

RYEDALE
DISTRICT
COUNCIL



Streetscene

Household Waste Collection Service Policy

Committee Approval References

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| Environmental Health and Housing Committee | 30 Mar 1998 |
| Policy and Resources Committee | 15 Feb 1999 |
| Community Services and Licensing Committee | 3 Oct 2002 |
| Community Services and Licensing Committee | 7 Oct 2004 |
| Council | 13 Jan 2011 |
| Policy and Resources Committee | 26 Sep 2013 |

Background Papers

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| Equality Impact Assessment | Aug 2011 |
| Waste Collection Commitment (WRAP) | 2010 |

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1. Introduction

This policy covers alternate week collections (AWC's) from the kerbside of all domestic properties of non-recyclable waste and materials for recycling. In addition to glass, cans, paper, plastic bottles and cardboard (collected as part of the kerbside recycling collection service) a chargeable collection service for garden waste is also available to residents.

2. Waste Collection Commitment

Ryedale District Council (RDC) will work closely with residents to ensure the environmental impacts of waste are minimised and costs are affordable to Council Tax payers. In 2010 RDC endorsed the Waste and Resources Action Programme (WRAP) Waste Collection Commitment to demonstrate the continued objective to provide a good waste and recycling service, which represents value for money and meets the needs of our residents. This means we will:

- 1 explain clearly what services you can expect to receive;
- 2 provide regular collections;
- 3 provide a reliable collection service;
- 4 consider any special requests that individual households may have;
- 5 design our services and carry out collections in a way that doesn't produce litter;
- 6 collect as many materials for recycling as we can and explain what happens to them;
- 7 explain clearly what our service rules are and the reasons for them;
- 8 tell you in good time if we have to make changes to your services, even temporarily;
- 9 respond to complaints we receive about our services; and
- 10 tell all our residents about this commitment to collecting waste.



3. Targets

RDC works together with the York and North Yorkshire Waste Partnership (YNYWP), which comprises North Yorkshire County Council, the City of York Council and the six other District Councils of North Yorkshire. The YNYWP is committed to reducing, re-using and recycling as much waste as possible, as an alternative to landfill disposal.

In the Waste Partnership's strategy, the following minimum targets for recycling or composting household waste have been agreed.

40% by 2010

45% by 2013

50% by 2020

These are broadly in line with national Government and wider European targets for the recycling or composting of household waste.

4. Changes to Kerbside Waste Collection Services

Prior to 2003 the Council's waste collection service concentrated on dealing with non-recyclable waste, which was consigned for disposal to landfill. From 2003 to 2011, as well as collecting non-recyclable waste, the Council also arranged for garden waste, glass, cans and paper to be collected from the kerbside of all domestic properties, for recycling.

Between Oct 2011 and Sep 2013 the Council added cardboard and plastic bottles to recycling collections. In June 2014 a chargeable service for the collection of garden waste was introduced.

The Council has updated previous policies to reflect these changes and this document details current policy for domestic refuse and recycling services.

5. Alternate Week Kerbside Waste Collection Service

Alternate Week Collections (AWC's) provide residents with the following:

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| Week 1 | Collection of non-recyclable refuse |
| Week 2 | Collection of dry recyclable materials and garden waste <i>(some residents may receive garden waste collections on a different day to that for their dry recyclables)</i> |

6. Waste Containers

6.1 Standard Issue

- 180 litre wheeled bin for non-recyclable waste *(following enhancement of recycling services, from 2011-13, this bin replaces the previous 240 litre sized container)*
- 240 litre wheeled for garden waste
- 55 litre box for plastic bottles and cans
- 40 litre box for glass
- 55 litre re-usable bag for paper and cardboard

Containers are Council property and should remain at the premises if residents move home. Residents buying houses should ensure that that all containers have not been removed.

6.2 Alternative Waste Containers

- For residents who only produce a small volume of waste, a 140 litre bin is available on request, for non-recyclable waste or garden waste.
- 30 litre (shopping type) plastic baskets are available for recycling materials, such as glass, cans, paper, cardboard and plastic bottles. These are particularly suited to residents with mobility problems, as baskets can be carried using only one hand.
- A small number of 40 litre blue boxes for paper and cardboard recycling are available as an option, instead of the re-usable bag.
- Lids or elasticated nets, to contain materials in kerbside boxes, are available on request.

Please see Section 8 if you have any queries regarding the waste collection service and the suitability of the waste containers.

7. Kerbside Waste Collection Service

7.1 What will be collected

Non-Recyclable Waste

Generally, all non-recyclable household waste generated from the property can be placed into the wheeled bin for non-recyclables.

Recyclable Materials

Garden (Organic) waste

The Council always promotes home composting as a first option.

However, a chargeable kerbside recycling collection service is available for garden/botanical waste such as grass cuttings, hedge clippings, cut flowers, plants, shrubs etc. These are all acceptable materials for composting (in line with Government guidelines).

Dry Recyclable Materials - Glass, Cans, Paper, Cardboard and Plastic Bottles

It is essential to use the correct boxes and bag for your recyclable materials. Unfortunately, the Council cannot collect your materials if they are all mixed together.

- **Glass (Black Box)**

All glass bottles and jars can be recycled. They should be rinsed out where possible. Broken glass, or items such as window glass, mirrors, Pyrex, visionware, etc should not be included.

- **Cans (Green Box)**

Mixed cans (food, pet food and drinks) as well as empty aerosols, are accepted for recycling. They should be rinsed out where possible.

- **Plastic Bottles (Green Box)**

Any plastic bottle from the kitchen, utility or bathroom can be recycled. Any other mixed plastics e.g. shopping bags, yoghurt pots, food containers, clingfilm etc should not be included.

- **Paper and Cardboard (Blue Bag)**

Newspapers, magazines, greetings cards, cardboard (corrugated boxes of food packaging) telephone books (including Yellow Pages) can be recycled. However, envelopes, wrapping paper, wallpaper and plastics should not be included.

7.2 Where do we collect from?

RDC provides a kerbside waste collection service. Residents are required to place all waste containers at the nearest point to the edge of the public highway in such a position that they do not cause an obstruction.

Only correctly presented containers will be collected. If there is a problem finding a suitable location for the container residents should contact the Council and an officer will arrange to visit the property to identify a suitable alternative collection point. Residents are required to return the waste containers to a position within the confines of their property on the same day following collection.

7.3 When do we collect?

Collections usually take place on the same day, each alternate week, between 6am and 5pm. However, in some cases, residents may receive their garden waste collections on a different day to when their dry recyclables are collected. Additionally, garden waste collections are suspended during the three winter months of Dec, Jan & Feb.

Collection times cannot be guaranteed, therefore residents must ensure their containers are presented for collection by 6am on the respective day. If the Council needs to change the collection day, residents in affected areas will be notified in writing, in advance.

7.4 Missed Collections

If a collection of recyclable or non-recyclable waste is missed, due to the fault of the Council, a crew will return within five working days (usually much sooner) to rectify the situation.

If a collection of recyclable or non-recyclable waste is missed, due to containers not being presented to the kerbside at the allotted time, no arrangements will be made to return to the property until the next due collection date for that material.

7.5 What We Cannot Collect

What cannot go in your bin for non-recyclables

Stones, rubble, soil, building materials, car parts, batteries, oil, solvent based paint, chemicals, tree branches, asbestos based materials, fluorescent tubes (including compact fluorescent lamps) TV's and anything too large to fit comfortably into the bin. Such materials should be taken to a Household Waste Recycling Centre, see Section 15 for your nearest site.

Fire ashes should be cold before putting them in the bin, to avoid fire risk,

Recyclable materials should also not be put in the bin for non-recyclable waste.

Contaminated Waste

Residents must ensure the right materials are placed into the correct containers, (see Section 7.1 for details). When collection teams find containers that are contaminated they are instructed not to collect them and a label will be left informing householders of the reason for non-collection.

Heavy Containers or Wheeled Bins

Containers or wheeled bins, which are excessively heavy, will not be emptied. Collection crews will place a leaflet or sticker on the bin to inform the householder of the problem.

Excess or Side Waste

The Council operates a strict no side waste policy and only waste contained in Ryedale DC's containers will be collected.

No excess waste will be removed from around the bin except following periods of changed arrangements such as Christmas or Bank Holidays. Additional side waste will be placed in the emptied bin, or returned within the boundary of the property following collection.

Continual issues with side waste may require a visit to the property by an officer, to discuss reasons for the problem. (Also see Section 12).

Waste stacked high above the top level of the wheeled bin, preventing the lid from closing, will be removed and be placed back in the emptied bin, or returned within the boundary of the property after collection. Overfilled bins pose a health and safety risk for collection operatives in presenting bins to the lifting mechanism.

Waste which cannot fit comfortably into a container can be taken to a Household Waste Recycling Centre. For your nearest site see Section 15.

Food Waste

The Council does not currently offer a separate food waste recycling service, but encourages residents to reduce food waste, where possible. For more detail about food waste issues see Section 15.

If you are unsure, please contact the Council – see Section 15

7.6 What Happens When We Have Not Been Able to Collect Your Waste

Householders are required to ensure their waste is left out for collection, see Section 7.1.

We will always leave you a label or card explaining why your waste has not been collected. Collection teams will report all non-collections to their supervisor and a visit may be arranged with the householder to discuss the situation.

The Council will not return to collect non-recyclable waste or recycling materials until the next scheduled collection day.

8. Properties Requiring Different Collection Arrangements

8.1 Properties Unsuitable for Wheeled Bins

Some terraced or town centre properties cannot accommodate wheeled bins and the Council will provide 52 liners per year for non-recyclable refuse. Chargeable compostable bags for garden waste are available on subscription. Where appropriate these properties may be provided with a wheeled bin (for non-recyclable waste) for storage purposes only. A maximum of 3 liners per property will be taken at each collection interval.

8.2 Assisted Collections

If residents are unable to manage standard issue waste containers or alternative containers, an assisted collection service can be requested. Residents who qualify for an assisted collection will be provided with 52 liners a year for non-recyclable refuse (chargeable compostable bags for garden waste are available on subscription).

A smaller basket style container is also available for recyclable materials instead of boxes which is easier to carry using a handle. A back door collection service will be provided to residents requiring an assisted collection.

Properties using liners may be provided with a wheeled bin (for non-recyclable waste) for storage purposes only, where appropriate. A maximum of 3 liners per property will be taken at each collection interval.

8.3 Large Families

Properties with 7 or more permanent occupants who experience capacity problems with additional non-recyclable waste may, at the discretion of the Streetscene Manager and in liaison with officers, be issued with an additional 140 litre bin.

Properties with 5 or more permanent occupants will be issued with a 240 litre capacity wheeled bin for non-recyclable waste (instead of the standard 180 litre bin issue).

Householders will be required to complete an application form stating full names of all those permanently resident at the property. This excludes full-time students living away from home or family members who are non-permanent, but may visit at weekends or holiday times.

8.4 Multi Occupancy or Communal Collections

Multi occupancy/storey or residential homes will be considered for individual solutions, tailored to specific requirements. This could involve the provision of larger bulk containers at an agreed central collection point.

8.5 Remote Properties

Residents living in remote properties, or along private roads, will be required to bring their containers to the edge of the nearest adopted public highway. Liners will be issued where it is impractical to site bins. Where there are four or more properties, a kerbside collection at a designated point will be agreed on the understanding that the access road is suitable for collection vehicles.

8.6 Mixed Hereditaments (Combined Household and Commercial)

These properties will be supplied with standard household waste containers in the normal way, as detailed above. However, no commercial refuse should be placed into household waste containers. The owner or occupier should take out a separate trade waste agreement with RDC (or other properly licensed waste management company) for any commercial waste generated.

8.7 Small Properties with No Storage

A small number of flats or bed-sits (usually located in market towns) considered as having no adequate storage area for even small waste containers may receive different collection arrangements to the standard alternate week collection system particularly when siting containers would cause a public nuisance or obstruction. Individual solutions will be tailored to specific requirements

8.8 Medical Waste

Households with a family member producing additional non-hazardous medical waste, due to a medical condition, will be entitled to an additional 140 litre bin for non-recyclable waste.

Arrangements can also be made for the collection and disposal of clinical waste bags by a specialist contractor. This service is usually requested by the local hospital or specialist nurse. Please contact the Council if you have any queries regarding this service. Sharps containers should be returned to the prescribing doctor's practice for disposal.

9. New Properties

Containers for newly built properties will normally be delivered within five working days of a request and supporting information on waste minimisation and recycling will be supplied.

The cost of all containers supplied to new developments (5 or more properties) in the District will be recharged to the developer.

10. Replacement Containers

Damaged containers will be replaced, or repaired free of charge if the damage was the result of mishandling by collection crews, manufacture or life expectancy.

Replacement or repairs for other damage, lost or stolen containers may be charged to the householder.

11. Additional Containers

There will be no option for residents to purchase additional containers for recyclable or non-recyclable purposes. Please note that only containers that are issued by the Council will be emptied.

Any additional wheeled bins for non-recyclable waste previously purchased by householders from RDC (or otherwise obtained from any other source, such as other local authorities) will not be emptied.

12. Disposing of Large Household Items

RDC offers two disposal options for large non-recyclable household items that will not fit in the wheeled bin

- A chargeable collection service for up to two items per collection. This service is for household items such as movable furniture, carpets, fridges, freezers, washing machines, TV's, microwaves. Fixtures and fittings or construction materials from the house cannot be collected as part of this service.
- For more than two bulky items the Council does offer a chargeable collection service. The charge varies depending on the quantity of items to be disposed of – please contact us to discuss your specific requirements.

In addition, all large household items can be disposed of at Household Waste Recycling Centres, see Section 15 for your nearest site.

13. Severe Weather

If collections have not been made due to severe weather, such as flooding or icy conditions, residents are requested to leave their containers out and the Council will arrange for collection as soon as it is practical and safe to do so.

However, in cases of prolonged severe weather, the Council may have to alter collection patterns for various materials. Please refer to the Council's website for up to date information when there are disruptions to regular services for reasons outside the Council's control.

14. Public Holidays (including Christmas)

For most public holidays during the year, kerbside waste collection services for all households run a day late.

Following the Christmas holiday period, collection arrangements will vary from year to year. However, collections will usually run a day or two late.

All details of changes to kerbside domestic waste collection services will be available on the Council's website (www.ryedale.gov.uk)

15. Useful Contacts for Further Information

Ryedale District Council: www.ryedale.gov.uk

email: streetscene@ryedale.gov.uk

Recycling: www.recyclenow.co.uk

www.recycle-more.co.uk

Food Waste: www.lovefoodhatewaste.com

Household Waste Recycling Centres:

<http://www.northyorks.gov.uk/index.aspx?articleid=6470>