

STREET SCENE AND WASTE SERVICES POLICY

Making Plymouth cleaner and greener



1. Introduction


Plymouth's vision is to become one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone.

We aim to work as one team serving our city and as part of continuing to modernise our services, we are bringing together two teams to work collaboratively and with you our residents to create a cleaner and greener city.

How our streets look and feel are critical to how we feel about where we live. Plymouth has a great reputation as a green and pleasant city, but we know there is more we can do.

We are embarking on a programme of change that will make a real difference to where you live.

We cannot achieve this alone. It is vital that we have the support and co-operation of those living, visiting and working in Plymouth. Everyone creates waste and everyone has to play their part so that together we can make a big difference to our city.

To support a collaborative approach, we are setting out clearly the policy the Council's Street Scene and Waste teams will follow – and crucially – the support we expect from you as citizens of the City. This is backed up by Plymouth's Street Scene and Waste Collection Commitment. For more information on the national WRAP (Waste and Resources Action Programme) Waste Collection Commitment see this [leaflet \(196.6 KB\)](#) .

Having this information in one place will enable us to inform you about what we will do as part of the service. Our teams will also be able to use this information when providing additional support as the new collections schedule start from May 2017

2. Working with Residents for a Cleaner, Greener Plymouth

This policy is based on the national best practice principles outlined in the Waste Collection Commitment which ensures that the service offered is good value for money and meets the needs of our citizens. We have taken this example of good practice and broadened it to apply to all of Street Scene and Waste Services.

Plymouth's Street Scene and Waste Collection Service Commitment

Plymouth City Council has signed up to the Waste Collection Commitment, which aims to clearly set out, through a number of general principles, the standard of service that every household should expect from their Street Scene and Waste collection services.

This means we will:

- Explain clearly what services you 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 you what happens to them
- Explain clearly what our service rules are and the reasons for them
- Tell you in good time if we have to make changes to your services, even temporarily

- Respond to complaints we receive about our services
- Tell all our residents about this commitment to collecting waste.

This policy will clearly set out the details of the service that will be provided by Plymouth City Council's Street Scene and Waste Services under this commitment, and the particular actions that our residents need to take to enable that service to be delivered for you.

We are committed to working together with residents and businesses to ensure they get the standard of service they expect, when they expect it, and also that the service can be run efficiently and represent good value for money. Examples of how this can work are below:

Street Scene and Waste Service will:	Residents enable this by:
<p>Empty your recycling and waste containers from the designated collection point for your property, on your published collection day, ensuring no waste is left behind - and then put your containers back to the correct collection point, taking care not to block access.</p> <p>Remove any waste spilled during collection.</p>	<p>Putting your containers out at the correct time, on the correct day, in the correct collection point.</p> <p>Labelling your container with your property number – so crew know where to put it back to.</p>
<p>Ensure that streets and rear lanes are cleaned efficiently following waste collections</p>	<p>Bringing in your bin - taking your bin back onto your property on the evening after collection so that we can get access to sweep the streets and lanes.</p>
<p>Remove flytipping in a timely fashion;</p> <p>Deal with side waste as it is found by service operatives by putting it into the relevant container for the next collection and labelling the bin to let the resident know why they cannot take side waste.</p> <p>Operatives will log addresses where side waste is left and arrange for Recycling Officers to visit and advise the resident on more effective ways of managing waste</p>	<p>Use the household waste recycling centres for DIY rubbish, other recyclables or heavy items – and not putting them into your wheeled bin or leaving it at the side.</p> <p>Don't over-fill your bin or leave side waste - ensuring you make best use of space in your recycling and waste containers, for example, by breaking down cardboard boxes, and that the lids are closed.</p>
<p>Increase the amount of recycling successfully processed from kerbside collections, saving money for Plymouth and contributing to our greener city aims.</p>	<p>Rinsing all recyclable items (check the sticker on your green bin to see what you can recycle), and put them in the correct recycling bin.</p>

Team Leaders in the service will be monitoring the quality and frequency of the service delivered to ensure we are meeting the standards and schedules detailed in this policy and on our website. They will identify any problems with the service offered and address these or if there are persistent problems with residents or businesses not using the service effectively or managing their recycling and waste responsibly, our Recycling Officers will help those involved to find better solutions.

Persistent abuse of the service and not managing waste responsibly causes distress to people living and working nearby and is costly to address – therefore we will use enforcement action if necessary to ensure the service can operate efficiently and Plymouth people can enjoy a clean and green city.

3. Waste

The Waste and Street Scene Service will:

Provide an alternate weekly collection for recycling and waste. Recycling (green container) will be collected one week and non-recycling (brown container) the following week.

Provide additional household collection services for garden waste, large bulky waste items and healthcare waste.

Provide recycling and reuse centres at Chelson Meadow, Weston Mill and recycling banks – such as bottle and paper banks – throughout the city for recycling.

3.1. Household recycling and waste collection

Containers – what is provided:

Households will be allocated appropriate containers for their property. Most Households will be issued with one green and one brown 240l wheeled bin containers. This is the standard container provided as part of the collection service. Most households will have sufficient space in both their brown wheeled bin and green wheeled bin if they manage their recycling and waste carefully.

Exceptions: Where individual wheeled bins are not appropriate, alternative containers will be provided, such as bags or where individual containers are not suitable, then access to a communal container. Larger households or households with additional needs may request further assistance to manage their recycling and waste, this will be assessed on a case by case basis.

You can see what type of container is provided for your house hold, what day and week your collection is made for recycling and waste and where your collection point is on www.plymouth.gov.uk/whatdaybinday or by calling 01752 668000.

Only recycling and waste put in containers provided by the Council will be collected, and only when presented in the right place on the day of collection for your household. Containers are the property of the Council and should stay at the address they have been supplied to. Residents are responsible for their containers and must ensure they are kept on their property between collections.

There will be a charge for delivery of replacement containers. There will be no charge if the replacement container is collected from designated distribution points. Details of this service can be found on our website at www.plymouth.gov.uk.

Any damage to containers proved to be the fault of the Council will be replaced and delivered free of charge. Collection operatives report any damaged containers caused through the operation of collection and CCTV is available for review in such cases. If the damage is not caused by the Council, replacement containers will be free but there is a charge for delivery.

3.2 Managing your recycling and waste

We ask residents to:

Help the crews collect as efficiently as possible by:

- Putting recycling and waste only in containers provided by the Council.
- **Not** putting recycling in plastic bags or bin bags – if crews cannot see the recycling they will assume it is rubbish and will not risk contaminating the recycling in the vehicle – instead your container will be tagged explaining why it has not been emptied.
- Only putting the following recyclable items directly into the green recycling containers:

Material type	Items
Paper	Office paper, leaflets, catalogues & directories, magazines, shredded paper, envelopes (including plastic window type), gift wrapping paper, greetings cards.
Cardboard	Packaging – including cereal boxes, egg boxes, cardboard tubes, i.e. toilet and kitchen roll tubes, boxes from new items, corrugated cardboard.
Metal cans & foil	All food and drink cans (including pet food cans), sweet and biscuit tins, sheet foil and foil containers i.e. cake trays and takeaway containers.
Plastic bottles & containers	All plastic bottles i.e. lemonade, milk, water, shampoo, detergent bottles. Rigid plastic containers e.g. margarine and food trays, yogurt pots, fruit punnets.
Glass	Glass bottles and jars any colour or size
Items must be into the container loose and bottles and jars rinsed.	

- Brown containers contain food waste and non-recyclable household waste only.
- Container lids to be closed so they can be emptied safely, to prevent littering and waste being spread by rodents, seagulls and other pests.
- Containers are not overloaded, making them too heavy or difficult for our collectors to safely manoeuvre. For items that are too large or heavy, see Bulky Collections or take them to the household waste recycling centres at Chelson Meadow or Weston Mill.
- No black bags or waste items left by the side of waste containers. This is to prevent littering and waste from being spread by pests.

Additional brown side waste will **not** be taken as part of the alternate weekly collection – it will be put into the emptied container ready for the next collection. Householders will need to manage their waste within the containers they have allocated, or contact the service for advice. However, action will be taken against those who repeatedly leave additional waste at the side of their bin and not placed in the container provided with the lid closed.

Additional recyclables that cannot be fitted into the green container will be taken if it is left out next to the green recyclable container in a box on the day of collection. Please note it will not be taken if it is wet cardboard (as this cannot be recycled), left in a black sack or carrier bag or if it is soiled – as this could contaminate other recyclables.

3.3 Collection Points and Times

We ask residents to:

Use the standard collection point, which is at the kerbside next to the property, where the container is easily seen. Where collections cannot easily be made from the kerbside, we will identify other collection points and let you know where to put out your bin.

Ensure containers are put at the designated collection point by 6.30am on collection day but not before 6pm the night before. Collections will be made after 6.30am on collection day. We will publicise where collection points are and the day of collection on our website.

- ‘Bring in your bin’ - containers left out between collections can have a significant impact on local communities, making pavements more difficult to navigate, particularly for people with disabilities and those who use a pram. Containers left out also affect the appearance of an area. It is your responsibility not to leave containers out between collections. Containers must be returned to within the boundary of the property or designated storage area by the end of the collection day.

- If you put your house number on your container it helps the crews ensure they can be returned to the correct collection point.
- 'Bringing in your bin' onto your property will also enable our street cleansing team better access to do their work and to keep areas free of litter.

Waste and Street Services will ensure that:

- We tell you where and when you need to put out your bin for collection and when to take it back in.
- Containers are returned to the designated collection point and will not block your access.
- Lids will be closed.
- Containers that are damaged during collection will be tagged to advise that a replacement has been requested.
- Ensure that streets and rear lanes are cleaned efficiently following waste collections.

We will work with you to identify and resolve issues that prevent containers being returned within the boundary of properties. Where bins are not being returned to properties on a regular basis enforcement action may be taken.

3.4 Missed Collections

If a container is not emptied on collection day due to an error, it is classed as a missed collection.

We ask residents to:

Only report a missed collection after 5pm on the scheduled collection day, and within 48 hours of it being missed. Any reported after that will not be collected until the next scheduled round.

Waste and Street Scene Service Will:

Return to empty bins classed as missed collections.

If a container has not been emptied for a specific reason, it will be tagged with a description of the issue, such as excessive weight or the recycling contaminated with the wrong material. It is the householder's responsibility to resolve this issue in time for the next scheduled collection. This is not treated as a missed collection.

4. Garden Waste Collection

Street Scene and Waste Service will:

Provide a fortnightly seasonal garden waste collection service. We will collect:

- Grass cuttings
- Old plants
- Hedge trimmings
- Non-invasive weeds
- Branches (up to the thickness of a wrist)

The garden waste will be picked up on a designated day for your household. Details of when the service will start and finish will be available on www.plymouth.gov.uk and you can check which day and week your collection is due by checking www.plymouth.gov.uk/whatdaybinday or by calling 01752 668000.

We ask residents to:

Only put garden waste in the garden waste bags provided by Plymouth City Council. We will collect a maximum of four garden waste bags per household from the designated collection point for your property. The containers should not contain:

- Food waste
- Japanese knotweed
- Ragwort
- Soil
- Building material
- Cat litter
- Dog fouling

5. Bulky Waste Collections**Street Scene and Waste Service will:**

Offer a collection and disposal service for items that are too large or too heavy to be placed in a collection container. There is a charge for this service as detailed below. Examples of what we collect include beds and mattresses, carpets (cut into manageable pieces, rolled and tied - underlay is a separate item), electrical items, fridges, freezers, white goods and furniture.

We ask residents to:

Ensure items booked for this service can be carried by two people, and that they are not filled with other rubbish.

Place the items for collection in a place that is easy to get to and all in one place outside the property.

We reserve the right to refuse to collect any waste items that may cause harm or may have an effect on health and safety of waste collection staff.

We will not collect asbestos, building or DIY waste, car parts and tyres, chemicals, commercial equipment or paint.

5.1 Charges for bulky waste collections

There is a single charge for up to three items; four or more items carry an additional charge. Details can be found on our website or by getting in touch with our contact centre.

Some items – such as three-seater settees, double cookers or extra-long ladders count as two items due to their size and weight. Some items may require a risk assessment to ensure we are able to collect the items safely and you will be made aware of this when you book your collection.

Those on income support, housing benefit, council tax support or pension credits are entitled to two free collections a year. These collections must be booked separately and on different days.

6. Assisted Collections**Street Scene and Waste Service will:**

Offer assisted collections to those who are physically unable to, and have no one in their household or nearby to put their recycling and waste out for collection. Details are available on our website or via the Contact Centre.

We ask residents to:

Show evidence of need for this service by submitting one of the following:

- Documents confirming that the householder is receiving Disability Living Allowance, Personal Independence Payment or Attendance Allowance. Document must be dated within the last 12 months
- The signature and contact details of a healthcare professional, such as a social worker or support worker. (Please note - some GPs ask you to pay for them to provide this information.) We may contact the healthcare professional to verify details.
- Medical evidence, for example, a recent letter confirming surgery appointments.

If we need more information a member of our team may visit you to talk through your application.

Some applications may be for temporary support, for example in the case of pregnancy or injury. In these instances we will provide a service for a three month period; at the end of this period you will need to re-apply for the service if you still need extra support.

Tell us about any change in circumstances affecting your eligibility to an assisted collection. We will carry out periodic reviews to check your ongoing eligibility for scheme.

7. Healthcare Waste

We provide a service for collection of healthcare waste, which is any waste produced by, and as a consequence of, healthcare activities. Only infectious healthcare waste and sharps/needles need a separate healthcare collection, as directed by a healthcare professional.

We ask residents to tell us about any change in circumstances affecting your eligibility to this service. We will carry out reviews from time to time to check whether you are still eligible.

Healthcare waste is not accepted at recycling centres.

To apply for this service please visit www.plymouth.gov.uk or by calling 01752 668000.

8. Fly Tipping and Fly Posting

We remove fly tipping and fly posting from Plymouth City Council owned land.

Where incidents occur on private land or there are areas that are becoming unsightly due to issues with fly tipping we are able to serve notice on the land owner and reclaim the costs of tidying the area up through a legal process.

Please see below for how we will help to deal with fly tipping and fly posting. You can help by reporting incidents of fly tipping and letting us know of any details to help us take action.

9. Helping Residents to Manage their Recycling and Waste Responsibly

9.1 Information and support

Everyone is responsible for the waste they produce. We will work with you, and with businesses and visitors to ensure you are clear about your role and responsibilities to help make the city clean and tidy. We will also do our bit by issuing clear information.

For example, if you see that a neighbour that keeps leaving their bin out between collections, please let us know and we will be able to have a discussion with them. We have a team of Recycling Officers who can visit residents to explain roles and responsibilities, and highlight the importance of ensuring our streets are kept free of clutter, and that containers are tidied away off the streets in between collection days.

9.2 Enforcement

We will support residents and businesses to manage their rubbish responsibly, and in all cases, our preference is to resolve any issues quickly but in cases where people do not comply with their responsibilities, we have various powers that we can use, such as:

- Environmental Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Anti-social Behaviour, Crime and Policing Act 2014
- Regulations made under these Acts
- Town and Country Planning Act 1990 Parts 215 and 216

We will follow a staged approach to enforcement. The enforcement process includes warnings and formal enforcement action, including the issue of fixed penalty notices or prosecution through the courts.

Breaches may include:

- Containers repeatedly left on the street – residents who repeatedly leave bins out on the street and do not return their waste container to their property by the end of the day of collection.
- Side waste – residents who repeatedly leave additional waste at the side of their bin and not place it in the container provided with the lid closed.
- Fly tipping – residents who repeatedly put out items such as furniture and random items which the crews and their vehicles are unable to take. Where waste on private land appears to have a negative impact on the surrounding area, we will use sections 215 and 216 Town and Country Planning Act 1990 as these sections allow the local planning authority to serve notice for the removal of waste and to take enforcement action if the waste is not removed.
- Contamination of the recycling container – residents who repeatedly place the wrong waste in their recycling container which contaminates the waste, reducing the quality of the recycling
- Graffiti and fly posting – on buildings, walls or other monuments or objects owned by the Council.

10. Other Facilities for Recycling and Reuse

We have two household waste recycling centres at Chelson Meadow and Weston Mill for public use for recycling and reuse, as well as a number of recycling banks across the city.

You can take the following items to the recycling centres:

- Large bulky waste items, such as white goods, furniture, cardboard packaging.
- Items that are not collected in the household kerbside collection schemes, such as small electrical goods, plasterboard, etc...
- Items suitable for reuse, such as furniture, bric-a-brac, textiles.
- Excess waste materials that cannot fit into the recycling or waste container
- Garden waste, including grass cuttings
- Hazardous items, such as tins of paint, gas cylinders

To ensure this facility can be offered free of charge to residents of Plymouth, you are requested to bring proof of address – a driving licence, utility bill or similar can be shown.

Commercial businesses are able to make use of the household waste recycling centres to dispose of waste for a fee (for charges please call the commercial waste line on 01752 304700).

10.1 Vans and Trailers

As a Plymouth resident you can apply for a free permit to bring a van or a trailer into Chelson Meadow (vans are not permitted at Weston Mill). Only one permit per household is allowed and

they cannot be transferred between residents. You can do this by visiting us in person at Chelson Meadow before you visit the recycling centre.

You are responsible for notifying us of a change of address or vehicle. Permits cost £10 to replace if lost.

Vans towing trailers, vehicles over 3.5 tonnes when fully laden, or trailers over three metres long	Not allowed
Permits for small vehicles e.g. Van or trailer less than 1.8 metres long	Allowed to make 12 tips a year Only three of these tips can be to deposit soil or rubble If you have green waste only it will not count against the number of tips.
Permits for large vehicles e.g. Van or trailer between 1.8 and three metres long	Allowed to make six tips a year Only one of these tips can be to deposit soil or rubble If you have green waste only it will not count against the number of tips.

10.2 Recycling Banks

We have a number of recycling banks across the city for the following:

- Glass bottles & jars
- Plastic bottles
- Metal cans
- Paper
- Textiles

Details of their locations can be found on our website at www.plymouth.gov.uk

11. Commercial Waste

All businesses have to get rid of their waste as part of their duty of care. We provide a commercial recycling and waste collection service to businesses at a competitive rate.

Commercial waste is waste generated from premises used wholly or mainly for the purposes of a trade or business. It does not include household waste.

Waste that is generated within a house or garden, but as a result of a business activity (for example garden waste generated by a landscape gardener or building waste as a result of removing a fitted kitchen) is considered to be commercial waste and is the responsibility of the business as part of their duty of care.

Competitive quotes to meet business needs can be obtained by calling the commercial waste line on 01752 304700.

12. Charity Waste

Charities can deposit recycling and waste that originated wholly from donations from domestic households for free at Chelson Meadow Household Waste Recycling Centre only, Weston Mill HWRC does not accept waste from charitable sources. Where a third party waste carrier is engaged by a charity to transport recycling and waste for deposit to the HWRC, the waste carrier will be levied with the charge for disposal of the recycling and waste. There is no charge to the charity.

Recycling and waste that has arisen from the general running of the charity or is non-household waste is classified as commercial waste, and is subject to a charge.

Charges will apply to recycling and waste that has arisen from commercial activity, such as house clearances.

Waste from a place of worship or a place wholly used for public meetings, can be deposited at Chelson Meadow for free.

We can provide a collection service from charity shops and places of worship at a charge.

13. How we keep the city clean

We will clear litter and waste from land owned by Plymouth City Council. We are responsible for ensuring the maintenance of landscaped areas within the city, which includes flower and shrub beds, parks and open spaces owned by Plymouth City Council.

Duties we carry out include:

- Litter picking
- Scheduled road and footpath sweeping
- Grass cutting and flower bed maintenance
- Weed removal on highways and footpaths
- Removing fly tipping
- Removing animal remains in certain circumstances
- Graffiti removal in certain areas
- Cleaning of road signs
- Clearing dog fouling
- Tree maintenance

We will undertake any of the above activities on private land by arrangement and for a charge on an ad hoc basis or as part of a planned regime.

13.1 Graffiti Removal

We provide a graffiti removal service for buildings, walls or other monuments or objects owned by Plymouth City Council.

If graffiti is offensive it will be removed within an hour of the service being notified if during the working day, or if out of hours as soon as practicable. It is classed as offensive if it has some or all of the following elements:

- Offensive language
- Language of a politically/racially/religiously insulting/inciting nature
- A hate statement
- An image which is graphically explicit
- An image which is visually offensive or textually offensive by the message that it contains

Removal of non-offensive graffiti will take place within 10 days of being notified.

We will remove graffiti from privately owned land for a fee.

13.2 Litter Bins

We will provide litter bins in relevant locations in streets, parks and open spaces on Council owned land. We are responsible for emptying litter bins. The frequency of this will vary depending on need. We will also empty bins on privately own land, by arrangement, for a charge.

14. Parks, Play and Open Spaces

We will maintain formal / informal parks and open spaces. We will provide safe and suitable play areas and will maintain and inspect these areas for cleanliness and safety, in line with best practice and industry standards.

This includes:

- Grounds maintenance
- Sports Pitch Maintenance
- Shrub/flower bed maintenance on Council owned land
- Grass cutting
- Path cleansing
- Playground maintenance and inspection
- Weed spraying

We will undertake any of the above activities on private land by arrangement and for a charge on an ad-hoc basis or as part of a planned regime.

15. Tree Services

We inspect and maintain all trees on Council owned land. We will prioritise and allocate work based on how much of a risk it poses to the public and property. This is done in line with our Tree Management Statement.

Trees on privately-owned land are the responsibility of the land owner unless the tree has fallen on to Council owned land. Trees on privately-owned land can be inspected and maintained by arrangement and at a charge.

Further details of this service can be found on our website.