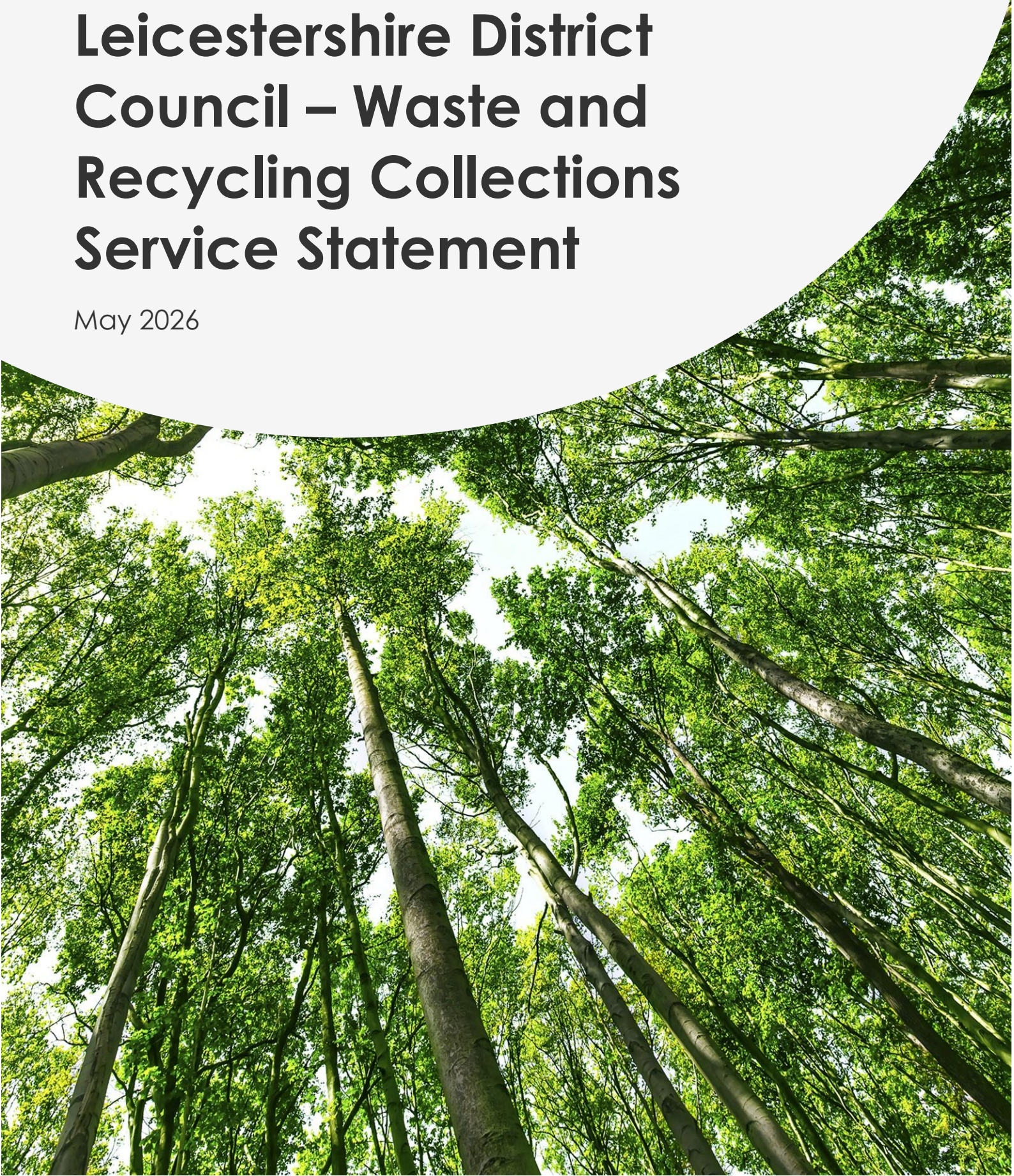


APPENDIX C

North West Leicestershire District Council – Waste and Recycling Collections Service Statement

May 2026



Version control table

Version	Date	Author	Description
V1.0	23/04/2026	Camilla Durrant, James McMahon	First draft (sent to client) Amends back and forth between NWLDC and Eunomia 23/04 – 18/05
V2.0	18/05/2026	Camilla Durrant, James McMahon with input from NWLDC	Final version

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1.0 Waste and Recycling Collections Service Statement Overview & Charter

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

NWLDC is a member of the Leicestershire Waste Partnership and is signed up to the Leicestershire Resources and Waste Strategy 2022 - 2050¹. The ambition of the partnership is to recycle 65% of Leicestershire's waste by 2035. The strategy can be found [here](#).

The current operational policies within this document were updated in 2026 during the roll out of the current service to comply with Simpler Recycling. The standard waste and recycling service offered to residents with a kerbside collection from 2026/27 includes:

- Weekly collection of food waste in a food waste caddy;
- Fortnightly collection of garden waste in wheeled bins, with a first bin emptied free of charge and subsequent bin at a charge;
- Fortnightly collection of non-recyclable waste in wheeled bins;
- Fortnightly collection of recyclable waste from two 180L wheeled bins, one for paper and cardboard, one for glass, cans, tins, cartons, plastic pots, tubs and trays and flexible plastics; and
- Collection of batteries and mobile phones left in a recyclable lidded container alongside the food waste caddy, collected weekly. Note that we no longer offer a kerbside textile collection service and these should be taken to a textile collection point. Textiles are collected at Recycling and Household Waste Sites (RHWS), details are available at: http://www.nwleics.gov.uk/pages/recycling_sites.

In order to deliver an effective service, the following policies are in place, as detailed in this document:

- Waste and Recycling Containers (section 2.0).
- Communal Properties (section 3.0).
- Collection Points (section 4.0).
- Missed Collections (section 5.0).
- Adverse Weather (section 6.0).
- Excess Waste (section 7.0).
- Replacement Containers (section 8.0).
- Assisted Collections (section 9.0).

¹ [Enc. 1 for Resources and Waste Strategy for Leicestershire 2022 - 2050.pdf](#)

- Bulky Items and Clinical Waste (section 10.0).
- Contamination (section 11.0).

1.1 Charter

To have successful waste and recycling collections, residents and the Council need to work together. Here we outline what residents can expect from the Council and what we as a Council expect of residents.

Residents can expect the Council to:

- Collect your recycling and waste containers on the scheduled day; and if we cannot collect, we will leave an advice card to let you know why.
- return your containers to where they were collected from.
- pick up any spillages we cause.
- 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 in line with our missed collections service statement (see section 5.0).

The Council expects residents to:

- present your waste and recycling containers correctly on the edge of the property next to the public highway so they are highly visible and accessible on the correct collection day by 6am.
- present your waste and recycling containers on the correct collection week and day. Residents can find out their collection day and download a waste collection calendar by visiting my.nwleics.gov.uk.
- put the right material in the right container for safety and operational reasons to ensure your waste and recycling materials are collected.
- take your waste and recycling wheeled bins and food waste caddy, back in as soon as possible after collection has been made on the same collection day.
- use the containers appropriately. For example, ensuring the lid is closed on the wheeled bins to prevent waste escaping and to keep the neighbourhood tidy.
- 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.
- Park considerately on collection days to ensure vehicle access for collections.

2.0 Waste and Recycling Containers

2.1 Standard Containers

Where a property is suitable for wheeled bins, the following standard containers and collection frequencies are used:

- A 180 or 240L black wheeled bin for non-recyclable waste collected fortnightly (see section 2.3 for detail on bin size by household size).
- A 180L wheeled bin for paper/card collected fortnightly (alternate week to non-recyclable waste).
- A 180L wheeled bin for glass, cans, tins, cartons, plastic pots, tubs and trays and flexible plastics collected fortnightly (alternate week to non-recyclable waste).
- A 240L green wheeled bin with brown lid for garden waste. Householders can pay for an additional 240L black wheeled bin with a brown lid. Garden waste is collected fortnightly on the same week as black bins.
- A 23L silver outdoor kerbside caddy for food waste collected weekly and 7L indoor kitchen food waste caddy.

A full list of materials accepted in each container is provided in A.1.0.

NWLDC decided to move from recycling boxes and bags to wheeled bins in 2025. The change was based upon:

- Complying with Simpler Recycling by keeping paper/cardboard separate to other dry recyclable materials.
- A survey undertaken in 2024 where two-thirds of respondents preferred a wheeled bin system.
- Reducing manual handling for operational staff and the associated health benefits this brings.
- Providing a flexible service to accommodate future changes.

At the same time, a separate food waste system was also introduced, to comply with Simpler Recycling in England, and to also increase recycling rates.

2.2 Exemptions

For a small number of properties alternative containment will be provided, the exemptions include:

- No rear, side, or front access area.
- No point of collection.
- Wheeled bins cannot be presented, for example because they would need to be moved through a narrow gate, down multiple steps, across very rough ground, or through the dwelling. Blocking access to a car or to a parking space on a personal driveway does **not** in itself prevent wheeled bins from being recommended.
- It would be dangerous to move wheeled bins from the storage location to the presentation point.
- Wheeled bins would need to be taken down steps or a steep incline.
- No suitable presentation point at the property boundary.
- No access to the property boundary for the collection vehicle.
- Communal properties with inadequate space for the required number of bins.

Properties requiring alternative arrangements will be determined by the Council via assessments. Photos of where alternative arrangements are required are provided in A.2.0. For these properties, an alternative collection system using sacks for collection will be used.

Where a property has been deemed suitable for either a full or partial wheeled bin service residents will not be able to opt out and use a sack service, given the benefits of containerisation and a consistent service.

2.3 Provision of Wheeled Bins and Food Waste Caddies

The Council's service statement on supply of wheeled bins and food waste caddies is shown in the table below.

No. of permanent occupiers in household	Non-recyclable (black bins) bins	Recycling bins	Food waste caddies	Garden waste bins
1-3	180L bin	2 x 180L bins	Same for all properties 1 x 23L caddy (external) 1 x 7L caddy (internal) Additional caddies available on request	Same for all properties 1 x 240 litre garden waste bin, emptied free of charge ² Additional 240L garden waste bins at an annual charge. Additional garden waste bins must display a valid subscription sticker. Full terms and conditions for this service can be viewed by visiting: nwleics.gov.uk/paygardenwaste
4-5	240L bin	2 x 240L bins		
6-7	240L bin + additional 140L bin	2 x 240L bins + additional 140L bin		
8	240L bin + additional 240L bin	2 x 240L bins + additional 240L bin		
1 or more occupiers with a medical condition or uses incontinence pads	At our discretion	As above		

All applications for additional or larger refuse or recycling bins will be considered on an individual case-by-case discretionary basis. For example, if one or more of the residents have a medical condition

² Some households are provided with two 140 litre garden waste bins at no charge, however, they are only available in exceptional circumstances, such as restricted property access or for customers with mobility issues.

producing extra waste, they can contact the Council by using the contact details provided in section 12.0. The request will be assessed by a waste services officer with appropriate checks. Any information provided will be treated in accordance with The Data Protection Act 2018 and the Data (Use and Access) Act 2025. Additional bins or extra capacity for the disposal of nappies are not available.

Any additional or larger bins issued will be reviewed every three years to check the household is still eligible in line with the table above.

Households will be provided with an initial roll of 52 caddy liners when the food waste service launches. After this, residents will need to provide their own caddy liners if they choose to use one. Compostable liners, non-black plastic bags, kitchen roll, paper or newspaper can be used to line the caddy.

The use of a liner is recommended, however outdoor caddies presented without a liner will still be emptied.

3.0 Communal Properties

Where properties are unsuitable for individual bins (e.g. flats) the council will provide an appropriate size and number of wheeled bins and food waste caddies to the number and size of households using the bins. For larger blocks of flats this includes the use of larger (1100L) communal bins rather than individual bins. An example image of a communal bin store is provided in A.2.0.

4.0 Collection Points

Wheeled bins and food waste caddies must be correctly presented on the edge of the property next to the public highway on the day of collection by 6am.

Properties on the assisted service 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. For further information, please see section 9.0 regarding the assisted collections service statement.

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 wheeled bins and food waste caddies at a dedicated collection point. The rationale is to provide clarity to properties where shared access causes confusion and where it results in waste collection vehicles traversing private roads the consequences of which are difficulties in manoeuvring which increases the risk of incidents and accidents; creates liability issues if damage is sustained to private drives; and to provide clarity when new developments are designed.

The householder will be responsible for ensuring wheeled bins and food waste caddies are safe to move and handle when presenting them for collection. Wheeled bins must not be over loaded or too heavy to move safely. The lids on wheeled bins must be 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. Advice cards/stickers will be left to advise residents why these have not been collected and that these bins will need to be presented on the next scheduled collection.

No waste, including recycling, left next to the wheeled bins or food waste caddies will be collected and will need to be disposed of appropriately by the householder (further details are provided in section 7.0).

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

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

- Lids should be fully closed to avoid waste escaping.

Recycling bins, garden waste bins and food waste caddies contaminated with non-target materials (as detailed in A.1.0) will not be collected. These items will need to be removed and the bin or caddy put out on the next scheduled collection. Only food waste presented in this caddy with lid fully closed will be collected. We cannot accept food waste in any other type of container. The crew will leave advice cards/stickers to advise residents on why their bin or caddy has not been collected. Further details on our contamination service statement are provided in 11.0.

The provision of waste and recycling wheeled bins and food waste caddies 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 please visit: nwleics.gov.uk/trade_waste_and_recycling.

5.0 Non-Collection and Missed Collections

There are four main reasons for bins and/or caddies not being collected:

1. Bins / caddies were not presented
2. Bins / caddies were presented incorrectly (e.g. wrong day or contaminated)
3. Collections did not take place, this could be due to adverse weather or roadworks ('non-collection')
4. Collections took place but an individual household or road was missed ('missed collection').

In situation 1 and 2 where the Council was not at fault the householder will have the following options:

- Correctly present wheeled bins and food waste caddies on the next scheduled collection.
- Dispose of the waste at a Recycling and Household Waste Sites (RHWS). Locations of the Ashby, Coalville, and Shepshed RHWS's can be found at: http://www.nwleics.gov.uk/pages/recycling_sites.
- In exceptional circumstances the Council may return, these will be considered on a case-by-case basis.

Where wheeled bins and caddies are contaminated as described in 4.0 advice cards/stickers will be left to advise residents on why they have not been collected and action to take before presenting at the next scheduled collection.

In situation 3 and 4 the deadline for reporting these and target timeline for reattempting collections is shown below.

Situation	Deadline for reporting (via Council website)	Collection Aim
Non-Collection		

Situation	Deadline for reporting (via Council website)	Collection Aim
Food waste caddies and black bins	Within two working days*	By the end of the next working day
Garden waste and recycling bins	Within two working days*	Within 2 working days of when the report is received
Missed Collection		
Food waste caddies and black bins	By the end of the next working day	Within 2 working days of when the report is received
Garden waste and recycling bins	By the end of the next working day	Within 5 working days of when the report is received

**where non-collection circumstances (e.g. adverse weather) have already been communicated with residents there is no need for individual households to contact the Council.*

Note that these timelines are aims only and cannot account for circumstances outside of the Council's control, such as adverse weather (further detailed in 6.0), closed roads, inconsiderate parking, highway works and property accesses. Whilst we work closely with other providers to ensure, where possible, we can pre-empt circumstances and still provide collections, sometimes these can be unavoidable e.g. emergency closures.

For any reports of non-collection or missed collection all technology available to the Council such as 360° cameras fitted to the vehicles and in-cab technology will be used to establish what circumstances resulted in the non-collection of the wheeled bin and/or food waste caddy, so appropriate action can be taken. The rationale behind this service statement is to reduce the time and significant cost of fuel and staff associated with returning to properties who do not present their wheeled bins and food waste caddies on time or on the correct collection day.

Where whole streets go uncollected and are deemed to be a missed collection, these shall be collected as a priority as soon as practicable.

In certain circumstances where returning to collect is operationally difficult, the Council may arrange with the resident to collect additional materials on the next scheduled collection day (note that this must be pre-arranged as 'excess waste' is not normally accepted, see 7.0).

6.0 Adverse Weather

In the event of adverse weather, including snow, ice, floods, high winds, heatwaves and other conditions that disrupt waste and recycling collection services, the Council will apply to following principles:

- If services can continue to be performed safely the Council will maintain services.

- If services cannot be performed safely the Council's authorised officer will decide by 9am as to whether normal collections will be attempted, or if a reduced collection schedule or no collections will instead take place. In the case of a reduced collection schedule, the services will be prioritised as follows:
 - Food waste collections.
 - Non-recyclable waste collections.
 - Garden waste collections.
 - Recycling collections.

If it is likely that conditions of 28deg C will persist for a period of at least three consecutive days, collections may commence earlier (6am) to allow crews to operate for a shorter time in hot conditions

As with the Missed Collection service statement (section 5.0), where whole streets go uncollected, these shall be collected as a priority as soon as the service is operational again.

Any information about services affected will be published on the council website and social media to communicate with residents.

7.0 Excess Waste

Any waste or recycling left beside any wheeled bin or food waste caddy ('excess waste') will not be collected, and bins and caddies should only be collected with the lid fully closed. Any excess waste left next to containers may be treated as fly tipping. This service statement applies to all waste and recycling containers (non-recyclables, recyclables, garden waste and food waste).

In exceptional circumstances excess waste collections may be agreed in advance with the council, on a case-by-case basis, for example a new resident to the district or following a missed collection which has not been rectified.

If residents cannot contain all their household waste and recycling within the containers provided, they may take it to one of the two Recycling and Household Waste Sites (RHWS) in North West Leicestershire, details are provided here: https://www.nwleics.gov.uk/pages/recycling_centres_and_sites.

Households consistently with excess waste should refer to the policies around additional containment (2.3).

8.0 Replacement Containers

To help prevent wheeled bins and caddies being lost or stolen we encourage residents to identify them by clearly marking them with their house number. Residents can present wheeled bins and caddies for collection the night before or by 6am on the collection day and return their wheeled bins and caddies from the kerbside as soon as possible following collection, and within 24 hours.

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

Replacement wheeled bins and caddies which have been lost, stolen or damaged are currently provided free of charge. However, if residents either misuse or damage their wheeled bins and caddies, there will be a charge to replace it. The internal 7 litre food waste caddy will not be replaced by the Council, and will be the responsibility of the resident.

9.0 Assisted Collections

An assisted collection is a service the Council offers to households where all occupiers of the property cannot present their waste and recycling wheeled bins and caddies at the edge of their property, or at the kerbside for collection due to disability or ill health.

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

To arrange an assisted collection, residents must contact the Council using the contact details provided in section 12.0. To support a request for the service a waste services officer may ask to see evidence and make enquiries of the applicant to ensure eligibility. This may include a visit or phone call to discuss, any information provided will be treated in accordance with The Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Once assisted collections are in place the Council will review circumstances every three years to ensure the property remains eligible for assisted collections.

10.0 Bulky Items and Clinical Waste

10.1 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:

- Council Tax Benefit.
- Housing Benefit.
- Income Support.
- Carer's Allowance.
- Employment Support Allowance – Income based (ESA – Income based).
- Universal Credit.
- Working Tax Credit or Universal Credit (standard allowance).

To arrange a bulky waste collection, including confirming what we can be collected and to check the charge and concessionary rates, please visit nwleics.gov.uk/bulky_waste or contact the Council using the contact details in section 12.0.

10.2 Clinical Waste

Those residents who have a medical condition which produces clinical waste can arrange for this to be collected by the Council. We can collect yellow bags for waste contaminated with blood or other bodily fluids or dedicated yellow sharps containers for medical syringes. A full list of accepted materials is provided in A.1.0.

Your hospital or healthcare provider will contact the Council to arrange collection of the yellow bags.

For dedicated yellow sharps containers, which are provided by a GP or pharmacist, residents need to contact the Council (using contact details in 12.0) once they have six 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 3pm on the Monday before. 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 6am on the collection day.

11.0 Contamination

Incorrect items in recycling can cost the Council money which could be better spent providing services to residents. Significant quantities of recycling contamination can result in whole loads of recycling being rejected and disposed of rather than recycled. NWLDC provides two recycling bins and separates paper/cardboard to maximise income and quality of this material.

Collection crews will undertake visual checks for contamination during recycling collections. The process following any incidences of contamination is as follows:

1. On the first incident of excessive contamination from a household being identified, a service notice (e.g. sticker or leaflet) will be issued to the resident explaining why the container has not been collected. This notice will be clear on what is needed from the resident to comply with the requirements to recycle, and that once addressed bins or caddies can be presented on the next scheduled collection day.
2. On a second reoccurrence of excessive contamination from a household, a letter will also be sent explaining the non-compliance and how to rectify it. This letter will clearly provide the reasons for non-compliance and provide educational information regarding the collection service and how to comply with it.
3. On a third reoccurrence of excessive contamination from a household, a letter will be sent to explain the non-compliance. This letter will be more directional and note that a further occurrence may result in direct contact via a visit from an office from the Council, with a view to discussing the contamination issues.
4. On future recurrences of excessive contamination from a household, a Council Officer will visit the household to discuss the contamination issue and how waste and recycling should be presented for collection.

For each stage set out above, where a recycling container cannot be collected because of contamination, the resident will be required to remove the contamination before the next collection. The Council will not return to collect a contaminated container and the resident will be required to manage their waste appropriately until their next scheduled collection.

The focus of our contamination service statement is to educate residents on how to use the service.

12.0 Contact Details

Email: customer.services@nwleicestershire.gov.uk

Website: www.nwleics.gov.uk

Address:

North West Leicestershire District Council

PO Box 11051

Coalville

LE67 0FW

Appendix

A.1.0 Annex 1: Accepted Materials

Container Type	Accepted Waste Type
Black wheeled bin	✓ Non-recyclable refuse waste ✗ No DIY waste such as bricks and plaster ✗ No compostable garden waste, food waste, or recyclables
Brown lidded wheeled bin	✓ Compostable garden waste – Shrub prunings, garden weeds, plants, leaves, hedge trimmings, dead flowers, cut grass and small tree branches (under 6" thick) ✗ No food waste, bricks & rubble, ash, sods of turf, soil (as excess soil will make the bin too heavy), large tree branches (over 6" thick) & trunks, plastic bags, pet waste and faeces; and no black bin waste.
Orange lidded wheeled bin	✓ Plastic bottles and lids (milk, fizzy pop, shampoo, toothpaste tubes, detergent bottles etc.). ✓ Plastic bags and wrapping such a plastic bags, bread bags and film. ✓ Food and drinks cartons. ✓ Rigid household plastic packaging (clean yoghurt pots, clean plastic tubs and clean trays). ✓ Metal food and drinks cans, empty aerosol canisters and clean foil. ✓ Glass bottles and jars ✗ No bulky plastic containers ✗ No food remains in packaging

Container Type	Accepted Waste Type
	✗ No window/flat glass, drinking glasses, Pyrex glass, or lightbulbs
Blue lidded wheeled bin	✓ Newspaper and magazines, junk mail, directories (catalogues, phone books, etc), birthday/Christmas cards, envelopes, gift wrapping paper, and shredded paper. ✓ All types of household cardboard, cereal boxes, frozen food boxes and corrugated cardboard boxes. Please ensure any large cardboard to be folded to fit inside the wheeled bin with the lid closed. ✗ No polystyrene and plastic packaging, this must be removed ✗ No food remains in packaging
A plastic tub with a lid (presented next to the grey lidded/ blue lidded wheeled bin)	✓ <i>Used batteries, placed inside a recyclable plastic tub (e.g. ice cream or butter tub) with the lid closed.</i> ✓ <i>Mobile phones, placed inside a recyclable plastic tub (e.g. ice cream or butter tub) with the lid closed.</i> ✗ No vapes please, take vaping units (disposable and chargeable) to a Recycling and Household Waste Site. Please do not place them in your black bin as they are a fire risk. Many vapes shops also offer recycling bins for your used disposable vapes.
Grey food waste caddy	✓ Any uneaten food or plate scrapings, mouldy and out of date food (removed from packaging), raw and cooked meat and fish including bones, tea bags (including paper tags), coffee grounds, dairy products such as cheese, egg, egg shells, yoghurt, rice, pasta and beans, bread, cakes and pastries, raw and cooked fruit and vegetables – whole and peelings.

Container Type	Accepted Waste Type
	✓ To line the bin and contain the food, use compostable liners, paper, kitchen roll, newspaper or plastic liners; including the use of clear or coloured plastic bags from bread and other groceries (but no black bags) ✗ Liquids, such as milk, oils and fats ✗ Food waste packaging, including compostable packaging ✗ Garden waste, soil, dead animals ✗ Non-recyclable household waste, including nappies or sanitary waste ✗ Recyclable waste – plastic, cans, glass, paper and cardboard ✗ black bags as liners
Clinical waste (yellow sacks)	✓ Infectious dressings ✓ Infectious swabs ✓ Infectious human tissue ✓ Any waste containing blood residue that has been classed as infectious ✗ Nappies and sanitary products including incontinence pads (non-recyclable bin) ✗ Pet waste ✗ Plasters and dressings ✗ Waste from healthcare worker visits treatment (to be removed by healthcare worker)

Container Type	Accepted Waste Type
	✗ Unwanted/out of date medicine (to be returned to pharmacy)
Clinical waste (sharps box)	✓ All needles ✓ Disposable instrument blades ✗ Any other clinical waste

A.2.0 Annex 2: Examples of Properties Requiring Alternative Arrangements

Figure 1: Example of narrow terraced street



Figure 2: Example of Communal bin store



