

November 2023



Domestic Waste and Recycling Policy





Background

Eastleigh Borough Council (EBC) is committed to minimising waste in the Borough, tackling climate change and creating an excellent environment for all. In October 2023, Cabinet approved revisions to the October 2022 Waste and Recycling Policy and this is the agreed Policy. The Policy is written in accordance with The Environmental Permitting (England and Wales) Regulations 2010 as amended.

The Waste Regulations (England and Wales) 2011, Environmental Protection Act 1990, The Controlled Waste (England and Wales) Regulations 2012, the Highways Act 1980 and The Environment Act 2021.

The Service

The Council operates an alternate weekly kerbside collection service for household waste and dry mixed recycling, alongside weekly food waste and fortnightly glass and battery collection services. In addition, chargeable garden and bulky waste collection services are available.

Healthcare waste (often called clinical waste) is also collected from residents following a referral from a GP, District Nurse or other local health professional. For more information visit www.eastleigh.gov.uk/waste-bins-and-recycling/your-collections/clinical-waste

Bin type/colour

Households are required to present their waste and recycling in containers supplied by the Council. All waste and recycling containers must be placed out for collection by 6.30am on the day of collection.

The average household will have a 180 litre black wheeled bin for household waste and a 240 litre green wheeled bin for recycling.

A seven litre brown internal food waste bin (caddy) and a 23 litre brown external food waste bin are also provided. A communal 240 litre wheeled bin is provided for flats.

Households can request to have their coffee pods collected at the same time as their food waste by signing up to Podback, www.podback.org to order free recycling bags.

A 38 litre glass box is provided. A 240 litre wheeled bin is available on request for properties that have large quantities of glass fortnightly (in excess of three glass boxes).

Residents who subscribe to the garden waste service will receive a 240 litre green wheeled bin with a brown lid.

Flats will have 1,100 litre bins for general waste (black lid) and recycling (green lid) for shared use.

Depending on the size of the bin store, either an 1,100 litre or 240 litre wheeled bin will be provided for glass collections.

Only bins provided by, or with the consent of the Council and manufactured in accordance with British Standard EN 840 will be emptied by the Council's collection teams. Bins that do not accord with this criteria will not be emptied.

Bins remain the property of the Council. All properties that can accommodate a wheeled bin anywhere within the boundary of the properties will be required to use one unless agreed otherwise with the waste & recycling service.

Bin capacity

Bin capacity is allocated on the number of occupants per property. All bins must be identified with the property number to ensure only authorised bins are collected. In order to ensure that bins are emptied, they should be numbered by the householder to reflect the property to which they belong.

Unauthorised EBC black household waste bins will not be emptied and will be removed.

Larger or additional household waste (black) bins are not available unless there are extenuating reasons, eg, number of occupants, a household member in nappies or a medical condition that generates extra waste. It must be demonstrated that recycling is actively being carried out and evidence must be provided of how many people live permanently at the property. Extenuating reasons must be agreed by the waste & recycling service. If there are children in nappies an additional or larger container could be provided for a three-year period.

Residents can request a larger or an additional recycling bin, glass box and external kitchen bin if there is space to store it safely off the public highway.

Number of occupants within a domestic premise (including houses of multiple occupancy)	Bin provision
One or two	<ul style="list-style-type: none"> • 1 x 140 litre black wheeled bin (household waste) • 1 x 140 litre green wheeled bin (recycling) • 1 x 7 litre indoor food waste caddy • 1 x 23 litre external food waste bin • 1 x 38 litre glass box
Three to five	<ul style="list-style-type: none"> • 1 x 180 litre black wheeled bin (household waste) • 1 x 240 litre green wheeled bin (recycling) • 1 x 7 litre indoor food waste caddy • 1 x 23 litre external food waste bin • 1 x 38 litre glass box
Six to nine	<ul style="list-style-type: none"> • 2 x 180 litre black wheeled bin (household waste) • 2 x 240 litre green wheeled bin (recycling) • 1 x 7 litre indoor food waste caddy • 1 x 23 litre external food waste bin • 2 x 38 litre glass box

10+	Where a household with 10 or more occupants, or with more than one child in nappies, or for any other acceptable reason, can demonstrate that they have insufficient capacity then they will be allocated additional capacity. This assessment will be made by a Waste Officer.
Flats (per six units)	<ul style="list-style-type: none"> • 1,100 litre black wheeled bin (household waste) • 1,100 litre green wheeled bin (recycling) • Mini glass recycling facility (subject to site assessment) • 240 litre communal wheeled bin for food waste and 1 x 7 litre indoor food caddy per flat (subject to site assessment)s

When to put your bins (containers) out?

All bins, boxes, caddies and bags must be ready for collection from 6.30am on the specified collection day.

All wheeled bins must be presented with the lid closed. They must not be overflowing or too heavy for the collection crew to manoeuvre safely.

Overflowing or heavy bins will not be collected.

A notice will be left on the bin stating why the bin has been left and residents will be required to remove

the excess waste and then wait for the next scheduled collection.

Alternatively, the Council can return to empty the bin providing that the resident agrees to cover the cost of doing so, with payment required in advance.

Glass boxes must not be overfilled - glass must be level with the rim of the box. Batteries must be contained within a clear plastic bag and placed on top of the glass within the box. Batteries and vapes must not go in the household waste or recycling bins, because they can cause a fire in our bin lorries. Vapes can be taken to the Household Waste Recycling Centre/ Eastleigh Borough Council.

Food waste bins must be presented with the lid closed and all waste must be wrapped in either newspaper or a compostable liner .

Following the collection of waste containers, residents are required to remove them from the pavement as soon as possible after collection on the day of collection.

Collection frequency

Wheeled bins and communal bins for household waste and recycling will be collected on alternate weeks.

- Food waste bins will be collected weekly
- Glass boxes/bins and batteries will be collected fortnightly
- Garden waste will be collected fortnightly from subscribed households, with the exception of the Christmas/New Year period.
- Collection dates are available at www.eastleigh.gov.uk/waste-bins-and-recycling/collection-dates



Additional recycling

Residents can request a larger recycling wheeled bin (maximum size 240 litre) or an additional recycling bin if it can be safely stored off the public highway. If on occasions additional recycling needs to be collected, it should be placed in a small cardboard box next to the wheeled bin on the specified collection day. Additional items will not be taken in a plastic bag.

Cardboard - Please rip up and put in recycling bin or fold up neatly and place next to recycling bin. Please note large amounts of cardboard need to be taken the Household Waste Recycling Centre.

Glass - Should a household require additional glass capacity, an additional glass box should be requested. Broken glass should be wrapped in newspaper and placed in the black household waste bin for safe disposal.

Additional household waste

Additional household waste, from alongside or on top of a black wheeled bin, will not be collected except on the collection following the December bank holiday. One refuse sack will be collected, on this occasion only.

It is the responsibility of the householder to dispose of additional household waste as follows:

- Present on the next collection day in their wheeled bin
- Dispose of the waste at their local Household Waste Recycling Centre (HWRC).
- Arrange for a bulky household waste collection from the Council (specified items only). Please note that there is a charge for this service.
- Arrange for another licensed waste carrier to collect and dispose of the waste.

Collection points

Unless otherwise agreed with the Council, householders are required to place their bins, boxes, caddies or bags for collection where the private land ends and the public highway begins (where the property boundary meets the pavement) or on the pavement for collection.

If the property is in a private lane/road, driveway or track, the collection point will, wherever possible, be where the edge of the private lane or road meets the public highway. Householders are required to return their bins to their property by the end of the

scheduled collection day to ensure the highway is not obstructed.

Eastleigh Borough Council reserves the right to change collection points if they are unsafe or impact on the efficiency of collections. Bins must be placed in a visible location for crews.

Collection crews will not enter front gardens, driveways or back gardens to collect waste and recycling, unless an assisted collection has been agreed.

Private Roads and Driveways

The Council's large refuse collection vehicles and collection staff should not be accessing private property and un-adopted roads, as we cannot be held responsible for damage and resultant wear and tear of the private roads. As a general rule, private drives and un-adopted roads are not designed or engineered to accommodate household waste and recycling collection vehicles and are not maintained by the Council. Unless agreed with the waste and recycling service and with a signed disclaimer, all collections will be made from the adopted highway.

Assisted collections

An assisted collection means waste and recycling containers can be collected from within the boundary of a property and returned to the same location once emptied.

Householders with impairments, for example a physical or mental disability, illness or difficulties moving their wheeled bin/container may be eligible for an assisted collection.

Eligibility is based on genuine need and subject to there being no other person at the property able to present the bins.

The person (this could also include family member or carer) making the request will be required to complete an assisted collection form, which can be found online

www.eastleigh.gov.uk/waste-bins-and-recycling/additional-services/assisted-collection-service or if necessary, can be forwarded to the applicant on request. This request will be logged on a confidential database.

All such requests will be agreed by a member of the Waste and Recycling team and will be reviewed on a regular basis. A site visit may be required.

Households are responsible for informing the Council should circumstances change or if there is a change in occupant and the service is no longer required.

Eastleigh Borough Council reserves the right to cancel an assisted collection, having given notice, if we believe it is no longer required.

Non-collected bins

If bins are not collected because of the crews' inattention, the highway is temporarily blocked or for any exceptional circumstance, a return trip will be made to empty the bin. We will attempt to return on your collection day wherever this is operationally possible. If this is not possible, providing access is available, we will return within two working days, unless there are unforeseen circumstances that prevent this.

Residents can report a non-collected bin any time up to the end of the following working day. The Customer Service Centre will inform the waste service, so that a crew can return to complete the collection, on collection day, if operationally possible. Please note, that should our crews still be out working in your area, you may be asked to wait until later in the day to submit your missed collection report. If for some reason you were away or could not report it, within the timescales outlined above please contact us so we can investigate under our dispute process.

When bins are not collected due to the resident not making them available at the specified collection time and day, they will be recorded as not out by our crews.

If they contain incorrect items they will be recorded as contaminated. Under these circumstances, the Council will not be required to empty the bin.

Residents can either:

- Wait until the next scheduled collection
- Choose to dispose of their waste at the HWRC
- Request the Council to return to empty the bin, as long as the resident removes the incorrect items, and agrees to cover the cost of doing so, with payment required in advance

The waste collection service will review vehicle camera footage to resolve disputes about non-collected bins. Once the service has been made aware of a dispute, it will be reviewed within five working days.

Non-collected bins from communal bin stores

- where possible the managing agent will be contacted and advised of the support and options available.

Incorrect items in your bins

Where a bin has been observed as having incorrect items in it, a notice will be left on it stating why it has not been emptied and the crew will report it. This applies to all bins. The Council will (where possible) contact the managing agent directly for properties with communal bin stores.

Residents who regularly put recycling in the household bin and household waste in the recycling bin could face a fixed penalty notice under Section 46 of the Environmental Protection Act 1990.

Residents will be required to remove incorrect material and wait for the next scheduled collection for the bin to be emptied.

Alternatively, as long as the incorrect items are removed, residents can request that the Council returns to empty the bin, provided that the resident covers the cost of doing so, with payment required in advance.

Replacement bins

It is the householder's responsibility to pay for the administration and delivery of replacement household waste (black) wheeled bins from Eastleigh Borough Council should the bin go missing. Payment should be made online or via Customer Services. Bins not supplied by the Council will not be emptied.

The charge has been introduced to cover the administration and delivery of bins and is intended to encourage residents to take responsibility for the wheeled bins provided and to reduce demand for replacement containers.

The charge applies to a resident moving into an existing home if the black bin has not been left by the previous resident. This applies to rented, social and privately owned properties.

However, should any bin be damaged or lost due to crew error, the Council will replace it at no charge to the resident. **Please make sure you number your replacement bin once you receive it.**

Garden waste bins remain the property of the Council and will be collected when a resident no longer subscribes to the service

Recycling bins, glass boxes and food caddies will be replaced free of charge.

The delivery and administration charges for lost bins will be reviewed annually in the Council's Fees and Charges report.

Bins for new developments

Property developers are required to meet the cost of providing all bins, boxes and caddies for new developments and these must be procured through the Council and agreed in advance with the Waste and Recycling team.

Developers are required to ensure that all premises have adequate storage space for containers and easy access for collection vehicles is in place.

Further information on the storage and collection of waste and recycling can be found in our Supplementary Planning Document www.eastleigh.gov.uk/media/1270/qualityplacessupplanning.pdf

Additional information can be found at: www.eastleigh.gov.uk/business/support-for-businesses/commercial-services/commercial-waste-recycling/bins-for-new-developments

Residential homes/schools

Where requested to collect waste from residential homes/hostels or schools a charge will be made.

Other waste collections

Charity shops

- Waste from charity shops is not permitted in the domestic waste stream and will not be collected;
- A separate, chargeable service for charity shop waste is offered through the Business Waste Collection Service. Details are available at www.eastleigh.gov.uk/businesswaste

Businesses working from home

- Waste from businesses working from home (including childminders) will be subject to a charge
- No additional capacity will be provided for waste from businesses working from home. A business can pay for a commercial waste and recycling collection by visiting www.eastleigh.gov.uk/businesswaste

In the event that householders do not comply with the policies of waste from businesses working from home (including childminders), the following process will apply:

- The bin will not be emptied; an advice note will be left by the collection crew giving the reason
- Advice will be given to the householder on their responsibilities under the Duty of Care; the bin can be emptied by the Council for an appropriate charge

Please note, homes being run as holiday lets, would be expected to pay for their waste collections.

Animal waste in domestic bins

Waste from domestic pets is collected as part of household waste (black bin) collections only.

- The waste must be wrapped
- No additional capacity will be provided for waste from domestic pets
- The quantity of waste will be limited by the weight of the bin, i.e. if it's overfilled with heavy waste (cat litter especially), then no collection will be made
- Waste from businesses e.g. catteries and kennels is defined as industrial waste under the Controlled

Waste Regulations (Schedule 3). As such, the Council has no duty to collect it. Paid collections can be made through the Business Waste Collection service on request

- In the event that householders do not comply with the policies on animal waste in the domestic wheeled bins the following process will apply:
- The bin will not be emptied; an advice note will be left by the collection crew giving the reason
- Residents will be required to remove the offending material then either:
 - wait for the next scheduled collection
 - dispose of their waste at the HWRC
 - request the Council to return to empty the bin, provided the resident agrees to cover the cost of doing so, with payment required in advance, or arrange for a licensed waste carrier to collect and dispose of the waste.

Garden waste in domestic bins

Garden waste is not permitted in the household waste or recycling waste bins and will not be collected;

A separate, chargeable service for garden waste is available to householders. Information on how to subscribe is available on www.eastleigh.gov.uk/gardenwaste

DIY waste in domestic bins

The Council recognises that on rare occasions, small amounts of DIY waste will be placed in the black wheeled bin for collection.

- The quantity of waste will be limited by the weight of the bin, i.e. if it's overfilled with heavy waste, then no collection will be made
- No additional capacity will be provided for DIY waste
- Paint tins are not accepted for collection in the black wheeled bin as they get compressed during the collection process causing paint residue to leak onto the road surface
- Brick rubble is not accepted for collection through the black wheeled bin as the weights involved contravene Health and Safety Guidelines
- Hazardous material such as plasterboard will not be accepted and should be disposed of appropriately

Garden waste bins

In the event that householders do not comply with the policies relating to the collection and disposal of garden waste, the following process will apply:

The bin will not be emptied, an advice note will be left by the collection crew giving the reason:

- Residents will be required to remove the offending material and then wait for the next scheduled collection
- Residents may choose to dispose of their waste at the HWRC
- Request the Council to return to empty the bin, provided the resident agrees to cover the cost of doing so, with payment required in advance, or arrange for a licensed waste carrier to collect and dispose of the waste.

Healthcare (Clinical) waste

The Council provides a non-chargeable separate collection for infectious waste and discarded sharps from domestic properties.

- The person making the request will be required to complete a Healthcare Waste Collection request which must be signed by their GP. This request will be logged on a confidential database, which will be provided to the crew only
- All requests will be agreed by a waste management officer and will be reviewed annually
- Should a collection not take place, it will be scheduled for the next available day.

For more information visit: www.eastleigh.gov.uk/waste-bins-and-recycling/your-collections/healthcare-waste

Bulky household waste collections

Eastleigh Borough Council provides a separate chargeable collection of bulky household waste; a list of items suitable for collection are as follows:

- Furniture (such as sofas, chairs and tables)
- Fridge freezers
- Televisions
- Washing machines
- Carpets (underlay and carpet classed as two separate items)
- Mattresses
- Bathroom suites (bath, toilet, sinks), please note we do not collect cast iron baths

Please note, following guidance from The Environment Agency and DEFRA, sofas and upholstered items contain persistent organic pollutants and must be collected separately from other bulky waste items. These items can be booked for collection for the same date as other items but will be collected at a different time during the day.

We cannot collect:

- DIY waste such as fixtures or fittings
- kitchen units/worktops or tiles
- miscellaneous waste

Collections are made on a specified day. Only those items listed at time of request will be collected.

- Payment of the relevant charge must be paid prior to the collection
- Residents are required to present their items no earlier than 24 hours before collection
- Where practicable, items to be collected must be presented for collection at the front of the householder's property or at the point where the refuse is collected from on their collection day. If the householder has a valid reason and is unable to carry the items to the collection point and there is no one else available to do so, an assisted collection may be provided
- No collections will take place from inside the householder's home or communal housing block under any circumstances. No collections will take place from communal properties where there are a significant number of steps/staircases.
- If a collection is not made on the day specified due to unforeseen circumstances, the resident will be contacted to rearrange the collection
- No refunds will be given for cancellations or for items you no longer want collected.

For more information visit: www.eastleigh.gov.uk/waste-bins-and-recycling/additional-services/bulky-waste

Concessions

Concessions will be available for residents in receipt of housing benefit and council tax support for bulky waste and garden waste collections.

These concessions will be reviewed annually under the Fees and Charges report.

Alternative arrangements

Please note special arrangements will be employed during periods of adverse weather, Bank Holidays or circumstances beyond the control of the Council. Information on these changes will be advertised on our website and through our Your Weekly Borough News email service.

We will make every effort to minimise any disruption to residents and will endeavour to collect containers as soon as we can.

Contacts

Household Waste and Recycling Centres (HWRCs) (Hampshire County Council-run)

Eastleigh – Stoney Croft Rise, Chandler’s Ford, Eastleigh SO53 3YU

Fair Oak – Knowle Lane, SO50 7DZ

Hedge End – Shamblehurst Lane SO30 2AD Netley – Grange Road, SO31 5FF

Eastleigh Borough Council, Eastleigh House, Upper Market Street, Eastleigh, SO50 9YN

Telephone: 023 8068 8000

Email: customerservicecentre@eastleigh.gov.uk