

Reading Borough Council



Waste Operations Service Standards

APPENDIX A November 2018



www.reading.gov.uk



Reading
Borough Council
Working better with you

Contents

Introduction	4
1. Household waste containers for kerbside household waste collections:	
Grey refuse bin or black sacks	
Red recycling bins or boxes	
Green garden waste bins or bags.	4
Presentation of containers for collection	6
What materials can be placed in each bin?	7
2. Green Garden Waste	9
3. Communal properties	11
Flats	11
Mixed domestic / commercial properties.....	12
4. Waste Electronic and Electrical Equipment (WEEE)	12
5. Bulky Waste Collections (chargeable service)	12
6. Healthcare (Clinical) Waste Collections	13
7. Miscellaneous	14
8. Alternative sites for disposal of waste - Household Waste Recycling Centres (HWRC's).....	14
9. How to contact us	14
10. Future Updates.....	15

INTRODUCTION

Under the terms of the Environmental Protection Act 1990, Reading Borough is classed as a Waste Collection & Disposal Authority and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The type and size of the receptacle required for collection.
- The materials or items which may or may not be placed within the receptacle.
- Where and when the receptacles must be placed for collection

As part of the Waste Minimisation Strategy 2015 - 2020, the council is committed to providing a full collection service to all properties as well as increasing recycling re-use and composting rates and reducing the amount of waste sent to landfill.

This Service Standard sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service.

1. HOUSEHOLD WASTE CONTAINERS

This section covers the following waste receptacles for kerbside household waste collections:

Grey refuse bin or black sacks
Red recycling bins or boxes
Green garden waste bins or bags.

- 1.1. Each household is required to have one standard size grey bin and at least one red recycling bin.
- 1.2. Properties with 5 or more adults permanently residing at the property may be eligible to purchase a larger grey 360l grey bin. Householders must apply to the Council for a larger bin and following a residence check a Waste Minimisation Officer will assess their current waste practices before agreeing to a larger bin.
- 1.3. HMO properties (classified as properties with 5 or more people from 2 or more separate households) with 5 or more adults permanently residing at the property may be eligible to purchase a larger grey 360l grey bin. Licence holders/managers must apply to the Council for a larger bin.
- 1.4. Households with more than one child in nappies, may be eligible to have an additional sack (provided by the council) collected for 12 months on the scheduled domestic waste collection day. Residents will need to apply on an annual basis.

- 1.5. Properties that accumulate non-hazardous clinical waste (incontinence pads, stoma bags etc.) will be reviewed every 2 years for eligibility.
- 1.6. Households who have limited/ no curtilage or who are in a road with limited width for a kerbside collection vehicle are required to present up to 3 black sacks on a weekly basis or clear recycling bags (provided by the council) on a fortnightly basis.
- 1.7. Developers are required to provide one of each grey and red bins for use by households in new or converted properties.
- 1.8. Green wheeled bins or re-usable green bags can be purchased for collection of garden waste. The council will only collect green bins or bags that have been purchased from the council.
- 1.9. Additional or replacement recycling bins will be provided by the council free of charge to encourage households to participate in or increase their recycling.
- 1.10. Grey and green waste bins will be replaced by the Council if the bin falls into the waste collection vehicle on collection day or the collection vehicle damages the bin on collection, no charge will be made for a replacement or delivery.
- 1.11. In the event that a bin is stolen from within the householder's property boundary the householder is expected to pay for a replacement bin. If a bin is lost under any other circumstances the Council will use its discretion in re-charging for a replacement.
- 1.12. Where a householder damages a grey or green bin, (e.g. by using hot ashes or modifying the bin) a replacement will be provided at cost and a delivery charge will be made.
- 1.13. Households are required to purchase replacement grey or green bins for those that have been damaged through general wear and tear (eg. loose wheels, cracked body or lid).
- 1.14. New or replacement bins will usually be delivered within 20 working days after payment for grey and green bins or when requested for red bins.
- 1.15. All of these bins are provided for domestic purposes only. Their use for commercial purposes is illegal.
- 1.16. All new, replacement or additional bins of any colour are subject to a delivery charge (other than those we damaged or lost in the lorry)
- 1.17. All bins remain the property of the households and can be taken with them if they move.

- 1.18. Householders are responsible for the upkeep of all wheeled bins on their property.

Presentation of containers for collection

- 1.19. Householders can find information about their collection days and view an online calendar on the Council's website.
- 1.20. Unless otherwise notified, bins are emptied on the same day of each week and should be placed out for collection on alternate weeks, black sacks are collected weekly.
- 1.21. Households with a bag collection need to ensure that bags are not presented in bins for collection. The sacks should be removed from the bins and placed on the pavement/footpath.
- 1.22. It is the householder's responsibility to place the bin, bag or box at the boundary of their property by 7am on the day of collection. If the bin is not out by the time required the crews will not return to collect the bin until the next scheduled collection.
- 1.23. We offer assisted collections to households for elderly and/or infirm residents who do not have an able bodied person in the household to present the bins at the kerbside.
- 1.24. Bins, bags or boxes should be placed on the nearest public (Council maintained) pavement/footpath, normally in front of the householder's property in a position that does not obstruct access to pedestrians and other users.
- 1.25. Where there is no pavement adjoining a property (i.e. the property is next to the road), residents must place their bin, bag or box on collection day just inside the curtilage of their property adjacent the edge of the road).
- 1.26. The collection crews should not have to walk to retrieve bins more than 15 metres for 2 wheeled bins and 10 metres for 4 wheeled bins according to current British Standards.
- 1.27. Only bins that have been missed by the collection crew will be returned to. Bins which have not been presented by the stipulated time will not be collected as missed bins. Missed bin reports may be verified by the crew records and camera footage from the collection vehicles.
- 1.28. Residents are required to report missed bins by 5pm the working day after the scheduled collection. We will return to missed bins within 7 working days of it being reported.
- 1.29. The Council reserves the right to change the location of any collection points for operational reasons.

1.30. Collections will normally be provided from private/un-adopted roads where the following conditions are met and maintained:

- i) Road Surface - roads must be of sound construction to a suitable hard surface free of potholes and obstructions, which could cause damage to the vehicle.
- ii) Road Width - the minimum road width to be not less than 3.2 metres with no obstruction from trees, shrubs, etc which could cause damage to the side of the vehicle.
- iii) Height Clearance - the minimum clearance should not be less than 4 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the lighting on the roof of the vehicle
- iv) Turning Area - where a through road does not exist, a suitable turning area must be available to allow the vehicle to turn round. The turning area should be sufficient to allow the waste collection vehicle to turn with no more than three manoeuvres- i.e. 10.22 metres kerb to kerb.

1.22 The Council monitors compliance with these conditions. Should the situation deteriorate to the extent whereby the Council cannot be reasonably expected to continue the service, residents will be asked to take their wheeled bins to the nearest public highway on collection day unless a suitable accessible alternative location can be agreed.

1.23 Bins, bags or boxes must not be left on the public highway or footpaths after collection day (Highway Act 1980).

1.24 Residents are responsible for ensuring that there are no parked cars belonging to their household or visitors which impede access for waste collection vehicles on collection day. The Council is required to make reasonable efforts to collect bins provided it is safe to do so. If bins cannot be collected on the due day they will not be emptied until the next collection.

What materials can be placed in each bin?

Grey Refuse bin

1.25 The grey refuse bin is for waste that cannot be recycled either via the kerbside collection, at local recycling banks or the Household Waste Recycling Centre (HWRC) in Island Road. The material in the grey bin is either sent to landfill or to an Energy from Waste facility (EFW) which are both more expensive forms of disposal than recycling.

1.26 The lists below refers to items that can and cannot be placed in the grey bins:

Yes Please	No Thank You
General waste which can't be recycled, reused or composted:- Food waste Plastics other than plastic bottles Polystyrene Nappies and sanitary waste	Recyclable and garden waste that can be placed in the red or green bins. Small Waste Electrical and Electronic Equipment (Weee) Rubble and soil Hot ashes Hazardous waste which includes but is not limited to:- Hazardous clinical waste (sharps, blood products) Asbestos Pesticides, paint and oils

- 1.27 Bins are designed to be emptied safely with lids closed. Collection crews will remove any items not contained within the bin and will not collect that excess waste.
- 1.28 Any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected and if it is not removed from the public highway will be regarded as fly tipping.
- 1.29 Grey bins found to contain waste which is not household waste (e.g. vehicle parts, hazardous materials, builder's rubble, concrete, business waste, etc.) will not be emptied. There is a weight limit for wheeled bins of 75 kilograms. Any bins exceeding this weight cannot be emptied by the vehicle and residents will be required to remove all heavy items before the next scheduled collection. The crew will report this on their schedules. Crews will not return to collect bins which have been made lighter until the next scheduled collection.

Red recycling bins/boxes

- 1.30 Householders are asked to ensure recyclable containers (plastic bottles/tins) are rinsed out and lids are removed from plastic bottles.
- 1.31 The list below refers to items that can and cannot be placed in the red bins/boxes:

Yes Please	No Thank You
Paper & Card Junk mail & flyers Plastic bottles (drinks, toiletries, bleach & detergents)*no lids Empty drinks and food cans	Trade Recycling Glass Bottles and jars Food waste Nappies or sanitary waste Plastic bags

Empty Aerosols Clear plastic food trays Ice cream & margarine tubs Yoghurt, cream, soup & snack pots Cosmetic pots and tubs (no lids) Foil trays and clean foil Cartons (no lids)	Black plastic food trays Food wrappers Kitchen towels, tissues and wet wipes Polystyrene Textiles
---	--

- 1.32 Small amounts of shredded paper can be sent for recycling provided they are placed in an envelope or cereal box. Loose shredded paper causes problems with the sorting equipment.
- 1.33 All recyclable waste should be placed loose in the red bins/boxes **not in plastic bags as this makes it difficult to separate.**
- 1.34 Large cardboard packaging boxes should be folded or cut up and placed in the bin. If they will not fit in the bin they should be placed neatly next to the bin on the day of collection to keep the cardboard as dry as possible. Larger items of cardboard should be taken to the Household Waste Recycling Centre in Island Road
- 1.35 Bins/boxes containing items other than those described in paragraph 1.30 “Yes Please” will not be emptied and will be classed as ‘contaminated’. When found, the Council will leave the bin/box and report it to the contact centre. It will be the responsibility of the individual householder to remove the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- 1.36 Excess recyclable waste only can be placed in cardboard boxes by the side of the bin/box on collection day.
- 1.37 If households have a need for an additional bin/box for recycling they may request one by contacting us using an online form of the Council’s website www.reading.gov.uk or contacting us on 0118 9373 787

2. GREEN GARDEN WASTE

- 2.1 The green waste collection service is undertaken 50 weeks of the year for households that maintain their own gardens.
- 2.2 Households will be required to purchase a green waste container(s) from the Council or to have previously purchased a green waste container(s)
- 2.3 The subscription will run from 1st April to 31st March with the fee being paid in advance of 1st April. Householders requesting the service after this date, will be charged the annual subscription pro rata.

- 2.4 Upon receipt of the annual charge, the Council will issue a sticker to the resident that should be placed on the back of the bin just under the handles. Green waste bins will not be collected unless they have a sticker provided by the Council in place.
- 2.5 The price is set for all residents and concessions will be given only to those on certain benefits according to the Council's Policy relating to such subsidies.
- 2.7 The list below refers to items that can and cannot be placed in the green bins/bags:

Yes Please	No Thank You
Grass cuttings and leaves Flowers and annual weeds Hedge clippings Very small amounts of turf and soil Small branches up 100mm thick	Animal waste, bedding and straw Gravel, rubble or hard core Food waste (including fruit & veg) Large amounts of turf or soil Waste from a gardener or contractor working at the property

- 2.8 All green waste should be placed loose in the green bins/bags **not in plastic bags.**
- 2.9 Bins/bags containing items other than those described in paragraph 2.7 "Yes Please" will not be emptied and will be classed as 'contaminated'. When found, the Council will leave the bin/bag and report it to the contact centre. It will be the responsibility of the individual householder to remove the items causing contamination and dispose of them correctly. The Council will not return until the next scheduled collection
- 2.10 Green bins/bags need to be presented at the curtilage of the property with the handles facing the road and away from the other grey and red bins by 7am on the morning of collection. The Council will not return to properties that have presented their green waste containers until the next scheduled collection.
- 2.11 Any green waste presented in containers other than those purchased from the council will not be collected.
- 2.12 Green bins are designed to be emptied safely with lids closed; therefore any overloaded and overweight bins exceeding 60kgs will be rejected and not emptied.
- 2.13 In freezing weather it may not be possible to empty green bins as the contents become frozen. The crew will inform the contact centre and emptied on the next scheduled collection.

- 2.14 If households have a need for an additional bin/bag for green waste they may request one by contacting us using an online form of the Council's website www.reading.gov.uk or contacting us on 0118 9373 787

3. COMMUNAL PROPERTIES

Flats

- 3.1 The Council currently provides weekly or fortnightly refuse collection services for residents living in purpose-built blocks of flats, with separate collections of recycling undertaken on a fortnightly basis.
- 3.2 The collection frequency for all new developments and new build/converted properties will be on a fortnightly basis for both household and recyclable wastes.
- 3.3 It is the responsibility of the developers or managing agents to provide the correct number of bins for both household and recyclable wastes. The Council has produced information and guidance for developers and managing agents about the Council's requirements for the management of waste in developments which can be found at www.reading.gov.uk/
- 3.4 The council will work with developers and managing agents to ensure the correct number of bins are in place in relation to the number of properties.
- 3.5 Where there is limited access to collect bins from a designated bin store (internal or external). The Council will request that managing agents/housing associations make arrangements for the bins to be presented as a designated collection point and returned to the bin store area after collection.
- 3.6 It is the responsibility of the Managing Agent/Housing Association to ensure that all bins and bin stores are secure and access and lighting is maintained.
- 3.5 Large or hazardous items are not to be placed in the communal bins e.g. furniture, electrical items, vehicle parts, hazardous materials, builder's rubble, large DIY items and concrete. See section 5 for details of the Council's chargeable bulky waste service.
- 3.6 Bins are designed to be emptied safely with lids closed; therefore any over filled bins will have any bags or other items not contained within the bin removed and placed in the bin store area.
- 3.6 Excess or side waste is not permitted and if the crews cannot access the bins they will not be emptied. The Managing Agent / Housing Association will be contacted to rectify the situation. When the area has been cleared the bins will be emptied on request of the Managing Agent / Housing Association and when payment has been made for a revisit. Otherwise the bins will be emptied on the next scheduled visit.

- 3.7 Communal recycling bins containing items other than those described in paragraph 1.30 “Yes Please” will not be emptied and will be classed as ‘contaminated’ . The Council will on request empty the contaminated bins when payment has been made for a revisit. Otherwise the bins will be emptied on the next scheduled visit (if not contaminated).

Mixed domestic / commercial properties

- 3.8 Business properties with living accommodation attached, e.g. Flats above shops or flats/developments where there are commercial businesses included on the same site (e.g. hairdresser, food outlet, grocery shop) must have separate lockable bin areas. The managing agents/landlords will need to provide the containers for both domestic and household waste to ensure properties have the standard household waste collection service. The bins provided for domestic purposes must not be used to dispose of any business waste. Anyone found using bins in this way may be subject to prosecution under the Environmental Protection Act 1990 and the bins may be removed.
- 3.9 Flats above shops that don’t have access to bins, will be required to present their waste in black bags in designated collection areas set by the Council.

4 . WASTE ELECTRONIC AND ELECTRICAL EQUIPMENT (WEEE)

- 4.1 The council provides a collection service for small electrical items from households that present their own individual recycling bins for kerbside collections.
- 4.2 The items - which include electric or battery-powered children’s toys, hairdryers, toasters and power tools - should be left in an untied carrier bag next to the red bins or boxes on collection day. They should not measure any more than 30cm x 24cm and any power cables can also be included.
- 4.3 The crews will take one bag per household on each recycling collection and the items will be placed in special collection cages on the refuse lorries.
- 4.4 Where items are too large to be collected, the crew will place a sticker on the bag advising the resident of how to dispose of the item.

5 . BULKY WASTE COLLECTIONS (chargeable service)

- 5.1 This Council operates a discretionary service for the removal of up to five domestic household goods (generally items that you would take when you move home) for a charge.
Full details of what the Council will collect and its charges can be found at:
www.reading.gov.uk/rubbish

- 5.2 There is a charge for the first item, and a smaller charge for up to four additional items.
- 5.3 Households can request a bulky waste collection either online at www.reading.gov.uk/rubbish or contact us on 0118 9373 787
- 5.3 Collections will be made with five working days from receipt of payment with the East of Reading collected on a Monday, the West on Wednesday and Fridges/Freezers on a Friday.
- 5.4 The Council will not collect any items other than those stated on the website.
- 5.5 Items must be left on the day of collection in a location from where they can be easily retrieved and without causing a risk to the public. Collection staff will not enter a property to collect items.
- 5.6 In the event that there are too many requests for a particular day, the Council reserves that right to change the collection day after notice is given to the resident.

6. HEALTHCARE (CLINICAL) WASTE COLLECTIONS

- 6.1 If the resident is self-treating a medical condition and has healthcare/clinical waste which could potentially carry an infection (e.g. needles, syringes or other sharp instruments, any waste which includes blood or body fluids, human tissue, swabs or dressings, drugs or other pharmaceutical products), the Council will collect these on request.
- 6.2 Residents requiring a clinical waste collection should be referred to the Council by their GP Surgery, District Nurse or NHS Trust. Such referrals should be in writing either by letter or email, and be clearly identifiable as coming from the patient's medical providers.
- 6.3 The Council's contractor (Grundon) will provide the first container and replacement containers on collection. Replacements are based on the same number of containers left as those collected (i.e one for one)
- 6.4 Residents are required to leave the clinical waste for collection on their own property, usually in a discreet location agreed prior to the commencement of collections. Replacement containers are left in the same location.
- 6.5 Collection currently takes place on a Tuesday and collections may occur early morning through to late afternoon on that day. Residents will be informed by telephone if there is any delay or change to this collection day.
- 6.6 It is the surgery or NHS trust's responsibility to update the Council when a patient no longer requires a clinical collection.

6.7 If no clinical waste has been presented from a regular user of the service for 3 consecutive weeks, the residents will be contacted to confirm they still require the service.

6.8 The council will make a charge for the collection (not disposal) of these wastes per visit.

7. MISCELLANEOUS

7.1 Waste Minimisation & Recycling Officers monitor contamination reports from collection crews to identify properties that are having difficulty recycling and continually place the wrong items in their red recycling bins. The Officer will visit the household, undertake an assessment of their waste capacity and any issues relating to recycling and make recommendations for improvements.

7.2 The Council reserves the right to amend the collection frequency and time of collections at any time and for any reason.

7.3 The Council reserves the right to withdraw any discretionary services at any time.

8. ALTERNATIVE DISPOSAL OF WASTE - HOUSEHOLD WASTE RECYCLING SITES (HWRC'S) and RECYCLING BANKS

2.3 Residents use either the Smallmead or Longshot Lane HWRC's to dispose of excess waste and recycling materials. Details of the arrangements can be found at:

www.reading.gov.uk/rubbish.

These sites are operated on behalf of the Council and its other partners, Bracknell and Wokingham Councils by re3 Ltd. The site is their responsibility.

2.4 Residents can recycle glass bottle and jars and textiles at any of our neighbourhood recycling sites throughout the Borough, the location of which can be found at:-

www.reading.gov.uk/rubbish

9. HOW TO CONTACT US

9.1 Residents wishing to make service request, or enquiry can either fill out an online Webform at www.reading.gov.uk call 0118 9373 787 or write to Neighbourhood Services, 19 Bennet Road, Reading, RG2 0QX

9.2 Residents wishing to make a compliment or complaint www.reading.gov.uk/complaintorcomment call 0118 9373 787 or write to Neighbourhood Services, 19 Bennet Road, Reading, RG2 0QX

9.2 Residents wishing to make comment or complaint about the re3 Ltd facilities at Longshot Lane or Smallmead should contact re3 Ltd: Smallmead Waste Management Park, Island Road, Reading, RG2 0RP; Tel: 0800 9883023, website: <http://www.re3.org.uk/opening-and-access-times.asp>.

10. FUTURE UPDATES

11.1 These operational procedures are kept under review in light of the ever changing operational demands. The current version will be published on the Council's website.