

**Newcastle under Lyme
Borough Council**

**Recycling, Waste and
Fleet Service**

**Recycling & Refuse Collections Policies
July 2016 onwards**

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Recycling, Waste and Fleet Service

Recycling & Refuse Collections Policies July 2016 onwards

1. Introduction

This policy specifies Newcastle Borough Council's methods for dealing with recycling and refuse collections. The policy has been written to:-

- Support the implications of local, national and European pressures for change to reduce the amount of biodegradable waste that is sent to landfill.
- Address tightening health and safety law. This means moving from manual to mechanical handling operations wherever possible.
- Ensure that the Council maintains safe, economic and efficient recycling and waste collections.

2. Service Charter with Residents

What you should expect of us

- We will be courteous, helpful and polite at all times.
- We will collect containers left out by 6.00am on your appointed collection day and if we fail to empty them, we will endeavour to return and correct this within two working days except where the failure is as a result of weather conditions or in cases of householder error (e.g. bins containing the wrong materials, not presented in the correct location, not presented at the correct time).
- A weekly separate collection of your food waste.
- A weekly collection of separate dry recyclables.
- A fortnightly collection of garden waste from properties with gardens (3 collection / 8 week break over winter).
- A fortnightly collection of residual household waste.
- Repair or replacement of damaged or stolen containers within ten working days.
- Treat collected material in the most economical and environmental manner, in accordance with statutory requirements.
- Recycling/bring bank sites located throughout the Borough for use by local residents.
- Help and advice where required.
- To return containers to safe and convenient location.

What we ask of you

- Use the recycling, garden waste and food waste collection services for as much of your 'waste' as possible – The refuse bin is only for items which cannot be collected through recycling, food waste and garden waste collection services
- Put the correct materials into the appropriate containers
- Ensure your garden waste, food waste, recycling and residual waste are made available for collection by 6.00 a.m. on your scheduled collection day.
- Place your containers at the agreed location
- Please be considerate when parking vehicles, as vehicles blocking or obstructing access make it difficult to make collections and can stop access.
- As soon as possible, following your collection, please return your containers onto your property.
- Please ensure that the lid to your garden waste, food waste and residual waste bin is fully closed when it is put out for collection
- Please do not overfill your container(s) or put heavy objects into your containers or put side waste by your food waste, garden waste or residual waste containers, as they will not be collected.
- Make use of your recycling/bring sites and the Staffordshire County Council Household Waste Recycling Centres.
- Report non-collection or any other complaint regarding recycling/refuse collections, via website, email or 01782 717717. If a return visit is required, a missed collection must be reported on the next working day.

3. General arrangements for the collection of recycling and refuse

Households are notified of their collection dates and times through the provision of a collection calendar. Any planned changes to the standard collection of their recycling and collection service will be notified in the press and on the Council's website at www.newcastle-staffs.gov.uk/recycling

In order to ensure that recycling and waste can be efficiently collected at minimal disruption to all, households must adhere to the following presentation times in accordance with the collection point policy.

- Be presented by 6:00 am on the scheduled day of collection.
- Not be presented any earlier than 6:00 pm on the evening before the scheduled day of collection.
- After collection the container will be returned to the place where it was presented for collection or in the event that this place is not suitable then to a suitable place as close as possible to where it was presented minimising obstruction of the highway.
- Households will be expected to return their empty container back onto their property on the day of collection, by no later than 8.00pm.
- Enforcement action may take place in cases of containers being repeatedly left outside the boundary of the property they were issued to between collections.

4. **Collection Points**

The council has a duty to arrange for the collection of household waste from properties unless the properties are so isolated or inaccessible that the cost of collecting it would be unreasonably high. (Environment Protection Act 1990 s45).

The council may, by Notice require the occupier to place the waste for collection in receptacles of a kind and number specified and may make provision with respect to the size, construction and maintenance and the placing of receptacles for the purpose of facilitating the emptying of them (Environment Protection Act 1990 s46).

Standard designated collection points will be at the boundary of the property. Where the boundary of a property does not border on an adopted highway, containers should be placed adjacent to an adopted highway for collection, irrespective of distance, unless otherwise agreed with the council.

Collection vehicles will not use private roads, tracks or drives serving one or two properties unless it is expedient for the Council to do so, and a local agreement is made with the relevant landowner.

Groups of 3 or more properties liable for council tax, which are served from a shared private road, track, or drive, will be provided with an edge of property collection unless an accessible shared collection point can be located to serve the properties. The Council will seek to collect from as near to the adopted highway as possible in such circumstances.

The use of un-adopted roads, tracks or private drives will only be acceptable to the council when the condition, surface and alignment are suitable. Deterioration of any aspect of the suitability of the private road, track or drive may result in the removal of a local arrangement. In this case a direction would be made requiring waste to be placed at a specified point adjacent to the adopted highway.

Collections of recycling, garden, food and residual waste will be taken in accordance with the service standards from the designated collection point on the designated collection day.

Individual collection arrangements made under the assisted collections policy or difficult to access (both rural and urban properties) and multi-occupancy properties may take precedence in determining the designated collection point and will be subject to review in accordance with the timescales proposed in those policies.

Consideration of each of these premises has to be undertaken on an individual basis, and a usable system proposed.

The policy in respect of these premises proposed is as follows;

1. Any premises that cannot utilise the standard waste collection system will be inspected by an Officer.
2. Bespoke solutions will be implemented in agreement with the Officer, Resident and Ward Councillor as required.
3. Collections of all waste streams will be made at a designated point on the designated collection day.
4. Designated collection points will be at a point next to a highway and may include, end of alleyway, communal refuse compounds.
5. Communal recycling and residual waste systems may be implemented where the Council deems them applicable.
6. Recycling and residual waste collections will be made at all premises.

7. Non-standard collection services will be assessed in view of the new collections policy and where there are changes to services, residents affected will be informed.

5. Designated Containers

All collection containers remain the property of the Borough Council.

Only Newcastle Borough Council approved containers (bins, boxes or sacks) will be emptied.

Recycling and Food Waste Service	Accepted Materials	Container Size
Red box	Metals (cans, tins, foil, aerosols) Plastic Bottles	55ltr
Blue box	Paper Bagged waste electric items of carrier bag size (WEEE) Bagged textiles (clean clothing, household textiles, paired shoes) Bagged household batteries (single use, rechargeable, hearing aid, AA, AAA, C, D and button)	55ltr
Green Box	Clean card (any sort) – folded to fit the box were possible Glass bottles and jars	55ltr
Green outdoor caddy (used to present for collection)	Food waste (raw/cooked)	23ltr
Silver kitchen caddy (used to store waste in kitchen before emptying into green caddy)	Food waste (raw/cooked) – Food waste can be contained within plastic or biodegradable liner	5 or 7ltr
Garden Waste Collection Service		
Brown-lidded wheelie bin	Grass, Leaves Weeds Prunings Cut flowers Hedge cuttings Twigs Small branches	240ltr (or 140ltr upon request)
Compostable/biodegradable sacks provided by Council (provided only at properties unsuitable for wheeled bins)	Grass, Leaves Weeds Prunings Cut flowers Hedge cuttings Twigs Small branches	80ltr
Refuse Collection Service		
Grey-lidded wheelie bin	Plastic packaging Nappies Polystyrene Bagged incontinence pads	180ltr (or 140ltr upon request, or 240ltr upon Officer approval for

	Sanitary waste Tetra pak cartons Emptied stoma bags Urine bags Items not listed as collected by recycling, food waste or garden waste services (excludes bricks, rubble, soil, DIY waste, hazardous materials, commercial waste)	households of 6 or more permanent residents, medical need, or exceptional bespoke circumstances)
Council-logo'd sack (provided only at properties unsuitable for wheeled bins)	Plastic packaging Nappies Polystyrene Bagged incontinence pads Sanitary waste Tetra pak cartons* Emptied stoma bags Urine bags Items not listed as collected by recycling, food waste or garden waste services (excludes bricks, rubble, soil, DIY waste, hazardous materials, commercial waste)	90ltrs

* Tetra paks can be recycled on a limited number of Council provided bring sites.

6. Excess Dry Recycling and Food Waste

Householders can request additional recycling and food waste containers free of charge, subject to the agreed collection point not being deemed unsafe due to the volume of containers presented for collection.

7. Excess Residual Waste – Larger Households / Insufficient Capacity Claims / Health Conditions

Where a household claims that they have insufficient capacity to store their waste in the Council issued container, they will be visited by an Officer who will assist them. If it is shown that the current capacity is still inadequate after careful recycling and composting on a regular basis then,

The Council will assess the quantity of waste produced and:

- If there is excess domestic residual waste and it is determined that maximum recycling is taking place in that household then the Council may provide an additional container.
- Where recycling is not taking place, the Council will write to the householder explaining that an additional container will not be provided and provide further advice on how to maximise recycling.

Larger households (6 persons or more) will not be required to have a waste assessment but will be asked to apply for a larger residual waste container. The householder's use of the additional bin will be subject to review.

A household with excess domestic residual waste due to an occupier having a recognised health condition – requiring the use of incontinence pads, catheters, catheter bags, stoma bags, home dialysis or 'peg feeding' equipment, anal plugs and so on – will not be required to have a waste assessment but will be asked to apply for an additional / larger waste container. The householder's use of the additional bin will be subject to periodic review.

8. Excess Garden Waste

Additional bins are available for garden waste at a charge to residents published annually in 'Fees and Charges'. An initial charge will be made for delivery of additional bins, in addition to the annual collection charge.

9. Excess Waste – Side Waste and Closed Lids

'Side Waste' is extra waste from the household, which is presented bagged, boxed or loose for collection at the side of the container.

Any side waste (residual or garden) left by households will not be collected. A notice will be left on the bin explaining why the waste has not been collected.

Wheeled containers presented with waste that does not fit comfortably within the container and where the lid is ajar will not be collected. A notice will be left on the container explaining why the waste has not been collected.

The householder will be advised to use the Household Waste Recycling Centre/Local Recycling site, or wait until the next collection.

10. Assisted Collections

An 'assisted collection' is the collection of recycling or waste by the collection team from an agreed collection point within the boundary of the resident's property and the return of the container to this collection point following emptying.

An assisted collection scheme is operated for all recycling and waste streams for those persons who are unable to present the waste containers for collection. The demand for this service increases each year and it is reasonably foreseeable that this will increase further. Assisted collections are resource intensive and the increase in provision of this service if not managed will create operational difficulties and increase operational costs.

In order to manage this service the following policy is in place to enable an assessment of the residents' application to be undertaken to determine eligibility and also enable a review of their situation.

- The criteria for assisted collection eligibility will be based on the rules of the 'Blue Badge' scheme for parking and where no able-bodied person is resident at the property. 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. In this last case, the issuing of a badge would be required to be supported by evidence from your GP. 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 granted on the grounds of poor health or disability, particularly where the features of the property magnify the effect of ill-health or disability. The Council would reserve the right to ask for medical evidence if deemed appropriate.
- A formal application for an assisted collection will have to be completed.
- An Officer visit will be made to assess eligibility and suitability for assisted collections for the recycling, food, garden and residual waste collections.
- Duration for assisted collections to be determined by Officer.
- Residents will be required to apply and renew their assisted collection request by means of an application form for re-assessment.
- Non-return of re-applications will lead to removal from the service.
- Provision of the assisted collection service will also be dependent on the property being assessed as suitable to receive the service in accordance with Health & Safety procedures.

11. Medical Waste

The Council does not operate a separate collection of 'clinical waste'. Collections of clinical waste (i.e. waste that is infective and for which antibiotics have been prescribed) can be arranged via your GP or hospital. Waste which includes bodily fluids, or excretions for which antibiotics have not been prescribed can be disposed of bagged, in your ordinary refuse bin, along with nappies, incontinence pads, sanitary waste, dressings, tubing, gloves and so on.

Where a household produces such waste, if it cannot be fitted into the refuse bin, the Council may provide additional refuse capacity upon request. An Officer may contact you for further details in order to ascertain the volume of extra capacity required, and additional bins may be provided on a temporary or permanent basis as appropriate. When the extra capacity is no longer required, the council must be advised, so that the container can be collected. The material collected will only be through 'self-treatment' – i.e. any waste or materials (such as aprons or gloves) generated by a healthcare professional during the course of a domiciliary treatment is considered to be their waste, and must be removed by the health professional.

12. Contamination

A recycling, garden waste or food waste container may be deemed 'contaminated' if it contains contrary material(s). The refuse container may 'contaminated' if it contains waste that could be recycled.

If a recycling container is found to be contaminated prior to collection, it will not be emptied and a notice will be left on the container explaining why the waste has not been collected and the householder advised to remove these items by the next collection. The Council may not return to empty the container prior to the next collection, even if the contrary item has been immediately removed.

If refuse is found to contain items that could be recycled the collection crews will empty the container and leave a notice on the container explaining the situation and the consequences of further occurrences. In the case of individual properties using sacks written notification will be posted through the door of the household.

Where it is established that recycling, garden waste, food waste and refuse containers are repeatedly not being used correctly, enforcement action may commence.

13. Replacement Containers

Householders will be responsible for the safekeeping of container(s) provided to them. Householder should label or mark containers to enable them to identify the container(s) issued to them.

The Council will charge for the replacement residual waste bins unless a lost property reference number is provided or the bin was removed unintentionally during handling by the council. The charge will be subject to annual review and published in the scales of fees and charges. Bins with broken lids and wheels will be replaced or repaired free of charge.

There will be no charge for the replacement of missing or broken garden bins, food waste caddies or recycling boxes.

Collection operatives have a duty to report any damaged containers caused through the operation.

14. Bulky Waste

A chargeable bulky collection service for larger or heavier items is available in the Borough. Charges for the service are published annually in the Fees and Charges. However if the item can be reused the collection will be untaken free of charge. To increase the amount of items that can be recycled and reused, collections are made from within your property. Please leave items inside your home for collection not outside. If any item(s) which are collected can be recycled and reused, they will be provided to people in hardship.

15. Enforcement

The Council recognises that the service requirements contained in this policy will take time to be fully communicated and understood. Consequently the Council has decided to adopt an approach that will offer advice, support and guidance as the first and preferred way to establish this policy. However, the Council is fully aware that resorting to the use of formal powers will be necessary in some circumstances and is committed to seeing such measures applied in an open, reasonable and proportionate way.

Any Enforcement will be undertaken in accordance with the Council Enforcement Policy.