

WIRRAL COUNCIL DOMESTIC WASTE COLLECTION POLICY

1. Introduction

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

2. Domestic waste and recycling collection service for individual properties

Wirral Council operates an alternate weekly collection for household waste, dry recycling and garden waste. The Council expects residents to use wheelie bins for these collections, unless the Council has granted an exception. Exceptions include:

- The property is not suitable for the wheelie bin system – waste will be collected using a sack and box collection system.
- The property is one of multi-occupation and an alternative sized container may be available for shared use.
- Other exceptional circumstances.

3. Domestic residual (non-recyclable) refuse

The standard service for residual waste is one 240 litre green wheeled bin per household. Provision will be made for households that meet the Council's criteria for an additional green residual waste bin (see Section 18). Residual waste is classified as household waste that cannot be recycled or composted through the standard services. Dry recyclable materials or garden waste are not accepted in the green waste bin.

4. Domestic recyclable waste

The standard bin for dry recyclable waste is one 240 litre grey bin. Items that Wirral Council can collect for recycling 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);
- Plastic bottles (with lids or trigger spray);
- Tins and cans (both steel and aluminium);
- Newspapers and magazines;

- Catalogues and telephone directories;
- Envelopes.

All material should be as clean and dry as possible.

A more detailed list is available on the Council's website www.wirral.gov.uk.

5. Garden waste

Garden waste is collected on a fortnightly basis through a chargeable subscription service. Garden waste bins are brown and have a 240 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.wirral.gov.uk/gardenwaste.

6. Prohibited items from bins

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

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

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. Residents who do not observe this Policy may also be liable to action under the Council's Enforcement Policy.

Charges apply for the supply of all domestic bins. (See Section 15 for further details).

7. Bag and box collections

This service is available where a property is inaccessible or isolated e.g. very steep hills, narrow lanes or a difficult location to access. A maximum of three bags will be provided for residual waste and boxes for recycling. Collections will be on a weekly basis and waste must be presented at the agreed collection point. A decision as to whether a property warrants a bag collection will be made following an assessment by a Council Officer.

8. Multi occupied properties and flats

The Council's preferred method of storage and containment is 240 litre wheelie bins. However, where operational requirements or localised infrastructure dictates, the Council may determine that certain flats or houses of multiple occupation utilise bulk containers for the storage and collection of their waste and recycling.

In such circumstances, it will be the responsibility of the managing agent for the property to provide bulk containers of a specified type that enables collection by the Council's waste management contractor. Bulk containers can be leased from our waste management contractor – contact details will be supplied on request.

An assessment will be made by a Council Officer, following which the managing agent will be advised of the quantity, type and size of containers, (together with where the containers are to be located for collection), required to be provided to enable the Council to undertake a waste collection service to the property. 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's waste management contractor.

In instances where the waste collection vehicle cannot access the property, the locating of the containers will be such that the Council's waste collection contractor will be able to manoeuvre the containers to the collection vehicle via a minimal unobstructed distance, and across surfaces that do not inhibit the free wheeled movement of the container. The container will not be required to be pulled to the collection vehicle via an inclined gradient, nor will the container be stored upon steps or behind a kerb. Where the container is to be stored in a locked secure area (cupboard or shed), access to the secure area must be available at the time the collection occurs.

The Council's waste management contractor will not be required to take steps to enable opening of any storage area. In the event that these conditions are not satisfied and a collection of waste is missed, the contractor is not required to return

to undertake a collection and it will be the requirement of the managing agent to make alternative arrangements to dispose of the waste in advance of the next scheduled collection.

9. Presentation of bins on collection day

All bins are to be presented correctly at the kerbside or at a designated collection point by 7am on the scheduled collection day with wheels facing outwards, unless a resident receives an Assisted Collection Service (See Section 17 for further details).

Collection times are subject to change and cannot be guaranteed. Bins not presented at the time of collection will not be emptied and residents will have to dispose of the waste themselves at a local Household Waste Recycling Centre or wait until the next scheduled collection.

Residents should take their bins back onto their property as soon as is reasonably practicable and in any case by no later than 7:00pm on the day of collection.

All bins must remain on residents' properties, where possible, except when they are to be emptied on the day of collection. Householders have a responsibility for keeping the bins safe while they are on the property and to protect them from misuse and damage. Charges apply for replacement bins (see Section 15).

10. Overweight or damaged wheeled 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 on the bin with an indication as to why the wheeled bin was not emptied.

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

11. Bin contamination

Residents are required to present the correct type of waste in each individual bin. If incorrect waste is presented in any of the three bins, the bins will not be collected. Plastic bags are not permitted in either the grey recycling or brown garden waste bins.

The contents of the grey recycling and brown garden waste bins will be inspected before emptying. If any other material other than that specified at the beginning of this policy is present in any of the containers, these will not be emptied and a sticker will be placed on the bin advising the reasons why. The Council will not return to collect these bins prior to the next scheduled collection day and residents must remove the incorrect waste, to ensure the contents of the bin(s) comply with the Council's waste collection requirements.

12. Presentation of excess waste

12.1 Closed lids

All bins must be presented with closed lids. If a bin is presented with the lid raised, it may not be safe to empty. If a bin is presented with the lid open, it will not be emptied and the collection crew will leave a sticker on the bin advising of the reason. The resident must either take the waste to a Household Waste Recycling Centre or wait until the next scheduled collection, when the bin must be presented with excess waste removed and the lid closed.

12.2 Side and excess waste

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.

13. Missed collections

Where a bin has been presented correctly but has not been emptied, the Council will return to empty the bin the next working day, providing the report of a missed collection has been made within three working days of the original scheduled collection.

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

To report a missed bin collection please visit www.wirral.gov.uk/recycling.

14. NEW Charges for bin repairs

The Council offers a wheelie bin repair service for the replacement of lids, wheels and axles. If the main body of a bin is cracked, this cannot be repaired and householders will need to purchase a replacement bin (see new bin charges, Section

15). The charge for a repair will be reviewed annually and published as part of the Council's Fees and Charges register.

Payment is required prior to the repair being undertaken and can be made via Streetscene.

Repairs will be carried out within 15 working days of payment.

15. Purchase of new 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 the Council's Fees and Charges register.

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

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

It is a landlord's responsibility to supply both green and grey bins for their tenants at the charges set out above.

If the loss or damage is proven to be the fault of the refuse collection crews or collection vehicles no charge will apply. However, this will be at the discretion of Wirral Council. Collection crews have a duty to report any damage to bins or if a bin falls into the back of a wagon during collection.

Payment must be made when a bin is ordered and bins will not be delivered until receipt of the payment. This payment is non-refundable. Bins will be delivered within 3 – 5 working days of receipt of payment.

The bin remains the property of the Council and must remain at the house/flat if the ownership/tenancy of the property changes hands (unless it is an authorised additional bin, in which case the bin can be transferred to another property within Wirral Council).

16. Wheelie bin identification

Residents should ensure their bins are clearly marked with their house/flat number. Waste containers provided by residents, landlords or developers will only be emptied if they meet the colour, size and quality specifications required by the Council and its collection contractor, to allow the container to be readily identified and emptied safely.

17. Assisted collections service

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.

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

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

Applications will be reviewed regularly and at such time residents will be contacted and re-assessed for eligibility to continue to receive the service.

The Council reserves the right to withdraw this service if it has reason to believe a resident is no longer eligible.

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. The Council will not return for a collection if the collection crew report that there is no access to the property or bins.

18. NEW Requests for additional residual (green) bin capacity

18.1 Large families

Large families of six or more persons (where a child in nappies counts as two people), permanently residing at a property, may request additional residual (green

bin) capacity to be collected by the Council's waste collection contractor. Requests must be made via the Council's website www.wirral.gov.uk/recycling or Streetscene.

Each application will be comprehensively 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. Proof of residency will be required, such as a recent utility bill, child benefit or family tax credit letters (recent year) for children and bank statement, mobile phone bills or similar for adults living in the property. Applications are considered for children in disposable nappies up to school reception age. (Exceptional circumstances will be taken into consideration for children still in nappies after this stage).

This assessment will include an on-site waste audit; to ensure that an applicant is fully utilising the Council's recycling services. Should it be determined that this is not the case, the application for additional residual waste capacity will be refused in the first instance and information and/or bins will be provided (if required) to enable full participation in the recycling service. Following a period of at least three months, or following a change in circumstances, a household will be permitted to reapply for additional capacity, if required.

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 purchase a new green bin. The second bin will have a different coloured lid for ease of identification for the collection crews.

Unauthorised bins will not be emptied.

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

The provision of an additional capacity bin is at the discretion of Wirral Council's Waste Management Team.

18.2 Non-hazardous clinical waste

A household generating a significant quantity of non-hazardous clinical waste, due to medical conditions of an individual who is permanently resident there, may request

additional residual capacity to be collected by the Council's waste collection contractor.

Non-hazardous 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.wirral.gov.uk/recycling or Streetscene. 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, they will be supplied with an additional green bin, free of charge. The second bin will have a different coloured lid for ease of identification for the collection crews.

Unauthorised bins will not be emptied.

All clinical waste must be bagged 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.

Additional capacity provided is at the discretion of Wirral Council's Waste Management Team.

19. Disposal of needles (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 must not be put in your bins for disposal. Any bin containing this type of waste will not be collected. If a resident finds needles on their property Streetscene will advise which pharmacies will accept them for disposal.

20. Requests for additional recycling bin capacity

If a household requests additional recycling capacity, an additional grey recycling bin can be purchased.

21. Abandoned bins

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

22. Collection of white goods, bulky items and furniture (ERIC Service)

The Council offers a chargeable service for the collection of bulky items that do not fit into a 240ltr wheelie bin, the cost of which is reviewed annually and published as part of the Council's Fees and Charges register. Please refer to the Council's website www.wirral.gov.uk/recycling for further information, including items that can and cannot be accepted by the ERIC service.

23. Collection of unwanted bins

If a householder no longer requires a bin at their property, this can be collected using the Council's ERIC service (see Section 22).