

Blackpool Council

Kerbside Refuse and Recycling Collection Policy

Review Date: December 2021

Head of Waste Policy & Partnerships

Contents	Page Number
Introduction	3
Policy 1: Assisted collections	4
Policy 2: Additional (side) waste	5
2.1 No additional (side) waste (general waste)	5
2.2 Presentation of additional recycling	5
2.3 Overloaded receptacles	6
Policy 3: Putting out receptacles for emptying.	6
3.1 Presentation of refuse and recycling receptacles	6
3.2 Frequency of collection	7
3.3 Missed Collections	7/8
3.4 Servicing of flats	8
3.5 Properties with access/storage issues	8
Policy 4: Bin Replacement	9
Policy 5: Additional residual/recycling bins to households	11
Policy 6: Contamination	12
Policy 7: Bulky Collection Service	12

Introduction

Kerbside refuse and recycling collection services in Blackpool are delivered by Blackpool Waste Services Ltd, trading as ENVECO North West Environmental Services Ltd – a company wholly owned by Blackpool Council.

Blackpool Council Waste and Recycling Collection Policy aims to ensure that waste and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of waste going to landfill.

It provides a set of rules and standards that the authority uses to deliver all collections in an efficient, effective and customer focused way. Health and Safety of the public and the collection staff is paramount.

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

Under Section 46 of the Act, the Council has the right to specify the following:

- The size and type of the collection receptacles
- Frequency of collections
- Where the receptacles must be placed for collecting and emptying (presentation)
- The materials or items which may or may not be placed within the receptacles.

This document outlines how Blackpool Council delivers the domestic refuse and recycling collection services, including subscription green waste collections. It details the actions required by householders and residents to fully participate in the services and recycle as much as possible.

The following policies are covered by this document:

1. Assisted collections
2. Additional (side) waste (general waste and recycling)
3. Putting out receptacles for emptying (presentation)
4. Bin replacement process
5. Additional residual/recycling bins to households
6. Contamination

Policy 1: Assisted Collections

This policy outlines how householders can access the assisted collection service so they can participate fully in the refuse and recycling collection service.

- 1.1 Residents who are unable to move their wheeled bins to the required collection point because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years or over), will be placed on the 'assisted collection' register, upon request.
- 1.2 Residents are required to complete a simple application form in order to qualify and cases are considered on their individual merits. Home visits or telephone contacts may be carried out where necessary.
- 1.3 Assisted collections are subject to the Council being satisfied that the service provision is warranted following approval of the request to the Council.
- 1.4 Residents on the assisted collection register will have their wheeled bin collected by a collective operative from an agreed location, emptied into the collection vehicle and then returned to that same location.
- 1.5 The collection crew will be unable to return to collect bins that are not emptied due to gates being locked or damaged or other access issues such as cars parked in the way.
- 1.6 If the householder's circumstances change, the resident must inform the Council.

1.7 The Council will periodically review the assisted collection register.

1.8 The decision of the supervising officer will be final.

Policy 2: Additional (side) Waste

This policy states that the Council will not collect any extra general waste which is placed next to a household general waste bin for collection or wheeled bins which are overloaded.

2.1 No Side Waste (refuse/general waste)

2.1.1 The presentation of side waste (extra waste which is placed next to the refuse wheeled bin) does not support waste minimisation principals or encourage residents to maximise recycling. Any excess household refuse left beside the wheeled bin will not be collected.

2.1.2 Residents who are unable to contain their refuse within the bin provided are encouraged to recycle as much as possible. Further guidance on this can be found on the website www.blackpool.gov.uk

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

2.1.4 Exceptions to this policy may apply during inclement weather and the Christmas period or any other period as designated and communicated by the Council.

2.1.5 Should the householder continue to present residual side waste, the Council will take appropriate action including, and limited to, potential enforcement action.

2.2 Presentation of Side Waste (additional recycling)

- 2.2.1 The Council encourages households to maximise the presentation of target materials for recycling.
- 2.2.2 Residents who have additional recycling waste, that exceeds the capacity of their recycling receptacle should present it in open clear bags/carrier bags and place it next to the wheeled bin for collection. No black/opaque bags will be collected.
- 2.2.3 Additional recyclable material will only be collected at the discretion of the operator's judgement for health and safety reasons due to the necessity for it to be safely handled by operatives.
- 2.2.4 Residents who have extra recyclable material on a regular basis can request a larger, 240ltr recycling bin if the resident only has the 140ltr bin for comingled recycling. Please visit www.blackpool.gov.uk/bins

2.3 Overloaded Receptacles

- 2.3.1 Where a wheeled bin is presented and considered to be overloaded, either by weight or volume of material, it will be rejected at the discretion of the operator's judgement and not emptied on the basis of health and safety reasons. The resident will be expected to reduce the weight of the bin which will then be emptied by the operatives on the next collection. If this leads to a situation where the resident has an excess of waste, this must either be taken to the Household Waste Recycling Centre by the resident or paid for via a special collection – see website for more details www.blackpool.gov.uk

Policy 3: Putting Out Receptacles for Emptying

This policy sets out how the Council operates the refuse and recycling collection service across the borough and provides information to residents on how, where and when their refuse and recycling should be presented.

3.1 Presentation of Refuse and Recycling Receptacles

- 3.1.1 Refuse and recycling receptacles must be presented at the kerbside (or stipulated presentation point) by 7.00am (or the night before at the earliest) and taken back within the property boundary the same day of collection.
- 3.1.2 Any variation of this policy will be at the discretion of the supervising officer. The decision of the supervising officer will be deemed to be final but will be well communicated in a timely way.

3.2 Frequency of Collection

- 3.2.1 The Council will collect household refuse and segregated household recyclables on an alternate weekly basis with refuse one week and recycling the following week. A limited number of properties may receive a weekly collection of refuse sacks where wheeled bins are deemed to be unsuitable.
- 3.2.2 The collection day will normally be the same day of the week for refuse and for recycling.
- 3.2.3 Collection's will remain uninterrupted during bank holidays; however, the Council have the right to make exceptions to this rule for example during the Christmas period. Alternative collection dates will be advertised to the households affected, this information will also be available on the website [Blackpool Council | Bin collections](#)
- 3.2.4 The Council will advise of and changes to collection arrangements throughout the year and over bank holiday periods.
- 3.2.5 Details of collection arrangements will always be made available on the Council's website at www.blackpool.gov.uk/bins and may also be presented in other formats.

3.3 Missed Collections

- 3.3.1 Refuse and recycling receptacles are to be presented for collection by 7.00am on the designated day of collection in wheeled bin and weekly bag collection areas.
- 3.3.2 If receptacles are not presented on time on the day of collection, bins reported as missed will not be considered 'non-presented' for collection for reporting reasons.

Responsibility for disposal of the waste will then become that of the householder as the contractor will not return to empty the bin unless a special collection is paid for.

- 3.3.3 Refuse and recycling receptacles not presented for collection at the time the collection operatives arrive at the property will be recorded on the Bartec system and will show real time information available via the Council website.
- 3.3.4 If a receptacle is recorded on the Bartec system as 'not presented', responsibility for disposal will become that of the householder and therefore the Contractor will not be required to return to collect the bin.
- 3.3.5 Should a missed collection be reported on the designated day of collection, and subject to the Bartec system failing to show the receptacle as not being presented for collection, the Contractor will be required to go back and collect the waste within 3 working days.
- 3.3.6 Where householders do not present their refuse or recyclables for collection in accordance with Council's requirements, the householder will have the following options:
- Take the waste to the Household Waste Recycling Centre;
 - Store the waste until the next collection day;
- If there are excess recyclables presented safely and suitably at the next collection day the operatives will collect all materials set out for collection.
- 3.3.7 Missed battery collections will not be returned for, please present these again at the next general waste collection. If severe inclement weather occurs, please do not present any batteries for collection.

3.4 Servicing of flats

- 3.4.1 For the servicing of flats/mixed hereditaments, the Council will usually supply 1100/1280-litre euro container(s) for either, or both, refuse and recycling.
- 3.4.2 Some residents may be requested to present their recycling material in other receptacles including sacks.
- 3.4.3 Where residents of flats/mixed hereditaments do not segregate their waste for recycling in an effective manner, the Council will endeavour to work with residents to

encourage and facilitate access to recycling. If appropriate the Council may use its enforcement powers to achieve improvements in recycling performance from multiple-occupancy properties.

- 3.4.4 The Council will assess the servicing of flats/mixed hereditaments on an individual basis and cases will be considered on their individual circumstances. Home visits or telephone contacts may be carried out where necessary.

3.5 Properties with access/storage issues

- 3.18 The Council will assess properties identified with access or storage issues on an individual basis and cases will be considered on their merits. Alternative recycling provision may be considered following an independent assessment made by the Council or its Contractor. Home visits or telephone contacts may be carried out where necessary.

Policy 4: Bin Replacement (refuse, recycling and garden waste)

This policy sets out what receptacles the Council provides to residents and how they can replace lost, missing or stolen bins/bags or have their wheeled bin replaced.

- 4.1 The Blackpool Council alternate weekly collection scheme provides households with the following:
- 4.2 1 x 240 litre wheeled bin for general 'black bag' refuse. Only waste produced by the householder on a normal day to day basis should be placed in this wheeled bin (i.e., it should not contain non-standard items such as bulky waste, excessively heavy or hazardous items or commercial waste).
- 4.3 1 x 140/240 litre blue lidded wheeled bin for household recycling
- 4.4 1 x 240ltr green waste bin – if subscribed to the service
- 4.5 2 x refuse sacks per week for those households not serviced by wheeled bins

Recycling Materials - Yes please

- Cans
- Food tins (bean tins, biscuit tins)

- Clean aluminium foil and foil trays
- Empty aerosols including deodorant cans and air fresheners
- Glass bottles of any size and colour
- Glass jars of any size and colour
- All plastic bottles, including bathroom products like shampoo bottles
- Solid plastic lids on pots, tubs and trays
- Plastic pots (yogurt, soup, etc.)
- Plastic tubs (margarine, ice cream, etc.)
- Plastic trays/punnets (raw meat or ham trays, take-away trays, fruit /veg trays, etc.) - **(please remove any plastic film first)**
- Chocolate and biscuit tubs and trays
- Household batteries (Residents should put their dead batteries in a tied plastic bag and place this on top of their **grey bin** for the usual fortnightly collection date.)

Recycling Items - No thanks

- Broken glass
- Window glass
- Polystyrene
- Plastic toys
- Any other hard plastic including garden items
- Any plastic bags or packaging
- Any item not listed in the 'Yes Please' list above

Extra recycling waste will be taken if left in an open bag next to your recycling bin as stated above.

- 4.6 Any request to provide a new wheeled bin e.g., damaged/lost or stolen, or a newly built property and where there is genuine need, shall be made by contacting the Council through the website or contact centre.
- 4.7 A charge will be made for the replacement of any bin(s) that are;
- Damaged beyond repair (unless the damage is caused by the collection process/vehicle)
 - Worn out through wear & tear beyond repair
 - Lost or stolen
- 4.8 Any damage to wheeled bins caused by the collection crews during the collection process will be replaced free of charge.

- 4.9 Replacement wheeled bins and brown sacks shall be delivered to householders as soon as practicable after the request has been made.
- 4.10 All refuse and recycling receptacles supplied to householders shall always remain the property of the Council.
- 4.11 When householders move home, they must leave all wheeled bins at the property ready for the new occupant to use.

- 4.12 Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling receptacles provided by the Council.
- 4.13 The cost of providing receptacles for the refuse, recycling and garden waste services will be transferred to the developer for new build properties, where applicable.

Policy 5: Additional Residual/Recycling Bins to Households

This policy outlines how households can request additional residual and/or recycling wheeled bins to assist with recycling or disposing of their waste.

- 5.1 Where a household produces excess residual waste which cannot be accommodated in a 240-litre wheeled bin collected on a fortnightly basis and arises from a large number of persons permanently residing in the house the provision of additional capacity will be considered.
- 5.2 A larger household is considered to have 6 or more persons residing on a permanent basis.
- 5.3 Residents are required to complete an application form. Where additional capacity is granted, additional recycling capacity will take precedence.
- 5.4 Additional recycling wheeled bin capacity can be provided. Exchanges of recycling bins are free of charge however additional bins are chargeable.
- 5.5 Additional refuse and recycling wheeled bin capacity are subject to the Council being satisfied that service provision is warranted following approval for the request by the Council.
- 5.6 The Council will periodically review households who have additional wheeled bins.

Policy 6: Contamination of recyclable receptacles/materials

Any items that do not match the Councils list of recyclable material will be classed as contamination and may lead to the Contractor not emptying the receptacle.

The collection operatives will tag the receptacle to communicate this and the onus will be on the resident to remove the contaminating material before the next collection. Please visit the Councils website at www.blackpool.gov.uk for further information.

Policy 7: Bulky Items Collection Service

The Council operates a bulky items collection service currently sub-contracted to third sector partners, Calico.

It is advised that customers booking a collection do so online or via the Customer First contact centre where they can familiarise themselves with the cost of collection and the list of items that are accepted and items that are not accepted. Please see www.blackpool.gov.uk for further information.

General waste is not permitted.

As part of the service, customers are asked to keep items for collection inside the house until the time of collection, when the operatives will carry items out of the house. This is in order to preserve the condition of items for collection so that they can be re-used or re-furbished where possible. This condition has been relaxed during the Covid-19 epidemic to maintain social distance practices but will be reinstated in due course.

Refunds will not be issued for collection slots missed or items taken if removed from the original collection request.