

Telford & Wrekin Council

Policies for the Waste Management Service

Introduction

1. The Environmental Protection Act 1990 (EPA) creates a duty to the Council to collect or otherwise manage waste types.
2. Subject to this statutory duty, the EPA gives the Council flexibility in determining the methodology it will utilise to manage waste and gives the Council some discretion in how and when waste will be containerised and collected. In some circumstances, the EPA also allows the Council to charge customers for the service.
3. The Environment Act 2021 and the Government's Simpler Recycling reforms, require local authorities in England to provide all householders with a comprehensive and consistent set of waste and recycling services. This will enable householders to recycle as much waste as possible.
4. The Waste and recycling collection service provided by the Council has been procured to maximise recycling and minimise residual waste by the most cost-effective collection methods. The Council is also required to treat all residents fairly and consistently. These objectives will be followed in the implementation of all policies.
5. The Council recognises that there may be exceptional circumstances where alternative arrangements may be required which are not adequately or appropriately catered for by a particular policy. In such circumstances the Council Representative has discretion to make alternative arrangements which will be documented for future reference, provided always that any alternative provisions will be in line with the aims of paragraph 4 above.

Policy Area	Summary	Policy
<p><u>Provision of Containers</u></p> <p>To define the Council's policy for the provision of containers used for the storage and collection of waste from households.</p>	<p>Households are to be provided with containers for the storage collection of residual waste, recyclables, food waste and (where applicable) green waste.</p> <p>“Default” container sizes, types, and colours are defined for different types of households.</p> <p>The circumstances where households may be provided with a container which</p>	<p>Recycling Containers</p> <p><u>Individual</u></p> <p><u>Default</u> The following bins will be provided to each existing and new household (other than communal properties):</p> <ul style="list-style-type: none"> • a 240-litre purple bin will be provided for the collection of mixed recycling (paper, cans, food and liquid cartons and glass). • 2 75 litre blue sacks will be provided for the collection of paper and card for new build properties. Existing properties will also be able to use existing redundant recycling boxes (for card and paper) until such time as they require replacement in which instance a second 75 litre blue sack will be provided on request). <p><u>Alternatives</u> Where a householder does not have any space on which to store, or present e.g. The Gorge any wheeled bin within the curtilage of the property, as an alternative to the 240-litre wheeled bin it shall be provided with a 75-litre purple sack.</p> <p>Where the Council has previously provided a smaller bin for the collection of residual waste, the householder shall be provided with an opportunity to use a 140-litre grey wheeled bin with a purple lid, as an alternative to the 240-litre wheeled bin.</p> <p>Where the householder requests a smaller purple top bin, an alternative 140 litre wheeled bin will be provided for:</p> <ul style="list-style-type: none"> • households comprising of sheltered accommodation and/or has been designed for single occupancy/one-bedroom property. • The householder provides evidence to the Council demonstrating that it does not have sufficient space within the curtilage of the property on which to store a 240-litre wheeled bin.

	<p>is at variance to this default are identified.</p>	<p>Where a householder requests to be provided with a 140-litre purple lid recycling container due to not requiring the larger 240 litre purple bin, they will be required to exchange any 240/180 litre red lid residual container which is in use for a 140-litre red lid residual container aswell.</p> <p>Where a householder reasonably requests additional containers as a result of the amount of recyclable materials exceeding the capacity of the default containers it will be provided after verification by the contractor that the household has a genuine need. (Either as additional or larger containers as appropriate) at no charge to the householder.</p> <p><u>Communal</u></p> <p>The following bins will be provided to each existing and new communal property:</p> <ul style="list-style-type: none"> • an appropriate number (commensurate with the number and size of households within the communal property and local storage/collection arrangements): <ul style="list-style-type: none"> ○ with a purple lid for the collection of mixed recycling up to 1100Ltr capacity; and ○ with a blue lid for the collection of paper and card – typically 360 Litre capacity. • Individual households within the communal property will each be provided with a 60-litre blue sack (for paper and card) and a 60-litre purple sack (for mixed recycling). <p><u>Alternatives</u></p> <p>Where a communal property has limited space or issues with contamination of communal recycling, it may be been agreed with Contractor that individual purple and blue sacks only will be supplied to residents, and these will be collected and returned to a mutually agreed point.</p> <p>Full records shall be retained where households are provided with containers including those other than the default containers within the Contractors IT system (CWCS/ECHO).</p> <p>Residual Waste Containers</p> <p><u>Existing households</u></p>
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		<p><u>Default</u></p> <p>Existing households with 240 litre wheeled bins with red lids will continue to use these bins until they require replacement once a replacement is required the container size will be determined on the property size.</p> <p>Properties of 2 bedrooms or more will be issued with a 180-litre red top bin. Properties comprising of sheltered accommodation /designed for single occupancy/one bedroomed will be supplied with a 140-litre red top bin.</p> <p>For communal properties,</p> <ul style="list-style-type: none"> • an appropriate number (commensurate with the number and size of households within the communal property and local storage/collection arrangements) of containers up to 1100Ltr capacity with a red lid will be provided for the collection of residual waste. <p><u>Alternatives</u></p> <p>Where a householder does not have any space on which to store any wheeled bin within the curtilage of the property, as an alternative to the 240/180/140 litre wheeled bin it shall be provided with a supply of non-reusable sacks.</p> <p><u>New build properties</u></p> <p><u>Default</u> (other than communal properties).</p> <p>Properties of 2 bedroom or more will be issued with a 180-litre red top bin. Properties comprising of sheltered accommodation and/or has been designed for single occupancy/one bedroom will be supplied with a 140-litre red top bin.</p> <p>Residents moving into NEW properties will pay the Council an admin fee for the delivery of their residual container.</p> <p>For communal properties,</p> <ul style="list-style-type: none"> • an appropriate number (commensurate with the number and size of households within the communal property and local storage/collection arrangements) of containers up to 1100Ltr capacity with a red lid will be provided for the collection of residual waste for which an admin charge will be applied to the developer for residual communal containers.
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		<p>Full records shall be retained where households are provided with containers including those other than the default containers within the Contractors CWCS.</p> <p>Green Waste Containers</p> <p><u>Default</u></p> <p>Existing households continue to use the existing green wheeled bin until they require replacement, in which instance they will be replaced with an identical bin.</p> <p>All new households with a garden will be provided with a 240/140 litre green bin.</p> <p>Where communal properties produce green waste, which is household waste, the properties will be provided with an appropriate number (commensurate with the number and size of households within the communal property and local storage/collection arrangements) of 240 litres green wheeled bins.</p> <p><u>Alternatives</u></p> <p>Where an existing household with a green waste container requests that it no longer requires to use this service or where a new household requests that it does not wish to use this service, no container will be provided, and no collection will be undertaken.</p> <p>Where a householder requests the provision and/or collection of an additional green waste container(s) this will be subject to a charge by the Council for an Admin fee which will be payable at the time of the request.</p> <p>Full records shall be retained where households are provided with containers including those other than the default containers within the Contractors CWCS.</p> <p>Food Waste Containers</p> <p><u>Default</u></p>
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<p>Practicalities</p> <ol style="list-style-type: none"> Under Part 2 of the EPA Section 46 (1) the Council can specify the containers that householders are to use to receive the waste collection service provided by the Council. 		

Policy Area	Summary	Policy
<p><u>Replacement of Containers</u> To define the Council's policy for the replacement.</p>	<p>Where containers are damaged or lost by the Contractor or require replacement due to wear and tear, these will be replaced at no cost to householders.</p> <p>Otherwise, the householder may be charged for repeated replacements of containers.</p>	<p>All replacements of containers will be of the default size/type of container unless an alternative size/type has been recorded by the Council in which instance the alternative will be provided on a like-for-like basis.</p> <p>Containers will only be replaced where they have been lost or damaged or where their ongoing use has been rendered impractical or unsafe by wear and tear.</p> <p>Where the loss or damage results from the actions of the Contractor (e.g. where the Container was damaged by the Contractor, erroneously disposed of in the vehicle or replaced in the wrong location), it will be replaced at no cost to the householder.</p> <p>Where a Container requires replacement due to wear and tear, it will be replaced at no cost to the householder.</p> <p>Otherwise, the Council will replace, without charge, each container to each household once within any rolling three-year period. Upon such replacement, the resident will be advised that there may be a charge for any subsequent replacements.</p> <p>Where a household requests further replacements within this rolling three-year period, it will be advised that a charge will be levied to cover the Council's costs of providing and delivering the container, unless there is a legitimate reason as detailed above for the loss or damage to the container.</p> <p>If the household does not accept this charge, collections at the property will be monitored to ensure that the household is correctly using the service. Any significant or repeated problems will trigger a visit.</p>
<p>Practicalities</p>		

1. The Council needs to cover costs of providing new bins and replacements to properties as far as possible, so charges are levied where applicable.
2. The Contractor will be responsible for administering this policy. Where a cost is incurred which cannot be reasonably recovered from a householder, this shall be borne by the Contractor.

Policy Area	Summary	Policy
<p><u>Waste of a Clinical Nature</u></p> <p>To define the Council's systems for the collection of wastes of a Clinical nature (i.e. waste which is defined as Clinical Waste by regulations (sharps, some drugs etc.) and offensive wastes e.g. incontinence waste, nappies, sanitary products.</p>	<p>Legislation gives the Council a duty to collect certain Clinical Waste from households under certain circumstances, but a charge can be made for the collection.</p> <p>The Council will collect Clinical Wastes where it is obliged to do so and may under certain circumstances at its discretion (and subject to recovery of costs) collect waste of a clinical nature which it is not obliged to collect.</p>	<p>The Council will collect clinical wastes from households where it is required to do so, i.e. where care is being self-administered.</p> <p>The Council may collect wastes where it is not required to do so only where the resident would otherwise be left without a collection. In these circumstances the collection will only be undertaken where the costs of the collection can be recovered.</p> <p>Any collection of clinical waste made by the council will be as discreet as possible so as not to highlight the nature of the collection to neighbours.</p> <p>The Council will only collect Clinical Waste from households (which is defined by regulation as Household Waste) and will not collect Clinical Waste from commercial premises, hospitals, health centres, dentists etc.</p> <p>The Council will collect offensive, non-infectious waste (e.g. incontinence waste, nappies, sanitary products) via the normal household waste collections, unless the Council decide that the amount of waste being produced is so large that they choose to offer a separate collection.</p> <p>The council will review the need with all participating households annually.</p>
<p>Practicalities</p> <ol style="list-style-type: none"> 1. Clinical waste can be produced at households where care is administered in the community or where self-care is taking place. 		

2. Council employees are not qualified to assess the hazardous nature of clinical waste. Clinical wastes or wastes that may be clinical will not be accepted for any collection by the Council or its contractor until a suitably qualified healthcare professional has provided documented evidence that an assessment of the hazardous or potential hazardous classification has been carried out.
3. Accordingly, upon a request from a resident for a clinical collection, the Council Call Centre will arrange for the resident to be sent a form (to be signed by a medical practitioner capable of assessing the Hazardous nature of the waste) to be completed and returned to the Council.
4. The Council Representative will use the information provided to assess what collection is to be provided to the resident.
5. Where collection is to be made by Council Contractor, he will be appropriately instructed in accordance with the terms of the relevant contract.

The costs of such collections, and any administrative costs can be recharged to the body with the responsibility which should be evident from the completed form sent to the Council (see above).

6. Where the waste to be collected is only offensive (as opposed to waste defined by regulations as Clinical Waste) residents advised to wrap the waste in plastic bags and put into the normal collection container.
7. Where large quantities of waste are being produced an additional residual waste container may be provided (refer to policy on containers).

Policy Area	Summary	Policy
<p><u>Contamination</u> To define the Council's policy to deal with Contamination in recycling, green and food containers which are presented by householders for collection.</p>		<p>Recyclables and Green Waste Containers and Sacks</p> <ul style="list-style-type: none"> • <u>At all households other than communal properties contamination will be managed as follows:</u> <ol style="list-style-type: none"> a. the Recyclates are to be collected and only the contaminants left in the container, unless the contaminants or Recyclates are of detriment to the health and safety of the Collection staff, in which case photographic evidence will be obtained An information hanger shall be attached to the container to inform the householder that the container was contaminated, this has been removed and the bin emptied. b. If contamination is of detriment to the health and safety of the Collection staff, the container/sack will not be emptied and an information hanger will be attached to the container to explain to the householder why, and how to deal with the contamination. • If contamination continues to reoccur at the same household, the appointed representative will contact the resident. <p><u>At communal properties contamination will be managed as follows:</u></p> <ul style="list-style-type: none"> • Minor contamination will be removed and the container emptied. • If contamination is not easily removed, the container will not be emptied and will be treated as residual waste. • The Contractor shall develop and deliver information notices to each multi-occupancy property that educates the Customers and reduces contamination. • If contamination reoccurs at the same property, the appointed representative will further engage with the residents.
<p>Practicalities</p>		

Policy Area	Summary	Policy
<p><u>Assisted Collections</u> To define the Council's policy for an assisted pull-out collection service for householders who have a disability or infirmity.</p>	<p>Householders will receive an assisted pull-out collection service if they have been assessed by the Council as having a disability or infirmity which affects their ability to manoeuvre waste containers.</p> <p>Eligibility will be determined by assessment and will be subject to periodic review.</p>	<p>When a request for assisted collection is requested by a householder via the Customer Contact Centre:</p> <ul style="list-style-type: none"> • The Council's representative will process the application with the householder assistance at time of the request. • The householder will be responsible for demonstrating eligibility for an assisted pull-out service. This will be subject to. <ul style="list-style-type: none"> ○ there being no other person living in the same household who is over the age of 16 and capable of managing the pull out of waste containers. • The Council's representative will: <ul style="list-style-type: none"> ○ Maintain and provide to the Contractor an up-to-date list of households receiving an assisted pull-out service, including details of the review date. ○ Instruct the Contractor to operate an assisted pull-out service for eligible properties. <p>Each eligible household will be reviewed annually.</p> <p>Where a householder moves house within the Borough, the householder will continue to receive an assisted pull-out collection if they notify the Council of the change of address and confirm that their circumstances remain unchanged. The property from which the householder has moved will then no longer receive an assisted pull-out service.</p>
<p>Practicalities</p> <p>Containers/Access to containers should be made available from 7am on the collection day at an agreed location.</p> <p>Collection crews cannot enter garages/through buildings to access containers.</p> <p>Containers will be retrieved from the agreed location, emptied and returned to the property in the same location from where they were collected. When containers are returned crews will ensure access to property or drive is not blocked, however exact positioning and specific return points cannot be guaranteed.</p>		

Policy Area	Summary	Policy
<p><u>Collection of Side Waste and containers where lids are not fully closed.</u> To define the Council's policy for the acceptance of side waste/lid open presented by households</p>		<p>Residual</p> <ul style="list-style-type: none"> • All residual containers must be presented with a closed lid. Where the container lid can only be closed by removing some of the waste, the Contractor will empty the container and place the excess waste back into the container for the next collection, attaching a notification label to the bin to advise customer waste must be contained inside the bin with the lid closed. • Where the excess waste cannot be easily removed, the container will not be emptied. A notification label will be attached to the bin to advise customer waste must be contained inside the bin with the lid closed. • Residual side waste will not be collected and must be presented in the appropriate container. • Where residual side waste is presented and can be identified to a bin, it shall be placed into the empty container. A notification label will be attached to the bin to advise customer waste must be contained inside the bin with the lid closed. • Where side waste is presented and can not be identified to a shared or communal bin, or individual bins at a shared presentation point (e.g. Shared driveway) the waste must be collected and all containers in the vicinity of the side waste presentation will have a notification label attached to containers to advise side waste is not accepted. • In all cases, an information hanger will be left for the householder explaining the course of action. <p><u>At communal properties contamination will be managed as follows:</u> All side waste relating to the household waste collection service will be removed at the time of emptying. If side waste continues to reoccur at the same household, the appointed representative will contact the resident.</p> <p>Green Waste</p> <ul style="list-style-type: none"> • All green waste containers must be presented with a closed lid. Where the container lid can only be closed by removing some of the waste, the Contractor will not empty the container n, attaching a notification label to the bin to advise customer waste must be contained inside the bin with the lid closed.

		<ul style="list-style-type: none"> • Up to four bags of garden waste will be collected if presented next to the green container provided that the garden waste is presented in a suitable biodegradable clear garden sack (not black bags) and is not too heavy for contractors to lift. <p>Recyclables</p> <ul style="list-style-type: none"> • Recyclable side waste will be taken as long as it is presented correctly. Additional paper or card should be secured in sizes no larger than the blue bag and of a size able to be fitted inside a 240-litre bin for the safe process of emptying. Additional cans, glass plastic and food and liquid cartons must be presented in a suitable container which can be easily inspected to ensure minimal contamination. • Where a householder routinely produces a large amount of recyclables, additional containers may be provided in accordance with the relevant policy.
<p>Practicalities</p>		

Policy Area	Summary	Policy
<p><u>Return to collect waste containers not presented</u></p>	<p>In an emergency, the Council may return to collect waste from householders who did not present their waste in the correct manner and/or at the correct time</p>	<p>The Council will return to collect waste which was not correctly presented at the correct time only where this results from a genuine unforeseen emergency including:</p> <ul style="list-style-type: none"> • bereavement of a member of the household or a close family relative. • ill health of a member of the household or a close family relative necessitating emergency treatment;
<p>Practicalities</p> <p>In other instances where a householder has not presented their waste in the correct manner and/or at the correct time, the householder will be advised to present the waste at the next collection date or dispose of the waste at a HRC or offered an additional collection of which a reimbursement will be paid at the time of requesting.</p>		

Policy Area	Summary	Policy
<p><u>Non-Household Waste</u> To define the Council's policy for providing a commercial collection service where the law allows the authority to make a charge commensurate with its costs of procuring and delivering the service.</p>	<p>The Council will publish a schedule of all-in "standard" Commercial Waste prices provided by the Contractor (to include collection, handling, treatment/disposal) for publication on the Council website.</p>	<ol style="list-style-type: none"> 1. Contractor to provide Council schedule of all-in "standard" Commercial Waste prices (to include collection, handling, and treatment/disposal) for publication on Council website, demonstrating to the Council that these are reasonable. These prices will be updated annually. 2. Where a Commercial Waste customer ("Customer") contacts Council's Customer Contact Centre ("CCC") (by whatever means) to request a service (an "Enquiry"). <ol style="list-style-type: none"> a. CCC informs Customer that Council has made arrangements to collect / manage Commercial Waste via its Contractor and that a Schedule of Prices for standard wastes can be found on the Council's website. b. CCC suggests to Customer that Customer contacts the Contractor directly to arrange for the Commercial Waste service (noting that Contractor will also be able to provide prices not included on the standard list). c. Alternatively, CCC offers to refer the Enquiry to the Contractor directly if required by the Customer (if this is taken up by the Customer, this becomes a "Referred Enquiry"). d. CCC passes on Referred Enquiries to the Contractor. 3. If an Enquiry does not become a Referred Enquiry, any subsequent arrangement between Customer and Contractor to manage Commercial Waste is considered to be a private arrangement and therefore the associated waste is not considered to be Local Authority Collected Waste. 4. If an Enquiry becomes a Referred Enquiry, to the extent that this results in a Collection of Commercial Waste, the waste is considered to be Local Authority Collected Waste (which would be reported as such in Waste Dataflow). 5. The Contractor will make direct charge for the service and inform the Council of tonnages collected.
<p>Practicalities</p>		

Policy Area	Summary	Policy
<p><u>Management of charities places of worship waste</u></p> <p>To define the Council's policy for the management of charities waste</p>	<p>The Council will collect the following wastes.</p> <p>Wastes produced at places of religious worship will be treated as household waste and be collected and disposed of without charge to the same extent that collections are made to households in the borough.</p> <p>The following wastes are not collected but can be taken to Council HRC sites (following issue of a HRC permit).</p> <p>Wastes from: -</p> <ul style="list-style-type: none"> • charity shops. • premises occupied by a 	<p>Default</p> <p>Places of Religious Worship will receive the same residual waste and recycling collections as provided to households.</p> <p>Charity shops will be allowed access to the Councils Household Recycling Centres (HRC) for the elements of waste that can be demonstrated to be derived from donations of household materials made from households in the borough.</p> <p>Such wastes will only be accepted at HRC sites when a HRC Permit is presented at the site at the time the deposit is made. Permits must be obtained in advance and are not available from the HRC sites.</p> <p>The Council may restrict the times at which large amounts of such wastes can be delivered and the sites to which deliveries can be made.</p>

	<p>charity and used for charitable purposes; or</p> <ul style="list-style-type: none"> premises occupied by a community interest company, charity or not for profit body where goods are collected for re-use or waste is collected from domestic property to prepare it for re-use 	
<p>Practicalities</p> <p>2. Following the provision of a comprehensive recyclables collection service at the kerbside to all households the bring bank service formerly provided on Council premises such as car parks has been ended.</p>		
Policy Area	Summary	Policy
To define the Council's policy for the management of	Telford and Wrekin Council operates two Household Recycling Centres	<p><u>Default</u></p> <p>From April 2026, the HRCs will only be available for Telford & Wrekin Council residents to use. This is to prioritise services for residents and reduce the additional costs of non-resident usage.</p>

Household Recycling Centres (HRC)	(HRC's) in the borough via our contractors.	<p>HRC users may, therefore, be asked to show proof of address, which can either be by paper or digitally, that they live within Telford & Wrekin. Examples include, but are not limited to; a recent utility bill, driver's licence, MyTelford App or Retail App,</p> <p>Household Waste Only Accepted</p> <ul style="list-style-type: none"> • If a site attendant suspects that the waste being disposed of is Trade, and the resident states it is domestic they will request the site user to complete a form called a Trade Waste Disclaimer. • Waste will not be able to be disposed of at HRC's if site user refuses to complete a Trade Waste Disclaimer when asked. • The Council may make further investigations with the information provided on the Trade Waste Disclaimer. <p>Vehicles not allowed to use HRC sites</p> <ul style="list-style-type: none"> • Van or commercial vehicle over 3.5 tonnes • Vehicles over 5.5m long • Agricultural vehicles • Flatbed vehicles • Horse boxes or horse trailers • Tipper vehicles • Luton box vans <p>Vehicles requiring an EPermits to use HRC's.</p> <ul style="list-style-type: none"> • No flatbed vehicles are accepted on site and trailer length must not exceed 2.4m long internally. • • Car with trailer, maximum length of trailer allowed is 2.4 metres (8 feet long internally). • Campervan with trailer, maximum length of trailer allowed is 2.4 metres (8 feet long internally). • Campervan with seats and fittings removed and no longer than 5.5 metres. • People carrier with trailer, maximum length of trailer allowed is 2.4 metres (8 feet long internally).
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		<ul style="list-style-type: none"> • 4x4 with trailer (maximum length of trailer allowed is 8 feet long internally). • 4x4 with no rear windows/rear seats. • 4x4 with open back or back that is separate to the main cab such as a closed cab pickup. • Vans or commercial vehicle up to 3.5 tonnes and not over 5.5 metres long. Permits are issued electronically (Epermit). • A maximum of 10 permits can be issued to each household in a rolling 12-month period. • An Epermit along with proof of identity must be shown to site attendant on entering the site each time a visit is made, and tipping of waste is not permitted until these details have been verified.
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Practicalities

- The HRC's are licenced only to receive household waste. Trade Waste (i.e. Commercial or Industrial Waste from a Business, or Waste transported for financial gain) cannot be accepted at a Household Recycling Centre (HRC).
- Possession of an E-Permit does not entitle the holder to tip or recycle trade waste at Telford & Wrekin Council HRC sites.
- It is a Criminal Offence under Section 33 of the Environmental Protection Act 1990 to deposit trade waste at a household waste site. You must have a waste contract in place. The maximum penalty on conviction is a fine of unlimited amount and/or up to 2 years imprisonment.
- Making a false declaration as to the ownership and/or the type of waste is an offence under Section 2 of the Theft Act 1978 and could also lead to imprisonment and or a fine. It is a criminal offence to deposit trade waste at a HRC. Maximum penalty £50,000 and/or 12 months imprisonment (Section 33, Environmental Protection Act 1990).
- Telford & Wrekin Household Recycling Centres are available for residents to recycle and dispose of their own household recycling and rubbish.
- Trade waste is not accepted at any of the sites, no exceptions.
- Trade waste is any waste or recyclable material generated as the result of any kind of commercial activity. This could be a business based in a home, shop, market stall, and office or business unit including waste generated from property development of residential letting activity.
- Any household waste or recycling brought to the HRC's in a van, trailer or commercial type vehicle will require an Epermit.
- A permit does not give the right to deposit waste.