

63795 Large Grey Residual Bins

Please provide copies of:

Q1. Any internal guidance, instructions or procedures provided to staff concerning requests for larger grey residual waste bins.

Staff apply the policy agreed by Transport and Environment Committee and [published on our website](#).

Q2. Any guidance dealing with households that previously qualified but no longer satisfy the eligibility criteria.

Enquiries about larger household waste bins are initially managed by the Council's Contact Centre.

As above, staff apply the policy agreed by Transport and Environment Committee and will ask whether any of the agreed criteria apply.

At that initial point of contact, what the Contact Centre will ask is whether there are

5 or more living in the property,

2 or more children under the age of 3

or whether there are any residents who have a medical condition which contributes to additional waste production.

If that's not the case they will advise the customer and either issue the correct bin size or, if the customer requests this, will escalate it to staff in Neighbourhood Environmental Services who provide the waste collection service, for review.

At this stage, the request may be treated as a formal complaint if the customer has requested this or if the officer dealing with the enquiry thinks that's appropriate. In that event, the response will explain how to escalate the request further should the customer remain unhappy with the response.