

WASTE & RECYCLING COLLECTION & STREET CLEANSING POLICY STATEMENTS

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DOMESTIC WASTE COLLECTION SERVICE POLICY STATEMENTS

Policy 1 - Standard service for individual houses

The standard service for the collection of residual domestic waste is a three weekly service. Mixed dry recycling and paper will be collected fortnightly, in separate containers. Food waste is collected separately, weekly. Each property on the standard service will receive only one bin of each type.

Residents also have the option of paying for a fortnightly collection of garden waste. This collection will occur during the same week as the recycling is collected. Each household can pay a subscription charge for a maximum of two additional bins for garden waste.

Each Council has historical bin colours; the list below represents the standard service for new houses and the colour of any replacement bins.

The bins provided are as follows:

Container	Material	Frequency
180L purple lidded with grey body bin (replacements purple lidded)	Residual waste (waste which cannot be recycled)	Three Weekly
240L blue lidded with grey body bin	Mixed dry recycling*	Fortnightly
55 L blue box	Paper	Fortnightly
23L brown caddy	Food waste *	Weekly
240L brown lidded bin (chargeable opt in service)	Garden waste*	Fortnightly

*As defined by our current acceptance criteria stated on our website

The correct bin must be used for the different types of waste. Exemptions to the standard service may be made subject to certain criteria (see [Policy 2](#)). Where a property is provided with the standard service, only waste presented in wheeled bins provided by the Council will be collected with the exceptions under [Policy 8](#).

Policy 2 – Variations from the standard service

To qualify for an exemption from the standard service you must meet one or more of the following criteria:

1. There is no reasonable rear or side access to the property and the useable off street frontage is too small to accommodate the bins (see [Policy 5](#))
2. The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins (see [Policy 5](#))
3. The property is a flat (see [Policy 3](#))
4. The household is a House in Multiple Occupation or has a large number of residents eg. Student house. (see [Policy 6](#))

5. The household/s are disabled or elderly and cannot manoeuvre wheeled bins. (see [Policy 15](#))
6. The household produces clinical waste (see [Policy 25](#))
7. The household produces large quantities of hygiene waste, e.g. nappies or incontinence pads (see [Policy 6](#) and [Policy 25](#))
8. Any other exceptional circumstance as agreed by the council

Policy 3 - Multi-occupancy properties (Communal/ flat blocks etc.)

Properties such as flats or accommodation blocks will normally be collected using communal wheeled bins wherever possible. The number of bins provided will depend on the size and number of properties.

Where bins cannot be provided, for example flats above shops, sacks for residual waste will be provided for use and boxes will be provided for dry recycling. Residents will be provided with the quantities of sacks as detailed in [Policy 5](#).

Bins will be collected from the bin storage or other area as agreed by the Council and returned to the collection location. The standard collection cycle is fortnightly, however weekly collections for residual waste will be facilitated for some existing flat blocks where bin storage space is insufficient.

Only waste which is presented in the correct containers with the correct items in will be collected. For multi-occupancy properties, where the bin is found to contain incorrect items, it will be rejected and not emptied.

It will be the responsibility of the residents / managing agents to arrange for the incorrect materials to be removed before the bin will be emptied on the next scheduled collection day. The Council may offer to empty the bins at its discretion alongside the scheduled residual waste collection. Repeated incidents will result in charging for the emptying of contaminated bins. Only items detailed as acceptable items on our website will be collected.

No loose rubbish or sacks around the bins will be collected nor any other items; and it is the responsibility of the residents / managing agents to remove or clear any such items.

Where access to a bin is blocked with loose rubbish / sacks / flytipping it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day.

Policy 4 – Mixed Domestic / Commercial Properties (Mixed hereditament properties)

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be provided with the standard service ([Policy 1](#)) unless an exemption/variation applies. The bins provided must not be used to dispose of business waste. Household bins containing commercial shall not be emptied.

Policy 5 - Number of sacks provided

If the property meets either Criteria 1 or 2 from [Policy 2](#) the property will be provided with sacks for the collection of residual waste and a box for the collection of mixed dry recycling, a box for the collection of paper and a 23l caddy for food wasteNHDC.

Sacks are delivered annually. Sacks are predominantly collected fortnightly and a maximum of 4 sacks will be collected unless an exemption within [Policy 6](#) applies.

In some circumstances flats will receive weekly residual waste collections. Properties must demonstrate they are adequately using recycling services to be considered for weekly residual waste collections.

Policy 6 – Extra bin capacity

All households will be provided with bins in accordance with the standard service. Residents can apply for additional capacity for residual waste under the following circumstances.

1. There are six or more permanent residents in the household
2. There are two or more children in nappies
3. A household where a large quantity of non-clinical healthcare (hygiene) waste is being produced

All households that request additional capacity will need to meet one or more of the set criteria. If the application is under Criterion 1 or 2 above, a five-week diary shall be completed by the household, to ensure items are correctly being separated for recycling and a waste audit may then be carried out to determine whether additional capacity is necessary. This is to ensure that households are recycling all that they can.

Capacity requirements are reviewed periodically (usually annually) and additional bins are provided on a conditional basis. Households will revert back to the standard service when the criteria no longer applies.

If additional capacity is authorised due to Criteria 2 above then there must be two or more children in nappies under the age of 36 months

Under Criteria 1: If a household is placing out a significant amount of extra recycling each collection, they may be considered for a larger recycling bin or second recycling bin at the Councils discretion.

Extra capacity provision under Criteria 3 is subject to a referral from a healthcare provider.

Policy 7 - Items prohibited from domestic wheeled bins / sacks

The following items are prohibited from all bins, this list is not exhaustive:-

- Any hazardous waste or chemicals
- Any clinical waste
- Paint/ Pesticides or chemicals
- DIY waste
- Plasterboard
- Electrical and electronic equipment
- Commercial waste
- Industrial waste
- Large or bulky waste which does not normally fit into a bin.(see [Policy 26](#))
- Hot ashes
- Car parts
- Rubble / soil

- Corrosive materials and liquids
- Oil
- Fluorescent tubes / low energy light bulbs

An A-Z of recycling is provided on our website for information on what can be recycled at the kerbside and items which can be recycled at Household Waste Recycling Centres.

Policy 8 – Excess waste / Side waste

Excess residual waste beside or piled on top of the residual domestic wheeled bin will not be taken. Where possible excess waste will be placed back inside the bin after it has been emptied, a sticker informing the resident may also be left. Persistent excess residual waste may result in a letter being sent or an officer visit to advise on the management of waste. Excess waste can be taken to the nearest Household Waste Recycling Centre alternatively the resident can pay for a bulky waste collection see [Policy 26](#).

Where bins have been forcibly compacted or are frozen and the contents is stuck in the bin, residents are required to loosen the contents. The bin will then be collected on the next scheduled collection day. No return will be made under [Policy 14](#).

Excess waste will not be collected with brown bins with the exception of real Christmas trees, which should be left next to the brown bin in January following the Christmas service suspension. This is for residents who have signed up to the chargeable garden waste service only.

Additional dry recycling materials for the mixed dry recycling bin will be collected as long as these are contained in a paper bag, cardboard box or reusable plastic box. Non-recyclable containers will be left after collection. Large item such as cardboard from large electrical goods must be broken down to facilitate collection. Excess recyclable material will not be collected if presented in a black or other type of plastic sack.

Excess paper can be placed next to the box in a paper bag or reusable plastic box.

Policy 9 – Bin Lids

Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is due to Health and Safety considerations and to limit the potential for waste to fall or blow out of the bin. See [Policy 8](#) for the management of additional waste.

Policy 10 - Rejected / contaminated wheeled bins, boxes and sacks

Where wheeled bins are found to be contaminated, residents may be notified by means of a sticker or hanger placed on the relevant bin requiring them to remove the incorrect material and dispose of it in a responsible manner. Boxes and sacks will have a sticker placed on them if possible. Once the incorrect material has been removed from the bin or box they will be collected on the next scheduled collection date for that material. We will not return to empty the bin, box or collect the sack before the next scheduled collection date.

For communal properties it is the responsibility of managing agents to resolve issues of contamination in bins. The Council may, at its discretion, offer a chargeable service for this.

Policy 11 - Collection day & time

The bins/sacks/boxes must be available at the collection point by 6.30am on the day of collection for all residents.

During periods of high temperatures in the summer months, collections may begin at 6am following notification via social media.

Policy 12 - Collection point for wheeled bins / sacks

Receptacles should be presented at the kerbside. Where this is not possible due to wheeled bins blocking footpaths they should be presented at the edge of the property, where the property meets the public highway. If properties are located down a private driveway/road then the bins must be presented where the private access road / driveway meets the public highway.

In a small number of cases e.g farms, due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable collection point as close as possible to a vehicle access point on the highway.

Where the collection vehicle has to travel over a private / road drive we will not be liable for any damage due to wear and tear to the road surface from normal collection operations as the roadway is unlikely to have been built to sufficient highway standards.

Policy 13 - Return of bins

Bins will be returned to the collection point where possible or another safe place within a reasonable distance to the property and should be removed by the householder as soon as reasonably/practicable after the collection has been made. Bins should not be left obstructing driveways or the public footpath.

Where a bin store has been provided the bins will be returned to the bin store.

Policy 14 - Missed collections

We will only return for a reported missed collection in the following circumstances

- The bin, box or sack was placed out before 6.30am
- The correct collection point was used, and;
- It has not been reported as contaminated or containing prohibited waste by collection crew;
- A crew report has not been received regarding the bin e.g. heavy, excessive waste
- In the case of assisted collections (see [Policy 15](#)) there were no access issues e.g. gate unlocked

A missed collection must be reported within 48 hours of your normal scheduled day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day.

In –cab crew reports will be used to determine whether a return will be made and vehicle CCTV may be used where reports are of a recurring nature.

Policy 15 - Assisted collections

Assisted collections are available to anyone with a mobility problem where no-one in the household is able to take the bins to the normal collection point (see [Policy 12](#)).

The collection team will collect the waste or recycling from its agreed 'normal storage point', empty the container and return it back to the householder's storage point.

Where bins/boxes/sacks are placed out for collection at a location not designated as the agreed 'normal storage point' receptacles may be returned to the location that they were found.

The bins/boxes/sacks must be easily accessible for the crews, and collection vehicle. Gates must be left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark. Wherever possible the bins should be stored at the front of the property to enable easy collection and collection should avoid steps and gravel drives.

Where a property on an assisted collection is located a long way from the public highway on a private driveway / road the vehicle may need to access the property where it is not suitable for our crews to walk to collect the waste. In these circumstances we will not be responsible for damage cause to road surfaces through normal collection operations.

Checks may be carried out by the Council from time to time on resident's suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the council as soon as possible.

Policy 16 – Frozen waste bins

During winter months organic waste can become frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism; the bin will be left with the contents still in it. A sticker or hanger may be left to indicate the reason for non-collection. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection.

Policy 17 - Overweight wheeled bins and sacks

Where a crew member cannot safely manoeuvre and position a wheeled bin, sack or box onto the vehicle, or where the vehicle cannot lift the bin due to its weight, then it will be left un-emptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override. Bins containing the correct items (see website and [Policy 7](#)) will rarely be overweight.

Sacks should be liftable with one hand. When collecting sacks the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or if the employee cannot safely lift it into the vehicle it will not be collected.

Where any bin, box or sack is found to be too heavy the householder will be required to remove sufficient material from the bin/sack and dispose of it in a responsible manner. Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

Policy 18 - Ownership of wheeled bins / sacks

All wheeled bins and sacks provided remain the property of the Council and should be left at the property when moving out, with the exception of additional purchased garden

waste bins where the subscription is being moved to another property in East or North Hertfordshire.

For households with a larger bin (see [Policy 6](#)) for residual domestic waste it is necessary to notify the waste department at the Council when the property is vacated.

Wheeled bins and sacks provided must only be used for the collection of waste and recycling.

The householder is responsible for keeping the bins / sacks safe whilst they are on their property and to protect them from misuse. The Council will not clean or wash bins.

Policy 19 - Provision of new/replacement wheeled bins

Bins will not usually be put on our delivery schedule until the property is occupied and registered with Council Tax.

At a property where the previous occupier has not left the bins, the Council must be contacted to arrange delivery of a set of bins. There is a charge for residual waste (purple lidded) and garden waste (brown lidded) bins.

The delivery of bins will usually be within two weeks but can take up to six weeks.

Policy 20 – Lost and stolen wheeled bins

If you suspect your bin has been lost please check the surrounding area before requesting a new bin. You must contact us to request a replacement bin. Waste not contained within the specified receptacles will not be collected.

For residual waste bins and garden waste bins there is a charge for replacements. Therefore if the bin has been stolen a crime reference number should be provided.

Policy 21 - Damaged wheeled bins

If the bin has been damaged or 'eaten' by the collection vehicle the collection crew will report it on their in-cab reporting system and a new bin will automatically be delivered, and a notification will be left.

In some instances damage through general wear and tear such as broken lids or wheels can be repaired and the Council endeavours to reduce waste by repairing rather than replacing bins where possible. Replacement bins may be provided when they are damaged, any damage should be reported to the Council and details provided to facilitate a repair or replacement bin. Replacement mixed dry recycling bins are provided free of charge. Replacement garden waste bins and residual waste bins are provided at a charge to cover the cost of delivery. Replacement bins or boxes can be ordered online.

A replacement may be a refurbished bin.

Policy 22 - Sharing wheeled bins

If residents request to do so, then they may share bins with their neighbour if both are in agreement. One resident must claim overall responsibility for the bin as a bin can only be allocated to one address; this is usually the property where the bins are stored. It is the responsibility of the householder if a bin is contaminated, misused or needs replacing.

Policy 23 - Severe weather

During severe weather we will

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to the safety of public and the crew, risks of damage to parked cars or property.
- Services may be either delayed, suspended or cancelled depending on the severity of the disruption.
- We will attempt to return and collect bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions or compacted ice and snow it may be necessary to cancel services for that collection.
- Collections during or following weather disruption often take more time leading to further delays and therefore some services may be prioritised over others, for example high volume waste streams like recycling or putrescible waste streams like food waste.

All service disruption details and any alternative arrangements will be communicated via our website and on social media, this may change and be updated daily.

No council tax refunds or refunds for garden waste services will be issued as a result of adverse weather disruption to services.

Policy 24 - Access Issues

If access to a road is blocked by parked cars or road works collections will be attempted on two consecutive days following the scheduled day of collection.

Parked cars blocking access will have a letter, card or sticker attached to the windscreen.

Where access has, on a number of occasions, been attempted to collect waste but vehicles were unable to do so for reasons such as parked cars. We may notify the Police. Collections will resume on the next scheduled day.

If we are notified of road works in advance alternative arrangements may be arranged and communicated to residents.

Policy 25 – Healthcare and clinical waste

Offensive / hygiene waste

The Council does not offer a separate collection for low grade non-clinical healthcare (offensive / hygiene) waste such as incontinence pads, nappies, feminine hygiene products etc, from a person with a non-infectious condition. This waste should ideally be double wrapped and placed in the non-recyclable (residual waste) wheeled bin. Where a large quantity is being produced then the household may be eligible for a larger residual waste wheeled bin under [Policy 6](#).

Clinical waste - Infectious or hazardous waste including Sharps

Sharps such as needles must never be placed in wheeled bins or sacks but disposed of in special sharps boxes and can be returned to the doctors surgery/ hospital or

residents can have a special collection. Clinical waste collections of sharps are made in yellow sharps boxes on a call and collect basis.

Clinical waste collections for infectious waste in most cases are considered temporary and are periodically reviewed.

Patients producing infectious or hazardous waste must have a referral form from their healthcare provider.

Which of the services above are provided will be based on the information provided by the resident and their healthcare professional.

Policy 26 – Bulky waste collections

Where a household has bulky household waste e.g. a sofa or large Waste Electronic or Electrical Equipment e.g. a fridge for disposal these can be taken to the nearest Household Waste Recycling Centre.

It is advised that for bulky household waste in good condition charities or reuse organisations should be contacted initially.

Bulky household waste collections made by the Council are charged and will be collected only upon receipt of the relevant payment. These collections will be made at a different time to normal waste collections and the items should be placed outside for collection on the notified day.

The Council is required to collect soft furnishings separately from other bulky waste items and therefore where residents require a collection of mixed items two separate collections will need to be booked and paid for.

Items should be stored in a clean and dry location prior to collection, and placed at the kerbside by 7am, as the Council may reuse or recycle the items where possible.

We do not make collections from inside the property.

TRADE WASTE POLICIES

Policy 27 – Trade refuse and recycling collection material streams

The Council can provide chargeable collections upon request for residual trade waste, mixed dry recycling, separate paper, garden waste and/or food waste. Waste must be contained within the receptacles provided and payment must be made in advance.

Bins which are contaminated or contain prohibited items will not be collected.

Contaminated bins can be emptied as residual waste for an additional charge.

Policy 28 – Trade refuse and recycling collection bin sizes

Collections can be arranged for the following bin sizes provided they are in stock.

- 140L
- 240L
- 360L[^]
- 660L^{**^}
- 1100L^{**^}

**Not suitable for paper only collections.

[^]Not suitable for food waste collections.

All bins and sacks remain the property of the Council and will be collected at the end of a contract or on non payment of outstanding invoices.

Terms and conditions and further service information is available on our website.

STREET CLEANSING POLICIES

Policy 29 – Standard of Service

The majority of street cleansing operations are undertaken on a needs basis and in accordance with zoning outlined in the Code of Practice for Litter and Refuse. Some cleansing occurs on a regular cleansing cycle and where standards of cleanliness have been identified to have fallen to a Grade C between the scheduled cleanse or litter pick, they will be returned to Grade A in accordance with the response times outlined on our website or in accordance with [Policy 30](#).

Policy 30 – Response times

Any highway cleansing schedules have been devised on needs-based cleansing frequencies according to their intensity of use and using guidelines in the Code of Practice on Litter and Refuse. Further details are available on our website.

Fly-tipping will be removed within 2 working days of the report and following any investigation by enforcement teams. Where hazardous waste is identified in the fly tip a specialist contractor is required to remove waste and therefore removal may be up to 10 working days.

Heavily littered and 'hotspot' areas which are categorised as Grade C or D will be cleaned of litter on receipt of reports or as a result of inspections by Council staff in accordance with the response times.

In town centres which are cleansed in accordance with [Policy 33](#), response times are usually within 3 working hours.

In other areas with very high footfall this is usually within 1 working day.

For the majority of other urban areas this is usually within 3 working days.

For rural area this is between 3 and 14 days.

Overflowing litterbins will be responded to within 24 hours.

Reported needles will be collected the same working day.

Policy 31 – Leaf clearance

In some areas, separate leaf clearance work will be undertaken as required in high leaf fall streets across the districts to maintain the safe use of highway footpaths. All other leaf clearance will be undertaken alongside the scheduled cleanse, typically a minimum of every six weeks.

Leaf clearance work will only be prioritised when there is a potential problem for drainage in roads identified as liable to flooding.

Policy 32 – High speed roads

High speed roads requiring traffic management and road or lane closures to cleanse and litter pick safely will be mechanically swept at least once a year. The majority of litter picking is done during the spring and summer months alongside grass cutting as this collaborative working reduces the costs to the tax payer.

Laybys and safely accessible areas will be litter picked as required, this is often done at the same time as litter bin emptying. Any requests for additional cleansing where standards have fallen to a grade C in safely accessible areas will usually be rectified within 7 working days.

Policy 33 – Street cleansing Town centres

Town centres will receive a daily litter pick service. The areas of the town centres experiencing the highest intensity of traffic will be maintained to a Grade A standard between 8am and 6pm Monday to Saturday and 8am and 12noon on Sundays, with the exception of Christmas Day and New Year's Day.

Policy 34 - Litter / on street recycling bins

Litter bins are to be used for small items of rubbish derived from passers by only.

Bagged dog faeces can be placed into street litter bins. Household and commercial waste should not be placed into on street bins. Waste should be placed inside the bin, not next to or on top of it.

If a stub plate is present, the extinguished cigarette should then be disposed in the bin.

Where recycling bins are present, only the correct materials as stated on the bins should be placed within them.

Where litter bins are not present or are full; litter should be taken home.

Policy 35 – Winter snow clearance

Winter snow clearance and gritting frozen or icy roads or footpaths is the responsibility of the landowner. For roads and footpaths which form part of the highway this is the responsibility of Hertfordshire County Council (HCC).

Gritting will be undertaken when necessary on Council owned land such as car parks.

Policy 36 – Events and street parties

Additional cleansing support can be provided where necessary for events and street parties. It is the responsibility of the event organisers to liaise with the cleansing team about these requirements and the cost of additional services will be recovered from the organisers.

Policy 37 – Graffiti and fly-poster removal

Response times for the removal of reported offensive graffiti and reported offensive fly-posting, on Council property, will be in accordance with the recommendations in the Code of Practice for Litter and Refuse.

In addition officers will work with private property owners to encourage the removal of graffiti.

Further details are provided on our website