

Refuse and Recycling Collection Policy

Street Scene and Waste Management
2010



Bromsgrove
District Council
www.bromsgrove.gov.uk



RECYCLING & REFUSE COLLECTION POLICY

SECTION ONE

REFUSE (NON-RECYCLABLE)

1. Each household is provided, free of charge, with one grey coloured, 240 litre, wheeled-bin for residual (non-recyclable) household waste. Where additional grey bin capacity is granted this will be a 120 litre bin. For hard to reach properties see section 4.
2. All bins must stay at the address supplied to and should stay with the property should residents vacate. Grey refuse bins remain the property of Bromsgrove District Council at all times.
3. Individual householders are responsible for keeping their bin in a hygienic and serviceable condition.
4. The grey refuse bins are emptied fortnightly; householders will be informed when the grey refuse bin should be presented for collection¹.
5. Refuse crews will only empty one bin per property per week unless a supervisor has authorised additional bins. Any waste not contained within the wheeled bin will not be removed by the refuse crews. No side refuse is emptied; this is the responsibility of the householder to present for collection on the appropriate day in the appropriate container or to dispose of accordingly.
6. If an incorrect receptacle is presented it will not be emptied and will be left until the following collection day for that type of waste.
7. Grey refuse bins are designed to be emptied safely only with lids closed, therefore any overloaded bins will be rejected and not emptied.
8. Grey refuse bins containing waste which is not household waste will not be emptied.
9. It is the householder's responsibility to place the grey refuse bin on the kerbside (or as advised by a supervisor) by 7:00am on the day of collection. Should it be necessary for the Council to move the bin to a position from which it can be emptied; it will be left for the householder to retrieve it as soon as they are able to do so. If the bin is not out by 7:00am the crews will not return to collect the bin.
10. Failure to comply with any of the above will result in the grey refuse bin not being emptied.
11. If an incorrect bin is presented it will not be emptied and will be left until the following collection day for that type of waste.
12. Grey refuse bins are designed to be emptied safely only with lids closed, therefore any overloaded bins will be rejected and not emptied.
13. Refuse not emptied as a direct result of service failure will usually be removed by the end of the following working day (the working week for the service being Tuesday to Friday). Information regarding widescale disrupted collections will be displayed on the Council website.
14. A replacement grey refuse bin will only be issued free of charge if damage or loss occurs during handling by Council staff. Where a householder damages a bin a replacement will be made subject to availability. If a bin is stolen it will be replaced free of charge provided that the householder supplies a crime reference number.
15. All requests for grey refuse bins will usually be delivered within 10 working days of notification.

¹ Collection calendars will be distributed annually

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16. Where residents do not follow the guidance given, grey refuse bins will not be emptied. Yellow tags will be attached to bins to inform of possible reasons for non collection; the customer service number is also given should further advice be required. Collection crews will also record house details on the daily register of those not emptied. Where a yellow tag has been issued the crews will not return to empty the bins, the householder must ensure they have rectified the problem prior to their next scheduled collection in 2 weeks time.

SECTION TWO

DRY RECYCLABLES (CANS, GLASS, PLASTIC CONTAINERS, PAPER, CARTONS AND CARDBOARD)

1. Each household is provided; free of charge, with one green coloured 240 litre recycling bin for recyclable waste. No smaller sized green recycling bin is available. For hard to reach properties see section 4.
2. All bins must stay at the address supplied to and should stay with the property should residents vacate. Green recycling bins remain the property of Bromsgrove District Council at all times.
3. Individual householders are responsible for keeping their green recycling bins in a hygienic and serviceable condition.
4. The green recycling bin is emptied at the kerbside fortnightly, and should be placed out for collection on alternate weeks to the grey refuse bin; householders will be informed when the green recycling bin should be presented for collection².
5. Recycling crews will empty waste contained in the green recycling bin. Where residents have additional materials to recycle they may request an additional green recycling bin through the Customer Service Centre. Where householders have additional recyclables that will not fit in the bin, they can take these to a Household Waste Recycling Centre or other recycling site within the district.
6. It is the householder's responsibility to place the green recycling bin on the kerbside (or as advised by a supervisor) by 7:00am on the day of collection. Should it be necessary for the Council to move the bin to a position from which it can be emptied; it will be left for the householder to retrieve as soon as they are able to do so. If the bin is not out by 7:00am the crews will not return to collect it.
7. Failure to comply with any of the above will result in the green recycling bin not being emptied.
8. Additional green recycling bins may be requested for the purpose of recycling only.
9. Replacement green recycling bins will usually be delivered within 10 working days of receipt of requests.
10. Green recycling bins containing items other than those requested³ will not be emptied and will be classed as contaminated bins. It is the responsibility of the individual householder to remove the contamination and dispose of it in the correct manner.
11. Recycling materials not emptied by the Council as a direct result of service failure will usually be removed by the end of the following working day (the working week for the service being Tuesday to Friday). Information regarding widescale disrupted collections will be displayed on the Council website.

² Collection calendars will be distributed annually

³ See Appendix 1

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12. Householders are required to ensure recyclables are rinsed out, are placed loosely into the green recycling bin and are empty.
13. Failure to comply with any of the above will result in the green recycling bin not being emptied.
14. If an incorrect bin is presented it will not be emptied and will be left until the following collection day for that type of waste.
15. Green recycling bins are designed to be emptied safely only with lids closed, therefore any overloaded bins will be rejected and not emptied.
16. Where residents do not follow the guidance given, green recycling bins will not be emptied. Yellow tags will be attached to bins to inform of possible reasons for non collection; the customer service number is also given should further advice be required. Collection crews will also record house details on the daily register of those not emptied. Where a yellow tag has been issued the crews will not return to empty the boxes, the householder must ensure they have rectified the problem prior to their next scheduled collection in 2 weeks time.

SECTION THREE

GREEN GARDEN WASTE (CHARGEABLE SERVICE)

1. The Council are not able to offer this service to all areas of the district due to logistical constraints. Where the service is available, residents can apply to take part in the chargeable green garden waste collections. Applications can be made by the following methods:

Online	visit www.bromsgrove.gov.uk a debit or credit card payment will be required.
Post	Send in a cheque for £30 (including name and address and 'Garden Waste' on the reverse of the cheque)
Phone	Call 01527 881711 a debit or credit card payment will be required. (Lines open 9am – 4pm Monday to Friday.)
In Person	visit the Customer Service Centre, School Drive, Bromsgrove to pay by cash, cheque or card.
2. An annual garden waste collection is available at a cost of £30 (prices correct for 2010). Collections will be made on alternate weeks to grey wheeled bins, fortnightly throughout March to November inclusive.
3. Where a payment has been received from a household, after processing the application, the household will be provided with one brown coloured 240 litre garden waste bin.
4. Residents may apply for up to two brown bins per household.
5. All valid applications will receive a brown bin in exchange for payment. These will be delivered to the corresponding address. Confirmation of payment received will also be posted to the applicants address.
6. Brown garden waste bins will only be emptied where we have received a valid application from the householder. Where an application has not been received, brown garden waste bins will be removed by the Council.

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7. Brown garden waste bins are registered to the applicant's current property. If the applicant moves house, the bin must stay at the current address and not be transferred to the new property. The applicant must contact the Council to advise of this situation. No refunds will be given.
8. Should a resident wish to apply part way through the year the price will remain at £30 and no discount will be given.
9. The price is set for all residents and no concessions will be given.
10. The Council reserves the right to withdraw the service at any time. In this instance if the Council has decided to terminate the service for which residents have already paid but not received, refunds will be given.
11. Only waste contained within the brown garden waste bin will be collected. Only garden waste will be collected from the brown garden waste bin ⁴ waste will be provided.
12. No bags of side waste will be collected.
13. The brown garden waste bin must stay at the original address on the application should residents vacate the property.
14. Brown garden waste bins remain the property of Bromsgrove District Council at all times.
15. Individual householders are responsible for keeping their brown garden waste bin in a hygienic and serviceable condition.
16. The brown garden waste bins are emptied fortnightly; householders will be informed when the brown garden waste bins should be presented for collection⁵.
17. Any waste not contained within the brown garden waste bin will not be removed by the refuse crews. No side waste is collected; it is the responsibility of the householder to present for collection on the appropriate day in the appropriate container or to dispose of accordingly.
18. If an incorrect bin is presented it will not be emptied and will be left until the following collection day for that type of waste.
19. Brown garden waste bins are designed to be emptied safely only with lids closed, therefore any overloaded bins will be rejected and not emptied.
20. Brown garden waste bins containing waste which is contaminated will not be emptied.
21. Brown garden waste bins not emptied as a direct result of service failure will usually be emptied by the end of the following working day (the working week for the service being Tuesday to Friday). Information regarding widescale disrupted collections will be displayed on the Council website.
22. A replacement brown garden waste bin will only be issued free of charge if damage or loss occurs during handling by Council staff. Where a householder damages a bin a replacement will be made subject to availability. If a bin is stolen it will be replaced free of charge provided that the householder supplies a crime reference number.
23. Residents must contact the Council to advise if any loss or damage has occurred.

⁴ See appendix 2.

⁵ Collection calendars will be distributed annually

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24. Delivery of replacement brown garden waste bins will be on request. All requests for bins will usually be delivered within 5 working days of notification.
25. Where residents do not follow the guidance given, garden waste bins will not be emptied. Yellow tags will be attached to bins to inform of possible reasons for non collection; the customer service number is also given should further advice be required. Collection crews will also record house details on the daily register of those not emptied. Where a yellow tag has been issued the crews will not return to empty the bins, the householder must ensure they have rectified the problem prior to their next scheduled collection in 2 weeks time.

SECTION FOUR

SPECIAL ASSISTANCE SERVICE ARRANGEMENTS

1. An enhanced service is provided for persons who can meet the following criteria:
 - i. The applicant is genuinely incapacitated either temporarily or falls within the definition of a disabled person recognised within the Disability Discrimination Act 1995.
 - ii. There is no other able bodied person living in the same property over 14 years of age.
 - iii. No family member or neighbour is available to help wheel the bin to the collection point.
 - iv. The applicant will agree to a permanent alternative collection point.
 - v. The applicant will, if requested to do so, provide proof of incapacity (doctor's note)
 - vi. Access will be made available for the collection crew from 7:00 am onwards
2. To qualify for this service, residents must request a dispensation through calling the Customer Service Centre. A home visit may be required for the Council to qualify the applicant.
3. Decisions regarding dispensation will be at the discretion of Bromsgrove District Council.

SECTION FIVE

HARD TO REACH PROPERTIES

1. The Council will assess if a property is unable to accommodate a wheeled bin service; these properties will receive a weekly collection service of waste so long as the waste is suitably contained.
2. Due to vehicle access, a wheeled bin service for refuse may be available as a stand alone service and excluding a garden waste or recycling service; these properties will receive a weekly collection service of waste so long as the waste is suitably contained.

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3. For those properties identified as hard to reach⁶, contained waste should be placed outside the property at the kerbside for collection on the scheduled day. The refuse crews will collect waste from the kerbside (unless special assistance has been agreed by a supervisor see above).
4. Sacks will not be provided.

SECTION SIX

OTHER ISSUES

Households with 5 or more Residents

Where these exist they may require additional capacity for residual waste. Residents must contact the Customer Service Centre and a supervisor will respond to carry out a waste audit* to assess if an additional 120 litre grey bin is to be granted.

Waste Audits*

A waste audit will be performed by a supervisor where a resident:

- 1) Requests an additional grey bin (with 5 or more in family).
- 2) Persistently produces side waste.
- 3) Where contamination issues arise.
- 4) Or any other situation where a waste audit is deemed appropriate.

The resident will not receive notice of the audit as it will be carried out on the normal day of collection. The householder will receive a letter detailing the outcome of the inspection:

- 1) No easily recyclable materials in the bin
 - Additional 120 litre grey bin approved and actioned.
 - Guidance on waste minimisation to be given.
- 2) Easily recyclable materials in bin
 - Additional recycling bin offered, no additional grey bin granted.
- 3) Where other materials / quantities of concern (e.g. trade wastes) are identified.
 - Guidance to be given and advice on how to correctly deal with wastes / waste minimisation

Property without a Pavement

Where there is no pavement or kerb adjoining a property, residents are permitted to present their receptacle for collection just inside the curtilage of their property (to a maximum of 1.5 metres from the edge of the road).

Private / Unadopted Roads

The refuse and recycling collection service is primarily a public road end collection service. This means that residents are required to place their refuse on the pavement or verge of the nearest public road to their property. In certain circumstances, a service may be provided from private / unadopted roads where the following 4 conditions are met and maintained:

⁶ Examples of hard to reach may include amongst other things properties with steps, steep slopes, gravel drives and narrow access.

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- 1) ROAD SURFACE Roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle.
- 2) ROAD WIDTH The minimum road width to be not less than 3 metres with no obstruction from trees, shrubs, etc which could cause damage to the side of the vehicle.
- 3) HEIGHT CLEARANCE The minimum clearance should not be less than 5.5 metres with no obstruction from overhanging branches, cables etc which could cause damage to the lighting on the roof of the vehicle.
- 4) TURNING AREA Where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn. The turning area should be sufficient to allow a 10.22 metres long vehicle to turn with no more than three manoeuvres.

An inspection is required to ensure the service can be offered in all instances. Residents must call the Customer Service Centre to enquire about an inspection of a private road or drive.

The above conditions are not conclusive of whether the service can be offered and the supervisor's decision will be final.

Additional waste problems

INCONTINENCE WASTE	Please call the Customer Service Centre for further advice
CLINICAL WASTE	Bromsgrove District Council does not collect Clinical Waste
HAZARDOUS WASTE	Bromsgrove District Council does not collect Hazardous Waste

SECTION SEVEN

BULKY WASTE COLLECTION SERVICE

1. This service is available for the removal of large domestic household items, furniture, and white goods e.g. cookers, refrigerators and washing machines.
2. Charges are made for the service and are dependent upon the type of waste to be emptied⁷.
3. Any hazardous wastes will not be emptied through this service.
4. Items must be left outside in a location from where they can be easily retrieved. Collection staff will not enter a property to collect items.

⁷ Please refer to appendix 3 for charges

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SECTION EIGHT

CLINICAL SHARPS DISPOSAL

1. Where residents have sharps waste to dispose of they must obtain sharps containers by NHS prescription for yellow sharps containers.
2. Full sharps containers should be handed over to pharmacies which are participating in the Diabetic sharps take back scheme for Worcestershire Primary Care Trust (PCT) See appendix 5 for full details.
3. Where the resident is obtaining healthcare outside of Worcestershire PCT they must contact the relevant trust to ensure they are disposing of waste via the correct methods prescribed by their trust.

SECTION NINE

MISCELLANEOUS

1. At any time the Council reserves the right to retrieve any wheeled bin from any household where they are being used improperly or where policy dictates the containers are no longer to be serviced.
2. The Council reserves the right to amend the collection frequency where appropriate in line with tonnage and participation performance.

SECTION TEN

SERVICE REQUESTS, COMPLIMENTS OR COMPLAINTS

Residents wishing to make service requests, compliments or complaints should either:-

- **telephone** the Customer Service Centre on 01527 881288
- **email** by sending a message to: worcestershirehub@bromsgrove.gov.uk
- **write to:** Bromsgrove District Council, Burcot Lane, Bromsgrove, B60 1AA

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APPENDIX 1 - ITEMS ACCEPTED IN GREEN RECYCLING BIN

Food tins
Drink cans
Aerosol cans

Sweet / biscuit tins
Metal jar lids

No need to squash cans or remove labels

Glass bottles
Glass jars

Do not include bottle tops, corks or caps
No need to remove labels

All plastic bottles (drink, milk, detergent, bleach, toiletry bottles etc)
Plastic containers (yoghurt, margarine, soup pots, fruit punnets, meat and cake trays etc)

Do not include black plastic, tops, lids, pumps film and foil

Newspapers & magazines
Phone directories, catalogues & directories
Junk mail, letters & leaflets
Greetings cards & envelopes

Keep paper flat & remove any plastic wrappers

All cartons (milk, juice, fabric conditioner, soup, custard etc)

No need to squash cartons or remove plastic spouts

All cardboard (cereal boxes, corrugated card, egg boxes, kitchen & toilet roll tubes)

Flatten cardboard and tubes & remove inner packaging from boxes

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APPENDIX 2 – ITEMS ACCEPTED IN BROWN GARDEN WASTE BIN

Grass cuttings
Weeds Cut flowers / clippings
Branches up to 4" diameter

Do not include kitchen waste, rubble / soil, concrete / stones, plastic bags / bin liners or vegetable and fruit scraps

APPENDIX 3 – BULKY HOUSEHOLD WASTE CHARGES

Item	Cost £
3 Piece Suite	16:50
Bathroom Suite (bath, sink and toilet)	16:50
Bed (2 singles)	16:50
Bed (Double)	16:50
Black bags of rubbish (up to 10)	16:50
Bookcase or Cabinet	16:50
Carpet (each)	16:50
Cooker	16:50
Dish Washer	16:50
Doors (Household – up to 4)	16:50

Item	Cost £
Fence Panels (Up to 4 6ft x 6ft)	16:50
Fridge or Freezer	16:50
Piano (depending on size)	49:50
Shed (depending on size)	49:50
Table	16:50
6 Dining Chairs	16:50
Tumble Dryer	16:50
Wardrobe	16:50
Washing Machine	16:50

For larger quantities requiring excessive loading time an Officer will need to visit to provide a price. If you require an item collecting that is not detailed above or are unsure of how much the cost would be, please contact the Customer Service Centre on 01527 881288.

The following items will not be emptied under a bulky household collection and residents must seek to dispose of these items in the appropriate manner e.g. private waste disposal companies:

Asbestos

Car Tyres

Fluorescent Lights

Lead batteries (Car)

Plasterboard

Oil, Oily Sludges & Oil Filters

Televisions

Paints

Computers

Any other Hazardous Waste

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APPENDIX 5 – PARTICIPANTS IN DIABETIC SHARPS TAKE BACK SCHEME.

Pharmacy	Address 3	Tel.
Lloyds Pharmacy Ltd	Alvechurch	0121 4452771
Murrays	Bewdley	01299 402132
Lloyds Pharmacy Ltd	Broadway	01386 853356
Knights Chemist Group	Bromsgrove	01527 835984
Morrisons Instore Pharmacy	Bromsgrove	01527 870915
Knights Chemist Group	Catshill, Bromsgrove	01527 872469
Dudley Taylor Pharmacies	Droitwich	01905 795618
Boots the Chemist Ltd	Droitwich	01905 773219
Droitwich Pharmacy	Droitwich	01905 771036
St Mary Pharmacy	Droitwich	01905 778109
Lloyds Pharmacy Ltd	Evesham	01386 48899
Vale Pharmacy Ltd.,	Evesham	01386 47613
Stewart Pharmacy	Evesham	01386 443422
Stewart Pharmacy	Evesham	01386 446244
National Co-op Chemists	Hagley, Bromsgrove	01562 882472
Boots the Chemist Ltd	Kidderminster	01562 754901
Knights Chemist Group	Kidderminster	01562 822837
West Midlands Co-op	Kidderminster	01562 753046
Patel P K	Kidderminster	01562 829585
Lloyds Pharmacy Ltd	Kidderminster	01562 754455
Malvern Pharmacies Group	Malvern	01684 891940
Lloyds Pharmacy Ltd	Malvern	01684 573811
Lygon Pharmacy	Malvern	01684 561196
Pasab Ltd	Malvern	01684 575686
Murrays	Malvern	01684 891082
Murrays	Malvern	01684 567281
Murrays	Malvern	01684 575990
Boots the Chemist Ltd	Malvern, Worcs	01684 572905
Boots the Chemist Ltd	Malvern, Worcs	01684 566839
Boots the Chemist Ltd	Pershore	01386 556860
Knights Chemist Group	Redditch	01527 893288
Patel K P	Redditch	01527 591737
Knights Chemist Group	Redditch	01527 402146
Knights Chemist Group	Redditch	01527 545194
Tesco Instore Pharmacy	Redditch	01527 487449
Boots the Chemist Ltd	Redditch	01527 68166
Bounds and Lindsay	Redditch	01527 501143
Knights Chemist Group	Redditch	01527 529277
Rowland & Co Ltd	Redditch	01527 65771
Stock and Lindsay	Redditch	01527 7501817
Knights Chemist Group	Rubery	0121 4533594
Lloyds Pharmacy Ltd	Rubery	0121 4537632
Patel P K	Stourport	01299 878845
Alliance Pharmacy	Upton upon Severn	01684 592637
D L Ogle Ltd	Worcester	01905 428028
Giles Pharmacy	Worcester	01905 451157
J & J Pharmacy	Worcester	01905 354651
Kitsons Pharmacy	Worcester	01905 22861
Murrays	Worcester	01905 26886
Murrays	Worcester	01905 27446
Murrays	Worcester	01905 749077
Murrays	Worcester	01905 422003
Murrays	Worcester	01905 763274
Patel D S	Worcester	01905 453703

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Scales Pharmacy	Worcester	01905 353274
Scales Pharmacy	Worcester	01905 745324
Scales Pharmacy	Worcester	01905 22136
Superdrug Stores	Worcester	01905 24018
Tesco Instore Pharmacy	Worcester	01905 887449

If you require this document on large print,
Braille, CD or audio tape please contact:
Fiona Scott on 01527 881719
email: f.scott@bromsgrove.gov.uk