



Leicester
City Council

Leicester City Council

Waste Collections Policy

September 2018

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Introduction

Leicester City Council is responsible for the collection, treatment and disposal of all household waste in Leicester City. These services are delivered in partnership by the Council and Biffa Leicester through a 25 year PFI contract. The contract commenced in 2003 and runs until 2028.

Domestic properties either receive an individual refuse bin and orange recycling sacks or are provided with communal collection facilities. Collections of refuse and recycling for most properties are weekly, while garden waste is fortnightly.

The policies within this document are intended to provide information on waste services provided, and circumstances in which non-standard services will be provided.

Policy 1 – Service provision

Standard service to individual properties

	Container	Collection frequency	Service limitations
Recycling	56 litre orange sacks	Weekly	Unlimited sacks may be used per household. Sacks are provided by Biffa.
Garden waste	240 litre green wheeled bin	Fortnightly	Up to 4 bins per household. Service provided to customers choosing to subscribe.
Refuse	140 litre black wheeled bin	Weekly	1 bin per household. Larger bins are available subject to eligibility criteria and assessment.

Alternative service to individual properties unsuitable for wheeled bins

Where the Council deems it is unsuitable for wheeled bins to be provided to a property, the following will be provided:

	Container	Collection frequency	Service limitations
Recycling	56 litre orange sacks	Weekly	Unlimited sacks may be used per household. Sacks are provided by Biffa.
Refuse	Black refuse sacks	Weekly	2 sacks per household per week. Additional sacks will not be collected. Sacks are provided by Biffa.

Alternative bin sizes

Individual properties will only be provided a larger black wheeled bin for refuse, subject to the following criteria:

Number of people in household	Bin size
1 – 4	140L
5 - 8	240L
9+	360L

Exceptions may apply and cases may be evaluated on an individual basis. For example, families with babies in nappies or medical conditions may require a larger bin than would normally be provided.

Checks may be carried out by the Council from time to time on a resident's suitability for the larger bin and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible.

The Council reserves the right to remove and/or replace bins as it deems appropriate.

When wheeled bins were introduced all properties were provided with a 240 litre bin for refuse. The Council now automatically issues a 140 litre refuse bin as standard to properties with 1-4 people requiring the replacement of a 240l bin due to damage. The policy has been adopted on the basis that the recycling services now provide a comprehensive collection of a wide range of recyclable materials.

Multi-occupancy properties (e.g. flats and halls of residence)

Alternative arrangements may be provided at the discretion of the Council, including the provision of larger shared use bins. The number and size of bins provided will depend on the number of properties, and the site layout including the space available and the distance to the collection point.

Bins will be collected from the bin storage or other designated area as agreed by the Council and returned to the same location.

Where in the judgement of the Council a multi-occupancy property is unable to accommodate a wheeled bin service, a sack service may be provided.

Loose rubbish or sacks around the bins or any other materials will not ordinarily be accepted for collection. It will be the responsibility of the residents/managing agents to remove or clear any such items. The bin will then be collected on the next scheduled collection day.

The Council will, as a standard, offer weekly collection of refuse and recycling. Multiple collections may be offered in some circumstances where there is insufficient space for a weekly collection; however providing more than one collection per week is at the Council's discretion.

Policy 2 – Material types accepted

Materials accepted in the refuse, recycling and garden waste collections are detailed on the Council's website:

- Refuse – leicester.gov.uk/your-environment/recycling-and-waste/household-waste-collections
- Recycling – leicester.gov.uk/orangebags
- Garden waste – leicester.gov.uk/gardenwaste

For all services, waste will only be collected if presented in the specified container at the required presentation point and time, and does not contain unacceptable materials.

Policy 3 – Collection day and time

Details of refuse and recycling collection days can be found at biffaleicester.co.uk. Details of garden waste collection days can be found at leicester.gov.uk/gardenwaste.

Bins and sacks must be ready for collection by 7.00am on the designated day as collection times will vary.

Waste must not be placed out for collection any earlier than 6.00pm on the evening before collection, and bins should be removed as soon as possible following emptying. Where residents persistently leave bins on public property between collections causing public nuisance, the Council may take appropriate enforcement action.

Where changes to normal scheduled collections are necessary due to bank holidays, details will be published on the Council's website. Changes may also be necessary due to severe weather conditions.

Policy 4 – Collection point

Wheeled bins and sacks should be presented on the property boundary closest to road access so that it is clearly visible from the street.

In a small number of cases it may not be feasible to present material for collections as outlined above. These cases will be reviewed on an individual basis to confirm a suitable presentation point.

Policy 5 – Assisted collections service

Assisted collections are available a household, where there is no able bodied person living at the address, who can present the wheeled bins and orange bags at the edge of the property each collection day.

The waste and recycling crews will then collect from the normal storage point on the property, and return containers once emptied. If the refuse and orange sacks are stored behind a locked gate this must be opened by 7am on the day of collection.

Checks may be carried out by the Council from time to time on a resident's suitability for the assisted collection and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible.

A resident wishing to apply for an assisted collection must complete a written declaration.

Application forms can be found at [My Account](#) or can be requested through Customer Services.

The Council will periodically review continued eligibility for all assisted collections.

Policy 6 – Ownership of wheeled bins and sacks

All wheeled bins and sacks remain the property of the Council and should be left at the property when a resident moves out. Wheeled bins and sacks provided must only be used for the collection of materials as specified in Policy 2.

The householder is responsible for keeping the bins and sacks safe from misuse and in a clean and tidy condition whilst on the householder's property. Misuse of bins may result in services being withdrawn & bins removed. The Council does not provide a bin cleaning service.

Policy 7 – Side waste and excess waste

Only material contained within the correct bin or bag provided to that property will be collected. Bin lids should be closed otherwise the bin will not be emptied.

Policy 8 – Overweight wheeled bins

Where in the judgement of a collection crew member it is not possible to safely manoeuvre and position a wheeled bin onto the vehicle, or the vehicle cannot lift the bin due to its weight, then it will be left un-emptied.

The householder will be required to remove sufficient material from the bin and dispose of it appropriately. Once sufficient weight has been removed, the bin or sack should be represented on the next scheduled collection date. Return visits will not be provided in these circumstances.

Policy 9 – Missed collections

The Council will only return for missed collections in the following circumstances:

- the bin or sack was placed out before 7.00am on the day of collection
- the right collection point was used
- in the case of an assisted collection there was access to the bin or sacks e.g. gate unlocked
- a rejection sticker/card/letter has not been put on the bin or sack
- a crew report has not been received regarding the bin or sack e.g. overweight, contaminated
- the missed collection is not as a result of inclement/severe weather

Missed refuse and recycling collections will be completed within 2 working days of the customer notifying Customer Services of the missed collection. Missed garden waste collections will be completed on or by the next scheduled refuse collection following notification by the customer to Customer Services.

Policy 10 – Enforcement of waste collection service requirements

Under Section 46 of the Environmental Protection Act 1990, the Council may specify the container type, frequency of collection & presentation point for household waste services. This enables the Council to place certain requirements on residents to use the waste collection services correctly. Where breaches occur the Council will seek to help residents comply through advice in the first instance but enforcement action may be taken for persistent breaches.

Policy 11 – Clinical waste

The Council operates a weekly clinical waste collection service throughout the city. Clinical waste items are only collected from individual households at the request of health trusts, health centres, doctors or district nurses. Waste resulting from the provision of treatment by a healthcare professional should be removed by the healthcare professional.

The sharps box collection service is available for patients who self-treat at home. Sharps boxes can only be obtained by prescription through the NHS. The Council will only collect sharps boxes with yellow, orange or white lids. Boxes with purple, blue or red lids will not be collected – residents with these boxes should contact their hospital or NHS practice supplying the boxes about their disposal. The Council does not collect sharps used for cytotoxic and/or cytostatic medicines.

Residents requesting a sharps collection will be provided with a collection day at the time of booking. Residents requiring a non-sharps clinical waste collection, i.e. for infectious clinical wastes should ask their Health Care Professional to contact the Council to arrange for the

collection. Clinical bags in which to place the sharps boxes will be supplied by the Council. Clinical bags must be presented by 7am at the agreed collection point on collection day.

Non-infectious hygiene waste such as nappies, feminine hygiene products and incontinence pads should be placed in refuse bins/sacks.

Policy 12 – Bulky Waste Collections

The Council offers a bulky collection service for large unwanted items, such as beds, TVs, sofa, carpets, washing machines and cookers.

The service is available to all residents in Leicester. It is not available to landlords and trade/commercial waste will not be collected.

Items accepted by the bulky waste service and further detail on terms and conditions of the service are available on the council’s website: leicester.gov.uk/your-environment/recycling-and-waste/bulky-item-collections

Households are entitled to one free collection of up to 5 items of bulky waste in any two month period, and one free collection of up to 15 items of garden waste in any two month period. For a charge, residents may request more than 5 items of bulky waste to be collected or request another collection of bulk waste or garden waste. The Council can collect up to 15 items for a charge. Prices are available on the Council’s website. The Council does not undertake house clearances.

A maximum of 2 domestic fridges/freezers from residents can be collected per collection. There is no limit on the frequency of collections.

A definite day of collection will be provided during the booking process. Items will only be collected from an open location e.g. the front or back garden. All gates must be unlocked and items ready for collection by 7am. Items incorrectly presented, items described incorrectly, items not in the location specified and additional items not specified at the time of booking will not be collected. Items such as sofas and mattresses placed outside for collection should be covered to stop them becoming wet and too heavy to lift.

Residents who are physically unable to present their items for collection and who have no-one else living in the property who can present them, may be eligible for an assisted collection.

Policy 13 – Services to other organisations

The Council provides waste and recycling collections on request to properties defined as producing household waste under the Controlled Waste Regulations 2012. The Council provides commercial and industrial waste (business waste) collections through its contractor, Biffa, on request.

Standard service to places of religious worship

	Container	Collection frequency	Service limitations
Recycling	56 litre orange sacks or 240 litre wheeled bin	Weekly	Additional or larger recycling bins may be provided on request, up to 1100 litres.
Refuse	Up to 1100 litre wheeled bin	Weekly	A maximum of 1100 litres per week.

The Council will provide up to a maximum of 1x1100 refuse container and unlimited recycling collected on a weekly basis to places of religious worship free of charge.

Places of religious worship producing excess waste, i.e. more waste than will fit in the bins provided may be provided with a larger recycling bin at the discretion of the Council. Additional refuse bins will not be provided in the interests of waste minimisation.

Contaminated, overfilled and/or overweight bins will not be emptied by the Council.

Standard service to schools

The Council will provide containers on request for waste and recycling as appropriate to the size of the school and volume of waste produced. Collections are chargeable.

Policy 14 – Waste storage facilities

The Council has produced guidance notes to architects and developers to use when planning and designing a new development, undertaking refurbishment, modernising or changing the use of a building so that effective domestic waste and recycling storage and collection is included at the design stage. This is available on request.