



CITY OF
Lincoln
COUNCIL

**DOMESTIC REFUSE, RECYCLING
AND COMPOSTING
COLLECTION POLICY**

DRAFT

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MOST FREQUENTLY REQUESTED LANGUAGES

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Chinese (Simplified)

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Slovak

Mestský úrad mesta Lincoln so zánietením podporuje rovnocennosť a rozmanitosť. Pokiaľ niečomu v tomto dokumentu nerozumiete, dostavte sa, prosím, do mestského úradu City Hall, Beaumont Fee, Lincoln alebo do inej kancelárie tohto úradu, kde pre Vás prostredníctvom Big Word Services môžeme zaistiť tlmočníka.

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Introduction / scope

In the years running up to the introduction of this policy, the City Council has made significant changes to its services for the removal of household domestic waste, recycling, and green waste materials. These changes have been made to improve efficiency, and ensure that the service remains fit for purpose.

As the services have changed it is appropriate that a single document now sets out the service the Council aims to provide, and the rules it is expected to operate within.

This is intended to help people have a better understanding of how the service operates, and make best use of the services available.

This document relates to the provision of kerbside routine domestic waste collections only. It does not cover other waste collection services such as those that deal with bulky items, clinical waste, the collection of recycling from sites where recycling materials are deposited, such as bottle banks, known as 'bring sites'. A separate document is also available relating to FAQs for the charged green waste service.

The City Council does not operate a trade waste collection service.

Information on all waste collection services can be found on the Council's website or by contacting Customer Services.

The service is delivered in different ways in different parts of the city depending on residents' storage space and access available. The Council has three sizes of wheeled bin, and also uses purple bags and black boxes in some areas. In each area there is a 'default' collection service, based on the general needs of that area in terms of space and access. Individual circumstances are taken into account when the Council is made aware of specific needs or issues relating to a specific property. In these cases that property will be moved on to another collection schedule. In brief there are four types of collection:

- a) 240 litre wheeled bins. This is where a property gets two bins, one black (for general domestic waste) and one brown (for recyclable materials). A green bin is available on request for most locations at a charge.
- b) 140 litre bins. Where storage is reduced, then smaller bins are given, but the collection frequency is increased for the black bin. Green waste bins are available on request for most locations at a charge, and these are collected fortnightly throughout the year.
- c) Bags and boxes. Where bins cannot be accommodated then bags are provided. Purple sacks are provided for the disposal of refuse. Recycling is placed in a 55 litre black box. Collections are based on the general collection frequency for that area. Green waste collections may be available on request, subject to site inspection and development of a suitable collection plan. There is a charge for the green waste service.

- d) 1100 litre 'Communal' bins. In areas where separate collections can't be provided, large 'communal' wheeled bins are provided for communal use. These are collected at times dependant on individual circumstances. Green waste collections are not available.

These services are available to domestic households, and also to other types of premises in accordance with the prevailing legislation e.g. to churches and charities. In the case of churches and charities, provision (capacity and number of containers) is equivalent to that provided to their domestic neighbours.

1. What our service users can expect from us:

The Bins

- a) Standard of bins and bags – what we purchase.

The Council always buys bins that meet the requirements of EN 840 or ISO EN 3834. These have been assessed and confirmed as meeting a set of criteria relevant to the day-to-day use of a wheeled bin. A minimum of a ten year guarantee is always required.

All bags provided meet the standards of the City of Bradford Conditioning House Specification M1A1.

- b) Numbering of bins – how we mark bins to match to properties.

On delivery the Council's contractor will mark bins discretely, so it is known where each bin belongs and can be identified, for example if the bin is removed from a property. This will normally be by the use of a permanent marker pen, but may be by other methods. It is noted that it can be difficult to reference a bin to a specific property (e.g. where there are several flats within one building), and in these cases every effort will be made to provide a reference that is not misleading. See also section 2b 'Bin use/abuse'.

- c) Use of pre-used bins – when and why you might get a pre-used bin.

The Council works hard to keep the costs of the service down. As it buys bins that are of a good quality and suitable for reuse over many years, it may provide service users with a pre-used bin at times to get the best value for money from them. We acknowledge that some residents would like a new bin when they start to use a service, but in the interests of keeping costs down this is not always possible. Pre-used bins will be cleaned and any previous house numbers removed prior to re-use.

- d) Bin swaps - when and how you can change your bin size.

The Council tries hard to ensure appropriate use of bins, and it therefore does what it can to make sure that service users are able to have a bin that

is appropriate to their needs. Service users can request a change to bin size in certain circumstances. It is not possible to offer an unlimited range of options, but the service does try to provide options for the most popular range of requests. For clarity the options are:

- downsize domestic or recycling bins from 240 litre to 140 litre bins if the resident is physically unable to handle the larger bins or is struggling to do so.
- upsize recycling bin from 140 litre to 240 litre if more recycling capacity is required (although we would first encourage residents to present their additional recycling waste as side waste, but this must **not** be in black sacks, and must be clearly marked). Please note that there is no sidewaste collection for black bins which are tipped at landfill.
- Green waste bins (charged service) we will aim to accommodate requests for change of bin size, however there is a charge for all bin deliveries.
- As mentioned above, residents can request a swap to purple sacks or smaller bins if the access / storage arrangements at their property mean this would be more appropriate.

Please note that in requesting a change of bin size it is likely that customers will not receive a brand new bin, but may receive one that has previously been used. Although not brand new, the Council will ensure that it is suitable for use

e) Additional bins - black - Do you qualify for an extra black bin?

The Council wants to minimise the waste that is sent to landfill and encourages all residents to think carefully about how they generate all forms of waste, be that general domestic or recycling/composting wastes. It does not therefore consider that requests for additional disposal capacity is a 'right' of service users. However, the Council recognises that in some instances certain households have a legitimate need for more disposal capacity. It therefore considers that households with 6 or more residents should qualify for the provision of extra capacity. This may take the form of a bigger bin or an extra bin. This option is also available to households of fewer than 6 people where there is a specific need for more capacity. Examples of this are households with two or more children in nappies, or with children or adults with a medical condition that results in the need to dispose of a quantity of dressings. These cases are considered individually on request.

f) Additional bins – brown - Do you qualify for an extra brown bin?

The Council encourages residents to reduce their landfill waste by way of recycling, wherever possible. Residents who require greater recycling capacity are first encouraged to put the additional waste alongside their brown bin, clearly marked as 'Recycling'. It must not be in a black sack as these cannot be recycled. If for specified reasons this is not felt to be a reasonable solution in a specific case, and an 'upsized' from 140 litre to 240

litre is not possible / suitable, then an additional brown bin can be provided.

g) Additional bins – green - Can you get an extra green bin?

The green bin service is a charged service. A property is allowed to have up to four bins, but each is charged at the rate set by the Council. The Council seeks to minimise the waste that is sent to landfill, and encourages all residents to think carefully about how they generate all forms of waste, be that general domestic or recycling/composting wastes. The Council does not accept green waste in the black or brown bins so residents need to dispose of green waste either in a green waste bin, or by taking it to the Household Waste Recycling Centre, by home composting, or by asking an authorised waste collection contractor to make a collection.

h) Replacement bins – all colours / replacement boxes

The Council marks newly delivered bins with the relevant house number, and encourages residents to clearly mark their house number in a clear, but not obtrusive way on their bins / recycling box. This reduces the likelihood of someone removing their bin / box, and increases the chances of it being returned if it does go missing. If your bin or recycling box is missing, and you aren't able to find it in the vicinity of your property, we will provide a replacement. You must let us know if the original is found so that we can collect the additional container back from you.

Sometimes bins become damaged. When this is drawn to our attention (either by the resident or the collection crew) we will make every effort to carry out a repair. If this is not possible the bin will be replaced.

Please note that in requesting a replacement bin it is likely that customers will not receive a brand new bin, but may well receive one that has previously been used. Although not brand new, the Council will ensure that it is suitable for service.

i) Bin deliveries

Bin deliveries (either to new properties, as replacement or additional bins) will normally take place within seven days of request, but this can be delayed if we have heavy pressure on the service, or we are waiting for bin supplies.

The Service

j) Who gets what type of collection – explaining the different methods of collection.

The Council provides several collection containers, and groups properties into categories in order to tailor the service to the space and access available.

- a) 240 litre wheeled bins. This is where a property gets two bins, one black (for general domestic waste) and one brown (for recyclable materials).
A green bin is available on request for most locations as a charged service. This would normally be of the same capacity but can be changed on request (at a charge).
Bins are collected on an alternate weekly cycle. This is the 'default' collection service. In a very limited number of areas, when this is considered to be the most appropriate solution, two households may share the use of 240 litre black and brown bins.
- b) 140 litre bins. Where storage space is reduced, then smaller bins are given, but the collection frequency for general domestic waste is increased to weekly. Green waste bins are available on request in 140 litre areas, as a charged service.
- c) Bags/sacks and boxes. Where bins cannot be accommodated then sacks are provided weekly. Purple sacks are provided for the disposal of refuse. Three bags are provided each week. Recycling is placed in a 55 litre black box. Collections are based on the general collection frequency for that area. Green waste collections may be available on request as a charged service, subject to site inspection and development of a suitable collection plan.
- d) 1100 litre 'Communal' bins. In areas where separate collections aren't viable, large wheeled bins are provided for communal use. Generally one refuse and one recycling bin are made available for every 10-12 people using the bin. If recycling bins are routinely contaminated they may be withdrawn, and only general waste bins will be provided. Communal bins are collected weekly or less frequently dependant on individual circumstances. The storage point of communal bins is agreed with the developer / landlord / householder. The distance from storage point to emptying point, and the condition of the ground over which the bin will have to be pulled, are taken into consideration when deciding a suitable storage point. Communal bins cannot be pulled up / down steps / kerbs.

The Council recognises that there are always cases that will not easily fit the criteria set out guiding the type of service that will be provided. In these cases, such as where steps may make using a service difficult, then alternative tailored solutions will be considered.

These services are available to domestic households, and to some other types of premises, subject to the prevailing legislation, e.g. churches and charities. In the case of churches and charities, provision (capacity and number of containers) is equivalent to that provided to their domestic neighbours.

k) Collection days / times

Whatever collection system is in place, each property will receive their waste collections on regular days. Refuse / recycling are usually collected on the same weekday (albeit this may be on different weeks). Green waste is usually collected on the same day each fortnight. Any changes to collection days will be publicised.

Collections start at 7am. Whilst the same routine is generally followed each week, times can change as a result of vehicle breakdown, changes to tipping arrangements, severe weather conditions, road works or other traffic issues. Collection routines may also change in order to continue providing the most efficient service possible, for example in response to changes to the road network or the addition of new housing developments. For these reasons we cannot guarantee collection times and must ask residents to place waste out before 7am in order to guarantee a collection.

l) Collection changes - What happens when we can't make the collection as we planned?

In the event that something occurs which means that collections will not take place on the specified day (for example a vehicle break down, severe weather or traffic problems) we will determine an alternative date for collections and where possible advertise this through the local media as quickly as we can. We will also post this on the Council's website.

m) Side waste (waste placed at the side of bins) - clarifying what we will and will not take:

- i) Refuse
We accept no side waste
- ii) Green waste (charged service)
We accept no side waste.
- iii) Recycling
We will take an unlimited amount of side waste provided it is presented in a way that can be handled relatively easily, alongside the brown bin /

black box, and is clearly marked as recycling material. However, please note that we cannot take black sacks, no matter how well marked. Glass and bottles must be put in the recycling bin and not presented as side waste to minimise the risk of injury to others, including the waste/recycling collection staff. If it is not possible to fit all the glass within a box/bin then glass outside of the bin will be assessed for safety before a decision on collection is made (we will assess how best to make any hazard safe). The Council reserves the right not to collect.

n) Collections and returns - where we will collect bins / bags / boxes from and where we will return bins / boxes to after emptying.

The Council provides a kerbside collection service. This means that bins must be placed at the kerbside, or as near to the kerbside as is reasonable. Bins should be placed where they can be easily seen to ensure that it is obvious to the collecting staff that they have been put there for collection. It is helpful if bins are presented with the handles facing 'out' towards the road. We ask residents to be mindful of the obstruction that bins can create, and to place them sensitively so as to minimise the risk of obstruction, giving particular thought to partially sighted pedestrians, those with wheelchairs and those with pushchairs / prams.

After emptying a bin we will replace it where it was collected from, unless this was creating an obstruction. We will always try to leave bins so that they do not block driveways.

The exception to all of the above is where a resident is unable to wheel a bin or place their waste/recycling out for collection (reference to section 2g which sets out the criteria). In such instances the Council, on request, will organise a collection (Assisted Collection Service) from an agreed storage point within the property boundary. Please note that access must be available between 7am and 4pm on the collection day.

o) Bin deliveries - what happens when you ask for a bin, and when should you expect it to be delivered.

We will endeavour to provide bins, be they new, additional bins, or bin replacements within one week of a request. Your request will be passed from the Council's Customer Services section to the Council's contractor direct. However there may be delays if the service is under a period of increased pressure, or we are awaiting a delivery.

Please note that green bins are part of a charged scheme, and so requests for a green bin will incur a delivery charge.

The Council may investigate where there is an unusual number of bin change or renewal requests.

p) Spillages – how we will deal with spillages of waste

On occasion spillages occur during the emptying / collection process, or a

spillage has already taken place prior to the arrival of the collection crew. The collection crew (or in the case of a larger scale spill, another team) will clear any spillages caused by the collection process or any spillage in the public highway that had taken place prior to their arrival.

q) Missed Collections- what happens if we have missed your collection.

If you find that your bin has not been emptied, and you are unable to wait until the next scheduled collection, contact Customer Services.

Please note that we will not return to empty your bin if it was:

- contaminated
- not presented before 7am
- not presented at kerbside or the alternative agreed location
- inaccessible
- it is close to your next scheduled collection
- overloaded (maximum weight 100Kg)

If your bin was missed due to collection staff error, then in most cases we will return to empty your bin the same day.

Please note if it has been the brown recycling bin that has been missed, then you can present unlimited amounts or 'side waste' recycling at your next collection.

2. **What we ask of our service users**

a) Bin collection times - when to put your bin / bags / box out and when to take your bin / box back in.

Householders must place their bin for collection by 7am on the day of collection. The Council doesn't encourage bins to be placed out the night before, but this is acceptable where circumstances prevent it being placed out on the morning of collection. Collection routes can change either for operational reasons, because of weather, traffic conditions, or road closures, and so the time of collection cannot be predicted other than that it will be after 7am.

Communal bins, and bins for those who have an Assisted Collection Service, do not have to be presented at the kerbside for emptying. They will be collected from their point of storage. Access is required from 7am (e.g. gates unlocked / no loose dogs).

In the case of purple sacks, whilst three sacks are provided for each week, the sacks do not have to be presented three per week. Greater or fewer can be presented on any given week. Only purple sacks will be taken, and residents should contact the Council to reduce the number of bags they receive if three is too many. Residents must not use purple sacks for the disposal of wastes other than those arising from their domestic property.

b) Bin use/abuse – what you can and cannot do to your bin.

Your bins are Council property, and are for one use only - the disposal of the correct types of waste, as set out by the Council. You are not permitted to use them for other uses, and you should look after them carefully so they can give you many years of service. You may mark the bins in a suitable way to ensure they can be identified with your property, but this should not be excessively large, detract from the street scene, or be marked in such a way that it might cause offence to others.

c) Bin use – what you can put in your bin / bags / box.

NOTE- for all bins there is a maximum weight capacity of 100Kg. We are not able to take bins that are heavier than this as it risks damage to the lifting equipment and bin.

i) **Black bin / purple sacks**

This is for general domestic household waste that cannot be recycled. We ask all residents to think carefully if the waste they are disposing of could be recycled before putting waste into the black bin or purple sacks.

Hazardous waste, construction / demolition / excavation waste / DIY wastes / paint/ garden waste and trade waste cannot be disposed of in this way. Information on how to dispose of these waste types is available on the Council's website, or from its Customer Services help line.

ii) **Brown bin / black box**

This is for recycling materials only, and can take all of the following items:

Paper
Card
Glass
Cans
Plastic bottles
Beverage cartons

We ask that all containers are washed out first.

This is not an exhaustive list, and further, more detailed information is available on the Council's website, or from its Customer Services help line.

iii) **Green bin (charged service).**

This bin takes green waste items. It will take sticks up to a diameter of 2.5cm (1"), grass clippings, hedge trimmings, weeds, dead flowers, leaves etc.

It cannot be used for waste food, logs, chunks of wood, soil, stones or building waste. Residents are also reminded that green waste can be heavy and they should be careful not to overload the bin. The lifting equipment on the collection lorries has limits on the weights it can lift. This is both for health and safety reasons and to protect the wheeled bin and lifting equipment from damage.

Further details of the charged green waste service are available on request.

d) Contamination – What you cannot put in your bin / bags / box.

Contaminating your bin / bags / box could lead to them not being emptied until the materials have been separated and the bin put out for collection again. Collection may be on your next scheduled date if your collection has to be missed due to contamination.

i) Black bin / purple sacks

Although this is for general domestic waste, and the general rule is that if it won't go into one of the other bins then it goes into this one, this is not always the case. Hazardous waste (e.g. car batteries, oil, asbestos)/ construction / demolition / excavation waste, garden waste and trade waste) cannot be disposed of in this way.

ii) Brown bin / black box

Unless the contents of the bin / box are in accordance with the materials list we can recycle, the bin may be rejected. We cannot empty contaminated bins / boxes as this can contaminate the whole lorry load of recycling, potentially leading to its rejection at the processing factory. This can mean the loss of several tonnes of recycling materials and additional costs. We will not empty contaminated bins in order to ensure the recycling of materials that residents have carefully sorted can go for recycling. Ideally materials should be placed loose in the bin. Black sacks are not acceptable.

iii) Green bin (charged service)

The green bin is for green waste. It is sometimes referred to as a garden waste bin, but it cannot be used for all forms of garden waste. Once collected the waste goes to a processing plant where it is shredded and put into large bays for composting. It is turned over

several times, like a giant compost heap, and then when it is rotted down enough, graded for use in composts, or put back on the land. Stones, bricks, etc. jam and damage the chopping equipment, and won't rot down, and soil clogs equipment. If it won't compost quickly and cleanly it is not acceptable in the bin.

Food waste cannot be taken, as the nutrient composition is wrong for composting, and has health hygiene issues.

e) Overloaded bins – How much you can put in your bin

You should not put more in your bin than will comfortably fit, with the lid closed. It is acceptable to firm waste down a little to maximise use of the capacity available, but please don't compress it too much, as it will not come out of the bin when lifted and tipped. The emptying process does not permit us to get in and loosen materials, so if it sticks and we can't empty it, then we may have to return it un-emptied. In such circumstances customers will need to loosen the contents so that we can empty it on the next scheduled collection day.

In some extreme cases in the winter all forms of waste can freeze into bins. In such cases we will attempt to empty, but may not be able to do so. If this occurs we will make a case by case assessment to see how we can best resolve the problem. It may not be possible to return to make a second attempt to empty until the next scheduled round.

It is important to make sure that the bin lids are closed when bins are presented for collection. Lids partly open can get caught in the collection vehicle's machinery and then snapped and broken off. They can also fly out of the machinery, which can be hazardous. We therefore ask for lids to be closed, and may reject a bin where this is not the case.

Please note that the bin collecting and lifting equipment has a specific lifting weight of 100Kg. This is common for refuse collection vehicles nationally, and is in place in order to meet health and safety obligations. Whilst this is not normally a problem, in a few instances green bins have been found to be over weight, and thus it is impossible for us to lift and empty them. In such cases we have to ask residents to check the contents of their bin and put it out on their next scheduled collection at a lighter weight.

f) 'Side waste' – when we will collect waste additional to the contents of your bin / bags / box

Waste placed for collection at the side of your bin is often referred to as 'side waste'. We will not collect side waste with black or green bin collections. The only side waste we take is recycling material placed out next to your brown bin or black recycling box. We will take unlimited amounts of recycling side waste (as listed in section 2c ii), provided it is bundled to make it easy to handle, and it is suitably marked to make clear

that it is for recycling. Please note we are not able to take any recycling material placed out in black sacks, no matter how well marked or presented.

g) Assisted Collections – How we will help residents who cannot present their waste at the kerbside

We understand that some residents are not able to present their waste at the kerbside for collection. We are happy to help those people who have a disability, illness or condition which affects their use of the service, or simply their age means that they find it harder to move their bins / bags. In some cases we are able to offer help on a temporary basis, for example after an accident or during pregnancy.

The 'Assisted Collection Service' is available, on request, to any resident fulfilling the above criteria, and where there is nobody living in the household who is able to place the bin out for collection.

Bins / bags will be collected from the point of storage (access must be available from 7am) and containers will be replaced to the point of storage, on each routine collection day.

In most cases, an annual check takes place to ensure that a resident's circumstances haven't changed (for example if they have moved out of the property) and that the service is still required. We ask that residents notify the Council of any changes to their circumstances in the meantime.

3. **Education and Enforcement**

a) Education and assistance (tagging and stickers) – how we aim to help you use the service.

Our aim is to provide a service that is easy to use, and easy to understand. Where the service is not being used in accordance with this policy we will explain clearly why this is. This may be via a 'tag' on the handle of the bin, by letter, or with a telephone call or visit.

Wherever appropriate, and if possible, information is made available in languages other than English. Bold print versions can also be made available upon request. If required an interpretation service can be used.

Braille stickers are available for bins where sight problems are an issue.

The Council may also be able to provide some information on recycling to schools, subject to the availability of resources.

If you are at all unclear about any aspect of the service, then please don't hesitate to contact us.

- b) Enforcement – options we will consider if a resident refuses to use the service provided in the ways set out in this policy.

We adopt a staged process to enforcement, and formal enforcement is only used where repeat problems occur. This is as follows, but we may miss out or jump stages where, on the advice of legal professionals, this is considered appropriate and proportionate.

Stage one – Education. We will try to educate service users as to how to get the best out of this service. This may be by use of a tag or alternative information attached to the bin, supported by a letter or visit.

Stage two – Advice Notice. We will make very clear what is required of the service user, and that formal enforcement actions may take place if they do not use the service correctly. This could be a letter, but is likely to include a personal visit.

Stage three – Warning Notice. We will put in writing a warning that formal enforcement action has been triggered, and that we will take legal enforcement action if the situation is not immediately resolved. At this stage an authorised enforcement officer will take up a case, and will use powers as appropriate to ensure correct use of the waste/recycling systems.

4. Contact details

In case of complaint or enquiry customers may contact the Council by various means.

Telephone Customer Services on 01522 873423

E-mail customer.services@lincoln.gov.uk

Write to us at:

Communities and Street Scene
Directorate of Housing and Community Services
City Hall
Lincoln
LN1 1DE