

WASTE SERVICE POLICY INDEX

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LISBURN & CASTLEREAGH CITY COUNCIL WASTE MANAGEMENT POLICIES & PROCEDURES

Household Amenity/Bulky Collection Charges

A free of charge service will apply to household amenity collections requested from 1 April 2016.

- Up to three items will be removed per collection.
- A maximum of three free of charge collections will be provided per household per year.
- Additional collections will incur a charge of £10 for up to 3 items to be applied to all households.
- Items that will be collected free of charge will include free standing furniture, mattresses, carpets, electrical appliances and white goods.
- Due to H&S risks items containing glass (e.g. glass table tops, doors, mirrors or older style TV's with glass screens and cathode ray tubes) will not be collected.
- Items must be dry, householders to be advised of this at time of booking (wet mattresses, carpets etc. cannot be lifted due to manual handling issues).
- Oversized or overweight items which would require specialist lifting equipment or could cause manual handling issues for collection crews will not be collected.
- Specific items that will not be collected by the bulky collection service will include bagged household general waste, builders rubble, plasterboard, bricks or soil, tyres and car parts, batteries or fluorescent tubes, older style TV's with glass screens and cathode ray tubes, paints, chemicals and oils, garden waste, garden sheds or garden furniture.
- Council will not collect waste which is a result of home improvement work, such as bathroom suites, kitchen units, radiators, doors or fireplaces. Householders should arrange with their building contractor to remove these items or alternatively organise removal by an authorised waste collection company or hire a skip.

Household Bin Provision Policy & Charges

Lisburn City & Castlereagh City Council:

- Do not provide landfill bins to households. Households to source and purchase their own landfill bin from the private sector with contact details of local suppliers being provided by the Council upon request.
- Repair/replace bins damaged by the Council during the collection process at no cost to the householder.

- Provide recycling bins free-of-charge.
- Provide home compost bins at the subsidised rate of £10 per unit.
- Offer a chargeable bin delivery service at a cost of £10 per delivery.
- Where requested, provide 'one additional' recycling bin (green/blue) for dry recyclables only.
- Restrict the number of brown bins that a household can have for organic wastes to 'one' bin per household. Additional brown bins shall only be provided in line with the **Policy on the Provision of Additional Brown Bins**

Commercial Bin Provision Policy

Lisburn City & Castlereagh City Council do not provide landfill bins to commercial premises. Commercial premises to source and purchase their own landfill bin from the private sector with contact details of local suppliers being provided by the Council on request.

Businesses wishing to avail of the Council comingled organics collection will be able to do so based on the current fortnightly collection cycle in place for households with bins to be paid for by the customer and the price for service to be in line with current commercial charges for a landfill bin of an equivalent size.

Street Cleansing Services for 3rd Parties

Lisburn City & Castlereagh City Council ceased to provide 3rd party street cleansing services beyond 31 March 2015.

Refuse Collection Service Start Times

Lisburn City & Castlereagh City Council refuse collection services commence at 7am with some areas starting earlier dependent upon location and traffic conditions.

Provision of 2nd/larger household landfill bin

Lisburn City & Castlereagh City Council adopt a single landfill bin policy, with a second/larger landfill bin being provided in the following circumstances only:

- Where there are 6 or more permanent residents,
- Where there is a medical condition that causes additional waste to be generated, or
- Where there are families with young children in nappies.

The provision of the additional/larger landfill bin to be kept under review.

Backdoor Household Refuse Collection Service

Lisburn City & Castlereagh City Council provides a back door refuse collection service conditional to the householder completing an application form accompanied with a supporting letter from their Doctor or medical/care professional confirming that they are medically unfit to present their bin at the nominated collection point. The provision of the backdoor collection to be kept under review.

Use of liners in household wheeled bins

Lisburn City & Castlereagh City Council policy is that the use of bin liners within landfill bins is conditional to the householder ensuring that the liner is tied closed and placed inside the bin prior to emptying.

The use of liners in recycling bins is prohibited.

Collection of Medical (Human Hygiene) Waste from Households

Lisburn City & Castlereagh City Council provide larger/additional bins for the collection of medical (human hygiene) waste, the service to be kept under review with bins being surrendered when no longer required.

Householders unable to operate kerbside recycling services due to a medical condition

Lisburn City & Castlereagh City Council will provide an additional landfill bin to those households where the householder is unable to participate in the Council's kerbside recycling services due to a medical condition which has been confirmed by a doctor's letter or letter from a medical/care person. The service to be conditional to there being no other abled-bodied person living at the address, with the service being kept under review.

Contamination Policy

Lisburn & Castlereagh City Council have a zero tolerance policy for incorrect materials placed in bins presented for collection at kerbside. This policy is applied to landfill, mixed dry and organic bins.

The overall aim of the policy is to reduce contamination levels and maximize recycling and composting rates. Householders will be supported in complying with the policy through availability

of a comprehensive range of communication materials detailing what items should be placed in which bin.

The zero tolerance policy will be applied to all households excluding exceptional circumstances where there are genuine reasons why the policy cannot be complied with.

The Council reserves the right to consider individual cases of non-compliance on the basis of their individual merit. This may include needs such as medical, special assistance or other conditions.

These will be evaluated on an individual case by case basis by the Waste Management Team and appropriate mitigation measures put in place.

Implementation of the Contamination Enforcement Policy will follow the steps detailed below:

April 2017	<p>All households will receive a detailed implementation pack regarding introduction of the food waste landfill bin ban. This will also provide advice on existing kerbside recycling schemes, what materials should be placed in what bins and stickers for the mixed dry recycling and brown bins to act as a reminder of the materials that should be placed in these containers. Every householder will therefore have information enabling them to put any waste generated within their home into the appropriate container for collection.</p> <p>Landfill bins will be fitted with a prominent 'no food waste' sticker.</p>
May 2017.	<p>Collection crews will conduct visual checks on all bins presented for collection at kerbside for materials that are in the wrong bin and should be in an alternative bin e.g. presence of food waste in landfill bins (should be in the brown bin), presence of glass in mixed dry recycling bins (not permitted should be taken to Bring Bank), non organic material in brown bins (general waste or any dry recyclable material).</p>
<p>Bins found to contain unsuitable materials will be fitted with the appropriate sticker as follows:</p>	
May-September 2017.	<p>This will be a notification and advice period. All households found to have unsuitable materials in <u>any</u> bin will receive a Warning/Notification Sticker fitted to the bin in question. This sticker will inform the householder that while the bin was found to contain unsuitable materials it was emptied on this occasion. It will provide contact details for the householder to use to contact the Waste Management Team for further advice and information including bin stickers, scheme leaflets and a one to one house visit if required. The notification sticker will reference that from 1 October putting unsuitable materials in the bin will lead to the bin being left behind and the householder having to remove the unsuitable materials before the bin is emptied on the next scheduled collection date.</p>

<p>October 2017.</p>	<p>All bins containing unsuitable materials will receive a non collection/zero tolerance sticker from October onwards. This sticker will provide contact details for the householder to use to contact the Waste Management Team for further advice and information, but will clearly state that in order for the bin to be emptied they will be required to remove the unsuitable materials and present the bin for collection on the next scheduled collection day.</p>
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- Collection crews will keep a record of all notification and non collection/zero tolerance stickers issued and what unsuitable item/s were found in the bin in order to allow Waste Management to feed this information back to householders who contact them for advice.
- While bins found to contain unsuitable materials will not be emptied from October 2017, if a householder contacts the Waste Management Team as a result of their bin not being emptied, staff will work with them to ensure future compliance with the Councils requirements. In cases where genuine mistakes have been made and where the householder cannot wait until their next scheduled collection day a one off 'mop up' collection service will be offered.
- 'Mop ups' provided will be recorded by the Waste Management Team and passed through to Operational Services for implementation. It is proposed that only one 'mop up' in a rolling 12 month period will be provided to any one household.

CONTAMINATION ENFORCEMENT PROTOCOL

Enforcement of the Contamination Policy is implemented as detailed in the following protocol:

1. Cleansing Operatives will lift the lid of bins presented for collection at kerbside and conduct a visual inspection of the contents for any unsuitable materials that should be in an alternative bin eg food waste in landfill bins, glass in mixed dry recycling bins, non organics in brown bins.
2. During the notification period of any new initiative or scheme change, bins found to contain unsuitable materials will be fitted with a Warning/Notification Sticker fitted to the bin in question. This sticker will inform the householder that while the bin was found to contain unsuitable materials it was emptied on this occasion. It will provide contact details for the householder to use to contact the Waste Management Team for further advice and information including bin stickers, scheme leaflets and a one to one house visit if required. The notification sticker will reference that putting unsuitable materials in the bin in future will lead to the bin being left behind and the householder having to remove the unsuitable materials before the bin is emptied on the next scheduled collection date.
3. Following the notification period all bins containing unsuitable materials will receive a non collection/zero tolerance sticker. This sticker will provide contact details for the householder to use to contact the Waste Management Team for further advice and information but will clearly state that in order for the bin to be emptied they will be required to remove the unsuitable

materials and present the bin for collection on the next scheduled collection day.

4. Collection crews will keep a record of all notification and non collection/zero tolerance stickers issued and what unsuitable item/s were found in the bin in order to allow Waste Management to feed this information back to householders who contact them for advice.
5. While bins found to contain unsuitable materials will not be emptied if a householder contacts the Waste Management Team as a result of their bin not being emptied, staff will work with them to ensure future compliance with the Council's requirements. In cases where genuine mistakes have been made and where the householder cannot wait until their next scheduled collection day, a one off 'mop up' collection service will be offered.
6. 'Mop ups' provided will be recorded by the Waste Management Team and passed through to Operational Services for implementation.
7. Only one 'mop up' in a rolling 12 month period will be provided to any one household.

Replacement of wheeled bins, damaged or stolen as a result of street protests

Lisburn City & Castlereagh City Council policy is that in circumstances where wheeled bins are damaged or stolen as a result of street protests, the householder is responsible for bin repair or replacement.

Arc21 Enforcement policy – separation & presentation of waste materials in the proper receptacles for collection

Lisburn & Castlereagh City Council has adopted the arc21 Enforcement Policy on the Separation and Presentation of Waste Materials in the Proper Receptacles for Collection, however reserve the right to modify the arc21 Enforcement Policy to deal with local issues as deemed necessary.

Provision of biodegradable liners for household food waste collections

Lisburn & Castlereagh City Council have a policy of supplying biodegradable liners for the collection of food waste, from households, free-of-charge utilising Council premises as distribution points and the brown bin tag system for kerbside collections.

Kitchen caddies will also be issued free of charge, on a one per household basis.

Charities Recycling

Lisburn & Castlereagh City Council provides charities with free recycling bins for their dry recyclables and, where applicable, organic wastes, subject to the same conditions as households, i.e. charities may have more than one recycling bin (green/blue) for their dry recyclables but are restricted to 'one' brown bin for their organic waste.

Schools Recycling Service

Provision of Lisburn & Castlereagh City Council's Schools Recycling Service is conditional to the school having a contract with the Council for the disposal of their landfill waste.

Household Recycling Centre Opening Hours

Lisburn & Castlereagh City Council Household Recycling Centres will open as follows:

1st October – 31st March

Monday – Saturday:	9.00am – 5.00pm
Sunday:	CLOSED

1st April – 30th September

Monday – Friday:	9.00am – 7.00pm
Saturday:	9.00am – 5.00pm
Sunday:	CLOSED

Acceptance of Commercial Waste at Civic Amenity Sites

Commercial waste will be accepted at all three Council amenity sites based on the agreed charging structure.

Commercial Waste Payment Policy

- Contract renewal processes and billing commences in February for a full years collection, payable in advance of the incoming financial year.
- A collection and disposal charge is levied for the collection of a schools landfill waste.
- A collection only charge is levied for a charity's landfill waste.
- Churches and church halls receive free of charge collections for landfill waste.
- In circumstances where the Council is requested to produce a Waste Transfer Note on behalf of a waste producer (e.g. a contractor bringing household waste to Council amenity sites), the Council reserves the right to levy a charge for this service.

- Delegated Authority has been granted to the relevant Head of Service to approve customer billing on either a quarterly or six monthly basis, in advance, in cases where customers are unable to commit and pay for a full years' service.
- new in-year commercial waste customers are required to pay for two months' collections in advance of service being provided.

Provision of Litter Bins for third parties

Requests for provision of litter bins for third parties will firstly be assessed for operational feasibility. If the proposed locations are suitable, and can be serviced within current operational capacity, the third party will be informed that a bin can be provided and given the associated costs.

In order to have a bin erected, payment for the supply and fitting of the bin and a year's servicing fee will be payable in advance. Failure to pay servicing fees on an annual basis will result in bins being removed.

Commercial Special Collection Costs

Special collection requests from commercial entities will be charged at the agreed rates.

Policy on the Provision of Additional Brown Bins

Additional brown bins shall only be provided where:

- There is capacity on the existing bin collection round for that property, without the requirement to make any significant alterations for the collection schedule.
- A fee of £50 per additional bin is paid for this service annually in advance. This fee is reviewable annually. No concessions will be made regarding the level of payment required.
- The householder purchases any additional brown bins required, from the Council, at a cost of £25 per bin (plus the current rate of £10 delivery if required). These fees are reviewable annually.
- No refunds will be granted to collections cancelled mid-year and the service will be non transferrable between domestic properties.

Applications for additional brown bins will be assessed as detailed below:

1. All requests must be submitted in writing, using a designated application form.
2. All application forms will be processed in order of receipt.
3. On receipt of an application the relevant collection round for that property will be identified and assessed regarding available spare capacity by the Council Operational Services Unit.

4. Where a request for an additional brown bin/s can be accommodated the householder will be notified and will be required to complete a direct debit mandate to facilitate the automatic payment of the annual service fee and a one off payment for provision/delivery of the bins/s.
5. Where an application is unsuccessful due to lack of spare capacity on the collection round in question, the applicant will be advised of this and the application held on file and considered in order of receipt/demand for additional service provision if circumstances change.
6. All applications will be assessed on a first come, first served basis with no guarantee given as to the success of any particular application. The Council's decision is final and no appeals will be considered.
7. The Council reserves the right to withdraw the additional brown bin collection service at any time with due notification given to householders in such circumstances.
8. Failure to pay the annual fee will result in the additional collection service being removed.
9. Refunds will not be issued for missed bins or bins rejected due to contamination. If a missed collection is due to error by the Council then we will return to collect the bin as soon as possible.

Successful applicants will be provided with an 'approved additional brown bin' sticker which must be affixed to the bin. Bins must be presented at kerbside on the normal brown bin collection day. Only additional brown bins displaying the proper sticker will be collected.