

Report to: **Executive**
Date: **24th July 2007**
Report of: **Executive Member for Liveability**
Subject **Revision of Policies for Refuse Collection**
Ward: **All**

1. Purpose of Report

1.1 This report seeks approval to adoption of policies for refuse collection services, which are aimed at encouraging residents to produce less waste and recycle more.

2. Consultation

2.1 Local residents, through a series of “talking rubbish” workshops, held on 16th and 17th July have helped shape the policies contained in this report. At these events, which were attended by 28 residents, a series of “ask the audience” polls were conducted, to discuss views on the policies. A summary of the findings are attached in **Appendix 1**.

2.2 The Community Services Scrutiny Committee have expressed a keen interest in these issues. The recommendations in this report, together with the consultation findings were discussed and endorsed at its meeting on 20th July. The Committee requested that they receive a report 6 months (or sooner if needed) after implementation which would review the effectiveness and impact of the new arrangements.

2.3 Trade Unions have been consulted regarding the workforce implications and are supportive of the proposals. On the ground support and guidance will need to be given to ensure consistent and fair approach with these policies. Management Team, the Monitoring Officer have been consulted, and Members of the Executive have discussed and guided the policy issues referenced in this report.

2.4 All of the above consultation has provided some clear messages:

- There is not the appetite for fortnightly collections, and a concern relating to the implications on public satisfaction, fly-tipping and environmental health.

- There is not a strong appetite for compulsory recycling, nor to “pay as you throw” schemes which are currently subject to consultation by the Department of Environment, Food and Regional Affairs (DEFRA).

2.5 There is however an interest in doing more to reduce waste and encourage recycling. This would include:

- Consideration of service improvements e.g. extending plastics and green waste collection. This will be subject of future reports for Members to consider including resource implications.
- Restrictions on side waste, albeit this would need considerable advance communication, as an important lesson from the consultation events was that this was only acceptable after the reasons were fully explained, with an “education first” approach.
- Limitations on second bins, and (to help reduce wheelie bin arson/litter) specified times when the bins can be left out
- Acceptance to modest increases in charges for some special collections (mainly fixtures and fittings) with the majority of items remaining free for collection.

2.6 These policy areas are now the subject of this report. Benchmarking with other Durham Districts, and consultation with other authorities who have introduced side waste policies (**Appendix 2**) have helped to inform the detailed arrangements which are set out.

3. Background

3.1 In 1992 when the wheeled bin system was first introduced in Easington it was felt that the 240 litre containers would be sufficient in size to accommodate all the weekly refuse. At the time, all residents were informed that extra refuse left outside the bin (side waste) would not be taken. Through custom and practice however, refuse collectors have continued to assist residents by taking most of the materials left out, and this helpfulness has potentially contributed to the District having one of the highest satisfaction rates (90%) in the country for this service. Easington is the only authority in County Durham that continues to collect side waste.

- 3.2 This approach to waste collection has however come at a cost. Whilst the majority of households do not regularly leave side waste, and estimated 10-12% overall do, with this figure rising as high as 25% in a few areas. This is at a time when there are now more recycling opportunities than ever before, and over 10% of household waste diverted to “kerb it” boxes for recycling. There is evidence to suggest a direct link between households not actively participating in recycling, and prevalence of side waste. This is also supported by anecdotal evidence which suggest that the bags left out often contain glass, tins or paper, all materials that might otherwise be recycled.
- 3.3 Whilst Members will be aware that the Councils’ overall recycling and composting rate, at 33.97% (2006/7) is among the best performing in the North East, the figures relating to the waste per head illustrate a new challenge, which will be given more prominence as the Governments Waste Strategy for England (2007) takes effect:

Waste Per Head (2005/6)	
Top (25%) performing Districts	381.0kg or less
Average for District Councils	410.3kg
Worst (25%) performing Districts	442.7kg or more
Easington	457.0 kg
	Source: Audit Commission

- 3.4 Members have previously expressed concern relating to fortnightly (alternate weekly) collections, and these figures do serve to illustrate that if introduced it could have a more severe impact in Easington than it would compared to an area with much lower waste per head.
- 3.5 In discounting fortnightly collections, the challenge of waste reduction and recycling will still remain. It is important that alongside national initiatives with retailers and businesses that local action is also taken, if ambitious Government targets are to be met. There is a wide range of work that could be undertaken here, which are proposed to be the subject of future reports. One more immediate policy approach, in addition to side waste, is to consider the estimated 800 households in the District that have more than one refuse bin. Clearly, for large households there is likely to be good reason for having this level of service, and it would be important to maintain

this. There are however likely to be a lot of instances where having two bins is above needs, and may indeed provide a disincentive for recycling.

- 3.6 In reviewing current waste policies a further issue arises, namely localised problems where a minority of households leave their wheelie bins out in the street for long periods. This causes problems of street litter (particularly when the bins fall over) and problems with secondary fires/arson, which for the latter, the following figures illustrate:

Secondary Deliberate Fires in Easington (2006)

Source of Fire	Number of incidents	Percentage of total
Refuse/Container	528	62%
Grass/Heath/Railway	252	30%
Derelict Building	39	5%
Tree/Fence/Lamp	20	2%
Straw/Stubble	9	1%
Derelict Vehicle	3	<1%
Total	851	

Source: County Durham and Darlington Fire and Rescue Service

- 3.7 As Members may be aware, reduction in secondary/deliberate fires is a “stretch target” In The County Durham Local Area Agreement, attracting a performance reward grant from Government £1.2 Million if achieved. Identification by the Council of a reasonable time frame of when wheeled bins can be left out, may assist in reducing refuse container fires, and go some way to assist in achieving reduction targets. Members may note that in 2006/7 the Council spent £30,882 on replacing 2,250 wheeled bins. Whilst only a proportion of these would be fire damaged, it nevertheless represents a potential area of saving should policies changes in this area be introduced.

3.8 A final policy area for Members to consider relates to the special collections. Members will be aware that the vast majority of household items from including suites, wardrobes, fridges, beds and other bulky household items are collected free of charge. This costs the Council approximately £340,000 a year to operate. It is only fixtures and fittings (e.g doors radiators, baths) that are charged at £10.00 per item. When this charge was first introduced in April 2005 concern was expressed that there may be an increase in fly-tipping as a result. This has not materialised, and indeed the Council achieved an (unaudited) performance of “very effective” in tackling fly-tipping through an increase in enforcement action and decrease in incidents. The policy changes special collections seek to maintain the current approach, with a modest increase in charges for fixtures and fittings.

4. Position Statement

4.1 The aim of the proposed policy is to improve efficiency and performance of the refuse collection service and, in particular to;

- encourage residents to recycle,
- reduce litter being spilled in the streets
- reduce arson due to bins being left in the street, and
- make the refuse collection service more efficient.

It is proposed to adopt a sensitive approach to implementation to help maintain the high levels of satisfaction with the service that we currently achieve. In respect of arson, it is considered that only targeted and localised action is required.

4.2 It is suggested that the policies set out below be adopted;

- **Standard of refuse container to be provided free of charge to residents;**
Within the District of Easington, one green 240 litre wheelie bin will be provided and emptied weekly free of charge by the council for households of up to and including 5 people and shall be used for putting out residual (i.e. non-recyclable) household waste. Where the size of a household is 6 people or more two green 240 litre wheelie bins will be provided.

Residents who generate excessive household waste every week may opt to pay for an extra bin to be emptied if they wish. **Appendix 3** sets out the detailed arrangements for this which include a charge of £40 per year for each additional bin. A second “kerb it” would be available free of charge to those residents who feel they need it.

- **Weekly refuse collection arrangements to continue.**

Members’ views relating to concerns about fortnightly collection have been echoed by residents from recent consultation. Indeed the House of Commons Community and Local Government Committee, whilst recognising that it has worked well in some areas, highlights that it is not a universal solution, and cautions against Councils “blundering into” the system without adequately informing local householders. It is proposed to maintain existing arrangements for the foreseeable future.

- **Arrangements for the disposal of extra waste generated by households;**

The Council will not collect any side waste put out for collection alongside a wheelie bin, whether bagged or otherwise. An exception will be the Christmas holiday period and the collection week following.

The Council provides a special collection service and civic amenity sites are available for residents to dispose of extra waste.

- **Acceptable times for refuse containers to be put out in the street for emptying;**

Residents should put their bin out for collection by 7.00am on the morning of the day of collection but, in order to avoid arson, theft or spillage, it should not be put out any earlier than 6.00pm in the evening prior to the collection day. Bins should be returned to within the boundary of the premises during the evening of the collection day.

- **Charge for the collection of bulky household waste (special collections);**

The charge for the collection of certain “fixtures and fittings” of bulky household waste shall be £12.00 with effect from 1/10/07. The majority of items are proposed to be free collection for householders.

- 4.3 The draft procedures for implementing these policies are set out detailed in **Appendix 3** below and these proposals seek to phase in the new policies with the minimum of disruption to residents. Note should be made that the details contained in these procedures may be subject to minor amendment and it is proposed in this report that the Executive Member for Liveability, in conjunction with the Director of Community Services be authorised to determine this.
- 4.4 A “Charter for the Collection of Household Waste” is attached as **Appendix 4**. The charter will emphasise that we are maintaining a weekly collection service, but that we are asking residents to stick to certain restrictions to improve performance without the council having to enforce recycling or increase costs.
- 4.5 An implementation date of 1st October is proposed for the new policies. This will enable the planning and development of a comprehensive publicity and awareness programme associated with the new arrangements. Whilst the procedures do provide a framework for the Councils approach, they cannot cover all eventualities and therefore it will be important to retain a degree of flexibility and sensitivity as the new policies are implemented. It will also be important to keep these policies and their impact under review.

5. Implications

5.1 *Financial*

Additional income will be generated due to the increase in special collection charges which is estimated to be around £3,000 which will help to cover the increases in fuel costs and improve BVPI 86 performance. The charge for the emptying of additional bins will also generate income but this is not quantifiable at present. It is considered that these policies will help reduce service costs and improve performance and that this may allow resources to be realigned in future.

5.2 *Legal*

Whilst the Environmental Protection Act 1990 Section 45 places a duty on Local Authorities to collect all household waste it allows a charge to be made in certain circumstances as detailed in the Controlled Waste Regulations 1992.

This includes;

- Any article of waste which exceeds 25kg in weight,
- Any article of waste which does not fit or cannot be fitted into the receptacle for waste provided by the council, i.e. the wheelie bin,
- Garden waste,
- Dead domestic pets,
- Asbestos, mineral or synthetic oil or grease.

This makes it legal for the Council to apply a charge for the collection of any item of waste which cannot be fitted in bins we provide to households.

Defra has advised that it is legal for Local Authorities to refuse to collect side waste and that new Clean Neighbourhood and Environment Act powers can be used to control fly tipping and littering issues.

5.3 *Policy*

This will establish policy for the provision and use of refuse collection containers and update the special collection charging policy.

5.4 *Risk Implications*

The relevant risks have been assessed and are within the corporate appetite. Key risks are around communications.

5.5 *Communications*

Good communication will be essential if these new policies are to be readily accepted and understood. The recent consultation events have underlined the importance of this. Detailed plans will be developed in this regard and publicity material will be distributed widely prior to the policies being introduced. An education

and advisory programme will be developed in conjunction with the Pride in Easington scheme.

Subject to Members views on this report, a press release will be issued highlighting the Councils commitment to weekly collections, but explaining why steps are needed to restrict side waste and second bins.

6. Corporate Implications

6.1 Corporate Plan and Priorities

The measures outlined in this report have a direct impact on the Corporate Plan Outcome CT2 “Our residents and businesses produce less waste and recycle more”. In addition there is direct reference under high level actions to reviewing policies for side waste, second bins and special collections.

6.2 Equality and Diversity

None

6.3 E-Government

None

6.4 Procurement

None

7. Recommendations

7.1 It is recommended that Executive:

1. Confirms its commitment to weekly refuse collection for the foreseeable future.

2. Approves the policies contained in this report relating to side waste, second bins and bins left for collection, to commence from 1st October 2007, including, in appropriate circumstances a £40 annual charge to households requesting a second bin.
3. Authorises the Director of Community Services in conjunction with the Executive Member for Liveability to finalise the procedures and Charter set out in Appendix 3 and 4 of this report.
4. Notes the proposals for sensitive application of any enforcement procedures, only as a last resort, and authorises the following powers:
 - i) That the Environmental Health and Licensing Manager and Environmental Services Managers be authorised to serve notices under section 46 of the Environmental Protection Act 1990.
 - ii) That the Environmental Health and Licensing Manager, Environmental Services Managers, Neighbourhood Enforcement Officers, Environmental Co-ordinators, Street Wardens and Environmental Wardens be authorised to issue spot fines under the Clean Neighbourhood and Environment Act 2005.
 - iii) That the level of fixed penalty for failing to comply with a Section 46 notice be set in line with litter fixed penalties, namely £80 with a reduced level of £50 if paid within 10 days.
5. Confirms the position that the majority of bulky household items will continue to be collected free of charge, with the exception of some fixtures and fittings, where the current charge would increase by £2.00.

Documents and publications used in drafting this report;

- i) Government Strategy Waste 2007
- ii) Letter from DEFRA giving position on side waste
- iii) County Durham Waste Strategy (draft).

- iv) Environmental Protection Act 1990 and regulations.
- v) Clean Neighbourhoods and Environment Act 2005 and statutory guidance

<u>Local Authority</u>	<u>Residual Waste Activities</u>	<u>Side Waste</u>
Chester-le-Street	Weekly Collection 240 Litre bin	No side waste collected & closed lid
Derwentside	Alternate Weekly Collection Green Lid Wheeled Bin (240L) Operate 4 day week	No side waste collected & twin bin scheme
Durham City	Weekly Collection 240 litre bin	No side waste collected
Sedgefield Borough	Weekly Collection 240 litre bin	No side waste collected
Teesdale	Weekly Collection 180 Litre bin	No side waste collected – crews will put any extra bags back into the bin so they are not left on the street
Wear Valley	Weekly Collection 180 Litre bin	No side waste collected & closed lid

vi) House of Commons CLG Committee Report on Refuse Collection (2007)

Appendix 2

1. Side waste/collection comparison – Durham Districts

2. Feedback from the issue being raised in an internet based Waste Officers Discussion Forum:

Newark and Sherwood District Council

“My advice would be to ensure that you publicise the new policy well making it clear what the policy involves and when the policy will first be introduced. I would advise getting good support from Management and Members such that when/if complaints come in the policy will not be over-ruled- so there is a firm and consistent application of the new policy. Finally, make sure that the crews implement the policy! Do regular checks to make sure they are not collecting the waste for a ‘quiet life’ and deal with any breaking of the new policy firmly. Introducing no side waste seems very daunting but it can be done effectively and makes life a lot easier in the long run.”

Renew Tees Valley Ltd.

“Any side waste policy needs to be marketed well in advance to elected members and the community- via focus groups, community reps etc, LSP and keeping the

media on board at all times. Another factor is also providing adequate recycling capacity so that residents have an outlet for their waste if no side waste is to be collected. So it's PLANNING and COMMUNICATION."

Eastleigh Borough Council.

"Make sure the policy is advertised well in advance of the introduction. Ensure members are on board and understand what it actually involves. Ensure residents have the correct wheeled bin capacity for both residual waste and recycling. Give refuse crews training on what the policy involves and how to deal with aggressive people- we had a few situations with some areas of the borough when the policy was introduced. Publicise the positives once in place."

Warrington BC.

"We have introduced a flat-lid no side waste policy in Warrington.

I would recommend the following-

Two weeks before introduction deploy a member of staff with crews in problem areas and where side waste is found knock on the door and explain that this will result in non-collection (after implementation of the policy).

We found 99% of people were polite and appreciated the personal communication/explanation/advice. Continue this during the first couple of weeks of the new policy- where offenders are spoken to they have an opportunity to remedy before missing the collection- this reduces confrontation and complaints. Once the policy is up and running set up a recording system for the driver on each crew to record offending households- this will help deal with complaints of non-collection and if planned correctly will give data for your authorities fly capture return.

When households are recorded as offending set up a three strikes and you're out rule. On the first occasion recorded send out a warning letter explaining the policy. On the second offence send recycling information. On the third time send a final warning. Thereafter you can justify service a section 46.

Not easy for one person to do but with co-operation of the refuse manager and his staff we found this worked relatively simply, i.e. complaints reduced drastically within 2-3 weeks."

Chester-le-Street DC

"Our policy is that we don't take side waste. We introduced this policy at the same time as we started using wheeled bins back in 1989/90. Because the policy has been in place so long, residents are aware that side waste won't be taken, and we don't have a problem with it at all. The policy hasn't had an impact on our BVPI 199 performance which remains at a very high level."

Appendix 3; Proposals for implementing the new policies.

1. Publicising the new policies

- 1.1 A Charter for the Removal of Household Waste has been drafted which sets out what level of service the council will deliver and in return what is expected of our residents. Publicity will commence 1 month prior to the implementation date and will involve;
- Media releases and broadcasts;
 - Distribution of the charter to every household in the District in the Infopoint magazine;
 - Details are also to be publicised on the website;
 - Periodic ongoing publicity of the policies as appropriate.

2. Procedure to be followed where side waste is put out.

- 2.1 Where side waste is found to have been put out for collection along with a residents wheelie bin, on the first occasion the collection crew will place an advisory tag on the wheelie bin warning that side waste will not be collected, encouraging people to recycle and advising of the special collection service. On the first occasion that this occurs during the first year of this policy, the collection crew will remove the waste. This is the yellow card stage.
- 2.2 On repeat occasions a second warning tag will be stuck onto bins by the collection crew and the address will be notified to envirocall to record detail on the computer system and send out a warning letter. The letter will offer advice on waste minimisation and recycling. On the second occasion that this occurs during the first year of this policy, the collection crew will remove the waste. This is the red card stage.
- 2.3 On any further occasion where a resident is identified as having persisted in putting out side after the second warning the waste will be left in place and the resident will be issued with an informal notice of intention to prosecute if they do not remove the waste. If the rubbish is not removed a fixed penalty notice may be issued. The aim will be to minimise this action through intensive publicity and education.
- 2.4 Any further occurrence will result in immediate enforcement action.
- 2.5 In the event of more serious incidents of side waste that cause serious problems to the local environment or that are fly tipping offences the enforcement action may be accelerated.
- 2.6 It is proposed to review the impact of this policy with the Executive Member for Liveability after 6 months of operation and report this to Community Services Scrutiny at this time (if not sooner).

3. Procedure to be followed for where problems are caused with bins left out in the street after collection.

- 3.1 There are many areas of the District where bins are not regularly left out and problems are not caused. This policy will be enforced in areas where problems are

being caused in agreement with local members and the Executive Member for Liveability.

- 3.2 It is proposed to use these powers by targeting residents who leave their bins out for extended periods rather than returning them to their premises after collection. Before this can be done we need to set a policy regarding what is acceptable and this is detailed in 4.1 above.
- 3.3 In areas where problems are being caused with bins being left out after collection a blanket letter will be delivered asking people to return their bins to within their premises.
- 3.4 Residents in problem areas who do not bring their bin in after collection following delivery of the letter would then be served a notice stating that they must only put their bins out at the stated times and that fixed penalty notices (spot fines) may be issued if they don't.
- 3.5 If there are repeat occurrence an informal 'notice of intention to prosecute will be issued.
- 3.6 Spot fines could then be issued for any future occurrences.
- 3.7 It is proposed to authorise the Environmental Health and Licensing Manager and Environmental Services Managers to serve notices under section 46 of the Environmental Protection Act 1990 and to authorise these officer plus Neighbourhood Enforcement Officers, Environmental Co-ordinators, Street Wardens and Environmental Wardens to issue spot fines under the Clean Neighbourhood and Environment Act 2005.
- 3.8 It is suggested that the level of fixed penalty for failing to comply with a Section 46 notice be set in line with litter fixed penalties, namely £80 with a reduced level of £50 if paid within 10 days.

4. Procedure for reducing the number of houses with extra wheelie bins.

- 4.1 Initial publicity will offer an amnesty on extra bins used by households of 5 or less. Following the initial publicity where a household put out an extra bins for collection, a sticker will be placed on the bin advising of the policy and that the bin will be removed unless the household comprises 6 or more people. The sticker will advise to contact envirocall for advice on recycling and waste minimisation.
- 4.2 A programme will be developed to survey each ward of the district in turn and collect any additional bins put out for emptying. People who claim to have bought bins from the Council in the past will be refunded if this is shown to be the case.
- 4.3 Residents who generate large amounts of waste that exceeds the capacity of their bin entitlement may if they wish, pay for the emptying of an additional bin. This will be calculated as the cost price of emptying a single wheelie bin and is currently £40 per annum.

Special collection service; Chargeable and Non-chargeable Items

<p>The Council will remove the following items free of charge for residents from domestic premises.</p> <p>A charge will however be made for full house clearances and other major removals:</p>
<p>Settees and armchairs. Electrical items eg televisions, videos + dvd players, ovens/hobs and microwaves, washers/dryers, fridges/freezers, vacuum cleaners, computers and printers etc. Wardrobes, drawers and dressers, beds, mattresses and headboards, table and chairs. Household bags (not containing food waste), toys, cardboard/boxes, pushchairs and prams, carpets, bikes, cabinets, bookcases etc. Portable electric fires, lawnmowers, lights, sunbeds. Bagged garden waste (where the blue bin service is not available), bundled tree and shrub cuttings.</p>
<p>The Council will remove the following items for residents from domestic premises at the unit charge for any 5 items: (The unit charge will be £12 from 1/10/2007).</p>
<p>Doors and door frames, windows and windows frames. Tanks, boilers, baths, sinks, toilets, shower units, shower trays and screens. Radiators, fixed gas fires, fireplaces, surrounds and hearths. Fencing panels, timber and gates. Kitchen units and worktops. , Satellite dishes & aerials. Single lengths of skirting board, eaves guttering and fascia boarding up to approximately 3 metres in length.</p> <p>NB: Bundles of timber must be safe to handle in terms of weight, size and free from sharp objects etc.</p>
<p>The Council will remove the following items for residents from domestic premises at the unit charge for any single item: (The unit charge will be £12 from 1/10/2007).</p>
<p>Dismantled Coal bunkers, dismantled sheds, garage doors, and similar large individual items.</p>
<p>The Council will remove the following items for residents from domestic premises at the unit charge for any 10 bags of these items: (The unit charge will be £12 from 1/10/2007).</p>
<p>Bags of soil, hardcore, bricks and rubble. Concrete, plaster, flagstones etc - broken and bagged. (All collections must be safe to handle in terms of weight, size and free from sharp objects etc.)</p>

Car parts or tins containing paint cannot be removed by the Council.

The collection crews are fully trained in manual handling controls and will decide on whether bagged/bundled waste, or individual items can be removed safely. If it is considered a risk to safety may result, the resident may be asked to re-package the material or item to be removed.

Appendix 4; District of Easington; Charter for the Collection of Household Waste

1. General Policy Statement

The District of Easington Council aims to provide excellent services to our residents regarding refuse collection whilst seeking to minimise cost, maximise recycling and reducing the waste arising per household. This policy seeks to maintain a free weekly collection service for residual waste and to increase recycling rates.

2. What residents can expect form the council?

The Council will

- Provide and empty, free of charge, every week, one green 240 litre wheelie to households of up to and including 5 people for putting out non-recyclable* household waste for collection. Where the size of a household is 6 people or more two green 240 litre wheelie bins will be allowed.
(*Recyclable waste shall be taken as materials that can be collected by the council's kerbside collection services, that is glass, cans, paper and garden waste where the service is available.)
- Provide an extra bin where a household of up to 5 people produces a large amount of waste due to a medical condition affecting a resident.
- Provide and empty an extra bin when requested by residents and will levy a charge of £25 for the supply and delivery of an extra bin and £40 per year for emptying the bin.
- Provide a special collection service to residents for the removal of additional items of waste.
- Provide each household with a 55 litre recycling box and lid for storing and putting out glass bottles and jars, cans and paper for collection and provide a fortnightly kerbside collection service for the recycling of glass, cans and paper. Additional boxes will be provided where one box is insufficient to meet the recycling needs of the household. Recycling containers will be provided to residents and emptied free of charge.
- In areas of the District of Easington where the garden waste collection service operates, a 140 litre wheelie bin will be provided for use by households for putting out compostable garden waste for collection and composting. An additional bin will be provided where one bin is insufficient to meet the garden waste recycling needs of the household, usually where garden size is very large. These containers will be provided to residents and emptied once a fortnight free of charge.
- Provide Neighbourhood Recycling Banks in communities across the District to meet the demand by residents for additional recycling arrangements.

The Council will not collect any side waste put out for collection alongside a wheelie bin whether bagged or otherwise. Any waste put out that is not within a wheelie bin

will be considered as littering or fly tipping depending upon the quantity.

3. **What all residents should do when using the refuse collection service?**

Residents should

- Put their wheelie bin or recycling box out for collection by 7.00am on the morning of the day of collection but in order to avoid arson, theft or spillage, it should not be put out any earlier than 6.00pm in the evening prior to the collection day. Bins should be returned to within the boundary of the premises during the evening of the collection day.
- Put their waste bottles, cans and paper into their recycling boxes for recycling and not in their green wheelie bin. Alternatively residents can use neighbourhood recycling centres.
- Contact **Envirocall** on **0191 527 5040** to book a special collection for bulky or extra items of waste or to get advice on any aspects of refuse disposal.
- Use the household waste recycling centres to dispose of extra items of waste.

Residents should not put bulky or extra amounts of waste out for collection outside of their wheelie bin and should never fly tip any waste.