



Spelthorne Borough Council's Waste and Recycling Service Policy

**Version 1.5
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1. About the service

1.1 Frequency and materials collected

The Spelthorne Borough Council (SBC) kerbside waste and recycling collection service comprises of:

- A fortnightly collection of dry mixed recycling that alternates with,
- A fortnightly collection of non-recyclable waste (residual waste/rubbish)
- A weekly collection of food waste
- A weekly collection of textiles
- A weekly collection of WEEE (small electrical items)
- A fortnightly garden waste subscription service

1.2 Opting out of the service

If a resident decides they do not want to make use of one of our services, they are under no obligation to do so. However, they would then be required to dispose of their own waste in a legal and safe manner.

1.3 Appeals

Should a resident wish to apply for a non-standard collection of waste or recycling they may do so in writing to Neighbourhood Services. In the first instance officers will decide in line with this policy. An appeal against that decision should be made in writing and will be considered by a senior officer of minimum Manager level. This officer's decision will be final.

2. Standard service – provision of bins

All properties within the borough of Spelthorne are required to present their waste in containers issued by Neighbourhood Services. In some circumstances it may be approved that bins may be purchased direct from one of our approved suppliers. All bins must have Spelthorne branding either printed on during manufacture or applied as a sticker available from Neighbourhood Services.

If, following an assessment by an SBC Waste Officer it is decided that the standard bins cannot be used at a property an alternative service will be offered at the discretion of SBC on a case-by-case basis. Should a resident not wish to use a service SBC will not replace bins of one type with another.

2.1 Waste containers used by Spelthorne Borough Council

Spelthorne Borough Council uses the following sizes and colours of containers for its waste and recycling collection services. **No other containers can be used.**

For individual houses

- 240 litre dark green bin for non-recyclable, residual waste
- 240 litre light green bin for dry, mixed recycling
- 23 litre lockable green bin for food waste (with a 7-litre grey caddy for use inside the property)
- 240 litre brown bin for garden waste

For flats or those using communal waste facilities

- 1100 litre dark green bin for non-recyclable, residual waste
- 1100 litre light green bin for dry, mixed recycling
- 660 litre dark green bin for non-recyclable, residual waste
- 660 litre light green bin for dry, mixed recycling
- 140 litre blue bin for food waste (with 7 litre grey caddies for use inside individual properties)
- 140 litre orange bin for bagged textiles
- 140 litre pink bin for bagged WEEE
- 240 litre brown bin for garden waste

Developers and builders are responsible for the cost and provision of all waste containers required for that development. See Section 15 for more details.

This list is comprehensive and details all bins that may be provided at any one property. It does not mean that all these bins will be present at a property as not all properties receive all services.

The standard residual waste bin should provide sufficient capacity for a standard household provided that the other available bins are made full use of. There are certain circumstances where SBC may agree to additional bins at a property, these are identified in Section 5.

2.2 Houses of Multiple Occupation (HMO's)

Houses of Multiple Occupation (HMO's) receive the same bins as an individual house i.e., one 240 litre wheelie bin for recycling, one 240 litre wheelie bin for rubbish and a 23-litre food waste bin.

HMO's do not qualify for any additional capacity due to there being more than five occupants of the property as these occupants do **NOT** constitute one household, but rather a number of individual households co-habiting under one roof (see Section 5.1). If additional waste

capacity is required at the property this must be sought on a commercial basis.

2.3 Garden Waste Collections

Spelthorne Borough Council offers a garden waste kerbside collection service in addition to the standard refuse and recycling collections.

This is a subscription service and requires residents to purchase both the bin and an annual subscription for collections. The bin is a one-off purchase, the subscription is paid annually.

A 240-litre bin brown bin is supplied for the collection. The collections run from 1 April until 31 March. At Christmas the service will stop for six weeks resuming in early February of the following year.

3. Collection policies

3.1 Day of collection

SBC will aim to make all collections from a property on the same day of the week. Residual waste and recycling alternating week on week, food, textiles and WEEE being collected weekly. Garden waste is collected on a fortnightly basis.

There may be occasions when the scheduled collection day of a property may change, but these are considered exceptional circumstances and where possible notice will be given of any changes to the standard collection schedule. This primarily happens over the Christmas period.

3.2 Bank Holidays and Christmas

Collection days change over the Christmas and New Year period. Any changes to the collection schedule are made publicly available from that autumn onwards. Collections on all other bank holidays remain as normal unless otherwise advertised.

3.3 Collection calendars

The collection calendar for the next year is available online. Collection days for any property can also be checked on the 'My Spelthorne' webpages.

4. Presentation of waste containers

4.1 Individual household bins

4.1.1 Collection point

Bins should be placed on the kerbside at the front boundary/edge of curtilage of the property adjacent to the publicly maintained road, unless otherwise agreed by SBC, by 6am on the scheduled day of collection. The distance that a crew should need to move a wheeled bin between its presentation point and the collecting vehicle to empty it should not exceed 5m.

Where households are on a private street (which includes both standard and narrow access) and Council collections have historically taken place from a property, SBC will endeavour to maintain that collection. However, SBC will not accept liability for damage caused to the private road/street surface (including verges) where SBC is acting responsibly.

Where it is not possible to access a private road or street (either standard or narrow access) or permission to do so is not received from the landowner the collection point will be moved to a location near the closest publicly maintained road or at another location agreed between SBC and the household(s) in question.

Where SBC cannot collect from a private road or street households affected will be contacted by SBC and advised of the new collection point.

When presented for collection bins must be clearly visible with no restrictions to access and, if presented at the edge of the property, with their handles facing towards the road, in such a way that they will not obstruct pedestrians or other road users.

The food bin should be left next to or ideally, on the wheeled bin.

All bins must be presented with their lids closed.

It is also recommended that any bins presented at the kerbside for collection are clearly identified with the property name or number. This can help eliminate errors in collection and ensure a better-quality service.

No additional residual waste (side waste) will be collected, other than is contained in the bin itself. It is a householder's responsibility to return any un-collected waste to their property. Further information regarding side waste can be found in Sections 6 and 7.

Additional recycling will be collected provided it is clean, dry and presented in a suitable container such as a cardboard box and left next to or on the closed recycling bin.

After the bins are emptied the collection crew will return them to the edge of the property providing that to do so is suitable and safe. It is the householder's responsibility to return their bins to within the boundary of their property as soon as possible after the bins have been emptied and no later than the evening of the collection day.

4.1.2 Isolated or inaccessible properties

Wherever possible SBC will endeavour to provide the full standard recycling and waste collection service. In some exceptional circumstances, or due to historic reasons, alternative collection arrangements may be needed, or are already in place. In such situations SBC will provide as many services as practicably possible.

4.2 Communal bins/Bins kept in communal bin stores

If a property uses communal bin facilities, or its own bin is kept in a communal bin store, then SBC's collection personnel will remove that bin from the store and return to the store after emptying unless an alternative arrangement is in place for that particular property.

5. Tailoring residual waste capacity

The standard residual waste bin will provide sufficient capacity for most households provided appropriate use is made of recycling services.

However, in certain circumstances some residents may not have sufficient capacity for the residual waste that they create.

Only those households that conform to the circumstances listed below will be considered for extra refuse capacity. To apply for additional refuse capacity a household must apply to Neighbourhood Services and may be asked to provide such supporting evidence as requested by SBC Waste Officers or accept a visit by waste officers to their property.

The householder is required to inform SBC of any changes to their circumstances that would mean they no longer meet the requirement for additional refuse capacity. Regular reviews are conducted on properties where additional capacity has been provided to and should they fail to meet the criteria any additional refuse containers can be removed by SBC with immediate effect.

Should a resident move into a property where additional or non-standard refuse bins have been left, they are only entitled to the

standard provision of one 240 litre refuse bin. Any additional bins or additional capacity can be removed without prior notice to the household.

5.1 Larger families

A household of five or more individuals from the same family living together on a permanent residential basis can apply for an additional 140 litre rubbish bin. 240 litre bins are only provided if the household comprises of seven or more members of the same family living in the property on a permanent full-time basis.

Additional rubbish bins will only be provided if that the household can demonstrate that they have made every use of additional waste service to manage their refuse and recycling. If additional rubbish capacity is being sought at a property, then additional recycling capacity of the same volume will be provided automatically.

No property can have more rubbish capacity than recycling.

If a property that has requested additional rubbish capacity is found to not be presenting recycling and food waste bins on a regular basis, then SBC reserves the right to remove any additional rubbish capacity back to the standard single 240 litre rubbish bin.

This clause does not cover HMO's, which are only entitled to the standard 240 litre household bins, as occupants of these properties are not all of the same household.

5.2 Disposable nappies and adult incontinence products

SBC encourages the use of reusable nappies for babies and small children as this is a more sustainable alternative in the long term to disposable nappies, details of which can be found on the SBC website.

However, SBC also appreciates that disposable nappies will be used by families. If there are five or more people living at an address on a full-time basis and one of them is a child using nappies that household can apply to Neighbourhood Services for additional refuse capacity.

This will be granted on a discretionally basis and the size of the bin provided will be tailored to the amount of additional waste generated. The provision of any additional waste capacity will be reviewed after one year and if no longer deemed necessary will be removed by SBC.

It is the responsibility of the householder to inform Spelthorne Borough Council when they no longer meet the above requirement then any additional bins can be removed with immediate effect.

5.3 Medical conditions

Spelthorne Borough Council recognises that some residents may have additional waste requirements due to medical reasons. Where additional residual waste is generated and the standard capacity 240 litre bin is not sufficient, householders (or carers on behalf of householders) can apply for additional capacity. Written confirmation of the need for additional waste capacity due to a medical condition from a qualified and registered health care professional may be requested to support the application.

Spelthorne Borough Council's Waste Officers will assess each application individually and work with the householder to find an appropriate solution. If an additional bin is provided the capacity of that bin will depend on the individual requirements of that household.

For waste classified as 'offensive' (i.e., as defined by the *Controlled Waste Regulations 2012* as not being infectious) SBC can provide additional refuse bins. For clarification offensive waste may include waste contaminated with body fluids or excretions such as incontinence waste, stoma bags and dialysis tubing.

If waste is classified as 'clinical' (i.e., the resident has an infection as defined by the *Controlled Waste Regulations 2012*) the householder will need to complete a form to arrange a clinical waste collection. This form requires input from a medical professional – usually the discharging Dr or GP and will qualify them for a separate clinical waste collection. This service is not set up by SBC and needs to be arranged through the healthcare provider. SBC only collects medical waste in orange bags; we do not arrange the service.

Sharps are included in the clinical waste collection and should be presented in the correct secure container. Do not put sharps containers in your rubbish bin.

When any additional capacity provided for the management of medical waste is no longer required at a property it is the responsibility of the householder (or their carer) to inform SBC who will arrange for any additional bins to be removed.

6. Presentation of side waste (rubbish)

The standard residual waste capacity that SBC allocated to all households – that of a 240-litre wheelie bin, will be sufficient to manage the waste that a household produces between collections provided that all other appropriate waste services are made full use of.

Extra bags, boxes or loose residual waste left next to residual waste bins or in the bin store will be deemed as 'side waste' and **will not** be collected.

Furthermore, if such side waste blocks the access to the bins themselves, the SBC collection crews will not move this waste to access the bins but will leave the entire bin store unemptied. The responsibility to clear side waste remains with the resident themselves or any management company employed by the resident to maintain communal facilities on their behalf.

The crew will record that side waste blocked access to bins on their in-cab software.

7. Presentation of side waste (recycling)

Additional recycling that will not fit into the recycling bin can be presented next to the recycling bin on your collection day. Provided that this recycling is non-commercial in nature and presented correctly (see below) it will be picked up by the collection crew. If a large amount of excess recycling material e.g., large numbers of flattened cardboard boxes from moving house needs to be disposed of this should be taken to your nearest Community Recycling Centre. Additional kerbside recycling is limited to one or two boxes and no more.

Additional recycling that will not fit into the recycling bin(s) should be dry. Wet material will not be collected so it is advisable to only present additional recycling on days when it is not raining.

Additional material should be presented either in a cardboard box or a plastic bag, preferably clear and not tied. Any additional recycling should be free from any non-recyclable items. The additional recycling should be placed alongside the recycling bin when it is presented for collection. Additional recycling presented in black bags or black bin liners will not be collected.

Large cardboard boxes that do not normally fit into the recycling bin should be flattened and stacked neatly into another box. Loose or un-flattened cardboard will not be picked up by the collection crew.

If a household regularly produces more recycling than fits in the standard 240 litre bin, then they can apply for additional recycling capacity.

They should contact Neighbourhood Services and their case will be dealt with by Waste Officers on an individual basis with any additional capacity provided being tailored to that household's individual needs.

Recycling if presented alongside the recycling bin(s) in a cardboard box and free from non-recyclables will be collected by the collection crew.

8. Christmas trees

SBC provides a free collection of real Christmas trees for residents in early January.

Details of the collection including when and how long it is taking place for are publicised each Christmas.

Trees presented for collection must be free from all decorations.

Only real trees can be accepted as they are taken for composting, any artificial trees left out will not be collected.

Christmas trees can also be cut up and placed inside your garden waste bin if you subscribe to this service. However, these will not be emptied until the garden waste collection service resumes - *see section 2.1 for further details.*

9. Assisted collections

Within the community of Spelthorne there are some residents who require additional help when it comes to the management and presentation of their waste, either on a temporary or long-term basis. SBC is committed to providing a level of service to these residents in accordance with their needs.

For those residents that cannot physically bring their bins to the boundary of their property for collection SBC offers an assisted collection whereby collection crews will enter the property and retrieve the bins from a pre-arranged collection point. They will then empty the bin and return it to that pre-arranged location.

To apply for an assisted collection, a household must meet the following requirements.

- a) That there is no able-bodied person living at the address over 14 years of age.
- b) No family member, friend/neighbour or carer is available to help move the bin to the collection point each week.

If neither of these requirements can be met, then the householder may apply to SBC for an assisted collection. As part of the application the householder may be required to:

1. Allow a site visit of the property by SBC waste officer to assess the H&S aspects of the collection and agree a collection point.
2. If requested to do so, provide proof of incapacity (doctors note).
3. Allow SBC collection crews to enter your property on the day of collection to retrieve and replace the bins from 6.00 am onwards.

In order to provide an assisted collection SBC staff will have to enter private property. In doing so SBC is not liable for any damage to, or loss of, property unless operatives can be shown to have acted in an unreasonable manner. SBC staff are not authorised to enter the resident's home.

To apply for an Assisted Collection a resident must either complete the online form or call customer services who will take the necessary details. A home visit by an SBC Waste Officer may be required to assess the property.

In cases where applications for assisted collection are received from a resident who lives in a location that would require SBC collection crews to access long drives/lanes or move containers extended distances it is possible that the request is not granted. In such circumstances SBC will work with the resident to find the most suitable alternative solution. In these cases, the final decision of the type of service to be provided will be made by the Group Head of Neighbourhood Services.

10. Missed bins

10.1 Genuine missed bins

All bins must be presented by 6am on the scheduled day of collection. SBC cannot guarantee at what time on that day the collection crews will arrive to empty them.

When a bin has been presented correctly (correct materials, time, location etc.) in accordance with this policy document but has been genuinely missed, SBC will undertake to return and empty it within 24 hours if reported within 1 day of the missed collection. Bins reported on a Friday will not be collected until the following Monday.

If your bin has been missed and you feel that you have done everything required and you wish for SBC to return for it, you must report the miss within 24 hours of your collection day. Missed bins can be reported either through the form on our website or over the phone to Customer Services.

Bins reported as missed outside of 24 hours will not be returned to regardless of the reason for them being missed.

Please do not report a missed bin until the end of the day of collection. If the collection crew had to change the route, they travel on that day it may mean your bin is collected later than usual.

If a miss is reported and is genuine, SBC will endeavour to collect it within 24 hours days of being notified by the resident.

10.2 Contaminated bins

When the collection crew cannot empty a bin because it contains the incorrect material (this is more common with recycling bins but applies equally to refuse and food waste bins) this will be recorded on the in-cab software.

In this instance SBC will not return to empty the bin and it is the responsibility of the householder or property management if it is a communal bin, to remove the contaminants from the bin before the next scheduled collection date. A red bin hanger will be attached to contaminated recycling bins providing information regarding the non-collection. This hanger must be removed from the bin before the next scheduled collection.

Further information about what can and cannot be put into the refuse, recycling and food waste bins can be found on the Spelthorne website, printed service guides and the Recycle for Surrey app (available from both the App store and Google Play).

10.3 Overflowing or overweight bins

Bins should not be overfilled or too heavy for the collection crew to move and empty them safely.

If waste gets compacted into the bin it may not come out when the bin is tipped for emptying. In this case it will be left in the bin, and it is the responsibility of the householder or property Management Company to remove or loosen this before the next collection.

If a bin contains so much waste that in moving it there is a risk that the waste will spill out onto the floor the collection crew will not attempt to empty the bin and it will be left.

If waste has previously spilled out of the bin onto the floor around it or the bin is already so full that any additional waste has been left on the floor around the bin, the collection crew will not move this excess waste in order to access the bin. The bin and the excess waste around it will be left and it is the responsibility of the householder or property Management Company to ensure the bin is accessible and filled correctly before the next collection date.

10.4 Obstructed bins – crews unable to access bins

There are occasions when collection crews are prevented from accessing bins for collection. This could be due to waste around the bin as mentioned above or other obstructions in the bin store. Or due to poorly parked vehicles, roadworks or other outside obstruction.

When the obstruction is not due to the actions of the bin keeper i.e., not excess waste around the bin, then the collection crew will make every effort to return later that day and gain access. It is at the discretion of SBC to return to a bin with blocked access on any other day than the scheduled collection day.

If a collection vehicle is repeatedly restricted from accessing bins due to parked vehicles or the condition of the access road of this is private, then SBC may request that residents present their bins at an alternative collection point which is not obstructed. Once empty bins will be returned to this new location and the householder or Management Company must return them to their property.

Collection crews will not wheel bins past obstructions in order to empty them.

10.5 Cold weather – materials freezing inside containers

In cold weather the contents of a bin may become frozen and when the bin is tipped for emptying the contents do not all fall out. If this happens the bin will be returned to the property with the frozen material still in the bin. It is then the responsibility of the householder or property Management Company to ensure that the contents are loosened enough before the next collection date that they fall freely out when the bin is tipped.

11. Responsibility and ownership of bins

11.1 Ownership

SBC has a legal right to dictate the number and type of bins used at any property in the borough for the purpose of council waste collection services.

All bins and containers used for council waste collection services are supplied by SBC and remain the property of SBC.

11.2 Householder responsibility

Householders are responsible for keeping all bins and containers at their property safe, clean and in a state fit for collection. Any bins that are damaged must be reported to SBC. If a bin is damaged SBC retain the right not to empty that bin, should it be deemed unsafe to do so.

11.3 Management company responsibility

Where communal bin facilities are used, or at properties classed as HMO's the property owner, management or resident management company are responsible for keeping all bins and containers safe, clean and in a state fit for collection. Any bins that are damaged must be reported to SBC. If a bin is damaged SBC retain the right not to empty that bin, should it be deemed unsafe to do so.

11.4 SBC responsibility

SBC will replace all bins that are damaged as a direct result of being emptied by council staff using council equipment. If a bin is changed, it will be replaced by one of equal capacity or more. SBC will not reduce the waste capacity available at a property without prior consultation with the householder unless that property is found to have additional waste capacity that it is not entitled to.

11.5 Replacing bins

All bins and containers supplied by SBC remain the property of SBC and will be replaced by SBC should they be damaged as a direct result of their being emptied by council personnel. Should a bin or container be lost or damaged for any other reason i.e. not as a direct result of SBC emptying it, it is then the responsibility of the bin keeper to replace the lost or damaged bin by purchasing a new one from SBC. This replacing of lost or damaged council property does not in any way alter the ownership of the bin which is retained by SBC.

11.6 Keeping bins clean

SBC is not responsible for keeping bins clean. Residents or their management companies employed to manage the communal facilities at their property are responsible for cleaning the bins at their property.

12. Missing Bins

12.1 Missing individual household bins

If an individual household bin (240 litre wheelie bin) goes missing a resident can call SBC and request a replacement after 48 hours.

To avoid this occurrence, we strongly advise householders to clearly number or identify their bins.

SBC does not charge to replace a missing bin.

12.2 Missing communal bins

If a communal (bulk) bin goes missing a resident should contact their management company to inform them. Any request to replace a missing communal bin should be then made by the management company for that property. This is to prevent duplication of requests by more than one resident at the same location. The management company must wait at least 2 weeks before being able to place an order for the bin to be replaced to give the mislaid bin time to turn up of its own accord, as many often do.

SBC does not charge to replace a missing bin provided that the two-week waiting period has been adhered to.

13. Moving house

13.1 Moving out

If a household vacates a property, they must leave all bins associated with that property behind in a clean condition ready for any new occupants to use. Where this isn't the case, the council will not be liable and onus rests with the property owner to provide clean bins ready for use by new occupants.

13.2 Moving in

When moving into a property within Spelthorne a household is entitled to the standard bin provision and capacity. It is the duty of the resident to check that they have the correct bin allocation and contact SBC should they require any additional bins or need excess ones removed. SBC will empty bins on the first scheduled collection day after a notification that the property is inhabited again.

14. Communal properties

SBC seeks to deliver the same services to the inhabitants of communal properties as is provided to houses.

This often includes the provision of shared bins for refuse, recycling, food waste and where appropriate textiles and WEEE collections.

It is the policy of SBC to move all flats and communal properties using standard wheeled bins and currently receiving a weekly collection of waste, and where applicable recycling, onto the standard fortnightly collection.

Newer properties employing underground bin systems may receive a collection more frequently.

Due to the individual layout of communal properties each is assessed on its own circumstances and as many waste collection services provided as can be accommodated. If you do not currently receive a collection at your property and wish for it to be introduced, please contact both your property management and SBC. We will then work together to introduce the service if possible.

Where shared bins are used and SBC experiences problems of persistent contamination or misuse of the waste management facilities, bins may be restricted, changed or withdrawn. SBC reserves the right to charge to clear contaminated waste and side waste from bin stores where requested to do so by the management company.

If a communal bin is damaged and the damage is not the direct result of the bin being emptied by collection crews the responsibility and cost of replacing that bin lies with the property management. SBC reserves the right to not empty any bin which is deemed unsafe.

15. New developments

15.1 Charges for containers for new domestic properties

Any new development within the borough of Spelthorne should be provided with a full set of bins appropriate for full occupancy of the property before any residents move in. It is the responsibility of the developer to contact SBC to discuss the correct provision for the property. All bins for new developments will need to be purchased by the developer/builder either direct from SBC or from one of our approved suppliers. For more information regarding waste management at new developments please see our document **Waste management guidelines for property developers**.

15.2 Collections from new developments

As many new developments are on private land or have access roads that are privately owned and not adopted by SCC, SBC will assess the access to each development on an individual basis. A site visit and risk assessment will be performed at any new development before any form of waste collection service will take place.

Where access is on an adopted road and there are no other issues concerning access to the bins then collections will commence as soon as the full complement of bins for that development are on site and properties are occupied. It is responsibility of the developer to inform SBC when residents move in.

On non-adopted and privately owned access roads, once a risk assessment has been conducted and the full complement of bin are at the property collection can take place but only on the condition that the landowner offers indemnity to SBC and its staff against damage/loss during the exercise of their duties in collecting the bins.

Any properties that are occupied but cannot be provided with a kerbside collection, or safe access to the bin store secured an alternative collection point will be agreed from which SBC will collect from and return the bins to. Subsequent risk assessments may identify that either a kerbside collection or bin store access is now possible in which case the collection point will change.

Appendix

Food bins

Only food waste may be placed in the food waste bin.

SBC requires that you line your food waste bin to help keep it clean and contain your waste.

You can use either old newspaper or a plastic bag. Any plastic bag can be used apart from a black bin bag as they may lead to confusion over what the bin contains and prevent it being emptied by the collection crew.

The best bags to use are pedal bin liners as they are cheap and do not have holes in.

All bags are removed from the food waste at the processing plant and are sent to an energy from waste facility.

Food waste includes all cooked and uncooked food waste including –

- Meat, fish and bones
- Cakes, bread and pastries
- Leftovers including plate scrapings
- Tea bags and coffee grounds
- Pasta and rice
- Fruit and vegetable cores and peelings
- Eggshells
- Cheese and dairy produce.

We cannot accept liquids in the food waste bin so please do not put in oil, milk or any other fluid.

All food waste must be free from packaging.

Recycling bins

Only recycling that is listed here or in the service guide or on the **Recycle For Surrey App** can be put into your recycling bin. These items are subject to change, so it is advisable to check periodically to ensure contamination of recycling does not happen by accident.

Be aware that most items will now say they are recyclable somewhere on them, and while this is true, they are not always accepted as part of the kerbside collection that we offer in Spelthorne.

This is due to how easily that item can be recycled, some materials are a lot easier to recycle than others and some require very costly and specialised processes to do so.

Do not rely on the labelling on the item, use our guides and if it says we don't accept them do not put them in your recycling bin.

The contents of your recycling bin should be clean, put in loose (not tied in a plastic bag) and dry.

Items we do accept are:

- Paper and card
- Cardboard
- Metal tins and cans (no aerosols)
- Plastic bottles, tubs and trays
- Plastic drink/squash bottles
- Milk bottles
- Detergent bottles
- Shampoo and shower gel bottles
- Yoghurt pots
- Butter and margarine tubs
- Ice cream containers
- Non-polystyrene meat and food trays (please don't put black plastic trays in)
- Glass bottles and jars.

Do not put in:

- Takeaway pizza boxes (shop bought are fine as the food inside them is shrink wrapped)
- Tetra Pak or cartons
- Takeout coffee cups
- Plastic bags of any sort
- Plastic film of any sort
- Plastic plant pots
- Polystyrene
- Bubble wrap
- Hard plastics – by this we mean any plastic that would snap if you bent it e.g., CD cases

Rubbish bins

The rubbish bin should contain anything that cannot be recycled as part of the other services and collection that we offer.

However, some materials cannot be disposed of in your rubbish bin and should either be taken to your nearest Community Recycling Centre or a specialist disposal method sought.

Please do not put in:

- Broken glass unless wrapped up in newspaper or bubble wrap
- Rubble, stones, soil or gravel
- Any commercial waste i.e., waste that has come from a business or the actions of a business
- Garden waste
- Wood
- Hot ash
- Paint or paint tins - either full or empty
- Liquids
- Gas canisters
- Any hazardous waste
- Large or bulky items such as furniture/mattresses

Items not listed in any of the categories above

If you are unsure of how to dispose of any item use either the online search tool on either the SBC website or download the **Surrey Recycles App** as this can return specific results and give guidance of how best to dispose of your waste.