



## **Refuse and Recycling Collection Service Policy**

### **Report by the Executive Head of Recycling and Waste Management**

#### **1.0 Summary**

- 1.1 Following the introduction of the new wheeled bin collection system, a number of questions have been raised that has lead to the production of a collection policy specifically for the new scheme.
- 1.2 This report seeks the ratification of that policy.

#### **2.0 Background**

- 2.1 In 2007 the first phase of the new wheeled bin refuse and recycling collection scheme was introduced in Worthing, and by April 2009 it was completely introduced across both Adur and Worthing.
- 2.2 During the introduction a number of questions were asked concerning aspects of the scheme and it became evident that a policy was needed to ensure fairness, equality and consistency when dealing with these issues.
- 2.3 Particular issues that have emerged include the size of bin provided, side waste (ie waste that is additional to the capacity of the wheeled bin provided) and what happens in case of loss or theft of wheeled bin.
- 2.4 These issues and others that have emerged are all covered within the policy to provide a framework for officers at AWCS to work within. It is expected that in certain cases persistent problems may require a response not covered by the policy. In these cases the Executive Head of Service and/ or Cabinet Member will be consulted to determine the final outcome. The policy may also be reviewed as a result.

#### **3.0 Aims**

- 3.1 The aim is to present a consistent policy that addresses many of the issues arising from 'non-standard' households. It is envisaged that the policy can be quoted in contentious cases to provide householders with further information on how a decision has been arrived at and demonstrate that individuals are fairly treated within the system. It is not intended to be a set of hard and fast rules, since there will be occasions where individuals may have circumstances that are not easily addressed by the policy document. Where such cases arise, individual elements of the policy may have to be amended to deal with such circumstances.

#### **4.0 Other Implications**

4.1 There are no significant race relations or community safety implications arising from this report.

#### **5.0 Conclusions**

5.1 This protocol has been drawn up in conjunction with the cabinet members for the environment and is to be used for guidance when providing a new or replacement dog or litter bin.

#### **6.0 Recommendations**

**6.1 The Joint Overview and Scrutiny is asked to make recommendations to the relevant Cabinet Members**

**6.2 The Cabinet Members for Clean and Green Environment are recommended to:**

- a) Ratify the policy**
- b) Allow minor amendments or additions where necessary through consultation with the relevant Cabinet Members.**

#### **Local Government Act 1972**

##### **Background Papers:**

Minutes Joint Strategic Committee 23/10/2008

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## **Schedule of other matters**

### **1.0 Council Priority**

1.1 P2 'To promote a clean and green environment'.

### **2.0 Specific Action Plans**

2.1 National Indicators 191, 192 and 193 monitor the amount of refuse produced per household, recycling rates and the amount of refuse sent for landfill cleanliness of the streets. This policy sets out to minimise refuse while promoting recycling.

### **3.0 Sustainability Issues**

3.1 One of the objectives of this policy is to promote the concepts of recycling and waste minimisation by encouraging householders to use the full range of household waste collection services available and managing the capacity to limit landfill waste.

### **4.0 Equality Issues**

4.1 The policy is designed to deal with all householders in an equitable and fair manner and recognises that certain householders may have specific needs that may need to be dealt with on an individual basis according to need.

### **5.0 Community Safety Issues (Section 17)**

5.1 The introduction of wheeled bins has helped reduce the amount of street litter and generally keeping the streets clean. It is recognised that the presence of litter and dumped rubbish can encourage crime.

### **6.0 Human Rights Issues**

6.1 Matter considered and no issues identified

### **7.0 Reputation**

7.1 Keeping the streets clean helps to enhance the councils reputation

### **8.0 Consultations**

8.1 During the course of the production of the protocol cabinet members were consulted and have agreed the policy in principle.

### **9.0 Risk Assessment**

9.1 Individual risk assessments on the siting of bins are carried out to ensure that they are safe and are not putting the staff, the public or the council at risk

### **10.0 Health & Safety Issues**

10.1 This aspect forms part of the risk assessment undertaken.

## **11.0 Procurement Strategy**

11.1 Matter considered and no issues identified.

## **12.0 Partnership Working**

12.1 This is a joint service between Adur and Worthing

## **REFUSE AND RECYCLING COLLECTION SERVICE POLICY**

### **Domestic Refuse Collections Using Wheeled Bins – Grey Lid Bin**

All residential properties will be provided with a domestic refuse collection service using a 140 litre grey lidded wheeled bin unless there is a particular difficulty with storage or access that we have identified. This bin will be collected weekly.

Bins will be supplied FOC to all properties that have been built and occupied before April 2009. It will be the responsibility of the developer to provide bins after this date. Only council issue bins will be serviced and developers can purchase these through the council at the replacement bin cost contained within this policy.

In cases where the use of wheeled bins is not possible, weekly sack collections will continue with householders supplying their own refuse sacks.

Residents who feel that their property has been wrongly listed as being able to use/not able to use wheeled bins, can request a visit to reassess the situation

Should residents choose not to use the wheeled bin service, no alternative collection will be provided and it will be the resident's responsibility to dispose of their domestic waste in a safe and proper manner

Residents refusing to use the service will be required to sign an agreement stating that they are aware of this and will make other responsible arrangements to dispose of their waste.

### **Additional/Larger Bins**

When the service commences, all residents will be provided with a bin of 140 litre capacity, unless they have been assessed as requiring a different size or more than one bin. A larger 240 litre recycling bin will automatically be supplied if the request for a larger refuse bin is accepted.

### **Declined Requests**

Applications for bigger bins where there are less than five permanent residents in a household will normally be declined. However, it is recognised that there may be reasons why households with less than five people may need a bigger bin.

Where there is a genuine need and the householders have exhausted all opportunities for recycling and waste minimisation, a bigger bin may be provided.

In order to prove a genuine need the householder should demonstrate the reasons why a bigger bin is required by allowing Council Officers to analyse what is being thrown away. Households which include disabled persons or those with medical conditions may have special needs because of additional medicinal or special diet packaging. In these cases, a larger bin will normally be provided.

In cases where there is a perceived, but not a demonstrable need, the householder will be expected to undertake a waste analysis exercise in the presence of a Council

officer to ensure that all available waste minimisation and recycling opportunities have been exhausted. The waste analysis would also be expected to demonstrate whether inappropriate waste is being put in the refuse bin, e.g. clinical or trade waste. Waste analysis will be offered where a household appeals against a larger bin being previously declined.

Adur & Worthing Council Services staff will deal with all first appeals, by referral to the Executive Head where necessary. All subsequent appeals should be dealt with by the Cabinet Member.

### **Excess Waste**

Only waste contained in the wheeled bin will be collected.

If there is more waste than will fit in a residents grey bin, then any excess can be taken to the Household Waste Recycling Site (HWRS).

The bin lid must be closable when the bin is presented for collection.

Waste or sacks put out for collection either beside or on top of the bin, will not be taken unless it is a collection falling on the week after a Bank holiday or similar where the slipping day policy has been used.

Excess waste that is not taken will be placed inside the bin after it has been emptied. The bin will be tagged with an AWCS excess waste label to verify that a collection has taken place and advising the resident of contact details for assistance with how to reduce their waste by recycling more.

Collection teams will record the address of each bin they tag due to excess waste and provide this list to reception at the completion of the day, so enquiries/claims of missed collections can be dealt with appropriately.

### **Domestic Recycling Collections Using Wheeled Bins – Blue Lid Bin**

All residential properties will be provided with a domestic recycling collection service using a 140 litre blue lidded wheeled bin. Residents will be supplied with a larger bin (240 litres) or additional bins of the same size upon request. Recycling bins are collected fortnightly.

Bins will be supplied FOC to all properties that have been built and occupied before April 2009. It will be the responsibility of the developer to provide bins after this date. Only council issue bins will be serviced and developers can purchase these through the council at the replacement bin cost contained within this policy.

If an agreement has been reached to supply a larger refuse bin, households will automatically receive the larger 240 litre recycling bin.

### **Contamination of the Recycling Bin**

If, after a surface check, our collection teams identify that a recycling bin contains incorrect materials, then the bin will not be emptied. A tag will be attached to the bin advising the resident why it has not been emptied.

The table below shows what can be placed in the recycling bin.

<p><b>Plastics</b> (Is it bottle shaped?)</p> <p>Bleach  Cleaning materials  Milk  Shampoo  Soft drinks  Washing up liquid etc</p>	<p><b>Mixed Glass</b> (Bottles and jars)</p> <p>Beer  Coffee  Jam  Wine etc</p>
<p><b>Cans</b></p> <p>Aerosols  Food and drink cans (washed)  Pet food cans (washed)</p>	<p><b>Mixed Paper &amp; Cardboard</b></p> <p>Brochures  Envelopes  Fruit Juice Cartons  Gift wrapping  Greetings cards  Junk Mail  Liquid Food Cartons (Tetra-Pak)  Long Life Milk Cartons  Magazines  Newspapers  Office Paper  Telephone Directories</p>

Items should be clean, dry and loose - and **not in plastic bags!**

If the recycling bin is contaminated with the wrong materials, the bin will not be emptied and will be tagged with an AWCS label advising who to contact for advice about what to do.

If a resident has placed the incorrect material in their bin and it has not been emptied, then it is the responsibility of the resident to remove the contaminating material, which can be placed in their grey lidded bin or taken to any household waste recycling centre.

In the case of an honest mistake, assistance will be provided to de-contaminate the bin following a request to do so.

Collection teams will record the address of each bin they tag due to contamination and provide this list to reception at the completion of the day, so enquiries/claims of missed collections can be dealt with appropriately.

### **Garden Waste Collection Service using wheeled bins – Green Lid Bin**

All residential properties who subscribe to this service will be provided with a garden waste collection service using green 240 litre wheeled bins collected weekly with the exception of the two weeks across the Christmas and New Year period.

This is a chargeable service and residents will be invoiced accordingly once per year.

Residents can purchase individual garden waste sacks from outlets across the Borough/District and leave these out for collection each week on collection day.

## Contamination of the Garden Waste Bin

If, after a surface check, our collection teams identify that a green bin contains the incorrect materials, then the bin will not be emptied.

The table below shows what are and what can and cannot be placed in the green bin.

✓ <b>YES, green bin materials</b>	✗ <b>NO, Materials which will contaminate your bin</b>
✓ Grass cuttings	✗ Anything that will not rot!
✓ Hedge cuttings	✗ Kitchen Waste
✓ Prunings	✗ Meat, Fish, Bones, Dairy Products
✓ Leaves and Bark	✗ Other domestic household waste
✓ Flowers and weeds	✗ Soil
	✗ Rubble and hardcore
	✗ Rabbit/Guinea pig bedding

If the green bin is contaminated with the wrong materials or is excessively heavy, the bin will be tagged with an AWCS label advising who to contact for advice about what to do.

If a resident has placed the incorrect material in their bin and it has not been emptied, then it is the responsibility of the resident to remove the contaminating material, which if suitable can be placed in their grey lidded bin or taken to any Household Waste Recycling Site.

In the case of an honest mistake, assistance will be provided to de-contaminate the bin following a request to do so.

Collection teams will record the address of each bin they tag and provide this list to reception at the completion of the day, so enquiries/claims of missed collections can be dealt with appropriately.

A record of all contaminated bins will be kept and a resident who continues to place the wrong materials in their green bin may have the bin removed.

Over-full or excessively heavy bins will not be collected. It will be the residents' responsibility to reduce the weight of the bin before it will be collected.

Heavy materials such as large amounts of soil, stones or turf will not be collected. A bin found containing any of these will not be emptied until the material is removed by the resident.

## Sharing Bins

If residents request to do so, then they may share a bin with their neighbour if both are in agreement. One resident will still have to claim overall responsibility for the bin, as it must be allocated to one address only. It is the responsibility of the named resident if the bin is contaminated, misused, or needs replacing.



**Communal Bins.**

At appropriate locations with adequate storage, communal bins may be provided with the agreement of residents/managing agents. In such cases, responsibility for the correct use of bins will rest with either a named person or the representative of the managing agent/housing association.

**Collection Days**

The wheeled bins should be placed at the edge of the premises. Edge of premise is defined as where the resident’s premise meets the public highway. It must be placed at the correct edge of premise collection point by 6:30am on the morning of collection.

**Slipping Day Policy**

The Council operates a slipping day policy to cover all Bank Holidays, Christmas and Easter. Collection day will slip by one day for every one of these occasions. A calendar will be produced by the Council and delivered to properties detailing these slipping days.

**Stolen Bins**

In the event that a bin is stolen, the resident will be required to report the theft to the police and obtain a crime number before a new bin will be provided. See below for the replacement costs.

**Lost/Damaged bins.**

In the event that a bin is lost or damaged beyond use other than damage caused by the collection vehicle, the bin will be replaced once only free of charge. If there are any further similar occurrences at the same property whilst under the same ownership, the resident will be charged the cost of a replacement bin; a delivery charge and an administration charge.

The following rates apply:	£
Replacement bin 140 litre	23.00
Replacement bin 240 litre	33.00
Delivery	20.00
Administration	20.00

**Missed Bin**

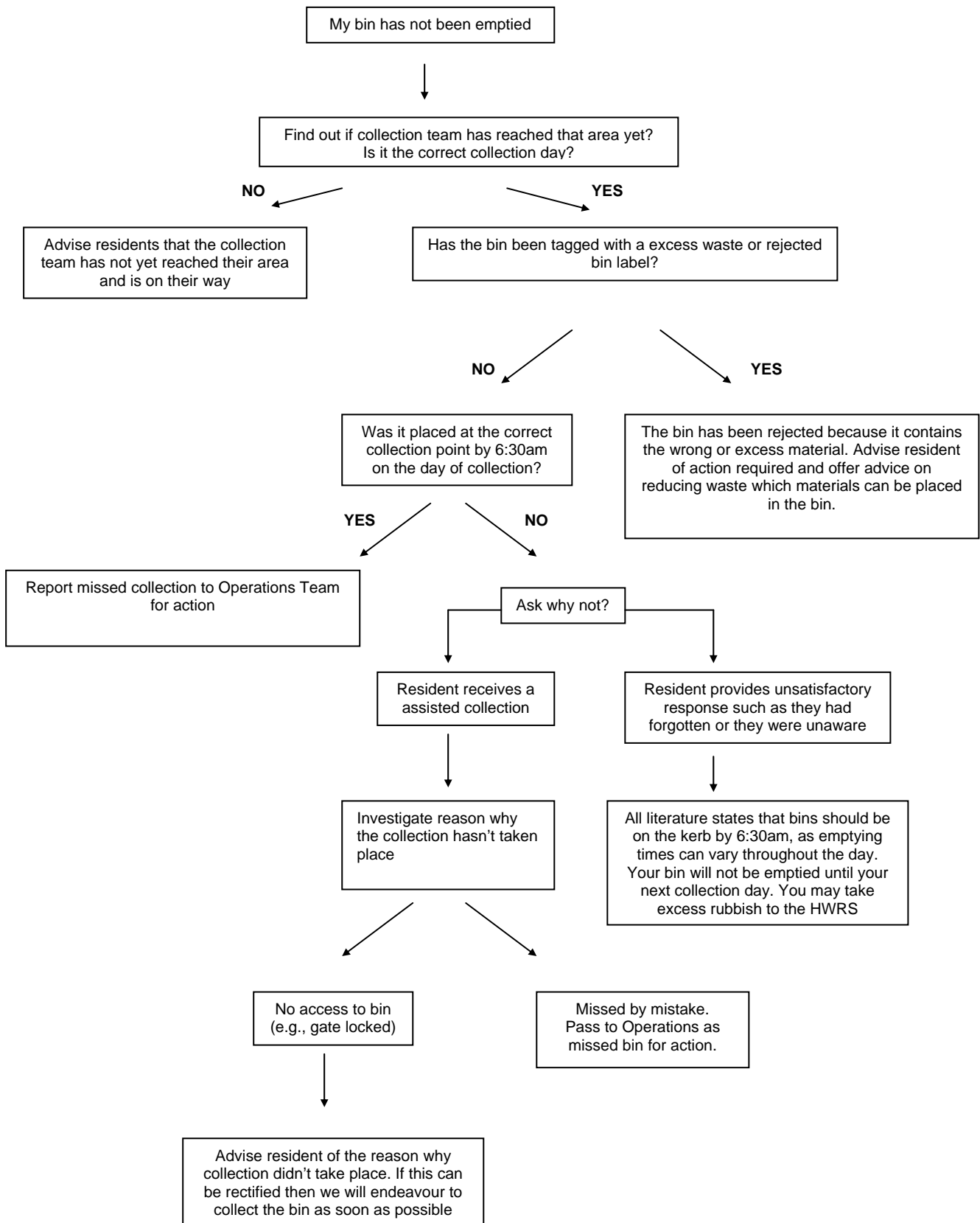
The council will undertake the checks represented in the flow chart below before deciding on the most appropriate course of action.

## **Persistent Excess Waste**

1. On the first occasion, the bin will be emptied, the excess waste placed inside the bin and the bin tagged. The label provides contact details for advice and assistance.
2. On the second occasion, the procedure as in 1 above will be followed, and details of the incident will be passed on to the Policy Enforcement Team, who will contact the resident to offer help and advice. This may include visiting the premises if that is appropriate.
3. On the third occasion the procedure in 1 above will be followed, but following this, a formal notice outlining their responsibilities under section 46 Environmental Protection Act 1990 will be sent to the resident advising them that their continued failure to comply with the rules of the collection service places them at risk of prosecution and/or issuing of a fixed penalty notice of £100.
4. On the fourth occasion, the procedure in 1 above will be followed and a fixed penalty notice of £100 will be issued with a covering letter advising them of the nature of the breach of section 46. This will enable the resident to resolve the matter without the need for prosecution.
5. If the resident continues to set out excess waste after stage 4, the action outlined in 1 above will continue and further fixed penalty notices will be issued, but for persistent offenders prosecution will be considered.

Policy agreed by both Cabinet Members for the Environment on 18<sup>th</sup> December 2008

# PROCESS FOR DEALING WITH COMPLAINTS THAT A BIN HAS NOT BEEN EMPTIED



# Stolen/Lost Bins procedure

The council will undertake the following checks represented in the flow chart below before deciding on the most appropriate course of action.

