We empty 2.6 million bins a year
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Introduction

Cllr Julie Leigh – Cabinet member for Neighbourhoods

Bassetlaw District Council’s Recycling and Refuse services are the highest volume operational services within the Authority. It is therefore vital that these services operate effectively and efficiently. The Council wants to provide domestic refuse and recycling collections that are good value for money and which meet the needs of our residents.

Weekly collections of recycling and refuse are made from over 51,000 households each week, which is over 2,652,000 collections a year. More than 1,700 properties are registered for additional assistance with their weekly collection. There is also a low cost bulky waste collection service which has grown over recent years to collect around 3500 items a year, and a trade waste service for which over 500 businesses are registered. The service has introduced a Garden Waste Collection Service which in its first year has seen just under six and a half thousand households subscribe. There is an ambition to improve the Council’s recycling rates by growing this new Garden Waste service to around 15,000 households over the next 6 years. However it is also important to maintain the focus on blue bin recycling and contamination rates and to improve these going forward.

As the elected member responsible for this extremely busy operational service area I am very pleased that the emphasis is being changed to put recycling to the fore and that the Policy has become Recycling and Refuse Policy, rather than refuse and recycling. A small change but certainly the direction we need to take. The aim behind collating our service standards, rules and operational procedures into a single service document remains; it is to support efficient and cost effective service delivery, and to provide certainty and transparency for residents and businesses as to the criteria under which the services are provided. It also seeks to provide a base for future service improvement or development, as well as the maximisation of recycling and minimisation of waste sent for treatment and disposal. Our Policy outlines how Bassetlaw District Council will deliver recycling and refuse services, and also the responsibilities and actions required of householders and residents to enable everyone to benefit fully from the Council’s Recycling and Refuse services.

The Refuse and Recycling Policy Document is designed to

• Explain clearly what recycling and waste collection services residents can expect to receive;
• Enable the provision of regular and reliable bin collections;
• Explain what our service rules are in a clear way, aiding consistency of application;
• Explain the circumstances for consideration of special requests or needs that individual households may have;
• Set the scene for the Council to improve our recycling rates.

Additionally, we will undertake to tell residents in good time about any changes to services, including temporary changes, and respond in a timely manner to service or formal complaints.

Using these service standards as a baseline, I am sure that Bassetlaw Council will be able to continue to provide our residents with reliable and quality Recycling and Refuse Services well into the future and to continue to improve recycling rates for the benefit of future generations.

Cllr Julie Leigh

Cabinet Member for Neighbourhoods
Domestic Waste and Recycling
Alternate Weekly Collections Policy

This policy sets out how the Council operates the refuse and recycling collection service across the District and provides information to residents on how, where and when their refuse and recycling should be presented. It constitutes notice under section 46 of the Environmental Protection Act 1990 notifying residents of requirements to present their waste for collection in the manner specified.

Frequency of collection

The Council will collect household refuse and mixed dry recyclables on an alternate weekly collection basis with refuse (Green Bin) one week and recycling (Blue Bin) the following week.

The collection day will normally be the same day of the week for refuse and for recycling.

The Council have the right to make exceptions to this rule i.e. during the Christmas period, where altered collection dates will be advertised to householders in advance.

The Council has the right to alter a collection day as rounds will be subject to change over time to accommodate increasing numbers of properties. Any such change would be notified to householders in advance of the changes being made.

Detail of collection arrangements will always be made available on the Council’s website at www.bassetlaw.gov.uk and may also be presented in other formats.

Presentation of refuse and recycling receptacles

Refuse and recycling bins must be presented at the kerbside by 6.00am and taken back within the property boundary the same day of collection.

A household will have one green 240ltr bin for non-recyclable household waste and a 240ltr blue bin for recyclables. Any household found to be in possession of, and putting out additional green bins will be investigated. Unless there are specific circumstances that permit additional capacity, surplus bins will not be collected, and may be removed.

Residents are requested to assist the Council in collection of their household waste on nominated collection days, by not obstructing footways and carriageways with parked vehicles, caravans or other objects or structures.
**Excess Waste**

Bassetlaw Council operate a flat lid, no side waste policy. This means that upon collection of the wheeled bin the lid must be in the closed position and the Council will not collect any extra refuse which is placed next to a household wheeled bin for collection, or wheeled bins which are over loaded.

The presentation of ‘side’ waste (extra waste which is placed next to the refuse wheeled bin) does not support waste minimisation principles or encourage residents to maximise recycling. Therefore any excess household refuse left beside the wheeled bin will **not** be collected.

Residents, who are unable to contain their refuse within the refuse bin provided, are encouraged to recycle as much as possible. The Council provides many additional recycling facilities for glass and textiles across the district. Glass and textile items should not be placed within the normal household waste bin but be recycled at one of the amenity areas. The Council continues to work with Parish Councils and landowners to provide more such convenient facilities for residents to use. (A current list of sites is appended to this document at Appendix 2.) Local supermarkets and businesses also provide additional recycling facilities.

The Council will provide advice to householders on reducing/recycling their waste through the website, upon request, or if issues have been reported via the crews.

If a resident still has refuse that cannot be contained within their wheeled bin, they may also take this waste to their nearest Household Waste Recycling Centre (HWRC). There are currently HWRC facilities provided by Nottinghamshire County Council in both Retford and Worksop.

Should the householder continue to present residual side waste, and an educational approach fails to improve the situation, the Council reserves the right to take appropriate enforcement action.

Residents who routinely have more recyclable waste than their blue bin can contain, and who do ensure that they compact and crush the dry recyclable materials, may upon the discretion of the service manager be provided with an additional blue recycling bin for which there will be a charge.

Where a wheeled bin is presented and is considered to be overloaded, either by weight or volume of material, it will be rejected at the discretion of the operator’s judgement and not emptied based on health and safety reasons. The wheeled bin will only be emptied when deemed ‘manageable’ by the collections crews. The Council has a duty of care to its employees to safeguard them from unnecessary risks, which would include overloaded bins. Heavy bins and overloading is therefore discouraged. Collection operatives will advise residents of heavy bins using a sticker system.

Excess waste can be removed from the bin by a resident and be taken to the nearest Household Waste Recycling Centre (HWRC), in order to reduce the weight prior to the next collection.

If a householder would like the reduced weight bin to be collected sooner than the next collection then they may book for a collection of the bin as a one off collection under the bulky waste service. This collection would be charged for.
Missed collections

Refuse and recycling bins are to be presented for collection by 6.00am on the designated day of collection.

If receptacles are not presented by 6.00am on the day of collection, bins reported as ‘missed’ will not be considered as a ‘missed’ collection, but as an unpresented collection for recording purposes. Responsibility for disposal of the waste from an unpresented collection is that of the householder, the Council will not return to empty the bin.

Refuse and recycling bins not presented for collection by the time the collection operatives arrive at the property will be picked up on the refuse vehicle cameras, and may also be recorded by other means as unpresented.

Where householders do not present their recycling or refuse 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;
- request that the Council collects the waste as part of the bulky waste collection service for which the standard bulky waste fee will be charged

If a bin that was presented appropriately for collection is missed by the service this must be reported as soon as possible and, in any event, **within the next 48hrs of the date of collection**. Every effort will be made to return (as soon as possible) to collect any missed bins for which the Council is responsible. If it is subsequently found by examination of camera footage and records that a householder has reported a bin as missed that was in fact unpresented, and the Council have already returned to collect the bin, the Council will invoice the householder for the bulky waste collection fee that would have been charged had they made a request. The householder will be required to acknowledge this and confirm that the collection was missed as part of the reporting procedure.

Bins that are not collected due to contamination with items that should not be in them or due to over loading will be stickered to advise residents of the reason for non-collection. These bins are deemed to be unpresented and not ‘missed’.

**Servicing of flats / multi occupancy premises**

**Houses in Multiple Occupation (HMOs)**

The Council will provide the usual level of provision for a domestic property i.e. one 240l green bin for general waste and one 240l blue bin of dry recyclables. In circumstances where there are a large number of occupants at the single property the Council may by request of the proprietor/manager provide additional recycling capacity upon payment for the additional blue bin/s. It will be the responsibility of the proprietor/manager to ensure these are only used for recycling and are not contaminated by general waste. Should they become contaminated the usual procedure will apply and the bins would not be collected until decontaminated.

Where further capacity for general waste is required it is the responsibility of the proprietor/manager of the HMO to arrange a commercial contract with a supplier, or with the council to collect and dispose of the surplus waste.

At properties such as flats where each occupier pays their own Council Tax and is individually entitled to a domestic refuse service from the Council, it is not always practical to provide each household (i.e.
flat) with their own individual wheeled bin. In such instances, the Council will provide larger (communal) wheeled bins of a sufficient quantity up to 1100litre in size to facilitate the collection of household waste and recyclables.

The Council aims to provide residents of flats and HMOs with at least blue and green wheeled bins to enable segregation of their waste to facilitate recycling in an effective manner.

Where residents of flats and HMOs do not segregate their waste for recycling in an effective manner, the Council will endeavour to work with residents to encourage recycling. If appropriate the Council will use its enforcement powers to achieve improvement in recycling performance from multiple-occupancy properties.

The Council will assess the servicing of flats /mixed use premises on an individual basis and cases will be considered on their merits. Home visits or telephone contacts may be carried out where necessary.

**Properties with access/storage issues**

The Council will assess properties identified with access or storage issues on an individual basis and cases will be considered on their merits. Provision will be considered following an independent assessment made by the Council. Home visits or telephone contacts may be carried out where necessary.

**Servicing of rural properties**

Residents who live in a rural community (e.g. isolated farm or house) will generally have their waste collected by a small, one person operated collection vehicle. Residents of such households will be required to present and/or store their wheeled bins at the safest nearest point to the adopted highway (i.e. kerbside) to facilitate waste collection. It may be necessary for the Council to nominate “collection points” to such households; in particular where such properties are situated some distance from the adopted highway (i.e. kerbside). Collection vehicles are not required to drive on an unmetalled road (or a road not having a hard surface). Home visits or telephone contact may be carried out where necessary to assess a safe collection point.
This policy outlines how householders can access the assisted collection service so they can participates fully in the refuse and recycling collection service.

Residents, who are unable to transport their wheeled bins to the required collection point, because of ill health, infirmity or disability, and who have no other occupants in the household able to assist them, will be placed on the ‘assisted collection’ register, upon request.

Residents are required to complete a simple application form in order to qualify and cases are considered on their merits. Home visits or telephone contacts may be carried out where necessary to verify information.

Assisted collections are subject to the Council being satisfied that service provision is warranted.

Smaller waste receptacles for refuse and recycling can be provided where suitable as an alternative to an assisted collection if requested, and following assessment by the Council.

Residents on the ‘assisted collection’ register will have their wheeled bins collected by a collection operative from an agreed location, emptied into the collection vehicle and then returned to that same location.

Should there be any instances where the bin is not returned, then the service must be informed promptly to enable an operative to complete the collection. The service is not responsible if a resident decides to move the bin themselves and not to wait for assistance.

If the resident’s circumstances change or if they move house, the resident must inform the Council.

The Council will periodically review the assisted collection register. Residents will be asked to confirm that the service is still required. Reasonable efforts will be made to obtain such a confirmation. Where requests for confirmation are ignored the Council reserve the right to withdraw the assisted collection without further notice. (On subsequent information it may be reinstated following validation of the request)

The decision of the Waste Management Department will be final.

Residents who think they may qualify for an assisted collection should in the first instance contact Environment Services.
The Council are committed to helping residents reduce the amount of waste they produce and increase levels of recycling. This policy sets out what receptacles the Council provides to residents and how they can replace missing or stolen bins.

Bassetlaw District Council domestic waste and recycling alternate weekly collection scheme provides each household with the following:

1 green wheeled bin for general (residual) waste.

Only waste produced by the householder on a normal day to day basis should be placed in this wheeled bin. It should not contain commercial waste, bulky items, excessively heavy, hazardous type waste or recyclable material. It should not contain items that can go in the recycling bin.

1 blue wheeled bin for household recycling including

- Mixed paper and card;
- Plastic Bottles, yoghurt pots and margarine tubes;
- Metal packaging including food and drink tins and cans (steel and aluminium), empty aerosol cans and biscuit and sweet tins

For Subscribers to the Garden Waste Scheme (upon payment of the annual fee)

1 brown wheeled bin for garden waste including

- Grass Cuttings
- Hedge trimmings
- Leaves
- Small branches and twigs
- Dead plants
- Weeds

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01909 533 533
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www.bassetlaw.gov.uk/gardenwaste
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The terms and conditions for this service are attached at Appendix 1 and will be subject to annual review, as will the cost, as part of the annual fees and charges review.

Smaller/single households can request a smaller 140 litre green or blue bin should they prefer. Where this can be provided it will be free of charge.

Any request to provide a new wheeled bin e.g. damage/lost or stolen, or a newly built property and where there is genuine need, shall be made either in writing or contacting the Council through the digital service.

The cost of providing refuse bins at new build properties will be met by the developer and/or occupier of the new property.

A charge may be made for the replacement of any bins that are:

- Damaged beyond repair (by the householder)
- Worn out through wear & tear beyond repair
- Lost or stolen

Any damage to wheeled bins caused by the collection crews during the collection process will be dealt with through repair or replacement, free of charge.

New or replacement bins will be delivered to householders as soon as practicable, and in any event, not later than 10 days after the request has been made or after payment is received in instances where payment is required.

All refuse bins supplied to householders free of charge by the Council shall remain the property of the Council. When householders move home all such wheeled bins should be left at the property ready for the new occupant to use. Refuse bins that have been paid for are the property of the purchaser; however this does not entitle them to put out more than one bin, except where additional capacity has been formally agreed. The Council will not empty second bins outside of a formal agreement.

Householders are responsible for the storage, safe keeping and cleaning of refuse and recycling bins provided by the council.
Additional residual/recycling bins to household qualification

This policy outlines how single households of 6 or more persons can request additional residual and/or recycling wheeled bins to assist with recycling or disposing of their waste.

Where a larger household (of 6 or more persons) permanently residing in a single household produce excess residual waste which cannot be accommodated in a 240 litre wheeled bin collected on a fortnightly basis, the provision of additional capacity will be considered.

Residents are required to complete an application form. Home visits or telephone contacts may be carried out where necessary to verify information. Where additional capacity is granted additional recycling capacity will take precedence.

Additional recycling wheeled bin capacity will be provided free on request for single households with 6 or more occupants, or where there is other demonstrable need. Any additional residual waste bins (green) will be charged for. As soon as the household has reduced in size the additional capacity will be deemed to be no longer required. Whilst any refuse bin that has been paid for is the property of the purchaser, it does not entitle them to continued usage outside of the agreed circumstances. The Council will not empty second bins outside of a formal agreement.

Additional refuse and recycling wheeled bin capacity are subject to the Council being satisfied that service provision is warranted following approval for the request by the Council. It may be a larger bin (360 litre) or 2 x 240 litre bins depending on availability.

The Council will periodically review households who have additional wheeled bin capacity and residents will be asked to confirm that the service is still required. Reasonable efforts will be made to obtain such a confirmation. Where requests for confirmation are ignored the Council reserve the right to withdraw the additional capacity without further notice. (On subsequent information it may be reinstated following validation of the request)

The decision of the Refuse service manager will be final.

We will, at our discretion, provide a small (used) bin for nappies only. These are only given to households who have 2 or more children in nappies and where the children are under 2 years of age. We do advise households to consider the use of “Real Nappies” in conjunction with disposables and advise of the benefits of using “Real Nappies”.

As above, home visits or telephone contacts may be carried out where necessary to verify information. Where additional capacity is granted additional recycling capacity will take precedence. A final date will be agreed for this service and at the end of the period the additional nappy bin must be made available for collection, or will be charged.
Building awareness and having an educational approach is important to help residents understand their role and assist with improving recycling rates, and operating efficient services. Enforcement activities will be in accordance with the Council’s general ‘enforcement policy’ and as such, any enforcement will follow a staged and proportionate approach.

### Contamination of Recycling Bins

Recycling wheeled bins containing contamination of the recyclable material will **not** be emptied. A notice will be left on the bin stating why it has not been emptied. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner. The recycling bin will be emptied **on the next scheduled recycling collection day** provided the contaminated materials have been removed.

The first approach to a contaminated recycling bin will be informative / educational. The householder may, in addition to the sticker, be contacted through a letter or visit and advised about what can and cannot go into the bin.

The Council could also decide that if there is repeat contamination of a blue recycling bin it is expedient to remove the recycling bin from a property to prevent contamination of waste streams. In these circumstances **no** additional general waste provision will be provided to a household.

The Council may also, if necessary and proportionate, take action through formal processes, which may include Fixed Penalty Notices issued under the Environmental Protection Act.

### Purchase of Wheeled Bins

If householders move into a new or existing property where there are no wheeled bins, they are advised to contact Bassetlaw Council Environment Services.

There will be a charge for supplying wheeled bins which is set annually as part of the Fees and Charges review, and published by the Council.
Clinical Waste

The Council provides a clinical waste collection and disposal service for residents who live in their own home and have medical conditions which generate infectious waste that must be disposed of under controlled conditions.

The service is provided to enable individual residents to continue living in their own homes. Strict confidentiality is maintained on details of individuals receiving this service. Access to the service is through referral by one of the following health care professionals a GP, Community Nurse or hospital clinic only, via Nottinghamshire County Council, who will make a decision based on clinical information submitted by the health care professional on behalf of the householder.

Our terms for anyone receiving the service are as follows:

- We cannot accept incontinence items (bed-pads, nappies, diapers and such like) or used swabs and dressings for disposal as clinical waste, unless the patient has an infectious disease. Where a resident has use of such items but has a non-infectious condition, they are suitable for disposal via the normal green bin.

- We will provide service users with sharps containers.

- All service users will be contacted to update collection details on a regular basis.

We do not provide a service for residents of private residential homes, healthcare professionals (pharmacists, GPs, dentists, clinics and such like), tattooists or any other commercial organisation. Neither do we provide any service to collect clinical waste or sharps items (needles, syringes and so on) which have been discarded on private land.
Bulky Items/White Goods

In addition to the weekly collection of wheeled bins, we also provide a chargeable service to enable householders to dispose of those items that are too large to go in the wheeled bin.

A table containing a list of the items that can and cannot be collected by the service is attached at Appendix 3, and is subject to annual review and revision.

The charges are set annually as part of the Fees and Charges review, and published by the Council. The charges are per item, although up to a maximum of 9 items may be collected at any one time through this service, each to have been paid for in advance.

Residents who have a bin that needs collecting because it was not presented or it was contaminated, and they have no other means of dealing with their waste, may, as a one off, arrange for a paid collection through our bulky waste service.

Requests for this service are made by telephoning the Environment Services Department. Payment is generally taken over the phone. Other arrangements may be made if necessary.

Bulky items can also be taken by the householder at no cost to one of the two Household Waste Recycling Centres located at:

- Worksop HWRC, Shireoaks Road, Worksop, S80 3HA
- Retford HWRC, Hallcroft, Retford, DN22 7LE

For further information on disposal arrangements for items not covered by this service householders are asked to contact the Nottinghamshire County Council

Customer Service Centre Helpline-Telephone Number 0300 500 80 80.

They will advise whether items can be taken to their Household Waste Recycling Centres, or if the householder needs to make their own arrangements for disposal.

Hazardous Waste

Hazardous waste is essentially waste that contains hazardous properties that may render it harmful to human health or the environment.

If hazardous or toxic waste is found in public places Bassetlaw District Council should be contacted immediately with as much information as possible.

We will then follow the necessary removal and disposal procedures, and offer the relevant advice from the Environment Agency.
Asbestos Collection

If a householder has a need to dispose of the Bonded Type of Asbestos only, in the form of guttering or sheets, Bassetlaw District Council is able to offer a reasonably priced collection service. To access asbestos collection, and obtain a quotation, please contact Bassetlaw Council Environment Services.

This service is for domestic households only, not commercial premises.

If a householder wishes to dispose of the Bonded Type Asbestos themselves, they are advised to telephone Nottinghamshire County Council on 0300 500 80 80.

Trade Waste Collections

The Council offers a competitive waste collection service for commercial premises within Bassetlaw.

The services offered include a full range of waste disposal options, from pre-paid brown sacks ideal for premises which have no bin storage area, to a range of wheeled bins of 240, 360 and 1100 litres in capacity and which are normally collected on a weekly basis.

The cost of each sack/wheeled bin collection are set annually as part of the fees and charges review and published by Bassetlaw District Council.

Further details and quotations are available on request, by contacting Bassetlaw Council Environment Services.
Fly Tipping

What is Fly Tipping?

Fly tipping is the illegal dumping of any type of waste on publicly owned or private land. Some examples of the types of waste dumped are:-

- bags of household waste
- fridges
- tyres
- grass and hedge cuttings
- old fencing panels
- settees
- demolition waste

This list provides just a small selection of waste that is regularly fly tipped in the Bassetlaw District.

The dumping of a households garden grass cuttings or hedge trimmings over a fence or hedge onto adjacent property is Fly Tipping. Any resident caught doing this could be issued with a fixed penalty notice or be prosecuted.
Effect and Costs

Dumped waste blights the local environment and poses a threat to human health, wildlife and the overall environment. It costs the Council around £100,000 a year to clear up fly tipped waste and dispose of it – a cost passed on to local taxpayers and landowners.

Fly tipping is a serious crime which carries a fine of up to £50,000, in the Magistrates Court and prison sentences of a maximum of 12 months. In a Crown Court the fine is unlimited and the maximum prison term is up to five years. There are circumstances under which vehicles can also be seized.

The combination of recycling centres for householders to deposit waste, and a low cost bulky waste collection service offered by the Council, means there is absolutely no excuse for anyone to fly tip.

Please ensure if you employ a waste collection company they are a registered waste carrier so you comply with the Household Waste Duty of Care Regulations 2005.

It is the responsibility of the householder to ensure that anyone they allow to remove their waste is authorised to do so – this can be done by contacting the Environment Agency on 08708 506 506 and asking for a waste carriers check.


Who Deals with Fly Tipping?

The Council and the Environment Agency are both empowered to investigate and take action against fly tippers and often work in partnership. The Council usually investigates multiple and one off incidents of fly tipping and are responsible for clearing waste dumped on public land. Larger scale fly tipping involving organised gangs usually falls to the Environment Agency to investigate.

The Council actively encourages members of the public to report any concerns regarding fly tipping and littering. Reports may be made by telephone to the Environment Services department, by email, or via a fly tipping report available directly on Bassetlaw District Council’s website www.bassetlaw.gov.uk.

The more information that is provided, the more successful the Council will be in taking action to prevent fly tipping.

The following information is the minimum required;

- Your Name, address and contact details
- Location, description and rough quantity (e.g bags or van load) of the fly tipped waste

The following addition information would also be helpful if known / possible;

- When the waste was dumped (date and time if possible)
- A photograph if you have been able to take one
- Vehicle description and registration number if seen
- Description of any person seen dumping
1. You have agreed to pay Bassetlaw District Council to collect garden waste that has been placed in a brown wheeled bin, which shows the required annual licence sticker. The period of collection runs from March 2018 to November 2018 on a fortnightly collection.

2. If you decide to purchase the service part way through the year, the cost for the period will still be £30 for the collection of one standard bin and a cost of £30 for every other additional bin. (Costs may vary subject to promotional offers).

3. If you move out of the collection areas or stop using the service for any reason, no refund will be given.

4. All garden waste bins belong to Bassetlaw District Council. If you wish to be removed from the Garden Waste Collection Scheme, please tell us by e-mailing environment.services@bassetlaw.gov.uk or telephone 01909 533533, ask for Environment Services, then press 1 for Garden Waste and we will collect the brown bin. Failure to allow the Council to retrieve the bin following withdrawal or non-renewal from the service will result in a charge of £30 being invoiced to cover the cost of the bin and associated administration.

5. Brown Bins will be emptied every other week (except where factors such as bad weather stop us). We will not give refunds for missing a bin or being unable to collect a bin.

6. Bins must be placed outside the boundary of your property by 6.00am on the day of collection unless otherwise agreed with Bassetlaw District Council. Bins will be returned to this point after emptying. If the brown bin is not out for collection when we arrive, we will not return to empty the bins until the next scheduled collection day and no refund will be given.

7. Missed bins will only be collected if it is the fault of Bassetlaw District Council. Returns to empty bins that have been put out late will not take place. All bins should be out for collection by 6.00am on the morning of collection.

8. Garden Waste will only be collected in bins provided by Bassetlaw District Council and showing the correct licence sticker.

9. If the bin contains the wrong materials (items other than compostable garden waste) we will not empty the bin and expect the incorrect items to be removed. We will not return until the next scheduled collection and will only empty the bin if it contains acceptable materials. Recurrent contamination may result in the bin and service being removed and for this there will be no refund.

10. The garden waste licence is only valid for the property it was originally purchased for. It is not automatically transferrable. We cannot offer a refund if you move outside of the district or to a property where you no longer require the garden waste service, or the service is unavailable. However, you may leave your licence for the new occupants if there is any term remaining. If you are moving within Bassetlaw to a property where the service is available then we may be able to agree a transfer. Please contact environment.services@bassetlaw.gov.uk to see if this could be arranged.

11. Attach the licence sticker we send you to the front of your bin (the opposite side to the wheels) and write your address on it in indelible pen. If your sticker becomes detached or lost, please tell us immediately. We will not empty bins that do not have an appropriate sticker on the front of the bin.

12. Brown bins remain the property of Bassetlaw District Council however you are responsible for the care of the bin allocated to you. If your bin is lost or stolen you may be charged for a replacement.

13. Payment is required in advance of the garden waste service operating. You will be notified of the charge amount and payment date each subsequent year. New subscribers to the scheme may need to wait a
maximum of 28 days after subscription is paid for delivery of the bin and collections to commence.

14. If payment is not received for the service for the subsequent year then the Council will require the bin to be made available for collection. Failure to allow the Council to retrieve the bin following withdrawal or non-renewal from the service will result in a charge of £30 being invoiced to cover the cost of the bin and associated administration.

15. If there is evidence of misuse of the service or the brown bins by the resident, then the service may be cancelled and bins removed and no refund will be given.

16. Lids of bins containing garden waste must be fully closed. The Council reserves the right not to empty bins when the lids are not fully closed as this may cause damage to the lids whilst being mechanically emptied.

17. Bins should be removed from the public highway (including associated pavements/footways/verges etc.) as soon as possible after collection.

18. Garden waste should be placed loose in the garden waste bin. Garden waste includes grass cuttings, tree and hedge clippings, weeds (excluding controlled weeds such as Giant Hogweed and Japanese Knotweed), leaves, twigs, dead flowers. This does not include large branches, turf, earth, soil, stones, gravel etc. Garden waste must not be placed in plastic bags.

19. You may cancel your subscription at any time during the subscription period. There will be no refunds if leaving part way through the year.

20. If materials in the bin are compacted too much, it may result in waste being stuck or the bin being too heavy. If this is the case then the bin will not be emptied. You will be notified of the issue and will need to loosen or remove some of the waste to reduce the weight - the bin will not be emptied until your next collection is due. It is your responsibility to sort the contents of the bin. No refunds will be given.

21. The Council reserves the right to change your collection day subject to providing you with written notification. The council will make every effort to maintain collections during adverse weather conditions. However, the council reserves the right to suspend or delay collections without refund in exceptional circumstances.

22. On Bank Holidays (other than Christmas Day, Boxing Day and New Year’s Day, when the service is suspended for the winter) your garden waste will be collected as normal.

23. The Council reserves the right to vary the charge for the service. You will be notified of any price increase at least 14 days prior to any payment being due. You will have the option of continuing with your subscription or withdrawing from the service at this time. If you choose not to renew your subscription you should contact Environment Services on 01909 533533, ask for Environmental Services, then press 1 for Garden Waste for the bin to be removed.

24. The Garden Waste Collection Service is for DOMESTIC household collections only. If you are a business and require your trade waste to be removed, please contact our Environment Services Department on 01909 535146.

25. Data Protection and Privacy Notice

Bassetlaw District Council take your privacy seriously and the information you have provided to us will be used to administer the garden waste service, including contacting you in relation to future years’ subscription renewals. The information will not be shared with any third party for marketing purposes. Bassetlaw District Council is a registered data controller and is required to process your data in accordance with the Data Protection Act 2018.

For more information on the Garden Waste Collection Service visit www.bassetlaw.gov.uk/garden waste
Appendix 2

Current list of Local Recycling Facilities
Location of Glass Banks in Bassetlaw

**Babworth / Retford** – Sports & Social Club, Babworth Road, Retford

**Barnby Moor** – Village Hall, Kennel Drive

**Blyth** – Red Hart, Retford Road

**Carlton in Lindrick** – Civic Centre, Long Lane

**Clarborough** – Kings Arms, Main Street

**Church Laneham** – Manor Park

**Cottam** – Moth & Lantern Public House

**Cuckney** – Village Hall, Norton Lane

**Drakeholes** – White Swan

**Dunham on Trent** – Bridge Inn Car Park, Main Street

**East Drayton** – Blue Bell, Low Street

**East Markham** – Queens Hotel, High Street

**Elkesley** – Robin Hood, High Street

**Everton** – Blacksmiths Arms, Church Street

**Harworth** – Parish Centre, Scrooby Road

**Headon** – Car Park opp Church

**Laneham** – Springhead Brewery, Main Street

**Langold** – Doncaster Road (near Zebra Crossing)

**Manton** – Manton Club, Retford Road

**Manton** – The Greyound Inn, Richmond Road

**Markham Moor** – Markham Moor Hotel, Great North Road

**Mattersey Thorpe** – Keyes Rise

**Misson** – Misson Mill gates

**Misterton** – Millennium House, Fox Covert Lane

**Nether Langwith** – Jug & Glass

**Normanton on Trent** – Village Hall, Eastgate

**Oldcotes** – Village Hall, Maltby Road

**Ordsall** – Wharncliffe Road

**Ordsall** – Retford Rugby Club, Ordsall Road

**Rampton** – Eyre Arms, Main Street

**Ranby** – Ranby Prison Training Centre

**Ranby** – Chequers Inn, Old Blyth Road

**Retford** – Asda Supermarket, Wharf Road

**Retford** – New Street Car Park

**Retford** – Morrisons Supermarket, Idle Valley Road

**Retford** – West Retford Hotel, North Road

**Retford** – Rear of Town Hall, Exchange Street

**Sibthorpe** – Mussell & Crab, Sibthorpe Hill

**South Wheatley** – Village Hall, Sturton Road

**Sturton-le-Steeple** – Village Hall, Brickings Way

**Walkeringham** – Fox & Hounds, Fountain Hill Road

**West Stockwith** – Waterfront Inn, Canal Lane

**West Stockwith** – White Hart, Main Street

**Woodbeck** – Rampton Hospital

**Worksop** – North Notts Arena, Eastgate

**Worksop** – Newgate Street Car Park

**Worksop** – Prospect Precinct

**Worksop** – Simply Food & Drink, 363 Carlton Road

**Worksop** – Cricket Club, Central Avenue

Additional facilities soon to be provided at Beckingham Village Hall and Idle Valley Nature Reserve
Location of Textile Banks in Bassetlaw

**Bircotes** – One Stop Stores, 40 Droversdale
Bircotes

**Carlton in Lindrick** - Co-Op Stores, Doncaster Road

**Clarborough** – Kings Arms, Main Street

**Cottam** – Moth & Lantern

**Dunham on Trent** – Bridge Inn Car Park

**Harworth** - Town Hall, Scrooby Road

**Harworth** – Asda, Scrooby Road

**Kilton** – One Stop Stores, 110-114 Kilton Hill

**Langold** – Doncaster Road (near Zebra Crossing)

**Langold** – One Stop Stores, Doncaster Road

**Manton** – One Stop Stores, 37-39 Retford Road

**Misterton** – Millennium House, Fox Covert Lane

**Misterton** – Co-Op Stores, High Street

**North Leverton** – Leverton CofE Academy, Main Street

**Ordsall** – Wharncliffe Road

**Ranby** – HMP Ranby Training Centre

**Retford** – Retford Primary Care Trust, North Road

**Retford** - New Street Car Park

**Retford** – Asda, Wharf Road

**Retford** – Morrisons, Idle Valley Road

**Tuxford** – Co-Op Stores, Newcastle Street

**Woodbeck** – Rampton Hospital

**Worksop** – Prospect Precinct Car Park, Gloucester Road

**Worksop** – Newgate Street Car Park

**Worksop** – Asda, Memorial Avenue

**Worksop** – Leisure Centre, Valley Road
## Appendix 3

### Current list of Items for the Bulky Waste service

<table>
<thead>
<tr>
<th>Items which <strong>CAN</strong> be collected:</th>
<th>Items <strong>NOT</strong> covered:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Beds</td>
<td>• Garden waste or tree/shrub prunings</td>
</tr>
<tr>
<td>• 3 Piece Suites</td>
<td>• Building rubble/material</td>
</tr>
<tr>
<td>• Tables</td>
<td>• Fireplaces</td>
</tr>
<tr>
<td>• Chairs</td>
<td>• Concrete</td>
</tr>
<tr>
<td>• Wardrobes</td>
<td>• Window frames</td>
</tr>
<tr>
<td>• Sideboards</td>
<td>• Doors</td>
</tr>
<tr>
<td>• Wall units</td>
<td>• Glass</td>
</tr>
<tr>
<td>• Dressing tables</td>
<td>• Batteries</td>
</tr>
<tr>
<td>• Chest of drawers</td>
<td>• Tyres</td>
</tr>
<tr>
<td>• Carpets</td>
<td>• Baths</td>
</tr>
<tr>
<td>• General items of household Furniture</td>
<td>• Kitchen units</td>
</tr>
<tr>
<td>• Washing machines</td>
<td>• WC pans</td>
</tr>
<tr>
<td>• Cookers</td>
<td>• Wash Hand Basins</td>
</tr>
<tr>
<td>• Fridges</td>
<td>• Gas fires</td>
</tr>
<tr>
<td>• Freezers</td>
<td>• Boilers</td>
</tr>
<tr>
<td>• Fridge/freezers</td>
<td>• Radiators</td>
</tr>
<tr>
<td>• Microwaves</td>
<td>• Fencing</td>
</tr>
<tr>
<td>• Tumble dryers</td>
<td>• Garden sheds</td>
</tr>
<tr>
<td>• Televisions</td>
<td>• Asbestos (see asbestos collection service)</td>
</tr>
</tbody>
</table>

*As a one off, blue or green bins where, due to non-compliance with the refuse policy, a householder has no other means to have them emptied and has paid the collection fee.
For advice in respect of the suitability of items, please contact Bassetlaw District Council Environment Services.
Contact us

01909 533 533
www.bassetlaw.gov.uk
customer.services@bassetlaw.gov.uk
Text us on 07797 800 573
Find us on Facebook - BassetlawDC
Twitter @BassetlawDC
Visit us at:
Retford One Stop Shop
17B The Square, Retford DN22 6DB
Worksop One Stop Shop
Queens Buildings, Potter Street, Worksop S80 2AH
All offices are open: Monday to Friday 9:00am to 5:00pm

Version 2  Date: December 2017
Next review date March 2020

If you need any help communicating with us or understanding any of our documents, please contact us on 01909 533 533.

We can arrange for a copy of this document in large print, audiotape, Braille or for a Language Line interpreter to help you.