

Waste Management Policies 2020

This document sets out the Sheffield's waste and recycling policies for the following services:

1. General Waste and dry recycling collection services
2. Garden waste collection service
3. Bulky waste collection service
4. Dry stores
5. Clinical waste
6. Chargeable collections
7. Special Events
8. Household Waste Recycling Centres
9. Waste Minimisation
10. Education and Enforcement
11. Abandoned Vehicles
12. Complaints

Appendix 1: Assisted Collection policy

Appendix 2: Waste Management Education and Enforcement policy

Appendix 3: Waste management Abandoned Vehicle policy

1. General Waste and Dry Recycling Collection Services

1.1. *Materials collected*

- 1.1.1. Sheffield City Council provides households with free collection services for household waste and dry recycling. The services provided include separate collections of:
- Fibres (Paper and card)
 - Containers (Glass bottles and jars, tins, cans, and plastic bottles)
 - General waste
- 1.1.2. The addition of further materials, including mixed plastics will be considered if a cost effective, sustainable disposal outlet becomes available.

1.2. *Households:*

- 1.2.1. This section sets out the service policy for all households, excluding flats, maisonettes, sheltered and supported living accommodation and purpose built student accommodation.
- 1.2.2. Collection Capacity
- 1.2.2.1. The **weekly** waste and dry recycling collection capacity provided to houses has been calculated based on the needs of the average household:
- General waste: 120 litres
 - Containers: 60 litres
 - Fibres: 35 litres
- 1.2.3. *Collection Frequency*
- 1.2.3.1. The standard collection arrangement for households with their own waste and dry recycling bins is:
- Week 1: General waste
 - Week 2: Fibres: Paper and card
 - Week 3: General waste
 - Week 4: Containers: Glass, cans, plastic bottles
- 1.2.3.2. As general waste is collected every two weeks, the weekly collection capacity of 120 litres will be multiplied by 2 (240 litres). As dry recycling (Containers and Fibres) are collected every 4 weeks, the weekly collection capacity will be multiplied by 4 (240 litres for containers, and 140 litres for fibres).
- 1.2.3.3. The default position will be for the collection of general waste and dry recycling to take place on the same day on alternate weeks. However,

Sheffield City Council reserves the right to collect on different days if this would achieve increased service efficiency.

1.2.4. *Container provision*

1.2.4.1. Households will be provided with their own set of waste and dry recycling bins. Each set will include:

- 1 x 240 litre wheeled bin for general waste
- 1 x 140 litre wheeled bin for fibres paper and card) and 1 x 240 litre bin for the collection of containers (glass, cans and plastic bottles).

1.2.5. *Ownership and labelling*

1.2.5.1. All new bins provided by the Council will be numbered to identify which household the bin is allocated to. This is to reduce the risk of bins becoming lost or stolen.

1.2.5.2. Residents can choose to put their house number on their existing bins provided to their property or if they purchase their own.

1.2.5.3. All bins provided by Sheffield City Council remain the property of the Council.

1.2.5.4. All waste and recycling bins provided must remain with the property and must not be removed. In the event of a house move, including where additional black bin capacity is provided under the Council's extra capacity policy, the bins must be left at the old property and a new request made for the new property once the move has been completed.

1.2.6. *New developments and properties*

1.2.6.1. New developments and properties must be designed to ensure sufficient storage space is in place to meet the general waste and dry recycling collection capacity allocation requirements as set out in section 1.2.4.

1.2.6.2. All new domestic properties are required to pay Sheffield City Council for the provision of the general waste and dry recycling (containers and fibres) bins needed to meet the capacity allocation. Alternatively, these bins can be provided from a third party supplier. Any costs must be paid for by the developer, managing agent, owner or occupier.

1.2.6.3. The bin charges will be subject to an annual price review and will be provided on request, and will be published on the Council's website.

1.2.6.4. Bins to new properties will be scheduled to be delivered within 10 working days of payment being received.

1.2.6.5. Customers can choose to provide their own waste and recycling bins, however these must meet the specification set out, including the BS EN 840

quality standard, to ensure safe collection. The customer must also agree to the Council's terms and conditions in order for the Council to provide a collection service. This specification and the terms and conditions will be made available on request and will be published on the Council's website.

- 1.2.6.6. A notice under Section 46 of the Environmental Protection Act 1990 will be issued to all households where bins are provided by the Council, or where the Council is notified that a household has provided its own bin. This Notice will provide formal notification of how to use the waste and recycling bins.
- 1.2.6.7. Further information regarding planning requirements for waste and recycling storage for new developments (see Appendix 4) will be provided on the Council's website.
- 1.2.7. *Replacement and abandoned Bins*
 - 1.2.7.1. A charge (subject to annual price review) will be made for the replacement of lost/damaged or stolen general waste bins. These charges will be provided on request, and will be published on the Council's website.
 - 1.2.7.2. No charge will be made where a bin has been recorded as being lost in the back of a refuse collection vehicle or damaged by the collection crew during collection. Customers must report issues of lost or damaged (by the crew) bins within two working days of the collection taking place.
 - 1.2.7.3. Households can request for their standard 240 litre black bin to be replaced for a smaller bin. No charge will be made for providing a smaller black bin.
 - 1.2.7.4. No charge will be made to replace the bins provided for the collection of dry recycling (containers and fibres).
 - 1.2.7.5. Customers can choose to provide their own replacement general waste bins, however these must meet the specification set out, including the BS EN 840 quality standard, to ensure safe collection. The customer must also agree to the Council's terms and conditions in order for the Council to provide a collection service. This specification and the terms and conditions will be made available on request and will be published on the Council's website.
 - 1.2.7.6. Replacement bins will be scheduled to be replaced with 5 working days of an approved request being received and payment being received if required.
 - 1.2.7.7. A notice under Section 46 of the Environmental Protection Act 1990 will be issued to all households where bins are provided by the Council, or where the Council is notified that a household has, or intends to provide its own bin. This Notice will provide formal notification of how to use the waste and recycling bins.

1.2.7.8. Any unused or abandoned bins left on the highway should be reported to the Council for collection. Collection will be scheduled to take place within 5 working days.

1.2.8. *Collection times*

1.2.8.1. General waste and dry recycling (fibres and containers) collections operate Monday to Friday between 6am - 9pm. However, where a service is disrupted, for example due to bad weather, collections may take place outside these times. Further information can be found at 1.2.13 - Adjustments to the standard service: Collection day

1.2.8.2. Collections will take place on all Bank Holidays with the exception of Christmas Day, Boxing Day and New Year's Day, or their designated Bank Holidays.

1.2.8.3. No collections will take place within clearways or locations with other highway restrictions during the designated times, unless special permission has been granted by Council.

1.2.9. *Presentation and storage of bins*

1.2.9.1. All bins should be stored within the property boundary and not on the highway between collections.

1.2.9.2. Residents are required to place their waste and recycling bins at the specified collection point on their scheduled collection day before 6am (and no earlier than 6pm the day before) and then remove their bins back on to their property no later than 9am on the day after collection.

1.2.9.3. Where, for reason of age or mobility there is no-one in a household able to move the bins to their collection point, an application can be made for an assisted collection service. The collection crew will then collect and return the waste and recycling bins after emptying to their usual point of storage. The assisted collection policy can be found in [Appendix 1](#).

1.2.9.4. The collection point is the pavement at its edge with the nearest public highway (kerbside). In most circumstances, this will be at the front of the property.

1.2.9.5. Where the nature of, or access to a property, means collection cannot be made from directly outside the property, the Council/service provider will identify an alternate point of bin storage and/or collection point.

1.2.10. *How to use the waste and recycling containers*

1.2.10.1. Residents must ensure that the correct materials are placed inside each waste and recycling bin:

- Black bins are for general household waste
- The 240 litre brown recycling bin is for glass bottles and jars, cans and plastic bottles
- The 140 litre blue bin is for paper and card.

1.2.10.2. It is the householder's responsibility to ensure that their recycling bins contain the correct materials. A bin will not be emptied if it contains incorrect materials. Information will be attached to the bin to explain why it hasn't been emptied, and the householder will be required to remove the incorrect items and present it for collection on the next scheduled collection day. Alternatively, if it is the first time that the recycling bin has not been emptied due to containing incorrect materials in a twelve month period, a request can be made for a reset. At the point of requesting a reset, the customer/s will be issued with a notice under Section 46 of the Environmental Protection Act 1990 to provide formal notification of how to use the bins provided. The bin will then be scheduled to be emptied within 10 working days however the contents will not be recycled.

1.2.10.3. New occupiers of a property who acquire a recycling bin containing incorrect materials can request a reset. This will be scheduled for collection within 10 working days and will be emptied as general waste and therefore not recycled.

1.2.10.4. Bins that are presented with their bin lid up (overloaded) pose a health and safety risk to the collection crews and can cause littering issues. A number of serious injuries have occurred where overloaded bins have been placed on to the bin lift, resulting in waste falling on to the collection operative below. To minimise the risk to employees and to reduce the risk of littering, bins must be presented with the bin lid flat against the body of the bin. Bins will not be emptied where the lids are not fully closed. Where a bin is not emptied for this reason, information will be attached to the bin and the household will be required to remove sufficient waste to allow the bin lid to close, and then place the bin out for collection on the next scheduled collection day.

1.2.10.5. Households should ensure that bins are not too heavy to allow for safe collection. Heavy bins present a health and safety risk to the collection crews. A number of serious injuries have occurred where excessively heavy bins have been placed on to the bin lift, causing them to break and fall on to the collection operative below. To minimise the risk to employees any bins deemed by the collection operative to be excessively heavy will not be emptied. Information will be attached to the bin and the household will be required to remove sufficient waste to allow safe collection on the next scheduled collection day.

1.2.10.6. The waste and recycling collection capacity provided to households should be sufficient to meet the needs of the vast majority of households. For large households, or households with unique circumstances which leads to extra waste, an application process is in place for requesting extra capacity – see 1.2.12. For this reason, together with the need to reduce the risk of littering,

and encourage households to reduce and recycle their waste, extra general waste put out for collection next to their black bin will not be taken. Where extra waste is presented, the bin will be emptied and the extra waste will be left in situ. Information will be attached to the bin to explain to the customer why the bagged waste was left, and how to dispose of the extra waste. The presentation of extra waste will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).

- 1.2.10.7. Additional paper and card may be presented for collection next to the blue bin. Any extra material should be neatly bundled, and be no bigger in size than a blue bin. Where the extra paper and card cannot be collected because it is too large, information will be attached to the blue bin to explain why it hasn't been taken and the resident will be required to remove it from the highway. Failure to remove the paper and card will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).
- 1.2.10.8. Extra glass bottles, cans and plastic bottles placed out for collection will not be taken, unless as part of a service recovery operation as set out in 1.2.13. These materials will only be collected if placed in the correct recycling bin. Information will be attached to the recycling container to explain why it hasn't been taken and the resident will be required to remove it from the highway. Failure to remove the extra recycling will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).
- 1.2.10.9. If, despite following the above, a bin is not emptied on the scheduled collection day, households can report a missed collection. Unless a service alert is in place, the collection crew will then return and empty the bins within one working day of the report being received.
- 1.2.11. *Adjustments to the standard service: Container type*
 - 1.2.11.1. Where the nature and/or location of a household means a bin service cannot be provided, a weekly black sack collection service will be provided for general waste. The sack service will be collected from within the curtilage of the property. No sack service is available for the collection of dry recyclables, however the household can request to use the standard recycling service if they present to the nearest adopted highway. The decision to provide a sack service is at the discretion of Sheffield City Council.
 - 1.2.11.2. Shared bins may be provided to groups of houses/streets where there is limited space to store bins on the property, where there is limited usage of recycling bins, or where steps make it difficult to remove bins from the highway. Shared waste and or recycling bins will only be introduced following a period of consultation and where at least 30% of the households that would be directly affected respond, and where 50% or more of these respondents support the change. To ensure that every house that will be affected by the proposed change has the opportunity to contribute, every

property will receive at least two postal consultations. Households receiving an assisted collection service will have the option to keep their own bins, or be provided with an alternative service, if they are unable to use shared bins.

1.2.12. *Adjustments to the standard service: Collection Capacity*

1.2.12.1. The standard capacity allocation provided to households is set out in sections **Error! Reference source not found..4**. Households using all recycling services available and with 6 or more permanent residents, are eligible on request, for extra general waste capacity.

1.2.12.2. The table below sets out the capacity allowance based on household size.

Number of residents	Black bin	Brown bin	Blue bin
1-5	240	240	140
6	360	240	140
7	360	240	140
8	2 x 240	240	140
9	2 x 240	240	140
10	1 x 360 and 1 x 240	240	140

1.2.12.3. Recognising the impact of nappies in the amount of general waste a household generates, any child aged under the age of 3 will be classed as 1.5 residents. This means that a household of five permanent residents with two children aged under 3, will qualify for the 6 person entitlement.

1.2.12.4. Households where one or more person has a medical condition which generates additional waste can, if they are struggling to manage with the capacity provided, apply for additional capacity regardless of household size. Applications of this nature will be considered in line with the provision of the clinical waste collection service, see section 5.

1.2.12.5. Households requesting additional capacity will be required to complete an application form. The applicant will be required to provide evidence of occupancy for each permanent occupier of the household. Accepted evidence includes copies (not original documents) of:

Adults

- a bank/credit card statement (dated in the last three months)
- a utility bill (dated in the last three months)
- Council Tax statement (current financial year)
- Driving license/Passport
- Tenancy agreement
- Benefit letter or Universal Credit notice
- Other evidence dated within the past 3 months which states the name and address of the occupier, at the discretion of Sheffield City Council

Children

- annual child benefit award letter or
- a bank statement
- NHS registration card
- Child Tax Credit Award or Universal Credit notice
- Other evidence dated within the past 3 months which states the name and address of the occupier, at the discretion of Sheffield City Council

Students

- Evidence stated for 'Adults', confirming term time address
- a letter from higher education establishment confirming attendance and term time address
- Other evidence dated within the past 3 months which states the name and address of the occupier, at the discretion of Sheffield City Council

1.2.12.6. Where evidence is not provided for one or more members of the household listed in the application, this person/s will not be considered in the household total. Checks on occupancy may be carried out on the information provided to ensure the information provided is correct.

1.2.12.7. Additional capacity is granted based on the household's circumstances at that time of the application. The household must inform the Council of any changes in the number of permanent occupiers. The Council reserves the right to remove any additional capacity if a change in circumstances means the household is no longer eligible.

1.2.12.8. Where an application for additional capacity is approved, the householder will be required to make a payment to cover the provision of the extra general waste capacity. Details of this charge, which is subject to an annual price review are available on request, and will be published on Sheffield City Council's website.

1.2.12.9. A condition of providing additional general waste capacity is that the household must use the recycling services provided. Where a household chooses not to do so the Council reserves the right to withdraw the additional general waste capacity. No refund will be issued where general waste collection capacity is removed under these circumstances.

1.2.12.10. At least every 3 years the Council will contact households with additional capacity to make sure they are still eligible. Where a household no longer meets the criteria, or where no response is received, the additional capacity will be removed and the standard allocation reinstated. No charge will be made for any reduction in collection capacity. However a charge will be made to reinstate any additional capacity if a successful application is subsequently received following removal.

1.2.12.11. Collections will take place in accordance with the policy set out in this document, and if a household obtains additional general waste or recycling

capacity above the entitled amount, the additional bins will not be emptied, and the additional capacity will be removed. No refund will be provided where a payment was made to receive the additional capacity.

1.2.13. *Adjustments to the standard service: Collection day:*

1.2.13.1. There are a number of situations where collections may take place outside of the scheduled collection day:

- During service alerts, due to service disruption caused by bad weather, a police incident, strike or other significant unforeseen event.
- Due to public holidays, limited to Christmas Day, Boxing Day, and New Year's Day or their nominated Bank Holiday.
- Due to access issues, including road closures, preventing collection on the scheduled collection day.

1.2.13.2. Any changes resulting from a service alert will be for a temporary period, to allow the recovery of any affected collections and will be communicated to residents on the Council's website, and where appropriate, via social media and via a press release.

1.2.13.3. Where information regarding road closures is known in advance and where these closures will prevent collections from taking place, temporary changes to the waste and recycling collection service may be provided, at the discretion of the Council, until access is made available again.

1.2.13.4. To enable residents to manage the amount of waste generated as a result of a delayed collection, consideration will be given, based on the duration of the delay, to accepting additional bagged waste and/or recycling. The decision to take extra waste and recycling will be communicated at the time of the service delay, and will clearly set out how the additional material should be presented and any limits.

1.2.13.5. Any changes resulting from public holidays will be for a temporary period, to allow the recovery of any affected collections will be communicated to residents on the Council's website, via social media and via a press release.

1.2.13.6. A maximum of three, tied, black sacks of extra general waste will be collected from households affected by a change of scheduled collection day over the Christmas and New Year period. Bags of additional cans and plastic bottles will also be collected, glass bottles must go in the brown bin. Further information will be provided at the time to explain when the extra waste will be collected.

1.2.13.7. When a collection cannot be made due to access being restricted by parked cars on the highway, or road closures, further attempts will be made until the containers are emptied.

1.2.13.8. The Council may take action where there are repeated problems with access. This action may involve, although not exclusively, imposing new or enforcing existing parking restrictions, contacting the owners of cars repeatedly blocking access, changing the collection day/time, changing collection points or service provided.

1.2.14. *Adjustments to the standard service: Removal of service*

1.2.14.1. Residents may elect (by written notification) not to receive any waste collection or recycling services from the Council, but to make their own suitable and legal arrangements for the disposal of all their waste. The recycling service will not be removed simply because a household wishes not to use it. In any circumstances, the Council will not consider any refund/rebate of Council Tax. Once written confirmation is received arrangements will be made to remove any bins from the property concerned that have been provided by the Council in its duties as a Waste Collection Authority. Residents who elect not to receive waste collection arrangements from the Council, but who without reasonable cause, then fail to make their own legal and appropriate arrangements, will be subject to legal action, as necessary.

1.2.15. *Adjustment to standard service: Private and narrow access roads*

1.2.15.1. Where the access road to a property is too narrow for a standard refuse collection vehicle, a service adjustment including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.2.15.2. Where it is safe to do so and where sufficient access is available, a refuse collection vehicle will be used on private/unadopted roads. However, the service provider may seek written authority from all households concerned to protect it from any claim for damages in taking the collection vehicle on the private/unadopted road. Where an indemnity is not provided, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.2.15.3. Where damage could occur to a collection vehicle or road during the collection process, or where there is no safe vehicular access, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.3. *Flats, Maisonettes including purpose built student accommodation:*

1.3.1. This section sets out the service policy for flats, maisonettes, sheltered and supported living accommodation and purpose built student accommodation.

1.3.2. For the purpose of this policy, a flat or maisonette is a property that forms part of a shared larger building or structure. Purpose built student accommodation refers to accommodation where the tenancy is only, or principally available to students in properties made up of individual studios and excludes converted houses. Sheltered and supported living accommodation includes properties accommodation for elderly or disabled people consisting of private independent units with some shared facilities and a warden.

1.3.3. *Collection Capacity*

1.3.3.1. The **weekly** waste and dry recycling collection capacity provided to each flat and maisonette (excluding purpose built student accommodation, supported living and sheltered housing) is:

- General waste: Up to 120 litres
- Fibres: Minimum 13.75 litres
- Containers: Minimum 13.75 litres

1.3.3.2. Flexibility in the amount of general waste collection capacity provided reflects that not all flats and maisonette require the full 120 litre allocation, and doing so would require unnecessary investment in bins, and require locations to store unnecessary bins where there is not a need, and where storage space may not be available. Therefore, a reduced capacity may be provided, at the discretion of Sheffield City Council.

1.3.3.3. Where reduced general waste collection capacity is provided and where ongoing waste accumulation issues occur, additional waste capacity will be provided on request, subject to the necessary container charges being paid.

1.3.3.4. Any decision to increase capacity will be at the discretion of Sheffield City Council.

1.3.3.5. The **weekly** waste and dry recycling collection capacity provided per bed to purpose built student accommodation and per property to supported living and sheltered housing is:

- General waste: 60 litres
- Fibres: Minimum 13.75 litres
- Containers: Minimum 13.75 litres

1.3.4. *Collection Frequency*

1.3.4.1. The standard collection arrangement is:

- Week 1: General waste
- Week 2: Fibres: Paper and card, Containers: Glass, cans, plastic bottles
- Week 3: General waste
- Week 4: Fibres: Paper and card, Containers: Glass, cans, plastic bottles

1.3.4.2. Where operationally efficient to do so, a weekly general waste collection service may be provided.

1.3.4.3. Where operationally efficient to do so and where capacity allows, the recycling collection frequency of (Containers and Fibres) may be reduced from every two weeks to every four weeks, in line with standard households.

1.3.4.4. Any decision to change the collection frequency will be at the discretion of Sheffield City Council.

1.3.4.5. Where a fortnightly general waste collection service is provided, the weekly collection capacity will be multiplied by 2. The dry recycling (Containers and Fibres) collection frequency will be multiplied by 2 or 4 depending on collection frequency.

1.3.5. *Container provision: Type and size*

1.3.5.1. Sections 1.33 and 1.34 will identify the capacity required for any given property. Due to limitations of bin sizes available, the closest available bin size and numbers will be provided. This means that the actual capacity provided may be slightly higher than the allowance.

1.3.5.2. Shared bins will be provided and bin sizes available range from 140 litres to 1100 litres. Two wheeled bins will be made of plastic, and all four wheeled bins will be made of metal.

1.3.5.3. The type and number of bins provided to meet the required allocation will be at the discretion of Sheffield City Council.

1.3.6. *Ownership and labelling*

1.3.6.1. As a minimum, all new shared bins will have on them, the Sheffield City Council logo, contact details, and the type of material to be placed inside the bin. Once this livery has been applied, the managing agent/landlord will be responsible for ensuring this information is provided on the bins with replacement stickers being available, on request from the Council.

- 1.3.6.2. Shared bins may contain a Radio-Frequency Identification (RFID) chip provided as part of the construction of the bin. The refuse collection vehicles used for collections at flats may include bin weighing equipment. This approach will reduce the risk of bins going missing and not being replaced, and allow for targeted education and communications as they provide an understanding of which bins are being used, and how much waste and recycling is being collected.
- 1.3.6.3. All containers provided by Sheffield City Council remain the property of the Council.
- 1.3.6.4. All waste and recycling containers provided must remain with the designated bin storage area and must not be removed.
- 1.3.7. *New developments and properties*
 - 1.3.7.1. New developments and properties should ensure sufficient storage space is in place to meet the general waste and dry recycling collection capacity requirements as set out in section 1.3.
 - 1.3.7.2. A request should be made by the developer at the pre-planning stage to request confirmation of the waste and dry recycling collection service to be provided at the site. An assessment will be carried out by Sheffield City Council and/or its service delivery partner to confirm the capacity to be provided, collection frequency and bin type to be used at the site. The use of bulk bins or smaller two wheeled bins will be confirmed as part of this assessment.
 - 1.3.7.3. Further information regarding planning requirements for waste and recycling storage for new developments (see Appendix 4) will be available on the Council's website. If the developer fails to follow the guidance the Council has the right to refuse to provide a waste collection service.
- 1.3.8. *Smaller (two wheeled) bin collection properties*
 - 1.3.8.1. All new properties where two wheeled bins are to be provided are required to provide or purchase from Sheffield City Council the general waste bins needed to meet the capacity allocation. Any costs must be paid for by the developer, managing agent, owner or occupier.
 - 1.3.8.2. The charge (subject to an annual price review, and available on request) will be multiplied by the number of properties using the shared bin/s. For purpose built student accommodation, the multiplier will be the maximum number of occupants based on the number of beds.
 - 1.3.8.3. At existing properties where two wheeled bins are provided, if one or more of the bins becomes lost/damaged or stolen, a payment is required for the administration and delivery charge associated with providing the replacement general waste bins.

- 1.3.8.4. No charge will be made to replace bins lost into the back of the collection vehicle or damaged by the collection crew during collection. Customers must report issues of lost or damaged (by the crew) bins within two working days of the collection taking place.
- 1.3.8.5. Recycling bins for both Fibres and Containers will be provided free of charge to new and existing properties.
- 1.3.8.6. Bins to new properties will be scheduled to be delivered within 10 working days of payment being received.
- 1.3.8.7. Lost, stolen and damaged bins will be scheduled to be replaced with 5 working days of an approved request being received and any payment being received if required.
- 1.3.8.8. Customers can choose to provide their own general waste bins, however these must meet the specification set out by the Council to ensure safe collection, including the BS EN 840 quality standard. The customer must notify the Council of any bins they have provided, and also agree to the Council's terms and conditions in order for the Council to agree to provide a collection service for any third party bins. Once notified, and the terms and conditions have been accepted, the Council may fit an RFID chip before the collection service begins. The specification and terms and conditions will be made available on request and will be published on the Council's website.
- 1.3.8.9. *Bulk Bin collection properties*
- 1.3.8.10. All new and existing properties with bulk (four wheeled) bins are required to pay an annual rental to Sheffield City Council for the provision of the general waste and dry recycling bins needed to meet the capacity allocation. Any costs must be paid for by the developer, managing agent, owner or occupier.
- 1.3.8.11. The charges will be multiplied by the number of bulk bins provided. The charges are available on request and are published on the Council's website, and are subject to an annual price review.
- 1.3.8.12. The cost of replacing any lost/damaged or stolen bulk bins are included within the annual rental charge.
- 1.3.8.13. Customers can choose to provide their own bins, however these must meet the specification set out by the Council to ensure safe collection, including the BS EN 840 quality standard. All bins with four wheels must be made of metal. The customer must notify the Council of any bins they have provided, and also agree to the Council's terms and conditions in order for the Council to agree to provide a collection service for any third party bins. Once notified, and the terms and conditions have been accepted, the

Council may fit an RFID chip before the collection service begins. The specification and terms and conditions will be made available on request and will be published on the Council's website.

- 1.3.8.14. Bins to new properties will be scheduled to be delivered within 10 working days of payment being received.
- 1.3.8.15. Lost, stolen and damaged bins will be scheduled to be replaced with 5 working days of an approved request being received.
- 1.3.8.16. Failure to make payment of the annual container charge within 60 days of the invoice being raised will result in the bin collection service being suspended. The managing agent/landlord will be advised that whilst we will continue to provide a collection service they will need to provide their own bins which must meet the Council's required specification as per 1.3.8.13. Any bins provided by the Council will not be emptied until such a time as payment is made.
- 1.3.8.17. Where a managing agent/landlord has previously paid the Council a one off payment for the provision of a bulk general waste bin (prior to the introduction of the container rental charge in 2020), the annual rental charge will not apply for those containers until such time as a bin becomes missing/damaged and requires replacement by the Council. The bins replaced will then be subject to the annual rental charge.

1.3.9. *Abandoned Bins*

- 1.3.9.1. Any unused or abandoned bins left on the highway should be reported to the Council for collection. Collection will be scheduled to take place within 5 working days.

1.3.10. *Collection times*

- 1.3.10.1. General waste and recycling (Fibres and Containers) collections are scheduled to operate Monday to Friday between 6am - 9pm, and on weekends between 7am and 4pm.
- 1.3.10.2. Collections will take place on all Bank Holidays with the exception of Christmas Day, Boxing Day, New Year's Day, and Easter Sunday. Any changes to collections will be confirmed on an annual basis.
- 1.3.10.3. No collections will take place within clearways or locations with other highway restrictions during the designated times, unless special permission has been granted by Council.

1.3.11. *Presentation and storage of Bins*

- 1.3.11.1. An assisted collection service will be provided as standard where waste and recycling bins are shared with two or more households. The collection crew

will collect the bins from their usual point of storage and then return them after emptying.

- 1.3.11.2. If the bins are stored behind a locked gate/door, the landlord/owner/management agent will be required to provide a code/key/fob to allow access. Keys lost by the service provider will be replaced by the service provider at their own cost.
- 1.3.11.3. At locations where bins are not stored at ground level, the owner/landlord/managing agent will be required to move the bins to an agreed point at an agreed time, to enable collection to take place.
- 1.3.11.4. Where, for reason of age or mobility a household cannot use the shared bins provided, an application can be made for an adjusted service to be provided. The service provided will vary depending on the nature of the issue and the service provided at that location. Any decision to provide an adjusted service will be taken by Sheffield City Council.

1.3.12. *How to use the waste and recycling bins*

- 1.3.12.1. Residents/managing agents/landlords are responsible for ensuring that the correct materials are placed inside the designated recycling bins provided.
- 1.3.12.2. Where incorrect items are placed inside a recycling bin, they will not be emptied. The householders/managing agent or landlord will be required to remove the incorrect items and present the bin/s for collection on the next scheduled collection day. Alternatively, if it is the first time that one or more recycling bins have not been emptied due to containing incorrect materials in a twelve month period, a request can be made for a reset. At the point of requesting a reset, the customer/s will be issued with a Section 46 Notice to provide formal notification of how to use the bins provided. The bin/s will then be scheduled to be emptied within 10 working days however the contents will not be recycled.
- 1.3.12.3. Bins that are presented with their bin lid up (overloaded) pose a health and safety risk to the collection crews and can cause littering issues. A number of serious injuries have occurred where overloaded bins have been placed on to the bin lift, resulting in waste falling on to the collection operative below. To minimise the risk to employees and to reduce the risk of littering, bins must be presented with the bin lid flat against the body of the bin. Bins will not be emptied where the lids are not closed. Where a bin is not emptied for this reason, information will be placed on the bin and the householders/managing agent or landlord will be required to remove sufficient waste to allow the bin lid to close, in readiness for collection on the next scheduled collection day.
- 1.3.12.4. Heavy bins present a health and safety risk to the collection crews. A number of serious injuries have occurred where excessively heavy bins have been placed on to the bin lift, causing them to break and fall on to the collection operative below. To minimise the risk to employees any bins

deemed by the collection operative to be excessively heavy will not be emptied. Information will be attached to the bin and the householders/managing agent or landlord will be required to remove sufficient waste to allow safe collection on the next scheduled collection day.

- 1.3.12.5. The waste and recycling collection capacity provided to flats and maisonettes should be sufficient to meet the needs of the vast majority of households. An application process is in place for flats and maisonettes which meet certain criteria for requesting extra capacity – see 1.3.14. For this reason, together with the need to reduce the risk of littering, and encourage households to reduce and recycle their waste, extra waste and recycling put out for collection in or around a bin store will not be taken. The householders/managing agent or landlord will be required to remove the waste and place inside the correct bin or make alternative disposal arrangements. The presentation of extra waste will be managed in accordance with the Council's Education and Enforcement policy, see [Appendix 2](#).
- 1.3.12.6. It is the responsibility of the occupier/managing agent/landlord to ensure that sufficient access is made available to the bin storage area on private land. Where access is not available to allow for safe collection, no repeat visits will be made, and a further attempt at collection will only be made on the next scheduled collection day.
- 1.3.12.7. Where non-collection takes place due to an issue with presentation, a payment can be made by the managing agent or landlord for a special collection rather than having to wait until the next scheduled collection day, see section 1.4.
- 1.3.12.8. If, despite following the above, a bin is not emptied on the scheduled collection day, a missed collection can be reported to the call centre. Where no service alert is in place, the collection crew will then return and empty the container/s within one working day of the report being received.
- 1.3.13. *Adjustments to the standard service: Collection frequency*
- 1.3.13.1. The bins provided and frequency of collection is defined in this policy. More frequent collections may be considered by exception at flats, where there is not enough storage space at to accommodate the required number of bins. Any decision to increase the collection frequency will be at the discretion of Sheffield City Council and only once payment has been received in advance for the additional collection frequency. Any agreement to provide more frequent collections will only be provided where there is no negative impact on vehicle efficiency and where the additional collection/s can be accommodated. Costs for providing more frequent collections will be made available if an agreement is made in principle to provide a more frequent service.

1.3.14. *Adjustments to the standard service: Capacity allocation*

- 1.3.14.1. The standard capacity provided is set out in section 1.3.3. Where the average number of people living in all households making up a block of flats/maisonettes is six or more, an application can be made for additional capacity.
- 1.3.14.2. The application can be submitted by the landlord or managing agent, and details of permanent occupiers must be provided for all households. Checks on occupancy may be carried out to ensure the information provided is correct.
- 1.3.14.3. Additional capacity will be provided in accordance with the allocation set out in section 1.2.12.2.
- 1.3.14.4. Where an application for additional collection capacity is approved, the applicant will be required to pay the appropriate one off charge (two wheeled bins) or container rental charge (bulk bins) for the extra capacity provided. Once payment has been received, the additional capacity will be scheduled for delivery within 5 working days.
- 1.3.14.5. At least every 3 years the Council will contact the landlord/managing agent or residents to make sure they are still eligible for the additional capacity. Where the circumstances are such that they are no longer eligible, or where no response is received, the additional capacity will be removed and the standard allocation reinstated. No charge will be made for any reduction in waste and recycling capacity, and where appropriate a reduction in the number of bulk bins will be reflected in a reduced container rental charge.

1.3.15. *Adjustments to the standard service: Collection day:*

- 1.3.15.1. There are a number of situations where collections may take place outside of the scheduled collection day:
 - During service alerts, due to service disruption caused by bad weather, a police incident, strike or other significant unforeseen event.
 - Due to public holidays, limited to Christmas Day, Boxing Day, and New Year's Day or their nominated Bank Holiday.
 - Due to access issues, including road closures, preventing collection on the scheduled collection day.
- 1.3.15.2. Any changes resulting from a service alert will be for a temporary period, to allow the recovery of any affected collections and as a minimum will be communicated to residents on the Council's website, and where appropriate via social media and via a press release.
- 1.3.15.3. Where information regarding road closures is known in advance and where these closures will prevent collections from taking place, temporary changes to the waste and recycling collection service may be provided, at the

discretion of the Council, until access is made available again. This information will be communicated directly to those affected, if required.

- 1.3.15.4. Any changes resulting from public holidays will be for a temporary period, to allow the recovery of any affected collections and as a minimum will be communicated to residents on the Council's website, via social media, and via a press release.
- 1.3.15.5. When a collection cannot be made due to access being restricted by parked cars on the highway, or road closures, further attempts will be made until the containers are emptied. Also see section 1.3.12.6.
- 1.3.15.6. The Council may take action where there are repeated problems with access. This action may involve, although not exclusively, imposing new or enforcing existing parking restrictions, contacting the owners of cars repeatedly blocking access, changing the collection day/time, changing collection points or service provided.
- 1.3.16. *Adjustment to the standard service: Removal of service*
 - 1.3.16.1. Managing Agents/Landlords may elect (by written notification) not to receive any waste collection or recycling services from the Council, but to make their own suitable and legal arrangements for the disposal of all their waste. Managing Agents/Landlords cannot choose with waste services it will receive. In any circumstances, the Council will not consider any refund/rebate of Council Tax. Once written confirmation is received arrangements will be made to remove any bins from the property/properties concerned that have been provided by the Council in its duties as a Waste Collection Authority. Managing agents/landlords who elect not to receive waste collection arrangements from the Council, but who without reasonable cause, then fail to make their own legal and appropriate arrangements, will be subject to legal action, as necessary.
- 1.3.17. *Adjustment to standard service: Private and narrow access roads*
 - 1.3.17.1. Where the access road to a property is too narrow for a standard refuse collection vehicle, a service adjustment including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.
 - 1.3.17.2. Where it is safe to do so and where sufficient access is available, a refuse collection vehicle will be used on private/unadopted roads. However, the service provider may seek written authority from all households concerned to protect it from any claim for damages in taking the collection vehicle on the private/unadopted road. Where an indemnity is not provided, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.3.17.3. Where damage could occur to a collection vehicle or road during the collection process, or where there is no safe vehicular access, an adjustment to the service including one or more of bin/container type, presentation point, and collection frequency may be required. Any adjustment will be determined by the Council.

1.4. *Charges for waste and recycling collection services*

1.4.1. Under the requirements of the Environmental Protection Act 1990, a free waste and recycling collection service is provided to Sheffield residents. The standard service provided to Sheffield residents is set out in Section 1.3.

1.4.2. The Environmental Protection Act 1990 states that the Authority can stipulate:

- The type and number of containers to be used
- The collection frequency
- The placing of the containers and access required to enable collection
- The type of materials to be placed inside each container
- The steps required to enable collection to take place

1.4.3. The actions required of the customer to enable collection to take place are set out in this policy. Where a customer fails to do what is required, an extra repeat visit can be requested to carry out a collection before the next scheduled collection date. Sheffield City Council will require payment to be made to recover any costs incurred as a result of the repeat visit and collection. Charges will be made under the following circumstances:

1.4.3.1. Where one or more recycling bins has not been emptied due to containing incorrect materials. The bin/s will be emptied on the next scheduled collection if the incorrect materials have been removed. Alternatively, one free reset can be requested every 12 months. At the point of requesting a reset, the customer/s will be issued with a notice under Section 46 of the Environmental Protection Act 1990 to provide formal notification of how to use the bins provided. Should a collection be required before the next scheduled collection date, and the free reset has already taken place in the 12 months previous, a charge will be made to cover the cost of the unscheduled collection.

1.4.3.2. Where one or more bins have not been emptied due to the bin lid/s not being closed, or if the bin/s are deemed too heavy to safely empty. The bin/s will be emptied on the next scheduled collection if the bin lid/s are closed, and are not too heavy to safely empty, however, should a collection be required before the next scheduled collection date, a charge will apply to cover the cost of the unscheduled collection and any additional resource required to safely empty the bin/s.

- 1.4.3.3. Where waste is left on the floor preventing access to bins at the bin storage area of a block of flats. The bin/s will be emptied on the next scheduled collection if the access is made available, however, should a collection be required before the next scheduled collection date, a charge will apply to cover the cost of the unscheduled visit and any additional resource required to safely access the bin/s.
- 1.4.3.4. The bins provided and collection frequency is defined under the collection frequency and container provision sections of this policy. More frequent collections may be considered by exception at flats and maisonettes, where there is not enough storage space to accommodate the required number of bins. Any decision to increase the collection frequency will be at the discretion of Sheffield City Council and only once payment has been received in advance for the additional collection frequency. Any agreement to provide more frequent collections will only be provided where there is no negative impact on vehicle efficiency and where there is capacity to carry out the additional collections. Costs for providing more frequent collections will be made available if an agreement is made in principle to provide a more frequent service.

1.5. *Waste Composition Analysis*

- 1.5.1. From time to time, Sheffield City Council undertakes analysis of the contents of waste and recycling bins put out for collection. The purpose of this exercise is to provide an understanding of fill rates and contents of the waste and recycling containers, and to understand the amount of recycling left in the black bin. The contents of the waste and recycling bins will be analysed at a street level and will not be identifiable to individual households.

2. **Garden waste**

- 2.1. The Environmental Protection Act 1990, stipulates that a charge can be made for the collection of garden waste. The cost of disposal is to be paid by the Council as the Waste Collection Authority.
- 2.2. In Sheffield, residents can pay to receive a seasonal, fortnightly garden waste collection service. Garden waste will be collected using one 240 litre green wheeled bin. Households can pay for a maximum of one green bin.
- 2.3. Collections will take place over the peak growing season between May and November, and as a minimum will include 15 collections. As a discretionary service, the price and duration of collection season will be confirmed each year by the service provider.
- 2.4. Customers paying for the service who do not currently have a green wheeled bin, or customers needing to replace a lost, damaged or stolen green bin will be required to pay a charge (subject to annual price review) in addition to the charge for collection. Details of this charge are available on request and are published on the Council's website

- 2.5. The green bin should be stored within the property boundary and not on the highway.
- 2.6. Collections will be scheduled to take place between 6am and 9pm Monday to Friday, including Bank Holidays.
- 2.7. The collection point is the pavement at its edge with the nearest public highway (kerbside). In most circumstances, this will be at the front of the property.
- 2.8. Where the nature of, or access to a property, means collection cannot be made from directly outside the property, the Council/service provider will identify an alternate point of bin storage and/or collection point.
- 2.9. Residents are required to place their green bin at the specified collection point on their scheduled collection day by 6am (or no earlier than 6pm the day before) and then remove their containers back on to their property no later than 9am on the day after collection.
- 2.10. Households receiving an assisted collection service will automatically receive an assisted collection for their green bin. The assisted collection policy can be found in [appendix 1](#).
- 2.11. If, despite following the above, a green bin is not emptied on the scheduled collection day, customers can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and empty the bin within two working days of the report being received.
- 2.12. Residents with garden waste who would prefer not to pay for a collection service, can compost their garden waste for free at a Household Waste Recycling Centre, or through Home Composting. Alternatively, residents can place garden waste into their black wheeled bin, however it will not be composted.
- 2.13. Failure to adhere to the presentation requirements set out in this policy will be managed in accordance with the [Council's Enforcement Policy](#).

3. Bulky waste

- 3.1. The Environmental Protection Act 1990, as defined by the Controlled Waste (England and Wales) Regulations 2012, states that a charge can be made for the collection of bulky household waste. The cost of disposal is to be paid by the Council as the Waste Collection Authority.
- 3.2. For the purpose of this policy, bulky household waste is defined any household waste that does not fit, or cannot be fitted into the general waste bin provided.

- 3.3. The Council provides a chargeable service for the collection of bulky household waste from households. The price of collection is set on an annual basis, and varies according to the number of items to be collected.
- 3.4. Once a collection has been requested and any payment received, the items will be scheduled for collection within 7 working days. The customer will be provided with the collection day.
- 3.5. The collection service operates between 7am and 7pm, Monday to Friday. Collections may occasionally be scheduled on Saturday morning where there is significant service demand.
- 3.6. The bulky waste must be left within the front property boundary (front garden) or at the side/rear of the property where there is no frontage. The collection point for flats will be from the designated bulky waste collection area or other area agreed with the managing agent/landlord and the Council. The customer must ensure that access is available to provide safe collection. The collection point will be agreed with the customer at the time of the booking.
- 3.7. In situations where a household is unable to present their waste for collection due to an age related or medical condition, alternative collection arrangements will be discussed and agreed with the customer. Where a collection is agreed from within the property, an indemnity form may need to be completed to remove any liability from the service provider from damaged caused during the collection process.
- 3.8. Only items named at the time of making a booking will be collected. Where additional items are presented for collection, these additional items will be left and only the named items will be removed. The householder will then have to arrange a further bulky waste collection, or make alternative disposal arrangements.
- 3.9. Should a non-collection take place due to the customer not fulfilling the agreed arrangement, the customer will be informed why the collection did not take place. The service provider will be deemed to have fulfilled its obligation and no refund will be provided.
- 3.10. If, despite following the above, a bulky waste collection is not carried out on the scheduled collection day, the customer can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and collect the bulky waste within the 7 working day period from the date on which the booking was made, or on an alternative specified date if agreed with the customer.
- 3.11. Customers with bulky household waste who do not wish to pay for a collection can take their waste to a Household Waste Recycling Centre. Alternatively, if an item is in good condition, they may wish to contact a local charity who may be able to donate/sell the item.

3.12. *Adjustments to the Standard Service: Flats and Maisonettes*

- 3.12.1. Recognising that many flats and maisonettes have no space available for the storage of bulky households waste, additional general waste capacity up to a maximum of (20%) of the capacity allowance may be provided subject to payment of an annual collection charge. No charge will be made for disposal. The decision whether to provide the additional capacity will be taken by the Council, and will only be approved where the recycling facilities provided on site are being used effectively. Charges for additional collection capacity will be aligned to the agreed payment system set out in Section 6

4. **Dry stores**

- 4.1. Dry stores are provided at some flats and provide a location for the storage of bulky household waste.
- 4.2. A chargeable dry stores clearance service is available to landlords/managing agents where dry stores are in place, on request. The collection charge will vary according to collection frequency and the size of the dry store.
- 4.3. Collections are provided on an agreed frequency of between once every week to once every six weeks. All items of bulky household waste will be removed during the scheduled collection.
- 4.4. A one off collection can be requested as part of the dry store service to include waste left on the floor of the bin store at flats and maisonettes. A charge will apply to cover the cost of the unscheduled visit and any additional resources required to safely access the container/s.
- 4.5. The landlord/management agent will be required to provide any codes/keys/fobs to allow access to the dry stores. The landlord/managing agent must ensure that access is available to allow safe emptying of the dry store, and that entry is not prevented by damaged doors/locks, or be blocked by waste, parked cars, or other obstacles. Where access is not possible due to the failure to provide an access code/key/fob or if access is not possible to allow for safe emptying, the contractor will be deemed to have fulfilled its duty and no repeat visit will be made until the next scheduled collection unless a further payment is made for an extra/unscheduled visit.
- 4.6. If, despite following the above, a dry store is not emptied on the scheduled collection day, the customer can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and empty the bins within one working days of the report being received.

4.7. Any request to cancel or suspend the service or change the collection frequency must be made at least 28 days in advance of the change being required.

4.8. The service will be withdrawn if payment is not received within 30 days.

5. Clinical waste

5.1. Clinical waste is separated into three categories, 'infectious waste', 'offensive waste' and 'clinical sharps'.

5.2. Households producing infectious waste, offensive waste and/or clinical sharps can apply, for additional waste collection capacity. The provision of any additional waste collection capacity must be made through an application form a Health Care Worker or Doctor who will then contact Veolia and provide the Customers' details and confirm which category of waste is being produced.

5.3. Where an application is received from a household generating offensive waste, or additional waste due to a medical condition, if approved, the Council will determine whether to provide a separate clinical waste collection service, additional black bin capacity or additional recycling capacity.

5.4. Wherever possible, offensive waste will be collected using the standard general waste collection service. Depending on the number of people living in the property and the number of sacks of offensive waste produced each week, additional black bin capacity or a separate offensive waste collection service may be provided.

5.5. Where it is the decision of the Council that a separate clinical waste collection is to be provided, sacks will be provided for the separate collection of infectious and offensive waste.

5.6. Households requiring the collection of 'Clinical sharps' must contact their health practitioner who initially prescribed/supplied them to arrange for their safe disposal. The Council does not provide a collection service.

5.7. All categories of clinical waste will be collected from an agreed point, normally the point of bin storage on the property. The point of storage will be agreed between the customer and the service provider, however where no agreement can be reached, the Council will determine the collection point. It is the customer's responsibility to ensure access is available to the clinical waste on collection day, and customers are advised to securely tie any bags to prevent spillage.

5.8. If, despite following the above, a collection does not take place on the scheduled collection day, the customer can report a missed collection to the contact centre. Unless a service alert is in place, the collection crew will then return and collect the waste within one working day of the report being received.

5.9. In order to protect the Council Tax payer from undue costs, where a customer fails to present clinical waste sacks for collection on three consecutive occasions, the Council may write to the customer to ask whether the service is still needed. If no response is received the service will be withdrawn, until such a point as a new application is received from the health care worker or Doctor.

6. Chargeable Collections

6.1. The Council has policies in place for the provision of services to charities, non-domestic/ non-commercial premises and commercial premises and delivers its services in accordance with the requirements of The Controlled Waste (England and Wales) Regulations 2012.

6.2. Where charges are made for collections these will be in line with the Council's agreed annual prices for these services. These prices can be provided on request by contacting the Waste Management Service.

6.3. Places of Worship receive for free, the standard service provided to houses – see section 1.2 for the collection of general waste, Fibres and Containers. Additional or larger containers are available and will be charged for on a collection only basis (no charge for disposal).

6.4. Charities are offered a service whereby the cost of collection only is charged for waste and recycling collections. Charities receive the standard household recycling service free of charge following receipt of payment for the general waste service. Any additional recycling capacity above the free allocation is charged for.

6.5. Residential hostels providing accommodation to people with no other permanent address or unable to live at their permanent address are charged for their waste and recycling collection only (no charge for disposal).

6.6. Where a service is provided to a Place of Worship, Charity and/or hostel, the collection service provided will be the same as that provided for households.

6.7. Waste from residential homes, hospitals and waste from premises forming part of a school, university or other educational establishment is defined as commercial waste and where requested to provide a service, charges will be made for both collection and disposal.

6.8. Waste arising from hotels, campsites, domestic properties in the course of a business for the provision of self-catering accommodation and any part of a composite hereditament used for the purposes of a trade or business are producing commercial waste and charges made will encompass both collection and disposal costs.

6.9. Collection Frequencies for these commercial collections will be provided in order to meet (where possible) the customer's needs. The charges for these commercial collections will be based on the frequency/number of collections made in a given period.

7. Special Events

7.1. Where requested to by a community group, residents association, commercial organisation or other such body, the Council will provide a Special Event service such as Bring Out Your Rubbish Days (BOYR) or Community Clean Up.

7.2. These services will allow for the provision of a waste collection vehicle and crew for either a half day or a full day period.

7.3. The organisation requesting the service will be required to pay the cost of the collection service as well as the disposal costs for all wastes collected based on the tonnage collected during the event. These charges will be part of the Council's annually agreed prices and are available on request

8. Household Waste Recycling Centres (HWRCs)

8.1. Sheffield operates a permit scheme for accessing its HWRCs. The purpose of the permit scheme is to reduce the opportunity for traders to use Sheffield's HWRCs for the illegal disposal of trade waste.

8.2. The permit scheme applies to residents wishing to visit a site using a car with a trailer, and for commercial vehicles with a payload of under 1.5 tonnes.

8.3. Residents with cars, camper vans, estate cars, people carriers and 4x4s without pickups do not need a permit.

8.4. Long wheeled base vehicles and vehicles with a payload over 1.5 tonnes, including Luton Box vans, pickups (excluding 4x4s), and twin axled vehicles) are banned from accessing Sheffield's HWRCs.

8.5. Sheffield residents whose only means of transport is a van under 1.5 tonnes, and residents wishing to use a trailer, can contact the call centre to apply for a permit to gain access to their chosen site. Each permit will allow access for up to 12 visits in any 12 month period, and only one permit will be issued per household.

8.6. A separate, 'One-Off' approval system is provided for those one off occasions, such as house moves, where more waste is generated than can fit in a car. This 'One Off' system is available to residents where a van is not their only form or where a van has been hired. No more than 3 one off visits will be issued in any 12 month period.

- 8.7. All applications received from non-Sheffield residents will be rejected, and they will be advised to use the sites provided within their own Local Authority area.
- 8.8. Checks will be carried out on items of waste brought to a HWRC. Where it is the belief of the site staff that the waste is from a commercial activity, the waste will be refused and the resident will be required to make alternative disposal arrangements.

9. Waste Minimisation

Sheffield City Council will provide support and advice to encourage the reduction, and reuse of waste, including permanent or periodic campaigns to support the following:

9.1. Home composting

- 9.1.1. Sheffield City Council will provide support and advice to help people to home compost. This will include providing information about where to purchase and use a home compost bin.

9.2. Junk Mail

- 9.2.1. Sheffield City Council will promote the reduction of junk mail through signposting residents to the mail preference services.

9.3. Love Food Hate Waste

- 9.3.1. Sheffield City Council will provide support and advice to help people reduce food waste. This will include providing information about correct food storage, portion control and providing advice on use by and sell by dates.

9.4. Clothing

- 9.4.1. Sheffield City Council will provide support and advice to help people reduce clothing and textile waste. This will include providing support and advice on good purchasing habits and how to repair/reuse damaged clothes.

9.5. Real nappies

- 9.5.1. Sheffield City Council will help people to access real nappy products and advice. A £10 contribution is available from Sheffield City Council to cover part of the cost associated with the purchase of real nappies from approved real nappy product and advice suppliers. A list of approved suppliers is available on request and is subject to:
- A minimum of £30 worth of nappies before discount and not including any other sundry products
 - The nappies are for a child under the age of 12 months
 - Only make one claim per child

- Live in the Sheffield area and are liable for Council Tax to us

9.6. *National campaigns*

- 9.6.1. Sheffield City Council will support national waste minimisation campaigns to link into the national awareness and resources generated at the national level.

10. Education and Enforcement

- 10.1. The Council has an Education and Enforcement policy [Appendix 2](#) to manage non-compliance of its policies relating to its services. This policy will be used where:

- Bins are left on the highway between collections outside of the prescribed hours
- Extra waste is presented next to a bin (excluding extra paper and card as set out in section 1.2.10.7)
- Where incorrect materials are placed inside a recycling container
- Heavy and overloaded waste and recycling containers

11. Abandoned Vehicles

- 11.1. The Council's policy for dealing with abandoned vehicles is set out in [Appendix 3](#).

12. Complaints

- 12.1. Complaints regarding any waste and recycling service provided in Sheffield will be managed in accordance with the [Council's complaints policy](#).

Appendix 1: Assisted Collection Policy

1 *The Assisted Collection Service*

- 1.1 An assisted collection service is provided to residents who are unable to present their waste and recycling containers to the kerbside for collection due to an age related or medical condition. The service fulfils the Council's requirement under the Equality Act 2010, to provide a reasonable service adjustment to enable residents to use the kerbside waste and recycling collection services provided.
- 1.2 A **permanent** assisted collection will be provided where an application is received from a resident aged 75 or over, or where the resident is under 75 and meets one or more of the following criteria:
- Is registered blind or partially sighted
 - Holds a blue badge for parking
 - Receives the middle rate of care component of Disability Living Allowance or enhanced daily living component of Personal Independence Payment
 - Receives the mobility component of Disability Living Allowance or enhanced mobility component of Personal Independence Payment
 - Receives Attendance Allowance
 - Receives the War Pensioners' Mobility Supplement
 - Holds a CredAble Access Scheme Card
- 1.3 Residents who apply and do not meet the above criteria may be granted a **temporary** assisted collection if there is a need for this service for a set period of no more than six months. This may be due to an illness, or recovery from an operation or injury. A repeat application can be made at the end of each agreed period. The exception to the six month limit on the temporary service is pregnancy, where the service can be provided for the duration of the pregnancy and up to 26 weeks thereafter.
- 1.4 Permanent and temporary assisted collections will only be provided where there is no-one living within the household aged 16 or over, or a carer, that can present the waste and recycling containers to the kerbside for collection.

2 *Application and review process*

- 2.1 Applicants are required to provide evidence to support their application for an assisted collection.
- 2.2 Applicants aged 75 or over will be asked to provide proof of age with their application. This could include a copy of a birth certificate, passport, bus pass, NHS medical Card, Older Persons' Freedom Pass, or driver's license.
- 2.3 The following checks/proof of eligibility will be required from applicants aged under 75:
- (a) Applicants will be asked to provide a photocopy of their confirmation letter confirming receipt of the stated benefit. Contact will be made with the Department of Work and Pensions with a view to establishing an Information Sharing Agreement. If such an agreement can be put in place, this would remove the need for copies to be submitted.
 - (b) Waste Management will have access, under license, to the CredAble Access Card online validation tool to enable checks to take place on whether a resident has the card, and which issues have been identified.
 - (c) Waste Management have the necessary consents in place to access to the Blue Badge list to allow for verification to take place.
 - (d) Applicants will be asked to send a copy of their Certificate of Visual Impairment letter. If this cannot be provided, registration will be verified with the Council's Sensory Impairment team.
- 2.4 Where further information or clarification is required, contact will be made with the applicant to support the decision making process. At the discretion of the Waste Management team, an officer may need to visit the property to assess the application.
- 2.5 Residents receiving the permanent assisted collection service will be contacted every three years and asked to confirm they still live at the address and need the service. The information required will mirror that of the original application process.
- 2.6 Residents in receipt of the temporary assisted collection service will receive the service for an agreed period of time of no more than six months, after which they will be able to reapply. The exception to the six month limit on the temporary service is pregnancy, where the service can be provided for the duration of the pregnancy and up to 26 weeks thereafter.
- 2.7 All households receiving an assisted collection service prior to the policy above being implemented, will be contacted in a staged approach over the next three years and asked to reapply for the service in accordance with the policy set out above.

3 Appeals Process

- 3.1 Residents have the right of appeal against a decision to refuse the assisted collection service. On receipt of an appeal, this will be considered by a manager within the Waste Management Team who will consider the information provided against the policy.

- 3.2 Should a resident be unhappy with the result of an appeal, or wish to make a complaint about the policy itself, this will be treated in accordance with the [Council's complaints procedure](#).

Appendix 2: WASTE MANAGEMENT EDUCATION AND ENFORCEMENT POLICY

1. Introduction

- 1.1. The aim of this policy is to set out Sheffield City Council's approach to ensuring compliance with regulatory requirements that relate to Waste Management Services.
- 1.2. The Council's approach to enforcement is based on support and education, offering advice to residents on how to correctly use the services it provides. However there will be times when this approach does not work and the Council needs to take enforcement action to ensure compliance with its policies. This is to ensure fair, equitable and sustainable waste services are provided.
- 1.3. The core functions where enforcement action will be considered are:-
 - presentation of waste in containers for collection
 - presentation of extra waste
- 1.4. Enforcement action taken against an individual or organisation will be consistent with the Council commitment to equality and diversity.

2. Aims

- 2.1. This policy is in place to help ensure that the Council's approach to enforcement is as open and fair as possible. The policy reflects the Council's corporate aims and objectives. In particular it aims to:-
 - Carry out enforcement in a fair, practical and consistent manner.
 - Meet enforcement objectives through the provision of advice and information, using a robust approach when this fails.

3. Use of Enforcement

- 3.1. The Council recognises that enforcement action relating to waste services should be used as a last resort, when other methods to help customers have been utilised. Consequently, the Council has decided to adopt an approach that will offer advice, support and guidance as the first and preferred way to ensure compliance with its policies and procedures. Enforcement action will be used in a transparent, reasonable and proportionate way. The Council also recognises that, from time to time, legislation can change, and therefore this policy will be reviewed periodically to ensure that it fully complies with relevant legislation.

3.2. Presentation of waste

3.2.1. The following stages of Enforcement maybe be used where household is found to be failing to adhere to the following Waste Management service standards:

- Bins left on the highway
- Extra Waste policies
- Contamination of recycling containers

a) **Stage One**

On the first occasion the Council and/or service provider is made aware that a household is failing to comply with a service standard, verbal advice may be provided, and in any event they will provide written advice to the household, informing them of what they were doing a wrong and what they should be doing to adhere to the service standards. A formal record of this action will be kept by both the Council and/or the service provider.

b) **Stage Two**

If a household is found to be failing to comply with a service standard within 6 months from the initial intervention at described in stage one, the Council will start to use its formal powers in order to ensure compliance.

An officer from either the Council or its service provider will contact the household in person or by letter to advise them of the issue and seek to determine the household's reasons for failing to adhere to the service standard, offering support and advise as necessary. At the same time the Council will serve a notice under Section 46 of the Environmental Protection Act 1990 on the occupier/s of a property detailing the service standard they have failed to comply with and what they need to do to ensure they do comply.

If the household is found to be failing to comply after 6 months from the initial letter the process will start at stage one.

c) **Stage Three**

If a household is found to be failing to comply with the Section 46 notice the Council, within 12 months from when the notice was first issued, will serve a fixed penalty notice (FPN) on the household for non-compliance with the Section 46 notice.

If the household still continues to fail to adhere to the service standard or fails to discharge their liability by payment of the FPN, then the Council will consider taking legal action at the Magistrates Court to prosecute the alleged offender.

If the household is found to be failing to comply with the Section 46 notice after 12 months from when it was initially served, the Council will repeat the stage two process. The process will start again at stage one if the person/s named on the Section 46 notice no longer live at the address.

- 3.2.2. The following stages of Enforcement will take place where a household leaves their bin/s out on the highway and where the occupants names are not known to the Council's waste management service:
- a) **Stage 1:** Officer visits location and attaches a warning sticker to any bin left on the highway advising that it needs to be removed on to the property.
 - b) **Stage 2:** Minimum of 1 week later the street is revisited and a letter will be posted through letterboxes where bins are still left on highway. The letter advises residents to remove their bin from highway otherwise it will be assumed to be abandoned and will be removed.
 - c) **Stage 3:** Minimum 1 week later the street is revisited and any bins that remain on the highway and which have been subjected to steps 1 and 2, will be assumed to be abandoned and removed.

- 3.2.3.1 Where a household makes contact to say that their bin has been removed, they will be able to arrange a replacement subject to payment of the appropriate container charge.

4. Complaints

- 4.1. Complaints can be made in accordance with the [Council's complaints procedure](#).

5. Equal And Fair Treatment

- 5.1. Enforcement practices will be constantly monitored and reviewed to ensure that they are fair and equitable.
- 5.2. Information and guidance on services and enforcement action will be made available in other languages if required/on request.

6. Monitoring Of Policy

- 6.1. The implications and effectiveness of this Policy will be constantly monitored and reviewed as necessary.
- 6.2. Any cases where decisions are made on the merits of the case, but which may fall outside of the current policy, will be recorded and taken account of in subsequent reviews of this document. In any case where action is taken in such circumstances the person against whom the action is taken will be written to promptly with a clear explanation as to why the action is considered necessary in the particular circumstances of the case.

- 6.3. This will also be true of new legislation coming into effect, which may introduce new types of powers and possible actions which enforcement officers may be able to take.
- 6.4. All cases resulting in prosecution will be reviewed both by the investigating officer and the Section Manager prior to any file being referred to Legal Services. A further review of the file will take place by the Council's solicitor when further evidence, or advice may be sought or given

Appendix 3: WASTE MANAGEMENT ABANDONED VEHICLES POLICY

1. The following stages of enforcement will be used where complaints of abandoned vehicles are received. Sheffield City Council follows the strict guidelines and procedures laid down by the Government when investigating complaints of abandoned vehicles.
 - 1.1. **Stage One**
 - 1.1.1. On receiving a complaint the Council will carry out an initial investigation.
 - 1.1.2. Information will be sought from the person reporting the vehicle in respect of the vehicle type, location, age, condition, length of time in situ and tax expiry date.
 - 1.1.3. If the report clearly indicates that the vehicle is not abandoned, such as a parking dispute, the person reporting will be told that no further action will be taken. If the report indicates a vehicle has been burnt out, or is causing an obstruction on a major road, the vehicle is passed to South Yorkshire Police to deal with.
 - 1.1.4. Where a vehicle has been untaxed for more than 30 days, and is located on public highway (including public car parks), the details of the vehicle will be passed to the DVLA (Driving and Vehicle Licensing Agency) for them to remove, no further action will be taken by the Council.
 - 1.2. **Stage Two**
 - 1.2.1. Where there is reason to believe the vehicle may be abandoned, a pre-removal site visit will be carried out. The information from this visit will be used by an Authorised Officer to decide whether the vehicle is classed as abandoned or not.
 - 1.2.2. Following the pre-removal site visit, if the Authorised Officer decides that the vehicle is likely to be abandoned, the DVLA will be contacted to find the registered keeper details, if known.
 - 1.2.3. The Authorised Officer will use the information gathered from the initial report, the pre-removal visit and the DVLA search to decide whether the vehicle is classed as abandoned.
 - 1.2.4. If the vehicle is deemed to be abandoned, and if the vehicle, in the opinion of the Authorised Officer presents a significant health and safety risk, the vehicle will be removed without notice to a secure compound.
 - 1.2.5. If the vehicle does not, present a significant health and safety risk, a letter will be sent to the registered keeper, advising that their vehicle has been reported to the Council, and has been deemed to meet the required standard to be classed as abandoned. The letter will inform them that if they

fail to remove it or contact the Council within 10 working days of the letter being sent out the Council will remove the vehicle.

1.2.6. Where a vehicle has been determined as being abandoned but no registered keeper can be identified it will be removed to a secure compound without further notice.

1.2.7. Where the pre-removal site check and the DVLA registered keeper search indicates the vehicle may not be abandoned but is likely to become abandoned, the registered keeper will be contacted.. They will be advised that the vehicle needs to be removed and that no further warnings will be made if further complaints are made and its condition has deteriorated enough so as so allow it to be classed as abandoned.

1.3. **Stage Three**

1.3.1. On removal the vehicle will be taken to a secure compound.

1.3.2. The vehicle will be destroyed immediately if it is the opinion of the Authority that the vehicle is in such a condition that it ought to be destroyed. This will include burnt out vehicles where there is no possibility that the vehicle may go back onto the road.

1.3.3. All other vehicles removed as abandoned, will be stored for 10 days from the day it was removed from the highway, before being destroyed.

1.3.4. For all vehicles, a letter and Fixed Penalty will be sent to the registered keeper, if known, advising them that their vehicle has been removed as abandoned. They will be required to pay the Fixed Penalty of £200 as well as a minimum of £150 (cost dependent on where the vehicle was collected and its condition as per Table 2) for its removal and storage. If the registered keeper wishes to claim the vehicle and it has not already been destroyed, the registered keeper has 7 days from the date of the letter to contact the Council, and provide full payment. The vehicle must be collected from the compound within 10 days from the day it was removed from the highway.

1.3.5. If the owner of the vehicle does not come forward within 10 days of the vehicle being removed from the highway it will be destroyed or sold. The registered keeper will still be required to pay the Fixed Penalty of £200 as well as a minimum of £150 (cost dependent on where the vehicle was collected and its condition as per Table 2) for its removal and storage.

2. **Complaints about the Service**

2.1. You may complain at anytime if you think that :-

- a) We have not treated you fairly or politely
- b) We have not done something we should have
- c) We have done something badly

2.2. Complaints should be made to:

Head of Waste Management
5th Floor Howden House
Union Street
Sheffield
S1 2SH

(0114) 2037621

2.3. Where there are rights of appeal against formal action, advice on the appeal mechanism will be clearly set out in writing at the time the action is taken.

3. **Equal and Fair Treatment**

3.1. Enforcement practices will be constantly monitored and reviewed to ensure that they are fair and equitable.

3.2. Leaflets and other guidance will be made available in appropriate languages on request whenever possible, and translation services will be made available when necessary.

4. **Monitoring Of Policy**

4.1. The implications and effectiveness of this Policy will be constantly monitored and reviewed as necessary.

4.2. Any cases where decisions are made on the merits of the case, but which may fall outside of the current policy, will be recorded and taken account of in subsequent reviews of this document. In any case where action is taken in such circumstances the person against whom the action is taken will be written to promptly with a clear explanation as to why the action is considered necessary in the particular circumstances of the case.

4.3. This will also be true of new legislation coming into effect, which may introduce new types of powers and possible actions which enforcement officers may be able to take.

4.4. All cases resulting in prosecution will be reviewed both by the investigating officer and the Section Manager prior to any file being referred to Legal Services. A further review of the file will take place by the Council's solicitor when further evidence or advice may be sought or given.

5. **Finance Penalties**

5.1. The Refuse Disposal (Amenity) Act 1978 amended by the Clean Neighbourhoods and Environment Act 2005 allows an authorised officer of a local authority to issue a fixed penalty notice as an alternative to prosecution for the offence of abandoning a vehicle. If the penalty isn't paid then the

Council should prosecute the person responsible after 14 days of the fixed penalty being issued. The penalty fines as set out in the Clean Neighbourhoods and Environmental Act 2005 are detailed in the Table 1.

Table 1.

Offence	Default penalty	Minimum full penalty	Maximum full penalty	Minimum discounted penalty
Abandoning a vehicle	£200	£200	£200	£120

5.2. The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charge) Regulations 2008 provide clarity on where charges may be applied for the removal, storage and destruction of abandoned vehicles by a Local Authority, these are set out in Table 2.

Table 2.

Vehicle position and Condition	Vehicle equal to or less than 3.5 tonnes MAM	Vehicle exceeding 3.5 tonnes MAM but equal to or less than 7.5 tonnes	Vehicle exceeding 7.5 tonnes MAM but equal to or less than 18 MAM	Vehicle exceeding 18 tonnes MAM
Vehicle on road, upright and not substantially damaged or any two wheeled vehicle whatever its condition or position on or off the road	£150	£200	£350	£350
Vehicle, excluding a two wheeled vehicle, on road but either not upright or substantially damaged or both	£250	£650	Unladen - £2000	Unladen-£3000
			Laden - £3000	Laden - £4500
Vehicle, excluding a two wheeled vehicle, off road, upright and not substantially damaged	£200	£400	Unladen-£1000	Unladen-£1500
			Laden-£1500	Laden-£2000
Vehicle, excluding a two wheeled vehicle, off road but either not upright or substantially damaged or both	£300	£850	Unladen-£3000	Unladen-£4500
			Laden-£4500	Laden-£6000

Appendix 4: New Property Waste and Recycling Planning Guidance

Introduction

This document is designed to inform and assist developers and planners to ensure full consideration and thought is given to the nature and type of waste and recycling services they need to allow for when developing domestic properties within the Sheffield Authority boundary.

The sustainable design of suitable storage for waste and recycling services and safe access to the collection points should form part of any planned development whether it is a single house, a whole estate or a large apartment complex.

This document outlines how Sheffield City Council and our contracted service providers would allocate and then provide services to domestic properties in accordance with our waste and recycling policies ([link to policies doc](#)).

The information in this guide is intended as guidance to help in the development of plans and proposals but we would always encourage discussing any requirements with Sheffield City Council or our contracted waste service provider to ensure specific plans are suitable and deliver the best for all parties.

Domestic Waste & Recycling Services

Sheffield City Council currently operates an alternate week collection service for domestic waste services with four weekly collections of the two recycling streams on the other weeks. This means properties receive a collection once every week in a four week cycle:

1. General waste collected once a fortnight
2. Paper and Card
3. Glass, Cans and Plastic Bottles

As an example the collection schedule for the above would over four alternate weeks would be: 1, 2, 1, 3.

At its discretion Sheffield City Council may provide more frequent waste and recycling collections based on a sites location or characteristics. For the purposes of considering the necessary space required the above explained collection schedule should be assumed.

Capacities

Sheffield City Council allocates the following capacity to domestic premises up to the following capacities:

Property Type	General Waste	Paper & Card	Glass, Cans & Plastic Bottles
Flats & Maisonettes	120 litres a week	Minimum 13.75 litres a week	Minimum 13.75 litres a week
Purpose Built Student Accommodation*, Supported living and Sheltered Housing	60 litres a week	Minimum 13.75 litres a week	Minimum 13.75 litres a week
Houses	120 litres a week	35 litres a week	60 litres a week

**allocation is per bed at such developments*

It is worth noting that additional capacity is provided to larger households (on application) and is allocated on the following principle per week.

Number of residents	General Waste	Blue bin	Brown bin
1-5	120	35	60
6	180	35	60
7	180	35	60
8	240	35	60
9	240	35	60
10	300	35	60

This additional capacity may be a necessary consideration where large individual dwellings are being created.

Containers

Individual houses are generally allocated their own wheeled bins in accordance with our capacity policies, and would be allocated capacity based on the property being five people or less.

By example a standard house with four people living in it would be allocated a 240 litre wheeled bin for general waste, a 140 litre wheeled bin for paper and card and a 240 litre wheeled bin for glass, cans and plastic bottles. Larger capacity is allocated by specific application to Sheffield City Council to evidence the higher occupancy rates.

Multi-storey flats (over four floors) and large flat developments would be allocated shared bin facilities using Euro bins where capacity entitlement is sufficient to justify it.

All container allocations are made in accordance with our capacity policies. In general we would not use combinations of greatly different bin sizes for the same services or property. For example if a site needed 1200 litres of general waste capacity we would not provide an 1100 litre euro bin and a 140 litre wheeled bin, instead it would likely get 2 x 660 litre euro bins to ensure sufficient capacity is provided.

It's possible in some circumstances, in highly rural areas that properties may be allocated a sacks collection service due to the rural/inaccessible nature of the property.

Bin Storage

Building Regulation Document H sets out the requirements for domestic properties bin storage points. Key points from this include:

- Waste containers should be stored on site so that residents don't have to carry waste more than 30m to the containers (excluding vertical distance).
- Waste containers should be stored within 25 metres of the point of collection.
- Where possible waste containers should not have to be taken through properties to reach the collection point.
- Containers should not have to be taken over steps to reach the collection point.

If developing a storage area or bin store for the containers it is important to consider some simple but often overlooked matters. We would therefore recommend that designs for bin stores include:

- Widened doorways or double doors
- Wall bumpers (to avoid damage to paintwork)
- Drainage, to allow cleaning of bins
- Ventilation
- Lighting to ensure area is safe for users
- Controlled access to avoid unauthorised access to property

When considering the possible storage of containers we would encourage developers to ensure that sites have capacity for future changes or developments in waste and recycling services. Designing a bin store that only just fits the minimum current capacities could result in problems should occupancy levels of the dwelling(s) change significantly in the future or new services be introduced.

The above information reflects our current services but with the Environment Bill currently before parliament and with the waste review consultations recently undertaken by DEFRA it's quite possible that it will be mandatory that we collect

a wider range of recyclable materials from domestic properties as well as providing food waste collections.

These changes may need additional bins or containers which in turn may need additional storage space so plans should always allow additional space for waste and recycling services changes that may arise.

Collection Point

For standard wheeled bins at individual properties Sheffield City Council operates kerbside collections for waste and recycling so residents would be expected to place bins at the nearest adopted highway for collection.

For shared containers (more than one property using the same bins) and any euro bin collections Sheffield City Council will provide an assisted collection. This means we will collect the bin from the storage point, empty the bins at the collection point and return the bins to the storage point. Plans therefore need to ensure that storage points are within 25 metres of the collection point for this service to be provided.

The route for moving bins also needs to be constructed in a suitable manner to ensure bins can be moved (not gravel/loose paths) avoid significant slopes or drops/steps.

If euro bins are being allocated then developers should also give consideration in their plans to make allowance for dropped kerbs at proposed collection points to ensure the safe handling of the bins and ease of emptying. They may also want to look at having parking restrictions adjacent to/around the dropped kerb to allow for a clear area for the collection vehicles to access.

Attached to this document are appendices showing the types of vehicles used generally to make our waste and recycling collections. Developments should consider and make allowance for the sizes of these vehicles when proposing layout, street scene and collection points for the waste and recycling bins.

The information in this guide is intended as guidance to help in the development of plans and proposals but we would always encourage discussing any requirements with Sheffield City Council or our contracted waste service provider to ensure specific plans are suitable and deliver the best for all parties.

Appendix

The following documents provide guidance for the dimension of example vehicles and containers being used to facilitate the waste and recycling collections across Sheffield.

Appendix 1 – 140 litre wheeled bin

Appendix 2 – 240 litre wheeled bin

Appendix 3 – 360 litre wheeled bin

Appendix 4 – 500 litre wheeled bin

Appendix 5 – 660 litre wheeled bin

Appendix 6 – 1100 litre wheeled bin

Appendix 7 – standard recycling collection vehicle/general waste vehicle

Appendix 8 – larger general waste collection vehicle