

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 09 August 2022 13:37  
**To:** [REDACTED]  
**Subject:** Various Spread Sheet  
**Attachments:** AWC Various.xlsx

Hi [REDACTED]

Please see attached. Everything is pretty much as it is going to be. I have spoken with the crews and we are meeting again on Tuesday to confirm, and for me to explain, anything that hasn't been understood. I'm going to start the green waste schedule tomorrow. Hopefully have that sorted for early next week.

Many thanks

[REDACTED]  
[REDACTED]  
[REDACTED]  
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[www.douglas.gov.im](http://www.douglas.gov.im)

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 10 August 2022 12:02  
**To:** [REDACTED]  
**Subject:** Change in Waste - Radio ad ideas  
**Attachments:** AWC FAQ'sV4.pdf

Hi [REDACTED] I think these might be the ideas you referred to yesterday?

Many thanks [REDACTED]

**From:** [REDACTED]  
**Sent:** 26 July 2022 16:18  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Manx Radio Advert

Good Afternoon [REDACTED]

We've been contacted by Manx Radio asking if we want to promote our garden waste bins for the new service (see below). Is this something you would organise on our behalf? No idea what, if any cost there would be, so as long as it's not cost prohibitive this may be worthwhile.

Key messages will be: (1) who is eligible i.e. Douglas householders who generate one or more bin bags of garden waste per week. (2) What they can put in it (see FAQ) and (3) approximate timescales for the service to commence (towards the end of August) and (4) the bin delivery programme.. applications before 1<sup>st</sup> August would ensure they receive their bin by the end of August. Finally, asking for patience as we introduce these new services.

Let me know your views or If anyone else has any thoughts? I'm off until Monday but happy to run with team consensus.

regards  
[REDACTED]  
[REDACTED]  
[REDACTED]

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[REDACTED]  
Sent: 26 July 2022 16:03

To: Andy [REDACTED]

Cc: Nick Barnes, Jeanette Edwards [REDACTED]

Subject: Manx Radio Advert

Hi [REDACTED]

[REDACTED] from [REDACTED] rang up asking if we would be interested in placing an advert on Manx Radio for the garden waste bins.

Thanks,

[REDACTED]

[REDACTED]  
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Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 16 August 2022 15:20  
**To:** [REDACTED]  
**Subject:** RE: Radio Waste Campaign  
**Attachments:** Garden Waste - V1 - August 2022 - MTG6318 AC.docx; Garden Waste - V2 - August 2022 - MTG6318 AC.docx; Refuse Collection V1 - August 2022 - MTG6318 AC.docx; Refuse Collection V2 - August 2022 - MTG6318 AC.docx

**Importance:** High

Guys

Please see updated radio scripts incorporating suggested amendments.

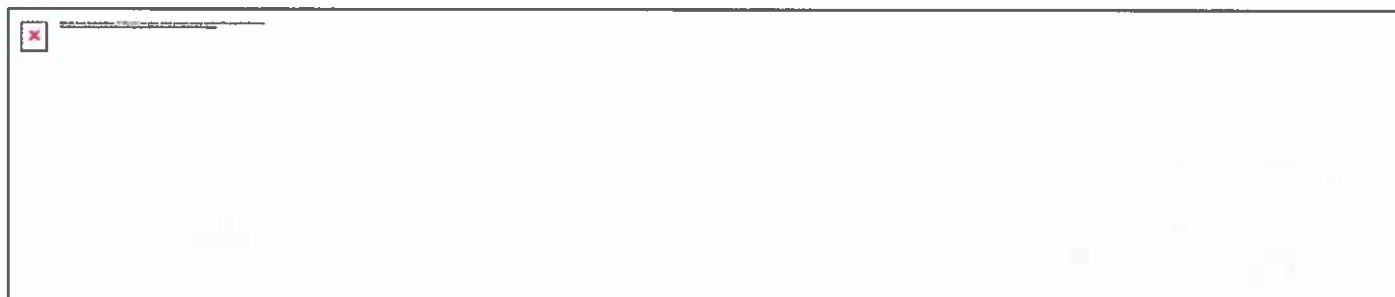
Let me know if you have any thoughts. ([REDACTED], I know you wanted to drop the word eligible, but I think we need it to protect ourselves from criticism)

Cheers

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**From:** [REDACTED]  
**Sent:** 16 August 2022 14:29  
**To:** [REDACTED]  
**Subject:** RE: Radio Waste Campaign

Hi all

[REDACTED] – I couldn't see your changes – were they tracked?

[REDACTED] agree completely with the changes you have suggested.

My only other comment is that apart from RC v1 and v2, there's no mention of who 'we' are. Shouldn't we be saying Douglas Borough Council on GW v1 and v2?

Also, the 'are' should be an 'is' after DBC in both RC v1 and RC v2.

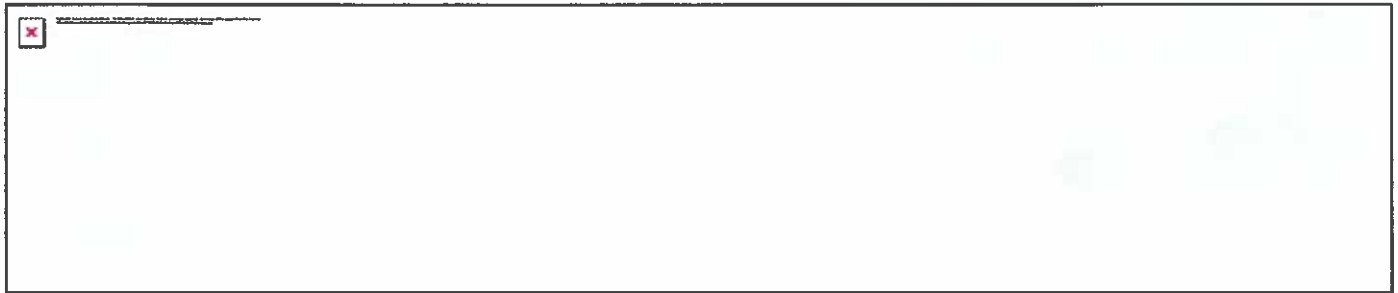
[REDACTED] will you go back to loMAdv with these changes?

ta

[REDACTED]  
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**From:** [REDACTED]  
**Sent:** 16 August 2022 11:53  
**To:** [REDACTED] <[REDACTED]@douglas.gov.im>; Nick Barnes <[REDACTED]@douglas.gov.im>; [REDACTED] <[REDACTED]@douglas.gov.im>  
**Subject:** FW: Radio Waste Campaign

Hi all

Few observations, for ordering a garden waste bin, shouldn't we also be giving the e-mail address and not just the recyclenow website?

GW V1 - I think we can state the week the service is starting i.e. w/c 29<sup>th</sup> August. Also, shouldn't we say it's for those that are eligible "contact us to see if you're eligible". I think it would also be worthwhile sign posting them to the Council's facebook page.

GW V2 – I'd change develop to expand. I also think we need to reinforce the message about what can be and can't be placed in the bin.

Refuse V1 – Edit: The main ‘driver’ for the changes is Environmental sustainability.

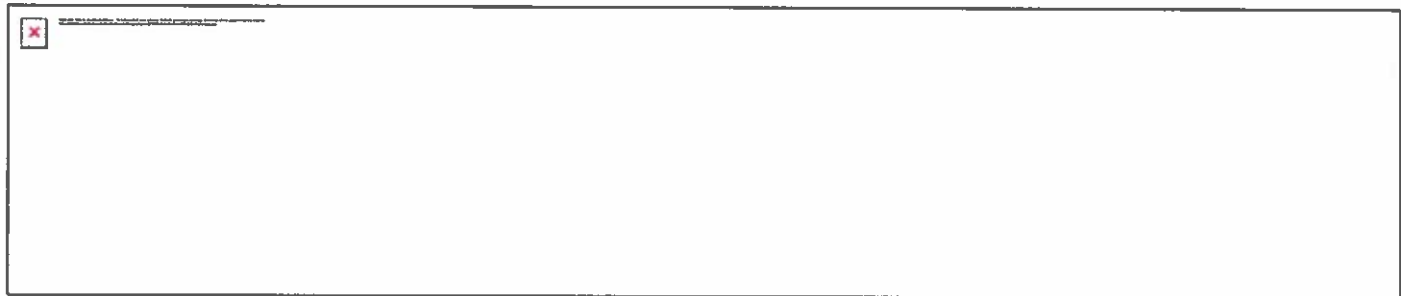
Any thoughts?

Regards

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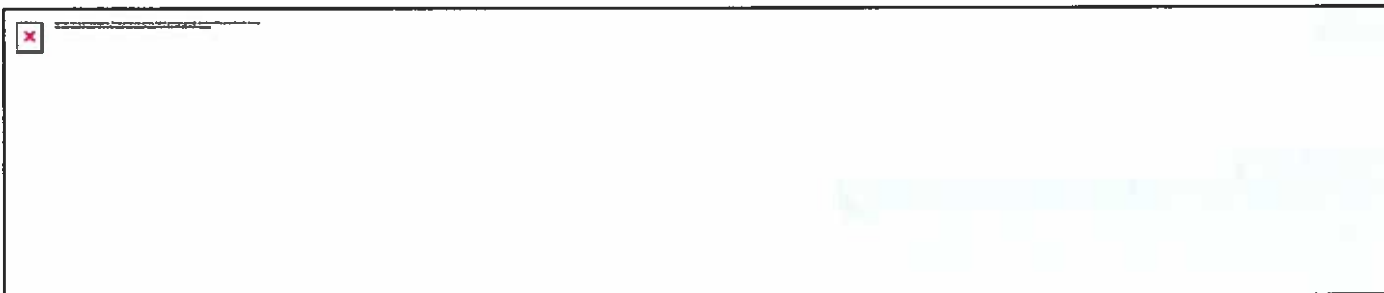
**From:** [REDACTED]  
**Sent:** 16 August 2022 09:14  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Radio Waste Campaign

Hi,

Made a couple of changes? On the refuse the changes are the web address, the most change is to garden 1.

[REDACTED]  
[REDACTED]  
[REDACTED]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 19 August 2022 10:27  
**To:** [REDACTED]  
**Cc:** [REDACTED] Anthony Boyd, Daniel Looney, Seamus [REDACTED], Eganette Edwards  
**Subject:** New Garden waste collection service  
**Attachments:** AWC FAQ'sV5.pdf  
**Importance:** High

Dear [REDACTED]

I am pleased to advise that the first garden waste collection will take place on Monday 29<sup>th</sup> August 2022, half of the City will be done on week one and the other half on week two. For the first month, household refuse will continue on a weekly basis until 26<sup>th</sup> September where it will move to fortnightly, it will then operate on alternate weeks to the garden waste service.

All Douglas households should have now received our information leaflet and newspaper article in the Courier. Commencing next week a series of radio adverts will be rolled out on 3FM and Manx radio advertising the new service. In addition PR interviews are planned for w/c 22/08 and use of social media will continue to intensify. In addition, a 'go green' feature, will appear in the newspaper and Gallery magazine during September.

As at 18<sup>th</sup> August 1,987 garden waste bins had been requested and approximately 1,000 have been delivered. Deliveries will continue over the coming weeks as requests continue to be received. We are asking for patience from householders, who are waiting for their garden waste bins, all of those bins requested to date will have received their garden waste bin before the refuse moves to fortnightly collections, similarly with additional kerbside boxes.

A copy of the latest 'frequently asked questions' is attached for information.

I trust this information is of assistance.

Kind regards

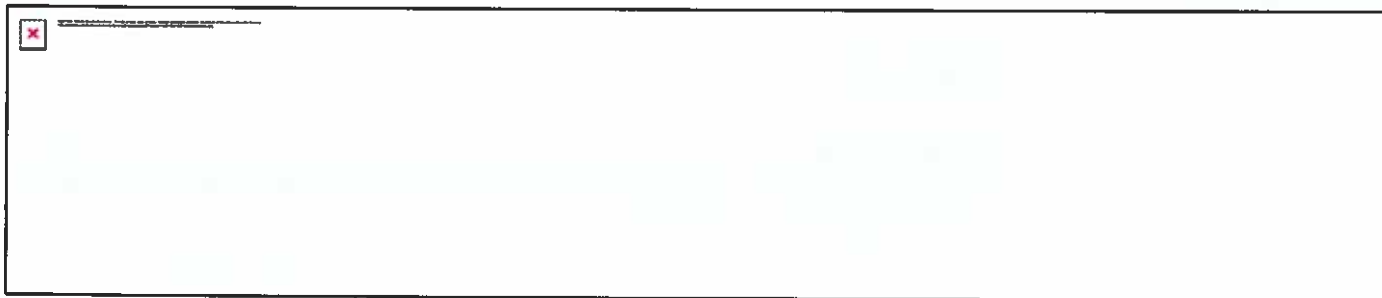
[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 19 August 2022 10:27  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** New Garden waste collection service  
**Attachments:** AWC FAQ'sV5.pdf  
**Importance:** High

Dear [REDACTED]

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I trust this information is of assistance.

Kind regards

[REDACTED]  
[REDACTED]  
[REDACTED] Manager  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 August 2022 10:54  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED]

[REDACTED]

Let's chat about this when you are back in.

Basically we want to do a [REDACTED] on it – understand the problem and see what we are working with. So how many total properties, how many total units across the properties, how many properties can/cannot get bins off the lane, how many bins in total?

The same approach for both areas.

Thanks,

[REDACTED]  
[REDACTED]  
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Phone - +44(0)1624 [REDACTED]  
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**From:** [REDACTED]  
**Sent:** 18 August 2022 12:22  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Hi [REDACTED]

Can we look at these two areas with a view of increasing capacity before AWC please? They are hot spots and I believe are already lacking enough space for general waste. Do something like Belmont Terrace Lane?

Many thanks

[REDACTED]  
[REDACTED]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 August 2022 15:56  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: New Garden waste collection service

Good afternoon [REDACTED]

As at today we have approximately 2,200 requests for bins and approximately 1,200 already delivered. In terms of deliveries, initially we were issuing bins as per requests but as the numbers started to increase, we are now prioritising by area. The first collections start next Monday and anyone who ordered a bin at the start of August or before, should have their bin prior to the start, those that don't are likely to be week 2 collections and will receive their bin before that. Currently we are dealing with a 2 week backlog, but have a second team delivering bins starting tomorrow.

I'm not sure what they are referring to regarding a household 'leaflet drop' a few months ago. But I would suspect if it was leaflets or calendars, they would probably follow a similar approach to the postman. Obviously they need to keep the vehicle reasonably close if they are carrying a large amount of material.

Finally, thank you for the kind offer to door knock, hopefully our radio bulletins will help get the message out and looking at the spike since the radio adverts started yesterday (70 requests yesterday) we do seem to be getting a good reaction.

Kind regards

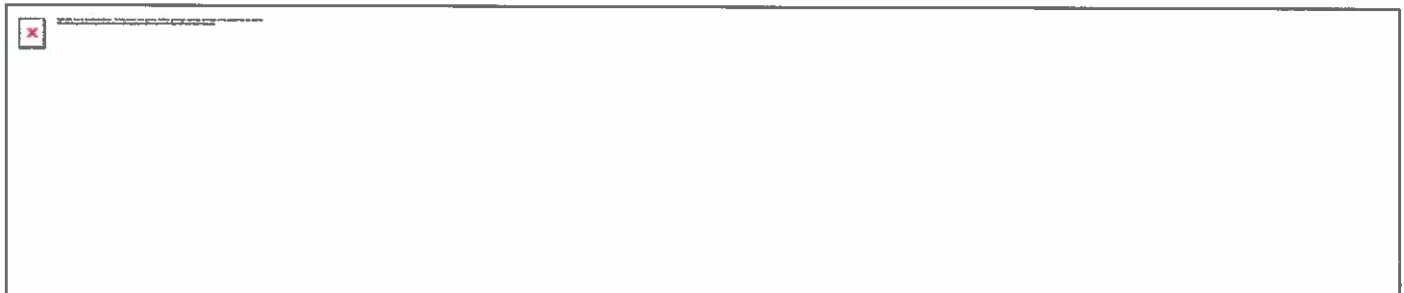
[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 23 August 2022 15:17  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: New Garden waste collection service

Dear [REDACTED]

Thank you for the update to [REDACTED]. If you need my help spreading the message, i.e. by knocking on doors of households with large gardens to tell them about the green bins, let me know.

The following matters are for your information and if you could let me know a few details in case I get asked on these again, it would be appreciated.

A lady called me on Friday and said that she had phoned our waste services to enquire about when her garden waste bin is going to be delivered. According to her our member of staff said that it is not on an area basis (a household next road had received its garden waste bin) but on a more random basis.

She also told me that a couple of months ago she had observed a member of our staff delivering recycling leaflets to a small number of households. Then he went back to the council vehicle, drove a short distance up the road, delivered another small number of leaflets, returned to the vehicle to drive a short distance, and so on. She criticised that this did not seem like a very environmentally friendly or productive way of working. I replied that this way of working might have deemed to be more productive and that council members do not get involved in micro management of council staff but I would let our line manager know in case this was not the requested way of working.

Kind regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] Douglas Borough Council

- 5,000+ ebooks
- 900+ audiobooks
- 2,200+ emagazines

Available to members of Douglas Library, download the Libby App, ask for a PIN number and away you go.

- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)

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On 19 Aug 2022, at 10:27, [REDACTED] wrote:

Dear [REDACTED]

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A copy of the latest 'frequently asked questions' is attached for information.

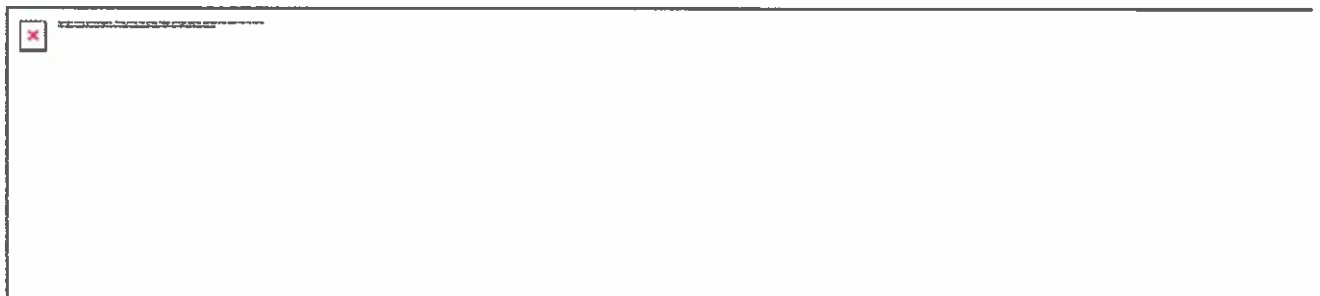
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Kind regards

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 14 September 2021 17:03  
**To:** [REDACTED]  
**Subject:** RECYCLING QUESTIONNAIRE  
**Attachments:** customer satisfaction survey recycling2020rev1.docx

Hi [REDACTED]

This will come up at my 1 to 1 with [REDACTED] tomorrow, have you had an opportunity to make a start? I've attached the last one we did, if you read through you'll see where we possibly missed an opportunity to capture better info. This time around, we need to gear it towards alternate weekly collections now that the leader has mentioned it, so questions about garden waste collections, people having another wheelie bin or composting bag... also an option for the Council to provide subsidised composting bins.

Regards

[REDACTED]

[REDACTED]

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10/10/2020

10/10/2020

10/10/2020

10/10/2020

10/10/2020

10/10/2020

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 22 September 2021 09:15  
**To:** [REDACTED]  
**Subject:** AWC FAQ's  
**Attachments:** AWC FAQ's.docx

Hi [REDACTED]

Added a couple of Questions in, do you wish to add more?

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 September 2022 13:07  
**To:** [REDACTED]  
**Subject:** Refuse by Street  
**Attachments:** AWC Various.xlsx

Hi [REDACTED]

Please see attached. There may be some streets missed off the list but this should capture most.

Many thanks

[REDACTED]

[REDACTED]

[REDACTED]

Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 69 [REDACTED]  
[www.douglas.gov.im](http://www.douglas.gov.im)



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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 September 2022 17:37  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** AWC update  
**Attachments:** AWC REFUSE SCHEDULE WEEK 1.pdf; AWC REFUSE SCHEDULE WEEK 2.pdf  
**Importance:** High

Dear [REDACTED]

Please find attached the schedules by Area, for refuse collection going forward. Whilst next Monday 26<sup>th</sup> September is technically the start of fortnightly collections, refuse will be collected from all domestic properties in the Borough next week. However those that form part of **Week One Collection**, will not then be due their next collection until 10<sup>th</sup> October 2022. Those that form part of **Week Two Collection** will be collected on 26<sup>th</sup> September then on 3<sup>rd</sup> October followed by 17<sup>th</sup> October 2022. Garden waste will be collected on alternate weeks to refuse. This information will be placed on both the Council's Website, [www.Recyclenow.im](http://www.Recyclenow.im) with signposting on social media and possibly on the radio (to be confirmed).

Note: If any streets are not currently listed these will be added.

The Garden Waste Service has successfully completed its first month with requests for bins and recycling boxes continuing to pour in. Total requests for bins stands at nearly 2,900 and deliveries stand at approximately 2,500 with further garden waste bin deliveries this weekend and next week, similarly by the end of this weekend all outstanding kerbside box requests will be complete.

In terms of the communication campaign, since the last update radio adverts have continued with Energy FM also now pushing our message out. Articles in the Manx Independent's 'Green Life' section and a 'Green feature' in the Gallery magazine have been published, together with further radio interviews and participation in this year's Food & Drink Festival. Videos of interviews featuring the Director of Environment & Regeneration and Nick Barnes, Waste Services Technical Officer can be viewed on the Council's Facebook page.

Also, a mention for Zero Waste Mann who are contributing funds in support of the new service.

I trust this information is of assistance.

Kind regards

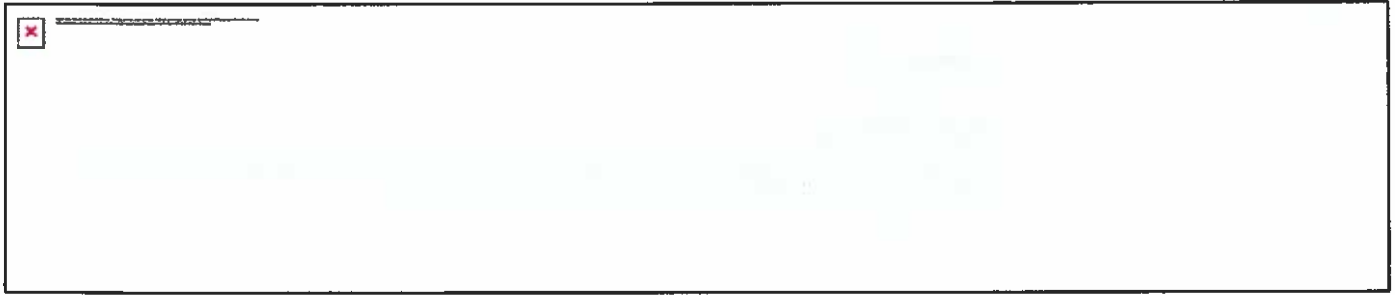
[REDACTED]

[REDACTED]

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Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]  
Phone - +44(0)1624 696 [REDACTED]  
[www.douglas.gov.im](http://www.douglas.gov.im)





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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 24 September 2022 07:09  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: AWC update

Morning [REDACTED]  
Can you let me know when the streets/ drives not listed will be emptied  
Regards  
[REDACTED]

---  
Sent from [REDACTED]

On 24 September 2022 at 07:06:19 GMT+1, [REDACTED] wrote:

Morning [REDACTED]  
Can y

---  
Sent from [REDACTED]

On 23 September 2022 at 17:36:42 GMT+1, [REDACTED] wrote:

Dear [REDACTED]  
Please find attached the schedules by Area, for refuse collection going forward. Whilst next Monday 26<sup>th</sup> September is technically the start of fortnightly collections, refuse will be collected from all domestic properties in the Borough next week. However those that form part of **Week One Collection**, will not then be due their next collection until 10<sup>th</sup> October 2022. Those that form part of **Week Two Collection** will be collected on 26<sup>th</sup> September then on 3<sup>rd</sup> October followed by 17<sup>th</sup> October 2022. Garden waste will be collected on alternate weeks to refuse. This information will be placed on both the Council's Website, [www.Recyclenow.im](http://www.Recyclenow.im) with signposting on social media and possibly on the radio (to be confirmed).

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The Garden Waste Service has successfully completed its first month with requests for bins and recycling boxes continuing to pour in. Total requests for bins stands at nearly 2,900 and deliveries stand at approximately 2,500 with further garden waste bin deliveries this weekend and next week, similarly by the end of this weekend all outstanding kerbside box requests will be complete.

In terms of the communication campaign, since the last update radio adverts have continued with Energy FM also now pushing our message out. Articles in the Manx Independent's 'Green Life' section and a 'Green feature' in the Gallery magazine have been published, together with further radio interviews and participation in this year's Food & Drink Festival. Videos of interviews featuring the Director of Environment & Regeneration and Nick Barnes, Waste Services Technical Officer can be viewed on the Council's Facebook page. Also, a mention for Zero Waste Mann who are contributing funds in support of the new service.

I trust this information is of assistance.

Kind regards

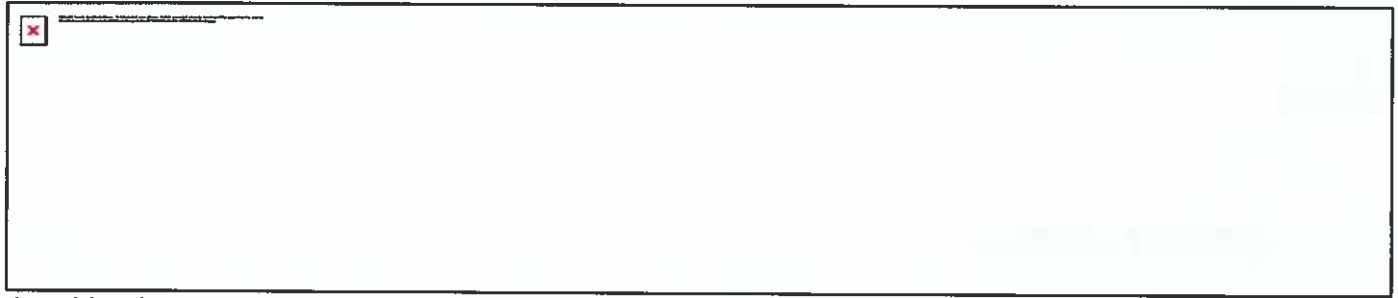
[REDACTED]  
[REDACTED]  
[REDACTED]  
Douglas Borough Council  
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IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 26 September 2022 11:39  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: AWC update

Good morning all

If anyone has been getting phone calls regarding collection days can they be directed to waste services on 696445 or [refuse@douglas.gov.im](mailto:refuse@douglas.gov.im) please? The team can quickly deal with these issues, alongside missed collections, and if necessary change or add to the appropriate list.

Many thanks

[REDACTED]

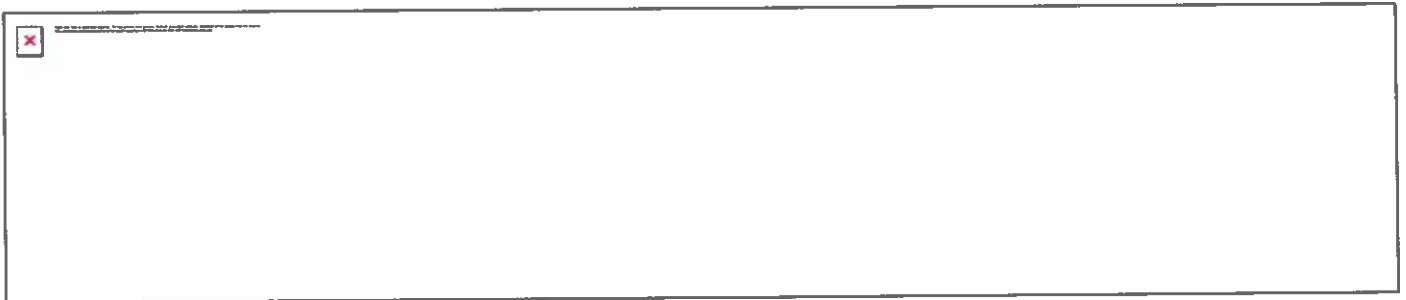
[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 24 September 2022 19:52  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: AWC update

[REDACTED]

There seems to a lot of places missing from the lists. When will these be collected I am still getting calls for missed garden waste.

---  
Sent from [REDACTED]

On 23 September 2022 at 17:36:42 GMT+1, [REDACTED] wrote:

Dear [REDACTED]

Please find attached the schedules by Area, for refuse collection going forward. Whilst next Monday 26<sup>th</sup> September is technically the start of fortnightly collections, refuse will be collected from all domestic properties in the Borough next week. However those that form part of **Week One Collection**, will not then be due their next collection until 10<sup>th</sup> October 2022. Those that form part of **Week Two Collection** will be collected on 26<sup>th</sup> September then on 3<sup>rd</sup> October followed by 17<sup>th</sup> October 2022. Garden waste will be collected on alternate weeks to refuse. This information will be placed on both the Council's Website, [www.Recyclenow.im](http://www.Recyclenow.im) with signposting on social media and possibly on the radio (to be confirmed).

Note: If any streets are not currently listed these will be added.

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In terms of the communication campaign, since the last update radio adverts have continued with Energy FM also now pushing our message out. Articles in the Manx Independent's 'Green Life' section and a 'Green feature' in the Gallery magazine have been published, together with further radio interviews and participation in this year's Food & Drink Festival. Videos of interviews featuring the Director of Environment & Regeneration and Nick Barnes, Waste Services Technical Officer can be viewed on the Council's Facebook page.

Also, a mention for Zero Waste Mann who are contributing funds in support of the new service.

I trust this information is of assistance.

Kind regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

Phone - +44(0)1624 696 [REDACTED]

[www.douglas.gov.im](http://www.douglas.gov.im)

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 27 September 2022 10:11  
**To:** [REDACTED]  
**Subject:** AWC - collection information

Hi [REDACTED]

I've spoken with [REDACTED] relaying the concerns from Councillors [REDACTED] will produce a list of every street by the end of today and these will state either week 1 or week 2 refuse collection. I have also suggested that we make it very clear, the dates meant by week 1 and week 2 so that there can be no ambiguity.

I'm out with [REDACTED] this morning but will give you a call around 12:30.

Regards

[REDACTED]  
[REDACTED]  
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Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail [REDACTED]@douglas.gov.im  
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---

**From:**  
**Sent:** 28 September 2022 10:56  
**To:**  
**Subject:** AWC  
**Attachments:** AWC Various.xlsx; STREETS DATES BY Round 2021.xls

Hi

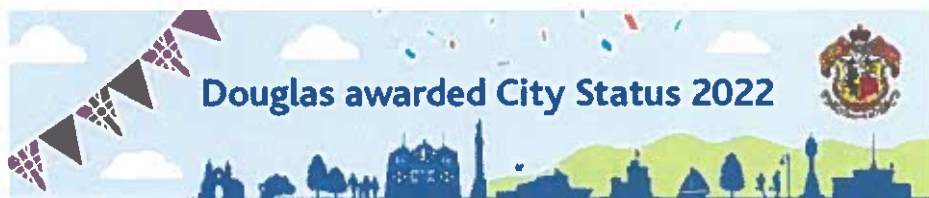
As discussed please see attached. I used the street dates spread sheet to determine week 1 or 2. It's in the first column, if any should require changing going forward then probably best to do it there? Or maybe a completely separate sheet?

Many thanks

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 28 September 2022 13:39  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: pdf  
**Attachments:** AWC refuse schedule by street.pdf

**Importance:** High

Afternoon [REDACTED]

Please see collection week by street. Are we now happy to circulate to members and go live with this?

Thanks

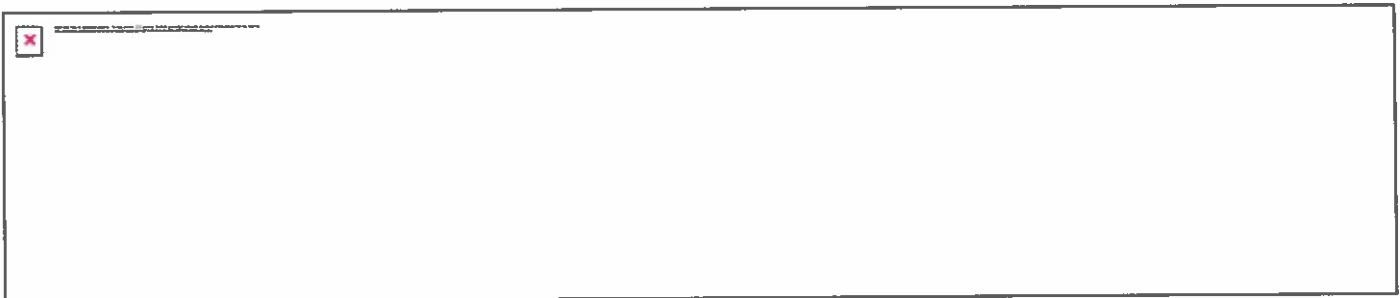
[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 September 2022 13:37  
**To:** [REDACTED]  
**Subject:** RE: pdf

Hi [REDACTED]

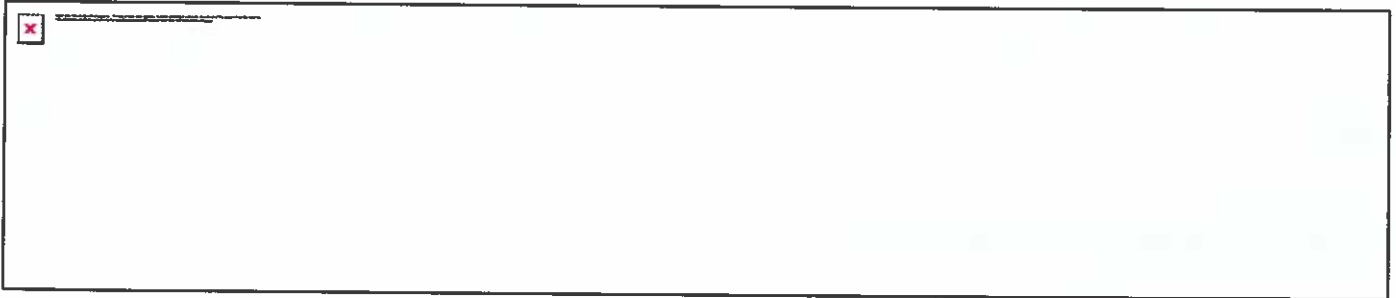
Had to change the layout slightly but it's as clear as I can make it.

Cheers

Design Engineering Officer  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [redacted]@douglas.gov.im  
Phone - +44(0)1624 696 [redacted]  
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**From:** [redacted]  
**Sent:** 28 September 2022 12:41  
**To:** [redacted]  
**Subject:** pdf

Can you please make format as PDF I'm okay with having separate PDF's for the week 1 and week 2, if easier to do.

Cheers

[redacted]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [redacted]@douglas.gov.im  
Phone - +44(0)1624 696 [redacted]  
[www.douglas.gov.im](http://www.douglas.gov.im)

# Attachment

Week 1 refuse collection - Next collection w/c 10th October 2022 and fortnightly thereafter. Collection day remains as existing, except where notified otherwise.

Refuse (week commencing)	Garden waste (week commencing)
10/10/2022	03/10/2022
24/10/2022	17/10/2022
07/11/2022	31/10/2022
21/11/2022	
05/12/2022	Service resumes in February 2023
19/12/2022	
02/01/2023*	

\* Monday New Years Bank Holiday will be carried out Saturday 31st December 2022.

- Alford Court
- Alford Road
- Alford Street
- Alford Terrace
- Alford Way
- Alford Wood
- Alford Wood
- Alford Wood
- Allen Street
- Anagh Coar Close
- Anagh Coar Road (up from Bay Cam)
- Antberry Avenue
- Audland Grove
- Ballabrooke Avenue
- Ballabrooke Close
- Ballabrooke Drive
- Ballabrooke Gardens
- Ballabrooke Grove
- Ballabrooke Park
- Ballabrooke Way
- Ballinacorney Avenue
- Ballinacorney Close
- Ballinacorney Drive
- Ballinacorney Road
- Ballaughn Close
- Ballaughn Lane Hill
- Ballaughn Meadow
- Ballaughn Park
- Ballaughn Villas
- Belhurst Street
- Bay Cam
- Belmont Hill
- Belmont Road
- Belmont Terrace
- Berkeley Street
- Brighton Terrace
- Brisbane Street
- Brunswick Road
- Bucks Road
- Cambridge Terrace
- Chetles Road
- Circular Road
- Clarke Street
- Clarke Street Lane
- Cloes Coaley
- Cloes Fletcher
- Cloes Kennish
- Cloes Moore
- Cloes Quirk
- Colden Road
- Cool Close
- Cool Drive
- Cool Farmine
- Cool View
- Copes Hill
- Crack Coar
- Crack Lough
- Crack Ny Graine
- Crackbourne Avenue
- Crackbourne Road
- Croby Terrace
- Dalton Street
- Damesme Road
- Derby Road
- Derby Square
- Devonshire Crescent
- Devonshire Road
- Douglas Avenue
- Douglas Head Road
- Dreym Beary
- Eary Veg
- Eastfield
- Egerton Terrace
- Eleanora Drive
- Eleanora Gardens
- Ellenbrook Avenue
- Ellenbrook Close
- Ellenbrook Drive
- Falcon Street
- Farnhill Meadows
- Farrist Street
- Finch Hill Grove
- Grillon Street
- Groveview Road
- Hampton Grove
- Hampton Farm
- Hampton Villas
- Harcroft Meadow
- Harcroft Terrace
- Harris Terrace
- Hatfield Grove
- Hawarden Avenue
- Head Road - Fort William
- Hedgerow Close
- Hilary Park
- Hilary Road
- Hilsideley Road
- Hill Street
- Hillside Avenue
- Hillside Terrace
- Hilltop Rise
- Hilltop View
- Hutchinson Square
- Hutchinson Villas
- Kensington Avenue
- Kensington Lane
- Kensington Road
- Kevelogue Hill
- Kingswood Grove
- Kirby Hill
- Lancaster Road
- Leigh Terrace
- Lower Dukas Road

- Leigh Terrace
- Lower Dukas Road
- Melvm Road
- Manor Drive
- Manor Hill
- Manor Lane
- Manor Road
- Manor View
- Marborough Terrace
- Meadowbrook Gardens
- Meadow Crescent (to Harcroft Ave.)
- Medbourne Street
- Merton Bank
- Miltonhill
- Milton Terrace
- Mona Street
- Mona Terrace
- Mount Grads
- Mount Havelock
- Murray Road
- Oakhill Court
- Ory Place
- Ory Street
- Osborne Grove
- Osborne Terrace
- Oxford Street
- Palatine Road
- Park Road
- Parr Street
- Peveril Street
- Peveril Terrace
- Prinrose Avenue
- Prinrose Avenue
- Prinrose Street
- Quarterbridge Rd
- Queens Avenue
- Queens Terrace
- Railway Terrace
- Raphael Road
- Raysir Camena
- Richmond Court
- Richmond Grove
- Rosebank
- Rosemount
- Saddis Road
- Salisbury Street
- Sarhill Road
- Selbome Road
- Selbome Drive
- Sleasu Dhuo
- Somerset Road
- Somerset Square
- Spinnay Close
- Spring Gardens
- Spring Valley Terrace
- Springfield Avenue
- Springfield Road
- Springvalley Road
- St Catharines Drive
- St Marys Road
- St. Catharines Close
- Stevenson Court
- Stevenson Way
- Stoney Road
- Sydney Street
- Tennis Road
- The Meadows
- Thorn Road
- Tromode Close
- Tromode Green
- Tromode Heights
- Tromode Park
- Tromode Road
- Tynwald Street
- Vicarage Mews
- Vicarage Park
- Vicarage Road
- Wesley Terrace
- Westbourne Drive
- Western Avenue
- Westminster Drive
- Westminster Terrace
- Westmorland Road
- Westmorland Road
- Westmount
- Willow Terrace
- Willowbrook Gardens
- Wimbledon Court
- Windsor Court
- Windsor Road
- Windsor Terrace
- Withington Road
- Woodbourne Court
- Woodbourne Lane
- Woodbourne Road
- Woodbourne Road Lane
- Woodburn Square
- Woodlands Avenue
- Woodlands Close
- Woodside Terrace
- York Road

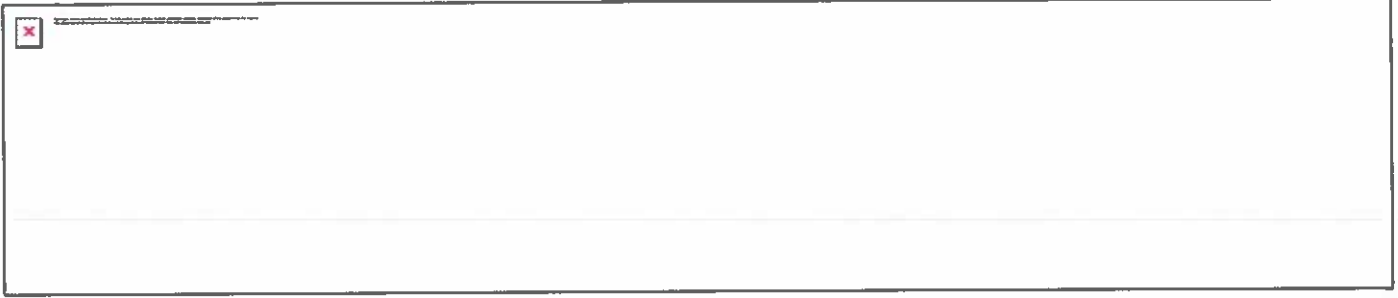
Week 2 refuse collection - Next collection w/c 1st October and fortnightly thereafter. Collection day remains as existing, except where notified otherwise.

Refuse (week commencing)	Garden waste (week commencing)
03/10/2022	10/10/2022
17/10/2022	24/10/2022
31/10/2022	
14/11/2022	
28/11/2022	Service resumes in February 2023
12/12/2022	
26/12/2022*	

\* Boxing day collections will be carried out on Saturday 26th December 2022.

- Alford Teare Grove
- Anagh Coar Road (Bay Cam down)
- Annacur Lane
- Ashbourne Avenue
- Ashbourne Grove
- Ash Road
- Baldain Road
- Baldain Road
- Baldain Woods
- Bellequark
- Bellequark Lane
- Barris Road
- Barris Road
- Beachwood Rise
- Belgreve
- Berry Woods Avenue
- Berry Woods Grove
- Blackberry Lane
- Bluebell Close
- Bramble Close
- Campion Way
- Castle Hill
- Castlemore ave
- Chalblin Close
- Cedar Grove
- Central Walk
- Central Promenade
- Cherry Walk
- Clype Road
- Conway Road
- Crack Y Barry
- Crack Y Barry Avenue
- Crack Y Barry Bay
- Crack Y Barry Drive
- Crack Y Barry Gardens
- Crack Y Barry Mews
- Crack Y Barry Moor
- Crack Y Barry View
- Crovens Close
- Cullyn Avenue
- Cullyn Link
- Cullyn Path
- Cushag Close
- Cushag Road
- Cypress Grove
- Darragh Avenue
- Darragh Passage
- Darragh Way
- Doves Croft
- Edmund Chadwick
- Elderberry Rise
- Elm Avenue
- Empire Terrace
- Empress Mews
- Esplanade Mews
- Falcon Cliff Court
- Falcon Cliff Terrace
- Farnhill Drive
- Farnhill Gardens
- Farnhill Lane
- Farnhill Mews
- Farnhill Park
- Farvane Close
- Farvane Link
- Farvane Park
- Farvane Avenue
- Farella Court
- First Avenue douglas
- Foxglove Close
- Fuchsia Lane
- Glen Park Drive
- Glantruchary Road
- Gorsecroft
- Governors Hill
- Greebe Road
- Greenfield Road
- Groves Lane
- Halwood Avenue
- Harcroft Avenue
- Harcroft Road
- Hazel Crescent
- Hawthor Close
- Hawthor Crescent
- Hawthor Lane
- Hibbin Avenue
- Hibbin Lane
- Hibbin Way
- High View Road
- Higginbotham Avenue
- Hilberry Close
- Hilberry Green
- Hilberry Heights
- Hilberry Lanes
- Hilberry Meadow
- Hilcroft
- Hilcroft Green
- Hilcroft Rise
- Holly Grove
- Hornefield Close
- Hornefield Road
- Honeyuckle Lane
- Hornshoe Avenue
- Inner Circle
- James Place
- Johnny Wallerton Court
- Johnny Wallerton Lane
- Joseph Hall Avenue
- Julian Road
- Kappel Road

- Kahway Avenue
- Laburnum Avenue
- Laburnum Road
- Lakelide Road
- Lakelide View
- Larch Hill
- Larch Hill Grove
- Laureston Close
- Laureston Grove
- Laureston Terrace
- Laureston View
- Leahurst Park
- Linden Gardens
- Linden Grove
- Little Switzerland
- Lucarne Court
- Mavin Road
- Manor Court
- Marathon Avenue
- Marathon Drive
- Marathon Road
- Meadow Crescent after Harcroft Ave
- Montrose Court
- Mountain Road
- Mountain View
- Norwood Drive
- Oak Avenue
- Oakdale
- Oakhill Close
- Olaf Close
- Orchard View
- Orchid Close
- Orye Close
- Palace Road
- Park Avenue
- Peveril Road
- Pipe Hill
- Pinehurst Avenue
- Pinehurst Close
- Pinehurst Glen
- Poplar Road
- Poplar Terrace
- Port E Chee
- Port E Chee Avenue
- Prinrose Road
- Pulrose Road
- Queens Promenade
- Reginald Close
- Reginald Mews
- Richmond Close
- Robert Cubbon Close
- Robb Lane
- Semuel Webb Crescent
- School Road Willaston
- Second Avenue douglas
- Shesell Road
- St Ninians Road
- Stanley Mews
- Stanley Place
- Stanley Terrace
- Stinecrop Grove
- Strathallan Crescent
- Subby Road
- Sumark Avenue
- Sumark Croft
- Sumark Walk
- Summerhill Grove
- Summerhill lower
- Summerhill Place
- Switzerland Road
- Switzerland Terrace
- Sycamore Grove
- Terence Avenue
- The Abbey Woods
- The Castleward Green
- The Crescent
- The Laxaris
- Third Avenue
- Thomas Kalg Road
- Tramman Close
- Tramman Park
- Tramman Rise
- Tynwald Road
- Upper Dukas Road
- Urley Avenue
- Urley Path
- Urley Walk
- Victoria Ave douglas
- Victoria Crescent
- Victoria Place/Terrace
- Victoria Road
- Violog Road
- Wallerton Close
- Wallerton Lane
- Willaston Crescent
- William Proctor Court



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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 30 September 2022 13:33  
**To:** [REDACTED]  
**Subject:** RE: Alternate weekly collection schedule by street

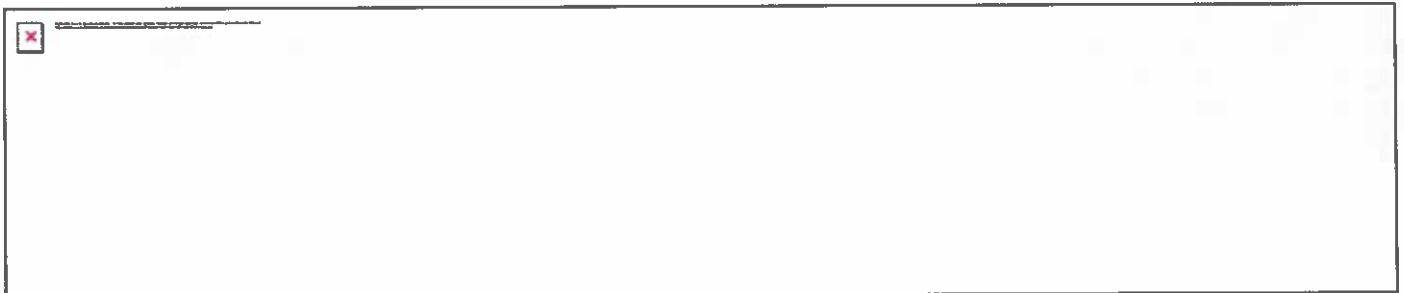
Already done, just had a couple of e-mail exchanges with the leader, everything cool.

Cheers

[REDACTED]  
[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
[www.douglas.gov.im](http://www.douglas.gov.im)

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**From:** [REDACTED]  
**Sent:** 30 September 2022 12:39  
**To:** [REDACTED]  
**Subject:** RE: Alternate weekly collection schedule by street

Hi [REDACTED]

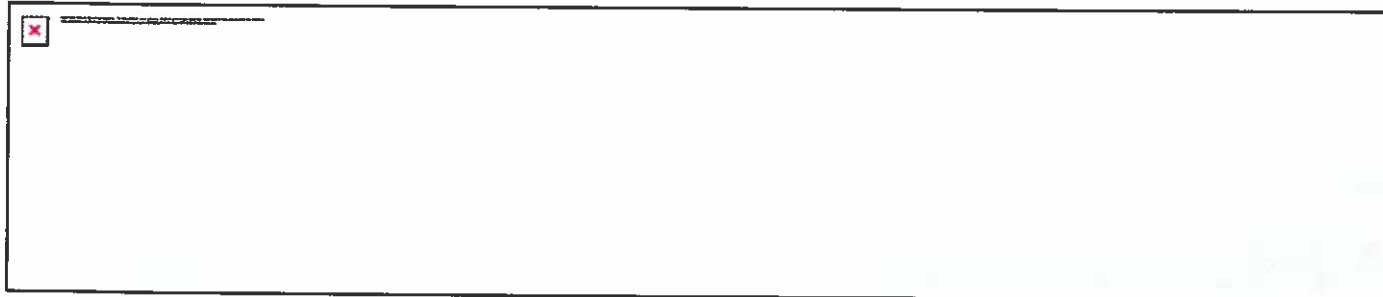
I've heard nothing from Members on this, have you? Seems to be a winner! If you haven't already, arrange for loMAdv to get it out on FB and also we can get it on our website and signpost people to it.

Ta

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [redacted]@douglas.gov.im  
Phone - +44(0)1624 696 [redacted]  
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**From:** [redacted]  
**Sent:** 28 September 2022 14:40  
**To:** [redacted]  
**Cc:** [redacted]; [redacted] <[redacted]@douglas.gov.im>; Anthony Boye <[redacted]@douglas.gov.im>; Daniel Looney <[redacted]@douglas.gov.im>; Kathleen Rice <[redacted]@douglas.gov.im>; [redacted] <[redacted]@douglas.gov.im>; Jeanette Edwards <[redacted]@douglas.gov.im>; Nick Barne <[redacted]@douglas.gov.im>; Sean Kelly <[redacted]@douglas.gov.im>; Peter Macken <[redacted]@douglas.gov.im>; David [redacted] <[redacted]@douglas.gov.im>; [redacted] <[redacted]@douglas.gov.im>  
**Subject:** Alternate weekly collection schedule by street  
**Importance:** High

Dear [redacted]

Following my previous e-mail on the above topic, concerns were raised about listing collection weeks by areas and estates could lead to confusion. Therefore, please find attached revised schedule showing collection dates by streets. It is intended that this will go live to the public tomorrow on [www.recyclenow.im](http://www.recyclenow.im) and the Council's website with sign posting on social media.

I trust this is of assistance

Kind regards

[redacted signature block]

Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [redacted]@douglas.gov.im  
Phone - +44(0)1624 696 [redacted]  
[www.douglas.gov.im](http://www.douglas.gov.im)

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 27 January 2023 10:49  
**To:** [REDACTED]  
**Subject:** FW: AWC - Questions

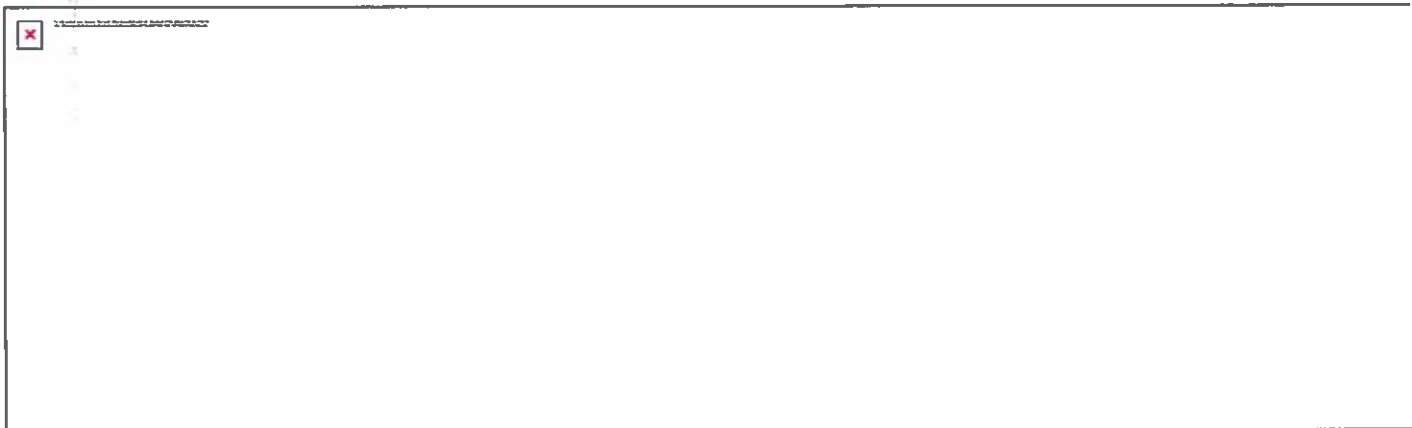
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi [REDACTED] - please see below.  
Thanks, [REDACTED]

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
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---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** AWC - Questions

Morning [REDACTED]

Members of Council are scheduled to meet with the Douglas MHKs later this week, and one of the items put forward for the agenda is as below:-

- Fortnightly refuse collections – options for additional bins for medical waste ([REDACTED] MHK)

The Leader has suggested that this matter can be dealt with outside of the meeting, just by letting MHKs know what people need to do.

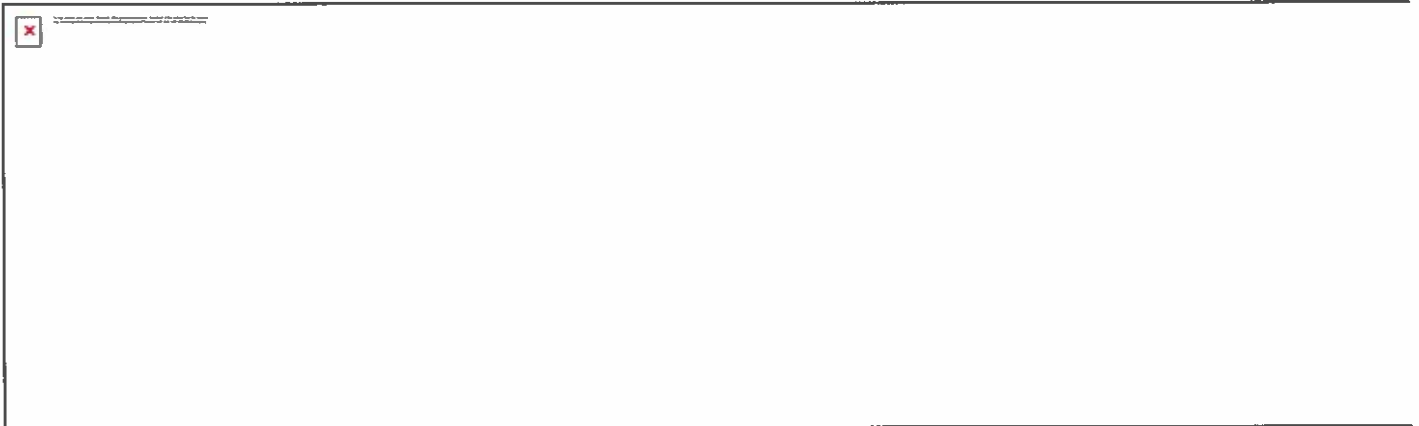
Would you be able to let me have some info, that we can then pass on to the Douglas MHKs please?

Thanks, [REDACTED]

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 05 October 2022 11:19  
**To:** [REDACTED]  
**Subject:** RE:  
**Attachments:** Fwd: Re: Bins

Hi [REDACTED]

Mixed response, some people are up in arms like the attached which [REDACTED] has asked me to respond to. I'll draft something asap and let you see.

I can see the merit in [REDACTED] suggestion.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

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Phone - +44(0)1624 696 [REDACTED]  
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**From:** [REDACTED]  
**Sent:** 05 October 2022 10:14  
**To:** [REDACTED]  
**Subject:** FW:

Morning

See below. Looks good to me – what sort of feedback are you getting from the public so far? I've had one email from a Councillor this morning saying his constituents knew nothing about it so are we getting much of this?

Many thanks

[REDACTED]

Director of Environment & Regeneration  
Douglas Borough Council  
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**From:** [redacted]  
**Sent:** 05 October 2022 10:13  
**To:** [redacted]@douglas.gov.im>  
**Subject:**

Morning [redacted] - I've got us a little slot in the Courier on Friday and want to use it to remind people of the essentials.

Basically, now that the collections have moved from weekly to fortnightly

- remind people why the scheme is being rolled out (encourage responsible waste management behaviour)
- explain how the timings/day of delivery work/point them to the timings etc – in connection with the garden waste service (which I app pauses soon)
- approx how many houses it affects
- message of reassurance and reminder where to go if people are struggling with the new system - Reiterate top tips etc

Is there anything specific I have missed/you want adding?

[redacted]

[redacted]

Quay House, South Quay, Douglas, Isle of Man IM1 5AR  
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[www.iomad.com](http://www.iomad.com)



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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 05 October 2022 10:07  
**To:** [REDACTED]  
**Subject:** Fwd: Bins

Good morning [REDACTED]

Welcome back, bet you have been missed. Would you be so kind as to reply to [REDACTED] email below or tell me your thoughts on it so that I can reply? A leaflet drop seems impractical, wasteful and expensive but maybe a newspaper (courier) one page advert with the information makes sense to reach the people who are not (so much) online.

Kind regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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- ♻ Questions about recycling?
  - ♻ Need additional boxes?
  - ♻ Is there space for communal recycling bins at your flats?
- Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)

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Begin forwarded message:

**From:** [REDACTED]  
**Date:** 4 October 2022 at 16:02:43 GMT+1  
**To:** [REDACTED]

Cc: [REDACTED]  
Subject: Re: Bins

[REDACTED]

I am getting lots of people on who don't use the internet and the council website who had no idea that their bins were going fortnightly and this has started. Can we arrange a leaflet with the schedule to be left with each bin collected so people who don't use the internet know when their bin is being collected.

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

LET'S GET TO NET ZERO

TAKING ACTION ON CLIMATE CHANGE

On 4 October 2022 at 15:33:39 GMT+1, [REDACTED] wrote:

For [REDACTED] the best contacts on recycling/capacity assessment issues are [REDACTED] and [REDACTED] both working on our recycling team.

For the public it is [recycling@douglas.gov.im](mailto:recycling@douglas.gov.im) or 696445

Kind regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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♻️ Questions about recycling?

♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)

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On 4 Oct 2022, at 15:00, [REDACTED] wrote:

It doesn't help when you email [REDACTED] who's reply is out of office until 5 October then I email [REDACTED] who is out of office until 10 October his reply contact [REDACTED] these emails need sorting so that they are automatically sent to someone who is at work and can sort your query out

Regards

[REDACTED]

---

Sent from [Workspace ONE Boxer](#)

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 05 October 2022 17:03  
**To:** [REDACTED]  
**Subject:** Bins (his original reference)

What do you think?

Dear [REDACTED]

[REDACTED] has asked me to respond to the concerns you raise in an e-mail about the changes to waste collections in the Borough and in particular how the Council communicated with households.

Whilst moving to fortnightly collections and the data capture supporting the policy has been in motion since around 2018, the first time the Council indicated its intention to change the service was in August 2021. In November 2021 Waste Services conducted an on-line survey of Douglas households seeking views on a range of waste/ recycling matters including the potential for fortnightly refuse collections and the appetite for a garden waste collection service. In early 2022, the Council's Executive Committee announced as part of its budget setting meeting for 2023/24 that fortnightly refuse would be introduced later in the year and would be preceded by a garden waste collection service, this was posted on the Council's website on 27<sup>th</sup> January 2022.

In terms of our communication campaign with the public, the Council appointed Isle of Man advertising to provide expert campaign advertising. Our campaign has broadly followed the timeline below:

- 19<sup>th</sup> May – Announcement on the Council's website giving more detail on arrangements and approximate timescales.
- 22<sup>nd</sup> June – Newspaper article.
- Also in this period, the Chairman of the Environmental Services Committee gave a video interview to Manx Radio and various social media posts went live as well as a pop-up banner placed in HBN library. In addition, the Council's Head of Waste Services attended two political (joint MHK/ Councillor) surgeries, to answer queries.
- 4<sup>th</sup> July – Newspaper release about garden waste bins, also uploaded on SM.
- w/c 11<sup>th</sup> July – Isle of Man post office were given an order to post a leaflet to every household in the Borough. <https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:f66b0327-b44b-3bbb-a2e1-5c95213064a4>
- Recycling roadshow in the Town Centre with pop banners advertising the new service.
- July/ August social media articles.
- 6<sup>th</sup> August – Recycling roadshow at the Council's fun day in Nobles Park, with pop up banners and leaflets.
- August/ September over 360 radio adverts across the Island's three radio stations.
- 19<sup>th</sup> August – New release on the Council's website.
- 15<sup>th</sup> September – Isle of Man Courier Go Green Feature & September's edition of the Gallery Magazine.

- 17<sup>th</sup> & 18<sup>th</sup> September – Food & Drink Festival, Villa Marina – Recycling roadshow with leaflets and banners.
- 30<sup>th</sup> September – Family recycling blog feature, social media and the Council’s recycling website: [www.recyclenow.im](http://www.recyclenow.im)
- 30<sup>th</sup> September – Schedule of refuse/ garden waste collections by street placed on the Council’s website, Facebook and recyclenow.

Throughout this process, we’ve used facebook as the primary platform for simple updates, useful tips and FAQ’s and signposting to our dedicated recycling website which provides more detailed information.

Finally, we fully acknowledge that not every household uses social media, listens to local radio or purchases local newspapers, which is why a leaflet outlining the service was posted to every household in the Borough. Admittedly we didn’t provide specific dates in the leaflet, as this has been very much led by the take-up of the garden waste service, where nearly 3000 households have ordered garden waste bins since the end of July, with orders still continuing to come in on a daily basis. However, we’ve tried to get the information out to ratepayers as soon as we are able to verify its accuracy and have dealt with thousands of telephone and e-mail enquiries seeking a garden waste bin, additional recycling boxes or more details of when their collection is due, so we feel that the evidence shows we’ve managed to reach the majority of households.

I trust this goes some way to explaining the efforts the Council has made to communicate with ratepayers.

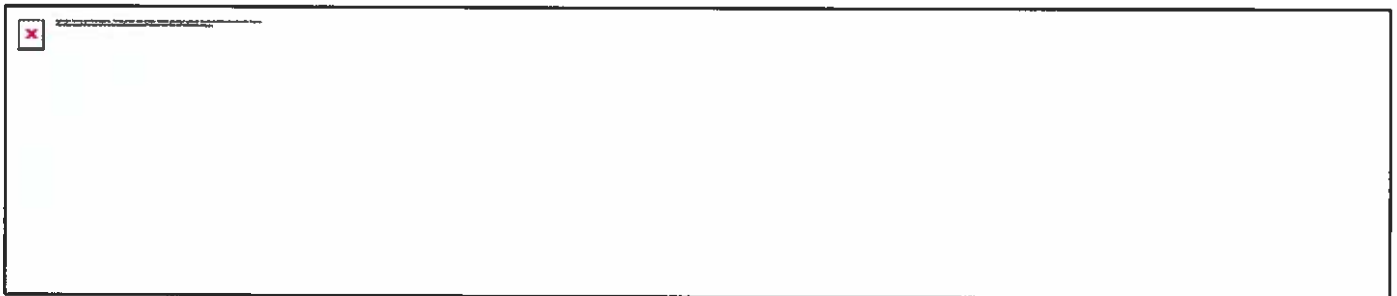
Kind regards

[Redacted signature]

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IM99 1AD

e-mail - [Redacted]@douglas.gov.im  
Phone - +44(0)1624 696 [Redacted]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 10 October 2022 09:26  
**To:** [REDACTED]  
**Subject:** AWC funding  
**Attachments:** AWC 2021final.docx

Hi [REDACTED]

Report attached and relevant minute below: -

**5. Alternate Weekly Refuse Collections (continued)**

Members returned to their deliberations to agree funding in respect of the change of Council policy to move to alternate weekly refuse collections.

Resolved, "(i) That particulars of the report be noted on the minutes;

(ii) That funding to implement during 2022 the introduction of the changed policy to alternate weekly refuse collections, be approved as follows:

- £109,700 for the acquisition of 4,200 brown wheeled bins for garden waste collections to be funded from Capital Receipts;
  - £13,300 for the acquisition of 3,000 kerbside boxes to be funded from Capital Receipts;
  - £9,200 for the communication phase of the rollout to be funded from the General Revenue Reserve;
  - £20,000 for the temporary hire of an additional kerbside vehicle to be funded from the General Revenue Reserve;
- and

(iii) That net savings of £25,000 be incorporated into the revenue budget, being a reduction in Energy from Waste Plant gate fees expected from waste diversion after allowing for compostable bags cost."

Cheers

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 13 October 2022 07:46  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED]

Hi [REDACTED]

It is a tough one and I think the committee (or your team if it is possible to avoid a committee) should make a call on it - personally I think it is unfair if people have paid for an extra bin that we now refuse to empty and not give them something in return I am sure they can be used again so not a great loss to us giving them a partial refund. I have no idea how much an extra bin costs so can't really comment on how much.

Kind Regards

[REDACTED]  
[REDACTED]  
[REDACTED]

> On 12 Oct 2022, at 13:46, [REDACTED]:

>

> Good Afternoon [REDACTED]

>

> Our policy which has just been reaffirmed with the staff, is to empty both bins in this interim bedding in period, but leave a card saying only one bin will be collected going forward. [REDACTED] has spoken with [REDACTED] and his other issue is that he paid for his second bin, so far we've had a dozen or so calls, where they've asked for compensation. We estimate that this could potentially get up to 200 households, albeit some would be entitled to additional capacity after assessment anyway and the vast majority have been accepting of the change. The question I suppose is, should we consider offering some compensation or a buy back option, for those who've purchased a bin, if they can show proof of purchase E.g.£10 per bin. If we were to buy back they could be reused if in good condition.

>

> Regards

[REDACTED]

>

[REDACTED]  
[REDACTED]

> Town Hall, PO Box 2, Douglas, Isle of Man

> IM99 1AD

>

> e-mail [REDACTED]@douglas.gov.im

> Phone - +44(0)1624 696 [REDACTED]

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>

>

> -----Original Message-----

> From: [REDACTED]

> Sent: 12 October 2022 10:49

> To: [REDACTED]

> Subject: [REDACTED]

>

> Morning

>

> I am sure this is not the first one you have had for [REDACTED] however he has rung to say he has two bins one which he purchased and his normal bin.

>

> One has been emptied as per the rules but the other is full and if he is to go two weeks without it being emptied he is never going to come right (which I get) he also wants to know if he will get a refund on his second bin if we are not going to empty it - what's the score on this?

>

> Could someone call him on [REDACTED] It may be one of those we need to empty as a one off and remove the second bin?

>

> Will leave it in your capable hands!

>

> Kind Regards

>

> [REDACTED]

> [REDACTED]

> [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 14 October 2022 15:08  
**To:** [REDACTED]  
**Subject:** Alternate Weekly Collections

[REDACTED]

I guess the whole of Douglas is now on alternate weekly collections, the biggest change is waste management in years. I think we all knew it wouldn't be easy, especially in the age of social media and while having to wrestle with staff shortages for deliveries.

Apart from requests for boxes or assessments I've only had two contacts from the public, one (who isn't even in my ward) who has been on a mission about this matter since it was announced and the other a lady concerned about the litter in her back lane which was already a problem area. So civilisation hasn't collapsed.

Could you please forward my thanks to everyone in your team for their hard work and enjoy your weekends.

Thank you

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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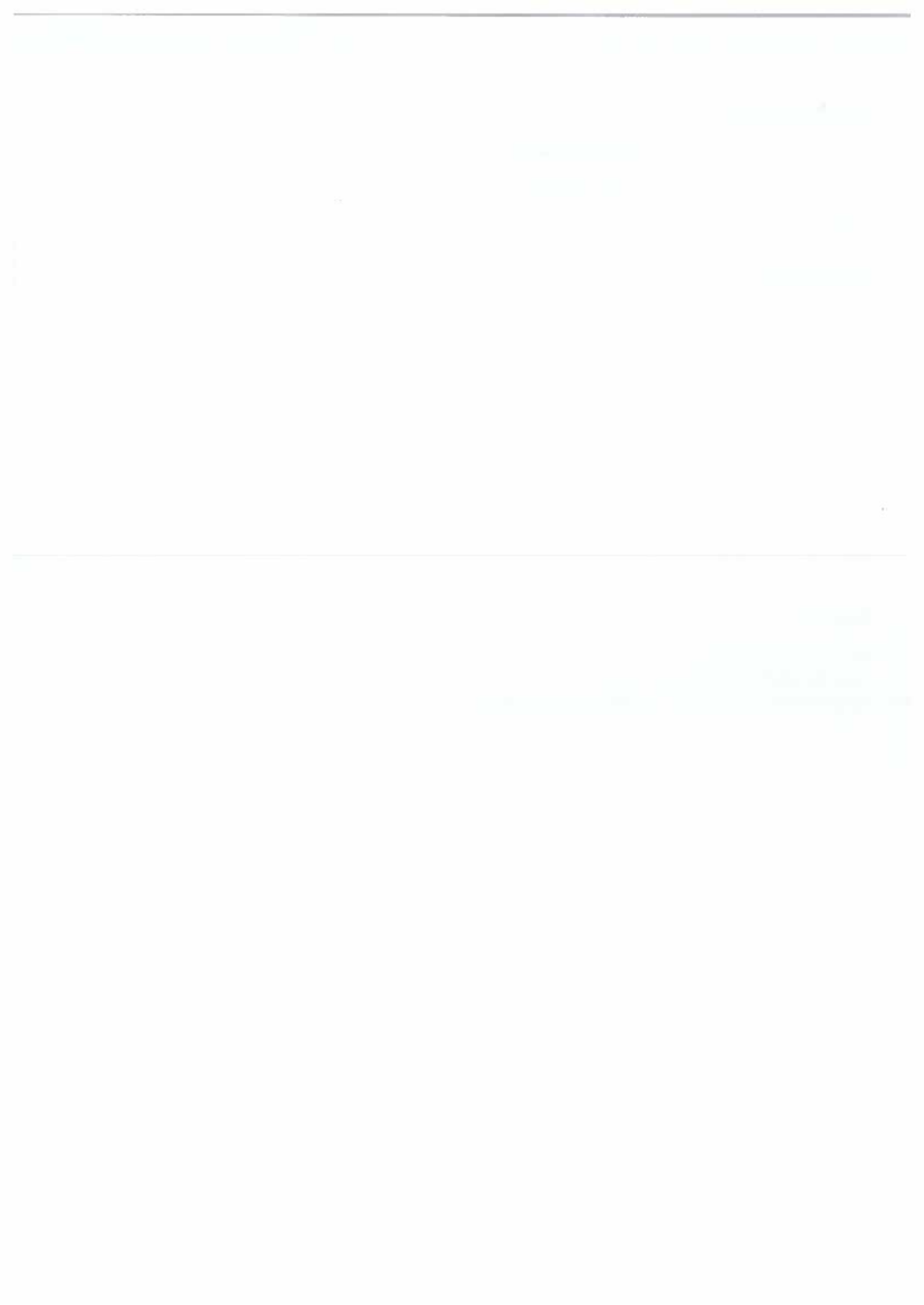
Available to members of Douglas Library, download the Libby App, ask for a PIN number and away you go.

♻️ Questions about recycling?

♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 14 October 2022 15:15  
**To:** [REDACTED]  
**Subject:** RE: Alternate Weekly Collections

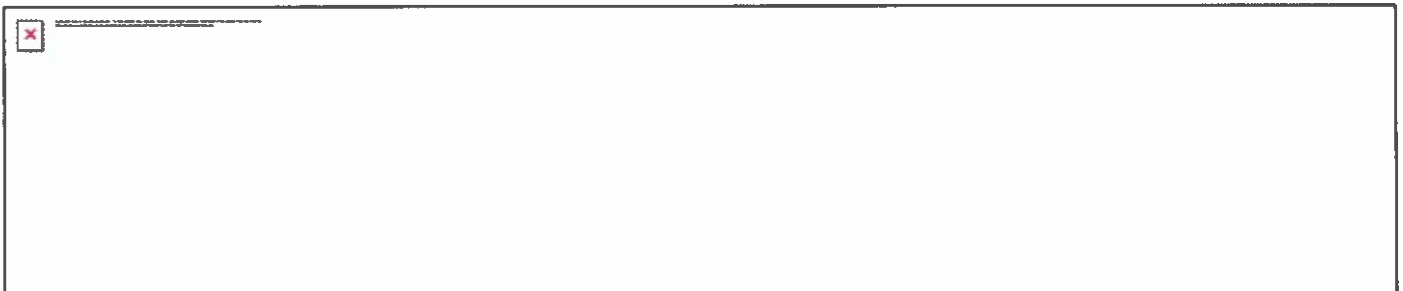
Thank you Mr Councillor Bentley, I know the team will very much appreciate your recognition of their efforts.

Kind regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
[www.douglas.gov.im](http://www.douglas.gov.im)

[Facebook](#) | [Twitter](#) | [YouTube](#) | [Instagram](#)



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**From:** [REDACTED]  
**Sent:** 14 October 2022 15:08  
**To:** [REDACTED]  
**Subject:** Alternate Weekly Collections

[REDACTED]

I guess the whole of Douglas is now on alternate weekly collections, the biggest change is waste management in years. I think we all knew it wouldn't be easy, especially in the age of social media and while having to wrestle with staff shortages for deliveries.

Apart from requests for boxes or assessments I've only had two contacts from the public, one (who isn't even in my ward) who has been on a mission about this matter since it was announced and the other a lady concerned about the litter in her back lane which was already a problem area. So civilisation hasn't collapsed.

Could you please forward my thanks to everyone in your team for their hard work and enjoy your weekends.

Thank you

[REDACTED]

- 5,000+ ebooks
- 900+ audiobooks
- 2,200+ emagazines

Available to members of Douglas Library, download the Libby App, ask for a PIN number and away you go.

- ♻ Questions about recycling?
- ♻ Need additional boxes?
- ♻ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 17 October 2022 08:28  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Criteria  
**Attachments:** Criteria for a larger bin 2022.docx

Good Morning,

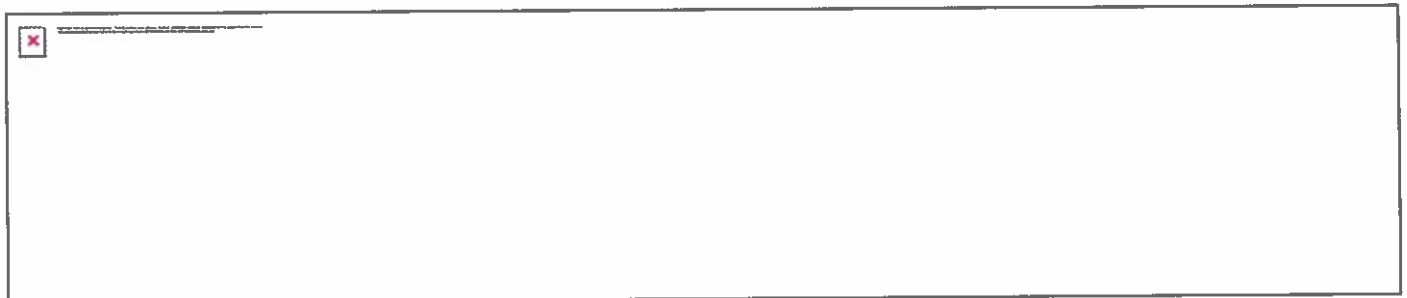
This is the criteria/script questionnaire that is being used when we work through the phone calls regarding calls for a bigger or additional bin.

Kind regards

[REDACTED]  
[REDACTED]  
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Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 17 October 2022 15:50  
**To:** [REDACTED]  
**Subject:** Re: Waste Strategy communication  
**Attachments:** COMMUNICATION CAMPAIGN FOR NEW WASTE STRATEGY.docx

Thank you, as expected its hotting up with it actually taking place now, I have tried to answer some of the posts on facebook but to be honest I am probably wasting my time!

Kind Regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

On 17 Oct 2022, at 15:19 [REDACTED] wrote:

Dear [REDACTED]

I thought it would be useful to share with you a document I pulled together for the Chair of Environmental Services Committee, which sets out the change in waste service communication campaign. Committee was of the view you would find this information useful in responding to constituents. Any queries on the attached, please get in touch.

Many thanks

[REDACTED]  
[REDACTED]

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# Attachment

## COMMUNICATION CAMPAIGN FOR NEW WASTE STRATEGY

- First mooted publicly August 2021;
- Decision made publicly in January 2022 to introduce from Autumn 2022, with media coverage across all platforms;
- March 2022 – inclusion in the annual rates newsletter of the change in waste strategy;
- 19<sup>th</sup> May – announcement on the Council’s website giving more detail on arrangements and approximate timescales
- 22<sup>nd</sup> June – Newspaper feature and a video interview by the Chair of ESC on Manx Radio which was used by all platforms (social, print, radio);
- Pop-up banner placed in Henry Bloom Noble Library;
- Two political surgeries attended (joint MHK/Councillor surgeries);
- 4<sup>th</sup> July – further newspaper release about garden waste bins, repeated over social media;
- w/c 11<sup>th</sup> July – leaflet drop to every household. Leaflet is also available on our website;
- 30<sup>th</sup> July – roadshow event in the Town Centre with leaflets, banners, boxes, bags, garden waste bins, etc;
- 6<sup>th</sup> August – stand at the Council’s Family Fun Day with leaflets, banners, boxes, bags, garden waste bins, etc;
- During August, September and October, over 360 radio adverts across the Island’s three radio stations;
- 19<sup>th</sup> August – news release duplicated on the Council’s website;
- 15<sup>th</sup> September – Isle of Man Courier Go Green full feature duplicated in the September edition of the Gallery Magazine;
- 17<sup>th</sup> and 18<sup>th</sup> September – stand at the Food and Drink Festival with leaflets, banners, boxes, bags, garden waste bins, etc;
- 30<sup>th</sup> September – family recycling blog feature used on social media and the Council’s website;

- 
- 30<sup>th</sup> September – schedule of refuse/garden waste collections by street placed on the Council’s website, facebook and recyclenow.im. This was shared with members in advance so they would be able to assist any of their constituents who had queries.
  - In addition to the above, there has been daily posts to social media and also weekly paid social media advertising to raise awareness and signpost residents to further information, and the team has dealt with thousands of emails and telephone calls.
-

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 17 October 2022 15:57  
**To:** [REDACTED]  
**Subject:** Re: Waste Strategy communication

Totally agree - this firing of emails saying deal with this is not helpful at all!

I would be interested in the outcome for that block of flats - by sheer coincidence when the kids got their hair cut on Friday the hairdresser said to me, is it you who has given us all the recycling bins? So I said yes (having no idea really what the plan was LOL!) and she was very thankful she said it was ace!

Funny how different people take things!

Kind Regards

[REDACTED]  
[REDACTED]  
[REDACTED]

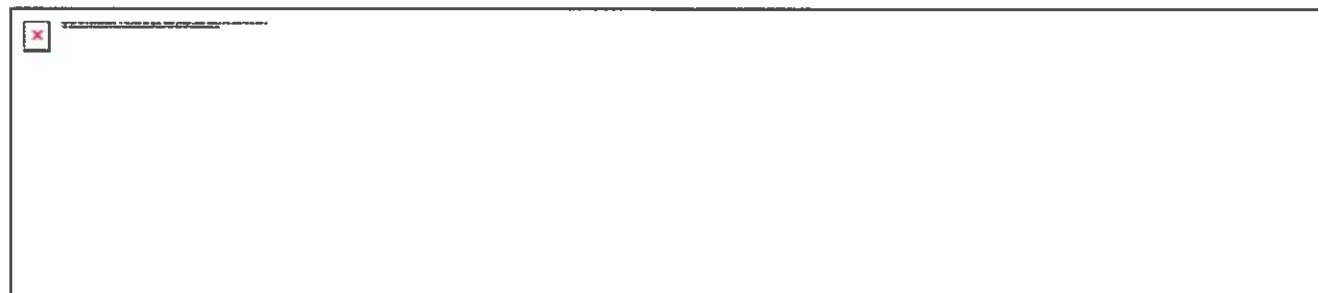
On 17 Oct 2022, at 15:53, [REDACTED] wrote:

Thank you [REDACTED]  
And IoMAdv should be doing more – I’m picking this up with James. I still maintain we need to keep perspective and the ‘negative’ reaction is still only a very small percentage of residents – we had far greater negative publicity when we (a) didn’t award the Bottleneck to Busheys and (b) took down the festoons. It’s just a pity some of our own Members weren’t a little more supportive.

Many thanks

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**From:** [REDACTED]  
**Sent:** 17 October 2022 15:50  
**To:** [REDACTED]  
**Subject:** Re: Waste Strategy communication

Thank you, as expected its hotting up with it actually taking place now, I have tried to answer some of the posts on facebook but to be honest I am probably wasting my time!

Kind Regards

[REDACTED]  
[REDACTED] Douglas Borough Council  
[REDACTED]

On 17 Oct 2022, at 15:19, [REDACTED] wrote:

Dear [REDACTED]  
I thought it would be useful to share with you a document I pulled together for the Chair of Environmental Services Committee, which sets out the change in waste service communication campaign. Committee was of the view you would find this information useful in responding to constituents. Any queries on the attached, please get in touch.

Many thanks

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
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e-mail [REDACTED]@douglas.gov.im  
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attachments, you must take no action based upon them, nor must you copy or show them to anyone. Please contact the sender if you believe you have received this email in error.



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 17 October 2022 19:20  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Waste Strategy communication  
**Attachments:** COMMUNICATION CAMPAIGN FOR NEW WASTE STRATEGY.docx

Thank you [REDACTED], very much appreciated

Kindest regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

On 17 Oct 2022, at 15:19 [REDACTED] wrote:

Dear [REDACTED]

I thought it would be useful to share with you a document I pulled together for the Chair of Environmental Services Committee, which sets out the change in waste service communication campaign. Committee was of the view you would find this information useful in responding to constituents. Any queries on the attached, please get in touch.

Many thanks

[REDACTED]  
[REDACTED]  
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Phone - +44(0)1624 696 [REDACTED]  
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 17 October 2022 15:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Waste Strategy communication

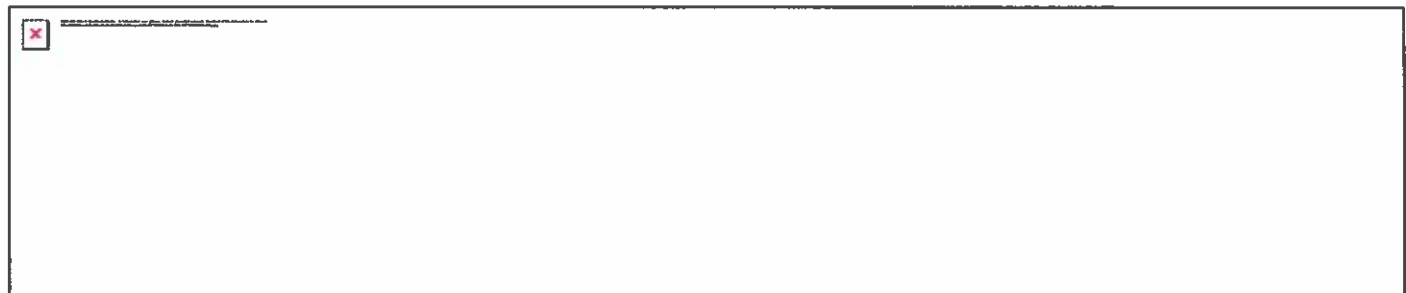
Thanks [REDACTED] for the info it's obviously not getting through to lots of people  
Regards  
[REDACTED]

---  
Sent from [REDACTED]

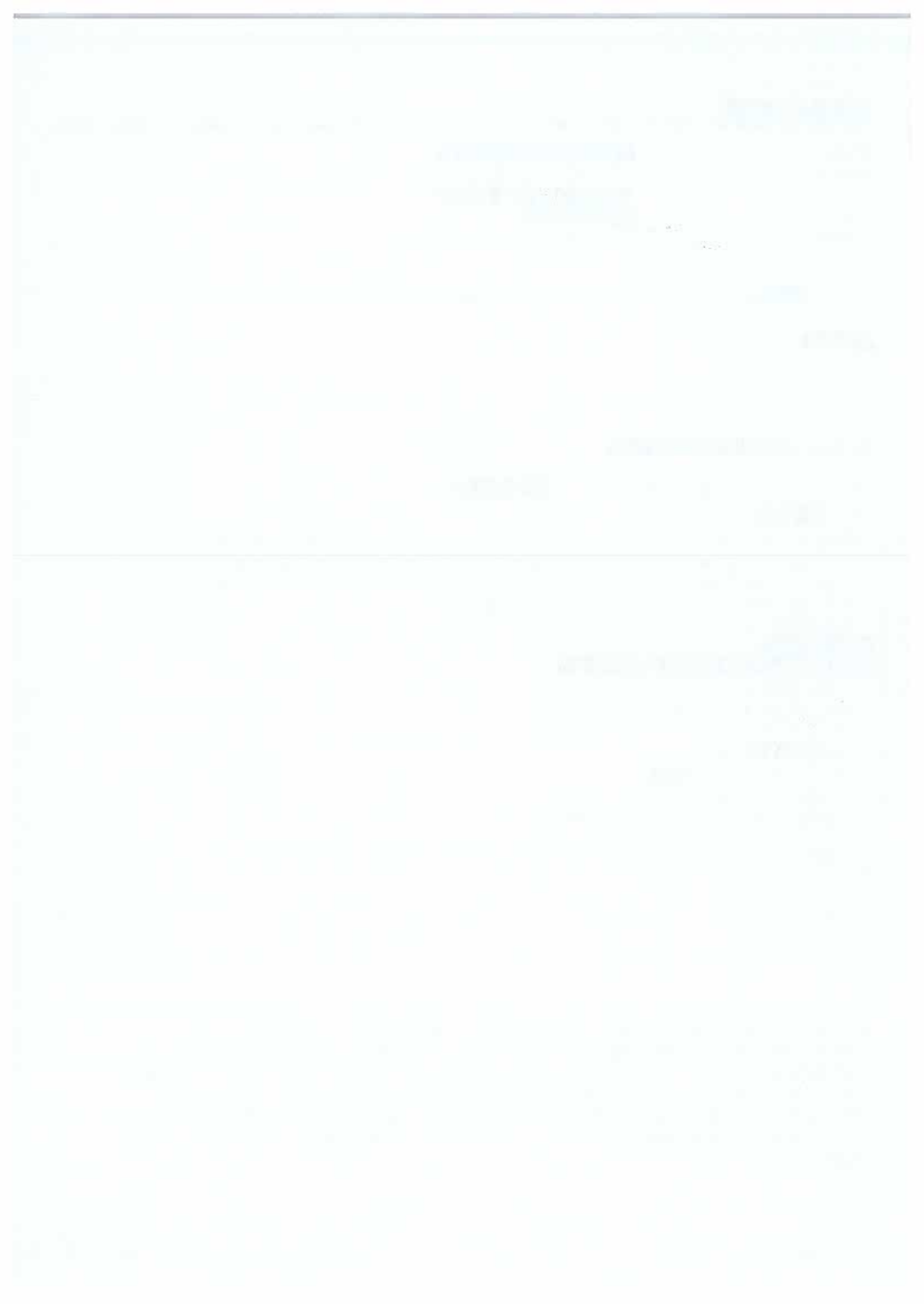
On 17 October 2022 at 15:19:55 GMT+1, [REDACTED] wrote:

Dear [REDACTED]  
I thought it would be useful to share with you a document I pulled together for the Chair of Environmental Services Committee, which sets out the change in waste service communication campaign. Committee was of the view you would find this information useful in responding to constituents. Any queries on the attached, please get in touch.  
Many thanks

[REDACTED]  
[REDACTED]  
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[Redacted]

**From:** [Redacted]  
**Sent:** 19 October 2022 10:05  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** meeting with head road residents - UK LA collections

Dear [Redacted]

At our meeting yesterday several claims were made about UK local authorities continuing with weekly refuse collections. We have checked those mentioned and these are our findings:

- Telford – refuse fortnightly, recycling fortnightly
- Coventry – refuse fortnightly, recycling and garden waste fortnightly
- Camden Town – refuse fortnightly, recycling weekly

Wolverhampton was also mentioned, unfortunately this requires a post code log in. Anecdotally, I know from previous research it is fortnightly for refuse. Admittedly some of these authorities have a separate food waste collection, which can vary between weekly to fortnightly.

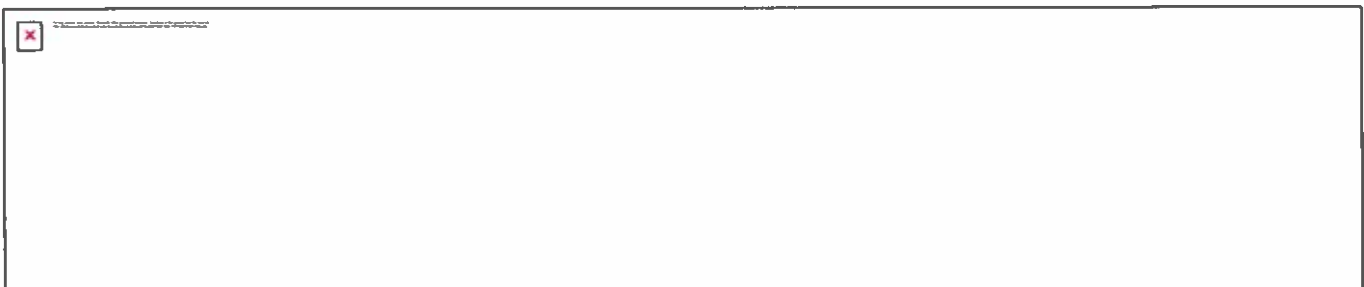
Regards

[Redacted]

[Redacted]  
[Redacted]  
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Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [Redacted]@douglas.gov.im  
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[REDACTED]

---

**From:**

**Sent:**

[REDACTED]  
26 October 2022 10:03

**To:**

**Subject:**

[REDACTED]  
Extending the garden waste serviceOct22

**Attachments:**

Extending the garden waste serviceOct22.docx

Hi Andy,

Just the one query as discussed

Thanks

[REDACTED]

The following information is provided for your reference:  
 - The total number of pages is 1.  
 - The document contains 1 page of text.  
 - The text is located on page 1 of 1.





[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 26 October 2022 10:09  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Extending the garden waste serviceOct22  
**Attachments:** Extending the garden waste serviceOct22.docx

Morning [REDACTED]

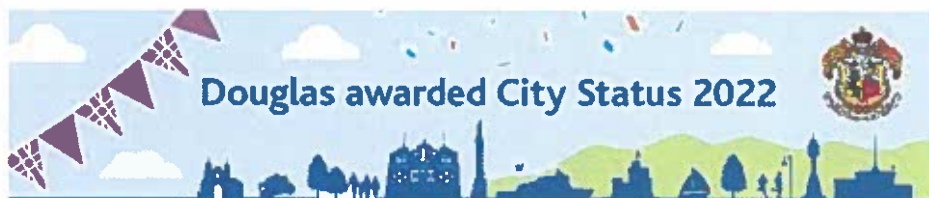
Please see draft report for ESC attached, Iain has already checked.

Thanks  
[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 26 October 2022 10:03  
**To:** [REDACTED]  
**Subject:** Extending the garden waste serviceOct22

Hi [REDACTED]

Just the one query as discussed

Thanks  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 28 October 2022 09:45  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Bin Collections in Saddlestone  
**Attachments:** AWC FAQ'sV5.pdf  
**Importance:** High

Dear all

The response below, which I've drafted for the leader (and she has approved) should be our consistent message for anyone querying what the staff will be doing, during the period the garden waste collection service isn't operating.

Would it be worth sharing with the reception team?

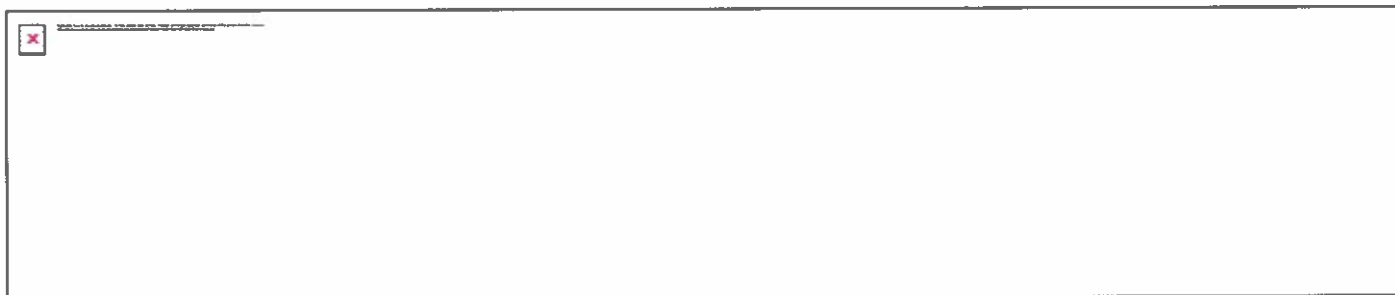
Cheers

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 October 2022 09:35  
**To:** [REDACTED]  
**Subject:** RE: Bin Collections in Saddlestone  
**Importance:** High

Dear [REDACTED]

Apologies for delay. I don't have a standard response per se, but would suggest something along the lines of;

"Dear [REDACTED]

*Thank you for your e-mail. With regards to the points you raise, we have tried to address these questions through our communication campaign and would apologise if our messaging has been insufficient, but for clarity, the crew who were collecting weekly refuse are re now collecting refuse one week and garden waste the second week. In essence we collect around 10,400 tonnes of household waste/ recyclables each year, on average this is broken down as 94% burnable waste, and 6% recyclables. Our aim, as part of the Island's commitment towards net zero, is to move this towards 80% burnable and 20% recyclables and by introducing the garden waste service and increasing household capacity for recycling will help achieve this. However, we are still collecting 10,400 tonnes of waste/ recyclables from households just in a different way to before. Admittedly, the garden waste service only runs for 9 months (at the moment, albeit it is proposed to extend this to 10 months from next year) but the three months (eight weeks next year) the service doesn't operate, means we can reduce the number of contractor/ agency workers we use, increase the processing rate of collected recyclables and improve our efficiency in our other operations e.g. bulk waste collections, bin/ box deliveries, commercial recycling and refuse collections. The staff are also capable of supporting our cleansing team on environmental quality related activities.*

*With regards to the second part of your question, larger households and other's with exceptional circumstances are able to apply for additional capacity, and approval granted subject to assessment. I've attached a copy of our 'Frequently Asked Questions' for your information*

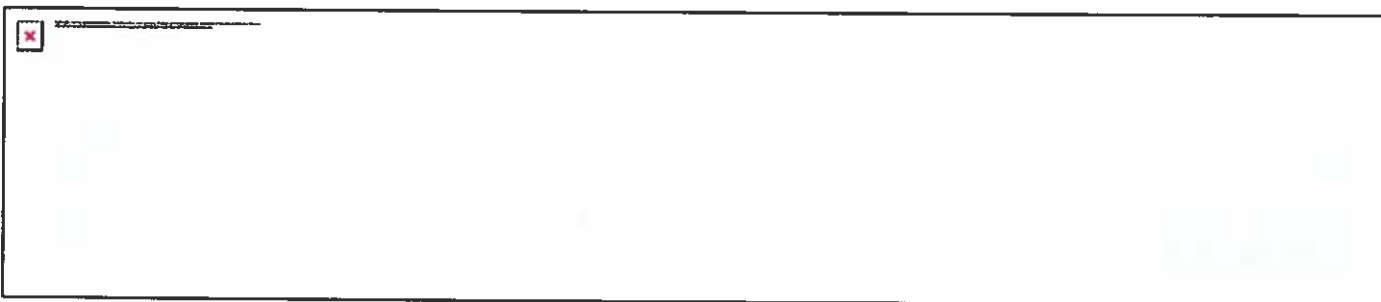
*I trust this is of assistance, however if you require any further information or additional recycling boxes/ bags, please contact the Waste Team on 696445 or e-mail: [refuse@douglas.gov.im](mailto:refuse@douglas.gov.im)*

*Kind regards"*

[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im  
Phone - +44(0)1624 696 [REDACTED]  
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**From:** [REDACTED]  
**Sent:** 27 October 2022 07:57  
**To:** [REDACTED]  
**Subject:** Fwd: Bin Collections in Saddlestone

Hi [REDACTED]

Have you got a standard reply I can send on this one please?

Kind Regards

[REDACTED]  
[REDACTED]  
[REDACTED]

Begin forwarded message:

**From:** [REDACTED]  
**Date:** 26 October 2022 at 11:13:05 GMT+1  
**To:** [REDACTED]  
**Subject:** Bin Collections in Saddlestone

Dear [REDACTED]

I am sure you are aware of the extreme discontent with the new bi-weekly bin collection system implemented in Saddlestone.

The collection of waste from homes is one of the most basic and essential functions of any local council and is essential to the health and well-being of the community.

It is odd that a service that the council is suddenly no longer capable of providing a level of service that it was capable of providing a few short months ago.

Moreover, since the collection days have not changed, what are the bin collectors doing every other week?

As the same amount of refuse is being generated the new bi-weekly arrangement will either require residents to undertake "tip-runs" themselves (creating problems for the civil amenities site) or it will result in a deterioration of the environment with the proliferation of pests and vermin.

Instead of improving services, they are now deteriorating.

In addition the new policy whereby homes are limited to just one bin is also blatantly unfair. Some of the larger homes in the area generate more refuse as they have more occupants. The rates charged on larger homes are significantly higher than those charged on the smaller dwellings, so larger homes with two bins are already paying for the extra bins.

I am not sure how this very unsatisfactory situation could have been allowed to arise But I am sure that the residents of Saddlestone can rely on your representation to rectify this most urgent situation.

Yours faithfully

[REDACTED]  
[REDACTED]

[REDACTED]

--

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 28 October 2022 10:38  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Bin Collections in Saddlestone  
**Attachments:** AWC FAQ'sV5.pdf  
**Importance:** High

Dear all

If you receive a query regarding how the staff are employed during the period the garden waste service is not operating and/or where people are suggesting the changes are a reduction in service, for consistency we are giving out the following message:

*"Thank you for your e-mail. With regards to the points you raise, we have tried to address these questions through our communication campaign and would apologise if our messaging has been insufficient, but for clarity, the crew who were collecting weekly refuse are now collecting refuse one week and garden waste the second week. In essence we collect around 10,400 tonnes of household waste/ recyclables each year, on average this is broken down as 94% burnable waste, and 6% recyclables. Our aim, as part of the Island's commitment towards net zero, is to move this towards 80% burnable and 20% recyclables and by introducing the garden waste service and increasing household capacity for recycling will help achieve this. However, we are still collecting 10,400 tonnes of waste/ recyclables from households just in a different way to before. Admittedly, the garden waste service only runs for 9 months (at the moment, albeit it is proposed to extend this to 10 months from next year) but the three months (eight weeks next year) the service doesn't operate, means we can reduce the number of contractor/ agency workers we use, increase the processing rate of collected recyclables and improve our efficiency in our other operations e.g. bulk waste collections, bin/ box deliveries, commercial recycling and refuse collections. The staff are also capable of supporting our cleansing team on environmental quality related activities.*

*With regards to the second part of your question, larger households and other's with exceptional circumstances are able to apply for additional capacity, and approval granted subject to assessment. I've attached a copy of our 'Frequently Asked Questions' for your information*

*I trust this is of assistance, however if you require any further information or additional recycling boxes/ bags, please contact the Waste Team on 696445 or e-mail: [refuse@douglas.gov.im](mailto:refuse@douglas.gov.im)"*

The key points are, we are still collecting the same amount of material from households just in a different way and when the crews are not collecting green waste they are gainfully employed in other activities, plus we can reduce the number of agency workers we bring in to cover holidays, long terms sickness etc.

Cheers

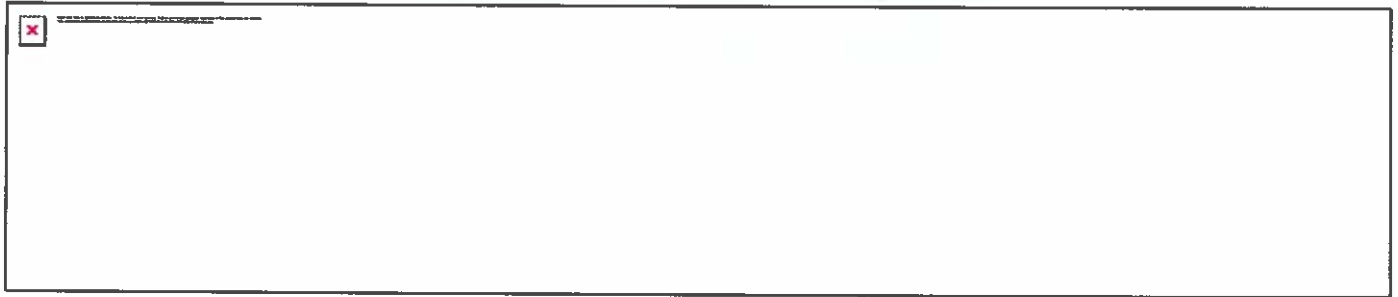
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 October 2022 15:25  
**To:** [REDACTED]  
**Subject:** change in service leaflet

Hi [REDACTED]

The link to the leaflet below.

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:f66b0327-b44b-3bbb-a2e1-5c95213064a4>

it's a bit protracted, but the leaflet can be obtained by the link on the website:

[http://douglas.im/index.php/news/council-news/item/2871-embrace-the-environment-with-new-domestic-garden-waste-collections#.Y1vIJ\\_3MKUK](http://douglas.im/index.php/news/council-news/item/2871-embrace-the-environment-with-new-domestic-garden-waste-collections#.Y1vIJ_3MKUK)

**Embrace the environment with new domestic garden waste collections**

Friday, 18 August 2022 15:46 font size Print Email

With fortnightly domestic garden waste collections set to begin in just under a fortnight's time, Douglas Borough Council is reminding eligible residents there's still time to order a new 240-litre wheellie bin.

The garden waste service, announced earlier this year, is being introduced to further develop environmental services in the capital and will run in addition to existing kerbside recycling collections.

Eligible residents can register for a bin today by contacting the Council via e-mail [recycling@douglas.gov.im](mailto:recycling@douglas.gov.im) or by telephone on 696448.

Items that can be included in the garden waste bin cover grass and hedge cuttings, leaves, bark, tree prunings, twigs and small branches, flowers, plants, weeds and bedding from herbivore pets such as guinea pigs and rabbits.

Environmental Services Committee Chair, Councillor Falk Horning, says the new initiative will have many benefits:

"As a UNESCO biosphere partner, we want to strengthen our green credentials and encourage responsible waste management.

The service changes will complement our existing kerbside recycling collection and making the right choice will be convenient. The green bins will save people needing to take garden rubbish to the civic amenity site and the materials collected this way will be composted. If you are an eligible household, please register for the new garden waste collection as soon as possible.

We do appreciate there will be a period of adjustment and we will strive to support any residents who have any queries or require further information."

A full list of what can be recycled is available on the website <http://www.recyclenow.im/garden-waste/> along with a timetable of collection days and advice on waste minimisation. Residents are also advised to check for updates on the Council's Facebook Page at [www.facebook.com/DouglasBoroughCouncil](http://www.facebook.com/DouglasBoroughCouncil).

The kerbside garden waste collection will operate between February and October each year and comes into operation the week commencing Tuesday, August 30.

The Eastern Civic Amenity Site will continue to provide skips for garden waste.

The link takes you to recyclenow and the leaflet is on that page.

Regards

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man



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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 31 October 2022 14:26  
**To:** [REDACTED]  
**Subject:** Extending the garden waste serviceOct22  
**Attachments:** Extending the garden waste serviceOct22.docx

Hi

Happy with this report, see my suggested changes, tracked. Am waiting on [REDACTED] to see if this needs to be referred to Council as a policy change – it will depend on what the original resolution was. Has Finance seen?

Ta

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 01 November 2021 08:43  
**To:** [REDACTED]  
**Subject:** RE: AWC Suggestion

Ah, I see. Thanks for explaining.

[REDACTED]  
[REDACTED]  
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---

**From:** [REDACTED]  
**Sent:** 01 November 2021 08:40  
**To:** [REDACTED]  
**Subject:** RE: AWC Suggestion

Thanks [REDACTED]

Not a bad suggestion. The reason we are holding off until the spring is because we need green (garden) waste in people's bins to give a true picture. If we do the compositional analysis in Nov/Dec the green garden waste won't be present and that will not give a true picture of how much capacity is left. And if we try and guestimate the green, we'll just be criticised for that.

Thanks for suggesting it tho.

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**From:** [REDACTED]  
**Sent:** 29 October 2021 16:55  
**To:** [REDACTED]  
**Subject:** AWC Suggestion

Hi [REDACTED]

Not that I would wish to interfere in any way, but a thought occurred to me during the AWC debate in Exec Cttee: if you were able to allocate resources to conduct a compositional analysis in Nov-Dec those results could be appended to the report when it goes to the January meeting thereby overcoming the "out of date data" argument. (Obviously, I understand your staff have other things to do and may not be able to fit this in.) Just a thought.

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 01 November 2022 14:58  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: 2nd Bins - IOM Newspapers

Hi [REDACTED]

Our protocol is, anyone who believes that they may be entitled to more capacity can apply, but any decision to provide them with additional capacity would be subject to an assessment and we apply a strict criteria in doing this. The presumption being to uphold the Council's policy of one bin, no side waste, but no limit on recycling receptacles or garden waste bins.

First and foremost the applicant would have to demonstrate that they are recycling everything possible, this will be done by a physical inspection, people who are refusing to recycle will be rejected immediately. As a rule of thumb, households who receive additional capacity (either a second 240L bin or preferably we remove their 240L and provide a 360L, so 50% extra capacity) will be large households 5+ or where a member of the household generates unusually high levels of waste due to a medical condition. In many cases we find that households are not recycling everything they can.

During the assessment the waste services team will provide advice and tips about how households can minimise their waste.

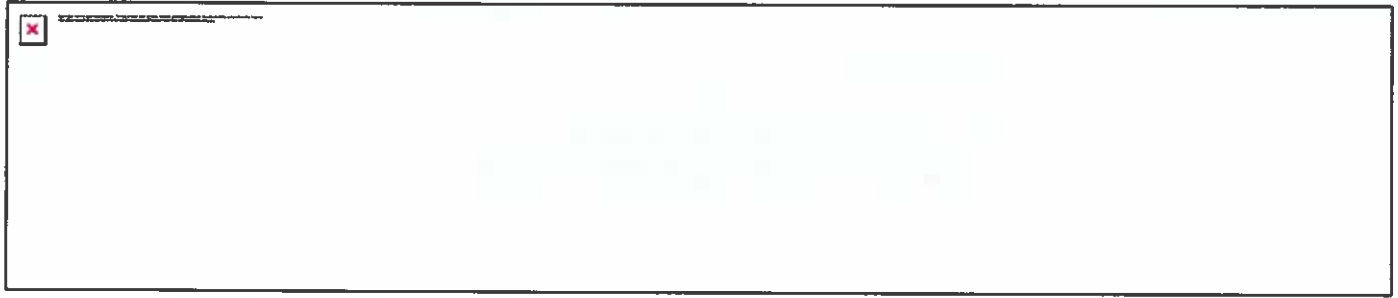
To apply for additional capacity, the applicant should telephone 696445 or e-mail: [refuse@douglas.gov.im](mailto:refuse@douglas.gov.im)

As part of the message, we need to get over that our approach is entirely consistent with the international community in terms of carbon reduction, environmental sustainability and obviously UNESCO the Islands credentials.

Regards  
[REDACTED]

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**From:** [Redacted]  
**Sent:** 01 November 2022 14:20  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** 2nd Bins - IOM Newspapers

Hi Both

[Redacted] from IOM Newspapers has just called asking whether the Council has a procedure for getting a second bin for extra capacity – this has come in in response to the social media post we put out earlier about no longer emptying second bins.

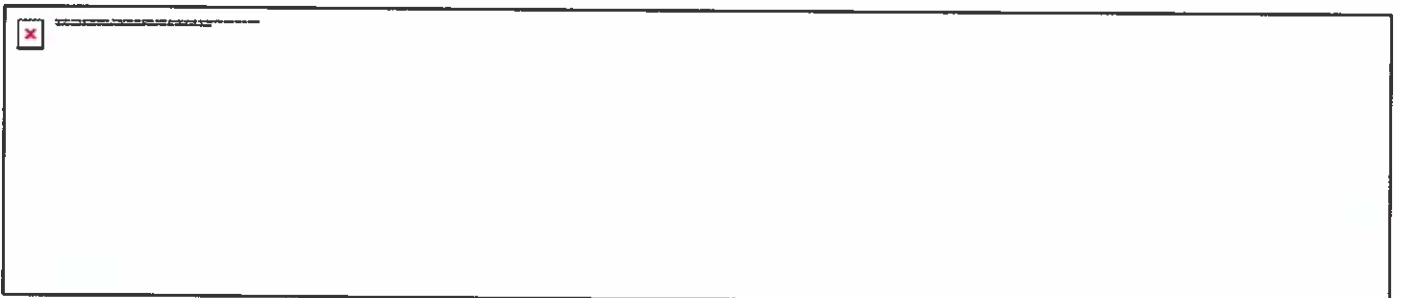
[Redacted] with assistance from [Redacted] can you come up with something that we can go back to the newspapers with? Liam's contact number is 695642.

I am leaving the office at 2.30pm today and am not in tomorrow so have copied Danielle in so she is aware.

Many thanks, [Redacted]

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**From:** [REDACTED]  
**Sent:** 02 November 2022 12:42  
**To:** [REDACTED]  
**Subject:** FW: Policy on Purchase of Additional Wheeled Bins - Fees and Charges  
**Attachments:** bins - fees and chargesFeb2022rev2.docx

Hi [REDACTED]

Report above and minute with key resolutions highlighted below.

Cheers  
[REDACTED]

[REDACTED]  
[REDACTED]  
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Report included  
in path

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**From:** [REDACTED]  
**Sent:** 01 March 2022 16:13  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Policy on Purchase of Additional Wheeled Bins - Fees and Charges

Dear [REDACTED]

Herewith minute from the Executive Committee meeting held on Thursday 24th February 2022:

**A14. Policy on Purchase of Additional Wheeled Bins - Fees and Charges**



The Committee considered a written report by the Senior Engineering and Waste Services Manager seeking approval to suspend the current policy of allowing householders to purchase additional wheeled bins for residual waste; and to agree a policy of only collecting one residual bin per household unless exceptions had been made.

Following on from the decision to introduce alternate weekly refuse collections, it had become apparent that the current policy of allowing households to purchase additional wheeled bins was counter-productive to the aims of the service change initiative. The policy had been in place for many years, with the cost being included in the Fees and Charges section of the Council's Annual Estimates Book; and recently, a number of ratepayers had sought to purchase an additional bin in anticipation of the new service, being concerned that they would not have sufficient capacity to accommodate the change.

The fundamental basis of the service change was to increase the recycling rate and to reduce household waste. This objective would be achieved by reducing the weekly capacity for rubbish, whilst increasing the capacity for recycling. Under the current policy, however, the second bin would place pressure on the held-stock of bins for new customers and would negate householders need to recycle.

There was no legal basis to compel households to recycle, however, in order to achieve the aim of increasing the recycling rate, it was proposed that the Council should introduce and enforce a policy of collecting only one residual waste bin from a household at any time. Exceptions would be made for special circumstances and, if it was determined that the household required more capacity, a second bin would be issued (not sold) to the household.

It was therefore recommended that the policy of selling second bins to households be suspended with immediate effect and, once the change in service provision commenced, that a policy of collecting only one residual waste bin per household per collection week be enforced, with any variation to this being subject to an assessment. Assessments would comprise an inspection / visit to the property and discussion with the householder in order to gather details such as occupancy, any unusual waste items, or other special circumstances. Where additional capacity was agreed, a re-assessment would be undertaken within a determined period, e.g., eighteen months.

Resolved, "(i) That particulars of the report be noted on the minutes;

(ii) That the policy of selling second bins to households be suspended with immediate effect;

(iii) That the section relating to Fees and Charges in the Council's Annual Estimates be amended accordingly; and

(iv) That once the service change was implemented, a new policy of collecting only one standard 240-litre bin per household on collection day be introduced and enforced, subject to any variation as a result of an assessment."

Regards, [REDACTED]

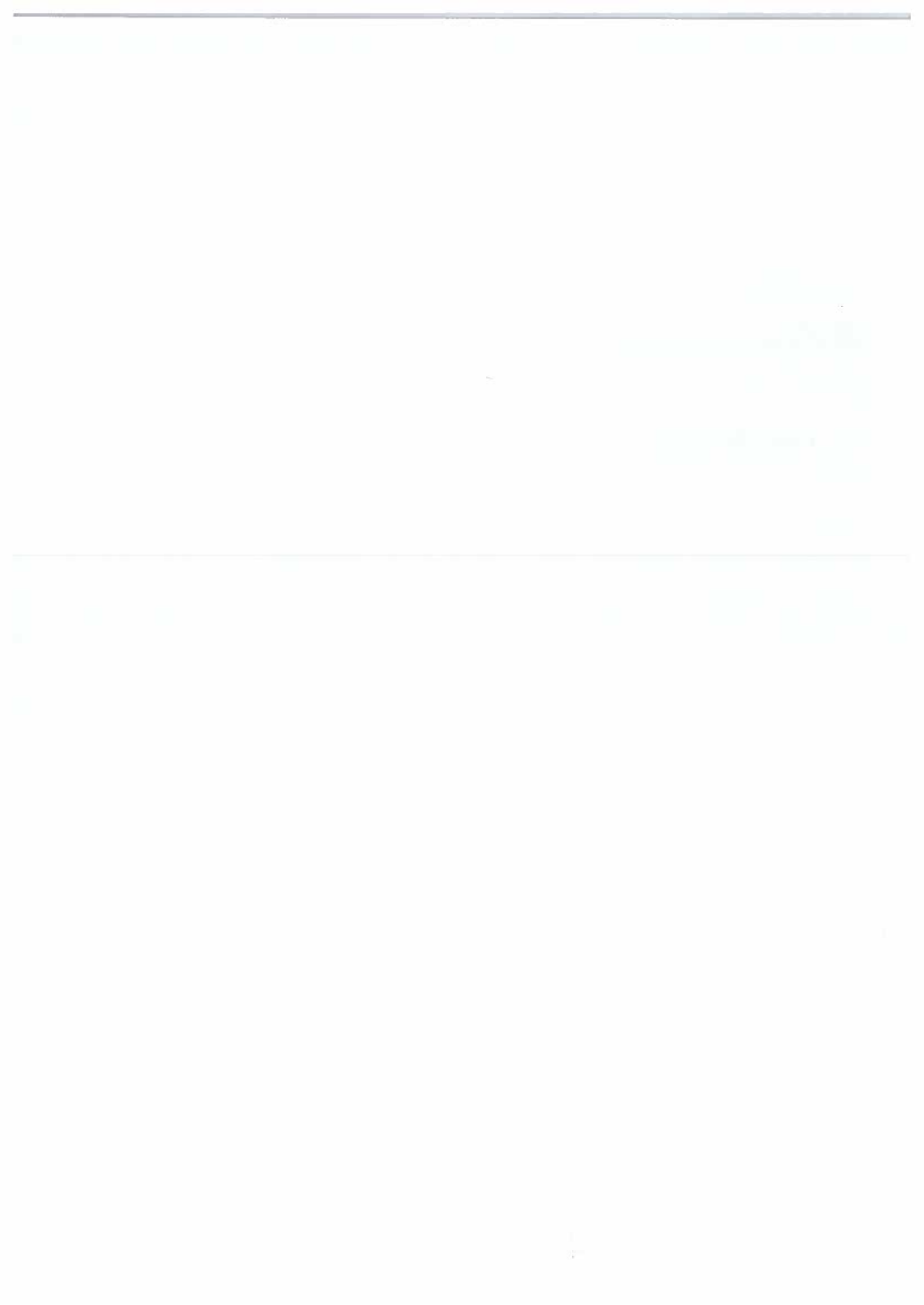
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 02 November 2022 14:58  
**To:** [REDACTED]  
**Subject:** FW: Extending the garden waste serviceOct22  
**Attachments:** Extending the garden waste serviceOct22.docx

Hi [REDACTED]

Report incorporating amendments and checked by Finance.

Regards  
[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 November 2022 11:17  
**To:** [REDACTED]  
**Subject:** FW: Extending the garden waste serviceOct22

As discussed 😊

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**From:** [REDACTED]  
**Sent:** 31 October 2022 14:26  
**To:** [REDACTED]  
**Subject:** Extending the garden waste serviceOct22

Hi

Happy with this report, see my suggested changes, tracked. Am waiting on [REDACTED] to see if this needs to be referred to Council as a policy change – it will depend on what the original resolution was. Has Finance seen?

Ta

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 02 November 2022 15:21  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Bins

Hi [REDACTED]

The kind of language I'm using where people are saying their service has been reduced is along these lines: -

*"The average household in Douglas produces approximately 700-800kg of waste/ recycling per annum. This currently comprises of around 94% in their waste bin and 6% in their recycling boxes, our aim is to bring this closer to 75%/25% over the next couple of years, but we will still be removing the same weight of material from each household, just differently to before. We have also recently introduced a fortnightly garden waste collection service with bins supplied, in order to help households with capacity issues during the growing season and to date we've had over 3000 requests for garden waste bins, this service currently runs from February to the end of October, but will hopefully be extended by a further month from next year. If you require more recycling boxes/ bags or a garden waste bin please contact the Waste team on 696445 or e-mail: [recycling@douglas.gov.im](mailto:recycling@douglas.gov.im) If you would like to find out more about the Council's recycling service, please click on the following link: - [www.recyclenow.im](http://www.recyclenow.im)"*

[REDACTED] also highlighted the garden waste service and the good news of plans to extend by a further month from 2023, which I've referred to above, but as an individual message, we could say something like:

*The new garden waste collection service which currently runs between February and the end of October, was introduced in August this year and has already shown a significant increase in the recycling rate, (this is material separated from the general waste bin as a percentage of total waste & recycling combined). Prior to the garden waste service commencing the average monthly recycling rate was running at approximately 6%, this figure has now moved in excess of 10% after just one month of the service operating and for those using the service or plan to use the service, the Waste Team extends our gratitude to you. In addition, we've listened to those who are using the service and from Next Year, we are hopeful that garden waste collections will be extended until the end of November.*

Feel free to tweak as you see fit.

Thanks  
[REDACTED]

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From: [REDACTED]  
Sent: 02 November 2022 13:46  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: Bins

Thanks [REDACTED]

That's the most comments we have had on any post throughout the whole campaign.

We need to respond to the themes of

- Reduction in service – we're still collecting the same amount of waste as before, just set out differently;
- We are taking a report to extend the green waste service next year until end November – we can say we've listened. This will start next year though.

We always get complaints about boxes so I think we ignore those. They're industry standard unless the complaints are about why we don't offer comingled – again we can explain that.

[REDACTED] can you put some words together for [REDACTED] to post up?

ta

[REDACTED]  
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e-mail [REDACTED] [douglas.gov.im](mailto:[REDACTED]@douglas.gov.im)  
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**From:** [Redacted]  
**Sent:** 02 November 2022 12:07  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** RE: Bins

Have asked for details on those properties awaiting details.

Just for info, the common theme today (excluding the requests for bins, assessments etc) is the request for a reduction in rates for half a service, the receptacles not being fit for purpose, and green waste finishing in October.

We are giving the residents an easy platform to complain, the complaints had gone quiet until this post was put up. So it will likely quiet down again in a day or two. We are up to about 250 comments at the moment.

Thanks

[Redacted]  
[Redacted]

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**From:** [Redacted]  
**Sent:** 02 November 2022 09:37  
**To:** [Redacted]  
**Cc:** Iain Jackson  
**Subject:** RE: Bins

Thanks [Redacted]



To: [REDACTED]  
Subject: Bins

Morning [REDACTED]

Many many comments on the fortnightly bin collection after council announced the second bin that people have purchased will not be emptied I don't see our media team replying to any queries, will they get their money refunded for the second bin, some have been waiting weeks for recycling bins to many to list it needs to be addressed

Regards  
[REDACTED]

---  
Sent from [Workspace ONE Boxer](#)

---

**From:**  
**Sent:** 02 November 2022 17:25  
**To:**  
**Subject:** BIN BUY BACK SCHEME  
**Attachments:** SECOND BIN BUY BACK SCHEME.docx

Hi

Are you able to fill in the highlighted bits?

Cheers

Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail -  
Phone - +44(0)1624 696  
[www.douglas.gov.im](http://www.douglas.gov.im)

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 03 November 2022 15:16  
**To:** [REDACTED]  
**Subject:** RE: Discussions with DEFA

Dear [REDACTED]

I will speak with [REDACTED] and share our FAQ'S etc.

Also, we will go back to pick up the bin at [REDACTED] tomorrow sounds like [REDACTED] did pass it on, but it's a different driver and with [REDACTED] being away, the stand in driver didn't know.

Regards

[REDACTED]

[REDACTED]  
[REDACTED]

Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail [REDACTED]@douglas.gov.im  
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-----Original Message-----

**From:** [REDACTED]  
**Sent:** 03 November 2022 13:02  
**To:** [REDACTED]  
**Subject:** Discussions with DEFA

Hi All,

You will see from my DHA email I have had a chat with DEFA.

Interestingly I spoke with [REDACTED] who advises they have had some queries from Douglas residents which they have referred back to us. She said that if we had some information they could relay directly, rather than refer to us she would be happy to do this.

This may alleviate us a little so maybe someone can contact her to discuss what we can provide to help with this? Her email is [REDACTED] and her phone number is [REDACTED]

Many thanks and kindest regards, [REDACTED]

[REDACTED]  
[REDACTED]  
Douglas City Central Elected Member  
[REDACTED]  
[REDACTED]  
(07624) [REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 04 November 2022 09:15  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Douglas Refuse Collection

Good morning [REDACTED]

I did indeed – thank you for following up about this.

I've circulated this information with my team, and the Environmental Health Officers to ensure that we have a co-ordinated response to any queries we receive – there have been a few very vocal people in touch, but I'd number these under 10.

Our [Pest Control Service](#) can be accessed by all occupants of domestic properties. If there is a concern in respect of a commercial property, I would encourage you to get in touch with us via [ehenquiries@gov.im](mailto:ehenquiries@gov.im) and we can arrange for an Officer to inspect.

Thanks again for the information, it's really useful & will help us support the initiative.

Best wishes  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 03 November 2022 17:04  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Douglas Refuse Collection

Dear [REDACTED]

I understand that you spoke with [REDACTED] regarding changes to the above service, amid claims from residents on social media and direct correspondence that the changes have led to an increased presence of vermin (particularly rats) in their areas.

From Waste Services point of view, we are hearing anecdotal stories of rats proliferating around communal bin stores and one Facebook post purporting what looks like a house mouse on the back of a dining room chair. Obviously we can't verify whether these events are happening, but we accept that changing from weekly to fortnightly collections does come with some risks. To mitigate this, we also introduced a garden waste collection with new bin and we are issuing more recycling receptacles, to anyone who needs them, this is to help free up capacity in their residual waste bins. Before introducing the new service we carried out a great deal of research with UK Local Authorities and organisations such as [www.wrap.org.uk](http://www.wrap.org.uk) to find out the best way to deliver the service without exacerbating these kind of pest related problems.

At the moment if we get a specific claim, we carry out an inspection and if bins are over flowing or have lots of side waste adjacent to them, we are introducing measures to either give more refuse or recycling capacity, as appropriate. I've attached a copy of our FAQ'S and would be grateful for any feedback you think may be helpful, this information can also be found on the Council's dedicated recycling website. [www.recyclenow.im](http://www.recyclenow.im)

Many thanks  
[REDACTED]

Senior Engineering & Waste Services Manager

Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [redacted]@douglas.gov.im

Phone - +44(0)1624 696 [redacted]

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RAAUE: S'preevaadjagh yn chaghteraght post-l shoh chammah's coadanyr erbee currit marish as ta shoh coadit ec y leigh. Cha nhegin diu coipal ny cur eh da peiagh erbee elley ny ymmydey yn chooid t'ayn er agh erbee dyn kied leayr veih'n choyrtagh. Mannagh nee shiu yn enmyssagh kiarit jeh'n phost-l shoh, doll-shiu magh eh, my sailliu, as cur-shiu fys da'n choyrtagh cha leah as oddys shiu.

Cha nel kied currit da failleydagh ny jantagh erbee conaant y yannoo rish peiagh ny possan erbee lesh post-l er son Rheyynn ny Boayrd Slattyssagh erbee jeh Reilrys Ellan Vannin dyn co-niartaghey scrut leayr veih Reireyder y Rheyynn ny Boayrd Slattyssagh t'eh bentyn rish.

**From:** [REDACTED]  
**Sent:** 04 November 2022 16:41  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** CHANGE IN WASTE POLICY chronology  
**Attachments:** CHANGE IN WASTE POLICY chronology.docx

Afternoon [REDACTED]

Attached, is the chronology of all decisions made on the change in waste strategy. It has taken some time to compile this but it gives the full audit trail and demonstrates how much this has been debated by Committees and Council. It clearly was not a rash decision!

If you want anything added to it let me know and let me know also if you think it would be useful to send to all members.

[REDACTED] or you use also.

Many thanks

[REDACTED]  
[REDACTED]  
Douglas Borough Council  
Town Hall, PO Box 2, Douglas, Isle of Man  
IM99 1AD

e-mail - [REDACTED]  
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## CHANGE IN WASTE POLICY – CHRONOLOGY

Date	Meeting	Status	Subject/Purpose	Resolution
8 <sup>th</sup> August 2018	Council	Public	Motion moved "To investigate options to substantially increase kerbside recycling collections as a percentage of the monthly domestic waste arising."	Noted and referred to ESC
19 <sup>th</sup> November 2018	ESC	Private	Options appraisal presented to Committee. Item 10	Resolved, "That particulars of the report and discussion be noted on the minutes and approval be given to the following recommendations: a) Continue to promote the Council's Recycling Educational Programme b) Investigate the potential of moving to a fortnightly refuse collection c) Explore the feasibility of a free green garden waste collection service d) Explore the feasibility of a combined cardboard/textile collection service e) Continue with service expansion to flat dwellings."
December 2018	Council	Private	Minutes of ESC considered by Council 12 <sup>th</sup> December 2018	<p><b>1. Environmental Services Committee – 19<sup>th</sup> November, 2018</b></p> <p>Motion moved by Mr Councillor F. Horning, seconded by Councillor Ms J. Thommeny, "That the minutes of proceedings of the Environmental Services Committee, as contained in private report of meeting held on Monday, 19<sup>th</sup> November, 2018, be received by the Council."</p> <p>During discussion Councillor Mrs C.L. Wells gave her apologies for absence for the remainder of the meeting and left at 5.40pm.</p> <p>Question put on Motion; a vote was taken electronically, and the Motion was carried unanimously.</p>
18 <sup>th</sup> March 2019	ESC	Private	Recommendation to introduce fortnightly refuse collections in September 2020, introduce a fortnightly garden waste collection in June 2020, purchase bins and boxes. Item 6	Resolved, "That particulars of the report and discussion be noted on the minutes; (i) The following changes to the current domestic residual waste collection arrangements be approved;

	29 <sup>th</sup> March 2019	ExCo	Private	Referral from ESC, 18 <sup>th</sup> March 2019 Item 5	<p>a) Roll out AWC commencing in September 2020, including a communication campaign commencing in Spring 2020;</p> <p>b) Acquisition of appropriate receptacles in the sum of £105,500, to be referred to the Executive Committee for funding from General Revenue Reserves;</p> <p>c) Introduction of a fortnightly garden waste collection for households, to commence June 2020; and</p> <p>d) Issue new additional recycling boxes to households on demand, prior to the implementation of AWC.”</p> <p>For: 3 Against: 1 Mr Councillor R.H. McNicholl asked that his named be recorded as voting against the resolution.</p>
				<p>Resolved, “(i) That particulars of the referral be noted on the minutes;</p> <p>(ii) That the following recommendations by the Environmental Services Committee be endorsed:-</p> <ul style="list-style-type: none"> <li>• That alternative weekly residual collections be rolled out, commencing in September 2020, including a communication campaign commencing in the spring of 2020;</li> <li>• That a fortnightly garden waste collection service for households be introduced, commencing in June 2020;</li> <li>• That new additional recycling boxes be issued to households on demand, prior to the implementation of alternative weekly residual collections; and</li> </ul> <p>(iii) That funding in the sum of £105,500 for the acquisition of appropriate receptacles be approved from General Revenue Reserves.”</p> <p>2 For. 3 Against. Mr Councillor D W Christian, Mr Councillor I J G Clague, and Mr Councillor R H McNicholl recorded their vote against the resolutions.</p>	
10 <sup>th</sup> April 2019	Council	Private	Minutes of ESC, 18 <sup>th</sup> March 2019 and ExCo 29 <sup>th</sup> March 2019 considered by Council	ExCo	<p><b>Executive Committee – 29<sup>th</sup> March, 2019</b></p>

			<p>Motion moved by Mr Councillor D.W. Christian, seconded by Mr Councillor R.H. McNicholl, "That the minutes of proceedings of the Executive Committee, as contained in private report of meeting held on Friday, 29<sup>th</sup> March, 2019, be received by the Council."</p> <p>During discussion Mr Councillor D.W. Christian agreed, subject to the consent of the Council, to refer Sub-Clause B11 of Clause A2 to the Environmental Services Committee for comment before further consideration by the Executive Committee.</p> <p>A vote to withdraw Sub-Clause B11 of Clause A2 was taken electronically, and the Motion was carried unanimously.</p> <p>Question put on amended Motion, a vote was taken electronically, and the Motion was carried unanimously.</p> <p><b>Environmental Services Committee – 18<sup>th</sup> March, 2019</b></p> <p>Motion moved by Mr Councillor R.H. McNicholl, seconded by Mr Councillor F. Horning, "That the minutes of proceedings of the Environmental Services Committee, as contained in private report of meeting held on Monday, 18<sup>th</sup> March, 2019, be received by the Council."</p> <p>Question put on Motion; a vote was taken electronically, and there voted For the Motion; Councillors: Miss N.A. Byron, Miss H. Callow, Mr S.R. Pitts, Mrs R. Chatel, Mr I.J.G Clague, Mr D.W. Christian, Mrs C.E. Malarkey, Mr A.J. Bentley, Mr C.L.H. Cain, Miss D.A.M. Pitts, Mr F. Horning, Mr R.H. McNicholl, Mr J.E. Skinner, Mrs E.C. Quirk, Ms J. Thommeny, the Mayor – 16</p> <p><b>Against: Councillor Ms K. Angela – 1</b></p>
24 <sup>th</sup> May 2019	ExCo	Private	<p>Matters Arising - a Member suggested, before establishing if it was possible to formulate a policy for fortnightly collections, that a working party be set up to look at the development of a strategy that would bring all elements of a wider policy together, relating to energy usage and emissions</p> <p>Resolved, "(i) That particulars of the discussion be noted on the minutes; and (ii) That for the July 2019 meeting of the Committee, the Chief Officers' Management Team be requested to submit proposals in</p>

			<p>across the Council (e.g., heat loss and managing buildings, a programme of integration across the Council, resource implications, education, and climate change). It was the Member's view that, only after the formulation of such a strategy, could it be possible to then introduce a policy for fortnightly domestic refuse collections.</p> <p>Item 5</p>	<p>respect of developing a strategy on managing energy across the Council."</p>
<p>June 2019</p>	<p>Council</p>	<p>Private</p>	<p>Minutes of ExCo, 24<sup>th</sup> May 2019 considered by Council</p>	<p><b>Executive Committee – 24<sup>th</sup> May, 2019</b></p> <p>Motion moved by Mr Councillor D.W. Christian, seconded by Mr Councillor R.H. McNicholl, "That the minutes of proceedings of the Executive Committee, as contained in private report of meeting held on Friday, 24<sup>th</sup> May, 2019, be received by the Council."</p> <p>During discussion Mr Councillor D.W. Christian agreed, subject to consent of the Council to withdraw Clause A4 and defer the item to a special Council meeting.</p> <p>A vote to withdraw Clause A4 was taken electronically, and the Motion was carried unanimously.</p> <p>Further Motion moved by Mr Councillor J.E. Skinner, seconded by Councillor Mrs C.E. Malarkey, "That Clause A4 be deferred to a special Council meeting and a copy of the report be circulated beforehand."</p> <p>During discussion of the item Councillor Mrs R. Chatel gave her apologies and left for the remainder of the meeting.</p> <p>Question put on amended Motion, a vote was taken electronically, and the Motion was carried unanimously.</p> <p>Mr Councillor D.W. Christian gave his apologies and left for the remainder of the meeting.</p>
<p>26<sup>th</sup> July 2019</p>	<p>ExCo</p>	<p>Private</p>	<p>Report on a Climate Change Strategy for the Council (A14), during this item, discussion took place on alternate weekly</p>	<p>Resolved, "(i) That particulars be noted on the minutes; and</p>

				refuse collections and was minuted separately at A19 as private. Item 16	(ii) That the proposal to introduce an alternate weekly refuse collection and the introduction of a separate garden waste collection service, be now progressed through the Committee process.”
August 2019	Council	Private	Minutes of ExCo, 26 <sup>th</sup> July 2019 considered by Council		<b>Executive Committee – 26<sup>th</sup> July, 2019</b>  Motion moved by Mr Councillor D.W. Christian, seconded by Mr Councillor R.H. McNicholl, “That the minutes of proceedings of the Executive Committee, as contained in private report of meeting held on Friday, 26 <sup>th</sup> July, 2019, be received by the Council.”  Question put on Motion; a vote was taken electronically, and the Motion was carried unanimously.
14 <sup>th</sup> October 2019	ESC	Private	Report about introducing a cardboard collection service in advance of introducing fortnightly refuse collections and a garden waste service Item 10		Resolved, “That particulars of the report and discussion be noted on the minutes and that the following changes to the current domestic residual waste collection arrangements be approved; (i) Roll out Alternate Weekly Collections commencing in November 2020 (this is a variant to the previous commencement date set out), including a communication campaign commencing in Spring 2020; (ii) Acquisition of appropriate receptacles in the sum of £105,500, to be referred to the Executive Committee for funding from General Revenue Reserves; (iii) Introduction of a fortnightly garden waste collection for households, to commence in June 2020; and (iv) Issue new additional recycling boxes to households on demand, prior to the implementation of Alternate Weekly Collections; (v) The introduction of a household cardboard collection service, on the proviso that the new vehicle replacement report is approved regarding new recycling collection vehicles, be approved; and (vi) That the cardboard service commence in advance of the introduction of alternative weekly collections.”
25 <sup>th</sup> October 2019	ExCo	Private	Referral from ESC, 14 <sup>th</sup> October 2019 Item 5		Clause B/C 16 – Collecting Cardboard as part of the Kerbside Service: Members of the Executive Committee agreed that this proposal could only be fully considered once a decision had been made in respect of the replacement of vehicles and plant (as in Clause A12 above).

November 2019	Council	Private	Minutes of ESC, 14 <sup>th</sup> October 2019 and ExCo 25 <sup>th</sup> October 2019 considered by Council	<p>Resolved, "That consideration of the referral be deferred until the next meeting."</p> <p><b>Executive Committee – 25<sup>th</sup> October, 2019</b></p> <p>Motion moved by Mr Councillor D.W. Christian, seconded by Mr Councillor R.H. McNicholl, "That the minutes of proceedings of the Executive Committee, as contained in private report of meeting held on Friday, 25<sup>th</sup> October, 2019, be received by the Council."</p> <p>Question put on Motion; a vote was taken electronically, and the Motion was carried unanimously.</p> <p><b>Environmental Services Committee – 16<sup>th</sup> October, 2019</b></p> <p>Motion moved by Mr Councillor F. Horning, seconded by Mr Councillor A.J. Bentley, "That the minutes of proceedings of the Environmental Services Committee, as contained in private report of meeting held on Monday, 16<sup>th</sup> October, 2019, be received by the Council."</p> <p>Question put on Motion, a vote was taken electronically, and the Motion was carried unanimously.</p>
29 <sup>th</sup> November 2019	ExCo	Private	Deferred referral from ESC as discussed at ExCo on 25 <sup>th</sup> October 2019 Item 8	<p>Resolved, "(i) That particulars of the referral be noted on the minutes;</p> <p>(ii) That the proposals agreed by the Environmental Services Committee at its meeting held on 14<sup>th</sup> October 2019 and as set out above, be considered at the Council Meeting on 11<sup>th</sup> December 2019 for approval in principle, subject to funding considerations; and (iii) That once the matter had been determined by the Council, if it was agreed in principle, the Executive Committee would consider that decision with all other budgetary pressures at its Special Meeting</p>
11 <sup>th</sup> December 2019	Council	Private	Minutes of ExCo, 29 <sup>th</sup> November 2019, considered by Council including seeking Council approval to policy change in principle	<p><b>Executive Committee – 29<sup>th</sup> November, 2019 – Clause C6</b></p> <p>Motion moved by Mr Councillor D.W. Christian, seconded by Mr Councillor R.H. McNicholl, "That the minutes of proceedings of the Executive Committee, as contained in Clause C6 of private</p>

report of meeting held on Friday, 29<sup>th</sup> November, 2019, be received, approved and adopted by the Council.”

Motion moved by Mr Councillor F. Horning, seconded by Councillor Miss N.A. Byron, “That the Council move into Committee to consider the Motion.”

Question put on Motion to move into Committee, a vote was taken electronically, and there voted For the Motion, Councillors: Miss N.A. Byron, Mrs H. Callow, Mrs R. Chatel, Mr D.W. Christian, Mr A.J. Bentley, Mr F. Horning, Ms K. Angela, Ms J. Thommeny, Mrs E.C. Quirk, the Mayor – 10

Against, Councillors: Mr S.R. Pitts, Mr I.J.G. Clague, Mrs C.E. Malarkey, Mrs C.L. Wells, Mr R.H. McNicholl, Mr J.E. Skinner – 6

Motion carried.

On resumption of proceedings in Council a further Motion was moved by Mr Councillor S.R. Pitts, seconded by Mr Councillor R.H. McNicholl, “That there be no further debate on the original Motion and the question be now put.”

Question put on further Motion, a vote was taken electronically, and there voted For the Motion, Councillors: Mrs H. Callow, Mr S.R. Pitts, Mr I.J.G. Clague, Mrs R. Chatel, Mr D.W. Christian, Mrs C.E. Malarkey, Mrs C.L. Wells, Mr R.H. McNicholl, Mr J.E. Skinner, Ms K. Angela, Ms J. Thommeny, the Mayor – 12

Against, Councillors: Miss N.A. Byron, Mr A.J. Bentley, Mr F. Horning, Mrs E.C. Quirk – 4

Motion carried, a vote on the original Motion was taken electronically and there voted For the Motion, Councillors: Miss N.A. Byron, Mrs H. Callow, Mrs R. Chatel, Mr D.W.



				<p>Christian, Mrs C.E. Malarkey, Mrs C.L. Wells, Mr A.J. Bentley, Mr F. Horning, Ms J. Thommeny - 9</p> <p><b>Against, Councillors: Mr S.R. Pitts, Mr I.J.G. Clague, Mr R.H. McNicholl, Mr J.E. Skinner, Mrs E.C. Quirk, Ms K. Angela, the Mayor – 7</b></p> <p>Original Motion carried.</p>
16 <sup>th</sup> January 2020	ExCo	Private	<p>Special budget meeting, item 6 concerned the change in Waste Policy to fortnightly refuse collection, a garden waste collection service and a cardboard waste collection service</p>	<p>Resolved, "(i) That particulars of the report be noted on the minutes; (ii) That in relation to the recommendations of the Environmental Services Committee, as agreed at that Committee's meeting on Monday 14th October 2019 –</p> <p>(1) The roll out of Alternate Weekly Collections proposed to commence in November 2020 be not supported;</p> <p>(2) The acquisition of appropriate receptacles in the sum of £105,500 be not supported;</p> <p>(3) Given the decision in (1) above, the proposal for the introduction of a fortnightly garden waste collection service for households in the Borough, automatically fell;</p> <p>(4) Given the decision in (1) above, the proposal for the issue of new additional recycling boxes to households prior to the implementation of the Alternate Weekly Collections, automatically fell;</p> <p>(5) The introduction of a household cardboard waste collection service, subject to approval being given for the purchase of new recycling collection vehicles, be supported;</p> <p>and</p> <p>(iii) That the Director of Environment and Regeneration submit a report to the Environmental Services Committee in relation to researching the reasons for the static recycling rate, and that appropriate funding to be made available by Committee, if required, for the market research and analysis to be carried out."</p>
January 2020	Council		Minutes of ExCo, 16 <sup>th</sup> January 2020 considered by Council	<p><b>Executive Committee – 16<sup>th</sup> January, 2020</b></p> <p><b>Borough Rate 2020/2021</b></p>

Motion moved by Mr Councillor D.W. Christian, seconded by Mr Councillor R.H. McNicholl, "That the minutes of proceedings of the Executive Committee, as contained in report of special meeting held on Thursday, 16<sup>th</sup> January, 2020 and containing the recommendation;

*"That in accordance with Section 11 of the Local Government Act 2006, a Borough Rate of **FOUR HUNDRED AND FORTY-FOUR PENCE** in the pound, a 2.5 percent increase on the net annual value of all rateable property in the Borough be levied for the year ending 31<sup>st</sup> March 2021."*

together with the associated Budget Report and Estimates be received, approved and adopted by the Council."

Further Motion moved by Mr Councillor F. Horning, seconded by Mr Councillor D.W. Christian, "That the Council consider the Motion in Committee."

Question put on Motion; a vote was taken electronically and the Motion was carried unanimously.

During discussion the Council adjourned proceedings at 11.16am and resumed at 11.38am with the same Members and officers present.

Further Motion moved by Councillor Mrs C.L. Wells, seconded by Councillor Mrs C.E. Crawley, "That the Council resume proceedings in Council."

Question put on Motion; a vote was taken electronically and the Motion was carried unanimously.

On resumption of proceedings in Council:

Amendment moved by Mr Councillor F. Horning, seconded by Councillor Miss N.A. Byron, "That the following words be added to the Motion; with the exception of resolution (i) of Clause 8 of the report of the Committee meeting, which be deleted and referred back to the Committee for further consideration with a view to;

- 1) the roll-out of alternate weekly collections commencing in November, 2020;
- 2) the proposal to introduce a garden waste collection service be further investigated;
- 3) the acquisition of suitable receptacles for garden waste, in the sum of £105,000, proceed; and
- 4) the issue of additional recycling receptacles to households prior to introduction of alternate weekly collections.”

Question put on amendment, a vote was taken electronically and there voted **For** the amendment, Councillors: Miss N.A. Byron, Mr A.J. Bentley, Mr F. Horning – **3**

**Against** – Councillors: Mr I.J.G. Clague, Mrs R. Chatel, Mr D.W. Christian, Mrs C.E. Crawley, Mrs C.L. Wells, Mr R.H. McNicholl, Mr J.E. Skinner, Mrs E.C. Quirk, Ms J. Thommeny, Ms K. Angela, the Mayor – **11**

Amendment fell.

Further amendment moved by Mr Councillor F. Horning, seconded by Councillor Miss N.A. Byron, “That the following words be added to the motion; with the exception of Line LS 00095 in the Capital Programme, creation of a 9-hole Crazy Golf Course at Noble’s Park, which be deleted from the Capital Programme.”

Question put on further amendment, a vote was taken electronically and there voted **For** the amendment, Councillors: Miss N.A. Byron, Mr A.J. Bentley, Mr F. Horning – **3**

**Against** – Councillors: Mr I.J.G. Clague, Mrs R. Chatel, Mr D.W. Christian, Mrs C.E. Crawley, Mrs C.L. Wells, Mr R.H. McNicholl, Mr J.E. Skinner, Mrs E.C. Quirk, Ms J. Thommeny, Ms K. Angela, the Mayor – **11**

Amendment fell.

	ESC	Public	Alternative receptacles for recycling Item 6	<p>Question put on original Motion, a vote was taken electronically and there voted <b>For</b> the Motion, Councillors: Miss N.A. Byron, Mr I.J.G. Clague, Mrs R. Chatel, Mr D.W. Christian, Mrs C.E. Crawley, Mrs C.L. Wells, Mr A.J. Bentley, Mr R.H. McNicholl, Mr J.E. Skinner, Mrs E.C. Quirk, Ms J. Thommeny, Ms K. Angela, the Mayor – <b>13</b>.</p> <p><b>Against</b> – Mr Councillor F. Horning – <b>1</b></p> <p>Motion carried.</p>
19 <sup>th</sup> October 2020	ESC	Public	Alternative receptacles for recycling Item 6	<p>Resolved, "That particulars of the report and discussion be noted on the minutes;</p> <p>(i) That the kerbside service continues with the current receptacles and material separation as follows;</p> <ul style="list-style-type: none"> <li>• Green Box, mixed plastic and cans</li> <li>• Blue Box, glass</li> <li>• Bag or box, paper, white and grey card</li> </ul> <p>(ii) Additionally, when cardboard is introduced in mid-November following a communication campaign, householders are advised to recycle brown cardboard with paper and that additional receptacles be made available on request if required."</p>
November 2020	Council		Minutes of ESC, 19 <sup>th</sup> October 2020 considered by Council	<p><b>Environmental Services Committee – 19<sup>th</sup> October, 2020</b></p> <p>Motion moved by Mr Councillor R.H. McNicholl, seconded by Councillor Miss N.A. Byron, "That the minutes of proceedings of the Environmental Services Committee, as contained in private report of meeting held on Monday, 19<sup>th</sup> October, 2020, be received by the Council."</p> <p>Question put on Motion, a vote was taken electronically, and there voted <b>For</b> the Motion, Councillors; Mr S.R. Pitts, Mrs H. Callow, Miss N.A. Byron, Mrs C.E. Crawley, Mr S. Hamer, Mr R.H. McNicholl, Ms J. Thommeny, Ms K. Angela – <b>8</b></p>

16 <sup>th</sup> November 2020	ESC	Public	Market research into the reasons for the static recycling rate Item 6	<p><b>Against, Councillors; Mr I.J.G. Clague, Mrs R. Chatel, Mr D.W. Christian, Mrs C.L. Wells, Mr D. Watson, Mr A.J. Bentley, the Mayor – 7</b></p> <p>Resolved, "That particulars of the report and discussion be noted on the minutes and that the Waste Services Section continue to pursue the following activities;</p> <ul style="list-style-type: none"> <li>(i) A further in-depth recycling survey be carried out within six months, using the existing 'recycling reminder service' to promote the survey;</li> <li>(ii) Schools Recycling Programme;</li> <li>(iii) Door Step Surveys;</li> <li>(iv) On-line promotion of the service;</li> <li>(v) Expand the service toward more flats, where feasible to do so;</li> <li>(vi) Constantly review potential material streams; and</li> <li>(vii) Ensure households have sufficient receptacles to recycle." <p>4 For 1 Against Mr Councillor F. Horning asked that his name be recorded as voting against the resolution.</p> </li></ul>
December 2020	Council		Minutes of ESC, 16 <sup>th</sup> November 2020 considered by Council	<p><b>Environmental Services Committee – 16<sup>th</sup> November, 2020</b></p> <p>Motion moved by Mr Councillor R.H. McNicholl, seconded by Mr Councillor F. Horning, "That the minutes of proceedings of the Environmental Services Committee, as contained in report of meeting held on Monday, 16<sup>th</sup> November, 2020, be received by the Council."</p> <p>Question put on Motion, a vote was taken electronically, and the Motion was carried unanimously.</p>
18 <sup>th</sup> October 2021	ESC	Private	Change in waste policy to fortnightly refuse collections (report requested by Chair) Item 6	<p>Resolved, "That particulars of the report and discussion be noted on the minutes;</p> <ul style="list-style-type: none"> <li>(i) That the approval of the Executive Committee and the Council be sought for expenditure in the sum of £152,200, funded from the General Revenue Reserve, for</li> </ul>

	ExCo	Private	Referral from ESC, 18 <sup>th</sup> October 2021 Item 6	<p>the introduction of alternate weekly collections to commence from August 2022;</p> <p>(ii) That a compositional analysis of domestic waste be undertaken in Spring 2022 to inform communication; and</p> <p>(iii) That this report and all prior reports pertaining to Alternate Weekly Refuse Collections be copied to all Members of the Council."</p>
29 <sup>th</sup> October 2021	ExCo	Private	Referral from ESC, 18 <sup>th</sup> October 2021 Item 6	<p>Resolved, "(i) That particulars of the referral be noted on the minutes;</p> <p>(ii) That the recommendation of the Environmental Services Committee be noted and referred to the next Council Meeting for consideration of the change of Council policy in moving to alternate weekly refuse collections; and</p> <p>(iii) That consideration of the request for funding in the sum of £152,200 from the General Revenue Reserve for the introduction of alternate weekly refuse collections be considered as part of the Executive Committee's budget process."</p>
10 <sup>th</sup> November 2021	Council	Private	Minutes of ESC, 18 <sup>th</sup> October 2021 and ExCo, 29 <sup>th</sup> October 2021 considered by Council including policy referral from ExCo, 29 <sup>th</sup> October 2021	<p>17. Executive Committee – 29<sup>th</sup> October, 2021 – Clause A3, sub-clause B19, Resolution (ii)</p> <p>Motion moved by Councillor Mrs C.L. Wells, seconded by Mr Councillor I.J.G. Clague, "That the minutes of proceedings of the Executive Committee, as contained in Clause A3, sub-clause B19, resolution (ii) of private report of meeting held on Friday, 29<sup>th</sup> October, 2021, be received by the Council."</p> <p>Further motion moved by Mr Councillor F. Horning, seconded by Councillor Ms J. Thommeny "That the Council consider Clause A3, sub-clause B19, Resolution (ii) in Committee."</p> <p>Question put on Motion to move into Committee, a vote was taken electronically and there voted For the Motion, Councillors: Mr J.E. Skinner, Mr A.J. Bentley, Mr I.J.G. Clague, Mr D.R. Watson, Mr S.R. Crellin, Mr F. Schuengel, Mr F. Horning, Ms J. Thommeny, Mr P.J. Washington - 9</p>

	ESC	Public	Market research into the reason for the static recycling rate Item 9	<p><b>Against</b> – Councillor Miss N.A. Byron, Councillor Mrs C.L. Wells, and Mr Councillor S.R. Pitts – <b>3</b></p> <p>Further Motion moved by Councillor Miss N.A. Byron, seconded by Mr Councillor S.R. Pitts, “That proceedings resume in Council.”</p> <p>Question put on Motion to move back into Council, a vote was taken electronically and the Motion was carried unanimously.</p> <p>Question put on original Motion, a vote was taken electronically and there voted <b>For</b> the Motion, Councillors: Miss N.A. Byron, Mr S.R. Pitts, Mr A.J. Bentley, Mr I.J.G Clague, Mr D.R. Watson, Mr S.R. Crellin, Mr F. Schuengel, Mrs C.L. Wells, Mr F. Horning, Ms J. Thommeny, Mr P.J. Washington – <b>11</b></p> <p><b>Against</b> - Mr Councillor J.E. Skinner <b>1</b></p> <p>Motion carried.</p>
13 <sup>th</sup> December 2021				<p>Resolved, “That particulars of the report and discussion be noted on the minutes;</p> <p>(i) That further on-line surveys be carried out with focus on the householders attitudes and ability to adjust to Alternate Weekly Collections (AWC); and</p> <p>(ii) That the recycling service continues to be promoted using a variety of platforms and intensify the direction of the message towards AWC.”</p>
12 <sup>th</sup> January 2022	Council		Minutes of ESC, 13 <sup>th</sup> December 2021 considered by Council (A6)	<p>14. Environmental Services Committee – 13th December, 2021</p> <p>Motion moved by Mr Councillor F. Horning, seconded by Councillor Miss N.A. Byron, “That the minutes of proceedings of the Environmental Services Committee, as contained in private report of meeting held on Monday, 13th December, 2021, be received by the Council.”</p> <p>Question put on Motion, a vote was taken electronically, and the Motion was carried unanimously.</p>

13 <sup>th</sup> January 2022	ExCo	Private	Special budget meeting, item 3 considered alternate weekly refuse collections	<p>Resolved, "(i) That particulars of the report be noted on the minutes; (ii) That funding to implement during 2022 the introduction of the changed policy to alternate weekly refuse collections, be approved as follows:</p> <ul style="list-style-type: none"> <li>• £109,700 for the acquisition of 4,200 brown wheeled bins for garden waste collections to be funded from Capital Receipts;</li> <li>• £13,300 for the acquisition of 3,000 kerbside boxes to be funded from Capital Receipts;</li> <li>• £9,200 for the communication phase of the rollout to be funded from the General Revenue Reserve;</li> <li>• £20,000 for the temporary hire of an additional kerbside vehicle to be funded from the General Revenue Reserve; and</li> </ul> <p>(iii) That net savings of £25,000 be incorporated into the revenue budget, being a reduction in Energy from Waste Plant gate fees expected from waste diversion after allowing for compostable bags cost."</p>
26 <sup>th</sup> January 2022	Council	Public	Rate setting meeting	<p>3. Executive Committee – 13th January, 2022 Borough Rate 2022/2023</p> <p>Motion moved by Councillor Mrs C.L. Wells, seconded by Mr Councillor I.J.G. Clague, "That the minutes of proceedings of the Executive Committee, as contained in report of special meeting held on Thursday, 13th January, 2022, and containing the recommendation:  <i>"That in accordance with Section 11 of the Local Government Act 2006, a Borough Rate of FOUR HUNDRED AND SIXTY-EIGHT PENCE in the pound on the net annual value of all rateable property in the Borough be levied for the year ending 31st March, 2023."</i>  together with the associated Budget Report and Estimates be received, approved and adopted by the Council."</p> <p>Amendment moved by Councillor Miss N.A. Byron, seconded by Mr Councillor S.R. Pitts, "That the following words be added to the Motion: "subject to reinstatement into the capital budget for 2022/23 of the provision for replacement changing facilities at Spring Valley."</p>



The Council adjourned at 11.25am to enable the potential impact of the amendment to be assessed, and resumed at 11.45am when the Council Leader advised that the scheme could be accommodated with little impact in the 2022-23 financial year but greater impact in future years.

Question put on amendment. There voted For the amendment:  
Councillors Mr P.J. Washington, Ms J. Thommeny, Mr F. Schuengel, Mr S.R. Crellin, Mrs C.L. Wells, Mr D.R. Watson, Mr A.J. Bentley, Miss N.A. Byron, Mr S.R. Pitts – 9

Against: Councillors: Mr F. Horning, Mr I.J.G. Clague, Mr J.E. Skinner –

3

Amendment carried.

Question put on substantive Motion. There voted For the Motion:  
Councillors Mr P.J. Washington, Ms J. Thommeny, Mr F. Horning, Mr F. Schuengel, Mr S.R. Crellin. Mrs C.L. Wells, Mr D.R. Watson, Mr A.J. Bentley, Mr I.J.G. Clague, Miss N.A. Byron, Mr S.R. Pitts – 11  
Against: Mr Councillor J.E. Skinner – 1  
Substantive Motion carried.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 05 November 2021 11:53  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Alternate Weekly Refuse Collections

**Sensitivity:** Confidential

Dear [REDACTED]

Herewith minute from the Executive Committee meeting held on Friday 29th October 2021:

**A23. Referrals from the Environmental Services Committee**

The Committee considered the following referrals from the private minutes of the Environmental Services Committee meeting held on Monday 18<sup>th</sup> October 2021.

Clause B19 – Alternate Weekly Refuse Collections: the Committee had considered a written report by the Senior Engineering and Waste Services Manager detailing the implications of moving to alternate weekly refuse collections. Members had approved proceeding with the proposals to commence alternate weekly collections in 2022, but had additionally requested that a further compositional analysis of domestic waste be undertaken, in order to provide up-to-date statistics for communication with the public. Accordingly, approval was sought for the expenditure required for the acquisition of wheeled bins, recycling boxes, a temporary additional resource to assist with the roll-out phase, and the additional hire of one back-up kerbside collection vehicle for a three-month period to ensure service delivery met demand.

---

The Executive Committee discussed the matter at length. It was agreed that the report be acknowledged and, while all Members would be given an opportunity at the next Council Meeting to consider the change in policy and make a decision on moving to alternate weekly refuse collections, that consideration of the request for funding be deferred to the Special Executive Committee Budget Meeting scheduled for January 2022.

Resolved, "(i) That particulars of the referral be noted on the minutes;

(ii) That the recommendation of the Environmental Services Committee be noted and referred to the next Council Meeting for consideration of the change of Council policy in moving to alternative weekly refuse collections; and

(iii) That consideration of the request for funding in the sum of £152,200 from the General Revenue Reserve for the introduction of alternate weekly refuse collections be considered as part of the Executive Committee's budget process."

Regards, [REDACTED]

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**From:** [REDACTED]  
**Sent:** 07 November 2022 16:17  
**To:** [REDACTED]  
**Subject:** Policy on Purchase of Additional Bins

Item as it appeared on the public Council agenda which was considered by the Executive Committee on 24<sup>th</sup> February, 2022;

#### **A14. Policy on Purchase of Additional Wheeled Bins - Fees and Charges**

The Committee considered a written report by the Senior Engineering and Waste Services Manager seeking approval to suspend the current policy of allowing householders to purchase additional wheeled bins for residual waste; and to agree a policy of only collecting one residual bin per household unless exceptions had been made.

Following on from the decision to introduce alternate weekly refuse collections, it had become apparent that the current policy of allowing households to purchase additional wheeled bins was counter-productive to the aims of the service change initiative. The policy had been in place for many years, with the cost being included in the Fees and Charges section of the Council's Annual Estimates Book; and recently, a number of ratepayers had sought to purchase an additional bin in anticipation of the new service, being concerned that they would not have sufficient capacity to accommodate the change.

The fundamental basis of the service change was to increase the recycling rate and to reduce household waste. This objective would be achieved by reducing the weekly capacity for rubbish, whilst increasing the capacity for recycling. Under the current policy, however, the second bin would place pressure on the held-stock of bins for new customers and would negate householders need to recycle.

There was no legal basis to compel households to recycle, however, in order to achieve the aim of increasing the recycling rate, it was proposed that the Council should introduce and enforce a policy of collecting only one residual waste bin from a household at any time. Exceptions would be made for special circumstances and, if it was determined that the household required more capacity, a second bin would be issued (not sold) to the household.

It was therefore recommended that the policy of selling second bins to households be suspended with immediate effect and, once the change in service provision commenced, that a policy of collecting only one residual waste bin per household per collection week be enforced, with any variation to this being subject to an assessment. Assessments would comprise an inspection / visit to the property and discussion with the householder in order to gather details such as occupancy, any unusual waste items, or other special circumstances. Where additional capacity was agreed, a re-assessment would be undertaken within a determined period, e.g., eighteen months.

Resolved, "(i) That particulars of the report be noted on the minutes;

(ii) That the policy of selling second bins to households be suspended with immediate effect;

(iii) That the section relating to Fees and Charges in the Council's Annual Estimates be amended accordingly; and

(iv) That once the service change was implemented, a new policy of collecting only one standard 240-litre bin per household on collection day be introduced and enforced, subject to any variation as a result of an assessment."

Vote from Council meeting held on Wednesday 9<sup>th</sup> Marc, 2022;

### **3 Executive Committee – 24<sup>th</sup> February 2022 – Clauses A1 to A19 and private clause A1**

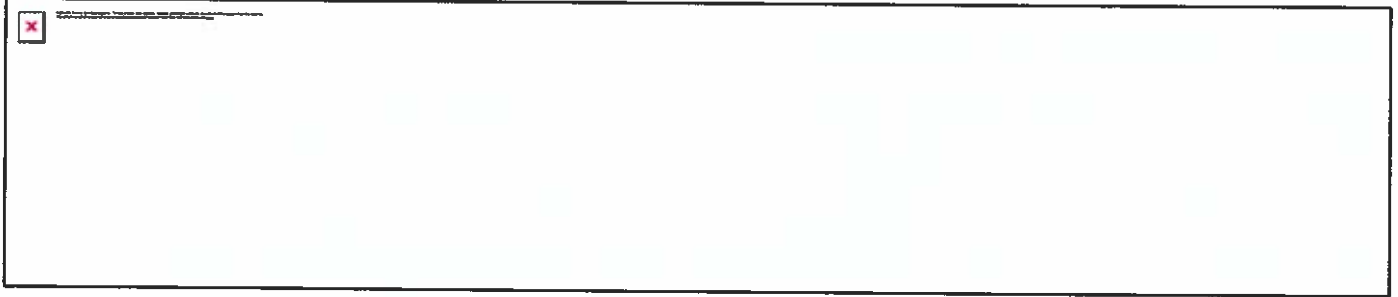
Motion moved by Mr Councillor F. Horning, seconded by Mr Councillor A.J. Bentley, "That the minutes of proceedings of the Executive Committee, as contained in Clause A1 to A19 inclusive and private clause A1 of report of meeting held on Thursday, 24<sup>th</sup> February, 2022, be received by the Council."

Question put on Motion, a vote was taken electronically, and the Motion was carried unanimously.

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 08 November 2022 11:04  
**To:** [REDACTED]  
**Subject:** second bins report  
**Attachments:** SECOND BIN - BUY BACK SCHEME (2).docx

Morning [REDACTED]

Please find attached amended report incorporating Finance and your suggested changes.

Regards

[REDACTED]  
[REDACTED]  
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IM99 1AD

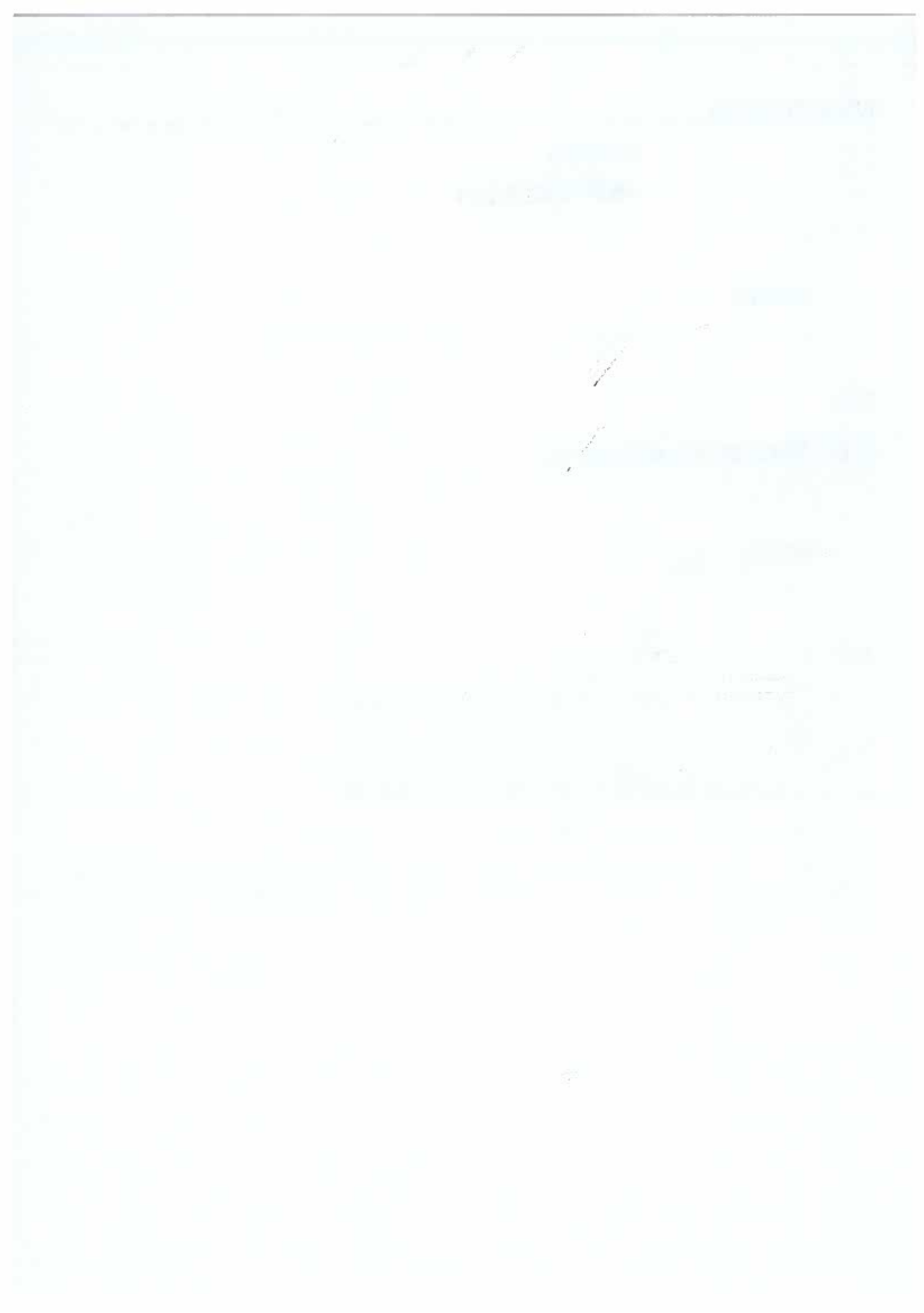
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 11 November 2021 17:12  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Bin capacities

Dear Mr [REDACTED]

I tend to agree that 'bedrooms' is a less logical measure than occupancy, that said the British Standard is based on all waste arising so a property with a garden produces more waste than one without, so using your 4 persons model and assuming a garden, whilst theoretically they get 51L of capacity per fortnight (residual and dry recyclables), you have to factor some capacity for garden waste (say 15% based on 2017 composition audit) so in real terms they are getting approximately 58L per person, per fortnight (51.25 x 15%). I agree with your logic by the way, but I don't think we should exclude garden waste from our business case as it represents approx. 15% of all waste arising and this will have been factored in to the British Standard model.

Hope that makes sense.

Regards  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 November 2021 16:37  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Bin capacities

[REDACTED]  
Thank you for this

The numbers leave me with a feeling that the British Standards based on bedrooms rather than occupants is



floored as the census indicates 2/3 of the properties in Douglas have less than 3 occupants but many will have 3, 4 or even more bedrooms.

From our position it leaves us very dependent of using the garden waste bin to justify compliance with a standard.

My feeling is that  $240L + 165L = 405L/4 \text{ occupants}/2 \text{ weeks} = 51.25L$  per occupant per week in the 4 bedroom house, surely that is enough?

Regards

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

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♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)

On 11 Nov 2021, at 16:11, [REDACTED] wrote:

Dear Mr [REDACTED]

Thank you for your e-mail and apologies for the delay in responding. I understand you have already discussed this with [REDACTED] but just to clarify what our assessments based around.

Your assertion on bin quantities and sizes is fundamentally correct, albeit there is no restriction on the number of boxes/ bags that households can have. In terms of household waste, British Standards recommends 70L per bedroom per week, +30 (I'm assuming the +30% is based around the 0.4 in the 2.4 national average household size ). So roughly this is what BS standards recommends for each size household.

- 1 bedroom  $(70 \times 1 + 30) = 100L$  p/w - nearest bin size = 120L
- 2 bedroom  $(70 \times 2 + 30) = 170L$  p/w - nearest bin size = 180L
- 3 bedroom  $(70 \times 3 + 30) = 240L$  p/w - nearest bin size = 240L
- 4 bedroom  $(70 \times 4 + 30) = 310L$  p/w - nearest bin size = 360L

So by correlation the fortnightly capacity required is as follows: -

- 1 bed – 200L
- 2 bed – 340L
- 3 bed – 480L
- 4 bed – 620L

In practise all dwelling houses are issued with 240L bins and flats are predominantly made up of communal bins or individual 240s.

The recommendations are based on total waste arising which includes dry recyclables and garden waste, thus if you add the additional capacity created from recycle boxes (165L) and garden waste bins (240L) the capacity available for each household per fortnight is 645L (405L if no garden). So the main area of vulnerability is dwellings with more than 4 occupants i.e. 4 or more bed houses and as you point out this represents just 6% of all households. In those cases we will carry out an assessment, and where the household can demonstrate they are actively recycling and still have insufficient capacity, we will look to give them extra capacity e.g. upgrade a 240L to a 360L...and provide them with advice to help minimise their waste.

Regards

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 07 November 2021 11:03  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Bin capacities

[REDACTED]

I have been reading the census, it's one of those things I like to do, don't judge me. I'm trying to get my facts straight ahead of any possible introduction of alternate weekly collections.

As I understand the proposal every household will have 1 x 240L residual, 3 x 55L recycling and a seasonal garden waste collection every fortnight. This is a capacity of 405L per fortnight per household plus garden waste.

The census tells me that in 2016 there were 710 households in Douglas with more than 4 occupants, this means that 93.9% had 4 or less occupants. At 4 occupants this would equate to 51L per person per week in waste capacity.

Can you please confirm that this aligns with a recognised standard for waste collection.

I am supportive of the changes (and voted in favour twice in the past), I'm just reassuring myself.

Thank you

[REDACTED]

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♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 11 November 2021 17:24  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Bin capacities

Dear Mr [REDACTED]

This is a really good point, these householders are unaffected by the change, many of whom do not currently feel compelled to recycle, so why would they after AWC is introduced. As you know my cost model in the report assesses optimum, feasible and minimum take up, with feasible used as the main basis for calculating pay-back period. If we can achieve this level of participation, then we know we can process all of it at Ballacottier without needing to outsource and that payback is within the first 18 months. Obviously the communication campaign is key, if we want to capture those that don't need to do it but can be convinced that it's the right thing to do, I think the recruitment of a dedicated specialist will help us achieve this.

Regards

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**From:** [REDACTED]  
**Sent:** 11 November 2021 16:39  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Bin capacities

The other thought I had was that with 65% of all properties having 2 or less occupants, therefore 2/3 households could probably continue as normal without recycling. Do we have any plans to encourage those residents?

Thank you

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at [www.recyclenow.im](http://www.recyclenow.im)

On 11 Nov 2021, at 16:11, [REDACTED] wrote:

Dear Mr [REDACTED]

Thank you for your e-mail and apologies for the delay in responding. I understand you have already discussed this with [REDACTED] but just to clarify what our assessments based around.

Your assertion on bin quantities and sizes is fundamentally correct, albeit there is no restriction on the number of boxes/ bags that households can have. In terms of household waste, British Standards recommends 70L per bedroom per week, +30 (I'm assuming the +30% is based around the 0.4 in the 2.4 national average household size ). So roughly this is what BS standards recommends for each size household.

- 1 bedroom (70x1+30) = 100L p/w - nearest bin size =120L
- 2 bedroom (70x2+30) = 170L p/w - nearest bin size =180L
- 3 bedroom (70x3+30) = 240L p/w - nearest bin size = 240L
- 4 bedroom (70x4+30) = 310L p/w - nearest bin size = 360L

So by correlation the fortnightly capacity required is as follows: -

- 1 bed – 200L
- 2 bed – 340L
- 3 bed – 480L
- 4 bed – 620L

In practise all dwelling houses are issued with 240L bins and flats are predominantly made up of communal bins or individual 240s.

The recommendations are based on total waste arising which includes dry recyclables and garden waste, thus if you add the additional capacity created from recycle boxes (165L) and garden waste bins (240L)the capacity available for each household per fortnight is 645L (405L if no garden). So the main area of vulnerability is dwellings with more than 4 occupants i.e. 4 or more bed houses and as you point out this represents just 6% of all households. In those cases we will carry out an assessment, and where the household can demonstrate they are actively recycling and still have insufficient capacity, we will look to give them extra capacity e.g. upgrade a 240L to a 360L...and provide them with advice to help minimise their waste.

Regards

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 07 November 2021 11:03  
**To:** Dana Fynon, Andy Crook, Sean Kelly  
**Cc:** [REDACTED]  
**Subject:** Bin capacities

[REDACTED]

I have been reading the census, it's one of those things I like to do, don't judge me. I'm trying to get my facts straight ahead of any possible introduction of alternate weekly collections.

As I understand the proposal every household will have 1 x 240L residual, 3 x 55L recycling and a seasonal garden waste collection every fortnight. This is a capacity of 405L per fortnight per household plus garden waste.

The census tells me that in 2016 there were 710 households in Douglas with more than 4 occupants, this means that 93.9% had 4 or less occupants. At 4 occupants this would equate to 51L per person per week in waste capacity.

Can you please confirm that this aligns with a recognised standard for waste collection.

I am supportive of the changes (and voted in favour twice in the past), I'm just reassuring myself.

Thank you

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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[Redacted]

**From:** [Redacted]  
**Sent:** 28 November 2022 12:20  
**To:** [Redacted]  
**Subject:** RE: DA letter nov 22 copy

Looks good to me.

Would it be worth placing a suggestion somewhere in this response that suggests government could support recycling more by bringing in legislation – rather than just leaving it to LA's to try and do what's best for their area of the island?

Regards

[Redacted]

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**From:** [Redacted]  
**Sent:** 28 November 2022 12:01  
**To:** [Redacted]  
**Subject:** DA letter nov 22 copy

Both

My suggested reply. Shout if you see any glaring howlers. Will need to know by 3pm.

Ta





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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 28 November 2022 14:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Waste storage standards residential multi-occupancy buildings

Hi [REDACTED]

They require the following:-

46apts x 2 beds x 70ltr + 30 = 6,470

They have the following:-

Black bin = 3080 per week  
Recycling = 3900 per week  
Total = 6,980 per week

If we needed to increase capacity, which we don't, then we can replace up to 5 x 660ltr black bins for 1100ltr black bins.

Many thanks

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**From:** [REDACTED]  
**Sent:** 28 November 2022 14:34  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Waste storage standards residential multi-occupancy buildings

Hi [REDACTED]

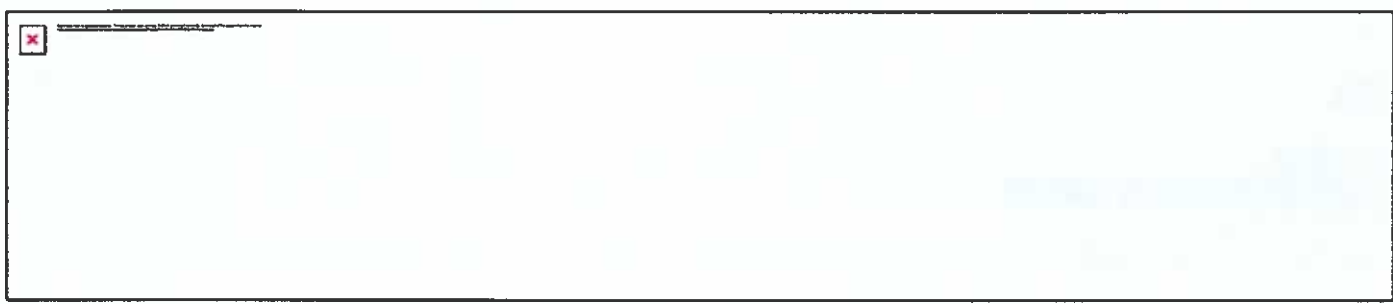
We use the BC one, which you've previously sent me. On the attached, what do you make their capacity as? Having said all that, the evidence shows they are coping in any event.

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**From:** [REDACTED]  
**Sent:** 28 November 2022 14:14  
**To:** [REDACTED]  
**Subject:** Waste storage standards residential multi-occupancy buildings

Dear [REDACTED]

Would you be so kind as to remind me which waste storage standards we follow for multi-occupancy buildings, so predominantly flats?

The British standards on 'waste management in buildings - code of practice' is attached in case it is that one. The summary for flats is below:

- number of dwellings x [(70litres x average number of bedrooms)+30]

- where recycling capacity is provided, the residual waste capacity may be reduced but only up to a quarter of recycling capacity provided
- the storage area for recyclable waste should ideally be 50% by volume of overall waste storage

The British standards document is attached and the relevant excerpts can be found on pages 10, 11 and 16.

If we follow those standards, then Douglas Head apartments might actually have (slightly) insufficient residual waste storage capacity.

Kind regards

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted] Member of Pensions Committee  
[Redacted] North Ward Douglas Borough Council

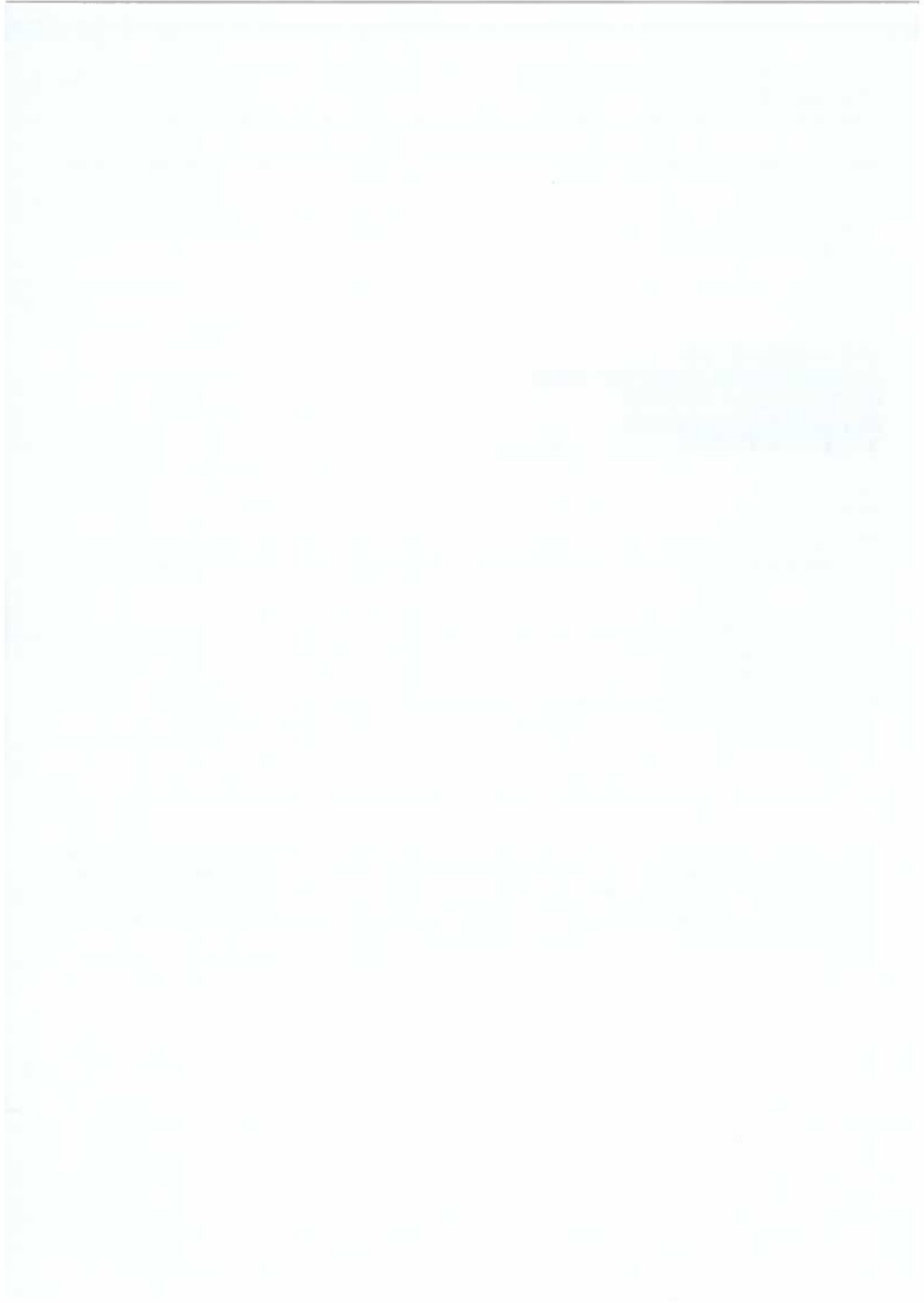
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 29 November 2022 09:21  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Waste storage standards residential multi-occupancy buildings

Hi [REDACTED]

This calculation is from BS 5906:2005. If the Chair has been looking at page 16 then this is under House, bungalows and maisonettes. We are looking at multi-occupancy here. Our guidelines, which are for new builds so we are not using here, recommends that 25-30% of waste storage capacity is allocated to recycling on top of residual calculated using BS 5906:2005.

Many thanks

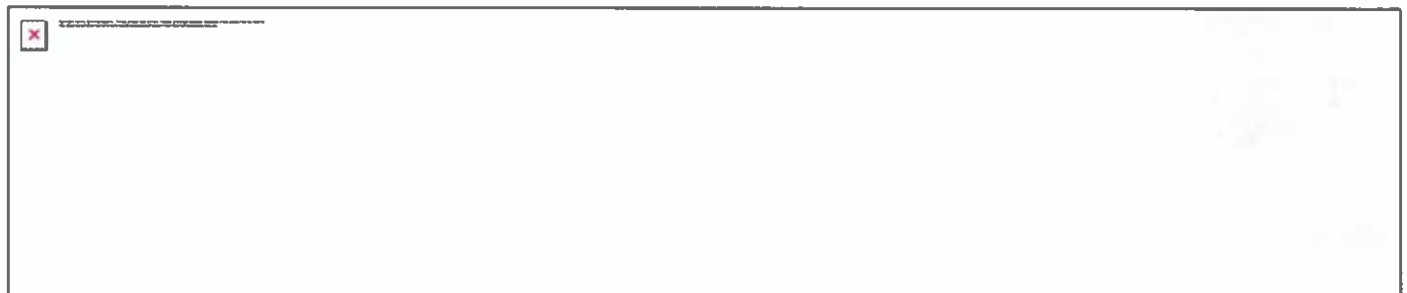
[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 29 November 2022 08:28  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Waste storage standards residential multi-occupancy buildings

Ta



Is this based on the standards he sent us or our BC standards? If you do the calculation with the standards he sent us, how do they come out?

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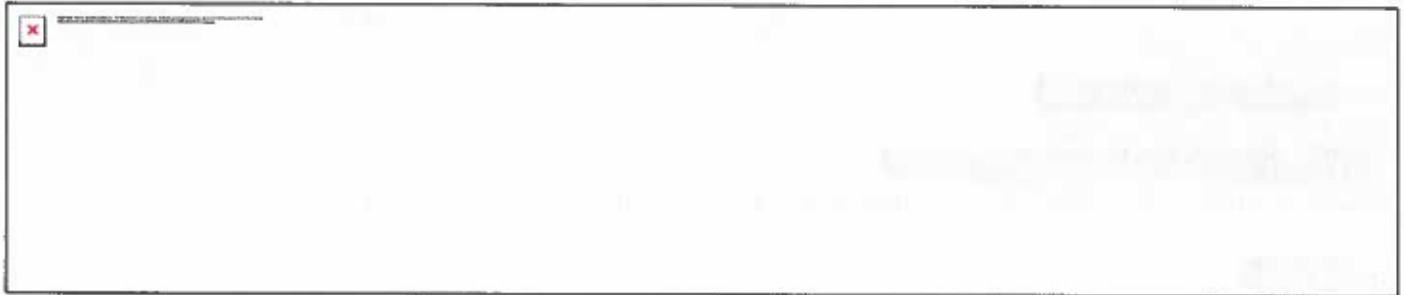
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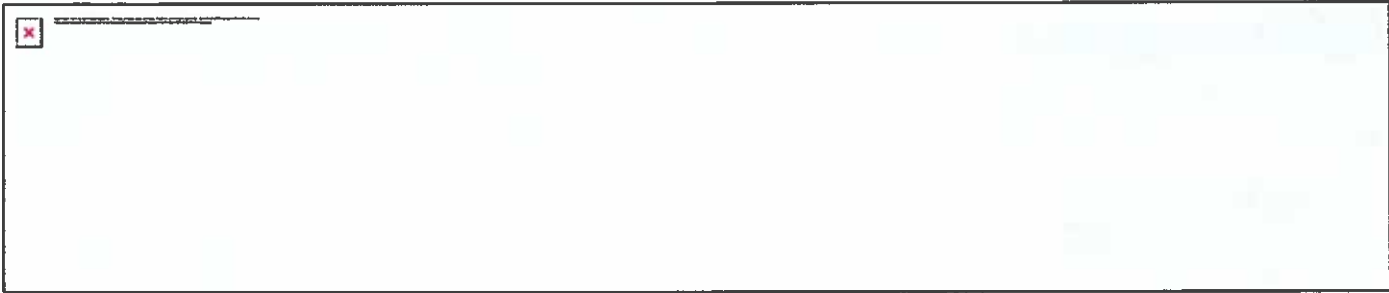
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