

Waste Operations policies and service standards January 2015

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Introduction

This document brings together the various policies and service standards that apply to domestic waste collections. The objectives of these are to:

- (i) Ensure a fair, consistent approach for customers whoever they contact at the Council
- (ii) Take account of the diversity of Exeter's population and housing stock, ensuring everyone has access to an equivalent level of service
- (iii) Provide essential services reliably and in the most cost-effective way
- (iv) Carry out waste collections in line with best practice in health and safety for residents and our workforce
- (v) Minimise the adverse impact of our waste operations on the street scene
- (vi) Maximise opportunities to reduce, reuse and recycle waste

The following policies and service standards are written for publication on the Council website and are written in the first and second person, i.e. "we" = Exeter City Council; "you" = the customer. Underlined text indicates web links that take the reader to the appropriate web page for further information.

Policy 1: Supply of waste containers and presentation of containers for collection

This policy applies to ordering Council approved containers for rubbish. The Council offers a range of containers to suit the collection point designated for each property in Exeter and residents can find this information on the web form (see below). Consideration is given to whether certain types of property have suitable storage space for each type of container.

The standard container for domestic waste is the wheeled bin, manufactured to the European standard EN840. Wheeled bins offer secure storage of waste, minimise the impact of manual handling on residents and waste operatives, and provide sufficient capacity for the biweekly collection cycle that operates in most parts of Exeter. Bins are colour-coded in green (for recycling) and grey (for rubbish). Brown bins are supplied for garden waste subject to a collection charge in accordance with the Controlled Waste Regulations 2012.

In order to encourage waste minimisation, the Council restricts the sizes of grey bins according to household size (see Policy 2 below). For households that do not have space to store a bin within their property, alternative containers are supplied. These are seagull-deterrent sacks or static dustbins (for rubbish) and kerbside caddies for recycling. For blocks of flats, single-use clear plastic sacks are supplied for recycling. Households without storage at their property boundary can request a wheeled bin but may be asked to confirm in writing that they agree to store the bin within their property.

In order to reduce the cost to the Council of providing wheeled bins, a charge is now made for supply and delivery. Current charges and exemptions are listed in the table below.

As the Council, we will

- Collect rubbish and recycling on the scheduled day from 6am. You can check your scheduled collection day and download a waste collection calendar at www.exeter.gov.uk/recycling, or by contacting our Environment Support Team on 01392 665010.
- Designate a suitable collection point for your address. Normally this will be 'front kerbside', i.e. where the front boundary of your property meets the pavement, footpath or road. However, where appropriate, we may collect from a bin store, a collection point shared with nearby properties or from the rear of your property if this makes access for our collection crews more efficient.
- Supply static dustbins to store black bagged rubbish between collection days only to the following properties: where rubbish collections take place from back lanes, or where collections take place on streets that have front door collections but the properties have no front gardens. In these instances, dustbins will be supplied free of charge by the Council. However, where the Council changes the collection point for a street, or part of a street, from back alley to front door collections the Council will supply wheelie bins free of charge to those properties that have a front garden in which to store the wheelie bin.
- Expect residents who use sacks for collections of rubbish to provide their own black bags. However, for those properties that are not suitable for wheelie bin collections, the Council will supply, free of charge, reusable seagull deterrent bags to contain rubbish sacks for presentation on collection days.
- Charge, from 1st April 2013, for the supply and delivery of wheelie bins to new or converted properties that meet the criteria for wheelie bin collections. Wheelie bins are suitable for streets where collections are taken from the front of properties with gardens. The property manager, freeholder or resident will be charged for the supply and delivery of wheelie bins. Wheelie bins will remain the property of the Council, and may be exchanged thereafter for a delivery fee. For more information about bin supply charges visit [wheelie bin fees](#).
- Charge, from 1st April 2013, for the supply of communal wheelie bins to new or converted properties that are suitable for communal wheelie bins. We will supply communal bins by arrangement with the property manager or freeholder of such properties. The property manager or freeholder will be charged for the supply of

wheelie bins. The wheelie bin may be exchanged thereafter for a fee. For more information about bin supply charges visit [wheelie bin fees](#).

- Supply additional wheelie bins to properties where the residents meet certain criteria. Visit [additional rubbish containers](#) to find out whether your household is eligible to apply for this service. If you are successful in applying for this service the Council will only charge for the supply of any additional wheelie bins.
- Exchange or replace a wheelie bin previously supplied to a property subject to prior payment to the Council of a supply charge- visit [wheelie bin fees](#).
- Remove wheelie bins that are reported as being habitually left out on a public highway on non-collection days.
- Levy a supply charge on a resident where the resident requests the return of the wheelie bin(s) after their wheelie bin has been confiscated because it has been habitually left on a pavement or public highway between rubbish collections.
- Aim to supply, or collect unwanted, containers within 10 working days from the date requests are made.
- Collect unwanted wheelie bins free of charge.
- Ensure that pre-used bins have been refurbished to a suitable standard before being supplied to a household, property agent or freeholder.
- Provide an assisted waste collection service to households who are registered for this service. To apply, visit [assisted waste collections](#)

As a householder, you are responsible for

- Storing your rubbish on your property, or in the bin store for your property, between rubbish collections.
- Presenting (unless you use a communal storage area) your rubbish at the collection point for your property – you can find your collection point in the form called [find out when your bin is collected](#).
- Putting your rubbish out for collection after 6pm on the evening before collection, but before 6am on the day of collection.
- Returning your seagull bags or wheelie bins to your property as soon as possible after it has been emptied, for storage until the next collection day.
- Ensuring that containers being returned by you to the Council are empty and left outside the front of your property until the delivery crew is able to collect them.
- Not putting out extra general rubbish in sacks if you use a wheelie bin.
- Leaving the wheelie bins or Council supplied dustbins at your property if, or when, you move out.
- If a wheeled bin is the appropriate container for your property, using suitable wheeled bins of the correct size for your household. You can obtain these bins from the Council on payment of the current charge, or you may provide your own wheeled bins. If you choose to provide your own bins these must meet the standard EN840 for wheeled bins, and must be coloured green for recycling and grey or black for rubbish.

As a property manager or freeholder, you are responsible for

- Ensuring all residents of the building have access to a shared bin store or communal area where they can store their rubbish between scheduled rubbish collections.
- Educating all residents about how to use and store their rubbish in the shared bin store or communal area.
- Liaising directly with the Council to arrange for suitable containers to be delivered to your designated bin storage area - see contact details on this page.
- Ensuring you manage and maintain the cleanliness of your bin storage areas, and taking all reasonable measures to prevent fly tipping in and around your bin storage areas.
- Reporting damaged bins to the Council.
- Arranging for the return of unwanted wheelie bins to the Council.

Table 1: Charges for the supply of wheeled bins to domestic properties for rubbish and recycling, 2014-15 (subject to annual review)

Bin Type & Size	Cost of supply to new builds or conversions since 1st April 2013	Cost of supply to existing builds or conversions before 1 st April 2013
140L rubbish (depends on size of household)	£18.00	£12.00
180L rubbish (depends on size of household)	£28.00	£12.00
240L rubbish (depends on size of household)	£38.00	£12.00
1100L rubbish for large bin stores	£257.50	£257.50
140L recycling	£12.00	£12.00
240L recycling	£12.00	£12.00
1100L recycling for large bin stores	£257.50	£257.50
140L rubbish and any size recycling wheeled bin	£30.00	£18.00
180L rubbish and any size recycling wheeled bin	£40.00	£18.00
240L rubbish and any size recycling wheeled bin	£50.00	£18.00

Exemptions from bin charges

No charge will be levied when:

- 1) The container has been damaged beyond repair by the collection and emptying process, so that it is no longer usable.
- 2) The container was lost as a result of being collected and emptied by Exeter City Council.
- 3) Down-sizing from a larger to a smaller bin.
- 4) Where the container has apparently prematurely failed owing to age or poor manufacture.
- 5) Where a different size container is required to suit large families or for medical reasons.
- 6) Where the property had been provided with alternative container arrangements and the new householder wishes to be supplied with the standard arrangements suited to that property type.
- 7) In other circumstances where the Cleansing & Fleet Manager deems it appropriate to waive the charge.

Policy 2: Additional rubbish allowances

The Council encourages householders to recycle more by limiting the amount of rubbish they can put out. Standard allowances are based on the size of the household and whether a household has weekly or biweekly rubbish collections.

We, the Council, will:

- consider your application for additional rubbish to be collected based on the number of people in your household
- collect your additional rubbish on scheduled collection days, provided this has been formally approved by the Council
- collect back grey wheeled bins that are no longer required by the household

As a householder, before applying for this service you are responsible for:

- learning [how to reduce what goes into your rubbish bin](#)
- learning about [what can be recycled from home](#)
- paying for the temporary supply of an additional grey wheeled bin, if approved by the Council
- contacting the Council to arrange for the return of grey wheeled bins no longer required

Table 2: bin sizes, allowances for various household sizes

Bin Description (Litres)	Bin capacity (total litres)	No. of occupants in standard H/H	Litres per householder – Standard	No. of occupants in shared H/H	Litres per householder - Shared
140L	140	1	140	1	140
140L	140	2	70	2	70
140L	140	3	47	n/a	n/a
180L	180	4	45	3	60
240L	240	5	48	4	60
240L	240	6	40	5	48
180L plus 140L	320	7	46	6	53
180L plus 140L	320	8	40	7	46
240L plus 140L	380	9	42	8	48

A 'shared household' means an address at which people are living independently of each other, but may share a bin.

Exceptional circumstances

Some households may claim that their particular circumstances make it difficult to manage with the bins allocated to them under this policy. Such claims will be considered by the Waste Operations Service, but any allocation of additional allowance in excess of this policy will need to be agreed with the Cleansing and Fleet Manager.

Review of this policy

This policy for the allocation of waste containers may be reviewed at any time by the Cleansing and Fleet Manager and the Assistant Director – Environment. A review will also take place should there be any significant change to the rubbish and recycling collection policies, e.g. the addition of new materials to the recycling service.

Policy 3: Collections missed by the Council

This policy applies to collections of domestic waste that are missed by the Council and includes approved rubbish, recycling and garden waste containers. Its objective is to ensure that service failures on the part of the Council are corrected quickly, whilst avoiding additional journeys to collect waste that was not presented on time or at the correct collection point.

We, the Council, will

- Return by the next working day if the crew fails to collect a correctly presented bin, bag or box on a scheduled collection day providing it has been reported to the Council by the end of the next working day from when the scheduled collection was missed.
- Make up to three attempts to collect from streets closed due to road works for up to three days after a failed scheduled collection.
- Be unable to empty bins that are too heavy for the crews to safely move to the back of a waste collection vehicle for lifting.
- Return your bin or box to the approximate collection position after emptying.
- Collect additional waste on the next scheduled collection if extreme weather prevents a collection. Go to [Streets with suspended collections](#) to see if your collection has been cancelled within the last three working days.
- NOT return to collect waste where access to an individual property is blocked by parked cars or locked premises.
- NOT collect extra bags of rubbish where a property has been designated by the Council as suitable for wheeled bins or static dustbins. Where wheeled bins are issued all rubbish must be presented in the wheeled bin. Where static dustbins bins are issued all rubbish must be placed in a securely tied black sack inside the dustbin so that the crew can lift it out of the bin - any rubbish left loose in a static dustbin will not be collected.
- Collect extra recycling if it has been bagged and labelled with the word "recycling" and the first line of the householder's address.
- Provide [Assisted waste collections](#), on application, to eligible households.

As a householder, you are responsible for

- Notifying us of the missed collection by the end of the next working day (up to 5pm by telephone or midnight if reporting online via www.exeter.gov.uk/missedbins)

Policy 4: Assisted waste collection

This policy applies to those householders where the Council provides an approved assisted waste collection service for rubbish, recycling or garden waste.

We, the Council, will

- provide an assisted waste collection service to those households where the resident or residents are physically unable to present their waste at the designated collection point for their property on collection days
- provide this service to approved householders for all waste types including rubbish, recycling and garden
- collect and return waste containers, as long as they are accessible by the crews from the collection point designated by the Council for the street on which the property is located
- investigate and withdraw this service where it is believed there is an able bodied adult living at the property
- write to householders registered for this service every two years to confirm that the service is still required

As a householder, you are responsible for

- applying to the Council for this service. Apply here for [Assisted waste collections](#)
- providing documentary evidence of need by supplying a photocopy of the identification page of one of the following documents:
 - Disability Benefits book
 - Documentation confirming entitlement to the mobility component of the Disabled Living Allowance (DLA)
 - Registered Blind Certificate
 - Birth certificate
 - Pension book
 - Other similar certificates which may indicate a requirement for this service
- notifying the Council if an able bodied person moves in to your property with you
- ensuring collection crews can access your waste from the designated collection point for your street. Where collections for your street are from the
 - back alley the crew will need access from the back alley
 - front door the crew will need access from the street contained in your address
 - back gate the crew will need access to the back gate of your property
- replying to the Council when it seeks reconfirmation that you still require the service - failure to do so will result in this service being stopped

Policy 5: domestic waste not collected due to extreme weather

This policy applies to domestic rubbish, recycling and garden waste that is not collected by the Council on a scheduled collection day due to extreme weather events, such as snow, ice and flooding

We, the Council, will

- Make every effort to collect domestic waste on the scheduled collection day. Go to [Streets with suspended collections](#) to see if collections for your street have been cancelled within the last 2 working days due to extreme weather conditions.
- Automatically collect correctly presented additional waste on the next scheduled collection for your property.

As a householder, you are responsible for

- Taking your uncollected waste back onto your property by 8.00 pm on collection days - it is an offence to leave waste containers on public highways on non-collection days.
- Storing your additional waste safely and securely on your property until the next scheduled collection day - for hints and tips on reducing and storing your rubbish and recycling during these times visit [storing waste](#)
- Presenting your additional waste at the designated collection point for your property on your next scheduled collection day. [Find out when your bin is collected](#) provides this information.
- Putting your waste out after 6.00pm on the day before the next collection or before 6.00am on the day of collection.
- Presenting your additional waste in the following manner:
 - Rubbish must be presented either in your wheeled bin, or in a securely tied sack.
 - Recycling must be presented either in your wheeled bin or box, or in a securely tied sack, with a label on the sack with the first line of your address and the word '**recycling**' to help the crews identify it as recycling.
 - Garden waste must be presented either in your garden wheeled bin, or in a Council biodegradable sack. Visit [Renew or hire a brown bin](#) to find out where to hire wheeled bins or purchase Council biodegradable sacks.

Policy 6: storage and presentation of waste for collection:

Residents must store their waste within the boundary of their property (or communal waste store if applicable). Bins or sacks should only be placed on the pavement for the purposes of scheduled collection (no earlier than 6pm on the day before collection is due). Bins or other containers must be brought back on to the property as soon as is practicable after collection has taken place. Bins that are left on the pavement before or after the day of collection will have a warning sticker attached, and if they remain on the pavement for a further two days, will be removed. The standard bin supply charge will be applied for replacement of any bins removed under this policy.

Waste collection operatives are responsible for returning bins to the appropriate collection point after emptying. Bins must be placed tidily and in a way that minimises obstruction of pavements, driveways etc.

The remainder of this policy applies to all households that do not qualify for an Assisted Waste Collection (Policy 4 above)

The normal collection point for domestic rubbish and recycling from individual properties is the front kerbside, i.e. where the boundary of the property meets the pavement. This enables the most efficient operation of waste collections and avoids the requirement for waste operatives to enter private property. There are exceptions to this principle, where the most efficient access by waste operatives to the property boundary is at the side or rear.

Where properties share a communal collection point, such as a bin store, waste collections will be made directly from this point.

Residents are notified in writing of any change to their collection point.

Collection of waste takes place from 6am. Waste that is presented after 6am may not be collected.

As a householder, you are responsible for

- Putting your container at the designated collection point for your property. You can find your collection point in the form called [Find out when your bin is collected](#)
- Putting your container out after 6.00pm on the day before the next collection or before 6.00am on the day of collection.
- Taking your container back onto your property by 8.00 pm on collection days - it is an offence to leave waste containers on public highways on non-collection days.
- Making sure your container has the correct things in it. Check what to put in your container:
 - rubbish containers must NOT contain exceptionally heavy or large items
 - [what can be recycled from home](#)
 - [What garden waste do we collect for composting?](#)

Access to services and equality impact assessment

To enable residents to access the information they need about waste collections, and to report problems and request services, we provide:

- Web-based self-service facilities that allow people to report a collection missed by the Council, look up their next collection day, download a calendar of waste collection dates for the whole year and find out which materials should go in which bin. Online ordering of new bins and special collections of bulky waste are under development.
- Email and telephone access to the Council's Environment Support Team during office hours
- For serious or difficult-to-resolve problems, a Waste Operations Supervisor can visit residents at their address

It is important to ensure that all sections of the community have access to an equivalent level of waste collection service. With regard to the main protected characteristics under equalities legislation, the physical ability to move waste to the collection point is the major issue: gender, disability, ethnicity, age, sexual orientation and religion & belief

Protected characteristic	Potential negative equality impact	How we avoid or reduce these impacts
Gender	No known impact	
Disability	Difficulty in moving waste containers to the designated collection point	Wheeled bins offered in a range of sizes reduced the need to lift the full weight of the waste. Assisted waste collections are offered on request, with collection point agreed with the resident where there is nobody at the address able to move waste to the kerbside Local variations to the designated collection point are made, for example to avoid excessive number of steps. The impact of any collection point changes is assessed to include people with mobility problems
Age	Elderly people are more likely to experience difficulty in moving waste containers to the designated collection point	Wheeled bins offered in a range of sizes reduced the need to lift the full weight of the waste. Assisted waste collections are offered on request, with collection point agreed with the resident where there is nobody at the address able to move waste to the kerbside Local variations to the designated collection point are made, for example to avoid excessive number of steps. The impact of any collection point changes is assessed to include people with mobility problems
Sexual orientation	No known impact	
Religion and belief	No known impact	

