



# Environmental services - Refuse, recycling and street cleaning services policy

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## Section 1 – refuse 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 bags at 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 6pm the day before the scheduled collection day and must be removed from the adopted highway by 9am 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 required.
7. 100 beige coloured bags per annum are delivered to each property eligible for a bag collection – this is the complete allocation for 1 year.
8. Additional bins/bags are provided to households with 5 or more occupants if required, following application and subject to assessment by the Contracts Manager or delegated officer to confirm need.
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. The additional beige bag facility is designed for households which encounter an instance where they will produce additional non-recyclable waste, such as family party. The facility is not designed for households to regularly purchase additional refuse containment and as a result not use the recycling services offered.
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 or delegated officer gives specific approval for additional collections.
13. Householders may not be provided with an annual calendar informing them of their collection days and should source the information from the Council website [www.cotswold.gov.uk](http://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 households which have placed their bins/bags out on the incorrect day or time during such instances.
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 scheduled 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 Council issued bin with the lid fully closed – plastic to plastic, 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 any scheduled amnesty periods, such as over the Christmas and New Year period. Overloaded waste bins will not be emptied and it will be the responsibility of the householder to remove the excess waste before the next scheduled collection. In such instances the Councils contractor will not return until the next scheduled collection day.
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 revised scheduled collection day. However, during this period, if 5 or more additional bags are presented at any one property, the contractor will contact the Council immediately and the Contracts Manager or delegated officer may 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 2 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, plus delivery fee of £10. If a bin is stolen it will be replaced free of charge providing a crime reference number is provided by the householder.
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 and waste not collected.

## Section 2 – dry recyclables collection

1. Each household will receive, free of charge, two 44 litre plastic boxes and lids for the storage and presentation of dry recyclables (paper and glass), one white coloured weighted reusable bag for the storage and presentation of mixed consumer plastics (bottles, pots, punnets, tubs and trays), cartons (tetrapacks) and tins/cans, clean foil & aerosols, and one blue coloured weighted reusable bags for the storage and presentation of card and cardboard.
2. The Council's contractor collects the following materials for recycling:
  - Paper, card & cardboard, cans & tins, glass bottles & jars, empty aerosol cans, clean foil, cartons (tetrapacks), textiles & shoes, household batteries, small electrical and electronic appliances (WEEE), mixed consumer plastics (bottles, pots, punnets, tubs and trays) – residents are asked to wash and squash plastics and cans. Contaminated items cannot be recycled. Card and cardboard will only be collected if presented in a Council issued blue cardboard bag.
  - Textiles and shoes must be bagged. Please use an old supermarket carrier bag or similar and bag shoes separately from textiles. Tie the handles to help keep the contents dry and place inside either recycling box with the lid on. Soiled or wet textiles will not be accepted and therefore not collected. Small electrical and electronic appliances such as kitchen appliances, home appliances, personal care/ grooming appliances, children's toys, mobile and digital phones, cameras, games consoles, tablets, e-readers, fairy lights, electrical cables and chargers, must be presented in an old supermarket carrier bag or similar and place on top of either recycling box ready for collection. Tie the handles to help keep the contents dry. Please do not present screens as these cannot be accepted.

- Batteries need to be bagged separately from the electrical appliances. Please put your bagged batteries on top of either recycling box. We accept AAA, AA, C, D, 9v, button, mobile and laptop batteries.
3. All recycling is collected on a fortnightly basis.
  4. It is the householder's responsibility to place the boxes and bags on the kerbside in a safe position by 7am on the day of collection and residents must segregate recycling materials using the correct containers otherwise it will not be collected. It will be the responsibility of the householder to separate the recycling items properly before the next scheduled collection.
  5. Once emptied, the boxes and bags 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 receptacles are stored off the adopted highway until the next scheduled collection day. Wherever possible the empty recycling bags will be placed inside the empty box along with the lids outside the correct property, to reduce the risk of loss or damage.
  6. Recycling containers can be presented from 6pm the day before the scheduled collection day and must be removed from the adopted highway by 9am the day following the scheduled collection day.
  7. In windy conditions it is recommended that recycling containers are not presented for collection until 7am on the scheduled collection day. Recycling box lids must be in place and it is recommended that a stone or small brick is used to keep the lids in place. The velcro seals on the top of the white and blue bags must also be used to minimize the chances of windblown litter.
  8. The boxes and bags remain the property of the Council and must stay at the address of issue. Individual householders are responsible for maintaining their box/es and bags in a hygienic and serviceable condition.
  9. Replacement boxes and bags are offered free of charge if damage or loss occurs during handling by the contractor's staff. If a box/bag is stolen it will also be replaced free of charge providing the householder is able to supply a crime reference number.
  10. Replacement boxes and bags 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.
  11. Boxes and bags containing non-recyclable waste such as residual waste, soil, bricks, rubble, DIY, organic waste etc. or those which haven't been sorted properly by the householder will not be collected. It will be the responsibility of the householder to remove the contaminant before the next collection. The Council's contractor will not return until the next scheduled collection day.
  12. Additional containers will be issued at the discretion of the Contracts Manager or delegated officer but providing there is a recognised need for additional containment, householders may have up to two additional boxes and one blue/white bag which are available on request, subject to availability. 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 per recycling box and £5 per recycling sack to have them delivered by Royal Mail (or by alternative carrier) - subject to availability. Additional mixed plastic and/or cardboard bags 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 in exceptional circumstances.
  13. 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 two working days following the service failure.

14. A reporting system operates for residents who ignore guidance regarding collection requirements and the need for items to be sorted and presented in the correct containers. 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 persistently fails to comply with the details contained within this policy, then enforcement action may be undertaken and recycling not collected.

### Section 3 – green waste collection

1. The garden waste wheeled bin collection service is available to householders who wish to purchase an annual garden waste licence at a cost of £35 per bin. Garden waste licences are non-refundable, charged at a flat rate and are applicable for the period 1 April to 31 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 £35 must be made to the Council by one person and this cannot be split.
2. Residents of hard to reach properties, or those using beige bags in place of a bin, can purchase 50 garden waste sacks at a cost of £35 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. Garden waste sacks are only issued where there is a confirmed genuine need and following approval by the Contracts Manager or delegated officer.
3. 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.
4. Bins supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
5. Householders will be responsible for maintaining the bin(s) in a serviceable condition.
6. The contractor will only collect garden waste completely contained within green bins with lids closed plastic to plastic and displaying a licence; or within Council-issued compostable sacks. They will not collect any side waste.
7. Garden waste is collected fortnightly.
8. The garden waste service is for the collection of:
  - 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
9. 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.
10. The contractor will only remove garden waste that is completely contained within a Council issued bin with the lid fully closed – plastic to plastic, or garden waste completely contained in authorised sacks.
11. Garden waste bins can be presented from 6pm the day before the scheduled collection day and must be removed from the adopted highway by 9am the day following the scheduled collection day.

12. Bins/sacks containing non-garden waste such as food waste, 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 scheduled collection and the Councils contractor will not return to properties which have presented incorrectly
13. Overloaded bins/sacks will not be emptied/collected 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 and the Councils contractor will not return to properties which have presented incorrectly.
14. 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 for the bin plus £10 delivery fee – subject to availability. If a bin is stolen it will be replaced free of charge providing the householder can provide a crime reference number.
15. A charge of £40 may be made for each new garden waste service bin ordered, plus a £10 delivery fee. Garden waste bin and delivery both subject to availability.
16. 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 may be made. If a licence is stolen it will be replaced free of charge.
17. Delivery or collection of additional/replacement bins is on request.
18. Where Cotswold District Council or its contractor fails to collect garden 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 2 working days following the service failure.
19. A reporting system operates for residents who deliberately abuse the garden 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 and garden waste may not be collected.
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.

### **Garden Waste Service Terms and Conditions**

- 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 during peak periods or when emergencies affect the main 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 food waste container (kitchen caddy) and one 23 litre grey coloured external use, lockable food waste bin. Food waste containers supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
2. Householders are responsible for maintaining the food waste containers in a serviceable condition.
3. Compostable liners are **not** provided by the Council, but can be used to line kitchen caddies. Plastic bags or paper can be used to line the caddies as an alternative to liners.
4. Additional containers will be issued free of charge at discretion of the Contracts Manager or delegated officer. Additional caddies/bins 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 be required to pay £5.00 per kitchen caddy and £10 per food waste bin to have them delivered by Royal Mail (or alternative carrier) – subject to availability.
5. Food waste is collected weekly.
6. Food waste comprises all cooked and uncooked waste food matter.
7. It is the householder's responsibility to place their external food waste bin on the kerbside in a safe and visible position by 7am on the day of collection. Once emptied, the bin 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 bin is 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.).
8. Food waste bins can be presented from 18:00 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.
9. Food waste bins containing non-food waste such as garden waste, residual waste, dry recyclables, soil, bricks, rubble, DIY, hazardous waste etc. will not be collected and it will be the responsibility of the householder to remove the contaminants before the next scheduled collection. The Council's contractor will not return to contaminated food waste bins.
10. Overloaded food waste bins will be rejected. It will be the responsibility of the householder to remove the excess waste before the next scheduled collection.
11. The contractor will only remove food waste contained in the food waste bin and will not remove any side waste.
12. A replacement food waste bin 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. Residents are requested to tie their compostable liners/plastic bags before placing in the food waste bin to help keep the bin in a serviceable condition. 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 bins to dislodge paper, food or any other debris and it is the householder's responsibility to present the bin in a serviceable condition.
13. 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 2 working days following the service failure.
14. A reporting system operates for residents who deliberately abuse the food waste collection service by ignoring guidance regarding collection requirements. A coloured sticker or bin hanger will be left

on food waste bin 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 and food waste not collected.

## **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, recycling bags, licenced garden bins and food waste bins 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 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.
6. Households qualifying for assistance will be reviewed periodically to confirm continuing need.

## **Section 6 – hard to reach properties and 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. Additional beige waste bags can be purchased in multiples of 15 at a cost of £12.50 from Council offices– subject to availability.
2. Property Management Agents can subscribe to the garden waste service for communal properties and purchase multiple garden bin licences.
3. 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/ litre green communal wheeled bin/s for food waste. Larger 1100/660 litre wheeled bins and 240/ litre food waste bins will be collected/returned from/to bin storage areas where appropriate and as per the distances stipulated in the Councils developers guide, following assessment by the Contracts Manager or delegated officer.
4. Bins supplied by the Council remain the property of the Council and must stay at the address to which they are delivered.
5. 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 collection 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)



6. Residents unable to store two recycling boxes may use a single box for the presentation of paper and glass however the Council requires that the items are segregated within the box by placing paper at one end and glass at the other. All other recycling must be presented as described in the recycling section of this policy.

## **Section 7 – other difficulties which may arise**

### **Properties without a Pavement**

1. 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).

### **Private or Un-adopted Roads**

2. 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 collection vehicle 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 collection vehicles to turn safely.
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.

### **Bin Storage Areas**

4. Bin storage areas must comply with the Councils developer's guidance and be accessible between 7am and 5pm Monday to Saturday. If security gates are present they must be left open or the management agent/property owner must provide key fobs/codes to enable the collection crews to gain unrestricted access.
5. Overloaded waste containers will be rejected and not emptied as detailed earlier in this policy and it will be the responsibility of the householders/management association to remove the excess waste before the next collection. The Councils contractor will not return to bin storage areas where excess waste has been presented.

## **Section 8 – bulky waste service for collection of large items**

1. When a customer contacts the Council requesting this service staff take the order and payment then process the request for completion by the contractor.
2. The service is available for the removal of large domestic household items, furniture, and electronic white goods – e.g. cookers, refrigerators and washing machines. The contractor will not remove any DIY waste.
3. Small electronic equipment such as kitchen appliances, home appliances, personal care/ grooming appliances, children's toys, mobile and digital phones, cameras, games consoles, tablets, e-readers, fairy lights, electrical cables and chargers, can be recycled using the fortnightly kerbside collection service and must be presented in an old supermarket carrier bag or similar and place in either recycling box ready for collection. Tie the handles to help keep the contents dry.
4. The contractor makes a charge of £14 per three large items for the service. Pricing details are available on request.
5. Collection days depend on where collection address in the district and may not be the same as the scheduled waste/recycling collection day for that location.

6. It is the householder's responsibility to arrange for the items to be presented outside of the property but within the property boundary. The contractor will not enter premises to collect a bulky item.
7. Once booked, this is a non-refundable service. If items are left out for collection and are taken before the collection date by third parties, or if items are not presented as instructed then no monies will be refunded.

### **Section 9 – recycling bring banks**

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 CD's/DVD's & Books. There are also facilities in certain locations to recycle items which are accepted at the kerbside such as Textiles, Shoes, Foil and Tetrapak/Cartons.
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](http://www.recycleforgloucestershire.gov.uk) or by contacting the Waste Hotline – 01285 623123

### **Section 10 – chipped bins**

1. Residual 180 and 120 litre 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 6pm the night before the scheduled collection day to 9am 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.
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 and change without consultation.

## Section 13 – street cleansing

2. Having a limited budget, Cotswold District is split into five cleansing zones which are cleaned as follows:
  - 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 and 7 – Litter picked/mechanically swept on an ad hoc basis dependent on need
3. In order to summarise each classification, zones 1 to 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 and 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 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 or 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:

- Telephone Waste Hotline (01285) 623123
- Email [cdc@cotswold.gov.uk](mailto:cdc@cotswold.gov.uk)

### **Alternative formats**

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