

**APPENDIX TWO**  
**REFUSE AND RECYCLING COLLECTION**  
**PROCEDURES (A)**

## **Refuse & Recycling Procedures**

Rossendale Borough Council operates an alternate weekly collection service for general waste & recyclable materials. This document sets out the procedures that will be followed in order to ensure the policies are carried out.

### **Collection of receptacles**

Information will be provided to residents notifying any change to collection days. Information about collection arrangements for bank holidays are included on the yearly calendars. The council operates an alternate weekly collection of domestic waste and recyclable materials.

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

These receptacles must be available at the designated point of collection by 7am on the day of collection. Receptacles must not be placed out for collection more than 24 hours prior to collection day. Each property is entitled to a collection of 240ltr of general waste, and up to 720ltr of recyclable materials.

If one refuse collector cannot easily move the bin, it will not be emptied. Overloaded bins can cause injury to refuse collectors and damage the collection vehicle. Wheeled bins should be presented with the handles pointing towards the road with the lids firmly closed to avoid spillage and any health and safety issues. **Side waste will be collected immediately following Christmas but at other times only the bin itself will be emptied.** Any rubbish left beside the bin will not be collected.

### **Receptacles**

On receipt of payment for a domestic waste bin, we will endeavour to deliver the bin within 10 working days. All recycling bins will be provided free of charge. All bins are available for collection from the Henrietta street depot.

Where there are 6 or more residents in one household, a 2nd Green wheeled bin can be requested. The resident must complete a form demonstrating that they meet the criteria. The NEAT team will conduct a waste audit to ensure that the household meets the criteria and are recycling the correct items.

If satisfied with the results of the waste audit and on receipt of payment a second bin will be delivered with a different coloured lid we will endeavour to deliver the bin within 10 working days.

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.

### **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 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.

All receptacles must meet the council's specification in order to comply with health and safety regulations. Receptacles which are deemed to be non compliant will not be emptied. The Council will replace all receptacles which are designated for the collection of recyclable materials free of charge.

### **Collection Points**

Where operational management highlight collection problems a collection point may be established in consultation with members and residents. This process will be managed by the NEAT teams who will take into consideration the points below.

- Health and safety, vehicle damage, impaired access, reasonable and practicable.
- Introduction of recycling collections.
- Distance and terrain
- Number and type of bins required

No side waste or bulky items will be removed from collection points by refuse crews on the day of collection.

## **Assisted Collection Scheme**

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

The resident will be required to complete an application form, and prove that no able bodied person can place the receptacle at the designated collection point. The resident will initially be placed onto our 'assisted collection' scheme for a period of 3, 6 or 12 months.

Residents on the 'assisted collection' scheme will have their wheeled bin container, plastic sack or box collected from a mutually agreed location, emptied onto the collection vehicle and then returned to that same location. If circumstances change, the resident must inform the Council. There will also be a review every 2 years or if there is a specific need.

## **Domestic Side Waste**

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.

Any side waste left out will be placed into the wheeled bin, and a sticker will be attached explaining why the extra waste has not been taken.

Any waste left beside a wheeled bin will be searched for evidence by the NEAT team and the relevant action taken.

Enforcement action will be based on a 'three strikes and your out' criteria.

From October 2007 if a resident does not comply with council policy the following action will be taken:

1<sup>st</sup> incidence - letter warning of failure to adhere to policy – Details will be recorded.

2<sup>nd</sup> incidence – NEAT officer visits and appropriate advice is given e.g. extra recycling receptacle issued, waste audit conducted etc. The 2<sup>nd</sup> warning letter is issued. Details will be recorded.

3<sup>rd</sup> incidence - NEAT officer

Failure to continue to comply with the policy or non payment of fixed penalties may result in prosecution.

## **Contaminated bins and boxes**

As of 1<sup>st</sup> October, 2007 the council will not empty 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.

Supervisors advise NEAT officers the first time they are aware of a household with a contaminated bin, which will be emptied on the 1<sup>st</sup> occasion. The crew will attach a sticker which telling the resident what course of action they must take the bin is then taped closed. The householder will be required to contact the depot to request the bin to be emptied. NEAT Team will send letters to residents.

2<sup>nd</sup> time contamination as above, but we will endeavour to visit the property and speak to the occupier.

3<sup>rd</sup> time, as above, FPN issued, bin – any subsequent contamination will result in FPN.

If possible a contaminated recycling bin / box / sack will be emptied leaving the contaminated items behind, and a sticker being placed upon the bin / box / sack.

### **Non Presented Bins**

A bin which is not presented for collection on the right day and/or is not available for collection when the crew is on their street will not be collected. Residents will be informed they must arrange to empty the bin themselves.

### **Missed Bin(s)**

If a bin or box is not out for collection this information is recorded by the driver on the round sheet. If a bin or box is not recorded on the round sheet and the resident reports it as not being emptied before 4.00pm the crew will go back and empty the bin, this will either be that day or the following working day depending on resources.

### **Impaired Access**

If for any reason we are unable to access properties 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 not possible we will return within 24 hours. In the case of persistent problems consideration will be given to collection points.

If a bin cannot be emptied due to inconsiderate parking we will revisit the property the same day, should it still not be possible to collect, we will return the next day. This information will be recorded on the round sheets. When possible crews will be expected to pull the bins to the refuse vehicle and empty them, however crews will not be expected to return the bins to the properties.

To reduce the interference of parked cars the Council have adopted the following policy in conjunction with the police.

1<sup>st</sup> offence – A council officer will visit and issues letter warning of inconsiderate parking – dates recorded on spreadsheet.

2nd offence – A council officer will visit again and issues 2<sup>nd</sup> warning letter of inconsiderate parking - details recorded on spreadsheet.

3rd offence - A council officer will refer the case to the police with dates of past incidents. The resident will receive a fixed penalty notice for inconsiderate parking.

## **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 carry out 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 be a review every 2 years or if there is a specific need. GP's notify the authority of the need for a collection giving details of address etc and collections are made

Yellow bags are provided to the resident and what ever number are put out for collection the same number of replacements are left

Clinical waste is taken to an incinerator for disposal

## **Charges**

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

## **Enforcement Action**

Enforcement action will be based on a 'three strikes and your out' criteria.

If a resident does not comply with council policy the following action will be taken:

1<sup>st</sup> incidence - letter warning of failure to adhere to policy – Details will be recorded.

2<sup>nd</sup> incidence – NEAT officer visits and appropriate advice is given e.g. extra recycling receptacle issued, waste audit conducted etc. The 2<sup>nd</sup> warning letter is issued. Details will be recorded.

3<sup>rd</sup> incidence - NEAT officer / Police officer will issue a fixed penalty notice

Failure to continue to comply with the policy or non payment of fixed penalties may result in prosecution.