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Refuse and recycling collection operational policies



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Introduction

South Kesteven District Council's Refuse and Recycling Policy aims to ensure that waste and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of residual waste.

This policy document is designed to lay out agreed policies and procedures that are clearly defined, ensuring transparency and maintaining certainty for residents, council members and officers of the district council.

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

Under Section 46(4) of the Environmental Protection Act 1990, the Council has specific powers to stipulate:

- the size and type of the collection receptacle(s)
- where the receptacle(s) must be placed for the purpose of collection and emptying
- the materials or items which may or may not be placed within the receptacle(s)

Any residents not complying with the Council's requirements, as per the Section 46 notification, may be subject to a fixed penalty ticket or other legal action, or a loss of the collection service. It is intended that the policy document will outline how South Kesteven District Council will deliver the refuse and recycling collection service and with appropriate education and support, enforcement should not be required.

Policy 1: Assisted collections

This policy outlines how householders can access the assisted collection service so they can participate fully in the refuse and recycling collection service.

- 1.1 Residents, who are unable to transport their wheeled bins/bags to the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), will be placed on the 'assisted collection' scheme, upon request.
- 1.2 Residents are required to provide information so that a simple application form may be completed. Applications are considered on a case by case basis. Home visits are carried out where necessary.
- 1.3 Assisted collections are subject to the Council being satisfied that service provision is warranted.
- 1.4 Alternative receptacles, for example bags, can be provided on assessment of the needs of the customer as well as to facilitate collection by our operatives.
- 1.5 Residents on the assisted collection scheme will have their wheeled bins/bags collected by a collection operative from an agreed location and emptied into the collection vehicle. Wheeled bins will be returned to the same location.
- 1.6 It is the resident's responsibility to ensure the unobstructed availability of the receptacles ie gates etc are unlocked by 7.30am on the date of collection. If the collection operative is unable to gain access to the wheeled bin/bags they will not be emptied/collected until the next scheduled collection.
- 1.7 If the householder's circumstances change, the resident must inform the Council.
- 1.8 The Council will periodically review the assisted collection register.

Policy 2: Side waste

This policy sets out the types of side waste that the Council will collect and the assistance available for residents to deal with excess waste.

- a) No side waste (refuse)
- b) Presentation of side waste (additional recycling)
- c) Overloaded receptacles
- d) Excess waste

a. No side waste (refuse)

- 2.1 The presentation of 'side' waste (extra waste which is placed next to the black household waste wheeled bin) does not support waste minimisation principles or encourage residents to maximise recycling. Therefore any excess household refuse left beside the wheeled bin will not be collected. It is the residents responsibility to dispose of the excess waste. This includes any excess waste in bin stores.
- 2.2 Residents who are unable to contain their refuse within the household refuse wheeled bin provided are encouraged to recycle as much as possible. If they still have refuse that they cannot contain within their wheeled bin, they may take this waste to their nearest Household Waste Recycling Centre (HWRC), details of which can be found at www.lincolnshire.gov.uk
- 2.3 The Council will provide advice to householders on reducing/recycling their waste upon request, or if issues have been reported via the operational crews or Customer Service Centre.
- 2.4 Should the householder continue to present residual side waste, the Council will take appropriate action as defined in the Education and Enforcement Procedures found in Policy 10.
- 2.5 Exceptions to this policy apply during severe weather conditions and in circumstances determined by the Business Manager for Street Care Services.

b. Presentation of side waste (additional recycling)

- 2.6 The Council encourages households to maximise the presentation of materials for recycling.
- 2.7 Residents who have additional recyclable waste, that exceeds the capacity of their recycling wheeled bin/bags, should present it in clear bags/carrier bags/cardboard boxes and place it next to the wheeled bin//bag for collection. No black bags will be collected.
- 2.8 Additional recyclable materials will only be collected at the discretion of the collection operative. This is on the grounds of health and safety and due to the necessity for it to be safely handled by operatives.
- 2.9 Residents who have extra material on a regular basis can purchase an additional wheeled recycling bin or bags.

c. Overloaded receptacles

- 2.10 Where a wheeled bin is presented and is considered to be overloaded, either by weight or by volume of material, it will be rejected at the discretion of the operatives judgement and not emptied, based on health and safety reasons. The wheeled bin will only be emptied when deemed 'manageable' by the collection crew.

d. Excess waste

- 2.11 Residual waste which cannot be contained within a householder's household refuse wheeled bin can be taken to the Household Waste Recycling Centres details of which can be found at www.lincolnshire.gov.uk
- 2.12 Large items (over 25kg) can be removed by the Council using the bulky waste collection Service (please see Policy 11).

Policy 3: Presenting receptacles for emptying

This policy sets out the manner in which the Council requires waste receptacles to be presented.

- a) Provision of refuse and recycling receptacles
- b) Presentation of refuse and recycling receptacles
- c) Frequency of collections
- d) Properties with access/storage issues

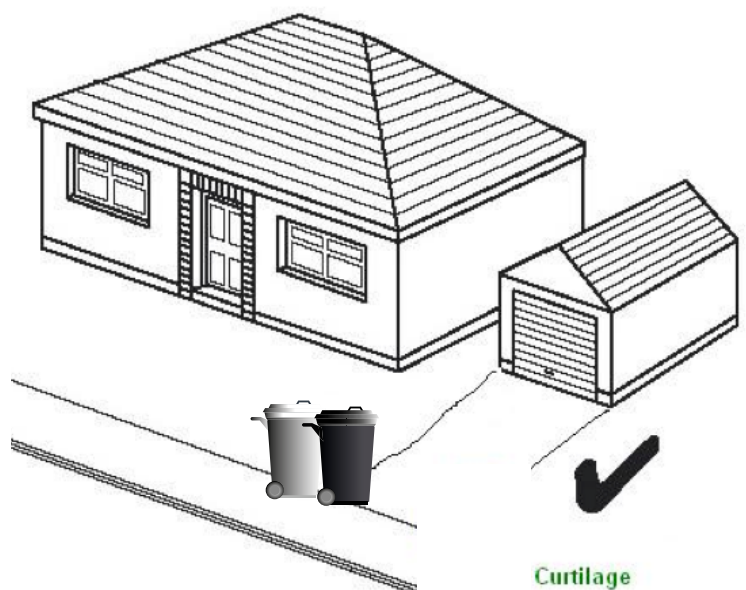
a. Provision of refuse and recycling receptacles

- 3.1 The Council provides differing waste receptacles for the different waste streams.
- a) 240 litre wheeled bins in silver for recycling or 104 clear bags per year .
 - b) 240 litre wheeled bins in black for residual waste or 104 pink bags per year.
- Note: sufficient bags are issued to provide the same capacity as a wheeled bin. (A maximum of four pink bags per collection will be collected, any more will be treated as side waste and not collected). Should residents use the supply of issued bags before the re-issue of new bags, they will be responsible for providing appropriate bags for the remainder of the time.
- 3.2 The allocation of receptacle is dependent on the householders having sufficient capacity to store a wheeled bin off the public highway. It is the district council's preference to provide residents with the wheeled bin service. Should there be insufficient storage for the required wheeled bins then the bag service will be offered.
- 3.3 In areas where individual provision is not always possible or in communal bin store areas the Council offers a number of variations. It is always the preference

of the Council to, where possible, provide individual properties, even flats, with their own set of wheeled bins. The Council works in partnership with planning agents, developers and management companies to ensure that the provision for storage of waste is the most suitable for the residents and the collection process. The Council does not provide 1100 litre (Euro/Business size) wheeled bins. However, following agreed guidelines, the Council will empty such bins as part of their normal collection rounds (please see Policy 9 - relating to communal bin store areas and bins).

b. Presentation of refuse and recycling receptacles

- 3.4 Refuse and recycling receptacles must be presented at the edge of the householder's property closest to the highway by 7.30am, handles towards the highway, and taken back within the property boundary following collection, or as soon as is practical afterwards.



c. Frequency of collections

- 3.5 The collection day will be the same day of the week for household refuse and recycling, on alternate weeks – refuse on one week, recycling the following week.
- 3.6 During Bank Holiday weeks, collections may change. Information about alterations will be advertised through a number of methods including on the Council's website at www.southkesteven.gov.uk, resident publications and local newspapers.
- 3.7 The Council will advise of collection arrangements throughout the year and over Bank Holidays.
- 3.8 Details of collection arrangements will always be made available on the Council's website at www.southkesteven.gov.uk

d. Properties with access/storage issues

- 3.9 The Council will assess properties identified with access or storage issues on an individual basis and each case will be considered on its merits.
- 3.10 Council vehicles are not obliged to travel on private roads or surfaces that do not meet the highway standards. Where these conditions exist, residents will be notified of the collection point and the bins will be collected from and returned to this location. Wheeled bins will not be collected and returned to the houses. **Wheeled bins/bags that are not presented in this manner will be deemed to be not correctly presented and will not be collected.**

Policy 4: Green bin service (garden waste)

This policy sets out the optional garden waste service which is provided by the council.

- 4.1 A separate, chargeable service for the collection of green garden waste is available to householders. Information on how to subscribe can be accessed on www.southkesteven.gov.uk or by calling the Customer Service Centre on 01476 406080.
- 4.2 Garden waste is not permitted in the residual or recycling waste wheeled bins/bags and will not be collected. Householders who do not subscribe to the service must make arrangements to dispose of their own garden waste either by composting or at a Household Waste Recycling Centre.
- 4.3 Garden waste wheeled bins will be collected on a fortnightly basis except during the months of December, January and February when the service reduces to one collection per month.
- 4.4 There is no limit to the number of garden waste wheeled bins which a householder may have.
- 4.5 It is possible to opt-out of the scheme once joined; householders are not required to return the wheeled bin to the Council.
- 4.6 It is possible to opt back into the scheme at any time following payment of the appropriate fee.
- 4.7 If a resident is moving within the administrative area of the Council they will need to inform the Council either at the Customer Service Centre on 01476 406080 or online at www.southkesteven.gov.uk where arrangements will be made to transfer the service to the new property. The householder is required to take the garden waste wheeled bin (and sticker) with them. If the householder is moving out of the administrative area of the Council they should inform the Council using either of the methods above. There is no entitlement to a refund for the remainder of the chargeable period.

Policy 5: Missed bins

This policy sets out the way in which the Council deals with bins logged as missed collections.

- 5.1 A missed wheeled bin/bag collection is logged in one of two ways
- i) reported to the Customer Service Centre on 01476 406080
 - ii) reported via www.southkesteven.gov.uk
- 5.2 A missed wheeled bin/bag is defined as “a wheeled bin/bag not collected and emptied in the correct manner despite meeting the requirements of the Council regarding presentation”. When this happens a return visit will be made to empty the wheeled bin/ collect the bag(s). The wheeled bin /bag(s) will be collected within two working days of the report being made.
- 5.3 Wheeled bins/bags must be presented for collection before 7.30am on the scheduled day, at the edge of the property closest to the highway. No collections will be made before 7:30am unless residents have been notified.
- 5.4 The Council uses a real time monitoring system called Bartec to monitor the collections. All wheeled bins/bags not presented in accordance with the Council’s requirements (Policy 3) will be logged as not out/presented incorrectly.
- 5.5 Wheeled bins/bags logged as not out will not be returned for. The resident should re-present their wheeled bin/bags again for the next collection.
- 5.6 The policy is only triggered by individuals who report their wheeled bin/bags as missed and our internal logging information shows that the wheeled bin/bags were not presented. It is not intended that households will be contacted for not presenting their bin, for example due to insufficient waste in the bin for the resident to feel it necessary to present their bin for collection or due to holidays.
- 5.7 Where there are queries about presentation cases will be considered on an individual basis.
- 5.8 Any missed wheeled bins/bags must be reported within 48 hours of the “miss”. Reports made outside this window will not be accepted.
- 5.9 If access to a road is blocked due to road works or parked vehicles we will automatically return to attempt to empty wheeled bins/ collect bags either later the same day or in the days that follow. We will make a maximum of three attempts to recollect. If we are unable to collect after three attempts, the wheeled bin/ bags will be left until the next collection.
- 5.10 Waste collection crews will “tag” each bin they leave. The tag will describe the reason for the non collection.

Please note:-

Bartec reported non collections / contamination should be accepted as factual. It takes longer to report a bin than it does to collect so there is no incentive for the crew to report available bins as not out or contaminated. Crews will not revisit properties reported under this method.

- 5.5 Wheeled bins/bags logged as not out will not be returned for. The resident should re-present their wheeled bin/bags again for the next collection.

Policy 6: Bin replacement/repair (refuse, recycling and garden waste)

This policy sets out what receptacles the Council provides to residents and how they can replace missing or stolen wheeled bins or have their wheeled bin repaired.

- 6.1 Any requests to provide new wheeled bins (refuse or recycling) for a new build property or due to damage, loss or theft must be made to the Council; either by contacting the Customer Service Centre on 01476 406080 or using the online request service which can be found at www.southkesteven.gov.uk
- 6.2 Residents who cause damage to their wheeled bins (refuse, recycling or green) which cannot be repaired free of charge (due to neglect or intentional damage) will be charged for a new replacement bin. Payment will be taken prior to any replacement being ordered / delivered.
- 6.3 Any damage to wheeled bins caused by the collection crew during the collection process will be rectified free of charge, either by provision of a new wheeled bin or repair to the existing wheeled bin.
- 6.4 Replacement wheeled bins will be delivered to householders as soon as practicable after the payment has been received, but in all cases within 10 working days.
- 6.5 All refuse and recycling receptacles supplied to householders shall always remain the property of the Council.
- 6.6 When householders move home they must leave the refuse and recycling wheeled bins at the property for the new occupant. Garden waste bins should be taken to the new property if within South Kesteven (see Policy 4).
- 6.7 Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles.
- 6.8 For newly built properties from 1 April 2016, either the developer or the builder (if smaller estates or individual properties) will be responsible for the purchase of wheeled bins for the properties they have constructed. If developers fail to make this provision, the resident will be liable for the purchase of the wheeled bins. No collections will be made until such time as wheeled bins, of an approved design and colour, have been purchased. These wheeled bins can be purchased from the Council or can be procured by the developers, provided they are approved for use by the Council. The wheeled bins will become the property of the Council and must be left at the property when residents move out.

Policy 7: Additional recycling/receptacles

This policy outlines how households can purchase additional recycling wheeled bins or clear bags to assist with recycling.

- 7.1 The Council only provides the option to purchase additional recycling receptacles. The Council will not provide additional residual receptacles.
- 7.2 Residents are required to make purchase requests either via the Customer Service Centre on 01476 406080 or via www.southkesteven.gov.uk
- 7.3 A one-off charge will be made for the additional receptacles, along with a delivery charge.
- 7.4 Where it is found that additional receptacles have been acquired by householders (i.e. an additional black wheeled bin) the Council will take measures to empty and remove the wheeled bins. The householder will be flagged on the system to ensure residents do not attempt to order further wheeled bins.

Policy 8: Medical waste provisions

- 8.1 The Council provides a separate collection of medical sharps, providing they are stored correctly in sealed sharp bins. The Council does not provide the containers.
- 8.2 Residents can request a collection of sharps bins via the Customer Service Centre on 01476 406080.
- 8.3 Alternatively, sharps bins will be accepted at the Alexandra Road Depot in Grantham. Sharps may only be presented in sealed containers made for this purpose.
- 8.4 The Council provides additional, marked wheeled bins for residents to store their low-grade medical waste. The waste is collected on a fortnightly basis at the same time as the residual waste (black) wheeled bin.
- 8.5 To request a medical waste wheeled bin, written confirmation of need is required from a qualified person (carer, nurse, doctor), which should include a description of the waste to be collected.
- 8.6 The Council does not provide a service for the removal / disposal of unused pharmaceuticals, which should be returned to a pharmacy.
- 8.7 The low grade medical waste wheeled bins are not for liquid wastes and any wheeled bins containing such wastes will be refused. The resident must make alternative arrangements with their medical practitioner to remove such waste.

Policy 9: Communal bin store/ area collections and provisions

This policy sets out the provisions for refuse and recycling collection within communal refuse storage areas.

- a) Provision of refuse and recycling receptacles
 - b) Presentation of refuse and recycling receptacles
 - c) Frequency of collections
 - d) Properties with access/storage issues
- 9.1 For the servicing of flats/mixed properties, the Council will supply either a bagged service or a wheeled bins service as is deemed suitable.
- 9.2 Should the developer/builder/management agent decide to provide their complexes with 1100 litre bins the Council will, by arrangement, empty these bins.
- 9.3 Where independent developers and or management agencies have placed such 1100 litre wheeled bins within complexes the Council will provide the residents with the requisite bags.
- 9.4 Where residents of flats/mixed properties do not segregate their waste for recycling in an effective manner, the Council will endeavour to work with residents to encourage recycling. If appropriate the Council will use its enforcement powers to achieve improvement in recycling performance from multiple occupancy properties.
- 9.5 The Council will assess the servicing of flats/ mixed properties on an individual basis and cases will be considered on their merits. Property visits and discussions with the relevant management agencies will be carried out where appropriate.
- 9.6 Where there is contamination within the waste on a regular basis the Council will require the management agency/housing association/

landlord to, at their own expense, ensure all non recyclable material is removed in readiness for the next collection.

- 9.7 It is the property management company / residents role to present the bins in a manner that allows for a collection to take place. Where access is not possible due to locked gates etc the wheeled bins/bags will not be collected. Only where damage is caused as a direct result of the collection process will the Council pay for the repair or replacement of the receptacles.
- 9.8 Where bin stores have excess waste blocking access (bags, loose waste, furniture etc), the collection crew will not clean the area. If it is not possible for the collection crew to collect the wheeled bins/bags, they will be left and it will be the responsibility of the management company / residents to dispose of the waste. Any disposal of wastes by residents or landlords should be carried out in compliance with current legislation.
- 9.9 Where a property is part commercial and part residential - for example a public house with living accommodation above or a post office with living accommodation, councils are entitled to charge for collection of all of the waste. The Council will provide for the collection of the household element, but where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent) then the waste will not be collected or a charge will be made.

Policy 10: Education and enforcement procedures

This policy outlines the enforcement procedures for the Waste and Recycling Service. Building awareness and having an educational approach is important to help residents understand their role and assist with improving recycling and operating efficient services. Enforcement activities will be in accordance with the Council's 'enforcement policy' and as such, any enforcement will follow these principles and be used as a staged approach.

- 10.1 All waste must be presented in Council approved receptacles to ensure it can be safely collected from the kerbside (or a position agreed by the Council).
- 10.2 The Council will reject for collection, refuse and recyclables receptacles for the following reasons:
- i) Overloaded wheeled bins (by weight and volume)
 - ii) Wrong receptacle presented e.g recycling wheeled bin presented on refuse week.
 - iii) Wheeled bin is too heavy to lift, due to containing heavy waste e.g construction, DIY or soil waste
 - iv) Contamination of recyclable materials
 - v) Garden waste in residual collection (black wheeled bin or pink bag).
- 10.3 Repeated presentation of residual side waste will be dealt with by the Council in the same manner as contamination of recyclable materials.
- 10.4 Recycling wheeled bins containing major contamination will not be emptied. A note will be added to Bartec to provide information as to the contamination types. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner.
- 10.5 The householder may be given two letter notifications for two separate occurrences of contamination of the recycling wheeled bin, the third incident may result in a notice being served to the householder, under Section 46 of the Environmental Protection Act 1990 and will allow a Fixed Penalty Notice (FPN) to be issued on the next occasion.

Policy 11: Bulky household waste collection

This policy sets out the bulky household waste collection service which is provided by the Council.

- 11.1 The bulky household waste collection service is a chargeable service. A bulky household item is something from inside the house, not garden furniture, sheds etc. Broadly, anything that someone would take with them, when they move out, would be an item falling under this heading. This would not include fixtures and fittings such as kitchens, bathrooms, etc.
- 11.2 The service can be booked on line at www.southkesteven.gov.uk or through the Customer Service Centre on 01476 406080.
- 11.3 When booking a collection the resident will be informed of the day of collection, the Council is unable to specify a time.
- 11.4 The item for collection must be presented by 7.30am on the day of the booked collection. The item must be outside the property, at an accessible place, which is visible from the highway.
- 11.5 An assisted collection of a bulky household item may be organised by contacting 01476 406080 or online at www.southkesteven.gov.uk. All appointments booked for an assisted bulk household collection are subject to alteration due to the operational requirements of the job. Each assisted bulky household waste collection will be assessed on its individual merits.
- 11.6 If the item is not presented on the booked collection day, the collection will be logged as failed and the householder will need to rebook the service and incur a further charge. Notification by the driver will be left at the address to inform the householder that a collection has been attempted but the item was not accessible.
- 11.7 The facility to cancel a bulky household waste collection and receive a refund is accessible until 12pm on the day before collection is due (Friday for a Monday collection). Any cancellations after this time will not be refunded.
- 11.8 The Council will suspend the bulky household waste collection service during Bank Holiday periods. The Council also reserves the right to cancel the service during the Christmas period and in cases of severe weather.
- 11.9 For collections of garden related materials, an appointment can be made for a supervisor's visit. The supervisor will determine if a collection can be made and at what cost to the householder. Should the householder agree, payment may be made to the call centre and an appointment made for the collection to take place.
- 11.10 Building materials, and soil will not be collected.

Policy 12: Severe weather

In the event of severe weather, when snow, ice, floods or other conditions disrupt waste and recycling collection services, the following general principles will apply.

- 12.1 The Council will try to maintain services if they can be performed safely. For example from a gritted road or another area assessed as safe by the collection vehicle driver. Among key factors that apply are: road conditions, access past parked cars, risks to public or crews.
- 12.2 The condition of the roads in terms of the district as a whole will be assessed by the Business Manager for Street Care Services. A decision will be made by 9am as to whether normal collections will be attempted; thereafter hourly reassessments will be made until 2pm.
- 12.3 Should it be necessary to suspend the service staff will be re-deployed where appropriate, initially to assist the Supported Housing Section and thereafter to assist Lincolnshire County Council in the discharge of their duties i.e. gritting pathways and clearing snow.
- 12.4 In cases of flood, staff will assist in the provision of sandbags in line with the Council's Sand Bag Policy.
- 12.5 Suitable personal protective equipment will be provided as necessary.
- 12.6 Additional information regarding collections
 - bulky waste collections may be suspended to maintain main services.
 - depending on the duration of any such event, extra waste will be accepted alongside containers. Side waste presented with the black bin will be removed or additional sacks with the bagged collection, recycling in carrier bags, pedal bin liners or boxes will be accepted with the recycling collection (but not in a black bag).

Policy 13: Additional capacity for large families

This element of the policy outlines how households of five or more people can request additional residual and/or recycling wheeled bins to assist with recycling or disposing of their waste. It should be noted that this policy relates to single family units and not houses in multiple occupancy where other arrangements are in force.

- 13.1 Where a household produces excess residual waste which cannot be accommodated in a 240 litre wheeled bin collected on a fortnightly basis and arises from a large number of persons permanently residing in the house the provision of additional capacity will be considered.
- 13.2 A larger household is considered to have five or more people residing on a permanent basis. This will be subject to a charge.
- 13.3 Residents are required to complete an application form. Where additional capacity is granted additional recycling capacity will take precedence.
- 13.4 Additional recycling wheeled bin capacity will be provided free on request for households with five or more occupants, or where there is other demonstrable need.
- 13.5 Additional refuse and recycling wheeled bin capacity are subject to the Council being satisfied that service provision is warranted following approval of the request by the Council.
- 13.6 The Council will periodically review households who have additional wheeled bin capacity.

Policy 14: Provision of smaller bins

- 14.1 We will offer an alternative bin size by way of a 140litre or 180litre (decision on actual size to be agreed). Both of these sizes (140 and 180litre) are almost the same height as the standard bin but have a smaller footprint. Obviously with smaller capacity, these bins are lighter and easier to manage for some customers, whilst, as they are the similar height as existing bins, they are no different for the collection crews to load on the lifting equipment on the vehicles.
- 14.2 Smaller bins will be issued, on request, to those who feel the capacity will be sufficient for their needs. This will be a “one off” arrangement, unless a new occupant takes over the property. Residents will not be allowed to keep changing bin sizes.

Policy 15: Commercial / trade waste collections

- 15.1 A commercial / trade waste collection service will be offered to businesses in South Kesteven.
- 15.2 The service will be available to all schools, parish, church and village halls as well as small and medium sized businesses.
- 15.3 The service will be available at an agreed charge, based on frequency, numbers of bins and number of collections.
- 15.4 The collections, where possible, will be co-mingled with domestically generated waste but may, where required by frequency of collection, be collected by a separate, designated vehicle.
- 15.5 The service will be based on wheeled bin collections but will be customer focussed in that bag collections may be available to those customers with insufficient storage capacity for wheeled bins.
- 15.6 Churches and other places of worship (as opposed to church halls and associated offices) will still get 1 x 240litre recycling and 1 x240litre refuse bin free of charge.
- 15.7 Free waste collection services to non domestic properties will cease. Non customers, using a domestic wheeled bin, will have that bin removed.
- 15.8 It is proposed that, providing there is sufficient demand, a recycling collection service will also be available to those businesses who wish to take advantage.

