



Refuse and Recycling Collections Policy

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Version ~~2~~3

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1.0 Refuse and Recycling Collections Policy Overview

North West Leicestershire District Council (NWLDC) is responsible for the collection of household wastes and recycling within the district. The purpose of this policy document is to provide a consistent approach to our waste and recycling collections, informing residents how it operates and what to expect.

Background

Since 2003 the authority has improved its recycling performance from 6.8% in 2003 to 46% in 2012. This is represented by the chart below which also shows key milestones with regard to the refuse and recycling collection service.

Chart 1 - Recycling Performance 2001 - 2013

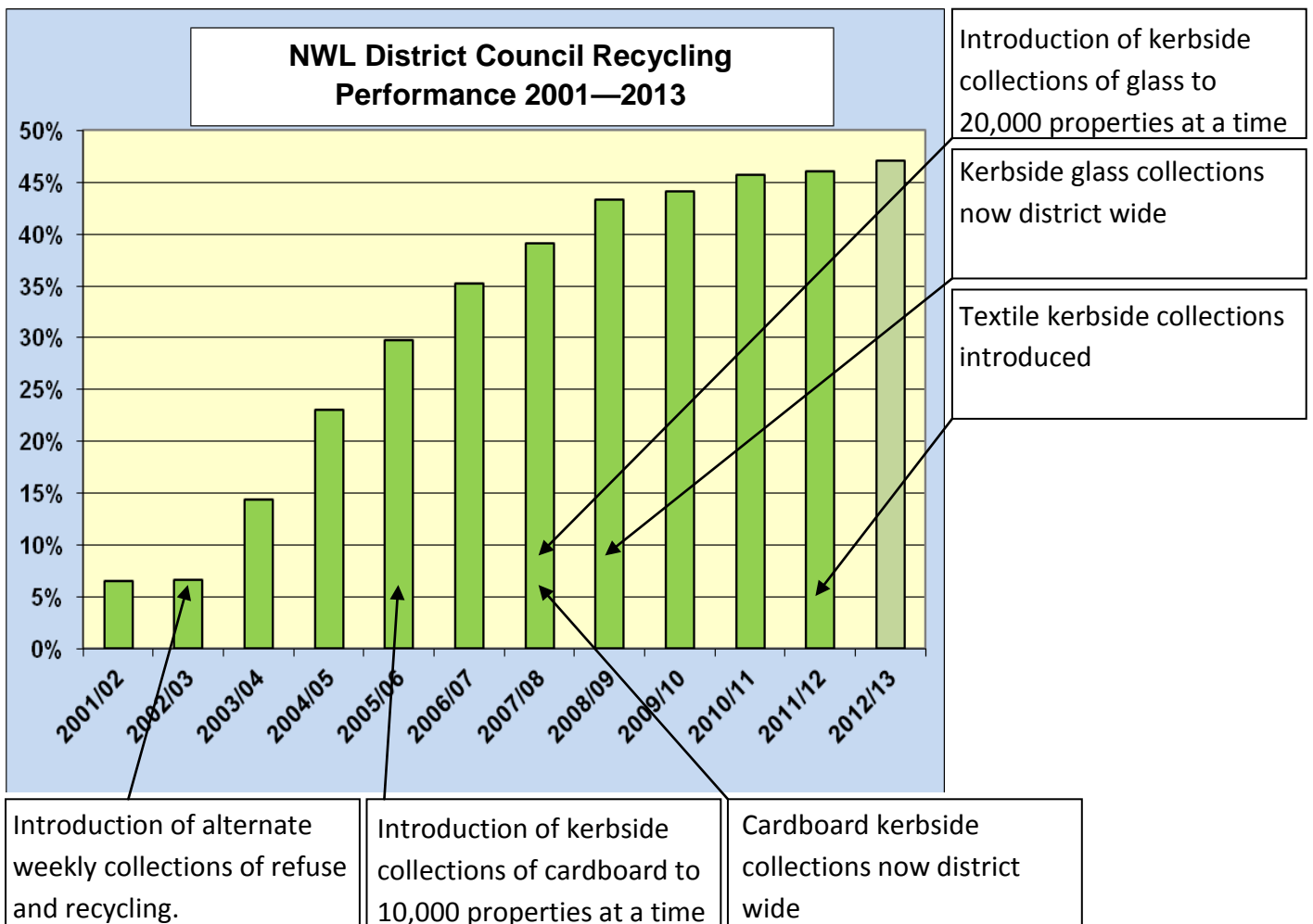
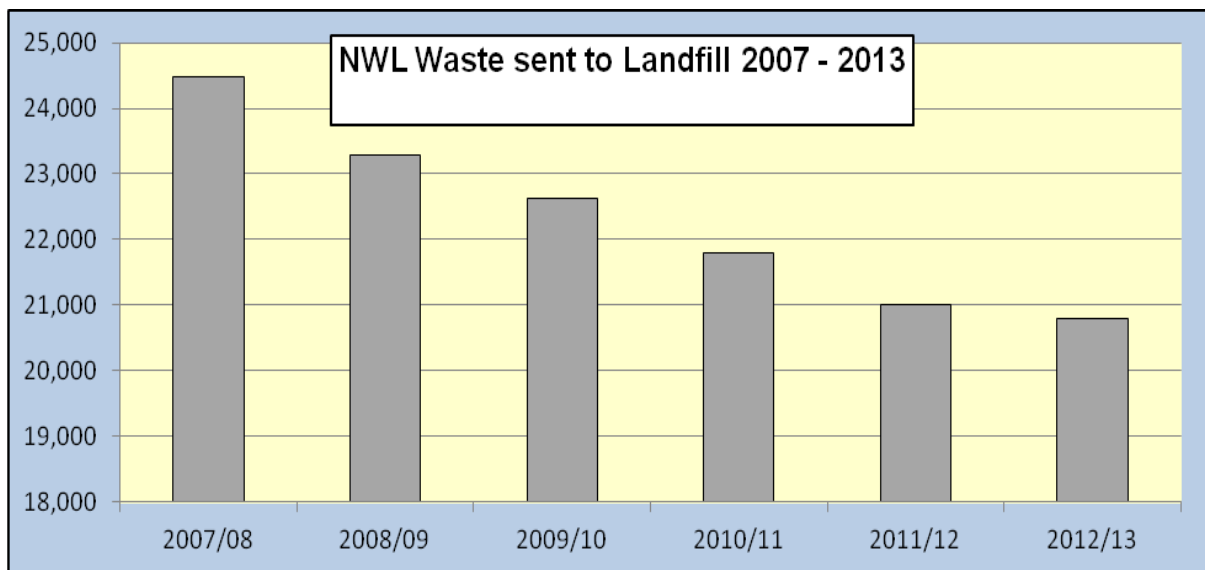


Chart 2 – Waste sent to landfill 2007 - 2013

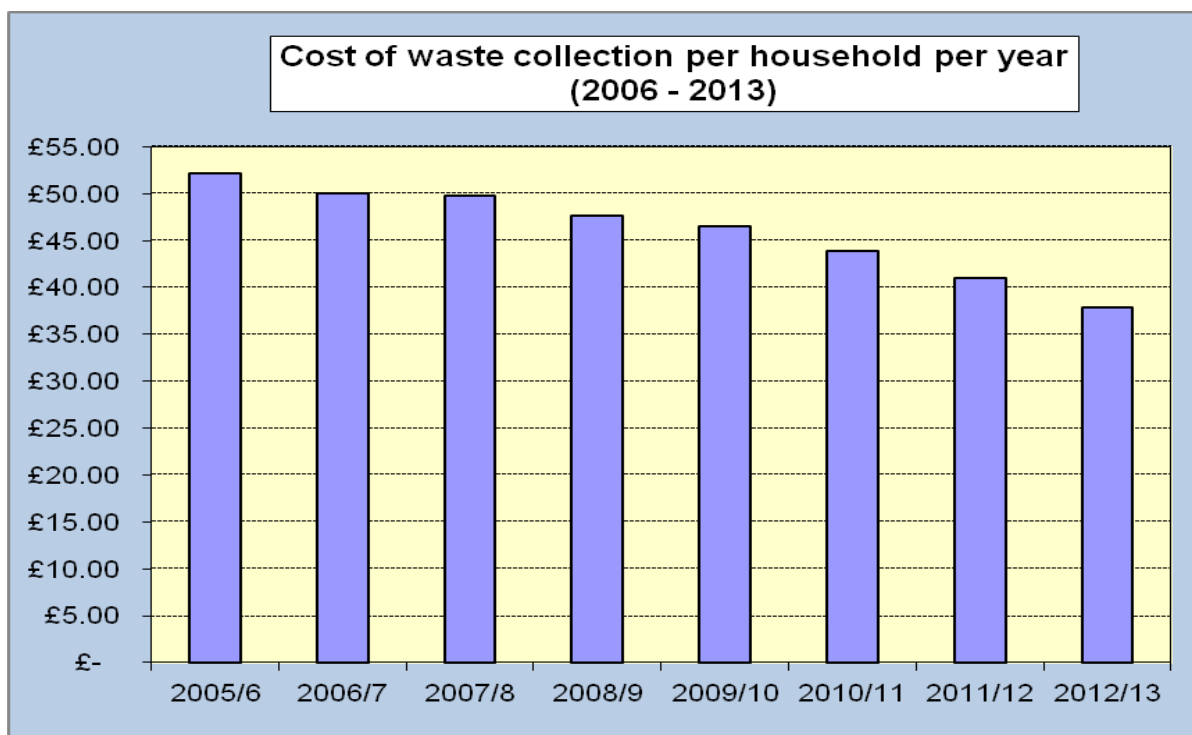


This has also had the effect of reducing waste to landfill as can be seen in Chart 2.

On average every household in the district produces about one tonne of waste every year which is enough to fill a normal single garage from top to bottom. Almost half of this waste is being recycled or composted but well over two-thirds could be recycled if everyone recycled their waste.

The cost of waste collection has also improved reducing from £52.15 per household in 2005/6 to £37.85 in 2012/13. This can be seen in Chart 3 below.

Chart 3 – Cost of Waste Collection per Household



Strategy

The National Waste Strategy 2007 sets out national recycling targets for England of 40% by 2010, 45% by 2015, and 50% by 2020. More information is available on the Department for Environment, Food and Rural Affairs (DEFRA) website at

<http://archive.defra.gov.uk/environment/waste/strategy/strategy07/documents/waste07-strategy.pdf>

North West Leicestershire is a member of the Leicestershire Waste Partnership and is signed up to the Leicestershire Municipal Waste Strategy which was created in 2006 and refreshed in 2011. The ambition of the partnership is to recycle 58% of Leicestershire's waste by 2017. More information on the Leicestershire Waste Partnership's strategy can be found at

http://www.lesswaste.org.uk/10032_a4_waste_strategy_document_final_webaw2_150812.pdf

The Councils method of collecting recycled material at the kerbside is called 'source separated' and has been in place since 2003. In 2006 a depot was constructed in Coalville to enable the Council to store its material separately to sell on directly to reprocessors so as to attract the highest market process for the material. This method of collection has increased recycling rates whilst also generating significant income to the Council as well as preserving the quality of the materials for recycling.

Picture 1 – North West Leicestershire's Waste Transfer Station



2.0 Materials accepted for kerbside collection

Container Type	Accepted Waste Type
Black wheeled bin	<p>✓ Non-recyclable refuse waste</p> <p>✗ No DIY waste such as bricks and plaster</p> <p>✗ No compostable garden waste</p>
Brown lidded wheeled bin	<p>✓ Compostable garden waste – Shrub pruning, garden weeds, plants, leaves, hedge trimmings, dead flowers, cut grass and small tree branches</p> <p>✗ No food waste, bricks & rubble, sods of turf, soil (as excess soil will make the bin too heavy), large tree branches & trunks, plastic bags, pet waste and faeces; and no black bin waste.</p>
Red Box	<p>✓ Plastic bottles and lids (milk, fizzy pop, shampoo, detergent bottles etc.).</p> <p>✓ Rigid household plastic packaging (clean yoghurt pots, clean plastic tubs and clean trays).</p> <p>✓ Metal food and drinks cans, <u>clean aluminium foil</u>, and empty aerosols.</p> <p>✗ No food remains in packaging and no plastic film</p> <p>✓ Glass bottles and jars (<i>should be kept in a separate red box and separated from plastics and cans</i>)</p> <p>✗ No broken glass for safety reasons</p>
Blue Bag	<p>✓ Newspaper and magazines, junk mail, directories (catalogues, phone books, etc), birthday/Christmas cards, envelopes, gift wrapping paper, and shredded paper.</p>
Yellow Bag	<p>✓ All types of household cardboard, cereal boxes, frozen food boxes, pizza boxes and corrugated cardboard boxes. <i>(Large cardboard to be neatly flat-packed, with all polystyrene and plastic packaging removed)</i></p>
A Plastic Carrier Bag (presented next to the red box)	<p>✓ Clothes, shoes, handbags, scarves, gloves, sheets and linen.</p> <p>✗ No duvets, pillows and other household items. <i>(Items of clothing presented in bona fide charity bags cannot be collect by the Council).</i></p>

3.0 NWLDC Waste Charter

What you can expect from the Council:

- We will abide by the [waste collection commitment](#) found on our website.
- We will collect your recycling and waste containers on the same day on an alternate weekly basis; and if we cannot collect we will leave an advice card to let you know why.
- We will return your containers to where they were collected from.
- We will pick up any spillages we cause.
- We will collect your waste and recycling containers from the edge of your property next to the public highway, or otherwise agreed by the Council. Where we have not collected your waste and recycling container(s) which was presented correctly and on time we will return to empty it by the end of the next working day if the failure to empty the container(s) was the fault of the council.

What the Council can expect from you:

- You will present your waste and recycling containers on the edge of the property next to the public highway so they are highly visible and accessible on the correct collection day by 0600.
- You will put the right material in the right container for safety and operational reasons to ensure your waste and recycling materials are collected.
- You will take your waste and recycling containers back in as soon as possible after collection has been made on the same collection day.
- You will use the containers appropriately. For example, putting lids on red boxes to prevent waste escaping and to keep the neighbourhood tidy.
- You will make your own arrangements to dispose of your waste if you did not present your waste on time to avoid adding unnecessary cost to the service.

4.0 Waste and recycling container collection points

4.1 Waste and recycling containers need to be presented on the edge of the property next to the public highway on the day of collection by 0600. Residents are able to find out their collection day by following the link provided here: <http://my.nwleics.gov.uk/my-property-finder?address>

4.2 Properties on the assisted list will be collected from a collection point other than on the edge of the property next to the public highway by prior arrangement with the Council. See section 7.0 for the assisted collections policy.

4.3 For unadopted or private roads the Council will collect and return containers to where the private road meets the highway and where it is safe to do so. Properties which are serviced by unadopted or private roads and have shared access will present their containers next to the public highway at dedicated communal bin storage areas or at a specific collection point agreed by the Council.

4.4 The householder will be responsible for ensuring waste and recycling containers are safe to move and handle when presenting them for collection. Wheeled bins must not be overloaded or too heavy to move safely. Wheeled bins will need to have lids fully closed for safety reasons. Wheeled bins which are too heavy or with raised lids will not be collected until they have been made safe. These bins will need to be presented on the next scheduled collection.

4.5 Refuse side waste which is additional waste left next to the wheeled bins will not be collected and will need to be disposed of safely by the householder as soon as possible. The Council may agree to collect side waste in exceptional circumstances but this must be arranged by prior agreement. An example of this would be if a resident moved into a property where the bins were already full with the previous occupiers waste.

4.6 Recycling containers should contain recyclable waste in a safe manner for the collection crews. That is:

4.6.1 Glass bottles and jars should be kept separate to plastics and cans for safety reasons; and kept either in a separate red box or in a bag within the red box so that it is kept separate. Broken glass should not be placed in the red box and should be recycled safely at a recycling bottle bank (bring site) for the safety of the crew.

4.6.2 Householders are responsible for keeping their wheeled bins and recycling containers in a clean and hygienic condition.

4.6.3 Lids should be used on red boxes; and flaps used on blue and yellow bags to secure the waste and to avoid waste escaping to keep the neighbourhood tidy.

4.6.4 Excess recyclable waste should be placed in clear bags or carrier bags for ease of identification by the collection crews and tied at the top to stop waste escaping and presented next to the recycling containers. Glass must always be in a red box.

4.7 Garden waste bins heavily contaminated with household waste such as; plastic plant pots, trays, bags, food waste, pet waste, rubble, bricks, large quantities of soil or excess sods

of turf will not be collected. These items will need to be removed and the bin re-presented on the next scheduled collection.

4.8 The provision of waste and recycling containers are intended for domestic waste only, not business waste. If a business operates from a domestic property the waste generated by the business will not be collected. The Council operates a waste and recycling collection service for businesses. For further information follow the link provided here:

http://www.nwleics.gov.uk/pages/commercial_waste_and_recycling

4.9 If a report of non collection is made and the Council's collectors were at fault the Council will return to empty a waste or recycling container presented on time and correctly by the end of the next working day. All technology available to the Council such as 360° cameras and driver GPS logs will be used to establish what circumstances resulted in the non collection of the waste or recycling container, so appropriate advice can be given to the householder.

4.10 If the Council was not at fault, the householder will have the following options:

- Present waste or recycling containers on the next scheduled collection. Side waste will be collected by agreement.
- Dispose of the waste at a Household Waste Recycling Centre (HWRC). Locations of the Ashby, Coalville, and Shepshed HWRC's can be found at:
http://www.nwleics.gov.uk/pages/recycling_sites
- In exceptional circumstances the Council may return. For example, elderly or vulnerable people receiving assisted collection where a non-collection would pose a health hazard.

5.0 ~~Additional w~~Waste and recycling containers

5.1 The Council's policy is to supply new households with between 1 and 3 people who permanently reside at the property with a single 180 litre bin. This is smaller than the current 240 litre previously supplied as standard capacity pre January 2014. This is to encourage residents to recycle more and reduce waste to landfill. This policy applies to all households in the district (both new and existing) and applies to any new or replacement refuse bins.

5.2 An option to upgrade from a 180 litre bin to a 240 litre refuse bin for households of 4 or more permanent residents will be permitted at no charge.

5.3 All applications for additional bins will be considered on an individual case-by-case basis. For example, if one or more of the residents have a medical condition producing extra waste they would be eligible for a larger or an additional bin. Where households at a property using solid fuel results in the production of extra waste these residents may be eligible for a replacement 240l bin. Residents who request this will be required to complete a two bin application form which can be found here:

<http://forms.nwleics.gov.uk/AF3/an/default.aspx/RenderForm/?F.Name=f9wjasfm5e>

or by contacting the Council (contact details provided on page 13). This will be assessed by an appropriate Officer with appropriate checks made in line with data protection requirements.

5.4 A maximum of three of each dry recycling containers, (for example, three red boxes, plus three blue bags, plus three yellow bags) can be supplied per household. Any additional capacity must be agreed by an appropriate Officer of the Council.

5.5 A maximum of one garden waste wheeled bin per household.

~~5.6 A 140 litre or 240 litre blue lidded recycling wheeled bin for paper and card or a red lidded wheeled bin for plastics and cans, may be supplied to those households that have multiple recycling boxes or bags and who find it more convenient and prefer to accommodate a wheeled bin and where it is safe to do so. This will currently be provided at no extra charge. Please note, glass must be kept separate in a red box and not mixed with plastics and cans.~~

6.0 Replacement waste and recycling containers

6.1 To help prevent waste and recycling containers being lost or stolen we encourage residents to identify their wheeled bins, containers and bags by clearly marking their house number. Residents can present waste and recycling containers for collection the night before the collection day and return their containers from the kerbside as soon as possible following collection.

6.2 It is the responsibility of householder to look after their waste and recycling containers so they are not damaged; for example, not disposing of heavy items such as bricks or rubble in the wheeled bin.

6.3 Replacement containers which have been lost, stolen or damaged are currently provided free of charge. However, if residents either misuse or damage their domestic or garden wheeled bin there will be a charge to replace it.

7.0 Assisted collections (Exemption service)

7.1 An assisted collection is a service the Council offers to residents who:

- live alone; and who cannot put their waste and recycling containers out at the edge of their property or at the kerbside for collection due to the following reasons:
- age,
- infirmity,
- illness or disability

An assisted collection permits qualifying residents to have their waste and recycling containers collected and returned from an agreed place on their property; and is only available if there is no one else in the household who is able to do this.

7.2 To arrange assisted collection residents should contact the Council. This service is only for those who meet the criteria. To support a request for the service an appropriate officer may ask to see evidence and make enquiries of the applicant to ensure the criteria is met. This may include a visit or phone call to discuss and ascertain whether the criteria is met. Any information provided will be treated in accordance with the Data Protection Act.

7.3 We undertake regular reviews of the properties on our assisted collection list; this ensures only those qualifying for the service receive it. This is done either over the phone or by a personal visit by an appropriate officer, once every two years. In some cases it may be necessary to undertake a visit to the property to satisfy the authority that the criterion is being met.

8.0 Other wastes including; bulky Item, clinical waste and special collections

8.1 Bulky items

Bulky items such as furniture or large appliances can be collected by prior arrangement with the Council. Items must be left outside at the front of the property in an accessible manner for collection. Concessions are offered to those residents in receipt of Housing benefit, Council Tax benefit, or Income Support. To arrange a bulky waste collection please contact the Council, the contact details are on page 13.

For current charges and concessionary rates please refer to the website address:

http://www.nwleics.gov.uk/pages/bulky_waste

For more information regarding which bulky items are accepted or not accepted for collection, please follow the link provided here:

http://www.nwleics.gov.uk/files/documents/list_of_acceptable_items_01_04_08_pdf/List_of_Acceptable_Items_01.04.08.pdf.htm

8.2 Clinical waste

Those residents who have a medical condition which produces clinical waste can arrange for this to be collected by the Council. Yellow bags for waste contaminated with blood or other bodily fluids or dedicated yellow sharps containers for medical syringes can be collected.

Your hospital/health care provider will contact the Council to arrange collection of the yellow bags. For dedicated yellow sharps containers which are provided by your GP or pharmacist, residents need to contact the Council once they have 6 or more full yellow sharps containers. Residents can arrange clinical waste collections by contacting the Council. The yellow bags are supplied by the NHS and not the Council.

The collection day for clinical waste is on a Tuesday and all requests need to be made by midday on the preceding Monday. We ask residents not to present clinical waste on the kerbside, due to the nature of the material, instead leave it in a place as arranged with the Council. Clinical waste needs to be left out for collection by 0600 on the collection day.

8.3 Special collections

Businesses who have an accumulation of waste, including fly-tipped waste on their land can arrange special collections – prices are on application by emailing the Council's Trade Waste Collection Service at refuse@nwleicestershire.gov.uk

9.0 Policy review details

This policy does not have a fixed review date and is subject to ongoing review.

From time to time minor changes to the policy may be required to account for potential changes to operational practices or for practical reasons.

If the change is deemed to have a minor effect on District residents the policy will be amended by the Director of Services in consultation with the Portfolio Holder.

For changes to the policy which the Director of Services in consultation with the Portfolio Holder considers will have a significant impact on residents of the District then these changes will be presented to Cabinet for their approval.

Any changes will be summarised and a notice placed on the relevant pages of the Council's website.

910.0 Contact details

Email: customer.services@nwleicestershire.gov.uk

Website: <http://www.nwleics.gov.uk>

Follow us for waste and recycling information on:



Address:

North West Leicestershire District Council
Council Offices
Whitwick Road
Coalville
Leicestershire
LE67 3FJ

Appendix 1 – Summary of Changes to Existing Practice

This new waste policy is aimed at:

- providing a single document covering all existing and proposed policies

New policy detail	Rationale
<p>4.1 Waste and recycling containers need to be presented on the edge of the property next to the public highway on the day of collection by 0600. Residents are able to find out their collection day by following the link provided here: http://my.nwleics.gov.uk/my-property-finder?address</p> <p>4.3 For unadopted or private roads the Council will collect and return containers to where the private road meets the highway and where it is safe to do so. Properties serviced by unadopted or private roads and have shared access will present their containers next to the public highway at dedicated communal bin storage areas or at a specific collection point agreed by the Council.</p>	<p>To provide clarity in terms of collection points to reduce reports of non-collections; and</p> <p>To provide clarity to rural properties where shared access causes confusion and where it results in NWLDC vehicles traversing private roads the consequences of which are that:</p> <ul style="list-style-type: none"> • It costs time and fuel to travel down shared access • Difficulties in manoeuvring increasing risk of incidents and accidents • Creates liability issues if damage is sustained to private drives • Provide clarity to developers
<p>4.9 If a report of non-collection is made and the Council's collectors were at fault the Council will return to empty a waste or recycling container presented on time and correctly by the end of the next working day.</p> <p>4.10 If the Council was not at fault, the householder will have the following options:</p> <ul style="list-style-type: none"> • Present waste or recycling containers on the next scheduled collection. Side waste will be collected by agreement. • Dispose of the waste at a Household Waste Recycling Centre (HWRC). Locations of the Ashby, Coalville, and Shepshed HWRC's can be found at: http://www.nwleics.gov.uk/pages/recycling 	<p>To reduce the time and significant cost (fuel and staffing) associated with returning to properties who do not present their bins on time. This can also cause delays to the rounds being completed on time.</p>

<p><u>sites</u></p> <ul style="list-style-type: none"> • In exceptional circumstances the Council may return 	
<p>5.1 “The Council’s policy is to supply new households with between 1 and 3 people with a single 180 litre bin. This is smaller than the current 240 litre supplied. This is to encourage residents to recycle more and reduce waste to landfill.”</p> <p>5.2 “An option to upgrade to a 240 litre refuse bin for households of 4 or more permanent residents will be permitted at no charge.”</p>	<p>This policy is designed to reduce waste to landfill and applies to new households and any replacement bins that may be issued following the introduction of this revised policy</p>

Appendix 21 – Waste Collection Commitment

 Material change for a better environment


Local Government Association

North West Leicestershire District Council's commitment to a good waste and recycling service

We are committed to providing waste and recycling services which are good value for money and which meet the needs of our residents.

This means we will:

- 1** explain clearly what services you can expect to receive;

- 2** provide regular collections;

- 3** provide a reliable collection service;

- 4** consider any special requests that individual households may have;

- 5** design our services and carry out collections in a way that doesn't produce litter;

- 6** collect as many materials for recycling as we can and explain to you what happens to them;

- 7** explain clearly what our service rules are and the reasons for them;

- 8** tell you in good time if we have to make changes to your services, even temporarily;

- 9** respond to complaints we receive about our services; and

- 10** tell all our residents about this commitment to collecting waste.

Signed  Date 19 Nov 2019

Name Councillor Alison Smith

Position Portfolio Holder for Environment

