

RAMSEY TOWN COMMISSION
HOUSEHOLD REFUSE COLLECTION POLICY

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1. Introduction.

This Policy has been developed within the overarching Ramsey Town Commissioners vision **"Making Ramsey a better place to be"**.

Ramsey Town Commissioners mission is to: -

- Provide excellent levels of service to residents, businesses and visitors
- Be financially responsible
- Inspire community spirit
- Maintain and improve our environment in a sustainable manner
- Communicate clearly and regularly with our community
- Work with government and other agencies for the benefit of our town

2. Policy.

Ramsey Town Commissioner's Refuse Policy aims to provide appropriate refuse collection services to meet the needs of all household and business premises.

In doing so the Commission will: -

- Provide a weekly refuse collection service to all domestic properties.
- Provide refuse collection services appropriate to the requirements of local businesses.
- Maintain and manage the operation of the Northern Civic Amenity Site overseen by a joint local authority committee.

3. Purpose.

This policy document is designed to lay out agreed policies and procedures for household refuse collection that are clearly defined, ensuring transparency, and maintaining certainty for residents, Commissioners, and officers of the authority.

4. Statutory Provision.

Provisions related to refuse collection and disposal are contained in the Public Health Act 1990.

(Section 65(1)) provides that: -

A local authority shall make arrangements for the collection of household waste and commercial waste from premises within its district, except waste of the following descriptions —

- (a) waste which is at a place which is so isolated or inaccessible that the cost of collecting it would be unreasonably high;*
- (b) waste, adequate arrangements for the disposal of which have been or can reasonably be expected to be made by a person who controls the waste;*
- (c) waste which is collected by the Department of Infrastructure under subsection (3).*

The Act and Regulations made thereunder provide further guidance and statutory provision for refuse collection, disposal and charging.

5. Domestic Refuse Charges.

The cost of providing refuse collection services and refuse disposal costs fall as a charge on the general rate fund. As such those costs are incorporated within the annual rate charge levied against all properties within the town.

The Commission does not impose a separate household charge, as occurs in some other local authority areas, this position will be kept under review.

All refuse collection by the commission is delivered to the Islands Energy for Waste facility for disposal, charges related to this are determined by Government and included within the overall refuse service costs as a charge on the general rate fund.

6. Frequency of Collection.

The Commission will collect household refuse on a weekly basis within the Town, collections will be made on the same day of each week with 5 rounds undertaken from Monday to Friday. A list of collection areas and days is available on our website www.ramsey.gov.im

Whilst collections will be made on a regular day the time of the day for collection may vary due to road works, vehicle breakdowns or other situations outside of our control. Therefore, bins are to be presented bin(s) before 6am on the designated collection day.

During Bank Holiday weeks, collections will usually be as per your regular collection day. However, there may be occasions when collection days are altered, normally over the Christmas and New Year period, when this occurs prior public notice will be given in the local press and on the Commissions web and social media pages.

We aim not to change collection days from year to year, but occasionally this is necessary to ensure that our collection rounds take account of new home building and are routed efficiently.

7. Provision of wheeled bins.

In line with many local authorities the Commission has adopted wheeled bins as the standard for waste storage prior to collection.

The use of wheeled bins has many benefits: -

- The use of black bins is unhygienic and unsafe being open to the elements, vermin and even household pets until collection day.
- Wheeled bins are easy to move both by the householder and the refuse operative.
- Wheeled bins provide a secure method of storage and enable collection to be undertaken safely and avoid the risk of injury from contact with contents.

In the interests of waste minimisation, and therefore reducing costs to the rate payer and lowering the impact of waste movement and disposal on the environment, the Commission issues wheeled bin capacity to households based upon household occupancy.

Household occupancy is defined as the number of permanent, full time occupants.

The Commission utilises several standard wheeled bin sizes: -

- 120 litre – usually allocated to single person properties – e.g., flats registered for single occupancy.
- 240 litre – this is the standard family wheeled bin and is the default bin provided for a household of 2 to 5 persons.
- 360 litre – this extra capacity bin is used for households where 6 or more persons permanently reside in a property or as a communal bin.
- 660 litre – large capacity bin used for communal use for example for blocks of flats or communal homes.
- 1100 litre - large capacity bin used for communal use for example for blocks of flats or communal homes

Household of 6 persons or more permanently resident in a property may apply for an extra capacity bin. Application forms will be provided on the Commissioners website and made available at the Town Hall. If the householder's circumstances change, the resident must inform the Commission.

For flats, communal homes, and houses in multiple occupation the Commission may issue a smaller number of larger bins to the capacity of the overall occupancy requirements. Similarly where new developments provide bin store areas to serve a number of properties the Commission may provide a lesser number of larger capacity bins to serve those properties.

The Commission has established a notional operational life for a wheeled bin of 10 years. Although wheeled bins do not have a standard design life, beyond ten years bins have been found to be subject to increased failure and damage - a damaged bin presents a risk of failure during the lifting process presenting a serious risk to operatives and others in the vicinity of the vehicle.

The Commission will provide a new wheeled bin to each new household unit on first occupation and may make an administrative charge for the supply and delivery of this bin. Once delivered the householder is responsible for the presentation of the bin for collection and the recovery of the bin after collection in accordance with this policy.

In cases where the householder has damaged the bin, such as by depositing hot ashes, by other misuse or the bin has been lost, then any replacement will be charged for. Damaged bins will not be collected if they pose a threat to the health and safety of the operatives or are unsuitable to be handled by the bin lifters on the refuse vehicle. Bins which become unsuitable for use as a consequence of fair wear and tear will be repaired or replaced by the Commission.

8. Presentation of bins for collection.

Unless an assisted collection has been approved, wheeled refuse bins should be placed where the public highway begins and private land ends which is the edge of your curtilage. In most cases, this will be where gates or drives meet the pavement and householders must ensure that an obstruction is avoided when placing their bins for collection. The collection point for properties with long drives will be at the point their drive meets the highway.

Our refuse operatives will not enter onto private land unless a specific request has been approved for a special needs / assisted collection. Elderly and disabled householders may request assisted collections (forms can be obtained from the Technical Department).

The exception to this policy will be where households are unable to move wheeled bins to the curtilage of the property, due to access difficulties, e.g. terraced properties with no viable access for wheeled bins from the rear of the property to the curtilage. In these or similar access or health and safety circumstances, alternative waste collection arrangements will be provided, by arrangement with and at the discretion of the Commission.

The refuse collection crew is instructed to return the bin to the point it was collected from or, if necessary, to a more appropriate position. The crew is instructed not to obstruct driveways when returning bins. After the bin has been emptied the householder is responsible for returning it to their own property as soon as possible (except for assisted collections), bins are not to be left in places where they may obstruct pedestrians or vehicle accesses (e.g. on pavements, footpaths or blocking lanes).

Our refuse crew make a note of properties where the refuse bin has not been presented for collection. We will not return for any bin that was not presented for collection at the correct time. In these cases, residents will have to make their own arrangements to have the bin emptied or wait until the next scheduled collection. Bins are occasionally genuinely missed, where this happens this will be rectified on the next working day following being reported or as soon as possible by arrangement with the resident.

The collection service does not cover removal of building materials, bulky items such as furniture, hazardous waste, scrap metals, oils, soil or large amounts of garden waste. Recycling facilities are available at Balladoole Civic Amenity Site for metal's, paper, glass, plastic bottle, green waste, clothing, and household batteries, some recycling provision is also available at Station Road Car Park for clothes, glass, metals, and paper. Householders are encouraged to use those facilities to assist in reducing environmental damage and to reduce refuse disposal costs.

All bins presented for collection must have the lid properly closed with all material offered for collection contained within the bin.

Following the Coronavirus Pandemic householders are requested to assist in maintaining the safe collection operation for refuse operatives by sanitising wheely bin handles when presenting for collection.

9. Assisted collection.

Residents who are unable to transport their wheeled bins/bags to the required collection point, because of ill health, infirmity or disability, and without other occupants in the household able to assist them (16 years and over), can apply to be placed on the 'assisted collection' scheme.

Residents are required to provide information so that a simple assessment may be completed. Applications are considered on a case-by-case basis. Home visits are carried out where necessary.

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

Residents on the assisted collection scheme will have their wheeled bins collected by a collection operative from an agreed location and emptied into the collection vehicle. Wheeled bins will be returned to the same location. It is the resident's responsibility to ensure the unobstructed availability of the receptacles e.g. gates etc. are unlocked by 6.00am on the date of collection. If the collection operative is unable to gain access to the wheeled bin they will not be emptied until the next scheduled collection.

A form of application for assisted collection will be provided on the Commissioners website and made available at the Town Hall. If the householder's circumstances change, the resident must inform the Commission. The Commission will periodically review the assisted collection register.

Where assisted collections are agreed then the refuse bin will be collected from and returned to its normal position by the refuse collectors, providing that safe access is available.

10. Rejection of Bins for Collection.

The refuse crew will only empty wheeled refuse bins supplied or approved by Ramsey Town Commissioners. The crew will reject bins for collection for the following reasons:

- **Bin lid not fully closed.**
- Waste receptacle too heavy to lift, due to it containing heavy waste such as construction/DIY/soil/yard/garden wastes.
- The bin contains construction waste/rubble, green waste that can not be dislodged or over compacted waste.
- Bin damaged and considered unsafe to lift.

All domestic refuse collection service providers have sought to rigorously enforce the closed lid policy insisting all material offered for collection is contained within the domestic refuse bin and that the bin lid is full closed. There are several reasons for requiring material to be contained in refuse bins and the lids closed. During normal circumstances these are: -

- Material left outside or protruding from the bins can attract rodents or birds presenting a risk of material being opened and spread, and of disease.
- Material outside bins may contain sharps or other contaminants for which collection staff or anyone else who comes into contact with it may not have appropriate PPE or inoculations.
- Raised bin lids can be caught on the striker plate located at the top of the bin lifters. The plate is used to stop the bins rotating into the bin hopper and to enable the bin to be rattled whilst inverted to dislodge packed/stuck material. If a lid is up during the lift, the lid can come in to contact with this plate resulting in the bin and its contents being knocked off the lifters, presenting a risk of

- injury to the operatives at the rear of the wagon and anyone or thing in the immediate vicinity (no control of where the bin will fall if it comes off at height).
- Bin lifters operate using a number of sensors which ensure that the bin is correctly connected to the lifters and control the lifting process. Material protruding from a bin can be dislodged during the lift process, may catch other bins during the bin lift process, can become entangled on the lifters resulting in rubbish being spread across the road, or hit/ become entangled on a sensor. Material which falls presents a physical and contaminant risk to operatives but can also damage the lifter sensors which can stop the lifters operating putting vehicles out of action.
 - Having material entirely enclosed with lids closed ensures that the lifting process is safe and that refuse operatives do not touch deposited material minimising the risk of injury and infection.

11. Spot Checks

To ensure that only waste suitable for depositing at the Energy from Waste facility is being disposed of by means of the refuse collection service; spot checks will be carried out as necessary. Should inappropriate items be found within the refuse bin, the bin will remain un-emptied until the inappropriate items have been removed.

12. Recycling.

The Northern Local Authorities Civic Amenity Site Committee operates the Northern Civic Amenity Site at Balladoole, Bride Road, Lezayre. Facilities are available for the depositing of bulky household items and the separation of metals, plastic bottles, steel and aluminium cans, glass, paper, oil, green waste, and white goods all of which can be recycled.

In addition, a bring site for recyclable glass, paper, metal cans and clothing is also available at the Station Road car park.

Users of the facilities should avoid placing any materials other than those intended in the collection facilities – recycling is most effective when the material collected is not contaminated as this may necessitate additional processing or even prevent the material from being recycled.

Following the Christmas period, the Commission operates a Christmas tree recycling scheme where real trees can be deposited for shredding – they are then used as mulch or compost on the Towns parks and public spaces. This service is provided free of charge and details of the times for deposit of trees will be advertised annually.

13. Fly tipping.

Depositing material in public places is unnecessary and illegal and the Commission will investigate and prosecute offenders. Fixed penalty notices for fly tipping are issued in the sum of £50 for each offence (plus disposal costs will be charged), if prosecution is taken the maximum fine which can be imposed by the courts is £2,500. Persons who witness an act of fly tipping or notice areas where materials have been left should contact the Commissioners on 810100.

14. Medical Waste

Medical waste bags must be disposed of appropriately. Yellow medical waste bags must not be disposed of in domestic wheely bins. Contact your medical practitioner for advice and help in disposing of Yellow medical waste bags and sharp materials.

15. Policy Review.

This policy will be subject to review by the Commission every four years and will be presented to the Board for such purpose at the June meeting in the year of each General Election, commencing 2025.

This policy falls under the responsibility of Works and Development and any question in relation thereto, and responsibility for application, management, review and reporting thereon is vested in the Technical Services Manager.