



Allerdale Borough Council Household Waste and Recycling Policy

Aims to ensure a consistent approach to household waste and recycling collection within the Borough of Allerdale

Version 2.0

“Allerdale – a great place to live, work and visit”

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1.0 Introduction

- 1.1 Allerdale Borough Council's Waste and Recycling Collection Policy aims to ensure that waste services operate effectively and efficiently to achieve the following aims:
- Reduce the amount of total waste and recycling at source before it is collected.
 - Maximise the use of recycling within the total waste and recycling collected.
 - Reduce the amount of waste going to landfill in line with the waste hierarchy.
- 1.2 In addition it provides a set of rules and standards that the authority uses to deliver all collections in a customer focused way. It also takes into account the need to provide enhanced services to those in genuine need, protect the environment and the health and safety of the public and the staff who operate the scheme.
- 1.3 This document clearly outlines defined policies and procedures to avoid any uncertainty for residents, councillors and officers. The term waste in this policy refers to both residual refuse presented by residents which is sent for treatment and recycled material presented for collection by the residents which is then sent for reprocessing.
- 1.4 A new recycling system was introduced in April 2019, this policy supports these new collection systems.
- 1.5 The overarching piece of legislation governing waste management is the Environmental Protection Act 1990, and its subsequent amendments, itself the UK enactment of European Waste Directives.
- 1.6 Section 45 of the Environmental Protection Act 1990 places an obligation on Waste Collection Authorities to arrange for the collection of household waste in their areas, except waste which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the financial cost of collecting it would be unreasonably high.
- 1.7 At the present time there is nowhere in the Borough of Allerdale where refuse collection arrangements are not made.
- 1.8 Section 46 of the Act then empowers the authority to require the occupier of a household to place their waste for collection in containers of a kind and number specified. It also stipulates that the authority may provide these containers free of charge; levy a charge to the occupier or developer or require the occupier to provide them at their cost; and in doing so, specify the timescale for this.
- 1.9 The Council currently provides containers free of charge. Section 46 also makes provision to allow the authority to determine where the containers are to be placed for emptying, so they can be accessed for that purpose, and also the steps to be taken by occupiers to facilitate the collection of waste.
- 1.10 The Act does not however require authorities to make collections directly from individual premises, to collect to any particular frequency, to provide larger bins for large families or to provide source separated recycling provision to homes.
- 1.11 Factors which will influence decisions on service provision in a particular area include the following,

- The capacity of the current available collection rounds
- The locations of the property with regard to the travel time required to meet both the operating hours of recycling and refuse facilities and the collection crew operating hours.
- The ability to safely store and present various types of containers.

1.12 This is because it may be inefficient and potentially harmful to the environment travelling for recycling materials where the collection point is so remote that the carbon emissions from the collection vehicle are disproportionately high when compared to the benefits of recycling the material.

1.13 Whilst the council has a responsibility – Duty of Care, to ensure that it manages all waste collected in a responsible manner and in accordance with all relevant legislation and policy, each resident also has a Duty of Care to ensure that the waste that they produce is also managed responsibly and in accordance with the Household Waste Duty of Care Regulations 2005. Residents must ensure that household waste is properly disposed of. Failure to do so could result in a fine of up to £5,000 in the Magistrates Court or an unlimited fine in the Crown Court.

1.14 Therefore, it is essential that residents are aware of the following when disposing of their household waste. If the resident engages someone other than the Council in taking the waste away, the resident should:

- Ask the person taking the waste where it will be going and ask to see their Waste Carriers Licence. If they do not have a license they should not be moving any waste material.
- The resident can check whether they are registered by checking on the Environment Agency's Public Register page <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>
- The resident should keep a record of the paperwork they are provided with which will highlight the date of the transfer of waste, the waste carriers name, telephone number and registration number so if they do fly-tip any waste that has been collected then the producer will be able to pass waste carriers details onto the Council or Environment Agency for investigation.

1.15 Household waste in Allerdale is collected by Allerdale Waste Services Limited which is a 100% owned trading company of Allerdale Borough Council. It began operating on April 4, 2020.

The company's purpose is;

- to deliver safe, high quality waste and recycling services, that represent demonstrable value for money to the residents and businesses of Allerdale on behalf of the Council.

It's values are;

- taking pride in delivering local services,
- acting in a business-like and responsible manner that fully involves staff,
- supported by a commitment to keep our people safe and develop them to their fullest personal potential.

1.16 As a locally based and focused organisation, Allerdale Waste Services Limited is

- committed to working with local business, both as trade waste collection customers and suppliers
- providing employment opportunities for local people, where practicable.

The company is based at Solway House, Mossbay Road, Workington CA14 3XH

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2.0 Methods of household waste and recycling collection

Preferred method of collection

- 2.1 Where practical the Council's preferred method of storage and collection for individual properties is wheeled bins which will be provided to households unless the resident specifically declines their allocation. In this event discussions with the resident and an officer from the Council waste department will take place to better understand the needs of the resident.
- 2.2 The containers supplied by the Council remain the property of the Council and should not be removed from the property at any time, even when moving home.
- 2.3 To promote waste minimisation, operate services effectively, support local business and ensure the proximity principle is applied, the preferred method of collection of service delivery to domestic homes is outlined below.
- 2.4 The Proximity Principle highlights a need to treat and/or dispose of wastes in as far as is practical a reasonable proximity to their point of generation. The principle works to minimise the environmental impact and cost of waste transport.
- 2.5 The majority of domestic homes within Allerdale use the containment system outlined below.

Service type.	Refuse	Garden waste	Paper card	Glass/cans/plastic
Type of container	120 litres wheeled bin with an option of a larger bin in certain circumstance	240 litres wheeled bin	240 litres wheeled bin	120 litres wheeled bin
Frequency	Weekly	Fortnightly	4 weekly	Fortnightly
Colour of container	Black	Green, green with brown lids or black with green lids	Black with blue lid	Green

- 2.6 Properties where the Council considers it impractical to use the above will be provided with alternative containers.
- 2.7 This will primarily be assessed on health and safety, efficiency or accessibility for collection vehicles and collection operatives.
- 2.8 Refuse bins should contain the following;

- Household waste items which are non-recyclable
- Non-recyclable films and plastics
- Tetrapaks (they can't be economically recycled at the moment in Allerdale)
- Unrecyclable food packaging
- Fish and meat bones
- Food waste that can't be composted
- Tea and coffee grounds.

2.9 However, the following items can't be put in the residual bin;

- Rubble
- Hazardous waste
- Empty or leftover paint tins.

A full breakdown of what can be placed in each recycling container is shown in Appendix 1.

Alternative methods of collection

2.10 To support the aims of the Council and the Council's statutory function an alternative set of options will be available and is likely to include a combination of sacks and boxes.

2.11 The table below outlines an alternative arrangement for residents who are part of the collection rounds but may have storage or access problems to deal with.

Service type.	Refuse	Garden waste	Paper/card	Glass/cans/plastics
Type of container.	Plastic sacks, maximum of three.	N/A	70 litre hessian sack, up to four sacks.	45 litre plastic box, up to three boxes.
Frequency.	Weekly	N/A	4 weekly	Fortnightly
Colour of container	Black	N/A	White/Green	Black

2.12 The Council will always aim to provide a recycling service and may provide a hybrid of both the preferred and alternative methods of collection.

3.0 Communal methods of collection

- 3.1 The preferred method of collection for residents in multi occupancy premises will be communal waste and recycling facilities.
- 3.2 Collection of rubbish and recyclables from multi-occupancy properties sometimes presents challenges. However, the Council aims to provide a high quality service to residents living in these properties and where necessary will work with Developers, Managing Agents, Housing Associations and residents to develop a service solution that meets the needs and requirements of the residents. To facilitate this, the cooperation from all the agencies/individuals involved is required.
- 3.3 Only in circumstances where it is operationally unsafe, impractical, uneconomic or inefficient will other methods of recycling, storage and collection be offered. Where it is operationally possible the containers may be 1100, 660 or 360 litres in capacity.
- 3.4 In certain circumstances to meet the needs of what can often be complex premises, it may be necessary for an Officer from the Council to visit the site to determine the suitability and safety of the service, and to offer advice and guidance based on the merit of each site.
- 3.5 Although high quality recycling can be difficult to achieve from communal developments the Council will endeavour to provide sufficient bins to allow residents to recycle all their recyclable waste, and to dispose of any general waste that cannot be recycled.
- 3.6 It is however the responsibility of all residents to ensure that communal recycling containers contain the correct items. Contamination of communal recycling containers may result in the removal of the recycling service for that community. Generally, communal containers are moved to and from the storage area for collection by the collection crew. Residents are responsible for ensuring crews can access these easily to remove the containers safely.
- 3.7 If there is no access or the access is unsafe, the crew will be unable to collect until the next scheduled collection and when access is both achievable and safe.
- 3.8 If waste is not in the allocated containers it will not be collected from communal bin areas and containers may be removed. The Council will assess collections from flats on an individual basis and visits will be carried out where necessary.
- 3.9 Where residents of multi occupancy premises do not segregate their waste for recycling in an effective manner, the Council will endeavour to work with residents to encourage recycling. If appropriate the Council will use its enforcement powers to achieve improvement in recycling performance from multiple-occupancy properties.
- 3.10 The collection crews are not responsible for clearing or cleaning any mess or spilt rubbish that has accumulated in the communal collection area as a result of residents' activities. The collection crews will only clear up spills that have resulted due to the collection process.

4.0 Presentation of containers

- 4.1 To ensure the collection services are delivered in an efficient and cost effective manner that is of limited detriment to the public containers must be placed at the edge of the curtilage to the property and where bins are in use the bin handles must be facing the roadside.
- 4.2 The curtilage of the property in this instance is where the point which is the furthest point from the property and the position that is closest to the highway. In situations where collections cannot be made from adjacent to the front edge of the resident's property then the Council will (to maintain economic, safe and efficient collections) identify a central or other agreed collection point.
- 4.3 Unless the resident is in receipt of an assisted collection or has a specific agreement in writing with the Council, to ensure regular collections the containers must be placed out for collection by 6:00am on the day of collection but not presented before 6:00pm the night before, any container lids should be closed to prevent littering and the contents getting wet. To improve the efficiency of the services these times of 6:00am and 6:00pm may be subject to change.
- 4.4 Collection points will normally be at the front of the property to improve the efficiency of the collection rounds, reduce the impact of multiple containers on the footways and increase the safety of collection crews and the public some properties including terraced properties may have designated collection points at the rear or side gates or at the end of alleyways.
- 4.5 After each collection has been completed the emptied container will be returned as far as is practical to the place where the container was presented for collection.
- 4.6 Any variation of this policy will be at the discretion of the Council. The decision made by the Council will be deemed to be final but will be communicated clearly to each individual resident affected by any change to this area of the policy.
- 4.7 It is the resident's responsibility to keep their containers safe and secure and protect in so far as is possible from misuse.
- 4.8 After collection is completed the resident must return their container to a point within their property as soon as practically possible and no later than midnight on the day of collection.
- 4.9 Containers that are left out may cause an obstruction, be of detriment to the local amenity and are vulnerable to theft or damage.
- 4.10 Residents who do not return their containers to their property may be issued with a section 46 notice and subsequently fined if the issue is not adequately addressed.
- 4.11 Residents are advised to clearly identify their containers by applying their house number/name in easily identifiable lettering/numbering.
- 4.12 The preferred method of collection is by the use of wheeled bins and collection vehicles designed to accept wheeled bins as this system provides the Council with the most efficient, economical and environmentally friendly collection service.
- 4.13 Where collections are made on adopted or private roads or lanes the requirements are as follows.

- The vehicle must be able to gain access safely and to minimise risk associated to reversing the vehicle must be able to turn safely
- Where unadopted or private roads are longer than 50 metres passing places must be available.
- Accidents involving vehicles is one of the biggest risks faced by the collection crews and the public. The preferred method of collection involves minimising reversing manoeuvres. In any lane or unadopted highway where a reversing activity from the highway involves a reversing manoeuvre up to and over 50 meters then in this instance the residents will be required to present their containers at an alternative collection point. In the event the new collection point being established it will need to be made from an alternative and safer site with less risk attached to it.
- Modern collection vehicles are designed with equipment that is very sensitive so any surface of an unadopted or private road must be suitable for road going vehicles.
- Permission must be granted from the authorised residents to use a private lane and with the understanding that the Council will not accept any liability for damage to the lane by Council vehicles.
- There must be no obstructions such as low hanging trees or overgrown hedgerows which could either damage the equipment on the vehicle or perhaps restrict vision of the driver of the vehicle so as to cause harm to the collection crew or members of the public. Where obstructions are brought to the attention of the owner or shared owner of the unadopted or private road then the residents will be advised of a reasonable timescale for the obstruction to be removed. In the event of the obstruction not being removed collection points will need to be made from an alternative and safer site with less risk attached to it.

4.14 The collection crews will clear up any spillages that occur as a result of the collection process of a properly presented bin and the collection crews will remove as much of the spillage possible using spill kits. Conditions such as high winds can result in windblown litter and particularly light recyclables being blown from the collection points. In these instances, the collection crews will pick up as much windblown material as they can but they will not go onto private property or gardens to collect materials.

4.15 Collection crews will not be required to clear up any loose material from the collection point area that has occurred before their arrival, this may be due to sacks being torn by animals or from other forms of disturbance.

5.0 Frequency of collections

- 5.1 The Council will communicate collection arrangements throughout the year and over Bank Holiday periods. Details of collection arrangements are available on the Council's website and may also be issued in other formats - such as on tags attached to bins and the calendar. The Council's website www.allerdale.gov.uk has full details.
- 5.2 Residents will be notified of any change in collection day.
- Refuse is collected weekly
 - Paper and Card is collected 4 weekly
 - Garden waste is collected fortnightly but collections cease in winter months
 - Plastic, glass and cans are collected fortnightly.
- 5.3 During Bank Holiday weeks the normal scheduled collections may be amended and residents will be notified of the changes.
- 5.4 Where possible, the Council will aim to schedule the collection day for recycling is on the same day as any residual waste.

6.0 Replacement of containers

- 6.1 If a resident needs a replacement bin because it has been damaged or stolen they should ring the Council on 0303 123 1702 and speak to one of the customer service advisors.
- 6.2 Replacing containers for the collection of rubbish and recycling presents a significant on-going cost to the Council. Therefore, it is imperative that the Council only replace containers that are no longer serviceable. The Council have set parameters regarding the replacement of containers and also whether a charge is made for the replacement of the container. The Council may supply refurbished wheeled bins.
- 6.3 The Council will replace a container if;
- It was crushed by the collection vehicle
 - It is no longer serviceable and poses a health and safety risk to the operatives/residents
 - If it has a manufacturing fault
- 6.4 The Council will not replace a container if;
- It is dirty
 - It is smelly
 - It is still serviceable - this decision will be made by a Council officer
 - It is potentially repairable and does not need replacing
 - It has been damaged or lost due to misuse
 - It was used by the previous residents
- 6.5 On occasion the wheeled bin can be damaged during collection or fall into the collection vehicle. If the wheeled bin falls into the collection vehicle, the collection crew will post a card through the residents door informing them of this. Residents must call customer services to request a replacement or complete the online form on My Allerdale.

7.0 Larger containers

7.1 The Council apply a system of waste collection and recycling that encourages the waste hierarchy and therefore any containers supplied are designed to meet the needs of the hierarchy as shown below.



7.2 This means that waste should be considered in the following way:

- Prevent the creation of waste (most favoured option)
- Minimise amount of waste produced
- Reuse materials that would otherwise need to be treated as waste
- Recycle as much material as practicable
- Recover energy
- Dispose of material by landfill (least favoured option)

7.3 Requests for additional black residual waste bin capacity will be granted in the following circumstances:

- The resident lives in the home full time (the property is not a second home or work away from home) AND
- Homes where 5 or more people are permanently living at the property or
- Four or more people in the household including children in nappies, for example one baby, one other child and two adults or
- If there are two babies and two adults in the property or
- If someone in the household has a medical condition which produces a large amount of waste.

7.4 Applications for larger refuse bins can be made via the Council's website www.allerdale.gov.uk and evidence may be required.

7.5 The information supplied by any applicants for a larger bin(s) will only be used for the purpose of assessing waste arrangements; however, it may be cross-referenced with Council records.

- 7.6 Applications are subject to continuous monitoring. If circumstances change for example when a baby is no longer in nappies or somebody leaves the property the bin size will revert back to the standard 120 litre refuse bin.
- 7.7 The Council are keen to promote sustainable household waste management. If it is found that recyclable material is not being recycled but placed in the general refuse bin, the larger bin may be removed.
- 7.8 The Council are be happy to offer advice and support if needed. Residents can either contact the customer service team on 0303 123 1702 or find useful guidance on what can be recycled on the Which rubbish, which bin? webpage.
- 7.9 The decision to issue larger residual refuse bins will be reviewed at least every two years to ascertain whether circumstances have changed.
- 7.10 If a household's circumstances change and as a result alters the volumes of waste being produced, e.g. a member of the household leaves home, residents must inform the Council.
- 7.11 When it is established that additional capacity is no longer required, the larger bin will be removed. If a property is identified as having larger bins that have not been approved these bins will be removed following contact with the resident.
- 7.12 When moving to a new house it is important that residents contact the Council. The larger bin may then be authorised to be taken to the new property and amendments to the collection rota will be made.
- 7.13 In terms of recycling containers the standard method of containment relevant to the collection area will be applied, larger recycling containers will not normally be provided.

8.0 Smaller containers

8.1 Alternative methods of collection will be provided to households where a need is identified, this may be linked to;

- Difficulties with access and/or storage issues arising from the use of the Council's proposed methodology.
- Where waste minimisation has been so successful that a smaller container is adequate
- Where a resident has a genuine need arising from being infirm or disabled.

8.2 Residents should contact the Council to discuss their requirements on 0303 123 1702

9.0 Additional containers

9.1 In normal circumstances only one wheeled bin container will be provided for each particular waste stream.

9.2 Exceptions to this will apply where households are part of recycling schemes but through storage or access issues have to adopt an alternative model where bespoke services using bags and boxes are applied as opposed to the preferred method of wheeled bins.

9.3 Where applicable normally only one garden waste bin will be provided to each home. Where homes historically have more than one garden bin then these will be emptied but to continue with the Council's aim of reducing overall waste collected if a garden bin is lost, stolen or damaged beyond repair from a home with more than one garden bin then this extra bin would not normally be replaced

10.0 Collections reported as being missed

- 10.1 Containers reported as missed by the resident will not be collected if the collection vehicle has passed the property and the container is not out. This can be verified by vehicle tracking and through the use of on board cameras. The collection crews use an electronic logging system which allows them to record details or issues regarding the presentation of containers for collection.
- 10.2 Where either recycling or refuse containers have not been emptied due to not being presented correctly, e.g. presented after 7am or perhaps not positioned at the correct collection point, then the contents of the container must wait until the next programmed collection before they are removed. In these circumstances residents will be required to return the refuse and or recycling containers to their property until the next scheduled collection day for that particular waste stream.
- 10.3 In this instance no excess waste or recycling will be removed on the following scheduled collection day.
- 10.4 Where residents do not present their refuse or recyclables for collection in accordance with the Council requirements, the resident will also have the following options:
- take the waste to the Household Waste Recycling Centre;
 - take the waste to a nearby Bring-site;
 - store the waste until the next collection day.
- 10.5 In Allerdale the Household Waste Recycling Centres are located as follows;
- Workington**
Clay Flatts
Solway Road
Clay Flatts
Workington
CA14 3YA
- Maryport**
Glasson Industrial Estate
Maryport
CA15 8NX
- Wigton**
Syke Road
Wigton
CA7 9NE
- 10.6 Where the collection service has suffered disruption due to operational difficulties relating to hazardous weather, vehicle breakdowns or blocked access etc. the Council will endeavour to update residents of this fact through local media and the Council's website.
- 10.7 When significant numbers of containers are not collected due to obstructions such as road closures or in adverse weather conditions, it will be logged by the crews and if possible alternative arrangements for collection will be made as soon as possible.

- 10.8 The Council may either advise the resident to present their bin on an alternative date within 48 hours or ask them to return the refuse and or recycling containers to their property until advised of an alternate collection date.
- 10.9 Where a container has been presented correctly and has not been collected by 17.00 hours on the scheduled collection day the Council will go back and collect the waste within 48 hours.
- 10.10 Where a bin has been missed in these circumstances the resident should advise the Council on 0303 123 1702
- 10.11 In these circumstances but where it is not feasible to return to the missed property the Council will accept a maximum of 2 x 90 litre residual waste bags as side waste on the next scheduled collection day for refuse.
- 10.12 Extra recycling arising from a missed collection will also be removed but the recycling must be contained within containers that are of a size that are manageable for the collection crew to initially identify the contents and then lift into the truck, recycling materials contained within plastic sacks of any colour will not be collected, because of the difficulty in handling garden waste in anything but wheeled bins therefore no excess garden waste will be removed.

11.0 Weather disruption

- 11.1 The health and safety of the public and of our collection operatives are of paramount importance. Therefore, during periods of inclement weather the Council may take the difficult decision to suspend the service. On these occasions to help protect public health the collection of refuse will be the last element of the service to be suspended, in normal circumstances the garden waste service will be the first service to be suspended followed recycling services as necessary.
- 11.2 The Council will inform residents of the suspension of the service by using our website and social media.
- 11.3 Where recycling collections have been suspended, providing the material are presented in suitable containers then we will collect all recycling presented for collection on the next scheduled collection day as described above.
- 11.4 In some instances during periods of extremely cold weather the material in the wheeled bins may freeze. Garden waste is more likely to freeze than refuse as it tends to be wetter. Where the contents of the bins have frozen, residents can help us by trying to loosen the content of their bins. If by standard use of wheeled bin lifting equipment it is not possible to empty the contents of the bin, they will be collected on the next scheduled collection day.
- 11.5 When there is a change to the Council's waste collection arrangements in future, a flexible approach will be adopted for a period of three months, i.e. the Council may temporarily suspend the missed bin procedure; this will allow residents the time to adapt to the changes in collection regime.

12.0 Overloaded containers

- 12.1 When a container is overloaded either by weight or volume of material it will be rejected at the discretion of the crew and will not be emptied. An explanatory notice will be left on overloaded containers. The lifting equipment on the vehicles has limitations and overloaded bins in particular can pose a problem in that even if a wheeled bin can be wheeled to the bin lifting equipment the excessive weight and volume may mean the lifting equipment may not be able to lift the bin.
- 12.2 In normal circumstances containers designed to accept day to day household waste should pose no problems with regard to the bin lifting equipment and its ability to empty bins.
- 12.3 DIY material such as plaster, rubble and tiles are examples of materials that are likely to overload domestic bins and excessive soil either placed directly into garden bin or weeds that have not had soil removed can be responsible for overloading of garden bins.
- 12.4 Where a container has been identified and left as an overloaded container the resident will be expected to remove items and the sticker before the next collection.

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13.0 Extra and excess waste

- 13.1 The Council will not collect extra waste placed next to the bins except in the examples of service disruption mentioned below. Excess waste does not support waste minimisation principles or encourage residents to maximise recycling.
- 13.2 Residents who are unable to contain their refuse within the waste bin are encouraged to minimise their waste as a first step in the waste hierarchy and then recycle as much as possible - if they still have waste they cannot contain within their wheeled bin extra refuse and recycling can be taken to their nearest Household Waste Recycling Centre.
- 13.3 The Council will provide residents with advice on how to reduce overall waste produced and may increase their recycling provision on request - advice may also be given if issues have been reported via the collection crews.
- 13.4 If the resident continues to present additional waste the Council may take appropriate enforcement action.
- 13.5 Some examples where excess may be removed are outlined below;
- during inclement weather
 - occasionally during the Christmas period,
 - if services have been disrupted by access issues or industrial action or
 - in any other circumstance where the Council feel this may be necessary.

14.0 Contamination

- 14.1 Contamination of recycling containers costs money as it must be removed from the recycling process by contractors before the materials can be treated. In normal circumstances all waste must be placed in Council approved containers to ensure it can be safely collected from the collection point.
- 14.2 The Council will reject the collection of refuse, recycling and garden waste containers if the incorrect materials are placed in them.
- 14.3 Contamination can be defined as any waste material that is placed in the wrong container to the extent that the bin cannot be emptied into the collection vehicle because of its potential to spoil the load and for that load to be rejected at the point of tipping.
- 14.4 If a recycling container is found to be contaminated prior to collection, it will not be emptied, and a notice will be left on the container explaining why the material has not been collected and the resident advised to remove these items by the next collection
- 14.5 If a refuse container is found to contain items that could be recycled the collection crews will still empty the container and may leave a tag/notice on the container reminding residents what waste should go in each bin.
- 14.6 Where it is established that refuse and/or recycling containers are repeatedly not being used correctly despite appropriate levels of assistance and education by Council officers, enforcement action may commence.
- 14.7 Items that are too large or too heavy to place in the normal kerbside collection containers for efficient collection by the normal waste and recycling collection crews should either be taken to the local Household Waste and Recycling Centres (HWRC) or through the Council's Bulky Waste collection service.
- 14.8 Items including electrical and electronic equipment, batteries, oils, fluorescent tubes, gas bottles, asbestos, dead animals, surgical equipment, hazardous or trade waste should not be included in domestic kerbside collections and advice through the Council website should be sought to ascertain the correct method of disposal.

15.0 Assisted collections

- 15.1 The Council will provide an assisted collection where it is satisfied that the resident is unable to place their collection containers at the appropriate point for collection due to illness, physical inability or infirmity, whether permanent or temporary and there is no other able-bodied person is able to assist. All requests will be dealt with on an individual basis and the assistance may be provided by changing the point of collection, the container provided or both. Residents can apply by calling the Council on 0303 123 1702
- 15.2 Medical evidence is not required but the resident will have to answer some questions to assess the request and ensure they meet the qualifying criteria.
- 15.3 An officer of the Council or a representative of the Council, will visit each collection location to assess the proposed collection point to ensure it complies with health and safety requirements. The collection point may need to be reviewed periodically.
- 15.4 Unless the officer considers there are obvious reasons to refuse the request, he/she will agree the assistance most appropriate in that situation. Where applications are refused, the resident will be informed in writing and they will have the opportunity to appeal.
- 15.5 The Council will review the assisted collection list on an annual basis and if at any time the Council has reason to believe that the recipient is no longer eligible for the Assisted Collection Service the service will be removed
- 15.6 If a household's circumstances change and, as a result, they no longer need an assisted collection, residents must inform the Council immediately.
- 15.7 Alternative containers for recycling can be provided if requested and following assessment by the Council.

16.0 Bulky Collections

- 16.1 The Council offer a bulky item refuse collection to residents within Allerdale for a fee. Residents can arrange a bulky item collection by calling 0303 123 1702.
- 16.2 A list of items that the Council can collect is shown in Appendix 3. Items not on the list may be able to be taken to the Household Waste Recycling Centres in Workington, Wigton or Maryport. Residents should check the Council's website to ensure that the items they are planning to dispose of are accepted before visiting the sites.
- 16.3 An up to date list of fees and charges and advice on donating to charity is available on the website.
- 16.4 Bulky waste includes many items that can be reused. There are many reasons to reuse, especially in today's climate where resources are limited and demand for household and electrical items has increased. Reducing waste through reuse not only prevents essential items from going to landfill, but also provides low income households with household and electrical items at affordable prices. Reuse is near the top of the waste hierarchy, second only to prevention of waste.
- 16.5 The Council will collect the items specified on the collection date booked by the resident. The Council will leave a card if there is a problem collecting the bulky waste with advice for the resident on what to do next.
- 16.6 The Council will not enter resident's properties to collect items – all items for collection need to be placed at the agreed collection point for the operatives to collect. The Council will not dismantle items for collection – all items that require dismantling must be dismantled prior to collection.
- 16.7 Additional items that were not identified on the original collection list will not be collected. If a resident lives in a property where potential access will be difficult, the Council will carry out an assessment before the bulky collection is agreed to determine whether it will be feasible to carry out the collection and if so, where the most appropriate collection point will be.
- 16.8 In some instances it may be possible to provide an assisted bulky collection. For a resident to be eligible they must be either have a disability or have limited mobility which means that they cannot move the items themselves. There must also be no one else living in the property or able to assist the resident with their items. Each request will be assessed on a case by case basis. However, the Council will only collect items from the ground floor of a property and will not go up-stairs to collect items.

17.0 Trade Waste (commercial waste)

- 17.1 The Council works in partnership with Allerdale Waste Services to provide trade waste collection services around Allerdale. Waste generated from a business operation regardless of whether the business is part of the domestic residence is liable for a charge for removal and disposal.
- 17.2 The Council collects;
- General refuse
 - Paper/cardboard
 - Mixed recycling of glass, cans and plastic
- 17.3 Bin sizes start at 120 litres (which is the size of a domestic refuse bin) to a maximum size of 1100L (this is the largest bin offered by the Council which has four wheels).
- 17.4 The Council will aim to collect waste and recycling to suit customer needs and can be:
- Weekly
 - Fortnightly
 - Monthly
- 17.5 Businesses can contact the Council if they need to change how often their waste is collected, request an additional collection or cancel a collection.
- 17.6 All of the Council's trade waste prices are based on the individual requirements of our customers and are therefore price on application.
- 17.7 The Council are always competitive and always aim to provide the best price in the market.
- 17.8 For a quote, businesses should call the Council on 0303 123 1702 or email trade.waste@allerdale.gov.uk
- 17.9 Under the Environmental Protection Act 1990, all businesses (including those operating from home), have a legal responsibility to safely contain and legally dispose of any waste produced from their business. The Council may issue a fixed penalty notice of £300 or take action in the magistrate's court with a maximum fine of £5,000 if businesses fail to comply with the legislation.
- 17.10 The law applies to all types of business, no matter how small they are, what type of waste they create or how much. Waste is considered as anything that is no longer required such as:
- Old mail
 - Cleaning products
 - Food eaten on the premises
 - Cardboard, plastics, sweepings
 - Ashtray waste
 - Damaged goods that cannot be returned.
- 17.11 It is illegal to take waste from businesses and place it in a domestic bin or take it to a Household Waste Recycling Centre.
- 17.12 A list of Frequently Asked Questions is supplied on the Council's website.

18.0 Recycling Bring-Sites

- 18.1 Recycling Bring-Sites are areas in car parks and on streets, at which local authorities or third parties, provide containers for the public to deposit household recyclable materials. The sites are not intended for the receipt of trade recyclable materials. A full list of sites in the borough is shown in Appendix 2.
- 18.2 The Council are aware of the diverse geography of the borough and accept that in some instances it will not always be possible to provide a kerbside recycling service.
- 18.3 Although the list below is not exhaustive the Bring-Site option is likely to be deployed in areas;
- Where homes are located in such a way that offering the preferred or the alternative system does not meet the needs of this policy.
 - Where the capacity of the current recycling collection rounds to the properties are full.
 - Where the addition of homes impacts upon the collection crew reaching the disposal site within the site and/or collection crew operating hours.
 - Where multiple occupancy homes exist in built up urban areas and the risk of contamination is too high.
 - Where more complex individual domestic dwellings exist in both urban and rural area who have limited storage or presentation points to accommodate the preferred method of collection or any alternative systems.
- 18.4 The location of these sites will be reviewed annually to ensure that they are being used for the purpose intended, are well used and remain viable.

19.0 How to contact the Council

- 19.1 Residents can contact the Council via the website <http://www.allerdale.gov.uk> and use the online forms to report any waste collection issues.
- 19.2 Alternatively residents can contact the Council by phone on 0303 123 1702
- Monday to Thursday 8:45am to 5pm
 - Friday 8:45am to 4.30pm

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20.0 Enforcement action

- 20.1 The Council's approach is, in the first instance, to offer education, support and advice to ensure that the policy is fully understood and allow the resident time to address any issues or misunderstanding regarding the presentation of their waste for collection. However, the Council has a duty to take action where a resident's behaviour is causing a nuisance to the environment or impacting on others by causing a detriment to local amenities.
- 20.2 Therefore, the Council will resort to formal legal powers in these circumstances. Such action will be undertaken in accordance with the Council's enforcement policy.

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21.0 Waste and recycling - privacy notice

- 21.1 The Council is committed to meeting its data protection obligations and handling information securely.
- 21.2 The data the Council need to collect to provide residents with the majority of the waste and recycling services includes name, address, telephone number and e-mail address. In specific circumstances the Council also collect financial details to allow payment for applicable services (e.g. trade waste) and information about the number of people in a household (e.g. in order to receive a larger capacity bin).
- 21.3 Special category personal information, such as health data, may be required for assisted collections or in order to receive a larger capacity bin on medical grounds.
- 21.4 The Council does not need, and does not use, information about residents for routine bin collections. Such information will only be used if a resident:
- reports a missed collection
 - orders new, additional or replacement waste and recycling containers
 - reports missing or damaged containers
 - requests a collection of a bulky item
 - applies for an assisted collection
 - requests a trade waste disposal and recycling services
 - makes a general service enquiry, comment or complaint
- 21.5 The Council collects information directly by asking residents to complete an online form or via telephone at the customer service centre. Occasionally the Council may also inadvertently collect images through the use of CCTV cameras which are fixed onto the waste collection vehicles. These images are only collected for the purpose of Health and Safety and to monitor whether bins have been presented.
- 21.6 The Council does not use automatic processing with regard to its waste and recycling service.
- 21.7 The legal basis for using resident's information is detailed in Appendix 4.
- 21.8 The Council sometimes needs to share information within the Council or with other organisations. The Council will only share that information when necessary and when the law allows and will only share the minimum information needed. For waste and recycling matters the Council will need to share information with:
- Allerdale Waste Services
 - Tivoli
 - Whitespace Work Software
- 21.9 In certain cases the Council may also share information with other individuals and organisations, e.g. if you make a complaint to your councillor and you have given them with written consent to act on your behalf. Sometimes it may be necessary to share information without permission, e.g. for the detection or prevention of crime or if the sharing would help with a safeguarding issue. The Council will never sell residents information to anyone else.
- 21.10 The Council will keep information for different periods of time, depending on what it is being used for. Information will only kept for as long as needed in accordance with our corporate retention schedule, after which it will be securely disposed of.
- 21.11 The law gives residents specific rights over their information. These rights are:
- to be informed of the Councils use of information about them;

- of access to information about them ;
- rectify information about them that is inaccurate;
- to have information erased (the 'right to be forgotten');
- to restrict how the Council use information about them
- to move their information to a new service provider;
- to object to how the Council uses information about them;
- not to have decisions made about them on the basis of automated decision making;
- to object to direct marketing; and,
- to complain about anything the Council does with their information

21.12 Some of the rights listed above apply only in certain situations, and some have a limited effect. Residents rights are explained further in the in the Individuals' Rights section of the Council's website.

21.13 This notice is kept under regular review to make sure it is up to date and accurate.

21.14 The Council is required by law to have a Data Protection Officer (DPO). The DPO has a number of duties, including:

- monitoring the Council's compliance with data protection law;
- providing advice and guidance on data protection;
- acting as the point of contact for data subjects; and,
- co-operating and consulting with the Information Commissioner's Office
- the Council's Data Protection Officer can be contacted by email at: foi@allerdale.gov.uk

21.15 If residents are unhappy with the way in which their information has been handled they should contact the Council's Data Protection Officer. Alternatively, and if the Council have been unable to resolve their complaint, they can also refer the matter to the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights, and they can investigate and adjudicate on any data protection related concerns raise with them. They can be contacted via the methods below:

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Appendix 1 - Recyclable items

Glass, cans and plastic recycling

The Council collects glass, cans and plastics in either a green bin, or a black box depending on location. There are also a number of Recycling Bring-Sites where residents can put this recycling.

The following items can be recycled;

- All types/colours of glass bottled and jars
- All metal food cans and pet food cans (steel or aluminium)
- Metal aerosol cans
- Plastic screw top bottles (including cleaning products) - remove the tops and put them in the recycling container too
- Yogurt pots and food trays
- Tin foil

However the following items cannot currently be recycled economically in Allerdale

- Broken glass, panes of glass, glass cooking pots, drinking glasses
- Light bulbs
- Plastic film (Cling film type)
- Plastic bags
- Toothpaste tubes
- Black plastic or foam food trays
- Plastic or foam food trays contaminated with foodstuffs or blood
- Tetrapaks
- Paint pots
- Chemicals
- Explosives
- Batteries
- Ink cartridges

Paper and card recycling

Blue lidded wheeled bins or green/white hessian sacks are used to collect paper and card and are collected every four weeks.

The following items can be recycled

- Any clean, dry paper or card
- Envelopes
- Leaflets
- Newspapers

However the following items cannot currently be recycled economically in Allerdale

- Tetrapaks
- Waxy paper

Garden waste

Garden waste is collected in large green bins. The Council do not charge for this service. There is a winter seasonal break in this service.

Garden waste is anything that grows from the ground and which can be recycled including

- Grass cuttings
- Leaves and thin branches but not logs.
- Dead flowers and weeds

Residents should shake as much soil off as possible. If the bin is too heavy it may not be able to be lifted by the bin lifting equipment or the bin may break and will not be collected.

Residents should not bag up the waste. Any plastic will contaminate it the load.

The following should not be placed in the garden waste bin;

- Soil and rubble
- Plant pots and trays
- Kitchen and vegetable waste

Residents can compost their peeling etc peelings in a compost bin. More information about compost bins can be found on the Cumbria County Council website.

In accordance with the waste hierarchy the Council fully supports home composting and encourages residents to use a home compost bin to help manage their garden waste and uncooked vegetable food waste.

Hazardous waste

Hazardous waste regulations mean that residents must not put the items listed below into their household refuse or recycling bins:

- Oil filters
- Antifreeze
- Brake fluid
- Spent oils
- Lead acid batteries
- Fluorescent tubes
- Paint
- Certain electrical goods
- TV and computer monitors
- Fridges and freezers
- Infectious clinical waste
- Asbestos

Residents should take hazardous waste to any household waste recycling centre_site and should check what the site is able to accept before travelling.

Private waste contractors will deal with hazardous and special waste arising from homes or business.

Special precautions are needed when disposing of and moving hazardous waste such as asbestos.

Chemicals

The Council provide a chargeable service to collect chemicals from households as they are regarded as hazardous household waste.

The Council may sub-contract to a specialist waste company who have the equipment and necessary skills to deal with the chemicals and their safe removal.

Residents should contact the Council to discuss the safe removal of chemicals from their property.

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Appendix 2 - Recycling Bring sites

Small recycling points are situated around the borough. These can take glass, cans and plastics as well as paper and card.

Kirkgate Car Park, Kirkgate, Cockermouth.

Pines Car Park, Criffel Street, Silloth.

Anthorn Community Association, Hadrian's Avenue, Anthorn.

Blencogo Village Hall, Wigton.

Caldbeck Parish Hall, Caldbeck.

Village Green Car Park, Hesket Newmarket.

Wigton Co-op, Station Road, Wigton.

Crofton Mission Hall, East Park, Crofton, Carlisle.

HWRC, Glasson Industrial Estate, Maryport.

HWRC, Solway Road, Clay Flatts, Workington.

HWRC, Syke Road, Wigton.

Joiners Arms, Newton Arlosh, Wigton.

Newlands Institute, Stair, Keswick.

Otley Road Car Park, Keswick.

Parish Hall, Aikton Village Hall, Wigton.

East Sea Bank, Allonby, Maryport.

Queen Street Car Park, Aspatria.

Rosley Village Hall, Carwath, Rosley.

Scafell Hotel, Rosthwaite, Keswick.

Sullart Street Car Park, Cockermouth.

Village Green, Welton.

Waverton Hall, Waverton, Wigton.

Westward Parish Room, Westward, Wigton.

Appendix 3 - Bulky waste collections

A list of Bulky household items that the Council can collect is shown below.

If it is not listed here, the Council are unable to collect the item. A list of Household Waste Recycling Centres for places to take items the Council do not collect is listed in the policy. Certain vehicles, such as vans and pick-ups, are only allowed to use these sites under a permit scheme. Guidance on the scheme and how to apply can be found on the Cumbria County Council website .

Bedroom furniture

- Bed base
- Bed headboard
- Mattress
- Dressing table
- Wardrobe

Note: bed base, headboard and mattress are classed as three separate items.

Small electronic items

- Computer/printer
- Cooker
- Cooker hob
- DVD player
- Microwave
- Music centre/stereo
- Portable heater (no gas bottles)
- Television
- Vacuum cleaner
- Video recorder

Garden equipment

- Garden bench
- Garden chair
- Garden parasol
- Garden parasol base
- Electric lawnmower (not petrol mower or ride-on mower)

Home furniture

- Sideboard/cabinet
- Table
- Armchair
- Bookcase
- Sofa
- Television stand

Home Office furniture

- Chair
- Chest of drawers
- Computer table/desk

- Desk
- Wall unit

White goods

- Chest freezer
- Dishwasher
- Freezer
- Fridge
- Fridge freezer
- Spin dryer
- Tumble dryer
- Washing machine

Other

- Bicycle

Once a collection has been booked, residents should leave bulky items out for collection before 7am on the day.

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Appendix 4 - Privacy notice

The table below sets out the legal basis for each of the activities that the privacy notice covers:

Activity	Legal basis - GDPR Article 6/Article 9	UK Legislation
Report a missed collection;	(1)(c) to do so is necessary because of a legal obligation that applies to the Council	S45 Environmental Protection Act 1990
Request our trade waste disposal services;	(1)(c) to do so is necessary because of a legal obligation that applies to the Council	S45 Environmental Protection Act 1990
Make a general service enquiry, comment or complaint; or,	(1)(c) to do so is necessary because of a legal obligation that applies to the Council	S45 Environmental Protection Act 1990
Request a collection of a bulky item	(1)(c) to do so is necessary because of a legal obligation that applies to the Council	S45 Environmental Protection Act 1990
Order new, additional or replacement waste containers, report missing or damaged containers	1)(e) to do so is necessary for the performance of a task carried out in the public interest, or in the exercise of official authority	S46 & S47 Environmental Protection Act 1990; S55 Environmental Protection Act 1990
Payment for one of our services	1)(e) to do so is necessary for the performance of a task carried out in the public interest, or in the exercise of official authority	S46 & S47 Environmental Protection Act 1990; S55 Environmental Protection Act 1990
Apply (and prove eligibility) for an assisted collection	(2)(g) processing is necessary for reasons of substantial public interest.	S45 Environmental Protection Act 1990; S2 Local Government Act 2000; Equalities Act 2010
Apply for additional waste capacity	(2)(g) processing is necessary for reasons of substantial public interest.	S45 Environmental Protection Act 1990; S2 Local Government Act 2000; Equalities Act 2010



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