

BIRMINGHAM CITY COUNCIL

DOMESTIC RECYCLING & WASTE SERVICE SPECIFICATION

WHEELIE BINS COLLECTION SERVICES

Introduction

This document gives details of the Council's Service Specification for providing domestic recycling and refuse collections. It is expected that 90-95% of all low-rise households in Birmingham will be able to use the 'standard' specification. In exceptional circumstances in relation to a particular property or particular residents at a property, provision is made within this document for alternative services.

The Council is currently subject to a duty under Section 45A Environmental Protection Act 1990 to make arrangements for the collection of at least 2 types of recyclable waste. To help provide a recycling led service it will be necessary for residents to recycle their waste. The aims of the service specification are:

- To contribute towards the Council's aim of reducing overall carbon emissions
- To achieve levels of municipal waste reduction, year on year, which are better than the national average for England
- To be the top Metropolitan Authority for minimising waste arisings per person
- To contribute towards the City Council's Municipal Waste Management Strategy targets of 50% recycling by 2020 and 60% recycling by 2026
- To further reduce the amount of waste that is sent to landfill.
- To ensure that the Council maintains safe, economic and efficient recycling and waste collections
- To help to improve the cleanliness of the City
- To improve customer satisfaction with recycling collection, waste collection and street cleaning services.
- To ensure that the Council complies with Directive 2008/98/EC of the European Parliament on waste.

Legislative context

Environmental Protection Act 1990

Section 45 of the Environmental Protection Act 1990 provides that it is the duty of each waste Collection Authority to arrange for the collection of household waste in its area. Section 45A further provides, in England, that arrangements are also made for the collection of at least two types of recyclable waste together or individually separated from the rest of the household waste.

Section 46 (1) of the Act specifies that where a waste collection authority has a duty by virtue of section 45 to arrange for the collection of household waste from any premises, the authority may, by notice served on him, require the occupier to place the waste for collection in receptacles of a kind and number specified.

Section 46(2) states that the kind and number of the receptacles required under subsection (1) above to be used shall be such only as are reasonable but, subject to that, separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and waste which is not.

In making requirements as respects receptacles under subsection (1) above, the authority may, by the notice under that subsection, make provision with respect to—

- (a) the size, construction and maintenance of the receptacles;
- (b) the placing of the receptacles for the purpose of facilitating the emptying of them, and access to the receptacles for that purpose;
- (c) the placing of the receptacles for that purpose on highways;
- (d) the substances or articles which may or may not be put into the receptacles or compartments of receptacles of any description and the precautions to be taken where particular substances or articles are put into them; and
- (e) the steps to be taken by occupiers of premises to facilitate the collection of waste from the receptacles.

The legislation further provides that a person who fails, without reasonable excuse, to comply with any requirements imposed under subsection (1) above shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Further, that a waste collection authority is not obliged to collect household waste that is placed for collection in contravention of a requirement under this section.

Revised Waste Framework Directive

The revised Waste Framework Directive (rWFD) (2008/98/EC) is central to European Waste Management Policy. The requirements of the rWFD have recently been transposed into UK law by the Waste (England and Wales) Regulations 2011 (as amended in 2012). Two of the key aspects of the rWFD are:

- sets a target for all Member States of a preparing for re-use/recycling target of 50% for household waste materials paper, metal, plastic and glass by 2020 (European Commission, 2008).
- requires separate collections to be set up for paper, metal, plastic and glass materials (subject to necessity and the collection system being technically, environmentally and economically practicable (TEEP)).

‘Separate collection’ is defined in the Directive as meaning ‘the collection where a waste stream is kept separately by type and nature so as to facilitate a specific treatment’. The issue of whether the UK regulations correctly transposed the requirements of the rWFD has been the subject of a High Court decision in the case of R –v- Secretary of State for the Environment ex parte UK Recylate Ltd (20-13). In this case the legality of co-mingled collections of dry recyclables as opposed to separate segregation of materials at the kerbside (either through ‘kerbside sorting’ or via twin-stream collections) was challenged.

The outcome of the review was that the judge ruled in favour of the UK Government. There is a test of both what is **practicable** and what is **necessary**. It is a matter for local authorities to determine in their context specific situations as to whether a separate collection is technically, environmentally and economically practicable. Also it is for local authorities to determine whether it is necessary to facilitate or improve recovery for waste to undergo recovery operations in accordance with rWFD.

Radio Frequency Identification – “Chips”

Within this Service Specification, it is implicit that all wheelie bins provided for this service will be fitted at the point of manufacture with an RFID (Radio Frequency Identification) ‘chip’.

The chip contains only a Unique Property Reference Number – no other information is stored on the chip itself.

At the point of delivery to a household, the chip will be associated with the property details and identified as a bin of a certain type of waste / recycling stream and size. This will lead to consistent distribution processes and robust asset management, ensuring that the investment in these wheelie bins is managed appropriately.

It will also give Fleet and Waste Management the opportunity to future-proof the service in respect of other potential initiatives, subject to further consideration and a financial business case, such as:

- Proof of Service - The ability for the Service to confirm through the Contact Centre at the point when a customer makes contact that an individual bin has been lifted or not, leading to improved handling of Customer queries such as missed collections.
- The ability to prevent a bin from being lifted more than once within a defined time period (subject to a manual over-ride), or from an address with which it is not associated. This would help to prevent misuse / theft.
- The opportunity to introduce a robust participation led recycling reward scheme, and the further opportunity to allocate any such rewards at the individual or community level based on the weight of recyclates collected.

Definitions

- For the purposes of this document the ‘Council’ is Birmingham City Council.
- ‘Households’ are the resident(s) occupying the property or the owner of the property if it is empty.
- ‘Container’ relates to any receptacle that contains waste (refuse or recycling).
- ‘Mixed Development’ is where there is a mixture of property types in a single building including houses and flats.
- ‘High Rise’ is any building of over 3 storeys where there are multiple occupants in individual flats.
- ‘Low Rise’ is any building, which is 3 or less storeys high (not including any basement) and occupied as a single dwelling. For example: bungalow, terraced house, semi-detached house, detached house.
- A House in ‘Multiple Occupation’ is as defined under the Housing Act 2004 and includes:
 - An entire 3-storey house or flat which is let to five or more tenants, who form two or more households and who share a kitchen, bathroom or toilet, or
 - A house which has been converted into bedsit or other non-self-contained accommodation and may include one or more self-contained flats and which is occupied by five or more tenants, who form two or more households and who share kitchen, bathroom or toilet facilities, or
 - A converted house which contains one or more flats that are not wholly self-contained (i.e. each flat does not contain within it a kitchen, bathroom and toilet) and which is occupied by five or more tenants who form two or more households.

CONTENTS

A STANDARD SERVICES

- 1 Assessment criteria
- 2 Standard service
- 3 Larger households
- 4 Mixed developments / maisonettes / houses in multiple Occupation
- 5 High rise properties

B VARIATIONS

- 6 Assisted Collections
- 7 Restricted access to pavement / roadside
- 8 Medical conditions / clinical waste

C EXCESS RECYCLING AND WASTE

- 9 Additional recycling
- 10 Excess residual waste
- 11 Overloading
- 12 Contamination

D COLLECTION POINTS AND TIMES

- 13 Communication of Arrangements for the Collection of Recycling and Refuse
- 14 Collection points
- 15 Collection times
- 16 Properties that are difficult to access for collection vehicles
- 17 Missed Collections

E REPLACEMENT CONTAINERS

- 18 Property
- 19 Damage to wheelie bins
- 20 Wheelie bin cleaning

F ENFORCEMENT

- 21 Overview
- 22 The '3-Stage' approach

G REVIEW

- 23 Change

Appendix A – Assessment criteria

A STANDARD SERVICES

1.0 Assessment Criteria

- 1.1 All low rise properties will be assessed against agreed criteria for their suitability to accommodate a wheelie bin collection service – Appendix A
- 1.2 The assessment criteria provides for a default position for low rise properties where they have adequate storage space for wheelie bins at the front of the property (not on street) or at rear or to side of the property with appropriate access to the rear or side. In these circumstances, such properties will be provided with a wheelie bin service.
- 1.3 Against this default position, the assessment criteria recognise a number of variations and clarifications in particular circumstances, further explained in Sections 6-8 of this document.

2.0 Standard service

- 2.1 For the disposal of dry recycling, each suitable household will be provided with a 240 litre grey bin with blue lid containing a 55 litre insert pod. The pod is used for paper and card recycling. Mixed materials (glass/cans/plastic bottles) are placed in the body of the wheelie bin. The bin will be collected fortnightly.
- 2.2 For the disposal of residual waste, each suitable household will be provided with a 180 litre wheelie bin. The bin will grey with a grey lid. The bin will be collected weekly.
- 2.3 Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are particular circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be offered.
- 2.4 Whilst the Council expects households to comply by presenting their recycling and refuse for collection in the containers provided for their property, if persistent non-compliance is identified the Council will, if necessary, consider using formal powers in order to ensure compliance in accordance with section 21 of this document (enforcement provisions).
- 2.5 Residents may choose to share containers, for example by agreement with a neighbour.

- 2.6 Where appropriate, residents may elect not to present recycling or waste for a scheduled collection, for example where the wheelie bin is not full and there is sufficient capacity to wait until a subsequent scheduled collection.
- 2.7 Residents may elect (by written notification) not to receive any waste collection services from the Council, but to make their own legal and appropriate arrangements for the disposal of their waste. In any such circumstances, the Council will not consider any refund / rebate of Council Tax. Residents who elect not to receive waste collection arrangements from the Council, but who, without reasonable cause, then fail to make their own legal and appropriate arrangements, will be subject to legal action, as necessary.

3.0 Larger households

- 3.1 The Council recognises that larger households may need larger or additional wheelie bins.
- 3.2 An additional recycling wheelie bin will be made available on request to any household who needs additional recycling capacity.
- 3.3 Larger sized residual waste wheelie bins will be made available as follows:
- Households of 6 or more people may request a 240 litre residual waste wheelie bin as the alternative to the standard 180 litre wheelie bin.
 - Households of 9 or more people may request a 360 litre residual waste wheelie bin as the alternative to the standard 180 litre wheelie bin.
- 3.4 Households requesting a larger residual waste wheelie bin will be required to complete an application form confirming the household details. The household's use of the larger wheelie bin will be subject to review to ensure that the associated recycling provision is being used appropriately. If the recycling services are not being used appropriately, the Council reserves the right to withdraw the larger wheelie bin.

Summary Table – Standard Services and Services for Larger Households.

Material	Wheelie bin type	Bin size	Collection Frequency
<p>RECYCLING</p> <p>Paper/Card</p> <p>AND</p> <p>Glass/Cans/Plastic Bottles (known as ‘mixed materials’)</p>	<p>Grey bin with blue lid containing an insert pod, fitted with a 125 htz RFID chip</p> <p>The pod is to be used for paper and card</p> <p>Mixed materials are placed in the body of the wheelie bin</p>	<p>Standard - 240 litre wheelie bin with 55 litre insert pod</p> <p>Larger Households – 2 X 240 litre wheelie bin each with a 55 litre insert pod</p>	<p>Fortnightly</p> <p>Some weekly services may be provided where there is high demand for the service and weekly collections are both economically and environmentally viable</p>
<p>RESIDUAL WASTE</p>	<p>Grey bin with grey lid, fitted with a 125 htz RFID chip.</p>	<p>180 litre wheelie bin</p> <p>For larger Households:</p> <ul style="list-style-type: none"> • 6-8 residents - 1 X 240 litre wheelie bin • 9+ residents – 1 X 360 litre wheelie bin 	<p>Weekly</p>

4.0 Mixed developments / maisonettes / houses in multiple occupation

- 4.1 It will be essential to minimise the number of containers provided to such properties whilst providing adequate capacity for recycling and refuse collection needs. The Council will periodically review container provision for these types of properties to ensure that it is appropriate and adequate.
- 4.2 Low rise properties comprising 2 - 3 properties in the block / house, with adequate storage space, will each be provided with the standard wheelie bin service.

- 4.3 Low rise properties comprising 4 or more properties in the block / house will be provided with communal facilities for recycling and refuse. The number and size of bins will be appropriate to number of households in the development, as will the frequency of collection. The Council will work with residents / managing agents / landlords to achieve this service requirement.
- 4.4 Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are particular circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be offered.

5 High rise properties

- 5.1 A high rise property is a property over 3 storeys high where there are multiple occupants in individual flats.
- 5.2 Many such properties operate with a central chute system for the collection of waste. In any case, it will be essential to minimise the number of containers provided to such properties whilst providing adequate capacity for recycling and refuse collection needs. The Council will periodically review container provision in these areas to ensure that it is appropriate and adequate.
- 5.3 High rise properties will be provided with communal facilities for recycling and refuse. The number and size of bins will be appropriate to number of households in the development, as will the frequency of collection. The Council will work with residents / managing agents / landlords to achieve this service requirement.
- 5.4 Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are particular circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be offered.

B VARIATIONS

6.0 Assisted Collections

- 6.1 The Council is committed to enabling all households to participate in wheelie bin recycling and refuse collection services wherever possible. The Council recognise that, due to personal circumstances such as infirmity or disability, some households may

have difficulty using the standard Council service and therefore, the Council needs to make alternative arrangements. One of these arrangements is the Assisted Collection Service. This service is provided at the Council's discretion.

- 6.2 An Assisted Collection is “the collection of a refuse or recycling container(s) by the collection crew from an agreed point in the front of the property and the return of the empty container(s) back to that point”.
- 6.3 The Council will provide, upon request, an Assisted Collection to households where there is a registered Blue Badge holder or they are unable to participate without assistance due to infirmity or disability. However, should an able-bodied person aged 16+ years be resident in the house, it is expected that the able-bodied resident would present the recycling and refuse containers at their usual collection point.
- 6.4 Proof of eligibility may be requested. Referrals can also be made to the Council directly from recognised voluntary groups or healthcare providers.
- 6.5 Households will also be able to make a request for a temporary assistance should they only require help for a defined period of time.
- 6.6 The Council will, from time to time, issue an application to all those approved for an Assisted Collection to renew this service when the above criteria will need to be met.
- 6.7 The Council reserves the right to withdraw this service at any time if it has reason to believe a resident is no longer eligible.

7.0 Restricted access to pavement / roadside

- 7.1 The Council recognises that in the following circumstances, some properties will be unsuitable for the standard recycling and refuse collection service
- Where there are a number of steps or a steep slope or other obstruction between the property and roadside that makes wheelie bins impractical
 - Where there is no vehicle access to a suitable collection point
- 7.2 In appropriate circumstances, and following assessment, the Council will provide an alternative recycling and refuse collection service based on a sack and box collection service as follows:

Alternative collection services where properties are not suitable for wheelie bins

Material	Container type	Size	Collection Frequency
Paper/Card	Blue box	45 - 55 litres. Multiple boxes can be provided	Fortnightly Some weekly services may be provided where there is high demand for the service.
Glass/Cans/ Plastic Bottles (known as 'mixed materials')	Green box	45 - 55 litres. Multiple boxes can be provided	Fortnightly Some weekly services may be provided where there is high demand for the service.
Residual waste	Refuse sacks	Residents will be required to provide their own refuse sacks	Weekly

- 7.3 All households using this service will be required to supply and use their own refuse sacks. Waste that is presented in an unsuitable bag or sack (such as a single-use carrier bag) may not be collected and the resident will be advised on how the waste should be presented for the next scheduled collection.
- 7.4 The Council will review the use of these services to ensure that households are using the recycling collection services and may take action to limit the number of refuse sacks produced by a household where that household regularly declines to use the recycling services without appropriate reason.

8.0 Medical conditions / clinical waste

- 8.1 Where a household produces additional waste due to a medical condition, and the Council has a legal obligation to collect that waste, the Council will provide additional, bespoke services to ensure that waste which is the responsibility of the Council to collect, is collected in a way that supports the household. This may include the provision of additional waste collection capacity for hazardous and non-hazardous (offensive or ‘san-pro’) waste.
- 8.2 The Council will continue to provide relevant households with appropriate specialist sacks / sharps boxes for the disposal of such hazardous and non-hazardous waste where it is the Council’s responsibility to collect that waste.
- 8.3 Doctors and other healthcare providers can advise on categories of hazardous and non-hazardous waste.
- 8.4 Where residents produce non-hazardous waste, they will be expected to place that waste in the refuse wheelie bin for collection as part of the standard weekly collection service.
- 8.5 Hazardous clinical waste and ‘sharps’ will be collected through specialist services arranged to meet the needs of the household.
- 8.6 Proof of eligibility may be requested. Referrals can be made to the Council directly from recognised voluntary groups or healthcare providers.
- 8.7 Households will also be able to make a request for a temporary assistance should they only require help for a defined period of time.
- 8.8 The Council will, from time to time, issue an application to all those approved for a medical / clinical waste collection to renew this service.
- 8.9 The Council reserves the right to withdraw this service if it has reason to believe a resident is no longer eligible.

C EXCESS RECYCLING AND WASTE

9.0 Additional Recycling

- 9.1 Households can request an additional recycling wheelie bin (or boxes if on a box collection) for paper / card & plastic bottles / glass / cans free of charge where the

volume of waste being recycled warrants a further wheelie bin and the agreed collection point is not deemed unsafe due to the volume of containers presented for collection.

- 9.2 Where the number of properties requesting such additional containers from within a particular neighbourhood warrants it (where it is financially viable and produces a cost saving) the Council may determine to provide a weekly collection service for such materials.
- 9.3 Where a household has a large amount of paper and / or cardboard, this may be presented for collection at the side of the recycling wheelie bin. Residents are required to ensure that cardboard is properly bundled to assist ease of handling and that paper is presented in such a way as to avoid littering.
- 9.4 The Council will continue to explore ways in which additional provision may be made for additional paper / card recycling, where required.

10.0 Excess residual waste

- 10.1 The containers provided through the standard (and larger households variations) wheelie bin collection services are considered to be of sufficient capacity to allow all households to satisfactorily participate in those collection services.
- 10.2 'Residual side waste' - unauthorised sacks of residual waste from the household presented for collection at the side of the wheelie bin will not be permitted, with the following exceptions:
- Over the Christmas and New Year period (and other Festive periods) where it is known that many residents produce more waste
 - Where scheduled collections have been interrupted, for example through adverse weather, roadworks, etc.
- 10.3 Outside of these circumstances, the Council will take a reasonable approach to residual side waste and an important consideration will be whether the household is making a reasonable effort to use the recycling services provided. If the recycling services are being fully utilised, then it may be more appropriate to review the size and / or number of wheelie bins used by that / those households.
- 10.4 Where the associated recycling collection services are seen not to be fully utilised, and where persistent non-compliance is observed, any side waste left beside the container

by the household will not be collected and a tag will be left on the container explaining why. The household will be advised to remove the excess waste and wait for their next collection or alternatively to take it to the nearest Household Recycling Centre (addresses are available on the Council website).

- 10.5 The Council expects households to comply by presenting their recycling and refuse for collection in the wheelie bins which the Council considers appropriate for their particular premises. If persistent non-compliance with this requirement is identified the Council will, if necessary, consider using formal powers in accordance with section 21 of this document in order to ensure compliance.

11.0 Overloading

- 11.1 ‘Overloading’ is where a residual waste container has been filled so much with waste that it is too heavy or too unstable to be moved safely onto the bin lift.
- 11.2 The Council will not collect containers which it considers are overloaded as damage may be caused to the lifting equipment on the refuse vehicles. A tag will be left on the container explaining why the waste has not been collected and requesting the householder to remove the excess waste and present the wheelie bin on the next collection. Alternatively, the excess waste can be taken to the nearest Household Recycling Centre.
- 11.3 The Council will take a reasonable approach to ‘closed lids’ on wheelie bins. To avoid waste spilling from the bin as it is lifted (and to constrain the amount of waste being presented for collection), it is preferable that the bin lid is fully closed. However, an important consideration will be whether the household is making a reasonable effort to use the recycling services provided. If the recycling services are being fully utilised, then it may be more appropriate to review the size and / or number of containers used by that / those households.

12.0 Contamination

- 12.1 All containers supplied by the Council shall be accompanied by an information leaflet informing residents of the type of materials that should, and should not be put in those containers. The Council also provides guidance regarding what can and can’t be recycled which can be found on the Council’s website.
- 12.2 Households shall ensure that their recycling wheelie bin and pod(s) are not contaminated with residual or green waste, or the wrong recycle(s); and that the

residual waste container does not contain green waste or waste that could be recycled or that could cause damage to the collection vehicle (such as rubble).

- 12.3 Wheelie bins that are contaminated will not normally be collected. A tag will be left on the wheelie bin explaining why the recycling or waste has not been collected and requesting the householder to remove the contaminant and present the bin on the next scheduled collection day. Alternatively, the recycling or waste can be taken to their nearest Household Recycling Centre.
- 12.4 Where residents share recycling containers, the Council will work with residents and Managing Agents (where applicable) to raise awareness about this issue.
- 12.5 The Council expects households to comply by presenting their recycling and refuse for collection so as to avoid contamination. If persistent non-compliance is identified with this requirement the Council will, if necessary, consider using formal powers in accordance with section 21 of this document in order to ensure compliance.

D **COLLECTION POINTS AND TIMES**

13.0 Communication of Arrangements for the Collection of Recycling and Refuse

- 13.1 Households will be notified (by notice served on the occupier) in accordance with Section 46 Environmental Protection Act 1990 of the Council's requirements for householders to place waste for collection in receptacles of a kind and number specified. Householders may be notified from time to time of changes to collection requirements by a Section 46 Notice or by other correspondence, including the use of stickers fixed to containers.
- 13.2 Households will receive adequate communication via a number of channels about when and how their recycling will be collected, including any planned changes to the standard collection.
- 13.3 The Council provides instruction and guidance regarding its collection requirements, including collection dates, which can be found on the Council's website.

14.0 Collection Points

- 14.1 Unless otherwise directed, residents are required to place their wheelie bins out for collection on the pavement at the edge of their property nearest to the road or other notified collection and return point. In most circumstances, this will be at the front of

the property, however, for some properties / roads, the Council may designate a rear of property collection and return point.

- 14.2 In situations where collections cannot reasonably be made from directly outside the property, the Council will, in order to maintain operationally safe, economic and efficient collections, identify other collections and return points that residents will be required to use.
- 14.3 Where a number of households share a rear access alleyway (as in many terraced properties across the City), wheelie bins should be presented on the pavement at the end of the alleyway, taking care not to block the alleyway or pavement.
- 14.4 Wheelie bins must not be left in the middle of a pavement (where they cause an obstruction to pedestrians) or at the kerbside of the pavement (where they may cause an obstruction to people getting out of parked cars).
- 14.5 Wheelie bins must be left in a position where they are easily accessible by the collection crews. All residents are requested to present their bins with the handles facing towards the road to assist the crews to collect and empty them.
- 14.6 Where communal containers are issued to a block of flats /House of Multiple Occupancy (HMO), the collection point will be assessed on a case by case basis, considering such factors as storage space, access/egress and whether it is a gated community.
- 14.7 Once wheelie bins have been emptied, the Council will return the wheelie bins to the point from where they were collected. In appropriate circumstances (shared / communal containers) it will be the responsibility of the Management Company, etc., to retrieve the container from the collection point and return it to any designated storage area.

15.0 Collection Times

- 15.1 Householders, except those with 'Assisted Collection' arrangements, will be expected to place their wheelie bins at the specified collection point on their scheduled collection day (or no earlier than 3.30pm the day before) and then retrieve their wheelie bin from the collection point as soon as possible, once emptied.
- 15.2 Where it is established that this service standard is repeatedly being ignored without good reason, enforcement action will, if necessary, be considered in accordance with section 21 of this Service Specification.

16.0 Properties that are difficult to access for collection vehicles

- 16.1 Due to the condition of some road surfaces particularly unmade/unadopted/private/weight restricted roads, some roads in the City are unsuitable for collection vehicles. Access can also be limited by the physical width of the road or parking of other vehicles or roadworks etc, meaning the collection vehicle cannot access the property or collection point.
- 16.2 Where damage could occur to a collection vehicle due to the condition of the road, the Council may agree or prescribe an alternative collection point.
- 16.3 In the case of a private/unadopted road, if written authority from all households concerned is received indemnifying the Council from any claim for damages in taking the collection vehicle on the private/unadopted road, consideration may be given by the Council to the practicalities of agreeing a suitable collection point on that road.
- 16.4 Where the Council has been undertaking refuse collections for a number of years there may be a continued right of access and the authority of households may not be required.
- 16.5 When a collection cannot be made due to access being restricted by parked cars, roadworks, etc., the Council will make a further attempt within the next 2 working days to make the collection. If access is restricted on that occasion then the collection must wait until the next scheduled collection. Alternatively, residents can take their recycling / waste to their nearest Household Recycling Centre. If the problem persists it may be necessary to agree a new or temporary collection point.
- 16.6 The Council, in partnership, may take action where there are repeated problems with access. This action may involve, although not exclusively, imposing new parking restrictions, changing the collection day or changing collection points.

17.0 Missed Collections

- 17.1 In the event of a scheduled collection being missed through circumstances outside of the Council's control, such as inclement weather, industrial action or civil emergency, the Council shall make arrangements, as possible and appropriate, to collect the containers as soon as reasonably practical.
- 17.2 In the event of a scheduled collection being missed due to crew error, then the collection will be made by the end of the working day following the day the missed collection is reported. The container(s) should be left at their normal collection point until emptied.

- 17.3 Where a container has not been emptied because it has been presented late or in the incorrect manner, the household will be required to wait until the next programmed collection before it is removed. In these circumstances households will be required to return the container(s) to their property until the next scheduled collection. Alternatively, the householder can take the waste or recycling to the nearest Household Recycling Centre.

E REPLACEMENT CONTAINERS

18.0 Property

- 18.1 Households will be responsible for the wheelie bins which should remain with the property in the event of the residents moving home. If residents moving in to a property require different wheelie bins more suitable to their needs, these will be provided.
- 18.2 Any unused wheelie bins should be reported to the Council for collection and reuse.
- 18.3 Households are asked to ensure that their wheelie bins are clearly identified / marked with their house number and that they take adequate precautions to prevent theft – including taking the container within the property boundary as soon as possible following collection.
- 18.4 All wheelie bins provided by the Council are the property of the Council.
- 18.5 Landlords / Managing Agents etc. can choose to purchase their own container(s); such containers must comply with the Council's specification in order to ensure that the containers are compatible with the lifting equipment on the refuse collection vehicles.

19.0 Damage to wheelie bins

- 19.1 The Council's collection crews are required to record any damage to wheelie bins / pods and operatives have a duty to report any damaged wheelie bins caused through the collection operation.
- 19.2 Only wheelie bins / pods that are damaged through the fault of the Council and reported as such will be replaced by the Council at the Council's cost.

- 19.3 Other than in wholly exceptional circumstances (such as storm damage or where there has been a wider incident involving a number of households) any wheelie bins / pods that are otherwise damaged will be replaced by the Council and a charge made to the household. The charge will cover administration and delivery. This charge is not for the sale of the wheelie bin to the household and therefore the wheelie bin remains the property of the Council.
- 19.4 The fees for replacement wheelie bins / pods are determined by the Council on an annual basis and will be notified to residents.
- 19.5 If a wheelie bin / pod belonging to a resident who is registered for Assisted Collections has been stolen or damaged because the collection crew has not returned the bin to the property after collection, it will be replaced by the Council free of administration and delivery charges.

20.0 **Wheelie bin Cleaning**

- 20.1 The Council does not offer a wheelie bin cleansing service.
- 20.2 Household are expected to maintain the cleanliness of the wheelie bins which they are provided with. This can best be accommodated by only placing bagged waste within the grey-lid (residual waste) wheelie bin.

F ENFORCEMENT

21.0 Overview

- 21.1 The Council recognises that the service requirements contained in this specification will take time to be fully understood and will take a reasonable approach in managing this change process.
- 21.2 Consequently, the Council will adopt an approach that will offer advice, support and guidance as the first and preferred way to establish this policy. However, the Council recognises that the use of formal enforcement powers may be necessary in some circumstances. Such powers will be utilised in a transparent, reasonable and proportionate way.
- 21.3 Where, without reasonable cause, an occupier persists in not complying with this Service Specification, for example by not presenting recycling and waste for collection on the required day, in the required containers, or by deliberately over-filling or

contaminating the containers, then the Council will adopt a 3-stage approach in attempting to resolve the issue.

22.0 The '3-Stage' approach

22.1 Stage One - On the first occasion, Council Officers (collection crews) who evidence households failing to comply with the service specification will affix a 'tag' onto the handle of the wheelie bin. This will inform the occupier of the correct service standard and, as appropriate, why the bin / waste was not collected. Variations of these tags will deal with the following issues:

- Excess / side waste
- Excess waste / open lid
- Excess waste / overloading
- Contamination – recycling / waste

22.2 Stage Two - On the second occasion, the Council will consider using formal powers in order to ensure compliance. This will involve serving a formal notice (Waste Minimisation Team Officer) on the occupier of a property to ensure that recycling and refuse is placed for collection in receptacles of a kind and number specified, or in a particular location at a particular time.

22.3 In addition, the Officer will attempt to contact the occupier in person and advise them of the issue and seek to determine the household's reasons for not complying with this Service Specification. The officer will offer help and advice to the household to solve the problem.

22.4 Stage Three – Non-compliance with the Council's requirements may result in an offence being committed by an occupier. This means that in Stage 3, if a Council Officer identifies a third occasion of failure to comply, this could potentially lead to legal action being taken.

22.5 The law allows the Council to use Fixed Penalty Notices (FPNs) as an alternative to taking offenders to Court. At this stage, a Council Officer will consider serving a FPN on the occupier for non-compliance with the formal notice described in Stage 2 (above).

22.6 If the occupier fails to discharge their liability by payment of the FPN amount and/or continues to fail to adhere to the service specification, then the Council will consider taking legal action through an appropriate Court.

22.7 Where evidence of fly-tipping [illegal dumping of household or commercial waste] is obtained the Council will undertake an investigation, as appropriate, with a view to initiating criminal proceedings to prosecute the alleged offender and to seek recovery of full costs.

G REVIEW

23.0 Change

23.1 The Council recognises that, from time to time, legislation, best practice, technology, and its objectives will change. Therefore, this Service Specification will be reviewed periodically take account of such changes.

23.2 Any proposed changes to this Service Specification that impact on service delivery may be amended by the Strategic Director of Local Services in consultation with the Cabinet Member for Green, Safe and Smart City in order to take account of legal, economic, environmental, financial or operational considerations

23.3 Households shall be given at least 4 weeks notice of any change to this Service Specification that materially impacts on service delivery.

Appendix A - Assessment criteria for wheelie bins

Default position

Variation	Solution	Recycling collection service	Rubbish collection service
Adequate storage space for wheelie bins at front of property (not on street) or at rear or to side of property with appropriate access to rear or side	Wheelie bin service fitted with a 125 htz RFID chip	Each household provided with: <ul style="list-style-type: none"> 1 X 240 litre bin with 55 litre insert caddy (grey bin/blue lid) Options exist for larger households or those requiring more recycling capacity (additional bin and insert caddy) 	Each household provided with: <ul style="list-style-type: none"> 1 X 180 litre bin (grey bin / grey lid) Options exist for larger households (properties of 6-8 residents 240 litre bin, properties of 9+ residents a 360 litre bin)

Variations – All properties

Variation	Solution	Recycling collection service	Rubbish collection service
A number of steps or a steep slope between property and roadside (consideration to be given to number of steps / depth of steps / steepness / width between each step), or other obstruction such as an unbroken grass verge, that makes wheelie bins impractical	Box / Sack collection service	Each household provided with: <ul style="list-style-type: none"> Paper / card – 1 X45/55 litre blue box Mixed materials (glass, cans and plastic bottles) – 1 X 55 litre green box 	Black sacks – provided by household

Appendix 7 – Service Specification

<p>Properties where there is no vehicle access to a suitable collection point</p>	<p>Box / Sack collection service</p>	<p>Each household provided with:</p> <ul style="list-style-type: none"> • Paper / card – 1 X 45/55 litre blue box • Mixed materials (glass, cans and plastic bottles) – 1 X 55 litre green box 	<p>Black sacks – provided by household</p>
<p>Properties where the path / pavement is too narrow to reasonably accommodate a wheelie bin on collection day so that a pedestrian had to go into the road to manoeuvre around it.</p>	<p>Box / Sack collection service</p>	<p>Each household provided with:</p> <ul style="list-style-type: none"> • Paper / card – 1 X 45/55 litre blue box • Mixed materials (glass, cans and plastic bottles) – 1 X 55 litre green box 	<p>Black sacks – provided by household</p>

Flats, maisonettes and houses in multiple occupation (HMO)

Suitability of flats, maisonettes and HMO's to receive various size bins should still be assessed against the criteria outlined throughout this document to determine if the block is suitable or not. If it is suitable, then the appropriate size bin needs to be determined using the criteria outlined below:

Variation	Solution	Recycling collection service	Rubbish collection service
High rise (9+ flats) and / or 'Chute' is provided for rubbish disposal	Communal facilities, fitted with a 125 htz RFID chip	'Recycling stand' with appropriate provision for: <ul style="list-style-type: none"> • 360 litre Paper/Card (blue bin) • 360 litre Mixed materials (green bin) 	Multiple of 1100 litre or other specialist containers located in bin store, as required
Low rise (3 storeys or less) comprising 4 – 8 properties in block / house	Communal facilities, fitted with a 125 htz RFID chip	'Recycling stand' with appropriate provision for: <ul style="list-style-type: none"> • 360 litre Paper/Card (blue bin) • 360 litre Mixed materials (green bin) 	Communal containers based on providing ~180 litres capacity per property in multiples of 360 litre containers or 660 litre containers. 1100 litre containers should only be provided in exceptional circumstances where space is restricted and requires this size container.
Low rise (3 storeys or less) comprising 2 - 3 properties in block / house with adequate storage space for wheelie bins	Wheelie bin service, fitted with a 125 htz RFID chip	Each household provided with: <ul style="list-style-type: none"> • 1 X 240 litre bin with 55 litre insert caddy (grey bin/blue lid) • Options exist for smaller (smaller bin)/ larger households (additional bin) 	Each household provided with: <ul style="list-style-type: none"> • 1 X 180 litre bin (grey bin / grey lid) • Options exist for larger households (properties of 6-8 residents 240 litre bin, properties of 9+ residents a 360 litre bin)
Houses in Multiple Occupation (HMO)	Communal facilities, fitted with a 125 htz RFID chip	Each HMO provided (in total) with: <ul style="list-style-type: none"> • 1 X 240 litre bin for paper/card (grey bin/blue lid) • 1 X 240 litre bin for mixed materials (grey bin/green lid) 	Each HMO provided (in total) with: <ul style="list-style-type: none"> • 1 X 360 litre bin (grey bin / grey lid)

General

Variation	Solution	Recycling collection service	Rubbish collection service
Properties that can be serviced from the rear and where there is appropriate vehicle access	Wheelie bin service, fitted with a 125 htz RFID chip	Each household provided with: <ul style="list-style-type: none"> • 1 X 240 litre bin with 55 litre insert caddy (grey bin/blue lid) • Options exist for smaller (smaller bin) / larger households (additional bin) 	Each household provided with: <ul style="list-style-type: none"> • 1 X 180 litre bin (grey bin / grey lid) • Options exist for larger households (properties of 6-8 residents 240 litre bin, properties of 9+ residents a 360 litre bin)
No adequate storage space for wheelie bins at front of property (not on street) but shared rear or side access between 4 or less properties	Wheelie bin service, fitted with a 125 htz RFID chip	Each household provided with: <ul style="list-style-type: none"> • 1 X 240 litre bin with 55 litre insert caddy (grey bin/blue lid) • Options exist for smaller (smaller bin) / larger households (additional bin) 	Each household provided with: <ul style="list-style-type: none"> • 1 X 180 litre bin (grey bin / grey lid) • Options exist for larger households (properties of 6-8 residents 240 litre bin, properties of 9+ residents a 360 litre bin)
No adequate storage space for wheelie bins at front of property (not on street) and rear or side access shared between more than 4 properties	Box / Sack collection service	Each household provided with: <ul style="list-style-type: none"> • Paper / card – 1 X 45/ 55 litre blue box • Mixed materials (glass, cans and plastic bottles) – 1 X 55 litre green box 	Black sacks – provided by household