service.

14.11 If required, our collection crew can leave an empty sharps box at the time of collection. The sharps box left will be approximately 22l in size

15. Hazardous Waste

15.1 Household hazardous waste includes any material discarded by a householder which puts human health or the environment at risk because of its chemical or biological nature.

15.2 Hazardous waste must not be put in refuse (general rubbish) or recycling wheeled bins or containers. To find out what to do with hazardous waste, please visit the information listed on the Suffolk Recycles website.

15.3 Examples of household hazardous waste include:

- Asbestos (for example, ironing board mats or old asbestos guttering)
- DIY products (such as oil-based paint, varnishes, paint stripper and some wood treatments - please note that creosote is now banned for amateur use)
- Flammable liquids (such as white spirit, paraffin and wood dyes)
- Garden chemicals (such as weed killers and insect killers)
- Poisons (for example, rat and mouse poisons)
- Household cleaning products and chemicals (such as toilet cleaners, drain cleaners and bleaches)
- Motoring products (such as antifreeze and brake/clutch fluid)
- Swimming pool chemicals (such as chlorine additives, pH adjusters and algicides)

16. Private / unadopted roads

16.1 Waste and recycling wheeled bins or containers must be presented at the boundary of the property, at the point nearest the public highway.

16.2 Where pre-existing agreements are in place, the Council reserves the right to review those arrangements and may designate an alternative collection point to ensure the safety of staff and vehicles. Where conditions are no longer suitable, for example, due to narrow access, unkempt verges, overhanging trees, weak road surface, potholes, lack of turning point (if no-through road) etc, the Council will require that waste is presented for collection on the pavement or the verge nearest to the highway to which the collection vehicle has access.

17. New build properties

17.1 Property developers are required to meet the cost of supplying waste and recycling wheeled bins for new developments. Should this requirement not be met, the cost will fall to the householder. Guidance on the requirements for waste storage and collection at new residential developments can been sought from East Suffolk Council.

17.2 The Council will provide wheeled bins to all new dwellings and developments and aim to deliver these as soon as it is feasible to do so.

17.3 The Council will only empty wheeled bins that have been authorised and issued by East Suffolk District Council to the specific address.

18. Ad-hoc services

Public building collections

18.1 Public buildings such as village halls, churches, community facilities etc will be provided with a set of wheeled bins free of charge. Additional capacity will incur charges for collection only (no disposal charge).

18.2 Premises requiring a different collection frequency, capacity or service (such as Garden Waste) will be charged at an appropriate rate via the Commercial Waste Collection Service.

Recycling 'bring banks'

18.3 The Council provides local bring banks across the district as a supplementary service for the collection of additional materials.

18.4 The bring banks are for domestic/household waste only. They are not to be used to dispose of waste from businesses or commercial activity.

18.5 These sites are inspected and the banks emptied regularly to maintain sufficient capacity for materials. As with the kerbside collections of recyclables, it is important to deposit the correct materials in the right banks to avoid being rejected by the processing plant.

18.6 Residents must not leave items on top of, or around, the container. This constitutes fly-tipping and the Council may take appropriate enforcement action under the relevant legislation.

18.7 The Council reserves the right to cease the service at any time.

19. Education and enforcement

19.1 The Council is committed to promoting awareness and supporting residents in recycling properly. The objective is to help everyone make full use of recycling services while reducing the amount of non-recyclable waste produced.

19.2 The Council will adopt the 4 E's approach:

Engage: Officers will contact the householder, with the aim of building a positive relationship. This includes listening carefully to any concerns and establishing trust within the community.

Explain: Officers will clarify the appropriate regulations, explaining their purpose, for example, reducing waste, preventing pest issues, and protecting the environment. This ensures that residents fully understand the impact of their actions.

Encourage: Officers will encourage compliance by outlining the advantages of following these guidelines, fostering a sense of shared responsibility in the community.

Enforce: If householders still fail to comply after the above steps have been taken, enforcement becomes a last resort.

19.3 The Council has enforcement powers relating to waste and recycling collections under section 46 of the Environmental Protection Act 1990. The Council's Compliance and Enforcement policy can be found here.

20. Unacceptable behaviour towards staff

20.1 We will not tolerate racist, sexist, homophobic or other discriminatory language, harassment or other threatening, aggressive or violent behaviour, or other unreasonable behaviours intended to cause disproportionate or unjustifiable levels of distress, disruption or irritation. Our Unreasonable Behaviour Policy defines unreasonable contact and unreasonably persistent contact and the actions that the council will take.

21. Complaints/Customer Feedback

21.1 We are committed to providing excellent customer service first time, every time and we welcome feedback, positive or negative. Our Customer Feedback Policy explains this in more detail.

21.2 Where things have gone wrong, we want to put them right for you as quickly and simply as possible. Please contact us in the first instance to see if we can do this.

21.3 If you are dissatisfied then you may send us a compliment, comment or complaint online, by email, by phone, in person at one of our customer service points, by post or via direct message on social media.

22. Policy review

22.1 Officers of the Council will manage and operate the Household Recycling and Waste Collection Service in line with this policy.

22.2 The Strategic Director and Strategic Manager are authorised to make technical amendments to the document to ensure it continues to meet the needs of both the Council and its residents, including remaining compliant and up to date with legislation and guidance.

22.3 This policy will be reviewed as required and **no less than every five years**.

23. Contact us

Web: Waste » East Suffolk Council

Email: Customer services » East Suffolk Council

Phone: 0333 016 2000

Postal address for all items of post	Legal address
Individual/Team name Riverside 4 Canning Road Lowestoft NR33 0EQ Please include an individual or team to avoid any delays in getting your post to the correct department.	East Suffolk House Station Road Melton Woodbridge IP12 1RT