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Waste and Recycling Bin Policies

The following criteria will apply to the twin bin alternate weekly refuse and recycling collection service.

1) Physical Assessment

The majority of households can accommodate wheeled bins for the alternate weekly refuse and recycling collection. The criteria applied for the physical assessment are as follows:

- a. No place to put the wheeled bin;
- b. There is a place at the front of the property, but it will cause an unacceptable obstruction on the highway;
- c. There is a suitable storage space at the rear of the property but there is no way of wheeling the bin to the boundary of the property for collection (e.g. only access is through the house);
- d. There is no rear access and where the front area is of a size of less than 10 square metres or there will be an unacceptable obstruction on the highway;
- e. There is an excessive number of steps in a single flight;
- f. The distance required to manoeuvre the bins to a collection point is considered to be unreasonable;
- g. There is no reasonable access for the refuse collection vehicle.

Where a purpose-built bin storage cupboard is located at the front of the property, the following choices will be offered to the resident provided that it can be demonstrated that participation in the full twin bin scheme is impractical:

- i. The provision of black and blue sacks collected on an alternate weekly basis;
- ii. The provision of a residual waste wheeled bin and coloured sack for recycling, collected on an alternate weekly basis; and
- iii. The provision of guidance detailing types of screening and/or landscaping residents may wish to use to reduce the potential visual impact of wheeled bins.

2) Collection Points

The criteria used for determining appropriate 'collection points' is open to individual interpretation and local circumstances, and may change as a result of local agreements. The following criteria are used in order to determine the collection point:

- a. A point at which the boundary of the premise abuts the nearest public highway;
- b. A point at which the boundary of the premise abuts a public or private footpath which links the premise to the nearest public highway leading to the refuse collection vehicle route;
- c. A point at which the boundary of the premise abuts the refuse collection vehicle access to that premise;
- d. In respect of properties sharing a common passage (e.g. terraced, detached or semi-detached), a point immediately at the boundary of the common passage nearest to the refuse collection vehicle route (without causing an obstruction); and
- e. Any other reasonable point within or adjacent to the premise which shall be determined by the Council as the collection point.

In support of the above, it is recognised that wheeled bins should, as far as is practicable, only be put out for the day of collection and not left at the curtilage for any longer than necessary. They should not be placed on the public highway so as to cause a potential obstruction to cars, pedestrians or refuse collection vehicles.

3) Assisted Collections

The majority of householders can generally cope with the task of placing the wheeled bin at a collection point at the boundary of their property, although it is appreciated that the elderly or infirm may require assistance with their wheeled bin. Where this is the case, the refuse operative will collect and return the wheeled bin from the location where it is kept, as determined by the appropriate Officer.

Requests for an assisted collection should be made to the Council and an application form is available upon request.

General criteria to be used for determining appropriate 'assisted collections' are, by nature, often difficult to determine and it is appreciated that Officers need to apply these considerations with a great deal of understanding, sensitivity and individual assessment:

- a. Consideration is given as to what the previous refuse collection arrangements were and establishing whether the property is indeed suitable for wheeled bins. Dependent on the particular circumstances, consideration may be given to utilising alternative sized containers for shared use or alternate weekly sack collections;
 - a. If the property is considered suitable for wheeled bins, then there is a need to establish whether there is someone else at the same address who is physically able to place the bins out for collection;
 - b. It is recognised that nearby relatives, regular home help, or neighbours may also volunteer to assist in presenting the wheeled bin for collection;

- c. If there is no one available to present the wheeled bin for collection, consideration will then be given as to whether the wheeled bins could be located (and still be accessible to the resident) near the boundary of the property near to the determined collection point; and
- d. If there is no suitable location near the collection point, or if the resident would be unable to utilise the wheeled bin, then an alternative stance within the limits of the property that is suitable will be established, but visible and accessible to the refuse operatives.

It is considered that the 'assisted collection' should be an arrangement only for those residents who are genuinely unable to cope with the task of placing wheeled bins at the collection point at the boundary of their property, which will allow them to fully participate in the recycling scheme. Similar arrangements may also be put in place should any resident contact the Council requesting temporary assistance.

Given that the number of properties receiving assistance impacts upon the efficiency and effectiveness of operations, and that there is an acceptance that households change over time, regular updates of the 'assisted collection list' are undertaken to confirm that assisted arrangements are still required.

4) Wheeled Bin Replacements

Replacement wheeled bins for residual waste (black bin) which are lost, stolen or damaged can be purchased directly from the Council. If a residents wheeled bin has been damaged or lost in the refuse collection vehicle or collection process as a result of mishandling or misuse by refuse operatives, the wheeled bin will be replaced free of charge. This excludes damage or loss as a result of prohibited waste being placed in the container.

Replacement recycling bins (blue lidded and outdoor food waste) are provided free of charge. This includes bins that are lost, stolen or damaged.

5) Wheeled Bin Provision

The majority of households within the Borough that are suitable for the wheeled bin collection method have been supplied with two 240 litre wheeled bins for the alternate weekly collection of recyclables and residual waste and a food waste container.

Circumstances which would allow residents to apply for an additional residual wheeled bin:

- More than six adults in the household (no children under three years old)
- More than three adults and one child under three years old
- Two or more adults and two children under three years old

In recognition of the above, and in order to ensure that the provision of wheeled bin exchanges can be effectively managed and controlled, the following processes will be employed:

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- a. The capacity at each household is subject to Council policy.
- b. An application form is available on request for those householders with circumstances which require additional capacity.
- c. In the case of requests for additional capacity, the Council will work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream into the recycling wheeled bin has been made, and that extra waste is being generated on a regular basis.
- d. As highlighted previously, it is recognised that residents who have certain medical conditions may also require larger storage capacity and provision for additional capacity in such circumstances can be made.
- e. Once Officers have discussed individual requirements and agreement has been reached with residents over the required capacity, the extra black wheeled bin for residual waste will be subject to a charge. Additional recycling bins will be provided free of charge.
- f. Residents not producing large quantities of waste who request smaller 140-litre wheeled bins will be notified at the time of the exchange of the provisions relating to side waste.
- g. Where additional capacity has been authorised by the Council, all containers, other than the Councils stock, require approval prior to servicing.