

TITLE	Progress of the Waste Changes Project (briefing).
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 15 th November 2023
WARD	(All Wards);
LEAD OFFICER	Director, Place and Growth - Giorgio Framaliccio
LEAD MEMBER	Executive Member for Environment, Sport, and Leisure - Ian Shenton

RECOMMENDATION.

That Overview and Scrutiny Management Committee: -

- 1. Note the covering report and accompanying presentation on the progress of the Waste Changes Project to date.**

EXECUTIVE SUMMARY

The Council is currently implementing the Waste Collection Changes project, which is approaching its operational / delivery phase. From next summer, most households will be putting their rubbish out in a 180-litre black wheeled bin which will be emptied fortnightly, replacing the [current weekly blue bag collections](#). The wheeled bins will be rolled out to these properties from late May onwards.

Communications to residents have been released online in October which is the first part of a phased campaign. <https://www.wokingham.gov.uk/news/2023/waste-collections-are-changing-get-ready-greener-future>. Furthermore, detailed project briefings have been undertaken to seek Members' views, comments and to create increased confidence in the project. The briefings also provide practical information and act as a key point of reference for Members to support their constituents before, during and after project implementation, prior to Scrutiny being formally briefed at the November 2023 meeting.

With the recent release of information to residents and Members, which has received good feedback, it is now appropriate to provide a project progress update to Overview and Scrutiny Committee prior to the operational implementation of the project.

Already significant planning work has been undertaken for the project including:

- Updating the Assisted Collection List.
- Reviewing 'larger property' requests.
- Completing a property survey to determine which households are unable to have a wheeled bin.
- Commence mapping the day changes to rounds through our partner Veolia.
- Completing a 'Service Standards document.
- Commencement of resident behaviour changes.
- Releasing information for the upcoming changes to residents.
- Mapping the new website and customer journey.

- Advertising for two full time (fixed term contract) Recycling Engagement officers (one year contract).
- Effective project and governance.
- Liaison and close working with Veolia and receiving their experience and support.

The project will enhance the Council's position by improving its overall environmental outcomes, reduce waste and increase savings against the backdrop of significant financial pressures due to inflation, capped increases of Council Tax and being the least funded unitary authority in the country. In comparison to other authorities, residents in Wokingham Borough receive around £400 less per household each year as compared with other unitary authorities. In total this amounts to £32m less for Wokingham residents. Inflation, budget pressures and care costs now require financial savings to be realised. If the savings are unable to be achieved this will place greater budget pressure on the Council.

The Overview and Scrutiny Committee will recall that all prior approvals (Scrutiny – 22 February 2023 / Executive – 21 March 2023) for this project have been agreed and are *not* in scope for this report.

This report provides an update *prior* to implementation of the project's operational phase and is right considering the size, scale, and impact of this project for Borough residents, environmental benefits, and revenue savings contribution that Scrutiny is briefed of progress, implementation, and project risks.

BACKGROUND.

These changes are an exciting opportunity for us all to play our part in increasing the Borough's recycling rates and seek to become one of the nation's top performers. Additionally, these changes will reduce our environmental impact and help meet the Council's climate emergency commitments through cutting carbon emissions.

Furthermore, they will also make necessary savings as we face unprecedented financial challenges, ensuring we balance our budget and can continue to support residents who need help the most. In 2022, the Council consulted on this proposal and more than 9,000 residents responded. About 75 per cent said they either supported the changes, could accept them, or had no strong feelings.

Almost 85 per cent of councils in England now have fortnightly rubbish collections, or sometimes every three weeks, and that number is increasing each year. Recycling rates increased in Bracknell Forest (13 per cent) and Reading Borough (10 per cent) when they switched from weekly collections. Slough, West Berkshire and the Royal Borough of Windsor and Maidenhead have made similar changes.

Our waste collection changes are expected to boost our Borough's recycling rates from 54 per cent to 64 per cent, just one per cent below what the Government expects all councils to achieve and maintain by 2035. The Council would like to do even better by reaching our goals including becoming carbon neutral by 2030. From next summer, most households will be putting their rubbish out in a 180-litre black wheeled bin which will be emptied fortnightly, replacing the [current weekly blue bag collections](#). The wheeled bins will be rolled out to these properties from late May onwards, and enough additional blue bags will be issued to cover the period until collections start. Recycling will [still be collected](#) from

green sacks, which are free and with no limits on how many are put out, but this is also changing to fortnightly collections on weeks when rubbish isn't taken.

Recently the Government has stated that local authorities need to be more consistent in their waste collections and have released a '[Simpler Recycling](#)' policy. This will require all councils to collect glass; metal; plastic; paper and card; food waste; and garden waste by March 2026. In future, the Government may even fine those that aren't keeping up with other councils when they're assessed for efficiency and effectiveness. Wokingham Borough is currently placed 42nd out of more than 300 local authorities in England for our recycling rates – and based on the most recent figures, increasing our recycling rate to 64 per cent could easily put us in the top 10. This information has only just been released from Government and a response will be worked through for the Council with its key partners Veolia, RE3, and via professional bodies to determine a well-considered response that achieves the right balance for improvements, recycling, contractual and resource issues.

Environmental Benefits

The changes will ensure that far less recyclable waste is thrown away unnecessarily and burned for energy or sent to landfill. In September, a blue bag waste compositional analysis was undertaken which showed that approximately 65% of rubbish could be recycled. Around 20% of this is food waste (reduced from 24% in 2022) but there is a drive to reduce this to zero, and we are aware that a residual waste tonnage are slightly increasing circa 3% increase (worse) than target (this will be reported in the Q 2 Performance report but highlights the issue to address).

The new collection system will move valuable recycling material (including food waste) from being thrown away to being used again which forms part of the circular economy.

Due to reduced vehicle movements, it is expected that around 2,400 tonnes per year of carbon dioxide (equivalent) is reduced when the changes come into effect. This is the equivalent to the amount generated by about 1,500 typical households' annual electricity usage. Based on other council's experiences, there should be a 20 per cent reduction in rubbish put out for collection, 12 per cent more going in green recycling bags, five per cent more going to food waste and the rest reduced by people not generating it. It is also expected that 744 tonnes of rubbish are reduced across the Borough per year – that's the weight of at least 45 double-decker buses.

The project team are continuing to work closely with Senior Leads from Veolia on this project, optimism, and confidence in the delivery of this project with the Board overseeing the project is high.

PRESENTATION.

The Overview and Scrutiny Committee will receive a presentation on key aspects of the project – noting that Members have been briefed prior to this Committee convening, its milestones, environmental and financial considerations, and practical information on how the project will be implemented, all in accordance and scope of previously approved

Executive and Scrutiny reports and previous consultations. The Committee is asked for suggestions and recommendations on how to positively deliver the project and ensure its objectives and outcomes are met fully.

Other Financial Information

If the proposed savings are achieved approximately £1 m of revenue will be saved and **not** required to be diverted from other services reductions.

Legal Implications arising from the Recommendation(s)

The legal implications are set out in the main body of the report.

Stakeholder Considerations and Consultation

A public consultation has been previously carried out with approximately 9000 responses and this has been previously approved.

Public Sector Equality Duty

A full Equality Impact Assessment has been previously approved.

Climate Emergency – *This Council has declared a climate emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030*

Enhancing air quality, decarbonisation, reducing land fill and increasing recycling rates.

Reasons for considering the report in Closed Session

Not applicable.

List of Background Papers

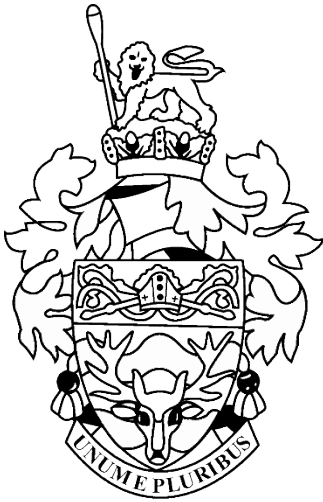
Appendix 1: Service Standards document

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WOKINGHAM BOROUGH COUNCIL

HOUSEHOLD WASTE SERVICE STANDARDS



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1. Introduction

Wokingham Borough Council (the “Council”) is classed as a Waste Collection and Disposal Authority under the terms of the Environmental Protection Act 1990 (EPA 1990), and as such, has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection containers.
- Where the containers(s) must be placed for the purpose of collecting and emptying.
- The waste types which may or may not be placed within each of the container(s)

The service aims to:

- Encourage and support our residents to take responsibility to reduce the waste they produce by actively participating in reuse, recycling, and waste minimisation schemes and services provided.
- Improve our household waste and recycling services to maximise the capture of and quality of materials, recognising the variations in household types and geography to ensure our services meet the needs of all residents.
- Ensure that the services we provide are in line with “Value for Money” principles whilst balancing environmental impacts.
- Deliver a high quality, dependable, consistent, and responsive customer service for our residents.

This service level agreement sets out the responsibilities of the Council and its residents and defines how we will deliver the Council’s waste collection services.

2. The Household Waste Service

2.1 From summer 2024, the standard waste and collection services provided by Wokingham Borough Council are summarised in the table below:

Container	Material Collected	Collection Frequency	Chargeable
Black 180 litre/240 litre general waste wheeled bin	Non-recyclable household waste	Fortnightly	No
Blue 90 litre sack (access issue properties only)	Non-recyclable household waste	Weekly	No
Green 60 litre recycling bag	Plastic bottles, food containers, card, paper, aluminium, and steel cans	Fortnightly	No
Black 55 litre recycling box (access issue or communal properties only)	Plastic bottles, food containers, card, paper, aluminium, and steel cans	Weekly	
Black 23 litre food waste bin	Cooked food, uncooked food waste and cooking oil in plastic bottles	Weekly	No
Brown 240 litre garden waste wheeled bin	Plant waste e.g., grass, hedge cuttings, small branches, flowers	Fortnightly	Yes
Single use 75 litre compostable brown sacks	Plant waste e.g., grass, hedge cuttings, small branches, flowers & weeds	Fortnightly	Yes

*Properties with communal waste facilities, typically blocks of flats normally have a weekly collection for all waste but local variations may apply. Please refer to the website for collection days.

3. Container Provision

General Waste – Black Wheeled Bin

1.1. Each property will be provided with one standard 180 litre black wheeled bin.

1.2. Properties that have limited or no frontage will be provided with 54 blue sacks which will be delivered annually.

- 1.3.** The sacks will be collected weekly with a maximum of one bag to be presented for each collection, and 2 bags on two further occasions after bank holidays.
- 1.4.** Households which meet the following criteria may be eligible for additional capacity on application and assessment by an Officer of the council and a review every 2 years:
- Where medical waste in the form of incontinence pads, stoma bags etc. creates a volume of additional waste which cannot be recycled and does not fit in the space provided.
 - Six or more people who are permanent residents.
 - Registered Houses of Multiple Occupancy (HMO's)
- 1.5.** Households with more than one child in nappies can apply on an annual basis for additional capacity in the form of one additional bag provided by the council to be collected with the black bin every fortnight (council to provide the bags). To consider alternatives to disposable nappies, the councils Real Nappy Cash Back scheme can be found here [Reduce, re-use and recycle \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/reduce-re-use-and-recycle)
- 1.6.** Waste containers remain the property of the council and should be left at the property when residents move.
- 1.7.** Residents will be required to purchase the replacement of damaged, lost, or stolen bins from 2025.
- 1.8.** All bins are provided for domestic use only. Their use for commercial purposes is prohibited and the contractor will only empty official WBC (Wokingham Borough Council) bins.
- 1.9.** Replacement bins aim to be delivered within fifteen working days.

Recycling – Green bag

- 1.10.** The Council provides 60-litre waterproof green recycling bags to each household. These bags are provided to ensure the recycling stays dry. The Velcro strips should be sealed at the top of these bags. Residents on narrow access routes, where we use a smaller collection vehicle, are provided with recycling boxes and lids to keep recycling dry.
- 1.11.** Properties with shared facilities (please see section 3)
- 1.12.** The house name or number should be clearly displayed the bags to avoid these being lost or stolen. Where bags should be kept indoors as direct exposure to UV light reduces the lifespan of these bags.
- 1.13.** New or replacement recycling bags can be collected from the various hubs around the borough which can be found here [Collect or order recycling bags \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/collect-or-order-recycling-bags) or if unable to collect, can be ordered for delivery. Recycling boxes can be ordered online and are restricted to narrow access properties only. [Collect or order recycling bags \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/collect-or-order-recycling-bags)

Food waste – black outdoor bin

- 3.15** Our food waste container provision includes a grey 5-litre indoor kitchen caddy and a black 23-litre lockable bin for collection.
- 3.16** Properties with shared facilities (please see section 4)

Yes Please	No Thank You
<ul style="list-style-type: none"> ○ General waste which cannot be recycled, reused, or composted. ○ Polystyrene ○ Nappies and sanitary waste ○ Pet bedding & animal waste 	<ul style="list-style-type: none"> ○ Food Waste – please present this for weekly collection in the 23l food waste bin. ○ Recyclable items that can be placed in the green bags. ○ Garden waste that can be placed in the brown bin. ○ Small Waste Electrical and Electronic Equipment (WEEE) ○ Rubble and soil ○ Hot ashes ○ Hazardous clinical waste (sharps, blood products) ○ Asbestos ○ Pesticides, paint, and oils

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What items can be placed into the waste container?

General waste black wheeled bin

- 2.1 The black wheeled bin is for household waste that cannot be recycled kerbside, at a local recycling bank or at the [Recycling Centres](#). The material in the black bin is either sent to an Energy from Waste facility (EfW) or landfill which are both more expensive and higher impact on the environment.
- 2.2 General waste bins are designed to be emptied safely and presented with lids closed. Any overloaded or heavy bins will not be collected and will be recorded as heavy by crews. Residents will be required to lighten the bins before the next scheduled collection.
- 2.3 What we can and cannot accept in the black bins or blue bags.

Recycling green bags or black boxes

- 2.4 All recycling should be placed in the bags provided, loose, not in plastic bags.
- 2.5 Green bags or boxes that contain items other than in the 'Yes Please' column below will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.
- 2.6 Residents are asked to rinse plastic pots, tubs and trays that may have food remnants in them which will help eliminate smells and pests.
- 2.7 What we can and cannot accept in the green recycling bags /recycling boxes:

Yes Please	No Thank You
<ul style="list-style-type: none"> • Paper & Card • Plastic bottles (drinks, toiletries, bleach & detergents) • Empty drinks and food cans • Empty aerosols • Plastic food trays (not black) • Food tubs (margarine, yoghurt and cream pots, snack pots etc) • Cosmetic pots and tubs (no lids) • Foil trays and clean foil • Cartons (no lids) 	<ul style="list-style-type: none"> • Glass Bottles and jars* • Food waste • Nappies or sanitary waste • Plastic bags • Black plastic food trays • Food wrappers • Kitchen towels, tissues, and wet wipes • Polystyrene • Textiles* • Plant pots <p>*These items should be taken to the nearest bring/recycling banks</p>

2.8 Bins that contain items other than in the 'Yes Please' column above will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.

Food Waste black outdoor bin and indoor caddy

2.9 Plastic bags such as bread or carrier bags can be used to line the indoor food waste caddy. Newspaper or paper bags can also be used to line the indoor bins, although waste can be placed loose in the container.

2.10 The indoor kitchen caddy should not be presented for collection, it will not be emptied: only the 23ltr black food waste bin should be presented.

2.11 What we can and cannot accept in the food waste container:

<u>Yes Please</u>	<u>No Thank You</u>
<ul style="list-style-type: none"> • Dairy products and eggshells • Bread, cakes, pasta, and rice • Raw and cooked meat, fish, and bones • Uneaten food, and out of date foods. • Raw and cooked fruit and vegetables and peelings • Pet foods • Tea and coffee bags and grounds • Cooking oil – sealed in a plastic bottled inside your outdoor food waste bin. 	<ul style="list-style-type: none"> • Food packaging • Large amounts of liquids such as milk • Pet waste, litter, or bedding • Any material that is not food • Animal waste

- 2.12 Bins that contain items other than in the 'Yes Please' column above will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.
- 2.13 Liners and bags will be removed from the food waste at the treatment plant and sent to Energy from Waste.
- 2.14 We recommend frequent cleaning of the caddies and bins to eliminate odours and pests.

Garden Waste brown wheeled bin or brown sacks

- 2.15 Garden waste should be placed loose in the bin(s) or sack(s), no plastic bags.
- 2.16 Bins or sacks that contain items other than in the 'Yes Please' column below will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.

Yes Please	No Thank You
<ul style="list-style-type: none"> • Grass cuttings and leaves • Hedge clippings • Flowers and weeds • Small branches 	<ul style="list-style-type: none"> • Animal waste • General waste • Food and kitchen waste • Large branches • Pet or animal bedding • Soil and stones • Japanese Knotweed • Treated wood. • Plant pots

- 2.17 Garden waste bins are designed to be emptied safely and presented with lids closed. Any overloaded or heavy bins will not be collected and will be recorded as heavy by crews. Residents will be required to lighten the bins before the next scheduled collection.
- 2.18 During cold spells, garden waste may freeze and prevent the council from emptying the bin either fully or partially. In this event, the council will return on the next scheduled collection.
- 2.19 The council reserves the right to suspend collections in extreme situations such as pandemics or bad weather.

3 Presentation of waste containers

- 3.1 All waste containers should be placed beside the nearest public (council maintained) pavement/footpath, normally in front of the property in a position that does not obstruct access to pedestrians and other users including wheelchair users, and those with pushchairs.

- 3.2 All containers must be presented without any obstruction and clearly visible to our collection crews.
- 3.3 Garden waste bins must be presented with the current subscription sticker placed between the handles of the bin and facing the road.
- 3.4 Once collection takes place it is your responsibility to remove all containers within 24 hours of collection. Containers are not to be left out after this time.
- 3.5 Unless otherwise notified, general waste, recycling and food containers are emptied on the same day of the week.
- 3.6 Recycling bags and general waste black wheeled bins should be presented on alternate weeks along with the food waste bins.
- 3.7 The lids on the recycling bags/boxes must always be securely on, to stop water getting into the recycling. The house number should be clearly displayed box to avoid them being lost or stolen.
- 3.8 Waste containers must be presented at the edge of the property by 6:30am on the collection day or by 5:30am on bank holidays. We recommend putting waste out the night before to ensure collection as collection times can and do vary. We do not collect on Christmas Day, Boxing Day, and New Years Day. Waste not presented at the collection time is recorded by the crews as “not presented” and will not be collected until the next scheduled collection.
- 3.9 Collections can take place at any time between 5.30 am and 4pm. Collection times can vary and are not guaranteed.
- 3.10 Bin lids should be closed with no side waste (i.e., no additional waste left on or next to the bin).
- 3.11 Any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected and if it is not removed from the public highway will be regarded as fly tipping and investigated.
- 3.12 Residents with blue bag collections are responsible for the clean-up of any littering arising from ripped or split bags prior to the collection of the bags. To prevent this happening, please make full use of the food waste bin. As a further precaution, blue bags can be contained and presented in a normal dustbin if purchased independently. Wokingham Borough Council and its contractors will not accept any liability for any loss of, or damage to, any such independently purchased bin.
- 3.13 In accordance with current British Standards, the collection crews will not walk to retrieve bins that are more than 25 metres from the rear of the collection vehicle (for wheeled bins and sacks).
- 3.14 The Council reserves the right to change the location of any collection points for operational reasons.
- 3.15 Adopt A Street volunteers can present authorised or approved street litter bags for collection alongside their wheeled bin. Adopt a Street bags used for household waste will be treated as fly tipping and will be investigated.

4 Garden Waste

- 4.1 Wokingham Borough Council offers a chargeable fortnightly garden waste service which is operational for 50 weeks (25 collections) of the year.
- 4.2 The service is suspended for two weeks over the Christmas period. The last collection will take place the Friday before Christmas and will resume a fortnight later.

- 4.3 Residents can subscribe to an annual garden waste bin collection service which runs between April and March the following year. Terms and conditions can be found here ([Order garden waste collection \(wokingham.gov.uk\)](http://wokingham.gov.uk))
- 4.4 New subscribers will be required to purchase the garden waste bin in addition to the annual subscription.
- 4.5 Current subscribers requiring additional bins will need to purchase the garden waste bin in addition to the annual subscription.
- 4.6 Residents can purchase 75 litre compostable sacks online (and collect from the Council's collection hubs) to be presented on the scheduled collection days.
- 4.7 Properties on narrow access routes are unable to subscribe to the garden waste bin scheme but can purchase compostable sacks to participate in the service.
- 4.8 The garden waste collection service is for domestic properties only. Commercial properties and businesses are excluded from the scheme.
- 4.9 Waste generated by gardeners at domestic properties is classed as 'commercial waste' and should be removed by the person undertaking the work. The council does not subsidise businesses in disposing of their waste.
- 4.10 The annual or first subscription includes a coloured sticker for the bin. Refer to the details on garden waste by following the link [Order garden waste collection](http://wokingham.gov.uk).
- 4.11 The Council also offers subsidised compost bins in partnership with "getcomposting." They can be contacted directly through www.getcomposting.com or 0800 316 4454 to place orders.
- 4.12 Residents who move home within the borough and still require the service should take the garden waste bin with them and contact the council with the new address details.
- 4.13 Residents will be required to purchase replacement bins in the event of damage, wear and tear or loss.
- 4.14 The Council will replace bins that have fallen into the vehicle or been damaged by the crew on collection day.
- 4.15 New or purchased replacement bins will usually be delivered within 15 working days.

5 Bulky Waste Collections

- 5.1 The council provides a chargeable bulky waste collection service for up to five items which can be booked online [Large items that we can collect \(wokingham.gov.uk\)](http://wokingham.gov.uk)
- 5.2 Collections can be booked up to 8 weeks in advance and can be cancelled up to 3pm the day before collection.
- 5.3 Amendments can be made by cancelling the order and rebooking with the correct items. There is no guarantee that your previously selected slot will remain available should you wish to raise a new booking.
- 5.4 Items should be left by the boundary at the front of the property by 6.30am on the morning of collection.
- 5.5 We will not collect items such as pianos, treadmills, or cross trainers, built-in furniture, garden waste, bagged waste, rubble, items of DIY nature, commercial waste, clinical or hazardous waste. The contractor will confirm the items booked are acceptable for collection.
- 5.6 Please see our website for items that we can/cannot collect. [Large items that we can collect \(wokingham.gov.uk\)](http://wokingham.gov.uk)

- 5.7 The re3 Reuse Area at both Recycling Centres allows residents to drop off reusable items for other residents to reuse, or to be donated to Sue Ryder to be resold by the charity.
- 5.8 Alternatively, large items can be diverted from landfill and at the same time supporting charities by donating them to local organisations such as Age Concern 0118 327 1329
- 5.9 Old IT equipment can be donated at [Wokingham Directory | Wokingham Library](#), [Wokingham Directory | Woodley Library](#), or [Wokingham Directory | Lower Earley Library](#) as part of our Digital Donations scheme.

6 Clinical Waste

- 6.1 The local health authority provides the first sharps box, which you can get on prescription from your GP or pharmacist.
- 6.2 If a resident is self-treating a medical condition and has healthcare or clinical waste which could potentially carry an infection (e.g., needles, syringes or other sharp instruments, any waste which includes blood or body fluids, human tissue, swabs or dressings, drugs, or other pharmaceutical products), the Council will collect these on request.
- 6.3 Waste in the form of incontinence pads, stoma bags should be double bagged and placed in your general waste bin.
- 6.4 If a resident is in receipt of care from a healthcare professional, any waste produced during treatment should be removed and disposed of by the healthcare professional. Residents requiring a clinical waste collection can request the service via the council website [Clinical waste collection \(wokingham.gov.uk\)](#)
- 6.5 The Council's contractor will provide replacement containers on collection. Replacements are based on the same number of containers left as those collected (i.e., one for one).
- 6.6 Residents are required to leave the clinical waste for collection close to their property, usually in a discreet location and agreed prior to the commencement of collections. Replacement containers are left in the same location.
- 6.7 Collection currently takes place three days per week and collections may occur early morning through to late afternoon on that day.
- 6.8 If a clinical bag service is no longer required residents should cancel the service using this link [Clinical waste collection \(wokingham.gov.uk\)](#)
- 6.9 If no clinical waste has been presented from a regular user of the service for three consecutive weeks, or minimal amounts of clinical waste are being presented, the resident will be contacted to confirm if they still require the service. Further collections will be suspended until confirmation is received that the service is required.
- 6.10 Sharps and clinical waste which are generated by an intravenous drug user will not be collected through the council's clinical waste collection service. If the resident is part of a needle return scheme, the sharps should be returned to the agreed location in the container provided.
- 6.11 Landlords or managing agents are responsible for the disposal of any clinical waste which is left in their premises by tenants when they leave. Once the tenant has vacated, this waste becomes commercial, and it is the responsibility of the landlord/managing agent to arrange collection by a licensed waste contractor at their cost.

7 Communal Properties (flats)

- 7.1 Communal properties are provided with bins which are kept in a bin store and shared by all the residents in the block. Provision of bins for general waste and recycling is the responsibility of the developer or management company. Black wheeled bins are provided for general waste in line with our weekly allowance of 80-litre per household.
- 7.2 Bins are designed to be emptied safely therefore bin lids should be closed. Any bins with open lids due to excess waste protruding will not be collected.
- 7.3 Any additional waste left outside of the bins will not be collected and can lead to a missed collection if access is blocked to the bins. In such instances it will be the responsibility of the management company or residents to clear the bin store. Our contractor will not return to clear the waste until the next collection date. The Council reserves the right to remove any bins which are more than the weekly allowance of 80 litres for general waste per household.
- 7.4 Bins for recycling must be blue in colour and should not exceed 360 litre capacity. There is no limit on the amount of recycling and bins must be provided by the management company in line with a minimum weekly allowance of 120 litre per household to encourage residents to recycle conveniently and appropriately. Any recycling left outside of bins will be left uncollected.
- 7.5 The Council provides a 5-litre grey kitchen caddy. A 240-litre red communal food waste bin is provided for shared disposal and is stored in the bin store. It replaces the 23-litre outdoor container used by single dwellings. Refer to Section 2 on Food Waste to find out what and how you should recycle your food waste.
- 7.6 Upkeep and maintenance of bins and the bin store is the responsibility of the residents and/or the management company. Any repair or replacement of bins is the responsibility of the management company. This includes notifying the council of any changes to bin store codes.
- 7.7 Bin stores are not for storing larger unwanted items (bulky waste). If these are present, it may mean that bins cannot be emptied. Bulky waste items can be disposed of using our chargeable collection service [Large Unwanted Items](#) or by taking the items to our recycling centres.

8 Assisted Collection

- 8.1 The Council provides (on request) Assisted Collection to residents who are unable to put out their waste and who do not have another person in the household able to do it for them.
- 8.2 Collection points will need to be visible within the boundary of the property, not behind gates and no more than 25 meters from the kerbside.
- 8.3 Collection points will be agreed between residents and the Council in consultation with our Contractor.

11 Missed Collections

- 11.1 If any of the waste containers are not collected on the scheduled day, residents are required to report missed bins via the online reporting form after 4pm on collection day and not later than the end of the following working day after the scheduled collection. We will investigate and return to any genuinely missed container within two working days of it being reported.
- 11.2 Collections missed due to parked cars are reattempted twice. Residents should park considerately to allow enough room for the collection vehicle to manoeuvre safely.
- 11.3 The following list, which is not exhaustive, can lead to a missed collection that we will not return for:
- Containers not presented at the correct collection point.
 - Overflowing bins with lids not fully closed.
 - Additional waste presented to the side of the containers.
 - Containers not presented at the time of collection.
 - Items presented in bins, bags, or box that we do not collect kerbside.
 - Waste presented on the wrong collection week.
 - Heavy bins or bags.
 - Access issues due to overgrown vegetation.
- 11.4 If the crew have reported any of the issues above, we will not return to collect the containers until the next scheduled collection.
- 11.5 If containers have the wrong items in them, we will collect the waste once the wrong items have been removed by the resident, on the next scheduled collection.

12 Private Roads

- 12.1 Where a household is on a private or an un-adopted road, the councils' collection vehicles will usually only collect from the road where:
- The road surface is of sound construction to a suitable solid surface free of potholes and obstructions and meets the standard for adoption by the Highways authority.
 - The road is wider than 3.2 metres wide with no obstruction from trees, shrubs, etc. which could cause damage to the side of the vehicle.
 - Minimum height clearance is more than 4 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the roof of the vehicle.
 - A through road does not exist. A suitable turning area must be available to allow the vehicle to turn round. The area should be sufficient to allow the vehicle to turn with no more than three manoeuvres- i.e., 10.22 metres kerb to kerb.
 - It is safe to stop and park the collection vehicle to collect waste, without causing risk, hazard or obstruction to other road users or pedestrians.
 - The Council has been provided with a signed Indemnity.

- 12.2 The Council may change any collection point, either temporarily or permanently, following a review of compliance with condition 12.1. If it is the Councils' belief that the access to or location of the collection point would be unsafe for collections due to deterioration in the road surface, or overhanging/encroaching vegetation, residents will be asked to present their waste containers on the nearest public highway or an agreed alternative location on collection day.
- 12.3 The Council will (where possible to do so) give at least ten working days' notice of any changes to the location of a collection point, highlighting the alternative site to the affected households. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

13 Local Tip – Household Waste & Recycling Centres (HWRC's) and Bring Banks

- 1.1. Residents may use either the Smallmead or Longshot Lane [HWRC's](#) to dispose of recycling materials, excess waste, and DIY materials.
- 1.2. Residents are required to book a slot via the [Click and tip service](#) and take proof of Wokingham residency with you. These sites are operated on behalf of the Council and its other partners, Bracknell, and Reading Councils, by RE3 Ltd.
- 1.3. Residents can recycle glass bottles and jars and textiles at any of our neighbourhood [Bring Banks](#) throughout the Borough.

