



Household Waste and Recycling Policies and Procedures

Greater Cambridge Shared Waste Service

January 2026 V9.0

Contents

1.0 Introduction	4
2.0 Residents Service Charter.....	4
2.1 What you can expect from us:.....	4
2.2 What we ask of you:.....	5
3.0 Standard service	5
4.0 Blue bins – mixed recyclables	6
4.1 Standard service.....	6
4.2 Size of bins	6
4.3 Additional bins and charging.....	6
4.4 Alternatives to a bin	6
4.5 Extra recycling	6
4.6 Disruptions to service.....	7
4.7 Use of the blue bin service.....	7
4.8 Other types of property	7
5.0 Green bins – garden waste.....	7
5.1 Standard service.....	7
5.2 Size of bin	7
5.3 Alternative to bins	7
5.4 Number of sacks.....	7
5.5 Frequency of collection	7
5.6 Additional bins and charging	8
5.7 How to apply for additional bins	8
5.8 Other types of property	8
5.9 Use of the green bin service	8
6.0 Silver caddies – food waste.....	8
6.1 Standard service.....	8
6.2 Caddy Liners	8
6.3 Purchasing caddy liners.....	8
6.4 Additional caddies.....	9
6.5 Size of caddies	9
6.6 Frequency of collections and missed caddies	9
6.7 Charges for caddies.....	9
6.8 Other types of property	9
6.9 Use of the food waste collection service	9
7.0 Black bins – general household waste that cannot be recycled	9
7.1 Standard service.....	9
7.2 Additional bins	10
7.3 Size of bins	10
7.4 Charges for bins	10
7.5 Alternatives to a bin	10
7.6 Delivery of sacks.....	10

7.7 Requesting sacks.....	11
7.8 Other types of property	11
7.9 Use of the black bin service	11
8.0 New Developments	11
9.0 Flats and Houses of Multiple Occupancy.....	12
9.1 Size of bins	12
9.2 Number of bins and caddies	12
9.3 Garden waste collection at flats	13
9.4 Food waste collection at flats	13
9.5 Individual flats and Mixed Domestic & Commercial Properties (Hereditament Properties)	13
9.6 Collection points	13
9.7 Collection frequency	14
9.8 Contamination of bins at flats	14
9.9 Repeated contamination of recycling bins.....	14
9.10 Excess waste.....	14
10.0 Replacement of bins and caddies.....	15
11.0 Collection containers	15
12.0 Collection Day and Time	15
13.0 Collection point.....	16
15.0 Assisted collections	17
16.0 Extra waste and recycling from houses	17
17.0 Missed household collections	18
19.0 Contaminated containers.....	19
20.0 Frozen green waste bins	20
21.0 Kerbside battery collection service	20
22.0 Clinical and hygiene waste	20
22.1 Clinical waste.....	20
22.2 Hygiene waste	21
22.4 Storage of hygiene waste.....	21
22.5 Applying for an additional black bin.....	21
23.0 Bulky items collection service	22
23.4 Upholstered seating	23
23.5 White Goods and Hazardous Electrical items.....	23
24.0 Review of charges.....	25
Appendix A – Schedule of Charges.....	27
Appendix B – Acceptable and non-acceptable items in the bins (January 2026)	28
Appendix C – Reducing contamination in blue bins at flats	30
Appendix D – Sizes of bins issued by the Council.....	33
Appendix E - Process of dealing with Abandoned bins.....	36

1.0 Introduction

Greater Cambridge Shared Waste Service (referred to as Waste Service in this document) was formed in 2015 by Cambridge City Council and South Cambridgeshire District Council.

This document provides key collections policies for the Waste Service. The document will be reviewed regularly and updated as the service changes.

The Waste Service is committed to increasing recycling in order to maximise use of finite resources, thereby minimising energy use and waste disposal. The Councils want to develop services that result in reductions in carbon emissions, and support the waste hierarchy, putting waste prevention first.

The Waste Service supports national and international pressures for change to reduce the amount of biodegradable waste that is sent to landfill. It addresses increasing stringent health and safety laws, ensuring that the Council maintains safe, economical and efficient recycling and waste collections. It also supports the transition to Net Zero Carbon.

2.0 Residents Service Charter

2.1 What you can expect from us:

- We will be courteous, helpful and polite at all times.
- We will collect containers left out by 6.00am on your appointed collection day. If we fail to empty them, we will endeavour to return and correct this within three working days except where the failure is as a result of weather conditions or in cases of householder error, e.g. bins containing the wrong materials, not presented in the correct location, or not presented at the correct time.
- Garden waste will be collected fortnightly from March to November and monthly from December to February.
- We will provide a fortnightly collection of mixed dry recyclables.
- We will provide a fortnightly collection of general household waste.
- We will provide a weekly collection of food waste.
- We will repair or replace damaged, lost, or stolen containers within ten working days.
- We will treat collected material in the most economical and environmentally responsible manner available, in accordance with statutory requirements.
- We will provide help, advice and education where required.
- We will return containers to a safe and convenient location.

2.2 What we ask of you:

- Use the recycling, garden and food waste collection services for as much of your 'waste' as possible – the refuse bin is only for items which cannot be collected through recycling, garden or food waste collection services.
- Use the bins correctly and put the right items into the right bin.
- Ensure your garden waste, food waste, recycling and refuse are made available for collection by 6.00 a.m. on your scheduled collection day.
- Place your containers at the agreed location. This is usually at the kerbside next to the public highway unless alternative arrangements have been agreed.
- Please be considerate when parking vehicles, as vehicles blocking or obstructing access for our lorries can make it difficult or prevent us from carrying out collections.
- Please return your containers to your property by 6.00 p.m. the day after collection unless you are waiting for a missed bin collection.
- Please ask neighbours to return bins to your property after collection while you're on holiday.
- Please ensure that the bin lids are fully closed when placed out for collection.
- Please do not overfill your container(s) or put heavy objects into your bins.
- Please do not place extra waste beside your green, silver or black bin, as it will not be collected.
- Report non-collection or any other complaint regarding the Waste Service via website, email or phone. If a return visit is required, a missed collection must be reported by 3.30 p.m. on the day following the scheduled collection day.

3.0 Standard service

The Standard Waste Service consists of:

- 240 litre black bin or white sacks for general waste
- 240 litre green bin or brown sacks for garden and food waste
- 240 litre blue bin, boxes or transparent sacks for mixed dry recyclables
- 23 litre silver outdoor caddy or 140 litre silver bin, and 5 litre silver indoor caddy for food waste

In most cases the service to collect recycling, garden and general waste operates an alternate weekly collection. (Note – see below information for residents who have their refuse collected in white sacks.)

Food waste is collected weekly.

In all cases containers will remain the property of the Waste Service.

4.0 Blue bins – mixed recyclables

4.1 Standard service

Each individual household is normally entitled to one wheeled bin for recycling.

4.2 Size of bins

The standard sized bin for individual properties is 240 litres. See Appendix D for dimensions.

4.3 Additional bins and charging

A second blue bin can be provided without charge to support households that recycle the majority of their waste.

Third and fourth bins are provided at our discretion to large households or Houses of Multiple Occupation that require greater capacity. These bins are subject to a charge.

Households may have a maximum of four blue bins in total. Fees are listed within Appendix A. A council officer may need to visit to assess requirements.

4.4 Alternatives to a bin

Residents that do not have space for a blue bin can be provided with clear plastic recycling sacks or boxes, free of charge for residents living in properties that:

- Cannot store a bin off the public highway
- have physical barriers that prevent safe handling of a bin to the collection point

Residents using sacks can place out a maximum of four per collection. The same number of sacks will be replaced on the scheduled collection day.

4.5 Extra recycling

Residents with occasional extra recycling should place it in a clear sack beside the blue bin. Additional cardboard should be bundled and tied so that it is small enough to fit inside the blue bin with the lid closed.

Excess recyclables can also be taken to recycling points located in Supermarket car parks and other communal areas.

Residents with regular extra recycling should request an additional bin if they can store one. Charges may apply – see Appendix A. Additional recycling will not be collected unless the blue bin is full.

4.6 Disruptions to service

In the event of service disruptions or high volumes of recycling, emptying bins will be prioritised and additional recycling may not be collected. Residents should retain excess recycling until the next collection or take it to a recycling point or centre.

4.7 Use of the blue bin service

Guidance on what can be placed in the blue bin is provided in Appendix B.

4.8 Other types of property

Colleges and schools may use the household service if they can manage with the specified capacity and collection frequency. Alternatively, they should subscribe to the commercial waste service.

5.0 Green bins – garden waste

5.1 Standard service

The Council will supply one green wheeled bin for garden waste free of charge.

5.2 Size of bin

The standard size is 240 litres but 140 litres are also available at our discretion.

5.3 Alternative to bins

Residents who do not have space for a green bin can be provided with paper sacks for their garden waste instead. Residents who have a bin are not permitted to use paper sacks.

5.4 Number of sacks

Up to six sacks will normally be issued by the collection crew per fortnight and six will be collected at any one time. The crew will replace the number of sacks that they collect.

5.5 Frequency of collection

Residents will receive a fortnightly collection of garden waste from March to November and a monthly collection between December and February. This change occurs to coincide with the seasonal reduction in garden waste.

5.6 Additional bins and charging

Each household is allowed up to three additional bins.

Additional bins issued are subject to an annual service charge. Please see Appendix A for details of costs.

5.7 How to apply for additional bins

Residents should apply for additional green bins online and set up an annual Direct Debit. Once payment is received, a sticker is issued to the householder to display on the bin. This is replaced annually if the subscription is renewed. Additional bins without the correct sticker will not be emptied.

5.8 Other types of property

Churches and schools that generate garden waste are entitled to one 240 litre green bin free of charge.

Premises must subscribe and pay for additional services. Up to three additional bins can be paid for and issued.

Premises requiring more capacity or more frequent collections will be referred to our Commercial Waste Service.

5.9 Use of the green bin service

Guidance on what can be collected though the green bin service is in Appendix B

6.0 Silver caddies – food waste

6.1 Standard service

An individual house is normally entitled to one 23 litre outdoor caddy and one 5 litre indoor caddy for household food waste only.

6.2 Caddy Liners

Food waste can be placed in any type of clear plastic bag, compostable or biodegradable cornstarch liner, or newspaper.

Liners are not required but lining caddies helps to keep them clean, deters flies and maggots, prevents odours and makes emptying easier.

6.3 Purchasing caddy liners

The Council does not provide caddy liners. Liners can be purchased from most major supermarkets.

6.4 Additional caddies

A second 23 litre caddy is only permitted under certain circumstances and at our discretion. Second 5 litre caddies are not provided.

6.5 Size of caddies

Two sizes of caddies are available for standard properties.

- 23 caddy for outdoor use
- 5 litre caddy for indoors.

See Appendix D for dimensions.

6.6 Frequency of collections and missed caddies

Food waste is collected weekly. The Council does not return to empty missed caddies.

Residents may log a missed caddy so that the Council can identify it and improve its service, but the caddy will be emptied on the next scheduled collection day.

6.7 Charges for caddies

The cost for caddies are detailed in Appendix A. The developer, owner or landlord is responsible for paying this cost to the waste service if the property does not have caddies.

6.8 Other types of property

Service levels for companies renting out properties or university halls of residence will be assessed according to current national guidance. Where appropriate, these will be managed by the Commercial Waste Service.

6.9 Use of the food waste collection service

Guidance on what can be collected through the food waste service is provided in Appendix B.

7.0 Black bins – general household waste that cannot be recycled

7.1 Standard service

An individual household is normally entitled to one wheeled bin for household waste only.

7.2 Additional bins

A suitably sized second bin is only permitted under certain circumstances and at our discretion. It usually incurs a charge. Second bins will have a red sticker attached to them so crews can easily identify them as authorised. Additional bins without red lids or stickers will not be emptied.

7.3 Size of bins

There are two sizes of wheeled bin available for standard properties:

- 240 litre (standard) bin
- 140 litre (small) bin.

See Appendix D for sizes.

7.4 Charges for bins

The cost of these bins is detailed in Appendix A.

The developer, owner or landlord is responsible for paying this cost to the Waste Service if the property does not have a black bin.

7.5 Alternatives to a bin

Residents living in properties that:

- Do not have space to store a bin off the public highway
- Have physical barriers that prevent a bin from being safely handled to the collection point
- Are subject to other circumstances as agreed by the Waste Service

may be issued with white sacks. White sacks are not supplied in addition to wheeled bins.

7.6 Delivery of sacks

Replacement white sacks can be requested via the request a bin/sack online form or by contacting customer services. Three rolls of sacks will be delivered with each request.

You can only request replacement white sacks twice a year as this collection service reflects the importance of recycling.

This quantity is also deemed to be equivalent to a fortnightly collection of a 240 litre wheeled bin (standard black bin).

A maximum of 5 sacks will be collected on the scheduled day.

7.7 Requesting sacks

Residents who believe they need to be placed on the white sack collection for domestic waste must make a request online. A visit may be made to the property to determine eligibility.

7.8 Other types of property

Service levels for companies who rent out properties will be assessed according to Council Tax arrangements. Where appropriate will be managed by the Commercial Waste Service.

7.9 Use of the black bin service

Guidance on what can be collected from the black bin service is in Appendix B.

8.0 New Developments

Houses

8.1 Houses

A set of three 240 litre bins, a 23 litre caddy and 5 litre caddy will be issued to new houses as standard.

8.2 Flats

The size and quantity of bins issued to flats will be as per the agreement at the planning consultation stage.

8.3 Charges for new properties

Bins issued to brand-new properties must be paid for. Where Section 106 (S106) applies the cost is incurred by the developer; Otherwise it is incurred by the property owner. See Appendix A for charges.

Alternative collection types

8.4 Underground banks or bins

This type of bin stores waste and recycling underground and in certain circumstances, in certain circumstances offers benefits such as:

- Improved aesthetics compared to above-ground facilities
- Reduced fly-tipping

- Increased efficiency, as underground systems may require less frequent emptying due to larger capacity

8.5 Residents Guidance

Residents living in developments with underground bins should refer to local guidance for details on how their collection service operates. These services differ from wheeled bin collections and vary by location.

8.6 Developers Guidance

Further information for developers about underground bins and banks is available in the waste management and planning sections of the Councils website.

9.0 Flats and Houses of Multiple Occupancy

9.1 Size of bins

Properties such as flats or accommodation blocks will normally use communal 1100 litre, or 660 litre wheeled bins for recycling and general waste, and 140 litre wheeled bins for food waste.

Smaller blocks may be issued with 360 litre or smaller bins for recycling and general waste and either a 140 litre food waste bin or 23 litre caddy depending on suitability.

HMOs are issued with 240 litre bins for recycling and general waste and either a 140 litre bin or a 23 litre caddy for food waste, depending on suitability.

9.2 Number of bins and caddies

The number of bins and caddies provided will depend on the number of occupants.

- Additional black bins, regardless of size will incur a charge.
- Additional blue bins incur a charge for third and fourth bins.
- Additional green bins, regardless of size will incur a charge in line with our additional green bins policy.
- Additional silver bins are free of charge.

- Additional 5 litre caddies are free of charge.
- Additional 23 litre caddies are free of charge.

9.3 Garden waste collection at flats

- Bins will normally only be provided for the collection of general household waste and dry recyclables. The exception is ground floor flats with their own garden that may require a green bin.
- Garden waste collections are provided only upon request and at our discretion.
- Charging for additional bins may apply. See Appendix A for charges.

9.4 Food waste collections at flats

- Flats will either be provided with a 140 litre silver bin or 23 litre outdoor caddy depending on how many properties are within the block.
- The number of bins and caddies provided will depend on the number of occupants.
- In some circumstances 140 litre bins will be placed inside silver bin housings.
- All flats will receive a 5 litre indoor caddy to use in kitchens.

9.5 Individual flats and Mixed Domestic & Commercial Properties (Hereditament Properties)

- Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop.
- Where bins cannot be provided sacks will be delivered and collected from an agreed location. Residents will be provided with the same quantities of sacks as a household.
- Properties will be provided with 23 litre and 5 litre food waste caddies where feasible.

9.6 Collection points

- Bins kept at collection points, with suitable access, will be collected from the bin storage or other area as agreed by the Council and returned to the same location.
- In some circumstance where standard sized bins are used, these may have to be presented at the kerb and returned after collection by a resident or other third party.

- Where access to a bin store is blocked on collection day we will return to empty the next day. If there is ongoing disruption due to temporary work, then a change to the collection point might be necessary.
- We expect Managing agents to update us on changes to bin store codes and keys. We reserve the right to specify the code or type of key to be used on the bin store to ensure reliability of collection.

9.7 Collection frequency

- Communal bins and sacks are collected from flats in line with section 3.
- Locations with limited space where it is not possible to provide recycling collections may receive a weekly refuse collection at our discretion.
- Requests (from Managing agents) for bins to be emptied on a non-scheduled collection day (due to issues with the scheduled collection) will incur a charge (see Appendix A for charges.)

9.8 Contamination of bins at flats

- Where a communal bin is contaminated, it will be rejected and not emptied. It will be the responsibility of the residents / managing agents to arrange for the offending materials to be removed before the bin can be emptied on the next scheduled collection day. If this is not possible a one-off collection can be requested for a charge. Only items listed in Appendix B will be collected in a recycling bin.
- Requests (from managing agents) for bins to be emptied on a non-scheduled collection day will incur a charge. See Appendix A for charges.

9.9 Repeated contamination of recycling bins

- If the Council becomes aware of a recurring problem it reserves the right to remove the recycling service, as a last resort, if repeated attempts to change behaviour have failed. We will work with Resident Associations and / or managing agents to improve the quality of the recycling collected.
- The process for this is outlined in Appendix C.

9.10 Excess waste

- No loose rubbish, sacks or other items around the bins will be collected and it will be the responsibility of the residents / managing agents to remove or clear any such items.

- Where a bin is blocked in and we cannot gain access it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day unless a one-off collection is requested for a charge.
- If residents have excess material, it can be taken to the nearest Household Recycling Centre at Milton or Thriplow free of charge or a bulky waste collection can be arranged.
- Excess food waste should be placed in the black bin.

10.0 Replacement of bins and caddies

- Damaged bins and caddies will be replaced free of charge.
- Delivery of lost bins and caddies is charged as per Appendix A.
- The exception to this is where residents have caused the damage due to neglect or intentional damage. In these cases, we reserve the right to either not replace bins and caddies or to charge for replacements (in the case of green and blue).
- Damaged bins and caddies will be brought back to the council depot and sent for specialist recycling.
- Damaged bin housing should be reported to the Council.

11.0 Collection containers

- Only official Council receptacles will be emptied. Any non-official receptacles will not be emptied by the council.

12.0 Collection Day and Time

- Details of your collection day can be found online on the Council's website for houses.
- Containers must be available at the collection point by 6.00am on the day of collection.
- Containers must not be placed out for collection before 6pm on the day before collection.
- Containers should be brought back in by 6.00am on the day following collection and must not be left on the street.
- Containers reported to the council as being left on the street will be investigated and subject to the abandoned bin procedure outlined in Appendix E.

- Residents will be notified of any change to collection days. Collection calendars for houses can be found online.

13.0 Collection point

- Containers should be presented at the edge of a resident's property, where the premises meet the public highway.
- If properties are located down a private driveway, containers must be presented where the private access road or driveway meets the public highway.
- In a small number of cases, due to the access or location of a property, it may not be possible for residents to place containers near the public highway for collection. Each case will be looked at on an individual basis to agree on a suitable collection point.

14.0 Overweight & overloaded wheeled bins and sacks

- Wheeled bins will only be collected if the bin lid is closed; otherwise, they will not be emptied. This is to prevent waste from falling or blowing out of the bin when it is lifted by the bin lift.
- If a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or if the vehicle cannot lift the bin due to its weight, the bin will be left unemptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.
- When collecting sacks, the crew will assess the weight of each bag. If a bag is too heavy to carry safely to the vehicle, is likely to split or cannot be safely lifted, it will not be collected.
- When collecting 23 litre food waste caddies, the crew will assess the weight of each caddy. If it is too heavy to carry safely to the vehicle it will not be collected.
- If any bin, sack or caddy is found to be too heavy the householder will be left an advice card and required to remove sufficient material from the container and dispose of it responsibly.
- Once sufficient weight has been removed, the bin, caddy or sack should be presented on the next scheduled collection date. If requested by 3:30 p.m. on the day following the scheduled collection, the service will endeavour return and empty it.

- Overloaded bins may result in the entire contents not being emptied. If any waste remains in the bin after lifting, it will be left. Residents should ensure the waste is loosened within the bin when presenting it for collection.

15.0 Assisted collections

- Assisted collections are available only to residents with a disability or mobility issue where no one in the household is able to take the bins to the normal collection point.
- The collection team will collect the waste or recycling from the agreed location, empty the container and return it back to the same location.
- The bins / sacks must be easily accessible for the crews at the front of the property, gates left unlocked where necessary and the crew should be able to easily manoeuvre the bins from the property.
- Residents should ensure there are no overhanging branches or shrubs as crews may be collecting in the dark.
- Where a property on an assisted collection is located a long way from the public highway on a private driveway / road revised collection points may need to be agreed to ensure that crews are not dragging bins long distances.
- Checks will be carried out by the Council on the resident's suitability for the assisted collection and evidence may be requested from the householder. Failure to provide such evidence may lead to this service being withdrawn. Any change in circumstance must be notified to the Council as soon as possible.
- Eligibility for the Assisted Collection service is reviewed every three years.

16.0 Extra waste and recycling from houses

- Household waste – excess material put beside the black bin will not be collected. If residents have excess material, it can be taken to the nearest Household Recycling Centre at Milton or Thriplow free of charge or a bulky waste collection can be arranged for a cost.
- Mixed recyclables – residents with additional recycling (except glass) should place it in a transparent sack and leave it beside the blue bin. Large cardboard should be bundled and tied so that it is small enough to fit inside the blue bin with the lid closed. If residents have excess recyclables these can be taken to any of the recycling points in supermarket car parks and other communal areas.

- Garden waste – excess material put beside the green bin will not be collected. If residents have excess material it can be taken to the nearest Household Recycling Centre at Milton or Thriplow.
- Food waste – excess material put beside food waste bins and caddies will not be collected. If residents have excess material they should place it into the black bin.

17.0 Missed household collections

17.1 We will only return for recycling, green and black bins which have been missed in the following circumstances:

- The container was placed out by 6.00am on the day of collection.
- The normal collection point was used.
- In the case of assisted collections there was access to get to the bin (e.g. the gate was unlocked)
- A crew report has not been received regarding the bin e.g. heavy, excessive waste, contaminated, not out by 6 a.m. etc.

17.2 Residents must report bins as having been missed by 3.30 p.m. the next weekday following the scheduled collection day.

17.3 We will endeavour to return to collect it within three working days of the scheduled collection day.

17.4 If the Waste Service is unable to collect due to problems with contamination or bin misuse the crew will leave a card notifying the resident of the reason for non-collection. In those circumstances the container will be collected on the next scheduled collection day if the offending items have been removed.

17.5 We do not return to collect missed 23 litre food waste caddies due to the frequency of collections. Residents can report online that their food waste has not been collected, but we will not return for it. The caddy will be emptied on the next scheduled collection day. Reporting a non-collection helps us to identify missed collections and improve the service.

17.6 Whilst we will not return to empty missed outdoor caddies, these should be reported using the missed bin form. Notifying us helps improve our service and minimises future misses. If you run out of space in your caddy before the next collection, please do one of the following:

- Place the food waste into your black bin
- Remove the food waste from the liners and place it in your green bin either loose, or in paper liners.

Plastic or bio-bags must not be put into the green bin as this will result in it being contaminated and not emptied.

18.0 Missed collections from block of flats

- 18.1 A missed bin at a block of flats can be reported to us between 3.30 on the day of collection and 3.30 the day before the next collection.
- 18.2 If the bin is reported missed before 3.30 pm on the next working day we will endeavour to return within three working days of the scheduled collection day.
- 18.3 If the report is received after 3.30 the next working day we will endeavour to return as soon as possible but cannot specify when.
- 18.4 We can only return to empty a bin where a crew report has not been received regarding the bin e.g. heavy, excessive waste, contaminated.

19.0 Contaminated containers

- 19.1 Contaminated means that the bin, box, caddy or sack has items in it that cannot be recycled or composted, or in the case of the black bin, items which are too heavy or hazardous for the bin to be emptied safely.
- 19.2 Contaminated containers cannot be emptied as this contamination may affect the whole lorry load and potentially render it as rejected by the Materials Recycling Facility or Composting Facility. It may also make a bin dangerous to empty.
- 19.3 Contamination will be reported by the collection crew on their in-cab computer system.
- 19.4 A card will be left under the bin or caddy handle, inside the recycling box, or put through the resident's letter box saying that the container has not been emptied due to contamination, and the contamination needs to be removed so that the bin can be emptied on the next scheduled collection day.
- 19.5 Black bins can be too heavy due to rubble, bricks or soil. Other contaminants such as tins that contain paint are classed as contamination because they can leak out onto the road causing problems and damage to the road, our vehicles and staff. Any hazardous waste is also classed as contamination.

- 19.6 If the container is contaminated, the resident needs to remove the contamination so that the crew can collect it on the next scheduled collection day.
- 19.7 The contamination policy for bins, sacks and caddies can be found under Appendix C.

20.0 Frozen green waste bins

- 20.1 If the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection.

This includes additional garden waste bins for which an annual fee has been paid.

21.0 Kerbside battery collection service

- 21.1 This service is currently available to residents who live in houses or street level properties and have wheeled bins.
- 21.2 Residents can be supplied with a bag for their portable household batteries (or can use ordinary plastic bags) which they can put out for collection (placed on top of any bin). These bags will then be collected by the crews and taken to the depot where they will be collected for recycling by a contractor operating on behalf of a battery compliance scheme.
- 21.3 Residents should place battery bags on top of any of their large, wheeled bins (black, blue or green). Ordinary plastic bags with handles can also be used – these should be tied up and put on top of the bin.
- 21.4 Residents should not place batteries on top of their food waste caddies.
- 21.5 Crews will deliver a replacement bag when one is collected.

22.0 Clinical and hygiene waste

This falls into two types of waste:

- Waste that can be collected via your normal refuse collections is referred to as Hygiene waste.

- Waste that needs to be collected and disposed of separately is referred to as Clinical waste.

22.1 Clinical waste can include:

- Human tissue
- Blood or other bodily fluids
- Drugs or other pharmaceutical products
- Swabs or dressings
- Syringes, needles or other sharp instruments

22.2 Hygiene waste

This waste can carry an offensive odour as well as appearance. This waste may include:

- Catheter and stoma bags (drained)
- Wound dressings (non-infectious)
- Soiled bedding (vomit, human waste)
- Nasal and respiratory secretions
- Condoms
- Sanitary waste
- Nappies
- Plasters
- Incontinence pads

22.3 All hygiene waste must be bagged and tied to reduce the chance of leaks

22.4 Storage of hygiene waste

- Residents who struggle to contain their hygiene waste within one black bin may apply for an additional black bin.
- Requests for a second bin due to having children in nappies are subject to a delivery charge.
- Requests for a second black bin due to hygiene waste from medical care are free of charge.

22.5 Applying for an additional black bin.

Residents requesting a second black bin need to complete an application form. If the council is satisfied that the household has a justified need then a bin will be delivered within ten working days from the date of acceptance. Residents are expected to notify the council when these circumstances change.

Homes with second bins are reviewed every three years or at the Waste Services discretion.

22.7 Clinical waste

Waste that needs to be collected and disposed of separately. This is infectious waste which is sent to be incinerated to prevent infection such as:

- Waste from infectious disease wounds.
- Waste from wound infections and other acquired infections
- Human hygiene products and dressings from infectious wounds
- All sharps including hypodermic needles and syringes with needles attached.

22.8 Infectious waste is collected separately from your normal waste in specially provided sharps boxes or yellow sacks. Collections are provided free of charge and the frequency of collections will be discussed at the application stage.

22.9 If treated by a health care professional clinical waste must be disposed of by them and not the Waste Service.

22.10 If you require a clinical waste collection you will need to request that your GP or District Nurse completes and returns a request form so we can assess the most appropriate way of handling your waste. The clinical waste request form can be found on our website.

22.11 At present, sharps boxes can be obtained from your GP surgery. After each collection, any clinical bags will be replaced bag for bag, either being posted through your letterbox or left in a nearby visible location at your address.

22.12 For further advice or information, to request a clinical waste form by post or to request a temporary clinical waste collection please call 01954 713484.

22.13 Containers / sacks must be left at the boundary of your property for collection the evening before your scheduled collection day, collections can take place from 5 a.m.

22.14 All bagged waste must be contained in the yellow sacks provided and sacks must be tied at the top. Please do not place yellow clinical waste sacks in your normal refuse bin as this will not be collected.

22.15 We **do not** currently provide a commercial clinical waste collection service.

23.0 Bulky items collection service

23.1 We can collect a maximum of nine items at one time.

23.2 There is one charge for the first three items and an additional charge for each further item. Some larger items (three seat sofa, three door wardrobe) are classed as three items.

23.3 Examples of items we collect are:

- All furniture typically found in the home
- Bulky items from the garden and garage
- Furnishing such as carpet (one room worth = one item)
- Small electrical appliances (vacuum cleaner/ toaster)
- Other miscellaneous household equipment e.g. ironing boards
- Bags of excess rubbish, up to three general and three garden waste. (not hippo style bags)

23.4 **Upholstered seating**

Upholstered seating (soft furnishings) must be disposed of separately since new regulations came into effect in 2023. These items are classified as hazardous and are charged per item under the hazardous items in Appendix B. These include any upholstered items that can reasonably be described as a form of seating used by households. Examples include, but not limited to:

- Sofas
- Armchairs
- Office chairs
- Kitchen and dining room chairs

23.5 **White Goods and Hazardous Electrical items**

A separate charge per item is applicable for hazardous items to reflect the high processing cost of recycling these goods.

We will collect:

- Fridges
- Freezers
- Ovens and hobs
- Dishwasher
- Washing machines
- Tumble dryers
- Non-cathode Ray Tube (CRT) flat panel screens e.g.: Liquid crystal display (LCD) TVs, laptops and desktop monitors
- Microwaves

- Computer Screens

23.6 Items we will not remove:

The following items will never be removed by the Waste Service. Consult the internet for specialist disposal companies.

- Cars
- Chemicals, paint or other hazardous waste
- American-style fridge-freezers or industrial freezers
- Engine Oil or items that have been contaminated with oil e.g. oil tanks
- Tyres
- Vehicle batteries
- Pianos
- Mobility scooters
- Anything not specified when booking the collection
- Anything left inside the house- items need to be presented by the kerb.

23.7 If you have something that is not listed on the webform, then we are not able to offer a collection for this item, and it will have to be disposed of in another way.

e.g. Taken to Milton or Thiplow HRC's, or a collection via specialist contractor.

23.8 Booking a collection

Please arrange a date and pay for your collection using our webform. Please note that standard items and hazardous electrical items have separate forms. You will receive an email confirmation and payment receipt.

Bookings by phone are only done if absolutely necessary and if the collection cannot be booked and paid for via the internet.

23.9 Bulky collections are taken from the edge of your property where the property meets the public highway, so you do not have to be there when they are collected. The collection crews cannot enter your property which is why we ask for the items to be left outside. They must also not cause an obstruction. The crews are out as early as 6.00 a.m., they need the items outside from that time on the date of collection, the night before is also fine as long as paths are not blocked.

23.10 The webform will provide you with the next dates for your location, usually three future dates. Please choose which is best for you. Under normal circumstances you will find a slot free within the next ten days. We cannot guarantee next day collection.

- 23.11 Cancellation or amendments are done over the phone with customer services. This must be done by 5 pm two days before your collection is due, to allow time for processing. We cannot guarantee we can make amendments or refunds after this time.
- 23.12 Charges for bulky collections can be found on Appendix A.

24.0 Review of charges

- Charges will be reviewed on an annual basis.
- Current details of charges are attached at Appendix A.

Appendix A – Schedule of Charges

Table 2 – Schedule of Charges as April 2025

Charge Type and Description	Charges 25_26
Bulky domestic collections	
One to three items (excluding electrical, white goods and upholstered seating)	£38.00
More than three items (per item and a maximum of 9 items in total)	£6.20
Hazardous items (electrical, white goods and upholstered seating)	
Per item	£31.00
Other domestic collection charges	
Delivery of a set of three bins and two food waste caddies to new housing developments	£96.00
Delivery of a replacement black bin either size	£30.00
Delivery of additional approved black bin either size.	£30.00
Replacement of any lost bin	£30.00
Replacement of any lost caddy	Free
Delivery of additional caddy	Free
Replacement of any damaged bin or caddy	Free
Delivery of second blue bin	Free
Delivery of third and fourth blue bin (price per bin)	£30.00
Annual second green bin charge – per additional 240 litre container (Oct - Sep)	£50.00
Delivery of a replacement 660 / 1,100 litre container	By quote
Delivery of a replacement 940 litre container	By quote
Clearance of rubbish from bin stores	By quote
Emptying of contaminated bin/additional bin empty by managing agent	£37.00

Appendix B – Acceptable and non-acceptable items in the bins (January 2026)

Accepted:

General rubbish bins, black bins and white sacks	Blue recycling bins, boxes clear sacks	Green recycling bins and brown sacks	Silver Food waste bins and outdoor caddies
<ul style="list-style-type: none"> Plastic waste (except plastics allowed in the recycling bin) Nappies and sanitary products Polystyrene Broken toys Ash – this must be cold and contained within a bag / sack Cat litter and dog faeces – only a small amount which must be wrapped Plant pots Any items which cannot be put in the blue and green recycling bins unless prohibited (see below) 	<ul style="list-style-type: none"> Newspapers and magazines Junk mail and flyers Envelopes Holiday brochures Directories Cardboard Packaging card Egg boxes (cardboard or plastic) Shredded paper (if contained in an envelope, paper bag or transparent plastic sack) Milk, Juice and Squash cartons Plastic bottles Plastic yoghurt pots Plastic margarine or spread tubs, ice cream tubs Plastic trays from chocolate and biscuit boxes, meat, vegetables and fruit Plastic bottle tops, lids and triggers Plastic packaging – cling film, bread bags, bubble wrap Carrier bags Plastic cream, custard pots, soup 	<ul style="list-style-type: none"> Grass cuttings & leaves Untreated wood (i.e., no nails, paint, stain or varnish) & sawdust Flowers and weeds Windfall fruit (NB overweight bins cannot be emptied) Prunings from hedges, shrubs & trees Straw Cold ashes (please contain ash in a paper sack or wrap in newspaper) 	<ul style="list-style-type: none"> Bread Meat and Fish, raw and cooked including bones and shells Vegetables, fruit and peelings Dairy products such as cheese, yogurt and butter Eggs (including shells) All cooked and uncooked food Tea bags and coffee grounds Compostable paper liners for food waste Mouldy and out of date food Cakes and pastries Rice, pasta and beans Solidified cooking oil and Lard Pet food (wet and dry) Plastic or compostable liner to wrap the food waste

	<p>pots, instant noodle pots</p> <ul style="list-style-type: none">• Plastic tubs for dishwasher & laundry tablets• Cans, tins and foil, biscuit and sweet tins• Glass bottles and jars• Jam jar lids• Aerosols		
--	---	--	--

Not Accepted:

General rubbish bins, black bins and white sacks	Blue recycling bins, boxes clear sacks	Green recycling bins and brown sacks	Silver garden waste bins and kerbside caddies
<ul style="list-style-type: none"> • Dry recyclables and compostable organic waste (that is accepted in the blue or green recycling bin) • Hot ashes • Car parts • Builders rubble and soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes and low energy light bulbs • Electrical and electronic equipment • Pesticides 	<ul style="list-style-type: none"> • Black sacks (with or without recyclable waste in them) • Textiles (clothes, bedding, duvets etc.) • Food waste • Polystyrene • Broken toys • Nappies • Carrier bags containing recycling • Electricals • Metallised plastic pouches (e.g. CapriSun, pet food) • Toothpaste tubes • Black plastic food trays 	<ul style="list-style-type: none"> • Green waste or food waste contained in any type of plastic bag • Any type of degradable / biodegradable / compostable 'plastic' bag / sack (including corn starch bags) • Garden items such as plastic flowerpots and trays • Any items that should be in the recycling or residual domestic bin • Soil, stones or sand (large amounts of) • Coal ash • Dust from vacuum cleaners 	<ul style="list-style-type: none"> • Liquids such as milk or oil • Packaging including plastic, and cardboard • Garden waste such as grass clippings or leaves • Other items such as nappies or anything else that isn't food

Appendix C – Reducing contamination in blue bins at flats

Occasionally bins at houses or at **shared bin store/collection** points may be “contaminated” and the wrong items placed into the bins. We review reports of contamination regularly and follow a set education process to improve the quality of the recycling we collect.

- In-cab data from the collection round will be analysed to identify frequency of contamination recorded by the crews over the previous three months (six collections.)
- Signage at the site (in bin stores and other communal areas) will be reviewed to ensure it is adequate.
- Letters and leaflets will be sent to residents notifying them of the pattern of contamination .
- Door-knocking will be done if resource allows.
- In-cab data from the collection round will be analysed to identify frequency of contamination recorded by the crews over the next three months.
- At the end of the three months (six collections) if there has been no improvement then a second letter will be sent to residents with a reminder and warning of service removal.
- In-cab data for the next three collections after the second letter is received will be monitored.
- If there are no improvements arrangements will be made for bin removal and residents / agents notified.
- The council may provide additional refuse capacity to replace the recycling at our discretion. This is chargeable.

Process for service review and removal of communal recycling facility

Where facilities are attracting antisocial behaviour and fly tipping the above process for handing contamination in the bins is unlikely to be sufficient. In this case a service review is triggered.

When the council receives complaints about on-going issue with a site, we will carry out the following steps:

- Conduct a site visit with other councils’ departments, local Councillors, and the resident themselves as appropriate, to ensure we fully understand what the issue is.
- Identify alternative ways of providing recycling collections if current services are not working.
- Consult with residents about use of the existing site, whether it should be retained, and what alternative service could be provided. Consultations last a minimum of two weeks.

- Results of the residents consultations will be collated and shared with stakeholders.
- If the service provision is to be changed, the plan to implement this will be done as soon as possible in collaboration with relevant parties as required.

Appendix D – Sizes of bins issued by the Council

Sizes are the same for black, blue and green bins

Container type	Image	Dimensions
Box		H = 35.5 cm W = 55.3 cm D = 40.6 cm
140 Litre bin		H = 106.7 cm W = 48.3 cm D = 55.9 cm
240 Litre bin		H = 106.7 cm W = 58 cm D = 74 cm

Container type	Image	Dimensions
360 Litre bin		H = 111.8 cm W = 58.4 cm D = 86.4 cm
600 Litre bin		H = 121.9 cm W = 137.2 D = 78 cm
1,100 Litre bin		H = 135.4 cm W = 121 cm D = 107.3 cm

23 litre kerbside food waste caddy		H = 45 cm W = 32 cm D = 28 cm
5 litre indoor food waste caddy		H = 27 cm W = 19 cm D = 21 cm

Appendix E- Process of dealing with Abandoned bins

- We will investigate a suspected abandoned bin if they are left on the public highways for more than 14 days.
- Abandoned bins should be reported by the webform on our website
- We will be complete necessary checks to identify the user and ask for the bin to be claimed and moved off the public highway.
- If the user of the bin cannot be identified the bin will be removed.
- We will adapt the process below as appropriate to the circumstance

Process:

1. Information gathering to conduct cross check of property and location history.
2. A site visit and application a sticker to the bin(s) in question to notify the user to claim the bin and give 14 days' notice of removal
3. At the same time, send a letter to resident(s) to ask for the bin(s) to be claimed and give 14 days' notice of removal
4. If after 14 days the bins remain unclaimed, we will arrange for its removal.