

Committee:	Executive	Agenda Item No.:	6.
Date:	5 th July 2010	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Patch Management Policies – Provision of Domestic Bins and Bulky Waste Collection		
Report by:	Street Services Manager		
Other Officers Involved	Director of Neighbourhoods Head of Community & Street Services Head of Customer Services and Performance		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor D. Kelly, Portfolio Holder for Environment		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The adoption of these policies will enable employees, Members and the public to have a clear understanding of the Council's role, duties and aspirations, in respect of how we provide domestic bins and arrange bulky waste collections.

TARGETS

The subject matter itself does not directly contribute to any targets specified in the Corporate Plan. However, waste services have a fundamental role to play in enhancing the quality of the environment, and diverting waste towards recycling.

VALUE FOR MONEY

The Provision of Domestic bins policy allows the Council to recover the costs associated with replacement bins where the need for the replacement bin is not the fault of the Council.

Charges for bulky waste are set in accordance with Government department guidelines and allow for a reasonable charge to be made to recover reasonable costs.

THE REPORT

The Patch Management Working Group (PMWG) identified a need for a Council Policy on the following subject(s);

Provision of Domestic Bins
Bulky Waste Charges

A copy of the draft policies are attached to this report for consideration by Executive.

The draft policies were submitted to the following groups for consideration and comment.

Equalities Services Development Group (ESDG) on 8th February 2010. Senior Management Team (SMT) on – Provision of Domestic Bin - 5th November Bulky Waste Charges - 12th November.

Policy & Performance Management Group (PPMG) on 27th January 2010.

Scrutiny Committee on 28th February 2010

The attached draft policies were approved by the Patch Management Group on 8th February 2010.

ISSUES/OPTIONS FOR CONSIDERATION

ESDG approved the Equality Impact Assessment for both the Provision of Domestic Bins and Bulky Waste Charges Policies.

SMT recommended that both Policies be approved following some grammatical amendments to the text.

PPMG recommended that the Bulky Waste Charges Policy be approved, and that some consideration on changing the Provision of Domestic Bin policy be given to allowing people on low incomes to pay by instalments.

PMWG considered this request, but could not find a strong argument for the change as the problems it would create were greater than any perceived problems it may resolve. Also the PMWG were not aware of any other such arrangements for one off payments of relatively low amounts.

Scrutiny Members requested that the public be informed that bulky waste would not be collected if there were loose dogs at the property at the time of the booking.

A question was asked regarding how housebound persons without bank accounts could pay for the collections in advance when booking by telephone. The Street Services Manager noted that these issues should be referred to the service.

Scrutiny Committee then resolved that

- (1) Scrutiny Committee support the implementation of the provision of Domestic Bins Policy,
- (2) Scrutiny Committee support the implementation of the Bulky Waste Collection Policy.

IMPLICATIONS

Financial: Both policies form the basis on which charges are based and provide income to the Council.

Legal: Both Policies cover activities which form part of our Statutory duty as a Waste collection Authority.

Human Resources: None

RECOMMENDATIONS

- 1. Patch Management Group ensures that appropriate departmental procedures are in place to deliver the policies.**
- 2. The Bulky Refuse Collection Policy be adopted and implemented from 1st August 2010.**
- 3. The Replacement Domestic Bin Policy be adopted and implemented from 1st August 2010.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To improve the way in which Assisted Refuse Collection, Bus Shelters, Council Owned Garages & Garage Sites, Graffiti and Nuisance Vehicles are dealt with by the Authority.

ATTACHMENTS: Y

FILE REFERENCE: L:\TECH\district_services\Procedures\Bulky Waste Collection Policy 2009 draft V3 071209.doc

L:\TECH\district_services\Procedures\Provision of Domestic Bin Policy Draft v6 071209.doc

BOLSOVER DISTRICT COUNCIL

BULKY WASTE COLLECTION POLICY December 2009



This Policy addresses the following Corporate Aims (show those which are appropriate to the policy only):



Bolsover District Council Equalities Statement

Bolsover District Council is committed to equalities as an employer and in all the services provided to all sections of the community.

- The Council believes that no person should be treated unfairly and is committed to eliminate all forms of discrimination in compliance with the Equality Strategy.
- The Council also has due regard to eliminate racial discrimination and to proactively promote equality of opportunity and good relations between persons of different racial groups when performing its functions.

This document is available in large print and other formats from any of the Council offices or by contacting the Chief Executives Directorate on 01246 242323. Please bear in mind we will need a few days to arrange this facility.

If you need help to read this document please do not hesitate to contact us.

Our Equality and Improvement Officer can be contacted via [Email](#) or by telephoning 01246 242407.

Minicom: 01246 242450

Fax: 01246 242423

CONTROL SHEET

Details of Document	Comments / Confirmation
Title	Bulky Waste Collection Policy
Document type – i.e. draft or final version	Draft
Location of Policy	Document4
Author of Policy	Waste Services Manager
Member route for Approval & Cabinet Member concerned	PPMG, Scrutiny, Executive. Environment
Reviewed by Director of Strategy	Not applicable
Date Risk Assessment completed	Appropriate procedures to address health & safety risks in place
Date Equality Impact Assessment approved	02/11/2009
Partnership Involvement (if applicable)	Not applicable
Date added to the Forward Plan	Not applicable
Policy Approved by	
Date Approved	
Policy Review Date	
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

CONTENTS

PAGE

1. Introduction	5
2. Scope	5
3. Principles	5
4. Policy Statement	5
5. Responsibility	6

1 Introduction

- 1.1 Bolsover District Council is a Waste Collection Authority and is required by legislation contained in the Environmental Protection Act 1990 to arrange for the collection of waste from all households within its area free of charge, with the exception of certain wastes for which a charge may be made as determined by the Secretary of State.

Under the Controlled Waste Regulations 1992, Schedule 2 defines the type of household waste a Waste Collection Authority may make a charge for and includes:

- i. Any article of waste which exceeds 25 kilograms in weight
- ii. Any article of waste which does not fit, or cannot be fitted into a receptacle for household waste provided by the authority.
- iii. Garden waste

Bolsover District Council provides a collection service to residents for most sorts of household waste which meets the criteria above. The service is referred to as the Bulky Waste Collection Service. The Authority has elected to charge residents for this service. Details of the applicable charges are available at Contact Centres; on the Councils website, www.bolsover.gov.uk or upon application to 01246 242424

2 Scope

- 2.1 All occupied domestic properties within Bolsover District Councils' area where requests for the Bulky Waste Collection Service are made.

3 Principles

- 3.1 Customer Focused Services and Social Inclusion – by ensuring that all residents have access to the Bulky Waste Collection Service and equal charges are applied throughout.
- 3.2 Environment – by providing a service to residents for the removal of bulky household waste thereby promoting a clean and sustainable environment.

4 Policy Statement

- 4.1 Requests for the Bulky Waste Collection Service must be made by the occupier or by a person legally entitled to represent the occupier.
- 4.2 Construction and demolition waste or that which the Council considers may pose health & safety risks or requires special collection or disposal arrangements will not be collected on this service.
- 4.3 Appendix 1 gives examples of the types of waste which are not suitable for the Bulky Waste Collection service.
- 4.4 The list is not exhaustive and the Council reserves the right to refuse the collection of any waste which it deems unsuitable for collection on this service.

- 4.5 In circumstances referred to in 4.4 above, and where payment for the service has already been made, a full refund will be given
- 4.6 Items must be placed in an area suitable for collection as advised by Contact Centre staff.
- 4.7 Carpets must be rolled and secured.
- 4.8 Garden waste must be bagged or bundled.
- 4.9 Glass items must be wrapped in polythene or tape.
- 4.10 Loose scattered waste will not be gathered.
- 4.11 Payment must be made at the time of booking. Residents will be advised of the scheduled day of collection at the point of booking and advised that items must be available for collection from 6am.
- 4.12 Payment for collections can be made by cash or debit card; in person at Contact Centres or by telephone.
- 4.13 Collections will be carried out within 10 working days from the notification of payment being received in the Waste Services Back Office.
- 4.14 A list of items must be supplied by the resident to the Contact Centre at the time of the initial request. No other items will be collected.
- 4.15 In certain circumstances where collections have not been made, the resident will be notified. Examples of these circumstances include:
 - 4.15.1 Where dogs are running loose.
 - 4.15.2 Where access is obstructed.
 - 4.15.3 Where items are unsuitably presented for collection.
- 4.16 Where the above applies, customers can rebook the collection one further time without further payment.
- 4.17 Where a customer has rebooked the collection under these circumstances and at a subsequent visit the collection still cannot be made, no further visits will be made and no refund will be given.
- 4.18 No refund will be given if customers cancel a bulky waste service request and payment has already been made.
- 4.19 Once payment has been accepted for a collection, alterations, including requests to add, reduce or substitute alternative items, cannot be made and the original charge will stand even if the number of items presented for collection is less than that previously notified.
- 4.20 Items presented for collection, which have not previously been advised by the customer, will not be taken.

5 Responsibility

- 5.1 Street Services will be responsible for carrying out the Bulky Waste Collection Service and formulating appropriate operational procedures for its administration.
- 5.2 The Service will be delivered by Street Services and/or Street Services external contractors.
- 5.3 Initial requests and payments for the Bulky Refuse Collection Service will be handled by Customer Contact Centres.

6 Review

This policy will be reviewed every three years and the charges reviewed annually.

Appendix 1

HWRC – Household Waste Recycling Centre, these are operated by Derbyshire County Council and are provided to allow residents to deliver household waste direct themselves. Private Contractor – these include skip hire companies and specialist waste collection contractors, residents should ensure that prior to handing over any waste to a private contractor that they hold the relevant waste carriers certificate as issued by the Environment agency.

Items unsuitable for collection on the Bulky Waste Collection Service	Alternative Disposal route	Notes
DIY/Construction Waste		
Bathroom suites (part or whole)	HWRC	Part items
Kitchen units	HWRC	Part items
Fitted wardrobes	HWRC	Part items
Garden sheds	Private Contractor	
Coal Houses	Private Contractor	
Doors	HWRC	Max of 2 x doors
Windows	HWRC	Max of 2 x windows
Bricks/Rubble/Concrete	HWRC	Max 50kg rubble or soil – 1 visit per week
Radiators	HWRC	
Fireplaces	HWRC	
Gas or Electric Fires	HWRC	
Loft insulation	Private Contractor	
Water tanks	HWRC	
Boilers	HWRC	
Fencing Panels (repairs)	HWRC	
Gates	HWRC	
Paving slabs	HWRC	Max 50 kgs
Outside aerials/satellite dishes	HWRC	
Scaffolding	Private Contractor	
Other		
Chemicals	HWRC	
Large quantities of liquid	Private Contractor	
Paint/Creosote	HWRC	
*Asbestos	HWRC	Max of 2 x roofing sheets or 2m pipe
Car parts	HWRC	Small quantities only (boot of car)
Car Oil	HWRC	
Car Batteries	HWRC	
Low pressure Gas Cylinders	HWRC	
Fire Extinguishers	HWRC	
Car Tyres	HWRC	A maximum of 4 x h/hold
Tree trunks/branches	HWRC	Up to 150mm diameter

BOLSOVER DISTRICT COUNCIL

Provision of Domestic Bin Policy

January 2009

Draft Version 6 07/12/09

This Policy addresses the following Corporate Aims:



PROVIDING ACCESS FOR ALL

If you need help understanding any of our documents or require a larger print, audio tape copy or a translator to help you, we can arrange this for you. Please contact us on the telephone numbers at the bottom of the page:

POLISH

Jeżeli potrzebuje Pan/i pomocy w rozumieniu tych dokumentów lub chciałby je Pan/i otrzymać większym drukiem, na kasecie audio lub skorzystać w tym celu z pomocy tłumacza, jesteśmy to Państwu w stanie zapewnić. Prosimy o kontakt pod numerami telefonów na dole strony.

ITALIAN

Se avete bisogno di aiuto per capire qualsivoglia dei nostri documenti o se li richiedete a caratteri grandi, o volete copie registrate, o necessitate di un traduttore per aiutarvi, noi possiamo organizzare tutto ciò. Per favore contattateci ai numeri di telefono che troverete in fondo a questa pagina.

CHINESE

對於我們的文件，如果你需要幫助使能明白文件的內容，或者需要大字體印刷、錄音帶的格式，又或者需要傳譯員的幫助，我們都能夠為你安排。請用頁下的電話號碼與我們聯絡。

URDU

ہمارے کسی بھی ڈاکیومنٹ کے سمجھنے میں اگر آپ کو مدد درکار ہو، یا آپ کو اس کا بڑا پرنٹ، آڈیو ٹیپ کی شکل میں اس کی کاپی، یا ترجمے میں مدد کے لیے آپ کو کسی مترجم کی ضرورت ہو تو ہم اس سلسلے میں آپ کی مدد کر سکتے ہیں۔ براہ کرم اس صفحے کے نیچے دیئے گئے فون نمبر پر رابطہ کریں۔



01246 242407 or 01246 242323.



Other Equalities information is available on our web site.
www.bolsover.gov.uk or by e-mail from equalities.officer@bolsover.gov.uk

Minicom: 01246 242450 Fax: 01246 242423

Details of Document	
Title	Provision of Domestic Bin Policy
Document type – i.e. draft or final version	Draft Version 6 07/12/09
Location of Policy	Intranet and Internet
Author of Policy	Waste Services Manager
Reviewed by Patch Management Working Group	
Risk Assessment completed	Appropriate procedures to address health and safety risks in place
Community Safety implications	
Equality Impact Assessment completed.	
Approved by	
Date Approved	
Policy Review Date	

CONTENTS

PAGE

1. Introduction	5
2. Scope	6
3. Principles	6
4. Policy Statement	6
5. Responsibility	7
6. Review	8

1. Introduction

- 1.1 Bolsover District Council is a Waste Collection Authority and is required by legislation contained in the Environmental Protection Act 1990 to arrange for the collection of waste from all households within its area free of charge, with the exception of certain wastes for which a charge may be made as determined by the Secretary of State. The types of waste for which a charge may be made include waste from commercial premises and bulky household waste.
- 1.2 The Environmental Protection Act 1990 (Part II Section 46(1)) allows for a Waste Collection authority to require the occupier of a premise from which it has a statutory duty to collect household waste, to place the waste for collection in receptacles of a kind and number specified.
- 1.3 The Act (Part II Section 46(3)(a-d)) also states that in making requirements under this subsection the authority may, as respects the provision of the receptacles:-
- iv. Determine that they be provided by the authority free of charge.
 - v. Propose that they be provided, if the occupier agrees, by the authority on payment by him of such a single payment or such periodical payments as he agrees with the authority
 - vi. Require the occupier to provide them if he does not enter into an agreement under paragraph (b) above within a specified period or
 - vii. Require the occupier to provide them.
- 1.4 If an occupier fails to comply with the above without reasonable excuse, notice may be served under the Environmental Protection Act 1990 (Part II Section 46(6)) which states:
- “A person who fails without reasonable excuse, to comply with any requirements imposed under subsection (1),(3)(c) or (d) or (4) above shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale”.
- 1.5 The Act provides for persons to appeal to a magistrate’s court against any requirement imposed under this subsection only on the grounds that:
- a. The requirement is unreasonable or
 - b. The receptacles in which household waste is placed for collection from the premises are adequate.
- 1.6 This policy sets out Bolsover District Council's approach to this legislation.

2. Scope

- 2.1 The provision of domestic bins at all domestic properties within the Bolsover District where the Waste Collection Authority has a statutory duty to collect domestic waste and where it has elected to collect this waste in receptacles (hereafter referred to as refuse bins) specified by the authority.

It excludes the receptacles provided for domestic waste for recycling.
It excludes the collection service of the domestic bins

3. Principles

- 3.1 This policy contributes to the Corporate Plan Aims of providing excellent customer focused services, promoting and enhancing a clean and sustainable environment and promoting social inclusion. It achieves this by identifying the criteria for providing refuse bins, thereby ensuring fairness and consistency to all residents.
- 3.2 This policy identifies the circumstances where charges for replacement refuse bins will be made.

4. Policy Statement

- 4.1 The Council requires that the collection of domestic waste is carried out in wheeled bins of a kind determined by the Council. To facilitate this, wheeled refuse bins are provided to residents for the storage and collection of domestic waste.
- 4.2 Where this is not possible or the Council has decided that it is not practical or desirable for residents to receive a domestic collection service via wheeled bins, a bag service will be provided. Circumstances where it is not practical or desirable to use wheeled bins may include properties located in areas which are difficult to access or residential apartments/flats.
- 4.3 Refuse bins will be provided free of charge by Bolsover District Council to residents in the following circumstances:
- a. For new build properties where a bin has not yet been provided.
 - b. To new residents at suitable properties which do not already have a bin.
 - c. Where the bin has been damaged by Council employees or equipment in the course of waste collection operations.
 - d. Fair wear and tear such as that expected with repeated use over a long period of time.
- 4.4 The Council will not provide replacement refuse bins for cosmetic purposes or where an assessment by a Street Services Officer has deemed it unnecessary.
- 4.5 Bolsover District Council has elected to impose charges for the replacement of refuse bins from domestic properties in those circumstances detailed below, as provided for in the Environmental Protection Act 1990(Part II Section 46(3)):

- a. The refuse bin has been stolen or is missing.
 - b. The refuse bin receives damage which has not been caused by Council employees or equipment. Examples of this would include vandalism, fire damage, theft or occupant neglect.
 - c. Unsuitable material has been placed in the bin causing damage. This may include paint stripper, hot ashes or corrosive substances or heavy building/garden materials.
- 4.6 Details of current charges can be found on the Bolsover District Council website, or on display in the Council Contact Centres or upon application.
- 4.7 In these circumstances the occupier will be advised that one of the following options are available:
- a. That a bin will be provided if the occupier agrees to the payment of a reasonable charge as specified by the Council
 - b. The occupier provides a bin to the specification advised by the Council within two weeks from the date of the advice.
- 4.8 Requests for replacement refuse bins may be made by the occupier or by a person legally entitled to represent the occupier.
- 4.9 Where requests for replacement refuse bins under operational or fair wear and tear criteria is made by the occupier, the requests will initially be assessed (*screened*) by Contact Centre staff and if acceptable a replacement bin will be provided.
- 4.10 Where a request does not meet the criteria for the provision of a free replacement bin, the customer will be informed of this immediately by the Contact Centre staff. The customer will be offered the opportunity to replace the bin at an agreed charge. No replacement bin will be provided until the charge has been paid or until any customer complaint relating to this decision has been investigated. Residents will be required to pay this charge in a single payment in person or by telephone at any Contact Centre.
- 4.11 In cases where a resident disagrees with this decision the customer will be informed that an assessment will be made by an officer from Street Services to decide whether a replacement is appropriate. This assessment will take place within ten working days of the request being received by Street Services.
- 4.12 In these cases, should it be found that the criteria surrounding the request meets that which attracts a charge, the resident will be informed in writing of the decision, the basis for it, the charges to be applied and the options available to them.
- 4.13 Where a resident disagrees with the decision of the Street Services Officer, they will have the option to use the Council's complaints procedure. Details of the Council's Compliments, Comments and Complaints Procedure can be found on Council's website, at the Council's Contact Centres or upon application.

4.14 In circumstances where a property has no refuse bin, bagged general household waste up to a maximum of 3 bags per week will be taken from the time of notification until a replacement bin is provided and/or any outstanding charges/appeals have been settled. This will be a temporary arrangement which the Council can withdraw at their discretion.

5. Responsibility

5.1 Street Services will be responsible for implementing the provision of Domestic Bin Policy, in conjunction with the Contact Centre Service.

Appendix:

A – Contact Centre Information