



Waste Collection Policy



monmouthshire
sir fynwy

Contents

Version Control	2
Introduction	3
What can you expect from the Council in relation to your waste collections?.....	5
What does the Council expect of me in relation to my waste collection?.....	5
Assisted Collections	6
General Collection Policy	8
Contaminated bag process flow chart	11
Absorbent Hygiene Products Service (Nappy Service).....	12
What happens in adverse weather?.....	12
What happens if my road is closed?	12
I have moved into a new development, what does that mean for my waste collection?	13
Communal Collection Points	13
I live on a Private Road, what does this mean for my waste collection?.....	13
Missed Collections	13
What to do if you are unhappy with the waste collection service?	14
Additional Services.....	14
Bulky Waste Collection Service.....	14

Version Control

Title	Waste & Street Services Operational Policies
Purpose	The purpose of this document is to describe the current operational procedures within Waste & Street Services
Owner	Carl Touhig
Approved by	Policy Working Group Select Committee??
Date	Date that this document was approved
Version Number	3.1
Status	Draft awaiting approval
Review Frequency	Annual review
Next review date	12 months from committee approval
Consultation	Highways/Planning

Introduction

Our Purpose

To provide and promote a clean, safe and sustainable Monmouthshire

Through the delivery of our services in a reliable, flexible and cost effective way that meets the needs of our residents now and in the future

Monmouthshire County Council Purpose	Building Sustainable and Resilient Communities
Monmouthshire County Council Well-being Objectives prioritised to Waste & Street Services in the Service Improvement Plan 2017/18	Maximise the potential of the natural and built environment
	Future-focussed Council
	Lifelong wellbeing
	Best possible start in life
	Thriving and well-connected county

Background

Waste & Street Services is naturally focussed towards maximising the potential of the natural and built environment but recognise the important role we play in delivering services that contribute to the wider Well-being Objectives.

We are one of the few service areas that interact with all our residents on a weekly basis. We carry out 80,000 domestic collections of recycling and waste every week from over 44,000 households. We rely on residents to play an equally important part in this interaction, participating in the services on offer help us meet targets and reduce costs. We have a network of four household waste recycling centres that collectively where residents dispose 25,000 tonnes of waste and recycling every year.

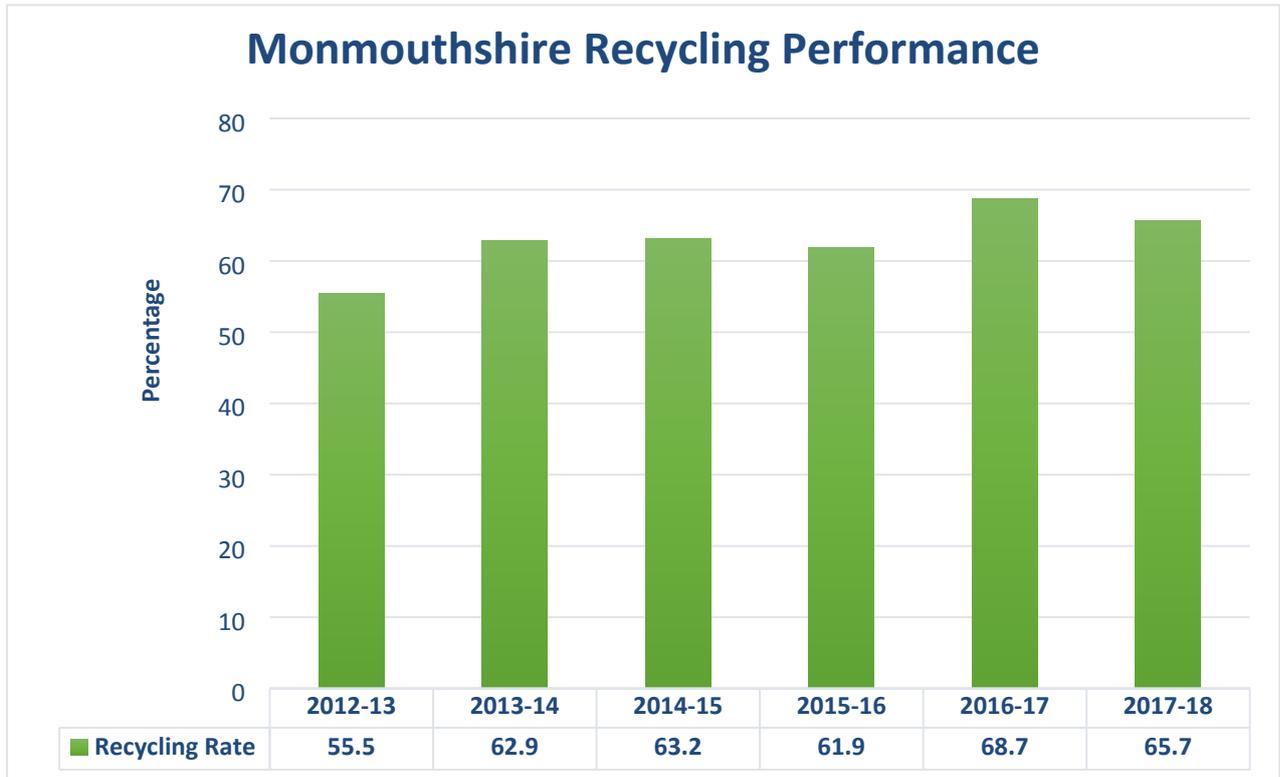
Our Duty

Under the terms of the Environmental Protection Act, 1990, Monmouthshire County Council is classed as a Waste Collection and Disposal Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties in the county. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection receptacle(s);
- Where the receptacle(s) must be placed for the purpose of collecting and emptying;
- The materials or items which may or may not be placed within the receptacle(s).

The Welsh Government has set statutory targets of recycling 58 per cent by 2016-17, 64 per cent by 2019-20 and 70 per cent of waste by 2024-25. 'Towards Zero Waste' is the overarching waste strategy document from Welsh Government that outlines Wales' aim to become a zero waste nation by 2050.

Monmouthshire has achieved high recycling rates in line with Welsh Government targets which can be seen in the table below.



Monmouthshire County Council sends all of the refuse and non-recyclable waste to an Energy Recovery Facility in Cardiff. This means that less than 1% of Monmouthshire's waste is sent to landfill.

This policy outlines how Monmouthshire County Council is to deliver the refuse and recycling collection service as well as the actions required for householders to participate fully in the service to recycle and dispose of their waste.

What can you expect from the Council in relation to your waste collections?

Under Section 45 of the EPA 1990 the Council has a duty to arrange the collection of waste in its area except where in the opinion of the authority it is so isolated or inaccessible that the cost would be unreasonably high and is satisfied that adequate arrangements can reasonably be expected to be made by the residents or business that produces the waste.

We will provide a weekly recycling collection (red bag, purple bag and food waste), fortnightly recycling collection (glass box) and a fortnightly rubbish collection (2 rubbish bags and absorbent hygiene product collection in yellow bags). Garden waste is dealt with via a separate policy.

You will have an allocated day for each collection taking place between 7am and 3pm. Exceptions to this include Bank Holidays and adverse weather.

We will provide you with access to your collections dates and to be able to download a calendar via our [collection day's page](#).

We will ensure you have a blue bin for food waste collection, a kitchen caddy for food waste and free food waste bags, a red and purple bag for dry recycling, a box for glass and yellow bags for absorbent hygiene waste products. Replacements will be provided free of charge.

Our operatives will treat your bin/box/bag with care and put it back in the correct place. We will pick up any rubbish dropped by crews during the collections and report litter back to the cleansing teams.

Our operatives will be polite and courteous during their collections.

We have a statutory duty to provide one Household Waste Recycling Centre (HWRC) in the County. If you drive a van or a trailer you will need a permit before you can use the HWRC. Residents will need to have their residents permit or a driving licence with a Monmouthshire address to use the Household Waste Recycling Centres.

We will only collect waste in the correct containers which has been properly separated and presented– if something is not in the right bin/bag/box we will leave a note saying why it wasn't taken, you can read more on contamination below. If waste is strewn all over the location as a result of being mis-presented, we will leave a note saying why it wasn't taken.

What does the Council expect of me in relation to my waste collection?

Residents and businesses have a statutory duty to recycle their waste and present it separately in line with the collections system offered. Residents also have responsibility to present waste and recycling in a safe manner for our operatives. This means considering the following:

- Is the bag too heavy to lift;
- Are there any sharp objects that have not been wrapped up;
- Are there any contaminants or has anything been placed into the wrong receptacle.

If our operatives feel it is unsafe for them to collect a bag they will leave a sticker and your waste will not be collected, please note this is not a Missed Collection.

Please place your waste out by 7am to guarantee collection, please note you should not put waste out before 6pm the night before your collection as waste left on the street for a long period of time can cause a hazard. This is considered mis-presentation of waste and is enforceable under the Environmental Protection Act. Waste should not be left on the kerbside any later than 24 hours after your collection.

You must provide your own bags for your rubbish collection. Each household can place out 2 x 80L rubbish bags. You need to put your waste & recycling placed in a visible and safe location which can be accessed by our operatives, or at your designated collection point which is normally the closest kerbside point to your property. If you are unsure please contact Waste & Street Services who will tell you the precise location for collection of your waste.

Assisted Collections

Purpose

The Council will consider requests for assisted collections for waste collections from its residents. Where a resident is infirm and struggles to manage to bring waste to the collection point the Council may be able to offer an assisted collection. An assisted collection application allows residents to request their waste be collected from a point other than the kerbside.

The Assisted Collection policy sets out the application process; how entitlement decisions are made, and your right to appeal a decision.

You may be entitled to an Assisted Collection for all of your waste services on a temporary or permanent period, the process is the same for both type of applications.

Application Process

Using My Council Services, our online self-serve tool, or make contact with us through the contact centre, or a local hub to request an assisted collection. You will be asked to provide some pertinent details such as:

- Name
- Address
- Reason for request

You may also be asked some questions to determine eligibility such as;

- If there is another member of your household able to present the waste
- If there is a neighbour or carer who can assist with presenting the waste.

Following receipt of your request which will be sent to the Waste & Street Services Education team, an officer from this team will make contact with you to arrange a site visit at a date and time which is convenient. You can expect to receive initial contact within 2 weeks of making the request.

What happens during a site visit?

The team member will check the information we have captured is accurate and still correct. The team member will carry out an eligibility check, which will include a risk and access assessment in relation to your application. Please bear in mind that part of this check will include the safety and practicality for our team members and operatives in delivering an assisted collection if one is granted.

The following are some considerations that will be taken into account during an assessment for collections crew: access and safety, distance from highway, time taken to complete, reasonable alternatives for disposal etc.

Outcome of the site visit?

The outcome of the site visit will determine your application for an assisted collection. Please note that the outcome of the application may be varied in relation to the different waste streams being presented. Each outcome is determined on the situation of the application being presented, not all assisted collections will be delivered in the same way.

You will receive notification of the outcome of the site visit from the Education Team during the site visit, or shortly following the site visit.

Please note the Council may include certain conditions or obligations on to you in relation to the assisted collection where we have to enter onto your property in order to maintain the health and safety of our operatives.

Change in Circumstance?

If there is a change in your circumstances, you may be required to resubmit an application; a change in circumstance could include a change to the risk assessment such as pet ownership or improvement in physical conditions. Please notify the Council using either the self-serve function or the contact centre of one of our local hubs.

Unhappy with the outcome of the assessment?

Should you be unhappy with the outcome of the assessment please use the Council Complaints procedure to lodge your complaint.

Review Period

Entitlement to an assisted collection will expire every 3 years and you may then be asked to resubmit an application for assisted collection.

Please note entitlement for temporary assisted collections will be awarded with an expiration or review period relevant to the condition.

The Council also reserves the right to withdraw or refuse an application should the health and safety of our operatives become compromised. You will be notified by the Council in writing of any changes to your assisted collection.

Will adverse weather affect my collection?

Your waste will be collected in line with the adverse weather conditions policy where it is safe for us to do so.

General Collection Policy

What does the Council collect and when?

Please see poster below which details all our services, please note these are examples and not an exhaustive list. If you are unsure about what goes where, or when, please just get in touch with us via the contact centre and we will be able to provide specific advice.

Acceptable receptacles

The Council will provide the receptacles for all your recycling and nappy bags. You will need to collect receptacles from your local Community hub. Please note all containers and bags remain the property of the Council.

The Council will not provide receptacles for residual/general waste for individual households.

WHAT GOES WHERE 2019



Red recycling bag

Weekly

- Paper and shredded paper
- Card/cardboard
- Junk mail
- Envelopes
- Magazines and newspapers
- Juice cartons (including Tetra Paks)



Purple recycling bag

Weekly

- Tins and cans
- Plastic bottles and tops
- Kitchen foil
- Yoghurt pots and plastic Punnets
- Margarine tubs and ready meal trays
- Empty aerosols



Blue food waste bin

Weekly

- All food (cooked and raw)
- Bones
- Peelings
- Tea bags
- Paper towels



Glass recycling box

Fortnightly

- Glass bottles
- Glass Jars



Black rubbish bag

Fortnightly

All non recyclable waste
Including:

- Polystyrene
- Crisp packets
- Plastic wrapping
- Cold ashes
- Cat litter and dog waste



Yellow nappy hygiene waste bag

Fortnightly

- Disposable nappies
- Incontinence waste
- Other changing waste including; cotton wool, wet wipes and nappy bags



Batteries and electrical items can be recycled at the Household Waste Recycling Centres
Visit Monmouthshire.gov.uk



Seasonal garden waste collection

Register for the service at Monmouthshire.gov.uk



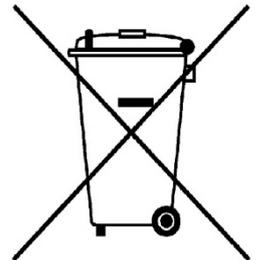
Are there items I cannot place in my recycling and black bag for kerbside collection?

Yes, please see below a list of items that may not be presented in your recycling and black bag collections. These materials may be able to be taken to a Household Waste & Recycling Centre.

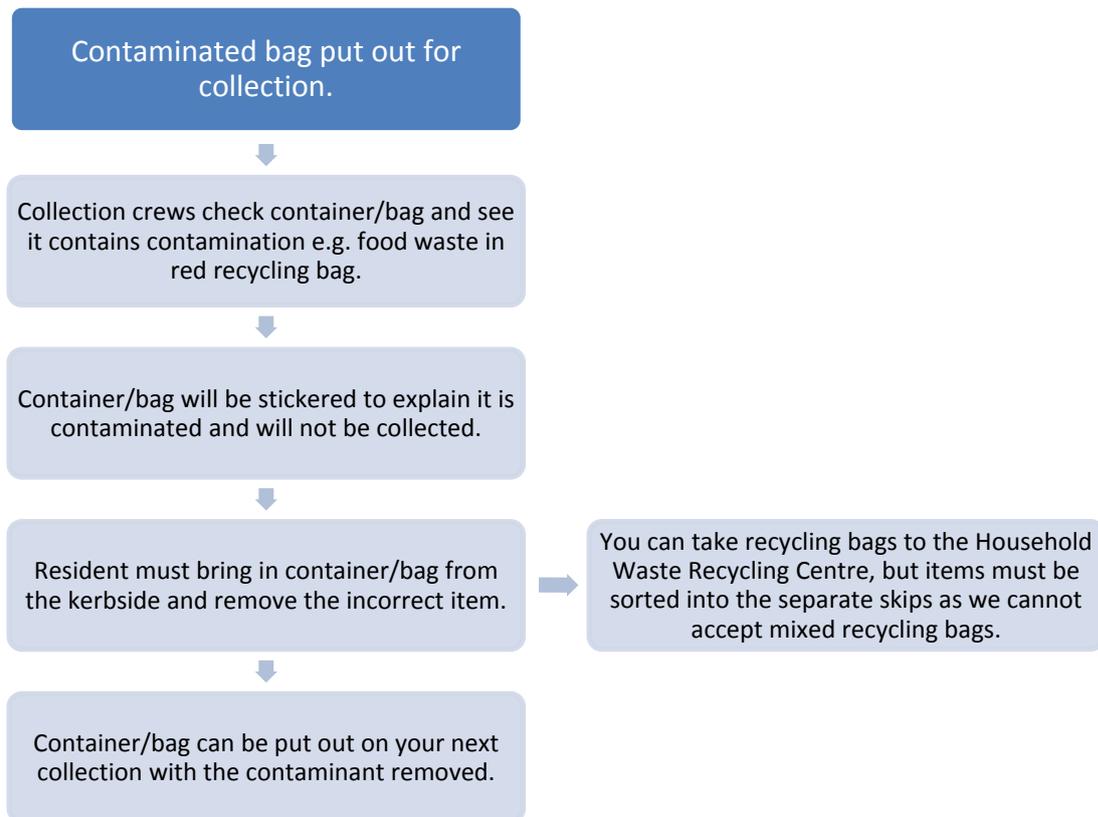
- Clothes, shoes, fabric and bedding
- Uncontained liquid waste
- Commercial/business waste
- Hot ashes (please allow to cool)
- Batteries
- Car batteries
- Hazardous wastes e.g. asbestos
- Corrosive substances including paint & oil
- Materials generated from construction, demolition, DIY home improvement or decorating e.g. Rubble, bricks, Plasterboard, Wood etc
- Soil, stones, Garden Waste (we have a dedicated collection for garden waste)
- Fluorescent tubes/low energy light bulbs
- Waste Electrical & Electronic Equipment e.g. Microwaves, TV's, Irons, Toasters, Kettles, Hairdryers, Electric Toothbrushes, Computers. Anything with
- Pesticides & weed killer
- Paint (in liquid form)
- Tyres
- [Bulky Waste](#) or large items such as furniture or appliances

Any items with the crossed out bin sign on it cannot go in your kerbside waste and must be taken to a Recycling Centre for correct disposal.

If you present waste which our operatives believe contains any of the above, or any not accepted materials, the operatives will not collect the waste. The collection crew is not permitted to remove contaminating materials. A label will be affixed to the container detailing the reason for non-collection, please note this will not be classed as a missed collection and we will not return to collect the waste.



Contaminated bag process flow chart



The crew will not return to collect rubbish containers rejected for collection, even if the offending material has been removed, until your next scheduled collection date. The disposal of the contaminant becomes the responsibility of the householder, who will be required to dispose of the waste in accordance with instructions provided by the Council Officer. Generally, the householder will be required to remove the waste contravening this policy. The container can then be presented on the next scheduled rubbish collection day for emptying.

Failure to comply with the instructions of the Council Officer may result in enforcement action being taken under appropriate legislation.

Absorbent Hygiene Products Service (Nappy Service)

Monmouthshire provides yellow single use bags for nappy and hygiene waste which are collected fortnightly in along with your refuse collection.

As with other recycling bags, the bags are available for you to collect from your local Community Hub. This service is free of charge to residents of Monmouthshire and does not require pre-registration.

For discretion, we are able to collect yellow bags from inside a small dustbin placed at the kerbside alongside your refuse.

The yellow bags must only be used for nappy and hygiene waste and associated items such as; disposable nappies, cotton wool, wet wipes, nappy sacks and absorbent hygiene waste products. If they are used for general household rubbish they will not be collected and will be subject to the contaminated bag process.

What happens in adverse weather?

We often experience periods of adverse weather where the priorities for delivery of the service are determined by what is safe and reasonable for our operatives to do. In many cases the waste operatives are usually diverted to deal with the adverse weather event or exceptional circumstance so the Council has to operate a reduced waste collection service.

We will prioritise the collection of residual/general waste above recycling in areas where it is safe to do so. You will be able to find up to date information in relation to your collections on our website or social media channels.

If it is unsafe for us to collect your waste, please note that this is not a missed collection for reporting purposes, we will endeavour to collect the waste when it becomes safe for us to do so.

What happens if my road is closed?

Where the Council has been notified of a road closure that will affect waste collections we will work with the contractor and may be able to assist residents in transferring waste to the safe location. You will be notified of any change that affects where you must present your waste.

We will endeavour to collect waste once it is in a safe accessible location; however if there is not a suitable safe location you are able to take your waste to the Household Waste Recycling Centres should you wish.

If there is an emergency road closure our operatives will do what they can to collect presented waste, if this is not possible for safety we will update Contact Centre and Hubs who will be able to provide you with additional information in relation to your waste collections.

I have moved into a new development, what does that mean for my waste collection?

Whilst under “developer control” – responsibility for presenting waste lies with the developer to present it to the Council in a location where we can safely and practically collect the waste. The developer should inform you of what this means when you take up residency of the property.

As developments become safe and viable for us to collect in a phased manner, you will be contacted by either the developer or the Council in advance of your collections being collected from the kerbside. The decision in relation to kerbside collections on new developments is with the Council and based on risk assessments and health and safety of our operatives and vehicles.

Communal Collection Points

A communal collection point is where two or more households present their waste in the same location.

In order to promote high levels of recycling and reduce fly tipping and deliver an operationally efficient service, the Council does not encourage communal collection points.

In exceptional cases where a communal collection point may be beneficial a Recycling Officer can visit and assess your requirements.

I live on a Private Road, what does this mean for my waste collection?

In normal circumstances we do not drive on a private road.

However, there are circumstances where it may be necessary to access a private road. In this instance, MCC vehicles will only travel on roads where it is deemed safe and suitable to do so.

The decision on safety and suitability will be made by an officer of the council in the form of a risk assessment and will take various factors into account such as surface condition, width and turning space of the road.

If MCC agree to access a private road, permission may be required from the owner and indemnity required towards any damages caused whilst delivering services.

Should a private road become unsuitable or deteriorate in condition, the Council will review to determine suitability for delivering services and advise the owner on the outcome and any remedy required to continue collections.

Should you wish to appeal a decision in relation to a Private Road, you can use the Council Complaints Procedure.

Missed Collections

A missed collection is defined as recycling or waste bags/boxes presented within the stated parameters of the collection policy (ie: placed out kerbside by 7am, correct materials present in the waste stream, presented in the correct containers) that is not collected by our collection crews either in error or due to unforeseen circumstances such as emergency road closure etc.

If MCC collection crews pass a property and there is no waste presented this is **NOT** classed as a missed collection.

In this instance, MCC collection crews will record when a property has no waste out for collection on an in-cab system which feeds information back to the contact centre.

If a 'missed collection' is reported to the contact centre by a member of the public but it has been recorded by our crew that waste was not presented, MCC will not return to collect the waste.

Members of the public will be advised to hold on to their waste until their next scheduled collection or use the Household Waste Recycling Centre.

If waste is presented but contaminated with materials not in line with the collection policy this will be classed as mis-presented, stickered as so by MCC collection crews and also recorded on an in-cab system which feeds information back to the contact centre.

If a 'missed collection' is reported to the contact centre by a member of the public but it has been recorded by our crew that waste was contaminated, MCC will not return to collect the waste.

Members of the public will be advised sort the waste into the correct receptacles, or remove the contaminant. The waste will then be collected on the next scheduled collection date or alternatively can be taken to the Household Waste Recycling Centres. (nb: the HWRC's don't accept red and purple recycling bags – you will need to separate the recycling out into different material streams).

If waste has been stickered as contaminated it is the resident's responsibility to remove this from the kerbside within 24 hours.

Please note if we are unable to collect waste as a result of an adverse weather or exceptional circumstance, this will not be classed as a missed collection and you will find further details on our website in relation to when full services will resume.

Please note the following guidelines for missed collections where the waste was correctly presented before 7am on the day of collection:

All waste streams - we will collect within 3 working days but we will endeavour to get there sooner.

All reports of missed collections must be made using the self-serve function on My Council Services, via the contact centre or in your local hub.

If you have confirmed missed collections on more than 3 occasions during a 12 month period, a Supervisor may need to attend to investigate the issues. The Council Complaints Policy is available if needed.

What to do if you are unhappy with the waste collection service?

If you are unhappy with the waste collection service, please use the Councils Complaints procedure to lodge your complaint, which will be directed to the correct officer and dealt with in accordance with the policy timescales.

Additional Services

Recycling Officer Visit

Recycling officer visits/contact can be requested if you have any problems or questions about your recycling/waste collection.

If a household has exceptional circumstances and require extra allowance of refuse, for example large families, you can request to have a visit from a recycling officer to discuss your needs. You can request to be contacted by a recycling officer if you have any problems or questions about your recycling collection. You can do this by contacting Monmouthshire County Council via the methods in the contact section of this document.

Bulky Waste Collection Service

Monmouthshire County Council provides a Bulky Waste Collection Service to collect furniture and large household items from residents. This service is operated by Homemakers Community Recycling. Homemakers Community Recycling is a registered charity and they aim to reuse or recycle all the items they receive.

Home collection costs start from £15 for 1-3 items and increases for additional items. More information can be found on Homemakers website - <http://www.hmcrecycling.co.uk/bulk-collection.html>

To arrange a collection please contact Homemakers on 01873 857618.

Commercial Waste Customers

Please note all the above policies are applicable to commercial waste customers.

If you require additional information on your legal obligation in relation to commercial waste please visit our website for more details.

Garden Waste

Please note there is a separate policy for Garden Waste Customers available online.