



Flintshire County Council

**HOUSEHOLD WASTE COLLECTION
and
HOUSEHOLD RECYCLING CENTRE
OPERATIONS
POLICY**

June 2017



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).

1.2 In addition Section 51 sets out the authorities statutory duty as a waste disposal authority. In that;

- It shall be the duty of each waste disposal authority to arrange—
 - (a)for the disposal of the controlled waste collected in its area by the waste collection authorities; and
 - (b)for places to be provided at which persons resident in its area may deposit their household waste and for the disposal of waste so deposited;

1.3 This policy sets out the Council’s collection and disposal arrangements for householders in the authority and also the householder’s duty all in accordance with the above legislation.

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 same standard of 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, Mixed plastics, Card/Paper and Tin cans
- A weekly collection of food waste
- A fortnightly collection of a general domestic wheeled bin
Alternating with:
- A fortnightly collection of wheeled bin for garden waste.

4.0 Containers for the Storage of Waste Materials

- 4.1** Where operationally possible all households are included in the MWC service and these 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.

Non recyclable waste containers

Each householder shall be provided with the following containers free of charge in which to store and present their waste non-recyclable waste

- 1 180L 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).
- 4.4** 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.

Recyclable waste containers

Each householder shall be provided with the following containers free of charge in which to store and present their recyclable waste

- One blue recycling box for glass bottles and jars.
- One reusable weighted woven sack for mixed plastic bottles, tubs, pots and trays, tin cans and waxed cartons
- One blue reusable plastic sack for paper and cardboard.
- Additional sacks will be available on request.
- Recycling products placed in these receptacles should be rinsed and be free of the material originally stored in them.

- One kitchen caddy for the storage of food waste and a larger kerbside caddy for presentation at kerbside
- Householders will also be supplied with a roll of 52 biodegradable bags for food waste when they notify the collection crew by tying a bag to the handle of their kerbside caddy on collection day.

Garden waste containers

Each householder shall be provided with the following container free of charge in which to store their garden waste

- One 140L wheeled bin for green garden waste. If an additional bin is required please see paragraph 4.9

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 or replacement wheeled bin, recycling box/bag or food bags (e.g. due to damage or for a new property etc) shall be made by contacting the Streetscene service through the Streetscene Contact Centre (01352 701234) or through the Council's web-site.

4.8 Only wheeled bins will be delivered by the Council to the householder's property. All other items (bags/boxes etc) can be collected from a network of collection sites across the authority. A list of these sites can be found on the Council's website.

4.9 Where a household produces large quantities of green garden waste, they may purchase up to 2 additional 140 litre wheeled bins for the storage of this material. The charge for additional brown bins will be reviewed annually and details of current charges are available on the Council's Fees & Charges listing.

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. See paragraph 8.0 for residents registered as on the Council's assisted collection scheme.

- 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 possible 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).
- 5.4 This does not mean that the Council will maintain the road and should the road be deemed unsuitable for the vehicles involved and poses the risk of damage to the vehicle 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.
- 5.5 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.
- 5.6 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.
- 5.7 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 must not be permanently stored on the public highway. See paragraph 7.4 regarding enforcement activity.

6.0 Collection Day and Time

- 6.1 Wheeled bin and recycling collections, where operationally possible, will generally take place on the same day each week.
- 6.2 All wheeled bins, food bins and recycling containers 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 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 that the waste is properly contained and to protect the health and safety of the collection crews when handling the bin.

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 wheeled bin provided by the Council.

7.4 Side waste presentation and enforcement

7.6 Properties presenting side waste will be noted by the crews and advice stickers will be placed on the householders wheeled bin to advise them of the recycling services that the Council provides. The sticker will also advise them that if they continue to present side waste then the Council's environmental crime team will be informed and they may face prosecution under the powers listed in 1.1 of this policy if evidence can be found within the side waste that links the waste to the particular property.

8.0 Assisted Collections

8.1 Where, through frailty or incapacity, a householder cannot present their 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.

8.2 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.

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 will review every individual case every two years.

9.0 Missed Wheeled bin and food caddy

9.1 If a wheeled bin or food waste caddy 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.

9.2 Where a genuine missed collection is reported the Council will endeavour to return and collect the wheeled bin or food caddy 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 (01352 701234) or through the Councils web-site.

9.5 Missed recycling

9.6 Where a recycling container (box/bag) is not collected this can be reported as in 9.4. However, the Council will not return for a missed recycling collection and the householder will be expected to place the recycling out for collection on the next due collection day.

9.7 Alternatively, if the householder is unable to wait until the next collection then the recycling can be taken to one of the Council's HRC's to be recycled.

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.

- 11.2** The cost for each of these services will be shown in the Council's Fees & Charges listing which is reviewed each year. Domestic Fridges and Freezers are collected free of charge.
- 11.3** A subsidy to the standard charges is applied to householders in receipt of Income Support, Unemployment Benefit, Disability Living Allowance, State Pension or Guaranteed Pension Credits. Proof of benefit will be required.
- 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** 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.
- 11.6** No commercial or industrial waste will be collected.
- 11.7** The Council reserves the right to refuse the collection of any waste items that may cause harm or that may put at risk the health and safety of waste collection staff.
- 11.8** Bulky collection can be requested through the Streetscene Contact Centre or through the Councils web-site where a collection appointment with the householder will be made.

12 Household Recycling Centres (HRC's)

- 12.1** Flintshire County Council currently manages and operates 6 HRC sites for Flintshire residents to recycle/reuse household items that cannot be collected by the kerbside collections vehicles. They are situated at the following locations across the County:
- Greenfield (7 day opening)
 - Sandycroft (7 day opening)
 - Mold (7 day opening)
 - Buckley (7 day opening)
 - Connahs Quay (3 day opening only)
 - Flint (3 day opening only)
- 12.2** The number of HRC sites will reduce to 5 during in the Summer of 2017 when a new site situated in Oakenholt will open to serve the towns of Flint and Connahs Quay. The existing sites in these towns will close on the opening of Oakenholt.
- 12.3** The opening hours for the facilities will be as follows:

Summer(April to September)	Open	10.00hours
	Close	18.00 hours
Winter(October to March)	Open	09.00 hours
	Close	17.00 hours

12.6 Trade or commercial waste will not be accepted at any of the Council's HRC's.

12.7 Resident Van Permits Scheme

12.8 The Council operates a resident van permit scheme for Flintshire residents only. The permit allows a total of 12 visits per annum and residents owning the following vehicles must be in possession of a permit to dispose of their waste at HRC sites:

- Pick up & Crew cab
- Minibus (no internal modifications)
- Camper van & mobile home (no internal modifications)
- Trailers greater in size than 6' x 4'

The following vehicles will **not** be permitted to use the Council's HRC sites:

- Large box vans
- Tipper vehicles
- Horse boxes
- LGV'S
- Sign written vans
- Vans towing trailers

12.9 The Criteria for residents to obtain a van permits is as follows:

- 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.

12.10 If the resident cannot satisfy the above conditions, they will not be issued with a van permit.

12.11 Permit holders proven to be tipping trade waste will have their permit revoked.

12.12 Hired Van 'One Off' Permits

12.13 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

will be issued at the HRC sites and are subject to a maximum of 3 visits. Residents will need to provide proof of Flintshire residency and any hire documents in the event that the vehicle is hired. Sign written borrowed vehicles are not permitted.

13 The Councils 'Bring Sites'

- 13.1** In addition to the HRC sites the Council also operates a number of strategically placed Bring Sites across the County. Since the introduction of the Council's MWC in 2012 the waste and recycling collected through these sites has significantly reduced.
- 13.2** In future bring sites will only provide banks for materials that cannot be collected by the kerbside services such as textiles, shoes etc.
- 13.3** The latest list of sites can be found on the Council's website: