

Waste Collection Service Policy

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CONTENTS PAGE

Paragraph	Description	Page Number
1.0	Policy Summary	
2.0	Introduction	
3.0	Policy Aim & Objectives	
4.0	Policy Scope	
5.0	Linkage to Corporate Plan	
6.0	Roles & Responsibilities	
7.0	Kerbside Collection Service	
8.0	Collection of Bulky Household Waste	
9.0	Collection of Abandoned Motor Vehicles	
10.0	Collection of Fly Tipped Waste	
11.0	Provision of Recycling Centres	
12.0	Provision of Litter Bins	
13.0	Provision of Hook Lift and Skip Containers	
14.0	Impact Assessments	
15.0	Support & Advice	
16.0	Communication	
17.0	Monitoring & Review Arrangements	
Appendix	Environmental Services Scale of Charges Local Authority and NIEA Fly Tipping Protocol	

1.0 POLICY SUMMARY

- 1.1 This policy outlines how Mid Ulster District Council in meeting increasing recycling and landfill diversion targets will ensure that the collection of waste is managed in the most efficient and effective manner possible with householders taking joint ownership and responsibility for the management of their waste.

2.0 INTRODUCTION

- 2.1 This policy is in place in order to provide a framework for the provision of an effective and efficient waste collection service within the Mid Ulster District. This policy details the arrangements for collection of residual and recyclable waste from both domestic and commercial properties (where a service is requested).

3.0 POLICY AIM & OBJECTIVES

- 3.1 **Policy Aim:** To provide an effective and efficient waste collection service.

3.2 **Policy Objectives:**

- To provide a high quality service for the collection of waste which is compliant with Health and Safety and Waste Management legislation
- To increase the amount of waste recycled and diverted from landfill
- To ensure suitable facilities are available for the collection of waste

4.0 POLICY SCOPE

- 4.1 This policy relates primarily to the collection of residual and recyclable waste at the kerbside from both domestic and commercial properties as well as the collection of abandoned vehicles, bulky and fly-tipped waste across the district. It also extends to the provision of Recycling Centre facilities, litter bins and hooklift/skip containers for the collection of waste in specified circumstances.

5.0 LINKAGE TO CORPORATE PLAN

- 5.1 In respect of Mid Ulster District Council's Corporate Plan 2015-2019, this policy contributes toward the general delivery of Corporate Theme 3 – *Sustaining our Environment* and Priority 3.6 *Reducing our dependency on landfill by increasing recycling, reusing and recovering energy from Council collected waste.*

6.0 ROLES AND RESPONSIBILITIES

- 6.1 Responsibility for delivery of this policy rests within Environmental Services cascading down through the various roles from the Head of Service to Service Managers and Supervisory levels to all front line operational employees.

7.0 KERBSIDE COLLECTION SERVICE

Under the Waste and Contaminated Land Order (NI) 1997 the Council is required to arrange for the collection of household waste in its district (and commercial waste on request). In doing so the Council requires occupiers to place the waste for collection in wheeled bins of a kind and number specified.

7.1 Colour of wheeled bins

7.1.1 Black Bins - to be used for the separation, storage and collection of non-recyclable waste

7.1.2 Blue Bin - to be used for the separation, storage and collection of dry recyclables i.e. paper, cardboard, cans, plastics, glass etc.

7.1.3 Brown Bin – to be used for the separation, storage and collection of “biowaste” i.e. garden and food waste.

7.2 Number and size of bins per household

7.2.1 The Council will only collect one 240 litre (or 120/180 litre*) black bin per household per fortnight (*see section 7.7 for Exceptional Circumstances*).

7.2.2 The Council will collect up to a maximum of two 240 litre blue bins per household per fortnight. The householder shall purchase the additional container.

7.2.3 The Council will collect only one 240 litre brown bin per fortnight. Where householders wish to have a second brown bin emptied this service can be provided where capacity exists on the collection round and the householder purchases an extra container and pays an additional service charge of £100 per year (which will be payable in advance and non refundable).

7.2.4 The Council reserves the right to decrease of residual waste capacity and/or increase recyclable waste capacity for householders as is necessary to meet future legislative waste management targets.

Note*: A smaller bin size of 120 or 180 litres is available for households with less waste requirements or space restriction.

7.3 Frequency of collections

7.3.1 The Council will collect one black bin of non-recyclable waste on a fortnightly basis

7.3.2 The Council will collect one/two blue bins of dry recyclables on a fortnightly basis

7.3.3 The Council will collect one brown bin of biowaste on a fortnightly basis.

7.4 Purchase of bins and replacement bins

- 7.4.1 The Council provides, at a charge, wheeled bin refuse containers for domestic properties and spare parts for same which can be purchased from Environmental Services (see appendix 1 for current scale of charges)
- 7.4.3 Where a container is lost or damaged by the occupier, such that it is not serviceable by the Council, it shall be the responsibility of the occupier or owner to provide a container for collection. The occupier can purchase a replacement container from the Council and must do so before the service will be resumed.
- 7.4.5 If a container is damaged by the Council's workforce or on the mechanisms of the collection vehicle, the Council will replace same free of charge. Occupiers will be responsible for bin replacement as a result of normal "wear and tear".
- 7.4.4 All wheeled bins provided free of charge by the Council shall relate to the premises and should be left by the occupier on moving.

7.5 Wheeled bin collection arrangements

- 7.5.1 All waste presented for collection by the Council, must be contained within an approved wheeled bin. Container lids should be closed shut.
- 7.5.2 Only bins which are in a sound condition will be collected by the Council.
- 7.5.3 Overfull or excessively heavy bins will not be collected by the Council.
- 7.5.4 No side refuse (i.e. waste not placed in the relevant bin) or additional waste will be collected except in very exceptional circumstances e.g. following a period of adverse weather conditions when it has not been possible to provide a service. Any additional waste ought either to be stored by the householder until the next relevant collection day or taken to one of the Recycling Centres provided by Council for recycling/disposal.
- 7.5.5 Householders shall be required to place each bin for emptying by **7:30am** on the day of collection at a suitable collection point i.e. at the edge of, or at the entrance or laneway to the premises, at a point significant to the public road, or at such other places as may be determined by the Council (see Section 7.8 for Assisted Lift Support).
- 7.5.6 The Council's refuse collection vehicles will generally not travel on private laneways/roads or laneways/roads which have not been adopted by TNI unless it is deemed this is a safer method of providing a collection service i.e. where collecting on the public road would pose a health and safety risk. However, the Council will collect waste in and around developments where roadways are under construction and a tarmacked base-coat laid and where safe, easy access and adequate turning space is provided, and it is reasonably assumed that TNI will adopt such roadways. Such roadways must be capable

of carrying heavy goods vehicles and will be assessed by the Head of Environmental Services or his/her representative.

- 7.5.7 Where an occupier of any premises fails to comply with the Council's policy requirements relating to the storage and collection of waste, the Council shall not collect waste from those premises and the occupiers will be obliged to ensure disposal of such waste in a manner acceptable.
- 7.5.8 The Council will collect waste from areas which are constituted and recognised as being major industrial estates, however, the Council will not travel onto private or unadopted roads/laneways to service single or home-based business units (subject to provisions of 7.5.6). However where it is deemed safe to do so the Council will consider servicing commercial or educational properties i.e. on private land in return for payment of a collection service charge (in addition to the relevant commercial waste container rates) which will be assessed on the basis of time and resources required,
- 7.5.9 The Council shall ensure that their employees behave in a courteous and orderly manner at all times and will create the minimum possible disturbance when visiting each occupier's premises.

7.6 Contaminated wheeled bins

- 7.6.1 The occupier shall not place or cause to be placed in wheeled bins any substance or items which would endanger the safety of the Council's operators, agents, equipment or the public
- 7.6.2 The Council shall allow for the collection and disposal of all contents of the wheeled bin, with the exception of industrial wastes e.g. builders rubble, infectious clinical waste and hazardous wastes e.g. asbestos
- 7.6.3 Bin contents will be subject to regular inspection/checking by Council staff.
- 7.6.4 Recycling (blue or brown) bins found to contain incorrect materials will not be emptied, as this could contaminate the full collection load. A label/tag will be placed on the bin to advise householders of the discrepancy. Further occurrences will be followed up with a house call by Council staff and/or a notification letter that the recycling bin(s) will not be emptied at the property until the contents are properly segregated and presented.
- 7.6.5 Residual (black) bins found to contain recyclable material may not be emptied. Householders will receive a label/tag on their bin advising of the materials that could be recycled and this will be supported by a leaflet on recycling and/or a house call to advise them of the discrepancy.
- 7.6.6 Households who continue to ignore the recycling requirements and advice of Council will not be permitted to continue to avail of the waste collection services as this will impact on the recycling activities of other residents.

7.7 Exceptions for additional bin provision

- 7.7.1 The Council recognises that there are groups of people (Section 75) within the District who may have additional needs and will consider applications for an additional 240 litre black bin or the use of a larger 360 litre black bin in the following circumstances:
- 7.7.2 A family or household size of **more than eight**, permanently residing at the property (in which circumstances payment must be made for the purchase of the additional or larger bin).
- 7.7.3 Households with particular requirements, having an impact on the production of waste, i.e. people with disabilities; medical conditions; carer responsibilities etc. (in which circumstances an additional or larger bin will be provided on a loan basis for an initial period of 36 months).
- 7.7.4 An application must be made on the approved form to Environmental Services, giving details of the particular circumstances e.g. family size or conditions
- 7.7.6 A decision on the application will take into consideration the current level of recycling and potential improvements which could be realistically made by the householder following inspection by a Recycling Officer. An application for additional bin capacity will only be granted (even if the application criteria are met) if maximum use is being made of the recycling collection services. The householder will be encouraged to avail of additional recycling capacity i.e. a second blue bin in the first instance.
- 7.7.7 The Council will grant or refuse the application based on the information provided by the applicant and the Recycling Officer. The applicant may appeal the decision through the Council's Appeal Process.
- 7.7.8 The Council reserves the right to remove or restrict the number of bins if circumstances of the household change or if the recycling service is not being used.
- 7.7.9 The Council will review existing approvals on a 24 month review cycle (or 36 months for those based on disabilities/medical conditions).

7.8 Assisted lift support arrangements

- 7.8.1 If an occupier is deemed by the Council to be unfit to comply with the requirements at 7.5.5 by reason of disability, evidenced by a GP or

medical/care professional and where there is no other person in the household or carer capable of meeting the requirement the Council shall make arrangements to collect the wheeled container at the occupier's premises.

7.8.2 A Council Officer may visit the individual to conduct both a site and needs analysis so as to ensure that the service is only delivered to those entitled to this service in a fair and equitable manner.

7.8.3 An indemnity may be required from the householder should the Council have to drive its vehicle/s on private property. The householder will be required to sign appropriate documentation.

7.8.4 An application form is available from Environmental Services on request.

7.8.5 The Council will review existing approvals on a 36 month review cycle.

7.9 Collection of waste from commercial premises

7.9.1 The foregoing provision for domestic properties (excluding 7.7 and 7.8) shall also apply to commercial premises subject to the below requirements.

7.9.2 Commercial premises must provide appropriately sized wheeled bin containers for the collection of their waste. Commercial sized containers may be purchased from Environmental Services (see appendix 1 for scale of charges)

7.9.3 Commercial premises may request the Council to provide a collection service, by paying the appropriate collection/disposal charge applicable to container size (see appendix 1 for current scale of charges) six months in advance. Full payment terms and conditions of service will be made available on enquiry.

7.9.4 The Council shall not be involved in the collection of commercial food waste. Details of alternative private sector operators which can provide this service can be made available on request from Environmental Services.

7.9.5 In accordance with the discretionary provisions of The Waste and Duty of Care Regulations (NI) 2013 the Council shall apply the same level of charges applied to commercial premises for the collection and disposal of waste from educational establishments in the district.

7.9.6 No charge shall apply for the collection and disposal of waste from premises occupied by a charity and wholly or mainly used for charitable purposes or from places of worship.

8.0 BULKY HOUSEHOLD WASTE COLLECTIONS

- 8.1 The Council provides a dedicated service for the collection of bulky household waste items subject to payment of a service charge (see appendix 1 for details of current charge).
- 8.2 Three items will be collected per visit including fridges, freezers, washing machines, cookers, beds, chairs, three piece suites and mattresses (mattresses must be covered in plastic for health and safety reasons).
- 8.3 The Council will not collect certain types of items including builders rubble, demolition materials, farm waste and garden waste or any item generally considered to be fixtures and fittings of a property i.e. those which would not be removed on vacating the property e.g. bathroom/kitchen units, fireplace etc
- 8.4 All requests for this service **must** be made in writing, either directly to Environmental Services (with payment) or by submitting an online payment/form via the Council website.
- 8.5 Items must be presented at the kerbside/front edge of the property for collection as employees are not permitted to enter houses, garages or sheds to collect same. Council will make the collection within 14 days of receipt of payment.

9.0 COLLECTION OF ABANDONED MOTOR VEHICLES

Under the Pollution Control & Local Government (NI) Order 1978, the Council is permitted to collect and dispose of abandoned motor vehicles. The procedures are as follows:-

- 9.1 Council will require notification from the local PSNI requesting disposal of the said vehicle.
- 9.2 Council's Supervising Officer investigates, placing seven day notice on vehicle. Upon expiry of seven days, the vehicle is photographed and arrangements made for collection and disposal.
- 9.3 Special arrangements will be made in terms of urgent removal i.e. burned out vehicles etc.

10.0 COLLECTION OF FLY TIPPED WASTE

- 10.1 The Council has agreed protocol arrangements in place with the Northern Ireland Environment Agency (NIEA) in respect of the collection of fly tipped waste (details are provided in a copy of the protocol included at appendix 2)

11.0 RECYCLING CENTRES

11.1 The Council currently provides eleven Recycling Centres (civic amenity sites) for the collection of household waste; at the following locations in Mid Ulster:

- Ballymacombs, Ballymacombs Road, Bellaghy
- Castledawson, Moyola Road, Castledawson
- Coalisland, Derry Road, Coalisland
- Cookstown, Molesworth Road, Cookstown
- Draperstown, Industrial Estate, Magherafelt Road, Draperstown
- Drumcoo, Coalisland Road, Dungannon
- Fivemiletown, Screeby Road, Fivemiletown
- Maghera, Industrial Estate, Station Road, Maghera
- Magherafelt, Ballyronan Road, Magherafelt
- Moneymore, Moneyhaw Road, Moneymore
- Tullyvar, Tullyvar Road, Aughnacloy

11.2 The opening hours of the sites are determined by their annual waste tonnage/throughput in accordance with the following four banded tiers:

- Tier A: more than 3,000 tonnes per annum
- Tier B: 2-3,000 tonnes per annum
- Tier C: 1-2,000 tonnes per annum
- Tier D: less than 1,000 tonnes per annum

11.3 The current allocation of sites to the individual tiers are as follows:

- Tier A: Cookstown, Drumcoo, Magherafelt
- Tier B: Coalisland, Moneymore
- Tier C: Maghera, Castledawson, Draperstown
- Tier D: Fivemiletown, Tullyvar, Ballymacombs

11.4 The current opening hours for each site tier are shown in the table below:

Tier	Winter (Oct to March)	Days	Summer (April to Sept)	Days
A	09:00-18:00	Mon-Sat	08:30-17:30	Mon, Fri & Sat
			08:30-19:30	Tue, Wed & Thu
B	08:30-17:30	Mon-Sat	08:30-17:30	Mon, Wed, Fri & Sat
			08:30-19:30	Tue & Thu
C	08:30-17:30	Mon-Sat	08:30-17:30	Mon-Sat
D	09:00-17:00	Mon-Sat*	09:00-17:00	Mon-Sat*

*Closure Days: Tullyvar Monday, Fivemiletown Tuesday, Ballymacombs Saturday

- 11.5 Commercial and industrial waste is only accepted for disposal at Cookstown, Drumcoo and Magherafelt Recycling Centres i.e. Tier A sites where a charge is payable based on the weight and type of waste (see appendix for current scale of charges).
- 11.6 The Council operates a pre-payment (card swipe) system for the disposal of commercial waste and cash payments for same are not acceptable on site.
- 11.7. No charge will apply for *household* waste which is brought to the site by a commercial operator. However in such instances the commercial operator must provide a Waste Transfer Note or signed declaration clearly showing the contact name and address of the property from which the household waste arose for verification purposes. In the absence of suitable evidence a disposal charge will be applied.
- 11.8 Should an operator bring commercial waste for disposal to a Tier B, C or D site they will be redirected to the nearest Tier A site. However the following waste from a commercial operator may be accepted for recycling free of charge:
- Clean/dry cardboard
 - Scrap metal
 - Textiles
 - Lead acid batteries
 - Plastic/glass bottles
 - Cooking oil
 - Small electrical appliances and fluorescent tubes (not fridges/freezers)
- 11.9 The following waste types are not accepted at any site:
- Clinical waste
 - Asbestos
 - Tyres
- 11.10 All waste must be pre-sorted for recycling/disposal prior to acceptance at the sites and Council staff may refuse to accept waste if it has not been appropriately segregated.
- 11.11 Scavenging of waste i.e. the removal of items from the site is strictly prohibited.

12.0 PROVISION OF LITTER BINS

The Council has a legal duty under the Litter (NI) Order 1994 to keep Council owned land and public highways clear of litter and waste as far as practicable. The Council has no legal duty to provide litter bins, but the provision of suitably located bins is seen as providing a key role in meeting the duty to keep land and roads clear of litter.

- 12.1 The Council will provide pole mounted or free standing bins for the deposit of litter in town/village centres and other designated locations e.g. lay-bys.
- 12.2 The Council will not provide specific dog fouling bins, however all litter bins will be clearly identified, where possible, as being suitable for this purpose.
- 12.3 The Council will not install litter bins on private land or areas falling under the responsibility of other public bodies including schools and bus stations. Litter bins will not be provided within private housing developments and in the case of public housing, only at locations near to the estate entrance.
- 12.4 Litter bins will generally only be provided within settlement boundaries as defined by speed limit signage save in exceptional circumstances e.g. on footpaths forming part of a designated/recognized walking route, at the discretion of the Head of Environmental Services or his representative.
- 12.5 Where a request for the erection of a litter bin is received the location will be assessed for existing provision and if an existing litter bin is present within a proximity of 50 metres the Council reserves the right not to erect a bin.
- 12.6 The suitability of the location will also be considered to determine if the location is deemed to be unsuitable for reasons of safety such as posing a risk to pedestrians or installation difficulties due to surface conditions.
- 12.7 Free-standing bins will be positioned out of the main line of travel or grouped with other existing street furniture, so that they do not present a collision hazard for people with sight loss, or reduce the usable width of the footway for people using wheelchairs, people with prams/buggies, mobility aids or guide dogs. Likewise post mounted litter bins will not protrude into circulation space.
- 12.8 The Council will monitor litter bins for misuse in terms of the disposal of commercial waste. Where those responsible can be identified, a warning will be issued and where persistent abuse occurs, the litter bin may be removed.

12.9 Only those bins purchased and installed by the Council will be maintained and emptied by it. Bins will be emptied on a frequency to prevent them overflowing. This will be based on their location and related to intensity of use. The frequency will vary according to the time of year and for special events. Monitoring will ensure that these frequencies are sufficient. All bins will be maintained to a standard that is fit for purpose and that does not present a hazard to the public.

13.0 PROVISION OF HOOK LIFT AND SKIP CONTAINERS

13.1 The Council owns a range of hook lift and skip containers of various sizes which are utilized for waste collection across its network of Recycling Centres.

13.2 The Council does not offer a service for the hire of hook lift or skip containers.

13.3 Hooklift and skip containers will only be provided for public use (outside of Recycling Centres) to support community clean-ups e.g. Big Spring Clean events which have been officially registered/notified and where there is a designated community point of contact to address any difficulties e.g. disposal of unauthorized waste.

13.4 The provision of containers to individual housing estates will only be made where it is clearly demonstrated that these are for collection of waste from the clean-up of public/open space and not from households (where it is considered the bulky waste collection service as detailed in section 6.6 is adequate). Any such provision will be at the discretion of the Head of Environmental Services and will be limited to one occasion per year.

13.5 The provision of containers will be made to support the clean-up of waste/litter arising from public events where requests for same have been submitted, in writing, at least two weeks prior to the event date. Such requests will only be agreed where it is determined that the provision of wheeled bins and/or refuse sacks would be an inadequate or unsuitable alternative.

13.6 The provision of a bespoke recycling trailer for the collection of dry recyclables is also available for public events and may be offered as an alternative to, or in conjunction with, the provision of hook lift and skip containers for general waste.

13.7 The provision of containers will not extend to any private or commercial events i.e. where no element of public space clean-up is involved.

14.0 IMPACT ASSESSMENTS

14.1 Equality Screening & Impact

The policy has been subjected to equality screening in accordance with the Council's screening process. The outcome of the screening was this policy has only minor impact on equality of opportunity and shall not be subject to EQIA.

14.2 Rural Needs Impact

The policy has been subjected to a rural needs impact assessment which outlines the mitigation measures in place to address the rural need identified.

14.3 Staff & Financial Resources

No issues have been identified which would significantly impact on the Council's resources and delivery of its business as a result of this policy being implemented other than the normal budgeted revenue and payroll expenditure.

15.0 SUPPORT AND ADVICE

15.1 The Council will publicise its services in accessible formats. Information on waste collection/recycling services is available through leaflet, by telephone/textphone, via website, Bin Ovation App and in alternative formats and minority languages to meet the needs of those who are not fluent in English.

15.2 Recycling Officers are available within the Council for direct support to suit a range of needs. For those not fluent in English, an interpreting service can be provided upon request. For persons with a hearing disability, a 'signed' service can be made available upon request.

16.0 COMMUNICATION

16.1 Environmental Services is responsible for the communication and delivery of this policy. Advice and guidance on the implementation of this policy should be sought from the Head of Environmental Services.

17 MONITORING & REVIEW ARRANGEMENTS

17.1 Implementation of this policy will be monitored and a formal review undertaken 24 months from its effective date.

17.2 Any amendments to the policy will be equally proofed in accordance with Equality Scheme commitments.

APPENDIX 1 – WASTE COLLECTION SCALE OF CHARGES 2019/20

Commercial Waste Kerbside Collection and Disposal Charges

Bin Size	Cost per Collection	
	Residual	Recycling
120 Litre	£3.05	£2.00
240 Litre	£5.50	£3.65
360 Litre	£8.15	£5.35
660 Litre	£14.45	£9.50
1100 Litre	£23.75	£15.70

Purchase of Wheeled Bins

Bin Size	Cost	Delivery Charge	Total (Exc VAT)
120/180 Litre	£25	£9	£34
240 Litre*	£25	£9	£34
360 Litre	£50	£12	£62
660 Litre	£125	£12	£137
1100 Litre	£170	£12	£182

*Discounted cost for three coloured 240 litre bins (if purchased at same time) is £60

Wheeled Bin Replacement Parts and Miscellaneous Items

Replacement part	Cost
120, 140, 240 or 360 litre bin wheels	£3.50 each
120, 140, 240 or 360 litre bin axles	£3.00 each
Complete bin axle with 2 wheels for above bins	£10.00 per set
240 litre bin lid with pins	£10.00
Individual bin lid pins - all sizes	£1.00 each
660 and 1100 litre castor wheels with brakes	£15.00
660 and 1100 litre castor wheels without brakes	£12.00
Miscellaneous item	
Food Waste Caddies	Free of charge
Home Compost Units	Free of charge
Caddy Liners (approx. 50 liners per roll)	£1.00 per roll
Re-usable garden waste sacks	£2.00 each

Disposal of Commercial Waste at Recycling Centres

Material	Rate per Tonne	VAT	Total Per Tonne
Residual Waste	£140	£28	£168
Wood	£75	£15	£90
Hard Plastic	£100	£20	£120
Plasterboard	£150	£30	£180
Fridges/Freezers	£50 each	£10	£60 each
Oil filters & rags	£750	£150	£900
Green (garden) waste	£50	£10	£60
Paint (including cans)	£500	£100	£600
Rubble	£20	£4	£24

Bulky Household Waste Collection Charge - £5 per collection (up to 3 items)