

15th June 2016



Review of Refuse and Recycling Operations

Report of Corporate Management Team

Oliver Sherratt, Interim Corporate Director Neighbourhood Services

Councillor Brian Stephens, Portfolio Holder for Neighbourhoods and Local Partnerships

Purpose of the Report

- 1 To seek approval to harmonise refuse and recycling collection policies for remote and rural properties across the county, which will involve where suitable, collection from next to the public highway, a practice already operated in much of Teesdale and Weardale.
- 2 To seek approval to a reorganisation of collection rounds in the east of the county alongside the above in order to deliver savings requirements of £225,000 per year.

Background

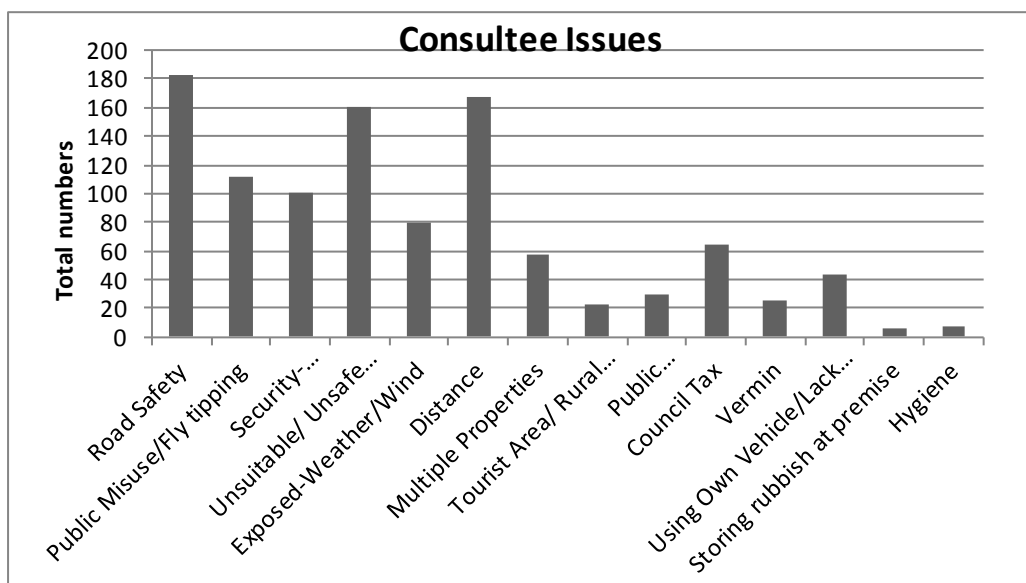
- 3 Since vesting day Durham County Council has harmonised many of the policies and working arrangements regarding refuse collection including the introduction of alternate weekly collection. It has not however to date adopted a harmonised policy relating to collections from farms and other remote rural properties.
 - In our most rural areas, Teesdale and Weardale, approximately 2,100 remote farms and properties are collected at the lane ends of private tracks, next to the public highway by large 26 tonne vehicles. This practice has been in place for some time. It is important to emphasise that residents are not required to take their bins down the track for collection, but rather that bins are permanently located at the lane end, at the edge of the public highway.
 - In contrast however around 1,400 similar remote and rural properties in the Sedgefield, Derwentside, Chester le Street, Durham City and Easington receive a doorstep collection often serviced by smaller vehicles that go down private roads/farm tracks. **Appendix 2** summarises the position across County Durham.
- 4 The existing arrangements are not only inconsistent, but also inefficient as smaller vehicles are often used to negotiate the private farm tracks, and in some areas (Chester le Street and Derwentside) glass is not collected.
- 5 In parallel with consideration to the above there is an on-going need to explore further savings from the collection rounds first introduced at alternate weekly collection. It is important however to be mindful of future housing developments, the potential to absorb new trade waste customers and give

some flexibility for winter conditions. Notwithstanding this, the service has already reduced the number of collection rounds from 8 to 7 in the north, and it is felt that there is opportunity in other areas to achieve savings without impacting on delivery. Overall a Medium Term Financial Plan (MTFP) saving of £225,000 has been earmarked for 2016/17.

Consultation : Lane Ends Collection

- 6 A consultation exercise has been carried out to seek the views of residents that would be affected. The 1,383 properties which were considered potentially suitable for a lane end collection received consultation packs including an explanatory letter and a survey form. The aim was to obtain the views of residents including any issues that need to be addressed and to inform any decision regarding policy.
- 7 The consultation documents advised of the benefits of a harmonised countywide kerbside collection policy and these include:
 - Consistency of service countywide.
 - Less damage to farm tracks from collection vehicles and less damage to the vehicles themselves.
 - More efficient and cost effective collections. Collection from the lane ends would be by the larger collection vehicles, with greater capacity and requiring less tip runs.
 - For areas with livestock, there may be some benefits in resilience against disease control (lane end collections were introduced by some Council's at the time of foot and mouth).
- 8 A harmonised policy would bring benefits for development control where planning applications for new isolated properties could be given clear guidance on the siting and provision for bin storage facilities at an accessible location near the adopted highway.
- 9 The survey forms asked for general views on the proposal, comments on obstacles relating to the households particular circumstances, preference for individual or communal bins, whether help would be required in relocating bins and whether a site meeting would be welcomed to discuss the matter.
- 10 651 survey forms were returned which represents 47% of the total number of households that were consulted. The majority of residents who returned completed survey forms disagreed with the proposal, i.e. 492 disagreed compared with 88 who agreed and 71 who had no preference or did not know. Full breakdown is included in **Appendix 3**.

- 11 The chart below shows the issues expressed by consultees and the numbers involved;-



- 12 It has been very helpful to have received this feedback. Whilst safeguards are covered in a later section (paragraphs 18 to 22), it is important to emphasise that if following assessment, issues such as road safety or bin storage points cannot be satisfactorily overcome, then the existing collection arrangements would continue even if this was more generally introduced.
- 13 The Councils Environment and Sustainable Communities Scrutiny Committee received a report on 22nd January 2016 regarding the current inconsistent approach to collection from more remote properties. The Committee recognised the need to harmonise, and acknowledged it may mean changes for some households. They emphasised the importance of keeping elected Members informed when it is being rolled out in their area. This will be undertaken, subject to the decision on harmonisation.

Proposals

- 14 In the eastern division there are currently 4 rounds serving exclusively farms and isolated properties. These utilise smaller collection vehicles than standard rounds. There are four such vehicles, two for refuse use and two for recycling. Two farm rounds operate from Meadowfield depot and cover the Durham City area and 2 farm rounds operate from Peterlee depot and cover the remaining eastern area. The proposed changes can enable more properties in the east to be collected by the larger 26 tonne vehicles, allowing a reduction of two farm vehicles, two Drivers and 4 Operatives.
- 15 In order to make this reduction a number of inter-dependent service changes must be made, as follows;-
- A. **Introduce lane end collection arrangements** for all farms and rural properties served by unadopted tracks and lanes, as described in detail below. This will enable more farms etc. to be collected by 26 Tonne RCVs, significantly reduce travelling and this change is required to allow the reduction in farm wagons described above.
 - B. **Amalgamate the current 16 collection zones in the east into 8 new collection zones.** This will allow greater economies of scale by allowing

delivery of daily collections over a smaller number of larger zones with a larger group of collection crews working together to complete the day's work.

- C. **Reduce the number of operational depots.** This will be necessary for effective management of the amalgamated collection rounds facilitating covering for absences, supervision and covering for breakdowns. The change will mean a relocation of six rounds from the Meadowfield Depot to Hackworth, which is closer to the waste Transfer Station at Thornley, benefiting from some fuel and time savings.

- 16 As these operational changes are inter-linked they must be delivered together, the required savings will not be possible if implemented individually.
- 17 The financial details are described in **Appendix 1**. Work is currently ongoing to design the new zones and rounds and the aim is to commence implementation from Tuesday 11th October 2016. Approval to proceed will allow several months after adoption of the new policy to roll out new lane end collection arrangements prior to the reduction in rounds.

Safeguards – Lane Ends

- 18 64% of residents responding stated that a site visit would help. A major safeguard is that it is proposed to hold site meetings with residents before changes are made. During the site visit a team leader will carry out a risk assessment and where possible to agree a suitable new collection point with residents and to help move bins if necessary. Larger communal bins and/or steel lockable bins will be provided if appropriate if multiple properties are involved.
- 19 Team leaders and managers in the Southern Division have experience of implementing such changes within that area where this has already been achieved smoothly without undue conflict with the residents that were affected. This collective experience is valuable and will be shared during the implementation.
- 20 The table below summarises the concerns raised and describes the type of safeguards that might be applied.

Concerns expressed	Safeguards to be applied
Road Safety	Team leaders are trained to carry out risk assessments and design safe collection points. Changes will not be made where a new collection point would cause a traffic hazard.
Security- Public Misuse/Fly Tipping/Litter/Theft/Vandalism/Arson	Any new collection point will be selected to avoid situations where a fly tipping, litter or vandalism would be an issue. Security measures can be applied such as metal bulk bins with locks. Locations can be monitored and Neighbourhood Wardens are able to help with anti-social behaviour issues.
Unsuitable/ Unsafe Storage	Clusters of bins would not be located in situations that would cause problems to other properties or cause unsafe access etc. The risk assessment by team leaders can address such concerns.
Exposed- Weather/Wind	Sites can be selected that have some protection against wind or posts or wind barriers could be used to create protection.

Distance	Some residents seem to believe we are asking them to move their bins to the lane end collection point each week. This has not proved to be a problem to DCC residents that have already adapted to lane ends collections.
Age, ill health and disability	160 of the survey returns raised issues about age, ill health or disability. DCC has a long standing policy of offering assistance to residents to move their bins in such circumstances and this approach will be maintained.
Multiple Properties	Some farm lanes serve a number of properties and a lane end collection location may contain large numbers of bins. Bulk/ communal bins can help and excessive numbers of bins can be ruled out during site visits. A number of smaller collection points may be appropriate.
Tourist Area/ Rural Ascetics	Site visits will take impact on amenity and tourism into account. This has not proved to be a problem to DCC residents that have already adapted to lane ends collections.
Public Footpath & Bridleway Ownership	Ownership of the land at the collection point will be taken into account and bins will not be sited on 3 rd party land without consent.
Council Tax	Some residents felt that a reduction in council tax should be applied which is not possible in this case.
Vermin	Some residents seemed to believe that it is our intention to use sacks rather than bins. This is not the case and bins will be used at all new locations. Lane end collection points in Wear Valley and Teesdale have not caused problems with vermin.
Using Own Vehicle/ Lack of transport	This has not proved to be a problem to DCC residents that have already adapted to lane ends collections.
Storing rubbish at premise	Additional bins can be provided to allow residents to bag and store waste at their house and transfer it to the collection point at a convenient time.
Hygiene	This has not proved to be a problem to DCC residents that have already adapted to lane ends collections.

21 It is proposed that a policy change should be introduced to harmonise this policy area and to help deliver efficiency proposals agreed. A proposed revision of the existing relevant policy is described at **Appendix 4**. The revised policy sets out the safeguards as criteria to be considered, applied and followed by staff during implementation including;-

- Road safety
- Numbers of properties affected
- Security of bin storage location
- Suitability of bin storage location
- Distance of the dwelling from the highway
- Age, ill health or disability.

22 If approved implementation will be phased involving site visits and assessments where necessary and new lane end collection points will be set up wherever the safeguards can be applied to make the new locations safe and practical. If this is not possible existing collection points will be maintained and serviced within the resources set out in this report.

Minimising inconvenience for residents with route rationalisation

- 23 Whilst the proposed reorganisation of collection zones will lead to some changes of collection day for residents, the design seeks to minimise changes wherever possible. Maps showing the areas covered by the current and new collection zones for the Eastern Division are attached within the Technical Appendix at **Appendix 2**.
- 24 Of the total of 84,621 households in the Eastern Division, 35,334 (42%) will be unaffected, predominantly within the former Easington District.
- 25 32,576 households (39%) will have a change in collection day only and the alternating fortnightly refuse/recycling cycle will not change. This is an inconvenience to residents as they will have to get used to new collections days, mainly just a day or two later or earlier.
- 26 10,596 households (13%) will keep the same collection day but have a change in the fortnightly refuse/recycling cycle. During the week the changes are introduced these householders will receive either;-
- A second consecutive week recycling collection, i.e. two recycling collections in a row and a 3 week wait for a refuse collection, or
 - A second consecutive week of refuse collection, i.e. two refuse collections in a row and a 3 week wait for a recycling collection.

After that the usual fortnightly cycle will continue on the same day as previously.

- 27 6115 of households (7%) will have both a change in AWC cycle as described above and also have a change in collection day. This is the area of main inconvenience and has been kept to a minimum.
- 28 Experience of dealing with such changes during the implementation of AWC shows that clear and simple messages are required to help residents adapt to the new arrangements. For example, it has been shown that introducing interim collections over and above the cycle - for example to help with refuse removal for those having to wait 3 weeks - can cause additional confusion. It is preferable to advise that any additional refuse or recycling generated due to the change in cycle should be bagged and put out for collection on the first new refuse or recycling collection week and all will be removed.
- 29 These changes will require specific communications to each property affected to ensure residents are clear about their new refuse and recycling collection days. It is proposed to write to each property, explaining the changes and including a calendar of refuse and recycling collection dates for the remainder of the year.
- 30 New collection dates will also be uploaded to My Durham on the DCC website which residents can access simply by entering their property postcode. The direct communication will be supported by general messages through press releases, magazine articles, and social media where relevant. In addition our Customer Services teams will be fully briefed and will be able to respond to all customer queries.
- 31 Subject to agreement to the commencement date described in paragraph 10 (i.e. 11th October 2016) the communications will be delivered commencing in early September 2016.
- 32 Additional staff and vehicles will be engaged during the transition to make sure all additional refuse or recycling arising can be removed.

Recommendations and reasons

- 33 That approval is given for a revision of DCC refuse collection policy in order to harmonise collection policy for rural and remote properties countywide.
- 34 To implement the revised policy by rolling out lane end collections where appropriate in line with the safeguards.
- 35 That approval is given to implement changes to the refuse and recycling collection rounds in the eastern division, allowing a reduction of two collection rounds to meet MTFP saving requirements.

Contact: Alan Patrickson 03000 268165

Appendix 1: Implications

1. Finance

As discussed in the report savings will be achieved which will deliver the majority of the savings required by the R&R) service in 2016/17. Details are as follows:-

R&R MTFP savings 2016/17			
	No.	Unit cost	Saving
Reduction in Drivers	2	£24,691*	£49,382
Reduction in Operatives	4	£19,768*	£79,072
Reduction in Collection vehicles	2	£16,000	£32,000
Reduction in Fuel			£10,000
Banked savings			£57,223
Total			£227,677

*(inc 3% reduction)

Relocation costs arising from the transfer of staff from Meadowfield to Peterlee depot will be paid at the 2016/17 rate of 45 pence for every additional mile travelled per person for the year following the change and this is estimated to be £32,000. This will create a short fall on the MTFP saving requirement during 2016/17 and 2017/18 which can be covered by other R&R budgets over this period.

The savings already achieved from collection efficiency have been created through over achieving on earlier MTFP projects involving Refuse and Recycling Operations.

2. Staffing

These changes will result in the deletion of 6 posts. Enough posts have been kept vacant following natural wastage in staffing levels in recent months so that these savings can be made through deleting vacant posts rather than redundancies. Management of change procedure involving consultation with staff and trades unions relating to the relocation of staff from Meadowfield to Peterlee depot will be commenced on approval. Staff will receive 45 pence per mile in relocation expenses for the year following this change.

Front line staff will be consulted in the design of the new collection routes.

3. Risk

Potential for reputational damage and disruption to service during implementation. To be managed by careful planning and communications as described in the technical appendix.

4. Equality and Diversity / Public Sector Equality Duty

An impact assessment has been carried out which concludes that many households have already adapted to lane ends collection arrangements. The approach of exempting properties on grounds of criteria relating to safety and practicality, together with phased implementation should address equality issues and enable smooth implementation.

5. Accommodation

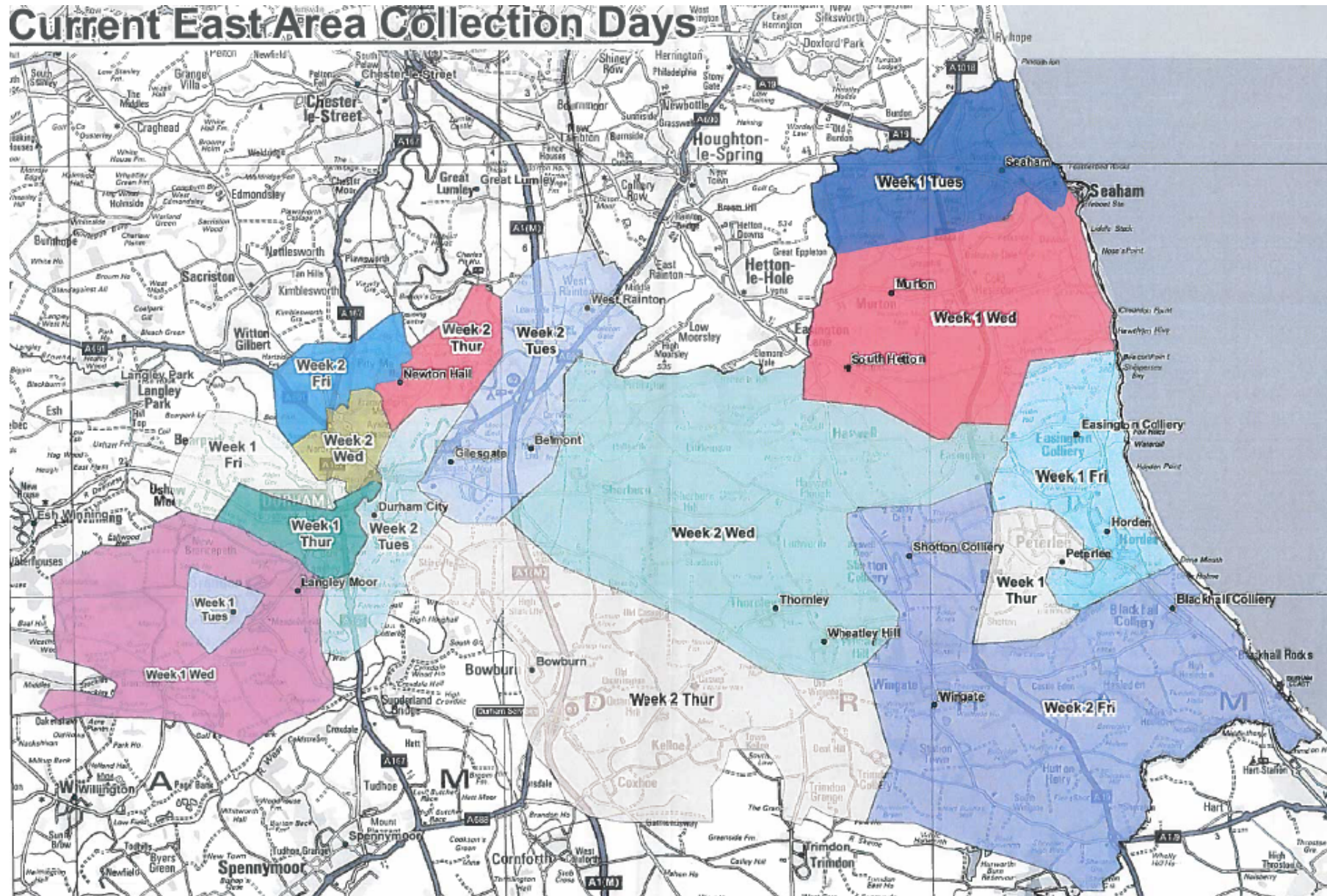
An assessment has been carried out of capacity at Hackworth depot in Peterlee and this is adequate to accommodate the staff and vehicles that will be transferred from Meadowfield depot.

6. Disability Issues

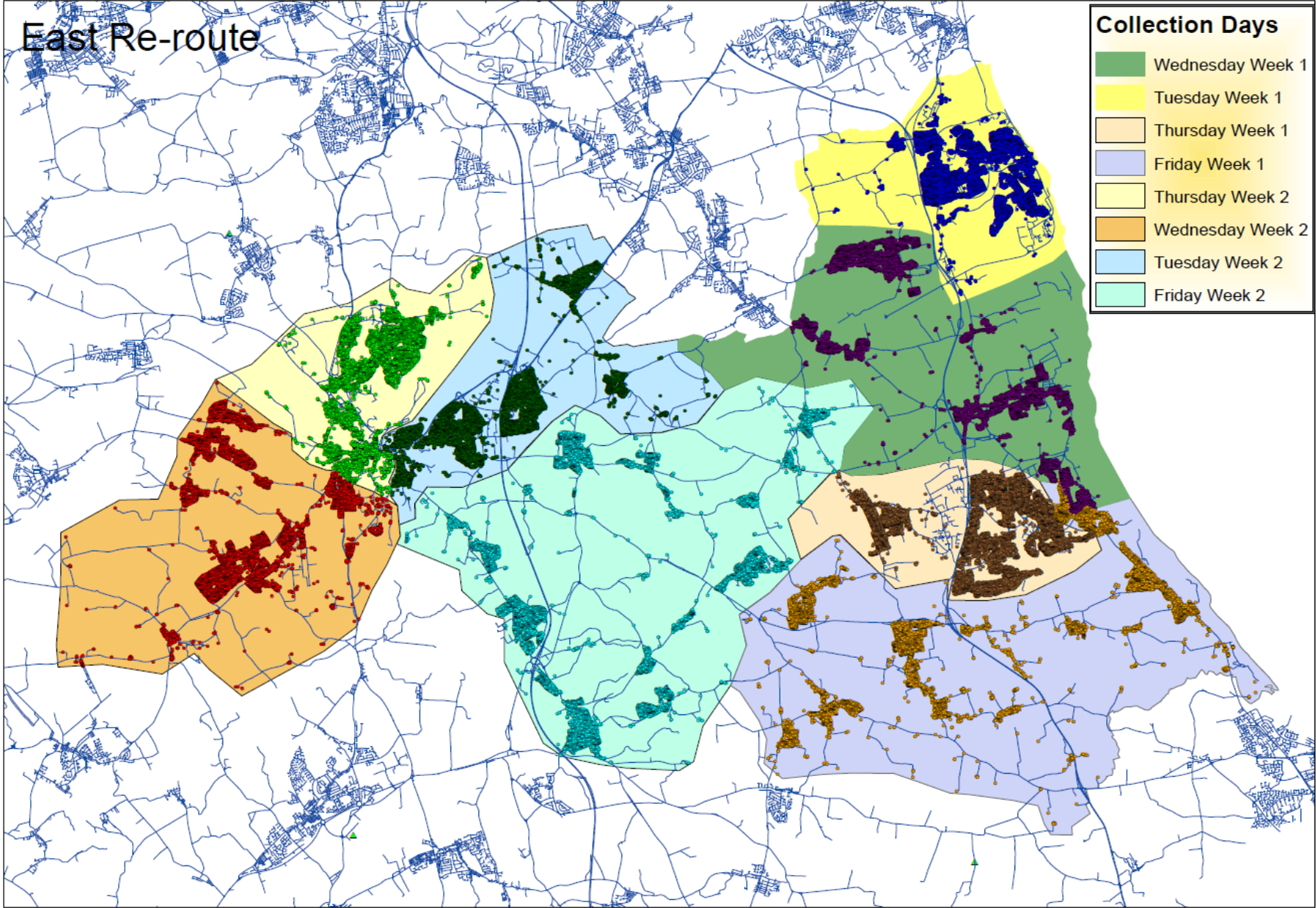
It is proposed to maintain the current approach of offering assistance to residents in such circumstances and to adapt the policy regarding rural properties etc. as set out in the technical appendix.

7. Crime and Disorder, Human Rights, Consultation, Procurement, Legal Implications – No implications

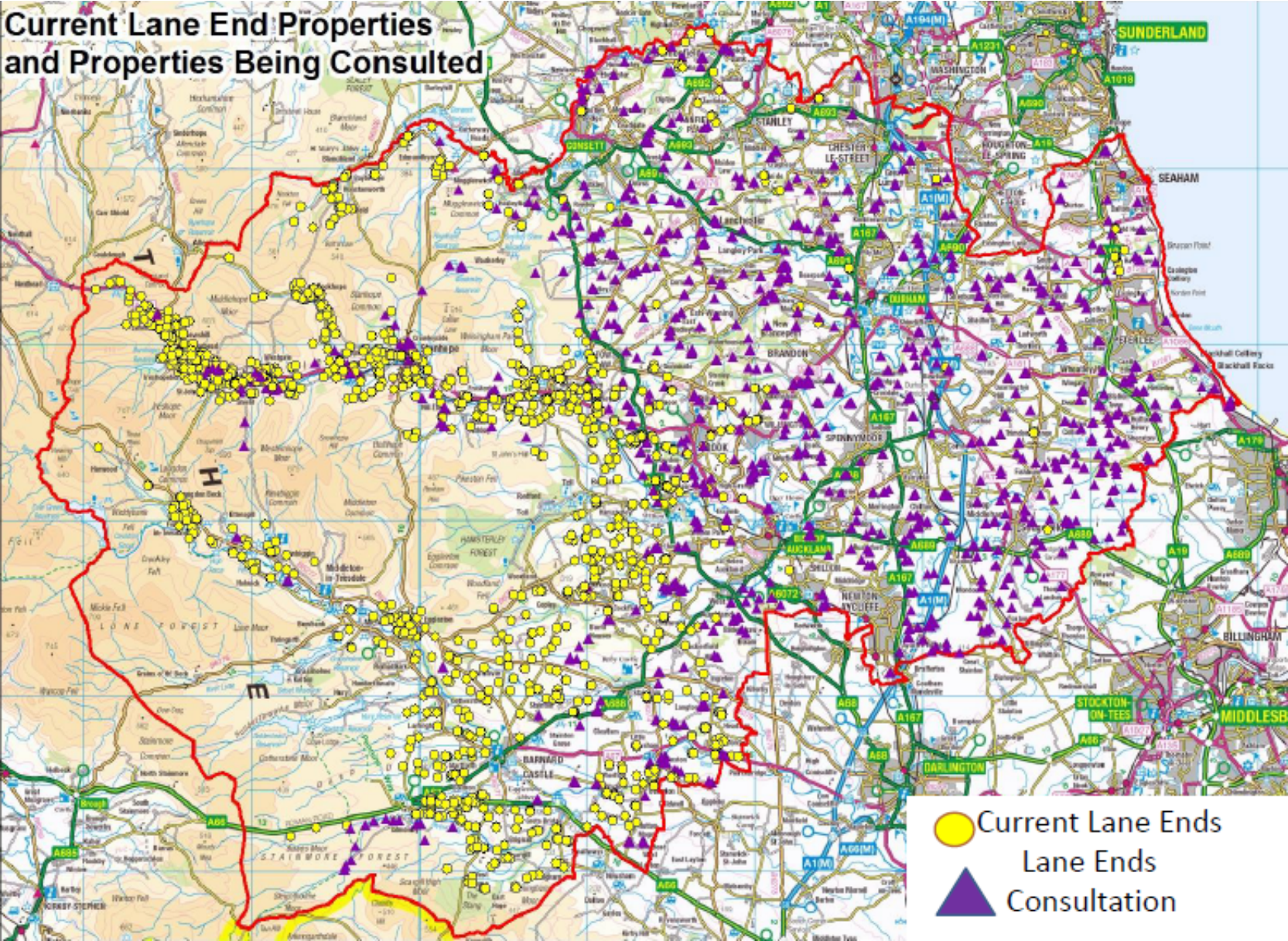
APPENDIX 2 Map of current collection zones in the eastern division



Map of proposed collection zones in the eastern division

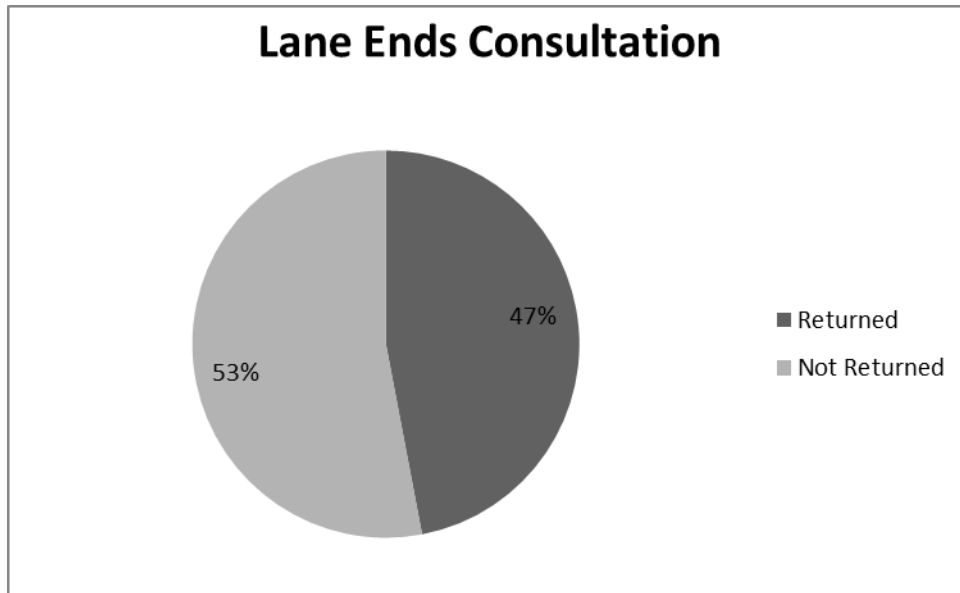


Lane ends, Map showing properties already collected at lane ends and those consulted for conversion.



Appendix 3: Summary of the lane end consultation surveys returned

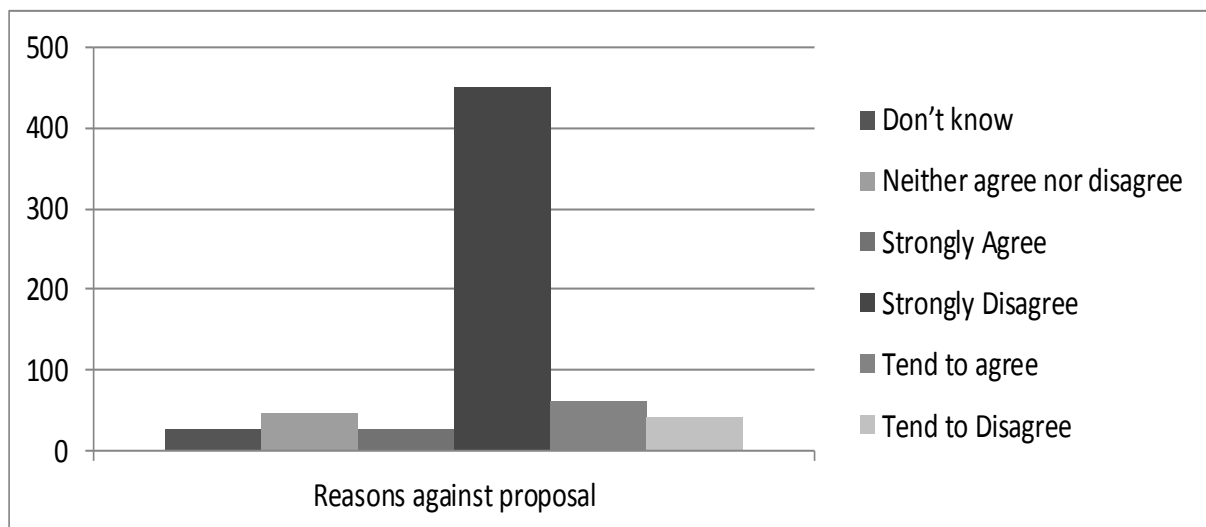
1. Consultation letters and survey forms were sent to 1383 households that were considered potentially suitable for a lane end collection after an initial screening exercise. Any properties in predominantly urban locations or where there were obvious safety concerns were excluded.
2. 651 survey forms were returned which is 47% of the total consulted.



3. **Question 1 of the survey asked “Do you agree with our proposal to introduce a standardised approach to the collection of bins from the edge of the highway where it is safe to do so?”**

14% of residents agree with the proposal whilst 76% of respondents disagree with the proposal. Details of the breakdown are shown on the table and chart below;-

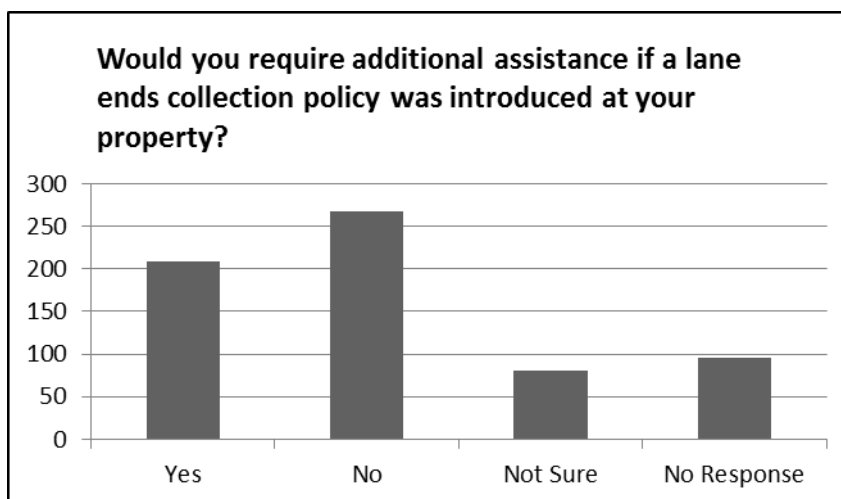
	Strongly Agree	Tend to agree	Neither agree nor disagree	Strongly Disagree	Tend to Disagree	Don't know	Grand Total
Reasons against proposal	26	62	45	452	40	26	651



4. **Question 2 of the survey asked “Would you require additional assistance if a lane ends collection policy was introduced at your property? (Please note that our refuse and recycling collection policy states that additional assistance is available to residents who are unable to transport their refuse and recycling to their collection point because of ill health, infirmity or disability and without other occupants in the household able to assist them). “**

208 consultees confirmed that they would require assistance, 15 of which are currently receiving this extra assistance. Analysis of the comments returned identified that 62 of the 207 respondents appear to have interpreted the question incorrectly as their comments related in difficulties in transporting their bins and boxes to the lane end every week for collection. This is not the intention of the changes and these difficulties can be discussed and resolved at site meetings.

Require assistance if approved	Count
Yes	208
No	268
Not sure	80
No answer given	95



5. **Question 3 of the survey asked “Please describe any reasons why you feel your property is not suitable for having a refuse and recycling collection point adjacent to the public highway.”**

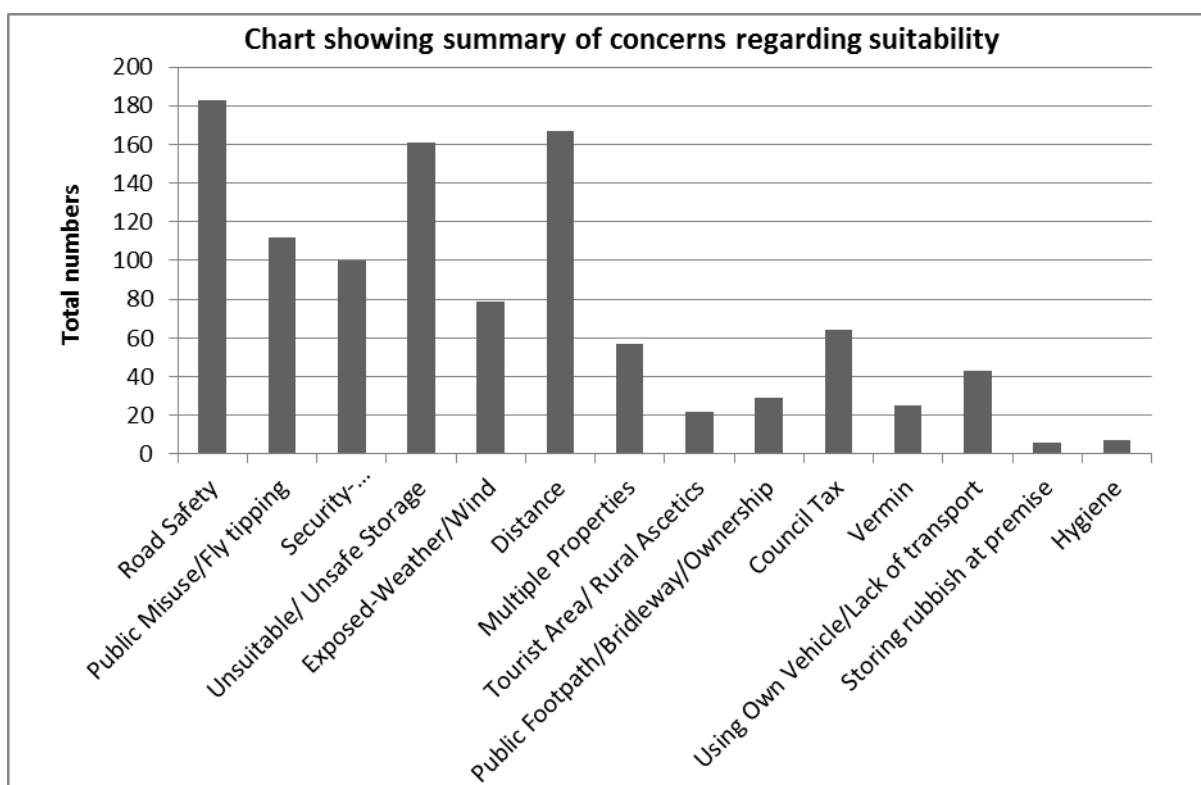
Consultees identified a range of concerns relating to suitability throughout the survey forms, i.e. in most of the questions. Most surveys raised multiple issues. This has required detailed analysis to capture and process the comments into categories of similar areas of concern to give a better understanding of their thoughts (see chart).

The main concern raised by 183 respondents was the safety of vehicles stopping on the main road.

167 Consultees showed concern about the distance to transport containers from the property to the highway, on collection day as discussed in 4 above.

161 returns stated that there is unsuitable or unsafe storage at the lane end.

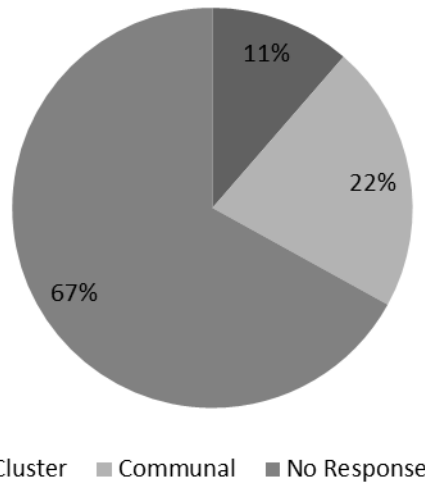
Table showing summary of concerns regarding suitability	
Road Safety	183
Public Misuse/Fly tipping	112
Security-Litter/Theft/Vandalism/Arson	100
Unsuitable/ Unsafe Storage	161
Exposed-Weather/Wind	79
Distance to transport bin	167
Multiple Properties affected	57
Tourist Area/ Rural Ascetics	22
Public Footpath/Bridleway/Ownership	29
Council Tax paid for service/ reduction requested	64
Vermin	25
Using Own Vehicle/Lack of transport	43
Storing rubbish at premise	6
Hygiene	7



6. **Question 4 of the survey asked for residents preferences regarding two options for lane end bins storage arrangements would be preferred if the changes are introduced.**

Preferred option for bin storage	Count
Cluster Bins	74 (11%)
Communal Bins	141 (22%)
No answer given	436 (67%)

Considering the two options below for lane end collections, please tell us which would be your preference if the changes are introduced.



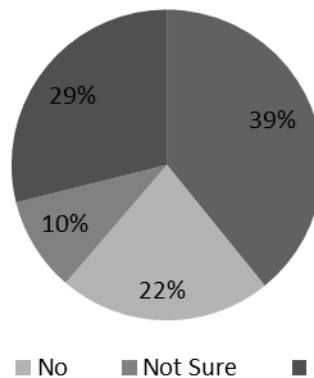
141 (22%) of respondents would prefer Communal bins, whilst 74 (11%) of respondents would prefer a cluster bin solution. DCC has a range of communal bins being 360 litre, 660 litre or 1,100 litre capacity bulk containers. We can use metal or plastic bins and can have locking mechanisms fitted where appropriate. There are therefore a range of safeguards that can be applied to help address concerns.

7. **Question 5 of the survey asked “If the option chosen for your property was to relocate and cluster existing bin(s) at the edge of the highway, would you need our help to relocate your bins to your new storage position?”**

255 (39%) respondents stated that they would need assistance to relocate and cluster existing bins at the edge of the highway.

Assistance required to relocate bins	Count
Yes	255 (39%)
No	144 (22%)
Not Sure	64 (10%)
No answer given	188 (29%)

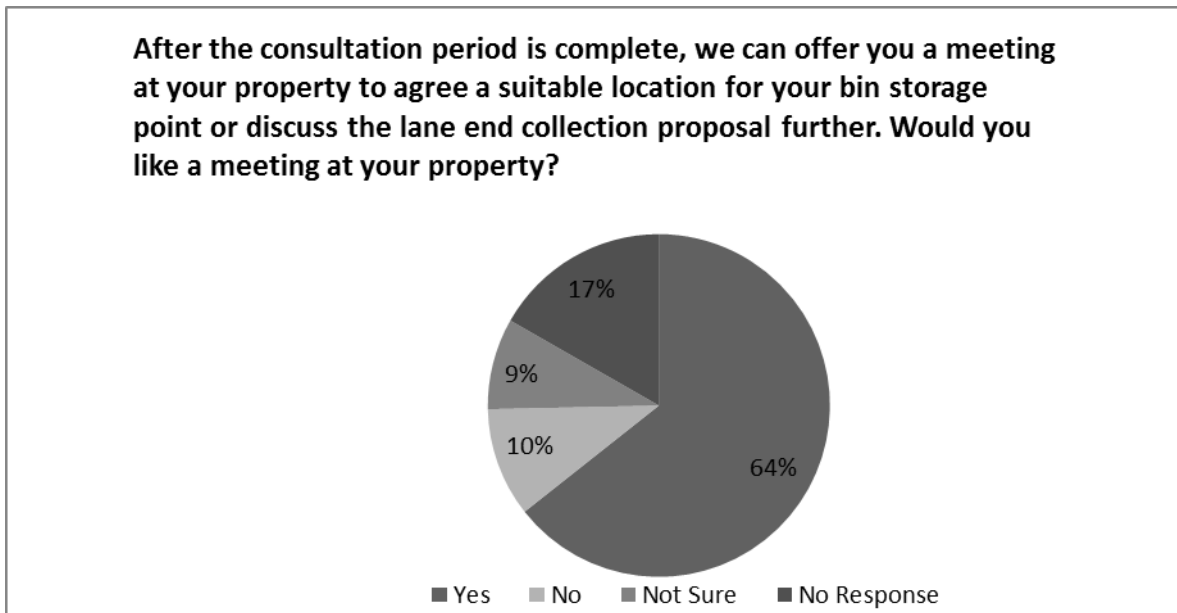
Would you need our help to relocate your?



8. **Question 6 of the survey asked “After the consultation period is complete, we can offer you a meeting at your property to agree a suitable location for your bin storage point or discuss the lane end collection proposal further. Would you like a meeting at your property?”**

419 (64%) respondents stated that they would require a site meeting to discuss the proposal. Site meetings are proposed to discuss local issues and agree a suitable lane end collection point if appropriate.

On site meeting request	Count
Yes	419 (64%)
No	67 (10%)
Not Sure	56 (9%)
No answer given	109 (17%)



9. **Further questions related to personal details which are summarised below;-**

Age	Count
Under 16	0
16-24	3
25-34	19
35-44	56
45-54	120
55-64	152
65-74	137
74+	100
Prefer not to declare age	64
Male	208
Female	271
Considered themselves disabled	167
Did not consider themselves disabled	417

10. **Stanhope parish council**

Stanhope Parish Council discussed the proposals of the bin collections at the recent Parish Council meeting.

The Parish Council has grave concerns about the proposal which will affect many rural properties in our Parish, Crawleyside, Burtreeford, Westgate, Rookhope, Frosterley and East Blackdene these are just a few. The council feel that there will be Health and Safety issues arising from this proposal. What will happen in the winter when bags are left on the road sides and if there is snow and the bags are not collected? There is no way the bin wagon would go up Crawleyside in the snow likewise further up the dale at Burtreeford the wagon just would not go and the bags will be left. The same at Westgate there are so many places with steep lanes. Weardale pays the Council Tax just the same as residents in the towns and many places don't have street lighting, will there be any reduction in the bills. The councillors suggested why not get a smaller 4x4 vehicle to collect from the rural tracks. Please take these comments into consideration when making your decision.

Kind regards, Susan Anderson, Clerk to the Council

Response, The majority of Weardale is already lane end collection. DCC do not propose to use bags, using bins will allay most of the concerns raised. Risk assessments will address safety prior to implementation. We accept East Black Dene is a case where lots of bins could not be accommodated at the lane end and this will be given further review. Council tax is not a factor we can consider as many properties already receive a lane end collection. Smaller 4x4 vehicles cannot deliver the collection service to the numbers of properties we have, we are looking to reduce the number of vehicles. Keith Parkinson, Refuse and Recycling Manager.

11. **National Farmers Union**

Dear Mr Parkinson,

I have been contacted by a number of our members in the Durham County Council area who have received the above consultation letter and survey. They have expressed a variety of concerns around bin site locations (proximity to major highways), isolation and difficulties to mobility and age to name but a few. While I have encourage them to outline their individual concerns by completing the survey, I'm keen to ensure the information they provide will help with the consultation process or any subsequent measures. I'm aware that other authorities in our region have already adopted a similar approach, so would be very keen to ensure all our members provide feedback. Would it be possible to have a brief conversation about this topic and how we can work together.

Kind regards, James Copeland, NFU (NE), 207 Tadcaster Road, York, YO24 1UD

Tel: 01904 451569, Mob: 07824 394676

In response, I telephoned James Copeland to explain the proposed approach which he accepted, James advised that he was aware that lane ends collections are common with their members and he was not opposed to the policy provided implementation was dealt with appropriately. He felt that phased implementation with site visits would be a reasonable way of implementing the changes. Keith Parkinson, County Refuse and Recycling Manager.

Consultation with householders affected by the Lane ends project

12. An analysis of the consultation survey forms returned has been carried out and a report has been prepared. The findings are summarised in the main report and in more detail below.

13. The consultation survey form asked if residents agreed or disagreed with the proposal and the table below gives details of the responses returned.

Category	Number returned	% of total consulted	% of total returned
Strongly disagree	452	33	69
Tend to disagree	40	3	6
Neither agree nor disagree	45	3	7
Tend to agree	62	4	10
Strongly Agree	26	2	4
Don't know	26	2	4
Total surveys returned	651	47%	
Total survey forms not returned	732	53%	

14. Some positive statements were included in survey forms returned as follows;-
- “Money saving for the council in times of cut-backs”
 - “must be difficult for the collection vehicle to always drive along the lane within the designated time slots”
 - “Would take some time to adjust to but should be fine when new route is established”
 - “The Council can save a lot of money with a little effort from the public”
 - “All in favour of a more cost effective plan for the council to cut costs whilst maintain standards.”
15. The analysis of the survey forms returned has sought to identify safeguards that could be applied to overcome resident’s concerns and these are described in the report. It is proposed that a revised policy be adopted which includes these safeguards as criteria to be considered during implementation.
16. This appendix contains comments provided by some other organisations namely Stanhope Parish Council and the National Farmers Union. A number of other parish councils have asked for details of properties affected in their areas but have not raised concerns. A number of DCC members have asked for details of properties affected and have responded to some complaints from residents most have been dealt with and site visits will be required to fully resolve more complicated situations.

Appendix 4: Policy Changes

Revising the Kerbside Collection Policy

1. The current kerbside collection policy states
 - Refuse and recycling receptacles must be presented at the kerbside by 7.00am and taken back within the property boundary the same day of collection.
 - Any variation of this policy will be at the discretion of the supervising officer. The decision of the supervising officer will be deemed to be final, but will be well communicated in a timely way.
2. This does not adequately cover rural and remote properties and therefore it is suggested that this be revised adding an additional section to the refuse and recycling collection policy stating;

“With respect to households that are served by private unadopted lanes and farm tracks, Durham County Council will collect domestic refuse and recycling from the nearest safe point to the adopted highway wherever practical.”
3. This can then be qualified by adding the further paragraph setting out a number of criteria which must be considered by staff in assessing suitability as follows:-

“Lane end situations vary greatly and each will be assessed individually and treated on the merits of the situation. In assessing the safety and suitability of any lane end location as a refuse collection point consideration will be given to the factors set out below and exceptions may be made as appropriate at the discretion of the area manager.

 - **Road safety**;- When considering the suitability of any collection point in the vicinity of a highway a risk assessment will be carried out in each case to ensure that it is safe for a refuse collection vehicle to stop and empty and for a resident to place refuse/recycling into.
 - **Number of properties affected**;- When considering the suitability of any collection point consideration will be given to the number of properties served and the size and number of bins that will be placed there. Communal bins can be provided where agreed with residents.
 - **Security of bin storage location**;- When considering the suitability of any collection point consideration will be given to the impact of strong winds and for theft, vandalism and misuse or damage by passing vehicles. Measures may be introduced to improve security or to protect amenity. It may be appropriate to have a period of trial and monitoring before finalising a position.
 - **Suitability of collection location**;- Bins will not be positioned in any location that has an unreasonable impact on any neighbouring property or on access or where space is insufficient. Ownership of land will also be considered as consent will be required. The collection location should preferably be accessed without using private, unadopted lanes. Where a collection point is accessed by a private, unadopted lane the lane must be well maintained and suitable and safe for the HGV collection wagon to use.
 - **Distance from the dwelling to the highway**;- Whilst there is no specified minimum or maximum distance from the roadside this will be taken into account alongside the other considerations listed. Residents are not required to move their bins to a lane end collection point every collection day.

- **Age, ill health or disability**;- this issue is considered below.

Policy relating to Age, Ill health and Disability

4. 160 of the survey returns raised issues about age, ill health or disability. In some cases the comments suggested the resident made reference to inability to move bins suggesting that they believed they are required to move the bin to the new collection point each week. In practice we are asking residents to move their waste to their bins in the same way that residents in urban areas would move their rubbish to their bin in the rear yard/street or garden. In the case of rural remote properties the distance will be further and this is likely to require moving refuse by car, as they leave the property. Issues such as this can be addressed at site meetings.

5. The current policy relating to assisted collections states;-

“Residents, who are unable to transport their wheeled bins/box to the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), will be placed on the ‘assisted collection’ register, upon request.

It should be noted that the existing policy applies to cases where people are unable to move their bin or box.

It should also be noted that the new collection policy does not require residents to move their bin to the new collection point every collection day.

It is proposed to add sections to the policy stating;-

“In the case of rural and remote properties receiving a lane end collection will need to demonstrate that they are unable to transport bagged waste to the required collection point (rather than their wheeled bin/box), because of ill health, infirmity or disability etc.

In the case of rural and remote properties receiving a lane end collection residents receiving an assisted collection may receive a reduced frequency collection (e.g. monthly) and a separate recycling collection may not be available.”