

Household Waste Collection Policy Document for the South of Buckinghamshire



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Legislation

Under the provisions of the Environmental Protection Act, 1990, the Southern Waste Team are working in partnership covering the south of Buckinghamshire. They are classed as the Waste Collection Authority, and as such, under section 45 (1), have a statutory duty to collect household waste from all domestic properties in the South of Buckinghamshire. Under section 46(4) of the Act, the Council have specific powers to stipulate:

- The size and type of the collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collecting and emptying
- The substances or articles which may or may not be placed within the receptacle(s)
- The frequency of collection(s)

Waste policies are developed in order to provide clarity on the collection service provided, with information on what residents can expect to happen and what they need to do to use the service. The development of waste policies will be based on legislative requirements, contractual specifications and Health & Safety requirements.

Waste Collection Eligibility

This document refers only to “household waste” as defined by *The Controlled Waste Regulations 2012*.

Policy 1a – Collection containers for “Standard” low rise individual properties

All low rise properties across the South of Buckinghamshire, who are not part of a communal development, will have access to recycling, food waste and residual waste collections. For most standard low rise properties, such as houses, bungalows etc. the following containers have been provided:

Standard Residual Waste:

- 1 x 180 litre black wheeled bin - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in this wheeled bin.

Standard Recycling:

- 1 x 240 litre blue wheeled bin - for recycling including mixed plastics, metal cans and tins, glass bottles and jars and liquid food and drink cartons
- 1 x 55 litre green/black box (for paper and cardboard)
- 1 x 70 litre red disposable textile bag
- 1 x 1 litre clear bag

The Council also collects batteries, textiles and small electrical items, WEEE (waste electrical and electronic equipment) on recycling collections. Batteries, Textiles and small WEEE must be placed in separate plastic carrier bags. The Council will not provide bags or containers. Residents must use their own plastic bags, which are non-returnable. For more information on side waste/excess waste including extra recycling, please refer to policy 13a and 13b.

Please note, waste too large to fit into a wheeled bin is considered ‘bulky’ waste. Collection service by special arrangement of large ‘bulky’ household items is available; see policy 27 and our website for more information. Charges apply. Alternatively, disposal at the Councils’ HRC might be appropriate – more information is available on our website.

Standard Organic Waste:

- 1 x 240 litre green wheeled bin for green garden waste. (This is a paid for annual

- subscription service, see Policy 3)
- 1 x 23 litre brown food waste bin

Households of Multiple Occupation:

Households of Multiple Occupation (HMO's) will have access to the above containers and will be subject to all the same requirements for additional containers as they pay the same council rates as standard properties.

Mixed Hereditament Properties/Flats above shops:

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be treated as standard properties as set out in Policy 1a. In exceptional circumstances, they may require the 'Single Use' container collection service set out in Policy 1c.

The containers provided must not be used to dispose of commercial or business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act, 1990.

Between 2013 and 2014, all suitable properties were provided with the above mentioned containers by the Council. Replacement of existing containers or new containers will be subject to agreed charges.

For full details of container volumes and numbers see table 2, Policy 6.

Policy 1b – Collection containers for low rise individual properties which are unsuitable for wheeled bins

Some low rise properties across Southern Bucks areas are not suitable for a wheeled bin collection. This may be due to:

- Properties not having room to store the necessary containers
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection
- There is an unacceptable distance for moving wheeling bins or to carry containers

Within these circumstances the following containers are available:

Standard Residual Waste:

- 104 x Purple disposable sacks a year - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks and only four sacks per fortnight will be collected.

Standard Recycling:

- 2 x 45 litre blue reusable bags - for recycling including mixed plastics, metal cans and tins, glass bottles and jars and liquid food/drink cartons.
- 1 x 55 litre green/black box (for paper and cardboard)

Standard Organic Waste:

- 2 x 70 litre green reusable bags - for green garden waste. (This is a paid for annual subscription service, see Policy 3)
- 1 x 23 litre brown food waste bin

- 1 x 5 litre silver kitchen food waste caddy

Where residents only have room for one wheeled bin, priority will be given to the provision of a black residual waste bin.

The Council will advertise on their websites when the next supply of purple sacks is due to be delivered to Narrow Access households. If householders do not receive their supply during this delivery timescale, they must report it to the Council within 6 weeks after this period in order to receive their replacement supply.

In 2014, all suitable houses were provided with the above mentioned containers. Replacement of existing containers or new containers which are not noted as “single use” will be subject to agreed charges.

For full details of container volumes and numbers see table 2, Policy 6.

Policy 1c – ‘Single Use’ Container Collection

Within the Southern Bucks Areas there are a number of domestic properties where returnable containers left out for collection are not suitable. These areas tend to be busy high street areas where a box or bag may block the pavements for pedestrians. In these circumstances the following containers are available:

Standard Residual Waste:

- 104 x Purple Disposable sacks a year - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks and only four bags per fortnight will be collected.

Standard Recycling:

- 52 x blue disposable sacks a year - for recycling including mixed plastics, metal cans and tins, and liquid food and drink cartons. Glass cannot go in these sacks
- 52 x green disposable sacks a year - for paper and card

Standard Organic Waste:

- 1 x 23 litre brown food waste bin
- 1 x 5 litre silver kitchen food waste caddy

For full details of container volumes and numbers see table 2 Policy 6.

The Council will advertise on their websites when the next supply of sacks is due to be delivered to households with the ‘single use’ containers. If householders do not receive their supply during this delivery timescale, they must report it to the Council within 6 weeks after this period in order to receive their replacement supply.

Policy 2 - Communal collections (i.e. flats, and house with shared waste storage)

The Council provide an alternative collection service for blocks of flats or properties with shared waste storage facilities.

Each of these properties has had its residual waste and recycling needs assessed and have been provided with the correct number of containers to store the waste generated. Provision of recycling, food waste, and garden waste collections from flats is subject to capacity and configuration of the pre-agreed collection area.

Containers:

In most cases, shared bin areas will be provided with 1100 litres 4 wheeled bins, although 660 litre/360 litres/ 240 litre bins may be provided, if this is more appropriate. The number and type of bins provided will be dependent on the number of properties and size of storage space available. However, if there is limited storage space, priority will be given to residual(standard) waste bins.

Where food waste collections have been implemented, 140 litre wheeled bins will be provided for the storage and collection of the waste, depending on storage space and suitability. A 5 litre internal caddy can be provided upon request.

Where wheeled bins cannot be provided, purple disposable sacks will be delivered and provided to residents, as detailed in Policy 6. However, purple sacks will not be provided where residents in communal dwellings have bins.

Collections:

The frequency of collection for communal collection properties will be as per Policy 5, containers must be accessible for collection 7 days a week.

No waste or recycling left outside or around the bins will be collected. This includes, but is not limited to, large bulky items, excess waste or recycling. It is the responsibility of the residents or managing agents to remove these items, to enable collections.

Where a bin is not accessible due to loose waste, recycling, or bulky items, the bin will not be emptied. It is the responsibility of the residents or managing agents to remove these items. The bin will then be emptied on the next scheduled collection day if the bins are accessible. Requests to clear bins or collection areas will be treated as a private works, and will be subject to availability and be chargeable.

All bin areas must be accessible by crews; if they need to be locked, ideally the lock will open with a standard fire brigade key (i.e. FB11). It is the responsibility of the managing agent or residents to ensure the Council is informed or provided with any keys or codes to access locked bin stores.

Contaminated Bins:

If a communal collection bin is contaminated with the wrong material it will not be emptied. It will be the responsibility of the residents or managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day.

Only items detailed in Policy 15 will be collected.

Chute collections:

A limited number of flat blocks have chute collections which are collected twice per week. All waste must be put down the chute for collection and contained within the chute bags. Excess waste or recycling which is outside or around the bins will not be collected.

Policy 3 – Chargeable Garden Waste Collections

Garden waste collections in the former Wycombe area are free up to 25th September 2022. After this date charges are applicable as per the remainder of Policy 3.

Garden waste collections are chargeable as part of an optional subscription-based service. Customers may request additional bins, but these are subject to operational capacity and are charged at the same rate.

An annual subscription is available and will cover 23 collections a year. Garden waste collections will be suspended for six weeks during mid-December to late January period as advised by the Council.

Annual subscriptions will be based on a rolling 12 months from the time of subscription. Once payment has been received from a new customer we will aim to deliver the bin / bags within 10 working days. A confirmation letter, subscription sticker and the terms and conditions will be sent to customers within 10 working days of payment.

Additional subscriptions can start at any time of the year. Any additional subscriptions will be charged at the same rate as the first subscription and will expire the same time regardless of when payment is made. For example, if a resident's first subscription expires in June 2022 and resident pays for an additional subscription in February 2022, both subscriptions will expire in June 2022 and cost the same. Stickers will display the date that the relevant subscription expires.

Garden waste collections will be made on a fortnightly basis and a valid subscription sticker must be displayed on the back of the bin, handle side (for collection with handle facing roadside) or on the top of reusable bags to ensure collection. Bins or bags without a valid subscription sticker may not be emptied, and collection crews will not return until the next scheduled collection day. This collection will count as part of the annual subscription. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day. This collection will also count as part of the annual subscription. We will aim to provide 23 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the subscription is not renewed after a year, collections will cease and the containers may be removed from your property without prior warning.

The cost of the service is reviewed annually and the latest prices along with Terms and conditions can be found on the Council website.

Communal collections:

Communal collection properties will be offered a chargeable garden waste collection service on an individual basis. Where possible, individual addresses will be provided with the standard service and charges.

Policy 4 – Exemptions from the standard service

To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

- All the adults (over the age of 16) living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin
- There is no rear or side access to the property and the useable front area is too small to accommodate or store the necessary containers
- The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins
- The bins would have to be wheeled through the house to the collection point
- Properties not having room to store the necessary containers
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection

Where properties have space for one wheeled bin, then a residual waste bin will be delivered and collected fortnightly. Recycling and garden waste bins are not permitted if a resident does not have a residual waste bin.

Street scene aesthetic concerns will not be classed as a reasonable exemption from the provision of wheeled bins. Where space is available at the front of the property wheeled bins must be used, or at the rear of the property if the road access for the collection vehicle is situated at the rear of the property, as agreed by the Council.

Policy 5 – Collection Frequency

The Council will collect as per the table below:

Table 1: Waste and Recycling Collection Frequency				
	Standard Low Rise	Narrow Access or Low Rise	Single Use Container Collections	Communal
Residual Waste	Fortnightly	Fortnightly	Fortnightly	Weekly
Mixed Recycling	Fortnightly	Fortnightly	Fortnightly	Fortnightly *
Paper and Card	Fortnightly	Fortnightly	Fortnightly	Fortnightly *
Food Waste	Weekly	Weekly	Weekly	Weekly *
Garden Waste	Fortnightly	Fortnightly	Fortnightly	Fortnightly
Textiles	Fortnightly	Fortnightly	Fortnightly	Fortnightly
Batteries	Fortnightly	Fortnightly	Fortnightly	Fortnightly
Health Care Waste	Weekly **	Weekly **	Weekly **	Weekly **
Sharps	Upon Request**	Upon Request**	Upon Request**	Upon Request**

* Where facilities exist

** Following successful application for collections

Policy 6 – Container Provision

The table below outline the containers which are available to households in the Southern area of Buckinghamshire:

Table 2: Container Provision overview				
	Standard Low Rise	Narrow Access or Solution Low Rise	Single Use Solution Container Collections	Communal
Residual waste	1 x Black 180L or 140L bin	104 x Purple 70L disposable sacks a year	104 x Purple 70L disposable sacks a year	Various*
Mixed Recycling	1 x Blue 240L or 140L	2 x 45L Blue reusable bag	52 x Blue 70L disposable sacks a year	Various*
Paper and Card	1 x Black or Green 55L Box	1 x Black or Green 55L Box	52 x Green 70L disposable sacks a year	Various*
Food Waste	1 x Brown 23L Caddy	1 x Brown 23L Caddy	1 x Brown 23L Caddy*	Brown 140L bin*
Garden Waste	1 x Green 240L or bin 140L ***	2 x Green 75L reusable bag***	2 x Green 75L reusable bag***	Green 240L or 140L bin ***

Textiles	70L disposable red sack - As required	70L disposable red sack - As required	70L disposable red sack - As required	70L disposable red sack - As required*
Batteries	0.5L disposable clear bag - As required	0.5L disposable clear bag - As required	0.5L disposable clear bag - As required	0.5L disposable clear bag - As required*
Health Care Waste	Dependant on need**	Dependant on need**	Dependant on need**	Dependant on need**
Sharps	Dependant on need**	Dependant on need**	Dependant on need**	Dependant on need**

L = Litre

* Where facilities exist

** Following successful application for collections

*** Chargeable service restriction apply (See policy 4 and 5)

Textiles – Maximum of 2 textile bags

WEEE – Item/s must fit into a standard carrier bag, i.e. kettle or hair dryer

Policy 7 – Additional waste and recycling capacity

The containers set out in policy 1 and 2 are available as standard, however, residents can request additional capacity if they meet one or more of the following criteria:

- There are 5 or more permanent residents in the household and excessive domestic recyclable waste or general waste is produced (exchange to a 360L capacity bin)
- There are 9 or more permanent residents in the household and excessive domestic recyclable waste and/or general refuse is produced (360L bin provided as well as 240L bin)
- Any household with 2 or more children in nappies (temporary)
- A resident in the household has special circumstances creating an unusual amount of waste, produced on a regular basis i.e. someone with specialist dietary requirements (temporary or permanent)
- A household where a large quantity of hygiene waste (e.g. incontinence pads) is being produced (temporary or permanent)

All households that request additional capacity will have to complete an online application as to how they meet the criteria and this will include proof of residency of all those residing at a property. Checks may be made on any application and may include;

- A waste audit to ensure the household is utilising the recycling bins as much as possible, when only additional residual capacity has been requested
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant

Wherever possible, additional recycling and food waste capacity will be provided in preference to residual waste. Additional residual capacity is only approved on the agreement that the household is making full use of the recycling service.

If additional capacity is authorised due to two or more children in nappies, then the maximum duration of the additional capacity period will be two years.

For households with the Narrow Access solution, the provision of additional capacity will be subject to the same qualifying criteria. Additional capacity provided may be:

- Food waste - up to 2 extra brown bins
- Paper recycling – up to 1 extra paper box
- Mixed recycling – up to 4 extra reusable bags
- Residual waste – if necessary, up to 104 extra purple sacks per year

The Council reserve the right to request householders to re-apply for additional capacity every two years. Following this request, if householders either do not submit or do not submit sufficient evidence to qualify for additional capacity, then waste capacity will revert back to the containers set out in policies 1 to 3.

Policy 8 - Provision of smaller bins

Smaller 140 litre wheeled bins may be available for residents to use upon request. These may be considered for use where storage space is limited, access or space to a collection point is problematic or at the request of a resident. These bins will be collected on the same frequency as the standard service and requests will be considered on an individual basis.

Requests for exchanges to smaller bins may be subject to charges.

Policy 9 - Collection day and time

Containers must be available at the collection point (as per policy 11) by 6:30am on the day of collection. Collections times can vary from week to week and any container which is not out for collection at 6:30am will not be emptied. If the containers are not presented for collection, then the crew will not return until the next scheduled collection day.

On traffic sensitive priority routes, collections may start at 6:30am. This is to allow collections to take place with minimal disruption to traffic flow. If you live on one of these routes and we require you to place your containers out before 6:30am, we will inform you in writing.

Containers must not be placed out for collection before 5:00pm the day before collection. The Council has the right to remove any bins left on the highway outside of the hours specified in policy 10. Residents will be charged for new containers should this be the case.

Details of collection days can be found online on our website.

Policy 10 - Collection point for containers

All waste and recycling containers should be presented at the edge of a resident's property, at the point where the premises meet the adopted highway for collection. If properties are located down a private driveway/access road, then the containers must be presented where the private driveway/access road meets the adopted highway. This applies even when a household does not own the land between property and the adopted highway.

Where a household is on a private or un-adopted road, the Councils' collection vehicles will usually only collect from the road where;

- The road is of a construction that would meet the standard for adoption by the Highways authority
- The Council believes the road is of a suitable design to enable a waste collection vehicle with 4 axles to manoeuvre easily and turn where needed
- Damage has not been caused to the private road previously
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the

- county
- Council has been provided with a signed Indemnity
- It is safe to stop and park the collection vehicle in order to collect waste, without causing risk, hazard or obstruction to other road users or pedestrians

The Council may change any collection point, either temporarily or permanently, following a review process. This review process may be instigated due (but not limited to) the Councils' belief that the access to or location of the presentation site would be unsafe for collections, or does not meet the current council Policy.

The Council will give at least 10 working days' notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

Policy 11 - Return of containers

Containers will be returned to the collection point as described in policy 10 where possible or another safe place within a reasonable distance to the collection point. Containers should be removed by the householder as soon as reasonably possible after collection has been made. Containers will be returned to their storage areas for communal collections.

Policy 12 - Ownership of collection containers

All collection containers provided remain the property of the Council. As such, all collection containers must be left at the property when residents sell or move out of the property,

Collection containers must only be used for the storage and collection of waste and recycling.

Each householder is responsible for keeping the containers safe and in good order and to protect them from misuse. The Council will charge for the replacement of any wheeled bin that has been misused.

The cost of the service is reviewed annually and the latest charges can be found on our website.

If developers choose not to purchase containers from the Council, the responsibility passes to the resident to organise the delivery of bins. The Council will not collect waste or recycling from bins not supplied by the Council, or not meeting Council requirements (including branding).

If residents or developers purchase their own containers, any damage or wear and tear is at their own risk and the Council will not take responsibility for these costs.

Policy 13a – Extra or side waste

All residual waste must be contained within the Councils' supplied containers. No excess or side waste will be collected during normal collections. Bin lids must be closed and purple sacks must be securely tied. No more than four purple sacks will be collected from a property with the 'Narrow Access' solution each fortnight.

Policy 13b – Extra or side recycling

A reasonable amount of recycling side waste, equivalent to two paper boxes worth, will be collected by crews as long as it is contained and placed at the side of the relevant container. Cardboard boxes must be flattened and no larger than a metre squared.

Examples of suitable recycling side waste can be found online on our website.

The Council or its contractor will not be responsible or liable for any containers used to store extra waste recycling that are not returned.

Policy 13c – Jammed waste

Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicle will not be taken. In these cases, residents will have to loosen the material(s) themselves ready for the next scheduled collection. The contractor will report such instances to the Council.

Policy 14 – Wheeled bin lids

Wheeled bins are designed to be emptied with the lids closed, therefore lids on wheeled bins must be closed when the waste is collected. This is to ensure that all health and safety concerns are complied with:

- Mechanical operation of the bin lift
- Waste falling out during the tipping process
- Litter generation
- In the interest of waste minimisation, we have provided enough capacity with each bin if proper recycling takes place.

The Council reserves the right not to empty any wheeled bin which has been overfilled with its bin lid open. If bins are over filled, then the crew will not return until the next scheduled collection day and will only collect if a sufficient amount of material has been removed and disposed of responsibly. A tag will be left on the bin and the information recorded on the in-cab PDA system.

Policy 15 - Materials allowed in each container type

An up to date list of materials that can be placed in each container can be found on our website. If incorrect materials are put in containers, they will not be collected. See Policy 16.

Policy 16 - Rejected / contaminated containers

Where containers are found to contain unsuitable items they will be classed as contaminated. Residents will be notified by means of a sticker or hanger placed on the relevant container requiring them to remove the offending material(s) and dispose of it in a responsible manner. Alternatively, the crews will inform the Council of the contamination.

Once the offending material has been removed from the container it will be emptied on the next scheduled collection date. We will not empty the container before the next scheduled collection date, without a charge.

If a resident request to have their contaminated container emptied, there is a charge for this service and it is dependent on availability of resources. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

If a resident has recently moved into a property, it is their responsibility to ensure the containers are free from contamination before any collections are made.

The cost of the service is reviewed annually and the latest prices can be found on our website.

Policy 17 - Missed collections

There are occasions when a container may not get collected, due to crew error. For a missed collection to be returned to, it needs to be reported to the Council. A missed collection must be reported within 1 working day of the scheduled collection. Online reporting will be accepted until 11.59pm (23:59) the day after the collection (see examples 1 and 2 below). Missed collections can be easily logged online on our website.

We will return to collect genuine reported misses within 1 working day after having logged the missed collection report. Any missed collections reported after this time will not be collected until the next scheduled collection day.

A missed collection will **not** be classed as genuine if:

- The container(s) were **not** out for collection before the crews arrive – All containers should be available for collection by 6:30 am (06:30) on the day of collection. Unless otherwise stated (see policy 9)
- The container(s) were **not** at the correct collection point (see policy 10)
- In the case of collect and return properties, access was not granted e.g. locked gates (see policy 18)
- In the case of communal collections there was no access to get to the containers e.g. locked gates (see policy 2)
- The container(s) held materials which were classed as contamination (see policy 16)
- The container(s) were classed as overweight by the collection crew (see policy 20)

The in-cab PDA system used by crews gives real time information to be recorded for properties that collections were not possible for. This information is available to the Waste Team, so they can provide detail to a resident regarding why a collection was not made.

Example 1: Tuesday collection day

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Missed collection can be reported after 5pm	Missed collections can be reported until 11.59pm	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged

Example 2: Friday collection day

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
Missed collection can be reported after 5pm	Non-working day – misses can be logged on the website	Non-working day – misses can be logged on the website	Missed collections can be reported until 11.59pm	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged

Policy 18 - Collect and return service

Our collect and return service is available to residents with a disability or mobility problem where no

one else in the household is able to take the containers to the normal collection point (see Policy 10). The collection crews will collect the container from an agreed storage point, empty the container and return them back to the agreed storage point.

The containers must be easily accessible for the crews, visible from the collection road, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. The decision of where to place the containers will be based on ease of collection and usage of the containers and not based on street scene aesthetics. Please ensure there are no overhanging branches or shrubs as crews may be collecting in the dark. Dogs or other potentially dangerous animals must not be roaming free on the property on collection day. Wherever possible the bins will be stored at the front of the property to enable easy collection, or at the rear if the collection road is situated at the rear of the property. All containers must be kept in the same location.

Checks may be carried out by the Council every two years on the resident's suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible.

Policy 19 - Frozen containers

During times of inclement cold weather waste can become frozen in containers. This can be a particular problem with garden waste in bins. When waste has become frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The frozen bin will be reported by the collection crews to the Council. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection. This includes additional garden waste bins for which an annual fee has been paid.

Policy 20 - Overweight containers

Wheeled bins:

Where a crew member cannot safely manoeuvre and position a bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of it, then it will be left un-emptied. A tag will be left on the container explaining and it will be reported using the in-cab PDA system so the Council is aware.

By law, all the vehicle bin lifts have a safe working weight limit which crews cannot override. As a guideline, the bin should be easily moved with one hand.

Boxes, bags and sacks:

When collecting boxes, bags and sacks the collection crews will assess the weight of the containers. If it is too heavy to carry safely to the vehicle, a sack is likely to split, or the collection crew cannot safely lift it into the vehicle it will not be collected.

Where any container is found to be too heavy, the householder will be required to remove sufficient material from it and dispose of it in a responsible manner.

Once sufficient weight has been removed, the box, bag or sack should be presented on the next scheduled collection date. We will not return to empty the container before the next scheduled collection date.

All crews and contractor staff are trained in manual handling and health and safety. If they feel a bin is unsafe to lift, their decision is final.

Policy 21 - Stickers on containers and painted containers

The Council encourage residents to mark up their containers with their property name or number for identification purposes.

The Council reserve the right to insist that only communication stickers provided by the Council will be allowed on containers, or stickers and other markings which residents use to identify their bin e.g. house number. Other advertising/promotional stickers put on the bins without the permission of the council, may be removed.

Bins that have had the colour painted or disguised will be removed and a charge made for a new bin to be delivered.

Policy 22 – Provision/replacement of containers

In 2013 and 2014, all properties were provided with the appropriate containers by the Council, for the current waste and recycling service. Any replacement of a Council provided container may be subject to a charge depending on the circumstance of the loss. The Council recommend that residents clearly mark the containers at their property with their house number and/or name. Replacement containers may be 'pre-loved' containers which have been pressure washed. Outlined below are details of the different situations which may occur:

- **Lost and Stolen Containers**
 - If a container has been lost or stolen, residents must check with neighbours and the surrounding area where the container went missing. If containers cannot be found, then a request can be made to replace the container. This service may be subject to a charge.
- **Damaged Containers**
 - If a container has been damaged through day to day usage, then a request can be made for a replacement container. The damaged container, however, must be left out to be swapped with an undamaged container. If the damaged container is not left out, then a new container will not be left. This service may be subject to a charge. If there is no container to remove, then a different charge may be levied.
 - Dirty containers will not be deemed damaged and will not be replaced. It is the responsibility of residents to clean the containers they are provided with.
- **New residents (existing properties)**
 - If a resident has recently moved into a property, it is the responsibility of the new resident to ensure the containers have been left by the previous occupiers. If containers cannot be found, then a request can be made for a replacement container. This service may be subject to a charge.
- **New developments**
 - For any new development it is the responsibility of the developer, or the new occupier in the second instance, to request and pay for waste containers.
 - Containers will only be delivered once payment has been received in full
 - Delivery may take up to 4 to 8 weeks from payment dependant of the number and size of bins required
 - Where the Council believe there is sufficient room for recycling, all containers must be purchased not just those for residual waste
- **Containers lost in Vehicles**
 - Occasionally bins may fall into the back of a vehicle during the emptying process. This will be reported to the Council by the crews and a replacement issued automatically.

Policy 23 - Inclement weather/ Force Majeure

During severe weather we will;

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a collection vehicles and collection crews to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are:
 - road conditions
 - pavement conditions
 - weather conditions
 - access past parked cars
 - risks to public and/or the crew
- We will, where possible, try to return and collect missed containers. If this is not possible due to continuing bad weather conditions, we will make alternative arrangements such as providing sacks or asking residents to use their own bags so waste can be stored until the next collection day; where upon all side waste will be cleared with the exception of garden waste.
- If significant disruption occurs, the Councils' websites will be updated with information on access and which services are being prioritised. First priority will normally be given to the residual waste and food waste services.

All our drivers are trained in making on site risk assessments; they will always have the final say as to whether it is possible to access a road safely or whether frozen pavements are hazardous for collections.

Vehicles can weigh up to 32 tonnes, and the safety of our crews and the public will always be our first priority.

Policy 24 - Access Issues

Occasionally access cannot be gained to certain areas and streets. This may be due to:

- Road works
- Poorly parked cars
- Delivery vehicles
- Building works
- Overhanging branches
- Road closures

The collection crew will try a number of times to access a road, if they still cannot gain access, this will be reported to the Council. The Council will highlight these areas on their websites.

Where we have on three occasions attempted to gain access to area but were unable to do so we may make alternative arrangements to collect the waste. These may include (but not be limited to):

- Asking residents to use their own bags, and put out side waste on the next collection
- Arrange the delivery of sacks to properties to enable households to have sufficient capacity to last until their next scheduled collection day.
- Requesting residents to bring waste to a different collection point

Policy 25 - Offensive / hygiene waste

The Council do not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products or similar, unless excessive quantities are produced.

This waste should be double wrapped and placed in the residual waste container. Where a large

quantity is being produced then the household may be eligible for an additional residual capacity under Policy 7.

Policy 26 – Infectious healthcare waste and sharps and needles

The Council offers a collection of healthcare waste and sharps and needles from householders upon applications endorsed by a health care professional. This application must be made through the Councils' prescribed application form.

An agreed collection point, day of collection, frequency of collection, size and type of container and any other specific instructions regarding this service will be decided by the Council. In cases where a regular weekly service is not needed, a request based service will be set up. Requests for service must be made a week in advance. All requests for sharps collections will be a request based service.

The Council may request residents to obtain sharps boxes from their health care professional.

Policy 27 – Bulky Special household waste collections

The Council offers all residents a chargeable bulky waste collection service, for the removal of a maximum of 3 large items of household waste, per charge. All items must be presented outside for collection by 06:30am (06:00) on the specified day of collection.

All items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public.

Items will not be collected from inside houses or outbuildings, or from up steps. The collection point for properties with difficult access e.g. flats, shall be agreed with the Council before collection. If a site visit is needed to establish a collection point, this will be subject to additional fee. All larger items will be assessed and priced individually.

Once a booking has been made for this service, additional items cannot be added. If a booking is cancelled after 1.00pm (13:00) on the preceding Friday before the scheduled collection, no refund will be given. If a booking is cancelled before 1.00pm (13:00) on the preceding Friday before the scheduled collection, a refund will be made subject to an administration fee. No bookings can be made after 1pm on a Friday. Full terms and condition for this service will be published on the Councils' websites.

This service is for household waste only and no DIY, commercial or industrial waste will be collected.

Policy 28 – Chargeable Collections - Schedule 2

Following written confirmation of their status, places of religious worship, cemeteries, registered charities and community halls (where no business activity takes place for profit) shall be entitled to the standard waste collection service offered to householders. The Council reserve the right to charge for the collection of this waste.

Representation Against Policy:

Any representation against policy can be made by following the formal complaint procedure, for the Council. Details of the procedure can be found on our website.

Representation against policy will also be annually reviewed to ensure these policies are fair and continue to comply with relevant guidance.