

Thanet District Council

Recycling and Waste Service Standards



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1. Introduction

Thanet District Council is responsible for the collection of household refuse and recycling within the district. The council is committed through its 5 Year Vision and Corporate Priorities and Values, to looking after our physical environment in partnership with residents.

Priority 1 of the Corporate Priorities 2015-2019: A clean and welcoming environment states that:

“We want to encourage pride in our district by keeping Thanet clean. We are determined frontline services get it right. This will involve us:-

- Continuing to improve waste and recycling services, reducing waste and increasing recycling.
- Keeping street, parks and open spaces clean for residents and visitors.
- Maintaining zero tolerance to encourage positive behaviour to help improve our environment.”

The purpose of these service standards is to support Priority 1 and Value 3 of the corporate plan and provide a consistent approach to our refuse and recycling service, informing residents how they operate, what we expect from them and in return what to expect from us. This document applies to residential properties only.

The following page covers what to expect from the service in more detail.

What the Council expects from you:

- You will present your refuse and recycling containers on the edge of the property next to the public highway so they are highly visible and accessible on the correct collection day by 6am, unless otherwise agreed with the Council.
- You will put the right material in the right container as specified by us for safety and operational reasons, to ensure your refuse and recycling materials are collected and recycled
- You will take your refuse and recycling containers back in as soon as possible after collection has been made on the same collection day.
- You will use the containers appropriately and keep them clean to avoid pests. For example, containing refuse in black sacks before placing in your container to stop loose waste escaping and to keep the neighbourhood tidy.
- You are responsible for keeping containers serviceable, safe, and clean, and reporting any that are damaged, lost or stolen. The council reserves the right to make a charge to replace any containers damaged because of misuse, loss, theft or vandalism.
- If we have not collected your container, despite it being presented correctly, containing the right items and on time, you will need to report it to us by the end of the next working day after your scheduled collection, or we will not collect it until your next scheduled collection.

What you can expect from the Council:

- We will collect your recycling and waste containers on the same day on an alternate weekly basis, unless otherwise specified; and if we cannot collect we will provide information to let you know why.
- We will return your containers to where they were collected from.
- We will pick up any spillages we cause.
- We will collect your waste and recycling containers from the edge of your property next to the public highway, or as otherwise agreed by the Council. If the failure to empty the container was the fault of the council and as a result we have not collected your waste and recycling-which was presented correctly and on time, we will return to empty it as soon as reasonably practicable after it has been reported.
- The council will replace or repair any containers that become damaged or unserviceable as a result of the collection process or due to expected wear and tear, as soon as reasonably practicable and free of charge. The council reserves the right to make a charge to replace any containers damaged because of misuse, loss, theft or vandalism.
- We will use the enforcement powers available to us in order to protect the environment in our district when necessary.
- We will keep you updated via our website and other media where possible, on any unexpected service changes due to bad weather and other unforeseen circumstances.

2. Background

The people who live in, work in and visit Thanet produce the district's waste – Thanet District Council collects it and Kent County Council disposes of it. Our council is committed to boosting our recycling rate and reducing the amount of waste sent to landfill.

Our policies and services have been designed in line with the central government legislation which we are bound by. The following legislation shapes what our services currently look like:

- [The EU Waste Framework Directive](#) provides the legislative framework for the collection, transport, recovery and disposal of waste.
- [Guidance on the separate collection of certain recyclables](#) states that from January 2015, certain items should be collected and sorted separately, where it is “technologically, economically, environmentally, practicable” (TEEP) to do so. This is the reason why most households use the 4 separate coloured containers in Thanet, and why it is not possible to have one container for all recycling to be mixed or co-mingled in for collection.
- [The Environmental Protection Act 1990](#) allows the council to specify the type and number of containers required, that waste must be separated in these for collection and that the council may charge for them. The act also allows the authority to specify other collection arrangements.
- The council also has powers under the Environmental Protection Act 1990 to take enforcement action against those who don't comply with what is set out in these service standards. The legislation may be used to enforce a number of waste issues, in order to encourage residents to manage their waste in a responsible manner and use the recycling schemes available to them. Failure to comply will lead to increased environmental problems in communities, an increase in the number of complaints received by us from the public and generally more financial and resource pressures on the council.

Thanet District Council must reach a 50% recycling rate by 2020, and this is a requirement under UK and EU law. The target can only be achieved by reducing the amount of rubbish we throw away in our refuse containers and increasing the amount of recycling we collect separately from our rubbish.

We aim to increase our recycling rate incrementally each year in order to meet the target by 2020 and will do this by:

- working hard to make recycling easier for residents, and delivering a consistent service to a high standard.
- working together with the other local authorities across the county under the banner of the Kent Resource Partnership, sharing best practice, resources and communications campaigns.
- Working together with residents to keep Thanet clean and green. We work together with residents groups and forums to trial new services, projects and to consult on issues.
- We also work with local schools to educate and instill an attitude of environmental responsibility with future generations.

3. Containers and storage

The following requirements apply to containers provided by the Council:

- All containers provided by Thanet District Council for the collection of recycling and waste materials remain the property of the council. Without exception, only containers supplied/approved by the council will be acceptable by our collection service.
- The provision of waste and recycling containers are intended for domestic waste only, not business waste. If a business operates from a domestic property the waste generated by the business will not be collected. If containers intended for domestic waste are used for trade waste, enforcement action will be taken against those responsible. Please see section 12 for further information on our enforcement service standards.
- To accommodate the standard service, containers have been specified, however, the council appreciates that not all properties have the facilities to store all the containers as prescribed and alternative arrangements exist for properties such as those with restricted storage, flats or House in Multiple Occupation (HMO's.)
- Households will be assessed for their individual suitability to store wheeled bins or other containers for recycling and waste collections. Those properties that have sufficient storage area for two wheeled bins will, wherever possible, receive the standard service of fortnightly alternative weekly collections of recycling and refuse waste alongside the weekly food waste collection.
- Properties which are not suitable to store one or both wheeled bins will be offered alternative containers to contain recycling materials and/or waste. Where storage space is restricted households may be offered a weekly collection of refuse and food waste, and alternate weekly collection of recycling.

Assessment Criteria

The criteria being used for assessing each new property for wheeled bin storage are:

1. The property should be able to store and present containers at the boundary of the property, defined as the nearest point at which the vehicle passes.
2. Narrow streets and parked cars may prevent the effective emptying of bins, and such streets may be excluded from the wheeled bin service.
3. It is considered that any frontage larger than four square metres is automatically suitable for storing two bins. Any properties with a frontage smaller than this may still be able to accommodate two bins, but if not, will be offered alternative containers for their recyclables.
4. Due to Health & Safety reasons, wheeled bins will not be provided where the resident or the collection crew has to negotiate the bin over more than three steps between collection point and collection vehicle. In this case an Officer will visit to discuss alternative collection methods. Such properties will typically remain on sack/seagull proof bag collections for refuse and will be offered boxes for recycling. However, should a resident wish to have a bin and is willing to move the bin to the collection point over more than 3 steps, a bin may be provided. The Council's decision on these matters is final.

Labelling of containers

It is the resident's responsibility to ensure their containers are labelled with their house name/number and road name.

Refuse and Recycling containers

For new properties and replacement containers the sizes and types of container standards are as follows:

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| Mixed Recycling co-mingled: 240 litre blue lidded wheeled bin or 55 litre blue box. (360 litre wheeled bins for communal properties depending on property assessment) |
| Paper and card: 240 litre red lidded wheeled bin or 70 litre red reusable bag. (360 litre wheeled bins for communal properties depending on property assessment) |
| Food waste: 7 litre silver kitchen caddy and 23 litre brown container. 180L wheeled bin for communal properties where space allows. |
| Refuse: 180 litre black wheeled bin or a 120 litre black seagull proof bag for containment of non-provided plastic sacks. (360 litre wheeled bins for communal properties depending on property assessment) |

Examples of the types of packages that may be offered are outlined as follows:

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| Standard package for properties with space for all wheeled bins: black, blue, red wheeled bins/red bag and brown bin. |
| Standard package for properties with space for only 2 wheeled bins: black and blue wheeled bin, red bag, brown bin. |
| Standard package for properties with space for only 1 wheeled bin: seagull proof bag, blue wheeled bin, red bag, brown bin. |
| Standard package for flats with no space for wheeled bins: seagull proof bag, blue box, red bag, brown bin. |

Seagull proof bags

The seagull proof bag is only issued for the protection of black sacks on the day of collection. It is not designed to be durable enough to be used as a permanent container.

Only suitably bagged waste presented within a seagull proof bag is acceptable; loose or un-bagged waste presented within the seagull proof bag is deemed as contamination, and will result in the bag not being emptied.

Seagull proof bags that are left out, in between collections, will face enforcement action. Please see section 12 for further information on our enforcement standards.

Charged Service – Green waste scheme

The council provides an “Opt-in” Green waste scheme. To participate in the scheme residents are required to pay a one off charge for the hire of a 240L green lidded wheeled bin and an annual collection fee. Cabinet approves all charges each year.

With regard to the charged green waste scheme, if moving within the district, residents are required to take the green lidded bin with them and ensure that they have contacted the council to inform of the change of location. If moving outside of the district, residents are required to inform the council so that the green lidded bin may be collected.

Moving Home

Residents moving house must leave all containers (except green waste hired bins, see section above) behind in a clean condition, ready for the next occupant. Landlords or residents are responsible for providing the correct containers as specified by the council, to ensure waste is contained, stored and able to be collected correctly.

Landlords/residents who have recently moved into a property should contact the council if they do not have the correct number, type or have non-standard sized containers at the property.

If the previous occupant has left behind a contaminated bin, the council will empty it on the first occasion as part of the first scheduled collection, if notified.

Container supply for Flats and HMO's

Owners, landlords or tenants of flats and houses of multiple occupation requiring communal bins will need to supply these containers at their cost. Only council approved containers are accepted and representatives should contact the council for advice and to arrange supply.

New Developments

Developers and/or new build homeowners will be required to supply, at their cost, all new properties with the correct quantity, size and type of containers. Only council approved containers are accepted and developers/owners should contact the council for advice and arrange supply of approved containers, which will include recycling containers. (180, 360, 660 or 1280 litre wheeled bins for communal properties will usually be issued depending on an individual property assessment). Please refer to the council's website for more detailed information and guidance to planning your waste arrangements for new developments.

Tailoring Capacity

The council understands that the standard issue containers may not always be suitable in all circumstances. Therefore, additional or different sized containers will be considered for issue under the following criteria and at the discretion on the relevant officer:

- **Larger Families - Recycling**
If a resident requests, larger or additional recycling containers because they are exceeding their recycling container's full capacity, they may present additional recycling as per the side waste standards which is detailed in section 8 below. Alternatively additional containers may be purchased providing they are in line with the collection that household receives.
- **Larger Families – Refuse**
A larger household may request an additional black lidded wheeled bin or additional seagull proof bags for non-recyclable refuse. A larger household defined as one where there are six or more people in permanent residence. An officer of the council will review these requests on a case by case basis to determine which containers will be suitable for their needs.
- **Semi restricted storage space**
If a property cannot accommodate any wheeled bins, the alternative will be a blue box for mixed recycling, red bag for paper and card and a seagull proof bag for refuse.
- **Medical Conditions**
Thanet District Council recognises that some residents may have additional waste requirements for medical reasons. Where additional refuse is generated and the capacity of the standard container is not sufficient, residents (or carers on behalf of householders) can apply for additional waste capacity. Council officers may assess each application and work with residents/carers to find an appropriate solution. The council will seek to provide residents with additional capacity suitable to their needs, and this could be additional sacks or bigger containers. Alternatively the household may qualify for a clinical waste collection.

Clinical Waste

The council will provide yellow sacks for containing clinical waste and yellow sharps boxes for needles on request.

- Yellow infectious clinical waste sacks are collected weekly or as agreed with the resident.
- The collection of Yellow 11.5 or 22 litre sharps boxes is as requested. The Council's collection crew will deliver replacement boxes.
- Cyto-toxic waste is also collected in the appropriate containers
- All clinical waste containers will be supplied free of charge to domestic households.

Assisted collections

Situations where all residents, through infirmity or disability are unable to take a wheeled bin to the boundary of their property, boxes or reusable bags may be considered as an alternative where this would help residents bring their own recyclable waste to the boundary. Refer to the service standards on assisted collections in section 9 below.

Container repairs and replacements

All supplied wheeled bins, bags and boxes remain the property of the council. Residents are responsible for keeping containers serviceable, safe, and clean, and reporting any that are damaged, lost or stolen. The council reserves the right to make a charge to replace any containers damaged because of misuse, loss, theft or vandalism.

The council will replace or repair any containers that become damaged or unserviceable as a result of the collection process or due to expected wear and tear, as soon as reasonably practicable and free of charge. Residents will need to report this type of damage to us and the council reserves the right to review these requests to ensure their legitimacy. These must be reported by the resident or owner of the affected property only, except in circumstances where they consent to another responsible person contacting us on their behalf.

Collection crews have a duty to report any damaged containers caused either through their activities or otherwise.

It is the responsibility of the resident/landlord in all other instances to ensure that the container is maintained in a serviceable manner and labelled with their address. This includes but is not limited to:

- Stolen or lost containers
- Vandalised/damaged due to anti-social behaviour
- Misused

In these types of circumstances residents/landlords may need to pay to have refuse and recycling containers replaced. There is a cost for new developments and communal properties' replacement containers, please see the separate section on new developments.

Fees and charges are set annually and approved by Councillors.

Container Recovery/Misuse

The council reserves the right to remove, without notice, any containers that an officer deemed to be in excess of the provision or requirements as stated above.

Appeals

Where a resident wishes to apply for non-standard arrangements for recycling or waste containers they must make their application in writing to the Council. Officers will make decisions in-line with

these service standards in the first instance. Only written appeals against refused decisions to the Head of Service are accepted.

4. Frequency of collections

Standard service- alternate weekly collections of refuse and recycling and weekly collections of food waste.

The standard service for refuse and recycling for the majority of properties across Thanet is an alternate weekly collection using a 240L blue lidded wheeled bin or a 55L blue box for mixed recycling, a 240L red lidded wheeled bin or 70L red reusable bag for paper and cardboard and a 180L black lidded wheeled bin for refuse.

Food waste is collected weekly for recycling using a 23L brown container.

Weekly collections of refuse

For properties where there are restrictions on the space to store wheeled bins we offer a weekly collection of black sacks which must be presented on collection day in a 120L seagull proof bag, unless otherwise specified.

Properties which receive a weekly refuse collection still receive a weekly food waste collection and a fortnightly recycling collection.

Flats and other communal properties

Collections from communal properties will be done using the standard containers where possible, but in order to utilise storage space most effectively large 360L or 1280L wheeled bins may be used instead. If for any reason fortnightly collections are not possible due to the size of a development, alternative collection arrangements will be agreed according to what is effective for our service.

New developments

New developments must ensure that they have appropriately consulted with us through the planning process to make sure that we can facilitate a fortnightly collection. This means there must be enough space allocated for access and maneuver by our vehicles, and suitable storage space for the specified refuse and recycling containers on site.

Optional green waste collections

Residents have the option of subscribing to a chargeable green waste service using a 240L green lidded wheeled bin. The green waste service will provide a fortnightly collection 25 times per year. There are no green waste collections over the Christmas period.

Clinical waste collections

The collection of household clinical waste will either be weekly or on demand from the resident as agreed on a case by case basis.

Exceptions to frequency of collections

There will be exceptions during the Christmas and New Year periods when collection dates and frequencies may be subject to changes. Arrangements for this will be published on the council's website annually.

See Missed Collections section for details on exceptions due to bad weather and other unforeseen circumstances.

5. Point of collection

The standard collection point for collection for all containers is at the boundary of the property, defined as the nearest point at which the collection vehicle passes. Containers must be presented on collection day by 6am, but should not be put out more than 12 hours prior to collection.

It is the resident's responsibility to ensure that all containers are placed out at the boundary of the property for collection and are returned to within the boundary of the property by the end of the day of collection.

The same requirements apply to seagull proof bags and they must be removed from the collection point by the end of the day of collection.

Containers which are permanently left on the public highway may be subject to enforcement action, please see section 12 for further information on our enforcement service standards.

Long, private and shared driveways

For properties with either long driveways or those only accessible via private roadway, containers must be placed at the access end of the drive, and no further than 15 metres from where the collection vehicle passes.

For shared driveways, the point of collection for containers should be at the boundary of each individual property, as long as this point is not further than 15 metres from the road which the collection vehicle uses to service those properties.

Back alley collections

The council collects containers from the front of properties. Collections from a back alley will only be made in exceptional circumstances, as agreed in writing by an officer of the council, where no other point of collection is possible. A communal collection point has to be found and containers still need to be returned to their property by residents by the end of the day of collection.

New Developments

The collection point should be located no further than 15 metres from where the vehicle passes and this should be considered as part of the planning process for the new development.

Changes to collection points

If a risk assessment is conducted and shows that a point of collection is no longer suitable for a particular property, or due to other circumstances it is no longer serviceable, then it may need to be changed.

Where the resident feels they are not able to store containers at the normal collection point, a variation on the standard collection point may be found if safe, practical and serviceable, and must be agreed at the discretion of the service manager. Applications to change a point of collection for a property should be made in writing to the service manager.

The council's decision on where containers must be presented for collection is final.

6. Missed collections

Containers are to be presented by 6am on the day of collection.

If a collection has been missed through no fault of the resident, due to the crew's inattention, then this must be reported by the end of the following working day after collection, and will then be collected as soon as reasonably practicable after the report has been received by us.

Should a collection be missed as a result of the highway being blocked, extreme weather or for any other exceptional circumstance, then a collection will be made at the earliest safe and practical time, after the cause has abated.

These reports must be made by the resident or owner only, except in circumstances where they consent to another responsible person contacting us on their behalf.

Residents who fail to present their containers by 6am on the day of collection will be required to manage their waste until the next scheduled collection or remove excess waste and dispose of it at the Kent County Council Household Waste and Recycling Centre (HWRC). Further information can be found at www.kent.gov.uk

Containers which are unable to be emptied due to them containing the incorrect items, and which are identified with an advice hanger will not be collected until the next scheduled collection day and only once the incorrect items have been removed.

7. Acceptable and unacceptable items for collection

Residents must put the correct items in the correct containers to ensure that they are emptied. The council is unable to empty containers that do not contain the correct items and in this event information will be left on the container advising that for this reason the contents could not be collected.

The resident will need to remove all the incorrect items from the container before the next scheduled collection or it will still not be collected.

The council is the collection authority, and is required to ensure that recyclable materials are collected separately for processing.

Paper and card recycling- red container

Acceptable paper based materials for recycling must be kept clean and dry. The following items are accepted for collection:

- Paper, including paper bags
- Light card, packing card
- Corrugated card
- Newspapers and magazines
- Directories and catalogues
- Envelopes and junk mail

The council is unable to collect large pieces of cardboard unless broken down to 60x60cm flat packed.

Mixed dry recycling- blue container

Acceptable mixed dry materials for recycling must be empty, clean and dry. The following items are accepted for collection:

- Glass bottles and jars
- Tins, cans and aerosols
- Plastic bottles, trays, pots and tubs
- Tetrapaks
- Aluminium trays and foil

Food waste- brown container

Acceptable food materials should be put in a compostable bag and the container should be washed out periodically. Newspaper or kitchen towel may also be used to line the kitchen caddy or brown container. Residents must only put food waste in their brown food container.

All food packaging should be removed prior to the waste being put into the food container. Plastic bags and other types of wrapping are not compostable therefore the food container will not be collected if it contains these items.

The following items are accepted for collection:

- Meat, fish and bones
- Leftovers including plate scrapings
- Pasta and rice
- Eggshells
- Cakes bread and pastries
- Tea bags and coffee grounds
- Fruit and vegetable peelings
- Cheese and dairy produce

Unacceptable materials for all recycling containers includes but is not limited to:

- Plastic film, bags or sacks
- Plastic wrapped items
- Cling film (LDPE)
- Plastic sheets (PVC)
- Plastic toys, buckets, plant trays and pots
- Plate glass and pyrex
- Small electrical appliances
- Textiles
- Polystyrene food trays
- General household waste
- Scrap metal
- Clinical waste including medicines, needles or syringes
- Hazardous materials

Refuse- black container

Only non-recyclable items should be put in the black wheeled bin. The following items are accepted for collection:

- Nappies
- Polystyrene
- Plastic film
- Pet waste

Unacceptable materials for all containers includes but is not limited to:

- Broken glass (unless safely wrapped)
- Syringes and clinical waste
- Garden waste (unless you have a green waste container)
- Rubble, stone, soil and gravel
- Commercial waste
- Hot ashes
- Electrical waste
- Liquids, including paint and oil
- Hazardous waste

Green waste- green container

The following items are accepted for collection:

- Grass cuttings
- Leaves
- Hedge trimmings
- Prunings
- Flowers
- Small branches of no more than 2.5cm thick
- Weeds
- Plants

Unacceptable materials for the green waste container includes but is not limited to:

- Soil or turf
- Stones or rubble
- Branches greater than 2.5cm thick
- Painted, varnished or treated wood
- Wood with nails, plastic or fabric
- Kitchen or food waste of any kind
- Plastic material
- Animal bedding or waste e.g. cat litter

Residents are required to remove any incorrect items from containers and dispose of them separately.

The KCC household waste and recycling centre accepts many items and they can be disposed of or recycled there.

8. Excess or side waste

The council will not collect any excess refuse materials put out for collection that are not contained within the provided containers. Residents who leave excess waste left next to containers will be subject to enforcement action, please see section 12 for further information on our enforcement service standards.

Residents are required to present all refuse within the containers specified and where this is a wheeled bin the lid must be closed. This is to ensure bins can be emptied safely, avoids waste spilling out when they are tipped into the collection vehicle and limits the amount of waste that is contained so the bin does not become overloaded. Also by shutting the lid odours will be contained, flies are less likely to enter the bin and cause maggots and there will be less damage caused to lids during the emptying cycle of the collection vehicle.

In some cases a container can become too heavy if a large amount of heavy or incorrect items are placed in it at one time. This can cause issues with being able to maneuver the container safely or emptying the container into the vehicle. Should this happen the council will advise the resident and items will have to be removed before the container can be emptied. In this event the council will not return until the next scheduled collection day.

It also reduces the risk to our collection crews as it reduces the need for any manual handling of sacks of waste.

Additional paper and card recycling materials will only be collected on the usual collection day if appropriately contained in additional containers which can be obtained from the council. Or if they are placed in a cardboard box or bundle tied with string or taped together this must be no more than 60x60cm and flat packed.

If you produce extra dry mixed recycling only occasionally, then you may present it for collection in another suitable container. If you regularly produce additional dry mixed recycling you will need to request an additional container from the council.

9. Assisted collections

Assisted collections are provided by the council if there are no residents in the property who are physically capable of presenting their containers for collection.

Residents must apply to the council for an assisted collection in writing with a statement from their medical practitioner to support their application. An officer of the council may visit to determine the point of collection and obtain assurances that there is no one else residing at the address that may be able to present containers at their usual point of collection.

Before agreeing to an assisted collection the council may be able to offer alternative options which enable the resident to retain their independence, such as smaller containers or a different point of collection.

Where the council agrees to provide an assisted collection, the containers will be collected from and returned to an agreed point on the specified collection day. Unrestricted access to the agreed collection point must be available from 6am onwards on the day of collection. To carry out an assisted collection the crew may have to enter the garden or surroundings of a private property, and the council is not liable for any damage caused whilst doing this. Collection crews are not permitted to enter a resident's home.

Residents receiving assisted collections will be reviewed every two years, in the form of a letter requesting them to confirm that the assisted collection is still required. It is the resident's responsibility to respond confirming that an assisted collection is still required, and if no response is forthcoming then the assisted collection will be withdrawn. Throughout the year it is the resident's responsibility to inform the council if their circumstances change and the service is no longer needed.

Withdrawal of the assisted collection will require the resident to revert to presenting their containers at the standard point of collection for their property.

10. Bulky waste collection

Bulky waste is defined in these service standards as household items that do not fit within the normal containment for household refuse and recycling collections, such as bulky items of furniture, white goods, fridges and freezers, and televisions. All televisions, fridges and freezers contain gases which mean they are classified as needing special disposal, therefore must be collected separately.

This is a chargeable collection service which residents can book. Payment must be received before collections are made.

Charges are set annually and agreed by Councillors, then displayed on the council's website.

Items for collection should be placed at the front of the property and be easily accessible for collection.

The following items are accepted for collection:

- Beds
- Mattresses
- Tables and chairs
- Wardrobes
- Fridges and freezers
- Large electrical equipment

Unacceptable materials for the bulk waste collection includes but is not limited to:

- Fridges or freezers containing food
- Hardcore, builder's rubble. cement, paving slabs and plasterboard
- Oils and fluids
- Car parts, tyres and batteries
- Heavy items such as pianos, cast iron baths etc.
- Commercial waste
- Hazardous waste
- Dry cell batteries

The bulky waste collection service may be suspended during the Christmas and New Year periods.

A service for the collection of additional bulky waste that is not classified within the schedule of charges may be undertaken at the discretion of the relevant officer and subject to individual pricing. However rubble or soil will not be removed.

The normal collection point for bulky items will be on the resident's property at the nearest point to the highway. Consideration will be made for those residents who are elderly or have a

disability, to enter the property, subject to a disclaimer being completed before removal of bulky items from inside premises. This may be subject to an additional charge as identified in the schedule of charges.

11. Charity shops and other types of household waste

Waste from a charity shop selling donated goods that have originated from a domestic property, can be classified as household waste, for which collection charges can be made. Charges will be made by the council for collections of waste from charity shops and these collections will be made via the Bulky Waste service as detailed in section 10 of these service standards.

For more information on different types of waste and their classifications please see The Controlled Waste (England and Wales) Regulations 2012.

<http://www.legislation.gov.uk/ukxi/2012/811/schedule/1/made>

12. Clinical waste collection

Definition

Clinical waste is defined in regulation 1(2) of The Controlled Waste Regulations 1992 (SI1992/588) as meaning any waste which consists wholly or partly of human or animal tissue, blood, other body fluids, excretion, drugs or other pharmaceutical products, swabs or dressings, or syringes, needles or other sharp instruments, being waste which unless rendered safe may prove hazardous to any person coming into contact with it.

It also covers any other waste arising from medical, nursing, dental, veterinary, pharmaceutical or similar practice, investigation treatment, care, teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it.

The council only collects clinical waste from residential properties.

The following items are accepted for collection:

- Syringes
- Colostomy waste
- Dialysis waste
- Soiled dressings

Clinical waste, including needles, must not be placed inside normal wheeled bins, bag or sack. It must be collected and dealt with separately as 'special waste'.

Unacceptable items

Incontinence pads do not require a clinical waste collection and can be double bagged and disposed of as refuse in the black lidded wheeled/communal bin, or household black sacks placed inside seagull proof bags.

Collection days

The Council offers a free collection for clinical waste from private households. Clinical waste collection day may differ from normal recycling and waste collection days.

Application

The Council will require confirmation in writing from a resident's doctor or other medical authority before collections can be arranged.

Thanet District Council will collect both infectious and non-Infectious waste. The council will provide a free, separate clinical waste collection service for the collection of infectious waste, sharps (needle) waste, cytotoxic waste and offensive waste to households on application/request from a relevant health professional.

The Council will collect within the refuse service, disposable nappies (non-infectious waste).

All clinical waste contained in the correct containers will be collected from an agreed collection point, notwithstanding the distance from the collection point to where the waste can be loaded onto a vehicle, the site conditions, handling problems, mode of storage, access problems, weather conditions or other constraints.

12. Enforcement of recycling and waste service standards

If residents are not adhering to the requirements as set out in these recycling and waste service standards then enforcement action may be taken under Section 46 of the Environmental Protection Act 1990, which may result in the resident being issued with a fine. Attempts will be made to contact the resident to warn them that they are in breach of our policies and give them the opportunity to rectify the problem. **See the separate enforcement policy for more details on the enforcement process, payments and appeals.**

| Legislation | |
|-------------|--|
| Legal | <p>The Law in Respect of Waste Collection More detail can be found here: http://www.legislation.gov.uk/ukpga/1990/43/section/46</p> <p>Under the Environmental Protection Act1990:</p> <p>Section 46 (2) states that the authority may, by notice served on the occupier, require him/her to place waste for collection in separate receptacles of a kind and number specified.</p> <p>Section 46 (3) of The Act sets out that receptacles may be provided in a range of charged and non-charged options.</p> <p>Section 46 (4) of the Act sets out that the authority may make provision with respect to—</p> <ul style="list-style-type: none"> (a)the size, construction and maintenance of the receptacles; (b)the placing of the receptacles for the purpose of facilitating the emptying of them, and access to the receptacles for that purpose; (c)the placing of the receptacles for that purpose on highways (d)the substances or articles which may or may not be put into the receptacles or compartments of receptacles of any description and the precautions to be taken where particular substances or articles are put into them; and (e) the steps to be taken by occupiers of premises to facilitate the collection of waste from the receptacles. <p>By virtue of Section 46(6) of the 1990 Act a person who fails without reasonable excuse to comply with the requirements of</p> |

| | |
|--|--|
| | <p>Section 46 will be liable to a fine upon summary conviction.</p> <p>The fine will not exceed level 3 on the standard scale of fines, currently £1000.</p> <p>Section 48 of the Clean Neighbourhoods and Environment Act 2005 has inserted Section 47ZA into the 1990 Act. This section allows a Local Authority to issue a fixed penalty notice for offences under sections 45 and 46 of the Environmental Protection Act 1990. The level of Fixed Penalty Notices is currently set at £80.</p> |
|--|--|

Section 46 of the Environmental Protection Act 1990 enables the waste collection authority to specify the following (subject to the serving of a notice):

- Day of collection
- Frequency of collection
- Number, size and type of receptacles provided
- The waste streams allowed in each type of waste container.

Section 46 can be used to enforce the following waste issues:

Containers regularly left out on the highway or public space other than on collection day

Under the section 46 notice, residents are informed of their scheduled collection day. Containers left out other than on collection day:

- Can cause obstruction to pedestrians.
- Are vulnerable to vandalism and theft.
- Can be accessed by traders, passers-by or other households leading to contamination of the bin, which will result in it not being collected can be a magnet for fly tipping and dumped rubbish on the street.
- Attract pests and vermin

Seagull proof bags that are left out in between collections will face the same enforcement procedure as any other container.

Contamination of recycling containers

If incorrect items are placed in a recycling container there are a number of consequences, depending upon the extent of contamination and the types of waste presented:

- Rejected loads. Once the collection vehicle load is tipped at the receiving site it is checked for contamination. If there is too much contamination then the whole load may be rejected. Procedures at MRF's (Materials Recovery Facilities) are becoming more stringent nationally and it is not uncommon for whole loads to be rejected because the contamination rate is too high. This then has to be tipped as refuse, incurring a cost and negatively impacting on the councils recycling rate.
- Decreased value of recyclate. This happens when loads are consistently contaminated. The wrong items often cause damage to equipment at the MRF and other sort sites. To repair the damage costs, and so devalues the recyclate.

Side Waste (additional waste presented by the side of the bin)

With alternate weekly collections of residual waste and recyclable waste, many households are only able to keep their waste contained if they use both the recycling and refuse containers. Side waste will not be collected. It is likely that households producing side waste on a regular basis are not separating out their recyclable materials. Enforcing side waste:

- Improves the environmental quality of the area by reducing litter escaping from loose sacks

- Encourages the use of the kerbside recycling scheme and maximises recycling performance.
- Over time, encourages waste minimisation habits amongst residents.
- Reduces the risk of injury to waste collection crews, as manual handling of loose waste will be minimised.

Side waste and unacceptable items left on the highway will be investigated as dumped rubbish or fly tipping, depending on the items left and the circumstances. The council takes a zero tolerance approach to dealing with dumped rubbish and fly tipping and enforcement action will be taken against those committing these offences.

Education and Awareness

Any use of the legislation will be used in conjunction with, or following attempts to make residents aware of these policies and the reasoning behind them.

Officers recognise that behavioural change is necessary amongst many residents in order to comply with the legislation in future, and that information, assistance and time is required to encourage residents to change their habits.

Enforcement Warnings and fines

Information hangers will be placed on those containers which do not contain the correct items to inform residents why their container was not emptied. Leaflets or letters may be issued for other non-compliance issues. This provides residents with the time to correct the problem.

Following this initial attempt to change behaviour as with other non-compliance with these service standards, such as if residents leave their container out on the highway between collections, or leave side waste, they will be served with a series of notices as follows:

1. Section 46
2. Warning letter
3. Notice of intent
4. Fixed penalty notice. A fixed penalty fine of £80 will be issued if there is non-compliance after the above notices have been served.

Exceptions

If a refuse or recycling collection has been reported to the council as missed and this has been logged on our system, and the missed collection was through no fault of the resident, then an enforcement notice should not be served on this particular occasion. If one has already been served it should be revoked.

13. Summary

The targets which these service standards support are monitored within the annual refuse and recycling service plans. These service standards will be reviewed periodically to take into account government guidance, changes in legislation, or amendments needed as a result of changes which will lead to improvements to the service.

These service standards are available on the council's website and can be made available in a paper copy on request.