

APPENDIX I [B] Household Waste Collection Policy

1. STANDARD COLLECTION SERVICE				
	Waste Type	Container	Service Frequency	Comments
NEW	Residual or non-recyclable waste	BLACK wheeled bin (max. 240 litres)	Every 4 weeks.	Consultation showed that many residents did not want a larger black bin. Many that will need a larger bin have one already. Therefore, residents that need to swap a smaller bin for a 240 litre black bin will need to apply to the Council.
NEW	Dry recyclable materials	COLOUR(S) TBC 155 litre trolley-box	Weekly.	Blue recycling wheeled bins will be replaced with trolley-boxes at the launch of the scheme. One trolley-box will be issued per household. The same range of dry recyclable materials will be collected. Residents will be asked to separate recyclable material by type across the three compartments.
	Food waste	ORANGE 23 litre caddy etc.	Weekly.	No change to the existing service. The standard containers are 1 x 23 litre orange caddy, 1 x 5 litre silver kitchen caddy & continuous supply of liners.
NEW	Textiles	RED single-use plastic sack	Every 2 weeks.	Residents can set out full sacks of clean textiles with the trolley-box on the designated collection day and a replacement sack will be left. Until now this service has been provided to around 20,000 households in Denbighshire through a partnership with the social enterprise, Co-options.
NEW	Small WEEE (waste electrical & electronic equipment)	COLOUR TBC single-use plastic bag	Every 2 weeks.	Residents can set out bags of small WEEE (e.g. mobile phones, kettles, hair-dryers etc.) with the trolley-box on the designated collection day and a replacement sack will be left. Any electrical equipment will be collected provided it fits in the supplied bag. All cables and leads will also be recycled.
NEW	Batteries	Reusable pouch	Weekly.	Residents can place all domestic batteries, standard or re-chargeable, in a reusable pouch and attach to the trolley-box on any collection day.

2. NON-STANDARD COLLECTION SERVICE (properties unsuitable for wheeled containers)

	Waste Type	Container	Service Frequency	Comments
NEW	Residual or non-recyclable waste	PINK TINT single-use plastic sack	No less than every 2 weeks.	Households with the non-standard service MUST use DCC issued pink sacks for collection. No other sacks will be collected with non-compliance being an enforcement issue. Each household will be provided with one roll of 52 sacks each year and a protective “seagull-proof” receptacle in which to place sacks for collection.
NEW	Dry recyclable materials	Re-usable lidded boxes or bags (max. 75 litres)	Weekly.	Residents will be issued with lidded boxes or bags according to which suits their storage restrictions better. A trolley-box will be issued if that is possible. The same range of dry recyclable materials will be collected as with the standard service.
NEW	Food waste	ORANGE 23 litre caddy etc.	Weekly.	This will be a new service to most households with the non-standard service. The standard containers are 1 x 23 litre orange caddy, 1 x 5 litre silver kitchen caddy & continuous supply of liners. Where space is very restricted, a 10 litre orange caddy that can be used indoors can be issued.
NEW	Textiles	RED single-use plastic sack	Every 2 weeks.	Residents can set out full sacks of clean textiles with their recycling on the designated collection day and a replacement sack will be left.
NEW	Small WEEE (waste electrical & electronic equipment)	COLOUR TBC single-use plastic bag	Every 2 weeks.	Residents can set out bags of small WEEE (e.g. mobile phones, kettles, hair-dryers etc.) with their recycling on the designated collection day and a replacement sack will be left. Any electrical equipment will be collected provided it fits in the supplied bag. All cables and leads will also be recycled.
NEW	Batteries	Reusable pouch	Weekly (Households serviced by kerbside sort vehicles only)	Residents can place all domestic batteries, standard or re-chargeable, in a reusable pouch and attach to the trolley-box on any collection day.

3. COLLECTIONS: WHERE & WHEN			
	Term	Definition	Further information
	Standard Collection Point	The standard collection point for all collection services is the point at which a resident's property, or shared property meets the public highway. This applies to collections from all households unless a Non-Standard Collection Point has been agreed.	Residents can present containers on their own property provided they can be removed and replaced by the Council operative without stepping onto private land. Containers set out behind closed gates will not be collected.
	Non-Standard Collection Point	Where deemed appropriate by a Council waste manager, waste will be collected from a location other than the Standard Collection Point. This point may be on private property or on the public highway.	Reasons the Council may agree to a Non-Standard Collection Point include the safety of its staff or operational efficiency.
	Collection Day	The Council sets a collection day for every aspect of the Standard Service, Non-Standard Service and any Optional Services in place. The Council does not guarantee that all collections will take place on the same day of the week.	Every year, residents will be provided with a printed calendar showing the days of collection for the services provided by the Council. Collection information and calendars are also available on the Council's website. The Council is giving consideration to the development of a smartphone app and offering a text service to remind residents of collection days.
	Collection Time	The Council does not set times for collections. Collections may take place any time between 07:00 and 15:00 hours, Monday to Friday. Householders must set out waste by 7:00am in order to ensure they are collected.	Whilst most collections are made later than 07:00 hours, no particular time cannot be guaranteed. Roadworks, accidents or weather conditions can make it necessary to change collection routes at short notice thereby affecting collection times for residents. Waste can be set out after 17:00 hours the evening before collection provided this does not cause a nuisance.

4. ASSISTED COLLECTION			
	Term	Definition	Further information
	Assisted collection	Where there is no person resident at the property capable of taking waste to the standard collection point the Council will offer an Assisted Collection. Council operatives will collect and return all containers to an agreed location.	The resident, or their representative, must apply for an Assisted Collection through the C360 CRM system. During the application process the resident will be asked to set a review date so the Council can periodically check whether assistance is still needed. The Council normally considers people aged from 12 years old capable of moving bins to the collection point.

5. ADDITIONAL WASTE

	Waste Type	Policy	Further information
	Residual Waste	Residual waste bins (regardless of size) must be presented on collection day with lids closed and with no additional sacks either on top or to the side of the bin. Additional residual waste will not be removed.	The standard 240 litre bin provided by the Council is deemed appropriate for all households given the range of collection services available. Residents with the Non-Standard Collection Model may only set out refuse in the pink tinted sacks provided by the Council. If a household has additional residual waste for disposal for any reason, it can be held over for the next collection, taken to a Recycling Park or an additional collection can be arranged at a cost by calling the Customer Service Centre or at a One Stop Shop.
	Dry Recycling	Additional recyclable material will be collected as a one-off provided it is presented, appropriately sorted, in a cardboard box next to the trolley box on collection day.	In the case of a household regularly creating more recycling than the trolley box will contain will be offered additional re-usable containers.
	Food Waste	Additional food waste will be collected if the silver caddy, or other receptacle containing bagged food waste, is set out with the orange caddy. Food waste must not be placed in the residual waste (black bin).	Households regularly creating more food waste than the orange caddy will contain will be offered additional capacity. Customers can use an online form or contact the CSC to order an additional orange caddy.
	Textiles	Every time textiles are collected a replacement sack will be left with the resident. This sack can be re-filled and set out for the next collection. The Council will not collect more than one sack of textiles per household per collection.	The Council needs to manage capacity for textile waste on the collection vehicles and therefore encourages residents to set out smaller quantities, more frequently as it cannot cope with mass clear-outs. Residents with lots of clean textiles for recycling are encouraged to use the many bring sites, Recycling Parks or charity shops that offer this service.
	WEEE	Every time WEEE is collected a replacement sack will be left with the resident. This sack can be re-filled and set out for the next collection. The Council will not collect more than one sack of WEEE per household per collection.	The Council needs to manage capacity for WEEE on the collection vehicles and therefore encourages residents to set out smaller quantities, more frequently as it cannot cope with mass clear-outs. Residents with more WEEE or larger items of WEEE for recycling are encouraged to use one of the staffed Recycling Parks.
	Batteries	Residents can set out as many household batteries as they wish, provided they are contained in pots or tubs as set out in this policy.	In the unlikely event that a household regularly sets out unreasonable quantities of batteries, the Council will make contact in order to ensure the situation is being dealt with correctly.
	Garden Waste	Garden waste bins must be presented on collection day with lids closed and with no additional sacks either on top or to the side of the bin. Additional garden waste will not be removed. Garden waste must not be placed in the residual waste (black bin).	This is a chargeable service. Customers are advised to hold excess waste until the next collection or consider upgrading from 1 bin to the 2 bin service if a regular occurrence, compost extra garden waste at home or take it to a staffed Recycling Park.

6. OPTIONAL SERVICES			
	Waste Type	Policy	Further information
	Garden waste	The Council offers a fortnightly garden waste collection service to all households in receipt of the Standard Collection Service. As a chargeable service, householders can opt for service using either one or two 140 litre green wheelie bins.	Householders are required to take out a subscription annually. Payment can be made online, by telephone, at One Stop Shops and by an annual Direct Debit. Customers that do not choose the Direct Debit option need to renew their subscription each year.
NEW	Absorbent hygiene products (AHP), e.g. nappies, incontinence products	The Council provides a weekly collection of AHP waste to households with permanent residents creating this type of waste.	Households are required to register for this service using an online form or via the Customer Service Centre. During the application process the resident will be asked to set a review date so the Council can periodically check whether the service is still needed. Households making use of this service will have single-use plastic sacks provided for this purpose. Households receiving visitors that create AHP waste can dispose of this material in their residual waste, at a staffed Recycling Park or by asking the visitors to take the waste home with them. This service is not available to users of animal AHP products.

7. OTHER WASTES			
	Waste Type	Policy	Further information
	Pet Waste	Pet waste of all kinds should be placed in the residual waste for disposal.	The Council advises that most pet wastes are bagged before placing in the residual waste and that It is disposed of as it arises and not stored up.
	Stoma-care and other health-related wastes	Stoma-care waste and other health-related wastes should be placed in the residual waste for disposal.	In normal circumstances these wastes are not considered clinical wastes. Where a medical practitioner believes a separate clinical waste collection service is needed they will arrange it.
	Sharps (e.g. needles & needle-sticks)	Under no circumstances are sharps to be placed in any of the waste containers provided by the Council.	The prescribing medical practitioner will accept full sharps containers and dispose of them safely for householders.

8. NEW OCCUPIERS OF PROPERTIES

	Situation	Policy	Further Information
NEW	Requesting containers for newly built or newly refurbished properties	Occupants of newly-built or refurbished houses where no containers have been issued in the past will have to pay for the delivery of black residual waste bins. Other containers will be provided without a charge.	Householders can request containers through the C360 customer portal, by telephone to the Customer Service Centre. The cost of a black residual waste bin for the Standard Collection Service is £18.00 plus £8.00 delivery/admin charge.
NEW	Requesting containers for new occupants of previously occupied properties, i.e. new tenants or new owners	Occupants of properties are expected to leave all the bins at a property when they leave. Charges will be made where a new black residual waste bin is needed.	Householders can request containers through the C360 customer portal, by telephone to the Customer Service Centre. The cost of a black residual waste bin for the Standard Collection Service is £18.00 plus £8.00 delivery/admin charge. The Council will encourage all householders not to remove bins when vacating a property.
	New occupant of a property has acquired bins that are full or contain the wrong materials	The Council offers a collection service to new occupiers of properties to empty waste containers.	Householders can request this service through the C360 customer portal, by telephone to the Customer Service Centre. The cost of this service will be £8.00 per visit plus £8.00 delivery/admin charge.

9. REPLACEMENT CONTAINERS & ASSOCIATED CHARGES

	Waste Type	Policy	Further Information
NEW	Black residual waste wheelie bins	The Council will charge householders to replace a black residual waste bin in all circumstances except in cases where loss or damage is due to the Council. Where appropriate, new lids, wheels or axles will be fitted free of charge.	Householders can request replacement containers through the C360 customer portal, by telephone to the Customer Service Centre. Where appropriate, the householder will be told to make the old bin available for collection (or repair). The charge for a replacement black bin will be £18.00 plus £8.00 delivery/admin charge.
NEW	Replacement trolley boxes	The Council will replace trolley boxes free of charge in all circumstances. Where appropriate, new boxes, flaps, lids, wheels or axles will be fitted free of charge.	Householders can request replacement containers through the C360 customer portal, by telephone to the Customer Service Centre. The householder will be told to make the old bin available for collection (or repair).
	Replacement food waste containers	Generally, the Council will replace all food waste containers and provide liners free of charge because they are relatively low cost items. The Council reserves the right to charge a householder if it sees a pattern of requests that cause concern.	Householders can request replacement containers through the C360 customer portal, by telephone to the Customer Service Centre.
NEW	Replacement textile sacks	Sacks will be provided free of charge.	Householder will be left a replacement sack whenever a sack is set out for collection. A single sack will be issued to residents on request.
NEW	Replacement WEEE sacks	Sacks will be provided free of charge.	Householder will be left a replacement sack whenever a sack is set out for collection. A single sack will be issued to residents on request.

10. MISSED COLLECTIONS

	Term	Definition	Further information
	Missed Collection Report	Residents can report a Missed Collection either online or to the CSC. Missed Collections should be reported by close of business of the working day following the scheduled collection. Failing this, it may not be practicable to make a collection and the problem will be resolved by other means.	All Missed Collection reports are compared with reports made by the relevant collection team. Any dispute may be settled using footage from the collection vehicle's cameras (where available). The Council will either accept or reject a report of a missed collection. The outcome is reported to the householders using the C360 system. Note: Waste that is not collected because the bins were not at the Standard Collection Point when the relevant collection vehicle passed or recycling that is not collected because it is contaminated are not missed collections.
	Accepted Missed Collection	This is where the Council accepts that a collection was missed.	Where a Missed Collection Report is accepted, and the report made by close of business of the working day following the scheduled collection, a collection team will return to collect by the end of the working day following the day of acceptance. If a Missed Collection Report is accepted but the report itself was not made by close of business of the working day following the scheduled collection the Council will seek to remedy the situation but it may not be the case that a collection vehicle returns to collect the waste.
	Rejected Missed Collection	This is where the Council does not accept that a collection was missed.	Amongst other reasons, the Council will reject Missed Collection Reports in cases where the bins were not at the Standard Collection Point when the relevant collection vehicle passed or where recycling presented for collection that is not collected because it is contaminated.

11. THE LAW AROUND WASTE COLLECTION SERVICES

Area	Legal or Policy Position	Further Information
The law governing the duties of Local Authorities and the collection of household waste.	Section 45(1) of the Environmental Protection Act 1990 places a duty on councils like Denbighshire County Council to collect household waste from domestic properties in their administrative area.	Councils have an exception from collecting where "in the opinion of the authority" costs may be "unreasonably high". It also allows for charges to be made for the collection of certain household wastes, e.g. bulky items, but that those costs must be "reasonable".
The powers that Local Authorities have over how waste is collected.	Section 46 of the Environmental Protection Act gives Councils powers over every aspect of how household waste is collected.	The law allows Denbighshire to specify: - 1.) size and type of collection receptacles 2.) where receptacles must be placed for collection 3.) the materials which may, or may not, be put in each receptacle 4.) charges for the provision of receptacles
The charges Local Authorities can make for the collection of certain types of household waste	The Controlled Waste (England & Wales) Regulations 2012 set out the types of waste for which Local Authorities can make charges to collect from households within their administration.	Section 4 of the Regulations set out that charges can be made for the collection of various types of waste, including bulky household items and household garden waste.
How does the Council use its powers to enforce these laws	The Council wants all residents to participate fully in recycling and the minimisation of unnecessary waste. It seeks to engage with residents experiencing problems long before enforcement action is considered. However the Council will take enforcement action where it believes it has exhausted all other means of encouraging residents to use the waste service correctly.	Where necessary, the Council will take enforcement action in a number of areas, including: - 1.) repeated contamination of any recycling 2.) repeated presentation of side waste 3.) repeatedly putting recyclable materials, including garden waste, in residual waste containers 4.) repeatedly setting waste out early and/or not bringing emptied containers back in promptly 5.) fly-tipping and littering