

63805 Depart from the published eligibility criteria for large grey bins requests

Please provide any written guidance, policies or instructions dealing with circumstances in which officers may depart from the published eligibility criteria when determining requests for larger grey waste bins.

Policies are set by Councillors and that is what officers are expected to apply. Officers should not be departing from these policies unless there are exceptional circumstances. These would need to be agreed on a case-by-case basis, considering information from the householder and advice from the officer's manager, who may also need to seek advice from other colleagues.

For example, in the case of a particularly large household with 10 or more permanent residents, it might be necessary to issue multiple sets of bins. In this case, the household would normally need to accept full sets of bins rather than additional non-recyclable waste capacity in isolation.

There may also be circumstances where multiple criteria occur at the same time within the same household and so, again, we might look to issue multiple sets of bins. We can also consider increasing the non-recyclable waste capacity to 360 litres rather than 240 litres (the standard bin size is 140 litres), depending on what is most appropriate under the circumstances.