

Report of:	Meeting	Date	Item No.
Cllr Pete Murphy, Street Scene Portfolio Holder and Michael Ryan, Corporate Director of People and Places	Cabinet	15 January 2014	6

<b>Waste / Recycling Collection – Updated policies for householders</b>
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## 1. Purpose of Report

- 1.1 To seek Cabinet approval for a set of updated policies for household waste collection and recycling and to apply an administrative and delivery fee in connection with the provision of containers to new build properties.

## 2. Outcomes

- 2.1 A high quality domestic waste collection service that provides high levels of customer satisfaction and value for money. A service that both diverts and manages waste in accordance with the waste hierarchy.

2.2 Compliance with:

- The Cost Sharing Agreement with Lancashire County Council Lancashire's Municipal Waste Management Strategy 2008-2020 (Rubbish to Resource)
- The European Landfill Directive 2000
- The terms and conditions of the Lancashire PFI for delivery into the Waste Treatment Facilities

2.3 Delivery of the Business Plan key priorities, as indicated below:

- We will ensure our streets and public places are clean and tidy
- We will protect our borough against climate change

### **3. Recommendations**

- 3.1** That the tried and tested sets of policies as set out below are formally agreed. The adoption of these will provide a clear and consistent set of guidelines for both officers and householders, and encourage householders to maximise recycling and make the most efficient use of limited Council resources.
- 3.2** That a delivery and administration fee of £46.50 is applied to provide the standard suite of waste and recycling containers per property (if eligible) to the developer. The developer should pay the fees upfront before the occupier moves in. Should the developer not pay it will be the responsibility of the new home owner. The containers would remain in the ownership of the Council.

### **4. Background**

- 4.1** In November 2005 Cabinet agreed that the Council should enter into the Property Based Payment Agreement (cost sharing) as soon as possible. The contract was subsequently approved in February 2006.
- 4.2** The Cost Sharing agreement was introduced as an enhanced system to the former recycling credits to enable districts that signed up to it to invest in kerbside recycling collections to help reach the Lancashire Waste Strategy Targets of 90% of households receiving a three-stream collection.
- 4.3** The Cost Sharing Agreement had a number of conditions that the Council had to adhere to, these are not limited to but principally relate to the following:
1. There must be a minimum of 90% of properties within the borough served by a three-stream collection.
  2. Introduction of an alternate week collection for residual waste.
  3. Green waste collected fortnightly.
  4. Dry recyclates must be collected at least fortnightly (paper, card, glass, plastic bottles, cans and textiles).
  5. Collection of residual and recyclates on the same day of the week
  6. A restriction on the amount of residual waste collected over a 14 day cycle.
- 4.4** The required service changes were then put into action through the waste and recycling contract that the Council entered into with Fylde Council in 2005.

## **5. Key Issues and Proposals**

- 5.1** The Council has priorities in the Corporate Plan to ensure our streets and public places are clean and tidy and to protect the borough against climate change. One of the measures of success for these will be increasing the amount of household waste that is recycled or composted and reducing the amount that isn't. In doing so the Council will be contributing to the delivery of the Lancashire Waste Strategy.
- 5.2** These priorities have to be delivered within current budgetary and resource pressures and there is potential for this pressure to increase in the coming years. This means that it is important to get the most from the Council's assets and resources.
- 5.3** Whilst the Council (unlike many other Local Authorities) has not yet introduced charges for replacement wheeled bins and boxes it is still imperative that we have policies in place that support:
- The reduction of the overall amount of waste that householders produce
  - An increase in the percentage of household waste re-used, recycled and composted.
  - Making the best use of the Council's limited resources.
- 5.4** The report sets out a range of policies to support this. These policies are tried and tested and adapted to fit local needs. They have naturally developed in conjunction with the Council's acceptance of the Property Based payment Agreement (cost sharing) and with the roll out of the waste collection / recycling arrangements that are now fully established in the borough. It is therefore appropriate that they are now formalised in one document and agreed by Cabinet. This will then provide a consistent set of standards for the provision of the Council's Waste and Recycling Collection Service.
- 5.5** Included are measures to restrict the grey bin capacity to households, which will encourage them to fully participate in the Council's recycling scheme and also help control the amount of replacement and larger bins provided to households.
- 5.6** The Waste collection and in recycling arrangements that are currently in place have taken around 10 years to be fully rolled out. During that period the policies set out in Appendix 1 have been introduced on a gradual basis as operational issues have arisen and in order to comply with the Property Payment Agreement (cost sharing), legislation and the requirements of re-processors. As such, the set of policies are not new, they have instead been reviewed and updated so that they can be formally approved by Cabinet. As the policies have evolved over such a long period of time they take into account feedback from residents, elected members, staff and also good practice from other Local Authorities.

- 5.7** To assist with budgetary pressures, many Local Authorities have introduced charges to Developers for the provision of wheeled bins and recycling containers for new build properties. It is suggested that Wyre Council adopts this increasingly common practice.
- 5.8** Requiring Developers to provide waste containers for new and refurbished properties is recognised practice in other local authorities. The proposal here would require a statement to be applied to the 'Notes' issued from the Planning Team when consent is given, that the Developer is responsible for the administration and delivery fee for waste containers following the development of new houses. This will be followed up with an Agreement letter from the Waste Services Team further outlining the requirements of the developer. The Planning Team would notify new applicants of the Council's new policy at the pre-application stage. For any developments already approved, but building work not yet commenced, the Council will write to the developers informing them of the new Policy and that it will apply to them.
- 5.9** The council has a duty imposed under section 45 of the Environmental Protection Act (EPA) 1990 to collect household waste in its area. Section 46 of the EPA provides that the local authority can define the type, quantity and size of receptacles. The authority can also determine whether to offer the containers free of charge, require a one-off payment, payment in instalments or in the absence of agreement, require the occupier to provide them.
- 5.10** Should a developer decline to pay the fee then the occupier shall be served with a section 46 notice requiring him to make the one-off administration payment or in the absence of agreement require the occupier to provide the containers within a specified period. There is a right of appeal against this notice to the magistrates court.
- 5.11** The table below shows the potential income based on the proposed delivery and administration charge of £46.60 (excluding VAT and subject to the annual review) for providing waste and recycling containers to new properties using the equivalent 2011/12 and 2012/13 figures. The average over the two years would be £6,430.80 income to the Council.

Year	No. of New Build Properties	Total income
2011/12	117	£ 5,452.20
2012/13	159	£ 7,409.40

\*Figure based on each property having 1 x grey bin, 1 x green bin, 1 x blue bin and at least 1 recycling box (including delivery), however flat complexes may be provided with communal bins tailored to the individual needs and the fee may vary (using figures from current contract bill of quantities).

**5.12** Residents or developers can arrange their own wheeled bins and boxes but any such bins and boxes must comply with the specifications provided by the Council. The Council will not empty resident supplied bins which do not comply with these specifications as unsuitable bins may cause injury to staff and/or damage to the collection vehicle.

Waste and Recycling – summary of updated policies for householders. See Appendix 1 for full details.

1.	Householders requiring additional capacity for residual waste (grey bins)	<p>Residents are not automatically entitled to additional capacity for non-recyclable waste (grey bins).</p> <p>A waste audit will be performed by a supervisor where either a resident:</p> <ol style="list-style-type: none"> <li>1. Requests an additional grey bin (with 5 or more in family).</li> <li>2. Persistently produces side waste.</li> <li>3. Where contamination issues arise.</li> <li>4. Or any other situation where a waste audit is deemed appropriate.</li> </ol> <p>The resident will not receive notice of the audit as it will be carried out on the normal day of collection.</p> <p>If the request is approved, the 240l grey bin will be replaced with one larger 360l grey bin.</p> <p>If the request is declined the householder will be informed why and provided with recycling and waste minimisation advice.</p>
2.	Replacement wheeled bins	<p>Replacement wheeled bins will only be provided after investigating the loss of the container.</p> <p>In the first instance requests for replacements would be made via the contact centre.</p> <p>A maximum number of three containers will be replaced per household free of charge.</p>
	Contaminated Bins and containers	<p>The Council will provide communication and information material to ensure householders are aware of what materials to place in containers and will offer help and support where genuine mistakes have been made.</p>

		<p>Householders must put the correct materials in the correct bin or container to ensure that they are emptied. The Council is unable to empty bins or containers that are contaminated and in this event will leave information on the bin advising why. The householders will need to remove all contamination from the bin or container before the next scheduled collection or it will not be emptied.</p> <p>If the bins or containers are continually contaminated with non-recyclable or hazardous waste, efforts will be made through education and if appropriate enforcement to help the householder rectify the situation. Where continued efforts fail to work a strict rule of 'three strikes and you are out will apply' (in effect giving the householder two chances to improve the situation). If no effort is made to improve on the third 'strike' the bin / container will be removed. The bin / container will only be replaced subject to the householder providing in writing, an undertaking that future misuse does not occur. For the Residual Waste (Rubbish), purple sacks will be provided, and collected fortnightly; the waste will be monitored to ensure that bags are being left out on the appropriate day etc and enforcement action will be taken if necessary.</p>
	Side Waste	<p>In order to encourage householders to minimise and segregate their waste into recyclable and non recyclable waste, side waste will not be collected.</p> <p>Education of householders to minimise and manage their waste will continue.</p> <p>Enforcement action will be taken if appropriate.</p>
	Side Dry Recyclables	<p>Additional recycling will be collected if presented in a suitable container / bundle.</p>
	Assisted Collections	<p>An enhanced level of service will be available in circumstances where the applicant is genuinely incapacitated either temporarily or permanently or has a physical disability which make it difficult or impossible to present waste and recycling at the kerbside.</p>

		<p>In order to qualify for this service, residents must request a dispensation by calling the Council direct. A home visit may be required but the completion of a simple questionnaire would commence the service.</p> <p>Assistance will not be provided if there is an able bodied person in the property.</p> <p>A regular review of all assisted collection applicants will be carried out by the Council to ensure that support is still required.</p>
	Collection Point	<p>Containers should be placed on the kerbside at the boundary/edge of curtilage of the property adjacent to the public, road (adopted highway), unless otherwise agreed by the Council. Wheeled bins and containers must be clearly visible with no restrictions to access.</p> <p>Where a household is on a private or 'unadopted' road and council collection vehicles have historically accessed this road, the Council will endeavour to continue to do so. This will be subject to obtaining permissions and/or indemnity against damage from the owner.</p> <p>Where it is not possible to access the road or permission/indemnity is not received the normal collection point will be at a suitable position on the nearest adopted highway or at another point agreed between the household and the Council.</p>
	Medical Waste Collections	<p>Additional capacity will be provided to households where there is a requirement on medical grounds that falls outside the clinical waste collection service, for example incontinence pads. One 360 litre wheeled bin will be provided in exchange for the standard 240L.</p>
	Missed Bins	<p>Where a bin is presented correctly (manner, time, day, place etc.) in accordance with this policy document but has been genuinely missed, the Council will return to empty it. The Council will endeavour to collect it within one working day of being notified by the householder.</p>

	Enforcement of Unauthorised Containers	<p>Unauthorised containers will be removed from any household where they are being used improperly or where policy dictates the containers are no longer to be serviced.</p> <p>This will be ad-hoc, as and when we come across instances or through targeted enforcement action.</p>
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<b>FINANCIAL AND LEGAL IMPLICATIONS</b>	
Finance	<p>It is not possible to be certain how many new houses will be built in each financial year. Taking an average, based on the new properties built in 2011/12 and 2012/13 and assuming that a full set of bins/boxes is required for each property then income of £6,431 p.a. would be generated as a contribution towards delivery and administration costs.</p>
Legal	<p>The legislation that supports the proposals to levy an administrative and delivery charge to developers of new build properties are contained in Section 111 of the Local Government Act 1972, - subsidiary powers of local authorities, (the express power being s.45 and s.46 of the EPA) s.1 Localism Act 2011- General Power of Competence and section 93 Local Government Act 2003 – Power to charge for discretionary services.</p> <p>The Council will continue to comply with their legal obligations and this policy provides greater clarity for all parties.</p>

### **OTHER RISKS/IMPLICATIONS: CHECKLIST**

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

<b>Implications</b>	<b>✓ / x</b>
Community Safety	x
Equality and Diversity	x
Sustainability	x
Health and Safety	x

<b>Risks/Implications</b>	<b>✓ / x</b>
Asset Management	x
Climate Change	x
Data Protection	x

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<b>List of Background Papers:</b>		
Name of Document	Date	Where available for inspection

**LIST OF APPENDICES**

Waste and Recycling Service Policy

arm/ex/cab/cr/14/1501rh3



## **‘Waste and Recycling Service Policy**

**Updated: December 2013**

This document details the service policies of the recycling and residual waste collection service for Wyre.

This service policy fully supports the aims and objectives of the joint Lancashire Municipal Waste Management Strategy, to reduce waste collected and landfilled. The Policy has been kept under review following the introduction of the full wheeled bin and alternate weekly collection service in 2005. The policy will continue to be kept under review as implementation continues.

### **1. Containers, frequency and materials**

#### **Day of Collection**

We will aim to make all collections on the same day of the week in each area, with recycling, green (and food) collected one week and residual waste collected on the alternate week. There may be occasions where residual collections have to take place on a different weekday to recycling, however these will be regarded as exceptions to the normal service, where there are local operational difficulties.

Collection days may vary during the period of a public holiday and householders will be informed of changes via the website and local press.

#### **Recycling**

The standard service for recycling at each property will be a fortnightly collection using a blue lidded wheeled bin for paper and cardboard; a green kerbside recycling box for glass bottles and jars, plastic bottles, food and drink cans, aerosols, aluminium foil and textiles and a green lidded wheeled bin for compostable garden and food waste.

#### **Residual Waste**

Residual waste (or rubbish) is the waste that cannot be recycled or composted as part of the standard service. The standard service for residual waste will be a fortnightly collection using a grey 240 litre wheeled bin with a grey lid. Residual waste is further defined in Section 10.

#### **General Container Policy**

The Council will supply containers as set out in section 1 of this policy. Additional recycling may be presented in other suitable containers comparative in size and

capacity to the recycling box and the contractors will collect such materials. Additional recycling containers may be provided, if it is evident the household is producing extra recycling on a regular basis. For residual waste, only the containers / bins that have been supplied by the Council will be emptied.

If a resident decides they do not want to participate in the service they may decide not to use the service. However, they would then be required to dispose of their own waste in a safe and suitable manner and there would not be a deduction in Council Tax.

All wheeled bins must be presented with closed lids. For residual waste, no extra bags, boxes or loose residual waste will be collected.

## **2. Tailoring residual capacity**

The standard residual bin will provide sufficient capacity for the majority of households provided appropriate use is made of the other containers supplied. However, in certain circumstances, some residents may not have sufficient capacity for their residual waste.

Only households conforming to the circumstances detailed in this section can be considered for extra capacity. To be considered for additional capacity, householders must apply to the Council and may be asked to provide supporting evidence or accept a visit from a Council Officer.

The householder will be required to inform the Council of any changes in circumstances that mean they no longer meet the requirements of the policy and are no longer entitled to additional capacity. Regular reviews will be conducted to ensure that those who are granted additional capacity still require this and still meet the criteria.

If a new resident moved into a household with a non-standardised residual bin, they will be entitled to the standard containers.

Identified below are the circumstances where residents can apply for additional residual waste capacity should they meet the criteria.

### **Larger Families**

Families of five or more can apply for a larger bin for residual waste. The Council will only supply a larger bin for residual waste once satisfied that the household has made every reasonable effort to divert waste through recycling, and that the household requirement for extra capacity is genuine. Extra capacity will be provided as follows:

- Up to four permanent occupants in the household – standard 240 litre residual waste bin;
- Five or more permanent occupants in the households – 360 litre residual waste bin.

### **Children in Disposable Nappies**

Some families with young children who use disposable nappies may have additional residual waste needs. As a result the Council will offer families with small children additional residual waste capacity.

Families with one or more children in disposable nappies under three years of age can ask for additional waste capacity. Where applications are approved for less than four in the family, a pack of 26 authorised sacks will be issued to the household. Larger families will get additional bin capacity for a temporary period. This equates to one additional waste sack per residual waste collection. The purpose of the sack is to increase capacity, not act as a receptacle for used nappies. The householder may place other residual waste within the sack and place used nappies within the wheeled bin. The authorised sack may be presented beside the residual waste wheeled bin. Applications for authorised sacks must be made on an annual basis.

### **Medical Conditions**

The Council recognises that some residents may have additional waste requirements for medical reasons. Where additional waste is generated and the capacity of the standard residual waste bin is not sufficient, householders (or carers on behalf of householders) can apply for additional waste capacity. Council Officers may assess each application and work with householders and carers to find an appropriate solution. The Council will seek to provide householders with additional capacity suitable to the householders needs; this could be additional sacks or bigger containers. Where additional capacity is no longer required due to a change in circumstances e.g. a person is admitted to a nursing home, the Council should be informed.

## **3. Tailoring recycling capacity**

### **Additional Recycling Material**

There are no restrictions on the quantity of recyclable materials that households can recycle providing they store and present the materials appropriately. If a resident has additional recycling that will not fit in the box, the council will collect this provided it is presented in a suitable container comparable in size, capacity and dimensions to your recycling box. We cannot accept any liability for loss or damage to any container the householder provides themselves for storage of recyclables.

Additional wheeled bins may be provided if a household consistently produces extra recycling. We will only empty wheeled bins provided by Wyre Council or where they meet the Council specifications and have been authorised.

For green waste no more than 3 wheeled bins will be issued.

### **Requests for Smaller Recycling Wheeled Bins**

Householders who prefer a small recycling bin for paper / cardboard or garden and food waste have the opportunity to apply for a 140 litre recycling bin. Householders should note that this would severely reduce the capacity they have to store recyclable material and no additional residual waste capacity would be provided. It is

advised that only households of one or two occupants consider applying for a smaller recycling bin.

If, at a later date, householders wish to change container size, they could be subject to an administration fee levied by the council. If a new resident moves into a household with a non-standard recycling bin they will be entitled to the standard service at no extra cost.

#### **4. Properties unsuitable for wheeled bin**

Some properties may not be suitable for the range of containers being provided as standard. If a property meets one or more of the following criteria, it will be deemed unsuitable for wheeled bins and alternatives will be provided. However, householders may still wish to use the containers supplied even if their property meets one or more of these criteria.

- The property is physically incapable of storing wheeled bins **anywhere** within its boundary
- There is no alternative but to wheel the bins through the property **and** no alternative access or storage point
- Where the wheeled bin must be brought up or down a series of steps or a steep gradient that would present a safety risk or unreasonable difficulty
- Where there is no suitable point outside or near to the property to present the wheeled bin for collection
- Any other exceptional circumstances as requested by residents and agreed by Wyre Council's representative
- **And** there is no alternative access or storage point

If householders notify the Council that their property meets one or more of the above criteria Wyre officers will assess each application and advise accordingly.

#### **Collection Arrangements for Properties Unsuitable for use of Wheeled Bins**

If a property meets at least one of the criteria above, the Council may provide the following alternative to the standard wheeled bins:

- Authorised sacks for residual waste to be collected weekly or fortnightly (if room to use a wheeled bin for storage only) (table 1 indicates the number of authorised sacks which may be provided);
- Where possible a green recycling box for glass / cans and plastic bottles.

**Table 1 – Alternative collection arrangements**

Household Occupancy	Number Authorised Sacks/Container (1 yr. supply)
	Residual waste (purple)
2	2 sacks per week
4	4 sacks per week
5+	Number dependant on number of occupants
Special Circumstances	Number issued by agreement

The Council reserves the right to only collect the authorised number of sacks per property per collection. We will not collect waste contained in non-authorised Council sacks, boxes or other loose rubbish.

## **5. Assisted collections**

Inevitably there will be people within the community who require an enhanced level of service with the waste management process due to a number of conditions either on a permanent or temporary basis. It is essential that provision is made to assist such people.

The Council therefore offers an enhanced level of service in circumstances where the applicant is genuinely incapacitated either temporarily or permanently or has a physical disability which make it difficult or impossible to present waste and recycling at the kerbside and either:

- a) there is no other able bodied person living in the same property over 14 years of age or
- b) no family member or neighbour is available to help wheel the bin to the collection point.

As part of these arrangements the applicant will have to:-

- I. Agree to a permanent alternative collection point and;
- II. If requested to do so, provide proof of incapacity (doctor's note) and;
- III. Allow access to containers for the collection crew from 7.30 am onwards

To carry out an assisted collection the collection crew will have to enter private property and the Council is not liable for any damage caused, unless operatives can be shown to have acted in an unreasonable manner. The Council collection staff are not authorised to enter the resident's home.

In order to qualify for this service, residents must request a dispensation by calling the Council direct. A home visit may be required but the completion of a simple questionnaire would commence the service. The following questions will be asked as part of the questionnaire:

- Does the applicant have a permanent physical disability, illness or condition which has been diagnosed by a GP?
- Does the applicant have a temporary physical disability, illness or condition which has been diagnosed by a GP?
- Does the applicant have difficulty putting waste out due to age?
- Are there any able bodied persons living in the property aged over 14 years?
- Are there any other members of the family or neighbours who can assist the applicant?

A regular review of all assisted collection applicants will be carried out by the Council to ensure that support is still required. Enforcement action will be considered if there is regular and recorded misuse of this system.

## **6. Collection point for emptying wheeled bins and boxes**

Containers should be placed on the kerbside at the boundary/edge of curtilage of the property adjacent to the public, road (adopted highway), unless otherwise agreed by the Council. Wheeled bins and containers must be clearly visible with no restrictions to access.

Where a household is on a private or 'unadopted' road and council collection vehicles have historically accessed this road, the Council will endeavour to continue to do so. This will be subject to obtaining permissions and/or indemnity against damage from the owner.

Road considerations:

- *ROAD SURFACE* - Roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle and /or further damage to the road surface.
- *ROAD WIDTH* - The minimum road width to be not less than 3 metres with no obstruction from trees, shrubs, etc., which could cause damage to the side of the vehicle and/or damage to customer property.
- *HEIGHT CLEARANCE* - The minimum clearance should not be less than 5.5 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the lighting on the roof of the vehicle.
- *TURNING AREA* - Where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn. The turning area should be sufficient to allow the vehicle to turn without causing damage to itself or the customer's property.

The above conditions are not conclusive of whether the service can be offered and the supervisor's decision will be final.

Where it is not possible to access the road or permission/indemnity is not received the normal collection point will be at a suitable position on the nearest adopted highway or at another point agreed between the household and the Council.

It is the householders' responsibility to ensure, where possible containers are not placed in such a way that they will cause an obstruction to pedestrians and road users. Containers should not be put out for collection earlier than 6 pm on the day before collection, or later than 7.30 am on the day of collection, ideally wheeled bin handles should be facing towards the road with recycling boxes next to them, with lids or nets securely placed.

After the containers are emptied, the collection crew will return them to the position from which they were collected, providing this is suitable and safe and weather dependant. It is the householders' responsibility to return the containers to which the boundary of their property as soon as possible after they have been emptied and no later than the evening of the day of collection.

Bin lids must be closed and no extra bags or loose residual waste will be collected. Additional recycling will be collected, provided it is in a suitable container, please refer to section 3. It is the householders' responsibility to return uncollected side waste back to their property.

## **7. Missed bins and containers**

All bins and containers must be presented for collection by 7.30 am on the day of collection, as the Council is unable to guarantee what time collection crews will arrive to empty them.

Where a bin is presented correctly (manner, time, day, place etc.) in accordance with this policy document but has been genuinely missed, the Council will return to empty it. The Council will endeavour to collect it within one working day of being notified by the householder.

During very cold weather, the green / food waste wheeled bins can freeze, and on occasion this means they cannot be emptied. In this instance the Council will attempt to return to empty bins by the end of the next working day. In exceptional weather conditions, particularly snow and ice, collections may be suspended. The Council will make best endeavours to return as soon as conditions have improved and access is possible. Information about alternative collection arrangements will be kept up to date on [wyre.gov.uk/bins](http://wyre.gov.uk/bins) and council newsletters.

### **Unauthorised containers**

At any time the Council reserves the right to retrieve any container from any household where they are being used improperly or where policy dictates the containers are no longer to be serviced.

## **8. Side waste**

The standard residual waste capacity that the Council provides will be sufficient to hold all household waste that householders produce between collections, provided that appropriate use is made of all the containers supplied. Extra bags, boxes and loose residual waste left next to residual waste bins can attract vermin and create litter. Additional residual waste presented alongside the residual waste bin of authorised sacks will be deemed as side waste and will not be collected.

The exceptions to this policy are:-

- When collections have been delayed or cancelled (e.g. suspension of service due to severe weather conditions).

When side waste is not collected, the crew will leave information explaining why it has not been collected. The collection crew will not return to collect side waste. It is the householders' responsibility to take back uncollected side waste onto their property. Side waste left on the highway will be deemed to be fly tipping. The crew will record in the real time system in the cab, households that present side waste and this will be addressed through education (series of letters / personal visits) and if appropriate enforcement.

Additional recycling will be collected. Please refer to section 3.

Additional waste may be taken to the Recycling Centre with the nominated facility in Wyre being Jameson Road, Fleetwood. However residents can use any of Lancashire County Council's Recycling facilities, for further details, please visit <http://new.lancashire.gov.uk/waste-and-recycling.aspx>, call 0845 0500 957 or email: [WasteInfo@lancashire.gov.uk](mailto:WasteInfo@lancashire.gov.uk).

## **9. Overfilled or overweight bins**

Bins should not be overfilled or too heavy for the collection vehicles and crew to move and lift safely. If waste is too compacted, it may not come out of the bin when it is tipped into the collection vehicle. In this case, it will be left in the bin and it will be the householders' responsibility to remove this before the next collection. The householders will be expected to remove items that are too heavy to empty.

The householders should make sure that the bin is not overfilled so that the lid can close completely. The Council will only empty bins that have the lid closed; a part open lid can obstruct the vehicle's lifting equipment and is a health and safety risk.

## **10. Contaminated bins and containers**

The Council will provide communication and information material to ensure householders are aware of what materials to place in containers and will offer help and support where genuine mistakes have been made. Householders must put the correct materials in the correct bin or container to ensure that they are emptied. The Council is unable to empty bins or containers that are contaminated and in this event will leave information on the bin advising why. The householders will need to remove all contamination from the bin or container before the next scheduled collection or it will not be emptied.

### **Misuse**

Where the collection crew is unable to empty a container because it has not been presented correctly (e.g. contains contaminating material), they will leave information indicating why it has not been emptied. In this case, the Council will not return to empty the bin or container prior to the next scheduled collection. Where a genuine mistake has occurred, additional material may be collected at the next planned collection.

If the bins or containers are continually contaminated with non-recyclable or hazardous waste, efforts will be made through education and if appropriate enforcement to help the householder rectify the situation. Where continued efforts fail to work a strict rule of 'three strikes and you are out will apply' (in effect giving the householder two chances to improve the situation). If no effort is made to improve on the third 'strike' the bin / container will be removed. The bin / container will only be replaced subject to the householder providing in writing, an undertaking that future misuse does not occur. For the Residual Waste (Rubbish), purple sacks will be provided, and collected fortnightly; the waste will be monitored to ensure that bags are being left out on the appropriate day etc., and enforcement action will be taken if necessary.

### **Recycling containers**

Householders must only put the recycling material as detailed below in their recycling bin and container. Any other material found in the bin and containers will be deemed as contamination and the container may not be collected.

Material collected for recycling will be:-

#### **240-litre Blue Lidded Wheeled Bin**

- Newspapers
- Magazines
- Junk mail
- Envelopes
- Catalogues
- Directories
- Shredded paper
- Cards
- Corrugated and cardboard

#### **240-litre Green Lidded Wheeled Bin**

#### **Kerbside Recycling Box**

- Glass bottles and jars
- Plastic bottles e.g.
  - Fizzy drink bottles and squash bottles
  - Milk bottles
  - Detergent bottles
  - Shampoo and shower gel bottles
- Tin cans and aerosols
- Clean foil

- **Grass cuttings**
- **Shrub / hedge prunings**
- **Twigs**
- **Clean bark**
- **Leaves**
- **Flowers (soil free)**
- **Plants (soil free)**
- **Weeds (soil free)**
- **Food waste including , meat, fish, leftovers, vegetable peelings, bread and cheese**

If any other materials apart from those listed are found in the recycling bins or box, information will be left and the bin or container will not be collected. Plastic collection does not include:

- Tubs, pots and cartons
- Plant pots
- Plastic garden furniture
- Carrier bags
- Expanded polystyrene
- Plastic films
- Crisp packets and sweet wrappers
- CD cases
- Washing up bowls / draining boards

The Council reserves the right to charge for emptying of contaminated recycling bins if requested to do so.

### **Residual Waste Containers**

Residual waste (rubbish) is the waste that cannot be recycled or composted as part of the standard service. However, some materials cannot be disposed of in the residual waste bin. Residents should not put the following items into the residual waste bins

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| ➤ Recyclable materials (listed above) | ➤ Rubble, stone, soil and gravel; |
| ➤ Syringes/clinical waste;            | ➤ Asbestos                        |
| ➤ Garden waste;                       | ➤ Commercial waste;               |
| ➤ Liquid paint and oil.               | ➤ Hot ashes                       |
| ➤ Gas canisters                       | ➤ Hazardous waste                 |

Most of these materials may be taken to a local household recycling centre.

## **11. Responsibility and ownership of bins and containers**

All bins and other containers supplied free of charge by the Council remain the property of the Council. Householders are responsible for keeping the bins and

containers safe, clean and reporting any bins that are damaged lost or stolen. We will replace any containers that become faulty through fair wear and tear. The Council reserves the right to make a charge to replace any containers damaged because of misuse by the householder.

The Council will remove any containers that are identified as unauthorised or that have previously been reported as lost or stolen from another address.

The Council is not responsible for cleaning bins. There are companies that provide a wheeled bin cleaning services.

### **Wheeled Bin / Box Damaged During the Collection Process**

On occasion, wheeled bins are damaged during the collection process. Where this occurs the Council will replace the wheeled bin as soon as is reasonably practicable, free of charge.

### **Stolen Wheeled Bin**

If a householder suspects that their bin has been stolen, they should contact the Council in the first instance. If it is believed the bin has genuinely been stolen the householder will be required to report this to the police and contain a police reference number. Once the Council receives this information from the householder and it is confirmed as a genuine case of theft, the bin will be replaced free of charge.

### **Antisocial Behaviour**

If a resident has been subject to antisocial behaviour and their containers have been damaged through no fault of their own the Council will replace the containers free of charge provided the Council have been advised of the incident and a police reference number can be provided.

## **12 Moving home**

### **Leaving**

If a resident moves house they must leave all bins, boxes, containers and authorised sacks behind in a clean condition ready for the next occupant.

### **Moving In**

Residents who have recently moved into a property are entitled to the standard service and they should contact the Council if they have non-standard sized containers at the property. If the previous occupant has left behind a contaminated bin, the Council will empty it on the first occasion when notified.

## **13. Isolated or inaccessible properties (restricted access)**

Wherever possible, the Council will endeavour to provide the full standard waste and recycling collection service. In some exceptional circumstances, alternative collection arrangements may have to be made.

## **14 Communal properties**

The Council will seek to provide a service to residents of flats and other communal properties that is equivalent to the standard service. This may include shared bins for recycling and residual waste. Due to variances in layout of communal properties, each will be assessed by the Council to agree the collection service to be provided to that location.

In some circumstances, such as large blocks of flats, the Council will require the name of a contact person for the site and it will be that person's responsibility to notify the Council of any changes in circumstances or issues that may occur.

Where shared bins are used and the Council experiences problems of persistent contamination, recycling facilities may be restricted, changed or withdrawn. The Council reserves the right to charge to clear bins of contaminates.

## **15. New developments**

New roads are often not adopted by the highway authority (Lancashire County Council) until 12 – 23 months after completion. Whilst building is on-going the Council will make every effort to collect from properties where possible. However, each new development will be assessed individually and the following requirements must be met:

- Where a road is to be adopted, has been completed, and can be safely accessed by collection vehicles, collections will commence. However, collections can only start once a suitable risk assessment has been completed.
- For larger developments, the site will be risk assessed in stages and the Council will liaise with the developer/site agents to agree suitable collection points to which access can be gained. This may require a number of risk assessments over a period of time.
- Any properties that are occupied but cannot be provided with kerbside collections will be required to present their containers at an agreed point.
- Adjustments to the service may need to be considered during the interim stages as there may not be any suitable collection points for multiple wheeled bins/boxes etc.

### **Charges for bins**

New build properties will be subject to an administration fee based on providing the full suite of standard waste receptacle. The fee will include the delivery of the containers but will not be for the containers themselves which remain the property of the council.

## **16. Medical Waste collections**

Additional capacity will be provided to households where there is a requirement on medical grounds that falls outside the clinical waste collection service, for example

incontinence pads. One 360 litre wheeled bin will be provided in exchange for the standard 240L.

The Council may arrange the collection and disposal of clinical waste from domestic households, subject to full referrals from medical professionals.

The Council does not provide a service for the collection of Hazardous Waste.

## **17. Bulky Household Waste**

A chargeable service is available for the collection of large domestic household items, furniture and white goods, e.g. cookers, washing machines, chairs, tables, wardrobes. Where possible we make every effort not to landfill these items.

The service is undertaken in partnership with Blackpool Council and re-use charity Furniture Matters. The items will be taken firstly to the Bulky Matters warehousing and distribution 'Sort It' centre; where they will be sorted into what is reusable, what needs repair, what can be stripped down for parts and what can be recycled / reprocessed. The left-over or "residual waste" will be collected and taken to the landfill site.

- Charges are made for the service and some people may be eligible for a discount. Please check the website or call for current rates and items eligible for collection.
- Any hazardous waste will not be emptied through this service.
- Each item is counted separately, for example a bed consisting of a base, mattress and headboard is 3 items.
- Appointments will be offered (morning, afternoon, evening, or Saturday to suit the customer).
- Items must be kept inside until the time of collection to prevent damage to the items, in order to assist in making them suitable for reuse, repair or recycling.
- Collection personnel will enter the customer's property (house / garage etc.) to collect the items, but the customer or a representative for them must be present.
- Appliances must be disconnected from their service supply.
- Bricks must be removed from storage heaters.
- Only items which have been paid for will be collected.