

# Waste and Recycling Collection Policy

## This policy covers the following key areas:

1. How the Council collects waste and recycling and what containers are provided – for standard kerbside collections (see section 2) or for flats and properties that use communal bins (see section 15).
2. How residents should present their waste (see section 3) and what happens if materials are presented incorrectly (see sections 4 and 6).
3. The provision of additional containers and how to request (see section 5).
4. What is classed as a missed collection and what to do if it happens (see section 7).
5. How residents can request additional support via assisted collections (see section 8).
6. Residents can find more details about certain collection services including garden waste subscription service (see section 10), Bulky Waste service (see section 11), Clinical Waste service (see section 12).
7. Residents can find out how we collect waste from places of worship (see section 17), charities (see section 18), community centres / village halls (see section 19), and schools (see section 22).
8. What residents should do with commercial / business waste (see section 23.3)
9. How the service enforces this policy (see section 25).
10. What developers should consider during development of housing (see section 26).

## 1 Legislative background

- 1.1. Thurrock Borough Council is a unitary authority, providing all the services within the borough. Thurrock is also a waste collection authority with a statutory duty under the provisions of the Environmental Protection Act 1990 (as amended), in particular, Section 45 of the Act, to arrange for the collection of household waste in its area and the collection of commercial waste for which a charge can be made. Other commercial waste businesses also operate within the borough of Thurrock.
- 1.2 With the exception of food waste, the statutory duty does not prescribe the method of collection of household waste. The Council therefore needs to determine the type and frequency of collections to be made available in the area and set out the policies to be applied in relation to these collections.
- 1.3 The Environment Act 2021 has been implemented and amends the Environmental Protection Act 1990. The amendments to section 45a of the Environmental Protection Act have impacted the way in which Thurrock Council collects waste and recycling by requiring:
  - A. Recyclable household waste must be collected separately from other household waste and must be collected for recycling or composting.

- B. Different recyclable household materials to be collected separately where appropriate. Two or more recyclable materials can be collected together, but only if economically and environmentally advantageous to do so.
  - C. Food waste must be collected weekly and separately.
- 1.4 The Waste and Recycling Collection Policy is published in accordance with the provisions of Section 46 of the Environmental Protection Act 1990 (EPA) which enables the Council to:
- A. Specify the type of container to be used by the householder for the collection of their non-recyclable waste.
  - B. Specify the type of containers to be used by the householder for the waste which is to be recycled or composted.
  - C. Specify the size, construction and maintenance of the containers provided.
  - D. Determine the position that householders should place their containers for emptying by the Council and the steps to be taken by householders to facilitate the collection of waste from the containers.
  - E. Take enforcement action against a householder who fails, without reasonable excuse, to comply with the Councils requirements under this legislation.
  - F. Make a charge to service users for the provision of waste containers if it so wishes.
- 1.5 The Controlled Waste (England and Wales) Regulations 2012, in particular Schedule 1, defines what waste is to be treated as household waste or otherwise the waste that is considered to be industrial or commercial waste. These Regulations also define the types of household waste for which collection and / or disposal charges may be made.

## 2. Method of collections and container provision – for standard kerbside collection properties

- 2.1 Thurrock Borough Council operates a kerbside collection system for residents of the borough. This requires some materials to be separated into the different waste streams ready for collection. This helps ensure that as much waste material as possible can be recycled or composted and increases the quality of the recyclable material presented by reducing contamination. Table 1 - Container Provision below, details the material to be collected, container type and size for each material and the collection frequency for each.
- 2.2 The Councils website is updated periodically, which sets out which materials are to be placed in each container.
- 2.3 Separate collection arrangements may exist for those people living in flats who make use of communal collection services. You can find further details in section 15 regarding waste collections from flats or communal bins.

Table 1 – Container Provision

2.4 In accordance with Section 46 of the Environmental Protection Act 1990,

Material	Container	Collection Frequency
Recycling materials	240 Litre Blue Wheeled Bins  Blue sacks for properties not operationally suitable for wheeled bins (these are provided by the Council).	Fortnightly
Garden Waste Subscription Service (Opt-in)	Brown 240 Litre wheeled bins with permit sticker attached.	Fortnightly – must be subscribed and have permit sticker.
Food Waste	Grey 5 litre internal kitchen caddy and  Green 23 litre outdoor caddy.	Weekly
Non-Recyclable Waste	180 Litre Grey Wheeled Bins (Green bins issued by the Council are also collected from, but no longer distributed by the Council).  Black sacks for properties not operationally suitable for wheeled bins (these are not provided by the Council).	Fortnightly

Thurrock Borough Council directs householders receiving individual kerbside collections to use the container(s) provided and to present the materials for collection as described below (latest information can be found at [www.thurrock.gov.uk/household-waste-and-recycling/what-goes-in-your-bins](http://www.thurrock.gov.uk/household-waste-and-recycling/what-goes-in-your-bins) ).

- 2.5 All containers supplied by the Council remain the property of the Council and should not be removed from the household address to which they have been issued. Householders are encouraged to appropriately mark their containers and collection containers with their house number or name so that they can readily identify them.
- 2.6 Any markings deemed offensive will result in the containers being replaced, the Council may choose to charge the resident for such replacement in line

with the EPA 1990 legislation. Permanent markings should not be used in order that the Council can reissue, recycle containers where applicable, in line with the Council's strategic goal of enhancing the environment through recycling.

- 2.7 Householders are required to keep and maintain the containers provided to them by the Council in a safe and clean condition. The Council do not provide a container cleaning service. Householders should only use the container for the intended purpose, i.e., the presentation of materials for recycling, composting, and waste for collection. If the above is not met, the Council may undertake enforcement action (see section 25).
- 2.8 Householders shall only use the containers issued to that property. Unauthorised use of containers by householders may result in education and/or enforcement action being taken.
- 2.9 The Council will only collect waste and recycling materials from containers provided by the Council with the exception of properties who are required to use black sacks for non-recyclable waste collections.
- 2.10 The Council cannot be held responsible for any damage to property or persons caused by containers left at roadside, for example if the damage is caused by extreme weather or if moved by a third party.
- 2.11 The Council will supply kerbside containers and deliver to the edge of a property boundary or possibly repair when requested based on the following:

Container(s)	Free if:	Charged if:
Blue 240 litre wheeled bin – recycling materials.	Damaged, stolen, meet eligibility criteria for additional containers.	New developments (where suitable containers are not present). Damaged by householders due to negligence or if they are deemed excessive requests.
Brown 240 litre wheeled bin – garden waste (if subscribed to the service).	Garden bins will be provided following a subscription (if containers are not already present), or if they are damaged or stolen while subscribed.	Damaged by householders due to negligence, or if they are deemed excessive requests.
Grey 5 litre internal kitchen caddy or Green 23 litre outdoor caddy.	Damaged, stolen, meet eligibility criteria for additional containers.	New developments (where suitable containers are not present).  Damaged by householders due to negligence, or if they

		are deemed excessive requests.
Grey 180 Litre wheeled Bins – non-recyclable waste.	Damaged, stolen, meet eligibility criteria for additional containers.	New developments (where suitable containers are not present). Damaged by householders due to negligence or if they are deemed excessive requests.

2.12 The Council can charge at full-cost recovery for containers, including unit and delivery costs and may apply a charge to containers (in accordance with the EPA 1990) that are typically categorised as free, if the requests are excessive, or on an unreasonable basis i.e., if being stolen / going missing regularly or containers are damaged by the resident through misuse.

2.13 Under the duty set out in the Equality Act 2010, the discretion of the Head of Service shall be used in cases where requests are made by residents for replacement bins where, in the opinion of the Head of Service, the circumstances of the applicant would warrant either a partial or in certain cases, a total waiver of the costs. In line with the Councils general policy on its fees and charges, households entitled to a partial or total waiver would be:

- A. Thurrock residents who are 66 or over and in receipt of Pension Credit
- B. Thurrock residents currently receiving any of the following benefits:
  - Incapacity Benefit.
  - Severe Disablement Allowance.
  - Attendance Allowance.
  - Disabled Tax Credits.
  - Disability Living Allowance.
  - Universal Credit.

The Council will require evidence that a resident is in receipt of one or more of the benefits listed above. Residents who are 66 or over and in receipt of pension credit will also be required to provide evidence. Details of the Councils fees and charges can be found at [Fees and charges | Our fees and charges | Thurrock Council](#)

2.14 The Council will require householders to exchange their damaged container when receiving their new one, by leaving it at their usual collection point on the day of delivery of the new container.

2.15 The Council will provide a full set of containers (with the exception of a brown wheeled bin for garden waste), as appropriate, to new developments within two weeks of occupation. Providing that at least four weeks prior notice of the occupation of any new property is provided by the developer, property owner,

landlord or managing agent. The Council will charge at full-cost recovery for containers, including unit and delivery costs.

2.16 Some properties may not be suitable for specific types of containers, these would typically be properties that are flats, properties that are hard to reach or far from the highway (generally greater than 25 metres). If adjustments to containers or service is required, please contact the waste and recycling team at the Council and we will consider the request on a case-by-case basis. For example, here are some reasonable adjustments:

- Retain black sack collections.
- Receive different size containers.
- Communal bins may be provided instead of kerbside containers (see section 15).

2.17 Some properties may require an adjustment to the frequency of collection. These would typically be properties that are flats or those with communal bins. The Council will deem frequency of collections for these types of properties. For further information see section 15.

### 3 Presentation of household waste – for standard kerbside collection properties

3.1 Materials to be collected must be presented for collection in the appropriate container at the kerbside, or at an agreed collection point by the householder by 06:00am on the day of collection. Containers must not block access, pathways, roads, or cause trip hazards for those who are visually impaired. Waste presented later than 6:00am does not count as a missed collection and will not be collected as per the Councils policy (see section 7).

3.2 Containers once emptied will be placed back at the collection point for the householder to then remove them from the kerbside, or any other part of the footpath or highway, as soon as practicable on the same day of collection. Containers must not be left on the footpath or highway between collections.

3.3 If householders do not present their containers correctly, and / or fail to remove them from the kerbside on the day of collection then they may be subject to enforcement action (see section 25).

3.4 If the placing of containers at the kerbside, causes an obstruction or difficulty in collection the Council may agree an alternative collection point with the householder.

3.5 Where the Council undertakes collections by passing over a private road or drive, the property owner will be required to sign a waiver to say that they will not claim against the Council for any liability for damage to the road or other surfaces because of the collections. If such a waiver is not signed, householders will be required to present their containers at an agreed collection point that can be accessed directly from the adopted public highway.

- 3.6 If safe to do so, collection crews will clear up spilled waste in the vicinity of the collection point. If significant, it can be reported via the Council's website. Any spillage caused by householders' inappropriate actions when presenting their household waste for collection may be subject to enforcement action (see section 25).
- 3.7 The Council will only empty containers that contain the items stipulated for each type of container as listed on the Council's website at [www.thurrock.gov.uk/a-z-waste-recyclable](http://www.thurrock.gov.uk/a-z-waste-recyclable)
- 3.8 Containers with the wrong material inside will be dealt with as a contaminated container. (see section 4).

#### 4 Contamination and unauthorised waste

- 4.1 Contamination is defined as waste materials being placed for collection in the wrong container(s).
- 4.2 Contamination can be caused when non-recyclable waste is placed in a container for recycling materials or when recyclable waste is placed in a container for non-recyclable waste material.
- 4.3 The Council will only empty containers that contain the items stipulated for each type of container as listed on the Council's website at [www.thurrock.gov.uk/a-z-waste-recyclable](http://www.thurrock.gov.uk/a-z-waste-recyclable)
- 4.4 If a container is contaminated it will not be emptied, a contaminated bin hanger will be left on the container. In such instances the householder will need to remove the contaminated material and re-present the container, uncontaminated, on the next scheduled collection day. Contamination may lead to education and enforcement action. A full list of bin tags currently in use can be found on the Council's website [Bin tags and stickers | Household waste and recycling | Thurrock Council](#)
- 4.5 The Council will not return to empty a contaminated container as it is not classified as a missed collection as per the Council's policy (see section 7).
- 4.6 Failure to remove contaminated materials from the container may result in the Council taking enforcement action against the householder (see section 25).
- 4.7 If the householder does not remove the contaminated material, they will need to make their own arrangements for disposal of this waste at their own expense.
- 4.8 Unauthorised waste material, such as hazardous or clinical waste (see sections 4.9 and 12) in any container will also be classed as contamination. A consequence of this will be that the entire contents of the container will not be collected. Householders will be required to safely remove the wrong items from the container and present it correctly on the next collection day, this cannot be reported as a missed collection. Information on what goes in each

bin can be found on Thurrock Council's Waste and Recycling webpage, [www.thurrock.gov.uk/a-z-waste-recyclable](http://www.thurrock.gov.uk/a-z-waste-recyclable)

- 4.9 Hazardous waste such as asbestos, chemicals or gas canisters will not be collected. To find out how to dispose of hazardous materials via Thurrock Council go to [www.thurrock.gov.uk/hazardous-waste/overview](http://www.thurrock.gov.uk/hazardous-waste/overview)
- 4.10 Householders using domestic waste containers for business or commercial waste will not be collected and may be liable to prosecution, if that use contravenes the Controlled Waste (England and Wales) Regulations 2012, or any other relevant legislation. This will be subject to enforcement action (see section 25).

## 5. Additional Waste and Recycling Capacity

- 5.1 The Council will be able to provide additional non-recyclable waste capacity on request if the following eligibility criteria is met. The council will prioritise issuing additional recycling capacity over non-recycling. A waste audit will be completed by the waste and recycling service to ensure that residents meet the criteria:
1. Where there are 5 or more people residing permanently in a household, extra capacity will be supplied when the authority is satisfied that every reasonable effort has been made to fully use the recycling services provided. Evidence of residency will be required.
  2. Residents who have a medical condition requiring additional capacity for non-recyclable waste where such waste is not deemed to require a separate clinical waste collection service.
  3. Residents who have 2 or more children in disposable nappies.
  4. Properties issued with second bins will be subject to annual review.
  5. Requests are to be made in writing using a standard form of application and will be subject to assessment by the Council.
- 5.2 Those in receipt of additional waste capacity will be subject to review by the service. It is the responsibility of the householder to inform the Council of any changes to their circumstances that relate to an approved application to receive additional non-recyclable containers.

## 6 Excess waste

- 6.1 The Council will collect all household recycling waste provided that any such materials are properly presented and clearly identifiable on the scheduled collection day, material that is secure and free from contamination. To receive collection of garden waste, householders must subscribe to this service [www.thurrock.gov.uk/household-waste-and-recycling/garden-waste-collections](http://www.thurrock.gov.uk/household-waste-and-recycling/garden-waste-collections)
- 6.2 In the case of collections from wheeled bins, both non-recyclable waste, recycling waste and garden waste, wheeled bin lids should be closed for collection, not overfilled, or too heavy.



- 6.3 The Council will not collect any side waste for non-recyclable or garden waste collections, i.e., any waste outside of the allocated wheeled bin.
- 6.4 Crews will not return to make unscheduled collections for non-recyclable and garden waste where a resident has presented side waste.
- 6.5 The Council will collect side waste for recyclable collections, when presented in a safe and tidy way, and free from contamination. We will collect extra recycling if:
- your blue bin is left out for collection as usual, with your extra recycling next to it.
  - your extra recycling – except large boxes, glass, and cans with sharp edges – are placed in a clear or white plastic bags.
  - large cardboard boxes are flattened and placed next to your blue bin.
  - glass items and cans with sharp edges are placed in your blue bin, not in bags.
- 6.6 Waste that is not properly contained or presented as directed may constitute a littering or fly-tipping offence (with the exception of split sacks as defined in section 3.6) and may result in enforcement action being taken against the householder deemed responsible. All waste presented for collection remains the responsibility of the householder until it is collected by the council.
- 6.7 Excessively heavy containers will not be emptied, where the crew cannot safely empty the container. In these circumstances the householder will be required to remove sufficient material from the container in order that it can be safely emptied on the next scheduled collection day.

## 7 Missed collections

- 7.1 The Council will use reasonable endeavours to empty all containers presented for collection on the published scheduled day of collection for that property address. Missed collections must be reported to the Council within 48 hours of the scheduled collection day. Following a report of a missed collection the Council will endeavour to complete the collection within two collection working days after the report. However, if the Council is unable to do this, householders will be required to take their container back into their property until their next scheduled collection day.
- 7.2 The Council will only return to collect a missed collection which has been deemed a valid request. The Council will not return to collect where:
- It has been determined that the container(s) were not presented correctly – see section 3. Typically, this will mean the container(s) were not being presented by 6:00am (which will be evidenced using the Councils vehicle video footage where available) at the collection point, wheeled bin lids not being closed, or containers not in the agreed location / collection point to allow the crew to safely collect from.

- It has been determined that the containers have been contaminated or contain unauthorised waste – see section 4.
- Waste is deemed side waste, i.e., waste for non-recyclable or garden waste outside of the provided containers– see section 6 for further guidance.
- Waste is deemed excessive i.e., containers are overly compacted and cannot be fully emptied or are too heavy to safely manoeuvre - see section 6.
- The container(s) have already been confirmed as being collected and emptied once on the scheduled day of collection.

7.3 If the container(s) is not collected due to the above reasons this will be recorded as a justified non-collection and will not be recorded as a missed collection. In these circumstances the container(s) will be emptied on the next scheduled collection day, provided they are presented in accordance with the requirements of the Councils Waste and Recycling Collection Policy.

7.4 The Council will not return to empty containers where the missed collection is reported more than 48 hours after the scheduled collection day or where the reported missed collection is deemed to be not valid. The customer will be required to represent the items on the next appropriate scheduled collection date.

7.5 Should waste be found to be frozen within a container, reasonable endeavours will be made to return to the container should the temperature sufficiently raise to thaw the waste. If this does not happen before it is operationally feasible to return, this may be on the next date of the next scheduled collection.

## 8 Assisted collections

8.1 The Council currently offers assisted collections to householders who find it difficult to move containers to the boundary of their property. A request for an assisted collection will only be considered where there is no person living at the property to help where:

- the householder has a disability.
- the householder requires short term assistance due to an injury or operation.
- the householder is reliant on a carer, who does not live at the property.

8.2 The Council defines an assisted collection as the collection of a bin or container by the collection crews from an agreed collection point within the curtilage / boundary of the property, on emptying the container the crew then returning the container(s) to the agreed location of the collection point.

8.3 All assisted collection points will require approval by the Waste and Recycling service, this may require an inspection.

- 8.4 The agreed collection point should be outside and freely accessible without engagement with the householder; no pets will have access to the agreed collection point on the day of collection. The collection point should be as close to the adopted highway as is practically possible while also in accordance with the needs of the resident. In agreeing the designated collection point consideration will be given by the Council to any health and safety risks associated with access onto the property, and an appropriate risk assessment may be completed.
- 8.5 Householders are required to apply to the Council for this service. Under the Occupiers Liability Act, all householders have a duty of care to Council operatives.
- 8.6 Householders shall be required to notify the Council of any changes in their circumstances that may affect their eligibility for this collection or changes to the property affecting access that pose a health and safety risk.
- 8.7 Eligibility for this service arrangement will be reviewed periodically. If at any time the Council has reason to believe that the recipient no longer meets the criteria for the assisted collection service, or it does not meet health and safety standards, the provision of this service will be reviewed accordingly and may be removed.
- 8.8 In the case of the Council refusing an application for an assisted collection service, the applicant will be provided with an explanation of the reason for the refusal. Collections will only be collected via the standard kerbside collection until an assisted collection service is approved by the Council. Applicants have a right of appeal of the decision. Appeals can be made via the council complaints process [Make a complaint | How to complain | Thurrock Council](#)

## 9 Service disruption

- 9.1 Where collections are disrupted due to Bank Holidays, particularly over the Christmas/ New Year period, the Council will put in place a revised collection schedule. Any such arrangement will be published in advance on the Council website and on the Councils social media pages.
- 9.2 During periods of severe weather (i.e., high winds, snow, or flooding), the Council will use reasonable endeavours to maintain scheduled waste collections. However, the Council may have no option other than to suspend collections on the grounds of safety or inability to access certain roads. In such circumstances, containers will be emptied on the next scheduled collection day following conditions being safe and subject to the required resources being available. The Council may choose to suspend certain collections to use the resource to help with catch-up of collections. If this is the case, it will be communicated on the Councils website and social media pages. If waste collections continue to be unsafe or unable to be delivered, it will be carried out as soon as possible the cause of the disruption is resolved.

- 9.3 Where service disruption occurs due to adverse weather conditions, vehicle breakdown, industrial action or other events outside of the Councils control, and only a partial collection can be achieved, priority of collections will be determined by the waste and recycling collection service but will follow the waste hierarchy which sets out the priority order for managing waste materials based on their environmental impacts. Information on the Waste Hierarchy can be found at [Guidance on applying the waste hierarchy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/applying-the-waste-hierarchy)

## 10 Garden Waste Collection Subscription Service

- 10.1 To use the domestic Garden Waste Collection Service residents must pay each subscription year to subscribe to the service and have the required container and permit for garden waste to be collected from the property.
- 10.2 The core service is available to residential premises, properties located within the borough of Thurrock and those classified as a residential property within the Local Land Property Gazetteer (LLPG).
- 10.3 For locations other than residential such as schools, village halls and charities there will be separate arrangements put in place to allow these facilities to subscribe to the service.
- 10.4 The subscription period runs from 1<sup>st</sup> April to 31<sup>st</sup> March annually. All subscriptions end on the 31<sup>st</sup> of March no matter the time of year the subscription begins.
- 10.5 The cost of the service is determined by the Council on an annual basis and published within the Council's fees and charges. Subscribers will be notified of any change to their annual subscription via a subscription renewal email that will be sent towards the end of the subscription period. Further details of any changes can be found on the Council's website at [www.thurrock.gov.uk/household-waste-and-recycling/garden-waste-collections](http://www.thurrock.gov.uk/household-waste-and-recycling/garden-waste-collections)
- a. The service provided is as follows:
- A fixed subscription price per annum for the first bin collection for each household.
  - Any subsequent bins at the same household will be at a reduced charge as published on the Councils' fees and charges webpage [www.thurrock.gov.uk/our-fees-and-charges/fees-and-charges](http://www.thurrock.gov.uk/our-fees-and-charges/fees-and-charges)
  - A maximum of ten bins per household.
  - Collections are undertaken on a fortnightly basis.
- 10.7 Residents must agree to the Terms & Conditions of the service when subscribing and resubscribing to the Council's Garden Waste Collection Service.

- 10.8 Following subscribing to the service the resident will receive a bin if they do not already have one and a permit will be delivered in the post to stick to the bin.
- 10.9 The service will not empty the bin when presented for collection and may take the bin away if the permit sticker is no longer valid or if the permit is not displayed correctly:
- 10.10 A valid/active permit sticker must remain stuck on the bin. Permit requirements:
- The permit sticker attached to the bin must have the same address as where the bin is being presented for collection.
  - The permits subscription number is valid and linked to a paid for, active subscription.
  - A valid permit sticker is attached to the bin and the expiry date printed on the sticker has not expired. The permit will be replaced every year on the successful application of a new subscription.
- 10.11 Only loose garden waste, as listed in the current acceptance list may be placed in the garden waste bin ([www.thurrock.gov.uk/household-waste-and-recycling/what-goes-in-your-bins](http://www.thurrock.gov.uk/household-waste-and-recycling/what-goes-in-your-bins)). Waste should not be presented within bags of any form, even if compostable. Bins containing the wrong material are deemed to be contaminated and will not be collected. (see section 4)
- 10.12 Any garden waste collected must not include garden waste produced by gardeners, as this is classified as commercial waste. If the Council determine that the service is being used for commercial gain, by a gardener, the service can be revoked with no refund.
- 10.13 Garden wheeled bin lids should be closed when presented for collection, not overfilled or too heavy. The service reserves the right not to collect any wheeled bins if the wheeled bins lids are open, overfilled or too heavy to manoeuvre. In these cases, the collection is not classified as a valid missed collection.
- 10.14 The full details of the service can be found at [www.thurrock.gov.uk/household-waste-and-recycling/garden-waste-collections](http://www.thurrock.gov.uk/household-waste-and-recycling/garden-waste-collections) including the terms and conditions of the service.

## 11 Paid for bulky household waste collections

- 11.1 The Council can arrange for the collection of large items of household waste, such as furniture and electrical items, etc. from residential properties where these cannot be contained within the containers provided by the Council or where the item exceeds a certain weight where it cannot be collected by the usual collection crew. A list of accepted items can be found on the Council's website at [www.thurrock.gov.uk/bulky-waste/disposing-of-household-bulky-waste](http://www.thurrock.gov.uk/bulky-waste/disposing-of-household-bulky-waste)

- 11.2 These collections are scheduled based on availability and items can only be collected from outside the property at the properties collection point. A collection day will be specified, but not an exact time during the day of collection. Items must be out for collection by 6am on the specified day of collection. Items will be collected between 6am and 3pm on the booked day. Only items listed in the booking will be collected. Additional items presented will not be collected. The Council reserves the right not to collect any items deemed inappropriate or considered to be unauthorised waste (such as commercial waste) or items that pose a health and safety risk to collection crews. In these cases, the collection is not deemed as a valid missed collection (see section).
- 11.3 The collection and administration charge for this service must be paid in full and in advance of the bulky collection being made.
- 11.4 Refunds can be issued once a booking is made as long as it is at least 14 calendar days prior to the scheduled day of collection.
- 11.5 Any amendments to the booking, or cancellation must be made a minimum of 48 hours prior to the collection slot.

No refund will be paid based on the following:

- The required notice (14 working days prior to the scheduled collection) is not provided.
  - If the Council miss the bulky waste collection – we will return within two working days following the resident reporting it has been missed (see section 7).
  - If the items presented are contaminated or could cause a health hazard to the collection crew.
  - If the Council suspends the service in exceptional circumstances (see section 9) as the collection crew will collect when normal service is resumed.
  - If any materials are collected by a third party not working on behalf of the Council, with or without the residents approval.
- 11.7 Bulky waste items deposited on the Highway without making adequate provision for their safe removal and disposal will be treated as fly-tipping and will be investigated by the Council's Enforcement team and may result in a fine/legal action.
- 11.8 If the Council misses a bulky waste collection which was deemed to be presented correctly, the Council on notification, will use reasonable endeavours to return to make the bulky waste collection within two working days. The Council will not issue refunds for missed collections (see section 7 for more details on missed collections).
- 11.9 The Council aims to divert as much waste to be reused, repaired, and recycled, by working with partners and promoting companies that undertake

this work, as well as sorting materials before disposing of bulky waste items. Visit the Council's website for more information.

## 12 . Clinical waste

- 12.1 Clinical waste is medical waste produced from healthcare or similar activities that may pose a risk of infection. Clinical waste can be hazardous to anyone who comes into contact with it. It can include:
- Human or animal tissue.
  - Blood or other body fluids.
  - Excretions.
  - Drugs or other pharmaceutical products.
  - Used swabs or dressings.
  - Used needles, syringes, or other sharp instruments.
- 12.2 The Council has a duty to collect healthcare and clinical waste from domestic properties, it is conditional upon the following circumstances:
- If patients treat themselves in their own home any waste produced because of treatment is their own.
  - In the case of pharmaceuticals (medicines etc.), the recommended means of disposal is to return them to a pharmacist. If this is not possible the Council is obliged to collect the waste separately when requested to do so by the resident.
- 12.3 If patients are treated in their home by a community or district nurse or a member of the NHS profession, any resulting waste produced is considered to be the healthcare professional's waste. If the waste is classified as hazardous, the healthcare professional should remove that waste and transport it in approved containers to the healthcare provider's base for appropriate disposal.
- 12.4 Under the controlled waste regulations, the Council may charge for the collection of specific waste streams, including healthcare and clinical waste. However, the Council currently arranges for the collection and disposal of needles, other sharps, and hazardous healthcare waste clinical from residential properties within the Thurrock area free of charge. The Council, however, reserves the right to introduce a charge for collection of clinical and healthcare waste in accordance with the Controlled Waste (England and Wales) Regulations 2012. You can find out more and sign up to the service visit [www.thurrock.gov.uk/clinical-waste/disposing-of-clinical-waste](http://www.thurrock.gov.uk/clinical-waste/disposing-of-clinical-waste)
- 12.5 Syringes, needles or other sharps will only be collected if they are placed in a prescription sharps container. Empty sharps containers can be obtained from a GP surgery or other healthcare providers via a prescription.
- 12.6 Service users can also be provided with clinical waste sacks by the Council or Contractor for non-sharp related objects.

- 12.7 Householders **must not** dispose of syringes, needles and other hazardous healthcare wastes in any other waste or recycling container other than a prescription sharps container.
- 12.8 Service users shall be required to notify the Council of any changes in their circumstances that may affect their eligibility for this type of waste collection.

### 13 Offensive Waste and Incontinence Waste

- 13.1 Offensive waste is defined as non-infectious waste, which is unpleasant and may cause offence to those coming into contact. It includes, human hygiene or sanitary waste, including nappies and incontinence pads. It also includes outer dressings and protective clothing, e.g., masks, gowns and gloves that are not contaminated with body fluids. These items can usually be disposed of as general non-recyclable waste.
- 13.2 This type of waste must be double wrapped prior to disposal to reduce any safety risk to the collection crews. The Council reserves the right not to collect any items if not appropriately presented for collection.

### 14 Properties with restricted access

- 14.1 In situations where safe, efficient, and economically viable collections cannot be made, for example the presence of steps or slopes that make manoeuvring containers hazardous, it may be necessary for the Council to specify alternative storage and collection arrangements for the property. This could be a communal bin location or a separate collection service. In determining the collection points for those affected properties, consultation will take place with the householders and / or managing agents concerned.
- 14.2 Where access to a property is controlled by electronic gates or other security barriers householders or their managing agent need to accommodate the arrival of the collection crews and provide timely entry, this could be by providing a key code or access fob. If access is not permitted within five minutes of arrival, the collection[s] will not be made and will take place on the next scheduled collection day. In this circumstance this is not classified as a missed collection.
- 14.3 Where access is not permitted to gated properties or properties that can only be accessed from an un-adopted road, householders will be required to present their containers outside the gates or at the edge of the public highway for collection at a location agreed by the Council. Should the premises be inaccessible, the property owner will need to make alternative arrangements for the collection of household wastes.
- 14.4 There are households within the Council area, particularly outlying rural properties, where the use of regular collection vehicles is impractical. In such circumstances the Council will use a smaller collection vehicle, and this may impact on the number of recycling services that are offered to that property.



- 14.5 To ensure that the Council retains an efficient and expedient level of service, all containers should be presented by the householder at an agreed collection point which will normally be where the end of the private road, driveway or other part of the property which meets the public highway.
- 14.6 Where development of new properties is still taking place and roads are not yet adopted, but householders are in occupation, the Council will carry out a risk assessment to determine whether it is safe to enter the site to make collections. Where it is deemed unacceptable to make collections due to a health and safety risk, the Council will work with the developer to agree a temporary communal collection point.
- 14.7 The waste collection crews will only make collections from this location once a satisfactory risk assessment is in place. The developer will be responsible for informing householders about the temporary arrangements. It will be the householders' responsibility to ensure that their waste/recycling is in the temporary area ready for collection by no later than 6am on the scheduled collection day.
- 14.8 Following completion of a new development an inspection may be carried out to determine appropriate collection points for each property and the developer will be responsible for informing residents of the new permanent collection points for their waste and recycling collection services provided by the Council.

## 15 Flats or properties with communal shared bins

- 15.1 Some properties in the borough dispose of their waste using communal shared bins, which are bins used by multiple properties.
- 15.2 Blocks of flats will usually be provided with communal recycling and waste collection facilities, although in some circumstances, such as independent flats above commercial premises, maisonettes and similar, an individual kerbside collection may be provided.
- 15.3 Whilst the Council has an obligation to collect household waste, property owners, landlords and managing agents have a 'Duty of Care' obligation, imposed under section 34 of the Environmental Protection Act 1990 to ensure that all waste arising from their premises is:
  - safely and securely stored.
  - prevented from escaping from the property owners, landlords or managing agent's control.
  - prevented from causing environmental pollution or harming anyone.
  - Only passed to an appropriately licenced person for transfer and disposal.
- 15.4 Failure to comply with their duty of care obligations is an offence and could lead to prosecution by the Council.

- 15.5 Communal collection services provided to blocks of flats and other properties will often need to be individually assessed and tailored to a specific location, taking into consideration:
- The number and type of property.
  - Bin and container storage capacity.
  - The presence of waste chutes.
  - Any limitations on accessing a collection point for the collection crew and their vehicles.
- a. The standard collection services for blocks of flats will comprise of the following:
- a weekly separate collection of food waste.
  - a fortnightly separate collection of recycling materials.
  - a fortnightly collection of non-recyclable waste.
- 15.7 However, these will be individually assessed and subject to change.
- 15.8 The number and capacity of the communal bins provided will be based on a formula, a calculation based on a standard collection capacity per dwellings / bedrooms and will vary according to the number and the type of properties to be serviced. However, in some circumstances this will need to be adjusted due to the capacity of any bin stores / compound areas.
- 15.9 It is the responsibility of the property owner, landlord or managing agent to manage new and existing bin storage areas. New bin storage areas must be signed off as part of the planning process for new/extended properties. Existing storage areas will be regularly reviewed and need to meet the following criteria:
- Secure and convenient to encourage their responsible use by householders.
  - Large enough to allow each bin to be removed from the area without the need to remove other bins.
  - Be a hard standing surface area, and, where practical, doors that can be secured as well as be opened to allow easy removal of any bins.
- 15.10 If bin storage areas do not meet the above criteria, the Council will not be liable to any damage caused by operatives.
- 15.11 If a property requires more frequent collections, the Council reserves the right to charge for additional collections.
- 15.12 Where householders use a chute system for the disposal of their general non-recyclable waste, the property owner, landlord or managing agent will be required to manage the bin store area to prevent waste overspill.
- 15.13 Occupiers of flats of whatever tenure are required to present their waste in the manner prescribed by the Council using the bins and containers provided by the Council and in accordance with this policy.

- 15.14 The Council recommends that conditions should be included in any tenancy / leaseholder agreements to ensure that householders commit to segregating their waste for recycling and presenting it in the prescribed manner.
- 15.15 If the designated collection point is within the grounds of a property, it is the responsibility of the property owner, landlord or managing agent to arrange appropriate access before collections can be made. If access is blocked for any reason, including by designated parking spaces then the collection will not be made and will not be collected until the next scheduled collection. In this circumstance this is not classified as a missed collection.
- 15.16 The property owner, landlord or managing agent shall be required to purchase, keep, and maintain the bins provided by the Council in a safe and clean condition and ensure that householders of the flats only use the bins and containers for their intended purpose. They will also need to contact the Council directly for new or additional container requests there will be a charge, unless damaged by Council operatives.
- 15.17 The Council will only collect waste from communal bins that is properly contained in the bin(s) provided and not on the floor/side waste. The Council will not empty bins that are overfilled or contaminated by unauthorised waste.
- 15.18 Where excess waste is left in bin stores and compounds, and this prevents access to bins and containers these will not be emptied. Any wastes, spillages that may attract vermin should be cleared by the landlord, property manager, or managing agency as a matter of urgency or it may lead to bins not being emptied due to the health and safety risk. It may also lead to enforcement action.
- 15.19 The Council will not remove bulky household waste items deposited in communal bin storage areas. This remains the responsibility of the property owner, landlord or managing agent. Residents living in flats are able to book bulky household waste collections at [www.thurrock.gov.uk/bulky-waste/disposing-of-household-bulky-waste](http://www.thurrock.gov.uk/bulky-waste/disposing-of-household-bulky-waste) for which there will be a charge for collection and disposal.
- 15.20 If bin stores or bins are subject to misuse or are not properly maintained, preventing the regular scheduled collection of household waste then the property owner, landlord or managing agent will be required to take any necessary actions to remove waste or clear bins stores and compounds. If the Council is required to undertake any such action the costs will be charged directly to the property owner, landlord or managing agent.
- 15.21 Any waste produced from the maintenance of the property, including construction and demolition waste, garden waste and alike, where this is produced by a contractor or service provider, or bulky items arising for disposal on change of tenancy, will not be collected by the Council as domestic waste. These are classed as commercial waste and must be collected for disposal by an appropriately registered waste contractor.

## 16 Multi-occupied properties

- 16.1 Multi-occupied properties including both licensable and non-licensable Houses of Multiple Occupation (HMOs), care homes and National Association for the Care and Rehabilitation of Offenders (NACRO) properties.
- 16.2 Householders in multi-occupied properties will be expected to make use of the full range of recycling, composting, and waste collection services as directed by the Council.
- 16.3 The licence holder, property owner, landlord or managing agent is required to ensure compliance with the Council's waste and recycling disposal, segregation and storage scheme as described within this policy. Waste is not allowed to accumulate within the house except where safely stored pending collection by the Council. In terms of HMO's, it is recommended that these requirements are incorporated in the HMO licence conditions.
- 16.4 The licence holder, property owner, landlord or managing agent shall ensure that tenants are informed of the time the waste containers must be placed outside of the property and the day of collection. This information should also be permanently displayed in a prominent position within the property.
- 16.5 Any waste arising from the maintenance of the property, including construction and demolition waste, garden waste where this is produced by a contractor and bulky items for disposal on change of tenancy will not be collected by the Council as household waste. This waste is classed as commercial waste, and therefore the license holder, property owner, landlord or managing agent should arrange for an appropriately registered waste collection contractor to remove this waste for disposal at an appropriate permitted facility.

## 17 Places of religious worship

- 17.1 If requested, the Council will collect waste from places of worship and will not charge for collection or disposal, in accordance with paragraph 1 of Schedule 1 of the Controlled Waste Regulations which classifies waste from a hereditament or premises exempt from local non-domestic rating under the provisions of paragraph 11 of Schedule 5 to the Local Government Finance Act 1988.
- 17.2 Collections from places of religious worship shall be the same as those provided to general households and may include garden waste collections, as a chargeable service, if required. Collections will be made on the same frequency as general domestic households.
- 17.3 However, where the maintenance of the garden is undertaken through a gardening service; this will be classified as commercial waste, and it will be the responsibility of the gardening service to remove the garden waste.
- 17.4 In accordance with paragraph 11(1)(b) of Schedule 5 of the Local Government Finance Act 1988, these collections also apply to buildings used in connection

with the conduct of public religious worship such as an office or church hall. However, if the religious group hires out such buildings to other persons not connected with the conduct of religious worship this is a commercial activity and the Council will make a charge for both collection and disposal in these circumstances.

## 18 Premises occupied by a charity

- 18.1 The Council will collect waste from premises given relief from the payment of rates by virtue of section 40(1)(a) of the General Rate Act 1967 (relief from rates for charitable organisations) and will not charge for disposal, in accordance with paragraph 10 of Schedule 2 of The Collection and Disposal of Waste Regulations 1988. A charge for collection only will be made.
- 18.2 However, if the activities of the charity are about the conduct of public religious worship the Council will not charge for collection or disposal of collectable waste. See section 17 above.

## 19 Waste collection from community centres and village halls

- 19.1 Where community centres and village halls are hired out or where they are used for other purposes exceeding the level of use for public meetings, this is defined as commercial waste, attracting a trade waste charge for both collection and disposal. This is enforced at the Council's discretion (see section 25).
- 19.2 A charge may be made for the collection of materials for recycling and composting in line with our Commercial Waste Service offer.

## 20 Properties of mixed use (business and residential)

- 20.1 Mixed use properties are generally business properties with living accommodation attached e.g., a flat above a shop. Waste collections from the residential element of mixed-use properties are treated by the Council in the same manner as normal domestic properties. All business waste should be kept separate from any domestic waste.
- 20.2 The containers provided by the Council for household waste collection must not be used to dispose of business waste and any person found using containers in this way may have them removed and may be subject to prosecution by the Council under the provisions of the Environmental Protection Act 1990.
- 20.3 The Council require containers to be stored within the curtilage / boundary of the property. However, it is acknowledged that for mixed use properties this is not always possible. In such cases, the Council will identify and agree with the property owner, landlord or managing agent and householders a specific storage location and collection point.

## 21 Residential properties also used for business

- 21.1 Waste produced during any activity for gain or reward, whether on business or domestic premises, while self-employed or working for others is classed as commercial waste. Businesses are legally obliged to store their waste securely, separate from domestic waste and to dispose of it responsibly using an appropriately licensed waste carrier.
- 21.2 Failure to comply with the duty of care requirements is a criminal offence and could lead to prosecution.
- 21.3 The Council will not collect through its household waste collection services waste that it believes is generated by a business at a residential property. However, the Council can, by separate arrangement, provide a commercial waste collection service for which a charge will be applied.
- 21.4 Where a business operates from a residential property and waste from the business is found within the household container, the container will not be collected as it will be recognised as a contaminated container and the Council may take education and / or enforcement action against the occupant that is operating the business at the property.
- 21.5 If a child-minding service is operating from any dwelling, the waste generated shall be contained within the containers provided to a standard residential household. If excess waste is generated beyond the standard collection capacity provided, then this shall be treated as business / commercial waste; the collection of which will need to be arranged for separately; for which a charge for collection and disposal may apply.

## 22 Collections from schools and education establishments

- 22.1 Waste from universities, colleges, independent schools, nurseries, playschools, and pre- schools is classified as household waste but a charge shall be made for non-recyclable, recycling waste and garden waste collections.

## 23 Non-domestic and commercial / business waste

- 23.1 Section 75(7) of the Environment Protection Act 1990 defines commercial waste as 'waste from premises used wholly or mainly for the purposes of a trade or business or the purposes of sport, recreation or entertainment'.
- 23.2 The classification of waste is set out in Statutory Instrument No 811 the Controlled Waste (England and Wales) Regulations 2012, which came into effect on 6 April 2012. The Regulations prescribe how waste is to be treated – as household, industrial or commercial waste – defined by either by its source or the activity producing the waste. The regulations further define household waste for which a collection and / or disposal charge may be made.
- 23.3 Collections of commercial waste from whatever source will be made in accordance with the Council's Commercial Waste Services terms and conditions.

## 24 Collections from outdoor events

- 24.1 All waste generated at outdoor events is classified as commercial waste. Event organisers and vendors have a 'Duty of Care' to ensure all waste is disposed of in a proper manner using a registered waste carrier in accordance with Section 33 of the Environmental Protection Act 1990. The Council can, by separate arrangement, provide a commercial waste collection service for which a charge will be applied.
- 24.2 For third party organised events taking place in parks, on green spaces and in other public places the terms and conditions of hire require the event organiser to produce for approval an effective waste plan, to manage the recycling and waste management activities at the event accordingly. Persons or organisations hiring parks, green spaces or other public places will be expected to apply the principles of waste minimisation in the first instance while encouraging as much of the material as possible to be source separated for recycling or composting.
- 24.3 Event organisers shall be responsible for managing levels of contamination and ensuring that commercial operators, such as food vendors, fulfil their 'duty of care' responsibilities. Event organisers shall be required to ensure that vendors operating catering and refreshment concessions substitute any non-recyclable containers, cartons and containers with items made from materials that can be recycled – for example using plant-based materials or card that can be more readily composted or recycled rather than polystyrene cups and trays.

## 25 Enforcement protocol for waste and recycling services

- 25.1 Enforcement will be undertaken in conjunction with Council's Corporate Enforcement Policy and any relevant departmental policies and operating procedures relating to the collection and disposal of waste.
- 25.2 In accordance with the provisions of the Environmental Protection Act 1990, the Council has directed householders within the Council area to use a recycling, garden waste and food waste collection service.
- 25.3 The Council considers this to be a compulsory recycling and waste collection scheme and, consequently, any persons failing to comply with these directions may be subject to enforcement action either via warning, fixed penalty notice or prosecution through the criminal courts process as appropriate, using, but not limited to, the provisions of, the Environmental Protection Act 1990, and the Anti- Social Behaviour, Crime and Policing Act 2014 as appropriate.
- 25.4 Enforcement action may arise from but not limited to:
- Failure to present waste correctly and safely – see section 3.
  - Householders disposing of unauthorised waste within provided container(s) – see section 4.

- Householders disposing of inappropriate materials in the wrong container(s) leading to contamination – see section 4.
- Householders not using the container(s) for its intended purpose - see section 2.
- Householders using inappropriate container(s) - see section 2.
- Householders using domestic waste container(s) for business and commercial waste – see section 23.

25.5 The Council reserves the right to issue a charge to the occupier under the Controlled Waste (England and Wales) Regulations 2010. The charge will be used to recover the additional collection / disposal costs and not as a means of enforcement.

## 26 New developments and planning guidance

- 26.1 Thurrock Council has made available a refuse and recycling advice note for developers, which can be found in detail here [\\$4631 - 11269.doc.pdf \(thurrock.gov.uk\)](#)
- 26.2 In summary the note assists developers and applicants by highlighting current management of refuse and recycling collections and what provisions will be expected when proposals for new dwellings and commercial premises come forward in the future.
- 26.3 It is important that the guidance is referred to from the earliest stages of building design. All developments should be designed with waste and recycling in mind, including adequate storage areas for waste management facilities and good access for collection crews.
- 26.4 It is advised that all applications for new developments are to be accompanied by a concise waste management report that addresses the relevant aspects of the guidance notes provided by the Council in the advice for developers.

## 27 Glossary of terms and conditions

1. Assisted Collection: A service for eligible residents to support the collection of household waste from an agreed collection point on a person's property due to difficulty of moving container(s) to the boundary of their property, their collection point.
2. Bulky Waste: A charged on-demand waste collection service for domestic properties disposing of large items which do not fit into container(s) or exceed safe weight limits.
3. Clinical waste: Waste including healthcare and clinical waste, such as syringes, needles, human or animal tissue, swabs or dressings, excretions, and drug and pharmaceutical products from domestic products using appropriate containers such as sharp bins or clinical waste sacks.
4. Collection Point: An agreed location for the placement of containers for the collection of materials by the collection crews. These are generally at the edge of the property boundary but may be elsewhere as agreed by the resident and the Council.



5. Commercial Waste: Waste from premises used wholly or mainly for the purposes of a trade or business or the purposes of sport, recreation, or entertainment.'
6. Contamination: When unauthorised waste is included in the wrong container(s), for example food waste found in dry recycling collections, these will not be collected by the Council.
7. Dry Recyclable materials: Clean recyclable materials including paper and card, metal and cans, plastics, tubs, and glass.
8. Education: The act to inform residents of the service and how to dispose of their waste correctly as per the Council's policy.
9. Enforcement: The act to make residents follow law, policy and expectations through actions including education and fines for example.
10. Excess waste: Waste that is outside of the required container(s) that is not able to be collected.
11. Food waste: Organic waste from all food related items, excluding liquids.
12. Garden Waste: Organic waste from gardens, including grass cuttings, leaves, and bushes etc.
13. Hazardous Waste: Any type of waste that when present in quantities and concentrations that are high enough, to pose a threat to human health or the environment if they are improperly stored, transported, treated, or disposed. Examples include batteries, pesticides, and chemicals.
14. Household / Domestic waste: Any waste that is generated by households, excluding those from commercial works.
15. Houses in Multiple Occupation (HMO): An HMO is a house or flat that is let to 3 or more unrelated people (or 2 or more households) and who share basic amenities, i.e., a kitchen, bathroom, or toilet. All HMOs within the borough of Thurrock must be registered with Thurrock Council.
16. Incontinence / Offensive / Hygiene Waste: Is non-infectious waste, which is unpleasant and may cause offence to those encountering, for example nappies, incontinence pads, animal waste etc.
17. Missed Collection: Any container(s) that has not been collected by crews due to no other reason than missing the collection.
18. Non-Standard kerbside collection properties: These properties have adjustments to the current kerbside collection model for example, flats, communal collection points and hard to access areas. They are likely to have different collection containers, or different ways of sorting waste materials.
19. Residual waste: All non-hazardous, non-recyclable and non-clinical waste
20. Side Waste: additional waste items placed out for collection not presented in the correct containers provided by the Council.
21. Standard kerbside collection properties: The majority of properties that have a standard collection service with no adjustments.
22. Unauthorised waste: Waste that the Council do not collect, or do not collect within its collection services.