



Service Area	Policy Description	Version
Recycling and Waste Collection	a. Recycling and Green Waste Contamination	1

Purpose of Policy

The Council will provide clear and detailed information about what materials can be put into the recycling and green waste bins.

This policy sets out how the Council will deal with the contamination of recycling and green waste bins. I.e. what will happen when materials that can't be recycled / composted are put into the bins for collection.

Procedure

Individual Properties

Contaminating a bin once

1. A bin is identified as contaminated and the crew will log a contamination report
2. The crew leave the contaminated bin and put a tag on it to explain why it hasn't been emptied
3. The bin will not be cleared and the householder will need to clear the contamination from the recycling bin / green waste bin in order for the bin to be collected on the next scheduled collection
4. The Council will not return to empty a recycling bin / green waste bin that has been recorded as being contaminated before the next scheduled collection

Contaminating a bin twice (in rolling three month period)

1. A bin is identified as contaminated and the crew will log a contamination report
2. The crew leave the contaminated bin and put a tag on it to explain why it hasn't been emptied
3. The Council will issue a letter and information leaflet to the address. The letter explains that if the contamination continues the recycling bin won't be collected in future. The information leaflet reiterates what materials can be put in each bin and includes graphics as well as text
4. The Council will not return to empty a recycling bin / green waste bin that has been recorded as being contaminated before the next scheduled collection

Contaminating a bin three times (in rolling three month period)

1. A bin is identified as contaminated and the crew will log a contamination report
2. The crew leave the contaminated bin and put a tag on it to explain why it hasn't been emptied
3. The recycling / green waste bin will be removed from the property and a supply of clear plastic sacks will be issued for the household to use to recycle their paper/card, cans and plastic. We will be unable to collect glass from a plastic bag because of the risk of breakage / injury.

If at any stage the bin is not reported as contaminated then the process ends. However, any future report of contamination within a three month period will lead to further action.

Where a bin has been removed and the Council is notified of a change of occupier bins will be returned to the property.

Communal Properties

Where the information is available, the Council holds a database of management companies who have responsibility for communal properties.

1. A bin is identified as contaminated and the crew will log a contamination report
2. The crew leave the contaminated bin and put a tag on it to explain why it hasn't been emptied
3. The Council will notify the management company of the contamination
4. The bin will not be cleared and the management company will either need to arrange to clear the contamination from the recycling bin in order for it to be collected on the next scheduled collection
5. If the management company are unable to arrange for the contamination to be removed, the Council may arrange for the bin to be emptied for a charge



Service Area	Policy Description	Version
Recycling and Waste Collection	b. Dry Recycling Bin Size / Excess Recycling	1

Purpose of Policy

This policy sets out the Council's policy on dry recycling bins and under what circumstances residents may qualify for larger or smaller bins.

Background

The Council provides two standard dry recycling bins of 240 litres for residents living in an individual property. All waste must be contained within the bins with the lid closed flat.

Larger Recycling Bins

Where residents are regularly producing more recycling than will fit into their bins they can request an exchange to a larger 360 litre recycling bin. If they are still producing more recycling than will fit into this larger bin they can request an exchange to 2 x 240 litre recycling bins.

Alternative methods of collection may be provided to flats, communal properties or properties on a rural / remote collection.

Smaller Recycling Bins

In some circumstance residents can request an exchange to smaller, 140 litre dry recycling bins. Residents who request smaller bins must still ensure that all waste is contained within the bin and the bin is closed flat. Please see Appendix A: Decision Tree for more information.

Excess Recycling

With the exception of large cardboard boxes all recycling must be contained within the relevant bin and extra waste will not be taken.

Large cardboard boxes must be flattened and left neatly at the side of the brown recycling bin on the scheduled collection day.

Extra glass, cans or plastic can be taken to one of the Household Waste and Recycling Centers or one of the Councils recycling bring sites. Details of these sites can be found at www.selby.gov.uk/recycling

Residents who are producing more recycling than will fit into their bin on a regular basis can request a larger bin – see Larger Recycling Bins above



Service Area	Policy Description	Version
Recycling and Waste Collection	c. Assisted Collection Service	1

Purpose of Policy

This policy sets out how the Council will respond to request for assistance from residents to ensure that only those who genuinely need assistance receive it.

Permanent Assisted Collections

To apply for a permanent assisted collection the following criteria must first be met:

- the resident must permanently reside at the address where the application is being made
- there must be no other able bodied people in the property over the age of 16 who could reasonably be expected to present bins at the kerbside for collection

In addition one or more of the following criteria must then be met:

- the resident is elderly or frail and could provide a written reference from a Carer or Healthcare Professional on request
- the resident is registered blind or partially sighted
- the resident holds a blue badge for parking
- the resident receives Disability Living Allowance, Personal Independence Payment (PIP) or Attendance Allowance
- the resident is not in receipt of any disability benefits, but could provide suitable documentary evidence of a disability on request

Proof of eligibility will not be required at the time of application but must be made available to the Council on request.

The collection point for the waste must be from a safe, convenient and easily accessible location for our contractor. We may need to assess private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collect from a location if it does not meet these criteria.

The waste and recycling bins must be stored on the premises in an accessible position on a hard flat surface suitable for wheeled passage, free from steps and protrusions with sufficient access for the bins to pass through. A site visit may be required to confirm this

and where the access does not meet these criteria , the resident may be required to leave their bins permanently at their entrances and place their household waste in small quantities into the bins as they leave the premises.

Temporary Assisted Collections

Residents can apply for a temporary assisted collection for up to 6 months, which can be renewed after 6 months if needed. This may be due to pregnancy, illness, or recovery from an operation or injury.

To apply for a temporary assisted collection the following criteria must be met:

- the resident must permanently reside at the address where the application is being made
- there must be no other able bodied people in the property over the age of 16 who could reasonably be expected to present bins at the kerbside for collection

Proof of eligibility will not be required at the time of application but must be made available to the Council on request.

If applying for assistance during pregnancy, residents can receive assisted bin collection throughout their pregnancy and up to 26 weeks afterwards.

The collection point for the waste must be from a safe, convenient and easily accessible location for our contractor. We may need to assess private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collect from a location if it does not meet these criteria.

The waste and recycling bins must be stored on the premises in an accessible position on a hard flat surface suitable for wheeled passage, free from steps and protrusions with sufficient access for the bins to pass through. A site visit may be required to confirm this and where the access does not meet these criteria , the resident may be required to leave their bins permanently at their entrances and place their household waste in small quantities into the bins as they leave the premises.



Service Area	Policy Description	Version
Recycling and Waste Collection	d. Residual Waste Bins / Larger Bin Policy	1

Purpose of Policy

This policy sets out the Council's policy on residual waste bins and under what circumstances residents may qualify for a larger bin.

Background

The Council is moving from a standard residual waste bin of 240 litres to 180 litres for residents living in an individual property. This standard size will apply to all requests for a new or replacement wheeled bin.

All waste must be contained within the bin with the lid closed flat. Waste left on top or at the side of the bin will not be removed.

Alternative methods of collection may be provided to flats, communal properties or properties on a rural / remote collection.

Smaller / Larger Bins

As the standard residual waste bin size is 180 litres the Council will no longer be supplying smaller, 140 litre residual waste bins.

Residents can request a larger bin if they meet the following criteria:

- The household is recycling as much as possible and present all recycling bins on every collection
- There are 6 or more people living permanently in the property (previously 5 or more). **Proof of residency of all residents must be provided.**

Or

- There are less than 6 people living permanently in the property (previously 5 or more) but they are producing large quantities of non-hazardous medical waste. **This does not include nappies.**

Any household requesting a larger bin must complete the application form and a decision will be made on the basis of the information supplied. The Council will keep a list of households with larger bins, which is reviewed on a rolling two year basis to ensure that residents still qualify for the larger bin.

Those households with 5 or more people living in permanent residency who have previously qualified for a larger bin will retain their larger bin until such time as the property is subject to review.



Service Area	Policy Description	Version
Recycling and Waste Collection	e. Lane End Collections	1

Purpose of Policy

This policy sets out how the Council will collect waste from remote / rural properties.

Background

The Council operates a kerbside collection for waste and recycling which in the majority of circumstances requires residents to present their waste for collection at the boundary of their property and the public highway. Exceptions to this are residents in receipt of an assisted collection and rural / remote properties. This policy deals with rural / remote properties. Please also see separate 'Assisted Collection' policy.

Collection from Rural / Remote Properties

Where there are fewer than three properties down a lane, collections will normally be from the lane end where bins can be stored on even and firm ground.

Where there are more than four properties, collection vehicles will only travel on un-adopted roads where the following criteria have been met:

- Roads must have a minimum width of 5 metres allowing the collection vehicles to continue in a forward direction.
- There must be a minimum turning circle of 23 metres at the end of a dead end road.
- The bearing strength of the road and any associated structure must be adequate for a 15 tonne vehicle.
- The condition of the road surface must be maintained to an acceptable standard and not subject to multiple deep potholes which may cause damage to the collection vehicle.
- There should be no requirement for the collection vehicle to access any verge.
- There should be no risk of vehicle damage (including but not limited to hydraulics, mirrors or paintwork) resulting from overhanging or projecting trees/bushes.
- There should be no risk of damage to the collection vehicle or increase health and safety risk to the collection crew resulting from excessive road gradient or camber.

Where un-adopted roads do not meet the criteria the Council will agree alternative collection arrangements at the lane end.

Neither the council nor its contractor will accept any liability for damage to un-adopted lanes by collection vehicles.

This approach is consistent with many other Councils and would support the Council to

- Reduce the environmental impact of its waste and recycling fleet by reducing vehicle miles
- Deliver a cost effective waste and recycling service
- Reduce the potential to cause damage to private roads
- Reduce the risk of damage to collection vehicles



Service Area	Policy Description	Version
Recycling and Waste Collection	f. Missed Bins	1

Purpose of Policy

This policy sets out how the Council will respond to reports of missed refuse, recycling and green waste collections.

Procedure

Missed bins can be reported on line or via the Customer Contact Centre.

Residents reporting a missed bin on the day of collection will be asked to contact the Council again the next working day. This is to ensure that crews are not just running late.

All crews complete a daily report sheet which records any bins which were not presented for collection or in the case of recycling / green waste bins, which were contaminated.

We will not return to empty bins which were not presented at the time of collection or which the crew has recorded as contaminated. Where bins are contaminated, the contamination will need to be removed by the resident before the next scheduled collection.

Missed collections must be reported by 5pm two working days after the scheduled collection. E.g. bins missed on a Monday must be reported by 5pm on the Wednesday. We will not return to bins reported as missed after this time.

We aim to return to any missed bins by the end of the following working day.

Where a street or larger area has been missed due to road works, blocked access, vehicle breakdown or adverse weather conditions we will return as soon as feasibly possible. We will inform the relevant District Councillor and Parish Council Clerk and where appropriate share the information via our social media channels.