

Refuse and Recycling Collections Policy



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Updated – 11 April 2019

1.0 Refuse and Recycling Collections Policy Overview

North West Leicestershire District Council (NWLDC) is responsible for the collection of household refuse and recycling within the district. The purpose of this policy document is to provide a consistent approach to our refuse and recycling collections, informing residents how it operates and what to expect.

Background

Since 2003 the authority has improved its recycling performance from 6.8% in 2003 to 46.7% in 2014. This is represented by the chart below which also shows key milestones with regard to the refuse and recycling collection service.

Chart 1 - Recycling Performance 2001 - 2014

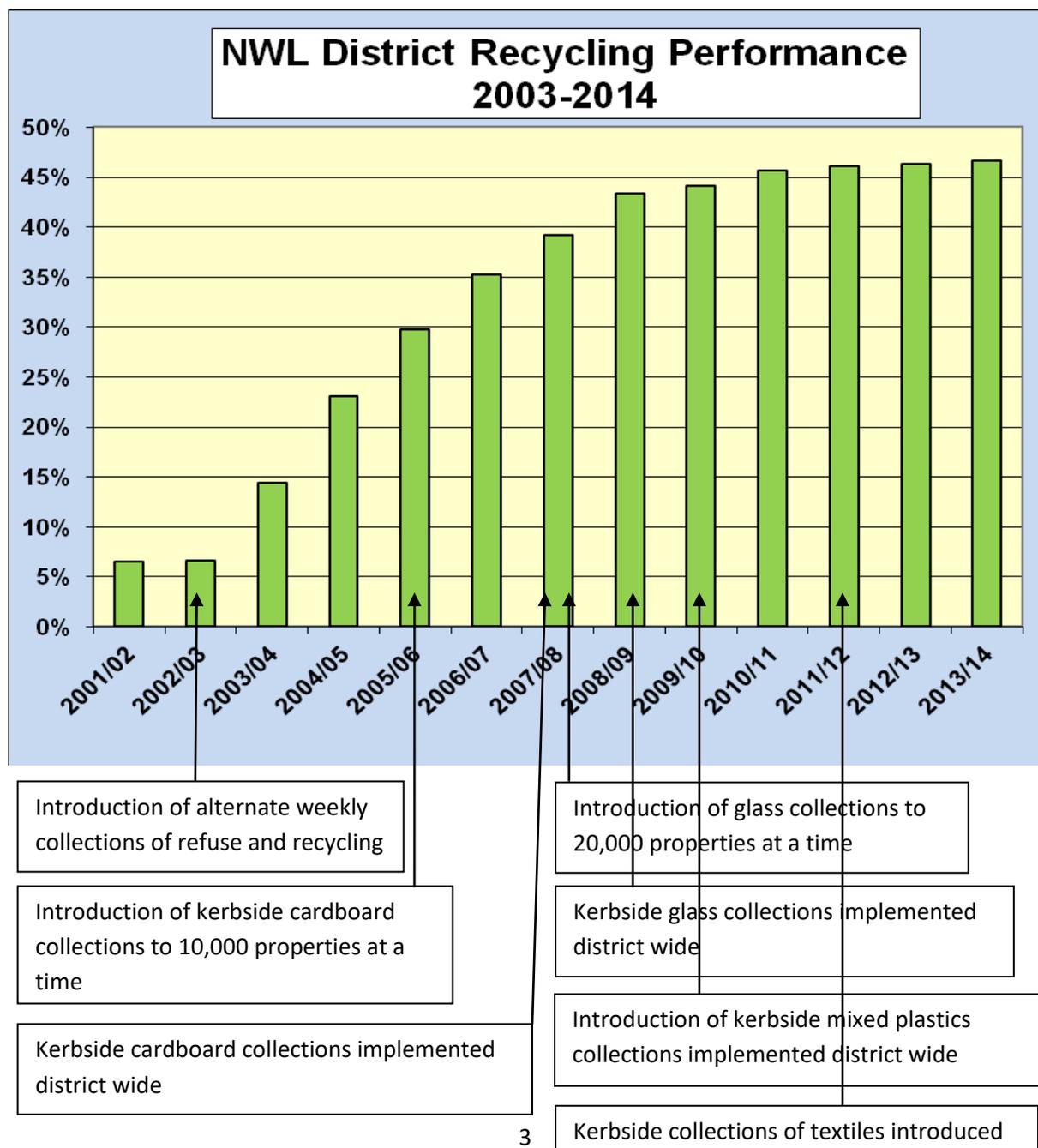
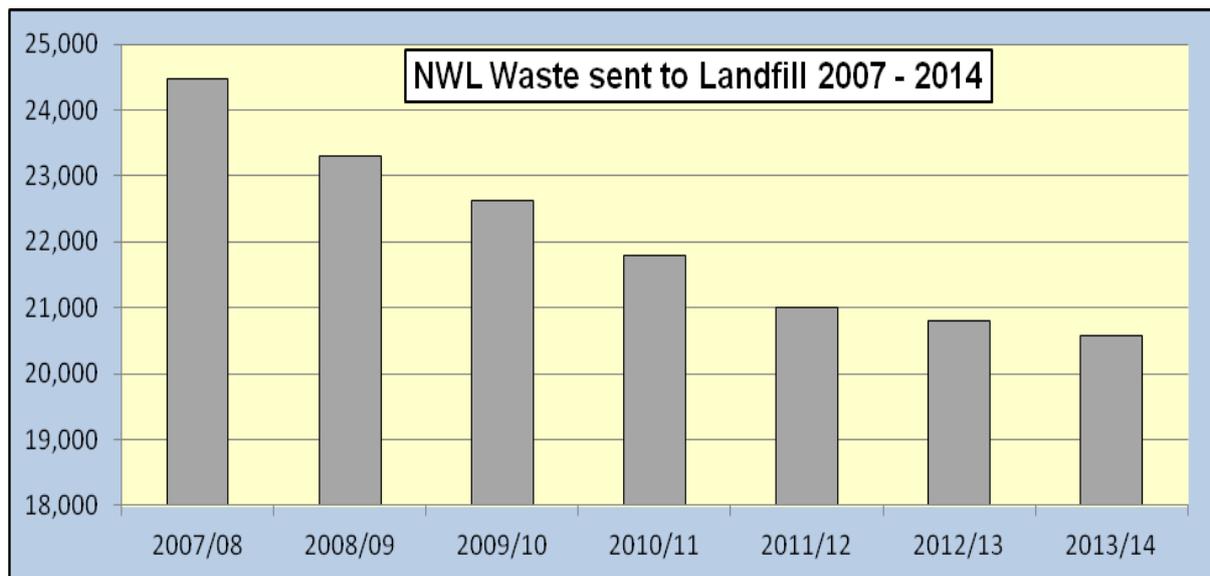


Chart 2 – Waste sent to landfill 2007 - 2014

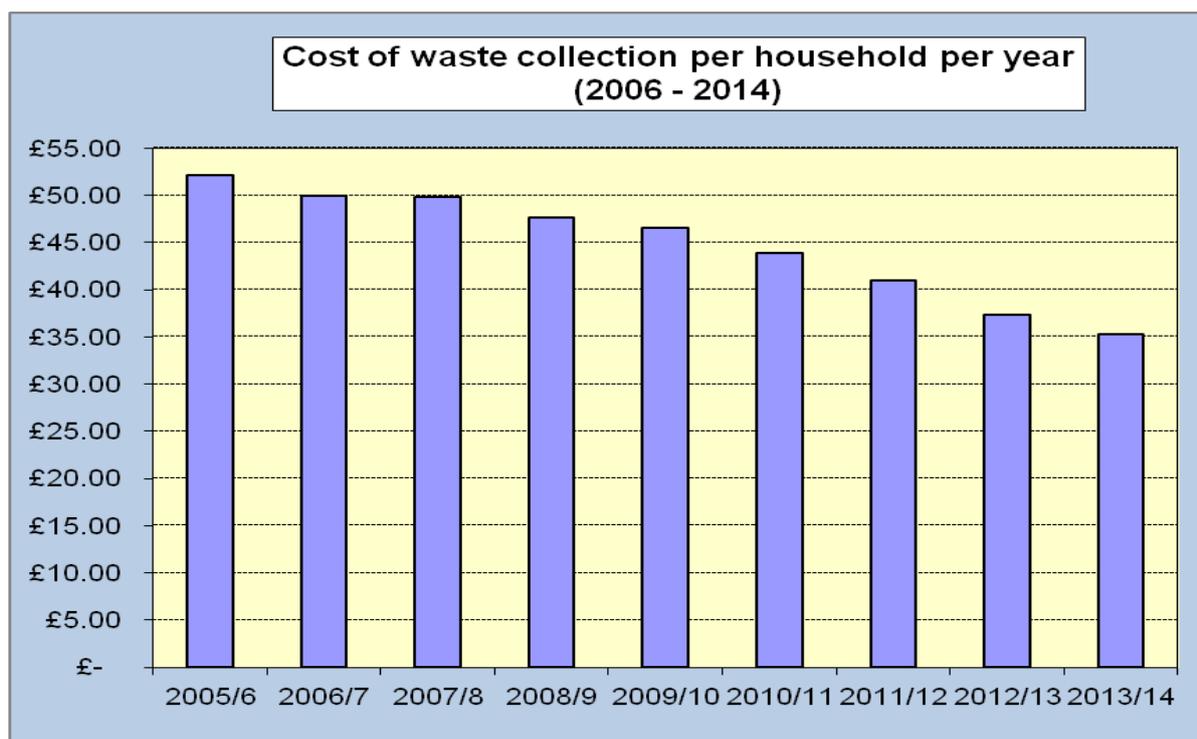


This has also had the effect of reducing waste to landfill as can be seen in Chart 2.

On average, every household in the district produces about one tonne of waste every year which is enough to fill a normal single garage from top to bottom. Almost half of this waste is being recycled or composted but well over two-thirds could be recycled if everyone recycled their waste.

The cost of waste collection has also improved reducing from £52.15 per household in 2005/6 to £35.27 in 2013/14. This can be seen in Chart 3 below.

Chart 3 – Cost of Waste Collection per Household



Strategy

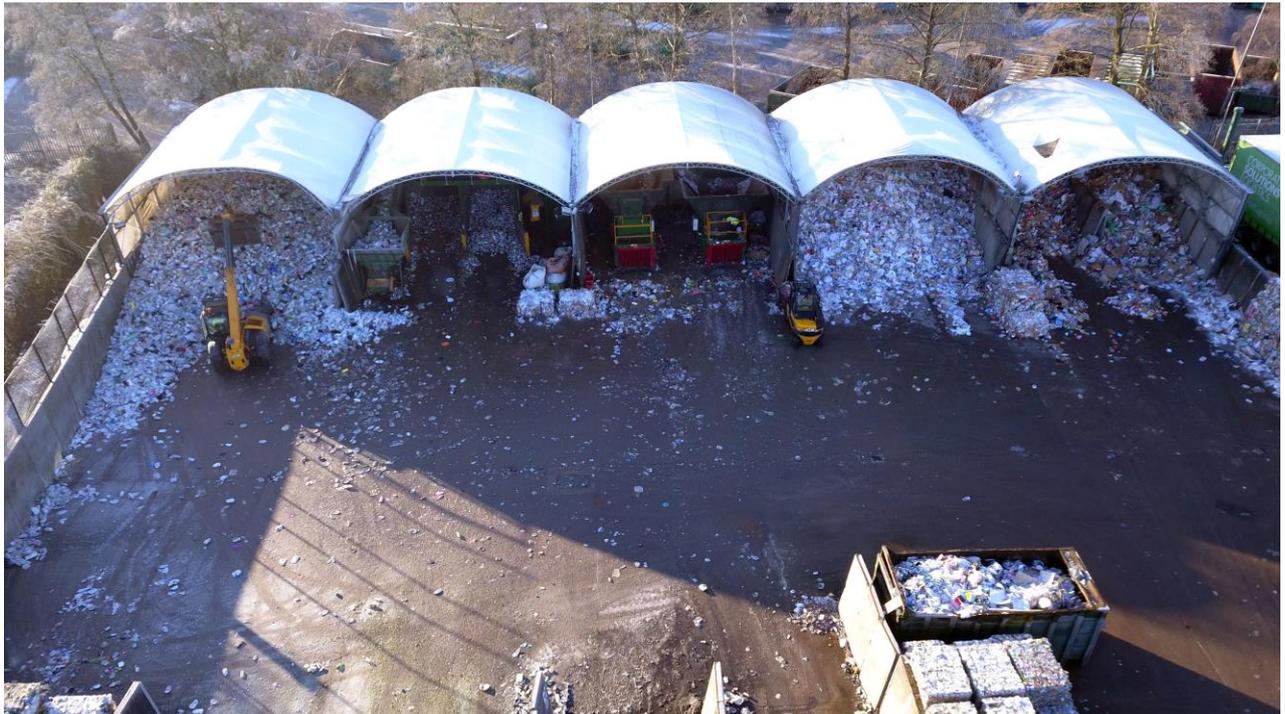
The National Waste Strategy 2007, published by DEFRA, sets out national recycling targets for England of 40% by 2010, 45% by 2015, and 50% by 2020. The Strategy can be found [here](#)

NWLDC is a member of the Leicestershire Waste Partnership and is signed up to the Leicestershire Municipal Waste Strategy which was created in 2006 and refreshed in 2011. The ambition of the partnership is to recycle 58% of Leicestershire's waste by 2017. The strategy can be found [here](#)

In April 2019 NWLDC created a new strategy – “Recycle more...” It is designed to increase the district's recycling rate to 50% by 2021/22. Recycle more...The Plan can be found [here](#)

NWLDC's method of collecting recycled material at the kerbside is called 'source separated' and has been in place since 2003. In 2006 a Waste Transfer Station was constructed in Coalville to enable NWLDC to store and process recyclables separately to sell directly to reprocessors to attract the highest market price for the material. This method of collection has increased recycling rates whilst also generating significant income to the Council as well as preserving the quality of the materials for recycling.

Picture 1 – NWLDC's Waste Transfer Station



2.0 NWLDC Waste Charter

What you can expect from the Council:

- We will abide by the [waste collection commitment](#) found on our website.
- We will collect your recycling and waste containers on the same day on an alternate weekly basis; and if we cannot collect we will leave an advice card to let you know why.
- We will return your containers to where they were collected from.
- We will pick up any spillages we cause.
- We will collect your waste and recycling containers from the edge of your property next to the public highway, or otherwise agreed by the Council. Where we have not collected your waste and recycling container(s) which was presented correctly and on time we will return to empty it by the end of the next working day if the failure to empty the container(s) was the fault of the council.

What the Council can expect from you:

- You will present your waste and recycling containers correctly on the edge of the property next to the public highway so they are highly visible and accessible on the correct collection day by 6.00am.
- You will put the right material in the right container for safety and operational reasons to ensure your waste and recycling materials are collected.
- You will take your waste and recycling containers back in as soon as possible after collection has been made on the same collection day.
- You will use the containers appropriately. For example, putting lids on red boxes to prevent waste escaping and to keep the neighbourhood tidy.
- You will make your own arrangements to dispose of your waste if you did not present your waste on time to avoid adding unnecessary cost to the service.

3.0 Waste and recycling container collection points

3.1 Waste and recycling containers must be correctly presented on the edge of the property next to the public highway on the day of collection by 6.00am. Residents are able to find out their collection day by following the link provided here: <http://my.nwleics.gov.uk/my-property-finder?address>

The rationale is to provide clarity in terms of collection points. Also, it is worth noting that changes to routes are not uncommon. For example, if there is a road closure which necessitates an alternative collection route it can result in containers being collected at different times than is usual. This means it is important to always present containers for collection before 6.00am as the usual time cannot be guaranteed.

3.2 Properties on the assisted service will be collected from a collection point other than on the edge of the property next to the public highway by prior arrangement with the Council. See section 7.0 for the assisted collections policy.

3.3 For unadopted or private roads the Council will collect and return containers to where the private road meets the highway and where it is safe to do so. Properties which are serviced by unadopted or private roads and have shared access will present their containers next to the public highway at a dedicated communal bin storage area or at a specific collection point agreed by the Council.

The rationale is to provide clarity to rural properties where shared access causes confusion and where it results in NWLDC vehicles traversing private roads the consequences of which are difficulties in manoeuvring which increases the risk of incidents and accidents; creates liability issues if damage is sustained to private drives; and to provide clarity to developers.

3.4 The householder will be responsible for ensuring waste and recycling containers are safe to move and handle when presenting them for collection. Wheeled bins must not be over loaded or too heavy to move safely. Wheeled bins will need to have lids fully closed for safety reasons. Wheeled bins which are too heavy or with raised lids will not be collected until they have been made safe. These bins will need to be presented on the next scheduled collection.

3.5 Refuse side waste which is additional waste left next to the wheeled bins will not be collected and will need to be disposed of safely by the householder as soon as possible. NWLDC may agree to collect side waste in exceptional circumstances but this must be arranged by prior agreement. An example of this would be if a resident moved into a property where the bins were already full with the previous occupiers waste.

3.6 Recycling containers should contain recyclable waste in a safe manner for the collection crews. That is:

3.6.1 Glass bottles and jars must be kept separate to plastics and cans for safety reasons and kept in a separate red box. Broken glass must not be placed in the red box and should be recycled safely at a recycling bottle bank (bring site) for the safety of the crew.

3.6.2 Householders are responsible for keeping their wheeled bins and recycling containers in a clean and hygienic condition.

3.6.3 Lids should be used on red boxes; and flaps used on blue and yellow bags to secure the waste and to avoid waste escaping to keep the neighbourhood tidy.

3.6.4 Excess recyclable waste should be placed in red boxes. The Council will supply additional containers on request. This is as a result of plastic bags being detrimental to the value of material and in the process used to separate plastic bottles, pots, tubs, and trays. It is also a safety issue for the waste collectors. Glass must always be in a separate red box.

3.7 Garden waste bins contaminated with household waste such as; plastic plant pots, trays, bags, food waste, pet waste, rubble, bricks, large quantities of soil or excess sods of turf will not be collected. These items will need to be removed and the bin re-presented on the next scheduled collection.

3.8 The provision of waste and recycling containers are intended for domestic waste only, not business waste. If a business operates from a domestic property the waste generated by the business will not be collected. The Council operates a waste and recycling collection service for businesses. For further information please click [here](#)

3.9 Reports of non-collection must be reported within two working days of your scheduled collection day. If the council's collectors were at fault the Council will return to empty a waste or recycling container presented on time and correctly by the end of the next working day. All technology available to the Council such as 360° cameras and driver GPS logs will be used to establish what circumstances resulted in the non-collection of the waste or recycling container, so appropriate action can be taken.

The rationale behind this policy is to reduce the time and significant cost of fuel and staff associated with returning to properties who do not present their waste containers on time.

3.10 If the Council was not at fault, the householder will have the following options:

- Correctly present waste or recycling containers on the next scheduled collection.
- Dispose of the waste at a Household Waste Recycling Centre (HWRC). Locations of the Ashby, Coalville, and Shepshed HWRC's can be found at: http://www.nwleics.gov.uk/pages/recycling_sites
- In exceptional circumstances the Council may return. For example, elderly or vulnerable people receiving assisted collection where a non-collection would pose a health hazard.

4.0 Waste and recycling containers

4.1 The Council's policy is to supply new households with between 1 and 3 people who permanently reside at the property with a single 180 litre bin. This is smaller than the current 240 litre supplied as standard capacity. This is to encourage residents to recycle more and reduce waste to landfill. This policy applies to any replacement refuse bins from all households in the District.

4.2 An option to upgrade from a 180 litre bin to a 240 litre refuse bin for households of 4 or more permanent residents will be permitted at no charge.

4.3 All applications for additional or larger refuse bins will be considered on an individual case-by-case discretionary basis. For example, if one or more of the residents have a medical condition producing extra waste they can contact NWLDC (contact details provided on page 13). The request will be assessed by an appropriate officer with appropriate checks made in line with data protection requirements. Additional bins or extra capacity for the disposal of nappies will no longer be available since [Recycle more... The Plan](#) was adopted by Cabinet on 9 April 2019.

4.4. Households are provided with one 240 litre garden waste bin, which is emptied free of charge.

A charge for additional garden waste bins was approved as part of budget plans at a full council meeting on 24 February 2022. From 1 June 2022, the 'additional garden waste service' was made available to residents if they wish to have more than one garden waste bin emptied. The annual charges for this service can be found at www.nwleics.gov.uk/paygardenwaste

Additional garden waste bins must display a valid subscription sticker in order to be emptied. The full terms and conditions for this service can be viewed at www.nwleics.gov.uk/paygardenwaste

Some households are provided with two 140 litre garden waste bins which are only available in exceptional circumstances, such as restricted property access or for customers with mobility issues. Requests for two smaller garden waste bins are reviewed on a case-by-case discretionary basis.

5.0 Replacement waste and recycling containers

5.1 To help prevent waste and recycling containers being lost or stolen we encourage residents to identify their wheeled bins, containers and bags by clearly marking them with their house number. Residents can present waste and recycling containers for collection the night before the collection day and return their containers from the kerbside as soon as possible following collection.

5.2 It is the responsibility of householder to look after their waste and recycling containers so they are not damaged; for example, not disposing of heavy items such as bricks or rubble in the wheeled bin.

5.3 Replacement containers which have been lost, stolen or damaged are currently provided free of charge. However, if residents either misuse or damage their domestic or garden wheeled bin there will be a charge to replace it.

6.0 Assisted collections (Exemption service)

6.1 An assisted collection is a service NWLDC offers to residents who either live alone or if all occupiers in the property cannot present their waste and recycling containers at the edge of their property or at the kerbside for collection due to the following reasons:

- Age
- Infirmary
- Illness or disability

An assisted collection permits qualifying residents to have their waste and recycling containers collected and returned from an agreed place on their property; and is only available if there is no one else in the household who is able to do this.

6.2 To arrange an assisted collection, residents should contact NWLDC. This service is only for those who meet the criteria. To support a request for the service an appropriate officer may ask to see evidence and make enquiries of the applicant to ensure the criteria is met. This may include a visit or phone call to discuss and ascertain whether the criteria are met. Any information provided will be treated in accordance with the Data Protection Act.

6.3 We undertake regular reviews of the properties on our assisted collection service; this ensures only those qualifying for the service receive it. This is done either over the phone, by letter or a personal visit by an appropriate officer periodically. In some cases it may be necessary to undertake a visit to the property to satisfy the authority that the criteria is being met.

7.0 Other wastes including; bulky Item, clinical waste and special collections

7.1 Bulky items

Bulky items such as furniture or large appliances can be collected by prior arrangement with NWLDC. Items must be left outside at the front of the property in an accessible manner for collection. Concessions are offered to those residents in receipt of; Council Tax Benefit, Housing Benefit, Income Support, Carer's Allowance, Employment Support Allowance – Income based (ESA – Income based), Jobseeker's Allowance – Income based (JSA – Income based), Working Tax Credit or Universal Credit (standard allowance) To arrange a bulky waste collection please contact the Council, the contact details are on page 13.

For current charges and concessionary rates please refer to the website address:

http://www.nwleics.gov.uk/pages/bulky_waste

For more information regarding which bulky items are accepted or not accepted for collection, please follow the link provided here:

http://www.nwleics.gov.uk/files/documents/list_of_acceptable_items_01_04_08_pdf/List_of_Acceptable_Items_01.04.08.pdf.htm

7.2 Clinical waste

Those residents who have a medical condition which produces clinical waste can arrange for this to be collected by NWLDC. Yellow bags for waste contaminated with blood or other bodily fluids or dedicated yellow sharps containers for medical syringes can be collected.

Your hospital/health care provider will contact NWLDC to arrange collection of the yellow bags. For dedicated yellow sharps containers, which are provided by a GP or pharmacist, residents need to contact the NWLDC once they have six or more full yellow sharps containers. Residents can arrange clinical waste collections by contacting the NWLDC. The yellow bags are supplied by the NHS and not NWLDC.

The collection day for clinical waste is on a Tuesday and all requests need to be made by midday on the preceding Monday. We ask residents not to present clinical waste on the kerbside due to the nature of the material, instead leave it in a place as arranged with the NWLDC. Clinical waste needs to be left out for collection by 6.00am on the collection day.

7.3 Special collections

Businesses who have an accumulation of waste, including fly-tipped waste on their land can arrange special collections – prices are on application by emailing the NWLDC's Trade Waste Collection Service at recycling@nwleicestershire.gov.uk

8.0 Policy review details

This policy does not have a fixed review date and is subject to ongoing review.

From time to time minor changes to the policy may be required to account for potential changes to operational practices or for practical reasons.

If the change is deemed to have a minor effect on District residents the policy will be amended by the Director of Services in consultation with the Portfolio Holder.

For changes to the policy which the Director of Services in consultation with the Portfolio Holder consider will have a significant impact to residents of the District then these changes will be presented to Cabinet for their approval

Any changes will be summarised and a notice placed on the relevant pages of the Council's website.

9.0 Contact details

Email: customer.services@nwleicestershire.gov.uk

Website: <http://www.nwleics.gov.uk>

Follow us on Twitter for waste and recycling:



Address:

North West Leicestershire District Council
Council Offices
Whitwick Road
Coalville
Leicestershire
LE67 3FJ

Appendix 1 – Materials accepted for kerbside collection

Container Type	Accepted Waste Type
Black wheeled bin	<p>✓ Non-recyclable refuse waste</p> <p>✗ No DIY waste such as bricks and plaster</p> <p>✗ No compostable garden waste</p>
Brown lidded wheeled bin	<p>✓ Compostable garden waste – Shrub prunings, garden weeds, plants, leaves, hedge trimmings, dead flowers, cut grass and small tree branches (under 6" thick)</p> <p>✗ No food waste, bricks & rubble, ash, sods of turf, soil (as excess soil will make the bin too heavy), large tree branches (over 6" thick) & trunks, plastic bags, pet waste and faeces; and no black bin waste.</p>
Red Box	<p>✓ Plastic bottles and lids (milk, fizzy pop, shampoo, detergent bottles etc.).</p> <p>✓ Rigid household plastic packaging (clean yoghurt pots, clean plastic tubs and clean trays).</p> <p>✓ Metal food and drinks cans, and empty aerosols, clean foil.</p> <p>✗ No bulky plastic containers</p> <p>✗ No food remains in packaging, no plastic bags, and no plastic film</p> <p>✓ Glass bottles and jars must be kept separate to plastics and cans for safety reasons and kept in a separate red box.</p> <p>✗ No broken glass for safety reasons</p>
Blue Bag	<p>✓ Newspaper and magazines, junk mail, directories (catalogues, phone books, etc), birthday/Christmas cards, envelopes, gift wrapping paper, and shredded paper.</p>
Yellow Bag	<p>✓ All types of household cardboard, cereal boxes, frozen food boxes, pizza boxes and corrugated cardboard boxes.</p> <p><i>(Large cardboard to be neatly flat-packed to approximately 2ft x 2ft, with all polystyrene and plastic packaging removed).</i></p>
A plastic carrier bag (presented next to the red box)	<p>✓ Clothes, shoes, handbags, scarves, gloves, sheets and linen.</p> <p>✗ No duvets, pillows and other household items. <i>(Items of clothing presented in charity bags cannot legally be collected by the Council).</i></p>