

**Newcastle under Lyme
Borough Council**

**Recycling, Waste and
Fleet Services**

**Recycling, Household Rubbish and
Garden Waste Subscription Collection
Policies**

Document Control

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Version 3		Andrew Bird and Jane Finnemore	Revisions for 2020 service changes
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Version 5		Andrew Bird and Jane Finnemore	Revisions to include alternative container to 240ltr standard recycling bin
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Version 7	June 2024	Andrew Bird and Jane Finnemore	Revision to clarify unacceptable waste, and extension of garden waste collection winter shutdown
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Appendix 1

Service Impact Assessments:

Recycling and household rubbish

Garden waste subscription service

Appendix 2

Garden waste subscription service terms and conditions

1. Introduction

This document explains what services Newcastle-under-Lyme Borough Council operates for recycling and household rubbish collections, and also the garden waste subscription service, and how they should each be used.

The Council must operate services which work for all residents (see Appendix 1), spend money wisely and efficiently, minimise its impact on the environment, and work within the legislative framework.

We will endeavour to communicate clearly about our services at all times, using the Council website and social media for up-to-date information and when recovery work (such as in cases of bad weather) is required. We will also provide printed material where it is the most appropriate means of communication and information through Customer Services.

2. Service charter

Our commitment to residents:

- Helpful, polite staff providing excellent service standards and advice.
- Collections on the scheduled date – weekly food waste, and fortnightly collections of recycling and household rubbish – starting at 6am each day.
- We'll replace emptied containers tidily and considerately, and clear up any spillages.
- If you subscribe to our garden waste collections, we promise a fortnightly collection throughout the year.
- If you advise us that we've missed your bin before the end of the next working day, we'll apologise and be back for it within 2 working days.
- We'll recycle all your recyclables and make sure nothing goes to landfill.

What residents need to do:

- Recycle as much as you can and use your household rubbish bin for the things you can't recycle.
- Subscribe to our convenient garden waste service if you have more garden waste that can fit in your rubbish bin.
- Put the right container out on the right day in the right place by 6am and return back within the property boundary after collection, on the same day, and keep the containers on your property between collections.
- We'll charge you for delivery of a replacement if your container is lost or stolen.
- If your collection has been missed report it by the end of the next working day or we will not be able to return. Forms on our website are the most convenient way to report this, but phones are staffed during office hours.
- Report it to us if our services fall below the high standards you and we expect, using our Quality of Service form. If something goes seriously wrong, please make a Corporate Complaint.

3. Fortnightly recycling service



Under Section 46 of the Environmental Protection Act 1990 (Part 2) the Waste Collection Authority (Newcastle-under-Lyme Borough Council) has the power to specify the containers to be used for various materials.

The Council has adopted a strategy where each household will have a wheelie bin for their mixed recycling along with a strong bag for paper and card. These should be presented together each fortnight for collection. You have a choice over how you present them. If your bag is light enough, you can put it into the top of your recycling bin by placing it on top of your other recycling. Otherwise, please leave it beside your recycling bin.

If you sometimes have more card than fits in your blue bag, you can break it down into bag-sized pieces and bundle them next to your recycling bag and bin. You'll need to tie them up so they don't blow around. Please don't use a plastic bag for this extra waste – we can't take those.

3.1 Containers

The Council provides a 85 ltr strong blue bag for:

- Paper (all sorts, including shredded paper)
- Card (greetings cards, packets, corrugated, clean pizza boxes).

The Council provides a 240ltr blue wheelie bin for:

- plastic bottles, pots, tubs and trays
- glass bottles and jars
- cans, tins, clean foil and empty aerosols.

We do not guarantee that any bin we provide will be new. We may supply a clean, good-quality one which has been used before.

If we judge that your property is unsuitable for a wheelie bin because it has no outside storage space, is up/down steps from the pavement, has deep gravel, or is inaccessible for our vehicle fleet, we may have to collect your recyclables using 2 bags – one standard one for paper and card, and a second bag for the materials which would otherwise go into your recycling bin. In this situation we will provide you with bags, and you shouldn't provide your own.

If we judge that your property is unsuitable for a wheelie bin because it has no outside storage space, is up/down steps from the pavement, has deep gravel, or is inaccessible for our vehicle fleet, we may have to collect your recyclables using 2 bags – one standard one for paper and card, and a second bag for the materials which would otherwise go into your recycling bin. In this situation we will provide you with bags, and you shouldn't provide your own. The use of the bag as an alternative to the standard 240ltr bin is exceptional, and it is not a container residents can opt for.

At a small number of locations, generally 'enclosed' or sheltered rather than on-street properties, we may provide 140ltr bins through partnerships with social housing providers to facilitate on-site storage and reduce manual handling and pulling distances for crews, to promote health and safety. The 140ltr recycling bin will not be available for residents to order because the aim is to drive both standardisation and maximising of the recycling capacity each property has access to.

We make a charge for the delivery of new, additional and replacement containers. Keep containers safely within your property between collections.

3.2 Extra capacity

If you need more bags or bins to hold your recycling, we will deliver them within 10 working days. If there are special circumstances where you need additional containers sooner, please let us know and we will use our best endeavours to get them to you sooner. Contact us through the website, by email or by phone.

3.3 Contamination

If you put things which we don't collect for recycling into your blue bag or blue bin (or exceptionally the bag alternative) we will not be able to collect them, so your container will be left. We'll put a bright sticker on your container advising you that it contains the wrong materials and record it on our in-cab devices. You must bring the container back within your property boundary. We will follow up the sticker with an advice letter to your property. If you remove the contaminating item we will empty the container on the next scheduled collection day.

4. Weekly food waste service



4.1 Containers

We provide a small 7ltr silver caddy to use in your kitchen, and caddy bags to use as liners for it, and a  robust green caddy to decant tied liners into and present on collection day. When you get near the end of your roll of caddy liners tie one, or another bag, onto the handle of your green caddy on collection day so that crews can leave you a new roll.

We make a charge for the delivery of new, additional and replacement containers. Keep containers safely within your property between collections.

4.2 Extra capacity

If you need more caddies for your food waste, we will deliver them within 10 working days. Contact us through the website, by email or by phone.

4.3 Contamination

If you put things which we don't collect in your food waste caddy we will not be able to empty it, so your caddy will be left. We'll put a bright sticker on your container advising you that it contains the wrong materials and record it on our in-cab devices. You must bring the container back within your property boundary. We will follow up the sticker with an advice letter to your property. If you remove the contaminating item we will empty the container on the next scheduled collection day.

5. Fortnightly household rubbish service



Under Section 46 of the Environmental Protection Act 1990 (Part 2) the Waste Collection Authority (Newcastle-under-Lyme Borough Council) has the power to specify the containers to be used and the power to say where household waste containers are presented for collection. Non-compliance is an offence under the Act.

Using the Controlled Waste Regulations (2012) the Borough Council reserves the right to charge for the removal of some types of domestic waste.

This Council has a service which collects household rubbish every two weeks from most properties, and limits the amount a resident can present to the contents of the standard wheelie bin. The service is designed to collect 'everyday' waste generated through daily occupation of a property. It is not provided for material / waste from house-clearances or other big clear-outs or DIY waste including builders' rubble. All waste must be contained inside the bin – not beside it loose, in bags or boxes – and the lid must be fully closed.

You can put garden waste into your household rubbish bin if you have space, but the lid must be fully closed on collection day. If the contents are too compacted, we may not be able to empty the bin.

5.1 Containers

The standard wheelie bin provided to every house is a 180ltr capacity one, which is emptied every fortnight. Over half your waste can be recycled through our other collection services, so this size is appropriate for almost every household. This is equivalent to 2 black sacks of household rubbish. If we judge that your property is unsuitable for a wheelie bin because has no outside storage space, is up/down steps from the pavement, has deep gravel, or is inaccessible for our vehicle fleet, we may have to collect your household rubbish in bags rather than a bin. In this situation we will provide you with bags, and you shouldn't provide your own. Where possible we'll then offer you a bin for storage of the bags. If you produce little household rubbish, or have little space, we can provide a 140ltr bin on request.

You must not put extra bags or boxes out with your bin for collection.

We do not guarantee that any bin we provide will be new. We may supply a clean, good-quality one which has been used before.

We charge for delivery of containers replacing those which are lost or stolen, and for containers for new properties. 

5.2 Extra capacity

We may be able to provide residents with more household rubbish capacity (a bigger, or extra bin) in certain circumstances. If your household has 6 or more permanent residents then a 240ltr bin can be provided on request.  If you recycle as much as you can, but still find that your bin doesn't hold all your household rubbish, please contact us so that we can discuss your situation. We will ask for some personal information to understand how we can help. Arrangements can be made where a member of the household uses incontinence pads, catheter or stoma bags, home dialysis, 'peg-feeding' or anal plugs.  The decision to authorise any additional household rubbish capacity will be made by an Officer.

We will review the provision of the extra household rubbish capacity from time to time. If circumstances change in your household then you must advise us as soon as possible.

We will not make a charge for delivering these bins in the first instance. However, if the bins are lost or stolen, we will levy our usual charge.

5.3 Contamination

If you put into your bin something which is 'clinical waste' (something actually infectious for which you are taking antibiotics) it will be seen as 'contamination'. This sort of waste needs special collection and disposal separate from ordinary waste, and this can be arranged through your Doctor. Incontinence pads, catheter or stoma bags, home dialysis, 'peg-feeding' or anal plugs are **not** 'clinical waste' and should be put into your household rubbish bin in bags.

Building, decorating or DIY waste, bricks, rubble, soil, hazardous waste (such as televisions), are all 'contamination', and we do not collect them at all. You need to dispose of these materials yourself. 

Business waste (from a commercial activity) is also called 'contamination' when in your household rubbish bin. This sort of waste requires a collection from a 'trade waste' service because of the legislation applied to it. The Council offers a flexible and competitive trade refuse service, and private contractors are also available.

If you put things which are not household rubbish in your bin we will not empty it. We'll put a bright sticker on your container advising you that it contains the wrong materials and record it on our in-cab devices. You must bring the container back within your property boundary. We will follow up the sticker with an advice letter to your property. Persistent contamination may lead to enforcement action being taken against you. If you remove the contaminating item we will empty the container on the next scheduled collection day.



6 Christmas



Bank holidays around Christmas can mean that collections of household rubbish are disrupted. If this means that if there are more than 14 days between your collections of household rubbish you can put out a single standard-size black bag of household rubbish alongside your rubbish bin.



7 Fortnightly garden waste subscription service



Operating a separate, free garden waste collection service is not a statutory obligation, and the Council is not obliged by law to provide one. The Council operates a fully subscription-based service in order to provide residents with convenient collections. This means that only properties who want to use the service pay for it. The Controlled Waste Regulations 2012 allow councils to charge for the collection of garden waste.



The Council encourages everyone with a garden which makes compostable waste to use the garden waste service, compost at home, or take the material to a site like the Leycett Household Waste site operated by the County Council for bulk composting. We know that some residents have small gardens, only produce small amounts of garden waste, or find affording the annual subscriptions a challenge. In such circumstances it is perfectly acceptable for neighbours to share a subscribed bin. Where the neighbour who holds the subscription is the 'named person' we would communicate with regarding matters related to the subscription or any other issues. Such arrangements are quite acceptable whether they are between properties in a street or at blocks of flats. The bin must still be kept within a property boundary between collections.

Garden waste is not banned from disposal in household waste bins. If a bin has room in it for garden waste to be fitted in, then it is acceptable for garden waste to be disposed of this way.

The collections are made every other week throughout the year, except during the fortnight over Christmas and New Year period, and the whole of January. The suspension occurs because so few garden waste bins are presented at this time of year that it is not cost-effective to provide the service.

For a garden waste bin to be emptied it must both have a valid subscription and display a valid subscription sticker.

Terms and conditions for the service (Appendix 2) along with answers to frequently asked questions are available on our website. We reserve the right to vary terms and conditions from time to time.



7.1 Containers

The container subscribers use is a 240ltr brown-lidded wheelie. We do not offer this service where a property is unsuitable for a wheeled bin, as no alternative containers are available. If you require advice about whether or not your property is suitable for a wheelie bin, please contact us. We will try to help if you cannot find an obvious collection point which could be used for a garden waste bin.

We do not guarantee that any bin we provide will be new. We may supply a clean, good-quality one which has been used before.

We charge for delivery of containers replacing those which are lost or stolen, and for bins at new properties.

Garden waste must be loose within the brown-lidded bin, not in any sort of bag. The lid must fully close. If the bin is too densely filled we may not be able to empty it for safety reasons.

The service is for:

- Leaves and twigs
- Branches less than 2cm in diameter
- Cut flowers and plants
- Weeds and prunings
- Hedge and grass cuttings.

The Council encourages residents to compost at home where possible, and the County Council facility at Leycett accepts garden waste, too.

7.2 Extra capacity

We don't limit the number of garden waste bins which a property can subscribe to. Our website will contain details of any discounts which may be available.

The Civic Amenity Site at Leycett (operated by the County Council) will accept garden waste.

7.3 Contamination

If residents put things into their garden waste bins which are not accepted, then it can result in everything in the collection vehicle being rejected, the efforts of other residents being wasted, and financial penalties for the Council. The service is not designed for:

- Building waste, bricks and rubble
- Soil or turf
- Plant pots or garden furniture
- Pet or kitchen waste
- Household waste

If you put things which we don't collect for composting into your garden waste bin we will not be able to collect it, so your container will be left. You must bring the container back within your property boundary. We will follow up the sticker with an advice letter to your property. If you remove the contaminating item we will empty the container on the next scheduled collection day. No refund will be made.

8 Collection points



Under Section 46 of the Environmental Protection Act 1990 (Part 2) the Waste Collection Authority (Newcastle-under-Lyme Borough Council) has the power to say how and where household waste and other containers are presented for collection. Non-compliance is an offence under the Act.

The standard collection point for your containers will be at the point where your property meets the pavement. For many people this means that they put containers out at the end of their drive. If you live in an area of terraced properties you are likely to have a collection point shared with your neighbours where the alley behind your property meets the pavement.

Food waste is always collected at the front of a property, rather than a shared collection point. If you have a shared collection point for household rubbish and recycling at the end of an alley, put your food waste caddy where the front of your property meets the pavement. If you have a front drive or path, put the caddy where your property meets the pavement.

9 Flats and apartments



For the servicing of flats and some new developments (where there is a purpose built allocated bin collection point) shared communal bins will be required. These will usually be 1100ltr or 660ltr bins for residual waste and recycling. At some sites where space/access is limited smaller sized bins, or individual bins, may be used. We will always try to install shared containers as these require less ground space.

Residents of flats are required to segregate their waste and recycling. The Council will work with residents and landlords to encourage recycling. The crew are instructed not to collect communal recycling bins that contain unacceptable materials. Instances will be recorded by the crew. The collection crew are not permitted to remove unacceptable materials from communal bins. The disposal of the rejected material then becomes the responsibility of the resident/landlord/managing agent.

Access to the communal bins should be clear on the scheduled day of emptying. The collection crews will not move excess waste or bulky items that prevent the bins being manoeuvred from the storage area to the collection vehicle. The collection crews will report instances where

access is blocked. Any bin store keys or codes that are required to access the bins should be provided to the Council.

Only waste contained in the communal bins will be collected on the scheduled collection day. Any other waste not contained in the communal bins is the responsibility of the resident/landlord/managing agent.

If a request is made, the Council may agree to clear waste or contaminated recycling on a non-scheduled collection but this service is chargeable, and charged for on the basis of it being trade waste.

If bins are damaged or stolen from the site, we may levy a charge for their replacement, in line with trade refuse container charges.

10 Assisted collection.



The Council may be able to help if you, and all other residents of the property, struggle to put your containers out for collection, and where there is no one able-bodied under the **age** of 16. Your household may qualify for an 'assisted collection', and you can contact us to see if you are eligible. We will ask you for some medical information, and the decision to set up each assisted collection will be made by an Officer. The assisted collection can be set up for 6 months (for example during recovery from surgery) or be permanent.

The criteria for assisted collection eligibility is based on the rules of the 'Blue Badge' scheme for parking and must apply to every resident at the property over the age of 16. The criteria used for the 'Blue Badge' scheme requires applicants to meet one of the points below:

- Registration as totally blind under the National Assistance Act 1948. This does not apply to partially sighted registration;
- Receipt of Mobility Allowance or the higher rate of the mobility component of the Disability Allowance;
- Receipt of a War Pensions Mobility Supplement;
- You have severe disability in both upper limbs, regularly drive, but cannot turn the steering wheel by hand, even if the wheel is fitted with a steering knob;
- You have a permanent substantial disability that means you are unable to walk or have very considerable difficulty walking. People with a psychological disorder will not normally qualify unless their impairment causes very considerable difficulty in walking.

Where a householder does not meet the 'Blue Badge' criteria the assisted collection service may still be set up, particularly where the features of the property (such as a very steep drive) magnify the effect of ill-health or disability. The Council reserves the right to ask for medical evidence, not original documents, if deemed appropriate.

We recognise that some residents needing assistance may live in properties accessed over a private/unadopted lane, drive or shared access. The Council is committed to providing good services to residents and will always find a bespoke solution which works for the residents and is operationally viable for the collection service. It may be that in such a situation we may only be able to offer a collection of household rubbish.

We will review the provision of your assisted collection from time to time by letter. If you do not reply to our letters your assisted collection will cease. If circumstances change in your household then you must advise us as soon as possible.

We appreciate that in some circumstances it isn't possible for the occupier(s) of properties with assisted collections to check that their containers have been emptied and report any failures within the SLA. For this reason we will accept reports of missed collections from these properties outside our normal reporting frame, and do our best to get back to correct errors.

11 Private/unadopted lanes, drives and shared accesses

Under Section 46 of the Environmental Protection Act 1990 (Part 2) the Waste Collection Authority (Newcastle-under-Lyme Borough Council) has the power to say where household waste and other containers are presented for collection. Non-compliance is an offence under the Act.

Under Section 45 of the Environmental Protection Act 1990 (Part 2) the Waste Collection Authority (Newcastle-under-Lyme Borough Council) has the power to decline to collect from properties which are so inaccessible or remote that the collection costs would be unreasonably high.

We will always work with residents to find bespoke solutions in such situations, however we will start by looking for locations where the containers can be presented beside the adopted highway. If you live in, or own, a property which is accessed over a private/unadopted lane, drive or shared access and are at all unsure where you should present your containers, you should contact us for clarification.

We recognise that some residents may live in properties accessed over a private/unadopted lane, drive or shared access. The Council is committed to providing good services to residents and will always find a bespoke solution which works for the residents and is operationally viable for the collection service. It may be that in such a situation we may only be able to offer a collection of household waste.

The decision whether or not to drive on private/unadopted lanes, drives or shared accesses will be a managerial one based on:

- Risk assessment by managers focussing on health and safety risks (such as reversing in tight spaces, the risk of damage to Council staff and vehicles) and the risk of causing damage to assets owned by other people (such as parked cars, manhole covers, the surface itself)
- Operational considerations such as the ease or otherwise of using the private/unadopted lane, drive or shared access and any other operational considerations which are relevant.

If an agreement is made to use a private/unadopted lane, drive or shared access we may ask you to sign a disclaimer.

12 White goods and furniture



The Council uses a contractor to provide a service collecting unwanted white goods and furniture. As with the rest of our services, we apply the principle of reusing or recycling as much as possible. If you have been able to keep your unwanted item inside, and it can be reused, there may be no charge for the collection. If the item is beyond reuse, there will be a charge for the collection. These charges are made clear on our website. The collection service can be accessed through the website or by calling or emailing Customer Services.

13 Developers and new properties

The Council uses the Environmental Protection Act (1990) to make a charge for the provision of sets of containers for new domestic properties. This principle applies whether it is a single new property being built, or a large development. The charge is set out in the annual fees and charges document, available on the Council website. There is no discount available for purchasing multiple sets of containers. We encourage developers to contact us at an early stage in the Planning process to discuss what is required and when, so that specific arrangements can be made. We can provide containers in bulk to be issued to residents by the developer as each property is completed. This is often the most convenient arrangement for the new occupiers, as it means that the containers can be available as soon as they move in, a time when much additional waste, such as packaging, is created. For collections to start, a property must be being lived in and have Council Tax being paid on it.

14 Charges for replacing lost/stolen containers

For some time the Council has charged residents for the delivery of household rubbish bins which replace those that have been lost or stolen by being left out on the pavement. This policy was introduced to encourage residents to be responsible with the containers the Council supplies. All containers remain the property of the Council, and they are issued to residents on the basis that residents use them properly and keep them safe between collections.

In line with the best practice elsewhere, we now charge residents for the delivery of all replacement containers when bins are reported lost or stolen. This is done for two main reasons:

- Residents look after the containers better, and keep them off the streets between collections in order to avoid the replacement costs. This promotes the tidier streets which are so important to our residents.
- The cost of replacement containers is borne unfairly by all residents unless the charge is directed towards those who leave containers out carelessly, where they cause nuisance and obstruction.

We encourage residents to mark containers with the first line of their address, not their own name, in order to make them easier to identify and reclaim on collection day.

15 Landlords

If you are the landlord of a property, you are responsible for ensuring that the correct containers are at the property for your tenants to use, and somewhere practical to store them within the property boundary between collections. You also need to make sure that the tenants have all the information that they need to use the services properly – what materials go in each container, what the collection dates are, and so on. Our website provides all this information. We recommend that you put the information on a noticeboard in a shared area of your property. As landowner, if there are problems caused by accumulation of waste within the property itself or within the property boundary, as owner of the land you have liability for this.

If the property has an HMO license, it is a condition of your license that you provide both containers and information.

16 Tenants

Your landlord and our website are good sources of information about the collections we can make from your home. The collections we offer here may not be the same as the ones offered where you lived previously, so you need to be clear how the services work. Our services will enable you to have household rubbish, food waste, recycling, and garden waste (if you or your landlord subscribe) collected from your home. Extra waste should be taken to the Household Waste Site at Leycett, or another facility operated by the County Council, where it can be processed properly and legally. A key way to have good relations with your neighbours is to use the services properly, so that your bins are only on the pavement on collection day.



17 Commercial waste



The law requires that anyone transporting waste for someone else must be a Licensed Waste Carrier, registered with the Environment Agency. It's illegal to use the household waste collection services for commercial waste. If you create waste from a commercial activity you must have a Waste Transfer Note to explain every load of waste removed from your premises, and keep the Note for 2 years. If the person removing your waste fly tips it, or does not dispose of it properly you will be held equally responsible in law. The cost of collecting and disposing of your commercial waste is not included in your business rates. Much of the regulation comes from Section 34 of the Environmental Protection Act 1990.

The Council offers a collection service for waste from commercial activities. We are very flexible, with a range of different container sizes and collection frequencies, including seasonal changes and extra collections at short notice. Our prices are competitive, we offer discounts for customers on direct debits, and we don't charge VAT. If your needs change we can usually

accommodate them. We will provide you with a Waste Transfer Note which shows the legality of your disposal arrangements.

17.1 Containers

A variety of bin sizes are available, ranging from 240ltr 2-wheeled plastic bins to 1100ltr 4-wheeled metal bins. We also offer trade waste sacks where bins cannot be stored.

17.2 Recycling

The Council does not currently operate a recycling service for commercial waste, but is looking to set one up.

17.3 Food Waste

The Council does not currently operate a food waste service for commercial waste, but is looking to set one up.

18 When we can't get to you



Sometimes we are unable to make a collection because of problems getting access to your property. This is most often caused by inconsiderately parked vehicles or roadworks. Where this happens collection staff will already have told us that the collection wasn't possible, so you will not need to report a missed collection. If you check our website you will see streets listed which we have been unable to get our vehicles into. Where this happens we will make two further attempts to reach you on the next working day after your collection was scheduled. If we are still unable to reach you, please keep everything until the next scheduled collection.

Sometimes we're unable to make a scheduled collection because of collection vehicle breakdowns. We will always do our best to get a different vehicle to you, but sometimes this isn't possible. When this happens, we'll know which locations we need to return to, and will schedule these for priority returns on the morning of the next working day. You do not need to ring us.

19. Business continuity – adverse weather impacts and reduced staffing



Any disruption to scheduled collections is always frustrating to residents. It's usually a result of weather events (extreme or prolonged heat, high winds, snow, or icy conditions – which make it hard for staff and vehicles to make collections, or simply too unsafe to do so at all) or a transmissible illness (such as reduced staff due to impact from covid-19, flu, or norovirus). We do our best to communicate quickly and clearly, and tell everyone what our recovery plans are as soon as possible. The situation is often one where the picture is constantly moving, and our plans have to change to reflect that. Our social media (@NewcastleunderLymeRecycles) and the Council website will always be the place where the most up-to-date information can be found, but we do also add messages to our phone system for residents who ring us.

Where weather affects collections over multiple days disruption is unavoidable, and we ask residents to be patient while we do our best to reschedule and recover. We prioritise collecting household rubbish and recycling, in order to clear containers from streets and maintain public health. In general, in instances of up to and including three days disruption we will attempt to quickly provide a day on which affected collections will be made good, but dependent upon the problem and the length disruption is likely to last for (and the difficulty in predicting that) we will plan flexibly and communicate clearly and as widely as possible. Our initial advice may be very generic and nonspecific as we assess the situation. If disruption lasts longer than three days, particularly in the case of snow and ice, we will not return for collections in disrupted areas, and ask residents to take their bins and containers back in and present them on the next scheduled collection for that waste stream. This minimises disruption across the borough.

Outside normal Customer Services opening hours telephone access may not be possible. As situations which disrupt services can unfold quickly, it will always be most appropriate to provide information on the Council Website and our service Facebook page (@NewcastleunderLymeRecycles).

20 Crew safety and vehicle CCTV

Our priority as an employer is to ensure the welfare and safety of the Council staff that provide the waste collection services. Any instances of violence or aggression directed at Council staff will be reported and followed up with appropriate action. This is also the case for incidents of dangerous driving and aggressive dogs.

The waste collection vehicles are equipped with CCTV and electronic reporting devices. These are used to investigate incidents and customer complaints. The use and storage of data is in line with GDPR and our CCTV policy.

21 Contamination / Enforcement

The Council will always try to respond initially to problems around the collection services with help, advice and information. However, the Council has to do everything possible to ensure that collected materials are supplied uncontaminated to reproprocessors in order to avoid costly penalty charges. Where our crews find a contaminated container it will be clearly stickered and left, and our back office systems will generate letters advising residents of what they are doing wrong. After a third contamination instance within the specified period, an officer will attempt to engage in person with residents at the property. This process may lead to cancellation of recycling collections at the property and the removal of the recycling containers. No additional household waste capacity will be provided in such circumstances. If waste associated with the household is subsequently located in alleys, on pavements or other locations, it may be regarded as fly tipping and lead to enforcement action, in accordance with the Councils enforcement policy.

We take very seriously the problems that contaminated, abandoned and misused bins cause in our neighbourhoods because we know that residents do, too.

Our approach to this is detailed in 'clean materials: tidy streets', a separate document which covers this in more detail.

Where residents fly tip waste, or use services in an irresponsible way their actions may lead to enforcement action.

The decisions of the Council and its officers about enforcement action, and in particular the decision to prosecute, have serious implications for all involved. The aim of the enforcement policy is to set out the principles that apply when the Council conducts its enforcement work and should be read in conjunction with the scheme of delegation. By applying the same principles, everyone involved in the decision-making process is treated fairly and our business is conducted effectively. We believe that businesses and individuals should know the approach that will be taken by the Council where enforcement is warranted and should have confidence that officers will ensure that their approach is:

- Focused
- Fair
- Firm
- Accountable
- Consistent
- Proportionate and
- Transparent.

Appendix 1

Recycling, food waste and household waste: SERVICE IMPACT ASSESSMENT

Step 1 : Assessing Relevance			
What is being assessed?	Waste Collection Services	Is this a function, policy or strategy?	Statutory Function
Name of officers completing assessment	Jane Finnemore, Jane Sheldon	Department and Section	Operational Services Recycling and Fleet Services
What is the purpose of the function - why is it needed?	Waste collection is a statutory function and the responsibility to arrange the service lies with the borough council.		
What are its main objectives?	To protect public health by providing an effective and efficient method of waste disposal. To provide a service that is accessible to all residents in order to meet statutory responsibilities. To meet statutory waste disposal/recycling targets.		
What will it achieve? Who are its beneficiaries?	The service will provide an effective and accessible method of waste disposal for the benefit of all householders in the borough.		
Who is responsible for implementing it?	Newcastle under Lyme Borough Council via the Operations service and contractors appointed by the council.		
Are there any other functions, policies or strategies that are associated or linked with this one?	Newcastle under Lyme's Waste Strategy Staffordshire Joint Municipal Waste Strategy National Waste Strategy Newcastle under Lyme B.C. Communications Strategy Newcastle under Lyme B.C. Community Engagement & Involvement Strategy.		

Step 1 : Assessing Relevance (continued)

Is the function likely to be carried out wholly or partly by contractors, partners or community groups?

Yes ☐

No ☒

If yes, what steps did you (or will you) take to ensure that the organisation carrying out the function complies with the council's duties in terms of equality?

Equalities considerations are built into the council's procurement and commissioning procedures and these ensure that contractors appointed by the authority comply with our equalities duties.

In-house services are operated in accordance with the Council's Equalities framework.

Is the above relevant to equality and diversity?

Yes ☒

No ☐

Quick check:

Is the function concerned with people?

Yes ☒

No ☐

Is the function outward looking (i.e. community, employees, partners)?

Yes ☒

No ☐

Does the function involve face to face contact?

Yes ☒

No ☐

Does it include making decisions based on someone's individual characteristics, circumstances or needs?

Yes ☒

No ☐

Is there history of long-established unequal outcomes? (and do you have evidence to prove otherwise?)

Yes ☐

No ☒

Is the function likely to have a significant impact on someone's life, health or well-being?

Yes ☒

No ☐

Does the function link to or support any of the service's (or council's) equality objectives?

Yes ☒

No ☐

If you answered 'No' to all of the above questions move on to Step 5, otherwise please continue

Step 2 : Scoping

Protected Group	Areas of the function that are relevant to the protected groups:	What evidence and information is currently available? ¹ <i>(Including results of consultation and engagement)</i>	What further information is needed to support this assessment? <i>(and future monitoring and review)</i>
Race and Ethnicity	Language issues around communication of the service Cultural issues	Census data and recent population estimates suggest that the ethnic diversity of the Borough is increasing. Information is collected on the type and frequency of requests for translation of council documents.	There is a potential for service-based consultation/feedback in the future. This would help inform any decision to translate any standard documents.
Age	Physical effort involved in presenting waste containers for collection	Census data and recent population estimates and forecasts show that the population of the Borough is ageing. A list of households where assistance is required is held by the council	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services Work with RSL partners to raise awareness of Councils Assisted Collection Service.
Disability	Physical effort involved in presenting waste containers for collection Clinical waste - confusion may arise as to what constitutes clinical waste and the way this should be disposed of.	Just over 7,000 residents in the Borough receive disability benefits. 2001 Census data tells us that around 21% of the population (about 25,500 people) have a limiting-long term illness Service calls from residents with regard to disposal of waste items such as incontinence pads, wound dressings, etc.	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services Work with Public Health and RSL partners to raise awareness of services available.

¹ Provide links to the published information where appropriate

Gender	No anticipated impacts		
Gender Reassignment	No anticipated impacts		
Religion and Belief	Potential issues around methods of waste disposal (particularly food waste) amongst some religious groups	Research into results of consultation in other areas of the country has shown that this is unlikely to have an impact.	
Sexual Orientation	No anticipated impacts		
Pregnancy & Maternity	No anticipated impacts		
Marriage & Civil P'ship	No anticipated impacts		
Other issues to consider:			
Rurality	Potential issues for some residents with policy of collections not taking place over land which isn't adopted highway. Council service policy and is to collect from adopted highway only.	Previous experience of collections and staff knowledge show some driveways are particularly long or poorly maintained. Vehicles and staff have been put at risk in the past whilst navigating poorly maintained, unadopted roads/driveways. As part of service change in July 2016, the service policy was amended to reflect this and no longer allows for collections from properties with access via unadopted land. This is in order to manage risks, liabilities and to protect the H&S of staff and council assets.	
Socio-economic Status (incl homelessness)	No anticipated impacts		

Contact with Criminal Justice System	No anticipated impacts		
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Step 3 : Analysing equality information

Impact :

Start by considering the potential impact in terms of the three aims of the general duty (eliminating unlawful discrimination, harassment and victimisation; advancing equality of opportunity; fostering good relations)

Rating Impact:

High - significant potential impact; history of complaints; no information/evidence available; urgent need for consultation with service users, wider public and/or employees; no mitigating measures in place

Medium - some potential impact; benefits to consulting but not urgent; some mitigating measures in place but no evidence of how effective they are

Low - no identified impact; mitigating measures already in place and effective, function is heavily legislated with little discretion exercised

Protected Group ²	Is the function likely to have an adverse impact on any of the groups?	Rate the impact			Future actions that need to be considered to further reduce the impact	Are there any particularly positive impacts of the function
		High	Med	Low		
Race and Ethnicity	It is possible that residents whose first language is not English could struggle to understand the waste collection process and what is required of them in terms of separating their waste and when to present their waste containers. <i>The council has made use of styles and branding which use a mixture of pictures</i>			X	Continue to monitor complaints, satisfaction and requests for translation to determine whether future action will be required.	Clarity of communication processes and materials across every aspect of the service, i.e. use of messages on our vehicles, articles in the reporter and service leaflets.

² For further information about the protected groups, their characteristics and appropriate terminology, please see the SIA Toolkit 'Further Tips and Guidance'

Protected Group ²	Is the function likely to have an adverse impact on any of the groups?	Rate the impact			Future actions that need to be considered to further reduce the impact	Are there any particularly positive impacts of the function
		High	Med	Low		
	<i>and plain English to explain the procedures. There have been a small number of requests for translation of the material into Braille and such requests are dealt with as and when they arise</i>					
Age & Disability	Older people and people with disabilities who live alone may have problems moving heavy and cumbersome waste containers onto the roadside for collection. <i>An assisted collection service is in place and upon successful application, householders have their waste containers collected and replaced by waste crews from an agreed convenient point. If a property is accessed over unadopted land an assisted collection may be arranged for household rubbish only.</i>		X		An in-cab device alerts crews to the addresses which require assisted collections - this is linked to our office-based management software the CRM system.	The assisted collection service enables more vulnerable householders to participate in collection services.
Disability	Additional household rubbish bins available on request if health issues lead to extra waste. Assisted collections available where appropriate and residents meet the criteria . <i>An assisted collection service is in place and upon successful application, householders have their waste containers collected and replaced</i>			X	Ongoing review of any new containers/equipment being developed by container suppliers.	The assisted collection service enables more vulnerable householders to participate in collection services.

Protected Group ²	Is the function likely to have an adverse impact on any of the groups?	Rate the impact			Future actions that need to be considered to further reduce the impact	Are there any particularly positive impacts of the function
		High	Med	Low		
	<i>by waste crews from an agreed convenient point. If a property is accessed over unadopted land an assisted collection may be arranged for household rubbish only.</i>					
Rurality	In the more rural areas of the borough residents with long drives may be reluctant to present their waste containers at the adopted highway for collection. Council policy is that collections should only be made from adopted highways in order to manage risks, liabilities, protect the H&S of staff and council assets.			X		

Step 3 : continued.....Action Planning

Based on the findings established above, what practical actions are recommended to reduce, justify or remove any adverse impact?
These actions should be reflected in relevant service, business and individual work plans.

Action	Lead Officer	Deadline
On-going monitoring of feedback, service requests and complaints to determine whether communication methods are appropriate	Development Officer, Customer Services Manager/Team Lead/Customer Services Champion	Review on a monthly basis.
Monitor the effectiveness of Bartec management system and the ways it can inform service improvements	Head of Recycling and Fleet Services, Bartec Officer	Ongoing
Ongoing monitoring of the results of service based consultation and feedback to inform service improvements	Head of Recycling and Fleet Services, Operations Manager, Development Officer	Ongoing

Step 4 : Monitoring and Review

How will the impact and effectiveness of this function be monitored?

The effectiveness of the function will be monitored via the actions identified in the plan above.

Next review of the function:

2022

Step 5 : Sign off, approval and publication

Signed (completing officer/s)



Date 2019/2020

I have read the Service Impact Assessment and I am satisfied that all available evidence has been accurately assessed for its impact on equality strands. Mitigations, where appropriate, have been identified and actioned accordingly.

Approved (Head of Service/Director)



Date 2019/2020

Please arrange for your SIA to be peer assessed and/or published by emailing it to: jane.sheldon@newcastle-staffs.gov.uk

Garden waste subscription: SERVICE IMPACT ASSESSMENT

Step 1 : Assessing Relevance			
What is being assessed?	Garden Waste Subscription Service	Is this a function, policy or strategy?	No – it's an opt-in service
Name of officers completing assessment	Jane Finnemore, Jane Sheldon	Department and Section	Operational Services Recycling and Fleet Services
What is the purpose of the function - why is it needed?	The Garden Waste Subscription Service is a service residents can opt into via subscription. It is operated by the Borough Council.		
What are its main objectives?	To provide residents with a convenient fortnightly collection of their domestic garden waste throughout the year. To provide a service that is accessible to as many properties as possible.		
What will it achieve? Who are its beneficiaries?	The service will provide an effective and accessible method of garden waste collection for the benefit of all householders in the borough who choose to pay a subscription.		
Who is responsible for implementing it?	Newcastle under Lyme Borough Council via the Recycling and Waste Services Team.		
Are there any other functions, policies or strategies that are associated or linked with this one?	Newcastle under Lyme BC's Recycling and Household Rubbish Collection Policy Staffordshire Joint Municipal Waste Strategy National Waste Strategy Newcastle under Lyme B.C. Communications Strategy		

	Newcastle under Lyme B.C. Community Engagement & Involvement Strategy.
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Step 1 : Assessing Relevance (continued)

Is the function likely to be carried out wholly or partly by contractors, partners or community groups?

Yes ☐

No ☒

If yes, what steps did you (or will you) take to ensure that the organisation carrying out the function complies with the council's duties in terms of equality?

In-house services are operated in accordance with the Council's Equalities framework.

Is the above relevant to equality and diversity?

Yes ☒

No ☐

Quick check:

Is the function concerned with people?

Yes ☒

No ☐

Is the function outward looking (i.e. community, employees, partners)?

Yes ☒

No ☐

Does the function involve face to face contact?

Yes ☒

No ☐

Does it include making decisions based on someone's individual characteristics, circumstances or needs?

Yes ☒

No ☐

Is there history of long-established unequal outcomes? (and do you have evidence to prove otherwise?)

Yes ☐

No ☒

Is the function likely to have a significant impact on someone's life, health or well-being?

Yes ☐

No ☒

Does the function link to or support any of the service's (or council's) equality objectives?

Yes ☐

No ☒

If you answered 'No' to all of the above questions move on to Step 5, otherwise please continue

Step 2 : Scoping

Protected Group	Areas of the function that are relevant to the protected groups:	What evidence and information is currently available? ³ <i>(Including results of consultation and engagement)</i>	What further information is needed to support this assess-ment? <i>(and future monitoring and review)</i>
Race and Ethnicity	Language issues around communication of the service Cultural issues	Census data and recent population estimates suggest that the ethnic diversity of the Borough is increasing. Information is collected on the type and frequency of requests for translation of council documents.	There is a potential for service-based consultation/feedback in the future. This would help inform any decision to translate any standard documents.
Age	Physical effort involved in presenting waste containers for collection	Census data and recent population estimates and forecasts show that the population of the Borough is ageing. A list of households where assistance is required is held by the council	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services Work with RSL partners to raise awareness of Councils Assisted Collection Service.
Disability	Physical effort involved in presenting waste containers for collection.	Just over 7,000 residents in the Borough receive disability benefits. 2001 Census data tells us that around 21% of the population (about 25,500 people) have a limiting-long term illness	Information on households that might benefit from assistance that is held by other departments such as Revenues and Benefits, Customer Services.
Gender	No anticipated impacts		
Gender Reassignment	No anticipated impacts		

³ Provide links to the published information where appropriate

Religion and Belief	No anticipated impacts		
Sexual Orientation	No anticipated impacts		
Pregnancy & Maternity	No anticipated impacts		
Marriage & Civil P'ship	No anticipated impacts		
Other issues to consider:			
Rurality	Potential issues for some residents with policy of collections not taking place over land which isn't adopted highway. Council service policy and is to collect from adopted highway only.	Previous experience of collections and staff knowledge show some driveways are particularly long or poorly maintained. Vehicles and staff have been put at risk in the past whilst navigating poorly maintained, unadopted roads/driveways. As part of service change in July 2016, the service policy was amended to reflect this and no longer allows for collections from properties with access via unadopted land. This is in order to manage risks, liabilities and to protect the H&S of staff and council assets.	
Socio-economic Status (incl homelessness)	Potential for residents with lower incomes being unable to afford to subscribe meaning that they will have garden waste that they have no way to dispose of.	The average income for residents in NUL is lower than the national average. The claim rate for certain benefits is higher in some areas of the Borough than the average.	
Contact with Criminal Justice System	No anticipated impacts		

Step 3 : Analysing equality information

Impact :

Start by considering the potential impact in terms of the three aims of the general duty (eliminating unlawful discrimination, harassment and victimisation; advancing equality of opportunity; fostering good relations)

Rating Impact:

High - significant potential impact; history of complaints; no information/evidence available; urgent need for consultation with service users, wider public and/or employees; no mitigating measures in place

Medium - some potential impact; benefits to consulting but not urgent; some mitigating measures in place but no evidence of how effective they are

Low - no identified impact; mitigating measures already in place and effective, function is heavily legislated with little discretion exercised

Protected Group ⁴	Is the function likely to have an adverse impact on any of the groups?	Rate the impact			Future actions that need to be considered to further reduce the impact	Are there any particularly positive impacts of the function
		High	Med	Low		
Race and Ethnicity	It is possible that residents whose first language is not English could struggle to understand the waste collection process and what is required of them in terms of separating their waste and when to present their waste containers.			X	Continue to monitor complaints, satisfaction and requests for translation to determine whether future action will be required.	Clarity of communication processes and materials across every aspect of the service, i.e. use of messages on our vehicles, articles in the reporter and service leaflets.

⁴ For further information about the protected groups, their characteristics and appropriate terminology, please see the SIA Toolkit 'Further Tips and Guidance'

Protected Group ⁴	Is the function likely to have an adverse impact on any of the groups?	Rate the impact			Future actions that need to be considered to further reduce the impact	Are there any particularly positive impacts of the function
		High	Med	Low		
Age & Disability	Older people and people with disabilities who live alone may have problems moving heavy and cumbersome waste containers onto the roadside for collection. <i>An assisted collection service is in place and upon successful application, householders have their waste containers collected and replaced by waste crews from an agreed convenient point. If a property is accessed over unadopted land an assisted collection may be arranged for household rubbish only.</i>		X		An in-cab alerts crews to the addresses which require assisted collections - this is linked to our office-based management software the CRM system. Officers will negotiate with residents whose collection point for garden waste is over unadopted land if an assisted collection is requested, with the aim of seeking a solution which allows them to subscribe.	The assisted collection service enables vulnerable householders to participate in the garden waste scheme should they wish to and be eligible.
Rurality	In the more rural areas of the borough residents with long drives may be reluctant to present their waste containers at the adopted highway for collection. Council policy is that collections should only be made from adopted highways in order to manage risks, liabilities, protect the H&S of staff and council assets.			X		

Step 3 : continued.....Action Planning

Based on the findings established above, what practical actions are recommended to reduce, justify or remove any adverse impact?
These actions should be reflected in relevant service, business and individual work plans.

Action	Lead Officer	Deadline
On-going monitoring of feedback, subscription rates and complaints to determine whether communication methods are appropriate and policies are as required.	Development Officer, Customer Services Manager/Team Lead/Customer Services Champion	Review on a monthly basis.
Monitor the effectiveness of Bartec management system and the ways it can inform service improvements	Head of Recycling and Fleet Services, Bartec Officer	Ongoing
On-going monitoring of the results of service based consultation and feedback to inform service improvements	Head of Recycling and Fleet Services, Operations Manager, Development Officer	Ongoing

Step 4 : Monitoring and Review

How will the impact and effectiveness of this function be monitored?

The effectiveness of the function will be monitored via the actions identified in the plan above.

Next review of the function:

March 2022

Step 5 : Sign off, approval and publication

Signed (completing officer/s)



Date 2019/2020

I have read the Service Impact Assessment and I am satisfied that all available evidence has been accurately assessed for its impact on equality strands. Mitigations, where appropriate, have been identified and actioned accordingly.

Approved (Head of Service/Director)



Date 2019/2020

Please arrange for your SIA to be peer assessed and/or published by emailing it to: jane.sheldon@newcastle-staffs.gov.uk

Appendix 2

Garden waste subscription service terms and conditions

General terms

You agree to pay the Borough Council to collect the garden waste in your garden waste bin(s) for the period of your subscription. In 2021 the cost is £36 for a single garden waste bin and £30 for each extra one at the same address.

The garden waste service will empty subscribed bins every two weeks throughout the year on the same day as your refuse bin, with a two-week (one collection) suspension over the Christmas and New Year period.

The Council reserves the right to suspend collections when circumstances beyond its control mean they can't take place, including serious operational issues, ice, snow and where cold weather freezes waste inside bins. We will do our best to return to make good collections missed for these reasons, but do not guarantee to be able to. No refunds will be available if we are unable to return, or collect on a different day. Our website will contain information where collections are not made.

You understand there are no reductions for subscribing to the service part way through the year.

If you move house within the borough, you may move your subscription to another property. Contact us through our website to arrange this. If you do not tell us of your move we will not empty the garden waste bin, as it will need a sticker with your new address in order to meet our service requirements. We will not empty the bin while you are waiting for the new sticker. However, if you move out of the borough, decide that you no longer need one or more of the garden waste bins, or need fewer garden waste bins at the next property, no refunds will be made. You cannot transfer the subscription to a new occupier of a property that you move out of, or to someone else at another property.

Towards the end of your current subscription period, we will contact you to sign up for the next subscription period. If you do not sign up and make payment by the end of your current subscription period, you will not receive any further collections until a payment has been made.

The Council reserves the right to leave a bin unemptied if it judges the bin to have been unsafe to empty, for example, due to damage or contents.

The only container we will empty garden waste from is a 240ltr wheelie bin with a brown lid – issued by the Council. The bin provided will be clean, but not necessarily new. There is a delivery cost for each bin of £25 (2020/21 Fees and charges) in addition to the subscription charge.

Payment can be made through our website, or by using publicly available PCs at Castle House in Newcastle and Kildgrove Customer Service Centre.

The Council reserves the right to vary the cost of the service but does not offer discounts for part-year bin subscriptions.

If you and a neighbour(s) share a garden waste bin we will only correspond with the person in whose name the subscription is held.

The Council reserves the right to vary terms and conditions at any time.

Collections

Your garden waste bin(s) will be emptied every fortnight on the same week as your refuse bin (except for programmed changes over Christmas and New Year) on your usual collection day unless, other factors such as very bad weather or operational issues stop the service from running. In such circumstances we will endeavour to return to empty your bin as soon as possible.

You will receive your bin sticker within 10 days of subscribing to the service. Please attach the sticker to the body of the garden waste bin. Collections will not start until you have made a payment and put the sticker on. Your first collection will be the one which takes place directly after both these things have happened.

Bins that are not displaying a valid sticker will not be emptied. If your sticker becomes detached or lost please contact the Borough Council through the website or by phone. There will be no refunds while you are waiting for the replacement sticker.

Your garden waste bin(s) should be presented with the lid closed where your property meets the pavement by 6am on the day of collection and returned back to your property as soon as possible after emptying. If you use a collection point because your property is accessed over a private lane or access you must present the bin at the collection point previously agreed for your rubbish bin, which will usually be at the nearest adopted highway. We recommend storing stickered garden waste bins securely, even though they have your address on, as the stickers are valuable.

If you have an assisted collection for your other collection services, one may also be provided for your garden waste. However, we do not guarantee this as the service only collects from wheelie bins and a property must be judged by the Council to be suitable for wheeled bins (for example: not accessed up steps or over deep gravel).

Missed collections

If we are unable to empty your bin because it wasn't presented, it contained the wrong waste, it was too heavy or the waste was compacted or frozen, we will not carry out a return collection and your bin will not be emptied until the next scheduled date. There will be no refunds if we are not able to collect the bins for these reasons. If your bin contained the wrong items, then you must remove them in order for future collections to take place.

If your bin was out on time, was not frozen and contained only the right waste, but was not emptied by our team, please contact us by the end of the next working day. This will then be recorded as a missed collection and a crew should return within two working days. Missed bins have to be reported by the end of the next working day because it allows the truck we use for missed collections to work in a confined zone. This improves our efficiency and helps keep the cost of the service down.

If the crew report that a garden waste bin has the wrong items in it, we will not return before the next scheduled collection. If your bin contained the wrong items, then you must remove them in order for future collections to take place.

If the crew report that the bin was not out when they arrived we will not be able to return until the next scheduled collection day. Please ensure your bin is presented at the edge of your property by 6am. We use on-board cameras to verify whether reportedly-missed bins were presented.

We are not able to take any extra/side garden waste, or to empty bins that are overloaded or too heavy. If the crew report a bin as heavy/overloaded/having a raised lid we will not return until the next scheduled collection. Please ensure the extra waste is removed from the bin so it can be emptied the next time. If you regularly have extra garden waste, why not sign up for a second bin?

Accepted material and contamination

Garden waste bins should only be used for grass cuttings, hedge clippings, weeds, thin branches (2cm diameter or less), plants, prunings and leaves, and these should be placed loose in the bin. You must not use any bags/sacks/boxes or other containers.

Soils, turf, rocks, stones, large branches (over 2cm diameter), sawdust, pet waste, food, or other household waste or recyclables, should not be placed in the garden waste bins. If these items are found to be in the garden waste bins the crews will not empty them.

If crews report bin(s) as contaminated, the contamination will need to be removed in order for the bin(s) to be emptied on the next scheduled day.

If the customer contravenes the terms and conditions, then the service may be cancelled by the Council. In such circumstances there will be no refunds for all or part fees for the remainder of the service period and the bin will be removed

Data Protection

When you sign up to the garden waste service you will be asked to provide your name, address, email address and telephone number. Your data will be stored securely in line with the Data Protection Act. We will use your data to notify you about renewing your garden waste subscription at the end of each year. We may also use your contact details to let you know about service issues, such as snowy weather delays, or when we need to provide council related service updates. If you wish to remove your contact details from our database please contact us.

Cancellation

You have fourteen days from the date you made your payment in which to cancel the service. Requests to cancel the service must be made in writing and sent to Operational Services, Castle House, Barracks Road, Newcastle-under-Lyme, ST5 1BL and you must also return the sticker to us at the aforementioned address. If you have put the subscription sticker onto the bin, please note that no refund will be available.

By ticking the box to confirm that you have read and accepted the terms and conditions you agree to the commencement of the service before expiry of the 14 day cancellation period.

