

**Isle of Wight Council**  
**Operational Waste Policy**  
**July 2019**

## Document Information

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<b>Author:</b>	Natasha Dix, Principal Project Officer Contract Management Unit, Place ✉ <a href="mailto:natasha.dix@iow.gov.uk">natasha.dix@iow.gov.uk</a> ☎ (01983) 821000 6623
<b>Sponsor:</b>	Colin Rowland Director of Neighbourhoods ✉ <a href="mailto:colin.rowland@iow.gov.uk">colin.rowland@iow.gov.uk</a> ☎ (01983) 821000 8753
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## Introduction

Isle of Wight Council is the Waste Collection Authority (WCA) and Waste Disposal Authority (WDA) for the Isle of Wight. The overall aim of the Council is to provide accessible, efficient, and sustainable waste services to Island residents, at an affordable cost.

This Policy documents operational principles that represent current practice of waste services on the Isle of Wight.

## Defined Terms

Capitalised terms within this Policy are defined in the Glossary of Terms.

## Who does this Policy apply to?

This Policy is for the information of all residents, visitors and businesses on the Isle of Wight.

## Current Operational Principles

The principles set out in this policy document Current Operational Principles are specific to the Waste Contract between the Isle of Wight Council and Amey LG Limited and may be subject to change via the annual review process.

Isle of Wight Council provides a full Waste Collection Service to all domestic households on the Isle of Wight which are liable for council tax. The following services are currently provided:

- Fortnightly collection of recyclable waste either by wheelie bin or recycling sacks
- Fortnightly collection of 140 litre black wheeled bins or gull sacks of non-recyclable waste.
- Fortnightly collection of garden waste via a pre-paid subscription service
- Weekly collection of food waste.

All households must present their waste and/or recycling at the Set Out Point (kerbside or communal bin store) by 7:00am on the day of collection and no earlier than 7.00pm the previous day.

The Service Provider is responsible for the clearance of any waste spilt in the public realm from the earliest set out time through to act of collecting and transporting the waste to the designated waste sites.

Waste or recycling set out outside of the specified Set Out Times, or no within the specified containers will be deemed an offence under section 46 of the Environmental Protection Act 1990 (as amended) .The Authority reserves the right to investigate, issue fixed penalty notice in respect of this offence and/or prosecute persistent offenders.

# 1 OP1: Collection of Household Recycling and Waste

As the Waste Collection Authority (hereafter known as the Authority), Isle of Wight Council will provide a scheduled collection of Household Waste free of charge from the Set Out Point, by the Collection day.

## 1.1 Qualifying Criteria

This service is provided free of charge to residential properties (including but not limited to houses, flats, and houseboats as described in the Controlled Waste Regulations 2012.) provided the domestic property is not used in the course of a business for the provision of self-catering accommodation.

## 1.2 Conditions for the Collection of Household Waste and Recycling

1. The council recycling and waste service will only collect Household Recycling and Waste from domestic households presented by the specified Set out Time at the specified Set out Point as informed to the occupiers of properties in the Household Recycling and Waste Collection Service information provided to all properties annually.
2. At all other times residents are required to store their waste and recycling within the boundary of the property they occupy or dispose of it at a Household Waste Recycling Centre (HWRC) or via an alternative, licensed waste management company.
3. The Service Provider will only collect non-recyclable waste from the receptacles allocated to the property on the day indicated on the collection calendar associated with the address. If a receptacle is missing, lost, stolen or damaged the occupier of the premises must report this to the Isle of Wight Council and request a replacement which will be delivered within seven days..
4. The Service Provider will collect household recyclables from the specified receptacles allocated to the property and will collect additional separated recyclables set out on the allocated recycling day provided it is separated into the required material streams.
5. All reasonable endeavours will be taken to prevent service disruption during severe weather, works, special events and other unforeseen circumstances.
6. Mixed hereditaments (properties which operate both as a residence and as a business such as bed and breakfasts) will be provided with the same receptacle allocation as all other domestic properties for the domestic occupiers where there is a specific owner's accommodation which is liable for council tax. Commercial waste and recycling produced in the course of operating the business must not be placed in the household recycling and waste receptacles or Set Out for the household waste collection service.
7. The Authority, in conjunction with the Service Provider, may determine that certain domestic residences may require special collection arrangements due to access or storage issues. The occupier of the property will be notified in writing of collection arrangements by the Service Provider in partnership with the Authority.

## 1.3 Waste NOT collected free of charge by the Household Collection Service

### 1.3.1 Commercial Waste

For the avoidance of doubt, the following waste and recycling arisings are classified as commercial waste or chargeable household waste by the Controlled Waste Regulations (2012) and will not be collected free of charge by the council:

- a. Recycling and waste arising from any hotel or any domestic property used in the course of a business for the provision of self-catering accommodation.
- b. Recycling and waste arising from a caravan that is either:
  - i. Used in the course of a business for the provision of self-catering accommodation, or;
  - ii. Which is not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission;
- c. Recycling and Waste arising from a premises occupied by a club, society or any association of persons in which activities are conducted for the benefit of members.
- d. Recycling and waste arising from premises occupied by a charity and wholly or mainly used for charitable purposes, excepting where:
  - i. waste is directly from a registered place of worship in which case it is non-chargeable household waste, or;
  - ii. the premises is used wholly for public meetings in which case it becomes household waste for which the Collection Authority may charge for collection.
- e. Recycling and Waste produced in the course of any commercial activity. All businesses have a duty to organise and pay for regular waste collections. Business waste includes any waste that comes from:
  - i. Any commercial activity - including any you run from your home;
  - ii. Construction;
  - iii. Demolition;
  - iv. Industry;
  - v. Tourism;
  - vi. Agriculture;
  - vii. Professional Services provided in a client's home (e.g. gardening, building work, health care etc)

Business waste may not be disposed of at either Afton Marsh or Lynnbottom Household Waste Recycling Centres; it may be disposed of for a charge at the Lynnbottom Commercial Waste Recycling Centre.

### 1.3.2 Collection of Chargeable Household Wastes

Waste classified as Chargeable Household Waste, as defined in the Controlled Waste Regulations 2012, may be collected from households by agreement with the

Authority in conjunction with the Service Provider. Special collection arrangements and a charge will be levied for this service.

Chargeable Household Waste is defined as those fractions of household waste for which the Authority can levy a charge for disposal and/or collection as defined in the Controlled Waste Regulations 2012 (for disambiguation see Household Waste).

### 1.3.3 Qualifying Criteria

Any household can apply to have an additional collection of any Chargeable Household Waste as defined in the Controlled Waste Regulations 2012.

For the avoidance of doubt, the Household wastes for which a charge can be levied are:

#### Collection and disposal charges

No.	Description of household waste	Collection charge allowable	Disposal charge allowable	Charged by the Isle of Wight Council Waste Services
1	Any article of waste which exceeds 25kg in weight	Yes	No, subject to entries 11 to 17	YES
2	Any article of waste which does not fit or cannot be fitted into—  (a) a receptacle for household waste provided in accordance with section 46 of the Act; or  (b) where no such receptacle is provided, a cylindrical container 750mm in diameter and 1m in length	Yes	No, subject to entries 11 to 17	YES
3	Garden waste	Yes	No, subject to entries 11 to 17	YES
4	Dead domestic pets	Yes	No, subject to entries 11 to 17	NO
5	Waste oil or grease	Yes	No, subject to entries 11 to 17	NO

No.	Description of household waste	Collection charge allowable	Disposal charge allowable	Charged by the Isle of Wight Council Waste Services
6	Asbestos	Yes	No, subject to entries 11 to 17	<b>YES (over 60kg per household)</b>
7	Waste which may not be put into a receptacle provided under section 46 of the Act because of a notice served under that section	Yes	No, subject to entries 11 to 17	<b>YES</b>
8	Waste from premises used wholly or mainly for public meetings	Yes	No	<b>YES</b>
9	Clinical waste and offensive waste produced at a domestic property, a caravan or a vehicle or vessel used wholly for the purposes of living accommodation	Yes	No	<b>NO</b>
10	Waste from a residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Yes	No	<b>YES</b>
11	Waste from a charity shop selling donated goods originating from domestic property	Yes	Yes, but only to the extent that the waste originated from non-domestic property	<b>YES charged kerbside collection—collected for free at HWRCs with applicable terms and conditions.</b>
12	Waste from premises occupied by— (a) a community interest company (being a company which is registered as such with the registrar of companies), or (b) a charity or other not for profit body, which collects goods for re-use or waste to prepare for re-use from domestic property	Yes	Yes, but only to the extent that the waste originated from non-domestic property	<b>YES</b>



No.	Description of household waste	Collection charge allowable	Disposal charge allowable	Charged by the Isle of Wight Council Waste Services
13	Litter and refuse collected under section 89(1)(f) of the Act	Yes	Yes	<b>YES</b>
14	Waste from a residential home or land belonging to or wholly or mainly used in connection with a residential home	Yes	Yes	<b>YES</b>
15	Waste from premises forming part of a university, school or other educational establishment	Yes	In Wales: yes  In England: yes, subject to paragraph 4(8)	<b>YES</b>
16	Waste from premises forming part of a hospital or nursing home except for waste from a residential hostel forming such part which provides accommodation only to persons with no other permanent address	Yes	Yes	<b>YES</b>
17	Waste from a penal institution	Yes	Yes	<b>YES</b>

#### 1.4 Conditions

1. This service is provided on application to the Authority. Waste must be presented in accordance with the agreement made with the Authority. The Authority reserves the right to refuse to collect any waste it deems unsuitable.

#### 1.5 How to Apply

To apply and pay for additional collection services resident should either visit [www.iwight.com/waste](http://www.iwight.com/waste) or call the contact centre on 01983 823777.

## 3 OP2: Assisted Waste and Recycling

### 3.1 Assisted Collection of Household Waste

The Authority recognises that some residents require assistance to place their waste or recycling out for collection. The Authority will therefore make special arrangements for those residents who, in accordance with the qualifying criteria, are unable to place their waste or recycling at the Set Out Point.

This Policy ensures that a consistent and fair system is in place when offering an Assisted Collection for household rubbish and recycling. Applications for Assisted Collection of waste will be determined by the IWC Waste Contract Management Team. On approval of applications, qualifying households will receive an Assisted Collection of Household Waste free of charge from a pre-determined, agreed collection point.

#### 3.1.1 Qualifying Criteria

This service is for households where all householders over the age of 18 years have severe physical or mental impairment that directly affects the householders' ability to place their own Household Waste at the determined Set Out Point for collection. A representative from the Service Provider will agree this with the resident.

#### 3.1.2 Conditions

1. Households must submit an Assisted Collection application online will be assessed and determine the approval of the application. The Authority or the Service Provider may visit the household in the process of determining applications.
2. The application will only be approved provided there are no other members of the same household, over the age of 18, who are able to place the waste or recycling at the Set Out Point.
3. Receptacles appropriate for the individual's needs (as agreed with the Service Provider) will be provided, and collected from an accessible location (as agreed with the Service Provider).
4. Residents are required to inform the Authority should they no longer require this service.
5. The annual renewal process (every six months for temporary medical conditions) is commenced by the Service Provider who advises the resident of the need to reapply via the IW council website or contact centre. Decisions on the approval of extension requests are taken by the council and are then implemented by Service Provider to ensure the list remains up to date and appropriate to service users.

#### 3.1.3 How to Apply:

Applications and renewals for the assisted collection service can be made online at [www.iwight.com](http://www.iwight.com) or by contacting the IW council

### **3.2 Reasonable adjustments to assist householder's management of household waste**

The Authority recognises that some residents require alternative formats of service information or adjustments to the way their waste is managed due to physical, emotional, intellectual or language barriers. Upon request from a resident the Authority will carry out an assessment on a case by case basis with the resident to determine whether special arrangements need to be put in place or information provided in an alternative format.

Any alternative formats of service information will be designed with consideration of best practice guidance from the UK association for accessible formats.

#### **3.2.1 How to Apply:**

Applications for assistance can be made by contacting the IW council

## 4 OP4: Charity Waste

Unusable donations made to charity shops are legally classified as household waste for which a charge can be made (as per the Controlled Waste Regulations 2012). The council recognises the important contribution these organisations make to sustainable waste management through encouraging reuse and since donated items might otherwise have been disposed of by households, the council offers a permit scheme to Charity Shops for the disposal of this waste for free.

### 4.1 Qualifying Criteria

Each charity shop is entitled to two (2) permits per month to deposit waste that has arisen from charitable donations that are not reusable or re-saleable at a Household Waste Recycling Centre, at no charge.

This is not as an alternative to the normal method of collection/disposal of waste generated by the charity's day to day business functions. For avoidance of doubt, this does not include waste generated by:

- The day to day business operation and administration of the charity / charity shop;
- Building work or maintenance of premises;
- Clearance or maintenance of grounds belonging to the charity;
- Furniture or other large items from house or office clearance;
- Regular meetings of groups associated with the charity, which do not have a directly charitable purpose.

### 4.2 Conditions

1. Permits are for waste produced directly from donations that are either unsalable or non reusable only.
2. Each HWRC permit is valid for one load only (maximum 12 standard black sacks or equivalent). Two permits may be issued per month. The Service Provider reserves the right to reject any load that is deemed excessive or fails to meet the qualifying criteria.
3. Permits must be requested a minimum of 24 hours in advance of the proposed disposal date, will not be issued more than five business days in advance, and are valid for seven days after the date of issue.
4. Permit numbers will be issued by the contact centre the permit number must be quoted at the HWRC for each visit.
5. Copying or altering of permits numbers is not allowed.
6. Permits are issued at the discretion of the council and may be refused if for example incorrect or incomplete information is supplied.
7. HWRC staff have the right to refuse any load which does not meet the criteria or differs from that described on the permit.

8. Prior to arriving at the HWRCs all loads must be separated into the required recycling streams:

#### 4.3 How to Apply

To apply for additional collection services resident should either visit [www.iwight.com/waste](http://www.iwight.com/waste) or call the contact centre on 01983 823777.

## 5 Related Documents

- Corporate Plan
- Environmental Protection Act 1990
- Controlled Waste Regulations 2012

## 6 Glossary of Terms

<ul style="list-style-type: none"> <li>• Chargeable Household Waste</li> </ul>	<ul style="list-style-type: none"> <li>• those material streams of household waste for which the Authority can levy a charge for disposal and/or collection as defined in the Controlled Waste Regulations 2012 (for clarity see Household Waste).</li> </ul>
<ul style="list-style-type: none"> <li>• Collection Day</li> </ul>	<ul style="list-style-type: none"> <li>• the specified day waste and Recyclables are Collected by the Service Provider</li> </ul>
<ul style="list-style-type: none"> <li>• Household Waste</li> </ul>	<p><i>all waste collected under section 45(1 )(a) of the Environmental Protection Act 1990, defined under section 75 (5) of the Environmental Protection Act 1990 and Schedule 1 to the Controlled Waste Regulations 2012 for which a collection or disposal charge cannot be levied (for clarity see Chargeable Household Waste).</i></p>
<ul style="list-style-type: none"> <li>• Service Provider</li> </ul>	<ul style="list-style-type: none"> <li>• the company contracted by the Authority to deliver the Contract. (Amey (IoW) SPV)</li> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Set Out Point</li> </ul>	<ul style="list-style-type: none"> <li>• the specified locations at which waste and Recyclables are to be placed for Collection by the resident.</li> </ul>
<ul style="list-style-type: none"> <li>• Set Out Time</li> </ul>	<ul style="list-style-type: none"> <li>• the specified time waste and Recyclables are to be placed out for Collection by the resident.</li> </ul>