

## APPENDIX ONE

# REFUSE AND RECYCLING COLLECTION POLICIES



## Refuse & Recycling Collection Policy

Rossendale Borough Council operates an alternate weekly collection service for general waste & recyclable materials. This policy document is designed to lay out agreed policies and standards that are clearly defined so as to avoid any uncertainty both for residents and officers of the council

### Frequency of collection for all receptacles

The council will empty all receptacles provided by the council once every 2 weeks. These receptacles must be placed at the designated collection point by 7am on the day of collection. These are as follows:-

- Green Bin for domestic waste
- Brown Bin / Bio-degradable sack for garden waste
- Blue Bin / Blue Bag / Box for dry recyclables (glass, cans & plastics)
- Grey Bin / White Hessian sack / Box for Paper & Cardboard

Receptacles should not be out for collection more than 24 hours prior to collection day.

The collection day will be the same day of the week for all receptacles. In most cases the Green Bin will be collected one week and the Brown Bin / Blue Bin / Grey Bin will be collected the next week.

### Domestic waste

Domestic properties of five or less people are entitled to one wheeled bin container for domestic waste only, those properties of six or more people can purchase a 2<sup>nd</sup> container for domestic waste. If the permanent household size changes to below 6 then the resident must notify the council.

The policy to charge for new residual waste bins was established some years ago, however all recycling receptacles are offered free of charge.

Residents requesting a 2<sup>nd</sup> Green wheeled bin need to fill in a form demonstrating that they meet the criteria above. NEAT Officers will conduct a waste audit ensure that the household meets the criteria and are recycling the correct items. If satisfied with the results of the waste audit then a second bin will be delivered with a different coloured lid upon receipt of payment for the purchase of the additional bin.

New multi occupancy properties can be supplied with a larger wheeled bin container for domestic waste (1100 litre capacity at a cost to the developer, owner or landlord of the property). Prices may fluctuate depending on the market value at the time.

In specific circumstances, black plastic sacks may be supplied as an alternative but not in addition to wheeled bin containers for domestic waste. These are supplied to properties that have physical barriers that prevent a wheeled bin container from being safely handled to the required collection point.

## **Organic waste for composting**

The Council will supply a Brown wheeled bin / bio-degradable bags for garden waste free of charge to residents on request, as long as there is the sufficient space to store the bin within the curtilage of the property. A second brown bin is available upon request.

## **Dry Recyclables (glass, cans & plastics)**

The Council will supply a blue recycling bin / blue bags for dry recyclables free of charge on request as long as there is the sufficient space to store the bin within the curtilage of the property. A second blue bin is available upon request.

## **Paper & Cardboard**

The Council will supply a white re-useable Hessian sack or box for the collection of paper & cardboard free of charge. Additional white Hessian sacks will be supplied on request.

We are currently piloting the use of grey wheeled bins for the collection of paper and card. Once the pilot is completed and the findings have been evaluated we will report the findings to members.

## **Repair or Replacement of Waste Containers Domestic, Recycling and Organic Waste**

Any wheeled bin container or recycling box that is damaged or destroyed during the collection process will be repaired or replaced by the Borough Council free of charge.

Any wheeled bin container designated for domestic waste that is damaged, destroyed or stolen by anyone else must be repaired or replaced at a cost to the occupier of the property.

The Council will replace all receptacles which are designated for the collection of recyclable materials free of charge.

## **Collection of Waste Containers Domestic, Recycling and Organic Waste**

All receptacles must be available for collection at the designated point from 7am on the day of collection.

The lids on wheeled bins need to be properly closed. Any unofficial receptacle not authorised by the council cannot be emptied.

Information will be provided to residents notifying them of any change to collection days. Information about collection arrangements for bank holidays are included on the yearly calendars.

### **Collection Points**

The Council will place properties onto a collection point in consultation with Council members and effected residents. Collection points would be considered for the following reasons:

- In the course of carrying out service improvements
- Where Health and Safety issues are identified which may affect residents and/or staff.
- Where damage is being caused to either council vehicles or residents property.

### **Assisted Collection Scheme**

Residents who consider they are unable to move a wheeled bin container, sack or recycling box to the required point of collection, may ask to be placed on an 'assisted collection' scheme.

Each application will be assessed on a case by case basis against a set of criteria and may involve a home visit. There will also be a review of each application every 2 years or if there is a specific need.

### **Domestic Side Waste Policy**

As of 1<sup>st</sup> October, 2007 excess domestic waste (side waste) left for collection (in any type of receptacle i.e. bin bags / boxes etc) not wholly contained within the green bin will not be collected.

A list of alternative options for dealing with side waste will be available to residents. Where side waste problems arise, the NEAT team will investigate, and enforcement action will be taken where appropriate evidence is found.

### **Contaminated bins and boxes**

As of 1<sup>st</sup> October, 2007 the council will not accept cross contaminated bins e.g. domestic waste in recyclable bins. Each receptacle has a designated usage e.g. blue bin for glass cans and plastics.

If a recyclable wheeled bin / box / bag is contaminated it will be noted by the refuse crew and a sticker left on the bin. On the first occasion the resident can contact the operational depot and request the bin to be emptied. If the resident contaminates the bin for the third time, enforcement action will be taken.

## Non Presented Bins

Definition: A bin which is not available for collection on right day and/or is not available for collection when the crew is on their street. This is an unjustified complaint.

## Missed Bin(s)

The council aims to return for all justified missed bin collections within 24 hours. There may be exceptions to this from time to time.

## Impaired Access

If for any reason vehicles have limited access e.g. parked cars, road works, deliveries, road / weather conditions or remote locations the council will re-visit the property on the same day. If it is not possible to collect we will return once more within 24 hours. In the case of persistent problems consideration will be given to collection points.

## Clinical Waste

Current Definition: Clinical waste is defined in the Controlled Waste Regulations 1992. It means any waste which consists wholly or partly of:

- human or animal tissue;
- blood or bodily fluids;
- excretions;
- drugs or other pharmaceutical products;
- swabs or dressings; or;
- syringes, needles or other sharp instruments; which unless rendered safe may prove hazardous to any person coming into contact with it.
- any other waste arising from medical, nursing, dental, veterinary, pharmaceutical or similar practice, investigation, treatment, care teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it.

There are proposed changes to the legislation defining clinical waste which may result in changes to the above categories. On receipt of the new definitions, we will carryout a review of the policy to ensure compliance and alter our procedures accordingly. Clinical waste is collected from individual domestic properties free of charge by the council. There will also be a review every 2 years or if there is a specific need.

## Charges

Charges will be reviewed on an annual basis and are likely to increase in line with changes in the Council's cost base.

