



HYNDBURN

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WASTE COLLECTIONS AND STREET CLEANSING

SERVICE STANDARDS & POLICIES

UPDATES

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15 th September, 2009	Adopted	Cabinet
10 th December, 2009	Update	Portfolio Holder & Head of Service
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19 th October 2018	Update	Portfolio Holder & Head of Service

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Waste Collections

Definition

Under the requirements of the Environmental Protection Act 1990, Hyndburn Borough 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 its administrative boundary.

Under the same legislation Lancashire County Council is classed as the Waste Disposal Authority and has a statutory duty to dispose of the waste collected by all the Waste Collection authorities within its administrative boundary.

Background

In 2003 and 2017 Hyndburn carried out a major review of its waste collection service in order to meet challenging waste minimisation, recycling and landfill diversion targets and to ensure that it operates its collection services effectively and efficiently in order to maximise recycling and reduce the amount of residual waste produced/collected.

The cost of sending waste to landfill increases year on year. If we don't recycle more of our waste then this would ultimately be reflected in increased Council Tax charges. In 2017/18 Hyndburn residents produced 27,200 tonnes of waste of which, only around 7,500 tonnes was recycled and composted. This still left almost 20,000 tonnes to be sent to landfill.

This policy document is designed to lay out agreed policies and procedures that are clearly defined ensuring transparency and maintain certainty for residents, Councillors and officers of the borough council.

We will treat all residents equally and fairly. However, the Council may use its inherent discretion to reassess exceptional circumstances when applying these policies and procedures. Complainants shall be managed through the Council's Complaints Policy.

All waste producers, which include residents, have a duty of care to dispose of their waste in a responsible manner – residents are responsible for the waste they produce until it has been safely and legally disposed of. Enforcement powers are generally contained within the Environmental Protection Act 1990, the Clean Neighbourhoods and Environment Act 2005, Anti-Social Behaviour Crime and Policing Act 2014 and Control of Pollution Act 1989.

1. General Service Provision

All residents in domestic residential properties will have access to the following collection service:-

- A Blue 240Ltr wheeled bin for the storage and collection of glass, cans and mixed plastics.
- A Brown 240Ltr wheeled bin for the storage and collection of paper, cardboard and waxed cartons.
- A Green 240Ltr wheeled bin for the storage and collection of garden waste, where a household has subscribed to the collection service.
- Clear single use plastic bags for the storage and collection of household batteries. A replacement bag will be left with the bin when the bag is presented for collection.

- A Grey 240Ltr wheeled bin for the storage and collection of all remaining non-recyclable domestic waste.
- For any property that cannot accommodate wheeled bins then they will receive a bag and box collection service.

In general waste is collected on the same day but on an alternate weekly basis i.e. recyclable waste is collected one week then non-recyclable waste the following week. However, there may be some households where for operational reasons their waste streams are collected on different days of the week.

2. Garden Waste Collections

The Council offers a separate fortnightly subscription collection service between the 1st August and 30th July each year. This provides approximately 2 collections per month apart from December, January and February where the service is suspended. The organic waste is reprocessed to an approved soil compost standard.

Payment for the service must be made and a 'valid' paid for sticker placed on the rear of green wheeled bin before collections can commence.

Whilst the service is open to households across the Borough, there may be operational reasons why this may not be approved for all households i.e. those in remote rural locations or where the collection vehicle cannot safely gain access to the property.

For households that do not wish to sign up for the subscription service, garden waste can be recycled at home through purchasing a home composter, recycled at the Household Waste & Recycling center located off Whinney Hill Road in Altham or placed inside the grey wheeled bin.

3. Residual Waste, Side Waste and Closed Wheeled Bin Lids

We recognise that waste has a major impact on the environment and is a growing problem. We also recognise that waste reduction / minimisation is the top priority in the waste hierarchy and that we should encourage residents to reduce the amount of waste they generate and throw away.

Each household is entitled to the standard 240Ltr grey wheeled bin for general non-recyclable (residual) waste per collection.

We will:-

- Provide waste minimisation and recycling advice free to any resident.
- Collect up to 2 additional bags of waste, (side waste) from each household on their first collection after the New Year. Side waste will not be collected at any other time of the year and if placed out could lead to the resident being issued with a fixed penalty notice.
- Give large families the opportunity to apply for additional capacity if they meet the laid down criteria (Appendix A).
- Give residents the opportunity to exchange their standard sized 240 Litre wheeled bin for a smaller 140 Litre wheeled bin where amounts of waste generated are small or they cannot manoeuvre a standard size wheeled bin.

We will not:-

- Collect more than 240 litres of general waste contained within the grey wheeled bin from any property on collection day. The waste must be contained within the bin and should be presented for collection with the lid closed for health and safety reasons.
- Take any waste that is left beside or on top of the bin (side waste), or which prevents the bin from being located on the mechanical lifting equipment. A sticker will be placed on relevant bins by the collection crew to notify the householder if the bin cannot be emptied. Information gathered by collection crews about any side waste is given to the Council's Enforcement Team to enable them to target their work on households that are leaving side waste out for collection. If placed out it could lead a resident to be issued with a fixed penalty notice.
- Empty more than one grey bin at a property, unless that property has been officially authorised with additional capacity and the bins have the correctly colour coded lids. Waste Officers may agree a special or 'one off' arrangement in certain circumstances. However this must be agreed prior so that instructions can be relayed to the waste collection Team Leader before collections commence.
- Collect additional recyclable materials placed at the side of bins, other than large cardboard boxes which have **ALL non-recyclable tape / polystyrene removed.**

4. Preparation for Collection

All wheeled bins and containers must be presented by residents no later than 7:30 am on their collection day and no earlier than 6:00pm prior to collection day. As a general rule the following collection points will apply:-

'Front of property' collections (any property type)

Wheeled bins should be neatly presented at the back of the footpath adjoining the boundary to the front of the property.

'Back of property' collections (generally terrace properties)

Wheeled bins should be presented either inside the frame of the rear gateway or on one side of the back street, leaving bins on both sides causes an obstruction and we can't get our vehicle down the street. As a general rule, bins should be presented to the same side that our crew leaves them after collection.

'Communal collection points' (any property)

Wheeled bins should be presented at the designated collection point neatly grouped together so as not to cause an obstruction to the entrance to any back street or footpath.

Rural Properties

Unless there is a specific agreement in place, all containers should be presented at the end of the track where it meets the main road. Arrangements can be made for the wheeled bin to be stored at this location.

Bag Properties

Properties that cannot accommodate wheeled bins (due to access or storage issues) will remain on Orange sacks and the Blue and White recycling bags and Blue box. These should be presented as per one of the categories above.

Once emptied by our teams, all wheeled bins and containers should be collected and returned to the property by the resident. Information gathered from residents about bins being left out is

given to the Enforcement Team to enable them to target their work on households that are not returning bins to their property after collection.

5. Wheeled Bins and Containers Presented Late

We are unable to return for any wheeled bin or container that was not presented by 7:30am on the planned collection day. Your collection day can be found by entering your postcode into the Council Collection calendar search <https://www.hyndburnbc.gov.uk/rubbish-recycle-waste/>

There may be occasions when collections occur earlier than normal. Whilst this occurs infrequently, you cannot assume collections will be at the same time every collection and residents should ensure that all waste containers are presented by 7:30am on their collection day.

6. Missed Collections

It is the resident's responsibility to present all containers by 7:30am as crews can only empty those that have been presented by this time. The following will only apply if a collection has been missed due to the Council experiencing severe operational problems or inclement weather;

- Wherever possible the collection crew will return on the next available working day

If the operational problem or inclement weather continues longer than one planned collection then on the next scheduled collection the Council will;

- Take up to four additional bags of non recyclable waste
- Take any clearly identified and separated recycling presented in the 2 streams (paper and card) (glass cans and mixed plastic). If presented in bags these will be left inside the handles of the resident's wheeled bin.

If the operational problem or inclement weather continues longer than two planned collections then all waste presented will be taken on the next scheduled collection.

7. Overweight Wheeled Bin

Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle's lifting chair or where the vehicle cannot lift the bin, it will be left un-emptied and a sticker placed on it explaining why. **By law** all vehicles have a safe lifting weight limit which crews cannot override.

The most common reason for the grey wheeled bin to be overweight is when it contains heavy items such as building material, metals, rocks, soil etc.

The most common reason for the green wheeled bin to be overweight is when it contains unacceptable material such as soil, clay, turf, stones/rocks etc.

The most common reason for the blue bin to be overweight is when it only contains glass.

Where a wheeled bin is found to be too heavy to be safely moved by the collection crew or too heavy to be lifted by the vehicle, the resident will be required to remove sufficient material from the wheeled bin and dispose of it in a responsible manner. Once sufficient weight has been removed, the wheeled bin should be presented on the next scheduled collection date. We are unable to return to empty the bin before the next scheduled collection date.

8. Contamination

The grey wheeled bin is for the general non-recyclable, (residual) household waste. It may not be possible to empty if found to contain large bulky items such as rubble bricks, concrete, metals etc. which are too heavy to be lifted or may cause damage to the vehicle if emptied into it.

The green wheeled bin is for garden waste and will not be emptied if found to contain any waste materials other than those that can be accepted at the compost processing facility. Contamination leads to additional costs as the whole load is rejected and needs to be sent to landfill.

The brown and blue recycling wheeled bins must only contain materials that can be recycled i.e. the brown bin is only for paper, cardboard and waxed cartons ONLY. The blue bin is only for glass containers, cans, aerosols, foil and food cans and mixed plastics, ONLY.

Where a blue or brown wheeled bin is found to be contaminated, residents will be notified by means of a sticker placed on the relevant bin requiring them to remove the offending material, dispose of it in a responsible manner and present the bin out on the next collection date. We will not return to empty the bin before the next scheduled collection date.

For properties on bag collections, if collection crews identify contaminates in the various recycling containers then the non-recyclable waste will be left in the container and a card explaining why it has been left there. Residents should then dispose of this material in their grey wheeled bin.

9. Waste Minimisation and Education

We limit the volume of waste that we collect from households. This practice of 'waste minimisation' helps us towards meeting our challenging targets for recycling and diverting the maximum amount of waste as possible from landfill. This in turn helps to keep Council Tax costs down.

We try to reuse or recycle as much of the waste that is collected as possible. This policy addresses the objectives set out in Lancashire's Waste Strategy hierarchy;

Step 1	Reduce	the amount of waste being created. For example using real nappies instead of disposables or buying goods with less packaging or better still none at all (loose fruit and veg).
Step 2	Reuse	items instead of throwing them away. For example donating unwanted household items or equipment, clothing, games and books to charitable organisations.
Step 3	Recycle or Compost	items so they can be made into other products. For example paper and glass can be recycled back into paper and glass products, garden waste can be composted to produce a compost or mulch for gardens.

Step 4	Recover	the value from the remaining waste. For example through Micro Biological Treatment which produces a soil improver and bio-gas which can be converted to power or energy from waste through incineration.
Step 5	Dispose	is the final option. Only to be considered when as much as possible or practical has been recycled and recovered. Final disposal will be to landfill.

We will promote this hierarchy through:-

- Education / Publicity
- Waste audits and advice to householders
- Our Service Standards and Website

10. Enforcement

Residents are encouraged to recycle as much of their waste as possible. When domestic households are taking full advantage of the recycling services, over 70% of waste, (by volume) can be removed from the standard sized grey wheeled bin, leaving sufficient capacity for all the remaining non-recyclable waste between collections.

Under Section 46(4) of the Environmental Protection Act 1990, the Council has specific powers to stipulate:

- The size and type of the collection receptacle/s
- Where the receptacle/s must be placed for collection
- The specific type of materials or items than can / cannot be placed within the specified receptacle/s

All residents have been provided with information specifying which materials can/should be placed in which container as part of the new recycling service in June/July/August 2018 as per a Section 46 notification. Any resident not complying with the Council's Section 46 Notice may be subject to a fixed penalty notice (ticket) or other legal action or loss of the collection service.

It is the aim of the Council to protect the environment and enhance the quality of life of all residents, workers and visitors to the Borough. This will be achieved by education, providing advice, regulating and enforcing the activities of others (Appendix G).

11. Bank Holiday Working

The Council's waste collection teams do not provide any service on Bank Holidays.

Only collections which fall on a Monday or Friday will be affected. However, residents are advised to consult the local press or the Council's website for details of revised collection days.

- 'Pull back' for Bank Holiday Monday's will be made on the Saturday prior
- 'Pullback' for Good Friday will be made on the Saturday prior
- 'Pull-back' for Christmas Day collections will be made on the Saturday prior
- 'Pull back' for Boxing Day collections will be made on the Saturday after
- 'Pull-back' for New Years Day collections will be made on the Saturday after

12. Access for Waste Collection Vehicles

To help our collection teams to empty wheeled bins and containers from the different types of properties across the borough, residents are asked to leave sufficient vehicular access on all highways, especially entrances to and from back streets on collection days.

13. Additional Capacity

To encourage waste minimisation and recycling, we will only collect 240 litres of non-recyclable (residual) waste contained within the grey wheeled bin.

We recognise however that some large households or residents with certain medical conditions may produce more than 240 litres of waste at each collection despite fully participating in the recycling service.

Where this is the case and if the household meets certain criteria, then we will provide an additional 140 litre grey wheeled bin free of charge. Both the 140 and 240 litre bins will have brown lids fitted to signify that the additional capacity has been officially approved. There are three stages to the additional capacity policy, namely;

Stage 1	Reject, does not meet criteria or meets criteria or complete application form and move to stage 2
Stage 2	Reject, does not meet criteria or meets criteria, carry out waste analysis and move to stage 3
Stage 3	Reject or approve

All households that request additional capacity and meet the criteria will have to complete an application form (Appendix B) and will be subject to a waste audit THIS IS MANDATORY FOR ALL APPLICATIONS. Checks are normally made on all names listed as permanently residing at a property.

Additional capacity is only approved on the agreement that the household makes full use of the recycling service. We regularly carry out random spot checks and if recyclable items are present in the grey wheeled bin then we may consider removing the additional capacity.

If additional capacity is authorised due to babies in nappies then the maximum duration of the additional capacity period is three years. After three years the household will revert back to a standard 240 Litre bin unless they then meet the criteria for additional capacity. Children over three years old are deemed to produce the same quantity of waste as an adult.

14. Assisted Collections

Where a resident is unable to present their wheeled bin or container for collection due to infirmity or ill health, we are able to offer an assisted collection subject to the satisfactory completion of an application form (Appendix C).

The assistance list will be reviewed periodically to ensure that residents who genuinely need the service remain on the list.

Successful applicants will have their address entered on the relevant collection team's schedule. The crew will then collect, empty and return the wheeled bin or container to the property.

All containers will be stored at an agreed location with the resident. However, the location will generally be at the front of the property.

In order to qualify for the assisted collection, residents need to meet one of the following criteria which prevent them from presenting a wheeled bin or container for collection:-

- They are suffering from a recognised medical illness or condition
- There is no carer that can present the containers on their behalf
- Single women living alone will be entitled to assistance for up to 6 months during the final stages of a pregnancy.

In all cases, where there are other able bodied persons living at the address or children over the age of 14 (which are deemed capable of presenting a waste container) then assistance will not be provided.

15. Bulky Household Waste Collections

We offer a collection service for certain bulky items that cannot be accommodated within the grey wheeled bin (Appendix E). The service is limited to 6 items per calendar month per property.

This service is not available to landlords operating a business. Landlords must make their own arrangements to dispose of household items from their rented properties.

Residents have the choice of two collection methods when arranging a collection depending on the item:-

- For any item that is being collected for recycling - open and visible access to the items is required for at least 7 working days
- All other materials - open and visible access to the items if required and presented on the resident's next scheduled non-recycling collection day, (grey wheeled bin)

Timescales commence from the start of the next working day after booking the collection. Unfortunately, for operational reasons we can not add extra items onto a collection list once the initial request has been processed and entered into the system.

16. Offensive / Hygiene Waste / Clinical Waste

The Council does not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious stoma / catheter bags, incontinence pads, nappies, feminine hygiene products, dog faeces, animal bedding etc. This waste should be placed in the non-recyclable (grey wheeled bin)

Applications for the collection of clinical waste (infectious, hazardous or sharps waste) must be made in conjunction with a Health Care Assistant who identify and classifies the waste first. If the waste is not taken away by the Health Care Assistant and cannot be placed inside the grey wheeled bin, the Council will offer a separate clinical waste collection (Appendix D).

Sharps must never be placed in the grey wheeled bin but disposed of in special sharps boxes. Self treating patients, e.g. diabetics, are advised to contact their Healthcare Adviser or GP for the location of the nearest needle return / drop off point.

17. Charges for Waste Containers

There may be an admin and delivery charge for additional or replacement wheeled bins / recycling containers. We aim to deliver replacements within 10 working days and will be a refurbished secondhand bin.

We do make a charge for recycling containers under the following circumstances:-

- All new build domestic developments or conversions (to the developer or resident).

The property developer does not have to buy the wheeled bins from the Council. They can make arrangements to purchase containers from an outside supplier. However, these must be to the same specification as those supplied by the Council.

18. Schedule 2 properties

The Controlled Waste Regulations 1992 stipulate the type of waste which should be treated as household waste and must be collected free of charge (Schedule 1). Schedule 2 of the Regulations stipulates waste types where a collection charge can be made. All other wastes are classified under Schedule 3 for which a collection and disposal charge can be made. Waste collections from Schedule 2 properties are treated the same as domestic properties i.e. recycling collections one week and non recycling collections on the same day the following week.

Collection charges for Schedule 2 properties run for a period of 12 months commencing 1st April each year. Where customers continually fail to make proper use of all the containers provided or contaminate recycling containers, we may have no alternative but to take enforcement action.

19. Mixed Hereditament properties

Mixed hereditament properties are generally commercial properties with living accommodation attached e.g. a flat above a shop. In order to segregate the household waste from the commercial waste, a grey wheeled bin with a red lid is provided for the household waste. This bin must not be used to dispose of commercial waste.

Waste collections from mixed hereditament properties are treated the same as normal domestic properties i.e. recycling collections one week and non recycling collections on the same day the following week.

20. Commercial Waste Collections

We offer local businesses a weekly commercial waste collection service. Customers sign up on a rolling contract basis and it is compulsory to recycle the following materials; paper, cardboard and glass:-

The following sizes of waste containers are available;

- 140 Litre
- 240 Litre
- 360 Litre
- 660 Litre
- 1100 Litre

Customers pay all charges by Direct Debit, (in advance) either monthly or annually. These charges include the container hire, collection and disposal charges for recycling and non recycling collections and all administrative costs, including duty of care documentation. A list of these charges is available on the Council's website.

We will make a re-stocking charge if we have to remove waste container/s due to non payment and the customer later wishes to continue with the service.

Once we are in receipt of all the relevant signed documents and payment has been received, we aim to commence collections within 5 working days.

Street Cleansing

Definition

To keep specified land clear of litter and refuse, to remove fly-tipping and to keep clean public highways for which we are responsible.

Background

We continually review our cleansing methods to ensure that our streets are maintained to the highest possible standards within given budgets. Our standards have been graded by the Clean Britain Awards in association with the Chartered Institute of Wastes Management and in 2012 we were awarded 5 Stars and received the award for the best small local authority.

Enforcement powers are generally contained within the Environmental Protection Act 1990 and the Clean Neighbourhoods and Environment Act 2005. Environmental quality is a key priority for us. The following standards will help us to deliver on this priority and are constantly evolving.

The Council may use its inherent discretion to reassess exceptional circumstances when applying these policies and procedures. Complainants shall be provided with a right of review of the outcome by a more senior officer in accordance with the Council's complaints procedures.

1. General Service Provision

Street cleansing is programmed on a priority needs basis i.e. we sweep the areas that need it most. We use information from the Council's front line staff, plus feedback from residents and local Councillors to target problem areas.

Due to the continued reduction in the annual government settlement, the Council has had to prioritise its services. Staff will only be deployed on street cleansing once all the waste collection teams are fully resourced and deployed.

2. Hand Sweeping / Litter Picking

There are 7 specific hand sweeping routes covering areas in the following townships:-

- Accrington Town Centre
- Outer Accrington
- Clayton Le Moors
- Church / Blackburn Road
- Great Harwood
- Oswaldtwistle
- Rishton

We aim to litter pick the routes every other day, weekly or fortnightly, with a number of main roads in the townships also cleaned on Saturday/Sunday mornings. Hand sweepers are deployed from 7:15am to 3:00pm Monday to Friday. Resources are also deployed in Accrington town centre 8:15am to 4:00pm on Saturday and 9:00am to 2:15pm on Sunday.

We aim to deploy a roving litter picking team that cleans grass verges and hedge rows on a rolling 8 week basis and to rural gateway roads on a 4 monthly basis.

3. Mechanical Sweeping

There are 4 mechanical sweepers that sweep adopted roads and footpaths where the surface will allow mechanical sweeping without causing damage.

Street cleansing routes in terraced areas are arranged so that mechanical sweeping occurs the next day following grey bin collections i.e. Monday collection areas are swept on a Tuesday, Tuesday collections swept on Wednesday, Wednesday collections swept on Thursday, Thursday collections swept on Friday and Friday collections swept on Saturday. We are not required to sweep un-adopted footpaths or roads.

Each sweeper follows a specific route and we sweep areas to the following frequencies;

Early Morning Sweeping

- Accrington Town Centre

Weekly Sweeping

- Inner gateway roads
- Inner gateway footpaths

Fortnightly Sweeping

- Public car parks
- Back streets in terraced areas
- Footpaths in terraced areas

Every 8 weeks

- Outer gateway roads
- Outer gateway footpaths

Every 3 Months

- Channel lines and footpaths on industrial estates
- Footpaths on housing estates
- Channel lines on housing estates
- Miscellaneous footpaths

Every 4 Months

- Traffic islands
- Dunkenhagh Way
- Whitebirk roundabout

Please note that during certain periods of the year, these frequencies may be slightly longer when resources are re-deployed to help clear blossom and leaf fall or when staff are redeployed on higher priority work such as waste collections.

Mechanical sweepers generally work from 7:15am to 3:00pm, Monday to Friday but resources are also deployed early Saturday and Sunday morning covering Accrington town centre.

There are further mechanical sweeping resources deployed early Sunday morning to sweep the main high streets in the following townships;

- Clayton Le Moors
- Great Harwood
- Rishton
- Oswaldtwistle

4. Increased Sweeping Frequencies

We have a limited amount of resources to deploy each day and regularly review the routes and frequencies to continually improve street cleanliness standards. However, it is highly inefficient to keep moving resources away from the planned programme but we may be able to accommodate occasional special 'one off' clean ups following local or annual events if the Council has been given sufficient notice. However, this cannot be guaranteed.

5. Litter Bin Emptying

Litter bin records are maintained detailing their location, type and size. Information on the condition of a litter bin is relayed back from the front line staff so that repairs and replacements can be organised.

All litter bins located on hand sweeping routes are emptied as the hand sweeper goes past. All other litter bins that are not on a hand sweeper's route are emptied twice a week on Monday and Thursday, as per the sticker on the bin.

Enforcement action will be taken against anyone dropping litter and residents will be issued with a fixed penalty notice (FPN).

It is not possible to accommodate requests from residents or Councillors for additional litter bins but it may be possible to relocate existing litter bins with agreement from local Councillors and/or resident groups.

6. Dog Bins

Dog bins are emptied once per week on either a Tuesday or Friday, as per the sticker on the bin.

The Council provides dog bags free of charge to residents and enforcement action will be taken against any resident who does not clean up after their dog and residents will be issued with a FPN.

It is not possible to accommodate requests from residents or Councillors for additional dog bins but it may be possible to relocate existing litter bins with agreement from local Councillors and/or resident groups. However, this will be dependent upon finances and resources being available at the time.

7. Removal of Fly-Tipped Waste

Fly-tipping is a term used to describe the illegal dumping of rubbish or the deposit of waste (including black bags) on back streets or land with no licence to accept it. It is a landowner's responsibility to remove fly-tipped waste from their land. The Council has the power to require the removal of waste unlawfully and knowingly deposited on private land.

We aim to remove fly-tipped waste from back streets on the day of the grey bin collection day. However, this timescale may be longer if:-

- The incident is being investigated by the Council's enforcement team or the Environment Agency.
- The waste is such a weight that it requires removing by mechanical means when we will delay its removal until we can hire in suitable machinery and provide sufficient work for the minimum hire rate.

- The waste requires specialist trained personnel to collect and pre-book the waste into the appropriate licenced disposal facility.

8. Enforcement

It is the aim of the Council to protect the environment and enhance the quality of life of all residents, workers and visitors to the Borough. This will be achieved by education, providing advice, regulating and enforcing the activities of others. The Council's full policy is attached (Appendix G) and the Fixed Penalty Notices (FPN's) with the related legislation as shown in (Appendix H).

9. Community Clean-ups

We welcome requests from community groups who wish to get involved in cleaning up their local environment or specific grot spots. A simple application form needs to be completed if the group needs assistance from the Council.

Litter pickers are available for loan and must be returned but those wishing to be involved in regular cleanups may be offered some equipment on a more permanent basis. Bags are provided free of charge.

10. Graffiti and Fly-Posting

We will try to remove all offensive graffiti and fly-posting within 24 hours of it being reported to the Council from the next working day.

11. Dead Animals (cats and dogs from the highway only)

All domestic dead animals that are collected by our cleansing teams are scanned for identification chips. If the animal is chipped, we will endeavour to trace the owner through the national databases managed by the following external organisations:-

- PETtrack
- Animalcare
- PetLog

All animals collected will be stored for a minimum of 10 days. Any animal not collected by its owners within the 10 day period will be humanely disposed of at a licenced facility.

The Council does not provided a collection and disposal service from households/properties. Residents must make their own arrangements with a local vet animal charity.

12. Bank Holiday Working

The Council does not operate services on Bank Holidays-

During the period between Christmas and New Year and on the first waste collections after this period, some street cleansing employees will be redeployed to assist the waste collection teams to collect the increased volume of waste created over the festive period.

13. Snow and Ice

Lancashire County Council, (The Highway Authority) is responsible for clearing snow or ice from roads and footpaths. However, the Council may deploy teams to assist with the spreading of rock salt on footpaths when conditions dictate and where the Council's waste collections / street cleansing services have been suspended.

14. Weed control

The Council provides this service on behalf of Lancashire County Council, (The Highway Authority) and controls the growth of weeds and grass by two chemical applications of Roundup ProBiactive 450, (in Spring and Autumn) to the following hard standing surfaces:

- Footpaths (front / back kerb line)
- Highway channels / kerb lines
- Gateway roads (front kerb lines including overspray of grass verge)
- Back streets (full width)
- Cycle path (front and back kerb line)
- Pedestrian areas (main shopping areas)
- Car Parks (entrance and kerb line)

For environmental and legal reasons we can only apply a contact weed killer. The use of residual chemicals is not permitted. Therefore, any growth appearing between applications will not be treated.

If householders do not wish the Council to apply weed control outside their property they can request this. To do this please email enquiries@hyndburnbc.gov.uk or write to the Street Cleansing Supervisor at Hyndburn Borough Council, Willows Lane, Accrington BB5 0RT.

Additional Capacity Criteria related to the number of people permanently residing in a domestic property

(Criteria based on experience gained from over 3,000 waste analyses)

Household numbers:

1 person in household	Request refused
2 people in household	Request refused
3 people in household	Request refused
4 people in household	Request refused
5 people in household	Request refused
6 people in household	Request refused
7 people or more in household	Stage 1 application form

Households with children in nappies:

2 people in household and 1 baby in nappies	Request refused
2 people in household and 2 babies in nappies	Request refused
3 people in household and 1 baby in nappies	Request refused
3 people in household and 2 or more babies in nappies	Stage 1 application form
4 people in household and 1 or more baby in nappies	Stage 1 application form
5 people in household and 1 or more baby in nappies	Stage 1 application form
6 people in household and 1 baby in nappies -	Stage 1 application form

Stage 1 Reject, does not meet criteria or meets criteria, complete application form and move to stage 2

Stage 2 Reject, does not meet criteria or meets criteria, carry out waste analysis and move to stage 3

Stage 3 Reject or approve based on waste analysis

NOTE

Approval for additional capacity will be given by a member of the Waste Services Team and only if the household meets the criteria above, has fully completed the application form, names have been verified and a successful waste analysis has been carried out.

If additional capacity is authorised due to babies in nappies then the maximum period of additional capacity is 3 years. After 3 years, the household will revert back to standard 240 Litre grey bin unless they still meet the criteria.

Children over 3 years of age are deemed to produce the same quantity of waste as an adult. Waste from domestic pets i.e. cats, dogs, rabbits, guinea pigs, parrots etc have been taken into account.

Any additional capacity provided is subject to random spot checks and is approved on the basis that the household fully utilises the recycling service provided. If the household is subsequently found not to be fully recycling then the additional capacity may be removed.



WASTE SERVICES
 WILLOWS LANE
 ACCRINGTON
 LANCASHIRE
 enquiries@hyndburnbc.gov.uk
 BB5 0RT

Customer Services Team
 TEL: 01254 388111
 FAX: 01254 872250
 Email:

APPLICATION FORM FOR ADDITIONAL REFUSE CAPACITY

- You must complete **ALL** sections of the form.
- Application forms that are not completed in full will not be considered. If you need any help please telephone our Customer Services on Tel: 01254 388111.
- Once completed please return the form to the Council’s Offices using the freepost envelope enclosed.

Question 1 Main Contact Details

Title:	
Surname:	
First Name:	
Address:	
Postcode:	
Tel. No:	

Question 2 Details of Request

Please write below your reasons for requesting additional capacity:

Question 3 Your Household

Please list below all the people who **permanently live** in your property 365 days a year, together with their dates of birth.

Name	Date of Birth

Name	Date of Birth

(NI numbers may be required at a later date to verify the information you supplied).

Question 4 Garden Waste (subscription only)

Do you put any garden waste in your grey bin?

Yes	No
-----	----

Do you have a Green Bin and recycle your garden waste?

Yes	No
-----	----

Do you use a home composter?

Yes	No
-----	----

Question 5 Recycling

Do you recycle all your glass bottles and jars?

Yes	No
-----	----

Do you recycle all your mixed plastics, aerosols, food cans, foil and drink cans?

Yes	No
-----	----

Do you recycle all your paper, magazines, catalogues and junk mail?

Yes	No
-----	----

Do you recycle all your cardboard and Tetra Pak cartons?

Yes	No
-----	----

Do you recycle all your textiles?

Yes	No
-----	----

Do you recycle all your household batteries?

Yes	No
-----	----

Do you have sufficient recycling containers?

Yes	No
-----	----

If **YES**, how often do you recycle?

--

Question 6 Non Recyclable Waste

Do you flatten all your packaging before placing it in your grey bin?

Yes	No
-----	----

Do you pierce / remove all the air from your bin bags before placing in your grey bin?

Yes	No
-----	----

Do you look to purchase products with less or no packaging?

Yes	No
-----	----

Do you use the Household Recycling Centres to recycle any other waste?

Yes	No
-----	----

- I confirm that all of the information given above is correct.
- I confirm that I am fully recycling all my household waste.
- I understand that if I receive additional refuse capacity and later I am found not to be fully recycling, then the Council has the right to remove the additional capacity immediately.

Signed _____

Date _____

REMEMBER

Before posting, please ensure that you have fully completed all the questions. Any application forms that are not fully completed will not be considered or acknowledged.

To see more about how we record and store your information please see the Council's privacy notice at <https://www.hyndburnbc.gov.uk/privacy-notice/>



WASTE SERVICES
Willows Lane
Accrington
Lancashire
BB5 0RT

Customer Services Team
TEL: 01254 388 111
FAX: 01254 872 250
Email: enquiries@hyndburnbc.gov.uk

APPLICATION FORM FOR AN ASSISTED COLLECTION

- Applicants must complete **ALL** sections of the form.
- Application forms that are **NOT COMPLETED IN FULL** will delay a decision. If you need any help completing the form please telephone our Customer Services Team on Tel: 01254 388 111.
- Once completed, please return the form to the Council using the **freepost** envelope enclosed (no stamp required).

APPLICANTS NAME: Mr /Miss /Mrs/ Ms*

***Delete as appropriate**

ADDRESS:

TOWN:

POSTCODE:

TELEPHONE:

HAVE YOU RECEIVED ASSISTANCE AT A PREVIOUS ADDRESS? (IF SO PLEASE LIST):-

Please list ALL household members and dates of birth, including applicant above:-

1.

2.

3.

4.

Do any relatives live nearby who could help you present your wheeled bins? YES NO

Do you have a neighbour who could help with presenting your wheeled bins? YES NO

Do you have a carer who could help you present your wheeled bins? YES NO

(The information given above will be checked with our Council Tax department and NI numbers may be required at a later date to verify the information you have supplied).

PLEASE TURN OVER

I AM REQUESTING ASSISTANCE BECAUSE:

If you need help presenting your wheeled bins because of a disability you will need to provide proof, i.e. a doctor's note, a blue badge number or some kind of proof of your disability.

- **I confirm that I am incapable of presenting my refuse/recycling wheeled bins at the required collection point, and agree to inform the Council immediately if my circumstances change and I am no longer in need of the assisted collection service.**
- **I understand that the Council reserves the right to remove the above property from its assisted collection list should my circumstances change and/or any family member residing at the property is found to be capable of presenting the wheeled bins at the agreed collection point.**
- **If you have not subscribed to the Council's garden waste collection service, then assistance / collections will not be provided for this waste stream.**

SIGNED BY RESIDENT:

DATE:

To see more about how we record and store your information please see the Council's privacy notice at <https://www.hyndburnbc.gov.uk/privacy-notice/>



WASTE SERVICES
WILLOWS LANE
ACCRINGTON
LANCASHIRE
BB5 0RT

Customer Services Team
TEL: 01254 388111
Email: wladmin@hyndburnbc.gov.uk

APPLICATION FORM FOR CLINICAL WASTE COLLECTION SERVICE

- You must complete **ALL** sections of the form.
- Application forms that are not completed in full will not be considered. If you need any help please telephone our Customer Services on Tel: 01254 388111.
- Once completed please return the form to the Council's Offices using the freepost envelope enclosed.

Question 1 **Main Contact Details**

Title:	
Surname:	
First Name:	
Address:	
Postcode:	
Tel. No:	
D.O.B	

If a Healthcare Provider is completing this form on your behalf please provide the following details:

Title:	
Surname:	
First Name:	
Company Address:	
Postcode:	
Tel. No:	

E-mail:

Question 2 Details of Request

Please write below your reasons for requesting a clinical waste collection:

3. Is the householder (in question1) being treated at home by a healthcare professional?	YES (Go to 4)	NO (Go to 5)
4. If YES, has the householder consented to the storage of clinical waste at their home? (If the answer is NO, then the healthcare professional cannot legally leave the waste and must remove and dispose of it appropriately themselves)	YES (Go to 5)	NO
5. Is the clinical waste (produced at the address in question 1) considered hazardous, infectious or communicable to others? (If the answer is NO, the waste may be disposed of through the normal household waste collection service).	YES	NO

Question 6 Clinical Waste Description

Please list all waste for which a clinical waste collection is required ensuring you describe and **category** each different type of waste clearly.

If you are being treated at home by a healthcare professional please ask them to categorise the hazardous clinical waste (this information can be sent on a separate sheet of paper if required).

Please state how many bags of Clinical waste you generate over an average fortnight.

Please state the approximate number of sharps you generate over a fortnight period.

- I confirm that all of the information given above is correct.
- I agree to inform the Council immediately if any circumstances change (e.g. the type of waste changes or I move address).
- I understand that the Council reserves the right to remove the above property from the Clinical Waste collection service list should the waste presented be different to that listed and agreed (as above).

Name of Health Care Professional (BLOCK CAPITALS) _____

Signed (healthcare professional) _____ Date _____
(If applicable)

Signed (householder) _____ Date _____

REMEMBER

Before posting, please ensure that you have fully completed all the questions and asked your healthcare professional to categorise your waste fully.

Any application forms that are not fully completed will not be considered or acknowledged.

To see more about how we record and store your information please see the Council's privacy notice at <https://www.hyndburnbc.gov.uk/privacy-notice/>

BULKY HOUSEHOLD WASTE COLLECTION SERVICE

Acceptable Items for example;	Non-acceptable Items for example;
3 Piece Suites - (counts as 3 items i.e. 2 chairs + sofa)	Domestic waste / black sacks
Bed Base and Mattress - (counts as 2 Items)	Building rubble / builders waste
Carpet	Bathroom Suites
Wardrobe (either whole or in pieces) – whole is better	Whole kitchens
Prams, bikes	UPVC doors, windows etc
Dining tables, chairs	Greenhouse and other plate glass
Cooker, washer, fridge, freezer etc	Garden waste if on a green waste collection round
TV, stereo, DVD/video player, microwave etc	Tree trunks, cuttings etc
Garden waste, if not on a green waste collection round	Chemically treated timber
Any sack or box counts as 1 item	Any car parts or tyres
Various timber items (please contact for further details)	Asbestos materials including old roof sheets
Various metal items (please contact for further details)	Sun beds or gym equipment
	These items should be taken to the Household Waste Recycling Centre at Whinney Hill landfill site, Whinney Hill Road Altham

1 COLLECTION PER CALENDAR MONTH (UPTO A MAXIMUM OF 6 ITEMS)

**The Council will not take any domestic waste as a bulky collection.
All domestic waste must be placed inside the grey wheeled bin.**

In terraced areas, residents are asked to place a house number on their back gate to help identify the property.

EXPLANATION OF THE DIFFERENT COLOURED COUNCIL SACKS

Refuse Collection	ORANGE
Street Cleansing	PURPLE
Trade Waste	GOLD
Enforcement	PINK
Waste Analysis	CLEAR
Parks and Cemeteries	BROWN
Dog Waste Bins / Dog bags	RED

NOTE

All sacks have official Hyndburn Borough Council wording. It is an offence for residents to try and replicate any sack for their personal use if they have not been officially issued with them.

1.0 ENFORCEMENT POLICY

- 1.1 It is the aim of the Council to protect the environment and enhance the quality of life of all residents, workers and visitors to the Borough. This will be achieved by education, providing advice, regulating and enforcing the activities of others.
- 1.2 The policy sets out the approach and general principles which the Council intends to follow when taking enforcement action with regards to fly-tipped waste, littering and dog fouling. The policy commits the Council to good enforcement policies and practices. However, the Council views prosecution as a last resort and if possible will generally seek to offer information and advice.
- 1.3 The policy also covers enforcement action undertaken by other specialist environmental enforcement contractors, (partners) working with the Council to tackle littering and dog fouling issues across the borough. In the main, this will be through the issuing of on the spot fines through Fixed Penalty Notices (FPN's).

2.0 Purpose

- 2.1 The purpose of enforcement action is to ensure that preventative or remedial action is taken to protect the public and the environment and / or to secure compliance with a regulatory system. The need for enforcement may stem from failure to comply with statutory obligations and / or the likely risk to health or the environment.

3.0 Responsibility & Authorisation

- 3.1 Responsibility for the implementation of the Policy rests with the relevant Head of Service/Chief Officer. Authorised officers within the various service area/s will carry out day to day enforcement activities in accordance with relevant Codes of Practise or National Guidance. Such officers will have been given specific delegated authority by their relevant Chief Officer in respect of the extent of their statutory enforcement powers.
- 3.2 The level of action for fly-tipping will be down to individual enforcement officers on a case by case basis depending on the severity and circumstances. The level of fine is set by legislation and details of the offence and relevant legislation under which the fixed penalty notice is issued is shown in Appendix H.
- 3.3 The issue of a Formal Caution and any decision to prosecute will only be administered or approved by a Head of Service after taking appropriate legal advice.

4.0 Principle of Enforcement

- 4.1 The Council will adopt a firm but fair approach to regulation. The principles underlying firm but fair regulation include;
 - Proportionality in the application of the law and in securing compliance.
 - Consistency of approach between enforcement officers.
 - Transparency and openness.
 - Targeting of enforcement action.

4.2 Proportionality

The enforcement action taken by the Council will be proportionate to the risks posed to the public or environment and the seriousness of any breach of law and the likely effectiveness of the various enforcement options.

4.3 Consistency

We aim to adopt a similar approach in similar circumstances to achieve similar results. Whilst enforcement officers exercise discretion, they will endeavour to ensure that enforcement decisions are consistent, balanced and fair.

Waste Enforcement Officers will retain the flexibility to take a different approach if there are exceptional circumstances that justify this. Variables will be taken into account when making decisions. These will include the seriousness of the offence, past history, the consequences of non-compliance, evidence of remorse etc.

4.4 Transparency and openness

This means helping the public to understand what is expected of them and what they should expect from the Council. It also means making clear why an officer or partner enforcement officer intends to, or has, taken enforcement action.

4.5 Targeting

Targeting means making sure that the Council's and/or partner's resources are directed primarily towards those areas or behaviours which are the most problematic within the Borough.

5.0 Levels of Enforcement Action

5.1 There are a number of levels of enforcement action available to the Council.

5.2 Prevention

The Council will seek to prevent contravention of the law by raising awareness and promoting good practice by educating and advising residents within and visitors to the Borough.

5.3 Informal action

Informal action may be appropriate where there is a minor breach of the law and enforcement officers are confident that appropriate remedial action will be taken and there will be no future re-occurrence.

5.4 Warning letters

A warning is a written notification that, in the Council's opinion, an offence has been committed. It will be recorded and may be referred to in subsequent proceedings and / or if there are similar re-occurrences.

5.5 Formal Caution

A caution is the written acceptance by an offender that they have committed an offence and may only be used where a prosecution could properly have been brought. It will be brought to the Court's attention if the offender is convicted of a subsequent offence.

5.6 Formal Action

The Council will take immediate action under certain situations following approval from the necessary regulating authorities i.e. Removal of abandoned vehicles.

5.7 Statutory Notices

Formal Notices may be served requiring residents or businesses to meet specific legal requirements. The notice will explain what is wrong, what is required to put things right and the likely consequences if the notice is not complied with.

5.8 Fixed Penalty Notices (FPN's)

These can be served for offences such as littering, dog fouling or not providing documentation for a commercial waste agreement in the form of a Duty of Care. This option may be offered by enforcement officers as an alternative to prosecution. Appendix 1 highlights the majority of offences, (but not exclusive) officers will be dealing with and relevant level of penalty.

5.8.1 Community Protection Notices (CPN's)

These can be served for offences where the conduct of the individual or body is having a detrimental effect on the quality of life of those in the locality. The conduct is of a persistent nature. Or the conduct is unreasonable, some examples being: feeding birds in a public space, unruly gardens/back yards, businesses not clearing up when their staff leave smoking litter or public houses not clearing bottles from the street when closed.

The Act allows for the offence of breaching a CPN to be discharged by a Fixed Penalty Notice.

5.9 Administrative Penalty

In certain circumstances and at the sole discretion of the Waste Enforcement Officer, the Council may offer the offender the option to pay an Administrative Penalty as a settlement to the clean-up and investigation costs. The value of the penalty will be agreed by the Council taking into account the incident and time taken in investigation, removal and correct disposal of the waste.

If paid, the Council would agree to drop all other criminal proceedings against the offender.

5.10 Prosecution

In cases involving multiple incidents, or where the incident is considered to be sufficiently serious, the Council will take offenders to court. As part of the prosecution, the Council will seek to recover all staff and removal / disposal costs associated with the incident.

6.0 Other Enforcement measures

Following being served with a legal notice clear fly-tipped waste and where the landowner does not clear the waste, the Council may undertake the clearance in default. The Council will then seek to recover the full costs from the landowner, which includes all removal and disposal costs plus all costs incurred by the Council and its officers in dealing with the issue.

7.0 Review

The Policy will be reviewed from time to time and the Council will be at liberty to amend / alter this policy with immediate effect in light of legislative changes.

Depositing of Litter

Power to issue notice under the Environmental Protection Act (EPA) 1990

Throwing Litter from a Vehicle

Power to issue notice under the EPA 1990

Unauthorised Distribution of Printer Matter

Power to issue notice under the EPA 1990

Offences Connected with Fly-tipping

Power to issue notice under the EPA 1990

Offences Connected with Waste Receptacles

Power to issue notice under the EPA 1990

Flyposting or Graffiti

Power to issue notice under the Anti-Social Behaviour Act 2003

Failure to Comply with a Community Protection Notice

Power to issue notice under the Anti-Social Behaviour, Crime and Policing Act 2014

Vehicles for Sale on a Road

Clean Neighbourhoods and Environment Act 2005

Abandoning a Vehicle in a Public Space

Power to issue notice under Refuse Disposal Amenity Act 1978

Failure to Produce Waste Transfer Notes

Power to issue notice under the EPA 1990

Failure to Produce Waste Carriers Licence

Power to issue notice under Control of Pollution (Amendment) Act 1989

Offences Connected with Dog Control Orders

Power to issue notice under Clean Neighbourhoods and Environment Act 2005

Offences Connected with Antisocial Behaviour

Power to issue notice under s52 of the Anti-Social Behaviour, Crime and Policing Act 2014

NOTE

The level of penalty is governed by national legislation/within given bands. The actual fixed penalty figure is set in agreement with the Portfolio Holder and therefore may change accordingly.