

Stevenage Direct Services



Household Waste Management Policy

November 2019

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1. **Objective**

- 1.1 Stevenage Borough Council (the council) is committed to supporting resident's efforts to minimise the generation of waste through waste prevention and the re-use of materials and to maximise the recycling of waste that is generated.
- 1.2 The council has to meet targets that are set in law for diverting biodegradable waste from landfill.
- 1.3 This document supports the delivery of the Hertfordshire Joint Municipal Waste Management Strategy. The core principle of this policy and the Hertfordshire strategy is that, reducing the amount of waste we produce is better than recycling, and recycling is better than disposal.
- 1.4 This policy sets out how waste and recycling services in Stevenage will be operated and can be used by residents.

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2 General Service Arrangements

- 2.1 The council will collect household refuse, household recyclables and green garden & food waste on an alternate weekly basis in most areas of Stevenage.
- 2.2 The collection day will normally be the same day of the week for refuse and for recycling.
- 2.3 We aim to keep your collection day the same from year to year, but occasionally it may be necessary to change this to ensure our collection rounds take account of new developments, remain balanced and efficient.
- 2.4 We will sometimes need to put different collection arrangements in place than those provided to the majority of the town in order to better fit local circumstances e.g. where access arrangements are difficult. These will always be operated within the overarching principles of this policy and will be fully communicated to the relevant households.

Household Refuse Collections

- 2.5 All suitable households shall be provided with one black 180 litre wheeled bin for the storage of household refuse that cannot be recycled or composted. Collections will be made on a fortnightly basis. A larger wheeled bin will be provided in exceptional circumstances - please refer to the '*Exceptional Circumstances*' section.
- 2.6 Households that are unable to accommodate wheeled bins will be provided with a weekly sack collection service. A year's supply of purple coloured residual household waste sacks will be provided to these households once a year.
- 2.7 Multi-occupancy households will be provided with communal household refuse containers.

Kerbside Recycling Collections

- 2.8 All suitable households¹ shall be provided with a minimum of:
- one blue 60 litre bag for the storage of paper and card, including magazines and newspapers
 - one black 60 litre bag for the storage aluminium and steel cans, plastic bottles, tubs, pots and trays, including tetra pak
 - one red 23 litre caddy for the storage of glass bottles, pots and jars
- Collections will be made on a fortnightly basis. Additional containers will be provided upon request for suitable households that require more recycling capacity.
- 2.9 A small number of households are unable to accommodate wheeled bins or recycling boxes. These properties will be provided with a weekly sack collection service. A year's supply of clear household recyclable waste sacks will be provided to these households once a year.

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Green Garden Waste & Food Waste

- 2.10 All suitable households will be provided with a brown 240 litre wheeled bin for the storage of green garden waste and food waste. Collections will be made on a fortnightly basis.
- 2.11 Multi-occupancy households will be provided with communal household recyclable waste containers.

Presentation of Refuse & Recyclables for Collection

- 2.12 Waste and recycling receptacles must be presented at the curtilage (boundary) of the property, at the point nearest the highway by 7am on the appointed day of collection.
- 2.13 Waste and recycling receptacles shall be returned to a safe location as close to the collection position as possible once emptied. Householders should return their receptacles back within the curtilage of their property by the end of the collection day.
- 2.14 The council will only empty wheeled bins and containers that it has issued.
- 2.15 The council will visit properties and householders who report difficulties in being able to present their waste containers e.g. steep steps or slopes to agree a presentation arrangement.
- 2.16 Householders with a shared driveway will need to present their waste receptacles for collection at the end of their shared drive, at a point nearest to the highway.
- 2.17 Households located on long driveways will need to present their waste receptacles at the point nearest the highway for collection. The council will visit such locations to determine the most appropriate presentation location with the household.
- 2.18 Any variation to this policy will be at the discretion of the Operations Manager or designated Officer. Their decision will be deemed to be final.

Access for Collection Vehicles

- 2.19 Residents are asked to leave reasonable vehicular access for refuse and recycling collection vehicles. Collection operatives may leave tags on bins where access difficulty is experienced requesting assistance from residents to overcome the problem.

Public & Bank Holiday Arrangements

- 2.20 The council will implement a 'catch up' schedule following any public or bank holiday that prevents waste collection services being undertaken on their normal scheduled day. Waste collections will in the main be made one day later than normal utilising Saturday's for collections normally undertaken on a Friday.
- 2.21 The council will publish a Refuse and Recycling Collection Holiday Schedule with revised collection day information for residents each year. This schedule

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will be posted on the council's website. www.stevenage.gov.uk and where possible published in the local /social media prior to public or bank holidays.

- 2.22 The council's Refuse and Recycling Collection Holiday Schedule may be subject to change in the event of unforeseen circumstances such as inclement weather or major events. Any such changes will be communicated on the council's website and via social media.
- 2.23 Residents can sign up for text and/or email waste alerts through the council's website at:
<http://www.stevenage.gov.uk/reminders/sbcwasteandrecyclingreminder.asp>.

Inclement Weather

- 2.24 In the event of inclement weather e.g. snow or ice the council shall assess whether it is safe to carry out waste collections. Waste collection services will be suspended if it is not safe to undertake collection.
- 2.25 Notification of service suspension shall be posted on the front page of the council's website, posted on appropriate social media networks and forwarded to the local media.
- 2.26 In the event that collections are not made due to inclement weather, the council will attempt to make collections the following day. If collections cannot be made the following day, they will be carried out on the next scheduled collection day. The council will collect up to two tied refuse sacks (assuming standard refuse sack dimensions) of side waste presented on the next collection date after this type of disruption in service.

Waste Receptacle Cleansing

- 2.27 The council does not provide a waste receptacle cleaning service. Residents are responsible for maintaining their waste receptacles in a clean and hygienic condition.

3.0 Replacement Waste Receptacles

- 3.1 Charges for supplying replacement wheeled refuse bins were introduced by Stevenage Borough Council in 2019.
- 3.2 Charges have been introduced to help mitigate the increased financial pressures the council faces and cover the cost of supplying replacement containers and their delivery.
- 3.3 These charges apply to replacement refuse containers only and payment will be taken prior to any replacement being ordered and/or delivered. This charge will be waived in circumstances where bins are damaged by our crews or reported as stolen to the Police. If your bin is stolen, you should contact the Police on 101 and obtain an incident reference number.
- 3.4 Please visit ****insert web address**** for details of our current charges.
- 3.5 Damaged receptacles will where possible be repaired in the first instance. Where this is not possible a replacement unit will be ordered for the household. Replacement receptacles will be delivered within ten working days from the date of order.

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- 3.6 Proof of address will be required for all replacement receptacles.

4.0 Additional Waste Receptacles

Residual Household Waste - Black Wheeled Bin

- 4.1 The council will under normal circumstances collect a maximum of 180 litres of residual waste contained within the black, wheeled bin provided. However, the council recognises that some households may produce more than 180 litres of residual waste despite active participation in the council's recycling services. Where this is the case, the council will consider providing additional residual waste capacity (bin(s)) following an assessment of the households needs.
- 4.2 The council will work with the household to make sure that every reasonable effort has been made to minimise the generation of waste, maximise the diversion of recyclable waste from the residual waste stream and determine that the need for additional capacity is an ongoing requirement.
- 4.3 Households will need to demonstrate that they have gone through the above stages and meet one of the following criteria to qualify for additional residual waste capacity:
- a) 6 or more people are in permanent residence at the property*; Properties with 6 to 7 occupants will be provided a 240 litre bin.
 - b) Properties with 8 + occupants will be provided a 360 litre bin.
 - c) large amounts of non-hazardous medical waste is generated at the property*
- 4.4 The council will seek to remove receptacles from households identified as having additional residual waste receptacles beyond the provision of this policy.

Requests for larger waste containers can be made on-line at ** or by calling *

5.0 Education & Awareness

- 5.1 Some households may have residual waste capacity issues due to not recycling or not diverting as much recyclable material from the black bin as possible. Residents who contact the council to request additional residual waste capacity due to not being able to fit all of their waste in their residual waste black wheeled bin will be offered the following:

Step 1: the opportunity to discuss their concerns with a Customer Contact Centre Agent.

Step 2: a visit from a Waste Management Officer to discuss their waste arrangements and provide advice on maximising their recycling effort.

6.0 New Developments

- 6.1 All development proposals for low rise residential developments with individual household waste storage arrangements must as a minimum be designed to accommodate the standard waste receptacle provision set out in section two above for residual waste, recyclable waste and organic food

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waste. All designs must provide adequate access arrangements to enable full size waste collection vehicles to service all households within the proposed development. The developer will be required to incorporate the cost of providing waste receptacles within the section 106 developer contributions for the scheme.

- 6.2 Developers are required to contact the council regarding any development proposals for flatted properties or other developments with shared waste facilities to discuss and confirm the council's requirements for:

- a) communal waste container provision and capacity
- b) access for waste collection vehicles
- c) the design of refuse/recycling receptacle storage areas.

7.0 Missed Collections

- 7.1 Missed collections reported by residents to the council by 12 noon on the day of the missed collection will be rectified that day (subject to no record being present on the electronic round sheet specifying that the receptacle was not presented for collection).
- 7.2 Missed collections reported after 12 noon on the day of the missed collection will be rectified by 4.00 pm the following working day (subject to no record being present on the electronic round sheet specifying that the receptacle was not presented for collection).
- 7.3 Missed collections not reported by the next working day (and subject to no record being present on the electronic round sheet specifying that the receptacle was not presented for collection), will not be considered as missed and will be collected on the next scheduled collection day.

8.0 Excess Waste & Overloaded Bins

- 8.1 The council will only collect waste contained within an approved waste receptacle. Excess refuse, recycling, green garden wastes presented alongside a waste receptacle will not be removed.
- 8.2 The council will accept up to two additional black refuse sacks of residual household waste and domestic recyclable waste contained within cardboard boxes left alongside the household's waste receptacles for the first collection after the Christmas and New Year holidays.
- 8.3 Waste receptacles that are overloaded resulting in the bin being too heavy to manoeuvre safely or the receptacle lid not being able to be closed properly will not be collected by the council.
- 8.4 The structure of a waste receptacle can fail during the lifting process when excessive weight is contained within the unit. There is a risk that receptacles will fall off of the lifting equipment on the collection vehicle during the lifting process and strike the collection operatives if the structure of the unit fails. Similarly waste can fall out of the receptacle whilst being manoeuvred or lifted if the lid is cannot be closed properly due to the amount of waste within the unit.
- 8.5 Residents will be notified by way of tag or sticker left on the waste receptacle if it is found to be too heavy or overloaded. Residents will be asked to remove the excess waste and dispose of this material at an appropriate

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facility (e.g. HWRC). The waste receptacle will be collected on the next scheduled day of collection once the identified issue has been addressed.

NB: Residents should check the weight of their waste receptacles as they are filled during the week. A receptacle will be considered to be overweight if it cannot be manoeuvred without significant effort.

9.0 Contamination

- 9.1 Waste receptacles that contain inappropriate materials will not be collected. Inappropriate waste in one waste receptacle can render a whole vehicle load as contaminated. This will result in the load being rejected by the processing facility and ultimately being placed in landfill.
- 9.2 Residents will be notified by way of tag or sticker left on the waste receptacle if it is found to be contaminated. Residents will be asked to remove the contamination and dispose of this material at an appropriate facility (e.g. HWRC). The waste receptacle will be collected on the next scheduled day of collection once the identified issue has been addressed.

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What Can and Cannot Be Placed into Waste Receptacles?

Kerbside Recycling - Blue Bag	
Yes	No
Paper including shredded paper Newspapers and magazines Envelopes and junk mail Telephone directories (please remove the outer cover before recycling) Card and Cardboard including cereal boxes, toilet rolls and corrugated cardboard (this can be folded flat and left to the side of the blue box if too big to fit). Food and juice cartons (tetrapak)	Residual Household Waste Plastic or Plastic bags Metals Animal waste Nappies Glass
Kerbside Recycling - Black Bag	
Yes	No
Plastic bottles, tubs, pots and trays Steel and aluminium cans/tins	Residual Household Waste Plastic bags Metals Animal waste Nappies Glass
Green / Food Waste – Brown Wheeled Bin	
Yes	No
Hedge trimmings Grass cuttings Leaves Weeds, dead flowers Small branches/twigs (2 inch in diameter maximum and must be cut to fit in the bin) Prunings Christmas trees as long as it is chopped up and the lid closed. All food waste (raw or cooked) compostable bags (with the seed logo) or newspaper for wrapping food.	Soil, turf Concrete, rubble General household waste Coal and wood ash Japanese knotweed
Residual Household Waste - Black Wheeled Bin	
Yes	No
Only items not listed in yes columns above including: Small amounts of dog and cat waste (must be wrapped in plastic bags) Sanitary items and nappies (wrapped)	Any item listed in the 'yes' columns for kerbside recycling and green waste above. Rubble, bricks, soil or very heavy items Textiles, shoes and books Batteries Full/part full paint tins Chemicals Wood Electrical items

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10.0 Assisted Collections

- 10.1 Residents who are unable to safely manoeuvre a waste receptacle to the required collection point due to infirmity or ill health can request to receive an assisted collection service. Requests for assistance can be made online at: https://eforms.stevenage.gov.uk/ufs/ufsmain?formid=ASSISTED_REFUSE_COLLECTION&ebz=1_1580462074898&ebd=0&ebz=1_1580462074898.
- 10.2 Residents who receive an assisted collection will have their waste receptacle collected from a mutually agreed location, emptied on the collection vehicle and then returned to the same location.
- 10.3 Assisted collections will be reviewed on an annual basis and assistance arrangements ceased where they are no longer valid.

11.0 Special Bulky Household Waste Collection Service

- 11.1 The council offers a chargeable collection service of up to six household items in one visit, which are too bulky for the normal residual collection service e.g. household furniture and white goods.
- 11.2 Collection crews will only collect items that are easily handled by two operatives and are located outside of the property. Collection crews will not enter households to remove items or climb or carry items up or down stairs.
- 11.3 Charges and specific details of the items that can be collected are posted on the council's website. Charges are applied on the number of items to be collected. A specific charge is applied for the collection of refrigeration/CFC equipment.
- 11.4 Residents can book an appointment on-line at ** or by calling 01438 218888.

12.0 Clinical Waste

- 12.1 The council will provide a non-chargeable collection of clinical waste to all households within the borough following receipt of a referral from a resident's health authority (doctor or district nurse).
- 12.2 Clinical waste must be placed and sealed in special black clinical waste sacks and be placed in the agreed collection location on the arranged collection day. Replacement black sacks will be left at the household by the collection operatives each week.

13.0 Educational Establishments and Charities

- 13.1 The council will upon request make arrangements for the collection of domestic waste arising from charity shops selling donated goods originating from domestic property but will apply a charge for the cost of collecting the material. No charge will be applied for the disposal of this material.
- 13.2 Waste arising from premises occupied by a charity and used for charitable purposes is considered to be commercial waste as defined within the Controlled Waste (England and Wales) Regulations 2012.
- 13.3 The council will upon request make arrangements for the collection of domestic waste arising from premises used wholly or mainly for public meetings but will apply a charge for the cost of collecting the material. No charge will be applied for the disposal of this material.

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- 13.4 The council will upon request make arrangements for the collection of waste from premises forming part of a university, school or other educational establishment (not maintained by the Borough, operated as an institution within the further education sector (within the meaning of section 91 of the Further and Higher Education Act 1998) or as an Academy) but will apply a charge for the cost of collecting and disposing of the material in accordance with the Controlled Waste (England and Wales) Regulations 2012.
- 13.5 The council will upon request make arrangements for the collection of waste from a residential or nursing home but will apply a charge for the cost of collecting and disposing of the material in accordance with the Controlled Waste (England and Wales) Regulations 2012.