



ENVIRONMENTAL SERVICES - REFUSE, RECYCLING & STREET CLEANSING SERVICES POLICY

The following tables sets out the policies which have been created to support the environmental services which are the responsibility of Cotswold District Council and are currently performed by Ubico Ltd as at December 2016 when this policy was last reviewed.

Table of Contents;

SECTION 1 – “REFUSE” (RESIDUAL, NON-RECYCLABLE WASTE) COLLECTION	Page 2
SECTION 2 – “DRY RECYCLABLES” COLLECTION	Page 4
SECTION 3 – “GREEN WASTE” COLLECTION	Page 6
SECTION 4 – “FOOD WASTE” COLLECTION	Page 9
SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS	Page 11
SECTION 6 – HARD TO REACH PROPERTIES & STORAGE ISSUES	Page 11
SECTION 7 – OTHER DIFFICULTIES WHICH MAY ARISE	Page 12
SECTION 8 – “BULKY WASTE” SERVICE FOR THE COLLECTION OF LARGE ITEMS OF HOUSEHOLD WASTE	Page 13
SECTION 9 – “RECYCLING BRING BANKS” SERVICE FOR RESIDENTS TO RECYCLE ITEMS WHICH MAY NOT BE COLLECTED AT THE KERBSIDE	Page 14
SECTION 10 – CHIPPED BINS	Page 14
SECTION 11 – ENFORCEMENT	Page 14
SECTION 12 – GENERAL POLICIES	Page 15



SECTION 1 – “REFUSE” (RESIDUAL, NON-RECYCLABLE WASTE) COLLECTION	
1	Residual household waste is collected on a fortnightly basis in wheeled bins or beige coloured waste bags, supplied by the Council, which are placed at kerbside by the householder for collection.
2	It is the householder’s responsibility to place their wheeled bin and/or Council-issued beige coloured bag(s) on the kerbside in a safe position by 7am on the day of collection. Once emptied, the wheeled bin will be returned by the contractor to a safe position as close as possible to the point it was collected from. It is the householder’s responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day.
3	Waste bins can be presented from 16:00 the day before the scheduled collection day and must be removed from the adopted highway by 09:00 the day following the scheduled collection day.
4	Each household is provided, free of charge, with one grey coloured, 180 litre wheeled bin for residual waste.
5	Residents who are unable to manage a large bin are offered a smaller wheeled bin of 120 litres. (See SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS).
6	Residents living at hard to reach properties are offered a beige coloured bag collection service. The Contracts Manager or delegated officer will conduct assessments on site to establish whether a bag collection service is needed.
7	100 beige coloured bags per annum are delivered to each property eligible for a bag collection.
8	Additional bins/bags are provided to households with 5 or more occupants if required, following application and assessment by the Contracts Manager or delegated officer to confirm need.



COTSWOLD DISTRICT COUNCIL

9	Additional beige coloured bags can be purchased from the Council offices at Trinity Road, Cirencester, and the Moreton Area Centre in multiples of 15 at a cost of £12.50 (= £0.84p per sack). If purchased over the phone, postage and handling fees apply.
10	Wheeled bins supplied by the Council must stay at the address to which they are delivered and remain the property of the Council.
11	Householders are responsible for maintaining their bins in a hygienic and serviceable condition.
12	Refuse crews will only service one bin per property per fortnight unless the Contracts Manager gives specific approval for additional collections.
13	Householders are not provided with an annual calendar informing them of their collection days and should instead source the information from the Council website www.cotswold.gov.uk or call the Waste Hotline on 01285 623123. Collection days can temporarily change as a result of Bank Holidays so residents are encouraged to establish their collection day around these periods in good time. The contractor will not return to householders which have placed their bins/bags out on the incorrect day during such times.
14	Only bins/bags supplied by the Council will be collected/emptied.
15	Bins/bags containing non-domestic waste such as soil, bricks, rubble, DIY waste, oil, hazardous waste etc. will not be collected. It will be the responsibility of the householder to remove the non-domestic household waste before the next collection.
16	Residual waste should not include any recyclable, organic or compostable waste.
17	The contractor will only remove waste that is completely contained within a bin with the lid closed, or waste contained in authorised beige coloured bags. The contractor will not take any side waste or waste placed on top of bins except during the two week amnesty over the Christmas and New Year period. Overloaded waste containers will be rejected and not emptied and it will be the responsibility of the householder to remove the excess waste before the next collection.
18	During the two-week period including Christmas Day and New Year's Day for one collection only , households may present an additional amount of residual waste in black/coloured bags alongside their grey wheeled bin/beige refuse bags and it will be collected on their collection day. However, during this period, if 12 or more additional bags are presented at any one property, the contractor will



	contact the Council immediately and the Contracts Manager or delegated officer will conduct a site inspection to establish the reasons for the large quantity of residual waste and offer waste reduction/recycling advice.
19	Where Cotswold District Council or its contractor fails to collect household waste as a direct result of service failure it will normally be collected within 3 working days of the contractor being notified by the Council. The contractor can only act on reports made by the customer to the Council within 3 working days following the service failure.
20	A replacement bin will be issued free of charge if damage or loss occurs during handling by the contractor. If a householder damages a bin it will be replaced upon request and a charge of £40 may be made. If a bin is stolen it will be replaced free of charge
21	The delivery or collection of additional/replacement bins will be on request.
22	A reporting system operates for residents who deliberately abuse the residual waste collection service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the bin/bag(s) explaining why the residual waste has not been collected and giving details of how to contact the Council for advice/instruction. If the household persists in not complying with the details contained within this policy, then enforcement action may be undertaken.

SECTION 2 – “DRY RECYCLABLES” COLLECTION	
1	Each household will receive, free of charge, one 44 litre plastic box and lid for the storage and presentation of dry recyclables (paper and glass), one white coloured weighted reusable sack for the storage and presentation of mixed consumer plastics and tins/cans, and one blue coloured weighted reusable sack for the storage and presentation of card and cardboard.
2	The Council's contractor collects the following materials for recycling: <ul style="list-style-type: none">• Paper, cans & tins, glass bottles & jars, empty aerosol cans, mixed consumer plastics (bottles, pots, tubs and trays) – residents are asked to wash recycling materials where appropriate as contaminated items cannot be recycled. Card and cardboard (in pieces no larger than 1 metre square) is also collected.
3	The box/sack/s is collected on a fortnightly basis.



COTSWOLD DISTRICT COUNCIL

- 4 It is the householder's responsibility to place the box and sack/s on the kerbside in a safe position by 7am on the day of collection and residents are asked to segregate recycling materials using their containers wherever possible. Once emptied, the box and sack/s will be returned by the contractor to a safe position as close as possible to the position they were collected from. It is the householder's responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day. Wherever possible the empty mixed plastic and cardboard sacks will be placed inside the empty box at the correct property to reduce the risk of loss or damage.
- 5 Recycling containers can be presented from 16:00 the day before the scheduled collection day and must be removed from the adopted highway by 09:00 the day following the scheduled collection day.
- 6 The box and sacks remain the property of the Council and must stay at the address of issue. Individual householders are responsible for maintaining their box and sacks in a hygienic and serviceable condition.
- 7 Replacement boxes and sacks are offered free of charge if damage or loss occurs during handling by the contractor's staff. If a box/sack is stolen it will also be replaced free of charge
- 8 Replacement boxes and sacks will be delivered upon request. Alternatively, residents may collect them from the Council offices at Trinity Road, Cirencester, and/or the Moreton Area Centre by prior arrangement during normal office hours.
- 9 Boxes and sacks containing non-recyclable waste such as residual waste, soil, bricks, rubble, DIY, organic waste etc. will not be collected. It will be the responsibility of the householder to remove the non-domestic household waste before the next collection.
- 10 Householders may have up to 3 additional boxes/blue sack(s) on request. These households may collect the receptacles free of charge from the Council offices at Trinity Road, Cirencester, and the Moreton Area Centre by prior arrangement during normal office hours or alternatively may be required to pay **£10.00** per recycling box and **£5.00** per cardboard recycling sack to have them delivered by Royal Mail (or by alternative carrier) - subject to availability. Additional mixed plastic sacks are only issued where there is a confirmed genuine need and following approval by the Contracts Manager or delegated officer. Additional containers may be issued free of charge at the discretion of the Contracts Manager or delegated officer.
- 11 Where Cotswold District Council or its contractor fails to collect recycling as a direct result of service failure it will normally be collected within 3 working days of the contractor being notified by the Council. The contractor can only act on reports made by the customer to the



	Council within 3 working days following the service failure.
12	A reporting system operates for residents who deliberately abuse the dry recycling service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the box(es)/sack(s) explaining why the recyclable waste has not been collected and giving details of how to contact the Council for advice/instruction. If the household persists in not complying with the details contained within this policy, then enforcement action may be undertaken.

SECTION 3 – “GREEN WASTE” COLLECTION	
1	The green waste wheeled bin collection service is available to householders who wish to purchase an annual garden waste licence at a cost of £30 per bin. Garden waste licences are non-refundable, charged at a flat rate and are applicable for the period 1 st April – 31 st March each year. Households wishing to share a bin and therefore the cost of the licence are permitted to do so, however a single payment of £30 must be made to the Council and this cannot be split.
2	Residents of hard to reach properties can purchase 50 garden waste sacks at a cost of £30 and have them delivered to their property for the presentation and collection of garden waste only (food waste must be presented separately) – subject to availability.
3	Additional garden waste sacks can be purchased from the Council offices at Trinity Road, Cirencester, and/or the Moreton Area Centre in multiples of 10 or packs of 25 or 50 at a cost of £1 per sack or £30 for 50 sacks – subject to availability.
4	Householders who receive Council Tax Support or Housing Benefit are eligible for a 50% discount off the above charges, but must show proof of eligibility before the discount will be approved.
5	Bins supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
6	Householders will be responsible for maintaining the bin(s) in a serviceable condition.
7	The contractor will only collect garden waste contained within green bins that display an appropriate licence or within Council-issued compostable sacks and will not collect any side waste.
8	Green waste is collected weekly with food waste (See SECTION 4 – KITCHEN WASTE COLLECTION POLICY).




9	<p>The green waste service is for the collection of:</p> <ul style="list-style-type: none">• Grass cuttings• Weeds, flowers, leaves and bark• Hedge and shrub cuttings• Tree stumps, twigs and branches up to 10cm in diameter• Christmas trees cut into 1 metre sections
10	<p>Households which have a 240 litre green wheeled bin and have paid for and display the garden waste licence can use the green bin to present both garden and food waste.</p>
11	<p>It is the householder's responsibility to place the bin/sack(s) on the kerbside in a safe position by 7am on the day of collection in a position from where it/they can be collected/emptied. Once emptied, the bin(s) will be returned by the contractor to a safe position as close as possible to the position they were collected from. It is the householder's responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day.</p>
12	<p>Green waste bins can be presented from 16:00 the day before the scheduled collection day and must be removed from the adopted highway by 09:00 the day following the scheduled collection day.</p>
13	<p>Bins/sacks containing non-green waste such as residual waste, dry recyclables, soil, bricks, rubble, DIY waste, oil, hazardous waste etc will not be collected. It will be the responsibility of the householder to remove the contamination before the next collection.</p>
14	<p>Overloaded bins/sacks will not be emptied and it is the householder's responsibility to reduce the weight before the next collection. Bins and sacks must not be too heavy for an average person to easily wheel/carry.</p>
15	<p>A replacement bin will only be issued free of charge if damage or loss occurs during handling by the Council's contractor. Where a householder damages a bin a replacement will be delivered upon request and a charge of £40 may be made – subject to availability. If a bin is stolen it will be replaced free of charge.</p>
16	<p>A replacement licence will only be issued free of charge if damage or loss occurs during handling by the Council's contractor. Where a householder damages or loses a licence a replacement will be delivered upon request and a charge of £10 will be made. If a licence is</p>



	stolen it will be replaced free of charge.
17	Delivery or collection of additional/replacement bins is on request. Residents may collect bins from the Council offices at Trinity Road, Cirencester, and/or the Moreton Area Centre but only by prior arrangement during normal office hours.
18	Where Cotswold District Council or its contractor fails to collect green waste as a direct result of service failure it will normally be collected within 3 working days of the contractor being notified by the Council. The contractor can only act on reports made by the customer to the Council within 3 working days following the service failure.
19	A reporting system operates for residents who deliberately abuse the green waste service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left on the bin/sack(s) explaining why the garden waste has not been collected and giving details of how to contact the Council for advice/instruction. If the household persists in not complying with the details contained within this policy, then enforcement action may be undertaken.
20	Village Halls are entitled to a 50% discount off the above charges.
21	Places of Worship are entitled to a free of charge collection, but must still display a valid Places of Worship licence.
22	Garden Waste Service Terms & Conditions <ul style="list-style-type: none">• No refunds will be given.• This payment is not an entitlement to a specific number of collections or a specific amount of waste to be collected.• The licence is valid for the address stated and is not transferable.• The licence is valid for the period 1 April to 31 March.• Garden waste collections may be suspended to assist with catch-up arrangements when emergencies affect the waste and recycling collection services such as severe spells of inclement weather or industrial action.



SECTION 4 – “FOOD WASTE” COLLECTION

1	Each household is provided, free of charge, with one 10 litre dark green coloured lockable food waste container (kitchen caddy).
2	Households which have a 240 litre green wheeled bin and have paid the current years garden waste licence can use the green bin to present both garden and food waste.
3	Households which do not receive a green waste collection must present their food waste using the food waste container. This also applies to households with garden sacks rather than a green bin. Additional containers can be issued if required, following assessment by the Contracts Manager or delegated officer to confirm need.
4	Food waste containers supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
5	Householders are responsible for maintaining the food waste containers in a serviceable condition.
6	Compostable liners are not provided by the Council but will be collected providing they display the appropriate compostable mark;  Plastic bags cannot be used to line the caddies.
7	Additional containers will be issued free of charge at discretion of the Contracts Manager or delegated officer. The caddies can be collected free of charge from the Council offices at Trinity Road, Cirencester, and/or the Moreton Area Centre by prior arrangement during normal office hours or alternatively they may pay £5.00 per kitchen caddy to have them delivered by Royal Mail (or alternative carrier) – subject to availability.
8	Food waste is collected weekly.
9	Food waste comprises all cooked and uncooked waste food matter.
10	It is the householder's responsibility to place their licenced green wheeled bin and/or food waste container on the kerbside in a safe



	<p>position by 7am on the day of collection. Once emptied, the bin and/or container will be returned by the contractor to a safe position as close as possible to where it was collected from. It is the householder's responsibility to ensure that the receptacle/s is/are stored off the adopted highway until the next scheduled collection day. Wherever practical/possible the contractor will make every effort to ensure that food waste containers are returned in such a way as to reduce the risk of loss or damage (left inside a property boundary or attached to a gatepost etc).</p>
11	<p>Food waste containers can be presented from 16:00 the day before the scheduled collection day and must be removed from the adopted highway by 09:00 the day following the scheduled collection day.</p>
12	<p>Licensed green wheeled bins/food waste containers containing non-green/food waste such as residual waste, dry recyclables, soil, bricks, rubble, DIY, hazardous waste etc will not be collected.</p>
13	<p>Overloaded food waste containers will be rejected. It will be the responsibility of the householder to remove the excess waste before the next collection.</p>
14	<p>The contractor will only remove food waste contained in the food waste container or licensed green waste wheeled bin and will not remove any side waste.</p>
15	<p>A replacement food waste container will be issued free of charge if damage or loss occurs during handling by the Council's contractor. If a container is stolen it will be replaced free of charge.</p>
16	<p>Residents are requested to tie their compostable liners within the food waste caddy or green wheeled bin prior to their food waste collection being made. Residents using newspaper should wrap the food in it rather than line the container which should prevent paper remaining stuck to the side of the container following a collection. Collection operatives are not permitted to put their hands into food waste caddies to dislodge paper, food or any other debris.</p>
17	<p>Where Cotswold District Council or its contractor fails to collect food waste as a direct result of service failure it will normally be collected within 3 working days of the contractor being notified by the Council. The contractor can only act on reports made by the customer to the Council within 3 working days following the service failure.</p>
18	<p>A reporting system operates for residents who deliberately abuse the food waste collection service by ignoring guidance regarding</p>



	collection requirements. A coloured sticker or bin hanger will be left on the bin/food waste container explaining why the food waste has not been collected and giving details of how to contact the Council for advice/instruction. If the household persists in not complying with the details contained within this policy, then enforcement action may be undertaken.
--	---

SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS	
1	The Council recognises that for some people putting their wheeled refuse bins, beige refuse bags, garden sacks, recycling boxes, mixed plastic/cardboard sacks, licenced garden bins and food waste containers out for collection is outside their capability. Therefore, an enhanced service is provided for people who have been assessed by the Contracts Manager or delegated officer as having a genuine need due to infirmity, disability or medical reasons, whereby the contractor will collect and return the receptacles from a location on the householder's property. Assistance will not be provided if there is an able bodied person living at a property, or neighbours are willing to assist.
2	Those people who have a special need but may not be eligible for an assisted collection may be provided with alternative refuse/garden waste containers which are smaller and lighter, subject to approval by the Contracts Manager or delegated officer and availability.
3	The service is only available for those residents who qualify – qualification being determined through requiring residents to provide evidence of incapacity, age, infirmity or disability, and/or together with a home visit.
4	Service provision is subject to adequate access being available at all times on the scheduled day of collection and the contractor will not return to properties where access has been unachievable through there being a locked gate, dog running loose etc, until the next scheduled collection.
5	Decisions regarding special arrangements for collections will be at the discretion of the Contracts Manager or delegated officer.

SECTION 6 – HARD TO REACH PROPERTIES & STORAGE ISSUES	
1	The Council recognises that some residents are unable to accommodate wheeled bins due to a lack of space or problems with access – such as no entrance to rear gardens, steps or steep slopes. There is a beige coloured bag service for the collection of residual waste, with 100 beige coloured bags being provided and delivered per annum free of charge. These residents are also offered a biodegradable sack collection service for garden waste and can purchase 50 compostable sacks and have them delivered to their property at a cost of



COTSWOLD DISTRICT COUNCIL

	<p>£30. Additional garden waste sacks may be purchased by residents in rolls of 25 or 50 at a cost of £1 per sack or £30 for 50 sacks. Additional beige waste bags can be purchased in multiples of 15 at a cost of £12.50 (= £0.84p per sack) from the Council offices at Trinity Road, Cirencester, and/or the Moreton Area Centre – subject to availability. Property Management Agents can subscribe to the garden waste service for communal properties and purchase multiple garden bin licences.</p>
2	<p>Residents living in flats or other multi-occupational buildings may be given a beige coloured bag service or larger communal 1100/660 litre communal wheeled bins for the collection of residual waste and 240/120 litre green communal wheeled bin/s for food waste. Larger 1100/660 litre wheeled bins and 240/120 litre food waste bins will be collected/returned from/to bin storage areas where appropriate following assessment by the Contracts Manager or delegated officer.</p>
3	<p>Bins supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.</p>
4	<p>The compostable sacks and/or beige coloured bags should be placed at the kerbside in a safe place by 7am on the day of collection. The refuse crews will not collect sacks/bags from properties which have not been approved for a sack/bag collection service and will not come on to property unless the household is eligible for an assisted collection. (See SECTION 5 – SPECIAL ASSISTANCE SERVICE ARRANGEMENTS POLICY)</p>

SECTION 7 – OTHER DIFFICULTIES WHICH MAY ARISE	
	<p><u>Properties without a Pavement</u></p>
1	<p>Where properties do not have pavements or kerbs adjoining their boundary, householders will be permitted to present their waste and recycling containers just inside the curtilage of their property (to a maximum of 1.5 metres from the roadside).</p>
	<p><u>Private/Un-adopted Roads</u></p>
2	<p>The contractor's staff will only travel on private/un-adopted roads that are of a suitable construction and a satisfactory standard, so that damage will not be incurred to either the freighter or the road surface. If security gates are present they must be left open to enable collection vehicles to gain unrestricted access. There must also be adequate provision to allow the freighter to turn safely.</p>



3	If private/un-adopted roads fail to meet the above criteria, residents will be required to present their waste and recycling for collection at the kerbside of the nearest adopted highway or provide the contractor with indemnity either via the developer or individually against any damage of the road.
	<u>Bin Storage Areas</u>
4	Bin storage areas must be accessible between 07:00 and 17:00 Monday to Saturday. If security gates are present they must be left open to enable the collection crews to gain unrestricted access.
5	Overloaded waste containers will be rejected and not emptied and it will be the responsibility of the householders/management association to remove the excess waste before the next collection.

SECTION 8 – “BULKY WASTE” SERVICE FOR THE COLLECTION OF LARGE ITEMS OF HOUSEHOLD WASTE	
1	When a customer contacts the Council requesting this service staff take the order and payment then process the request for completion with the contractor.
2	The service is available for the removal of large domestic household items, furniture, and white goods – e.g. cookers, refrigerators and washing machines. The contractor will not remove any DIY waste.
3	The contractor makes a charge of £14 per three large items for the service. Pricing details are available on request.
4	Collection days are set dependent on where a customer resides in the district and may not be the same as their waste collection day.
5	Once booked, this is a non-refundable service. If items are left out for collection and are taken before the collection date, no monies can be refunded.



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

1	There are a number of recycling bring bank sites located across the district which enable residents to recycle items which aren't collected as part of the kerbside recycling service – these include Textiles, Shoes, Foil, Tetrapak/Cartons, and CD's/DVD's & Books.
2	Information on the location of these sites and the items which can be recycled at each location can be found on the 'Recycle for Gloucestershire' website www.recycleforgloucestershire.gov.uk or by contacting the Waste Hotline – 01285 623123

SECTION 10 – CHIPPED BINS

1	Residual wheeled bins are provided to all households which can accommodate them. Multiple occupancy properties are issued with an 1100/660 litre communal bin(s) subject to assessment by the Contracts Manager or delegated officer. All bins include individual address specific electronic microchips to facilitate service delivery and to identify lost/stolen bins.
---	---

SECTION 11 – ENFORCEMENT

1	In January 2007 the Council's adopted powers under the Clean Neighbourhood and Environment Act CNEA 2005. The Council stipulates that waste and recycling containers may be presented for collection from 16:00 the night before the scheduled collection day to 09:00 the morning after the scheduled collection day. Residual waste wheeled bins, licenced garden waste wheeled bins, recycling boxes, mixed plastic/cardboard sacks and food waste containers, must be taken back on to the property boundary of the applicable household by 9am on the morning following the scheduled collection day.
2	Warning letters may be issued to householders who persistently leave receptacles on the street later than 9am on the day following the scheduled collection day.
3	If there are three records of an incident of receptacles being left out, a Section 46 notice, which is the legal notice instructing the householder how to store their waste receptacles may be sent. If this offence is repeated a Fixed Penalty Notice (FPN) may be issued with the level of fine being set out in Appendix 1 of the Council's Clean Neighbourhood and Environment Implementation Plan. These will be pursued by prosecutions through the Courts if necessary.



COTSWOLD DISTRICT COUNCIL

4	Waste audits may be conducted on households which repeatedly present side waste or fail to recycle. Additional waste or side waste will not be collected and in circumstances of repeat offences Environmental Wardens or other delegated officers may provide education and advice to help these householders recycle and reduce the volume of their household waste.
---	--

SECTION 12 – GENERAL POLICIES

1	*Any financial amount in this document may be subject to annual price review without consultation.
---	--

SECTION 13 – STREET CLEANSING

1	Having a limited budget, Cotswold District is split into 5 cleansing zones which are cleaned as follows:
2	Zone 1 – Cleaned everyday manually and cleaned once a week using a mechanical sweeper Zone 2 – Cleaned once a month using a mechanical sweeper Zone 3 – Cleaned twice a year using a mechanical sweeper Zone 6 & 7 – Litter picked/mechanically swept on an ad hoc basis dependent on need
3	In order to summarise each classification, zones 1 – 3 are Town Centres, areas just outside the Town Centres and the Villages which have a higher level of footfall and use by people, so therefore the proportion of litter and detritus regularly present is also higher which means that they need more cleansing than the arterial roads which have fewer or no dwellings. The arterial routes therefore fall into the zone 6 & 7 category.
4	The areas referred to are eligible for a Zone 6 clean and must meet a grade B- (predominantly free of litter and refuse except for some small items) - as per the Best Value Performance Indicator Guidance, which is of an acceptable level. Assessments are carried out by Operations Team officers throughout the year and areas are graded for levels of litter and detritus with appropriate remedial action being taken to meet the stated grade.
5	At certain times of the year the Council organises for additional cleansing, mechanical street sweeping and/or litter picking to be undertaken in areas which have the greatest need.
6	The Council aims to provide adequate coverage of litter bins across the district, and despite tight budgetary constraints to empty and



COTSWOLD DISTRICT COUNCIL

	maintain the bins on a regular basis, and to do this without favour to parish or non-parish areas.
7	Litter bins are provided in many areas e.g. at bus stops, road crossings, outside schools and generally areas which have a higher degree of footfall, to encourage the responsible disposal of litter. The litter bins are emptied on a regular basis based on usage. These bins are not provided for the disposal of domestic waste and this should be presented in the relevant refuse bin on collection day.
8	The location and type of bins, and the regime for servicing them, is determined by officers on the basis of need, and of best matching needs to resources.
9	From time to time it will be necessary to remove or relocate bins. For example, bins are often located near takeaway and other food stores which may cease trading, in which case the bin may be assessed as being better located elsewhere. If approached by a Community Group or Town/Parish Council to relocate a bin then that body will be required to pay for the removal and re-installation at a cost of £60.00 plus VAT*.
10	From time to time Community Groups and Town/Parish Councils may request new litter bins or dog bins. In such instances an assessment will be conducted to confirm need and the 'sponsoring group' is required to pay the Council for the bin and its installation at a cost of £210.00 plus VAT*, but will not be required to pay for its servicing. At times of year where there are higher workloads, there may be a lead time before the bin is installed.
11	Litter/Dog bins which are damaged beyond repair are replaced free of charge, but the Council reserves the right not to replace a container if there have been repeated instances of deliberate damage.

SECTION 15 – SERVICE REQUESTS OR COMPLAINTS	
1	Residents wishing to make service requests or complaints should: - <ul style="list-style-type: none">• Telephone Waste Hotline (01285) 623123• Email cdc@cotswold.gov.uk



COTSWOLD DISTRICT COUNCIL

GENERAL NOTE

If required, the information contained in this document will be reproduced in alternative formats, such as audio, large print, Braille and different languages.