

Rutland County Council Waste Policy 2024-2026

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**All chargeable items identified within this document will be reviewed annually.
Please refer to the council website www.rutland.gov.uk or call our Customer Services Team on 01572 722577 for the valid fees and charges for each service.**



1. Refuse and Recycling Collection

1.1 General

- (a)** Subject to space being available, all domestic properties within the County will be provided with one wheeled black bin for household non-recyclable (refuse) waste and one wheeled grey bin for mixed recyclables.
- (b)** The provision of recycling and residual waste bins to new-build properties will be recharged to the developer.
- (c)** Garden waste collections are a separate chargeable service. Please see the separate terms and conditions of the scheme for further details.
- (d)** All household waste collections take place once a fortnight.
- (e)** Where residents cannot accommodate a wheeled bin, a bag collection service is offered. Each property is provided with a quarterly delivery of black bags for residual waste and blue bags for commingled recycling at the same collection frequency as the wheeled bin collection service.
- (f)** The wheeled bins remain in the ownership of the Council and its contractor; however, owners and/or occupiers of properties are responsible for the use and reasonable care of the bins allocated to their property. In cases where the Council considers people have failed in their duty to take reasonable care of their wheeled bins, the cost of any repair or replacement of bins may be passed on to them.
- (g)** Residents must use Council provided receptacles where these are provided. Non-Council receptacles will not be collected. Only wheeled bins provided by the Council will be emptied.
- (h)** Bins or bags should be presented in a prominent and accessible position at the curtilage of the property. Any variation to this will be agreed between the Council, the Council's contractor, and the householder.
- (i)** All charges for the services stated within this Waste Policy Document will be reviewed annually.
- (j)** All receptacles must be at their collection presentation points by 7am on the collection day for that type of bin. Bin collection days can be found on the Council website or by contacting Customer Services. No bins shall be left out for more than 24 hours after midnight on the official Council collection day unless advised to do so because of a missed collection.

- (k) Operatives will make every endeavour to empty the correct receptacle on collection day. In the instance when parked cars or roadworks are causing an obstruction which prevents the facilitation of the receptacle being collected, all reasonable efforts will be made to return to empty the bin.
- (l) On the scheduled collection day only one attempt will be made to empty the bin, any waste stuck in the bin will be left. It is the householder's responsibility to ensure the material is freed up before the next scheduled collections.
- (m) The Council reserves the right to temporarily change collections days should this prove necessary due to a force majeure event or a breakdown of vehicle, plant or machinery.

1.2 Additional bins

- (a) Large families can request an extra black wheeled bin free of charge for that household's waste. A large family is defined as five or more permanent residents in a household. Proof of household size will be required before additional black bins are made available.
- (b) Up to two additional grey recycling bins can be provided free of charge for properties producing exceptional amounts of recyclables.
- (c) Residents producing additional waste for medical or infirmity reasons can apply for an additional black bin.

1.3 Contaminated Bins

- (a) Black wheeled bins or bags for collection of household residual waste will not be emptied or collected if found to contain recyclables that should be collected in the recycling scheme, garden compostable waste, non-domestic waste or DIY waste such as soil, bricks, rubble, cement, plaster, concrete, sand etc.
- (b) Grey wheeled bins or blue bags for recyclables will not be emptied or collected if found to contain non-recyclable household waste, garden waste or non-domestic waste.
- (c) Where any wheeled bin or bag is not emptied or collected for reasons detailed above the resident will be directed, by means of a tag on their bin/bag, to remove incorrect material from the appropriate bin or bag, properly dispose of it and re-present the bin on their next scheduled collection.

1.4 Side Waste/Closed Wheeled Bin Lids

- (a) No waste left outside wheeled bins (known as 'side waste'), whether on the ground or on top of the bin, will be collected. This applies to all bin collections.

- (b) Only waste contained within wheeled bins with the bin lid fully closed will be collected. This applies to all bin collections.
- (c) Where waste is left outside a wheeled bin a tag will be left on the bin informing the resident that side waste is not collected.

1.5 Assisted collections

- (a) On request, the Council will provide assisted collections to any property whose occupier/s cannot present their bins for any medical or infirmity reason and where there is no other person permanently residing within the property capable of presenting the property's bins for collection.
- (b) Each request will be assessed by a Council officer and agreement to provide an assisted collection will be at their discretion.
- (c) Assisted collections will be reviewed periodically and residents will be asked to re-confirm their eligibility. If circumstance change and an assisted collection is no longer required, residents should notify the council.

1.6 Heavy Bins or Bags

- (a) Any bin that is deemed to be too heavy to be moved by collection operatives or be lifted by the collection vehicle will not be collected. The operative's decision on whether a bin is too heavy is final.
- (b) Where a wheeled bin has been identified as being too heavy a yellow plastic tag will be left on the bin informing the resident that the bin is too heavy.
- (c) The weight limit for any bin will be 60 kilograms and for each bag the limit will be 25 kilograms.
- (d) Once the weight of the bin has been reduced the resident should re-present the bin on their next scheduled collection.

1.7 Missed Bins or Bags

- (a) All missed bins/bag collections must be reported to the Council by residents within 2 working days of the scheduled collection day (Monday to Friday are classed as working days).
- (b) The Council will investigate each case and if the contractor has missed the bin, it will normally be emptied within 3 working days after the reported day, unless advised otherwise by a Council officer.

1.8 Bulky Household Waste

- (a) The Bulky Household Waste collection service is a chargeable service for up to 4 bulky waste items per collection; as a general rule the service is for those items that cannot fit into your household bin.

- (b) Acceptable items of bulky household items will be collected. The list, whilst comprehensive, is not necessarily conclusive, and other items may be collected. Bulky waste items collected are described below:

ACCEPTABLE ITEMS	
3 piece suite (counts as 3 items)	Wash Hand Basin
AGA (broken down to manageable pieces)	Hi Fi/Stereo/speakers
Armchair	Ironing board
Bath	Kitchen cabinet
Bed and mattress (counts as 2 items)	Kitchen table
Bench (not work bench)	Kitchen worktop (up to 8ft in length)
Bicycle	Standard Lamp
Boiler	Lawnmower
Carpet or underlay 1.8 metres (6ft) roll lengths to ease collection	Microwave
Cot	Playpen
Central heating parts	Prams / Pushchairs
Chair	Tumble dryer
Chest of drawers	TV / aerial
Cistern and Toilet (one item)	Sewing machine
Coffee table	Sideboard
Cooker	Sink
Dining table	Sofa / settee
Dishwasher	Video/DVD
Display cabinet	Wardrobe
Door	Washing machine
Door frame	Washing hand basin
Dressing table	Water tank (cut in half for lifting)
Rotary clothes dryer	WC pan
Electric fire	Window frame
Fence panels up to 8ft by 6ft	Window frame glass (boxed)
Fridge / Freezer	Coal store bunker (cut into 4 pieces)
Gas fire	Large toys
Dismantled garden sheds up to 8 ft by 6 ft with no glass (glass will be taken if wrapped in an old blanket) (a shed will count as four items)	
ITEMS NOT TAKEN	
Cast iron bath	Concrete posts
Piano	Gas bottles
Garden waste	Greenhouses
Oil Tanks	Car and motor bike parts (including tyres)
Asbestos	Sheds over 8ft by 6ft in size
Garage Doors/Window frames over 1.8 Metres (6ft)	Soil, bricks, concrete or rubble

(c) Bulky Household Waste Service Rules:

- I. One carpet must be manageable by 2 people, otherwise cut into pieces, rolled and tied.

- II. Carpet does not include underlay as this is a separate item.
- III. Items should not be filled with other rubbish, or they will not be collected.
- IV. Items must be placed at the edge of the property by 7am on the day of collection.
- V. Only items booked will be removed; additional items will not be removed unless the Council has been notified prior to collection.
- VI. Fridges and Freezers must be empty and contain no waste or food or they will not be collected.
- VII. Mattresses and sofas must be covered to stop them becoming wet and too heavy to lift.
- VIII. Any items containing glass must be suitably wrapped e.g. in an old blanket or newspaper.
- IX. All items must be left at the front of the property unless agreed otherwise with a Council officer.

1.9 Severe / Inclement Weather Policy

- (a) At times of adverse weather, the Council's refuse and recycling collection contractor may not be able to safely reach all households in the county.
- (b) Where refuse or recycling bins are not emptied due to the effects of adverse weather, conditions of the highways will be regularly monitored. Once access routes to houses where bins have previously been missed become clear, we will revisit as soon as practically possible to empty the bins.
- (c) If a bin has not been emptied at its normal time during adverse weather conditions it should be left out at its normal collection point for emptying, making sure it does not cause an obstruction to pedestrians.
- (d) In cases where a bin is not emptied within 24 hours of its normal time we will collect reasonable amounts of side refuse or recycling when we do visit. The definition of "reasonable" is the normal amount of waste or recyclable materials produced in the time period that the bin was missed.
- (e) Side waste/recycling should be left out in a plastic sack at the side of the wheeled bin. Good quality thick plastic sacks should be used and tied securely to reduce the risk of litter spillage and of sacks being ripped open by animals.

1.10 Clinical Waste Collections

- (a) The Council will collect clinical waste and sharps from householders within the County who are self-treating.
- (b) The service is for private householders only, it is not available to commercially operated rest and care homes.

- (e) Residents requesting a regular collection of clinical waste or sharps should complete a request form.
- (d) Where wastes are being generated by a Health Care Worker working in a private dwelling, the Primary Care Trust must make arrangements for collection and disposal.

1.11 Chargeable Waste Collections

- (a) Payments for all chargeable waste collections are to be made in advance of collection on an annual basis.
- (b) charges will apply to the collection and disposal of various categories of commercial and/or household waste which include:-

	Type of Premise	Collection	Disposal
1	A charity shop selling donated goods originating from domestic property	Yes	Yes if goods are commercial
2	A residential home or land belonging to or wholly or mainly used in connection with a residential home,	Yes	Yes
3	A penal institution,	Yes	Yes
4	Hostels forming part of educational establishments	Yes	Yes
5	Caravan parks/campsites	Yes	Yes
6	Self-catering holiday accommodation	Yes	Yes
7	Premises forming part of a university, school or other educational establishment	Yes	Yes
8	Premises forming part of a hospital or nursing home	Yes	Yes
9	Premises occupied by a club, society or any association of persons in which activities are conducted for the benefit of the members,	Yes	Yes
10	Premises used wholly or mainly for public meetings	Yes	No
11	A market or fair	Yes	Yes
12	A camp site or a tent pitched on land other than a camp site	Yes	Yes
13	Premises used for the breeding, boarding or stabling of animals	Yes	Yes
14	The practice of a general medical practitioner	Yes	Yes
15	Domestic property used in the course of a business and/or for the provision of self-catering accommodation	Yes	Yes, business element only
16	A caravan – (a) used in the course of a business or for the provision of self-catering accommodation, or	Yes	Yes

	(b) which is not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission.		
17	All commercial businesses	Yes	Yes

2. Waste Disposal

2.1 Household Waste Recycling Centres

- (a)** Residents of Rutland will have free access to any Household Waste Recycling Centre (HWRC) operated by the Council for the purpose of the acceptance and disposal of household waste only.
- (b)** All residents wishing to use the service must do so in a vehicle. Residents wishing to access the HWRCs by foot or by using any other means of transport are not permitted.
- (c)** Any resident wishing to dispose of household waste at a HWRC must first apply to the Council to be registered on the Automated Number Plate Recognition (ANPR) Permit System, for which no charge will be made. Up to three specified vehicles are allowed for each household.
- (d)** No trailers are allowed at the Cottesmore HWRC due to the size and nature of the site.
- (e)** Only trailers less than 3m in length (not including the towing iron) are allowed at the North Luffenham HWRC.
- (f)** No horse boxes or livestock trailers are allowed at either of the HWRCs.
- (g)** No clinical waste, fireworks/explosives or excessive amounts of chemicals are accepted at the HWRCs
- (h)** Cement bonded asbestos and cement bonded sheets are not accepted at the HWRCs. If a resident has Cement Bonded Asbestos they wish to dispose of they should contact a specialist contractor to quote for this work.
- (i)** No commercial waste will be accepted at any HWRC operated by or on behalf of Rutland County Council.

2.2 Commercial Waste

- (a) A collection service can be provided for businesses and commercial enterprises. A charge will be made for this service. Please see the Council's website for up-to-date fees and charges.

3. Enforcement

- (a) In this Policy, 'Enforcement' includes visits, inspections, verbal or written advice, verbal or written warnings, serving of statutory notices, issuing of Fixed Penalty Notices (FPNs), formal cautions and prosecution.

3.1 Informal enforcement

- (a) Most people are keen to comply with their statutory obligations. Where they are unaware that they have failed in these obligations or have made a genuine mistake, part of the enforcement officer's role should be to provide guidance and support. In most cases, the first contact with a person reported to the Council or believed to be causing or permitting an offence, will be by advisory letter or verbal communication. Where such contact is deemed appropriate, the officer will identify the nature of the complaint or problem and any remedial work that is required. The officer will communicate this information in a manner that is clear and understandable.
- (b) Any requirements should clearly identify whether they are mandatory or advisory in nature. If the requirements are mandatory, a timescale for compliance will be clearly specified.
- (c) Informal warnings will also make clear that any further breaches will be treated seriously and may be subject to enforcement action. Written advice on good practice, legislative requirements or industry guidance may be provided where there is a need to assist the person in understanding and meeting requirements.

3.2 Formal enforcement

- (a) Formal enforcement may be used where the council has exhausted all informal enforcement provisions or where the nature of the offence (and the availability of evidence) suggests that formal enforcement is an appropriate course of action.
- (b) In certain circumstances it may be appropriate to issue a fixed penalty notice (FPN) for the relevant offence. The FPN allows the offender to discharge responsibility for the offence as an alternative to prosecution.

- (c) The Council will not issue FPNs to anyone under the age of 16. Juveniles between the ages of 16 and 18 can be issued with a FPN, however we will give consideration to their ability to pay the FPN, and agree to payment by fixed instalments where appropriate.
- (d) Should an FPN go unpaid after the 14-day payment window has closed, and after a reminder letter has been sent, then the case will be considered for prosecution.
- (e) The Council will exercise discretion in deciding whether to initiate a prosecution. This may be a result of a non-payment of an FPN or as a standalone course of action. It is recognized that other approaches of enforcement may promote compliance with legislation more effectively.
- (f) The Council will only initiate legal proceedings where it is in the public interest to do so. The Council will also have regard to the best use of resource and consider what is the best course of action in seeking compliance in an objective and fair manner.
- (g) However, where the particular circumstances warrant it, prosecution without prior warning and recourse to alternative sanctions may be appropriate. Consideration will be given to best practice guidance, and the advice offered by the Council's Legal Team.
- (h) Officers will act in accordance with the council's procedures and initiate the type of enforcement action warranted by the nature and severity of the offence, nuisance and risk to public health.

3.3 Abandoned Vehicles - Refuse Disposal (Amenity) Act 1978 s2

- (a) It is an offence to abandon a motor vehicle or anything that has formed part of a motor vehicle on any land in the open air or on any land forming part of the highway.
- (b) The Fixed Penalty amount for abandoning a vehicle is £200.

3.4 Fly-tipping - Environmental Protection Act 1990 Section 33(1)

- (a) Fly-tipping is a criminal offence and one of the most common types of criminal behaviour. It poses a significant negative environmental, social and financial issue both nationally and within the county. It undermines legitimate businesses as illegal operators avoid waste disposal costs and undercut those who abide by the law.
- (b) Fly-tipping is defined as 'the illegal deposit of any waste on to land that does not have a licence to accept it.' It is a criminal offence under Section 33(1) (a) of the Environmental Protection

Act 1990. DEFRA guidelines state than anything more than one black bag is classed as fly-tipping, anything less than this would be assumed to be littering. Fly-tipped waste in Rutland can range from a single black bag of household waste to large quantities of domestic, commercial or construction waste.

- (c) Where there is sufficient evidence to link the waste to the perpetrator, an FPN will be issued. The FPN for fly-tipping is currently defaulted to £400 with no reduction for early payment.
- (d) Should an FPN not be paid, or the fly-tipping was seen to be significantly serious as to justify a prosecution, then the case would be taken directly to court. Fly-tipping is punishable by a fine of up to £50,000 or 12 months imprisonment if convicted in the Magistrates Court. The offence can attract an unlimited fine and up to five years imprisonment if convicted in a Crown Court.
- (e) Where a case is presented to the court, a prosecution report will be prepared which may include a summary or transcript of any interview under caution held with the proposed defendant. An interview under caution will only be carried out where it is felt necessary, rather than in every instance.
- (f) Where fly-tipping is more than 20 tonnes, more than 5 cubic meters of fibrous asbestos or 75 litres of potentially hazardous waste in drums or containers, then this will be reported to the Environment Agency.

3.5 **Householder Duty of Care**

- (a) FPNs may be issued for breaches of the household waste duty of care. This Duty of Care requires occupiers of domestic properties to take all reasonable measures available to them in the circumstances to ensure that they only transfer household waste produced on their property to an authorised person. This reduces the chance of waste ending up in the hands of those who would fly-tip it. The FPN will be issued when an individual appears to have failed to comply with their Duty of Care under section 34(2A) of the Environmental Protection Act 1990 in England. For example:
 - Where fly-tipped waste can be traced back to an individual who is found to have failed to take reasonable steps to ensure that they transferred the waste to an authorised person
 - Where an unauthorised carrier is found to be carrying household waste that was directly transferred to them by the occupier of a domestic property
 - Where an individual is found to have transferred their household waste to an unauthorised person at a site that does not have a permit of exemption.

- (b) An authorised person may still fly-tip waste so tracing fly tipping back to a household does not necessarily demonstrate a breach of Duty of Care. An individual should be given the opportunity to demonstrate that they took reasonable steps to determine the person that took their waste was authorised to do so. If the fly-tipped waste is traced back to an individual and they are unable to identify who took their waste, or the carrier they identified is unauthorised, then it is reasonable to believe their Duty of Care was not met.

3.6 Litter – Environmental Protection Act 1990 S87(1)

- (a) In England and Wales, dropping litter is a criminal offence under Section 87(1) of the Environmental Protection Act (EPA) 1990, such that 'A person is guilty of an offence if he throws down, drops or otherwise deposits any litter in any place to which this section applies and leaves it'.
- (b) The provision continues by explaining that it is irrelevant whether the litter is deposited on land or in water, whether on public property or private property (i.e. regardless of ownership), provided that the place is open to the air (on at least one side) and the public has access to it, even if only with payment.
- (c) The Explanatory Notes to the 2005 Clean Neighbourhoods and Environment Act further explain that the offence of dropping litter extends beyond land, to dropping litter into bodies of water, such as rivers or lakes, and includes throwing litter from a road or public place onto adjacent private land.
- (d) There is no official statutory definition of 'litter' but it is most commonly assumed to include materials that are improperly discarded and in smaller volumes.
- (e) By law, cigarette waste is the same as any other waste and a prosecution or FPN can be issued to a person who does not dispose of a cigarette stub properly. Placing a cigarette stub down a drain or in a watercourse would be classed as a littering offence.
- (f) A person who is guilty of an offence under s.87 of the EPA shall be liable on summary conviction of a fine not exceeding £2,500. An offender may also be given a FPN offering them the opportunity to discharge their liability.

3.7 Fly posting and Graffiti

- (a) Fly posting (the unauthorised placing of advertising) and graffiti (unauthorised marks, drawing or painting on walls, vehicles or other public places) are covered by the Anti-social Behaviour Act 2003, as amended by the Clean Neighbourhoods Act 2005.

- (b) If offenders are witnessed or identified then an FPN can be issued under s.43 of the Anti-social Behaviour Act 2003. For Flyposting, this can be to both the person putting up the notices and the owner of the business being promoted.
- (c) The Council will enforce removal (or remove ourselves) any fly-posters or graffiti from public buildings and street furniture. Other items such as telephone boxes and electricity boxes are the responsibility of the company that has placed them there.

3.8 Dog Fouling

- (a) Currently the Council deals with any reports of dog fouling on an individual case by case basis. Where practicable we arrange for the dog warden to carry out patrols and we also have targeted signage which is rotated around any identified hot spots across the county. It can be extremely difficult to catch people in the act.
- (b) The Council also uses pink chalk-based spray which can be used to identify dog fouling on the pavement and act as a deterrent to others.

3.9 Dog control - Anti-Social Behaviour Crime and Policing Act 2014

- (a) The Council's dog control service offers assistance with lost or stray dogs, promotion of responsible dog ownership and assists our Street Scene Team with dog fouling related issues.
- (b) Dog control issues (including aggression between one dog and another) will be investigated by the Council where sufficient evidence is provided by the parties involved. Where both dogs involved in the incident were off the lead it is deemed that they are not under the complete and proper control of the people responsible for them. Therefore we would be unable to progress such complaints.
- (c) Dog control issues can be dealt with under the Anti-Social Behaviour Crime and Policing Act 2014 with a Community Protection Notice (CPN). The law states that we should contact the owner of the dog with information on how to ensure their dog is under their control whilst in the community. A CPN can be issues by Council Officers to stop persistent, unreasonable behaviour which is having a negative impact on the community's quality of life. It can be served on individuals aged 16 and over or to a business or organisation.
- (d) Once an issue has been identified, a written warning will be given to the alleged perpetrator of the behaviour requesting that they stop and also highlighting the consequences if they continue.

- (e) A CPN can include a requirement to stop doing something, to start doing something e.g. to ensure the dog is muzzled, kept on a lead or neutered, or to take reasonable steps to avoid further anti-social behaviour. A CPN can last as long as the Council believes it is necessary. Breaching a Community Protection Notice is a criminal offence and the perpetrator can be fined up to £2,500 for an individual and up to £20,000 for an organisation.
- (f) The person responsible for the dog can appeal within 21 days of receiving the CPN if they believe any of its measures are unreasonable, e.g. they could harm the dog or are too expensive.
- (g) A Civil Injunction or a Criminal Behaviour Order may also be used by the Council in order to control the behaviour of dogs.
- (h) Any attack made by a dog on a human will be referred immediately to the Police.

3.10 Waste offences – Environmental Protection Act 1990 s46 and s47

- (a) Section 46 and 47 of the EPA deals with receptacles for household, commercial and industrial waste. The Council can serve notice on owners or occupiers specifying certain conditions. Householders can be penalised if they fail to comply and where this causes genuine harm to the local environment. The provision of information followed by warning letters will always precede any formal action in these instances.
- (b) The Council may issue a FPN to householders when they do not follow the Council's waste collection rules and this failure to comply:
 - Causes or is likely to cause a nuisance
 - Has a negative effect or is likely to have a detrimental effect on local amenities.
 For example, we may issue a FPN to householders who put waste out in a way that it:
 - Causes an obstruction to neighbours e.g. forcing people using wheelchairs or buggies to walk on the road
 - Restricts access to the pavement or street e.g. by leaving bags or bins out for several days
 - Is likely to attract vermin like foxes and rats e.g. by leaving bags or open bins out days before a collection
 - Is unsightly e.g. torn bags or overturned bins left out.
- (c) Before issuing a FPN the following three stages will be followed. Firstly the householder will receive a written warning explaining how they have broken the rules, how this has had a negative

effect, what they must do and any in what timescales and finally, what will happen if they don't comply.

- (d) If the householder doesn't comply then a notice of intent will be issued. This informs the householder that they may get a FPN and why, how much they will have to pay and also gives them the right to explain why they shouldn't have to pay the penalty.
- (e) A final notice can then be issued 28 days after the notice of intent. Any responses from the householder will be considered before this is done. The notice will name the householder and tell them why they have been issued an FPN, how much they have to pay, the deadline for payment, what happens if they don't pay and how they can appeal.
- (f) The same process will also be applied to commercial bins that are deemed to be causing a nuisance. A business that fails to comply may receive an FPN.

3.11 Commercial Waste Duty of Care

- (a) Under the Environmental Protection Act 1990, every business that produces waste in the UK has a legal 'duty of care' to manage it properly. In reality, this means:
 - To keep the waste safe and prevent any unlawful deposit, treatment or disposal of the waste
 - To prevent the escape of waste from the business's control
 - To ensure that any person that the waste is transferred to has the correct authorisation to take it
 - To provide an accurate description of the waste when it is transferred to another person (this is usually done via a waste transfer note (WTN) or hazardous waste consignment note (HWCN). WTNs must be kept for two years and HWCNs for three years.

3.12 Failure to Produce a Waste Transfer Note – Environmental Protection Act 1990 S34A(2)

- (a) It is an offence to fail to produce a waste transfer note to a local authority officer.

3.13 Failure to Produce Waste Carrier Registration Documents – Control of Pollution (Amendment) Act 1989 S5(B)

- (a) Local Authority officers have the power to issue a fixed penalty notice for failing to produce authority for transporting controlled waste. Controlled waste encompasses household, industrial and commercial waste.

- (b) Exemptions:
- Waste producers carrying only their own waste, except building or demolition waste
 - Persons transporting waste which comprises of only animal by-products
 - Persons transporting only mines and quarries waste or only agricultural waste
- (c) The exemption from registration applies if these are the only types of waste being transported. If there is a mix of these types of waste with other waste, the transporter will need to be a registered carrier.

3.14 Summary

Offence	FPN (default)	Maximum full penalty	Minimum discounted penalty	Maximum penalty on conviction
Abandoning a vehicle	£200	£200	£120	£2,500
Fly-tipping	£400	£1,000	n/a	Unlimited
Littering / Littering from vehicles	£200	£500	n/a	£2,500
Flyposting / Graffiti	£200	£500	n/a	Where damage does not exceed £5,000 – fine up to £2,500 and/or 3 month prison. Where damage exceed £5,000 fine and/or 6 months imprisonment.
Dog control offences	£75	£150	£50	£1,000
Domestic waste receptacle offences	£60	£80	£40	Civil sanction / £1,000
Household Waste Duty of Care Offences	£400	£400	n/a	£1,000
Business waste receptacle offences	£100	£110	£75	£1,000
Failure to produce a	£300	£300	£180	£5,000

waste transfer note				
Failure to produce authority to transport waste	£300	£300	£180	£5,000
Failure to comply with a Community Protection Notice	£100	£100	£100	£2,500 for individuals / £20,000 for a company

(a) Payment is due within 14 days of the date of issue.

4. Customer Charter

4.1 Customer / Council responsibilities and expectations

(a) The Council is committed to meeting the following timescales when dealing with your waste and recycling query:

Query	Customer responsibility	Council responsibility
Missed bin	Customer must report the missed bin within 2 working days of normal collection day.	Bin to be emptied within 3 working days of the bin being reported as missed
New bin	If it is a new property, or the resident has moved house, the Customer must register for Council Tax prior to requesting bins.	New bins to be delivered within 10 working days of the request.
Replace bin	Bins will only be replaced if they have become unusable or unsafe due to normal wear and tear or accidental damage.	Replacement bin delivered within 10 working days of the request.
Remove bin	Unwanted additional bins can be removed on request.	Bin removed within 10 working days
Request for assisted collection	Customer should contact the Council if they feel they are eligible for an assisted collection due to age, mobility or ill health.	Assisted collection to be implemented on the following weeks collection once eligibility has been confirmed
Request for a Clinical Collection.	Customer should contact the Council if they feel they are eligible for a Clinical or Sharps collection due to self-treatment at home.	Clinical collection to be implemented on the next collection cycle once eligibility has been confirmed.

- (b) There may be times when we are not able to meet these commitments because of exceptional circumstances, for example due to vehicle breakdowns or staff sickness. If this is the case, we will make all reasonable attempts to contact you to advise of the delay or publicise it on our website and social media whenever possible.

A large print version of this document is available on request



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