Version/change control

Waste collection & recycling collection policy

Version number	Date	Details
1	June 2017	As approved by cabinet on 30 June 2017 (Vale) and 15 June (South)
2	May 2018	Version/change control sheet and GDPR Note added
3	March 2022	Amendment to collection time from 7am to 6am

All council policies and procedures that require personal data to be collected, used or stored must be compliant with the most recent data protection legislation.

If changes to this policy, or the processes used to enact it are proposed, a data protection impact assessment (DPIA) may need to be completed and signed by either the project sponsor or the appropriate head of service.

For further information please contact the data protection officer.

Appendix one

Joint waste & recycling collection policy

INTRODUCTION

1. The council provide refuse, recycling, food waste, garden waste, clinical waste and bulky waste collections to more than 115,000 households, and several non-household premises.

2. A wheeled bin policy was produced to support the roll out of the current collection service when it was introduced in 2009 in South Oxfordshire and 2010 in Vale of White Horse. The policy has been updated to match the full range of collection services we now provide. Changes have also been made based on operational experience and feedback from residents as the service has developed.

3. We are committed to maximising recycling and reducing the impact of waste on the environment and importantly, the amount of waste sent to Energy Recovery Facilities or landfill.

AIM

4. The aim of this policy is to:

    a. provide clear information about the scope of waste collection services the council provide

    b. set out the service standards and performance we aim to achieve.

LEGAL REQUIREMENT

5. The Environmental Protection Act (1990) is the principal legislation that defines the roles and responsibilities of district councils as waste collection authorities.

SERVICES COVERED BY THIS POLICY

6. Policy Statement 1 – regular collections from individual households.

7. Policy Statement 2 – regular collections from households with communal bin areas.

8. Policy Statement 3 – other collections from households – bulky waste and clinical waste.

9. Policy Statement 4 – refuse and recycling collections from non-domestic properties.

Policy Statement 1 – regular collections from individual households

SERVICE OVERVIEW

10. There are two main service types the council provide for households.

    - a wheeled bin service for individual households
    - a sack collection service for individual households; where specific exemption criteria are met.

11. All wheeled bins, food waste caddies, sacks and any other containers provided by the council for waste collection remain the property of the council. They should remain with the property if occupancy changes except for garden waste bins and any additional bins or caddies approved for your household which should be taken to your new property if you are moving to an address within South Oxfordshire or Vale of White Horse District Councils. Only containers that we supply will be emptied (unless otherwise agreed).

12. You can opt out of our full waste and recycling service, you will then become responsible for disposing of your own waste. Because of the cost and practicalities involved we cannot allow people to opt out of individual parts of the service, however, if there are extenuating circumstances requests will be considered on a case by case basis. Opting out of the service does not entitle you to any refund or reduction of council tax.

THE STANDARD SERVICE

13. The standard service for individual households comprises:

    - a weekly collection of food waste in a green 23-litre caddy
    - a fortnightly mixed recycling collection in a green 240-litre wheeled bin
    - a fortnightly collection of non-recyclable waste in a grey 180-litre wheeled bin
    - a fortnightly collection of textiles in tied carrier bags put out alongside the green recycling bin
    - a fortnightly collection of small electrical items in tied carrier bags put out alongside the grey refuse bin

- a fortnightly collection of batteries in clear plastic bags put on top of the lid of the green recycling bin
- a fortnightly opt-in, charged collection of garden waste in a brown 240-litre wheeled bin.

EXEMPTIONS TO THE STANDARD SERVICE

14. Some properties are not suitable for wheeled bins. To qualify for an exemption from using wheeled bins, you must meet one or more of the following criteria

    a) your property is in an article 4(2) direction area* and your wheeled bins would have to be kept at the front of the property at all times
    b) you do not have enough space between the front door and the pavement or rear edge of the road, meaning that wheeled bins would cause an obstruction and there is no alternative collection point
    c) you do not have reasonable rear or side access, and the useable front area is too small to accommodate the bins
    d) it would be impractical for you to pull wheeled bins out for collection, for example, through the property or a considerable distance
    e) your wheeled bins have to be kept in a location that may present an unacceptable security risk to the property
    f) your property has multiple occupants, e.g. flats with communal refuse storage arrangements
    g) your property is accessed via steep inclines or steps, making it impractical for using wheeled bins
    h) your bins would have to be kept immediately in front of front facing windows at all times
    i) If you qualify for an exemption from the standard service, but would like to request wheeled bins, you are able to do so. If you are covered by criteria a) above then we will ask you to give assurance that you will keep the bins at the rear of the property.

* An article 4(2) direction helps to protect the special characteristics of a Conservation Area. Visit the councils' websites for more information.

15. For individual households that are not suitable for wheeled bins, the service comprises:

    - a weekly collection of food waste in a green 23-litre caddy
    - a fortnightly mixed recycling collection in clear 60-litre sacks. Sacks are delivered annually in the autumn and are sufficient for each household to put out up to four sacks per collection. Please note that if you still have a supply of council supplied green sacks these can still be used for recycling until the supply is finished.
    - a fortnightly rubbish collection of non-recyclable waste in pink 60-litre sacks. Sacks are delivered annually in the autumn and each household may put out up to three sacks per collection

- a fortnightly collection of textiles in tied carrier bags put out alongside your clear sacks
- a fortnightly collection of small electrical items in tied carrier bags put out alongside your pink sacks
- a fortnightly collection of batteries in clear plastic bags put out next to your clear sacks
- a fortnightly opt-in, charged collection of garden waste in compostable sacks.

PUTTING YOUR BINS, SACKS AND CADDIES OUT FOR COLLECTION

16. Except for properties who have communal collections or those receiving an assisted collection, residents must put bins, sacks and caddies out for collection. They should be presented at the point nearest to the road or pavement and no more than one metre away from the edge of your property (unless otherwise agreed). They should be clearly visible to the collection crews.

17. Bins, sacks and caddies must not be placed in such a way that they will cause an obstruction to pedestrians and road users.

18. Your bins, sacks and caddies must not be put out earlier than 6pm on the day before collection, or later than 6am on the day of collection. Wheeled bin handles should be facing outward towards the road.

19. Our contractor will return your containers to within one metre of the original collection point following collection. Containers should be removed from the pavement as soon as possible after collections they must be stored within your property boundary between collections.

20. The council reserve the right to amend the collection point in some circumstances to enable safe and effective provision of service. For example, if properties are located along an unadopted highway which the collection vehicles are unable to access then the collection point will be the point where the unadopted highway joins the nearest adopted highway.

ASSISTED COLLECTIONS

21. If due to age, illness or disability, you are not able to move your containers to the edge of your property on collection day, and there is no-one else living permanently at the address who can do this, you may request an assisted collection. The council may require this request to be made in writing. If you are unable to put your request in writing due to a disability or limited English, the council will make reasonable

adjustments to ensure you can still make a request for the service. In these circumstances, you may telephone the council to make the request.

22. Where a property has been approved for an assisted collection, the collection crew will come onto the property, move the bins, sacks and caddies from an agreed storage point to the vehicle for emptying and return any empty containers to the storage point.

23. All requests are checked by the councils' waste technical officers who may contact you for further information regarding the layout of the property to ensure the storage point and access route are appropriate.

24. The council reserve the right to amend the collection method in some circumstances to provide an assisted collection. For example, if the storage point is an unacceptable distance away from the property boundary then the property may be moved on to the sack collection service.

25. The council may from time to time contact any household that has previously been approved for an assisted collection to confirm that the service is still required.

MISSING OR DAMAGED BINS

26. All bins remain the property of the council however, you are responsible for keeping bins in a safe, clean and tidy condition. You must not deface them or use them for any purpose other than that described in this policy. If you wish to put house numbers on your bin, please use self-adhesive numbers rather than paint.

27. If your bin goes missing or is damaged, you are responsible for reporting it to the call centre. The council will repair or replace bins that become damaged through normal wear and tear or bins that have been damaged during collections free of charge. We reserve the right to make a charge to cover administration and delivery costs for any replacements where they have gone missing or have been damaged because of misuse.

28. Bins that are reported as missing or damaged will be replaced within 10 working days. Delivery times may exceed this at certain peak times. Customers will be advised of delivery timescales when an order is placed.

29. We will not replace the small inside kitchen food waste caddy if this is damaged or goes missing. It is initially provided for residents' convenience within the home and should not be put out for collection.

MISSED COLLECTIONS

30. If you put your bins in the right place at the right time and they are missed, please report this to the call centre. Our contractor will review the reported missed collection against information recorded by the crew and, if there is no valid reason why the bin was not collected, they will return to empty it.

31. Missed collections can be reported by telephone up until 5pm or by email/webform up until midnight of the next working day[1] following the scheduled collection. Our contractor will return within two working days of receiving a missed bin report for any validated missed collections.

32. Our contractor will not return to collect your bin if you report a missed collection after the end of the next working day, following the scheduled collection day.

CALL CENTRE OPENING HOURS

33. Any service issues relating to refuse or recycling collections are handled by our contractor's dedicated call centre. The opening hours of the call centre are Monday-Friday, 8.30am-5pm. No emails or calls will be responded to outside of these hours. Please refer to the council's website for contact details.

RECYCLABLE WASTE – GREEN WHEELED BIN/CLEAR SACK

USE OF SACKS IN GREEN WHEELED BINS

34. The council's preference is for residents to put their recycling loose into the green bin. If sacks are used, they must be clear so the crew can confirm that the correct items have been put in the bin. If the green bin contains recycling in anything other than clear sacks or loose it will not be emptied. Our contractor will leave a note explaining the reason for non-collection.

ADDITIONAL RECYCLABLE WASTE (SIDE WASTE)

35. Your standard wheeled bins are considered large enough to hold all recycling produced between collections. However, recycling side waste will be collected where you put it out next to your green wheeled bin/clear sack, in clear sacks or a cardboard box which has been left open so the contents are visible.

36. If additional recyclable waste is put out for collection in other types of sacks where the crew cannot see the contents, it will not be collected. A note will be added to explain why the recycling was not collected.

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[1] Working days for bin collections are defined as Monday to Friday

ADDITIONAL CAPACITY FOR RECYCLABLE WASTE

37. If you are a large family (five or more) you can request an additional recycling bin. If requested, and at the council's discretion it may provide additional recycling capacity by replacing a residents existing bin with a larger one rather than providing an additional bin. Other requests for additional recycling capacity will be considered on a case by case basis, the council may make a charge to cover administration and delivery costs. Residents will be advised of the current charges at the time of application.

CONTAMINATION

38. If your green recycling bin or clear sack is contaminated with materials that should not be in it, it will not be collected. Our contractor will leave a note explaining the reason for non-collection. You will need to remove all contamination from the bin/sack before the next scheduled collection. You can find a full list of the materials we do collect on our websites.

FOOD WASTE – GREEN CADDY

ADDITIONAL FOOD WASTE (SIDE WASTE)

39. Your standard food waste caddy is considered large enough to hold all food waste produced between collections. However, food side waste will be collected if it is in the correct liner and left next to or on top of the food waste caddy. Please contact the council or refer to its website for information on what liners are acceptable.

ADDITIONAL CAPACITY FOR FOOD WASTE

40. If you are a large family (five or more) you can request an additional food waste caddy. Other requests for additional food waste capacity will be considered on a case by case basis, the council may make a charge to cover administration and delivery costs. Residents will be advised of the current charges at the time of application.

CONTAMINATION

41. If your food waste caddy contains anything other than food waste and an approved liner it will not be collected. You can find a full list of the materials we do collect on our websites.

42. If your food waste caddy has not been emptied because it is contaminated, our contractor will leave a note explaining the reason for non-collection. You will need to remove all contamination from the caddy before the next scheduled collection.

NON-RECYCLABLE WASTE – GREY WHEELED BIN/PINK SACK

ADDITIONAL NON-RECYCLABLE WASTE (SIDE WASTE)

43. The councils will only collect non-recyclable waste that fits in the wheeled bin(s)/sacks provided. Additional capacity for non-recyclable waste may be provided in certain circumstances - please see paragraphs 48- 49 for details

44. If any additional non-recyclable waste is put out for collection alongside or on top of your grey wheeled bin, it will not be collected. A note will be added to the uncollected side waste to explain this.

45. If there is so much waste in the wheeled bin that the lid cannot be closed, the waste preventing the lid from being closed will be considered to be side waste. If practical, the crew will remove the side waste from the bin and empty the rest of the bin's contents. The side waste will not be collected and a note will be added to the uncollected waste to explain this.

OVERWEIGHT OR OVERCOMPACTED GREY BINS

46. You should take care not to overfill your bin and make it so heavy that the contractor is unable to safely move it to the vehicle to be emptied. If a bin has not been emptied because it is too heavy, our contractor will leave a note attached to the bin explaining the reason for non-collection. You must ensure that any material causing the bin to be overweight is removed from your bin so that it can be emptied at the next collection.

47. If waste in your bin is over compacted, it may jam in the bin and the crew may be unable to fully empty it. You must ensure any over compacted waste that is not released from your bin during the collection is loosened so that it can be emptied at the next collection.

ADDITIONAL CAPACITY FOR NON-RECYCLABLE WASTE

48. Because most household waste can be recycled, we only provide additional capacity in the following circumstances.

    a. If an occupant of your property has a medical condition which generates significant quantities of non-recyclable waste (such as incontinence pads), if requested, an additional wheeled bin or pink sacks may be provided

    b. If you have two or more children in nappies in your household, if requested, the council will provide up to two rolls of pink sacks per annum in addition to the standard refuse bin. Households qualifying for additional capacity can put out up to three pink sacks alongside their wheeled bin at each collection.

49. If you do not meet these criteria but are still having problems fitting your non-recyclable waste into the bin or sacks provided, please contact the council. A council officer will discuss your circumstances and may visit to ensure recycling services are being fully utilised when considering any additional capacity requests.

CONTAMINATION

50. There are a range of wastes that cannot be disposed of in the grey bin/pink sack – for example rubble, gas canisters, liquid waste, garden waste and hazardous waste – a full list of excluded waste is published on the councils' websites. If the collection crew spot any excluded waste items, the bin/sack will not be emptied. A note will be added to explain why it was not emptied. The resident must remove these items, before the next scheduled collection otherwise the bin will not be emptied.

GARDEN WASTE COLLECTIONS FROM HOUSEHOLDS

SERVICE OVERVIEW

51. There are a range of wastes that cannot be disposed of in the grey bin/pink sack which includes garden waste. The council provides a chargeable "opt-in" fortnightly collection of garden waste in brown 240-litre wheeled bin.

52. If you are exempt from using wheeled bins collections are made using white compostable 60-litre sacks. Compostable sacks are delivered at the commencement of the service and at each subscription anniversary. Each household is provided with an equivalent of four sacks per collection

53. The scheme is governed by the terms and conditions applicable to the scheme and are published on the councils' website. Current subscription rates are also published on the website.

Policy Statement 2 – Regular collections from households with communal bin areas

SERVICE OVERVIEW

54. For domestic properties with a communal bin area, the council, in consultation with the owners/managing agents, will agree the specific type and number of bins based on the size and shape of the bin store area and the number of properties it serves. The service provided is as follows:

    - a weekly collection of food waste either in blue 140-litre wheeled bins or green 23-litre – caddies
    - a fortnightly mixed recycling collection in 240, 660 or 1100-litre wheeled bins
    - a fortnightly rubbish collection of non-recyclable waste in 180, 660 or 1100-litre wheeled bins
    - a fortnightly collection of textiles in tied carrier bags put out alongside the green recycling bin
    - a fortnightly collection of small electrical items in tied carrier bags put out alongside the grey refuse bin

55. Where the bin store area does not provide sufficient space for a fortnightly collection, some properties may receive weekly collections of refuse and recycling at the sole discretion of the council.

56. The councils have published guidance to ensure developers design and position new communal bin stores so they house the correct number of bins and can be safely accessed by collection crews.

57. Where the storage and access arrangements are agreed with the council, communal bins will be moved by collection crews from the bin store to the vehicle for emptying and then returned to the bin store.

RECYCLABLE WASTE – COMMUNAL GREEN WHEELED BIN

USE OF SACKS IN THE GREEN COMMUNAL WHEELED BIN

58. The council's preference is for residents to put their recycling loose into the green communal wheeled bin. If sacks are used, they must be clear

so the crew can confirm that the correct items have been put in the bin. If the communal green bin contains recycling in anything other than clear sacks it will not be emptied and the process set out in sections 62-64 will be followed.

ADDITIONAL RECYCLABLE WASTE (SIDE WASTE)

59. The communal bins we provide should be large enough to hold all recycling waste produced between collections. However, recycling side waste will be collected if it is put in clear sacks or an open cardboard box so the contents are visible. Large cardboard boxes should be flattened and stacked alongside the bin if there is no space inside.

60. If additional recyclable waste is put out for collection in other types of sacks or where there are materials that should not be in it, it will not be collected. The resident must ensure any additional recycling is put out for collection as set out in paragraph 59 and it will be emptied at the next scheduled collection. You can find a full list of the materials we collect on our websites.

CONTAMINATION

61. If the communal green recycling bin contains materials that should not be in it, it will not be collected and a note will be added to the bin explaining why it has not been collected.

62. Where a communal green recycling bin has been contaminated, a letter or email will be sent to the managing agent, housing association or freehold owner responsible for the property to advise them that we were unable to empty it.

63. On receipt of the letter, the managing agent, housing association or freehold owner must remove the contaminants and once they have confirmed this has happened we will empty the bin at the next recycling collection.

64. If the managing agent, housing association or freehold owner is unable to remove the contamination, they must contact the council to advise. Where this occurs, we will empty the contaminated recycling bin for disposal but reserve the right to charge for this service.

FOOD WASTE – COMMUNAL BLUE BIN

FOOD WASTE (SIDE WASTE)

65. Your standard communal food bin is considered large enough to hold all food waste produced between collections. Please contact the council or refer to its website for information on what liners are acceptable.

CONTAMINATION

66. If the communal blue food waste bin contains anything other than food waste and approved liners, it will not be collected and a note will be added to the bin explaining why it has not been collected.

67. Where a communal blue food waste bin has been contaminated, a letter or email will be sent to the managing agent, housing association or freehold owner responsible for the property to advise them that we were unable to empty the food bin.

68. On receipt of the letter or email, the managing agent, housing association or freehold owner must remove the contaminants and once they have confirmed this has happened we will empty the bin at the next food waste collection.

69. If the managing agent, housing association or freehold owner is unable to remove the contamination, they must contact the council to advise. Where this occurs, we will empty the contaminated food bin for disposal but reserve the right to charge for this service.

NON-RECYCLABLE WASTE – GREY COMMUNAL WHEELED BIN

NON-RECYCLABLE WASTE (SIDE WASTE)

70. The council will only collect non-recyclable waste that fits in the grey communal wheeled bin(s) provided.

71. If any additional non-recyclable waste is put out for collection alongside or on top of a grey communal wheeled bin it will not be collected. A note will be added to the uncollected waste to explain this.

72. If side waste has been placed on or around the communal bin to the extent that it prevents our crews safely moving the bins from the storage area to empty them, they will not be emptied. A letter or email will be sent to the managing agent, housing association or freehold owner responsible for the property to advise them that we are unable to empty the bin until the bin store area has been cleared.

OVERFILLED OR OVERWEIGHT GREY BINS

73. If there is so much waste in the communal bin that it is unsafe to lift, it will not be emptied. A letter or email will be sent to the managing agent, housing association or freehold owner responsible for the property to advise them that we are unable to empty the bin as it is overloaded and

unsafe to lift. The managing agent will be required empty the bin before recommence collections.

ADDITIONAL CAPACITY FOR NON-RECYCLABLE WASTE

74. The number and type of bins provided for a communal bin area is calculated based on the number of individual properties it serves. The actual capacity provided may be amended based on demand and available space up to the equivalent storage capacity that would have been provided if each property had its own set of individual bins.

CONTAMINATION

75. There are a range of wastes that cannot be disposed of in the grey bin – for example rubble, gas canisters, liquid waste, garden waste, bulky waste, electrical waste and hazardous waste – a full list of excluded waste is published on the councils' websites. If the collection crew spot any of these items in a communal grey bin, it will not be emptied. A note will be added to the bin to explain why it has not been emptied.

76. Where a communal grey bin has been contaminated, a letter or email will be sent to the managing agent, housing association or freehold owner responsible for the property to advise them that we are unable to empty the bin until the items are removed.

Policy Statement 3 – other collections from households – bulky waste and clinical waste

BULKY WASTE COLLECTIONS

77. This is a charged for collection service for unwanted bulky waste items for example furniture, televisions, mattresses and white goods. Please visit the councils' websites for a full list of the items collected, and the charges made.

78. We do not collect fixtures and fittings or any items that may have been used for commercial purposes, even if they are currently being used as a household item.

79. This service is only available to householders living in the districts, it is not available to landlords, letting agents or commercial premises.

80. The items must be visible and accessible on your property from 6am on the agreed collection day(s). The items must be left at the edge of your property next to the public highway. If you live in a flat or other property and we normally collect your rubbish from communal bins, the items must be put out next to where we collect the communal bins from. If they are not in the correct location when the crew come to make the collection, they will not be collected and no refund will be due.

81. Bookings can be made through the councils' websites or by calling the waste team directly, please check the councils' website for contact information. The booking will only be processed once payment has been received. If payment is made by credit card a fee will be applied.

82. Bookings cannot be amended once made and notice of cancellations must be made two working days in advance of the booked collection day. A refund will be made for cancellations less a 15 per cent administration charge

CLINICAL WASTE COLLECTIONS

83. Separate collections are required for certain types of clinical waste. The council provide one-off and ongoing clinical waste collections for patients who are receiving care in their own homes. Your local surgery or hospital must contact us on your behalf to set up a clinical waste collection.

84. If you have (for example) quantities of incontinence pads, these are classified as offensive waste rather than clinical waste and do not

require separate collection. Offensive waste can be disposed of in your grey bin or pink refuse sack.

85. For clarification of what is clinical waste please contact the council. Additional capacity may be provided to account for this additional waste.

Policy Statement 4 – refuse and recycling collections from non-domestic properties

GENERAL PRINCIPLES

86. Where requested, the council will provide refuse and recycling collections to non-domestic premises provided the waste produced is classified as household waste in accordance with the Controlled Waste (England and Waste) Regulations 2012. The scope of the service offered will be equivalent to the service provided to domestic households.

87. The council does not directly provide a commercial waste collection service. Where a non-domestic premise requests a refuse and recycling collection and the waste is classified as commercial or industrial waste, they will be directed to Biffa's commercial services division to arrange a collection directly with them. Organisations requiring commercial waste collections are recommended to obtain several quotes to ensure they are getting best value.

88. Where a commercial organisation insists that the council arrange the commercial collection on their behalf, a quote will be obtained by the council from Biffa's commercial division and a 15 per cent administration charge will be added to cover the councils' costs.

89. When a collection is requested by a non-domestic premise, the waste produced is classified as either household, commercial or industrial in accordance with Schedule 1 of The Controlled Waste (England and Wales) Regulations 2012 – (CWR 2012).

90. The CWR 2012 defines waste according to the type of organisation that produced it and in some cases by the type of waste. It also sets out the types of household waste for which charges for collection or for both collection and disposal can be made. The details of this can be found in Annex1 of this policy.

91. Oxfordshire County Council (the Waste Disposal Authority) recover all disposal costs due to them for waste collected by the council from premises where disposal charges can be levied. Accordingly, the general approach the council will take is to apply collection and disposal costs in all instances where the CWR 2012 allows it.

92. Any non-domestic premise requesting a refuse and recycling collection will be required to provide information about the organisation and the type of waste produced. The council will assess each application in

accordance with the CWR 2012 to determine whether the waste produced is household, commercial or industrial. Where the waste is classified as household, a further assessment will be made to determine whether charges for collection or for both collection and disposal should be made.

93. Some organisations may fit into more than one classification. For example, many private schools are registered charities, which would classify the waste as commercial but as they are also an educational establishment the waste could be classified as household for which a charge for collection and disposal can be made.

94. Where an organisation has multiple classifications such as in paragraph 93, the council will evaluate the waste type on a hierarchical basis and the final classification will be that deemed most beneficial to the organisation concerned. The following hierarchy will be used with a) deemed to be most beneficial and e) least:

    a. Household waste – no charges for collection or disposal
    b. Household waste – charges for collection only
    c. Household waste – charges for collection and disposal
    d. Commercial
    e. Industrial

CHARGES

95. Charges will be calculated per bin size type for refuse and recycling services based on:

    - direct collection costs charged by the council's contractor
    - disposal costs payable to Oxfordshire County Council
    - a 15 per cent administration charge to cover the costs of administering the services.

96. The overall charge payable by an organisation will relate to the number and type of bins they have and whether they are liable just for collection costs or collection and disposal. If organisations require a service that differs from the household collection service – for example a weekly refuse collection – the organisation will need to contact a commercial waste collection company to set this up.

97. Whenever a service is either set up or ended, a charge will be made for delivery or removal of any containers provided.

98. All charges will be invoiced quarterly in advance; charges will be published on the councils' websites and customers will be advised of any charges at the time of requesting the service.

MISSING OR DAMAGED BINS

99. All bins remain the property of the council however, the customer is responsible for keeping bins in a safe, clean and tidy condition. The customer must not deface them or use them for any purpose other than that described in this policy. If the customer wishes to put numbers or any name on the bin, please use self-adhesive numbers/letters rather than paint.

100. If any bin goes missing or is damaged, you are responsible for reporting it to the call centre. The council will repair or replace bins that become damaged through normal wear and tear or bins that have been damaged during collections free of charge. We reserve the right to make a charge to cover administration and delivery costs for any replacements where they have gone missing or have been damaged because of misuse.

101. Bins that are reported as missing or damaged will be replaced within 10 working days. Delivery times may exceed this at certain peak times. Customers will be advised of delivery timescales when an order is placed.

RECYCLABLE WASTE – GREEN WHEELED BIN

USE OF SACKS IN THE GREEN WHEELED BIN

102. The council's preference is for customers to put their recycling loose into the green bin. If sacks are used, they must be clear so the crew can confirm that the correct items have been put in the bin. If the green bin contains recycling in anything other than clear sacks it will not be emptied and the process outlined in paragraphs 104 – 107 will be followed.

CONTAMINATION

103. If the green recycling bin contains materials that should not be in it, it will not be collected. You can find a full list of the materials we collect on our websites.

104. Where a green recycling bin has been contaminated a note will be added to the bin explaining why it has not been collected.

105. A letter will be sent to the customer to advise them that we were unable to empty a recycling bin.

106. On receipt of the letter, the customer must remove the contaminants and once they have confirmed this has happened we will empty the bin at the next recycling collection.

107. If the customer is unable to remove the contamination, they must contact the council to advise. Where this occurs, we will empty the contaminated recycling bin for disposal but reserve the right to invoice the customer to cover our costs.

FOOD WASTE – GREEN CADDY/BLUE BIN

FOOD WASTE (SIDE WASTE)

108. If any additional food waste is put out for collection alongside or on top of a green caddy/blue food waste bin it will not be collected. A note will be added to the uncollected waste to explain this.

CONTAMINATION

109. If the food waste caddy or blue bin contains anything other than food waste and an approved liner it will not be collected. Customers can find a full list of the materials we do collect and information on what liners are acceptable on our websites.

110. If the food waste caddy or blue bin has not been emptied because it is contaminated, our contractor will leave a note explaining the reason for non-collection. The customer will need to remove all contamination from the caddy or bin before the next scheduled collection.

NON-RECYCLABLE WASTE – GREY WHEELED BIN

NON-RECYCLABLE WASTE (SIDE WASTE)

111. The council will only collect non-recyclable waste that fits in the wheeled bin(s)/sacks provided.

112. If any additional non-recyclable waste is put out for collection alongside or on top of the grey wheeled bin, it will not be collected. A note will be added to the uncollected side waste to explain this.

113. If there is so much waste in the wheeled bin that the lid cannot be closed, any waste preventing the lid from being closed will be considered to be side waste. The crew will remove the side waste from the bin and empty the rest of the bin's contents. The side waste will not be collected and a note will be added to the uncollected waste to explain this.

CONTAMINATION

114. There are a range of wastes that cannot be disposed of in the grey bin – for example rubble, gas canisters, liquid waste, garden waste and hazardous waste – a full list of excluded waste is published on the councils' websites. If the collection crew spot any of these items, the bin/sack will not be emptied. A note will be added to explain why the bin

was not emptied. The customer must remove these items and the bin will be emptied at the next scheduled collection.

Annex 1 – classification of waste from non-domestic premises, collection/charging regime

TABLE 1 – NON DOMESTIC PREMISES DEFINED AS HOUSEHOLD WASTE – NO CHARGES

Description	Classification of waste	Examples	Exceptions	Provision	Charges applicable?
A place of worship	Household waste	Churches, Mosques, Synagogues, Temples	Church halls that are hired out Cemetery waste Waste from crematoria	A standard set of household wheeled bins	No

TABLE 2 – NON DOMESTIC PREMISES DEFINED AS HOUSEHOLD WASTE – COLLECTION CHARGES APPLY

Description	Classification of waste	Examples	Exceptions	Provision	Charges applicable?
A residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Household waste			Enough bins to ensure sufficient capacity is provided in agreement between the council and the organisation	Collection only

Premises used wholly or mainly for public meetings	Household waste	Parish, village and town halls.	As it is likely that very little waste is produced from public meetings, if more waste is produced than will fit in the standard set of wheeled bins, it is deemed to be commercial waste	A standard set of household wheeled bins	Collection only
A charity shop selling donated goods originating from domestic property	Household waste	Oxfam and British Heart Foundation charity shops	The charity's head office or other functions	Enough bins to ensure sufficient capacity is provided in agreement between the council and the organisation	Collection only – disposal charges can also be made for any waste that originated from non-domestic property
Waste from premises occupied by— (a) a community interest company (being a company which is registered as such with the registrar of companies), or (b) a charity or other not for profit body,	Household waste	Emmaus, Bicester Green, Orinoco		Enough bins to ensure sufficient capacity is provided in agreement between the council and the organisation	Collection only – disposal charges can also be made for any waste that originated from non-domestic property

which collects goods for re-use or waste to prepare for re-use from domestic property					

TABLE 3 – NON DOMESTIC PREMISES DEFINED AS HOUSEHOLD WASTE – COLLECTION AND DISPOSAL CHARGES APPLY

Description	Classification of waste	Examples	Exceptions	Provision	Charges applicable?
A penal institution	Household waste	Prisons		Enough bins to ensure sufficient capacity is provided in agreement between the council and the organisation	Collection and disposal
Waste from a residential home or land belonging to or wholly or mainly used in connection with a residential home	Household waste	Residential care homes	Supported living accommodation where residents inhabit self-contained apartments with their own kitchen facilities. Where supported living accommodation includes (for example)	Enough bins to ensure sufficient capacity is provided in agreement between the council and the organisation but not to exceed a capacity equivalent to each residential unit	Collection and disposal

			a canteen or a hairdressers, the waste produced by these functions is deemed to be commercial waste	having a standard set of individual bins	
Waste from premises forming part of a university, school or other educational establishment	Household waste	Primary schools, secondary schools, tertiary colleges, universities, pre-schools directly associated with a state primary school	State schools who were already receiving a collection from the council in April 2012 are exempt from disposal costs. Private nurseries not connected to a primary school and childminders are not deemed to be educational establishments and any waste produced would be commercial	Enough bins to ensure sufficient capacity is provided in agreement between the council.	Collection and disposal

Waste from premises forming part of a hospital or nursing home	Household waste		Waste from a residential hostel forming such part which provides accommodation only to persons with no other permanent address	Enough bins to ensure sufficient capacity is provided in agreement between the council and the organisation.	Collection and disposal

TABLE 4 – NON DOMESTIC PREMISES DEFINED AS COMMERCIAL WASTE – NO COLLECTION PROVIDED

Description	Classification of waste	Examples	Exceptions	Provision	Charges applicable?
A domestic property, vehicle or vessel used in the course of a business for the provision of self-catering accommodation	Commercial waste	Holiday cottages, narrow boats etc.		No collection provided	
A caravan— (a)used in the course of a business for the provision of self-catering accommodation, or (b)which is not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission	Commercial waste	Caravans on holiday sites		No collection provided	
Premises occupied by a charity and wholly or	Commercial waste		Where the waste is from a place of worship or from	No collection provided	

mainly used for charitable purposes			premises used wholly or mainly for public meetings, it is to be treated as household waste		
A camp site or a tent pitched on land other than a camp site	Commercial waste		Where the waste is from domestic premises at a camp site, it is to be treated as household waste	No collection provided	
A royal palace	Commercial waste			No collection provided	
Premises occupied by a club, society or any association of persons in which activities are conducted for the benefit of the members	Commercial waste	Scout/guide groups, women's institute, boxing club		No collection provided	
Premises occupied by— (a)a court; (b)a government department; (c)a local authority;	Commercial waste	Parish council offices Magistrate, county or crown courts Government departments and		No collection provided	

(d)a person appointed by or under any enactment to discharge public functions; (e)a body incorporated by Royal Charter		agencies – e.g. the Environment Agency			
A hotel	Commercial waste			No collection provided	
Any part of a composite hereditament used for the purposes of a trade or business	Commercial waste	Small B&Bs, childminders, any business run directly from a domestic premises		A standard set of household wheeled bins will be provided for the domestic part of the hereditament.	
A market or fair	Commercial waste			No collection provided	
The practice of a general medical practitioner	Commercial waste			No collection provided	