



**Flintshire County Council**

**HOUSEHOLD WASTE COLLECTION  
POLICY.**

**HOUSEHOLD RECYCLING CENTRE  
OPERATIONS.**

**AND**

**THE COUNCIL'S BRING SITE SERVICE**

**December 2013**



## **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 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 waste types which may or may not be placed within each of the receptacle(s).

### **2.0 Household Waste Collection Eligibility**

**2.1** Each household in Flintshire registered on the Council Tax Register will be entitled to receive 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 operates a Managed Weekly Collection (MWC) service offering the following:

- A weekly collection of all recyclable material which should be cleaned and separated by the residents. This includes – Glass, Plastics, Card/Paper and Cans
- A weekly collection of food waste
- A fortnightly collection of a 180 litre general domestic waste container  
*Alternating with:*
- A fortnightly collection of 140litre green/garden waste container

### **4.0 Containers for the Storage of Waste Materials**

**4.1** Where operationally possible all households have been included in the MWC service and the properties will receive curtilage collections. However in some locations specific collection points have been identified by the Council and in some locations (particularly flats) local collections will be provided from communal wheeled bin(s) which are provided for the purpose of storing waste materials prior to collection.

- 4.2** All containers supplied to householders for the purpose of the waste/recycling collection service shall 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 for the new occupant to use. The only exemptions are additional garden waste bins (Brown Bins) that have been purchased by the householder from the Council.
- 4.3** Householders are responsible for the storage, safe keeping and cleaning of waste containers provided by the Council.
- 4.4** Each householder in the scheme shall be provided with the following containers free of charge in which 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 provided with reusable weighted woven sacks for separating plastic bottles and mixed cans (the box will then be used for glass only). Recycling products placed in these receptacles should be rinsed and be free of the material originally stored in them.
  - 1 x 60 litre blue reusable plastic sack (for paper and cardboard). Additional sacks 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) when the notification sticker within the roll is presented by residents on collection day.
  - 1 x 140 litre brown wheeled bin for green garden waste. If an additional bin is required please see paragraph 4.12
- 4.5** All containers supplied by the Council should only be used for the storage of items as prescribed by the Council. Failure to do so may result in the Council retrieving the container(s) from the households.
- 4.6** Households must separate their waste items into the appropriate containers as per the advice provided by the Council. If the householder fails to correctly segregate their waste materials into the prescribed containers as required, the waste **may 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 at the next scheduled collection.
- 4.7** Any request to provide a new wheeled bin, recycling box (e.g. due to damage or if a new property has been built etc) shall be made by initially

contacting the Streetscene service through the Streetscene Contact Centre (01352 701234) or through the Councils web-site. Food bags should be requested by placing the sticker within the roll on the food caddy on collection day

Deliveries will be made by Streetscene staff within the operating standard

- 4.8** 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.
- 4.9** Where a household with fewer than 6 permanent occupants believe they have a need for a larger bin (240 litres) than the standard 180 litre wheeled bin supplied, applications can be made to the Council for consideration
- 4.10** Only 1 wheeled bin for non recyclable waste will be supplied and emptied per property.
- 4.11** Where a household produces large quantities of green garden waste, they may purchase one 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 and households will be restricted to a maximum of 2 wheeled bins for garden waste. The charge for additional brown bins will be reviewed annually and details of current charges are available on the Council's Fees & Charges listing. Households with more than two bins will be continue to receive a collection service subject to further notice..

## **5.0 Collection Points**

- 5.1** All wheeled bins, food containers and recycling boxes/bags must be placed on the drive or footway within one metre of the curtilage or boundary of the property and be easily accessible to the crews without the need to open gates etc. Where this is not possible the containers should be placed on the footway/verge outside the property, at a point causing minimal obstruction to the highway users
- 5.2** The collection point for householders with long private drives will be the point where their drive meets the adopted highway.
- 5.3** Where appropriate collection vehicles will travel along un-adopted roads allowing residents to present their waste containers at the same point on their property as though the road were adopted (5.1). This does not mean that the Council will maintain the road and should the road be deemed unsuitable for the vehicles involved or if the owner of the road refuses to allow the vehicle to use the road, the residents will be required to bring their containers to the nearest adopted highway
- 5.4** Where required, site specific arrangements will be made for collections at flats or properties with narrow or difficult access arrangements. These

specific collection arrangements will be advised to the householder by the Council.

- 5.5** Wheeled bins and recycling containers **will be** returned to their point of origin by the collection crews immediately after collection with the lid of the container closed

- 5.6** 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. Containers should not be permanently stored on the public highway.

## **6.0 Collection Day and Time**

- 6.1** Wheeled bin and recycling collections will generally take place on the same day each week

- 6.2** Wheeled bins, food containers and recycling boxes/bags should be presented for collection by 7.00 am on the day of collection and removed after collections have taken place (which could be up until 5pm). Containers may be placed at their collection point on the evening before collection however the Council will not accept liability for any injury or damage to third parties as a result of any incidents occurring with a container left on the public highway outside of these periods unless caused by the acts or omissions of its employees, contractors or agents.

- 6.3** It may be necessary for the Council to change collection days from time to time e.g. over the Christmas and New Year period and on some occasions the waste collection service will have to be suspended due to a service disruption (e.g. during heavy snow, fuel shortage etc). The Council will make every effort to minimise the level of disruption to householders during these periods and will try to rectify any missed collections as soon as the cause of the disruption comes to an end. Notification of changed collection days in these instances will be available on the Councils website and from the Councils Streetscene Contact Centre.

- 6.4** Where the Council is unable to collect any missed waste collections due to a service disruption, householders should retain their waste materials until the next scheduled collection when the all of the material will be collected. The Council would encourage residents to use their nearest HRC for the disposal of all waste types in these instances.

## **7.0 Presentation**

- 7.1** All waste must be presented in Council supplied containers to ensure its safe collection. Lids on wheeled bins must be shut when the waste is collected in order to ensure the health and safety of the collection crews and prevent damage to the containers and the vehicle lifting equipment..

- 7.2** Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicles will

not be taken. In these cases householders will have to loosen the materials themselves ready for the next scheduled collection.

- 7.3** All non recyclable waste must be contained within the Council supplied black wheeled bin. Properties presenting excess side waste will be noted by the crews and staff from the service will then call on the resident to investigate the level of waste being produced at the property. If the resident continues to present side waste and refuses to reduce their waste by recycling, a formal notification process will be followed to ensure the resident is aware of the collection arrangements and the need to recycle. Continued failure to follow the advice issued during this process may result in action being taken under the powers within the Environment Protection Act 1990. The side waste will however be collected to reduce littering in the locality.

## **7.0 Assisted Collections**

- 7.1** Where, through frailty or incapacity, a householder cannot present their 180 litre wheeled bin or recycling boxes at the curtilage, and subject to there being no other able bodied adult 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 a suitable collection point on the property shall be agreed with the householder and collections will then take place from this point. All containers will be returned to the collection point by the waste teams once they have been emptied.
- 7.2** Assisted Collections will be restricted to those households who are in genuine need following approval of an application to the Council. The Council will review every individual case every two years.

## **8.0 Missed Kerbside Collections**

- 9.1** If a wheeled bin or recycling container is placed out ready for collection at a collection point as specified in section 5 and on the correct collection day and time, and is not picked up by the Council, then this will be classed as a missed collection. As the Council undertakes almost one million individual collections each month in the County, inevitably there will be some missed collections each day
- 9.2** Where a genuine missed collection is reported the Council will endeavour to return and collect the waste the following working day after receipt of notice.
- 9.3** Where it is proven that the householder has failed to place the bin out for collection at a collection point as specified in section 5 or on the designated day and time; the Council will not return for the collection and the resident will be required to place their waste for collection on the next collection date.
- 9.4** Missed collections can be reported through the Streetscene Contact Centre or through the Councils web-site

## **10.0 Clinical Household Waste Collection**

- 10.1** The Council provides a collection service for clinical household waste from householders upon request from the relevant Health Care 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. This is a chargeable service for 1 to 5 items (or up to 10 bin bags). Extra items, up to a maximum of 5, are also collected at an additional charge. The cost for each of these services will be shown in the Council's Fees & Charges listing which is reviewed each year. Fridges and Freezers are collected free of charge
- 11.2** Householders in receipt of Income Support, Unemployment Benefit, Disability Living Allowance, State Pension or Guaranteed Pension Credits will be provided with up to two free collections per year if required. Proof of benefit will be required.
- 11.3** Following a request for a bulky household waste collection service, the collection shall take place within the prescribed Streetscene standard period.
- 11.4** Typical examples of bulky waste that will be accepted include the following - mattress's, bed frames, chairs, tables, TV's, carpets, hi-fi's, cupboards, standard cookers, sideboards, lamps, children's toys, computers, bookcases etc. A three piece suite will count as three items.
- 11.5** 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 and additional items will not be collected.
- 11.6** No commercial or industrial waste will be collected however trade waste will be accepted at Greenfield HRC site with the appropriate permit.
- 11.7** All items must be presented for collection by 07.00 hours on the specified day of collection. All items of waste must be left in the front of the nominated property and clearly visible from the highway. They should be 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 at the point of request and before collections are made.

**11.8** 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.

**11.9** Home Improvements including kitchen/bathroom renewals, fitted wardrobes and any soils & rubble from landscaping works **will not be collected** as part of a bulky waste collection and households should make the appropriate arrangements with their contractor to ensure they comply with their own duty of care for the safe disposal of the material.

## **12 Household Recycling Centres (HRC's)**

**12.1** Flintshire County Council operates 8 HRC sites at the following locations across the County:

- Greenfield
- Flint
- Mold
- Hope
- Connahs Quay
- Saltney & Queensferry – To be replaced by Sandycroft
- Buckley

**12.2** The number of HRC sites required across the County will be considered further as one element of the broader Council Assets Review.

**12.3** In recent years and in line with the Councils Waste Management Strategy, the emphasis at the sites has changed from a simple tipping facility to one which allows the Council to recycle the majority of material that residents take to the sites. This change has been driven by the targets set by Welsh Assembly Government (WAG) for the amount of municipal waste recycled by each Council in Wales.

**12.4** Approximately 30% of the total domestic waste currently produced in Flintshire is collected at the HRC sites and the average recycling rate achieved at the sites is approximately 58%. All residents using the facilities will be met by a member of the staff on the site and provided with guidance on the disposal of their material. The intention will be to ensure that as much of the waste as possible is recycled. Black bag or residual waste will then be opened on the sites by the staff and any recyclable product removed from the bag and then placed in the appropriate recycling container.

**12.5** Space at the sites limits the number of waste types that can be recycled however every attempt is made to maximise the number of waste types that can be recycled at each site.

**12.6** Due to Health and Safety concerns Asbestos products will only be accepted at Greenfield and Buckley HRC sites. The material should be presented in sealed plastic bags (which are supplied at the HRC sites if



required) and place in the designated skip for storage prior to disposal. Flintshire County Council recommends that specialist advice on handling asbestos should be sought before handling this material.

Similarly building rubble and soil can only be accepted at Buckley, Mold and Greenfield.

**12.7** The opening hours for the facilities will be as follows:

Summer (March – Sept)	Opens	09.00 hours
	Closes	19.00 hours

Winter (Oct – Feb)	Opens	09.00 hours
	Closes	17.00 hours

**12.8** Residents with privately owned vans wishing to dispose of their household waste at HRC's will only be accepted at the Greenfield and Mold facilities and will be required to obtain a permit in order to do so. This is in order to reduce conflict with staff at other sites and compliance will be monitored using CCTV cameras which are situated on all of the sites

**12.9** Trade or commercial waste will only be accepted at the Greenfield HRC site with a permit which should be issued before the site is visited.

#### **12.10 Resident Van Permits at HRC sites**

##### **Why are permits necessary?**

- To stop illegal use of the sites by businesses
- To meet the requirements of environmental legislation.
- To reduce congestion at the sites making general visits safer, quicker and easier.

##### **What types of vehicles are restricted?**

Residents owning the following vehicles must be in possession of a permit to dispose of their waste at HRC sites. This restriction applies to company vehicles, hired vehicles and borrowed vehicles and includes:

- Lorries
- Vans
- Pick-ups
- Trailers (with more than one axle)
- Mini-buses
- Any vehicle that might be seen as 'commercial'

### **Criteria for issuing permits**

If a Flintshire resident can satisfy three simple criteria they can apply for a permit from Flintshire County Council and continue to use Greenfield and Mold HRC sites for the disposal of their household waste.

- The vehicle must be registered to the resident, not a business or other organisation.
- The vehicle must be registered to an address in Flintshire.
- The vehicle must not be sign-written or display advertising.

If the resident cannot satisfy the above conditions, they will not be permitted to bring the vehicle into the nominated HRC

### **How to apply for a Residents Van Permit**

There are 2 ways to apply for a permit:

**Email** the completed permit application form (available on the Councils website) to [Streetscene@flintshire.gov.uk](mailto:Streetscene@flintshire.gov.uk) along with scanned copies of the required documents, or

**Post** the completed permit application form to Streetscene, Flintshire County Council Depot, Alltami CH7 6LG together with copies of the required documents,

The following documents should be included in the application:

- Vehicle registration Document (V5) Section 4, 5, 6 & 7 and
- Two recent utilities bills/Council Tax demands

Photocopies or scanned copies of documents are acceptable and we will return any originals sent.

Permits will then be collected from Alltami depot when the suitability of the vehicle will be assessed by staff

There is no charge for these permits.

### **Process**

1. **The van permits will only apply in the Greenfield and Mold HRC sites and no other sites will accept vans with permits.**
2. Once the application is approved the applicant will receive a card with vehicle details noted and 12 numbered boxes around the edge, these will be hole punched by the attendant on site each time you visit.
3. The permit can be used for a maximum of 12 visits per year. The HRC staff will not allow you access to the site if you do not have a permit.
4. If the vehicle is changed during the year a new permit for the new vehicle will be required.

### **12.13 Hired Van 'One Off' Permits**

If the van is hired or borrowed and taking **household** waste to a Flintshire County Council HRC a "one off" permit will be required. 'One Off' permits are available from the Streetscene Contact Centre (031352 701234) and directly

from the Greenfield and Mold HRC sites at weekends. Hire documents and proof of address (through utility bill) will be required and this information will be checked by site staff when the vehicle visits the site. Hired or borrowed vans will only be accepted at the Greenfield and Mold HRC sites and for **three visits only over a two week period**. Vehicles should not display any commercial markings other than that of the Hire Company.

#### **12.14 Commercial Waste HRC permits**

The Council will provide permits for Commercial waste to be disposed at Greenfield HRC site only. This includes commercial disposal of green garden waste at the Councils composting facility.

**For details of commercial disposal costs and application arrangements please contact Flintshire County Council Streetscene Contact Centre 01352 701234 or visit the Councils web-site.**

### **13 The Councils 'Bring Sites'**

**13.1** In addition to the HRC sites the Council also operates 23 strategically placed 'Bring Sites' which allow residents to recycle locally. The sites are in the following locations.

- Bagillt, The Stag Car Park
- Broughton, Village Centre
- Buckley, Potters Wheel
- Caergwrle, High Street
- Caerwys, Caerwys School
- Caerwys, Marian Lucy Common
- Connah's Quay, Somerfield
- Halkyn, Blue Bell Inn
- Hawarden, Tinkersdale
- Higher Kinnerton, The Royal Oak
- Higher Kinnerton, The Swan
- Holywell, Tesco Car Park
- Leeswood, Community Centre
- Mold, Somerfields Car Park
- Mold, Tesco Car Park
- New Brighton, Beaufort Park Hotel
- Queensferry, Asda Car Park
- Rhydymwyn, Antelope Inn
- Saltney, Morrisons
- Saltney, Sports & Social Club
- Shotton, Charmleys Lane Car Park.

- 13.2** The sites will be include a single unit providing storage for separated glass, cans, plastic and paper/card and a separate unit for recycled textiles. The textile bank will be emptied and managed under contract by a nominated contractor. The single glass, plastic etc storage facility will be managed by the Councils own staff.
- 13.3** The provision of Bring sites are subject to review and provided subject to the level of demand in a particular area