

## **Appendix II: DENBIGHSHIRE COUNCIL DOMESTIC WASTE COLLECTION POLICY**

### **Appendix II (a): Draft policies to be approved through delegated decision process by 31<sup>st</sup> March 2022.**

#### **Introduction**

The Council is responsible for the collection, treatment and disposal of domestic waste; it also provides facilities for recycling and bulky items. This document sets out how domestic waste collection works and provides details of all aspects of the service and how to access them. More current domestic waste collection service details are available by clicking the 'Bins and Recycling' heading on the Council's website <https://www.denbighshire.gov.uk/recycling>.

#### **1. Domestic waste and recycling collection service for individual Properties (standard service)**

Denbighshire Council currently operates an alternate weekly collection for household non-recyclable waste alternating each week with dry recycling, and garden waste collections. The Council expects residents to use wheeled bins for these collections, unless the Council has granted an exception. By exception some households will be provided with a weekly sack collection service (See section 3a).

A weekly food waste collection service is in place for the majority of households, with the exception of some remote rural properties in the south of the county and areas of Denbigh where access for the waste collection vehicle is not possible. By March 2022, all households will be serviceable by a food waste vehicle. Orange kerbside food waste caddies, silver kitchen caddies and an annual supply of compostable liners are provided free of charge. Households in areas where the service operates are expected to recycle any food waste they want the council to take away. The council will seek to have 100% coverage of the food waste service by 2022.

##### **1a. Domestic residual (non-recyclable) waste (black 2-wheeled bin service)**

The standard service for residual waste is currently one 140 litre black wheeled bin per household. Provision will be made for households that meet the Council's criteria for a larger black residual waste bin (see

Section 18). Residual waste is classified as household waste that cannot be recycled or composted through the standard Council kerbside services. Dry recyclable materials, food waste or garden waste are not accepted in the black wheeled bin, with the exception of food waste being allowed in the black bin only where the council cannot offer a weekly kerbside food waste service to that household.

Some Denbighshire households may have a 180l black bin, issued as part of the original roll out of a wheeled bin service. It is acceptable to present a 180l bin for collection. If the bin goes missing or becomes damaged beyond repair, it will be replaced by a 140l bin subject to receipt of payment.

Charges apply for the supply of all domestic residual wheeled bins (new, replacement or additional where applicable) and those charges will be updated annually and published on the council website.

### **1b. Domestic recyclable waste (Blue wheeled bin)**

The standard bin for dry mixed recyclable waste is one 240l blue wheeled bin. Items that Denbighshire Council can collect in the blue bin are:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil) and greetings cards;
- Glass bottles and jars (with lids separate);
- Plastic bottles (with lids or trigger spray);
- Plastic containers (bottles, pots, tubs and trays)
- Tins and cans (both steel and aluminium);
- Tin Foil (clean)
- Newspapers and magazines;
- Catalogues and telephone directories;
- Envelopes.
- Waxed cartons

A more detailed list is available on the Council's website

<https://www.denbighshire.gov.uk/recycling>.

All material should be as clean and dry as possible. The materials must be presented "loose" in the bin. Items are not allowed to be presented in bags.

If a household occasionally needs to present extra recycling, the recycling can be presented loose in a cardboard box with the exceptions of glass bottles and jars which should always be presented in the blue bin itself for safety of the operational crews.

Recycling capacity is not restricted. Residents are able to pay for the use of, and present additional 240 litre blue bins. Bins must be purchased through the council so that they meet the required safety standards for emptying ([LINK HERE TO WEB PAGE](#)).

Re-useable sacks are available from the council for households who need to present smaller amounts of extra recycling on a regular basis, and do not have room to store an additional bin. A charge applies for reusable sacks requested, unless distributed as part of a temporary campaign or service change. Alternatively, additional blue bins can be supplied by the Council for a supply charge (Set annually through the fees and Charges register from April 1<sup>st</sup> 2021).

## **2. Individual properties unsuitable for 2 or 4 wheeled bins (Sack Collection service)**

This service is available where the curtilage of a property is inaccessible to our standard waste collection vehicles that empty wheeled bins (for example, steep drive, steps, no storage, narrow lanes, unmade roads or a difficult location to access.) Residents are provided with pink disposable sacks for presenting residual waste and clear disposable sacks for presenting dry mixed recycling on an alternate weekly basis. Waste must be presented at an agreed collection point. A decision as to whether a property warrants a sack collection will be made following an assessment by a Council Officer.

Recyclable waste accepted in the clear sacks is:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil) and greetings cards;
- Glass bottles and jars (with lids separate);
- Plastic bottles (with lids or trigger spray);
- Plastic containers (bottles, pots, tubs and trays)
- Tins and cans (both steel and aluminium);
- Tin Foil (clean)
- Newspapers and magazines;

- Catalogues and telephone directories;
- Envelopes.
- Waxed cartons

Households will be considered unsuitable for 2 or 4 wheeled bins in the following circumstances:

- a) Access to the location is not possible with a Refuse Collection Vehicle supporting bins lifts.
- b) The property has no storage for wheeled bins (garages and other outbuildings would constitute as suitable storage, as well as an outside space within the curtilage of the property/ land that would not block a fire exit or safe passage in and out of the main dwelling).
- c) It is unsafe to expect the occupants or the waste collection crews to manoeuvre the bins to suitable a collection point (usually because of steps or long distances between the curtilage of the property and agreed collection point.
- d) The household consists of only elderly or infirm occupants who opt to have a sack system in order to avoid requesting the Assisted Collection Service, as they are able to manage the sacks independently.
- e) Regular contamination of recycling bins by a household results in the temporary or permanent removal of bins and the household is issued with transparent recycling sacks labelled with the address so that contamination can be carefully monitored.
- f) Other exceptional circumstances agreed by the Council.

These properties will be allocated to the council's sack collection service. Residual (non-recyclable) rubbish will be presented in a translucent disposable "pink" sack. Dry recyclables will be presented in a clear disposable sack. The residual and dry recyclable waste will be collected every week on the same day of the week. The only exception to this is the area of West Rhyl where a trial is underway to reduce the impact of seagulls attaching waste. Properties in West Rhyl will be asked to present their disposable sacks in a microchipped reusable sack.

There are no restrictions on the amount of sacks can be presented by a single household but all waste is expected to be separated so not recycling is present of the pink sacks, and no residual waste is present in the clear sacks.

Disposable sacks are provided free of charge by the council. In exceptional circumstances where the Council has been obliged to remove wheeled bins from a property, due to residents repeatedly failing to use the bins properly, or due to the bins being left out repeatedly on the public highway for extended periods (other than on collection day, or awaiting a missed collection), the Council reserves the right to charge residents for the supply of DCC authorised disposable sacks. In certain cases, the landlord may be liable for these charges through the requirements set out in the Landlords Licencing Scheme [\(Add Link\)](#).

Households using a sack service wishing to subscribe to the chargeable garden waste service may be offered 3 x re-useable sacks (depending on locations) (See Policy 5) However, if the location is inaccessible to all garden waste collection vehicles the household will not be eligible for this service.

By May 2023, all existing sack properties will be reviewed, in order to provide a re-useable sack outer cover wherever possible, to help prevent waste escaping into the environment due to adverse weather and attack by animals. This outer container will be supplied free of charge on the first occasion. Charges will apply for replacement re-useable sacks.

### **3. Properties most suited to communal “bulk” bins (360l 2 wheeled bins or 660l, 1100l 1280l four wheeled bins)**

The Council’s preferred method of storage and containment is 2-wheelie bins allocated to individual tenancies. However, where operational requirements or localised infrastructure dictates, the Council may determine that certain flats or houses of multiple occupation utilise bulk containers for the storage and collection of their waste and recycling. Residents will present their residual waste in Black 4 wheeled bins, and dry mixed recycling in Blue 4 wheeled bins. Recyclable waste permitted in the blue 4 wheeled bins are:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil) and greetings cards;
- Glass bottles and jars (with lids separate);
- Plastic bottles (with lids or trigger spray);
- Plastic containers (bottles, pots, tubs and trays)

- Tins and cans (both steel and aluminium);
- Tin Foil (clean)
- Newspapers and magazines;
- Catalogues and telephone directories;
- Envelopes.
- Waxed cartons

Households that are unsuitable for a sack collection or regular wheeled bin system may include:

**3a.** A single property that is one of multi-occupation (HMO) where there are more than 5 tenants sharing one address, and space restrictions on site mean that 360l two wheeled bins or bulk containers (660l or bigger) are more suitable, and take up less space than attempting to supply individual bins to each independent tenancy. Where storage restrictions apply, or cross contamination of waste becomes an issue, these properties may be added to a sack collection system (see Policy 3).

**3b.** The property is part of a private development and the land owner/ landlord (and/or property management agent) has allocated a communal bin storage area at the location for shared use by all residents.

An assessment to determine container requirements will be made by a Council Officer, following which the managing agent or landlord will be advised of the quantity, type and size of containers, (together with where the containers are to be located for collection). Only waste presented within the containers will be removed. Additional waste placed outside of the container or any other household items placed around or near to the containers will not be taken by the Council. It is the responsibility of the landlord or property management company to remove this waste. The waste collection crew must have unobstructed access to the waste containers.

In all scenarios the shared container(s) must be stored within the curtilage of the property. If access to the bin store area is not provided, then the landlord (and/or property management agent) is responsible for ensuring the container is presented at a designated collection point and returned as soon as possible after it is emptied.

In instances where the waste collection vehicle or collection crew cannot access the property, the agreed location of the containers will be such that the Council's waste collection service will be able to manoeuvre the containers to the collection vehicle via a minimal unobstructed distance (20M, or less if the ground is uneven [e.g. gravelled, cobbled]) and across surfaces that do not prevent the free wheeled movement of the container. The container must not be required to be pulled to the collection vehicle via an inclined gradient that causes the load bearing weight to exceed that suitable for the handling of a single operative, nor will the container be stored upon steps or behind a kerb. Where the container is to be stored in a locked secure area, access to the secure area must be available at the time the collection occurs.

It is the responsibility of the landlord or property management company to ensure that all reasonable steps are taken to prevent unauthorised use of the bins store by households external to that property.

The Council must be provided with keys or key code access to any locked storage areas.

In the event that these conditions are not satisfied and a collection of waste is missed, the council is not required to return until the next scheduled collection day and it will be the responsibility of the managing agent/ landlord to make alternative arrangements to dispose of the waste in advance of the next scheduled collection.

From 1<sup>st</sup> November 2021, the council will levy an annual rental charge for the supply of all 4-wheeled bin containers. Replacement charges will apply if bins are lost, and repair charges will be payable if the bins become damaged due to vandalism (See Policy 25/ Appendix 2).

On occasion, the council may provide an on street waste collection "station" for use restricted to specific households. The Council will be responsible for the provision and maintenance of these stations and the landlord's/ property management agent (where applicable) is be responsible for ensuring new tenants are provided with details on how to access these stations.

#### **4. Organic Waste**

##### **4a. Food Waste**

The council provide a weekly food waste collection service for the majority of households, with the exception of some remote rural

properties in the south of the county and areas of Denbigh where access for the waste collection vehicle is not possible.

By March 2022, all households will be serviceable by a food waste vehicle.

Food waste includes ALL cooked and raw foods, including bones but excluding used cooking oil. Cut flowers are also permitted.

Orange 23litre kerbside food waste caddies, silver kitchen caddies and an annual supply of compostable liners are supplied free of charge. Households in areas where the service operates are expected to recycle any food waste they want the council to take away. The council will seek to have 100% coverage of the food waste service by 2022.

If identified, the Council will reject Black bins (or pink refuse sacks) containing food, providing the household can be serviced by a food waste collection round. A tag or sticker will be placed on the rejected container. Householders must remove the food waste and place it in the orange caddy before representing the containers correctly on the next scheduled collection day. Households identified as not recycling food, despite being eligible for the food waste service will be subject to the Council's Household Waste and Recycling Enforcement procedures.

Residents can request replacement compostable liners in the following ways:

- Tie a food waste liner (or the reorder tag at the end of the roll) to the handle of the orange kerbside caddy and the collection crew will leave a roll in or next to the caddy after the caddy has been emptied (Preferred and most efficient, environmentally friendly method). Please remember to remove the tag/liner once you have received your new roll.
- Collect a roll of liners from your local library, one stop shop or public Council reception area.
- If the other methods cannot be used, caddy liner stocks can be replenished by requesting a roll online on the council website or telephoning the contact centre.

#### **4b. Garden Waste**

Garden waste is collected on a fortnightly basis through a chargeable subscription service. Garden waste bins are green and have a 140 litre capacity. Residents can

subscribe for additional bins to be emptied as part of the service. Garden waste is classed as:

- Grass cuttings and leaves
- Cut flowers
- Trimmings
- Hedge cuttings
- Weeds
- Small braches/twigs
- Wind fallen fruit

Further details are available on the Council's website [www.denbighshire.gov.uk/gardenwaste](http://www.denbighshire.gov.uk/gardenwaste).

The Council charges for the kerbside collection of garden waste. The service operates all year round (Up to 26 collections per year, weather permitting).

“Difficult to access” Households (i.e. those on a sack collection for refuse) wishing to subscribe to the garden waste service may be offered 3 or 6 x 50 litre re-useable green dumpy sacks (depending on locations). This service is also chargeable.

## **5. Prohibited items – all waste containers**

The following items are prohibited from **all** containers:

- Hazardous waste (e.g. asbestos and plasterboard)
- Liquids (including paint and oil)
- Soil, rubble and stone
- Hot ashes
- Electrical items and batteries
- Loose dust (e.g. plaster, cement dust or vacuum dust).

These items can pose a threat to human health and safety or could cause damage to the waste collection vehicle and waste treatment infrastructure if not disposed of carefully. For example, batteries and hot ashes can cause fires either in the waste collection vehicle or waste transfer station. Soil and rubble can cause a wheeled bin to become overweight and cause manual handling injuries, or impact injuries if it falls off the bin lift during the emptying process.

Failure to comply with this Policy will result in non-collection of waste, and residents will be responsible for making their own arrangements for safe and appropriate disposal. Some prohibited items can be taken to any of Denbighshire's Household Recycling Centres (See Policy 26 for the Use of Household Waste Recycling Centre Policy).

Many retailers provide free household battery disposal points, including large supermarkets and electrical stores. Large retailers or electrical equipment have a duty to takeback all items where the length of the longest side is 25cm or more.

In all cases, where prohibited items are identified by our waste collection crew, wheeled bins will be tagged to inform the household why the bin has been rejected.

Residents who do not observe this Policy may also be liable to action under the Council's Waste and Recycling Enforcement Policy ([Link to Policy 25 / Appendix 1](#)).

## **6. Presentation of waste and recycling containers on collection day**

6a. All waste containers are to be presented correctly at the kerbside or at an agreed designated collection point by 7am on the scheduled collection day to guarantee they will be collected. Bins must be presented with wheels and/or handles (if applicable) facing outwards. Collection times will vary as the service make round changes on a regular basis to optimise completion times. Bins not presented at the time the collection vehicle passes will not be emptied and the council will not return for them. Residents missing their collections will have to dispose of the waste themselves at a local Household Waste Recycling Centre or wait until their next scheduled collection. Residents taking waste to a household recycling centre must ensure all waste is pre-sorted. No recycling or food waste is allowed in residual waste (See Policy 26 for the Use of Household Recycling Centres).

6b. Residents are responsible for ensuring that bins awaiting collection are not causing an obstruction to pedestrians or motorists.

6c. The Council must return the bin to any designated collection point after collection. Waste containers must be returned by waste collection crews in a manner that does not obstructed the footways, or driveways.

6d. Residents are responsible for ensuring that all waste containers are presented with the lids (where applicable) closed. No side waste is accepted. All waste must be contained within the container (With the exception of additional recycling as detailed in Policy 1)

6e. Waste collection crews are responsible for clearing up any spillages that they cause where it is safe to do so. Exceptions may apply on the dry recycling service during periods of high winds where bins are presented “overfilled” by householders causing waste to escape from the container. This is especially the case if the container is presented next to a busy road, and where the speed limit exceeds 30mph.

6f. Residents must make every effort to present their wheeled bins ON the day of collection as close as possible to 7am. Households presenting their bins the night before could be at risk of being issued a fixed penalty for littering should waste escape from their container while it is waiting to be collected. Similarly, households could be issued with a littering fixed penalty if waste escapes from the bin due to it being overfilled. (Putting your bin out the night before also increases the risk that someone else contaminates your bin by placing the wrong waste in it.)

Enforcement action will not be taken against households awaiting a late collection providing households have presented their waste in accordance with the Household Waste and Recycling Policies (i.e. If a bin is presented correctly with all waste contained within a closed lidded bin).

6g. Residents presenting bins on the public highway (including pavements) should take their bins back onto their property as soon as is reasonably practicable and in any case by 7am on the next day after collection. Wheeled bins left out after this time are not permitted to be on the public highway and will be subject to enforcement procedures under Section 46 of the Environmental Protection Act, 1990.

6h. All bins must remain on residents’ properties, except when they are to be emptied on the day of collection, or awaiting a late collection. Householders have a responsibility for keeping the bins safe while they are on their property and to protect them from misuse and damage. From 1<sup>st</sup> November 2021, Charges apply for replacement bins (see Section 15).

6i. Households who are not able to present their own waste container due to infirmity or disability may be entitled to register on the Council's Assisted Collection Service (See Policy 16). Successful applicants will agree an accessible collection point from inside the curtilage of the resident's property.

## **7. Collection from Private and un-adopted roads**

The decision (whether or not to travel on un-adopted roads) will be a managerial one - based upon the following criteria:

- Risk assessment by service managers, particularly in relation to the following hazards:
  - Health and safety risks (reversing in restricted spaces etc.);
  - risk of causing damage to non-DCC assets including the structure of the road / manhole covers / parked vehicles /street furniture/ overhanging vegetation/ bridge weight and height restrictions;
  - Operational considerations, including ease or otherwise of utilising the un-adopted road including the amount of reversing required, availability of required turning circle and round efficiencies (i.e. the availability of a suitable sized waste collection vehicle in that location on the given collect day).

In all cases where householders are making (or are likely to make) incorrect assumptions about where to present their waste for collection – the householder will be formally notified what the Waste Collection Authorities requirements are.

## **8. Overweight bins**

If any bin is too heavy to be moved safely by the collection operative or lifted by the collection vehicle, the bin will be left at the point of presentation.

Collection

operatives will place a sticker or tag on the bin with an indication as to why the wheeled bin was not emptied. It is likely that heavy bins contain prohibited items (see Policy 6) and the householder may be subject to the Council's enforcement procedures.

When a bin is found to be too heavy or damaged and cannot be moved safely, the householder will be required to reduce the weight of the bin, before presenting it on the next scheduled collection day. Any prohibited items will also have to be removed. The Council will not return to empty the bin before the next scheduled collection day.

## **9. Damaged bins**

9a. If your wheeled bin is damaged, it may not be emptied. Bins with missing wheels, broken handles or severe cracks on the main body of the bins will not be emptied as if the waste collect crew deem it is unsafe to manoeuvre or empty them. If we are unable to empty your bin because it is too damaged, we will tag or sticker the bins to explain why. You must arrange for your bin to be repaired or replaced (from the 1<sup>st</sup> November 2021, charges apply for supply of replacement bins).

9b. If the bin is damaged by the Operational Crews during the lifting process, the crews will report the damage and automatically order a free replacement bin which will be delivered before your next collection day for that waste type, and no later than 10 working days. Occasionally, the Council are unable to supply waste containers within 10 working days due to national shortages. In such cases, disposable sacks will be provided until a container can be sourced and delivered.

## **10. Bin/sack contamination**

Residents are required to present the correct type of waste in each individual waste container. If incorrect waste is presented in any container, the council reserve the right not to empty/collect the container.

Plastic carrier type bags or any film storage bags are not permitted in either the blue recycling bin (or clear recycling sacks provided to households on our sack service), food waste caddy or green garden waste bins. Only compostable food waste caddy liners supplied by the Council should be used to hold recycled food. Dry recycling needs to be loose within your blue bin, blue re-usable sack or clear disposable sack.

Biodegradable or Compostable packaging of any type must not be placed in any recycling containers, including the garden waste bin. The only exception is the use of compostable liners supplied by the Council for the food waste service.

The contents of the blue recycling bin (or clear disposable sack), food waste caddy and green garden waste bins will be inspected before emptying. If any other material, other than that specified in Policy 1, is present in any of the containers, these will not be emptied and a sticker or tag will be placed on the bin advising the reasons why. The Council will not return to collect these bins prior to the next scheduled collection day and residents must remove the incorrect waste, to ensure the contents of the bin(s) comply with the Council's waste collection requirements.

The black wheeled bin (or pink disposable sack) may also be inspected. If recyclable items are found in the bin, the Council has the right to decline collection of the bin. Households failing to sort their rubbish into the correct containers on at least 4 occasions over a 12-month period will be subject to a £100 fixed penalty notice See Household Waste Enforcement Policy Appendix 1)

## **11. Presentation of excess waste**

### **11a. Closed lids**

All bins must be presented with closed lids. If a bin is presented with the lid raised, it may not be safe to empty. If a bin is presented overfilled with the lid open, it will not be emptied and the collection crew will leave a sticker on the bin advising of the reason.

The resident must either take the waste to a Household Waste Recycling Centre, arrange for a private collection from a registered waste carrier or wait until the next scheduled collection, when the bin must be presented with excess waste removed and the lid closed.

### **11b. Side waste / excess waste (All containers except blue bins)**

Excess and side waste presented outside a bin will not be taken by the collection crews at any time. If excess waste is presented the Council may take formal enforcement action.

### **11c. Side / excess waste (Blue bins for dry mixed recycling only)**

Residents may place out extra dry recycling waste for collection by the side of their blue bin. The items must be presented loose in a cardboard box (which will not be returned) or a re-usable bag or kerbside style box

(which will be returned). Glass bottles and jars must only be presented in the blue bin for safety reasons.

Residents should only present extra waste on the day of collection (not the night before) to try to keep the waste dry and prevent it from escaping in windy weather. Residents are advised NOT to put out extra waste during extreme weather conditions and must take responsibility for clearing up wind-blown litter that has escaped from their waste.

## **12. Missed collections**

Where a bin has been presented correctly but has not been emptied, the Council will return to empty the bin within 48 working hours of it being reported, providing the report of a missed collection has been made within 72 working hours of the collection round taking place.

Most waste collection vehicles are fitted with CCTV cameras and in-cab technology, which provides the Council with real time information on the bin collection service. This real time information may be used to investigate any reported collection issues.

There could be a reason why your bin was not collected. If we rejected your bin the operational crew will place a tag or sticker on your bin to explain why, as well as report the issue at the time through the vehicle telematics systems.

The operational crew use on on-board telematics system to record all households where bins were not presented at the time of the collection.

We will not return for rejected bins or bins not placed out on time by a household.

To report a missed bin collection please visit [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/)

## **13. Wheeled bin repairs**

The Council offers a wheelie bin repair service for the replacement of lids, wheels and axles. If the main body of a bin is cracked, this cannot be repaired, householders will need to purchase a replacement bin (See Policy 14 on container charges).

#### **14. Charges for the supply and delivery of new or replacement bins**

14a. From November 1<sup>st</sup> 2021, there is a charge for the supply and delivery of new or replacement bins, including the initial provision to householders or developers of new properties. The charge for a new bin will be reviewed annually and published as part of the Council's Fees and Charges register.

The charges apply if residents request a replacement bin due to the bin being lost, stolen or damaged. If a resident requests to exchange a bin for a different size, or the removal and replacement of a contaminated blue recycling or green garden waste bin, charges will also apply.

The only exception to this is where a household requests to exchange a large bin for a small and is thereby able to continue to present their bins for collection i.e. does not need to apply to the assisted collections service. In this instance, a bin exchange will be carried out free of charge.

14b. For tenanted properties, it is a landlord's responsibility to supply both black and blue bins for their tenants upon the signing of a new tenancy agreement, for which the same charges apply. VAT is payable. However, it is the tenant's responsibility to ensure that landlords agree to this provision before they enter into an agreement, as the council can only enforce this provision with licenced landlords.

14c. If the loss or damage is proven to be the fault of the refuse collection crews or collection vehicles no charge will apply. However, this will be at the discretion of Denbighshire County Council. Collection crews have a duty to report any damage they cause to bins or if a bin falls into the back of a wagon during collection. If this happens a new bin will be ordered for you automatically if the collectors know which household the bin came from. If the resident believes the damage was done by the crews, it must be reported within two weeks (10 working days) of the collection when the alleged damage took place to be eligible for a free replacement. From December 2021, operational crews will be reporting all pre-existing damage to bins through the on-board tracker system and this evidence will be used to substantiate claims against the Council. On board cameras will also be used to substantiate claims where necessary.

14d. Payment must be made when a bin is ordered and bins will not be delivered until receipt of the payment. This payment is non-refundable. Bins will be delivered within 10 working days of receipt of payment.

14e. The bin remains the property of the Council and must remain at the house/flat if the ownership/tenancy of the property changes hands (unless it is an authorised additional bin, in which case the bin can be transferred to another property within Denbighshire Council. If approved additional bins are transferred to another property in the Denbighshire County Area, it is the responsibility of the resident to notify us of the new address so the bin can be approved to be emptied at the new address.

No refunds are given should a household wish us to collect an unwanted bin, but the collection will be provided free of charge. If a household has paid for a bin that they are not entitled to and present the bin with waste at the kerbside (for example they present two black bins but are only permitted to have one emptied), DCC reserve the right to recover the bin and no refund will be given.

For more information, see Policy 25 in the [Waste Container Charges Policy \(Add link\)](#)

## **15. Wheelie bin identification**

15a. Residents should ensure their bins are clearly marked with their house/flat number. This will help recover their bin should it go missing and enable the crews to return bins to the correct collection point once emptied. It also helps crews to report the correct address, should a bin be damaged during the emptying process. Bin numbering reduces theft, or bins being taken in error by another household. From February 2021, all bins delivered by the council will contain the house number or a sticker for the household to complete with the house name (Which must be completed). These stickers must not be removed.

15b. The Council intend to supply microchipped black bins to all households when new containers are delivered in 2023 as part of the service change. Residents must not attempt to remove or interfere with the microchip. The cost of repair or replacement of bins due to any damaged caused to the bin or microchip will fall to the person liable for the council tax payments of the property to which the bin is registered, at the time the damage was reported.

The microchip holds no personal data about the occupiers of the property. It simply assigns a bin to an address. The microchip will be read every time the bin is emptied and helps the Council record any exceptional events with the collection process (e.g. Bin in Wagon,

Contamination, Side Waste Presented, bin damaged during emptying process, bin too heavy). This will assist the Council to target our educational and enforcement resources to optimise recycling behaviours and also improve the services we offer.

A microchip trial in the West Rhyl area of the County will be rolled out in 2021/22 where both re-useable sacks and 2 wheeled bins will be fitted with microchips.

## **16. Assisted Collections Service**

### 16a. Eligibility criteria

The Council provides an Assisted Collections Service on request to residents due to age and infirmity, mobility or certain medical conditions, providing there is no-one else living at the property who is capable of presenting the bins. The service can also be requested for a temporary short-term application (due to recovery from surgery or broken bone, for example).

### 16b. Application Process

Requests must be made via the Council's website [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) or the Council's contact centre (01824 706000) and each application will be considered on its individual merits. During the assessment process, the Council reserves the right to verify the information provided by contacting applicants either by telephone, a visit, requesting medical documentation from a GP or other medical practitioner (at no cost to the Council), or utilising records such as the Electoral Register.

An application will be assessed and applicants informed of the outcome within 15 working days of receipt of a fully completed application. Until formal notification of approval is provided, the resident is responsible for presenting the bin(s).

### 16c. The collection

Where an assisted collection is provided, the collection crew will collect bins from the normal storage point and return them to the same point once emptied. Residents must ensure that bins are accessible on the property and any gates are unlocked on collection day. Dogs must be kept away from the storage area during the collection, or the collection may not be able to take place. The Council will not return for a collection if the collection crew report that there is no access to the property or

bins. Operational crews must close all gates used to access the property after returning the empty container(s) to the agreed storage location.

#### 16d. Renewal of applications

Approved applications will automatically expire after 3 years. Applicants will receive a reminder notice 12 weeks before the expiry date and will be instructed to reapply for the service if it is still needed. If a renewal has not been completed by the expiry date, the residents address will be removed from the assisted collection database and assisted collections will stop.

#### 16e. Cancellation of the service

Applicants must inform the council if they move home and no longer require the service at the address on the application. We also ask that families of loved ones that have passed away or have moved into supported living, contact the Council to let us know the service is no longer needed, at their earliest convenience.

### **17. NEW Requests for additional residual (black) bin capacity**

#### **17a. Eligibility for additional residual waste capacity (Large families)**

- Large families of six or more persons permanently residing at a property, may request additional residual (black) bin capacity.

Requests must be made via the Council's website

[www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) or the Council's contact centre (01824 706000) Each application will be assessed based on the requirement of the household and household size. The Council reserves the right to verify the information provided at any time by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register.

The Council retain the right to audit the waste presented by any households authorised for additional residual waste capacity. Any such assessment will be triggered should the operational crews report that household is not recycling, or not recycling properly so that we can take steps to ensure that an applicant is fully utilising the Council's recycling services. Should it be determined that this is not the case, the household will receive one final written warning and provided with a recycling guide.

Further instances (within a 12-month period) will result in the authorisation for additional residual waste capacity being withdrawn.

Applicants will be advised in writing within 15 working days of the outcome of their request. If the householder is entitled to increased capacity, they will be required to pay for the supply of the larger (or in some cases extra) black bin. The council will maintain a database to confirm approval of the additional container at the applicant's property.

Unauthorised additional bins will not be emptied and will be removed if re-presented.

Authorised additional bins will be reviewed regularly, to ensure householders still qualify for the service. When a review of the householder's status is undertaken, if the household no longer meets the Council's criteria, or if the completed review questionnaire is not received by the Council, residents will be informed that they are no longer eligible for additional capacity collections and the additional bin will not be emptied. At the request of the resident, the extra black bin will be removed at that time, free of charge.

The approval of an additional capacity bin is at the discretion of Denbighshire Council's operating in accordance with this policy.

### **17b. Non-Infectious Hygiene Waste**

A household generating a significant quantity of non-infectious clinical waste, due to medical conditions of an individual who is permanently resident there will be entitled to apply for additional waste capacity. Applications are considered for families with children in disposable nappies, or from households where regular disposal of Absorbent Hygiene Products is required.

Non-infectious clinical waste is classified as low grade clinical waste such as:

- Dressings/swabs and bandages
- Disposable bedding
- Used disposable bed pans and liners
- Incontinence pads
- Disposable nappies
- Wipes and gloves
- Stoma bags

- Empty urine containers where there is no risk of blood contamination

Requests can be made via the Council's website [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) or the Council's contact centre (01824 706000).

Each application will be individually assessed and the Council reserves the right to verify the information provided by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register. This assessment may include an on-site waste audit, to assess that an applicant is fully utilising the Council's recycling services. Applicants will be advised in writing within 15 working days of the outcome of their request.

If an application is approved and the householder is entitled to increased capacity, the householder may proceed to order a back bin, for which charges apply. Unauthorised bins will not be emptied. The council has a right to recover unauthorised containers supporting the Council logo if presented without authorisation on the public highway.

All hygiene waste must be bagged securely to prevent the escape of fluids and smells. Authorised additional bins will be reviewed regularly, to ensure householders still qualify for the service. If, when a review of the householder's status is undertaken, a household no longer meets the Council's criteria, or if the completed review questionnaire is not received by the Council, the householder will be advised in writing and the additional bin will no longer be emptied.

At the request of the resident, the additional bin will be removed at that time, free of charge.

## **18. Disposal of medical waste arising from GP issue or treatment in the home**

### **18a. Needles/ Injection equipment (sharps)**

If you use injecting equipment your GP should prescribe you with the appropriate container e.g. a sharps box and local chemists provide disposal facilities for these. Needles or used sharps containers must not be put in any of your bins for disposal. Any bin containing this type of waste will not be collected.

### **18b. Infectious waste**

All waste arising from treatment issued by a nurse or doctor at home should be taken away by the practitioner. During the Covid pandemic, the waste may be bagged placed in the residual bin, unless the waste arises from the treatment of an infectious disease. Infectious waste must be taken away by the practitioner and not be placed in any council waste container.

### **18c. Covid precautions**

If anyone in the household is self-isolating due to testing positive for the Covid-19 virus all waste must be isolated for at least 72 hours before being presented for collection. Tissues, masks, Covid testing kits and PPE must be double bagged and placed in the residual bin.

### **19. Requests for additional recycling bin capacity**

If a household requests additional recycling capacity, an additional blue recycling bin can be ordered (charges apply). For households on the Council sack collection service, additional clear sacks can be requested via the Council website [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) or the Council's contact centre (01824 706000), or collected in person from a One Stop Shop or library.

### **20. Abandoned bins**

When the Council deems a bin to be abandoned, arrangements will be made for these to be removed within 15 working days. Abandoned bins will either be re-used or recycled, depending upon their condition.

To report a suspected abandoned bin, please visit the Council website [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) or the Council's contact centre (01824 706000).

### **21. Collection of unwanted bins**

If a householder no longer requires a bin at their property, this can be collected using the Council's Bulky Waste Service (See Policy 22). The council will collect unwanted bins free of charge upon the delivery of any replacement containers. The council will hold a small stock of used containers so that they may be distributed to refugee/asylum seekers and other households moving into the area as part of a re-settlement scheme.

Free bin exchanges are applicable to households requesting to downsize their bin as a larger bin is too difficult for them to move. This normally applies to elderly or infirm residents who have no one living with them to help move their bin, and where an assisted collection service can be avoided as the householder prefers to put out their own bin for collection independently.

DCC council waste containers cannot be taken to any household recycling park. When a new replacement waste container is supplied, the council will must away the old, damaged one at the time of delivery.

## **22. Collection of white goods, bulky items and furniture**

The Council offers a chargeable service for the collection of bulky items that do not fit into a 140l or 240ltr wheelie bin, the cost of which is reviewed annually and published as part of the Council's Fees and Charges register. Please refer to the Council's website [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) to find out what items the Council accept on the Bulky Waste Service. Items will be collected within 15 working days from the time of booking. Payments must be processed and paid in full before the visit is scheduled. The Council will retain the booking fee in the event of cancellations, but refund the per item charge.

## **23. Encouraging compliance to the Household Waste and Recycling Service** ([Add link to Household Waste and Recycling Enforcement Policy](#))

### **23a. Presentation of waste**

Section 46 of the Environmental Protection Act, 1990 gives the council powers to prescribe:

- What containers (size, colour and specification) must be used for specific waste types
- Where and when the waste container should be presented for collection
- When waste containers should not be present on the public highway.

The legislation also provides the council with the legal right to refuse to collect waste that has not been presented correctly, such as excess waste, prohibited waste and waste put in the wrong bin.

The Policy ([Add link to Household Waste and Recycling Enforcement Policy](#)) explains how the Council applies enforcement action. The Council recognises that sometimes people make mistakes and that some people may have genuine difficulties in complying with all the council's requirements. Therefore, we operate a minimum 4 step education/enforcement procedure, should we identify a household that has not complied to the Waste and Recycling Collection Policies relating to the kerbside collection of household waste. The final stage of the procedure results in a £100 fixed penalty being issued to a named householder. Where we encounter vulnerable households, who appear to lack understanding or physical capability to adhere to all our policies, we will not evoke the fixed penalty final stage. Instead officers will work with the residents and known carers (and landlords where applicable) to help people manage their waste as best they can. Exemptions from recycling some or all aspects of waste can be put in place where evidenced by a council waste officer and/or carer/medical practitioner.

### **23b. Householder Duty of Care**

Occasionally the Council identifies individuals that have fly tipped waste, or given their waste to someone else who had subsequently fly tipped their waste. People who dump their waste face a £200 fixed penalty charge, or even prosecution if the waste dumped is hazardous or excessive in size.

Enforcement procedures are dealt with under Section 33 of the Environmental Protection Act. Dumped waste will be treated as a fly tipping offence instead of a Section 46 offence if at least one of the following applies:

- The waste dumped is more than one street away from the home of the householder.
- The waste dump Contains bulky waste items that cannot fit into a wheeled bin or is considered prohibited waste (See Policy 6 above).
- The size of the waste dump is greater than 6 refuse sacks.

Residents must ensure they always dispose of their waste responsibly. The Householder Duty of Care (section 34 of the Environmental Protection Act), puts a legal requirement on the householder to make sure that anyone taking waste away on their behalf also disposes of the waste responsibly. If this is a paid for service, the householder must

carry out a range of checks to make sure the company collecting your waste is a registered waste carrier and has deposited your waste at a licensed waste site.

## **24. Waste Container Charges**

From 1<sup>st</sup> November 2021, charges apply for some of Denbighshire Council's waste containers. Disposable sacks, food waste cadies and compostable liners remain free of charge. Please see for further details.) The Delegated decision to introduce charges and supporting Waste Container Charging Policy can be found here ([ADD LINK](#))

## **25. Use of Household Waste Recycling Parks**

25a. Denbighshire Council has three static household Recycling Parks, where a range of unwanted household items can be taken. From April 2022, Denbighshire residents will also be able to access household waste parks in Conwy County. From April 2022, charges will apply for DIY and construction waste and some other non-household items. ([Add link Household Recycling Park Policy](#)) details the requirements for accessing and using the recycling parks.

### **25b. Pop-Up Recycling Parks**

A year-round Pop-Up Recycling Park Service is offered in Corwen (1<sup>st</sup> and 3<sup>rd</sup> Saturday mornings and Llangollen (2<sup>nd</sup> and 3<sup>rd</sup> Saturday mornings) for residents of the Dee Valley MAG area. Visit [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) to find out locations, times and what waste can be accepted.

### **25c. Booking system**

Anyone accessing a recycling park must book a slot through the Council's Website, or by telephoning the contact centre. Proof of booking and residency will be required

Restrictions apply to the size and type of vehicle that can be used to bring waste to the recycling parks. Permits may be requested by householders wishing to use a commercial vehicle to transport their own

household waste. Further details are provided here: ([Add link Household Recycling Park Policy](#)).

## APPENDIX II (b): Waste and Recycling Policy Matrix

The following matrix highlights which policies are unchanged from current practice, amended or new for the current policy. Column 5 also highlights which policies will be amended in the New Waste Operating Model and summarises what those changes will be. Policies omitted from this table are unchanged from current practice and will stay the same when the new waste model is implemented.

Policy Ref.	Policy Name	Status (unchanged, amended, new)	Highlight any immediate changes to current policy here if applicable	Impact of New Waste Operating Model
1a	Domestic waste and recycling collection service for individual Properties (standard service)	unchanged	n/a	Frequency of residual waste collection reduces to 4-weekly Residual bin size increases to 240l (except single person households).
1b		updated	Presentation of additional recycling clarified	<p>Frequency of dry recycling increases to weekly Household batteries and small electrical and electronic items added to list of recyclables collected weekly. Textiles added to dry recyclables (to be collected every two weeks by a third sector operator).</p> <p>Recycling container is a 3 compartment trolley box plus additional re-useable sack for extra cardboard.</p> <p>A. Top compartment (40l):</p> <ul style="list-style-type: none"> <li>• Newspapers and magazines, office type paper;</li> <li>• Catalogues and telephone directories;</li> <li>• Envelopes (plastic windows removed).</li> </ul> <p>B. Middle compartment (70l):</p>

				<ul style="list-style-type: none"> <li>• Plastic bottles (with lids or trigger spray);</li> <li>• Plastic containers (bottles, pots, tubs and trays)</li> <li>• Tins and cans (both steel and aluminium);</li> <li>• Tin Foil (clean)</li> <li>• Waxed cartons</li> </ul> <p>C. Bottom compartment (55l):</p> <ul style="list-style-type: none"> <li>• Clean cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil) and greetings cards;</li> <li>• Glass bottles and jars (with lids separate)</li> </ul> <p>Re-useable blue sack: Additional material of either A, B or C (Items from A, B and C cannot be presented mixed together)</p> <p>Necessary to restrict how much brown card can be presented on any one collection day to prevent RRV's reaching full capacity - all recycling must be presented within a DCC container. Remove section on presenting extra waste in a cardboard box. Add – additional re-useable sacks can be requested free of charge for up to 12 months after the roll out completes, and can be used for any waste stream other than glass (which must be placed in a rigid container).</p>
2	Households on the sack collection service	Updated	Service now collects both residual and recycling sacks weekly (used to be fortnightly) and restrictions on number of sacks presented has been removed. Introduction of microchipped Gull proof sacks in Trial area of West Rhyl.	County wide introduction of micro-chipped gull proof sacks (subject to outcome of West Rhyl trial).
3	Communal bins	Unchanged	n/a	

4a	Food waste	Updated	<p>Food waste recycling mandatory for all households where the service is offered.</p> <p>Expansion to all households planned by March 31<sup>st</sup> 2022.</p> <p>Clarification that cut flowers allowed in the food waste caddy.</p> <p>Clarification on what is accepted: Food waste includes ALL cooked and raw foods, including bones but excluding used cooking oil. Cut flowers are also permitted.</p>	Food waste to be collected on same vehicle as dry recycling (One Pass)
4b	Garden Waste	Unchanged	n/a	unchanged
5	Prohibited items	Unchanged	n/a	Unchanged
6	Presentation	Unchanged	n/a	Collection time to change from 7am to "from 6.30am" to enable split shifts at central depot.
7	Private and un-adopted roads	Unchanged	n/a	Unchanged but policy will need to be reinforced as current policy has been undermined since coming into force in 2014.
8	Overweight bins	Unchanged	n/a	Microchipping of bins enables accurate recording of households presenting overweight bins.
9	Damaged bins	Updated	<p>Charges apply for replacements</p> <p>Process for crews reporting bins they damage needs to be reinforced</p>	No change
10	Contaminated bins	Updated	<p>Rejection of residual bin and evoking of enforcement procedures for presenting</p>	Need for further source segregation by residents to be outlined as per Policy 1 above.

			recycling in black bin	
11	Excess waste	Updated	Clarification on responsibility for windblown waste as a result of extreme weather now included.	
12	Missed bins	Updated	New Requirement to report a missed collection within 72 hours of missing the scheduled collection.	Unchanged
13	Wheeled bin repairs	Updated	£5 charge introduced for a wheeled bin repair November 2021	n/a
14	Wheeled bin Charges	New	New policy outlining charges of supply of waste containers. Clarifies containers issued as part of the roll out of the new service will be free of charge.	Policy already includes charges for additional and replacement trolley boxes and other containers to be used in the new waste operating model.
15	Waste container identification	New	Request for residents to put house/flat number on bin and requirement NOT to remove containers numbered by the council. Note that Residual waste containers to be microchipped in trial areas.	All residual waste containers and gull proof sacks to be microchipped to the address presenting the containers.
16	Assisted Collections	Updated	Requirement for household to renew every 3 years. Option for household to choose to reduce container size free of charge to avoid need for assistance.	Unchanged

18a	Sharps	Unchanged	n/a	No change
18b	Infectious waste	Updated	Amended to reduce risk to medical practitioners during pandemic 9as per government request)	No change
18c	Covid precautions	New	Current advice on website added to formal policy (72 hour rule)	No change
19	Additional recycling capacity	Updated	Updated to reflect charging policy	Charges will also apply for additional trolley boxes but for the first 12 months after the roll out, additional re-useable sacks will be supplied in request free of charge that can be used for any single dry recycling streams other than glass which must be presented in a rigid container.
20	Abandoned bins	No change	n/a	No change
21	Collection of unwanted bins	Updated	Free exchange offered to households wanting a smaller container to avoid need for assisted collection service Collection accepted through chargeable bulky waste Bins prohibited from being take to the household waste Recycling Centres for disposal	No change
22	Bulky Waste	Unchanged	n/a	Unchanged
23	Enforcement Policies	Updated	Mandatory requirement to recycle food waste clarified Right to evoke enforcement procedure for households failing to remove recyclables from residual waste	List of acceptance criteria to be updated to be consistent with Policy 1.

			Right to issue Section 46 notices as a first stage (as opposed to third stage) if deemed appropriate by the Waste and Recycling manager to deal with a particular waste issue within a locality (e.g. communal collection point (in order to evoke “right not to collect”). Two further warnings will still be issued post notice before FPN is issued to any individual household.	
24	Container charges	NEW	Delegated decision report - charges in place for some containers from 1 <sup>st</sup> November 2021	No Change as new policy includes charges for future waste containers.
25a	HRC Policy	NEW	To be approved at Cabinet 19 <sup>th</sup> October 2021	No change
25b	Pop-Up recycling events	Unchanged	n/a – although what is accepted at the sites after charges for DIY waste are introduced needs to be determined.	No change (increase in demand expected after move to monthly collections).
25c	HRC booking system	NEW	Not linked to waste operating model – but linked to 26.1.	No change