

# Appendix I: DENBIGHSHIRE COUNCIL DOMESTIC WASTE COLLECTION POLICY

**Appendix I (a): Draft policies to be approved through delegated decision process by July 2023.**

## Introduction

Denbighshire County Council (hereafter DCC) is responsible for the collection, treatment and disposal of domestic household 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.

Additional domestic waste & recycling collection service details are available by clicking the 'Bins and Recycling' heading on the Council's website <https://www.denbighshire.gov.uk/recycling>.

## **Part 1 current waste & recycling service collection policy applicable.**

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

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

A weekly food waste collection service is in place for the majority of households.

#### **1a. Domestic Residual (Non-Recyclable) Waste**

The standard service for residual waste is currently one 140 litres black wheeled bin per household (or equivalent sacks). **Provision will be made for households that require additional residual waste capacity, who are assessed and meet DCCs criteria for a larger black residual waste bin (section 16)**

Residual waste is classified as household waste that cannot be recycled

or composted through standard DCC kerbside recycling services.

Dry recyclable materials, food waste or garden waste must not be placed in the black wheeled bin, or sacks provided for residual waste.

Some Denbighshire households may have a 180 litre or 240 litre black bin, issued as part of the original roll out of a wheeled bin service. It is acceptable to present these containers for collection.

If the bin goes missing or becomes damaged beyond repair, it will be replaced by a 240 litre bin subject to receipt of payment or free of charge should the bin fail.

Charges apply for the delivery of all domestic residual wheeled bins (new, replacement or additional where applicable) and those charges are updated annually and published on the councils' web pages. Please note, payment is for the service of delivering containers/bins, they all remain the property of Denbighshire County Council.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

## **1b. Domestic Recyclable Waste**

The standard container for dry mixed recyclable waste is one 240 litre blue wheeled bin. Items that DCC can collect in the blue bin:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil wrapping paper) 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 councils' web pages.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/a-to-z-recycling-guide/a-to-z-recycling-guide.aspx>

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 must always be presented in the blue bin 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

<https://www.denbighshire.gov.uk/en/bins-and-recycling/ordering-a-new-bin-or-bag.aspx>

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.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.asp>

## **2. Individual Properties Unsuitable for 2 or 4 wheeled bins**

This service is available where the curtilage of a property is inaccessible to our standard waste collection vehicles that empty wheeled bins (Examples listed below)

Recyclable waste accepted in the clear sacks is:

- Clean paper and cardboard, including toilet/kitchen roll tubes, cereal boxes wrapping paper (but not foil wrapping paper) 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) waste will be presented in a translucent disposable "pink" sack.

Dry recyclables will be presented in a clear disposable sack. Sack residual and dry recyclable waste will be collected every week on the same day of the week. The only exception to this is areas DCC deems necessary to run trials.

One 70 ltr residual pink sack per week is equivalent to DCC's bi-weekly 140ltr black bin collection. Any more waste will be considered side waste and will not be collected.

The amount of recycling that can be presented is not restricted. If a household occasionally needs to present extra recycling, the recycling can be presented loose in a cardboard box.

One roll of 52 disposable pink sacks and one roll of clear sacks are

provided free of charge by DCC per year. Additional sacks are supplied at a cost.

In exceptional circumstances where DCC 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), DCC 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.

<https://www.denbighshire.gov.uk/en/housing-homelessness-and-landlords/landlords/landlords.aspx>

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 section 4b) However, if the location is inaccessible to all garden waste collection vehicles the household will not be eligible for this service.

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

DCC’s preferred method of storage and containment is 2-wheeled bins/recycling containers allocated to individual tenancies. However, where operational requirements or localised infrastructure dictates, DCC 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 (Section 2).

**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 by 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.

The council 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 (Ref 24/ 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

DCC provides 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.

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

Orange (black with orange lid from 2023 onwards) 23 litre 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 DCC to take away. The council will have 100% coverage of the food waste service by 2024.

Food contamination of other waste streams; if identified, DCC will reject residual or recycling containers (or/and sacks) containing food. A tag or sticker will be placed on the rejected container. Householders must remove the food waste and place it into the food caddy before re-presenting the containers correctly on the next scheduled collection day. Households identified as not recycling food will be subject to the DCC's Household Waste and Recycling Enforcement procedures. Households identified as not recycling food, despite being eligible for the food waste service will be subject to the DCC's Household Waste and Recycling Enforcement procedures.

Residents can request replacement compostable liners in the following ways:

- Tie a food waste liner (or the re-order tag at the end of the roll) to the handle of the orange/black and 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 with 140 litre capacity. Residents can increase capacity through provision of additional bin to be emptied as part of the service. This will incur an additional subscription charges.

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 will incur a subscription charge.

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

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

- Hazardous waste (e.g. asbestos and plasterboard)
- Liquids (including paint and oil)
- Soil, rubble and stone
- Hot ashes
- Electrical items and batteries (these must be collected as per Section 5).
- 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 ([see section 23](#))

## **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. Containers 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. Containers 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 permitted in residual waste (See section 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 obstruct the footways, or driveways.

6d. Residents are responsible for ensuring that all waste containers are presented with the lids (where applicable) closed.

- No residual side waste is accepted.
- Recycling side waste is accepted (Section 1b)

All waste & recycling must be contained within the containers provided.

6e. Waste collection crews are responsible for clearing up any spillages caused during the collection process where it is safe to do so.

6g. Residents presenting containers on the public highway (including pavements) should take their containers back onto their property as soon as is reasonably practicable and in any case by 7am on the next day after collection.

Containers 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. It is the resident/landlord/managing agent of the property responsibility to ensure they have adequate storage to store their waste and recycling containers before and post scheduled collections. To maintain containment of the materials within them on their property and to protect them from misuse and damage.

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) to access domestic properties for the purpose of the completion of waste & recycling collections, will be the responsibility of waste and recycling service managers, based upon the following criteria:

- Risk assessment by Operational Team Leaders or Service Managers, particularly in relation to the following hazards:
  - Health and safety risks (reversing in restricted spaces etc.);

- Risk of causing damage to DCC vehicle due to the condition of a road or access restrictions.
- 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 access is restricted, the householder will be formally notified where their waste is to be placed for collection (point of presentation)

## **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 container with an indication as to why the container was not emptied. It is likely that heavy bins contain prohibited items (see Policy 5) and the householder may be subject to the Council's enforcement procedures.

When a container is found to be too heavy or damaged and cannot be moved safely, the householder will be required to reduce the weight of the container, before presenting it on the next scheduled collection day.

Any prohibited items will also have to be removed. DCC will not return to empty the container before the next scheduled collection day.

## **9. Damaged bins**

9a. If your container is damaged, it may not be emptied. Containers with missing wheels, broken handles or severe cracks on the main body will not be emptied if the waste collect crew deem it is unsafe to manoeuvre or empty. If DCC are unable to empty your container because it is damaged, we will tag or sticker the bins to explain why. Your bins are the property of DCC but you are responsible for maintaining them. You must therefore arrange for your bin to be repaired or replaced if damaged.

9b. If a container is damaged by the Operational Crews during the emptying process, the crews will report the damage and automatically

order a free replacement container which will be delivered to the property within 10 working days. If the Operational Crew are able to identify which property the container comes from, they will post an information slip through the door. Occasionally, DCC 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, DCC reserves the right not to empty/collect the container and will sticker/tag the container.

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. A list of what can be placed in each type of container and what is prohibited is found in Sections 1, 4 and 5.

The contents of the recycling container(s), food waste caddy and green garden waste containers will be inspected before emptying. If any other material, other than that specified for container type, 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. DCC will not return to collect the container prior to the next scheduled collection and residents must remove the incorrect waste from the container.

The black wheeled bin (or pink disposable sack) may also be inspected. If recyclable items are found in the bin, DCC has the right to decline collection of the container. Households failing to sort their rubbish into the correct containers on at least 3 occasions will be subject to a £100 fixed penalty notice. (See Household Waste Enforcement Policy <https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx> )

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

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

All containers must be presented with closed lids. If a container is presented with the lid raised, it may not be safe to empty. If a container is presented overfilled with the lid open, it will not be emptied and the collection crew will leave a tag or sticker on the container 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 container must be presented with excess waste removed and the lid closed.

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

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 (recycling)**

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 containers have been presented on time and in the agreed location and not been emptied DCC will return to empty the container as soon as possible (2 working days from receipt of missed collection report)

All missed collections must be reported within 2 working days of scheduled collection via

Most waste collection vehicles are fitted with CCTV cameras and in-cab technology, which provides DCC with real time information of the 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 DCC 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.

If you presented your container, it wasn't contaminated but we didn't collect it, you can report the missed collection via the Council's website [www.denbighshire.gov.uk/](http://www.denbighshire.gov.uk/) or the Council's contact centre (01824706000).

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

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 DCC's Fees and Charges register. See Section 25.

These service charges apply if residents request a new container or a replacement container due to the bin being lost, stolen or damaged. If a resident request to remove and replace a contaminated container, charges will also apply.

13a. For tenanted properties, it is a landlord's responsibility to supply waste containers for recycling and residual waste for 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 DCC can only enforce this provision with licenced landlords.

13b. Payment must be made when a container is ordered and container will not be delivered until receipt of the full payment. This payment is non-refundable. Containers will be delivered within 10 working days of receipt of payment.

13c. All containers (Bins & Caddies) remain the property of DCC. Any payments are for the service and delivery. You are responsible for keeping the container in good condition. The container must remain at the property, despite any changes to ownership or tenancy. If any additional containers are authorised, these can be transferred to another property in the DCC area, and it is the responsibility of the resident to notify us of the new address 4 weeks before the move.

No refunds are given should a household wish us to collect an unwanted container, but the collection will be provided free of charge. If a household has paid for a container that they are not entitled to and present the container 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 container and no refund will be given.

For more information, <https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

#### **14. Wheelie bin identification**

14a. 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.

14b. DCC supply microchipped black bins to all households when new containers are requested. 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 DCC 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 DCC to target our educational and enforcement resources to optimise recycling behaviours and also improve the services we offer.

#### **15. Assisted Collections Service**



### **15a. 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).

### **15b. 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 Council Tax information and information on any Benefits.

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).

### **15c. 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/animals must be kept away from the storage area during the collection, or the collection may not be able to take place. DCC will not return for a collection if the collection crew report that there is no access to the property or containers. Operational crews must close all gates used to access the property after returning the empty container(s) to the agreed storage location.

### **15d. Renewal of applications**

Approved applications will automatically expire after 2 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.

#### **15e. 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.

#### **16. NEW Requests for additional residual waste capacity**

Where residents require additional residual waste 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 and circumstances. DCC 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.

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 additional containers. The council will maintain a database to confirm approval of the additional container at the applicant's property.

DCC retains 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 DCC's recycling services. Should it be determined that this is not the case, the household will be subject to the DCC household enforcement policy. See section 23 of this policy.

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

Unauthorised additional bins will not be emptied and will be removed if 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 DCC's criteria, or if the completed review questionnaire is not received by DCC, 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 County Council's operating in accordance with this policy.

## **17. 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 black 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 containers for disposal. Any container identified as contaminated by 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. Infectious waste must be taken away by the practitioner and not be placed in any DCC container.

## **19. Abandoned bins**

When DCC deems a bin to be abandoned, arrangements will be made for these to be removed within 15 working days. Abandoned containers 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).

## **20. Collection of unwanted bins**

DCC will collect unwanted bins free of charge upon the delivery of any replacement containers.

DCC council waste containers cannot be taken to any household

recycling park. When a new replacement waste container is supplied, the council will remove the old, damaged one at the time of delivery.

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

The Council offers a chargeable service for the collection of bulky items for larger household items that should not be placed in household waste containers. The cost of this service is reviewed annually and published as part of the Council's Fees and Charges register.

Please refer to the Council's website

<https://www.denbighshire.gov.uk/en/bins-and-recycling/bulky-item-collection.aspx> 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. DCC will retain the administration fee in the event of cancellations but refund the per item charge.

## **22. Encouraging compliance to the Household Waste and Recycling Service**

See Household Waste and Recycling Policy

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

## **23. 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.
- What type of waste to present in each container.

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 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 3 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.

- first stage will be Education from our officers, issuing households with an advice leaflet and an advice letter from the officer.
- second stage will be the issuing of a Section 46 Notice under the Environmental Protection Act 1990.
- final stage of the procedure results in a £100 fixed penalty notice 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.

## **24. 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 £250 fixed penalty charge, or even prosecution irrelevant of the amount of waste dumped.

Enforcement procedures are dealt with under Section 33 of the Environmental Protection Act. Dumped waste will be treated as a fly tipping offence.

Residents must ensure they always dispose of their waste responsibly. The Householder Duty of Care (section 34 of the Environmental Protection Act 1990), 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.

## **25. Waste Container Charges**

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.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx#Informationaboutthecharges>

## **26. Use of Household Waste Recycling Centres**

26a. Denbighshire Council has three static household Recycling Centres, where a range of unwanted household items can be taken.

Denbighshire residents are also able to access household waste parks in Conwy County. Charges will apply for DIY and construction waste and some other non-household items.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx> details the requirements for accessing and using the recycling parks.

### **26b. Pop-Up Recycling Parks**

A year-round Pop-Up Recycling Park Service is offered in Corwen (1st 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.

### **26c. 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.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/visiting-our-waste-and-recycling-parks.aspx>

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:

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx>

## **Part 2 proposed waste collection policy** **applicable with effect from introduction of** **new model waste & recycling service 2024.**

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

Denbighshire County Council (DCC) operate a 4-weekly collection cycle for household non-recyclable (residual) waste and weekly collection for recyclable materials.

DCC expects residents to use the containers provided, unless DCC has granted an exception. By exception some households will be provided with a sack collection service (See section 3a).

All households will receive a food waste collection service. Orange or orange/black kerbside food waste caddies, silver kitchen caddies and a supply of compostable liners are provided free of charge. Households are expected to present food waste for recycling, as food waste should not enter the residual waste stream.

#### **1a. Domestic Residual (Non-Recyclable) Waste**

The standard service for residual waste One 240 litres wheeled bin per household (or equivalent sacks). Provision will be made for households that require additional residual waste capacity, who are assessed and meet DCCs criteria.

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.

If the bin goes missing or becomes damaged beyond repair, it will be replaced by a 240-litre bin subject to receipt of payment or free of charge should the bin fail.

Charges apply for the delivery 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. Please note, payment is for the service of delivering containers/bins, they all remain the property of Denbighshire County Council. See section 14



<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

## **1b. Domestic Recyclable Waste**

Household recycling is separated into 3 black boxes delivered with a wheeled trolley and 1 reusable sack.

The top box, with a blue lid and iconography displaying paper image and wording. This box is used to collect clean paper, including; cereal boxes, toilet/kitchen roll tubes, greetings cards, newspapers and magazines, envelopes, catalogues and directories.

The middle box, with a red flap and iconography displaying cans and mixed plastic images and wording. This box is used to collect plastic bottles, (including plastic lids or trigger spray), plastic containers, (bottles, pots, tubs and trays), tins and cans (both steel and aluminium), tin foil (clean), and metal lids (from bottles or jars).

The bottom box, with a green flap and iconography displaying glass image and writing. This is used to collect glass bottles and jars (no tops or lids).

A blue reusable sack is provided to collect cardboard. Please note that cardboard must be broken up and placed in the sacks to be collected.

If you produce additional recycling waste see section 12.

## **2. Individual Properties Unsuitable for 2 or 4 wheeled bins**

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, unadopted roads or difficult location to access). Residents are provided with pink disposable sacks for presenting residual waste.

Where possible residents may be able to receive a standard recycling collection but require a sack collection for residual waste.

Where properties are not able to store a set of trolley boxes, an alternative solution will be offered. Recycling must be collected in separate streams (paper, cardboard, cans and plastic and glass). A series of coloured sacks will be provided to properties with recycling being collected weekly. A decision as to whether a property warrants a

sack collection will be made following an assessment by a Council Officer.

- A light blue sack with iconography (image of cardboard and wording) will be used to collect cardboard.
- A dark blue sack with iconography (image of paper and wording) will be used to collect paper.
- A red sack with iconography (image of cans and plastics and wording) will be used to collect mixed cans and plastics.
- A green sack with iconography (image of glass and wording) will be used to collect glass.

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 bin lifts or Kerbside Collection Vehicle for recycling.
- b) The property has no storage for containers (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 containers 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 request 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 containers by a household results in the temporary or permanent removal of containers 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.

There are no restrictions on the amount of recycling sacks/bags that can be presented by households but all waste is expected to be separated as detailed above.

Residual waste will be restricted to the equivalent of 60 litres per week (1 bin bags) or 240 litres per 4 weeks (4 bin bags). If eligible, provision will be made for households that require additional residual waste capacity, who are assessed and meet DCCs criteria. They will be able to present more residual waste at the agreed collection point.(see

Section 17 and 18).

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 Section 4b) However, if the location is inaccessible to all garden waste collection vehicles the household will not be eligible for this service.

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

DCC’s preferred method of storage and containment is 2-wheeled bins/recycling containers allocated to individual tenancies. However, where operational requirements or localised infrastructure dictates, DCC 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 as directed by DCC.

Recycling will be collected in separate streams, and therefore properties most suited to communal collections will be supplied with multiple containers for segregated recycling streams. These include;

- A black bin with a dark blue lid and iconography displaying paper image and wording. This bin will be used to collect clean paper, including; cereal boxes, toilet/kitchen roll tubes, greetings cards, newspapers and magazines, envelopes, catalogues and directories.
- A black bin with a red lid and iconography displaying cans and mixed plastic images and wording. This bin will be used to collect plastic bottles, (including plastic lids or trigger spray), plastic containers, (bottles, pots, tubs and trays), tins and cans (both steel and aluminium), tin foil (clean), and metal lids (from bottles or jars).
- A black bin with a green lid and iconography displaying glass image and writing. This bin will be used to collect glass bottles and jars (no tops or lids).
- A blue bin will be provided to collect cardboard. Please note that cardboard must be broken up and placed in to the correct

container

Areas DCC will consider using communal bulk bins:

- A single property that is one of multi-occupation (HMO) where there are more than 5 tenants sharing one address, and space restrictions onsite 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 Section 2).
- 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.

Areas where multiple housing have no storage for individual bins for each property.

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.

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

In instances where the waste collection vehicle or collection crew cannot access the property, the agreed location of the containers will be such that DCCs 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 containers store by households external to that property.

In the event that these conditions are not satisfied and a collection of waste is missed, DCC 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, ensuring compliance with waste legislation.

From 1<sup>st</sup> September 2024, charges for delivery of any containers will apply for initial delivery, as well as bins that are lost, and repair charges will be payable if the bins become damaged due to vandalism (See Policy 25/ Appendix 2).

On occasion, DCC may provide an on street waste collection “station” for use restricted to specific households. DCC 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**

DCC provides a weekly food waste collection service for all households. It is a legal requirement in Wales to recycle food waste.

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

Orange/black with orange lid 23 litre kerbside food waste caddies, silver kitchen caddies and an annual supply of compostable liners are supplied free of charge.

Residents can request replacement compostable liners in the following ways:

- Tie a food waste liner (or the re-order tag at the end of the roll) to the handle of the orange/black and 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

Food contamination of other waste streams; if identified, DCC will reject residual or recycling containers and sacks containing food. A tag or sticker will be placed on the rejected container. Householders must remove the food waste and place it into the food caddy before re-presenting the containers correctly on the next scheduled collection day. Households identified as not recycling food will be subject to the DCC's Household Waste and Recycling Enforcement procedures.

#### **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 Waste Electrical and Electronic Equipment Recycling WEEE

DCC provides a collection service for small electrical items, such as toasters and electric shavers. The item must not be larger than an A4 sheet of paper and if the item contains removable batteries, these must be removed and placed in the battery collection containers.

For larger items, these can be taken to a Household Waste and Recycling Centre, (see section 26).

### 5a. Battery Collection

DCC provides a collection service for used batteries. For properties on a standard recycling collection (with trolley boxes), a pink battery clip will be provided. These will be collected weekly with the recycling collection. For households on a sack collection, a white reusable battery pouch will be provided.

Batteries must not be placed in the recycling containers or residual waste stream.

## 6. Prohibited items – all waste containers

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

- a. Hazardous waste (e.g. asbestos and plasterboard)
- b. Liquids (including paint and oil)
- c. Soil, rubble and stone
- d. Hot ashes
- e. Electrical items and batteries (these must be collected as per Section 5).
- f. 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

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

## **7. Presentation of Waste and Recycling Containers on Collection Day**

7a. 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. Containers 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. Containers 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 permitted in residual waste (See section 26 for the Use of Household Recycling Centres).

7b. Residents are responsible for ensuring that bins awaiting collection are not causing an obstruction to pedestrians or motorists.

7c. 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.

7d. Residents are responsible for ensuring that all waste containers are presented with the lids (where applicable) closed.



- No residual side waste is accepted.
- Occasional recycling side waste will be collected, regular additional recycling may require additional containers (see Section 12c)

All waste & recycling must be contained within the containers provided.

7e. Waste collection crews are responsible for clearing up any spillages caused during the collection process where it is safe to do so.

7f. Residents presenting containers on the public highway (including pavements) should take their containers back onto their property as soon as is reasonably practicable and in any case by 7am on the next day after collection.

7g. Containers 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.

7h. It is the resident/landlord/managing agent of the property responsibility to ensure they have adequate storage to store their waste and recycling containers before and post scheduled collections. To maintain containment of the materials within them on their property and to protect them from misuse and damage.

7i. 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.

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

The decision (whether or not to travel on un-adopted roads) to access domestic properties for the purpose of the completion of waste & recycling collections, will be the responsibility of waste and recycling service managers, based upon the following criteria:

- a. Risk assessment by Operational Team Leaders or Service Managers, particularly in relation to the following hazards:
  - i. Health and safety risks (reversing in restricted spaces etc.),
  - ii. Risk of damage to DCC vehicles,
  - iii. 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,

- iv. 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 access is restricted, the householder will be formally notified where their waste is to be placed for collection (point of presentation)

## **9. 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 container with an indication as to why the container was not emptied. It is likely that heavy bins contain prohibited items (see Section 6) and the householder may be subject to the Council's enforcement procedures.

When a container is found to be too heavy or damaged and cannot be moved safely, the householder will be required to reduce the weight of the container, before presenting it on the next scheduled collection day.

Any prohibited items will also have to be removed. DCC will not return to empty the container before the next scheduled collection day.

## **10. Damaged bins**

10a. If your container is damaged, it may not be emptied. Containers with missing wheels, broken handles or severe cracks on the main body will not be emptied if the waste collect crew deem it is unsafe to manoeuvre or empty. If DCC are unable to empty your container because it is damaged, we will tag or sticker the bins to explain why. Your bins are the property of DCC but you are responsible for maintaining them. You must therefore arrange for your bin to be repaired or replaced if damaged.

10b. If a container is damaged by the Operational Crews during the emptying process, the crews will report the damage and automatically order a free replacement container which will be delivered to the property within 10 working days. If the Operational Crew are able to identify which property the container comes from, they will post an information slip through the door. Occasionally, DCC 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.

## **11. 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, DCC reserves the right not to empty/collect the container and will sticker/tag the container.

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. For the A-Z of waste please see.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/a-to-z-recycling-guide/a-to-z-recycling-guide.aspx>

The contents of the recycling container(s), food waste caddy and green garden waste containers will be inspected before emptying. If any other material, other than that specified for container type, 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. DCC will not return to collect the container prior to the next scheduled collection and residents must remove the incorrect waste from the container.

The black wheeled bin (or pink disposable sack) may also be inspected. If recyclable items are found in the bin, DCC has the right to decline collection of the container. Households failing to sort their rubbish into the correct containers on at least 3 occasions will be subject to a £100 fixed penalty notice.

See Household Waste Enforcement Policy

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

## **12. Presentation of excess waste**

### **12a. Closed lids**

All containers must be presented with closed lids. If a container is presented with the lid raised, it may not be safe to empty. If a container is presented overfilled with the lid open, it will not be emptied and the collection crew will leave a tag or sticker on the container 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 container must be presented with excess waste removed and the lid closed.

### **12b. Side/excess waste (All containers except recycling)**

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.

### **12c. Side/excess waste (recycling)**

If a household occasionally produces extra recycling, the recycling can be presented loose in a cardboard box. The householder should still keep recycling separated to the best of their ability. With the exception of glass bottles and jars which must always be presented in the correct container for safety of the operational crews.

Residents who regularly produce excess recycling waste can request additional containers from DCC (charges may apply).

## **13. Missed collections.**

Where containers have been presented by 7am in the agreed location and not been emptied DCC will return to empty the container. Please note DCC use tracking technology and CCTV video footage to verify if a container was presented or not.

**Residual Waste:** Due to residual waste being collected 4-weekly, missed collections will be collected within two working days from receipt of report.

**Recycling:** Due to recycling waste being collected weekly, DCC will not return to collect missed collections. However, when the missed collection has been reported (two working days from date of scheduled collection.) side waste will be authorised by the Team Leader/Service Manager.

**Garden Waste:** Due to garden waste being collected fortnightly, when a missed collection is reported within two working days from date of scheduled collection. Missed collections will be collected within five working days from receipt of report.

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

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 DCC's Fees and Charges register.

The charges apply if residents request a new container or a replacement container due to the bin being lost, stolen or damaged. If a resident request to remove and replace a contaminated container, charges will also apply.

14a. For tenanted properties, it is a landlord's responsibility to supply waste containers for recycling and residual waste for 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 DCC can only enforce this provision with licenced landlords.

14b. Payment must be made when a container is ordered and container will not be delivered until receipt of the full payment. This payment is non-refundable. Under normal circumstances containers will be delivered within 10 working days of receipt of payment.

14c. The container remains the property of DCC and must remain at the property, despite any changes to ownership or tenancy. If any additional containers are authorised, these can be transferred to another property in the DCC area, and it is the responsibility of the resident to notify us of the new address 4 weeks before the move.

No refunds are given should a household wish us to collect an unwanted container, but the collection will be provided free of charge. If a household has paid for a container that they are not entitled to and present the container 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 container and no refund will be given.

For more information, <https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

## **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.

15b. All new DCC supplied black bins are microchipped. 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 DCC 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 DCC to target our educational and enforcement resources to optimise recycling behaviours and also improve the services we offer.

## **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 Council Tax information and information on any Benefits.

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/animals must be kept away from the storage area during the collection, or the collection may not be able to take place. DCC will not return for a collection if the collection crew report that there is no access to the property or containers. 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 2 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 waste capacity**

Where residents require additional residual waste 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 and circumstances.

DCC 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.

DCC retains 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 DCC'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.

## **18. Non-Infectious Hygiene Waste 2024 onwards**

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.

From 2023, Denbighshire County Council will offer a weekly Absorbent Hygiene Products (AHP) collections service. Applications are considered for families with children in disposable nappies or from households where regular disposal of AHP is required.

AHP Waste is classified as:

- Incontinence pads
- Disposable nappies
- Wipes and gloves
- Stoma bags

Residents will receive either a black 40 litre caddy (with purple lid), or a 140 litre black bin (with purple lid). A DCC officer will assess the requirements of the application and offer the appropriate container. Caddy/bin liners will be provided free of charge by DCC.

Residents will be required to reapply for the AHP service on an annual basis, and will receive a notification 12 weeks before the end date. In addition, any resident who does not present their AHP container for 3 consecutive weeks, will have their service suspended until they contact DCC. If a resident is going on holiday for longer than 3 weeks, they should inform DCC.

For other non-infections waste, additional residual waste capacity can be requested. (see section 17). This includes:

- Dressings/swabs and bandages
- Disposable bedding
- Used disposable bed pans and liners
- 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 AHP/Non-infections waste application will be individually assessed and DCC reserves the right to verify the information provided by contacting applicants either by telephone, a visit or utilising records such as the Electoral Register.

Applicants will be advised in writing within 15 working days of the outcome of their request.

At the request of the resident, containers will be removed, free of charge.

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

### **19a. 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 containers for disposal. Any container identified as contaminated by this type of waste will not be collected.

### **19b. Infectious waste**

All waste arising from treatment issued by a nurse or doctor at home should be taken away by the practitioner. Infectious waste must be taken away by the practitioner and not be placed in any DCC container.

## **20. Abandoned bins**

When DCC deems a bin to be abandoned, arrangements will be made for these to be removed within 15 working days. Abandoned containers 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 waste & recycling containers**

DCC will collect unwanted containers free of charge upon the delivery of any replacement containers.

DCC council waste containers cannot be taken to any household recycling park. When a new replacement waste container is supplied, the council will remove the old, damaged one at the time of delivery. It is the residents responsibility to ensure that the old container is accessible for pickup when expecting a new containers to be delivered.

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

The Council offers a chargeable service for the collection of bulky items for larger household items that should not be placed in household waste containers. The cost of this service is reviewed annually and published as part of the Council's Fees and Charges register.

Please refer to the Council's website

<https://www.denbighshire.gov.uk/en/bins-and-recycling/bulky-item-collection.aspx> to find out what items the Council accept onthe Bulky Waste Service.

Denbighshire operate a booking system for Domestic Bulky and White good collections. When booking you will be presented with the next available collection dates for your postcode.

Your collection will be made between 7am and 4pm on the day you selected.

Make sure you have clearly specified what you want collected, as nothing else will be removed.

If you find you are unable to present the items for collection for your booked collection, please call ??? as soon as possible to reschedule the service. We will usually only reschedule a collection once.

You should leave your items for collection where they are clearly visible in your front garden if you have one. Do not place them on the public highway.

If you do not have a front garden or other open and accessible area for us to collect them from you can place them on the public highway. However, you must only do this after 8.30pm on the day before the collection is due, only beside the entrance to your own property and only if this does not cause an obstruction.

We cannot collect items from inside your property, so if you need help moving the item outside, you should make these arrangements in advance of the collection date.

Any cancellation requests for booked collections must be received at least two working days before the day of collection in order for a refund to be payable. For example, a collection booked for Friday would need to be cancelled by the end of the preceding Tuesday.

If you require further information or advice, please contact us on:

### **23. Encouraging compliance to the Household Waste and Recycling Service**

<https://www.denbighshire.gov.uk/en/your-council/strategies-plans-and-policies/policies/environmental-health/environmental-health.aspx>

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

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

- a. What containers (size, colour and specification) must be used for specific waste types
- b. Where and when the waste container should be presented for collection
- c. When waste containers should not be present on the public highway.
- d. What type of waste to present in each container.

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 containers.

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 3 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.

- first stage will be Education from our officers, issuing households with an advice leaflet and an advice letter from the officer.
- second stage will be the issuing of a Section 46 Notice under the Environmental Protection Act 1990.

- final stage of the procedure results in a £100 fixed penalty notice 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.

## **24. 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 £250 fixed penalty charge, or even prosecution irrelevant of the amount of waste dumped.

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:

Residents must ensure they always dispose of their waste responsibly. The Householder Duty of Care (section 34 of the Environmental Protection Act 1990), 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.

## **25 Other Charges**

- Waste containers are chargeable for delivery, see section 14.
- Containers repairs are chargeable.
- Green waste is a paid for service, see section 4b.
- Bulk item collections is a paid for service, see section 22
- Non re-useable sacks beyond the yearly allocation are chargeable.

For more information on all these charges see:

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-and-recycling-charges.aspx>

## **26 Use of Household Waste Recycling Centres**

26a. Denbighshire Council has three static household Recycling Centres, where a range of unwanted household items can be taken.

Denbighshire residents are also able to access household waste parks in Conwy County. Charges will apply for DIY and construction waste and some other non-household items.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx> details the requirements for accessing and using the recycling parks.

### **26b. Pop-Up Recycling Parks**

A year-round Pop-Up Recycling Park Service is offered in Corwen (1st 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.

### **26c. 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.

<https://www.denbighshire.gov.uk/en/bins-and-recycling/visiting-our-waste-and-recycling-parks.aspx>

26.d 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:

<https://www.denbighshire.gov.uk/en/bins-and-recycling/waste-parks/recycling-and-waste-disposal.aspx>