



# 2015

## Recycling & Waste Policies



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## Recycling and Waste Service Charter

The London Borough of Sutton is committed to delivering a high quality recycling and waste collection service.

### We will:

- Provide a recycling and waste service that is value for money
- Provide a service that helps residents to reduce landfill waste and recycle more
- Ensure everyone is able to access our services by providing those with specific needs with a tailored service
- Collect all correctly presented materials on the stated collection day and return containers safely to their place they were presented
- Speak to residents in a polite and respectful manner
- Ensure that any spillage caused by the crew is cleared up by the end of the working day
- Respond to resident concerns and inform them about how and when we will resolve them
- Ensure that crews advise residents by leaving a card, sticker or bin hanger why their container was not emptied
- Advertise any changes to collections well in advance

### Our target response times are:

- Return to collect a missed collection within 2 working days (Monday to Saturday) when it has been reported within 2 days of being missed
- To deliver or replace collection receptacles within 20 working days

### We expect residents to:

- Place their recycling and waste containers out on the correct day with the correct material in them by 6am on collection day
- Consider where they park their vehicle on collection day; vehicles blocking access make collections very difficult
- Contact us if they require help or are unsure which material goes in which container

### Recycling and Waste Policy Summary Table

The table below summarises the Recycling and Waste Policies and the benefits gained from their implementation.

<b>Recommended Policy</b>	<b>Efficiency of Service</b>	<b>Reduce Disposal Cost</b>	<b>Increased Recycling</b>	<b>Reduced Residual Waste</b>	<b>Equality &amp; Diversity</b>	<b>Legal requirement/Health &amp; Safety</b>
Standard Container Policy	✓	✓		✓		
Exemption of Wheeled bin Policy					✓	✓
Exceptions Policy		✓	✓	✓	✓	✓
Contamination Policy		✓	✓	✓		
Side Waste Policy	✓	✓	✓	✓		✓
Use of container Policy						✓
Access Policy	✓					✓
Flats & Communal Collections Policy	✓	✓	✓			✓

## Policy One - Standard Container

The London Borough of Sutton will only empty the official recycling and waste containers issued by the Council to that individual address for household waste. Details of the standard containers are below:

<b>Residual Waste Container</b>	<ul style="list-style-type: none"> <li>○ <b>One 140 litre</b> wheeled bin supplied by the Council</li> <li>○ Brown body with brown lid</li> <li>○ Embossed with the London Borough of Sutton logo</li> </ul>
<b>Mixed Dry Recycling Container</b>	<ul style="list-style-type: none"> <li>○ <b>240 litre wheeled bin(s)</b> supplied by the Council</li> <li>○ Residents can order more than one bin</li> <li>○ Green body with green lid</li> <li>○ Embossed with the London Borough of Sutton logo</li> </ul>
<b>Garden Waste (subscription only) Container:</b>	<ul style="list-style-type: none"> <li>○ <b>140 or 240 litre wheeled bin(s)</b> supplied by the Council to subscribers of the garden waste service.</li> <li>○ Residents can order more than one bin</li> <li>○ Embossed with the London Borough of Sutton logo</li> <li>○ Green body with brown lid</li> </ul>

Please note that exceptions to this policy are dealt with in Policy Two (Exemption of Wheeled Bin), Policy Three (Exceptions) and Policy Eight (Flats and Communal Property).

Containers remain the property of the London Borough of Sutton.

### We will:

- Levy a charge for the supply and/or replacement of brown (residual waste) wheeled bins which have been lost, stolen or needed by new developments.
- Supply a standard sized container to replace any lost, stolen or damaged residual waste wheeled bins unless there has been a prior agreement for additional capacity
- Replace the mixed dry recycling and garden waste containers with the same container that was lost, stolen or damaged
- Replace containers that have been damaged during the collection process free of charge
- Advise residents to include wheeled bins on their household insurance.

### Residents are responsible for:

- Ensuring containers are only used to store recycling and waste before collection
- Seeking permission from the Council before removing containers from the property to which they were issued.
- Ensuring that containers are kept safe and secure

### Reason for policy:

Non-authorized containers may not conform to BS 840 and there is a risk of them falling off of the vehicle bin lift during emptying. This would pose a health and safety risk to staff and members of the public.

## Policy Two - Exemption from Wheeled Bin Policy

All properties within the borough will be deemed suitable for a standard recycling and residual waste bins as outlined in Policy One (Standard Bin) unless they meet the criteria below to qualify for an exemption.

A property **may** be exempt from using a wheeled bin if:

- The front door opens directly onto the pavement
- The front garden does not have available space of at least 1m<sup>2</sup> **including** any space taken up by plants and landscaping
- There are more than 2 steps to gain access to the public highway **and** there is no space to store it at the boundary of the property

AND ALSO

- There is no alternative means of bringing the bin to the boundary for collection
- There is no rear garden suitable for the storage of a bin or access to the property from an access road or public highway

If the property only has room for the storage of one wheeled bin – the default bin would be a 140 litre brown bin for residual waste.

### Recycling and garden waste exemptions:

A property will be exempt from using a wheeled bin for the collection of recycling or garden waste only if it is already exempt from the use of the residual waste wheeled bin.

### Operational exemptions:

In certain circumstances the Council may deem for operational reasons (i.e. Health and Safety) that a property cannot have a wheeled bin for the storage of their recycling and residual waste.<sup>1</sup>

### We will:

- Provide clear sacks for the mixed dry recycling service
- Provide subscribers of the garden waste service compostable sacks

### Residents in exempt properties will be responsible for:

- Purchasing black sacks for residual waste
- Presenting their recycling in clear sacks, residual waste in black sacks and garden waste in compostable waste sacks.
- Supplying accurate information when requesting an exemption from Policy One (Standard Bin) policy

### Reason for policy:

This policy defines the reasons a property would be exempt from the use of wheeled bins

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<sup>1</sup>Lifting bins over steps, pulling bins up steep inclines and pulling out over long distances are deemed higher risk of manual handling injuries and these actions must be risk assessed.

## Policy Three – Exceptions Policy

Special arrangements or changes to the core recycling and waste collection arrangements will be made available in the circumstances detailed below:

### **Assisted collections:**

Assisted collections will be made available to residents who on assessment are deemed to be unable to use the core recycling and waste collection service without assistance from the Council (i.e. collection of the recycling and residual waste containers inside the property boundary).

Each case will be treated on its own merits. Examples of issues requiring assisted collections include:

- Disability
- Age
- Illness or infirmity (may require temporary arrangements)

### **Additional residual waste capacity (Large 240 litre bin or 4 black sacks):**

Any applications received for additional capacity will be assessed against the following criteria:

- The size of the household (must be above 5 people in a household to be entitled to a larger wheeled bin)
- The household is recycling all materials collected by the council's recycling service and is continued to be made during the issue of the additional capacity
- Medical reasons (see information below)

Where additional residual waste capacity is approved and it is later found that a resident is not fully using the recycling services available, the Council reserves the right to withdraw the additional capacity.

### **Medical assistance bins for residual waste:**

Additional capacity for residual waste is available for medical reasons.

Each case will be assessed individually around the medical condition of the resident, the waste that the condition produces and the needs of the resident and what service would best suit these needs.

### **Reason for policy:**

Ensure everyone is able to access our services by providing those with specific needs with a tailored service

## Policy Four - Contamination Policy

The Council will only empty recycling and residual waste containers that contain the correct materials.

### **Mixed dry recycling service:**

Containers used to store mixed dry recycling should not contain any non-recyclable waste, garden waste, or any materials not listed as acceptable in our recycling collection scheme. Materials that are suitable for recycling through the Council's kerbside service can be found on the Council's website ([www.sutton.gov.uk/recycling](http://www.sutton.gov.uk/recycling)).

### **Residual waste:**

Containers used to store residual waste shall only contain those items that cannot be recycled using the Council's recycling services or the Household Recycling Centre (including garden waste). Those materials suitable for recycling can be found on the Council's website ([www.sutton.gov.uk/wasteandrecycling](http://www.sutton.gov.uk/wasteandrecycling)).

### **Garden Waste:**

Containers used to store garden waste shall only contain garden waste. The list of acceptable garden waste can be found on the Council website ([www.sutton.gov.uk/ggw](http://www.sutton.gov.uk/ggw)) or on the leaflet provided with the garden waste bin

### **Procedure for contaminated containers:**

If any container is found at the point of collection to be contaminated such that its collection may contaminate the entire load, the collection crew will not empty the container. They will also leave a sticker, hanger or letter for the residents to advise them of the problem.

If a container is left because of contamination the resident may:

- Remove the contamination and re-present the uncontaminated container on the next due collection day
- Make their own arrangements for the proper and legal disposal of the wheeled bin waste

If a household continually contaminates their recycling container on four occasions or more the Council reserves the right to remove the recycling container from the property.

### **Reason for Policy:**

This policy defines what can and cannot be presented for collection in each of the containers provided and the process for managing contaminated bins. An improvement in the materials placed out for recycling will enable the Council to reach its One Planet Sutton recycling target.

## Policy Five - Side Waste Policy

Side waste is defined as residual or garden waste put out for collection, which is:

- Not contained within the standard container issued to the residence for that service
- Not in line with the Council's 2 sacks per collection policy for properties exempted from bins (or 4 for a property exempted and approved for additional capacity)

The process for managing side waste depends on the type of waste is set out below

### **Residual waste**

No side waste will be collected by the residual waste collection service except:

- At the Council's discretion following holidays and festivals some side waste may be accepted (this will be included on the Council's website with revised collection days)

Should side waste be found next to a brown wheeled bin it will be stickered by the crew at the time of collection.

Residents that have additional refuse that will not fit into the residual bin can purchase official blue sacks from the civic offices. A maximum of 2 blue sacks can be presented alongside their residual waste container and these will be taken on the next scheduled collection day.

### **Garden waste:**

**No side waste** will be collected for the garden waste collection service

### **Mixed dry recycling:**

Recycling side waste **will** be accepted alongside the standard recycling container as long as it is presented in a suitable container such as a clear sack or cardboard box, which allows the contents to be scrutinised for contaminants.

### **Reason for policy:**

Explanation of what side waste is, when it would be, and when it would not be collected.

## **Policy Six - Use of Container Policy**

The Council will only collect waste that is presented correctly.

### **Closed (or smiley) wheeled bin lid:**

To ensure that wheeled bins and lids are not damaged during the collection and lifting process, and to comply with Health and Safety Executive best practice guidelines that lids should be fully closed.

Where a wheeled bin is presented for collection with an open lid, the crew will take out the top sack and label it as “side waste”, empty the bin, leave the sack next to the bin and advise the resident that the bin lid was too open for the bin to be emptied.

### **Time of collection:**

Containers must be presented for collection by 6am on the day of collection and no earlier than 8pm of the evening before collection day.

### **Placement of containers for collection:**

Residents should:

- Present their containers at the boundary of their property nearest to the Public Highway (or in another location only with prior agreement given by the Council)
- Make sure wheeled bin handles are facing outwards

### **Point of Collection:**

Where possible the Council will endeavour to collect from the boundary of properties nearest to the Public Highway however the Council reserves the right to request an alternative collection point should any of the following apply:

- There is a danger posed to the crew (e.g. uncontrolled dogs)
- There is a danger posed to the collection vehicle (e.g. overhanging cables or trees)

### **Bins not presented for collection (Not-Outs):**

The Council will not return to empty a container that has been reported by the crew as “not-out” or not presented on the boundary of the property for collection. (Not-Outs do not apply for Assisted Collections).

### **Missed collections:**

The Council will only return to collect missed collections that have been reported within 2 working days (Monday to Saturday) of the day of scheduled collection (with the exception of Assisted Collections).

Missed bins can be reported on the Council’s Website at any time or alternatively can be reported to the call centre (Monday to Friday 9am to 5pm.)

The Council will endeavour to collect any missed collection within 2 working days from when the report is received.

In certain circumstances where returning to collect is operational difficult the Council may arrange with the resident to collect additional materials on the next schedule day of collect.)

### **Storage of containers:**

Containers must not be stored on the pavement or on the Public Highway during collection intervals.

### **Reason for policy:**

This policy ensures waste presented for collection can be collected safely.

## **Policy Seven - Access Policy**

Recycling and residual waste bin stores must be accessible and the surrounding area provide a safe environment for the waste crews on the scheduled collection day to ensure the Council is able to collect recycling and residual waste.

### **Blocked access:**

Should a collection fail due to blocked access the Council will return on the collection day to re-attempt collection.

If re-attempted collection fails on the day of collection the Council will monitor the blockage and attempt collection (if resources permit) during the collection interval.

### **Private road/ private accesses:**

Where possible, the Council will endeavour to collect from the boundary of properties via private roads/accesses however the Council reserves the right to request an alternative collection point where a private road/access is deemed to be unsafe for a collection vehicle to attend, for example due to narrow access, unkempt verges/trees or road surfaces.

Where a collection on private property has been requested the Council will not be held responsible for the deterioration of any road surfaces, earth banks or verges and shall be indemnified against any resultant claim.

Where road surfaces are constructed to a non-highway standard that may not support a refuse collection vehicle the Council may insist on an alternative collection point.

### **Electronic gates:**

Electronic closing gates must comply with the Health and Safety Executive's 2010 safety advice alert.

### **Distance bins should be pulled out by crews:**

The distance that crews "pull out" containers should be minimised, where possible. Distances of more than 10 metres will require an individual risk assessment undertaken to assess the manual handling risk and whether an alternative collection method is required. (Risks such as uneven/broken surfaces, kerb edges, slopes, speed humps must be assessed and taken into account).

### **Excessively Heavy Bins:**

Bins that are deemed too heavy to be safely lifted by the lifting mechanism on the rear of the vehicle will not be emptied and a sticker, hanger or leaflet will be left to notify the resident.

### **Pets:**

Residents are requested to ensure that all pets are controlled in such a manner that when a collection is enacted they cannot injure an operative or escape from the property.

### **Minimising difficult vehicle manoeuvres:**

Recycling and residual waste containers should be placed in locations that minimise the need for difficult vehicle manoeuvres. (Reversing is considered a difficult manoeuvre by the HSE.)

### **Reason for policy:**

This policy ensures the service compliance with the best practise guidelines from the Health and Safety Executive.

## **Policy Eight - Flats and Communal Property Policy**

The Council will endeavour to collect recycling and residual waste from flats and communal properties providing those managing the property comply with the following guidelines.

### **Container solutions:**

The most optimum container solution for flats and communal properties will be assessed on an individual basis.

The Council prefers that communal properties use communal bins rather than individual bins and when determining a solution this preference will be taken into consideration.

The Council will endeavour to offer the full range of recycling services to communal properties however this may be restricted by the available space.

Policy Four (Contamination) also applies to flats and communal properties.

### **Palladin bins:**

The Council is unable to service Palladin containers after the 1 December 2015 as they do not conform to the lifting equipment on the back of LBS refuse collection vehicles.

### **Supply, maintenance and repair of containers:**

The supply, ongoing maintenance and repair of residual waste and recycling containers for newly built or refurbished developments is the responsibility of the Management Agent, Resident Association or Facility Management company (i.e. controlling agents).

Communal bins should be inspected on a regular basis by the controlling agents to ensure that they are fit for purpose. Communal bins have a limited lifespan and when they are considered beyond repair they should be replaced.

When a damaged bin is identified on collection day the crew will apply a sticker to the bin requesting it is repaired. The bin will only be emptied if it is considered safe to do so.

### **Bin stores:**

Bin stores should be well lit and the entrance should be wide enough for the bins to easily pass through.

Vehicular access to the bin store should allow the collection vehicles to drive as close as possible to the bin storage area. Please also see Policy Seven (Access) as again this also applies to communal locations.

The Council recommends that bin stores are locked.

On the day of collection bin stores should be cleared of any bulky items or obstructions (including bags of waste not contained in the bins) so that the crews have access to move the containers safely in and out of the bin stores. Please see Policy Five (Side Waste) as this also applies to communal properties.

### **Ramps and Drop Kerbs:**

Ramps and drop kerbs should be installed to allow bulk containers to be safely wheeled to the rear of the collection vehicle.

### **Reason for policy:**

Flats and communal properties have different needs than houses and therefore this policy details how the Council will approach the collection of waste and recycling from flats and communal properties.