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1. Introduction

South Lakeland District Council’s (SLDC) Waste and Recycling Collection Policy aims to ensure that waste and recycling services operate safely, effectively, reliably and efficiently in order to maximise recycling.

It provides a set of clear rules and standards that the authority uses to deliver all collections in an efficient, effective and customer focused way. It takes into account the need to protect the health and safety of the public and the staff who deliver the services.

This policy supports this delivery. It sets out policies and procedures that are clearly defined to avoid any uncertainty for residents, Members and Officers.

Under the terms of the Environmental Protection Act 1990, SLDC is classed as a Waste Collection Authority and as such, under Section 45(1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the council has specific powers to stipulate:

- The size and type of the collection receptacles
- Where the receptacles must be placed for collecting and emptying
- The materials or items which may or may not be placed within the receptacles

This document outlines how the district council delivers the domestic refuse, and recycling collection service. It details the actions required by households to fully participate in the service and recycle as much as possible.
2. Containers (refuse, recycling and garden waste)

Each household is provided with the following:

- 1 x 240 litre grey wheeled bin for residual waste
- 1 x 240 litre green bin for green garden waste
- 1 x 44 litre blue box for paper and card
- 1 x 44 litre blue box for glass
- 1 x 55 litre blue bag for plastics and cans

The majority of domestic properties within the District area will use the above containers. Only properties where it is considered impractical by the council will use alternative containers. This will primarily be assessed on health and safety or access grounds. Alternative options will include weekly black sack collections or communal recycling wheeled bins.

Any request to provide a new wheeled bin or recycling box due to damage should be made to the council’s Customer Services Team.

From 1 April 2019 a delivery/administration charge will be introduced for the delivery of bins, boxes and bags to all new residential developments. This includes houses, conversions, flats and apartments.

Any damage to wheeled bins caused by the collection crews will be repaired or replacement delivered.

Where a private householder requests a replacement container these will be delivered within 15 working days.

Residents may personalise containers if they wish, provided it remains clear which waste or recycling material it contains.

All containers provided to developers or households remain the property of SLDC.

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

Residents are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles provided by the council.

The council reserves the right to remove any containers that are not being used for the storage or presentation of waste or recycling for collection.

Additional residual and recycling bins

Households can request additional residual and recycling containers to assist with recycling or disposing of their waste.

Where a household of six or more residents produces general waste which cannot be accommodated in a 240 litre wheeled bin additional capacity can be offered, providing every effort to maximise recycling has been made. If approved this will normally be supplied within 15 working days.

If declined the household will be sent a letter setting out the reasons and providing information about recycling and waste minimisation. Where a member of a household has medical needs and produces waste which will not fit into a 240 litre wheeled bin, an additional capacity bin can be offered. Residents are required to complete an application form for this service.

The entitlement to extra capacity will be reviewed on an annual basis and if circumstances change the council reserves the right to withdraw the extra capacity.

Containers should be put out for collection every fortnight and residents should not stockpile material. Extra recycling should be flat-packed as much as possible. Any abuse of the system may result in appropriate enforcement action.
3. **Presenting waste/recycling for collection**

Refuse and recycling receptacles must be presented at the edge of the property’s boundary or at the designated collection point by 7am on the day of collection and taken back within the property boundary on the same day. Residents must put out their recycling containers for collection no earlier than the evening before the collection day. Wheeled bin lids should be closed to prevent littering.

Failure to adhere to this could result in appropriate enforcement action.

Where possible, the scheduled recycling collection day will be the same day as either the grey refuse or green garden waste bin. Where same day collections are not possible, due to operational or health and safety concerns, residents will be notified by email, letter or via the council’s website of the change of collection day. Site visits will be undertaken in all areas where the authority has concerns over health and safety.

Residents are encouraged to use the recycling bag/boxes as much as possible. Failure to use the correct container does not mean recyclables can be disposed of in the grey or green wheeled bins. The Environmental Protection Act 1990 states that the collection authority may stipulate the quantity and type of containers, as well as where they are to be collected from. The authority can specify what goes into each container.

**Frequency of collection**

The council will collect household refuse, garden waste and recycling fortnightly or as otherwise published on its website.

From December 2019 garden waste collections will be suspended for up to 10 weeks between the beginning of December until the middle of February. Whilst a small percentage of households do produce limited garden waste in the winter months, tonnages significantly decrease and only very small amounts are collected in this period.

Following Bank Holiday weeks, collections will usually be made a day later. For example, if the normal collection day is a Friday then the collection will be made on a Saturday instead.

The council may make exceptions to this rule where necessary, such as during the Christmas period. Where collection dates are changed householders will be notified.

The council will communicate collection arrangements throughout the year and over bank holiday periods.

Details of collection arrangements are available on the council’s website.

**Missed collections**

If the council has legitimately missed a collection it would aim to return to collect within two working days.

Bins and boxes reported as missed by the resident will not be collected if the vehicle has passed the property and the container was not presented for collection.

Refuse and recycling receptacles which are not collected due to obstructions such as road closures or parked cars will be logged by the crew. Where possible, another attempt to collect will be made and the council will liaise with other organisations as necessary.

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

- take the waste to a Household Waste Recycling Centre
- store the waste until the next collection day

**Servicing of flats**

The council will usually supply communal wheeled bins for collections from flats. These may be 1100, 660 or 360 litres in capacity.

Where residents of flats do not separate their waste for recycling, the council will endeavour to work with them to encourage recycling.

Generally, communal containers are moved to and from the storage area for collection by the collection crew. Residents are responsible for ensuring access to the containers is kept clear and safe for the collection crew. If there is no access, or unsafe access, the crew will be unable
to collect and may not be able to return until the next scheduled collection.

No side waste will be collected from communal areas. Subject to correct use of existing containers, if additional receptacles are required, they can be supplied on request.

The council will assess collections from flats on an individual basis and cases will be considered on their merits. Home visits will be carried out where necessary.

**Access and storage issues**

The council will assess properties identified with access or storage issues on an individual basis and cases will be considered on their merits. Alternative options may include disposable sacks or communal recycling wheeled bins.

**Servicing of rural properties**

South Lakeland is a largely rural area with many domestic properties located on private drives, narrow lanes and tracks which are not always easily accessible for refuse and recycling collection vehicles.

Therefore in order to facilitate the safe and efficient collection of waste and recycling from isolated rural properties where safety is compromised the council will work with householder's to agree alternative collection points; such as from the end of the lane close to the highway. Where this is not practicable or safe to do so the council will work with the householder to agree a mutually agreeable location.

Where access to properties is via private road or drive householders are expected to present their bins and boxes at the edge of their property nearest to the highway.

There are several reasons for this policy:

- There is a significant risk associated with reversing up private lanes and narrow tracks. Managing this risk is fundamental in preventing fatal or serious accidents. Reversing should be eliminated wherever possible through the collection of bins at different locations i.e. lane ends.

- Reduce damage to refuse collection vehicles and damage caused to farm tracks and private roads.

- Opportunities for affected properties to receive recycling collections that were previously excluded from recycling initiatives due to large recycling collection vehicles being unable to negotiate the narrow access to the properties.

- To bring the service received by rural and isolated properties in line with other authorities who have operated this service delivery approach successfully for many years.

- The council is continually reviewing its delivery of services to ensure they not only meet customer needs but also that they are delivered as safely and effectively as possible.

Irrespective of any safety concerns where there are three or fewer properties on a lane, the collection will normally be from the lane end. Whilst containers will be issued for these collection points, residents are responsible for depositing their waste and recycling into them for collection at the lane end. Households that may require assistance would be considered on a case-by-case basis.
Where possible, when more than three properties are located on a lane, a collection from the property boundary will be provided. The following criteria must be met at all times:

- the lane is in good condition
- suitable passing places are available
- a suitable and safe turning area is available
- there are no overhanging branches or overhead services or other obstructions

A failure to meet any of these requirements will lead to the introduction of a collection point at the lane end or other designated point.

Where refuse is required to be taken to a lane end or communal collection point the Waste Collection Authority has the powers to require occupiers to do so under the terms of Environmental Protection Act 1990 S46(4b).

The council would wish to maintain a uniform service to all residents irrespective of location and cost and any potential changes would only be made as part of ongoing reviews of safe collections minimising risk to people and property.

4. Assisted collections

Residents unable to transport their wheeled bin or box to the required collection point, due to ill health, infirmity or disability - and without other adults over the age of 18 in the household able to assist them - will be placed on the 'assisted collection' register upon request.

A simple application form must be completed in order to qualify and each case will be considered on its merits. Home visits or telephone interviews may be carried out where necessary. Assisted collection provision will be subject to bi-annual audit.

- Assisted collections are subject to the council being satisfied that service provision is warranted.
- Residents on the assisted collection register will have their wheeled bins and blue boxes collected and returned to an agreed location.
- A partial service is also offered, as some residents may be able to collect the containers once empty.
- If the householder’s circumstances change, the resident must inform the council as soon as possible. Additionally, a bi-annual audit will be undertaken to ensure that the service is the most appropriate for the resident.
- The decision of the council will be final.
5. Side waste (residual)

Side waste (residual)

The availability and accessibility to the enhanced kerbside five stream recycling service means there should be no need to place additional residual side waste out for collection. The collection of this extra waste does not encourage residents to actively participate fully in the recycling of waste. Additional waste that cannot be recycled can be taken to the local Household Waste Recycling Centres for disposal. Additional materials that can be recycled can also be taken to these sites or stored and placed out for kerbside collection on the next recycling collection day in boxes or bags. Those households presenting side waste will be advised that this material is not generally collected and guidance provided to support them in recycling.

- If residents have waste they cannot contain within their wheeled bin it can be taken to their nearest Household Waste Recycling Centre (HWRC).
- The council will provide advice to householders on how to reduce their waste and increase their recycling on request.
- If the householder continues to present side waste the council may take appropriate enforcement action.
- Exceptions may apply during inclement weather and occasionally during the Christmas period, when instructions and advice will be provided by the council.
- When presented for collection wheeled bin lids should be closed to prevent wind-blown items and control vermin and flies.

Additional recycling

The council encourages households to maximise the quantity of materials for recycling. The council urges residents to “wash it, squash it and bag it”; to maximise the efficiency of the recycling containers.

Residents that have additional recyclables which exceed the capacity of their existing recycling containers/bags should contact the council and additional bags/boxes can be provided.

The council is able to collect cardboard packaging such as food packaging, kitchen roll holders, tissue boxes etc. Large items of card, such as those from home deliveries, should be taken to your local recycling banks or HWRC. Materials will not be collected if presented in inappropriate receptacles.

Overloaded and heavy bins

Where a wheeled bin is presented overloaded, either by overall weight or volume of material i.e. filled with rubble, soil etc. it will be rejected at the discretion of the operative and will not be emptied. Such containers can represent a greater risk to operatives when moving them and when emptying them on the bin lift equipment. Overloaded/heavy containers will be left with an explanation notice affixed. The resident will be expected to remove items and the notice for the next collection.

Additional garden waste

All garden waste must be within the wheeled bin(s) provided by SLDC - no other garden waste will be taken.
6. Contamination procedures

Developing awareness and having an educational approach to environmental issues is important to help residents understand their role in assisting with improving recycling and operating an efficient service.

All waste must be presented in council approved receptacles to ensure it can be safely collected from the kerbside.

The council will reject the collection of refuse and recycling receptacles for the following reasons:

- overloaded wheeled bin, box or other container
- wrong receptacle presented, such as grey bin presented on green waste week
- wheeled bin is too heavy to lift, due to it containing heavy waste
- where the bin contains construction or DIY material, or soil
- contamination, incorrect sorting or incorrect recyclable materials presented

A notice will be left on the container stating why it has not been emptied. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner.

**Contamination of recyclable materials**

Recycling bags or boxes containing contamination will not be emptied. A notice will be left on the bin or box stating why it has not been emptied.

It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner.

The council will only return to collect at the next scheduled collection day. If the non-compliance continues, a letter will be issued detailing the expected standards. Further non-compliance may see the container removed, leaving the resident to arrange disposal. It is not acceptable for recyclable materials or garden waste to be presented for recycling in the grey wheeled bin except if directed to do so by the council.

The following list contains some of the items that will be treated as contaminants in the recycling bin or box:

- pyrex glass
- greenhouse glass
- rigid plastics, such as toys
- solid metal items, such as padlocks or car parts
- packaging heavily soiled with food
- polystyrene packaging
- polythene sheet or carrier bags
- plastic film
- tetrapak cartons
- coffee cups
- paper towels or tissues
- flower or plant pots
- seedling trays
- light bulbs

Large quantities of recyclable materials can be disposed of free of charge at the Household Waste Recycling Centres (HWRC) in the district or at the householders cost by a licenced waste carrier.
7. Service to charities and community organisations

Places of worship will be provided with the same container provision as all households.

Collections will be on the same basis for households - alternate weeks - and the bins should be put out for collection at an agreed point. There will be no collection charge.

Services to all other charities and community organisations will be classed as commercial waste and will incur the relevant collection charges.

8. Clinical waste

SLDC has the following obligations to households who require clinical waste collections:

- To collect clinical waste from households where requests are made by a relevant medical professional.
- To provide separate clinical waste collections where necessary.
- To provide a sharps collection service if required for residents who cannot leave their homes for medical reasons.

The household will be requested to complete a questionnaire which will be reviewed on an annual basis.