

North Hertfordshire District Council / East Herts District Council

**Draft Waste Collection, Trade Waste  
& Street Cleansing Policies**




## POLICY DESCRIPTION

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## DRAFT DOMESTIC WASTE COLLECTION SERVICE POLICIES

### Policy 1 - Standard service for individual houses

The standard service for the collection of residual domestic waste is a fortnightly service. Green waste and food waste is collected together in one bin on the alternate week. Mixed dry recycling and paper will be collected fortnightly at the same time as garden and food waste using a separate bin.

The bins provided are as follows:

- Mixed dry recycling waste – NHDC - grey 240L wheeled bin and EHDC - blue lidded 240L wheeled bin
- Paper – NHDC - blue 55L box and EHDC green 55L box
- Green waste and food waste – brown 240L wheeled bin
- Residual domestic waste (waste which cannot be recycled) – NHDC - purple 180L wheeled bin and EHDC - black 240L black bin EHDC. We recommend that all food waste be placed in the brown bin however food waste can be placed in this bin as well as the brown bin to enable a weekly collection of food waste.

The correct bin must be used for the different types of waste. Exemptions to the standard service may be made subject to certain criteria (see [Policy 2](#)). Where a property is provided with the standard service, only waste presented in wheeled bins provided by the Council will be collected with the exceptions under [Policy 10](#).

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*For some services either the bin size or colour differs.*

*Bin colour may impact on the ability to provide joint communications.*

*Bin size may impact on operational costs and joint communications.*

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### Policy 2 – Exemptions from the standard service

To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

1. There is no reasonable rear or side access to the property and the useable off street frontage is too small to accommodate the bins (see [Policy 5](#))
2. The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins (see [Policy 5](#))
3. The property is a flat (see [Policy 3](#))
4. The household/s are disabled or elderly and cannot manoeuvre wheeled bins. (see [Policy 17](#))
5. The household is a House in Multiple Occupation or has a large number of residents eg. Student house. (see [Policy 7](#))

6. The household produces clinical waste (see [Policy 23](#))
7. The household produces large quantities of hygiene waste, e.g. nappies or incontinence pads (see [Policy 7](#))
8. Any other exceptional circumstance as agreed by the council

### **Policy 3 - Multi-occupancy properties (flat blocks etc.)**

Properties such as flats or accommodation blocks will normally be collected using communal wheeled bins wherever possible. The number of bins provided will depend on the number of properties and are assessed individually.

Where bins cannot be provided, for example flats above shops, sacks for residual waste will be delivered and provided and boxes will be provided for dry recycling. Residents will be provided with the same quantities of sacks as detailed in [Policy 5](#).

Bins will be collected from the bin storage or other area as agreed by the Council and returned to the collection location.

NHDC collect residual waste and food waste weekly. The following capacity provision is a minimum guide for flats in the NHDC area:-

- **Mixed dry recycling (Green):** 45 litres per person (fortnightly collection)
- **Paper (Blue):** 10 litres per person. (fortnightly collection)
- **Food waste (Brown):** 10 litres per person, (if flats have private gardens additional capacity will be required) (weekly collection)
- **Residual waste (Black):** 20 litres per person (weekly collection)

EHDC collect all services fortnightly, with the following capacities:

- **Mixed dry recycling:** 55 litres per unit (fortnightly collection)
- **Residual waste:** 200 litres per unit

The frequency of collection from multi-occupancy properties will be as above, unless the design of the property means this is not practicable.

For multi-occupancy properties, where the bin is contaminated it will be rejected and not emptied. It will be the responsibility of the residents / managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. The Council may offer to empty the bins at its discretion alongside the scheduled residual waste collection. In North Hertfordshire repeated need for decontamination may be charged to the managing agent. Only items detailed in [Policy 8](#) will be collected. No loose rubbish or sacks around the bins will be collected nor any other items; and it will be the responsibility of the residents / managing agents to remove or clear any such items.

Where access to a bin is blocked in with loose rubbish / sacks it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day.

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*For some services either the bin colour or capacity differs.*

*Bin colour may impact on the ability to provide joint communications.*

*Bin capacity may impact on operational costs and joint communications.*

*NHDC's weekly collection services at flats were supported by DCLG grant funding. Member decision is required to determine whether this service should continue or revert to fortnightly collections.*

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#### **Policy 4 – Mixed Domestic / Commercial Properties (Mixed hereditament properties)**

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be provided with the standard service ([Policy 1](#)) unless an exemption applies. The bins provided must not be used to dispose of business waste.

#### **Policy 5 - Number of wheeled bins & sacks provided**

Each property on the standard service will receive only one bin of each type.

If the property meets either Criteria 1 or 2 from [Policy 2](#) the property will be provided with sacks for the collection of residual waste and a box for the collection of mixed dry recycling and a box for the collection of paper.

In the NHDC area, sacks are provided on a replacement basis at each collection sacks are collected fortnightly and there is no restriction on the number of sacks which will be collected.

In the EHDC area sacks are delivered annually to allow for two sacks each week waste is collected weekly and a maximum of 6 sacks will be collected.

In the EHDC area where the resident has opted not to have a wheeled bin but has sufficient space to accommodate one a maximum of 4 residual waste sacks will be collected from each property at each scheduled fortnightly residual waste collection.

Additional boxes can be provided for recycling however side recycling will be accepted by NHDC provided it is placed in a paper bag or cardboard box which can also be recycled. Excess recyclable waste put out for collection in black or dark coloured sacks will not be collected. EHDC do not collect side recycling.

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*EHDC offer weekly collections to properties on sack collections this may have additional operational costs. NHDC collect additional side waste which may have additional operational costs for collection, but can increase recycling and reduce the need to consider the provision of larger bins for recycling.*

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### Policy 6 - Provision of smaller bins

In the NHDC area, in exceptional circumstances where space is limited we can provide a household with a smaller wheeled bin for mixed dry recycling or green/food waste. These will be collected on the same frequency as the standard service (Policy 1) and requests will be considered on an individual basis.

EHDC do not provide smaller bins.

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*The provision of smaller bins may have different cost implications, this could be managed through variations in the schedule of rates.*

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### Policy 7 – Extra bin capacity

All households will be provided with bins in accordance with the standard service. Residents can make a request for more capacity under the following circumstances.

- There are six or more permanent residents in the household, and there is excessive residual domestic waste that cannot be recycled.
- There are two or more children in nappies
- A household where a large quantity of offensive hygiene waste is being produced
- In the NHDC area, other exceptional circumstances may be permitted and are assessed by the Head of Leisure and Environment.

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*Differing criteria will require differing information to be provided and where this leads to significant increases in numbers may incur additional operational costs.*

*Future costs are in part dependent on the bin provision strategy for the new contract.*

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All households that request additional capacity will meet the set criteria. If the criteria are met a waste audit will then be carried out to determine whether additional capacity is required.

Capacity requirements are reviewed periodically and additional bins are provided on a conditional basis. Households will revert back to the standard service when the criteria no longer apply.

If additional capacity is authorised due to babies in nappies then the maximum duration of the additional capacity period is two years. After two years the household will revert back to a standard 180L bin unless they then meet the criteria for the number of adults/children in the household or for some other exceptional reason.

## Policy 8 - Materials allowed in the wheeled bins / sacks

RESIDUAL DOMESTIC BIN & BLACK SACKS	RECYCLING BIN & BOXES	PAPER BOX OR BIN	BROWN ORGANIC RECYCLING BIN OR 23L CADDIES IN NH AND PAPER SACKS IN EH
<ul style="list-style-type: none"> <li>• Plastic waste (except plastics allowed in the recycling bin)</li> <li>• Nappies and sanitary products</li> <li>• Polystyrene</li> <li>• Broken toys</li> <li>• Dog and cat faeces</li> <li>• Any items which cannot be put in the grey and brown recycling bins unless prohibited (see below)</li> </ul>	<ul style="list-style-type: none"> <li>• Cardboard</li> <li>• Packaging Card</li> <li>• Egg boxes (cardboard or plastic)</li> <li>• Milk, Juice and Squash cartons</li> <li>• Plastic bottles</li> <li>• Plastic yoghurt pots</li> <li>• Plastic margarine or spread tubs, ice cream tubs</li> <li>• Plastic trays from ready meals, chocolate &amp; biscuit boxes, meat, vegetables and fruit (Not polystyrene)</li> <li>• Plant pots (clean)</li> <li>• Plastic bottle tops, lids and triggers</li> <li>• Plastic cream, custard pots, soup pots, instant noodle pots</li> <li>• Plastic tubs for dishwasher &amp; laundry tablets</li> <li>• Cans, tins &amp; foil, biscuit and sweet tins</li> <li>• Glass bottles and jars</li> <li>• Jam jar lids</li> <li>• Aerosol cans</li> </ul>	<ul style="list-style-type: none"> <li>• Newspapers and magazines</li> <li>• Junk mail and flyers</li> <li>• Envelopes</li> <li>• Holiday brochures</li> <li>• Directories</li> <li>• Shredded paper (in paper bags)</li> </ul>	<ul style="list-style-type: none"> <li>• Grass cuttings &amp; leaves</li> <li>• Small twigs and branches up to 3cm in diameter.</li> <li>• Flowers and weeds</li> <li>• Windfall</li> <li>• Prunings from hedges, shrubs &amp; trees</li> <li>• Straw/hay</li> <li>• Bread</li> <li>• Fish</li> <li>• Vegetable and fruit peelings</li> <li>• Meat</li> <li>• Bones</li> <li>• Dairy products</li> <li>• Tea bags and coffee grinds</li> <li>• All cooked and uncooked food</li> <li>• Compostable liners for food waste displaying the seedling logo</li> <li>• In EHDC paper can be used to wrap food</li> </ul>

In the NHDC area, textiles may be placed out for collection on the same day as the grey bin. These should be washed, and left in a plastic bag (not black sack) to keep the clothes dry and placed next to the grey bin.

*The use of 23L caddies in NHDC is limited however members may wish to consider whether to continue provision or seek an alternative such as sacks. Operational costs maybe affected although it is anticipated this will be small.*

*EHDC permit residents to wrap food waste in paper, this is considered an acceptable level of contaminant at treatment. Differing policies in this area may make joint communications difficult and alignment should be considered.*

*Textile collections require an adaption to vehicles, which may be more costly. Operational costs may be higher, however this could be tested through an option at procurement. Differing policies will make joint communications difficult.*

### Policy 9 - Items prohibited from domestic wheeled bins / sacks

The following items are prohibited, these lists are not exhaustive:-

RESIDUAL DOMESTIC BIN SACKS	RECYCLING BIN /BOX	BROWN RECYCLING BIN OR 23L CADDIES/ SACKS
<ul style="list-style-type: none"> <li>• Dry recyclables and compostable organic waste (that is accepted in the grey or brown recycling bin)</li> <li>• Hot ashes</li> <li>• Car parts</li> <li>• Builders rubble / soil</li> <li>• Corrosive materials and liquids such as oil and paint</li> <li>• Fluorescent tubes / low energy light bulbs</li> <li>• Electrical and electronic equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Black sacks (with or without recyclable waste in them)</li> <li>• Plastic bags</li> <li>• Plastic film.</li> <li>• Textiles (these should be placed in a bag, not black sack next to your bin)</li> <li>• Food waste</li> <li>• Polystyrene</li> <li>• Broken toys</li> <li>• Nappies</li> <li>• Saucepans</li> <li>• Car parts</li> <li>• Pyrex</li> <li>• Light bulbs</li> <li>• Electrical and electronic equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Green waste or food waste contained in any type of plastic bag</li> <li>• Garden items such as plastic flower pots / trays / hoses</li> <li>• Dead animals</li> <li>• Any items that should be in the recycling or residual domestic bin</li> <li>• Soil</li> <li>• Ash</li> <li>• Stones / hardcore / rubble</li> </ul>

In addition the following items are prohibited from all bins.

- Any hazardous waste



- Any clinical waste
- Paint/ Pesticides or chemicals
- Rubble
- DIY waste
- Plasterboard
- Electrical and electronic equipment
- Commercial waste
- Large or bulky waste which does not normally fit into a bin.(see [Policy 24](#))

### **Policy 10 - Excess waste / Side waste**

Excess waste beside or piled on top of the residual domestic wheeled bin will not be taken. Where possible excess waste will be placed inside the bin after it has been emptied, a sticker informing the resident will also be left. Persistent excess waste may result in an officer visit to advise on management of waste. Excess waste can be taken to the nearest Household Waste Recycling Centre alternatively the resident can pay for a bulky waste collection see [Policy 24](#).

In the NHDC area, additional dry recycling materials for the grey bin will be collected as long as these are contained in a clear sack / bag, paper bag or cardboard box. Non recyclable containers will be left after collection. Any excess waste put out for collection in black / or dark coloured sacks will not be collected. Excess paper can be placed next to the box in a clear sack / bag, paper bag or cardboard box. Non recyclable containers will be left after collection.

Excess waste will not be collected with brown bins with the exception of real Christmas trees in the NHDC area, which should be left next to the brown bin in January only.

Where bins have been forcibly compacted and the contents is stuck in the bin residents are required to loosen the contents. The bin will then be collected on the next scheduled collection day.

EHDC collect no additional side waste for any waste stream.

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*The collection of side recycling may increase operational costs slightly but prevents the need to consider issuing larger recycling receptacles.*

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### **Policy 11 – Bin Lids**

Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin. See [Policy 10](#) for the management of additional waste.

### **Policy 12 - Rejected / contaminated wheeled bins, boxes and sacks**

Where wheeled bins are found to be contaminated, residents will be notified by means of a sticker or hanger placed on the relevant bin requiring them to remove the offending material and dispose of it in a responsible manner. Boxes and sacks will

have a sticker placed on them if possible. In addition a letter will be sent to the household, highlighting which materials can be recycled.

Once the offending material has been removed from the bin or sack they will be collected on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

### **Policy 13 - Collection day & time**

Details of collection days can be found here:

For NHDC: [http://www.north-herts.gov.uk/index/environment\\_and\\_planning/waste\\_and\\_recycling/waste\\_and\\_recycling\\_collection\\_calendar.htm](http://www.north-herts.gov.uk/index/environment_and_planning/waste_and_recycling/waste_and_recycling_collection_calendar.htm)

For EHDC: <http://www.eastherts.gov.uk/index.jsp?articleid=16866>

The bins/sacks/boxes must be available at the collection point by 7.30am on the day of collection for NHDC residents and by 7.00am for EHDC residents.

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*Differing collection times may inhibit route optimisation and will impact on the provision of joint communications. It may also impact on operational costs and staff terms and conditions. Feedback from contractors will be sought in determining the optimum solution.*

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### **Policy 14 - Collection point for wheeled bins / sacks**

The waste should be presented at the edge of the property, where the property meets the public highway. If properties are located down a private driveway/road then the bins must be presented where the private access road / driveway meets the public highway.

In a small number of cases e.g farms, due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable collection point as close as possible to the vehicle access point.

Where the collection vehicle has to travel over a private / road drive we will not be liable for any damage due to wear and tear to the road surface from normal collection operations as the roadway is unlikely to have been built to highway standards.

### **Policy 15 - Return of bins**

Bins will be returned to the collection point where possible or another safe place within a reasonable distance to the property and should be removed by the householder as soon as reasonably practicable after the collection has been made. Bins should not be left obstructing driveways or the public footpath.

Where a bin store has been provided the bins will be returned to the bin store.

### Policy 16 - Missed collections

We will only return for reported a missed collection in the following circumstances

- The bin / sack was placed out before 7.00am in the EHDC area and before 7.30am in the NHDC area on the day of collection, and;
- The right collection point was used, and;
- A rejected sticker / hanger has not been put on the bin and/or it has not been reported as contaminated by collection crew, (NHDC only) and;
- A crew report has not been received regarding the bin e.g. heavy, excessive waste
- In the case of assisted collections (see [Policy 17](#)) there was access to get the bin e.g. gate unlocked

A missed collection must be reported within 2 days of your normal scheduled day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day unless there are exceptional circumstances.

Collections which are not made due to the fault of the resident will only be returned to at the discretion of the contractor and/or NHDC management team in exceptional circumstances.

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*NHDC currently return as a 'goodwill' gesture more frequently than EHDC, this will have additional cost in a new contract.*

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In the NHDC area missed collections reported before 12noon will be collected the same day, other missed collections will be collected the following day.

### Policy 17 - Assisted collections

Assisted collections are available to anyone with a mobility problem where no-one in the household is able to take the bins to the normal collection point (see [Policy 14](#)). The collection team will collect the waste or recycling from its normal storage point, empty the container and return it back to the householder's storage point.

The bins/boxes/sacks must be easily accessible for the crews, and collection distance. Gates must be left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. Please ensure there are no overhanging branches or shrubs as we may be collecting in the dark. Wherever possible the bins should be stored at the front of the property to enable easy collection and collection should avoid steps and gravel drives.

Where a property on an assisted collection is located a long way from the public highway on a private driveway / road the vehicle may need to access the property where it is not suitable for our crews to walk to collect the waste. In these

circumstances we will not be responsible for damage cause to road surfaces through normal collection operations.

Checks may be carried out by the Council from time to time on resident's suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the council as soon as possible.

### **Policy 18 - Frozen compostable waste (brown) bins**

During winter months green/food waste can become frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. A sticker or hanger will be left to indicate the reason for non-collection. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection except in exceptional circumstances.

### **Policy 19 - Overweight wheeled bins and sacks**

Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to its weight, then it will be left unemptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override. Bins containing the correct items (see [Policy 8](#) and [Policy 9](#)) will rarely be over weight.

Sacks should be liftable with one hand. When collecting sacks the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or if the employee cannot safely lift it into the vehicle it will not be collected.

Where any bin or sack is found to be too heavy the householder will be required to remove sufficient material from the bin/sack and dispose of it in a responsible manner. Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date. We will not return to empty the bin or collect the sack before the next scheduled collection date.

### **Policy 20 - Ownership of wheeled bins / sacks**

All wheeled bins and sacks provided remain the property of the Council and should be left at the property when moving out.

For households with a larger bin (see [Policy 7](#)) for residual domestic waste it is necessary to notify the waste department at the Council when the property is vacated.

Wheeled bins and sacks provided must only be used for the collection of waste and recycling.

The householder is responsible for keeping the bins / sacks safe whilst they are on their property and to protect them from misuse. The Council will not clean or wash bins.

**Policy 21 - Stickers on wheeled bins**

Only stickers provided by the Council will be allowed on bins, or stickers which residents use to identify their bin e.g. house number. No other advertising / promotional stickers will be put on the bins without the permission of the Council.

**Policy 22 - Provision of new/replacement wheeled bins**

Bins will not usually be put on our delivery schedule until the property is occupied and registered with Council Tax.

At a property where the previous occupier has not left the bins, the Council must be contacted to arrange delivery of a set of bins.

**Policy 23 – Lost and stolen wheeled bins**

If you suspect your bin has been lost please check the surrounding area before requesting a new bin. Please contact us to request a replacement bin. Waste not contained within the specified receptacles will not be collected.

**Policy 24 - Damaged wheeled bins**

If the bin has been damaged or 'eaten' by the collection vehicle in the NHDC area the collection crew will report it on their daily record sheet and a new bin will automatically be delivered, in the EHDC area a notification will be left. Other damage should be reported to the Council who will repair or replace it as necessary. A replacement may be a refurbished bin.

**Policy 25 - Sharing wheeled bins**

If residents request to do so, then they may share bins with their neighbour if both are in agreement. One resident must claim overall responsibility for the bin as a bin can only be allocated to one address; this is usually the property where the bins are stored. It is the responsibility of the householder if a bin is contaminated, misused or needs replacing.

**Policy 26 - Severe weather**

During severe weather we will

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are: road conditions, weather conditions, access past parked cars, risks to public and/or the crew.
- We will try to return and collect missed bins as soon as possible after the scheduled collection date. If this is not possible due to continuing bad weather conditions we may make alternative arrangements.
- If disruption occurs we will update the Council's website with the information on what is happening and may decide to prioritise which services are caught up.
- Social media site will be updated and automated phone messages may be used.

### Policy 27 - Access Issues

If access to a road is blocked by parked cars or road works collections will be attempted on two consecutive days following the scheduled day of collection.

In the NHDC area parked cars blocking access will have a letter or sticker attached to the windscreen. EHDC send inspector to investigate.

Where access has, on a number of occasions, been attempted to collect waste but vehicles were unable to do so for reasons such as parked cars. We may notify the Police. Collections will resume on the next scheduled day.

If we are notified of road works in advance alternative arrangements may be arranged and communicated to residents.

### Policy 28 - Offensive / hygiene waste

The Council does not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products etc to new customers. This waste should ideally be double wrapped and placed in the non-recyclable (residual) wheeled bin. Where a large quantity is being produced then the household may be eligible for a larger purple wheeled bin under [Policy 7](#).

Sharps must never be placed in wheeled bins or sacks but disposed of in special sharps boxes and can be returned to the doctors surgery/ hospital or residents can have a special collection under [Policy 29](#).

### Policy 29 - Clinical waste - Infectious or hazardous waste

In the NHDC area patients producing infectious or hazardous waste must have a referral form from their healthcare provider, in EHDC health care provider details should be provided. All requests are considered on a case by case basis.

Clinical waste collections of sharps are made in yellow sharps boxes on a weekly fortnightly or in the NHDC area, call and collect basis.

In the NHDC area some offensive waste collections are made in specialist yellow sacks with black stripes (tiger bags) as a part of this service.

Clinical waste collections in most cases are considered temporary and are periodically reviewed.

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*Clinical waste services differ between authorities and these should be aligned across the district to ensure efficiencies in collections can be made.*

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### Policy 30 – Bulky waste collections

Where a household has bulky household waste e.g. a sofa or large Waste Electronic or Electrical Equipment e.g. a fridge for disposal these can be taken to the nearest Household Waste Recycling Centre.

It is advised that for bulky household waste in good condition charities or reuse organisations should be contact initially.

Bulky household waste collections made by the Council are charged and will be collected only upon receipt of the relevant payment. These collections will be made at a different time to normal waste collections and the items should be placed outside for collection on the notified day.

We do not make collections from inside the property.

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*A review of the provision of bulky waste collections should be considered to ensure it meets the needs of those customers who most need the service and supports reuse opportunities.*

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## DRAFT TRADE WASTE POLICIES

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### Policy 31 – Trade refuse and recycling collection material streams

The Council can provide collection upon request for residual trade waste, in the NHDC area collections can also be made for mixed dry recycling, separate paper and separate cardboard. EHDC do not currently operate trade recycling collection services. Provided waste is contained within the receptacles outlined in [Policy 32](#) and upon receipt of payment in advance.

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*A review of the provision of trade waste services should be considered to ensure opportunities are maximized through the most appropriate business model.*

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### Policy 32 – Trade refuse and recycling collection bin sizes

Collections can be arranged for the following bin sizes provided they are in stock.

- 240L
- 360L
- 660L\*\*

- 1100L\*\*

\*\*Not suitable for paper only collections.

All bins and sacks remain the property of the Council and will be collected at the end of a contract or on non payment of outstanding invoices.

### **Policy 33 – Trade refuse and recycling collection frequencies**

Residual waste collection frequencies are arranged to accommodate the business needs where operationally practicable. Collections can be made Monday to Friday (excluding bank holidays) with some recycling collections in the NHDC area on Saturdays.

Cardboard, mixed dry recycling and paper collections can be made weekly by NHDC.

Services will be suspended on non payment of invoices.

### **Policy 34 – Terms and Conditions**

Service information can be found on our websites at:-

<http://www.eastherts.gov.uk/index.jsp?articleid=16896>

and

<http://www.north-herts.gov.uk/home/waste-and-recycling/commercial-waste-and-recycling>

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*Each local authority operates different charging mechanisms for the commercial services provided. Aligning charging may require phasing to reduce the impact on the customer base..*

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## DRAFT STREET CLEANSING POLICIES

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### Policy 35 – Standard of Service

Street cleansing operations are undertaken in accordance with a minimum cleansing schedule based on zoning outlined in the Code of Practice for Litter and Refuse. Where standards of cleanliness have been identified to have fallen below Grade B between the scheduled cleanse or litter pick, they will be returned to Grade A in accordance with the response times outlined in [Policy 36](#).

### Policy 36 – Response times

All highway cleansing schedules have been devised on minimum cleansing frequencies according to their use and using guidelines in the Code of Practice on Litter and Refuse.

Fly-tipping will be removed either the same day or the next working day in the NHDC area. In East Hertfordshire the target is removal within 48 hours of the report. Where hazardous waste is identified in the fly tip a specialist contractor is required to remove waste and therefore removal may be up to a week.

Reactive litter and ‘hotspot’ areas which are categorised as Grade C or D will be cleaned of litter on receipt of reports or as a result of inspections in accordance with the response times outlined in the Code of Practice for litter and refuse where practicable.

Reported needles will be collected the same working day.

### Policy 37 – Leaf clearance

In the NHDC area, separate leaf clearance work will be undertaken as required in high leaf fall streets across the district to maintain the safe use of highway footpaths. All other leaf clearance will be undertaken alongside the scheduled cleanse, typically a minimum of every 28 days.

In EHDC, leaf clearance work will only be undertaken when there is a potential problem for drainage in roads identified as liable to flooding.

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*Policies differ here and leaf clearance will be an additional cost to NHDC. This could be managed through options in the contract .*

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### Policy 38 – High speed roads

High speed roads requiring traffic management and road closures to cleanse and litter pick safely will be cleansed once a year in NHDC areas and twice a year in EHDC areas.

Laybys and safely accessible areas will be litter picked as required and in accordance with the zones specified in the Code of Practice for Litter and Refuse. This is often done at the same time as litter bin emptying.

In EHDC areas work is scheduled 3 or 4 times a year to coincide with grass cutting where possible.

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*This is a costly area of work but is often the source of complaints. Coordination with grass cutting may not be possible where this is undertaken at night. Minimum schedules should be considered for the new contract. Annual clearance is not considered sufficient in NHDC areas.*

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### Policy 39 – Town centre's

Town centres will receive a daily litter pick service. In North Hertfordshire the areas of the town centres experiencing the highest intensity of traffic will be made to a Grade A standard between 6am and 8am and subsequently receive a continuous cleanse from 8am to 6pm Sunday to Thursday. 8am to 7pm Friday and Saturday to ensure the streetscape remains free from litter and detritus.

In East Hertfordshire, areas of the town centres experiencing the highest intensity of traffic will receive a continuous cleanse from 8am to 6pm Monday to Saturday and 8am to 12pm on Sundays, Bank and Public Holidays to ensure the streetscape remains free from litter and detritus.

### Policy 40 – Winter snow clearance

Winter snow clearance and gritting frozen or icy roads or footpaths is the responsibility of the land owner. For roads and footpaths which form part of the highway this is the responsibility of Hertfordshire County Council (HCC).

Gritting will be undertaken when necessary on Council owned land such as car parks in NHDC areas, and in some circumstances staff will assist HCC in gritting and clearing snow from the town centre footpaths.

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*Gritting to assist HCC can usually be facilitated where other cleansing operations have to be stopped, provided materials and grit are provided by HCC. Where gritting is required on private Council owned land this may be at an additional cost.*

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**Policy 41 – Events and street parties**

Additional cleansing support will be provided where necessary for events and street parties. It is the responsibility of the event organisers to liaise with the cleansing team about these requirements and the cost of additional services will be recovered from the organisers.

**Policy 42 – Road Signs and Street Furniture**

In the North Hertfordshire area road signs and street furniture will be washed and cleansed at least twice annually.

**Policy 43 – Graffiti and fly-poster removal**

Response times for the removal of reported offensive graffiti and reported offensive fly-posting, on Council property, will be in accordance with the recommendations in the Code of Practice for Litter and Refuse.

In addition officers will work with private property owners to encourage the removal of graffiti.

In the NHDC area one instance of graffiti on private residential properties will be cleaned annually free of charge. Instances of graffiti on other private property will be charged at cost.

In the EHDC area offensive graffiti will be removed or covered over free of charge.

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*Charging mechanisms vary between districts, this does not affect contractor costs but will impact on joint communications.*

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The Council may offer to remove graffiti from private property at cost, subject to its location, Property owners are required to sign a waiver against damaged caused to surfaces resulting from its removal.

**Policy 44 – Inspections and enforcement**

The contractor is required to undertake monitoring to ensure service standards are maintained.

Council staff are employed to undertake proactive monitoring of the contractors and reactive investigation of complaints about service standards.

In EHDC areas there is a staged approach to enforcement for waste related environmental crime which includes the issuing of fixed penalty notices and prosecution.

In NHDC areas fly-tipping is proactively investigated and enforced.

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*There are a number of administrative and procedural differences between the authorities. Stream lining should be considered to provide simpler processes for residents and officers. This will only be possible with combined waste data management. NHDC will require data management improvements to facilitate a new contract.*

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