



Environmental Services Policy - revised October 2020

Refuse, Recycling and Street Cleansing Services

Cheltenham Borough Council is responsible for environmental services in Cheltenham which are delivered by Ubico Ltd (our service provider) which is a teckal company wholly owned by local authorities including Cheltenham Borough Council

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SECTION 1 – “REFUSE” (RESIDUAL, NON-RECYCLABLE WASTE) COLLECTION	
1	Residual household waste is collected on a fortnightly basis, in 180 litre wheeled bins or refuse sack/s which are required to be placed at the kerbside by the householder on each collection day.
2	It is the householder’s responsibility to place their wheeled bin or refuse sack/s on the kerbside in a safe position by 7am on the day of collection. Once emptied, the wheeled bin will be returned by the service provider to a safe position as close as possible to the point it was collected from. It is the householder’s responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day.
3	Wheeled bin/s or refuse sack/s can be presented from 18:00 the day before the scheduled collection day. Refuse bin/s must be removed from the adopted highway by 09:00 the day following the scheduled collection day.
4	Each household is provided, free of charge, with one green coloured, 180 litre wheeled bin for residual waste.
5	Residents who are unable to store/manage a large bin are offered a smaller wheeled bin of 140 litres. (See SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS).

6	Residents living at hard to reach properties may present their waste for collection in refuse sacks with a maximum of 4 per household being presented on each collection and this may be different for larger households.
7	360 litre wheeled bins are provided to households with 5 or more occupants, those with two or more children in nappies or residents who are producing large amounts of waste due to medical condition (i.e. incontinence pads and disposable sheets) following assessment the council or Ubico.
8	Where space is restricted, communal properties are provided with 1100 litre or 660 litre wheeled bin/s for the storage and collection of refuse – subject to there being the necessary room on site to permanently store the containers. It is the responsibility of the management agent to ensure excess waste blocking access to the bins is removed to allow access to the bins for emptying by The service provider.
9	Residents who would like to present additional waste as the result of special circumstances i.e. family party or house move can purchase beige coloured refuse sacks from the Council by contacting customer services on 01242 262626. When full, beige sacks can be presented alongside refuse bin/s on the scheduled collection day.
10	Wheeled bins supplied by the Council must stay at the address to which they are delivered, unless otherwise agreed, and remain the property of the Council.
11	Householders are responsible for maintaining their bins in a hygienic and serviceable condition.
12	Refuse crews will only empty one bin per property per fortnight unless a contractor officer gives specific approval for additional receptacles.
13	Householders are <u>not</u> provided with an annual calendar informing them of their collection days and should instead source the information from the Council's website www.cheltenham.gov.uk , the media including social media or call the Customer Service Team on 01242 262626. Collection days will be temporarily changed as a result of Bank Holidays so residents are encouraged to find out their collection day around these periods in good time. The service provider will not ordinarily return to householders who have placed their bin/s or

	sack/s out on the incorrect day during such times.
14	Only bins supplied by the Council will be emptied.
15	Refuse bin/s and sack/s containing non-domestic waste such as garden waste, soil, bricks, rubble, DIY waste, oil, hazardous waste etc. will not be collected. It will be the responsibility of the householder to remove the non-domestic household waste before the next collection.
16	Refuse bin/s & sack/s which are too heavy to be safely wheeled/picked up by an average collection operative will not be serviced and it will be the responsibility of the householder to reduce the weight before the next scheduled collection. The collection crew will not return to collect in the meantime.
17	Residual waste should not include any recyclable, organic or compostable waste. These items can be recycled using the other services offered.
18	The contractor will only remove waste that is completely contained within a bin with the lid closed. The service provider will not take any side waste or waste placed on top of bins. The service provider will not take any side waste or waste placed on top of bins. Where households present their waste in black sacks, a maximum of four black sacks may be presented per fortnight. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances. For further details please see the enforcement section of this policy which sets out the education, advice and enforcement procedure.
19	During the two-week period immediately following Christmas Day each year, for one collection only , households may present an additional amount of residual waste in sacks alongside their green wheeled bin/refuse sacks and it will be collected on their revised collection day. However, during this period, if 12 or more additional sacks are presented at any one property, a service provider officer may conduct a site inspection to establish the reasons for the large quantity of residual waste and offer waste reduction/recycling advice.
20	Where Cheltenham Borough Council or its service provider fails to collect residual waste as a direct result of service failure it will normally be collected within 2 working days of the service provider being notified by the Council. The service provider can only act on reports made by the customer to the Council within 2 working days from 17:00 on the collection day.

21	A replacement bin will be issued free of charge if damage or loss occurs during handling by the service provider. If a householder damages a bin it will be replaced upon request and a charge will be made. If a bin is stolen whilst presented within the presentation period then it will be replaced free of charge. If it is stolen outside of the presentation period then it will be the responsibility of the householder to pay for a new one.
22	The delivery or collection of an additional/replacement bin/s will be on request.
23	Relevant information will be collected regarding residents who deliberately abuse the residual waste collection service by ignoring guidance regarding collection requirements. Further details are contained in the enforcement section of this policy.

SECTION 2 – “DRY RECYCLABLES” COLLECTION	
1	<p>Each household is issued, free of charge, with 44 litre green coloured plastic boxes and lids for the storage and presentation of dry recyclables which householders are required to present sorted or segregated as follows (please refer to the website for details of what is recyclable and how to sort it):</p> <p>“Mixed Plastics, Cans/Tins & Aerosols” in one box, “paper” in a second box and if there is too much glass and paper for one box with it separated out within the box (not mixed) “glass” in a third box .</p> <p>One blue coloured weighted reusable sack is also issued for the storage and presentation of mixed cardboard of a size that will fit inside the bag. Additional bags can be requested.</p>
2	<p>In addition, residents can present for collection ‘Textiles/Shoes, Small Waste Electricals and Household Batteries’ in separately tied carrier bags (supermarket style or similar size plastic bags). Textiles and Shoes must be kept dry in order to be collected so the carrier bags containing such items must be placed within one of the recycling boxes with the lid closed – wet Textiles and Shoes will not be collected and it will be the responsibility of the householder to remove these items before the next schedule collection. Small Waste</p>

	Electricals and Household Batteries should also be presented within separately tied carrier bags (supermarket style or similar size plastic bags) and these should be placed for collection in or on top of either recycling box.
3	Single person occupancy households or homes which don't have the necessary storage space can present a single box with all recycling items presented together inside. However this is restricted to only one box per household presented in this way in such circumstances.
4	Where space is restricted, communal properties are provided with separate 240 litre wheeled bins known as recycling bin sets, for the storage and collection of recycling (Paper, Cardboard, Glass, Cans & Mixed Plastics) - subject to there being the necessary room on site to permanently store the containers. 'Textiles/Shoes, Small Waste Electricals and Household Batteries' should be presented alongside the recycling bins in separately tied carrier bags (supermarket style) and be visible to the collection crew – wet Textiles and Shoes will not be collected and it will be the responsibility of the householder/management agent to remove these items before the next schedule collection.
5	<p>The Council's service provider collects the following materials for recycling:</p> <ul style="list-style-type: none"> • Cans and tins, empty aerosol cans, mixed consumer plastics (bottles, pots, tubs and trays) mixed papers, glass bottles and jars, mixed cardboard (in pieces no larger than 1 metre square and presented within the blue reusable bag), textiles/shoes (dry), small waste electricals and household batteries. Further details on the items which can be recycled can be found on the Councils website www.cheltenham.gov.uk or by contacting the Customer Service Team on 01242 262626.
6	Residents are asked to wash and squash recycling materials where appropriate as heavily contaminated items cannot be recycled.
7	The boxes and sack/s are collected on a fortnightly basis
8	Where recycling boxes/blue bags, presented are presented not properly sorted or segregated into the correct boxes a sticker/bin hanger/letter will be left providing advice on the correct sorting. A further letter and final warning sticker will be issued after which time the unsorted recycling will not be collected. For further details please see the enforcement section of this policy which sets out the education, advice and enforcement procedure.
9	It is the householder's responsibility to place the boxes and sack/s on the kerbside in a safe position by 7am on the day of collection and residents must segregate recycling materials using their containers as instructed. Once emptied, the boxes and sack/s will be returned by

	<p>the service provider to a safe position as close as possible to the position they were collected from. It is the householder's responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day. Wherever possible the empty cardboard sack/s will be placed inside one of the empty boxes at the correct property to reduce the risk of loss or damage. Recycling containers can be presented from 18:00 the day before the scheduled collection day and must be removed from the adopted highway by 09:00 the day following the scheduled collection day.</p>
10	<p>During periods of inclement weather including strong winds, residents are advised to place a heavy object on the lid of their recycling boxes such as a stone or brick to prevent the contents from being blown around and causing a litter issue.</p>
11	<p>The boxes and sack/s remain the property of the Council and must stay at the address of issue. Individual householders are responsible for maintaining their boxes and sacks in a hygienic and serviceable condition.</p>
12	<p>Replacement boxes and sacks are offered free of charge if damage or loss occurs during handling by the service provider's staff.</p>
13	<p>Additional boxes and sacks are available on request.</p>
14	<p>Householders are <u>not</u> provided with an annual calendar informing them of their collection days and should instead source the information from the Council website www.cheltenham.gov.uk or call the Customer Service Team on 01242 262626. Collection days can temporarily change as a result of Bank Holidays so residents are encouraged to establish their collection day around these periods in good time. The service provider will not return to householders which have placed their bins/bags out on the incorrect day during such times. The collection crew will not return to collect in the meantime.</p>
15	<p>Boxes and sacks containing non-recyclable waste such as residual/garden waste, soil, bricks, rubble, DIY, organic waste etc. will not be collected. It will be the responsibility of the householder to remove the non-domestic household waste before the next collection.</p>
16	<p>Boxes and sacks which contain items which may pose a hygiene risk for collection staff (such as nappies, faeces etc) will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances and it is the householder's responsibility to remove these items before the next scheduled collection.</p>

17	Where Cheltenham Borough Council or its service provider fails to collect recycling as a direct result of service failure it will normally be collected within 2 working days of the service provider being notified by the Council. The service provider can only act on reports made by the customer to the Council within 2 working days from 17:00 on the collection day.
8	Relevant information will be collected regarding residents who deliberately abuse the dry recycling service by ignoring guidance regarding collection requirements. Further details are contained in the enforcement section of this policy.

SECTION 3 – “GARDEN WASTE” COLLECTION	
1	The garden waste wheeled bin collection service is available to householders who wish to purchase an annual garden waste subscription. Garden waste subscriptions are non-refundable, charged at a flat rate for a fortnightly collection with a service suspension over the Christmas and New Year period as advertised on the website and are applicable for a 12 month period from point of sign-up. Households wishing to share a bin and therefore the cost of the subscription are permitted to do so, however a single payment must be made to the Council and this cannot be split. The bin should be presented outside the property paying the subscription.
2	Residents of hard to reach properties may be eligible to purchase garden waste for the presentation and collection of garden waste only – subject to availability. Those customers interested in this service should contact the Customer Service Team on 01242 262626 for confirmation of eligibility and make payment.
3	The service provider will only collect garden waste contained within a brown bin/s or within Council-issued compostable sacks and will not collect any side waste.
4	Garden waste is collected fortnightly usually on the same day as the other waste collections but in certain areas, on a different day. Subscribers to the green waste service are provided with details on where to find their collection information when they sign-up. Detail are available on the website.

5	<p>The garden waste service is for the collection of:</p> <ul style="list-style-type: none">• Grass cuttings• Weeds, flowers, leaves and bark• Hedge and shrub cuttings• Tree stumps, twigs and branches up to 10cm in diameter• Christmas trees cut into 1 metre sections• Bedding from herbivores such as rabbits• Windfall fruit
6	<p>Households may purchase more than one garden waste bin subscription.</p>
7	<p>It is the householder's responsibility to place the bin/sack(s) on the kerbside in a safe position by 7am on the day of collection in a position from where it/they can be collected/emptied. Once emptied, the bin(s) will be returned by the service provider to a safe position as close as possible to the position they were collected from. It is the householder's responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day.</p>
8	<p>Householders are <u>not</u> provided with an annual calendar informing them of their collection days and should instead source the information from the Council website www.cheltenham.gov.uk or call the Customer Service Team on 01242 262626. Collection days can temporarily change as a result of Bank Holidays so residents are encouraged to establish their collection day around these periods in good time. The service provider will not return to householders which have placed their bins/bags out on the incorrect day during such times.</p>
9	<p>Garden waste bins can be presented from 18:00 the day before the scheduled collection day and must be removed from the adopted highway by 09:00 the day following the scheduled collection day.</p>
10	<p>Bins/sacks containing non-garden waste items such as residual waste, food waste, dry recyclables, soil, bricks, rubble, DIY waste, oil, hazardous waste etc will not be collected. It will be the responsibility of the householder to remove the contamination before the next collection. The collection crew will not return to collect in the meantime.</p>

11	Overloaded bins/sacks will not be emptied/collected and it is the householder's responsibility to reduce the weight before the next collection. Bins and sacks must not be too heavy for an average person to easily wheel/carry.
12	Delivery or collection of additional/replacement bin/s is on request
13	Where Cheltenham Borough Council or its service provider fails to collect recycling as a direct result of service failure it will normally be collected within 2 working days of the service provider being notified by the Council. The service provider can only act on reports made by the customer to the Council within 2 working days from 17:00 on the collection day.
14	Relevant information will be collection regarding residents who deliberately abuse the garden waste service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the bin/sack(s) explaining why the garden waste has not been collected and giving details of how to contact the Council for advice/instruction. If the household persists in not complying with the details contained within this policy, then enforcement action may be undertaken.
15	Garden Waste Service Terms & Conditions are available on the website. <ul style="list-style-type: none">•

SECTION 4 – “FOOD WASTE” COLLECTION	
1	Each household is provided, free of charge, with one 7 litre dark green coloured lockable food waste container for use inside the home, and one 23 litre dark green coloured lockable food waste container to present on collection day.
2	In houses of multiple occupancy or flats, or other areas where it is not feasible or operationally practical to provide individual caddy sets, households are each issued with the 7 litre caddy and a shared wheeled bin/s specifically for food waste.
3	Food waste containers supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
4	Householders are responsible for maintaining the food waste containers in a serviceable condition.
5	Caddy liners are not provided by the Council however, the Council will collect food waste presented within the kitchen caddy in compostable liners, wrapped in paper or presented in carrier bags.
6	Residents are requested to tie their compostable liners/carrier bags prior to their food waste collection being made. Residents using newspaper should wrap the food in it rather than line the container, which should prevent paper remaining stuck to the side of the container following a collection
7	Food waste will comprise all cooked and uncooked waste food matter.
8	Households may have additional kitchen caddies free of charge on request.
9	It is the householder’s responsibility to place their food waste container on the kerbside in a safe position by 7am on the day of collection. Once emptied, the container will be returned by the service provider to a safe position as close as possible to where it was collected from. Wherever practical/possible the service provider will make every effort to ensure that food waste containers are returned in such a way as to reduce the risk of loss or damage.

10	If the service provider fails to collect the food waste as a direct result of service failure it will normally be removed within 2 working days of the Council being notified. Note: the Council will only accept reports made from residents up to 2 working days hours after 17:00 on the normal collection day.
11	Food waste containers containing non-food waste such as residual waste, dry recyclables, soil, bricks, rubble, DIY, hazardous waste etc will not be collected. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
12	Overloaded food waste containers may be rejected and not emptied. An information sticker/bin hanger/leaflet/letter will be left to advise the customer in such circumstances.
13	Relevant information will be collected regarding residents who deliberately abuse the food waste collection service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the food waste container explaining why the food waste has not been collected and giving details of how to contact the Council for advice/instruction.

SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS	
1	The Council recognises that some people may be unable, for a variety of reasons, to present their wheeled refuse bins, refuse bags, recycling boxes, mixed cardboard sacks, garden waste bins, garden sacks and food waste containers for collection. Therefore, an enhanced service is provided for people who have been assessed by a service provider officer as having a genuine need due to age, disability or medical reasons, whereby the service provider will collect and return the receptacles from a location on the householder's property boundary. Assistance will not be provided if there is an able bodied person living at a property.
2	Those people who have a special need but may not be eligible for an assisted collection may be provided with alternative refuse/garden waste containers which are smaller and lighter, subject to approval by a service provider officer and availability.

3	The service is only available for those residents who qualify by meeting the eligibility criteria and subject to a home visit as necessary.
4	Service provision is subject to adequate access being available at all times on the scheduled day of collection and the service provider will not return to properties where access has been unachievable through there being a locked gate, dog running loose etc, which pose a potential hazard to the collection staff, and the crew will not return until the next scheduled collection.
5	Decisions regarding special arrangements for collections will be at the discretion of a service provider officer.

SECTION 6 – HARD TO REACH PROPERTIES & STORAGE ISSUES	
1	The Council recognises that some residents are unable to accommodate wheeled bins due to a lack of space or problems with access – such as no entrance to rear gardens, steps or steep slopes. Those residents are able to present refuse in waste sacks with a maximum of 4 being collected per fortnight.
2	Certain roads within the borough are eligible for a green waste sack collection service and in such instances sacks can be purchased from the Council offices.
3	Residents living in flats or other multi-occupational buildings are usually provided with larger 1100/660 litre communal wheeled bins for the collection of residual waste, 240 litre communal bins sets for the collection of recyclables and 240/120 litre communal wheeled bin/s for food waste. Larger 1100/660 litre wheeled bins, 240 litre recycling bins and 240/120 litre food waste bins will be collected/returned from/to bin storage areas where appropriate following assessment by a service provider officer.
4	Bins supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
5	Refuse and/or green waste sacks should be placed at the kerbside in a safe place by 7am on the day of collection. The refuse crews will not collect sacks/bags from properties which have not been approved for a sack/bag collection service and will not come on to property unless the household is eligible for an assisted collection. (See SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS

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SECTION 7 – OTHER DIFFICULTIES WHICH MAY ARISE	
1	<p>Property without a Pavement</p> <p>Where properties do not have pavements or kerbs adjoining their boundary, householders will be permitted to present their waste and recycling containers just inside the curtilage of their property (to a maximum of 1.5 metres from the roadside). Free access must be maintained – e.g. no locked gates.</p>
2	<p>Private/Unadopted Roads</p> <p>The service provider’s staff will only travel on private/unadopted roads that are of a suitable construction and a satisfactory standard, so that damage will not be incurred to either the vehicle or the road surface. There is a process in place whereby the service provider inspects new developments to ascertain that they are built to the necessary standard to allow an up to 26 tonne collection vehicle to use them. The service provider also periodically monitors existing such roads and the effect the collection vehicles and other usage is having on the road surface. Where road surfaces start to deteriorate then the responsible party will be informed and the usage of the road by the service provider may be suspended until the necessary repair work has been completed. In such circumstances an alternative collection point may be identified by the service provider and upon notification by the service provider, it will be the responsibility of the householder/s to present their waste, recycling, food and garden waste (if subscribed) containers at the alternative location on each scheduled collection until the road is fit to use again.</p>
3	<p>If security gates are present they must be left open to enable collection vehicles to gain unrestricted access. There must also be adequate provision to allow the collection vehicle to turn safely.</p>
4	<p>Developers/Residents in cases of new private/unadopted roads must indemnify the council and its service provider for any damage caused by collection vehicles which can weigh up to 26 tonnes – as per the information contained within the Council environmental</p>

	services developers guide.
5	If private/unadopted roads fail to meet the above criteria, residents will be required to present their waste and recycling for collection at the kerbside of the nearest adopted highway.
6	Bin Storage Areas Bin storage areas must be accessible on the day of collection. If security gates are present they must be left open to enable the collection crews to gain unrestricted access.
7	Clinical waste – please refer to the website for further details.
8	Dead animals – please refer to the website for further details

SECTION 8 – “BULKY WASTE” SERVICE FOR THE COLLECTION OF LARGE ITEMS OF HOUSEHOLD WASTE	
1	When a customer contacts the Council requesting this service staff take the order and payment then process the request for completion with the service provider.
2	The service is available for the removal of large domestic household items, furniture, and white goods – e.g. cookers, refrigerators and washing machines. The service provider will not remove any DIY waste or commercial items.
3	The council makes a charge for this service. Pricing details and what items can be collected are available on the Councils website – www.cheltenham.gov.uk or by contacting the Customer Service Team on 01242 262626.
4	Collection days are set dependent on where a customer resides in the borough and may not be the same as their waste collection day.
5	Once booked, three working days’ notice will be required for a refund.
6	Items collected are re-used where possible and customers accessing this service may be asked to keep items dry or advise if they are still in working order to help increase the number of items that can be re-used.

SECTION 9 – “RECYCLING BRING BANKS” SERVICE FOR RESIDENTS TO RECYCLE ITEMS WHICH MAY NOT BE COLLECTED AT THE KERBSIDE

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| 1 | There are a number of recycling bring bank sites located across the borough which enable residents to recycle items which aren't collected as part of the kerbside recycling service – these include Foil, Tetrapak/Cartons, and CD's/DVD's & Books. |
| 2 | Information on the location of these sites and the items which can be recycled at each location can be found on the Councils website – www.cheltenham.gov.uk , 'Recycle for Gloucestershire' website www.recycleforgloucestershire.gov.uk or by contacting the Customer Service Team – 01242 262626. |

SECTION 10 – HOUSEHOLD RECYCLING CENTRE, SWINDON ROAD

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| 1 | The Swindon Road Recycling Centre is operated by a service provider on behalf of Cheltenham Borough Council for Cheltenham residents. |
| 2 | The service provider ensures the adequate provision of appropriately qualified competent staff, as required by the site licence. |
| 3 | The site is operated at all times in accordance with the site licence and exemptions issued by the Environment Agency. |
| 4 | The site opening times as specified in the site licence are as follows but subject to review by the Council:
Monday to Friday - 7.30am to 7.30pm (summer time) and 7.30am to 6.30pm (winter time)
Saturdays - 7.30am to 4.00pm
Sundays and bank holidays - 9.00am to 1.00pm |
| 5 | Cheltenham Borough council reserve the right to close the Swindon Road Recycling Centre at any time without prior notice. |
| 6 | The following materials are not accepted at the site:
DIY and builders' rubble
Tyres |

	<p>Gas Bottles Fire Extinguishers Hazardous waste including asbestos Clinical waste Animal waste Trade / Commercial waste Paint & Chemicals Plasterboard</p>
7	1 tonne builders bags containing any materials are not accepted at the site. If waste is transported to site in a 1 tonne builders bag, it must be decanted into a smaller receptacle for disposal. 1 tonne builders' bags cannot be emptied into any skips on the site under any circumstances to ensure the safety of site users and staff.
8	Vans, whether or not privately owned, are not permitted.
9	Small household trailers are accepted but must not be detached from the vehicle, so the items will need to be lifetable. Trailers must be no larger than 4ft x 6ft and must not have twin wheels.
10	Staff on site will assist site users to lift any item that they need assistance with, provided it is safe for them to do so. The site staff have the right to refuse to carry items which may pose a risk of injury to themselves i.e. too heavy or too large.
11	Children under 16 and animals who attend the site must remain inside the vehicle at all times.
12	In accordance with the requirements of the site licence, no persons other than those formally contracted to do so, may remove any materials from the site.
13	Site staff will ensure that members of the public are not allowed to remove any materials from the site. Anyone caught doing so may be subject to a warning and/or being permanently banned from using the site.

14	Users bringing their recycling to the site may also bring a reasonable quantity of domestic refuse for disposal at the same time.
15	Site staff will monitor the refuse material being brought into the site, and, wherever possible, may separate out any recyclable materials and segregate accordingly. To minimise residual waste and maximise recycling, site users will be encouraged to use clear re-usable bags or other containers rather than single use black plastic bags.
16	Site staff will control traffic and pedestrian movements within the site to ensure safe and efficient operations are maintained.
17	When the site must temporarily close to allow the safe changeover of containers, site staff will ensure that the site is clear of the public and that anyone waiting to use the site is informed of the reason for the delay and its potential duration.
18	At busy times, should queuing occur, site staff are utilised in the best way possible to allow most efficient throughput of users. In such circumstances traffic flow may be controlled. Appropriate signage will be erected by site staff along the access road to advise of the delay.
19	Should containers become full, site staff will, wherever possible, erect signage on the access road to inform users before they reach the site.
20	Users of the site must abide by the site rules and instructions of the site staff at all times.
21	Users must observe the one-way system and all other traffic controls in place.
22	Pedestrians must remain in the designated pedestrian areas at all times.
23	Aggressive or abusive behaviour at the site, either towards staff or other users will be recorded and may be reported to the police. The offender/s may also be permanently banned from site.

SECTION 11 – EDUCATION, ADVICE AND ENFORCEMENT	
1	The council, in conjunction with its service provider, will seek to educate and advise residents on waste minimisation and

recycling and the advice/education process is set out below however where there is persistent non-compliance of the no side waste/closed bin lid process or incorrect presentation or non sorting/segregation of recycling the matter will be referred to CBC public protection and will be dealt with in accordance with the attached formal enforcement procedure.

2 Warning letters may be issued to householders who persistently leave receptacles on the street later than 09:00 on the day following the scheduled collection day or present receptacles before 18:00 on the day before the scheduled collection.

3

<i>No Side Waste' & 'Closed Bin Lid' /Incorrect presentation/unsorted recycling – Advice/Education Process</i>			
No. of Non-Compliant Collection Instances	Type of Contact	Event	Action Taken
1st	Policy Education		One coloured sticker or bin tag will be left on the bin/box/bag/caddy by the service provider advising that either additional residual waste was presented or recycling was incorrectly presented/not sorted. All the residual waste or recycling will be taken on this occasion unless the recycling is contaminated with items such as nappies or food waste etc.
2nd	Policy Education – final warning		An advice/education letter will be delivered to the

			<p>property by the service provider advising that additional residual waste was presented again or recycling was incorrectly presented/not sorted again and this will not be collected in future. The resident will be signposted to advice and support to minimise their waste and recycle in line with our policy for the benefit of the environment and to support climate change. The resident will be advised that the next step is formal enforcement action as outlined in the attached formal enforcement procedure.</p> <p>All the residual waste or recycling will be taken on this occasion unless the recycling is contaminated with items such as nappies or food waste but this will be the last time – the next time the excess residual waste or incorrectly presented/sorted recycling will not be collected.</p>	
3rd	Policy Enforcement – non compliance		<p>If excess residual waste continues to be presented on the 3rd collection the service provider will not collect any excess waste and it will be left uncollected and a sticker or bin tag will be placed on the bin advising the resident why and confirming that the matter has now been passed to the Council's public protection team for formal action (Section 46A notice).</p> <p>If recycling continues to be incorrectly presented/sorted on the 3rd collection the</p>	

				<p>service provider will not collect the recycling that is not correctly sorted and a sticker or bin tag will be placed on the box advising the resident why and confirming that the matter has now been passed to the Council's public protection team for formal action (Section 46A notice).</p> <p>If the resident contacts customer services and agrees to correctly present/sort the recycling the service provider will return to collect the recycling on this occasion only – the service provider will only do this once at the request of the Council. Formal enforcement action will not proceed if recycling continues to be correctly presented/sorted. Similarly excess waste may be collected if the resident contacts customer services and additional help and support is agreed.</p>	
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SECTION 12 – GENERAL POLICIES	
1	*Any financial amount in this document may be subject to annual price review without consultation.

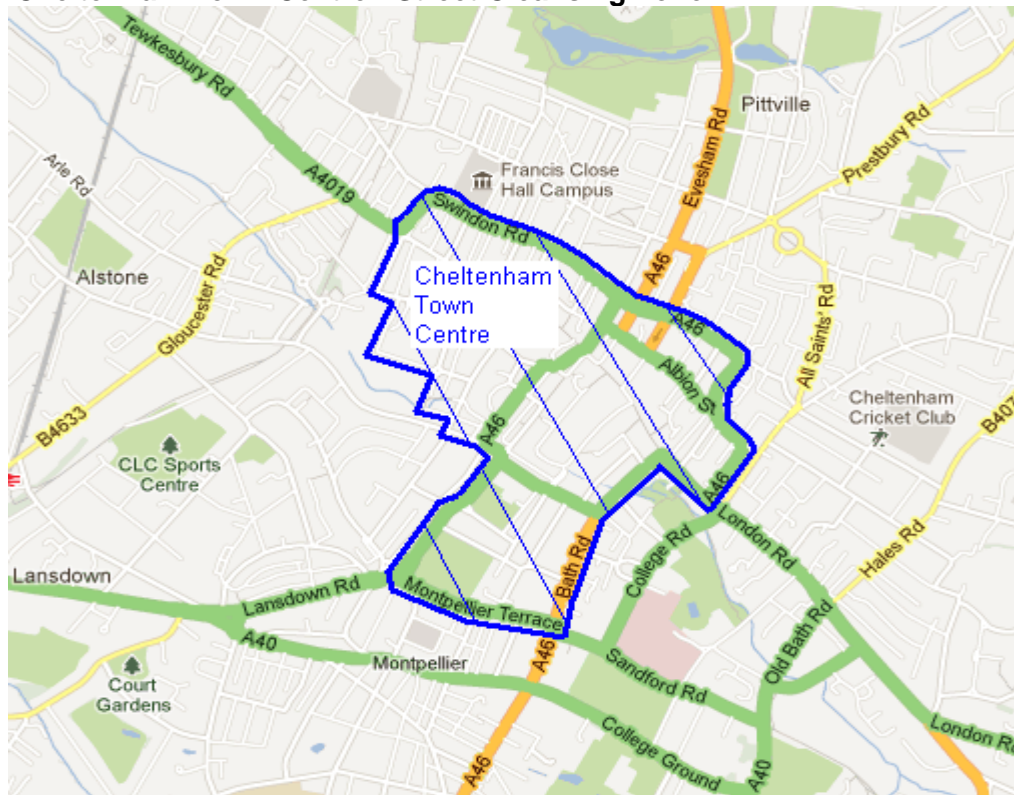
SECTION 13 – STREET CLEANSING AND WEED CONTROL	
1	<p>Town Centre Cheltenham Town Centre (shown on the map at point 9) is litter picked, mechanically swept and is spot power washed every morning on a daily basis (including weekends.) Litter picking commences on week days at 06:30 and on weekends at 05:00. The clearing up of the</p>

	<p>litter caused by the night-time economy is generally completed by 09:00, the teams then cover litter picking and servicing litter bins until 17:00. Litter & Recycling bins are provided at high footfall locations around the Town Centre and residents and visitors are encouraged to use these to dispose of any litter. Most Town Centre bins are also fitted with ash trays/stubber plates to provide a safe and convenient disposal point for smoking waste.</p>
2	<p>Mechanical Sweeping of streets Major routes giving access to the Town are mechanically swept on a regular basis, this can vary between daily and weekly depending on the usage/density of traffic and seasonal variances due to leaf and blossom fall. Other access roads which lead on to housing or industrial estates are mechanically swept where practical on a weekly or monthly basis where required - it is not possible to mechanically sweep roads which have a continual high proportion of parked cars but there is a provision for members or community groups to organise coning off of a given street to deter parking, and enable street cleaning. This can be organised in conjunction with the service providers Street Cleaning Team who will supply letters for residents to give out along with putting out signs and cones on an agreed date.</p>
3	<p>Residential areas will generally be swept on an adhoc basis dependant on need; this again usually varies depending on leaf and blossom fall. Those areas falling into the adhoc category receive mechanical sweeping where it was practical to do so.</p>
4	<p>Litter Picking Areas outside the Town Centre are scheduled to be litter picked according to their needs and this can vary from a twice weekly to six monthly depending on footfall and the amount of litter that traditionally occurs.</p> <p>Shop fronts and schools are litter picked on a regular basis – litter bins are generally provided in these areas to encourage residents to dispose of litter responsibly.</p>
5	<p>Litter Bins The Council aims to provide adequate coverage of litter receptacles across the town, and despite tight budgetary constraints to empty and maintain the bins on a regular basis and to do this without favour to parish or non-parish areas.</p>
6	<p>Litter bins are provided in many areas e.g. at bus stops, road crossings, outside schools and generally areas which have a higher degree of footfall, to encourage the responsible disposal of litter. The litter bins are emptied on a regular basis based on usage. These bins are</p>

	not provided for the disposal of domestic waste and this should be presented in the relevant refuse bin on collection day. Litter bins are serviced and replaced where necessary. Customer requests for new litter bins at locations without one are appraised, and if judged to be beneficial, a new litter bin would be installed.
7	Essentially the location and type of bins, and the regime for servicing them is determined by service provider officers on the basis of need, and of best matching needs to resources, though within the overarching policies for street cleaning. From time to time it will be necessary to install new bins, or remove or relocate them. For examples, bins are often located near takeaway and other food stores, but not in residential streets unless they have particular features.
8	From time to time Community Groups and Parish Councils may request new litter bins (or dog bins) or the like, and may offer to pay for them. Very often the 'sponsoring group' is able and willing to pay for the bin, but not to pay for its servicing. There are two issues, and their financial resolution is not always identical.
9	If in the view of service provider officers the provision of a bin at the selected location is "nice to have" or "useful to have" rather than "necessary to provide adequate coverage" the Borough will not normally pay for the servicing of it, so it can only be installed if the group requesting it can fund its emptying and servicing. The ongoing cost of providing a bin varies according to location, so each is dealt with on a case-by-case basis.
10	Officers may agree that the bin is needed, but may not have the budget to install it. This can sometime be overcome by the group or Parish Council paying for the installation and other non-recurring costs. This action might well be carried out in conjunction with the removal of a less useful bin elsewhere, or alternatively by re-locating an existing bin.
11	<p>Graffiti</p> <p>A graffiti removal service is provided using a jetting trailer, with graffiti being removed from Council property, play equipment, road and pavements. The response time for dealing with graffiti requests is generally 7 days unless there are special difficulties in dealing with the item in question or the item is offensive, in which case it will be removed as a priority. Inclement/freezing weather can delay the removal of graffiti until warmer weather returns – this is due to the danger of ice forming and the fact that the chemical used to remove the paint does not work properly in cold conditions. All instances of graffiti are reported through the customer service team and passed directly to the service provider. Upon receiving the report, the service provider work to a 7 day timescale to inspect and remove the graffiti from all</p>

	<p>Council responsible areas. Obscene graffiti is removed immediately even if it were on private property, in which case the landowner would be contacted to gain agreement on the course of action to take either by them or the service provider.</p>
12	<p>Seasonal Events Extra cover is provided for seasonal and special events, Cheltenham Races, extended shopping hours at Christmas and Festivals with extra litter picking and bin emptying taking place. During the autumn a specialist leaf collection crew is employed and litter crews switch emphasis to leaf collection for two months until the majority of the fallen leaves are collected.</p>
13	<p>Quality Control Assessments are carried out by officers periodically and areas throughout the borough are assessed for levels of litter and detritus.</p>
14	<p>Public toilets Public toilets are provided in the Town Centre and Town Centre Parks with extended opening hours in summer. These toilets are unlocked and locked on a daily basis and regularly cleaned dependant on usage and need.</p>
15	<p>Toilet opening – please refer to the Council’s website for site locations and opening hours</p> <p>Note - These opening times are for indicative purposes only and may be changed without prior notice due to weather conditions or to support events taking place nearby.</p>
16	<p>Bus Station Waiting Room This facility is owned by the Council, and maintained and cleaned on its behalf. The facility is open 24 hours and cleaned daily</p>
17	<p>Weed control Weed growth in the town will be controlled by a variety of means within available budget and seeking to minimise the use of glyphosate herbicides and maximise biodiversity. Further details are contained in the attached appendix to this policy.</p>

20 **Map of Cheltenham Town Centre - Street Cleansing Zone**



SECTION 14 – FLYTIPPING	
1	When Fly Tipping is reported to the Council a street cleansing officer may conduct an inspection and determines if there is likely to be evidence present, in which case the Council's Public Protection Team are notified and a formal inspection is completed before any items are removed. Once the Public Protection team have completed the necessary evidence gathering an instruction is made to the works team to arrange for the remaining items to be removed. Further details regarding flytipping are available on the website.
2	If following the street cleansing officers inspection it is determined that it is unlikely that any evidence is present, then an instruction is raised with the works team and the items are removed as soon as practicable, but at least within 7 days. If an item is shown to be causing a particular hazard it will be removed as a priority.
3	If the item/s Fly Tipped are considered a risk to the public – i.e. Freezers/large fridges containing poisonous gasses, Asbestos or chemicals – arrangements for collection will be made as a matter of urgency.

SECTION 15 – SERVICE REQUESTS OR COMPLAINTS	
1	Complaint procedure – Service provider/Cheltenham Borough Council
2	The Service Contract requires the service provider to follow CBC's policies and procedures including that for handling complaints and information requests.
3	Customer Services at the Municipal Offices handle initial contact with customers. Negative feedback and service requests or business as usual requests for information will be handled by the customer services team by providing an explanation/reasons and offering a course of action to help solve the problem where possible, raising appropriate business system work tickets for action to resolve the service request or by providing the necessary information. Where customers remain dissatisfied after customer services have tried to resolve the issue, the matter should be forwarded to customer relations as a complaint and details of the council's complaints process is available on the website.
4	Freedom of Information/EIR procedure – Service provider/Cheltenham Borough Council



Information requests received by the council will be forwarded to the service provider contact officer to provide a response to CBC customer relations as soon as possible but certainly within the statutory 20 day response time required. Information requests received directly by service provider should be passed to customer relations to be logged as soon as possible and responded to.

Business as usual information requests will be dealt with where possible by customer services at the Municipal Offices.

GENERAL NOTE

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