

Flintshire County Council

**HOUSEHOLD WASTE COLLECTION
POLICY**

2011



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POLICY FOR HOUSEHOLD WASTE COLLECTION

1.0 Legislation

1.1 Under the terms of the Environmental Protection Act, 1990, Flintshire County Council (the "Council") is classed as a Waste Collection and Disposal Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties in the County. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

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

2.0 Household Waste Collection Eligibility

2.1 Each household in Flintshire accountable for paying council Tax shall be entitled to a waste collection service.

2.2 Places of religious worship, registered charities and community halls (where no business activity takes place for profit) may be entitled to the standard waste collection service offered to householders.

3.0 Collection Frequency

3.1 The Council is in the process of implementing a Managed Weekly Collection (MWC) service. This is expected to be fully implemented in 2011. Inevitably, this means that householders in the County will have different collection services until everyone is included in the scheme.

3.2 The collection of non recyclable waste and garden waste will take place on alternate weeks. However, collections of non recyclable waste will revert to weekly over the Christmas and New Year holiday period.

3.3 Food waste will be collected weekly.

3.4 Dry Recycling material will be collected on a weekly basis.

4.0 Containers for the Storage of Waste Materials

4.1 All containers supplied to householders for the purpose of any waste/recycling collection service shall always remain in the ownership of the Council. When householders move home they will be required to leave all wheeled bins and recycling boxes at the property ready for the new occupant to use. The only exemption to this are garden waste bins (Brown Bins) that have been purchased by the householder from the Council.

4.2 Householders are responsible for the storage, safe keeping and cleaning of waste containers provided by the Council.

4.3 Once the full MWC service is available County wide, each householder shall be entitled to the following containers free of charge to store their waste:

- 1 x 180 litre black wheeled bin for non recyclable waste. Only waste produced by a household on a normal day to day basis should be placed in this wheeled bin (i.e. it should not contain non standard items such as bulky waste, commercial waste or recyclable waste).
- 1 x 55 litre blue recycling box (for plastic bottles, mixed cans and mixed glass). Households requesting additional recycling capacity shall be given reusable woven sacks for separating plastic bottles and mixed cans (box will be used for glass)
- 1 x 60 litre blue reusable plastic sack (for paper and cardboard). Additional recycling capacity will be available on request.
- 1 x 25 Litre caddy for the storage of food waste and a smaller 7 Litre caddy for use in the kitchen. Householders will also be supplied with a roll of 52 biodegradable bags for food waste. Householders will be supplied with additional bags free of charge on request.
- 1 x 140 litre brown wheeled bin for green garden waste.
If an additional bin is required please see paragraph 4.12

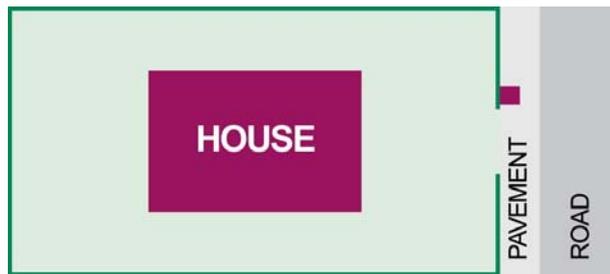
4.4 All containers supplied by the Council should only be used for the storage of items as prescribed by the Council. Failure to do so will result in the Council retrieving the container(s) from the households.

4.5 Households must separate their waste items into the appropriate containers as per instructions given by the Council. Failure to do so may result in material being rejected or the container not being emptied. If the householder fails to correctly segregate their waste materials into the prescribed containers as specified, the waste will not be collected and this shall not be classed as a missed collection. Following such an incident the householder must place the waste items in the correct container which will then be collected during the next scheduled collection.

- 4.6** Where operationally possible all households will be included in the MWC service. However some locations, where specific collection points have been identified by the Council will be provided with communal wheeled bin(s) free of charge for the purpose of storing waste materials.
- 4.7** Any request to provide a new wheeled bin or recycling box (e.g. due to damage or if a new property has been built etc) shall be made by initially contacting the Council. Replacement wheeled bins or recycling boxes shall be delivered to householders as soon as practicable after the request has been made.
- 4.8** If a householder wilfully damages a wheeled bin or recycling box then they may be charged for a replacement.
- 4.9** Where a household has 6 or more permanent occupants, they may make a request for a larger, 240 litre wheeled bin for the storage of non recyclable waste. This service shall be subject to annual review and the 240 litre wheeled bin will be exchanged for a standard 180 litre wheeled bin once the number of permanent occupants reduces below 6. The provision of a larger wheeled bin for this purpose shall be subject to availability.
- 4.10** Where a household with less than 6 permanent occupants believe they have a need for a larger bin (240 litres) than the standard 180 litre wheeled bin, applications can be made to the Council for consideration.
- 4.11** Only 1 wheeled bin for non recyclable waste will be supplied and emptied per property.
- 4.12** Where a household produces large quantities of green garden waste, they may purchase an additional 140 litre wheeled bin for the storage of this material. The provision of additional wheeled bin for this purpose shall be subject to availability. Households will be restricted to 2 wheeled bins for garden waste.

5.0 Collection Point

- 5.1** All wheeled bins, food containers and recycling boxes/bags must be placed at the kerbside of the property without causing obstruction. The kerbside is defined as the nearest road/highway to the property (typically the pavement). The collection point for householders with long private drives will be the point where their drive meets the road/highway.



- 5.2** If wheeled bins, food containers and recycling boxes/bags are left on the highway for collection, it is the householder's responsibility to ensure that they do not cause an obstruction. The Council will not accept liability if any incidents occur as a result of wheeled bins, food containers and recycling boxes/bags being placed out ready for collection by householders.
- 5.3** Where required, separate arrangements will be made for a specific collection point for flats, properties with narrow access or hard to reach properties etc. These specific collection points will be advised to the householder by the Council.
- 5.4** Wheeled bins and recycling containers will be returned to their point of origin by the collection crews immediately after collection (or to a safer position if necessary).
- 5.5** The householder must collect their wheeled bins/recycling boxes after they have been emptied and return them to within the boundary of their property on the day of collection.
- 5.6** The Collection point may be changed under certain circumstances - see 'Assisted Collections' in paragraph 8.0.

6.0 Collection Day and Time

- 6.1** Wheeled bin and recycling collections will generally take place on the same day each week on a day prescribed by the Council.
- 6.2** All wheeled bins and recycling boxes must be presented at the kerbside, ready for collection on the appropriate collection day by 07.00 hours. Wheeled bins and recycling boxes may be presented at the kerbside, the night before the scheduled collection.
- 6.3** The Council may change collection days from time to time e.g. over the Christmas and New Year period, following inclement weather or as part of any new routing programme..
- 6.4** On some occasions the waste collection service will have to be suspended due to a service disruption (e.g. during heavy snow, industrial action, fuel shortage etc). The Council will make every effort to minimise the level of disruption to householders and will try to rectify any missed collections during the week of the disruption.

- 6.5** Where the Council is unable to recover any missed waste collections due to a service disruption, householders should retain their waste materials until the next scheduled collection when they will be picked up. Households have the option to use their nearest Recycling Park.

7.0 Presentation

- 7.1** All waste must be presented in Council approved containers to ensure its safe collection from the kerbside. Lids on wheeled bins must be shut when the waste is collected in order to ensure that all health and safety concerns are addressed.
- 7.2** Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicle will not be taken. In these cases householders will have to loosen the materials themselves ready for the next scheduled collection.
- 7.3** The Council reserves the right not to empty any wheeled bin which has been overfilled and/or presented with its bin lid open.

Side Waste:

- 7.4** All non recyclable waste must be contained within the Council supplied black wheeled bin. No excess side waste will be collected during the normal collection. Following the emptying of the black wheeled bin, any side waste left by the householder will be placed by the refuse crew into the now empty bin ready for the next collection. The crew will leave an information tag on the bin informing the householder of this action. This will also be reported to the waste support team to be recorded.

Enforcement:

- 7.5** If the householder continues to leave side waste and/or the lid of the wheeled bin is presented open, then this will again be reported to the waste support team. A member of the team will visit the householder to provide advice and support. A letter confirming the advice/actions agreed at the visit will then be issued to the householder.
- 7.6** Following the visit; if the householder continues to leave side waste and/or the lid of the wheeled bin is presented open, then a warning letter will be sent to the householder regarding the potential for enforcement action.

7.7 If the householder continues to ignore the advice stated within the final warning letter and continues to leave side waste and/or the lid of the wheeled bin is presented open then the matter will be passed to the Enforcement Team who may then Issue a Fixed Penalty Notice under Section 47ZA of the Environmental Protection Act 1990.

8.0 Assisted Collections

8.1 Where, through frailty or incapacity, a householder cannot present their 180 litre wheeled bin or recycling boxes at the kerbside, and subject to there being no other able bodied person living at the property, the householder may make a formal request to the Council for an Assisted Collection. If an Assisted Collection is approved by the Council then a suitable collection point on the property shall be agreed with the householder.

8.2 Assisted Collections will be restricted to those households who are in genuine need following approval of an application to the Council. The Council may review the need for this service by the householder on a periodic basis.

9.0 Missed Kerbside Collections

9.1 If a wheeled bin or recycling container is placed out ready for collection on the correct collection day and time, and is not picked up by the Council, then this will be classed as a missed collection.

9.2 Where a genuine missed collection is reported the Council will endeavour to return and collect within 24 hours of notification.

9.3 Where it is proven, the householder has failed to place the bin out for collection on the designated day and time; the Council reserves the right to charge the householder for a return visit.

10.0 Clinical Household Waste Collection

10.1 The Council shall provide a free collection of clinical household waste from householders upon request from the relevant healthcare provider, via a prescribed application form.

10.2 The Council shall provide a suitable container for the householder to store their clinical waste.

10.3 An agreed collection point, day of collection, frequency of collection and any other specific instructions regarding this service, will be agreed between the Council and the householder.

11.0 Bulky Household Waste Collection

11.1 The Council provides a bulky waste collection services for householders:

- Bulky Waste Collection – This is a chargeable service 1 to 5 items (or up to 10 bin bags). Extra items, up to a maximum of 5 are an additional charge. The cost for each of these services will be as noted in the Council's Fees & Charges which are produced every year.
- Subsidised Bulky Waste Collection – Householders in receipt of Income Support, Job Seekers Allowance, Disability Living Allowance, State Pension or Guaranteed Pension Credits will be given free collections. Proof of benefit is required. This is limited to 10 items within any 12 month period.

11.2 Following a request for a bulky household waste collection service, the collection shall take place on designated day.

11.3 Householders must comply with the instructions given to them by the Council for the bulky waste collection service. These shall include the following:

- Typical examples of bulky waste that will be accepted under this service include the following: mattress, bed frame, chair, table, fridge, freezer, TV, carpet, hi-fi, cupboard, standard cooker, sideboard, lamp, children's toy, computer, bookcase etc.
- For the avoidance of doubt, a three piece suite will count as three items.
- Small waste objects should be placed into a box, sack or suitable container and this will then be counted as one item.
- Only the items listed during the original request to the Council will be collected. Additional items will not be collected.
- No commercial or industrial waste will be collected.
- All items must be presented for collection by 07.00 hours on the specified day of collection.
- All items of waste must be left at the edge of the curtilage of the property, as close to the highway as possible, and presented in a safe fashion which does not cause any obstruction or danger to the

public. The Council will not enter houses to collect waste items. The collection point for properties with difficult access e.g. flats, shall be agreed with the Council before collection.

- The Council reserves the right to refuse the collection of any waste items that may cause harm or may have an affect on the health and safety of waste collection staff.
- For the avoidance of doubt Home Improvements including kitchen/ bathroom renewals, fitted wardrobes and any soils & rubble from landscaping works are not classed as bulky waste and households should make the appropriate arrangements with a contractor to ensure duty of care for their safe disposal.