

North Yorkshire Council

Transport, Economy, Environment and Enterprise Overview and Scrutiny Committee

30 January 2025

Review of Household Recycling and Waste Collection Guidance

Report of the Corporate Director of Environment

1.0 PURPOSE OF REPORT

- 1.1 To update members on the progress to date to harmonise recycling and waste collection guidance across North Yorkshire, and to receive Member's views thereon.

2.0 SUMMARY

- 2.1 North Yorkshire Council wants to provide one consistent approach to recycling and waste to get the most from our resources, deliver high performance to our residents and businesses and achieve value for money. A detailed and comprehensive modelling exercise has taken place to look at the method of collection but alongside this there is a need to harmonise the supporting guidance and procedures.
- 2.2 The legacy District and Borough Councils had a range of procedures covering things like missed bins, contamination in recycling, bulky waste collection and managing applications for assisted collections. Some of these procedures have already been harmonised but this document summarises them all in a complete guidance document for household recycling and waste collection.
- 2.3 The guidance document is essential to establish a common set of service standards for council staff to adhere to, and equally, for citizens to understand the level of service they can expect to receive from the Council's waste teams.
- 2.4 A report is scheduled to go before the Executive on 18 March 2025.

3.0 BACKGROUND

- 3.1 The new North Yorkshire Council as a Unitary Authority has a duty under the Environmental Protection Act 1990 to arrange for both the collection and disposal of household waste. Under the previous two tiers of local government these duties were split between the seven District and Borough Councils as Waste Collection Authorities (WCAs), and North Yorkshire County Council as the Waste Disposal Authority (WDA).
- 3.2 Following Local Government Reorganisation (LGR), North Yorkshire Council wants to provide one consistent approach to waste and recycling to get the most from our resources, deliver high performance to our residents and businesses and achieve value for money.

4.0 THE REPORT

Sections 1 to 5

- 4.1 The first sections of the guidance document set out the background and context including the national legislation that the council is required to work within.

Section 6 Bins and Containers

- 4.2 Refuse - There are currently two standard sizes of refuse bin, 180-litres in Malton and Selby and 240-litres in the remaining localities. The proposal is to implement a 180-litre bin as standard for all new and replacement bins at the point of service change and increased recycling capacity.
- 4.2.1 Garden waste - The size of garden waste containers has already been harmonised at 240 litres.
- 4.2.2 Recycling - The size and type of container currently varies depending on the collection service in each locality but will be standardised at two 240 litre wheeled bins at the point of service change (subject to Full Council approval).
- 4.2.3 Alternative arrangements will be made in areas with limited outdoor storage space or restricted access. This may include different container types or sizes to the standard described above.

Section 8 Contamination

- 4.3 Contamination results in increased costs and reduced recycling rates. The way contamination is dealt with varies across the county to some degree, but all localities tag or sticker contaminated bins.
- 4.3.1 The proposal aims to formalise the process, using increased education where there are recurring issues. Site visits will be used alongside bin tags and direct mailing to address where there are recurring issues.

Section 11 Missed Collections

- 4.4 The way the missed collections are dealt with in relation to refuse and garden waste is already fully harmonised. Reports must be made within 48 hours of the scheduled collection and the council will aim to return for justified missed collections within 5 working days.
- 4.4.1 In six out of seven localities the way in which missed recycling collections are dealt with is in line with the above. The seventh locality do not currently return for missed recycling collections and instead ask residents to present any additional recycling on their next scheduled collection.
- 4.4.2 The proposal is that we aim to return for justified missed recycling collections in all localities within five working days.

Section 15 Servicing of Rural Properties

- 4.5 The council generally provides a kerbside waste collection from the boundary between the private property and the public road / footpath. This section of the guidance document details how the council will provide services for those properties which are accessed by private roads and where a kerbside collection is not always possible.
- 4.5.1 In five out of seven localities, a lane end collection is provided where there are up to three properties accessed via a private road. In one locality the criteria is up to two properties and in one locality it is up to five properties.

4.5.2 The proposal is that a lane end collection will be provided in all areas where there are up to three properties accessed via a private road. Where there are four or more properties, a site visit will be conducted to ensure that the road / lane is suitable for access by a refuse collection wagon. Where un-adopted roads are not found to be suitable, we will agree alternative collection arrangements. This may include provision of sacks.

4.5.3 Under the proposal, existing arrangements where lane end collections are provided to up to three properties will remain in place. Access and collection points will be reviewed for the two localities who currently operate a different policy at the point of the recycling service change. Each separate location will be reviewed on a case-by-case basis.

Section 16 Assisted Collections

4.6 All localities have a procedure for residents to apply for assistance with waste collection due to age or disability. There is some inconsistency in the way that applications are made, and this guidance seeks to standardise that process.

4.6.1 At present some localities ask for proof of need at the point of application and some don't. The proposal is that checks are made at the at the point of application to ensure that only those that really need the service have access to it. Where the council already holds information relating to age or disability residents will not be asked to provide it again. In addition to permanent assistance the Council will offer temporary assistance to residents with short term mobility restrictions, such as, pregnancy related illness.

Section 18 Refuse Collection – Excess Waste

4.7 It is already standard in all localities that excess waste is not taken but there is some inconsistency in the way the excess waste is left at the property. Due to seagulls and other vermin, in the Scarborough locality, any excess waste is put into the bin when it has been emptied.

4.7.1 To ensure we are providing a standard service across the county, the proposal is it becomes standard procedure in all localities to place excess waste in the bin once it has been emptied, with information being left for the resident to explain why the waste has not been removed.

Section 20 Larger/Additional Bins

4.8 All localities have a process whereby residents can apply for large or additional bins either due to the size of the household, or because the household produces large amounts of non-hazardous clinical waste such as incontinence waste. There is currently some variation in the criteria that households need to meet to qualify for a larger bin and also how applications are made.

4.8.1 The table below sets out the current criteria for larger families.

	Standard Bin Size	Larger Family Criteria	Proof Needed?
Harrogate	240 litres	6 or more > 360	No
Malton	180 litres	5 or more > 240 7 or more > 180 and 240	Names of all occupants taken
Northallerton	240 litres	7 or more > 360	Names of all occupants taken
Richmond	240 litres	6 or more > 360	Over 18's only

Scarborough	240 litres	7 or more > 360	Yes
Selby	180 litres	5 or more > 360	Yes
Skipton	240 litres	6 or more > 360	No

4.8.2 The proposal is for areas where the standard refuse waste bin is 180 litres households of five or more can apply for a 240-litre bin and households of seven or more can apply for a 180 and a 240-litre bin. Where the standard refuse waste bin is 240 litres, the proposal is that households of 6 or more can apply for a 180 and a 240-litre bin.

4.8.3 The standard refuse bin will become 180 litres for all areas at the point of the service change, which consolidates the offer to residents as households of five or more can apply for a 240-litre bin and households of seven or more can apply for a 180 and a 240-litre bin. Outside of the standard offer, the council will consider larger bins to households that do not meet the criteria. The Council would need to be satisfied that the household is fully utilising the kerbside recycling containers to divert material from the refuse bin, before considering individual circumstances by exception.

4.8.4 There is no proposed change to the provision of larger bins for households that produce large amounts of non-hazardous clinical waste.

Section 21 Bring Sites / Mini Recycling Centres

4.9 A small number of bring sites remain for materials like paper, glass and cans, primarily in areas where kerbside collections are from boxes or bags. The proposal is to review the effectiveness of these sites as household collections are harmonised and capacity is increased.

Section 22 Clinical Waste

4.10 Clinical waste is healthcare waste or similar that can cause disease, is/ or contains a biologically active medicine, is a sharp, or a body fluid/biological material that contains a dangerous substance. There is no obligation for councils to provide containers for clinical waste, they should be provided by health care providers. Five out of seven localities do not provide clinical waste containers (sacks and sharps boxes). The proposal is to harmonise this policy in the remaining two localities. Offensive waste such as incontinence pads, that do not meet the definition of clinical waste can continue to be bagged and placed in the general refuse container for collection by the council.

4.10.1 The way clinical waste is collected currently varies across the county and is being reviewed as part of a separate project.

Section's 7, 9, 10, 12, 13, 14, 17, 19 and 23

4.11 These sections contain processes that are already or have already been harmonised.

5.0 CONTRIBUTION TO COUNCIL PRIORITIES

5.1 The Council has declared a Climate Emergency and pledged to play its part in tackling the causes and impacts of climate change.

5.2 Service harmonisation delivers the following specific Council Plan ambitions:

- Place and Environment:
 - A clean, environmentally sustainable and attractive place to live, work and visit
 - Communities are supported and work together to improve their local area
- Health and Wellbeing
 - People are supported to have a good quality of life and enjoy active and healthy lifestyles

- Organisation
 - A carbon neutral council

6.0 ALTERNATIVE OPTIONS CONSIDERED

6.1 No alternative options were considered. This report is for information only.

7.0 IMPACT ON OTHER SERVICES/ORGANISATIONS

7.1 Service harmonisation will have impact on a wide range of services, but this report is for information only.

8.0 FINANCIAL IMPLICATIONS

8.1 Service harmonisation has financial implications which are/ will be included in reports at the appropriate time. As this report is for information only, there are no financial implications arising directly from the report.

9.0 LEGAL IMPLICATIONS

9.1 North Yorkshire Council as a Unitary Authority has a duty under the Environmental Protection Act 1990 to arrange for the collection and disposal of household waste, and to comply with the waste provisions contained within the Environment Act 2021 and future secondary legislation and statutory guidance.

10.0 EQUALITIES IMPLICATIONS

10.1 The document serves as central point for all the waste collection procedures and processes. Where necessary these policies have been through their own governance process and EIA's, such as Harmonisation of Recycling Collections; Garden Waste Charging; Bulky Waste Collections and Bin Colours.

10.2 Other inclusions in the document such as assisted collections, clinical waste collections and servicing of rural properties are all current procedures operating across most localities at present and do not constitute a significant change in service.

10.3 Some practices are harmonised across the council already such as: servicing of HMO's and flats, placement of bins, frequency of refuse and garden waste, excess waste, larger bins, and bin ownership.

11.0 CLIMATE CHANGE IMPLICATIONS

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Draft Household Recycling and Waste Collection Guidance

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1 Introduction

North Yorkshire Council collects almost 300,000 tonnes of household waste per year from kerbside collections and household waste recycling centres (HWRC's). Wherever possible we apply the waste hierarchy when it comes to waste which means we will prioritise waste reduction, reuse and recycling, and recovering energy from waste that can't be recycled.



Waste which isn't collected for recycling at the kerbside or at the HWRC's is taken to Allerton Waste Recovery Park (AWRP). This is an energy from waste plant which includes three key processes which help reduce the amount of waste we send to landfill: -

- a mechanical treatment plant receives general rubbish mainly originating from household rubbish bins (not recycling) and removes any remaining metal and plastics for recycling,
- an anaerobic digestion plant treats the organic waste part and produces a biogas which generates renewable electricity.
- an energy from waste plant burns the waste which remains after separation of the recyclables and treatment of organic waste, producing steam to feed an electricity generating turbine that produces enough electricity to supply about 40,000 homes.

For more information on AWRP including how you can arrange to visit the facility please see our website <https://www.northyorks.gov.uk/bins-recycling-and-waste/allerton-waste-recovery-park>

2 Climate Change and Waste

North Yorkshire Council aims to become net zero in its operational emissions by 2030. Large quantities of greenhouse gases are generated during the manufacture and transport of goods, food production and waste disposal. Preventing waste, reusing products and recycling materials saves resources and reduces emissions.

Our Climate Change Strategy details all the measures we will take to try to reach our climate goal. This includes: -

1. Taking the waste hierarchy approach to our waste management. We need to encourage behaviour change to reduce, reuse, and recycle to minimise waste. We will focus on reducing the need for unnecessary single use plastics and reducing food waste. We will not replace products until the end of their effective life and will consider eco-design and longevity when purchasing products.
2. Investigating the options to decarbonise the waste collection and disposal systems in North Yorkshire including at AWRP.
3. Supporting delivery of the York and North Yorkshire Circular Economy Strategy in policy development and supporting businesses and communities to deploy 'circular' projects to create a competitive circular economy. Policies such as the Economic Development Strategy and Procurement will influence this area.

3 The North Yorkshire Rotters

The North Yorkshire Rotters, known as the Rotters, promote home composting, reduce, reuse and recycling and the 'love food hate waste' campaigns at events, talks and school workshops across North Yorkshire. These campaigns are promoted to highlight the practical ways that residents can reduce waste, save money and help the environment.

To help tackle these issues and to inspire people to change their waste habits, we coordinate a series of free talks and activities across North Yorkshire supported by the Rotters. For more information of see <https://nyrotters.co.uk/>

4 Background to our collection services

In 2023 North Yorkshire Council formed as a single unitary authority replacing the original two-tier system of seven district and borough collection authorities and the former county council disposal authority.

This document sets out the Council's agreed collection arrangements and policies, it replaces any previous policies and guidance drawn up by the following councils: -

- Craven District Council
- Hambleton District Council
- Harrogate Borough Council
- Richmondshire District Council.
- Ryedale District Council
- Scarborough Borough Council
- Selby District Council

This document aims to provide clear guidance for all residents using our waste and recycling collection services across North Yorkshire.

5 Legislation

North Yorkshire Council as a Unitary Authority has a duty under the Environmental Protection Act 1990 (EPA) to arrange for the collection and disposal of household waste, and to comply with the waste provisions contained within the Environment Act 2021 and future secondary legislation and statutory guidance.

Under Section 46 (4) of the EPA, the Council has specific powers to stipulate: -

- The size and type of the collection container(s)
- Where the containers must be placed for collection and emptying
- The materials or items which may or may not be placed in the container(s).

6 Bins and Containers

Residents are responsible for the storage, safe keeping and cleaning of rubbish, recycling and garden waste containers provided by the council.

All bins remain the property of the Council. When residents move property, they must leave all containers at the property ready for the new occupant to use.

If wheeled bins are damaged or fail, except in the case of deliberate misuse, they will be repaired or replaced free of charge. If while emptying a bin it becomes lost in the vehicle the crews will record this, and the bin will be replaced at no charge. If a bin is lost or stolen, then we will encourage households to try and locate it prior to requesting a replacement and paying the administration fee.

In all other cases an administration fee will be charged for a new or replacement wheeled bin.

General rubbish / refuse

The existing standard wheeled bin size will continue in each locality until recycling services are harmonised and recycling capacity is increased. After this time, the majority of residents will receive one grey 180 litre wheeled bin for general rubbish which can't be recycled or composted. Only properties where the council considers it impractical to use them will get alternative containers. This will primarily be assessed on health and safety or access / external storage grounds. Alternatives may include smaller bins, sack collections, communal / shared bins or alternate collection points.

The standard colour wheeled bin will have a grey body and a grey lid. Rubbish bins are for the disposal of household rubbish which can't be recycled or composted. They should not be used for: -

- Commercial / industrial waste*
- Building material including asbestos*
- Vapes, batteries or anything containing a battery*
- Electrical equipment*
- Needles / sharps and other hazardous clinical waste
- Recyclable waste

*These items can all be disposed of at one of the household waste recycling centres.

Recycling

The council currently collects recycling in a number of different ways across North Yorkshire. This includes a mix of wheeled bin, kerbside box and reusable bag collections. Residents can check what containers are used in their area at <https://www.northyorks.gov.uk/bins-recycling-and-waste/what-goes-your-bin>

At the time of writing there is a proposal for residents to receive two 240L wheeled bins for recycling. One bin will be for the collection of cardboard and paper and the other will be for dry mixed recycling (DMR).

The following material are currently collected across the county for recycling: -

- Glass jars and bottles
- Newspapers and magazines
- Paper and card
- Plastic bottles
- Metal food and drinks cans
- Aerosol cans
- Foil food trays
- Plastic pots, tubs and trays (currently accepted everywhere apart from the Malton area)

From 31 March 2026 cartons will also be collected for recycling along with plastic film and wrapping from 31 March 2027.

The standard colour wheeled bin will be a grey body with a blue lid for cardboard and paper and a grey body with a red lid for DMR.

Garden waste

The majority of residents that sign up to the paid for garden waste will have their garden waste collected in one 240 litre wheeled bin. Where the council considers it impractical to use a wheeled bin, sacks may be offered.

The standard colour wheeled bin will have a grey body and a green lid.

7 Garden Waste Collections

Garden waste collection is a chargeable opt-in service.

1. The garden waste service offers fortnightly garden waste collections between March and November
2. A licence covers one 240-litre wheelie bin to be emptied fortnightly
3. Bins must be presented at the kerbside or collection point (with the licence clearly visible) from the night before, as collections can take place from 6am

What counts as garden waste?

Only the following garden waste will be accepted in a garden waste wheelie bin:

- Cut flowers, plants and weeds
- Grass cuttings
- Hay and straw (no animal bedding)
- Hedge clippings
- Leaves and bark
- Small branches or pruning's up to 5cm thick

- Christmas trees (chopped up small and placed in the bin)
- Windfall fruit from your garden

We can't accept:

- Ash
- Cardboard or paper
- Disposable nappies or sanitary waste
- Food waste including fruit and vegetable peelings
- General household rubbish
- Pet waste
- Plant pots
- Plastic bags including compostable or biodegradable bags
- Rubble, soil, stones and turf including soil from hanging baskets
- Wood

Alternative options

There are alternative options for residents that do not wish to use the garden waste service. These include:

- home composting. Low-cost compost bins are available. Details can be found on the council's website: <https://www.northyorks.gov.uk/bins-recycling-and-waste/reduce-and-reuse/composting>
- garden waste can be disposed of at no cost at one of the household waste recycling centres

8 Contamination

Individual Properties

We operate a three-step approach to contaminated recycling or garden waste bins.

Contaminating a bin once

1. If a bin is identified as contaminated, the crew will log a contamination report.
2. The crew will leave the contaminated bin and put a tag on it to explain why it hasn't been emptied.
3. The bin will not be emptied, and the householder will need to clear the contamination from the recycling bin / garden waste bin in order for the bin to be collected on the next scheduled collection.
4. We will not return to empty a recycling bin / garden waste bin that has been recorded as being contaminated before the next scheduled collection. Contaminating a bin twice (in rolling three-month period)

1. If a bin is identified as contaminated, the crew will log a contamination report.
2. The crew will leave the contaminated bin and put a tag on it to explain why it hasn't been emptied.
3. We will issue a letter and information leaflet to the address. The information leaflet reiterates what materials can be put in each bin and includes graphics as well as text.
4. We will not return to empty a recycling bin / garden waste bin that has been recorded as being contaminated before the next scheduled collection. Contaminating a bin three times (in rolling three-month period)

1. If a bin is identified as contaminated, the crew will log a contamination report.
2. The crew will leave the contaminated bin and put a tag on it to explain why it hasn't been emptied.
3. A further letter will be issued explaining that further action may now take place. This could include a site visit to discuss the issues with the household and if there is no change, the recycling / garden waste bin will be removed from the property.

If at any stage the bin is not reported as contaminated, then the process ends. However, any future report of contamination within a three-month period will lead to further action.

Where a bin has been removed and we are notified of a change of occupier bins will be returned to the property.

Communal Properties

Where the information is available, we hold a database of management companies who have responsibility for communal properties.

1. If a bin is identified as contaminated, the crew will log a contamination report.
2. The crew will leave the contaminated bin and put a tag on it to explain why it hasn't been emptied.
3. We will notify the management company of the contamination.
4. The bin will not be emptied, and the management company will need to arrange to clear the contamination from the recycling bin in order for it to be collected on the next scheduled collection.
5. If the management company are unable to arrange for the contamination to be removed, we may arrange for the bin to be emptied for a charge.

If details of the management company aren't readily available, we will notify all residents directly via letter.

9 Frequency of Collections

The existing collection frequency of general rubbish, garden waste and recycling will continue in each locality. Implementation of the proposed harmonised service will see general rubbish and garden containers emptied fortnightly, and the two recycling containers emptied on an alternate fortnightly basis.

Where collection changes need to take place due to bank holidays or the Christmas period, householders will be notified via social media and the website.

Details of collection days are available on the Councils website.

The collection day will normally be the same day of the week for rubbish and recycling. Garden waste collection may be on a different day of the week.

10 Placement of Bins for Collection and Collection Times

All containers must be presented at the boundary of the property nearest the kerbside, or at the designated collection point, by 6am on the day of collection and taken back within the property boundary as soon as possible on the same day.

Residents must put their containers out for collection no earlier than the evening before collection day. Wheeled bin lids should be closed flat to prevent littering and the contents becoming wet. Containers should be put out for collection every fortnight and residents should not stockpile material.

An assisted collection service is available for residents who are unable to present their containers for collection at the kerbside. See section 16.

11 Missed Collections

All waste containers should be presented by 6am on the scheduled day.

Missed collections can be reported on-line (<https://www.northyorks.gov.uk/bins-recycling-and-waste/missed-bin-or-recycling-collections>) or via customer services (0300 131 2 131).

Residents reporting a missed collection before 4pm on the scheduled collection day will be asked to contact the council again after 4pm or on the next working day. This is to ensure that crews are not just running late.

All crews will make a record of any properties where containers: -

- were not presented for collection or
- in the case of recycling and / or garden waste bins, which were contaminated or
- in the case of rubbish bins, are too heavy or contain unsuitable items

We will not return to properties where containers were not presented at the time of collection or, in the case of recycling and / or garden waste bins, which the crew have recorded the container as contaminated. Where containers are contaminated, the contamination will need to be removed by the resident before the next scheduled collection. See section 8.

Where collections have not been undertaken either because the containers were not presented in time or because they were reported as contaminated, residents can either take their waste to a household waste recycling centre or store their waste until the next scheduled collection.

Missed collections must be reported by 5pm two working days after the scheduled collection day e.g. collections missed on a Tuesday must be reported by 5pm on the Thursday. We will not return for collections reported as missed after this time.

We aim to return to any missed collections within five working days.

Where a street or larger area has been missed due to roadworks, blocked access, vehicle breakdown or adverse weather conditions we will return as soon as feasibly possible. We will share the information via our social media channels and website where appropriate.

Extra waste as a result of missed collection

General rubbish / refuse

We will not take any extra waste when a scheduled collection has been missed and the bin is emptied the next day. When a collection is between 2-3 days late, one extra bag may be taken. Where a collection is missed due to access problems and we are unable to return to empty the bins until the next scheduled collection, a maximum of four extra bags will be taken.

Garden waste

The council is unable to take extra garden waste from properties on a wheeled bin collection as any bags or containers would be contamination. This does not include dedicated garden waste bags issued by the council for those properties on a sack collection.

Extra garden waste can either be composted at home or can be taken to one of the council's HWRC's at no cost. <https://www.northyorks.gov.uk/bins-recycling-and-waste/household-waste-recycling-centres>

Recycling

All glass bottles and jars must be placed in the collection container provided to avoid broken glass being left on the road / footpath. Extra cans and plastic recycling can be placed in clear bags at the side of the relevant collection container.

Large cardboard boxes must be flattened and left neatly at the side of the relevant container on the scheduled collection day. Extra cardboard must be kept dry and so should not be presented when it is raining or left overnight.

12 Bulky Waste

Bulky waste is household waste that either exceeds 25kg in weight or does not fit in the general waste or recycling containers provided by the council. This includes items such as mattresses, sofas, and fridges.

The council operates a collection service for items not suitable for reuse.

What we can collect

Bulky waste can include:

- household furniture such as sofas, beds, and tables
- mattresses
- fridges and freezers
- washing machines and tumble dryers
- cookers and ovens
- carpets
- other furniture or electrical items that won't fit in your wheeled bin

What we cannot collect

- asbestos
- chemicals and other hazardous waste
- builder's waste, soil, garden waste, or rubble
- fixtures and fittings including bathroom and kitchen fittings, doors and windows
- radiators and central heating boilers
- car parts including tyres

- pianos
- commercial waste

Cost of the Service

Charges are reviewed every year and are available on the council's website.

There is a minimum charge for up to two items. A concessionary rate may be available to residents in receipt of a means tested council tax reduction.

Terms and Conditions

- We will only collect items we were told about at the time of booking
- We will only collect items from outside the customers property. They must not be stored in a garage, shed, or other out-building, or be obstructed by vehicles or other barriers. They must be easily accessible for collection and at the closest point to the main road. Customers will be asked to tell us where the items will be left at the time of booking.
- We will inform customers of the day your items will be collected (this is usually within three weeks of a booking being made)
- Collections can start from 6am

Cancellations and Refunds

We will refund a bulky waste payment if:

- A booking has been cancelled with at least two clear working days' notice.
- We were unable to collect items due to operational issues
- We rescheduled a collection to a date which isn't acceptable

Refunds will be made using the original payment method used to make a booking. We can't offer a refund if we attempted to make a collection and couldn't because of:

- locked gates
- blocked access / items were obstructed by vehicles or other barriers
- loose dogs
- items being too heavy
- item description at the time of booking didn't match the item left out for collection
- items being removed by a third party

13 Servicing of flats

Communal / shared bins will usually be provided for flats or apartments where each occupier pays their own council tax as it is not always practical to provide each flat with their own wheeled bins.

We will provide the same capacity for rubbish and recycling as for a standard domestic property.

The size and number of bins will depend on the number of flats in each development.

It will be the responsibility of the management company / landlord to ensure recycling bins are only used for recycling and are not contaminated by general rubbish. Should they become contaminated the usual procedure will apply, and the bins would not be collected until decontaminated.

The Council will assess the servicing of flats on an individual basis and cases will be considered on their merits.

14 Servicing HMO's

Houses of multiple occupation (HMO's) will usually only pay a single council tax for the whole building. In these cases, the council will provide the same capacity as a single standard domestic property (see section 6). Where further capacity is required, it is the responsibility of the proprietor / manager of the HMO to arrange a commercial contract with a supplier, or with the council to collect and dispose of the extra waste.

15 Servicing of rural properties

Where there are one, two or three properties, collection vehicles will not travel on un-adopted roads and so collections will be at the 'lane end'. The exact location will be confirmed with the household.

Where there are four or more properties, a site visit will be conducted to ensure that the road / lane is suitable for access by a refuse collection wagon.

Where un-adopted roads are not found to be suitable, we will agree alternative collection arrangements. This may include provision of sacks.

The council will not accept any liability for damage to un-adopted lanes by collection vehicles.

This approach is consistent with many other councils and supports the council to: -

- Reduce the environmental impact of its waste and recycling fleet by reducing vehicle miles,
- Deliver a cost-effective waste and recycling service,
- Reduce the potential to cause damage to private roads,
- Reduce the risk of damage to collection vehicles.

16 Assisted Collections

We will provide assistance to residents who genuinely need it. We will only offer assistance where there is no one at the property that is capable of presenting waste for collection. We recognise that not all disabilities are visible.

Permanent Assisted Collections

To apply for a permanent assisted collection the following criteria must first be met:

- the resident must permanently reside at the address where the application is being made,
- there must be no other able-bodied people in the property over the age of 16 who could reasonably be expected to present waste containers at the kerbside for collection. In addition, one or more of the following criteria must then be met:
- the resident is elderly or frail and could provide a written reference from a carer or healthcare professional on request,
- the resident is registered blind or partially sighted,
- the resident receives Disability Living Allowance, Personal Independence Payment (PIP) or Attendance Allowance,
- the resident is not in receipt of any disability benefits but could provide suitable documentary evidence of a disability on request.

Temporary Assisted Collections

Residents can apply for a temporary assisted collection for up to 6 months, which can be renewed after 6 months if needed. This may be due to illness (including pregnancy-related illnesses), or recovery from an operation or injury.

To apply for a temporary assisted collection the following criteria must be met:

- the resident must permanently reside at the address where the application is being made,
- there must be no other able-bodied people in the property over the age of 16 who could reasonably be expected to present waste containers at the kerbside for collection.

Proof of eligibility will be required at the time of all applications.

The collection point for the waste must be from a safe, convenient, and easily accessible location for our collection crews. This should be the closest point to the main road. We may need to assess private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collect from a location if it does not meet these criteria.

Waste containers must be stored on the premises in an accessible position. Wheeled bins must be stored on a hard flat surface suitable for wheeled passage, free from steps and protrusions with

sufficient access for bins to pass through. A site visit may be required to confirm this and where the access does not meet these criteria, the resident may be required to leave their waste containers permanently at their entrance and place their household waste in small quantities into the containers as they leave the premises.

How to Apply

You can apply on-line at <https://www.northyorks.gov.uk/bins-recycling-and-waste/get-help-putting-your-bin-out> or call our customer service teams on 0300 131 2 131

Applications will be processed within 10 working days and if successful, the property will be added to the assisted collection round. Containers will then be collected from and returned to the agreed presentation point. Successful applications will be reviewed every two years as a minimum.

17 Responsibility and ownership of Bins

All bins and containers remain the property of the council.

Responsibility for the cleaning of bins and containers remains with the resident.

18 General Rubbish Collection – Excess Waste

We operate a flat lid, no side waste policy.

Where a wheeled bin is provided, all waste must be contained within the bin with the lid closed flat. Waste not contained within the bin with the lid closed flat will be classed as excess waste.

Where a sack collection is provided, a maximum of four sacks per collection will be removed. Any additional sacks will be classed as excess waste.

Collection crews will not take any extra waste from beside or on top of a bin without prior arrangement (e.g., we may take extra waste where collections have been delayed), or wheeled bins which are over-loaded.

The presentation of 'side' waste (extra waste which is placed next to the rubbish bin) does not support waste minimisation principles or encourage residents to maximise recycling.

Where excess waste has been presented at the side of a bin, collection crews will make a record of this and will place the excess bag/s back in the bin once the bin has been emptied. The bin will also be tagged by the collection crew so that residents are aware why the waste has not been removed.

If the lid is raised (known as a crocodile lid), crews will try to close the lid. If the lid will close fully then the bin will be emptied. If the lid will not close, additional bags will be removed from the top of the bin. Collection crews will make a record of this and will place the excess bag/s back in the bin once the bin has been emptied. The bin will also be tagged by the collection crew so that residents are aware why the waste has not been removed.

Where excess waste has not been taken or an overfilled bin has not been emptied, a tag / sticker will be attached to the bin to tell the resident why.

We will not return to properties where bins were not emptied because of excess waste.

Where excess waste has not been collected, residents can either take their waste to a HWRC or store their waste until the next scheduled collection.

Excess Waste due to Missed Collections

See section 11.

19 Recycling – Excess Waste

Extra recycling can be placed in clear or light-coloured bags at the side of the relevant collection container. Extra recycling must not be placed out in black bags.

Large cardboard boxes must be flattened and left neatly at the side of the relevant container on the scheduled collection day. Extra cardboard must be kept dry and so should not be presented when it is raining.

If households are regularly producing more recycling than will fit into their wheeled bin or container, then residents should request an additional container.

Excess Waste due to Missed Collections

See section 11.

20 Larger / Additional Bins

The existing standard wheeled bin size will continue in each locality until recycling services are harmonised and recycling capacity is increased.

Where a 180-litre bin is the standard, residents can request a larger bin if they meet the following criteria:

- The household is recycling as much as possible and presenting all recycling bins on every collection. A site visit may be undertaken to discuss this.
- There are 5 or more people living permanently in the property to apply for an exchange to a 240-litre wheeled bin.
- There are 7 or more people living permanently in the property to apply for a 240 and a 180-litre wheeled bin.

Where a 240-litre bin is the standard, residents can request a larger bin if they meet the following criteria:

- The household is recycling as much as possible and presenting all recycling bins on every collection. A site visit may be undertaken to discuss this.
- There are 6 or more people living permanently in the property to apply for a 240 and a 180-litre wheeled bin.

Proof of residency of all residents must be provided.

If households request, and meet the eligibility criteria for additional capacity, payment of the administration fee, will be required prior to delivery of the bigger / additional bins.

Or

There are less than 5 people living permanently in the property but they are producing large quantities of offensive waste. This does not include small children using disposable nappies. There is no charge for the exchange or delivery of bins in these circumstances.

Charges

Any household requesting a larger bin must complete the application form and a decision will be made on the basis of the information supplied. We will keep a list of households with larger bins, which is reviewed on a rolling two-year basis to ensure that residents still qualify for the larger bin. We will not charge for the delivery of boxes or sacks and charges will not apply as part of any wholesale roll-out of new containers to an area/round.

21 Bring Sites / Mini Recycling Centres

There are a number of bring sites / mini recycling centres around North Yorkshire. These are unsupervised containers where the types of material collected is dependent on the kerbside scheme currently provided. We will review the effectiveness of bring sites / mini recycling centres at the point in time when the kerbside service is harmonised to provide recycling capacity in wheeled bins for all of the core materials streams required for Simpler Recycling.

The effectiveness of these sites will be reviewed with a view to providing residents with capacity to recycle materials that are not collected at the kerbside, such as textiles, wastes electronic and electrical equipment etc. Simpler Recycling material streams collected at the kerbside include paper, cardboard, glass bottles and jars, fibre / plastic composite cartons, steel and aluminium cans, tins, lids, foil, trays and tubes, plastic bottles, pots, tubs, trays and tubes and plastic film from 2027.

22 Clinical Waste

Clinical waste is healthcare waste or similar that can cause disease, is/ or contains a biologically active medicine, is a sharp, or a body fluid/biological material that contains a dangerous substance. Residents will be advised by their doctor or healthcare professional if they have clinical waste.

There is no obligation for councils to provide containers for clinical waste, they should be provided by health care providers. Five out of seven localities do not provide clinical waste containers (sacks and sharps boxes). The proposal is to harmonise this policy in the remaining two localities.

Details of the current clinical waste arrangements can be found at

<https://www.northyorks.gov.uk/bins-recycling-and-waste/clinical-waste>

Hypodermic needles and syringes should never be disposed of in a general rubbish bin, they should put them in a sharps box. These can be prescribed by your GP.

We will not collect pharmaceuticals or drugs; these should be taken to a chemist or pharmacy for disposal. We do not collect clinical waste from businesses or commercial organisations.

23 Offensive Waste

Offensive waste is not clinical waste which can have an offensive odour or appearance but is not infectious and so doesn't need separate collection. Offensive waste must be bagged and put into the general rubbish bin for collection.

Offensive waste includes:

- incontinence pads
- catheter and stoma bags (drained)
- wound dressings (non-infectious)
- soiled bedding (vomit, human waste)
- nappies
- sanitary waste
- plasters
- nasal and respiratory secretions
- condoms
- PEG tubes and stomach-feeding equipment
- Hazardous clinical waste

Residents producing large quantities of offensive waste may be eligible for a larger bin (section 20).

Equality Impact Assessment Screening

<p>Initial equality impact assessment screening form This form records an equality screening process to determine the relevance of equality to a proposal, and a decision whether or not a full EIA would be appropriate or proportionate.</p>			
Directorate	Environment		
Service area	Service Development		
Proposal being screened	Household Recycling and Waste Collection Guidance Document		
Officer(s) carrying out screening	Aimi Brookes – Service Development Manager Tracey Flint – Service Improvement Officer		
What are you proposing to do?	The publication of a guidance document which brings together all harmonised procedures and processes for household waste collection.		
Why are you proposing this? What are the desired outcomes?	As all waste collection services are being harmonised there is a need for all procedures and processes to be contained in one document for ease of access for residents, officers and elected members.		
Does the proposal involve a significant commitment or removal of resources? Please give details.	<p>The document serves as central point for all the waste collection procedures and processes. Where necessary these policies have been through their own governance process and EIA's, such as Harmonisation of Recycling Collections; Garden Waste Charging; Bulky Waste Collections and Bin Colours.</p> <p>Other inclusions in the document such as assisted collections; clinical waste collections and servicing of rural properties are all current procedures operating across the majority of the council at present and do not constitute a significant change in service.</p> <p>Some practices are harmonised across the council already such as: servicing of HMO's and flats; placement of bins; frequency of refuse and garden waste; excess waste; larger bins; and bin ownership.</p>		
<p>Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYC's additional agreed characteristics As part of this assessment, please consider the following questions:</p> <ul style="list-style-type: none"> To what extent is this service used by particular groups of people with protected characteristics? Does the proposal relate to functions that previous consultation has identified as important? Do different groups have different needs or experiences in the area the proposal relates to? <p>If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate. You are advised to speak to your directorate representative for advice if you are in any doubt.</p>			
Protected characteristic	Potential for adverse impact		Don't know/No info available
	Yes	No	

Appendix B

Age		X	
Disability		X	
Sex		X	
Race		X	
Sexual orientation		X	
Gender reassignment		X	
Religion or belief		X	
Pregnancy or maternity		X	
Marriage or civil partnership		X	
People in rural areas		X	
People on a low income		X	
Carer (unpaid family or friend)		X	
Are from the Armed Forces Community		X	
Does the proposal relate to an area where there are known inequalities/probable impacts (for example, disabled people's access to public transport)? Please give details.	No		
Will the proposal have a significant effect on how other organisations operate? (for example, partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.	The document only collates procedures and processes which have either been through the governance process or are widespread across the council already. Therefore, other than simplifying the access to the information, as it's all in one place, there will not be any effect on other organisations.		
Decision (Please tick one option)	EIA not relevant or proportionate:	<input checked="" type="checkbox"/>	Continue to full EIA:
Reason for decision	No adverse effects through the existence of the document itself. EIA's already have been carried out on relevant areas contained in the document.		
Signed (Assistant Director or equivalent)	Michael Leah		
Date	15.01.2025		

Initial Climate Change Impact Assessment

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process. If you have any additional queries, which are not covered by the guidance please email climatechange@northyorks.gov.uk

Title of proposal	Household Waste and Recycling Guidance Document
Brief description of proposal	The publication of a guidance document which includes all harmonised procedures and processes for household waste collection. As all waste collection services are being harmonised there is a need for all procedures and processes to be contained in one document for ease of access for residents, officers and elected members.
Directorate	Environment
Service area	Service Development
Lead officer	Aimi Brookes – Service Development Manager - Waste
Names and roles of other people involved in carrying out the impact assessment	Tracey Flint – Service Improvement Officer – Waste


The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Environmental factor to consider	For the council	For the county	Overall
Greenhouse gas emissions	No effect on emissions	No Effect on emissions	No effect on emissions
Waste	No effect on waste	No effect on waste	No effect on waste
Water use	No effect on water usage	No effect on water usage	No effect on water usage
Pollution (air, land, water, noise, light)	No effect on pollution	No effect on pollution	No effect on pollution
Resilience to adverse weather/climate events (flooding, drought etc)	No effect on resilience	No effect on resilience	No effect on resilience
Ecological effects (biodiversity, loss of habitat etc)	Positive impact on ecology	No effect on ecology	No effect on ecology
Heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

Decision (Please tick one option)	Full CCIA not relevant or proportionate:		Continue to full CCIA:	
Reason for decision	<p>The document serves as central point for all the waste collection procedures and processes. Where necessary these policies have been through their own governance process and CCIA's, such as Harmonisation of Recycling Collections; Garden Waste Charging; Bulky Waste Collections and Bin Colours.</p> <p>Other inclusions in the document such as assisted collections; clinical waste collections and servicing of rural properties are all current procedures operating across the majority of the council at present and do not constitute a significant change in service.</p> <p>Some practices are harmonised across the council already such as: servicing of HMO's and flats; placement of bins; frequency of refuse and garden waste; excess waste; larger bins; and bin ownership.</p>			
Signed (Assistant Director or equivalent)	Michael Leah			
Date	15.01.2025			