



Waste Disposal and Street Scene Services: Policy Statements

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Waste Disposal and Street Scene Services: Policy Statements

Section A: Waste Disposal Policy Statements

1: Communication: Education and Raising Awareness

Good communications with the public, business and industry are essential if we are to achieve our over-arching objective to achieve sustainable waste management.

Through the council or our contractor Bristol Waste Company:

- We will listen to communities and individuals in order to help improve and develop our services.
- We will, where necessary, tailor communication and education messages in order to address specific waste, recycling and street scene issues within communities.
- We will provide information to answer any waste related questions and offer advice on good waste management practice.
- We will provide information on our rate of recycling and composting via the council website.
- We will provide information about what happens to your waste when it leaves the household including where and how your recyclables and residual waste are being processed or treated.

2: Waste Collection

The council has policies which seek to ensure that waste is managed at all stages in a sustainable way – from the point of collection through to its final treatment and/or disposal.

Through the council or our contractor Bristol Waste Company:

Waste collection

- We will provide a refuse and recycling service to all households in Bristol.
- We will provide an assisted 'wheel-out' collection if no one in your household is able to move your waste, recycling bins or boxes to the kerbside.

- We will supply wheeled bins and recycling boxes when requested and if appropriate.
- We will collect your recyclables, food waste and refuse on a specified day.
- We will return your bin or box to the point of collection.
- Where householders have access to the kerbside black and green box recycling scheme residual waste is currently collected once a fortnight.
- We will provide extra recycling containers to those households which require them.
- We will arrange for damaged or stolen bins to be replaced. A charge may be made.
- Additional or larger black wheeled bins may be made available to households that have a higher than average number of occupants or for households that tend to produce more waste, for example people with certain medical conditions or families with young children. A charge may be made.
- We will remove dead animals from the highway within one working day of them being reported.
- Four times a year a compositional analysis of waste will be undertaken.
- The frequency of collection and the methods used to collect waste are always under review to maximise recycling rates. We will evaluate and deliver alternative collection processes and schedules where appropriate.

Missed collections

- We will come back and empty your wheeled bin or your recycling box by the next working day if it is our fault that your collection has been missed.

Communication

- The council and its waste collection contractor will communicate collection dates and the arrangements put in place over Christmas and bank holiday periods.

Green Waste

- As an alternative to purchasing a 240 litre green garden waste wheeled bin we will also provide 80 litre garden waste sacks. These can be purchased from the council Customer Service Point and a selection of local stores.
- We will encourage householders to compost more of their waste by offering a range of affordable home composting bins.

Residents should ensure or be aware of:

How to present your waste

- We encourage residents to number their bins.
- Wheeled bins and recycling boxes should be put out for collection no earlier than 6pm the day before collection and by 7am on the day of collection.

- Bins should be placed outside the property in a location that can be easily seen by waste collection crews.
- Wheeled bins should be placed with handles facing the road.
- Residents are encouraged to use nets or covers on recycling boxes that can be obtained free of charge from the council to minimise the amount of recycling that litters the streets.
- To ensure the maximum recovery of food waste residents are encouraged to line their food waste bin with a compostable liner, carrier bag or newspaper to help prevent food waste sticking to the bottom of the bin.
- The items that can be put into the supplied recycling containers are listed at: [‘What goes in your bins and boxes’](#) on the City Council’s website.
- All containers remain the property of the council (other than the green garden waste wheeled bin which is purchased by the householder from the council).

What should happen after collection?

- After collection please remove all bins and boxes to avoid obstructing the pavement for passers-by.
- If residents leave a bin or box on the pavement outside these times an officer will visit the resident to find out why the bin or box has not been removed.
- If the resident repeatedly leaves the bin or box on the pavement enforcement powers will be employed under the Environmental Protection Act 1990 Section 46 or any other applicable legislation will be applied.

What will not be collected?

- Extra bins and side waste will not be collected.
- The items that can (and cannot) be put into the supplied recycling containers are listed at: [‘What goes in your bins and boxes’](#) on the City Council’s website. Putting items which cannot be recycled or composted into your recycling or composting container is known as contamination. For example, black plastic cannot currently be recycled and must be put in your residual waste (black wheeled) bin. Items placed in recycling or composting containers which cannot be recycled or composted will not be collected.
- If the black wheeled bin is too heavy to be wheeled to the back of the collection vehicle we will be unable to empty it.

Houses of Multiple-Occupancy

- Where properties are in [multiple-occupation](#) as defined under the Housing Act 2004 as a single property, then the provision of any additional collections or additional bins over and above those provided by the council will be the responsibility of the Landlord.

- We will take appropriate steps (through information and guidance) to ensure that landlords are made aware of their responsibility to keep front gardens and other common areas free of waste. Continued non-compliance will be dealt with through the proportionate use of enforcement action, such as the issue of a Community Protection Notice.
- Household waste from certain premises (as defined by the Controlled Waste Regulations) will be subject to a charge as set out in the legislation.
- Trade waste may not be collected as part of the council's household waste and recycling collection service; any continuing inappropriate use of the domestic collection service by commercial undertakings will be dealt with by the proportionate use of enforcement. A separate arrangement to collect trade waste will be made if this is requested.

3: Recycling and Composting

All municipal waste management strategies include policies which seek to maximise recycling and composting through kerbside segregation, bring sites and Household Waste Recycling Centres.

Through the council or our contractor Bristol Waste Company:

- We will extend the range of recyclable materials collected where it is practicable to do so. Priority will be given to materials that are economically viable to collect and recycle that produce greater carbon savings or divert from landfill.
- The kerbside recycling scheme will operate on a weekly basis and will normally be collected on the same designated weekday as residual waste and organic waste.
- We will not impose a limit on the amount of recycling that will be collected.
- The current policy of separating recyclable materials at the kerbside will be kept under review to ensure it remains the most sustainable option and provides value for money.

4: Household Clinical Waste

Clinical waste produced by individuals who treat themselves or relatives at home is classed as household waste. However, where health care workers visit to provide healthcare clinical waste produced remains the responsibility of the Primary Care Trusts or local health trusts.

Through the council or our contractor Bristol Waste Company:

- We will provide a discreet and confidential free service for the collection and disposal of clinical waste from domestic premises in the City subject to referral from a medical practitioner.

- Suitable bags, sacks and sharps boxes will be provided by the council to those residents who receive the service.

Service User Information

- Incontinence pads should go in your general waste (black bin).
- Out of date or unwanted medicines can be taken to your local pharmacy (Chemists) for disposal. **Do not** flush them down the toilet. Medicines that have been flushed down a toilet could end up in the drinking water system or harm the environment.
- Keep the clinical waste separate from your normal bins and recycling.
- Service users should put the clinical waste in the orange sack provided.
- Do not overfill the orange sack.
- Tie the orange sack securely.
- Use a second bag if waste is wet and heavy.

5: Bulky Waste Collection

If you want to dispose of large bulky items then you can contact the council who will arrange for a collection and you will be charged for this service.

Through the council or our contractor Bristol Waste Company:

- Bulky waste will be collected on request, and a charge may be made.
- We will ensure that bulky waste collections are dealt with promptly on the appointed day.
- We will work with contractors and local waste and resource management agencies to maximise the opportunities for reuse and recycling of bulky waste items.
- We will provide you with information as to where and who may be able to take your unwanted furniture or appliance for reuse or refurbishment as an alternative to it being collected by the council.

6: Household Waste Recycling/Re-Use Centres

There are two Household Waste Recycling Centres located at Avonmouth and St Phillips. They are provided for use by residents of Bristol to recycle, re-use and to dispose of waste not collected from the kerbside.

Through the council or our contractor Bristol Waste Company:

- We will ensure that the Household Waste Recycling Centres are open and accessible at the advertised times.
- Where possible we will make every effort to reuse, recover and recycle as many materials as possible from the Household Waste Recycling Centres.
- We will provide users with assistance to help them use the site safely.

- We will keep residents informed of the services that we provide at the sites and any changes to them.
- We reserve the right to investigate site users we believe to be illegally depositing waste at Household Waste Recycling Centres and to take appropriate enforcement action.

Legal/Enforcement Information

- You cannot recycle business waste at the Household Waste Recycling Centres. If you are a business owner, you can deposit materials at Avonmouth Refuse Transfer Station for a charge. Material that can be recycled will be charged at a lower cost.
- Householders using a van, pick-up or towing a trailer over 1.52 metres (5 feet) in length, will need to apply for a permit using the [household waste recycling centres permit scheme](#).
- Our Site Attendants have the right to refuse entry if a valid permit is not shown on request.
- The council reserves the right to investigate permit use, and if necessary, to withdraw individual permits in cases of misuse or abuse.
- Both of Bristol's Household Waste Recycling Centres only accept vehicles up to 2.4 metres high. Vehicles exceeding this height will need to use our Avonmouth Refuse Transfer Station on a Saturday morning from 8am to 11am.

Resident Information

- There is no pedestrian access to the household waste recycling centres.
- Children under 16 years of age should remain in vehicles for their own safety.
- The Household Waste Recycling Centres are provided for Bristol residents. In order to ensure that only Bristol residents are using the centres, we carry out spot checks and may ask for proof of residence. Please bring one of the following items with you when visiting an Household Waste Recycling Centre:
 - Driving licence.
 - Recent utility bill.
 - Council tax bill.

7: Managing Residual Waste

Bristol has declared its intention to minimise untreated waste sent to landfill. We want to make sure that as much as possible is reused and recycled and then any residual waste left gets treated or used as additional resources.

Through the council or our contractor Bristol Waste Company:

- We will minimise the amount of untreated waste sent to landfill.

- We will seek to treat and dispose of residual waste locally by means of the most affordable and best environmental options available for the council.

8: Industrial and Commercial Waste

We recognise that irresponsible commercial waste disposal affects Bristol residents. We therefore work closely with partner organisations, such as the Police and Environment Agency (EA) to ensure appropriate controls are in place to make sure that industrial and commercial waste is disposed of responsibly.

Through the council or our contractor Bristol Waste Company:

- We will work in partnership with other waste and resource management organisations in the city to encourage local businesses to reduce waste and increase recycling and recovery.
- We may take enforcement action against businesses that store their commercial waste bins on the streets.

9: Waste Enforcement

The council has a wide range of interventions at its disposal to secure compliance with the law and to ensure a proportionate response to offences. Officers may offer individuals information and advice, both face to face and in writing. This may include a warning that they are failing to comply with the law. Where appropriate officers may serve Fixed Penalty Notices, instigate a formal caution and they may prosecute.

As the council:

- We will take an ‘educate, engage and enforce’ approach to tackling waste issues. We will make sure that reasonable steps have been made to inform residents and to support them where appropriate.
- We will publicise our approach to enforcement so that people are aware of the consequences of not complying.

Section B: Street Scene Policy Statements

1: Street Cleansing and Litter

We recognise the negative impact that littering has on both the local environment and the wellbeing of Bristol residents.

Dropping litter is an offence under the Environmental Protection Act 1990 and as amended by the Clean Neighbourhood and Environment Act 2005. ‘Litter’ includes materials associated with smoking and consuming food, confectionery or beverages that are improperly discarded and left by members of the public. The Clean Neighbourhoods

and Environment Act 2005 specifically included cigarette ends and chewing gum and their wrappings in the definition of litter.

Through the council or our contractor Bristol Waste Company:

- Litter bins will be replaced as needed and added to on a scheduled basis.
- A treatment of weeds will be carried out twice a year and the debris cleared.
- We will remove any drug or sex litter found on open land. This is treated as a priority and usually dealt with within 2 hours.
- We will remove deposits of chewing gum from pavements in priority areas such as the City Centre and Harbourside.
- Wherever possible we will take action against those who drop litter through the issue of a fixed penalty notice. Those that do not pay the notice may face prosecution.
- We will require private land owners of certain customer facing premises (for example, take away food premises) to keep the adjacent street clear of litter. Non-compliance will be dealt with through the proportionate use of enforcement action such as a Community Protection Notice.
- We will require that occupiers of land keep it clear of litter.
- We will wherever practicable recycle street sweepings and litter.

Enforcement/Legal Information

- All reasonable steps will be taken to ensure that landowners are made aware of their responsibilities to keep common areas free of litter. Continued non-compliance will be dealt with through the proportionate use of enforcement action, such as a Community Protection Notice. This will require the landowner to clear the site at regular intervals as described within the notice.
- Failure to comply with a Community Protection Notice will be enforced initially by using Fixed Penalty Notices.
- Failure to comply with our requirements in regard to the unauthorised distribution of free printed matter will be enforced initially by using Fixed Penalty Notices.

Resident Information

- Dropping litter is against the law and is not acceptable. Be a responsible Bristol resident and put it in a litter or recycling bin or take it home for disposal later.

2: Dog fouling

Dog fouling is not only unpleasant, it can be a health hazard and has a negative impact on the wellbeing and quality of life of Bristol residents. It is against the law for a dog owner not to clear up after their dog has fouled in any open area (areas open to the air on at least one side and to which the public have access to with or without payment).

Through the council or our contractor Bristol Waste Company:

- We will take enforcement action against dog owners who allow their dogs to foul in an open area. Dog owners who let their dog foul and who do not clear it up may be issued with a fixed penalty notice. Those who do not pay will be taken to court and could face a fine of up to £1,000.

Legal/Enforcement Information

- The partially sighted, sight impaired, those with disability affecting mobility and those with any other disability cannot be fined.

Resident Information

- If you are a dog owner, always carry a 'poop scoop', which is a specially designed plastic shovel, or a bag to carry the mess to a suitable dog waste bin. If there isn't a suitable bin, take it home and dispose of it there.
- If you see a dog owner failing to clear up after their dog has fouled in an open area, the Council will be in a better position to take enforcement action if a diary of evidence about the incident is available. The sort of evidence we require includes:
 - A full description of what happened, including date, time, location.
 - A description of the dog/owner.
 - Any information regarding the offender - which could include name/address (if known), vehicle registration number or any other identifying feature.

3: Graffiti

Bristol aims to be a city of well-connected neighbourhoods with a strong sense of identity and belonging; a place where streets are alive with activity and every citizen takes part in city life.

How Bristol looks plays an important role in how people feel about their neighbourhoods. Whilst an imaginative piece of street art can increase people's sense of belonging, tagging can make people feel unsafe and neighbourhoods look uncared for.

Therefore the Council has a duty to set clear guidelines about graffiti and street art, which includes how the city continues to support artistic expression where permission for graffiti has been granted.

The purpose of this policy is to set out the Bristol City Council approach to graffiti in the City.

Definition - What is Graffiti?

Graffiti – means any painting, writing, soiling, marking or other defacing by whatever means placed on a property without the owner's permission. This includes drawings, scribbles, messages or "tags" that are painted, written, sprayed, etched or carved on the surface of buildings, walls, the street and park furniture or other edifice or structure.

Graffiti can also take the form of sticker bombing, where designs are drawn or printed on stickers which are then stuck to all of the areas listed above.

The local authority recognises that graffiti in some forms is viewed as public art and that property owners will give or have given permission for artists to use designated spaces for art.

Offensive graffiti is illegal and unauthorised defacing of a building, wall or other edifice may contain some or all of the following elements:

- a) Obscene language.
- b) Language of a politically, racially, religiously insulting or inciting nature:
 - Ageist.
 - Anti-faith
 - Homophobic.
 - Personal.
 - Political.
 - Racist.
 - Sexist.
 - Disablist.
 - Swear words.
- c) A statement denoting hatred, intolerance or violence.
- d) An image which is graphically explicit and obscene or otherwise offensive.
- e) An image which is visually offensive or textually offensive by reason of the message which it conveys:
 - All graffiti is criminal damage unless the owner of the property has given permission. If an artist is painting on a wall or other private property where permission by the owner of the property has not been given then the artist may be committing criminal damage and risks being prosecuted.
 - If an artist is painting on a wall or other property that is listed they are committing a criminal offence under S59 Listed Buildings and Conservation Areas Act 1990.
 - Where a public mural/street art is planned and permission from the owner is granted, the council will encourage a local consultation to be held to minimise any issues or challenges that may arise.

Through the council or our contractor Bristol Waste Company:

- We will remove abusive graffiti within set response times.
- We will encourage members of the public and property owners to report graffiti.
- We will work with the graffiti and street art community to pilot a permission walls project.
- We will publish a register of walls where the council has given permission for their property to be used for street art.

- We will work with the police to prosecute those causing graffiti without permission.
- We will encourage the use of community payback for those who have been convicted of causing graffiti related criminal damage as part of sentencing.
- Modern graffiti removal techniques are effective at removing graffiti tagging without damaging many surfaces. We will use a policy of discretion and use indemnity forms where a more invasive removal technique for graffiti removal may be required.
- We will also remove graffiti from properties where the owner has signed an indemnity form, granting us permission to remove the graffiti. We will make it easy for property owners to indemnify their property if necessary and hold a register of signed indemnity forms.
- We will provide a responsive graffiti removal service for property owners and guidance on the removal of graffiti from specialist surfaces. There may be a charge for this service or a need for the property owner to access specialist graffiti removal services.
- We will work with communities with significant graffiti problems to provide a proactive graffiti removal service.
- We will provide information and guidance to property owners on good graffiti prevention deterrents.
- We will support community groups to have the skills and resources to tackle graffiti locally.
- We will keep our own properties clean, tidy and free of graffiti unless permission is given otherwise.
- We will encourage all business, public and private property owners to keep their properties clean tidy, and free of graffiti unless permission is given otherwise.
- We will use Community Protection Notices (CPNs) or Section 215 (of the Town and Country Planning Act 1990) enforcement on owners of buildings where graffiti is causing a detrimental effect on the neighbourhood.

4: Fly Posting

Fly-posting is defined as any printed material and associated remains informally or illegally affixed to any structure. It excludes any formally managed and approved advertising hoardings and valid legally placed signs and notices (unless they are out of date). It includes any size of material from small self-adhesive stickers up to large posters – often advertising popular music recordings concerts and other events. In dealing with the problems of fly-posting the council has adopted a range of initiatives to address both large posters for example those that are often ‘pasted’ on structures; and smaller scale posters for example those which are ‘tacked’ to structures.

The council works in partnership with Avon and Somerset Police and Bristol Waste Company to gather information and intelligence on instances of fly-posting.

Many of the powers given to the council to deal with fly-posting fall within the Highways Act 1980 and the Town and Country Planning Act 1990.

As the council:

- We will serve notice by letter on the owners of venues, music promoters and advertisers to remove fly-posting within 48 hours. Failure to do so may result in a formal notice being issued under section 225 of the Town and Country Planning Act 1990. The council has the power to undertake work to remove the flyposting and recover costs in default.
- We will issue Fixed Penalty Notices to those caught in the act of fly-posting under section 132 of the Highways Act 1980.
- We will undertake a range of measures across the city for example proactive surveillance and patrols in order to maintain the street-scene.
- We will serve injunctions on venue promoters and club owners where persistent offences occur.
- We will liaise with the council's Licensing Teams and will where appropriate seek to revise the licence of the business/venue responsible.
- We will review the benefits or otherwise of creating legal sites at which the authorised posting of notices could be granted.

5: Fly Tipping

Fly-tipping is the unauthorised deposit of waste on land and a priority of the council to prevent, enforce and remove. Residents can report incidences of fly-tipping via the council's website.

As the council:

- The council and the Environment Agency will investigate and prosecute offenders who can be fined an unlimited amount in court.
- We will be proactive in working with our waste collection contractor to maintain the cleanliness of the city, discourage fly-tipping and in gathering information from fly-tipped sites. This will include spot-checks of suspects and vehicles where incidents of fly-tipping are prevalent.
- We will take action against those who fly-tip waste and will 'name and shame'.
- We will require businesses to account for the disposal of their waste by visiting premises carrying out Duty of Care enquiries and issuing notices wherever necessary.
- We will provide information for businesses on how to control their waste.
- We will remove fly-tipped waste from any council occupied land.
- We will work in liaison with existing organisations/community groups tackling fly tipping and other street scene issues within individual neighbourhoods.

- We will carry out both covert and overt surveillance operations at fly-tipping ‘hot-spots’ where appropriate we will seek to introduce Traffic Regulation Orders to control instances of fly-tipping.
- We will use the powers vested in us including Community Protection Notices, Prevention of Damage by Pests Act 1949 Section 4, and the Town and Country Planning Act 1990 Section 215 to take action requiring land to be cleaned up when its condition adversely affects the amenity of the area.
- We will initiate prosecution proceedings where considered appropriate in conformity with Crown Prosecution Guidance and the Government’s Enforcement Concordat.

Legal/Enforcement Information

- We will provide information to householders on how to look after their waste including how to present their waste for collection. Failure to comply with our requirements will be enforced by using proportionate escalating action including warning, caution, fixed penalty notice, and prosecution.
- Where we take action to remove fly-tipped materials we will seek to recover our costs from the landowner and the perpetrator.

6: Abandoned Vehicles

Abandoned vehicles are a source of nuisance, potential environmental pollution and danger to the community and in particular children.

As the council:

- When a member of public reports a vehicle as abandoned the council will, within two working days, check if it is taxed and has valid MOT.
- A visit to the vehicle will be carried out to assess if it has been abandoned.
- If the vehicle is just untaxed then the officer will report it to the DVLA.
- The council will affix a notice to any vehicle the officer deems abandoned stating that it will be removed and disposed of in the event that no one comes forward to claim it. The vehicle will then stand with the notice attached for a reasonable amount of time (15 days) so that the owner may see the notice and claim ownership of the vehicle. This is to comply with the legal obligations of the council.
- If the vehicle is not claimed the council will arrange for the removal and disposal of the vehicle.
- Removal of vandalised or burnt-out vehicles may also be arranged by the relevant insurance company once the legal vehicle owner has been informed by the Police.
- If the police consider the vehicle to constitute a danger to the public then they may arrange removal of the vehicle immediately.

7: Winter Maintenance

Bristol City Council as the Highway Authority is responsible for all public highways within the City boundary except for motorways and trunk roads. Motorways and trunk roads are the responsibility of the Highway Agency. Adopted public highways are managed by the council under duties and powers vested in it by the Highways Act 1980 and the Railways and Transport Safety Act 2003.

Under the above Acts a statutory duty and a moral obligation is placed on a Highway Authority to maintain the adopted public highway in a safe condition including winter gritting for ice and the removal of snow as far as reasonably practicable.

Through the council or our contractor Bristol Waste Company:

- The council will continue to incorporate winter gritting within its street cleansing contract.
- The council will determine its priorities for winter gritting based on the need to keep 'A' roads and bus routes free of ice and snow.
- The council's Highways Maintenance Division will consult with partners and agencies in order to identify the priorities for winter gritting.
- The council will prioritise its precautionary pre-salting in advance of frost and light snow and it's gritting or snow clearance to the following areas: principal roads; major routes connecting centres of population; commuter routes; bus routes; and roads around hospitals and emergency services.
- The council's contractor will apply sand or grit by hand to hills, footways, older people's accommodation and shopping centres as and when resources allow.

Resident Information

- Minor distributor roads will not have precautionary pre-salting nor will they be subject to snow clearance.
- Grit bins will be strategically located around the City on minor routes and hills to allow local residents to undertake any gritting they feel is needed.
- The council will continue to support community snow wardens and encourage residents to remove snow from their local area.