

Carmarthenshire County Council

Waste and Environmental Services

Waste and Recycling Policy

23rd January 2023

Contents

Introduction	4
Kerbside Collections	5
Collection Frequency.....	5
Presentation of refuse and recycling receptacles	5
Dry Recycling (blue bags)	6
Food Waste	7
Glass bottles and jars	8
Garden Waste	9
Absorbent Hygiene Products (AHP) Nappy Waste.....	9
Black bag residual waste	10
Black Bag Limit Exemptions.....	11
Large families	11
Ashes.....	11
Pet waste.....	12
Receptacles, Dustbins and Wheeled Bins	12
All refuse and recycling receptacles supplied to householders shall always remain the property of the Council Assisted lift collections.....	13
Assisted Collections.....	13
Requires registration and limited to infirm residents	13
Bulky Waste Collections	14
Chargeable service	14
Cancellations and Refunds	15
Compost Bins	15
Christmas and New Year Collections.....	16
Distribution Outlets for bags and caddies.....	16
Education and Enforcement Process	16
Collection Points	17
Housing developments and unadopted roads	17
Rear Lanes and Long Reach Properties	17
Private roads	17
Highway maintained roads	18
Parked cars.....	18
Missed Collections	18
Email and text messaging service	19

Holiday homes, holiday rentals, caravan parks/sites and bed and breakfast establishments	19
Cemeteries and Places of worship	19
Domestic waste	20
Commercial waste charges	20
Collection of waste from charities	20
Household Waste Recycling Centres.....	20
Proof of Residency	20
Permits and vehicle guidance	21
Black bag sorting	21
Donation Stations.....	22
Education and enforcement:	22
Disposal of blue bags (dry recycling).....	23
Plasterboard (gypsum) waste and asbestos.....	23
Refrigerators and freezers – COLD units	23
Charities	23
Eto – repair and reuse.....	24
Appendix	25
Appendices 1 - Garden Waste Terms and Conditions.....	25
Appendices 2 – AHP and children’s nappy waste terms and conditions	28
Appendices 3 – Individual property education and enforcement process map	29
Appendices 4 – Communal collection point education and enforcement process.....	29
Appendices 5 – Parked Cars Process.....	31

Introduction

Carmarthenshire County Council's Refuse and Recycling Collection Policy aims to ensure that refuse and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of waste sent for treatment and disposal.

The Council currently provides waste services to approximately 91,000 households through the delivery of a:

- weekly co-mingled kerbside recycling service
- weekly food waste recycling collection
- three weekly glass recycling collection
- three weekly residual general waste collection
- Fortnightly AHP and Nappy Waste collection(subscription service)
- Kerbside bulky and garden waste collections are offered as chargeable services,
- A network of 4 Household Waste Recycling Centre's (Whitland, Nantycaws, Trostre, Wernddu)
- Recycling Bring-sites available for glass recycling and provision for textiles and small electrical items at busier sites.
- Re-use and repair shops located at Nantycaws and Llanelli Town Centre and
- A commercial waste recycling facility located at Nantycaws.

Under the terms of the Environmental Protection Act, 1990, Carmarthenshire County Council (the 'Council') is classed as a Waste Collection and Disposal Authority, and as such, under section 45 (1), has a statutory duty to collect household waste from all domestic properties in the County. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

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

This document outlines how Carmarthenshire County Council is to deliver the refuse and recycling collection services, our network of HWRC's and Re-use facilities as well as the actions required for householders to participate fully in the service to recycle and dispose of their waste.

Kerbside Collections

Carmarthenshire County Council operate a suite of Kerbside collections. The services are conducted from Monday to Friday inclusive, except on Bank Holidays when the collection days are agreed with key stakeholders and notified to residents in advance. Collections are conducted between the hours of 6am – 2pm (except for AHP and nappy waste collections which are 7am- 3pm).

Collection Frequency

The Council will collect household waste and recycling on the following basis

- Weekly Dry Recycling and food waste
- Three Weekly Black bag – limited to three 60L sacks
- Three Weekly Glass recycling (Where available)
- Fortnightly AHP and Nappy Waste (Subscription service)
- Fortnightly Garden Waste (Chargeable subscription service)

Presentation of refuse and recycling receptacles

Refuse and recycling must be presented at the kerbside by 6.00am on the day of collection and not before 6pm the day before collection. Recycling receptacles must be back within the property boundary the same day of collection.

If receptacles are not presented by 6.00am on the day of collection, bins reported as missed will not be considered a 'missed' collection for reporting reasons. Responsibility for disposal of the waste will then become that of the householder, we will not return to collect the waste. Refuse and recycling receptacles not presented for collection at the time the collection operatives arrive at the property will be recorded.

Should a missed collection be reported on the designated day of collection, and subject to the record sheet failing to show the receptacle as not being presented for collection, the Council will be required to go back and collect the waste within 3 working days.

Waste must be presented in the correct receptacles, specified by the council. Waste presented in the incorrect receptacle will be left uncollected and recorded against the property. A sticker will be placed on the receptacle and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Where householders do not present their refuse or recyclables for collection in accordance with Council requirements, the householder will have the following options:

- take the waste to the Household Waste Recycling Centre;
- store the waste until the next collection day

The crew will return emptied waste receptacles as close to the collection point as possible, avoiding blocking any accesses to property. They will endeavour to close lids on bins and consider any conditions on the day of collection that may affect where they position the

empty bin upon return, to limit damage, health and safety issues for pedestrian or other road users or reduce as best they can the probability of the potential for lost or damaged bins due to adverse weather conditions. Bins which are not taken back into the boundary of the property following a collection, may be identified as 'abandoned' and removed by the Council

Where appropriate, spillages or loose recycling will be cleaned up by the collection crew using the cleaning tools stored on the collection vehicle. If additional cleansing is required, the collection crew will notify their supervisor to request further cleansing via the cleansing service.

Our Crews are there to provide you support and advice on recycling and waste collection issues. Crews will not tolerate and are instructed to report any verbal abuse or bad behaviour from the public towards them, directly to their supervisor at the earliest opportunity, such behaviour will not be condoned and will be dealt with via the councils' policies and procedures.

Dry Recycling (blue bags)

All households are provided with a weekly comingled collection of dry mixed recycle. Residents receive a supply of single use blue bags annually. These bags are free of charge and each household received three rolls of fifty-two bags per roll, each year.

Households can present unlimited blue bags each week to recycle as much of their household waste as possible on their designated collection day. The blue bags provided are to be used for kerbside recycling collection use only. The bags should not be used for anything else other than the intended purpose stipulated by the council.

If the householder requires an additional supply due to the number of people living within the property resulting in additional dry mixed recycling capacity needs, further rolls are available at prescribed outlets, listed on the council website.

One additional roll can be obtained per visit. If for health or infirmity reasons a resident or their relative, friend or neighbour on their behalf, cannot access any of the outlets, residents can contact the Hwb to request a delivery to their home.

Annual deliveries are conducted to every household in the county regardless of number of inhabitants within the household. If householders do not use the blue bag supply provided, they can return surplus stock to any of the councils principal Hwbs in; Carmarthen, Llanelli or Ammanford.

Recycled items must be clean and dry before placing into the bags. The following can be recycled weekly in the blue bags;

- Paper
- Cardboard
- Metal cans and tins; aerosols and foil
- Plastics bottles, pots, tubs and trays
- Food and drink cartons such as Tetra Pak

Large cardboard boxes can be flat packed and placed underneath or alongside (in a secure manner) the blue bags.

Any contamination or presentation of blue bags on the incorrect collection day will be uncollected, a sticker will be placed on the bag and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Food Waste

All households in the county are provided with a weekly collection of food waste. Residents are provided with a 23-litre plastic food waste bin and 5 litre plastic kitchen caddy. Residents are also provided with 7 litre liners for their kitchen caddies. These liners when full should be tied and transferred into the 23-litre food waste bin to be presented at kerbside/ collection area on the designated collection day.

Due to the methods and vehicles used for food waste collection in some areas and for households that are serviced by cage vehicles, additional 30 litre liners are provided for the 23 litre food waste bins. All 30 litre liners must be tied firmly within the food waste bin by the resident ahead of collection to ensure all food waste is contained securely whilst transferring the food from bin to vehicle and during transit.

The following can be recycled using the weekly food collection service:

- Food scraps
- Fruit and vegetable peelings
- Meat and fish including bones
- Seafood shells
- Egg shells
- Tea bags and coffee grounds
- Waste pet food

It is the resident's responsibility to;

- Put food waste in the liners provided and present for collection within the 23-litre food waste bin
- Not overfill the bin and make sure the lid is shut and secured by folding the handle down fully to lock the lid in place to prevent spillages
- Place the bin at the collection point before 6am on collection day.
- Collect the bin from the collection point once emptied
- Wash out the bin after collection to remove any food residue and to keep the food bin clean

Any contamination or presentation of the food waste bin on the incorrect collection day will be uncollected, a sticker will be placed on the bag and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Residents may place out more than one food waste caddy per collection.

The food waste bin, kitchen caddy and liners provided are to be used for kerbside food waste collection use only. They should not be used for anything else other than the intended purpose stipulated by the council.

If the householder requires an additional supply of liners due to the number living within the property resulting in additional food waste capacity needs, further rolls are available from the councils principal Hwbs in; Carmarthen, Llanelli or Ammanford. One additional roll can be obtained per visit.

Replacement food waste bins and caddies for damaged or stolen bins are also available via the Hwb or through completing an online 'request a recycling item' form.

If for health or infirmity reasons a resident or their relative, friend or neighbour on their behalf, cannot access any of the prescribed outlets, residents can contact the Hwb to request a delivery to their home.

Glass bottles and jars

The collection will take place every three weeks using a 45-litre kerbside box to all eligible households. Boxes will be issued initially through the roll out delivery process.

If any box is lost or damaged the service will allow no more than one additional box to be ordered within a six-month time period. If a further box is requested within this timeframe, contact will be made with the resident to determine the issue.

Resident can only place out one box for collection. The box should not be used for anything else other than the intended purpose stipulated by the council. Collections will only be made from Council issued boxes compliant with our health and safety standards.

The following can be placed in the box for three weekly kerbside collections.

- All glass bottles and jars

Including;

- ✓ glass bottles, such as those used for beer, wine and soft drinks
- ✓ glass jars, such as those used for baby food and sauces
- ✓ non-food and drink glass bottles and jars, such as those used for perfume, aftershave and face creams

It is the resident's responsibility to;

- Make sure glass bottles and jars are empty and rinsed
- Put glass bottles and jars into the box loosely, not in plastic bags.
- Not overfill the box or put out any additional glass.
- Place the box at the collection point before 6am collection day.
- Collect the box from the collection point once emptied
- Keep the box clean

A replacement box for kerbside bottles and jar recycling because of damaged or lost bins are available via completing an online 'request a recycling item' form or residents can contact the Hwb to request a delivery to their home.

Any contamination or presentation of the box for glass bottles and jars on the incorrect collection day will be uncollected, a sticker will be placed on the box and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Garden Waste

**Requires registration and is a seasonal subscription (paid for) service*

Fortnightly garden waste collections are available via subscription. The service is in operation during the months of March – November for household garden waste only.

Residents registering for the service will be provided with council issued receptacles for garden waste collection and details of their collection day. Residents can register for a collection online or by contacting the Hwb. This is a chargeable service with charges paid annually either via direct debit or a one-off reduced price (10% discount) on full year cost and which covers a 240-litre green waste wheeled bin and its collection.

A comprehensive terms and conditions document attached (appendices 1) provides a complete guide to the garden waste service provision.

Absorbent Hygiene Products (AHP) Nappy Waste

A Fortnightly AHP/ Nappy Waste collection is available via subscription. The service consists of collections for; Hygiene waste comprising of categories 1-4 below and children's disposable nappy waste category 4.

Offensive Waste (as defined in the Controlled Waste Regulations 2012) means waste that:

- a) Is not clinical waste;
- b) Contains body fluids, secretions or excretions and;
- c) Whose collection and disposal are not subject to special requirements to prevent infection.

Waste eligible for the service can consist of:

- 1) Disposable bed pans & liners, incontinence pads, bed and chair pads
- 2) Colostomy/stoma bags, catheter bags and urine bottles
- 3) Plastic gloves & disposable aprons
- 4) Nappies including any bags & wipes

Residents registering for the service will be provided a supply of rolls containing purple bags. The bags must be placed out for collection on the designated collection day.

Hygiene waste customers may also request either 240 or 360 litre purple lidded wheel bins to store their waste. Residents can register for a collection online or by contacting the Hwb on 01267 234567. Children's Nappy customers will not be eligible for any wheeled bins.

AHP/Nappies cannot be placed in any bag other than the bags which have been supplied by the council or the waste will not be collected. Persistent misuse of purple bags for any waste other than AHP will have stickers placed on the bag advising the resident that there is an issue. Any household found to be using the AHP bags for general waste will be visited by a Community Recycling Advisor who will provide information on the correct use of the bags. They will issue advice and guidance for using the service and explain any breaches. Any further breaches will follow the waste education and enforcement process.

A review will be undertaken every two years to establish that everyone registered for the service is using the service and circumstances have not changed. A comprehensive terms and conditions document attached (appendices 2) provides a complete guide to the AHP service provision.

Black bag residual waste

General household rubbish – that is, rubbish that cannot be recycled or composted is collected in black bags. These are not provided by the Council, so residents will need to purchase their own.

The EPA (46(1)) permits Councils to require householders to place waste for collection in receptacles of a kind and number specified. On this basis a restriction on the amount of residual (refuse/black bag waste) is enforced.

The following **RESTRICTION** is applicable within CCC:

- a. Households are permitted to put out for collection up to **three** black bags of residual waste (refuse/black bag waste) every three weeks, which equates up to 180 litres in capacity;
- b. **Householders are to provide black bags** for residual waste collections, the Council does not supply black bags to householders;
- c. Each bag must be no larger than **60 litres in volume** and bags above 60 litres or oversized bags (such as wheelie bin liners) will not be collected. Equally very heavy bags will not be collected as the bags need to be lifted into a waste vehicle and manual handling guidelines will be adhered to;
- d. All residual waste must be placed in black bags only, residual waste presented in any other coloured bag will not be collected.
- e. Side waste of bulky domestic items intended for residual waste collection presented alongside black bags will not be collected.

The waste will remain uncollected if

- there are any visible items suitable for recycling within the residual waste or
- the residual black bag waste has been presented on the incorrect collection day or
- more than the prescribed quantity and size is presented.

A sticker will be placed on the bag(s) and a record of the infringement taken. This will then commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Black Bag Limit Exemptions

Large families

Where a household has 6 or more permanent occupants, they may make a request for an exemption to this limit, so long as they are complying with the authorities full recycling schemes. A home visit may be required for the Council to qualify the application.

If successful households will be granted an allowance of **one** extra residual black bag per three weeks.

Approved households are provided with council issued distinct stickers which can be placed on the additional bag to verify to the collection crew that they have officially requested and been approved for the exemption.

The stickers have a unique identification and can only be issued via this process and is the only sticker officially recognised by the collection crews for collection.

One whole sticker is to be used for the additional bag allowance, no part sticker or any other sticker will be recognised as having followed the official process. Only one sticker per three-week cycle will be allowed.

If additional waste is presented a notice will be placed on the bag by the collection crew and a record of the infringement taken if the additional bag/s are not seen to be compliant with the scheme.

This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme. Once households have used their supply and if they require more, they must reapply whereby a full review is undertaken with the applicant to ensure that where possible, all other waste is recycled.

Ashes

Residents who produce ash from coal solid fuel fires, are allowed an unlimited allocation of residual waste bags at kerbside for ash waste and they are conforming with the full kerbside recycling scheme.

Residents will receive an allocation of council issued, distinct stickers, once they have used their supply and if they require more, they must reapply whereby a full review is undertaken with the applicant to ensure that where possible, all other waste is recycled. Exemption Stickers must be used on ash waste bags only and normal residual waste will be limited to three black bags per fortnight.

Due to the weight of clinker and ash, the bags should not be filled and residents are requested to fill the bags a third full due to the weight.

The householder will be expected to comply with the authorities full recycling schemes before consideration for and exemption is undertaken.

Eligible households are provided with pink stickers which can be placed on the additional ash bags to verify to the collection crew that they have officially requested and been approved for the exemption. The stickers have a unique identification and can only be issued via this process and is the only sticker officially recognised by the collection crews.

One whole sticker is to be used for the additional ash bag allowance, no part sticker or any other sticker will be recognised as having followed the official process. Anything other than the official whole sticker presented on the additional bags will result in the bags being left uncollected. A notice will be placed on the bags by the collection crew and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Residents can apply for an exemption by completing the online form on our website or by phoning 01267 234567.

Pet waste

Pet waste must be double bagged and mixed with other domestic waste within the residual black bag waste only. Any excess disposable pet bedding or cat litter can be taken to a recycling centre. There are no extra allowances for this type of waste in black bags.

Such waste should be double bagged and separated from other waste if taking to the recycling centre, as bags are checked, and residents would be asked to separate any recyclable items.

Any waste pet food can go in the food bin.

Receptacles, Dustbins and Wheeled Bins

Householders may use standard 'dustbin(s)' to store their bags on the kerbside. However, the dustbin(s) must be of a standard size (80 to 90 litres) and the householder must still house their waste in the prescribed bags for the collection i.e., black, blue or purple bags pending on the collection the householder wished to use the dustbin for.

The authority will not be liable to replace any broken dustbins as they are used purely on the resident's preference to contain bagged waste.

Wheeled bins purchased privately by the resident are permitted for black bag residual or blue bag dry recycling for storage purposes only; on collection day householders must put their bags on the kerbside for collection, and not present within the wheeled bin for collection. No waste will be collected from the wheeled bin on health and safety grounds and a sticker will be placed on the bin and a record of the infringement made. This will commence a comprehensive education and enforcement process to assist residents with the waste policies.

The council provides services that use wheeled bins such as garden waste and AHP. The bins are purchased via a comprehensive procurement process and the bins adhere to British Standards and the working practices assigned to such services undergo a robust health and safety risk assessment and safe systems of work to allow collection crews to undertake collections safely from wheeled bins issued only by the council. The vehicles also have the

standard wheeled bin lifting mechanism to support the lift of council issued bins safely and within the health and safety guidelines.

The council do not have a way of determining the standards of the privately purchased bins and therefore will not collect from privately owned bins.

All refuse and recycling receptacles supplied to householders shall always remain the property of the Council Assisted lift collections

Any damage to wheeled bins caused by the collection crews during the collection process will be replaced free of charge. Replacement wheeled bins or recycling boxes shall be delivered to householders as soon as practicable after the request has been made

Assisted Collections

Requires registration and limited to infirm residents

Residents who are temporarily or permanently unable transport their waste to access kerbside services due to their limited ability, and there is no one else to help, can apply for an assisted collection. The service is not available if there are able bodied residents living at the same address.

Residents can register for an assisted collection online or via the Hwb on **01267 234567**

Confirmation of the following will be required when applying for an assisted collection:

- Full contact details of person applying for the service
- Reason for application
- Details of anyone else living in the same household
- Reasons why any other occupants are unable to move the waste and/or recycling
- Provision of copy documents to confirm proof of eligibility (e.g. Blue badge, single person Council Tax allowance)
- Confirmation of which services the applicant requires assistance for i.e. temporary or permanent
- Agree to the Council making further checks on information provided by applicant when required

Applicants will need to complete a form to ascertain eligibility for the scheme. Once the form is fully completed and documents are provided as proof of eligibility, consideration by an officer from the Waste Services Team will determine the eligibility and potentially arrange a further visit to the property to undertake a health and safety risk assessment inspection to determine the new designated collection point.

Residents who require a temporary assisted collection, for example during the recuperation period following an operation, will agree the length of time in which they require assistance and the assistance will automatically be terminated after that date. If residents require assistance for a longer time than originally agreed, they will be required to reapply.

Once the assisted collection has been established the collection point will be confirmed with the appropriate crews.

Residents should allow ten working days to be contacted for the assisted collection to be confirmed.

Residents should inform the council if they or a family member no longer require the service or need to amend their contact details.

A review of the assisted lift database will be conducted every two years to ensure the most up to date records are kept.

The decision of the supervising/authorised officer will be final

Bulky Waste Collections

Chargeable service

We provide a bulky waste collection and will collect up to three items for £25 from your usual refuse and recycling collection point.

Residents can register for a collection online on My Account or by calling 01267 234567. Depending on their preference residents can select a slot within a six-week timeframe or can be allocated the next available slot for collection in their area and advised of the collection date.

Payment can be made by debit or credit card by calling the Hwb or online via the My Account booking system. Once payment has been authorised the collection will be booked in.

A bulky collection booking is for three items, if at the time of booking the resident does not have three items then an item can be added later. An item can also be changed up to two full working days before the collection is due to take place.

Collection points for bulky waste items will usually be at the normal refuse 'and recycling collection point for the property to accommodate the collection vehicle unless there is an operational requirement to provide a different collection location due to an assisted lift* or type of waste being deposited**.

All items for bulky waste collection must be fully accessible to our collection crews.

Residents agree that the items they dispose of via the bulky waste service can be assessed for the purpose of repair and reuse via the Eto project.

Residents must remove the seals from any refrigerators or freezers to avoid children, pets or wildlife becoming trapped within.

No additional items will be collected other than those listed and paid for in the bulky waste collection application

Residents can opt to receive a reminder either via text or email

There are no concessions for this service.

Collection crews do not enter property.

*If the resident receives an assisted lift for their usual kerbside collection and requires assistance with a bulky collection an additional risk assessment must be carried out. The booking is put on hold whilst an assessment is undertaken. The officer from the waste services team will confirm with the resident following a visit to the property if the location complies with health and safety standards for operatives to lift and manoeuvre the waste based on the bulky items in question.

**If a change of location to the usual kerbside collection is requested due to constraints on space at the normal collection point or limited access to the pavement/ public highway due to the nature of the bulky waste requiring presentation, an application form can be completed to determine the feasibility of the request. An officer from the waste services team will need to assess and conduct a health and safety risk assessment, they will then confirm what location would be best to collect the waste from or decline the application.

This will be done ahead of booking the bulky collection.

Cancellations and Refunds

If cancellations are made at least three full working days before the day of the scheduled collection date, residents will be granted a full refund. Cancellations made after this period will be non-refundable.

If for any reason the collection operatives are unable to collect the items, for example due to adverse weather conditions, the operatives will attempt to collect the items as soon as operationally possible.

No refund will be given if, for any reason, the collection operatives attend the property to find:

- The items are not presented at the time of collection
- The items are not presented at the agreed collection point;
- The incorrect items have been placed for collection or the number of items has been exceeded;
- The items are presented in such a way that the operatives are unable to safely collect the items;
- The property is secured and the collection operatives cannot gain access to the external area where agreement has been made to collect from; or
- Another company / source has collected the items.

Compost Bins

'Soil Saver' compost bins (330 litre) are available to purchase for £12 including delivery, via the councils website or by contacting the Hwb on 01267 234567

- The bin dimensions are height 100cm and diameter 80cm. An information booklet is also included. The bins are available to Carmarthenshire residents only.
- Bins will be delivered within 10 working days
- An unlimited number can be ordered.

Christmas and New Year Collections

Waste increases during the Christmas and New Year period and should be managed through using the full kerbside recycling scheme available to all domestic residents.

All accepted recycling materials should be placed in the blue recycling bags and food waste caddy for weekly recycling and glass bottles and jars in the prescribed box every three weeks or any surplus can be taken to the nearest bring site wherever possible.

Blue bag dry mixed recycling and food waste is unlimited and if residents are contributing to the full kerbside scheme reasonable excess in residual waste may be collected during this seasonal influx in domestic waste arisings.

Distribution Outlets for bags and caddies

To encourage residents of Carmarthenshire to recycle as much as possible, the council has established numerous collection points throughout the county for the free collection of blue bags. In the official council offices (Hwbs) in the three principal towns, residents can collect blue bags, food waste caddies, and liners free of charge. The recycling items obtained from the Hwbs should be used for domestic collections only.

The additional collections points are in other council buildings or at private outlets and they supply blue bags only. A list of outlets is available on our website.

The Hwbs in the principal towns can also accept surplus blue bags which residents can return and which will be redistributed. Broken or damaged bags should not be returned.

Education and Enforcement Process

The Council's policy is to promote the responsible management of waste from householders, businesses and visitors. Building awareness and having an educational approach is important to help residents understand their role and assist with improving recycling and operating efficient services. Education and enforcement activities will follow these principles and be used as a staged approach.

The council will educate householders about the requirements of restricted residual waste in the first instance. Enforcement will be used only for those householders and persons that have received prior education and guidance, which has then not been adhered to.

There are circumstances to which the education and enforcement processes shall follow and will be applied to;

- exceeding the residual black bag restriction
- contamination of recycling blue bags, food waste, glass bottles and jars, AHP and nappy waste and/ or garden waste
- and for placing any waste out on the incorrect day.

The process maps in appendices 3 and 4 demonstrate the stages for each process to allow individuals to support our strategic and operational objectives.

If residents still fail to comply with the waste receptacles/recycling notice they will receive a £100 fixed penalty notice. If residents still do not comply after FPN the maximum penalty on conviction can be up to £1000.

Collection Points

As a Council we undertake the majority of our collections from the edge of the adopted highway, in certain circumstances we have made arrangements whereby collections can take place from the edge or the rear of a property and on occasion on an unadopted road. In these cases, the road owner is expected to sign an indemnity regarding road conditions and the location is subject to a condition survey and risk assessment. This approach is in place to protect our workforce from injury and to limit our vehicles suffering damage from some of the unadopted and private roads that are in a very poor condition.

Housing developments and unadopted roads

Whilst residents move into their new home on any new development, much of the site can remain unfinished awaiting development or building works in a phased manner. This involves the use of heavy machinery, storage of building materials, vehicles on roadways, erection of scaffolding, hazardous hard hat areas and many trip hazards. There may also be incomplete roadways and pavements, raised manhole covers, raised gullies/hydrants, and raised edges on kerbs. To always ensure our staffs safety, a development will only be entered by our vehicles and crews when all building works are fully completed or an agreement is reached with the developer for a phased entry, whereby a larger development may take several years to complete.

During the development, arrangements for waste collections will be agreed with the developer. Those with infirmities/disabilities may apply for Assisted Lifts, however it would be the responsibility of the developer to ensure this material is moved to the collection point on behalf of the resident.

It is only upon receipt of a section 38 agreement (required from the Highways Section) or indemnifying letter from the developer, that we would undertake a risk assessment to enter the development for waste collection either in a staged or completed build phase.

Rear Lanes and Long Reach Properties

Private roads

Some properties in Carmarthenshire are situated along narrow, private lanes or country tracks which are not maintained by the Highways department. These have the potential to damage council refuse vehicles and provide hazards for our crews such as potholes or overgrown vegetation and overhanging branches. Parked cars may block full access and there may be blind bends and no turning circle for our vehicles. The council will request that residents present their waste at the closest location to the primary highway network where collection vehicles can travel safely.

In certain circumstances, a risk assessment will determine the designated collection point for such properties to use at the nearest primary highway network. These collection points may serve one or several properties along a lane or branch of lanes. The collection points will be serviced at the same frequency as the kerbside service.

If a resident that lives on a private lane cannot present their waste at the allocated collection point and requires assistance, they can apply for an assisted lift collection. Those that may be awarded an assisted lift collection will receive a visit so that a full risk assessment can be conducted to determine the health and safety requirements. The service will need to at times determine on a case-by-case basis the most efficient means of collecting the waste. In any circumstance the landowner would need to meet set guidelines issued by waste services regarding maintained road surfaces, adequate turning area for a vehicle specified by the council, lighting and cut back of overgrowth of vegetation or/and overhanging branches routinely as a minimum.

Highway maintained roads

The collection crews will record on their daily debrief forms and report back to the supervisor of any highway defects that require attention and that may hinder or prohibit them for undertaking their collection rounds. Any road, bridges or hedge/tree overgrowth that requires attention will be reported to the highways department for remedial works to be conducted at the earliest opportunity.

Parked cars

Collections may sometimes be hindered or cannot take place at all by the designated collection vehicle due to access restricted by parking of motorists. The collection crew will endeavour to call back later in the collection day if they encounter a vehicle which prohibits them from entering a road/street to collect from households. If this is still not possible a parked car process has been developed to highlight the problems experienced by the service to those that may have parked in an inconsiderate manner and blocked access to larger vehicles. Appendices 5 demonstrates the process.

Missed Collections

There is a facility on our website to check for any waste collection disruptions which may lead to missed collections this facility should be utilised in the first instance.

Refuse and recycling must be presented at the kerbside by 6.00am on the day of collection and not before 6pm the day before collection. Recycling receptacles must be back within the property boundary the same day of collection.

If receptacles are not presented by 6.00am on the day of collection, bins reported as missed will not be considered a 'missed' collection for reporting reasons. Responsibility for disposal of the waste will then become that of the householder, we will not return to collect the waste. Refuse and recycling receptacles not presented for collection at the time the collection operatives arrive at the property will be recorded.

Should a missed collection be reported on the designated day of collection, and subject to the record sheet failing to show the receptacle as not being presented for collection, the Council will be required to go back and collect the waste within 3 working days.

Residents can report a missed collection on the council website or by calling 01267 234567. Missed collections should not be reported until after 2pm (3pm for Hygiene and Nappy waste) on the day of collection, due to any time delays experienced by the collection crew.

Email and text messaging service

The waste service provides an email or text messaging service to residents who wish to receive reminder notification of their kerbside collection service. Registration for this service can be made via My Account. The residents address details and method of contact will be obtained at registration.

Residents will receive a message based on their preferred communication method reminding them the evening before their collections to place their waste out for collection. The service is available for blue bag dry recycling, food waste, glass bottle and jars, black bags, AHP and garden waste collection services.

Sign up to the service provides agreement that residents are willing to receive messages regarding their waste collection service, this may in some instances mean additional alert messages due to disruptions in collections such as vehicle breakdowns or adverse weather conditions.

It is the resident's responsibility to amend their contact details or cancel the service. Residents must amend their details via My Account if their contact detail have changed or they have moved address as the messages sent will be pertaining to the detail available via the My Account contact and address details.

Holiday homes, holiday rentals, caravan parks/sites and bed and breakfast establishments

A free recycling and food waste collection and a chargeable residual waste collection will be provided to holiday premises within the county whose owners pay Business Rates to Carmarthenshire County Council. For the purposes of clarity, holiday premises are those that are rented for monies for the purposes of providing holiday accommodation. This policy does not include transitory traveller camps or any sites which do not have valid planning or planning exemption for such use.

Members of the public who reside in holiday homes, permanent traveller sites or caravan parks for longer than 3 months and pay council tax will be treated as householders and receive the full recycling and residual waste service free of charge. Owners of second homes who use them solely for their own family or friend use and do not receive any kind of income from renting the premises will also be entitled to the full recycling and residual waste service free of charge.

The authority may reserve the right to request payment from holiday premise owners or management companies for the provision of wheeled bin containers on site supplied and serviced by the local authority to contain the waste specified for recycled waste.

Cemeteries and Places of worship

Domestic waste

Places of worship who do not conduct additional activities on site that generate monies for profit or for the purposes of giving monies to a nominated charity (that is not part of the religious establishment), will also be treated as domestic waste. This includes any waste generated through religious festivals irrespective of denomination. At the discretion of the council waste from cemeteries which are stand alone or within the grounds of a place of worship will be treated as domestic waste except for large burial grounds.

Commercial waste charges

Places of worship who run businesses on their sites, such as a paid for creche, restaurant, hire out meeting rooms, hall spaces for commercial activity, etc will be treated as commercial waste. Large cemeteries will be treated as commercial and would need to have a commercial collection agreement.

Collection of waste from charities

The Controlled Waste Regulations 2012 changed the charging mechanism to impose a charge for both collection and disposal of waste from charitable organisations. The only exception is for registered charities which accept donations of items from the public e.g. clothes, crockery, furniture etc. This type of waste remained under the classification of household waste and therefore the disposal cost must be excluded from the commercial charge for these clients only.

The remaining registered charity clients are charged the full commercial rate for collection and disposal of waste as they do not accept donations of household items from the public.

Household Waste Recycling Centres

Carmarthenshire has four HWRCs, Trostre in Llanelli, Nantycaws near Carmarthen, Wernddu near Ammanford and Whitland. The sites are for the use of Carmarthenshire residents and for the disposal of domestic waste only. Trostre, Wernddu and Nantycaws also have adjacent transfer stations which may take commercial waste.

All four sites are open between the hours of 08:30 – 18:00 during the Summer (Apr – Sept) and between 08:30 – 16:00 during the winter (Oct – Mar).

Whitland is open Wed – Sun but does also open on Bank Holiday Mondays (unless these fall on Christmas/Boxing or New Year's Day)

The other three sites are open 7 days a week except for Christmas/Boxing and New Year's Day.

Proof of Residency

- Any person visiting the HWRCs in Carmarthenshire will be required to produce proof of residency when requested by site staff
- Proof of residency will be taken to include items such as driving licence, council tax bill or recent utility bill (within 3 months) with a CCC address. There are some mitigating circumstances such as those that pay Carmarthenshire council tax but have an out of county postal address these can be accommodated through discussion with officers.
- Those who are not able to produce proof of residency when requested, will be turned away from the site.
- Any individual suspected to be accessing the HWRC with waste from a commercial origin will be refused entry.

Permits and vehicle guidance

Our recycling centres are for the use of Carmarthenshire residents to dispose of household waste only. We've introduced a free permit system for certain vehicle types to ensure that businesses are not using the recycling centres illegally to dispose of commercial waste.

This is an online application, whereby the vehicle registration document and proof of residency must be uploaded to be approved. Successful applicants are issued with twelve tickets which they can use throughout the year and reapply upon the anniversary of the permit expiry. Supplementing this permit scheme is a vehicle guidance document showing which vehicles are allowed entry, which require permits and which are prohibited from the sites. Applications for permits can be found on the council website at: [Recycling centre permits \(gov.wales\)](#)

For residents that do not have vehicles and hire vans on a short-term basis, they will have access to the HWRC in a hired van (sign writing not essential) if the hire agreement is three days or less and the hire agreement and proof of residency is shown on site.

Trailer of 2.44 meters (8 foot) in bed length will be permissible regardless of the number of axles but will be limited by which type of vehicle can enter the site with a trailer.

Any individual suspected to be accessing the HWRC with waste from a commercial origin will be refused entry.

Black bag sorting

We recommend that you sort your waste into recyclable and non-recyclable materials before coming to the recycling centre. Many household items can be recycled, either in your blue bag or your food waste bin. Other items such as glass, clothes and small electrical items can be recycled at the recycling centre or smaller recycling banks.

If residents bring black bags to the recycling centre, they will be required to sort them at one of our designated sorting stations.

Our recycling policy for HWRC's:

- Unsorted black bag waste is not accepted
- Householders are instead required to sort all recyclable material from non-recyclable materials prior to arriving at the HWRCs.

- On arrival householders are required to place recyclable items in the relevant recycling container, and only non-recyclable items in the residual waste (general waste/black bag) skip.
- If a person arrives at the HWRCs with unsorted waste, they will be given the option to either sort their black bags in a designated sorting area at the site or return home to sort their black bag waste.
- Any bags sorted on site must be sorted by householders, site staff will be able to provide guidance but will not assist with the sorting.
- The deposit of recyclable items in the residual skips will not be permitted.

Donation Stations

Residents are encouraged to donate any domestic waste item which is of reasonable condition that can be cleaned, repaired or upcycled at the 'Eto' repair and reuse facility, when attending the HWRC.

- Donation stations are located at all four HWRC and are located near the entrance of the HWRC to encourage residents to donate items at the designated donation station before disposing for recycling or waste disposal within the HWRC skips.
- No waste after deposited in the skips can be taken by the public for repair or reuse purposes.
- All waste donated must be left at the donation stations for repair and reuse
- All waste donated must be domestic waste such as;
 - Garden equipment
 - Wood and wooden items
 - Bikes
 - Electricals
 - Furniture
 - Household items
 - Sports equipment
 - Children's toys
 - CDs & DVDs
 - Books
 - Tiles
 - Rugs
- No donated items can be taken from the donation station by the public when deposited by others
- Donation stations are open during the same operating times as the HWRCs

Education and enforcement:

Any person that leaves unsorted black bag waste at, or in the vicinity of, the HWRCs, will be considered to have committed the offence of 'fly tipping' as per s34 of the EPA 1990, and will be subject to CCCs Enforcement Policy.

The council's enforcement officers can on occasion visit the recycling centre to undertake spot checks. Thus, to ensure that residents are compliant with the disposal of waste on site and to determine no commercial activity is occurring on any of the four recycling centres.

Disposal of blue bags (dry recycling)

Residents can dispose of their blue bags, containing dry recycled materials, at all four HWRCs in dedicated skips. From 1st April 2023, following a review removal of the blue bag skip may be possible as there will be a weekly provision for the collection of these at kerbside. Recycling provision for dry mixed recycling items that may come from black bag sorting on site will be available.

Plasterboard (gypsum) waste and asbestos

Plasterboard is made of the mineral gypsum, which produces hydrogen sulphide gas (rotten egg smell) in landfills. Plasterboard is no longer permitted in landfills but must be recycled and as this material is found mostly in construction materials a limit is put on the amount that can be taken into the HWRCs. This is restricted to three standard bin bags per month. The plasterboard in the bags needs to be decanted into the plasterboard containers on site.

Only cement bonded asbestos is allowed at the HWRCs (Chrysotile). Blue and Brown asbestos (Crocidolite & Amosite) are not allowed and require specialist treatment and disposal.

The cement bonded asbestos must be double bagged, and the bags sealed. Up to three bags of asbestos are permitted for disposal at the HWRCs each year.

Whole sheets of cement bonded asbestos and quantities of both asbestos and plasterboard more than the three bags, are taken to Nantycaws, over the weighbridge and an appropriate disposal fee paid to the site operator.

Refrigerators and freezers – COLD units

Up to and no more than three domestic fridges, freezers, wine coolers or fridge freezers (including American style domestic fridge freezers and domestic chest freezers) per household to be deposited at the HWRC per visit. No commercial coolers, fridges, or freezers are allowed on site.

Fridges must be clean and contain no food or other items that are not inherently part of the apparatus. It is advisable to remove the seals to avoid children, pets or wildlife becoming trapped within.

Charities

Any registered charity using the Household Waste Recycling Centres (HWRCs) for the disposal or recycling of waste will need to contact the waste section of the local authority

for permission to use the site. Charities will need to register with the waste section prior to use of any of the HWRCs and will need to provide the following:

- Provision of a registered charity number
- Registration number and make of the vehicle delivering waste to the site
- 24 hours' notice of delivery of materials to a named HWRC.

The following disposal conditions will apply:

- Disposal of recyclable or compostable materials will be free of charge with unlimited visits.
- Disposal of residual black bag waste will be limited to two times a month.

Hardcore, rubble and any other construction materials will be chargeable and will need to go over the weighbridge at Nantycaws or via the commercial recycling centre in accordance with the opening times of the facility.

If waste is picked up by a charity whereby, they receive monies for its disposal, then this material will have to be diverted to a transfer station or landfill and the appropriate disposal fee paid.

Eto – repair and reuse

Eto is a Welsh Government Circular Economy grant funded project that will help everyone in Carmarthenshire to be more sustainable, cut down on waste and give a second life to perfectly good items.

Re-using is a great way to save the energy used from making new products, helping to reduce carbon footprint and allow residents to do their bit to protect the environment.

The project is set up to help create a circular economy in Carmarthenshire, keeping items in use for longer and all the benefits that brings.

Repaired, re-used and re-purposed items are available at;

- Eto, 31 Stepney Street, Llanelli
- Canolfan Eto, Nantycaws Recycling Centre, Llanddarog Road, Carmarthen

Donated items will be assessed to ensure that they are in a suitable condition and are safe to be re-used, repaired or re-purposed. After this, any necessary work will be carried out before items are sold.

All electrical items will be subject to Portable Appliance Testing (PAT) which is a routine inspection of electrical appliances to ensure they are safe to use.

No warranty is provided.

Returns can be made, and full refund provided based on consumer rights legislation.

Opening hours of Eto shops are published on the council's website.

Appendix

Appendices 1 - Garden Waste Terms and Conditions

Terms and Conditions

These are the terms of the agreement between Carmarthenshire County Council, County Hall, Carmarthen, Carmarthenshire SA31 1JP and the customer regarding this garden waste service.

Service

1. This service is available to Carmarthenshire residents for household use only.
2. Collections will take place on the first garden waste collection day after delivery of your bin and on a fortnightly basis thereafter. Online ordering will result in immediate notification of day and week of collection. Alternatively, if you order via other methods, you will receive communication stipulating your collection day and week.
3. Bin(s) should be stored on your property and put out for collection before 6am on collection day. If we receive a missed collection call from you, we will refer to our on-board camera system to detect if the bin was out for collection. We will not call back if the bin was not presented at the time of collection.
4. All garden waste must be placed loose inside the bin and the bin lid must be closed for collection. We will not collect the following: • Bagged garden waste • Overflowing bins • Bins that are too heavy • Bins that contain non-permitted items (full list on our website)
5. Some properties may not be suitable for this service due to restricted access for our collection vehicles. In that event we reserve the right to withdraw the garden waste collection service and to notify you accordingly. If payment has been processed a full refund will be given.

Delivery of wheeled bin(s) and collections of garden waste

6. We aim to deliver the bin(s) within 10 working days of receiving your payment. However, this may not be possible on every occasion. You will be kept informed of any delay.
7. The bin(s) remain the property of the council and must not be defaced or inscribed in any way. Customers are responsible for keeping their containers clean and return the bins to their residential property as soon as collections have been made. Damaged or stolen bin(s) must be reported immediately on www.carmarthenshire.gov.wales/gardenwaste or call 01267 234567. The council reserves the right to make a charge to replace any containers damaged because of misuse by the customer.
8. If the access road to your property for the collection vehicle or crew is blocked, the council will endeavour to return once the area is clear. In exceptional circumstances, if a collection vehicle is repeatedly restricted from collecting the bin(s), residents may be asked to take their containers to an agreed collection point.
9. Dependant on demand you may not receive a new bin and you may instead be provided with a bin returned from a previous customer, in this event we will clean and wash the bin before delivering.
10. The authority will not be liable for any injury or damage resulting from the use or movement of the bin, except where death or personal injury is due to negligence on the part of the council or its employees.

11. Wheeled bins will not be collected in from you at the end of each season, they should be retained and stored for the next season.

Charges and subscriptions

12. Subscriptions are renewed annually at the start of the season. The contract will terminate at the end of each season. The season dates are subject to change. Existing customers will receive a renewal notice, for the following years' service, in advance of the payment deadline each year.

13. Payments for the service will be published on Carmarthenshire County Council website. No concessions are available for this service.

14. You will pay the full cost whatever point in the year you subscribe to the service. Once collections have started from your wheeled bin, there will be no refund if you; • decide to cancel the service at any point during the season • if collections cannot be carried out for reasons beyond the council's control • if you report a missed collection but our enquiries confirm that the bin was not presented at the normal collection point at the time of collection.

15. If you do not renew the garden waste contract for the new season you are required to contact us on ENVGardenWaste@carmarthenshire.gov.uk to make arrangements for collection of the bin. Failure to surrender the bin will result in a charge of £25

16. If you move house within Carmarthenshire - please let us know at least 10 working days before you are due to move so that we can make sure your bin gets emptied at your new address and advise of any changes to your personal contact details. Likewise, if you move outside the county, please contact us so that we can make arrangements to collect the bin. Email us on; ENVGardenWaste@carmarthenshire.gov.uk

Cancellation of the service

17. You have a right to cancel this contract within 14 days of the contract being concluded, without giving any reason. If you exercise these statutory cancellation rights, we will give you a full refund within 14 days of cancellation. For further information on your cancellation rights and how to exercise them, see the Instructions for cancellation and model cancellation form in the Schedule to these terms and conditions.

Our rights to terminate

18. Carmarthenshire County Council reserves the right to terminate this service at any time if:

a) We decide that your property is not suitable for this service due to access to the property being restricted. A full refund will be given.

b) You fail to make any payments to the council under this contract at the required time.

There will be no refund for monies received and you remain liable to pay full annual cost of the service.

c) You regularly place items out for collection which do not qualify as household garden waste, or which are prohibited items listed on our webpage;

www.carmarthenshire.gov.wales/gardenwaste There will be no refund for monies received and you remain liable to pay full annual cost of the service

Your rights to terminate

19. In addition to your statutory cancellation rights (in clause 16) you can also terminate this contract at any time by giving us 7 days' notice in writing. If you terminate under this clause, we will not give you a refund.

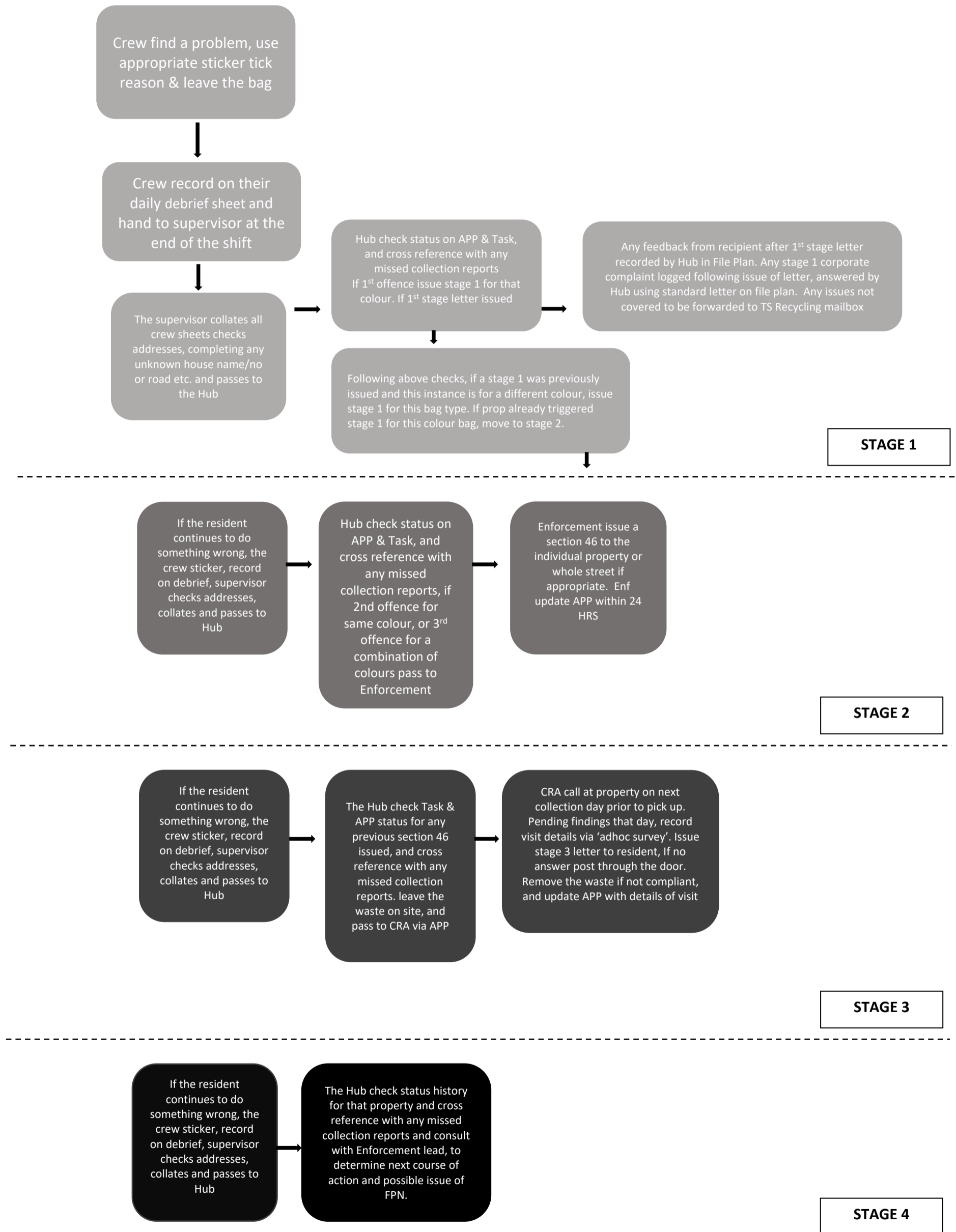
Appendices 2 – AHP and children’s nappy waste terms and conditions

1. This service is for Carmarthenshire residents only and solely for domestic use. You confirm that the waste is not from a commercial business, e.g., a residential care home, or a registered child minder.
2. Once you receive your purple bags, you can start putting them out on your next Hygiene & Nappy Waste collection day. You can look this up on our webpage where you can also download and print a collection calendar.
3. Bags should be placed out before 7am for collection at your usual refuse/recycling collection point.
4. Do not report a missed collection until after 3pm on the day of collection. Any reports after 3pm will be checked against our onboard camera footage to verify the waste was out and at the correct location when we called at your property. If the bags were not out, we will notify you and not return until the next scheduled collection day. You will need to remove the bags from the collection point until then.
5. All hygiene and nappy waste must be placed in purple bags provided. All bedpans, catheter and stoma bags should be emptied if possible before placing in the purple bag.
6. Some properties may require a visit to see how we can assist with offering the service. If this is the case, you agree to this and you will be contacted directly.
7. We aim to deliver the purple bags within 10 working days of receiving your application. We will contact you should this be delayed. When you require further bags, you must apply for more to be delivered to your registered address. Requests can be made via our website or by contacting Customer Services on 01267 234567. Please ensure you leave enough time for delivery to take place.
8. Once you have applied, you will remain a customer until you contact us to advise you wish to cancel.
9. If you need to stop your collections temporarily, please contact us. If you do not put waste out on three consecutive collections, we will contact you to see if you still require the service. A review of customers will also be carried out every two years.
10. If you are completing the form on behalf of someone else, you agree for us to contact you using the information you provided. We will notify you of any service change/delays on their behalf, and you will inform them of the changes.
11. If you require the service for children’s nappies, the child/children can only be registered for the service under one Carmarthenshire address. If relatives are helping to care for your child at another property, they cannot register for the service as well. However, you can give them purple sacks for any used nappies, but they must pass them back to you for collection from your own registered address.
12. You agree to contact us and amend your address details if you move house, change your email address or other contact details.
13. You agree to inform us to cancel collections once the service user no longer requires the service

Appendices 3 – Individual property education and enforcement process map

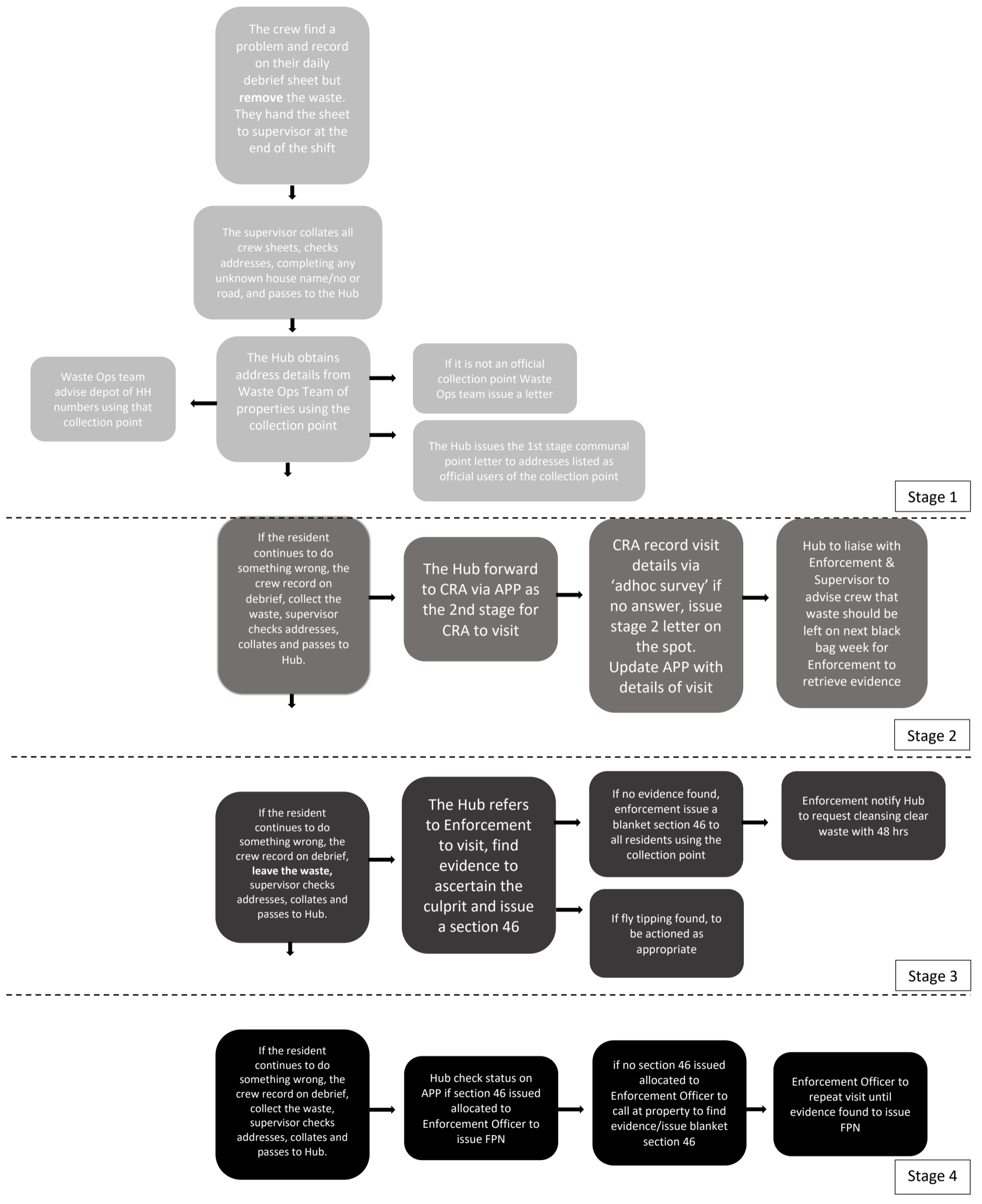
Education/Enforcement Process 2022

Process for individual properties, not adhering to blue/black bag policy (not communal waste points)

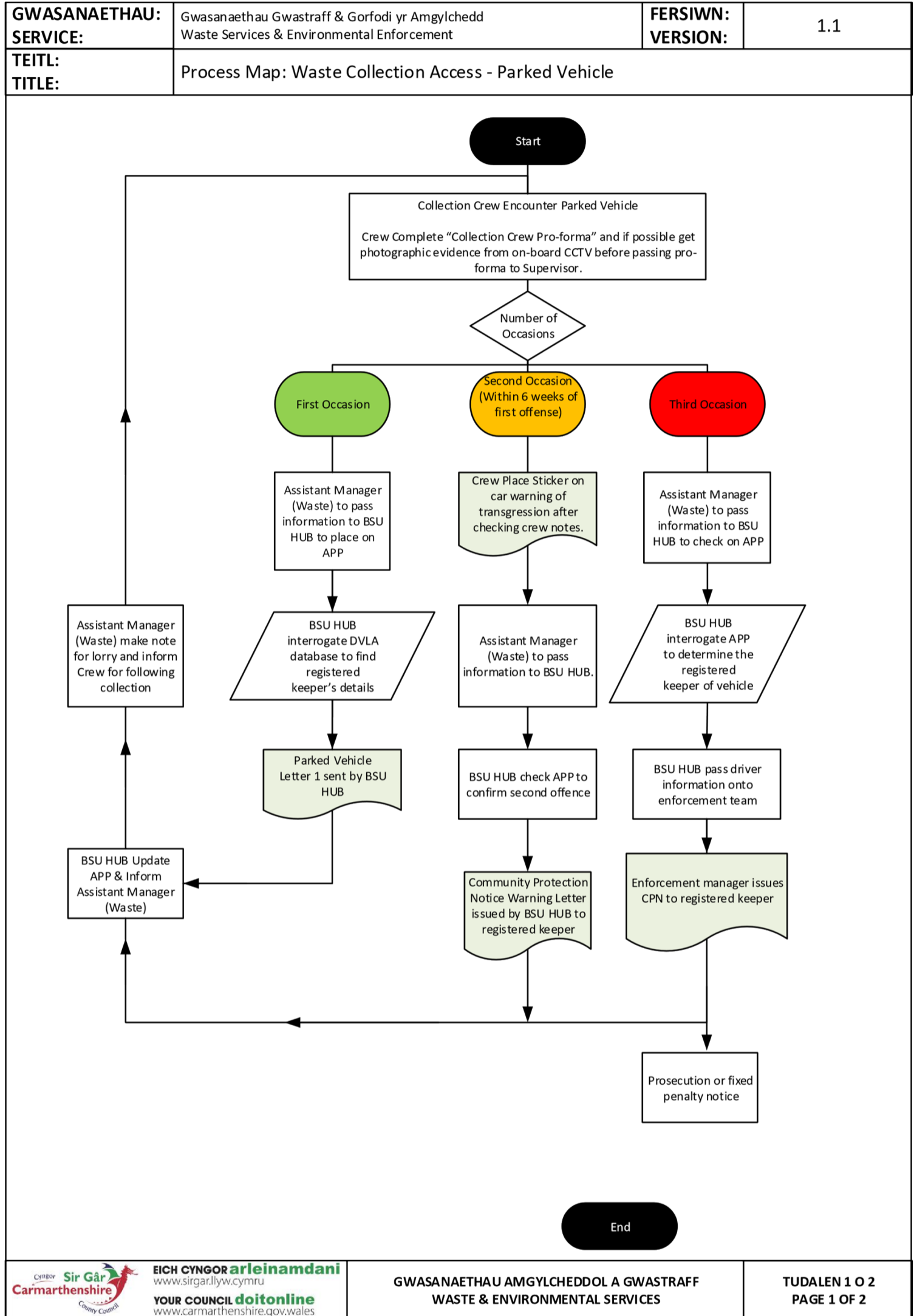


Appendices 4 – Communal collection point education and enforcement process

**Education/Enforcement Process
Process for properties with communal collection points**



Appendices 5 – Parked Cars Process



GWASANAETHAU: SERVICE:	Gwasanaethau Gwastraff & Gorfodi yr Amgylchedd Waste Services & Environmental Enforcement	FERSIWN: VERSION:	
TEITL: TITLE:	Process Map: Waste Collection Access - Parked Vehicle (Collection Team Process)		

