

# Portsmouth City Council Waste Collection Policy

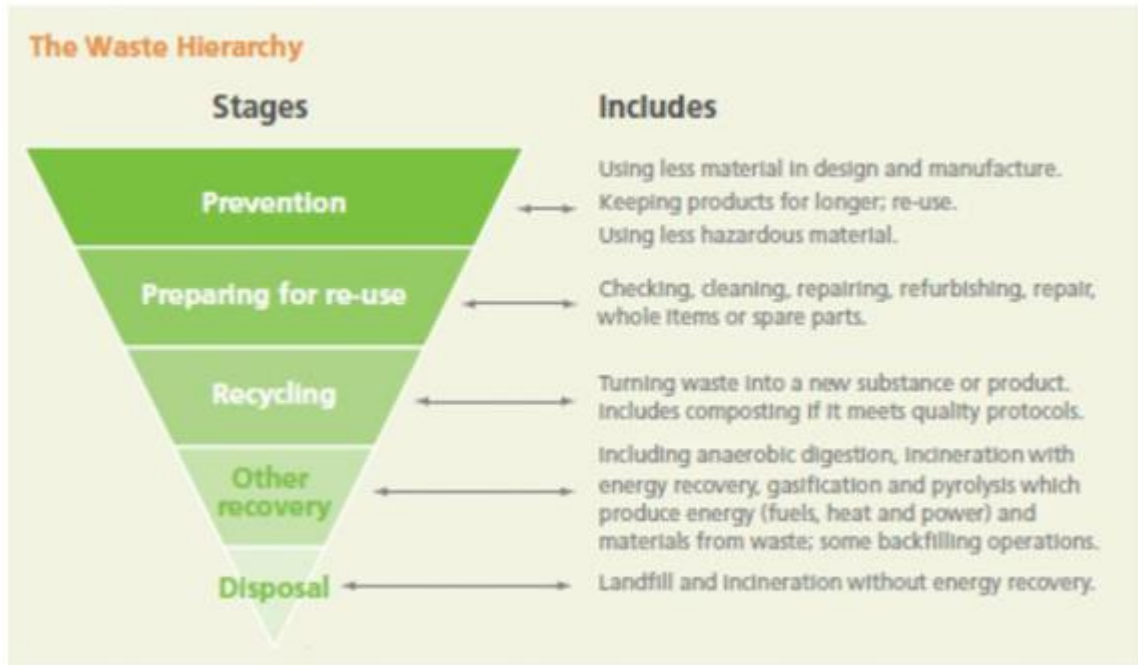
June 2018

# Contents

1. Putting out your rubbish and recycling
2. Side waste/additional waste
3. Additional rubbish/recycling bins to households
4. Assisted collections
5. Enforcement Procedures
6. Bin replacement/repair
7. Bring banks for glass and textiles
8. Services to charities and community organisations
9. Garden waste club
10. Planning considerations
11. Bulky Waste

## Introduction

Portsmouth City Council's waste collection policy aims to ensure that recycling and rubbish services operate efficiently in order to maximise recycling and reduce the amount of rubbish sent for disposal.



This policy is designed to support the existing fortnightly recycling collection and weekly rubbish collection system, and to layout an agreed policy detailing procedures that are clearly defined to ensure that residents, members, and officers are clear about their responsibilities.

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

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

This document outlines how Portsmouth City Council intends to deliver the recycling and rubbish collection services, as well as the actions required by householders to participate fully in the service to recycle and dispose of their rubbish.

**This policy covers the following:**

1. Putting out your rubbish and recycling	p 5
2. Side waste/additional waste	p 7
3. Additional rubbish/recycling bins to households	p 9
4. Assisted collections	p 10
5. Enforcement Procedures	p 11
6. Bin replacement/repair	p 13
7. Bring banks for glass and textiles	p 15
8. Services to charities and community organisations	p 15
9. Garden waste club	p 16
10. Planning considerations	p 17
11. Bulky	p 17

## 1: Putting out your rubbish and recycling

*This section sets out how the Council operates the recycling and rubbish collection service across the city and provides information to residents on how, where and when their recycling and rubbish should be presented.*

**Recycling** - All households are required to present their recycling in a 140/180 or 240 litre wheeled bin or 55 litre box. Residents should place **paper, card, tins, cans, aerosols and plastic bottles only** in their recycling container. Items should be loose, clean and dry. No other plastics should be placed in the recycling bin.

**Glass and Textiles** should be taken to a local bring bank (see section 7 for locations)

**Small electrical items** that can be placed within a standard carrier bag can be placed on top of the lid of the recycling bin or box.

**Rubbish** - Households are required to present their rubbish in a 140l 'PCC issued' wheeled bin or if they are in a non-wheeled bin area will present their rubbish in up to 3 standard bin bags. Residents should check with the Council which scheme they are in upon moving into a property.

### a. Presentation of rubbish and recycling bins/boxes/bags

1.1 Rubbish and recycling bins/boxes/bags must be presented at the front boundary by 7.00am on the day of collection (and not before 7.00pm the day before) and bins/boxes taken back inside the property boundary on the same day.

1.2 Any variation of this policy will be at the discretion of the waste management officer.

The decision of the waste management officer will be deemed to be final and all decisions will be communicated clearly and in a timely way.

### b. Frequency of collection

1.3 The Council collects **recycling** fortnightly and **rubbish** weekly. The collection day for each household is the same day of the week for both recycling and rubbish.

1.4 Collection days remain the same all year including when there are bank holidays, except for the Christmas period, where collection dates will be advertised to householders.

Residents can access their collection details on the council's website;

[www.Portsmouth.gov.uk](http://www.Portsmouth.gov.uk) and these may also be presented in other formats.

### **c. Missed collections**

1.5 Rubbish and recycling bins/boxes/bags should be presented ready for collection by 7.00am on the designated day of collection, but no earlier than 7pm the evening before.

1.6 Rubbish and recycling receptacles not correctly presented at the time the collection operatives arrive, will be recorded as such.

1.7 Any bins not correctly placed out for collection, but subsequently reported by residents as not having been collected, will not be considered as missed. Responsibility for disposal of the waste will then become that of the householder. Under such circumstances, PCC will not be required to return to empty the bin.

1.8 Should a missed collection be reported by a householder without valid supporting information by our collection service illustrating why this might have occurred our contractor will be required to return within 24 hours of the report.

1.9 Where householders do not present their waste for collection in accordance with Council requirements, the householder will have the following options:

- take the waste to the Household Waste Recycling Centre
- store the waste until the next collection day

If there is an excess of recyclables presented safely and suitably at the next collection day the operatives will collect all materials set out (See 2 b).

### **d. Servicing of flats/mixed use buildings**

1.10 For the servicing of flats/mixed use buildings, the Council will usually supply, at the cost of the owner/managing agent, an appropriate number of PCC wheeled bins of various sizes, for both recyclables and rubbish.

1.12 Where residents of flats/mixed use buildings do not segregate their waste in an effective manner the Council will work with residents to encourage recycling. Where appropriate the Council may take appropriate actions to improve recycling performance.

1.13 The Council will assess the servicing of flats/mixed use buildings on an individual basis. Home visits or telephone contacts may be carried out where necessary.

### **e. Properties with access/storage issues**

1.14 The Council will assess properties identified with access or storage issues on an individual basis. Alternative recycling/rubbish provision will be considered following an independent assessment made by the Council. Home visits or telephone contacts may be carried out where necessary.

## **2: Side Waste/Additional sacks**

*This section states that the Council will not collect any extra rubbish (side waste). This is defined as rubbish placed next to or on top of a household rubbish bin for collection, wheeled bins which are over loaded or unauthorised, additional sacks in excess of the standard 3 permitted bags.*

### **a. No side waste (rubbish)**

2.1 In areas where **wheeled bins** are provided, the presentation of 'side' waste does not support the aim of waste reduction or encourage residents to maximise recycling. Any side waste will not be collected. Lids should also be closed.

2.2 **Up to 3 standard bin bags scheme** - The presentation of 'side waste' does not support the aim of waste reduction or encourage residents to maximise recycling. Any excess household bin bags will not be collected.

2.3 Residents unable to contain their rubbish within the guidelines provided will be encouraged and supported to recycle as much as possible. If they still have excess waste they may take this to the Household Waste Recycling Centre (HWRC). If a resident regularly exceeds the allowed capacity they can apply for an additional bag allowance or larger wheeled bin (see section 3)

2.4 The Council will provide advice to householders on reducing/recycling their waste upon request, or if issues have been reported via the crews.

2.5 Should the householder continue to present residual side waste, the Council will take appropriate action as defined in section 5 of this policy.

2.6 Exceptions to this policy may be permitted during adverse weather (snow and ice) and the Christmas period. This will be advised via the council website ([www.portsmouth.gov.uk](http://www.portsmouth.gov.uk))

### **b. Presentation of additional recycling**

2.7 The Council encourages households to maximise the presentation of materials for recycling.

2.8 Residents who have additional recyclable waste that exceeds the capacity of their recycling container/s should present it next to their bin/box. It should be contained - but not in a plastic bag or non-recyclable container.

2.9 Additional recyclable material will be collected at the discretion of the operator's due to the necessity for it to be safely handled by operatives.

2.10 Residents who have extra recyclable material on a regular basis can request an additional recycling wheeled bin/box. (see section 3)

### **c. Overloaded bins/boxes**

2.11 Where a wheeled bin is presented and considered to be overloaded, either by weight or volume of material, it will be rejected at the discretion of the collection crew. The wheeled bin will only be emptied when deemed it is safe to do so by the collection crew.



### 3: Additional rubbish/recycling bins/allowance to households

*This section outlines how households can request additional rubbish and/or recycling wheeled bins/bag allowance to assist with recycling or disposing of their waste.*

3.1 **Recycling box/bin** Residents can request an additional recycling container by contacting the waste management team on 023 9284 1105 by emailing [recyclingandrubbish@portsmouthcc.gov.uk](mailto:recyclingandrubbish@portsmouthcc.gov.uk) Or by visiting [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

3.2 **Rubbish bin** Residents can also request a larger rubbish bin or a **larger allowance for bags** by contacting the waste management team on 023 9284 1105 or by emailing [recyclingandrubbish@portsmouthcc.gov.uk](mailto:recyclingandrubbish@portsmouthcc.gov.uk)

A waste management officer will visit the property on collection day to assess the need. To qualify for a bin or greater allowance for bags residents must satisfy the waste management representative that they are fully recycling, correctly using the recycling container and using bring banks for glass and textiles provided around the City.

The issuing of a larger bin or bag allowance is at the discretion of the waste management representative. Ad hoc checks may be made to ensure a continuing need remains.

Where bins are issued due to a need that is not necessarily permanent (e.g. children in nappies) the waste team will advise the resident of a review date for provision of additional capacity.

The waste management team reserve the right to withdraw a larger bin or bag allowance at any time should a resident be found to be misusing the bin (e.g. placing recyclable materials in the rubbish bin)

Residents may receive up to 2 assessments per annum except in exceptional circumstances. Additional assessments will be at the discretion of the waste management officer.

**3.3 Occasional additional waste** Residents may buy a limited amount of additional capacity for occasional use. Contact the team on 023 9284 1105.

## 4: Assisted Collections

*This section outlines how householders can access the assisted collection service*

4.1. Residents who are physically unable to place their wheeled bins/box/bags at the required collection point can apply to be placed on the 'assisted collection' register. Householders with ill health, infirmity or disability, and with no other occupants in the household able to assist them can apply to go on the register. Residents can request an assisted collection by contacting the waste management team on 023 9284 1105 by emailing [recyclingandrubbish@portsmouthcc.gov.uk](mailto:recyclingandrubbish@portsmouthcc.gov.uk) or by visiting [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

4.2 Requests for an assisted collection must be made by the householder and are considered on their merits. Home visits or telephone contacts may be carried out where necessary.

4.3 Alternative bins/boxes for recycling can be provided if requested and following independent assessment by the Council.

4.4 Residents on the 'assisted collection' register will have their wheeled bins/box collected by a collection operative from an agreed location, emptied into the collection vehicle and then returned to that same location.

4.5 If the householder's circumstances change, the resident must inform the Council.

4.6 The Council will periodically review the assisted collection register and may withdraw the service if the householder no longer meets the criteria.

4.7 Assisted collections are subject to the Council being satisfied that service provision is warranted. The decision of the supervising officer will be reconsidered in light of any changes to a householders circumstances.

## 5: Enforcement procedures

*This section outlines the legislative enforcement procedures for the Recycling and Rubbish collection service.*

The council will support residents to understand their responsibilities with regard to the presentation of their recycling and rubbish. Where a full education process has not been successful and residents persistently do not comply with the requirements of this policy the council may carry out enforcement actions.

Depending on the infringement, the support and advice may consist of warning and corrective hangers for bins/boxes, visits, leaflets and letters which will advise of the change required.

5.1 All waste must be presented in the appropriate Council provided receptacles, or in up to 3 standard bin bags (provided by householder) during the appropriate collection time window for their property to ensure it can be safely collected from the kerbside. Residents should check with the Council which scheme and collection days they are in upon moving into a property.

5.2 If support and advice does not lead to compliance with this policy, appropriate enforcement will be considered for the following behaviours:

- the wheeled bin, box or other container is overloaded (by weight or volume)
- the wheeled bin or bags contains non-domestic waste items e.g. construction, DIY waste or soil.
- contamination of the recycling bin/box - with materials not collected by PCC (see section 1, pg 4)
- recyclable materials found within a householders general domestic rubbish
- side/additional waste
- presentation of waste other than the prescribed time window for that address (before 7pm on the evening before collection day)
- bin/box left on highway after collection day in an inappropriate way

**Overloaded bins/boxes** - Bins/boxes should not be overloaded. Items should fit within the bin/box and the lid should close. The bin or box should not be so heavy that it would be unsafe for the collection crew to move.

**Presentation of non-domestic waste items** - the council operates a household waste collection service and items such as construction materials, DIY waste, soil and green waste should not be placed in the domestic bin collection. The items should be removed and disposed of correctly Residents can take these items to the Household Waste and Recycling Centre (charges apply see [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk))

**Contamination of recycling containers** - where the collection crew consider a bin to be contaminated with non-targeted materials the crew will hang the bin and the resident should remove the non-targeted materials and present the bin for collection on the next collection date.

**Recyclables put out as rubbish** - any items that are targeted for recycling should not be placed within the rubbish wheelie bin or bags. (For targeted recycling items see section 1)

**Side/additional waste** - side/additional waste will not be collected and residents need to take this back within the boundary of their property. Excess waste can be taken to the Household Waste and Recycling Centre at Port Solent (see section 11 for contact details). Residents who regularly exceed the stated limits can request an assessment for a larger bin or additional allowance (see section 2).

**Early presentation of waste** rubbish and recycling should not be presented before 7pm on the evening before scheduled collection day.

**Bin/boxes left on highway after collection** Bins/Boxes should be taken back within the property boundary on collection day following the collection.

**Where householders *persistently* breach this policy, enforcement action may be taken using Section 46A of the Environmental Protection Act 1990.**

Steps of enforcement:

1. Letter sent identifying the breach of the policy with guidance about what needs to change. This letter will also identify what the consequences of non-compliance could be.
2. If behaviour continues, PCC's Enforcement team will send them the formal Section 46A Environmental Protection Act 1990, Notice of Intent letter. The notice sets out specific instructions of what the resident is required to do with regard to their waste and the penalty they could face if they fail to adhere to the educational instructions they will have been given. The notice will lay out the process for making a representation to the authority.
3. Following a statutory 28 day period, the notice will come into effect if no appeal has been made against it. Should the residents behaviour continue in breach of the instructions on the notice of intent then along with a formal Section 46A 'Final Notice' together with a £60 fixed penalty and any costs incurred will be sent to the named resident.

The Final notice will set out:

- The grounds for the issuing of a fixed penalty
- The amount of the penalty and costs
- How payment may be made
- The period within which payment is required to be made

- The right of appeal
- The consequences of not paying the penalty

## **6: New bin/bin replacement/repair (rubbish, recycling and garden waste)**

*This section sets out what receptacles the Council provides to residents and how they can replace missing or stolen bin/box, or have their wheeled bin repaired. This only applies to PCC supplied bins.*

**6.1 Recycling - fortnightly** Each household will receive as standard 1 x 240 litre wheeled bin for recycling of tins, cans and aerosols, plastic bottles, paper, and cardboard free of charge. Where storing or using a standard 240 litre wheeled bin is not practical, other non-standard sizes of wheeled bins and boxes are available on request. These include 140 litre and 180 litre wheeled bins and 55 litre green boxes.

**6.2 Rubbish - weekly** Wheeled bin areas - Each household will receive 1 x wheeled bin for general 'black bag' rubbish (standard of 140 litre - a larger bin may be issued following an assessment by council officers).

6.5 Residents living in non-wheeled bin areas can present 3 x standard bin bags per week (additional allowance may be approved following an assessment by council officers), but all bags are to be provided by the householder.

6.6 Any request to provide a new wheeled bin or recycling box e.g. damaged, lost or stolen, or for a newly built property, shall be made in writing, or by contacting the Council through the other routes, such as, phone, App, web form etc.

[recyclingandrubbish@portsmouthcc.gov.uk](mailto:recyclingandrubbish@portsmouthcc.gov.uk) or by visiting [www.Portsouth.Gov.uk](http://www.Portsouth.Gov.uk)

6.7 A cost recoverable charge will be made to the owners or managing agents of flats and shared properties of multiple occupation, for the supply of larger communal bin(s). These will range in size from 360 litres up to 1280 litres. Charges also apply for the replacement of any broken or stolen bins.

6.6 Charges will also be made to the developers of any new build properties for any bins required for a new development.

6.7 Damage to wheeled bins caused by collection crews during the collection process (excepting wear and tear issues) will be replaced free of charge.

6.9 Replacement wheeled bins or recycling boxes and communal bins shall be delivered to individual households as soon as practicable after the request has been processed.

6.10 Rubbish and recycling bins/boxes supplied free of charge to householders remain the property of the Council.

6.11 All rubbish and recycling bins/boxes supplied for a charge to owners and managing agents of communal properties remain the property of the purchaser.

6.12 When householders move home they must leave all wheeled bins and recycling boxes at the property ready for the new occupant to use.

6.13 Householders are responsible for the storage, safe keeping and cleaning of rubbish and recycling receptacles provided by the Council, or purchased by owners or managing agents.

6.14 The cost of providing wheeled bins for the garden waste service is the responsibility of the waste collection contractor who provide the 'Green Waste Club' on behalf of the Council. (see section 9)

## 7: Bring Banks

*This section sets out the part that bring banks have to play in increasing recycling and reducing waste.*

7.1 The council provides a network of bring banks across the City and at the Household Waste and Recycling Centre so that residents can recycle additional materials that are not collected as part of the kerbside recycling collection. Bring banks are provided for:

- **Glass**
- **Textiles (clothes and bedding - not quilts)**

In addition, Charities and supermarkets also provide bring banks which are not managed by the council.

Most supermarkets also provide facilities for residents to recycle batteries.

To find the nearest bring bank to you visit [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

## 8: Services to charities and community organisations

*This section sets out the recycling and rubbish collection service which the Council provides to charities and community organisations within Portsmouth.*

8.1 Registered 'not for profit' charities and community organisations can arrange collections from the Council, via PCC's chargeable bulky waste service.

8.2 Churches and other places of religious worship are provided with 1 x 240 litre recycling bin free of charge (which receives a fortnightly collection) and they are also allowed to present up to 3 x black bags of rubbish per week (or a 140l wheeled bin), which are also collected free of charge.

## 9: Garden Waste Club

*This section sets out the options for Green Waste from gardens of residents in the City.*

9.1 Garden Waste should not be placed within your rubbish or recycling wheelie bin or in rubbish bags. This will not be removed by the collection crews.

The council's waste collection contractor operates a garden waste club. To join contact the Green Waste Club team on 0800 0858 286 or email [gwc.pcc@biffa.co.uk](mailto:gwc.pcc@biffa.co.uk)

Alternatively green waste can be taken to the Household Waste and Recycling Centre (HWRC) at Port Solent:

Portway, Port Solent, PO6 4UD

Phone [02392 387015](tel:02392387015)

- Open 7 days a week, except Christmas Day, Boxing Day and New Years Day when the site is closed
- 9am to 6pm 1 April to 30 September
- 9am to 4pm 1 October to 28 February
- 9am to 5pm 1 March to 31 March

There are no charges for green waste but soil is chargeable. For charges go to our website [www.Portsmouth.gov.uk](http://www.Portsmouth.gov.uk)



## **10: Planning considerations**

*This section sets out the waste management considerations in relation to planning applications*

10.1 Planning applications are reviewed by Waste Management to ensure there is safe access and egress to the waste storage point. Additionally checks are carried out to ensure that the waste storage area is of sufficient size and designed to the best interests for all parties in order to help design out issues that could cause problems after construction. The planning team can supply a multi-point check list when considering how waste storage facilities should be designed and this is reviewed on a regular basis.

10.2 Applications which include waste storage for flats and Houses of Multiple Occupation (HMO's) are given particularly careful consideration. HMO's of 6 or more beds will require communal waste collections, starting with a minimum of a 360 litre rubbish bin. The waste management team will work with developers and architects to design out potential issues. As the collection authority, the council can state how the collections will take place (see introduction). If a building is not built as agreed/instructed, or is not safe to collect for, the Council may suspend all waste collections from the property. This would mean that the owners would need to make arrangement for the collection of waste until the matter is resolved.

## **11: Bulky Waste**

*This section sets out how residents can get rid of larger bulky items*

11.1 Larger household items that need to be disposed of should not be put out for collection as part of the normal rubbish collections.

11.2 Residents should make arrangements for disposing of bulky items. This could include the following:

- If the item is in good condition why not consider selling (ebay/freecycle) or donating the item to charity. Many items can be reused or 'upcycled'
- Take the item to the HWRC at Port Solent, Port Way, Portsmouth, PO6 4UD - We recycle as much as possible
- Arrange a bulky collection - contact 023 9284 1105 (please note this is a chargeable collection - call for a quote)
- Arrange a private collection - Always check that you are using someone who has a waste carriers licence - you could be liable if your items are fly tipped!
- Arrange for the item to be collected when your new item is delivered (some suppliers offer this service for a small charge)

