

HAMBLETON DISTRICT COUNCIL

Report To: Cabinet
1 December 2015

Subject: **WASTE AND RECYCLING POLICY**

All Wards
Portfolio Holder for Environmental and Planning Services: Councillor B Phillips

1.0 PURPOSE AND BACKGROUND:

- 1.1 This report seeks approval of the Waste and Recycling Collection Policy in support of the Waste Strategy which was approved by Council in April of this year. The aim of the policy is to ensure that the waste and recycling services operate efficiently and effectively.
- 1.2 The new recycling service commences in late February 2015 and inevitably there will be issues and questions arising from customers about the operation of the new service. The proposed Waste and Recycling Collection Policy sets out rules and standards to provide clarity for residents about how the new system will be operated and what responsibilities they and the Council have. In addition, the policy will also seek to minimise the number of complaints and disputes arising from residents and being dealt with by the Customer Services and Waste and Street Scene Teams. Members will also have clear recourse to Council policy when answering queries from residents on the new service.

2.0 ADDRESSING THE KEY CHALLENGES:

- 2.1 The policy covers assisted collections, side waste, putting out receptacles for emptying, bin replacement and repair, additional waste and recycling bins, enforcement procedures and services to charities and community organisations.
- 2.2 A co-mingled collection using a larger bin, which is not sorted at the kerbside and has a broader range of materials collected, may be subject to higher levels of contamination from non-target materials. While a higher contamination rate has been allowed for in the Contract Specification, communication with the residents needs to be clear and a course of action identified when contamination arises.
- 2.3 It has been anticipated that issues will arise where residents do not have enough space for a third wheeled bin. The system and process for identifying these properties and allocating them with appropriate containers needs to be made clear.
- 2.4 At periods of peak demand for recycling collections, such as at Christmas time when large amounts of card can be expected the policy will need to make clear to residents how this extra material will be dealt with, including any extra waste for landfill that is left out.
- 2.5 In the past there have been issues around when and where containers should be left out. The policy seeks to address this. This is especially pertinent to certain property types such as flats with communal collection points or collections from remote areas or areas with long private drives.

3.0 LINK TO COUNCIL PRIORITIES:

- 3.1 The proposal links to the Council Priorities by supporting the following aims and objectives in the Council Plan under the Caring for the Environment Priority:

- Maintain a customer satisfaction rating of 95% for the Council's waste collection services.
- Reduce kerbside collected residual waste to 400kg/per head/per year by 2017.
- Increase the recycling rate to 53% by 2017.
- Ensure all existing households receive a waste and recycling service by 2016.

4.0 RISK ASSESSMENT:

4.1 The key risks in not approving the recommendation are set out below:

Risk	Implication	Prob*	Imp*	Total	Preventative action
Residents are unclear about expectations on them for the new service.	Complaints and disputes arise which are time consuming when the service will be stretched to deliver the new scheme.	5	3	15	Adoption of the Waste and Recycling Collection Policy.
Excess contamination appears in recycling loads.	Loads are rejected leading to disputes with the contractor and potential extra costs.	4	3	12	Adoption of the Waste and Recycling Collection Policy

Prob = Probability, Imp = Impact, Score range is Low = 1, High = 5

5.0 FINANCIAL IMPLICATIONS:

5.1 There are no financial implications with this proposal.

6.0 LEGAL IMPLICATIONS:

6.1 There are no legal implications with this proposal.

7.0 EQUALITY/DIVERSITY ISSUES:

7.1 The policy addresses how residents who are unable to put their bins out themselves, through age or disability will be assisted. A review of properties that receive an assisted collection will be undertaken in the next two years.

8.0 HEALTH AND SAFETY ISSUES:

8.1 The Waste and Recycling Collection Policy seeks to support health and safety with respect to reducing manual handling and operatives working in the road.

9.0 RECOMMENDATION:

9.1 That Cabinet approves and recommends to Council that the Waste Collection Policy as set out in Annex 'A' be adopted.

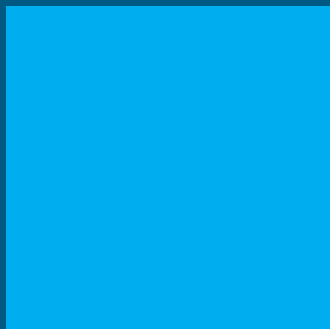
MICK JEWITT

Background papers: Annex 'A' Waste Collection Policy 2015 -2025

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WASTE AND RECYCLING COLLECTION POLICY



October 2015



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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 full collection service to all properties. A new recycling system will be introduced from February 2016.

This policy supports this new system as well as the existing alternate weekly collection. 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 and recycling collection service. It details the actions required by householders to fully participate in the service and recycle as much as possible.

The policy covers the following areas:

- assisted collections
- side waste
- putting out receptacles for emptying
- bin replacement and repair
- additional waste and recycling bins
- enforcement procedures
- services to charities and community organisations.






Assisted Collections

Residents unable to transport their wheeled bin or box to the required collection point, because of ill health, infirmity or disability - and without other adults over the age of 16 in the household able to assist them - will be placed on the 'assisted collection' register upon request.

A simple application form must be completed in order to qualify and each case will be considered on its merits. Home visits or telephone interviews may be carried out where necessary.

- Assisted collections are subject to the council being satisfied that service provision is warranted.
- Residents on the assisted collection register will have their wheeled bins and box collected and returned to an agreed location.
- A part service is also offered, as some residents may be able to collect the containers once empty.
- If the householder's circumstances change, the resident must inform the council as soon as possible.
- The council will review the assisted collection register every two years.
- The decision of the supervising officer will be final.

Extra Waste

The council will not collect any extra household waste placed next to general waste bin.

This extra waste does not support waste minimisation principles, or encourage residents to maximise recycling. Any excess household waste left beside the wheeled bin will not be collected.

- 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 Household Waste Recycling Centre (HWRC).
- The council will provide advice to householders on how to reduce their waste and increase their recycling on request. Advice may also be given if issues have been reported via the collection crews.
- If the householder continues to present side 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.
- When presented for collection wheeled bin lids should be closed. This prevents items escaping, prevents littering and controls vermin and flies.

Additional Recycling

The council encourages households to maximise the quantity of materials for recycling.

Residents that have additional recyclables which exceed the capacity of their recycling containers should present it in additional boxes, clear bags or carrier bags. Sometimes this is not possible - for instance, large card should be left securely next to or under the wheeled bin or box, taking care to avoid causing any trip hazards. No black or opaque bags will be collected. Materials will not be collected in inappropriate receptacles.

Residents with extra recyclable material on a regular basis can request an additional recycling wheeled bin or box. 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.

Overloaded bins

Where a wheeled bin is presented overloaded, either by weight or volume of material, it will be rejected at the discretion of the operator and will not be emptied. Overloaded containers will be left with an explanation sticker affixed. The resident will be expected to remove items and the sticker for the next collection.

Putting Out Receptacles for Emptying

Refuse and recycling receptacles must be presented at the edge of the property's curtilage or at 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 out their recycling containers for collection no earlier than the evening before the collection day. Wheeled bin lids should be closed to prevent littering.

Where possible, the scheduled recycling collection day will be the same day as either the black refuse or green garden waste bin. Where same day collections are not possible, due to operational or health and safety concerns, residents will be notified by letter of the change of 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 as much as possible. Failure to use the correct container does not mean recyclables can be disposed of in the black or green wheeled bins. 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.

Frequency of collection

The council will collect household refuse, garden waste and recycling fortnightly.

During Bank Holiday weeks, collections will usually be made a day later. For example, if the normal collection day is a Friday then the collection will be made on a Saturday instead. The council may make exceptions to this rule where necessary, such as during the Christmas period. Where collection dates are changed householders will be notified. No collection changes will normally be made on Good Friday, waste and recycling will be collected as normal.

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

Refuse, garden and recycling receptacles should be presented for collection at the curtilage of property, or designated collection point 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 on board cameras. The responsibility for disposal of the waste will then fall to the householder.

Refuse and recycling receptacles which are not collected due to obstructions such as road closures or parked cars will be logged by the crew. Where possible, another attempt to collect will be made and the council will liaise with other organisations as necessary.

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

- take the waste to the Household Waste Recycling Centre
- store the waste until the next collection day.

If excess recyclables are presented safely and suitably on the next collection day, the crew will collect all materials left out.

Servicing of flats

The council will usually supply communal wheeled bins for collections from flats. These may be 1100, 660 or 240 litres in capacity. The container lids are fitted with locks to prevent misuse.

Where residents of flats do not separate their waste for recycling, the council will endeavour to work with them to encourage recycling.

Generally, communal containers are moved to and from the storage area for collection by the collection crew. Residents are responsible for ensuring access to the containers is kept clear and safe for the collection crew. If there is no access, or unsafe access, the crew will be unable to collect and may not be able to return until the next scheduled collection.

No side waste will be collected from communal areas. Subject to correct use of existing containers, if additional receptacles are required, they can be supplied on request.

The council will assess collections from flats on an individual basis and cases will be considered on their merits. Home 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 and cases will be considered on their merits. Alternative recycling provision will be offered following an independent assessment made by the council.

Only those properties where the council considers it impractical to use the preferred bin and box system will have alternative containers issued. 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 three or less properties up a lane, the collection 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 four or more properties are located on a lane, a collection from the curtilage will be provided. The following criteria must be met at all times and will be assessed by a council officer to see if:

- the lane is in good condition
- suitable passing places are available
- a suitable turning area is available
- there are no overhanging branches or cables.

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

Containers (refuse, recycling and garden waste)

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 green wheeled bin for garden waste. It should not contain card, food waste or dog waste
- 1 x 240 litre black wheeled bin with a blue lid for mixed household recycling. All materials should be clean and contain no food waste. Items should be washed and squashed, and boxes must not contain leftover food. Currently acceptable materials include:
 - Paper
 - Cardboard - polystyrene or other packing material must be removed and disposed of separately
 - 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: Pyrex and ceramics are not accepted.

The majority of domestic properties within Hambleton will use the above containers. Only properties where it is considered impractical by the council will use alternative containers.

This will primarily be assessed on health and safety or access grounds. Alternative options will include a box and disposable sack, or communal recycling wheeled bins.

Any request to provide a new wheeled bin or recycling box due to damage should be made to the council's Customer Services Team.

Any damage to wheeled bins caused by the collection crews will be repaired or replaced free of charge.

Replacement containers will be delivered as soon as possible after the request has been made. Residents may also collect the container from a council office.

Residents may personalise containers if they wish, provided 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 and recycling receptacles provided by the council.

The fee to a developer for provision of the receptacles for refuse, recycling and garden waste for new build properties is £50 for each wheeled bin. The box is provided free of charge.

Where this cannot be recovered from the developer the new resident must pay for the containers. Failure to do so will result in the householder having to dispose of their waste themselves at a Household Waste and Recycling Centre.



Additional residual and recycling bins

Households can request additional residual and recycling wheeled bins to assist with recycling or disposing of their waste.

Where a household of seven or more produces general waste which cannot be accommodated in a 240 litre wheeled bin an additional bin will be offered, providing every effort to maximise recycling has been made. This will normally be supplied within ten working days.

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

An additional recycling wheeled bin or box will be provided on request, for households with seven or more occupants or where there is a large amount of recycle. They will be issued free of charge.

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

The council will review households which regularly have additional wheeled bin capacity.

Contamination Procedures

Developing awareness and having an educational approach to environmental issues is important to help residents understand their role in assisting with improving recycling and operating an efficient service.

All waste must be presented in council approved receptacles to ensure it can be safely collected from the kerbside.

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

- overloaded wheeled bin, box or other container
- wrong receptacle presented, such as black bin presented on green waste week
- wheeled bin is too heavy to lift, due to it containing heavy waste, such as construction, DIY or soil
- contamination of recyclable materials.

A notice will be left on the container stating why it has not been emptied. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner.

Contamination of recyclable materials

Recycling wheeled bins or boxes containing contamination will not be emptied. A notice will be left on the bin or box stating why it 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. If the non compliance continues, a letter will be issued detailing the expected standards. Further non-compliance may see the container removed, leaving the resident to arrange disposal. It is not acceptable for recyclable materials or garden waste to be deposited in the black wheeled bin.

The following are some of the items that will be treated as contaminants in the recycling bin or box:

- pyrex glass
- greenhouse glass
- rigid plastics, such as toys
- solid metal items, such as padlocks or car parts
- packaging heavily soiled with food
- polystyrene packaging
- polythene sheet or carrier bags.




Service to Charities and Community Organisations (including Schools and Village Halls)

Registered charities, community organisations and village halls will be provided with two 240 litre wheeled bins for glass and mixed materials, if required. They will be clearly marked for their target materials.

They will be in addition to a 240 litre wheeled bin for refuse and a 240 litre bin for green waste if required.

Collections will be on the same basis for households - alternate weeks - and the bins should be put out for collection at an agreed point. There will be no collection charge.

The council will make a charge for providing extra bin capacity greater than that described above, where additional general waste collections are requested.

The council does not provide a service for commercial premises.

Further information...

hambleton.gov.uk 

**01609 779977 or email info@hambleton.gov.uk
to request further information**

This information is available in
alternative formats and languages

HAMBLETON
DISTRICT COUNCIL

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