

Planning for waste and recycling collections and street care in new developments

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1 Introduction and contact details

South Norfolk and Broadland Council provide a refuse collection service under sections 45 and 46 of the Environmental Protection Act, and street care services under under sections 89(1) and (2) of the same act. To enable the Council to provide these essential services we require developers to comply with the requirements outlined in this guidance and at consultation. Please note that these guidelines are based on current legislation and collection systems, and are subject to change in future in line with any changes in legislation, government policy, Council policy and the collection systems in use.

We thoroughly welcome discussions around all of the topics covered in this guidance document from the very start of the planning process. Our knowledge and experience of delivering key public services safely and efficiently can help inform refuse and street cleansing strategy and prevent delays further on in the planning process.

The Checklist in section 2 of this document outlines the key requirements to enable the Councils to provide waste and street cleansing services, and details addressing the requirements should be clearly demonstrated in all planning applications to avoid delays in the process.

To discuss any of the requirements outlined in this guidance document, please contact the Contracts Team Tel: 01603 430534 or email:

ContractsOfficer@southnorfolkandbroadland.gov.uk

2 Checklist of requirements for a waste collection service to be provided to new households

| <u>Access for waste collection (for detailed information see section 3):</u> | |
|---|--|
| <input type="checkbox"/> | All roads that the refuse collection vehicle is expected to access are able to accommodate the Councils refuse vehicles with suitable swept path analysis has carried out on a 32 tonne, 8 x 4 refuse vehicle to the dimensions included in this document, unless otherwise agreed |
| <input type="checkbox"/> | The development can be navigated in a mainly forward direction |
| <input type="checkbox"/> | Turning heads and turning circles are provided in accordance with the Highway Authority guidelines |
| <input type="checkbox"/> | Reversing manoeuvres of more than 12 metres are not required |
| <input type="checkbox"/> | Pavement over running is designed out |
| <input type="checkbox"/> | Structures overhanging the highway have appropriate height clearance and do not prevent access. Tree planting does not obstruct sight lines and turning vehicles. |
| <input type="checkbox"/> | Loading space is considered in development design (e.g. no unbroken on street parking, no loading on private driveways, appropriate dropped kerbs) |
| <input type="checkbox"/> | Clearly marked plans showing adoptable highway areas and private streets/drives have been provided |
| <u>Waste storage and collection points (for detailed information see section 4):</u> | |
| <input type="checkbox"/> | Plans showing waste storage and collection points have been provided with detail for each property. |
| <input type="checkbox"/> | For those properties with a boundary on the adopted highway, waste collection points are immediately adjacent to the highway boundary |
| <input type="checkbox"/> | All private drives/ streets have a communal collection point adjacent and nearest to the adoptable highway |
| <input type="checkbox"/> | Waste collection points do not obstruct roads, footpaths and parking spaces |
| <input type="checkbox"/> | Waste collection points do not require waste to be moved through a building to the collection point |
| <input type="checkbox"/> | Communal bin storage areas are utilised as a last resort , are located separately from flat and apartment buildings, are within 5m of where the refuse vehicle will stop, and are constructed appropriately according to the guidance provided |
| <input type="checkbox"/> | All surfaces bins will be wheeled over are flat, smooth, and free draining with a gradient not exceeding 1:12 |
| <u>Street care (for detailed information see section 6)</u> | |
| <input type="checkbox"/> | All roads that are to be adopted are constructed of materials that are able to withstand mechanical road and footway sweeping |
| <input type="checkbox"/> | Plans are in place to provide regular street cleansing to all areas until the point they are adopted. |
| <input type="checkbox"/> | Open space that is not adopted by the Councils is provided with appropriate litter and dog bins and emptying arrangements are put in place that ensure obligations under section 89 of the Environmental Protection Act are met. |
| <input type="checkbox"/> | Maintenance plans and schedules for all non-adoptable areas have been put in place on an ongoing basis |
| <input type="checkbox"/> | For any infrastructure links it is clear which areas are part of the adopted highway |
| <input type="checkbox"/> | Suitable access points have been provided to enable cleansing teams to safely access all adoptable highway areas |

3 Vehicle access for waste collection

Under the Environmental Protection Act 1990 (section 45) the Council has a duty to collect waste, but this duty no longer applies if the waste is so inaccessible that the cost of collecting it would be unreasonably high. In the context of new developments, this means ensuring the Council can safely access and carry out its duties on the proposed development with its vehicle fleet.

Collection vehicles are likely to be one of the largest vehicles requiring regular access to a development on an ongoing basis, and safety of all users of the road and footway, including waste collection operatives is a key issue to be addressed. Information on proposed street layout, areas of adoptable highway and private streets, waste storage and waste collection points need to be provided at the earliest possible opportunity.

Access must be in line with that required by the Highway Authority (Norfolk County Council) and demonstrated by appropriate swept path analysis. Any access must take into account potential for on street parking.

3.1 Vehicle tracking and swept path analysis

Swept path analysis should be tailored to accommodate a 4 axle vehicle with a weight of 32 tonnes using the vehicle sizes in table 1. We require working dimensions of 12.5m (length) 3m (width) x 4.2m (height) for safe operation and will consider this when reviewing swept path plans. The working dimensions provided take into account the wing mirrors and safe use of the bin lift - both considerations in the use of the development due to the overhang with these parts of the vehicle. A discussion must take place with the Councils for any smaller vehicle dimensions to be considered, and this will only be the case where the largest vehicles cannot be accommodated within existing streets in the immediate area.

The current largest vehicles in the fleet are as follows:

- Mercedes Econic Mid Steer 32 tonne 8 x 4 with Phoenix 2 (23W) body and Terberg TSA Omnidell bin lift.
- Dennis Elite 6 Tridem Mid Steer 32 tonne 8 x 4 with Dennis Olympus OL27w body and Terberg Omnidell bin lift.

Table 1: South Norfolk and Broadland Council vehicle sizes

| Make | Dennis | Mercedes |
|-------------------------------|------------------------------|------------------------------|
| Model | Elite 6 8x4 Tridem Mid Steer | Econic Mid Steer 8x4 |
| Body | Dennis Olympus OL27W | Phoenix 2 (23w) |
| Bin lift | Terberg OmniDel Lift | Terberg OmniDel Lift |
| Front overhang | 1665mm | 1850mm |
| Rear overhang | 3225m (including binlift) | 1200mm (add 2m for bin lift) |
| Overall length | 11300mm (including binlift) | 9500mm (add 2m for bin lift) |
| Overall width | 2530mm (2850mm with mirrors) | |
| Overall height | 3500mm | |
| Turning circle (wall to wall) | 22.4m | 22.5m |
| Gross vehicle weight | 32000kg | 32000kg |

3.2 Properties served by adopted highways and roads

The waste collection vehicle will service all adopted highway and roads or roads that are to be adopted, providing there is clear and safe access to do so.

3.3 Properties served by a private drives/ streets (serving less than 10 dwellings)

A private drive/ street is any communal access serving less than 10 dwellings. The waste collection vehicle will not access private streets and a waste collection point must be provided nearest to the adoptable road highway boundary.

3.4 Navigating through a development

Routes in a development should allow collection vehicles to continue mainly in a forward direction. Consideration must be made to minimise the distance a refuse collection vehicle has to reverse. Where reversing is unavoidable, the distance should be no more than 12m and this should be straight and free from any structural or visual obstructions. Where this distance is exceeded appropriate, safe turning heads able to accommodate the vehicle should be provided (e.g. no property entrances opening directly onto the turning head).

Where waste collection vehicles are expected by exception to access service areas in mixed use/ high density developments, they should be able to enter and leave in a forward direction.

Adequate clearance should be provided where a vehicle is expected to pass under canopies and building overhangs. There should also be adequate clearance around any tree planting, taking into account the future growth of the trees.

Waste collection vehicles are permitted to stop in all locations that are not subject to urban clearway or no stopping restrictions. This includes loading and waiting restriction areas and zebra and signal controlled crossings. This should be considered when designing the road layout of the development to ensure there are regular passing opportunities for other road users.

Waste collections will not commence on any development until:

- The roads and footway are constructed to binder course, which is a requested planning condition
- Access is clear and not obstructed by any ongoing work, storage or delivery of materials on site
- A site visit and induction has been carried out by the Council and/ or contractor

Where road surfaces are not complete, or access is hindered in any way during any phase of a development, it is expected that:

- Provision for waste collection is made by and financed by the developer or
- Temporary accessible waste collection points are agreed by the Council (subject to any site restrictions) to enable any service to commence.
- The developer is expected to convey relevant collection details to new home owners, with any missed collections as a result resolved by the site developer.

4 Household Waste and Recycling collections

Waste container collection and storage points, and the route from one to the other must be shown on the development drawings for every planned property. Once agreed by the Council the developer must make sure this detail is included in the property deeds or property welcome pack. There is a charge for all wheeled bins for new properties.

Designers must consider the following in waste collection provision and waste storage:

- Easy and safe access for waste producers, including older persons or persons with disabilities
- Easy and safe access for collectors and large collection vehicles
- Location and space (including avoidance of any opportunity to cause nuisance or injury)
- Protection against animal scavenging of waste
- Noise and sound insulation
- Ease of maintenance including regular cleansing of waste storage areas
- Robust construction of waste storage areas
- Fire risk and smoke
- Lighting of waste storage areas
- Ventilation of waste storage areas

4.1 Waste collection service details

Table 2: Waste collection standard containers and frequencies

| Waste type | Container colour Broadland | Container colour South Norfolk | Container type | Container capacity | Collection frequency |
|---|-------------------------------|-----------------------------------|----------------|--------------------|-------------------------|
| Refuse | Green | Dark Grey | Wheeled bin | 240 litre | Fortnightly |
| Recycling | Grey | Green | Wheeled bin | 240 litre | Fortnightly |
| Garden waste (opt in) | Brown | Brown | Wheeled bin | 240 litre | 25 collections per year |
| Food waste (eligible properties) | Green | N/A | Caddy | 23 litres | Weekly |
| Food waste (Communal bin properties only) | Red | N/A | Wheeled bin | 140 litres | Weekly |

Refuse and recycling waste is collected on an alternate week basis with refuse collected one week and recycling the next. Larger bins are only provided in exceptional circumstances. Some properties may share communal 1100 litre bins where appropriate and as a last resort, but these are to be avoided where at all possible and will only be provided as part of an agreed refuse strategy. If you are considering any communal bin store facilities please contact the Councils as soon as possible to discuss these.

4.2 Collection container dimensions

The dimensions of each collection container are approximate and will vary slightly according to different manufacturers; this should be taken into consideration when designing external storage locations. The standard sizes of the majority of bins used in the districts is in table 3. Other sizes of bins may be considered by exception and must be agreed in advance of submitting plans.

Table 3: Collection container dimensions

| Collection container type | width | depth | height |
|---------------------------|---------|---------|---------|
| 240 litre wheeled bin | 580 mm | 695 mm | 1070 mm |
| 360 litre wheeled bin | 580 mm | 880 mm | 1095 mm |
| 1100 litre wheeled bin | 1360 mm | 1220 mm | 1470 mm |
| 23 litre food caddy | 320mm | 400mm | 405mm |

4.3 Waste storage in the property

To allow residents to separate waste at source effectively, adequate internal waste storage space should be provided for waste, recycling and food waste as a minimum.

4.4 External waste storage

4.4.1 Properties with individual bins

All properties with individual bins must

- Have an external storage point for at least 3 x 240 litre wheeled bins plus a 23 litre food caddy (this can be 2 x 240 litre wheeled bins where there is no garden)
- A means to bring waste out for collection that does not involve bringing containers through the interior of the property or for long distances around other properties
- Storage provided at the rear of the property with bins brought to the collection point on the appropriate day(s)
- Where storage of bins is at the front of the property, have an enclosure included in the design in line with section 12 of Building for Life.

The external storage point should:

- Where possible be located within 30 metres of the main external door to the property
- Have a hard, smooth, free draining surface to allow safe access and cleansing
- Never obstruct sight lines for pedestrians, cyclists and drivers
- Never require waste containers to be left on the footway/ highway as this reduces the width of the footway/ highway and causes a hazard to users

Flats and apartments can be provided with individual containers (240 litre bins) should have a secure storage enclosure that can only be accessed by the individual household wherever possible (e.g. an individual storage cupboard built into the communal car parking area or front of the property). If communal storage areas are to be utilised for 240/ 360 litre bins, please see section 4.4.2 for initial guidance on construction and location contact the Council as soon as possible for further guidance.

4.4.2 Properties with communal bins/ communal bin storage

A communal bin store may be appropriate in some instances and should be discussed with the Council at the earliest opportunity. Communal bin stores can be used to house individual bins for up to 8 properties (e.g. 16 x 240 litre bins), or serve as a storage and collection point for large 1100 litre containers. Larger 1100 litre bins for flats and apartments are permissible only where individual bins are not achievable. In Broadland space must also be provided for food waste collection in communal areas, and we will advise on arrangements for each store.

Communal shared bins regularly cause problems with misuse, anti-social activity, odour and nuisance and can become an ongoing liability.

Where communal 1100 litre containers are to be provided, to calculate the number of containers needed use the following formula:

((Number of flats x 240) divided by 1100) multiplied by 2 = total bins required.

This calculation allows for the provision of bins for recycling and rubbish and there would normally be a 50/50 split.

We would strongly recommend that all storage points for communal properties are separate to the main building and not contained within or under the property itself due to the fire risk.

The storage/collection area for communal bins must:

- Be managed on an ongoing basis
- Have clear signage
- Where individual bins are provided, these must be numbered
- Be inspected, cleaned and maintained regularly to prevent health and safety issues arising and harbourage of pests. Any cleaning regime should include the regular cleaning of the bins provided by the Council to prevent nuisance and odour.
- Be no more than 5 metres from the position where the refuse vehicle will park to empty the bin.
- Be away from the main building and located within 30 metres of the main external door to the properties served wherever possible.
- Be secured with a locking mechanism which must either be unlocked by 06:00 on collection day, or with a keypad lock for which the code is provided to the Council.
- Have a hard, smooth, free draining internal surface to enable safe access and cleansing
- Have shading for bins and be away from property windows and ventilation points
- Be well ventilated and well lit. If lighting is on a timer this must stay on for long enough for the bins to be used/ checked and moved
- Never obstruct sight lines for pedestrians, cyclists and drivers.
- Be of robust construction and able to withstand any impact from laden 1100 litre bins during collection.
- Have gate stops, hinges, frames, latches and striking plates of sufficient strength and construction
- Have room for each individual bin to be manoeuvred without moving other bins in the enclosure with a clear turning circle area to fully manoeuvre bins
- Be constructed so bin lids can be fully opened inside the enclosure.
- Be safely accessible to all users including disabled residents
- Have an entrance and route to the collection vehicle wide enough for containers to be removed for emptying safely (suggest 2 metres)
- Have doors that can be opened outwards and secured when open
- Have doors that do not open on to the highway or on to car parking spaces
- Have a dropped threshold at the entrance to the enclosure and a dropped kerb to enable bins to be manoeuvred to the vehicle safely.
- Have a hard, smooth surface route to the refuse collection vehicle no greater than 1:12 that is free of steps, kerbs, obstructions

Refuse crews will not remove waste that is not placed in the bin or any bulky waste left in any bin enclosure. Collections will not take place where communal bins are obstructed in any way, and a charge may be made to return.

We cannot emphasise enough the need for ongoing management and maintenance of communal bin storage areas to prevent them becoming an ongoing liability for households serviced by them. The Council will not deliver bins to any communal area until we have full contact details of who will be managing the area and full access details.

4.5 Defined collection points

4.5.1 Properties with a boundary on an adoptable highway

Properties with a boundary on to an adoptable highway should have a clearly visible waste collection point immediately adjacent to the adoptable highway. There should be no steps, kerbs or other obstructions for the householder/ waste collection crews and the collection point should not obstruct pathways, parking spaces or the highway.

Figure 1: Suitable waste collection points for properties with a boundary on the adoptable highway, with storage points and the route from storage to collection points illustrated. Barratt David Wilson Homes



Figure 2: Further examples of suitable waste collection points for individual properties. Cripps Developments



4.5.2 Private drive/ street

A hard stand collection point should be provided for all properties nearest to the adoptable highway. The collection point should be large enough for 2 x bins per property and all bins should be freely accessible to the waste collection crew.

This collection point should not be included in any one properties deeds as this can create an ongoing liability. Any communal collection points should have an appropriate arrangement in place for ongoing maintenance.

Figure 3:: Suitable waste collection points for private drive/ streets. Cripps Developments.



Photos illustrating two purpose built hard standard bin collection points on private drive/ streets. In both cases the collection points are located immediately adjacent to the highway.



4.5.3 Communal bins

The storage point for communal waste containers is also the collection point and containers should be located securely within a purpose built enclosure which is not more than 5 metres from where the vehicle is expected to stop.

5 Waste collection from commercial developments

Commercial premises require additional consideration when it comes to planning waste storage and collection. Operators of commercial premises are required by law to have a collection with a registered waste carrier for the disposal of any waste generated in the course of business. Any waste produced must also be stored securely. Waste is less easily categorised and waste storage capacity and collection arrangements will vary from business to business, with several different contractors likely to service a commercial development.

5.1 Waste storage

Commercial containers must be stored within the external or internal space of the commercial premises. Storage in private yards is acceptable with suitable screening of views and security taken into account. For commercial premises containers will range from 240 litre bins for small units, to large roll on/off skips for larger units. Space may also need to be provided for the safe storage and operation of waste compactors.

5.2 Waste collection

Loading of commercial containers should take place wherever possible in the private yard of the commercial premises. Where appropriate, it may be acceptable for the collection vehicle to pull up next to the private yard. Where wheeled bins are used manual handling distances should be as short as possible.

5.3 Typical capacities for different types of commercial premises

The following table shows typical provision for waste storage capacity in commercial premises (source: ADEPT *"Making Space for Waste"* 2010)

Table 4: Typical waste storage capacities for commercial premises

| Development type | Litres of waste storage for every 1000m gross floor space |
|-----------------------------------|---|
| Offices | 2,600 |
| Retail | 5,000 |
| Restaurants and fast food outlets | 10,000 |
| Hotels | 7,500 |

5.4 Access for waste collection

The access for waste collection guidance for residential developments is also applicable in many cases in a commercial setting. Any area that the waste collection vehicle is expected to access should be built to a level that will withstand the size of vehicle needed to collect the waste container. This includes front loaders, large skip vehicles and potentially even articulated vehicles. We recommend undertaking vehicle swept path analysis on the largest vehicles expected to utilise the area.

6 Street cleansing

6.1 Service details

The Council provides a comprehensive program of scheduled cleansing to ensure that the district is kept clean in accordance with the Environmental Protection Act 1990 and the associated Code of Practice on Litter and Refuse.

The Council delivers scheduled highway sweeping across public highways in the district with roads, footways, detached footways and some rural roads that are particularly susceptible to soiling being swept regularly. The Council also clears litter, dog fouling, dead animals and fly tipping from adopted highways and relevant land. Bins are provided for litter and dog fouling around the district on adopted highways and areas of relevant land.

The Council is not responsible for cleansing privately owned and managed land, including bin stores, alleyways and car parks. The developer is responsible for all street cleansing activities outlined above on new developments until the point of adoption or transfer of ownership, including emptying of any litter and dog bins.

6.2 Street sweeping and cleansing service

Adoptable highway surfaces should be able to withstand the brushes on machinery used for this purpose. Some types of surface are not suitable for mechanical highway and footway sweeping. Consideration should be given to the final surface dressing of any highway or footway as to its suitability for cleansing by these methods.

6.3 Litter and Dog Bins

The Council empties litter and dog bins on public highways, footways, lay-bys, verges and other Council owned land. Bins on private land are the responsibility of the landowner or land manager.

The location and specification of any litter or dog bins on public highways, footways, lay-bys, verges and public open space/ relevant land that the Council is to be responsible for should be agreed at the planning stage. Bins should be installed as close to the adopted highway as possible to allow for access with a vehicle.

Open space that is not adopted by the Councils should be provided with an appropriate number of regularly serviced litter and dog bins, and emptying arrangements must be put in place to ensure obligations the Environmental Protection Act are met. Bins on privately owned land can be serviced under a commercial agreement for which the Council is happy to provide a quote.

6.4 Fly tipping

The Council empties clears fly tipping from public highways, footways, lay-bys, verges and other Council owned land. Fly tipping on private land is the responsibility of the landowner or land manager.

Fly tipping on privately owned land can be cleared under a commercial agreement for which the Council is happy to provide a quote.

7 Development Commencement and Completion

To ensure the Council can provide a refuse collection service at the point the first property is completed, the following information should be provided by the developer to the Council.

- At least 8 weeks notice of the first completion should be given to ensure there are enough wheelie bins in stock.
- Details of who will be paying for wheelie bins – no bins will be delivered until we have this information.
- Details of phasing plans of the development so any temporary bin collection points can be determined.
- Details of the site manager so a visit can be arranged in advance of the first bin delivery, and any health and safety matters can be raised appropriately.
- Details of any management company looking after communal areas.