

Forest of Dean District Council

Household Waste and Recycling Collection Service Policy and Procedures

Updated August 2019

Introduction

The Forest of Dean District Council is making a commitment to providing waste and recycling services that are good value for money, convenient, easy to use and meet the needs of all residents in the district.

In 2007 all the authorities in Gloucestershire developed and signed up to the [Gloucestershire Joint Municipal Waste Management Strategy 2007-2020](#) and have been working since then to deliver the objectives of the strategy.

The waste and recycling collection services policy aims to ensure that services operate effectively and efficiently in support of the main strategy objectives and in line with the waste hierarchy:

- waste prevention and reduction
- reuse
- recycling and composting more
- treating the remaining waste in a sustainable way

Working in partnership with all Gloucestershire local authorities, the council is proud to promote other waste minimisation and reuse schemes such as real nappies, home composting and reuse and repair cafes. This ensures that residents who wish to avoid sending waste to landfill are supported by the council with suitable and helpful schemes. The Recycle for Gloucestershire campaign website is the central place for all information: www.recycleforgloucestershire.com

What this policy will cover

This policy provides a set of rules and standards that the Council uses to deliver regular and reliable collections in a customer focused way. It takes into account the need to protect the health and safety of the public and the staff who operate the scheme.

It lays out policies and procedures that are clearly defined to avoid any uncertainty for residents, members and officers.

Under the terms of the Environmental Protection Act 1990, the Forest of Dean District Council is classed as a Waste Collection Authority and as such, under Section 45(1), has a statutory duty to collect household waste from all domestic properties.

Under Section 46(4) of the Act, the council has specific powers to stipulate:

- the size and type of the collection containers
- where the containers must be placed for collecting and emptying
- the materials or items which may or may not be placed within the containers.

The Controlled Waste Regulations 2012 gives waste collection authorities the power to charge for the collection of garden waste and the service we provides offers a convenient way for residents to dispose of their garden waste.

This document outlines how the district council works in partnership with our collections contractor to deliver the domestic refuse, food waste, recycling and garden waste collection services. It details the actions required by householders to fully participate in the services and recycle as much as possible.

The policy covers:

- Waste and recycling containers
 - Details of containers required
 - Access and storage issues
 - Additional bin requests
 - Damaged/lost/stolen containers
 - Looking after your containers
- Frequency of collection
- How to present waste and recycling for collection
- Assisted collections
- Clinical waste services
- Bulky waste collections
- Recycling bank 'bring' sites
- Issues with Collections
 - Missed collections
 - Non collection of waste/ recycling due to contamination
 - Disruption to services
 - Excess waste/ side waste
- Complaints
- Contact details

Waste and recycling containers

Each household is provided with the following:

For Household Refuse - 1 x 240 (or optional 140) litre black wheeled bin

Only general waste produced by a householder should be placed in this wheeled bin. It should not contain any hazardous, recyclable, organic or compostable waste. Non-standard items such as bulky waste, excessively heavy or commercial waste (even if you operate a business from home) should not be put in this bin. No building waste, rubble, soil or plasterboard. No liquids such as paint or oil.

For Household Recycling - 2 x 55 litre green boxes and a single 60 litre blue recycling bag

The following items can be put out for collection as follows:

Use one green box for plastic bottles and tins/cans/empty aerosols:

- Plastic bottles (milk bottles, fizzy drink bottles, shampoo and conditioner bottles, detergent bottles, empty bleach bottles)
- Drinks cans
- Food/ Pet food cans – please rinse

- Metal biscuit/sweet tins
- Empty aerosols
- Metal lids

Use a second green box for glass and textiles:

- Glass bottles and jars (please remove lids, caps and corks) – please rinse
- Clothing and paired shoes
- Hats, gloves, belts, scarves
- Handbags

Recycling materials should be clean and not contain food waste or liquids. Textiles must be bagged.

Use the blue recycling bag for paper and cardboard:

- Newspapers and magazines
- Telephone directories and catalogues
- Junk mail and leaflets (remove polythene)
- Paper and envelopes
- Brown corrugated cardboard (please flatten and remove any polystyrene)
- Grey card (i.e. cereal boxes)
- White/coloured card
- Plain greetings cards (no foil, glitter, ribbons)
- Plain wrapping paper (remove tape)

Use a standard sized supermarket carrier or smaller (provided by the householder) for small waste electrical and electronic appliances and household batteries:

- Kitchen appliances (toasters, kettles, food blenders, juicers)
- Home appliances (irons, fans, radios, lamps, clocks, dvd players)
- Personal care/ grooming appliances (shavers, electric toothbrushes, hair dryers/curlers)
- Handheld power tools
- Children's toys
- Mobile phones
- Cameras
- Games consoles, tablets, e readers
- Fairy lights, solar powered lights
- Electrical cables/ charges
- Household batteries (including AAA, AA, C, D, 9v, button batteries, mobile and laptop batteries)

Note these items are collected on a fortnightly basis on the Refuse vehicle in a cage under the vehicle and not on the recycling collection vehicle.

For Food Waste Recycling - 1 x 23 litre black kerbside caddy and 1 x 7 litre grey kitchen caddy

The following items can be put in the food waste caddy:

- Bread, cake and pastries
- Raw and cooked meat and fish including skin and bones
- Raw and cooked vegetables and fruit and peelings
- Cereals, rice, pasta and pulses
- Leftover food from plates and lunchboxes
- Dairy products such as cheese and yoghurt
- Eggs and egg shells
- Out of date ready meals (remove tray)
- Tea bags and coffee grounds
- Lards, fats and small amounts of oil
- Stale pet food
- Paper towels

Residents should wrap or bag the food waste inside the caddy using newspaper, compostable or old plastic carrier bags as this will help to keep the caddy clean.

For Garden Waste - 1 x 240 litre green wheeled bin

The council operates a chargeable garden waste collection service. If householders subscribe to the garden waste service a wheeled bin will be provided. Full terms and conditions of this service are detailed on the council website at www.fdean.gov.uk

The following items can be put in the green waste bin for composting:

- Grass cuttings
- Weeds, flowers, leaves and bark
- Hedge and shrub cuttings
- Tree stumps, twigs and branches up to 10cm in diameter
- Small amounts of windfall fruit (too much will make the bin too heavy to lift)
- Small amounts of herbivore pet (e.g. hamster or rabbit) bedding
- Christmas trees cut into 1.5m or smaller

Bins should not contain: food waste, dog waste, general waste, dry recyclables, bricks, rubble, oil, hazardous waste or large quantities of soil.

Further guidance on recycling can be found on the council website: www.fdean.gov.uk

Access and storage issues

Where residents consider that it is impractical to use the standard containers due to access or storage issues an alternative – where available - will be offered following assessment and approval from a council/joint waste team officer and a supervisor from the contractor. The assessment will primarily be based on health and safety or access grounds.

Residents living at properties that are unable to accommodate wheeled bins will be offered:

- A beige sack collection service for general household waste (residents will receive 80 council issue sacks per year) or where there is multiple flats an 1100 litre communal wheeled bins may be offered. The number of bins provided will depend on the number of households the bins are required to serve.
- A green sack collection service for garden waste (residents will need to pay for this service and will be charged the same amount as a single garden waste licence. Fifty council issue green sacks will be issued).

Residents will still be required to use green boxes, blue bags and food waste caddies for their recycling.

Additional bins

For those householders where there is a genuine need for additional waste and recycling containers due to large households or special circumstances the following criteria apply:

- Where a household has six or more living at the property on a permanent basis and produces general waste which cannot be accommodated in one wheeled bin an additional 140ltr or 240ltr refuse bin will be offered free of charge, providing every effort to maximise recycling has been made.
- Where a member of a household has medical circumstances and produces general waste (such as incontinence pads, swabs or dressings) which will not fit into one bin an additional 140ltr or 240ltr refuse bin may be offered free of charge.
- Where larger households have children using nappies throughout the day and night an additional 140ltr or 240ltr bin or beige refuse sacks may be offered free of charge.
- Where households produce large amounts of ash from solid fuel heating an additional 140ltr or 240ltr refuse bin may be offered free of charge.

Residents are required to complete an application form for this service which can be obtained by contacting the Council's customer services team. Applications will be assessed on a case by case basis.

Damaged/lost/stolen containers

Any request to provide a replacement wheeled bin for refuse and garden waste or recycling containers due to damage should be made to the council's Customer Services Team on 01594 810000. Alternatively requests for containers can be made via the self-serve page at www.fdean.gov.uk (recycling containers only).

Wheeled bins and containers damaged or accidentally tipped into the vehicle by the collection crews will be replaced free of charge, as will any bin or container damaged through general wear and tear. Garden wheeled bins will only be replaced if a valid licence has been purchased.

If a household deliberately damages a bin or container, then a charge may apply.

Replacement containers will be delivered as soon as possible after the request has been made but within 28 days.

Replacement boxes, bags and food waste caddies can also be collected from the council offices.

Looking after your containers

Residents are responsible for the storage, safe keeping of the waste, recycling and food containers provided by the council and for maintaining their bins in a hygienic and serviceable condition.

Residents may personalise containers if they wish, provided it remains clear which material it is for.

When residents move home they must leave all containers at the property ready for the new occupant to use.

Frequency of collection

The council will collect **food waste** (black caddy), **recycling** (green boxes and blue bag) on a **weekly** basis.

Household **refuse** (black bin) and **recycling of small electricals and batteries** (presented in a carrier bag provided by householder) will be collected on a **fortnightly** basis – usually on the alternate week to green waste recycling.

Garden waste (green bin) will be collected on a **fortnightly** basis but only if the resident has paid to use this service.

During Bank Holiday weeks, collections will usually be a day late. For example, if the normal collection day is a Friday the collection will be made on a Saturday instead. The council may make exceptions to this rule, such as during the Christmas period. Where collection dates are changed householders will be notified. Collections will normally be made on Good Friday.

Details of collection arrangements are available on the website at www.fdean.gov.uk and may also be issued in other formats such as an annual calendar sent to homes each year or through the use of bin hangers.

How to present waste and recycling for collection

It is the householder's responsibility to place their waste and recycling containers or sacks at the edge of the property nearest to the highway (the curtilage - where the property meets the pavement) in a safe position or at the designated collection point by 7.30am on the day of collection.

Residents must put their containers out for collection no earlier than 12 noon of the day before collection day and should ensure that the wheeled bin lids are closed to prevent items escaping and littering, control vermin and flies, and prevent items getting wet.

Once the bins have been emptied the crew will return them to a safe position, where they were collected from.

At the earliest opportunity following collection the householder must return their bins to their property and not leave them on the pavement, highway or any other publically accessible area or right of way.

Where properties do not have pavements or a kerb adjoining their boundary, householders will be permitted to present their waste and recycling containers as close to the highway as possible, without causing a blockage or an obstruction. For properties that are located on private lanes or unadopted roads, residents are required to place their containers on the pavement or verge of the nearest public road to their property.

Where bins are kept in a communal bin store it is the responsibility of the resident(s) to ensure that bins and containers are presented at the kerbside or curtilage of the property ready for collection. It is not the responsibility of the crew to move bins and containers out of the bin store.

Assisted collections

An enhanced assisted collection service is available to residents who are unable to put out their waste and recycling due to ill health, infirmity or disability - and without other persons over the age of 16 in the household able to assist. Residents on the assisted collection service will have their wheeled bins, boxes, bag and caddy collected and returned to an agreed location on their property.

A simple application form must be completed and usually signed off by a healthcare professional (this can be a nurse, doctor, Forest Sensory Service) or another independent person (such as a Village Agent, street warden).

Assisted collections are subject to the council being satisfied that service provision is warranted.

Decisions regarding special arrangements for collections will be at the discretion of the contractor.

Service provision will be subject to adequate access being available at all times on the day of collection. If the householder's circumstances change, the resident must inform the council as soon as possible.

Clinical waste service

Arrangements can be made for residents that require a collection of clinical waste. If the clinical waste is infectious, for example waste products from home administered haemodialysis, a special collection arrangement will be made to collect the waste in accordance with the quantity produced or the demand. The resident or the hospital department should contact the council to organise the collections.

Residents who have offensive clinical waste such as peritoneal dialysis waste, incontinence pads, stoma bags, nappies can dispose of these materials within normal household refuse bins. This waste should be placed inside two bags (double bagged). If additional bins are required these will be provided under the additional bin criteria.

Sharps contained in appropriate sharps boxes should be taken to one of the pharmacies across the district which offers a take-back service. A list of participating pharmacies can be found on the council website.

Bulky waste collection service

A chargeable collection services is available to all domestic residents for bulky household waste items. Bulky household items include: small and large electrical appliances, furniture (such as sofas, mattresses and wardrobes), white goods (such as fridges, washing machines) and carpets and lino (must be rolled into less than 6ft lengths).

Items which cannot be collected by the bulky waste collection service include: general refuse, green waste, building materials, kitchen units/sink tops, radiators/storage heaters, doors/windows, garage doors, bathroom suites and sheds/greenhouses.

Each booking permits the collection of up to three items or between four and six items, depending on the amount paid. The bulky waste collection service cannot be used for house clearance.

Residents can request and pay for a bulky waste collection via the customer services team where they will be advised of the collection date (usually the following week).

Booked-in bulky items must be presented outside the property on the agreed collection day by 7.30am and must not block or obstruct the public footpath or highway.

This service is non-refundable.

If the items that you no longer require are in good condition then it may be better to find another home for them rather than use the bulky waste collection service. Charity shops may take some items and the Furniture Recycling Project (FRP) also collects furniture and electrical items for reuse free of charge. Contact information for these organisations, and others, can be found on www.recycleforloucestershire.com

Recycling bank 'bring' sites

Recycling bring sites are provided to help residents to recycle more as a wider variety of materials additional to those collected at the kerbside can be recycled. The recycling bank sites are provided for domestic recycling only.

Materials that can be recycled at these sites include: textiles and shoes, glass jars/bottles, plastic bottles, tins/cans, empty aerosols, cartons, foil, paper and cardboard.

Site specific information is held on the council website.

Bring sites are inspected and emptied regularly to maintain sufficient capacity for each material. As with the kerbside collection of recyclables, it is important to use bring banks only to deposit the correct, clean materials.

Residents should not leave items on top of or around the bring site containers as this will be treated as fly tipping.

Issues with collections

Missed collections

From time to time genuine errors by collection crews result in containers being missed for collection. If the contractor misses a collection as a direct result of service failure they are required to return to the property to empty the container within 48 hours of the miss being reported.

Residents are required to report missed collections to the Council by 3.00 pm the day after the collection was due (or by 3.00pm on Monday if the collection was due on the preceding Friday). The contractor will endeavour to return to the property and pick up the missed waste as soon as possible. If a resident reports a missed collection they must leave their waste container/s out at the kerbside ready to be collected by the contractor.

As there are separate vehicles collecting refuse, recycling/food waste and garden waste, residents may have one collection earlier in the day than another so it is important to be sure that the crew has been to the area before reporting a missed collection.

On reporting a missed collection residents must be sure that they adhered to the collection guidance:

- The containers are out at the kerbside or in a previously agreed location on the correct collection day by 7.30am – collection days can be checked on the council website
- The correct items are in the right bin, containers or caddy
- The containers are not contaminated or contain items that are not collected
- The containers have not got a contamination or side waste sticker on them
- The containers are not too heavy to be tipped into the vehicle
- The waste/ recycling was fully contained in the bin, box, bag or caddy
- The garden waste bin has a valid licence on it

Refuse and recycling containers which are not collected due to obstructions such as road closures or parked cars will be logged by the crew and reported to customer services. Where possible, another attempt to collect will be made so residents are requested to leave the bins at the kerbside.

Contamination

Information is provided to residents so that they can participate correctly in the services provided. All waste must be presented in council approved containers to ensure it can be safely collected from the kerbside. Where residents do not follow the guidance given regarding collection requirements, the waste and/or recycling will not be collected. A notice (sticker or tie) will be left on the container explaining why the waste has not been collected and giving details of the customer services team should further advice be required.

The council will reject the collection of food waste, refuse, recycling and garden waste receptacles for the following reasons:

- Overloaded bins - too heavy to lift
- Not a Forest of Dean District Council container
- Wrong containers presented – black refuse bin presented on green garden waste week or vice versa
- Contamination – wrong items in the bins, boxes, bag or caddy

If householders do not present their waste or recyclables for collection in accordance with council requirements, they have the following options:

- Take the waste to a Household Recycling Centre (assuming the waste is actual household waste)
- Remove the contamination and store the waste until the next collection day

Disruption to services due to poor weather/road conditions

The District Council will work with its contractor to minimise the disruption caused by inclement weather. The council may temporarily suspend services but will endeavour to arrange for collections to take place as soon as is safely possible to do so. All information on missed collections and plans to resume collections will be on the council's website, on social media pages and released to the press as soon as the information is available.

Excess waste or 'side waste'

General Household Waste - The council will only collect waste contained in the council-issue black wheeled bin or in beige council-issue refuse sacks. Waste placed alongside or on top of the bins will not be collected as this extra waste does not support waste minimisation principles or encourage residents to maximise recycling.

Residents who are unable to contain their refuse within the black wheeled bin are encouraged to recycle as much as possible. If they still have additional waste this can be taken to their nearest Household Recycling

Centre. Alternatively, beige refuse sacks can be purchased by contacting the council which can be used and put out beside the black bin.

Recycling and Food Waste - The council encourages households to maximise the quantity of materials for recycling. Residents that have additional recyclables on a regular basis can request an additional recycling box, bag or food waste caddy. All containers are provided free of charge.

Garden Waste - The council will not collect any side waste or waste placed on top of the bins with the exception of Christmas trees that do not fit inside the bin or where a resident has been issued with specific Forest of Dean District Council garden waste sacks. Residents can have more than one garden waste bin but a licence must be purchased for each bin presented for collection. There is no discount for multiple bins.

Exceptions may apply during inclement weather and occasionally during the Christmas period, when instructions and advice will be provided by the council.

Complaints

We aim to deliver all our services correctly first time. However we know that sometimes things go wrong, and when this happens residents need to tell us so that we can take appropriate action. Residents should report problems to the council as soon as possible via the website or the customer services team. We will respond to complaints in accordance with the council's formal complaint procedure.

Contact Details

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