



# **Household Recycling and Waste Collections Policy**

**Mid Suffolk District Council**



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## CONTENTS

1.	Service overview or background .....	1
2.	Legislation .....	2
3.	Materials collected .....	3
4.	The service to residents .....	6
5.	Standard waste collection service .....	7
6.	Non-standard waste collection service.....	8
7.	Properties with communal bins and communal bin storage areas .....	8
8.	Business premises with domestic dwellings attached .....	10
9.	Additional and reduced wheeled bin capacity .....	10
10.	Assisted collections .....	11
11.	Presentation of wheeled bins, containers and sacks on collection day .....	11
12.	Ownership and replacement of waste bins and containers .....	17
13.	Disruption to service .....	18
14.	Clinical and medical waste .....	19
15.	Hazardous Waste.....	20
16.	Private / unadopted roads .....	21
17.	New build properties.....	21
18.	Ad-hoc services .....	21
19.	Education and enforcement .....	22
20.	Unacceptable behaviour towards staff .....	24
21.	Complaints .....	25
22.	Policy review .....	25
23.	Contact us .....	25
24.	Request this document in an accessible format.....	26
	Appendix A .....	27

## 1. Service overview or background

- 1.1 Mid Suffolk District Council (“the Council”) is a District Council and under the terms of the Environmental Protection Act 1990 (EPA) is classed as a Waste Collection Authority. As such, the Council has a statutory duty to collect household waste and recycling from all domestic properties within its administrative area and provide places at which residents may deposit their household waste.
- 1.2 The district has approximately 50,000 households with a population of 105,723, all of whom create waste and recycling. The Council is committed to reducing the environmental impact of waste within the district by implementing policies that promote waste minimisation and improving recycling practices.
- 1.3 This policy sets out the service standards that apply to waste collection services. The aim of which is to clearly define the Council’s Recycling and Waste collections policy in a fair and transparent manner. The Policy outlines how the service will be delivered to residents and sets out the responsibilities of householders to ensure maximum participation.
- 1.4 The Council offers waste and recycling collection services to businesses and non-domestic properties as part of its [business waste service](#). This policy does not include these services.

### **Better Recycling benefits and Waste Hierarchy principles**

- 1.5 Better recycling offers several key benefits that align with the principles of the [waste hierarchy](#), which prioritises waste prevention, re-use, recycling, recovery, and disposal as the last resort.



1.6 By adhering to these principles, the Council aims to:

- **Reduce Environmental Impact:** Recycling reduces the need for raw materials, conserves natural resources, and decreases energy consumption, leading to lower greenhouse gas emissions.
- **Promote Resource Efficiency:** By reusing and recycling materials, the Council ensures that valuable resources are not wasted and are instead reintegrated into the production cycle.
- **Minimise Landfill Use:** Effective recycling practices reduce the volume of waste sent to landfills, thereby mitigating the associated environmental hazards such as soil and water contamination.
- **Support Circular Economy:** Recycling supports the transition to a circular economy where products and materials are kept in use for as long as possible, extracting maximum value before recovery and regeneration.
- **Enhance Community Engagement:** Simplified recycling processes encourage higher participation rates among residents, fostering a community-wide commitment to sustainable waste management practices

## 2. Legislation

2.1 Under the terms of the Environmental Protection Act 1990, the Council is classed as a Waste Collection Authority and, as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties within the district.

2.2 Section 46 of the Environmental Protection Act 1990 empowers a Waste Collection Authority, by means of serving a Notice on householders, requiring them to present household waste out for collection, in designated containers and separated into specified waste streams. In so doing, it can stipulate:

- The size and type of collection container(s)
- Where container(s) must be placed for the purpose of collecting and emptying
- The materials or items which may, or may not, be placed within the container(s)

2.3 The Environment Act 2021 (The Act) introduces consistent recycling materials for collection across England by setting out the requirements of local authorities to collect a core set of recyclable materials. The core set of materials is designated by central government and can be reviewed on a regular basis to allow for new materials to be added to the core set in future. The Council must therefore ensure that:

2.4 Recyclable waste streams are collected separately from other waste and from other recycling streams. Recyclable waste streams include:

- Glass
- Metal
- Plastic
- Paper/card
- Food waste
- Garden waste

- 2.5 Recyclable waste streams may be collected jointly with the approval of the Secretary of State, or when separate collection is not technically feasible, economically viable, or where no clear environmental benefit would be achieved through separation.
- 2.6 Mid Suffolk District Council is implementing these new components to its waste collection service, which will involve each household receiving additional wheeled bins or containers to collect food waste and recycle paper and card separately.
- 2.7 This policy and its associated collection methodology are designed to support the Council's environmental ambitions and strategic targets. The approach aims to achieve a 65% recycling rate by 2035 by increasing the volume of recyclable materials collected, reducing residual waste, minimising contamination, and lowering the carbon impact of waste management activities. It supports both national objectives and the aspirations of our residents.
- 2.8 Recycling has become common practice in households across the UK, with 88% of UK households claiming they regularly recycle (Source: Waste and Resources Action Programme (WRAP) Campaign Toolkit). However, while we should take pride in our collective achievements, recycling performance in England has plateaued, with the average household recycling rate remaining at 42.3% in 2023/24.
- 2.9 The Council is dedicated to implementing policies that promote reusing, recycling, or composting, with the primary goal of reducing overall household residual waste and increasing recycling rates to 60% by 2030, 65% by 2035, and a wider ambition of 70% or more.

### **3. Materials collected**

#### **Food waste**

- 3.1 From June 2026, the Council will provide weekly food waste collections. Residents will receive two containers for food waste: a 5-litre indoor caddy and a 23-litre outdoor caddy. Upon delivery of the caddies, the Council will also provide an initial supply of caddy liners, enough to last approximately six months. After the initial supply has run out, residents will need to purchase their own liners if they wish to continue using them. Alternatively, residents can choose to line their indoor caddy with paper or a bag.
- 3.2 The Council recommends that all biodegradable waste (except for garden waste, human/animal waste and pet bedding) is placed in the food caddy and not in any other waste container. This ensures it is appropriately disposed of. The following items can be disposed of in the food waste caddy:
  - Uneaten food and plate scrapings
  - Baked goods, bread, cakes, pastries
  - Dairy product, eggs, and eggshells
  - Fruit and vegetable, whole or peelings
  - Out of date or mouldy food
  - Pet food

- Raw and cooked meat or fish, including bones
- Tea bags and coffee grounds

3.3 Full details of what should go in the food waste caddy are available via the [Better Recycling - Suffolk Recycling](#) website.

**Paper and card**

3.4 Paper and card are susceptible to contamination from food residue and moisture. This damages the fibres and impacts the recyclability of these materials. Therefore, the Better Recycling policy, as part of the Environment Act 2021, sets out that paper and card should be collected separately, as standard. This protects the material from damage and increases the quality of recycling.

3.5 The Councils [Standard Waste Collection Service](#) aligns with this requirement by recommending that paper and card be collected separately from other mixed recyclables. Paper and card will be collected in a separate, **green-lidded** wheeled bin, as the standard practice, and collected once every three weeks.

3.6 The following is not accepted for recycling and should be placed in the refuse (black) wheeled bin:

- Paper and card that contains glitter or foil
- Paper that is laminated
- Stickers and sticky paper
- Padded lined envelopes
- Wallpaper

3.7 All recycling must be empty, clean, dry and loose i.e. cardboard must be emptied, free of other packaging, flattened and placed inside the designated wheeled (green lidded-bin) or bag.

3.8 Large items of cardboard packaging can be taken to [Recycling Centres](#).

3.9 Where households are on a [Non-Standard Collection](#), an alternative (green-lidded) wheeled bin will be provided to keep paper and card dry and recyclable.

**Mixed recycling**

3.10 The remaining recycling materials includes new materials that were not previously collected from households. These will be collected separately using **blue** wheeled bins, as per the [Standard Waste Collection Service](#) provision and collected once every three weeks.

3.11 All recycling must be empty, clean, dry and loose.

3.12 Materials that will be collected as part of the mixed recycling collection include:

- Glass:
  - Glass, including bottles and jars with lids on or off
- Metal:
  - Steel and aluminium tins and cans
  - Steel and aluminium aerosols
  - Aluminium foil
  - Aluminium food trays
  - Steel and aluminium jars and bottle lids
  - Aluminium tubes
- Plastic:
  - Plastic bottles
  - Pots, tubs and trays
  - Cartons e.g Tetrapak
  - Plastic film packaging and plastic bags

3.13 Full details of what should go in the mixed recycling (blue) wheeled bin are available [here](#)

3.14 Where households are on a [non-standard collection](#), an alternative container or bag will be provided.

### **Non-recyclable waste (refuse)**

3.15 The general waste (black) bin is for the non-recyclable household waste, referred to in this document as refuse. The refuse (black) bin **must not contain** any recyclable waste that belongs in either the food caddies or the paper and card, mixed recycling, or garden waste bins.

3.16 Additional waste materials, including hazardous waste, paint, batteries, builders' rubble, concrete, electrical items, liquids, business waste must not be placed in the refuse bin (black bin). We encourage residents to take these items for disposal at designated places such as shop collection points or any one of the Districts [Recycling Centres](#).

3.17 Non-recyclable materials that should be placed in the refuse (black) bin include:

<b>MUST be bagged</b>	<b>MAY be bagged</b>
Nappies and sanitary products	Dirty, wet or greasy card or paper
Incontinence items	Hard plastics e.g buckets, tupperware
Pet bedding, animal waste	Polystyrene packaging
Ash / dust	Porcelain and ceramics
	Tissues, tissue paper, napkins and wipes
	Wallpaper

3.18 Full details of what should go in the refuse (black) bin are available [here](#).

3.19 If incorrect materials are found in the refuse (black) bin, the Council reserves the right not to collect the bin. Residents must remove the non-acceptable items and present the refuse (black) bin on the next scheduled collection day or alternatively take their waste to the local Recycling Centre. This information will be logged on the Councils in-cab reporting system and a sticker will be used to inform the resident. For more details, please refer to the [education and enforcement](#) section of this policy.

### **Garden waste collection service**

3.20 [The waste hierarchy](#) states that garden waste is best composted at home, where possible. Through the [Suffolk Waste Partnership](#), residents can buy a range of heavily subsidised items, to compost both garden and kitchen waste at home.

3.21 Where this isn't possible, the Council offers a separate, chargeable service (by subscription) for the [collection of garden waste](#), which means that it can be composted on a larger scale and still maintain environmental benefits compared to other forms of disposal.

3.22 Visit the Councils website, for full details on the Garden Waste Collection Service [Terms and Conditions](#).

## **4. The service to residents**

4.1 The preferred and default service provision is the [Standard Waste Collection Service](#) and will be provided to residents wherever possible, followed by the [Non-Standard Waste Collection Service](#). The property type, access and storage provision will determine the service that is provided to any given household.

4.2 The intention is that properties deemed suitable for the [Standard Waste Collection Service](#) will not be able to elect to have alternative containers because the benefits of the Standard Waste Collection Service would not be achieved e.g. maximising recycling and reducing non-recyclable waste.

4.3 Properties that are deemed non-standard to accommodate wheeled bins for the collection of their waste will be provided with either sacks or a smaller container for the relevant waste stream. The same material exclusions apply.

4.4 The wheeled bins or containers issued by the Council must be used to present waste for collection. No other wheeled bins or containers will be accepted.

4.5 Any special arrangements / variations to collection days, particularly for Bank Holidays and the Christmas period are published on the Councils website in advance of any changes.

4.6 The Council will evaluate properties to determine their suitability for the [Standard Waste Collection Service](#) based on the following criteria:

- Steep Slope/Bank
- Number of steps

- No garden (both front and back)
- No external access to waste containers (i.e. only presented by access through property)
- Restricted access for vehicle or crews

4.7 For properties that do not meet the criteria, the Council will undertake a discretionary assessment. The assessment may be conducted physically or as a desktop review.

4.8 If a property is deemed unsuitable for the [Standard Waste Collection Service](#), residents will be contacted and informed about the wheeled bins or containers they will receive as part of the [Non-Standard Collection Service](#).

4.9 The Council's assessment decision is final.

## 5. Standard waste collection service

5.1 Where feasible, all households will receive and benefit from the Council's [Standard Waste Collection Service](#). From 2026, following the introduction of Better Recycling, this will consist of:

Household occupancy *	Waste stream	Type of container	Size	Colour	Collection frequency
1-3	Refuse**	Wheeled bin	180 litre	Black	Three-weekly
	Paper and card	Wheeled bin	240 litre	Green lidded	Three-weekly
	Mixed recycling	Wheeled bin	240 litre	Blue lidded	Three-weekly
	Food waste	1 x external caddy 1 x internal caddy	23 litre (external) 5 litre (internal)	Grey	Weekly
4-6	Refuse**	Wheeled bin	240 litre	Black	Three-weekly
	Paper and card	Wheeled bin	240 litre	Green lidded	Three-weekly
	Mixed recycling	Wheeled bin	240 litre	Blue lidded	Three-weekly
	Food waste	1 x external caddy 1 x internal caddy	23 litre (external) 5 litre (internal)	Grey	Weekly
6+	At the discretion of the designated Waste Management Officer - based upon multiples of bin capacities available				
Premises in multiple occupation/ flats	Refuse**	Wheeled bin	1100 litre	Black	Three-weekly
	Paper and card	Wheeled bin	660 litre	Green lidded	Three-weekly
	Mixed recycling	Wheeled bin	360 litre	Blue lidded	Three-weekly
	Food waste	1 x external caddy 1 x internal caddy	140 litre (external) *** 5 litre (internal)	Grey	Weekly

\* Household occupancy is defined by number of permanent, full-time occupants.

\*\* There is a general limit of 240-litre wheeled bin for refuse collection. The Council will offer the option for householders to apply for additional or larger wheeled bins.

*\*\*\* 140 litre Food Waste Bin per 6 households irrespective of household occupancy. Other options wheeled bins can and will be provided at the discretion of the designated Waste Management Officer.*

## 6. Non-standard waste collection service

- 6.1 If individual households are unable to utilise the [Standard Waste Collection Service](#) to manage their waste and recyclables, the Council will assess their situation on a case-by-case basis. Based on this assessment, alternative containers will be provided at the Council's discretion.
- 6.2 Wherever possible, the following hierarchy of containers will be used to enable collection of waste that will support achievement of the ambitions set out.
  1. Paper and card
  2. Mixed Recycling
  3. Non-recyclable
  4. Food Waste
- 6.3 Discretion may be applied as necessary to support residents and service delivery, ensuring that recyclable materials are collected in such a way that minimises contamination and increases recycling capture rates.
- 6.4 If it is determined that the Standard Waste Collection Service is not suitable for a household, alternative containers will be provided.
- 6.5 Where refuse collections are made using authorised single use sacks for refuse, the Council will supply and deliver these upon request (maximum of once a year).
- 6.6 Where collections for recycling cannot be achieved using wheeled bins, the Council will make provision by supplying **sacks or smaller containers for the relevant waste stream**. Recycling materials will still be required to be separated as per the [Standard Waste Collection Service](#) requirements.
- 6.7 [Non-standard waste collections](#) will be made to the same schedule as the Standard Waste Collection Service.

## 7. Properties with communal bins and communal bin storage areas

- 7.1 Properties which legally comprise of two or more dwellings or households i.e. flats or houses that have been converted into flats, may qualify for a communal waste collection.
- 7.2 The preferred service for premises in multiple occupancy or flats is the [Standard Waste Collection Service](#). If the Standard Waste Collection Service cannot be provided, the Council will consult on a case-by-case basis to determine an appropriate service provision.

- 7.3 The same material exclusions will apply to each waste stream
- 7.4 The Council will provide waste containers of appropriate capacity for such premises in multiple occupancy or flats. A charge will apply for these containers which is paid for by the Managing Agent / Housing Association / Landlord / Residents.
- 7.5 To qualify for a communal waste collection, a property must:
  - Share a bin store or collection point
  - Have a suitable designated location for placement of the bins
  - Have an agreement with Managing Agent / Housing Association / Landlord / Residents and the Council regarding the collection and storage requirements
- 7.6 The number and size of the containers will be dependent on the number of dwellings served and the space in the bin storage area. The frequency of collection of containers for communal properties will be the same as a non-communal residential household.
- 7.7 Where access to communal areas (including bin storage areas) requires the provision of code, fob or key, the Managing Agent/Housing Association/Landlord/Residents will be required to provide the fob, required key(s) and codes to the Council, to allow the collections to be carried out. Where access is not provided, or is obstructed, collection will not take place and the Council will not return until the next scheduled collection date.
- 7.8 Where communal bins are used for the collection of refuse and recyclable materials, the Managing Agent / Housing Association / Landlord / Residents will be responsible for maintaining the bins to ensure that they can be serviced by the collection crews.
- 7.9 If residents fail to segregate waste for recycling as specified, the Council will work with residents and /or the Managing Agent / Housing Association / Landlord, to promote proper recycling practices. If correct recycling practices are not followed after initial engagement, a charge will be levied through our business waste service. The Council may also take appropriate [enforcement](#) action.
- 7.10 The collection crews are not responsible for clearing, or cleaning, any mess or spilt waste that has accumulated in the communal collection area as a result of residents' activities. The collection crews will only collect bagged waste or clear up spills that have resulted due to the collection process if safe to do so. It is the responsibility of the Managing Agent / Housing Association / Landlord / Residents to ensure that the communal bin areas are maintained and kept in a clean and tidy manner. The collection crews will log any issues relating to collections on the in – cab reporting system.
- 7.11 Collection crews will not remove any loose waste/bulky items that are presented by residents in the communal bin areas/bin stores. It will be the responsibility of the Managing Agent / Housing Association / Landlord / Residents to remove or clear such items.

7.12 The Managing Agent / Housing Association / Landlord / Residents can contact the Council if they are aware of an issue with the bin store area and a quote will be provided to clear additional waste and/or Bulky Waste items.

## **8. Business premises with domestic dwellings attached**

8.1 Where a property is part commercial and part residential – for example living accommodation above a shop, public house or a business run from home, commercial waste must be kept separate from waste generated from the residence.

8.2 The Council will provide for the collection of household waste but, where there are doubts as to the origin of the waste (i.e. where business waste is apparent), the waste may not be collected or a charge could be made for collection. The Council may also take appropriate [enforcement](#) action.

## **9. Additional and reduced wheeled bin capacity**

9.1 This is an ‘on-request’ service for all waste streams and is based on eligibility. Requests for a variation in wheeled bin capacity will be assessed using the following criteria:

### **For additional capacity**

- The number of people living at the property on a permanent basis, providing every effort is made to maximise recycling
- Medical circumstances that generate additional waste
- Other exceptional circumstances at the discretion of the Council

### **For reduced capacity**

- There remains sufficient capacity to maximise recycling and minimise refuse
- Other exceptional circumstances at the discretion of the Council.

9.2 To make a change to increase or reduce your waste containers capacity, residents are required to make a [‘free of charge’ application](#) or contact the Waste Services Team. Applications will be assessed on a case-by-case basis.

9.3 If deemed eligible there will be a one-off charge to supply additional refuse capacity.

9.4 It is the responsibility of the householder to let us know of any changes in their circumstances that may affect their eligibility for additional wheeled bin capacity. The Council reserves the right to review these arrangements from time to time and may withdraw this service if extra capacity is no longer deemed necessary.

9.5 A member of the Waste Team may visit the applicant/property to discuss the application or renewal.

## 10. Assisted collections

- 10.1 The Assisted Collection Service is an 'on-request' service for all waste streams. It is available to residents who are unable to present their waste and recycling for collection at the kerbside. The service enables all residents to fully participate in the refuse and recycling collection service.
- 10.2 Residents who are unable to present their waste, recycling, and food waste at the designated collection point, whether due to a temporary condition, such as recovery from a hip operation, or a longer-term health concern, including infirmity, or a disability, and who do not have another person aged 16 or over living at the property to assist, may be granted an Assisted Collection upon request.
- 10.3 **Eligibility and Application:** Residents can apply to the Council for an Assisted Collection [online](#) or by contacting the Waste Services Team (for alternative contact details, please refer to Section 23). Applications will be assessed on a case-by-case basis.
- 10.4 **Service Provision:** For those residents granted an Assisted Waste Collection, collection crews will collect the wheeled bin from a pre-agreed location, with wheeled bin being returned to the same location after emptying. It is the responsibility of the householder to let us know of any changes in their circumstances that may affect their eligibility for Assisted Collections. The Council reserves the right to review these arrangements from time to time and may withdraw this service if it is no longer deemed necessary.
- 10.5 Collection crews are unable to collect wheeled bins or containers from inside properties, sheds or garages. Additionally, wheeled bins cannot be moved up or down steps, or across uneven surfaces, such as deep gravel.
- 10.6 Recipients of the Assisted Waste Collection Service may be vulnerable residents. Repeated consecutive instances of non-presentation of any waste could indicate that all is not well at the property. Collection crews will record instances of non-presentation and a notification may be sent to the resident, to check on their wellbeing and ensure that the service is still required. This could also include a visit from a Council officer.
- 10.7 **Review and Final Decision:** The Assisted Collection Scheme will be reviewed periodically to ensure continued eligibility. The decision of the designated Waste Management Officer will be final.

## 11. Presentation of wheeled bins, containers and sacks on collection day Refuse, recyclables and garden waste

- 11.1 On the scheduled collection day, waste and recycling containers must be placed at the boundary of the property, at the point nearest to the highway, no earlier than the night before and no later than **06:00**. This ensures they are accessible in case collection crews begin earlier due to operational needs.

- 11.2 The Council will adopt a balanced and proportionate approach to managing the improper storage of wheeled bins or containers. Waste and recycling containers must not be placed on the highway more than 24 hours before the scheduled collection and must be removed within 24 hours after collection. Residents are required to return all containers to their proper place of storage by the end of the collection day. Failure to comply may result in appropriate [enforcement](#) action under relevant legislation.
- 11.3 The Council will not collect refuse or recycling from containers that have not been issued to the property by the Council
- 11.4 Where residents share a driveway, they will be required to present their waste containers for collection at the end of the shared drive, at a point nearest to the highway.
- 11.5 Where an individual property is located down a 'long-driveway', the resident is required to present their waste containers for collection at the point nearest to the highway. Where necessary, the Council's designated Waste Management Officer will visit the resident to assess the most appropriate location to present the waste containers and the type of containers to be used. Where a 'long driveway' serves several properties, the Council will arrange for the designated Waste Management Officer to visit and assess if it is appropriate for a collection vehicle to access the properties.
- 11.6 All containers must be presented with the lid fully closed and the bin handle facing the highway. Containers must not be overflowing or be too heavy, as this may prevent safe handling by the collection crew. Containers that are too heavy or overfilled will not be collected.

### **Food waste**

- 11.7 Food waste caddies must be presented with the lid closed and the carry handle in the upright position (which is locked). This reduces the need for the collection crew to bend over and ensures the lid is in the locked position.

### **Contamination**

- 11.8 The Council can only collect waste containers that contain the correct materials, and where it is safe for the collection crews to do so.
- 11.9 Contaminated means the waste container has items in it that cannot be recycled, composted or, in the case of general refuse, items which are too heavy or hazardous for the bin to be emptied safely. This can have a major impact on our recycling and composting schemes by reducing the quality of the material and creating a risk that the contaminated load will be rejected by the re-processors.
- 11.10 Operatives will not empty containers if they contain the wrong material, for example:
  - The mixed recycling (blue) wheeled bin contains non-recyclable material or a recyclable material for which a separate container has been provided

- The weekly food waste caddy contains non-food items (except for the newspaper, plastic or compostable bag used to line it)
- The refuse (black) bin contains material that is excluded from refuse waste collections.
- The garden waste bin contains quantities of soil, rubble, noxious weeds or other materials that are excluded from garden waste collections.

11.11 Wheeled bins containing ‘non-accepted’ items will not be collected by the collection crews. This information will be logged on the in-cab monitoring system and a sticker attached to the wheeled bin to inform the resident why the waste has not been collected.

11.12 The householder will be required to remove the ‘non-accepted’ items and present their refuse, recycling, food or garden waste on their next scheduled collection.

11.13 Where there is contamination of waste within communal waste wheeled bins, the Council will require the Management Agency/Housing Association/Landlord to, at their own expense, ensure all non-recyclable material or other contaminants are removed, in readiness for the next collection.

11.14 Where a household repeatedly presents contaminated waste for collection, the Council may take appropriate [enforcement](#) action under relevant legislation. In addition, a charge may be applied.

11.15 Visit the [Councils website](#) to find out more about what you can and cannot put in each of your waste containers. A summary is also available at [Appendix A](#)

### **Additional refuse (side waste)**

11.16 The Council will only collect waste contained in Council-issued wheeled bins. Any refuse (general rubbish) left by the wheeled bin in unauthorised sacks, such as black bags, will not be collected.

11.17 Excess refuse waste may be taken to a [Household Waste and Recycling Centre](#). Limitations may apply.

11.18 The Council offers an authorised council sack scheme for extra household refuse and garden waste. Sacks are available to buy from the Councils [authorised stockists](#).

11.19 Authorised refuse and garden waste sacks must be able to be easily lifted and tied at the top, to prevent being overfilled.

11.20 The Council is more than happy to provide advice on waste reduction upon request.

## **Presentation of Additional Recycling Material**

- 11.21 The Council encourages households to maximise recycling efforts.
- 11.22 The [Standard Waste Collection Service](#) has been designed to meet the needs of most householders in terms of the volume of recycling generated, with two 240-litre wheeled bins for household dry recyclable materials.
- 11.23 Extra household recycling that cannot fit in the recycling bin can be put in any clear, see-through sack, and placed beside the recycling bin for collection. Clear sacks can also be purchased from the Councils [authorised stockists](#).
- 11.24 Any cardboard that cannot fit into the paper and card recycling (green-lidded) wheeled bin must be flattened, with any packaging materials such as bubble wrap and polystyrene removed before being placed beside the bin for collection.
- 11.25 Packaging materials should then be disposed of correctly in the appropriate container / wheeled bin i.e. bubble wrap and polystyrene should be put in your refuse (black) bin.
- 11.26 Householders should break up bulky items of cardboard packaging and place in their paper and card (green-lidded) wheeled bin. The lid must remain closed because the paper and card must be presented dry for collection.

## **Clearance of spillages**

- 11.27 Collection crews are required to clear any spillages that occur as a result of the collection process, where safe to do so.
- 11.28 Any spillages that occur in advance of collections are the responsibility of the householder to clear.
- 11.29 The Council will not collect split sacks. It is the responsibility of the householder to clear any spillage of waste and present the waste in an unbroken/split sack on the next scheduled collection day.
- 11.30 Conditions such as high winds can result in windblown light recyclables during collection. In these instances, the collection crews will pick up as much windblown material as possible, where safe to do so, but they will not go onto private property to collect materials. Ensuring that all wheeled bin lids are closed will reduce instances of windblown litter during windy weather

## **Wheeled bin cleaning**

- 11.31 The Council is not responsible for the cleaning of refuse, recycling, food, or garden waste bins or containers. The upkeep and cleanliness of all waste wheeled bins or containers provided by the Council for household use rests solely with the householder.

11.32 Residents are encouraged to maintain their wheeled bins or containers in a hygienic condition to prevent odours and pest problems. The following advice may help you keep your bins clean:

- Rinse your wheeled bins / containers regularly (you can use disinfectant, or warm soapy water). You may also contact a professional bin cleaner in your area.
- Rinse food packaging to remove any food scraps
- Squeeze air out of bags, before putting them into your refuse bin. The lack of air will slow down general decomposition and help to reduce smells.
- Place sheets of newspaper at the bottom of your refuse bin, to keep it dry. The paper will soak up any liquids that may escape from bags you place inside
- Keep the lids of your bins closed, to prevent animals and flies getting in
- Report a damaged bin so that we can repair or replace it

Further details are available on the [Council website](#).

### **Bulky waste collections**

11.33 A “bulky household item” is one which exceeds 25kg in weight or does not fit into the wheeled bin for household waste provided in accordance with Materials Collected above.

11.34 In accordance with the Councils goal to promote re-use of waste, large and bulky household items can be taken to one of many [recycling centres](#) or consideration can be given to [donating the items to a charity shop, or give them away for free](#).

11.35 For more details about the service and to make a booking visit our [Bulky Waste Collection](#) webpage.

### **Waste Electrical and Electronic Equipment (WEEE)**

11.36 Electrical waste contains various chemicals, some of which are hazardous and pose risks to both human health and the environment if not properly treated. These items also include valuable metals that, when recycled appropriately, can be recovered and reused, reducing the global demand for newly mined materials. For these reasons, reuse or recycling is strongly encouraged as the preferred method of disposal for unwanted electrical items

11.37 Small Waste Electrical and Electronic Equipment (WEEE) is an electrical item that is small enough to fit inside a carrier bag. This could include items such as:

- Electric toothbrushes
- Small radios
- Toasters
- Hairdryers

11.38 Residents have three options for disposing of small WEEE when these items are no longer serviceable or needed:

- Repair, sell or donate
- Use the WEEE recycling bins. Visit the Recycle Now [website](#) to find your nearest location.
- Take the item to the nearest [Recycling Centre](#)

11.39 For larger WEEE items such as washing machines, fridges/freezers or tumble dryers, residents can book a collection with our [bulky waste service](#).

### Missed collections

11.40 We do not routinely return to collect missed refuse, recycling, food waste or garden waste. We will only return to collect if a mistake has been made by the collection crews.

11.41 Refuse and recycling wheeled bins or containers are to be presented for collection by 6.00 a.m. at the boundary of the property or designated collection point on the scheduled day of collection.

11.42 If refuse and recycling wheeled bins or containers are not placed in the correct location by 6.00 a.m. on the scheduled day of collection and are subsequently reported to the Council as 'missed' by the collection crew, the Council will not treat this as a valid missed collection. In such cases, the collection crew will not return, and responsibility for disposing of the waste rests with the resident. For guidance on safe disposal methods, please visit the [Suffolk Recycles website](#).

11.43 Residents should report their wheeled bin or container as missed to the Council **within two working days** of the collection being missed. Missed collections can be reported via the [Council website](#) or by contacting the Waste Services team.

11.44 On receipt of a missed collection report the Council aims to make a return **as soon as it is feasible to do so**.

11.45 We will not return to collect a missed bin or container (refuse, recycling, food waste or garden waste) if:

- Wheeled bins or containers are not presented by 6.00 a.m.
- Wheeled bins or containers are presented in the wrong place
- The wrong wheeled bin or container is presented e.g. refuse on a recycling week
- Wheeled bins or containers contain non-acceptable materials
- Black sacks left by the bin were not taken
- The wheeled bin or container is compacted, frozen or otherwise stuck and cannot be fully emptied
- The wheeled bin or container is too heavy or overflowing with waste

- The wheeled bin or container is damaged and emptying it would pose a health and safety risk
- The wheeled bin or containers is unauthorised e.g. not issued by the Council

## **12. Ownership and replacement of waste bins and containers**

- 12.1 The refuse and recycling containers remain the property of the Council. Serviceable pre-used wheeled bins and other containers will be re-distributed wherever possible. Residents are responsible for the storage and safe keeping of the waste containers provided by the Council and for maintaining them in good, hygienic condition.
- 12.2 For properties that do not already have council issued authorised wheeled bins or caddies, such as newly built homes, these must be purchased through the Council for a specified fee. Once issued, the bins become the property of the address to which they are assigned
- 12.3 Larger or additional containers may also be issued by the Council and charges applied.
- 12.4 Residents must clearly label their wheeled bins and containers with the property name or number, ensuring that the Council's logo remains visible.

### **Containers lost in collection vehicle**

- 12.5 There may be some circumstances where a wheeled bin or container is damaged or lost in the back of the collection vehicle. In these cases, the Council will replace the wheeled bin / container, free of charge, as soon as reasonably practicable.
- 12.6 In the interim, the Council will supply an alternative (such as authorised sacks) to the householder to cover the period between when the wheeled bin / container is reported missing and the planned delivery date of its replacement.
- 12.7 All other reported containers will be replaced, but a charge may apply.

### **Lost, damaged or stolen**

- 12.8 Requests to provide a replacement wheeled bin or container owing to damage can be made [on-line](#) or contact Waste Services.
- 12.9 Waste bins and containers that have been damaged, such as a broken lid or missing wheel, will be repaired or replaced by the Council free of charge. If a householder deliberately damages their waste bin(s) or container(s), a charge may apply.
- 12.10 If the wheeled bin or container cannot be fixed, the Council will replace it. All replacements will be serviceable and may be pre-used.
- 12.11 Once a householder has reported a damaged wheeled bin or container, it must remain accessible, so the Council's repair operative can access it.

- 12.12 If able to do so, the householder can continue to use the damaged wheeled bin or container as normal until fixed or replaced.
- 12.13 In the interim, the Council will supply or agree an alternative (such as authorised sacks) to the householder to cover the period between when the wheeled bin / container was damaged and the planned delivery date of its replacement.
- 12.14 In certain circumstances, a charge may apply for lost or missing wheeled bins or containers. This will be determined at the Council's discretion.

### **Moving house**

- 12.15 The refuse and recycling wheeled bins / containers supplied by the Council remain the property of the Council. If residents move house, the waste bins and/or containers must be left at the property, ready for the new residents.

### **Moving House - Garden Waste Subscribers**

- 12.16 Information on the Councils [Garden Waste Collection Service](#) including Terms and Conditions, is available on our website.

## **13. Disruption to service**

- 13.1 The health and safety of the public, and of our collection crews, is of paramount importance. The Council will try to maintain services if they can be performed safely.
- 13.2 In the event of severe weather, such as snow, ice, flooding, extreme heat, or other significant disruptions including pandemics, large-scale staffing shortages, or a national emergency, the Council may need to make the difficult decision to temporarily suspend waste and recycling collections.
- 13.3 During periods of extremely cold weather, the lids or contents of waste containers, particularly garden and food waste bins, which tend to retain moisture, may freeze. In such cases, residents are encouraged to assist by gently loosening frozen lids or contents where possible, as collection crews are unable to do this. Please note that crews cannot repeatedly lift or shake bins to dislodge frozen material.
- 13.4 Where delays arise or collections are suspended for a prolonged period, residents are asked to leave their waste at their usual collection point and collection crews will work as quickly as possible to catch up. We will inform residents via regular service updates posted on the Council's website and social media.

## **Restricted access and road closures**

- 13.5 Every effort will be made by the Council to ensure waste collections take place on the scheduled day, however, we **cannot guarantee this**, due to reasons outside of our control, such as roadworks or parked vehicles preventing safe access.
- 13.6 If the service is delayed, please continue to leave your bin out and accessible at its normal collection point. To check for service delays, please visit our [website](#) or contact the Waste Services Team.
- 13.7 When a collection cannot be made due to restricted access e.g parked vehicles or roadworks, the collection crew will inform their manager/supervisor. The collection crew will aim to make a return as soon as its feasible to do so.
- 13.8 Where required, a postcard will be left on the windscreens of the offending vehicles, asking the driver to park elsewhere on collection days to avoid causing an obstruction and inconvenience to residents.
- 13.9 Where there are repeated access problems, the Council may seek the following solutions:
  - Writing to residents in the local area
  - Change of collection point

## **14. Clinical and medical waste**

### **Clinical waste**

- 14.1 Clinical waste is any waste from healthcare activities that could pose a risk to public health, or the environment, if not disposed of correctly. The Council will facilitate a separate collection for residents who are self-treating at home. It is the responsibility of the householder to notify the Council that they require a collection. More details are [available on our website](#).
- 14.2 Responsibility for disposal of waste arising from treatment by NHS workers in the home rests with the NHS.
- 14.3 Some clinical waste is hazardous and poses a risk of infection. It requires specialist containers for storage, which are available from healthcare providers. Residents must never put hazardous waste into household waste wheeled bins or containers. This waste includes any medical instruments that could cause punctures or cuts, or anything that could be harmful to others such as needles, sharps, waste arising from infectious diseases, swabs and wound dressings.
- 14.4 Non-infectious waste may be offensive in nature but has no identified risk of infection i.e. medical waste such as colostomy bags, incontinence pads and catheters. If the medical waste is not infectious, it should be double-bagged and put into the non-recyclable (refuse) waste bin / container.

- 14.5 The Council provides a free dedicated clinical waste collection service to residents upon application. The service includes provision of a **yellow** clinical waste bin.
- 14.6 For non-infectious medical waste and upon application and review, the Council may provide a larger or additional wheeled refuse bin to residents to accommodate medical waste. This provision is free of charge and will be at the discretion of the Council.

### **Sharps box collections**

- 14.7 The Council offers a Sharps box collection service, which operates on an ad hoc, on-demand basis. Restrictions apply to this service; for further details, please contact the Waste Services Team.
- 14.8 For sharps boxes which we cannot collect, , please contact the health care provider who issued them.
- 14.9 We are unable to collect sharps boxes from businesses and other non-domestic locations.
- 14.10 Sharps used on animals cannot be collected as part of the clinical waste service.
- 14.11 If required, our collection crew can leave an empty sharps box at the time of collection. The sharps box left will be approximately 22l in size

## **15. Hazardous Waste**

- 15.1 Household hazardous waste includes any material discarded by a householder which puts human health or the environment at risk because of its chemical or biological nature.
- 15.2 Examples of household hazardous waste include:
  - Asbestos (for example, ironing board mats or old asbestos guttering)
  - DIY products (such as oil-based paint, varnishes, paint stripper and some wood treatments - please note that creosote is now banned for amateur use)
  - Flammable liquids (such as white spirit, paraffin and wood dyes)
  - Garden chemicals (such as weed killers and insect killers)
  - Poisons (for example, rat and mouse poisons)
  - Household cleaning products and chemicals (such as toilet cleaners, drain cleaners and bleaches)
  - Motoring products (such as antifreeze and brake/clutch fluid)
  - Swimming pool chemicals (such as chlorine additives, pH adjusters and algicides)
- 15.3 Hazardous waste must not be put in refuse (general rubbish) or recycling wheeled bins or containers. To find out what to do with hazardous waste, please visit the information listed on the [Suffolk Recycles website](#)

## **16. Private / unadopted roads**

- 16.1 Waste and recycling wheeled bins or containers must be presented at the boundary of the property, at the point nearest the highway.
- 16.2 Where pre-existing agreements are in place, the Council reserves the right to review those arrangements and may designate an alternative collection point to ensure the safety of staff and vehicles. Where conditions are no longer suitable, for example, due to narrow access, unkempt verges, overhanging trees, weak road surface, potholes, lack of turning point (if no-through road) etc, the Council will require that waste is presented for collection on the pavement or the verge nearest to the highway to which the collection vehicle has access.

## **17. New build properties**

- 17.1 The Council will provide wheeled bins to all new dwellings and developments and aim to deliver these as soon as it is feasible to do so.
- 17.2 From 1<sup>st</sup> April 2025, property developers are required to meet the cost of supplying waste and recycling wheeled bins for new developments. Should this requirement not be met, the cost will fall to the householder. Guidance on the requirements for waste storage and collection at new residential developments can be found in the Waste Technical Guidance for Residential and Commercial Developments.
- 17.3 The Council will only empty wheeled bins that have been authorised and issued by Mid Suffolk District Council to the specific address.

## **18. Ad-hoc services**

### **Public building collections**

- 18.1 Public buildings such as village halls, churches, community facilities etc will be provided with a set of wheeled bins free of charge. Additional capacity will incur charges for collection only (no disposal charge).
- 18.2 Premises requiring a different collection frequency, capacity or service will be charged at an appropriate rate via the Business Waste Collection Service.

### **Recycling 'bring banks'**

- 18.3 The Council provides [local bring banks across the district](#), as a supplementary service for the collection of additional materials.
- 18.4 The bring banks are for domestic/household waste only. They are not to be used to dispose of waste from businesses or commercial activity.
- 18.5 These sites are inspected and the banks emptied regularly to maintain sufficient capacity for materials. As with the kerbside collections of recyclables, it is important

to deposit the correct materials in the right banks to avoid being rejected by the processing plant.

- 18.6 Residents must not leave items on top of, or around, the container. This constitutes fly-tipping and the Council may take appropriate [enforcement](#) action under the relevant legislation.
- 18.7 The Council reserves the right to cease the service at any time.

## **19. Education and enforcement**

- 19.1 The Council is committed to promoting awareness and supporting residents in recycling properly. The objective is to help everyone make full use of recycling services while reducing the amount of non-recyclable waste produced.
- 19.2 The Council will adopt the 4 E's approach:

**Engage:** Officers will contact the householder, with the aim of building a positive relationship. This includes listening carefully to any concerns and establishing trust within the community.

**Explain:** Officers will clarify the appropriate regulations, explaining their purpose, for example, reducing waste, preventing pest issues, and protecting the environment. This ensures that residents fully understand the impact of their actions.

**Encourage:** Officers will encourage compliance by outlining the advantages of following these guidelines, fostering a sense of shared responsibility in the community.

**Enforce:** If householders still fail to comply after the above steps have been taken, enforcement becomes a last resort.

- 19.3 Where efforts to educate and provide guidance have been repeatedly ignored, the Council may ultimately proceed with issuing an enforcement notice and then a Fixed Penalty Notice (FPN) as formal enforcement measures.
- 19.4 Some examples of situations where a Fixed Penalty Notice may be issued are shown below:
  - Consistently causes an obstruction i.e. forcing people using wheelchairs or buggies to walk on the road
  - Leaving torn bags or open containers out for days in a manner that is likely to attract vermin.
- 19.5 The Council cannot and would not issue an FPN for minor problems, such as when householders occasionally:
  - Put something in the wrong wheeled bin or container by mistake
  - Forget to close wheeled bin / container lids

19.6 The graphic below outlines the Council's enforcement process and illustrates how it complies with section 46A of the Environmental Protection Act 1990 and FPN [guidelines](#) as set out by Government.

#### **INFORMAL WARNING / VISIT**

- The householder will be written to in order to explain the problem and warn that a failure to comply will result in a Notice being served.
- The letter will invite the householder to engage with the Council to access any information, support or assistance they may require.
- The above is not set down in legislation, but is good enforcement practice

#### **SECTION 46(1) NOTICE**

The Section 46 Notice must name the householder and may require the following:

- The kind and number of containers to be used (and arrangements for their provision)
- What should be put into each container
- When and where they should be presented for collection
- When they should be removed following collection

#### **FORMAL WRITTEN WARNING (s46A)**

If the s.46 Notice is not complied with then a formal written warning will be issued to:

- Explain how the collection rules have been broken and the impact on the local community / amenities
- Explain how to resolve the issue and how long the householder has to comply
- Explain what happens if the householder fails to comply

#### **NOTICE OF INTENT (s46C)**

The Notice of Intent must name the householder and tell them:

- They may get a Fixed Penalty and why
- How much they'll have to pay
- That they have 28 days from the date of the Notice of Intent to explain in writing why they shouldn't have to pay the penalty

### **FINAL NOTICE (s46A-C)**

The Council must consider any responses from the householder before issuing a Final Notice. If the Council rejects the representations made, it may issue the Final Notice 28 days after the Notice of Intent.

The Final Notice must name and advise the householder of the following:

- The grounds for issuing a Fixed Penalty Notice
- The amount payable (and any early payment discount)
- How and when it should be paid
- The right to appeal
- The consequence of not paying the Fixed Penalty Notice

### **ISSUE FIXED PENALTY NOTICE**

The Fixed Penalty Notice is issued at the same time as the Final Notice. Additional Fixed Penalty Notices can be issued:

- If noncompliance continues one year from the date of the written warning
- Each time within a one-year period the householder again fails to comply with the s.46 Notice and the failure to do so has resulted in actual or likely nuisance/ detriment to the amenity of the locality.
- Each time within a one-year period from the issue of the written warning the householder fails to comply with a s.46 requirements similar to that identified in the written warning, and this has resulted in actual or likely nuisance/ detriment to the amenity of the locality.
- An FPN can be appealed to a first-tier tribunal.
- If no appeal is made and it is unpaid, it is recoverable as a civil debt after 14 days.

19.7 Depending on the severity of the case, the Council may decide to issue a Community Protection Notice instead of a s46 notice for this offence. This will be issued if the Council is satisfied that:

- i) the conduct of the individual/household is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality and
- ii) the conduct is unreasonable.

19.8 Recycling and waste enforcement activities will be carried out in accordance with the Council's '[Corporate Enforcement Policy](#)' and as such will follow the same principles.

## **20. Unacceptable behaviour towards staff**

20.1 The Council has a zero-tolerance approach to work-related violence, abuse, threatening, racist, homophobic, or other alarming or inappropriate behaviour towards its or partner agency employees from members of the public while delivering services.

## 21. Complaints

21.1 To report a problem or make a complaint, please refer to the Council's [formal complaints procedure](#).

## 22. Policy review

22.1 Officers of the Council will manage and operate the Household Recycling and Waste Collection Service in line with this policy.

22.2 The Head of Service and Director of Operations are authorised to make technical amendments to the document to ensure it continues to meet the needs of both the Council and its residents, including remaining compliant and up to date with legislation and guidance.

22.3 This policy will be reviewed as required and **no less than every five years**.

## 23. Contact us



**Web:** [www.midsuffolk.gov.uk/bins-and-recycling](http://www.midsuffolk.gov.uk/bins-and-recycling)

**Email:** Recycling@aberghmidsuffolk.gov.uk

**Phone:** 0300 1234 000 (option 4)

**Address:** Waste Services, Creeting Road Depot, Creeting Road West, Stowmarket, Suffolk, IP14 5AT

### Customer Access Points

Location	Address	Opening Hours
<b>EYE</b>	Eye Library, 6 Cross Street, Eye, IP23 7AB	Every Friday from 9.15am - 12.30pm, alongside Citizens Advice
<b>STOWMARKET</b>	54 Ipswich Street, Stowmarket, IP14 1AD	Monday 9am - 5pm Tuesday 10am - 5pm Wednesday 9am - 5pm Thursday 9am - 5pm Friday 9am - 4.30pm

## 24. Request this document in an accessible format

<b>English</b>	If you would like this document translated or require an accessible format such as large print or braille, please call 0300 123 4000, and select option 4.
<b>Kurdish</b>	ئەگەر دەتموێت ئەم بەلگەنامەیە وەربگێردریت یان پیتویستیت بە شیوازیکی دەستگەیشتن ھەمیە وەک چاپی گەورە یان نووسینی نابینایان braille، تکایە پیغەندى بکە بە 0300 123 4000، و بژاردهی 4 ھەلۆزىرە.
<b>Polish</b>	Jeśli chcesz, aby ten dokument został przetłumaczony lub potrzebujesz innego dostępnego formatu, takiego jak duży druk lub alfabet Braille'a, zadzwoń pod numer: 0300 123 4000 i wybierz wewnętrzny 4.
<b>Portuguese</b>	Caso pretenda esta informação traduzida, ou em formato acessível como impressão grande ou braille, por favor ligue para o número 0300 123 4000 e selecione a opção 4.
<b>Pashto</b>	که چېري ددغه سند ژباره غواړي یا بې لوبي چاپي یا بريل بني ته اړتیا ولری، مهربانی وکړئ 0300 123 4000 ته زنگ ووھي او 4 اپشن یا غوراواي وټاکي.
<b>Romanian</b>	Dacă doriți ca acest document să fie tradus sau dacă aveți nevoie de un format accesibil, cum ar fi caractere mari de tipar sau Braille, vă rugăm să apelați 0300 123 4000 și să selectați opțiunea 4.

What you can and cannot put in your waste bins / containers

<b>Paper &amp; Card</b>			Cardboard		Paper
<b>Containers</b>			Glass bottles & jars		Metal food & drinks cans
			Cartons		Plastic pots, tubs, trays, film & bottles
<b>Food Waste</b>			Plate scrapings		Meat (inc bones)
			Fish (inc bones)		Fruit & veg
			Tea bags & coffee grounds		Breads
					Dairy
<b>General Rubbish</b>			Soiled fast food containers		Bagged vacuum contents
			Nappies		Other non recyclable waste
<b>Garden Waste</b> Subscription only			Small branches		Leaves
			Dead plants & flowers		Grass trimmings