

Tewkesbury Borough Council

Household Waste and Recycling Collection Service Policy and Procedures

September 2017



Introduction

Tewkesbury Borough Council has made a commitment to providing waste and recycling services that are good value for money, convenient and easy to use, and meet the needs of all residents in the borough.

In 2007 all of the local authorities in Gloucestershire developed and signed up the [Gloucestershire Joint Municipal Waste Management Strategy 2007-2020](#) and have been working since then to deliver the objectives of the strategy.

The waste and recycling collection services policy aims to ensure that services operate effectively and efficiently in support of the main strategy objectives and in line with the priority order of the waste hierarchy:

- prevention;
- preparing for re-use;
- recycling;
- other recovery (for example energy recovery);
- disposal

Working in partnership with all Gloucestershire local authorities, the council is proud to promote other waste minimisation and reuse schemes such as real nappies, home composting and reuse and repair cafes. This ensures that residents who wish to avoid sending waste to landfill are supported by the council with suitable and helpful schemes. The Recycle for Gloucestershire campaign website is the central source for all recycling information:

www.recycleforgloucestershire.com

What this policy will cover

This policy provides a set of rules and standards that the council uses to deliver regular and reliable collections in a customer focused way. It takes into account the need to protect the health and safety of the public and the staff who operate the scheme.

It lays out policies and procedures that are clearly defined to avoid any uncertainty for residents, members and officers.

Under the terms of the Environmental Protection Act 1990, Tewkesbury Borough Council is classed as a Waste Collection Authority and as such, under Section 45(1), has a statutory duty to collect household waste from all domestic properties.

Under Section 46(4) of the Act, the council has specific powers to stipulate:

- the size and type of the collection containers
- where the containers must be placed for collecting and emptying
- the materials or items which may or may not be placed within the containers.

The Controlled Waste Regulations 2012 gives waste collection authorities the power to charge for the collection of garden waste and the service we provide offers a convenient way for residents to dispose of their garden waste.

This document outlines how the Borough council works in partnership with our collections contractor to deliver the domestic refuse, food waste, recycling and garden waste collection services. It details the actions required by householders to fully participate in the services and recycle as much as possible.

The policy covers:

- Waste and recycling containers
- Frequency of collection
- How to present waste and recycling for collection
- Assisted collections
- Clinical waste services
- Bulky waste collections
- Recycling Bring Centres
- Issues with collections
 - Missed collections
 - Non Collection of bins / caddies
 - Disruption to services
 - Excess waste/ side waste
- Complaints
- Contact details

Waste and Recycling Containers

Each household is provided with the following:

For Household Refuse - 1 x 180 litre green wheeled bin

Only general waste produced by a householder should be placed in this wheeled bin. It should not contain any hazardous, recyclable, organic or compostable waste. Non-standard items such as bulky waste, excessively heavy or commercial waste should not be put in this bin.

For Household Mixed Recycling - 1 x 240 litre blue wheeled bin

The following items can be put in the blue bin for recycling:

- Paper, newspapers and magazines
- Corrugated and light cardboard - polystyrene must be removed and disposed of in the refuse bin
- Plastic bottles, pots, tubs and trays – No rigid plastics such as toys, crates
- Metal food tins, drink cans and aluminium foil – no batteries or car parts
- Empty aerosol cans
- Paper based cartons
- Glass bottles and jars. Pyrex and ceramics are not accepted.

Recycling materials placed in the bin should be clean and not contain food residue or waste or liquids. No other waste types should be put in the blue bin as this will contaminate the recycling. Further guidelines can be found on the council website at www.tewkesbury.gov.uk/bluebin

For Food Waste - 1 x 23 litre green lockable outdoor caddy and 1 x 7 litre indoor caddy

The following items can be put in the food waste caddy:

- meat and fish – raw and cooked, including bones
- all dairy products such as cheese
- raw and cooked vegetables and fruit
- bread, cake and pastries
- rice, pasta and beans
- leftover food from your plates and dishes
- tea bags and coffee grounds
- lards and fats
- paper towels

Residents should wrap or bag the food waste inside the caddy using newspaper, compostable or plastic carrier bags as this will help to keep the caddy clean.

For Garden Waste - 1 x 240 litre brown wheeled bin.

The council operates a chargeable garden waste collection service. If householders subscribe to the garden waste service a wheeled bin will be provided. Full terms and conditions of this service are detailed on the council website at www.tewkesbury.gov.uk/gardenwaste.

The following items can be put in the brown garden waste bin for composting:

- Grass cuttings
- Weeds, flowers, leaves and bark
- Hedge and shrub cuttings
- Tree stumps, twigs and branches up to 10cm in diameter
- Christmas trees cut into 3ft (90cm sections)

Bins should not contain food waste, dog waste, general waste, dry recyclables, bricks, rubble, oil, hazardous waste, or large quantities of soil.

Access and storage issues

Where residents consider that it is impractical to use the standard containers due to access or storage issues an alternative will be offered following assessment and approval from a council/joint waste team officer and a supervisor from the contractor. The assessment will primarily be based on health and safety or access grounds.

Residents living at properties that are unable to accommodate wheeled bins will be offered:

- a black bag collection service for general waste (resident supplies – maximum 3 bags to be presented on each collection)
- a blue bag collection service for recycling (rolls of 25 blue bags are provided – these are available for collection from various collection points including the council offices and parish and town council offices)
- a caddy for food waste recycling

Alternative options for flats and other multiple occupation buildings will include communal wheeled bins. The size of these bins will be dependent on capacity requirements. Separate bins will be provided for general refuse, recycling and food waste and residents are required to separate out their waste into the correct bins. A reusable bag, which can be collected from the council offices, will be offered to residents so they can store recyclables in their property.

Additional Bins

For those householders where there is a genuine need for additional waste and recycling bins due to large households or special circumstances the following criteria and charges apply:

- Where a household of five or more produces general waste which cannot be accommodated in one wheeled bin an additional 180ltr refuse bin will be offered, providing every effort to maximise recycling has been made. There is a charge for the bin which includes delivery.
- Where a member of a household has medical circumstances and produces general waste which will not fit into one bin an additional 180ltr refuse bin will be offered free of charge.

Residents are required to complete an application form for this service either by visiting the council's website or by contacting customer services.

Damaged/ Lost/ Stolen Containers

Any request to provide a new wheeled bin for refuse or recycling or food waste caddy due to damage should be made via the council's website or by contacting the council's customer services.

Wheeled bins damaged or accidentally tipped into the collection vehicle by the collection crews will be replaced free of charge. If a householder damages or loses a bin or it is stolen, there is a charge to replace a refuse bin. Food waste caddies and recycling wheeled bins will be provided free of charge. Replacement garden waste bins are free of charge but requests for replacements will be checked and authorised by reference to a valid subscription before an order is placed.

Replacement containers will be delivered as soon as possible after the request has been made. Replacement food waste caddies can be collected from the council offices.

Looking after your containers

Residents are responsible for the storage, safe keeping of the waste, recycling and food containers provided by the council and for maintaining their bins and caddies in a hygienic and serviceable condition.

Residents may personalise containers if they wish, provided it remains clear which collection it is for.

When residents move home they must leave all containers at the property ready for the new occupant to use, with the exception of the brown bin which can be taken with householders who move within the Borough. Reference should be made to the current terms and conditions for the garden waste collection service.

Frequency of Collection

The council will collect **food waste** (green caddy) on a **weekly** basis.

Household **refuse** (green bin) and **recycling** (blue bin or blue bags) will be collected on a **fortnightly** basis on alternate weeks.

Garden waste (brown bin) will be collected on a **fortnightly** basis but only if residents have paid to use this service.

During Bank Holiday weeks, collections will usually be a day late. For example, if the normal collection day is a Friday the collection will be made on a Saturday instead. The council may make exceptions to this rule, such as during the Christmas period. Where collection dates are changed householders will be notified. Collections will normally be made on Good Friday.

The council will communicate collection arrangements throughout the year and over bank holiday periods. Details of collection arrangements are available on the website at www.tewkesbury.gov.uk/calendar and may also be issued in other formats such as on calendars attached to bins.

How to Present Waste and Recycling for Collection

It is the householder's responsibility to place their waste and recycling containers or sacks at the edge of the property nearest to the highway (the curtilage - where the property meets the pavement) in a safe position or at the designated collection point by 7am on the day of collection.

Residents must put their containers out for collection no earlier than the evening before collection day and should ensure that the wheeled bin lids are closed to prevent items escaping and littering, control vermin and flies, and prevent items getting wet.

Once the bins have been emptied the crew will return them to a safe position where they were collected from.

At the earliest opportunity following collection the householder must return their bins to their property and not leave them on the pavement, highway or any other publically accessible area or right of way.

Where properties do not have pavements or a kerb adjoining their boundary, householders will be permitted to present their waste and recycling containers as close to the highway as possible, without causing a blockage or an obstruction. For properties that are located on private lanes or un-adopted roads residents are required to place their containers on the pavement or verge of the nearest public road to their property.

At properties that have communal bin stores such as flats, generally communal containers are moved to and from the storage area for collection by the collection crew but at some sites it may be the responsibility of the resident or caretaker. Residents are advised to refer to their tenancy agreement or management company. If security gates are present they must be left open to enable the collection crews to gain unrestricted access or a code or key must be provided for entry. At properties where there are communal bins, residents are responsible for ensuring that collection crews have clear and safe access to the containers. If there is no access, or unsafe access, the crew will be unable to collect and may not be able to return until the next scheduled collection. No side waste will be collected from communal areas.

Assisted Collections

An enhanced assisted collection service is available to residents who are unable to put out their waste and recycling due to ill health, infirmity or disability - and without other adults over the age of 16 in the household or neighbours who are able to assist. Residents receiving the assisted collection service will have their wheeled bins/sacks and caddy collected and returned to an agreed location on their property.

A simple application form must be completed in order to request the service and each case will be considered on its merits. Assisted collections are subject to the council being satisfied that service provision is warranted.

Each property will be risk assessed by the council's contractor for suitability for an assisted collection and the resident will be informed whether or not assisted collections are suitable and will take place. Decisions regarding special arrangements for collections will be at the discretion of the contractor and customer services.

Service provision will be subject to adequate access being available at all times on the day of collection. If the householder's circumstances change, the resident must inform the council as soon as possible.

Clinical Waste Services

Arrangements can be made for residents that require a collection of clinical waste. If the clinical waste is infectious, for example waste products from home administered haemodialysis, a special collection arrangement will be made to collect the waste in accordance with the quantity produced or the demand. The resident or the relevant hospital department should contact the council to organise the collections.

Residents who have offensive clinical waste such as peritoneal dialysis waste, incontinence pads, stoma bags and nappies can dispose of these materials within normal household refuse bins. This waste should be placed inside two bags (double bagged). If additional bins are required these will be provided under the additional bin criteria.

Sharps contained in appropriate sharps boxes should be taken one of the pharmacies across the borough that offers a take back service. A list of participating pharmacies can be found on the council's website.

Bulky Waste Collection Service

A chargeable collection services is offered to all domestic residents for bulky household waste items. Bulky household items include small and large electrical appliances, furniture such as sofas, mattresses, wardrobes, white goods such as fridges, washing machines and carpets and lino (must be rolled into less than 6ft lengths). Items which cannot be collected by the bulky waste collection service are: general refuse and green waste, building materials, kitchen units/sink tops, radiators / storage heaters, doors / windows, garage doors, bathroom suites and sheds/greenhouses.

Each booking permits the collection of up to three items. Residents who are in receipt of housing benefit, council tax reduction or Universal Credit receive a discounted rate of 50%.

Residents may order and pay for bulky waste collections using the council's website or via the customer services team where they will be provided with the cost of collection and can agree a collection date.

Booked-in bulky items must be presented outside the property on the agreed collection day by 7am and must not block or obstruct the public footpath or highway. A minimum of 24 hours notification is required to change the collection date. If items are not presented for collection on the agreed day, fees will not be refunded. Refunds are given if the collection is no longer needed and is cancelled 24 hours before the collection is due.

If the items that are no longer required are in good condition then it may be better to find another home for them rather than use the Bulky Waste Collection service. Charity Shops may take some items and the Furniture Recycling Project (FRP) also collects furniture and electrical items for reuse free of charge. Contact information for these organisations is on the council's website.

Recycling Bring Centres

Recycling bring centres are provided to enable residents to recycle more as a wider variety of materials than those collected in the blue bin can be recycled. Materials that can be recycled at these sites include textiles and shoes, batteries and lightbulbs, glass, plastic and cans, cartons, foil, paper and cardboard. Site specific information is held on the council website.

The recycling bring centres are provided for domestic recycling only. Residents should not leave items on top of or around the bring site containers as this will be treated as fly tipping.

Bring sites are inspected and emptied regularly to maintain sufficient capacity for each material. As with kerbside collection of recyclables, it is important to use bring site containers only to deposit the correct, clean materials.

Issues with Collections

Missed collections

From time to time genuine human errors by collection crews result in containers being missed for collection.

If the contractor misses a collection as a direct result of service failure they are required to return to the property to empty the bin within 5 working days of the bin being reported as missed.

Residents are required to report a missed collection within 48 hours of the collection day otherwise the contractor will not return until the next scheduled collection.

As there are separate vehicles collecting refuse, recycling, food waste and garden waste residents may have one collection earlier in the day than another so it is important to be sure that the crew has been to the area before reporting a missed collection.

On reporting a missed collection residents must be sure that they have adhered to the collection guidance:

- The bins are out on the correct collection day by 7am – collection days can be checked on the council website
- The bins are not contaminated or contain items that are not collected as part of the relevant service
- The bins are not too heavy to be tipped into the vehicle

If residents report a missed bin they are advised to leave the bin out on the edge of the property to be collected for up to 5 working days.

Refuse and recycling containers which are not collected due to obstructions such as road closures or parked cars will be logged by the crew and reported to customer services. Where possible, another attempt to collect will be made so residents are requested to leave the bins at the kerbside.

Non collection of bins or caddies

Information is given to residents so that they can participate in the services provided correctly. All waste must be presented in council approved containers to ensure it can be safely collected from the kerbside. Where residents do not follow the guidance given regarding collection requirements, the waste and/ or recycling will not be collected. A notice (sticker or bin hanger) will be left on the bin or bag explaining why the waste has not been collected and giving details of the customer services team should further advice be required.

The council will reject the collection of food waste, refuse, recycling and garden waste receptacles for the following reasons:

- Overloaded bins – too heavy to lift
- Not a council container
- Wrong containers presented - blue recycling bin presented on green refuse week or vice versa
- Contamination – wrong items in the bin or caddy

If householders do not present their waste or recyclables for collection in accordance with council requirements, they have the following options:

- Take the waste to a Household Waste Recycling Centre
- Remove the contamination and store the waste until the next collection day.

Disruption to Services due to poor weather/ road conditions

The Council will work with its contractor to minimise the disruption caused by inclement weather. The council may temporarily suspend services but will endeavour to arrange for collections to take place as soon as is safely possible to do so. All information on missed collections and plans to resume collections will be on the council's website, on social media pages and released to the press as soon as the information is available.

Excess Waste/ Side Waste

General Household Waste - The council will only collect waste contained in the council wheeled bin or for those properties that have been approved to use sacks – a maximum of 3 sacks per collection. Waste placed alongside or on top of the bins will not be collected as this extra waste does not support waste minimisation principles or encourage residents to maximise recycling.

Residents who are unable to contain their refuse within the waste bin are encouraged to recycle as much as possible. If they still have waste they cannot contain within their wheeled bin then the excess waste can be taken to their nearest Household Recycling Centre.

Recycling and Food Waste - The council encourages households to maximise the quantity of materials for recycling. Residents that have additional recyclables on a regular basis can request an additional recycling wheeled bin or food waste caddy free of charge. For those residents who have occasional additional recycling blue recycling sacks are available from the local pick up points including the council offices.

Garden waste - The council will not collect any side waste or waste placed on top of the bins with the exception of Christmas trees that do not fit inside the bin. Residents can have more than one garden waste bin but there is no discount for multiple bins.

Exceptions may apply during inclement weather and occasionally during the Christmas period, when instructions and advice will be provided by the council.

Complaints

We aim to deliver all our services correctly first time. However we know that sometimes things go wrong and when this happens, residents need to tell us so that we can take appropriate action. Residents should report problems to the council as soon as possible via the council's website or to customer services. We will respond to complaints in accordance with the council's formal complaint procedure.

Contact Details

Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
Gloucestershire
GL20 5TT

Customer Services: 01684 295010

Council website: www.tewkesbury.gov.uk

Report it, apply for it or pay for it: www.tewkesbury.gov.uk/do-it-online

Where fees or charges apply, these will be reviewed on an annual basis in accordance with the council's fees and charging strategy.