

Household Waste and Recycling Collections Policy

Key policy details

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1 Introduction

1.1 Policy Aim, Scope and Outcomes

Melton Borough Council's waste collection policy aims to ensure that refuse and recycling services are provided in an effective and efficient manner in order to maximise recycling and reduce the amount of waste disposed of.

The intention of this policy document is to ensure there are clearly defined policies and standards in relation to the collection of waste and recyclable materials to avoid uncertainty for householders, customers, elected Members and officers of the council.

This policy document has been designed considering the waste hierarchy, looking to prevent waste production where possible, in line with the [Leicestershire Resources and Waste Strategy](#) and the [Governments Resources and Waste Strategy](#). If waste is produced, the primary aim is to re-use it, recycle it, recover it and finally dispose of it.

1.2 Legislation

The council has a statutory duty under the Environmental Protection Act 1990 to collect household waste. The legislation allows us to stipulate several requirements around waste collections including:

- Specifying the size and type of receptacle
- Where the receptacle should be placed for collection
- Steps the occupier should take to facilitate collection of waste receptacles

This policy document has been designed to meet the Council's statutory obligations in relation to waste collection and recycling from households and non-domestic premises.

2 Receptacle

Provision

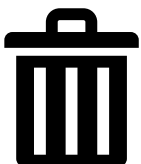

2.1 Standard service for individual domestic properties



The Council provides a range of receptacles for the storage and collection of household waste. The term 'bin' within this policy refers to all types of waste containers, including but not limited to wheeled bins, boxes, sacks, caddies, and communal four-wheeled bins.

This policy forms part of a transitional approach towards reducing residual waste capacity. During this transition, the Council will continue to utilise existing stock of wheeled bins prior to procuring new containers.

All bins and receptacles remain the property of the Council and must remain at the property to which they were originally issued. They must not be removed, relocated, or retained when a resident moves.

Waste collections will continue as scheduled on public holidays, with the exception of the December – January festive period, during which changes to the collection schedule may occur. Any alterations will be communicated in advance via the Council's website and official social media channels.

Service and Frequency	Standard provision	Extra provision
Residual domestic waste (also known as general waste) Fortnightly 	1 x 180L black wheeled bin (Any existing 240L bins or other sized bins will be replaced with a 180L bin as appropriate when lost, stolen, damaged or unrepairable, unless otherwise stated within this policy).	No further capacity will be provided, except in certain circumstances which are outlined within this policy document. Any unauthorised bins will be removed.
Dry recycling Fortnightly 	1 x 240L brown wheeled bin	Additional capacity will be provided upon request to encourage recycling – this will be subject to the relevant fee for an additional wheeled bin. Additional unauthorised bins will be removed.

Garden waste Fortnightly 	This is an optional subscription service operated by the Council's appointed contractor. Further details can be found online at www.melton.gov.uk 240L green wheeled bin.	
Food waste¹ Weekly 	1 x 7L grey internal kitchen caddy 1 x 23L grey external kerbside caddy	Additional capacity will be assessed on a case-by-case basis. Please contact a member of the Environmental Services team.

2.2 Charging and payments for bins

New and replacement bins will be chargeable in line with the fees and charges policy as published on the Council's website. All payments must be received in advance prior to the delivery of any bins.

The Council aim to deliver bins within 10 working days from receipt of the request and payment of the appropriate fee.

The Council may be able to request contributions from developers and housebuilders to cover the costs associated with the provision of wheeled bins for new properties. Where possible, the costs will be sought through Section 106 funding or the Community Infrastructure Levy (CIL). Where an agreement is not possible the householder will be charged in accordance with this Policy.

¹ The weekly food waste collection service for households is anticipated to be operational during the 2026/27 financial year.

2.3 Sack collections

Sack collections will only be provided where:

- The property is not suitable to accommodate wheeled bins &
- There is no communal disposal facility

The standard service for households that remain on sack collections will allow a maximum of two sacks per collection (refuse and recycling). Large families of five persons or more permanently residing at a property will be allowed 3 refuse sacks per collection, subject to the same application and approval process outlined in section 2.6 of this policy document.

Households that remain on sack collections will be delivered the correct number of pink sacks for residual waste and brown sacks for recycling. No other refuse sacks will be collected without prior agreement.

2.4 Communal properties and flats

The preferred method of collection is communal bins, but alternatives will be considered if due to reasons of storage capacity or access it is not possible to provide or safely empty communal bins – the assessment and determination of bin provision will be made by a Council Officer and this decision will be final. The Council will not provide sacks to communal properties and flats where there are bins issued and occupiers will have to source these themselves.

The capacity provided per flat will be as follows (either in 1100L communal or individual bins):

Residual: 180 litres per flat

Dry Recycling: 240 litres per flat

Householders will be responsible for ensuring they only place the correct items in the relevant waste and recycling bins. The safe and secure storage of bins issued to communal properties remains with all householders utilising them and any landlord/managing agent if appropriate.

Participation in the food waste service for flatted properties will be determined on an individual basis. An individual kitchen caddy and communal bin (normally located in a bin storage area) is provided. The size (normally 140L) and number of communal bins will depend on the number of flats in the block as they will be shared between a number of properties.

2.5 Houses in Multiple Occupation (HMO)

Bin capacity provided will be based on the number of Council Tax bills for the property.

Where there is only 1 council tax bill for the property 1 x 180L refuse bin will be provided. It will therefore be up to the landlord or managing agent to arrange for additional capacity separately from a licensed waste carrier.

Where there are a number of council tax bills, the property will be assessed for the provision of communal bins rather than individual bins using the capacity detailed section 2.4 of this policy document.

2.6 Larger households

For properties with 5 or more householders or 2 or more children in nappies occupying on a permanent basis, consideration will be given to exchanging the standard bin to a larger 240L wheeled bin to provide additional residual waste capacity. Each case will be assessed on an individual basis via an application process; a waste audit may be carried out and if any additional capacity is provided, will be subject to review and may be removed at any point if it is abused or the property is no longer eligible. A charge will be applicable for the exchange to a larger bin, in line with this policy and the Council's published fees and charges.

Properties that are permanently occupied by five or more individuals, or by two or more children in nappies, may be considered for an upgrade from the standard residual waste bin to a larger 240-litre wheeled bin, subject to assessment.

Eligibility will be determined through an individual application process, which may include a waste audit conducted by the Council. Where additional capacity is approved, it will be subject to ongoing review and may be withdrawn if the service is misused or if the property no longer meets the eligibility criteria.

A charge will apply for the exchange to a larger bin, in accordance with this policy and the Council's published fees and charges schedule.

2.7 Bin identification

Householders must ensure that their bins are identifiable with the house name or number so that collection crews can log any issues correctly and return to any missed collection efficiently.

2.8 Places of worship

Waste and recycling arising from places of worship is treated as household waste and are entitled to the standard service as detailed in section 2.1 of this policy document and will be collected on the same frequency.

If the premise hires out such buildings to other persons not connected with the conduct of religious worship (e.g. playgroup, social events), this is a commercial activity and therefore a commercial waste service will be required – an appropriately licensed waste carrier must be appointed to dispose of the waste.

2.9 Domestic properties used for business

Waste produced during any activity for gain or reward, whether on business or domestic premises, whilst self-employed or working for others is classed as commercial waste.

Waste which is generated by a business at a residential property will not be collected through the household waste collection service. A separate arrangement must be made for the removal and disposal of any waste using an appropriately licensed waste carrier.

2.10 Childminders

If a childminder service is operating from any dwelling, the waste generated shall be contained within the bins and receptacles provided to the standard domestic service. If excess waste is generated beyond the standard collection capacity provided, then it shall be treated as commercial waste. A separate arrangement must be made for the removal and disposal of any waste using an appropriately licensed waste carrier. Childminders will not be eligible for a larger bin unless they meet the criteria contained within 2.6 of this policy document.

2.11 Commercial and trade waste

Any waste from a premise used for the purpose of a trade or business is classed as commercial waste and therefore a separate arrangement must be made for the removal and disposal of any waste using an appropriately licensed waste carrier.

The Government provides information online about [responsibilities as a business](#).

2.12 Waste from premises occupied by a club, society or other organisation

Waste from these premises is treated as commercial waste and therefore a separate arrangement must be made for the removal and disposal of any waste using an appropriately licensed waste carrier.

2.13 Waste from residential homes

Waste from these premises is treated as commercial waste and therefore a separate arrangement must be made for the removal and disposal of any waste using an appropriately licensed waste carrier.

2.14 Waste from a university, school or other educational establishment

Waste from these premises is treated as household waste. A charge for the collection and disposal of this waste is made as per the Controlled Waste (England and Wales) Regulations 2012 for waste and recycling.



2.15 Waste from halls or premises used for public meetings (e.g. village hall, community centres)



If the hall is used wholly or mainly for public meetings the waste produced is classed as Household waste. A charge for the collection and disposal of this waste is made as per the Controlled Waste (England and Wales) Regulations 2012 for waste and recycling.

3 Materials

collected



3.1 Accepted materials


Container/Service	Accepted Materials
Residual waste (also known as general waste) - Black Bin (or pink sacks) 	<ul style="list-style-type: none">✓ General household rubbish which cannot be recycled or composted✓ Cat and dog waste (in a bag)✓ Nappies & incontinence pads✓ Polystyrene
Dry recycling - Brown bin (or brown sacks) 	<p>Glass</p> <ul style="list-style-type: none">✓ Glass bottles and jars <p>Metals</p> <ul style="list-style-type: none">✓ Drinks cans and food tins✓ Metal biscuit and chocolate tins✓ Aerosol cans from the kitchen and bathroom (must be empty) – avoid aerosols from the garage or shed that contain hazardous materials such as WD40, spray paint or fly killer✓ Aluminium foil (must be clean) – scrunch it up into a ball✓ Foil trays (must be clean) <p>Plastics</p> <ul style="list-style-type: none">✓ Plastic bottles✓ Plastic pots, tubs, trays and punnets (any colour except black)✓ Plastic bags (not black), such as carrier bags; bread bags; salad and vegetable bags✓ Plastic film, such as bubble wrap and cling film (must be clean) <p>Cardboard</p>


	<ul style="list-style-type: none"> ✓ Large corrugated cardboard boxes (flatten the boxes and remove any sticky tape, strings or polystyrene) ✓ Other cardboard e.g. cereal boxes and card from ready meals ✓ Egg boxes, toilet roll, and kitchen roll middles ✓ Files and folders without metal components ✓ Greeting cards (plain cards only, no glitter, fabric or embellishments) <p>Cartons/tetra paks</p> <ul style="list-style-type: none"> ✓ Food and drink cartons, such as milk, soups etc ✓ Crisp tubes, such as Pringles <p>Paper</p> <ul style="list-style-type: none"> ✓ Newspapers, magazines, leaflets ✓ Catalogues and directories ✓ Office paper and envelopes ✓ Wrapping paper (plain paper only, no glitter, fabric or embellishments) ✓ Shredded paper (place in a box such as a cereal box or paper bag to prevent the paper from blowing down the street and only shred the part of the document that contains personal information rather than the whole document) Softback books and hardback books – ideally donate for reuse where possible
<p>Garden waste - Green Bin</p> 	<ul style="list-style-type: none"> ✓ Flowers ✓ Grass cuttings, plants and weeds ✓ Hedge and shrub cuttings ✓ Hutch bedding ✓ Leaves ✓ Plants ✓ Prunings ✓ Twigs / woody material (less than 300mm/12 inches thickness) ✓ Weeds
<p>Food waste - Grey Caddy</p> 	<ul style="list-style-type: none"> ✓ Disposable caddy liners ✓ Vegetable peelings ✓ Raw and cooked meat/fish, including small bones ✓ Baked goods ✓ Fruit ✓ Rice and pasta ✓ Uneaten food/plate scrapings ✓ Mouldy or out of date food

	<ul style="list-style-type: none"> ✓ Eggs and egg shells ✓ Tea bags ✓ Coffee grounds
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3.2 Prohibited materials

Container/Service	Prohibited Materials
Residual waste (also known as general waste) - Black Bin (or pink sacks) 	<ul style="list-style-type: none"> ✗ Dry recyclables and compostable organic waste (that is accepted recycling bins) ✗ Hot ashes ✗ Car parts ✗ Builders rubble or stones ✗ Corrosive materials and liquids such as oil and paint ✗ Soil or turf ✗ Fluorescent tubes or low energy light bulbs ✗ Electrical and electronic equipment ✗ Pesticides ✗ Batteries ✗ Commercial or trade waste
Dry recycling - Brown bin (or brown sacks) 	<p>Glass</p> <ul style="list-style-type: none"> ✗ No flat glass ✗ No mirrors ✗ No drinking glasses <p>Metals</p> <ul style="list-style-type: none"> ✗ No metal tubes (such as tomato puree) ✗ No paint tins ✗ No cooking oil tins ✗ No aerosols from the garage shed or that contain hazardous components <p>Plastics</p> <ul style="list-style-type: none"> ✗ No black plastic, including black food trays and bags ✗ No plastic tubes, such as moisturiser, sun cream, hand cream or toothpaste ✗ No hard plastic, such as coat hangers; storage boxes; children's toys; Tupperware containers ✗ No CDs & CD cases; video cassettes & cases ✗ No plastic cutlery

	<ul style="list-style-type: none"> ✗ No trigger sprays or pump action lids from household sprays and soaps (the bottles are fine) ✗ No crisp packets or other metallised plastic wrappers i.e. from sweets; chocolates; biscuits; tea bags ✗ No metallised food and drink pouches, such as from pet food or soft drinks ✗ No plastic plant pots or seed trays of any colour ✗ No roll-on deodorants (the lids are fine) <p>Paper</p> <ul style="list-style-type: none"> ✗ No kitchen paper/ tissues – these can't be recycled ✗ No photographs ✗ No wallpaper ✗ No tissue paper – this can't be recycled <p>Other</p> <ul style="list-style-type: none"> ✗ No nappies and incontinence pads ✗ No Textiles (clothes, bedding, duvets, etc) ✗ No Clinical waste, needles or sharps ✗ No Waste electrical or electronic equipment (WEEE) <p>✗ Any other plastics not listed in section 3.1 above.</p>
<p>Garden waste - Green Bin</p> 	<ul style="list-style-type: none"> ✗ Green waste or food waste contained in any type of plastic bag ✗ Any type of degradable biodegradable bag or sack (including corn starch bags) ✗ Garden items such as plastic flower pots or trays ✗ Any items that should be in the recycling or residual domestic bins or boxes ✗ Soil or turf ✗ Stones, hardcore or rubble ✗ Large branches (over 300mm or 12 inches thickness) ✗ Pieces of wood or fence panels

Food waste - Grey Caddy 	<ul style="list-style-type: none"> ✗ Plastic bags ✗ Liquids ✗ General waste ✗ Food packaging ✗ Glass/broken glass ✗ Napkins ✗ compostable/biodegradable packaging
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3.3 Small WEEE (Waste electrical and electronic equipment)

The following small household WEEE items are collected:

- ✓ Hairdryers, hair straighteners, shavers, electric toothbrushes
- ✓ Kitchen appliances such as toasters, kettles, hand blenders
- ✓ DVD/CD players, radios, MP3 players and remote controls
- ✓ Clocks, watches, calculators and torches
- ✓ Telephones, cameras
- ✓ Small electrical DIY tools such as drills and electric screwdrivers
- ✓ Toys (remote control car or drone)
- ✓ Chargers

Items should still have the cables attached and all batteries removed.

Items for collection should be left in a standard sized carrier bag (up to a maximum of three per collection) beside the wheeled bin on either refuse or recycling collection day.

Only small household items can be collected such as those listed above.

Please note, due to limited capacity for collecting small WEEE, there is no missed collection return for this service. If a collection is missed, set it out on the next scheduled collection day.

3.4 Textiles

Clean and dry textiles must be placed in a standard-sized carrier bag (no black bin liners) and presented next to the black or brown bin by 7.30am on the scheduled collection day.

Bagged textiles must not be placed inside either the black or brown bin.

The following textile items are collected:

- ✓ Clothing
- ✓ Curtains
- ✓ Bed sheets

- ✓ Blankets
- ✓ Towels

The following items are **not** accepted:

- ✗ Duvets, pillows or cushions
- ✗ Shoes
- ✗ Rugs or carpets

Please note, due to limited capacity for collecting small textiles, there is no missed collection return for this service. If a collection is missed, set it out on the next scheduled collection day.

3.5 Used batteries

Small household batteries such as AA or AAA can be recycled by placing them in a standard sized carrier bag at the side of either the black or brown bin on the scheduled collection day. Collection is limited to one standard sized carrier bag per household per collection. Batteries can also be recycled at any local recycling and household waste site or at participating supermarkets.

Please note, due to limited capacity for collecting batteries, there is no missed collection return for this service. If a collection is missed, set it out on the next scheduled collection day.

3.6 Food waste caddy liners

The council do not provide caddy liners and households must purchase these themselves or use newspaper.

4 Frequency of collection

4.1 Standard collection service for domestic properties and HMO's

All wheeled bins provided on the standard service (see Schedule 1, section 1.1) are collected on an alternate weekly basis unless alternative arrangements have been agreed or for operational arrangements (e.g. to facilitate Christmas collections).

Food waste caddies are collected weekly.

4.2 Communal properties and flats

The standard collection frequency for flats is fortnightly (refuse and recycling) however it is recognised that due to limited storage in some locations; alternative arrangements may need to be agreed. These will be assessed and agreed individually.

5 Collection point

All bins must be placed at the kerbside for collection. For the purposes of this policy, kerbside refers to the point where a householders property meets the public highway.

Where properties are situated along private driveways or access roads, bins must be presented at the location where the private access meets the public highway.

In a limited number of cases, due to property location or access constraints, it may not be feasible for householders to present bins at the public highway. Such cases will be assessed individually, and suitable collection arrangements will be agreed upon with the householder.

Communal bins must have an agreed collection and return point, typically within a designated bin store. Any new communal bin stores must be subject to consultation and receive approval from the relevant Council Officer prior to the commencement of collections.

6 Presentation and collection times

All householders must ensure that their bins and other waste receptacles are presented at the kerbside by **7:30am** on the scheduled day of collection.

Bins and receptacles may be placed out the evening prior to collection; however, they must not be presented earlier than **6:00pm** on the preceding day.

6.1 Assisted collections

Householders who are eligible for assisted collections and are registered on the Council's Assisted Collection Register are exempt from kerbside presentation requirements. Appropriate arrangements will be made by the Council to facilitate their waste collection.

6.2 Post-Collection removal

Following collection, all bins and receptacles must be removed from the public highway **no later than 8:00am** on the day following collection.

6.3 Scope of presentation times

These presentation requirements apply to **all waste collection services** covered under this policy, including but not limited to:

- Bulky waste collections
- Clinical waste and sharps box collections
- Textile collections
- Battery collections
- Small Waste Electrical and Electronic Equipment (WEEE) collections

7 Scheduled collection day

Information on scheduled collection days can be found on the council website at www.melton.gov.uk. Any changes to collection days will be notified to householders using the Council's social media platforms. Collections will continue as normal on public holidays except over the festive season where there may be some collection schedule

changes. Any changes will be communicated on the Council's website and social media channels.

8 Excess or side waste

The following arrangements apply in relation to excess or side waste. For small WEEE and textiles collections, see section 3.3 and 3.4 of this policy document.

8.1 Residual waste

Excess waste or side waste beside the black residual wheeled bin will not be collected and will be recorded by the collection crew. It must be taken to any local household waste and recycling centre or placed inside the bin once it has been emptied. If excess or side waste is piled on top of the bin, the bin will not be emptied – householders must wait until their next scheduled collection day.

8.2 Dry recycling

Additional recycling materials for the brown recycling bin will be collected as long as these are contained in a clear sack next to the bin, or in the case of cardboard flattened and placed next to the bin. Any excess waste put out for collection in black or dark coloured sacks will not be collected. If householders regularly produce excess recycling waste additional recycling capacity can be provided for a fee in line with the Council's fees and charges. The Council will only accept additional recycling in reasonable quantities which will be determined by collection crews at the time.

8.3 Garden waste

Excess garden waste will not be accepted and should be contained within the green bin.

[OBJ]

8.4 Food waste

Excess food waste will not be accepted and should be contained within the grey caddy.

9 Bin Lids

Wheeled bins will only be collected if the bin lid is closed otherwise, it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift. If the bin lid is not fully closed, collection crews will not empty the bin, and householders will have to wait until their next scheduled collection.

10 Missed collections

In the unlikely event that the waste collection team do not collect a bin which had been correctly presented for collection, a missed collection can be registered with the council.

The Council will only return for missed collections reported within 24 hours of the scheduled collection day. Any missed collections reported after this time will not be collected until the next scheduled collection day unless there are exceptional

circumstances agreed at the discretion of the Waste & Environmental Services Manager. The Council aim to return for missed collections within two working days of receiving the report.

If the crew has reported (with evidence, such as in-vehicle technology) the bin as not out at the time of collection or that the bin was at the incorrect collection point, the Council will not return to collect it before the next scheduled collection day.

If the bin has been tagged or reported by the crew as too heavy, the Council will not return to empty until the next scheduled collection day and the householder must have removed sufficient material to reduce its weight and allow the bin to be safely emptied.

If the bin has been tagged or reported by the crew as contaminated, the Council will not return to empty until the next scheduled collection day and the householder must have removed the contaminated material for the bin to be emptied. Please see section 11 for further information on contaminated bins.

11 Contaminated bins

The collection crew will tag and record contaminated bins. The householder will need to remove the contaminant and put the bin out for collection on their next scheduled collection day - the Council will not return to collect it before then. Where a householder continually contaminates a bin, the Council will provide information and education to the householder. Should the issue continue, restrictions and/or enforcement action will be considered.

The process for dealing with contaminated bins is detailed below:

- Step 1 – Crews identify contamination bin and log on the operational in-cab system.
- Step 2 – Confirm if the property has been logged as contaminated within the last six (6) months.
- Step 3a – If incident is the first occurrence of contamination, arrange contamination pack to be sent to property. (Containing recycling scheme information and information letter to householder, plus temporary additional containment to allow material to be resorted and represent on next scheduled collection.) If second occurrence, go to Step 3b.
- Step 3b – If incident is not the second occurrence proceed to Step 3c. If incident is second occurrence, warning letter sent to property. Advise that an Officer may visit to discuss appropriate presentation of recyclable material and to offer education and assistance.
- Step 3c – Final warning letter sent to property advising them that if contamination continues the container may be removed and replaced with sack containment and / or further enforcement action may be taken by the council.

12 Bins left on streets/roads/pavements

Where householders leave their wheeled bins on the street following collection and do not remove them in line with the requirements set out in section 6 of this policy document, the council will investigate. Any complaints received will follow the below process and anonymous complaints will not be accepted or investigated.

Stage One – Educate & Inform:

Upon receipt of a complaint regarding bins being left on a street, road or pavement, a letter will be sent to the owner/occupier of the relevant property reminding them of the expectations set out in this policy and request compliance.

Stage Two – Warning

Location is inspected and if containers are still being presented in contravention of this policy, the owner/occupier responsible for the bin(s) will receive a warning letter sent requiring removal, explaining:

- How the householder has failed to comply with the waste and recycling collection policy
- How this has (or is likely to) cause a nuisance or have a negative effect on local amenities.
- What the householder must do and how long they have got to fix the problem.
- What will happen if the householder does not comply – which may include the removal of bin(s) and ceasing collections

Stage Three – Enforce

If containers are still inappropriately stored after a warning letter has been issued, the householder will receive a final enforcement letter advising of the proposed action to be taken.

- Where the container continues to be inappropriately presented or used, it will be removed, and alternative collection arrangements put in place (e.g. sack collections)
- Where householders present sacks or containers other than those issued and authorised by the council, the case may be referred to the Safer Communities team for investigation as fly-tipping.
- Where a complaint relates to a number of properties or areas, these will be tackled in a coordinated approach and planned in with other service priorities.

The Council may consider ceasing collections if this is deemed the most appropriate and proportionate action to alleviate issues with the bin(s) causing a nuisance to those in the locality.

13 Assisted collections

Householders who are unable to safely move a wheeled bin to the required collection point may qualify for an assisted collection by completing an application form, which is to be assessed and determined by an Officer. If approved, bins will be collected from the property, emptied and returned.

These collections are designed for those that live alone and are unable to present their waste for collection for one of the following circumstances:

- Permanent infirmity
- Temporary infirmity (following operations)
- Disability
- Inability to use other available aids (neighbours assistance)

Evidence may be requested to prove eligibility to the service such as an official letter from a medical practitioner or official documents if in receipt of a disability related benefit. Customers no longer requiring assisted collections will be removed from the assisted collection list.

Assisted collections are only available to householders in genuine need where there is no able-bodied person living at the address who could present the bins or containers at the kerbside for collection. Emphasis will be on the householder to advise of any changes in circumstances. If a householder moves house they will have to inform the council.

The Council reserves the right to review properties with an assisted collection on a regular basis, and if no longer appropriate to the householder, withdraw this service.

14 Overweight bins

Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left unemptied and reported by the collection crew. The vehicle bin lifts have a safe working weight limit which crews cannot override.

Where any bin is found to be too heavy, the householder will be required to remove sufficient material from the bin and dispose of it in a responsible manner. The maximum weight limit for a household bin is 99kg and the maximum weight for a communal bin is 499kg. The lifting equipment used on refuse collection vehicles will not allow crew members to lift a bin that is overweight, and the crew are not able to override this safety function.

Once sufficient weight has been removed, the bin should be presented on the next scheduled collection date. The Council will not return to empty the bin before the next scheduled collection date.

15 General wear and tear, damaged, lost, stolen or replacement bins

Any bin or caddy that is lost, damaged, or stolen, will incur a replacement charge at the level in the most recent published Council's Fees and Charges schedule.

Any wheeled bin or caddy that is damaged or destroyed by the council's equipment or staff during collections will be repaired or replaced free-of-charge. The size of container provided will be in line with this policy and may not be a like for like replacement.

Bins and caddies will not be replaced if they are in a serviceable condition, and it is the householder's responsibility to clean them. Private companies are available to offer this service. The council does not offer a cleaning service or clean bins even if this was not the fault of the current householder.

If a new or a previously provided bin is cracked or broken, deeming it unsuitable for use, within 12 months of the date of delivery the Council will repair or replace it free of charge.

16 Provision of smaller bins

Householders may wish to opt for a smaller bin in which case an appropriate fee for the bin and delivery will be charged in line with the published fees and charges.

17 Access issues

Where the Council are unable to access a road for issues such as parked cars, roadworks, building works, road closures etc., an attempt to return and collect the bins will be made when a collection crew are next in the area.

18 Severe weather and extraordinary circumstances

During severe weather or other extraordinary circumstances (e.g. flooding, pandemics) the Council aim to continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so.

The decision on whether it is safe for a refuse collection vehicle to access a specific location, or street has to be determined locally by the driver of that vehicle – this decision is final and cannot be challenged. Some key factors that will be assessed in determining whether a location or street is safe to access are road conditions, weather conditions, access past parked cars, risks to public and the crew. Safety to collection crews and members of the public is paramount and therefore collections will not take place unless it is safe to do so.

The Council will try to return and collect missed bins as soon as possible after the scheduled collection date. If this is not possible due to continuing conditions, the

decision may be made to suspend some collections to enable the prioritisation of collecting residual domestic waste.

The decision to suspend collections will need to be made by the Waste & Environmental Services manager in consultation with a member of the senior leadership team. The Council will publish its decision on the Council's website and social media channels.

19 Bulky waste collections

A bulky waste collection service is available to householders of domestic properties within the Borough of Melton. This is a chargeable service, with fees set out in the Council's published Fees and Charges schedule.

Bulky waste collections are intended for items that would typically be taken when moving house. This service does not include fixtures or fittings. A comprehensive list of acceptable items is available on the Council's website.

All items scheduled for collection must be placed at the nearest accessible point to the public highway within the property boundary by **7:30am** on the confirmed collection date. Items must be clearly visible to collection crews from the public highway.

The Council reserves the right to refuse collection of items deemed excessively large or heavy for safe handling by operatives. In such cases, a refund will be issued.

Collection staff are not permitted to enter private property, including gardens, garages, or homes, to retrieve items.

If items are not presented for collection on the scheduled date, and the booking was not cancelled, a new booking and payment will be required – no refund will be issued.

Requests for refunds must be made within 14 days of payment, or by 12noon on the day prior to the scheduled collection date if less than 14 days. However, if the total value of the order is £42 or under, we will not offer a refund.

Only the items specified at the time of booking will be collected. Amendments to the item list are permitted, provided they are made no later than 3pm on the day prior to the scheduled collection date. After this deadline, no further changes to the item list will be accepted.

20 Clinical waste

Clinical waste is defined by the Controlled Waste Regulations 2012 or by a medical professional such as a doctor, consultant or district nurse. This waste may be hazardous to any person coming into contact with it and therefore must be collected and disposed of appropriately.

20.1 Clinical waste produced by medical practitioners

The Council are not responsible for the collection and disposal arrangements of clinical waste within the council's area, if the health authority is undertaking treatment of

patients in the home. The health authority must ensure the necessary arrangements are in place for the collection or disposal of this waste themselves or by using a licensed third-party contractor.

20.2 Clinical waste produced by householders

The Council can offer a free-of-charge collection and disposal service to those householders that are self-administering medical treatment and produce clinical waste, such as needles, in their home.

The householders must request the collection as and when required. For the collection of needles, there must be a minimum of 3 sharps boxes before being eligible to submit a request – unless it is a one-off collection for a short period of treatment.

All sharps boxes scheduled for collection must be placed outside the front of the property by **7:30am** on the confirmed collection date. Boxes must be clearly visible to collection crews from the public highway.

20.3 Clinical waste produced by a business

Any other waste arising from medical, nursing, dental, veterinary, pharmaceutical, investigation, treatment, care teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it, will be treated as business clinical waste - the council does not offer a clinical waste collection service for businesses.

21 Hygiene and offensive waste

Hygiene or offensive waste refers to non-clinical waste that may include items such as sanitary towels, nappies, and incontinence pads. This type of waste is not classified as hazardous when produced by individuals who are not known to be infectious.

Households generating hygiene or offensive waste should ensure that such waste is securely triple-wrapped and placed in the general residual waste container.

Where a household is producing significant volumes of hygiene or offensive waste, the Council may consider the provision of an additional black wheeled bin to support waste management needs. The size of bin is to be decided by the council. Each request will be assessed individually by a Council Officer, and the following circumstances may be considered:

- One or more adults in the household have a medical condition resulting in the production of large quantities of incontinence products, soiled clothing, or bedding.
- One or more children in the household have a medical condition resulting in the production of large quantities of nappies, soiled clothing, or bedding.

To apply for an additional bin, householders or carers must complete the Council's application form and provide evidence of eligibility. This ensures a clear record of the reason for bin provision. Bins issued on medical grounds will be subject to periodic review, which may include a home visit by a Council Officer if deemed necessary.

A delivery charge will apply for the provision of an additional bin, in accordance with this policy and the Council's published fees and charges.

22 Bin hygiene

It is important to ensure that household waste is disposed of correctly throughout the year, responsibility for doing this remains with the individual householder. There are a variety of ways in which householders can ensure wheeled bins stay clean and reduce the risk of maggots and bad smells. Always ensure the following:

- Wheeled bins are used correctly, ensuring the lid is shut
- Ensure the bin is stored in the shade if possible
- Bag all "smelly" waste before placing in the bin
- Use fly sprays and bin odour products as per their instructions
- Rinse out packaging before placing in the recycling bin to reduce odours
- If the householder has young children in nappies, use nappy sacks
- Ensure all bins are washed out regularly with disinfectant, this will kill any eggs from flies
- Ensure all bins are numbered so the householder receives the same bin back after collection

23 Policy review, updates and amendments

This policy will be reviewed and updated as and when required to ensure that it remains current and fit for purpose. Minor amendments to this policy can be made by the Waste and Environmental Services Manager in consultation with the relevant portfolio holder.