POWYS COUNTY COUNCIL

KERBSIDE WASTE AND RECYCLING COLLECTION POLICY
Contents
1.0 Legislation................................................................................................................3
2.0 Collection Eligibility ..............................................................................................3
3.0 Collection Frequency ............................................................................................3
4.0 Containers for the Storage of Waste and Recycling............................................3
5.0 Collection Point ....................................................................................................7
6.0 Private and Unadopted Roads ..............................................................................7
7.0 Collection Day and Time .....................................................................................8
8.0 Presentation ...........................................................................................................9
9.0 Side Waste ............................................................................................................9
10.0 Assisted Collections ..........................................................................................10
11.0 Missed Collections ............................................................................................11
12.0 Clinical Household Waste Collection .............................................................11
13.0 Bulky Household Waste Collection ................................................................11
14.0 Commercial Waste and Recycling Collection ................................................12
15.0 Service Requests, Compliments or Complaints ..............................................12
1.0 Legislation

1.1 Under the Environmental Protection Act, 1990, Powys County Council (the “council”) is classed as a Waste Collection and Disposal Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties in the County. Under Section 46(4) of the Act, the council has specific powers to stipulate:

- The size and type of the collection receptacle(s);
- Where the receptacle(s) must be placed for the purpose of collecting and emptying;
- The materials which may or may not be placed within the receptacle(s).

2.0 Collection Eligibility

2.1 Each property in Powys paying standard Council Tax (i.e. a domestic premises that is not being used for commercial gain, such as holiday lettings etc.) shall be entitled to a collection service.

2.2 The Controlled Waste Regulations 1992 also make provision for places of religious worship and community halls that are only used for public meetings to receive the standard collection service offered to householders.

3.0 Collection Frequency

3.1 The collection of non-recyclable waste will take place on a three weekly cycle.

3.2 Dry recycling (metal, plastic, paper, card & glass) and food waste will be collected on a weekly basis.

3.3 The council will inform householders of collection frequency and arrangements throughout the year and over bank holiday periods.

4.0 Containers for the Storage of Materials

4.1 All containers supplied to householders for the purpose of any waste and recycling collection service shall always remain the property of the council.

4.2 Householders are responsible for the storage, safe keeping and cleaning of containers provided by the council.

4.3 Each property shall be entitled to the following containers free of charge to store their waste and recyclables prior to collection:
➤ 1 x standard 180 litre black wheeled bin for waste. Only waste produced by a household on a normal day to day basis that cannot be recycled should be placed in this wheeled bin (i.e. it should not contain non-standard items such as bulky waste, hazardous or commercial waste).

➤ 1 x 55 litre red recycling box with net (for plastic and metal)

➤ 1 x 44 litre blue recycling box with lid (for paper and cardboard)

➤ 1 x 44 litre aqua recycling box (for glass)

➤ 1 x 23 litre green food waste caddy and 1 x 5 litre green kitchen caddy (the council also provides free compostable liners to householders in order to line the kitchen caddy)

4.4 All properties that can accommodate a wheeled bin will be provided with one, unless it is operationally impracticable for the council.

4.5 Where a property has been assessed as not suitable for a wheeled bin householders will be given two rolls of Powys County Council purple waste sacks. The number of sacks on these rolls will enable the household to put out up to three sacks (which is the same capacity as a standard sized wheeled bin) each collection (three weekly). This is an allowance for 12 months. Purple sacks are delivered on an annual basis.

4.6 If a property had originally been assessed by the council as unsuitable for a wheeled bin but the householder requests that they would prefer to have a wheeled bin rather than the supplied purple sacks this may be granted, if operationally practicable, and the householder asked to return the allocated purple sacks. However in asking for a wheeled bin, the householder is now responsible for taking to and returning it from the designated collection point.

4.7 If a property had originally been assessed by the council as suitable for a wheeled bin but the householder feels the property cannot accommodate a wheeled bin a further assessment will be made by the council. Following the additional assessment, if the householder still feels the property cannot accommodate a wheeled bin and the council believes it can, the Senior Awareness and Enforcement Officer will be consulted to confirm the authority’s final decision. If a resident is unable to manage the wheeled bin they may apply for an assisted collection. Only in very exceptional circumstances will the wheeled bin be swapped for purple sacks if the assisted collection service (section 10) is unable to assist the householder e.g. the access road is deemed too far, unsafe or the householder cannot physically lift the lid of the wheeled bin to deposit waste.

4.8 If a householder requires additional capacity they can request additional recycling containers at no cost (maximum of three), purchase purple sacks, or take to one of the five Household Waste and Recycling Centres where it must be sorted to ensure that all recyclable materials are recovered. Awareness and
Enforcement Advisors will work with residents to help them to maximise the amount that they recycle.

4.9 All containers supplied by the council should only be used for the storage of items as prescribed by the council. The council reserves the right to retrieve the container(s) from the householder where they are not being used for the prescribed purpose.

4.10 Householders are required to separate their waste and recyclable items into the appropriate containers as per instructions given by the council. Failure to do so may result in material being rejected or the container not being emptied. If the householder fails to correctly segregate their waste materials into the prescribed containers as specified, then this shall not be classed as a missed collection when the material is not collected. Following such an incident the householder must place the waste items in the correct container which will then be collected on the next scheduled collection.

4.11 Some locations e.g. flats and hard to reach properties, where specific collection points have been identified by the council, may be provided with communal waste containers to meet local operational and environmental requirements for the purpose of storing waste materials. The types of containers will be defined by the council.

4.12 Householders should contact the council to advise if any accidental loss or accidental damage has occurred to any waste or recycling container. If a container has been reported as damaged, then the council may request evidence of this before providing a new receptacle to the household. Replacement wheeled bins, recycling boxes or food waste containers will be delivered to householders free of charge as soon as practicable after the request has been made. The council will maintain records of where replacement containers have been provided to ensure that containers aren’t being used for alternative uses. Furthermore, where theft is reported, the council may inform the Police, as the containers remain the property of Powys County Council.

4.13 Where it is clearly evident that a wheeled bin has been damaged or lost by the actions or inactions of the householder, including any damage as a result of prohibited waste being placed in the container, the householder will be charged for the cost of the replacement. There is no charge for a replacement recycling box or food waste caddy although regular occurrences will be investigated.

4.14 Where a household has 6 or more permanent occupants or two children in nappies they may make a request for a larger, 240 litre wheeled bin or an additional roll of 26 purple sacks per year for the storage of waste. A completed application form, home visit or checks may be required for the council to qualify the application. The household must be recycling to qualify for additional storage capacity and this service shall be subject to annual review and the 240 litre wheeled bin will be exchanged for a standard 180 litre wheeled bin once the
number of permanent occupants reduces below 6 or there are no longer two children in nappies.

4.15 Where a household requires additional waste capacity for the storage prior to collection of non-infectious clinical waste such as incontinence waste and colostomy bags (householders must ensure these items are double wrapped) they may make a request for a larger, 240 litre wheeled bin or equivalent roll(s) of purple sacks. A completed application form, home visit or checks may be required for the council to qualify the application. The household must be recycling to qualify for additional storage capacity and this service shall be subject to annual review and the wheeled bin will be exchanged for a standard 180 litre wheeled bin if the additional storage capacity is no longer required.

4.16 Where a household produces very large quantities of recycling or food waste, they may make a request for up to three additional containers (three of the same containers or a combination of containers); therefore a maximum of seven containers can be presented at the kerbside each week. The provision of additional containers shall be subject to availability, budget, health and safety implications, operational constraints and any existing contractual conditions that are in place. Prior to considering if larger or additional recycling containers could be issued, the council may provide additional advice and support to householders to allow them to sensibly compact and minimise their waste.

4.17 If a householder believes they can manage with a smaller capacity wheeled bin (120 litres) for non-recyclable waste, then they may make a request for this container. However, the same policy on excess side waste will apply (section 9). If householders wish to revert to a standard 180 litre bin at any time then they can do so on request (However there may be an administration fee associated with exchanging the bins, to cover the costs of delivery & removal of the old container).

4.18 Where a householder would prefer to opt out of the kerbside service and use alternative recycling and waste collection arrangements, such as home composting, Community Recycling Sites or Household Waste and Recycling Centres, they need to contact the council to arrange the return of the council issued containers.

4.19 It is not permitted to dispose of green waste within wheeled bins or purple sacks. Green waste will only be collected in the appropriate orange sacks that have been purchased from the council (same frequency as residual waste collections, three weekly). Green waste can be taken, free of charge, to any of the Household Waste and Recycling Centres or Community Recycling Sites that accept garden waste.

4.20 Following distribution all wheeled bins, recycling boxes and food waste caddies remain under the ownership of Powys County Council. When householders move home they must leave all recycling boxes, food waste caddies and the wheeled bin at the property.
5.0 Collection Point

5.1 The recycling boxes, food waste caddy, wheeled bin or purple sacks, must be placed at the kerbside of the property. The kerbside is defined as the nearest council adopted highway to the property (typically the pavement or highway verge), where the safe storage of waste containers can take place. See section 6 ‘Private and Unadopted Roads’ regarding collection points for householders with long private drives or who live off unadopted lanes. The precise location of any collection point will be the council’s decision, as specified in the Environmental Protection Act 1990.

5.2 If recycling boxes, food waste caddy, wheeled bin or purple sacks are left on the highway for collection, it is the householder’s responsibility to ensure that they do not cause an obstruction or any nuisance e.g. litter. The council will not accept liability if any incidents occur as a result of wheeled bins, purple sacks, recycling boxes or food waste caddy being placed out ready for collection by householders.

5.3 If the collection point at the nearest adopted highway is not practical (e.g. to allow for the vehicle to turn) or could be unsafe, then the council will inform the householder of an alternative specified collection point. The precise location of specific collection points in this category will be the council’s decision, as specified in the Environmental Protection Act 1990.

5.4 The wheeled bin, recycling boxes and food waste caddy will be stacked neatly and returned to their point of collection by the refuse/recycling crews immediately after collection (or to a safer position if necessary). Refuse/recycling crews are instructed not to block driveways if at all possible.

5.5 The householder should collect their wheeled bin/recycling boxes/food waste caddy after collection and return them to within the boundary of their property on the day of collection.

5.6 The council may change any collection point, either temporarily or permanently, following any review process - see 5.3 above and ‘Assisted Collections’ below (Section 10).

6.0 Private and Unadopted Roads

6.1 The council reserves the right to refuse to access private, unsurfaced or unadopted roads with recycling and refuse collection vehicles.

6.2 Private, unsurfaced and unadopted roads will be individually assessed for suitability based on the following considerations:
   - Any health and safety risks
   - The number of properties situated on the private or unadopted road
Adequate turning areas for safe manoeuvrability of PCC collection vehicles
Any access restrictions or surface condition issues presenting risk of damage to vehicles or third party access road
The time and costs incurred to complete the collection

6.3 Collection crews are not permitted to cross railway lines that do not have a controlled crossing point. The householders will be required to place their waste & recycling containers at an agreed location away from the rail line.

7.0 Collection Day and Time

7.1 Wheeled bin, recycling and food waste collections will take place on the same day each collection week (Monday – Friday) on a day prescribed by the council.

7.2 It is the responsibility of the householder to ensure that all wheeled bins, recycling boxes and food waste caddies are presented at the kerbside (or any agreed collection point), ready for collection on the appropriate collection day by 07.30 hours. Wheeled bins, recycling boxes and food waste caddies should not be presented at the kerbside any earlier than 19.30 hours on the evening before the scheduled collection.

7.3 The council may change collection days from time to time e.g. over the Christmas and New Year period, following inclement weather or due to unforeseen vehicle issues. Under certain circumstances there may be a need to arrange collections during weekends. Any changes will be publicised by the council.

7.4 Refuse and recycling collections will not take place on both Christmas Day and Boxing Day. A decision on the operational timetable for the remaining public holidays will be confirmed at various stages throughout the year.

7.5 On some occasions the collection service will have to be partially or fully suspended due to a disruption in service (e.g. during heavy snow, icy conditions, industrial action, fuel shortage etc). The council will make every effort to minimise the disruption to householders and will attempt to rectify any missed collections during the week of the disruption, or as soon as is reasonably practicable and safe to do so. Where the council is unable to recover any missed waste collections due to a service disruption, householders should keep their waste materials until the next scheduled collection. In the event of service disruption that is due to a partial or full suspension of service, reasonable volumes of side waste maybe permitted, which will be considered as either three sacks or the equivalent to each of the 44 litre boxes. Any excess side waste above these limits will not be collected until the next scheduled collection. Information regarding widespread disruptions to waste collections publicised by the council.
8.0 Presentation

8.1 All waste must be presented in council approved containers to ensure its safe collection from the kerbside. For safety reasons wheeled bins are designed to be emptied with the lids closed, therefore lids on wheeled bins must be shut when the waste is collected. The council will only empty waste that is contained within the wheeled bin and where the lid is closed. Waste that is keeping the lid open will be removed and treated as side waste, see section 9. The council restricts the collection of side waste in order to encourage recycling.

8.2 Any refuse jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicle will not be taken. In these cases householders will have to loosen the materials themselves ready for the next scheduled collection.

8.3 Where recycling boxes or food waste caddies contain materials that cannot be recycled, they will either be emptied and the incorrect material left with a feedback card informing the household, or where this is not possible the recycling boxes and food waste caddy will not be emptied, a feedback card left and the householder will have to remove the materials that cannot be recycled ready for the next scheduled collection.

9.0 Side Waste

9.1 All waste must be contained within the council supplied black wheeled bin or purple bags. No excess side waste will be collected during the normal collection. A sticker will be placed on the bags informing the householder of this action. The council will not return to make unscheduled collections from those residents who have presented side waste.

9.2 Recycling material and food waste should be placed in the appropriate container. Any excess cardboard must be cut down by the householder so that it fits inside the recycling box.

9.3 See section 7.5 for further information regarding side waste.

10.0 Assisted Collections

10.1 Where, through physical characteristic, a householder cannot present their wheeled bin, recycling boxes or food waste caddy at the kerbside, and, subject to there being no other able bodied person living, working at, or any other person in a position to reasonably assist with moving waste containers at the property, the householder may make a formal request to the council for an Assisted Collection Service Arrangement.

10.2 The council will send out the necessary documentation along with instructions on how to complete the Assisted Collection form.
10.3 If the householder already holds a blue badge they automatically qualify for the service although a signed form is still required to confirm that there is no other able bodied person available to assist in the household. Checks will be made to ensure blue badge numbers are valid and the council can assist a resident in possession of a blue badge with the completion of the Assisted Collection form.

10.4 If the householder does not have a blue badge, the Assisted Collection form *must* be counter signed by either a Social Worker, District Nurse, Doctor or equivalent.

10.5 Applications are checked against the council's Personal Safety Register. The Personal Safety Register is a register of potentially violent persons / circumstances known to the Authority. Residents who appear on this register will be unable to receive an assisted collection.

10.6 Upon receiving a form the council undertakes a site specific risk assessment of the property. If an Assisted Collection is approved by the council then a suitable collection point on the property shall be agreed with the householder, and access made available for the collection crew from 07.30 hours on the day of collection. If, following a risk assessment, it is found that an access road to an Assisted Collection property is deemed too far or unsafe e.g. due to potholes or obstructions etc, then the Assisted Collection service will not be offered (see section 6 Private and Unadopted Roads). In this situation a resident may prefer to swap their wheeled bin for purple waste sacks.

10.7 Assisted Collections will be restricted to those households who are in genuine need following an application process to the council. A home visit may be required for the council to qualify the applicant. The Council shall regularly review the need for this service by the householder. If the householder's circumstances change, the resident must inform the council.

10.8 The council may not be able to offer assisted collections to households who currently use a communal collection point, as the service can only be offered to properties situated on the route of the vehicles. In this situation a resident may prefer to swap their wheeled bin for purple waste sacks.

11.0 Missed Collections

11.1 If a wheeled bin, recycling box or food waste caddy is missed having being placed out ready for collection on the correct collection day and time, then this will be classed as a missed collection.

11.2 Where a genuine missed collection is reported the council will endeavour to return and collect by the end of the next working day.
11.3 If a missed collection occurs as a result of an error by the householder (e.g. if the wheeled bin, recycling box or food waste caddy is placed out at the incorrect time or on the incorrect collection day), no collection shall take place until the next scheduled visit. The council will not visit the property to collect the waste materials and this shall not be classed as a missed collection.

12.0 Clinical Household Waste Collection

12.1 It is the responsibility of Powys teaching Local Health Board to collect infectious clinical waste in Powys.

13.0 Bulky Household Waste Collection

13.1 The council provides a chargeable bulky waste collection service for householders, where up to three items (on any one collection) can be collected for a fixed fee.

13.2 One item is defined as a unit of waste that two people can manoeuvre safely onto a collection vehicle in a reasonable time weighing up to 50kg per item. To qualify, an item must also be able to fit into the collection vehicle. To clarify, a three piece suite is counted as three items (if it consists of a sofa and two chairs). A table and four chairs is counted as five items.

13.3 Where items weigh in excess of 50kg, such as pianos etc. A site visit is carried out and an item specific quote provided which reflects the collection and disposal costs.

13.4 Only the items listed during the original request to the council will be collected.

13.5 All items must be presented for collection by 07.30 hours on the specified day of collection.

13.6 All items of waste must be left at the edge of the curtilage of the property, as close to the highway as possible, and presented in a safe fashion which does not cause any obstruction or danger to the public. The collection operatives will not enter houses to collect waste items. The collection point for properties with difficult access e.g. flats, shall be agreed with the council before collection.

13.7 No hazardous or difficult wastes will be collected through this service, including (but not limited to) the following:
   - Asbestos
   - Vehicle parts
   - Dangerous chemicals
   - Oil tanks etc.
13.8 The council reserves the right to decline the collection of any waste items that it deems hazardous and may cause harm or may have an effect on the health and safety of collection staff.

13.9 Householders must inform the council of any waste that may cause harm or have an effect on the health and safety of waste collection staff.

13.10 A site visit can be made for any commercial or industrial waste and an item specific quote provided which reflects the collection and disposal costs.

14.0 Commercial Waste Collection

14.1 The council operates its own commercial waste and recycling collection service.

15.0 Service Requests, Compliments or Complaints

14.2 Residents wishing to make service requests, compliments or complaints should contact the Waste & Recycling Services by either:

- Telephone on 0845 602 7035
- Email by sending a message to: waste.awareness@powys.gov.uk
- Write to: Waste & Recycling Services, Powys County Council, County Hall, Llandrindod Wells, Powys. LD1 5LG