

# Service Standards for the Collection of Household Waste in Herefordshire



This document details the recycling and general rubbish collection service across Herefordshire and will be available to view on the council's web site. This describes what you (residents of Herefordshire), what the Council and what our collection contractors will do to ensure an efficient service.

## 1. Your Standard Service

Herefordshire Council collects recycling and general rubbish from domestic households on an alternate weekly basis (One week recycling and the other week general rubbish).

### Day of collection & frequency

We aim to make collections from each household on the same day of the week but with recycling collected one week and general rubbish collected on the alternate week.

Collection days will remain unchanged on all bank holidays except Christmas Day, Boxing Day and New Year's Day. Changes over this period will be publicised using local press and the council's website.

### Recycling

As a standard service we will provide an officially marked green wheeled bin with 240 litres capacity for specified recyclable materials (see Appendix 1) to be collected fortnightly.

### General Rubbish

General rubbish is the waste that cannot be recycled, home composted or donated for reuse. We will provide as the standard service an officially marked grey wheeled bin with 180 litres capacity for general rubbish to be collected fortnightly.

### General Bin Policy

- Bins will be provided as set out above at no additional cost to existing households.
- Only one recycling bin and one general rubbish bin will be provided per domestic property.
- Only bins provided by Herefordshire Council will be emptied.
- All wheeled bins must be presented with lids closed.
- For general rubbish it is advised that waste is placed into a plastic bag or bin liner before being put into the grey bin.
- For general rubbish, no extra bags, boxes or loose rubbish (side waste) will be collected.

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## 2. Bigger recycling bins

We will provide a larger 360 litre recycling bin to customers where requested and where it is determined that the householder is exceeding the capacity of their existing recycling bin on each recycling collection.

Bulky cardboard may be left bundled at the side of the recycling bin but must be broken down and not exceed the size and volume of the bin.

Recycling capacity will not be decreased.

## 3. Bigger general rubbish bins

Identified below are the circumstances where residents can apply for a larger general rubbish bin should they meet the criteria.

- Families of 6 or more persons permanently living at the same address
- Households with 1 or more children under 3 years old using disposable nappies
- Medical reasons cause large amounts of non-hazardous medical waste to be produced

Extra capacity will be provided by swapping the standard 180 litre general bin for a single 240 litre bin.

The council will only supply a larger bin once satisfied that the household has made every reasonable effort to divert waste through recycling, and that the household requirement for extra capacity is genuine. No extra capacity will be provided for temporary visitors or animals. In exceptional circumstances the council's decision on the provision of extra capacity is final.

The resident is required to inform the council of any changes in circumstances that mean they no longer meet the requirements of the policy and are no longer entitled to extra capacity. Regular reviews will be conducted to ensure that those who are granted extra capacity still require this and still meet the criteria.

## 4. Allocation of general rubbish wheeled bins (grey)

A 180 litre grey wheeled bin for general rubbish will be allocated as standard to all properties except where a property is unsuitable as described below.

Grey wheeled bins for general rubbish can be used by those properties which meet the criteria below as a storage container only by opting in to have a general rubbish bin but you will need to continue to present your rubbish in black sacks on your day of collection.

## 5. Properties unsuitable for collections using wheeled bins

If a property meets one or more of the following criteria it would be deemed unsuitable for a collection service using the wheeled bins:

- The property is physically incapable of storing a wheeled bin anywhere within its boundary and has no access to potential storage space e.g. flat above a shop.
- Where front gardens are the only option for storage of bins an exemption will be given if:
  - There is less than a 1 metre gap between the bin and a front wall/fence.
  - The provision of a bin would cause an obstruction to the immediate entrance to the property.
- Physical features make it very difficult or hazardous to move a bin to the boundary of the property or from the boundary to the collection vehicle. Where necessary risk assessments will be undertaken in conjunction with our contractors.
- Deep steps or more than 3 shallow steps have to be crossed
- The gradient in a line between the collection point and the vehicle is greater than 1 in 10.

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- Collection crews have to walk over 30 meters from the point on the highway that the collection vehicle can safely access to the boundary of the property<sup>1</sup>.

If a property is unsuitable according to the criteria above but the householder wants to use a wheeled bin to present their rubbish and/or recycling then a request can be made. Where practicable and safe for collections to take place using a bin, one will be provided upon agreement of the collection location between the council, the council's collection contractors and the resident.

Where a property meets one of the above criteria but a resident has requested and is currently using a green wheeled bin to place their recycling out for collection, they will be provided with a grey wheeled bin and will be expected to present their general rubbish out for collection using the bin. If a property only has sufficient storage space for 1 wheeled bin then the priority is for provision of a recycling bin.

If circumstances have changed and the household no longer meets the criteria the council will write to the resident and give them notice of the change.

### Arrangements for properties unsuitable for collections from a wheeled bin

#### Recycling

- 104 clear recycling sacks will be provided per annum.
- Delivery will be made every 12 months during the period 1<sup>st</sup> August to 31<sup>st</sup> October (unless residents are given prior notice of any changes). The estimated distribution timescale will be available on the council's web site.
- All recycling items as listed in Appendix 1 can be placed in the sacks, except glass. Residents on a sack recycling service are asked to recycle glass using a [recycling site](#).
- All recyclable waste is to be contained in the recycling sacks provided.
- We will provide, on demand, additional replacement rolls of clear sacks when requested by the householder.
- Rolls of sacks will be delivered within the boundary of the property, as close to the door as possible.

Residents will only be provided with a recycling bin or recycling sacks service, not both.

#### General rubbish

- Where a property is deemed unsuitable for a wheeled bin one will be offered as a storage receptacle. Residents are asked to remove their black sacks from the bin and place at the property boundary closest to the public highway or agreed collection point.
- Households should continue to present their general rubbish in black sacks.
- We will collect the quantity of black sacks as set out in table 1.
- Extra capacity will need to be applied for and agreed by the council as set out in section 3.
- Sacks should not exceed 410 x 760 x 915mm in size and should not exceed 15kg when filled.

**Table 1.** Alternative collection arrangements for general rubbish

Household Occupancy	Number of sacks
	Fortnightly collection
Up to 5	4
Extra capacity (where agreed)	6

The council reserves the right to only collect the number of sacks per property per collection as set out above.

<sup>1</sup> The 30m restriction does not apply to residents moving their bins/sacks from their house to the boundary of their property closest to the public highway or an agreed collection point as they move 1 bin/ sacks once a fortnight, not hundreds of bins each day.

## 6. Assisted collections

The council will provide assisted collections for residents unable to put out their recycling or general rubbish bins and/or sacks when requested and where qualification criteria are met.

Assisted collections will only be granted where no one in the household is physically able to place the bins and/or sacks at the boundary of the property or collection point.

To apply for an assisted collection residents must contact the council directly. The council may undertake a site visit to assess the suitability of the household for an assisted collection, to risk assess where the collection can take place from and work with the resident to decide whether bins or sacks would be most suitable.

Where assisted collections are granted the collection shall be from an agreed collection point which will normally involve the collection crews entering onto private property therefore the council is not liable for any damage caused, unless collection crews can be shown to have acted in an unreasonable manner. Collection crews are not authorised to enter the resident's home.

Where assisted collections are granted this will be reviewed on an annual basis to ensure that support is still required. The resident is required to inform the council of any changes in circumstances that mean they no longer meet the requirements for an assisted collection.

## 7. Collection point & times

Bins and/or sacks should be placed at the boundary of the property closest to the public highway, unless otherwise agreed with the council. Bins and/or sacks should be clearly visible with no restrictions to access and ideally wheeled bin handles should be placed closest to the road.

Bins and/or sacks should be placed at the collection point by 6:30 a.m. on the allocated day of collection. Although most collections will take place at a similar time each collection, we ask everyone to present their waste by 6:30 a.m. as collection times can vary due to conditions beyond our control.

Refuse collection vehicles will only access roads which are suitable for vehicles of their size. Where there are conditions which may result in a change to the current service provided, a risk assessment will be carried out to determine whether a road is suitable.

Road conditions:

- Road Surface – Roads must be of sound construction to a suitable hard surface, free of potholes and obstructions which could cause damage to the vehicle and/or further damage to the road surface.
- Road Width & Accessible Height – The road height clearance & width should not be less than the width/height of the allocated collection vehicle, with no obstructions from trees, shrubs, overhanging branches etc. which could cause damage to the vehicles and/or damage to property.
- Turning Area – Where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn without causing damage to itself or property.

The above are not conclusive of whether the service can be offered and the decision of the council, having due regard to the risk assessment, will be final.

Where it is not possible to access a road or permission/indemnity is not received the normal collection point will be at a suitable position adjacent to the nearest adopted highway or another collection point agreed with the council.

It is the residents responsibility to ensure that bins and/or sacks are not placed in such a way as to cause an obstruction or hazard to pedestrians or road users. Bins will be returned to the point of collection, providing this is suitable and safe. Residents should take bins in as soon as possible after collection has taken place.

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If the collection crews do not have access to the bins and/or sacks due to residents failure to present to the boundary of property closest to the highway, locked gates or loose dogs etc. where possible to do so a note will be left and the waste will be collected on the next scheduled collection day in two weeks time.

Where road works are being carried out, every effort will be made to make collections as scheduled. However, where access is denied alternative collection arrangements will be made and, where possible, we will notify residents in advance.

## 8. Missed Collections

### General reasons for non-collection

- Bins and/or sacks have been placed out on the wrong day/week. Collection day/week can be checked using the '[Bin collection day look up](#)' available on our web site.
- Bins and/or sacks have not been presented at the boundary of property closest to the public highway.
- Bins and/or sacks have not been presented by 6:30 a.m. on the allocated day of collection.
- Bin lid is not closed fully.
- Bins are overfilled or over weight.
- Sacks exceed 15kg in weight.

### Specific reasons for non-collection of recycling

- Bins and/or sacks have been contaminated with non-recyclable waste (please see Appendix 1 for a list of acceptable materials)

### Specific reasons for non-collection of general rubbish

- Bins and/or sacks have been contaminated with unacceptable waste such as garden waste, bulky waste, liquids, sharps, hot ashes, hazardous waste or commercial waste. See appendix 2 for full list.
- Where a bin is being used to present general rubbish, any extra rubbish left out alongside the general rubbish bin cannot be collected.
- Where a bin is not being used to present general rubbish, more sacks have been presented than specified in table 1.

When bins and/or sacks are not collected and where possible, they will have an information sticker/tag explaining the reason for non-collection placed on them.

Where bins and/or sacks have been presented in accordance with this policy but have been missed please report this to us.

### Poor weather

In recent years the county has experienced instances of both severe flooding and prolonged periods of icy or snowy conditions. The decision to start collections on any given day is made between the council's waste managers and the management of FCC by 9:00 a.m. This decision will be publicised on the council's web site.

The decision to travel on certain roads or enter housing estates is made by the driver of the vehicle, who has to consider road and pavement conditions, any noticeable obstructions and whether an exit from the road is possible once it is has been entered.

What you need to do:

We will endeavour to continue collections therefore place bins and/or sacks out as normal. In exceptional circumstances collections may have to be suspended or cancelled. If it's not collected by the end of the following day please refer to the council's website for updates on alternative collection arrangements.

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## 9. Side Waste

For general rubbish, no extra bags, boxes or loose rubbish (side waste) left next to the bin will be collected. A sticker will be left explaining why it has not been taken and the collection crews will record those households where side waste has been left.

Any side waste put/left on the highway may be treated as fly tipped and dealt with through education and if appropriate with enforcement.

Extra waste can be taken to a household recycling centre where facilities are available for a range of materials to be re-used, recycled or disposed of to landfill. Please visit the council's website for more information on [recycling centre locations, accepted items, opening days and times](#).

## 10. Overfilled or overweight bins

Bins should not be overfilled or too heavy for the collection vehicles and crews to move and lift safely. If waste is too compacted, it may not come out of the bin when it is tipped. If this occurs it will be left in the bin and it will be the resident's responsibility to remove this before the next collection. The resident will be expected to remove items that are too heavy to empty.

Bins will only be emptied if the lid is closed completely. A part open lid can obstruct the vehicle's lifting equipment and is a health and safety risk. Keeping the lid closed will also reduce the risk of flies/vermin getting into your bin.

## 11. Contamination

Non-recyclable items placed in recycling bins and/or sacks or unacceptable materials/items placed in general rubbish bins and/or sacks will be known as contamination.

What we will do:

- Provide information to ensure residents are aware of how to correctly use the bins and/or sacks.
- We will not empty bins and/or sacks which are contaminated or contain unacceptable items.
- Place a sticker/tag on the container advising why it has not been collected.
- Provide 3 opportunities for the situation to improve before removing the container.
- Where a general rubbish bin is removed the resident will have to supply their own black sacks to dispose of their waste and comply with the alternative collection arrangements outlined in section 5, table 1.

What you should do:

- Ensure only acceptable materials are placed in bins and/or sacks. See Appendix 1 for acceptable recycling materials and Appendix 2 for items not accepted in general rubbish bins/sacks.
- The householder will need to remove all contamination or unacceptable items before the next planned collection.
- The collection vehicle will not return on the same day that contamination was reported.

The council reserves the right to charge for emptying of contaminated bins if requested to do so.

## 12. Responsibility / ownership of bins & conditions of collection

- The bins remain the property of the council.
- The householder is responsible for keeping the bin safe, in a clean condition and reporting any damaged, lost or stolen bins.
- Bin identification labels will be provided for residents to write their own house name/number on
- Bins should not be written on or defaced in any way.
- No fires are to be lit in the bin & no hot ashes should be placed in the bins.
- Bin chips are not installed.

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We will replace any bins which become faulty through fair wear and tear. The council reserves the right to make a charge to replace any bins and/or sacks damaged because of misuse.

We will aim to supply any replacement bins within 14 days of being reported to us.

We will remove any bins that are identified as unauthorised or that have previously been reported as lost/stolen from another address.

### **13. Moving Home**

#### **Moving In**

New residents moving into a house are entitled to the service as outlined in this document. You can find out what services are currently allocated to the property by using the '[Bin collection day look up](#)' on the councils website.

#### **Moving Out**

If you move house you should leave all recycling and general rubbish bins and/or sacks provided by the council at the property, in a clean and empty condition ready for use by the new occupant.

### **14. Communal bins for flats**

Where shared bins are provided for communal collection from blocks of flats, we will aim to provide 90 litres capacity per council tax paying flat for general rubbish each week and the equivalent amount for recycling.

#### **General rubbish waste**

Herefordshire Council reserves the right to change the frequency of collections for communal bins dependant on operational efficiencies. However, both a recycling and general rubbish collection service will be provided for these properties.

For new developments please refer to point 15 below.

### **Recycling**

Recycling collections will take place on a fortnightly basis. Each property is assessed individually

### **15. New developments**

Herefordshire Council provide Guidance Notes for storage and collection of domestic refuse and recycling which can be found on the Pre-application Planning Advice page of the Council's web site. This document outlines the costs to developers associated with the provision of waste receptacles for new developments. <https://www.herefordshire.gov.uk/planning-and-building-control/development-control/pre-application-planning-advice>

New roads are often not adopted until 12 – 23 months after completion. Whilst building is on-going we will make every effort to collect from properties where possible. However, each new development will be assessed individually and the following requirements must be met:

- Where a road is to be adopted, has been completed, and can be safely accessed by collection vehicles, collections will commence. However, collections can only start once a suitable risk assessment has been completed.
- For larger developments, the site will be risk assessed in stages and we will liaise with the developer/site agents to agree suitable collection points to which access can be gained. This may require a number of risk assessments over a period of time.
- Any properties that are occupied but cannot be provided with a collection will be required to present their bins and/or sacks at an agreed point.

Upon notification of occupation of a new development, the council will deliver bins or sacks of the required number and type within 10 working days.

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## Appendix 1. List of materials suitable / unsuitable for recycling in wheeled bins

### What you should do

- Place only loose clean acceptable recyclable materials as listed below in recycling bins or sacks.
- Please do not use carrier/plastic bags of any kind inside the recycling bin.

Acceptable Materials	Yes	Do not put in recycling bin	No
Newspapers / Magazines	✓	Carrier bags	X
Phone directories / catalogues / brochures	✓	Cling film	X
Junk mail / leaflets	✓	Brown and black plastic	X
Photocopy paper / letters / cards	✓	Plant pots/tubs	X
Envelopes (not padded)	✓	Sharps e.g. needles	X
Cardboard boxes	✓	Aluminium foil	X
Corrugated card / thick card	✓	Shiny wrapping paper	X
Egg boxes	✓	Pet food pouches / crisp packets	X
Kitchen / toilet roll tubes	✓	Wet / dirty items	X
Clean steel & aluminium cans and tins	✓	Bottle tops	X
Aerosol cans	✓	Pyrex glass	X
Sweet / biscuit tins	✓	Flat glass	X
Metal jar lids	✓	Books	X
Plastic bottles (all types except)	✓	Light bulbs	X
Yoghurt pots	✓	Electrical items	X
Margarine / ice cream tubs	✓	Garden waste	X
Fruit / vegetable punnets	✓	Textiles	X
All rigid plastic food containers (except brown and black)	✓	Expanded Polystyrene	X
Cartons e.g. fruit juice, soup	✓	CD/DVD cases	X
All colours of glass bottles	✓	Paint containers	X
All colours of glass jars	✓	Other general rubbish	X

**Other Recycling Facilities:** There are also Household recycling centres, recycling sites such as those in supermarket car parks, re-use organisations and charity shops that you can take other household materials to. For further details please [visit our website](#)



## **Appendix 2. Materials that should not be put in the general rubbish bin or black sacks**

- ✘ Recyclable items (listed under appendix 1)
- ✘ Acids, corrosive substances, oil waste, paint, paint tins and other hazardous waste
- ✘ Syringes/infectious waste
- ✘ Garden Waste
- ✘ Rubble, stone, soil and gravel
- ✘ DIY and construction waste such as plaster board
- ✘ Asbestos
- ✘ Commercial waste
- ✘ Hot ashes
- ✘ Bulky waste

## General Service standards

**Hours of working** – The council will collect and empty bins or collect sacks between the hours of 6.30 a.m. and 5 p.m. Working outside of these times may occur in exceptional circumstances.

### Missed collections for all categories of recycling and general rubbish

Collection vehicles are equipped with computerised equipment which indicates to the crews where to collect from. Consequently, missed collections are minimal. However, in the event of a missed collection we will return to empty or collect missed bins or sacks if we have not tagged them or recorded by other means the reason why it was not emptied.

Any reported missed collections received before 13:00hrs Mon – Fri shall be dealt with at the latest by the end of the same working day.

Any reported missed collections received after 13:00hrs will be dealt with at the latest by 12:00hrs of the following working day, Mon – Sat inclusive.

Missed collections may only be reported within a 48 hour period after 16:00hrs on the day they should have been collected. If reported after this unfortunately the household will have to wait and present on the next scheduled collection day.

**Service changes** - The council will provide prior notification on changes to waste collection services through the local media and on the council's website at [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

### Bin sizes

Recycling wheeled bin maximum dimensions

Bin Capacity lt.	Max. Height mm	Max. Width mm	Max. Depth mm
240	1100	580	740
360	1115	665	880

General rubbish wheeled bin maximum dimensions

Bin Capacity lt.	Max. Height mm	Max. Width mm	Max. Depth mm
180	1004	505	740
240	1100	580	740

### Waste Management Policy

This service supports the aims and objectives of the [Joint Municipal Waste Management Strategy](#) for Herefordshire & Worcestershire, to reduce waste collected and landfilled.

Under section 46 of the Environmental Protection Act 1990 the council can require the occupier to place waste for collection in receptacles of a kind and a location specified by the council. This document outlines these requirements.

### How to contact us:

Herefordshire Council's web site has more details for all waste services offered by the council and online forms for the request of many services, including requests for extra general rubbish capacity.

You will also be able to find more details on the implementation of the Alternate Weekly Collection Service and distribution timescales for bins as well as a collection day look up facility for collection schedules from November 2014.

Visit: [Recycling and waste - Herefordshire Council](#)

Email: [Alternateweeklycollection@herefordshire.gov.uk](mailto:Alternateweeklycollection@herefordshire.gov.uk)

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