

Waste and Recycling Policy



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Note: Additions And Changes To This Version Of The Policy Are In *Blue Italic Font*

Background

Introduction

The following document outlines the policies which govern the collection of refuse, recycling and garden waste in Solihull.

The policies also apply to the management and services provided at Bickenhill Household Waste Recycling Centre

Aims and Objectives

The aim of this document is to ensure that our policies are clear and fair and wherever possible, to reduce any ambiguity relating to the interpretation of policy.

The policy confirms what our residents and key stakeholders can expect from the waste and recycling service and also outlines what residents and stakeholders can do to help us to deliver the service.

The Council is committed to increasing recycling and moving the management of waste up the waste hierarchy as outlined in our waste strategy

Service Overview

The waste collection service is delivered by Amey who are Solihull MBC's contract partner. Together we are responsible for ensuring that the service is delivered to high quality standards. Our current contract with Amey runs until 2022.

Standard Service Provision

The waste and recycling collection service is a property based collection and the provision of containers is decided on a property specific basis.

The standard service is suitable for the majority of households in the borough, however it is acknowledged that some properties or householder circumstances mean that the standard service is unsuitable. Therefore, we provide exemptions from the standard service. These exemptions and the qualifying criteria are outlined in the following policy sections.

The standard service for the collection of refuse/rubbish, recycling and garden waste is as follows.

Collection	Container	Collection Frequency
Refuse/rubbish	1 x Black/grey 140 litre wheeled bin	Weekly
Recycling	<i>55 litre black box</i> <i>240 litre brown bin</i>	Fortnightly
Garden waste	1 x Green 240 litre wheeled bin	Fortnightly from April - November

Contract Management and Monitoring

The management of the overall contract is overseen by a Project Board which consists of Solihull Council Elected Members, and Strategic Directors from both Solihull and Amey. The main objective of the Board is to ensure that the contract is being delivered and managed effectively and that value for money and a high quality service is being delivered to the residents of the borough.

The operation of the contract is closely monitored by both the Waste and Recycling Team and the Contract Manager and team of operational Supervisors. To assist with the monitoring of the service we use two electronic systems which provide real time information regarding the status of collections.

The collection vehicles are fitted with an in-cab logging system. The system allows the collection crews to record information regarding collections, such as if a wheeled bin has not been presented for collection or if the wrong materials have been presented. This information is then used by the councils Contact Centre and waste and recycling team to monitor collections and respond to enquiries from residents.

The collection vehicles are also fitted with trackers, which mean that we can monitor their location when they are carrying out collections. This information is also used by the Contact Centre to respond to enquiries from residents.

To enhance health and safety for our operatives and the public, the collection vehicles are also fitted with 360 degree cameras which are filming continually while the vehicles are in operation.

Supporting Legislation

As set out in the Environmental Protection Act 1990, the waste collection authority – Solihull Council can specify the following:

- *The type and number of containers to be used*
- *The collection frequency*
- *The collection point for containers and the access required to enable collections to take place*
- *The type of materials to be placed in each container*
- *The actions required to enable collections to take place*

If a resident chooses not to follow the instructions and guidelines set out by the council – and do not wish to participate in the service, they will need to make their own arrangements for the safe and legally compliant disposal of their waste.

Householder Duty of Care

The council has a responsibility – Duty of Care, to ensure that it manages all waste collected in a responsible manner and in accordance with all relevant legislation and policy.

What is less well known is that each householder also has a Duty of Care to ensure that the waste that they produce is also managed responsibly and in accordance with the Household Waste Duty of Care Regulations 2005.

Householders must ensure that household waste is properly disposed of. Failure to do so could result in a fine of up to £5,000 in the Magistrates Court or an unlimited fine in the Crown Court.

Therefore it is essential that householders are aware of the following when disposing of their household waste.

If someone other than the council is taking the waste away the householder should:

- *Ask the person taking the waste where it will be going and ask to see their Waste Carriers Licence. If they do not have a license they should not be moving your waste.*
- *The householder can check whether they are registered by checking on the Environment Agency's Public Register page*
- *<https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>*
- *The householder should keep a record of the paperwork they give you, the dates you used them, their name, telephone number and registration number so that if they do fly-tip your waste you will be able to pass their details onto the Council or Environment Agency for investigation.*

Further details are available on the councils website

<http://www.solihull.gov.uk/Resident/Rubbish-recycling/How-should-I-dispose-of-my-waste>

Waste and Recycling Policies

The following sections outline the policies governing the delivery of the waste and recycling service.

To support this policy document we have also produced three further documents to assist our service users to optimise their use of the service – they are available on the councils website and are as follows:

- *Guide to the Waste and Recycling Service – a guide for householders*
- *Guide to the Waste and Recycling Service for Managing Agents and Landlords*
- *Customer Service Charter – short summary outlining the key elements of the service – summarising our commitments and expectations*

1 POLICY 1 - Collection of household refuse/rubbish

- 1.1 Refuse or rubbish is collected weekly in either a black 140 litre wheeled bin or purple sack (for those properties/individuals that cannot accommodate a wheeled bin in line with [Policy 5](#)). We provide this service to collect household refuse. This is what is left over when all recyclable items have been removed.
- 1.2 We will only collect rubbish from wheeled bins or purple sacks that have been provided by the council (This is with the exception of bins provided by Developers as outlined in [Policy 18](#)). If a householder has purchased their own wheeled bin or sacks – we will not collect these. The only exception to this is when we suspend collections over a bank holiday or due to inclement weather. We will then collect additional refuse in black sacks, however we will inform residents of this either by a direct communication such as a leaflet or sticker or via our website.
- 1.3 We will also only collect from containers identified on our asset list, if a householder presents two or more wheeled bins and they are only entitled to one, we will only collect one wheeled bin – this will be logged by the collection crew and the householder will be notified of the situation in writing. *We will then make arrangements to collect the unauthorised container if it is one that has previously been provided by Solihull Council.*
- 1.4 *All containers provided remain the property of the council. Householders are responsible for keeping their containers safe and clean. Householders should put their house number or house name on their bins to reduce the potential for them being lost or stolen.*

What we will not collect as part of your rubbish collection

- 1.5 There are some items that we will not collect as part of the household rubbish collection. This is either because we provide other means of disposing of these items; they are hazardous or difficult to collect or are not classified as household waste.

These items are:

- Garden waste
 - Soil
 - Rubble
 - Bricks
 - Wood
 - Hazardous waste
 - Liquid waste
 - Paint
 - Waste from commercial or business activities
 - Asbestos
 - *Items accepted through the kerbside recycling service*
- 1.6 For a comprehensive list of materials –please refer to our website [[Solihull Council - What goes into my containers?](#)]
- 1.7 We provide other means of recycling or disposing of many of these types of materials e.g. Bickenhill Household Waste Recycling Centre or if a householder is embarking on a large DIY project we would encourage them to hire a skip.
- 1.8 If these materials are present in the wheeled bin, we reserve the right not to collect it and request that the excluded items are removed. We will then collect the wheeled bin on the next scheduled collection day. We will not return to make a separate collection once the items have been removed.

‘Difficult’ household rubbish

- 1.9 We collect the following items as part of the refuse collection service but due to their potential ‘difficult’ nature we require these wastes are presented in a specific way.

Pet wastes

- 1.10 As part of the refuse collection service we will collect waste that is produced by domestic pets– this includes small amounts of cat litter, animal bedding (hay/straw) and faecal matter. To make collections safer for the crews this material needs to put into bags and tied. This type of material should not be put loose into the wheeled bin. We will not collect waste that is left at the side of the wheeled bin for collection. No additional or larger wheeled bins will be provided to accommodate pet wastes.

Paint

- 1.11 We cannot accept paint as part of the general refuse collection and encourage residents to take leftover paint to the Household Waste Recycling Centre at Bickenhill where some of it is reused in local community schemes. If it is not possible to take paint to Bickenhill – it can be placed outside the wheeled bin and will be collected separately by a different collection vehicle.
- 1.12 *We reserve the right to reclaim any costs of clearing up paint due to a spillage where the source of the paint can be clearly identified. Should the paint be present in a communal container, the cost of paint removal will be passed onto the Management Company/Landlord or Agent.*

Broken glass

- 1.13 We do not accept broken glass as part of the recycling collection service. We will accept broken glass in the refuse wheeled bin but it needs to be wrapped in layers of paper or placed in a cardboard box to protect the crews during collection. This is particularly relevant if purple sacks are presented by the householder.

Knives and sharp objects

- 1.14 Knives and sharp objects should be wrapped in layers of paper to assist the collection crews while carrying out collections.

Nappies

- 1.15 Nappies can be included in the household rubbish collection, however these should be placed in bags and tied to make the collections safer for the collection crews.

2 POLICY 2 – Collection of household recycling

- 2.1 Recycling is collected fortnightly from the kerbside in from a combination of containers including a 240 litre brown bin and a 55 litre box. Multi-occupancy properties will be provided with recycling facilities appropriate to the facility type.
- 2.2 We will collect recycling from containers provided by residents as long as they are of a similar size and type to the containers provided by the council. We will not collect recyclables that are placed in black bin bags or in bags where we cannot easily see the contents.
- 2.3 We do not place a limit on the amount of recycling that we will collect, as long it is clear that it is recycling when presented (i.e not placed in a black sack).

What we will not collect as part of your recycling collection

2.4 There are some items that we will not collect as part of your recycling collection. These items are:

- plastic carrier bags
- newspaper supplements still in plastic packaging
- crisp packets, sweet wrappers
- cellophane/bubble wrap
- polystyrene
- plant pots
- food
- Plate glass, Pyrex, drinking glasses
- tissues and kitchen roll
- household waste
- cards with glitter or foil
- nappies
- metal i.e. cutlery or paint tins
- hard plastics i.e. CDs, DVDs, toys or sweet tubs
- clothes or textiles
- wallpaper
- plastic film
- food pouches (e.g. pet food pouches)

- 2.5 (For a comprehensive list of materials –please refer to our website [[Solihull Council - What goes into my containers?](#)]).
- 2.6 We provide other means of either recycling or disposing of many of these types of materials at Bickenhill *Household Waste Recycling Centre*. Please check our website for more details <http://www.solihull.gov.uk/Resident/Rubbish-recycling/recyclingcentres>
- 2.7 If unwanted or incorrect materials are present in the recycling containers, we reserve the right not to collect them and request that the incorrect items are removed. We will then empty the containers on the next scheduled collection day. This information will be logged using our in-cab monitoring system and a leaflet, sticker or hanger will be used to inform the resident. *We will not return to make a separate collection once the items have been removed. However, surplus recycling will be collected if presented for the next scheduled collection.*

Other reasons why we may not empty your containers

- 2.8 If the materials in the recycling containers are heavily contaminated with refuse or food waste we reserve the right not to empty them. If we do not empty the containers for this reason, it will be logged using our in-cab monitoring system and a sticker, leaflet or hanger will be left by the crews informing the householder of this
- 2.9 It will be the residents responsibility to dispose of the incorrect material either by taking it to Bickenhill HWRC or by sorting it and putting it out for the next scheduled refuse collection. . *We will not return to make a separate collection once the items have been removed.*

3 POLICY 3 – Collection of household garden waste

- 3.1 Garden waste is collected in a 240 litre green wheeled bin. This service is available to all residents who can accommodate a wheeled bin (subject to exceptions outlined in [Policy 4](#) – where private contractors are employed to carry out gardening activities).
- 3.2 *We will only collect garden waste contained within the bin provided and will not collect any garden waste placed at the side of the bin in bags or any other containers*
- 3.3 *There are some properties in the borough that we cannot access using a standard 26 tonne collection vehicle. Where this is the case it may not be practicable to provide a collection of garden waste. In these instances residents will be offered a home compost bin for their garden waste or alternatively they can take it to Bickenhill Household Waste Recycling centre.*
- 3.4 Garden waste is collected fortnightly from April until the end of November/beginning of December. No charges are currently made for this service.

- 3.5 We will only collect garden waste from wheeled bins that have been provided by the council (This is with the exception of bins provided by Developers as outlined in [Policy 18](#)). If a householder has purchased their own wheeled bin– we will not collect it. This will be logged by the collection crew and the householder will be notified of the situation in writing. *We will then make arrangements to collect the unauthorised container if it is one that has previously been provided by Solihull Council.*
- 3.6 There are some items that we will not collect as part of the garden waste collection service. These items are:
- Soil and Turf
 - Bricks and Rubble
 - Tree Stumps
 - Large Branches above 75mm in diameter
 - Animal Faeces
 - Food/Kitchen Waste
 - Plastic Bags/Sacks
 - Plant Pots/Seed Trays/Hanging Baskets
 - Pesticides/Weedkiller
 - Vegetable/Fruit Peelings
 - *Ashes*
- 3.7 (For a comprehensive list of materials –please refer to our website [[Solihull Council - What goes into my containers?](#)]).
- 3.8 We provide other means of disposing of many of these types of materials e.g. Bickenhill Household Waste Recycling Centre or if a householder is embarking on a large DIY project we would encourage them to hire a skip.
- 3.9 If unwanted or incorrect materials are present in the wheeled bin, we reserve the right not to collect it and request that the householder removes the excluded items. We will then collect the bin on the next scheduled collection day. This information will be logged using our in-cab monitoring system and a leaflet, sticker or hanger will be used to inform the resident. . *We will not return to make a separate collection once the items have been removed and we will not collect any garden waste placed at the side of the bin.*
- 3.10 *The may be other instances when it is not possible to empty the garden waste bin, this is typically when the bin has been overfilled and is too heavy or the contents have become compacted and stuck in the bin. Further details on overweight and compacted bins is provided at [Policy 14](#).*

Option to purchase additional green wheeled bins

- 3.11 We provide the option to purchase an additional green wheeled bin and additional collections for garden waste. *Householders can purchase up to three (3) additional wheeled bins for their garden waste.*

- 3.12 During the summer months we offer the option for Residents to purchase and present an extra wheeled bin for their scheduled collections. *Residents who purchase the additional collections will be provided with a sticker to place on their additional bin. Bins presented without a sticker will not be emptied.*
- 3.13 During the winter months (December – March) we offer the option to purchase four additional collections. If a resident has purchased two wheeled bins for their garden waste collection they may purchase additional collections for each of these wheeled bins over the winter months.

Home composting

- 3.14 In accordance with the waste hierarchy the council fully supports Home composting and encourages residents to use a home compost bin to help manage their garden waste and uncooked vegetable food waste.
- 3.15 By composting at home residents can turn their waste into a useful compost for their garden.
- 3.16 Details of how to purchase a compost bin are provided on our website [[Solihull Council - Home composting](#)].

4 POLICY 4 - Collections from flats, apartments and multi-occupancy properties

- 4.1 Collection of rubbish and recyclables from multi-occupancy properties sometimes presents challenges. However, we aim to provide a high quality service to residents living in these properties and where necessary will work with Developers, Managing Agents, Housing Associations and residents to develop a service solution that meets the needs and requirements of the residents. To facilitate this, the cooperation from all the agencies/individuals involved is required.

Collection of refuse from communal bins

- 4.2 The same material exclusions as outlined in [Policy 1](#) apply to the collection of rubbish from communal containers.
- 4.3 We will collect refuse from communal bins and communal bin stalls and will collect and return the containers from their point of origin. This is applicable only to communal containers larger than 500 litres in size. If residents are provided with individual 140 litre or 240 litre wheeled bins they will need to present these for collection at an agreed location and then retrieve them following collection.
- 4.4 We will also clear up any spillages that occur as a result of the collection process. However, we will not remove any loose refuse/bulky items that are presented by the residents in the communal bin areas/bin stalls. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove or clear such items.

Collection of recycling

- 4.5 The type of recycling facilities provided at multi-occupancy properties will vary depending on the property type. Some properties will be able to accommodate their own individual containers for recycling, whereas other properties will be provided with a communal container for recycling or a number of shared wheeled bins. When deciding what containers are the most appropriate we will consider the space available and any operational issues that will influence the ability to service the property.
- 4.6 We are committed to increasing recycling and will work with the relevant agencies to develop a solution that is easy for residents and operationally viable.
- 4.7 *In developments where the Managing Agent/Housing Association/Landlord/Residents do not wish to participate in the recycling service, no additional refuse capacity will be permitted. It will be up to the Managing Agent/Housing Association/Landlord/Residents to manage any excess waste that is generated due to not participating in the recycling service.*
- 4.8 *This also applies to developments where recycling has been put in place but due to persistent contamination and collection issues the recycling service has been withdrawn.*

Collection of garden waste

- 4.9 We will provide wheeled bins for garden waste where residents living in multi-occupancy properties maintain their own gardens or carry out gardening activities.
- 4.10 We will not provide wheeled bins for garden waste where the communal gardens are maintained by a private gardener or contractor, as this is considered a commercial activity. The contractor should factor the cost of the responsible treatment/disposal of the waste resulting from the maintenance activity into his fees to the Managing Agent/Housing Association/Landlord/Residents. Therefore, we will not provide bins for garden waste generated as a result of this commercial activity.
- 4.11 We will assess each request on a case specific basis, however we will not provide more than 960 litres of capacity *or four green wheelie bins* for garden waste at multi-occupancy properties.
- 4.12 If we provide wheeled bins to multi-occupancy properties and find that they are being used by a private contractor, we reserve the right to remove the wheeled bins and suspend the collection of garden waste.
- 4.13 *It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to present the garden waste bins for collection at an agreed collection point on the scheduled collection day. Similarly it will also be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to return the bins to their storage point after collection.*
- 4.14 *Failure to do this will result in the bins not being emptied. Repeated failure to present and replace the bins following collection will result in the service being removed.*
- 4.15 *If the garden waste containers are repeatedly contaminated with unwanted items - this will also result in the containers being removed.*

Contaminated communal bins

- 4.16 Where a communal rubbish bin is found to be contaminated with excluded items it will not be emptied. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to arrange for the incorrect materials to be removed before the bin will be emptied on the next scheduled collection day. The only exception to this is where the communal bin is serviced by a chute disposal system. We will then empty the bin once the contamination has been removed to prevent any potential fire risk from refuse backing up within the chutes.
- 4.17 On rare occasions the collection crews may clear communal bin areas, for example if clearance is required to gain access to service the bins, which would otherwise pose a health and safety risk, where this occurs, the council reserves the right to recoup any costs incurred as a result of the clearance process from the Managing Agent/Housing Association/Landlord/Residents.

Overflowing communal bin areas

- 4.18 All refuse and recycling should be placed in the containers provided. Any surplus waste that is not placed in the containers and that is left in the bin store will not be collected. The Managing Agent/Housing Association/Landlord/Residents will be required to move the waste and place it in the correct containers or make alternative disposal arrangements for the waste.
- 4.19 Where access to a bin is blocked by loose rubbish/bulky items/surplus sacks it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day. The only exception to this is where the communal bin is serviced by a chute disposal system. We will then empty the bin, once the rubbish/bulky items/surplus sacks has been removed to prevent any potential fire risk from refuse backing up within the chutes.
- 4.20 *It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove any surplus waste that accumulates as a result of being unable to carry out collections. In such instances, the council may be able to carry out an additional collection but there would be a separate charge for this service.*

Clearing and cleaning of communal bin areas

- 4.21 The collection crews are not responsible for clearing or cleaning any mess or spilt rubbish that has accumulated in the communal collection area as a result of residents' activities. The collection crews will only collect bagged rubbish or will clear up spills that have resulted due to the collection process. It is the responsibility of the Managing Agent/Housing Association/Landlord/Residents to ensure that the communal bin areas are maintained and kept in a clean and tidy manner. The collection crews will log any issues relating to collections on their in-cab reporting system.

- 4.22 On rare occasions the collection crews may clear communal bin areas, for example if clearance is required to gain access to service the bins, which would otherwise pose a health and safety risk or where previous requests have been made to the Managing Agent/ Housing Association/Landlord/Residents and this has not been actioned.
- 4.23 Where this occurs, the council reserves the right to recoup any costs incurred as a result of the clearance process from the Managing Agent or Housing Association/Responsible body.

Maintenance of Communal bins and damage due to wear and tear.

- 4.24 Where communal bins are used for the collection of rubbish and recyclable materials, the Managing Agent/Housing Association/Landlord/Residents will be responsible for maintaining the bins to ensure that they are able to be serviced by the collection crews.
- 4.25 The wheeled bin manufacturers guidelines should be followed regarding the most appropriate maintenance regime for the units.
- 4.26 If during collections it becomes apparent that a bin is damaged or unusable due to wear and tear and would pose a risk to health and safety to empty it will not be emptied. This will be logged by the collection crew and the information passed onto the Managing Agent/Housing Association/Landlord/Residents where these details are known.
- 4.27 In these instances the Managing Agent/Housing Association/Landlord/Residents will be responsible for replacing the damaged *bin and for making arrangements to get the bin emptied. The council may be able to assist with the removal of additional waste but reserve the right to charge for the additional collection.*
- 4.28 *Should the damaged container not be repaired or replaced within the period agreed with the council – the council will be unable to empty the container and the Managing Agent/Housing Association/Landlord/Residents will be responsible for making their own alternative arrangements for their collections until the damaged container is replaced or repaired.*
- 4.29 *A proactive, preventative maintenance regime can help to extend the operational life of a container and reduce the potential for containers not being emptied due to damage. Container suppliers can often supply maintenance programmes with their bins for a fee.*
- 4.30 *Managing Agent/Housing Association/Landlord/Residents should also consider a programme of container replacement as even well maintained containers have a finite lifespan. Many container suppliers offer a bin refurbishment scheme or a trade in scheme which can assist in the cost of replacing containers.*

Provision of additional capacity

- 4.31 *The number of containers to be provided at each property by the Managing Agent/Housing Association/Landlord/Resident and the collection frequency is determined by the council.*

- 4.32 *More frequent collections or the provision of additional containers may be considered on a case-by-case basis by the council.*
- 4.33 *More frequent collections may be considered by exception at flats where there is insufficient storage space at to accommodate the required number of bins. Such developments will be expected to accommodate containers outside if insufficient internal storage space is unavailable before consideration to more frequent collections is considered.*
- 4.34 *Any decision to increase the collection frequency will be at the discretion of the council.*
- 4.35 *An additional payment will be required for the provision of the additional collection – however more frequent collections will only be provided where there is no negative impact on vehicle efficiency and where the additional collections can be accommodated.*
- 4.36 *Costs for providing more frequent collections will be made available if an agreement is made in principle to provide a more frequent service.*
- 4.37 *The provision of the collection of additional containers will be considered by exception in flats where the number of occupants is higher than the standard assumption.*
- 4.38 *Any decision to collect additional containers will be at the discretion of the Council. An additional payment will be required for emptying the additional container.*
- 4.39 *Additional containers will only be emptied where there is no negative impact on vehicle efficiency and where the additional containers can be accommodated.*
- 4.40 *Costs for emptying additional containers will be made available if an agreement is made in principle to amend the service.*

Access to communal areas/bin sheds

- 4.41 Where access to communal areas (including bin storage areas) requires the provision of code or key. The Managing Agent/Housing Association/Landlord/Residents will be required to provide the required key(s) and codes to the council in order to allow the collections to be carried out.
- 4.42 *It is the councils preference for coded locks to be used as this reduces the need for collection crews to carry multiple sets of keys and offer improved security as the code can be changed. Where keys are used - Managing Agent/Housing Association/Landlord/Residents, should take steps to replace these with coded locks.*
- 4.43 If locks or codes are changed, the Managing Agent/Housing Association/Landlord/Residents are required to inform the council and provide the required keys/codes, before the next scheduled collection. Failure to do so may mean that it will not be possible to carry out the collection and residents will have to wait until their next scheduled collection day for a collection.
- 4.44 Under these circumstances, if a collection crew is required to carry out a special collection, the council reserves the right to recoup the costs of this collection from the Managing Agent/Housing Association/Landlord/Residents.
- 4.45 The collection crews will be responsible for locking and securing the communal areas/bin storage areas once the collection has been carried out.

Communal Collections – Potential for Additional Charges

- 4.46 *There are some circumstances when the council reserves the right to make an additional charge for the collection or clearance of waste.*
- 4.47 *In these situations the charge will be based on the cost of removing the waste which is charged on an hourly rate and is dependent on the level of resources required to remove the waste– the cost of disposal will not be charged.*
- 4.48 *These are as follows:*
- *Additional non-scheduled collection due to being unable to gain access to waste due to change in access codes/locks*
 - *Additional non-scheduled collection due to being unable to gain access to containers due to surplus waste/bulky items blocking access*
 - *Additional non-scheduled collection due to containers initially containing restricted items (refuse collection) that have been removed*
 - *Additional non-scheduled collection to remove contaminated recycling*
 - *Additional non-scheduled collection to clear bin collection area at the request of the Managing Agent/Housing Association/Landlord/Residents*
 - *Provision and collection of an additional container*
 - *Provision of additional collection frequency*

4.49 *Where contaminated recycling is being removed – the waste will not be recycled but will be processed at an Energy from Waste Facility.*

Flats above shops

4.50 *Residents living in flats above shops are required to present their waste at an agreed collection point. The collection crews will not go up stairs to collect waste.*

4.51 *If there is no secure location for the storage of a communal container, residents will be provided with purple and clear sacks for their waste and recycling.*

4.52 *Due to the sensitive location of these flats residents are requested not to put their bags out for collection until the day of collection or at the earliest the evening before their collection. In between collections bags must be stored on the property.*

4.53 *It is an offense to leave waste on the public highway for collection except immediately prior to collection. Waste left on the public highway in any other circumstance or next to litter bins will be treated as fly-tipping and appropriate action will be taken where evidence can be found.*

5 POLICY 5 – Criteria for the provision of purple and clear sacks

Criteria for being issued purple and clear sacks instead of a wheeled bin

- 5.1 Properties that are considered to be unsuitable to accommodate a wheeled bin will be provided with purple sacks for the collection of their *rubbish and clear sacks for the collection of their recycling they will also be provided with a recycling box for their glass*. The same material exclusions as outlined in [Policy 1](#) apply to residents using purple sacks.
- 5.2 Unsuitable property types include properties with no frontages and properties that can only be accessed by steps.
- 5.3 If a householder has a wheeled bin for garden waste or recycling, it will be assumed that they can also accommodate a wheeled bin for their refuse and recycling collection and will be moved from purple and clear sacks onto a wheeled bin collection. They will be notified before this takes place.
- 5.4 Residents should use no more than two and a half purple sacks for their rubbish per week. This is equivalent to the capacity provided by a 140 litre wheeled bin.
- 5.5 If there are 6 or more permanent occupants in the household then it is acceptable to put out 5 sacks for collection.

Provision of purple and clear sacks

- 5.6 Householders will receive an annual supply of purple and clear sacks in the summer and this supply is to last the whole year.
- 5.7 Residents who run out of purple sacks before the end of the year may not automatically be provided with another roll of sacks. Householders will be required to explain why they need additional sacks.
- 5.8 Additional purple sacks will not be issued to residents without this initial check and a potential visit from a Waste and Recycling Officer. This is to ensure that where provided, the resident is making full use of their recycling service.
- 5.9 The provision of additional purple sacks has the potential to create significant amounts of extra waste and result in additional disposal costs to the council.
- 5.10 Residents who run out of clear sacks before the end of the year can automatically be provided with another roll of clear sacks, as we do not limit the amount of recycling collected.

6 POLICY 6– Provision of replacement containers

Replacement of containers for the collection of rubbish, recycling and garden waste

6.1 Replacing containers for the collection of rubbish and recycling presents a significant on-going cost to the council. Therefore it is imperative that we only replace containers that are no longer serviceable. Therefore we have set parameters regarding when we will or will not replace a container and also whether a charge is made for the replacement of the container. We may on occasion supply refurbished wheeled bins.

We will replace your container if

- It was crushed by the collection vehicle
- It is no longer serviceable and poses a health and safety risk to the operatives/residents
- It has been stolen
- Manufacturing fault

We will not replace your container if

- It is dirty
- It is smelly
- It is still serviceable - this decision will be made by a waste officer
- It is potentially repairable and does not need replacing
- It has been damaged or lost due to misuse
- It was used by the previous residents

Charges for replacement containers

- 6.2 We will replace a container free of charge, subject to meeting the criteria outlined above, once in a 24 month period. If subsequent replacements are requested within this period then the householder will be required to pay for the replacement containers. The only exception to this is if it has been crushed during collection or it has been stolen. Details of charges for replacement bins can be found on our website [Solihull Council - Replacement Wheelie bin or recycling container.](#)

Wheeled bin damaged/crushed by collection crew

- 6.3 On occasion the wheeled bin can be damaged during collection or fall into the collection vehicle. If the wheeled bin falls into the collection vehicle, the collection crew will post a card through the residents door informing them of this. A replacement wheeled bin will automatically be ordered for delivery.

Maintenance of containers for waste and recycling

- 6.4 The following section is applicable to wheeled bins provided to individual properties or residents who live in multi-occupancy properties who have been provided with their own wheeled bins.
- 6.5 All wheeled bins and sacks provided remain the property of the council. The householder is responsible for keeping all containers and sacks safe while they are on their property and they must protect them from misuse and possible theft. The council reserves the right to charge for the replacement of any container that has been misused.
- 6.6 To assist collections, residents are required to put their house number or house name on their containers.
- 6.7 Only stickers provided by SMBC, stickers denoting the residents house number or stickers that identify ownership of the wheeled bin will be allowed on bins.
- 6.8 No other advertising/promotional stickers should be put on the bins without the permission of the council.

Moving House – New Occupiers

- 6.9 As the majority of households will receive the standard collection service, householders are required to leave their wheeled bins and recycling containers at their property when they move house. A full complement of wheeled bins and containers will then be available for the new occupier. .
- 6.10 If a householder is in receipt of a non- standard service, such as a large wheeled bin they should contact the council to inform them that their circumstances are changing and we will then advise on the management of their containers during the move.

7 POLICY 7 - Presentation of containers on collection day

- 7.1 All of the containers provided for your kerbside service must be presented where the property meets the public footpath/road. If residents are unsure where the edge of their property is, they can contact the council and an Officer will be able to provide advice.
- 7.2 The only exception to this is for those residents who receive an assisted collection service (refer to [Policy 11](#) and those residents who receive a communal collection (refer to [Policy 4](#)) *with the exception of garden waste bins provided to communal developments (refer to Policy 3).*
- 7.3 Unless otherwise informed, all containers will need to be out for collection by 7:00 am on the day of collection – this is irrespective of what time the collection crews typically arrive in the area, as collection times can vary.
- 7.4 Residents should not put their containers out for collection any earlier than 6:00pm on the day before collection and should ensure that they retrieve them from their collection point as soon as possible following collection.
- 7.5 In a small number of cases, due to the access or location of a property, it may not be possible for residents to place containers near the public highway for collection. In these circumstances, each case will be considered on an individual basis and a suitable collection point agreed.
- 7.6 Where the collection vehicle has to travel over a private road or drive we will require indemnity from the owner(s) that we will not be held liable for any damage due to wear and tear to the road surface. This is particularly relevant if the road/drive has not been built to highway standards. If such an indemnity is not feasible, residents will be required to present their wheeled bins/containers at an agreed collection point which does not require the collection vehicle to access the drive/road.

8 POLICY 8 -Return of containers following collections

- 8.1 The collection operatives will replace emptied containers so that they do not obstruct the footpath or where practicably possible driveways. Our main objective is to replace containers so that they do not obstruct the footpath and do not pose an obstacle to users of the footpath. This means that we will not always replace containers where we find them – however we will return them in a tidy manner with minimal disruption to users of the footpath.
- 8.2 Residents should ensure that they remove their containers from the highways as soon as possible following collection and do not leave them on the footpath/highway for prolonged periods of time.

9 POLICY 9 - Clearance of spillages following collections

- 9.1 The collection crews will clear up any spillages that occur as a result of the collection process and in the case of use of purple and clear sacks, if the bags have split open prior to collection, the collection crews will remove as much of this material as possible.
- 9.2 Conditions such as high winds can result in windblown litter and particularly light recyclables being blown from the collection points. In these instances the collection crews will pick up as much windblown material as they can but they will not go onto private property to collect materials.

10 POLICY 10 - Delivery of replacement containers

- 10.1 All replacement containers will be delivered directly by the council or their approved contractor. We may on occasion supply refurbished wheeled bins.

Deliveries – what we will do

- Leave a card stating why we were unable to deliver
- Prioritise the delivery of wheeled bins for refuse and will endeavour to deliver these in time for the next scheduled collection day (subject to the request being made at least three working days before the next collection).
- Following a request for a replacement container we aim to deliver within *10 working days, however in periods of high demand or when we are waiting for replacement bin stock it may take up to 20 days – we keep customers updated of this situation via our website and through the Contact Centre*

Deliveries – what we will not do

- Collect a damaged wheeled bin if it is still full of refuse, recycling or garden waste
- Leave an item if there is nowhere safe to leave it
- Replace an item if it is apparent that the resident already has the item and it is serviceable.

11 POLICY 11 - Assisted collections

- 11.1 We will provide an assisted collection service to residents who due to ill health, infirmity or disability are unable to move their containers to the edge of their property. Assistance is only provided where there is no other person living at the property who is able to move the containers on behalf of the householder.
- 11.2 Residents are required to make an application to the council, which outlines their need for an assisted collection. They are required to declare that all information provided is correct and that the provision of false information will result in the service being revoked.
- 11.3 We reserve the right to carry out checks to ensure that the service is being provided to residents who have a genuine need for it.

11.4 We will regularly write to residents on the assist list to check whether their circumstances are the same and that they still need the service. This is due to the service being provided at an additional cost to the authority, therefore it is essential that we ensure that the service is only provided to those who genuinely need it. If a residents circumstances change they should inform the council so records can be amended accordingly and the assisted collection service will cease.

Assisted collections – What we will do

- We will collect refuse, garden waste and recycling from an agreed collection point, which should be visible from the road.
- We will return the containers following collection to the agreed collection point.

Assisted Collections – What we will not do

- We will not enter a property to remove the containers for collection
- We will not enter a back garden to remove containers for collection unless under exceptional circumstances which will be assessed on a case by case basis.

12 POLICY 12 – No side waste and lid closed

Lids closed

12.1 All wheeled bin lids should be closed when the bins are presented for collection – this is to reduce the incidence of spillages and also to reduce the potential for injury to collection operatives. If wheeled bins are presented with open lids or partially open/ajar, they will not be collected.

No additional side waste – refuse collections

12.2 We will only collect rubbish that is contained within the wheeled bins or purple sacks provided. We will not collect additional side waste. Side waste is waste that is either left loose outside the wheeled bin or presented in bags next to the bin, or placed on top of closed or open bin.

12.3 Side waste will not be collected and it will be the responsibility of the householder who has produced the side waste to remove it and dispose of it by either taking it to the Household Waste Recycling Centre at Bickenhill or by including it in the wheeled bin for the next scheduled collection.

12.4 If side waste is not removed following collection, it will be considered to be fly-tipped waste and the owner of the waste may be subject to a fine or prosecution if the waste is not removed and disposed of in the correct manner.

12.5 Only in exceptional circumstances will we collect side waste, this would be following a period of inclement weather when it has not been possible to carry out scheduled collections or over the Christmas bank holiday period when scheduled collections are missed due to fall of the bank holidays. In both instances we will notify residents of this via our webpages or by a direct communication such as a leaflet, bin sticker or hanger.

No additional bags/material – garden waste collections

- 12.6 We will only collection garden waste that is contained within the wheeled bin, if residents find they are producing significant amounts of garden waste, they can choose to purchase an additional bin and collections or home compost
- 12.7 We will not collect additional garden waste that is presented at the side or on top of the wheeled bin.

13 POLICY 13 – Incorrect material or excluded items included in containers (contamination)

- 13.1 Where residents have put the wrong materials in their containers or have put excluded items in their containers we reserve the right not to empty them until the excluded items are removed. We will then collect the containers on the next scheduled collection day. This information will be logged using our in-cab monitoring system and a leaflet, sticker or hanger will be used to inform the resident.
- 13.2 The householder will be required to remove the incorrect items and present their refuse, recycling or garden waste for their next scheduled collection. No additional refuse or garden waste will be collected. It will be the responsibility of the resident to dispose of any additional waste as a result of contamination.

14 POLICY 14 – Overweight and compacted material in wheeled bins

- 14.1 In some instances, a wheeled bin may be too heavy to lift and doing so may compromise the safety of the collection crews and could damage the lifting mechanism on the collection vehicle.
- 14.2 If a bin is considered overweight, it will not be emptied and the householder will be required to reduce the weight of the bin for their next scheduled collection. No additional material will be collected and it will be the responsibility of the resident to dispose of any additional material.
- 14.3 Overweight bins can be avoided by ensuring that none of the excluded items outlined in Policies [1](#) and [3](#), are included and by not compacting the material in the bin.

15 POLICY 15 - Missed collections

15.1 We do not routinely return to collect missed refuse, recycling or garden waste – we will only return to collect if a mistake has been made by the collection crews.

15.2 The collection crews use an electronic logging system which allows them to record details or issues regarding the presentation of containers for collection. The Connect contact centre will refer to this system to identify whether there is a justifiable reason for the crew to return to collect a missed container. *This is also the case if the missed collection is reported via a web-form.*

When we will not return to collect missed refuse, recycling or garden waste

We will not return to collect a missed container if:

- Containers are not presented by 7:00am
- Containers are presented in the incorrect place
- The wrong materials are presented – i.e. garden waste on recycling week
- Refuse containers include excluded materials
- Recycling or garden waste containers are contaminated with rubbish, incorrect or excluded materials
- The wheeled bin is compacted and cannot be fully emptied
- The wheeled bin is too heavy
- The missed collection request is made more than two working days after the collection was scheduled
- Inclement weather
- Side waste has been presented
- *Missed collection is reported before 16:00 on the day of collection*

Reporting and return for missed collections

15.3 *The collection crews start their collections at 7:00am and can continue working until 4:00pm. Although residents can get used of their collections being carried out at a similar time every week, collection routes can change and therefore collection times. For this reason we request that residents do not report a missed collection until after 4:00pm on their scheduled collection day.*

15.4 Missed collections will need to be reported within two working days of the scheduled day of collection. Any missed collections reported after this time will not be collected and residents will have to wait until their next scheduled collection. No additional material will be collected and it will be the responsibility of the resident to dispose of any additional material as a result of a missed collection reported after the specified timeframe.

15.5 If the reason for the missed collection is within our approved criteria we will aim to return to collect the missed items within two working days of the miss being reported.

16 POLICY 16 - Provision of larger wheeled bins for the collection of refuse

- 16.1 Our standard issue wheeled bin for refuse is a 140 litre wheeled bin. This is considered an adequate volume for most residents to accommodate their weekly refuse.
- 16.2 In some circumstances it may be possible to be issued with a larger wheeled bin. However in order to qualify for a larger wheeled bin (240 litres) certain criteria must be met and evidenced.

Household with 6 or more permanent occupants

- 16.3 As part of the standard collection service, residents are provided with a 140 litre wheeled bin for their refuse. The 140 litre bin provides sufficient capacity for a family of 5 and the typical amount of rubbish produced once recyclable materials have been removed.
- 16.4 It is acknowledged that some households with 6 or more permanent occupants may require more capacity once they have recycled all that they can. Therefore, subject to certain criteria being met, we may provide those households with a larger 240 litre wheeled bin.
- 16.5 Residents applying for a larger bin will be expected to make full use of the recycling service to minimise the amount of rubbish that they produce. Before being provided with a larger wheeled bin, they will be offered additional recycling containers.
- 16.6 Residents requesting a larger wheeled bin will be asked to provide the names of the permanent occupants living in the property to qualify and this information may be checked against other records held by the council.
- 16.7 Residents will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 140 litre wheeled bin.
- 16.8 Following application for a larger bin, the council may make the following checks:
- A waste audit to ensure that the household is recycling as much as possible.
 - A check on the names listed permanently residing at the property
 - Site visits to ensure that the information is still relevant.
- 16.9 The additional capacity will be provided on the understanding that the household makes full use of the recycling service. We may carry out random spot checks to ensure that this is being complied with.

16.10 Larger bins are provided on a conditional basis, which will be reviewed periodically. If circumstances have changed, the larger bin will be exchanged for a standard 140 litre wheeled bin. If the resident's circumstances change they are required to inform the council so that we can reassess their need for a larger bin.

16.11 In exceptional circumstances we may provide additional bins for refuse. These incidences will be assessed on a case by case basis and the conditions outlined above will apply.

Long-term medical condition which generates additional waste

16.12 In some circumstances we may issue a larger 240l litre wheeled bin to residents who have a long-term/permanent medical condition which means that they generate a large amount of waste – typically large quantities of sanitary-care type wastes.

16.13 They will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 140 litre wheeled bin.

16.14 Larger bins are provided on a conditional basis, which will be reviewed periodically. If circumstances have changed, the larger bin may be exchanged for a standard 140 litre wheeled bin.

16.15 If the resident's circumstances change they are required to inform the council so that we can reassess their need for a larger bin.

Households with children in nappies

16.16 In households where there are children in nappies (this applies to disposable nappies) they may be eligible to apply for additional refuse capacity on a temporary basis.

16.17 This additional capacity will consist of a supply of sacks provided by the council which can be presented alongside the black wheelie bin or purple sacks. The household will be issued with one additional sack per collection (52 sacks) and will be limited to presenting one additional sack per week. No additional sacks will be provided once these have been used. Additional black sacks will not be collected and will be treated as side waste.

16.18 The sack is to provide additional overall refuse capacity and should not be used just for nappies, other refuse can be placed in the sack along with nappies.

16.19 Each request will be assessed on a case by case basis and a visit may be carried out by a waste officer to make the decision as to whether additional capacity is granted.

16.20 The additional capacity will be provided for a 12 month period. Applications for additional capacity must be made on an annual basis

16.21 The following criteria need to be met in order to be considered for additional capacity.

- Households where there are four or more permanent occupants and more than one child in nappies*
- Households where there are five or more permanent occupants and a child in nappies*

16.22 Residents applying for additional capacity will be expected to make full use of the recycling service to minimise the amount of rubbish that they produce. Before being provided with additional capacity they will be offered additional recycling containers.

16.23 Following application for additional capacity, the council may make the following checks:

- *A waste audit to ensure that the household is recycling as much as possible.*
- *Site visits to ensure that the information is still relevant*

16.24 Residents will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made the additional capacity will be removed, If the resident's circumstances change they are required to inform the council so that we can reassess their need for additional capacity.

17 POLICY 17 – Difficult or restricted access to properties

Road closures

17.1 When roads are closed, every effort will be made to carry out the scheduled collections, and repeated attempts at collection will be made. In some rare instances it will not be possible to gain access to properties on their scheduled collection day. If this is known in advance, residents will be informed by letter of alternative arrangements, this may include earlier collections. This information will also be provided on the council's website, facebook and twitter pages.

17.2 Where sufficient notice of a road closure has not been provided, such as emergency road closures and access cannot be granted on the day of collection, the collection crews will return the following day to carry out the collections.

17.3 In such instances, priority will be given to collecting refuse.

Blocked Access

17.4 There are occasions where collection crews are unable to access containers for collection due to poorly parked vehicles. Where this is the case we will make every effort to return once access becomes available.

17.5 In exceptional circumstances, if the collection crews encounter repeated access problems due to poor parking, it may be necessary to collect the containers from an alternative collection point. Residents will be advised of the change and the new collection point.

Gated properties/estates

Access via electronic gates

- 17.6 Where access to properties are controlled by electronic gates – and access to the collection crews is permitted, the gate should stay open long enough for a refuse collection vehicle to gain access to the estate. The council will not be held responsible for any damage that occurs as a result of premature closing of gates on a collection vehicle.
- 17.7 Where access is not permitted, residents will be required to present their wheeled bins outside the gates for collection.

Access via buzzer entry system

- 17.8 Where access to a gated estate/property is via buzzer entry system – residents will need to be prepared to accommodate the arrival of the collection crews and provide entry. Due to the structure of the collection rounds it is not feasible for collection crews to wait for excessive periods of time for gates to open. If access is not permitted within 5 minutes, the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.
- 17.9 Where access is via the use of a trade button, residents should be aware that it will not always be feasible for collection crews to carry out collections at a prescribed time and access should be arranged to accommodate this. If access is not permitted the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.
- 17.10 If either of these instances occur and a special collection has to be arranged, the Council reserves the right to charge the Managing Agent/Landlord/ Housing Association/Responsible body for the cost of carrying out the additional collection.

18 POLICY 18 – Servicing New Developments

New developments

Pre-development discussions

- 18.1 Prior to starting a new development and during the planning stages, property developers are advised to refer to the council's website for guidance on the requirements for new developments regarding the collection of refuse, recyclables and garden waste.
- 18.2 This includes information regarding the height and turning circles of vehicles and the space that needs to be allocated for the storage of wheeled and communal bins. Early consideration of these issues will assist in ensuring that we can carry out collections with minimal impact on the new residents.

Provision of containers

- 18.3 The provision of containers for the collection of refuse, garden waste and recyclables for new developments, including multi-occupancy properties and house to flat conversions, will be the responsibility of the property developer.
- 18.4 The type and number of bins provided must be agreed by the council in advance and they must meet standards and specifications agreed by the council – further information is provided on the Council's website.
- 18.5 The council will be able to provide the bins on behalf of the property developer if this is a preferred option. The property developer will then need to reimburse the council for the cost of providing the bins and delivery costs.

Collection Arrangements

- 18.6 As part of the discussion regarding the type and number of containers to be provided at the new development, Waste and Recycling Officers will also agree the collection arrangements with the developer. This will include any special arrangements for the development i.e. the provision of sacks whilst the site is still under construction, provision of access codes to gates and agreement of presentation points for containers.

- 18.7 *Servicing new developments that are still under construction can be difficult due to restricted access due to construction vehicles and the actual construction itself. In some instances it may be necessary to provide residents with a restricted temporary collection service until such time that the collection crews can be guaranteed consistent, unrestricted and safe access to the development. In these circumstances residents will as a minimum be provided with a refuse collection service and will be given purple sacks on a temporary basis. They may also be required to present their purple sacks (or bins if allocated) at a communal collection point until such time that the standard collection service can be carried out.*
- 18.8 *We will only collect refuse presented in purple sacks from the agreed collection point(s), we will not remove bulky items or items not contained in purple sacks. It will be the responsibility of the developer to remove any rubbish that has not been presented in purple sacks from the site. We may be able to assist with this but will charge for the service.*
- 18.9 *We will work with the developers to try to secure safe and consistent access as soon as possible so that residents can receive the standard collection service.*

19 POLICY 19 – Collections during adverse weather

Suspension of the service

- 19.1 The health and safety of the public and of our collection operatives are of paramount importance. Therefore, during periods of inclement weather we may take the difficult decision to suspend the service.
- 19.2 On these occasions the collection of refuse/rubbish will be the last element of the service to be suspended.
- 19.3 We will inform residents of the suspension of the service by using our website and social media.
- 19.4 Where refuse collections have been suspended we will collect additional bagged rubbish on the next scheduled collection day.
- 19.5 Where recycling collections have been suspended we will collect all recycling presented for collection on the next scheduled collection day.

High rise flats and flats with chute based waste disposal systems

- 19.6 Due to the potential fire risk posed by overflowing rubbish in properties with chute based disposal systems, every effort will be made to service these properties by some means during periods of inclement weather.

Frozen bins

- 19.7 In some instances during periods of extremely cold weather the material in the wheeled bins may freeze. Garden waste is more likely to freeze than refuse as it tends to be wetter. Where the contents of the bins have frozen, residents can help us by trying to loosen the content of their bins. Unfortunately the collection crews are unable to do this, they are also unable to put the bin on the lift multiple times or shake it as this may damage the wheeled bin.
- 19.8 If it is not possible to empty the contents of the bin, they will be collected on the next scheduled collection day.

20 POLICY 20- Collections of bulky waste

- 20.1 The council provides a chargeable collection for certain bulky household items. Where possible we would encourage residents to consider if the items they wish to dispose of would be suitable for re-use and to contact local reuse organisations to see if they can accept the item. Details of local reuse organisations are provided on our website. [[Solihull Council - Furniture Reuse](#)]
- 20.2 There are certain items that we cannot collect as part of the bulky waste collection service. A comprehensive list of these items is provided on our website [[Solihull Council - Bulky Waste](#)] along with the terms and conditions that householders need to follow in order for the bulky waste collection to be carried out.

Bulky waste collection – What we will do

- We will collect the items specified on the collection date booked by the householder.
- We will leave a card if we have had problems collecting the bulky waste with advice for the householder on what to do next.

Bulky waste collection – What we will not do

- We will not enter residents properties to collect items – all items for collection need to be placed at the agreed collection point for the operatives to collect.
- We will not dismantle items for collection – all items that require dismantling must be dismantled prior to collection
- We will not go up steps or stairs to collect items
- We will not collect additional items that were not identified on the original collection list.
- We will not collect items from a gated alleyway

Difficult to access properties

20.3 If a householder lives in a property where potential access will be difficult, a Waste Supervisor will carry out an assessment before the bulky collection is booked to determine whether it will be feasible to carry out the collection and if so, where the most appropriate collection point will be.

Assisted bulky collections

20.4 In some instances it may be possible to provide an assisted bulky collection. For a householder to be eligible they must be either have a disability or have limited mobility which means that they cannot move the items themselves. There must also be no one else living in the property or able to assist the resident with their items. Each request will be assessed on a case by case basis. However, operatives will only collect items from the ground floor of a property and will not go up-stairs to collect items.

21 POLICY 21 - Collections of offensive waste

21.1 *We do not provide a clinical waste collection service. We do collect waste which is seen as unpleasant or medical but is classified as household waste by the Environment Agency.*

What we will collect

21.2 *Offensive waste – this includes nappies, sanitary items, incontinence pads, stoma or catheter bags, medical dressings, 'peg'/stomach feeding items and home dialysis kits.*

What we will not collect

21.3 Infectious Waste (Health care risk waste) – this includes:

- Any Gloves, aprons, dressings etc from the treatment of patients where there is risk of infection
- Any biological waste – e.g. human tissue or blood
- Any related swabs and dressings from hospitals, clinics, surgeries or laboratories

21.4 We will also not collect the following items:

- Sharps and syringes both contained and loose
- Cytotoxic waste – alternative arrangements will need to be made with a healthcare professional.
- Radioactive waste
- Medical instruments
- Larvae
- Nappies – unless the nappies/sanitary products originate from an individual that suffers from a medical condition that requires that they are incinerated.
- Medical specimens/tissues
- Body parts
- Pharmaceuticals or drugs including vials – these should be returned to the Pharmacy

- Unused medicines and unused medicinal aerosols – these should be returned to the Pharmacy
- Highly Contagious/infectious materials
- Blood products
- Foetal tissue and placentas

21.5 If the householder needs to dispose of such items then they should contact their GP or healthcare professional to arrange a clinical waste collection.

21.6 Some householders producing offensive waste may be eligible to apply for a larger wheeled bin as outlined in [Policy 16](#).

22 POLICY 22 - Hazardous household waste

Hazardous Household Waste

22.1 *Householder can dispose of small quantities of hazardous household waste by applying for a permit and taking the items to Bickenhill Household Waste Recycling Centre.*

22.2 The permit service is provided for the safe disposal of small quantities of hazardous household waste such as chemicals, for example:

- Household chemicals, e.g battery acid, phosphoric acid, anti-freeze
- Garden chemicals e.g pesticides, herbicides, feeds
- Powdered or solid chemicals e.g lawn feeds, weed killers etc.

22.3 *We reserve the right to refuse to accept materials that do not comply with our collection conditions (please refer to our website for details - [Hazardous Household Waste Collections webpages](#))*

22.4 *The service is limited to five items per permit/visit and should not be more than 5kg or 5 litres in total.*

22.5 *Residents are required to book this service in advance and provide details of the materials for disposal and must be able to specify the name of the item, the type and size of container and the approximate amount of material contained within, which will be recorded on the permit.*

22.6 *Householders can take their items to the household waste recycling centre between Monday to Friday 9.30am to 4pm.*

22.7 *Residents who have larger quantities of hazardous waste are advised to seek a specialist contractor who will be able to assist them with the safe disposal of their items. It should be noted that there would be a charge for this service.*

Asbestos

- 22.8 Residents who have asbestos requiring disposal can apply for a permit to take their asbestos to a permitted facility. This service is for household asbestos only. *Permits are limited to a maximum of four (4) per household per year.*
- 22.9 It is the responsibility of the householder to arrange for the safe removal and transport of the asbestos to the designated site. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder.
- 22.10 Asbestos is a hazardous material and residents are advised to seek professional advice before removing asbestos from their property. The Health and Safety Executive have also issued guidance on how to safely handle and remove asbestos [LINK]

23 POLICY 23 - Household waste recycling centre (HWRC)

- 23.1 The council is responsible for the operation of a Household Waste Recycling Centre (HWRC) that is located in Bickenhill, Solihull ([Bickenhill HWRC Webpages](#))
- 23.2 The site is for the use of residents living in the borough to reuse, recycle and dispose of large or surplus items of recycling or rubbish that they cannot fit in their normal collections or are not accepted as part of the kerbside collection service.
- 23.3 A full list of the materials that can and cannot be accepted at the site is provided on our website ([items that are accepted at the HWRC](#)). We are constantly seeking to improve the site, therefore the types of items that we can accept, can change on a regular basis.
- 23.4 The operation of the site is also subject to maintaining strict environmental standards and is regulated by the Environment Agency. From time to time this may mean that we have to stop accepting a material or change how we can accept it, therefore residents are advised to check the website before making a journey to the site to ensure that we can accept materials that they have.
- 23.5 The site is for the reuse, recycling and disposal of household waste only. We do not accept waste from businesses or commercial activities. Producers of such waste will need to make alternative arrangements for the safe disposal of their waste and other materials.

Vehicle permit scheme

- 23.6 A Vehicle Permit Scheme is in operation at the site. The scheme is in place to manage the number of larger vehicles that have access to the site. This is for two reasons, the permits apply to vehicles that are typically used by businesses to dispose of trade –type waste – so the permit is in place to deter use of the site by commercial users. The second reason is to help alleviate access problems at the site by restricting the times that large vehicles with large carrying capacities can access the site, as they can often cause obstructions and restrict visibility on site.
- 23.7 Residents who own vehicles that fall into this category will need to apply for a vehicle permit to access the site. The permit allows twelve visits to the site over a 12 month

period. If all the permitted visits are used within a year, no additional permits will be granted until the following year.

23.8 Permits are issued free of charge, however if replacement permit needs to be issued due to a resident losing their original permit or changing their vehicle, we reserve the right to make an administrative charge to cover the cost of the replacement permit.

23.9 Full details of the exclusions and permit application process are provided on our website[[Solihull Council - Tip permits - visiting Bickenhill HWRC in a commercial vehicle or with a trailer](#)]

Use of Hire Vans

23.10 We do allow hired vans to use the site, however they have to be booked in advance and have to comply with the vehicle restrictions applicable to all other commercial type vehicles.[[Solihull Council - Tip permits - visiting Bickenhill HWRC in a commercial vehicle or with a trailer](#)]

Visiting the site

Site Safety

23.11 Safety of site users is of paramount importance. The site is a working site and can get very busy with a significant number of vehicle movements. It is therefore essential that site visitors follow the site rules when visiting the site – ensuring that they use the footpaths provided.

23.12 Site users should read the short guide on how to use the site safely before visiting the site and familiarise themselves with the site conditions. Both guides are available on the councils website [Link]

23.13 CCTV is in operation on the site, this is for site security and also for the safety of site users and staff.

Safety of site staff

23.14 Abuse and threatening behaviour towards site staff and other users of the site will not be tolerated. The council reserves the right to ban on a temporary or permanent basis users of the site who exhibit this behaviour.

Removal of items from the Site

23.15 Once deposited at the site all materials become the property of the council or its appointed contractor. Site users are not permitted to remove items from the site. The council reserves the right to ban on a temporary or permanent basis users of the site who are found removing items from the site and will notify the Police

Reasonable use

23.16 Access to the site is on a reasonable use basis – this is particularly relevant where large or extended DIY projects are being carried out by residents. In these instances residents are encouraged to hire a skip to accommodate any waste produced as a result of this activity as opposed to making multiple trips to the HWRC.

23.17 We reserve the right to refuse entry to the site if we believe that unreasonable use is taking place or if trade or business waste is being disposed of at the site.

Separating materials – reuse, recycle, recover, dispose

23.18 The site can get very busy, therefore residents are encouraged to sort their materials before they visit the site. We also request that residents sort their materials into items that can be reused, recycled, sent for recovery (incineration) and as a last resort sent to landfill for disposal.

Assistance

23.19 The site staff will provide assistance to residents if they are unsure of where items should go. The site staff may be able to assist if residents are struggling with items that they have brought to the site. However, acceptance of assistance is at the residents own risk and the council will not be responsible for any damage that occurs to vehicles or property as a result of assistance being provided. *Residents should also be mindful of their own ability to carry items and should only lift what they are capable of doing so. If residents wish to bring bulky or awkward items to the site we recommend that they bring someone with them to assist in carrying the items safely.*

24 POLICY 24 – Trade, business and commercial Waste

24.1 We do not currently operate a service for trade, business or commercial waste and cannot accept this type of waste as part of our collection service or at the Household Waste Recycling Centre.