

63791 Qualifying for larger residual waste bin

Please provide every internal policy, guidance note, operational instruction, staff briefing, workflow or decision tree used when deciding whether a household qualifies for a larger residual waste bin.

Our [waste and cleansing policies](#) are published on our website. If the household qualifies for a larger bin, they will log the request to the Bin Delivery Team, and the bin will be delivered. If not, they will advise the customer accordingly. At this point, the customer will either accept the decision, raise a complaint, or request to review the decision. A complaint or review request is then logged and assigned to an officer within Neighbourhood Environmental Services, which is the part of the Council which delivers the waste collection service.