
Bath & North East
Somerset Council

Collection Service Operational Guidelines

Index

Introduction	3
Standard Service	4
Refuse Collection Service	5
Recycling and Food Waste Collections	10
Missed Collections	11
Assisted Collections	12
Non-domestic Properties	14
New developments	14
Appendix 1: Enforcement Guidance	15

GUIDANCE FOR HOUSEHOLD WASTE & RECYCLING COLLECTIONS

Introduction

This guidance covers the new waste collection service for all domestic properties for recycling and waste materials from November 2017. It also highlights key changes from the current service for residents with kerbside collections and the principle drivers for the change.

SERVICE OBJECTIVES

The Council's Cabinet agreed in July 2016 to implement a new waste service with these key aims:-

- To increase recycling rates (and reduce disposal costs)
- To improve the street scene and reduce litter
- To keep the waste collection service affordable

Following consideration by the Council's Cabinet, the recommendations the new service design were agreed and the following policies drawn up to help meet our Zero Waste Strategy objectives of:-

- Improve the service we offer
- Keep the costs of waste and recycling down
- Help our residents to prevent waste and to reduce the amount of waste that is produced in our area
- Continue the progress made on recycling and increase the proportion of waste recycled

The purpose of this guidance document is to explain the Council's new waste and recycling collection service.

The guidance covers the collection of household waste and recycling waste. It outlines how the system works and includes the whole of Bath and North East Somerset area.

Standard Service

Guidance Issue 1 - Standard Service for Individual Properties

The containers provided are as follows:

- 2 x 55L green recycling boxes for 13 different dry recycling materials. (Cardboard will still be collected from blue bags where in use. Once remaining stock is used, all requests for replacement card containers will result in an additional green box delivery).
- 1 x 23L food waste bin and 1 x 5L food caddy
- 1 x 140 litre wheeled bin for non-recyclable material (or re-usable rubbish bag where bins are not appropriate, see guidance issue 11). Larger bins will also be provided to those with specific requirements (see Guidance issue 5).
- 1 x 240 litre wheeled bin or paper sacks for the opt-in chargeable garden waste service.

The recycling and food waste collections remain weekly, with the left over non-recyclable waste every other week. The chargeable garden waste service is fortnightly.



Guidance Issue 2 - Flats and Apartments with Shared Bin Rooms

In general, flats and apartments with shared bin room facilities are allocated large bulk bins (1100 litre wheeled bins) provided by their management company, and a Mini Recycling Centre with a set of 6 shared 240 litre wheeled bin for glass, paper, cans and plastics and a large 1100 litre bulk bin for cardboard.

Refuse Collection Service

Guidance Issue 3 – Criteria for the Allocation of Wheeled Bins for refuse

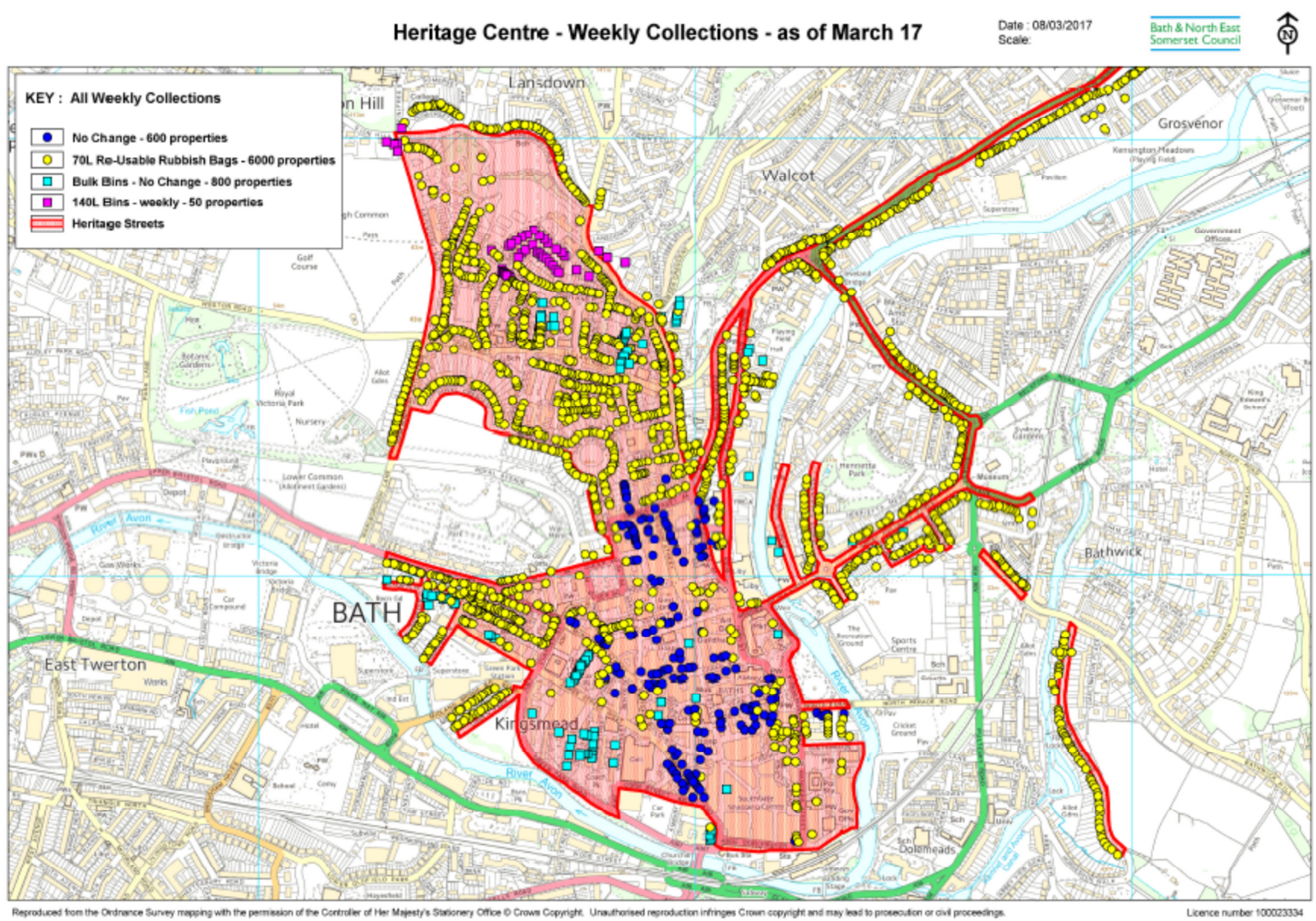
The standard level of service for refuse collections in B&NES will be a 140 litre wheeled bin. However it is recognised that not all properties will be able to store and present a wheeled bin. The following criteria are used by council officers to determine properties unsuitable for wheeled bins:

- Terraced properties where there is a need to move wheeled bins through the living quarters to the collection point;
- Properties with insufficient room to store wheeled bins, e.g., no front or rear garden/yard;
- Properties with 4 or more steps to the collection point and nowhere to store a bin at the front edge of their property;
- Front edge of property (or closest point to the public highway) is inappropriate as collection point for wheeled bin;
- Sheltered housing schemes unsuitable for communal bins;
- Blocks of flats or houses in multiple occupation with shared bin storage areas;
- Properties marked red within Bath heritage centre as provided in Figure 1;
- Other reason or obstruction, such as dense urban parking, which may prevent wheeled bins being suitable for that property, or for operational efficiencies.

The alternative to wheeled bin collection is set out in Guidance Issue 12.

Figure 1 overleaf shows Bath Heritage Centre properties where individual wheeled bins for rubbish will not be appropriate.

Figure 1: Bath Heritage Centre



Guidance Issue 4 - Collection Point for Wheeled Bins

Rubbish and recycling collections are made from the front edge of property, at the point nearest the public highway. This can either be within the edge of the front boundary of a resident's property, or on the pavement provided that significant obstruction is not caused. It is important to ensure that enough space is left for wheelchair users and pushchairs to pass.

Where collection containers are placed on the highway (including pavements) for collection they should be placed out for collection no sooner than 8pm the day before and removed by the end of the collection day.

Where properties are located on private roads, driveways and tracks, collections will be made from where the edge of the private road, driveway or track meets the highway.

Guidance Issue 5 - Size of Wheeled Bin

The standard size of wheeled bin provided will be 140 litres.

Dimensions are approximately 48cm wide, 55cm deep from front to back and 106cm high.

If there are 6 or more residents or two children in disposable nappies within a household, we can provide a 240L wheeled bin (58cm wide, 73cm deep and 106cm high).

Households requesting additional residual waste capacity will be asked to complete an application form. In some cases, one of our Waste Campaigns Officers may visit to:

- Confirm the recycling and food waste collection services are being fully used;
- To provide information and assistance on the options available for waste reduction, reuse and recycling where appropriate ; and
- To provide an opportunity to discuss the reasons why they need additional capacity.



The waste team will review all application forms for additional storage and approve them where there are 6 or more people living in a household or where there are two or more children in disposable nappies. Where other reasons for needing additional capacity are given, these will be assessed on a case by case basis, and only agreed if households have made reasonable efforts to reduce and recycle their waste using a 140 litre bin in the first instance.

All allocations of larger 240L bins will be reviewed on a 2 yearly basis.

Large bulky items, such as furniture, appliances and similar items, will still need to be taken to the Councils Household Recycling Centres or to pay for a bulky waste collection. We will also be encouraging households with young children in disposable nappies to consider using washable real nappies. Garden waste is not permitted in the refuse collection, the Council provides a separate chargeable collection for this waste for composting. Alternatively garden waste can be taken free of charge to the Recycling Centres.

Guidance Issue 6 –Flats & apartments without shared bin store facilities.

The Council will collect an equivalent of 140 litre bin capacity per flat per fortnight. The majority of blocks of flats and apartments within the district have shared bin rooms with large bulk bins. The Council will collect the equivalent of 70L bin capacity per flat per week from these locations. The management company for the residences is responsible for purchasing and maintaining the agreed number of shared bins for rubbish. The Council will provide bulk bins for recycling. This will be monitored for non-compliance.

For houses in multiple occupation (properties split into apartments, student houses), the number of wheeled bins issued will be kept to a minimum. The type of bin issued will be proportionate to the number of households served at each location to limit the visual impact of the bins. For example, if there are more than 5 within a house of multiple occupation a 240 litre bin will be issued, and properties with more than 12 residents will be supplied 2 x 240l bins.

Where such properties are not suitable for bins, each flat within the building will be issued with a re-usable rubbish bag if appropriate, or if agreed, an allocation of re-useable rubbish bags to share. Residents are required to take them back in after collection.

Guidance Issue 7 – Side Waste and Excluded Materials

‘Side waste’ refers to waste put out for collection that is not contained properly in the wheeled bin or re-usable rubbish bag, including waste which does not allow the lid of the bin to close, or the top fold of the sack to be fastened. Only properly contained waste will be collected and the householder notified that side waste is not accepted.

The following ‘excluded’ materials must not be placed in the waste bin or sack as they are not collected as part of the household refuse service:

- commercial waste;
- soil and garden waste;
- stones and building waste;
- any article of waste that exceeds 25 kilograms in weight;
- hazardous materials, such as noxious chemicals, pesticides, car batteries;
- liquids, such as cooking oil or engine oil;
- hot ashes; and
- tyres and other bulky automotive parts.

Wheeled bins or re-usable rubbish bags containing excluded material will not be emptied and advice given to the householder about how to properly recycle or dispose of such material.

Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied.

Householders will be advised to take side waste to one of the Council’s Recycling Centres or wait for the next scheduled collection.

Where any bin or sack is found to be too heavy the householders will be required to remove sufficient material from the bin and dispose of it in a responsible manner. Once sufficient weight has been removed, the bin should be presented on the next scheduled collection date. We will not return to empty the bin before the next scheduled collection date.

Clinical waste will continue to be collected separately by prior arrangement with the Council's waste services team using Council provided yellow plastic sacks or equivalent containers.

Guidance Issue 8 – Closed Lids

In line with Guidance Issue 7, wheeled bins will only be emptied if the lid is closed. Overfilled bins will be left. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift. Damaged or missing lids will be replaced free of charge.

Guidance Issue 9 – Provision of First Issue Wheeled Bin/Re-usable Rubbish Bag

The wheeled bins or re-usable rubbish bags are provided to the householder free of charge during the initial roll-out of the new service and remain under the ownership of the Council.

Guidance Issue 10 – Replacement of Lost, Stolen, Vandalised or Misused Wheeled Bins/Re-useable Rubbish Bag

If a wheeled bin or re-usable rubbish bag is reported to the Council as stolen or vandalised, it will be replaced with no charge on the first occasion. Subsequent losses or damage caused by the householder will be charged at a rate of £20 for a wheeled bin, and £5 for a replacement re-useable rubbish bag.

There will be no charge for bins that need to be replaced due to damage caused during the process of collecting and emptying the bin by the Council, or those required due to general wear and tear during the approximate 10 year life of the bin.

Guidance Issue 11 – Failure to Use a Wheeled Bin

If a property is deemed suitable for a wheeled bin collection, only waste presented in this container will be collected. The Council reserves the right to enforce the use of wheeled bins for the service in line with Section 46 of the Environmental Protection Act 1990 in order to help meet its objectives of containing waste and reducing street litter.

Guidance Issue 12 – Properties allocated Re-usable Rubbish Bags

The majority of properties deemed not suitable for wheeled bins (Guidance Issue 1) will be issued a re-usable rubbish bag to contain waste presented for collection.

Re-usable rubbish bags hold up to three black sacks, with a total volume similar to that of the 140 litre wheeled bin. Additional sacks not contained within the re-usable rubbish bag will be regarded as side waste and will not be collected as per Guidance Issue 7.

Re-usable rubbish bags must be presented for collection in line with Guidance Issue 4.

Properties within the heritage centre of Bath unable to externally store re-usable rubbish bags or black sacks out of sight between collections will receive weekly collections of rubbish and recycling (map shown in figure 1 on page 6) from smaller 70 litre re-usable rubbish bags, or black sacks, where appropriate.

Recycling and Food Waste Collections

Guidance Issue 13 – Provision of Recycling Containers


We are seeking to provide each household with the following recycling containers set out in the table below, with the exception of flats with shared recycling bins.


As part of the rollout of the new service, additional green boxes will be provided to householders on request and stickers delivered to fix to each of their boxes to show the split of materials.

Households will be encouraged to have a minimum of two green boxes. The boxes have fitted lids to make them easily stackable.

The blue bags currently used for the collection of cardboard will be phased out over time to save wasting current resources. Once we have used up our current stock of blue bags, requests for replacement cardboard containers will result in an additional green box being issued to residents for this purpose.

Our aim is that all households able to accommodate these boxes have three in future to collect as much recycling as possible through the weekly service. We are keen for residents to separate materials between the boxes (eg all glass together, all paper together etc) to make the collections more efficient and help ensure we are capturing as much recycling from a householders waste as possible. Box stickers showing clear instructions on which type of material is collected in each box will be issued to help with this.

Container	Dimensions (mm)		Example Image
55 litre recycling box	Width – 590 Depth – 395 Height – 375	Box 1 – Mixed paper, mixed glass bottles and jars and other small recyclables (eg spectacles, small wee, textiles) Box 2 – food and drinks cans, foil, aerosols and any plastic bottles plus pots, tubs and trays	

		used to hold food Box 3/blue bag – cardboard	
23 litre food waste outside container	Width – 320 Depth – 345 Height – 405 Height with lid open - 760	For all food waste such as vegetable and fruit peelings and plate scraping waste	
5 litre food waste kitchen caddy	Width – 270 Depth – 205 Height - 205	For internal storage of food waste (e.g. within a kitchen cupboard or worktop).	

Guidance Issue 13 – Replacement of Recycling Containers

Recycling containers will continue to be replaced free of charge following a request made to the Council.

Missed Collections

Guidance Issue 14 – Missed Collections

Any roads which have their rubbish or recycling collections missed due to vehicle breakdowns, lack of access or similar operational issues will have their collections rescheduled and cleared as soon as possible. Where attempts have been made on a number of occasions to gain access to a road but parked cars, road works, building works, road closures have prevented this, arrangements will be made to collect additional side waste on the next scheduled collection day. Ward members will be notified by email of any collection issues in their areas.

In addition, if reports are received of missed assisted collections, arrangements will be made to return and collect waste and/or recycling. Missed assisted collection (see guidance issue 17) should be reported using the online facility or directly to Council Connect as we will continue to return to collect these properties.

The collection crews will not return for other individual reports of missed collections of rubbish. Wheeled bins or re-usable rubbish bag must be available by 7am at the usual collection point at the front edge of the property, residents will be advised to wait until their next scheduled collection day. A collection crew will continue to return for any reports of missed recycling and/or food waste.

The Council website has an online 'Report It' form to log all instances of missed collections so that the operations team can use this information to improve the service delivery. Residents are asked to

record details on their missed collection so that the operations team is made aware of the issue and to ensure the collection is made on the next scheduled visit.

To keep the number of missed collections to a minimum, all households will be given collection calendars as reminders.

Guidance Issue 15 – Bank Holiday Collections

The collection crews operate a normal service on all Bank Holidays except the Christmas and New Year period. During the Christmas and New Year period, householders and ward members will be advised of their revised collection days via several different means.

Guidance Issue 16 – Severe Weather

During severe weather we will continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse or recycling collection vehicle to access a specific location/street has to be determined locally by the driver/team of that vehicle through a risk assessment. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to public, property and/or the collection team.

We will try to revisit and collect missed bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather we may make alternative arrangements such as collecting side waste on the next scheduled collection day.

If significant disruption occurs we will update the Council's severe weather web pages (and other media) and ward members with information on what is happening and may decide to prioritise services. First priority will normally be given to the residual domestic waste service.

Assisted Collections

Guidance Issue 17 – Assistance with the Recycling and Refuse Collections

Assistance to collect and return wheeled bins, re-useable rubbish bags and recycling containers will be offered to households who are unable to put containers out for collection due to disability or infirmity and where there is no other person in the household who is able to do this either.

This service will continue to be promoted on our website and within campaigns literature. Residents will be required to apply for this service, applying either for permanent assistance or short-term help (up to 6 months), and providing a clear reason why an assisted collection is needed.

Wheeled bins/Re-usable rubbish bags and recycling boxes for assisted collections will need to be stored at an agreed position at the front of the property, near to the front door, or within the front garden. Assisted collections will not be made from the rear of the property nor will collection crews enter a property to collect.

Details of the assisted collection including name and address of the householder, the duration of the service (where the request is due to a temporary condition) and the agreed position of the waste and recycling containers will be recorded and retained by the Council on a central database. This information will be passed to the Waste Operations Team for action and reviewed on a 2 yearly basis.

Private Roads and Driveways

Guidance Issue 18 – Collection Point Where Property is Located Away from Adopted Highway

The Council's heavy goods collection vehicles and collection staff should not be accessing private property and un-adopted roads, as we cannot be held responsible for damage and resultant wear and tear of the private roads. As a general rule, private drives and un-adopted roads are not designed or engineered to accommodate rubbish and recycling collection vehicles and are not maintained by the Council. Additionally there are no resources available to either access by foot, or send a smaller vehicle for this purpose.

Unless agreed with the operations team and with a signed disclaimer, all collections will be made from the edge of the adopted highway.

Non-domestic Properties

Guidance Issue 19 – Collections from Bed and Breakfasts

Bed and breakfast properties which are not registered for full business rates will be provided with the same standard service offered to domestic properties within the district (Guidance Issue 1). Additional waste generated beyond the capacity of the containers provided will require a business waste collection.

Guidance Issue 20 – Collections from Self-catering Properties

As defined in the Controlled Waste Regulations (England and Wales) 2012, self-catering properties used for holiday and short-term lets are domestic properties used in the course of a business. We will not therefore provide a free service for such properties, but can instead offer chargeable business waste collection.

New developments

Guidance Issue 21 – Purchase of Waste and Recycling Containers

The Council will encourage developers to meet the cost of providing wheeled bins and recycling containers for new housing developments. Prior to purchase of these containers the developer should contact the Council to request a detailed specification to ensure they are fit for purpose and compatible with the collection vehicles.

Appendix 1: Enforcement Guidance

This section seeks to explain how the Council will deal with non-compliance of the waste and recycling collection procedures as set out in this document.

The Council specifies the type of container to be used by householders for their waste and recycling for collection, along with how, when and where to place the containers for the purposes of collection.

The Council has designed the collection service to best meet the needs of the district. In particular the provision of wheeled bins or re-useable rubbish bags underpins the drive to contain waste and keep the streets cleaner. Moreover, the frequency of the collections, a comprehensive weekly recycling service and the remaining rubbish every other week, seeks to improve recycling performance and reduce disposal costs for council tax payers.

The Council recognise that most householders want to comply with the instructions provided to get the most from their household collection service. In the first instance the collection crews will leave a notification (sticker or tag on the container) where there is a problem to highlight this to residents. The Council's waste services team will also work with residents offering advice and information to assist with this. Where attempts to correct issues of non-compliance have failed the Council may take enforcement action and will consider each case on its merits. The following are examples of non-compliance with collection services for which enforcement action may be taken.

Issues of non-compliance which may result in enforcement action:

- Side waste – rubbish not contained and presented for collection in either the wheeled bin or re-useable rubbish bag allocated to the property. This waste won't be collected and will need to be removed promptly from the public highway by the person who placed it there for collection
- Containers presented for collection on the highway– rubbish and recycling must only be placed out on the public highway (pavements) for collection from 8pm the night before the scheduled collections (which start at 7am) and removed promptly at the end of the collection day.
- Reusable Rubbish Bags left on railings– this is forbidden within the centre of Bath, residents will be encouraged to store all rubbish and recycling out of sight within the boundary of the property on non-collection days.

In the event the Council consider enforcement is appropriate it will follow the following process:

Stage 1

Households will receive a letter and a formal notice issued under section 46 of the Environmental Protection Act 1990. This notice will set out how the rubbish and recycling should be presented for collection; this will include information on things such as appropriate containers and collection times. It will also provide information on the consequence of non-compliance.

Stage 2

On the second occasion households will be issued with a section 46A Notice of Breach, which is a warning notice identifying where they did not comply with the original notice the steps that must be taken, to comply and in what timescales. The section 46A Notice will also detail the consequences of failure to comply.

Stage 3

On the third occasion the householder will be issued with an 'Intent to Serve Notice.' This states that an Fixed Penalty Notice (FPN) will be issued and the reasons why. There is a right to make representations on the FPN and if none are made within 28 days an FPN will be issued.

Stage 4

Failure to pay the Fixed Penalty Notice (FPN) can result in it becoming a civil debt and payment pursued through the County Court. .