

To: Members of the Communities
Scrutiny Committee

Date: 23 June 2023

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Dear Councillor

You are invited to attend a meeting of the **COMMUNITIES SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 29 JUNE 2023** in **COUNCIL CHAMBER, COUNTY HALL, RUTHIN AND BY VIDEO CONFERENCE.**

Yours sincerely

G. Williams
Monitoring Officer

AGENDA

PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING

1 APOLOGIES

2 DECLARATION OF INTERESTS (Pages 3 - 4)

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 APPOINTMENT OF VICE CHAIR

To appoint a Vice Chair of the Communities Scrutiny Committee for 2023/2024 municipal year.

4 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

5 MINUTES (Pages 5 - 12)

To receive the minutes of the Communities Scrutiny Committee held on 04 May 2023 (copy enclosed).

6 UPDATE ON THE WASTE SERVICE REMODELLING PROJECT (Pages 13 - 90)

To examine in detail the updated Waste Collections Policy. The progress of the new service roll out - specifically the impending implementation of the new AHP Service and update to waste service changes for non-standard households.

7 SCRUTINY WORK PROGRAMME (Pages 91 - 112)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

To receive any updates from Committee representatives on various Council Boards and Groups

MEMBERSHIP

Councillors

Councillor Huw Williams (Chair)

Michelle Blakeley-Walker

James Elson

Jon Harland

Carol Holliday

Alan James

Councillor Karen Anne Edwards (Vice-Chair)

Brian Jones

Delyth Jones

Merfyn Parry

Cheryl Williams

COPIES TO:

All Councillors for information

Press and Libraries

Town and Community Councils

LOCAL GOVERNMENT ACT 2000

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a *member/co-opted member of
*(*please delete as appropriate)*

Denbighshire County Council

CONFIRM that I have declared a ***personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-
*(*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)**

Signed

Date

*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

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COMMUNITIES SCRUTINY COMMITTEE

Minutes of a meeting of the Communities Scrutiny Committee held in COUNCIL CHAMBER, COUNTY HALL, RUTHIN AND BY VIDEO CONFERENCE on Thursday, 4 May 2023 at 10.00 am.

PRESENT

Councillors - Michelle Blakeley-Walker, Karen Edwards (Vice-Chair), Pauline Edwards, James Elson, Jon Harland, Alan James, Brian Jones, Delyth Jones, Merfyn Parry, Cheryl Williams and Huw Williams (Chair)

Observers – Councillor Jeanette Chamberlain-Jones, Councillor Bobby Feeley, Councillor Huw Hilditch-Roberts, Councillor Barry Mellor and Councillor Mark Young

Lead Member – Lead Member for Environment and Transport, Councillor Barry Mellor

ALSO PRESENT

Corporate Director: Governance and Business (GW), Head of Planning, Public Protection and Countryside Services (EJ), Traffic, Parking and Road Safety Manager (MJ), Team Leader - Tourism, Marketing & Events (PM), Interim Head of Highways & Environmental Services (AC), Scrutiny Coordinators (KE and RE) Senior Committee Administrator (KJ) and Committee Administrator (SJ).

1 APOLOGIES

Lead Member for Local Development and Planning, Councillor Win Mullen-James sent her apologies for item 5 – Draft Tourism Signage Strategy for Denbighshire.

Corporate Director – Economy and Environment, Tony Ward sent his apologies for the meeting. Gary Williams Corporate Director – Governance and Business attended in his place.

The Chair stressed the importance and valued input Lead Members offered to Scrutiny discussions and urged Lead Members to attend if they could.

2 DECLARATION OF INTERESTS

No interests of a personal or prejudicial nature were declared.

3 URGENT MATTERS AS AGREED BY THE CHAIR

No matters of an urgent nature had been raised with the Chair or the Scrutiny Co-ordinator prior to the commencement of the meeting.

4 MINUTES

The minutes of the Communities Scrutiny Committee meeting held on 9 March 2023 were submitted. It was:

Resolved: that the minutes of the meeting held on 09 March 2023 be received and approved as a true and correct record of the proceedings.

5 DRAFT TOURISM SIGNAGE STRATEGY FOR DENBIGHSHIRE

The Traffic, Parking and Road Safety Manager informed the Committee, unfortunately that the Lead Member could not attend to present the report as Officers had not provided adequate time for the Member to make arrangements to attend.

Members were guided to the report (previously circulated) which provided an update on the Draft Tourism Signage Plan previously referred to as the Tourism Signage Strategy. It was an action within the Council's Tourism Strategy that had been previously presented to Scrutiny in March 2020.

The purpose of the paper was to provide members with an update on projects completed to date, including the Vale of Clwyd brown signage scheme. It also proposed a streamline list of brown sign projects which included:

- the A55 key tourist signs listing local attractions,
- a replacement of the existing Rhyl sign on the westbound carriageway in advance of junction 27,
- a new sign for Rhyl placed on the eastbound carriage at junction 23a and
- brown signage for Prestatyn on the eastbound carriageway of the A55 which would mirror the signage currently in place on the westbound.

Members heard that the strategy intended to develop brown signage for Llangollen and review the existing signage on the approaches to the area, along with a review of the existing trunk road signage in Ruthin and Corwen.

The Chair thanked the Officer for his detailed presentation of the report. He raised concern that elements of the report seemed to be blank. During the discussion the following points were debated in greater detail:

- Officers stressed that the comment in relation to satellite navigation and the use of devices was acknowledging the increased use of devices by individuals to navigate to areas of interest. Members stressed that not all individuals use technology and often rely on brown signage to navigate an area.
- Trunk roads were managed by Welsh Government. They hold a policy in relation to brown signage, which states any tourist attraction signed from trunk roads could only be signposted from the nearest trunk road. In the case of Ruthin, the closest trunk road was the A494. Thus brown signage relating to Ruthin attractions could not be placed along the A55. A separate condition stated you could only signpost an attraction within a 10-mile radius of a trunk road.

- A previous Task and Finish Group had been established to review the concept of the original signage strategy which looked at tourism signage trails to complement the North Wales Way. A number of factors had resulted in some projects not progressing as quick as hoped for.
- Trails had not been included in the revised strategy. Members heard that work done on trails previously had increased awareness of trails in the area. Leaflets promoting areas of interest through the North Wales Way and Discover Denbighshire by Trails were published. Members were reminded a vast amount of information was available online for residents to access.
- Renewing the Rhyl signage would enable officers to include some of the new visitor attractions along the coast.
- A higher presence on social media to promote attractions would coincide with the use of brown signs.
- A review of the gaps in the resources was being undertaken. Recruitment was a challenge. Officers were discussing the team pressures and the resources needed in the service area.
- The signage proposed on both the East and West signage along the A55 was intended to encourage tourists travelling in both directions to the area.
- The well-being assessment report would be developed further to include information that had been omitted.
- Officers stated that signs were made of composite materials but were open to the use of other forms of materials.
- There was a lot of merit to the suggestion of officer and member walks around towns and areas. It would allow members to highlight areas of need or concern to officers. Officers agreed to discuss outside the meeting if walk around could be resourced.
- Initial work commenced on the Llangollen review 12 months ago, due to capacity issues it had not developed. It was hoped as part of the revised strategy that work could recommence. An assurance that work with the Local Members was provided.
- Members suggested that an update be presented to each Member Area Group on the revised strategy and the implications it would have in each area.
- Funding for brown signs was traditionally sought on an ad hoc approach from the tourism operator to the highways authority. Discussions with the trunk road agency would also take place if the request was received for trunk road signage. Criteria would have to be met to be granted permission for a brown sign. Cost estimates would be generated and presented to the tourism operator to determine if they wished to proceed.
- Feedback from businesses regarding brown signage was received from a number of different sources and forums held regularly. It was felt that brown signage was one element of tourism in the area along with technology, social media and communication with local residents.
- Welsh Government had a nationwide engagement plan to inform people of the changes to Welsh Law with regards to the speed limits.
- Members highlighted the importance of brown signage within the authority.
- Detailed within the papers was information regarding the installation of the new brown signage along the A55. As an authority Denbighshire were

supported of brown signs. The proposal was for additional brown signs not the removal of existing signs.

- The C360 process was used for initial queries for officers to contact residents or members to begin a dialogue.
- A Ministerial Statement released 30th March confirmed that Welsh Government intended to bring forward draft legislation in relation to a visitor levy.

The Chair thanked officers and committee members for the detailed discussion and noted additional recommendations to add to those detailed in the report.

RESOLVED - *subject to the above observations*

- I. to confirm that, as part of its consideration, it had read, understood and taken account of the Well-being Impact Assessment and requested that as the Tourism Signage Plan progressed and evolved the Well-being Impact Assessment be regularly reviewed and updated;*
- II. requested that a progress report on the development and implementation of the Tourism Signage Plan for Denbighshire be presented to the Committee in six months' time. The report to include a detailed action plan for its implementation and delivery, the estimated costs associated with its delivery, details of proposed funding streams to support its delivery, along with a revised Well-being Impact Assessment and details of information available on the Council's website on how local businesses could access and capitalise on tourism signage opportunities;*
- III. requested that with a view to exploring how all areas, both urban and rural, could maximise the economic impact and benefits to be realised from the Tourism Signage Plan that the Tourism Signage Plan for Denbighshire be presented to each Member Area Group (MAG) for discussion;*
- IV. requested that, when available, information be presented to elected members on the proposed new Visitor Levy, including the potential economic advantages and disadvantages of introducing a visitor levy in Denbighshire on the county's economy and its communities; and*
- V. requested that enquiries be made with satellite navigation developers on how tourist attractions in Denbighshire could be included on future navigational system updates or upgrades.*

6 FLOOD RISK WORKING GROUP

Lead Member for Environment and Transport, Councillor Barry Mellor along with the Interim Head of Highways & Environmental Services, introduced the report (previously circulated). The report was about the requirement for Denbighshire Council to produce a new Flood Risk Management (FRM) Strategy by 2024. The report updated the Committee on the work that had taken place since the previous report from the multi-agency and riparian landowners information sharing working group presented to the Committee on 10th March 2022.

The Lead Member stressed the report also requested Committee support to re-establish a Denbighshire County Council Working Group to oversee the development of a new FRM Strategy.

In addition, the Interim Head of Highways and Environmental Services stated that the proposal was for a single representative from each Member Area Group along with Highways and Environment and Planning and Public Protection Service Officers to form the Working Group. It was proposed that a Chair be nominated at the initial meeting, which would preferably be an elected Member representative. It was stressed that the focus of the group would be to develop the Council's strategy in conjunction with relevant partners. The strategy would also inform the Authority's Strategic Flood Consequences Assessment which had last been reviewed in November 2022. The Assessment required updating to reflect the changes to Welsh Governments Technical Advice Note 15.

Members heard that a review of the flood risk strategy had been commissioned. External consultants had been sought to assist, partly due to recruitment and retention issues.

The Chair thanked the Lead Member and Interim Head of Highways and Environmental Services for the detailed introduction to the report. It was confirmed that it would be each Member Area Group's decision to appoint a representative to attend the Working Group meetings.

Responding to members' questions, the Chair, Lead Member and officer advised that:

- They were aware of some outstanding actions from the previous group, those actions would figure heavily in the initial focus of the new group.
- Communication with stakeholders was currently underway to ensure the strategy complimented the work of stakeholders.
- Members stressed the importance of communication between stakeholders the authority and the group was vital.
- The previous working group had achieved greater dialogue and understanding of issues via meetings including various stakeholders, such as NRW, Welsh Water and Farming Unions. The establishment of the new working group would build on the foundations previously set.

Members requested that all stakeholders requested to be involved in the group to be notified of the group and encouraged to attend the meetings.

It was,

Following an in-depth discussion, the Committee:

RESOLVED *subject to the above comments,*

- I. to support the proposal to re-establish a Denbighshire County Council Working Group to oversee the development of a new Flood Risk Management Strategy.*
- II. that a representative be sought from each Member Area Group to serve on the Working Group; and*
- III. that all stakeholders be made aware of the Working Group, invited and given sufficient notice of proposed meeting dates to ensure maximum attendance and engagement.*

7 SCRUTINY WORK PROGRAMME

The Scrutiny Coordinator guided Members through the Scrutiny Forward Work Programme report (previously circulated).

The next meeting was scheduled for the 29 June 2023, proposed for that meeting was three agenda items. Further information had been sought with regards to the Llangollen carpark tariffs prior to the meeting. Members heard there had been a slight amendment to the Waste Strategy, the purpose of the Waste Strategy for the next meeting was the communication plan around absorbent hygiene products and the Waste Service changes for non-standard households. All Members were happy with the amendment.

Councillor Brian Jones asked if Members could request information on the financial impacts be included with the waste report as it was not connected to the Communication Strategy being presented. The Scrutiny Co-ordinator suggested members request a separate report on the finance aspects of the Strategy. The Chair suggested it may be the remit of the Performance Scrutiny Committee to debate that aspect of the Strategy.

Appendix 2 contained a copy of the Member Proposal form, the Scrutiny Chairs and Vice Chairs Group (SCVCG) were next due to meet on the 25 July 2023. Members were encouraged to complete the form with any items they thought merited consideration.

Appendix 3 to the report was the Cabinet's forward work should the Committee like to scrutinise forthcoming issues.

Appendix 4 – informed members of the recommendations made at the previous Scrutiny meeting and the progress made with their implementation.

Appendix 5 to the report was a request for expressions of interest to serve as committee representatives on the Service Challenge groups. Attached was a list of the expressions received to date. There were three Service groups that required a representative from Communities Scrutiny Members those were:

- Housing and Communities
- Corporate Support Service: Performance, Digital and Assets
- Corporate Support Service: People

The Chair asked members for any expressions of interest. It was explained each Service Group would hold a virtual meeting annually. It followed that:

- Councillor Cheryl Williams nominated herself to attend the Housing and Communities Service Challenge Group.
- Councillor Brian Jones nominated himself to attend the Corporate Support Service: Performance, Digital and Assets and
- Councillor Karen Edwards put her name forward to attend the Corporate Support Service: People.

The Chair thanked all members for representing the Committee on the Service Challenge Groups. He stressed to members if they were unable to attend a meeting to contact him and he would endeavour to attend.

Resolved:

(i) subject to the inclusion of the reports requested during the course of the meeting along with the additions and amendments outlined above, to confirm the Committee's Forward Work Programme as set out in Appendix 1; and

(ii) to appoint the members named below to serve as the Committee's representatives on the following Service Challenge Groups:

- Housing and Communities – Councillor Cheryl Williams***
- Corporate Support Service: Performance, Digital and Assets – Councillor Brian Jones***
- Corporate Support Service: People – Councillor Karen Edwards.***

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

None.

Councillor James Elson stated he would report back on the new Capital Scrutiny Group at the next Committee meeting.

The Chair thanked Officers, Lead Members and Members for attending the meeting. Thanks were also offered to the Scrutiny Co-ordinator for her support during and before the meeting.

The meeting concluded at 11.20 a.m.

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Report to	Communities Scrutiny Committee
Date of meeting	29th of June 2023
Lead Member / Officer	Cllr Barry Mellor (Lead Member for Highways & Environment) / Tony Ward (Corporate Director for Environment & Economy)
Head of Service	Andy Clark
Report author	Simon Lammond, Waste and Recycling Manager / Lowri Roberts, Project Manager
Title	Update for Waste Service Remodelling Project

1. What is the report about?

- 1.1. This report provides members with the opportunity to scrutinise the updated Waste Collections Policy. Additionally, it provides an update regarding the roll out of the new Absorbent Hygiene Products (AHP) service and an update on the changes for non-standard households.

2. What is the reason for making this report?

- 2.1. The report is to inform members of the content of the new Waste Collections Policy, the progress and of upcoming activities to enable the roll out of the new AHP service and to seek their views on them.

3. What are the Recommendations?

- 3.1. That the Scrutiny Committee discusses the contents of the report and the appended Waste Collections Policy (Appendix 1) plus the AHP Roll Out communication materials (Appendix 2) and provides observations on these elements.

- 3.2. That the Committee confirms that it has read, understood, and taken account of the recently updated Well-being Impact Assessment (Appendix 3) as part of its consideration.

4. Report details

Waste Collections Policy

- 4.1. Appendix I provides the details of the Current waste collections policy (Part 1) and the New Service waste collection policy (Part 2)
- 4.2. The main changes to current policy are mainly a strengthening responsibilities / clarity of policy and major service changes:
- a) Section 1a & b detail the new residual and recycling collection service frequency of collection and container type used. Section 2 relates to alternative collections unsuitable for standard service provision. Section 3 to communal bulk bins
 - b) Section 4 clarifies that it is a legal requirement in Wales to recycle food waste (with effect October 2023). Section 5 relates to WEE & Battery collection services.
 - c) Section 7 presentation and Section 8 private unadopted roads are reinforced in terms of what is acceptable and the formal notification of collection points for properties with restricted access. Section 15 refers to use of microchipped bins
 - d) Section 18 clarifies Non-Infectious Hygiene Waste service from 2024.
 - e) Section 22 outlines bulky collection service changes.

Absorbent Hygiene Products Service Roll Out (AHP)

- 4.3. From Autumn 2023 the new AHP service will be rolled out to the targeted pilot area covering the LL16 / LL17 postcode areas. This covers St Asaph, Denbigh, Bodfari, Llandyrnog, Llanrhaeadr, Henllan, Nantglyn, The Green, Trefnant, St Asaph, Allt Goch, Rhualt and Tremeirchion.
- 4.4. This area will capture around 1,000 subscribers, providing a mix of rural, town and urban areas for the scope of the pilot and early roll out prior to the whole county roll out when the main service change takes place in 2024. Residents who do not live

within the LL16 / LL17 postcode areas can continue to put their AHP waste in their black residual bin or pink sack. Residents living in a flat with communal waste collections cannot yet apply for the AHP service but will be able to do so from March 2024.

- 4.5. Eligible residents can sign up for the pilot AHP service from 3rd July 2023 via the DCC website. Eligibility for the service includes households with babies or children in nappies, and adults who use incontinence products. Following sign up, a 40litre caddy or a 140litre bin (depending on need) plus a roll of liners will be delivered to the address. AHP waste will be collected weekly. The full Terms and Conditions and Frequently Asked Questions can be found in Appendix 2.
- 4.6. Enforcement officers will be actively servicing this area as part of the pilot to advise residents and monitor the expected reduction of AHP within the residual waste stream. This approach allows better monitoring and control of the early roll out as a targeted area is operationally more efficient and provides accessible transport links to Parc Adfer who will process the waste until the new service is launched.

Non-Standard Households

- 4.7. Denbighshire has several households on a 'non-standard service', i.e., either a communal or sack service. This is due to vehicles access issues and the properties container storage spaces being limited. These non-standard households are currently being reviewed.
- 4.8. Survey work has begun to ascertain what solutions can be provided for the non-standard properties under the new service. 128 sites are communal properties, 105 of these sites are in North Denbighshire and 23 in South Denbighshire. Of the 124 sites that have so far assessed 81 of these can move to the new standard service and receive a trolleybox for their recycling waste.
- 4.9. For the 41 sites that cannot receive a trolleybox, two options will be considered:
 - I. Additional 240litre (x4) wheelie bins in place of the current 1110litre mixed stream container for separate waste streams (glass, paper, plastics etc.); or
 - II. A large communal bin with waste stream type dividers and portioned lids
- 4.10. There are currently 2,483 households on a sack collection service. 2,271 of these are in the South of the County and 212 properties in the North. Due to the volume

of sites receiving a sack service, the detailed assessments are ongoing. Wherever possible, properties will be moved to the standard trolleybox system, but other options will be considered where this is not achievable.

- 4.11. Sack collections on pickups that have private drives/lanes or unadopted roads should be placed on lane end collections and where possible be placed onto a trolley box collection. The vehicular access could still be an issue even after lane end collections are introduced but would make a more efficient collection by cutting down on unnecessary travel and reduce the risk of vehicle or property damage.
- 4.12. Sack collections that have a storage issue should be either placed on re-usable dumpy sacks, one large sack for residual waste and smaller sacks for separate streams of recycling, or possibly recycling boxes minus the trolley and a large sack for residual waste. In such instances, properties would need to be individually assessed and accommodated to suit requirements of the collection.

5. How does the decision contribute to the Corporate Themes?

- 5.1. The key driver for the service change is to increase recycling performance to meet the statutory 70% recycling target for all local authorities from 2024/25. It will also increase the quality of recycling collected from households, enabling generation of income from selling materials, and increase opportunities for closed loop recycling.

6. What will it cost and how will it affect other services?

- 6.1. The costs of implementing the new service changes are covered from the mobilisation and container budget allocations within the overall project budget.
- 6.2. Implementation of the new service will impact on various council services, including Customer Services and the Communications Team, and representatives from these service areas are included in the relevant mobilisation work stream project teams.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. The overall outcome of the Well-being Impact Assessment is positive – see Appendix 3 for further details.

8. What consultations have been carried out with Scrutiny and others?

- 8.1. The principle of implementing the new waste model, following the Welsh Government Blueprint for waste services, was originally approved at the Strategic Investment Group (SIG) and Cabinet in December 2018. An updated Business Case was also presented to, and approved by, Cabinet in April 2022.
- 8.2. In December 2021, an update was provided to Communities Scrutiny Committee, and this report also included an updated Waste Collections Policy.

9. Chief Finance Officer Statement

- 9.1. Although there are no direct financial implications of this report, the business case for the large capital investment in waste over recent years has been based on the revenue implications of the model described in this report.

10. What risks are there and is there anything we can do to reduce them?

- 10.1. There are two key risks concerning the implementation of the new service model by March 2024. These are:
 - **Permit Approval:** Operations at the new depot are subject to the approval of a bespoke permit which was submitted in January 2023 to Natural Resources Wales (NRW). The permit needs to be approved before the service change can take place. This process can take approximately 12 months, but we are engaging with NRW at an operational and strategic level regarding this issue.
 - **Depot Readiness:** The depot is currently scheduled for completion in Autumn 2023. This is currently on track, which should allow the depot to be ready for the assembly and delivery of containers in readiness for the roll out to residents from November 2023. However, this risk did increase in likelihood after our main contractor for phase 2 of the build went into administration in February 2023. This situation is being managed by the Project Team and Board.

11. Power to make the decision

- 11.1. Section 21 of the Local Government Act 2000
- 11.2. Section 7 of the Council's Constitution.

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Appendix I: DENBIGHSHIRE COUNCIL DOMESTIC WASTE COLLECTION POLICY

Appendix I (a): Draft policies to be approved through delegated decision process by July 2023.

Introduction

Denbighshire County Council (hereafter DCC) is responsible for the collection, treatment and disposal of domestic household waste; it also provides facilities for recycling and bulky items. This document sets out how domestic waste collection works and provides details of all aspects of the service and how to access them.

Additional domestic waste & recycling collection service details are available by clicking the 'Bins and Recycling' heading on the Council's website <https://www.denbighshire.gov.uk/recycling>.

Part 1 current waste & recycling service collection policy applicable.

1. Domestic waste and recycling collection service for individual Properties (standard service)

Denbighshire County Council (DCC) currently operates a bi-weekly collection for household non-recyclable (residual) waste alternating each week with dry recycling, and garden waste collections. DCC expects residents to use wheeled bins for these collections, unless DCC has granted an exception. By exception some households will be provided with a sack collection service (See section 3).

A weekly food waste collection service is in place for the majority of households.

1a. Domestic Residual (Non-Recyclable) Waste

The standard service for residual waste is currently one 140 litres black wheeled bin per household (or equivalent sacks). **Provision will be made for households that require additional residual waste capacity, who are assessed and meet DCCs criteria for a larger black residual waste bin (section 16)**

or composted through standard DCC kerbside recycling services.

Dry recyclable materials, food waste or garden waste must not be placed in the black wheeled bin, or sacks provided for residual waste.

Some Denbighshire households may have a 180 litre or 240 litre black bin, issued as part of the original roll out of a wheeled bin service. It is acceptable to present these containers for collection.

If the bin goes missing or becomes damaged beyond repair, it will be replaced by a 240 litre bin subject to receipt of payment or free of charge should the bin fail.

Charges apply for the delivery of all domestic residual wheeled bins (new, replacement or additional where applicable) and those charges are updated annually and published on the councils' web pages. Please note, payment is for the service of delivering containers/bins, they all remain the property of Denbighshire County Council.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

1b. Domestic Recyclable Waste

The standard container for dry mixed recyclable waste is one 240 litre blue wheeled bin. Items that DCC can collect in the blue bin:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil wrapping paper) and greetings cards;
- Glass bottles and jars (with lids separate);
- Plastic bottles (with lids or trigger spray);
- Plastic containers (bottles, pots, tubs and trays)
- Tins and cans (both steel and aluminium);
- Tin Foil (clean)
- Newspapers and magazines;
- Catalogues and telephone directories;
- Envelopes.
- Waxed cartons

A more detailed list is available on the councils' web pages.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/a-to-z-recycling-guide/a-to-z-recycling-guide.aspx>

All material should be as clean and dry as possible. The materials must be presented "loose" in the bin. Items are not allowed to be presented

in bags.

If a household occasionally needs to present extra recycling, the recycling can be presented loose in a cardboard box with the exceptions of glass bottles and jars must always be presented in the blue bin for safety of the operational crews.

Recycling capacity is not restricted. Residents are able to pay for the use of, and present additional 240 litre blue bins. Bins must be purchased through the council so that they meet the required safety standards for emptying

<https://www.denbighshire.gov.uk/en/bins-and-recycling/ordering-a-new-bin-or-bag.aspx>

Re-useable sacks are available from the council for households who need to present smaller amounts of extra recycling on a regular basis, and do not have room to store an additional bin. A charge applies for reusable sacks requested, unless distributed as part of a temporary campaign or service change. Alternatively, additional blue bins can be supplied by the Council for a supply charge.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.asp>

2. Individual Properties Unsuitable for 2 or 4 wheeled bins

This service is available where the curtilage of a property is inaccessible to our standard waste collection vehicles that empty wheeled bins (Examples listed below)

Recyclable waste accepted in the clear sacks is:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil wrapping paper) and greetings cards;
- Glass bottles and jars (with lids separate);
- Plastic bottles (with lids or trigger spray);
- Plastic containers (bottles, pots, tubs and trays)
- Tins and cans (both steel and aluminium);
- Tin Foil (clean)
- Newspapers and magazines;
- Catalogues and telephone directories;

- Envelopes.
- Waxed cartons

Households will be considered unsuitable for 2 or 4 wheeled bins in the following circumstances:

- a) Access to the location is not possible with a Refuse Collection Vehicle supporting bins lifts.
- b) The property has no storage for wheeled bins (garages and other outbuildings would constitute as suitable storage, as well as an outside space within the curtilage of the property/ land that would not block a fire exit or safe passage in and out of the main dwelling).
- c) It is unsafe to expect the occupants or the waste collection crews to manoeuvre the bins to suitable a collection point, usually because of steps or long distances between the curtilage of the property and agreed collection point.
- d) The household consists of only elderly or infirm occupants who opt to have a sack system in order to avoid requesting the Assisted Collection Service, as they are able to manage the sacks independently.
- e) Regular contamination of recycling bins by a household results in the temporary or permanent removal of bins and the household is issued with transparent recycling sacks labelled with the address so that contamination can be carefully monitored.
- f) Other exceptional circumstances agreed by the Council.

These properties will be allocated to the council's sack collection service.

Residual (non-recyclable) waste will be presented in a translucent disposable "pink" sack.

Dry recyclables will be presented in a clear disposable sack. Sack residual and dry recyclable waste will be collected every week on the same day of the week. The only exception to this is areas DCC deems necessary to run trials.

One 70 ltr residual pink sack per week is equivalent to DCC's bi-weekly 140ltr black bin collection. Any more waste will be considered side waste and will not be collected.

The amount of recycling that can be presented is not restricted. If a household occasionally needs to present extra recycling, the recycling can be presented loose in a cardboard box.

One roll of 52 disposable pink sacks and one roll of clear sacks are

provided free of charge by DCC per year. Additional sacks are supplied at a cost.

In exceptional circumstances where DCC has been obliged to remove wheeled bins from a property, due to residents repeatedly failing to use the bins properly, or due to the bins being left out repeatedly on the public highway for extended periods (other than on collection day, or awaiting a missed collection), DCC reserves the right to charge residents for the supply of DCC authorised disposable sacks. In certain cases, the landlord may be liable for these charges through the requirements set out in the Landlords Licencing Scheme.

<https://www.denbighshire.gov.uk/en/housing-homelessness-and-landlords/landlords/landlords.aspx>

Households using a sack service wishing to subscribe to the chargeable garden waste service may be offered 3 x re-useable sacks (depending on locations section 4b) However, if the location is inaccessible to all garden waste collection vehicles the household will not be eligible for this service.

3. Properties most suited to communal “bulk” bins (360l 2 wheeled bins or 660l, 1100l 1280l four wheeled bins).

DCC’s preferred method of storage and containment is 2-wheeled bins/recycling containers allocated to individual tenancies. However, where operational requirements or localised infrastructure dictates, DCC may determine that certain flats or houses of multiple occupation utilise bulk containers for the storage and collection of their waste and recycling.

Residents will present their residual waste in Black 4 wheeled bins, and dry mixed recycling in Blue 4 wheeled bins. Recyclable waste permitted in the blue 4 wheeled bins are:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil) and greetings cards;
- Glass bottles and jars (with lids separate);
- Plastic bottles (with lids or trigger spray);
- Plastic containers (bottles, pots, tubs and trays)
- Tins and cans (both steel and aluminium);
- Tin Foil (clean)
- Newspapers and magazines;
- Catalogues and telephone directories;
- Envelopes.
- Waxed cartons

Households that are unsuitable for a sack collection or regular wheeled bin system may include:

3a. A single property that is one of multi-occupation (HMO) where there are more than 5 tenants sharing one address, and space restrictions on site mean that 360l two wheeled bins or bulk containers (660l or bigger) are more suitable, and take up less space than attempting to supply individual bins to each independent tenancy. Where storage restrictions apply, or cross contamination of waste becomes an issue, these properties may be added to a sack collection system (Section 2).

3b. The property is part of a private development and the land owner/ landlord (and/or property management agent) has allocated a communal bin storage area at the location for shared use by all residents.

An assessment to determine container requirements will be made by a Council Officer, following which the managing agent or landlord will be advised of the quantity, type and size of containers, (together with where the containers are to be located for collection). Only waste presented within the containers will be removed. Additional waste placed outside of the container or any other household items placed around or near to the containers will not be taken by the Council. It is the responsibility of the landlord or property management company to remove this waste. The waste collection crew must have unobstructed access to the waste containers.

In all scenarios the shared container(s) must be stored within the curtilage of the property. If access to the bin store area is not provided, then the landlord (and/or property management agent) is responsible for ensuring the container is presented at a designated collection point and returned as soon as possible after it is emptied.

In instances where the waste collection vehicle or collection crew cannot access the property, the agreed location of the containers will be such that the Council's waste collection service will be able to manoeuvre the containers to the collection vehicle via a minimal unobstructed distance (20M, or less if the ground is uneven [e.g. gravelled, cobbled]) and across surfaces that do not prevent the free wheeled movement of the container.

The container must not be required to be pulled to the collection vehicle via an inclined gradient that causes the load bearing weight to exceed that suitable for the handling of by a single operative, nor will the container be stored upon steps or behind a kerb. Where the container is to be stored in a locked secure area, access to the secure area must be available at the time the collection occurs.

It is the responsibility of the landlord or property management company to ensure that all reasonable steps are taken to prevent unauthorised use of the bins store by households external to that property.

The Council must be provided with keys or key code access to any locked storage areas.

In the event that these conditions are not satisfied, and a collection of waste is missed, the council is not required to return until the next scheduled collection day and it will be the responsibility of the managing agent/ landlord to make alternative arrangements to dispose of the waste in advance of the next scheduled collection.

The council levy an annual rental charge for the supply of all 4-wheeled bin containers. Replacement charges will apply if bins are lost, and repair charges will be payable if the bins become damaged due to vandalism (Ref 24/ Appendix 2).

On occasion, the council may provide an on street waste collection "station" for use restricted to specific households. The Council will be responsible for the provision and maintenance of these stations and the landlord's/ property management agent (where applicable) is be responsible for ensuring new tenants are provided with details on how to access these stations.

4. Organic Waste

4a. Food Waste

DCC provides a weekly food waste collection service for the majority of households, with the exception of some remote rural properties in the south of the county and areas of Denbigh where access for the waste collection vehicle is not possible.

Food waste includes ALL cooked and raw foods, including bones but excluding used cooking oil. Cut flowers are also permitted.

Orange (black with orange lid from 2023 onwards) 23 litre kerbside food waste caddies, silver kitchen caddies and an annual supply of compostable liners are supplied free of charge.

Households in areas where the service operates are expected to recycle any food waste they want DCC to take away. The council will have 100% coverage of the food waste service by 2024.

Food contamination of other waste streams; if identified, DCC will reject residual or recycling containers (or/and sacks) containing food. A tag or sticker will be placed on the rejected container. Householders must remove the food waste and place it into the food caddy before re-presenting the containers correctly on the next scheduled collection day. Households identified as not recycling food will be subject to the DCC's Household Waste and Recycling Enforcement procedures. Households identified as not recycling food, despite being eligible for the food waste service will be subject to the DCC's Household Waste and Recycling Enforcement procedures.

Residents can request replacement compostable liners in the following ways:

- Tie a food waste liner (or the re-order tag at the end of the roll) to the handle of the orange/black and orange kerbside caddy and the collection crew will leave a roll in or next to the caddy after the caddy has been emptied (Preferred and most efficient, environmentally friendly method). Please remember to remove the tag/liner once you have received your new roll.
- Collect a roll of liners from your local library, one stop shop or public Council reception area.
- If the other methods cannot be used, caddy liner stocks can be replenished by requesting a roll online on the council website or telephoning the contact centre.

4b. Garden Waste

Garden waste is collected on a fortnightly basis through a chargeable subscription service. Garden waste bins are green with 140 litre capacity. Residents can increase capacity through provision of additional bin to be emptied as part of the service. This will incur an additional subscription charges.

Garden Waste is classed as:

- Grass cuttings and leaves
- Cut flowers
- Trimmings
- Hedge cuttings
- Weeds
- Small braches/twigs
- Wind fallen fruit

Further details are available on the Council's website www.denbighshire.gov.uk/gardenwaste.

The Council charges for the kerbside collection of garden waste. The service operates all year round (Up to 26 collections per year, weather permitting).

“Difficult to access” Households (i.e. those on a sack collection for refuse) wishing to subscribe to the garden waste service may be offered 3 or 6 x 50 litre re-useable green dumpy sacks (depending on locations). This service will incur a subscription charge.

5. Prohibited items – all waste containers

The following items are prohibited from placement in **all** containers:

- Hazardous waste (e.g. asbestos and plasterboard)
- Liquids (including paint and oil)
- Soil, rubble and stone
- Hot ashes
- Electrical items and batteries (these must be collected as per Section 5).
- Loose dust (e.g. plaster, cement dust or vacuum dust).

These items can pose a threat to human health and safety or could cause damage to the waste collection vehicle and waste treatment infrastructure if not disposed of correctly. For example, batteries and hot ashes can cause fires either in the waste collection vehicle or waste

transfer station. Soil and rubble can cause a wheeled bin to become overweight and cause manual handling injuries, or impact injuries if it falls off the bin lift during the emptying process.

Failure to comply with this Policy will result in non-collection of waste, and residents will be responsible for making their own arrangements for safe and appropriate disposal. Some prohibited items can be taken to any of Denbighshire's Household Recycling Centres (See Policy 26 for the Use of Household Waste Recycling Centre Policy).

Many retailers provide free household battery disposal points, including large supermarkets and electrical stores. Large retailers or electrical equipment have a duty to takeback all items where the length of the longest side is 25cm or more.

In all cases, where prohibited items are identified by our waste collection crew, wheeled bins will be tagged to inform the household why the bin has been rejected.

Residents who do not observe this Policy may also be liable to action under the Council's Waste and Recycling Enforcement Policy ([see section 23](#))

6. Presentation of Waste and Recycling Containers on Collection Day

6a All waste containers are to be presented correctly at the kerbside or at an agreed designated collection point by 7am on the scheduled collection day to guarantee they will be collected. Containers must be presented with wheels and/or handles (if applicable) facing outwards.

Collection times will vary as the service make round changes on a regular basis to optimise completion times. Containers not presented at the time the collection vehicle passes will not be emptied and the council will not return for them. Residents missing their collections will have to dispose of the waste themselves at a local Household Waste Recycling Centre or wait until their next scheduled collection.

Residents taking waste to a household recycling centre must ensure all waste is pre- sorted. No recycling or food waste is permitted in residual waste (See section 26 for the Use of Household Recycling Centres).

6b. Residents are responsible for ensuring that bins awaiting collection are not causing an obstruction to pedestrians or motorists.

6c. The Council must return the designated collection point after collection. Waste containers must be returned by waste collection

crews in a manner that does not obstruct the footways, or driveways.

6d. Residents are responsible for ensuring that all waste containers are presented with the lids (where applicable) closed.

- No residual side waste is accepted.
- Recycling side waste is accepted (Section 1b)

All waste & recycling must be contained within the containers provided.

6e. Waste collection crews are responsible for clearing up any spillages caused during the collection process where it is safe to do so.

6g. Residents presenting containers on the public highway (including pavements) should take their containers back onto their property as soon as is reasonably practicable and in any case by 7am on the next day after collection.

Containers left out after this time are not permitted to be on the public highway and will be subject to enforcement procedures under Section 46 of the Environmental Protection Act, 1990.

6h. It is the resident/landlord/managing agent of the property responsibility to ensure they have adequate storage to store their waste and recycling containers before and post scheduled collections. To maintain containment of the materials within them on their property and to protect them from misuse and damage.

6i. Households who are not able to present their own waste container due to infirmity or disability may be entitled to register on the Council's Assisted Collection Service (See Policy 16). Successful applicants will agree an accessible collection point from inside the curtilage of the resident's property.

7. Collection from Private and un-adopted roads

The decision (whether or not to travel on un-adopted roads) to access domestic properties for the purpose of the completion of waste & recycling collections, will be the responsibility of waste and recycling service managers, based upon the following criteria:

- Risk assessment by Operational Team Leaders or Service Managers, particularly in relation to the following hazards:
 - Health and safety risks (reversing in restricted spaces etc.);

- Risk of causing damage to DCC vehicle due to the condition of a road or access restrictions.
- risk of causing damage to non-DCC assets including the structure of the road / manhole covers / parked vehicles /street furniture/ overhanging vegetation/ bridge weight and height restrictions;
- Operational considerations, including ease or otherwise of utilising the un-adopted road including the amount of reversing required, availability of required turning circle and round efficiencies (i.e. the availability of a suitable sized waste collection vehicle in that location on the given collect day).

In all cases where access is restricted, the householder will be formally notified where their waste is to be placed for collection (point of presentation)

8. Overweight bins

If any bin is too heavy to be moved safely by the collection operative or lifted by the collection vehicle, the bin will be left at the point of presentation.

Collection operatives will place a sticker or tag on the container with an indication as to why the container was not emptied. It is likely that heavy bins contain prohibited items (see Policy 5) and the householder may be subject to the Council's enforcement procedures.

When a container is found to be too heavy or damaged and cannot be moved safely, the householder will be required to reduce the weight of the container, before presenting it on the next scheduled collection day.

Any prohibited items will also have to be removed. DCC will not return to empty the container before the next scheduled collection day.

9. Damaged bins

9a. If your container is damaged, it may not be emptied. Containers with missing wheels, broken handles or severe cracks on the main body will not be emptied if the waste collect crew deem it is unsafe to manoeuvre or empty. If DCC are unable to empty your container because it is damaged, we will tag or sticker the bins to explain why. Your bins are the property of DCC but you are responsible for maintaining them. You must therefore arrange for your bin to be repaired or replaced if damaged.

9b. If a container is damaged by the Operational Crews during the emptying process, the crews will report the damage and automatically

order a free replacement container which will be delivered to the property within 10 working days. If the Operational Crew are able to identify which property the container comes from, they will post an information slip through the door. Occasionally, DCC are unable to supply waste containers within 10 working days due to national shortages. In such cases, disposable sacks will be provided until a container can be sourced and delivered.

10. Bin/sack contamination

Residents are required to present the correct type of waste in each individual waste container. If incorrect waste is presented in any container, DCC reserves the right not to empty/collect the container and will sticker/tag the container.

Biodegradable or Compostable packaging of any type must not be placed in any recycling containers, including the garden waste bin. The only exception is the use of compostable liners supplied by the Council for the food waste service. A list of what can be placed in each type of container and what is prohibited is found in Sections 1, 4 and 5.

The contents of the recycling container(s), food waste caddy and green garden waste containers will be inspected before emptying. If any other material, other than that specified for container type, is present in any of the containers, these will not be emptied and a sticker or tag will be placed on the bin advising the reasons why. DCC will not return to collect the container prior to the next scheduled collection and residents must remove the incorrect waste from the container.

The black wheeled bin (or pink disposable sack) may also be inspected. If recyclable items are found in the bin, DCC has the right to decline collection of the container. Households failing to sort their rubbish into the correct containers on at least 3 occasions will be subject to a £100 fixed penalty notice. (See Household Waste Enforcement Policy <https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>)

11. Presentation of excess waste

11a. Closed lids

All containers must be presented with closed lids. If a container is presented with the lid raised, it may not be safe to empty. If a container is presented overfilled with the lid open, it will not be emptied and the collection crew will leave a tag or sticker on the container advising of the reason.

The resident must either take the waste to a Household Waste Recycling Centre, arrange for a private collection from a registered waste carrier or wait until the next scheduled collection, when the container must be presented with excess waste removed and the lid closed.

11b. Side/excess waste (All containers except recycling)

Excess and side waste presented outside a bin will not be taken by the collection crews at any time. If excess waste is presented the Council may take formal enforcement action.

11c. Side/excess waste (recycling)

Residents may place out extra dry recycling waste for collection by the side of their blue bin. The items must be presented loose in a cardboard box (which will not be returned) or a re-usable bag or kerbside style box (Which will be returned). Glass bottles and jars must only be presented in the blue bin for safety reasons.

Residents should only present extra waste on the day of collection (not the night before) to try to keep the waste dry and prevent it from escaping in windy weather. Residents are advised NOT to put out extra waste during extreme weather conditions and must take responsibility for clearing up wind-blown litter that has escaped from their waste.

12. Missed collections.

Where containers have been presented on time and in the agreed location and not been emptied DCC will return to empty the container as soon as possible (2 working days from receipt of missed collection report)

All missed collections must be reported within 2 working days of scheduled collection via

Most waste collection vehicles are fitted with CCTV cameras and in-cab technology, which provides DCC with real time information of the service. This real time information may be used to investigate any reported collection issues.

There could be a reason why your bin was not collected. If DCC rejected your bin the operational crew will place a tag or sticker on your bin to explain why, as well as report the issue at the time through the vehicle telematics systems.

The operational crew use on on-board telematics system to record all households where bins were not presented at the time of the collection.

We will not return for rejected bins or bins not placed out on time by a household.

If you presented your container, it wasn't contaminated but we didn't collect it, you can report the missed collection via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824706000).

13. Charges for the supply and delivery of new or replacement bins

There is a charge for the supply and delivery of new or replacement bins, including the initial provision to householders or developers of new properties. The charge for a new bin will be reviewed annually and published as part of DCC's Fees and Charges register. See Section 25.

These service charges apply if residents request a new container or a replacement container due to the bin being lost, stolen or damaged. If a resident request to remove and replace a contaminated container, charges will also apply.

13a. For tenanted properties, it is a landlord's responsibility to supply waste containers for recycling and residual waste for tenants upon the signing of a new tenancy agreement, for which the same charges apply. VAT is payable. However, it is the tenant's responsibility to ensure that landlords agree to this provision before they enter into an agreement, as DCC can only enforce this provision with licenced landlords.

13b. Payment must be made when a container is ordered and container will not be delivered until receipt of the full payment. This payment is non-refundable. Containers will be delivered within 10 working days of receipt of payment.

13c. All containers (Bins & Caddies) remain the property of DCC. Any payments are for the service and delivery. You are responsible for keeping the container in good condition. The container must remain at the property, despite any changes to ownership or tenancy. If any additional containers are authorised, these can be transferred to another property in the DCC area, and it is the responsibility of the resident to notify us of the new address 4 weeks before the move.

No refunds are given should a household wish us to collect an unwanted container, but the collection will be provided free of charge. If a household has paid for a container that they are not entitled to and present the container with waste at the kerbside (for example they present two black bins but are only permitted to have one emptied), DCC reserve the right to recover the container and no refund will be given.

For more information, <https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

14. Wheelie bin identification

14a. Residents should ensure their bins are clearly marked with their house/flat number. This will help recover their bin should it go missing and enable the crews to return bins to the correct collection point once emptied. It also helps crews to report the correct address, should a bin be damaged during the emptying process. Bin numbering reduces theft, or bins being taken in error by another household.

14b. DCC supply microchipped black bins to all households when new containers are requested. Residents must not attempt to remove or interfere with the microchip. The cost of repair or replacement of bins due to any damaged caused to the bin or microchip will fall to the person liable for the council tax payments of the property to which the bin is registered, at the time the damage was reported.

The microchip holds no personal data about the occupiers of the property. It simply assigns a bin to an address. The microchip will be read every time the bin is emptied and helps the DCC record any exceptional events with the collection process (e.g. Bin in Wagon, Contamination, Side Waste Presented, bin damaged during emptying process, bin too heavy). This will assist DCC to target our educational and enforcement resources to optimise recycling behaviours and also improve the services we offer.

15a. Eligibility criteria

The Council provides an Assisted Collections Service on request to residents due to age and infirmity, mobility or certain medical conditions, providing there is no-one else living at the property who is capable of presenting the bins. The service can also be requested for a temporary short-term application (due to recovery from surgery or broken bone, for example).

15b. Application Process

Requests must be made via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000) and each application will be considered on its individual merits. During the assessment process, the Council reserves the right to verify the information provided by contacting applicants either by telephone, a visit, requesting medical documentation from a GP or other medical practitioner (at no cost to the Council), or utilising records such as the Electoral Register Council Tax information and information on any Benefits.

An application will be assessed, and applicants informed of the outcome within 15 working days of receipt of a fully completed application. Until formal notification of approval is provided, the resident is responsible for presenting the bin(s).

15c. The collection

Where an assisted collection is provided, the collection crew will collect bins from the normal storage point and return them to the same point once emptied. Residents must ensure that bins are accessible on the property and any gates are unlocked on collection day. Dogs/animals must be kept away from the storage area during the collection, or the collection may not be able to take place. DCC will not return for a collection if the collection crew report that there is no access to the property or containers. Operational crews must close all gates used to access the property after returning the empty container(s) to the agreed storage location.

15d. Renewal of applications

Approved applications will automatically expire after 2 years. Applicants will receive a reminder notice 12 weeks before the expiry date and will be instructed to reapply for the service if it is still needed. If a renewal has not been completed by the expiry date, the residents address will be removed from the assisted collection database and assisted collections

will stop.

15e. Cancellation of the service

Applicants must inform the council if they move home and no longer require the service at the address on the application. We also ask that families of loved ones that have passed away or have moved into supported living, contact the Council to let us know the service is no longer needed, at their earliest convenience.

16. NEW Requests for additional residual waste capacity

Where residents require additional residual waste capacity, requests must be made via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000) Each application will be assessed based on the requirement of the household and household size and circumstances. DCC reserves the right to verify the information provided at any time by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register.

Applicants will be advised in writing within 15 working days of the outcome of their request. If the householder is entitled to increased capacity, they will be required to pay for the supply of the additional containers. The council will maintain a database to confirm approval of the additional container at the applicant's property.

DCC retains the right to audit the waste presented by any households authorised for additional residual waste capacity. Any such assessment will be triggered should the operational crews report that household is not recycling, or not recycling properly so that we can take steps to ensure that an applicant is fully utilising the DCC's recycling services. Should it be determined that this is not the case, the household will be subject to the DCC household enforcement policy. See section 23 of this policy.

Further instances (within a 12-month period) will result in the authorisation for additional residual waste capacity being withdrawn.

Unauthorised additional bins will not be emptied and will be removed if presented.

Authorised additional bins will be reviewed regularly, to ensure householders still qualify for the service. When a review of the householder's status is undertaken, if the household no longer meets the DCC's criteria, or if the completed review questionnaire is not received by DCC, residents will be informed that they are no longer eligible for additional capacity collections and the additional bin will not be emptied.

At the request of the resident, the extra black bin will be removed at that time, free of charge.

The approval of an additional capacity bin is at the discretion of Denbighshire County Council's operating in accordance with this policy.

17. Non-Infectious Hygiene Waste

A household generating a significant quantity of non-infectious clinical waste, due to medical conditions of an individual who is permanently resident there will be entitled to apply for additional waste capacity. Applications are considered for families with children in disposable nappies, or from households where regular disposal of Absorbent Hygiene Products is required.

Non-infectious clinical waste is classified as low grade clinical waste such as:

- Dressings/swabs and bandages
- Disposable bedding
- Used disposable bed pans and liners
- Incontinence pads
- Disposable nappies
- Wipes and gloves
- Stoma bags
- Empty urine containers where there is no risk of blood contamination

Requests can be made via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000).

Each application will be individually assessed, and the Council reserves the right to verify the information provided by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register. This assessment may include an on-site waste audit, to assess that an applicant is fully utilising the Council's recycling services. Applicants will be advised in writing within 15 working days of the outcome of their request.

If an application is approved and the householder is entitled to increased capacity, the householder may proceed to order a black bin, for which charges apply. Unauthorised bins will not be emptied. The council has a right to recover unauthorised containers supporting the Council logo if presented without authorisation on the public highway.

All hygiene waste must be bagged securely to prevent the escape of fluids and smells. Authorised additional bins will be reviewed regularly, to ensure householders still qualify for the service. If, when a review of the householder's status is undertaken, a household no longer meets the Council's criteria, or if the completed review questionnaire is not received by the Council, the householder will be advised in writing and the additional bin will no longer be emptied.

At the request of the resident, the additional bin will be removed at that time, free of charge.

18. Disposal of medical waste arising from GP issue or treatment in the home

18a. Needles/ Injection equipment (sharps)

If you use injecting equipment your GP should prescribe you with the appropriate container e.g. a sharps box and local chemists provide disposal facilities for these. Needles or used sharps containers must not be put in any of your containers for disposal. Any container identified as contaminated by this type of waste will not be collected.

18b. Infectious waste

All waste arising from treatment issued by a nurse or doctor at home should be taken away by the practitioner. Infectious waste must be taken away by the practitioner and not be placed in any DCC container.

19. Abandoned bins

When DCC deems a bin to be abandoned, arrangements will be made for these to be removed within 15 working days. Abandoned containers will either be re-used or recycled, depending upon their condition.

To report a suspected abandoned bin, please visit the Council website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000).

20. Collection of unwanted bins

DCC will collect unwanted bins free of charge upon the delivery of any replacement containers.

recycling park. When a new replacement waste container is supplied, the council will remove the old, damaged one at the time of delivery.

21. Collection of white goods, bulky items and furniture

The Council offers a chargeable service for the collection of bulky items for larger household items that should not be placed in household waste containers. The cost of this service is reviewed annually and published as part of the Council's Fees and Charges register.

Please refer to the Council's website

<https://www.denbighshire.gov.uk/en/bins-and-recycling/bulky-item-collection.aspx> to find out what items the Council accept on the Bulky Waste Service.

Items will be collected within 15 working days from the time of booking. Payments must be processed and paid in full before the visit is scheduled. DCC will retain the administration fee in the event of cancellations but refund the per item charge.

22. Encouraging compliance to the Household Waste and Recycling Service

See Household Waste and Recycling Policy

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

23. Presentation of waste

Section 46 of the Environmental Protection Act, 1990 gives the council powers to prescribe:

- What containers (size, colour and specification) must be used for specific waste types
- Where and when the waste container should be presented for collection
- When waste containers should not be present on the public highway.
- What type of waste to present in each container.

The legislation also provides the council with the legal right to refuse to collect waste that has not been presented correctly, such as excess waste, prohibited waste and waste put in the wrong bin.

The Council recognises that sometimes people make mistakes and that

some people may have genuine difficulties in complying with all the council's requirements.

Therefore, we operate a 3 step education/enforcement procedure, should we identify a household that has not complied to the Waste and Recycling Collection Policies relating to the kerbside collection of household waste.

- first stage will be Education from our officers, issuing households with an advice leaflet and an advice letter from the officer.
- second stage will be the issuing of a Section 46 Notice under the Environmental Protection Act 1990.
- final stage of the procedure results in a £100 fixed penalty notice being issued to a named householder.

Where we encounter vulnerable households, who appear to lack understanding or physical capability to adhere to all our policies, we will not evoke the fixed penalty final stage. Instead officers will work with the residents and known carers (and landlords where applicable) to help people manage their waste as best they can. Exemptions from recycling some or all aspects of waste can be put in place where evidenced by a council waste officer and/or carer/medical practitioner.

24. Householder Duty of Care

Occasionally the Council identifies individuals that have fly tipped waste, or given their waste to someone else who had subsequently fly tipped their waste. People who dump their waste face a £250 fixed penalty charge, or even prosecution irrelevant of the amount of waste dumped.

Enforcement procedures are dealt with under Section 33 of the Environmental Protection Act. Dumped waste will be treated as a fly tipping offence.

Residents must ensure they always dispose of their waste responsibly. The Householder Duty of Care (section 34 of the Environmental Protection Act 1990), puts a legal requirement on the householder to make sure that anyone taking waste away on their behalf also disposes of the waste responsibly. If this is a paid for service, the householder must carry out a range of checks to make sure the company collecting your waste is a registered waste carrier and has deposited your waste at a licensed waste site.

25. Waste Container Charges

Charges apply for some of Denbighshire Council's waste containers. Disposable sacks, food waste cadies and compostable liners remain free of charge. Please see for further details.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx#Informationaboutthecharges>

26. Use of Household Waste Recycling Centres

26a. Denbighshire Council has three static household Recycling Centres, where a range of unwanted household items can be taken.

Denbighshire residents are also able to access household waste parks in Conwy County. Charges will apply for DIY and construction waste and some other non-household items.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx> details the requirements for accessing and using the recycling parks.

26b. Pop-Up Recycling Parks

A year-round Pop-Up Recycling Park Service is offered in Corwen (1st and 3rd Saturday mornings and Llangollen (2nd and 3rd Saturday mornings) for residents of the Dee Valley MAG area. Visit www.denbighshire.gov.uk/ to find out locations, times and what waste can be accepted.

26c. Booking system

Anyone accessing a recycling park must book a slot through the Council's Website, or by telephoning the contact centre. Proof of booking and residency will be required.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/visiting-our-waste-and-recycling-parks.aspx>

Restrictions apply to the size and type of vehicle that can be used to bring waste to the recycling parks. Permits may be requested by householders wishing to use a commercial vehicle to transport their own household waste. Further details are provided here:

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx>

Part 2 proposed waste collection policy **applicable with effect from introduction of** **new model waste & recycling service 2024.**

1. Domestic waste and recycling collection service for individual Properties (standard service)

Denbighshire County Council (DCC) operate a 4-weekly collection cycle for household non-recyclable (residual) waste and weekly collection for recyclable materials.

DCC expects residents to use the containers provided, unless DCC has granted an exception. By exception some households will be provided with a sack collection service (See section 3a).

All households will receive a food waste collection service. Orange or orange/black kerbside food waste caddies, silver kitchen caddies and a supply of compostable liners are provided free of charge. Households are expected to present food waste for recycling, as food waste should not enter the residual waste stream.

1a. Domestic Residual (Non-Recyclable) Waste

The standard service for residual waste One 240 litres wheeled bin per household (or equivalent sacks). Provision will be made for households that require additional residual waste capacity, who are assessed and meet DCCs criteria.

Residual waste is classified as household waste that cannot be recycled or composted through the standard Council kerbside services. Dry recyclable materials, food waste or garden waste are not accepted in the black wheeled bin.

If the bin goes missing or becomes damaged beyond repair, it will be replaced by a 240-litre bin subject to receipt of payment or free of charge should the bin fail.

Charges apply for the delivery of all domestic residual wheeled bins (new, replacement or additional where applicable) and those charges will be updated annually and published on the council website. Please note, payment is for the service of delivering containers/bins, they all remain the property of Denbighshire County Council. See section 14

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

1b. Domestic Recyclable Waste

Household recycling is separated into 3 black boxes delivered with a wheeled trolley and 1 reusable sack.

The top box, with a blue lid and iconography displaying paper image and wording. This box is used to collect clean paper, including; cereal boxes, toilet/kitchen roll tubes, greetings cards, newspapers and magazines, envelopes, catalogues and directories.

The middle box, with a red flap and iconography displaying cans and mixed plastic images and wording. This box is used to collect plastic bottles, (including plastic lids or trigger spray), plastic containers, (bottles, pots, tubs and trays), tins and cans (both steel and aluminium), tin foil (clean), and metal lids (from bottles or jars).

The bottom box, with a green flap and iconography displaying glass image and writing. This is used to collect glass bottles and jars (no tops or lids).

A blue reusable sack is provided to collect cardboard. Please note that cardboard must be broken up and placed in the sacks to be collected.

If you produce additional recycling waste see section 12.

2. Individual Properties Unsuitable for 2 or 4 wheeled bins

This service is available where the curtilage of a property is inaccessible to our standard waste collection vehicles that empty wheeled bins (for example, steep drive, steps, no storage, narrow lanes, unadopted roads or difficult location to access). Residents are provided with pink disposable sacks for presenting residual waste.

Where possible residents may be able to receive a standard recycling collection but require a sack collection for residual waste.

Where properties are not able to store a set of trolley boxes, an alternative solution will be offered. Recycling must be collected in separate streams (paper, cardboard, cans and plastic and glass). A series of coloured sacks will be provided to properties with recycling being collected weekly. A decision as to whether a property warrants a

sack collection will be made following an assessment by a Council Officer.

- A light blue sack with iconography (image of cardboard and wording) will be used to collect cardboard.
- A dark blue sack with iconography (image of paper and wording) will be used to collect paper.
- A red sack with iconography (image of cans and plastics and wording) will be used to collect mixed cans and plastics.
- A green sack with iconography (image of glass and wording) will be used to collect glass.

Households will be considered unsuitable for 2 or 4 wheeled bins in the following circumstances:

- a) Access to the location is not possible with a Refuse Collection Vehicle supporting bin lifts or Kerbside Collection Vehicle for recycling.
- b) The property has no storage for containers (garages and other outbuildings would constitute as suitable storage, as well as an outside space within the curtilage of the property/ land that would not block a fire exit or safe passage in and out of the main dwelling).
- c) It is unsafe to expect the occupants or the waste collection crews to manoeuvre containers to suitable a collection point, usually because of steps or long distances between the curtilage of the property and agreed collection point.
- d) The household consists of only elderly or infirm occupants who request to have a sack system in order to avoid requesting the Assisted Collection Service, as they are able to manage the sacks independently.
- e) Regular contamination of containers by a household results in the temporary or permanent removal of containers and the household is issued with transparent recycling sacks labelled with the address so that contamination can be carefully monitored.
- f) Other exceptional circumstances agreed by the Council.

There are no restrictions on the amount of recycling sacks/bags that can be presented by households but all waste is expected to be separated as detailed above.

Residual waste will be restricted to the equivalent of 60 litres per week (1 bin bags) or 240 litres per 4 weeks (4 bin bags). If eligible, provision will be made for households that require additional residual waste capacity, who are assessed and meet DCCs criteria. They will be able to present more residual waste at the agreed collection point.(see

Section 17 and 18).

Households using a sack service wishing to subscribe to the chargeable garden waste service may be offered 3 x re-useable sacks (depending on locations) (See Section 4b) However, if the location is inaccessible to all garden waste collection vehicles the household will not be eligible for this service.

3 Properties most suited to communal “bulk” bins (360l 2 wheeled bins or 660l, 1100l 1280l four wheeled bins)

DCC’s preferred method of storage and containment is 2-wheeled bins/recycling containers allocated to individual tenancies. However, where operational requirements or localised infrastructure dictates, DCC may determine that certain flats or houses of multiple occupation utilise bulk containers for the storage and collection of their waste and recycling.

Residents will present their residual waste in Black 4 wheeled bins as directed by DCC.

Recycling will be collected in separate streams, and therefore properties most suited to communal collections will be supplied with multiple containers for segregated recycling streams. These include;

- A black bin with a dark blue lid and iconography displaying paper image and wording. This bin will be used to collect clean paper, including; cereal boxes, toilet/kitchen roll tubes, greetings cards, newspapers and magazines, envelopes, catalogues and directories.
- A black bin with a red lid and iconography displaying cans and mixed plastic images and wording. This bin will be used to collect plastic bottles, (including plastic lids or trigger spray), plastic containers, (bottles, pots, tubs and trays), tins and cans (both steel and aluminium), tin foil (clean), and metal lids (from bottles or jars).
- A black bin with a green lid and iconography displaying glass image and writing. This bin will be used to collect glass bottles and jars (no tops or lids).
- A blue bin will be provided for cardboard. Please note that cardboard must be broken up and placed in to the correct

container

Areas DCC will consider using communal bulk bins:

- A single property that is one of multi-occupation (HMO) where there are more than 5 tenants sharing one address, and space restrictions onsite mean that 360l two wheeled bins or bulk containers (660l or bigger) are more suitable, and take up less space than attempting to supply individual bins to each independent tenancy. Where storage restrictions apply, or cross contamination of waste becomes an issue, these properties may be added to a sack collection system (see Section 2).
- The property is part of a private development and the land owner/ landlord (and/or property management agent) has allocated a communal bin storage area at the location for shared use by all residents.

Areas where multiple housing have no storage for individual bins for each property.

An assessment to determine container requirements will be made by a Council Officer, following which the managing agent or landlord will be advised of the quantity, type and size of containers, (together with where the containers are to be located for collection). Only waste presented within the containers will be removed. Additional waste placed outside of the container or any other household items placed around or near to the containers will not be taken by the Council. It is the responsibility of the landlord or property management company to remove this waste. The waste collection crew must have unobstructed access to the waste containers.

In all scenarios the shared container(s) must be stored within the curtilage of the property. If access to the bin store area is not provided, then the landlord (and/or property management agent) is responsible for ensuring the container is presented at a designated collection point and returned as soon as possible after it is emptied.

DCC must be provided with keys or key code access to any locked storage areas.

In instances where the waste collection vehicle or collection crew cannot access the property, the agreed location of the containers will be such that DCCs waste collection service will be able to manoeuvre the containers to the collection vehicle via a minimal unobstructed distance (20M, or less if the ground is uneven [e.g. gravelled, cobbled]) and across surfaces that do not prevent the free wheeled movement of the

container. The container must not be required to be pulled to the collection vehicle via an inclined gradient that causes the load bearing weight to exceed that suitable for the handling of a single operative, nor will the container be stored upon steps or behind a kerb. Where the container is to be stored in a locked secure area, access to the secure area must be available at the time the collection occurs.

It is the responsibility of the landlord or property management company to ensure that all reasonable steps are taken to prevent unauthorised use of the containers store by households external to that property.

In the event that these conditions are not satisfied and a collection of waste is missed, DCC is not required to return until the next scheduled collection day and it will be the responsibility of the managing agent/ landlord to make alternative arrangements to dispose of the waste in advance of the next scheduled collection, ensuring compliance with waste legislation.

From 1st September 2024, charges for delivery of any containers will apply for initial delivery, as well as bins that are lost, and repair charges will be payable if the bins become damaged due to vandalism (See Policy 25/ Appendix 2).

On occasion, DCC may provide an on street waste collection “station” for use restricted to specific households. DCC will be responsible for the provision and maintenance of these stations and the landlord’s/ property management agent (where applicable) is be responsible for ensuring new tenants are provided with details on how to access these stations.

4 Organic Waste

4a. Food Waste

DCC provides a weekly food waste collection service for all households. It is a legal requirement in Wales to recycle food waste.

Food waste includes ALL cooked and raw foods, including bones but excluding used cooking oil. Cut flowers are also permitted.

Orange/black with orange lid 23 litre kerbside food waste caddies, silver kitchen caddies and an annual supply of compostable liners are supplied free of charge.

Residents can request replacement compostable liners in the following ways:

- Tie a food waste liner (or the re-order tag at the end of the roll) to the handle of the orange/black and orange kerbside caddy and the collection crew will leave a roll in or next to the caddy after the caddy has been emptied (Preferred and most efficient, environmentally friendly method). Please remember to remove the tag/liner once you have received your new roll.
- Collect a roll of liners from your local library, one stop shop or public Council reception area.

If the other methods cannot be used, caddy liner stocks can be replenished by requesting a roll online on the council website or telephoning the contact centre

Food contamination of other waste streams; if identified, DCC will reject residual or recycling containers and sacks containing food. A tag or sticker will be placed on the rejected container. Householders must remove the food waste and place it into the food caddy before re-presenting the containers correctly on the next scheduled collection day. Households identified as not recycling food will be subject to the DCC's Household Waste and Recycling Enforcement procedures.

4b. Garden Waste

Garden waste is collected on a fortnightly basis through a chargeable subscription service. Garden waste bins are green and have a 140 litre capacity.

Residents can subscribe for additional bins to be emptied as part of the service. Garden waste is classed as:

- Grass cuttings and leaves
- Cut flowers
- Trimmings
- Hedge cuttings
- Weeds
- Small braches/twigs
- Wind fallen fruit

Further details are available on the Council's website www.denbighshire.gov.uk/gardenwaste.

The Council charges for the kerbside collection of garden waste. The service operates all year round (Up to 26 collections per year, weather permitting).

“Difficult to access” Households (i.e. those on a sack collection for refuse) wishing to subscribe to the garden waste service may be offered 3 or 6 x 50 litre re-useable green dumpy sacks (depending on locations). This service is also chargeable.

5 Waste Electrical and Electronic Equipment Recycling WEEE

DCC provides a collection service for small electrical items, such as toasters and electric shavers. The item must not be larger than an A4 sheet of paper and if the item contains removable batteries, these must be removed and placed in the battery collection containers.

For larger items, these can be taken to a Household Waste and Recycling Centre, (see section 26).

5a. Battery Collection

DCC provides a collection service for used batteries. For properties on a standard recycling collection (with trolley boxes), a pink battery clip will be provided. These will be collected weekly with the recycling collection. For households on a sack collection, a white reusable battery pouch will be provided.

Batteries must not be placed in the recycling containers or residual waste stream.

6. Prohibited items – all waste containers

The following items are prohibited from **all** containers:

- a. Hazardous waste (e.g. asbestos and plasterboard)
- b. Liquids (including paint and oil)
- c. Soil, rubble and stone
- d. Hot ashes
- e. Electrical items and batteries (these must be collected as per Section 5).
- f. Loose dust (e.g. plaster, cement dust or vacuum dust).

These items can pose a threat to human health and safety or could cause damage to the waste collection vehicle and waste treatment infrastructure if not disposed of carefully. For example, batteries and hot ashes can cause fires either in the waste collection vehicle or waste transfer station. Soil and rubble can cause a wheeled bin to become overweight and cause manual handling injuries, or impact injuries if it falls off the bin lift during the emptying process.

Failure to comply with this Policy will result in non-collection of waste, and residents will be responsible for making their own arrangements for safe and appropriate disposal. Some prohibited items can be taken to any of Denbighshire's Household Recycling Centres (See Policy 26 for the Use

of Household Waste Recycling Centre Policy).

Many retailers provide free household battery disposal points, including large supermarkets and electrical stores. Large retailers or electrical equipment have a duty to takeback all items where the length of the longest side is 25cm or more.

In all cases, where prohibited items are identified by our waste collection crew, wheeled bins will be tagged to inform the household why the bin has been rejected.

Residents who do not observe this Policy may also be liable to action under the Council's Waste and Recycling Enforcement Policy

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

7. Presentation of Waste and Recycling Containers on Collection Day

7a. All waste containers are to be presented correctly at the kerbside or at an agreed designated collection point by 7am on the scheduled collection day to guarantee they will be collected. Containers must be presented with wheels and/or handles (if applicable) facing outwards.

Collection times will vary as the service make round changes on a regular basis to optimise completion times. Containers not presented at the time the collection vehicle passes will not be emptied and the council will not return for them.

Residents missing their collections will have to dispose of the waste themselves at a local Household Waste Recycling Centre or wait until their next scheduled collection. Residents taking waste to a household recycling centre must ensure all waste is pre- sorted. No recycling or food waste is permitted in residual waste (See section 26 for the Use of Household Recycling Centres).

7b. Residents are responsible for ensuring that bins awaiting collection are not causing an obstruction to pedestrians or motorists.

7c. The Council must return the bin to any designated collection point after collection. Waste containers must be returned by waste collection crews in a manner that does not obstructed the footways, or driveways.

7d. Residents are responsible for ensuring that all waste containers are presented with the lids (where applicable) closed.

- No residual side waste is accepted.
- Occasional recycling side waste will be collected, regular additional recycling may require additional containers (see Section 12c)

All waste & recycling must be contained within the containers provided.

7e. Waste collection crews are responsible for clearing up any spillages caused during the collection process where it is safe to do so.

7f. Residents presenting containers on the public highway (including pavements) should take their containers back onto their property as soon as is reasonably practicable and in any case by 7am on the next day after collection.

7g. Containers left out after this time are not permitted to be on the public highway and will be subject to enforcement procedures under Section 46 of the environmental Protection Act, 1990.

7h. It is the resident/landlord/managing agent of the property responsibility to ensure they have adequate storage to store their waste and recycling containers before and post scheduled collections. To maintain containment of the materials within them on their property and to protect them from misuse and damage.

7i. Households who are not able to present their own waste container due to infirmity or disability may be entitled to register on the Council's Assisted Collection Service (See Policy 16). Successful applicants will agree an accessible collection point from inside the curtilage of the resident's property.

8. Collection from Private and un-adopted roads

The decision (whether or not to travel on un-adopted roads) to access domestic properties for the purpose of the completion of waste & recycling collections, will be the responsibility of waste and recycling service managers, based upon the following criteria:

- a. Risk assessment by Operational Team Leaders or Service Managers, particularly in relation to the following hazards:
 - i. Health and safety risks (reversing in restricted spaces etc.),
 - ii. Risk of damage to DCC vehicles,
 - iii. risk of causing damage to non-DCC assets including the structure of the road / manhole covers / parked vehicles /street furniture/ overhanging vegetation/ bridge weight and height restrictions,

- iv. Operational considerations, including ease or otherwise of utilising the un-adopted road including the amount of reversing required, availability of required turning circle and round efficiencies (i.e. the availability of a suitable sized waste collection vehicle in that location on the given collect day).

In all cases where access is restricted, the householder will be formally notified where their waste is to be placed for collection (point of presentation)

9. Overweight bins

If any bin is too heavy to be moved safely by the collection operative or lifted by the collection vehicle, the bin will be left at the point of presentation.

Collection operatives will place a sticker or tag on the container with an indication as to why the container was not emptied. It is likely that heavy bins contain prohibited items (see Section 6) and the householder may be subject to the Council's enforcement procedures.

When a container is found to be too heavy or damaged and cannot be moved safely, the householder will be required to reduce the weight of the container, before presenting it on the next scheduled collection day.

Any prohibited items will also have to be removed. DCC will not return to empty the container before the next scheduled collection day.

10. Damaged bins

10a. If your container is damaged, it may not be emptied. Containers with missing wheels, broken handles or severe cracks on the main body will not be emptied if the waste collect crew deem it is unsafe to manoeuvre or empty. If DCC are unable to empty your container because it is damaged, we will tag or sticker the bins to explain why. Your bins are the property of DCC but you are responsible for maintaining them. You must therefore arrange for your bin to be repaired or replaced if damaged.

10b. If a container is damaged by the Operational Crews during the emptying process, the crews will report the damage and automatically order a free replacement container which will be delivered to the property within 10 working days. If the Operational Crew are able to identify which property the container comes from, they will post an information slip through the door. Occasionally, DCC are unable to supply waste containers within 10 working days due to national shortages. In such cases, disposable sacks will be provided until a

container can be sourced and delivered.

11. Bin/sack contamination

Residents are required to present the correct type of waste in each individual waste container. If incorrect waste is presented in any container, DCC reserves the right not to empty/collect the container and will sticker/tag the container.

Biodegradable or Compostable packaging of any type must not be placed in any recycling containers, including the garden waste bin. The only exception is the use of compostable liners supplied by the Council for the food waste service. For the A-Z of waste please see.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/a-to-z-recycling-guide/a-to-z-recycling-guide.aspx>

The contents of the recycling container(s), food waste caddy and green garden waste containers will be inspected before emptying. If any other material, other than that specified for container type, is present in any of the containers, these will not be emptied and a sticker or tag will be placed on the bin advising the reasons why. DCC will not return to collect the container prior to the next scheduled collection and residents must remove the incorrect waste from the container.

The black wheeled bin (or pink disposable sack) may also be inspected. If recyclable items are found in the bin, DCC has the right to decline collection of the container. Households failing to sort their rubbish into the correct containers on at least 3 occasions will be subject to a £100 fixed penalty notice.

See Household Waste Enforcement Policy

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

12. Presentation of excess waste

12a. Closed lids

All containers must be presented with closed lids. If a container is presented with the lid raised, it may not be safe to empty. If a container is presented overfilled with the lid open, it will not be emptied and the collection crew will leave a tag or sticker on the container advising of the reason.

The resident must either take the waste to a Household Waste Recycling Centre, arrange for a private collection from a registered waste carrier or wait until the next scheduled collection, when the container must be presented with excess waste removed and the lid closed.

12b. Side/excess waste (All containers except recycling)

Excess and side waste presented outside a bin will not be taken by the collection crews at any time. If excess waste is presented the Council may take formal enforcement action.

12c. Side/excess waste (recycling)

If a household occasionally produces extra recycling, the recycling can be presented loose in a cardboard box. The householder should still keep recycling separated to the best of their ability. With the exception of glass bottles and jars which must always be presented in the correct container for safety of the operational crews.

Residents who regularly produce excess recycling waste can request additional containers from DCC (charges may apply).

13. Missed collections.

Where containers have been presented by 7am in the agreed location and not been emptied DCC will return to empty the container. Please note DCC use tracking technology and CCTV video footage to verify if a container was presented or not.

Residual Waste: Due to residual waste being collected 4-weekly, missed collections will be collected within two working days from receipt of report.

Recycling: Due to recycling waste being collected weekly, DCC will not return to collect missed collections. However, when the missed collection has been reported (two working days from date of scheduled collection.) side waste will be authorised by the Team Leader/Service Manager.

Garden Waste: Due to garden waste being collected fortnightly, when a missed collection is reported within two working days from date of scheduled collection. Missed collections will be collected within five working days from receipt of report.

14. Charges for the supply and delivery of new or replacement bins

There is a charge for the supply and delivery of new or replacement bins, including the initial provision to householders or developers of new properties. The charge for a new bin will be reviewed annually and published as part of DCC's Fees and Charges register.

The charges apply if residents request a new container or a replacement container due to the bin being lost, stolen or damaged. If a resident request to remove and replace a contaminated container, charges will also apply.

14a. For tenanted properties, it is a landlord's responsibility to supply waste containers for recycling and residual waste for tenants upon the signing of a new tenancy agreement, for which the same charges apply. VAT is payable. However, it is the tenant's responsibility to ensure that landlords agree to this provision before they enter into an agreement, as DCC can only enforce this provision with licenced landlords.

14b. Payment must be made when a container is ordered and container will not be delivered until receipt of the full payment. This payment is non-refundable. Under normal circumstances containers will be delivered within 10 working days of receipt of payment.

14c. The container remains the property of DCC and must remain at the property, despite any changes to ownership or tenancy. If any additional containers are authorised, these can be transferred to another property in the DCC area, and it is the responsibility of the resident to notify us of the new address 4 weeks before the move.

No refunds are given should a household wish us to collect an unwanted container, but the collection will be provided free of charge. If a household has paid for a container that they are not entitled to and present the container with waste at the kerbside (for example they present two black bins but are only permitted to have one emptied), DCC reserve the right to recover the container and no refund will be given.

For more information, <https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

15. Wheelie bin identification

15a. Residents should ensure their bins are clearly marked with their house/flat number. This will help recover their bin should it go missing

and enable the crews to return bins to the correct collection point once emptied. It also helps crews to report the correct address, should a bin be damaged during the emptying process. Bin numbering reduces theft, or bins being taken in error by another household.

15b. All new DCC supplied black bins are microchipped. Residents must not attempt to remove or interfere with the microchip. The cost of repair or replacement of bins due to any damaged caused to the bin or microchip will fall to the person liable for the council tax payments of the property to which the bin is registered, at the time the damage was reported.

The microchip holds no personal data about the occupiers of the property. It simply assigns a bin to an address. The microchip will be read every time the bin is emptied and helps the DCC record any exceptional events with the collection process (e.g. Bin in Wagon, Contamination, Side Waste Presented, bin damaged during emptying process, bin too heavy). This will assist DCC to target our educational and enforcement resources to optimise recycling behaviours and also improve the services we offer.

16. Assisted Collections Service

16a. Eligibility criteria

The Council provides an Assisted Collections Service on request to residents due to age and infirmity, mobility or certain medical conditions, providing there is no-one else living at the property who is capable of presenting the bins. The service can also be requested for a temporary short-term application (due to recovery from surgery or broken bone, for example).

16b. Application Process

Requests must be made via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000) and each application will be considered on its individual merits. During the assessment process, the Council reserves the right to verify the information provided by contacting applicants either by telephone, a visit, requesting medical documentation from a GP or other medical practitioner (at no cost to the Council), or utilising records such as the Electoral Register Council Tax information and information on any Benefits.

An application will be assessed, and applicants informed of the outcome within 15 working days of receipt of a fully completed

application. Until formal notification of approval is provided, the resident is responsible for presenting the bin(s).

16c. The collection

Where an assisted collection is provided, the collection crew will collect bins from the normal storage point and return them to the same point once emptied. Residents must ensure that bins are accessible on the property and any gates are unlocked on collection day. Dogs/animals must be kept away from the storage area during the collection, or the collection may not be able to take place. DCC will not return for a collection if the collection crew report that there is no access to the property or containers. Operational crews must close all gates used to access the property after returning the empty container(s) to the agreed storage location.

16d. Renewal of applications

Approved applications will automatically expire after 2 years. Applicants will receive a reminder notice 12 weeks before the expiry date and will be instructed to reapply for the service if it is still needed. If a renewal has not been completed by the expiry date, the residents address will be removed from the assisted collection database and assisted collections will stop.

16e. Cancellation of the service

Applicants must inform the council if they move home and no longer require the service at the address on the application. We also ask that families of loved ones that have passed away or have moved into supported living, contact the Council to let us know the service is no longer needed, at their earliest convenience.

17. NEW Requests for additional residual waste capacity

Where residents require additional residual waste capacity, requests must be made via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000) Each application will be assessed based on the requirement of the household and household size and circumstances.

DCC reserves the right to verify the information provided at any time by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register.

authorised for additional residual waste capacity. Any such assessment will be triggered should the operational crews report that household is not recycling, or not recycling properly so that we can take steps to ensure that an applicant is fully utilising the DCC's recycling services. Should it be determined that this is not the case, the household will receive one final written warning and provided with a recycling guide.

18. Non-Infectious Hygiene Waste 2024 onwards

A household generating a significant quantity of non-infectious clinical waste, due to medical conditions of an individual who is permanently resident there will be entitled to apply for additional waste capacity.

From 2023, Denbighshire County Council will offer a weekly Absorbent Hygiene Products (AHP) collections service. Applications are considered for families with children in disposable nappies or from households where regular disposal of AHP is required.

AHP Waste is classified as:

- Incontinence pads
- Disposable nappies
- Wipes and gloves
- Stoma bags

Residents will receive either a black 40 litre caddy (with purple lid), or a 140 litre black bin (with purple lid). A DCC officer will assess the requirements of the application and offer the appropriate container. Caddy/bin liners will be provided free of charge by DCC.

Residents will be required to reapply for the AHP service on an annual basis, and will receive a notification 12 weeks before the end date. In addition, any resident who does not present their AHP container for 3 consecutive weeks, will have their service suspended until they contact DCC. If a resident is going on holiday for longer than 3 weeks, they should inform DCC.

For other non-infections waste, additional residual waste capacity can be requested. (see section 17). This includes:

- Dressings/swabs and bandages
- Disposable bedding
- Used disposable bed pans and liners
- Empty urine containers where there is no risk of blood contamination

Requests can be made via the Council's website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000).

Each AHP/Non-infections waste application will be individually assessed and DCC reserves the right to verify the information provided by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register.

Applicants will be advised in writing within 15 working days of the outcome of their request.

At the request of the resident, containers will be removed, free of charge.

19. Disposal of medical waste arising from GP issue or treatment in the home

19a. Needles/ Injection equipment (sharps)

If you use injecting equipment your GP should prescribe you with the appropriate container e.g. a sharps box and local chemists provide disposal facilities for these. Needles or used sharps containers must not be put in any of your containers for disposal. Any container identified as contaminated by this type of waste will not be collected.

19b. Infectious waste

All waste arising from treatment issued by a nurse or doctor at home should be taken away by the practitioner. Infectious waste must be taken away by the practitioner and not be placed in any DCC container.

20. Abandoned bins

When DCC deems a bin to be abandoned, arrangements will be made for these to be removed within 15 working days. Abandoned containers will either be re-used or recycled, depending upon their condition.

To report a suspected abandoned bin, please visit the Council website www.denbighshire.gov.uk/ or the Council's contact centre (01824 706000).

21. Collection of unwanted waste & recycling containers

DCC will collect unwanted containers free of charge upon the delivery of any replacement containers.

DCC council waste containers cannot be taken to any household recycling park. When a new replacement waste container is supplied, the council will remove the old, damaged one at the time of delivery. It is the residents responsibility to ensure that the old container is accessible for pickup when expecting a new containers to be delivered.

22. Collection of white goods, bulky items and furniture

The Council offers a chargeable service for the collection of bulky items for larger household items that should not be placed in household waste containers. The cost of this service is reviewed annually and published as part of the Council's Fees and Charges register.

Please refer to the Council's website

<https://www.denbighshire.gov.uk/en/bins-and-recycling/bulky-item-collection.aspx> to find out what items the Council accept on the Bulky Waste Service.

Denbighshire operate a booking system for Domestic Bulky and White good collections. When booking you will be presented with the next available collection dates for your postcode.

Your collection will be made between 7am and 4pm on the day you selected.

Make sure you have clearly specified what you want collected, as nothing else will be removed.

If you find you are unable to present the items for collection for your booked collection, please call ??? as soon as possible to reschedule the service. We will usually only reschedule a collection once.

You should leave your items for collection where they are clearly visible in your front garden if you have one. Do not place them on the public highway.

If you do not have a front garden or other open and accessible area for us to collect them from you can place them on the public highway. However, you must only do this after 8.30pm on the day before the collection is due, only beside the entrance to your own property and only if this does not cause an obstruction.

We cannot collect items from inside your property, so if you need help moving the item outside, you should make these arrangements in advance of the collection date.

Any cancellation requests for booked collections must be received at least two working days before the day of collection in order for a refund to be payable. For example, a collection booked for Friday would need to be cancelled by the end of the preceding Tuesday.

If you require further information or advice, please contact us on:

23. Encouraging compliance to the Household Waste and Recycling Service

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

23. Presentation of waste

Section 46 of the Environmental Protection Act, 1990 gives the council powers to prescribe:

- a. What containers (size, colour and specification) must be used for specific waste types
- b. Where and when the waste container should be presented for collection
- c. When waste containers should not be present on the public highway.
- d. What type of waste to present in each container.

The legislation also provides the council with the legal right to refuse to collect waste that has not been presented correctly, such as excess waste, prohibited waste and waste put in the wrong containers.

The Council recognises that sometimes people make mistakes and that some people may have genuine difficulties in complying with all the council's requirements.

Therefore, we operate a 3 step education/enforcement procedure, should we identify a household that has not complied to the Waste and Recycling Collection Policies relating to the kerbside collection of household waste.

- first stage will be Education from our officers, issuing households with an advice leaflet and an advice letter from the officer.
- second stage will be the issuing of a Section 46 Notice under the Environmental Protection Act 1990.

- final stage of the procedure results in a £100 fixed penalty notice being issued to a named householder.

Where we encounter vulnerable households, who appear to lack understanding or physical capability to adhere to all our policies, we will not evoke the fixed penalty final stage. Instead officers will work with the residents and known carers (and landlords where applicable) to help people manage their waste as best they can. Exemptions from recycling some or all aspects of waste can be put in place where evidenced by a council waste officer and/or carer/medical practitioner.

24. Householder Duty of Care

Occasionally the Council identifies individuals that have fly tipped waste, or given their waste to someone else who had subsequently fly tipped their waste. People who dump their waste face a £250 fixed penalty charge, or even prosecution irrelevant of the amount of waste dumped.

Enforcement procedures are dealt with under Section 33 of the Environmental Protection Act. Dumped waste will be treated as a fly tipping offence instead of a Section 46 offence if at least one of the following applies:

Residents must ensure they always dispose of their waste responsibly. The Householder Duty of Care (section 34 of the Environmental Protection Act 1990), puts a legal requirement on the householder to make sure that anyone taking waste away on their behalf also disposes of the waste responsibly. If this is a paid for service, the householder must carry out a range of checks to make sure the company collecting your waste is a registered waste carrier and has deposited your waste at a licensed waste site.

25 Other Charges

- Waste containers are chargeable for delivery, see section 14.
- Containers repairs are chargeable.
- Green waste is a paid for service, see section 4b.
- Bulk item collections is a paid for service, see section 22
- Non re-useable sacks beyond the yearly allocation are chargeable.

For more information on all these charges see:

<https://www.denbighshire.gov.uk/info/2016/11/waste-and-recycling/waste-and-recycling-charges.aspx>

26 Use of Household Waste Recycling Centres

26a. Denbighshire Council has three static household Recycling Centres, where a range of unwanted household items can be taken.

Denbighshire residents are also able to access household waste parks in Conwy County. Charges will apply for DIY and construction waste and some other non-household items.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx> details the requirements for accessing and using the recycling parks.

26b. Pop-Up Recycling Parks

A year-round Pop-Up Recycling Park Service is offered in Corwen (1st and 3rd Saturday mornings and Llangollen (2nd and 3rd Saturday mornings) for residents of the Dee Valley MAG area. Visit www.denbighshire.gov.uk/ to find out locations, times and what waste can be accepted.

26c. Booking system

Anyone accessing a recycling park must book a slot through the Council's Website, or by telephoning the contact centre. Proof of booking and residency will be required.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/visiting-our-waste-and-recycling-parks.aspx>

26.d Restrictions apply to the size and type of vehicle that can be used to bring waste to the recycling parks. Permits may be requested by householders wishing to use a commercial vehicle to transport their own household waste. Further details are provided here:

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx>

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Denbighshire County Council

Absorbent hygiene products (AHP)

Terms and conditions

Eligibility

- 1.1 Households with babies or children in nappies, and adults who use incontinence products, can register for the new AHP collections service.
- 1.2 The property address provided when registering to the new service must be the main home of the person who produces the waste.
- 1.3 Residents not eligible are:
 - 1.3.1 those whose visitors produce the AHP waste, such as grandchildren or older relatives who don't live at the property, and
 - 1.3.2 registered childminders, people that own/manage nurseries, care homes, nursing homes or hospitals. Businesses must arrange a separate trade waste collection for their AHP waste.

Your AHP Service

- 2.1 Denbighshire County Council (DCC) will collect AHP waste from residents' homes every week, once registered for the service.
- 2.2 Once registered, DCC will deliver the following items to the registered home:
 - 2.2.1 a black caddy with purple lid,
 - 2.2.2 a supply of purple single-use sacks (to put inside the caddy), and
 - 2.2.3 a letter confirming the collection day, with a reminder about what we will and won't collect as part of this new service.
- 2.3 The types of AHP waste DCC **will collect** as part of the new collections service include:
 - 2.3.1 nappies, nappy bags and wipes,
 - 2.3.2 disposable bed pans and liners,
 - 2.3.3 incontinence pads,
 - 2.3.4 bed and chair pads,
 - 2.3.5 colostomy and stoma bags,
 - 2.3.6 catheter bags and urine bottles, and
 - 2.3.7 plastic gloves and disposable aprons.
- 2.4 DCC **will not collect** the following items as part of the new AHP collections service:
 - 2.4.1 clinical waste, such as dressings or bandages contaminated with blood, needles, syringes and other sharps,
 - 2.4.2 sanitary products, such as sanitary liners, tampons and towels,
 - 2.4.3 any items that can be recycled from home using other Council-provided containers, and
 - 2.4.4 any items that can be recycled at a Council-managed Household Waste Recycling Centre.
- 2.5 Registered residents should:
 - 2.5.1 put only the correct items in their purple single-use sacks,
 - 2.5.2 tie their sacks securely, then put them in their black caddy,
 - 2.5.3 close the lid on their caddy,
 - 2.5.4 place their caddy at their collection point before 7am on their collection day, and
 - 2.5.5 collect their caddy from their collection point once DCC has collected its contents.
- 2.6 DCC will continue to provide assisted collections to residents who currently receive this service.

Denbighshire County Council

Absorbent hygiene products (AHP)

Terms and conditions

- 2.7 Registrations last for one year. DCC will contact those registered before the end of their one-year registration asking if they'd like to register for another year, subject to meeting the service's criteria.

Breach of Terms

- 3.1 If a registered user puts items in their caddy that shouldn't be there, DCC will consider this a:
- 3.1.1 First offence. DCC won't collect its contents. DCC will:
 - 3.1.1.1 deliver to the registered resident a flyer that'll remind them about what they can and can't put in their caddy, and
 - 3.1.1.2 put a sticker or tag on their caddy asking them to sort its contents, so they may put out their correctly filled caddy again on their next collection day
 - 3.1.2 Second offence. DCC won't collect its contents. DCC will:
 - 3.1.2.1 deliver to the registered resident another flyer and
 - 3.1.2.2 put another sticker or tag on their caddy.
 - 3.1.3 Third offence. DCC won't collect its contents. DCC will:
 - 3.1.3.1 cancel the resident's registration for the service.
- 3.2 If a registered resident uses the service to dispose of anything other than for its intended purpose, DCC will cancel their registration.
- 3.3 If a registered resident fails to provide truthful and accurate information when registering for the service, DCC will cancel their registration.
- 3.4 If a registered resident doesn't use the service for three collections in a row, DCC will cancel their registration. If the resident would like to continue using the service, they'll have to register again.
- 3.5 If a registered resident needs to suspend their registration to the service at any time, for any reason – for example, if they're going on holiday for an extended period – they should contact DCC.

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

What are 'absorbent hygiene products' (AHP)?

'Absorbent hygiene products', known as 'AHP', are items used to absorb bodily fluids and wastes, such as nappies, nappy bags and wipes, as well as adult incontinence products.

What is the new AHP waste collections service?

From September 2023, we're introducing a free collections service for your AHP. If you register for this new service, we'll collect this waste from you every week.

After you've registered for the service, we'll deliver to you:

- a black caddy with purple lid for you to put out your AHP waste for us to collect, a
- a supply of purple single-use sacks (to put inside the caddy), and a
- letter confirming your collection day, with a reminder about what we will and won't collect as part of this new service.

We'll deliver these items to your home between 7 August and 8 September, before the new service launches on Monday 11 September.

Why are you introducing new collections for AHP?

We know that up to 20% of what residents put in their black bin or pink sacks for non-recyclable waste is AHP waste. We're introducing this new service to move this waste out of those containers, to create more space for your non-recyclable waste.

We're also currently considering ways in which we can recycle the AHP we collect from you. We're starting to collect this waste separately to your other recycling and non-recyclable waste from September 2023, so that when we have a contract in place with a recycling facility, we'll be ready to start recycling your AHP straight away.

Once we're able to recycle AHP waste, it could be used to produce a variety of new products, which might include fibreboards and acoustic panels for floors and walls, and as an engineering material used in road surfaces.

How can I register for the new AHP collections service?

You may register for our new AHP collections service from Monday 3 July 2023. [Click here to register.](#)
(Insert link)

A maximum number of 1,000 homes may register for this service during this first registration period, which we're limiting to homes with LL16 and LL17 postcodes.

Once we've delivered this service in these areas for around six months, we'll expand the service countywide. We'll communicate the next registration period, which will be open to all Denbighshire residents, nearer the time.

If you choose not to register to our new collections service, or you're not eligible to register during this initial registration period, please continue to put your AHP waste in your black bin or pink sacks.

If you live in a flat with communal recycling and non-recyclable waste bins, this new AHP collections service doesn't yet apply to you. We'll tell you when this new service is being rolled out where you

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

live. Until then, please continue to put your AHP waste in your communal bin for non-recyclable waste.

What types of AHP will you collect?

We'll collect:

- nappies, nappy bags and wipes,
- disposable bed pans and liners,
- incontinence pads,
- bed and chair pads,
- colostomy and stoma bags,
- catheter bags and urine bottles, and
- plastic gloves and disposable aprons.

We won't collect:

- clinical waste, such as dressings or bandages contaminated with blood, needles, syringes and other sharps,
- sanitary products, such as sanitary liners, tampons and towels,
- any items that can be recycled from home using your other Council-provided containers, and
- any items that can be recycled at your local Household Waste Recycling Centre.

What will happen if I put the wrong items in my caddy for AHP?

If you put items in your caddy that shouldn't be there, we won't collect its contents. Instead, we'll:

- give you a flyer that'll remind you about what you can and can't put in your caddy, and
- put a sticker or tag on your caddy asking you to sort its contents, so you may put your correctly filled caddy out again on your next collection day.

If you put the wrong items in your caddy on a second occasion, we won't collect its contents. We'll:

- give you another flyer and
- put another sticker or tag on your caddy.

If you put the wrong items in your caddy on a third occasion, we won't collect its contents. We'll:

- cancel your registration from the service.

How much does the new AHP collections service cost?

The new AHP collections service is free for residents living in Denbighshire.

How often will you collect AHP?

Once you've registered for the new service, we'll deliver to you a letter confirming your collection day.

We'll collect AHP waste from your home every week.

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

Who can register for the new AHP collections service?

Households with babies or children in nappies, and adults who use incontinence products, can register for the new AHP collections service.

The property address provided when registering to the new service must be the main home of the person who produces the waste.

This service is not available to:

- residents whose visitors produce the AHP waste, such as grandchildren or older relatives who don't live at the property, or
- registered childminders, people that own/manage nurseries, care homes, nursing homes or hospitals. Businesses must arrange a separate trade waste collection for their AHP waste. *(Insert link)*

I look after my grandchildren who use nappies. Can I register for the service?

No. The new AHP collections service is only available to homes where the residents produce this waste.

Please either:

- ask your children's parents or guardians to register for the service – if they have a LL16 and LL17 postcode – and have them take the AHP waste from your home so they may put it in their caddy, or
- put this waste in your black bin or pinks sacks.

I'm a registered childminder / I own/manage a nursery. Can I register for the service?

No. Businesses must arrange a separate trade waste collection for their AHP waste. *(Insert link)*

I've registered for the new AHP collections service but not yet received my black caddy. What should I do?

If you've not received your new black caddy by Saturday 9 September, please contact us. *(Insert link)*

How should I present my AHP to be collected?

1. put only the correct items in your purple single-use sacks,
2. tie your sacks securely, then put them in your black caddy,
3. close the lid on your caddy,
4. place your caddy at your collection point before 7am on your collection day, and
5. collect your caddy from your collection point once we've collected its contents.

Do not use any other type of container; use only the Council-provided purple single-use sacks and black caddy.

Do not put out additional AHP alongside your black caddy. This is known as 'side waste'. We do not collect 'side waste' and you may have to pay a fine.

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

If you have more AHP to put out for us to collect each week than you can fit in your caddy, please contact us so we may discuss your needs. [\(Insert link\)](#)

My AHP caddy has broken / gone missing. How can I get a replacement?

If you need a replacement caddy, please contact us and we'll deliver it to your home. [\(Insert link\)](#)

When ordering your replacement caddy online, you'll see up-to-date information about how long it's likely to take us to deliver this to you.

If we're unable to deliver your caddy in time for your next collection, please put your AHP waste in your black bin or pink sacks for non-recyclable waste. Please don't use any other type of container to put out your AHP for us to collect.

I've run out of purple single-use sacks. How can I order more?

When we deliver your black caddy and supply of purple single-use sacks to your home, we'll also deliver to you a set of 'reorder' tags. When you're about to run out of sacks, please attach one of these tags to the handle of your caddy, and we'll leave a new supply of sacks on top of, or alongside, your caddy.

What should I do if I have more AHP to put out to be collected each week than I can fit in the new caddy?

If you have more AHP to put out for us to collect each week than you can fit in your caddy, please contact us so we may discuss your needs. [\(Insert link\)](#)

Until we're able to provide a solution, please put your extra AHP waste in your black bin or pink sacks for non-recyclable waste.

Please don't use any other type of container to put out your AHP for us to collect. And don't put out additional AHP alongside your black caddy. This is known as 'side waste'. We do not collect 'side waste' and you may have to pay a fine.

How should I dispose of used sanitary products, such as sanitary liners, tampons and towels?

Do not put these items in your caddy for us to collect.

Please wrap these items in a tissue – or in a nappy sack-type bag if you prefer – then put them in your black bin or pink sacks for non-recyclable waste.

I currently receive an 'assisted collection'. Will this continue if I register for the AHP collections service?

Yes. If you currently receive an 'assisted collection', we'll continue to provide this service for your AHP collections. You don't need to register again for this service.

I'm struggling to put my AHP out for you to collect. Can you please help me with this?

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

If you're temporarily or permanently unable to put your AHP – and other recycling and non-recyclable waste – out for us to collect due to you having limited mobility, and there is no one else to help you, you can contact us to apply for an 'assisted collection' and we'll assess your situation. *(Insert link)*

An 'assisted collection' is when our crews collect your recycling and non-recyclable waste from an agreed collection point that's convenient and easy for you to access.

I wasn't able to register for the AHP service even though I have a LL16/LL17 postcode. What should I do?

If you were unable to register for our new collections service during this initial registration period, please continue to put your AHP waste in your black bin or pink sacks.

Once we've delivered this service for around six months, we'll expand the service countywide, and you'll be able to register again for these collections. We'll communicate the next registration period, which will be open to all Denbighshire residents, nearer the time.

How should I get rid of my AHP waste if I don't want to register for this new service?

If you choose not to register for our new AHP collections service, please continue to put your AHP waste in your black bin or pink sacks for non-recyclable waste.

What should I do if I move home?

If you register for our AHP collections service and you're moving home, please contact us once you know your moving date and new address. *(Insert link)*

If you're moving to another home in Denbighshire, we'll advise whether you need to take your existing black caddy and purple single-use sacks with you to your new home, and whether there will be a change to your collection day.

If you're moving to another home outside the county, we'll cancel your registration for this service.

What should I do if I no longer produce AHP waste?

If you no longer produce AHP waste and therefore no longer need us to collect this waste from your home, please contact us. *(Insert link to webform or email address.)*

Once you've cancelled your registration, please leave your black caddy and any unused purple single-use sacks at your collection point on your next collection day for us to collect.

I've heard you're reducing how often you collect our non-recyclable waste, from every two weeks to every four weeks. Does this mean I have to hold onto my AHP waste for up to four weeks before you collect it from my home?

No. Whilst we are changing how often we collect your non-recyclable waste from every two weeks to every four weeks from March 2024, we'll continue to collect AHP waste every week if you register for this service.

Before we make this change to your non-recyclable waste collections, every resident in Denbighshire will have the opportunity to register for the AHP collections service.

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

Whilst you're considering the most efficient way to recycle AHP, is there a way to avoid using disposable nappies in the first place?

Whilst recycling is a great way to reduce our carbon emissions and help prevent climate change, it's even better for our planet if we reuse the products we buy and minimise our use of single-use items.

To help you do this, we offer a Reusable Nappy Voucher Scheme. This scheme provides vouchers worth £25, which you may use to buy reusable nappies. These items are comfortable, can save you money, are easy to use, and reduce the amount of waste you produce. [\(Insert link\)](#)

What if I don't want to register for the new AHP collections service now, but I change my mind after the first registration period ends?

Once we've delivered this service for around six months, we'll expand the service countywide, and you'll be able to register again for these collections.

We'll communicate the next registration period, which will be open to all Denbighshire residents, nearer the time.

Will I have to renew my registration at any time?

Yes. You'll need to re-register for the AHP collections service every year.

We'll contact you before the end of your one-year registration asking if you'd like to register for another year.

If you don't use the service for three collections in a row, we'll cancel your registration. If you'd like to continue using this service, you'll have to register again.

If you need to suspend your registration at any time, for any reason – for example, if you're going on holiday for an extended period – please contact us. [\(Insert link\)](#)

What happens to my AHP once collected?

Initially, the AHP waste we collect will be incinerated, creating a small amount of energy that will go into the National Grid, to power homes and communities across the country. The remaining ash is recycled into building materials, such as cement.

We're starting to collect this waste separately to your other recycling and non-recyclable waste from September 2023, so that when we have a contract in place with a recycling facility, we'll be ready to start recycling your AHP straight away.

Once we're able to recycle AHP waste, it could be used to produce a variety of new products, which might include fibreboards and acoustic panels for floors and walls, and as an engineering material used in road surfaces.

What should I do if someone puts their AHP in my caddy?

If someone puts their AHP in your caddy without your permission, please contact us. [\(Insert link\)](#)

Denbighshire County Council

Absorbent hygiene products (AHP)

FAQs

Can I register for this service on behalf of another person?

Yes. You can register for this service on behalf of another person, such as a family member or friend. When you register, make sure you include the address of the property from which you'd like us to collect the AHP, which must be the main home of your family member or friend that produces the waste.

I'm worried my neighbours will be able to tell I have an incontinence issue if I use this service. What can I do?

If you're concerned about using the new AHP collections service, you can continue to put your AHP waste in your black bin or pink sacks for non-recyclable waste.

If you've registered for the AHP collections service and would like to cancel your registration, please contact us. [\(Insert link\)](#)

Your **recycling** is **making a BIG difference** in Denbighshire.

Thank you for continuing to do the right thing and for doing your bit for the environment, by sorting your waste and recycling what you can.

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OPTION 5 (Preferred) - Weekly Kerbside Sort (including food waste), 4- weekly residual, AHP service

Well-being Impact Assessment Report

This report summarises the likely impact of the proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.


Assessment Number:	407
Brief description:	<p>This assessment is required as the Council needs to fundamentally change the way we collect household waste to further improve recycling in the County as part of strategy to meet Welsh Government 70% recycling target by 2024/25 and to address on-going budget pressure expected to rise to £900,000 by 2019/20 due to the current cost of sending our mixed blue bin recycling for further separation at a Materials recovery Facility. In Option 5 (preferred) the comingled blue recycling 240l bin would be replaced with a TrolliBocs System, where residents present sorted waste into separate stackable containers. The Trollibocs and the existing food waste caddy would be collected weekly on the same vehicle, resulting in resource revenue savings from the provision of higher quality, pre-sorted recycling. . Residual waste would be collected every 4 weeks in a 240l black bin (as opposed to fortnightly in a 140/180l bin) which is projected to reduce the amount of waste that could have been recycled going in the black bin (currently 51% of items in the black bin could have been recycled on our other kerbside services). An optional human hygiene waste service would be offered to remove "smelly waste" from the residual bin where required. New recycling waste streams would be targeted, including batteries, small electrical, electronic equipment (WEEE) and textiles and collected on the same day as the recycling, but every fortnight. Currently residents put paper, card, wax cartons, plastic containers/bottles, can and glass bottles/jars altogether in a 240litre blue bin which is collected fortnightly.</p>
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Completed by:	Tara Dumas
Responsible Service:	Highways & Environmental Services
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	All Residents / Households in Denbighshire; Operational Waste Team as new model rolled out
Was this impact assessment completed as a group?	Yes

IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Score for the sustainability of the approach

 (3 out of 4 stars) Actual score : 27 / 30.

Implications of the score

Implementing the preferred option will align DCC to the Welsh Government waste collection blueprint, meaning that we are operating to a consistent approach to other Welsh LA's in order to maximise the quantity and quality of recyclable household waste we collect. The preferred option seeks to restrict residual capacity further than the blueprint by The Welsh Government have carried out relevant sustainability and economic appraisals on their blue print (Independently reviewed in March 2016 by Eunomia) to determine it to be the most economically and environmentally practical approach to managing household waste.

Summary of impact

Well-being Goals

A prosperous Denbighshire	Positive
A resilient Denbighshire	Positive
A healthier Denbighshire	Neutral
A more equal Denbighshire	Neutral
A Denbighshire of cohesive communities	Neutral
A Denbighshire of vibrant culture and thriving Welsh language	Neutral
A globally responsible Denbighshire	Positive



Main conclusions

Overall the proposed project to Remodel the Waste Service Collection should have positive impacts in terms of a prosperous and resilient and a globally responsible Denbighshire as the new service will increase recycling performance by at least 3%. The higher quality recyclable stream will support the adoption of EU Circular Economy measures and the Welsh Economic Action Plan. The model is also the most cost efficient of all options considered, bringing in a new income stream that protects other council services from further resource reductions. There is a neutral impact on equality due to the introduction of a new service to deal with hygiene waste sometimes produced by young families and the elderly. We have reviewed (currently in draft) our waste policies to ensure exemptions can be awarded to households that struggle to participate fully in the recycling service for genuine physical or mental health reasons. There are no health implications for the new service. Residual waste will be collected less frequently but smelly waste such as nappies and food waste will be collected weekly. There is a neutral impact on vibrant culture and welsh language as all communications will be available in Welsh and English. There will be a significant focus on community engagement throughout and post implementation, encouraging intergenerational learning (young people as ambassadors) and motivational communications. There is a neutral impact on cohesive

communities as the new waste model supports and strengthens a social enterprise operating model for the collection and re-use of textiles, and the service changes are supported through a new (draft) household waste collection policy, to support the regulation of the new operating model.

Evidence to support the Well-being Impact Assessment

- We have consulted published research or guides that inform us about the likely impact of the proposal
- We have involved an expert / consulted a group who represent those who may be affected by the proposal
- We have engaged with people who will be affected by the proposal

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire

Overall Impact	Positive
Justification for impact	The new waste service will secure the long term future of the service and associated jobs and importantly contribute to increasing recycling rates in the County which will minimise residual waste generated by the County's residents. There is an overall reduction in the Council's carbon footprint through enhanced capture of recycling, especially food waste. Materials recycled are of higher quality which will help stimulate growth in the manufacturing industry within the UK.
Further actions required	Maximising the positive impacts from higher recycling rates will be dependant on undertaking a comprehensive communication campaign and ongoing education strategy that provides both instructional and motivational information to encourage people to take the extra effort to recycle more and separate their household waste items into various containers. A YouGov Survey stated that 70% of people want to know what happens to their rubbish and 32% would be more likely to separate their materials if they knew what happened to them. the Viridor Recycling Index 2017 (consumer survey) showed that only a quarter of people believed their waste was properly recycled and showed a clear need for better education, with seven in ten (69%) people feeling frustrated about not having enough education materials on recycling. There is an opportunity to re-engage with Denbighshire citizens to provide the information that will inform and influence pro-environmental behaviours. Consideration to reducing manual handling concerns will be given when specifying the new kerbside recycling vehicles, including consultation with Unions and the workforce. W and R team to investigate introduction of a "ready for work" programme to train up new operatives (workforce succession planning) and career pathways opportunities for existing employees to upskill.

Positive impacts identified:

A low carbon society	<p>Application of the waste hierarchy, enhanced opportunity for closed loop recycling, greater quantities of waste recycled, less vehicle passes to each households over a 4 week period, vehicle haulage movements as recycling is bailed locally - so overall greater environmental benefits. Increased in recycling performance of 3.1% projected. There is a wide evidence base to show that Kerbside Sort yields a lower carbon footprint than co-mingled collections. The carbon impacts of different methods of collection and post collection sorting were shown by the ADAS report for London Borough of Camden which stated that: "The carbon footprint of the whole process for the co-mingled collection, transfer and MRF is 77% greater than for the kerbside sorted recycle collection system."</p> <p>High quality materials are more likely to be used in closed loop recycling where glass bottles and jars are recycled into similar products, paper into paper and so on. The carbon benefits of the closed loop recycling of glass were demonstrated in a 2006 paper "The impact of the carbon agenda on the waste management business", Grant Thornton, Oakdene Hollins. The reduced carbon impact of kerbside sort vehicles compared to large Refuse Collection Vehicles currently used to collect recycling in DCC are considerably lower, as supported by the following paper "Kerbside Recycling in Wales: Environmental Costs, Waste and Resources action Programme (WRAP) Page 49".</p>
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<p>Quality communications, infrastructure and transport</p>	<p>All new waste collection rounds will undertake route optimisation analysis to reduce unnecessary mileage and optimise efficiency, as well as round risk assessments to avoid traffic congestion where practical. The changes will be supported by a communications plan, to include face to face public engagement, a schools education package, and revised instructional material. Option 5 will result in significant capital investment in local authority depots (North Wales) and new waste containers. There may be an opportunity to combine the provision of salt barns with the depot bulking facilities at one of the sites, improving the way we manage winter maintenance resources.</p>
<p>Economic development</p>	<p>Collected recycling will be of adequate quality to be reprocessed in the UK (as opposed to being shipped overseas), encouraging home grown manufacturing industries to develop/expand. Collecting high quality recycling through source segregation is a priority for Welsh Government as they recognise the opportunities the EU "Circular Economy" package brings to helping Wales grow its own economy, and in a more sustainable way (www.gov.wales news article "Wales leading the way towards becoming a circular economy" 28th June 2018. Positive impacts of the circular economy on economic growth are also recognised in the Welsh Government's Economic Action Plan.</p> <p>The paper by the Resources Association "Putting quality recycling at the heart of a circular economy" August 2015 concludes that mandatory source separation of recyclables, including biowaste, would reduce recycling contamination and create new economic opportunity. By example, an article by Simon Weston (LetsRecycle.com 17th July 2017) director of raw materials (Confederation of Paper Industries) states "Recent work conducted by the Confederation of Paper Industries (CPI) estimates that an increase of one percentage point in contamination would increase costs by about £8 million per annum across the entire UK mill system. For a large paper reprocessor this could equate to as much as £1.25 million per percentage point increase for each 100,000 tonnes of raw material procured. These sorts of additional costs undermine the viability of domestic re-processors when compared with foreign competitors using other material streams, and could lead to plant closures and job losses."</p> <p>Kerbside Sort systems yield very low contamination rates (1% Friends of the Earth, compared to Commingled recycling schemes that rarely achieve contamination rates below 5% and often in excess of 10%). Hygiene waste will be collected separately in the Option. It is possible that this waste stream can be recycled and future discussions with Welsh Government are anticipated over the opportunity for this waste to be re-processed in Denbighshire. This would created further jobs through the construction and operation of a new facility.</p>
<p>Quality skills for the long term</p>	<p>Waste operatives will require enhanced manual handling training. In addition, the service will be modernised to closely monitor recycling habits of individuals through enhanced data capture of weight based information. Team members will be trained to use route optimisation software. DCC's waste technical team will be trained to collate and report on a wider range of performance data. The team will be required to deliver behaviour change messages to a wide range of audiences, including to school groups and private/social landlords. Increased procurement skills and experience will also be required. The service change would be supported through the adoption of an environmental enforcement policy which the team will be required to adopt. Whilst the existing enforcement team have all existing knowledge and skills, wider adoption by the rest of the team will be required.</p>

Quality jobs for the long term	<p>All waste operatives will be required to become "recycling ambassadors" as their acceptance/rejection of presented material will be fundamental to providing weekly feedback to the residents about what can and can not be collected on the kerbside sort scheme. Expected that Waste team jobs will be secured, may be need for additional Waste Team members depending on future operational model - to be confirmed as part of further development of Business Case. The baseline is unaffordable and jobs across other council service are at risk should we not change the way we deliver our services.</p> <p>This option will secure at least 9 full time jobs in a local Social Enterprise, and support at least 18 people with learning disabilities, through the collection, sorting , cleaning and resale of textiles.</p>
Childcare	There are no known increased benefits arising from changing from the baseline to Option 5. Working hours are not modelled to change.

Negative impacts identified:

A low carbon society	<p>approx. 35,000 Blue recycling bins and 30,000 grey residual bins will become redundant but recovered bins will be collected and sent for recycling. Recovered plastic is often recycled into new waste containers. procurement of new containers will specify some recycled content (whilst maintaining strength / life expectancy of the container).</p> <p>Option 4 and 5 include the option to direct deliver recycling from the North of the County to a Conwy facility (additional 6-8 miles round trip)increasing the distance travelled by affected vehicles. This is yet to be decided.</p>
Quality communications, infrastructure and transport	Option 4 and 5 include the option to direct deliver recycling from the North of the County to a Conwy facility (additional 6-8 miles round trip)increasing the distance travelled by affected vehicles.
Economic development	None - the current receiver of comingled recycling would prefer source segregated material, due to higher quality of paper.
Quality skills for the long term	It is envisaged that the increased manual handling requirements on the kerbside sort option will lead to a number of operatives seeking redeployment or retirement. This will produce a knowledge gap in the service for which we must prepare over the next 2 years.
Quality jobs for the long term	The manual handling implications of the kerbside sort system may present as a barrier to older operatives or operatives with pre-existing conditions that limit repetitive lifting operations. A key HR work stream has been set up to identify redeployment opportunities for staff who may not be able to carry out the new duties and jobs will be re-evaluated to reflect the change in operations. The Service has already identified the Council's Career Pathways programme as a strategy to deliver succession planning and develop skills of existing employees. They are also proactively engaged in promoting career opportunities externally, such as attending job fairs.
Childcare	There are no known increased implications arising from changing from the baseline to Option 5.

A resilient Denbighshire

Overall Impact	Positive
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Justification for impact	Overall, despite potential for negative consequences due to potential increase in collection vehicle mileage and possible negative behaviour reactions by disgruntled residents who may take against recycling agenda as a consequence overall it is felt the overall message will raise awareness of the importance of recycling and the new model will support the capacity to further increase domestic recycling rates
Further actions required	Negative behaviour issues will be tackled through targeted communications on the benefits of the change to collection model to try to get all residents on board. As far as is possible new collection vehicles will be the most fuel efficient models affordable to reduce fuel consumption and emissions as far as practical to mitigate this issue.

Positive impacts identified:

Biodiversity and the natural environment	This option enables the reprocessing industry to operate closed loop recycling solutions, saving the need to use virgin materials extracted from the natural environment across the world. More recycling will be recovered than the baseline option. Evidence suggest that people adopting pro-recycling behaviours on a kerbside sort system become more supportive of wider environmental issues.
Biodiversity in the built environment	Currently around 10,000 households are receiving a sack collection for residual/recyclable waste. Sacks are ripped open by scavenging animals (seagulls, rats and foxes) providing an unnatural source of food, leading to unhealthy increases in populations of some species that may displace other species. This option will seek to reduce the number of households on a sack collection and provide a more regulated system that will prohibit residents placing food waste into sacks. The Trollibocs system does help contain litter as it must be presented lidded but will require enforcement to ensure boxes are not presented off the trolley and without lids.
Reducing waste, reusing and recycling	Option will improve and increase domestic recycling performance and produce cleaner material more suitable for closed loop recycling.
Reduced energy/fuel consumption	Food waste is co-collected on the same recycling vehicle as dry material and the number of residual collection passes per month are reduced. Overall this results in less vehicle movements.
People's awareness of the environment and biodiversity	New collection model will further raise awareness of need to and issues around recycling. A communications Strategy has been developed and includes an Education Campaign to promote pro-recycling behaviours in young people, and encourage them to take home important messages.
Flood risk management	Any changes in use to the Lon Parcwr depot to receive waste will require enhanced flood mitigation due to proximity of river. This option is still being considered and will be revisited if this depot will be used.

Negative impacts identified:

Biodiversity and the natural environment	Any development at the Lon Parcwr Depot could have an adverse effect on the local environment (Salmon River adjacent) and therefore consultation with NRW and Planning will inform depot options appraisal. As a result of the service change around 35,000 blue wheeled bins and up to 30,000 black wheeled bins will become redundant. These will be collected for recycling into new bins. To partially offset the environmental impact, new containers will contain the optimum recycled content whilst maintaining durability. Residents will be asked to request a larger black bin only if they need it, in order to reduce wastage and cost.
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Biodiversity in the built environment	Development of a waste transfer facility could impact, depending on location, yet to be determined.
Reducing waste, reusing and recycling	May encourage negative behaviour from disgruntled Residents who take against new arrangements and deliberately reduce recycling efforts. Many local authorities have restricted residual waste capacity and reduced collections to 3 weekly. there is no evidence to suggest an increase in fly tipping in these authorities. However, it is necessary to support these service changes with fair but firm household waste collection policy and resource enforcement activities adequately to ensure that dumping of rubbish and deliberately cross contaminating waste streams is appropriately regulated.
Reduced energy/fuel consumption	New collection model may generate additional distance travelled that may increase fuel consumption - to be confirmed once new collection model analysed in detail and location of tipping facilities are confirmed. Initially, households may take extra journeys to the household recycling parcs to dispose of excess waste. Overall, capacity for their waste will be increased by 57litres each week. Therefore as long as waste is segregated it should be able to be managed kerbside. The household waste collection policy will specify that households will qualify for additional capacity as long as they can demonstrate they recycle all they can, and capacity is a regular issue. Residents taking "black bag" type waste to the Recycling Parcs will be asked to segregate recyclables or the bags will be rejected. Therefore encouraging the correct behaviours at home, negating the need for additional journeys.
People's awareness of the environment and biodiversity	May encourage negative behaviour from disgruntled Residents who take against new arrangements and deliberately reduce recycling
Flood risk management	

A healthier Denbighshire

Overall Impact	Neutral
Justification for impact	Neutral overall as few relevant impacts, where potential impacts do exist they are likely to be minimal
Further actions required	Positives on engaging people in a positive way will be stressed and highlighted as part of communications during/post implementation

Positive impacts identified:

A social and physical environment that encourage and support health and well-being	This option requires the householder to do more to manage their waste responsibly. More support will be offered to residents to comply and a sustained and focussed environmental campaign will offer opportunities for social norming and intergenerational learning, where schools and their pupils encourage their communities to recycle more.
Access to good quality, healthy food	NONE
People's emotional and mental well-being	Engaging people further in the need and activity of increasing recycling will engage them in a positive activity that can improve their sense of participation and doing good. There is evidence that people using a kerbside sort system are more "bought into" recycling as they believe more strongly the material is going to be made into new products. There is also evidence to suggest engaged recyclers are more likely to engage or be supportive of wider environmental initiatives.

Access to healthcare	NONE
Participation in leisure opportunities	NONE

Negative impacts identified:

A social and physical environment that encourage and support health and well-being	There is a risk that those residents who do not currently engage with DCC's waste collection system will find the new system more challenging. therefore incidents of alleyway dumping may increase if not managed. DCC will introduce a new enforcement policy and increased communications programme to mitigate these risks.
Access to good quality, healthy food	NONE
People's emotional and mental well-being	Possible issues with the change upsetting residents and affecting their well being due to change and the need to adapt to new arrangements which they may feel antagonism towards, or be fearful they will not be able to cope with the new system.
Access to healthcare	NONE
Participation in leisure opportunities	NONE

A more equal Denbighshire

Overall Impact	Neutral
Justification for impact	Most protected groups should be unaffected by the new waste model as households already present and segregate their rubbish. There may be a negative impact on residents with disability or who are elderly/infirm but variants to the main system will be put in place to recognise and manage this.
Further actions required	Recycling rates in areas with poor economic circumstances is often lower than in other areas. More targeted communications, such as roadshows, School visits and door to door support will be required to ensure residents in these areas fully understand the new system and take care to store their waste and recycling containers on their own properties so they are not abused or stolen.

Positive impacts identified:

<p>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</p>	<p>The new Service will include a free separate collection of nappy/incontinence waste upon request, helping households with young children, or residents with medical needs cope better with the Waste Collection Service. This is an improvement to the existing service. Where possible discreet but accessible collection points from inside the household property boundary may be requested for those requiring the services due to medical conditions.</p>
<p>People who suffer discrimination or disadvantage</p>	<p>NONE</p>
<p>Areas with poor economic, health or educational outcomes</p>	<p>All trollibocs and new waste containers will be provided free of charge during the service change, even though the Council has a right to charge for them.</p> <p>W and R department will liaise with the Council's troubled families team and other appropriate outreach workers to ensure that waste requirements are understood and passed on to households, should waste issues or questions arise.</p> <p>A schools Education programme will be launched to support the new waste model, and priority focus will be given to schools in derived areas. The new waste model will increase the opportunities for employment and "ready to work" schemes.</p>
<p>People in poverty</p>	<p>People in poverty often produce more waste - especially food waste and packaging waste. The new model provides greater capacity overall, on a 4 weekly basis to manage and contain waste.</p>

Negative impacts identified:

<p>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</p>	<p>People with some disabilities may find the new way of presenting waste more challenging, due to the need to separate waste into more containers, and due to the fact that they may need a larger residual bin, which could be heavier to manoeuvre. Consultation with disability user group representatives has also identified that the new Trollibocs system requires more "bending" that could prevent or put off some infirm residents from using the service. For this reason a range of container options will be offered to infirm or disabled residents and the Trolliboc design will take account of feedback received through consultations. DCC operate an assisted collection service so if a household find their residual bin too heavy due to size can either be given a smaller bin (subject to having capacity) two smaller bins, or may apply to be on the assist list where we collect the bin from the curtilage of their property. The new DCC waste enforcement policy will allow for households to be listed as exempt from recycling some or all materials if a disability and/or lack of support genuinely prevents them from doing so (e.g. sheltered accommodation with occupants with dementia). Trollibocs can be provided with braille stickers where needed and all associated instructional material will be provided in appropriate mediums for sight impaired occupants.</p> <p>Opportunities for upskilling and redeployment will be provided to employees who are unable to manage the new manual handling requirements of the collection service</p>
<p>People who suffer discrimination or disadvantage</p>	<p>If a household has suffered discrimination from sections of their community in the past, they are more likely to be reported to us if they struggle to comply with the new system. The DCC enforcement policy will always include an initial educational step before enforcement action is taken to help residents to adjust to the new requirements.</p>
<p>Areas with poor economic, health or educational outcomes</p>	<p>Recycling rates in areas with poor economic circumstances is often lower than in other areas.</p>
<p>People in poverty</p>	<p>The Council has the right to issue a fixed penalty to residential occupants for failing to recycle, or dumping black bag waste. In order for the new scheme to work longer term, it will be necessary to monitor activities of non-compling households more rigorously, that could lead to FPN's being issued. However, the revised Council enforcement procedure will ensure that every household will be given the opportunity to correct behaviours. In addition, an early payment option with a reduced fine level can also be included.</p>

A Denbighshire of cohesive communities

<p>Overall Impact</p>	<p>Neutral</p>
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Justification for impact	<p>Overall positive impact as new collection model offers opportunities to raise awareness of need to and increase ability to recycle for residents and benefit this may bring to engagement and reducing littering but is small risk it may also lead to feeling that change being done to residents and an associated problem of littering and fly tipping may result however this is thought to be low risk. The new system will be better regulated to identify non-compliance quickly and target behaviour change processes efficiently. There will be less (no) abandoned contaminated bins on the streets in the future preferred model.</p> <p>The Recycle More Waste Less Survey showed that households are currently more likely to have space in their residual black bin on collection day than their recycling bins, evidencing that the new model, to increase recycling capacity by 57litres per week and reducing residual capacity by 10litres per week is manageable. This, combined with the fact that on average 51% of the waste in the black bins could be recycled on our existing services supports a move to shift the focus and resources to collecting more recyclable waste.</p>
Further actions required	<p>There is a perception that a reduced residual collection frequency could attract pests. The new model will offer a weekly opt-in service for human hygiene waste and the weekly food waste service will continue and be expanded to all houses, meaning waste most likely to attract pests and vermin should not be in the residual bin. Households remaining on a sack collection will be provided with gull-proof sacks to contain their disposal pink sacks. This will keep waste and odours contained and enable the Council to regulate the capacity given to sack customers so that recycling behaviours are still incentivised.</p>

Positive impacts identified:

Safe communities and individuals	<p>All wheeled bins and Trollibocs will be assigned to individual properties, encouraging ownership so they are not left out on the highway where they pose a fire risk. Currently there are excessive numbers of abandoned blue recycling bins on the public highway due to them becoming contaminated. This will not be an issue in the new model.</p>
Community participation and resilience	<p>All residents have had the opportunity to be surveyed about the changes and will have the opportunity to raise concerns they may have already that can be addressed via the proposed changes or concerns they may have in relation to the new change that can influence its design e.g. frequency of nappy collections.</p> <p>A sustained schools education programme will result in a significant number of young people becoming recycling ambassadors, and offering learning /recycling opportunities within their communities.</p>
The attractiveness of the area	<p>With improved recycling it may be that this leads to a reduction in litter / waste as more recyclable material is captured via the new collection arrangements. Sack collections and on street solutions (currently abused) will be phased out wherever possible. Enhanced consultation with HMOs and private landlords will seek to ensure adequate and appropriate provision is made for tenanted properties.</p>
Connected communities	<p>Intention to use social norming as a way to promote pro-recycling behaviours and identify recycling champions.</p>

Negative impacts identified:

Safe communities and individuals	Residents who fail to comply with the new system and dump their waste will lower the environmental quality where they live - leading to the broken windows effect. The new waste model, however, will have boosted resources to target those individuals with appropriate education and enforcement action. It is not envisaged, however that these issues will increase in number from the baseline model. Areas causing issues now will be visited to ensure the optimal system is put in place to prevent waste escaping into the environment.
Community participation and resilience	Many residents will not have actively engaged during the proposal phase and provide resistance as the service is rolled out.
The attractiveness of the area	Residents who fail to comply with the new system and dump their waste will lower the environmental quality where they live - leading to the broken windows effect. The new waste model, however, will have boosted resources to target those individuals with appropriate education and enforcement action. It is not envisaged, however that these issues will increase in number from the baseline model. Areas causing issues now will be visited to ensure the optimal system is put in place to prevent waste escaping into the environment. There is a perception that a reduced residual collection frequency could attract pests.
Connected communities	Initially some recyclers may disengage with the new service if they disagree with the proposals. Mitigate with regular and targeted coms using the Waste Recycling Action Programme's (WRAP's) segmentation research. New scheme must be flexible to address individual needs where appropriate.

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Neutral
Justification for impact	There will be a lot of communications material produced to provide instructional and motivational information to target audiences and the public in general. Every opportunity to promote the Welsh Language and cultures will be taken during the development of our campaigns.
Further actions required	There are no identified negatives.

Positive impacts identified:

People using Welsh	The proposed waste collection system is more aligned to those in the other Welsh authorities. This consistency will assist in general understanding in any language as families and friends communicate beyond County boundaries. All communications, including the survey, media releases and instructional information will be produced in Welsh as well as English.
Promoting the Welsh language	There is an opportunity to display bi-lingual advertisements with simple messages/ catch phrases
Culture and heritage	In the longer term, once kerbside capture of materials is maximised, there is an opportunity to promote re-use of kerbside materials and carry out campaigns to extend the life of items through repair. This will encourage people to learn traditional skills, such as sewing. There is also an opportunity to appeal to target audiences through tying together traditional activities and recycling/re-use behaviours (e.g. A rugby player recycling his old shirt, a sheep farmer recycling his working dogs' food packaging etc...) Page 88

Negative impacts identified:

People using Welsh	NONE
Promoting the Welsh language	NONE
Culture and heritage	NONE

A globally responsible Denbighshire

Overall Impact	Positive
Justification for impact	Positive overall as aligns with other North Wales LA's - developing common resident experience and producing higher quality resources that can stimulate local and national manufacturing opportunities.
Further actions required	As part of design and communications around collections model change Denbighshire will learn from experience at Conwy CBC and from all previous service changes in Wales and wider afield, through data held by WRAP (Waste Resources Action Programme)

Positive impacts identified:

Local, national, international supply chains	The baseline waste model produces low quality recycling which has limited markets, often overseas. This option produces source segregated material which can be used by local and national manufacturing companies.
Human rights	NONE
Broader service provision in the local area or the region	By making the proposed changes the waste collection model in Denbighshire will more closely align with others across North Wales, including specifically Conwy CBC therefore making any option for Service of Council mergers in future a simpler task

Negative impacts identified:

Local, national, international supply chains	Initially there will be a drop in the volume of some non-target plastic that is currently being marketed but the benefits of producing cleaner material far outweigh this.
Human rights	To support the introduction of the new scheme, the Council will be reviewing its waste enforcement policies to ensure the scheme is regulated. The Council will, in all cases act in accordance with the Regulators Code (2014).
Broader service provision in the local area or the region	NONE

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Report to	Communities Scrutiny Committee
Date of meeting	29 June 2023
Head of Service	Lisa Jones, Interim Head of Legal and Democratic Services
Report author	Karen Evans, Scrutiny Co-ordinator
Title	Scrutiny Work Programme

1. What is the report about?

1.1 The report seeks Performance Scrutiny Committee to review its draft forward work programme (see Appendix 1). As part of its review the Committee is asked to reflect on how Scrutiny can support the delivery of the Council's Corporate Plan and its aim of becoming Net Carbon Zero and Ecologically Positive by 2030, whilst also prioritising matters which the Committee deems important to scrutinise.

2. What is the reason for making this report?

2.1 To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

3. What are the Recommendations?

That the Committee

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate;
- 3.2 appoints a representative to serve on the Service Challenge Group for the Planning, Public Protection and Countryside Services Service Challenge, and
- 3.3 determines whether any key messages or themes from the current meeting should be publicised via the press and/or social media.

4. Report details

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly review, a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and Audit Wales (AW) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. From now on scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. AW will measure scrutiny's effectiveness in fulfilling these expectations.
- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
 - achievement of the Corporate Plan themes (with particular emphasis on their deliverability during a period of financial austerity);
 - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2);

- Urgent, unforeseen or high priority issues; and
- Supporting the Council's continued recovery work in relation to the effects of the COVID-19 crisis on Council services, the local economy and the county's communities

4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on Scrutiny's business agenda they have to submit a formal request to the SCVCG seeking Scrutiny to consider a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of scrutinising suggested subjects.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). No items should be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

Cabinet Forward Work Programme

- 4.8 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose, a copy of the Cabinet's forward work programme is attached at Appendix 3.

5. Scrutiny Chairs and Vice-Chairs Group

- 5.1 Under the Council's scrutiny arrangements, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group's next meeting is scheduled for 25 July 2023.

6. Committee representation on Council Boards and Groups

Service Challenge Groups

- 6.1 Periodically the Committee is asked to appoint representatives to serve on various Council Boards or Groups. At present the Committee is required to appoint a representative to serve on the Planning, Public Protection and Countryside Services Service Challenge Group. The Committee is asked to appoint a representative to serve on this Group in order to ensure a full complement of representatives on Service Challenge Groups. The current list of Service Challenge representatives can be seen at Appendix 4.

7. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?

- 7.1 Effective scrutiny will assist the Council to deliver its Corporate Plan in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate themes, improve outcomes for residents whilst also managing austere budget and resource pressures.
- 7.2 Whilst the decision on the Committee's forward work programme itself will have a neutral contribution on the Council's aim of becoming Net Carbon Zero and

Ecologically Positive by 2030, the Committee by effectively scrutinising all matters examined by it can help support the delivery of this ambition.

8. What will it cost and how will it affect other services?

8.1 Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

9. What are the main conclusions of the Well-being Impact Assessment?

9.1. A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny through its work in examining service delivery, policies, procedures and proposals will consider their impact or potential impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

10. What consultations have been carried out with Scrutiny and others?

10.1. None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

11. What risks are there and is there anything we can do to reduce them?

11.1 No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

12. Power to make the decision

12.1 Section 21 of the Local Government Act 2000.

12.2 Section 7.11 of the Council's Constitution stipulates that scrutiny committees and/or the Scrutiny Chairs and Vice-Chairs Group will be responsible for setting their own work programmes, taking into account the wishes of Members of the Committee who are not members of the largest political group on the Council.

Communities Scrutiny Committee Forward Work Plan

Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered	
29 June							
				<i>(i)</i>			
	Cllr. Barry Mellor	1	New Waste Collections Policy, Communication Plan.	To examine in detail the updated Waste Collections Policy. The communication and engagement plan and the progress of the new service roll out - specifically the impending implementation of the new AHP Service and and update to waste service changes for non-standard households.	Identification of any gaps or omissions in the updated Policy and the proposed Communication & Engagement Plan with residents will help the Service to address any shortfalls ahead of their implementation, thus ensuring a smooth rollout of the new service and residents' buy-in to the new waste and recycling service that will support the Council's ambition in relation to carbon reduction.	Tony Ward/ Andy Clark/ Jamie Lees/ Lowri Roberts	By SCVCG March 2023
7 September	Cllr. Elen Heaton	1.	Engagement with Care Forum Wales (CFW) & Care Providers in Denbighshire	To examine the progress made in encouraging CFW and local social care providers to engage with the Council in relation to social care	The establishment of open communication channels between care providers, their representative body and local authorities locally and regionally for the purpose of setting realistic and fair fees for social care provision which is based on up to date verified data	Nicola Stubbins/David Soley	By SCVCG January 2023

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
				provision and the setting of fees			
	Cllr. Win Mullen-James Extend invite to Cllr Peter Scott (Chair of T&F Group)	2	GTAA	To review the revised assessment prior to its being submitted to Welsh Government	Members' views and observations are sought on the detail of the work carried out and the revision of the previously submitted GTAA.	Kimberley Mason	23/05/23
	<i>Leader</i>	3	Rhyl Regeneration Programme and Governance	To examine the effectiveness of the Programme Board's work in delivering the regeneration programme to date	Identification of any barriers or slippages and the formulation of recommendations to try and address them and sustain the delivery of the programme to secure the regeneration of Rhyl to benefit the economy and the lives of the town's residents and the county in general	<i>Emlyn Jones/Nicola Kneale/Lois Lambie</i>	<i>June 2022</i>
19 October	Cllr. Barry Mellor	1.	New Waste Service Model – Progress Report	To examine the progress in relation to the activities associated with rollout of the new Service (incl. <ul style="list-style-type: none"> • An update on the implementation of the main service change • update on the implementation of the AHP Service 	Identification of actions or resolutions to any gaps or obstacles encountered to date with the rollout process with a view to addressing them in time to secure a seamless rollout of the new Service and ensure residents' buy-in and compliance with the new waste and recycling service which will support the Council's ambition in relation to carbon reduction.	Tony Ward/ Andy Clark/ Jamie Lees/ Lowri Roberts	By SCVCG March 2023

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
7 December	Cllr. Win Mullen-James	1. <i>Second Homes and Short-term Holiday lets and their impact have been fully assessed)</i> <i>(timing tbc – once the full details of the WG proposals are known (incl. Licensing Scheme proposals)</i>	<i>To report the findings and conclusions of the Welsh Government’s study in relation to addressing the impact of second home ownership in Wales, including its proposals for reviewing the regulatory framework and system as they apply to holiday accommodation, along with national and local taxation systems (the WG’s “three-pronged approach to address [the] second homes crisis”</i>	(i) <i>An assessment of the proposals’ anticipated impact on Denbighshire County Council, residents, businesses and local economy</i> (ii) <i>Formulation of recommendations with a view to realising maximum benefits for the Council, residents businesses and the economy, or for mitigating the impact of any risks that may arise from any proposals</i>	<i>Emlyn Jones/Angela Loftus/Lara Griffiths/Paul Barnes/Gareth Roberts</i>	<i>June 2022 (rescheduled November 2022/ March 2023)</i>

Future Issues

Communities Scrutiny Committee Forward Work Plan

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Update on the Draft Tourism signage Strategy	To provide an update on progress in regard to brown tourist direction sign projects within Denbighshire	Mike Jones/Peter McDermot	09/05/23

For future years

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Communities Scrutiny Committee Forward Work Plan

Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author(s)	Date Entered
INFORMATION (for circulation early autumn 2023 <i>once work has been undertaken</i>)	Community Impact Assessment on the communities of Rhewl and Llanynys	To present the findings of the community impact assessment undertaken following the closure of Ysgol Rhewl as agreed as part of the modernising education programme	Geraint Davies/James Curran	December 2020

Note for officers – Committee Report Deadlines

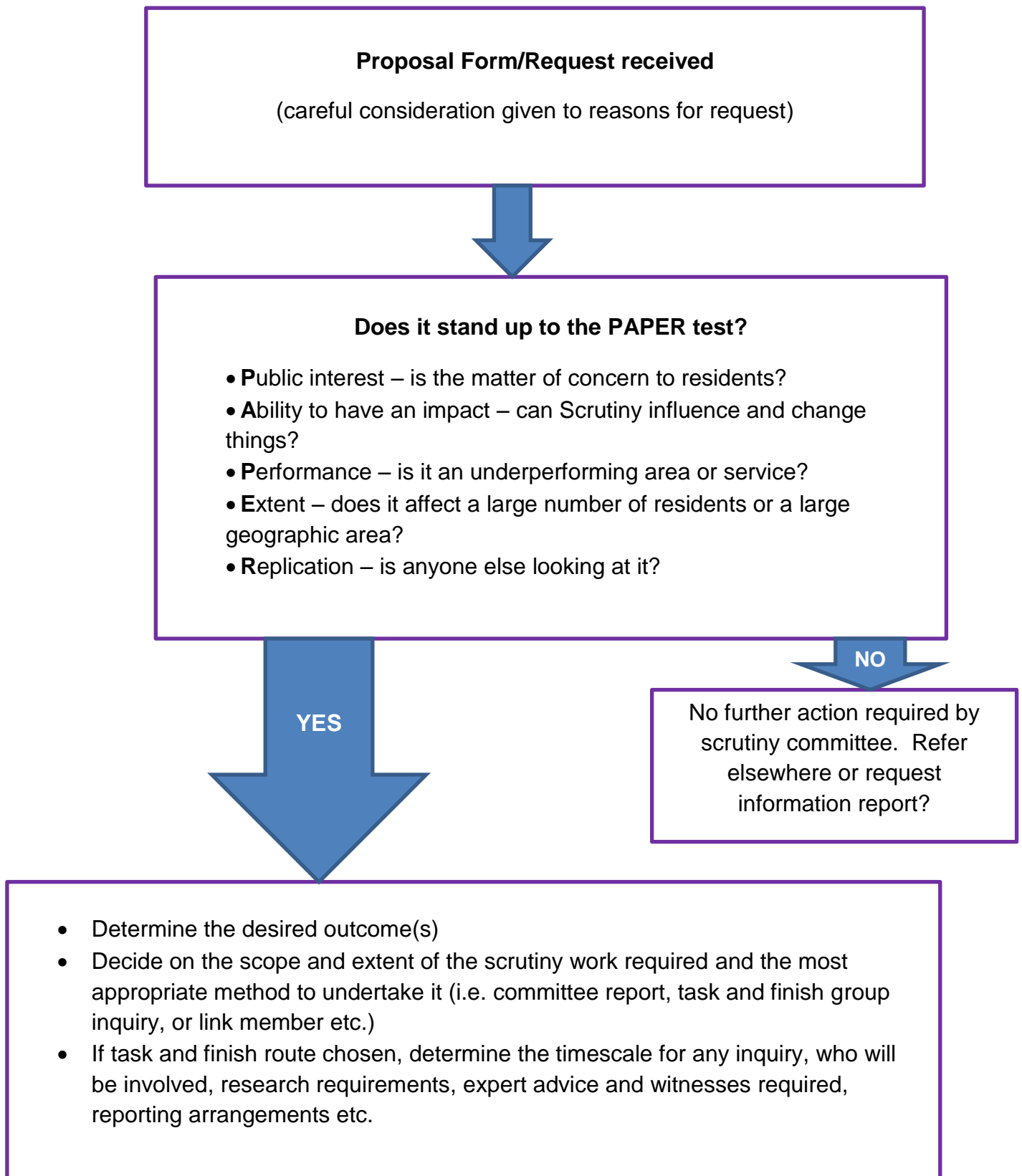
Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
4 May	19 April (due to B/H)	29 June	15 June	7 September	23 August (due to B/H)

06/062023 KE

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Member Proposal Form for Scrutiny Forward Work Programme	
NAME OF SCRUTINY COMMITTEE	
TIMESCALE FOR CONSIDERATION	
TOPIC	
What needs to be scrutinised (and why)?	
Is the matter one of concern to residents/local businesses?	YES/NO
Can Scrutiny influence and change things? (if 'yes' please state how you think scrutiny can influence or change things)	YES/NO
Does the matter relate to an underperforming service or area?	YES/NO
Does the matter affect a large number of residents or a large geographical area of the County (if 'yes' please give an indication of the size of the affected group or area)	YES/NO
Is the matter linked to the Council's Corporate themes? (if 'yes' please state which theme(s))	YES/NO
To your knowledge is anyone else looking at this matter? (If 'yes', please say who is looking at it)	YES/NO
If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?	
Name of Councillor/Co-opted Member	
Date	

Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
27 June	1	The Council acting as the Lead Body for the renewal of the Regional North Wales Domiciliary Care Agreement	To seek Cabinet approval for Denbighshire County Council to act as the 'Lead Body' on an Invitation to Tender for Domiciliary Care & Support Services for Children / Young People and Adults	Yes	Cllr Gill German/Elen Heaton Lead Officers –Rhiain Morrllle / David Soley / Ann Lloyd Report Author –Liana Duffy / John Williams / Llinos Howatson
	2	Queen's Market: operator contract award	Following the culmination of the procurement process to appoint an operator for the Queen's Market in Rhyl, approval is sought from Cabinet to award a contract to the preferred tenderer	Yes	Cllr Jason McLellan Lead Officer – Tony Ward / Emllyn Jones Report Author – Russell Vaughan
	3	Welsh Language Strategy	To seek Cabinet's approval of a new Welsh Language Strategy 2023-2028	Yes	Cllr Emrys Wynne Lead Officer – Gary Williams Report Author – Manon Celyn
	4	Commissioned Services for Homelessness	To seek Cabinet's authorisation to extend the current contract to allow more time to scope supported housing need in line with the new Rapid Rehousing model	Yes	Cllr Rhys Thomas Lead Officer – Ann Lloyd Report Author – Sharon Whalley / Hayley S Jones / Nigel Jones

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	5	Council Performance Self-Assessment	To present an update on the council's performance against its functions, including Corporate Plan and Strategic Equality objectives	Tbc	Cllr Gwyneth Ellis Lead Officer – Nicola Kneale Report Author – Emma Horan
	6	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator
18 July	1	Long Term Empty and Second Homes Premium	To provide members with information for their consideration, to review the recommendations and agree a way forward	Tbc	Cllr Gwyneth Ellis Steve Gadd / Paul Barnes / Leah Gray
	2	Insurance Services Contract Award	To seek Cabinet approval of the contract award	Yes	Cllr Gwyneth Ellis Steve Gadd / Chris Jones
	3	Variation to a long-standing contract with Cynnig for the provision of staff to our in-house Work Opportunity Service	To request approval to extend the contract held with Cynnig for a minimum term of 1 year, and a maximum term of 2 years	Yes	Cllr Elen Heaton Katie New / Alison Heaton

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	4	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator
19 September	1	Rhyl Business Improvement District (BID): ballot for 2 nd 5-year term	To request a decision on whether DCC should vote “yes” or “no” in the ballot to determine whether there should be a 2 nd 5-year term for the Rhyl BID	Yes	Cllr Jason McLellan Lead Officer – Tony Ward
	2	Ysgol Plas Brondyffryn – New Build Project	To seek Cabinet endorsement of the preferred site for the progression of the new build project for Ysgol Plas Brondyffryn	Yes	Cllr Gill German Lead Officer – Geraint Davies Report Author – James Curran / Lisa Walchester
	3	North Wales Velodrome Business Case	To consider the business case for the North Wales Velodrome Project	Tbc	Cllr Rhys Thomas Gary Williams / Jamie Groves
	4	Annual Treasury Management Review Report 2022/23	To give a review of the Treasury Management activities over the previous	Tbc	Cllr Gwyneth Ellis Lead Officer – Steve Gadd Report Author – Rhys Ifor

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			financial year (2022/23)		Jones
	5	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	6	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator
24 October	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinator
21 November	1	Care Home Fee Setting 2024/25	To brief Cabinet on the outcome of the Regional 2024/25 Care Home Fee Setting process and seek approval for Denbighshire's response to its recommendation	Yes	Cllr Elen Heaton Lead Officer / Report Author – Nicola Stubbins / David Soley
	2	Council Performance Self-	To present an update on the	Tbc	Cllr Gwyneth Ellis

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
		Assessment Update – July to September	council’s performance against its functions, including Corporate Plan and Strategic Equality objectives		Lead Officer – Nicola Kneale Report Author – Emma Horan
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Steve Gadd
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet’s attention	Tbc	Lead Officer – Scrutiny Coordinator

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>27 June</i>	<i>13 June</i>	<i>18 July</i>	<i>4 July</i>	<i>19 Sept</i>	<i>5 Sept</i>

Updated 20/06/2023 – KEJ

Cabinet Forward Work Programme.doc

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Scrutiny Service Challenge Representatives 2023

Appendix 4

Service:	Communities	Partnerships	Performance
Adult Social Care & Homelessness HoS: Ann Lloyd	Councillor Alan James	Councillor Joan Butterfield	Councillor Carol Holliday
Education & Children's Services Geraint Davies & Rhian Morelle	Councillor Delyth Jones	Councillor Jeanette Chamberlain-Jones	Councillor Ellie Chard
Planning, Public Protection & Countryside Services Emlyn Jones	TBA	Councillor Peter Scott	Councillor Gareth Sandilands
Highways & Environmental Services Andy Clark	Councillor Jon Harland	Councillor Pauline Edwards	Councillor Terry Mendies
Finance & Audit Steve Gadd	Councillor James Elson	Councillor Bobby Feeley	Councillor Hugh Irving
Housing & Communities Liz Grieve	Councillor Cheryl Williams	TBA	Councillor Andrea Tomlin
Corporate Support Service: Performance, Digital & Assets HoS: to be appointed	Councillor Brian Jones	TBA	Councillor Paul Keddie
Corporate Support Service: People HoS: to be appointed	Councillor Karen Edwards	TBA	Councillor Martyn Hogg

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