

APPENDIX 1



Halton Borough Council

DRAFT

Household Waste & Recycling Collection Policy

February 2015

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1. Introduction

Halton Borough Council is committed to delivering high quality, value for money waste services that take account of local circumstances across the borough.

The Council has developed a series of waste policies to ensure that, in fulfilling its Statutory Obligations as Waste Collection and Disposal Authority, it provides waste and recycling services that operate in a safe and cost effective way and that encourage waste minimisation and recycling.

This document sets out the Council's waste and recycling policies and procedures as they relate to the Council's waste collection functions to ensure that they are clearly defined, so as to avoid any uncertainty for residents, Elected Members or Officers of the Council. The Council's waste disposal functions are not the subject of this policy. Section 25 has been included to deal with Household Waste Recycling Centres ("HWRCs"). This may seem to be incongruous in a policy dealing with the Council's collection of waste but it is appropriate to be included for two reasons. First, it deals with themes which are common to the main body of this policy and secondly, the waste deposited in HWRCs form part of the total waste stream collected by the Council.

The document also sets out actions required of householders and the standards and levels of service that residents can expect to receive from the Council.

This policy document is an update of a previous document that was approved by the Council's Executive Board in March 2011.

This policy is not a strategic policy but is consistent with the Council's Sustainable Community Strategy and Corporate Plan. This policy is not designed to introduce a new collection regime but to bring up to date the previous policy to reflect innovations which have already been introduced by the Council. It will therefore reflect current practice and be a more useful reference document. In addition, the opportunity has been taken to clarify points of ambiguity in the existing policy as well as record minor changes in practice. All significant changes which have already been introduced by the Council since 2011 were the subject of public consultation and involvement.

Whilst this document sets out the Council's policies and guidance it must be recognised that there may be exceptional circumstances where these policies may need to be applied at the discretion of senior Council Officers in consultation with relevant Elected Members.

2. Standard Service Provision

It is the Policy of the Council that the Standard Service provided to residents will be an alternate weekly collection of household waste using wheeled bins; collecting residual waste one week, and recycling the next.

Each household provided the Standard Service will receive;

- The fortnightly collection of one standard sized 240 litre black/grey wheeled bin 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 its Household Waste Recycling Centres.
- The fortnightly collection of one standard sized 240 litre blue wheeled bin which is to be used to store/collect a range of dry recyclable materials as set out in Appendix 1. (See also Section 5)

3. Exemptions from the Standard Service

The different physical make up of areas and design of some residential properties in Halton means that there is a need to find arrangements that best fit local circumstances whilst working within the general principles of the Council's Policy. This means that in applying its Policy, the Council may determine different collection arrangements for different areas. Properties that will be exempt from the Standard Service, together with the alternative service type to be provided, are set out below;

i) Properties not suitable for the provision of wheeled bins

Some properties in Halton are not suitable for the provision of a wheeled bin collection service. Reasons for this could include, but are not limited to, the fact that;

- There is insufficient storage space within the confines of the property to accommodate wheeled bins
- The property is accessed via steep inclines or steps
- The wheeled bins would have to be wheeled through the property to the collection point
- There is such a considerable distance to the collection point
- There is no suitable collection point for wheeled bins

Households that are not suitable for wheeled bins will receive the following service provision;

- A weekly collection of 3 sacks of residual waste.
- A fortnightly collection of a 44 litre blue recycling box, which is to be used to store/collect a range of dry recyclable materials as set out in Appendix 1. (See also Section 5)

The Council shall limit the number of sacks collected from properties that do not have wheeled bins to 3 sacks per household per week. This is considered equivalent to the amount of waste collected on a weekly basis from properties that are provided with wheeled bins. This provision is already in effect and simply reflects the Standard Service provision applicable to wheeled bins described above.

ii) Mixed Wheeled Bin/Sack Collection Areas

There are some areas of the borough where there is a combination of properties that are suitable for wheeled bins and others that are not. In these areas households that are suitable for wheeled bins will receive;

- The weekly collection of one small sized¹ black/grey wheeled bin 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 its Household Waste Recycling Centres. This innovation is already in place but has the advantage for a number of households to be able to switch from sack collections to wheeled bin collection.
- The fortnightly collection of one standard sized 240 litre blue wheeled bin which is to be used to store/collect a range of dry recyclable materials as set out in Appendix 1. (See also Section 5)

iii) Multi Occupancy Dwellings

Multiple-occupancy properties, such as flats or apartments, will be provided with containers that are suitable to the particular property design. In all cases, properties will have access to containers for residual waste and containers for the storage/collection of a range of dry recyclable materials as set out in Appendix 1. (See also Section 5)

Containers can vary in size, but will usually be 1100 litre bins however, in determining the type and number of waste receptacles to be provided, the Council will assess the servicing of these properties on an individual basis taking into following matters such as, but not limited to:

- The number and type of property
- Waste and recycling container storage capacity
- Frequency of collections to be made

All multiple occupancy properties shall receive the same frequency of residual waste and recycling collections as the single occupancy properties within the immediate vicinity to properties.

Notes:

¹Small sized wheeled bins shall have half of the capacity of a standard sized wheeled bin.

iv) Rural Properties and those served by Private Access Roads

There are locations within Halton where the use of a large refuse collection vehicle offers an increased health and safety risk for both the collection crews and other road users. Such areas include un-adopted roads, tracks or private access roads where the condition, surface and alignment of the highway are un-suitable for the vehicles used for the collection of the waste and recycling. Furthermore, due to their location, it may not be cost-effective to carry out collections at some rural properties using large refuse collection vehicles.

To ensure that these identified properties still receive the same level of service, the Council will either use a smaller waste collection vehicle to collect residual waste and recycling materials or designate a collection point for waste receptacles; which will normally be where the end of the private road serving the affected properties meets the public highway.

For such properties, waste must be containerised in the receptacles determined by the Council, which may vary from property to property, and be placed out for collection at the designated collection point by 07.00am on the scheduled day. The frequency of collections will be dependent upon the size and type of receptacles at each property.

Where the Council deems it is safe to drive large refuse collection vehicles on private or unadopted roads, but is concerned of potential damage being caused to the road surface as a result, the Council will consider the use of such vehicles but only if written authority from all responsible land owners/residents is received indemnifying the Council from any claim for damages in taking the collection vehicle on the said road

4. Garden Waste Collection Service

In addition to the kerbside waste and recycling collections services as set out in Sections 2 and 3 above, suitable properties² within the borough may also be provided with a standard sized 240 litre Green coloured wheeled bin, which is to be used to store/collect garden waste materials that households generate.

The compostable materials that can be placed into green wheeled bins are set out in Appendix 1.

Due to seasonal growth this service does not normally operate during the winter months.

Notes:

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.*

1. Collection of Recyclable Materials

The service for the storage/collection of a range of dry recyclable materials described in Sections 2 and 3 of this policy takes into account the Waste (England and Wales) Regulations 2011 (issued under the revised EU Waste Framework Directive 2008) as amended by the Waste (England and Wales) (Amendment) Regulations 2012. Under the amended 2011 Regulations, from 1st January 2015, every Waste Collection Authority must, when making arrangements for the collection of waste paper, metal, plastic or glass, ensure that those arrangements are by way of separate collection. The requirement to separately collect applies when:

- It is necessary to ensure that waste undergoes recovery operations, and to facilitate or improve recovery; and
- It is technically, environmentally and economically practicable (“TEEP”)

The new duties also mean that all reasonable steps must be wherever this is necessary to produce high quality recyclates.

Co-mingling of waste (i.e. putting recyclables all together into one bin or box as per the Council’s current policy) will be permissible after 2015 where it does provide high quality recyclates or where separate collection is not practicable.

The Council will have regard to these requirements in producing evidence to support current or proposed collections systems in order to comply with the relevant legislation.

6. Collection Points and Collection Times

Wheeled Bins

The collection point for wheeled bins is generally from the curtilage of a resident’s property. In the case of traditional terraced properties, the collection point for wheeled bins is normally the ‘throat’ to the entry serving the properties. For more modern type terraces, or those properties remote from an adopted highway, the Council will determine a designated collection point (e.g. an adjacent parking area).

The required procedure for the collection of wheeled bins is as follows;

- Residents should place their wheeled bin out for collection at their normal/designated collection point by 07.00am on the collection day, but no earlier than 7:00pm on the evening prior to collection.
- Where the collection point is not at the curtilage of a property, whilst awaiting collection, bins must not be placed in a position likely to cause an obstruction to public footpaths or highways.

- Residents must remove their wheeled bin from the collection point and return it to within the boundary of their property as soon as possible after it has been emptied. At the very latest, bins must be removed from the collection point by the end of the day that collection has taken place.

In all cases, it is residents' responsibility to place and return bins to and from their designated collection point. (The Council offers an 'assisted collection' service to residents who are considered unable to manoeuvre a wheeled bin by reason of age or infirmity – Details of this service set out in Section 15).

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 only when placed on the highway or other designated collection point away from the curtilage of a property, 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. This represents a fair apportionment of risk in the unlikely event of loss or damage occurring. See more on the topic of charging in Section 8 below.

Under no circumstances should residents leave their wheeled bins outside the boundary of their property between collections as they have a detrimental impact on the visual appearance of the local neighbourhood and can cause a risk to the local community in terms of obstruction and anti-social behaviour.

The Council will endeavour to contact the keeper of a bin left out for long periods, in order to ensure that the resident takes steps to comply with Council's requirement that bins must be stored on their property between collection times. This may be followed by appropriate enforcement action if requests are not complied with (see Section 12). Action may also include the removal of the bin, and a subsequent charge may be made for its return to the appropriate property. Where the keeper of a bin cannot be identified, the Council may remove any bins which appear to be abandoned. If a responsible resident or keeper of the bin is later identified, a charge may be made for the return of the bin to their property.

Residual Waste Sacks

Where a property is served by a sack collection service for residual waste, Council operatives will remove sacks from a resident's property. This will normally be from the bin cupboard but in some cases may be from an alternative point within the confines of the property (e.g. Porch way).

Residents must ensure that Council operatives have access to their sacks of waste by 07.00am on their scheduled day of collection.

Residents must not place sacks out for collection on the highway or any other point outside of the confines of their property as this can lead to environmental problems. Placing sacks out on the highway or at any other point outside of the confines of their property will not only be in contravention of the Council's Policy, it can be classed as fly-tipping and enforcement action could be taken against those responsible for doing so.

Recycling Boxes

Where a property is served by a box collection service for recyclable materials, Council operatives will collect boxes from a resident's property.

Residents should leave their boxes at the curtilage of their property by 07.00am on their scheduled day of collection.

6. Excess Waste / Side Waste

Residual Wheeled Bin Collection

The Council operates a 'no side waste' policy and will not remove waste presented for collection alongside, or on top of, residual wheeled bins. It is likely that households producing side waste on a regular basis are not separating out their recyclable materials or have inadequate recycling bin provision for the number of people residing at their address. (The Council encourages residents to recycle as much as they can and will allow residents to have additional recycling receptacles to ensure individual households have sufficient capacity to meet their requirements)

The 'no side waste' policy is intended to:

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

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 and Garden Waste Collections

To maximise the level of recycling materials collected, the Council will occasionally remove additional recycling and garden waste material placed next to the blue or green bins respectively. Additional waste for recycling and composting should 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.

If additional waste for recycling is regularly placed at the side of bins by a resident, the Council will review collections at that property and offer additional recycling/garden waste bins so that the materials can be properly contained.

With regards to recycling box collections, there is no limit to the number of boxes that a resident may present for collection and residents may request additional boxes relevant to their individual household need and circumstance.

8. 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:

- Reducing the number of bins being left out on the street outside of the normal day of waste collection.
- Encouraging residents to make bins identifiable to their household through street name / house number markings.

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

- (i) Where a bin has been recorded by Council operatives as being lost or damaged during the collection process;
- (ii) Where the Council introduces a new collection system to an existing property that requires a change in receptacle use.

Where a resident's bin is damaged as a result of the collection process, the Council will arrange for the bin to be repaired or replaced free of charge and a card will be posted to the relevant property to advise the householder accordingly.

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 collection*);
- (iii) Where a bin is required for new properties or for new occupants of existing properties.
- (iv) Where an additional wheeled bin has been requested and its delivery has been approved by the Council.

In exceptional circumstances, where a charge would impose a significant hardship on a household, the Strategic Director – Communities, after consultation with the Chair of the Environment & Urban Renewal Policy and Performance Board, is authorised to waive the charge for a new or replacement residual waste wheeled bin.

Where a new or replacement bin is provided by the Council, the householder will be charged an amount relative to the costs incurred by the Council in providing the bin. Charges for bins will be publicised by the Council and will be reviewed annually.

For the purposes of clarity, all wheeled bins provided to householders remain the property of the Council and must be left at the property should residents vacate. Although residents pay for the provision of wheeled bins they do not buy them.

Residents are entrusted to keep and maintain their allocated waste receptacles in a safe and clean condition and are encouraged to neatly label their bin so that it can be identified with their address. Whilst bins remain the property of Halton Borough Council, they are within the custody and control of the property occupier.

A householder does not have to acquire 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. Any such bin bought from an outside supplier is the property of the person who bought it.

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.

9. Additional Bin Capacity Requirements

The Council will normally limit the amount of waste collected from households to the volumes as set out in Sections 2 and 3 of this policy. However, the Council recognises that some households may produce more residual waste than can be contained within the wheeled bin provided or the number of sacks that it will collect, 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 (ie an additional bin or the collection of additional sacks) following assessment of an individual household's needs and circumstances by Council Officers.

In the case of requests for additional waste capacity/collection, the Council will work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream has been made, and that extra non-recyclable waste is being generated on a regular basis.

Some residents may have residual waste 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 or number of sacks provided 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 as a result of the above process the residual waste still exceeds the volume of their waste bin or number of sacks to be collected, as an exception, an additional bin may be provided or additional sacks may be permitted to be presented for collection. This will be subject to an annual review to ensure the correct capacity is provided for the resident's up to date requirements.

In order to be considered for an additional bin or additional sack capacity, households will have to have been through the above stages, demonstrate that recycling services are being fully utilised at the property and meet one of the following two criteria shown below:

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

Regardless of the above criteria, the final decision on providing additional residual waste capacity shall be at the discretion of Council officers carrying out assessments.

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

10. Contaminated Contents in Bins

Contamination occurs when material is wrongly placed into a receptacle. In the main, this is when non-recyclable materials are placed in the receptacles provided for recycling and composting, although it also includes the placing of unacceptable materials in black residual waste bins.

If there is too much contamination in recycling bins/boxes it could jeopardise the whole load collected by the recycling vehicle that day, which may ultimately mean that recyclable materials are sent for disposal.

The lists of materials which are acceptable in each receptacle are listed in Appendix 1. Non acceptable materials are also listed though this is not an exhaustive list. Detailed information of accepted items can be found by visiting the Council website or by contacting the Council.

The Council has the right to determine how refuse and recycling materials are presented for collection and to refuse to collect refuse and recycling materials improperly presented and as such, if bins/boxes are found to be contaminated, they will be subject to either:

- Safe removal of offending items and the bin/box being emptied, or
- The bin/box being left un-emptied

Where a bin/box has not been emptied, householders will be notified by way of a sticker placed on the bin by the collection crew or a leaflet. The sticker/leaflet will advise of the reasons why the bin/box has not been emptied and how to rectify the situation.

In such circumstances it is the householder's responsibility to remove items from bins/boxes that have caused contamination and to deal with those items appropriately. For clarity, a bin/box not emptied as a result of contamination is not classified as a missed collection. Once the items have been removed the householder should present the bin/box for emptying on the next scheduled collection day.

Where there are repeated instances of contamination, a Council officer will visit the property and speak with the householders. Continued instances of contamination may lead to enforcement action being taken against the householder (see Section 12).

11. Overfilled Wheeled Bins

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. 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 heavy materials that are not permitted in black bins, such as building material(s), wood or bulky items. The residual waste items that that can be placed into black wheeled bins are set out in [Appendix 1](#).

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.

12. Enforcement

The Council recognises the importance of ensuring that members of Halton's community must know and understand what is expected of them with regards to its waste and recycling services and its approach to ensuring that householders comply with its waste policies and procedures is that education and engagement will always come before any formal enforcement actions.

However, it is the policy of the Council to use its powers of enforcement where its attempts to engage with individuals have failed to ensure compliance with its requirements. Where necessary, enforcement action, including the issuing of Fixed Penalty Notices, may be used to deal with matters such as, but not limited to;

- Improper use of designated receptacles
- Placing additional waste out for collection
- Failing to return receptacle to properties after collection

Enforcement Powers

Section 46 of the Environmental Protection Act 1990 provides powers to local authorities to deal with household waste. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of waste and recycling receptacles
- Where receptacle(s) must be placed for the purpose of emptying
- The items which may or may not be placed within the receptacle(s).

Before considering taking formal enforcement action against a householder, the Council will adopt a phased approach to securing compliance with its policies as set out below;

a) **Stage One**

Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of stickers placed bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy/procedural breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

b) **Stage Two**

Having received advice on policy/procedural matters in accordance with Stage 1, any further breach will result in householders receiving a written warning from the Council, which will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.

c) **Stage Three**

A further breach of policy/procedural requirements following a written warning will result in a formal notice being served to the householder, under Section 46 of the Environmental Protection Act 1990, allowing a Fixed Penalty Notice (FPN) to be issued on the next occasion of non-compliance.

13. Charging for Services

The Controlled Waste (England and Wales) Regulations 2012 allow the Council to charge for the collection or disposal of certain types of household waste. It is the policy of the Council to explore options for applying charges for waste services allowable under legislation. This area is separate from the issue of charging for wheeled bins which is dealt with at Section 8 above. Details of household waste for which collection and disposal charges can be applied can be found at;

<http://www.legislation.gov.uk/ukxi/2012/811/schedule/1/paragraph/4/made>

Also, see Sections 23 and 24 below for further details of some examples of where the 2012 Regulations can apply.

14. 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. . Despite the best efforts of the Council to avoid service failures it may occasionally be the case that a collection is missed due to operational problems such as inclement weather or other unavailable disruptions to service. 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 safely contained in sacks will be collected from the side of the bin during the next scheduled collection.

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.

We will only return for missed collections in the following circumstances;

- The bin was placed out at the designated collection point, or sacks were available for collection, by 7.00am on the day of collection
- In the case of assisted collections there was access to the bin
- A crew report has not been received regarding why the collection did not take place ie, bin too heavy to move safely, contaminated contents.
- There has been no obstruction to the receptacle

Where waste has been presented in accordance with the Council's policy but 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.

A missed collection must be reported within 24 hours of the normal day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day unless there are exceptional circumstances.

15. Assisted Collections

Where a resident is unable to move their bin(s) to the designated collection point for their property for collection, due to age, infirmity or ill health etc, they can request the Council provide an assisted collection service. Under such a service, 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.

Assisted collections are available to an individual with a disability or mobility problem where no other able bodied person living in the same property, or no neighbour or family member, is able to take the bins to the normal collection point

This service will be reviewed from time to time to ensure that households still qualify for this assistance.

16. 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.

Where Council collection crews have attempted to gain access to a road/area on a number of occasions but were unable to do so for reasons such as parked cars, roadworks, building works, road closures etc it may be necessary to make alternative arrangements for the collection of the waste. This may include suspending collections until the next scheduled collection day and the delivery of sacks to affected properties to enable households to have sufficient capacity to last.

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.

17. 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.

18. Bulky Household Waste Collection

The Council provides a separate collection of bulky household waste items. A standard charge per collection will be made and the scale of 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 for 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. There may be a requirement for the resident to sign an indemnity form for any damage that may occur during 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 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.

19. Bank Holidays and Other Disruptions to Services

Waste collection services will normally operate to a scheduled collection days. However, the Council may re-schedule collections to allow for Bank Holidays or other disruptions to normal service. Information in respect of any planned changes will be published on the Council's website and by other means which may include social media sites and local press. Information can also be accessed via the Council's "on the move" smartphone app.

20. Inclement Weather

In the event of inclement weather (e.g. snow or ice) the Council's 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. The definition of "reasonable" is the normal amount of waste or recyclable materials produced in the time period that the bin was missed.

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.

21. Equality of Access to Services

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

22. 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.

23. Clinical and Hazardous household waste

The Council does not carry out routine collections of hazardous household wastes. However, the Council may make arrangements, if requested, 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.

The majority of "clinical" waste generated from domestic premises may be classed as offensive waste, e.g. incontinence pads. 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 following assessment of the resident's needs.

For higher-risk clinical wastes (e.g. sharps and infected waste) that have arisen due to medical treatment in the home, residents should seek disposal advice from their local Health visitor or Primary Care Trust.

Other Hazardous wastes include paint and cement based asbestos. These waste types are not normally collected but can be delivered by a householder to a Household Waste Recycling Centre by special arrangement through an appointments system. (See Section 25 on Household Waste Recycling Centres for further information)

24. Educational Establishments, Charities and Places of Worship

Subject to the The Controlled Waste (England and Wales) Regulations 2012 educational establishments and charitable organisations are classed as properties for which a charge for collection (and in certain cases for disposal) can be made.

These properties may be treated similarly to domestic properties and may be offered both residual waste and recycling collections through the provision of the most suitable receptacles for the particular property, following assessment of requirements.

Educational establishments, and premises used mainly for public meetings, however, produce "chargeable household waste". The Council at its discretion may charge for collecting waste from these premises as legislation allows.

For places of worship, waste (residual and mixed recyclables) can be collected free-of-charge if they are exempted from local non-domestic rating under the Local Government Finance Act 1988.

This covers most churches, and other places of worship. However, collection charges may apply for certain types of waste; for example, bulky items, and waste from a church hall used wholly or mainly for public meetings and/or available for hire. The Council may charge for collecting waste from these premises as legislation allows. To avoid collection charges, any non-chargeable waste must therefore be kept separate from chargeable waste.

25. Household waste Recycling Centres (HWRC's)

Household Waste Recycling Centres (HWRC's) are provided for Halton residents to deliver and recycle a range of wastes that generally cannot be placed in wheeled bins. The Council's HWRC Sites are located at:

Picow Farm Road
Runcorn
Cheshire
WA7 4UB

Johnsons Lane
Widnes
Cheshire
WA8 OSJ

Sites will be closed on Christmas Day, Boxing Day and New Year's Day. The Council has the right to determine and amend the times at which residents have access to such facilities. Therefore, opening times at the Centres may be subject to change and should be checked by contacting the Council.

Depositing waste at or near to the sites on these days, or at any other times when the centres are closed, is an offence and enforcement action will be taken against any individual caught doing so.

Hazardous Household Waste:

Some specific types of waste require special arrangements through an appointments system before they can be deposited at the HWRC's;

1. Paint

Due to the nature of the paint and the fact that it is a liquid waste means that different storage and collection arrangements are put in place. Most household paints are classed as hazardous household waste. Tins of household paint can be delivered by appointment on a specified day each week up to certain limits.

Separate procedures for acceptance of paint are available, which may be subject to change. General advice includes the following:

- Tins must be sealed and suitable for storage at the sites in order to prevent leaks (paint trays or open containers full of paint will not be accepted).
- Unmarked containers will not be accepted.
- Residents will report to site staff on arrival.
- The storage and handling on sites will meet the waste acceptance procedures in line with licences or permits.

2. Household Cement Type Asbestos

At the Council's discretion, reasonably small quantities of cement type asbestos sheeting (or similar products such as rainwater down-spouts) from small scale DIY activities can be delivered free of charge to Johnson's Lane HWRC only. Following a request, a site visit will be made to each resident requesting this service and an asbestos disposal permit will be issued for use on a specific day.

Up to 20 standard sheets (or equivalent) is the limit placed on the amount of asbestos that can be delivered which must be double wrapped and sealed in polythene sheeting or double bagged if pieces are broken.

Residents must deliver the waste themselves and this service is not available to traders or those carrying out work at a property. Asbestos cannot be deposited on behalf of a resident by a contractor as this is classed as commercial waste.

HWRC Permit Scheme

In accordance with the requirements of the Environmental Protection Act 1990, the Council has a statutory duty to provide places where residents in its area may deposit their own household. Sites are, however, provided for household waste only and therefore trade waste is not permitted.

In September 2010, the Council's Executive Board approved the implementation of a Vehicle Permit Scheme for the two Household Waste Recycling Centres (HWRCs) in Halton to deter and prevent the depositing of Commercial or Industrial waste (trade waste) deposited at the Centres. Under the scheme, NO commercial-type vehicles can use the Centres without a permit. The following vehicles come under the Permit Scheme:

- A van
- An estate/hatchback/4x4/car with rear seats permanently removed and/or blanked out side/rear windows
- Any 'flatback' or 'pickup vehicle'
- A trailer between 2 and 3 metres long

Access is not allowed to the HWRC's by:

- Vehicles above 3.5 tonne gross weight
- Vehicles with trailers greater than 3 metres long

A Permit is not required for a car or a car with a trailer that is less than 2 metres long.

There are two types of permit – Annual and Temporary:

- The ANNUAL PERMIT is required for delivering recyclable items of household waste, such as garden waste, dry recyclables, batteries and oil etc. These Permits are valid for an unlimited number of visits to a Recycling Centre over a 12 month period.
- The TEMPORARY PERMIT is required for delivery of bulky household waste such as furniture, rubble, scrap, televisions, white goods and wood. For a resident who owns their own vehicle, the Council can issue all 12 Temporary Permits at once. For hired (or borrowed) vehicles, only single use permits can be issued. On expiry, the site staff will retain the permits. Householders can reapply for further permits after 12 months if they require new ones.

Permits are free and applications can be made to Halton Borough Council, initially by phone, or in person at one of the Direct Link shops. Permits must be collected from a Direct Link shops following applications. Several forms of identification are required to collect permits, including proof of vehicle ownership and residency in Halton.

Appendix 1

Accepted Materials in Designated Receptacles

	ACCEPTED MATERIALS	PROHIBITED MATERIALS
BLUE WHEELED BIN	<ul style="list-style-type: none"> ✓ Glass bottles and jars – <i>please keep lids separate</i> ✓ Metal and tin food and drinks cans ✓ Plastic bottles e.g. milk, water, soft drinks, shampoo, conditioner, detergent and washing up liquid ✓ Paper Bags ✓ Biscuit/sweet tins ✓ Paper ✓ Cardboard ✓ Newspapers ✓ Magazines ✓ Brochures ✓ Junk mail ✓ Cardboard boxes ✓ Cardboard food packaging ✓ Cereal boxes ✓ Egg Cartons ✓ Toilet & kitchen roll tubes ✓ Catalogues & directories ✓ Greetings cards ✓ Yellow Pages ✓ Envelopes (windowless) ✓ Books (paper back and hard back) ✓ Wrapping paper (not foil or plastic types) <p><i>Please ensure all bottles, cans or jars are empty of any remaining contents and liquid.</i></p>	<ul style="list-style-type: none"> ⊗ Plastics bags and plastic wrapping/film ⊗ Used beverage cartons, e.g. juice cartons, Tetra Paks ⊗ Margarine tubs ⊗ Yoghurt pots ⊗ Plastic food trays ⊗ Polystyrene ⊗ Cat food pouches ⊗ Rubber ⊗ Any other metals including frying pans, car parts, padlocks, bike parts - please dispose of these at your local HWRC ⊗ Textiles – <i>please take to HWRCs, charity shops or donate to others.</i> ⊗ Window glass and ceramics ⊗ Paint tins/tubs ⊗ Wallpaper ⊗ Facial tissues ⊗ Hand Towels ⊗ Plastic bags and plastic wrapping/film

	ACCEPTED MATERIALS	PROHIBITED MATERIALS
BLACK/GREY WHEELED BIN	<ul style="list-style-type: none"> ✓ Non-recyclable rubbish ✓ Disposable nappies ✓ Cooked food waste ✓ Plastic bags ✓ Mixed rigid/flexible plastic like yoghurt pots, microwave meal trays and margarine tubs ✓ Polystyrene packaging 	<ul style="list-style-type: none"> ⊗ Any material that can be recycled ⊗ Hot ashes ⊗ Hazardous waste e.g. engine oil, fuel, paints ⊗ Commercial waste ⊗ Rubble/bricks ⊗ Garden Waste or soil ⊗ Asbestos ⊗ Small electrical items (eg Toasters)
GREEN WHEELED BIN	<ul style="list-style-type: none"> ✓ Grass cuttings ✓ Hedge clippings ✓ Twigs, bark, leaves ✓ Straw and shavings - <i>without any animal litter/faeces</i> ✓ Flowers and plants ✓ Small branches ✓ Fallen fruit ✓ Straw/hay ✓ Christmas Trees (that have been chopped into twig size pieces) 	<ul style="list-style-type: none"> ⊗ Household rubbish ⊗ Food/kitchen waste ⊗ Cardboard/paper ⊗ Plastic bags, tubs or flower pots ⊗ Logs, thick branches ⊗ Soil ⊗ Rubble

Appendix 2

CUSTOMER SERVICE ASSURANCES

Our pledges to you.....

- We will provide you with high quality and efficient waste and recycling collection services
- 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 recycling receptacles to ensure you have sufficient recycling capacity to meet your individual requirements
- We will assess/audit those who cannot accommodate their residual waste in the standard containers.
- We will provide free of charge replacement bins and boxes damaged by either Council staff or vehicles during the collection.
- We will provide an assisted collection for those residents who are physically unable to place containers out for collection 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 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 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 correct 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 wheeled bin
 - ✓ Paper, glass bottles and jars, metal tins and cans, cardboard and plastic bottles in the blue coloured wheeled bin or recycling box.
- Please put your bin or box out by 7.00am on your normal collection day at your normal collection point and no earlier than 7.00pm on the day before collection. 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 the end of the day that collection has taken place.
- Please make your refuse sacks available for collection by 7.00am on your normal collection day and do not place your sacks out for collection outside of the confines of your property.
- 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 when collections are disrupted due to periods of severe inclement weather.
- For residents served by a sack collection service, please safely wrap any sharp objects and label your refuse sack so injury is not caused to operatives.
- Please make use of the Council's Household Waste Recycling 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 materials 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 (*Shop locations and opening times can be found on our web site or by telephone*)
 - ✓ In writing to; Halton Borough Council
Waste and Environmental Improvement Division
Town Hall
Heath Road
Runcorn
WA7 5TD

Appendix 3

RELEVANT LEGISLATION

The following list is not exhaustive and relevant legislation/regulations may change or be replaced. Where necessary, the Council's Policies will be reviewed and amended to take account of the requirements of new or amended legislation.

Environmental Protection Act 1990

Clean Neighbourhoods and Environment Act 2005

The Controlled Waste (England and Wales) Regulations 2012

Waste Minimisation Act 1998

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

The Hazardous Waste (England and Wales) Regulations 2005, and

Hazardous Waste (England and Wales) (Amendment) Regulations 2009

Waste (England and Wales) Regulations 2011(implementing the revised EU Waste Framework Directive (2008)

Waste (England and Wales) (Amendment) Regulations 2012 (amending the 2011 Regulations)