



Household Waste and Recycling Service Standards

St Helens Council

July 2024

V9

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1.0 Introduction

This document provides key collections standards for St Helens Recycling & Waste Services. The document will be reviewed regularly and updated as the service changes. The Recycling & Waste Service is committed to increasing recycling in order to maximise use of finite resources thereby minimising energy use and waste disposal. The Council want to develop services that result in reductions in carbon emissions, and support the waste hierarchy, putting waste prevention first. The Recycling and Waste Service supports national and international pressures for change to reduce the amount of biodegradable waste that is sent to landfill. It addresses tightening health and safety laws, ensuring that the Council maintains safe, economic, and efficient recycling and waste collections.

2.0 Residents Service Charter

2.1 What you can expect from us:

- We will be courteous, helpful and polite at all times.
- We will collect all containers which are left out by 6.30am on your appointed collection day.
- We will provide a weekly collection of dry recyclables.
- We will provide a weekly collection of food waste.
- We will provide a fortnightly collection of general household waste.
- We will offer a fortnightly collection of garden waste from February to December (subscription fee required each year).
- We will deliver, new and replacement wheeled bins within two weeks of a request being received.
- We will deliver, new and replacement recycling containers within four weeks of a request being received.
- We will treat collected material in the most economical and environmentally responsible manner available, in accordance with statutory requirements.
- We will provide help, advice and education where required.
- We will return containers to a safe and convenient location.
- Missed collections of brown and green bins, we will endeavour to return and correct this within three working days (Except where the failure is as a result of extreme weather conditions or householder error.)
- Missed collections of dry recycling and food waste we will return a week later on your next collection date.

2.2 What we ask of you:

- Use the recycling, food and garden waste collection services for as much of your 'waste' as possible – the refuse bin is only for items which cannot be collected through recycling or food or garden waste collection services.
- Use containers correctly, and put the right items into the right bin, box, bag or caddy.
- Ensure recycling items such as bottle, jar cans are clean before putting them out for recycling.
- Ensure your garden waste, food waste, recycling and refuse are made available for collection by 6.30 am on your scheduled collection day.
- Place your containers at the agreed location. This is usually at the kerbside next to the public highway unless alternative arrangements have been agreed.

- Please be considerate when parking vehicles, as vehicles blocking or obstructing access for our lorries can make it difficult or prevent us from carrying out collections.
- Please return your containers onto your property by 8pm on the day of collection unless you are waiting for a missed bin collection.
- Please ask neighbours to return bins to your property after collection while you're on holiday.
- Please ensure that the bin lids are fully closed when placed out for collection.
- Please do not overfill your containers or put heavy objects into your bins.
- If your waste bin is full then please do not put extra waste by your green or brown bin, as this will not be collected. Please retain this waste until your next collection date or use Household Waste Recycling Centre.
- Report non-collection or any other issues regarding the Recycling & Waste Service via website or phone.

3.0 Standard Service

The Standard Recycling and Waste Service consists of:

- Black box for glass recycling (weekly collection).
- Green bag for card recycling (weekly collection).
- Blue bag for paper recycling (weekly collection).
- White bag for plastic bottles, plastic tubs and trays and can recycling (weekly collection).
- Food caddy for food waste (weekly collection).
- One 240 litre brown bin for general waste (fortnightly collection).
- 240 litre green bin for garden waste (seasonal subscription service – fortnightly collection).

In all cases containers will remain the property of the Council. Bins and other containers may not be brand new.

4.0 Recycling Containers

4.1 Standard provision

An individual household is normally entitled to one black box, one green bag, one blue bag, one white bag and one external food waste caddy and one internal food waste caddy for recycling.

Black box – Black recycling boxes are provided for free to store and present glass bottles and jars for recycling for their next kerbside collection. Items should be placed in the box clean, loose and unbroken.

Green bag – Green bags are provided for free to store and present card for recycling for their next kerbside collection. Items should be placed in the bag loose and clean.

Blue bag – Blue bags are provided for free to store and present mixed paper recycling for their next kerbside collection. Items should be placed in the bag loose and clean.

White Bag – White bags are provided for free to store and present plastic bottles, tubs and trays and mixed cans for recycling for their next kerbside collection. Items should be placed in the bag loose and clean.

Food waste caddy – External kitchen caddies are provided to residents free of charge to help manage their food waste and store the waste for their next collection on the kerbside. A smaller internal caddy is provided for use in the kitchen for storing food waste before the food waste is placed into the external larger caddy.

The Council only collects food waste that is presented in the larger external caddy. Please place your food waste in the compostable food waste bags provided or any plastic bag. To obtain free replacement food caddy bags please tie a food bag to the handle of the kerbside caddy before putting it out for collection and the crew will leave a new roll.

4.2 Size of bins

These containers are all standard sizes and outlined in the Appendix B to this document.

4.3 Additional recycling containers and bags

Additional recycling containers and bags can be presented up to a maximum of 4 of each type. These addition items will be provided free of charge. Additional containers are provided to large households or Houses of Multiple Occupancy that may require greater capacity. A council officer may need to visit to assess requirements and maybe subject to a fee to the management company or landlord.

4.4 Extra recycling

Residents with additional ad-hoc dry recycling should separate the items by type and place glass in a separate box, bundle cardboard and use clear sacks for paper, cans and plastics.

If residents have excess bulky recyclables like card cardboard boxes these can be taken to any of the Household Waste Recycling Centres.

Residents with regular extra recycling should request an additional bag or box if they can store one.

4.5 Disruptions to service

If there are service disruptions due to unforeseen circumstances the emptying of brown bins will normally be prioritised, and recycling collections and garden waste collections will be suspended on a temporary basis. Additional recycling should be kept until the next collection or taken to a recycling point or Household Waste Recycling Centre. For missed collections and suspended collections no Council Tax refund or garden waste subscription refund will be provided.

4.6 Use of the recycling service

Guidance on what is collected through the recycling service is in appendix A.

4.7 Other types of property

Colleges, schools and businesses must subscribe to the commercial waste service.

5.0 Green bins – garden waste

5.1 Standard service

This service is a subscription service with a yearly charge per bin collected. There is no limit to the number of garden waste bins. This service runs fortnightly from February to December, dates to be advised annually.

5.2 Size of bin

The standard size is 240 litres.

5.3 Alternative to bins

Residents are encouraged to home compost their garden waste when possible or take to their local Household Waste Recycling Centre.

5.4 Frequency of collection

Residents will receive a fortnightly collection of garden waste from February to December, dates to be advised annually.

5.5 Additional bins and charging

There is no limit to the number of garden waste bins. This service is a subscription service with a yearly charge per bin and a delivery charge for each additional or replacement bin.

5.6 How to apply for additional bins and subscription.

Residents should apply for additional bins or subscribe for the service online or by telephone. Once payment has been received a sticker is issued to the householder to display on the bin. This is replaced annually if the subscription is renewed. Bins not displaying the correct sticker will not be emptied.

5.7 Other types of property

Churches and community groups that generate garden waste must subscribe and pay for service.

5.8 Use of the green bin service

Guidance on what is collected through the green bin service is in Appendix A

- 6.0 **Brown bins – general household waste that cannot be recycled.**
- 6.1 **Standard provision**
An individual household is normally entitled to one wheeled bin container for household waste only.
- 6.2 **Additional bins**
A second brown bin is only permitted under certain circumstances and incurs a bin delivery charge. To qualify the household must be recycling fully and must have seven or more people living in the property. An additional bin can be provided to support residents with large amounts of incontinence waste. Residents must complete a application process and part of that assessment may result in a Waste Audit.
- 6.3 **Size of bins**
The size of wheeled bin available for standard properties is a 240-litre bin. See Appendix D for sizes.
- 6.4 **Charges for bins**
The delivery cost of these additional and replacement bins is updated each year through the Councils fees and charges. The developer, owner or landlord is responsible for paying this cost to the Council if the property does not have a brown bin.
- 6.5 **Alternatives to a standard bin**
Residents living in flats or have a communal bin store may be issued with communal bins. The cost of providing these bins is covered by the landlord, developer or management company and purchased through the Council.
- 6.6 **Other types of property**
Service levels for companies who rent out properties will be assessed according to Council Tax arrangements and were deemed appropriate will be managed by the Commercial Waste Service.
- 6.7 **Use of the brown bin service**
Guidance on what can be collected from the brown bin service is in Appendix A.

7.0 New Developments

A full set of one brown 240 litre bin, one green 240 litre bin and one black box, three recycling bags and two food waste caddies will be issued to new houses as standard.

The size and quantity of bins issued to flats will be as per the agreement at the planning consultation stage.

Bins and recycling containers issued to brand new properties have to be paid for by resident or developer, this can be included in a Section 106 charge.

8.0 Flats and Houses of Multiple Occupancy

8.1 Size of bins

Properties such as flats or accommodation blocks will normally use communal wheeled bins.

HMO's are issued with 240 litre as standard.

8.2 Number of bins

The number of bins provided will depend on the number of occupants.

8.3 Charges for bins

All bins will be charged for, the cost will be covered by the management company, landlord or resident.

8.4 Garden, recycling and food waste collection at flats

Bins will normally only be provided for the collection of general household waste and dry recyclables. The exception is ground floor flats with their own garden that may require a green bin and they can subscribe to the service.

Garden and food waste collections are only provided to other properties on request and following a technical appraisal.

Bespoke recycling services provided to flats will be agreed location to location subject to a technical appraisal.

8.5 Individual flats and Mixed Domestic & Commercial Properties (Hereditament Properties)

Mixed hereditament properties are generally business properties with living accommodation attached. e.g. a flat above a shop.

Household bins and recycling containers will be provided on a case-by-case basis based on storage space. These will subject to the same charges.

8.6 Collection locations

Council will undertake technical appraisal to determine suitable collection point location.

Bins should be stored at collection locations, and Council will be collected and return bins to this location.

In some circumstance where 240 litre bins are used, these may have to be presented at the kerb and returned after collection by a resident or other 3rd party.

Where access to a bin store or collection point is blocked on collection day we will, when possible, return to empty the next day. If there is ongoing disruption due to temporary work, then a change to collection point might be necessary and this will be agreed with the waste service.

We expect Managing Agents to update us on changes to access to bin store codes and keys and we reserve the right specify the code to be used on the bin store and type of key to ensure reliability of collection.

8.7 Collection frequency

Communal bins from flats are in line with section 3.

Locations with limited space and where it is not possible to provide full recycling collections may receive additional residual collection, this will be determined by a technical appraisal.

Requests (from Managing Agents) for bins to be emptied on a non-scheduled collection day will incur a charge.

8.8 Contamination of bins at flats

Where a communal bin is contaminated, it will be rejected and not emptied. It will be the responsibility of the residents / Managing Agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. If this is not possible a one-off collection can be requested for a charge. Only items detailed in Appendix A will be collected in a recycling bin.

Requests (from Managing Agents) for bins to be emptied on a non-scheduled collection day will incur a charge.

8.9 Repeated contamination of recycling bins

If the Council becomes aware of a recurring problem it reserves the right to remove the recycling service, as a last resort, if repeated attempts to change behaviour have

failed. We will work with Resident Associations and / or managing agents to improve the quality of the recycling collected.

The process for this is outlined in Appendix C.

8.10 Excess waste

No loose rubbish, bulky items, sacks or other items around the bins will be collected and it will be the responsibility of the residents / Managing Agents to remove or clear any such items. Where a bin is blocked in, and we cannot gain access it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day unless a one-off collection is requested for a charge.

If residents have excess material this can be taken to the nearest Household Waste Recycling Centre free of charge or a bulky waste collection can be arranged.

9.0 Replacement of bins

- Damaged or lost green and brown bins will be replaced but the resident will have to pay a charge.
- Additional recycling boxes, bags and caddy's will be provided free of charge.
- Damaged or lost recycling boxes, bags and caddy's will be provided free of charge.
- Any bin that falls in the back of the bin wagon/ collection vehicle and is destroyed by the Council's equipment will be replaced free of charge. The collection crew will log this on their in-cab system.
- If during collection a bin has damaged wheels, axle, lid or a split body. This is classed as general wear and tear and there will be a delivery charge to pay for a new bin. These can be ordered online or by telephone.

10.0 Collection containers

Only official Council receptacles will be emptied. Any non-official receptacle will not be emptied by the council.

11.0 Collection Day and Time

- Details of your day of collection can be found online on the Councils website.
- The bins / sacks must be available at the collection point by 6.30am on the day of collection.
- Waste must not be placed out for collection before 6pm on the day before collection.
- Bins should be brought back in by 8pm the same day of collection and not left on the street.
- Bins reported to the council as being left on the street will be investigated and subject to the abandoned bin procedure outlined in appendix E.
- Information will be provided to residents notifying them of any change to collection days. Collection dates can be found online, or you can contact the Council by telephone or email.

12.0 Collection point

- The container should be presented at the edge of a resident's property, where the premise meets the public highway.
- If properties are located down a private driveway, then the bins must be presented where the private access road / driveway meets the public highway.
- In a small number of cases due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable collection point.
- Where the collection vehicle has to travel over a private road / drive we will require an indemnity from the owner(s) that we will not be liable for any damage due to wear.

13.0 Overweight & overloaded wheeled bins and recycling containers:

- Wheeled bins will only be collected if the bin lid is closed otherwise, it will not be emptied. 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.
- Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left un-emptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.
- When emptying recycling boxes, bags and caddy's, the employee will assess the weight of the container. If this is too heavy to carry safely to the vehicle and the employee cannot safely lift it into the bin it will not be collected.
- Where any bin or recycling container is found to be too heavy the householder will be left an advice card and required to remove sufficient material from the container and dispose of it in a responsible manner.
- Once sufficient weight has been removed, the bin, bag or container should be presented on the next scheduled collection date. Overloaded bins could result in the whole contents of a bin not being emptied. If any of the waste does not empty when lifted by the vehicle mechanism the remaining contents will be left. Residents should ensure the waste is loosened within the bin when presenting it for collection.

14.0 Assisted collections

- Assisted collections are available only to residents with a disability or mobility problem where no-one in the household is able to take the bins to the normal collection point.
- The collection team will collect the waste or recycling from the agreed location, empty the container and return it back to the same location.
- The bins and recycling containers must be easily accessible for the crews at the front of the property, gates left unlocked where necessary and the crew should be able to easily manoeuvre the bins from the property.
- Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark.
- Where a property on an assisted collection is located a long way from the public highway on a private driveway / road we may require an indemnity from the owner / s of the road to enable our vehicle to access the property where it is not suitable for our crews to walk to collect the waste.
- Checks will be carried out by the Council on the resident's suitability for the collection and evidence requested from the householder. Failure to provide such evidence will lead to this service being withdrawn. Any change in circumstance must be notified to the Council as soon as possible.
- Household eligibility for the Assisted Collection service is reviewed every two years.

15.0 Extra waste and recycling from houses

- **Household waste** – excess material put beside the brown bin will not be collected. If residents have excess material, it can be taken to the nearest Household Waste Recycling Centre free of charge or a bulky waste collection can be arranged for a cost from the Council.
- **Dry recyclables** – If residents have excess recyclables these can be taken to any of the local Household Waste Recycling Centre free of charge.
- **Food Waste** – Should be bagged and can be taken to the nearest Household Waste Recycling Centre. Extra information on reducing food waste can be found at: www.lovefoodhatewaste.com
- **Garden waste** – excess material put beside the green bin will not be collected. If residents have excess material, it can be taken to the nearest Household Waste Recycling Centre for free or can be composted at home.

16.0 Reported Missed household collections

- 16.1 We will only return for bins which have been missed in the following circumstances:
- The bin was placed out before 6.30am on the day of collection.
 - The normal collection point was used.
 - In the case of assisted collections there was access to get to the bin/ recycling (e.g. gate was unlocked)
 - No events recorded by the collection crew on the digital in-cab system in e.g. heavy, excessive waste, contaminated, not out. Etc
- 16.2 Residents must report bins as having been missed after 6pm the day of collection and no later than 12 noon 2 days since the scheduled collection day.
- 16.3 We will endeavour to return to collect brown bins, green bins and assisted collections within three working days of the scheduled collection day. For recycling and food waste we will return on the next scheduled collection a week later as it is a weekly collection.

Table 1 – Reporting missed bin/ assisted collections.

Day bin was missed	When can you report?	Deadline for reporting	When bin will be collected
Missed on Monday	After collection crew has left street	Report by 12 noon on Wednesday	Collect by Thursday evening.
Missed on Tuesday	After collection crew has left street	Report by 12 noon on Thursday	Collect by Friday evening.
Missed on Wednesday	After collection crew has left street	Report by 12 noon on Friday	Collect by Monday evening.
Missed on Thursday	After collection crew has left street	Report by 12 noon on Saturday	Collected by Tuesday evening
Missed on Friday	After collection crew has left street	Reported by 12 noon on Monday	Collected by Wednesday evening

- 16.4 If the Council is unable to collect due to problems with contamination or bin misuse the crew will leave a card notifying the resident of the reason for non-collection. In those circumstances the container will be collected on the next scheduled collection day if the offending items have been removed.

16.5 All collection vehicles are fitted with a digital in-cab system, tracking and surround cameras information from these devices will be used determined whether a missed bin service request will be actioned.

16.6 Missed collections from block of flats

- A missed bin at a block of flats can be reported to us between 6pm on the day of scheduled collection up until 12 noon two days later.
- We will endeavour to return within the next two working days after being reported.
- If the report is received after we will endeavour to return as soon as possible but cannot specify when.
- We can only return to empty a bin where a crew report has not been received regarding the bin e.g. heavy, excessive waste, contaminated

17.0 Contaminated containers

- 17.1 Contaminated means that the bin, box, bag and caddy has items in it that cannot be recycled or composted, or in the case of the brown bin, items which are too heavy or hazardous for the bin to be emptied safely.
- 17.2 Contaminated containers cannot be emptied as this contamination may affect the whole lorry load and potentially render it as rejected by the Recycling Facility or Composting Facility. It may also make a bin dangerous to empty.
- 17.3 Contamination will be recorded by the collection crew on their digital in-cab system.
- 17.4 A card will be left under the bin handle, inside the recycling box, or put through the resident's letter box saying that the bin, box or sack has not been emptied because of the contamination and that the contamination needs to be removed so that the bin can be emptied on the next scheduled collection day.
- 17.5 Brown bins can be too heavy due to containing contamination such as rubble, bricks or soil. Other contaminants such as paint tins that contain paint are classed as contamination because they can leak out onto the road causing problems and damage to the road, our vehicles and staff. Any hazardous waste is also classed as contamination.
- 17.6 If the container is contaminated, the resident needs to remove the contamination so that the crew can collect it on the next scheduled collection day.
- 17.7 The contamination policy for bins can be found under appendix C.

18.0 Frozen green waste bins

If the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection.

This includes garden waste bins for which an annual fee has been paid.

19.0 Clinical and hygiene waste

This falls into two types of waste:

- Waste that can be collected via your normal refuse collections is referred to as Hygiene waste.
- Waste that needs to be collected and disposed of separately is referred to as Clinical waste.

19.1 Hygiene waste

This waste can carry an offensive odour as well as appearance. This waste may include:

- Catheter and stoma bags (drained)
- Wound dressings (non-infectious)
- Soiled bedding (vomit, human waste)
- Nasal and respiratory secretions
- Condoms
- Sanitary waste
- Nappies
- Plasters
- Incontinence pads

19.2 Presentation of hygiene waste

- All hygiene waste must be bagged and tied to reduce the chance of leaks.

19.3 Storage of hygiene waste

- Residents who struggle to contain their hygiene waste within one brown bin may apply for an additional brown bin with a red lid subject to application process.

19.4 Applying for additional bins.

Residents requesting a second brown bin need to complete an application form online. If the council is satisfied that the household has a justified need and is recycling fully then a bin will be delivered. Residents are expected to notify the council when these circumstances change. The new bin is subject to a delivery charge.

Homes with second bins are reviewed every two years or if notified of a change of circumstances.

19.5 Clinical waste

- Human tissue
- Blood or other bodily fluids
- Drugs or other pharmaceutical products
- Swabs or dressings
- Syringes, needles or other sharp instruments

19.2 Storage of Clinical waste

Clinical Waste that needs to be collected and disposed of separately. This is infectious waste which is sent to be incinerated in order to prevent infection such as:

- Waste from infectious disease wounds.
- Waste from wound infections and other acquired infections
- Human hygiene products and dressings from infectious wounds
- All sharps including hypodermic needles and syringes with needles attached.

Infectious waste is collected separately from your normal waste in specially provided sharps boxes or yellow sacks. Collections are provided free of charge and the frequency of collections will be discussed at application stage.

If treated by a health care professional clinical waste must be disposed of by them and not the Council.

If you require a clinical waste collection you will need to request that your GP or District Nurse completes and returns a request form so we can assess the most appropriate way of handling your waste.

After each collection, any clinical bags will be replaced bag for bag, either being posted through your letterbox or left in a nearby visible location at your address.

For further advice or information, to request a clinical waste collection please call 01744 676789.

19.2 Presentation of Clinical waste

Containers / sacks must be left at the boundary of your property for collection the evening before your scheduled collection day, collections can take place from 6.30 a.m.

All bagged waste must be contained in the yellow sacks provided and sacks must be tied at the top. Please do not place yellow clinical waste sacks in your normal refuse bin as this will not be collected.

We do not provide a commercial clinical waste service.

20.0 Bulky items collection service

20.1 We offer a bulky waste collection for household items:

Bulky Collection – up to 3 items (additional items can be booked on request) These include items like sofa's, chairs, beds, carpet and tables. See Appendix B for full list of items collected.

These collections are subject to a charge that is reviewed each year with the Councils Fees and charges.

20.2 For standard bulky collections there is one charge for the first three items and an additional charge for each further item.

20.3 Items need to be placed in your front or back garden or on a driveway from 6.30am on your designated collection day. Collections are booked online or by telephone and a collection day will be provided with the next available slot for your area. If you want the items to be collected from your property, please ensure our crew can get safe access and the item is clearly marked for collection. The crews have access to alley gate keys in terraced areas. Please see collection terms and conditions on booking. We will not collect the item and provide a refund if the item is too big, or we are unable to gain safe access to the item on the collection day.

20.4 White & Electrical Good Collection

A separate charged service is provided for white and electrical items. These collections are subject to a charge that is reviewed each year with the Councils Fees and charges. Items need to be placed in your front or back garden or on a driveway from 6.30am on your designated collection day. Collections are booked online or by telephone and a collection day will be provided with the next available slot for your area. If you want the items to be collected from your property, please ensure our crew can get safe access and the item is clearly marked for collection. The crews have access to alley gate keys in terraced areas. Please see collection Terms and Conditions on booking. We will not collect the item and provide a refund if the item is too big, or we are unable to gain safe access to the item on the collection day. See Appendix B for full list of items collected.

20.5 Items we will not remove:

If you have something that is not on our list, then we are not able to offer a collection for this item and it will have to be disposed of in another way. Either through a Household Waste Recycling Centre or a licenced commercial waste provider.

Appendix A – Acceptable and non-acceptable items in the bins

Accepted:

General rubbish bins, brown bins	Recycling boxes, bags and caddy's	Green Garden Waste bins
<ul style="list-style-type: none"> • Nappies and sanitary products • Polystyrene • Broken toys • Ash – this must be contained within a bag / sack and not be hot • Cat litter and dog faeces – only a small amount which must be wrapped. • Plant pots • Plastic waste (except plastics allowed in the recycling bin) • Any items which cannot be put in the recycling containers unless prohibited (see below) 	<p><u>Black box:</u></p> <ul style="list-style-type: none"> • Glass bottles and Jars <p><u>Green bag:</u></p> <ul style="list-style-type: none"> • Card <p><u>Blue bag:</u></p> <ul style="list-style-type: none"> • Newspapers and magazines • Junk mail and flyers • Envelopes • Holiday brochures • Directories <p><u>White bag:</u></p> <ul style="list-style-type: none"> • Plastic bottles • Plastic pots, tubs and trays • Cans & clean foil <p><u>Food Caddy:</u></p> <ul style="list-style-type: none"> • Bread • Fish • Vegetable and fruit peelings • Meat • Bones • Dairy products • All cooked and uncooked food • Tea bags and coffee grinds 	<ul style="list-style-type: none"> • Grass cuttings & leaves • Flowers, plants and weeds • Small branches and twigs • Privet/ hedge clippings

Not Accepted:

General rubbish bins, brown bins	Recycling boxes, bags and caddy's	Green Garden Waste bins
<ul style="list-style-type: none"> • Dry recyclables and compostable organic waste (that is accepted in the recycling bins and containers) • Textiles and clothing • Hot ashes • Car parts • Builders' rubble and soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes and low energy light bulbs • Electrical and electronic equipment • Pesticides 	<p><u>Black box:</u></p> <ul style="list-style-type: none"> • Broken glass • Pyrex • Mirror • Plastic • Metal • Scrap metal • Card from November 2023 <p><u>Green bag:</u></p> <ul style="list-style-type: none"> • Glass • Plastic <p><u>Blue bag:</u></p> <ul style="list-style-type: none"> • Card • Foil wrapping paper • Plastic <p><u>White bag:</u></p> <ul style="list-style-type: none"> • Tetra Pak cartons • Plastic bags • Plastic wrapping • Plastic film • Plant pots • Polystyrene • Broken plastic toys • Plastic food and drink pouches <p><u>Food Caddy:</u></p> <ul style="list-style-type: none"> • Packaging • Oils and liquid fats • Liquids 	<ul style="list-style-type: none"> • Green waste contained in any type of plastic bag • Garden items such as plastic flowerpots and trays • Any items that should be in the recycling or residual domestic bin • Soil, stones or sand (large amounts of) • Coal ash • Food waste • Plastic waste • Card

Appendix B – Bulky Waste

Bulky Collection Items:

Armchairs
Barbecues
Beds
Bikes
Bookcases
Cabinets, bureaux and drawers
Carpets and underlay
Chairs
Desks
Dressing tables
Exercise bikes, rowing machines and cross-trainers
Futons
Garden tables and chairs
Headboard for bed
Highchairs
Laminate flooring
Mattresses – single/ double
Ottomans and trunks
Rugs
Sideboards
Sofas
Sofa Bed
Swings and slides
Tables
TV Stand
Wardrobes

White Goods & Electrical Items:

Cookers and cooker hoods
Dishwashers
Dryers
Fridges and freezers
Hoovers
Microwaves

Ovens

TVs

Washing machines

Appendix C – Reducing contamination in recycling containers.

Occasionally bins at houses or at shared bin store/collection point maybe be “contaminated” and the wrong items placed into the bins. We review reports of contamination regularly and follow a set education process to improve the quality of the recycling we collect.

- Information from the collection crew will be analysed to identify frequency of contamination recorded by the crews over the previous 3 months.
- Signage at the site (in bin stores and other communal areas) will be reviewed to ensure it is adequate.
- Leaflets will be sent to residents.
- Door-knocking will be done if resource allows.
- Information from the collection crew will be analysed to identify frequency of contamination recorded by the crews over the next 3 months.
- At the end of the 3 months if there has been no improvement then a second letter/ leaflet is sent to residents with a reminder and warning of service removal
- In-cab data/ round sheets for the next 3 collections after letter received are monitored
- If no further improvements, then arrangements will be made for bin removal and residents / agents notified.
- The council may provide additional refuse capacity to replace the recycling at our discretion. This is chargeable.

Process for service review and removal of communal recycling facility

Where facilities are attracting antisocial behaviour and fly tipping the above process for handing contamination in the bins is unlikely to be sufficient. In this case a service review is triggered.

When the council receives complaints about on-going issue with a site, we will carry out the following steps:

- Conduct a site visit with other councils’ departments, local Councillors, and the resident themselves as appropriate, to ensure we fully understand what the issue is.
- Identify alternative ways of providing recycling collections if current services are not working.
- Consult with residents about use of the existing site, whether it should be retained, and what alternative service could be provided. Consultations last a minimum of two weeks.
- Results of the residents’ consultations will be collated and shared with stakeholders.
- If the service provision is to be changed, the plan to implement this will be done as soon as possible in collaboration with relevant parties as required.

Appendix D – Sizes of bins/ boxes/ bags & caddies issued by the Council

Container type	Image	Dimensions
55 Litre Black Box		H = 35.5 cm W = 55.3 cm D = 40.6 cm
46 Litre Blue Bag		H = 45 cm W = 32 cm D = 32 cm
73 Litre White Bag		H = 50 cm W = 40 cm D = 35 cm
73 Litre Green Bag		H = 50 cm W = 40 cm D = 35 cm

<p>23 Litre External Food Caddy</p>		<p>H = 40.5 cm W = 32 cm D = 40 cm</p>
<p>5 Litre Internal Food Caddy</p>		<p>H = 20.5 cm W = 25 cm D = 20.5 cm</p>
<p>Brown 240/ 180 Litre refuse bin</p>		<p>H = 110 cm W = 58 cm D = 74 cm</p>
<p>Green 240 Litre garden waste bin</p>		<p>H = 110 cm W = 58 cm D = 74 cm</p>

<p>Flats and trade 770 Litre refuse bin</p>		<p>H = 135 cm W = 125 cm D = 78.5 cm</p>
<p>Flats and trade 1100 Litre refuse bin</p>		<p>H = 135.5 cm W = 125 cm D = 98 cm</p>
<p>Flats and trade 1100 Litre blue recycling bin</p>		<p>H = 135.5 cm W = 125 cm D = 98 cm</p>

Flats and trade
240 Litre blue
recycling bin



H = 110 cm
W = 58 cm
D = 74 cm

Appendix E – Process of dealing with Abandoned bins

- We will investigate a suspected abandoned bin if they are left on the public highways for more than 30 days subject to resource.
- Abandoned bins should be reported by our website.
- We will complete necessary checks to identify the user and ask for the bin to be claimed and moved off the public highway.
- If the user of the bin cannot be identified the bin will be removed.
- We will adapt the process below as appropriate to the circumstance.

Process:

- Information gathering to conduct cross check of property and location history.
- A site visit and application a sticker to the bin(s) in question to notify the user to claim the bin and give 14 days' notice of removal.
- At the same time, send a letter to resident(s) to ask for the bin(s) to be claimed and give 14 days' notice of removal.
- If after 14 days the bins remain unclaimed, we will arrange for its removal.
- Re-delivery of a bin will be subject to a delivery charge.