

Waste and Recycling Operational Policies



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Introduction

West Lindsey District Council's Refuse and Recycling Policy aims to ensure that our waste and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of residual waste.

This policy document is designed to lay out agreed policies and procedures that are clearly defined, ensuring transparency and maintaining certainty for residents, Council members and officers of the District Council.

Under the terms of the Environmental Protection Act 1990, West Lindsey District Council is classed as a Waste Collection Authority, and as such, under section 45(1) we have a statutory duty to collect household waste from all domestic properties within our administrative area.

Under Section 46(4) of the Environmental Protection Act 1990, 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 collection and emptying
- The materials or items which may or may not be placed within the receptacle(s)

Any residents not complying with the Council's requirements, as per the Section 46 notification, may be subject to a fixed penalty ticket or other legal action, or a loss of the collection service.

It is intended that the policy document will outline how West Lindsey District Council will deliver the refuse and recycling collection service and with appropriate education and support, enforcement should not be required.



Policy 1: Frequency of Collection

The Council will collect household refuse and household recyclables on an alternate weekly basis in most areas of the District. For paid subscribers to the service, garden waste will also be collected on a fortnightly basis during the collection season. The collection season is currently set to run from the beginning of April to the start of December. Garden waste collections are organised to ensure that each household receives 18 collections, providing they sign up to the service prior to the start of the collection season. See Policy 23 for more information about the garden waste collections.

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

The time of the day for collection may vary due to road works, vehicle breakdowns or other situations outside of our control. Therefore, please present your bin(s) before 7am on your designated collection day. Bins can be presented after 7pm on the evening prior to collection.

During Bank Holiday weeks, collections will usually be as per your regular collection day. However, there may be occasions when collection days are altered. This is normally over the Christmas and New Year period.

Information about alterations will be advertised through a number of methods including on the Council's website at www.west-lindsey.gov.uk, resident publications, social media and local newspapers.

We aim not to change your collection day from year to year, but occasionally this is necessary to ensure that our collection rounds take account of new home building and are routed efficiently.

We currently provide collection calendars to all households in the district on an annual basis, to advise of collection arrangements throughout the year. Details of collection arrangements will always be made available on our website at www.west-lindsey.gov.uk/mybinday

Policy 2: Provision of Wheeled Bins

All households are required to present their waste and separated recyclables in wheeled bins or bags issued by the Council. Presentation must be made at the front boundary of their property where it meets the kerbside. We refer to this point as the curtilage (see Policy 5).

The exception to this policy will be where households are unable to move wheeled bins to the curtilage of the property, due to access difficulties, e.g. terraced properties 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 West Lindsey's Operational Services Manager.

In the interests of waste minimisation, and therefore reducing costs to the council tax payer, the Council issues black (refuse) wheeled bin capacity to households based upon household occupancy.

Household occupancy is defined as number of permanent, full time occupants. Please be aware that a charge also now applies for supplying additional wheeled bins (if permitted).

A standard family wheeled bin (180L) is the default bin provided to the majority of residents. Separate policies are applicable for flats and premises of multiple-occupancy (see Policy 13).

Large Family wheeled bin (240L):

Only households that have four or more occupants, or a specific verified need, such as medical waste (see Policy 21) can apply for additional refuse bin capacity. This request can be completed online by visiting www.west-lindsey.gov.uk/doitonline or alternatively you can call our Customer Services on 01427 676676.

This request will only be approved subject to residents using the existing recycling facilities to the fullest extent. Once provided, a family wheeled bin may be taken away and replaced with a Standard Family wheeled bin (180L) if this condition is not satisfied. Households will then not be eligible for another assessment for a period of 6 months. Please be aware that a charge also applies for supplying wheeled bins.

Second refuse wheeled bin:

There will be a very limited number of households who will need greater waste capacities than is offered by the 240L bin. In such cases residents may be offered a second wheeled bin to enable them to safely dispose of the waste that they produce. The bin size offered will reflect the needs of the household which will be assessed by the Council. Examples include large families with more than 3 children in nappies and adults with large quantities of non-hazardous medical waste.

Two bins will be provided for a fixed period only and this will be reviewed at the end of this period. Once again, provision will be subject to households using the existing recycling facilities to the fullest extent.

At these properties both bins will display a sticker so that collection crews will know to empty 2 bins.

Policy 3: Charges for Wheeled Bins

Charges for supplying wheeled bins were introduced by West Lindsey District Council in 2012.

Due to the current financial situation, the Council is under increased pressure to save money. The charges for bin provision solely cover the cost of the bins and their delivery. We also aim to encourage householders to take better care of their bins by labelling with their house number and bringing back in as soon as possible after collection.

This charge applies both to new properties and for replacement bin and payment will be taken prior to any replacement being ordered/delivered. The exception is where bins are damaged by our crews or reported as stolen. Please visit www.west-lindsey.gov.uk/wastefees for details of current charges.

Any requests to provide new wheeled bins (refuse or recycling) for a new build property or due to damage, loss or theft must be made to the Council; either by contacting the Customer Service Centre on 01427 676676 or using the online request service which can be found at www.west-lindsey.gov.uk/doitonline.

Replacement wheeled bins will be delivered to householders as soon as practicable after the payment has been received, but in all cases within 10 working days.

All refuse and recycling receptacles supplied to householders shall always remain the property of the Council.

When householders move home they must leave the refuse and recycling wheeled bins at the property for the new occupant. Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles.

For newly built properties, either the developer or the builder (if smaller estates or individual properties) will be responsible for the purchase of wheeled bins for the properties they have constructed. If developers fail to make this provision, the resident will be liable for the purchase of the wheeled bins. No collections will be made until such time as wheeled bins, of an approved design and colour, have been purchased.

These wheeled bins can be purchased from the Council or can be procured by the developers, provided they are approved for use by the Council. The wheeled bins will become the property of the Council and must be left at the property when residents move out.

Policy 4: Authorised Sack Scheme for Exempt Properties

Where agreed by the Operational Services Manager (or designated Officer) individual households unable to utilise wheeled bins to contain their waste and recyclables, will be provided alternative receptacles. These will consist of blue (refuse) and clear (recycling) 'authorised sacks'. Sacks for the presentation garden waste can be provided for a small charge (see Policy 23).

Properties that may be exempted from the wheeled bin scheme include:

- Purpose built blocks of flats
- Flats above shops
- Properties with no frontage
- Properties with very small front gardens (less than 1 metre deep) that have insufficient space for a wheeled bin
- Very long drives

The suitability of a wheeled bin collection to properties with steps or steep frontages will be assessed on a case by case basis. If, for health and safety reasons, they are found to be unsuitable then they will be exempted.

Authorised sacks will be issued to households every 6 months and will provide the same capacity to contain waste and recyclables, as would be available if the householder were provided with wheeled bins. Unless a prior arrangement has been made, a maximum of four blue bags per collection will be picked up. Any more will be treated as side waste and will not be collected.

Table 1 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 19).

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

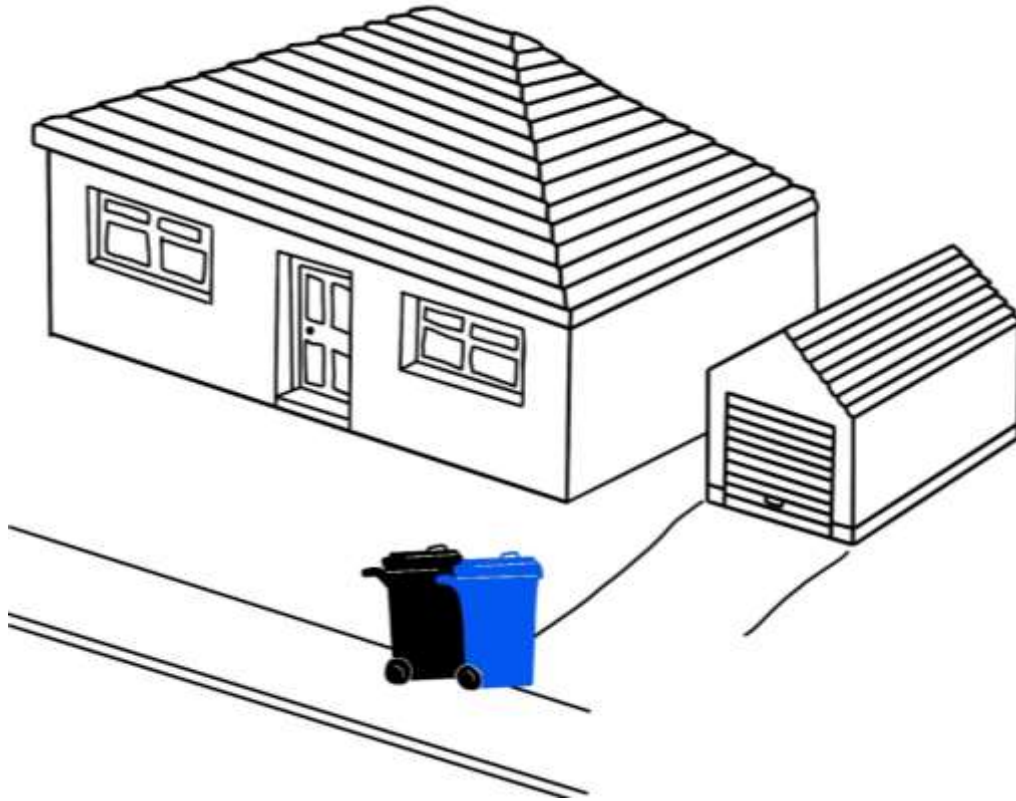
Table 1: Number of Authorised Sacks Issued to Households (per 6 months)

Household Occupancy	Refuse (Blue)	Recycling (Clear)
4	65	78
5	78	100
More than 5	To be assessed *	To be assessed *

* At discretion of the Operational Services Manager or Designated Officer

Policy 5: Presentation of Refuse and Recyclables

Waste and recycling receptacles must be presented at the curtilage (front boundary) of the property, at the point nearest the highway by 7am on the appointed day of collection. The wheeled bins should then be taken back onto your property by the end of the collection day.



The Council will not empty any non-WLDC wheeled bins.

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 several properties, 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 Waste Policy and Commercial Waste Lead Officer or designated Officer. Their decision will be deemed to be final.

Policy 6: 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/yard waste
- Soil
- High grade clinical waste, including sharps
- Tyres
- Hazardous waste
- Waste Electrical and Electronic Equipment
- Large 'bulky' items.
- Construction/DIY waste such as bricks, plasterboard; cement, aggregates, and timber.
- Paint (in liquid form)

The Council can be contacted regarding arrangements for disposal of the types of waste listed above or see www.west-lindsey.gov.uk/householdwaste.

Should the refuse receptacle contain wastes of the type detailed above, the refuse operator 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 the waste in accordance with instructions provided by the Supervising Officer.

Generally, the householder will be required to remove the incorrect waste item(s). 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 WLDC pre-paid sacks until the next refuse collection (see Policy 20).

Failure to comply with instructions of the Supervising Officer may result in enforcement action being taken under appropriate legislation (see Policy 26).

Policy 7: Recycling Collection

Under Section 46 of the Environmental Protection Act 1990 and the Environment Act 2021, 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 on the back of your collection calendar. Or visit www.west-lindsey.gov.uk/recycling for further information.

The Council will provide additional printed information or a visit to explain which materials are suitable for recycling upon request.

Contamination can have a major impact on our recycling and composting schemes by reducing the quality of the material and the risk that it will be rejected by the re-processors. The rejection of loads increases disposal charges.

Recycling and garden waste receptacles considered by operatives to be 'contaminated' will not be collected. Should the operative observe a contaminated receptacle, a sticker will be attached to it, notifying the resident why it has not been collected.

At the discretion of the Waste Operative he may remove contaminating materials from receptacles and empty the bin if contamination is not considered severe enough to warrant a bin rejection.

The Council will not make an unscheduled return to collect recycling receptacles rejected for collection, even if the offending material has been removed by the householder. 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 of the materials in accordance with instructions provided.

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 their own clear plastic sacks, until the next recycling collection. It can then be presented next to the blue bin. Excess garden waste may not be presented in this way.

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

Should a householder continue to present recycling receptacles containing contaminating waste material, the Council will take appropriate enforcement action under available legislation (see Policy 26).

The Council will provide a reasonable level of advice and assistance to householders regarding how to recycle their waste effectively, prior to taking enforcement measures.

Policy 8: Separate Paper and Card Collections

Separate paper and card collections will take effect as from April 2022. Residents will be required to separate their paper and card from other mixed dry recyclables.

Again, under Section 46 of the Environmental Protection Act 1990, the Council is exercising its powers to require households to segregate their waste for recycling purposes. Also, Section 57 of the Environment Act 2021, has requirements for separate collections of recycling by material type.

A separate “purple lidded” bin will be supplied to properties already on a wheeled bin service. The collection frequency will be amended as follows:-

- Week 1 – Black (general waste)
- Week 2 – Blue (dry mixed recycling)
- Week 3 – Black (general waste)
- Week 4 – Purple-lidded bin (separate paper and card) – and repeat the above schedule

These new purple-lidded bins will be supplied free for the first two years of the scheme (until April 2024).

The reason for introducing this extra bin is that we need to improve the quality of recycling we collect in West Lindsey and in Lincolnshire as a whole. The present method for collecting recycling (all in one bin) means that the vast majority of paper and card we collect is contaminated by the other items in the recycling bin, like glass and often food waste.

The Environment Act 2021 has the potential to bring fundamental changes to our waste collection service and requires the separate collection of different types of recycle.

Policy 9: 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 6 above;
- Waste receptacle too heavy to lift, due to it containing heavy waste such as construction/DIY/soil/yard/garden wastes.
- Waste and recyclables presented in blue authorised sacks at properties not recorded as being part of the authorised sack scheme.
- Authorised sacks presented in dustbins.

Policy 10: Assisted Collection

This policy outlines how householders can access the assisted collection service so they can participate fully in the refuse and recycling collection service.

Residents, who are unable to transport their wheeled bins/bags to the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), will be placed on the 'assisted collection' scheme, upon request.

Residents are required to provide information so that a simple assessment may be completed. Applications are considered on a case by case basis. Home visits are carried out where necessary.

Assisted collections are subject to the Council being satisfied that service provision is warranted.

Alternative receptacles, for example bags, can be provided on assessment of the needs of the customer as well as to facilitate collection by our operatives.

Residents on the assisted collection scheme will have their wheeled bins/bags collected by a collection operative from an agreed location and emptied into the collection vehicle. Wheeled bins will be returned to the same location.

It is the resident's responsibility to ensure the unobstructed availability of the receptacles i.e. gates etc. are unlocked by 7.00am on the date of collection. If the collection operative is unable to gain access to the wheeled bin/bags they will not be emptied/collected until the next scheduled collection.

If the householder's circumstances change, the resident must inform the Council. The Council will periodically review the assisted collection register.

Policy 11: Presentation of Side Waste (Refuse)

The presentation of 'side' waste does not support waste minimisation principles 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 WLDC authorised refuse sacks.

Pre-paid authorised sacks are made chargeable so as to provide incentive to householders to recycle and compost their waste at home, thereby reducing waste arising.

Should households not be able to contain refuse within the refuse bin, they may take this waste to their local Household Waste and Recycling Centre see Lincolnshire County Council's web page www.lincolnshire.gov.uk/recycling-waste for locations). Alternatively, residents can purchase pre-paid excess refuse sacks.

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

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

Policy 12: Presentation of Additional Recyclables

The Council encourages households to maximise the presentation of materials for recycling. Therefore, extra blue recycling bins are available for a one-off cost.

Following the introduction of separate paper and card collections in 2022 recycling side waste can no longer be allowed for the following reasons.

- Paper and card must be kept clean and dry and must be contained within the purple-lidded wheeled bin.
- Mixed recycling side waste is also no longer permitted. This is because plastic bags (used to contain the excess) are classed as a contaminate and are not permitted in our recycling contract and cardboard boxes should be contained within the purple-lidded bin and not collected with mixed dry recycling.

Where bulky items with cardboard packaging arise, these must be broken up and contained within your purple-lidded bin. We can no longer take large cardboard boxes if left next to your recycling bins, as paper and card needs to be kept clean and dry. The bulky cardboard packaging must be free of polystyrene, plastic films, string, rope, banding and other non-recyclable waste.

Where a property is part commercial and part residential, councils are entitled to charge for collection of all of the waste. The Council will provide 1 x 240 litre mixed recycling bin and 1 x 240 bin for paper and card only for the collection of the household element. The occupier must be able to provide proof of disposal route for the commercial waste and where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent) then additional recyclables will not be collected or a charge will be made.

Policy 13: Premises in Multiple-Occupancy

This Policy sets out the provisions for refuse and recycling collection within communal refuse storage areas.

It is the Council's preference to supply individual wheeled bins wherever possible, even for flats, but for multiple occupancy households/properties, the Council may supply an appropriately sized larger wheeled bin(s) for refuse and recyclables. It may be that a bag service as is deemed most suitable in some instances.

The developer/builder/management agent should engage with the Council at the earliest opportunity when considering waste management arrangements for their complexes. Larger bins will only be serviced by prior arrangement and a fee must be paid to the Council for their provision. Only WLDC approved bins will be emptied.

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. The refuse receptacle will still be collected fortnightly on refuse collection week. The combined capacity of the refuse receptacles (in litres) should not exceed 180 multiplied by the number of occupied properties.

The Council will assess the servicing of flats/ mixed properties on an individual basis and cases will be considered on their merits. Property visits and discussions with the relevant management agencies will be carried out where appropriate.

Where there is contamination within the waste on a regular basis the Council will require the management agency/housing association/landlord to, at their own expense, ensure all non-recyclable material is removed in readiness for the next collection.

It is the property management company/residents' role to present the bins in a manner that allows for a collection to take place. Where access is not possible due to locked gates etc the wheeled bins/bags will not be collected. Only where damage is caused as a direct result of the collection process will the Council pay for the repair or replacement of the receptacles.

Where bin stores have excess waste blocking access (bags, loose waste, furniture etc), the collection crew will not clear the area. If it is not possible for the collection crew to collect the wheeled bins/bags, they will be left and it will be the responsibility of the Management Company/residents to dispose of the waste.

Any disposal of wastes by residents or landlords should be carried out in compliance with current legislation.

Where a property is part commercial and part residential - for example a public house with living accommodation above or a shop with living accommodation, councils are entitled to charge for collection of all of the waste. The Council will provide standard capacity (1 x 180 litre refuse bin, 1 x 240 litre mixed recycling bin and 1 x 240 litre bin for paper and card) for the collection of the household element, but where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent) then the waste will not be collected or a charge will be made.

Policy 14: Missed Collections

Waste and recycling receptacles are to be presented for collection by 7am on the designated day of collection.

If receptacles are not presented by 7am 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 on the round sheet, which will be submitted to the Supervising Officer at the end of the working day.

If a receptacle is recorded on the round sheet as 'not presented', responsibility for disposal will become that of the householder. Therefore, the Council will not return to collect the bin.

A collection will not be recorded as missed collection until after 4:30 pm on the designated day of collection, as collection routes and times are liable to change. However if a householder has not had their bin collected and adjacent neighbours have, they should contact the Council on 01427 676676. We will then attempt to revisit for collection on the same day subject to the record sheet failing to show the receptacle as not being presented for collection.

Should a missed collection be reported after 4.30pm on the designated day of collection, and subject to the record sheet failing to show the receptacle as not being presented for collection, WLDC will be required to go back within 5 working days and collect the waste. The missed bin will be emptied with the same material stream wherever possible.

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 their local 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 15: Wheeled Bin Lost in Collection Vehicle

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

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

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 16: Stolen Wheeled Bin

When a resident reports their bin as stolen, we will provide one replacement bin only within a three year period.

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 bin.

The report of the stolen bin will be recorded and should a further bin be reported as stolen within a three year period, the householder will be required to pay for a replacement bin.

If a stolen bin is reported from an address where the previous occupants had a bin stolen, the Council will provide the first replacement bin free of charge.

If we believe a bin has been misused, damaged or lost by a householder the Council will charge the householder for a replacement. Even when a charge is paid by the householder, the bin remains the property of the Council.

This Policy is designed to encourage responsible use of containers, and because we consider it fairer that the cost of replacements be met by the residents requiring them, not council tax payers as a whole.”

Policy 17: Provision of Non-Standard Wheeled Bins

Where household occupancy changes or circumstances arise so as to merit extra receptacle capacity, the Council can make arrangements to provide the additional capacity required upon receipt of the necessary payment.

Policy 18: Provision of Wheeled Bins to New Dwellings

The Council will provide wheeled bins to new dwellings upon receipt of the necessary payment for bins, the minimum requirement is for a black, blue and purple-lidded bin, with the garden waste bin being optional.

The property developer should contact Operational Services regarding new developments in order that adequate and suitable storage is identified.

Policy 19: Provision of Authorised Sacks to New Dwellings

New dwellings will not be provided with authorised sacks as an alternative to wheeled bins, unless Policy 2 applies.

Policy 20: Pre-Paid Authorised Sacks

To encourage effective recycling and waste minimisation, the Council does not collect ‘side waste’, in accordance with Policy 11, unless contained within an authorised pre-paid sack.

Blue sacks are available to purchase from WLDC offices at The Guildhall, Gainsborough. They are also available by post (although a delivery charge applies).

For current charges of the authorised pre-paid sacks please visit www.west-lindsey.gov.uk/wastefees

The Council will review provision of the service and increase the charge in-line with inflation, on an annual basis, thereafter.

Policy 21: Clinical and Medical Waste Provisions

West Lindsey is required to collect Clinical Waste (Healthcare) waste from domestic properties, (although it is classed as household waste for which a charge can be made).

Hazardous Clinical Waste:

Some clinical waste, e.g. haemodialysis waste and sharps are classified as hazardous waste and need to be disposed of separately and sent for incineration.

West Lindsey currently only collect sharps waste and this service is available upon request by telephoning 01427 676676. An appointment will be given for collection (within a 48 hour slot).

Requests for collection of other hazardous clinical waste such as haemodialysis waste must be referred to WLDC by appropriate PCT, (Primary Care Trust) which then will be forwarded onto Lincolnshire County Council for a collection to be organised with a specialised contractor.

Non-Hazardous Clinical/Medical Waste:

Most types of low grade clinical waste, such as bandages, dressings, drainage bags, colostomy bags and incontinence pads are classed as low grade (non-hazardous) can be disposed of along with your normal domestic refuse, and placed within your black wheeled bin.

Upon request, the Council will provide larger or an additional wheeled refuse bin to residents. For residents on a refuse sack service, the Council will also supply additional refuse sacks for this purpose and to enable the waste to be double-bagged.

To request a larger or additional wheeled bin for medical waste reasons, please contact our Customer Services team on 01427 676676 or visit www.west-lindsey.gov.uk/doitonline.

The Council does not provide a service for the removal/disposal of unused pharmaceuticals, which should be returned to a pharmacy.

Policy 22: Bulky Waste Collection Services

The Council provides a bulky waste collection service for large household items such as:

- Table & chairs
- Washing machines
- Dishwashers
- Carpets
- Mattresses
- Suites
- Beds
- Wardrobes
- Cookers etc.
- Fridge/freezers

There is a charge for this service, see www.west-lindsey.gov.uk/wastefees for current charges. The minimum charge will consist of a number of items but not to exceed 6 points. If the points value is exceeded then an extra amount also applies. An example of the points value is given below.

3 points:

- King sized bed base, mattress, headboard and fittings
- 3 piece suite

2 points:

- Cooker
- Dishwasher

1 point:

- Chest of drawers
- Kitchen table
- Dressing table

A collection date (within a 48 hour slot) is given to the customer when they request a collection. Means tested benefits no longer apply. The bulky waste collection service does not include collection of items such as:

- Bricks
- Concrete
- Tyres and car parts
- Cast Iron Boilers
- Oil tanks
- Plasterboard

Policy 23: Garden Waste Collections

This policy sets out the optional garden waste service which is provided by the Council. A separate, chargeable service for the collection of green garden waste is available to householders. Information on how to subscribe can be accessed on www.west-lindsey.gov.uk/gardenwaste or by calling the Customer Service Team on 01427 676676.

Garden waste is not permitted in the residual or recycling waste wheeled bins/bags and will not be collected. Householders who do not subscribe to the service must make arrangements to dispose of their own garden waste either by composting or at their local Household Waste Recycling Centre.

For paid subscribers to the service, garden waste will be collected on a fortnightly basis during the collection season. The collection season is currently set to run from the beginning of April to the start of December. Garden waste collections are organised to ensure that each household receives 18 collections, providing they sign up to the service prior to the start of the collection season.

Where agreed by the Operational Services Manager (or designated Officer) individual households unable to utilise wheeled bins to present their garden waste will be able to purchase garden waste sacks. Households who purchase sacks will be added to our collection round database, and sacks will be picked up and taken for composting during the collection season. Sacks will be a minimum of 80 litres in capacity and will be available to purchase in bundles of 54 bags for the same cost as the annual charge for a wheeled bin (including delivery.) This gives the same equivalent capacity to contain garden waste as would be available if the householder were provided with a wheeled bins and is priced at the same rate. In addition, there is no expiry date for the sacks, so any unused from the bundle can be presented in the next collection season.

Our standard collection vehicles will be unable to ensure that garden waste contained in sacks is recycled and therefore, the sack service will only be available to residents where a wheeled bin collection is unsuitable.

There is no limit to the number of garden waste wheeled bins or sacks which a householder may purchase, if they are unable to utilise wheeled bins.

It is possible to opt-out of the scheme once joined; householders are not required to return the wheeled bin to the Council.

It is possible to opt back into the scheme at any time following payment of the appropriate fee.

If a resident is moving within the administrative area of the Council they will need to inform the Council either by contacting our Customer Service Team on 01427 676676 or by email at gardenwaste@west-lindsey.gov.uk where arrangements will be made to transfer the service to the new property. The householder is required to leave the garden waste wheeled bin (and sticker) at the property they are moving from. If the householder is moving out of the administrative area they should inform the Council, but there is no entitlement to a refund for the remainder of the chargeable period. Full terms and conditions for the service can be found at www.west-lindsey.gov.uk/gardenwaste

Policy 24: Commercial Waste Collections

A commercial/trade waste and recycling collection service is offered to businesses in West Lindsey.

The service is available to all schools, parish, church and village halls as well as shops and businesses of all sizes.

The service is available at an agreed charge, based on frequency, numbers of bins and number of collections.

The collections, where possible, will be co-mingled with domestically generated waste but may, where required by frequency of collection, be collected by a separate, designated vehicle.

The service will be based on wheeled bin collections but will be customer focussed in that bag collections may be available to those customers with insufficient storage capacity for wheeled bins.

Waste generated from residential premises being used for business purposes, where there is a requirement for planning permission for such use, will be dealt with as commercial waste.

Premises such as public houses which are also used as domestic residential accommodation are known as a “mixed hereditaments” and as such are only entitled to the standard issue of wheeled bins.

It is recognised that some individual traders work from home and provided that any waste generated along with the normal household waste does not require any additional capacity or have any particular hazardous qualities it will be dealt with as normal domestic waste.

Churches and other places of worship (as opposed to church halls and associated offices) will still get 1 x 240 litre mixed recycling, 1 x 240 litre bin for paper and card and 1 x 240 litre refuse bin free of charge.

Free waste collection services to non-domestic properties will cease. Non-domestic customers, using a domestic wheeled bin, will have that bin removed.

Policy 25: Village Halls and Similar Premises

West Lindsey District Council will provide and empty, a set of bins, comprising of 1 x 180 litre refuse bin, 1 x 240 mixed recycling bin and 1 x 240 litre bin for paper and card to; Village Halls; Community Centres; ‘not for profit’ voluntary sector organisations (excluding charity based retail outlets), places of worship and any halls attached. There will be no charge for these bins.

The Council will also make a charge for providing any additional capacity above this standard issue. Requests would be charged at our standard commercial rates (see Policy 24) or alternatively, any request for additional waste bin capacity should be referred to a private contractor.

The Council would also charge in instances where the predominant activity on such premises is commercial in nature, i.e. operated to generate a profit, such as pre-school/child-minding or private fitness/slimming classes.

Activities that are set up and run as an adjunct from some external organisation (e.g. nurseries would be subject to a charge).

The existence of a charity registration number does not infer exemption, as many charities are classified as producers of commercial waste and operate in such markets.

Since free waste collection is only intended to benefit premises whose main function is hosting public meetings, in some cases, the Council will request that applications are made in writing detailing activities. We reserve the right to monitor and review periodically to see if such premises remain in scope.

Policy 26: Education and Enforcement Procedures

This Policy outlines the enforcement procedures for the Waste and Recycling Service. Building awareness and having an educational approach is important to help residents understand their role, and assist with improving recycling and operating efficient services. Enforcement activities will be in accordance with the Council's 'Corporate Enforcement Policy' and as such, any enforcement will follow these principles and be applied in a staged approach. There are no significant changes in approach to that presented in the existing waste enforcement policies, but this policy provides a summary:

All waste must be presented in Council approved receptacles to ensure it can be safely collected from the kerbside (or a position agreed by the Council).

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

- i. Overloaded wheeled bins (by weight and volume)
- ii. Wrong receptacle presented e.g. recycling wheeled bin presented on refuse week.
- iii. Wheeled bin is too heavy to lift, due to containing heavy waste e.g. construction, DIY or soil waste.
- iv. Contamination of recyclable materials.
- v. Garden waste in residual collection (black wheeled bin or blue bag).

Repeated presentation of residual side waste will be dealt with by the Council in the same manner as contamination of recyclable materials.

Recycling wheeled bins containing major contamination will not be emptied. A sticker be placed on the bin to provide information as to the contamination types and it will be recorded on our system. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner.

The householder may be given two letter notifications for two separate occurrences of contamination of the recycling wheeled bin, the third incident may result in a notice being

served to the householder, under Section 46 of the Environmental Protection Act 1990 and will allow a Fixed Penalty Notice (FPN) to be issued on the next occasion.

Policy 27: Severe Weather

In the event of severe weather, when snow, ice, floods or other conditions disrupt waste and recycling collection services, the following general principles will apply:

The Council will try to maintain services if they can be performed safely, for example from a gritted road or another area assessed as safe by the collection vehicle driver. Among key factors that apply are: road conditions, access past parked cars, risks to public or crews.

The condition of the roads in terms of the district as a whole will be assessed by the Operational Services Manager.

A decision will be made by 9am as to whether normal collections will be attempted; thereafter hourly reassessments will be made until 2pm. Communication will be through our usual channels (West Lindsey District Council website and social media pages) with regular updates to local radio and via other media outlets (newspapers, local television).

Should it be necessary to suspend the service, staff will be re-deployed where appropriate (initially to assist residents deemed most vulnerable such as those in the Supported Housing Section) and thereafter to assist Lincolnshire County Council in the discharge of their duties i.e. gritting pathways and clearing snow.

In cases of flood, staff will assist in the provision of sandbags in line with the Council's Policy.

Bulky waste collections may be suspended to maintain main services depending on the duration of the severe weather event.

Limited quantities of extra waste will be accepted alongside containers during any catch up period.