



Waste and Recycling Service Collection Policy

May 2023

Background

New Forest District Council is committed to tackling climate change, key to this commitment is the introduction of measures to reduce the environmental impact of waste in the New Forest. The most effective way to do this is to make changes to our frontline collection service and introduce policies that support and encourage waste reduction and recycling practices. In July 2022 the council approved a new Waste and Recycling Strategy for 2022 -2027. This Collection Policy supports the implementation of the new working practices.

Under the terms of the Environmental Protection Act, 1990, New Forest District council (the 'council') is classed as a Waste Collection Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties within the district.

Section 46 of the Environmental Protection Act 1990 (EPA) empowers a Waste Collection Authority to require residents to place household waste out for collection in designated containers and separated into specified waste streams. In so doing it can stipulate:

- The size and type of collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collecting and emptying
- The materials or items which may or may not be placed within the receptacle(s)

The Environment Act 2021 paved the way for consistent recycling collections across England. We must therefore ensure that:

- Recyclable waste is collected separately from other waste
- Recyclable waste includes glass, metal, plastic, paper/card, food waste, and garden waste
- Recyclable waste streams must be collected separately from each other, unless not technically/economically practicable or if there is no environmental benefit in doing so

This document outlines how New Forest District Council intends to deliver waste and recycling collection services to its residents, and the actions required by householders to participate fully in the service.

The service to residents

The property type, access and storage provision will determine the service that is provided to any given household. The core service will be provided to properties wherever possible. Variations will apply if a property is assessed as being unsuitable for the core service based on storage or access restrictions. The assessment of property suitability for the core service is at the discretion of the council. Policies 1-3 outline the 3 types of service the council offer to households across the New Forest. The containers provided must be used to present waste for collection, no other containers will be accepted.

1. The Core Service

Waste Stream	Container	Container Colour	Collection frequency
General waste	180L wheeled bin	Black with black lid	Fortnightly
Mixed recycling	180L Wheeled bin	Black with green lid	Fortnightly
Paper and cardboard	90L reusable bag	Blue	Fortnightly
Food waste	23L external caddy	Brown	Weekly
Garden waste*	240L Wheeled bin	Black with brown lid	fortnightly (subscription)

2. Properties with storage or access constraints

Waste Stream	Container	Container Colour	Collection frequency
General waste	Plastic sacks, max 2 per collection (max 90L), supplied by resident	Black sacks	Fortnightly
Mixed recycling	55L lidded box or clear sack (assessed by waste team)	Black with green lid	Fortnightly
Paper and cardboard	90L reusable bag	Blue	Fortnightly
Food waste	23L external caddy	Brown	Weekly

3. Properties with communal storage areas

Waste Stream	Container	Container Colour	Collection frequency
General waste	Communal bins	Black with black lid	Fortnightly/weekly
Mixed recycling	Communal bins (reusable bags for home storage)	Black with green lid	Fortnightly
Paper and cardboard	Communal bins (reusable bag for home storage)	Blue	Fortnightly
Food waste	Communal bins (5L caddy for home storage)	Brown	Weekly

In addition to the containers set out in policy 1-3 the council will also provide smaller internal waste caddies for residents to use within their home for the internal storage of food waste. For households that use communal storage areas, such as flats, an additional reusable bag will be provided for the storage and transfer of mixed recyclable material from the home to the communal containers.

* Please note the garden waste service is a chargeable service, only residents subscribed to this service will receive these containers.

4. Recycling and waste capacity

General Waste

The standard size containers provided to each household are listed in policies 1 – 3. The council will provide more capacity for larger households and those with additional waste needs (see table below). However, this will be subject to assessment made by the waste team.

Households will need to demonstrate that they are recycling everything that they can and taking measures to reduce general waste before additional general waste capacity is offered, a member of the waste team may visit the property to assess current recycling behaviours.

Applications for additional waste and recycling capacity can be made via the council website if the necessary criteria are met.

Recyclable waste

Requests for additional recycling capacity will be accepted from all residents.

Applications for additional general waste capacity must meet the minimum criteria stated in the table below:

Household type	Provision
Up to 5 occupants	General waste - 1 x 180 litre black wheeled bin Recycling - 1 x 180 litre green lidded wheeled bin (240L on request) 1 x 90 litre blue paper and cardboard sack (extra sack on request) 1 x 23 litre external kitchen bin
<ul style="list-style-type: none"> •6 – 8 occupants •2 or more children in nappies •Additional waste due to medical needs 	<i>(Application process applies)</i> General waste - 1 x 240 litre black wheeled bin Recycling - 1 x 240 litre green lidded wheeled bin 1 x 90 litre blue paper and cardboard sack (extra sack on request) 1 x 23 litre external kitchen bin
9+	This assessment will be made by a Waste Officer
Flats/properties with communal bin areas	Waste and recycling will be contained in communal wheeled bins ranging from 140L for food waste up to 1100L for general waste and recycling. The number and size of the containers will be dependent on the number of dwellings served and the space in the bin storage area. At least 90L capacity per household per week will provided for general waste and mixed recycling. At least 45L capacity will be provide per household per week for paper and cardboard. at least 23L capacity per household per week will be provided for food waste.

The provision of additional waste capacity for any household is a temporary allowance. Should a household be allocated additional capacity, it will be informed of the review date of this service, currently set at 12 months. Upon review, should the household not meet the minimum criteria, additional general waste capacity will be removed.

5. Materials collected¹

General waste

Any domestic household waste that cannot be recycled. Exemptions apply please see **policy 12** of this document.

¹ Materials collected will be reviewed when the input specification of the MRF and Anaerobic Digestion facility is known.

Mixed recycling

All recycling must be clean and dry and added loose to the recycling bin

- Glass bottles and jars
- Plastic pots, tubs and trays
- Plastic bottles
- Aluminium and steel tins/cans
- Cartons/tetra paks
- Tin foil/foil food trays
- Flexible plastic and film

Paper and cardboard

All paper and cardboard must be clean and dry and broken down to fit inside the bag provided, no side waste or cardboard boxes will be collected outside of the bag (an additional bag can be supplied upon request)

- Flattened cardboard boxes
- Newspapers and magazines
- Packaging
- Junk mail and envelopes and greeting cards

Food waste

- Uneaten food and plate scrapings
- Baked goods, bread, cakes, pastries
- Dairy product, eggs, and eggshells
- Fruit and vegetable peelings
- Out of date or mouldy food
- Pet food
- Raw and cooked meat or fish, including bones
- Tea bags and coffee grounds

Garden waste

- Grass cuttings and hedge clippings
- Flowers and non-invasive weeds
- Leaves
- Twigs and small branches (less than 75mm diameter)
- Christmas trees (cut up to fit in the container)

6. Storage and collection points for containers

Household waste and recycling whether placed in a receptacle provided by the council or otherwise must be stored on private property between collection days. Storage is NOT permitted on the public highway. If an occupier continues to store household waste receptacles on the public highway an enforcement process will be followed by the council, see Appendix 1 for the council's enforcement process.

Unless otherwise agreed with the council, householders are asked to place their waste containers at the edge or curtilage of their property, where it meets the public highway. Our operatives will collect the container and return it.

If the property is in a private lane or road, the collection point will, wherever possible, be where the lane or road meets the public highway. Householders are required to return their bins to their property at the end of the scheduled collection day to ensure the highway is not obstructed.

The council reserves the right to change collection points if they are unsafe or impact on the efficiency of collections.

Properties with access to free roaming animals

Residents will be provided with secure containers therefore, all containers should be set out at the edge or curtilage of the property, where it meets the public highway. In some circumstances the council may request that containers are left behind the householder's gate. Safe pedestrian access must be maintained, operatives cannot cross a cattle grid to collect waste and recycling containers.

7. Collections times and presenting waste and recycling

All bins, bags, caddies or lidded boxes must be put out for collection before 6am on the specified collection day. Waste and recycling should not be put out before 6pm the day before the scheduled collection. Collection days can be found on the council website.

Overflowing bins

All wheeled bins must be presented with the lid closed. They must not be overflowing or too heavy for the collection crew to manoeuvre safely. Overflowing or heavy bins will not be collected. A notice will be left on the bin stating why the bin has been left and residents will be required to remove the excess waste and wait for the next scheduled collection.

Food waste²

Food waste bins must be presented with the lid closed. Food waste caddies should be presented with the carry handle in the upright position (which is locked) this reduces the bending over of operatives and ensures the lid is in the locked position.

Garden Waste

² Presentation of food waste and the use of liners will be reviewed when the input specification of the Anaerobic Digestion facility is known.

Full details of the presentation of garden waste for collection is available in the Garden Waste Terms and Conditions.

Following the collection of waste containers, residents are required to remove them from the public highway by the end of the scheduled collection day. Householders that leave containers on the public highway could be subject to the council's enforcement procedure, see appendix 1 for more details.

Missed collections

Our collection crew record the presentation of waste and recycling using an onboard in-cab technology system.

If a bin has not been collected, and there is no notice on it to explain why, it may have been missed by our collection crew. Missed collections can be reported via the council website. Missed collections must be reported by 12pm on the next working day after the scheduled collection day. We will send a vehicle back to collect waste within 2 working days of it being reported.

Before returning to collect any reported missed bins, the in-cab technology system will be checked to ensure the waste was presented on time and in accordance with our collection policy. We will not return to collect a reported missed bin if it is not presented in line with our policy.

8. Extra general waste

Additional household waste or side waste, that is left beside or on top of a black general waste wheeled bin, will not be collected. The lid of the wheeled bin must be fully closed for the collection to take place. If the bin is overflowing and the lid is not fully closed the bin will not be collected. A notice will be left on the bin stating why the wheeled bin and/or additional waste was not collected.

It is the responsibility of the householder to dispose of additional household waste as follows:

- **Place the waste in their wheeled bin awaiting the next collection.**
- **Dispose of the waste at their local Household Waste Recycling Centre (HWRC).**
- **Arrange for any licensed waste carrier to collect and dispose of the waste.**

The council can provide this service via their bulky waste collection. Information can be found on the council website, please note there is charge for this service.

If households leave uncontained additional/side waste on the public highway after the scheduled collection day the council may follow the enforcement process as set out in appendix 1.

Households will be able to set out additional bagged general waste for the first collection of general waste after the Christmas bank holiday. This is a maximum of 1 standard size 90L bag per household of general waste.

9. Extra recycling

Additional household recycling that is left beside or on top of the wheeled bin, will not be collected. The lid of the wheeled bin must be fully closed for the collection to take place. If the bin is overflowing and the lid is not fully closed the bin will not be collected. A notice will be left on the bin stating why the wheeled bin and/or additional material was not collected.

Residents can request additional recycling capacity through the council website. This would be either a larger wheeled bin (240L), an additional paper and cardboard sack, or additional mixed recycling lidded boxes (for households not suitable for wheeled bins).

The householder must have capacity to store any additional containers safely off the public highway.

Households will be able to set out additional mixed recycle for the first collection after the Christmas bank holiday. This should be no more than the equivalent of 1 standard size 90L bag per household. All glass must be contained safely in the wheeled bin or boxes provided.

10. Ownership and replacement of containers

The council requires that all household waste and recycling is placed in receptacles provided by the council.

Bins not supplied by the council will not be emptied.

Residents should number their bin and other containers, so they are identifiable to the property.

The waste and recycling containers remain the property of the council, If you move house the containers must be left at the property. The council reserves the right to remove containers from residents in instances of misuse.

Replacement

It is the householder's responsibility to pay for the administration and delivery of replacement wheeled bins from the council should the bin go missing or be damaged by the householder. Payment should be made online or via Customer Services.

The charge covers the administration and delivery of bins and is intended to encourage residents to take responsibility for the wheeled bins provided and to reduce demand for replacement containers.

However, should any bin be damaged or lost during the crew collection process, the council will replace it at no charge to the resident.

External food caddies, reusable paper and cardboard bags and lidded boxes will be replaced free of charge.

Internal food waste caddies will be provided at the start of the food waste collection service and to new residents. These will not be replaced.

The replacement containers provided (including wheeled bins) will not always be a new container. Pre-used wheeled bins and other containers will be re-distributed wherever possible.

The delivery and administration charges for lost and damaged bins will be reviewed annually in the council's Fees and Charges report. Services charges are also listed in **Policy 19** of this document.

New build properties

Property developers are required to meet the cost of providing bins for new developments and these must be procured through the council. Guidance on the requirements for waste storage and collection at new residential developments, can be found in the Technical Guidance note in the following link:

[Waste Facilities Technical Guidance Note FINAL Feb 2022.pdf \(newforest.gov.uk\)](#)

11. Assisted collections

If residents are unable to put out their household waste to the edge of the property due to a disability, illness or injury, they can request an assisted collection. Assisted collections are available for all waste streams. We will collect the waste from an agreed location, on the normal collection day. We will return all containers after emptying. Assisted collections are only available where there is no one else in the household to help put out your waste for collection.

Assisted collections can be requested on the council website.

Assisted collection requests are reviewed annually and residents will need to reapply to ensure they continue to receive an assisted collection. A member of the waste team may visit the applicant/ property to discuss.

12. Contaminated/rejected bins

The council can only collect bins that contain the correct materials. Operatives will not empty bins if they contain the wrong material, examples of this are listed below although this is not exhaustive:

- The mixed recycling bin contains non-recyclable material or paper and card.
- The paper and cardboard bag contains other materials or wet/contaminated paper and card

- The food waste caddy contains non-food items
- The general waste bin contains material that is excluded from general waste collections. A list of these items can be seen below:
 - Asbestos
 - Commercial or industrial waste
 - Brick rubble, soil, and construction materials
 - Domestic appliances and electrical/electronic equipment
 - Bulky household items or fixtures and fittings
 - House clearance waste
 - knives
 - Green garden waste and soil
 - Hot ashes
 - Medication
 - Clinical waste deemed as infectious
 - Oil and flammable liquids
 - Paints and chemicals
 - Scrap metals
 - Other hazardous waste

Garden waste bins may also be rejected on collection, full details of the presentation of garden waste are available in the Garden Waste Terms and Conditions [insert link]

If households consistently contaminate recycling containers with the wrong materials, the council could follow the enforcement process, set out in appendix 1.

13. Weather and bank holidays

In cases of severe weather, such as snow and ice, it may be necessary to cancel waste and recycling collection services for the safety of the crew and residents. Cancelling collections services is at the discretion of the waste and recycling management team.

Service cancellations will be displayed on the council website, social media and where appropriate a text message or email could be sent to residents that subscribe to the service.

Collection services will take place as normal on banks holidays throughout the year. The exception to this is at Christmas where collections will not take place on Christmas day (25 December), boxing day (26 December) or New Year's Day (1 January). These changes will be posted on the council website and social media. Where possible alternative collection days will be scheduled, which could include weekend collections for some households.

14. Access issues

If our crew cannot access a road or property safely, they will not collect the waste and recycling. there are several reasons why this might happen:

- Road works / road closures
- Fallen trees / overhanging branches
- Poorly parked cars blocking access /building works

If the road cannot be accessed on collection day, the crews will log the reason via the in-cab technology system. Where time allows, they will return twice more, on the same collection day to attempt to access the road, each visit will be logged to ensure customer services have up to date information.

If the collection cannot be made on the same day, where possible, alternative collection arrangements will be put in place within 2 working days, in line with our missed bin collection policy.

For longer term road works/building works/overhanging branches, other solutions maybe sought, which could include temporarily moving the collection point for waste and recycling.

15. Garden waste

The council provide a chargeable garden waste collection service.

Residents can join garden waste collection service at any time of the year, it is a rolling year subscription.

Customers must use a council supplied garden waste wheelie bin to display their garden waste for collection. There is an administration and delivery charge for the garden waste wheeled bins. Current service charges can be seen on the council website.

The policies within this document apply to the garden waste collection service. Additionally, the full garden waste terms and conditions can be found on the council website.

16. Bulky waste

The Controlled Waste (England and Wales) Regulations 2012, sets out what types of household waste are defined as chargeable. The council collect bulky waste items for a small charge.

Residents in receipt of certain benefits can apply for one free collection of up to three items in any one financial year (April to March).

Full details of how to book, the cost of the service, and the items that can be collected can be seen on the council website.

- bulky waste items must be at the front of the property by 6am on the day of collection.
- Upholstered furniture is collected separately from other items due to regulations around the transport and disposal of fire-retardant foam.
- Upholstered items that have been split or damaged, will need to be sealed with tape or plastic, by the resident, before collection.

Upholstered items also need to be protected from the rain and covered. Otherwise, our crews will be unable to collect the items, and another chargeable collection will need to be booked.

- Items must be left outside the property. We cannot enter the house, garage, or shed to collect items.
- We can only collect items which have been specified at the time of booking.
- Cancellations made after 48 hours of booking will not be refunded.

Services charges are also listed in **Policy 19** of this document

[Bulky waste collection - New Forest District council](#)

17. Healthcare waste

Residents can apply for our free healthcare waste collection service if they have a medical condition and are treating themselves at home.

There are two types of healthcare waste: infectious waste and offensive waste. These require different methods of collection and disposal; offensive waste can usually be disposed of as general household waste. However, classification of healthcare waste is determined through a healthcare professional.

This service only collects healthcare waste from households.

The following types of waste will be collected:

- Infectious sharps contaminated with medicines arising from self-treatment (yellow sharps boxes).
- Cytotoxic / cytostatic waste arising from self-treatment (sharps boxes with purple lid).
- Infectious waste, that can be treated, arising from self-treatment (orange sacks).

The following types of waste will not be collected:

- Waste resulting from treatment by a healthcare worker within the home (this is not defined as household waste and will be removed by the healthcare worker).
- Waste arising from commercial premises as defined within The Controlled Waste (England and Wales) Regulations 2012.

Full details of the types of healthcare waste collected, when they are collected and how to apply, can be found on the council website.

[Healthcare waste collection - New Forest District council](#)

18. Business waste

Business waste is everything a business owns, uses or produces that it wishes to dispose of. This includes:

- waste produced while working at private households
- waste produced by contractors working at a business premise
- any waste produced from home-based business activities
- waste produced from holiday lets and B & B's

Every business, no matter how large or small, has a duty of care under Section 34 of the Environment Protection Act 1990 to ensure their waste is collected, treated, and disposed of by an authorised waste service provider. If householders dispose of business waste using their kerbside household collection containers the council will follow their enforcement process.

Business Rates do not cover the removal of business waste.

More information regarding business waste collections can be found at [Business waste - New Forest District council](#)

19. Charges /costs

The council will levy charges for certain services, as follows:

- Garden waste collection service
- Garden waste wheeled bins (administration and delivery)
- Replacement wheeled bins (administration and delivery)
- Business waste collections
- Bulky waste collections

Up to date charges for the services listed can be seen on the council website www.newforest.gov.uk

20. Policy review

The Council has implemented this Waste and Recycling Collection Policy in line with Government legislation.

Officers of the Council will manage and operate the waste and recycling collection service in line with this policy. The Strategic Director - Place Operations & Sustainability is authorised to make technical amendments to ensure it continues to meet the needs of both the Council and its residents and remains in line with Central Government legislation and guidance.

We will review this policy every 3 years, or sooner in the event of a relevant change in legislation or if a significant operational need is highlighted.

Key contacts:

For information on all the ways to contact the council visit the website

- [Contact us - New Forest District council](#)
- Tel. 023 8028 5000
- Email. customer.services@nfdc.gov.uk

To make a complaint please visit the council website for more information

- [Feedback, comments and complaints - New Forest District council](#)
- Email. complaints@nfdc.gov.uk or fill in the [online complaint form](#)

Appendix 1

Enforcement

The primary legislation governing the collection of household waste is S.45 – 46 Environmental Protection Act 1990 (as amended by the Climate Change Act 2008 and the Deregulation Act 2015).

Section 45 states:

It shall be the duty of each waste collection authority—

(a) to arrange for the collection of household waste in its area except waste—

- I. which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting it would be unreasonably high, and
- II. as to which the authority is satisfied that adequate arrangements for its disposal have been or can reasonably be expected to be made by a person who controls the waste; and

(b) if requested by the occupier of premises in its area to collect any commercial waste from the premises, to arrange for the collection of the waste: and

(c) if requested by the occupier of premises in its area to collect from the premises dry recyclable waste or food waste presented for collection, to arrange for the collection of the waste.”

Section 46 states:

Where a waste collection authority has a duty by virtue of section 45(1) to arrange for the collection of household waste from any premises, the authority may, by notice served on him, require the occupier to place the waste for collection in receptacles of a kind and number specified.

In so doing it can stipulate:

- The size and type of collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collecting and emptying
- The materials or items which may or may not be placed within the receptacle(s)

S.46 (6) provides the basis for enforcement of any breach of a s.46 Notice. Essentially, if a person, without reasonable excuse, fails to comply with a s.46 Notice they may be liable to enforcement action.

In order to take enforcement action, an authorised officer of the council must be satisfied that a person has failed without reasonable excuse to comply with a requirement imposed AND that failure has;

- (i) caused, or is or was likely to cause, a nuisance, or
- (ii) has been, or is or was likely to be, detrimental to any amenities of the locality.

The council therefore has the power to follow an enforcement process that may result in the issuing of fixed penalty notice for the following reasons:

- Contamination of waste and recycling containers with the wrong materials
- Waste containers left on the public highway outside of the scheduled collection day
- Uncontained waste or additional/side waste left on the highway

If the council is carrying out enforcement steps, the following is a summary of the process that must be taken by the council:

1. Written warning / waste advisor visit

Issue written warning explaining:

- identify the section 46 requirement with which the person has failed to comply
- how this has (or is likely to) cause a nuisance or have a negative effect on local amenities
- what they must do and how long they've got to fix the problem
- what will happen if they don't comply

2. Notice of intent

Before requiring payment of a fixed penalty notice an authorised officer must serve on the person notice of intent addressed to the occupier by name stating:

- if they continue to default, they may get a fixed penalty and why
- how much they'll have to pay
- that they have the right to explain why they shouldn't have to pay the penalty within 28 days of the day of service.

3. Final notice

A final notice must be served before the FPN, 28 calendar days after service of the Notice of Intent. An authorised officer must consider any representations and take a formal decision to issue a FPN before taking this step.

The notice must name the occupier and tell them:

- why they have been given a fixed penalty
- how much they must pay (maximum full penalty set by our Policy) and how they can pay it
- the deadline for the payment
- what happens if they pay the penalty early, and if there's a discount for early payment
- what happens if they do not pay
- how they can appeal