

MUNICIPAL YEAR 2015/2016 REPORT NO.

ACTION TAKEN UNDER DELEGATED AUTHORITY:

DECISION OF:

Director - Finance Resources and Customer Services – James Rolfe

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| Agenda - Part: 1 | Item: |
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| Subject: Land improvements Holly Hill & North Lodge Farms, The Ridgeway EN2 8AN | |
| Wards: Chase | |
| Key Decision: Yes KD 4170 | |
| Cabinet Members consulted: | |

1. EXECUTIVE SUMMARY

- 1.1. Holly Hill & North Lodge Farms (HH&NL Farms) are Council owned Green Belt assets.
- 1.2. An opportunity has arisen for the Council to improve the usable acreage of HH&NL Farms by undertaking improvements to the land.
- 1.3. This opportunity will generate an income stream to the Council as set out in the part 2 report
- 1.4. The Council offered the opportunity by way of a tender which was led by Knight Frank who worked with in conjunction with Strategic Property Services in preparing the Invitation to Tender (ITT).
- 1.5. Upon completion it is anticipated that the approximately 5 acres of existing land, will be bought into use as arable farm land. This will result in the Council having the ability to generate additional income, which currently has not been possible, at the next rent review thereby increasing the rent receivable from this asset.
- 1.6. It should be noted that the Council will not have any liability to the farm tenant nor will the Council be liable for any compensation payment due to the loss of land during these improvement works. Such matters will be the responsibility of the successful tenderer.

2. RECOMMENDATIONS

- 2.1. To enter into an agreement with the successful tenderer to provide the land improvements as detailed in their tender submission.

3. BACKGROUND

- 3.1.** This improvement opportunity followed the initial construction of a bund on HH& NL Farm which was as a result of the M25 road
- 3.2.** The imported soil will come from major infrastructure projects in Greater London i.e. Thames tideway tunnel.
- 3.3.** The imported soil quality is guaranteed and tested in three ways – 1) by virtue of responsibility in the licence agreement with the successful tenderer – 2) by an industry standard ticketing system (the importer has an undertaking from the outgoing site that records each load and that it has been inspected and verified) thereby recording each lorry for any future investigation - 3) that LBE (as part of the licence) will obtain an environmental and contamination survey at the end of the scheme paid for by the successful tenderer.
- 3.4.** Details of the recommended tender submission have been set out in the Part 2 report.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1.** See part 2

5. REASONS FOR RECOMMENDATIONS

- 5.1.** See part 2
- 5.2.** The improvements will increase the usable acreage of this asset by approximately 5 acres thereby increasing the future potential income.

6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES AND OTHER DEPARTMENTS

6.1. Financial Implications

- 6.1.1.** Financial Implications are contained within the Part 2 report.

6.2. Legal Implications

- 6.2.1.** The Council has a general power of competence under section 1(1) of the Localism Act 2011 to do anything that individuals generally may do provided it is not prohibited by legislation and subject to Public Law principles. The recommendations within this report are in accordance with those powers.

6.2.2. The Licence with the contractor and any associated legal documentation with the tenants of HH & NL Farms should be in a form approved by the Assistant Director (Legal and Governance Services).

6.2.3. Throughout the engagement of the contractor, the Council must comply with its obligations under the Local Government Act 1999 as regards obtaining best value.

6.3. Property Implications

6.3.1. These are embedded within the part 1 & 2 report.

7. KEY RISKS

7.1. There is the risk of the works impacting on the immediate local residents however the contractor will be responsible for minimising the impact as much as possible and follow all conditions imposed through the planning consent.

8. IMPACT ON COUNCIL PRIORITIES

8.1. Fairness for All

8.1.1. The land improvements will ensure that the noise and visual impact of the M25 will be reduced for people living closest to the road works.

8.2. Growth and Sustainability

8.2.1. None

8.3. Strong Communities

8.3.1. None

9. EQUALITIES IMPACT IMPLICATIONS

9.1. Corporate advice has been sought in regard to equalities and an agreement has been reached that an equalities impact assessment is neither relevant nor proportionate for the approval of this report

10. PERFORMANCE MANAGEMENT IMPLICATIONS

10.1. None

11. PUBLIC HEALTH IMPLICATIONS

11.1. Not applicable

Background Papers

None

MUNICIPAL YEAR 2015/2016 REPORT NO.

**ACTION TO BE TAKEN UNDER
DELEGATED AUTHORITY**

PORTFOLIO DECISION OF:

Cllr Daniel Anderson
Cabinet Member for Environment

REPORT OF:

Debbie Campbell
Interim Waste and Policy
Manager

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|--|--------------------|
| Agenda – Part: 1 | KD Num: N/A |
| Subject: Recycling Contamination Policies | |
| Wards: All | |

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1. EXECUTIVE SUMMARY

- 1.1 The contamination policy is to ensure waste and recycling is properly segregated, suitably contained / controlled and is not contaminated to ensure compliance with the requirements of sections 45(a) and 46 of the Environmental Protection Act 1990 and to produce high quality recycling. The policy applies to dry recyclables, organic waste and residual waste.
- 1.2 The purpose of this report is to set out the proposed changes to the Council's existing policy on how it manages contamination and the issues specifically associated with contamination of dry recycling collected from low-rise properties (also known as kerbside) and purpose built flats (also known as estates).
- 1.3 Contamination of dry recycling has recently become more of an issue because of the introduction of the new regulation regarding Material Recovery Facility(s) (MRF) which was brought into force in March 2014. The regulation requires a more rigorous testing of materials both going into and out of the MRF since October 2014, with the aim to reduce the contamination of recyclables. In addition the Council is required under the revised Waste Regulations 2011 to ensure it facilitates and improves the recovery of recyclables collected, in other-words, it maximises the quality and quantity of dry recyclables collected.
- 1.4.1 Taking this into account along with the Council's newly commissioned MRF contract which commenced from the beginning of September 2015, a key aim of the policy change is to facilitate and improve dry recyclables collected and reduce disposal and contractual costs.

2. RECOMMENDATIONS

A decision is taken to:

- 2.1 To adopt the proposed changes to the recycling contamination policy for kerbside properties as set out in Appendix 1.
- 2.2 To adopt the proposed changes to the recycling contamination policy for estate properties as set out in Appendix 2.
- 2.3 That the proposed changes are implemented from 1st November and performance is monitored to determine the successfulness of the policy with quarterly progress reviews as described in section 3.6. It is also recommended that the policy is reviewed in 12 months'.

3. BACKGROUND

- 3.1 Enfield currently provides a collection service to around 122,000 households per week, which includes estates. The main difference between estates and the kerbside collection system is the type of container used. The majority of kerbside properties are provided with individual 140 litre wheeled bins for residual waste and 240 litre wheeled bins for dry recycling and organic waste, or bags for residual and dry recycling where bins cannot be accommodated. Estates are provided with large communal bins ranging between 660 litres and 1,280 litres.
- 3.2 A residual container is rarely contaminated however it can be contaminated with for example rubble, bricks or soil. This type of contamination is because it makes the bin too heavy to empty. Hazardous material will also classify the container as contaminated.
- 3.3 A recycling container is contaminated when it contains non-recyclable items and there are three main ways how contamination impacts on the recycling service:
 - 3.3.1 **Contamination identified at the point of collection.** This is where the collection operatives identify the contamination and it is at this stage the contamination policy is implemented. Contamination of dry recycling is a key issue and on average it is estimated that the collection crews reject around 13% to 18% of dry recycling containers per week, this means around 865 to 1,200 containers are not collected out of the 6,700 collections made every week. Whereas organic waste bins remain fairly consistent at around a 14% rejection rate.
 - 3.3.2 **Rejected recycling loads at the Material Recovery Facility (MRF) due to contamination.** If a vehicle load has become heavily contaminated it will be rejected at the point of tipping at the MRF. This means the whole load will be sent for disposal rather than recycling.

Each rejected load can contain up-to five tonnes of dry recyclables and on average one load per month is rejected, whereas almost no organic waste loads are rejected.

- 3.3.3 **Contaminated recyclables are processed through the MRF.** The MRF is capable of processing some contamination although this does reduce the efficiency of the process. The new MRF contract recognises this and recyclables delivered with contamination levels above 10% will therefore attract an additional charge. Recyclables with less than 6% contamination will incur a reduced processing charge to reflect the benefits accrued from processing cleaner materials. Contamination of organic waste is not a current issue.

3.4 Contamination Policy Proposal

3.4.1 The objectives of the policy are to:

- a) Maximise the interception of contaminated recycling containers at the point of collection rather than the contamination reaching the MRF; and
- b) Reduce overall contamination at the point of collection to maximise quantity and quality of recyclables collected.

3.4.2 The existing policy is a four stage process for both kerbside and estates and requires:

- a) Stage one: Sticker the container with a contamination sticker, write to individual resident (or all residents and managing agent if it is an estate), plus provide communication leaflet. The contaminated container is not collected.
- b) Stage two: Sticker the container with a contamination sticker, write to the individual resident (or residents and managing agent), door step every property. The contaminated container is not collected.
- c) Stage three: Sticker the container with a contamination sticker. Where a bin is contaminated the individual resident (or residents and managing agent) are written to, warning that the bin will be removed if the contamination continues. The contaminated container is not collected.
- d) Stage four: Provides a final letter stating that the bin or bag(s) have been removed and where applicable bags will not be delivered in the future. For estates the bin is removed without further correspondence.

3.4.3 The policy is not sustainable as it requires the Council to intensively contact every property that contaminates a dry recycling and / or organic waste container including face-to-face contact which applies to around 1,800 to 2,100 properties per week.

3.4.4 The proposed changes to the policy streams-lines the approach by using intelligence data gathered by the collection crews and recycling

team to target resource and communications. The draft policy for kerbside is set out in Appendix 1 and for Estates can be found in Appendix 2.

- 3.4.5 The rationale for stream-lining the approach is based on recent analysis of the waste that showed around a third of all dry recycling contamination is made-up of non-recyclable plastic, non-recyclable card etc. This indicates that a significant proportion of contamination is due to a lack of knowledge about what can and cannot be recycled. The data also showed behavioural links between each street depending on its demographics.
- 3.4.6 It is proposed that individual bins which are contaminated will be stickered only. If it is a contaminated bag, the bag will also be stickered if it is within a front boundary of a property. However if it is on the public highway it will be removed, with the data being recorded and fed back to the recycling team. The existing policy requires every contaminated bin to be stickered, written to and sent communication material. To stream-line the process for kerbside it is proposed that in addition to the sticker, the first contact is made to a street rather than individual properties located across the Borough and the level of information is rationalised. Therefore the worst performing streets will be identified weekly and blanket generic communications will be circulated, reminding the residents of what they can and cannot recycle.
- 3.4.7 Stage two focuses on individual properties as it is intended that the number of re-offenders should significantly reduce therefore making targeting communications manageable and relevant. This stage still requires the containment to be stickered, however the type of contact e.g. face-to-face, targeted letter, generic communications will be determined based on intelligence information gathered and analysed. The existing policy requires every household with a contaminated container to be written to, provided with service communications and face-to-face.
- 3.4.8 At stage three the resident is sent a warning letter stating that their containment will be removed and reminding them of Council policy such as no side residual waste. This differs from the existing policy as it does not provide additional information such as a bin sticker and service communications.
- 3.4.9 The fourth stage of the policy will result in the recycling bin(s) being removed and monitored for side waste etc. Where it is a bag system the information will be recorded and the address will be removed from the bag circulation list. This differs from the existing policy as the resident will not be written to again informing them that their container has been removed.
- 3.4.10 The key difference between kerbside and estates is that at estates the process will involve more engagement and partnership working with the managing agents. It will place the onus back onto the managing agents to ensure their site complies with the Council's collection strategy. The proposed policy only requires a sticker is placed on the bin at stage one

and communication is sent directly to the managing agent. Where a managing agent is unknown blanket communication will be sent to individual residents living on the estate. Stage two triggers a warning letter being sent to the managing agent and / or residents that the bin(s) will be removed if further contamination is identified and at stage three the bins are removed.

3.5 Enforcement

3.5.1 The waste enforcement service will respond to requests in cases where:

- (a) There are severe and repeated failures by any householder to comply with Council policy.
- (b) The Council has engaged with the offending householder and all attempts to change behaviour through education and persuasion are exhausted and enforcement is required as the last available option.
- (c) Action under Environmental Protection Act 1990 s46 is decriminalised and enforcement procedures will require the issue of a warning letter in the specified form setting out the obligations of the householder with respect to the placing of waste for collection in receptacles of a kind and number.
- (d) Following the issue the warning-letter any further contravention of the Council's requirements for waste will be subject to the service of a notice of intent to issue a fixed penalty on the householder. The householder may appeal in the first instance in writing to the Assistant Director- Public Realm and subsequently to the independent adjudicator within 28 days.
- (e) The service of the notice will allege that the circumstances are: either constituting a nuisance or are detrimental to the amenities of the neighbourhood and enforcement under s46 will only follow where these grounds can be shown.
- (f) In the event that there is no appeal or following appeal a notice of intent is upheld any further contravention within 12 months or a continuing contravention may be subject to service of a fixed penalty notice and a Final Notice will be given providing the grounds for the fixed penalty, the amount of the penalty and how the penalty is to be paid. Payment cannot be required less than 28 days of the Final Notice. The current fixed penalty applying is the standard rate of £60.00 but this may be increased to £80.00 by adoption of the Council.
- (g) Non- payment of the FPN is recoverable as a civil debt.

3.6 Monitoring and Review

- 3.6.1 Contaminated bins are recorded daily by the operational crews. If the intervention is effective the number of reported contaminated bins in any one road should reduce. This will be recorded and evaluated as and when the policy is invoked. In addition recycling tonnage collected in the areas that are identified of having contaminated bins will be monitored before and after intervention.
- 3.6.2 Data will also be monitored and compared against individual rounds to help determine links between operations and demographics.
- 3.6.3 Progress monitoring will take place every quarter, with the first being completed by 1 January 2016. It is currently expected that the policy can be delivered within existing resource however the effectiveness of delivery will be considered against resource as part of the first review. Progress updates will be provided to the Director of Environment and the Portfolio Holder for Environment.
- 3.6.4 The first review of the policy will take place after 12 months of implementation.

3.7 Next Steps

- 3.7.1 It is recommended that the proposed changes are implemented from 1st November and performance monitored to determine successfulness of policy as per described above. It is also recommended that the policy is reviewed in 12 months' time.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1.1 "Do nothing" option was considered and rejected owing to the likely negative impacts on recycling performance.

5. REASONS FOR RECOMMENDATIONS

- 5.1.1 The current policy is not sustainable as it requires the Council to intensively contact every property that contaminates a dry recycling and/or organic waste container which applies to around 2,200 properties per week.
- 5.1.2 The proposed policy changes mainly focus on stream-lining the approach and using intelligence data gathered by the collection crews and recycling team to target resource.
- 5.1.3 The rationale for stream-lining the approach is based on recent analysis of the waste that showed around a third of all dry recycling contamination is made-up of non-recyclable plastic, card etc. This indicates that a significant proportion of contamination is due to a lack of knowledge about what can and cannot be recycled. The data also

showed behavioural links between each street depending on its demographics.

- 5.1.4 The high contamination rate is also detrimental to the overall household recycling rates. It would also have noticeable cost implications linked to the new MRF contract and relating to disposing of recyclables would be more expensive than recycling them.

6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES, AND OTHER DEPARTMENTS

6.1 Financial Implications

- 6.1.1 The proposed policy will contribute towards reducing the level of contamination identified at the Material Recovery Facility (MRF). On average one load per month, of dry recyclables is rejected. This rejected load is sent for disposal rather than recycling which the Council currently incurs a cost of through the NLWA levy at a total cost of up to £5,200 per year.
- 6.1.2 The level of contamination was also recognised in the new MRF contract, where additional charges or discounts will be applied by the contractor dependent on the level of contamination. If levels increase to more than 10%, the maximum risk to the Council would be that an additional £130,000 per annum would be incurred. However, the Council would also benefit by a reduction in cost of £130,000 per annum if levels were reduced to less than 6%.

6.2 Legal Implications

- 6.2.1. The recommendations in this report are compliant with the Council's duties under the environmental legislation, including the Waste Regulations 2011 and the EP Amendment Regulations 2014 (which contain provisions relating to material recovery facilities).

6.3 Property Implications

- 6.3.1 The storage of contaminated waste that is not collected may become an issue, particularly on Estates. Given that the policy is linked to a monitoring programme that has a communication's strategy that aims to inform residents, this issue is expected to be a temporary one and one which does not require the modification of properties.

7. KEY RISKS

- 7.1.1 None

8. IMPACT ON COUNCIL PRIORITIES

8.1 Fairness for All

8.1.1 The revised contamination policy will affect all residents and has taken into account fairness for all with the development of it.

8.2 Growth and Sustainability

8.2.1 The contamination policy will promote increased recycling and reduced residual waste and will therefore be aligned to sustainable waste management practices and sustainability practices in general.

8.3 Strong Communities

8.3.1 None

9. EQUALITY IMPACT IMPLICATIONS

9.1.1 It is deemed that an equalities impact assessment is not relevant or proportionate for the development of this revised contamination policy. However, this will be monitored and reviewed as part of the internal review processes.

10. PERFORMANCE MANAGEMENT IMPLICATIONS

10.1.1 None

11. HEALTH AND SAFETY IMPLICATIONS

11.1.1 None

12. PUBLIC HEALTH IMPLICATIONS

12.1.1 Climate change has been described as the public health threat of the 21st century. This should help mitigate some of the factors leading to climate change.

Background Papers

Waste and Recycling Contamination Policy – Low-rise Properties

1. Introduction

- 1.1 The purpose of this policy is to ensure waste and recycling is properly segregated, and contained and is not contaminated to ensure compliance with the requirements of sections 45(a) and 46 of the Environmental Protection Act 1990 and to produce high quality recycling.
- 1.2 Residents are required to comply with the following requirements:

1.3 Residual Waste

- 1.3.1 The residual containment as agreed by the Council shall only be used for those general household items that cannot be recycled using the Council's kerbside recycling services or the Re-use and Recycling Centre and any other agreed recycling provision provided by the Council.
- 1.3.2 Residual waste is rarely contaminated however it can be contaminated with for example rubble, bricks or soil. This type of contamination is mainly related to bin containment and to the fact that it makes it too heavy to empty. Hazardous material will also classify the container as contaminated.
- 1.3.3 The Council's website provides information about what can and cannot be disposed of as residual waste. Those materials suitable for recycling can be found in the Council's recycling communication materials such as leaflets and the Council website.

1.4 Recycling Service

1.4.1 *Food and Garden Recycling Service (also referred to as organic waste)*

- 1.4.2 The organic containment as described by the Council shall only contain food and garden materials. It shall not contain any non-recyclable material or any dry recyclables. Those materials suitable for recycling can be found in the Council's recycling communication materials such as leaflets and the Council website.

1.4.3 *Dry Recycling Service*

- 1.4.4 The dry recycling containment as described by the Council shall only contain dry recyclables. It shall not contain any garden, food or non-recyclable material such as nappies, hard plastic toys or any other plastics, card, paper and so-on that are not accepted as recyclable. Those materials suitable for recycling can be found in the Council's recycling communication materials such as leaflets and the Council website.

2. Why

Contamination can result in a collection vehicle having its whole load rejected by the recycling reprocessor. This means recycling collected from several thousand households could be rejected and sent for disposal as the result of one recyclable

container, containing non-recyclable material. This also has significant cost implications to the Council.

3. Contaminated Residual Containers

3.1 If any residual container is found at the point of collection to be contaminated the waste operatives will not collect the container and it will be left at the kerbside with a sticker or similar identifying that the container is contaminated. The container will be recorded by the operatives as contaminated and where possible what the contamination is.

3.2 If the container is left because of contamination the resident shall:

- Remove the contamination and represent the uncontaminated container on the next due collection day

3.3 With particular cases, such as clinical waste being deposited in the residual container, Council officers shall write to the household stating what the contamination is and how it should be disposed of.

4. Contaminated Recycling Containers

4.1 Contaminated recycling containers will be managed in four phases:

4.2 Stage 1: Street Specific - If any recycling container is found at the point of collection to be contaminated the recycling operatives will not collect the container and it will be left at the kerbside with a sticker identifying that the container is contaminated. The container will be recorded by the operatives as contaminated and where possible what the contamination is.

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

- Remove the contamination and represent the uncontaminated container on the next due collection day; or
- Make their own arrangements for the proper and legal disposal of the waste.

4.4 The information recorded will be passed onto the Council's recycling team and assessed. Where a notable contamination issue exists in one street, generic recycling communications will be issued to all households in the identified street setting out what can and cannot be recycled.

4.5 Stage 2: Property Specific - Roads identified as notable recycling contamination will be monitored over a three month period. If the street is identified again for being contaminated a sticker will be left on the container and the information recorded by the waste collection operatives. This information will be assessed and the household(s) will be provided with specific recycling communication stating the type of contamination identified and where possible face-to-face communication with the resident. The resident will be required to resolve the contaminated container as per paragraph 4.1.3.

4.6 Stage 3: Property Specific – During the same three month period if previously identified, the property shall be recorded as further contaminating the recycling containers and a warning letter will be sent to the household. The letter shall explain that if further contamination is identified within the recycling the Council will remove the recycling container on the next occasion where contamination is identified. The household will be advised that any side waste will not be collected and where appropriate enforcement action will be taken and will state what charges are applicable for any replacement bins. Where it is a bag system the information will be recorded and the address will be removed from the bag circulation list.

4.7 Stage 4: Property Specific – On the following collection, if the container is discovered to be contaminated the container will be identified for removal.

4.8 After stage four and where there are severe and repeated failures by any householder to comply with Council policies for example side waste generation, cases, where appropriate, will be referred to enforcement.

5. Monitoring and Review

5.1 At the Council's discretion and on a periodic basis the Council will arrange collection for the identified contaminated containers to be collected and taken to the disposal site, where the material will be visually audited. The information gained from the inspection will be used to write to residents to inform them about what is causing the contamination.

5.2 Information recorded will be regularly assessed and monitored.

5.3 This policy will be reviewed periodically to ensure it remains effective with managing recycling contamination.

Waste and Recycling Contamination Policy – Purpose Built Flats

1. Introduction

- 1.1 The purpose of this policy is to ensure waste and recycling is properly segregated, and contained and is not contaminated to ensure compliance with the requirements of sections 45(a) and 46 of the Environmental Protection Act 1990 and to produce high quality recycling.
- 1.2 Residents and managing agents are required to comply with the following requirements:

1.3 Residual Waste

- 1.3.1 The residual containment as agreed by the Council shall only be used for those general household items that cannot be recycled using the Council's recycling services or the Re-use and Recycling Centre and any other agreed recycling provision provided by the Council.
- 1.3.2 Residual waste is rarely contaminated however it can be contaminated with for example rubble, bricks or soil. This type of contamination is mainly related to the fact that it makes the bin too heavy to empty. Hazardous material will also classify the container as contaminated.
- 1.3.3 The Council's website provides information about what can and cannot be disposed of as residual waste. Those materials suitable for recycling can be found in the Council's recycling communication materials such as leaflets and the Council website.

1.4 Recycling Service

1.4.1 Food Recycling Service

- 1.4.2 The food containment as described by the Council shall only contain food materials. It shall not contain any non-recyclable material, garden waste or any dry recyclables. Those materials suitable for recycling can be found in the Council's recycling communication materials such as leaflets and the Council website.

1.4.3 Dry Recycling Service

- 1.4.4 The dry recycling containment as described by the Council shall only contain dry recyclables. It shall not contain any garden, food or non-recyclable material such as nappies, hard plastic toys or any other plastics, card, paper and so-on that are not accepted as recyclable. Those materials suitable for recycling can be found in the Council's recycling communication materials such as leaflets and the Council

website.

2. Why

Contamination can result in a collection vehicle having its whole load rejected by the recycling reprocessor. This means recycling collected from several thousand households could be rejected and sent for disposal as the result of one recyclable container, containing non-recyclable material. This also has significant cost implications to the Council.

3. Contaminated Residual Containers

3.1 If any residual container is found at the point of collection to be contaminated the waste operatives will not collect the container and it will be left at its location with a sticker or similar identifying that the bin is contaminated. The bin will be recorded by the operatives as contaminated and where possible what the contamination is.

3.2 If the container is left because of contamination the Managing Agent shall:

- Remove the contamination ready for the subsequent collection day; or
- Make their own arrangements for the proper and legal disposal of the waste.

3.3 With particular cases, such as clinical waste being deposited in the residual container, Council officers shall write to the Managing Agent stating what the contamination is and how it should be disposed of.

4. Contaminated Recycling Containers

4.1 Contaminated recycling containers will be managed in four phases:

4.2 *First Incident:* If any recycling container is found at the point of collection to be contaminated the recycling operatives will not collect the container and it will be left at its location with a sticker identifying that the bin is contaminated. The bin will be recorded by the operatives as contaminated and where possible what the contamination is.

4.3 If the container is left because of contamination the Managing Agent may:

- Remove the contamination ready for the subsequent collection day; or
- Make their own arrangements for the proper and legal disposal of the waste.

4.4 The information recorded will be passed onto the Council's recycling team and assessed. Generic recycling communications will be issued to the Management Agent (where known) setting out what can and cannot be recycled. The information will be accompanied with a standard letter requesting the Management Agent to communicate with the residents regarding how to use the container. Where the

Management Agent is unknown the Council will issue communications to the individual residential properties.

- 4.5 *Second Incident with a three month period:*** - If the container is contaminated again within a three month period the information will be recorded by the waste collection operatives. This information will be assessed and the Management Agent will be provided with specific recycling communication stating the type of contamination identified along with communication material to distribute to the residents. A warning letter will also be sent to the Management Agent. Where a Management Agent is unknown warning letters will be sent directly to the residents. The letter shall explain that if further contamination is identified within the recycling the Council will remove the recycling container on the next occasion where contamination is identified. It will advise that any side waste will not be collected and where appropriate enforcement action will be taken and will state what charges are applicable for any replacement bins and second collections.
- 4.6 The Managing Agent where known will be required to resolve the contaminated bin as per paragraph 4.1.3. Where the Management Agent is unknown the Council will issue communications to the individual residential properties.
- 4.7 *Third Incident within a three month period: Property Specific*** – On the following collection, if the container is discovered to be contaminated the container will be identified for removal.
- 4.8** After stage three and where there are severe and repeated failures by any householder to comply with Council policies for example side waste generation, cases, where appropriate, will be referred to enforcement.

5. Monitoring and Review

- 5.1 At the Council's discretion and on a periodic basis the Council will arrange collection for the identified contaminated containers to be collected and taken to the disposal site, where the material will be visually audited. The information gained from the inspection will be used to write to residents to inform them about what is causing the contamination.
- 5.2 Information recorded will be regularly assessed and monitored.
- 5.3 This policy will be reviewed periodically to ensure it remains effective with managing recycling contamination.

