

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. Food waste will be collected on a weekly basis. 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 end of March to the end of November. 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 24 for more information about the garden waste collections.

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

The time of the day for collection may vary due to roadworks, vehicle breakdowns or other situations outside of our control. Therefore, residents are asked to present their 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 and social media.

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, along with some recycling information. 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 and Caddies

All residents are required to present their waste and separated recyclables in wheeled bins, caddies, or sacks 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 residents are unable to move wheeled bins or caddies 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 or disability. In these circumstances, alternative waste collection receptacles/arrangements will be provided, by agreement 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 these are 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 14).

Large Family wheeled bin (240L):

Only households that have six 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 six 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 capacity 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 three 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 two bins.

Policy 3: Charges for Wheeled Bins and Caddies

Charges for supply and delivery of 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 administration and their delivery, the Council retains ownership of the bins. We would encourage residents to look after their bins and caddy by labelling with their house number and bringing back in as soon as possible after collection.

This charge applies both to new properties and replacement bins and caddies. Payment will be required when requesting new or replacement bins and caddies. 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) and caddies for a new build property or due to damage, loss or theft must be made to the Council; either by contacting our Customer Services Team 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 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 residents shall always remain the property of the Council.

When residents move home they must leave the refuse and recycling wheeled bins at the property for the new occupant. Residents are responsible for the storage, safe keeping and cleaning of refuse and recycling wheeled bins. Each property should have the normal entitlement of bins (1 x 180 litre black, 1 x 240 litre blue and 1 x 240 litre purple lidded bins, and 1 x 23 litre orange lidded caddy). There should be no reason to remove these bins and they should remain at the property. If in exceptional circumstances, we remove any bins (upon request of the resident) a charge will be made to re-instate these bins.

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 of garden waste can be provided for a small charge (see Policy 24).

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 six months and will provide the same capacity to contain waste and recyclables as would be available if the resident was provided with wheeled bins. The equivalent of three blue refuse sacks and three clear recycling sacks will be collected per week.

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 resident will be required to purchase 'pre-paid' authorised sacks in which to present their waste (see Policy 20).

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

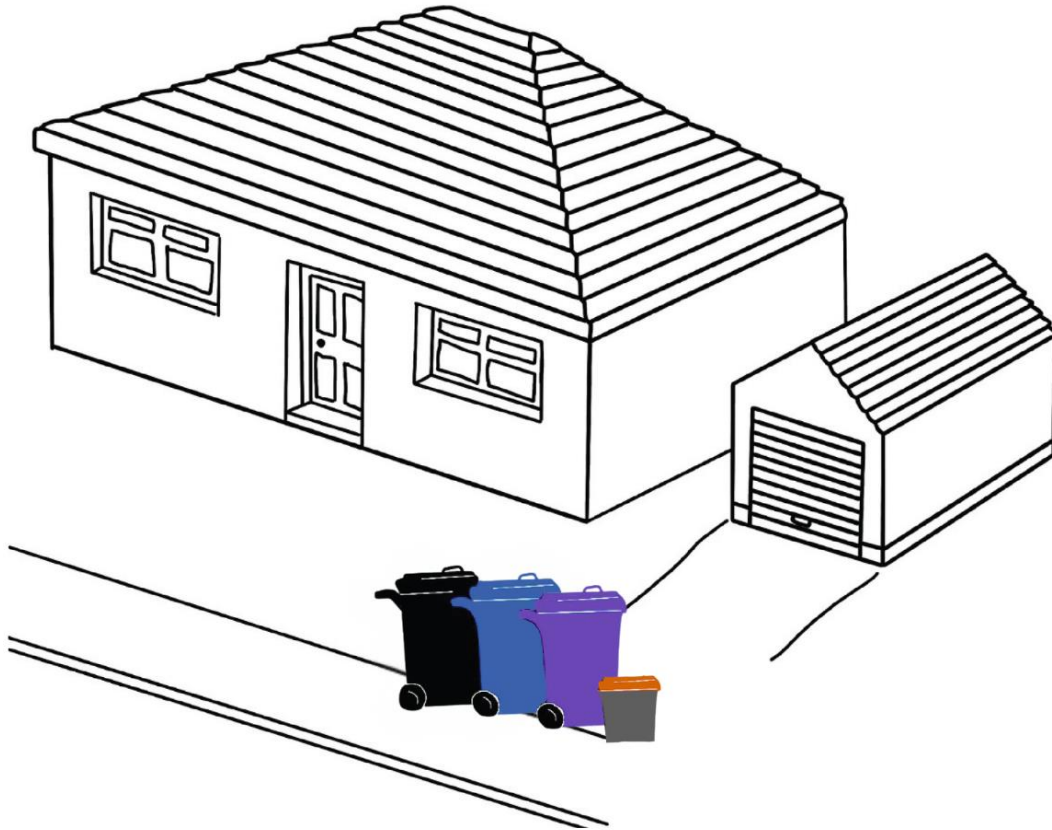
Table 1: Number of Authorised Sacks Issued to Households (per 6 months)

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 wheeled bins, and food waste caddies 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-authorized wheeled bins.

Bins and caddies must not be used for storage of any other items, such as parcels. The Council will not compensate for any items stored in the bin and then emptied in to the collection vehicle.

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 resident to determine the most appropriate solution.

Where residents share a driveway, they will be required to present their wheeled bins/sacks 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 resident is required to present their wheeled bin/sacks for collection at the point nearest the highway. The Council's designated Officer will visit the resident 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 vehicle to access the properties.

Any variation to this Policy will be at the discretion of the Operational Services Manager. This decision will be deemed to be final.

Policy 6: Collection of Refuse

All wheeled bins/sacks are liable to inspection before collection and should contain 'non-recyclable' household waste only:

The bins/sacks **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 bins/sacks contain wastes of the type detailed above, the Waste Operative 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 resident, who will be required to dispose the waste in accordance with instructions provided.

Generally, the resident 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 residents 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 21).

Failure to comply with instructions may result in enforcement action being taken under appropriate legislation (see Policy 27).

Policy 7: Recycling Collections

Under Section 46 of the Environmental Protection Act 1990 and the Environment Act 2021, the Council is required to ask residents 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.

The resident cannot have either of their recycling bins (mixed recycling or paper and cardboard), or food waste caddy removed from their property, unless these are extra to their normal entitlement.

If a resident has two recycling bins of the same colour, we will swap one of these so that they have one of each type. To enable residents to use the correct bin for all their recyclable waste.

Contamination, meaning items presented in the wrong bin, 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 our disposal costs.

Recycling (including food waste) and garden waste receptacles considered by Waste Operatives to be 'contaminated' will not be collected. Should the Waste Operative observe a contaminated receptacle, a tag will be attached to it, notifying the resident why it has not been collected.

At the discretion of the Waste Operative, they 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 resident. In this circumstance, should the recycling receptacle not be collected, the disposal of the rejected waste will be the responsibility of the resident.

The resident will be required to remove the waste causing the contamination problem. The receptacle can then be presented on the next recycling collection day.

The Supervisor 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 resident on one occasion only, following a receptacle being rejected for being contaminated.

Should a resident continue to present recycling receptacles containing contaminating waste material, the Council will take appropriate enforcement action under available legislation (see Policy 27).

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

Policy 8: Separate Paper and Cardboard Collections

Separate paper and card collections came into effect as from April 2022. Residents will be required to separate their paper and card from other recyclables and instead present paper and cardboard in the purple lidded bin.

Again, under Section 46 of the Environmental Protection Act 1990, the Council is exercising its powers to require residents 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) and orange lidded caddy

- Week 2 – Blue (dry mixed recycling – e.g plastic bottles/cans/glass bottles/cartons) and orange lidded caddy
- Week 3 – Black (general waste) and orange lidded caddy
- Week 4 – Purple-lidded bin (separate paper and cardboard) – and repeat the above schedule and orange lidded caddy

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 cardboard 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 items suitable for recycling.

Policy 9: Separate Food Waste Collections

In order to comply with the Environment Act 2021, weekly food waste collections are being introduced from 30 March 2026.

Each household will be required to have 1 x 23 litre caddy for outdoor use (these will have lockable orange lids to prevent spillage and animal interference). No other sized bins will be available for individual properties. Where deemed appropriate by the Operational Services Manager, communal properties such as flats will be issued with larger 140 litre bins instead of the 23 litre individual caddy. These containers will be provided free of charge on the initial roll out of the service. The resident will be responsible for the safe keeping of these caddies, by bringing them back into their property at the end of the day. Residents will also be provided with a 5 litre indoor caddy in order to store food waste before emptying into the orange lidded outdoor caddy.

In order to encourage effective use of this service, we **will not** remove the caddies if requested by the resident.

Liners can be used in the caddies, but residents are required to supply their own liners. Acceptable liners are plastic bags such as old bread bags, newspaper or kitchen roll.

Properties on a sack collection service will receive caddies despite not having wheeled bins for their other waste and recycling.

Collections will be weekly on the same day as other collections in that area.

Caddies must be presented by 7am on the day of collection. Presentation must be made at the front boundary of the property where it meets the kerbside. We refer to this point as the curtilage (see Policy 5). Anyone who is entitled to receive an assisted collection, will continue to receive this service for food waste collections.

Policy 10 : 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 11: Assisted Collection

This policy outlines how residents 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/caddy/sacks 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 sacks, can be provided on assessment of the needs of the resident as well as to facilitate collection by our operatives.

Residents on the assisted collection scheme will have their wheeled bins/caddy/sacks collected by a Waste 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 Waste Operative is unable to gain access to the wheeled bin/sacks they will not be emptied/collected until the next scheduled collection.

If relatives of someone in receipt of this service need time to clear out the property, this service can continue for a period of one month, which will cover the collection of each bin type. For waste in excess of this, our big bin service can be used.

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

Policy 12: 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 chargeable so as to provide incentive to residents to recycle and compost their waste at home, thereby reducing waste arising.

Should residents not be able to contain refuse within the 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 or utilise the Council's Big Bin Clear Out service (See Policy 28).

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

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

Policy 13: Presentation of Additional Recyclables

The Council encourages residents to maximise the presentation of materials for recycling. Therefore, extra blue recycling bins and purple lidded 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.

There will be a limit of two recycling bins of each type per property, which is considered adequate for most households. By having a limit on these bins, it will prevent businesses working from home from receiving a free collection. Under very exceptional circumstances a decision may be made by the Operational Services Manager on a case by case basis. Any businesses working from home can subscribe to our Commercial Waste Service or find an alternative registered waste collection contractor.

No additional food waste presented for collection will be taken. The scheme is designed to reduce the amount of food waste, and excess will therefore not be collected (an extra external food waste caddy can be requested if continual extra food waste is being created, a member

of Lincolnshire County Council Engagement and Education Team will also visit to discuss ways to minimise food waste).

Policy 14: Premises in Multiple-Occupancy

This Policy sets out the provisions for refuse and recycling collection within communal waste 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 sack service is the best option 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 support residents to encourage recycling. If appropriate the Council will use its enforcement powers to achieve improvement in recycling performance from multiple-occupancy properties.

Where reasonable efforts of the Council fail to improve the quality of recyclables presented for collection, the Council may remove the recycling bin/sack service. The refuse bin/sack 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 recycling 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/sacks in a manner that allows for a collection to take place. Where access is not possible due to locked gates etc the wheeled bins/sacks will not be collected and the Council will not return until the next scheduled collection

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

Any disposal of waste 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 or 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, 1 x 240 litre bin for paper and card, and 1 x 23 litre food waste caddy) 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 to collect the waste.

Policy 15: 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, missed reports will not be considered a 'missed' collection. Responsibility for disposal of the waste in these cases lies with the resident.

Waste and recycling receptacles not presented for collection at the time the Waste Operative arrives at the property will be recorded on our system as live data.

If a receptacle is recorded as 'not presented', the responsibility for disposal will become that of the resident. Therefore, the Council will not return to empty 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 resident has not had their receptacle 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 there being no record that the bin was not presented.

The resident should report their receptacle as missed within 72 hours of the scheduled collection, otherwise it will not be classed as a missed collection.

Should a missed collection be reported after 4.30pm on the designated day of collection, and subject to there being no record that the bin was not presented, 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. Missed food waste caddies will not be returned for, due to the 5 workings days taking it up to the next collection date. Misses can still be logged as this enable the Council to identify any potential issues and resolve them. If the food waste caddy is full after it has been missed, the additional food items can be placed in the black bin on this occasion.

Where residents do not present their refuse or recyclables for collection in accordance with Council requirements, the resident 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 16: 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 bin.

Policy 17: Stolen Wheeled Bins and Caddies

When a resident reports their bin or caddy as stolen, we will provide one replacement receptacle only within a three year period. In order for the Council to provide a replacement bin free of charge, the bin needs to have been stolen on collection day and reported within 24 hours of the collection day. The only exception to this is when the resident obtains a crime reference number.

The Council will send sufficient authorised sacks to the resident 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 resident will be required to pay for a replacement bin.

The exception to this is where the resident has subscribed to the chargeable garden waste collection service.

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

If we believe a bin/caddy has been misused, damaged or lost by the resident the Council will charge the householder for a replacement. Even when a charge is paid by the resident, the receptacle remains the property of the Council. Only where damage is caused as a direct result of the collection process will the Council pay for the repair or replacement.

This policy is designed to encourage responsible use of bins and caddies, 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 18: Provision of Non-Standard Wheeled Bins

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

Policy 19: Provision of Wheeled Bins and Caddies 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, and an orange lidded caddy, with the garden waste bin being optional.

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

Policy 20: 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 21: 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, Marshall Yard Gainsborough DN21 2NA . 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 22: Clinical and Medical Waste Provisions

West Lindsey will collect Clinical Waste (Healthcare) waste from domestic properties. This will either be classified as low risk clinical waste as detailed below in non-hazardous clinical waste or the collection of needles (sharps collections).

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 (needles) 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 should be referred direct to Lincolnshire County Council (LCC) by the appropriate PCT, (Primary Care Trust) or hospital. LCC will then arrange for collection by a specialised contractor.

Non-Hazardous Clinical/Medical Waste:

Most types of low risk 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 waste, and placed within your black wheeled bin.

If there is a need for additional capacity, residents can request a larger or an additional refuse bin. 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 23: 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. If a booking is cancelled by the customer, refunds will only be given if 24 hours notice is given. 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
- Gas bottles

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Policy 24: Garden Waste Collections

This policy sets out the optional garden waste service which is provided by the Council.

This is a separate, chargeable service for the collection of garden waste and is available to residents on a subscription service see www.west-lindsey.gov.uk/gardenwaste or by telephoning the Customer Service Team on 01427 676676.

Garden waste is not permitted in the residual or recycling waste bins/sacks and will not be collected. Residents 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 end of March to end of November each year. 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 in, will be able to purchase garden waste sacks. Resident who purchase sacks will have their sacks collected at the same time as bins in their immediate area. 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), providing the resident with the same capacity as a wheeled bin. There is currently 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 not possible due to access issues.

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

It is possible to opt-out of the scheme once joined; residents are not required to return the wheeled bin to the Council. No refunds will be given if a resident wishes to cancel their subscription.

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 67676 or by email at gardenwaste@west-lindsey.gov.uk where arrangements will be made to transfer the service to the new property. The resident is required to leave the garden waste wheeled bin (and sticker) at the property they are moving from. If the resident 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 25: 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.

Free waste collection services to non-domestic properties will cease. Non-domestic customers, using a domestic wheeled bin, will have that bin removed or can join the commercial waste service.

Policy 26: 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. Food waste caddies are not included in this allowance.

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.

The existence of a charity registration number does not mean 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 27: 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 bins/caddies/sacks 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 and food waste caddies containing major contamination will not be emptied. A tag be placed on the bin to provide information as to the reason for rejection and it will be recorded on our live database system. It is the responsibility of the resident to remove the contamination and dispose of it in the correct manner.

The resident 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 resident, 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 28: 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). Residents can sign up for a regular e-newsletter at www.west-lindsey.gov.uk/newsletter.

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 bins during any catch up period.

Policy 29: Big Bin Clear Out Service

1. This service allows residents to hire a choice of two big bin sizes for a period of one week, allowing residents to dispose of excess household waste, for example after a party or spring clean.
2. Wherever possible, residents are encouraged to reuse or recycle items, by using Charity Shops or Household Waste Recycling Centres.
3. This service is for residents only and does not extend to businesses. Businesses can subscribe to our commercial waste collection service and an online enquiry can be submitted by visiting www.west-lindsey.gov.uk/commercialwastesolutions.
4. To request the big bin service please use the online form or call our Customer Services on 01427 676676.
5. The Council will allow the resident to select a suitable date for delivery and collection of the bin.
6. Please only use this service for the disposal of household waste. The resident must ensure that no items are placed within the bin(s) that are not allowed. Unacceptable and acceptable items are listed below for both black general waste bins and blue mixed recycling bins.
7. On collection of the bin, should any item be found in the bin which is not allowed, the resident will be given the opportunity to remove it. If this isn't possible, the bin will need to be emptied at a specialist disposal site, and you will be charged for this additional cost.
8. The resident will pay the hire fee at the time of booking using debit/credit or contactless card payments or through the online form.

9. We ask that the resident presents the bin for emptying no later than 6:30 am on the morning of the agreed collection date, ensuring the council has clear access to the bin for collection. Please do not block the road or footpath.
10. The bin shall remain the property of the Council.
11. You must not breach the terms of this agreement, this may result in the council having to terminate this agreement and no refund will be given. Unfortunately, if the bin is damaged due to misuse by the resident, a payment for the repair or replacement of the bin will be payable by the resident. A record will be made of the condition of the bin at delivery and collection times.
12. The Council accepts no liability for any property damaged during delivery of the bin and during collection. It is the responsibility of the resident to choose a suitable location for the bin, ensuring that the council have clear access for drop off and collection. The Council are not liable for damage caused to land or property, including but not limited to grass, driveways, personal property, cars, kerbs, garden beds, fences, carports, garages, houses or other structures, during delivery or collection.
13. The resident must always keep the bin on their premises, ideally in a secure location. We ask that bins are not moved to other locations without permission from the Council. If neighbours wish to share the bin it must be agreed with the Council in advance so the bin can be moved between the two properties. The bin must be returned to the property where the bin was delivered to for collection. Any agreement to share the bin, with a neighbour, is the responsibility of the residents, the Council will not intervene in any disputes.
14. The resident must keep the bin away from any public land.
15. If the resident wishes to cancel the service this must be done by 1pm on the working day before the arranged delivery. If the resident cancels on the delivery day no refund will be given.
16. Please ensure that the bin lid is closed in order for the bin to be collected, any bins with lids up will not be collected and an additional charge of £50 will be made to reschedule the collection.

Unacceptable Items are listed below:

Mattresses
Gas bottles
Hazardous waste such as asbestos or batteries
Construction waste such as brick rubble or plasterboard
Other materials normally described as building waste including toilets/wash basins/tiles
Liquid waste such as tins of paint or waste cooking oil
Electrical Items
Garden waste or soil
Tyres
Clinical waste (including needles)
Any other materials deemed unsuitable by the Council

Acceptable Items include

- Odd bits of wood;
- Plastic items, such as broken watering cans and buckets
- Hosepipes;
- Broken Deckchairs;
- Old shelving;
- Old garden tools;
- Empty tins of paint;
- Plastic plantpots;
- Pieces of garden trellis;
- Pop-up tents
- Small pieces of carpets or rugs;
- Ornaments;
- Pictures/wall art;
- Old lever arch or box files;
- Old duvets and pillows;
- Old lampshades;
- Clothes airers;
- Old curtains and bedding
- Blinds and fittings, e.g. rails;
- Linen baskets;
- Saucepans and cooking utensils;
- Artificial Christmas trees;
- Plastic storage boxes/drawers;
- Washing up bowls
- Cutlery trays
- Wicker baskets;
- Cushions;
- Polystyrene packaging;
- Mops, brushes;
- Wooden items, such as drawers or broken dining chairs;
- Plant stands

Anything which is still in good condition should be donated to charity shops or for other re-use purposes.