Braintree District Council

Household Waste and Recycling Collections Policy

November 2026

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1. Service Overview or Background

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

1.2. The district has approximately 70,000 households with a population of around 155,000, all of whom create waste. The Council is committed to the introduction of measures that reduce the environmental impact of waste in the district by introducing policies that support and encourage waste reduction, and improved recycling practices.

1.3. In May 2025, the Council approved the current Household Waste & Recycling Collections Policy. The policy supports the Council's preferred collection methodology that was subject to public consultation between 6th January and 2nd March 2025. The policy sets out the service standards that apply to waste collection services.

1.4. The aim of this information is to ensure that our policy is clearly defined, fair and transparent, outlining how the Council intends to deliver waste and recycling collection services to its residents, and the actions required by householders to participate fully in the service.

1.5. The Council offers waste and recycling collection services to businesses and non-domestic properties as part of our commercial waste services. This policy does not include these services.

2. Waste Strategy

2.1. In September 2024, the Council adopted the Waste Strategy for Essex 2024 – 2054. This strategy sets out the vision and ambition for waste management across Essex, setting targets that the Council committed to supporting to deliver. They include:

- Meeting the legislative changes to food waste collections for all residents by 2026 and plastic film collections by 2027.
- Reusing, recycling or composting 65% of waste by 2035, with an ambition to achieve 70% or more.
- Halving the amount of residual waste per person to 110 kg per year by 2042.

2.2. This policy builds on those ambitions and targets, taking into consideration initial feedback established from the public consultation on the Council's Waste Collections, to propose a potential approach to a Standard Waste Collection Service, whilst detailed analysis is undertaken on the 7,847 responses to the consultation.

2.3. The Collection Service aims to meet the targets of the strategy and the clear ambition of our residents, to deliver 65% recycling by 2035 by increasing recycling and reducing residual waste.

2.4. The collection methodology aims to keep contamination low, increase recycling and limit our carbon impact from waste management.

3. Legislative Powers

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

3.2. Section 46 of the Environmental Protection Act 1990 empowers a Waste Collection Authority to require residents to place household waste out for collection, in designated receptacles and separated into specified waste streams. In so doing, it can stipulate:

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

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

- Recyclable waste streams are collected separately from other waste and from other recycling streams. Recyclable waste streams include:
    - Glass
    - Metal
    - Plastic
    - Paper/card
    - Food waste
    - Garden waste

- Recyclable waste streams may be collected together where allowed by the Secretary of State or where it is not technically or economically practicable to collect separately. Also, where there is no environmental benefit in doing so.

- There has been an England-wide exemption granted which allows for glass, metal and plastic to be collected together, but paper and card should be collected separately.

4. Materials Collected

5. Food Waste

5.1. The Council has provided weekly food waste collections to houses since 2011. The new legislation means that these collections must be extended to include flats by April 2026.

5.2. Providing weekly food waste collections will reduce the possibility of smells and the potential for vermin or pests associated with less frequent collections.

5.3. Our weekly collections ensure that food that is thrown away can be processed through an Anaerobic Digester. This means that the harmful emissions are captured and reduces the carbon impact of this waste stream. Prevention of food waste, or home composting, are the more environmentally friendly options.

5.4. The receptacles provided for food waste include a 5-litre indoor caddy and a 23-litre outdoor caddy. Liners are not provided by the Council and are not required to be used by

residents. Those who wish to line their indoor caddy can do so with paper or compostable plastic bag.

5.5. It is recommended that all biodegradable waste (except for garden waste) is placed in the food caddy and not in any other waste receptacle. This ensures it is appropriately disposed of. The following items can be disposed of in the food waste caddy:

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

5.6. Full details of what should go in the food waste caddy are available Food bins – What goes in each bin – Braintree District Council

6. Paper and Card

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

6.2. The Standard Waste Collection Service aligns with this requirement and suggests that paper and card should be collected in an alternate fortnightly collection, with the remaining mixed recycling collected the following fortnight. Waste will be collected using separate 240 litre wheeled bins, as standard, and collected every 4 weeks.

6.3. Collections for paper and card include all paper.

6.4. The following are not accepted and should be placed in waste receptacles:

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

6.5. Cardboard should be broken down to fit into the wheeled bin. It cannot be presented in a plastic sack or left outside of the bin to get wet. Wet paper or card will not be collected as it is not suitable for collection, storage or recycling.

6.6. Large items of cardboard packaging can be taken to Recycling Centres. Booking is required.

6.7. Where households are on a Non-Standard Collection, an alternative receptacle will be provided to keep paper and card dry and recyclable.

7. Mixed Recycling

7.1. The remaining recycling materials include new materials that were not previously collected from households. Mixed recycling materials will be collected using separate 240 litre wheeled bins, subject to Standard Waste Collection Service provision, and collected in an alternate fortnightly collection, every 4 weeks.

7.2. The materials that will be collected as part of the mixed recycling collection include:

- Glass:
  - Glass, including bottles and jars with lids on or off
- Metal:
  - Steel and aluminium tins and cans
  - Steel and aluminium aerosols
  - Aluminium foil
  - Aluminium food trays
  - Steel and aluminium jars and bottle lids
  - Aluminium tubes
- Plastic:
  - Plastic bottles
  - Pots, tubs, tubes and trays
  - Cartons for food, drink and other liquids
  - Plastic film packaging and plastic bags

7.3. Full details of what should go in the mixed recycling wheeled bin will be available on our website.

7.4. Where households are on a non-standard collection, an alternative receptacle will be provided.

8. Non-Recyclable Waste (Refuse)

8.1. The grey bin is for the non-recyclable household waste, referred to in this document as refuse. The waste in this bin should not include any recyclable waste that is appropriate for the food, paper and card, mixed recycling or garden waste bins.

8.2. Additional waste materials, including hazardous waste, paint, batteries, builders' rubble, concrete, commercial/business waste should not be placed in the refuse bin. We encourage residents to take these items for disposal at designated places such as shop collection points or the Recycling Centres.

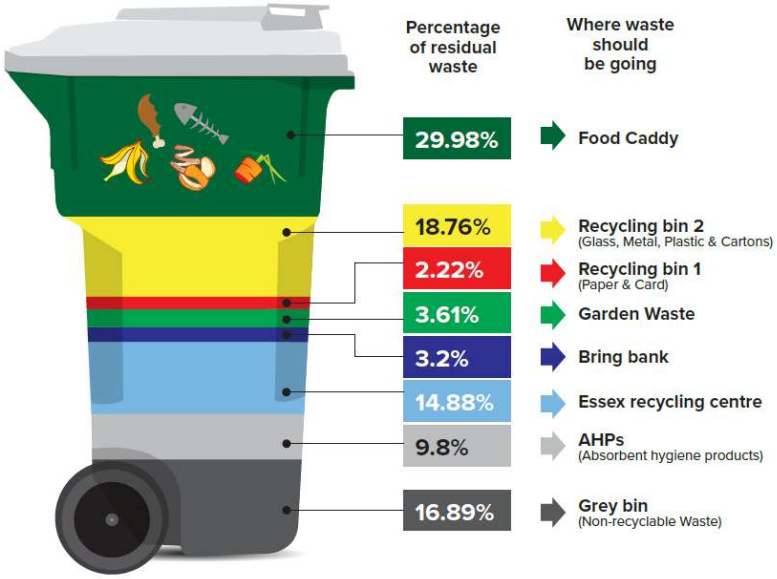
8.3. An analysis of waste composition in November 2024 evidenced that 70% of refuse presented by residents could be otherwise collected as recyclable waste. The Council is committed to introducing policies that support and encourage reusing, recycling or composting, with a key aim of reducing overall household residual waste and increasing recycling to achieve a recycling rate 65% of waste by 2035, and an ambition to achieve 70% or more.

8.4. This policy builds on those ambitions and targets, taking into consideration initial feedback established from the public consultation on the Council's Waste Collections, to

propose a potential approach to a Standard Waste Collection Service, whilst detailed analysis is undertaken on the 7,847 responses to the consultation.

8.5. The collection methodology aims to meet the targets of the strategy and the clear ambition of our residents, to deliver 65% recycling by 2035 by increasing recycling and reducing residual waste.

8.6. The collection methodology aims to keep contamination low, increase recycling and limit our carbon impact from waste management.



8.7. The non-recyclable materials that should be placed in the grey bin include:

- Dirty, wet or greasy card or paper
- Hard plastics
- Nappies and sanitary products
- Pet bedding, cat litter and faeces
- Polystyrene packaging
- Porcelain and ceramics
- Tissues, tissue paper, napkins and wipes
- Wallpaper

8.8. Full details of what should go in the grey wheeled bin are available *Grey bins – What goes in each bin – Braintree District Council*

8.9. Where households are on a Non-Standard Collection, 52 black sacks will be provided annually.

8.10. If incorrect materials are present in the waste receptables, we reserve the right not to collect them and to request that the non-acceptable items be removed and the waste re-presented on the next scheduled collection day or be taken to their local Recycling Centre. This information will be logged on the in – cab reporting system and a leaflet or tag will be used to inform the resident.

9. Garden Waste

9.1. The waste hierarchy states that garden waste is best composted at home, where possible. Where this isn't possible, the Council offers a separate, chargeable service (by

subscription) for the collection of garden waste, which means that it can be composted on a larger scale and still maintain environmental benefits compared to other forms of disposal.

9.2. Residents who do not subscribe to the service, or compost at home, can dispose of their garden waste at their local Recycling Centre without charge.

9.3. The Council's subscription-based garden waste collection service requires residents to buy an annual subscription and, where required, purchase a 180-litre green bin (one-off cost). Additional bins may be purchased; however, a separate subscription is required for each bin to be emptied.

9.4. For households not on wheeled bin collections, the Council sells bio-degradable sacks. No other type of sack will be accepted.

9.5. The service operates all year round, except for a two-week period over Christmas / New Year.

9.6. Resident can put most garden waste in the garden waste bin, such as:

- Grass cuttings
- Shrub pruning's and hedge trimmings
- Garden weeds, plants and leaves
- Flowers
- Tree branches that are less than 30 centimetres in circumference and 1 metre in length

9.7. Full details of what should and should not go in the garden waste wheeled bin are available *Garden waste bin – What goes in each bin – Braintree District Council*

10. The Service to Residents

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

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

10.3. Properties that are deemed non-standard to accommodate wheeled bins will be provided with either sacks or boxes, for the collection of their waste. The same material exclusions apply.

10.4. The receptacles provided must be used to present waste for collection. No other receptacles will be accepted.

10.5. Properties will be assessed by the Council and deemed unsuitable for the Standard Waste Collection Service considering the following criteria:

- Steep Slope/Bank
- Number of steps
- No garden (both front and back)
- No external access to waste receptacles (i.e. only presented by access through property)

10.6. Discretionary criteria (1, or more, criteria may denote a non-standard property)

- Uneven surface
- Gravel access
- Alleyway
- Restricted access for vehicle or crews
- Communal collection point
- Small front/rear garden
- Located within a conservation area
- Only available receptacle storage under window
- Storage location presents a potential risk to household security

10.7. To establish if any of the criteria have been met, an assessment by the Council will be undertaken. This may be a physical or desktop assessment. Where necessary, residents of properties deemed unsuitable for a Standard Waste Collection Service, will be contacted to advise them of the receptacles they will receive as part of the Non-Standard Collection Service.

11. Standard Waste Collection Service

11.1. If a property is deemed suitable for the Standard Waste Collection Service, the following receptacles will be provided:

Waste Stream	Receptacle	Size	Colour	Collection Frequency
Refuse*	Wheeled bin	180L	Grey	Three Weekly
Paper and Card	Wheeled bin	240L	Red lid, grey body	Alternate Fortnightly
Mixed Recycling	Wheeled bin	240L	Blue lid, grey body	Alternate Fortnightly
Food Waste	1 x outdoor caddy 1 x indoor caddy	23L 5L	Green Green	Weekly
Garden Waste**	Wheeled bin	180L	Green	Fortnightly

**There is a general limit of 180-litre wheeled bin for refuse collection. The Council will offer the option for householders to apply for additional or larger containers.*

***Please note the garden waste service is a chargeable service. Only residents subscribed to this service will receive these receptacles*

11.2. The Council will be undertaking a review to ensure consistency with the Standard Waste Collection Service allocation across all households in the district.

12. Non-Standard Waste Collection Service

12.1. If individual households are unable to utilise the Standard Waste Collection Service to contain their waste and recyclables, their waste provision will be at the discretion of the

Council and will be assessed on a case-by-case basis, to be provided with alternative receptacles.

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

1 – Non-recyclable
2 – Paper and Card
3 – Mixed Recycling
4 – Garden Waste

12.3. Discretion may be applied where necessary to support residents and service delivery and ensure recyclable materials can be collected in such a way that best reduces contamination and increases recycling capture rates.

12.4. Where it is assessed that the Standard Waste Collection Service is not suitable, alternative receptacles will be issued to households that will provide the same capacity to contain waste and recyclables as would be available if the resident was provided with wheeled bins.

12.5. Where refuse collections are by black sack for refuse, the Council will supply 52 black sacks. Sacks will be delivered annually. Households on refuse sack collections will be permitted to present a maximum of three sacks per collection.

12.6. Where collections for recycling cannot be achieved using wheeled bins, the Council will provide equivalent capacity by supplying up to four boxes per wheeled bin. Recycling materials will still be required to be separated as per the Standard Waste Collection Service requirements.

13. Properties with communal bins and communal bin storage areas

13.1. Properties which legally comprise of two or more dwellings or households i.e. flats or houses that have been converted into flats, may qualify for a communal waste collection. The preferred service to be provided to households by the Managing Agent / Housing Association / Landlord is the Standard Waste Collection Service.

13.2. Where communal households do not have, or are deemed not to have, sufficient space for the Standard Waste Collection Service the Non-Standard Waste Collection Service may be provided.

13.3. If the Managing Agent / Housing Association / Landlord is unable to provide the Standard Waste Collection Service to residents, consultation with the Council will take place, on a case-by-case basis, to determine an appropriate service provision.

13.4. The same material exclusions apply. Communal bins will not be provided by the Council and only waste receptacles approved for use by the Council will be emptied.

13.5. To qualify for a communal waste collection, a property must:

- Be a property with multiple households that cannot accommodate individual waste receptacles
- Share a bin store or collection point

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

13.6. The number and size of the containers will be dependent on the number of dwellings served and the space in the bin storage area. The recommended standard provision for communal properties, per individual dwelling, is as follows:

Waste Stream	Size	Collection Frequency
Refuse	120L	Fortnightly
Paper and Card	240L	Alternate Fortnightly
Mixed Recycling	240L	Alternate Fortnightly
Food Waste	10L	Weekly

A capacity calculator is available on our website to support managing agents, housing associations, and landlords when determining appropriate container provision. The calculator is available online at: (https://www.braintree.gov.uk/bins-waste-recycling/waste-collection-information-managing-agents-landlords-developers) as guidance for responsible managing agents / housing associations / landlords.

13.7. In smaller developments, comprising up to four flats, the preferred method is to provide clearly labelled 360-litre wheeled bins for communal use. However, in larger developments, from five flats upwards, it is more efficient to collect from 1100-litre or 770-litre bins.

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

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

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

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

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

14. Business Premises with Domestic Dwellings Attached

14.1. Where a property is part commercial and part residential – for example living accommodation above a shop, public house or a business run from home, councils are entitled to charge for the collection and disposal of commercial waste. The Council will provide for the collection of household waste but, where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent), the waste may not be collected or a charge will be made to collect the waste.

14.2. If households dispose of business waste using the kerbside household waste collection service, the Council may take appropriate enforcement action under the relevant legislation.

15. Waste Collection Services in Conservation areas

15.1. Conservation areas are 'areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance.' The Council has 37 conservation areas within its administrative boundary. It is a statutory requirement for councils to review their conservation area boundaries and the supporting texts from 'time to time'.

15.2. Section 72(1) of the Planning (Listed Buildings and Conservation Areas) Act 1990 sets out the general duty as respects conservation areas in the exercising of planning functions, stating that: "special attention shall be paid to the desirability of preserving or enhancing the character or appearance of that area".

15.3. In line with common practice in other local authority areas, whether a property is in a conservation area is not a criterion which determines whether wheeled bins are suitable. Wheeled bins are not a consideration from a planning perspective.

15.4. There may be places where consideration will be given as to any impact on the character and appearance of that conservation area, particularly where there is a lack of places to store bins. Provision of wheeled bins in these areas consider options, including the preferred Standard Waste Collection Service and, where necessary, alternative waste receptacles and prioritisation provision.

16. Garden Waste

16.1. Garden waste collections are a chargeable service available to residents on an annual subscription service: Garden waste annual collection service – Braintree District Council

16.2. Residents who do not subscribe to the service must make arrangements to dispose of their own garden waste, either by composting or at their local Recycling Centre.

16.3. The Council offers a subscription-based garden waste collection service. This requires residents to buy an annual subscription and, where required, a 180-litre green bin (one-off cost). Existing council-approved bins may be used until such time as they are no longer serviceable and need replacing, after which a 180-litre bin will require purchasing.

16.4. Additional bins may be purchased; however, a separate subscription is required for each bin to be emptied.

16.5. For households unsuitable for wheeled bin collections, the Council sells bio-degradable sacks. No other type of sack will be accepted.

16.6. The service operates all year round, except for a two-week period over Christmas / New Year.

16.7. The Council will collect unwanted bins, free of charge, from households who do not wish to take out a subscription, providing they are empty and are left for collection at the normal collection point on the agreed date. Requests to have a bin collected should be made on-line and will be made available to households via our website.

16.8. Households who have relinquished their bins and then decide they would like to use the garden waste service will be required to purchase a bin, and subscription, from the Council.

16.9. A permit authorising collection will be provided for each subscription purchased. This must be affixed to the rear of the bin, underneath the handle. The bin must be positioned with the permit facing towards the public highway when presented for collection so that it can be seen clearly by the crew.

16.10. It is the householder's responsibility to:

- Look after the bins they own and store them within the curtilage of their property in between collections, to minimise the risk of theft and obstruction to others
- Report any damage to the garden waste subscription permit. Bins not displaying a permit will not be emptied
- Ensure that the permit is clearly visible to the crew on collection day
- Tell us if they move out of the district so that we can cancel the subscription (a refund will not be available)
- Tell us if they move within the district and wish to cancel or transfer their subscription to their new address so that we can update our records
- Ensure that garden waste is only put into the garden waste bin or biodegradable sacks and not presented for collection in any other receptacle/s.

16.11. For more details regarding the Garden Waste subscription service, including the Terms and Conditions, please visit Garden waste annual collection service – Braintree District Council

17. Absorbent Hygiene Product Collection Service (AHP's)

17.1. The Council recognises that some households may need additional help to dispose of disposable nappies and incontinence products. These are also known as "Absorbent Hygiene Products" or AHP's. Therefore, following the outcome of the public consultation and the decision made for a three weekly refuse collection schedule, the Council will introduce an additional, free collection service to deal with this type of waste for those households where a user of AHP products lives permanently.

17.2. This service will be an 'on-request' service. Separate AHP Collections will take place the week before any scheduled non-recyclable (refuse) waste collection. AHPs can also be presented on scheduled non-recyclable (refuse) waste collection days. Those households in receipt of an AHP collection will receive up to 52 sacks annually. These sacks must be presented at the curtilage, or at the agreed collection point where residents are in receipt of an Assisted Collection Service.

17.3. To receive the AHP Collection Service, residents are required to make an application by completing the online form or contacting the Customer Services Team on 01376 552525. Applications will be assessed on a case-by-case basis. Please visit our website for further information.

17.4. Allocation to the AHP Collection Service is granted for children who live permanently at the address up to the age of 4. For residents above the age of 4 who require the service, this will be provided for a maximum initial period of 3 years. Time periods that exceed this may be considered on a case-by-case basis.

17.5. Residents are required to reapply after 3 years to ensure they continue to receive an AHP collection. We will notify the householder of this in writing, giving one month's notice. Failure to re-apply will result in termination of the service. Please visit our website for further information.

17.6. It is the responsibility of the householder to let us know of any changes in their circumstances that may affect their eligibility to the AHP Collection Service. The Council reserves the right to review these arrangements from time to time and may withdraw this service if the AHP Collection Service is no longer deemed necessary.

17.7. If outside of the normal review process, the Council receive reports that the AHP Collection Service may no longer be required at a property, the Council will undertake an investigation and, if necessary, the collection crew will be instructed not to collect the AHP waste from the property. We will notify the householder of this in writing, giving one month's notice of the termination of scheduled collections.

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

18. Additional Receptacle Capacity

18.1. This is an 'on-request' service for all waste streams. Requests for additional receptacle capacity will be assessed using the following criteria:

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

18.2. The Capacity Allocation Framework below outlines the standard receptacle allocation, based on the provision set out at 11.1, and the capacity bands applicable to applications for additional capacity, according to the criterion for number of people living permanently at the property.

Household Size	Non-Recyclable Capacity Allowance	Standard Waste Collection Recycling Capacity Allowance	Non-Standard Waste Collection Recycling Capacity Allowance
Up to 4 people (Default Allocation)	***180l bin***	***240l bin***	***4 x 55 boxes***
5 to 6 people	240l bin	240l with an additional 180l bin*	6 x 55l boxes
7 to 8 people	360l (2 x 180l)	240l with an additional 240l bin	8 x 55l boxes
9+ people	Officer Assessment Required		
Medical Requirement or Exceptional Circumstance - Officer Assessment Required			

* Where there are space concerns, a 360L bin may be provided, if appropriate

18.3. To receive a larger or additional waste receptacle, residents are required to make an application by completing the online form or contacting the Customer Services Team on 01376 552525. Applications will be assessed on a case-by-case basis.

18.4. Allocation of a larger or additional waste receptacle is granted for a maximum initial period of 2 years. Time periods that exceed this may be considered on a case-by-case basis.

18.5. Residents are required to reapply to ensure they continue to receive the additional capacity. We will notify the householder of this in writing, giving one month's notice. Failure to re-apply will result in termination of the service. Please visit our website for further information.

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

18.7. If outside of the normal review process, the Council receive reports that the additional capacity may no longer be required at a property, it will undertake an investigation and, if necessary, the collection crew will be instructed not to collect the additional capacity from the property. We will notify the householder of this in writing, giving one month's notice of termination of additional capacity collections.

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

19. Reduced Capacity Applications

19.1. The Council will not routinely provide reduced capacity containers. Requests will only be considered where there is a demonstrated operational, accessibility or storage requirement, and approval is at the Council's discretion.

19.2. This is an 'on-request' service for all waste streams. Requests for reduced receptacle capacity (such as a smaller bin) will be assessed using the following criteria:

- The number of people living at the property on a permanent basis and any other waste services provided
- Relevant storage, accessibility or operational requirements
- There remains sufficient capacity to maximise recycling and minimise refuse
- Other exceptional circumstances at the discretion of the Council.

19.3. The Capacity Allocation Framework below outlines the standard receptacle allocation, based on the provision set out at 11.1, and the capacity bands applicable to applications for reduced capacity.

Household Size	Non-Recyclable Capacity Allowance	Standard Waste Collection Recycling Capacity Allowance	Non-Standard Waste Collection Recycling Capacity Allowance
Up to 2 people	140l bin	180l bin	2 x 55l boxes
Up to 4 people (Default Allocation)	***180l bin***	***240l bin***	***4 x 55 boxes***
Exceptional Circumstance - Officer Assessment Required			

19.4. To receive a reduced capacity receptacle, residents are required to make an application. This can be done by completing the online application form or by contacting the Customer Services Team on 01376 552525. Applications will be assessed on a case-by-case basis.

19.5. It is the responsibility of the householder to let us know of any changes in their circumstances that may affect their eligibility for reduced receptacle capacity. The Council reserves the right to review these arrangements from time to time and may withdraw this service if deemed necessary.

19.6. A member of the Waste Team may visit the applicant / property to discuss the application or changes in circumstance.

20. Assisted Collections

20.1. The Assisted Collection Service is an 'on-request' service for all waste streams. It is available to residents who are unable to present their waste and recycling for collection

at the kerbside, to ensure all residents can participate fully in the refuse and recycling collection service.

20.2. Residents who are unable to transport their waste receptacles to the required collection point, owing to ill health, infirmity or disability, and who have no other person (16 yrs or over) resident at the property to assist them, will be granted an Assisted Collection Service upon request.

20.3. To receive the Assisted Collection Service, residents are required to make an application. This can be done by completing the online application form or by contacting the Customer Services Team on 01376 552525. Applications will be assessed on a case-by-case basis. Please visit our website for further information.

20.4. For those residents granted an Assisted Collection Service, the collection crew will collect the waste receptacles from an agreed location on the property. This will typically be from the front door area. Waste receptacles will be returned to the same location after emptying.

20.5. It is the resident's responsibility to ensure the unobstructed availability of the waste receptacles i.e. gates etc. are unlocked by 7.00am on the date of collection. If the collection crew is unable to gain access to the waste receptacles, they will not be emptied until the next scheduled collection.

20.6. Allocation to the Assisted Collection Scheme is granted for a maximum initial period of 12 months. Time periods that exceed this may be considered on a case-by-case basis.

20.7. Residents are required to reapply to ensure they continue to receive an Assisted Collection Service. We will notify the householder of this in writing, giving one month's notice. Failure to re-apply will result in termination of the service. Please visit our website for further information.

20.8. It is the responsibility of the householder to let us know of any changes in their circumstances that may affect their eligibility for Assisted Collections. The Council reserves the right to review these arrangements from time to time and may withdraw this service if it is no longer deemed necessary.

20.9. If outside of the normal review process, the Council receives reports that assistance may no longer be required at a property, the Council will undertake an investigation and, if necessary, the collection crew will be instructed to collect the household waste from the curtilage (boundary) of the property. We will notify the householder of this in writing, giving one month's notice of termination of the Assisted Collection Service.

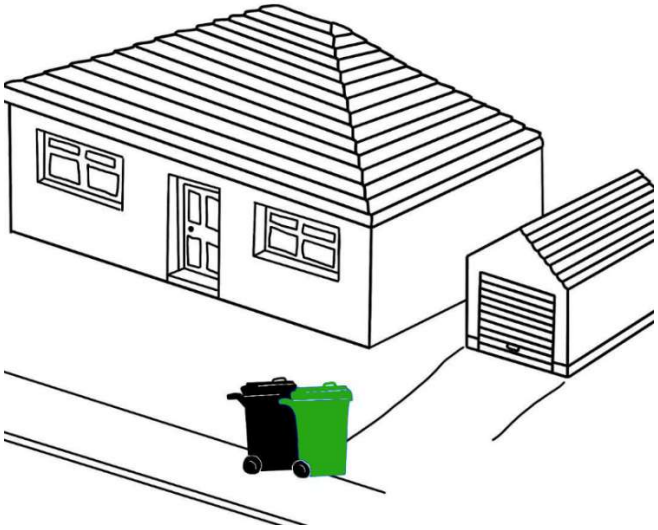
20.10. A member of the Waste Team may visit the applicant / property to discuss the application or renewal.

21. Presentation of Receptacles on collection day

22. Refuse, Recyclables and Garden Waste

22.1. Waste and recycling receptacles must be presented at the curtilage (boundary) of the property, at the point nearest the highway no earlier than the evening before the day of collection and by 7 a.m. on the appointed day of collection. 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. In these circumstances, each case will be considered on an individual basis and a suitable collection point agreed.



22.2. Where residents share a driveway, they will be required to present their wheeled bins/waste receptacles for collection at the end of the shared drive, at a point nearest to the highway.

22.3. Where an individual property is located down a 'long-driveway', the resident is required to present their wheeled bin / waste receptacles for collection at the point nearest to the highway. Where necessary, the Council's Designated Officer will visit the resident to assess the most appropriate location to present the waste receptacles and the type of receptacles to be used. Where a 'long driveway' serves several properties, the Council will arrange for the Designated Officer to visit and assess if it is appropriate for a collection vehicle to access the properties.

22.4. All receptacles must be presented with the lid closed. They must not be overflowing or be too heavy for the collection crew to manoeuvre safely. Overflowing, or heavy bins/receptacles, will not be collected. The maximum weight for a wheeled bin we will collect is 45kg. A tag will be left on the bin, stating why the bin has not been emptied, and the resident will be required to remove the excess waste then re-present their waste on the next scheduled collection day.

22.5. The Council intends to take a balanced and proportionate approach regarding reducing the number of wheeled bins which are not returned to their proper place of storage. Following the collection of waste from all waste receptacles, residents are required to remove them from the highway by the end of the scheduled collection day. Householders that leave receptacles on the highway may be subject to appropriate enforcement action under the relevant legislation.

23. Food Waste

23.1. Food waste caddies must be presented with the lid closed and the carry handle in the upright position (which is locked). This reduces the need for the collection crew to bend over and ensures the lid is in the locked position.

23.2. Where possible, food caddies should be stored out of direct sunlight.

24. Contamination

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

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

24.3. Operatives will not empty receptacles if they contain the wrong material, for example:

- The mixed recycling receptacle contains non-recyclable material or a recyclable material for which a separate receptacle has been provided
- The weekly food waste caddy contains non-food items (except for the newspaper or compostable bag used to line it)
- The refuse receptacle contains material that is excluded from refuse waste collections.
- The garden waste bin contains quantities of soil, rubble, noxious weeds or other materials that are excluded from garden waste collections.

24.4. Receptacles considered by collection crews to be 'contaminated' will not be collected and this information will be logged on the in-cab monitoring system. A tag will be attached to the receptacle to notify the resident why the waste has not been collected.

24.5. The householder will be required to remove the contaminated items and present their refuse, recycling, food or garden waste for their next scheduled collection.

24.6. The Council reserves the right not to empty the receptacle until the excluded items are removed. We will then empty the receptacle on the next scheduled collection day.

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

24.8. If households continue to present contaminated waste for collection, the Council may take appropriate enforcement action under the relevant legislation.

25. Additional Refuse (Side Waste)

25.1. The presentation of non-recyclable household 'side' waste does not support waste prevention or encourage residents to maximise recycling.

25.2. For the purpose of this policy, the term 'side waste' refers to excess waste in bags, boxes or sacks. It also refers to lose rubbish that is presented either alongside, or on top of all waste receptacles.

25.3. The Council will only collect waste contained in Braintree District Council-issued waste receptacles. Excess non-recyclable household waste left beside, or on top of, the wheeled bin will not be collected. 'Side' waste left on the highway will be labelled and photographed.

25.4. If a householder is unable to contain all their non-recyclable household waste within the receptacle provided, they may take the extra waste to a Recycling Centre.

25.5. Should the resident continue to present unauthorised side waste, the Council may take appropriate enforcement action under the relevant legislation.

26. Additional Recyclables

26.1. The Council encourages residents to maximise the presentation of materials for recycling.

26.2. The Standard Waste Collection Service has been designed to meet the needs of most householders in terms of the volume of recycling generated, with two 240-litre wheeled bins for household dry recyclable materials. Excess recyclable household waste left beside, or on top of, the wheeled bin will not be collected. 'Side' waste left on the highway will be labelled and photographed.

26.3. If a householder is unable to contain all their recyclable household waste within the receptacle provided, they may take the extra waste to a Recycling Centre.

26.4. Where bulky items of cardboard packaging arise, householders should break up the packaging into pieces and place it into their paper and card receptacle. The lid must remain closed because the paper and card must be presented dry for collection.

26.5. Should the resident continue to present unauthorised side waste, the Council may take appropriate enforcement action under the relevant legislation.

27. Return of Receptacles Following Collections

27.1. Residents should ensure that they remove their emptied waste receptacles from the highway as soon as possible following collection and do not leave them on the footpath/highway/alleyways for prolonged periods of time. All emptied waste receptacles should be taken back onto resident's property by the end of the collection day.

27.2. The collection crews will replace emptied waste receptacles, with lids closed, in a manner that does not obstruct the footpath or where practicably possible, driveways. Our main objective is to replace receptacles so that they do not obstruct the footpath and do not pose an obstacle to users of the footpath. This means we will not always replace emptied waste receptacles where we find them, however, we will return them in a tidy manner with minimal disruption to users of the footpath.

28. Clearance of Spillages

28.1. Collection crews are required to clear any spillages that occur as a result of the collection process.

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

28.3. The Council will not collect split sacks. It is the responsibility of the householder to clear any spillage of waste and present the waste in an unbroken/split sack on the next scheduled collection day.

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

29. Special Collections (Bulky Waste Collection)

29.1. The Bulky Household Waste Collection Service is a chargeable service. A "bulky household item" is one which exceeds 25kg in weight or does not fit into the receptacle for household waste provided in accordance with Materials Collected above.

29.2. There is a charge for this service. Please refer to our Bulky Waste Collection webpage for our current charges. Payments can be made over the phone using a credit or debit card. All payments must be made in advance of collection.

29.3. A list of items that we do and don't collect as part of this service can be viewed on the Council's website.

29.4. The collection point for bulky waste is the boundary (curtilage) of the property, where waste is usually presented for collection, in an accessible position that does not obstruct the highway. Items should be presented no earlier than the day before and by 7 a.m. on the agreed day of collection and only those items listed at the time of booking will be collected.

29.5. If the usual waste collection point is behind a gate, or down a side alley (such as for an assisted collection), the resident is responsible for ensuring there is adequate clearance to enable crews to move the items and that there are no obstructions i.e. locked gates. Collection crews will not enter any building, garage, shed or outhouse.

29.6. We will not dismantle items for collection. All items that require dismantling must be dismantled prior to collection.

29.7. As part of our work to support waste minimisation and promote re-use, any items that are assessed as suitable by our partners will be made available for re-use, rather than being disposed of.

29.8. The service can be booked by contacting the Council's Customer Services Team on 01376 552525. Details of online booking available from April 2026 will be available on the Bulky Waste Collection webpage

29.9. The service operates, by area, on weekdays only, the date and time of collection will be confirmed at the time of booking.

30. Persistent Organic Pollutants (POPs)

30.1. Some household items contain chemicals that do not break down in the environment. These can enter waterways and the food chain if not disposed of correctly. These items must be collected and processed separately from other bulky waste collections.

Examples include but are not limited to:

- Sofas, armchairs, sofa beds and futons

- Padded kitchen and dining room chairs
- Padded stools and footstools
- Home office chairs
- Bean bags, floor, and sofa cushions.

30.2. Upholstered furniture is processed separately from other items due to regulations relating to the safe disposal of persistent organic pollutants.

30.3. Upholstered items that have been split or damaged will need to be sealed with tape or plastic by the resident before collection.

30.4. Upholstered items also need to be protected from the rain (using a secure cover). Otherwise, our collection crews will be unable to collect the items, and another chargeable collection will need to be booked when they have dried out.

30.5. The service can be booked by contacting the Council's Customer Services Team on 01376 552525.

30.6. The service operates, by area, on weekdays only, confirmation of collection date and time will be provided at the time of booking.

31. Waste Electrical and Electronic Equipment (WEEE)

31.1. Electrical waste contains chemicals, some of which are hazardous. If these are not treated correctly, they bring health risks as well as being harmful to the environment. They also contain precious metals which, if recycled correctly, can be recovered and used again, reducing the need for new materials to be mined across the world. Reuse or recycling are therefore the preferred options for disposing of unwanted electrical items.

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

- Electric toothbrushes
- Small radios
- Toasters
- Hairdryers

31.3. Residents have 4 options for disposing of small WEEE when these items are no longer serviceable or needed:

- Repair, sell or donate
- Use the WEEE recycling bins located in
    - Reception area at Causeway House, Bocking End, Braintree, CM7 9HB
    - Essex County Council's libraries
- Take the item to the nearest Essex County Council's recycling centre
- Utilise take back services available at stores that sell electrical items

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

32. Missed Collections

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

32.2. Refuse and recycling receptacles are to be presented for collection by 7 a.m. at the curtilage (boundary) of the property or designated collection point on the appointed day of collection.

32.3. If refuse and recycling receptacles are not presented by 7 a.m. on the day of collection at the correct location and are subsequently reported to the Council as 'missed' by the crew, they will not be considered a justified 'missed' collection and the crew will not return to collect. In these circumstances, responsibility for disposal of the waste lies with the resident.

32.4. We will not return to collect a missed receptacle (refuse, recycling, food waste or garden waste) if:

- Receptacles are not presented by 7 a.m.
- Receptacles are presented in the wrong place
- The wrong receptacle is presented e.g. refuse on a recycling week
- Receptacles contain non-acceptable materials - contamination
- The receptacle is compacted, frozen or otherwise stuck and cannot be fully emptied
- The receptacle is too heavy or overflowing with waste
- The receptacle is damaged and emptying it would pose a health and safety risk
- The missed collection request is made after 6pm on the next working day following the scheduled collection day
- The receptacle is unauthorised e.g. not issued to the household by Braintree District Council or garden waste bin has no subscription permit

32.5. Where access to the road is not available, a follow up visit will be arranged as detailed in disruption to service.

32.6. Additional waste that is presented without authorisation will not be collected and will not be recorded as missed. The Council will not return to collect it.

32.7. Residents should report their receptacle as missed after 3 p.m. on the day of the scheduled collection and before 6 p.m. the next working day after scheduled collection, otherwise it will not be classed as a missed collection. Any missed collections reported after this time will not be collected and residents are required to re-present their waste on the next scheduled collection day or take it to their local Recycling Centre.

32.8. Missed collections can be reported via the Council website Report a missed collection – Braintree District Council or by contacting the Customer Services team on 01376 552525.

32.9. We aim to collect missed waste within two working days after receiving a missed waste report.

33. Ownership and Replacement of Waste Receptacles

33.1. The refuse and recycling receptacles remain the property of the Council (except garden waste bins). Pre-used wheeled bins and other receptacles will be re-distributed wherever possible. Residents are responsible for the storage and safe keeping of the waste receptacles provided by the Council and for maintaining them in good, hygienic condition.

33.2. Residents may personalise bins by affixing the number of their property but must not cover the Council's logo.

34. Receptacles Lost in Collection Vehicle

34.1. There may be some circumstances where a receptacle is damaged or lost in the back of the collection vehicle. Should this occur, our collection crews are instructed to place a note through the householder's door, advising of the incident.

34.2. In these cases, the Council will replace the receptacle, free of charge, as soon as reasonably practicable.

34.3. In the interim, the Council will supply an alternative receptacle (such as authorised sacks) to the householder to cover the period between when the receptacle is reported missing and the planned delivery date of the replacement receptacle.

34.4. We aim to provide new, or replacement, receptacles within 10 working days after receiving a request. We endeavour to prioritise the delivery of receptacles for waste in time for the next scheduled collection day (subject to the request being made at least 3 working days before the next collection). We will not leave the receptacle if there is nowhere safe to leave it.

35. Lost, Damaged or Stolen

35.1. Requests to provide a replacement receptacle owing to damage can be made on-line at Ask for a new or replacement bin | Instructions – Braintree District Council or via the Customer Services Centre on 01376 552525.

35.2. Waste receptacles that have been lost or damaged, through no fault of the resident, will be repaired or replaced by the Council free of charge. If a householder deliberately damages their waste receptacle/s, a charge may apply.

35.3. Lost receptacles may be replaced free of charge, but there will be a maximum request of one free replacement per 6 months. A charge may apply for additional replacements.

35.4. Damaged garden waste bins will only be replaced if a subscription fee has been paid. A charge may apply.

35.5. Where a receptacle has been stolen, the Council will replace the receptacle, free of charge. If multiple requests are made, a visit from a Council officer may take place.

35.6. If a wheeled bin is damaged, waste should not be placed inside it as the Council will not collect a damaged wheeled bin if it contains any waste. Residents should contact the Council to arrange for a replacement.

35.7. In the interim, the Council will supply or agree an alternative receptacle (such as authorised sacks) to the householder to cover the period between when the receptacle is damaged and the planned delivery date of the replacement receptacle.

35.8. We aim to provide new, or replacement, receptacles within 10 working days after receiving a request. We endeavour to prioritise the delivery of receptacles for waste in time for the next scheduled collection day (subject to the request being made at least 3 working days before the next collection). We will not leave the receptacle if there is nowhere safe to leave it.

36. Moving House

36.1. The refuse and recycling receptacles supplied by the Council remain the property of the Council. If residents move house, the waste receptacles must be left at the property, ready for the new residents.

36.2. Moving House – Absorbent Hygiene Product (AHP) Collection Service

36.3. Residents approved for the AHP Collection Service who move to another property within the Braintree District may transfer the service to their new address, subject to continued eligibility. A new application will not normally be required where the resident remains eligible for the service and is moving within the District but the Council must be notified to ensure the collections are updated and can take place from the new address. Unlike refuse, recycling and garden waste receptacles, any AHP sacks issued as part of an approved AHP Collection Service remain with the approved resident and may be used at their new address. If a resident moves outside the District, the AHP Collection Service will cease. The resident must notify the Council as soon as possible so that the service can be updated or cancelled.

37. Moving House - Garden Waste Subscribers

37.1. Subscribers to the Garden Waste Collection Scheme may transfer their wheeled bin subscription to a new address, if relocating within the Braintree District, and the property is suitable for bins. Residents are required to give the Council a minimum of 10 working days' notice. It is the responsibility of the subscriber to take their bin to their new address, if the subscription is transferred.

37.2. Subscribers using compostable sacks may only use these at their new property if it is in receipt of a sack collection i.e. does not receive a wheeled bin collection service.

37.3. If a subscriber does not wish to transfer their subscription to their new home, or they are moving out of the District, they must notify the Council as soon as possible so that the service can be cancelled, either by contacting our Customer Service Team on 01376 552525 or by email at csc@braintree.gov.uk .

38. Disruption to Service

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

39. Severe Weather

39.1. In the event of severe weather i.e. when snow, ice, floods or other conditions disrupt waste and recycling collection services, we may take the difficult decision to suspend the service.

39.2. Where delays arise, residents are asked to leave their waste at their usual collection point and collection crews will work as quickly as possible to catch up. We will inform residents via regular service updates posted on the Council's website, social media, and text service where residents have subscribed.

39.3. Bulky waste collections may be suspended to maintain priority services depending on the duration of the severe weather event.

39.4. Where collections are suspended for a prolonged period, additional waste may be collected at the discretion of the Council. This will be communicated via service updates on the Council's website, social media, and text service where residents have subscribed.

40. Frozen Bins

40.1. In some instances, during periods of extremely cold weather, the lid or the material in the waste receptacles may freeze. Garden waste and food waste are more likely to freeze than other types of waste as they tend to be wetter. Where the lid or contents of the receptacles have frozen, residents can help us by trying to loosen the lid or contents of their bins (unfortunately, the collection crews are unable to do this). The crews are unable to put the receptacles on the lift multiple times or shake them.

40.2. If it is not possible to empty a receptacle, it will be collected on the next scheduled collection day.

41. Restricted Access

41.1. When a collection cannot be made due to access being restricted by parked vehicles, the collection crew will inform their manager/supervisor. Two further attempts will be made to complete the collection over the next 2 working days. If access is still not possible, the collection crew will not return until the next scheduled collection.

41.2. Where required, a postcard will be left on the windscreens of the offending vehicles, asking the driver to park elsewhere on collection days to avoid causing an obstruction and inconvenience to residents.

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

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

42. Road Closures

42.1. When roads are closed, every effort will be made to carry out the scheduled collections. When a collection cannot be made due to a short-term road closure, the collection crew will inform their manager/supervisor. Two further attempts will be made to complete the

collection over the next 2 working days. If access is still not possible, the collection crew will not return until the next scheduled collection.

42.2. In the rare occasion of a prolonged road closure that prohibits access, the Council aims to inform residents of alternative arrangements. This may include earlier collections. This information will also be provided on the Council's website, social media, and text service where residents have subscribed.

43. Clinical Waste

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

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

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

43.4. Non-infectious waste may be offensive in nature but has no identified risk of infection i.e. colostomy bags and catheters. If the waste is not infectious, it should be double-bagged and put into the non-recyclable (refuse) waste receptacle.

44. Private / Unadopted Roads

44.1. Waste and recycling receptacles must be presented at the curtilage (boundary) of the property, at the point nearest the highway. The Council will not enter private/unadopted roads to undertake collections.

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

45. New build properties

45.1. Property developers are required to meet the cost of providing bins for new developments and these must be procured through the Council. Guidance on the requirements for waste storage and collection at new residential developments can been found in the Waste Supplementary Planning Document.

46. Ad-hoc Services

47. Amenity Collections

47.1. The Council provides a commercial service to town and parish councils who, from time to time, arrange local collections of household waste within their area. Prices are available on request. Town and parish councils should contact the Council's Business Support team via email or telephone for prices and to book a collection.

47.2. The Council does not collect POPs (Persistent Organic Pollutants) waste as part of this service.

48. Recycling 'Bring Banks'

48.1. The Council provides local bring banks across the district, primarily for the collection of glass bottles and jars, although some sites also include facilities for food/drinks cartons and textiles/clothes/shoes (the latter being owned and maintained by third parties).

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

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

49. Education and Enforcement

49.1. The Council wishes to raise awareness and encourage residents to recycle correctly. It also wishes to ensure residents are maximising the benefits of the recycling service and minimising the amount of non-recyclable waste produced.

49.2. In accordance with Section 46 of the Environmental Protection Act 1990, the Council may serve notice on an occupier requiring them to place waste for collection in receptacles of a kind and number specified.

49.3. The Council may also specify:

- The size, construction and maintenance requirements of the receptacles.
- Where receptacles should be presented, for the purpose of facilitating the emptying of them (this may be on the highway).
- The substances which may, or may not, be put into the receptacles and any precautions to be taken where particular substances or articles are put into them (contamination).
- Any steps to be taken by occupiers of premises to facilitate the collection of waste from the receptacles.
- The removal of the receptacles placed for the purpose of facilitating the emptying of them.
- The time when the receptacles must be placed out for collection and the time removed to within the property boundary.

49.4. The Council has powers, under the above legislation, to issue written warnings and penalties for failure to comply with requirements relating to household waste receptacles. Households may be given two letter notifications, for two separate

occurrences of contravention of the above legislation. A third incident may result in a notice being served to the resident under Section 46 of the Environmental Protection Act 1990 and will allow a Fixed Penalty Notice (FPN) to be issued on the next occasion.

49.5. Enforcement activities will be in accordance with the Council's 'Corporate Enforcement Policy' and as such, any enforcement will follow these principles and be applied in a staged approach.

49.6. Recipients of the Assisted Waste Collection Service may be vulnerable residents. Repeated consecutive instances of non-presentation of any waste could be an indicator that all is not well at the property and the collection crews will record instances of non-presentation. A notification may be sent to the resident, to check on wellbeing and ensure that the service is still required. This could also take the form of a visit from a Council officer.

50. Unacceptable behaviour towards staff

50.1. The Council will not tolerate any form of abusive behaviour towards its staff and will take a zero-tolerance position on such behaviour.

51. Complaints

51.1. We aim to deliver our services correctly, first time, but accept that things occasionally go wrong. We ask residents to let us know as soon as possible if this happens so that we can put it right.

51.2. If the issue is not rectified and a formal complaint is lodged, we will investigate and respond in accordance with the Council's formal complaints procedure.

https://www.braintree.gov.uk/council/make-complaint

52. Policy review

52.1. The Household Waste and Recycling Collection Policy document was approved by Cabinet following a public consultation and came into effect on 27th May 2025.

52.2. Officers of the Council will manage and operate the Household Waste and Recycling Collection Service in line with this policy. This policy supersedes any previous collections policy.

52.3. The Head of Service/Director (Operations) is authorised to make technical amendments to the document to ensure it continues to meet the needs of both the Council and residents, including remaining compliant and up to date with legislation and guidance.

52.4. This policy will be reviewed and amended as required and no less than every 5 years.