Appendix 1
Mid Kent Partnership – Ashford Borough Council
Recycling and Waste Collection Policy and Procedure Statement
Published May 2014

1. The purpose of this document is to set out the Council’s Recycling and Waste Collection service operations and policies for the following activity: -

2. The Council provides a weekly collection of food waste alongside a fortnightly collection of residual waste for the majority of domestic households within the borough, and an alternate week collection of mixed dry recyclables and optional charged for garden waste service.

The following policies are covered by this document:
   a) The Council’s Collection Commitment
   b) Collection Days and Times
   c) Containers
   d) Property Suitability
   e) Collection Point
   f) Assisted Collections
   g) Side Waste
   h) Additional refuse and recycling capacity
   i) Replacement, Broken or Dirty Containers
   j) New Property Developments
   k) Schedule 2 Collections
   l) Clinical Waste
   m) Bulky Waste
   n) Missed Collections
   o) Acceptable Materials
   p) Misuse of Containers & Enforcement Action
   q) Unadopted roads and the need for indemnity

a) The Council’s Collection Commitment

3. The Council is committed to providing waste and recycling services which are good value for money, responsive and which meet the needs of our residents.

4. This means we will:
   • Explain clearly what services you can expect to receive;
   • Provide regular collections;
   • Provide a reliable collection service;
   • Consider any special requests that individual households may have;
   • Design our services responsibly and carry out collections in a way that doesn’t produce litter;
   • Collect as many materials for recycling as we can and explain to you what happens to them;
   • Explain clearly what our service guidelines are and the reasons for them;
   • Tell you in good time if we have to make changes to your services, even temporarily;
   • Respond quickly and positively to complaints we receive about our services;
• Tell all our residents about this commitment to collecting waste

b) Collection Days and Times

5. Your recycling waste will be collected on the same day every week. Food waste will be collected every week, recycling and residual waste will be collected on alternate weeks.

6. Collections may be made on Bank Holidays, exceptions will be advised via a collection calendar, or other notification mechanism.

7. Where a food waste service is not provided (such as at communal/flats collection points) residents will receive weekly black sack service for their residual waste and a transparent sack for recycling. Some communal properties including flats will, where space allows, be provided with a bin or bins of appropriate size and colour ie green for recycling and grey for residual waste and will not therefore, receive sacks.

8. Food waste will be collected separately from recycling and refuse materials and stored in separate compartments on the collection vehicle.

9. The refuse and recycling collection calendar will be publicised annually and residents will receive a new leaflet and calendar should their collection day change.

10. Garden waste will be collected fortnightly from residents subscribing to the service and may be collected on a different day to the other services, determined locally. Separate collection calendars will be provided to households subscribing to the garden waste service.

11. Communal recycling and food waste collections will be assessed on an individual basis and will be introduced wherever possible. Where a weekly food waste collection is provided, the presumption will be that residual waste collections will be made on alternate weeks to the recycling collection.

12. All recyclables and waste including food waste, however contained, must be presented at the point of collection by the householder no later than 7.00 AM on the scheduled day of collection or as otherwise notified by the council.

c) Containers

Standard collection arrangements:

All properties suitable for wheeled bins will be provided with:-
• 1x 180 litre grey wheeled bin container as the standard receptacle in which Council residents are asked to store their residual refuse
• 1x 240 litre green container for their recyclables
• 1x 5L kitchen caddy for use within the house for food waste and
• 1x 23L external caddy for presentation of food waste for collection.
• The external caddy has a locking orange lid to prevent spillages.

13. All properties NOT suitable for a wheeled bin service will receive 104 waste sacks comprising 52 black sacks for residual waste and 52 transparent sacks for recycling delivered twice yearly.
14. Where a property is only able to accommodate one wheeled bin, the Council will offer a recycling wheeled bin and food waste caddy initially. Should the resident also opt to have a refuse bin, alternative container options may be considered for the collection of recyclables.

15. All containers will remain the property of the Council.

16. Containers must not be used for any form of advertising.

**Communal collections:**
17. Owners, landlords or tenants of flats and houses of multiple occupation should refer to the separate document entitled ‘Guidance to your Recycling and Waste Service (Multi Occupancy Properties)’.

**Garden waste:**
18. The Council will provide, on payment of a subscription, a 240 litre brown wheeled bin for the collection of garden waste.

19. Those properties classed as Exempt Properties i.e. properties unable to accommodate wheeled bins will be encouraged to consider options such as home composting, shared bins, or compostable sacks. See Website for further details.

20. All containers will remain the property of the Council.

**Clinical Waste:**
21. Households requiring clinical waste collection will be supplied with EU compliant sacks of a colour appropriate to the method of disposal.

22. The Council will not supply sharps boxes. Users of the service will obtain these from their district nurse or medical professional.

**d) Property Suitability**

The following criteria will assist the council in determining the best service solution if the use of a wheeled bin is in doubt:
- No place to put the wheeled bin;
- There is a place at the front of the property but it will cause an unacceptable obstruction to access and egress from the premises onto the highway;
- There is a suitable storage space at the rear of the property but there is no way of wheeling the bin to the point for collection, for example, the only access is through the house;
- There is no rear access and where the front area is of a size of less than 5 square metres* or there will be an unacceptable obstruction on the highway;
- There is an excessive number of steps in a single flight e.g. 3 or more steps
- The distance required to manoeuvre the bins to a collection point is considered to be unreasonable, usually more than 25 metres;
- There is no reasonable access for the refuse collection vehicle with bin lifting equipment;
• Where there is a purpose-built bin storage cupboard located at the front of the property and is not big enough to cope with a wheeled bin or bins.

If it can be demonstrated that the use of a wheeled bin is impractical the following choices will be offered to the resident.
- provision of clear recycling and black residual waste sacks collected on an alternate weekly basis. Households will be issued with a supply of plastic sacks each of approximate and nominal 80 litre capacity that will be branded with the Mid-Kent Waste Partnership logo. A delivery of 52 of each sack will be made to relevant households once every 6 months which provides similar usable capacity provided to other households.
- provision of a 240 litre wheeled bin for recyclables and sacks for residual waste, collected on an alternate weekly basis;
• To assist residents that wish to minimise any visual impact of wheeled bins, the Council has provided some guidance on screening options that can be found on the Council’s web site.

e) Collection Point from Individual Properties

23. The normal collection point for all contained recycling and waste (whether in wheeled bins, caddies, boxes or sacks) will be at the boundary of the property nearest to where the collection vehicles pass, with the exception of clinical waste which may be collected from an alternative collection point as agreed by a Council Officer.

24. Assisted collections will be arranged under certain circumstances – see Assisted Collections Policy.

25. Where a variation from the normal collection point is required (e.g. at the side/rear of property, at the end of a rear entry, at the nearest adopted highway) the occupants of the property concerned will be notified. The Council's decision as to where containers are to be presented for collection is final in line with its right to serve notice of a designated collection point under the terms of the Environmental Protection Act 1990 (Section 46)

26. Back alley collection will only be made in the most exceptional circumstances. In such cases a communal collection point will be considered in the first instance. Where this applies, containers will need to be labelled by the residents with their property name or number and placed out for collection at the designated point or storage area. The containers will need to be returned back to the properties by the residents as soon as possible after collection.

27. The collection point will be located no further than 25 metres from where the vehicle passes. This brings Council policy in line with the most recent amendments (SI 2001/3335) to the Building Regulations 2000. This policy will be applied to all new developments, and may be applied to existing properties if risk assessments show the need for revised collection practices.

28. For example, in the instance of shared driveways, the presentation point of the container should be at the boundary of each individual property, so long as this point
is not further than 25 metres from the road which the collection vehicle uses to service those properties.

29. Wheeled bins and other collection containers must not be left on the public highway at any time other than for collection. Where wheeled bins are left on the public highway before or after collection in such a way as to cause an obstruction to pedestrians, the householder will be contacted and advised to remove the bin(s) from the highway. Enforcement action will be considered if householders repeatedly obstruct the highway with their wheeled bin(s) and other collection containers.

h) Assisted Collections
30. In situations where all occupiers are physically unable to place their own refuse or recycling containers at the boundary assisted collections will be offered. The recycling and refuse containers will be collected from an agreed storage point (no more than 25 metres from the highway, unless in exceptional circumstances). An Officer visit may be requested.

31. The following information may be requested:

- The reason for the request;
- Medical confirmation of condition;
- If there is anyone else in the household who can move the containers to the boundary and back;
- The location from where the containers are to be collected from and returned to – identify any potential risks i.e. steps, locked gates etc

32. Given that the number of properties receiving assistance impacts upon the efficiency and effectiveness of the collection service and that there is an acceptance that households change ownership over time or individual residents circumstances change, an annual review of the Assisted Collections list will be undertaken to confirm that the arrangements are still required.

g) Side Waste
33. “Side Waste” means excess residual or other waste materials from the household, left alongside the wheeled bin (or other container) or which prevent the lid from closing.

34. Side waste should not normally occur if the household is fully utilising all the recycling services offered to them and the bin is large enough for the household.

35. Side waste of recyclable material will be collected with the recyclable waste container on the appropriate collection days, provided it is suitably contained in rigid containers (recycling box or cardboard box) and not in refuse sacks or plastic carrier bags.

36. Due to the nature of the waste, food side waste should not be presented next to the external food waste caddy. Provision of additional caddies will be considered on application.
37. All side waste is the responsibility of the householder and must be properly disposed of by the householder.

38. No side waste will be collected when presented with the non-recyclable (residual) refuse bin or that which exceeds the equivalent Ashford BC supplied sacks volume per week or alternate week in accordance with collection arrangements implemented (refer Section d). Small electrical items and batteries are not defined as side waste and will be collected when appropriately contained.

h) Additional Refuse and Recycling Capacity

39. If a householder requests additional recycling capacity because they are utilising the recycling container to its full capacity, an additional container may be provided on application.

40. A “larger” household can apply for an additional wheeled bin for non-recyclable refuse, which may result in additional capacity being agreed. A “larger” household is defined as one where there are six or more people in permanent residence or where a medical condition results in additional refuse.

41. Where a household of five or fewer people reports that they have insufficient capacity to store non-recyclable refuse in a standard (180 litre) grey wheeled bin, a visit may be made by a Council Officer to assess the situation.

42. The Officer will seek to establish the extent to which the householder is currently recycling. If the householder is fully utilising the recycling facilities provided (either kerbside or bring sites) but can still demonstrate a shortfall in their bin capacity, an additional grey wheeled bin may be provided for refuse.

43. Where the Officer deems that a household is not making full use of the recycling collection services they will not be given an additional refuse wheeled bin and any resulting side waste will be the responsibility of the householder to dispose of themselves.

44. Where capacity is exceeded due to cat litter or pet waste additional storage capacity will not be provided. Officers will provide advice to householders on an individual basis as to alternative methods of treatment and disposal.

45. In the event of a dispute, the request will be referred to the Head of Service and/or Portfolio Holder. This decision will be final.

46. Additional food waste caddies will be provided on a case by case basis to be agreed by the Council.

47. A review of households with additional bins will be carried out every 2 years to determine whether the household is still eligible for the additional bin.
48. If additional communal refuse bins are required to accommodate excess rubbish due to recyclables not being separated, the householders, landlord or managing agent will be required to purchase these from the Council or alternative supplier to the Council’s specification.

**i) Replacement, Broken or Dirty Containers**

49. All containers provided by the Council remain the property of the Council and where containers are damaged, stolen or lost, it is recognised that there will be a need to consider each request for a replacement on an individual basis. Replacement containers for individual properties will be provided by the Council to ensure that they fully comply with the Council's specification. The following general criteria are considered reasonable and should be applied in most circumstances:

a) For wheeled bins or other containers that have been damaged or lost by the actions or inactions of the householder, the Council will provide a replacement container that meets the Council's specification for wheeled bins, food caddies or garden waste sacks and may re-charge the cost of provision to the householder;

b) In the event that occupancy of a property changes, all containers provided by the Council should be left at the property for the use of the incoming residents;

c) Containers that have been damaged or lost in the refuse collection vehicle or during the collection process as a result of mis-handling or misuse by the collection staff, excluding any damage as a result of prohibited waste being placed in the bin, will be the responsibility of the Contractor;

d) In circumstances where the bin is reported as having been “stolen” after having been placed out for collection by the householder, and it is established that this occurred on the day, or night prior to, a householders regular collection service, this should be reported to the police and an incident log number (non-crime reference number) requested and recorded as confirmation that the wheeled bin has been reported as stolen. The Council will provide a replacement container of the type stolen and may re-charge the cost of provision to the Householder.

e) The Council will consider waiving the charge for those on income related benefit. Multiple claims at the same address are likely to lead to the charge being made.

**j) New Developments – Please refer to the Council’s Guidance for Developers document**

**Houses:**

50. All collections are made from the front boundary of the property.

51. Sufficient space should be allocated to allow space for storage and presentation for 1 x grey refuse bin (180 Litre), 1 x green recycling bin (240 Litre) and 1 x black/orange food waste bin (23 Litre).

52. We also offer an ‘opt-in’ garden waste service and this is collected by means of a 240 litre wheeled bin. The take up of this service is extremely high therefore space should also be allocated to accommodate an additional bin.

53. The boundary (point of presentation) should be as close as possible to where the vehicle passes but no more than 25m from vehicle to collection point.
54. Reversing refuse trucks can be hazardous so where possible, the road layout should include sufficient space for vehicles to drive in and turn around keeping reversing manoeuvres to a minimum.

55. All houses are required to have an individual collection and must not be provided with communal collection arrangements unless otherwise agreed with the council or specified by it.

Flats:

56. Flats are generally serviced by communal bin stores. Bin stores must be large enough to accommodate and manoeuvre sufficient 1100 Litre refuse Eurobins for the number of dwellings in each block. The rule of thumb is 1 x 1100 Litre Eurobin per 6 flats. Where a food waste service is offered the waste will be collected using a wheeled bin of 140 Litres maximum capacity. The rule of thumb is 1 x 140 Litre container for 5 flats.

57. The Council operates a mixed dry recycling service and this is collected via standard 240 Litre wheeled bins. Space must be allocated for 4 x 240 Litre wheeled bins per 6 flats or 1 x 1100 litre Eurobin both of which must be distinctly coloured and labelled for recycling in accordance with the councils specification.

58. The immediate area outside the bin store should be level with the road, should not include an incline and the installation of a drop-kerb where necessary is mandatory. Car parking spaces should not be allocated immediately in front of the access to the bin store.

59. The distance from bin store to vehicle should be no more than 10m. Where the development is a mixture of houses and flats and bin stores are used. It is a requirement that an FB1 or FB2 key arrangement or FB1 padlock only are fitted.

60. Developers are required to pay for the provision of all bins required for a development.

61. For Communal Bin storage developers are welcome to purchase their own 1100L bin but they must comply with the Council’s prevailing specification which includes distinctly coloured bins for recyclable materials. Details of the container specification will be provided on request to the Council. All other bins must be purchased directly from the council.

62. Communal Bin store guidance:

- Above ground stores to conform to BS5916 (1980) and conform to Building Regulations (2010) Part H6 or any subsequent revisions thereto
- Be easy to clean
- Be vermin proof and fire proof
- Be of adequate height to lift lid of bin
- Allow all bins to be easily accessed and used by residents
- Allow wheeled containers to be withdrawn horizontally over a hard surface no trip hazards
- Drop curb provision, close to roadside
• Allow sufficient space for each bin to be manoeuvred to and through the door without the need to move other bins for access
• Provide a minimum clearance of 500 mm width through any doorway over and above the largest bin size
• Have artificial lighting
• Not to be used for any purpose other than the storing of bins

k) Schedule 1 Properties (formerly known as Schedule 2 Properties)
63. This section which refers to properties which were classified as “Schedule 2” from the Controlled Waste Regulations (England and Wales) 1992 and are now listed in “Schedule 1” of the Controlled Waste Regulations (England and Wales) 2012. The Regulations explain the sources, other than domestic households, that produce waste described as being household, commercial or industrial waste. The Regulations also detail the types of activities that produce waste under each of the waste definitions and whether or not charges may apply for the collection and/or disposal of the waste.

64. For the purposes of this set of policy guidance notes, the property types for which the Council will provide a service are Churches, Church Halls, Village and
Community Halls as these are property types that by activity principally produce waste defined as being household in nature when used for public meetings, worship or similar activities. This does not cover activities or events for which such facilities or buildings may be hired where the waste produced is defined in law as commercial waste.

These properties will be provided with a standard household collection free of charge. This will consist of a single 180 litre refuse bin, a 240 litre recycling bin and a food waste bin if required for the purpose of collecting that waste defined as household waste. Historically some village halls have been provided with an 1100 litre bin for the collection of household refuse. These will continue to be collected until they require re-placement and the standard service will then be provided.

65. Where any Church, Church Hall, Village and Community Hall hires out the facility, and for where any charge is made, then the waste from that activity is commercial waste. A separate commercial waste container and servicing contract must be entered into. The Council is not able to collect mixed domestic and commercial waste nor commercial waste free of charge.

1) Clinical Waste
66. The Council provides a separate clinical waste collection service for the collection of infectious waste, sharps (needle) waste, cytotoxic waste (medical, chemical, contaminated, biological waste) to householders, upon request from a district nurse or medical practitioner.

67. The Council will collect child and adult disposable nappies within the residual waste service as this does not require clinical waste disposal, additional capacity may be approved upon application.

68. All clinical waste contained in the correct containers shall be removed from an agreed collection point.

69. Infectious clinical waste sacks will be delivered to the householder at the time of collection.

m) Bulky Waste
70. The Council offers residents the collection of bulky waste items for a charge.

71. The Council will collect Bulky Household Waste items such as furniture etc, metal items and also items of household WEEE (being items that fall under the EU Directive on Waste Electrical and Electronic Equipment) including, but not limited to,

- televisions
- computers
- fridges (doors must be taped in the closed position)
- freezers (doors must be taped in the closed position)
- washing machines
- tumble driers
- cookers
72. Separate charges apply for 1-4 items and 5-8 items with the exception of white goods which will be collected as individual items. These charges will be reviewed annually.

73. Bulky collections will be made within 5 working days of the booking or on a date agreed with the householder. The householder will be advised of the date of collection at the time of booking.

74. The householder will be required to present the bulky items, as listed in the booking, abutting the highway, by 7am on the day of collection.

75. Terms & Conditions for Bulky Collections:
   • Only items that we have confirmed for the booking will be collected.
   • The collection must be from a residential property, we will not collect from commercial premises, including schools and nursing homes.
   • Items must be clearly visible and accessible at the front of the property abutting the highway by 7am on the day of collection;
   • All items must be under two metres, items that can't be lifted by two men or carried from the collection point to the vehicle will not be taken
   • Fridges and freezers must be defrosted and empty of food/water as any contaminated items will not be removed
   • Any changes or a cancellation of this booking should be notified to the Council no later than 48 hours before the scheduled collection
   • Items put out for collection are the customers responsibility and no refund will be given if items are removed by anyone other than our contractor unless we are notified no later than 11am on the day before the scheduled collection.

76. The Council will not collect:
   • Car parts
   • Window Units
   • Mirrors (if mirror is part of a unit/door then this must be securely cross taped)
   • Garage and Patio doors
   • Hazardous Waste
   • Builder's rubble and glass
   • Any items over 2 metres long
   • Any item that 2 operatives cannot safely lift
   • Commercial Waste
   • Industrial Waste
   • Loose Garden waste
   • Any other item deemed unsuitable

77. Collections will be made from a point abutting the highway as agreed at the time of booking.

78. Should an abortive visit be made owing to the householder failing to meet the agreed arrangement, the Council will attempt one further collection at no additional cost, during the same agreed day of collection. If the householder fails to meet the
agreed arrangements on a second occasion, the Council will be deemed to have fulfilled its obligation and no monies will be returned.

79. Collections cancelled up to 48 hours before collection will not be charged, cancellations after this time will be charged at full rate.

n) Missed Collections

80. If collections are missed as a result of the crew’s inattention, the highway being temporarily blocked or for any other exceptional circumstance, the collection will be made within 48 hours, of it being reported.

81. Missed collections must be reported with two working days of the scheduled collection. If a missed collection is not reported within two working days, the bin will not be emptied until the next scheduled collection. An exception will be made for assisted collections whereby the householder is unable to check whether the bin has been emptied.

82. Bins identified as being unacceptable for collection (such as the contents containing contaminating or excessively heavy materials) and which have been identified by a bin hanger label or not collected due to the resident not making them available, including blocked access, will not be collected until the next scheduled collection.

83. During extremely cold conditions it is possible that some of the bin contents will freeze to the inside of the bin. This is a rare occurrence and only affects small quantities of material usually at the bottom of the bin. Should this occur, the waste will be collected during the next collection cycle.

o) Acceptable Materials

Food Waste:

84. Acceptable waste for the weekly food waste collection includes:

- dairy
- fish
- fruit & vegetables
- meat & bones
- bread & pastries
- tea & coffee grounds
- pasta and rice
- nut shells

Unacceptable materials for food collections

85. Unacceptable materials for food collections include fluids and oils.

86. All food packaging must be removed prior to the waste being put into the internal or external caddy. Plastic bags, including biodegradable plastic bags, must not be used to contain the food waste. Only compostable liners made from paper or potato starch are acceptable with the food waste. Should any householder have any
question as to the suitability of liners they intend to use then they should contact the council to minimise the risk of collections not being made.

**Dry Recycling Collection:**

87. Acceptable recyclable materials for the mixed dry recycling scheme, which must all be empty, clean and dry, are:
   - Cardboard - packaging such as cereal packets and pizza boxes.
   - Any large cardboard boxes which are flattened
   - Paper - newspaper, magazines, brochures, junk mail, office paper;
   - Glass - bottles and jars of any colour
   - Cans – drink, food cans, empty aerosol cans
   - Kitchen foil and foil trays
   - Plastic bottles – HDPE and PET Bottles - drink, household detergent, cleaning liquids and bottles.
   - Mixed Plastic Containers – meat trays, fruit and vegetable punnets
   - Food and Beverage Cartons – including TetraPak
   - Kitchen foil and foil trays

88. **Unacceptable** materials for dry recycling collections:

   Are any which are not specified in the above list, specifically:
   - Clinical waste including medicines, needles or syringes
   - Food waste
   - Plastic film, bags or sacks
   - Scrap metal
   - Expanded polystyrene foam
   - Plastic wrapped items
   - General household waste
   - Wet materials
   - Clingfilm LDPE
   - PVC (sheets, paddling pools)
   - Plastic toys, buckets, plant trays
   - Hazardous materials
   - Plastic foil laminated papers or foil lined containers
   - Textiles
   - Expanded polystyrene food trays
   - Pet waste and litter
   - Corks

**Garden waste:**
89. The subscription service is for the following items of garden waste:
- grass cuttings
- leaves
- weeds
- dead flowers and plants from the garden
- light garden prunings
- hedge trimmings
- small branches (up to 3 inches in diameter)
- untreated wood chippings
- windfalls of fruit (without causing excessive weight)

90. Garden waste bins containing materials other than those permitted will not be emptied. Residents will be required to remove the offending material and either put it in to their residual waste container (if appropriate) or make arrangements to dispose of it separately.

**Refuse Collection:**

91. The refuse should only contain materials that cannot be recycled. **Unacceptable** items for the refuse collection service include:
- Bulky & heavy items
- Garden waste
- Builders’ waste
- Paint tins
- Liquids
- Tyres and car batteries
- Electrical items
- Gas bottles
- Hypodermic needles

92. The disposal of garden waste is not allowed in either the general waste or recycling bin or bags.

93. Householders are required to remove any contaminating material from residual waste containers and dispose of it separately.

94. The residual waste bin will not be emptied if the weight exceeds 25kgs. The householder will be required to remove and dispose of the waste themselves.

**p) Misuse of Containers & Enforcement Action**

95. Where a resident does not wish to participate in the service (for example, the resident finds the bin unsightly or they are not prepared to accept or use the containers provided) a number of steps will be taken to ensure that the householder is fully aware of how the service operates. If they still choose not to use the containers, the resident will be advised they will need to dispose of their own waste and will be considered to have “opted out” of the service, as per the Environmental Protection Act of 1990.
96. If the resident fails to use the recycling or food waste collection service but instead opts to use only the capacity available in the refuse container between refuse collections, then no enforcement action would be taken. Please note that no side waste will be accepted.

97. However, where a resident uses their recycling container for general refuse (black sack waste), the following steps will be taken:

- On the first occasion, the bin will not be emptied and a hanger/sticker label will be placed on the bin to explain why the bin could not be emptied
- On the second occasion the same procedure will be followed
- On the third occasion within any rolling 6 month period a Council Officer will arrange to visit the resident to establish why the resident is failing to use the
system correctly. An audit of the waste presented will be offered. This would entail sorting through the contents of the refuse container with the householder present. If recyclable material is found to be present, the resident will be given further advice on how to use the scheme.

• If the misuse continues further enforcement action may be taken:
  • In accordance with Section 46 of the Environmental Protection Act 1990, the Council may serve a Statutory Notice to the householder to require waste to be placed within the containers specified. The authority is entitled to specify that separate containers are used for waste to be recycled and waste which is not recycled and to determine where such containers must be placed to facilitate the emptying of them.
  • Any person that fails, without reasonable cause, to comply with the requirements of such a Notice may be issued a Fixed Penalty Notice of £100 in accordance with section 46 of the Environmental Protection Act 1990.

98. All households which are assessed as suitable for a wheeled bin for their refuse will be deemed suitable for fortnightly refuse collections. Whereby a resident presents their waste in sacks despite having a wheeled bin, this will be treated as side waste and will not be collected.

99. Enforcement action may be taken as a last resort where the Council is satisfied that all reasonable attempts at discussion and explanation have been thoroughly explored and concluded

**Mixed Dry Recycling Contamination:**
100. Where a small amount of contamination is present in the mixed recycling the collection crew will collect the recyclables.

101. Where a significant amount of contamination occurs, the container will not be emptied, and a sticker/hanger label placed on the bin/box. Householders will be advised to remove the contaminating material from the recycling container prior to the next scheduled collection.

102. Recycling collection crews will be instructed to lift lids of each recycling bin to check for contamination prior to emptying.

103. Where incidents of contamination are of a persistent nature (e.g. more than two collections), a letter may be sent to the householder and/or they may receive a visit from an Officer to reinforce what the householder should and should not be putting in their recycling container. Enforcement action may also be used for persistent offenders where the Council is satisfied that all reasonable attempts at discussion and explanation have been thoroughly explored and concluded.
Food Waste Contamination:
104. Where any amount of contamination is present in the food waste caddy, the collection crew will not collect the waste and will place a sticker on the bin to advise the resident to remove the contaminant or bag the waste and put it in their refuse bin for collection.

105. Collections crews will be instructed to lift the lids of the external caddy and check for contamination prior to emptying.

106. Where incidences of contamination are of a persistent nature (e.g. more than two collections) a letter may be sent to the householder and/or they may receive a visit from an Officer to reinforce what the householder should and should not be putting in their food waste caddy. Enforcement action may also be used for persistent offenders where the Council is satisfied that all reasonable attempts at discussion and explanation have been thoroughly explored and concluded.

q) Unadopted Roads and the Need for Indemnity
107. The council has no statutory obligation to collect waste from non-adopted highways, where no suitable collection point close to the highway can be established. Where no suitable arrangement for servicing private (non-adopted) roads and properties can be agreed then the council reserves the right to specify a collection point in accordance with its powers under the terms of the Environmental Protection Act 1990 (Section 46). The council will only collect waste from a non-adopted highway where the road construction is to an adopted highway standard and the management company or other responsible organisation responsible for the development provides and maintains an indemnity to the satisfaction of the council for the refuse collection operation.