

Service standard for domestic waste and recycling

Author: Waste Management team

Contact: waste@luton.gov.uk

Version: 2.0

Last updated: May 2021

Contents

Why do we need a service standard?	3
What do we provide?	4
What else do we collect?	4
Reasons why we will not collect your waste and recycling	5
What do we mean by 'authorised containers'?	5
Collection from houses	5
Collection from HMOs, mixed developments and high rise flats	6
Communication of arrangements for waste collection.....	6
What we expect you to do.....	6
Authorised containers	6
Large households	1
Medical conditions	1
Excess black bin waste (side waste).....	1
Excess recycling (green bin).....	1
Excess waste & recycling.....	2
Contamination.....	2
Collection points.....	2

Collection times.....	3
Replacement containers	3
Lost/stolen containers	3
Missed collections	3
Adverse weather conditions/vehicle breakdowns.....	4
Access issues	4
Large or bulky waste	4
Assisted collections.....	5
What happens if households do not adhere to this Service Standard.....	5
Enforcement.....	5
Keep Luton tidy, keep Luton clean	6
Flytipping - enforcement	7
Cleaning containers	7

This document gives details of our agreed service standard for the provision of domestic waste and recycling collections for residents. Unless there are exceptional circumstances such as:

- at least 6 people registered as permanently living at the property
- produce large volumes of clinical packaging/products, supported by agreed documentation/evidence/visit to a particular property (or particular residents at a property)

This service standard will apply equally to all properties and residents throughout Luton.

- This service standard refers to residents in the borough of Luton only.
- Householders are the resident(s) occupying the property or the owner of the property if it is empty.
- Container relates to any receptacle that contains waste (rubbish or recycling).
- Mixed development is where there is a mixture of property types including flats and houses.
- High rise is any building with at least 4 floors where there are multiple occupants in individual flats.
- Low rise is any building up to 3 floors where there are multiple occupants in individual flats.
- A house of multiple occupation (HMO) is for example :
 - A house which:
 - has been converted into a bedsit or other non-self contained accommodation
 - may include one or more self contained flats and is occupied by 5 or more tenants, who form 2 or more household and who share kitchen, bathroom or toilet facilities
 - A converted house which contains one or more flats that are not wholly self contained (this means each flat does not contain within it a kitchen, bathroom and toilet) and which is occupied by 5 or more tenants who form 2 or more households)
- A house is any building which is less than 3 storeys high and occupied as a single dwelling. For example:
 - bungalow
 - maisonette
 - terraced house
 - semi- detached house
 - detached house

Why do we need a service standard?

- To ensure that we maintain safe, sustainable, economic and efficient effective waste and recycling collections for all householders in Luton, and to link in with the LiF project aims of – Opportunity, Aspiration, Prosperity.
- To contribute towards the council's vision to Waste less, Recycle more as outlined in our [waste management strategy 2018 to 2028](#).
- To provide residents with a clear standard against which the kerbside service can

be 'measured or assessed' across the town.

- To increase the quality and quantity of recycling collected from households in Luton.
- To ensure all residents are aware of their responsibilities in relation to waste and recycling collections in Luton.

What do we provide?

We provide a kerbside service to Luton households for the collection of waste and recycling. For this, we provide the following authorised containers, and expects residents to dispose of the correct items in the appropriate container.

Container type	Correct materials	Incorrect materials	Collection frequency
Green bin/Red bin/Recycling sack	Paper & Card	Black bags/ Plastic bags	Every 2 weeks
	Metal cans & aerosols	Nappies	
	Plastic bottles	Food	
	Aluminium foil & trays	Polystyrene	
	Cartons	Garden waste	
	Textiles	General rubbish	
Brown bin	Grass cuttings	Plastic bags	Every 2 weeks
	Hedge clippings	Nappies	
	Plants	Food	
	Leaves	Polystyrene	
	Branches (up to 4cm diam)	Plant pots	
Black box	Glass bottles	Spectacles	Every 4 weeks
	Glass jars	Mirrors	
		Windows	
		Light bulbs	
		Cookware/crockery	
Black bin/Authorised sack	Anything that can't go in the above	Hazardous waste	Every 2 weeks

What else do we collect?

- Excess recycling, but only if placed in clear recycling sacks available free of charge from our council offices, facilities or Recycling Collection teams.
- Medical – healthcare waste from residents self-medicating or receiving medical treatment in their own home.
- Large items such as sofas, fridges, mattresses, for which there will be a charge, unless you are in receipt of certain benefits. Details of our charges can be found on our website under [bulky item collections](#).

Reasons why we will not collect your waste and recycling

- If the lid on any of your containers (wheeled bins) are not fully closed.
- If the incorrect items are placed in the recycling bins (green and brown) or black box.
- If there is excess or side waste next to your black bin.

What do we mean by ‘authorised containers’?

Where operationally possible, waste and recycling material must be stored in, and collected using [authorised containers](#) supplied that we’ve supplied.

In some housing types this could lead to households having their own individual containers (houses and some low rise flats), or sharing containers (HMOs, mixed developments, low and high rise flats), or a combination of the two dependent upon space and access.

We’ll take into account a number of factors to determine the appropriate container type, size and number required:

- house type
- number of adults registered as living at the property
- external storage space
- a household with excess domestic waste due to an occupier having a recognised medical condition

Only in circumstances where it is operationally unsafe, uneconomic or inefficient, or where there are exceptional circumstances in relation to a particular property (or particular residents at a property), will alternative methods of storage and collection be considered and/or offered.

Container and collection methods will be reviewed and may be changed if and when there has been a major change in circumstances or a specific request has been received by a resident.

Collection from houses

This includes:

- bungalows
- maisonettes
- terraces
- semi detached
- some low rise flats

We’ll only supply and collect one wheeled bin per waste type from houses, unless there are exceptional circumstances that have been agreed with prior arrangement or via a visit from the council.

Collection from HMOs, mixed developments and high rise flats

Where operationally possible, waste and recycling must be stored in, and collected from, council supplied containers. We'll work with managing agents, companies and landlords to achieve this service standard, and will assess the number and type of container required based on number of residents.

All supplied containers must be presented at the designated collection point on the scheduled day of collection. If the designated collection point is within the grounds of a property it is the responsibility of the property owner or management company to arrange appropriate access before collection can be made.

Communication of arrangements for waste collection

Households will receive adequate communication via a variety of channels about when and how their waste and recycling will be collected, including any planned changes to collection methods. There is also an added option of opting into our [bin app](#) which will contain all of the above information as well as handy hints and tips on materials accepted.

What we expect you to do

We expect households to Recycle Right to follow this service standard by presenting the correct materials for collection in the correct containers supplied to them at an accessible and/or agreed location.

If persistent non-compliance is identified we will, if necessary, consider using formal powers in order to ensure compliance in accordance with the service standard and our [enforcement policy](#).

Authorised containers

Except for waste and recycling collected and stored in sacks, households must place their waste and recycling in the appropriate [authorised container](#) supplied to them by us. We can only empty containers that comply with our specifications, in order to ensure that the containers are compatible with the lifting equipment on the refuse collection vehicles.

Residents who persistently refuse to adhere to the service standard as set out above will, if necessary, have formal action taken against them to encourage compliance.

Excess waste (black bins)

Providing all services are used appropriately, the service standard offered provides sufficient capacity for the average household, therefore excess waste should not be an issue. Additional waste capacity will not normally be offered except in exceptional cases as outlined below, but only after all avenues have been exhausted, including using the HWRCs.

Large households

Larger households (6 or more persons) may request a larger waste container. Households requesting a larger waste container will be required to complete and submit an application form together with proof that 6 or more people are living full-time at that address.

This information, once received, will be assessed and these households may receive a visit to assess their request. In the first instance we would seek to work to assist the families to recycle more, monitoring their progress and only as a final option look to provide additional waste options.

If the householder qualifies for a larger waste container their details will be added to our electronic waste and recycling rounds data system, and will be subject to regular review.

Medical conditions

A household with excess domestic waste due to an occupier having a recognised medical condition may request an additional waste container. As above, households requesting an additional waste container will be required to complete and submit an application form detailing the type and volume of medical waste generated with doctor's note etc.

This information, once received, will be assessed and these households may receive a visit to assess their request. If the householder qualifies for an additional container their details will be added to our electronic waste and recycling rounds data system and will be subject to regular review.

Excess black bin waste (side waste)

Side waste is excess unauthorised bags or waste from the household, which is presented for collection at the side of the container. Households must place their waste in the waste container provided. Larger items can either be taken to the HWRC or disposed of via the bulky waste service, which is chargeable

If persistent non-compliance is observed, any side waste left beside the container by the householder will not be collected and a notice will be left on the container to explain why. The household will be advised to put the excess waste in their container and wait for their next collection.

Alternatively they can take the excess waste to their nearest [household waste recycling centre](#) (Progress Way or Eaton Green Road). Please check location and opening times before making a journey.

Excess recycling (green bin)

Households can request free clear recycling sacks, in addition to the green bin that we supply. These clear sacks are available from council offices and facilities, as well as from members of the recycling crews.

Excess recycling presented for collection in any sacks other than council supplied clear sacks will not be collected as they will be deemed to be waste and therefore should be placed in the black waste bin.

Excess waste & recycling

When the lids of containers cannot be closed or are filled so much that they are too heavy to move or are unstable then it is considered to be overloaded. Containers that are overloaded can cause damage to lifting equipment and represent a health and safety issue for the collection teams.

Where it is not possible to collect an overloaded container a notice will be left on the container explaining why and requesting the householder to remove the excess waste and/or recycling and to present the bin on the next collection cycle. Alternatively the excess waste and/or recycling can be taken to their nearest household waste recycling centre (as above).

Contamination

We provide information in an array of formats and media clearly showing what materials are accepted in each container provided. Residents should familiarise themselves with this information to ensure they Recycle Right.

Recycling containers (brown and/or green bins and glass box) contaminated with non-designated materials or materials that may cause damage to the collection vehicle will not be collected.

A notice will be left on the container explaining why, and requesting the householder to remove the contaminant, and to inform them that the container will be emptied on the next scheduled collection day.

Alternatively, once removed, the material can be taken to the nearest household waste recycling centre (details above).

Our bin contamination policy can be found on the website, it explains the types and disposal of contaminated waste.

A clear example of this is glass. It is not accepted for recycling in the green or brown wheelie bin. It has a detrimental effect on the quality of recyclates in the green wheelie bin and represents a health and safety risk to operatives at our Materials Recycling Facility. It is only accepted in either the black boxes provided to households or at the NRCs that are dotted around the town.

Where residents share communal containers, we'll work with residents and managing Agents (where applicable) to raise awareness of the need to Recycle Right.

Collection points

Except in the cases where households may have specific needs (such as disability or elderly), all households will be expected to present their waste and recycling for collection in the containers provided to them at an accessible point adjacent to the highway (such as the pavement) for emptying by the Collection teams.

In the event of this not being practicable or safe due to issues with vehicle access for example, then an alternative suitable location will be identified. In these circumstances, appropriate information will be provided to the households affected.

Once the waste and recycling containers have been emptied, we'll return the container(s) to the agreed collection point.

It is the responsibility of the household or management company to retrieve the container and return it to the property or designated storage area. It is not acceptable to leave containers on footways or roads as they cause an obstruction and represent a health and safety issue to pedestrians and motorists.

Households on sack collections will be expected to follow the same principles as outlined above for wheeled bins and black boxes, ensuring they can be easily seen from the road and do not cause an obstruction.

Households with shared or communal containers will not have to move or present the containers. It will be our responsibility to empty the containers and to replace them in their original location.

Collection times

Approved collection containers should be presented for collection at the designated collection point by 6am on the allocated collection day. They will be returned to the household's property (removed from the pavement or road) after it has been emptied and no later than 7pm on the collection day.

Replacement containers

Households will be responsible for the container(s) supplied to them, but they will not own them.

Containers should be left at the property in the event of the householder or resident moving home.

Households should take steps to identify their containers (house number stickers) and take adequate precaution to prevent arson or theft, usually by taking the container to within their property boundary following collection.

We do not make a charge for issuing replacement containers.

Collection operatives have a duty to report and record on the on-board computerised system any damaged containers caused by them and will note where this occurs.

If a household claims that their container was damaged by the Collection team, the records will be checked. If it is found that this has not been recorded then the collection supervisor will review the case. If the household disagrees with their finding or decision then they can ask the Cleansing Manager to review the case.

Lost/stolen containers

Every step should be taken by the household to locate their containers. If we receive evidence that containers have been stolen (crime reference number) from an area that has been subject to multiple bin theft, this will be dealt with by the Refuse Manager.

Missed collections

In the event of a missed collection, where the residents' bins have not been emptied on their allocated day, then the container will be collected within 2 working days. Our working days are Tuesday to Friday only.

Where the containers have not been emptied due to them being presented late or in the incorrect location, the household will be required to wait until the next scheduled collection before it is emptied.

In these circumstances the household will be required to return the container to their property until the next scheduled collection day. Alternatively, the contents of the container can be removed by the resident and the material can be taken to the nearest household waste recycling centre.

Adverse weather conditions/vehicle breakdowns

In the event of a missed collection due to severe weather conditions or vehicle breakdowns, then the container(s) will be emptied as soon as weather conditions have improved or a replacement vehicle can be allocated.

We have a bin app that residents can download. This will be regularly updated with collection frequencies and will highlight any issues affecting changes to residents' allocated collection days.

Access issues

Some roads, particularly unmade, unadopted, private or weight restricted roads, are unsuitable for collection vehicles. Access can also be limited because of the width of the road and parking, meaning that the collection vehicle cannot access the property or collection points on that road.

Where damage may be caused if a collection vehicle passed over the road surface, or damage could occur to the vehicle due to the condition of the road, the Council may agree an alternative collection point.

In the case of a private or unadopted road, if written authority from all households concerned is received indemnifying the council from any claim for damages in taking the collection vehicle on the said road, consideration may be given to the practicalities of agreeing a suitable collection point on that road.

Where we've been undertaking refuse collections for a number of years there may be a continued right of access and the authority of households may not be required.

When a collection cannot be made due to access being restricted by parked cars or other vehicles, the Collection team will inform the council. Two further attempts on the next 2 working days will be made to make the collection (in most cases this will be in the presence of a supervisor).

If access is restricted on both further occasions then the collection must wait until the next scheduled collection.

Alternatively, the contents of the unemptied containers can be taken to the nearest household waste recycling centre.

In connection with our partners, we may take action where there are repeated access problems. This action may involve, although not exclusively:

- enforcing parking restrictions
- changing collection days
- changing collection points

Large or bulky waste

Bulky waste is household waste generated by households which is too large to fit in a standard domestic waste container. Often this waste can be re-used or recycled. We encourage households to consider contacting charity shops and furniture re-use organisations before calling us to arrange a collection.

If the item(s) are in a poor condition and the household has no other option for the removal of this type of waste, then special arrangements can be made.

We currently charge for collection of bulky waste unless you are on certain benefits, and will collect up to 10 items per visit. [Details of our charges and exemptions can be found here.](#)

Bulky waste should be presented for collection at the front edge of the property within the property boundary (unless an alternative collection point has been agreed). When arranging a collection the household will need to inform us of the wastes being collected. We'll only collect those items.

Items should be presented at the designated collection point by 6am on the day of collection and no earlier than 5pm on the evening before the collection day. Where it is established that this service standard is repeatedly being ignored, enforcement action will be considered.

Arrangements can be made for households' who may need assistance with their bulky waste collection, but only if we've been informed of this issue.

Assisted collections

We'll provide, upon request, and following assessment, an [assisted collection](#) to households who require assistance due to infirmity or disability. An assisted collection is the collection of waste and recycling container(s) by the Collection team from an agreed point at the households address and return of the emptied container(s) back to the agreed collection point.

If a resident who is registered as requiring an assisted collection has their containers stolen or damaged because the Collection crew did not return it to the agreed location after emptying, it will be replaced.

Households can request an assisted bulky waste collection, but proof of infirmity or disability may be required. If there is an able-bodied person aged 16+resident in the property, then that person is expected to present the bulky waste at the agreed collection point.

What happens if households do not adhere to this Service Standard

We recognises that the service standard requirements may take time to be fully communicated, understood and adhered to. Therefore we've decided to adopt an approach that, for a time after the standard is introduced, we'll offer advice, support and guidance until such a time as all households are aware of their responsibilities.

However, we recognise that the use of formal enforcement powers may be necessary in some circumstances. Such powers will be utilised in a transparent, reasonable and proportionate way.

Also with any changes in legislation the service standard will need to be reviewed to ensure that it fully complies with any legislative changes.

Enforcement

We aim to secure compliance of householders to correctly dispose of their household waste, increase recycling and in turn reduce the number of flipping or littering incidents in the town caused by poor or incorrect management of household waste.

The options available to the council are support, education and enforcement.

Some offences relating to the incorrect disposal of household waste are criminal offences and some are dealt with through civil tools and powers. The following list sets out some commonly occurring incidents which we can investigate:

- the dumping of large or small items on the public highway such as fridges, beds, sofas
- the dumping of building material from refurbishment on the public highway
- the dumping of house clearance items on the public highway on the change of tenancy

- domestic waste put out on the wrong day
- side waste – additional waste not in a bin
- passing waste on to someone without checking they're a licensed waste carrier who subsequently dumps your waste elsewhere
- the dumping of non recyclable waste at any of the town's neighbourhood recycling centres

These issues have the potential to be seriously detrimental to the local amenity by:

- negative visual impact and detrimental smell emanating from some bins
- obstruction to footpath or highway users
- increased impact on people with disabilities or with prams as blocking ease of access on footpath
- potential to require people to walk in the road to avoid bins
- financial and operational impact of contamination – with repeat visits potentially required
- negative impact on recycling targets.
- negative generators of crime and anti-social behaviour
- lower civic pride
- dissatisfaction with the council to maintain clear, obstruction free footpaths

Therefore we reserve the right to take legal action against the minority of offenders who wilfully commit environmental offences and partake in environmental antisocial behaviour.

If you're found guilty of any of the above you could be liable for one of the following fixed penalty notices or your case could be passed to our legal department for prosecution in accordance with the our [enforcement policy](#).

Offence	Act	Fine level	FPN
Littering	Section 88 EPA 1990	Level 4 £2,500	£75 if paid within 10 days £50
Non compliance - on waste storage	S47SA(2) EPA 1990	Level 3 - £1,000	
Flytipping	S33 EPA	On summary conviction to imprisonment not exceeding a term of 12 months or a fine not exceeding £50,000 or both.	£400 if paid within 10 days £250

Enforcement action can also be taken if containers are:

- left on pavements or roads (public highways) on non collection days
- not left at the correct location for collection
- persistently contaminated with incorrect materials in them

Keep Luton tidy, keep Luton clean

Help us to keep your local area clean and tidy for the enjoyment of all and sign up to the agenda by:

- complying with the service standard

- following us on [Twitter](#) and [Facebook](#)
- joining our many community clean ups
- reporting environmental crime in your area or any non-licensed person offering to take your waste away for a fee by:
- phoning 01582 546000
- [online - environmental crime](#)

Flytipping - enforcement

Flytipping is the illegal deposition of waste on public land. It is an eyesore, is costly to remove and represents potential risks with regards to health and safety. We'll seek to prosecute offenders for all occurrences where evidence is obtained.

Where evidence is obtained, an investigation will begin. In the absence of any evidence of extenuating circumstances, we'll always initiate legal proceedings to prosecute the alleged offender and recover the full costs of clearing the waste and for its disposal.

Cleaning containers

We do not offer a container cleaning service. There are local companies that provide a paid for service for this activity.