Wheeled Bin Policy

The use, storage and presentation of wheeled bins
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Document Version Control

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Change History

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</tbody>
</table>

Additional Comments to note
Contents

Executive summary 5
1.0 Introduction 6
2.0 Statement of intent 6
3.0 Scope 6
4.0 Policy Statements 6
Executive Summary

This policy details the approach taken to the use, storage and presentation of wheeled bins on collection day.
1.0 Introduction

1.1 To ensure that all residents are fairly treated with regard to the management of the waste and recycling collection service it is necessary to develop a series of policies to give guidance on how non standard issues are to be resolved.

Under Section 46 of the Environmental Protection Act 1990, the Council may specify the container type and frequency of collections with regard to material covered as the statutory duty under this act.

Definition: Residual waste is that waste that cannot be recycled, composted at home or placed in a compostable waste wheeled bin.

Definition: Curtilage means the enclosed area immediately surrounding a property.

2.0 Statement of intent

The intention of this policy is to give clear guidance to both officers and members on factors to be taken into account when determining both the appropriate container type and collection frequency and also when dealing with issues around misuse of the containers and finally under what circumstances containers are to be removed.

This policy also describes the circumstances upon which a container with additional capacity may be granted and what arrangements are to be made for replacement containers.

Where residents wish to apply for any non standard arrangements for waste and recycling collections they must make their application in writing to the waste team. All refusal decisions be delegated to officers in line with this policy in the form of a minded to letter. Applicants then have 21 days to appeal to the Head of Environmental Services against the decision. On the expiration of the 21 days if no appeal has been received the decision becomes final.

3.0 Scope

This policy covers the general policies for the standard service and the use of wheeled bins, isolated or inaccessible properties (restricted access), assisted collections, sack collections, materials allowed in wheeled bins, requests for larger residual wheeled bins, locations unsuitable for wheeled bins, multi-occupied properties.

4.0 Policy Statements

4.1 Standard Service

Policy 1.

4.1.1 The standard service for residual waste (waste that cannot be recycled or composted) will be a fortnightly collection using 180 litre wheeled bins, one bin per household, where the property is deemed suitable to accommodate the container. Policies allowing exceptions to the standard service are listed below.
4.1.2 Those properties covered by the residual wheeled bin service will also receive a separate collection of dry recyclable waste. The standard service for dry recyclable waste will be a fortnightly collection using 240 litre wheeled bins, one bin per household, where the property is deemed suitable to accommodate the container. Policies allowing exceptions to the standard service are listed below.

4.1.3 Those properties covered by the residual wheeled bin service will also receive a separate collection of food waste. The standard service for food waste will be a weekly collection using a 25 litre container.

4.1.4 Those properties covered by the residual wheeled bin service will also be able to subscribe to a garden waste collection service using a 240 litre bin, one bin per household. N.B This is an opt in service which attracts an additional charge to residents.

4.1.5 The standard service requires wheeled bins and sacks to be presented for collection at a suitable location at the edge of the property (curtilage) or at a point designated by the Council. Policies allowing exceptions to the standard edge-of-property collections are listed below.

4.1.6 The Council will provide the containers for the standard service storage and collection of household waste and recyclable materials, free of charge to domestic customers.

4.1.7 The bin remains the property of East Northamptonshire Council at all times. If the householder moves to another property, the bin must not be taken with them, but should be left for the new householder’s use. Only bins supplied by the Council will be emptied.

4.2 Wheeled Bins – General

4.2.1 Residual bins will have dark grey bodies and dark grey lids. Dry Recyclable bins will have dark grey bodies and green lids. Garden waste bins will be dark grey bases and brown lids. Food Waste containers will be green with the internal kitchen caddy being light grey.

4.2.2 Only those wheeled bins provided by the Council will be emptied. Council bins will be clearly identified as such.

4.2.3 Wheeled bins must be presented on the day of collection by 7.00 am. Apart from assisted collections, wheeled bins that are not presented will not be emptied.

4.2.4 Wheeled bins must be presented with closed lids. If a wheeled bin is presented with the lid open but can be safely emptied, it will be emptied but the householder will be notified of the problem and asked to present the bin with the lid closed in future. If a bin is repeatedly presented with the lid open, and the householder has previously been notified of the problem, the bin will not be emptied until the next scheduled collection (assuming the problem has been resolved). Residual waste presented outside a wheeled bin will not be taken.

4.2.5 After emptying, with the exception of assisted collections, the refuse collector will return the wheeled bin to the point at which it is presented.
4.2.6 The wheeled bins remain in the ownership of the Council. Wheeled bins must remain on the property apart from when they are emptied, or taken away by the Council, e.g. for repair. The householder has responsibility for keeping the wheeled bins safe while they are on the property and to protect them from misuse. The Council will make a reasonable charge for the repair or replacement of any wheeled bin that has been misused. Bins which require replacement as a result of reasonable wear and tear will not attract a charge.

4.2.7 At new properties, the initial provision of wheeled bins will be free of charge to the householder.

4.2.8 When a householder moves house, the wheeled bins must be left behind for the use of the next occupier.

4.2.9 Wheeled bin lids will have an identifying feature to allow the visually impaired to distinguish between residual and compostable waste bins.

4.3 Materials allowed in Wheeled Bins
Policy 3.

4.3.1 The following items are prohibited from wheeled bins: hazardous waste (such as some lightbulbs and batteries), liquids including paint and oil, rubble, stone, soil or heavy metal items. If any bin is too heavy to be lifted by the vehicle, the bin will be left at the point of presentation with an indication as to why the wheeled bin was not emptied.

4.3.2 The types of waste allowed in the dry recyclable bin are paper, cardboard, glass, plastics (to include low grade plastic such as yoghurt pots or food trays), cans, cartons (Tetrapak and similar cartons). Textiles and shoes are not to be placed into the dry recyclables bin.

4.3.3 The types of waste allowed in the food waste container are kitchen waste includes: vegetable peelings, fruit peel and cores, cooked or uncooked meat, fish and bones, tea bags, coffee grounds and any other food scraps (cooked or uncooked).

4.3.4 Green garden waste is not allowed in the residual bin.

4.3.5 The types of waste allowed in the subscription based Garden Waste Service bin are green garden waste. Green garden waste consists of the following: garden plants, weeds, hedge trimmings, small branches, leaves, grass cuttings, bark, houseplants and compost. Bedding from vegetarian pets, e.g. rabbits, guinea pigs, is also allowed.

4.4 Requests for larger residual wheeled bins
Policy 4.

4.4.1 Large families of five persons or more permanently residing at a property will be able to apply for a 240 litre residual wheeled bin on request. Requests must be made in writing and will be reviewed annually.

4.4.2 A household with a child or children using disposable nappies will be able to apply for a 240 litre residual wheeled bin on request. Requests must be made in writing and will be reviewed annually.
4.4.3 A household with an occupier who has been in receipt of a clinical waste sack collection service will be allowed a 240 litre residual wheeled bin on application. (Low grade clinical waste to be placed into residual waste containers)

4.5 Locations Unsuitable for Wheeled Bins
Policy 5.

4.5.1 For operational reasons, certain properties will not receive a wheeled bin service for the following reasons:

i) The property is physically incapable of storing containers, anywhere within its boundary.

ii) The property is in multiple occupation (flats), in which case an alternative sized container may be used for shared use (i.e. 1100 litre).

iii) Exceptional other circumstances

iv) Very steep hills, narrow lanes, remote location, difficult location to access.

v) Where there is no suitable point at the edge of the property to present wheeled bins for collection, the householder will be offered a sack collection.

vi) Where the wheeled bins must be brought up or down flights of steps or up or down steep paths/drives to be emptied.

vii) Where in the Council’s opinion a property is so isolated or inaccessible (for example, a considerable distance from the public highway along a track or a driveway.

viii) Should a householder wish to have a wheeled bin in such circumstances, the situation at each property will be considered on its own merits. Householders who would like to have a wheeled bin issued for storage purposes will be issued with them.

4.6 Requests for Smaller Dry Recycling Bins
Policy 6.

4.6.1 A 180 litre compostable bin will be issued upon request for reasons such as: the 240 litre is too heavy to manoeuvre; narrow entries round the property; bins have to be wheeled through the house; small or no garden.

4.7 Refusal of a Dry Recyclable Bin
Policy 7.

4.7.1 A householder may decline to have a recycling bin. However, no additional residual capacity will be offered.

4.8 Multi-Occupied Properties
Policy 8.
4.8.1 Multi-occupied properties will be supplied with standard-size wheeled bins, larger wheeled bins or sacks as appropriate. A Council Officer will visit the property to discuss and agree the best arrangement.

4.9 **Assisted Collections**

**Policy 9.**

4.9.1 An assisted collection will be offered to people with disabilities and people with mobility problems, where there is no one else in the household over 16 able to take the wheeled bin or sack to the edge of the property. A district nurse, health visitor, care-worker, social worker or housing warden will need to validate requests for an assisted collection. Requests must be made in writing and will be reviewed annually.

4.9.2 Where an assisted collection is provided, the refuse collector will collect the refuse (wheeled bin or sack) from the normal point of storage. After emptying the wheeled bin, the refuse collector will return it to the normal point of storage.

4.10 **Sack Collections**

**Policy 10.**

4.10.1 The standard service for households that remain on sack collections will allow a maximum of two sacks per collection. This will also be a curtilage collection. Large families of five persons or more permanently residing at a property will be allowed four sacks per week on request. Requests must be made in writing and will be reviewed annually.

4.10.2 Households that remain on sack collections will receive new sacks in rolls (52 sacks per roll, two rolls per year per household)

4.11 **Bin Collection Times**

**Policy 11.**

4.11.1 Wheeled bins should only be put out no earlier than 6pm on the day prior to the day of collection, and not left at the curtilage for any longer than necessary.

4.11.2 Wheeled bins should be put out for collection at the end of the property, at the point nearest to the highway (curtilage) but not on the highway, or at the collection point decided by the Council.

4.11.3 Wheeled bins should be available for collection on the collection day by placing them at the curtilage of the property or a place designated by the Council, by no later than 7.00 am.

4.11.4 If the bin is not at the correct collection point at the time that the collection vehicle arrives the bin will not be emptied, it will be emptied on the next scheduled collection.

4.11.5 Wheeled bins should not be placed on the highway, where they will obstruct cars, pedestrians or refuse collection vehicles. (This provision excludes private drives where it is up to the residents to find a suitable location). Care should be taken not to obstruct access by emergency vehicles.

4.12 **Side Waste**
Policy 12

4.12.1 Any residual waste placed by the side of the residual waste bins will not be collected unless it meets one of the following criteria

i) Collections have been delayed more than the scheduled number of days (i.e. Bank Holidays / Contractor failures (landfill) / suspension of service due to bad weather)

ii) The first collection after Christmas/New Year Recyclables

The collectors will leave a note attached to the bin explaining why the side refuse has been left, asking the resident to place all waste in the bin for the next collection. Collectors will not return to collect side refuse left after the scheduled collection.

4.12.2 Any recycling waste placed by the side of the recycling bins will be collected.

4.13 Missing / Stolen Containers

Policy 13.

4.13.1 The bins remain the property of ENC and may not be removed. Residents are entrusted to keep and maintain the container in a safe, clean and tidy condition.

4.13.2 The Council will replace any bins that they lose or damage whilst carrying out their normal duties, excluding any damaged as a result of prohibited waste being placed in the container.

4.13.3 Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge by East Northamptonshire Council.

4.13.4 The resident will be responsible for replacing any bins that are damaged by his or her misuse. The Council will replace these on behalf of the resident and an appropriate charge will be made.

4.13.5 The resident will be responsible for keeping the bins safe and replacing any bins that are lost or stolen in line with the following policy:

The Council will replace the first bin reported as lost or stolen free of charge, but will issue a warning letter at the same time saying the next one will be charged for (if within the next 12 months), and will replaced and an appropriate charge will be made.

4.14 Contaminated Bins

Policy 14.

4.14.1 If you place materials in your green or brown-lidded recycling bins that cannot be recycled the following procedure will be put in place for heavily contaminated bins (of more than 5%):

i) Your collection will be refused and you will be left a note advising you of this fact. If you want the bin emptying you will be required to remove all the contamination before the next scheduled emptying, and place it in your waste bin, so that it can be emptied on your next waste collection day.
ii) Should you not be willing to undertake this you will need to contact the Council to make special arrangements for this to be collected with the refuse for which a charge will be made to reflect the cost of landfill.

4.0 Policy outcomes

4.1 Outcomes and links to the corporate outcomes

- A good quality of life where the district will be; cleaner, healthier, safer, sustainable
- A good reputation with customers
- High quality service delivery
- Strong community leadership
- Effective management
- Knowledge of our customers and communities

4.2 Behaviours

The policy contributes to the following corporate outcomes:

- Good reputation with customers and regulators
- Good quality of life in East Northamptonshire – cleaner, safer, prosperous, healthier and sustainable
- Effective partnership working
- Members and staff with the right knowledge, skills and behaviours