

**Proposed Guidance On Policy & Exceptions for the Collection of Household Waste**

**Comprising residual waste, clinical waste, recyclable materials and garden waste for composting from dwellings**

1. **The Collection Service** (In accordance with Section 45 Environmental Protection Act 1990).
  - 1.1 Wiltshire Council will normally collect household waste and recyclable materials including garden waste in accordance with a published schedule where possible except in circumstances beyond our control. If this occurs then collections will be re-scheduled.
  - 1.2 Upon request Wiltshire Council will provide a collection of Clinical Waste from householders who self administer medication or treatment at home. (e.g. discharged sharps from injection of insulin for the control of diabetes or waste from home kidney dialysis treatment.) In accordance with Regulation 4, Schedule 2 Controlled Waste Regulations 1992 the Council may make a charge for the collection of this waste. (See section 3 for more detail on Clinical Waste collections.)
  
2. **Definitions used in this guidance**
  - 2.1 **Household Residual Waste**

Waste from a household as defined in s75 Environmental Protection Act 1990 and Reg 2 s 1 Controlled Waste Regulations 1992 but in the context of this guidance means those elements of household waste destined for disposal following the removal of recyclable materials and garden waste as defined in Note 2 and 3 as follows.
  - 2.2 **Dry Recyclable Materials**

Materials that can be separated from household waste for recycling. In the context of this guidance this comprises those materials that can be recycled using the council's kerbside collection services or Mini Recycling Centres ("Bring Sites"). Currently, paper, telephone directories, yellow pages, cans, aerosols, glass bottles and jars, foil and textiles can be recycled at kerbside. In south Wiltshire, there is a separate collection of plastic bottles and cardboard. Mini Recycling Centres provide a variety of collections with most offering paper, cans and glass bins. In north and west Wiltshire, there are some sites collecting cardboard and plastic bottles.  
**(Note:** additional materials are recycled at the Council's main Household Recycling Centres.)

### 2.3 **Garden Waste**

Organic garden waste only e.g. grass cuttings, hedge clippings, shrub prunings, plants, leaves, weeds, etc. Not soil, stone/concrete, plastic, metal. Not vegetable peelings from food preparation.

### 2.4 **Designated Container**

The container provided to the householder for: 1) Household waste. 2) Plastic bottles and cardboard. 3) Paper, telephone directories, yellow pages, glass bottles and jars, food and drinks cans, aerosols, textiles and foil. 4) Garden waste.

### 2.5 **Assisted Collection**

Permitted exceptions to the Policy to enable the service to meet the needs of those who are disabled or infirm and unable to handle their waste as would be normally required and have no able bodied assistance available to them.

## 3. **Means of containment**

### 3.1 **Householders will place their household waste, recyclable materials or garden waste, as specified, for collection in the designated container provided by the Council.**

### 3.2 **It is the Council's Policy to collect:**

3.2.1 Household waste contained in wheeled bins or bags where appropriate.

3.2.2 Plastic bottles and cardboard in wheeled bins or issued bags where appropriate.

3.2.3 Other dry recyclable materials (currently glass bottles and jars, food and drinks cans, aerosols, paper, textiles and foil) in kerbside recycling boxes or baskets as provided. Additional recyclables will be collected if separately presented in carrier bags (not black sacks).

3.2.4 Garden Waste contained in wheeled bins or issued bags if appropriate.

### 3.3 **The Council will provide:**

3.3.1 One wheeled bin for household residual waste. Standard receptacle will be (Grey lid) size 180 litres.

3.3.2 One wheeled bin for plastic bottles and cardboard. Standard receptacle will be (Blue lid) size 240 litres.

3.3.3 Up to two kerbside recycling boxes or baskets for other dry recyclable materials. (Black). Second boxes made available upon request.

- 3.3.4 One wheeled bin for garden waste at no charge, upon request. Standard receptacle will be (Green lid) size 180 litres. Additional bins will be provided on request, at a charge of £30 per bin on a renewable yearly agreement.
- 3.3.5 The bins and other containers provided will remain the property of the Council.
- 3.3.6 Bins previously issued will remain in use until replacement is required due to loss or damage, however caused.

#### 3.4 **Exceptions:**

- 3.4.1 Where, in the opinion of the Council, the storage space or access to/from the point of collection of the property occupied by a householder is not suitable for wheeled bins (see section 5.1) the Council will:
    - 3.4.1.1 For household residual waste, collect disposable refuse sacks up to a similar capacity if they have a council-issued label attached. An annual allocation of printed labels will be issued by the Council. These disposable plastic sacks for household residual waste will be provided by the householder
    - 3.4.1.2 For plastic bottles and cardboard, provide and collect a blue re-usable bag, or bags, up to a similar capacity.
    - 3.4.1.3 For garden waste, provide and collect a green re-usable bag, or bags, up to a similar capacity to the standard issue of a 180 litre bin.
  - 3.4.2 Where the Council is satisfied that the household(er) is entitled to an “assisted collection” (see section 4) an alternative means of containment may be provided if necessary to facilitate collection arrangements.
  - 3.4.3 For houses in multiple occupation, flats, grouped dwellings and sheltered accommodation the Council will determine the most suitable means of containment that may include a range of different containers including large capacity (<1100litre) wheeled bins for communal use.
  - 3.4.4 The Council will only collect household waste, recyclable materials or garden waste placed out for collection in containers approved by the Council.
- #### 3.5 **Additional Containers**
- 3.5.1 An additional container for the collection of dry recyclable materials (blue lidded bin for plastic bottles and cardboard and black box for other dry recyclates) is available without charge on request and at the discretion of the Council.

- 3.5.2 Additional garden waste containers are available but there will be a charge (see paragraph 3.3.4).
- 3.5.3 Where additional household waste is generated as a result of the householder's or a member of the household's illness or disability, which may include Category E Clinical Waste<sup>1</sup> which may be landfilled, additional household waste bins are available without charge at the discretion of the Council.
- 3.5.4 All requests for additional household waste containers will be subject to a waste audit by the Council. Where the Council is satisfied that all reasonable measures are being taken to reduce and recycle waste a further container may be provided.
- 3.5.5 Following a waste audit, if additional capacity is approved the appropriate container(s) will be provided. These will be reviewed on a regular basis.
- 3.6 Containers provided by the Council for the collection of household residual waste, recyclable materials and garden waste.**
- 3.6.1 Containers provided by the Council remain the property of the Council.
- 3.6.2 Wheeled bins, recycling boxes and baskets and re-usable bags are allocated to the property and not the householder/occupier unless in accordance with 3.5.5.
- 3.6.3 Householders/occupiers moving out of that property must leave the containers on that property, and inform the Council if they have approved containers in accordance with 3.5.5.
- 3.6.4 Householders are required to keep the containers in a safe location on their property, use them only for their designated purpose, keep them clean and report any loss or damage.
- 3.6.5 Wiltshire Council will replace/repair any container that is defective or damaged by the Council. Where the Council considers that the householder's or occupier's negligence resulted in the damage of the container a charge will be made for the repair or replacement.
- 3.6.6 Wiltshire Council may charge to replace wheeled bins/ black boxes/recyclable baskets/re-usable bags that are lost or stolen.
- 3.6.7 Householders are advised to include the wheeled bin on their household insurance cover for accidental damage or theft.

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<sup>1</sup> Category E Clinical Waste is considered to be Clinical Waste that poses no significant infection risk, and normally consists of sanitary and/or colostomy waste. A healthcare professional would normally undertake a COSHH (Control of Substances Hazardous to Health) assessment and recommend whether the waste requires separate collection and treatment, or is safe to be placed out with normal refuse. The Council provides a separate collection for Clinical Waste considered to have an infection risk, upon request. This waste is treated not landfilled (see para. 1.2 above).

- 3.6.8 Householders are recommended to apply their house name or number to the bin, box or bag. The use of adhesive letters/numbers is preferred. No signage, advertising material or decoration is permitted, unless supplied by the Council.
- 3.6.9 Where possible the Council will use agreements under Section 106 of the Town and Country Planning Act 1990, or similar legislation, to obtain money from developers to secure money for new containment for new builds with 10 or more properties. For cases where the development is under 10 properties the Council will pay for the containment for the properties unless they are subject to 3.6.5 and 3.6.6.
4. **Presentation of household waste, recyclable materials or garden waste for collection**
- 4.1 **Timing of collections**
- 4.1.1 Whilst every endeavour will be made to adhere to planned daily routes this is not always possible due to unforeseen circumstances and routes will be changed.
- 4.1.2 Household waste, recyclable materials or garden waste should be placed for collection in the designated container (see Section 3) at the prescribed point of collection (see Section 4.4) by 7:00 a.m. on the day of collection but no earlier than 7:00 p.m. on the day prior to collection.
- 4.1.3 Waste that is not placed out for collection as required in 4.1.2 and as a result is not collected will not be collected until the next scheduled collection day.
- 4.1.4 Containers for household waste, recyclable materials or garden waste should be removed from the point of collection as soon as possible after collection but no later than 10:00 p.m. on the day of collection.
- 4.1.5 If containment is continually left out after the agreed time then enforcement action may be taken, after appropriate warnings have been issued.
- 4.2 **Presentation**
- 4.2.1 Lids of wheeled bins containing household waste, recyclable materials or garden waste must be closed. The Council may not empty bins when the lids are not closed.
- 4.2.2 The Council will not collect household waste placed alongside the wheeled bin or in containers other than as approved in Section 3. If this occurs then the enforcement team will be requested to investigate, following receipt of a report from a member of the waste team, and only after appropriate warnings have been issued.
- 4.2.3 Disposable plastic sacks for household waste must be securely tied to prevent escape of contents where applicable and have an approved label as supplied by the Council (see 3.4.1.1).

4.2.4 Re-usable bags, boxes or baskets for recyclable materials or garden waste must not be overfilled so as to prevent escape of material. Reasonable quantities of bagged additional dry recyclates will be collected.

4.2.5 If we are unable to empty containment due to lids not being fully closed, if the Council determines the containment to be overweight, or if a bin is damaged then the Council may not empty the bin and affix a sticker to the bin to inform the householder of the reason why.

### 4.3 **Contamination of designated containers**

4.3.1 Household waste containers will not be collected if containing clinical, commercial or industrial waste, liquid waste, hazardous waste (as defined in the Consolidated European Waste Catalogue)<sup>2</sup> or Waste Electronic or Electrical Equipment.

4.3.2 Household waste may not be collected if containing garden waste.

4.3.3 Recyclable materials will not be collected in any container if contaminated with household, commercial or industrial waste.

4.3.4 The Council will not collect recyclable materials placed for collection in a “designated container” if containing materials other than those specified for that container.

4.3.5 If we are unable to empty containment due to contamination then the Council may affix a sticker to the bin to inform the householder.

4.3.6 If the Council believes that Commercial waste is contained in household waste bins then the bin may not be collected. If this occurs then enforcement action may be taken.

### 4.4 **Assisted Collections**

4.4.1 The Council will provide an assisted collection where it is satisfied that the householder is unable to place their household waste at the appropriate point for collection by reason of illness, physical inability or infirmity, whether permanent or temporary, and there is no other able bodied person available in the household to assist.

4.4.2 All requests will be dealt with on an individual basis and the assistance may be provided by changing the point of collection, the container provided or both.

4.4.3 Householders requesting this service will be sent an application form to be completed, signed and returned to the Council’s Department of Neighbourhood and Planning. Medical evidence is not required but the application should provide sufficient information

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<sup>2</sup> Hazardous Waste is defined as wastes featuring on a list drawn up by the European Commission (the Consolidated European Waste Catalogue) because they possess one or more of the hazardous properties set out in the Hazardous Waste Directive. Examples are toxic and explosive wastes.

of the householder's condition and its affect on their ability to place their household waste at the appropriate point for collection.

- 4.4.4 An authorised officer of the Council will visit each applicant to discuss and consider the application with the householder. Unless the officer considers there are obvious reasons to refuse the request, he/she will agree the assistance most appropriate in that situation.
- 4.4.5 All applications, approved or rejected, will be entered into the Assisted Collection Service database. Applications to renew the service will be sent annually to those householders registered.
- 4.5.6 Where applications are refused, the householder will be informed in writing and they will have the opportunity to appeal.

## 5. **Supporting Criteria**

### 5.1 **Property or access to property unsuitable for wheeled bins.**

An alternative means of containment to a similar capacity as the wheeled bins will be approved for use if, in the opinion of the Council, a householder's property has:

- 5.1.1 No adequate front storage area and access to a rear storage area only through the dwelling.
- 5.1.2 No adequate front storage area and access to a rear storage area is via a communal alleyway that is unsuitable.
- 5.1.3 No adequate external storage area.
- 5.1.4 No suitable access to the point of collection for the following reasons:
  - 5.1.4.1 Width and associated condition of communal accesses.
  - 5.1.4.2 Excessive number of/or difficult steps
  - 5.1.4.3 Steep paths
  - 5.1.4.4 Steep grass verges

- 5.2 Distance from the storage area to the point of collection will be considered in association with other factors.
- 5.3 If the Council deems a property unsuitable for wheeled bins, the occupier of the property may request that they have one. If this is the case, then an assessment will be made.

### 5.4 **Point of collection unsuitable for wheeled bins**

An alternative means of containment to the same capacity as the wheeled bins will be approved for use if, in the opinion of the Council:

- 5.4.1 The placement of the householder's wheeled bin (singularly or in combination with other households) is considered to present an increased risk or greater obstruction to pedestrians.

In this context the factors to be considered will include:

- 5.4.1.1 Width of verge or footway and volume of pedestrian traffic
- 5.4.1.2 Width of vehicular highway and volume of vehicular traffic
- 5.4.1.3 Vehicular speed limit
- 5.4.1.4 Risk to road users and collection crews
- 5.4.1.5 Proximity of parked vehicle
- 5.4.1.6 Obstruction of communal accesses
- 5.4.1.7 Number of households affected