

REPORT TO: Environment & Urban Renewal Policy and Performance Board

DATE: 15th September 2010

REPORTING OFFICER: Strategic Director, Environment and Economy

SUBJECT: Household Waste Collection Policy

WARD(S): Borough-wide

1. PURPOSE OF REPORT

To provide Members with a draft Household Waste Collection Policy document for comment and endorsement.

2. RECOMMENDED: That:

- 1) Members receive and comment upon the report;**
- 2) The Policy & Performance Board endorse the draft Household Waste Collection Policy document; and**
- 3) A report be presented to the Executive Board recommending the adoption of the Household Waste Collection Policy.**

3. BACKGROUND

- 3.1 The Safer Halton Policy and Performance Board work programme of Topics for examination included various aspects of waste management. It was agreed by Members of the Board that the Waste Management Working Party would produce a document that set out the Council's policies and service standards relating to household waste collection.
- 3.2 Following the work carried out by the Working Party, a draft Halton Policy document was produced and is attached as Appendix 1.

4. SUPPORTING INFORMATION

- 4.1 Whilst the Council has adopted a number of policies relating to its waste and recycling collection services, there is currently no single written policy document approved by Members that sets out the Council's policies on how waste collection services will be delivered. Having such a document will make it clear to householders what they can expect from the Council and also what is expected of them.

- 4.2 Additionally, as a result of the implementation of new services during recent years, it was important to review existing policies to ensure that they remain fit for purpose to support the Council in meeting its waste related targets and objectives, and that services continue to be delivered as efficiently and effectively as possible.
- 4.3 The policies with the draft Household Waste Collection Policy document have been developed taking into account the pressures the Council faces, both in terms of meeting landfill diversion targets and the increasing costs of waste treatment and disposal. It has drawn upon best practice and common approaches adopted by local authorities across the country. The draft Policy sets out both existing and new policies and Members' attention is drawn in particular to the policies on charging and collecting side waste as detailed in paragraphs 4.4 to 4.13 below.

Policies on Charging

- 4.4 Financial pressures and the increasing costs of dealing with waste necessitated a review of the Council's policies on charging for services where legislation allows. This has resulted in revised policies on charging for the collection of bulky household waste and a new policy regarding the provision of wheeled bins.
- 4.5 Currently, residents can have up to 10 items of furniture removed for a charge of £10. It is proposed that from April 2011 the charge is increased to £15 and that the number of items collected per £15 charge is reduced to five. The new proposed payment structure reflects the increasing costs of collecting and disposing of bulky household items. The new lower limit on items per collection has been established to encourage the re-use/recycling of items. The Council will promote the use of local organisations that collect/receive bulky items for re-use purposes.
- 4.6 At present, the provision of new and replacement wheeled bins is free of charge and there is no limit on the number of replacement wheeled bins that a householder can request. Between 1st April 2009 and 31st March 2010, a total of 2,510 replacement residual waste wheeled bins were delivered to domestic properties. Using an average cost of £16.00 per 240ltr bin, excluding delivery costs, this amounts to an estimated annual cost of £40k, which is in excess of the current budgetary provision of £31,720.
- 4.7 The draft Policy includes making a charge for new and replacement wheeled bins. By giving the wheeled bin a value it is believed that residents would have a sense of ownership and responsibility which would reduce the likelihood of negligence and abandonment. Introducing a charging policy will reduce the numbers of wheeled bins left out after collection, particularly in rear entry areas, pavements and highways. This would reduce the opportunity for bin fires, anti-social behaviour and theft, as well as improving the visual appearance and

cleanliness of neighbourhoods. The number of potential obstructions to other highway users would be dramatically reduced.

- 4.8 It is proposed that a charge for the provision and delivery of new and replacement wheeled bins be introduced on a phased basis as follows;
 - 4.8.1 From April 2011 residents will be required to make a contribution of £12.50 towards the costs of new and replacement bins.
 - 4.8.2 From April 2012 residents will be required to pay £25.00 to meet the full cost of receiving a new or replacement wheeled bin.
- 4.9 So as not to discourage residents from recycling, replacement blue or green bins will continue to be provided free of charge.

Side Waste

- 4.10 It is the current policy of the Council not to collect side waste placed alongside wheeled bins for collection. This policy was approved by the Executive Board in April 2005 (minute EXB53/2005 refers) however, to date, this policy has not been applied. Instead, the Council has maintained a progressive approach of education and awareness raising of waste matters in an attempt to engage with householders to reduce the amount of residual waste presented for collection.
- 4.11 Communication and awareness raising campaigns will continue, however, as a result of the increasing costs of disposing of residual waste, and the failure of many residents to cease placing out side waste for collection, it is now being recommended that the Council applies its policy of not collecting side waste, other than in exceptional circumstances, such as during the Christmas holiday period or other unavoidable disruptions in service.
- 4.12 All residents who have wheeled bins are now provided with kerbside multi-material recycling collections. Residents are able to have additional or larger bins for recycling to ensure that they have sufficient capacity for recycling. The 'no side waste' policy will encourage residents to accept responsibility for their waste and to think about minimising their waste, and recycle more of what they do produce.
- 4.13 To apply a consistent approach to encouraging positive behavioural change, waste minimisation and increased recycling, the draft Policy limits the number of sacks that will be taken from properties that do not have wheeled bins. Residents in such properties are provided with a kerbside multi-material recycling collection service using boxes and are also able to request additional boxes to meet their individual capacity requirements.
- 4.14 The attached Policy document seeks to ensure that the Council provides high quality, cost effective services that are applied fairly and consistently to all households. In addition to setting out clear and

robust waste collection policies the document sets out pledges to residents on the level of service that they can expect to receive from the Council.

- 4.15 Members are asked to comment upon the attached draft Policy document and make recommendations concerning its adoption to the Executive Board. The production of the draft Policy document brings to an end the work of the Waste Working Party. Members of the Working Party were Councillors Thompson (Chair), Osborne, Stockton, Redhead and Shepherd, who are all thanked for their contributions to the development of the Policy.

5. FINANCIAL IMPLICATIONS

- 5.1 Although not quantifiable, the adoption of the proposed Policies will have significant positive financial implications for the Council, both from additional income received to offset current spend and also from an anticipated increase in both recycling and levels of waste diverted from landfill.

6. POLICY IMPLICATIONS

- 6.1 This report will result in new or updated policies relating to the Council's waste collection service, the details of which are contained within this report.

7. OTHER IMPLICATIONS

- 7.1 There are no other implications arising from this report.

8. IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

8.1 Children and Young People in Halton

No direct impact

8.2 Employment, Learning and Skills in Halton

No direct impact

8.3 A Healthy Halton

No direct impact, but the Policy will contribute towards for improving the environment and the appearance of the borough and shall have an overall beneficial affect on well-being.

8.4 A Safer Halton

The Council is committed to dealing with environmental nuisance. The policies contained with the attached document will contribute towards improving environmental standards and reducing environmental crime.

This will have a positive impact upon the Safer Halton Priority, and contribute towards the 'Cleaner, Greener, Safer' agenda.

8.5 Halton's Urban Renewal

No direct impact, but overall environmental benefits will make the borough a more attractive location for investment.

9.0 RISK ANALYSIS

9.1 The Household Waste Collection Policy document sets out clearly the Waste Collection services to be delivered by the Council as well as the actions required by householders in relation those services. The key risk in failing to maintain and publish an up to date Household Waste Collection Policy is that residents may not fully understand the level of service to be provided to them and what responsibilities they have. This could lead to a reduction in the effectiveness of the Council's services, increased costs, customer complaints and poor satisfaction levels amongst residents.

10.0 EQUALITY AND DIVERSITY ISSUES

10.1 The Policy is not intended to have either a positive or negative impact upon equality and diversity or apply differently to any particular group. The Waste and Environmental Improvement Division will continue to invite and seek feedback on its waste collection services and policies and will respond to any suggestion of differential impact.

11.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

11.1 There are no background papers within the meaning of the Act.

APPENDIX 1



Halton Borough Council

DRAFT

Household Waste Collection Policy and Customer Service Assurances

August 2010

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1. Introduction

Waste policy has become an increasingly important issue in recent years. The Council (Halton Borough Council) has produced this document to make clear its policies regarding the complex area of the delivery of waste services. The policy aims to show how the Council will manage its waste collection services across the borough and meet its legal and customer based requirements.

To support this Waste Collection Policy, Halton will be signing up to a Waste Collection Commitment, which is a nationally recognised voluntary service-level agreement. By signing up to the Commitment, a local authority is committing to ensuring that the needs of its residents are central to the design and delivery of their waste and recycling collection services. Participating local authorities that sign up to the agreement will review not only how they design and operate their services but also how they communicate with their service users. Ultimately, it is hoped that the level of service that residents can expect to receive will be made clearer and that satisfaction with collection services will be improved.

Further information on the principles set out in the Waste Collection Commitment will be available as a separate document and also on the Councils' website which is available at www.halton.gov.uk.

The Council is committed to providing high quality and value-for-money services that meet the individual needs and circumstances of the residents of the borough. This document also sets out the standards and levels of service that residents can expect to receive from the Council.

2. General Service Provision

The Council introduced wheeled bins into Halton in the late 1980's. It remains the Council's policy that all suitable¹ properties are served by this collection method and that wheeled bins should be used where provided.

The collection point for wheeled bins is generally from the curtilage of a residents' property. In the case of terraced properties, the collection point for wheeled bins is the 'throat' to the entry serving the properties.

The different make up of areas in Halton means that there is a need to find arrangements that best fit local circumstances whilst working within the general principles of the Councils' policy. This means that in applying its policy, the Council may determine different collection arrangements for different areas.

In all cases, it is residents' responsibility to place and return bins or boxes to and from their designated collection point. (The Council offers an 'assisted pull out' service where residents are considered unable to put out a wheeled bin for collection by reason of age or infirmity – See Section 13).

In some cases the Council may require receptacles to be placed on a highway for collection. This requires the consent of the Highway Authority, which has been received. The Council has also determined that wheeled bins are the occupiers' responsibility whilst within the curtilage of their dwelling and that they become the Councils' responsibility when placed on the highway, but only at times and places specified by the Council. These responsibilities shall only extend to such matters as loss or damage to the receptacle, and not to damage or other matters caused as a result of the receptacle being on the highway.

Residual Waste Collections

- (i) Residents at suitable¹ residential properties will be provided with a 140 or 240 litre black coloured wheeled bin and that is to be used to store / collect the residual waste (non-recyclable waste) that households generate, and that cannot be recycled or composted through the Council's kerbside recycling schemes, or at the Council's Household Waste Recycling Facilities.
- (ii) Properties that are not suitable for residual waste collections using wheeled bins will be provided with a sack collection service.
- (iii) Residents in multi-occupancy dwellings will be served by communal waste receptacles.

Kerbside Recycling Services

Residents at suitable¹ residential properties will receive the following kerbside recycling collection services;

- (i) A 140 or 240 litre blue coloured wheeled bin, which is to be used to store / collect the following types of dry recyclable waste¹: glass bottles and jars; aluminium and steel cans; paper, magazines, newspapers, catalogues and directories; plastic bottles; and cardboard. Residents can request additional 140 or 240 litre blue bins.
- (ii) A 240 litre Green coloured wheeled bin, which is to be used to store / collect garden waste materials that households generate. These materials include grass cuttings; hedge clippings; cut flowers / plants; twigs and small branches up to 9cm diameter; leaves; and bark. Due to seasonal growth this service does not operate during the winter months. Residents can request additional green bins.

Residents that occupy properties that are not suitable² for either or both of the above services will be provided recycling services either through the provision of a 44 litre box or, in the case of multi-occupancy dwellings, through communal recycling facilities.

The recycling services described above will help to increase recycling and reduce the amount of residual waste sent to landfill. This will help the Council meet its recycling and landfill diversion targets. The Council has resolved (minute EXB53/2005) that residents must use all receptacles for their designated purpose where they have been provided by the Council.

The provision of other recycling services to households will be reviewed as part of the future up-dating of the Council's Waste Management Strategy and supporting Action Plans.

Notes:

¹ Detailed advice on the types of materials that can be placed in the different coloured receptacles will be provided from time to time by way of leaflets, stickers on bins and publications in the local press etc. Additionally residents can telephone the Contact Centre on 0303 333 4300, visit the Halton Direct Link shops or go to www.halton.gov.uk for further advice.

² Suitable properties shall be determined by the Council on a case by case basis. Examples of unsuitable properties may include terraced housing and flats etc where insufficient storage space for multiple bins

3. Waste Minimisation

The Council limits the volume of residual waste that it will collect from households to a standard sized 240 litre³ wheeled bin. Waste minimisation is necessary to help the Council meet strict, legally binding targets for diverting Biodegradable Waste from landfill set by the E.U and U.K governments.

Multi-Material recycling and Green Waste collection services are provided to maximise the amount of household waste generated in the borough that is reused, recycled or composted. The expansion of these services will help the Council meet recycling targets set by E.U and U.K governments.

This policy follows the objectives set out in the Council's Municipal Waste Management Strategy which recognises the legal status of the Waste Hierarchy in European and UK legislation. The Waste Hierarchy is set out in the table below.

Step 1	Reduce	Reduce the amount of waste being created. <i>e.g. Using real nappies instead of disposables.</i> <i>e.g. Buy products with less packaging.</i>
Step 2	Re-use	Re-use items instead of throwing them away. <i>e.g. Donating unwanted clothing to charity.</i> <i>e.g. Re-using bottles and jars.</i>
Step 3	Recycle or Compost	Recycle or compost items so they can be made into other products. <i>e.g. Paper / Glass can be recycled into new products.</i> <i>e.g. Garden waste can create a nutrient rich mulch for gardens.</i>
Step 4	Recover	Recover value from the remaining waste. <i>e.g. Waste can be processed in energy-from-waste plants to produce electricity.</i> <i>e.g. Landfill gas can be collected and used for energy</i>
Step 5	Disposal	Disposal is the last resort and is only to be undertaken when as much waste as possible (or practical) has been reused, recycled and recovered. <i>e.g. Waste to landfill.</i>

Notes:

³Additional capacity may be provided following assessment by Council officers. However, provision will normally be limited to households that have 6 or more occupants or where excess waste is created by virtue of medical need (See Section 6 Additional Bin Capacity Requirements and section 19 re: clinical waste).

The Council will promote the waste hierarchy through;

- (i) On-going communications and awareness raising campaigns
- (ii) Educational programmes for schools and community groups;
- (iii) Service policies, standards and strategies;
- (iv) Community engagement activities and advice to householders;
- (v) The Council's website, Civic Magazine, publications, road shows, exhibitions and presentations.

4. Provision of New and Replacement Bins

Under Section 46 of the Environmental Protection Act 1990 the Council can specify the type and size of container that a resident must present their waste in. The Council may also levy a charge to the resident for the provision of the waste receptacle. It is the policy of the Council that a charge is made for the delivery of new or replacement wheeled bins. The Council's charging policy is designed to encourage residents to take more responsibility for their bins and thereby reduce the number of losses and thefts by:

1. Reducing the number of bins being left out on the street outside of the normal day of waste collection. *This will also help reduce anti-social behaviour and environmental crime.*
2. Encouraging residents to make bins identifiable to their household through street name / house number markings. *The Council will provide suitable stickers for the identification of wheeled bins on request and in areas experiencing problems with bin retention such as terraced properties. All new and replacement bins will have address labels on them.*

Bins will continue to be provided for free in the following circumstances:

- (i) Where an existing bin of any type has been recorded as damaged by Council operatives or equipment during the collection process;
- (ii) Where a recycling bin is being delivered to new properties or existing properties.

Where a resident's bin is damaged as a result of the collection process, a card will be posted to the relevant property to advise the householder.

The circumstances for charging for new / replacement bins are as follows:

- (i) Where a bin is reported lost or stolen;
- (ii) Where a bin is reported as vandalised / damaged (except those which have been damaged by the Council during the collection process);
- (iii) Where a residual waste bin is required for new properties or for new occupants of existing properties.

- (iv) Where provision of a second residual waste bin is required and an application for a second bin has been approved.

Where a replacement bin is provided by the Council, the householder will be charged an amount relative to the costs incurred by the Council in purchasing and delivering the bin. Charges for the provision of bins will be applied from April 2011. Charges for bins will be publicised by the Council and will be reviewed annually.

Where a bin is damaged but is repairable, the Council will carry out the repair at no charge to the resident.

A householder does not have to buy a replacement / new bin from the Council. Residents can make arrangements to purchase a bin from an outside supplier provided the replacement bin(s) are of the same size, colour and specification as those bins supplied by the Council for the use in which they are intended. The householder must have written approval from the Council that a bin that it intends to purchase is to the standard and specification required by the Council. Unsuitable bins may cause injury to staff and/or damage to the collection vehicle and the council will not empty bins which do not comply with our specification or safety requirements.

Responsible Landlords or Management Development Companies shall be charged for the provision of new or replacement bins for multi-occupancy dwellings and shall also be responsible for the maintenance of bins at such properties.

5. Excess Waste / Side Waste

Residual Wheeled Bin Collection

The Council has approved a policy of not removing waste presented for collection alongside residual wheeled bins, subject to certain exceptions, i.e. during Christmas holiday periods or other disruptions in service. It is likely that households producing side waste on a regular basis are not separating out their recyclable materials or have inadequate bin provision for the number of people residing at their address. The Council encourages residents to recycle as much as they can and will provide sufficient receptacles to ensure individual household capacity requirements are met. Residents will be offered additional or larger blue bins for recycling. The 'no side waste' policy will:

- Improve the environmental quality of an area by reducing litter escaping from loose sacks;
- Encourage the use of the kerbside recycling scheme and maximise the Council's recycling performance;
- Encourage waste minimisation habits amongst householders;
- Reduce the risk of injury to waste collection crews, as manual handling of loose waste will be minimised.

For the reasons outlined above, the Council will limit the number of sacks collected from properties that do not have wheeled bins to 5 sacks per household per week. This is considered equivalent in size and weight to a domestic wheeled bin.

Residents should not present bins that are so overloaded that pushing it causes waste to fall out or presents a health and safety risk to operatives. Adopting this approach will deter abuse of the 'no side' waste policy where a resident piles waste on top of their bin.

Recycling Collections

To maximise the level of recycling materials collected, the Council will remove additional recycling and garden waste material placed next to the blue or green bins respectively. Additional waste for recycling should, where possible, be appropriately contained - e.g. contained in a cardboard box. Glass bottles and jars should only be placed in the bin and not alongside it. In the case of green waste, additional materials should be placed in a sack which will be emptied and either returned to the resident by placing under the bin lid or disposed of separately to prevent contamination.

6. Additional Bin Capacity Requirements

The Council will normally only collect a maximum of 240 litres of residual waste contained within the black wheeled bin provided. This is because of the need to meet legally binding waste minimisation and recycling targets for local authorities. However, the Council recognises that some households may produce more than 240 litres of residual waste each week despite taking an active part in the Councils' recycling service as required under this policy. Where this is the case the Council will consider providing additional residual waste capacity (bin(s)) following assessment of household needs and approval by Waste Management Officers.

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.

In order to qualify for an additional bin, households will have to demonstrate that they have gone through the above stages and will usually need to demonstrate that recycling services are being fully utilised at the property and meet one of the criteria shown in (i) and (ii) below:

- (i) There are 6 or more people in permanent residence at the property*
- (ii) There are large quantities of non hazardous medical waste generated on the property*

** Households that request a larger residual waste bin will have to fill in an application form (see Appendix A).*

Some residents may have bin capacity issues because they are not recycling or not recycling everything they could. Those residents who contact the Council to say they cannot fit all their waste in their waste wheeled bin will be offered the following advice or guidance -

Stage 1 Discuss their concerns with the Council Customer Service advisors or Waste Management Officers

Stage 2 Officer to visit them and discuss their waste and recycling problems

Stage 3 Information to help them to sort their waste for recycling

If the waste can be contained in their waste wheeled bin through the use of their recycling receptacles, residents will not be offered a larger or second waste wheeled bin. If as a result of the above process the residual waste still exceeds the volume of their waste bin this will be exchanged for a larger or additional bin. This will be subject to an annual review to ensure the correct capacity is provided for the resident's up to date requirements.

Where a resident who does not meet the required criteria is discovered to have either a larger or additional residual waste bins, these will be removed by the Council.

7. Missed Collections

Information on waste and recycling collections is available from the Council website, the Council's Halton Direct Link shops or by phoning the Contact Centre. Residents are also provided with calendars for recycling collections. Despite the best efforts of the Council to avoid service failures it will occasionally be the case that a collection is missed due to a vehicle breakdown, accident or other operational problems such as inclement weather. Where collections are missed through such circumstances the Council will endeavour to arrange for the collection crew to return to collect waste on the next working day. If this is not possible then collection will take place on the next scheduled collection day. In the case of missed residual waste collections and where collection cannot be re-made until the following week, then a reasonable amount of waste contained in sacks will be collected from the side of the bin during the next scheduled collection.

Where a collection has been missed to an individual property and the resident informs the Council by no later than noon on the day of the missed collection, the Council will return that day. Where the Council is informed after noon, the collection will be made by noon the following working day.

In the case of missed recycling collections, where collection cannot be re-made until the following fortnight, households may place out for collection additional materials that are boxed (or bagged) appropriately, safely and neatly and these will be collected from the side of the bin during the next scheduled collection.

8. Bank Holidays

Waste collection services operate to their normal scheduled collection day at all times of the year other than Bank Holidays, Easter, Christmas and the New Year period.

The Council will usually re-schedule collections 1 day later than normal on Bank Holiday weeks. Any planned changes as a result of Bank Holidays will be published on the Council's website and in the local press.

During Christmas and the New Year period householders will be advised of their revised collection days by way of a variety of methods, which may include:

- (i) Stickers / calendars placed on bin(s);
- (ii) Recycling calendars detailing collections for the following year;
- (iii) The Council website; and
- (iv) Adverts in the local press

9. Contaminated Contents in Bins

Bins that contain items other than those which are accepted will be deemed as contaminated and may not be emptied. If there is too much contamination in recycling bins it could jeopardise the whole load collected by the recycling vehicle, which may ultimately mean that recyclable materials are sent to landfill for disposal. If bins are found to be contaminated, they will be subject to either:

- (i) Safe removal of offending items and the bin being emptied, or
- (ii) Bin being left un-emptied

In both cases an advisory sticker will be placed on the bin advising the resident what action has been taken, why, and how to rectify the situation. It will also advise when the next bin collection will be.

An up to date list of accepted items can be found by visiting the Council website or by contacting the Council. If contamination becomes a regular occurrence, a Council officer will visit the resident to discuss the situation.

10. Bin too heavy

When a bin is presented for collection with contents that make it too heavy, unsafe or difficult to manoeuvre and position safely onto the vehicle lift, it will be left un-emptied. Residents should therefore monitor the contents and weights of all their bins to ensure they remain safe for collection. When a bin is found to be too heavy, the householder will be notified by way of a sticker on the bin or by a visit from a Council Officer. They will be asked to remove offending materials, properly dispose of them and to notify the Council when complete. Collection services will resume on the next scheduled collection date.

The most likely reason for a black wheeled bin being too heavy is that it contains unacceptable amounts of building material(s), bulky items and / or other non-domestic waste items such as vehicle parts.

The most likely reason for a green wheeled bin being too heavy is that it contains soil. Soil is not accepted at our composting facility and should be taken directly to one of the Council's Household Waste Recycling Centres at either Johnsons Lane in Widnes or Picow Farm Road in Runcorn.

The most likely reason for a blue wheeled bin being too heavy is that it contains unacceptable non-recyclable materials or if it has been overloaded with an unusual amount of heavy materials, for example following a clear out of magazines and catalogues resulting in excessive weight. Residents are advised to fill bins sensibly, by spreading the load over several collections if necessary.

11. Preparation for Collection

All bins should be placed out for collection (normally) at the curtilage of the property by 07.00 Hours on the collection day but no earlier than 18:00 Hours on the evening prior to collection.

Whilst awaiting collection, all bins must be in a safe location (normally) at the curtilage of the property and they must not be placed in a position likely to cause an obstruction to public footpaths or highways.

After emptying the bin, the collection crew will return it to a safe location as close to the collection position as possible. Residents should then return bins to within the boundary of their property by 18:00 Hours on the day of collection.

12. Access for Collection Vehicles

Residents are asked to leave reasonable vehicular access for Refuse and Recycling Collection vehicles in order that collections are not missed. Where the Council is experiencing difficulty making collections, crew members will leave stickers on bins advising residents of the difficulties and asking for their assistance.

Developers are required to contact the Council with regards to access for refuse collection vehicles and the design of refuse/recycling receptacle storage areas. Further details are contained in the Council's Supplementary Planning Document – Design of New Residential Developments.

13. Assisted Collections

Where a resident is unable to move their bin(s) to the curtilage of their property for collection due to infirmity or ill health etc, the Council is able to offer an assisted collection service, subject to satisfactory completion of an application form. Upon acceptance of such an application the property details will be entered on the collection crew's round schedule and the crew will then collect the bin from the premises, empty it and return it to the property.

Householders that request assistance to empty their bin(s) will need to fill in an application form (see Appendix B) and will be visited by a Waste Management Officer to assess their case. This service will be reviewed annually to prevent abuse and minimise costs by ensuring that households still qualify for this assistance. Residents that require help in completing the application for assisted collection will be visited by a Waste Management Officer.

14. Litter Issues arising from Waste Collections

The Council's collection crews will leave an area as clean as possible after collections have taken place. All crews are equipped to deal with spillages that occur during, or as a result of, waste and recycling collections. Any issues that crews cannot deal with directly will be cleared with the support of the Council's cleaning teams by the end of the day that collection has taken place.

15. Bulky Household Waste Collection

The Council provides a separate collection of bulky household waste items. A standard charge per collection will be made for the collection of up to 5 bulky domestic waste items. If more than 5 items are required to be collected, an additional charge will be made. The maximum number of items that will be collected from any one property at any one time is 10.

Charges for the collection of bulky items will be publicised by the Council and reviewed annually.

The maximum limit collected applies to all items. For example, and the avoidance of doubt, a 3 piece suite i.e. a sofa and 2 chairs, is defined as 3 separate items. A mattress, a bed base and a head board is also defined as 3 separate items.

The following conditions apply to the bulky household waste collection service;

1. Only those items specified for collection when the request is made to the Council will be collected;
2. Payment of the relevant charge must be made prior to the collection;
3. Payments are to be made via the Council's Halton Direct Link shops or Contact Centre. Payment can be made by Credit / Debit Card, cheque or cash.
4. Items will be collected from a resident's property and must not be placed on the highway. In respect of collections from terraced properties, and only if the items cannot be stored within a resident's property or the Council could not gain access to the property, items can be placed at the rear of a resident's property but no earlier than 18.00 hours on the day before the specified date of collection.
5. Where a householder requires assistance due to ill-health, age or infirmity, collections can take place from inside the householder's property. This is only where it is safe to do so and if the householder agrees to allow access and signs an indemnity form for any damage that may occur during collection. A Council Officer will be present during such a collection.
6. If a collection is not made on the day specified due to unforeseen operational circumstances, a member of Council's Waste Team will contact the resident and rearrange the collection. The rearranged collection will be made within 2 working days.
7. Cancellation of a Bulky Household Waste collection request must be made no later than 2 working days prior to the agreed collection date. Where a cancellation has been made within less than 2 working days before a collection is due, a resident may still be charged.
8. In the event that a resident does not present their Bulky Waste items presented for collection on the agreed collection date a refund will not be made. A card will be posted by the collection crew to confirm that a visit was made but the items were not available for collection.
9. Where a collection is rearranged due to a resident not presenting the items on the specified date a further charge of £15 will be applicable.
10. Where a cancellation is made as a result of the Council's failure to collect on the agreed day, a full refund will be made.

To encourage the re-use of unwanted bulky items the Council will, where available, provide residents with details of organisations who may be able to collect/receive items as an alternative to the chargeable collection service provided by the Council.

16. Equality of Access to Services

All residents are provided with the full services available for their specific location and circumstances. Special requests and arrangements will be considered by the Council to ensure equal access to services.

17. Transient, Seasonal, Student or Hard to Reach Populations

Services will be delivered to the above groups of people by the Council as and when necessary and will take account of their particular circumstances.

18. Inclement Weather

In the event of inclement weather (e.g. snow or ice) the Principal Waste Officer will assess whether it is safe to attempt to carry out the waste and recycling collections. Only if the outcome of the assessment is that it is safe to do so, the Officer will authorise the commencement of collections.

Whilst on site, Waste and Recycling Collection Driver/Chargehands have the discretion to abandon collections if they consider that road or footway conditions are dangerous.

In the event that bins are not collected due to inclement weather, the Council will attempt to make collections the following day. If collections cannot be made the following day, they will be carried out on the next scheduled collection day. Reasonable amounts of side waste presented on the next collection date after a disruption in service will be collected.

During periods where inclement weather causes disruption to waste and recycling collection services, priority will be given to collecting waste from properties not served by wheeled bins.

During periods of inclement weather the Council's waste and recycling collection plans/schedules will be communicated through the local media and will be available on the Council's web site. Information will also be available through Council's Halton Direct Link shops and Contact Centre.

19. Clinical and Hazardous household waste

The Council does not carry out collections of hazardous household wastes. However, the Council may make arrangements for the collection and appropriate disposal of certain hazardous wastes, (i.e. solvent based paints, solvents and garden chemicals) through the use of licensed waste operators. The Council would recharge householders for all costs associated with providing this service.

Arrangements can be made through the Council for the collection of clinical waste. The majority of clinical waste generated from domestic premises is low grade, e.g. incontinence pads and these can be safely disposed of in the residual (black) bin, provided the waste is double wrapped in plastic. Where bin capacity is a problem, an additional bin may be provided by the Council. For higher-grade clinical wastes that have arisen due to medical treatment, residents should seek disposal advice from their local Health visitor or Primary Care Trust.

20. Educational Establishments and Charities

Educational establishments and charitable organisations are classed as 'Schedule 2' properties for which a charge for collection can be made. These properties will be treated the same as normal domestic properties and will be offered both residual waste and recycling collections through the provision of the most suitable receptacles for the particular property.

RELEVANT LEGISLATION

The Household Waste Duty of Care Regulations 2005 - *SI 2005 No 2900*

It is the duty of the occupier of any domestic property in England to take all such measures as are reasonable in the circumstances to ensure that any transfer of household waste produced on the property is to an authorised person or to a person for authorised transport purposes. This is either the Council or the holder of a waste carriers licence (a person licensed to transport controlled waste).

Waste Minimisation Act 1998

This Act enables certain local authorities to make arrangements to minimise the generation of waste in their area and for related purposes. Under the Act, a relevant authority may do, or arrange to do anything, which in its opinion is necessary or expedient for the purpose of minimising the quantities of controlled waste of any description, generated in its area. A “relevant authority” is defined as a waste collection authority or a waste disposal authority.

Collection of Controlled Waste - *S.45 Environmental Protection Act 1990*

The Council has a duty to arrange to collect household waste in its area except where such waste is situated in a place from which the cost of collecting it would be unreasonably high or where arrangements for the waste’s disposal have been or can reasonably be expected to be made by a person who controls that waste.

In addition, Halton Borough Council has a duty to arrange to collect commercial waste from premises in its area, when requested to do so, by the occupier.

The Controlled Waste Regulations 1992

Schedule 1 of The Controlled Waste Regulations 1992 states the type of waste which should be treated as household waste and as such be collected free of charge. Schedule 2 states the type of waste which should be treated as household but where a collection charge can be made. All other waste is classified as Schedule 3 for which a collection and disposal charge can be made.

Receptacles for Household Waste - S.46 Environmental Protection Act 1990

Where the Council arranges for the collection of household waste from any premises, the authority may, by notice served on them, require the occupier to place the waste for collection in receptacles (bins) of a kind and number specified. Requirements must be reasonable, but, separate receptacles / compartments may be required to be used for waste which is to be recycled and waste which is not.

Such a notice may make provision with respect to -

1. The size, construction and maintenance of the receptacles;
2. The placing of receptacle for the purpose of emptying and access to them;
3. The placing of receptacles for emptying on highways;
4. The substances or articles that may or may not be put into the receptacles
5. Steps to be taken to facilitate the collection of waste.

CUSTOMER SERVICE ASSURANCES

Our pledges to you.....

- We will provide you with high quality and efficient waste and recycling collection services
- We will collect household waste on the same day every week apart from Bank Holidays.
- We will provide a multi-material recycling collection service to all households on the same day every two weeks, apart from Bank Holidays.
- We will advise you of your designated day for waste and recycling collections and inform you in advance of any planned changes
- On occasions of extreme inclement weather we will keep you up to date with information on the Council's web site and through the local media.
- We will provide you with additional recycling bins to ensure you have sufficient recycling capacity to meet your individual requirements
- We will provide a replacement larger bin for those who cannot accommodate their residual waste in the standard container and who meet the set criteria
- We will provide free of charge replacement bins and boxes damaged by either Council staff or vehicles during the collection.
- We will provide replacement wheeled bins and boxes within 5 working days of a request being made
- We will provide free additional green 240 litre wheeled bins for garden waste for those suitable properties that generate more garden waste than can be accommodated in one bin.
- We will provide free additional blue 140 or 240 litre wheeled bins for those suitable properties that generate more recyclable materials than can be accommodated in one bin.
- We will provide free additional 44 litre recycling boxes for dry recyclable waste if requested.
- Any additional recycling bins or boxes will be delivered within 10 working days.
- We will provide an assisted collection for those residents who are physically unable to place containers at the kerbside and who have no one else to do so
- We will ensure that our web pages are up to date with current information on all of our waste collections services.
- Customer Service Advisors will be available to provide information on your collection services either by telephone or in person at the Council's Direct Link shops.
- We will return bins and recycling boxes to the point from which they were collected.
- We will ensure that any spillages encountered during collections are cleared up.
- We will monitor and check that our collection teams deliver these standards.
- We will make sure that all reported missed collections to individual properties are collected by 5.00pm the same day if notified before 12 noon, and by 12 noon on the next working day if notified after 12 noon.
- We will monitor and check that our collection teams and officers deliver these standards.
- We will promote and advertise our Customer Service Assurances and continue to seek feedback from you on the services and standards we provide to you.

What we would ask of you.....

- Please try to reduce, reuse and recycle as much as possible and make use of all the recycling services provided to you.
- Please ensure that all waste is placed within the receptacles provided.
- Please only place the waste stream associated with the individual bins or boxes into those containers as follows:
 - ✓ Residual waste in the black coloured wheeled bin or refuse sack
 - ✓ Garden waste in the green coloured bin
 - ✓ Paper, glass bottles and jars, metal tins and cans, cardboard and plastic bottles in the blue coloured wheeled or recycling box.
- Please put your bin or box out by 7am on your normal collection day at your normal collection point and do not cause obstruction or inconvenience for other members of the public.
- Please return your bin or box to your property as soon as practical after emptying and no later than 6pm on the day of collection to avoid obstruction/inconvenience to other residents and to reduce the risk of anti-social behaviour.
- Please do not park your vehicle in a manner that is likely to cause access difficulties for the refuse vehicles on collection days
- Please be patient with us during times where collections are disrupted due to periods of severe inclement weather
- For residents served by a sack collection service, please safely wrap broken glass in a bag or box and label it so injury is not caused to collection staff.
- Please make use of the Council's Recycling and Household Waste Centres for items that cannot be recycled through the recycling services delivered directly to your property. Full details of the locations, times of opening and material that can be deposited at the Centres are available from the Council.
- Please let us know if our services or standards fall below those that we have pledged to deliver.
- Your views are important so please let us know if you have any comments on any aspects of our services.
- Please contact us;
 - ✓ By phoning our Contact Centre on 0303 333 4300
 - ✓ By email on recycling@halton.gov.uk
 - ✓ Through our web site at www.halton.gov.uk
 - ✓ In person by visiting one of our Direct Link shops (*Details of shop locations and opening times can be found on our web site or by telephone*)
 - ✓ In writing to; Halton Borough Council
Waste and Recycling Services Team
Rutland House
Halton Lea
Runcorn
WA7 2GW

Appendix A

APPLICATION FOR A LARGER WHEELED BIN

For Council Use Only

Reference No:	Application for a Larger Wheeled Bin	Date Received:
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The Council collects 240 litres of general waste contained within a wheeled bin each week.

The only exceptions to this policy are as follows;

- (i) There are 6 or more people in permanent residence at the property.
- (ii) There are large quantities of non-hazardous medical waste generated.

Where this is the case we will provide additional capacity through a larger (or in some cases a second) bin.

If you meet the above criteria and wish to apply for a larger bin please complete the attached form.

Name:	
Address:	
Postal Code:	
Telephone Number:	
E-mail address: (if available)	

Please allow 7 working days for the Council to receive and process your form. An Officer may contact you for additional information.

Please return this form to:

Halton Borough Council
Waste & Recycling Team
Lowerhouse Lane Depot
Widnes WA8 7AW

1. Details of ALL permanent residents
(Please list name of main contact first)

Title	Forename	Surname

2. Is your wheeled bin full every week? Yes / No
3. How much extra waste, which does not fit in your wheeled bin, does your household produce each week?

_____ normal refuse sacks

4. How often do you use the Councils' Recycling and Household Waste Centres

5. Please tell us which of these you currently use:

Blue bin – dry multi-material recyclables	Yes / No
Green bin – garden waste	Yes / No

6. Please explain your reasons for needing a larger bin:

ASSISTED COLLECTION FORM

Your Ref:
Our Ref: Assisted collection form1
Date:
Please Ask For: Waste and Recycling Services Team
Tel: 0303 333 4300
Email: recycling@halton.gov.uk

Dear Sir/Madam

WHEELED BIN – ASSISTED COLLECTION FORM

Thank you for your recent enquiry. If by virtue of age or infirmity you are unable to wheel your bin to the boundary of your property, and have no-one able to assist you, please complete the form below.

All sections must be completed

Name:	
Address:	
Postal Code:	
Telephone Number: <i>(You or a relative or carer)</i>	
E-mail address: <i>(if available)</i>	

Nature of Infirmity:

Please list details of **any** adults living with you, and please state whether they have any infirmity:

A decision on your request will be made as soon as possible and will involve a visit to you. In cases of extreme difficulty please contact our office on the above number.

Yours sincerely

Waste and Recycling Team Officer