

# **Bolsover District and North East Derbyshire District Council**

## **Joint Waste and Recycling Collection Policy**

(2013)

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**CONTROL SHEET FOR  
JOINT WASTE AND RECYCLING COLLECTION POLICY**

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## **1. Introduction**

Bolsover District Council and North East Derbyshire District Council's Joint Waste and Recycling Collection Policy aims to ensure that refuse and recycling services are provided in an effective and efficient manner in order to maximise recycling and reduce the amount of waste disposed of by way of landfill.

The Councils operate 'alternate week collection' (AWC) arrangements and provides households with access to their '3 bin' system to facilitate collection of residual (black bin), recyclable (burgundy bin) and compostable (green bin) waste.

Prior to the Councils expanding its kerbside recycling and composting collection service, households were provided with one 240litre black bin, emptied on a weekly basis. Since establishing a '3 bin' system, households now receive equivalent to 360litre of wheeled bin collection capacity each week. The provision of the increased bin capacity (burgundy and green) has greatly influenced increased recycling of household waste and reduction of residual waste disposed of by way of landfill.

The policy's intention is to support the Councils alternate weekly collection (3 bin) system and communicate agreed policies so as to avoid uncertainty for customers, Elected Members and Officers of the Councils.

Bolsover District Council and North East Derbyshire District Council are, by virtue of the Environmental Protection Act 1990, Waste Collection Authorities; and, as such, (Section 45(1), duty bound to collect household waste from domestic properties and commercial premises where requested to do so. The Councils undertake their duty in accordance with powers set out at Section 46 of the Act.

## **2. Scope**

Where a Waste Collection Authority (WCA) has a duty by virtue of the Environmental Protection Act (s.45(1)(a) to arrange for the collection of household waste from any premises, the authority may require the occupier, by notice served (s.46(1)) on them, to place the waste for collection in a receptacle of a kind and number specified and on a day and at a position or place.

The kind and number of receptacles required to be used must be such as are reasonable but, subject to that, separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and waste which is not (s.46(2)).

The authority may provide the above-mentioned receptacles free of charge; or, may require the occupier to provide them. The authority may make provision with respect to the size, construction, and maintenance of the receptacles; the placing of the receptacles for the purpose of facilitating the emptying of them; and the substances or articles which may or may not be put into the receptacles or the compartments of the receptacles and the precautions to be taken where particular articles or substances are put into them (s46(3) and (4)).

In England and Wales, a waste collection authority is not obliged to collect household waste placed for collection in contravention of a requirement under section 46(11).

A Waste Collection Authority may, at the request of any person, supply them with receptacles for commercial or industrial waste which they have requested the authority to arrange to collect. The authority must make a reasonable charge for any receptacle supplied unless in the case of a receptacle for the collection of commercial waste, the authority consider it appropriate not to make a charge (s.47(1)).

A waste collection authority may also require the occupier of premises in which industrial or commercial waste is stored to provide receptacles of a kind and number specified (s47(2)).

A waste collection authority must make such arrangements for emptying, without charge, privies serving one or more private dwellings in their area. They must also, if required by the person who controls a cesspool serving only one or more private dwellings in their area, remove the contents of the cesspool but, in this case, the authority may make a reasonable charge for the service. The authority, if requested to do so, by the person who controls any other privy or cesspool in their area, may on the payment of a reasonable charge by that person, empty the privy or, as the case may be, remove the contents of the cesspool (Environmental Protection Act 1990, s.45(5) and (6)).

A Waste Collection Authority has powers to charge for the collection of bulky items of household waste as afforded by the Refuse Disposal (Amenity) Act 1978. Bulky items of household waste are defined as items that because of their size and nature will not fit in the normal household waste bin provided by the collection Authority. Industrial and commercial waste is excluded from the term 'bulky household waste'.

The Joint Waste and Recycling Collection Policy outlines how Bolsover District Council and North East Derbyshire District Councils discharge their duty in delivering their waste and recycling collection service, as well as requirements of householders to participate fully in the service to recycle and dispose of their waste.

### **3. Service Functions**

#### **3.1 Presentation of Refuse Bins for Collection**

A kerbside waste and recycling collection service is provided across the Districts. Information is provided to households to inform residents on how, where and when their refuse and recycling bins are to be presented in anticipation of collection.

The kerbside, for the purpose of this policy, is described as pavements and \ or grass verges which abut the adopted highway; in particular, areas which fall outside a residents private land boundaries.

However, the Councils recognise, that due to the make up of certain areas of highway land or for safety reasons, it may not be suitable to present bins in such places; therefore, the Councils will nominate an 'agreed collection point' to facilitate the collection of household waste in such situations and notify householders accordingly.

### 3.2 Presentation of refuse and recycling receptacles

Residents are required to present refuse and recycling receptacles at the kerbside by 6.00am (Bolsover) or 7.00 a.m. (North East Derbyshire) and return them back to their storage point (within the household's property boundary) after emptying has taken place on the same day of collection.

Residents are requested to assist the Councils in collection of their household waste on nominated collection days, by not obstructing footways and carriageways with parked vehicles, caravans or other objects or structures.

Residents who live in a rural community (e.g. an isolated farm or house) will have their waste collected by a small, one person operated collection vehicle. Residents of such households will be required to present and \ or store their wheeled bins as near as possible to the adopted highway (i.e. Kerbside) to facilitate waste collection. It may be necessary for the Councils to nominate 'collection points' to such households; in particular where such properties are situated some distance from the adopted highway (i.e. Kerbside).

### 3.3 Frequency of collection

The Councils will collect residual household waste and segregated household recyclables on an alternate weekly basis; this entails collection of residual waste one week and recyclable waste the following week.

In undertaking this, the Councils provide households with 3 wheeled bins to facilitate kerbside collection (or agreed collection point) of waste; as follows:

- (i) Black Wheeled Bin – residual household waste presented for collection in black wheeled bins. This is waste which may not be recycled by way of the Council's kerbside recycling (burgundy and green) bin collection arrangements. Collection of black wheeled bins operates 12 months of the year on alternate weeks.
- (ii) Burgundy Wheeled Bins – recyclable household waste presented for collection in burgundy wheeled bins. This is waste which is sent to varying material processors for remanufacturing in to new products or re-use. Collection of burgundy wheeled bins operates 12 months of the year on alternate weeks.
- (iii) Green Wheeled Bins – organic household (garden green and food) waste presented for collection in green wheeled bins. This is waste which is sent to composting processes and turned in to useable organic compost. Collection of green wheeled bins operates throughout the main growing seasons for a 9 month period; normally, between March and November. Green bins are collected on a fortnightly basis throughout this period.

The Councils provide supplementary information to households on the types of waste which may be placed in each coloured bin.

Due to the impact of Bank Holidays, collections may be made a day later. For example if the normal collection day is a Friday, then the collection may be made on a Saturday instead; albeit, this may depend on how Bank Holidays fall; for instance, throughout the Christmas holiday period. The Council will notify in advance, householders of Bank Holiday Collection arrangements. This may be in the form of calendars provided to households and \ or the Councils web site.

### 3.4 **Assisted Refuse Collection Service**

The Councils are aware some people may be unable to move their wheeled bins, perhaps due to illness or incapacity. If you can show that infirmity or disability prevents you being able to move your bin to the collection point, the Councils can provide a collection/return service so residents may participate fully in refuse and recycling collection arrangements.

Residents, who are unable to transport their wheeled bins to and from the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), may apply to be placed on the 'assisted collection' register.

Applicants will be asked to undertake an Assisted Collection Application explaining why they are unable to move their wheeled bin. Supporting information will be requested as part of the approvals process; for example, proof of Disability Living Allowance and \ or Attendance Allowance. A Council officer may also contact applicants to discuss their application.

Residents placed on the 'assisted Collection' register will have their wheeled bins collected by a collection operative from an agreed location, emptied into the collection vehicle and then returned to that same location, subject to the extent of their disability. An assisted service is therefore available in two forms:

- (a) Part Return – provided to residents who are not capable of presenting their full wheeled bin but are capable of returning it when emptied.
- (b) Full Return – provided to residents who are not capable of presenting their full wheeled bin neither capable of returning it when emptied.

Alternatively the Councils may consider issuing smaller bins to applicants which, due their smaller size, better enable the resident to continue presenting their own wheeled bin and maintain their independence.

Assisted Collections are awarded to an individual rather than the householder; and, where an individual's circumstances change, they must inform the Council.

The Councils will periodically review the assisted collection register.

### 3.5 **Side Waste Policy**

The Councils will not collect any extra residual refuse which is presented for collection with black wheeled bins.

#### (i) No side waste (refuse)

The presentation of 'side' waste (extra waste which is placed next to the black wheeled bin) does not support waste minimisation principles or encourage residents to maximise recycling. Therefore any excess household refuse left beside the residual (black) wheeled bins will not be collected.

Residents, who are unable to contain their residual refuse within the wheeled bin provided, are encouraged to recycle as much as possible. If they are still unable to contain their refuse within their black wheeled bin, they may take this waste to their nearest Household Waste Recycling Centre (HWRC).at:



- Stonegravels, Chesterfield;
- Buttermilk Lane, Duckmanton,
- Taylor Lane, Loscoe

HWRC's are normally open 8.30am to 6pm every day.

The Councils will provide advice to householders on reducing/recycling their waste upon request or where issues arise from collection difficulties; e.g. reports of overloaded bins, raised lids or contamination (incorrect placement of waste in 3 coloured bin system) reported by collections teams.

Should a householder continue to present residual side waste, the Councils may undertake a waste analysis of their presented waste and provide educational advice and guidance.

The Councils have also adopted enforcement powers under section 46 of the Environmental Protection Act 1990, to service statutory notice on households to present waste for collection in accordance with this policy; this may also involve fixed penalty fines. However, this action will be used only as the last resort where other approaches have been unsuccessful.

The Councils may on occasion relax their 'no side waste' policy during periods of severe inclement weather or over the Christmas period.

#### (ii) Additional Recycling Waste Policy

The Councils encourage residents to maximise the amount of their household waste presented for recycling and acknowledges that some residents, on occasion, may have additional recyclable waste, which exceed capacity of their wheeled (burgundy) recycling bin. When this arises, residents may, at any time, present bagged recyclables at the side of their burgundy wheeled bin. Where ever possible clear bags should be used rather than traditional black or opaque bags.

If a household's recycling demands are such that they frequently exceed capacity of their burgundy wheeled bin, then the Councils may consider issuing that household with a second burgundy bin to meet their needs.

Where a household has instances where large card packaging requires recycling, this may be presented as side waste in so far it is folded/packed in to manageable bundles giving consideration to the collection operative's requirements in respect of manual handling.

### 3.6 Flat Bin Lids

Residents are encouraged to ensure their weekly household waste is efficiently packed in the bin and provide that the lid is flat. This may be achieved by tearing/flat packing boxes and squashing plastic containers, etc.

A lid is either flat or ajar, whether one, six or twelve inches. The Council takes its statutory health and safety obligations for its employee's very seriously by insisting on flat lids.

In blustery conditions it is not uncommon for bin lids which are raised\ajar to be blown in the faces of collection operatives; likewise, over spilling objects to fall on staff whilst bins are being processed on the automated bin hoists.

Bin hangers with tick boxes are used by collection teams to advise residents of a variety of things, including ajar\raised lids which are incorrectly presented. These are only used in cases where residents have not presented bins in line with the Councils requirements.

### 3.7 **Overloaded Bins**

Where a wheeled bin is presented and is considered to be overloaded, either by weight or volume of material, it will be rejected at the discretion of the collection operative and not emptied for health and safety reasons. The wheeled bin will only be emptied when deemed 'manageable' by the collection team.

Overloaded and / or heavy bins pose Health and Safety risks to our employees. It is not uncommon for heavy bins to be thrown from automated bin hoists when being processed throughout the automated cycle which present a risk to staff.

The Councils have a duty of care to ensure (Health and Safety at Work etc Act 1974) that its employees and agents are safeguarded from unnecessary risks. Heavy bins and overloading is therefore discouraged. Collection operatives will advise residents of heavy bins using the Bin Hanger system.

### 3.8 **Bins which are not presented correctly**

Refuse and recycling bins are to be presented for collection by 6.00am (Bolsover) or 7.00 a.m. (North East Derbyshire) on the designated day of collection. It is important that householders present bins by this time as collection times throughout the day may vary due to the impact of vehicle breakdowns, banks holiday and other operational issues. Households are advised not to rely on normal 'waste collection crew' arrival times as their normal bin presentation time, due to the effect operational issues may have on arrival times.

If refuse bins are not presented by the required time on the day of collection, bins reported as missed by residents will not be considered a 'missed' collection for reporting reasons.

Responsibility for disposal of the waste will then become that of the householder who will miss their collection until the next scheduled day; i.e. if a householder misses their black bin collection, they will have to wait 2 weeks until the scheduled collection. However, in exceptional circumstances, we may consider a '*one off gesture of goodwill*' collection.

Where householders do not present refuse bins for collection in accordance with Councils requirements the Councils will not undertake to make return arrangements. In such instances, the householder will have the following options:

- Take their waste to a Household Waste Recycling Centre (HWRC)
- Store the waste until the next scheduled collection day. If this results in excess waste (i.e. residual black bin) the Councils may allow a householder to present bagged 'side waste' (up to 2 bags) in particular where a

householder is unable to access a HWRC due to infirmity, disability or access reasons.

Refuse and recycling bins not presented for collection at the time collection crews arrive at the property, will be recorded by collection operatives and the Councils Customers Service Team will be advised to assist in answering enquiries or complaints received from householders in respect of 'missed collections'.

Should a 'missed collection' be reported on the designated day of collection and, subject to the record sheet failing to show the receptacle as not being presented for collection, the respective Council will return to collect the waste by the end of the next working day, where possible.

### **3.9 Bins not collected due to Operational & Environmental Conditions**

On occasion waste and recyclable collections may be affected by operational vehicle breakdowns, road access problems or severe weather conditions.

In the event of operational vehicle breakdowns and road access issues, some resident's wheeled bin collections may be delayed until the following day. In such instances, residents will be advised, upon contacting the Councils Contact Centre, to leave their bins presented and make sure they do not block footways; further to which, the Council will endeavour to collect them the next working day.

In the event of severe weather (i.e. heavy snow fall) conditions, wheeled bin collections may be delayed or even temporarily suspended arising from safety concerns. In the event of such, residents may be advised to leave bins presented in anticipation of collection taking place the following day; or, advised to return their wheeled bins to its normal household storage point; further to which, they will be advised as to collection arrangements when conditions improve. Residents may be advised via the Councils' websites, Contact Centres, Twitter and local media.

### **3.10 Multi-Occupancy Properties and Mixed Use Premises**

At properties such as flats and mixed use premises it is not always practical to provide each household (i.e. flat) with their own individual wheeled bin. In such instances, the Councils will provide larger (communal) wheeled bins up to 1100litre in size to facilitate the collection of household waste and recyclables.

The Councils aim to provide residents of flats/mixed use premises with 'at least' black and burgundy wheeled bins to enable segregation of their waste to facilitate recycling in an effective manner. The Councils endeavour to work with residents of such premises to encourage recycling.

### **3.11 Refuse and Recycling Bin Provision, Replacement and Repairs**

The Councils are committed to helping residents reduce the amount of waste they produce and increase levels of recycling. In view of a continued reduction in residual waste arisings, households will be provided with 180litre black bins in future. 240litre black bins will be gradually replaced over the course of time through a combination of natural replacements and new (1<sup>st</sup> bin) property provision.

The Councils '3 bin' kerbside alternate weekly collection service provides each household with the following receptacles:

- 1 black wheeled bin 180litre in size for general (residual) waste. Only waste produced by the householder on a normal day to day basis should be placed in this wheeled bin. It should not contain commercial waste, bulky items, excessively heavy, hazardous type waste or recyclable material.
- 1 burgundy wheeled bin 240litre in size for household recycling of card packaging, plastic bottles, plastic food containers\trays, cans, bottles, textiles and small household batteries with 40litre integral caddy for segregated paper.
- 1 green wheeled bin 240litre in size for household recycling\composting of garden vegetative waste and cooked or raw food waste. During the winter suspension period, food waste will be collected in black wheeled bins. (Note: the Councils will introduce cooked food waste from April 2014 and residents will be advised)

The cost of providing refuse bins at new build properties will be met by the developer and \ or occupier of the new property.

A resident who causes damage to wheeled bins which cannot be repaired, or is either lost/stolen will be charged for a new replacement bin.

Damage to wheeled bins caused by waste collection crews during the collection process will be replaced or repaired free of charge at the Councils expense.

New and \ or replacement bins will be delivered to householders as soon as practicable (not later than working 10 days) after the request has been made or after payment is received; that is, instances where payment is required.

When householders move home they must leave all wheeled bins at the property ready for the new occupant to use. At no time should householders transfer refuse bins to another property.

All refuse bins supplied to householders shall always remain the property of the Councils.

Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles provided by the Councils.

The cost of providing new and \ or replacements bins, where relevant, will be charged in accordance with the Council's Chargeable Waste Collection Rates.

### **3.12 Additional Residual Bin Capacity**

The Councils recognise that individual households with 6 or more permanent resident persons may find it difficult to contain all of their residual waste within a 180\240 litre black wheeled bin. Households of this nature, who demonstrate they are actively recycling, may request additional residual and/or recycling wheeled bins to assist with recycling or disposing of their waste.

In such instances, residents will be required to complete an application form for additional refuse bin capacity.

Additional recycling (burgundy\green) wheeled bin capacity will be provided free on request for households with 6 or more occupants, or where there is other demonstrable need. However, a 'one off' charge will be made for additional residual (black) wheeled bin capacity.

Households, who request additional residual (black) wheeled bin capacity, must demonstrate they are actively recycling as much of their household waste as possible by way of their burgundy and green wheeled bins.

Households who do not recycle will **not** be issued with extra bin capacity, and the Councils may withdraw extra bin capacity if households fail to recycle. Residual (black) bins are not intended for disposal of items that can be recycled.

Household who produce large amounts of **medical wastes** (Category E) due to disability or other similar causes, are able to apply for extra residual (black) wheeled bin capacity. The Councils will still consider other factors above when making their decision in provision of extra bin capacity.

A 'one off' charge (50% reduction if on benefits) will be made for the provision of increased residual (black) wheeled bin capacity. No charge will be made for increased recycling (burgundy\green) wheeled bin capacity; insofar the level of increased capacity is reasonable. No charge will be made where increased capacity arises from **medical waste** requirements.

The Councils will periodically review households who have additional wheeled bin capacity and will send a review form every 2 years to check that such households still require extra bin capacity.

### 3.13 **Bulky Domestic Household Waste Collection**

The Councils offers a service for the removal of bulky items of household waste from outside your home. This is known as the 'Bulky Domestic Waste Collection Service' and is to assist residents who are unable to take large items, such as furniture, to their local Household Waste Recycling Centre (HWRC).

This service is intended for a variety of large household waste items, such as settees, wardrobes, fridges, tables, chairs, carpets, which will not fit in a normal household wheeled bin.

Residents are able to arrange for bulky collections by calling the Councils, for which a small payment is required.

Payment may be made by credit/debit card by calling the Councils Contact Centres; alternatively, payment may be made by cheque or cash at the Councils offices situated throughout the District.

Bulky items will be collected within 10 working days of receipt of payment. Residents who arrange and make payment for bulky collections will be provided with a collection date.

The 'Bulky Domestic Waste Collection Service' is not intended for the collection of garden waste. Residents are provided with a 'free' kerbside green wheeled bin, service for the collection of garden waste. However, for excessive quantities of garden waste the Council can provide a no obligation quotation for its removal.

The Councils will make arrangements to collect a wide range of bulky waste items (see table below); however, there are certain items that we are not obliged to collect.

Items We Will Collect (Household Waste)	Items We Won't Collect (Industrial/Commercial Waste)
<ul style="list-style-type: none"> <li>▪ Beds and Mattresses</li> <li>▪ Bicycles</li> <li>▪ Bedroom Furniture (free standing)</li> <li>▪ Carpets</li> <li>▪ Computers</li> <li>▪ Cookers</li> <li>▪ Dishwashers</li> <li>▪ Fridge and Freezers</li> <li>▪ Garden Waste (by quote only)</li> <li>▪ Kitchen furniture (free standing)</li> <li>▪ Room furniture (free standing)</li> <li>▪ Settees and Arm Chairs</li> <li>▪ Swing, slides (free standing)</li> <li>▪ Tables and Chairs (free standing)</li> <li>▪ Televisions and Hi-fi's</li> <li>▪ Toys</li> <li>▪ Washers and Tumble Dryers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Aerials and Satellite dishes</li> <li>▪ Asbestos</li> <li>▪ Baths, Sinks, Toilets, Bidets</li> <li>▪ Boilers and Radiators</li> <li>▪ Building Materials (bricks, tiles, rubble)</li> <li>▪ Car Parts of any description</li> <li>▪ Bunkers (concrete/metal)</li> <li>▪ Fitted kitchen/bedroom units</li> <li>▪ Worktops - Kitchen worktops etc</li> <li>▪ Garages, Greenhouses, Sheds</li> <li>▪ Gates and Fences</li> <li>▪ Hazardous waste items</li> <li>▪ Internal/External Doors</li> <li>▪ Mirrored wardrobe doors</li> <li>▪ Oil tank and Gas Cylinders</li> <li>▪ Soil, earth, stones, concrete</li> <li>▪ Storage heaters (due to asbestos)</li> <li>▪ Trees</li> <li>▪ Windows (frames and/or Glass)</li> </ul>
<p><u>The Council may, where requested, provide a separate quotation to collect and dispose of wastes listed in the 'items We Won't Collect' column.</u></p>	

Residents are required to leave items arranged for collection in an accessible place at the front of the property, preferably at the property curtilage near to the kerbside, whilst giving regard to:

- Bulky items must be presented by not later than 6.00 a.m. (Bolsover) or 7.00 a.m. (North East Derbyshire) on the notified day of collection, in a safe and easily accessible position (i.e. not behind locked gates, garages/sheds and be in one place and on the ground floor outside blocks of flats)
- They must be within reasonable carrying distance of the collection vehicle (i.e. property curtilage near to the kerbside).
- Residents are asked not to allow items stored outside, such as mattresses\soft furnishing, to become sodden with rain water as this increases their weight considerably.
- If there is no access we will leave a note and call you back to discuss proper access arrangements.
- We reserve the right to refuse to take items that are left at the rear of the property.
- **We will not enter premises to collect items of waste!** However, the Councils may provide quotations, upon request, to remove bulky items from inside premises (*i.e. the undertaking of house clearances*)

The Council (North East Derbyshire) provides concession in its charging arrangements for the collection of bulky waste, as follows:

- Households on low income receiving benefits will receive a reduced rate of 50%.
- Householders who due to reasons of disability and do not have the capability and mobility to deliver their own bulky waste to a Household Waste Recycling Centre will receive a reduced rate of 50%.

To qualify for a concession North East Derbyshire customers must demonstrate that they are low income families receiving benefits or unable to arrange for their own disposal due to reasons of infirmity and capability. Concessions are not available for customers who are arranging collections by quotation and customers in Bolsover.

Refunds will only be provided in the event collections are cancelled and \ or varied within 48hrs (working days) of the notified collection date (excluding Saturdays, Sundays and Bank Holidays).

From 1st July 2007 the Waste Electrical and Electronic Equipment Regulations (WEEE) came in to force. This requires manufacturers and retailers to be responsible for WEEE recycling and provide a 'Take Back' service in order to comply with their producer responsibility requirements to recycle EEE waste. Residents are therefore reminded to ask retailers for details of their free 'Take Back' scheme when purchasing new white goods and large electrical items (*i.e. cookers, washers, fridges, freezers*).

Residents are further reminded that, if items they wish to dispose of are in good condition and flame retardant (for upholstered items) they may wish to consider either giving the item away through the local classifieds, or passing them on to one of many charitable organisations who in turn may be able to re-home the items with families on low incomes.

YMCA Derbyshire operates a Furniture Recycling Project. Further information about this service and how to donate old furniture can be found on [Derbyshire County Council's website](#).

Alternatively, the [Freecycle](#) Network is open to all individuals who want to 'recycle' that special something rather than throw it away; whether it's a chair, a fax machine, piano or an old door.

### 3.14 **Clinical Waste Collection Service**

The Councils will arrange for the collection of clinical waste on receiving instruction from a Health Care Professional (i.e. Doctor's Surgery).

Residents who receive health care treatment in their home and generate clinical waste should discuss with their District Nurse or Health Care Professional (GP or surgery nurse) to advise how to dispose of clinical waste arising from treatments in their home. The Health Care Professional will complete a 'risk assessment form' and advise the Councils of their need for a clinical waste collection service.

Clinical waste is categorised as follows:

<p><b>Group A</b></p> <ul style="list-style-type: none"><li>• Identifiable human tissue (all identifiable human tissue, whether infected or not, may only be disposed of by incineration), blood, animal carcasses and tissue from veterinary centres, hospitals or laboratories.</li><li>• Soiled surgical dressings, swabs and other similar soiled waste.</li><li>• Other waste materials, e.g. from infectious disease cases, excluding any in Groups B–E.</li></ul>
<p><b>Group B</b></p> <ul style="list-style-type: none"><li>• Discarded syringe needles, cartridges, broken glass and any other contaminated disposable sharp instruments or items.</li></ul>
<p><b>Group C</b></p> <ul style="list-style-type: none"><li>• Microbiological cultures and potentially infected waste from pathology departments and other clinical or research laboratories.</li></ul>
<p><b>Group D</b></p> <ul style="list-style-type: none"><li>• Drugs or other pharmaceutical products.</li></ul>
<p><b>Group E</b></p> <ul style="list-style-type: none"><li>• Items used to dispose of urine, faeces and other bodily secretions or excretions which do not fall within Group A. This includes used disposable bed pans or bed pan liners, incontinence pads, stoma bags, and urine containers. (Where risk assessments show no infection risk exists, Group E waste is not classed as 'clinical waste'.)</li></ul>

The Councils will facilitate the collection and disposal of clinical household waste, as follows:

- Group 'E' type waste (Non Infectious) may be mixed into the normal domestic residual wheeled (black) bin.
- If the household generates Group 'E' type waste (Non Infectious) in excess of 20% of the normal 180\240litre domestic bin, a special collection can be arranged or (dependent upon circumstances) an extra 140litre residual wheeled (black) bin may be issued to the household throughout the duration of their increased waste needs.
- Group 'A' type waste (Infectious) must be collected and taken for incineration. A special collection is arranged for this; **Group 'A' waste must not be placed in the household wheelie bin at any time.**
- Group 'B' type waste (used syringe needles and other contaminated sharps) should be put into a sharps container for disposal. A special collection is arranged for this; **Group 'B' waste must not be placed in the household wheelie bin at any time.**

### 3.15 Commercial Waste Collections

The Councils provide a Commercial Waste Collection service, upon request, to all companies and businesses (including schools and residential/nursing homes - non-medical) located within the District.



All businesses have a legal duty to ensure they have proper and adequate arrangements in place to deal with the disposal of waste arising from their commercial trading activity. This is a statutory requirements laid down by the Environmental Protection Act 1990 (section 34).

A charge is made for the service which is dependent on the volume of waste produced, number of containers, access arrangements and possibly the type of waste generated.

A range of containers are available to suit varying waste disposal needs in varying sizes:

Size	Height	Depth	Width
240 litres	1080mm	730mm	580mm
360 litres	1100mm	860mm	620mm
770 litres	1390mm	777mm	1265mm
1100 litres	1404mm	986mm	1265mm
Open Skips	Various	Various	Various
Closed Skips	Various	Various	Various

The Councils are able to provide a no-obligation quotation for the collection of commercial waste.

### 3.16 **Services to charities and community organisations**

The Councils will undertake collection of waste from charities and community organisations within the District when requested.

Registered 'not for profit' charities and community organisations will be provided with wheeled refuse bins (3 bins system) to meet their organisation's waste requirements and where ever possible, provide them access to a recycling service.

Refuse bins will be emptied on alternate weeks with no collection charge. However, the Councils will make a charge for providing extra bin capacity greater than that described above; in particular, where additional wheeled bin capacity is requested.

The Councils do not currently include for the cost of waste disposal in 'not for profit' organisation waste collection charges. Derbyshire County Council (Waste Disposal Authority) may review their policy position which in turn may influence the District Councils to include such charges.

### 3.17 **Education, Awareness Raising and Enforcement**

The Councils provide a wide range of information to inform residents and households of arrangements for the collection of their waste.

The Councils believe that building awareness and having an educational approach is important to help residents understand their role in reducing the amount of waste they produce and increase recycling.

The Councils further recognise that, when education and awareness initiatives have not achieved their desired outcomes to encourage residents to participate correctly in the Council's waste collection arrangements; in particular, where a residents actions result in environmental despoilment or anti-social behaviour; then, the Councils may, as a last resort, undertake enforcement activities in accordance with the Councils 'Enforcement Policy' and as such, will follow the principles of a staged approach.

In undertaking the collection of waste from district households, the Councils require that such waste are presented in Council approved wheeled bins to ensure its effective and safe collection from the kerbside by refuse collection vehicles with specified bin hoists to suit the Council's approved wheeled bins.

The Council's waste collection operatives are empowered to reject collection of residual and recyclable waste wheeled bins for the following reasons:

- Overloaded wheeled bin (by weight or volume)
- Raised bin lid (bin lid ajar)
- Wrong bin presented on collection day (e.g. burgundy recycling bin presented on residual black bin week)
- Non-collected waste present in wheeled bin for collection (e.g. construction, DIY or soil waste)
- Contamination of recyclable materials (incorrect waste types placed in burgundy or green bins).
- Side waste presented (*except for burgundy bin collections where bagged side waste may be presented at any time*).

Where wheeled bins are rejected for collection, due to one of the above reasons, the Council's collection operatives will place a 'bin hanger' on the residents wheeled bin to advise of the reason.

Bin hangers may also be used as educational prompts to advise residents of incorrect placement of waste in wheeled bins; rather, than reject a bin for collection. However, after repeated prompts (bin hanger placement) collection teams may reject bins for collection where advice has been ignored.

Cross contamination in recycling (burgundy\green) bins may result in whole vehicle loads being rejected at the material delivery point and the Council incurring cost of up to £200 per tonne. Therefore, the Council may withdraw on a permanent and \ or temporary basis recycling (burgundy\green) bins from households who fail to meet the Council's requirements to segregate waste in to the correct coloured bin.

The Councils have adopted powers under Section 46 of the Environmental Protection Act 1990 for the issuing of Fixed Penalty Notices (FPN) to residents\households who (after education and awareness initiatives have been ineffective) fail to comply with the Councils waste and recycling collection arrangements. The Councils stress, that the use of enforcement action will be the 'last resort'.

## 4. Principles

The Councils' Corporate Priorities and Strategic Objectives are key principles which underpin the provision of Waste and Recycling Collection Services to residents, households and business throughout the District.

To further underpin delivery of the Councils' Waste and Recycling Collection Service, the Councils will ensure:

- (a) **Value for Money** - Flexibility and adaptability of the Waste and Recycling Collection Service is essential in order to meet the changing demands of our waste streams and resident's recycling needs. By working together with our Strategic Partner, we aim to provide value for money services which meet our resident's needs.
- (b) **Equality** - The Council is committed to providing services accessible and inclusive to all sections of the community that meet residents and customer's needs. We will tailor our approach to ensure those who have difficulty accessing the service are not disadvantaged and will offer assistance (i.e. assisted bin collection) where an individual's need is demonstrated. Every endeavour will be made to ensure our service meets requirements of the Equality Act 2010 and an Equality Impact Assessment has been undertaken.
- (c) **Sustainability** - Sustainability is and will remain a key issue in provision of our Waste and Recycling Collection Services. Principles of the Waste Hierarchy will remain at the heart of our service delivery to best ensure the Districts' waste avoid landfill disposal and in doing so contribute to a better environment for today and future generations.
- (d) **Partnership Working** – By working in partnership with others we will be able to maximise our resources to positively influence economy and equity in service delivery and encourage shared ownership and engagement in wider recycling and waste reduction; in doing so we will add value to what we are able to achieve.
- (e) **Communication** – Central to our policy will be the need to change attitudes and behaviour in some members of our community, both residents and businesses. Whilst many people are already committed to recycling and waste reduction, there are still some that see waste as “someone else's” problem and that their responsibility ends with depositing waste in the bin. The Council will look to engage with the wider community and, in particular, hard to reach members of the community, through education and awareness campaigns to encourage them to improve how they manage and recycle their own waste arisings.
- (f) **Better Customer Experience** – The Councils Contact Centres and staff will aim to meet customer queries and complaints with equity and respect at all times.

## 5. Statement of Waste Classification

The Council in determining sources of household, industrial and commercial waste it collects by way of arrangements set out in this policy, gives due consideration to duties placed upon the Council as summarised by (s2) The Controlled Waste (England and Wales) Regulations 2012 (*Classification by place of production*) as follows:

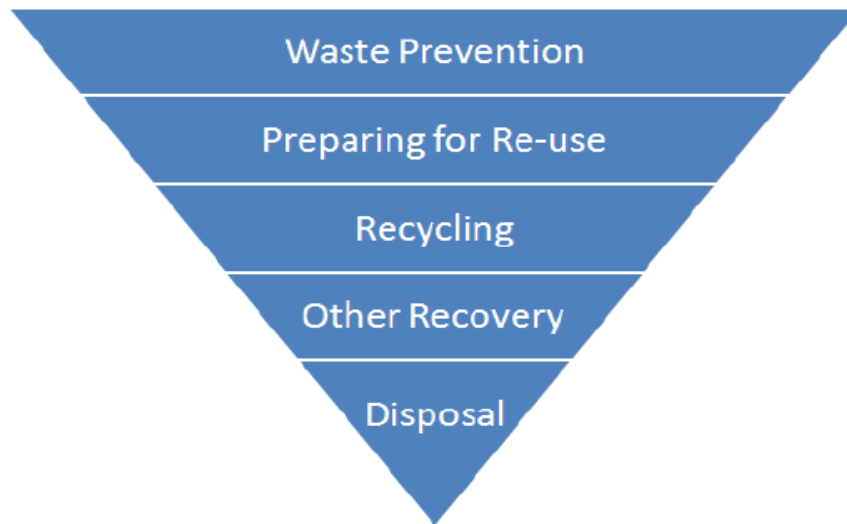
No.	Description	Classification	Exceptions
1	Private storage premises used wholly or mainly for the storage of articles of domestic use	Household	
2	Land belonging to or used wholly or mainly in connection with domestic property or caravan where waste from the property or caravan is treated as household waste	Household	
3	A private garage	Household	Where the garage has a floor area exceeding 25m <sup>2</sup> or is not used wholly or mainly for the accommodation of a private motor vehicle, the waste is to be treated as commercial waste
4	A vehicle or vessel used wholly for the purposes of living accommodation	Household	Where the vehicle or vessel is used in the course of a business for the provision of self-catering accommodation, the waste is to be treated as commercial waste
5	A place of worship	Household	
6	A residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Household	
7	A penal institution	Household	
8	A charity shop selling donated goods originating from domestic property	Household	
9	A caravan or mobile home site for gypsies and travellers	Household	
10	Premises used wholly or mainly for public meetings	Household waste	

No.	Description	Classification	Exceptions
11	Domestic property used in the course of a business for the provision of self-catering accommodation	Commercial	
12	A caravan: (a) used in the course of a business for provision of self-catering accommodation, or (b) which is not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission	Commercial	
13	Premises occupied by a charity and wholly or mainly used for charitable purposes	Commercial	Waste from a place of worship or premises used wholly or mainly for public meetings is to be treated as household waste
14	A camp site or a tent pitched on land other than a camp site	Commercial	Where waste is from domestic premises at a camp site, it is to be treated as household waste
15	A royal palace	Commercial	
16	Premises occupied by a club, society or any association of persons in which activities are conducted for the benefit of the members	Commercial	
17	Premises occupied by: (a) a court; (b) a government department; (c) a local authority; (d) person appointed by or under any enactment to discharge public function; (e) a body incorporated by Royal Charter	Commercial	Waste classified as household waste or industrial waste because it is from a place: (a) otherwise described in this table (except for entry 27); or (b) described in section 75(5) or (6) of the Act (household waste or industrial waste)
18	A hotel	Commercial	
19	Any part of a composite hereditament used for the purposes of a trade or business	Commercial	

No.	Description	Classification	Exceptions
20	A market or fair	Commercial waste	
21	The practice of a general medical practitioner	Commercial	
22	A workshop or similar premises which is not a factory only because: (a) those working there are not employees; or (b) the work carried on there is not carried on by way of trade or for purposes of gain	Industrial waste	Where the principal activities at the premises are computer operations or the copying of documents by photographic or lithographic means the waste is to be treated as commercial waste
23	Waste from a laboratory	Industrial	
24	Waste from a scientific research association	Industrial	
25	Waste from premises used for the breeding, boarding or stabling of animals	Industrial	
26	Waste imported into England or Wales	Industrial	
27	Directive waste from a place (including any vehicle, vessel or aircraft) not otherwise described in this table or in section 75(5) or (7) of the Act(15) (household waste and commercial waste)	Industrial	

## 6. Delivery and Implementation

The European 'Waste Hierarchy' (as defined in Article 3 of the Waste Framework Directive) is at the heart of the Councils Joint Waste and Recycling Collection Policy and reducing the environmental impact of how we manage the Districts waste. The Waste Hierarchy is defined as follows:



Waste prevention is the first tenet of the hierarchy which represents the most efficient and sustainable use of resources.

Re-use is an important part of this hierarchy because it keeps products in the consumption sphere for a longer period and avoids the creation of waste. Re-use implies that a product is used again for the same purpose for which it was originally conceived.

Next in the hierarchy 'preparing for re-use' which contributes to the same purpose, but deals with products which have already been discarded as waste.

To this extent, the Councils Burgundy and Green bin collection arrangements aim to divert products from the black bin (residual) waste stream and facilitate their recycling in to new products for re-use.

The Joint Waste and Recycling Collection Policy is therefore focused on changing the behaviour and attitudes of the wider community including elected Members, businesses, partners, the voluntary sector and residents to reduce the District's waste levels, increase recycling and reduce the amount of waste disposed (being the lowest tenet of the Hierarchy) by way of land fill.