



BEDFORD
BOROUGH COUNCIL

Waste & Recycling Operational Policies

1st January 2019 to 31st December 2019

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Introduction

This policy document is designed to support the well established collection system in place in Bedford Borough and to lay out clearly defined policies and procedures to avoid any uncertainty for residents, Councillors and Officers of the Council.

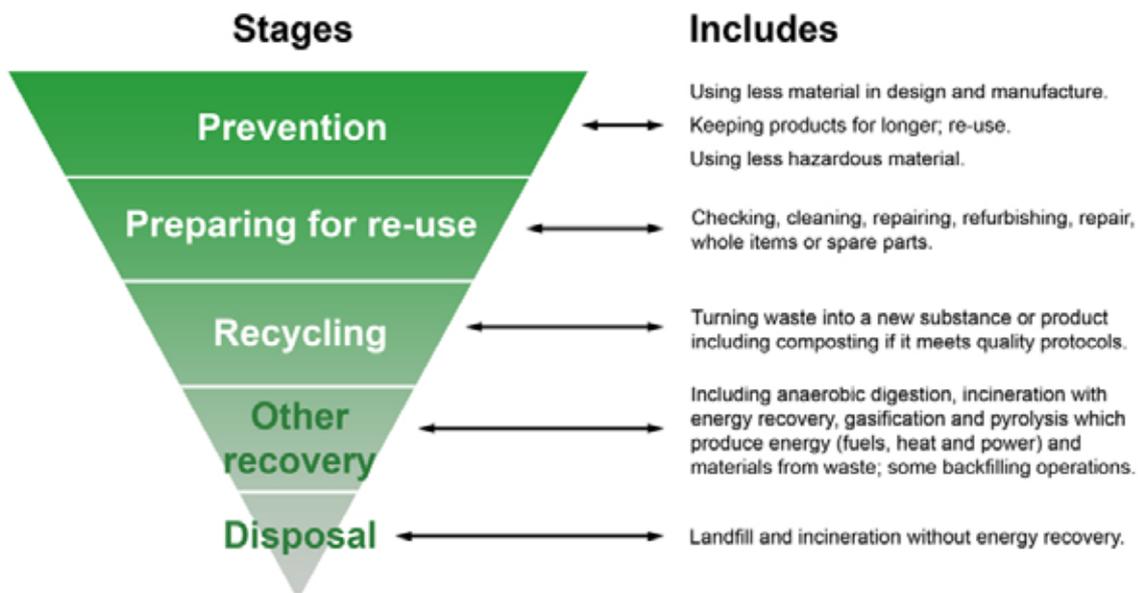
The guiding principles that have informed this document are as follows:

- Waste hierarchy
- Council policies on customer care and value for money
- Waste and Resources Action Program (WRAP) Waste Collection Commitment

Each year Bedford Borough Council produces 75,700 tonnes of household waste. This equates to over 1 tonne of rubbish per household. It is therefore clearly beneficial for every household to reduce the quantity of waste (including recyclables) it produces for collection and treatment.

Preventing waste from being produced in the first place reduces the Council's costs and minimises the energy required to process the waste; therefore the less waste we introduce into the waste stream, the less harm is inflicted on the environment. The Waste Hierarchy provides a sliding scale of the best ways to deal with our waste. The best option is at the top and the least preferred option is at the bottom.

The Waste Hierarchy



Bedford Borough Council Waste Collection Commitment

The following policy statements set out the Council's approach to the collection of waste within the Borough. In developing these policies the Council has sought to follow the recommendations of the Waste and Resources Action Program (WRAP) contained within the document 'The Waste Collection Commitment'.

The Waste Collection Commitment sets out in plain English the common principles which should underpin domestic waste and recyclables collection services. Bedford Borough Council is committed to providing waste and recyclables services which are good value for money and which meet the needs of our residents. This means we will:

- Explain clearly what services residents can expect to receive;
- Provide regular collections;
- Provide a reliable collection service;
- Consider any special requests that individual households may have;
- Design our services and carry out collections in a way that doesn't produce litter;
- Collect as many materials for recycling as we can and explain to residents what happens to them;
- Explain clearly what our service rules are and the reasons for them;
- Tell residents in good time if we have to make changes to services, even temporarily;
- Respond to complaints we receive about our services in a timely manner;
- Tell all our residents about this commitment to collecting waste.



Policy Statement 1: Frequency of Collection

The Council collects general household rubbish as well as segregated household recyclables and green garden waste on an alternate weekly basis.

For example, and dependent upon location, within one month:

- Weeks 1, 3, household rubbish will be collected;
- Weeks 2, 4, segregated household recyclables and segregated green garden waste will be collected

Where possible the collection day will normally be the same day of the week for rubbish and for recyclables/green garden waste.

During Bank Holiday weeks, collections will usually remain unchanged. For example, if your normal collection day is a Friday, then your collection will still be made on a Friday even if it is a bank holiday. There may however be occasions when collection days are brought forward, or pushed back, for example to accommodate the Christmas holiday period. Therefore, if your normal collection is on a Monday, on some occasions it may be brought forward to the preceding Saturday or pushed back to Tuesday.

The Council will provide, on an annual basis, collection calendars describing the collection arrangements throughout the year and over bank holiday periods. Details of collection arrangements including a collection day finder will also be made available on the Council's website at: www.bedford.gov.uk/bins

Policy Statement 2: Provision of Wheeled Bins

All households are required to present their household rubbish and segregated recyclables/green garden waste in wheeled bins issued by Bedford Borough Council.

The exception to this policy is where households are unable to move wheeled bins to the curtilage of the property due to access difficulties, e.g. terraced properties with no access to bring wheeled bins from the rear to the curtilage. In these or similar access/health and safety circumstances, alternative waste collection containers will be provided (see Policy Statement 3) following an assessment of the property by arrangement with and at the discretion of the Council Officer. Special arrangements are also made for flats and Houses in Multiple Occupancy (HMO's) (see Policy Statement 10).

In order to meet the aims of the waste hierarchy, and in the interests of preventing waste thus reducing costs to the Council Tax payer and lowering the impact on the environment, the Council issues wheeled bins to households based upon household occupancy as detailed in Table 1 on the next page.

Table 1: Wheeled Bin Allocation to Households Based on Occupancy

Household Occupancy*	Bin Size (Litres)		
	Rubbish (Black Lidded Bin)	Recyclables (Orange Lidded Bin)	Composting (Green Lidded Bin)
1 – 5 Standard Provision	1 x 180	1 x 240	1 x 240
6 or more	1 x 360 (only following a waste audit)	1 x 360 (only following a waste audit)	1 x 240
9+	At the discretion of the Council Officer following an audit – based upon multiples of bin capacities available.		

* Household occupancy is defined as number of permanent, full time occupants.

One container per waste type per property will be collected, unless the premise qualifies for additional containers due to household occupancy. Residents can elect to pay for extra orange (recyclables) or green (garden waste) capacity (see appendix 4 and 5)

The Council reserves the right to renew entitlement to larger wheeled bins by means of a form sent to the householders for completion. Non-return of the form will result in entitlement lapsing and may warrant the removal of larger containers. It is the householder’s responsibility to advise the council of any changes in circumstance which impact the amount of waste produced.

This policy statement supersedes any previously issued policies.

Policy Statement 3: Authorised Sack Scheme

Where agreed by the Council Officer, households unable to utilise wheeled bins to contain their rubbish and recyclables will be provided alternative containers consisting of grey/ black (rubbish) and orange (recyclables) ‘authorised sacks’. Authorised sacks will be collected on the same basis and frequency as wheeled bins. Authorised sacks are clearly labelled as having been provided by Bedford Borough Council. Table 2 below identifies the number of authorised sacks provided to households under this arrangement.

Sacks for rubbish and recyclables will be issued by the Council to authorised households on an annual basis. Recyclables will only be collected in authorised sacks.

Table 2: Number of Authorised Sacks Issued to Households

Household Occupancy*	Sack Equivalent (1 Years Supply)	
	Rubbish (Black Lidded Bin)	Recyclables (Orange Lidded Bin)
1 – 8 (Standard Provision)	100 sacks	100 sacks (2 x rolls of 50)
Extra Provision	n/a	1 x extra free roll
9+	Sacks provided pro rata at Council Officer discretion	

* Household occupancy is defined as number of permanent, full time occupants.

Where household's use their free allocation of 'authorised' sacks for recyclables prior to the end of the twelve month period (1st January to 31st December), the householder will be required to collect additional rolls from one of the designated collection points listed in Appendix 6.

Properties using authorised sacks for rubbish should note that the maximum number of black sacks that will be collected at any time is 5.

Where households utilise the wrong type of sack(s) for recyclables, and place the sack(s) out for collection, the sack(s) will be rejected.

Policy Statement 4: Presentation of Waste Containers

All waste containers must be presented at the curtilage (front boundary) of the property, at the point nearest the publicly maintained highway, by 6.00am (unless otherwise advised by a Council Officer) on the appointed day of collection and safely stored/removed away from the publicly maintained highway within 24 hours of the scheduled day of collection. Special arrangements apply for flats and Houses in Multiple Occupancy (HMO's).

Collection crews are instructed to return containers to the edge of the property nearest the publicly maintained highway and ensure that the container is not causing an obstruction to passers by or preventing residents from accessing their property.

The Council's collection crews will only empty containers supplied by Bedford Borough Council.

Where residents report difficulties in being able to present their containers due to access issues such as steep slopes or steps to access their property, a Council Officer will visit the householder to determine the most appropriate solution. Residents who are disabled or suffer with ill health and are therefore unable to move their containers out for collection can request an 'Assisted Collection' (See Policy Statement 9).

Where householders share a driveway, they will be required to present their waste containers for collection at the end of the shared drive, at a point nearest to the publicly maintained highway.

Where an individual property is located down a 'long driveway', the householder is required to present their waste container for collection at the point nearest to the publicly maintained highway. A Council Officer will visit the householder to assess the most appropriate location to present the waste containers and the type of containers to be used.

Where the 'long driveway' serves more than one property, the Council will arrange for an Officer to visit and assess if it is appropriate for a collection vehicle to access the properties. Should it be agreed that a collection vehicle is required to access the properties; the Council may require the householder(s) to grant access by means of an indemnity. If an indemnity is required by the Council, it shall be the responsibility of the householder to procure it at their own expense. This policy encourages house builders and developers to abide by the specifications for collection points and bin stores as laid out in the document "Refuse Arrangements in New Housing" contained within the Climate Change and Pollution Supplementary Planning Document (December 2008). This document is available on the Council's website for developers to consult.

Any variation to this policy will be at the discretion of the Council Officer. The decision of the Council Officer will be deemed to be final.

The Council will reject rubbish and recyclables/green garden waste containers for collection for the following reasons. Please note the below list is not exhaustive.

- Bin lid not fully closed or missing;
- Wrong container presented, e.g. rubbish bin presented on recycling/green garden waste week;
- Materials not suitable for recycling/composting placed into the recyclables/green garden waste container;
- Materials suitable for recycling/composting placed into the rubbish container;
- Container too heavy to lift, due to it containing waste such as construction/DIY/soil/yard/garden wastes.
- Waste and recyclables presented in unauthorised bins or sacks.
- Waste presented in sacks inside recyclables/green garden waste containers.
- Number of containers present over and above allocation.

Policy Statement 5: Presentation of Side Waste (Rubbish)

The presentation of rubbish 'side' waste does not support waste prevention or encourage residents to maximise recycling. Therefore, excess household rubbish left beside the wheeled bin will not be collected and rubbish bins should be presented with the lid fully closed. 'Side' waste left on the highway will be treated as fly tipping which will be investigated. Should a householder continue to present unauthorised side waste, the Council will take appropriate enforcement action under available legislation (fine not exceeding £50,000 and/or 12 months to 5 years imprisonment).

Should households not be able to contain all their rubbish within the rubbish bin, they may take this extra waste to the Household Waste Recycling Centre (HWRC) on Barkers Lane (a free permit may be required depending upon the type and amount of waste deposited and/or the type of vehicle used – to check visit: www.bedford.gov.uk/hwrc or call the Permit Line on 01234 718060).

The Council can provide free, individual, tailored advice to householders on reducing their waste upon request. It should also be noted that households with 6 or more permanent occupants may be entitled to larger waste containers (see Policy Statement 2).

Policy Statement 6: Presentation of Additional Recyclables

Where insufficient capacity exists for householders to contain recyclable waste in the container provided, the householder may present additional recyclables outside the wheeled bin, within authorised orange sacks only.

Where bulky items of cardboard packaging arise, householders should break up the packaging into pieces and place into their authorised recyclables container. The bulky packaging must be of a size not to get stuck in the container and be free of string, rope, banding and other non-recyclable waste to prevent this material being rejected. Alternatively, large items of cardboard packing can be taken to Barkers Lane HWRC (a free permit may be required depending upon the type and amount of waste deposited and/or the type of vehicle used – to check www.bedford.gov.uk/hwrc or call the Permit Line on 01234 718060).

The Council can provide free, individual, tailored advice to householders on reducing their waste upon request. It should also be noted that households with 6 or more permanent occupants may be entitled to larger waste containers (see Policy Statement 2).

Policy Statement 7: Collection of Rubbish

All rubbish containers are liable to inspection before collection. The rubbish container should contain 'non-recyclable' household waste only. The rubbish container must not contain any of the items listed in Appendix 1, some of which are mentioned below:

- Uncontained liquid waste
- Recyclable items
- Commercial/business waste
- Clinical waste (see Policy Statement 19)
- Tyres
- Hazardous waste e.g. asbestos, car batteries, plasterboard
- Waste Electrical and Electronic Equipment e.g. Microwaves, TV's, Irons, Toasters, Kettles, Hairdryers, Electric Toothbrushes, Computers
- Construction and/or DIY waste such as tiles, bricks, cement, aggregates, timber etc.
- Paint (in liquid form)
- Garden and/or yard waste
- Soil
- Large 'bulky' items.

Alternative arrangements are available for disposal of the types of waste listed above. Should the rubbish container contain wastes of the types detailed above, the crew will not collect the waste. A label/tag will be placed on the container detailing why it has not been collected. This information will then be recorded by the crew. The collection crew is not permitted to remove contaminating materials from containers.

The crew will not return to collect rubbish containers rejected for collection, even if the offending material has been removed. The disposal of the waste then becomes the responsibility of the householder, who will be required to dispose of the waste in accordance with instructions provided by the Council Officer. Generally, the householder will be required to remove the waste contravening this policy. The container can then be presented on the next scheduled rubbish collection day for emptying.

Failure to comply with the instructions of the Council Officer may result in enforcement action being taken under appropriate legislation.

Policy Statement 8: Collection of Recyclables and Green Waste

Under Section 46 Environmental Protection Act (1990) the Council is exercising its powers to require households to segregate their waste for recycling and green garden waste composting purposes.

All recyclables/green garden waste containers are liable to inspection prior to collection, to establish that they contain only the designated recyclable/green garden waste materials as detailed on the Council's website, in the Recycling Guide and on stickers placed on the wheeled bins. Copies of leaflets are available on the Council's website at: www.bedford.gov.uk/recycling. The Council can also provide printed information on materials suitable for recyclables/green garden waste containers upon request.

Recyclables/green garden waste containers considered by operatives to be 'contaminated' with non-recyclable/green garden waste items will not be collected. Items that are classed as contamination are listed in Appendices 2 and 3 at the end of this document.

Should the operative observe a contaminated container, a label/tag will be placed on the container detailing why it has not been collected. This information will then be recorded by the crew. The collection crew is not permitted to remove contaminating materials from containers.

The crew will not return to collect recyclables/green garden waste containers rejected for collection, even if the offending material has been removed. The disposal of the rejected waste then becomes the responsibility of the householder, who will be required to dispose of the waste in accordance with instructions provided by the Council Officer. Generally, the householder will be required to remove the waste causing the contamination problem. The recyclables/green garden waste container can then be presented on the next scheduled collection day. Householders are required to contain any excess recyclables they are not able to fit into the wheeled bin in authorised sacks, which can be obtained from one of the designated collection points listed in Appendix 6, until the next recyclables collection. Excess green garden waste may be taken to the Household Waste Recycling Centre (HWRC) on Barkers Lane (a free permit may be required depending upon the type and amount of waste deposited and/or the type of vehicle used – to check visit www.bedford.gov.uk/hwrc or call the Permit Line on 01234 718060). Alternatively, residents may wish to purchase a home composter through the Council's subsidised scheme by visiting: www.getcomposting.com

The Council Officer has the discretion to arrange for the contaminated recyclables/green garden waste container to be collected on the following rubbish collection day by arrangement with the crew. This option will be made available to the householder on one occasion only, following a container being rejected for being contaminated.

The Council will provide advice and assistance to householders regarding how to separate their waste effectively. However, should the householder continue to present recyclables/green garden waste containers with contaminating waste material; the Council will take appropriate enforcement action under available legislation.

Policy Statement 9: Assisted Collections

Residents who are unable to move containers to the edge of curtilage collection point due to ill health or disability, and who are without any other able bodied residents in the household to assist them, can be placed on the “Assisted Collection” register upon request. Residents on the “Assisted Collection” register will have their waste containers collected from an agreed location on their property, emptied into the collection vehicle and then returned back to that same location. Locations must be easily accessible and available on the day of collection.

Assisted Collections are subject to the Council being satisfied that service provision is warranted following completion and return of an application form. If the householder’s circumstances change, the resident must inform the Council. The Council will periodically review the ‘Assisted Collection’ register and will require renewal of this entitlement. The decision of the Council Officer will be final.

Policy Statement 10: Premises in Multiple Occupancy and Flats

For multiple occupancy households/properties and flats, a Council Officer will visit the premises to assess the most appropriate location to store/present the waste containers and the size/type of containers to be used. The Council may also choose to supply individual flats with internal containers e.g. reusable bags to facilitate the separation of waste for recycling. Where these containers are lost or stolen a charge for a replacement will be made. Where communal ‘bulk’ bins have not been provided by developers a charge may be made to the owner for provision of bins, in accordance with the charging schedule contained in Policy Statement 16.

Where residents of multiple occupancy properties or flats do not segregate their waste for recycling in an effective manner, the Council will work with residents to encourage recycling. However, if required the Council will use its enforcement powers to achieve improvement in recycling performance from multiple-occupancy and flatted properties. Further to Policy Statement 5, excess or bulky waste left in bin stores will not be collected. Where the amount of bulky waste present is sufficient as to prevent the Council from accessing and emptying bins the landlord/managing agent/residents will be required to clear all bulky waste prior to the next scheduled collection. The Council will not return to collect containers where excess bulky waste has prevented access to bins/bin stores.

Further to Policy Statement 8, contaminated communal recycling bins will not be collected. Any communal containers found to be contaminated will be recorded by the crew. The collection crew is not permitted to remove contaminating materials from containers. The disposal of the rejected waste then becomes the responsibility of the landlord/managing agent/resident, who will be required to dispose of the waste in accordance with instructions provided by the Council Officer.

Where communal bins are inadequate to contain the amount of waste routinely produced or where space for bins is limited, the Council may require Owners/managing agents/landlords/residents to make alterations to properties at their expense to provide more storage and/or pay for the provision of more frequent collections in order to maintain standards of public health.

Policy Statement 11: Missed Collections

Rubbish and recyclables/green garden waste containers are to be presented for collection by 6.00am on the designated day of collection. Receptacles that are not presented by 6.00am on the day of collection will not be considered as a 'missed' collection. Waste and recyclables/green garden waste containers not present at the curtilage of the property for collection at the time the collection crew arrive at the property will be recorded as not out for collection. Responsibility for disposal of the waste will then become that of the householder.

A container can be genuinely missed for a number of reasons, e.g. parked cars obscuring bins. Suspected missed collections should be reported as soon as possible and no later than within two working days to the Council's Customer Services Team (at: www.bedford.gov.uk/recycling or 01234 718060) who will check the crew records. Should a missed collection be reported on the designated day of collection, subject to the records failing to show the container as not being presented for collection, the crew will be required to go back the same day or at the latest the next working day and collect the waste. In these cases, the resident is permitted to leave the container out at the curtilage to facilitate the collection for a further 24hrs in accordance with Policy Statement 4.

Where householders do not present their rubbish or recyclables/green garden waste for collection in accordance with Council's requirements, the householder will have the following options:

1. Take the waste to the Household Waste and Recycling Centre on Barkers Lane;
2. Store the waste until the next scheduled collection day;
3. If required, collect a roll of authorised orange sacks (recyclables only) from one of the designated collection points listed in Appendix 6, to contain the waste until the next scheduled collection day.

Policy Statement 12: Wheeled Bins Lost in the Collection Vehicle

There may be some circumstances where a bin is lost into the back of the collection vehicle during emptying. Should this occur, the crew is instructed to place a note through the householder's door advising of the incident.

In this circumstance, the Council will replace the wheeled bin within 5 working days, free of charge. If there is likely to be a significant delay in replacing the wheeled bin, the Council will provide sufficient authorised sacks to the householder to cover the period between when the bin is reported as lost into the vehicle and the planned delivery date of the replacement container.

Policy Statement 13: Provision of Non - Standard Wheeled Bins

Where household occupancy changes or circumstances arise so as to merit additional container capacity, the Council will make arrangements to provide the additional capacity required in accordance with Policy Statements 2 and 3.

The Council reserves the right to renew entitlement to non-standard containers by means of a form sent to the householder for completion. Non-return of the form will result in entitlement lapsing and may warrant the removal of non-standard containers. Residents are expected to be fully participating in the Council's recyclables/green garden waste collection schemes in order to warrant/maintain the provision of additional container capacity for residual waste.

In the circumstance where the provision of non-standard wheeled bins is to replace existing bins which are no longer of sufficient capacity in accordance with Policy statements 2 and 3, and the existing bins are collected by the Council, householders will not be charged.

Policy Statement 14: Provision of Waste Containers To New Properties

The Council has issued wheeled bins to almost all 70,000 households in the borough, at a cost of approx. £1.1million. Bins will require replacement at anything between 8 and approximately 12 years of age, dependent upon a range of factors such as usage and storage location. Therefore, in order to reduce the financial impact upon Council Tax payers from replacing all wheeled bins at the end of their useful life, the Council has introduced a charge for the provision of bins to new properties.

Wheeled bins will be provided to new dwellings in accordance with Policy Statement 2. The cost of the wheeled bins (including delivery) will be charged to the developer, as set out in Community Infrastructure Levy Planning Obligations SPD.

New dwellings will not be provided with authorised sacks as an alternative to wheeled bins, unless Policy Statement 3 applies. Bedford Borough Council will take all opportunities available to work with developers during the design phase to ensure that all new properties are able to accommodate the required number of wheeled bins.

Further guidance on provision for waste management in new developments can be found at: www.bedford.gov.uk/recycling in the section titled 'Information for developers'.

Policy Statement 15: Charging for Replacement Wheeled Bins

Where a wheeled bin is reported as missing, and the crew has not advised the householder that the bin has been lost in the back of the collection vehicle, the Council will make a charge to the householder for replacement of the bins. If there is likely to be a significant delay in replacing the wheeled bin, the Council will provide sufficient authorised sacks to the householder to cover the period between when the bin is reported missing, and the planned delivery date of the replacement container.

The Council will not make a charge for the replacement of any damaged bin, regardless of how the damage occurred.

Where a householder moves into a property previously issued with wheeled bins, and those bins are no longer on site, the Council will make a charge to the new occupiers for provision of wheeled bins. This aspect of the policy will place the onus upon the purchaser to ensure that the wheeled bins are included in the 'fixtures and fittings' within the sale.

Charges will also apply where a householder elects to pay for larger sized, or extra, recyclables/green garden waste bin.

Charges for such replacement bins will be levied in accordance with the charging schedule set out in Table 3 below.

Table 3: Charging Rate for Wheeled Bins

Replacement 180 litre <u>rub</u> bish bin inc delivery	£43.50 inc vat
Replacement 360 litre <u>rub</u> bish bin inc delivery (Authorised properties only)	£43.50 inc vat
Replacement or additional 240 litre <u>gr</u> een bin inc delivery	£43.50 inc vat
Replacement or additional 240 litre <u>or</u> ange bin inc delivery	£41.70 inc vat
Replacement or additional 360 litre <u>or</u> ange bin inc delivery	£41.70 inc vat
660/1100 litre bins (Flats and HMO's only)	Quote upon enquiry

The Council will review the charges made for wheeled bins on an annual basis alongside the fees and charges levied for other waste services.

The Council will not permit householders to collect bins from the Council depot. This is for health and safety reasons, as the depot is an operational site and therefore not open to the public.

Policy Statement 16: Additional Authorised Sacks

To encourage effective recycling and waste minimisation the Council only collects additional recyclables, in accordance with Policy Statements 3 and 6, contained within an authorised sack.

Authorised orange sacks are available to collect from one of the designated collection points listed in Appendix 6.

Policy Statement 17: Local Recycling Sites

The Council works with local retailers, parish councils and community groups to provide over 60 local recycling sites across the Borough to encourage the recycling of additional wastes such as glass. To find out where your nearest site is, visit www.bedford.gov.uk/recycling.

These sites are provided for domestic waste only and are regularly monitored. If a recycling site or bank is full please report it to Customer Services (01234 718060), excess waste by the side of containers generates litter and encourages fly tipping. Therefore excess waste, either recyclable or non-recyclable, left at sites will be treated as fly tipping and the Council will take appropriate enforcement action under available legislation (fine not exceeding £50,000 and/or 12 months to 5 years imprisonment).

The Council requires developers to provide local recycling sites in new developments and welcomes suggestions for new sites. Sites located on land not in the Council's ownership are required to sign a 'hosting' agreement.

Policy Statement 18: Clinical Waste Collection Service

The Council undertakes to provide a regular collection of clinical waste whose collection and disposal is not subject to special requirements in order to prevent infection. Examples of such wastes are listed in Table 4 below:

Table 4: Clinical Waste

Non-infectious (i.e. no infection present and no other risk of infection) and non-hazardous	Dressings, single-use instruments, stoma bags, catheter bags, incontinence pads, linen, single use clothing.
Non-infectious (i.e. no infection present and no other risk of infection) and non-hazardous	Sharps e.g. diabetic needles

For more information on what can be collected please visit: www.bedford.gov.uk/recycling and follow the link to Clinical Waste.

The clinical waste collection service is provided to residents and commercial premises for a charge. The Council offers a weekly, fortnightly, quarterly or on request service. Clinical waste bags and sharps boxes can also be supplied depending on requirements.

The Council also currently provides a free sharps box collection service for registered diabetic residents. For more information visit: www.bedford.gov.uk/recycling.

Policy Statement 19: Medical Waste Collection Service

Medical waste is, in the main, incontinence waste from otherwise healthy persons – with no diagnosed ‘infectious’ medical condition.

Reasonable amounts of medical waste can go into the normal rubbish bin as long as it is securely contained e.g. double-bagged. Therefore, the Council will collect reasonable amounts of medical waste with the normal rubbish collection.

Where the quantity of medical waste placed in the rubbish container becomes unreasonable the Council can upon request provide larger or additional containers to residents, or specify that waste must be collected via a chargeable clinical waste collection. The decision of the Council Officer will be final.

Policy Statement 20: Bulky Waste Collection Service

The Council provides a chargeable bulky waste collection service which is currently charged at £36.20 for up to 5 items. A 50% discount is available to residents in receipt of certain council benefits. For a collection of 6 to 12 items of bulky waste there is a charge of £56.00. The service covers the collection of freestanding household items only, which includes items such as lawnmowers and bicycles.

Please be aware that there is a non-refundable administration fee charged if you cancel the collection once payment has been made. The Council must receive a minimum of 24 hours' notice of a cancellation to qualify for a part refund.

A 'three piece suite' will count as three separate items. A bedstead and mattress will count as two separate items.

Householders will be required to provide a list of items when booking a collection. Items requiring collection should be presented at the curtilage (front boundary) of the property, at the point nearest the publicly maintained highway by 6.00am on the appointed day of collection. Only the items listed on the booking will be collected. The Council accepts no liability for items which go missing before or whilst placed out for collection, or items which are found to be missing after a collection has been made. Bookings will be given a designated day for collection and the Council reserves the right to 'zone' collections to maximise the efficiency of its fleet of vehicles.

The standard bulky waste collection service will not collect household fixtures and fittings, e.g. items resulting from DIY and construction works, for example bathroom suites, built in appliances and kitchen units. Householders can obtain a quote for collection of these items from the Council by calling Customer Services (01234 718060). Alternatively, these items can be taken to Barkers Lane Household Waste Recycling Centre for free (a permit may be required depending upon the type and amount of waste deposited and/or the type of vehicle used – to check visit www.bedford.gov.uk/hwrc or call the Permit Line on 01234 718060).

In addition to the above, the Council also provides a Rural Bulky Waste Service once per year. This service accepts the same waste as the standard Bulky Collection but is free to use. The Council will publish a list of dates, times and locations each year on the website and provide Parish Clerks with a copy of this document along with a copy of the terms and conditions of this service and e-copies of posters which they can place in their Parishes.

The bulky waste collection services described above do not provide for the collection of 'commercial sized' items e.g. American style large fridges/freezers. Householders can obtain a quote for collection of these items by calling Customer Services. The final decision should disputes arise, rests with the Council Officer.

Policy Statement 21: Collections from Non-Domestic premises

The Council provides a separate collection service for non-domestic premises. The service is provided in accordance with the Controlled Waste (England and Wales) Regulations 2012 and variable rate charges may apply depending on the premises, waste type/quantity and frequency of collection. Further information is available at www.bedford.gov.uk/recycling or by calling 01234 718011.

Policy Statement 22: Adverse Weather and Major Disruption Recovery Plan

When adverse weather or major disruption affects the normal collection of waste from households, our Waste Management Team implement a recovery plan to ensure disruption is kept to a minimum for residents and to prioritise the collection of rubbish. Details of disruption to waste collection services are published on the Council's website.

Key points from the plan, undertaken during any period of adverse weather or following major disruption to services, include:

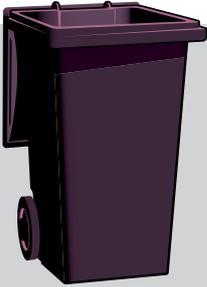
1. Commencing collections only when it is safe to do so.
2. Prioritising rubbish collections over recyclables until any backlog has been cleared.
3. Communicating with our front-line staff and residents to request that bins/sacks are placed out for collection on the normal day and left out; the crews will collect them as soon as it is safe to.
4. Mobilising additional crews and resources when required to deal with any backlog.
5. Collecting a sensible amount of side waste for residents whose collections have been delayed for more than 48 hours.
6. Providing extra recycling sacks to help cope with additional recyclables.

Once a street has been collected, further revisits for individual "missed bins" will not be possible – these will be collected on the next scheduled collection day. Our crews will do their utmost to collect rubbish and recycling in line with the recovery plan.

Residents can help crews by:

1. Placing bins out on the normal day for collection and leaving them out until they are collected.
2. Leaving bins at the edge of your property where they can be easily accessed and in view from the road.
3. Leaving any additional rubbish securely bagged next to the black bin.
4. Leaving any additional recycling in an orange sack, next to the orange lidded bin.

Appendix 1 - Residual Waste (Black Lidded) Wheeled Bin



What goes in? Black rubbish bin

The black rubbish bin should only be used for waste that you **cannot** reuse, recycle in your orange lidded bin or compost in your green lidded bin.

Please make sure that all your waste is bagged and that the bin lid is closed. Bedford Borough operates a 'no side waste' policy for black bins. Extra waste not in your black bin will not be collected.

Waste types **NOT** to be placed in this bin include (may be extended)

1	Commercial (trade waste)
2	*Car Batteries and other car parts
3	*Oil and other liquid waste including petroleum products and swills
4	*Paint
5	HOT ASHES MUST NOT BE PUT IN THE BIN
6	*Heavy Material (i.e. brick rubble and articles over 25 kilograms in weight)
7	*Garden Waste
8	*Metal objects such as, bicycle frames, household machinery parts gas cylinders, fire extinguishers etc.
9	*Waste electrical goods
10	Clinical waste including dialysis waste, dressings, syringes and needles, drugs, tablets and medicines
11	Dead animals
12	Explosive, corrosive or inflammable liquids or solids
13	Pesticides, herbicides or fungicides
14	Any other hazardous material
15	*Tyres
16	Materials that should go in your orange lidded recyclables bin or in your green lidded garden waste bin; if there is no space in the rubbish bin extra waste will not be collected
17	*Clothes, shoes, bedding and linens

All items marked * may be disposed of at Barkers Lane HWRC. For other items, please telephone for advice. Small amounts of animal or medical waste may be included but must be 'double-bagged' e.g. contained within two bags, to prevent spillage.

Appendix 2 - Recyclables - (Orange Lidded) Wheeled Bin



What goes in? Orange lidded bins & sacks

The orange lidded recycling bin should **only** be used for waste that you **can** recycle:

Yes please ✓



Waste types **NOT** to be placed in this bin include (may be extended)

1	General rubbish inc animal waste
2	Food waste
3	Glass
4	Clothes, shoes, bedding and linens
5	Commercial (trade waste)
6	*Car Batteries and other car parts
7	*Oil and other liquid waste including petroleum products and swills
8	*Paint
9	*Heavy Material (i.e. brick rubble and articles over 25 kilograms in weight)
10	HOT ASHES MUST NOT BE PUT IN THE BIN
11	*Garden Waste
12	*Metal objects such as, bicycle frames, household machinery parts, gas cylinders, fire extinguishers etc.;
13	*Waste electrical goods
14	Clinical waste including dialysis waste, dressings, syringes and needles, drugs, tablets and medicines.
15	Medical waste including incontinence and sanitary products
16	Nappy waste
17	Explosive, corrosive or inflammable liquids or solids
18	Pesticides, herbicides or fungicides
19	Any other hazardous material
20	*Tyres
21	Materials that should go in the green lidded garden waste bin.
22	Waste or recycling contained in black sacks

All items marked * may be disposed of at Barkers Lane HWRC. For other items, information can be obtained from the Council's Helpdesk.

Appendix 3 - Green Garden Waste – (Green Lidded) Wheeled Bin



What goes in? Green lidded bin

The green lidded garden waste bin should **only** be used for **organic garden waste**. This includes:

Yes please ✓

Grass cuttings, Plants and weeds, Flowers, Pruning and hedge clippings, Leaves and bark, Cut flowers



Waste types **NOT** placed in the bin include (may be extended)

1	General rubbish
2	Food waste
3	Glass
4	Commercial (trade waste)
5	*Car Batteries and other car parts
6	*Oil and other liquid waste including petroleum products and swills
7	*Paint
8	Hot ashes must not be put in the bin
9	*Waste electrical goods
10	*Metal objects such as, bicycle frames, household machinery parts, gas cylinders, fire extinguishers etc.;
11	Clinical waste including dialysis waste, dressings, syringes and needles, drugs, tablets and medicines.
12	Nappy waste
13	Medical waste including incontinence and sanitary products
14	Pesticides, herbicides or fungicides
15	Explosive, corrosive or inflammable liquids or solids
16	Any other hazardous material
17	*Tyres
18	Materials that should go in the orange lidded recyclables bin.
19	Animal faeces

All items marked * may be disposed of at Barkers Lane HWRC. For other items, information can be obtained from the Council's Helpdesk.

Appendix 4 - Standard and Additional Recycling Container Provision:

Standard Recyclables Provision

1 x 240 litre

or

2 x packets/rolls of orange sacks per 12 month period (authorised properties only)

Extra Free Recyclables Provision

If 6 or more permanent residents, a free 360 litre bin can be provided following an audit/visit

or

Extra free packets/rolls of orange sacks (applies to authorised sack users and bin users)

Additional Chargeable Recyclables Provision

Replace current bin with a 360 litre bin charged at £41.70

or

Purchase additional 240 litre bin charged at £41.70

Appendix 5 - Standard and Additional Green Garden Waste Container Provision:

Standard Green Waste Provision
1 x 240 litre bin

Additional Chargeable Green Waste Provision
Purchase additional 240 litre bin charged at £43.50

Appendix 6 - Authorised Orange Sack Collection Points

Authorised orange sacks may be collected from the collection points below. Opening hours and participating Parish Councils are subject to change, so please check the Council's website: www.bedford.gov.uk/recycling (click the link to order new or replacement bins) for further information before visiting.

- **Bedford Central Library**
- **Bletsoe Parish Council**
- **Bolnhurst and Keysoe Parish Council**
- **Brickhill Parish Council**
- **Bromham Library**
- **Carlton and Chellington Parish Council**
- **Clapham Parish Council**
- **Great Barford Parish Council**
- **Harrold Parish Council**
- **Kempston Library**
- **Kempston Rural Parish Council**
- **Kempston Town Council**
- **Little Staughton Parish Council**
- **Melchbourne Parish Council**
- **Pavenham Parish Council**
- **Putnoe Library**
- **Stewartby Parish Council**
- **Sharnbrook Parish Council**
- **Stagsden Parish Council**
- **Staploe Parish Council**
- **Stevington Parish Council**
- **Thurleigh Parish Council**
- **Turvey Parish Council**
- **Wilden Parish Council**
- **Wilstead Parish Council**
- **Wixams Parish Council**
- **Wootton Library**
- **Wyboston, Chawston and Colesden Parish Council**
- **Wymington Parish Council**
- **Customer Contact Centre**
- **Borough Hall Reception**

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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Informacja

برای اطلاع

Za Informacije

Per Informazione

তথ্যের জন্য



Waste Services

Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP



environment.helpdesk@bedford.gov.uk



www.bedford.gov.uk/recycling