

WASTE AND RECYCLING COLLECTION POLICY

August 2016 – revised June 2018

Introduction

Hambleton District Council's Waste and Recycling Collection Policy aims to ensure that waste and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of waste going to landfill.

It provides a set of rules and standards that the authority uses to deliver all collections in an efficient, effective and customer focused way. It takes into account the need to protect the health and safety of the public and the staff who operate the scheme.

As part of the Waste Strategy 2016-26, the council is committed to providing a collection service to all properties. A new recycling system was introduced in February 2016 and charges for collecting garden waste commenced in April 2017.

The policy supports these new collection systems as well as the alternate weekly collections. It lays out policies and procedures that are clearly defined to avoid any uncertainty for residents, Members and officers.

Under the terms of the Environmental Protection Act 1990, Hambleton District Council is classed as a Waste Collection Authority and as such, under Section 45(1), has a statutory duty to collect household waste from all domestic properties.

Under Section 46(4) of the Act, the council has specific powers to stipulate:

- the size and type of the collection receptacles
- where the receptacles must be placed for collecting and emptying
- the materials or items which may or may not be placed within the receptacles.

This document outlines how the district council delivers the domestic refuse, garden waste and recycling collection services. It details the actions required by householders to fully participate in the services and recycle as much as possible.

The policy covers:

- containers
- additional containers
- putting out containers
- frequency of collections
- missed collections
- servicing of flats
- access and storage
- rural properties
- extra waste
- contamination
- assisted collections
- services to other organisations

Containers

Each household is provided with the following:

- 1 x 240 litre black wheeled bin for general waste. Only waste produced by a householder on a normal day to day basis should be placed in this wheeled bin. It should not contain non-standard items such as bulky waste, excessively heavy or hazardous items, or any commercial waste
- 1 x 240 litre black wheeled bin with a blue lid for mixed household recycling. All materials should be rinsed clean and contain no food or liquid waste. Plastic bottles and boxes should be squashed. Currently acceptable materials include:
 - Paper
 - Cardboard - NB: polystyrene or other packing material must be removed and disposed of in the general waste bin
 - Plastic bottles, pots, tubs and trays
 - Metal food tins, drink cans
 - Paper based cartons
- 1 x 55 litre blue recycling box for glass bottles and jars only.

For householders subscribing to the garden waste service::

- 1 x 240 litre green wheeled bin for garden waste. It should not contain card, food waste or dog waste. .Additional licences can be purchased if more bins are required.

The majority of domestic properties within Hambleton will use these containers. Only properties where the council consider it is impractical to use them will get alternative containers. This will primarily be assessed on health and safety or access grounds. Alternative options will include a box and a variety of sacks, or communal recycling wheeled bins.

Any request to provide new containers due to damage should be made to the council's Customer Services team.

Wheeled bins damaged by the collection crews will be repaired or replaced free of charge. Replacement blue recycling boxes are available for collection from council offices and leisure centres.

Residents are encouraged to personalise containers if they wish, providing it remains clear which material it is for.

When residents move home they must leave all containers at the property ready for the new occupant to use.

Residents are responsible for the storage, safe keeping and cleaning of refuse, recycling and garden waste containers provided by the council.

Residents of new properties will receive two wheeled bins: one for general refuse, one for recycling and a blue box for recycling. These are provided and paid for by the developer. Residents must contact the district council if they wish to subscribe to the garden waste collection service - a green wheeled bin will be provided free of charge when a licence has been purchased.

Additional Containers

Householders can request additional wheeled bins to assist with recycling.

Additional garden waste bins are also available – however a licence must be purchased for each additional bin.

Where a household of seven or more produces general waste or recycling which cannot be accommodated in a 240 litre wheeled bin an additional bin may be offered, providing every effort to maximise recycling has been made.

Where a member of a household has medical needs and produces waste which will not fit into the 240 litre wheeled bin, an additional bin may be offered. Residents are required to complete an application form for this service

Extra recycling should be flat-packed as much as possible. Any abuse of the system may result in removal of the extra containers.

Additional refuse and recycling wheeled bins are subject to the council being satisfied that service provision is warranted and this will be reviewed on a regular basis.

Putting Out Containers

Refuse, recycling and garden waste containers must be presented at the boundary of the property nearest the kerbside or the designated collection point by 6am on the day of collection, and taken back within the property boundary on the same day. Residents must put their containers out for collection no earlier than the evening before collection day. Wheeled bin lids should be closed to prevent littering and the contents getting wet.

Garden waste bins (or sacks in exceptional circumstances) will only be collected from residents subscribing to the garden waste service.

Residents will be notified by letter or email of any change in collection day. Site visits will be undertaken in all areas where the authority has concerns over health and safety.

Residents are encouraged to use the recycling wheeled bin and garden waste service as much as possible. Failure to use the correct container does not mean recyclables and garden waste can be disposed of in the general waste black wheeled bin. The Environmental Protection Act 1990 states that the collection authority may allocate the quantity and type of containers, as well as where they are to be collected from. The authority can specify what goes into each container.

Containers should be put out for collection every fortnight and residents should not stockpile material.

Extra recycling should be contained in dry cardboard boxes or in recycling sacks available from council offices. Any abuse of the system may result in removal of the containers.

Frequency of collection

The council will make collections fortnightly. During Bank Holiday weeks, collections will usually be a day late. For example, if the normal collection day is a Friday the collection will be made on a Saturday instead. The council may make exceptions to this rule, such as during the Christmas period. Where collection dates are changed householders will be notified. Collections will normally be made on Good Friday.

The council will communicate collection arrangements throughout the year and over Bank Holiday periods.

Details of collection arrangements are available on the website and may also be issued in other formats - such as on tags attached to bins. Visit hambleton.gov.uk for details.

Missed collections

Containers should be put out for collection by 6am on the day of collection.

Bins and boxes reported as missed by the resident will not be collected if the vehicle has passed the property and the container is not out. This can be verified by vehicle tracking and through on board cameras. The responsibility for disposal of the waste will then fall to the householder.

When significant numbers of containers are not collected due to obstructions such as road closures or in adverse weather conditions, these incidents will be logged by the crews and if possible alternative arrangements for collection will be made as soon as possible.

There will be no reimbursement for garden waste bins we have been unable to collect however additional garden waste sacks may be available to use until the next collection.

If householders do not present their waste or recycling bins for collection in accordance with council requirements, they have the following options:

- Take the waste to a NYCC Household Waste Recycling Centre
- Store the waste until the next collection day.

If additional recycling is placed dry and secure for collection on the next scheduled collection day, the crew will collect all materials. Clear recycling sacks are available from council offices for the storage of excess recycling.

Servicing of flats

The council will usually supply flats with communal wheeled bins. These may be 1100, 660 or 240 litres in capacity.

The council will endeavour to work with all residents to encourage recycling. However it is the responsibility of all residents to ensure the recycling bins contain the correct items. Contamination may result in the removal of the recycling service.

Generally, communal containers are moved to and from the storage area for collection by the collection crew. Residents are responsible for ensuring crews can access these easily to remove the containers safely. If there is no access or the access is unsafe, the crew will be unable to collect until the next scheduled collection.

If waste is not in the allocated containers it will not be collected from communal bin areas. . Subject to correct use of existing containers, when additional containers are required, they can be supplied on request.

The council will assess collections from flats on an individual basis and visits will be carried out where necessary.

Access and storage issues

The council will assess properties identified with access or storage issues on an individual basis. Alternative recycling provision may be offered following an individual assessment made by the council.

Only those properties where the council considers it impractical to use the preferred bin and box system will be issued with alternative containers. This will primarily be assessed on health and safety or access grounds. Alternative options may include a box and disposable sack or communal recycling wheeled bins.

Servicing of rural properties

Hambleton is a largely rural area with many properties located at the end of lanes which are not always easily accessible for refuse collection vehicles. Where there are less than three properties up a lane, collections will normally be from the lane end. Whilst containers will be issued for these collection points, residents are responsible for depositing their waste and recycling into them for collection at the lane end.

Where possible, when three or more properties are located on a lane, a collection from the boundary of the property nearest the kerbside will be provided. The following criteria must be met at all times and will be assessed by a council officer to see if:

- permission has been granted from the authorised residents to use a private lane and with the understanding that the Council will not accept any liability for damage to the lane by council vehicles.
- the lane is in good condition so as not to cause damage to the vehicles.
- suitable passing places are available
- a suitable turning area is available
- there are no overhanging branches or cables
- there are no safety risks for the crews and public.

Continued failure to meet the criteria will mean the introduction of a collection point at the lane end.

Extra Waste

With the exception of recycling the council will not collect extra waste placed next to the bins.

Extra general waste does not support waste minimisation principles or encourage residents to maximise recycling.

- Residents who are unable to contain their refuse within the waste bin are encouraged to recycle as much as possible. If they still have waste they cannot contain within

their wheeled bin it can be taken to their nearest NYCC Household Waste Recycling Centre.

- The council will provide householders with advice on how to reduce waste and may increase their recycling provision on request. Advice may also be given if issues have been reported via the collection crews.
- If the householder continues to present additional waste the council may take appropriate enforcement action.
- Exceptions may apply during inclement weather and occasionally during the Christmas period, when instructions and advice will be provided by the council.
- Wheeled bin lids should be kept closed to prevent items escaping and littering, control vermin and flies, and to prevent the contents getting wet.

Additional Recycling

The council encourages households to maximise the quantity of materials for recycling. Residents that have additional recycling which exceeds the capacity of their recycling containers should leave it in a suitable cardboard box, or in the case of large boxes flattened, and left next to or under the wheeled bin or box, taking care to avoid causing any trip hazards. Wet materials will not be collected. Materials will not be collected in inappropriate receptacles such as black or opaque plastic bags.

Residents generating extra recycling on a regular basis can request an additional recycling wheeled bin or box. Clear sacks for mixed recycling are available from council offices, these are the only types of plastic bag which can be used for recycling. Containers should be put out for collection every fortnight and material should not be stockpiled. Material should be flat-packed as much as possible. Any abuse of the system may result in removal of the extra containers.

Additional Garden Waste

Only garden waste from subscribing homes will be collected. All waste must be within the wheeled bin supplied by Hambleton District Council - no other garden waste will be taken.

Additional garden waste bins are also available – however a licence must be purchased for each additional bin.

Overloaded bins

When a wheeled bin or box is overloaded either by weight or volume of material, it will be rejected at the discretion of the crew and will not be emptied. An explanation notice will be left on overloaded containers. The resident will be expected to remove items and the sticker before the next collection.

Contamination

Contamination of recycling containers costs money as it has to be removed from the recycling chain by contractors before the materials can be re-processed.

All waste must be placed in council approved containers to ensure it can be safely collected from the collection point.

The council will reject the collection of refuse, recycling and garden waste receptacles for the following reasons:

- Overloaded wheeled bin, box or other container
- Wrong containers out – e.g. black bin out on a garden waste week
- Wheeled bin is too heavy to lift - it contains heavy waste, such as construction, DIY or soil
- Contamination of general, garden waste or recycling materials.

It is not acceptable for garden waste and recycling materials to be placed in the black wheeled bin.

Contaminated wheeled bins or boxes will not be emptied. The council will follow the following procedure when repeated contamination of recycling bins occurs:

- **First contamination:** a leaflet will be hand delivered to the household by the refuse crew stating why the bin or box has not been emptied. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner. The council will not return to collect until the next scheduled collection day.
- **Second contamination:** bin or box will not be emptied and a letter will be issued to the property detailing the expected standards.
- **Third contamination:** bin or box will not be emptied and a further letter will be issued warning the service will be removed if the contamination does not cease.
- **Fourth contamination:** bin or box will not be emptied and a letter issued informing the resident that the service is being removed as a result of the repeated contamination. If after three months the resident wishes to resume the recycling service the council may provide clear sacks for a three month period in order to monitor the contents. If after that time contamination continues the service will be withdrawn completely.

Where contamination affects communal bins and there are continued problems the bins may be replaced with individual containers for residents.

The following are some of the items that will be treated as contamination in the recycling bin or box and result in the container not being emptied:-

Bin	Box
<ul style="list-style-type: none"> • Plastic packaging such as biscuit wrappers, crisp packets, cellophane • Plastic bags • Clothing and textiles • Black plastic of any variety • Rigid plastics, such as toys etc • Solid metal items, such as padlocks or car parts • Packaging soiled with food or liquids 	<ul style="list-style-type: none"> • Pyrex glass in blue box • Greenhouse glass • Ceramics • Drinking glasses • Spectacles

<ul style="list-style-type: none"> • Polystyrene packaging • Glass in the wheeled bin • Wet cardboard • Nappies 	
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N.B. This list is not exhaustive and should be read in conjunction with the councils website for the most up to date information.

Assisted Collections

Residents unable to move their wheeled bins, box or sack to the required collection point because of ill health, infirmity or disability and who are unable to gain assistance with this task, can apply to be placed on the assisted collection register. In order to qualify, an application form must be completed and each case will be considered on its merits. Home visits or telephone interviews may be carried out where necessary and the application, if successful, will be subject to regular review.

- Assisted collections are subject to the council being satisfied that service provision is warranted and the decision of the supervising officer will be final.
- Residents on the assisted collection register will have their wheeled bins and box collected and returned to an agreed location.
- If the householder's circumstances change, the resident must inform the council as soon as possible.

Services to other organisations

If required schools and village halls are provided with two clearly marked 240 litre wheeled bins one for glass and one for mixed materials. A 240 litre bin for garden waste is also available but as with households a charge is made for collection. There are no collection charges for refuse or recycling.

Collections are on the same basis as households, on alternate weeks and bins must be put out for collection at the allocated collection point.

Where additional general waste collections are requested the council will make a charge for providing extra bin capacity.

Recycling services for other organisations, including sports clubs and charities, will be decided on an individual basis.

The council does not provide a service for commercial premises.