



Knowsley Council

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Waste and Recycling Collection Policies

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KMBC DOCUMENT CONTROL PAGE	
TITLE	<p>Title: Waste and Recycling Collection Policies</p> <p>Publication Date: March 2018</p> <p>Document Type: Policy</p> <p>Version Number: 2</p> <p>Brief Summary: The Waste and Recycling Collection Policies clearly set out the services that the Council will provide to manage Knowsley's household waste in a safe and cost effective way that encourages both waste minimisation and recycling. The policies also reflect the positive behaviours that the Council expects householders to display in order that their waste is collected in a timely and efficient manner that does not have a detrimental impact on local environmental quality within their community. The policies also explain the steps the Council will take should Householders fail to demonstrate such action.</p> <p>This policy document is underpinned by provisions detailed in the Environmental Protection Act 1990 (EPA 1990) that relate to the Council's role as a Waste Collection Authority.</p>
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POLICY LIBRARY	<p>Once formally approved the document should be posted onto the Policy Library on the council intranet.</p> <p>Date Posted: March 2018</p> <p>Posted by:</p>

Contents		Page
<u>Introduction</u>		6
<u>Policy 1:</u>	<u>The Council's Waste and Recycling Collections – Standard Service</u>	8
<u>Policy 2:</u>	<u>Waste and Recycling Collections for Properties not suitable for Wheeled Bins</u>	12
<u>Policy 3:</u>	<u>Supply, Safe Storage and Replacement of Waste and Recycling Receptacles</u>	18
<u>Policy 4:</u>	<u>Presentation of Waste Receptacles for Emptying</u>	20
<u>Policy 5:</u>	<u>Contamination of Grey and Blue Recycling Bins with Prohibited and / or Non-Target Recycling Materials</u>	24
<u>Policy 6:</u>	<u>Closed Bin-lid and No Side Waste (including overfilled bins)</u>	27
<u>Policy 7:</u>	<u>Additional Bin Capacity for Household Waste Collection</u>	30
<u>Policy 8:</u>	<u>Assisted Waste Collections</u>	32
<u>Policy 9:</u>	<u>Bulky Household Waste Collections</u>	34
<u>Policy 10:</u>	<u>Clinical and Hazardous Household Waste</u>	36
<u>Policy 11:</u>	<u>Newly Built Domestic Properties</u>	37
<u>Policy 12:</u>	<u>Residential Properties used for Business</u>	39
<u>Policy 13:</u>	<u>Landlord and Tenant Responsibilities</u>	40
<u>Policy 14:</u>	<u>Charging for Services (Annual Fees and Charges)</u>	42

Introduction

Knowsley Metropolitan Borough Council is committed to delivering high quality, value for money waste collection services.

The Council has developed a series of waste and recycling policies to ensure that, in fulfilling its statutory obligations as Waste Collection Authority, it provides waste and recycling services that operate in a timely, reliable, safe and cost effective manner that encourage waste minimisation and recycling amongst householders in Knowsley.

However, at a time when public sector funding is being significantly reduced the effective provision of these services can only be made if Knowsley's Householders also take day to day responsibility for managing their household waste in a considerate, responsible and environmentally sustainable manner. The policy therefore establishes the positive behaviours that the Council expects householders to display in order that their waste and recycling is collected and processed in a timely and efficient manner without detrimental impact to their neighbourhood's local environmental quality.

This document sets out the Council's waste and recycling policies as they relate to the Council's waste collection functions to ensure that they are clearly defined, so as to avoid any uncertainty for Householders, Elected Members or Officers of the Council. The document also sets out actions required of householders and the standards and levels of service that Householders can expect to receive from the Council.

This policy document is an update of a previous document that was approved by the Cabinet Member for Neighbourhood Delivery in August 2013. This policy is not a strategic policy but is aligned with the Strategy for Knowsley (2016 – 2020), Corporate Plan (2017 – 2020) and the Council's Environmental Policy.

This policy document is not designed to introduce a new collection regime but to bring up to date the previous policy to reflect changes in service delivery that have already been introduced by the Council. It will therefore reflect current practice and be a more helpful reference document.

In addition, the opportunity has been taken to clarify points of ambiguity in the existing policy as well as record minor changes in practice.

Whilst this document sets out the Council's policies with respect to waste and recycling it must be recognised that there may be exceptional circumstances where these policies may need to be applied at the discretion of senior Council Officers in consultation with relevant Elected Members.

This policy document is underpinned by the following provisions of the Environmental Protection Act 1990 (EPA 1990) that relate to the Council's role as a Waste Collection Authority.

Environmental Protection Act 1990 Section 45

- Places a duty on the Council to arrange for the collection of household waste in Knowsley; and

Environmental Protection Act 1990 Section 46

- Permits the Council to specify the type of receptacle to be used by the householder for the disposal of their waste;

- The Council can require separate receptacles to be used for waste which is to be recycled and waste that is not;
- The Council may also specify the size, construction and maintenance of the receptacles;
- The Council may determine the position that Householders place their waste collection receptacles for emptying by the Council and steps to be taken by Householders to facilitate the collection of waste from the receptacles;
- A Householder who fails without reasonable excuse to comply with the Council's requirements under this legislation shall be liable on summary conviction to a fine; and
- The Council can make a charge to Householders for the provision of waste receptacles.

The waste and recycling collection policies also reflect the following provisions set out in Schedule 1 of The Controlled Waste (England and Wales) Regulations 2012.

The Controlled Waste (England and Wales) Regulations 2012

- Definition of waste to be treated as household, industrial and commercial waste; and
- Household waste for which collection and disposal charges may be made.

The specific requirements of the EPA 1990 are available at [Environmental Protection Act 1990](#)

In implementing the waste and recycling collection policies, the Council will comply with the requirements of the Data Protection Act 1998.

Policy 1: Waste and Recycling Collections – Standard Service

1.1 Summary

This policy establishes the type of receptacle that the Council will collect household waste from, the type of waste it will collect from these receptacles and when it will deliver these services.

For the majority of Knowsley households the Council will only collect waste and recycling materials that Householders place in either the Council provided wheeled bin(s) or similar bins, provided by the Householder, which comply with BS EN 840 quality standard and are of a colour specified by the Council.

The Council will only empty wheeled bins that contain the items stipulated for each type of bin in [Knowsley Council's Recycling and Waste Collection Guide](#). Prohibited items that appear in the wheeled bins will be classed as contamination and the bin may not be emptied by the Council; the Householder will need to remove the contaminated material and present the bin, uncontaminated, for emptying on the next scheduled day of collection. Failure to do so may result in the Council taking enforcement action in accordance with [Policy 5](#).

1.2 Purpose

The Council must reduce the amount of household waste being sent to expensive landfill and in so doing, contribute towards the Liverpool City Region recycling target of 50% for 2020; further information is provided in the Merseyside Joint Recycling and Waste Management Strategy ([Click here](#)). It is important therefore that householders in Knowsley understand how they can recycle their waste using the Council's recycling and waste collection services and undertake this activity in a routine and consistent manner.

Householders who place prohibited items of waste items in their bin(s) compromise the Council's ability to secure the required levels of recycling performance as contaminated bins cause delays to waste collections (if the bin can't be collected), contaminate the recycling load in the collection vehicle (if the bin is collected) which increases the risk of the load being 'rejected' at the recycling facility and leads to higher costs to the Council and subsequently Householders.

1.3 Service Specification

The type, number and specification of household waste bins provided by the Council are detailed in Table 1 below but can be summarised as follows:

- 1x240 litre maroon bin to store residual waste which cannot be recycled or composted through the Council's kerbside recycling services or at the Household Waste Recycling Centres. This waste is sent to an 'Energy from Waste' facility, provided by Merseyside Recycling and Waste Authority, and used as a fuel to generate heat and electricity;
- 1x240 litre grey wheeled bin to store/collect a range of dry recyclable materials as set out in Table 2 below; This waste is sent to a 'Materials Recovery Facility' provided by Merseyside Recycling and Waste Authority where it is separated for reprocessing; and
- 1x240 litre blue wheeled bin to store a range of green garden wastes as set out in Table 2 below. This waste is sent for composting.

The different types of household waste, as identified in the [Council's Recycling and Waste Collection Guide](#) must be placed into the correct bin - waste materials that are prohibited from the Council's maroon, grey and blue bins are detailed in Table 3 below.

All wheeled bins from which the Council collects household waste must be compliant with BS EN 840 quality standard and those supplied by the Council are marked with the Knowsley Council logo. Householders are encouraged to neatly mark their wheeled bins with their house number or name so that they can be readily identified.

Frequency of Waste Collections

It is the Policy of the Council to provide Householders with an alternate weekly household waste collection service. The service will be delivered Monday to Friday, on the following basis:

- Week 1 residual waste (maroon bin); and
- Week 2 recycling (grey bin).

The green garden waste service (blue bin) is provided on a three weekly collection cycle but is suspended during the period December to March.

Blue bins will be collected on the same day as the maroon bin or grey bin (depending on date of collection) and Householders should refer to their waste collection calendar which is available on the Council's website ([Click here](#)).

Table 1: The number, type and specification of waste receptacles provided to households			
Service Type	Receptacle Type	Standard Provision	Provision of Extra Receptacles
Residual waste	Maroon wheeled bin	1 x 240 litre bin per household	An additional or larger 360litre maroon bin will only be provided to householders who meet with the requirements of Policy 7 (Click here)
Recycling	Grey wheeled bin	1 x 240 litre bin per household	Additional 240litre bins can be provided on request
Green (garden) waste	Blue wheeled bin	1 x 240 litre bin per household	Additional blue bins will not be provided however Householders with a standard issue 140litre blue bin can exchange for a 240litre blue bin

Table 2: Permitted Material for each of the Council's Bins		
Maroon residual waste bin	Grey recycling bin	Blue recycling bin
<ul style="list-style-type: none"> • Plastic tubs and pots • Food waste • Dog faeces and cat litter • Nappies and sanitary products • Polystyrene • Small Broken toys • Plastic bags and wrapping • Juice cartons (Tetra Packs) • Aerosols • Foil trays and tin foil • Any items which cannot be placed in the grey and blue recycling bins unless prohibited in Table 3 below 	<ul style="list-style-type: none"> • Newspapers and magazines • Junk mail and flyers • Envelopes • Holiday brochures and catalogues • Directories, phone books and yellow pages • Cardboard food and cereal boxes • Packaging Card • Egg boxes and toilet roll holders (cardboard only) • Plastic bottles • Steel and aluminium cans and tins • Glass bottles and jars 	<ul style="list-style-type: none"> • Grass cuttings • Leaves • Flowers and weeds • Plants • Hedge and tree clippings • Twigs and branches (up to 2.5cm thick) • Shredded paper • Untreated bark and wood chippings used for garden borders • Pet bedding e.g. wood chippings, sawdust and straw / hay (this can be soiled)

Table 3: Prohibited Material for each of the Council's Bins		
Maroon residual waste bin	Grey recycling bin	Blue recycling bin
<ul style="list-style-type: none"> • Dry recyclables (that can be accepted in the grey recycling bin) • Green garden waste (that is accepted in the blue recycling bin) • Hot ashes • Car parts • Builders rubble/soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes/low energy light bulbs • Electrical and electronic equipment • Pesticides • Large amounts of cooking oil 	<ul style="list-style-type: none"> • Black sacks (with or without recyclable waste in them) • Carrier bags • Textiles (clothes, bedding, duvets etc) • Egg boxes (plastic) • Flower pots, yoghurt pots or cling film • Food waste • Polystyrene • Broken toys • Any other plastics except plastic bottles • Foil trays/barbeque trays and aluminium foil • Dog faeces and cat litter • Nappies and sanitary products 	<ul style="list-style-type: none"> • Black sacks (with or without green waste in them) • Carrier bags • Any type of degradable / biodegradable bag/sack (including corn starch bags) • Garden items such as plastic flower pots / trays • Any items that should be in the recycling or residual domestic bin • Soil • Stones / hardcore / rubble • Food waste • Nappies and sanitary products • Dog faeces and cat litter

Recycling Collections (Grey Bin)

The service for the storage/collection of a range of dry recyclable materials described in Table 2 above and set out in the [Council's Recycling and Waste Collection Guide](#) takes into account the Waste (England and Wales) Regulations 2011 (issued under the revised EU Waste Framework

Directive 2008) as amended by the Waste (England and Wales) (Amendment) Regulations 2012. Under the amended 2011 Regulations, from 1st January 2015, every Waste Collection Authority must, when making arrangements for the collection of waste paper, metal, plastic or glass, ensure that those arrangements are by way of separate collection.

The requirement to separately collect applies when:

- It is necessary to ensure that waste undergoes recovery operations, and to facilitate or improve recovery; and
- It is technically, environmentally and economically practicable (“TEEP”)

The new duties also mean that all reasonable steps must be taken wherever this is necessary to produce high quality recyclates. Co-mingling of waste (i.e. putting recyclables all together into one bin or box as per the Council’s current policy) continues to be permissible where it provides high quality recyclable material or where separate collection is not practicable.

The Council has had full regard to these requirements in assessing the continued suitability of its co-mingled recycling collection service and in collating evidence to support the current collection system in order to comply with the relevant legislation.

Garden Waste Collections (Blue Bin)

In addition to the kerbside waste and recycling collection services set out above, suitable properties within the borough may also be provided with a standard sized 240 litre blue wheeled bin, which is to be used to store/collect green garden waste that households generate. The compostable materials that can be placed into the blue recycling bin are set out in Table 2 above. Householders should refer to their waste collection calendar which is available on the Council’s website ([Click here](#)) however specific start and finish dates will also be communicated to Householders in advance of collections ending for the winter months and recommencing in the spring.

Green garden waste can still be stored in the blue bin during the winter months in preparation for the collections re-starting again in the spring. Householders can also take their green garden waste to the [Merseyside Recycling and Waste Authority Household Waste and Recycling Centres](#) on Wilson Road, Huyton or Depot Road, Kirkby.

Litter Issues arising from Waste Collections

The Council’s waste collection teams will leave an area as clean as possible after collections have taken place. All teams are equipped to deal with spillages that occur during, or as a result of, waste and recycling collections. Any issues arising from the collection operation itself that the teams cannot deal with directly will be cleared with the support of the Council’s Streetscene Service.

Policy 2: Waste and Recycling Collections for Properties Not Suitable for Wheeled Bins

2.1 Summary

This policy sets out the Council's waste collection arrangements for non-standard households where the use of wheeled bins is not suitable. Reasons for this could include, but are not limited to, the fact that:

- There is insufficient storage space within the confines of the property to accommodate wheeled bins;
- The property is accessed via steep inclines or steps;
- The wheeled bins would have to be wheeled through the property to the collection point;
- There is such a considerable distance to the collection point; and
- There is no suitable collection point for wheeled bins

2.2 Purpose

The Council is committed to ensuring that as many households as possible have access to, and use of, the full range of waste and recycling services and that alternative arrangements for collection may therefore be required.

2.3 Service Specification

Exemptions from using wheeled bins

A household will be exempt from using wheeled bins for storage and presentation of residual waste and recycling if there is no means of moving a wheeled bin to the kerbside or agreed collection point. Household's, whose properties fall within this exemption, will be notified in writing by the Council and an alternative collection arrangement will be implemented as follows:

- Where there is adequate space for provision of communal waste facilities, a combination of waste and recycling containers will be provided for residents;
- Where there is insufficient space for provision of communal waste and recycling facilities, residents will be provided with black bin sacks for containment of residual waste and clear bin sacks for containment of recycling and an appropriate collection frequency will be agreed for the property;
- Exempt householders' can request a wheeled bin(s) to store their residual waste and recycling (to be presented in sacks) between scheduled collections;
- The collection frequency will be as set out in Policy 1 ([Click here](#)); and
- The green garden waste recycling service will not be provided.

Exempt householders will be expected to comply with the following requirements:

- The total number of black sacks (for containment of residual waste) presented for collection shall not exceed four (that being the equivalent of the capacity of a 240litre wheeled bin) – this is considered equivalent to the amount of waste collected on a fortnightly basis from properties that are provided with wheeled bins;
- Where the householder presents more than four black sacks for collection, the additional sacks will be treated as side waste and will not be collected. In such circumstances the procedure set out in Policy 6 will be applied ([Click here](#));

- Any clear sacks (for recycling) that contain non-recyclable items will be treated as contaminated. In such circumstances the procedure set out in Policy 5 will be applied ([Click here](#));
- For properties that have six or more permanent Householders the Council's additional bin capacity policy will apply ([Click here](#)) and additional sacks will be provided; and
- For items that do not fit in a black sack, the householder will be required to use the Council's bulky household waste collection service ([Click here](#)) or the Merseyside Recycling and Waste Authority's Household Waste and Recycling Centres ([Click here](#)).

Service for terraced properties

The Council's standard requirement is for wheeled bins to be stored within the curtilage of the property. It is not appropriate for wheeled bins to be stored on the public highway (footpaths) as this is considered an obstruction and constitutes a risk for pedestrians using the public highway.

However, exemptions to this requirement are considered for properties that open directly onto the highway and do not have any access to the rear. Where storage is an issue for householders who live in a terraced property, the Council will assess the group of terraced properties to determine the most appropriate waste containment arrangements which may include a communal wheeled bin/container arrangement. In such circumstance householders will be informed by the Council of the location of the communal wheeled bin/container storage point and the designated collection point.

The Council recognises that communal bin/waste containment facilities can unintentionally create opportunities for householders to contaminate the recycling efforts of neighbouring households, as well as providing little incentive to recycle due to the lack of accountability. The use of a central collection point may also present an opportunity to deposit excess waste or bulky household waste at this point which would constitute an act of fly tipping under the Environmental Protection Act 1990. Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

Where contamination of grey recycling bins becomes significant, the Council reserves the right to remove these facilities and withdraw the service from the affected properties.

Service for rural properties and those served by Private Access Roads

There are geographical locations within Knowsley where the use of a standard refuse/recycling collection vehicle offers an increased health and safety risk for both the waste collection teams, pedestrians and other road users. Such areas include un-adopted roads, tracks or private driveways where the condition, surface and alignment of the highway are unsuitable for the vehicles used for the collection of the waste and recycling. Furthermore, due to their location, it may not be cost-effective to carry out collections at some rural properties using large refuse collection vehicles.

To ensure that properties of this nature continue to receive the same level of service, the Council will utilise a small waste collection vehicle to collect residual waste and recycling materials or designate a collection point for waste receptacles; which will normally be where the end of the private road serving the affected properties meets the public highway. For such properties, waste must be stored in the receptacles determined by the Council, which may vary from property to property, and be placed out for collection at the designated collection point by 07.00am on the scheduled day.

The frequency of collections will be dependent upon the size and type of receptacles at each property.

Where the Council deems it is safe to drive large refuse collection vehicles on private or unadopted roads, but is concerned about potential damage to the road surface, the Council will consider the use of such vehicles but only if written authority from all responsible land owners/Householders is received indemnifying the Council from any claim for damages to the road surface/carriageway associated with taking the collection vehicle on the road.

Service for flats, houses of multiple occupancy and mixed hereditament

Flats, apartments (low rise and high rise), houses of multiple occupation and mixed hereditament (flats above shops) properties present a number of challenges for effective delivery of residual waste and recycling services and a 'one-size fits all' approach is not always practical. Containers that are suitable to the particular property design will therefore be required and the Council will assess the individual needs of these properties taking into consideration the following issues:

- The number and type of property;
- Capacity across the site for waste and recycling bin/container storage;
- The presence of waste chutes; and
- Access for rear loading waste and recycling vehicles.

In all cases, properties will have access to containers for residual waste and containers for the storage/collection of a range of dry recyclable materials as set out in Section 1 and the [Council's Recycling and Waste Collection Guide](#).

Low Rise Flats (a property up to three storeys in height with multiple occupants in individual flats/apartments)

Where the Council has identified that there is sufficient space for wheeled bins, it is expected that each property will receive their waste and recycling collection service through the use of individual 240litre wheeled bins in line with the service standard set out in Policy 1 ([Click here](#)).

The bins will be stored at a designated point, determined by the building design and layout of the site. However, the collection point for the Council's waste collection crew will be at the front boundary kerbside unless otherwise agreed by the Council. Each householder will be responsible for identifying their bins, presenting them for collection at the kerbside and bringing them back onto the property following collection - this must be in line with Policies 1 to 6 ([Click here](#)).

Should contamination and fly tipping become a problem, it will be dealt with by the Council in the same way as any other incidents of contamination and fly tipped waste and appropriate enforcement proceedings will be instigated.

Where contamination of grey recycling bins becomes significant, the Council reserves the right to remove these facilities and withdraw the service from the affected properties.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner – refer to [Policy 13](#)

High rise flats

The Council is committed to ensuring that all householders have access to both the waste and recycling collection service. However, there are significant barriers to recycling in high rise flats. These include lack of space for recycling storage; difficulty of transporting materials to a designated collection point; opportunities for Householders to contaminate the recycling efforts of neighbouring households; and lack of visible Householder accountability.

The Council will work with the property owner/managing agent to ensure that the location of residual waste and recycling facilities provides an easy to use and accessible service that will include one or more of the following:

- Wherever practicably possible, waste and recyclable material from high rise flats must be stored in, and collected from, communal bins at ground floor level;
- Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are exceptional circumstances in relation to a particular property type will alternative methods of storage and collection be considered;
- It is the responsibility of the property owner/managing agent to identify appropriate space for the location of these bins;
- Waste container storage areas should be designed to be secure, convenient to householders so as to encourage their responsible use and accessible to the waste and recycling collection teams; and
- Where the Householders use a chute system for the disposal of their waste, the property owner/ managing agent will be responsible for managing the bin store area to prevent waste overspill.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner - refer to [Policy 13](#).

Bin presentation will be determined by the Council on a property by property basis and will be either:

- At a designated collection point on the scheduled day of collection. If the designated collection point is within the grounds of a property it is the responsibility of the property owner/managing agent to arrange appropriate access before collections can be made; or
- If agreed by the Council, the waste collection teams will move the communal waste and recycling bins from the bin storage area to the collection point. Following collection, bins should be returned to the storage area by 12 midnight on the day of collection by the Householders or through arrangements made by the property owner/managing agent. Only where agreed, will the Council return the emptied bins to the bin storage area.

By way of guidance the number of communal bins for the storage of residual waste will be one 1100litre Euro bin per five flats, based on a two bedroom flat; thus the number of bins required may vary based on the number of bedrooms and type of development. Based on an approximate 50% participation rate by Householders in the Council's recycling collection service, the Council estimates that the capacity for recycling will be based on half the capacity of the residual waste communal bins. This will be provided through the provision of 1100litre recycling units (or similar) located as near to the entrance to the building as possible, but in a location where it is operationally accessible for safe emptying.

Where excess waste is being presented next to residual waste bins or recycling bins are being contaminated, the Council will work with Householders to promote sustainable waste management but will implement the 'Contamination of Recycling Bins' Policy referred to in Policy 5 ([Click here](#)) and the 'Closed Bin-lid, No Side Waste' Policy referred to in Policy 6 ([Click here](#)). The property owner/managing agent will be expected to support the Council in the delivery of these messages.

The Council will not remove bulky household waste items deposited in communal bin storage areas - this will be the responsibility of the property owner/managing agent or can be managed through the Council's Bulky Household Waste Collection Policy as referred to in Policy 9 ([Click here](#)).

Flats in converted houses

Flats in converted houses are defined by the Council as self-contained flats as they usually have separate entrance points but are contained in a single building that is usually a converted single house.

Flats in converted houses are normally issued by the Council with their own set of 240litre wheeled bins for the storage of residual waste and recyclable materials. However, where the converted house is part of a terraced property, storage space for several bins can often lead to problems with bins being left at the front of the property or on the public footpath. In such circumstances, householders are encouraged to share bins and to contact the Council if they would like 'surplus' bins removed.

Householders living in these types of homes are responsible for presenting the wheeled bins for collection in accordance with Policy 4 ([Click here](#)).

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner – refer to [Policy 13](#).

Houses in Multiple Occupation (HMO)

A House in Multiple Occupation (HMO) is a single building or part of a building (such as a flat) which is occupied by more than one household e.g. a single house where there is a separate householder in each bedroom. HMOs usually have a single common entrance and Householders place their waste in a single set of waste collection bins designated for that HMO.

Responsible storage and disposal of waste can be a particular problem in HMO's and the Council therefore requires that the license holder, landlord or property owner/managing agent ensures that waste is not allowed to accumulate within the house except where properly stored, pending its collection by the Council. The license holder, landlord or property owner/managing agent must also ensure that sufficient residual waste and recycling bins are provided for the property and that these are clearly identifiable to the property so that the Council can empty them.

Where the occupants of the HMO are responsible for the upkeep and maintenance of any gardens at the property, one 240litre blue wheeled bin for containment of garden waste can be provided by the Council. However, where the maintenance of the garden is undertaken through a gardening service (business); it will be the responsibility of the service provider to remove the garden waste as this is considered to be commercial waste.

The tenants should be informed of the day their waste and recycling collections take place by the license holder, landlord or property owner/managing agent. This information should also be permanently displayed in a prominent position within the property.

Any waste arising from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties and bulky items for disposal on change of tenancy will NOT be collected free of charge by the Council as household waste - this waste is classified as commercial waste, because it has been generated as a result of a business. Therefore a registered waste collection contractor must remove this waste and it should be disposed of at a suitably permitted facility.

Please note that commercial waste is accepted at the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres. Further information can be obtained by contacting the Council Merseyside Recycling and Waste Authority on 0151 255 1444 or [\(Click here\)](#)

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner – refer to [Policy 13](#).

Mixed hereditament properties

Mixed hereditament properties are generally business properties with living accommodation above or attached e.g. a flat above a shop. Waste collections from mixed hereditament properties are treated by the Council in the same manner as normal domestic households.

The bins provided by the Council for household waste collection must not be used to dispose of business waste. Should the Council identify evidence of business waste in the bins which have been provided for use by the Householder of the property, they may be removed and may be subject to prosecution under the Environmental Protection Act 1990 by the Council.

The Council's policy is for wheeled bins to be stored within the curtilage of the property. However, for mixed hereditament properties this is not always possible. Therefore the Council will identify a designated storage and collection points and inform Householders in writing.

The Council recommends that clauses should be written into tenancy agreements by landlords to ensure that their tenants commit to segregating their waste for recycling and presenting it in the correct manner – refer to [Policy 13](#).

Policy 3: Supply, Safe Storage and Replacement of Waste and Recycling Receptacles

3.1 Summary

Householders are responsible for the safe and secure storage of the wheeled bins provided to them by the Council. However it is acknowledged that if a bin is damaged, vandalised, lost or stolen a replacement may be needed.

Replacement grey and blue bins are provided free of charge* by the Council and can be ordered via the Council's website ([Click here](#)) or by contacting the Council on tel. 0151 443 2400. However, the Council makes a charge for the provision of replacement maroon bins which have been lost, stolen, damaged or vandalised. Further information regarding the charge and process for requesting a replacement maroon bin is provided on the Council's web site ([Click here](#)).

A charge will also be applied for the provision of maroon bins to new build properties and to existing properties where no bin is present when a new occupier takes residence (the grey and blue recycling bins will however be provided free of charge) and where an additional wheeled bin has been requested and its delivery has been approved by the Council (refer to Section 7).

There are no specified discounts for replacement maroon bins for Householders who are in receipt of benefits, or are elderly or disabled, or receive an assisted collection. The Council will however consider dispensations for financial hardship – an application form, which is available on the Council's website must be completed ([Click here](#)) and returned to Knowsley Council, Stretton Way, Huyton, Knowsley, L36 6JF.

3.2 Purpose

This policy has been established to encourage householders to take responsibility for the security of their waste receptacles and in doing so, to minimise the risk of bin theft and the associated anti-social behaviour whilst also encouraging use of the Council's recycling services.

3.3 Service Specification

All wheeled bins supplied by the Council remain the property of the Council and should not be removed from the household address to which they have been assigned. Householders are entrusted to keep and maintain their waste receptacles in a safe and clean condition and are encouraged to neatly label their bin with the house number / name so that it can be identified to their address.

The Council will replace any bins that are damaged whilst undertaking waste collection operations (excluding those that are damaged as a result of prohibited waste being placed in the receptacle) as follows:

- Where a grey, blue or maroon bin has or is suspected to have fallen into the back of the waste collection vehicle, the Householder must report their missing bin by 4pm on the next working day to be eligible for a free replacement bin;
- Householders should telephone the Council on 0151 443 2400 or use the following link ([Click here](#)); and
- The missing bin report will be cross referenced against a schedule of bins that have fallen into the back of the waste collection vehicle (supplied by the waste collection teams) in order to validate any claim for a free replacement maroon bin.

Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge by the Council - in the first instance these will be taken from refurbished or re-used stock.

Where the Council introduces a new collection system to an existing property that requires a change in receptacle use, the Council will provide the new bins free of charge.

Householders are responsible for replacing any bins that are vandalised / damaged as a consequence of their misuse or failure to securely store the receptacle. In such circumstances the Council will replace the bin(s) on behalf of the householder but a charge will be made as referenced above.

Responsible Landlords or Management Development Companies shall be charged for the provision of new or replacements bins for multi-occupancy dwellings and shall also be responsible for the maintenance of bins at such properties.

Should a householder decline to pay for a replacement maroon bin they will be advised that they can purchase their own receptacle but it must be a 140litre or 240litre capacity bin, of the correct colour and be compliant with the BS EN 840 quality standard. If their bin does not meet these criteria then the Council will not empty it. The bin will only be collected if all other relevant policies are followed.

Where a householder wishes to downsize from a 360litre to a 240litre maroon bin, the Council will replace these free of charge recognising the waste minimisation benefits associated with such a request. In the first instance the replacement bin will be taken from refurbished stock.

**The Council reviews its fees and charges on an annual basis and reserves the right to introduce a charge for replacement grey bins or blue bins. Information regarding the charges will be updated on the Council's web site [\(Click here\)](#).*

Policy 4: Presentation of Waste Receptacles for Emptying

4.1 Summary

The correct presentation of wheeled bins by householders for emptying is essential for the timely and efficient delivery of waste collection services.

The Council will collect and empty one residual (maroon) waste bin per household unless the householder has satisfied the Council's eligibility criteria for an additional maroon bin (as set out in [Policy 7](#)). For those homes that the Council has determined as being unsuitable for wheeled bin collections residents will be provided with black bin sacks for containment of residual waste and clear bin sacks for containment of recycling and an appropriate collection frequency will be agreed for the property.

The Council will also collect and empty one recycling (grey) and one green waste (blue) bin per household unless the householder has previously been issued with an additional grey and/or blue bin to support their recycling activities. In such cases the additional recycling bins will also be emptied by the Council.

Wheeled bins must be presented by householders at the kerbside outside of their property on their scheduled day of collection in a tidy and considerate manner. Following emptying, the householder should return the wheeled bin(s) to their property by midnight on the day of collection and ensure it is stored securely within the curtilage of the property. Householders that fail to comply with this policy may be subject to enforcement action by the Council.

Those householders who receive an Assisted Collection Service, as detailed in [Policy 8](#), are exempt from this policy.

4.2 Purpose

The Council has committed to providing an efficient and effective waste collection service and this necessitates householders taking responsibility for presenting their household waste for collection in a timely manner that facilitates efficient collection, does not present a risk to collection staff, pedestrians and road users e.g. obstruction to public footpaths or highways and minimises the risks of bin theft and the associated anti-social behaviour.

4.3 Service Specification

Presentation of wheeled bins

All bins must be presented by the householder at the kerbside by 7.00am on the scheduled day of collection - this is irrespective of what time the collection crews normally arrive in the area as collection times can vary.

Householders should not put their bins out for collection any earlier than 7.00pm on the day before their scheduled collection and should ensure that their bins are retrieved by midnight on the day of collection and stored securely on their property.

Once emptied, the Council's collection teams will endeavour to return the bin(s) to the kerbside in a manner that does not obstruct the footpath, or where practicably possible, driveways or gates.

In a small number of cases, due to the access arrangements or location of a property, it may not be practicably possible for Householders to place bins at the kerbside in the front of their property. In these circumstances the Council will agree an alternative collection point with the Householder(s) e.g. in the case of traditional terraced properties, the collection point for wheeled bins will normally be at the end of the entry serving the rear of these properties, whilst more modern terraced properties or low rise multi-occupied properties may be required to present their bins in a courtyard, communal space or adjacent parking area).

Where the Council undertakes waste collection by travelling on a private road or drive, indemnity will be required from relevant parties so that the Council is not held liable for any damage to the road as a result of the collections (as per Section 2.3 above - Service for rural properties and those served by Private Access Roads). If such an indemnity is not provided, Householders will be required to present their wheeled bins at an agreed collection point that can be accessed from the public highway.

Failure to remove bins from the kerbside following emptying

In all cases, it is Householders' responsibility to place and return bins to and from their designated collection point (the Council offers an 'assisted collection' service to Householders who are considered unable to manoeuvre a wheeled bin by reason of age or infirmity – details of this service are set out in [Policy 8](#)).

Householders should ensure that they remove their bins from the highway as soon as practically possible following emptying and no later than midnight on their day of collection. Under no circumstances should wheeled bins be left on the footpath or highway between collections as they cause a risk to the local neighbourhood in terms of obstruction and use in antisocial behaviour. Bins left out on the footpath also have a detrimental impact on the visual appearance of the local neighbourhood and there is a risk they could be stolen.

A Householder's failure to remove their bin from the kerbside (or where appropriate, designated collection point) will be treated as a serious matter by the Council. In such circumstances, the Council will endeavour to contact the keeper of the bin left out on the highway for long periods, in order to ensure that the Householder takes steps to comply with Council's requirement that bins must be stored on their property between collection times. This may be followed by appropriate enforcement action if the request to remove the bin from the highway is not complied with or the Householder persistently fails to remove the bin from kerbside following collection. Action may also include the removal of the bin, and a subsequent charge may be made for replacing the bin at the appropriate property. Where the keeper of a bin cannot be identified, the Council may remove any bin(s) which appear to be abandoned and if a responsible Householder or keeper of the bin is later identified, a charge may be made for replacing the bin at their property.

Access for Collection Vehicles

Householders are requested to leave reasonable vehicular access for Refuse and recycling collection vehicles in order to reduce the risk of collections being 'missed'. Where the Council is experiencing difficulty making collections, the waste collection team will leave a sticker on bins advising residents of the difficulties and asking for their assistance. A notice may also be placed on the offending vehicle(s) requesting the owner's assistance on scheduled collection days.

Where the waste collection team have attempted to gain access to a road/area on a number of occasions but were unable to do so for reasons such as parked cars, roadworks, building works,

road closures etc it may be necessary to may make alternative arrangements for the collection of the waste. This may include suspending collections until the next scheduled collection day.

As indicated in [Policy 11](#) (Newly Built Domestic Properties), housing developers are encouraged to contact the Council with regards to access for refuse collection vehicles and the design of refuse/recycling receptacle storage areas.

Missed Collections

The Council will make all reasonable efforts to empty bins presented for collection by householders in accordance with this policy. If however the Council is unable to empty bins on the scheduled day of collection then the Council will seek to return within 48 hours - such missed collections may be attributable to road closures, obstructed access (e.g. inconsiderate or illegal parking which prevents safe passage of the refuse collection vehicle) or severe weather. Failing this, the householders bin will be emptied at the earliest opportunity which may be the next scheduled day of collection.

In the first instance householders should report occasions of missed collections on the Council's website ([Click here](#)). Should the 'missed bin' report be validated, the Council will endeavour to return by close of business on the following working day. In the event that the missed bin report cannot be validated the householders bin may not be emptied until the next scheduled day of collection. It should be noted that the Council has installed 360° Closed Circuit Television Camera's on its waste collection fleet and video footage from the system may be used to validate enquiries / reports of missed bins.

The Council will not return to empty bins in the following circumstances:

- Wheeled bins are not presented by 7.00am on the day of collection;
- Wheeled bins are presented in the incorrect location;
- Wheeled bins contain prohibited materials ([Refer to Policy 1](#));
- Waste material in the wheeled bin has been excessively compacted and cannot be fully emptied;
- The wheeled bin is too heavy to safely manoeuvre;
- The missed collection request is made more than two working days after the collection was scheduled; and
- Safe access to the wheeled bin / waste receptacle was obstructed e.g. by a parked vehicle.

In the above circumstances the bin(s) will be emptied on the next scheduled day of collection if it is presented in accordance with the Council's Waste and Recycling Collection Policies. Alternatively Householders can recycle or dispose of their waste at the Merseyside Recycling and Waste Authority's Household Waste and Recycling Centres ([Click here](#)).

Bank Holiday working arrangements

Where necessary the Council will make alternative arrangements for collection of waste and recycling during bank holiday periods. The revised arrangements will be publicised on the Council's website and where practically possible will be incorporated into the waste collection calendar for each property ([Click here](#)).

Waste collections during severe weather

During occasions of severe weather the Council will endeavour to maintain scheduled waste collections. However, should the Council determine that collections need to be temporarily suspended, then Householders should refer to the Council's website ([Click here](#)) for information on the revised arrangements.

Properties with restricted access

In situations where safe and economic waste collections cannot be made (e.g. households which can only be accessed via steps or steep slopes), it may be necessary for the Council to specify an alternative storage and collection point for the property. In determining the designated collection point consultation will take place with the Householders concerned.

Communal bin stores

Unobstructed access should be provided at all times to communal bins stores at multi-occupied sites. Failure to provide adequate access for the waste collection vehicle and adequate space for the waste collection team to safely manoeuvre the bins to and from the bin store will result in the collection team being unable to complete the collection and Householders bins not being emptied until the next scheduled day of collection.

Gated properties

Where entry to a property is controlled by electronic gates and access by the waste collection team has been granted, the gate should stay open long enough for the waste collection team to safely access the site. The Council will not be held responsible for any damage that occurs as a result of premature closure of the gates on a waste collection vehicle; indeed, in such circumstances, the Council will take action against the owner / operator of the site should damage be caused to the waste collection vehicle.

Where access to a gated community / property is via intercom system householders will need to be prepared to accommodate the arrival of the waste collection team(s) and to provide timely entry. Due to the structure of the waste collection rounds it is not feasible for collection teams to wait for excessive periods of time for gates to open. If access is not permitted within five minutes, the waste collection team will be unable to carry out the collection and the householders bin will be emptied on the next scheduled day of collection.

Where access to a gated community is via a key operated lock it is the responsibility of the owner / managing agent or householder to provide the waste collection teams with a suitable number of keys to access the site. Where access is not permitted, Householders will be required to present their wheeled bin(s) outside the gates for collection. In doing so, householders should take all reasonable steps not to obstruct the entrance to the site or public footpath.

Policy 5: Contamination of Grey or Blue Recycling Bins with Prohibited and/or 'Non-Target' Recycling Materials.

5.1 Summary

The Council will only collect household waste and recycling that is contained in the Council provided wheeled bins / receptacles and is not contaminated with prohibited waste materials, as detailed in [Policy 1](#) and [Knowsley's Household Waste Recycling and Waste Collection Guide](#) or 'non-target' recycling materials i.e. those materials that are capable of being recycled but not through the co-mingled (grey bin) recycling service provided by Knowsley Council.

The Council requires Householders to remove any prohibited waste / 'non-target' recycling materials from the wheeled bin / receptacle and to present the now 'uncontaminated' bin for emptying on their next scheduled day of collection.

Householders that fail to follow these steps may be subject to enforcement action by the Council.

5.2 Purpose

The purpose of this policy is to maximise recycling effort by ensuring that householders take responsibility for placing the correct materials in their maroon, grey and blue bins thereby following [Knowsley's Household Waste Recycling and Waste Collection Guide](#).

Any prohibited and/or 'non-target' recycling materials in the grey or blue bins will be classed as contamination and may result in the waste collection vehicle having its whole load rejected by the recycling re-processor or compost provider. This brings significant additional cost to the Council (as the waste has to be redirected to be processed as residual waste) and loss of recycling performance.

5.3 Service Specification

Householders presenting non-recyclable waste and/or non-target recycling in the grey or blue bins

The Council considers a recycling bin to be contaminated when it contains materials which are not capable of being recycled by the Council as described in [Policy 1](#). If the waste collection team identifies a recycling bin (either grey or blue) as being contaminated, the bin will not be emptied and the Householder will be notified by way of a sticker placed on the bin by the collection team. The sticker will advise of the reasons why the bin has not been emptied and how to rectify the situation.

In such circumstances it is the householder's responsibility to remove non-recyclable items from the bin that have caused contamination and to deal with those items appropriately. For clarity, a bin not emptied as a result of contamination is not classified as a missed collection. Once the items have been removed the householder should present the bin for emptying on the next scheduled collection day.

Where there are repeated instances of contamination, a Council officer may, in the first instance, visit the property and speak with the householders – clear communication of what is expected of Householders, education and engagement will always come before any formal enforcement actions.

Continued instances of contamination may however lead to enforcement action (including the issuing of Fixed Penalty Notices) being taken against the householder as set out below:

- Stage One: Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of stickers placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- Stage Two: Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Health and Consumer Protection Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- Stage Three: A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a warning letter.
- Stage Four: A further breach of the Section 46 notice will lead to a notice of intention to serve a Fixed Penalty Notice on the next occasion of non-compliance.
- Stage Five: A Fixed Penalty Notice will be issued.

Animal waste in household collection bins

Pet bedding such as wood chippings, sawdust and straw / hay from rabbits and guinea pigs (which can be soiled) can be placed in the blue bin for composting.

Dog faeces and cat litter is collected as part of the residual (maroon bin) waste collection and must not be placed in the recycling (grey or blue) bins. The following conditions apply to the collection of waste from domestic pets in the maroon bin:

- It is securely contained in a bin sack or pet faeces bag and then placed in the residual (maroon) bin;
- No additional capacity will be provided for waste from domestic pets; and
- The quantity of waste will be limited by the weight of the bin, i.e. if it is overfilled with heavy waste (cat litter especially), then no collection will be made (See 'Overfilled bins' below).

In the event that householders do not comply with the conditions set out above, the following process will apply:

- The bin will not be emptied and the householder will be advised of the details of the non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of a sticker placed on the bin, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer; and
- The Householder will be required to remove the offending material from the bin and re-present it on the next scheduled collection day. Householders may dispose of their waste at

the Merseyside Recycling and Waste Authority's Household Waste and Recycling Centres ([Click here](#)).

Policy 6: Closed Bin-lid and No Side Waste and Overfilled Bins

6.1 Summary

The Council will only collect household waste that is fully contained within the wheeled bins provided by the Council and which has been presented for collection by householders with the bin lid closed. Furthermore, waste presented alongside the wheeled bins, either on the lid or next to the bin (side waste) will not be collected, other than in the circumstances detailed in 5.3 below.

6.2 Purpose

The Council needs to reduce the amount of waste being sent to landfill and to increase the amount of waste that can be recycled, thereby reducing expensive waste disposal costs. Collection of side waste or overfilled bins provides no incentive to householders to utilise the recycling service provided by the Council. Furthermore, household waste which has not been contained in the wheeled bins provided by the Council has a negative impact on the quality and appearance of the local environment. It also poses a potential health and safety risk to householders and members of the waste collection staff.

The Council considers household waste not presented for collection inside the wheeled bins as fly-tipping.

6.3 Service Specification

The Council operates a 'Closed Bin-lid, No Side Waste' Policy.

- All residual, recyclable and green garden waste must be placed inside the appropriate bin as per [Knowsley's Household Waste Recycling and Waste Collection Guide](#), with the bin lid closed prior to it being presented at the kerbside on the scheduled day of collection;
- Side waste presented next to the maroon or blue bin will not be collected. This waste will be left in-situ and the householder will be notified of this action via a sticker placed on the lid of the bin. The householder will be required to dispose of this 'excess' waste via the Household Waste Recycling Centres or to contain this waste within their bin in preparation for their next scheduled collection;
- Excess waste placed on the top of the maroon bin or waste presented inside the maroon bin that does not allow the lid to be closed will not be collected. This waste will be placed back into the bin, once it has been emptied by the waste collection team, in preparation for the next scheduled collection;
- Excess non-recyclable waste placed on the top of grey bin or blue bin will not be collected. This waste will be placed back on top of the bin, once emptied by the waste collection team, for disposal by the householder; and
- Recycling side waste placed in a clear bag/sack (with no logos or colours) or a cardboard box to the side, or on top, of the grey bin will be collected.

Exemptions to the policy include:

- During the Christmas and New Year period the Council may suspend the 'Closed Bin-lid, No Side Waste' policy to allow for collection of additional waste. This will be for a limited period only and takes into account the longer period between collections as a result of bank holidays; and

- When the normal collection of household waste is delayed e.g. during severe weather conditions, the Council may suspend the 'Closed Bin-lid, No Side Waste' policy to allow for collection of excess waste. In such circumstances, the Council will communicate the specific arrangements via its website www.knowsley.gov.uk and the local media.

Householders presenting overfilled wheeled bins with the lids open

Where a maroon wheeled bin is presented for collection with the lid not fully closed or where waste is presented on top of the bin, the Council will implement the following procedure:

- Stage One: Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of stickers placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- Stage Two: Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Health and Consumer Protection Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- Stage Three: A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a warning letter.
- Stage Four: A further breach of the Section 46 notice will lead to a notice of intention to serve a Fixed Penalty Notice on the next occasion of non-compliance.
- Stage Five: A Fixed Penalty Notice will be issued.

Presentation of side waste with wheeled bin(s)

Where additional waste is presented for collection alongside a wheeled bin, the Council will implement the following procedure:

- Stage One: Householders who are identified as failing to act in accordance with the Council's policies and procedures will be advised of the details of their non-compliance as well as what action/behaviour the Council requires of them. This could be provided in the form of stickers placed on bins, an advisory letter or leaflet delivered to the property, and/or a visit from a Council officer.

Dependent upon the nature of the policy breach, the frequency and the severity of the problems that are created as a result, a householder could be subject to 'Stage 1' actions after one single occurrence of non-compliance.

- Stage Two: Having received advice on policy/procedural matters in accordance with Stage 1, the matter will be escalated to the Council's Environmental Health and Consumer Protection Service who will issue a formal notice to the householder under Section 46 of the Environmental Protection Act 1990. The notice will set out what action/behaviour the Council requires of the particular householder(s) and the consequences of continued non-compliance.
- Stage Three: A further breach of policy/procedural requirements following issue of a Section 46 Notice may result in the householder being issued with a Fixed Penalty Notice (FPN) on the next occasion of non-compliance.

Overweight bins and sacks

Where the waste collection team cannot safely empty a wheeled bin or remove excess bin sacks then they will be left un-emptied. In these circumstances the responsible householder will be required to remove sufficient material from the bin in order that it can be safely emptied on the next scheduled collection. The Council will not return to empty the bin or collect the bin before the next scheduled day of collection.

Policy 7: Additional Bin Capacity for Household Waste Collection

7.1 Summary

The waste collection service offered by the Council provides householders with the necessary capacity to manage the vast majority of their waste. However, where householders feel that they do not have sufficient capacity, and they meet the criteria set out in this policy, they can make a request to the Council to provide an additional residual waste (maroon) bin.

The Council will also consider requests from householders for additional recycling (grey bin) capacity. The Council does not however provide additional green waste (blue bin) capacity but will exchange a smaller 140 litre bin for a standard 240 litre bin.

7.2 Purpose

The Council needs to encourage householders to fully utilise their recycling service and so reduce the amount of waste being sent to landfill and to increase the amount of waste being recycled, thereby reducing disposal costs. By allowing householders to have unchecked access to additional maroon bin capacity, the Council would not be providing the necessary incentive to recycle.

The Council will therefore work with the household to make sure that every reasonable effort to divert recyclables out of the residual waste stream has been made, and that extra non-recyclable waste is being generated on a regular basis.

7.3 Further Information

Householders can request an additional grey recycling bin (grey) by contacting the Environmental Helpline tel. 0151 443 2400 or by visiting ([Click here](#)).

Requests for additional residual waste (maroon) bins will be accepted from households with six or more permanent residents or those generating large quantities of non-hazardous medical waste on the property. In such circumstances the householder will be required to submit an application on line ([Click here](#)) or contact the Council on 0151 443 2400. Applications will be assessed by the Council and may require the householder to undergo a household waste and recycling bin audit with a Council officer. The following conditions will apply to such an application:

- Householders will be encouraged in the first instance to accept a second grey recycling bin before an additional maroon bin is issued - the Council is keen to ensure that that every effort is being made to divert recyclables out of the residual waste stream;
- In the event that this is not suitable, the existing 240litre maroon bin may be exchanged for a larger 360litre maroon bin. Alternatively, the Council may opt to provide a free 140litre additional maroon bin to households with six or more Householders upon successful application;
- All such approvals will be reviewed after two years of commencement;
- Householders will be required to notify the Council of any changes in their circumstances; and
- If a resident(s) moves house, they will be required to inform the Council so that the 360litre maroon bin or additional 140litre maroon bin can be retrieved.

If additional bins are provided to a household they will be made available free of charge for a period of two years and will remain the property of the Council. The additional bins may be removed by the Council should the householder:

- Not be recycling their waste effectively;
- Be using the additional bin inappropriately;
- Be found to have obtained the additional bin under false circumstances; or
- Have changed circumstances affecting their entitlement to additional capacity since the bin was issued.

Policy 8: Assisted Waste Collections

8.1 Summary

The Council currently offers assisted waste collections to householders who are infirm or who cannot put their waste out on the scheduled day of collection due to illness or disability. This means that the waste and recycling collection teams will retrieve the bin(s) from the qualifying householders' property and return them following emptying.

Eligibility for this service is based on genuine need and subject to there being no other able bodied person at the property or family member, neighbour or friend, who can place the bins out for collection. Householders will be required to make an application to the Council for this service.

8.2 Purpose

The Council must offer all households a waste and recycling collection service. However, the Council's household waste and recycling collection policies stipulate that wheeled bins must be presented for emptying at kerbside or at a designated collection point. In order to support householders who are unable to present their waste for collection in this way, the Council has put in place an assisted waste collection service.

8.3 Further Information

The Council defines an assisted waste collection as the collection of a residual waste bin (maroon) or recycling bin (grey or blue) by the waste collection teams from an agreed collection point within the curtilage of the householder's property and to return the empty bin(s) to the same place e.g. the front driveway. The agreed collection point should be freely accessible without the engagement of the householder, generally be visible to the waste collection team from the kerbside and as close to the highway as is practically possible.

In agreeing the designated collection point due consideration will be given by the Council to health and safety risks associated with access onto the property.

It is important to note that other Council household waste collection policies will apply to assisted collections e.g. the 'Closed Bin Lid, No Side Waste' policy etc.

Who qualifies for an assisted collection service?

To qualify for the assisted collection service a householder must have:

- A mobility problem;
- A disability that prevents them presenting their bins at the appropriate collection point;
- No other able bodied person at the property or family member, neighbour or friend, who can place the bins out for collection on their behalf; and

Householders can request an assisted collection service application form, which must be completed in full, by submitting an application on line ([Click here](#)) or by contacting the Council on 0151 443 2400. On receipt of the completed application form, and subject to approval, the householder will be added to the assisted waste collection schedule within four weeks.

A Council officer will only visit a householder if there is a discrepancy in the information provided on their application form.

Refusal of application for an assisted service collection

The Council will assess each application on an individual basis and reserves the right to decline to offer this service if:

- The application does not meet any of the qualification criteria;
- The offer of an assisted collection results in significant operational difficulties or unreasonable expense for the Council in implementing the service to the household; or
- An assisted collection cannot be provided because the applicant cohabits with someone who is physically capable of presenting and retrieving the bin from the kerbside, has a family member living within (or visiting) the household or a neighbour who is capable of performing this function on their behalf.

Householders who are currently receiving the assisted collection service

The assisted waste collection service will be reviewed from time to time to ensure that registered households still qualify for this assistance. In such circumstances the householder will be required to re-register, in accordance with the instructions provided at that time.

When the Council rejects an application for inclusion on the assisted collection service, the applicant will be provided with an explanation for the refusal and advised on the process of appeal.

If at any time the Council has reason to believe that a recipient of the assistant collected service no longer meets the criteria, an application form will be reissued along with a request for further information.

Policy 9: Bulky Household Waste Collections

9.1 Summary

The Council makes special provision for the collection of bulky household waste items that cannot be contained within the wheeled bins/receptacles provided by the Council. The charge for this service is publicised on the Council's website and is reviewed annually.

9.2 Purpose

The Council has a duty to collect bulky household waste but is able to make a charge for this service.

9.3 Further Information

The Council defines bulky household waste as:

- Any article of waste which exceeds 25 kilograms in weight; and/or
- Any article of waste which does not fit, or cannot be fitted into a collection receptacle for household waste provided in accordance with section 46 of the Environmental Protection Act 1990; or where no such receptacle is provided, a cylindrical container 750 millimetres in diameter and 1 metre in length.

The collection of bulky items

The Council currently offers a bulky household waste collection service for items of waste that are too large or heavy to be disposed of via the kerbside collection service.

The maximum limit collected applies to all items. For example, and for the avoidance of doubt, a 3 piece suite i.e. a sofa and 2 chairs, is defined as 3 separate items. A mattress, a bed base and a head board is also defined as 3 separate items.

The following conditions apply to the bulky household waste collection service:

1. Only those items specified for collection when the request is made to the Council will be collected;
2. Payment of the relevant charge must be made prior to the collection - to arrange and pay for a collection, call the Environmental Helpline tel. 0151 443 2400 or visit any [One Stop Shop](#).
3. Items will be collected from within the curtilage of the householder's property and must not be placed on the highway. In respect of collections from terraced properties, and only if the items cannot be stored within a resident's property or the Council could not gain access to the property, items can be placed at the rear of a resident's property (where free access been provided) or in the rear entry but no earlier than 18.00 hours on the day before the specified date of collection;
4. Where a householder requires assistance due to ill-health, age or infirmity, collections can take place from inside the householder's property. This will only be from the ground floor, where it is safe to do so and if the householder agrees to allow access. In such circumstances the householder will be required to sign an indemnity form for any damage that may occur during collection;

5. If a collection is not made on the specified day due to unforeseen operational circumstances, a member of Council's Waste Team will endeavour to contact the resident and rearrange the collection. The rearranged collection will be made within 3 working days.
6. The cancellation of a Bulky Household Waste collection request must be made no later than 24 hours prior to the agreed collection date. Where a cancellation is made within less than 24 hours before a collection is due, the resident may still be charged;
7. In the event that a resident does not present their bulky household waste items for collection on the agreed collection date a refund will not be made. A card will be posted by the collection crew to confirm that a visit was made but the items were not available for collection;
8. Where a collection is rearranged due to a resident not presenting the items on the specified date a further charge will be applicable; and
9. Where a cancellation is made as a result of the Council's failure to collect on the agreed day, a full refund will be made.

Further information regarding the charge for this service, bulky household waste items that can be presented for collection, booking requirements and the specific arrangements for collection are available via the Council's web site ([Click here](#)) or by contacting the Council's Environmental Helpline tel. 0151 443 2400.

Policy 10: Clinical and Hazardous Household Waste

10.1 Purpose

The purpose of this policy is to set out the arrangements for safe disposal of clinical waste and hazardous waste generated from domestic households.

10.2 Summary

The majority of “clinical” waste generated from domestic premises may be classed as offensive waste e.g. incontinence pads. This can be safely disposed of in the residual (maroon) bin, provided the waste is double wrapped in plastic.

In the case of higher-risk clinical wastes e.g. sharps/needle sticks and infected waste) that have arisen due to medical treatment in the home, householders should seek disposal advice from their local health visitor, Primary Care Trust or General Practitioner (GP).

The Council does not provide routine collections of hazardous household wastes e.g. solvent based paints, solvents and garden chemicals, weed-killers and insecticides. These wastes can generally be delivered by a householder to a Household Waste Recycling Centre.

10.3 Further Information

The Council can provide a clinical waste collection service however referral is required from a GP.

Further information about the type of wastes that can be accepted and options for disposal of hazardous waste is available from Merseyside Recycling and Waste Authority ([Click here](#)) and ([Click here](#)).

Policy 11: Newly Built Domestic Properties

11.1 Summary

In planning, designing and constructing new residential properties and housing estates, due consideration must be given to the provision of waste and recycling facilities along with appropriate access arrangements to ensure that residents of the borough receive an efficient, reliable and customer focussed waste collection service. This policy is intended to assist those involved in the design and management of buildings to produce appropriate waste management strategies that best facilitate the storage of waste and maximise recycling opportunities and outlines a number of key requirements including:

- a) The design and layout of any residential development to allow for adequate storage of household waste and recycling;
- b) The provision of a convenient collection point(s);
- c) The provision of unobstructed access to the site for waste and recycling collection vehicles; and
- d) The provision of an unobstructed and safe working area for the waste and recycling collection teams to retrieve/empty the bins/receptacles.

11.2 Purpose

The Council aims to provide an efficient and effective waste and recycling service to all households and consideration needs to be given at the design stage to separation of waste and recyclable material by householders, storage for waste and recycling bins/receptacles and unobstructed access to the property/development for collection of household waste.

11.3 Further information

Advice to housing developers

The Council will provide pre-application advice to developers, prior to them seeking planning consent/building regulation approval, regarding the provision of waste and recycling facilities ([Click here](#)). The Council will provide advice in respect of household waste storage and collection including:

- Access to the development;
- Waste collection vehicle turning circle requirements;
- Road surface considerations;
- Appropriate collection points for wheeled bins which are accessible by the waste collection crews;
- Adequate storage areas for wheeled bins/communal receptacles for residual and recyclable waste; and
- The number of wheeled bins/receptacles required for the development size and type.

Occupation of new homes

The Council requires at least four weeks' notice of the occupation of any new property in order to make arrangements for the collection of waste and recycling. The developer is therefore required to contact the Council on 0151 443 2400 to discuss the specific needs of their development.

Where a development is still under construction and the highway has not yet been adopted but householders move into their new home, a risk assessment will be carried out by the Council's Waste Management Service to establish whether it is safe to enter the site and make collections.

Where access to the site is deemed unacceptable due to a health and safety risk (or risk of damage to the waste collection vehicle) the Council will work with the developer to agree a temporary communal collection point which will also be subject to risk assessment. It will be the responsibility of the developer to inform householders of the temporary arrangement and to offer appropriate support in moving the bins to/from the agreed collection point. Further information in relation to waste and recycling collections for properties not suitable for wheeled bins is also provided in [Policy 2](#) above.

The Council's website includes a facility to 'find your collection day' and download your waste collection calendar however it is important to note that the collection day finder may not include new properties until the entire development has been completed and a standard waste collection service can be introduced. Further information is available on the Council's website ([Click here](#)).

The delivery of bins to a new property will trigger the waste and recycling collection service noting the above requirement in relation to provision of satisfactory risk assessment for partially completed developments and the application of a charge for new residual waste (maroon) bins ([Click here](#)).

Further information about Council services for new home owners is available via the Council's website 'Welcome to Knowsley' ([Click here](#)).

Policy 12: Residential Properties used for Business

12.1 Summary

The Council will not collect waste through its household waste collection service that it believes has been generated by a business operating from a residential property.

12.2 Purpose

Waste produced in the course of any activity for gain or reward, whether on business or domestic premises, while self-employed or working for others is classed as commercial waste. Businesses are legally obliged to store their waste securely and to dispose of it responsibly using a registered commercial waste carrier.

12.3 Further information

Waste from any part of residential premises which is used for the purposes of a trade or business is classed as commercial waste. This cannot be collected with household waste.

Where a business operates from a residential property (e.g. childminder) and waste from the business is found within the household bin, the bin will not be collected and the Council may take enforcement action against the occupant that is operating the business. Childminders can prevent waste generation by bagging-up the children's waste and sending this home with the parents of the children. In the case of nappies, the Council recommends the use of real nappies (www.goreal.org.uk), which can save money and help the environment.

Further information regarding responsibilities for disposal of business waste is available at <https://www.gov.uk/managing-your-waste-an-overview>.

Commercial waste is also accepted at the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres. Further information can be obtained by contacting Merseyside Recycling and Waste Authority on 0151 255 1444 or [\(Click here\)](#)

Policy 13: Landlord and Tenant Responsibilities

13.1 Summary

Most tenant and landlord relationships proceed without incident, but occasionally disputes occur. Being aware of the rights and responsibilities of all parties could help to reduce them. Landlords have some responsibility for their tenants' behaviour and must notify tenants of the waste and recycling collection arrangements at their property.

13.2 Purpose

Some landlords, tenants and householders don't realise that they have a legal duty for the rubbish that they produce; how it's put out for collection and how they dispose of extra or bulky items themselves. Any landlord renting out a property will want it looked after, and that includes ensuring all tenants know how to properly dispose of their waste whilst occupying the property. Understanding the arrangements for waste collection are not always a new tenant's priority and this can result in problems. There can also be problems at the end of a tenancy, when waste is discarded or placed in the incorrect receptacle(s), leaving a problem for the new tenant.

Properties that are let, residentially or commercially, are considered a business and therefore any waste produced as a result of this business activity is classed as commercial waste.

Landlords renting property have legal obligations which include a duty of care to ensure that all waste arising from lettings is disposed of legally. Failure to comply is an offence and could lead to prosecution.

13.3 Further information

Duty as a landlord to provide waste collection facilities

Landlords must by law ensure that a rented property is healthy and safe to live in; for houses in multiple occupation, this includes ensuring that there are sufficient facilities to contain and dispose of waste, both inside and outside the property (Management of Houses in Multiple Occupation Regulations 2006). Landlords are expected to inform their tenants of the collection arrangements for waste and recycling. This can be achieved by:

- Making tenants aware that it is their responsibility for storing and setting out their bins in line with the Council's Waste and Recycling Collection policies - this is particularly important where communal collection and storage points are in operation;
- Informing tenants of their responsibility for the safe and secure storage of the wheeled bins and that the Council charges for replacement bins (unless they are damaged or lost by the Council);
- Providing tenants with a copy of [Knowsley's Household Waste Recycling and Waste Collection Guide](#) and identifying the day of collection for each bin type. The Council's website includes a facility to 'find your collection day' and download your waste collection calendar ([Click here](#));
- Informing the tenant where they can go for help if they have a problem with their waste and recycling; and
- Informing the tenant of what they can do to dispose of bulky household waste items ([Click here](#)).

The Council also expects landlords to ensure that the property has the correct set of bins as identified in Policy 1 ([Click here](#)) at the commencement of each new tenancy. It is strongly advised that the bins are listed on the property's inventory as the Council will charge householders for replacement bins. The cost of replacing missing bins at the end of the tenancy can then be recouped from the bond without the new householder incurring this cost when they move in.

Tenants' duties to put waste out for collection

Tenants are required to present their waste for collection in the manner specified by the Council (and landlord), and using the bins provided by the Council in accordance with its Waste and Recycling Collection Policy.

The Council can help landlords by serving a legal notice to tenants under s46 of the Environmental Protection Act 1990 which will outline what tenants must do with their waste.

Waste produced from maintenance work on the property

Any waste produced from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor, furniture from furnished properties, and bulky items for disposal on change of tenancy, will not be collected free of charge by the Council.

This is classed as business waste and must:

- Be disposed of by a registered waste carrier; or
- In the case of eligible bulky items, disposed of via the Council's bulky household waste collection service, for which there is a charge ([Click here](#)).

Commercial waste is also accepted at the Merseyside Recycling and Waste Authority Household Waste and Recycling Centres. Further information can be obtained by contacting Merseyside Recycling and Waste Authority on 0151 255 1444 or ([Click here](#))

Policy 14: Charging for Services (Annual Fees and Charges)

14.1 Summary

The Controlled Waste (England and Wales) Regulations 2012 allow the Council to charge for the collection or disposal of certain types of household waste.

14.2 Purpose

It is the policy of the Council to explore options for applying charges for waste services allowable under legislation. This area is separate from the issue of charging for wheeled bins which is dealt with at [Policy 3](#) above.

14.3 Further Information

For further details of household waste for which collection and disposal charges can be applied ([Click here](#)).

For further information on the full range of fees and charges across all Council services for the coming year ([Click here](#)).

Educational Establishments, Charities and Places of Worship

Under The Controlled Waste (England and Wales) Regulations 2012, educational establishments and charitable organisations are classed as properties for which a charge for collection (and in certain cases for disposal) can be made.

These properties may be treated similarly to domestic properties and may be offered both residual waste and recycling collections through the provision of the most suitable receptacles for the particular property (following an assessment of requirements).

Educational establishments, and premises used mainly for public meetings, however, produce "chargeable household waste". The Council at its discretion may charge for collecting waste from these premises as legislation allows.

For places of worship, waste (residual and mixed recyclables) can be collected free-of-charge if they are exempted from local non-domestic rating under the Local Government Finance Act 1988 - this covers most churches, and other places of worship. However, collection charges may apply for certain types of waste e.g. bulky waste items and waste from a church hall used wholly or mainly for public meetings and/or available for hire. The Council may charge for collecting waste from these premises as legislation allows. To avoid collection charges, any non-chargeable waste must therefore be kept separate from chargeable waste.

You can also get this information in other formats.
Please phone Customer Services on 0151 443 3197, or
Email customerservices@knowsley.gov.uk