

### **Waste Management Policies**

This document sets out the Sheffield's waste and recycling policies for the following services:

1. General Waste and dry recycling collection services
2. Garden waste
3. Bulky waste collection service
4. Dry stores
5. Clinical waste
6. Chargeable collections
7. Special Events
8. Household Waste Recycling Centres
9. Waste Minimisation
10. Education and Enforcement
11. Abandoned Vehicles
12. Complaints

Appendix 1: Assisted Collection policy

Appendix 2: Waste Management Education and Enforcement policy

Appendix 3: Waste management Abandoned Vehicle policy

## 1. General Waste and Dry Recycling Collection Services

### 1.1. Materials collected

1.1.1. Sheffield City Council provides households with free collection services for household waste and dry recycling. The services provided include separate collections of:

- Fibres (Paper and card)
- Containers (Glass bottles and jars, tins, cans, and plastic bottles)
- General waste

1.1.2. The addition of further materials, including mixed plastics will be considered if a cost effective, sustainable disposal outlet becomes available.

### 1.2. Collection Capacity

1.2.1. The amount of waste and dry recycling collection capacity provided to households is based on the number of people living in the property.  
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1.2.2. The **weekly** waste and dry recycling collection capacity that both houses and flats are entitled to is set out in **Table 1**.

Table 1

Number of residents	General Waste (litres)	Containers (litres)	Fibres (litres)
1	55	28	17
2	70	35	21
3	85	43	26
4	100	50	30
5	115	58	35

1.2.3. The capacity set out above has been calculated based on the needs of the average household, and is allocated as follows:

- General waste: 40 litres plus 15 litres per person permanently living at the property
- Containers: 20 litres plus 7.5 litres per person permanently living at the property
- Fibres: 12.5 litres plus 4.5 litres per person permanently living at the property

1.2.4. The recycling allocation has been set following analysis of household waste collected in Sheffield at the kerbside which shows that 44% of waste

collected from homes is made up of paper, card, glass bottles and jars, plastics and cans.

- 1.2.5. The average number of people living in Sheffield households is 2.4 (2011 Census). It is reasonable to assume that the average number of people living in a house will be more than that living in a flat, and so the following standard approach will be taken to minimise the need to repeatedly move bins according to a changes in occupancy:
- All households, excluding flats, maisonettes, sheltered and supported living and purpose built student accommodation, will be provided with the 5 person entitlement.
  - Flats and maisonettes, excluding purpose built student accommodation, will be provided with the 3 person entitlement.
  - Purpose built student accommodation will be provided with the one person entitlement.
  - Sheltered and supported living accommodation will be provided with the one person entitlement.
- 1.2.6. Households with more permanent residents than the standard allocation can apply for additional capacity in accordance with the Council's extra capacity policy, see 1.3.11 and 1.4.11
- 1.2.7. For the purpose of this policy, a flat or maisonette is a property that forms part of a shared larger building or structure. Purpose built student accommodation refers to accommodation where the tenancy is only, or principally available to students in properties made up of individual studios and excludes converted houses. Sheltered and supported living accommodation includes properties accommodation for elderly or disabled people consisting of private independent units with some shared facilities and a warden.
- 1.2.8. Households, excluding flats, maisonettes, sheltered and supported living accommodation, and purpose built student accommodation, will be provided with their own set of waste and dry recycling bins. Shared bins will be provided to flats, maisonettes, sheltered and supported living accommodation and purpose built student accommodation.
- 1.3. *Households:*
- 1.3.1. This section sets out the service policy for all households, excluding flats, maisonettes, sheltered and supported living accommodation and purpose built student accommodation.
- 1.3.2. *Collection Frequency*
- 1.3.2.1. The standard collection arrangement for households with their own waste and dry recycling bins is:
- Week 1: General waste

- Week 2: Fibres: Paper and card
- Week 3: General waste
- Week 4: Containers: Glass, cans, plastic bottles

1.3.2.2. Based on the collection frequency set out in 1.3.2.1, the weekly general waste capacity set out in **Table 1** will be multiplied by 2, and the dry recycling (Containers and Fibres) capacity entitlement will be multiplied by 4.

1.3.2.3. The default position will be for the collection of general waste and dry recycling to take place on the same day on alternate weeks. However, Sheffield City Council reserves the right to collect on different days if this would achieve increased service efficiency.

### 1.3.3. *Container provision*

1.3.3.1. Due to limitations of bin sizes available, the closest available bin size will be provided to meet the capacity allocation. This means that the actual capacity provided may be slightly higher than the allowance.

1.3.3.2. Households will be provided with their own set of waste and dry recycling bins. Each set will include:

- 1 x 240 litre wheeled bin for general waste
- 1 x 140 litre wheeled bin for fibres paper and card) and 1 x 240 litre bin for the collection of containers (glass, cans and plastic bottles).

### 1.3.4. *Ownership and labelling*

1.3.4.1. All new bins provided by the Council will be numbered to identify which household the bin is allocated to. This is to reduce the risk of bins becoming lost or stolen. Recycling bins will include information on the type of material to be placed inside.

1.3.4.2. Residents can choose to put their house number on their existing bins provided to their property or if they purchase their own.

1.3.4.3. All bins provided by Sheffield City Council remain the property of the Council.

1.3.4.4. All waste and recycling bins provided must remain with the property and must not be removed. In the event of a house move, including where additional black bin capacity is provided under the Council's extra capacity policy, the bins must be left at the old property and a new request made for the new property once the move has been completed.

### 1.3.5. *New developments and properties*

1.3.5.1. New developments and properties must be designed to ensure sufficient storage space is in place to meet the general waste and dry recycling

collection capacity allocation requirements as calculated by **Table 1**, sections 1.2 and 1.3.31.3.3 and the collection frequency determined by Sheffield City Council, as set out in section 1.3.2.

- 1.3.5.2. All new properties are required to provide or purchase from Sheffield City Council the general waste bins needed to meet the capacity allocation. Any costs must be paid for by the developer, managing agent, owner or occupier.
- 1.3.5.3. The bin charges will be subject to an annual price review and will be provided on request, and will be published on the Council's website.
- 1.3.5.4. Customers with their own bins can choose to provide their own general waste bins, however these must meet the specification set out, including the BS EN 840 quality standard, to ensure safe collection. The customer must also agree to the Council's terms and conditions in order for the Council to provide a collection service. This specification and the terms and conditions will be made available on request and will be published on the Council's website.
- 1.3.5.5. Bins for the collection of dry recycling (Containers and Fibres) will be provided free of charge.
- 1.3.5.6. Further information regarding planning requirements for waste and recycling storage for new developments will be provided on the Council's website.
- 1.3.5.7. Bins to new properties will be delivered within 10 working days of payment being received.
- 1.3.5.8. A notice under Section 46 of the Environmental Protection Act 1990 will be issued to all households where bins are provided by the Council, or where the Council is notified that a household has provided its own bin. This Notice will provide formal notification of how to use the waste and recycling bins.
- 1.3.6. *Replacement and abandoned Bins*
  - 1.3.6.1. A £20 (subject to annual price review) charge will be made for the replacement of bins including lost/damaged or stolen general waste bins.
  - 1.3.6.2. No charge will be made where a bin has been lost or damaged by the collection crew during collection. Customers must report issues of lost or damaged (by the crew) bins within two working days of the collection taking place.
  - 1.3.6.3. Households can request for their standard 240 litre black bin to be replaced for a smaller bin. No charge will be made for providing a smaller black bin.
  - 1.3.6.4. No charge will be made to replace the bins provided for the collection of dry recycling (containers and fibres).

- 1.3.6.5. Customers can choose to provide their own replacement general waste bins, however these must meet the specification set out, including the BS EN 840 quality standard, to ensure safe collection. The customer must also agree to the Council's terms and conditions in order for the Council to provide a collection service. This specification and the terms and conditions will be made available on request and will be published on the Council's website.
- 1.3.6.6. Replacement bins will be replaced with 5 working days of an approved request being received and any payment being received.
- 1.3.6.7. A notice under Section 46 of the Environmental Protection Act 1990 will be issued to all households where bins are provided by the Council, or where the Council is notified that a household has provided its own bin. This Notice will provide formal notification of how to use the waste and recycling bins.
- 1.3.6.8. Any unused or abandoned bins left on the highway should be reported to the Council for collection. Collection will take place within 5 working days.
- 1.3.7. *Collection times*
  - 1.3.7.1. General waste and dry recycling (fibres and containers) collections operate Monday to Friday between 6am - 9pm.
  - 1.3.7.2. Collections will take place on all Bank Holidays with the exception of Christmas Day, Boxing Day and New Year's Day, or their designated Bank Holidays.
  - 1.3.7.3. No collections will take place within clearways or locations with other highway restrictions during the designated times, unless special permission has been granted by Council.
- 1.3.8. *Presentation and storage of bins*
  - 1.3.8.1. All bins should be stored within the property boundary and not on the highway between collections.
  - 1.3.8.2. Residents are required to place their waste and recycling bins at the specified collection point on their scheduled collection day before 6am (and no earlier than 6pm the day before) and then remove their bins back on to their property no later than 9am on the day after collection.
  - 1.3.8.3. Where, for reason of age or mobility there is no-one in a household able to move the bins to their collection point, an application can be made for an assisted collection service. The collection crew will then collect and return the waste and recycling bins after emptying to their usual point of storage. The assisted collection policy can be found in [Appendix 1](#).

- 1.3.8.4. The collection point is the pavement at its edge with the nearest public highway (kerbside). In most circumstances, this will be at the front of the property.
- 1.3.8.5. Where the nature of, or access to a property, means collection cannot be made from directly outside the property, the Council/service provider will identify an alternate point of bin storage and/or collection point.
- 1.3.9. *How to use the waste and recycling containers*
- 1.3.9.1. Residents must ensure that the correct materials are placed inside each waste and recycling bin:
- Black bins are for general household waste
  - The 240 litre brown recycling bin is for glass bottles and jars, cans and plastic bottles
  - The 140 litre blue bin is for paper and card.
- 1.3.9.2. It is the householder's responsibility to ensure that their recycling bins contain the correct materials. A bin will not be emptied if it contains incorrect materials. Information will be affixed to the bin to explain why it hasn't been emptied, and the householder will be required to remove the incorrect items and present it for collection on the next scheduled collection day. Alternatively, if it is the first time that the recycling bin has not been emptied due to containing incorrect materials in a twelve month period, a request can be made for a reset. At the point of requesting a reset, the customer/s will be issued with a notice under Section 46 of the Environmental Protection Act 1990 to provide formal notification of how to use the bins provided. The bin will then be emptied within 5 working days however the contents will not be recycled.
- 1.3.9.3. New occupiers of a property who acquire a recycling bin containing incorrect materials can request a reset. This will be provided within 5 working days and will be emptied as general waste and therefore not recycled.
- 1.3.9.4. Bins that are presented with their bin lid up (overloaded) pose a health and safety risk to the collection crews and can cause littering issues. A number of serious injuries have occurred where overloaded bins have been placed on to the bin lift, resulting in waste falling on to the collection operative below. To minimise the risk to employees and to reduce the risk of littering, bins must be presented with the bin lid flat against the body of the bin. Bins will not be emptied where the lids are not fully closed. Where a bin is not emptied for this reason, a tag will be placed on the bin and the household will be required to remove sufficient waste to allow the bin lid to close, and then place the bin out for collection on the next scheduled collection day.
- 1.3.9.5. Households should ensure that bins are not too heavy to allow for safe collection. Heavy bins present a health and safety risk to the collection crews. A number of serious injuries have occurred where excessively heavy bins have been placed on to the bin lift, causing them to break and fall on to

the collection operative below. To minimise the risk to employees any bins deemed by the collection operative to be excessively heavy will not be emptied. Information will be attached to the bin and the household will be required to remove sufficient waste to allow safe collection on the next scheduled collection day.

- 1.3.9.6. The waste and recycling collection capacity provided to households should be sufficient to meet the needs of the vast majority of households. For large households, or households with unique circumstances which leads to extra waste, an application process is in place for requesting extra capacity – see 1.3.11 and 1.4.11. For this reason, together with the need to reduce the risk of littering, and encourage households to reduce and recycle their waste, extra general waste put out for collection next to their black bin will not be taken. Where extra waste is presented, the bin will be emptied and any bagged waste will be placed inside the empty container in readiness for the next scheduled collection day. Information will be left on the bin to explain to the customer why the bagged waste has been placed inside their wheeled bin, and how to dispose of the extra waste. Where extra waste is not placed in a sack, the waste will be left in situ. A sticker/s will be placed on the loose waste explaining why it hasn't been removed and how to correctly dispose of it. The presentation of extra waste will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).
- 1.3.9.7. Additional paper and card may be presented for collection next to the blue bin. Any extra material should be neatly bundled, and be no bigger in size than a blue bin. Where the extra paper and card cannot be collected because it is too large, information will be attached to the blue bin to explain why it hasn't been taken and the resident will be required to remove it from the highway. Failure to remove the paper and card will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).
- 1.3.9.8. Extra glass bottles, cans and plastic bottles placed out for collection will not be taken. These materials will only be collected if placed in the correct recycling bin. Information will be attached to the recycling container to explain why it hasn't been taken and the resident will be required to remove it from the highway. Failure to remove the extra recycling will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).
- 1.3.9.9. If, despite following the above, a bin is not emptied on the scheduled collection day, households can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and empty the bins within one working days of the report being received.
- 1.3.10. *Adjustments to the standard service: Container type*
  - 1.3.10.1. Where the nature and/or location of a household means a bin service cannot be provided, a weekly black sack collection service will be provided



for general waste. No sack service is available for the collection of dry recyclables, however the household can request to use the standard recycling service if they present to the nearest adopted highway. The decision to provide a sack service is at the discretion of Sheffield City Council.

1.3.10.2. Shared bins may be provided to groups of houses/streets where there is limited space to store bins on the property, where there is limited usage of recycling bins, or where steps make it difficult to remove bins from the highway. Shared bins will only be introduced following a period of consultation involving the affected households and may include general waste and/or recycling bins. Households receiving an assisted collection service, will have the option to keep their own bins.

1.3.11. *Adjustments to the standard service: Collection Capacity*

1.3.11.1. The standard capacity allocation provided to households is set out in sections 1.2, 1.3.2 and 1.3.3. Households using all recycling services available and with 6 or more permanent residents are eligible, on request, for extra general waste capacity and recycling capacity. **Table 2** sets out the capacity allowance based on household size:

Table 2:

Number of residents	Weekly capacity			Capacity Entitlement			Container Provision		
	Residual waste L	Containers L	Fibres L	Residual waste L	Containers L	Fibres L	Residual waste L	Containers L	Fibres L
5	115	58	35	230	230	140	240	240	140
6	130	65	40	260	260	158	360	360	240
7	145	73	44	290	290	177	360	360	240
8	160	80	49	320	320	195	360	360	240
9	175	88	53	350	350	213	360	360	240
10	190	95	58	380	380	231	380	480	240

- 1.3.11.2. Any households with five or more permanent residents and which produces nappies or incontinence waste will qualify for a 360 litre general waste bin. Additional recycling capacity will be provided in line with the allowance set out in **Table 2**:
- 1.3.11.3. Households where one or more person has a medical condition which generates additional waste can, if they are struggling to manage with the capacity provided, apply for additional capacity regardless of household size. Each application will be considered on an individual basis, and where the provision of additional capacity is approved, the Council will determine whether to provide a clinical waste collection service, additional black bin capacity or additional recycling capacity.
- 1.3.11.4. Households requesting additional capacity will be required to complete an application form. The applicant will be required to provide evidence of occupancy for each permanent occupier of the household. Checks on occupancy may be carried out on the information provided to ensure the information provided is correct.
- 1.3.11.5. Additional capacity is granted based on the household's circumstances at that time of the application. The household must inform the Council of any changes in the number of permanent occupiers. The Council reserves the right to remove any additional capacity if a change in circumstances means the household is no longer eligible.
- 1.3.11.6. Where an application for additional waste and recycling capacity is approved, the householder will be required to make a payment as set out in 1.3.6 to cover the provision of the extra general waste capacity. No charge will be made for the provision of extra recycling capacity.
- 1.3.11.7. A condition of providing additional general waste capacity is that the household must use the recycling services provided. Where a household chooses not to do so the Council reserves the right to withdraw the additional general waste capacity. No refund will be issued where general waste collection capacity is removed under these circumstances.
- 1.3.11.8. At least every 3 years the Council will contact households with additional capacity to make sure they are still eligible. Where a household no longer meets the criteria, or where no response is received, the additional capacity will be removed and the standard allocation reinstated. No charge will be made for any reduction in waste and recycling capacity. However a charge will be made to reinstate any additional capacity if a successful application is subsequently received following removal.
- 1.3.11.9. Collections will take place in accordance with the policy set out in this document, and if a household obtains additional general waste or recycling capacity above the entitled amount, the additional bins will not be emptied, and the additional capacity will be removed. No refund will be provided where a payment was made to receive the additional capacity.

1.3.12. *Adjustments to the standard service: Collection day:*

1.3.12.1. There are a number of situations where collections may take place outside of the scheduled collection day:

- During service alerts, due to service disruption caused by bad weather, a police incident, strike or other significant unforeseen event.
- Due to public holidays, limited to Christmas Day, Boxing Day, and New Year's Day or their nominated Bank Holiday.
- Due to access issues, including road closures, preventing collection on the scheduled collection day.

1.3.12.2. Any changes resulting from a service alert will be for a temporary period, to allow the recovery of any affected collections and as a minimum will be communicated to residents on the Council's website, via social media and via a press release.

1.3.12.3. Where information regarding road closures is known in advance and where these closures will prevent collections from taking place, temporary changes to the waste and recycling collection service may be provided, at the discretion of the Council, until access is made available again.

1.3.12.4. To enable residents to manage the amount of waste generated as a result of a delayed collection, a maximum of three, tied, black sacks of extra general waste will be collected from households where their scheduled collection day has been delayed by at least three days.

1.3.12.5. Any changes resulting from public holidays will be for a temporary period, to allow the recovery of any affected collections and as a minimum will be communicated to residents on the Council's website, via social media and via a press release.

1.3.12.6. A maximum of three, tied, black sacks of extra general waste will be collected from households affected by a change of scheduled collection day over the Christmas and New Year period.

1.3.12.7. When a collection cannot be made due to access being restricted by parked cars on the highway, or road closures, further attempts will be made until the containers are emptied.

1.3.12.8. The Council may take action where there are repeated problems with access. This action may involve, although not exclusively, imposing new or enforcing existing parking restrictions, contacting the owners of cars repeatedly blocking access, changing the collection day/time, changing collection points or service provided.

1.3.13. *Adjustments to the standard service: Removal of service*

1.3.13.1. Residents may elect (by written notification) not to receive any waste collection or recycling services from the Council, but to make their own suitable and legal arrangements for the disposal of their waste. In any circumstances, the Council will not consider any refund/rebate of Council Tax. Once written confirmation is received arrangements will be made to remove any bins from the property concerned that have been provided by the Council in its duties as a Waste Collection Authority. Residents who elect not to receive waste collection arrangements from the Council, but who without reasonable cause, then fail to make their own legal and appropriate arrangements, will be subject to legal action, as necessary.

*1.3.14. Adjustment to standard service: Private and narrow access roads*

1.3.14.1. Where the access road to a property is too narrow for a standard refuse collection vehicle, a service adjustment including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.3.14.2. Where it is safe to do so and where sufficient access is available, a refuse collection vehicle will be used on private/unadopted roads. However, the service provider may seek written authority from all households concerned to protect it from any claim for damages in taking the collection vehicle on the private/unadopted road. Where an indemnity is not provided, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.3.14.3. Where damage could occur to a collection vehicle or road during the collection process, or where there is no safe vehicular access, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

*1.4. Flats, Maisonettes including purpose built student accommodation:*

1.4.1. This section sets out the service policy for flats, maisonettes, sheltered and supported living accommodation and purpose built student accommodation.

*1.4.2. Collection Frequency*

1.4.2.1. The standard collection arrangement is:

- Week 1: General waste
- Week 2: Fibres: Paper and card, Containers: Glass, cans, plastic bottles
- Week 3: General waste
- Week 4: Fibres: Paper and card, Containers: Glass, cans, plastic bottles

- 1.4.2.2. Based on the above collection frequency, the weekly general waste and recycling (Containers and Fibres) capacity set out in **Table 1** will be multiplied by 2.
- 1.4.2.3. Where operationally efficient to do so and where capacity allows, the recycling collection frequency of (Containers and Fibres) may be reduced from every two weeks to every four weeks, in line with standard households.
- 1.4.2.4. Where operationally efficient to do so, at flats and maisonettes where 13 or more households share a bin storage area, a weekly general waste collection service may be provided. Where operationally efficient to do so, at sheltered and supported living and purpose built student accommodation, where 20 or more households share a bin storage area, a weekly general waste collection service may be provided.
- 1.4.2.5. Any decision to change the collection frequency set out in section 1.4.2.1 will be at the discretion of Sheffield City Council, within the limitations set out in sections 1.4.2.3 and 1.4.2.4.
- 1.4.3. *Container provision: Type and size*
- 1.4.3.1. **Table 1** and section 1.4.2 will identify the capacity allowance for any given property. Due to limitations of bin sizes available, the closest available bin size and numbers will be provided. This means that the actual capacity provided may be slightly higher than the allowance.
- 1.4.3.2. Shared bins will be provided and bin sizes available range from 140 litres to 1100 litres. Two wheeled bins will be made of plastic, and all four wheeled bins will be made of metal.
- 1.4.3.3. The type and number of bins provided to meet the required allocation will be at the discretion of Sheffield City Council.
- 1.4.4. *Ownership and labelling*
- 1.4.4.1. As a minimum, all shared bins will have on them, the Sheffield City Council logo, contact details, and the type of material to be placed inside the bin. Once this livery has been applied, the managing agent/landlord will be responsible for ensuring this information is provided on the bins with replacement stickers being available, on request from the Council.
- 1.4.4.2. Shared bins will contain a Radio-Frequency Identification (RFID) chip provided as part of the construction of the bin. The refuse collection vehicles used for collections at flats will include bin weighing equipment. This approach will reduce the risk of bins going missing and not being replaced, and allow for targeted education and communications as they provide an understanding of which bins are being used, and how much waste and recycling is being collected.

- 1.4.4.3. All containers provided by Sheffield City Council remain the property of the Council.
- 1.4.4.4. All waste and recycling containers provided must remain with the designated bin storage area and must not be removed.
- 1.4.5. *New developments and properties*
  - 1.4.5.1. New developments and properties should ensure sufficient storage space is in place to meet the general waste and dry recycling collection capacity requirements as set out in **Table 1** and sections 1.4.2 and 1.4.3.
  - 1.4.5.2. All new properties are required to provide or purchase from Sheffield City Council the general waste bins needed to meet the capacity allocation. Any costs must be paid for by the developer, managing agent, owner or occupier.
  - 1.4.5.3. The charge will be £20 (subject to annual price review) multiplied by the number of properties using the shared bin/s. For purpose built student accommodation, the multiplier will be the maximum number of occupants based on the number of beds.
  - 1.4.5.4. Recycling bins for both Fibres and Containers will be provided free of charge to new properties.
  - 1.4.5.5. All shared bins provided by the Council will contain a RFID chip which is provided as part of the construction of the bin.
  - 1.4.5.6. Customers can choose to provide their own general waste bins, however these must meet the specification set out by the Council to ensure safe collection, including the BS EN 840 quality standard. All bins with four wheels must be made of metal. The customer must notify the Council of any bins they have provided, and also agree to the Council's terms and conditions in order for the Council to agree to provide a collection service for any third party bins. Once notified, and the terms and conditions have been accepted, the Council will fit an RFID chip before the collection service begins. The specification and terms and conditions will be made available on request and will be published on the Council's website.
  - 1.4.5.7. Further information regarding planning requirements for waste and recycling storage for new developments will be available on the Council's website.
  - 1.4.5.8. Bins to new properties will be delivered within 10 working days of payment being received.
- 1.4.6. *Missing/damaged and abandoned Bins*
  - 1.4.6.1. An administration and delivery charge will be made for the replacement of lost/damaged or stolen general waste bins. The charge will be £20 (subject to annual price review) multiplied by the allocated number of properties

using the type and number of missing/lost bin/s. For purpose built student accommodation, the multiplier will be the number of beds.

- 1.4.6.2. No charge will be made where a bin has been lost into the back of the collection vehicle or damaged by the collection crew during collection. Customers must report issues of lost or damaged (by the crew) bins within two working days of the collection taking place.
- 1.4.6.3. No charge will be made to replace the bins provided for the collection of recycling (Containers and Fibres).
- 1.4.6.4. Lost, stolen and damaged bins will be replaced with 5 working days of an approved request being received and any payment being received if required.
- 1.4.6.5. All shared bins provided by the Council will contain a RFID chip which is provided as part of the construction of the bin.
- 1.4.6.6. Customers can choose to provide their own general waste bins, however these must meet the specification set out by the Council, including the BS EN 840 quality standard, to ensure safe collection. All bins with four wheels must be made of metal. The customer must notify the Council of any bins they have provided, and also agree to the Council's terms and conditions in order for the Council to agree to provide a collection service for any third party bins. Once notified, and the terms and conditions have been accepted, the Council will fit an RFID chip before the collection service begins. The specification and terms and conditions will be made available on request and will be published on the Council's website.
- 1.4.6.7. Any unused or abandoned bins left on the highway should be reported to the Council for collection. Collection will take place within 5 working days.

#### 1.4.7. *Collection times*

- 1.4.7.1. General waste and recycling (Fibres and Containers) collections operate Monday to Friday between 6am - 9pm, and on weekends between 7am and 4pm.
- 1.4.7.2. Collections will take place on all Bank Holidays with the exception of Christmas Day, Boxing Day, New Year's Day, and Easter Sunday. Any changes to collections will be confirmed on an annual basis.
- 1.4.7.3. No collections will take place within clearways or locations with other highway restrictions during the designated times, unless special permission has been granted by Council.

#### 1.4.8. *Presentation and storage of Bins*

- 1.4.8.1. An assisted collection service will be provided as standard where waste and recycling bins are shared with two or more households. The collection crew



will collect the bins from their usual point of storage and then return them after emptying.

- 1.4.8.2. If the bins are stored behind a locked gate/door, the landlord/owner/management agent will be required to provide a code/key/fob to allow access. Keys lost by the service provider will be replaced at their own cost.
- 1.4.8.3. At locations where bins are not stored at ground level, the owner/landlord/managing agent will be required to move the bins to an agreed point at an agreed time, to enable collection to take place.
- 1.4.8.4. Where, for reason of age or mobility a household cannot use the shared bins provided, an application can be made for an adjusted service to be provided. The service provided will vary depending on the nature of the issue and the service provided at that location. Any decision to provide an adjusted service will be taken by Sheffield City Council.
- 1.4.9. *How to use the waste and recycling bins*
  - 1.4.9.1. Residents/managing agents/landlords are responsible for ensuring that the correct materials are placed inside the designated recycling bins provided.
  - 1.4.9.2. Where incorrect items are placed inside a recycling bin, they will not be emptied. The householders/managing agent or landlord will be required to remove the incorrect items and present the bin/s for collection on the next scheduled collection day. Alternatively, if it is the first time that one or more recycling bins have not been emptied due to containing incorrect materials in a twelve month period, a request can be made for a reset. At the point of requesting a reset, the customer/s will be issued with a Section 46 Notice to provide formal notification of how to use the bins provided. The bin/s will then be emptied within 5 working days however the contents will not be recycled.
  - 1.4.9.3. Bins that are presented with their bin lid up (overloaded) pose a health and safety risk to the collection crews and can cause littering issues. A number of serious injuries have occurred where overloaded bins have been placed on to the bin lift, resulting in waste falling on to the collection operative below. To minimise the risk to employees and to reduce the risk of littering, bins must be presented with the bin lid flat against the body of the bin. Bins will not be emptied where the lids are not closed. Where a bin is not emptied for this reason, a tag will be placed on the bin and the householders/managing agent or landlord will be required to remove sufficient waste to allow the bin lid to close, in readiness for collection on the next scheduled collection day.
  - 1.4.9.4. Households should ensure that bins are not too heavy to allow for safe collection. Heavy bins present a health and safety risk to the collection crews. A number of serious injuries have occurred where excessively heavy bins have been placed on to the bin lift, causing them to break and fall on to

the collection operative below. To minimise the risk to employees any bins deemed by the collection operative to be excessively heavy will not be emptied. Information will be attached to the bin and the householders/managing agent or landlord will be required to remove sufficient waste to allow safe collection on the next scheduled collection day.

- 1.4.9.5. The waste and recycling collection capacity provided to flats and maisonettes should be sufficient to meet the needs of the vast majority of households. An application process is in place for flats and maisonettes which meet certain criteria for requesting extra capacity – see 1.4.11. For this reason, together with the need to reduce the risk of littering, and encourage households to reduce and recycle their waste, extra waste and recycling put out for collection in or around a bin store will not be taken. The householders/managing agent or landlord will be required to remove the waste and place inside the correct bin or make alternative disposal arrangements. The presentation of extra waste will be managed in accordance with the Council’s Education and Enforcement policy, see [Appendix 2](#).
- 1.4.9.6. It is the responsibility of the occupier/managing agent/landlord to ensure that sufficient access is made available to the bin storage area on private land. Where access is not available to allow for safe collection, no repeat visits will be made, and a further attempt at collection will only be made on the next scheduled collection day.
- 1.4.9.7. Where non-collection takes place due to an issue with presentation, a payment can be made by the managing agent or landlord for a special collection rather than having to wait until the next scheduled collection day, see [Appendix 2](#).
- 1.4.9.8. If, despite following the above, a bin is not emptied on the scheduled collection day, a missed collection can be reported to the call centre. Where no service alert is in place, the collection crew will then return and empty the container/s within one working day of the report being received.
- 1.4.10. *Adjustments to the standard service: Collection frequency*
  - 1.4.10.1. The bins provided and frequency of collection is defined in this policy. More frequent collections may be considered by exception at flats, where there is not enough storage space at to accommodate the required number of bins. Any decision to increase the collection frequency will be at the discretion of Sheffield City Council and only once payment has been received in advance for the additional collection frequency. Any agreement to provide more frequent collections will only be provided where there is no negative impact on vehicle efficiency and where the additional collection/s can be accommodated. Costs for providing more frequent collections will be made available if an agreement is made in principle to provide a more frequent service.
- 1.4.11. *Adjustments to the standard service: Capacity allocation*

- 1.4.11.1. The standard capacity provided is set out in **Table 1** and section 1.4.2. Where the average number of people living in all households making up a block of flats/maisonettes is higher than the standard assumption, an application can be made for additional capacity.
- 1.4.11.2. The application can be submitted by the landlord or managing agent, and details of permanent occupiers must be provided for all households. Checks on occupancy may be carried out to ensure the information provided is correct.
- 1.4.11.3.** Additional capacity will be provided in accordance with the allocation set out in **Table 1** and
- 1.4.11.4. **Table 2.**
- 1.4.11.5. Where an application for additional collection capacity is approved, the applicant will be required to make a payment for the extra general waste collection capacity provided. This payment will be based on a pro rata allocation of the £20 charge (subject to annual price review) multiplied by the number of households (or beds for purpose built student accommodation) sharing the bins provided. Once payment has been received, the additional capacity will be provided within 5 working days. As a worked example:
- For a block of 30 flats, the standard capacity (a 3 person allocation) would be  $30 \times 85L = 2550$  litres. The original cost for supplying this capacity would have been  $\pounds 20 \times 30 = \pounds 600$  which equates to a cost of 23.5p per litre. If there was in fact an average of 4 people in each flat, the capacity allocation would be  $30 \times 100L = 3000$  litres, an increase of 450 litres. The price therefore to pay would be,  $450 \times 23.5p = \pounds 105.75$
- 1.4.11.6. At least every 3 years the Council will contact the landlord/managing agent or residents to make sure they are still eligible for the additional capacity. Where the circumstances are such that they are no longer eligible, or where no response is received, the additional capacity will be removed and the standard allocation reinstated. No charge will be made for any reduction in waste and recycling capacity.
- 1.4.12. *Adjustments to the standard service: Collection day:*
- 1.4.12.1. There are a number of situations where collections may take place outside of the scheduled collection day:
- During service alerts, due to service disruption caused by bad weather, a police incident, strike or other significant unforeseen event.
  - Due to public holidays, limited to Christmas Day, Boxing Day, and New Year's Day or their nominated Bank Holiday.
  - Due to access issues, including road closures, preventing collection on the scheduled collection day.

- 1.4.12.2. Any changes resulting from a service alert will be for a temporary period, to allow the recovery of any affected collections and as a minimum will be communicated to residents on the Council's website, via social media and via a press release.
- 1.4.12.3. Where information regarding road closures is known in advance and where these closures will prevent collections from taking place, temporary changes to the waste and recycling collection service may be provided, at the discretion of the Council, until access is made available again. This information will be communicated directly to those affected, if required.
- 1.4.12.4. Any changes resulting from public holidays will be for a temporary period, to allow the recovery of any affected collections and as a minimum will be communicated to residents on the Council's website, via social media, and via a press release.
- 1.4.12.5. When a collection cannot be made due to access being restricted by parked cars on the highway, or road closures, further attempts will be made until the containers are emptied. Also see section 1.4.9.6.
- 1.4.12.6. The Council may take action where there are repeated problems with access. This action may involve, although not exclusively, imposing new or enforcing existing parking restrictions, contacting the owners of cars repeatedly blocking access, changing the collection day/time, changing collection points or service provided.
- 1.4.13. *Adjustment to the standard service: Removal of service*
- 1.4.13.1. Managing Agents/Landlords may elect (by written notification) not to receive any waste collection or recycling services from the Council, but to make their own suitable and legal arrangements for the disposal of their waste. In any circumstances, the Council will not consider any refund/rebate of Council Tax. Once written confirmation is received arrangements will be made to remove any bins from the property/properties concerned that have been provided by the Council in its duties as a Waste Collection Authority. Managing agents/landlords who elect not to receive waste collection arrangements from the Council, but who without reasonable cause, then fail to make their own legal and appropriate arrangements, will be subject to legal action, as necessary.
- 1.4.14. *Adjustment to standard service: Private and narrow access roads*
- 1.4.14.1. Where the access road to a property is too narrow for a standard refuse collection vehicle, a service adjustment including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.
- 1.4.14.2. Where it is safe to do so and where sufficient access is available, a refuse collection vehicle will be used on private/unadopted roads. However, the

service provider may seek written authority from all households concerned to protect it from any claim for damages in taking the collection vehicle on the private/unadopted road. Where an indemnity is not provided, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.4.14.3. Where damage could occur to a collection vehicle or road during the collection process, or where there is no safe vehicular access, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

#### 1.5. *Charges for waste and recycling collection services*

1.5.1. Under the requirements of the Environmental Protection Act 1990, a free waste and recycling collection service is provided to Sheffield residents. The standard service provided to Sheffield residents is set out in Sections 1.3 and 1.4.

1.5.2. The Environmental Protection Act 1990 states that the Authority can stipulate:

- The type and number of containers to be used
- The collection frequency
- The placing of the containers and access required to enable collection
- The type of materials to be placed inside each container
- The steps required to enable collection to take place

1.5.3. The actions required of the customer to enable collection to take place are set out in this policy. Where a customer fails to do what is required, an extra repeat visit can be requested to carry out a collection before the next scheduled collection date. Sheffield City Council will require payment to be made to recover any costs incurred as a result of the repeat visit and collection. Charges will be made under the following circumstances:

1.5.3.1. Where one or more recycling bins has not been emptied due to containing incorrect materials. The bin/s will be emptied on the next scheduled collection if the incorrect materials have been removed. Alternatively, one free reset can be requested every 12 months. At the point of requesting a reset, the customer/s will be issued with a notice under Section 46 of the Environmental Protection Act 1990 to provide formal notification of how to use the bins provided. Should a collection be required before the next scheduled collection date, and the free reset has already taken place in the 12 months previous, a charge will be made to cover the cost of the unscheduled collection.

1.5.3.2. Where one or more bins have not been emptied due to the bin lid/s not being closed, or if the bin/s are deemed too heavy to safely empty. The

bin/s will be emptied on the next scheduled collection if the bin lid/s are closed, and are not too heavy to safely empty, however, should a collection be required before the next scheduled collection date, a charge will apply to cover the cost of the unscheduled collection and any additional resource required to safely empty the bin/s.

- 1.5.3.3. Where waste is left on the floor preventing access to bins at the bin storage area of a block of flats. The bin/s will be emptied on the next scheduled collection if the access is made available, however, should a collection be required before the next scheduled collection date, a charge will apply to cover the cost of the unscheduled visit and any additional resource required to safely access the bin/s.
- 1.5.3.4. The bins provided and collection frequency is defined under the collection frequency and container provision sections of this policy. More frequent collections may be considered by exception at flats and maisonettes, where there is not enough storage space to accommodate the required number of bins. Any decision to increase the collection frequency will be at the discretion of Sheffield City Council and only once payment has been received in advance for the additional collection frequency. Any agreement to provide more frequent collections will only be provided where there is no negative impact on vehicle efficiency and where there is capacity to carry out the additional collections. Costs for providing more frequent collections will be made available if an agreement is made in principle to provide a more frequent service.

## 1.6. *Waste Composition Analysis*

- 1.6.1. From time to time, Sheffield City Council undertakes analysis of the contents of waste and recycling bins put out for collection. The purpose of this exercise is to provide an understanding of fill rates and contents of the waste and recycling containers, and to understand the amount of recycling left in the black bin. The contents of the waste and recycling bins will be analysed at a street level and will not be identifiable to individual households.

## 2. **Garden waste**

- 2.1. The Environmental Protection Act 1990, stipulates that a charge can be made for the collection of garden waste. The cost of disposal is to be paid by the Council as the Waste Collection Authority.
- 2.2. In Sheffield, residents can pay to receive a seasonal, fortnightly garden waste collection service. Garden waste will be collected using one 240 litre green wheeled bin. Households can pay for a maximum of one green bin.
- 2.3. Collections will take place over the peak growing season between May and November, and as a minimum will include 15 collections. The price and duration of collection season will be confirmed each year in agreement with the service provider.

- 2.4. Customers paying for the service who do not currently have a green wheeled bin, or customers needing to replace a lost, damaged or stolen green bin will be required to pay a £20 charge in addition to the charge for collection (subject to annual price review).
- 2.5. The green bin should be stored within the property boundary and not on the highway.
- 2.6. Collections will take place between 6am and 9pm Monday to Friday, including Bank Holidays.
- 2.7. The collection point is the pavement at its edge with the nearest public highway (kerbside). In most circumstances, this will be at the front of the property.
- 2.8. Where the nature of, or access to a property, means collection cannot be made from directly outside the property, the Council/service provider will identify an alternate point of bin storage and/or collection point.
- 2.9. Residents are required to place their green bin at the specified collection point on their scheduled collection day by 6am (or no earlier than 6pm the day before) and then remove their containers back on to their property no later than 9am on the day after collection.
- 2.10. Households receiving an assisted collection service will automatically receive an assisted collection for their green bin. The assisted collection policy can be found in [appendix 1](#).
- 2.11. If, despite following the above, a green bin is not emptied on the scheduled collection day, customers can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and empty the bin within two working days of the report being received.
- 2.12. Residents with garden waste who would prefer not to pay for a collection service, can compost their garden waste for free at a Household Waste Recycling Centre, or through Home Composting. Alternatively, residents can place garden waste into their black wheeled bin, however it will not be composted.
- 2.13. Failure to adhere to the presentation requirements set out in this policy will be managed in accordance with the [Council's Enforcement Policy](#).

### **3. Bulky waste**

- 3.1. The Environmental Protection Act 1990, as defined by the Controlled Waste (England and Wales) Regulations 2012, states that a charge can be made

for the collection of bulky household waste. The cost of disposal is to be paid by the Council as the Waste Collection Authority.

- 3.2. For the purpose of this policy, bulky household waste is defined any household waste that does not fit, or cannot be fitted into the general waste bin provided.
- 3.3. The Council provides a chargeable service for the collection of bulky household waste from households. The price of collection is set on an annual basis, and varies according to the number of items to be collected.
- 3.4. Subsidies are provided to households that are in receipt of means tested benefits.
- 3.5. Once a collection has been requested and any payment received, the items will be collected within 7 working days. The customer will be provided with the collection day.
- 3.6. The collection service operates between 7am and 7pm, Monday to Friday.
- 3.7. The bulky waste must be left within the front property boundary (front garden) or at the side/rear of the property where there is no frontage. The collection point for flats will be from the designated bulky waste collection area or other area agreed with the managing agent/landlord and the Council. The customer must ensure that access is available to provide safe collection. The collection point will be agreed with the customer at the time of the booking.
- 3.8. In situations where a household is unable to present their waste for collection due to an age related or medical condition, alternative collection arrangements will be discussed and agreed with the customer. Where a collection is agreed from within the property, an indemnity form may need to be completed to remove any liability from the service provider from damaged caused during the collection process.
- 3.9. Only items named at the time of making a booking will be collected. Where additional items are presented for collection, these additional items will be left and only the named items will be removed. The householder will then have to arrange a further bulky waste collection, or make alternative disposal arrangements.
- 3.10. Should a non-collection take place due to the customer not fulfilling the agreed arrangement, the customer will be informed why the collection did not take place. The service provider will be deemed to have fulfilled its obligation and no refund will be provided.
- 3.11. If, despite following the above, a bulky waste collection is not carried out on the scheduled collection day, the customer can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and collect the bulky waste within one working day of the report



being received, or on an alternative specified date if agreed with the customer.

3.12. Customers with bulky household waste who do not wish to pay for a collection can take their waste to a Household Waste Recycling Centre. Alternatively, if an item is in good condition, they may wish to contact a local charity who may be able to donate/sell the item.

3.13. *Adjustments to the Standard Service: Flats and Maisonettes*

3.13.1. Recognising that many flats and maisonettes have no space available for the storage of bulky households waste, additional general waste capacity up to a maximum of (20%) of the capacity allowance may be provided subject to payment of an annual collection charge. No charge will be made for disposal. The decision whether to provide the additional capacity will be taken by the Council, and will only be approved where the recycling facilities provided on site are being used effectively. Charges for additional collection capacity will be aligned to the agreed payment system set out in Section 6

#### **4. Dry stores**

4.1. Dry stores are provided at some flats and provide a location for the storage of bulky household waste.

4.2. A chargeable dry stores clearance service is available to landlords/managing agents where dry stores are in place, on request. The collection charge will vary according to collection frequency and the size of the dry store.

4.3. Collections are provided on an agreed frequency of between once every week to once every six weeks. All items of bulky household waste will be removed during the scheduled collection.

4.4. A one off collection can be requested as part of the dry store service to including waste left on the floor of the bin store at flats and maisonettes. A charge will apply to cover the cost of the unscheduled visit and any additional resources required to safely access the container/s.

4.5. The landlord/management agent will be required to provide any codes/keys/fobs to allow access to the dry stores. The landlord/managing agent must ensure that access is available to allow safe emptying of the dry store, and that entry is not prevented by damaged doors/locks, or be blocked by waste, parked cars, or other obstacles. Where access is not possible due to the failure to provide an access code/key/fob or if access is not possible to allow for safe emptying, the contractor will be deemed to have fulfilled its duty and no repeat visit will be made until the next scheduled collection unless a further payment is made for an extra/unscheduled visit.

- 4.6. If, despite following the above, a dry store is not emptied on the scheduled collection day, the customer can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and empty the bins within one working days of the report being received.
- 4.7. Any request to cancel or suspend the service or change the collection frequency must be made at least 28 days in advance of the change being required.
- 4.8. The service will be withdrawn if payment is not received within 30 days.

## **5. Clinical waste**

- 5.1. Clinical waste is separated into three categories, 'infectious waste', 'offensive waste' and 'clinical sharps'.
- 5.2. Households producing infectious waste and/or clinical sharps will be provided, on referral with a separate collection service for this waste. Households producing more than one black bin bag of offensive waste each week will, on referral, be provided with a separate weekly collection service for this waste. Sacks will be provided for infectious and offensive waste, and a box will be provided for clinical sharps. These services are free of charge to the customer but residents will need to apply for this service through their Health Care Workers or Doctor who will then contact the Council's Contact Centre and provide the Customers' details and confirm which category of waste is being produced. The necessary arrangements will then be made to set the household up on the appropriate category of clinical collection service.
- 5.3. The Council provides a collection service for sharps with a maximum collection frequency of weekly. Actual collection frequencies will be arranged with the customer based on their needs. Both infectious and offensive waste will be collected weekly.
- 5.4. All categories of clinical waste will be collected from an agreed point, normally the point of bin storage on the property. The point of storage will be agreed between the customer and the service provider, however where no agreement can be reached, the Council will determine the collection point. It is the customer's responsibility to ensure access is available to the clinical waste on collection day, and customers are advised to securely tie any bags to prevent spillage.
- 5.5. If, despite following the above, a collection does not take place on the scheduled collection day, the customer can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and collect the waste within one working day of the report being received.
- 5.6. In order to protect the Council Tax payer from undue costs, where a customer fails to present offensive and/or clinical sacks for collection on three consecutive occasions, the Council may write to the customer to ask

whether the service is still needed. If no response is received the service will be withdrawn, until such a point as a new application is received from the health care worker or Doctor.

5.7. *Adjustments to the Standard Service: Offensive Waste Collections*

5.7.1. Customers requiring the offensive waste collection service can opt not to have a separate collection, and instead put the offensive waste into their black bin. The Council, at its discretion, may provide additional general waste collection capacity to dispose of this offensive waste.

**6. Chargeable Collections**

6.1. The Council has policies in place for the provision of services to charities, non-domestic/ non-commercial premises and commercial premises and delivers its services in accordance with the requirements of The Controlled Waste (England and Wales) Regulations 2012.

6.2. Where charges are made for collections these will be in line with the Council's agreed annual prices for these services. These prices can be provided on request by contacting the Waste Management Service.

6.3. Places of Worship receive for free, the standard (5 person allocation – see **Table 2:**) household waste and recycling collection service for general waste, Fibres and Containers. Additional or larger containers are charged for on a collection only basis (no charge for disposal).

6.4. Charities are offered a service whereby the cost of collection only is charged for waste and recycling collections. Charities receive the standard (5 person allocation) household recycling service free of charge following receipt of payment for the residual waste container service. Any additional recycling capacity above the free allocation is charged for.

6.5. Residential hostels providing accommodation to people with no other permanent address or unable to live at their permanent address are charged for their waste and recycling collection only (no charge for disposal).

6.6. Where a service is provided to a Place of Worship, Charity and/or hostel, the collection service provided will be the same as that provided for households.

6.7. Waste from residential homes, hospitals and waste from premises forming part of a school, university or other educational establishment is defined as commercial waste and where requested to provide a service, charges will be made for both collection and disposal.

6.8. Waste arising from hotels, campsites, domestic properties in the course of a business for the provision of self-catering accommodation and any part of a composite hereditament used for the purposes of a trade or business are producing commercial waste and charges made will encompass both collection and disposal costs.

6.9. Collection Frequencies for these commercial collections will be provided in order to meet (where possible) the customer's needs. The charges for these commercial collections will be based on the frequency/number of collections made in a given period.

## **7. Special Events**

7.1. Where requested to by a community group, residents association, commercial organisation or other such body, the Council will provide a Special Event service such as Bring Out Your Rubbish Days (BOYR) or Community Clean Up.

7.2. These services will allow for the provision of a waste collection vehicle and crew for either a half day or a full day period.

7.3. The organisation requesting the service will be required to pay the cost of the collection service as well as the disposal costs for all wastes collected based on the tonnage collected during the event. These charges will be part of the Council's annually agreed prices.

## **8. Household Waste Recycling Centres (HWRCs)**

8.1. Sheffield operates a permit scheme for accessing its HWRCs. The purpose of the permit scheme is to reduce the opportunity for traders to use Sheffield's HWRCs for the illegal disposal of trade waste.

8.2. The permit scheme applies to residents wishing to visit a site using a car with a trailer, and for commercial vehicles with a payload of under 1.5 tonnes.

8.3. Residents with cars, camper vans, estate cars, people carriers and 4x4s without pickups do not need a permit.

8.4. Long wheeled base vehicles and vehicles with a payload over 1.5 tonnes, including Luton Box vans, pickups (excluding 4x4s), and twin axled vehicles) are banned from accessing Sheffield's HWRCs.

8.5. Sheffield residents whose only means of transport is a van under 1.5 tonnes, and residents wishing to use a trailer, can contact the call centre to apply for a permit to gain access to their chosen site. Each permit will allow access for up to 12 visits in any 12 month period, and only one permit will be issued per household. The number of visits has been decided based on the majority of residents used a HWRC less than ten times a year.

8.6. A separate, 'One-Off' approval system is provided for those one off occasions, such as house moves, where more waste is generated than can fit in a car. This 'One Off' system is available to residents where a van is not their only form or where a van has been hired. No more than 3 one off visits will be issued in any 12 month period.

- 8.7. All applications received from non-Sheffield residents will be rejected, and they will be advised to use the sites provided within their own Local Authority area.
- 8.8. Checks will be carried out on items of waste brought to a HWRC. Where it is the belief of the site staff that the waste is from a commercial activity, the waste will be refused and the resident will be required to make alternative disposal arrangements.

## **9. Waste Minimisation**

Sheffield City Council will provide support and advice to encourage the reduction, and reuse of waste, including permanent or periodic campaigns to support the following:

### *9.1. Home composting*

- 9.1.1. Sheffield City Council will provide support and advice to help people to home compost. This will include providing information about where to purchase and use a home compost bin.

### *9.2. Junk Mail*

- 9.2.1. Sheffield City Council will promote the reduction of junk mail through signposting residents to the mail preference services.

### *9.3. Love Food Hate Waste*

- 9.3.1. Sheffield City Council will provide support and advice to help people reduce food waste. This will include providing information about correct food storage, portion control and providing advice on use by and sell by dates.

### *9.4. Clothing*

- 9.4.1. Sheffield City Council will provide support and advice to help people reduce clothing and textile waste. This will include providing support and advice on good purchasing habits and how to repair/reuse damaged clothes.

### *9.5. Real nappies*

- 7.5.1 Sheffield City Council will help people to access real nappy products and advice. A £10 contribution is available from Sheffield City Council to cover part of the cost associated with the purchase of real nappies from approved real nappy product and advice suppliers. A list of approved suppliers is available on request and is subject to:

- A minimum of £30 worth of nappies before discount and not including any other sundry products
- The nappies are for a child under the age of 12 months
- Only make one claim per child

- Live in the Sheffield area and are liable for Council Tax to us

## 9.6. *National campaigns*

- 9.6.1. Sheffield City Council will support national waste minimisation campaigns to link into the national awareness and resources generated at the national level.

## 10. **Education and Enforcement**

- 10.1. The Council has an Education and Enforcement policy [Appendix 2](#) to manage non-compliance of its policies relating to its services. This policy will be used where:

- Bins are left on the highway between collections outside of the prescribed hours
- Extra waste is presented next to a bin (excluding extra paper and card as set out in section 1.3.9.7)
- Where incorrect materials are placed inside a recycling container
- Heavy and overloaded waste and recycling containers

## 11. **Abandoned Vehicles**

- 11.1. The Council's policy for dealing with abandoned vehicles is set out in [Appendix 3](#).

## 12. **Complaints**

- 12.1. Complaints regarding any waste and recycling service provided in Sheffield will be managed in accordance with the [Council's complaints policy](#).

## Appendix 1: Assisted Collection Policy

### 1 *The Assisted Collection Service*

1.1 An assisted collection service is provided to residents who are unable to present their waste and recycling containers to the kerbside for collection due to an age related or medical condition. The service fulfils the Council's requirement under the Equality Act 2010, to provide a reasonable service adjustment to enable residents to use the kerbside waste and recycling collection services provided.

1.2 A **permanent** assisted collection will be provided where an application is received from a resident aged 75 or over, or where the resident is under 75 and meets one or more of the following criteria:

- Is registered blind or partially sighted
- Holds a blue badge for parking
- Receives the middle rate of care component of Disability Living Allowance or enhanced daily living component of Personal Independence Payment
- Receives the mobility component of Disability Living Allowance or enhanced mobility component of Personal Independence Payment
- Receives Attendance Allowance
- Receives the War Pensioners' Mobility Supplement
- Holds a CredAble Access Scheme Card

1.3 Residents who apply and do not meet the above criteria may be granted a **temporary** assisted collection if there is a need for this service for a set period of no more than six months. This may be due to an illness, or recovery from an operation or injury. A repeat application can be made at the end of each agreed period. The exception to the six month limit on the temporary service is pregnancy, where the service can be provided for the duration of the pregnancy and up to 26 weeks thereafter.

1.4 Permanent and temporary assisted collections will only be provided where there is no-one living within the household aged 16 or over, or a carer, that can present the waste and recycling containers to the kerbside for collection.

### 2 *Application and review process*

- 2.1 Applicants are required to provide evidence to support their application for an assisted collection.
- 2.2 Applicants aged 75 or over will be asked to provide proof of age with their application. This could include a copy of a birth certificate, passport, bus pass, NHS medical Card, Older Persons' Freedom Pass, or driver's license.
- 2.3 The following checks/proof of eligibility will be required from applicants aged under 75:
- (a) Applicants will be asked to provide a photocopy of their confirmation letter confirming receipt of the stated benefit. Contact will be made with the Department of Work and Pensions with a view to establishing an Information Sharing Agreement. If such an agreement can be put in place, this would remove the need for copies to be submitted.
  - (b) Waste Management will have access, under license, to the CredAble Access Card online validation tool to enable checks to take place on whether a resident has the card, and which issues have been identified.
  - (c) Subject to confirmation with the Data Protection Team, Waste Management will have access to the Blue Badge list to allow for verification to take place.
  - (d) Applicants will be asked to send a copy of their Certificate of Visual Impairment letter. If this cannot be provided, registration will be verified with the Council's Sensory Impairment team.
- 2.4 Where further information or clarification is required, contact will be made with the applicant to support the decision making process. At the discretion of the Waste Management team, an officer may need to visit the property to assess the application.
- 2.5 Residents receiving the permanent assisted collection service will be contacted every three years and asked to confirm they still live at the address and need the service. The information required will mirror that of the original application process.
- 2.6 Residents in receipt of the temporary assisted collection service will receive the service for an agreed period of time of no more than six months, after which they will be able to reapply. The exception to the six month limit on the temporary service is pregnancy, where the service can be provided for the duration of the pregnancy and up to 26 weeks thereafter.
- 2.7 All households receiving an assisted collection service prior to the policy above being implemented, will be contacted in a staged approach over the next three years and asked to reapply for the service in accordance with the policy set out above.

### **3 Appeals Process**



- 3.1 Residents have the right of appeal against a decision to refuse the assisted collection service. On receipt of an appeal, this will be considered by a manager within the Waste Management Team who will consider the information provided against the policy.
- 3.2 Should a resident be unhappy with the result of an appeal, or wish to make a complaint about the policy itself, this will be treated in accordance with the [Council's complaints procedure](#).

## **Appendix 2: WASTE MANAGEMENT EDUCATION AND ENFORCEMENT POLICY**

### **1. Introduction**

- 1.1. The aim of this policy is to set out Sheffield City Council's approach to ensuring compliance with regulatory requirements that relate to Waste Management Services.
- 1.2. The Council's approach to enforcement is based on support and education, offering advice to residents on how to correctly use the services it provides. However there will be times when this approach does not work and the Council needs to take enforcement action to ensure compliance with its policies. This is to ensure fair, equitable and sustainable waste services are provided.
- 1.3. The core functions where enforcement action will be considered are:-
  - Presentation of waste in containers for collection
  - presentation of extra waste
- 1.4. Enforcement action taken against an individual or organisation will be consistent with the Council commitment to equality and diversity.

### **2. Aims**

- 2.1. This policy is in place to help ensure that the Council's approach to enforcement is as open and fair as possible. The policy reflects the Council's corporate aims and objectives. In particular it aims to:-
  - Carry out enforcement in a fair, practical and consistent manner.
  - Meet enforcement objectives through the provision of advice and information, using a robust approach when this fails.

### **3. Use of Enforcement**

- 3.1. The Council recognises that enforcement action relating to waste services should be used as a last resort, when other methods to help customers have been utilised. Consequently, the Council has decided to adopt an approach that will offer advice, support and guidance as the first and preferred way to ensure compliance with its policies and procedures. Enforcement action will be used in a transparent, reasonable and proportionate way. The Council also recognises that, from time to time, legislation can change, and therefore this policy will be reviewed periodically to ensure that it fully complies with relevant legislation.
- 3.2. Presentation of waste

3.2.1. The following stages of Enforcement will be used where household is found to be failing to adhere to the following Waste Management service standards:-

- § Bins on the highway
- § Extra Waste policies
- § Contamination of recycling containers

**a) Stage One**

On the first occasion the Council and/or service provider is made aware that a household is failing to comply with a service standard they will, where possible, advise verbally and in any event provide written advice to the household, informing them of what they were doing a wrong and what they should be doing to adhere to the service standards. A formal record of this action will be kept by both the Council and/or the service provider.

**b) Stage Two**

If a household is found to be failing to comply with a service standard within 6 months from the initial intervention at described in stage one, the Council will start to use its formal powers in order to ensure compliance.

An officer from either the Council or its service provider will contact the household in person or by letter to advise them of the issue and seek to determine the household's reasons for failing to adhere to the service standard, offering support and advise as necessary. At the same time the Council will serve a notice under Section 46 of the Environmental Protection Act 1990 on the occupier/s of a property detailing the service standard they have failed to comply with and what they need to do to ensure they do comply.

If the household is found to be failing to comply after 6 months from the initial letter the process will start at stage one.

**c) Stage Three**

If a household is found to be failing to comply with the Section 46 notice the Council, within 12 months from when the notice was first issued, will serve a fixed penalty notice (FPN) on the household for non-compliance with the Section 46 notice.

If the household still continues to fail to adhere to the service standard or fails to discharge their liability by payment of the FPN, then the Council will consider taking legal action at the Magistrates Court to prosecute the alleged offender.

If the household is found to be failing to comply with the Section 46 notice after 12 months from when it was initially served, the Council will repeat the

stage two process. The process will start again at stage one if the person/s named on the Section 46 notice no longer live at the address.

#### **4. Complaints**

- 4.1. Complaints can be made in accordance with the [Council's complaints procedure](#).

#### **5. Equal And Fair Treatment**

- 5.1. Enforcement practices will be constantly monitored and reviewed to ensure that they are fair and equitable.
- 5.2. Information and guidance on services and enforcement action will be made available in other languages if required/on request.

#### **6. Monitoring Of Policy**

- 6.1. The implications and effectiveness of this Policy will be constantly monitored and reviewed as necessary.
- 6.2. Any cases where decisions are made on the merits of the case, but which may fall outside of the current policy, will be recorded and taken account of in subsequent reviews of this document. In any case where action is taken in such circumstances the person against whom the action is taken will be written to promptly with a clear explanation as to why the action is considered necessary in the particular circumstances of the case.
- 6.3. This will also be true of new legislation coming into effect, which may introduce new types of powers and possible actions which enforcement officers may be able to take.
- 6.4. All cases resulting in prosecution will be reviewed both by the investigating officer and the Section Manager prior to any file being referred to Legal Services. A further review of the file will take place by the Council's solicitor when further evidence, or advice may be sought or given

## **Appendix 3: WASTE MANAGEMENT ABANDONED VEHICLES POLICY**

1. The following stages of enforcement will be used where complaints of abandoned vehicles are received. Sheffield City Council follows the strict guidelines and procedures laid down by the Government when investigating complaints of abandoned vehicles.
  - 1.1. **Stage One**
    - 1.1.1. On receiving a complaint the Council will carry out an initial investigation.
    - 1.1.2. Information will be sought from the person reporting the vehicle in respect of the vehicle type, location, age, condition, length of time in situ and tax expiry date.
    - 1.1.3. If the report indicates a vehicle has been burnt out, or is causing an obstruction on a major road, the vehicle is passed to South Yorkshire Police to deal with. If the report clearly indicates that the vehicle is not abandoned, such as parking dispute, the person reporting will be told that no further action will be taken.
    - 1.1.4. Where a vehicle has been untaxed for more than 30 days, and is located on public highway (including public car parks), the details of the vehicle will be passed to the DVLA (Driving and Vehicle Licensing Agency) for them to remove, no further action will be taken by the Council.
  - 1.2. **Stage Two**
    - 1.2.1. Where there is reason to believe the vehicle may be abandoned, a pre-removal site visit will be carried out. The information from this visit will be used to decide whether the vehicle is classed as abandoned or not.
    - 1.2.2. Following the pre-removal site visit the DVLA will be contacted to find the registered keeper details, if known. If the vehicle has been deemed to be abandoned the registered keeper, if known, will be written too and advised that their vehicle has been reported to the Council and has been determined to meet the required standard so as to be classed as abandoned. The letter will inform them that if they fail to remove it or contact the Council within 10 working days of letter being sent out the Council will remove the vehicle.
    - 1.2.3. Where the pre-removal site check indicates the vehicle may not be abandoned but is likely to become abandoned the owner of the vehicle will be contacted, where possible. They will be advised that the vehicle needs to be removed as no further warnings will be made if further complaints are made and its condition has deteriorated enough so as so allow it to be classed as abandoned.

1.2.4. Where a vehicle has been determined as being abandoned but no registered keeper can be identified it will be removed to a secure compound without further notice.

### 1.3. **Stage Three**

1.3.1. On removal the vehicle will be taken to a secure compound, a letter and Fixed Penalty will then be sent to the registered keeper, if known, advising them that their vehicle has been removed as abandoned. The registered keeper has 7 days from the date of the letter to contact the Council. If they come forward to claim the vehicle they will be required to pay the Fixed Penalty of £200 as well as a minimum of £150 (cost dependent on where the vehicle was collected and its condition as per Table 2) for its removal and storage. The vehicle must be collected from the compound within 10 days from the day it is removed from the highway.

1.3.2. If the owner of the vehicle does not come forward within 10 days of the vehicle being removed from the highway it will be destroyed or sold with the registered keeper, if known, invoiced a minimum of £150 (cost dependent on where the vehicle was collected and its condition as per Table 2) for the removal, storage and destruction of the vehicle. This will be in addition to the fixed penalty that has already been issue.

## 2. **Complaints about the Service**

2.1. You may complain at anytime if you think that :-

- a) We have not treated you fairly or politely
- b) We have not done something we should have
- c) We have done something badly

2.2. Complaints should be made to:

Head of Waste Management  
5<sup>th</sup> Floor Howden House  
Union Street  
Sheffield  
S1 2SH

(0114) 2037621

2.3. Where there are rights of appeal against formal action, advice on the appeal mechanism will be clearly set out in writing at the time the action is taken.

## 3. **Equal and Fair Treatment**

3.1. Enforcement practices will be constantly monitored and reviewed to ensure that they are fair and equitable.

3.2. Leaflets and other guidance will be made available in appropriate languages on request whenever possible, and translation services will be made available when necessary.

#### 4. **Monitoring Of Policy**

4.1. The implications and effectiveness of this Policy will be constantly monitored and reviewed as necessary.

4.2. Any cases where decisions are made on the merits of the case, but which may fall outside of the current policy, will be recorded and taken account of in subsequent reviews of this document. In any case where action is taken in such circumstances the person against whom the action is taken will be written to promptly with a clear explanation as to why the action is considered necessary in the particular circumstances of the case.

4.3. This will also be true of new legislation coming into effect, which may introduce new types of powers and possible actions which enforcement officers may be able to take.

4.4. All cases resulting in prosecution will be reviewed both by the investigating officer and the Section Manager prior to any file being referred to Legal Services. A further review of the file will take place by the Council's solicitor when further evidence or advice may be sought or given.

#### 5. **Finance Penalties**

5.1. The Refuse Disposal (Amenity) Act 1978 amended by the Clean Neighbourhoods and Environment Act 2005 allows an authorised officer of a local authority to issue a fixed penalty notice as an alternative to prosecution for the offence of abandoning a vehicle. If the penalty isn't paid then the Council should prosecute the person responsible after 14 days of the fixed penalty being issued. The penalty fines as set out in the Clean Neighbourhoods and Environmental Act 2005 are detailed in the Table 1.

Table 1.

<b>Offence</b>	<b>Default penalty</b>	<b>Minimum full penalty</b>	<b>Maximum full penalty</b>	<b>Minimum discounted penalty</b>
Abandoning a vehicle	£200	£200	£200	£120

5.2. The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charge) Regulations 2008 provide clarity on where charges may be applied for the removal, storage and destruction of abandoned vehicles by a Local Authority, these are set out in Table 2.

Table 2.

<b>Vehicle position and Condition</b>	<b>Vehicle equal to or less than 3.5 tonnes</b>	<b>Vehicle exceeding 3.5 tonnes MAM but</b>	<b>Vehicle exceeding 7.5 tonnes MAM but</b>	<b>Vehicle exceeding 18 tonnes MAM</b>

	<b>MAM</b>	<b>equal to or less than 7.5 tonnes</b>	<b>equal to or less than 18 MAM</b>	
Vehicle on road, upright and not substantially damaged or any two wheeled vehicle whatever its condition or position on or off the road	£150	£200	£350	£350
Vehicle, excluding a two wheeled vehicle, on road but either not upright or substantially damaged or both	£250	£650	Unladen - £2000	Unladen- £3000
			Laden - £3000	Laden - £4500
Vehicle, excluding a two wheeled vehicle, off road, upright and not substantially damaged	£200	£400	Unladen- £1000	Unladen- £1500
			Laden- £1500	Laden- £2000
Vehicle, excluding a two wheeled vehicle, off road but either not upright or substantially damaged or both	£300	£850	Unladen- £3000	Unladen- £4500
			Laden- £4500	Laden- £6000