Streetscene Services
Waste Collection Policy

February 2016
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1.0 Introduction

1.1 The purpose of this policy is to outline Hull City Council’s (the Council) obligations as a waste collection and disposal authority and the service standards that customers can expect from the range of services provided.

1.2 This policy replaces the previous Waste Collection Policy and comes into force on 9th February 2016.

2.0 Strategic Context

2.1 Legislative Framework

2.1.1 The Council is a Unitary Authority and as such is required to perform the statutory functions of a waste collection authority (WCA) and waste disposal authority (WDA).

2.1.2 The statutory duties of a WCA and a WDA are set out in the Environmental Protection Act (EPA) 1990 and the Controlled Waste (England and Wales) Regulations 2012.

2.1.3 The key sections of the EPA 1990 to which this policy relates are outlined below:

a) **Section 33** forms the foundation of the waste licensing system and prohibits the management of waste at facilities that are not appropriately licensed. All municipal waste collected by the Council is managed at licensed facilities.

b) **Section 34** places a duty of care on any person involved in the management of waste to ensure safe transportation, handling, treatment and disposal. The Council issues Duty of Care transfer notes to all commercial customers. Transfer notes are also in place for the collection, transportation and disposal of all household waste.

c) **Section 45** places a duty on local authorities designated as Waste Collection Authorities, to collect household waste, commercial waste and industrial waste.

d) **Section 45** also specifies that Waste Collection Authorities may not charge for the collection of household waste, except in prescribed cases as specified in Schedule 2 of the Controlled Waste Regulations 2012, and allows Waste Collection Authorities to make a reasonable charge to producers of commercial and industrial waste for collection and disposal.
Section 46 gives Waste Collection Authorities the power to specify by
notice the type and kind of receptacles into which household waste is to
be placed. Section 46(6) states that a person who fails to comply with this,
for example by placing side waste next to the wheeled bin shall be liable
to a fine. The Council’s policy is not to take enforcement action against
residents e.g. issuing of a fixed penalty notice. The Council’s policy is to
follow a procedure of communication, education and encouragement to
ensure that refuse and recyclables are managed appropriately.

Section 51 requires Waste Disposal Authorities to dispose of controlled
wastes collected in their area and to provide sites to which residents may
take household waste (household waste recycling centres).

Landfill (England & Wales) Regulations 2002 - The EU Landfill
Directive (1999/31/EC) places a duty on the WDA to divert biodegradable
municipal waste (BMW) away from landfill. The Landfill Directive, which
was adopted by the EU in 1999, was brought into force in the UK on June

Trading Act 2003 sets out the basis of the Landfill Allowance Trading
Scheme (LATS) and places a duty on local authorities to produce joint
municipal waste management strategies in two-tier areas.

Household Waste Recycling Act 2003 - The Household Waste
Recycling Act 2003 provides that where English Waste Collection
Authorities have a general duty to collect waste they shall ensure, except
in some circumstances, that by 31 December 2010 they collect at least
two types of recyclable waste together or individually separated from the
rest of the household waste.

Controlled Waste (England and Wales) Regulations 2012 - The
Controlled Waste Regulations set out the type of wastes that are to be
classed as household, commercial and industrial waste and where a
charge may be applied by the WCA.

The Waste Framework Directive, which is the primary European
legislation for the management of waste, has been revised. These
revisions have been implemented in England through the Waste (England
and Wales) Regulations 2011.

The strategy included targets focussing on recovery, recycling,
composting and landfill reduction.
m) Government Review of Waste Policy in England 2011

n) Landfill Tax
Since 1996, tax has had to be paid on any waste sent for disposal in landfill. The rate of landfill tax for 2013/14 will be £72 per tonne increasing to £80 per tonne in 2014/15. The rates for 2015/16 onwards are not yet known.

o) Landfill Allowance Trading Scheme (LATS)
Landfill Allowance Trading Scheme (LATS) was introduced in 2005. The scheme allocated allowances to local authorities for the disposal of biodegradable waste to landfill and the original penalty for non-compliance was set at £150 per tonne. Due to improved performance and the high rate of landfill tax it has been announced that the LATS will end after 2012/13 in England.

2.2 Waste Strategy for England 2007

2.2.1 The National Waste Strategy was reviewed in 2007. The review set out the Government’s key objectives:

- Decouple waste growth from economic growth and place more emphasis on waste prevention and re-use
- Meet and exceed Landfill Directive targets
- Increase diversion from landfill
- Secure investment in waste management infrastructure
- Increase environmental benefit through recycling and energy recovery

2.2.2 Key targets as set out in the Waste Strategy for England 2007:

- Recycling and composting of household waste – at least 40% by 2010, 45% by 2015 and 50% by 2020.
- Recovery of municipal waste – 53% by 2010, 67% by 2015 and 75% by 2020.

2.3 Target 45+ Joint Sustainable Waste Management Strategy

2.3.1 Target 45+ is the Council’s Joint Sustainable Waste Management Strategy developed in partnership with the East Riding of Yorkshire Council.

2.3.2 Target 45+ sets out clearly the strategic aims for both Councils’ targets for waste collection, recycling and disposal over a 15 year period from 2006-2020. It updates the joint strategy established in 2005 following a five year review in 2012. The strategy aims are to:
Aim 1  Deal with waste in the most sustainable way by moving waste management practice up the waste hierarchy;
Aim 2  Raise public awareness and responsibility for waste;
Aim 3  Provide a network of local recycling facilities for residents and ensure that waste is processed through treatment facilities in accordance with relevant legislation and where appropriate with due recognition of the local planning process;
Aim 4  Divert biodegradable waste from landfill;
Aim 5  Provide leadership in dealing with the Council’s own internal waste;
Aim 6  Provide a sustainable waste management service for households and businesses which achieves value for money and high levels of customer satisfaction and which aims to achieve a top 10% performance;
Aim 7  Work with local and regional stakeholders to ensure delivery of the Council’s Strategic objectives; and
Aim 8  Reduce the climate change impact of the Council’s waste service.
3.0 Key Service Indicators

3.1 Definitions

3.1.1 The Government’s strategy is to prioritise waste minimisation, reuse, recycling and energy recovery and to use disposal as a last resort.

3.1.2 In November 2007 the Government identified a set of 198 national indicators (NI) that can be used to measure service outcomes. Three of the indicators were specific to waste collection services. These were:

a) NI 191
In line with the position of waste reduction at the top of the waste hierarchy, the Government wishes to see a year on year reduction in the amount of residual waste (through a combination of less overall waste and more reuse, recycling and composting of the waste that households produce). Local authorities have an important role to play in assisting their residents to reduce waste (as well as encouraging sorting of waste for recycling, re-use, home composting and other forms of home treatment of waste).
This indicator monitors a Council’s performance in reducing the amount of waste that is sent to landfill, incineration or energy recovery.

b) NI 192
The indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities’ progress in moving management of household waste up the hierarchy, consistent with the Government’s national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.

c) NI 193
To measure the proportion of municipal waste landfilled. The Government’s strategy on waste is to move waste management up the waste hierarchy and divert an increasing proportion of waste away from landfill.

3.1.3 The above national indicators are no longer used nationally but data reporting is still a legal requirement under the Waste and Emissions Act via WasteDataFlow. The Council uses these key indicators to measure their performance
### 3.2 Key Service Indicators - Performance Measures

<table>
<thead>
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<th>Description</th>
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<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
<th>13/14</th>
<th>14/15</th>
</tr>
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<tr>
<td>NI 191</td>
<td>Residual household waste per household.</td>
<td>645.85kg</td>
<td>499.2kg</td>
<td>472.5kg</td>
<td>460kg</td>
<td>432kg</td>
<td>485kg</td>
</tr>
<tr>
<td>NI 192</td>
<td>Percentage of household waste sent for reuse, recycling and composting.</td>
<td>34.4%</td>
<td>49.1%</td>
<td>49.3%</td>
<td>48.5%</td>
<td>50.2%</td>
<td>45.0%</td>
</tr>
<tr>
<td>NI 193</td>
<td>Percentage of municipal waste landfilled</td>
<td>64.8%</td>
<td>50.8%</td>
<td>47.3%</td>
<td>45.8%</td>
<td>33.3%</td>
<td>0.8%</td>
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4.0 Customer Services

4.1 Comments, Complaints and Compliments Policy

4.1.1 How our customers value the service provided by us, determines whether the Council succeed or fail. As part of the pursuit of service improvement, the Council seeks feedback from its customers whether it’s good, bad or indifferent. This information is used to provide services that are reliable, meet customer needs and represent value for money.

4.1.2 Customers can tell the Council their views in many ways:

Telephone: 01482 300300
Textphone: 01482 300349
Write to: Freepost RSJC-KKBE-ABXZ
Customer Feedback Team
Hull City Council
PO Box 15
Hull
HU1 2AB

Visit: Customer Service Centres or Information Points citywide

Email: customerfeedback@hullcc.gov.uk

4.1.3 Complaints are dealt with in different stages.

Stage 1
The Council will let the customer know they have received the complaint within 3 working days of getting it. A full response should be sent out within 10 working days. If the Council needs more time we will write to the customer saying when we expect to be able to answer in full. When the customer has received the full answer, if they are happy or if the Council do not hear from them within 28 days, the complaint will be closed.

Stage 2
If the customer is not happy they can contact the Council and we will look at it again. The Council will arrange for someone else to take a second look at the case, using any further information the customer feels will help to make a decision. When the customer has received the full answer, if they are happy or if the Council do not hear from them within 28 days, the complaint will be closed.
Member Panel
If the customer is still not happy they can contact the Local Government Ombudsman or ask for a panel of local Councillors to look at the case. Although not every case can go in front of the Councillors, the request will be looked at carefully and the customer will be told, within 20 working days, if this can happen or not. If it can, the customer will be invited to attend and state their case although they do not have to come in person if they do not want to.

They will usually be given the Councillors’ opinion at the end of the meeting. When the customer has the Councillors’ answer, if they are happy or if they do not contact the Council within 28 days, their complaint will be closed.

**Local Government Ombudsman**
If the resident is still not happy they may wish to contact the

Local Government Ombudsman
Advice Team
P O Box 4771
COVENTRY
CV4 OEH
Tel: 0300 061 0614
Fax: 024 7682 0001
Text ‘callback’ on: 0762 480 4299
Email: advice@lgo.org.uk
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

The Ombudsman service is independent of the Council and can look at complaints about most Council services.

Please note The Ombudsman will not, in most cases, deal with a complaint until it has been through the Council’s complaints procedure as described above.

### 4.2 Customer Service Standards

4.2.1 Customers are able to access Council services through a variety of channels. The access channels are monitored to ensure customers enquiries are dealt with in line with the following corporate customer service standards:

a) 80% of calls answered in 20 seconds;
b) 80% of customer enquiries to be handled at first point of contact;
c) Customers wait an average of no more than ten minutes to see a Council Officer face to face; and
d) Emails acknowledged within one working day.

4.3 Waste Collection - Customer Promises

4.3.1 To ensure the aims of the Council’s waste strategy are met and to provide a high level of customer service, the Council aims to deliver the following:

4.3.2 What the Council will do:

- Provide one officially marked black wheeled bin with up to 240 litre capacity for non-recyclable refuse collection, which will be emptied once a fortnight from all households;

- Provide suitable refuse and recycling capacity for flats/shared communal areas which are emptied at least once a fortnight;

- Provide at least one officially marked blue wheeled bin with 240 litre capacity for specified dry recyclable materials, which will be emptied once a fortnight from all households;

- Provide at least one officially marked brown wheeled bin with up to 240 litre capacity for specified food and garden waste, which will be emptied once a fortnight;

- Provide households in areas identified by the Council without the need of a garden waste collection one food bin with 23 litre capacity for food waste, which will be emptied every week;

- Provide all households with one small five litre food caddy and a supply of compostable liners for food waste;

- Supply replacement compostable liners to residents on request;

- Ensure that collections of refuse, recycling, garden and food waste are provided on the same day of the week for all households where practically possible;

- Provide smaller or larger bins to meet customers’ needs where required and criteria for larger/additional refuse bins are met;

- Provide communal bins, mini recycling centres, alternative containers or bags where storage space, collection difficulties or customers’ needs apply;

- Provide assisted collections where requested;
- Provide a chargeable waste and recycling collection service for businesses;

- Return all bins or containers to the collection point;

- Return to empty missed bins within one working day if the Council have not tagged the bin or recorded the reason why it was not emptied;

- Deliver new or replacement bins within seven working days (seven days from the date that payment is received for chargeable replacement refuse bins);

- Provide detailed information on changes to waste collection services, including bank holiday arrangements as part of an annual information pack;

- Provide advice to residents regarding the management of their waste, use of their bins and, where necessary, provide additional recycling bins to meet customers’ requirements on request;

- Provide three Household Waste Recycling Centres (HWRCs) for residents wishing to recycle or dispose of their household waste away from their homes;

- Provide a collection service for the removal of larger bulky items for both businesses and domestic properties;

- Provide community recycling facilities across the city where residents can recycle typical household waste items. These facilities are located on publicly accessible sites such as supermarkets; and

- Provide a clinical waste collection service, if requested.

4.3.3 What our customers need to do

- Use the appropriate bin for their waste;

- Contain food waste only in the compostable caddy liners provided or place directly into the brown/food bin for collection;

- Place the tag on the brown or food bin provided in the roll of compostable liners when replacement liners are required;
Present wheeled bins for collection at a point between the property boundary and the edge of the road by 7.00am on the scheduled day of collection. Where possible and safe to do so we ask that customers make every effort to avoid blocking the footway;

Customers should return their bins to their storage place as soon as is practically possible after they are emptied, at the latest by the end of the allocated collection day. Where customers are unsure where their bin should be presented for collection they should place their bin out for collection and the collection team will return the bin to a point deemed to be suitable for future collections;

Ensure that all waste and recycling presented for collection is contained within the bin/container provided and that the lid is fully closed. Recycling that cannot fit into the blue bin will be taken if it is securely contained in plastic bags and left next to the blue bin on collection day;

Ensure that collection containers and bulky item waste is accessible; and

Contact the Council to report any special requirements or problems regarding the service.

4.3.4 Commercial Waste

Use the bin provided for non-hazardous commercial waste and recycling materials as appropriate;

Ensure access is available to the wheeled bin on the specified collection day;

Comply with all terms and conditions on the combined Trade Waste Agreement and Duty of Care Document; and

Sign an annual Trade Waste Agreement.

4.4 Equalities

4.4.1 The Council will provide the following services to maximise accessibility for all customers:

1. Audio versions of literature including collection stickers;
2. Large print versions of literature including collection stickers;
3. Assisted bin collections;
4. Attendance at disability fora and relevant community meetings;
5. Translation of an outline of the service into the Top 10 languages spoken in Hull; and
6. Targeted communications.

4.4.2 The Policy has been subject to an Equality Impact Analysis to ensure that the Council will meet the three aims of the general equality duty:

- Eliminating unlawful discrimination
- Advancing equality of opportunity
- Fostering good relations
5.0 Non-Recyclable Refuse Collection Service

5.1 Service Outline

5.1.1 The Council will provide all houses with a 240 litre black wheeled bin for non-recyclable refuse. For flats and communal/shared properties, residents will be provided with appropriate larger bins or bags. The following items should not be placed in the black bin (please note that this list is not exhaustive):

- Materials that should be recycled using the blue bin scheme including paper, cardboard, tins, cans, foil, glass bottles and jars, plastic bottles, tubs, food and yogurt pots, carrier bags, Tetra Pak (drink cartons), telephone directories and books*
- Food waste
- Commercial waste
- Garden waste including soil, stones, green waste or similar materials*
- Building materials*
- Liquids including paint and oil*
- Asbestos** and other hazardous, toxic or flammable substances
- Clinical waste and sharps (see service standard 10 for definitions)
- Fluorescent tubes*
- Hot ashes
- Batteries*
- Gas bottles* (contact 300300 for a list of gas suppliers)
- Televisions*
- Other Waste Electrical and Electronic Equipment (WEEE)*

5.1.2 Items marked (*) may be taken to any Household Waste Recycling Centre. Asbestos marked (**) may be taken to Wiltshire Road Household Waste Recycling Centre only.
5.2 Provision of Additional Refuse Bins

5.2.1 The Council will provide advice to families who have difficulty managing with a single 240 litre wheeled bin. This will help identify any additional actions that can be taken to increase the proportion of their waste that is recycled or to make better use of the capacity available.

5.2.2 Large families of six persons or more permanently residing at a property can request additional capacity if they are fully utilising the recycling and organic collection services.

5.2.3 Requests from smaller families with any special needs or requirements will be assessed on a case-by-case basis.

5.3 Non-Recyclable Refuse - Closed Lids and Side Waste

5.3.1 Side Waste means items placed on or by the side of the bin, e.g. plastic bags or boxes.

5.3.2 Wheeled bins are used to ensure that refuse is contained and to reduce litter.

5.3.3 If the bin lid is not fully closed it may not be emptied and a notice will be placed on the bin lid to inform the resident.

5.3.4 Information notices will let residents know:

- That side waste was not collected because it was not contained within the container provided; or
- That the bin was not emptied because the lid was not closed flat and provide the information that the resident needs to ensure that the Council are able to collect the bin in future, e.g. contact the Council for a blue bin.

5.3.5 A record will be kept of all bins that have not been emptied. This will include the location, the address if known, and the date and time.

5.3.6 Provided that the lid of the bin is closed, the bin will be emptied on the next scheduled collection day.
6.0 Blue Bin Dry Recyclables Collection Scheme

6.1 Service Outline

6.1.1 The Council will provide all houses with a 240 litre blue wheeled bin for dry recyclable materials. For flats and communal/ shared properties, residents will be provided with appropriate larger bins or recycling bags.

6.1.2 The following materials can be recycled using this scheme:

- Paper (newspapers, magazines, yellow and white telephone directories, junk mail, envelopes, shredded paper, brochures and pamphlets, catalogues, letters and general paper)
- Glass bottles and jars
- Plastic bottles, tubs, carrier bags, food and yoghurt pots
- Cans, tins, foil and aerosols
- Cardboard (Brown cardboard (corrugated), cardboard cereal boxes and food packaging, other cardboard packaging, food and toilet roll tubes).
- Books
- TetraPak (drink cartons)

6.2 Provision of Additional Blue Bins

6.2.1 If residents regularly have more recyclables than will fit in the wheeled bin, they should contact the Council to arrange to receive an additional blue bin or a larger bin free of charge.

6.2.2 Additional recyclable waste may occasionally be placed out for collection next to the blue bin. Recyclables should be securely bagged to avoid items spilling out and causing litter.

6.2.3 If residents are regularly placing additional recycling out for collection at the side of the blue bin, the Council will contact the customer to discuss their bin capacity requirements.

6.2.4 Residents may choose to take their additional recyclable material to one of the Household Waste Recycling Centres at Amsterdam Road, Wiltshire Road or Burma Drive.
7.0 Organic Collections - Food and Garden Waste

7.1 Households with a food and garden waste collection

7.1.1 The Council will provide these households with a 240 litre brown wheeled bin for organic waste and a five litre food caddy with a supply of compostable liners for a fortnightly collection of organic waste. The compostable liners can be used to line the food caddy and when full, transferred to the brown wheeled bin, which is presented on collection day.

7.1.2 The use of compostable liners is not compulsory; food can be placed loose into the brown bin or wrapped in kitchen roll or newspaper. The liners are provided to help residents contain their food waste. No other plastic bags/liners may be used.

7.1.3 The following materials should be recycled using this scheme:

- Grass and hedge cuttings
- Cut flowers
- Twigs and small branches
- Leaves and small shrubs
- All cooked and uncooked food waste, including meat, fish, bones, plate scrapings and other leftovers, egg shells, bread, fruit and vegetable peelings
- Straw, hay, sawdust or shredded paper from vegetarian pets like guinea pigs, rabbits, hamsters or chickens is compostable in the brown bin. Cat and dog waste is not.

NB. No plastic bags should be placed in the brown bin.

7.2 Households with a food only waste collection

7.2.1 The Council will provide those households that do not require a garden waste collection with a food bin for organic waste and a five litre food caddy with a supply of compostable liners. This will be emptied every week.

7.2.2 Compostable liners should be used to line the food caddy and when full, transferred to the food bin, which is presented on collection day.

7.2.3 The use of compostable liners is not compulsory; food can be placed loose into the food bin or wrapped in kitchen roll or newspaper.

7.2.4 The following materials should be recycled using this scheme:
• All cooked and uncooked food waste, including meat, fish, bones, plate scrapings and other leftovers, egg shells, bread, fruit and vegetable peelings
• Small house plants, cut flowers and garden waste
• Straw, hay, sawdust or shredded paper from vegetarian pets like guinea pigs, rabbits, hamsters or chickens is compostable in the food bin. Cat and dog waste **is not**.

7.2.5 Brown bins can be provided, for households requesting them that are in a food waste collection area. These will be emptied weekly.

7.3 **Options for Dealing with Extra Organic Materials**

7.3.1 Bags of additional garden or food waste will not be collected.

7.3.2 If residents regularly have more organics than will fit in the brown or food bin, they should contact the Council to arrange to receive an additional bin free of charge. Requests for additional brown or food bins will be assessed on a case by case basis.

7.3.5 Additional garden waste can be taken to Household Waste Recycling Centres provided by the Council located at: Amsterdam Road, Wiltshire Road and Burma Drive.

7.3.6 Householders are also encouraged to home compost to deal with additional uncooked fruit and vegetable waste and garden waste to make a nutrient rich food for the garden. See section 13 for further information.

7.4 **Collection service provision**

7.4.1 Due to operational efficiency it may not be possible for residents to choose which organic scheme they receive. However households in food waste collection areas can request a brown bin if they wish. The vehicles used on food waste collection rounds are able to empty brown bins. The bin will be emptied on a weekly cycle in line with the food bin collection. The 23 litre food bins are not available for residents in brown bin areas. These bins cannot be emptied safely into the vehicle that services the brown bin collection rounds.
8.0 Wheeled Bin Arrangements

8.1 Replacement Wheeled Bins

8.1.1 Where a bin has been damaged, the Council will either replace the lid or wheels or deliver a good condition and clean replacement bin within seven working days of receiving a request.

8.1.2 All recycling wheeled bins and caddies are replaced free of charge.

8.1.3 Occasionally, wheeled bins fall into the back of the Council’s waste collection vehicles. If this happens, the incident will be recorded and, if the Council can identify the property that it came from, a card explaining what has happened will be posted through the letterbox and the Council will arrange to deliver a replacement bin within seven working days.

8.1.4 If a wheeled bin is stolen or lost by the resident, the replacement black wheeled bin for non-recyclable refuse is chargeable. Annual charges will be published on the Council’s website. The price in 2015/16 was £30.78 per bin.

8.1.5 At new build properties, the initial provision of all wheeled bins will be free of charge to the householder. For residents moving home into an older property who find they do not have a non-recyclable refuse bin, a replacement will be chargeable.

8.1.6 While residents are waiting for delivery of their wheeled bin, they can contact 300300 to arrange a collection of their waste and blue bin recycling using their own bags on their scheduled collection day, or they can visit one of the Household Waste Recycling Centres.

8.2 Provision of Smaller Containers

8.2.1 The Council can exchange standard bins for smaller ones for non-recyclable/recyclable waste free of charge, for example due to lack of storage space or difficulty in manoeuvring a standard size bin. However, the same rules for side waste will apply.

8.3 Communal Bins – Flats/Recycling Blue Bags

8.3.1 In areas where providing individual wheeled bins or containers to properties is not practical, such as blocks of flats, the Council will provide wheeled bins for recyclable and non-recyclable refuse which will be secured in a designated site convenient to the intended users.
8.3.2 All efforts will be made to ensure that the sites are in keeping with the area.

8.3.3 Where certain properties have difficulty storing recycling and waste bins (i.e. town centre properties or flats above shops), blue recycling bags will be provided for dry recyclable material. The majority of these collections are based in the town centre, but some occur around other areas of the city, e.g. arterial routes.

8.3.4 Bags will not be provided for the collection of organic/food waste due to potential problems with vermin.

8.4 Contaminated Wheeled Bins (Dealing with Waste/Recycling put in the Wrong Bin)

8.4.1 Residents should contact the Council if they are unclear about what sort of waste goes in which bin, or if they need a different type of bin or container.

8.4.2 If the Council identifies a bin that has been contaminated with the wrong sort of waste, it will not be emptied. A non-collection notice will be attached to the bin providing the information that the resident needs to ensure that the Council are able to collect the bin on the next scheduled collection day.

8.4.3 The Council will keep a record of all contamination incidents and log the address.

8.4.4 Where a resident continually places incorrect material in any bin, the Council reserves the right to issue a notice under Section 46 of the Environmental Protection Act 1990 but will take appropriate action to resolve any issues prior to undertaking any enforcement action. This may include removing the bin.

8.5 Heavy Bins

8.5.1 Undamaged bins that cannot be picked up by the automated lifting mechanism will be deemed as too heavy and will not be emptied. Bins that are too heavy are a safety hazard to operatives and members of the public and will have a non-collection notice placed on them.

8.5.3 A non-collection notice will be placed on the bin with information that the resident needs to ensure that the Council are able to collect the bin in the future. A record will be kept of all bins noticed. The notice will include the location, including the address if known and the date.
8.6 Assisted Wheeled Bin Collections

8.6.1 The Council will provide a collection from a designated location within a property boundary and return the emptied bins to the point of collection if the following criteria are met:

- The resident has a medical condition or disability which prevents them from moving a wheeled bin to the collection point; and

- There is no one living at the property over the age of 16 who could present a full wheeled bin to the collection point.

8.6.2 Residents who need an assisted collection should contact the Council either in person, by telephone on 300300 or on-line by emailing wastemanagement@hullcc.gov.uk

8.6.3 Following a request for an assisted collection, the Council will process the request and contact the resident within seven working days to confirm the arrangement.

8.6.4 If the criteria are met, the Council will agree the revised collection point for the wheeled bins with the resident.

8.6.5 The agreement to provide an assisted collection will be reviewed on an annual basis.

8.6.6 The Council will undertake an annual mailing to all residents on the assisted collection list to ascertain whether they still require the service. According to the response received, records for the individual property will be modified and the relevant collection schedule updated accordingly.

8.6.7 Short-term assisted collections are available to residents with special requirements providing the criteria above are met e.g. pregnancy.

8.7 Missed Bins

8.7.1 The Council will collect and empty bins from the collection point on the designated collection week and day, from 7:00am unless there is severe weather or exceptional circumstances which prevent it.

8.7.2 Collection takes place on weekdays excluding some bank holidays. Notification of alternative arrangements for holiday periods will be delivered to residents annually and advertised on the Council’s website.

8.7.3 The Council may make a note of wheeled bins that are not presented at the time of collection in accordance with the Data Protection Act.
residents contact us to empty their wheeled bin but they have not presented their bin at the correct time, the Council will not return to empty the bin. The Council will monitor the number of repeat occasions where residents request a missed collection. Where repeat requests are made the Council will not be emptied until the next collection day.

8.7.4 If the Council does miss a bin which was placed out for collection at the correct time and in the correct manner, then the Council will return within one working day of notification to empty it.

8.7.5 If the Council is unable to make an assisted collection because the Council could not access the bin, it is too heavy or contains the wrong materials; a notice will be posted through the door to explain why the Council could not make the collection and what will happen next.

8.7.6 Where bins are repeatedly missed, the Council will monitor the situation to identify reasons for the problem in order that the Council can solve it by taking the appropriate action.

8.7.7 If the bin has been presented correctly but has not been emptied by the end of the working day and it does not have one of our information notices on it giving a reason why it has not been emptied, residents should contact us to arrange collection and this will be made within one working day.

8.8 Collection point

8.8.1 The Council operates an edge of curtilage collection for all wheeled bin collection services. Where possible, bins should be presented at the edge, but within the boundary of the property from 7:00am. Specific arrangements can be made for alternative collection points where particular need or operational difficulties arise.

8.8.2 Where it is not possible to present the bin within the boundary of the property, the bin should be presented adjacent to the property taking care not to block the footpath.

8.8.3 Residents should return their bins to their storage place as soon as is practically possible after they are emptied, at the latest by the end of the allocated collection day. Where residents are unsure where their bin should be presented for collection they should place the bin out for collection in a safe position and the crew will return the bin to a point deemed to be suitable for future collections.

8.8.4 A collection service from accessible tenfoots is operated where the tenfoot has been adopted by the Council or permission to access has been granted by the land owner.
8.8.5 Where access from the tenfoot has been denied by the landowner(s), presentation of all wheeled bins should be at the front of the property, or at a designated collection point.

8.8.6 No food bin collections will take place from tenfoots. All properties on food waste collection rounds must present bins at the front boundary of the property for collection.

8.9 Circumstances the Council cannot control

8.9.1 There are occasions when collections may be missed due to circumstances beyond the control of the Council e.g. severe weather (such as heavy snow) and vehicle accidents.

8.9.2 The impact will vary depending on the length of the incident and the Council cannot plan for every eventuality. The Council will make every effort to minimise the disruption to residents and businesses and will try to rectify collections missed by circumstances beyond its control as soon as possible.

8.9.3 Notification of changes to collection schedules because of such circumstances will be on the Council’s website and provided to the local media.

8.10 Ownership and Numbering of Wheeled Bins

8.10.1 Residents need to look after the containers that are supplied and tell us as soon as possible if they are damaged or go missing. Although the containers remain the property of the Council, residents should number or mark the bins in order to identify them. No other modifications should be made to the bin by residents.

8.10.2 The Council will only empty bins which have been provided by the Council.

8.10.3 The bins remain the property of the Council. Bins should only be used for the purpose they were provided for.
9.0 Bulky Item Collection

9.1 The Council provides a separate collection of bulky household waste items. The Council will provide one free collection per household per year for up to 5 items. The free service only applies to those items outlined in Table 1 below.

Table 1

<table>
<thead>
<tr>
<th>Bulky Items</th>
<th>Bulky Items</th>
<th>Bulky Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>bed frames</td>
<td>tumble dryers</td>
<td>microwaves</td>
</tr>
<tr>
<td>mattresses</td>
<td>fridges</td>
<td>vacuum cleaners</td>
</tr>
<tr>
<td>wardrobes</td>
<td>freezers</td>
<td>sound systems</td>
</tr>
<tr>
<td>tables</td>
<td>ovens</td>
<td>video and DVD players</td>
</tr>
<tr>
<td>chairs</td>
<td>cookers</td>
<td>lawn mowers</td>
</tr>
<tr>
<td>sofas</td>
<td>headboards</td>
<td>computers</td>
</tr>
<tr>
<td>televisions</td>
<td>bookcases</td>
<td>barbecues</td>
</tr>
<tr>
<td>bikes</td>
<td>cabinets</td>
<td>toys</td>
</tr>
<tr>
<td>washing machines</td>
<td>carpets</td>
<td>animal hutches</td>
</tr>
<tr>
<td>dishwashers</td>
<td>underlay</td>
<td></td>
</tr>
</tbody>
</table>

9.2 The Council also provide a collection service for bulky DIY items. All DIY items are fully chargeable. A list of DIY items is outlined in Table 2 below.

Table 2

<table>
<thead>
<tr>
<th>DIY Items</th>
<th>DIY Items</th>
<th>DIY Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic radiators (not iron or brick filled)</td>
<td>Stone and tile fire surrounds</td>
<td>Kitchen sink unit</td>
</tr>
<tr>
<td>Gas central heating boilers</td>
<td>Bathroom suites</td>
<td>Worktops</td>
</tr>
<tr>
<td>Laminate flooring</td>
<td>Single bathroom items</td>
<td>Fencing panels</td>
</tr>
<tr>
<td>Gas and electric fires</td>
<td>Greenhouse (must be dismantled)</td>
<td>Fitted wardrobes</td>
</tr>
<tr>
<td>Wooden fire surrounds</td>
<td>Shed (must be dismantled)</td>
<td>Internal doors</td>
</tr>
</tbody>
</table>

9.3 The Council may be able to offer a collection for items not specified on the lists above. Customers should contact the Council for further information. A full list of charges is attached at Appendix 1.
9.4 The Council does not offer a bulky item collection for the following materials:

- any items which can be recycled in the blue or brown bin
- bags or boxes of general waste
- gas bottles (please contact supplier as detailed on bottle)
- fluorescent tubes
- asbestos
- tyres
- trees
- rubble
- paint tins (empty or full)
- car batteries
- fire damaged items

9.4.1 Items will be collected from within the boundary of the property. Residents should tell the Council the exact location of their items (front/back garden, garage, and drive for example). Items should be accessible from 7.00am on their scheduled appointment day. Multiple items may be collected by more than one crew for recycling purposes.

9.4.2 Even if the property’s wheeled bins are presented in a tenfoot, bulky items should still be presented at the front of the property to enable the Council’s vehicles to gain access.

9.4.3 If, at the time of collection, access is not gained to the items for any reason, the Council will leave a customer response card, stating the time and date of the call. If the resident still requires the collection of the items, they must telephone the number on the card to re-schedule the appointment.

9.5 A bulky item collection is not offered for items where the use of a collection receptacle is better suited for disposal of the waste e.g. a skip for soil and rubble; or where materials can be disposed of or recycled through another collection service e.g. black bags of refuse, large cardboard boxes or garden waste.

9.5.1 The Council promotes re-use of bulky items wherever possible. To encourage the re-use of bulky items, the Council works in partnership with a community furniture re-use project called Re-run. If the unwanted item is in good working order, free from tears, unsoiled and under cover, residents could get their items collected for free by Re-run. Residents can request the service by contacting 300300.
9.5.2 Other charities may be able to collect certain items such as furniture or electrical appliances. Contact them direct for further information.

10.0 Clinical Waste Collection

10.1 Council Duty and Definition

10.1.1 The Council has a duty to provide a clinical waste collection service if it is requested. A reasonable charge may be levied for both residential and commercial customers. The current service is free for residents but a charge is applied for commercial customers. Clinical waste is defined as:

(a) any waste which consists wholly or partly of human or animal tissue, blood or other body fluids, excreta, drugs or other pharmaceutical products, swabs or dressings, or syringes, needles or other sharp instruments, being waste which unless rendered safe may prove hazardous to any person coming into contact with it; or

(b) Any other waste arising from medical, nursing, dental, veterinary, pharmaceutical or similar practice, investigation, treatment, care, teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it.

10.1.2 The Council will undertake an annual mailing to all residents on the clinical waste collection list to ascertain whether they still require the service. According to the response received, records for the individual property will be modified and the relevant collection schedule updated accordingly.

10.2 Service Outline – Offensive Waste

10.2.1 The Department of Health (DOH) has published guidance on the safe management of healthcare waste. Waste is categorised as offensive if it is non-infectious, non-hazardous waste which does not require specialist treatment or disposal, but which may cause offence to those coming into contact with it.

10.2.2 Examples of offensive waste include:

- Incontinence and other waste produced from human hygiene;
- Sanitary waste;
- Nappies;
- Medical/veterinary items and equipment which do not pose a risk of infection, including gowns, plaster casts etc; and
- Animal faeces and soiled animal bedding.
10.3 Offensive Waste Collection Arrangements

10.3.1 For households that generate offensive waste, there is no form to complete; this is covered by the standard refuse collection service. The offensive waste should be double bagged and placed in the non-recyclable refuse bin.

10.3.2 If the waste is generated from a resident with an infectious disease, such as Hepatitis B, MRSA, C-Difficile, HIV etc, the resident should seek advice from the Council who will arrange for a clinical collection.

10.3.3 If customers feel that they have special circumstances which need to be taken into account, they should contact the Council.

10.4 Service Outline – Sharps Waste

10.4.1 Sharps are items that could cause cuts or puncture wounds. Sharps need to be contained within a United Nations (UN) approved sharps container and require specialist disposal.

10.4.2 Examples of sharps waste include:

- Needles
- Syringes with needles attached

10.4.3 Residents may be able to obtain free UN approved containers from their medical practitioner.

10.5 Sharps Waste Collection Arrangements

10.5.1 Where a collection is requested by the resident, the Council will agree the collection frequency and presentation point with the resident. The Council does not provide sharps containers to residents.

10.5.2 Needles/sharps from diabetic patients should be disposed of at either their GP or pharmacy. If this is not possible they should contact the Council to arrange collection. The Council has a duty to collect sharps bins. This service has to be requested and the Council reserves the right to charge for this. Sharps boxes are available on prescription via their GP (FP10 form).

10.5.3 If residents feel that they have special circumstances which need to be taken into account, they should contact the Council.
10.6 Prescription Only Medicines

10.6.1 The Council does not provide a collection service for the disposal of prescription only medicines. If medicines need to be disposed of they should be returned to the supplier e.g. doctors, pharmacy.

10.6.2 For advice on the appropriate disposal method for any clinical waste, customers should seek advice from their medical practitioner.
11.0 Commercial Waste Collection

11.1 Service Outline

11.1.1 The Council offer businesses across the city a chargeable general waste collection service, mixed dry recycling service, mixed glass recycling service and paper recycling service. Businesses should contact the Council direct for a price.

11.1.2 The Council offers a variety of containers at a collection frequency to suit the business. However, the lowest frequency of collection offered for general waste and therefore charged to customers is weekly. The lowest frequency of collection for recycling is fortnightly.

11.1.3 For general non-hazardous waste and recycling collections, an agreement is signed when a business requests a service and this is renewed for the start of each financial year.

11.1.4 A Duty of Care transfer note is provided and renewed every 12 months to assist business compliance with the law.

11.2 Container Provision

11.2.1 A business can opt for 240, 360, 770 or 1100 litre wheeled bins. Bins are provided and the cost of bin hire is included within the overall collection cost quoted. The Council reserves the right to charge for lost, stolen, damaged or vandalised bins.

11.2.2 Where a site requires a bin to be secured or locked on site, a chain and padlock can be provided.

11.3 Payment Terms

11.3.1 Payment for each collection will be made in accordance with the Council’s schedule of charges at the date of collection and shall be payable as per the terms and conditions of the collection contract. Accounts will be raised on a quarterly basis. Failure to make payments will result in termination of the service and commencement of debt recovery proceedings.

11.3.2 If a bin is removed due to non-payment or failure to sign an agreement, the bin will only be returned once all outstanding payments have been paid or the contracts have been signed. A re-delivery charge for the bin will be made.
11.4 Bank Holidays

11.4.1 All customers will be notified in writing of any changes to a scheduled collection day due to a bank holiday.

11.4.2 Should a business close due to a bank holiday resulting in the business not receiving a scheduled bin collection; or should they be unable to present a bin for collection due to a change in collection day, the business can notify us of the closure and they will not be charged for the collection(s) affected.

11.4.3 The Council requires that businesses give at least five days notice in writing of any business closures due to bank holiday that will result in the Council being unable to access the bins on the scheduled or amended collection day. If notified in writing, the Council will not charge for the affected collections that will be missed.

11.4.4 If the Council is not notified prior to a bank holiday, a charge will be made. This policy only affects collections around bank holidays when the Council has to reschedule the collection day. Business closures at other times of the year will not be treated in the same way and customers will have to pay a minimum charge determined by the Council.

11.5 Bulky Commercial and Hazardous Waste Collection Service

11.5.1 The Council offers a chargeable ad-hoc collection for the removal of larger bulky items from businesses. This service includes fridges, freezers TVs and computer monitors. Prices are available on request. Duty of Care and/or consignment note paperwork is completed prior to a collection taking place to assist the business in their compliance with the law.

11.6 Terms and Conditions

11.6.1 A full copy of the commercial waste terms and conditions is available on request.
12.0 Household Waste Recycling Centres (HWRCs)

12.1 Service Outline

12.1.1 There are three HWRCs in Hull for residents wishing to recycle or dispose of household waste. All sites are operated by a private contractor on behalf of the Council.

12.1.2 The HWRCs are for the exclusive use of Hull residents only. Residents are required to use the resident’s pass issued to them in the annual collection pack to gain access to the HWRCs. All residential addresses in the city will be mailed collection information and a pass to access the HWRCs. If residents don’t have a pass or have mislaid it, they must show proof of address in Hull in the form of a utility bill or driving licence to access the site. Visitors who cannot prove their residence will be refused access to the sites.

12.1.3 The centres are located at:

- **Burma Drive HWRC**, Burma Drive, Marfleet Lane, HU9 5SD
- **Wiltshire Road HWRC**, Wiltshire Road, Hull HU4 6SP
- **Sutton Fields HWRC**, Amsterdam Road, Sutton Fields, Hull HU7 0XF

12.1.4 All HWRCs are open daily from 10.00am until 6.00pm except:

- Christmas Eve & New Year’s Eve – Close at 4.00pm
- Christmas Day, Boxing Day and New Year’s Day – Closed

12.1.5 To maximise recycling at the HWRCs, a meet and greet service is in operation at all sites. Residents are required to segregate waste to maximise recycling as directed by the site attendants.

12.1.6 Residents who wish to use a van or large trailer must obtain a permit before using any HWRC. Permits are free of charge. Residents using hire vehicles are required to complete a declaration form at the HWRC.

12.1.7 Charities may use the HWRCs by prior arrangement with the waste management department. Charities must provide their charity registration number and register as a waste carrier with the Environment Agency. A copy of the terms and conditions is provided on request.

12.1.8 The HWRCs are only licensed to accept household waste. It is an offence to deposit commercial and industrial waste at any of the sites. Offenders are subject to prosecution and a fine.
12.2  List of accepted materials - HWRC

12.2.1 Household waste for recycling, re-use or composting:

- Asbestos (Wiltshire Road only)
- Automotive batteries
- Books
- Cans, steel and aluminium
- Cardboard
- CDs, DVDs and video cassettes
- Glass bottles
- Garden waste
- Household batteries
- Household chemicals
- Mobile telephones
- Mineral oil
- Newspapers, magazines and telephone directories etc
- Plasterboard
- Plastic bottles
- Scrap metal
- Soil and rubble
- Spectacles
- TetraPak – Cartons with foil lining
- Textiles, clothes and shoes
- Toner and ink cartridges
- Tyres
- Vegetable oil
- Waste Electrical and Electronic Equipment (WEEE) including:
  - WEEE category A, large domestic appliances
  - WEEE category B, fridges and freezers
  - WEEE category C, televisions and CRTs
  - WEEE category D, fluorescent tubes
  - WEEE category E, small electrical appliances
- Wood
13.0 Home Composting

13.1.1 The Council promotes home composting. The Council encourage the re-use of composters and used ones can be collected, when available, at the Council’s three household waste recycling centres free-of-charge. The following materials can be composted at home:

- Grass cuttings
- Prunings
- Raw vegetable, fruit peelings and salad leaves
- Bedding plants
- Old flowers and nettles
- Eggshells
- Cardboard
- Tea bags and coffee grounds

What shouldn’t be composted at home:

- Plate scrapings/leftovers
- Bread
- Cheese
- Cooked foods
- Meat
- Bones
- Soil

13.2 For more information on home composting and other composting accessories for residents of Hull visit www.recyclenow.com/compost.
14.0 Contact Details

Hull Connect
Telephone: 01482 300300

Monday to Friday         Saturday
08:00 to 19:00           09:00 to 13:00

Email: wastemanagement@hullcc.gov.uk

Visit: www.hullcc.gov.uk