



Household Waste and Recycling Kerbside Collection Policy

April 2024

1. Introduction

Oadby and Wigston Borough Council (OWBC) has a duty to collect both household waste (refuse) and recycling material across our area, which covers an area of approximately 9 square miles in Leicestershire with just over 24,300 domestic properties and a population of approximately 57,000 people.

OWBC act only as the waste and recycling collection authority. Responsibility for the disposal or processing of material lies with Leicestershire County Council (LCC). LCC will direct OWBC where to 'tip' waste and recycling collected from within the borough.

The aim of this document is to clearly communicate the services and methods used by OWBC in carrying out this duty, to ensure a consistent and fair approach that is understood by both borough residents and council employees. It builds on the earlier Policy approved by the Policy, Finance and Development Committee on 16 November 2021 and revises it now the Council is changing the current weekly service to alternate weekly from September 2024.

This version will include all the other relevant services previously included in the earlier version for completeness and ease of reference.

2. Our Services

2.1 Collection of Non-Recyclable Waste (Refuse) & Recyclable Material

OWBC will operate an alternate weekly service for refuse and recycling commencing in September 2024. This will mean that refuse will be collected one week and then recycling the next. Collection routes are being optimised to ensure they are the most efficient. Residents are able to check their regular collection days through the OWBC website.

2.2 Collection of Recyclable Garden Waste (Compost)

OWBC operate a collection service for garden waste. This service is operated on a subscription basis, meaning an annual payment is required by a household to maintain collection. The charge for this service is permitted in accordance with 'The Controlled Waste (England and Wales) Regulations 2012'.

Garden waste collections take place on a fortnightly basis from March to November. Subscription fees are outlined on the OWBC website.

2.3 Bulky Item & Clinical Collections

OWBC offer the collection of items too large to fit into a household bin. These are known as 'Bulky Items'. A charge is made for this service which is permitted by 'The Controlled Waste (England and Wales) Regulations 2012'.

Collections are made weekly.

Clinical waste produced at home, including sharps/syringes, are also collected by OWBC. No charge is made for these collections, which take place on a weekly basis.

Residents are able to book bulky item and clinical collections by telephone.

2.4 Persistent Organic Pollutants Collection Service (POPs)

Since 1 January 2023 the Environment Agency issued guidance regarding the disposal of waste containing POPs which will no longer be accepted at landfill and must be destroyed by incineration and separately collected and handled. OWBC now offer a chargeable weekly service for the collection of such material.

POPs is included in upholstered material such as sofas, beds, kitchen and dining room chairs, armchairs, bean bags, and cushions.

Residents are able to book a POPs collection by telephone.

3. The Council's Duties & Provisions of Service (Environmental Protection Act 1990 Sec. 45 & 46)

3.1 Section 45 Duty

The Council has a legal duty under section 45 of the Environmental Protection Act 1990 to arrange the collection of household waste in its area. Under this section of the act, the Council is also obliged to make arrangements for the collection of recyclable material produced by households. This can take place either alongside or separate to the household waste collections.

3.2 Section 46 Provisions

In order to carry out the legal duty outlined in Section 45, the Council is permitted under section 46 of the Environmental Protection Act 1990 to make a number of provisions to enable collections to take place. Specifically this refers to the receptacles used for collection and the material placed within them.

The following information outlines OWBC's requirements for the collection of waste and recycling made in respect of this section of the legislation.

3.2.1 Bin Types and Provision

Household waste and recycling is collected on an alternate week basis. OWBC provides all households (new or existing) with the following bins as standard under this policy.

All households	Bin type
Refuse bins	140l, 2 wheeled plastic bin with handles for household refuse

All households	Bin type
Recycling bins	240l, 2 wheeled plastic bin with handles for household recycling

Should households require a greater capacity than that provided as standard, the council will provide, upon request, the bins listed below. A 'once only' charge will be applicable for the provision of a larger capacity bin. Please see below for clarification:

- i. Upgrade to a replacement 240 litre, 2 wheeled plastic bin with handles for household waste (refuse) – fee amount to be determined by Policy, Finance & Development Committee.
- ii. For households who now have a 140l recycling bin (this was chosen by the occupier at the time the council moved from bags to bins) they may upgrade to a replacement 240l, 2 wheeled plastic bin with handles for recycling – fee amount to be determined by Policy, Finance & Development Committee.

The only exception to this will be where a resident is liaising with the council regarding additional support due to their financial difficulties. In these circumstances a member of the Senior Leadership Team will be able to reduce or waive the fee. It will be the responsibility of the resident to provide evidence of their financial difficulties and they must be getting further support from the Councils 'Financial Inclusion Officer' or other relevant monetary advice service that is helping them in improving their financial position. The fee will only be waived in cases of extreme financial hardship or where there are circumstances such as those for medical reasons (see paragraph 3.13), to ensure a fair and transparent approach to the bin swaps for the whole borough.

3.3 Presentation & Collection of Bins on Collection Day

The Council requires that all bins are clearly presented for service on the householders land, at the boundary of the public highway (highway includes pavements in this definition). All bins should be clearly labelled with the address of the property affixed to them. If bins are placed on the footpath (due to limited frontage space) they should be positioned in such a manner as not to cause an obstruction to either vehicles or pedestrians.

All bins intended for waste and recycling collections are to be presented for service at the collection point detailed above by 6:30am on the day of collection.

If bins are to be presented on the public highway due to a lack of property frontage, then the council expects that these bins are returned to private property within **24 hours of service**. Non-compliance with this requirement may lead to formal withdrawal of the ongoing service.

Council waste and recycling collection vehicles (specifically HGV's) will not be required to access roads that are not publicly maintained without the prior written agreement of all parties liable for the roads maintenance. Written agreements will state that the council

is not liable for damage caused whilst carrying out its day to day service as outlined in this policy. Allegations of negligent damage whilst servicing private roads will be investigated and dealt with via the council's insurers.

3.4 Materials Permitted for Collection and Contaminated Bins

3.4.1 Business & Construction Waste

All bins provided are intended for domestic household waste and recycling material only. Waste produced by a business should be stored and collected separately to household material. The Council currently does not offer a business waste collection service. Material classified as construction waste is also not permitted for collection within this service. The Council will not collect any bins presented for service containing material not classified as household waste or recycling. It will be the resident's responsibility to remove this material before collections can resume.

3.4.2 Recycling Material

The council will not empty a recycling bin that is presented for service containing items that are not suitable for recycling. Should this occur, a notice will be affixed to the recycling bin indicating to the resident that the bin was not serviced due to it containing unsuitable material. It will be the resident's responsibility to determine the unsuitable material (this will not be clarified on the notice left on the bin) and remove it to enable further collections. In this instance the decision to return for a corrected bin, prior to the next scheduled collection, will be at the discretion of the Depot Manager or Assistants, and will be made in consideration of efficiency and staff/vehicle availability and will be subject to a charge of £50.

Information on suitable recycling material is available on the Council's website.

3.5 Overfilled and Overweight Bins

All bins should be safe to manoeuvre by collection operatives. Bins which are deemed to be too heavy to manoeuvre safely will not be emptied. It will be the responsibility of the resident to correct this to enable further collections. In this instance, the decision to return for a corrected bin prior to the next scheduled collection will be at the discretion of the Depot Manager or Assistants, and will be made in consideration of efficiency and staff/vehicle availability and a cost of £50 will be incurred.

3.6 Additional (Side) Waste

Material presented for collection in addition to that of the capacity of the **household waste bin or recycling bin** provided will not be collected. Residents can present folded and flattened cardboard boxes as additional waste as long as they are secured alongside the bin when presented for service.

The volume of material presented for service at the kerbside has to be limited in this way to enable to council to control the efficiency and feasibility of collections.

Excess waste produced by households should be transported to a Leicestershire County Council Recycling & Household Waste site by the resident, or alternatively held back for the next scheduled kerbside collection.

3.7 Replacement of Damaged and Missing Bins

Bins damaged through normal wear and tear and/or during service will be replaced free of charge upon request. The bin will be replaced 'like for like' with the same capacity.

Bins that are reported as missing or allegedly stolen will also be replaced free of charge upon request, but this will be limited to one occasion for each resident. For further occurrences, within a 2 year time frame, a charge will apply for the replacement of the bin.

The charge will not apply where the occupant of property has changed during the 2 year time frame or where the collection crew have reported that the bin fell into the back of the collection vehicle.

Missing or stolen bins will also be replaced 'like for like' with the same capacity.

3.8 Assisted Collections

In cases where all residents in the household are physically incapable (either due to infirmity, disability or illness) of placing containers at the collection point, applications can be made for an Assisted Collection. This means that Council operatives will collect and return bins and containers directly from a property (not the rear), from a place jointly agreed with the resident. Requests for assisted collections can be made via the council website, by email or by telephone. Applications will require a supporting medical certificate from a Doctor, evidence of being registered disabled or a written reference from a carer or healthcare professional (please note we are unable to reimburse any costs involved). A member of the refuse and recycling team will evaluate your requirements and if necessary carry out a risk assessment. All requests will be dealt with on an individual basis and the assistance may be provided by changing the point of collection, the bin or both. Any assistance can be either permanent or temporary.

Every three years following the start of the assistance, OWBC will write to confirm the eligibility criteria are still met.

Eligibility for this service can be withdrawn or refused at any time if:

- Significant operational difficulties, including health and safety issues, or unreasonable expenses would be incurred.
- Circumstances have changed and you or your property no longer meet the eligibility requirements.

3.9 Bins for New Occupancies

The Council may make a charge for the provision of bins provided to new occupancies. This includes all new occupants of dwellings, and is not limited to the first occupancy of new dwellings. For example a resident moving into an existing dwelling may be required to pay for their bins if none are left by the previous resident. This requirement applies regardless of the ownership of the property i.e. to both rented, social and privately owned properties.

3.10 Frequency of Collections

Under normal circumstances the Council will collect refuse, recycling and garden waste on a fortnightly basis. Other services such as those for clinical waste, bulky items or POPs are weekly.

There may be factors that prevent the Council from collecting waste such as very bad weather or access issues. If the Council miss a collection it will endeavour to reschedule as soon as practically possible.

All waste collections maybe suspended by the Depot Manager or Assistants during extreme circumstances for example inclement weather.

3.11 Wheeled Bin Hygiene and Food Waste

It is important to ensure that household waste is disposed of correctly throughout the year and the responsibility for this lies with the householder. There are a variety of ways in which residents can ensure the wheeled bins stay clean and reduce the risk of maggots and bad smells.

Residents should have regard for the following:

- a. Bins should always have the lid shut
- b. The bin should be stored in the shade if possible
- c. All 'smelly' waste should be bagged before depositing in the bin
- d. Not put liquid waste in the bin
- e. Use fly sprays and bin odour products if required
- f. Rinse out packaging before disposal
- g. Wash out the bin with disinfectant
- h. Ensure bin is numbered/named

From March 2026 the Government will require all Local Authorities to operate a weekly food waste service to remove such material from the refuse waste stream.

3.12 Missed Collections

The service always aim for no missed collections. However where a bin is genuinely missed and it is our error we will return within 48 hours of a report. Any missed bins reported after 48 hours will not be returned to. Any missed collection due to a resident error will not be collected until the next scheduled collection. The resident can pay for a bulky waste collection or take their waste to the recycling and household waste site.

3.13 Medical Exemptions

There are a number of residents who require additional capacity for medical reasons. The criteria used to assess these will be based on how much additional waste will be residual waste and the medical condition. In these circumstances a visit will be made to assess what is required and applications may require supporting medical certificate from a Doctor or a written reference from a carer or healthcare professional. In such cases senior management will have the discretion to reduce or waive any fee.

4. Communal Bins

All flats and apartment blocks who have communal bins will retain a weekly refuse and recycling service. In some circumstances a recycling service is not provided due to the limited take up or past contamination problems. This is at the discretion of the Depot Manager.

Some communal bins are kept in designated areas, others are housed in bin stores with restricted access, others in basements at the bottom of internal chutes. In these circumstances the normal collection model will not be suitable. (The other key consideration with communal bins is the health and safety requirements of the crews who have to service them and this will be a chief factor in determining suitable requirements).

Where bins are required on a communal basis, as is often the case for apartment blocks, flats or houses in multiple occupancy, the council will determine the number and size of bins to provide based on maximum occupancy of the site. This will be established based on the guideline of 70 litres of household (non-recyclable) waste per person per fortnight, but may be restricted by the availability of space within the communal bin store, where provided.

As per section 3.4 of this policy, the Council will not be obliged to service communal refuse or recycling bins that contain unsuitable materials. The removal of these materials will be the responsibility of the residents of the site, the managing agent, or the landowner. The Council may be appointed to collect contaminated recycling material as household waste (refuse) by the landowner or managing agent at a charge suitable to cover the materials collection and disposal. This charge levied will be £75 for a 600l bin and £100 for a 1100l bin.

5. New Developments and Planning

It is recommended that residential developers and planning officers consult with the Council's waste collection department to ensure the inclusion of appropriate waste storage and collection point facilities in all new developments.

The Council formally approved a Waste Storage and Collection Guide at the Policy, Finance and Development Committee on 28 June 2022 which gives separate guidance

for new developments to ensure they have adequate storage of waste, recycling opportunities are maximised and that access is suitable for the refuse, recycling and compost vehicles.