

London Borough of Barnet Household Recycling and Waste Policies

Approved by Environment Committee

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Recycling and Waste Policies 2018

Overview of the Recycling and Waste Policies

This provides a summary of the key policies contained in this document. The policies are for household waste only. Click on the number to be taken to the full policy.

Policies [1](#), [1a](#), [1b](#), [1c](#), [2](#) and [3](#)

Collection containers for all types of properties, and for all the different waste streams.

The low rise standard containers are: 1 x 240 wheeled bin for residual waste, 1 x 240 wheeled bin for dry recyclates and 1 x 240 wheeled bin for garden waste.

Policy [5](#) - Exemptions from the standard collection containers

To qualify you must meet certain criteria.

Policy [7](#), [7a](#) and [7b](#) - Additional waste and recycling capacity

To qualify for additional residual waste capacity your household must meet certain criteria.

Policy [8](#) - Provision of smaller bins

These are currently unavailable.

Policy [13](#), [13a](#) and [13b](#) - Extra or side waste and recycling

Residual waste must be within the containers. Garden waste must be within the containers. Empty flattened cardboard boxes placed next to the recycling bin will be collected.

Policies [4](#), [4a](#) and [4b](#) - Garden waste collections

This is a paid for service. Collections are made fortnightly. Additional containers are available for a charge.

Policy [6](#) - Collection frequency for the different waste streams

A table is provided for the waste types and the type of property.

Policy [9](#) - Collection day and time

Containers must be available at the collection point by 0600.

Policy [10](#) - Collection point for containers

All containers should be presented at the edge of the resident's property at the point where the premises meet the pavement.

Policy [11](#) - Return of containers

These will be returned to the collection point.

Policy [12](#) - Ownership of containers

All bins remain the property of Barnet Council.

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Policy 14 - Jammed waste

Any waste or recycling that is stuck will need to be loosened by the resident ready for the next collection day.

Policy 16 - Materials accepted in each container type.

A current list can be found at www.barnet.gov.uk/recycling

Policy 18 - Missed collections

These can be logged at www.barnet.gov.uk/recycling

Policy 20 - Frozen containers

Any waste or recycling that is frozen will need to be loosened by the resident ready for the next collection day.

Policy 22 - Stickers and painted containers

Residents are encouraged to mark their containers with their property number.

Policy 24 - Inclement weather

We will carry out the collections wherever it is deemed safe to do so.

Policy 26 - Offensive/hygiene waste

This should be double wrapped and placed in the residual waste container.

Policy 15 - Wheeled bin lids

Lids should be closed on all containers

Policy 17 - Rejected/contaminated containers

If a container has the wrong materials in it, such as disposable nappies placed in the blue recycling bin, the container will not be emptied.

Policy 19 - Assisted collections

Available to residents with a disability or mobility problem where no one else is able to take the containers to the collection point.

Policy 21 - Overweight containers

Wheeled bins or sacks that are too heavy will not be emptied.

Policy 23 - Provision of new/ replacement containers.

Any new or replacement containers may be subject to a charge.

Policy 25 - Access issues

If poor access prevents us from providing collections we will try again to access a road.

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Policy 27 - Infectious healthcare waste

A collection service is provided upon application endorsed by a health care professional.

Policy 28 - Large and bulky waste collection

A service is offered for a charge.

Policy 29 - Events including religious events

The council may collect additional and/or specific waste.

Policy 30 - Places of worship, halls and charities.

A service is provided, it may be a paid for service.

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Policy 1 – Collection Containers

Policy 1a – Collection Containers (Low Rise - Standard)

All low rise properties across Barnet will have access to recycling, garden waste and residual waste collection. In 2013, all suitable properties were provided with the recycling containers by the Council. All suitable properties were provided with residual waste containers by the Council over the past 20 years.

Standard Residual Waste:

- 1 x 240 litre black wheeled bin - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in this wheeled bin.

Standard Recycling:

- 1 x 240 litre blue wheeled bin - For recycling including; paper and cardboard, cartons, food tins and drinks cans, household plastic packaging, glass bottles and jars and paper.

Standard Garden Waste:

- 1 x 240 litre green wheeled bin for garden waste, where households have paid for the service.

Households of Multiple Occupation:

Households of Multiple Occupation (HMO's) will have access to the above containers as they pay the same council rates as a standard property. If additional containers are required they will be subject to the same conditions as a standard low rise property, the conditions are set out at policy 7.

Where a HMO has multiple containers of the same type these may be exchanged for larger communal collection containers, subject to the agreement of the Council. The cost of these containers can be found in our annual Fees and Charges report, available at www.barnet.gov.uk

Mixed Hereditament Properties/Flats above shops

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be treated as standard properties as set out in 1a. In exceptional circumstances they will require the 'single use' container collection service set out in Policy 1c. It will be the Council's decision as to whether the standard or single use container allocation is provided in line with Policy 5, Exemptions from the Standard Service.

Policy 1b – Collection Containers (Low Rise - Modified)

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Some low rise properties across Barnet are not suitable for a wheeled bin collection and will be exempt from the standard service. Policy 5 sets out the circumstances to qualify for an exemption from the standard service. In these circumstances the following containers are available:

Standard (Modified) Residual Waste:

- Up to 200 x purple disposable sacks per annum - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks.

Standard (Modified) Recycling:

- Up to 200 x clear disposable sacks per annum for recycling including; paper and cardboard, cartons, food tins and drinks cans, household plastic packaging, glass bottles and jars and paper.

Standard (Modified) Garden Waste:

- 1 x 240 litre green wheeled bin for garden waste, where households have paid for the service.

Where residents only have room for one wheeled bin, priority will be given to the provision of a recycling bin. Residual waste and garden waste bins are not permitted if a resident does not have a recycling bin.

The Council will advertise on their website how householders can access further supplies of single use purple sacks and single use clear sacks.

A summary of container volume provision is at Appendix A.

Policy 1c – ‘Single Use’ Collection Containers

Across Barnet there are a number of low rise properties where returnable containers left out for collection are not suitable. These areas tend to be busy high street areas where a wheeled bin may block the pavements for pedestrians.

Standard (Single Use) Residual Waste:

- Up to 200 x purple disposable sacks per annum - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks.

Standard (Single Use) Recycling:

- Up to 200 x clear disposable sacks per annum for recycling including; paper and cardboard, cartons, food tins and drinks cans, household plastic packaging, glass bottles and jars and paper.

A summary of container volume provision is at Appendix A.

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The Council will advertise on their website how householders can access further supplies of single use purple sacks and single use clear sacks.

General Conditions

The containers provided for household waste must not be used to dispose of commercial or business waste and anyone found using bins in this way will be subject to enforcement under the Environmental Protection Act, 1990, and the bins may be removed.

All wheeled bins remain the property of Barnet Council.

Replacement of existing containers or new containers will be subject to agreed charges.

For new build properties please refer to Policy 3.

A summary of container volume provision is at Appendix A.

Policy 2 - Communal Collections

The Council provides a collection service for blocks of flats or properties with shared waste storage facilities. This will normally be building/complexes with six or more dwellings.

Each of these properties has wheeled bins for residual waste and most properties have wheeled bins for recycling. All wheeled bins remain the property of the Council, and the Council will undertake repairs on fair wear and tear. It is the responsibility of the residents and the building manager(s) (which may be the freeholder, developers, landlord, managing agent or housing association) to ensure that bins are kept in good order, including replacing lids where required and keeping lids shut to prevent water ingress. It is the responsibility of the managing agent to ensure that a suitable bin storage area is provided which ensures residents can access and use bins in such a manner which avoids damage to bins. In cases where the container is damaged due to unsuitable storage conditions and/or improper use of the bins, replacement or applicable repair of the container is subject to a charge. In the event of any dispute over the cause of damage to containers, the council will offer a meeting at the site to attempt to resolve the issue and offer advice as to improvements to the bin storage area.

Provision of recycling and garden waste collections from flats is subject to the capacity and configuration of the pre-agreed collection area and operational capacity to collect.

Containers

In most cases, shared bin areas have been provided with 1100 litre 4 wheeled bins, although 940 litre/660 litre/360 litre/240 litre bins may have been provided, if this is more appropriate. The number and type of bins provided will be dependent upon the number of properties, size of storage space available and facilities available at that time.

The Council is rebalancing existing communal collections to give equal capacity to refuse

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waste and recycling, with 170 litres of recycling capacity provided per dwelling and 170 litres of residual waste capacity provided per dwelling. In some cases this will mean existing residual waste capacity is removed and new recycling capacity will need to be provided, for which a charge is made, as set out in the Fees and Charges report available at www.barnet.gov.uk

Collections

The frequency of collection for communal collection properties will be as per Policy 6 although residents will not be guaranteed a specific day. Containers must be accessible for collection 7 days a week.

If you want to investigate having a more frequent collection service than weekly, then you will need to contact Street Based Services on 020 8359 4600, asking for the operational service to contact you, who will provide you with the price for this additional service.

No waste or recycling left outside or around the bins will be collected. This includes but is not limited to, large bulky items, excess waste or recycling. It is the responsibility of the residents or managing agents to remove these items to enable collections.

Where a bin is not accessible due to loose waste, recycling, or bulky items the bin will not be emptied. It is the responsibility of the residents or managing agent to remove these items. The bins will then be emptied on the next scheduled collection day if the bins are accessible. Requests to clear bins or collection areas will be chargeable, the fees for these services can be found in our annual Fees and Charges report, available at www.barnet.gov.uk

All bin areas must be accessible by crews, if they need to be locked, ideally the lock will open with a standard fire brigade key (i.e. FB11). It is the responsibility of the managing agent to ensure the Council are informed and provided with any keys or codes to access locked bin stores. Where keys and electronic fobs are used, the Council must be provided with these at no charge and the Council accepts no liability for lost or replacement keys/ electronic fobs.

Chute Collections

A limited number of flat blocks have chute collections. All waste must be put down the chute for collection. Excess waste which is outside or around the bins will not be collected.

Policy 3 – New Build Properties Collection Containers

General Conditions

All wheeled bins remain the property of Barnet Council.

For Low Rise – Standard Properties such as houses and bungalows

Please refer to the standard containers set out in Policy 1a.

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For small blocks of flats where there are less than six dwellings

Recycling – the available bin sizes are 240 litres and 1100 litres. The table below shows the bin provision:

Number of dwellings in block	Recycling Provision
2	2 x 240 litre
3	2 x 240 litre
4	1 x 660 litre or 3 x 240 litre
5	1 x 1100 litre

Residual – the available bin sizes are 240 litres, 660 litres and 1100 litres. The table below shows the bin provision:

Number of dwellings in block	Residual Waste Provision
2	2 x 240 litre
3	2 x 240 litre
4	1 x 660 litre or 3 x 240 litre
5	1 x 1100 litre

Detailed information for developers and architects is available at:

<https://www.barnet.gov.uk/recycling-and-waste/household-recycling-and-waste/information-developers-and-architects>

For Flats where there are 6 or more dwellings, communal collections

Recycling – the available bin sizes are 240 litres and 1100 litres. Each property within the block must be allocated a minimum of 100 litres of recycling provision plus 70 additional litres of recycling per bedroom beyond the first bedroom.

Refuse – the available bin sizes are 240 litres, 660 litres and 1100 litres. Each property within the block must be allocated a maximum of 100 litres of residual waste provision plus 70 additional litres of residual waste per bedroom beyond the first bedroom.

Detailed information for developers and architects is available at:

<https://www.barnet.gov.uk/recycling-and-waste/household-recycling-and-waste/information-developers-and-architects>

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[waste/information-developers-and-architects](#)

Policy 4 – Garden Waste Collections

Policy 4a – Standard Garden Waste Collections

The Council provides a chargeable garden waste collection service, to low rise properties, for the standard container size set out in policy 1a. Garden waste collections will be made on a fortnightly basis. The cost of the collection service and the cost of a container can be found at www.barnet.gov.uk

There will be up to 23 garden waste collections per year. Garden waste collection will be suspended during the Christmas/New Year holiday period. The details will be advertised on the Council website and through other media.

Communal Collections

Communal collection properties within Barnet will be offered the chargeable garden waste collection service subject to operational capacity, and where no third parties are involved in the generation of the garden waste, i.e. the garden waste is generated by the residents. When the container is provided confirmation will be required that the container will not be used by a commercial company such as a gardening company. One container will be available per 5 flats, as set out in Appendix A.

Policy 4b – Additional Garden Waste Collections

Additional garden waste bins may be requested and paid for but this will be subject to operational capacity. The cost of an additional garden waste bin is part of our Annual Fees and Charges report, which can be found at www.barnet.gov.uk There is a separate charge for collections of garden waste bins.

There will be up to 23 garden waste collections per year. Garden waste collections will be suspended during the Christmas/New Year holiday period. The details will be advertised on the Council website and through other media.

Once payment has been received from a new customer we will aim to deliver the bin within 10 working days.

Garden waste collections will be made on a fortnightly basis subject to the Christmas/New Year holiday period. If the garden waste bins are not presented for collection, then the crew will not return until the next scheduled collection day. We will aim to provide up to 23 collections through the year unless circumstances beyond our control prevent collection i.e. inclement weather.

Policy 5 – Exemptions from the Standard Service

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

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- There is no rear or side access to accommodate or store the necessary containers
- The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins
- The bins would have to be wheeled through the house to the collection point
- The property does not have room to store the necessary containers - Where properties have space for one wheeled bin, then a recycling bin will be provided. Refuse waste and garden waste bins are not permitted if a resident does not have a recycling bin
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection
- All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin.

Street scene aesthetic concerns will not be classed as a reasonable exemption from the provision of wheeled bins. Where space is available at the front of the property wheeled bins must be used, or at the rear of the property if the road access for the collection vehicle is situated at the rear of the property, as determined by the Council.

Policy 6 – Collection Frequency

The Council will collect as per the table below:

Waste and Recycling Collection Frequency				
	Low Rise - Standard	Low Rise – Modified	Single Use Container Collections	Communal
Residual waste	Weekly	Weekly	Weekly	Weekly
Recycling	Weekly	Weekly	Weekly	Weekly*
Garden Waste	Fortnightly	Fortnightly	N/A	Fortnightly
Health Care Waste	Weekly**	Weekly**	Weekly**	Weekly**
Sharps	Upon Request**	Upon Request**	Upon Request**	Upon Request**

* Where an operational service exists

** Following successful application for collections

Policy 7 – Additional Waste Capacity

Policy 7a – Additional Recycling Capacity

For Low Rise Properties the containers set out in policy 1a, 1b, 1c and 3 are available as standard, however, residents can request additional capacity.

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For Low Rise – Standard the additional capacity that can be provided will be:

- Recycling – up to 2 extra blue 240 litre bins
- Garden waste – see policy 4.

For households with the Low Rise - Modified solution or “Single Use” Container Collection the additional capacity that can be provided will be:

- Recycling – up to 200 extra clear sacks per year
- Garden Waste – see policy 4.

Policy 7b – Additional Residual Waste Capacity

For Low Rise Properties the containers set out in policy 1a, 1b, 1c and 3 are available as standard, however, residents can request additional capacity if they meet one or more of the following criteria:

- There are 6 or more permanent residents in the household
- There are 12 or more permanent residents in the household
- There are 2 or more children in nappies in the household
- A resident in the household has special circumstances creating an unusual amount of waste on a regular basis i.e. someone with special dietary requirements
- A large quantity of “offensive” hygiene waste is being produced by the household

All households that request additional residual waste capacity will have to complete a declaration as to how they meet the criteria and this will include proof of residency of all those resident at the property. Checks will be made on an application and will include;

- A waste audit to ensure the household is utilising the recycling bin(s) as much as possible
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant.

Additional recycling will be provided in preference to residual waste capacity. Additional residual waste capacity is only approved on the agreement that the household is making full use of the recycling services. Random spot checks will take place to ensure this is being complied with.

For Low Rise – Standard the additional capacity provided will be:

- Residual waste – an extra black 240 litre bin.

For households with the Low Rise - Modified solution or “Single Use” Container Collection the provision of additional capacity will be subject to the same qualifying criteria. The additional capacity provided will be:

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- Residual waste – up to 200 extra purple sacks per year.

After a minimum of three years the Council will ask the household to re-apply for the additional residual waste capacity. If a reapplication is not made then waste capacity will revert back to the residual waste containers set out in policies 1 to 3.

The cost of additional residual waste capacity can be found in our annual Fees and Charges report, available at www.barnet.gov.uk In exceptional circumstances these fees and charges will be waived.

Policy 8 - Provision of Smaller Bins

No smaller bins are currently available. If smaller bins become available they will be offered on a first come first served basis.

Policy 9 - Collection Day and Time

Containers must be available at the collection point (as per policy 10) by 6:00am (0600h) on the day of collection. Collections times can vary from week to week and any container which is not out for collection at 6:00am (0600h) may not be emptied. If the containers are not presented for collection, then the crew will not return until the next scheduled collection day. In exceptional circumstances in the summer the Council may ask that containers be available at the collection point (as per policy 10) by 4:00am (0400h).

Containers must not be placed out for collection before 6:00pm (1800h) the day before collection.

The Council have the right to remove any bins placed on the highway before 6:00pm (1800h) the day before collection.

Where a sign specifying periods during which receptacles should be placed on the public highway is displayed on the same side of the Public Highway as any premises producing household waste and recycling then the occupier of that premise shall only place receptacles on that Public Highway during the periods prescribed by the sign. Information on the roads and times that receptacles should be placed on the public highway for collection can be found at www.barnet.gov.uk/timebanding .Any exception to these specific periods such as festive changes will be advertised in advance on the council's website at www.barnet.gov.uk .

Details of collection days can be found at www.barnet.gov.uk .

Policy 10 - Collection Point for Containers

All recycling and waste containers should be presented at the edge of a resident's property, at the point where the premises meet the adopted highway for collection, unless an Assisted Collection has been agreed, as set out at policy 19. If properties are located down a private driveway/access road then the containers must be presented where the private driveway/access road meets the adopted highway. This applies even when a household does not own the land between the resident's property and the adopted highway.

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Where a household is on a private or unadopted road, the Council's collection vehicles will only collect from the road where;

- The Council has been indemnified in writing against any damage to road surfaces and underground apparatus before bin delivery and collections.
- The road is certified that it is of a construction that would meet the standard for adoption by the Highways Authority
- The Council believes the road is of a suitable design to enable a collection vehicle with 4 axles to manoeuvre easily and turn where needed
- Damage has not been caused to the private road previously
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the Borough
- The Council will not be held liable for any accidental damage.

The Council may change any collection point, either temporarily or permanently, following a review process. This review process may be instigated due (but not limited to) the Council's belief that the access to or location of the presentation site would be unsafe for collections, or does not meet the current Council Policy.

The Council will give at least 10 working days' notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

Policy 11 - Return of Containers

Containers will be returned to the collection point as described in policy 10 where possible or another safe place within a reasonable distance of the collection point. Containers should be removed by the householder as soon as reasonably possible after collection has been made.

Where the Council identifies potentially abandoned waste bins that have not been returned to within the boundaries of the property, a notice will be placed on the bin(s) advising that they will be removed if not reclaimed. The Council will remove the bin(s) if still present after monitoring for at least two weeks to allow for retrieval by a household.

Containers for communal collections will be returned to the point of collection.

Policy 12 - Ownership of Containers

All collection containers provided remain the property of the Council. As such, all collection containers should be left at the property when residents sell or move out of the property.

Collection containers must only be used for the storage and collection of recycling and waste.

Each householder is responsible for keeping the containers safe and in good order and

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to protect them from misuse. The Council will charge for the replacement of any wheeled bin that has been lost or misused. The fee for this can be found in our annual Fees and Charges report, available at www.barnet.gov.uk.

Within the Barnet Council area there are a number of containers that have been purchased by residents for residual waste. Should one of these containers go missing, be damaged or destroyed through the fault of the Council, the Council will provide residents with a container in line with policy 23, in line with the capacity as set out at policies 1, 2 and 8. Should one of these containers go missing, be damaged or destroyed through no fault of the Council, any replacement will be offered in line with the capacity as set out at policies 1, 2 and 8. The cost of any containers is set out in our annual Fees and Charges report, available at www.barnet.gov.uk.

Communal Collections

It is the responsibility of freeholders/developers/landlords/managing agents/housing associations to purchase the required containers for communal collections. The fees can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. All wheeled bins remain the property of the Council, and the Council will undertake repairs on fair wear and tear.

Policy 13 – Extra or Side Waste

Policy 13a – Extra or Side Recycling

Extra or side recycling at Low Rise Properties will be collected as set out in the table. Cardboard boxes must be flattened and no larger than a metre squared. No extra or side recycling will be collected from Communal Collections, as set out in Policy 2.

Waste Type	Container Type	Policy on side waste
Recycling	Wheeled bin	Will collect empty flattened cardboard boxes and clean recyclables in clear sack next to the bin for free
Recycling	Clear sack	Will collect empty flattened cardboard boxes and clean recyclables in clear sacks next to the bin for free.
Garden Waste	Wheeled bin	Will not be collected

Examples of acceptable recycling side waste can be found at www.barnet.gov.uk. The Council or its contractor will not be responsible or liable for any non-council containers used to store extra recycling that are not returned.

Special arrangements for extra or side recycling may apply at other times such as Christmas/New Year and Passover. The special arrangements will be published on www.barnet.gov.uk.

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Policy 13b – Extra or Side Residual Waste

All residual waste must be contained within the Council's supplied containers including purple sacks. No excess or side waste will be collected during normal collections. Bin lids must be closed and purple sacks must be securely tied.

Policy 14 – Jammed Waste

Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the recycling or waste collection vehicle will not be taken. In these cases, residents will have to loosen the materials themselves ready for the next scheduled collection.

Residents will be notified by means of a hanger or sticker placed on the relevant container explaining why the container could not be emptied.

If a resident is unable to resolve the issue themselves they can request to have their containers emptied. There is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

Policy 15 – Wheeled Bin Lids

Wheeled bins are designed to be emptied with the lids substantially closed, therefore lids on wheeled bins must be closed when the recycling or waste is collected. This is to ensure that all health and safety concerns are complied with including:

- Mechanical operation of the bin lift
- Waste falling out during the tipping process
- Litter generation.

The Council reserve the right not to empty any wheeled bin which has been overfilled with its bin lid open. If bins are over filled, then the crew will not return until the next scheduled collection day. This policy applies to all services that use wheeled bins.

Residents will be notified by means of a hanger or sticker placed on the relevant container explaining why the container could not be emptied.

If the overfilled waste is removed the resident can request to have their containers emptied. There is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

Policy 16 - Materials Accepted in Each Container Type

An up to date list of materials that can be placed in each container can be found at www.barnet.gov.uk/recycling.

If wrong materials are put in containers they will not be collected. See policy 17.

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The Council has a compulsory recycling policy which specifies which materials can not be put in the residual waste bin, and instead should be put in the recycling bin. The current list of materials which the compulsory recycling policy applies to can be found at www.barnet.gov.uk.

No garden waste is allowed to be placed in the residual waste bin or the dry recycling bin. Residents should place recycling and garden waste in the prescribed containers, and not in their residual waste bins.

Policy 17 - Rejected / Contaminated Containers

Where containers are found to contain unsuitable items they will be classed as contaminated. Residents will be notified by means of a hanger or sticker placed on the relevant container requiring them to remove the incorrect material and dispose of it in a responsible manner.

Once the incorrect material has been removed from the container it will be emptied on the next scheduled collection date. The Council will not empty the container before the next scheduled collection date, without a charge.

If a resident requests to have their contaminated container emptied because the resident is unable to resolve the issue themselves, there is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

If a resident has recently moved into a property and discovered that the bins have been incorrectly used then a resident can request to have their containers emptied. There is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The container(s) must be left out for collection and will be emptied within 5 working days, upon receipt of payment. It is the residents responsibility to ensure the containers are free from contamination before any regular collections are made.

Communal Collections - Contaminated Bins

If a communal collection bin is contaminated with the wrong material it will not be emptied. It is the responsibility of the residents or managing agents to remove these items so that the bin can be emptied on the next scheduled collection day.

If a resident/managing agent requests to have a contaminated container emptied, there is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

Policy 18 - Missed Collections

There are occasions when a container may not get collected, due to crew error. For a missed collection to be returned to, it needs to be reported to the Council. A missed

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collection must be reported within 3 working days of the scheduled collection (the collection day counts as the first day), online reporting will be accepted until 11.00pm (2300) on the third day (see examples 1 and 2 below). Missed collections can be logged online at www.barnet.gov.uk/recycling Any missed collections reported after this time will not be collected until the next scheduled collection day.

The Council will return to collect genuine reported missed bins within 2 working days of receipt of the missed collection being logged.

A missed collection will not be classed as genuine if:

- The container(s) were not out for collection before the crews arrive – All containers should be available for collection by 6:00 am (0600) on the day of collection. Unless otherwise stated (see policy 9)
- The container(s) were not at the correct collection point (see policy 10)
- In the case of assisted collection properties, access was not granted e.g. locked gates (see policy 19)
- In the case of communal collections there was no access to get to the containers e.g. locked gates (see policy 2)
- The container(s) held materials which were classed as contamination (see policy 17)
- The container(s) were classed as overweight by the collection crew (see policy 21)
- The container(s) could not be accessed due to locked gates or badly parked cars
- The container(s) were classed as over full (see policy 15).

Example 1: Tuesday collection day

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Missed collection can be reported after mid-day	Missed collection can be reported	Missed collection can be reported until 11.00pm (2300)	Missed collections can be logged but no return collection will be provided	Missed collections can be logged but no return collection will be provided	Missed collections can be logged but no return collection will be provided	Missed collections can be logged but no return collection will be provided

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Example 2: Friday collection day

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
Missed collection can be reported after mid-day	Non working day – misses can be logged on the website	Non working day – misses can be logged on the website	Missed collection can be reported	Missed collection can be reported until 11.00pm (2300)	Missed collections can be logged but no return collection will be provided	Missed collections cannot be logged but no return collection will be provided

Policy 19 – Assisted Collections

The Council's assisted collection service is available to residents with a disability or mobility problem where no one else in the household is able to take the containers to the normal collection point (see Policy 10). The collection crews will collect the containers from an agreed collection point, empty the containers and return them back to the agreed collection point.

Requests for an assisted collection can be made online at www.barnet.gov.uk or by contacting Street Based Services on 020 8359 4600. A request for an Assisted Collection will be considered where:

- There is nobody else at your property who could put the containers out for collection e.g. you live alone, and
- You can provide evidence of your need, such as receipt of Personal Independence Payment, receipt of Disability Living Allowance, or letter from your GP.

Once a request has been made the service provider will then visit you to discuss your needs, assess your ability to meet the criteria and if appropriate, agree a collection point for the containers. This visit will take place with 10 working days of the service request.

The containers must be easily accessible for the crews, visible from the collection road, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. The decision of where to place the containers will be based on ease of collection and usage of the containers and not based on street scene aesthetics. Please ensure there are no overhanging branches or shrubs as crews may be collecting in the dark. Dogs or other potentially dangerous animals must not be roaming free on the property on collection day. Wherever possible the bins will be stored at the front of the property to enable easy collection, or at the rear if the collection road is situated at the rear of the property. All containers must be kept in the same location.

Checks will be carried out by the Council at a minimum once every three years on the 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.

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Policy 20 - Frozen Containers

During times of inclement cold weather waste can become frozen in containers. This can be a particular problem with garden waste in bins. When waste has 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 and the collection crew will leave a hanger or sticker on the bin. We will not return to empty frozen bins before the next scheduled collection.

A resident can request to have their containers emptied before the next scheduled collection day. There is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

Policy 21 - Overweight Containers

Wheeled Bins

Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the wheeled bin due to the weight of it, then it will be left unemptied. The lid of the bin will be left open to indicate the crew have tried to empty the bin, and a hanger or sticker will be left on the bin.

By law, all the vehicle bin lifts have a safe working weight limit which crews cannot override. As a guideline, the bin should be easily moved with one hand.

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

If the householder needs the excess material to be removed and disposed of this can be arranged. There is a charge for this service, which can be found in our annual Fees and Charges report, available at www.barnet.gov.uk. The waste must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

Sacks

When collecting sacks the collection crews will assess the weight of the sack. If it is too heavy to carry safely to the vehicle, the sack is likely to split, or the collection crew cannot safely lift it into the vehicle it will not be collected.

Where any sack is found to be too heavy, the householder will be required to remove sufficient material from it and dispose of it in an additional sack.

Once sufficient weight has been removed, the sack should be presented on the next scheduled collection date. We will not return to collect the sack before the next scheduled collection date.

If the householder needs the excess material to be removed and disposed of this can be arranged. There is a charge for this service, which can be found in our annual Fees and

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Charges report, available at www.barnet.gov.uk . The waste must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

All crews are trained in manual handling and health and safety. If they feel a sack is unsafe to lift/move, their decision is final.

Policy 22 - Stickers on Containers and Painted Containers

The Council encourage residents to mark up their containers with their property name or number for identification purposes.

The Council reserve the right to insist that only communication stickers provided by the Council will be allowed on containers, or stickers and other markings which residents use to identify their bin e.g. house number. Other advertising/promotional stickers put on the bins without the permission of the Council, will be removed.

Wheeled bins that have had the colour painted or disguised may be removed and a charge made for a new wheeled bin to be delivered.

Policy 23 - Provision of New/Replacement Containers

In 2013, all suitable properties were provided with the recycling containers by the Council. All suitable properties were provided with residual waste containers over the past 20 years.

Any replacement of a Council provided container may be subject to a charge depending on the circumstance of the loss.

Within the Barnet Council area there are a number of containers that have been purchased by residents for residual waste. Should one of these containers go missing, be damaged or destroyed through the fault of the Council, the Council will provide residents with a container as set out below, and with the capacity as set out at policies 1, 2 and 8 of this document. Should one of these containers go missing, be damaged or destroyed through no fault of the Council, any replacement will be offered in line with the capacity as set out at policies 1, 2 and 8, and a charge will be made for this.

Bin Capacity Policy – Grandfather Rights - When residents have had a specific size bin/capacity of residual waste that while they are at that address their existing provision, to the nearest container available, will be provided should the bins need replacing other than due to the fault of the resident, at a cost to the resident. The cost for 2018/19 will be £58.41 per replacement container, above an allowance of one 240 litre wheeled bin per property which will be provided free of charge.

The Council recommend that residents clearly mark the containers at their property with their house number and/or name. Replacement containers may be 'pre-loved' containers which have been pressure washed. Outlined below are details of the different situations which may occur:

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Lost and Stolen Containers

If a container has been lost or stolen, residents must check with neighbours and the surrounding area where the container went missing. If containers cannot be found then a request can be made to replace the container. Containers will be replaced in line with policies 1, 2 and 8 in this document. This service may be subject to a charge as set out in our annual Fees and Charges report, available at www.barnet.gov.uk. The replacement container will be delivered within 5 working days of receipt of notification and payment if applicable.

Damaged Containers

If a container has been damaged through day to day usage then a request can be made for a repair or if appropriate a replacement container. The damaged container, however, must be left out to be repaired or swapped with an undamaged container. If the damaged container is not left out then a new container will not be left. This service may be subject to a charge. If there is no container to remove then a different charge will be levied. Containers will be replaced in line with policies 1, 2 and 8 in this document. The service may be subject to a charge as set out in our annual Fees and Charges report, available at www.barnet.gov.uk. The repair or replacement container will be delivered within 5 working days of receipt of notification and payment if applicable.

A container which is dirty will not be deemed damaged and will not be replaced. It is the responsibility of residents to clean the containers they are provided with.

New Residents (existing properties)

If a resident has recently moved into a property, it is the responsibility of the new resident to ensure the containers have been left by the previous occupiers. If containers cannot be found then a request can be made for a replacement container(s). This service will be subject to a charge, as set out in our annual Fees and Charges report, available at www.barnet.gov.uk. The replacement container will be delivered within 5 working days of receipt of notification and payment if applicable.

New Developments

For any new development it is the responsibility of the developer, or the new occupier in the second instance, to request and pay for the required recycling and waste containers. The fees for these can be found in our annual Fees and Charges report, available at www.barnet.gov.uk

Containers will only be delivered once payment has been received in full.

Delivery may take up to 4 to 8 weeks from payment dependant on the number and size of bins required.

Containers Lost in Vehicles

Occasionally bins may fall into the back of a vehicle during the emptying process. This will be reported to the Council by the collection crews. When a resident makes a request

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for a replacement container this will be matched to this report and a replacement will be issued free of charge. Containers will be replaced in line with policies 1, 2 and 8 in this document.

Policy 24 - Inclement Weather

During severe weather we will;

- Continue to undertake the regular scheduled collection of recycling and waste wherever it is deemed safe to do so. The decision on whether it is safe for collection vehicles and collection crews to access a specific location/street must be determined locally by the driver of that vehicle. Among key factors that apply are:
 - road conditions
 - pavement conditions
 - weather conditions
 - access past parked cars
 - risks to public and/or the crew
- We will, where possible, try to return and collect missed containers. If this is not possible due to continuing bad weather conditions, we will make alternative arrangements such as asking residents to use their own bags so waste can be stored until the next collection day; whereupon all side waste will be cleared with the exception of garden waste.
- If significant disruption occurs, the Council's website will be updated with information on access and which services are being prioritised. Priority will normally be given to the residual waste service.

All our drivers are trained in making on site risk assessments; they will always have the final say as to whether it is possible to access a road safely and whether frozen pavements are too hazardous for collections.

Vehicles can weigh up to 32 tonnes, and the safety of our crews and the public will always be our first priority.

Policy 25 - Access Issues

Occasionally access cannot be gained to certain areas and streets. This may be due to:

- Road works
- Poorly parked cars
- Delivery vehicles
- Building works
- Overhanging branches
- Road closures

The collection crew will try a number of times to access a road, if they still cannot gain access, this will be reported to the Council. The Council will highlight these areas on its website, where appropriate.

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Where the Council has on three occasions attempted to gain access to area but were unable to do so the Council may make alternative arrangements to collect the waste. These may include (but not be limited to):

- Asking residents to use their own bags, and put out side waste on the next collection
- Arrange the delivery of sacks to properties to enable households to have sufficient capacity to last until their next scheduled collection day
- Requesting residents to bring waste to a different collection point.

Policy 26 - 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 or similar, unless excessive quantities are produced.

This waste should be double wrapped and placed in the residual waste container. Where a large quantity is being produced then the household may be eligible for additional residual capacity under Policy 7b.

Policy 27 – Infectious Healthcare Waste

The Council offers a collection of healthcare waste and sharps and needles from householders upon application endorsed by a health care professional. (i.e. doctor, hospital or nurse). This application must be made through the Council's prescribed application form.

An agreed collection point, day of collection, frequency of collection, size and type of container and any other specific instructions regarding this service will be decided by the Council. In cases where a regular weekly service is not needed, a request based service will be set up. Requests for service must be made a week in advance. All requests for sharps collections will be a request based service.

The Council may request that residents obtain sharps boxes from their health care professional.

Policy 28 – Bulky Special Household Waste Collections

The Council offers all residents a chargeable bulky waste collection service, information on how to book can be found at www.barnet.gov.uk. The charge for this service is set out in our annual Fees and Charges report, available at www.barnet.gov.uk. All items must be presented outside for collection by 06.00am (06:00h) on the specified day of collection.

All items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public.

Items will not be collected from inside houses or outbuildings, back gardens or from up

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steps. The collection point for properties with difficult access e.g. flats, shall be agreed with the Council before collection. If a site visit is needed to establish a collection point, this will be subject to an additional fee. All larger items will be assessed and priced individually.

Once a booking has been made for this service, additional items cannot be added. If a booking is cancelled five clear working days before the collection is due to take place, a refund will be made, subject to an administration fee (for example if the collection was due to take place on a Wednesday, a refund will be made if the cancellation is made before the previous Wednesday). If a booking is cancelled less than five clear working days before the collection is due to take place then no refund will be available, due to administration costs. Full terms and condition for this service will be published on the Council's website and can be found at www.barnet.gov.uk

A list of items that can and cannot be collected can be found at www.barnet.gov.uk

Policy 29 – Events, including Religious Events

The Council may facilitate the collection of additional and/or specific waste, and will publish the arrangements at www.barnet.gov.uk . The arrangements will include the containers that are to be used. The charge for this service is set out in our annual Fees and Charges report, available at www.barnet.gov.uk . Residents will be encouraged to reduce their waste or recycle their waste.

Policy 30 – Places of Worship, Halls and Charities

Where waste arises from a place of worship or from premises used wholly or mainly for public meetings, then one set of standard containers set out at Policy 1A is available. The cost of the containers will be as set out in the Fees and Charges Report available at www.barnet.gov.uk

Where waste arises from premises used wholly or mainly for public meetings (that is exempt from local non-domestic rating by virtue of, in England and Wales, paragraph (1)(b) of Schedule 5 to the Local Government Finance Act 1988), then one set of standard containers set out at Policy 1A is available. The cost of the containers will be at set out in the Fees and Charges Report available at www.barnet.gov.uk .

If the church, mosque, synagogue etc hires out such buildings to other groups not connected with the conduct of religious worship this waste will be treated as commercial waste.

Representations against policy

Any representation against policy can be made by following the guidance at www.barnet.gov.uk

Representation against policy will also be annually reviewed to ensure that our policies continue to comply with relevant guidance.

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Legislation

Under the provisions of the Environmental Protection Act, 1990, Barnet Council is a Waste Collection Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties in the borough. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collecting
- The substances or articles which may or may not be placed within the receptacle(s)
- The frequency of collection(s)

These Recycling and Waste Policies exist to provide clarity on the collection services provided, information on what residents can expect to happen and what they need to do to use the service.

Waste Collection Eligibility

This document refers only to “household waste” as defined by *The Controlled Waste Regulations 2012*.

Definitions

In these policies: -

1. “Bulk Bins” shall mean eurobins and/or paladins and will be referred to by the waste being collected Bulk Bin Residual Waste or Bulk Bin for Commingled recycle.
2. “Bulky Waste” shall mean household waste as defined in the table at Schedule 1, Paragraph 4, points 1 or 2 or 4 or 7 of The 2012 Regulations. That is to say:
 - i) Any article which exceeds 25 kilograms in weight;
 - ii) Any article of waste which does not fit or cannot be fitted into—
 - (1) a receptacle for household waste provided in accordance with section 46 of the Act;
 - (2) or where no such receptacle is provided, a cylindrical container 750mm in diameter and 1m in length
 - iii) Waste which may not be put into a receptacle provided under section 46 of the Act because of a notice served under that section.
3. “Clinical Household Waste” shall mean Clinical Waste and Offensive Waste produced at a domestic property, a residential home, a caravan or a vehicle or vessel used wholly for the purposes of living accommodation which is to be treated as household waste, except that where such a vehicle or vessel is used in the course of a business for the provision of self-catering accommodation, such waste is to be treated as commercial waste and “Offensive Waste” has the meaning given to it by The 2012 Regulations.
4. “Clinical Waste” has the meaning given to it by The 2012 Regulations.
5. “Clinical Waste Sack” shall mean any waste sack of yellow base colour.
6. “Collection Point” shall mean any agreed point where waste is placed by the

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- originator for collection by the Council or a waste carrier.
7. "Commingled Recyclate" shall mean all or any of:
 - i) clean paper;
 - ii) clean cardboard;
 - iii) metal containers for food or drink;
 - iv) glass containers for food or drink;
 - v) household plastic packaging; and
 - vi) cartons for food or drink.
 8. "Contamination" shall mean the placement of items within recyclate or garden waste containers which are not a part of that waste stream.
 9. "Eurobin" shall mean a metal receptacle constructed in accordance with BS EN 840-2:2004 of capacity over four hundred litres and under thirteen hundred litres.
 10. "Garden Waste" shall mean flowers, plants, shrubs, branches and other vegetation suitable for composting. It excludes all food waste, soil, stones, rubble and branches over 20 centimetres in diameter.
 11. "Household Waste" has the meaning given to it by section 75 of the Act but excluding waste listed in the table in Schedule 1, Paragraph 4 of The 2012 Regulations.
 12. "Low Rise Properties" shall mean houses, bungalows, converted houses, and flat blocks where there are 5 or less dwellings.

Type of Low Rise Property	Examples
Low Rise – Standard	Houses, bungalows, converted houses, flats blocks where there are 5 or less dwellings
Low Rise – Modified	House with no frontage and no rear access, bungalow with steep step only access
Low Rise – Modified and requiring "Single use" container collection	Property on a high street, property above a shop

15. "Notice" shall mean a notice issued under section 46 of the Act for household waste and waste listed in the table in Schedule 1, Paragraph 4 of The 2012 Regulations or issued under section 47 of the Act for commercial and industrial waste.
16. "Public Highway" shall mean any street maintainable at the public expense for the purposes of the Highways Act 1980.
17. "Receptacle" has the meaning given to it by section 46 of the Act for household waste, and Schedule 1, Paragraph 4 of The 2012 Regulations, or section 47 of the Act, for commercial and industrial waste.
18. "Recyclate" shall mean any waste segregated from household waste or trade waste receptacles and sent for treatment other than disposal.
19. "Recycling Sack" shall mean a plastic sack made in accordance with BS EN

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- 13592:2003, with a base colour of Clear for Household Waste.
20. "Residual Waste" shall mean household waste or trade waste other than separately stored clinical waste, recyclate, garden waste or bulky waste.
 21. "Sharps Box" shall mean any waste box of yellow base colour.
 22. "Storage Point" shall mean any other point where waste is stored prior to placement at the collection point.
 23. "Street" has the meaning given to it by section 343 of the Public Health Act 1936.
 24. "The 2012 Regulations" shall mean the Controlled Waste (England and Wales) Regulations 2012.
 25. "The Act" shall mean the Environmental Protection Act 1990.
 26. "The Council" shall mean the London Borough of Barnet.
 27. "Waste Sack" shall mean a plastic sack made in accordance with BS EN 13592:2003 with a base colour of purple for Household Residual Waste
 28. "Wheeled Bin" shall mean a receptacle constructed in accordance with BS EN 840-1:2004 of capacity up to four hundred litres.
 29. "Wheeled Bin" shall mean a two wheeled plastic bin of capacity under four hundred litres and will be referred to by the waste being collected for Residual Waste or Commingled Recyclate, or Garden Waste.

Appendix A – Container Volume Provision

The table below outlines the containers which are available to households in Barnet:

Container Provision overview				
	Low Rise - Standard	Low Rise - Modified	Single Use Container Collections	Communal
Residual waste	1 x Black 240L bin ¹	Up to 200 x Purple 70L disposable sacks a year	Up to 200 x Purple 70L disposable sacks a year	Various, refer to Policies 1a and 2
Mixed Recycling	1 x Blue 240L bin ¹	Up to 200 x Clear 80L disposable sacks a year	Up to 200 x Clear 80L disposable sacks a year	Various ²
Garden Waste ³	1 x Green 240L bin	1 x Green 240L bin	N/A	1 x Green 240L bin per 5 flats
Textiles	TBC	TBC	TBC	TBC
Health Care Waste	Dependent on need	Dependent on need	Dependent on need	Dependent on need
Sharps	Dependent on need	Dependent on need	Dependent on need	Dependent on need

1 For small blocks of flats the provision is as per: Policy 1a for existing blocks and Policy 3 for new blocks.

2 Where an operational service exists.

3 Where households have paid for the service.