

Milton Keynes Council

Waste Operational Procedures



milton keynes council



Introduction

Milton Keynes Council's Waste Operational Procedures aims to ensure that waste and recycling services operate effectively and efficiently in order to maximise recycling and reduce the amount of residual waste.

This document is designed to lay out agreed policies and procedures that are clearly defined, ensuring transparency and maintaining certainty for residents, council members and officers of the council.

Milton Keynes Council is a Unitary Authority and under the terms of the Environmental Protection Act 1990 is classed as a Waste Collection Authority and a Waste Disposal Authority and as such has a statutory duty to collect household waste from all domestic properties within its administrative area, a duty to arrange for the disposal of the waste we collect, provide places at which residents may deposit their household waste and make arrangement for the collection of commercial waste on request.

The Environmental Protection Act 1990 also makes Milton Keynes Council responsible for keeping the land within our control clear of litter and refuse and our highways clean as far as is practicable.

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Procedure 1: Household waste collections

This Procedure sets out the manner in which the Council provides household waste collections including:

- Provision of refuse and recycling containers
- Presentation of refuse and recycling containers
- Frequency of collection
- Properties with access/storage issues

Provision of refuse and recycling containers

1.1. The Council provides the following containers for the different waste streams.

- A roll of 60 clear sacks for recycling delivered once per year
- A 55 litre blue box for glass bottles and glass jars only
- 18x34cm yellow bag for batteries
- A 140 litre green wheeled food and garden waste bin for properties with gardens, or a 23 litre green food only bin for properties with no or very small gardens - maximum of one per property.
- A 5 litre grey caddy to help residents move food waste between the kitchen and the green food bin. We will not collect food waste presented for collection in the grey caddy.

1.2. Additional top-up rolls of 20 recycling sacks are available upon request. Top up sacks will be delivered after residents make a request through our online forms or to the Customer Services Team.

1.3. A general limit of (circa 4 a week) 180 recycling sacks can be provided free to each household. The general limit will be subject to annual review in consultation with the responsible Cabinet Member.

1.4. Provision of sacks above the general limit will be considered on a case by case basis taking into account the usage per household, with high users, such as large families e.g. six or more permanent residents, being entitled to more sacks.

1.5. Requests will not be permitted within 16 weeks of the annual delivery or within 6 weeks of the previous top up order (up to a maximum of 180 sacks per year). Deliveries will be made within 10

working days of a validated request. Additional yellow battery bags can also be ordered by contacting our Customer Services Team.

1.6. Additional recycling sacks can be purchased by contacting the Customer Services Team or completing the online form at www.milton-keynes.gov.uk/recycling.

1.7. Residents are expected to provide their own black sacks for residual household waste.

1.8. With approval from an authorised officer, the council can provide a 23L food bin and wet strength garden waste paper sacks for properties with no access for a 140 litre wheeled bin (please note we will not supply these where a wheeled bin is more suitable).

1.9. Communal bin areas are expected to operate in accordance with 1.1 although alternative collection schemes are available - See **Procedure 8: Communal bin store/area collections and provisions**.

1.10. Residents are advised to mark any bins or boxes with their property number to assist with the return of containers to the correct boundary.

Please note: Any replacement bins will be of the size currently used by the council irrespective of the original containers size.

Presentation of refuse and recycling containers

1.11. Refuse and recycling containers must be presented at the edge of your property closest to the highway (unless specified in writing by the council) by 7am on the morning of your collection, but not before 5pm the night before. If wheeled bins are used they should be presented with handles towards the highway. Returned bins and boxes should be taken back within the boundary following collection, or as soon as is practicable afterwards.



Figure 1 – Presentation of waste for kerbside collection

- 1.12. Bags, bins and boxes presented for collection should only contain the correct materials (guidance on the appropriate materials is available from the council website www.milton-keynes.gov.uk/what-goes-in-each-bin or in printed form upon request).
- 1.13. Where bins are provided, the lid of the bin should be fully closed to ensure the materials inside are properly contained. Bags for residual and recyclable waste should be tied to ensure that the materials inside are properly contained. Battery bags should be placed on top of the green bin.
- 1.14. Bins, bags and boxes which do not meet the criteria in sections 1.11, 1.12 and 1.13 will be deemed as not correctly presented and will not be collected. The collection crew will log the issue, and take a photograph of the container as appropriate. The resident should correct the presentation and put the container out for collection the following week.
- 1.15. Bins, bags and boxes must not be clustered together with those from other properties and left on verges or pavements.
- 1.16. The council does not provide a service for cleaning food and garden waste bins. Third party services are available and can be found by searching a listings directory or by checking the National Association of Wheeled Bin Washers website.

Frequency of collections

- 1.17. The collection day will be the same day of the week for all materials - residual household waste, mixed dry recycling, glass bottles and jars, batteries, food waste and garden waste.

- 1.18. Collections start at 7am and can occur at any point before 6pm during the working day. We will not return for missed collections that were not out at this time.
- 1.19. Details of collection arrangements will always be made available on the council website at www.milton-keynes.gov.uk/collection-days or by contacting the Customer Services Team.
- 1.20. Bank holidays may affect the collection day. Information about changes to the collection schedule will be advertised through the Council's website at www.milton-keynes.gov.uk/bank-holiday-waste.

Properties with access/storage issues

- 1.21. The Council will assess properties identified with access or storage issues on case by case basis. If residents believe their property suffers from access or storage issues they should contact the Customer Services Team.
- 1.22. Council vehicles are not obliged to travel on private roads or surfaces that do not meet the highway standards. Where these conditions exist, residents will be notified in writing by a council officer of a collection point that meets the council's criteria. All containers will be collected and returned to this location only. Bins/bags/boxes that are not presented in this manner will be deemed to be not correctly presented and will not be collected.
- 1.23. Where access is restricted due to temporary obstructions (i.e. parked cars) the reason for not collecting ("exception") will be logged against the property and will flag on our customer relations management system as a collection issue – further information about the nature of the issue will be available from our Customer Services Team.
- 1.24. We will make a second attempt to collect at an alternative time usually within 2 working days. Bins, bags and boxes should be left at the property boundary to enable collection. If we are unable to access the bins, bags or boxes on the second attempt, we will not collect your waste until the next scheduled collection day.
- 1.25. When access issues prevent us from collecting the waste on a regular basis, we will review service delivery with a view to maintaining waste

collections. Options may include one or more of the following changes to collection method:

- Removal of green bin
- Provide paper sacks for garden waste
- Provide reusable sack for garden waste
- Provide 23L green bin for food waste
- Alternative collection point
- Alternative collection vehicle
- Alternative collection time / day

1.26. If the reason for not being able to access the waste is due to an avoidable obstruction (i.e. bulky waste, loose garden waste, locked gate, etc.) we will not make a second attempt to collect.

Procedure 2: Contamination

This Procedure sets out how we will treat recycling containers that have non-recyclable materials in them and how we will notify the resident.

- 2.1. Milton Keynes Council provides guidance on materials that are acceptable through the different containers of our collection scheme. A downloadable guide is available from www.milton-keynes.gov.uk/what-goes-in-each-bin or on request by contacting the Customer Services Team.
- 2.2. Recycling sacks that have waste materials not in accordance with 2.1 will not be collected. Unacceptable materials include, but are not limited to, nappies, hazardous waste, food waste, garden waste, textiles and glass.
- 2.3. Green food and garden waste bins that have waste materials not in accordance with 2.1 will not be collected. Unacceptable materials include, but are not limited to, soil, nappies, plastic, metal, cardboard, glass, bricks and construction waste.
- 2.4. Blue boxes should only contain bottles and jars. Boxes that have waste materials not in accordance with 2.1 will not be collected. Unacceptable materials include, but are not limited to, drinking glasses, mirrors, Pyrex and crockery.
- 2.5. Yellow bags should only contain household batteries. Bags that have waste materials not in accordance with 2.1 will not be collected.
- 2.6. Contaminated bags/boxes/bins will be logged, photographed as appropriate, and a sticker/label may be placed on the offending container, which will not be collected. Residents should re-sort these containers. If the contamination is removed,

we will collect/empty the container on the next scheduled collection.

2.7. For individual properties, upon receipt of a contamination log the council will send a letter for a first instance, a warning notice for a second instance, or will consider appropriate enforcement action or non-supply of recycling containers for a third instance or greater.

2.8. For communal bins, Milton Keynes Council will contact the landlord/management agent/developer to request removal of the contamination. Fees for emptying contaminated bins apply.

Procedure 3: Assisted Collections

This Procedure outlines how householders can access the assisted collection service so they can fully participate in the refuse and recycling collection service.

- 3.1. Residents who are unable to transport their wheeled bin, bags or box to their property boundary, because of ill health, infirmity or disability, and with no available assistance from others (16 years and over), will be placed on the 'assisted collection' scheme, upon request.
- 3.2. Residents are required to complete an application form, which must be signed by a medical professional. Applications are considered on a case by case basis.
- 3.3. Assisted collections are subject to the Council being satisfied that service provision is warranted.
- 3.4. Residents on the 'assisted collection' scheme will have their wheeled bins, bags and boxes collected by a collection operative from an agreed location and emptied into the collection vehicle. Wheeled bins/boxes will be returned to the same location.
- 3.5. It is the responsibility of the resident or their agents to ensure unobstructed availability of the containers i.e. gates are unlocked by 7:00am on the date of collection. If a collection operative is unable to gain access to the wheeled bins/bags/boxes they will not be emptied/collected until the next scheduled collection.
- 3.6. If the householder's circumstances change, the resident must inform the Council.

Procedure 4: Missed collections

This Procedure sets out the way that the council deals with collections that residents have informed us have been missed.

- 4.1. A missed wheeled bin/box/bag collection is logged in one of two ways:
 - Reported through our online forms at www.milton-keynes.gov.uk/missed-collection
 - Reported to the Customer Services Team on 01908 252570.
- 4.2. Any missed wheeled bins/boxes/bags must be reported within 48 hours of the collection “miss”.
- 4.3. A missed wheeled bin/box/bag is defined as a wheeled bin/box/bag not collected and emptied in the correct manner despite meeting the requirements of the Council regarding presentation in section 1.11. When this happens a return visit will be made to empty the wheeled bin/box/collect the bag(s). The wheeled bin/box/bag(s) will be collected within two working days of the report being made.
- 4.4. The Council’s contractor uses an in-cab monitoring system to track collections. We will not return to collect bins, bags or boxes that have been logged by the crew as incorrectly presented or contaminated (see section 1.11 - 1.15).
- 4.5. Where a missed collection is logged, residents should make sure that the wheeled bin/box/bag is left out for the returning crew.
- 4.6. Wheeled bins/boxes/bags logged as not out will not be returned for. The resident should present their wheeled bin/box/bags again at the next collection.
- 4.7. Where there are queries about presentation, an officer will make a site visit and determine the correct location for presenting waste. Cases will be considered on an individual basis.
- 4.8. If access to a road or part of a road, is blocked at the time of collection, the Council’s contractor will automatically make one attempt to collect at a later time usually within 2 working days.

Procedure 5: New bins and boxes, repairs and replacements

This Procedure sets out how the Council will provide bins and boxes, and how residents can arrange repairs or replace missing or stolen bins.

- 5.1. Any requests to provide waste and recycling containers must be made to the Council; either by completing the online forms at www.milton-keynes.gov.uk/recycling or contacting the Customer Services Team.
- 5.2. Residents moving to a property which does not have a full set of recycling containers can request a “New resident pack” containing all the bins/bags/boxes required for recycling in Milton Keynes, as well as a recycling guide detailing what goes in them.
- 5.3. Houses in multiple occupation will be treated as a single property and the landlord will be expected to ensure that residents have access to the necessary bins/bags/boxes. Additional bins/bag/boxes required due to the property use will be met in accordance with **Procedure 6: Additional bins/boxes** for properties on a loose sack collection or **Procedure 8: Communal bin store/area collections and provisions** for properties with 1100 litre bins.
- 5.4. Repairing or replacing bins or boxes damaged by residents through misuse will be charged for a new replacement bin/box. Payment will be required prior to any replacement being delivered.
- 5.5. Replacement wheeled bins or boxes will be delivered to householders as soon as practicable after the payment (if applicable) has been received, but in all cases within 10 working days.
- 5.6. Bins that have not been lost or damaged by others will continue to be replaced by the Council free of charge (the old bin or box may be required for inspection prior to removal and replacement).
- 5.7. All refuse and recycling containers supplied to residents shall remain the property of the Council.
- 5.8. When residents move home they must leave the bins and boxes at their old property for the new occupant.
- 5.9. Residents are responsible for the storage and safe keeping of refuse and recycling containers.

- 5.10. Residents who pay for bin cleaning services will not be entitled to a reimbursement of bin cleaning costs in the event that the waste is not collected for any reason.
- 5.11. Replacement bins will be provided in accordance with our current recycling system and stock held and may not be on a like for like basis.
- 5.12. The council's contractor maintains a database of replacement bins delivered to ensure that requests are within reason. Where we deem a property to be requesting an excessive amount of bins we reserve the right to refuse delivery.

Procedure 6: Additional bins/boxes

This Procedure outlines how households can purchase additional or larger wheeled bins or boxes to assist with recycling.

- 6.1. The Council provides the option to purchase larger recycling containers.
- 6.2. Residents are required to make purchase requests either online at www.milton-keynes.gov.uk/recycling or by calling our Customer Services Team on 01908 252570.
- 6.3. A one off charge will be made for larger containers (which includes delivery).

Procedure 7: Clinical waste provisions

This Procedure sets out how the Council will collect clinical waste from residents who make an application for a special collection with the local health trust or through their GP.

- 7.1. The Council provides a separate collection of clinical waste on behalf of the local community health trust.
- 7.2. Residents wishing to be added to the clinical collection schedule should speak to their GP to make the necessary arrangements.
- 7.3. Clinical waste is a specific category of waste which does not include Absorbent Hygiene Products (AHP) such as sanitary towels, incontinence pads and nappies. AHP should be double bagged in black bags and mixed with general residual waste to spread the weight.

- 7.4. The Council does not provide a service for the removal or disposal of unused medicines which should be returned to a pharmacy.

Procedure 8: Communal bin store/area collections and provisions

This Procedure sets out the provisions for refuse and recycling collection within communal refuse storage areas.

- 8.1. For the servicing of properties with communal waste storage areas the Council provides a weekly collection of bagged recycling and residual waste and blue boxes for glass. 23 litre food waste bins can be provided upon request to individual residents (a larger communal bin can be provided on request).
- 8.2. The developer/builder/management agent can opt to request/provide 1100 litre bins provided any storage area meets the Council's criteria.
- 8.3. The council will assess the servicing of properties with communal storage areas on an individual basis and cases will be considered on their merits. Property visits and discussions with the relevant management agencies will be carried out where appropriate.
- 8.4. The current criteria for 1100 litre bins are:
- Bin stores must be clearly signed and secured by combination key pad
 - Bin stores must be within 10 metres of where the refuse vehicle passes and have a suitable dropped kerb
 - There must be space for one set of bins comprising 2x 1100 litre bins (refuse and recycling) and 1x 240 litre bin (glass) for every 9 single occupant flats or 6 double occupant flats. A 23 litre food only bin will also be provided for each flat upon request.
 - Where appropriate, there is sufficient space for a refuse vehicle to turn around
 - A waste officer has inspected the bin store to verify that the area is suitable

Full specifications are listed in the waste planning guidance available on the council website at www.milton-keynes.gov.uk/planning-and-building/planning-policy

- 8.5. An annual fee applies for this service to cover delivery and ongoing maintenance of the bins.

Management agents, landlords and/or developers can supply their own bins for a reduced fee, providing they are suitable for our collection vehicles and the bin stores meet the collection criteria above.

- 8.6. Where 1100 litre bins are used for recyclable materials, recycling sacks will not be available or provided
- 8.7. Where the developer/builder/management agent provides bins they should be appropriately coloured/labelled to encourage recycling and minimise residual waste.
- 8.8. Loose waste, bulky waste and materials not presented in accordance with sections 1.11, 1.12 and 1.13 in communal bin stores will not be collected.
- 8.9. The responsibility for the cleansing or clearing of communal bin areas due to loose waste or bulky waste being left in the store will remain with the developer/builder/management agent.
- 8.10. Where there is contamination within the recycling or communal food waste bin, the Council will require the management agent/ housing association/ landlord to, at their own expense, ensure all non-recyclable material is removed in readiness for the next collection. The council can empty contaminated bins upon request – additional fees apply. Regular contamination of communal food waste bins will result in the service being withdrawn at the council's discretion.
- 8.11. It is the property management agents/housing association/landlord and residents role to present bins in a manner that allows for a collection to take place. Where access is not possible due to locked or obstructed gates, bulky waste blocking access etc. it will be the responsibility of the management agents/housing association/landlord to dispose of the waste to enable collection on the next scheduled date. Any disposal of wastes by residents or the management agents/housing association/landlord should be carried out in compliance with current legislation.
- 8.12. The Council will only repair its own bins where damage is caused during the collection process. Any damage to privately owned bins will remain the responsibility of the management agent/housing association/landlord.

Procedure 9: Information and Education

This Procedure sets out the council's approach to education and information management with regards the waste service.

- 9.1. Information regarding the councils refuse and recycling schemes, bulky waste, assisted collections and other waste related information will be made available online at www.milton-keynes.gov.uk/recycling or will be available to those without internet access by calling the councils Customer Services Team on 01908 252570. A selection of information leaflets covering waste services is also available on demand.
- 9.2. The Council will provide opportunities for residents of Milton Keynes to visit the Materials Recycling Facility and MK Waste Recovery Park to learn about the processes we use to treat waste in the borough and where we send the waste/recycling.
- 9.3. A number of open source online resources are provided on the council's website.
- 9.4. Residents are advised to mark any bins or boxes with their property number to assist with the return of containers to the correct boundary.
- 9.5. Freedom of Information requests will be answered in line with the Information Commissioners guidelines.
- 9.6. The Council reports waste tonnages and destinations to DEFRA through the publicly accessible Waste Data Flow portal. Anybody wishing to view the data can do so at www.wastedataflow.org/register.aspx.

Procedure 10: Bulky household waste collections

This Procedure sets out the bulky household waste collection service which is provided by the council.

- 10.1. The bulky household waste collection service is a chargeable service. A "bulky household item" is something from inside your property that you would normally take with you when you move. The council uses a point based system to calculate charges for household items to cover the cost of collecting the items – there is no charge for

disposal of the items. The council is also able to collect some items which you would not normally take with you when you move) such as sinks, kitchen units and sheds. These items incur an additional fee for disposal as well as the collection charge.

10.2. The service can be booked online at www.milton-keynes.gov.uk/bulkywaste or by calling the Customer Services Team on 01908 252570

10.3. Collections will take place on the same day as your normal refuse and recycling collections once a 48 hour processing period has passed. For example, if your collection is normally on a Thursday, a bulky waste collection must be logged by 5.15pm on Tuesday for a collection that week.

10.4. A different collection day can be requested for a small administrative fee, notwithstanding the 48 hour processing period. By booking a collection at the earliest opportunity you waive your rights to the statutory 14 day cooling off period.

10.5. Residents who do not wish to waive their statutory rights to a 14 day cooling off period may call our Customer Services Team and request a collection on the same day as their refuse and recycling at a point not earlier than 16 days from the request.

10.6. At the time of booking, residents are required to provide a list of items for collection and an accessible collection point outside of the building (closest to the road). If this point is behind a gate or down a side alley the resident is responsible for ensuring there is adequate clearance to enable our crews to move the items and that there are no obstructions such as locked gates. Our crews will not enter any building, garage, shed or outhouse.

10.7. Items should be presented at the accessible location by 7am on the agreed day of collection.

10.8. If the item is not presented or is not accessible on the booked day of collection, the collection will be logged as failed and a picture of the issue/s taken. Householders will need to rebook the service and incur a further charge.

10.9. The facility to cancel a bulky waste collection and receive a refund is available until 1pm on the day before your collection (Monday to Friday). Any cancellations after this time will not be refunded.

10.10. The council will suspend collections for the three weeks covered by the Christmas Bank Holiday schedule. The council also reserves the right to suspend the service in periods of severe weather.

10.11. For collections of materials not covered by the point scheme, a visit will be made by an authorised officer to assess and photograph the materials to be collected. The authorised officer will determine if a collection can be made and at what cost to the resident. Should the resident agree, payment may be made online or to the Customer Services Team and an appointment made for the collection to take place. Quotes will be valid for 21 days.

10.12. Items not listed for collection, or not as described will be photographed and left in situ. Refunds will not be given for items not collected because they have been miss-described.

Procedure 11: Adverse Weather

In the event of adverse weather, when snow, ice, floods, heatwaves or other conditions disrupt waste and recycling collection services, the following general principles will apply.

11.1. The council will try to maintain services if they can be performed safely.

11.2. The condition of the areas we collect from in terms of the district as a whole will be assessed by the authorised officer. A decision will be made by 9am as to whether normal collections will be attempted.

11.3. If it is likely that conditions of 28°C or above will persist for a period of at least three consecutive days, collections may commence at 6am (normally 7am) to allow the crews to operate for a shorter time in hot conditions.

11.4. Information about services affected will be published on the council website, Facebook page, twitter feeds and notifications sent through the council smartphone app "Recycle for MK".

11.5. In the event of adverse weather the following services may all or individually be suspended:

- Bulky waste collections
- Street cleansing services
- Refuse and recycling collections
- Food and garden waste collections
- Household Waste Recycling Centres

11.6. If conditions permit during adverse weather, we may adapt our collection methods collecting individual materials as separate streams.

Procedure 12: Commercial / trade waste

This Procedure outlines the council's approach to the collection of commercial waste.

12.1. Although Milton Keynes Council does not offer a trade collection service directly, our contractor can offer this service collecting materials in line with the current council collection scheme.

12.2. Any business, new academy school, church hall or village hall who are unable to source a collection from a commercial provider can request this service from the council. We will make arrangements with a suitable commercial contractor for your waste to be collected. This service will be charged at the commercial contractor's rate plus an administrative arrangement fee by the council.

12.3. The council will make available facilities for trade waste disposal at one or more of our Household Waste Recycling Centres (currently this service is available at Newport Pagnell). An indicative list of fees and materials accepted will be available on the council website www.milton-keynes.gov.uk/tradewaste. Our trade site is not suitable for vehicles over 3.5 tonnes.

12.4. Where a property is part commercial and part residential – for example a flat above a shop, business run from home or living accommodation at a public house, councils are entitled to charge for all of the commercial waste. The Council will provide for the collection of the household element, but where there are doubts as to the origins of the waste (i.e. where commercial waste is apparent) then the waste will not be collected or a charge will be made.

Procedure 13: Events Bins

This Procedure outlines the council's approach to the provision of support and services for community and commercial events.

13.1. The council operates a charge for service for waste collection from events. Charges apply for the delivery/collection of bins, collection of sacks, disposal of waste and any combination of these.

13.2. Requests for events bins should be directed to the Environment and Waste Team at least six weeks before they are required by emailing yourwaste@milton-keynes.gov.uk or contacting the Customer Services Team.

13.3. Bins will become the responsibility of the event organiser between the agreed delivery and collection times. Loss or damage caused by incorrect storage or use of the bins may be charged for.

13.4. Charges are reviewed annually in accordance with the council's Income and Collection Policy.

13.5. Quotes for additional environmental services at events can be provided e.g. litter picking, mechanical sweeping and food waste collections.

Procedure 14: Street Cleaning

This Procedure outlines the council's approach to street cleaning.

14.1. Street Cleaning is performed at an interval of not less than once every 8 weeks (with the exception of rural roads cleaned quarterly), but may be more frequent in areas of high footfall such as shopping precincts or transport hubs.

14.2. Cleaning can take many forms including but not limited to litter picking, manual sweeping, mechanical sweeping, weed spraying, emptying of litter bins. MKC can use any, all, or none of these methods as they see fit, provided that the area is brought up to an acceptable standard.

14.3. Each month 80 Local Environmental Quality surveys will be conducted to ensure standards are maintained across the borough. Areas that fall below the agreed standard will be restored to a satisfactory level.

14.4. A map detailing the cleaning frequencies can be found on the council My MK Mapping page <https://mapping.milton-keynes.gov.uk/mymiltonkeynes.aspx>.

Procedure 15: Litter bins

This Procedure outlines the council's approach for the provision and maintenance of litter bins.

15.1. The council maintains over 1500 litter bins around the borough. The council has no

responsibility for any dog waste bins – which are the responsibility of the relevant parish, community or town councils.

- 15.2. The council will not install new litter bins in areas where they cannot be emptied frequently; otherwise there is a risk that the bin will permanently overflow causing litter issues.
- 15.3. All litter bins will be completely emptied during the scheduled cleansing operation.
- 15.4. If an overflowing litter bin is reported to the council, we will empty it within 10 working days once logged.
- 15.5. The Council can and will remove litter bins at their discretion.

Procedure 16: Service Expectations

- 16.1. The council has a number of agreed response times with its contractor that forms our service expectations. These are as follows:
 - **Missed collections** – Where a missed collection has been reported in line with Procedure 4 we will rectify the situation within two working days.
 - **Excess litter** – We will send a crew to remove excess litter within 5 working days of the report.
 - **Litter bins** – We will empty litter bins as part of the scheduled cleansing operation. Overflowing bins will be emptied within 10 working days of being reported.
 - **Flytips** – We will remove a flytip within 5 working days of being reported, provided no further investigation is required. Investigations are conducted by the Environmental Crime Unit and are outside of the Waste Teams control, so no time frame can be given.
 - **Graffiti (non-offensive)** – General graffiti and tags (including stickers and posters) will be removed within 15 working days of being reported.
 - **Graffiti (offensive and explicit)** – When we are notified that Graffiti is of a racist, sexual or offensive nature we will remove it within 24 hours of being reported
 - **Emergency requests** – When we are notified of broken glass, dead animals or needles and drug

paraphernalia in a public space we will remove it within 24 hours.

- **Weeds** – We will remove weeds reported to us at the next scheduled cleanse, which will be not more than 8 weeks from the report (with the exception of rural roads). Where weeds are reported as blocking a sightline we will conduct an inspection and remove them within 5 working days.
- **Returning Bins** – The bin or box should be returned to the collection point, upright and with the lid closed. If the crew fail to return the bin to your property please log the issue with our Customer Services Team.
- **Spillage** – We will clear any spillage caused as part of the emptying process which includes pre-pulling where permitted. Spillage caused due to incorrect presentation (food in bags attacked by animals, untied bags etc.) should be cleared by the resident.

Procedure 17: Household Waste Recycling Centres

This Procedure outlines the provision of Household Waste Recycling Centres in Milton Keynes.

- 17.1. The council currently provides 3 Household Waste Recycling Centres that are free for residents to deposit their household waste. Small quantities of non-household DIY waste can also be deposited free of charge. Types of waste which can be deposited at the sites is available on our website <https://www.milton-keynes.gov.uk/household-waste-sites>.
- 17.2. Commercial and Industrial Waste is only permitted at Newport Pagnell on payment of the applicable charges.
- 17.3. Residents from outside the borough are not permitted to use any of the sites free of charge. Residents from outside the borough may use the facilities at Newport Pagnell for a charge.
- 17.4. The council operate a residents “permit” scheme linked to automatic number plate recognition. Residents of the borough must present two forms of valid identification showing a MK address including one with a photograph (e.g. driving licence plus council tax or utility bill). This will register the vehicle on an “authorised vehicle” list for subsequent visits.

- 17.5. Vehicles with trailers and commercial-type vehicles (see Procedure 17 Supplementary Guidance for description) will not be permitted to use the Bleak Hall site. These vehicles will still be permitted at the remaining sites.
- 17.6. Vehicles over two metres in height will be restricted from entering all public areas of the sites. Accessibility for taller vehicles is via the trade entrance of the Newport Pagnell site. None of the sites are suitable for vehicles larger than 3.5 tonnes.
- 17.7. Where any doubts arise about the origins of waste being disposed at one of the sites, the resident may be requested to complete a "Household waste declaration form".
- 17.8. Charges may be applied following the completion of a "Household waste declaration form". These may be refunded following a visit to your property by an authorised officer to verify the origin of the waste.
- 17.9. For the safety of residents, pedestrian or cycle access is not permitted to our sites.

weed killer) to any of the Household Waste Sites. More information can be found at <https://www.milton-keynes.gov.uk/household-waste-sites>.

Procedure 18: Hazardous Waste/Emergencies

- 18.1. In the event of a minor chemical spill or emergency (i.e. car crash, discharge of non-hazardous liquids) Serco will respond within 2 hours of notification to cleanse.
- 18.2. Larger spills and chemical cleansing should be properly co-ordinated, and are usually dealt with by the Emergency Planning Team and emergency services.
In the event of an incident dial 999.
Emergency Planning contact:
- Office hours – 01908 691691
 - Out of hours – 01908 226699
- 18.3 Specialist chemical and hazardous waste cleansing will be outsourced and the council will seek to recover its costs where applicable.
- 18.3. Residents can take small amounts of asbestos to New Bradwell Household Waste Site provided it is appropriately wrapped for safety. More information can be found at <https://www.milton-keynes.gov.uk/household-waste-sites>.
- 18.4. Residents can take small amounts of household and garden chemicals (e.g. paint and

Supplementary Waste Planning Guidance: Waste Receptacles Requirements in New Developments

The council publishes planning guidance, including supplementary planning documents and guidance, on the Milton Keynes Council website (<https://www.milton-keynes.gov.uk/planning-and-building/planning-policy>). Designers and developers need to comply with these documents including but not limited to the Residential Design Guide, Social Infrastructure Supplementary Planning Document and the Sustainable Construction Supplementary Planning Document. This guide is designed to lay out information and procedures that are clearly defined, ensuring transparency and maintaining certainty for stakeholders in the provision of waste receptacles in new developments. Compliance with this document does not equate to nor imply acceptance of an application for planning permission.

Waste Receptacles Requirements in New Developments

Waste collections from households in Milton Keynes comprise **5 different material streams**.

The streams are:

1. **Dry recyclables** (paper, cardboard, cans, plastic food packaging, plastic bottles, aerosols, drinks cartons, foil) – these are collected in sacks
2. **Glass bottles and jars** – these are collected in 40 litre blue boxes
3. **Organics** – food and garden waste collected in 140 litre green wheeled bins. All households can be supplied with a small 5 litre grey caddy to collect the food waste in the kitchen prior to emptying into the outside green bin.
4. **Residual waste** (i.e. waste which cannot be recycled, composted, or re-used). This is collected in black sacks which the resident must purchase.
5. **Household batteries** - these are collected in yellow-labelled clear plastic bags designed for the purpose and residents are directed to put these out on top of the green bin

The above streams are collected **weekly** from the **boundary** of all properties in Milton Keynes and the surrounding borough.

Provision of Start-up Kit for Individual Houses

Each new property should be provided with the appropriate means to reduce waste in line with the council's waste and energy strategies. Developers should make the following one-off provision when the first residents move in:

- **Home composting bin** (properties with gardens only)
- **Water butt kit** to collect and store water (properties with gardens only)
- **140 litre food and garden waste collection bin***
- **5 litre silver food waste kitchen caddy***
- **Blue box***
- **Battery Bag***
- **Communications pack/educational activities***
- **Option to attend local workshop** on reducing waste and home composting*

Items marked * must be supplied by the Council

Flats and Communal Properties

In flats/communal properties or housing in multiple occupation, there are particular requirements. A guide to the storage space needed for these properties is shown below:

Storage space should be allowed for the weekly collection of:

- 0.75 black sacks per bedroom
- 1 pink recycling sack per bedroom

- 1 blue recycling box per 3 bedrooms
- 1 x 23 litre green bin for food & garden waste per flat/apartment.

At the start of the development, the following must be obtained from the Council:

- Enough recycling sacks to supply 1per week for every flat/apartment
- 1x blue box per flat/apartment
- 1x 23 litre green bin per flat/apartment
- 1x food waste caddy should be supplied for each kitchen.
- 1x battery bag should be supplied per flat/apartment

Developers of flats/communal properties/houses in multiple occupations are encouraged to consult with the Waste Team early in the planning process and may wish to supply **communal bins** for the collection of pink sacks, black sacks and glass (provision should still be made to allow collection of food waste streams from individual properties).

There will be a charge for the supply of communal bins plus an annual administration and maintenance fee which may need to be reflected in any service charges made to residents.

A set sufficient for 8 x 1 bedroom flats or 6 x 2 bedroom flats consists of the following:

- 1x black 1100 litre eurobin
- 1x pink 1100 litre eurobin
- 1x 240 litre blue bin
- 1x 23 litre food waste only bin (provided to resident upon request)

Additional bins or collections can be provided but will incur an extra charge for the supply plus an annual administration and maintenance. Current prices are available on request from yourwaste@milton-keynes.gov.uk

Developers may choose to supply the bins themselves to remove any supply and ongoing maintenance costs. Contact yourwaste@milton-keynes.gov.uk for the current administration fee. The bins provided must adhere to the council specifications regarding size, colour and iconography and be fully compatible with lifting devices on the council's collection vehicles. Milton Keynes Council shall not be held liable for any damage caused to the bins.

Design Requirements for Waste Collections

New developments should:

- Ensure that refuse vehicles are able to gain access on collection day easily and safely. The specification of vehicles currently in use is in Appendix B.
- Consideration should be given to road width (to include safe operating distances either side of the vehicle) and turning circle. Wherever possible, developers must design out the need for vehicles to reverse.
- Ensure that the waste can be collected easily and safely by our contractor and placed at the appropriate location for collection. In individual houses, waste will be collected from the property boundary (closest to the collection vehicle route or in a location as directed by an authorised officer of the Council)
- Residents should not be required to transport their green bins and other containers through the house. 1 sq metre should be provided for storage space for the 140 litre green bin, sacks and blue box.
- Kitchens should have enough space to store the 5 litre kitchen caddy for food waste in a location away from food preparation areas.
- Collectors should not be required to wheel bins over or walk over grass or other soft surfaces, or up and down stairs.
- Collectors should not walk more than 50m with loose sacks or 15m with a two wheeled bin from the vehicle to the nearest accessible collection point.

Design Requirements for Communal Bin Areas

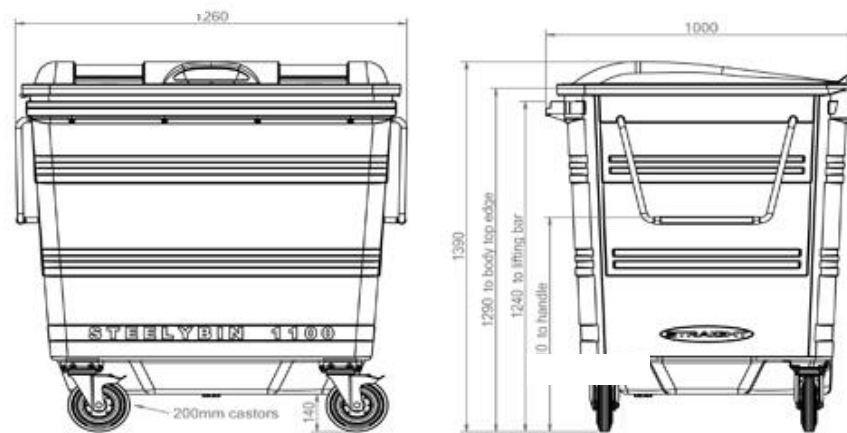
The following considerations shall be made in the design for communal bin stores:

- Appropriately sized to provide adequate storage and access for the communal bins listed above and for the appropriate number of dwellings.

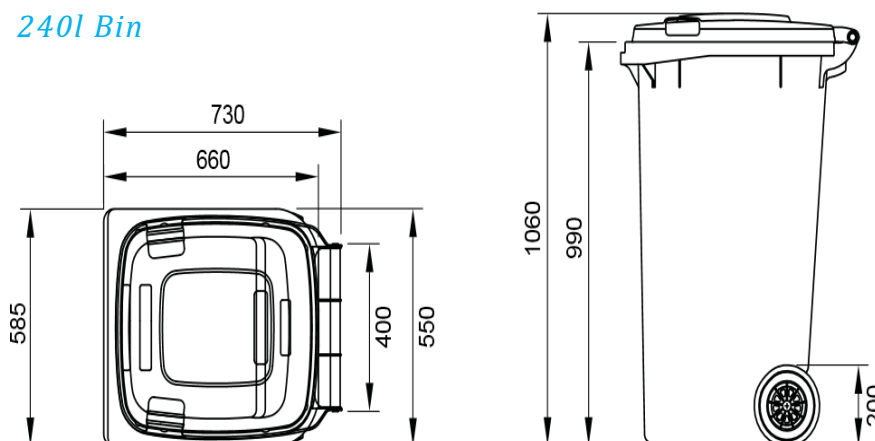
- Loose material will not be removed from the bin stores unless bagged or contained in the appropriate bin.
- Eurobins from communal bin areas should be no more than 10m from the access point provided where the vehicle stops.
- Communal bins shall be located in safe storage areas which are unobtrusive, not only to prevent visual intrusion but to discourage vandalism and arson. If the communal area is within a building, it should be on the ground floor, level with the road or have an appropriate drop kerb, accessible without having to go through the building, and behind closed doors which can be locked on days when collections are not taking place. Bin stores shall be covered where possible to prevent unauthorised access, vermin and water ingress.
- The name and contact details of the company / individual responsible for the bin stores e.g. management agent, in addition to guidance on the correct usage shall be affixed to the bin store.
- Residents should be able to access the bins from inside the building or a dedicated, locked and covered bin area can be provided outside.
- Communal bin stores should have identifying signage to differentiate them from bike or other storage areas and be fitted with automatic lighting activated by passive-infrared sensors or similar.
- Arrangements should be made for doors to communal storage areas to be unlocked on days when collections are expected or for locks using a key code, combination or key safe to be provided to facilitate easy access for the crews.
- Doors / gates to communal bin stores shall be designed to open out to facilitate accessibility at times when the bin stores are full.
- If the communal bin store is in the parking area, sufficient clearance and appropriate dropped kerbs should be allowed to ensure the bins can be moved safely from the bin store to the collection vehicle without risk of damage to nearby cars. Hatched “no parking zones” are recommended.

Appendix A - Bin Specifications

1100l Bin



240l Bin



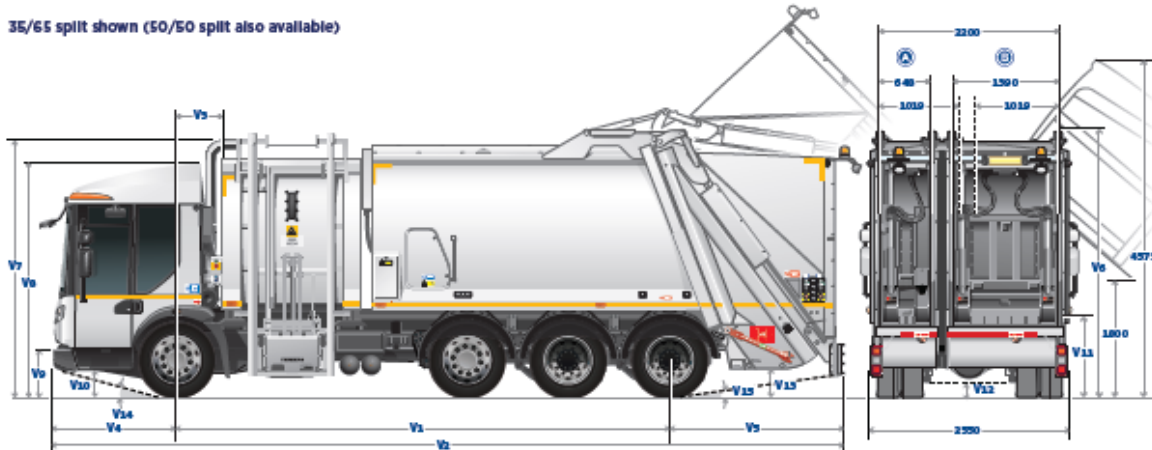
Appendix B – Dimensions of Refuse Vehicles Currently in Use

OLYMPUS One Pass 19 - 8x4MS Wide - Top Discharge Recycler

Elite 6 - 8x4MS Wide Track

Euro 6 SPECIFICATIONS

35/65 split shown (50/50 split also available)



Vehicle model	OLTP-19 8x4MS + Combi Recycling Box	
Compaction body type - effective volume(s)	Olympus Twin Pack 19 (18.8 m ³)	
Elite chassis type	8x4MS (Mid Steer) Wide Track	
GVW (Gross Vehicle Weight)	32000	
Front axle plated weight	8000	
Rear axle/bogie plated weight	24000	
Recycling box	Type	Tarberg Combi recycler box with pannier binlift - top discharge
	Model	TD3 TL 3.3W
	Capacity (m ³)	3.3
V1	Overall wheelbase	6400
Turning circle - overall (metres)		22.4***
Vehicle unladen weight**		19400
V2	Overall length [§]	10425
	Overall length - tailgate raised [§]	11480
V3	Front axle to front of compaction body	2350
V4	Front overhang	1665
	Front overhang - cab tilted	3465
V5	Rear overhang	2360
	Rear overhang - tailgate raised	3440
V6	Overall height	3690
	Overall height - tailgate raised	5190
V7	Height at exhaust tip	3530
V8	Cab roof height	3130
	Cab roof height - cab tilted	3690
V9	Cab floor height	825 Driver side, 885 Passenger side
V10	First cab step height from ground	495
V11	Rave rail height	1050
V12	Ground clearance at lowest part of vehicle	250
V13	Ground clearance - tailgate	435
V14	Approach angle	15.5°
V15	Departure angle	15°

(**) Typical rear mounted lifting device equipment will add up to 1200 kg.

(***) Turning circle shown is for best case.

(§) Excludes front view mirror which adds approx. 230 mm

NOTE: Unless otherwise stated, all dimensions are nominal, in mm and represent an unladen vehicle without a lifting device and fitted with standard tyres; tyre deflection is not included. All specifications are subject to manufacturers tolerances. An allowance of +/- 2% should be made for all weights. All weights are in kgs and include oil and water, and on diesel fuelled vehicles, AdBlue and 50 litres of fuel. Additional equipment may alter dimensions and weights quoted.

Procedure 17 Supporting Guidance – Household Waste Recycling Centres

Section 51 of the Environmental Protection Act 1990 requires Local Authorities who are also Waste Disposal Authorities (e.g. MKC) to provide places at which persons resident in its area may deposit their household waste and for the disposal of waste deposited by them.

These Household Waste Recycling Centres (“Civic Amenity” sites or “Tips”) need to be secure, situated either within the area of the authority or so as to be reasonably accessible to persons resident in it, be available for the deposit of waste at all reasonable times, and be available for the deposit of “Household Waste”, which is defined in legislation, free of charge by persons resident in the area.

Waste Disposal Authorities are permitted to charge people who deposit non-household waste e.g. commercial waste, industrial waste (including construction and demolition waste) and people from outside the Authority area who wish to deposit household or other waste.

The priorities of the Milton Keynes Waste Strategy 2017-2022 include the review of Household Waste Recycling Centre provision and include controls on trade waste and other non-household waste of the service. From Autumn 2018 the following controls on the use of the Household Waste Recycling Centres will be implemented:

- Charging for household waste from outside of the Borough / residents permit scheme;
- Control on trailers and commercial-type vehicles using Bleak Hall Household Waste Recycling Centre;
- Automatic Number Plate Recognition (ANPR);
- A Residents’ Permit scheme;
- Vehicle height restriction barriers; and
- Controls on non-household “DIY” waste.

Charging for Household Waste from Outside of the Borough

A resident’s permit scheme has been implemented such that only a resident of the borough shall be permitted to deposit household waste from vehicles registered to that resident at any of the sites without charge.

With the residents’ permit scheme enforcing the free use of the CRCs to residents of the borough, there is the ability to identify non-residents and the opportunity to allow those non-residents to deposit waste and recyclable materials at the Household Waste Recycling Centres under a charging regime. Non-residents will be identified using Automatic Number Plate Recognition (“ANPR”) at the entrance to the public tipping area. The ANPR camera will continuously poll the database with the registration numbers of vehicles entering the site and issue an exception alert each time a non-resident is observed. Site staff will approach the driver and inform them of the option to tip and pay a charge. If they claim to be a resident of the borough they will be informed of the permit application process and, on the first and only occasion, be allowed to tip for free. The registration number will be flagged in the database as 1 non-permit free tip, in order that the site is alerted if the same vehicle returns on another occasion without having a permit. On the second and any future attempts, the driver will not be able to tip for free. As the database is central and used by all cameras, the vehicle will not be able to get any further free tips by visiting the other two Household Waste Recycling Centres. Those non-residents of the borough wishing to deposit their household waste under the charging regime will be able to do so at Newport Pagnell Household Waste Recycling Centres.

Control on trailers and commercial-type vehicles using Bleak Hall HWRC

The Household Waste Recycling Centres are for residents of the Borough of Milton Keynes who want to recycle and dispose of household waste that cannot be processed through our kerbside collections. Recognising that there are limited opportunities for small and medium sized enterprises to deposit waste within Milton Keynes, a dedicated, competitively priced facility for commercial waste is provided at Newport Pagnell Household Waste Recycling Centre. We have statutory powers to make a reasonable charge for commercial waste.

Commercial waste (largely in vans) continues to be deposited at the Household Waste Recycling Centres free of charge. Neighbouring authorities have introduced similar controls. Directing the trailers and commercial vehicles to a single site allows MKC to control inputs, reduce the number of vans from out of the area, reduce the disposal costs and increase the income all of which reduce the cost burden of waste services to the MK taxpayer.

How will it Work?

If a car towing a trailer or a commercial type vehicle arrives at the Bleak Hall Household Waste Recycling Centre to dispose of waste it will not be allowed on site (irrespective of the material carried) – they will have to visit Newport Pagnell (all waste) or New Bradwell (if carrying household waste only). Commercial type vehicles are defined as a vehicle with one or more of the following features: no rear windows, no rear side windows, no rear seats, an open back, or a back which is separate to the main cab (closed cab pickup). Provided they are carrying household waste they will not have to pay (charges will still apply for commercial waste and out of area deposits).

Automatic Number Plate Recognition (ANPR)

ANPR has been installed across the Household Waste Recycling Centres. An ANPR system offers several benefits, namely:

- Remote access to the data server to view and analyse information
- Bespoke alert and reporting parameter capability
- Multiple report functionality
- Alert capability via texting and other means
- The system can be linked between the CRCs providing the facility to identify that vehicle X has attempted to deposit waste at, e.g., Newport Pagnell and Bleak Hall and that the vehicle should not be allowed in to New Bradwell
- ANPR could be linked in the future to an electronic barrier that would activate to stop access to suspected abusers and inform them to park in a designated holding area (infrastructure would be at the Authority's expense)
- Identification of prohibited vehicles due to aggressive behaviour or other reasons

Summary of the benefits to the MKC from ANPR:

- >99% accuracy of number plate recognition (of regulation plates)
- Organic growth of a database of CRC users
- Ability to identify and manage frequent users
- Ability to identify and manage prohibited vehicles
- Ability to link system with other datasets (permits, commercial users, etc.)
- Ability to control vehicle entry in conjunction with barrier
- Ability to deter Household Waste Recycling Centre abuse by displaying registration numbers to the visitor on entry
- Ability to track and manage prohibited vehicles across all Household Waste Recycling Centres
- Ability to obtain information for enforcement purposes

Vehicle Height Restriction Barriers

As a part of the approach to controlling non-desirable waste (by type and origin), height barriers are installed at the Household Waste Recycling Centres. The barriers will be set at the standard 2 metres height and will be signposted with warnings prior to the barrier.

- At Newport Pagnell – on the public lane on the downward approach slope after the entrance splits between public and weighbridge;
- At New Bradwell – on the up ramp to the public tipping area;
- At Bleak Hall – at the main entrance (the barrier will be opened by site staff when a Provider's or third party HGV arrives).

Controls on Non-Household Waste

Legislation defines “Waste from construction or demolition works, including preparatory works” as Industrial Waste and therefore the council is permitted to charge residents for the disposal of these types of material.

DIY waste is classed as household waste and therefore a charge is not permitted “if it results from work a householder would normally carry out”. To this effect, MKC allows residents of the borough to dispose of a reasonable volume of DIY waste for free. Additional DIY waste above these thresholds can be disposed of on payment of the applicable charge. For clarity, this does not apply to that DIY waste which is also Household Waste which will be accepted by residents of the Borough from their own property for free.

Details of the “reasonable volume” and the charge for volumes above this amount can be found on the MKC website (<https://www.milton-keynes.gov.uk/DIY-waste>). If a resident wishes to deposit a volume of DIY items greater than on the list they can either pay the applicable charges or would need to deposit the waste on a separate visit. There is a control on the frequency of repeat visits within a given time period, to deter commercial inputs. This is flagged by the ANPR system and managed by site staff.

The ANPR systems at each Household Waste Recycling Centres will assist site managers in the monitoring and control of this Procedure. The ANPR system manager and the system software itself will have the capability to “flag” registration numbers on the database. These effectively associate various characteristics with entries in the database. For example, each vehicle entering the site is recorded on the database for that date and time; if the same vehicle enters the site in excess of the maximum allowed for the period, e.g. more than twice in one week, or more than 5 times in one month, an alert will be sent to the site manager (or duty manager).