



Chichester District Council Waste and Recycling Collection Policy

Contents

1	Introduction	1
2	Statutory Services	1
2.1	Domestic Residual Waste and Recycling Service	1
2.2	Collection Containers	1
2.2.1	Residual Waste Bins	1
2.2.2	Recycling Bins	2
2.2.3	Properties not suitable for wheeled bins	3
2.3	Communal bins for flats or premises with multiple occupancy	3
2.4	Collection Point	4
2.4.1	Private and un-adopted roads	4
2.5	Purchase and ownership of bins	5
2.6	Collection schedules	5
2.6.1	Adverse weather conditions	5
2.7	Missed collections	6
2.8	Assisted collection service	6
2.9	Clinical waste service	6
3	Non-statutory Services	7
3.1	Garden recycling service	7
3.1.1	Collection Point	7
3.2	Bulky household waste collection	7
3.3	Business Waste and Recycling service	7
4	Crew safety	8
5	Crew reports and collection vehicle CCTV	8
6	How to contact us	8
6.1	Compliments and complaints	8

1 Introduction

Under the terms of the Environmental Protection Act 1990, Chichester District Council is classed as a Waste Collection Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties.

This policy document sets out the responsibilities of the Council and the service users and defines the policies and procedures the Council abide by to ensure fairness to all customers.

The Council is committed to providing safe, efficient and economic waste and recycling collections.

2 Statutory Services

2.1 Domestic Residual Waste and Recycling Service

This section refers to collection of residual waste and dry recyclable materials. The collection of garden recycling is covered in Section 3.

The Council operates an alternate weekly waste and recycling collection service. All waste and recycling should be placed at the collection point by 6am on the morning of collection.

2.2 Collection Containers

Most properties are required to use two wheeled bins:

- i) A burgundy wheeled bin for recycling
- ii) A black wheeled bin for residual waste

Three sizes of wheeled bin are permitted; 140 litres, 240 litres and 360 litres. The resident is required to label the bin with the house name/number.

2.2.1 Residual Waste Bins

The Council will collect one residual waste bin per property unless prior authorisation has been given to use additional containers. Properties are permitted up to 240 litres of waste per collection. Households that do not produce much waste can opt to use a 140 litre wheeled bin. Where there are 5 or more permanent occupants in the household and more than 240 litres of capacity is required, residents can apply for authorisation to use additional capacity (usually a 360 litre wheeled bin). Applications can be made online at www.chichester.gov.uk. Before authorisation is given the Council may carry out a waste audit to ensure residents are recycling fully.

All waste should be contained in the wheeled bin with the lid shut. The crew are instructed not to collect excess waste. Excess waste is defined as waste placed at the side of the bin or waste that stops the bin lid shutting thus preventing the safe manoeuvring and emptying of the bin by the collection crew.

The exceptions to this are as follows:

- i) The collection crew are permitted to take excess waste placed at the side of the wheeled bin on the first scheduled collection after Christmas.

- ii) Where excess waste is placed in clear pre-paid Council excess waste sacks. These are for occasional excess waste and can be purchased by the resident. These will not be collected if they contain recyclable items, business waste or garden waste. For more information on Council excess waste sacks visit www.chichester.gov.uk

The collection crews are instructed not to collect unauthorised containers. Where properties present two or more black residual waste bins the Council will collect the larger of the two, if they are of different sizes. Where a property presents multiple bins the Council may write to residents offering them support and guidance on ways to increase their recycling and reduce their waste. The Council can also offer a bin audit in which they will visit the property and assess the contents of the general waste bin.

Bins that are too heavy to be manoeuvred safely by the collection crew will not be emptied. Residents will be required to reduce the weight of the bin and it will be collected on the next scheduled collection. A sticker will be placed on the bin to notify the householder and the crew will report the incident on the in-cab electronic device.

Bins that contain unacceptable materials will not be emptied. For more information regarding unacceptable materials visit www.chichester.gov.uk.

2.2.2 Recycling Bins

There are no restrictions on the size or number of recycling bins a household can place out for collection. This is part of the Council's initiative to encourage residents to recycle as much as possible.

The Council are able to collect specific recyclable material types in the burgundy bin. The acceptable materials are determined by the facilities and markets available to process them. The materials that can be accepted for recycling in the burgundy bin are detailed on www.chichester.gov.uk. Householders are required to ensure the correct materials are placed in the bin clean, loose and dry.

The collection crews are instructed not to collect recycling bins that contain unacceptable materials. Where this occurs a notice will be placed on the bin to inform the resident about the unacceptable material/s. The householder will then be required to remove the unacceptable item/s and dispose of it in the correct manner. The recycling bin will be emptied on the next scheduled recycling collection. The crew will report the incident using the in-cab electronic device.

An automatically generated letter will be sent to the property, detailing the contamination and explaining that the resident needs to remove the item/s before their next scheduled collection. There will be additional information about recycling on the reverse of the letter.

If a bin is found to contain non-recyclable items for a second time within a six month period of the date of the first letter, the resident will again be written to, and will be sent additional recycling information.

Should the bin again need to be rejected following this second letter, then the Council may send an officer to investigate the contents of the bin on their next scheduled collection day. During this visit they will take photographs of the contents of the bin (which will be sent to the resident) as well as offering additional recycling information if the resident is present. Following this letter, if the

resident continues to place non-recyclable materials into their burgundy recycling bin, they may have their information passed to the Legal department, and the Council withhold the right to issue fixed penalties or other notices for waste and waste-receptacle related offences including (but not limited to) powers under the Clean Neighbourhoods and Environment Act 2005 and sections 46A to 46D of the Environmental Protection Act 1990 (as amended).

The collection crews are instructed to take excess recycling. Excess cardboard should be flattened and folded/cut down to a manageable size for a single crew member. All polystyrene and polythene should be removed. For more details visit www.chichester.gov.uk

2.2.3 Properties not suitable for wheeled bins

Some properties may not be suitable for wheeled bins. This may be due to lack of storage facilities or where there are steps or slopes which make using wheeled bins unsafe for the resident or collection crews. Any agreement not to use wheeled bin will be made in consultation between the resident and a Council Officer and alternative arrangements will be made.

2.3 Communal bins for flats or premises with multiple occupancy

For the servicing of flats and some new developments (where there is a purpose built allocated bin collection point) shared communal bins will be required. These will usually be 1100 litre or 660 litre bins for residual waste and recycling. At some sites where space/access is limited smaller sized bins may be used.

Residents of flats are required to segregate their waste and recycling. The Council will work with residents to encourage recycling. The crew are instructed not to collect communal recycling bins that contain unacceptable materials. Instances will be recorded by the crew. The collection crew are not permitted to remove unacceptable materials from communal bins. The disposal of the rejected material then becomes the responsibility of the resident/landlord/managing agent.

Access to the communal bins should be clear on the scheduled day of emptying. The collection crews will not move excess waste or bulky items that prevent the bins being manoeuvred from the storage area to the refuse collection vehicle. The collection crews will report instances where access is blocked. Any bin store keys or codes that are required to access the bins should be provided to the Council.

Only waste contained in the communal bins will be collected on the scheduled collection day. Any other waste not contained in the communal bins is the responsibility of the resident/landlord/managing agent.

If a request is made, the Council may agree to clear waste or contaminated recycling on a non-scheduled collection but this service is chargeable.

2.4 Collection Point

The collection point for domestic waste and recycling is at the edge of the curtilage (the point at which private land meets the highway boundary). Bins must be positioned to provide unobstructed access for our collection vehicles and crews. Our collection crews ideally should not have to walk further than 15 metres to retrieve 2 wheeled bins and 10 metres for 4 wheeled bins as detailed in the current British Standards guidance. Collection crews are instructed to return bins to the collection point after emptying.

If the bin is not presented at the correct collection point, the collection crew will either report the bin as not out or (if presented near to the collection point) they may empty the bin and place a notification sticker to inform the resident of the correct collection point.

It is the responsibility of the resident to ensure bins are placed at the correct point by 6am on the collection day and taken in as soon as possible after emptying.

If on holiday or working away from home, arrangements should be made with a neighbour/someone else to present the waste/recycling for collection and take the bin back after emptying.

2.4.1 Private and un-adopted roads

At the Council's discretion collections may be provided from private / un-adopted roads where the following conditions are met and maintained:

- i) Road surface – roads must be of sound construction to a suitable hard surface (able to take heavy goods vehicles) free of potholes and obstructions, which could cause damage to the vehicle. Damage caused to the surface by reasonable use of council vehicles shall be the responsibility of the road owner.
- ii) Road width – the minimum road width to be not less than 3.2 metres with no obstruction from trees and shrubs etc. which could cause damage to the side of the vehicle.
- iii) Height clearance – the minimum clearance should not be less than 4 metres with no obstruction from overhanging branches and cables etc. which could cause damage to the lighting on the roof of the vehicle.
- iv) Turning area – where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn round. The turning area should be sufficient to allow the vehicle to turn with no more than three manoeuvres.

The Council will monitor compliance with these conditions. Should the situation deteriorate to the extent whereby the Council cannot be reasonably expected to continue the service, residents will be asked to take their wheeled bins to the nearest public highway on collection day unless a suitable accessible alternative location can be agreed.

The Council reserves the right to change the location of any collection points for reasonable operational considerations.

2.5 Purchase and ownership of bins

Domestic property occupiers are responsible for the provision, exchange or replacement of household residual waste and recycling bins. Where there are communal facilities in use the managing agent/landlord/residents association is responsible.

All bins purchased should closely match those in current use, be the same colour, size and fully comply with our specification including British Standard EN840. As a major purchaser the Council can procure bins at a lower cost than an occupier could ordinarily obtain independently. Council Officers continue to maintain adequate bin stocks so that the existing bins can be provided at cost to occupiers when they need new or replacement bins.

Residents in receipt of a passported benefit are eligible for a 20% discount off the standard cost.

Where additional recycling capacity is required residents can apply for a free recycling upgrade. Applications are assessed and can be submitted online at www.chichester.gov.uk. Residents will not be entitled to a free upgrade where the property does not currently have a recycling bin, if there is a history of the wrong materials being placed in the recycling bin or if the resident has recently purchased a bin.

If a wheeled bin is damaged by the collection operation (but not attributable to wear and tear) it will be replaced free of charge. The collection crews are instructed to report any instances where bins are lost into the back of the collection vehicle or damaged by the bin lifting equipment. Where collection damage is attributable to wear and tear, the resident will be responsible for the replacement.

Bin cleaning and maintenance is the responsibility of the householder. Where communal bins are in use it is the responsibility of the landlord/managing agent/residents association.

Residual waste and recycling bins are the property of the resident and can be taken with them when moving property.

Bins will be delivered within 10 working days from receipt of payment. Any refund should be requested within 14 days of the original purchase (for example where a bin is no longer required or the wrong size was purchased).

2.6 Collection schedules

Collection schedules for domestic waste, recycling and garden recycling are published online at www.chichester.gov.uk

We operate collections on Bank Holidays throughout the year. The exception is during Christmas and New Year when changes are published on the Council's website and in the Council's Initiatives magazine.

2.6.1 Adverse weather conditions

During adverse weather conditions the Council may be unable to perform collections according to the published schedules and alternative arrangements will be made. Where this occurs information regarding collections will be updated on the Council's website at www.chichester.gov.uk and the Council's Facebook and Twitter accounts.

The collection of residual waste will be prioritised where the published schedules have been unable to be met.

2.7 Missed collections

A bin can be missed by collection crews for a number of reasons. Residents are required to report suspected missed bins to the Council within 48 hours of the missed collection. All reported incidents of missed bins will be investigated. In some instances where the crew have reported a justifiable reason for non-collection (such as bins containing incorrect items or where the bin was not presented at the collection point on time) the Council will not return to collect and the non-collection will not be deemed as 'missed'.

Should a missed bin be the fault of the Council, the collection crew will be required to return to collect the bin within 7 days of the report.

Bins reported as missed more than 48 hours after the scheduled collection will not be deemed missed. The resident will have to wait for the next scheduled collection or dispose of the waste or recycling at a Household Waste and Recycling Site.

2.8 Assisted collection service

Assisted collections can be provided to residents who have difficulty moving their wheeled bin to the collection point at the edge of the property. This will only be applied if there is no one else in the property able to present the bin for collection. To apply for the service residents must complete an Assisted Collection Application Form. This can be found at www.chichester.gov.uk

Applications are assessed on a case by case basis. Each application will be dealt with confidentially.

Assisted collections are regularly reviewed and customers will be asked to renew their application. Where the Council do not receive a renewed application the assisted collection service will be cancelled. The Council also reserve the right to cancel an assisted collection if we believe it is no longer required. The registered service user will be notified.

Where collection crews come on to the property to retrieve the bin the resident must ensure there are no obstructions and that pathways are clear. They should notify the Council of any hazards when completing the Assisted Collection Application Form. The wheeled bin will be emptied and returned to a collection point which is agreed by the Council.

2.9 Clinical waste service

Medisort provide a free clinical waste collection service for domestic properties on behalf of the Council. The service is available to businesses for a fee.

For more information please visit www.medisort.co.uk

Alternatively telephone 01903 719646 or e mail ask@medisort.co.uk

3 Non-statutory Services

3.1 Garden recycling service

The Council elected to operate a chargeable garden waste collection service from domestic and business properties. The subscription charge is paid for by service users on an annual basis and needs to be renewed each year. The Council provide a green bin and 25 fortnightly collections throughout the year. There are no collections over the Christmas and New Year period.

The green wheeled bin remains the property of the Council.

The Council reserve the right to not provide or withdraw the garden recycling collection service where it is operationally uneconomic to do so or access is restricted.

3.1.1 Collection Point

The collection point for the garden recycling service is different to that for domestic waste and recycling bins. The collection point is outside the property boundary. The bin must be visible from the road by 6am on the scheduled collection day. Collection times vary.

To join the service, or for more information and specific terms and conditions please visit www.chichester.gov.uk/gardenwaste

3.2 Bulky household waste collection

The Council is not required to collect bulky waste items such as furniture, washing machines free of charge. Such items will not be collected with domestic waste or recycling collections. The Council provides a chargeable service for such items. Information and specific terms and conditions of service can be found at www.chichester.gov.uk/bulkyhouseholdwastecollection

[The Council also provides a chargeable bulky bag collection service which is suitable for one off collections of household or business waste. More information can be found at \[www.chichester.gov.uk/bulkybag\]\(http://www.chichester.gov.uk/bulkybag\)](#)

3.3 Business Waste and Recycling service

Businesses are responsible for arranging and paying for their waste collection services. The provision for waste collection is not included in business rates. The Council can provide the collection of general waste, recycling and garden waste subject to contractual agreement.

Residual waste and recycling collections from churches operate under the classification of domestic waste. However, there are circumstances where charges apply if commercial activities operate from the premises. In addition, charges also apply to domestic properties that are used in the course of a business for the provision of self-catering accommodation and to any part of a composite hereditament used for the purpose of a trade or a business.

Chargeable household fees are also applied to village halls and charities.

For more information please visit www.chichester.gov.uk/businesswasteandrecycling or contact our Business Waste and Recycling Service for advice.

4 Crew safety

Our priority as an employer is to ensure the welfare and safety of Council staff that provide the waste collection services. Any instances of violence or aggression directed at Council staff will be reported and followed up with appropriate action. This is also the case for incidents of dangerous driving and aggressive dogs.

5 Crew reports and collection vehicle CCTV

The waste collection vehicles are equipped with CCTV and electronic reporting devices. These are used to investigate incidents and customer complaints. The use and storage of data is in line with GDPR and our CCTV policy.

6 How to contact us

Residents can contact us via our web pages at www.chichester.gov.uk/wasteandrecycling

Alternatively the telephone number is 01243 534619.

Letters can be sent to the waste and recycling team at Chichester Contract Services, Stane Street, Westhampnett, Chichester, West Sussex, PO18 0NS.

6.1 Compliments and complaints

The Council has a formal compliments and complaints procedure. For more details please visit

www.chichester.gov.uk/complimentsandcomplaints