



East Cambridgeshire  
District Council

# Waste Collection Service Standards

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## 1. Introduction

At East Cambridgeshire District Council we're committed to providing an efficient and effective waste collection service, helping us to maintain a clean, safe and green district.

These waste collection service standards are designed to ensure all residents receive a consistent, accessible, fair and high-quality collection service, whilst aligning our services with regional and national environmental goals.

They detail:

- the bins we will provide
- when we will collect them
- additional and assisted bin collections
- the process for dealing with contaminated bins

By clearly defining roles, responsibilities and service expectations, these service standards aim to foster co-operation between the council, East Cambs Street Scene Ltd, which provides waste services, and our residents.

This document supports the council's broader environmental strategy and legislative obligations and will be reviewed periodically to adapt to emerging needs, technologies and regulatory changes.

For more information:

Website:

[eastcambs.gov.uk/waste-and-recycling](http://eastcambs.gov.uk/waste-and-recycling)

Email:

[ContactUs@eastcambs.gov.uk](mailto:ContactUs@eastcambs.gov.uk)

Telephone:

01353 665555

## 2. Our commitment

We're committed to delivering a high-quality waste collection service in East Cambridgeshire.

We will:

- provide a service that is value for money and includes a free garden waste collection service
- provide a service that helps residents reduce rubbish and recycle more
- ensure everyone can access our service and provide support to those residents who are assessed as having additional needs
- collect all correctly presented waste on the stated collection day and return containers to their original presentation point
- speak to residents in a polite and respectful manner
- ensure any spillage caused by the crews is cleared up by the end of the working day
- respond to resident concerns and inform them about how and when we will resolve them
- ensure crews advise residents by leaving information explaining why their container was not emptied
- where possible advertise any changes to collections well in advance via social media and on our website.

### 3. Standard household collection service

#### Bins we provide

We provide residents with the following bins:

- for food waste a 5 litre kitchen caddy and a 23 litre kerbside caddy
- for mixed recycling a 240 litre blue lidded wheeled bin
- for rubbish that cannot be recycled or composted a 180 litre black wheeled bin
- for garden waste a 240 litre green lidded wheeled bin

Please note that exemptions to the above are dealt with in points 4 and 7 (alternative and extra capacity). All containers remain the property of East Cambridgeshire District Council.

We will only empty official recycling and waste collection containers issued to each household by East Cambridgeshire District Council. This is to make sure that they are compatible with our collection vehicles and are safe for our crews to empty.

If you can accommodate these bins but do not want them, no alternative services will be offered and no sacks will be collected.

If you do not have space to accommodate these bins please refer to the Alternative collection service on page 6.

#### Bin collections

All food waste will be collected weekly.

We will collect bins on a two week cycle as follows:

Rubbish and garden waste week:

- black wheeled rubbish bin
- green lidded garden waste bin
- food caddy

Recycling week:

- blue lidded recycling bin
- food caddy

A bin collection calendar is available on the [East Cambridgeshire District Council's Website](http://self.eastcambs.gov.uk/bincollections) (self.eastcambs.gov.uk/bincollections).

## 4. Alternative collection service

An alternative to the bin collection service can be provided when a household:

- has no space to store a bin or bins off the public highway
- has no suitable location to present wheeled bins for collection
- has physical barriers such as steps, steep inclines or long distances that prevent safe handling of a bin to the collection point
- requires bins to be wheeled through the house from storage to collection point
- has all adults living at the property who have a physical disability or issue that prevents them from being able to place waste in a wheeled bin

When a household only has sufficient space to accommodate one wheeled bin, priority will be given to the provision of a mixed recycling (blue lidded bin).

The following service will be provided as an alternative:

- clear sacks for mixed recycling
- brown sacks for garden waste
- purple sacks for rubbish that cannot be recycled or composted
- a 5 litre kitchen caddy and a 23 litre kerbside caddy for food waste

Please note that exemptions to this are dealt with in point 7 (extra capacity).

We will only collect the official recycling and waste collection sacks and caddies issued to each household and identified by East Cambridgeshire District Council's logo. This is to make sure that they are compatible with our disposal facility, are safe for our crews to empty, and in the case of rubbish, is not an excessive amount.

### Sacks and food caddy collection service

All food waste will be collected weekly.

We will collect sacks on a two week cycle as follows:

Rubbish and garden waste week

- 3 purple rubbish sacks
- unlimited brown paper sacks for garden waste
- food caddy

Recycling week

- unlimited clear sacks for mixed recycling
- food caddy

A bin collection calendar is available on the [East Cambridgeshire District Councils Website](http://self.eastcambs.gov.uk/bincollections) (self.eastcambs.gov.uk/bincollections).

## 5. Collecting your bins or sacks

Please store all bins and sacks on your property until collection day.

When presenting your bins or sacks on collection day we ask that you:

- ensure they are left out by 6.30am, please do not put them out earlier than 6pm the day before
- make sure your bins or sacks do not block paths, roads or shared driveways
- present your bins or sacks at the curtilage of your property, where it is closest to the public highway and is visible from the street
- place your food caddy at the edge of your property with your other waste or recycling
- make sure your bin lids are closed, food caddies are locked and sacks tied securely to stop wildlife getting in and causing littering
- do not overload your bins or sacks

We may specify a different collection point if the road is:

- privately owned or unadopted
- not accessible, for example, if there are overhanging branches which could damage our vehicles

We will only empty the official rubbish and recycling bins and sacks issued to each household and identified by East Cambridgeshire District Council's logo.

Once we have collected your bins or sacks we will:

- place bins back at the original presentation point and not block access to roads or footpaths
- deliver top-up brown sacks free of charge
- replace lost or stolen bins free of charge within 10 working days

### Bins not presented

If a bin is not placed at the curtilage of your property by 6.30am or access to it is obstructed, we will record this, but we will not attempt to collect the bin again.

You will be advised to return the bin to your own property and either wait for your next collection day or be redirected to a household waste recycling centre. Details of your local household waste recycling centre can be found on [Cambridgeshire County Councils website](http://www.cambridgeshire.gov.uk/residents/waste-and-recycling/household-recycling-centres) (www.cambridgeshire.gov.uk/residents/waste-and-recycling/household-recycling-centres)

### Missed collections

If a missed bin is reported by the end of the next working day (Monday if the collection day was Friday), and no reason recorded by the crew for non-collection, then the bin will be emptied by the end of the next working day (Monday if it was reported on a Friday).

Missed bins can be reported after the crew have reported completing collections in the road. Usually this is by 3pm on your collection day. If you're not sure, you can check by completing our [online form](http://eastcambs.gov.uk/waste-and-recycling/report-problem) (eastcambs.gov.uk/waste-and-recycling/report-problem).



## 6. Assisted collections

If no one living in the property is able to move bins due to infirmity, illness or disability we will provide a free assisted collection. This arrangement can be put in place long term or on a temporary basis, for example to cover periods of illness or recovering from an operation. You can apply for this service by visiting the [council's assisted collections webpage](http://eastcambs.gov.uk/waste-and-recycling/assisted-collections) (eastcambs.gov.uk/waste-and-recycling/assisted-collections).

All bins and bags will be collected from a pre-agreed storage point on the property. This needs to be clearly visible, outside and not within a container. All access gates must be unlocked.

We will return all bins to the pre-agreed storage point.

We will contact you to check your assisted collection is still required every 2 years.

## 7. Extra black bin capacity

You can request to swap your black bin for a larger one if you believe the standard size is too small, and you meet at least one of the following criteria:

- 5 or more residents live permanently at the property
- 2 or more children are in nappies
- hygiene medical waste is produced in the household
- residents can demonstrate the household is recycling all materials correctly through the recycling service

A 240 litre black wheeled bin will be provided, or, if on the alternative service, up to 4 purple sacks of waste will be collected. Please speak to us if you are worried about containing your waste, we can help.

Your existing blue lidded bin will also be swapped automatically for a larger 360 litre recycling bin.

Your bins will be swapped over within 10 working days of your request being approved. If your collection is due within that time, we will accept an additional bag of rubbish. Once your bins have been swapped, your rubbish must be contained within the bin.

We will contact you to check you still need the extra capacity collection every 2 years and will remove the additional capacity if the criteria is no longer met or no longer required.

Where additional black bin capacity is approved and it is later found that a resident is not fully using the recycling service available, we reserve the right to withdraw the additional capacity bins or sacks.



## 8. Extra recycling and food waste

If you require larger bins, or additional bins for recycling or garden waste and you have room to store them, we will provide these on request for free.

An extra food waste recycling bin can also be provided for families that meet the extra black bin capacity criteria, however, before issuing, we will provide advice on minimising food waste.

Additional mixed recycling will be collected provided it is contained in a tied up clear plastic sack. These can be collected from the council offices at The Grange in Ely. Alternatively, you can present additional recycling in a cardboard box. Please note this will also be recycled and not returned.

Large cardboard boxes can be flattened and lent against the side of the bin.

If you have additional garden waste and have not requested an additional bin, you will need to take this to your nearest household waste recycling centre.

## 9. Extra rubbish

We are unable to collect any extra rubbish that has not been left in the black bins or purple sacks.

For clarity this is anything in addition to:

- a 180 litre black bin for standard household waste collections
- 3 purple sacks for alternative service collections
- a larger 240 litre black bin or up to 4 purple sacks of rubbish for households which have requested extra capacity

This is known as side waste and will be stickered and left by the crew.

The sticker will contain information on how to apply for extra capacity if required by the household, and also what to do with the extra waste, such as taking it to your nearest household waste recycling centre or fitting it into your next collection.

Repeated excess waste may result in further warnings. For details of what happens when you receive a warning please see the four-step warning process on page 11.

Residents must return any left sacks to their own property and ensure the waste is kept off the footpath.

## 10. Heavy bins

Sometimes bins are too heavy for our crews to manage safely. This is down to the judgement of the crew on the day. A heavy bin will be left with a tag explaining the problem and what action to take, such as taking it to your nearest household waste recycling centre or fitting it into your next collection.

Repeated heavy bins may result in further warnings. For details of what happens when you receive a warning please see the four-step warning process on page 11.

## 11. Contaminated bins

Crews check bins and sacks before they are emptied.

We will only empty bins and collect sacks that contain the right items. For a full list of items which can go into each bin or sack, please see our website or call 01353 665555.

If your bin or sacks are contaminated, for example if food is left in your rubbish bin or if non-recyclable items are put in your blue lidded bin, we will follow our four-step warning process.

## 12. Four-step warning process

We use the following four-step warning process if residents do not correctly fill their bins.

### Step 1

If bins or sacks are found to contain unacceptable material the crew will record the problem and the bin or sack will be left with a bin tag applied to explain the reason and the action to take.

This can include:

- removing the contamination and re-presenting the bin or sack at the next scheduled collection date
- taking the waste to your nearest household waste recycling centre

### Step 2

If the problem is still there at the next collection day, you will receive a warning letter containing further advice and instructions.

If you comply with this no further action will be taken, although if the same incident occurs within 3 months, we will progress immediately to step 3.

### Step 3

If the problem is still there, the householder will be served with a Section 46 Notice. This places a legal requirement on you to follow instructions regarding the separation and presentation of waste for collection.

If you comply with this no further action will be taken, although if the same incident occurs within 6 months, we will progress immediately to step 4.

### Step 4

If step 3 is ignored, and the incident occurs again within 6 months, then a Fixed Penalty Notice will be served against the household. The maximum Fixed Penalty Notice that can be set is £100 with the option for a reduction for early payment. If the Fixed Penalty Notice is not paid, this may be pursued as a debt.

This policy is aligned to our Environment Crime Enforcement Policy.

### **13. New developments**

Waste collections at new developments will not start until road surfaces are complete and access is not hindered, for example, by ongoing construction work.

Until these criteria are met, and where a development requires a waste collection service, provision will have to be made by the developer at their cost.

For new properties, a charge is made to the developer for the cost of delivering the bins and sacks and related administration.

When the criteria for new bins or sacks has been met we will deliver them within 10 working days.

### **14. Communal collections, such as flats and Houses of Multiple Occupancy (HMOs)**

If you live in a flat or a HMO you will be provided with shared bins.

The number and capacity of bins we provide will be determined by the number of dwellings.

If the shared bins are damaged on site we will charge the managing agent for the cost of replacing them. If they are damaged by our crew we will replace them free of charge within 10 working days.

If your gardens are communal areas and managed by a contractor, it is their responsibility to remove any garden waste. The council is not responsible for collecting this garden waste.

New flats or HMOs will be treated the same as new developments.

All bins will remain the property of East Cambridgeshire District Council.

## 15. Bin stores

We require access to bin stores at all times.

If bins are blocked, for example by bulky waste, excess waste or parked cars, they will be left and where possible, the managing agents advised.

Access will need to be cleared by the managing agent before collection can take place. In the case of bulky or excess waste the council is able to collect this for a charge. See our current fees and charges on page 15.

Any excess waste which is not correctly presented in a bin will be dealt with in the same way we deal with excess rubbish on page 9.

Managing agents are responsible for advising or updating the council of any codes for gates or bin stores that are new or changed. If collection has been prevented by not doing this a charge will apply if re-attempting is required.

## 16. Service disruption

### Blocked access

If a collection cannot be made due to a road being blocked, for example because of roadworks or parked cars, the crew may reattempt to collect the waste later that day.

If the road is still blocked, we will monitor the blockage and attempt collection a further two times during the collection interval.

If collection is not possible, up to 3 sacks containing rubbish for each household (4 if you are recognised as needing extra capacity) will be taken on the next collection day.

The Customer Service Team at the council will have this information in order to let residents know and can be contacted on 01353 665555.

If you try to log a missed collection online, using your self-service account, you will be informed the road has not been serviced yet.

If there are roadworks that last a number of weeks, the waste team will attempt to arrange access with the organisation carrying out the work.

If this is not possible, the waste team may write to residents giving details of a temporary waste collection point. Separate arrangements for residents in receipt of an assisted collection will be made.

## 17. Commercial waste

### Severe weather

Crews will continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so.

The decision on whether it is safe for a collection vehicle to access a specific location or street will be determined locally by the driver of that vehicle.

Crews will try to return and collect missed collections as soon as possible after the scheduled collection date.

If this is not possible due to continuing bad weather conditions, it may be necessary for residents to retain materials until the next collection date.

If significant disruption occurs, we will update our website and social media channels and issue media releases with information on what is happening, and may decide to prioritise certain services.

### Frozen bins

The crew will make every attempt to empty these, but if the waste does not empty the bin will be left with the contents still in it.

The crew will apply a bin tag to advise the resident an attempt was made. No reattempt will be made before the next scheduled collection.

For avoidance of doubt, the council defines commercial waste as set out in The Controlled Waste (England and Wales) Regulations 2012 and we will not collect it as part of our household (domestic) collection service. More details on this can be found on the [council's business waste webpage](http://eastcambs.gov.uk/business/business-waste) (eastcambs.gov.uk/business/business-waste).

## **18. Fees and charges**

Content to arrive

