



HOUSEHOLD WASTE & RECYCLING COLLECTION POLICY

Environmental Protection Act 1990
(Sections 45 & 46)

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CONTENTS

1. [Introduction](#)
2. [Household Waste and the Law](#)
3. [Collection Operating Hours](#)
4. [Missed Collections](#)
5. [Adverse Weather Conditions](#)
6. [Collection Point](#)
7. [Domestic Residual Waste Collection](#)
8. [Domestic Kerbside Recycling Collection](#)
9. [Domestic Kerbside Food Waste Collection](#)
10. [Bin Charges](#)
11. [Additional Bins](#)
12. [Excess waste](#)
13. [Assisted “backdoor collections”](#)
14. [Additional Services Available On Request](#)
 - [Bulky Uplift Collections](#)
 - [Garden Waste Collections](#)
15. [Contamination of Recycling Bin](#)

[Schedule 1](#)

1. [Specified Recycling Materials](#)
2. [Bin Purchase Charge](#)

1. Introduction

This policy outlines the arrangements for the kerbside collection of household waste from domestic properties in Highland. The policy sets out the services that the Highland Council will provide to households to contribute to the efficient and cost-effective management of waste in Highland. It also outlines the actions and behaviours required of householders to contribute to the policy objectives of minimising waste and improving the quality and quantity of recycling at kerbside.

The Household Waste and Recycling Collection Policy does not apply to commercial waste. A separate policy pertaining to commercial waste and recycling is available on the Highland Council's [website](#).

2. Household Waste and the Law

The Council's relevant legal obligations are prescribed in the Environmental Protection Act 1990.

45(1)(a) to arrange for the collection of household waste in its area except waste (i) which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting would be unreasonably high (and that adequate arrangements for its disposal have been or can reasonably be expected to be made).

46(1) Where a waste collection authority has a duty by virtue of section 45(1)(a) above to arrange for the collection of household waste from any premises, the authority may, by the notice served on him, require the occupier to place the waste for collection in receptacles of a kind and number specified.

In making requirements as respects receptacles under subsection(1) above, the authority may, by notice under that subsection, make provision with respect to:-

- a) The size, construction and maintenance of the receptacles
- b) The placing of the receptacle for the purpose of facilitating the emptying of them and access to the receptacles for that purpose.
- c) The placing of the receptacles for that purpose on highways or, in Scotland, roads
- d) The substances or articles which may or may not be put into the receptacles or compartments of receptacles of any description and the precautions to be taken where particular substances or articles are put into them; and
- e) the steps to be taken by occupiers of premises to facilitate the collection of waste from the receptacle.

3. Collection Operating Hours

All householders must present their bin by 7am on the day of their collection. Although routes tend to be fixed, unforeseen circumstances may result in changes to normal route operation. Householders can confirm their collection days by visiting www.highland.gov.uk/bindays, e-mailing recycle@highland.gov.uk or contacting the Highland Council Service Centre on 01349 886603.

During normal conditions bins may be collected at any time during the working week (Monday to Friday) between 7am and 4pm. In other circumstances collection may be provided out with these times.

Christmas and New Year collection arrangements may differ from standard arrangements. Changes to scheduled collections over this period will be publicised ahead of time and affected householders will be advised of their alternative collection dates.

4. Missed Collections

Missed collections may result from vehicle breakdown, temporary restricted access, adverse weather, refuse crew error or a householder failing to present their bin on the scheduled collection day/time.

In the event of a missed collection resulting from no fault of the householder, collection staff will return to collect a missed collection where it is practicable to do so. In the event of a remote missed collection, the service will offer to remove excess black bags up to the equivalent volume of the missed collection (ordinarily 240 litres) on the next scheduled collection day.

The service will not return to collect a missed collection in the event of a householder failing to present their bin on the scheduled day or time. Nor will any additional waste be uplifted on the next scheduled collection day.

5. Adverse Weather Conditions

It is foreseeable that during adverse weather conditions the service is at risk of widespread disruption. During adverse weather, when on route, the driver in consultation with a direct supervisor will make a decision whether to access a road / street based on route safety. During extreme conditions, the waste manager will make a decision on the withdrawal of a complete route or service.

Interruptions to service delivery on individual routes will be notified to the Service Centre for dissemination to the public. During area-wide service disruption in addition to notifying the Service Centre, service updates will be issued through the Highland Council's website and social media channels.

6. Collection Point

The collection point shall normally be at kerbside, or where no kerbside exists, at road end at the nearest point of an adopted roadway. The bin will be returned to the collection point after uplift.

The Council recognise that from past agreements, a number of existing collections are on an un-adopted roadway. The Council may change these collection points if:

- The road surface presents an unacceptable risk to personnel, property or vehicles.
- Safe vehicular access and egress can no longer be achieved.
- Re-routing demonstrates efficiency to the service.

Any decision to change a collection point will be based on a risk assessment undertaken by the waste management officer.

New Housing Schemes

Where new houses have been occupied and the access roads being constructed for Council adoption are incomplete, the Waste Operations Manager will determine whether or not there is safe access for collection vehicles. If access is not considered safe meantime, uplift shall be at the nearest agreed point on the adopted road system.

7. Domestic Residual Waste Collection

This service provides to householders a collection of a 240 litre bin for residual waste. The residual bin will be collected on a scheduled day, on the alternate week to the bin collection for mixed dry recycling.

8. Domestic Kerbside Recycling Collection

The Council will provide householders with a kerbside collection of a 240 litre recycling bin on a scheduled day on the alternate week to the residual bin collection. The range of materials collected in the recycling bin may vary as markets develop or alter. Householders will be given advance notification of any changes to the collection system. The materials currently accepted in household recycling bins are detailed in [Schedule 1 \(Section 1\)](#) of this Policy document and made available on the [Highland Council recycling webpage](#).

9. Domestic Kerbside Food Waste Collection (where applicable)

The Council will provide householders in applicable areas with a weekly collection of a 23 litre caddy of domestic food waste. Where practicable the collection days will be scheduled to take place on the same weekday as households' alternate weekly residual and recycling collections.

Information regarding the service and areas eligible for collections can be found on the [Highland Council's Food Waste webpage](#).

10. Bin Charges

Occupiers of new houses are required to supply a green coloured wheeled bin with a capacity not greater than 240 litres. Bins should comply with British Standard EN840 to ensure that they are able to be emptied safely and efficiently by collection vehicles. The Highland Council is unable to collect bins which are not compatible with the collection vehicles. Consequently, it is in householders' interests to confirm that any bins they purchase are suitable. The Council can supply and deliver a residual wheeled bin for a charge.

This charge is detailed in [Schedule 1 \(Section 2\)](#) of this Policy document. The charge will increase annually in April of each year in line with inflationary indices or as agreed by Members.

No charge will be levied for the supply of recycling bins. Replacement bins to existing houses will be provided free of charge.

11. Additional Bins

The standard provision to the householder is:

1 x 240 litre Residual Bin

1 x 240 litre Mixed Dry Recycling Bin

One additional 240 litre residual wheeled bin and one additional 240L dry recycling bin can be provided to a household with six or more persons in permanent residence or where a householder's medical condition demonstrates a need for additional bin capacity.

In areas which receive the service, one additional 23 litre food waste caddy can also be provided to households meeting these criteria.

An application form must be completed for all requests. Applications will be subject to at least biannual reviews or at a frequency directed by the Head of Waste Management. Householders may be required to demonstrate that they are making full use of the recycling service to the best of their ability before an additional refuse bin will be issued.

Only additional bins with an authorised 2nd bin sticker affixed will be uplifted.

12. Excess Waste

A bin will not be uplifted in the following circumstances:

- a) Where the bin is overfilled with refuse or recycle preventing closure of the lid.
- b) Where a bin or storage area is inaccessible due to side waste.
- c) Where the material contained in a bin is too heavy to be safely manoeuvred by the collection crew without risk of harm or injury.
- d) Where the weight of the material in a bin is too great to be lifted by the collection vehicle or considered to pose a risk of causing damage.

The bin will not be uplifted until the situation has been resolved to the satisfaction of the Council.

Excess waste out-with the bin will not be collected.

An overloaded bin or side waste will be highlighted to the householder by a sticker being attached to the bin.

13. Assisted “backdoor collections”

The Council will provide an assisted backdoor collection where the householder can demonstrate that he / she is physically unable to present his / her bin and no other permanent resident at the address can assist and where collection vehicle access is achievable.

An application form must be completed for all requests. Applications will be subject to at least biannual reviews or at a frequency directed by the Head of Waste Management.

14. Additional Services Available on Request

Where it is practicable to do so the Council offers the following additional chargeable waste collection services on request to householders:

Bulky Uplift Service

This chargeable service provides householders with an uplift option for the collection of certain household wastes including a range of free-standing domestic items that cannot fit into the standard residual bins provided by the Highland Council for kerbside collections. The Bulky Uplift Collection Policy can be found at www.highland.gov.uk/bulkyuplift.

Garden Waste Collection Service

This chargeable service provides householders with an uplift option for the collection of organic garden waste on a scheduled day fortnightly. Garden Waste Collection Service Terms and Conditions can be found at www.highland.gov.uk/gardenwaste.

15. Contamination of Recycling Bins

A sticker will be attached to a recycling bin to alert a householder of a contamination problem. A contaminated recycling bin will not be collected until the bin is in a satisfactory condition i.e. – only contains recyclable material detailed in the information provided by the Council

Waste Management Assistants and Officers will engage with households to provide advice and guidance where a contamination problem has been highlighted.

Consideration will be given to taking action under S46 of the Environmental Protection Act 1990 against persistent offenders.

HOUSEHOLD WASTE AND RECYCLING COLLECTION POLICY

SCHEDULE 1

1. Specified Recycling Materials –

Kerbside Dry Recycling Bin

Paper & envelopes – e.g. paper, envelopes (plastic windows removed), newspapers, magazines, catalogues, unwanted mail, telephone directories, greeting cards, shredded paper

Food tins, drink cans & aerosol cans – e.g. steel tins, aluminium cans, empty aerosol cans

Cardboard – e.g. food packaging (no food debris), cardboard boxes, egg boxes, toilet roll holders, cardboard-based food & drinks cartons (tetrapaks)

Plastic – plastic bottles e.g. milk bottles, fizzy drink bottles, water bottles, detergent bottles, plastic bottle lids, plastic tubs, trays & pots (food related) e.g. yoghurt pots, ice cream tubs, margarine tubs, veg trays

2. Bin Purchase Charge – 2021/22

240litre residual waste bin - £57.67 (including VAT and delivery)