

Rotherham Metropolitan Borough Council (RMBC)
Kerbside Residential Waste Collection Policy

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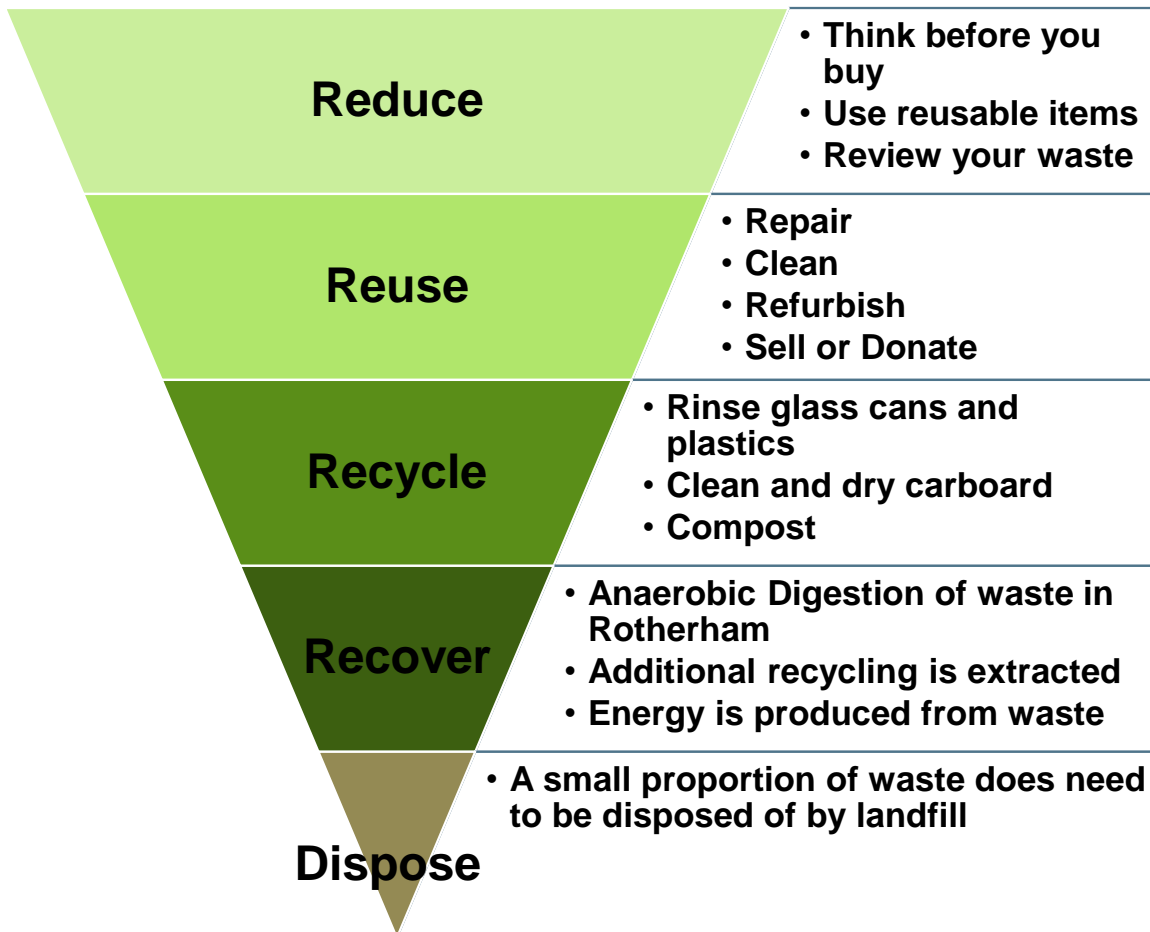
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1. Introduction

Rotherham Council offers a kerbside waste collection service in accordance with its legal obligations outlined in Sections 45 and 46 of the Environmental Protection Act 1990. This policy is required to ensure that the Council operates a safe, efficient and effective kerbside waste collection service for residents of Rotherham in line with the Council's statutory and legal requirements and to support the Council's priority to deliver a cleaner, greener local environment.

Rotherham Council strives to ensure that all the waste material it collects, or is collected on its behalf, is treated in line with the waste hierarchy, which is presented below and seeks to minimise and effectively manage waste.



2. Definitions

RMBC (the Council)	Rotherham Metropolitan Borough Council
HWRC	Household Waste Recycling Centre
Additional and Side Waste	Any waste that is presented alongside the bins.
Crews	A waste collection team consisting of a driver and loaders

3. Scope

This Policy applies to the collection and disposal of residential waste and includes the collection of general waste, glass cans and plastics alongside paper and card, which is a universal service. This Policy also covers garden waste collection, which is a paid for subscription-based service.

4. Policy Statement

All households in Rotherham are entitled to access the kerbside waste collection service. This includes collection of general household waste and collection of recyclable waste as part of the council's standard service. Additionally, on a subscription-based service, households can have their garden waste collected. In order to protect the Environment and achieve the Council's aims, the Public are an essential partner in the effective management of waste.

Non-household premises such as businesses, charities or schools can receive a commercial waste collection and are not covered under this Policy.

Rotherham strives to ensure that wherever possible waste material is treated as high up the waste hierarchy as possible. The hierarchy begins with waste prevention, and is followed by reducing waste, reuse of items, recycling, energy recovery and finally disposal.

5. Waste Containers

The Council's legal obligations are prescribed in the Environmental Protection Act 1990. The collection of waste and recyclable materials, their frequency, segregation and the containers used for collection are undertaken in accordance with the provisions of the Environmental Protection Act 1990: Sections 45 and 46.

Rotherham residents are required to have three bins in line with the specifications set by the Council:

- 180L Pink Lid Bin (General Waste)
- 240L Green Bin (Paper and Cardboard)
- 240L Black Bin (Glass, Metal, Plastic)

Rotherham residents may also sign up for a paid subscription to a fourth bin:

- 240L Brown Bin (Garden Waste)

Rotherham residents must purchase replacement bins due to the existing bin being damaged or stolen. See section 15 for more details.

Communal Properties such as flats or maisonettes are required to purchase a communal bin. The size, specification, and number of which will be prescribed by the Waste Management Service, working with the housing provider or landowner.

- 1100 litre Communal Bin

A domestic clinical waste collection service is also available on referral from Health Services.

6. Collection of Household Waste

General household waste is contained in the Pink lidded bin and is collected once a fortnight. Paper and cardboard is contained in the green bin and is collected once every 4 weeks. Glass, cans and plastic packaging is contained in the black bin and is collected once every 4 weeks, as per the collection calendar.

Collections of the chargeable garden waste is contained in the brown bin and is subject to differing collection frequencies, which will be set out annually by the Council.

Details of materials that can be placed in the various bins and details of how and where to recycle other materials (Bring sites and Household Waste Recycling Centres) can be found on the Council's web site:

<https://www.rotherham.gov.uk/homepage/40/a-to-z-of-waste>

A small number of properties, some large communal dwellings and flats may receive differing collection schedules or frequencies due to the nature of the premises or access restrictions.

7. Collection Days

At the beginning of the calendar year, the Council will issue a waste collection calendar to each Rotherham household, informing residents of their collection days for the upcoming year. Residential waste collection will take place between Monday and Friday.

Collection days are also accessible via the Council's website:

<https://www.rotherham.gov.uk/bin-collections> or through the Rotherham Bin App.

Any changes to the collection schedule will be communicated by the Council as quickly and effectively as possible.

If required, the working day may be extended and go on to include a Saturday or Sunday in order to make or complete the scheduled collections, should there be any disruption to the normal days of service.

The kerbside collection service continues to operate on all bank holidays except for:

- 25th December
- 26th December
- 1st January

To ensure full-service coverage over the Christmas period, collections may be rearranged to different days, including Saturdays or Sundays.

Rotherham residents have a responsibility to present their waste and recycling on the kerbside no later than 7:00am on their assigned collection day, and no earlier than 7pm the previous evening. Once the bin has been emptied, residents are asked to remove their bin as quickly as possible and no later than 7pm on the day of collection.

Some residents may require assistance with presenting their bins. This is outlined in Section 6.16 Assisted Collection Service. If a bin is inaccessible, e.g. behind a locked gate, the collection will not be made, and the resident will have to wait until the next collection date. Residents are asked to be considerate when parking their vehicles and ensure that they do not block access to other household bins.

8. Specification of Household Waste Containers

Residents are required to manage their waste and are encouraged to recycle and compost as much as possible. The containers used to prevent waste must be provided by the Council only contain the correct materials in each container.

The colour of bin and number of bins presented must also be adhered to, to ensure that the containers are emptied. Crews are instructed only to empty the correct colour and allowed number of containers to prevent contamination and encourage recycling. Crews will only collect containers that are recorded on the Council system, any unauthorised containers will be reported and removed.

The Council will only collect containers that meet the below specification and are the correct colour and out for collection at the correct date and time.

- Recycling Containers – Capacity: 240L, 575mm (w) x 582mm (d) x 1066mm (h), Wheel Diameter: 200mm and EN840: 2012 approved & certified (Green – paper, Black – plastic)
- Standard Household Waste Container – Capacity: 180L, 578mm (w) x 645mm (d) x 1050mm (h), Wheel Diameter: 200mm and EN840: 2012 approved & certified (Black with pink lid)
- Additional Household Waste Container – Capacity: 140L, 480mm (w) x 550mm (d) x 1060mm (h), Wheel Diameter: 200mm and EN840: 2012 approved & certified (Black with pink lid)
- New or replacement containers must be purchased directly from RMBC (see Section 6.11). Collections will only be made in line with the Council's waste collection policies.

This policy will be monitored and enforced by the Council. Misuse of containers and the use of unsanctioned additional wheeled bins will be recorded, and the Council will not collect these additional bins, arranging for removal where appropriate.

If an additional wheeled bin has been removed in error, residents can phone the Council on 01709 336003 for further investigation.

9. Garden Waste

All households in Rotherham can access the kerbside chargeable garden waste collection service.

This is an annual subscription service. This service will be delivered in line with the specific terms and conditions agreed at the time of purchase. Customers must ensure the correct container is presented with the licence sticker attached, on the scheduled collection day.

The Council will issue waste collection calendars, following subscription, to households who participate in the service. In addition, collection schedules can be seen on the website at <https://www.rotherham.gov.uk/bin-collections> .

10. Additional Waste

This section outlines the Council's position on waste presented for collection that is not contained within a closed lid wheeled bin. I.e. Side waste or wheeled bins with open lids.

Residents are asked to manage and sort their household waste responsibly and ensure that all waste is contained within the correct bins with lids fully closed. The Council will not collect additional waste presented with the bin. If a bin is presented with the lid raised, the bin may not be collected or may only be partially collected.

If extra waste is presented outside of the bin, the collection crew will not collect the excess waste. Residents can either place the excess waste in the correct empty bin for collection on their next scheduled collection or take the waste to one of the Household Waste Recycling Centres (HWRCs) for disposal. Details of the HWRCs including locations, opening days and materials collected can be found on the Council's website.

A record of when excess waste has been presented and not collected by the crew will be recorded as part of the collection crew's duties. Where customer's repeatedly present extra side waste information will be passed on to the Council's Enforcement team, who may seek to take appropriate enforcement actions in line with the powers of the Authority as prescribed by the Environmental Protection Act 1990 and Clean Neighbourhoods Act 2005.

11. Waste Containers on the Highway and Footpaths

This section outlines the Council's position on how household waste bins should be presented for collection. It aims to inform residents, ensure safe practices on highways and footpaths across the Borough, minimise access issues for pedestrians and remove potential hazards to the visually impaired and residents using mobility aids or with pushchairs.

The Policy allows residents the flexibility to present containers for collection at a time convenient for them whilst ensuring bins are not left on footpaths or the highway for an excessive amount of time. To achieve this, residents are asked to present their containers for collection at the kerbside no earlier than 7pm on the day before

collection and no later than 7am on the day of collection. After collection residents must remove the bins from kerbside no later than 7pm on the day of collection.

Residents are advised to ensure that the correct waste bin is presented for collection on the correct day of the collection cycle. If a waste container is not presented on the correct day, it will not be collected until its next scheduled collection and should be removed by the resident from the highway as prescribed above.

Where complaints are received of bins being left on the highway the Council's Enforcement Team may contact the resident responsible to ask them to remove their bin from the kerbside and adhere to associated legislation. If the bin is not removed or subsequent incidents occur, further enforcement action will be considered.

12. Spillage

The Policy ensures that the Council's collection crews will clear any spillage that has occurred during the emptying of the bin. Until the bin is collected, its contents are still the responsibility of the Household. Therefore, even when presented at kerbside it is the resident's responsibility to ensure its content is secure and to clear up any spillage, windblown material or waste from containers that have been overturned. Collection crews will not clear up waste from spilled or overturned bins unless caused by the crew.

If, for whatever reason, this does not occur, residents may contact the Council, within 24 hours of collection, giving details of nature, location and confirmation of what was witnessed. Where a report is received in the timeframe above the Council will review the available images from the vehicle CCTV to make sure the bin was presented correctly and where fault is accepted, make arrangements for the spillage to be cleared, otherwise this will remain the responsibility of the resident.

Should the customer feel the decision not to return is incorrect; they have the right appeal under the Council's complaints procedure. Upon receipt of such an appeal a Senior Officer will be nominated to investigate the reasons for the decision and determine any appropriate actions.

13. Missed Bins

This section outlines the procedure where the Council has failed to collect a container on the due date and where the failure to collect is no fault of the resident. This section also sets out what action will be taken by the Council to rectify the situation.

Where a container has been presented on the scheduled day and in line with this Policy, but collection has not occurred, the resident must report it either on the day of collection or the next working day. Any missed bin reports that come in after the above prescribed period will not be collected ahead of the next scheduled collection, no additional side waste will be collected.

Collections may be made on weekends, where the Council have not been able to complete collections on their normal scheduled days in the event that operational or access issues prevent collection.

Residents can register a missed collection in the following ways:

- Online: <https://www.rotherham.gov.uk/rubbish-recycling/missed-bin-collection/1>
- Via the telephone through the contact centre – 01709 336003
- Via the Rotherham bins app

On receipt of a missed collection the Council will check via its in-cab recording system if a container was presented at the correct time and location or if there were any other issues affecting collection. Where a missed collection has occurred arrangements will be made for the crew to return to the property and collect within 5 working days of the report. All containers must be accessible until the collection is complete.

Where the Council can establish that a missed collection has not occurred, where the bin was not correctly presented or was contaminated, for example, the Council will not return ahead of the next scheduled collection date.

Should the resident feel the decision not to return is incorrect; they have the right to appeal under the Council's complaints procedure. Upon receipt of such an appeal a Senior Officer will be nominated to investigate the reasons for the decision. Should any investigation by the appointed Officer support a case for a missed collection arrangements for crew to return to the property and collection will be made.

Where large numbers of properties have been missed for collection, due to circumstances beyond the Council's control e.g. blocked access, vehicle break down, snow or ice, we will endeavour to return to complete collections as soon as possible. The Council will always seek to effectively communicate any impacts in relation to scheduled collections.

14. Kerbside Recycling Contamination

The aim of this section is to outline the correct segregation of materials accepted for recycling in the kerbside collection. The Policy looks to encourage and increase the segregation and recycling of household waste in line with the Environmental Protection Act (EPA), 1990. The EPA allows Councils to stipulate the type of materials that are collected, the frequency of collection and the containers to be used.

Rotherham strives to ensure that wherever possible waste material is treated as high up the waste hierarchy as possible. The hierarchy begins with waste prevention, and this is followed by reuse, recycling, energy recovery and finally disposal.

Residents should only place the correct material in each bin. Any recycling bin that is found to contain incorrect material by collection crews will not be emptied.

Below is a list of the common materials that can be placed into each bin and what the purpose of that bin is. These guides are subject to change and a fully comprehensive up-to-date guide for all forms of waste can be found at:

<https://www.rotherham.gov.uk/homepage/40/a-to-z-of-waste>

The brown bin (chargeable service) is used for organic garden waste

Larger items must be chopped up before being placed into the bin (no greater than 6-inch cuttings), the bin lid must be closed for collection.

Things you can put in your brown bin	Things you must not put in your brown bin
Flowers and plants	Food waste
Garden prunings	Cardboard or paper
Grass cuttings	Metal, glass or plastic
Hedge clippings	Rubbles stone or bricks
Twigs and thin branches	Textiles
Bark and wood shavings	Turf and soil
Plant compost (small amounts only)	General waste
	Pet waste

The black bin is used for dry kerbside recycling except paper and cardboard

Plastic bottles should be squashed where possible, the bin lid must be closed for collection, jars and cans rinsed and dry.

Things you can put in your black bin	Things you must not put in your black bin
Plastic bottles	General waste
Plastic pots	Plastic bags
Plastic tubs	Plastic film
Plastic trays	Window glass
Glass bottles	Pyrex glass
Glass jars	Drinking glasses
Food tins	Crockery
Drinks cans	Lightbulbs
Foil	Paint tins
Metal aerosols (empty)	Items contaminated with food
Tetra Pak/ Food cartons	

The green bin is used for paper and cardboard

All paper should be loose inside bin. No tied plastic bags. Large pieces of cardboard can be folded or cut and placed in your bin. The bin lid must be closed for collection. Paper and card must be clean and dry.

Things you can put in your green bin	Things you must not put in your green bin
Newspapers	Items contaminated with food
Magazines	Garden waste
Leaflets	Paper cups and plates
Catalogues	Drink cartons
Paper	Wrapping paper
Cardboard	Wallpaper
Envelopes	Animal bedding or pet waste
Greetings cards (no glitter)	Plastic bags
Shredded paper (not bagged)	General waste

Addressing Contamination

The Council is committed to supporting residents to effectively recycle. This will be delivered through a number of methods which includes:

- Effective and routine communications through media outlets and social media
- The production of effective tools and materials such as digital applications and printed materials where necessary
- Engagement with community and voluntary groups in relation to the effective management of waste
- Engagement with children and young people on the benefits of effectively managing waste

- Direct engagement with residents as part of any escalating action to resolve individual issues, in line with the Councils Enforcement Policy

All bins will be visually checked prior to collection and any recycling or garden waste container that is found to be contaminated will not be emptied. A contamination tag will be placed on the bin informing of the non-collection and contamination. This will be recorded into the waste collection teams onboard software, which will be used to track contamination. If the contamination is not rectified and continues to be identified, the council will undertake an enforcement process to address this contamination.

The tags utilised and accompanying enforcement actions are as follows. Any enforcement actions will be conducted in line with the Council's Enforcement Policy which will ensure consideration of individual needs and circumstances:

- Yellow tag – 1st instance of contamination which includes a polite notice about the mistakes made by the resident with regards to their recycling, accompanied by a reminder of what the correct materials should be for the relevant bin and potential next steps should the issue not be rectified. This will serve as the first stage warning.
- Orange tag – 2nd instance of contamination, notice about the issues on the tag, letter sent about how to rectify the contamination and notice of intent to issue a fixed penalty notice if contamination is not rectified.
- Red tag – 3rd Instance of contamination, notice of issues on the tag, letter sent about how to rectify the contamination, and a fixed penalty notice issued.
- A green tag is issued when a customer has rectified the contamination issue on a previous collection to reinforce positive behaviour.

As can be seen above, each instance of contamination will be accompanied by a letter being sent to residents' address as part of the enforcement process. This will be handled automatically by our waste management software but will be underpinned where possible with an in person visit by an enforcement officer.

The enforcement process is identical for all bins, however each instance of contamination will be tracked on a per bin basis not on a per resident basis. This means that if a resident has contaminated their green bin and been issued a yellow tag, and then contaminate their black bin, that black bin will be issued with a yellow tag, not an orange tag. They would only be issued with an orange tag if there was an instance of subsequent contamination in the same waste container that was previously issued a yellow tag.

These measures will be accompanied by regular, clear communication and information materials, to ensure residents are aware of the correct way to recycle

and that the evidence is present to issue a fixed penalty notice where necessary. These materials will help to support residents in engaging in effective recycling and avoiding contamination. The 'traffic light' tag system also operates as an effective part of this communication, informing residences of when errors in recycling have been made and providing a reminder as to what the correct materials to be recycled are.

Full details of materials that can be placed in your bins and details of how and where you can recycle other materials (Bring sites and Household Waste Recycling Centres) can be found on the council website

<https://www.rotherham.gov.uk/homepage/40/a-to-z-of-waste>

Residents may seek to dispute a bin being tagged as contaminated by removing the tag and claiming that instead their bin collection was missed. If such a claim is made, the residents bin will be checked in the Council's waste management software to see if it was in fact missed or if it instead has been tagged as contaminated. If it is found that the bin was not collected due to being contaminated, the resident will be informed as such and the waste collection team will not return to collect it.

15. Replacement/New Bin

The Council's relevant legal obligations are prescribed in the Environmental Protection Act 1990. Section 46 states that the local authority can define the kind, number, size and volume of waste receptacles.

Rotherham residents must purchase replacement pink lid bins in the event of the existing bin being damaged or stolen. The fees associated with replacement bins can be found on the Council's website under the Fees and Charges section.

Rotherham residents, housing developers, housing associations or social housing providers must purchase new bins for new build or previously unoccupied properties, costs again are subject to the Council's fees and charges.

Request for new bins are made through the Council's Contact Centre – 01709 336003 or online at: <https://www.rotherham.gov.uk/rubbish-recycling/new-replacement-bins>. Payment must be made before containers can be delivered.

Once ordered and if necessary paid for, bins will be delivered within 10 working days. Subject to authorisation bins can also be collected from the Hellaby depot without a delivery charge being levied.

16. Additional Capacity

Households using all recycling services available, but whose household size means they may produce additional general household waste, may apply for an additional general household waste bin. Any household producing larger amounts of household recyclable material are able to request an additional green and/or black recycling bin. Those who require additional capacity due to a medical condition which produces additional waste may also apply for additional capacity Sanpro bin.

The collection of the additional bin(s) is provided free of charge, but residents whose application has been successful will be required to purchase the additional general household waste bin in accordance with Section 6.11. Residents who qualify for a Sanitary bin will be provided it free of charge.

The current general household waste and recycling capacity is sufficient for most households, but it is appreciated that those with larger household sizes may require additional capacity.

To be eligible to apply for this service, residents must:

- Be a resident of Rotherham borough
- Permanently reside at the property for which the application is made
- Be paying the appropriate level of council tax
- Be using all recycling services
- Pay the appropriate fee for the additional bin and delivery if required
- Either:
 - Have five or more permanent residents at the property or
 - Have a genuine medical condition that produces large amounts of additional waste (the Council reserves the right to request evidence of any medical condition)

Residents may be required to provide evidence that they meet the criteria.

Applications for the service must be received and approved by Waste Management before service commences. Any family of five or more is entitled to apply for additional general household waste capacity but this will only be provided once an application has been approved.

6.12.1 Application

Applications for additional capacity due to large household size can made as follows:

- By visiting the Council's website:<https://www.rotherham.gov.uk/rubbish-recycling/additional-waste-bins/1>
- By visiting any of Rotherham's Customer Service Centres in person

- By telephoning 01709 336003 with the following details:
 - Address of the property applying for;
 - Full name and DOB of all permanent residents in the property;
 - Telephone number

Any household where additional waste is produced due to a permanent resident having a medical condition that creates extra waste is entitled to apply for additional general household waste capacity, but this will only be provided once an application has been approved.

Applications for additional capacity due to medical conditions can be made as follows:

- By visiting the Council's website – <https://www.rotherham.gov.uk/rubbish-recycling/additional-waste-bins/1>
- By visiting any of Rotherham's Customer Service Centres in person
- By telephoning 01709 336003 with the following details:
 - Address of the property applying for
 - Full name, reason for application and a brief description of the medical condition that produces the additional waste
 - Telephone number

Following submission of the application it will be assessed by an appropriate Officer to ensure that the eligibility criteria have been met, checks may be undertaken to ensure that the data provided is accurate.

6.12.2 Decision

The number of properties receiving additional waste capacity due to large household size impacts on the efficiency and costs of providing waste and recycling collection operations, it is therefore crucial that only those households that have a clear need for the service are accepted.

The assessment of applications may result in additional general household waste capacity being granted and / or additional recycling capacity being offered. Where necessary the Council may signpost households to other relevant services such as the clinical waste collection service.

The decision on whether additional household waste capacity will be approved is based on the following considerations:

- Either
 - Household contains five or more permanent residents
 - There is a genuine medical need for an additional bin for disposal of waste
- Households are fully participating in all recycling services

- Households have the necessary storage capacity for additional containers

6.12.3 Application Outcome

Accepted:

If accepted, waste management will write to the household to inform them and will arrange delivery of the additional bin(s). Additional bin(s) will be delivered within ten working days of the acceptance of an application. Collections will then be made in line with the service guidelines.

Households whose application for additional capacity is successful will be issued with a licence sticker and approved bin sticker to apply to the bin. The licence sticker will show the date at which they will need to re-apply to ensure records are maintained and the information held is accurate. Affixing the stickers will be essential to ensure collection is made.

Residents must make the Council's Waste Management team aware immediately of any changes to the household circumstances including changes to the number of permanent residents or change of address.

Where household circumstances change, meaning they no longer meet the criteria for an additional bin, the Council will remove the additional capacity and no refund will be made for any charges paid for the additional bins.

Collection crews will monitor the use of additional bins and will record any misuse or unauthorised bins being used and the council will have the right to cease collections of the additional bins if residents are found not to be recycling. No refund will be made for any charges paid for the additional bins.

Rotherham Council will cross reference information provided with other council departments and checks will be undertaken periodically.

For houses of multiple occupation with large numbers of residents a maximum of one additional general household waste bin will be provided. It is the occupiers / landlords responsibility to arrange for the appropriate removal of any further additional waste. The Landlord has the responsibility to procure a commercial waste collection with the Council or other waste company (for a charge) to deal with additional quantities of waste generated by their tenants or for the removal of former tenant waste.

Declined:

Following the rejection of an application for additional bins the Council will provide feedback detailing the reason for not satisfying the criteria or will provide details of the alternative measures that can be put in place. On receipt of the rejection letter, Residents will be expected to follow the appeals process outlined in the letter.

Should an application for additional waste capacity be declined and the customer feels the decision made is incorrect; they have the right to appeal under the Council's complaints procedure. Upon receipt of such an appeal a Senior Officer will be nominated to investigate the reasons for the decision.

Should any investigation by the appointed Officer provide evidence to further support a case for the additional waste capacity, the original request will be accepted, and the customer will be informed. Should any investigation support the decision to decline a request for additional waste capacity then the customer will be informed and the decision will be final.

6.12.4 Ceasing of Additional Waste Collections

The collection crews will report where they believe a household is presenting unauthorised additional bins that they are not entitled to. Information may also be received via the Council's contact centre.

Waste Management will check if a reported property has successfully applied for an additional bin. If it has, the service will ensure the collection crews' records are updated and the household advised that the licence sticker be affixed to the bin to ensure collection.

If no application is held, or it is believed that the households circumstances have now changed and they are no longer entitled to an additional bin the Council will contact the household detailing the criteria and application process, if a successful application is not received collection of the additional bin will cease.

17. Collecting from Flats and Maisonettes

This policy outlines the specification of Household Waste Containers used for collection of household general waste, recyclable material and organic garden waste that need to be presented by residents to ensure their waste can be collected by the councils Waste Management collection crews.

Residents receive a 180 litre pink lid bin for general household waste and a 240 litre green bin for paper and card, 240 litre black bin for recyclable glass bottles and jars, food tins and drinks cans and plastic bottles, pots, tubs and trays. Clean, dry, double bagged textiles may also be collected if clearly labelled and placed on top of the closed lid of the black cans, glass and plastic recycling bin.

Residents may receive communal bins, usually 1100 litre, for some or all of the above depending upon individual requirements.

Households are required to manage their waste and are encouraged to recycle as much as possible. Residents should use the containers provided to manage their waste and only place the correct material in each container. The correct materials must be placed into the correct bins to ensure that the bins are emptied. Crews are instructed only to empty the correct colour and allowed number of bins to prevent contamination and encourage recycling.

Misuse of containers and the use of unsanctioned additional wheeled bins will be recorded. The Council will not collect these additional bins and will arrange for their removal.

A different approach to identifying those responsible for contamination, where it occurs in communal bins, must be taken. This will involve additional investigative means to identify and address individual issues of non-compliance.

18. Clinical Waste

All organisations have a responsibility to ensure that any waste arising from their activities is handled and disposed of in a responsible manner as defined by the Environmental Protection Act 1990 (section 34) and the Environmental Protection (Duty of Care) regulations 1991, as amended in 2003.

Rotherham Council collect healthcare waste from several activities including: Commercial collections from schools and Council run care homes; or Households at the request and under the direction of a clinician

19. Assisted Collection Service

The Council will provide an assisted collection service if no one in the household can place the containers out for collection and the applicant is either over 70 or has a medical or physical condition, including disability, which prevents them from putting the container to kerbside.

This service is provided free to residents and ensures equality of access to the waste service. Assisted collection includes general household waste (pink lid bin), recycling via the green bin (paper and card), black bin (glass, cans and plastic) and if subscribed the garden waste service (brown bin).

All households in Rotherham are entitled to apply for assistance, free of charge, with their kerbside waste collection service including general household waste, recycling and garden waste services.

The service will be provided following a successful application that can be made via the website: <https://www.rotherham.gov.uk/rubbish-recycling/assisted-waste-collections/1> .

Applicants will be asked to provide their age, reason for request and the number of residents in the property. Applications for service must be received and approved by Waste Management before service commences.

The Council will write to successful applicants for assisted collections informing residents of their assisted collection start date. The Council will write to unsuccessful applicants to notify them they will not be receiving the service.

Should an application for assisted collection be declined and the customer feels the decision made is incorrect they have the right appeal under the Council's' complaints procedure. Upon receipt of such an appeal a Senior Officer will be nominated to investigate the reasons for the decision.

Should any investigation by the appointed Officer provide evidence to further support a case for the assisted collection then the original request will be reviewed and the customer will be informed of the outcome.

Should any investigation support the decision to decline a request for assisted collection then the customer will be informed, and the decision will be final.

A review of service user's circumstances will take place every 2 years, to determine if they still require assisted collection. Re-application through the return of the review application form will be required for the service to continue.

6.15.1 Collection

The assisted collection means waste containers are collected by crews, emptied and returned to their usual point of storage. Residents must ensure that collection crews can access the waste and recycling containers on the day collection is due.

Where collection cannot be made due to the bin not being accessible, our waste collection crews will not return until the next scheduled collection day.

Households receiving the assisted collection service must make the Council aware of any changes in circumstance or address affecting this collection as soon as possible. The Council request that residents be considerate when parking as vehicles as this can block access to containers, which may mean they cannot be collected.

20. Applicable legislation

Environmental Protection Act 1990

Clean Neighbourhoods Act 2005

Highways Act 1980

Controlled Waste (England & Wales) Regulations 2012

Environment Act 2021

EU Waste Directive

Resources and Waste Strategy

The Waste and Environmental Permitting etc (Legislative Functions and Amendment etc) (EU) Exit regulations 2020

The Waste (Circular Economy)(Amendment) Regulations 2020

The Waste Enforcement (England and Wales) Regulations 2018

Waste Regulations (England and Wales) 2011

Environmental Permitting (England and Wales) Regulations 2016

Waste Electrical and Electronic Equipment Regulations 2013

Animal By Products Regulation 2013

Landfill (England and Wales) 2002

Local Government Act 1999 – Part 1 – Best Value