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Legislation

Under the provisions of the Environmental Protection Act, 1990, the Joint Waste Team are working in partnership covering the Chiltern and Wycombe Areas within Buckinghamshire. They are classed as the Waste Collection Authority, and as such, under section 45 (1), have a statutory duty to collect household waste from all domestic properties in the Chiltern and Wycombe Areas. Under section 46(4) of the Act, the Council have specific powers to stipulate:

- The size and type of the collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collecting and emptying
- The substances or articles which may or may not be placed within the receptacle(s)
- The frequency of collection(s)

Waste policies are developed in order to provide clarity on the collection service provided, with information on what residents can expect to happen and what they need to do to use the service. The development of waste policies will be based on legislative requirements, contractual specifications and Health & Safety requirements.

Waste Collection Eligibility

This document refers only to “household waste” as defined by The Controlled Waste Regulations 2012.

Policy 1a – Collection containers for “Standard” low rise individual properties

All low rise properties across the Chiltern and Wycombe areas, who are not part of a communal development, will have access to recycling, food waste and residual waste collections. For most standard low rise properties, such as houses, bungalows etc., the following containers have been provided:

Standard Residual Waste:

- 1 x 180 litre black wheeled bin - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in this wheeled bin.

Standard Recycling:

- 1 x 240 litre blue wheeled bin - for recycling including mixed plastics, metal cans and tins, glass bottles and jars and liquid food and drink cartons
- 1 x 55 litre green/black box (for paper and cardboard)
- 1 x 70 litre red disposable textile bag
- 1 x 1 litre clear battery bag

Standard Organic Waste:

- 1 x 240 litre green wheeled bin for green garden waste. (This is a paid for annual subscription service within the Chiltern Area, see Policy 3).
- 1 x 23 litre brown food waste bin

Households of Multiple Occupation

Households of Multiple Occupation (HMO’s) will have access to the above containers and will be subject to all the same requirements for additional containers as they pay the same council rates as standard properties.
Mixed Hereditament Properties/Flats above shops
Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be treated as standard properties as set out in Policy 1a. In exceptional circumstances, they may require the ‘Single Use’ container collection service set out in Policy 1c.

The containers provided must not be used to dispose of commercial or business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act, 1990.

In 2013, all suitable properties were provided with the above mentioned containers by the Council. Replacement of existing containers or new containers will be subject to agreed charges.

For full details of container volumes and numbers see table 2, Policy 7.

Policy 1b – Collection containers for “Modified” low rise individual properties

Some low rise properties across Chiltern and Wycombe areas are not suitable for a wheeled bin collection. This may be due to:

- Properties not having room to store the necessary containers
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection

In these circumstances the following containers are available:

**Standard Residual Waste:**

- 104 x Purple disposable sacks a year - Only waste produced by a household on a normal day to day basis that cannot be recycled should be placed in these sacks and only four sacks per fortnight will be collected.

**Standard Recycling:**

- 2 x 45 litre blue reusable bags - for recycling including mixed plastics, metal cans and tins, glass bottles and jars and liquid food/drink cartons.
- 1 x 55 litre green/black box (for paper and cardboard)

**Standard Organic Waste:**

- 2 x 70 litre green reusable bags - for green garden waste. (This is a paid for annual subscription service within the Chiltern Area see Policy 3)
- 1 x 23 litre brown food waste bin

Where residents only have room for one wheeled bin, priority will be given to the provision of a black residual waste bin.

The Council will advertise on their websites when the next supply of purple sacks is due to be delivered to modified households. If householders do not receive their supply during this delivery timescale, they must report it to the Council within 6 weeks after this period in order to receive their replacement supply.
In 2013, all suitable houses were provided with the above mentioned containers. Replacement of existing containers or new containers which are not noted as “single use” will be subject to agreed charges.

For full details of container volumes and numbers see table 2, Policy 7.

**Policy 1c – ‘Single Use’ Container Collection**

Within the Chiltern and Wycombe Areas there are a number of domestic properties where returnable containers left out for collection are not suitable. These areas tend to be busy high street areas where a box or bag may block the pavements for pedestrians. In these circumstances the following containers are available:

**Standard Residual Waste:**

- 104 x Purple Disposable sacks a year - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks and only four bags per fortnight will be collected.

**Standard Recycling:**

- 52 x blue disposable sacks a year - for recycling including mixed plastics, metal cans and tins, and liquid food and drink cartons. Glass cannot go in these sacks
- 52 x green disposable sacks a year - for paper and card

**Standard Organic Waste:**

- 1 x 23 litre brown food waste bin

For full details of container volumes and numbers see table 2 Policy 7.

The Council will advertise on their websites when the next supply of sacks is due to be delivered to households with the ‘single use’ containers. If householders do not receive their supply during this delivery timescale, they must report it to the Council within 6 weeks after this period in order to receive their replacement supply.

In 2013, all suitable houses were provided with the above mentioned containers. Replacement of existing containers or new containers which are not noted as “single use” will be subject to agreed charges.

**Policy 2 - Communal collections (i.e. flats, and house with shared waste storage)**

The Council provide an alternative collection service for blocks of flats or properties with shared waste storage facilities.

Each of these properties has had its residual waste and recycling needs assessed and have been provided with the correct number of containers to store the waste generated.

Provision of recycling, food waste, and garden waste collections from flats is subject to capacity and configuration of the pre-agreed collection area.
Containers
In most cases, shared bin areas will be provided with 1100 litres 4 wheeled bins, although 660 litre/360 litre/240 litre bins may be provided, if this is more appropriate. The number and type of bins provided will be dependent on the number of properties and size of storage space available. However, if there is limited storage space, priority will be given to residual waste bins.

Where wheeled bins cannot be provided, purple disposable sacks will be delivered and provided to residents, as detailed in Policy 7. However, purple sacks will not be provided where residents in communal dwellings have bins.

Collections
The frequency of collection for communal collection properties will be as per Policy 6, although residents will not be informed of a specific day. Containers must be accessible for collection 7 days a week.

No waste or recycling left outside or around the bins will be collected. This includes, but is not limited to, large bulky items, excess waste or recycling. It is the responsibility of the residents or managing agents to remove these items, to enable collections.

Where a bin is not accessible due to loose waste, recycling, or bulky items, the bin will not be emptied. It is the responsibility of the residents or managing agents to remove these items. The bin will then be emptied on the next scheduled collection day if the bins are accessible. Requests to clear bins or collection areas will be treated as a private works, and will be subject to availability and be chargeable.

All bin areas must be accessible by crews; if they need to be locked, ideally the lock will open with a standard fire brigade key (i.e. FB11). It is the responsibility of the managing agent or residents to ensure the Council is informed or provided with any keys or codes to access locked bin stores.

Contaminated Bins
If a communal collection bin is contaminated with the wrong material it will not be emptied. It will be the responsibility of the residents or managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day.

Only items detailed in Policy 16 will be collected.

Chute collections
A limited number of flat blocks have chute collections which are collected twice per week. All waste must be put down the chute for collection and contained within the chute bags. Excess waste or recycling which is outside or around the bins will not be collected.

Policy 3 – Chargeable Garden Waste Collections – Chiltern Area
The Chiltern Area does not provide a free garden waste service. All garden waste collections are chargeable as part of an optional subscription based service. A second garden waste bin or additional garden waste bag may be requested and paid for but these will be subject to operational capacity.

An annual subscription is available and will cover 25 collections a year. Garden waste collections will be suspended for two weeks during the Christmas/New Year holiday period as advised by the Council. Annual subscriptions will be based on a rolling 12 months from the time of subscription. Once payment has been received from a new customer we will aim to deliver the bin / bags within 28 days. A
confirmation letter, subscription sticker and the terms and conditions will be sent to customers within 28 days of payment. During periods of high demand, we waive the right to deliver within this timescale.

Garden waste collections will be made on a fortnightly basis and a valid subscription sticker must be displayed on the top of the bin or on the reusable bags to ensure collection. Bins or bags without a valid subscription sticker may not be emptied, and collection crews will not return until the next scheduled collection day. This collection will count as part of the annual subscription. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day. This collection will also count as part of the annual subscription. We will aim to provide 25 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the subscription is not renewed after a year, collections will cease and the containers may be removed from your property without prior warning.

A second green bin is available at a higher charge, is subject to capacity and will cover 25 collections a year.

The cost of the service is reviewed annually and the latest prices along with Terms and conditions can be found on the Council website

**Communal collections**
Communal collection properties in the Chiltern Area will be offered a chargeable garden waste collection service on an individual basis. Where possible, individual addresses will be provided with the standard service and charges.

**Policy 4 – Non Chargeable and Chargeable Garden Waste Collections – Wycombe Area**

**Non chargeable garden waste collections**
Residents in the Wycombe Area receive free at point of collection garden waste service, for the first bin or first two reusable bags. Garden waste collections will be made on a fortnightly basis but will be suspended for two weeks during the Christmas/New Year holiday period as advised by the Council. We will aim to provide 25 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day.

**Chargeable garden waste collections**
A second garden waste collection is available at a charge, is subject to capacity and will cover 25 collections a year. Extra containers will be provided for collection on the same day as non-chargeable garden waste collections. Garden waste collections will be suspended for two weeks during the Christmas/New Year holiday period as advised by the Council.

Garden waste collections will be made on a fortnightly basis. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day.

Annual subscriptions for the second bin or additional bags will be based on a rolling 12 months from the time of subscription. Once payment has been received for the additional containers, we will aim to deliver the bin / bags within 28 days. A confirmation letter, subscription sticker and terms and conditions will be sent to customers within 28 days of payment. During periods of high demand, we waive the right to deliver within this timescale.
Garden waste collections will be made on a fortnightly basis and a valid subscription sticker must be displayed on the top of the second bin or on the additional reusable bags to ensure collection. Bins or bags without a valid subscription sticker may not been emptied, and collection crews will not return until the next scheduled collection day. This collection will count as part of the annual subscription. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day. This collection will also count as part of the annual subscription. We will aim to provide 25 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the subscription is not renewed after a year collections of the additional containers will cease and the containers may be removed from your property without prior warning.

The cost of the service is reviewed annually and the latest prices can be found on the Council website.

**Policy 5 – Exemptions from the standard service**

To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

- All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin
- There is no rear or side access to the property and the useable front area is too small to accommodate or store the necessary containers
- The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins
- The bins would have to be wheeled through the house to the collection point
- Properties not having room to store the necessary containers
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection

Where properties have space for one wheeled bin, then a residual waste bin will be delivered and collected fortnightly. Recycling and garden waste bins are not permitted if a resident does not have a residual waste bin.

Street scene aesthetic concerns will not be classed as a reasonable exemption from the provision of wheeled bins. Where space is available at the front of the property wheeled bins must be used, or at the rear of the property if the road access for the collection vehicle is situated at the rear of the property, as agreed by the Council.

**Policy 6 – Collection Frequency**

The Council will collect as per the table below:

<table>
<thead>
<tr>
<th>Waste and Recycling</th>
<th>Standard rise</th>
<th>Low Rise Modified Low Rise</th>
<th>Single Use Container Collections</th>
<th>Communal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residual waste</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
<td>W</td>
</tr>
<tr>
<td>Mixed Recycling</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N*</td>
</tr>
<tr>
<td>Paper and Card</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N*</td>
</tr>
<tr>
<td>Food Waste</td>
<td>W</td>
<td>W</td>
<td>W</td>
<td>W*</td>
</tr>
</tbody>
</table>
### Joint Waste Services

<table>
<thead>
<tr>
<th>Waste Type</th>
<th>Frequency 1</th>
<th>Frequency 2</th>
<th>Frequency 3</th>
<th>Frequency 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garden Waste</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
</tr>
<tr>
<td>Textiles</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
</tr>
<tr>
<td>Batteries</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
<td>F/N</td>
</tr>
<tr>
<td>Health Care Waste</td>
<td>W**</td>
<td>W**</td>
<td>W**</td>
<td>W**</td>
</tr>
<tr>
<td>Sharps</td>
<td>Upon Request**</td>
<td>Upon Request**</td>
<td>Upon Request**</td>
<td>Upon Request**</td>
</tr>
</tbody>
</table>

*Table 1 – Collection frequencies (F/N – Fortnightly, W – Weekly)*

**Where facilities exist**  
**Following successful application for collections**

### Policy 7 – Container Provision

The table below outlines the containers which are available to households in Chiltern and Wycombe:

<table>
<thead>
<tr>
<th>Table 2: Container Provision overview</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard low rise</strong></td>
</tr>
<tr>
<td><strong>Modified solution Low Rise</strong></td>
</tr>
<tr>
<td><strong>Single Use solution Container Collections</strong></td>
</tr>
<tr>
<td><strong>Communal</strong></td>
</tr>
<tr>
<td>Residual waste</td>
</tr>
<tr>
<td>Mixed Recycling</td>
</tr>
<tr>
<td>Paper and Card</td>
</tr>
<tr>
<td>Food Waste</td>
</tr>
<tr>
<td>Garden Waste***</td>
</tr>
<tr>
<td>Textiles</td>
</tr>
<tr>
<td>Batteries</td>
</tr>
<tr>
<td>Health Care Waste</td>
</tr>
<tr>
<td>Sharps</td>
</tr>
</tbody>
</table>

*Where facilities exist*  
**Following successful application for collections**  
***Chargeable service restriction apply (See policy 4 and 5)
Joint Waste Services

Policy 8 – Additional waste and recycling capacity

The containers set out in policy 1 and 2 are available as standard, however, residents can request additional capacity if they meet one of more of the following criteria:

- There are 6 or more permanent residents in the household and excessive domestic recyclable waste or general waste is produced
- Any household with 2 children in nappies
- A resident in the household has special circumstances creating an unusual amount of waste, produced on a regular basis i.e. someone with specialist dietary requirements
- A household where a large quantity of “offensive” hygiene waste is being produced

All households that request additional capacity will have to complete a declaration as to how they meet the criteria and this will include proof of residency of all those residing at a property. Checks are likely to be made on any application and may include;

- A waste audit to ensure the household is utilising the recycling bins as much as possible, when only additional residual capacity has been requested
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant

Wherever possible, additional recycling and food waste capacity will be provided in preference to residual waste. Additional residual capacity is only approved on the agreement that the household is making full use of the recycling service. Random spot checks will take place to ensure this is being complied with. If additional capacity is authorised due to two children in nappies, then the maximum duration of the additional capacity period will be two years.

For households with the modified solution, the provision of additional capacity will be subject to the same qualifying criteria. Additional capacity provided may be:

- Food waste - up to 2 extra brown bins
- Paper recycling – up to 1 extra paper box
- Mixed recycling – up to 4 extra reusable bags
- Residual waste – if necessary, up to 104 extra purple sacks per year

After two years the household will asked to re-apply for additional capacity. If this is not done, then waste capacity will revert back to the containers set out in policies 1 to 4.

Policy 9 - Provision of smaller bins

Smaller 140 litre wheeled bins may be available for residents to use upon request. These may be considered for use where storage space is limited, access or space to a collection point is problematic or at the request of a resident. These bins will be collected on the same frequency as the standard service and requests will be considered on an individual basis.

Requests for exchanges to smaller bins will be subject to charges.

Policy 10 - Collection day and time

Containers must be available at the collection point (as per policy 11) by 7:00am (0700h) on the day of collection. Collections times can vary from week to week and any container which is not out for collection at 7:00am (0700h) will not be emptied. If the containers are not presented for collection, then the crew will not return until the next scheduled collection day.
On traffic sensitive priority routes, collections may start at 6:00am (0600h). This is to allow collections to take place with minimal disruption to traffic flow. If you live on one of these routes and we require you to place your containers out before 6am, we will inform you in writing.

Containers must not be placed out for collection before 7:00 pm (1900h) the day before collection. The Council has the right to remove any bins left on the highway outside of the hours specified in policy 10. Residents will be charged for new containers should this be the case.

Details of collection days can be found online on our website.

**Policy 11 - Collection point for containers**

All waste and recycling containers should be presented at the edge of a resident’s property, at the point where the premises meet the adopted highway for collection. If properties are located down a private driveway/access road, then the containers must be presented where the private driveway/access road meets the adopted highway. This applies even when a household does not own the land between property and the adopted highway.

Where a household is on a private or unadopted road, the Councils’ collection vehicles will usually only collect from the road where;

- The road is of a construction that would meet the standard for adoption by the Highways authority
- The Council believes the road is of a suitable design to enable a waste collection vehicle with 4 axles to manoeuvre easily and turn where needed
- Damage has not been caused to the private road previously
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the county

The Council may change any collection point, either temporarily or permanently, following a review process. This review process maybe instigated due (but not limited to) the Councils’ belief that the access to or location of the presentation site would be unsafe for collections, or does not meet the current council Policy.

The Council will give at least 10 working days’ notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

Examples of acceptable and unacceptable locations can be found at:

**12 - Return of containers**

Containers will be returned to the collection point as described in policy 11 where possible or another safe place within a reasonable distance to the collection point. Containers should be removed by the householders as soon as reasonably possible after collection has been made.

Containers will be returned to their storage areas for communal collections.
Policy 13 - Ownership of collection containers

All collection containers provided remain the property of the Council. As such, all collection containers should be left at the property when residents sell or move out of the property.

Collection containers must only be used for the storage and collection of waste and recycling.

Each householder is responsible for keeping the containers safe and in good order and to protect them from misuse. The Council will charge for the replacement of any wheeled bin that has been misused.

The cost of the service is reviewed annually and the latest charges can be found on our website.

If developers choose not to purchase containers from the Council, they must ensure that the containers they purchase conform with the Councils’ specification.

If residents or developers purchase their own containers, any damage or wear and tear is at their own risk and the Council will not take responsibility for these costs.

Policy 14 – Extra or side waste

All residual waste must be contained within the Councils’ supplied containers. No excess or side waste will be collected during normal collections. Bin lids must be closed and purple sacks must be securely tied. No more than four purple sacks will be collected from a property with the ‘modified’ solution each fortnight.

Policy 14a – Extra or side recycling

A reasonable amount of recycling side waste, equivalent to two paper boxes worth, will be collected by crews as long as it is contained and placed at the side of the relevant container. Cardboard boxes must be flattened and no larger than a metre squared.

Examples of suitable recycling side waste can be found online on our website.

The Council or its contractor will not be responsible or liable for any containers used to store extra waste recycling that are not returned.

Policy 14b – Jammed waste

Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicle will not be taken. In these cases, residents will have to loosen the materials themselves ready for the next scheduled collection. The contractor will report such instances to the Council.

Policy 15 – Wheeled bin lids

Wheeled bins are designed to be emptied with the lids closed, therefore lids on wheeled bins must be closed when the waste is collected. This is to ensure that all health and safety concerns are complied with:

- Mechanical operation of the bin lift
- Waste falling out during the tipping process
- Litter generation
Joint Waste Services

- In the interest of waste minimisation, we have provided enough capacity with each bin if proper recycling takes place.

The Council reserves the right not to empty any wheeled bin which has been overfilled with its bin lid open. If bins are over filled, then the crew will not return until the next scheduled collection day.

**Policy 16 - Materials allowed in each container type**

An up to date list of materials that can placed in each container can be found online

If wrong materials are put in containers they will not be collected. See policy 17.

**Policy 17 - Rejected / contaminated containers**

Where containers are found to contain unsuitable items they will be classed as contaminated. Residents will be notified by means of a sticker or hanger placed on the relevant container requiring them to remove the offending material and dispose of it in a responsible manner. Alternatively, the crews will inform the Council of the contamination.

Once the offending material has been removed from the container it will be emptied on the next scheduled collection date. We will not empty the container before the next scheduled collection date, without a charge.

If a resident requests to have their contaminated container emptied, there is a charge for this service and it is dependent on availability of resources. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

If a resident has recently moved into a property, it is their responsibility to ensure the containers are free from contamination before any collections are made.

The cost of the service is reviewed annually and the latest prices can be found on our website.

**Policy 18 - Missed collections**

There are occasions when a container may not get collected, due to crew error. For a missed collection to be returned to, it needs to be reported to the Council. A missed collection must be reported with 3 working days of the scheduled collection (the collection day counts as the first day), online reporting will be accepted until 11.00pm (2300) on the third day (see examples 1 and 2 below). Missed collections can be easily logged online on our website.

We will return to collect genuine reported misses within 1 working day after having logged the missed collection report. Any missed collections reported after this time will not be collected until the next scheduled collection day.

A missed collection will not be classed as genuine if:

- The container(s) were not out for collection before the crews arrive – All containers should be available for collection by 7:00 am (0700) on the day of collection. Unless otherwise stated (see policy 10)
- The container(s) were not at the correct collection point (see policy 11)
- In the case of collect and return properties, access was not granted e.g. locked gates (see policy 19)
Joint Waste Services

- In the case of communal collections there was no access to get to the containers e.g. locked gates (see policy 2)
- The container(s) held materials which were classed as contamination (see policy 17)
- The container(s) where classed as overweight by the collection crew (see policy 21)

Example 1: Tuesday collection day

<table>
<thead>
<tr>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Monday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed collection can be reported after mid-day</td>
<td>Missed collections can be reported all day</td>
<td>Missed collections can be until 11.00pm (2300)</td>
<td>Missed collections cannot be logged</td>
<td>Missed collections cannot be logged</td>
<td>Missed collections cannot be logged</td>
<td>Missed collections cannot be logged</td>
</tr>
</tbody>
</table>

Example 2: Friday collection day

<table>
<thead>
<tr>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed collection can be reported after mid-day</td>
<td>Non-working day – misses can be logged on the website</td>
<td>Non-working day – misses can be logged on the website</td>
<td>Missed collections can be until 11.00pm (2300)</td>
<td>Missed collections cannot be logged</td>
<td>Missed collections cannot be logged</td>
<td>Missed collections cannot be logged</td>
</tr>
</tbody>
</table>

Policy 19 - Collect and return service

Our collect and return service is available to residents with a disability or mobility problem where no one else in the household is able to take the containers to the normal collection point (see Policy 11). The collection crews will collect the container from an agreed storage point, empty the container and return them back to the agreed storage point.

The containers must be easily accessible for the crews, visible from the collection road, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. The decision of where to place the containers will be based on ease of collection and usage of the containers and not based on street scene aesthetics. Please ensure there are no overhanging branches or shrubs as crews may be collecting in the dark. Dogs or other potentially dangerous animals must not be roaming free on the property on collection day. Wherever possible the bins will be stored at the front of the property to enable easy collection, or at the rear if the collection road is situated at the rear of the property. All containers must be kept in the same location.

Checks may be carried out by the Council every two years on the resident’s suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible.
Policy 20 - Frozen containers

During times of inclement cold weather waste can become frozen in containers. This can be a particular problem with garden waste in bins. When waste has become frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The frozen bin will be reported by the collection crews to the Council. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection. This includes additional garden waste bins for which an annual fee has been paid.

Policy 21 - Overweight containers

Wheeled bins
Where a crew member cannot safely manoeuvre and position a bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of it, then it will be left un-emptied. The lid of the bin will be left open to indicate the crew have tried to empty the bin and will be reported by the collection crews to the Councils’ customer service team.

By law, all the vehicle bin lifts have a safe working weight limit which crews cannot override. As a guideline, the bin should be easily moved with one hand.

Boxes, bags and sacks
When collecting boxes, bags and sacks the collection crews will assess the weight of the containers. If it is too heavy to carry safely to the vehicle, a sack is likely to split, or the collection crew cannot safely lift it into the vehicle it will not be collected.

Where any container is found to be too heavy, the householder will be required to remove sufficient material from it and dispose of it in a responsible manner.

Once sufficient weight has been removed, the box, bag or sack should be presented on the next scheduled collection date. We will not return to empty the container before the next scheduled collection date.

All crews and contractor staff are trained in manual handling and health and safety. If they feel a bin is unsafe to lift, their decision is final.

Policy 22 - Stickers on containers and painted containers

The Council encourage residents to mark up their containers with their property name or number for identification purposes.

The Council reserve the right to insist that only communication stickers provided by the Council will be allowed on containers, or stickers and other markings which residents use to identify their bin e.g. house number. Other advertising/promotional stickers put on the bins without the permission of the council, may be removed.

Bins that have had the colour painted or disguised will be removed and a charge made for a new bin to be delivered.
Policy 23 – Provision/replacement of containers

In 2013, all properties were provided with the appropriate containers by the Council, for the current waste and recycling service. Any replacement of a Council provided container may be subject to a charge depending on the circumstance of the loss. The Council recommend that residents clearly mark the containers at their property with their house number and/or name. Replacement containers may be ‘pre-loved’ containers which have been pressure washed. Outlined below are details of the different situations which may occur:

- **Lost and Stolen Containers**
  - If a container has been lost or stolen, residents must check with neighbours and the surrounding area where the container went missing. If containers cannot be found, then a request can be made to replace the container. This service may be subject to a charge.

- **Damaged Containers**
  - If a container has been damaged through day to day usage, then a request can be made for a replacement container. The damaged container, however, must be left out to be swapped with an undamaged container. If the damaged container is not left out, then a new container will not be left. This service may be subject to a charge. If there is no container to remove, then a different charge maybe levied.
  - Dirty containers will not be deemed damaged and will not be replaced. It is the responsibility of residents to clean the containers they are provided with.

- **New residents (existing properties)**
  - If a resident has recently moved into a property, it is the responsibility of the new resident to ensure the containers have been left by the previous occupiers. If containers cannot be found, then a request can be made for a replacement container. This service may be subject to a charge.

- **New developments**
  - For any new development it is the responsibility of the developer, or the new occupier in the second instance, to request and pay for waste containers.
  - Containers will only be delivered once payment has been received in full
  - Delivery may take up to 4 to 8 weeks from payment dependant of the number and size of bins required
  - Where the Council believe there is sufficient room for recycling, all containers must be purchased not just those for residual waste

- **Containers lost in Vehicles**
  - Occasionally bins may fall into the back of a vehicle during the emptying process. This will be reported to the Council by the crews and a replacement issued automatically.

Policy 24 - Inclement weather/ Force Majeure

During severe weather we will;
- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a collection vehicles and collection crews to access a specific location/ street has to be determined locally by the driver of that vehicle. Among key factors that apply are:
  - road conditions
• We will, where possible, try to return and collect missed containers. If this is not possible due to continuing bad weather conditions, we will make alternative arrangements such as providing sacks or asking residents to use their own bags so waste can be stored until the next collection day; whereupon all side waste will be cleared with the exception of garden waste.

• If significant disruption occurs, the Councils’ websites will be updated with information on access and which services are being prioritised. First priority will normally be given to the residual waste and food waste services.

All our drivers are trained in making on site risk assessments; they will always have the final say as to whether it is possible to access a road safely or whether frozen pavements are hazardous for collections.

Vehicles can weigh up to 32 tonnes, and the safety of our crews and the public will always be our first priority.

**Policy 25 - Access Issues**

Occasionally access cannot be gained to certain areas and streets. This may be due to:

- Road works
- Poorly parked cars
- Delivery vehicles
- Building works
- Overhanging branches
- Road closures

The collection crew will try a number of times to access a road, if they still cannot gain access, this will be reported to the Council. The Council will highlight these areas on their websites.

Where we have on three occasions attempted to gain access to an area but were unable to do so we may make alternative arrangements to collect the waste. These may include (but not be limited to):

- Asking residents to use their own bags, and put out side waste on the next collection
- Arrange the delivery of sacks to properties to enable households to have sufficient capacity to last until their next scheduled collection day.
- Requesting residents to bring waste to a different collection point

**Policy 26 - Offensive / hygiene waste**

The Council do not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products or similar, unless excessive quantities are produced.

This waste should be double wrapped and placed in the residual waste container. Where a large quantity is being produced then the household may be eligible for an additional residual capacity under Policy 8.
Policy 27 – Infectious healthcare waste and sharps and needles

The Council offers a collection of healthcare waste and sharps and needles from householders upon applications endorsed by a health care professional. This application must be made through the Councils’ prescribed application form.

An agreed collection point, day of collection, frequency of collection, size and type of container and any other specific instructions regarding this service will be decided by the Council. In cases where a regular weekly service is not needed, a request based service will be set up. Requests for service must be made a week in advance. All requests for sharps collections will be a request based service.

The Council may request residents to obtain sharps boxes from their health care professional.

Policy 28 – Bulky Special household waste collections

The Council offers all residents a chargeable bulky waste collection service, for the removal of a maximum of 3 large items of household waste, per charge. All items must be presented outside for collection by 07.00am (07:00) on the specified day of collection.

All items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public.

Items will not be collected from inside houses or outbuildings, or from up steps. The collection point for properties with difficult access e.g. flats, shall be agreed with the Council before collection. If a site visit is needed to establish a collection point, this will be subject to additional fee. All larger items will be assessed and priced individually.

Once a booking has been made for this service, additional items cannot be added. If a booking is cancelled after 1.00pm (13:00) on the preceding Friday before the scheduled collection, no refund will be given. If a booking is cancelled before 1.00pm (13:00) on the preceding Friday before the scheduled collection, a refund will be made subject to an administration fee. No bookings can be made after 1pm on a Friday. Full terms and condition for this service will be published on the Councils’ websites.

This service is for household waste only and no DIY, commercial or industrial waste will be collected.

Policy 29 – Chargeable Collections - Schedule 2

Following written confirmation of their status, places of religious worship, cemeteries, registered charities and community halls (where no business activity takes place for profit) shall be entitled to the standard waste collection service offered to householders. The Council reserve the right to charge for the collection of this waste.

Additional collections of household waste for which a charge can be made, will be assessed individually for capacity and scheduling needs. This will include collections from schools.

Representations Against Policy

Any representation against policy can be made by following the formal complaint procedure, for the Council. Details of these processes can be found on our website.

Representation against policy will also be annually reviewed to ensure these policies are fair and continue to comply with relevant guidance.