

## Household Waste and Recycling Collection Guidance

### 1. Introduction

- I. The document set out details of the household waste and recycling collections provided by Newport City Council (NCC) Please note that those living in flats or houses of multiple occupation (HMO) may be subject to alternative arrangements – for more information on this the waste team can be contacted via [info@newport.gov.uk](mailto:info@newport.gov.uk).
- II. It is the statutory duty of NCC to arrange for the collection and disposal of household waste as stated in the Environmental Protection Act 1990.
- III. NCC operates a policy of restricted residual waste as approved by Cabinet Member in December 2018, with effect from April 2019.

### 2. Non-recyclable waste collection

- I. Each household is provided with a 120 litre wheeled bin for the purpose of storage and collection of non-recyclable waste. Collection of waste is carried out on a fortnightly basis.
- II. Waste must be presented for collection in the wheeled bin provided by 7am on the day of the scheduled collection. Collection may take place any time after 7am on the scheduled day. Disposal of the following materials in residual bins/sacks is not permitted:
  - Paper
  - Cardboard
  - Plastic bottles and plastic trays
  - Glass bottles and jars
  - Cans, tins and aerosols
  - Food waste
  - Garden waste
  - Electrical items
  - Clothes
- III. Households with six or more permanent residents can apply for larger bins. NCC will verify all applications and households that meet these criteria will be allocated a larger bin;
  - 180 Litres – six or seven residents
  - 240 Litres – eight or more residents

See section 11 for information on the application process.

- IV. A small number of properties that are unable to accommodate wheeled bins are issued with sacks. A maximum of two sacks can be set out each fortnight.

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## 3. Recycling Collection

- I. Each household is provided with 2 x 55 litre recycling boxes and a 90 litre reusable sack for the storage and collection of recyclable materials as follows. Collection of recycling is carried out on a weekly basis.

### Blue box

- Paper
- Small electrical Items (must be able to fit in the box)
- Clothes
- Shoes

### Green box

- Cardboard (standard amounts of household cardboard that must be able to fit in the box, for larger amounts see section 7)
- Glass bottles
- Glass jars

### Red Sack

- Plastic bottles
- Plastic trays (no film)
- Cans
- Tins
- Foil (no crisp packets)
- Aerosols

- II. Recycling must be presented for collection in the appropriate container by 7am on the day of the scheduled collection. Collection may take place any time after 7am on the scheduled day.
- III. Contaminated recycling will not be collected, more detail on what can and cannot be collected can be found on the council website <http://www.newport.gov.uk/en/Waste-Recycling/What-We-Collect/What-We-Collect.aspx>
- IV. Residents can request new or additional recycling containers online <http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

## 4. Food Waste Collection

- I. Each household is provided with a 5 litre kitchen caddie and compostable liners for the purpose of storage of food waste, and a 23 litre caddie for the collection of food waste. Collection of food waste is carried out on a weekly basis.
- II. The following items can be placed in the food caddie:
  - All types of cooked or raw leftover food
  - Peelings, bones, eggshells
  - Tea bags and coffee grounds

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- Cut flowers

- III. Food waste caddies must be presented for collection by 7am on the day of the scheduled collection. Collection may take place any time after 7am on the scheduled day.
- IV. Residents can request new or additional caddies online  
<http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

## 5. Garden waste collection

- I. Each household is provided with a 240 litre wheeled bin for the purpose of storage and collection of garden waste. Collection is carried out on a fortnightly basis, but is suspended for three months during winter. Exact times vary each year, please check the council website for more information <http://www.newport.gov.uk/en/Waste-Recycling/What-We-Collect/Garden-Waste.aspx>
- II. The following items can be placed in the garden waste bin:
  - Grass cuttings and leaves
  - Hedge clippings, small branches and twigs
  - Plants, cut flowers and pot compost
- III. Garden waste bins will not be emptied if:
  - They contain non-allowed items (such as plastic bags; soil, stone or rubble; food waste; harmful weeds such as Japanese Knotweed; animal waste; or any other household item that is not garden waste)
  - They are too heavy to empty

In those instances, garden waste bins will not be collected and bins will be 'tagged' to notify the household. If a garden waste bin is 'tagged' on three occasions due to contamination the garden waste bin will be removed and the household will be withdrawn from the garden waste collection service.

- IV. The garden waste bin must be presented for collection by 7am on the day of the scheduled collection. Collection may take place any time after 7am on the scheduled day.
- V. Additional garden waste bins can be requested online  
<http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

## 6. Hygiene Waste

- I. Families with children under 3 years of age living in the same house and residents with health conditions that produce incontinence pads or similar waste can request an additional collection for hygiene waste.
- II. NCC will verify all applications and households that meet these criteria will be provided with yellow sacks.

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- III. The following items can be placed in the yellow sacks
  - Nappies
  - Associated nappy changing rubbish, such as cotton wool, wet wipes, nappy sacks
  - Incontinence padsOther household waste items, including clinical waste, will not be collected as part of this service.
- IV. For clinical waste, residents are advised to contact the NHS collection helpline on 01495 745656 to arrange separate collections.
- V. Yellow sacks must be presented for collection by 7am on the same day as the residual waste collections.
- VI. If the hygiene waste collection service is not used by a household for 4 consecutive collections, the service will cease to be provided by NCC. In these circumstances residents will have to reapply (see section 11).
- VII. Residents are reminded that the use of reusable nappies is a cost effective, environmentally friendly option and their use is encouraged. More information can be found at <https://www.recycleforwales.org.uk/reduce/real-nappy-campaign>.

## 7. Special Collections / Bulky Waste Items

- I. Households can arrange for the collection of large household items such as unwanted furniture, large electrical item, large cardboard boxes etc. which are not collected via standard kerbside collections for a fee.
- II. Special collections can be booked online at <http://www.newport.gov.uk/en/Waste-Recycling/Bulky-household-item-collection.aspx>
- III. It is recommended that items in good condition that can be reused are donated to charity organisations. Alternatives and contact details can be found here <http://www.newport.gov.uk/en/Waste-Recycling/Bulky-household-item-collection.aspx>

## 8. Assisted Collections

- I. Residents who cannot move their bins and containers due to health or other qualifying conditions may be eligible for assisted collections, meaning that their collections could be picked up without the need for the bin to be presented at the kerbside.
- II. Requests for this service can be made online <http://www.newport.gov.uk/en/Waste-Recycling/What-We-Collect/Assisted-Collections.aspx>

## 9. Missed collections

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- I. Only bins placed at the appropriate kerbside location before 7am on the day of collection will be collected; the only exception to this is for households with a pre-approved arrangement for an assisted collection.
- II. If any of the different bins or containers have been presented before 7am on the day of collection in the appropriate location but have not been collected, residents can report it online at <http://www.newport.gov.uk/en/Waste-Recycling/Missed-Collections.aspx> or via the Contact Centre on 01633 656 656 as soon as possible. Collections take place up until 3pm every day so reports of missed collections will only be considered after that time.
- III. Reports of missed collections that are made more than 24 hours after 3pm on the day they were due for collection will not be investigated and collections will not be carried out until the next scheduled collection day.
- IV. Bin collection records and CCTV footage from the collection vehicles will be used to investigate reports of missed collections. If the bin or container was not presented in the appropriate place before 7am on the day of collection no further action will be taken and the bin will remain uncollected. If it is appropriate, then the missed bin will be collected within 2 working days of the report being made.

### 10. Enforcement on household residual waste capacity

The enforcement of this policy will be administered as follows:

- I. For waste in excess of the allocated capacity:
  - A. The following will be considered excess waste:
    - Any additional sacks left by or on top of the bins (or in excess of the allocated number of sacks, for sack collections)
    - Waste in excess of what fits inside bins with their lids closed
  - B. **First breach of policy:** in the first instance of non-compliance with the policy, waste will be collected but the bin will be 'tagged', alerting residents of a breach of the policy and next actions.
  - C. **Second breach of policy:** if there is a breach of policy for a second time, then the **excess waste will not be collected**, the bin will be 'tagged' and/or a letter will be sent out with information on the breach and next actions. This may also trigger a visit from the education and enforcement team to provide individual guidance and advice to residents, which could also involve pro-actively conducting bin audits to ascertain ownership and provide assistance to residents as to what materials can be deposited in recycling receptacles. Residents will be responsible for the correct disposal of the uncollected waste.
  - D. **Third breach of policy:** **Excess waste will not be collected**, the bin may be 'tagged' and a section 46 notice under the Environmental Protection Act (EPA) 1990 will be

issued. This may also trigger a visit from the education and enforcement team to provide guidance and advice to residents as highlighted above. Residents will be responsible for the correct disposal of the uncollected waste.

Section 46 Notices will determine the type of containers the residents will need to use to place their waste and instructions on how to segregate the different types of waste. Section 46 Notices will be valid for 12 months, and breaches of the conditions imposed on them are enforceable in application of the EPA 1990

- E. **Subsequent breaches of policy: Excess waste will not be collected** and a fixed penalty notice (FPN) will be issued to the value of £100. Whilst it is envisaged this will resolve the policy breach, subsequent FPNs can be issued if there is no change in behaviour, and prosecution may be necessary if further breaches continue. Even at this stage, officers of the education and enforcement team will be providing advice and guidance to residents if they are at home when visiting.

Prosecution will follow non-payment of the FPNs.

### II. For non-compliance with recycling collections

- A. If significant amounts of recyclable materials are found in residual bins, or residents refuse to set out recycling or food waste for separate collections, the education and enforcement team will make contact to provide individual guidance and advice to residents, which could also involve pro-actively conducting bin audits to provide assistance to residents as to what materials can be deposited in recycling receptacles. Should the situation not improve, the enforcement team will issue a Section 46 Notice determining the type of containers the resident will need to use to place their waste and instructions on how to segregate the different types of waste, valid for 12 months
- B. Breaches of the conditions imposed on Section 46 Notices will be followed by the issue of FPNs to the value of £100, subsequent FPNs will be issued if there is no change in behaviour.

## 11. Additional capacity

- I. Additional capacity is available for households with six or more permanent residents as set out in section 1 and also for hygiene waste collection. This section sets out the application process.
- II. To be considered for additional capacity, householders must apply to Newport City Council online:  
<http://www.newport.gov.uk/en/Waste-Recycling/What-We-Collect/Nappy-collection.aspx>  
<http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

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or on (01633) 656 656 for additional capacity and will be asked to provide supporting evidence in order to meet the criteria for acceptance. Checks on council records will be made to confirm the number of residents at the property and compliance with criteria.

- III. Residents who apply for larger capacity may receive a visit by a member of the education and enforcement team to ensure that all wastes are being separated for recycling correctly.
- IV. Applying for additional capacity does not immediately allow householders to present extra waste, residents must wait confirmation of any decision and, if accepted will be informed of the starting date.
- V. Each application will be individually assessed by the waste department for correct criteria before any decision is given. Decisions to approve or reject requests will be issued by the council in writing.
- VI. Regular reviews will be conducted to ensure that those who are granted additional capacity still require this and still meet the criteria. The additional capacity will be granted for a set period time determined by the council and will require re-application if, at the end of the period, the conditions to qualify for the additional capacity are still in place.
- VII. The householder will be required to inform Newport City Council of any changes in circumstances that mean they no longer meet the requirements of this policy and are no longer entitled to additional capacity.
- VIII. The additional capacity may be removed at the decision of the council.
- IX. Householders allowed to additional capacity will still be subject to Newport City Council's policy should they present more waste than has been agreed and authorised or breach any other condition as set out in this document. The council has the power to issue written warnings and Fixed Penalty Notices under Section 46 of the Environmental Protection Act to any resident that does not meet the requirements.

## 12. Appeals

### I. Additional Capacity/Assisted Lift

- A. Each application for additional capacity or assisted lift will be individually assessed by the waste department for correct criteria before any decision is given. Decisions to approve or reject requests will be issued in writing. If a request for is rejected, residents will receive a decision letter explaining why and giving information about the right to appeal.
- B. To make an appeal, residents must send a letter outlining the reasons why they do not agree with the decision within the next 30 days to the decision letter being received. The request will be assessed by the council complaints team and residents will get a reply in writing, which is final and binding on all parties

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- C. A change in circumstances meaning residents who got their requests rejected are able to meet the criteria, will enable them to reapply for additional capacity.

## II. Enforcement

- A. The appeal process will be set out in any statutory notice issued to the householder
- B. All Section 46 appeals must be heard in a Magistrate's Court. Any appeal costs incurred will be met by the householder
- C. Section 33 offences do not have an appeals process

## 13. Links to council policies and priorities

The Wellbeing of Future Generations Act (2015) sets out in legislation how the council must work towards improving the environmental wellbeing of Wales. This Act states that the council should take into account long term and preventative measures when decision making. The issue of recycling and waste is covered within the council's wellbeing objective 2 - To promote economic growth and regeneration whilst protecting the environment, action 10 – Increase household recycling and divert waste from landfill.

## 14. Equalities and Wellbeing of Future Generations

A Fairness and Equality Impact assessment of the proposals included in the new waste strategy was carried out to fulfil the requirements linked to the Equalities Act 2010 and the Wellbeing of Future Generations Act 2015.

On restriction of residual waste, the assessment shows that most of the protected groups will not be affected by the proposed changes and any potential negative impacts will be counteracted by the council continuing with its policy of allowing extra capacity to residents who meet certain requirements.

More information can be found at:

<https://msmodgovdb01.corporate.newport/ieListDocuments.aspx?CId=152&MId=7449&Ver=4>

In relation to the Wellbeing Goals, the aim of this activity as part of the waste strategy is to find solutions that work for Newport and ensure plans are in place for a preventative and proactive approach that addresses the root causes. Recycling has much to do with behaviour so a clear need for proper communications and engagement with residents has been identified. This policy intends to clearly state how the household residual waste collection service will be delivered and what is expected from residents, which, together with the additional information provided via a wider communications campaign and the activity of the new team of engagement and enforcement officers, aims to identify and address issues with participation behaviour and performance.

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