

HOUSEHOLD WASTE COLLECTION OPERATIONAL PROCEDURE

Introduction

1. Nottingham City Council (“the council”) is the Waste Collection Authority and Waste Disposal Authority and has statutory duties to arrange for the regular collection of household waste from domestic properties within the boundary of Nottingham city and to dispose of this waste.

Wheelie bin provision

2. Section 46 of the EPA 1990 provides that a local authority can require the waste to be collected in receptacles of a specified kind and number. Nottingham City Council uses standard size 240-litre wheelie bins for the majority of domestic properties, although exceptions may apply. For shared waste management facilities, larger containers may be offered although only properties that have been assessed will be provided with larger sized wheelie bins or other receptacles which must be stored in a location pre-approved by the council.
3. Bins provided by the council must only be used for household waste in accordance with accepted items and must not be used to dispose of commercial or business waste or from other non-domestic properties, such as universities, hospitals or prisons.
4. The council encourages occupiers to mark wheelie bins with their property name or number for identification purposes; the council does not provide letters or numbers for this. The council reserves the right to insist that only communication stickers provided by the council will be allowed on the council’s provided wheelie bins, or stickers and other markings which occupiers use to identify their bin e.g., house name or number. Other advertising or promotional stickers put on the bins without the permission of the council may be removed without notice to the property owner/occupier. All new or replacement bins supplied by the council will be numbered by the council upon delivery with the property number.
5. Any damage to council provided wheelie bins must be reported to the council and the council may charge for a replacement.
6. The council reserves the right to check the number of receptacles at a property to ensure the correct bin provision is being used and reserves the right to not empty unapproved additional wheelie bins.
7. All council provided wheelie bins must be left at the domestic property when occupiers sell or move out. Any occupiers who move out of a property that has additional bins must advise the council so that any additional bins are removed and the correct bin provision remains at the property.

Facilitating collections

8. All collection routes are optimised based on the weight of each wheelie bin and the number of properties per round. We can limit the number of receptacles collected therefore, we cannot collect side waste or bins that are overfull.
9. All household wheelie bins should be presented at the collection point; this is usually the edge of an occupier’s property at the point where the premises meets the adopted highway. If the council routinely collects your wheelie bins, it indicates our approval of the designated collection point for your property.
10. Where a household is on a private or un-adopted road, the council’s collection vehicles will usually only collect from the road where:

- the road is of a construction that would meet the standard for adoption by the Highways Authority
 - The council believes the road is of a suitable design to enable a waste collection vehicle with 4 axles to manoeuvre easily and turn where needed
 - damage has not been caused to the private road previously by the waste collection vehicle
 - the nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the city
 - it is safe to stop and park the collection vehicle in order to collect waste, without causing risk, hazard or obstruction to other road users or pedestrians
11. The council may change any collection point, either temporarily or permanently, following a review process and where necessary, a Section 46 Notice has been served. This review process may be instigated due to (but not limited to) the council's belief that the access to or location of the presentation site would be unsafe for collections or does not meet the current council's requirement, such as where a property has steps. The council will give at least 20 working days' notice in writing of any changes to the location of a collection point, highlighting the alternative site on a map, to the occupiers affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.
12. All wheelie bins will be returned to the collection point where possible, or another safe place within a reasonable distance to the collection point. Wheelie bins will be returned to their storage areas for communal collections unless otherwise agreed. Wheelie bins should be removed from the collection point by the occupier as soon as reasonably possible after collection has been made and before 7pm on the day of collection. Bins must not be left on the street or footpath in any circumstances and repeated failure to do so may result in the occupier receiving a written warning and penalty from the council under Section 46(A) EPA 1990.
13. The Assisted Pull-Out (APO) service is intended to provide support to anyone who is unable to put their bin out for collection due to being elderly or frail, for medical reasons or where occupiers are identified as having a disability. If you have successfully been added to the APO service, wheelie bins must be easily accessible for the crews and visible from the collection road, with gates left unlocked where necessary for the ability of crews to easily manoeuvre the bins from the property. Occupiers should ensure there are no overhanging branches or shrubs as crews may be collecting in the dark. Dogs or other potentially dangerous animals must not be roaming free on the property on collection day. Wherever possible, the bins should be stored at the front of the property to enable easy collection, or at the rear if the collection point is situated at the rear of the property. All wheelie bins must be kept in the same location on collection days; the decision of where to place the wheelie bins will be based on ease of collection and usage of the wheelie bins and a council officer decision on the location of the collection point will be final.
14. If an approved privately purchased wheelie bin is supplied, the council reserves the right to not collect the waste if the bin does not meet the BS EN840 standard. These bins are designed to be emptied with the lids closed to ensure:
- visibility for crews when presenting the bin to the lifting mechanism and the mechanical operation of the lift
 - that no waste falls out during the tipping process which may result in littering
 - waste minimisation and the correct management of waste
 - a reduced risk of personal injury to crews
15. Under the Health and Safety at Work etc. Act 1974, the council has a duty to ensure all wheelie bins are safe to use and have the right to refuse to collect wheelie bins. Where a crew member cannot safely manoeuvre or position a bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight, the bin will be not be emptied. All vehicle bin lifts have a safe working

weight limit which crews cannot override.

16. Occupiers will be notified by way of a sticker or a hanger placed on the relevant wheelie bin requiring them to remove some of the item(s) which causes the bin to be overweight and can request that the occupier disposes of them in a responsible manner (i.e., not by fly-tipping).
17. Where occupiers, Managing Agents, Housing Associations or landlords have not kept the wheelie bins clean, safe, or undamaged (for example cracks, splits or broken handles), the council reserves the right to refuse collection on the basis of health and safety.
18. Any occupiers who regularly contaminate their wheelie bins with materials which are not allowed in that type of bin may be liable to enforcement action, as per legislation.
19. Any household waste in a wheelie bin that does not fall out following the normal mechanical emptying process on the waste collection vehicle will not be taken. In these cases, occupiers will have to loosen the material(s) themselves ready for the next scheduled collection.
20. Any damage or wear and tear of privately purchased bins is at the purchaser's own risk and the council will not take responsibility for any associated costs.

Missed collections – operational delays or inclement/severe weather

21. During inclement or severe weather, the council will continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. A decision on whether it is safe for collection vehicles and collection crews to access a specific location/street will be determined by the council's management team based on:
 - the road/pavement and/or weather conditions
 - access past parked cars
 - risks to the public and/or the crew
22. In the event that collections cannot take place, the council will put in a recovery plan. Messages will be published on our website and social media in this event, and those who have signed up to the Nottingham Recycles App may receive notifications dependant on their chosen notification settings. Occupiers are advised to leave their bin out and if crews can return within two working days, wheelie bins will be collected as normal. Wheelie bins should be removed from the collection point by the occupier as soon as reasonably possible after collection has been made. Priority will always be given to ensure residual wheelie bins are collected due to a combination of factors aimed at ensuring the safety of collection crews, minimising environmental risks and maintaining essential waste management services for the community.
23. In the rare event that recycling rounds cannot be completed, the council asks for the waste in the recycling wheelie bins to be compressed as much as possible or for waste to be disposed of at the HWRC (for free of charge).
24. In the rare event that garden waste rounds cannot be completed, the council will not collect until the next scheduled collection date (unless it is the last collection of the year, in which case the council will put in a recovery plan to collect these as quickly as possible).
25. Occasionally access cannot be gained to certain areas and whole streets. This may be due to road works, poorly parked cars, delivery vehicles, building works, overhanging branches, or road closures. In these instances, the crews will record any incomplete rounds on the in-cab PDA system and they will return within 5 working days. The occupier does not need to report these as a missed collection but they can ring the customer hub to confirm any disruptions on **0115 915 2000**.
26. On traffic sensitive priority routes, collections may start at 6am to allow collections to take place with minimal disruption to traffic flow. If the occupier lives on one of these routes and the council require you to place your bins out before 6am, the council will inform you in writing in accordance with a notice.

27. The crew will not return if an occupier has forgotten to put their bin out for collection.

Genuine missed collections

28. If your bin has been genuinely missed (and not due to traffic or weather concerns, and you have not received a contamination sticker or hanger on your bin) we advise that you ring the customer hub to confirm if there have been any disruptions.

29. There are occasions when a wheelie bin may not get collected due to a crew error. For crews to return to a missed collection, it needs to be reported on the council's website within 48 hours from the scheduled collection day. An example of our reporting times can be found below:

Example Missed Bin Reporting Times: Tuesday Collection Day			
Tuesday	Wednesday	Thursday	Friday to Monday
A missed collection can only be reported after 5pm	A missed collection can be reported	A missed collections can be reported before 5pm	Missed collections <u>cannot</u> be reported

Shared waste management facilities

30. The Managing Agents, Housing Associations and landlords are responsible for:
- ensuring the council has been provided with any keys or codes to access locked bin stores so that they are accessible by frontline waste crews if not presented for collection
 - ensuring bins adhere to and are maintained in accordance with EN840, the European standard setting out the basic standard for 2 and 4 wheeled waste containers
 - ensuring bin stores are kept clear and accessible on the days of collection, with no waste obstructing the route to and from the highway
 - facilitating garden waste collections (if this is applicable)
 - ordering and paying for the replacement of any broken or lost bins

31. Damaged or poorly maintained communal bins that pose a risk to employees will not be collected, and it is the responsibility of the Management Agency, Housing Association or landlord to ensure that replacement bin(s) are ordered.

32. A limited number of flat blocks have chute collections. All household waste must be put down the chute for collection and contained within the containers installed. Excess residual household waste or recycling household waste which is outside or around the bins will not be picked up / disposed of and it is the responsibility of the Managing Agents, Landlord or Housing Association to maintain their bin storage and ensure it is free from litter or the build-up of waste outside of the wheelie bins.

Charges

33. Council Tax covers the cost of regular household waste collections from day-to-day waste accumulated from households (residual and recycling). Paragraph 4 of Schedule 1 to the Controlled Waste (England and Wales) Regulations 2012 provides for exceptions where local authorities can charge for certain collections:

- for household waste that is generated from certain non-domestic properties, such as from a residential home, premises forming part of a university, premises forming part of a hospital or nursing home, school or education establishment and prisons
- for waste that weighs more than 25kg or that cannot fit into the bin provided
- for asbestos
- for garden waste

34. The only exception where the council would not charge for a replacement bin is where a wheelie bin can be evidenced to have fallen into the back of a vehicle or damaged during the emptying

process. This will be reported by the crews using the in-cab PDA system and a card will be posted advising that a free replacement has been ordered. The occupier does not need to contact the council.

Further Information

35. Any information not covered in this document can be found on our website which is updated regularly, including:
- What materials are accepted in each wheelie bin
 - Details of all charges for additional or replacement wheelie bins, garden waste subscriptions and bulky waste collections
 - Alternative disposal options

Complaints and dispute resolution

36. If you have a complaint about any aspect of household collections within Nottingham city, please follow the steps outlined below:
1. We encourage you to contact the Domestic Waste Team to discuss your concerns; many issues can be resolved quickly and informally in this way
 2. If your concern is not resolved to your satisfaction through informal channels, you may submit a formal complaint via the council's Have Your Say service, which can be found on our website
 3. We will acknowledge receipt and undertake a thorough review of the matter within 10 days and strive to provide a response within 10 days.
 4. You have 30 days from the date of the response to request a review. This will be carried out by the Customer Experience Lead who will respond to the review request.
 5. If you remain dissatisfied with the outcome of our internal complaints process, you have the right to escalate your complaint to the Local Government & Social Care Ombudsman: <https://www.lgo.org.uk/how-to-complain>