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|--------------------------------------------|------------------------------------------------|
| Title of Report: | Waste Collection Service Policy (Draft) |
| Committee Report Submitted To: | Environmental Services Committee |
| Date of Meeting: | 9th December 2025 |
| For Decision or For Information | For Decision |
| To be discussed In Committee YES/NO | No |

| | |
|----------------------------------------------|-----------------------------------------------------------------|
| Linkage to Council Strategy (2021-25) | |
| Strategic Theme | Climate Change and our Environment |
| Outcome | Increasing proportion of domestic and commercial waste recycled |
| Lead Officer | Head of Operations |

| | |
|-------------------------------------------|-----|
| Estimated Timescale for Completion | |
| Date to be Completed | N/A |

| | |
|------------------------------------|-----|
| Budgetary Considerations | |
| Cost of Proposal | N/A |
| Included in Current Year Estimates | |
| Capital/Revenue | |
| Code | |
| Staffing Costs | |

| | |
|----------------------------------|-----------|
| Legal Considerations | |
| Input of Legal Services Required | NO |
| Legal Opinion Obtained | NO |

| | | | |
|------------------------------------------|----------------------------------------------------------------------------------------|--------|-------|
| Screening Requirements | Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals. | | |
| Section 75 Screening | Screening Completed: | Yes/No | Date: |
| | EQIA Required and Completed: | Yes/No | Date: |
| Rural Needs Assessment (RNA) | Screening Completed | Yes/No | Date: |
| | RNA Required and Completed: | Yes/No | Date: |
| Data Protection Impact Assessment (DPIA) | Screening Completed: | Yes/No | Date: |
| | DPIA Required and Completed: | Yes/No | Date: |

1.0 Purpose of Report

- 1.1 The purpose of this report is to ask Members to review and approve the Waste Collection Service Policy (draft).

2.0 Background

- 2.1 Prior to 1st April 2015, a series of separate items (e.g. acceptable materials in blue bin, additional bin provision, trade waste bin types and charging) focused on various areas of the waste collection service were approved by the Organisational Development Committee (Shadow Council).
- 2.2 The aim of the Waste Collection Service Policy (draft) is to consolidate aforementioned items in one document and harmonise service delivery across the Borough.
- 2.3 Waste Collection Service Policy (draft) can be found at appendix 1.

3.0 Key issues

- 3.1 The policy specifies common operational issues and outlines the service that residents / businesses / non-commercial customers can expect and also the obligations on residents / businesses / non-commercial customers to ensure their waste is collected.
- 3.2 The policy covers the following main areas:-
- Bin collection (household & trade)
 - Bulky household waste collection
 - Household Recycling Centre

4.0 Recommendation

- 4.1 **It is recommended** that the Environmental Services Committee review and approve the Waste Collection Service Policy (draft).



Environmental Services (Operations) – Waste Collection Service Policy

DRAFT

| | |
|----------------|--------------------|
| Version Number | |
| Author | Head Of Operations |

| | |
|-------------------------|-----------------------------------------------------------------|
| Date of Screening | TBC |
| EQIA Recommended? | TBC |
| Date Adopted by Council | Environmental Service’s Committee – Date Full Council - Date |



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1. Purpose

To ensure the effective, compliant and sustainable management of all waste generated and collected by Causeway Coast and Glens Borough Council, in line with the Waste Management Plan for Northern Ireland and relevant legislation.

The policy provides guidance for the provision of an effective and efficient waste collection service, in particular, the arrangements for collection of residual and recyclable waste from domestic and commercial properties and at Household Recycling Centres.

2. Scope

This procedure applies to:

- Residents and businesses within the council area
- All waste streams managed by the council

3. Legal Framework

This procedure is guided by but not exclusive to the following legislation and framework document:

- Waste and Contaminated Land (NI) Order 1997
- Waste and Duty of Care Regulations (NI) 2013
- Climate Change Act (NI) 2022
- DAERA Waste Management Plan for Northern Ireland

4. Waste Streams Collected

- Household waste (residual / mixed recyclables / mixed food & garden)
- Commercial/trade waste
- Bulky waste
- Household Recycling Centre waste

5. Service Users

- **Environmental Services Department:** Oversee implementation and compliance.
- **Operations Staff:** Ensure efficient and effective service delivery.
- **Contractors:** Comply with council standards and legal obligations.
- **Residents and Businesses:** Follow council guidance on waste collection and disposal/recycling.



6. Bin Collection Service

6.1 Waste Segregation

6.1.1 Waste must be separated at source into designated streams.

Kerbside collected waste streams include residual waste / mixed recyclables / mixed food & garden waste.

6.1.2 Use colour-coded bins (black, blue or brown) to aid correct disposal/recycling.

Black bin – separation, storage and collection of residual / non-recyclable waste.

Blue bin – separation, storage and collection of mixed recyclables i.e. paper and card, metal cans and aerosols, cartons, plastic bottles and containers, glass.

Brown bin – separation, storage and collection of mixed food and garden waste.

6.1.3 Residual (black) bins containing recyclable material may not be emptied.

6.1.4 Recycling (blue or brown) bins containing incorrect materials will not be emptied. Inappropriate use of recycling bins may lead to contamination of collection load. Recycling bin will be emptied on next scheduled collection day provided any incorrect material(s) have been removed.

6.1.5 Council reserves the right to inspect any bin presented for collection to ensure same is being used correctly. A label/tag may be placed on bin advising of incorrect usage.

6.1.6 The occupier/customer shall not place in wheeled bins any substance or items which would endanger the safety of the Council's operators, agents, equipment or the public.

6.2 Storage

6.2.1 Waste must be stored in appropriate and approved containers to prevent contamination, environmental harm or spillage.

6.2.2 Where an occupier of any premises fails to comply with the Council's policy requirements relating to the storage and collection of waste, the Council shall not collect waste from those premises and the occupiers will be obliged to ensure alternative disposal of such waste in a legally acceptable manner.

6.2.3 Any bin and/or caddy supplied free of charge by Council should not be removed from the property to which it was issued.

6.2.4 All properties will have a 240L bin(s) collected as standard. An alternative sized bin may be collected in exceptional circumstances (e.g. limited storage space).



- 6.2.5 A charge is applicable for supply and delivery of bin(s) (e.g. new build property).
- 6.2.6 A 5L caddy for internal food waste storage is provided free of charge when purchased with a 240L brown bin. When a 5L caddy is purchased on its own, a charge is applicable.
- 6.2.7 Food may be placed in a kitchen caddy with or without a caddy liner. Householders when using a biodegradable caddy liner (with seedling logo) should use one supplied by council unless advised otherwise.
- 6.2.8 Householders/businesses are responsible for the storage and safe keeping of bins.

6.3 Kerbside Collection

- 6.3.1 Waste is collected according to collection schedules.
- 6.3.2 Missed collections must be reported within 24 hours.
- 6.3.3 Container lid should be closed shut when bin is presented for collection.
- 6.3.4 Overfull or excessively heavy bins will not be emptied.
- 6.3.5 No plastic liner should be attached or secured to lip/body of bin when presented for collection.
- 6.3.6 No side refuse or additional waste will be collected apart from exceptional circumstances (e.g. following a period of adverse weather, restricted road access) and it has not been possible to provide a service until the next scheduled collection day.
- 6.3.7 The Occupier of any premises shall be required to place each wheeled container for emptying at a suitable collection point i.e. at the edge of or at the entrance or laneway to the premises, at a point adjacent to the public road, or at such other place as may be determined by Council.
- 6.3.8 Householders and trade waste customers should present their bin(s) for collection by 7.00am on the day of collection. After emptying, bin(s) should be returned to property on same day as scheduled collection.
- 6.3.9 Bin(s) should be presented with handle(s) facing out towards the road/collection point except in the case of collection by a single person operated refuse collection vehicle when bin(s) should be presented the opposite way around.
- 6.3.10 Any damage to wheeled bins caused by collection crews during the collection process will be replaced free of charge. Replacement bin, at minimum, will be in a similar condition to one being replaced before damage was incurred.



6.3.11 The Council's refuse collection vehicles will not travel on private laneways/roads or laneways/roads which have not been adopted by DfI Roads unless it is deemed this is a safer method of providing a collection service to any alternative.

6.3.12 Council will collect waste in housing developments where roadways are under construction and a tarmacked base-coat laid and where safe, easy access and adequate turning space is provided (it is reasonably assumed that DfI Roads will adopt such roadways). Such roadways must be capable of carrying heavy goods vehicles.

6.4 Additional Bin Provision

6.4.1 Council recognises that there are individuals/groups of people who may have additional needs and will consider applications for additional bin capacity.

6.4.2 A household of six or more permanently residing at the property may apply for additional residual waste bin capacity (140L bin).

6.4.3 Households with particular circumstances which have an impact on the production of waste (i.e. people with disabilities; medical conditions; carer responsibilities etc.) may apply for additional residual waste bin capacity (240L bin).

6.4.4 A label may be applied to any additional residual waste bin as proof of approval for collection.

6.4.5 Payment must be made for any additional bin(s).

6.4.6 Council reserves the right to review existing approvals at a time of its choosing.

6.4.7 Should household circumstances change, Council should be advised immediately.

6.4.8 An application for additional black bin capacity must be made on the approved form to the Operations Department (Environmental Services). Council may request proof of residency and/or confirmation that household produces additional waste over and above the norm.

6.4.9 A decision on the application for an additional residual (black) bin will take into consideration the current level of recycling. An application for additional black bin capacity will only be granted if maximum use is being made of available recycling bins. Council reserves the right to visit property to confirm legitimacy of application.

6.4.10 Council will collect a maximum of two mixed recyclables (blue) bins & two mixed food and garden waste (brown) bins. Any additional recycling bins must be purchased by the householder.



6.5 Assisted Person Collection

- 6.5.1 If an occupier is unable to present their bin(s) at a suitable collection point outside their property, Council shall make arrangements to collect the bin(s) at the occupier's premises (i.e. back door collection).
- 6.5.2 To qualify for an Assisted Person Collection, the occupier must provide appropriate evidence of need from a GP or medical/health care professional and confirm there is no other fit person (16 years and over) in the household or a carer who can present bin(s) for collection.
- 6.5.3 A Council Supervisor may visit the property to conduct a site and needs analysis to ensure that the service is only delivered to those entitled to the service.
- 6.5.4 Council reserves the right to review existing approvals at a time of its choosing.
- 6.5.5 Should household circumstances change, Council should be advised immediately.
- 6.5.6 An application for an Assisted Person Collection must be made on the approved form to the Operations Department (Environmental Services).

6.6 Trade Waste Collection

- 6.6.1 Non-household/commercial premises must provide suitably sized and compatible containers for the collection of their waste (residual and/or mixed recyclables).
- 6.6.2 Trade waste containers (140L, 240L, 660L & 1100L) may be purchased from the Operations section.
- 6.6.3 Non-household/commercial premises may request the Council to provide a trade waste collection service.
- 6.6.4 Service will be provided on payment of the appropriate trade waste charges. Payment must be made in advance of any collection(s) and cover the full period of the contract (up to a maximum of 12 months).
- 6.6.5 Additional collections, over and above the normal contracted collection, may be paid in arrears with prior agreement.
- 6.6.6 In addition to the collection of residual trade waste, and to encourage greater recycling, Council provides a fortnightly blue bin recycling collection service. This collection service is at a reduced rate.
- 6.6.7 Registered charities, clubs, places of worship and schools can avail of a free fortnightly blue bin recycling collection service.



- 6.6.8 No charge shall apply for the collection/disposal of waste from places of worship on completion and submission of the appropriate trade waste contract/duty of care waste transfer note.
- 6.6.9 Council reserves the right to review trade waste prices and existing trade waste contract approvals at a time of its choosing.

7.0 Bulky Household Waste Collection

- 7.7.1 Council provides a dedicated service for the collection of bulky household waste items (e.g. large electrical appliances, furniture) subject to payment of a collection charge per item.
- 7.7.2 Only items requested and paid for will be collected.
- 7.7.3 Items must be left by the householder at a suitable location outside their dwelling (e.g. driveway, garden) and be safely accessible to Council staff. Employees are not permitted to enter houses, garages or sheds to collect items. Items should be left out by 7.00am on agreed collection day.
- 7.7.4 Items that will not be collected include fixture and fittings (e.g. bathroom suites, doors, kitchen units, windows), bags and boxes, concrete/rubble, garden waste including soil, boilers/radiators, oil tanks (please note this list is not exhaustive).
- 7.7.5 Should a householder wish to cancel a collection, a refund will only be issued if the cancellation request is received at least 24 hours before agreed scheduled collection.
- 7.7.6 Request to rearrange a collection must be made at least 24 hours in advance of agreed scheduled collection. No refund will be applicable if collection crew visit a property on scheduled collection date and no items are presented for collection.

8.0 Household Recycling Centre

- 8.1.1 Council provides 11 Household Recycling Centres (HRCs) for the recycling, reuse and disposal of waste.
- 8.1.2 There are Household Recycling Centres at the following locations:-
- Ballycastle – Moyarget Road, BT54 6HL
 - Ballymoney – Knock Road, BT53 6LX
 - Castlerock – Freehall Road, BT51 4TR
 - Coleraine – Gateside Road, BT52 2NR
 - Crosstagherty – Burnquarter Road, BT53 6EN
 - Dungiven – Chapel Road, BT47 4RS
 - Garvagh – Limavady Road, BT51 5ED



- Kilrea – Lisnagrot Road, BT51 5SF
- Limavady – Ballyquin Road, BT49 9ET
- Portrush – Causeway Street, BT56 8JE
- Portstewart – Roselick Road, BT55 7PP

8.1.3 HRC opening hours (may be subject to change) as follows:

| October to May | June to September |
|------------------------|-------------------------------------------------------------------|
| Mon-Sat 08:30 to 15:45 | Mon, Wed, Fri & Sat 08:30 to 15:45 Tues & Thurs 08:30 to 19:45 |

8.1.4 Last admission to Household Recycling Centres will be 15 minutes prior to stated closing time.

8.1.5 Household Recycling Centres are intended for the use of those resident in the Borough. Proof of residency may be requested by site staff to gain access.

8.1.6 Commercial waste is only accepted for disposal at Coleraine and Crosstagherly Household Recycling Centres. A charge is payable based on weight of waste. Card payment only accepted.

8.1.7 The following waste types are not accepted (please note this list is not exhaustive):-

- Asbestos
- Chemicals
- Clinical waste
- Commercial waste (see 8.1.6)
- Tyres

Acceptable wastes are displayed on-site or on Council website. Council reserves the right to determine which wastes can be accepted.

8.1.8 All waste must be pre-sorted for recycling/disposal prior to acceptance at HRC. Council staff reserve the right to refuse waste if it has not been appropriately segregated and sorted to maximise recycling.

8.1.9 Scavenging of waste (i.e. the unauthorised removal of items) from Household Recycling Centres is strictly prohibited. Waste can only be removed if part of an authorised recycling/reuse initiative (e.g. paint reuse scheme).

9.0 Duty of Care

- Residents and businesses have a legal duty of care to ensure their waste is disposed of and handled correctly and that it is only transferred to individuals/businesses authorised to carry and/or treat the waste.

10.0 Transport

- Only licensed waste carriers may transport Council waste.



- Council vehicles must be maintained to in accordance with O-Licence requirements.
- Sufficient fleet should be available to deliver service.

11.0 Disposal and Recovery

- Waste is sent to authorised facilities for recycling, recovery or disposal.
- Landfill is used only as a last resort, in line with the waste hierarchy.

12.0 Documentation

- Maintain records of waste types, quantities, carriers and destinations.
- Submit reports to DAERA as required.

13.0 Training and Awareness

- Provide induction and refresher training for all relevant staff.
- Run public awareness campaigns on waste reduction, recycling and reuse.
- Council will publicise its services in accessible formats. Information on waste collection/recycling/reuse services is available via website, telephone, leaflet.

14.0 Review and Improvement

- This policy will be reviewed annually or in response to legislative changes.
- Feedback from staff and the public will inform updates.

15.0 Linkage to Corporate Strategy

- In respect of Council's Corporate Strategy 2021-2025, this policy links into the strategic priority theme 'Climate Change and our Environment' and related outcome 'Increasing the proportion of domestic and commercial waste recycled'.