



Environmental Management Waste Collection Policy



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1. Foreword

This policy specifies Rochdale Borough Council's method for dealing with recycling and refuse collections. The draft policy has been written to:-

- To support the council's newly adopted Waste Management Strategy 2015 – 2020
- To underpin the new waste collection service to be delivered from October 2015

The above documents are fundamental to the council's ability to comply with the following:

- Support the implications of local, national and European pressures for change to reduce the amount of biodegradable waste that is sent to landfill.
- Address tightening health and safety law. This means moving from manual to mechanical handling operations wherever possible.
- Ensure that the council maintains safe, economic and efficient recycling and waste collections.

2. Arrangements for Waste and Recycling Collections

- 2.1 Households are notified of their collection dates and times through the provision of a collection calendar.
- 2.2 Any planned changes to the standard collection of their recycling and collection service will be notified in the press, on the council's website at www.rochdale.gov.uk/recycling, through the more popular social media channels and via the council's contact centre on 0300 303 8884
- 2.3 Except in the cases of residents with particular issues (please see section 5), the general requirement will be that only agreed recycling and refuse containers presented at an accessible point adjacent to the highway (e.g. pavement) will be removed by the collection crews.
- 2.4 In the event of this not being practicable or safe due to issues with vehicle access for example, and then an alternative suitable location will be specified.

(See **Appendices 2 and 3** for decision matrices and accompanying criteria designed to determine property suitability for wheeled bins.)
- 2.5 For Individual Properties and wherever operationally possible, Rochdale Borough Council's standard method of storage and collection of recycling and refuse is a wheeled bin.
- 2.6 Only in circumstances where it is operationally unsafe, uneconomic, impractical or inefficient will alternative methods of storage and collection be offered.
- 2.7 The prescribed types of recycling and refuse containers used to collect from individual properties determined by the council as having adequate storage and access for wheeled bins are detailed in **Table 1**
- 2.8 The prescribed types of recycling and refuse containers used to collect from individual properties determined by the council as **not** having adequate storage and access for wheeled bins are detailed in **Table 2 (See Appendix 1)**

Table 1

| Colour | Capacity | Material | Container Style | Number and size of Containers To Be Presented On The Scheduled Collection Day unless exceptions have been agreed under section 2 |
|---------------|-----------------|---|------------------------|---|
| Blue | 240 litre | Mixed paper, card and cartons | Wheeled bin | One |
| Green/blue | 240 litre | Glass, cans and plastic bottles | Wheeled bin | One |
| Dark green | 240 litre | Residual waste (waste that can't be recycled) | Wheeled bin | One |
| Brown | 240 litre | Garden and food waste | Wheeled bin | One opt-in |
| Silver | 5 litre | Waste food | Lidded food caddy | One |
| Brown | 23 litre | Waste food | Kerbside caddy | One |

*Note: All bins remain the property of Rochdale Borough Council.
Any charges made for the provision of bins or receptacles is for administration and delivery to the specified delivery point.*

3 Collection Points

- 3.1 In situations where collections cannot be made from adjacent to the front edge of the householder's property then the council will (in order to maintain economic and efficient collections) identify central or other agreed collection points.
- 3.2 With regard to the agreed collection points – In the absence of any identification applied by the council, residents are advised to clearly identify their bins by applying their house number/name in easily identifiable lettering/numbering on the main surface/s of their bins/receptacles.

4 Multi Occupied Properties/Flats

- 4.1 Where it is operationally possible Rochdale Borough Council's preferred method of storage and collection for properties of multiple occupancy (e.g. flats) are communal containers.
- 4.2 The council may by notice ensure recycling and refuse is placed for collection in receptacles of a kind and number specified. Unless otherwise agreed in writing the council will make a charge for the administration and delivery of refuse containers.
- 4.3 The council reserve the right to charge the property owner/landlord for the administration and delivery of recycling containers but will only do so in exceptional circumstances*, otherwise the council will not charge for recycling containers to encourage waste diversion. All containers remain the property of Rochdale Council
- 4.4 Householders in multi occupied premises will be offered communal recycling facilities as a first choice. Only in circumstances where it is operationally unsafe, impractical, uneconomic or inefficient will alternative methods of recycling storage and collection will be offered.

**Exceptional circumstances may include where residents or housing providers continually abuse the facility of free recycling receptacles by consistently failing to present their bins properly or look after their bins. Not applicable to new Build. (See section 13 charging for containers)*

5.0 **Special assistance for residents with difficulties with the standard service**

- 5.1 The council is dedicated to enabling all Rochdale Borough's citizens to participate in the boroughs recycling and refuse services. The council recognises that some residents will have particular problems using the standard council services and therefore, the council needs to make alternative arrangements. One of the arrangements is the Assisted Collection Service (see section 6 for definition)
- 5.2 The council will provide, upon request, an Assisted Collection to households, where each of the occupants meets one or more of the following criteria:
- (a) Registered as a Blue Badge holder, ⁽¹⁾
 - (b) Unable to participate without assistance due to a qualifying health condition, mobility issue or disability. ⁽¹⁾

In order to reduce abuse of this service the council will require all applicants under Section 6 to return with their application a medical assessment form signed by their general practitioner, which will be included with the application form. .

Documentary proof will not be required if referrals are made to the council directly from recognised referring partners who confirm in writing that their client/patient meets the criteria in this policy.

The Register of Electors will also be checked to confirm the adult occupants of the household and all Assisted Collections will be reviewed periodically. Households failing to return their eligibility forms or provide insufficient evidence detailed above will be excluded from the Assisted Collection register.

6.0 Application Process for Assisted Collections – Household Recycling and Refuse Collection Service

6.1 Definition – Assisted collection; household recycling and refuse collection services

An assisted collection is “the collection of a refuse or recycling container, by the recycling and refuse crew from an agreed collection point at the resident’s address and return of the said empty container(s) back to the agreed collection point”

6.2 “A collection point is” an agreed location which is open to the air on the residents’ property which is closest to the highway¹ (i.e. not inside a building)”.

The council will assess each application individually but reserves the right to refuse offering this service if:-

- (a) The application does not meet any of the criteria detailed in section 5.2 of this policy,
- (b) The offer of the assisted collection leads to significant operational difficulties or unreasonable expense for the provider of the collection service, although the council will investigate all practical solutions before adhering to this clause.

6.3 Application forms to access the Assisted Collection Service may be requested via telephone, e-mail, the council website www.rochdale.gov.uk/recycling or letter.

6.4 Application forms will be made available within 5 working days of the initial request. Upon request, the following formats are available: translated, Braille, large print, and Audio (these formats are provided by external sources and therefore the availability may be delayed by 14 days)

6.5 Applications will be assessed and the applicant notified of the outcome, within 4 weeks of receipt of a fully completed application, in accordance with the Assisted Collection Policy. The application will be assessed against the criteria in section 5.2 of this policy. An interim service will be provided for 21 days or until the application has been determined – whichever is sooner.

6.6 In the case of refusal the applicant is notified of the decision, detailing the reasons for refusal, and advising them of their right to appeal the decision (for details please refer to section 7 of this policy)

6.7 If at any time the Council has reason to believe that the recipient is no longer eligible for the Assisted Collection Service an application form will be reissued along with a request for a medical certificate (for details please refer to section 5.2 of this policy).

6.8 Details provided by the applicant through the application process will not be shared with any other part of the council or external organisation other than to identify the applicant’s address and collection details to the provider of the assisted collection service

7. Appealing against a decision

- 7.1 Where a resident wishes to appeal against a decision to refuse an application for an Assisted Collection they may do so in writing within 10 working days by contacting:

Head of Environmental Management
Rochdale Borough Council
Green Lane depot
Green Lane
Heywood
Rochdale OL10 2DY

8.0 Collection Times

- 8.1 Properties where refuse is collected in sacks. In order to ensure that refuse can be efficiently collected and minimise the risk of spillage refuse sacks must:

- a) Be presented in either a predetermined refuse sack or in a black sack of at least the same quality where previously agreed with the council.
- b) Fully contain the refuse, be undamaged and be securely closed to prevent spillage. Any sharp objects must be made safe and contained so that they cannot penetrate the sacks.
- c) Be presented either at the edge of a property near to the highway or at an alternative suitable location (see section 3) and be easily accessible.
- d) Be presented by 7:00 am on the programmed day of collection to ensure collection.
- e) Not be presented any earlier than 5:00 pm on the evening before the programmed day of collection.

- 8.2 Properties where Recycling or Refuse is collected in wheeled bins. In order to ensure that refuse can be efficiently collected wheeled bins must:

- a) Be presented either at the edge of a property or at an agreed alternative collection point (see section 3) and be easily accessible.
- b) Be presented by 7:00 am on the programmed day of collection to ensure collection.
- c) Not be presented any earlier than 5:00 pm on the evening before the programmed day of collection.
- d) After collection the wheeled bin will be returned to the place where it was presented for collection or in the event that this place is not suitable then to a suitable place as close as possible to where it was presented minimising any obstruction.
- e) In order to minimise inconvenience to other members of the public households are required to return their empty container to their property or to another suitable and appropriate storage area.

9.0 Missed Collections

- 9.1 Where the collection service has suffered disruption due to operational difficulties relating to hazardous weather, vehicle breakdowns or blocked access etc. The service will endeavour to update residents of this fact through local media. The council may either advise the resident to present their bin on an alternative date within 48 hours or ask them to return the refuse and or recycling containers to their property until their next scheduled collection day for that particular waste stream.
- 9.2 Where a container has been presented correctly and has not been collected by 17.00 hours on the scheduled collection day. In these circumstances and where it is not feasible to return to the missed property, the council will by prior arrangement, accept a maximum of 3 x 80 litre residual waste bags as side waste on the next scheduled collection day for that particular waste stream.
- 9.3 Where either recycling or refuse containers have not been emptied due to not being presented correctly, e.g. presented after 7am then the container must wait until the next programmed collection before it is removed. In these circumstances residents will be required to return the refuse and or recycling containers to their property until the next scheduled collection day for that particular waste stream.

10.0 Designated Containers

- 10.1 Except for refuse and recycling collected and stored in sacks, as determined by Rochdale Council and communicated to the residents affected, only Rochdale Council approved containers will be emptied.
- 10.2 Householders must place their refuse and recyclable waste in the appropriate designated container where provided.
- 10.3 As owners of the bins, the council reserve the right to number all bins for reasons of identification relating to the address issued. It is in the interest of the residents to identify their bins by applying their house/name and street number to the inside of their bin-lid in permanent marker.

11.0 Wheeled Bin Cleaning

- 11.1 The Council does not offer a wheeled bin cleansing service.

12.0 Replacement Bins

- 12.1 Householders are responsible for storage and care of the container(s) provided to them. The cost for any repair or replacement bin will be for the householder to bear unless the damage is proven to be through the fault of the Council Collection Operation.
- 12.2 Collection operatives have a duty to report any damaged containers caused through the operation.

13. Charges for New and Replacement Bins

- 13.1 Householders that require residual waste bins because their original bin has been damaged, lost or stolen may order a new bin by visiting www.rochdale.gov.uk/recycling, a charge will be made for administration and delivery.
- 13.2 No charge will be made for replacement bins where the original bin is damaged by council employees as part of the collection operation.
- 13.3 Property developers or house builders are responsible for ordering bins for new build properties via the RBC online ordering system; charges will be levied for the supply and administration of waste and recycling receptacles i.e. Residual, Comingled, Pulpables and Food caddies and an initial supply of liners.
- 13.4 Bins will remain the property of Rochdale Borough Council and the council reserve the right to remove or replace bins as deemed appropriate.
- 13.5 A charge may be made for the administration and delivery in replacing recycling bins where the bin has been abandoned and/or removed due to contamination, or abuse.
- 13.6 All additional residual bins over and above the standard allocation for households with up to, and including, 5 permanent residents (excluding allowances for medical conditions) are to be chargeable at pre-agreed fees for delivery, and administration.
- 13.7 All replacement residual wheeled bins are chargeable at pre-agreed fees for delivery, and administration.
- 13.8 We reserve the right to charge for additional waste or recycling collections in order to collect contaminated waste and or excess residual waste presented at the collection point or at kerbside.
- 13.9 All prices will be eligible for regular reviews as part of the council's discretionary fees and charges review.

14.0 Residual Waste Bin Allowances

14.1 The standard allowance for residual waste bins is as follows:

- 1 x 140 litre wheeled bin for households with 1 bedroom or studio apartment.
- 1 x 240 litre bin for all other households.

Where a household claims that they have insufficient capacity to store their waste in the Council issued container, they will be visited by a council officer who will assist them. If it is shown that the current capacity is still inadequate after careful recycling and composting on a regular basis then,

14.2 The Council will assess the quantity of waste produced and:

- a) If there is excess domestic residual waste and it is determined that maximum recycling is taking place in that household then the council will provide an additional container at the established administrative and delivery charge.
- b) Where recycling is not taking place, the council will write to the householder explaining that an additional container will not be provided and provide further advice on how to maximise recycling.
- c) Larger households (6 persons or more) will still be asked to apply for an additional waste container. Households applying for additional bin/s on these grounds will also be expected to undergo a waste audit carried out by the council. The householder's use of the additional bin will also be subject to a regular review.

14.3 A household with excess domestic residual waste due to an occupier having a recognised medical condition – leading to excessive related waste (non-clinical e.g. syringes) will not be required to have a waste assessment but will be required to apply for an additional waste container. The resident or carer/relative will be required to provide written confirmation from a medical practitioner prior to additional bin/s being provided.

This additional facility will be subject to a periodic eligibility review.

15. Excess Recycling – Side Waste

15.1 Any recyclate left as side waste will be accepted by the collection crew providing it has been secured to prevent being blown away in windy weather or scattered by wildlife and that large items are folded down to make them as manageable as possible where feasible and appropriate. Recyclable co-mingled items presented as side waste should be presented in a container that makes it easy for the collection crews to view the contents, one that is suitable to hold such items safely and securely and one that is easy for the crews to empty.

16. Excess non-recyclable - Side Waste

16.1 Wheeled containers presented with waste that does not fit comfortably within the container and the lid is ajar to the extent that it is deemed unsafe by the waste collection operative* will not be collected. A notice/tag will be left on the container explaining why the waste has not been collected.

16.2 Waste presented outside the normal accepted collection receptacle usually referred to as 'Side waste' will be accepted on the first instance but the householder will then be contacted in line with the enforcement procedures outlined in 18.1

**Unsafe due to the likelihood and risk of waste falling from the bin when placed on the bin lift*

17. Contamination of Recycling Bin

- 17.1 Contamination can be defined as any waste material that is placed in the wrong receptacle to the extent that the bin cannot be emptied into the waste collection vehicle because of its potential to spoil the load and for that load to be rejected at the point of tipping.
A recycling container may be contaminated with the wrong recyclate(s) or the residual waste container may contain waste that could be recycled.
- 17.2 If a recycling container is found to be contaminated prior to collection, it will not be emptied and a notice will be left on the container explaining why the waste has not been collected and the householder advised to remove these items by the next collection.
- 17.3 If residual waste is found to contain items that could be recycled the collection crews will still empty the container and may leave a tag/notice on the container reminding residents what waste should go in each bin.
- 17.4 Where it is established that residual waste and/or recycling containers are repeatedly not being used correctly despite appropriate levels of assistance and education by council officers, enforcement action may commence.
- 17.5 Items that are too large or too heavy to place in the normal kerbside collection receptacles for efficient collection by the normal waste and recycling collection crews should either be taken to the local Household Waste and Recycling Centres (HWRC) or through the council's Bulky Waste collection service
- 17.6 Items including electrical and electronic equipment, batteries, oils, fluorescent tubes, gas bottles, asbestos, dead animals, surgical equipment, hazardous or trade waste should not be included in domestic kerbside collections and advice through the council website should be sought to ascertain the correct method of disposal.

18. Enforcement

- 18.1 The council recognises that residents may take time to be accustomed to the service requirements contained in this policy. Consequently the council will adopt an approach which will offer advice, support and guidance as the first and preferred way to establish this policy.
- 18.2 However, the council is aware that resorting to the use of formal powers may be necessary in some circumstances and is committed to seeing such measures applied in an open, reasonable and proportionate way in line with its Enforcement Policy.
- 18.3 The following identifies the approach which will be taken in exceptional cases where this policy is consistently ignored following the informal action detailed at stage One below.

a) **Stage One**

On the first occasion, officers who witness incorrect presentation such as the presentation of unauthorised non-recyclable 'Side waste' or contamination by a householder will, where possible, advise householders verbally. The advice given will be confirmed in writing. Where it is not possible to provide verbal advice, written advice will be sent to all known adult occupiers of the property in question as appears from Rochdale Borough Council's records.

Residents would be asked to remove all contaminants from the recycling bins and represent them at the next recycling collection day

b) **Stage Two**

Following stage one above, a notice pursuant to Section 46 of the Environmental Protection Act 1990 (EPA 1990) may be served on the householders of the property from which the incorrectly presented or contaminated receptacle originated or appears to have originated. This stage of the process formally requires the householder to comply with the requirement outlined in the notice in so much as how they must present their waste for collection in the future.

c) **Stage Three**

Further failure to comply with policy as outlined above may result in formal action being taken against the householder/s which may result in legal action and/or a fine given by the courts.

End

Appendix 1

The prescribed types of recycling and refuse containers used to collect from individual properties determined by the council as **not** having adequate storage and access for wheeled bins are detailed in **Table 2**

Table 2

| Colour | Capacity | Material | Style | Number and size of Containers To Be Presented On The Scheduled Collection Day unless exceptions have been agreed under section 2 |
|--------|-----------|---|---|--|
| Orange | 240 litre | Residual waste (waste that can't be recycled) | Plastic bag | 3 x 80 litre |
| White | 240 | Glass, cans and plastic bottles | Hessian sack 300 x 300 x 450mm | One |
| Blue | 240 | Mixed paper, card and cartons | Hessian sack 300 x 300 x 450mm - Weighted | One |
| Silver | 5 litre | Waste food | Lidded vented food caddy | One |
| Brown | 23 litre | Waste food | Kerbside caddy | One |

*Note: All bins remain the property of Rochdale Borough Council.
Any charges made for the provision of bins or receptacles is for administration and delivery to the specified delivery point.*

Appendix 2

Table 3:

The following decision matrix is proposed to determine property suitability for wheeled bins.

Property suitability will be determined by Environmental Management using this matrix and will be communicated to residents on the delivery of the bins along with information on their collection point.

| Ginnet Surface | Ginnet Ends | Front Storage | Pavement | Suitable for wheelie | Point of Collection |
|-----------------------|--------------------|----------------------|-------------------|-----------------------------|--|
| Suitable | Suitable | Yes | Less than a metre | Yes | Collection Point ² |
| Suitable | Suitable | Yes | More than a metre | Yes | Choice of collection point or from front of property on pavement |
| Suitable | Suitable | No | Less than a metre | Yes | Collection Point |
| Suitable | Suitable | No | More than a metre | Yes | Choice of collection point or from front of property on pavement |
| Suitable | Unsuitable | Yes | Less than a metre | No | Alternative receptacle collection to be agreed |
| Suitable | Unsuitable | Yes | More than a metre | Yes | Front of property on pavement |
| Suitable | Unsuitable | No | Less than a metre | No | Alternative receptacle collection to be agreed |
| Suitable | Unsuitable | No | More than a metre | Yes | Alternative receptacle collection to be agreed |
| Unsuitable | Suitable | Yes | Less than a metre | Yes | Collection Point |
| Unsuitable | Suitable | Yes | More than a metre | Yes | Front of property on pavement or collection point |
| Unsuitable | Suitable | No | Less than a metre | No | Alternative receptacle collection to be agreed |
| Unsuitable | Suitable | No | More than a metre | No | Alternative receptacle collection to be agreed |
| Unsuitable | Unsuitable | Yes | Less than a metre | No | Alternative receptacle collection to be agreed |
| Unsuitable | Unsuitable | Yes | More than a metre | Yes | Front of property on pavement or collection point |
| Unsuitable | Unsuitable | No | Less than a metre | No | Alternative receptacle collection to be agreed |
| Unsuitable | Unsuitable | No | More than a metre | No | Alternative receptacle collection to be agreed |

² householders will be required to present and retrieve their wheelie bins from this point

Environmental Management

Table 4 Provides some detail on what is deemed 'suitable' and 'unsuitable'

| | Suitable | Unsuitable |
|-----------------------|---|---|
| Ginnel Surface | Paved or Cobbled and in reasonable condition. | Unmade and / or overgrown or the paved / cobbled surface is considered unsafe to wheel bins over. |
| Ginnel Ends | Space available to safely store the maximum number of bins presented. | No or insufficient space available to safely store the maximum number of bins presented. |
| Front Storage | Physical space available to store bins on the property. | No space available to store bins. |
| Pavement | Pavement width more than 1 metre. | Pavement width less than 1 metre. |

Appendix 3

1. If an individual or small group of properties is considered unsuitable (as set out in the criteria in Appendices 1 and 2) for a wheeled bin recycling and residual waste collection service, then other arrangements will be specified.
2. If an individual property in a group of suitable households is determined by the council as unsuitable for wheeled bins they will be designated with containers as per Appendix 1 (**Table 2**). Collection crews may use a neighbour's bin to make the collection into the vehicle.
3. Properties which are difficult to access for collection vehicles
 - a. Due to the condition of some road surfaces particularly unmade /unadopted /private/weight restricted and rural roads, some roads in the borough are unsuitable for the council's collection vehicles.
 - b. Access can also be severely limited by the physical width of the road or parking of other vehicles meaning the collection vehicle cannot access the property or collection point.
 - c. Where the council may be held liable for any damage caused if a collection vehicle passed over the road surface or damage could occur to the vehicle due to the condition of the road, the council will reserve the right to agree an alternative collection point.
 - d. Further consideration is possible in the case of a private/ unadopted road if written authority from all residents concerned is received indemnifying the council from any claim for damages in taking the collection vehicle on the said road
4. In rural areas where the council cannot maintain economic and efficient collections to specific properties, recycling services may not be offered to those affected householders.
5. Whilst we would encourage the householder to recycle using the Household Waste and Recycling Centres, until such time that we can provide a recycling collection service the householder would be able to place such items in with the refuse.
6. There will be no garden waste collection service to rural properties unless otherwise agreed
7. When a collection cannot be made due to access being restricted by parked cars or other vehicles, collection operatives have a duty to inform their supervisors and Rochdale Call Centre. Further attempts may be made to gain access on the same day but if access remains restricted then the collection must wait until the next scheduled collection day.
8. Properties with steps / slopes making wheeled bin manoeuvring hazardous in situations where safe, efficient and economic collections cannot be made it will be necessary for the Council to specify alternative storage and collection arrangements for the property. In determining the collection points for those affected properties, consultation will take place with the householders concerned.