



**MID SUFFOLK DISTRICT COUNCIL  
WASTE SERVICES**

**OPERATIONAL POLICIES**

## WASTE & RECYCLING OPERATIONAL POLICIES

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## **INTRODUCTION**

Since April 2003, Mid Suffolk District Council have operated an alternate week refuse and recycling collection service. This policy document is designed to support the now well-established collection system, and to layout agreed policies and procedures that are clearly defined, so as to avoid any uncertainty for residents, Council Members and Officers of the Council.

## **POLICY STATEMENT 1: FREQUENCY OF COLLECTION**

The Council will collect household refuse and segregated household recyclables on an alternate weekly basis.

For example, and dependent upon location:

Weeks 1,3,5,7.... household refuse will be collected;

Weeks 2,4,6,8.... Segregated household recyclable waste will be collected.

The collection day will normally be the same day of the week for refuse and for recycling.

The collection time could vary due to circumstances beyond the reasonable control of the Council's Contractor such as road closures.

During Bank Holiday weeks, collections will usually be made a day later. For example if the normal collection day is a Friday, then the collection will be made on a Saturday instead.

There may be occasions when the collection days are brought forward to accommodate Christmas holiday period. For example, if your normal collection is on a Monday, on some occasions it will be brought forward to the preceding Saturday.

Detail of collection arrangements will be made available on the Council's website at <http://www.midsuffolk.gov.uk>

## POLICY STATEMENT 2: PROVISION OF WHEELED BINS

All households are required to present their waste and segregated recyclables in wheeled bins issued by the Council for a charge. See fees and charges table.

The exception to this policy will be where households are unable to transport wheeled bins to the curtilage of the property, due to access difficulties, e.g. terraced property with no viable access for wheeled bins from the rear of the property to the curtilage. In these or similar access or health and safety circumstances, alternative waste collection receptacles will be provided, by arrangement with and at the discretion of the Council's Supervising Officer.

In order to meet the aims of Government's waste hierarchy and in the interests of minimising waste arising, thus reducing costs to the Council Tax payer and lowering amount of waste sent to Energy from Waste, the Council issues wheeled bins to households based upon household occupancy, as detailed in table 1 below:

**Table 1**                      **Wheeled Bin Allocation to Households Based on Occupancy**

HOUSEHOLD OCCUPANCY*	BIN SIZE (litres)	
	REFUSE	RECYCLING
1 - 2	140	180
3 - 4	180	180
5 - 6	240	240
7 - 8	2 x 180	2 x 180
9+	At the discretion of the Supervising Officer - based upon multiples of bin capacities available	

\* Household occupancy is defined as number of **permanent, full time occupants**.

### **POLICY STATEMENT 3: AUTHORISED SACK SCHEME**

Where agreed by the Supervising Officer, households unable to utilise wheeled bins to contain their waste and recyclables, will be provided alternative receptacles consisting of grey (refuse) and clear (recycling) 'authorised sacks'.

Authorised sacks will be collected on the same basis and frequency as wheeled bin collection.

Authorised sacks will be issued to households on an annual basis and will afford the same capacity to contain waste and recyclables, as would be available if the householder were provided with wheeled bins.

Table 2 below identifies the number of authorised sacks provided to households under this arrangement.

Where households use their allocation of 'authorised' sacks before they are replenished, the householder will be required to purchase 'pre-paid' authorised sacks in which to present their waste. (See Policy Statement 18)

Where households not recorded as being on the authorised sack scheme present authorised sacks, the sacks will be rejected for collection.

**Table 2                      Number of Authorised Sacks Issued to Households**

<b>HOUSEHOLD OCCUPANCY</b>	<b>SACK EQUIVALENT (<u>1 Years supply</u>)</b>	
	<b>REFUSE (Grey)</b>	<b>RECYCLING (Clear)</b>
<b>1 – 2</b>	100 sacks	100 sacks
<b>3 – 4</b>	150 sacks	150 sacks
<b>5 – 6</b>	200 sacks	200 sacks
<b>7 – 8</b>	250 sacks	250 sacks
<b>9+</b>	Sacks provided pro rata at the Supervising Officers discretion	

#### **POLICY STATEMENT 4: PRESENTATION OF REFUSE AND RECYCLABLES**

Waste and recyclable receptacles must be presented at the curtilage (front boundary) of the property, at the point nearest the highway by 6.30am on the appointed day of collection.

The Council's contractor will not empty any non-MSDC waste and recyclable receptacles.

Where residents report difficulty in terms of being able to present their bin, due to access issues such as steep slope or steps to access their property, a Council Officer will visit the householder to determine the most appropriate solution.

Where householders share a driveway, they will be required to present their waste receptacles for collection at the end of the shared drive, at a point nearest to the highway.

Where an individual property is located down a 'long-driveway', the householder is required to present their waste receptacle for collection at the point nearest the highway. The Council's designated Officer will visit the householder to assess the most appropriate location to present the waste receptacles and the type of receptacles to be used.

Where the 'long-driveway' serves more than one property, the Council will arrange for the designated Officer to visit and assess if it is appropriate for a collection freighter to access the properties.

Any variation to this policy will be at the discretion of the Supervising Officer. The decision of the Supervising Officer will be deemed to be final.

## **POLICY STATEMENT 5: COLLECTION OF REFUSE**

All refuse receptacles are liable to inspection before collection.

The refuse receptacle should contain 'non-recyclable' household waste only:

The refuse receptacle must not contain:

- Liquid waste
- Garden waste
- Soil
- Clinical waste
- Tyres
- Hazardous waste
- Waste Electrical and Electronic Equipment
- Large 'bulky' items.
- Construction/DIY waste such as bricks, cement, aggregates, and timber.
- Paint (in liquid form)
- Loose dust and ash

The Council can be contacted with regards to arrangements for disposal of the types of waste listed above.

Should the refuse receptacle contain wastes of the type detailed above, the Contractor will not collect the waste. In this circumstance, should the refuse not be collected, the disposal of the waste will then become the responsibility of the householder, who will be required to dispose of the waste in accordance with instructions provided by the Supervising Officer.

Generally the householder will be required to remove the waste contravening this policy statement. The receptacle can then be presented on the next refuse collection day. In this circumstance householders are required to contain additional waste they are not able to fit into the wheeled bin, in authorised pre-paid sacks until the next refuse collection.

Failure to comply with instructions of the Supervising Officer may result in enforcement action being taken under appropriate legislation.

## **POLICY STATEMENT 6: RECYCLING COLLECTION**

Under Section 46 Environmental Protection Act (1990) the Council is exercising its powers to require households to segregate their waste for recycling purposes.

All recycling receptacles will be liable to inspection prior to collection, to establish that they contain only the designated recyclable materials as detailed in the Council's recycling Information available on the website and posted out on request.

Recycling receptacles considered by operatives to be 'contaminated' will not be collected. Should the operative observe a contaminated receptacle, a sticker will be attached to the receptacle, notifying the resident why it has remained un-collected.

The Contractor is not permitted to remove contaminating materials from receptacles.

The Contractor will not return to collect recycling receptacles rejected for collection, even if the offending material has been removed. In this circumstance, should the recycling receptacle not be collected, the disposal of the rejected waste will be the responsibility of the householder, who will be required to dispose the waste in accordance with instructions provided by the Supervising Officer.

Generally the householder will be required to remove the waste causing the contamination problem. The receptacle can then be presented on the next recycling collection day. In this circumstance, householders are required to contain the recyclables they are not able to fit into the wheeled bin, in authorised pre-paid sacks, or their own clear plastic sacks, until the next recycling collection.

The Supervising Officer has the discretion to arrange for the contaminated recycling receptacle to be collected on the following refuse collection day by arrangement with the Contractor. This option will be made available to the householder on one occasion only, following a receptacle being rejected for being contaminated.

Should householder continue to present recycling receptacle containing contaminating waste material, the Council will take appropriate enforcement action under available legislation.

The Council will provide reasonable level of advice and assistance to householder in regard how to recycle their waste effectively, prior to taking enforcement measures.



## **POLICY STATEMENT 7: REJECTION OF RECEPTACLES FOR COLLECTION**

The Council will reject for collection, refuse and recyclable receptacles for the following reasons:

- Bin lid not fully closed;
- Wrong receptacle presented, e.g. recycling bin presented on refuse week;
- Materials not suitable for recycling placed into the recycling receptacle;
- Refuse receptacle contains waste as detailed in policy statement 5.
- Waste receptacle too heavy to lift.
- Waste and recyclables presented in grey authorised sacks at properties not recorded as being part of the authorised sack scheme.
- Authorised sacks presented in dustbins.

## **POLICY STATEMENT 8: ASSISTED COLLECTION**

Residents who are unable because of ill health, infirmity or disability, and without other occupants in the household able to assist them to transport their wheeled bins/authorised sacks to the required collection point, will be placed on the “Assisted Collection” register, upon request.

Assisted Collections are subject to the Council being satisfied that service provision is warranted following a written request to the Council.

Residents on the “Assisted Collection” register will have their wheeled bins, plastic sacks collected from an agreed location, emptied into the collection vehicle and then returned to that same location.

If the householders circumstances change, the resident must inform the Council.

The Council will periodically review the Assisted Collection register.

The decision of the Supervising Officer will be final.

## **POLICY STATEMENT 9: PRESENTATION OF SIDE WASTE (REFUSE)**

The presentation of 'side' waste does not support waste minimisation principle or encourage residents to maximise recycling. Therefore, excess household refuse left beside the wheeled bin will not be collected, unless it is contained within pre-paid MSDC authorised refuse sacks.

Pre-paid authorised sacks provide incentive to householders to recycle and compost their waste at home, thus reducing waste arising.

Should households not be able to contain refuse within the refuse bin, they may take this waste to Household Waste and Recycling Centre, or purchase pre-paid excess (orange) refuse sacks.

The Council will provide advice to householders on reducing their waste, upon request.

Should householder continue to present unauthorised side waste, the Council will take appropriate enforcement action under the legislation.

## **POLICY STATEMENT 10: PRESENTATION OF ADDITIONAL RECYCLABLES**

The Council encourages households to maximise the presentation of recyclable materials for recycling.

Where insufficient capacity exists for householder to contain additional recyclable waste in the receptacle provided, the householder may present additional recyclables outside the wheeled bin, within clear polythene sacks.

As an alternative to providing their own clear sacks, householders may purchase MSDC authorised pre-paid clear recycling sacks.

Where bulky items of cardboard packaging arise, householder may present this material outside the authorised receptacle for collection by the contractor on recycling collection week. The bulky packaging must be free of polystyrene, plastic films, string, rope, banding and other non-recyclable waste.

## **POLICY STATEMENT 11: PREMISES IN MULTIPLE-OCCUPANCY**

For multiple occupancy households/properties, the Council will usually supply 1100-litre wheeled bin(s) for recyclables and 1100-litre bin(s) for refuse. A charge will be made for provision of bins. Contact MSDC Waste services for a price.

Where residents of multiple occupancy properties do not segregate their waste for recycling in an effective manner, the Council will endeavour to work with residents to encourage recycling. If appropriate the Council will use its enforcement powers to achieve improvement in recycling performance from multiple-occupancy properties.

Where the reasonable efforts of the Council fail to improve the quality of recyclables presented for collection, the Council may remove the recycling receptacle.

## **POLICY STATEMENT 12: MISSED COLLECTIONS**

Waste and recycling receptacles are to be presented for collection by 06.30 hours on the designated day of collection.

If receptacles are not presented by 06.30 hours on the day of collection, bins reported as missed will not be considered a 'missed' collection. Responsibility for disposal of the waste will then become that of the householder.

Waste and recycling receptacles not presented for collection at the time the collection operatives arrive at the property will be recorded and submitted to the Supervising Officer at the end of the working day.

If a receptacle is recorded as 'not presented', responsibility for disposal will become that of the householder. Therefore the contractor will not be required to return to collect the bin.

A missed collection must be reported within 48 hours of the designated collection day.

Where householders do not present their refuse or recyclables for collection in accordance with Council requirements, the householder will have the following options:

- Take the waste to a Household Waste and Recycling centre;
- Store the waste until the next collection day;
- If required purchase authorised pre-paid sacks to contain the waste until the next collection.

## **POLICY STATEMENT 13: WHEELED BIN LOST IN COLLECTION VEHICLE**

There may be some circumstances where a bin is lost in the back of the collection vehicle. Should this occur, the Contractor is instructed to place a note through the householder's door advising of the incident.

In this circumstance, the Council will replace the wheeled bin as soon as reasonably practicable, free of charge.

In the interim, the Council will send sufficient authorised sacks to the householder to cover the period between when the bin is reported missing, to the planned delivery date of the replacement receptacle.

#### **POLICY STATEMENT 14: STOLEN WHEELED BIN**

Where a wheeled bin is reported as missing and the contractor has not advised the householder that the bin has been lost in the back of the collection vehicle, the Council will replace the wheeled bin for a charge. The charge only applies to stolen refuse bins and not recycling bins.

The Council will send sufficient authorised sacks to the householder to cover the period between when the bin is reported missing, to the planned delivery date of the replacement receptacle.

#### **POLICY STATEMENT 15: PROVISION OF NON-STANDARD WHEELED BINS**

Where household occupancy changes or circumstances arise so as to merit additional receptacle capacity, the Council will make arrangements to provide the additional capacity required, according to Policy Statements 2 and 3.

There will be a charge for wheeled bins to replace existing bins. See fees and charges table.

#### **POLICY STATEMENT 16: PROVISION OF WHEELED BINS TO NEW DWELLINGS**

The Council will provide wheeled bins to new dwellings in accordance with Policy Statement 2.

The cost of the wheeled bins - including delivery - will be charged to the householder, as set out in Policy Statement 18. See fees and charges table.

#### **POLICY STATEMENT 17: PROVISION OF AUTHORISED SACKS TO NEW DWELLINGS**

New dwellings will not be provided with authorised sacks as an alternative to wheeled bins, unless Policy Statement 3 applies.

## **POLICY STATEMENT 18: CHARGING FOR WHEELED BINS**

All existing households in Mid Suffolk have been provided with wheeled bins, where appropriate.

For the Council to replace all the bins at the end of their useful life would mean an increase in the Mid Suffolk portion of the Council tax, circa 4.5% per annum, to pay for their replacement at 8 years of age.

In order to reduce the financial impact upon Council Tax from replacing all wheeled bins at the end of their useful life, the Council has introduced a charge for the provision of wheeled bins to NEW properties, in accordance with the fees and charges table.

Where a householder moves into a property previously issued with wheeled bins, and the previous occupier has removed those bins, the Council will make a charge to the new occupiers for provision of wheeled bins. This aspect of the policy will place the onus upon the purchaser to ensure that the wheeled bins are included with the 'fixtures and fittings' included within the sale.

The Council will not permit householders to collect bins from the depot. This is for Health and Safety reasons, as the depot is not open to the public.

### **Cost of Wheeled Bins- refer to fees and charges table**

## **POLICY STATEMENT 19: PRE-PAID AUTHORISED SACKS**

To encourage effective recycling and waste minimisation, the Council does not collect 'side waste', in accordance with Policy Statement 8, unless contained within an authorised pre-paid sack.

The Council makes authorised pre-paid sacks available from a network of retail outlets throughout the district, to enable householders to purchase the sacks locally.

The following sacks may be purchased, refer to the fees and charges table for costs.

Authorised Refuse Sack (Orange)  
Authorised Recycling Sack (Clear)  
Garden Waste Sack (Green)

The Council will review the charge made for authorised pre-paid sacks on an annual basis.

## **POLICY STATEMENT 20: CLINICAL WASTE COLLECTION SERVICE**

Clinical waste is distinct from medical waste as it includes: dialysis waste; bandages; swabs; dressings; sharps; certain prescribed drugs and residues from specific treatments. It is, in effect, "class A-D" waste.

The Council provides a free clinical waste collection service to residents. The Council's contractor offers a weekly, fortnightly or quarterly request service. Bags, tags and boxes are supplied, depending on the resident's requirements.

## **POLICY STATEMENT 21: MEDICAL WASTE COLLECTION SERVICE**

Medical waste is, in the main, incontinence waste from otherwise healthy persons – with no other diagnosed ‘notifiable’ medical condition, i.e. class E waste.

Medical waste can go into the normal refuse waste stream. Therefore the Council will arrange collection of medical waste on alternate weekly rotation, with the normal refuse collection.

Upon request, the Council will provide larger or additional wheeled refuse bin to residents. This will incur no charge.

## **POLICY STATEMENT 22: BULKY WASTE COLLECTION SERVICES**

The Council provides a chargeable bulky waste collection service to householders. Householders in Mid Suffolk are charged a set fee for up to 5 items. See fees and charges table.

A bulky collection charged at the above rate will include:

A ‘three piece suite’ will count as three separate items.

A bedstead and mattress will count as two separate items.

The service covers the collection of freestanding household items only, which includes items such as lawnmowers and bicycles.

The standard bulky waste collection service will not collect household fixtures and fittings, e.g. redundant items resulting from DIY/construction works, such as: bathroom suite and kitchen units.

In addition, the bulky waste collection service does not provide for the collection of ‘commercial’ freestanding items e.g. appliances such as large fridges and freezers.

The final decision should a dispute arise, rests with the Supervising Officer.

### **POLICY STATEMENT 23: VILLAGE HALLS AND SIMILAR PREMISES**

These types of premises are classified as domestic waste for which a charge can be made. In order to encourage recycling, one 240 litre bin for residual waste and one 240 litre blue bin for recycling both to be emptied on an alternate week frequency will be provided with no collection charge.

Provision and collection of additional or larger bins to be charged at pro rata domestic rate (i.e. no disposal charge).