



GUIDANCE FOR HOUSEHOLD WASTE COLLECTIONS IN BOURNEMOUTH.

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1. Introduction

This document sets out the Council's agreed waste collection arrangements and policies, to provide clear guidance for residents using the service.

In April 2017, Bournemouth Council will introduce alternate weekly collections, where general refuse will be collected one week and recycling will be collected the next. Food waste collections will remain weekly.

2. Bins and Containers for Waste Collection

The Council will supply for a standard household one 140 litre wheeled bin for refuse (Little Bin), one 240 litre wheeled bin for recycling (Big Bin) and a 23 litre food waste container. Residents who have a 12 litre insert container for food waste collection can continue to use this container. Please be aware any replacement containers will be the 23 litre version, which is a stand-alone container.

To assist with food waste collections, the Council also offers a 5 litre kitchen caddy to store food waste indoors before transferring it to the external (12 litre or 23 litre) container for collection. Food waste will not be collected from the 5 litre kitchen caddy. Compostable liners are also currently provided by the Council for free and can be collected from all [Bournemouth libraries and some community centre](#).

Residents may opt-in to the Council's chargeable garden waste service. Collections are made fortnightly from February to December, using one, two or three 140 litre wheeled bins.

For flat properties with six or more units, the Council will carry out a site visit to assess the block's waste needs. Shared 1100 litre, 660 litre or 240 litre containers for both refuse and recycling may be offered. For food waste, shared 140 litre or 240 litre wheeled bins and for garden waste, shared 240 litre or 660 litre wheeled bins may be used.

Please be aware refuse and recycling bins must be paid for by the resident or landlord, if the property is rented, unless a permanent resident of the property receives certain income-based benefits (Housing, Council Tax or Income Support).

As set out in the Environmental Protection Act 1990, a waste collection authority may decide on the waste containers it will provide to residents and is not obliged to collect household waste that is placed for collection outside this arrangement. If a resident decides they do not wish to participate in the service as set-out by the Council, they would then be required to dispose of their own waste in a safe and suitable manner.

There will be some exceptional locations and circumstances where it is not possible to collect waste using the standard arrangement bin. Please refer to Section 14 for further details.

3. Frequency of Collections

The Council aims to collect refuse, recycling and food waste on the same day of the week from a property. Refuse and recycling bins are collected fortnightly on alternate weeks and food waste is collected weekly on the same day. Collection days can be checked [here](#)

A collection calendar for garden waste collections will be sent to all registered households before the service starts each year, however it is likely that collection days will differ from refuse and recycling collection days.

The Council may change collection schedules if needed, for example on public holidays or during events. Residents will be informed of any collection day changes by letter and information about alternative collection arrangements will be available online at bournemouth.gov.uk/bins.

Collections will continue as normal on Bank Holidays, with the exception of Christmas, Day, Boxing Day and New Year Day. Please visit our website for an update in December on our collection arrangements over the festive period.

4. Materials Collected

4.1 Recycling

Recycling should be washed and squashed where possible to free up space in the bin and avoid attracting any unwanted pests. Recycling should be placed loose in the bin, not in plastic bags.

In your recycling bin, you can recycle:

Paper	
Yes, please	No thanks
Newspaper & magazines Writing & computer paper Greeting cards Wrapping paper - non-foil Junk mail & envelopes, including windowed envelopes Catalogues & telephone directories Books – hardback & paperback Shredded paper Paper bags Photographs	Wet paper Plastic coated (laminated) paper Paper towels, tissues & napkins

Cardboard	
Yes, please	No thanks
Cardboard - packaging, boxes, coffee cups	Wet cardboard

Cartons	
Yes, please	
Food & drink cartons orange juice, milk or soup cartons	

Metal Cans & Foil	
Yes, please	No thanks
Food & drinks cans Metal lids from glass jars & bottles Foil & foil trays Aerosol cans (household) – deodorant, air freshener, hairspray, polish Large tins – biscuits & sweet tins	Industrial aerosols – paint, lubricant spray, car spray Other metals Electrical appliances *

Glass	
Yes, please	No thanks
Bottles & jars – any colour (clear, brown, green, blue)	Pyrex or drinking glasses Vases or ceramics Window or mirror glass Light bulbs *

* Please recycle in a recycling bank www.bournemouth.gov.uk/recyclingcentres

Plastic Bottles & Packaging	
Yes, please	No thanks
Drinks bottles – fizzy drinks, squash Milk bottles Detergent bottles – washing-up liquid, cleaner Shampoo & shower gel bottles Pots, tubs or trays - fruit punnets, yoghurt pots, meat trays, margarine tubs, ice-cream containers Plastic lids	Plastic films or wrapping Plastic bags** Crisp packets or sweet wrappers Plant pots Plastic garden furniture Toys Protective polystyrene packaging CD or DVD cases Polystyrene plates, bowls and cups

**These can be recycled in larger supermarkets.

4.2. Household Batteries and Small Electricals Collections

Household batteries and small electricals (measuring no bigger than 30 cm x 20 cm x 20 cm) can be placed in a plastic carrier bag (not provided by Bournemouth Council) and placed next to or on top of the 240 litre Big Bin recycling bin on the same day as collection. These items **should not** be placed in the recycling bin.

4.3. Food Waste

Cooked and uncooked food waste (wrapped in compostable liners, newspaper or loose) is collected in the food waste container:

Food waste	
Yes, please	No thanks
Meat, fish and bones Fruit & vegetables Dairy Bread, cakes & pastries Plate scrapings, rice & pasta Teabags & coffee Eggshells	Plastic bags Garden waste Recycling – bottles, cans Liquids including oils & fats Food packaging Nappies Pet waste

4.4. Garden Waste

In your garden waste bin, you can recycle:

Garden waste	
Yes, please	No thanks
Grass or hedge cuttings Plants or flowers Small branches or twigs Leaves Cut flowers	Soil or root-balls Rubble, gravel or sand Large branches Plastic or paper bags Recycling – paper, bottles, cans Food waste & packaging Plant pots or seed trays Pet waste or bedding Ashes or liquids

4.5. Refuse Waste

Refuse waste (or rubbish) is the waste that cannot be reused or recycled elsewhere.

Refuse Bin	
Yes, please	No thanks
Plastic film or wrapping Disposable nappies Medical or sanitary waste Polystyrene packaging Pet waste Cold ashes Wet cardboard or paper Disposable napkins, tissues, plates & cups Broken glassware (wrapped)	Heavy building waste - plasterboard, rubble Hazardous waste - paint, industrial, oil, chemicals & gas bottles Heavy garden waste Hot ashes Recycling or commercial waste Wood

All of these items can be taken to Millhams Community Recycling Centre or Wilverley Road Recycling Centre in Christchurch.

4.6. Clinical Waste

Clinical waste, such as nappies or other waste produced due to a medical condition may be collected in the 140 litre bin mixed with other rubbish. Please do not include syringes in your refuse bin. These should instead be disposed of in an appropriate sharps disposal container, which are usually provided by a medical practitioner.

Bournemouth Council does not offer a separate clinical waste collection, although there are private waste companies that do.

4.7. Bulky Items

The Council cannot collect large items placed in or next to your bins. Large items such as fridges, sofas, TV's or other furniture can be taken free of charge to Millhams Community Recycling Centre or Wilverley Road Recycling Centre, in Christchurch. The Council offers residents a collection service for large items for a charge. Visit www.bournemouth.gov.uk/bulkygoods for more information.

5. Placement of Bins for Collection

Bins and containers should be placed at the kerbside, on the edge of the property next to the public road (adopted highway) for collection, unless otherwise agreed by Bournemouth Council. Bins must be clearly visible to the collection teams with no restrictions to access. Where a property has no direct access to the public road, the normal collection point will be agreed with the Council at suitable position near to or on a close by public road.

It is the householders' responsibility, where possible, to ensure containers do not cause an obstruction to pedestrians and road users.

After the bins and containers are emptied, the collection team will return them to the position from which they were collected, providing this is suitable and safe. It is the householders' responsibility to return their containers to within the boundary of their property as soon as possible after they have been emptied and no later than 11pm on the day of collection. Please be aware the Council can take enforcement action against bins left out of the pavement after collection day, which may result in a fine to the residents.

At flat blocks with shared bins, the Council collect these larger bins from a communal bin store or collection point. Please be aware collection crews can only move bins a maximum distance of 10 metres from the kerbside for safety reasons as advised by the HSE.

6. Collection Times

The collection crews empty bins from 5am until 9pm each weekday and it is the householders' responsibility to present their bins before 5am on collection day or the night before. If bins and containers are presented the night before it should be no earlier than 6pm.

Bins should be returned to the owner's property as soon as possible after they have been emptied and no later than 11pm on the day of collection.

7. Assisted Collections

The Council understands that some residents cannot physically put their own bins out for collection and have nobody that can help them each week. In such case, residents can request an assisted collection.

To carry out an assisted collection, the collection crew will have to enter private property and Bournemouth Council is not liable for any damage caused, unless operatives can be shown to have acted in an unreasonable manner. The completion of the application form by the resident provides Bournemouth Council permission to enter onto the respective property. The household must inform Bournemouth Council of any change in circumstances, which no longer makes it difficult to present waste at the kerbside.

8. Responsibility and Ownership of Bins

All bins and other containers supplied by Bournemouth Council remain the property of Bournemouth Council. The charge paid for any bin is a fee for the use of the bin and does not transfer the ownership of the bin to the resident. Householders are responsible for keeping the bins and containers safe, clean and reporting any bins that are damaged, lost or stolen. It is the householders' responsibility to replace any bin that has become damaged through wear and tear. With exception, food waste containers will be replaced free of charge in the event of them being damaged, lost or stolen.

Bournemouth Council will remove any bins or containers that are identified as unauthorised or that have previously been reported lost or stolen from another address.

8.1. Wheeled Bin Damaged During the Collection Process

Bins may be damaged on occasion during collection. If this occurs, the collection crew will report the damage via the in-cab reporting system and the Council will replace the bin as soon as is reasonably practicable, free of charge.

8.2. Lost or Stolen Wheeled Bin

Householders who suspect their bin has been stolen or is missing should contact the Council to check for any reports of found or stray bins. It is the householders' responsibility to replace any bin that is lost or stolen, with exception to the food waste containers, which will be replaced free of charge.

9. Excess Waste

Residents are encouraged to reduce the amount of waste that needs to be disposed of in the refuse bin by recycling, reusing or using the food waste and garden waste collections. There are also lots of ways of preventing waste in the first place such shopping smartly, buying items with less packaging, using washable nappies or opting for reusable items. For more tips waste reduction, visit our [A-Z of waste](#)

Bournemouth Council will not collect excess refuse waste left next to or on top of the refuse bin and the lid must be closed. Extra waste placed around the bin may restrict collection crews from emptying the refuse bin. Safe working practices from HSE advise that refuse should not be collected in bags and overfilled bins are unstable for the collection crews to transport and empty.

Households who produce excess rubbish should store it on their property before placing it in the bin for collection on the next scheduled collection day. Alternatively, this waste can be taken to Millhams Community Recycling Centre or Wilverley Road Recycling Centre, in Christchurch for disposal.

When excess waste is put out next to the bin, it will not be collected and the crew will report an issue on the in-cab electronic system. The collection crew will not return to collect this excess waste and it is the householders' responsibility to take back uncollected waste onto their property. Excess waste left on the public highway is fly-tipping, which as a criminal offence, the Council can take enforcement action against.

The Council may make exceptions to this excess policy, following delayed or cancelled collections, such as service suspension due to severe weather or changes in Christmas collections, where two extra black sacks can be placed next to the refuse bin for collection. Any exceptions will be advertised on our [website](#).

Extra recycling will be collected from a cardboard box next to the recycling bin on collection day.

Extra food waste that doesn't fit in the food container can't be collected. You can request additional food waste containers [here](#) for free.

Garden waste will only be collected in the bins provided, via the chargeable collection service. Additional garden waste left next to the bin is fly-tipping. Households who produce excess garden waste can take it to Millhams Community Recycling Centre or Wilverley Road Recycling Centre, in Christchurch for disposal.

10. Additional Refuse Capacity

The standard refuse 140 litre waste bin will provide sufficient capacity for the majority of households, as long as the recycling and food waste collections are fully used.

Compositional analysis suggests that less than 25% of waste placed in the average Bournemouth refuse bin needs to be disposed of there; instead the majority of waste can be separated for collection in the Big Bin recycling bin (30%), food waste (38%) or garden waste (11%) collection services. However, in certain circumstances, the Council recognises that some residents may struggle to fit all of their general waste in their refuse bin (Little Bin).

10.1. Criteria

Households may apply for an extra 140 litre wheeled bin for refuse collections, if they are participating in recycling and food waste collections, and if they meet the following criteria:

- Households with five or more permanent occupants
- Households with two or more children in nappies
- Have a medical condition that generates extra waste

10.2. Process

Residents who meet one or more of the criteria above may apply for a second 140 litre refuse bin and book a home visit assessment at www.bournemouth.gov.uk/refusebinqualify.

As part of the application process, residents must complete an application questionnaire and a home visit will then be carried out with a Waste Awareness Officer before a bin is allocated.

After the home visit, Council Officers will decide whether the householder can have an extra 140 litre refuse bin and the homeowner will be emailed, if an email address has been provided or sent a letter. The extra bin costs £43 which the resident or landlord have to pay, unless one or more permanent resident at the property receive one of the following; Housing Benefit, Council Tax Benefit or Income Support. Residents will be required to prove receipt of any benefit at the home visit. Additional refuse bins allocated will be delivered after payment or evidence of the relevant benefits have been received. The bin will be marked with a red tag to notify the collection crew.

If households apply for an extra rubbish bin with incorrect information prior to the home visit, no bin will be delivered.

Occasionally the visiting officers may decide that the household is not eligible for an extra refuse bin at this time. Homeowners have the option to appeal the decision and the process to appeal is outlined in the letter/email that will be sent to the resident.

Requests to accommodate waste generated from a medical condition will be considered on a case-by-case basis by Waste Officers. The resident may be asked to provide supporting evidence to confirm the medical condition.

Collection crews will report any households that are using two refuse bins, without having been allocated the extra refuse bin through the official application process. A Council Officer will contact reported households to offer an opportunity to apply through the correct procedure. Bournemouth Council will not empty unauthorised second refuse bins and have the right to remove unofficial bins.

We will only empty wheeled bins that are provided by Bournemouth Council.

10.3. Follow-up Actions

Households who have applied and received an extra refuse bin due to having two or more children in nappies will be reviewed after two years.

Bins remain Bournemouth Council property at all times. The charge paid for any bin is a fee for the use of the bin and does not transfer the ownership of the bin to the resident. If the bin is misused or where additional capacity is no longer required due to a change in circumstances, Bournemouth Council must be informed and the bin may be removed. No refunds or part refunds will be given if a bin is removed.

11. Additional Recycling Capacity

The Council encourages households to recycle as much of their waste as they can. There are no restrictions on the amount of recyclable materials that residents can recycle provided it is generated from the household and they store and present it correctly.

If a resident has some additional recycling that will not fit in the recycling bin, the Council will collect it from a cardboard box or clear plastic sacks provided by the Council, placed next to the recycling bin on collection day. Please bear in mind wet paper and cardboard cannot be recycled, so where possible, avoid putting out extra recycling in wet weather. The Council will not collect recycling in plastic bags, except those specifically provided by the Council. Please place heavier items such as glass in the recycling bin, and lighter materials such as plastics, paper and cans in any overflow cardboard box or clear plastic sack.

If a household regularly has more recycling than will fit in the bin, residents may purchase an additional 240 litre recycling bins from the Council for £55, which is payable by the resident or landlord, unless one or more permanent resident at the property receives one of the following; Housing Benefit, Council Tax Benefit or Income Support. Residents will be required to prove receipt of any benefit.

We will only empty wheeled bins that are provided by Bournemouth Council.

12. Additional Food Waste Capacity

In Bournemouth, 38% of the waste in the refuse bin is food waste. Bournemouth Council encourages households to separate food waste for weekly food waste collections, although ideally we want to prevent food being wasted in the first place. The Love Food, Hate Waste campaign, promoted by the Council encourages residents to think about the food they are buying, store it correctly, check used by dates, measure portions and use leftovers to residents. Please visit lovefoodhatewaste.com

Households who require extra capacity for food waste can request a larger or second food waste container for free.

13. Collection Issues

Our collection crews use in-cab reporting system to record collection issues, such as missed or contaminated bins. This collection information will be logged electronically in real time so our customer team can advise the resident of any issues with their collection.

13.1 Bins not put out for collection

All bins and containers must be put out at the kerbside for collection by 5am on the day of collections, unless the Council has agreed to an assisted collection.

Bins that are not at the kerbside for collection can't be emptied by the collection crews and will be logged against the house number on the in-cab technology as a 'bin not out'. If the household contacts Bournemouth Council, the customer team will check and inform the resident that the bin was not ready for collection by the correct time and the bin will not be emptied until the next scheduled collection. Any excess waste generated during this time would need to be taken to Millhams Community Recycling Centre or Wilverly Road Recycling Centre, Christchurch.

13.2 Overfilled or Heavy Bins

Bins should not be overfilled or too heavy for the collection crew to move and tip safely. If the collection crew find a bin is too heavy, the bin will be left with a sticker that explains the reasons. The collection crew will report the property number on the in-cab reporting system. The householder will be expected to then remove these items that are too heavy before the bin can be collected on the next scheduled collection day. No returns will be made.

The householders should also make sure the bin is not overfilled so that the lid can close completely. The Council will only empty bins that have the lid closed. Overfilled bins are unstable for the collection crews to transport and empty and pose a health and safety risk.

If waste is too compacted, it may not come out of the bin when it is tipped into the collection vehicle. In this situation, the bin will be left with sticker attached and it will be the householders' responsibility to free up the waste before the next collection.

13.3 Missed Bins

Occasionally, the Council may experience operational issues which may result in a few properties or whole roads not being collected. In such occurrences, Bournemouth Council will aim to return within two working days of the missed collection day and affected roads will be listed on www.bournemouth.gov.uk/missedbin.

13.4 Frozen Bins

During very cold weather, waste in bins can freeze, meaning that they cannot be emptied. In exceptional weather conditions, particularly snow and ice, collections may be suspended. Bournemouth Council will aim to return as soon as conditions have improved and access is possible.

13.5 Blocked access

Sometimes collection teams can't access bins for collection due to poorly parked vehicles, roadworks, etc. In these situations, the Council will try to return once access becomes clear and keep residents informed on our website www.bournemouth.gov.uk/missedbin.

If collection vehicles are repeatedly restricted from accessing bins, residents may be requested to take wheeled bins and containers to an agreed alternative collection point.

13.6 Contaminated bins

Residents must put the correct materials in the correct bin to ensure they are emptied. For current information on what can and can't be included each bin, please see section 4 or visit our [website](#).

If bins contain material that cannot be collected in that bin, the Council will leave the bin, report the issue on the in-cab system and leave an oops sticker, advising that the bin is contaminated.

If the resident is able to remove the contamination, the bin can be collected on the next recycling day. If the contamination can't be removed, then the resident either needs to contact us to arrange for the bin to be collected on the next rubbish collection day.

Contaminated bins may also be taken to Millhams Community Recycling Centre and Wilverley Road Recycling Centre in Christchurch.

14. Non-Standard Collections

14.1 Flats and Communal Properties

Bournemouth Council aims to provide a service to residents of flats and other communal properties that is equivalent to the standard collection service. The service may include shared bins for recycling, refuse, food waste and garden waste collections. There may be occasions when it will not

be possible to provide the standard collection of each material but Bournemouth Council will work with the managing agents and residents to provide a tailored service.

The Council is keen to provide comprehensive recycling collections to residents in flats and communal properties. The Council will work with residents, managing agents and committees to educate residents on what can and can't be recycled. Where shared bins are used, however, problems with persistent contamination are more common, which may ultimately result in recycling or food waste collections being reduced or withdrawn. All bins supplied by Bournemouth Council remain our property and Bournemouth Council reserves the right to remove any bin or container due to persistent contamination.

14.2 Houses of Multiple Occupation (HMO)

The Housing Act (2004) introduced a new definition of a House in Multiple Occupation (HMO). If a property is let which is one of the following types it is classified as a HMO:

- An entire house or flat which is let to 3 or more tenants who form 2 or more households and who share a kitchen, bathroom and toilet.
- A house which has been converted entirely into bedsits or other non-self-contained accommodation and which is let to 3 or more tenants who form two or more households and who share kitchen, bathroom or toilet facilities.
- A converted house which contains one or more flats which are not wholly self-contained (i.e. the flat does not contain within it a kitchen, bathroom and toilet) and which is occupied by 3 or more tenants who form two or more households.
- A building which is converted entirely into self-contained flats if the conversion did not meet the standards of the 1991 Building Regulations and more than one-third of the flats are let on short-term tenancies.

Properties let to students and migrant workers will be treated as their only or main residence and the same will apply to properties which are used as domestic refuges.

Regarding waste, each HMO qualifies for one standard collection allowance of waste and recycling. This amounts to a 240 litre recycling bin collected fortnightly, a 140 litre general waste bin collected fortnightly and a food waste bin collected weekly. HMO properties that generate more waste than one standard collection allowance will need to do one of the following:

- HMO properties with six or less tenants may apply for an extra refuse bins via the same process as standard households via our website [here](#).
- HMOs properties with seven or more tenants must have separate arrangements in place for the removal of any additional waste:
 - Residents can take their own domestic waste for free disposal to Millhams Recycling Centre or Wilverley Road Recycling Centre.
 - The landlord can do this for the property, but a lower tier waste carriers licence is needed by law (usually free - www.gov.uk/waste-carrier-or-broker-registration). The

- landlord will have to pay to dispose of the waste at a licenced facility, such as Millhams Community Recycling Centre
- Alternatively, the landlord can pay a company to collect and dispose of the waste, who must be a registered waste carrier and provide Duty of Care documentation as required by law.

14.3 Bag Collections

Some properties, mainly in the Town Centre will not receive the standard Big Bin, Little Bin - recycling, refuse and food collection service, due to access and bin storage restrictions. For these properties, alternative collection arrangements will be offered by the Council.

15. Moving Home

15.1 Leaving

If a resident moves property, they must leave all bins and containers (refuse, recycling, food waste) behind in a clean condition ready for the next occupant.

Residents who are registered for the chargeable Garden Waste Collections may take their garden waste bins to their new property if it is a Bournemouth address, but must inform the Council of their move to ensure a continued collection. No refunds are offered to residents moving outside the borough.

15.2 Moving In

Residents who have recently moved into a property are entitled to the standard service and they should contact Bournemouth Council if they have non-standard sized bins at the property, to prevent collection issues.

16. New developments

Bournemouth Council offer clear planning advice for developers to consider the storage and collection of waste at new properties. Bournemouth Council will only be able to collect waste from new properties if certain criteria are met.

Standard households will be entitled to the normal collection service of a 140 litre refuse bin, 240 litre recycling bin and a 23 litre food waste container. For flat properties, shared bins may be required. It is the responsibility of managing agents or the landlord of a new development to contact Bournemouth Council to arrange a site visit to confirm that collections are possible.

Bournemouth Council will supply the necessary bins and containers to new developments, which will be chargeable to the managing agent/individual or homeowner.

Bournemouth Council will not empty bins that are not agreed and supplied by Bournemouth Council.